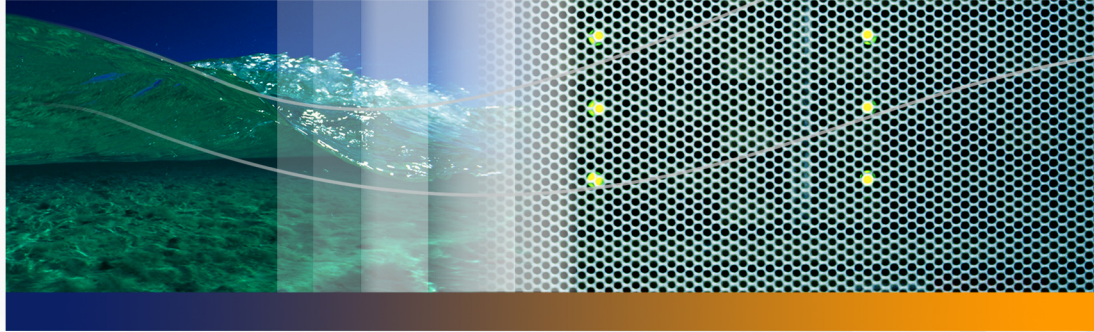


Peregrine Systems, Inc.

# Get-Services™ 4.2.2



## Release Notes



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# Get-Services 4.2.2 Release Notes

**PEREGRINE**

Welcome to Peregrine Systems, Inc. Get-Services 4.2.2 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.

**Note:** These release notes also include step-by-step procedures for installing Get-Services on WebSphere 6.0 and the IBM HTTP server.

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## Getting started

To understand the Get-Services 4.2.2 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 19](#)

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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 4.2.2.

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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 4.2.2 includes fixes for Software Change Requests (SCRs).

## Get-Services enhancements and fixed issues

The following table describes Get-Services issues fixed in this release.

SCR	Description
35811	When updating a Get-Services call ticket in ServiceCenter, the update can now be seen in Get-Services when you use the new SC6.1 unload, esminfc.unl.
36080	<p>With the new mandatory fields (callback.contact and callback.type) the default personalization has changed. Systems that have changes to the personalization will not see these changes because their personalization is coming from the database or the oaa\WEB-INF\custom\explorers\incident directory. Administrators on these systems will have to add Callback and Notify By fields to their Calls forms and set them to mandatory.</p> <p>Since callback.contact is also a new field in ServiceCenter 6.1, systems running against prior versions of ServiceCenter may want to use the previous default personalization which can be found in the oaa\WEB-INF\etc\Version6\explorers\incident and oaa\WEB-INF\etc\Version51\explorers\incident directories.</p>
36353	Unloads in the ServiceCenter 6 directories should not be applied to ServiceCenter 6.1 systems. If there is no ServiceCenter 6.1 directory, then there are no ServiceCenter 6.1 unloads to apply for that module.

## OAA enhancements and fixed issues

The following table describes the OAA issues fixed in this release.

SCR	Description
36121	The OAA SCAdapter now retrieves ServiceCenter 6.1 libraries from a ServiceCenter61 directory. This is separate from the ServiceCenter6 directory which will remain for ServiceCenter 6.0 libraries, if you are using ServiceCenter 6.0.

## 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 4.2.2, 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

The following table describes the Get-Services known issues.

SCR	Known issue	Workaround
36951	After applying the new unload (Esminfce.unl) and then when you restart ServiceCenter 6.1, the error message, "Failed to create eventin record" appears.	After restarting the SC 6.1 server, the OAA application server must be restarted as well.

### OAA known issues

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

SCR	Known issue	Workaround
35239	404 'Request file not found' error occurs when accessing attachments with German umlauts in the file name.	Problem not reproducible on WAS 5.1.1.4 with JDK1.4.2 (IBM JDK) J2RE 1.4.2 IBM Windows 32 build cn1420-20040626 The issue is reproducible on WAS 6.0.1. IBM states: PQ96955 was a known issue on WAS5.1 -- fixed in WAS 5.1.1.4. IBM has not yet confirmed that it will be marked a bug/defect against WAS6.0.1.

