Get It!

Release Notes
Release 1.3.1 SP2
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Peregrine
SYSTEMS®

The Infrastructure Management Company™

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**Get.It! 1.3.1 Service Pack 2
Release Notes**

Get.It! 1.3.1 Service Pack 2 Release Notes

Welcome to Peregrine Systems' Get.It! version 1.3.1 Service Pack 2.

This release includes fixes of defects since the last Get.It! release. Change requests (SCRs) implemented in this release are described in the table on page 6.

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 2).
- A chart of supported languages (see page 5).
- Notes on related documentation and the compatibility matrix (see page 5).
- Considerations for installing and upgrading to this release (see page 4).
- A list of fixed defects that have been closed (see page 6).
- A table of known issues and solutions (see page 9).
- Contact details for further assistance (see page 9).

Enhancements

The following enhancements have been included in Get.It! 1.3.1 SP2:

- The <link> element now accepts a target=<frame/window> attribute to direct a server response to a frame or window other than _self. This is similar to the window="true" command, which directs a response to a new window. The target attribute can be included in the <form> tag so that the default form submit action can be directed to another frame or window.

  Example:

  ```
  <table record="KnowledgePak" rows="10">
    <column label="Subject" field="Subject"/>
    <column label="Symptom" field="Symptom"/>
    <link target="_blank" target-form="solution" field="Id"/>
  </table>
  ```

  Result:

  When the link (target="_blank") is followed, the information is displayed in a new browser window.

- The <select> option now accepts a size="n" attribute to enable placement of list boxes. If omitted, the <select> box size will default to "1" which causes a combo box to be rendered. The <select> option also allows a multiple="true" attribute to enable the list box to be multi-select.

  Example:

  ```
  <row>
   <input type="select" size="3" multiple="true" label="Department"
       field="DepartmentId" record="Department" valuelist="Id"
       displaylist="Name"/>
  </row>
  ```

  Result:

  Produces the following Department list.

  Because multiple="true", multiple values can be selected from this box.

- The <input type="text"> element (text edit field) has been modified to accept onclick, onmouseover, onmouseout, onkeypress, and onchange events. The onkeypress event is new for all other elements that can accept and process client-side event scripts.

Example:

```
<row>
 <field/>
 <input label="Serial No"  type="text" onmouseover="alert('This
      is a test')"  field="SerialNo" />
</row>
```

Result:

When the cursor passes over the "Serial No" field, an alert box stating "This is a test" is displayed.

- Enhancements have been made to the B2B interface to support multiple languages and improve error handling. If you intend to use B2B functionality, you should use the Get.It! 1.3.1 SP2 release. You will also need to import the AssetCenter B2B scripts that are shipped with Get.It!. These are located in the ...\getit\config\AssetCenter\getitb2bimport\ directory. Refer to the "Get.Resources! Configuration" section of Chapter 2 of the *Get.It! Installation Guide* for instructions on importing the files.

- The process for handling a session timeout has been changed. Previously, when a session timeout occurred, the user was directed to the login screen for a new login and the user would then return to the form being used when the timeout occurred. Now, when a timeout occurs, the user is first sent to the login screen, and after login, to the Home page, rather than to the previously used form.

This functionality was changed because certain forms, especially in the IMAC weblication, cache information with the user session for use with subsequent forms. When a session timed out, information was lost. The system then tried to perform an improper query, causing the system to freeze.

To prevent system timeouts and possible loss of data, the user should ensure that forms are submitted before leaving the system for long periods of time. The timeout value can also be increased to prevent frequent session timeouts. The value is set in the archway.ini file; the default setting (in milliseconds) is **sessiontimeout=6,000,000** (1-2/3 hours).

Considerations for Installing and Upgrading to this Release

Customer-modified Files

Important: When you run the Setup procedure for installing Get.It! 1.3.1 SP 2, a complete list of files that will be replaced during the installation is displayed. If you have made changes to any of these files in their original directories instead of copying them to the `user` directory, you should make a backup of these files before proceeding with the installation. If you do not make a copy of these files, any changes you have made will be lost. Changes made to files in the `user` directory will not be affected.

AssetCenter Considerations

- 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 2.

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 SP2.

The table has four 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 SP2	3398	SD051620 SD052535	The getit.default profile has been modified to contain only the minimum rights needed to run Get.It!.
Get.It! 1.3.1 SP2	3430	SD052060	If a request form has a telephone number field filled in and you navigate to a form without a telephone number, data will display properly on each form.
Get.It! 1.3.1 SP2	3580	SD054253	The module title in a user directory file can now be overridden if desired.
Get.It! 1.3.1 SP2	3598	SD056232 SD057013	The Euro currency symbol now displays properly in Get.It! forms.
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.
Get.It! 1.3.1 SP2	3628	SD055471	Blanks will no longer be counted as text in a required field.
Get.It! 1.3.1 SP2	3703	SD055534	When using multiple JVMs, HTTP requests to Archway fail and a call such as the following will not work: http://server/servlet/archway?sc.query&_table=operator&_count=1 The solution is to use a call like the following: http://server/getit/archway.jsp?sc.query&_table=operator&_count=1 This accesses the archway.jsp page in the presentation folder.
Get.It! 1.3.1 SP2	3726	SD058117	In Employee Lookup, if two people have the same first and last names, the system will now validate the person chosen, rather than the first one in the list.

Release	SCR Number	Problem Ticket Number	Description
Get.It! 1.3.1 SP2	3732	SD059180	Sorting definitions have been modified to allow _sortOrder to work properly. Ascending sorts are specified by ASC, descending sorts by DESC.
Get.It! 1.3.1 SP2	3767	SD061022	Enabled Archway to reconnect to ServiceCenter on Solaris and Windows NT systems when the connection has been lost.
Get.It! 1.3.1 SP2	3769	SD057106	A fix has been applied which eliminates setting a bookmark when the session times out, so that queries that depend on User Session info will not fail because the info is no longer present after the session timeout.
Get.It! 1.3.1 SP2	3811	SD062684	A system will no longer lock up if the "Register" process for a new user and another process (for example, a scriptpoller) start at the same time.
Get.It! 1.3.1 SP2	3826	SD062313	A new QueryParser.class patch can be applied to properly support DocQueries containing back slashes in strings of the WHERE clauses. This is useful, for example, to support Windows NT Challenge and Response in a manner that preserves Windows NT domain names as part of the user's login indentification.
Get.It! 1.3.1 SP2	3861	SD064190	The calendar widget will now work properly when processing date strings.

Known Issues

The following table includes known issues and their temporary solutions.

Issue	Temporary Solution
Names containing an apostrophe.	Do not use apostrophes when entering a name. For example, if the name is O'Hare, type Ohare.
B2B will not work if Get.It! is set up to use multiple JVMs.	B2B cannot currently be used with multiple JVMs. Scriptpollers are used to transfer B2B data to the B2b server and are also used to keep Get.It! connected to AssetCenter and ServiceCenter. All JVMs run all of the scriptpollers. Each scriptpoller then tries to send the same purchase order to the B2B server, resulting in errors.

Need Further Assistance?

For further information and assistance with this 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
Email: support@peregrine.com

Headquarters: Peregrine Systems, Inc.
                Attn: Customer Support
                3611 Valley Centre Drive
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Europe, Africa

Telephone: (0) (800) 834 770 (within United Kingdom only, toll free)
                +(44) (0) (02) 8334-5844
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