

ServiceCenter



**SCAuto Applications for
Windows NT and UNIX**

Version 4.0

Release Notes

October, 2001

SCA-1.1-ENG-01001-00090

Peregrine Systems, Inc.
3611 Valley Centre Drive
San Diego, CA 92130

Peregrine
S Y S T E M S[®]
The Infrastructure Management Company™

© Copyright 1998-2001 Peregrine Systems, Inc. or its subsidiaries
All Rights Reserved.

Information contained in this document is proprietary to Peregrine Systems, Incorporated, and may be used or disclosed only with written permission from Peregrine Systems, Inc. This book, or any part thereof, may not be reproduced without the prior written permission of Peregrine Systems, Inc. This document refers to numerous products by their trade names. In most, if not all, cases these designations are claimed as Trademarks or Registered Trademarks by their respective companies.

Peregrine Systems®, **ServiceCenter®**, and **SCAuto®** are registered trademarks of
Peregrine Systems, Inc. or its subsidiaries.

This document and the related software described in this manual is supplied under license or nondisclosure agreement and may be used or copied only in accordance with the terms of the agreement. The information in this document is subject to change without notice and does not represent a commitment on the part of Peregrine Systems, Inc.

This document is subject to change without notice. Contact Peregrine Systems, Inc., Customer Support to verify the date of the latest version of this document.

The names of companies and individuals used in the sample database and in examples in the manuals are fictitious and are intended to illustrate the use of the software. Any resemblance to actual companies or individuals, whether past or present, is purely coincidental.

This edition applies to version 4.0 of the licensed program

SCAuto Applications for Windows NT and UNIX

Contents



SCAuto Applications for Windows NT and UNIX Release Notes

Highlights of this Release	1
Related Documentation	2
Corrections and Enhancements.....	3
UNIX.....	3
Windows and UNIX	4
SCAuto/SDK	4
Customer Support Web Site	5
Known Issues.....	5
Need Further Assistance?	6
Corporate Headquarters	6
North America and South America	6
Europe, Asia/Pacific, Africa.....	6

SCAuto Applications for Windows NT and UNIX Release Notes



Welcome to Peregrine Systems' *SCAuto Applications for Windows NT and UNIX*. These Release Notes describe the software change requests (SCRs) implemented in this release (version 4.0) of the product. Also included is a description of related documentation, corrections and enhancements, known issues, and how to contact Peregrine Systems for further assistance.

Highlights of this Release

The following SCRs are implemented in this release (version 4.0).

- 1420
SCAuto Mail now correctly reconnects to the MAPI mail server. Four new SCAuto Mail start-up parameters allow users to either terminate the SCAuto Mail or try to reconnect to the MAPI mail server and re-send all the unsent e-mails when a MAPI_E_NETWORK_ERROR occurs.
- 1421, 2501
SCAuto applications now correctly reconnects to ServiceCenter. New SCAuto Applications start-up parameters allow SCAuto Applications to reconnect to ServiceCenter when ServiceCenter is restarted.
- 2063
SCAuto Mail now correctly processes incoming mail when the start-up parameter **-nooutgoing** is set to 1. This was a UNIX problem only and is now fixed.
- 2064
The SCAuto Mail start-up parameter **-nooutgoing** no longer causes misleading error message.
- 2356
The All() function is fixed and SCAuto inbound e-mail no longer has values cut off.

- 2610, 2446
Added file attachment support to SCAuto Mail (ServiceCenter's incoming email only). Currently, only SCAuto Base Server (scautod.exe) 4.0 and up has the functionality to insert the attachments into the ServiceCenter's event-in queue.
- 2895
Send mail from the Pmo.oft Outlook form no longer causes a GPF in the Windows NT system. This was fixed by adding a new outlook 98 form - Pmo_98.oft to the release.
- 3438
When SCAuto Mapi Mail queried Notes inbox to get the unread emails, a MAPI_E_TOO_COMPLEX (Operation Too Complex) error was returned from Notes 5.0.3 & 5.0.4 (or up) Mail service. This problem is fixed.
- 3675
Appended the Mapi profile name or mailbox path to SCAuto Mail process's name in the ServiceCenter system status list. There is a length limitation (32 characters) in ServiceCenter; the process-name string will be cut off after the 32nd character
- 4303
SCAuto Mail now correctly decodes the quoted-printable characters.
- 2862
The sendmail command option **-f** is now supported (UNIX only).