## Installation known issues

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

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## Installing WebSphere 6.0 and IBM HTTP server

You must configure your application and Web servers *prior* to running the Get-Services installer.

### Assumptions

Before beginning installation, verify that you have the following software.

- WebSphere 6.0 using Java version 1.4.2 or later
- Java™ 2 Runtime Environment, Standard Edition (build 1.4.2)
- J2RE 1.4.2 IBM Windows 32 build cn142sr1w-20041028
- IBM HTTP Server 6.0 or later

### Configuring WebSphere 6.0

Use the following procedures to configure WebSphere 6.0 to run Get-Services.

**Step 1** Run the installer. See [page 11](#).

**Step 2** Deploy the oaa.war file. See [page 13](#).

**Step 3** Copy the jar files. See [page 15](#).

**Step 4** Edit the application settings using the WebSphere Administrative Console. See [page 16](#).

**Step 5** Editing the httpd.conf file. See [page 17](#)

**Step 6** For AIX, if you are using ServiceCenter as the back-end, update the path to the ServiceCenter libraries in the startServer file. See [page 17](#).

**Step 7** Complete the configuration. See [page 18](#).

## Running the installer

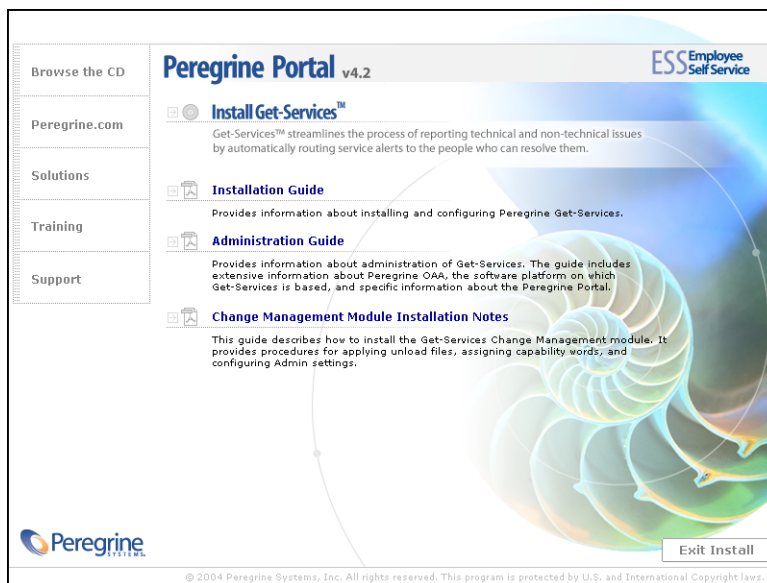
You must do this on a Windows machine.

### To install Get-Services:

- 1 Insert the Get-Services installation CD-ROM into the CD-drive.

If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the installer from the CD.

- Use Windows Explorer to navigate to the CD-ROM directory. Double-click **Autorun.exe**.
- Start the Get-Services installation from the Windows command prompt. Type **D:\>autorun** where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.



- 2 Click **Install Get-Services** to start the setup wizard.
- 3 At the Welcome screen, click **Next**.
- 4 Accept the License Agreement and click **Next**.

- 5 Choose your destination directory and click **Next**.
- 6 Confirm the setting of your Java installation and click **Next**.
- 7 Click **Install** to install Peregrine Portal 4.2.

The command prompt window shows what is being deployed and added. This may take several minutes.

- 8 When the installation is complete, click **Finish**.
- 9 Click **Exit Install**.

The installer creates the `oaa.war` and `oaadeploy.properties` files in the `Portal` directory. The default location is: `C:\Program Files\Peregrine\Portal`.

File	Purpose
<code>oaa.war</code>	Most of the application server configurations require this file to deploy the application.
<code>oaadeploy.properties</code>	This file is useful if you run <code>oaadeploy</code> to recreate the image directory or when you are installing a patch.

