

Peregrine

ServiceCenter

Release Notes

Release 5.1.5.0

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ServiceCenter 5.1.5.0 Release Notes

PEREGRINE

These Release Notes contain an overview of ServiceCenter 5.1.5.0, 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 and documentation. See the packing list included with your shipment for a complete description of the media provided.

Key features of ServiceCenter

ServiceCenter is a suite of service management applications that enables an organization to automate and optimize service support and delivery processes through a single point of contact, improving the availability and productivity of the infrastructure and reducing costs.

ServiceCenter enables IT organizations to manage Calls, Incidents, Change Requests, Problems, and Service Level Agreements. ServiceCenter makes it possible to improve delivery of services and availability of technology and infrastructure assets with predefined processes for managing configuration items.

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 > ServiceCenter > Compatibility matrices > Product Version**.

Software Change Requests

ServiceCenter 5.1.5.0 includes resolutions for many Software Change Requests (SCRs).

To view the SCRs included in this release

- 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 > ServiceCenter > View SCRs**.
- 4 Filter the query by selecting the version, category, or subcategory for SCRs as search criteria.

The Web site displays a report that matches your criteria. You can view the report or click **Create Excel Report** to download a spreadsheet with the contents matching your search criteria.

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 on 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**.

Documentation

Peregrine Systems provides electronic versions of ServiceCenter 5.1 documents in your installation package and on the Customer Support Web site. For the latest versions of the documentation for this release, check the Customer Support Web site.

The complete set of books for ServiceCenter 5.1 includes:

- Application Administration Guide
- Client/Server Installation Guide for OS/390 MVS
- Client/Server Installation Guide for UNIX
- Client/Server Installation Guide for Windows
- Database Management and Administration Guide
- Distributed Services Quick Start Guide
- Introduction and Best Practices Guide
- ReportCenter
- SC3270 Client Installation Guide

- System Administrator's Guide
- System Tailoring
- Technical Reference
- Upgrade Utility Implementation Guide
- User's Guide
- Work Management

To access latest versions of the documentation

- 1 Use a browser to open 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 > Service Management > ServiceCenter > Documentation > ServiceCenter > 5.1**.

Online guides and Field Help are also available.

To access the online guides

- 1 Click the Windows **Start** button.
- 2 Navigate to the ServiceCenter directory.
- 3 Click **Online Guides**.
- 4 Open the guide you want to view.

To access Field Help from the client

- 1 Launch the ServiceCenter client.
- 2 Place your cursor in the text box for a specific field.
- 3 Click **Help > Help on Field**.

Upgrade Information

ServiceCenter 5.1.5.0 does not require an application upgrade. You can install the 5.1.5.0 server, clients or both. To get the full benefit of the release, or if you are currently running a version of ServiceCenter that is earlier than SC 4.0, you need to upgrade both the server and clients.

Third-party products

Peregrine Systems products often integrate third-party products that use open source standards. The Peregrine Customer Support Web site contains specific statements about the support of third-party products and open source standards.

Need more information?

The Peregrine Systems 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, <http://www.peregrine.com/customers/value-path/education/>.

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>.