The complete list of SCRs for this release can be viewed on Peregrine Systems' Customer Support Website. For information on how to search for SCRs on the Web site, see *Corrections and Enhancements, page 3*.

Related Documentation

A complete listing of the current SCAutomate documentation is available on the Documentation pages of Peregrine's Customer Support Web Site at:

<http://support.peregrine.com/Documentation2/ServiceCenter/>

You need your current login and password to access this Web page. Once at the page, scroll down to select the heading *SCAuto and Other Products*.

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 Systems sales representative.

Corrections and Enhancements

UNIX

The following enhancements were made in this SCAuto Mail release (version 4.0). These enhancements apply to UNIX only (not Windows).

- Users do not need to login as root to run the installation. This change affects the scmail's install directory search sequence—the following is the order:
 1. Look for the environment variable: SCAPPSINSTDIR.
If this variable is set, then scmail uses this environment variable's value as the install directory.
 2. Current working directory is where scmail file is located.
 3. Look for the file - /etc/scauto/scmail/4.0/init
If the init file exists, then it is examined to get the home directory of the installed scmail.
- By default, scmail searches for the *sendmail* or *mail* UNIX commands in the this order:

```
/usr/sbin/sendmail  
/usr/lib/sendmail  
/bin/mail  
./mail  
to
```

and sends email to ServiceCenter. In this release, the user can edit a *mymail.sh* file, which contains a specific mail command path for sending the email to ServiceCenter.

Ex:

```
#!/bin/sh  
/usr/lib/sendmail $*
```

The scmail's mail command search order is *mymail.sh*, *sendmail*, and then *mail*.

Windows and UNIX

The following enhancements apply to both SCAuto Mail for Windows and UNIX:

- A new startup parameter `-debugscautoevents` has been added to this release. This parameter enables SCAuto Mail to log more event generation information to the SCAuto Mail's log file (`scampi.log` or `scmail.log`). The default value for this parameter is 0.
- An event map special variable `$DATE` has been added to this release. The impact of adding this variable is:

In the previous release (3.1), the e-mail's date was always inserted into the event description by the SCAuto Mail. By default the e-mail's date has been removed from the event description in the release. User can add `$DATE` to the event map file (ex: `pmo.map`) in the desired location to make the event description more readable.

For example:

```
SC_description + $DATE + $BODY^
```

The e-mail's date is always included in an email event.

- In order to successfully generate an event from an email by using the event map file, at least one of the event generation expressions has to be evaluated to `TRUE`. SCAuto Mail 4.0 will create an email event when none of the event generation expressions is met and log event mapping failure information to the log file.

SCAuto/SDK

This release includes a new SCAuto Query API for querying specific events based on a user supplied query string value. This API makes it possible to retrieve a specific event generated in response to an input event created by your application.

Customer Support Web Site

You can also search Peregrine's Customer Support Web site for details about corrections and enhancements implemented within this release. The page can be found at:

<http://support.peregrine.com/ServiceCenter/scr.htm>

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

This page enables you to search by:

- Release designation (for example, 4.0.4 for RTE, SC4.0.4 for applications).
- Software change request (SCR) number.
- Incident (problem) ticket number.
- Category (for example, RTE, Applications, Java Client, GUI).
- Sub-category (for example, Service Management, Incident Management).
- Keyword within the SCR description (for example, a format or file name).

Known Issues

A listing of known issues is available on the ServiceCenter Known Issues pages of Peregrine's Customer Support Web Site at:

<http://support.peregrine.com/ServiceCenter/KnownIssues.htm>

You need your current login and password to access this Web page.

Need Further Assistance?

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

Corporate Headquarters

Address: Peregrine Systems, Inc.
Attn: Customer Support
3611 Valley Centre Drive
San Diego, CA 92130

Telephone: +(1) (858) 794-7402

Fax: +(1) (858) 480-3928

North America and South America

Telephone: (1) (800) 960-9998 (US and Canada only, toll free)
+(1) (858) 794-7402 (Mexico, Central America, and South America)

Fax: +(1) (858) 480-3928

E-mail: support@peregrine.com

Europe, Asia/Pacific, Africa

Visit the Peregrine Systems 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.

