



Get.It! 2.0.1
Release Notes
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This edition applies to version 2.0.1 of the licensed program

Get.It!

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Get.It! 2.0.1

Release Notes

Welcome to Peregrine Systems® Get.It! version 2.0.1.

This release includes support for three alternate application servers and for installation of Get.It! on Solaris and Linux. Get.It! 2.0.1 also provides support for multiple languages: English, French, German, Italian, Japanese, Polish, and Spanish. Compatibility matrices for the various configurations begin 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:

- Get.It! 2.0.1 Terminology—a list of Get.It! 2.0.1 terms (page 2).
- What's New in Get.It! 2.0.1—a summary of the Get.It! 2.0.1 enhancements (page 3).
- Related Documentation—notes on accessing related documentation (page 5).
- Compatibility Matrices—details of platform compatibilities (page 6).
- Known Issues—the list of known issues for the Get.It! 2.0.1 release (page 10).
- Get.It! Studio Known Issues—the list of known issues for Get.It! Studio (page 13).
- Installation Recommendations—important information about the installation (page 14).
- Prerequisites and Impact of Upgrading—considerations for upgrading to this release (page 15).
- Need Further Assistance?—details for contacting Peregrine Customer Support (page 16).

Get.It! 2.0.1 Terminology

The following terms are used in these release notes and other related Get.It! documentation.

JRE

A Java Run-time Environment (JRE) is required to run Java programs. It consists of the Java Virtual Machine, the Java platform core classes, and supporting files. A JRE is required in order to run Get.It! Studio.

JRun

JRun is a Java application server provided with Get.It! 2.0.1 to run the Archway servlet. The Get.It! 2.0.1 installer can automatically configure JRun for use with Get.It! 2.0.1.

Weblication

A weblication is an application that runs on the Web. Get.Resources!, Get.Service!, and Get.Answers! are examples of Get.It! weblications. You can also create your own weblications using Get.It! Studio.

What's New in Get.It! 2.0.1

Support for additional application servers, platforms, and languages is provided with Get.It! 2.0.1, as outlined in the sections below. Refer to the Compatibility Matrices on page 6 for details about the servers and languages supported for the platforms you are using.

Alternate Application Servers

Support for three additional application servers is included with Get.It! 2.0.1:

- WebSphere 4.0
- WebLogic 6.0 SP2
- Tomcat 3.2.3

These servers can be used in place of JRun, the application server provided with Get.It!. Instructions for configuring these servers for use with Get.It! are included in the *Get.It! Quick Start Guide*.

Refer to the Compatibility Matrices on page 6 for supported configurations.

Support for Solaris and Linux Platforms

In addition to Windows platforms, Get.It! 2.0.1 provides support for installation on Solaris and Linux. If you use Tomcat for your application server, you must use JDK 1.3.1 instead of JRE 1.3.1 for your run-time environment.

A connection to AssetCenter from Get.It! is now available for Solaris and Linux platforms.

Internationalization

Get.It! 2.0.1 is available in English, French, German, Italian, Japanese, Polish, and Spanish.

Note: The Get.It! Studio interface is available in English only, although it will compile international builds. A license for Studio is not required for building software during the installation process.

Run-time Environment

Peregrine provides the International version of JRE 1.3.1 as the run-time environment for Get.It! 2.0.1. If you are using a Java run-time environment other than the one provided, make sure that it is capable of handling languages other than English.

If you are currently using JRE 1.3.3 supplied with Get.It! 2.0, you do not need to install the JRE 1.3.1 International Build supplied with Get.It! 2.0.1 if you will be using any of the Western languages. However, if you will be using Japanese or Polish, uninstall your current JRE and install the International JRE provided with this release.

Character Encoding

A variable can be defined to specify the character encoding used in the JSPs.

The following settings are available:

- United States and Europe—ISO-8859-1, the default value.
- Japanese—Shift_JIS
- Polish—ISO-8859-2

The Build Variables for character encoding are defined in Get.It! Studio according to the language selection you make during your Get.It! installation.

After Get.It! is installed, change the Content type encoding on the Settings page in the Get.It! Admin module (Common tab>General Execution Options section>Content type encoding field). The settings in Studio and in the Admin module must match.

