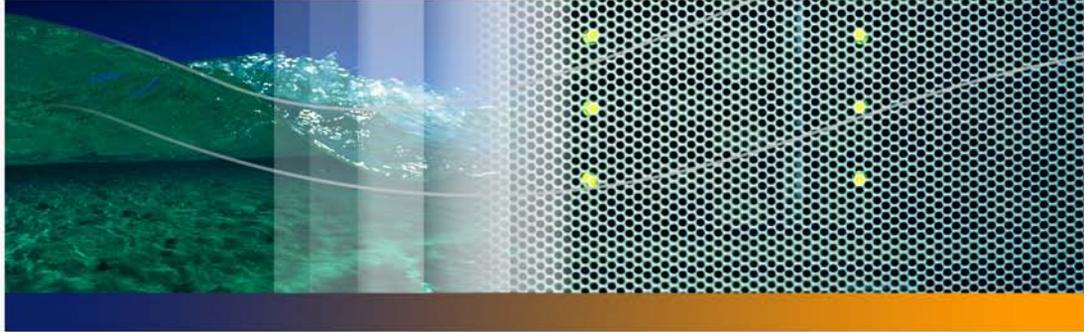


Peregrine Systems, Inc.

# ServiceCenter® 6.1



## Release Notes



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Peregrine Systems, Inc.  
3611 Valley Centre Drive San Diego, CA 92130  
858.481.5000  
Fax 858.481.1751  
[www.peregrine.com](http://www.peregrine.com)



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# ServiceCenter 6.1 Release Notes

## PEREGRINE

These 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 and documentation. See the packing list included with your shipment for a complete description of the media provided.

This release:

- Expands support for the commitment to industry standard technology.
- Improves out-of-box application workflows to drive down total costs for tailoring the system.
- Aligns Service Management solutions with Information Technology Infrastructure Library (ITIL) recommendations for best practices, including terminology and workflow processes for Service Level Management, Problem Management, and Configuration Management.
- Provides a Self Service Ticketing feature that enables users to open and track service desk requests through a Web interface.
- Enhances time zone support to simplify tracking schedules across multiple geographies.

## New features

ServiceCenter 6.1 contains features that assist service desk operators, technicians, administrators, and reporting analysts to complete service management tasks. It supports ITIL and other industry standards and best practices, including Simple Object Access Protocol (SOAP) and Extensible Markup Language (XML) protocols.

### What's new for the end user?

The Windows and Web client interfaces provide an environment that makes it easy for all users to access the information and tools they need to do their jobs. Improvements to the Windows and Web client interfaces enhance the user experience and overall navigation.

- Both clients offer access to necessary information through tree view navigation and personalized folders with favorites, charts, and dashboards.
- The Update Utility allows you to access Peregrine supplied client updates from a centralized location at logon time without reinstalling the client.
- Trusted sign-on enables Windows client users to log on to ServiceCenter automatically based on their or network User ID and password.
- Single sign-on enables Web client users to completely bypass the login screen and log on by using network authentication.
- End users will see changes to the way they use Service Level Management and Problem Management (formerly Root Cause Analysis).

### What's new for the application developer?

Application developers will find further enhancements to JavaScript support and the Advanced Debugger.

Industry-standard scripting languages remove the requirement to use proprietary languages. Embedded debugging features make system tailoring more reliable and manageable.

The functionality to consume public or company Web Services into your ServiceCenter workflows is fully integrated into the ServiceCenter 6.1 server software.

The services exposed through Web Services are now based on ITIL processes. For example to open an incident ticket, the Web service, called IncidentManagementCreate, uses the same processes and workflows as an online user.

## What's new for the system administrator?

Administrators benefit from simplified data and system management. They now have the ability to access the tools they need from a Windows navigator with links to related tasks and information. Drag-and-drop functionality simplifies many administrative tasks.

The following table outlines the new tools, utilities, and enhancements.

