Peregrine

Get.Service!

2.0.1a Release Notes

For All Supported Platforms and Databases

Peregrine
S Y S T E M S®

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Get.Service! 2.0.1a Release Notes

Overview

Get.Service! provides a web-based interface that enables users to report problems in their work environment by opening problem tickets in the appropriate back-end system such as Remedy® Help Desk.

What's in these Release Notes

These release notes include:

- Terminology—an explanation of terms used in these release notes and related documentation.
- What's New in Get.Service! 2.0.1a—a summary of the Get.Service! 2.0.1a features.
- Internationalization—the languages in which this product is available.
- Related Documentation—a list of the related documentation and its location.
- Compatibility Matrices—details of platform compatibilities.
- Get.It! Known Issues—a list of Get.It! 2.0.1 known issues that are relevant to the Get.Service! 2.0.1a release.
- Get.It! Studio Known Issues—a list of Get.It! Studio 2.0.1 known issues.

- Get.Service! Known Issues—the list of known issues for the Get.Service! 2.0.1a release.

- Installation and Configuration Recommendations—important information about installation and configuration.

- Contacting Customer Support—details for contacting Peregrine Customer Support.

Get.It! 2.0.1 Terminology

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

Term	Definition
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.Service! is an example of a Get.It! weblication. You can also create your own weblications using Get.It! Studio.

What's New in Get.Service! 2.0.1a

Get.Service! 2.0.1a introduces a web-based interface to Remedy Help Desk. Get.Service! connects to Remedy Help Desk 4.0.3 via the ARAdapter.

A few features of the Get.Service! integration with Peregrine ServiceCenter® are not supported in this initial release of the Get.Service! integration with Remedy Help Desk.

- File attachments
- Personalization

Important: See the information on setting the debugscript parameter in the archway.ini file in *Archway.ini Parameters* on page 14.

- Call management
- Register and Change Password

  The Register and Change Password options are not available for the Remedy Help Desk integration with Get.Service! 2.0.1a; therefore the Register and Change Password menu options and buttons do not appear on the Get.It! Login form. You must add new users and change passwords in Remedy Help Desk.

Internationalization

The Remedy Help Desk interface to Get.Service! is available in English only.

Related Documentation

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

- *Get.It! Quick Start Guide* describes Peregrine Systems® Get.It! installation and configuration. You must install Get.It! before installing Get.Service!.
- *Get.It! Studio Introduction* and the *Get.It! Tailoring Guide* provide instructions for using Get.It! Studio to customize Get.It! applications such as Get.Service!.
- *Get.Service! Quick Start Guide* details the configuration of Get.Service!.

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 and Get.Service! 2.0.1a documentation, see the Documentation pages on the Peregrine Customer Support Web site at:

http://support.peregrine.com

You will need your company's current login and password to access this Web page. After you log in, click the Product Documentation link to access a list of available Peregrine Systems documentation.

You can download copies of the guides in Adobe Acrobat PDF format. You can also download the Adobe Acrobat Reader from the Support 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 and Get.Service! 2.0.1a can be installed:

- Servers—Requirements for installing Get.It! on a Windows platform, including the supported back-end systems.
- Clients—Requirements for clients accessing the Get.It! server.

- Weblications—The back-end systems and languages supported by Get.Service! 2.0.1a.
- Get.It! Studio Development System—Hardware requirements for Get.It! Studio.

Important: Please note that the Get.Service! 2.0.1a integration with Remedy Help Desk is supported only on a Windows platform.

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.

Servers

This table describes the server platforms supported for Get.Service! 2.0.1a.

Server Platform	Description
Operating Systems	Windows NT Server, version 4.0 SP4 or later
	Windows 2000 Server
Back-End Systems	Remedy Help Desk 4.0.3 and Remedy ARS 4.5.2
Application Servers	JRun 3.1
	Tomcat 3.2.3
Web Servers	IIS 4.0 and 5.0
	Apache 1.3.20
Java Run-Time Environment	JRE 1.3.1
	JDK 1.3.1 if using Tomcat as your application server
Hard Drive Space	Minimum 150 MB
RAM	512 MB
Language	English

Clients

This table describes the client platforms supported for Get.Service! 2.0.1a.

Client Platform	Description
Operating Systems	Windows 95, 98 and Windows NT 4.0 Windows 2000
Web Browsers	Internet Explorer 5.0 and 5.5 Netscape 4.78 and 6.1
Screen Resolution	800x600 or above

Weblications

This table describes the back-end systems supported for Get.Service! 2.0.1a.