Refer to the Compatibility Matrices on page 6 for information about the languages supported on the platform you are using.

Resource Pooling

Architectural changes have been implemented to add adapter pooling to increase scalability. Adapters in Get.It! 2.0.1 that support pooling include:

- JDBC
- LDAP
- Mail

The pool size is defined in the **archway.ini** file using the parameter:

`<target_name>.AdapterPoolSize=n`

For example:

`jdbc.AdapterPoolSize=5`

Information about resource pooling is included in the *Get.It! Tailoring Guide*.

ServiceCenter with Get.Resources!

Get.Resources! can be configured to use the Request Management module of ServiceCenter 3.0 SP3 and later, and ServiceCenter 4.x. The Request Management catalog is available for Get.Resources!, and user authentication and rights are provided by capability words established in ServiceCenter Operator records. User rights can also be set globally using the Admin Settings form. Instructions for configuring ServiceCenter for Get.Resources! are included in Part 2 of the *Get.Resources! Quick Start Guide*.

Note that B2B, Shop Direct, Off-Catalog ordering, and the Buyer functionality are not available with Get.Resources! when using ServiceCenter.

Related Documentation

The complete set of manuals for Get.It! 2.0.1 includes:

- *Get.It! Quick Start Guide*—complete installation and configuration instructions, as well as chapters on security, adapters, and Get.It! administration. Updated information for 2.0.1 includes a revised section for configuring multiple JVMs, updated installation procedures for Windows, new installation procedures for Solaris and Linux systems, and configuration instructions for the alternate application servers.
- Quick start guides for each Peregrine weblication: Get.Answers!, Get.Resources!, and Get.Service!—information on configuring each weblication.
- *Get.It! Studio Introduction*—how to use Get.It! Studio. Also available as on-line help.
- *Get.It! Tailoring Guide*—how to tailor weblications using Get.It! Studio, including new troubleshooting tips, information on deploying on Solaris and Linux platforms, and how to create an international build with Studio.

These guides are also available on the installation CD in the ...\\getit\\docs directory.

Documentation Web Site

For a complete listing of the current Get.It! 2.0.1 documentation, see the Documentation pages on the Peregrine Customer Support Web site at:

<http://support.peregrine.com/GetIt/index.htm>

You will need your company's current login and password to access this Web page.

For copies of the manuals, you can download .pdf files of the documentation using the Adobe Acrobat Reader (also available on the Web site).

Additionally, you can order printed copies of the documentation through your Peregrine sales representative.

Compatibility Matrices

The following tables identify the hardware and software requirements for installing this release, as well as the platforms on which Get.It! 2.0.1 can be installed:

- Table 1: Servers—Requirements for installing Get.It! 2.0.1 on three platforms, Windows, Solaris, and Linux, including supported Peregrine back-end systems.
- Table 2: Clients—Requirements for clients accessing the Get.It! server.
- Table 3: Weblications—The Peregrine weblications, Get.Resources!, Get.Service!, and Get.Answers!, and the back-end systems and languages supported by these weblications.
- Table 4: Get.It! Studio Development System—Hardware requirements for Get.It! Studio.

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 1: Servers

	Windows	Solaris	Linux
Operating Systems	Windows NT Server, version 4.0 SP4 or later Windows 2000 Server	Solaris 2.7 and 2.8	Red Hat 6.2 and 7.1
Supported Back-End Systems	AssetCenter 3.02 through 3.6 ServiceCenter 3.0 SP3 or later ServiceCenter 4.x	AssetCenter 3.6 ServiceCenter 3.0 SP3 or later ServiceCenter 4.x	AssetCenter 3.6 ServiceCenter 3.0 SP3 or later ServiceCenter 4.x
Application Servers	JRun 3.1 WebSphere 4.0 WebLogic 6.0 SP2 Tomcat 3.2.3	Tomcat 3.2.3 JRun 3.1 WebLogic 6.0 SP2	Tomcat 3.2.3 JRun 3.1 WebLogic 6.0 SP2
Web Servers	IIS 4.0 and 5.0 Apache 1.3.20	Apache 1.3.20 NES 4.1 SP5	For Red Hat 6.2, use Apache 1.3.14 For Red Hat 7.1, use Apache 1.3.20
Java Run-Time Environment	JRE 1.3.1 JDK 1.3.1 if using Tomcat as your app server	JRE 1.3.1 JDK 1.3.1 if using Tomcat as your app server	JDK 1.3.1
Hard Drive Space	Minimum 150 MB	Minimum 100 MB	Minimum 100 MB
RAM	512 MB	512 MB	512 MB
Languages	English, French, German, Italian, Japanese, Polish, Spanish	ServiceCenter 4 - English only ServiceCenter 3 - English, French, German AssetCenter 3.6 - English and French	ServiceCenter 4 - English only ServiceCenter 3 - English, French, German AssetCenter 3.6 - English and French