Feature	Description
Admin plug-in	The new admin plug-in consolidates separate administrative views and functions and System Definition utility links into a single installable component. This allows you to distribute a client image to your users that does not include administrative components.
Capability words	Capability words now have a hierarchical structure for inheritance. New capability words secure access to the ODBC driver and Web Services (ODBC and SOAP_API). Only users with those capability words in their operator records will be able to use the ODBC driver and Web Services.
Deadlock detection	You can detect potential deadlocks before they occur in semaphores and resource locks.
Exporting text	The Web client offers an <b>Export to Text</b> option for record lists.
Multithreading	Multithreading is now available on Windows platforms.
Stack traces	ServiceCenter automatically copies any stack trace to the ServiceCenter log file.
System Definition utility	The new System Definition utility enables you to view database tables and edit their fields, keys, and properties; access trigger records; and view existing SQL mappings. You can now access the Help editor from the System Definition utility to add or customize Field Help.
Time zones	Enables you use duty tables for any timezone.
Trusted sign-on	You can enable users to log on to ServiceCenter automatically by using the same authentication information they use to log on to the network.
Single sign-on	<ul style="list-style-type: none"> <li>■ Trusted sign-on for Windows clients requires an SSL certificate for the ServiceCenter server, and one SSL certificate for each client.</li> <li>■ Single sign-on for Web clients requires an SSL certificate for the Web application server and the ServiceCenter server.</li> </ul>

## 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.

ServiceCenter supports the ITIL best practice standards, and can be tailored to meet your organization's specific needs. With support for Web Services, as well as an extensive set of prebuilt integrations, ServiceCenter can be integrated to virtually any third-party enterprise application.

### Changes to Configuration Management (formerly Inventory Management)

ServiceCenter 6.1 renames Inventory Management to Configuration Management and renames Assets to Configuration Items to conform with ITIL best practices.

### Changes to Service Management

ServiceCenter 6.1 Service Management has been extended to support the new Self Service Ticketing capability and Service Level Management integration with Service Management.

## Changes to Incident Management

ServiceCenter 6.1 improved integration with Service Level Management with Incident Management enables you to monitor:

- The availability of a Configuration Item (CI), such as a service, application, hardware, software, or other infrastructure component by using Service Level Objectives.
- Service Level Objective (SLO) response metrics.

## Changes to Problem Management (formerly Root Cause Analysis)

ServiceCenter 6.1 renames Root Cause Analysis to Problem Management to conform with ITIL best practices, and expands the workflow to include all Problem Management activities, separating problem control and error control.

## Changes to Change Management

ServiceCenter 6.1 integrates Service Level Management with Change Management requests and tasks.

## Changes to Service Level Management

Service Level Management for ServiceCenter 6.1 improves support for ITIL best practices and simplifies Service Level Agreement (SLA) administration. ServiceCenter 6.1 Service Level Management provides the following advantages:

- Improved integration with ServiceCenter applications, including added support for Change Management, Incident Management, Problem Management, and Service Management.
- Automatic SLA selection, which selects the correct SLA to apply to the call, incident, or change.
- Global time zone support. You no longer need to use global SLA service hours.

- Wizard driven SLA creation that enables you to:
  - Choose the condition on which the response time rules depend.
  - Link Availability rules to schedules.
  - Define charge-back penalties.
- Simplified administration. You can set penalties to result when SLA achievement criteria are not met. You have the ability to:
  - Use achievement metrics to generate penalties or charge-backs.
  - Remove downtime penalties based on individual outages.
  - Remove charge-back penalties based on response time and availability clauses.
- The ability to assign one comprehensive SLA for each customer and connect it to the appropriate Service Level Objective (SLO). You no longer need to define separate SLAs to cover different conditions.
- The ability to create schedules and specify duration or interval for schedule conditions.
- The ability to use SLAs to help prioritize work queues.
- The ability to configure SLA escalation rules.
- The ability to use high-level performance targets for the entire agreement, which supports the establishment of flexible availability and response durations.
- Built-in charting capability provides more flexibility than existing SLA metric charts.

