

Peregrine

Get-Resources 4.0

Release Notes

For Windows, AIX, Linux and Solaris

Copyright © 2002 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® and ServiceCenter® are registered trademarks and Get-Resources™ is a trademark of Peregrine Systems, Inc. or its subsidiaries.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>) and by Advantys (<http://www.advantys.com>). This product also contains software developed by the following companies or individuals: Sun Microsystems, Inc., Jean-Marc Lugin, Netscape Communications Corporation, and Original Reusable Objects, Inc.

This document and the related software described in this manual are 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. 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.

If you need technical support for this product, or would like to request documentation for a product for which you are licensed, contact Peregrine Systems, Inc. Customer Support by email at support@peregrine.com.

If you have comments or suggestions about this documentation, contact Peregrine Systems, Inc. Technical Publications by email at doc_comments@peregrine.com.

This edition applies to version 4.0 of the licensed program.


Peregrine Systems, Inc.
Worldwide Corporate Headquarters
3611 Valley Centre Drive San Diego, CA 92130
Tel 800.638.5231 or 858.481.5000
Fax 858.481.1751
www.peregrine.com





Contents

| | |
|---|----|
| Get-Resources 4.0 Release Notes | 5 |
| What's in these Release Notes | 6 |
| Summary of enhancements | 6 |
| Compatibility | 6 |
| Streamlined request creation process. | 6 |
| Improved stock checks and issue from stock capability | 6 |
| Off-catalog requests | 7 |
| Support for models | 7 |
| Support for request types | 7 |
| Increased personalization | 7 |
| Improved organization with tabs | 8 |
| Enhanced menu flexibility | 8 |
| Search request history | 8 |
| Default request for date | 8 |
| Known issues | 9 |
| Get-Resources | 9 |
| Peregrine OAA | 10 |
| Related documentation | 15 |
| Compatibility matrix | 17 |
| Need further assistance? | 19 |
| Peregrine CenterPoint Web site | 19 |
| Documentation Web site. | 19 |



Get-Resources 4.0 Release Notes

Welcome to Get-Resources 4.0.

Get-Resources is part of the Peregrine Systems Get-It™ Employee Self Service (ESS) suite of applications built on the Peregrine OAA platform. Get-Resources integrates with AssetCenter or ServiceCenter to enable employees to create requests for resources and services and streamline the approval workflow of those requests throughout the organization.

This release includes compatibility with the Peregrine OAA 4.0 platform, support for ServiceCenter® as a back-end system and enhancements to functionality with AssetCenter.

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:

- A summary of enhancements (see page 6) and known issues (see page 9) for Get-Resources 4.0.
- Notes on related documentation (see page 15) and the compatibility matrix (see page 17).
- Contact details for Customer Support (see page 19).

Summary of enhancements

This section lists the functional enhancements in Get-Resources 4.0.

Compatibility

Get-Resources 4.0 is compatible with:

- Peregrine OAA 4.0 platform
- AssetCenter versions 3.6, 4.1 and 4.2
- ServiceCenter 4.x and 5.0

Streamlined request creation process

The process of selecting catalog items and initiating a request has been improved by the elimination of interim trivial steps. This has resulted in a simpler process that requires fewer mouse "clicks" for common requests.

Improved stock checks and issue from stock capability

Users have the ability to check stock and reserve stock to fulfill a request from within the approval workflow (access to this capability is controlled by the user profile). Previous versions had stock check capability within the procurement/PO creation area. This new capability will enable organizations to allow asset managers to review approved requests and fulfill from stock before the request reaches a procurement stage. This enhancement is particularly beneficial to organizations that use a non-Peregrine system for creating PO's. This functionality applies only when using AssetCenter as a back-end system for Get-Resources.

Off-catalog requests

If a user is unable to locate an item in the existing catalog, the user will have the ability to request an item that is not in the catalog. This functionality existed in versions prior to Get-Resources 2.5, but was not included in Get-Resources 2.5 because of limitations in AssetCenter 4.1. However, this function is now available for all AssetCenter versions compatible with Get-Resources 4.0. This functionality applies only when using AssetCenter as a back-end system for Get-Resources.

Support for models

Get-Resources 4.0 supports the ability to include "Models" in standard bundles. Models are generic, higher-level items (for example, "Pentium IV Laptop") that are not product- or vendor-specific. In Get-Resources 4.0 users can request a basic Model within a bundle and an asset manager or purchasing agent can determine the specific product that fulfills the request and adhere to a corporate standard/policy. This functionality applies only when using AssetCenter as a back-end system for Get-Resources.

Support for request types

This feature allows the logical association of catalog items with the type of request that is created (for example, an asset request vs. an HR related request). This functionality applies only when using AssetCenter as a back-end system for Get-Resources.