Table 2: Clients

	Windows	Solaris	Linux	Macintosh
Operating Systems	Windows 95, 98 and Windows NT Windows 2000	Solaris 2.7 and 2.8	Red Hat 6.2 and 7.1	Any version of Mac OS that supports Internet Explorer 5
Web Browsers	IE 4.x and 5.x Netscape 4.7 and above, and 6.1	Mozilla build 0.9.3 (available from mozilla.org)	Mozilla build 0.9.3 (available from mozilla.org)	IE 5
Screen Resolution	800x600 or above	800x600 or above	800x600 or above	800x600 or above

Table 3: Weblications

	Windows	Solaris	Linux
Get.Resources!	AssetCenter 3.0.2 (English, French, German, Italian, Spanish) AssetCenter 3.50 (English, French) AssetCenter 3.5.1 (English, French, German, Italian, Japanese, Polish, Spanish) AssetCenter 3.6 (English, French, German, Italian) AssetCenter 3.6.1 (English, French, German, Italian, Japanese, Polish) ServiceCenter 3.0 SP3 or later (English, French, German, Japanese) ServiceCenter 4.x (English)	AssetCenter 3.6 SP1 (English, French) ServiceCenter 3.0 SP3 or later (English, French, German) ServiceCenter 4.x (English)	AssetCenter 3.6 SP1 (English, French) ServiceCenter 3.0 SP3 or later (English, French, German) ServiceCenter 4.x (English)
Get.Service!	ServiceCenter 3.0 SP3 or later (English, French, German, Japanese) ServiceCenter 4.x (English)	ServiceCenter 3.0 SP3 or later (English, French, German) ServiceCenter 4.x (English)	ServiceCenter 3.0 SP3 or later (English, French, German) ServiceCenter 4.x (English)
Get.Answers!	Knowlix 4.x NFO and 5.x NFO (English)	Not available.	Not available.

Table 4: Get.It! Studio Development System

	Windows	Solaris	Linux
Hard Drive Space	150 MB (including installation of Get.It!)	Not available.	Not available.
RAM	512 MB	Not available.	Not available.

Known Issues

The following table includes known issues and their temporary solutions.

Issue	Temporary Solution
When Service Management is first enabled for Get.Service!, clicking on one of the tabs on the Get.Service! status page causes the tabs to disappear.	After enabling Service Management using the Admin module, reset the server from the Admin module Control Panel. Then log out and log back in.
Cannot delete a file attachment after the file is saved to the server.	The Delete button will only allow you to remove a file attachment before it is submitted to the server. After a file is submitted to the server, you must manually delete the file from the server.
Get.It! 2.0.1 installations using AssetCenter 3.02 do not support the link features in SQL queries when running on a Microsoft SQL Server or Sybase SQL server.	This problem is fixed with AssetCenter 3.5 and up. Upgrade your version of AssetCenter if you need this feature.
When using Get.Resources! with AssetCenter 3.5 sp1 (build number 1310), the memory consumption for the JVM keeps increasing.	You can force Get.It! to use the DLL shipped with Get.It! (aamapi35.dll found in the 'bin' directory). This DLL (build 1327) does not have the memory leak problem and is entirely compatible with AssetCenter 3.5 sp1. To use this DLL, add the following line to your archway.ini file: acapidllpath= <i>/your path to getit/</i> bin\ aamapi35.dll