## Changes to ServiceCenter Server

ServiceCenter 6.1 servers no longer require specialized executables for RDBMS support in a UNIX environment. A single executable now dynamically links to the appropriate RDBMS libraries. Refer to the *ServiceCenter 6.1 Installation Guide* and *Database Conversion and RDBMS Support* guide for more information.

The ServiceCenter 6.1 server no longer provides support for 3270 text mode terminal, NAPA, and Virtual Telecommunications Access Method (VTAM) printing. It still supports Resource Access Control Facility (RACF) validation, Job Entry Subsystem (JES) printing, and read/write access to Queued Sequential Access Method (QSAM) files.

## Differences between the Web and Windows clients

There are some differences in operating the Windows client and the Web client. In particular, when using the Web client:

- Open new ServiceCenter client instances in separate browser windows to have them function independently.  
If you open a new instance in the same browser window, the new instance does not act as an independent browser. Both instances share cookies and the same servlet sessions.
- Open new URLs in separate browser windows.  
If you change your URL after launching the Web client, you are still logged in and any records you have open are locked. You must then wait for the session to time out. The records remain locked in the Web client until the Web client user session times out. Sessions expire automatically after a period of time; check your servlet engine documentation to see how to set this timeout period.
- Save your data before changing pages.  
In the Windows client when switching threads by selecting a new thread or closing the current thread, the other thread is not affected. The Web client does not maintain any context information when changing pages, instead, it retrieves the form again. If you enter data in the Web client and then switch to another page (such as selecting a tab within a Detail frame), you lose that newly entered data.
- To log in as multiple users, use the Windows client or log onto the Web client using Internet Explorer.  
If you log onto the Web client from any Mozilla browser and then try to open a new browser window as another user, you log on automatically as the same user.
- Log out of the ServiceCenter client instead of clicking the Close button (X) at the top right of the window.  
Because of limitation within the browsers, closing the browser without logging out often leaves the user session logged in and tickets locked.

## Web tier behavior

The web application server log contains a stack trace when the ServiceCenter 6.1 server kills an inactive Web client session. For example, this log entry is purely informational and does not indicate a problem with the system.

```
2005-06-09 09:02:51,703 ERROR [Thread-1086] - 2005/06/09
09:02:51 PDT [ERROR] SOAP message send failure
2005/06/09 09:02:51 PDT [ERROR] Unexpected end of file from
server

... trace ...

2005-06-09 09:02:51,703 ERROR [Thread-1086] - 2005/06/09
09:02:51 PDT [ERROR] SOAP Failure - Message send failed
```

---

## 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**.

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## Software Change Requests

In addition to the new features, ServiceCenter 6.1 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.

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## 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**.

## Known issues

The following table describes ServiceCenter 6.1 known issues. To search the KnowledgeBase for more information on these known issues, type the Known Issue Document ID (enclosed in quotation marks) as the search criteria.

Document ID	Known issue	Workaround
73544	Charts do not display after losing a connection due to inactivity.	After losing a connection due to inactivity, close the Dashboard and then reopen it to display chart data.
373197	<p>If you add an attachment with Japanese characters in the filename and save it, you cannot open the attachment using the Windows client. You receive an error message.</p> <p>A bug in Sun Microsystem's Java code for invoking external programs causes this problem. For more information, go to: <a href="http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=4947220">http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=4947220</a>.</p>	To view an attachment with Japanese characters in the filename, save the file to disk and open it from the operating system, or open it using the Web client.
376267	You cannot deploy the SC 6.1 web-tier on WebLogic by using the SC ear file.	Use the exploded war file. See the knowledge article for instructions.
380598	<p>Relative date/time values do not work properly in ServiceCenter 6.1 Report Center reports.</p> <p>This is because Crystal Reports 9 computes time values differently than earlier versions.</p>	Do not use relative time data in reports.
380663	IR searches on Japanese text do not work. Global Knowledge searches fail to find Japanese characters in Calls and Incidents.	None available at this time.
380693	<p>Performing a Copy/Rename of dbdict using the System Definition utility does not keep RDBMS information consistent and intact.</p> <p>Renaming a dbdict using the System Definition utility breaks the relationship between the backend database, the dbdict mappings, the sqlbasename field, and the datadict.</p>	None available at this time.