## Deploying the oaa.war file

The oaa.war file creates the directory structure necessary to deploy Get-Services to your application server.

### To deploy the oaa.war file using the WebSphere Administrative Console:

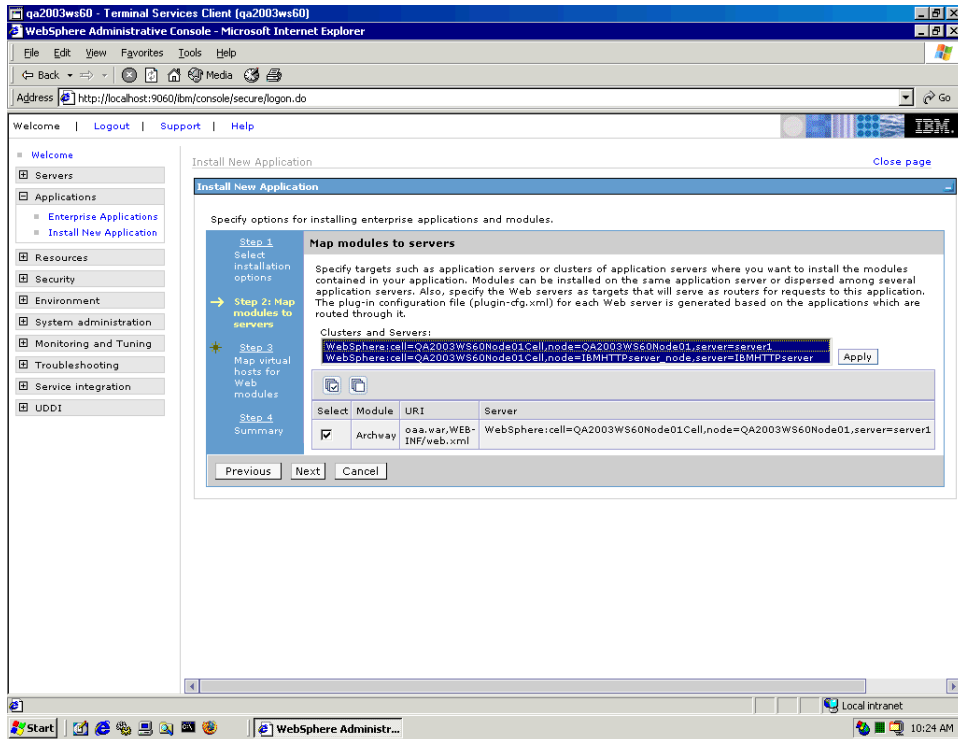
- 1 Start the WebSphere Administration Server.
- 2 Log on to the WebSphere Administrative Console.
- 3 Click **Applications** on the Administrative Console menu.
- 4 Click **Install New Application**.
- 5 In the Local path field, browse to the oaa.war file created at installation.
- 6 Specify the Context Root, a value such as **oaa** (the virtual directory name).
- 7 Click **Next**.

This may take several minutes.

- 8 Accept the default settings and click **Next**.
- 9 Click **Continue**.
- 10 Click **Use Binary Configuration**.
- 11 In the Application Name field, specify a name, such as **oaa**.
- 12 Keep all the other settings at their defaults, and click **Next**.
- 13 Click **Select**.

## 14 Select the following as required:

cluster  
server  
Web Server

15 Click **Apply**.16 Click **Next**.17 Keep the default settings, and click **Next**.18 Click **Finish**.19 Click **Save to Master Configuration** to save the server configuration.20 Click **Save**.

- 21 Log out of the Administrative Console.
- 22 Stop the WebSphere Administration Server.

## Copying jar files

The installer generates jar files that you must copy to the application server endorsed directory.

- 1 Verify that the following files are in the `<APP_DEPLOYMENT_DIR>/WEB-INF/lib` directory, where `<APP_DEPLOYMENT_DIR>` is the path to your Get-Services deployment directory.  
  