Issue	Temporary Solution
Netscape 4.x browsers may not behave properly if the browser is resized while Get.It! is running.	Avoid sizing the browser after starting Get.It!.
Error generated when trying to receive consumables.	<p>Open the AssetCenter Database Administrator and add the following lines to the default value script of the <code>lStockId</code> field in the <code>amRequestLines</code> table:</p> <pre> if RetVal = 0 and [lParentId] = 0 and [seCreate] = 100 Then RetVal = amDbGetPk("amStock", "Name='I.S. reserve'") end if </pre> <p>If the default value of this field has no existing script, add the following first line:</p> <pre>RetVal=0</pre>
When logged in to Get.It!, using the browser Back, Forward, and Refresh buttons can cause unexpected behavior of Get.It! forms.	Do not use the browser navigation or Refresh buttons with Get.It! forms displayed.
On a Solaris or Linux system, if you use a schema or server-side JavaScript with a file name that is mixed upper- and lowercase, you will get a "Schema not found" error.	If you add a schema or a server-side JavaScript, make the file name all lowercase.
Get.Service! and Get.Resources! will not display properly in Japanese or Polish unless Get.It! is installed on an operating system whose default locale is the same as the language being used.	<p>To use Get.It! with Japanese or Polish, install it on a machine with an operating system with a default locale of Japanese or Polish.</p> <p>Alternatively, for use with ServiceCenter, create a file called sc.ini in the <code>JRun/servers/default</code> directory that includes the appropriate line:</p> <pre>language: japanese or language: polish</pre>
Attaching a file to a ticket in either Get.Service! or Get.Resources! with a file name in Japanese or Polish will result in a "Page not found" error when trying to view the file.	Ensure that the names of attached files are not in Japanese or Polish.

Issue	Temporary Solution
Attempting to stop and then immediately restart JRun causes JRun to crash.	A delay of a minute or so is required between the time you stop and then restart the JRun Default server.
After refreshing the Get.It! login page (login.jsp), the language option drop-down list and the Login and Register buttons may not be displayed. This is true for both Internet Explorer and Netscape browsers.	Click Refresh again to bring the buttons back. The cause is unknown at this time, but does not appear to be caused by a problem in the Get.It! software itself.
With ServiceCenter as the back-end system, two users with the same name cannot self-register in Get.It!, even if they use different login names.	If two users have the same name, they must enter their full names differently when self-registering. For example, if there are two users with the name "John Smith," one could register as First Name: John, Last Name: Smith I and the other as First Name: John, Last Name: Smith II. They could also use middle initials, entered after the first name.
If you switch from one version of ServiceCenter to another, Get.It! does not recognize the ServiceCenter version.	Stop and restart the JRun Default server.
When using IE5.5 sp2 with Get.Resources!, a run-time error occurs when opening a new PCard and using the date widget.	If you are using IE5.5 sp2, do not use the date widget.
In Get.Resources! with ServiceCenter as the back-end system, the Budget and User buttons are not available on the request or on the approval screen for splitting the assignment of the request between users.	This functionality is not supported for Get.Resources! with ServiceCenter. The request must be assigned to a single user.
If you are using the B2B module, the eventqueue field in the archway.ini file is initially set to blank, but when set to blank transactions are not processed.	Set the eventqueue field to "ac" and transactions will be processed.