Document ID	Known issue	Workaround
381941	The Help server stops when the user logs off the server that hosts it, even if it is launched as a service. The Windows session on the server must be kept running or locked for the Help server to keep running.	To fix this problem, <ol style="list-style-type: none"> <li>1 Open <b>Start &gt; Programs &gt; Administrative Tools &gt; Services</b>.</li> <li>2 Select the ServiceCenter Help server service.</li> <li>3 Open the <b>Log On</b> tab.</li> <li>4 Change the setting from <b>Local System Account to This Account</b>.</li> <li>5 Set a <b>Login ID and Password</b>.</li> <li>6 Click <b>Apply</b>.</li> <li>7 Close the window.</li> <li>8 Restart the service.</li> </ol> Alternatively, set the <b>Startup Type</b> to <b>Automatic</b> , and restart the machine.
381995	The Web client does not save data when you reference a field multiple times on the same form. If a form is designed with multiple editable widgets for the same input field, the Web client saves the first instance, then over-writes it with the value of the second instance. If the first was the value modified, the change then is lost.	Do not create forms with multiple editable widgets for the same data.
382196	The ServiceCenter 6.1 RAD debugger loses the thread if you display a variable when you run a trace. The RAD debugger loses the proper thread when setting a breakpoint in a new thread prior to displaying it.	Use the Advanced Debugger.
382229	The ServiceCenter 6.1 Web tier does not accept URLs generated by makeSCWebURL API when using "localhost" or other DNS shortcuts in web.xml. This is because the server uses the full DNS name to build the hash, but the client uses the server name in the web.xml file - sc.host.	Specify the server full DNS name in the sc.host parameter of the web.xml file.
382275	The ServiceCenter 6.1 Web client does not work with Peregrine Portal when Peregrine Portal is the default home page. When you search for a Get-Answers solution from the Web client, you are prompted to close a window. Whether you chose to close the window or not, you cannot get your search results. This happens when you have Peregrine Portal (OAA) as the default home page in Internet Explorer.	Do not use Peregrine Portal as your home page.

Document ID	Known issue	Workaround
382311	<p>If you enter data in the Web client and then switch to another page (such as selecting a tab within a Detail frame), you lose that newly entered data.</p> <p>The Web client does not maintain any context information when changing pages, instead, it retrieves the form again.</p>	You must save your data before changing pages.
383741	The DVD mandatory condition does not work in forms displayed by the ServiceCenter 6.1 Web client.	Use the DVD visible condition to toggle between displaying two fields, one mandatory the other not.
383766	<p>Drag and drop for attachments only works with the Windows client.</p> <p>Drag and drop for attachments is not available in the Web client; drag and drop for the Windows client requires use of the Ctrl key.</p>	To drag and drop attachments in the Windows client, use Ctrl + drag and drop.
383801	When upgrading the applications from SC4 to SC61, you get errors when loading the favorites_conversion.unl unload.	Delete the no nulls key on the system field in the formatctrl dbdict. Then load the favorites_conversion.unl unload.
393155	<p>Index data is lost when shutting down the server after an IR Regen. The IR Regen appears to be complete, but it is not.</p> <p>When performing an IR Regen, the server issues a message to the sc.log stating that it has completed. This message indicates that it has completed reading the data into memory and it is now beginning the build of the new index.</p> <p>If ServiceCenter is forced to shut down at this point, (e.g. <code>scenter -shutdown:1</code>), then index data is lost.</p>	Run <code>scenter -reportlocks</code> periodically from the command line to determine whether there is still IR activity going on.

