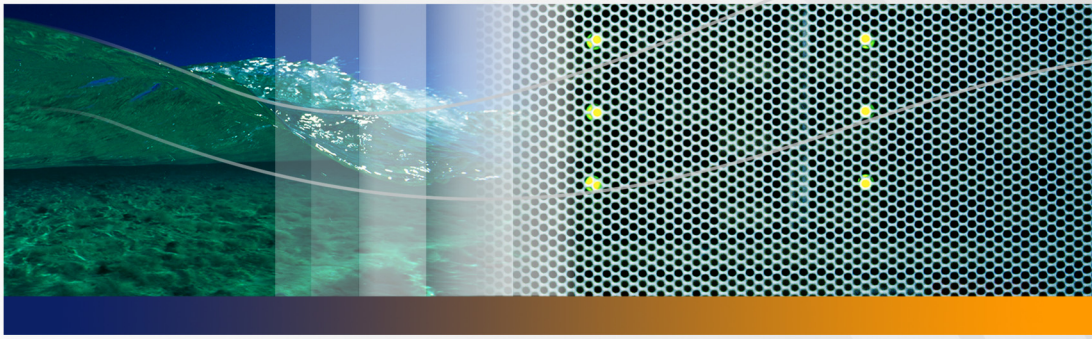
Product Documentation

Peregrine Systems, Inc.

Get-Resources™ 4.2.1



Tailoring Kit Release Notes

Part No. DGRTK-421-EN22

Peregrine SYSTEMS

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Get-Resources 4.2.1 Tailoring Kit Release Notes

Welcome to Peregrine Systems, Inc. Get-Resources 4.2.1 Tailoring Kit. Release Notes contain an overview of new features, describe known issues with this release, and provide instructions to access information from other sources, such as the Peregrine Customer Support Web site. Before you begin, ensure that you have a valid Customer Support login ID and password.

The media shipped with this release contains a complete installation of the product, documentation, and language packs when applicable. Refer to the packing list included with your shipment for a complete description of the media provided.

Get-Resources is part of the Peregrine Systems Employee Self-Service (ESS) suite of applications built on the Peregrine OAA platform. Get-Resources integrates with AssetCenter or ServiceCenter to enable employees to create requests for resources and services and streamline the approval workflow of those requests throughout the organization. The Get-Resources Tailoring Kit contains all product fixes included with the 4.2.1 release of Get-Resources. If you upgrade to Get-Resources 4.2.1 and require tailoring ability, you must also upgrade your tailoring kit to version 4.2.1.

This is a maintence release of the Get-Resources Tailoring Kit.

Getting started

To understand the Get-Resources 4.2.1 release, review the following information:

- Compatibility Matrix on page 6
- Software Change Requests on page 7
- Search the KnowledgeBase on page 7
- Installation issues on page 7

Key features of Get-Resources

The Get-Resources Tailoring Kit includes the following.

Component	Description
Peregrine Studio	A graphical development tool that you can use to customize Get-Resources.
Get-Resources source files	An editable Peregrine Studio project file for Get-Resources.

Compatibility Matrix

The Compatibility Matrix lists supported versions of operating systems, browsers, Peregrine products, and other compatibility and support information. To access the Compatibility Matrix:

1. Use a browser to navigate to the Peregrine Customer Support Web site at *http://support.peregrine.com*.
2. Log on with your Customer ID and password.
3. From the left navigation pane, click **Product Information** > **Product Family** > **Get-Resources** > **Compatibility matrices** > **Product Version**.

Software Change Requests

There are no fixes for Software Change Requests (SCRs) in the Get-Resources Tailoring Kit 4.2.1.

Search the KnowledgeBase

The KnowledgeBase contains articles with related information, tips, and workarounds for this release. To search the KnowledgeBase:

1. Use a browser to navigate to the Peregrine Customer Support Web site at *http://support.peregrine.com*.
2. Log in with your Customer ID and password.
3. From the left navigation pane, click **Advanced Search**.
4. Type one or more keywords to filter the search, then choose a product from the drop-down list.
5. Click **Go**.

Known issues

There are no known issues for the Get-Resources Tailoring Kit.

Installation issues

You should back up the existing Studio project file (*.adw) if you have modified it, prior to installing 4.2.1. Otherwise, you need to re-edit the 4.2.1 project files with any changes you made for version 4.2.

Documentation

The complete set of books for Get-Resources 4.2 includes:

- Get-Resources Tailoring Kit Guide
- Get-Resources Installation Guide
- Get-Resources Administration Guide

Peregrine Systems supplies electronic versions of all documents on the Customer Support Web site.

Peregrine Systems also provides electronic versions of related documents in your installation package.

Third-party products

Peregrine products often integrate third-party products using open source standards. The Peregrine Customer Support Web site contains specific statements about the support of third-party products and open source standards. You need your Customer login ID and password to log on.

Need more information?

The Customer Support Web site has resource information about third-party products, the Compatibility Matrix, documentation, and customer support contact information.

Start your browser and navigate to *http://support.peregrine.com*. You need your Customer ID and password to log on.

Education services

For a complete listing of Peregrine training courses, see the *Peregrine Education Service* Web site.

Corporate headquarters

See the Peregrine Systems corporate Web site for the location of offices, information about products, news, and contact information. Start your browser and navigate to *http://www.peregrine.com*.