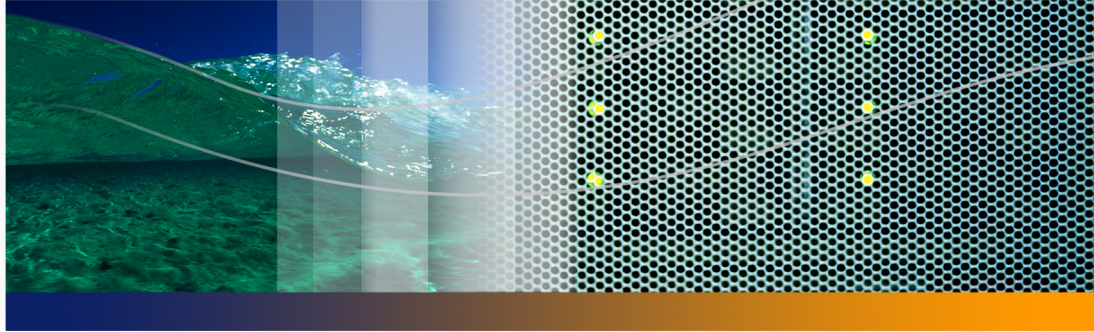


Peregrine Systems, Inc.

# Get-Services™ 4.2.1



## Release Notes



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# Get-Services 4.2.1 Release Notes

**PEREGRINE**

Welcome to Peregrine Systems, Inc. Get-Services 4.2.1 product. 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-Services is part of the Peregrine Systems Employee Self-Service (ESS) suite of applications built on the Peregrine OAA platform. Get-Services provides a web-based interface that enables users to report problems in their work environment by opening problem tickets in Get-Services and then storing them in the ServiceCenter back-end system. You can then view tickets from Get-Services and ServiceCenter.

Get-Services integrates to the following ServiceCenter modules:

- Incident Management
- Service Management
- Change Management

This is a minor release that includes new features and enhancements as well as solutions for known issues.

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## Getting started

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

- [Compatibility matrix on page 7](#)
- [Software Change Requests on page 7](#)
- [Known issues on page 9](#)
- [Language support on page 11](#)

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## Key features of Get-Services

Get-Services streamlines the process of reporting technical and non-technical issues by automatically routing service alerts to people who can resolve them.

Get-Services includes the following key features:

- Self-service process for employees to open, monitor, update, and close both tickets and change requests from their desktops
- Ability for employees to categorize the service, incident, and change tickets according to pre-defined categories
- Web-based interface for technicians to monitor and close tickets as well as change tasks and phases from the field
- Out-of-box integration to ServiceCenter Incident, Service, and Change Management modules
- Security and profile models providing user access based on pre-defined roles
- Identifying and tracking the number of tickets opened using the Web through ServiceCenter reporting
- HIPAA compliance

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## New features

This is a maintenance release so no new features have been added to Get-Services 4.2.1.

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## 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 > Employee Self Service > Get-Services > Compatibility matrices > 4.2**.

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## Software Change Requests

Get-Services 4.2.1 includes fixes for Software Change Requests (SCRs).

## Get-Services enhancements and fixed issues

There are no enhancements or fixed issues in this release of Get-Services.

## OAA enhancements and fixed issues

The following table describes enhancements to OAA as well as issues fixed in this release.

SCR	Description
34578	Fixes 508 compliance problems in <code>link.xml</code> , <code>label.xml</code> , and <code>fieldtable.xml</code> .
34969	For 508 compliance: Added missing ALT tags for images on <code>error.jsp</code> .
35231	Fixes the problem with ServiceCenter attachment files being extracted to the wrong session id directory. A user would get a 404 error when the user brought up a document that has an attachment, and then another user or browser brought up another document before the 1st user clicked on the review attachment icon.
35309	For 508 compliance: Made the value of the 'for' attribute of <LABEL> elements equal to the value of 'id' attributes of their associated composite elements. Applies to search forms and view/edit forms.

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## 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

The following tables contain known issues about Get-Services 4.2.1, OAA, and the installation. To search the KnowledgeBase for known issues, type the Known Issue Document ID as the search criteria.

### Get-Services known issues

This release of Get-Services has no known issues.

### OAA known issues

The following table describes OAA known issues related to Get-Services.

SCR	Known issue	Workaround
35008	<p>Importing personalizations with a BizDoc (Rome) backend fails because of non-matching dtLastModify values for records being imported. This occurs during the following scenario:</p> <ul style="list-style-type: none"> <li>- The admin exports personalizations,</li> <li>- Sometime later a user or an admin changes a portal personalization record,</li> <li>- Later, the admin attempts to re-import the exported personalizations, but this fails once the updated portal personalization record is encountered.</li> </ul>	<p>Before performing an import of personalizations: In the Rome database, delete all rows from the PORTAL table where LPORTALID &gt; 0. Afterwards, import the personalizations.</p>
35200	<p>Users can no longer modify a running workflow process under the Status tab of the My Messages details screen. They will get either an error message, such as "Forbidden: You don't have permission to access /oaa/ on this server." or the entire portal page is included in the right bottom page.</p>	<p>None.</p>

SCR	Known issue	Workaround
35239	<p>A 404 'Request file not found' error occurs when accessing attachments with special characters such as German umlauts in the file name.</p> <p>Get-It can upload the attachment to the Application server, but returns a 404 (file not found) error when a user clicks the View Attachment icon. This happens because the file name is not encoded and decoded properly between the Get-It application and the Application server.</p>	<p>The minimum Tomcat version to support file names with special character (for example, German umlauts) is 4.1.31.</p> <p>If you are using Websphere 5.1 or 6.0 and have special characters in the file name, you will not be able to view the attachments after the attachment is uploaded.</p>
35373	<p>Cannot customize the Title and Instructions on the lookup search screen. If you click Lookup and then the 'Personalize this Page' link on the resulting search window, you have the option to change the Title and Instructions. Modifying these fields does not have any effect, however. The Title is always 'Lookup &lt;schema label&gt;' and the Instructions, 'Enter values to narrow down the search, as desired, and press the Search button.'</p>	None.
35440	<p>Some Scandinavian characters display as question marks. These characters display properly when inputting them in a comment field, but they do not display properly when retrieving the data after submitting it.</p>	None.
35601	<p>When a user attempts to attach a file that is larger than the size limit that was set in the admin settings, a message will pop up that the attachment is too large. If you click OK on the popup but do not close the attachment window, an ECMA script error occurs when the user attempts to add another attachment.</p>	<p>When the user receives the message popup stating that the attachment is too large, click OK in the popup to dismiss the message and then close the attachment window.</p>

## Installation known issues

This release of Get-Sources has no known installation issues.

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## Documentation

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.

### Related documentation

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

- Get-Services Installation Guide
- Get-Services Administration Guide
- Get-Services Change Management Module Installation Notes

These documents are available on the Get-Services 4.2 installation CD in the ...\`documentation` directory.

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## Language support

The language packs, available in French, Italian, and German, are available for Get-Services 4.2.

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## 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.

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## 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>.



