Get It!

Release Notes
Release 1.3.1 SP1
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Peregrine SYSTEMS®
The Infrastructure Management Company™

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This edition applies to version 1.3.1 SP1 of the licensed program.

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Get.It! 1.3.1 Service Pack 1 Release Notes

Welcome to Peregrine Systems' Get.It! version 1.3.1 Service Pack 1.

This release includes fixes of defects since the last Get.It! release. A related change request (SCR) implemented in this release is described in the table on page 4.

The media shipped with this release comprise a complete installation of the product. Refer to the packing list included with your shipment for a description of the media.

What's in these Release Notes

These release notes include:

- Enhancements included in this release (see page 1).
- A chart of supported languages (see page 3).
- Notes on related documentation and the compatibility matrix (see page 3).
- Considerations for installing and upgrading to this release (see page 2).
- A list of fixed defects that have been closed (see page 4).
- A table of known issues and solutions (see page 5).
- Contact details for further assistance (see page 5).

Enhancements

This service pack includes an enhancement to improve performance throughout Get.It!.

Considerations for Installing and Upgrading to this Release

request.xml File

Important: When you insert the CD in the CD-ROM drive, the updated files will automatically replace the appropriate files in your current installation. If you have updated the `request.xml` file, you will need to make a copy of this file before upgrading to Release 1.3.1 SP1. If you do not make a copy of this file, any changes you have made will be lost.

AssetCenter API

The AssetCenter API must be installed on the same system as Get.It! if you are using AssetCenter with Get.Resources! The AssetCenter database can be on another system. This means that you must either proceed with: (1) a full installation, or (2) a custom installation, selecting the "AssetCenter API" option.

WBuild Command

Run the `WBUILD GETIT` command after installation to ensure that user-modified files are compiled into the new installation.

STR Files

Windows NT

If you expect to support multiple languages, then you must consider the following upgrade procedure. If you manually change STR files, then you must back up these files before you upgrade. The `strbuild.bat` file generates the `getit_en.str` file, extracting all strings from the XML file. For this reason you must back up your manual changes.

1. Back up all `...apps\getit_xx.str` files. These files include: `getit_de.str`, `getit_en.str`, `getit_fr.str`, `getit_it.str`, and `getit_ja.str`.
2. Install Get.It!
3. Run the WBUILD command.
4. Append all but the `getit_en.str` backed up STR files onto the end of the new, corresponding STR file. For example, if you are working with the `getit_de.str` file then you must append the archived version onto the end of the new `getit_de.str` file.
5. Run the STRBUILD command.

Note: Duplicate strings will occur when appending archived files onto the end of newer files. Running the STRBUILD command will remove all duplicates, leaving user-defined modifications.

Chart of Supported Languages

The following chart shows the languages in which each module of the Get.It! products is available.

Language/ Product	English	French	Italian	German	Japanese
Get.Answers!	X				
IR Expert	X				
Knowlix	X				
Document Collections	The language of the original document is retained.				
Get.Resources!	X	X	X	X	X
AssetCenter	X	X	X	X	X
ServiceCenter	X	X		X	X
B2B	X			Express	
Get.Service!	X	X	X	X	X
ServiceCenter	X	X		X	X
PC Support	X				

Related Documentation

The complete set of manuals for Get.It! 1.3 includes documents for installation, administration, and tailoring. These documents also apply to Get.It! 1.3.1 Service Pack 1.

Documentation Web Site

For a complete listing of the current Get.It! documentation, see the Documentation pages on the Peregrine Systems, Inc. Customer Support web site at:

http://support.peregrine.com

You will need the current login and password to access this Web page.

For copies of the manuals, you can download PDF files of the documentation using Adobe Acrobat Reader (also available on the Web site). Additionally, you can order printed copies of the documentation through your Peregrine Sales Representative.

Compatibility Matrix

A compatibility matrix, identifying the hardware and software requirements for installing this release, is also available via the Customer Support Web site at

http://support.peregrine.com

The matrix lists those platforms on which Get.It! can be installed.

Peregrine recommends that you check the Web sites of the suppliers of the platforms in use at your site to verify that they are still supported. Peregrine does not support platforms that are no longer supported by the vendor.

Table of Fixed Defects

The following table shows the defects that have been fixed by the release of Get.It! 1.3.1 SP1.

The table has three columns:

- Release—the Get.It! release in which the correction was made.
- SCR Number—the Software Change Request (SCR) that prompted the change.
- Problem Ticket Number—the problem ticket(s), if any, associated with the SCR. These numbers are prefixed with SD. If no number appears in the column, then only an SCR number applies.
- Description—a brief description of the change.

The SCRs are listed numerically in ascending order.

Release	SCR Number	Problem Ticket Number	Description
Get.It! 1.3.1 SP1	3604	SD056175	Modified the request creation process to ensure that duplicate requests are not created accidentally when the Back or Refresh buttons are pressed in the Web browser.

Known Issues

The following table includes known issues and their temporary solutions.

Issue	Temporary Solution
Names containing an apostrophe.	Do not use an apostrophe for your name. For example, use Ohare if your name is O'Hare.

Need Further Assistance?

For further information and assistance with this new release or Get.It! in general, contact Peregrine Systems' Customer Support. Current details of local support offices are available through these main contacts.

North America, South America, Asia/Pacific

Telephone:	+(1) (800) 960-9998 (within US only, toll free) +(1) (858) 794-7402
Fax:	+(1) (858) 794-6028
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