Document ID	Known issue	Workaround
393184	<p>Attachments are not accessible after upgrading to ServiceCenter 6.1 if the primary key value is not used as the topic. Previously the server allowed you to define fields other than the primary key as the topic in the SYSBLOB file. You could do this by specifying an input field name in the OLE widget on the form.</p> <p>With changes introduced to attachments, the server no longer uses the input property defined on the OLE object for the topic.</p> <p>For example, you may have added an OLE widget to the forms used for accessing ocml records and used the <b>number</b> field as the input field name on the OLE widget. The value contained in the <b>number</b> field for an ocml record would then be used to establish the topic for an attachment to be associated to the record.</p> <p>In this scenario since the primary key for the ocml file is now a field named <b>phase.num</b>, your attachments on the ocml records would no longer be visible.</p>	<p>To make the attachment accessible:</p> <ol style="list-style-type: none"> <li>1 Add a new field called <b>topic</b> to the datadict dbdict record with a datatype of <i>Character</i>.</li> <li>2 Add a new text field to the data policy form with an input field value of <b>topic</b>.</li> <li>3 Go to data policy and retrieve the record for the file that the inaccessible attachments should be associated with.</li> <li>4 In the data policy record update the newly added <b>topic</b> field with the input field name that was originally used in the OLE widget on the form that is used to access the records from this file.</li> </ol>
393964	<p>During the termination/cleanup of a thread process (user) when running in Multi-Threaded mode, it is possible for that thread to experience a GP Fault (abnormal interruption). If this occurs, the server cannot terminate/cleanup other threads in the thread controller process associated to the interrupted thread.</p>	<p>To stop the problem, terminate the Windows process associated with the Thread Controller.</p> <p>If this issue persists, disable multi-threading. Multithreading is disabled by default when you install ServiceCenter 6.1.</p>
394156	<p>UTF-8 characters can be lost or corrupted if your RDBMS database has not been configured to handle UTF-8 data.</p> <p>Setting the db1 language parameter to anything other than UTF-8 can result in lost characters due to the method of implementing codepages by your RDBMS system.</p>	<p>Peregrine Systems recommends that you implement your external database using UTF-8 or equivalent code pages. For more information, consult your vendor's database documentation.</p>

# Documentation

ServiceCenter Help is the primary documentation. Field Help is also available. Administrators can change Field Help and ServiceCenter Help by following the customization instructions in the Help system.

## To access Field Help

- 1 Place your cursor in the text box for a specific field.
- 2 Click **Help > Help on Field**, or
  - For the Windows client, press **Ctrl + H**.
  - For the Web client, press **F1**.

## To access Help from the client

- 1 Launch the ServiceCenter client.
- 2 Click **Help > Contents**.

**Note:** You do not need to connect to the server to view ServiceCenter Help.

## To access ServiceCenter Help from a server

- 1 Install a Help server by following the instructions in the *ServiceCenter 6.1 Installation Guide*.
- 2 Start any supported Web browser.
- 3 Type the connection address of the Help server.

## Related documentation

Peregrine Systems provides electronic versions of related documents in your installation package.

Peregrine Systems also supplies electronic versions of all documents on the Customer Support Web site.

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## Upgrade Information

A complete upgrade to ServiceCenter 6.1 requires a client, server, and application upgrade. For more information, view ServiceCenter® Upgrade Center on the Peregrine Customer Support Web site, and refer to the ServiceCenter upgrade documentation.

The *ServiceCenter 6.1 Server Upgrade Guide* contains information about upgrading the ServiceCenter server, including:

- Running the 6.1 client and server with 6.0 applications.
- Converting existing data to UTF-8 (for pre-ServiceCenter 6 customers)
- Combining favorites and inboxes
- Converting existing attachments to a new format

The *ServiceCenter 6.1 Application Upgrade Guide* contains information about upgrading SC4 and later applications to SC61.

## Unicode (UTF-8) support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. ServiceCenter 6.1 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

**Note:** Localized versions of the ServiceCenter software and documentation will be available in the ServiceCenter 6.1.1.0 language release. See the *ServiceCenter 6.1.1.0 Language Pack Installation* guide for more information.

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## 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.

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## 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>.