`js.jar`  
`jai_core.jar`  
`jai_codec.jar`  
`m1ibwrapper_jai.jar`
- 2 Copy or FTP the following files from the installation directory `C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions`  
  
`activation.jar`  
`mail.jar`  
`pop3.jar`  
  
to the `<APP_DEPLOYMENT_DIR>\WEB-INF\lib` directory.
- 3 Copy or FTP the following files from the installation directory `C:/Program Files/Peregrine/Portal/SupportFiles/JavaExtensions`  
  
`xalan.jar`  
`xercesImpl.jar`  
`xml-apis.jar`  
  
where `C:/Program Files/Peregrine/Portal` specifies the location of your application installation,  
  
to the `$JAVA_HOME/jre/lib/endorsed` directory.
  - a If necessary, replace any older versions of these files.

- b If `xmlParserAPIs.jar` exists in the endorsed directory, delete it.
- c Create the endorsed directory if one does not exist.

## Editing the application settings

Using the WebSphere Administrative Console, edit the application settings.

### To edit the application settings:

- 1 Start the WebSphere Administration Server.
- 2 Log on to the WebSphere Administrative Console.
- 3 Click the **Enterprise Application > Application** link.
- 4 Click the Get-Services link from the list for the application that you just installed.
- 5 Click **Web Modules** under Related Items.
- 6 Click the **oaa.war** link.
- 7 Change the **Class loader Mode** to **PARENT LAST**.
- 8 Click **OK**, click **Save**, then click **Save** to save the server configuration.



## Editing the httpd.conf file

Modify the httpd.conf file to add the plug-in modules and an alias for the virtual directory.

- 1 From the IBM HTTP Server configuration /conf/httpd.conf file, add the plug-in modules.

On Windows:

```
LoadModule was_ap20_module
<AppServerPath>\Plugins\bin\mod_was_ap20_http.dll
WebSpherePluginConfig <AppServerPath>\AppServer6\profiles\default\
config\cells\<hostname>\nodes\IBMHTTPserver_node\servers
\IBMHTTPserver\plugin-cfg.xml"
```

On UNIX:

```
LoadModule was_ap20_module
<AppServerPath>/Plugins/bin/mod_was_ap20_http.so
WebSpherePluginConfig <AppServerPath>/AppServer6/profiles/default/
config/cells/<hostname>/nodes/IBMHTTPserver_node/servers/IBMHTTPserve
r/plugin-cfg.xml"
```

- 2 Create an alias in httpd.conf for the virtual directory.

```
Alias /oaa <AppServerPath>/AppServer/installedApps/<hostname>
/oaa_war.ear/oaa.war
```

**Note:** The /oaa alias needs to match the Context Root.

- 3 Save and close the file.
- 4 Restart the IBM HTTP Server.

## Editing the startServer file for AIX

When using ServiceCenter as the back-end, the AIX environment requires you to add the path to the ServiceCenter libraries in the startServer.sh file.

- 1 Log out of the Administrative Console.
- 2 Stop the WebSphere Administration Server.

- 3 Using a text editor, open the `startServer.sh` file.
- 4 At the top of the file add a single entry for `LIBPATH` and set it to the path for the appropriate `ServiceCenter` libraries.

For example, when running `ServiceCenter 5`:

```
LIBPATH=/<AppServerPath>/<APP_DEPLOYMENT_DIR>  
/WEB-INF/lib/AIX/ServiceCenter5
```

When running `ServiceCenter 6`:

```
LIBPATH=/<AppServerPath>/<APP_DEPLOYMENT_DIR>  
/WEB-INF/lib/AIX/ServiceCenter6
```

When running `ServiceCenter 6.1`:

```
LIBPATH=/<AppServerPath>/<APP_DEPLOYMENT_DIR>  
/WEB-INF/lib/AIX/ServiceCenter61
```

Export the completed variable entry using the following command:  
`export LIBPATH`

- 5 Save and close the file.
- 6 Start the WebSphere Administration server for the new settings to take effect.

## Configuring Get-Services

To complete the configuration, follow the instructions *Get-Services Administration Guide*.

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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>.