Get.It! Studio Known Issues

Issue	Temporary Solution
The “Install Weblication” shortcut works only if your project has not been customized.	This shortcut should not be used on projects that have been modified using Studio or for installations of Get.It! that have been customized.
When you add a new weblication using the Weblication Install from the Start menu, the Studio Build settings are reset to the default settings.	Before installing a new weblication using the Start menu Weblication Install, remove the existing Get.It! installation from the application server. In Studio, reset the Build Variables as required. After the new weblication is installed, redo the “deploy windows” (or Solaris or Linux) step and repeat all of the steps following the deploy step in the application server configuration procedures in Chapter 3 of the <i>Get.It! Quick Start Guide</i> .
On the Tools menu, select Options > Advanced. In the Advanced dialog box, all options can be selected.	Do not activate any Advanced options except “Use HTTP Listener.” The HTTP Listener must be selected if you have set “Display Form Info” to <i>true</i> to access Studio from Get.It! forms. If you use the other advanced options to edit source packages or the tools library, you may not be able to install future Get.It! patches or upgrades from Peregrine. Any modifications made using Advanced Options will invalidate your Support agreement with Peregrine.
When adding a template to a form, the template is not added properly if you use a drag-and-drop method or copy and paste the template.	To add a template to a form, right-click on the form. Select New, and then the template you want from the menu.
When trying to edit a label for a fieldtableheading or fieldtable row component, there is no label field displayed in the tab view.	Select the fieldtable component in the Project Explorer. This will display the fieldtable on the right side of the Studio window. Select the Columns tab. The label can be edited in the label area.

Installation Recommendations

This section includes information related to the Get.It! installation.

Get.It! Installation

- If you are using JRun as your application server, the installation paths for JRun and Get.It! must be kept short in order to ensure that all of the Peregrine and supporting Java libraries are correctly loaded by your Java server. **JRun and Get.It! must be installed at the root level.** If you use long path names during the installation, Get.It! pages may not display.
- After the installation is completed and you have made changes to the Admin Settings page and restarted the servers from the Control Panel, also restart the JRun Default server before attempting to log in to the **login.jsp** page.

Get2Connect.net Configuration

If you plan to use Get2Connect.net, your Get.It! server's IP address and host name must be registered in your DNS server for both forward and reverse DNS lookups.

You can verify your DNS configuration as follows:

1. Open a command prompt window.
2. Using your server's host name, type the command

```
nslookup hostname.company.com
```

and then press Enter.

An example return would be:

```
Server: ns1.company.com
Address: 192.168.42.1

Name: hostname.company.com
Address: 192.168.42.97
```

3. Do another nslookup command on the IP address returned in step 2. For example:

```
nslookup 192.168.42.97
```

The results should match those from step 2.

If your DNS server's information is incomplete, either step 2 or step 3 will return an error like the following:

`***ns1.company.com can't find 192.168.42.97: Non-existent domain`

Prerequisites and Impact of Upgrading

Get.It! 2.0.1 is a full release that replaces previous Get.It! releases.

Upgrading from an Existing Installation Prior to Get.It! 2.0

Perform the following tasks to upgrade from an installation prior to Get.It! 2.0 to Get.It! 2.0.1:

- Uninstall any existing JRE and JRun installations if they are not JRE 1.3.1 and JRun 3.1. Make sure you uninstall the JRun Services before you attempt to uninstall JRun.
- Install a new instance of the JRE 1.3.1, JRun 3.1 or other Java application server, and Get.It! 2.0.1. The Get.It! 2.0.1 installation disk contains installers for each of these components.
- Run the Get.It! Studio Import wizard to import your existing weblications and customizations into a Get.It! 2.0.1 project file. Only changes you have saved to the Get.It! **user** directory will be imported. If you receive any errors, do not save the project until you have resolved the errors.
- Resolve any import errors in the new Get.It! 2.0.1 project. Refer to Chapter 4 of the *Get.It! Tailoring Guide* for instructions. Your existing Get.It! project will not be overwritten or removed during the upgrade.

Importing the AssetCenter Scripts

You will need to reimport all of the AssetCenter scripts except empldept.scr when upgrading to 2.0.1. Instructions for doing this are included in the Get.Resources! Quick Start Guide.

Upgrading from Get.It! 2.0 or AssetCenter Web 2.0

Instructions for upgrading from Get.It! 2.0 or AssetCenter Web 2.0 to Get.It! 2.0.1 can be found on the Peregrine Customer Support Web site at:

<http://support.peregrine.com/GetIt/index.htm>

Need Further Assistance?

For further information and assistance with this release or Get.It! in general, contact Peregrine Customer Support. Current details of local support offices are available through these main contacts.

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Visit the Peregrine Web site at:
http://sdweb02.peregrine.com/prgn_corp_ap/Support/pstCustomerSupport.cfm
for support contact information for your country and product.

You can also contact the Corporate Headquarters using the information provided above.

