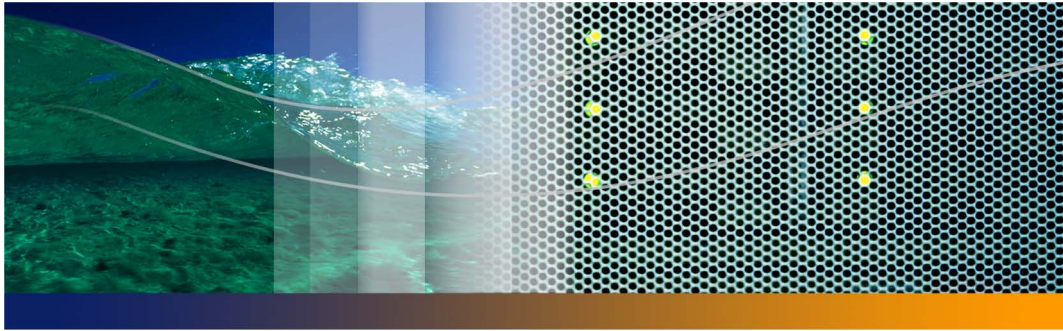


HP OpenView Management Solutions
ServiceCenter[®] 6.1.1.0



Release Notes



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ServiceCenter 6.1.1.0 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.

About this release

This release provides improvements to the web client and localized French, German, Italian, Japanese, and Spanish versions of the ServiceCenter® 6.1 software and documentation. See the *ServiceCenter 6.1 Language Pack Installation Guide* for information and instructions on how to install localized versions of ServiceCenter.

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.

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

In addition to the ServiceCenter 6.1 features, ServiceCenter 6.1.1.0 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**.

Known issues

The following table describes some ServiceCenter 6.1.1.0 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
498321	Some multi-byte characters do not display properly in multi-line text boxes in the Windows client.	Set the font manually to one that supports Japanese characters like MS Mincho. <ol style="list-style-type: none"> 1 Go into Window > Preferences > ServiceCenter > Appearance. 2 Click Change. 3 Select MS Mincho in the font selection screen. 4 Save the preferences. 5 Restart your client.
506427	The documentation currently states that the sqljoinsok parameter is obsolete, and that ServiceCenter 6.1 servers no longer support DB2 on OS/390 platforms. Neither is the case. The sqljoinsok parameter is working in the ServiceCenter 6.1 releases, and DB2 Universal is supported for OS/390.	The documentation will be corrected in an upcoming documentation release.
506462	The main menu of localized versions of ServiceCenter displays word the "Top" in English. The other terms are in the localized language.	This problem will be corrected in an upcoming release of ServiceCenter.
506517	<p>When you attempt to push a single table with SQL Server 2000, and then select Create Tables as the conversion option, an erroneous message is returned stating that the operation completed successfully. The log information, such as the sqldebug log, also erroneously indicates that the action was successful.</p> <p>The table is not created on SQL Server 2000. After refreshing the SQL Server 2000 database to confirm that the tables were properly populated, Enterprise Manager hangs.</p> <p>This problem is encountered only in Windows Server 2003 and SQL Server 2000 environments. Identical operations using Windows to DB2 AIX to DB2 function as expected.</p>	Use the following steps to complete the action successfully: <ol style="list-style-type: none"> 1 Shut down the ServiceCenter client and Enterprise Manager. 2 Restart Enterprise Manager. 3 Confirm that the tables were not created. 4 Perform the action again selecting Move Data instead of Create Table. 5 The table create is successful and the data is moved.

Document ID	Known issue	Workaround
510022	If a Self-Service ticketing user clicks Submit on the Password Change dialog box, the Navigator Tree (with the logout function) is suppressed.	<p>There are two potential workarounds:</p> <ol style="list-style-type: none"> 1 If you click Submit, you can continue to work without the Navigator by using the menu. You must kill your browser session by using the upper-right-corner-X when you are finished. 2 On the password change screen, after you change your password, press Enter rather than clicking Submit. You will change your password, but you will get the Navigator tree and be able to work normally in Self-Service ticketing mode.
510070	When using the web client to add a new Configuration Item (CI), you can not exit the new record and must kill the browser session.	After you create the CI by entering the information and clicking Add, you must kill your browser session to get out of the newly-created CI record.
540386	ServiceCenter 6.1.1 Client update utility does not support automated updates to 6.1.2 for localized clients. Automated updates only work on the English core components of the client.	<p>To update a localized client, you can perform the update manually.</p> <ol style="list-style-type: none"> 1 Open the Help menu and select Check for Updates. 2 Select Search for new features to install and click Next. 3 Open ServiceCenter discovery site, select all components and click Next. 4 Click Select All and click Next. 5 Accept the License Agreement and click Next. 6 Select the installation location and click Finish.
540493	<p>ServiceCenter 6.1.1.0 recognizes and tries to execute input conversion RAD routines for text boxes, however, input conversion for numeric fields does not work.</p> <p>ServiceCenter 6.1.1 does not support input RAD routines that use input masks or output RAD routines. The only widgets supporting these input RAD routines are text boxes. If the client dynamically substitutes a different widget for the text box (as happens with date/time fields), the input RAD routines will not work.</p>	There is no workaround available at this time.

Document ID	Known issue	Workaround
543268	You cannot re-configure the Help Server on a Japanese system. The initial installation does display the configuration screens for the Help Server and you can make an initial configuration. However, if you select Configure Help Server from the Start Menu or run <code>configure.bat</code> from a command prompt, after the initial installation, no screens display and you cannot re-configure the Help Server.	Delete or rename <code>helpserverconfig_ja.xml</code> . You can then re-configure in English.
544986	Some implementations of string related functions result in unanticipated results. The issue is based on the fact that ServiceCenter functions, including <code>lng</code> , <code>index</code> , and string functions, such as <code>stradj</code> , <code>strchrp</code> , <code>strclpl</code> , <code>strclpr</code> , <code>strcpy</code> , <code>strdel</code> , <code>strins</code> , <code>strpadl</code> , <code>strpadr</code> , <code>strrep</code> , <code>strtrml</code> , <code>strtrmr</code> , are byte rather than character oriented. Thus, a function you believe will act on the third character in a string actually acts on the third byte. For example, <code>index("c", "Bücher")</code> returns 4 instead of 3. This issue affects all multi-byte versions of ServiceCenter, including Japanese versions back to 1996 and all versions of ServiceCenter 6 and above.	You can use the <code>rtcall</code> function <code>mbindex</code> for a character version of <code>index</code> . Similarly, you can use the function <code>substrchars()</code> for a character version of <code>substr()</code> . Refer to the Knowledge Article for workarounds for the other functions.
545012	The Load Manager may have a GP fault under an extremely heavy load of resource locks/unlocks.	There is no workaround available at this time.

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 6.1.1.0 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.

Upgrade Information

A complete upgrade to ServiceCenter 6.1.1.0 requires the installation of a 6.1.1.0 client and server, and the SC61 applications. For more information, view ServiceCenter Upgrade Center on the Peregrine Customer Support Web site, and refer to the ServiceCenter upgrade documentation.

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

- Running the 6.1.1.0 client and server with SC61 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 Application Upgrade Guide* contains information about upgrading SC4 and later applications to SC61.

The *ServiceCenter Language Pack Installation Guide* contains information about installing localized versions of ServiceCenter.

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 6.1.1.0 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.

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>.

