Peregrine

ServiceCenterPlus for Tivoli TEC Release Notes

Version 1.2.a, Patch 3

PART NO: SCA-1.2.a-ENG-01003-00140

Peregrine SYSTEMS

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This edition applies to version 1.2.a (patch 3) of the licensed program.

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Release Notes

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ServiceCenterPlus for Tivoli TEC Release Notes

Welcome to Peregrine Systems' ServiceCenterPlus for Tivoli TEC. These Release Notes describe Patch 3 which enables support for Tivoli TEC version 3.7 and includes all previous SCPlus for Tivoli 1.2a patches. Also included is a description of related documentation and how to contact Peregrine Systems for further assistance.

SCPlus for Tivoli version 1.2a Patch 3

This patch enables support for Tivoli TEC version 3.7 and includes all previous SCPlus for Tivoli 1.2a patches.

Tivoli TEC version 3.7 imposed stricter definitions of BAROC and rule language statements, so the SCPlus rulebase has been updated to adhere to these changes. Due to changes with the Tivoli Event Console (TEC) commands, the secondary installation of SCPlus for Tivoli no longer creates event groups or event filters. These will need to be created and assigned manually per the instructions in the Tivoli documentation.

Patch 3 installation instructions

After completing the basic installation of SCPlus and BEFORE doing the secondary installation and configuration, install the patch as follows:

1 Copy the contents of this patch to the SERVICECENTER directory created during the basic installation. This is usually in

Tivoli/bin/generic_unix/TME/PLUS/SERVICECENTER.

2 Continue with the Install of ServiceCenter Plus.

Note: If you are installing on Windows, use *PROGRA~1* instead of *Program Files* for the ServiceCenter RUN directory path. Use / instead of \ for the path specifications.

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.

Customer Support Web Site

You can also search Peregrine's Customer Support Web site for details about this software patch. 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.

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 SCAutomate or ServiceCenter 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
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North America and South America

Telephone:	(1) (800) 960-9998 (US and Canada only, toll free)
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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.

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