Back-End System	Description
Get.Service!	Remedy Help Desk 4.0.3 and Remedy ARS 4.5.2

Get.It! Studio Development System

This table describes the minimum requirements for a Get.It! Studio development system.

Minimum Requirement	Description
Hard Drive Space	150 MB (including installation of Get.It!)
RAM	512 MB

Get.It! Known Issues

The following table includes a list of Get.It! 2.0.1 known issues that are relevant to the Get.Service! 2.0.1a release and their temporary solutions.

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!.
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.
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.

Get.It! Studio Known Issues

The following table includes Get.It! Studio 2.0.1 known issues and their temporary solutions.

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 *Get.It! Quick Start Guide*.

Issue	Temporary Solution
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 *true* 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 fieldtablerow 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.

Get.Service! Known Issues

The following table includes Get.Service! 2.0.1a known issues and their temporary solutions.

Issue	Temporary Solution
Some Remedy Help Desk users cannot update or close tickets they opened. They see a message similar to this: **"MessageNum: 330 MessageText: You do not have write access to field AppendedText: 240000007."**	Remedy Help Desk, not Get.Service!, controls whether a user has the necessary rights to update and close tickets. The Remedy Help Desk Administrator can modify the rights of individual users to enable them to update or close their open tickets.
When the ARAdapter is enabled, you can use an invalid login ID and still successfully log into Get.It!.	Remedy Help Desk can enable unknown users to log in as a guest. These guest users can open tickets, but cannot view ticket status in Get.Service!. The ARS Server administrator can prevent unknown users from logging in by setting Allow-Guest-Users: to F in the ARS Server ar.cfg file.
Netscape 6.1 browsers do not display new information in the Comments and suggestions box when you add new or additional comments to a ticket and then click Update. However, you do see a message that the problem report was updated.	Upgrade to Netscape 6.2. This appears to be a Netscape 6.1 defect. New information is displayed correctly in Netscape 4.7x and Internet Explorer versions 5 and 6. You can verify that the incident was updated by clicking Check Status link and then displaying the ticket again.
Response time when you use a Netscape 6.1 browser is very slow.	Upgrade to Netscape 6.2. Response time is better with the latest version.
Ticket status appears as a number in Get.Service!, instead of the text that appears in Remedy Help Desk.	Inform your Get.Service! users of the status values used in your Remedy Help Desk installation. Status values often correspond to these definitions: 0 New 1 Assigned 2 Work in Progress 3 Pending 4 Resolved 5 Closed

Installation and Configuration Recommendations

This section includes information related to the Get.It! 2.0.1 and Get.Service! 2.0.1a installation and configuration.

Get.It! Installation

This section includes information related to the 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.

Get.Service! Configuration

This section includes information related to the Get.Service! configuration.

Incident Ticket Default Settings

Modify the default settings for incident tickets before you attempt to use the Get.Service! integration with Remedy Help Desk. These settings must match a valid Category, Item, and Type hierarchy in your Remedy Help Desk installation. For more information see "Incident Ticket Settings for Remedy Help Desk 4.03x" in the *Get.Service! 2.0.1a Quick Start Guide*.

Archway.ini Parameters

Important: Before you make any manual edits to the archway.ini file, access the Get.It! Admin module as described in the *Get.Service! Quick Start Guide*. This creates the default administrator login ID and password. If you make manual changes to the archway.ini file *before* the first time you access the Admin module, all your manual changes are lost. After the first time you access the Admin module, you can make manual changes at any time.

When you first install Get.Service!, end users see the message: `Weblication needs to be set to SCAdapter to support personalization`. Disable this message and other error messages related to script debugging by editing `archway.ini` and changing the setting for debugscript to false. Save `archway.ini`, then stop and restart your Java application server to enable the change. The messages are no longer displayed.

The `archway.ini` file contains parameters that are specific to Remedy Help Desk. The ardatabase and the aradmin parameters are required when you configure the ARAdapter. You can also specify values for the aradminpassword, aranonymous, and aranonymouspassword parameters. For more information, see "Archway.ini Parameters for the ARAdapter" in the *Get.Service! 2.0.1a Quick Start Guide*.

Contacting Customer Support

Support for Get.Service!, or any other Peregrine product, is available through Peregrine Systems Customer Support. Information about local support offices is available through these 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 (within US and Canada only, toll free)

                    +(1) (858) 794-7402 (Mexico, Central America, and
                    South America)

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

Email: support@peregrine.com

Europe, Asia/Pacific, and Africa

For support contact information for your country and product, visit the
Peregrine Systems web site at:

http://sdweb02.peregrine.com/prgn_corp_ap/Support/
pstCustomerSupport.cfm

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