

Peregrine

# Get-Resources 2.5

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## Release Notes

For Windows and UNIX

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If you have comments or suggestions about this documentation, please send e-mail to [support-sd@peregrine.com](mailto:support-sd@peregrine.com)

This edition applies to version 2.5 of the licensed program.

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# Release Notes

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Welcome to Get-Resources version 2.5.

This release includes enhancements and new features added since the release of Get-Resources version 2.0.1.

## What's in these Release Notes

These release notes include:

- What's New in Get-Resources 2.5—a summary of the Get-Resources 2.5 enhancements (page 3).
- Related Documentation—notes on accessing related documentation (page 4).
- Compatibility Matrix—details of platform compatibilities (page 5).
- Known Issues—the list of known issues for the Get-Resources 2.5 release (page 5).
- Need Further Assistance?—details for contacting Peregrine Customer Support (page 7).

## What's New in Get-Resources 2.5

The primary focus of this release is support for AssetCenter 4.1.

The following changes were also made:

- Required AssetCenter import scripts for AssetCenter 4.1 were combined into one script, **essential.scr**, making it necessary to import only one script. Optional profile, workflow, and empldept scripts can be imported separately, if needed.
- Refinement of request forms, including new page layout. DocExplorer Personalization is now supported on some forms.
- Support for B2B version 2.0.

## Related Documentation

The documentation for Get-Resources includes:

- *Get-Resources Installation and Administration Guide*

This guide includes installation and configuration procedures for Get-Resources, as well as information about Get-Resources administration and security, and an introduction to the interface.

- *Peregrine Open Application Architecture Platform Administrator's Guide*

This guide is provided as a companion to the Get-Resources guide. The Peregrine OAA guide includes chapters on platform security, adapters, configuring the alternate supported application servers, and load balancing.

These guides are available on the installation CD in the **documentation** directory.

**Note:** The documentation distributed with this release is provided with releases of Get-Resources and other Web applications built on the Peregrine OAA platform. Some configurations and features documented may not be applicable for your system configuration.

## Documentation Web Site

For a complete listing of the current Get-Resources 2.5 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.

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

To view the hardware and software requirements for this release of Get-Resources, see the Peregrine Customer Support Web site. For more information on accessing the Customer Support Web site, see *Peregrine CenterPoint Web Site* on page 7.

The compatibility matrices you can find on the Web site identify the requirements for installing Get-Resources on Windows or UNIX, as well as the requirements for clients accessing the Get-Resources server.

## Known Issues

The following table includes known issues and their temporary solutions.

Issue	Temporary Solution
The non-English versions of the online <i>Get-Resources Installation and Administration Guide</i> produces a PostScript error and does not print correctly.	Try updating your PostScript driver to the latest version.
This version of Get-Resources does not support ServiceCenter as a back-end system.	If you are using ServiceCenter as a back-end system for Get-Resources, do not upgrade to this version of Get-Resources.
The application server crashes if you are using the SQL Anywhere demo database server and you search for a purchase order within the B2B module.	This issue does not occur in a production environment when using a production DBMS.

Issue	Temporary Solution
<hr/> <p>The application server sometimes crashes after you click the <b>Reset Server</b> button on the Control Panel screen in the Administration page.</p> <hr/>	<p>Restart the application server.</p> <p>This crash occurs less often when using AssetCenter 4.1.1, as opposed to AssetCenter 4.1.</p> <hr/>
<p>When using Get-Resources on UNIX (Solaris or Linux) and selecting products to order, you cannot search for products of a particular category/model.</p>	<p>To resolve this problem, you can do the following:</p> <ol style="list-style-type: none"><li data-bbox="839 395 1258 522">1 Using a text editor, open the file <code>&lt;deploymentDir&gt;/oaa/e_commonlookup_category_start.jsp</code>.</li><li data-bbox="839 531 1258 586">2 Search for this string: Used by the table to interact</li><li data-bbox="839 595 1258 651">3 On the next line, change, "category" to "Category".</li><li data-bbox="839 659 1258 687">4 Save your changes to the file.</li><li data-bbox="839 696 1258 782">5 Using a text editor, open the file <code>&lt;deploymentDir&gt;/oaa/WEB-INF/apps/common/jscript/lookup.js</code>.</li><li data-bbox="839 791 1258 847">6 Search for this string: global.getReqBackend</li><li data-bbox="839 855 1258 911">7 On that line, change "category" to "Category".</li><li data-bbox="839 920 1258 975">8 Search for the next occurrence of the string in step 6.</li><li data-bbox="839 984 1258 1039">9 On that line, change "category" to "Category".</li><li data-bbox="839 1048 1258 1072">10 Save your changes to the file.</li></ol> <hr/>



## Need Further Assistance?

For further information and assistance with this release or Get-Resources in general, contact Peregrine Customer Support.

### Peregrine CenterPoint Web Site

Current details of local support offices are available through the following main contacts or through the Peregrine CenterPoint Web site at:

<http://support.peregrine.com>

After logging in, select **Whom Do I Call?** from **Contents** on the left side of the page to display the **Peregrine Worldwide Contact Information**.

### Corporate Headquarters

Address:	Peregrine Systems, Inc. Attn: Customer Support 3611 Valley Centre Drive San Diego, CA 92130
Telephone:	1.858.794.7428
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:	<a href="mailto:support@peregrine.com">support@peregrine.com</a>

## Europe, Asia/Pacific, Africa

For details of local offices, see the Peregrine CenterPoint Web site (see *Peregrine CenterPoint Web Site* on page 7).

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





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