Increased personalization

Personalization is the ability for administrators and other users (with appropriate access rights) to modify Get-Resources forms and lists. By allowing users to choose which fields in the schema they want to include on a form and how they want the information displayed, Get-Resources 4.0 becomes more tailorable to fit the unique business needs of a customer. Also, since personalization is performed within the application, the need for customization is reduced.

Improved organization with tabs

The major task groups within Get-Resources are organized more logically with the use of tabs. Following is a list of the tabs that are available in Get-Resources:

- Home
- Administration
- Request
- Procurement

Capability words and access rights control which tabs a user can view in Get-Resources.

Enhanced menu flexibility

Customer can more easily modify catalog menus within Get-Resources for AssetCenter using config files. Customizations of the application (using the Tailoring Kit with Peregrine Studio) are not required. Catalog menus within Get-Resources for ServiceCenter are dynamically generated based on the ServiceCenter application.

Search request history

In Get-Resources 4.0, users have the ability to search for and review their previously completed requests.

Default request for date

When creating a request, the default request for date has been changed from one day to seven days from the request creation date.

Known issues

You can view a list of known issues in the knowledge base by searching the Peregrine CenterPoint Web site at <http://support.peregrine.com>. Access to this page requires a current login user name and password.

To view known issues

- 1 Log in to the Web site with your login user name and password.
- 2 Select **Get-It** from **My Products** at the top of the page.
- 3 From the **Knowledge Search** text box on the left, click **Advanced Search**.
- 4 Type "**Get-Resources 4.0**" (including quotation marks) in the Search Criteria.
- 5 Click **Search** at the bottom of the page to further restrict the search.

Get-Resources

The following table lists the known issues and temporary solutions for Get-Resources.

| Issue | Temporary Solution |
|--|--|
| <p>This issue applies to Get-Resources 4.0 with AssetCenter 4.x as a backend and the user is logged in with the <code>getit.default</code> (which contains <code>getit.requester</code>) profile:</p> <p>When adding both a bundle and another non-bundle product the user may receive the error message: "You cannot add this item to the request, because its currency is different from the request's currency: US Dollar".</p> | <p>Login to AssetCenter with administrator rights to perform the following:</p> <ol style="list-style-type: none"> 1 Select "Administration", then "User Rights" from the main menu bar. 2 Click on the <code>getit.requester</code> profile in the left-hand list. 3 In the right-hand list, scroll down to select the Currencies (amCurrency) table. 4 Check the "Read" box above the list. 5 Click the Modify button. 6 Restart your application server. |

| Issue | Temporary Solution |
|--|---|
| This issue applies to Get-Resources with the WebSphere Portal Server: Unable to access PCard Administration from the Administration menu. | Get-Resources must be installed with an alternate application server to use this feature. |
| This issue applies only when using Oracle as a back-end database: Clicking on My submitted purchase orders does not display purchase orders submitted within AssetCenter. | These purchase orders must be viewed from within AssetCenter. |

Peregrine OAA

The following table includes known issues and their temporary solutions.

| Issue | Temporary Solution |
|---|---|
| When logged in to Get-Resources, using the browser Back, Forward, and Refresh buttons can cause unexpected behavior of Get-Resources forms. | Do not use the browser navigation or Refresh buttons with Get-Resources forms displayed. |
| Various browser display errors appear (such as lookups failing to display) due to a known issue with HTTP header chunking. These display problems appear most frequently when using Apache HTTP Server 1.3.xx and Tomcat 3.2.x. This issue has also been reported against Microsoft Internet Explorer browsers, but has not been seen by Peregrine Systems. | Do one of the following: <ul style="list-style-type: none"> ■ Upgrade your Browser to Internet Explorer 6.0 (or later), Netscape 7.0 (or later), or to Mozilla 1.1 (or later) ■ Downgrade the HTTP protocol version served by your Web server to HTTP 1.0. See your Web server documentation for information on configuring your web server to use the HTTP 1.0 protocol. |
| Tomcat fails to launch after a new version of the JDK is installed. | The Get-Resources installer stores JAR files at C:\Program Files\Peregrine\oaa\external (or to the installation location you specified). These files are copied to the JDK C:\Program Files\Peregrine\Common\jdk1.3.1_05\jre\lib\ext directory. When a new JDK is installed, all of the JAR files in the c:\oaa\external directory must be manually copied to the new JDK jre\lib\ext directory. |

| Issue | Temporary Solution |
|---|--|
| <p>The Classic and Accessible themes are the only themes that the installer deploys by default during installation.</p> | <p>You can install additional themes manually. The additional themes are zip files located in the C:\Program Files\Peregrine\oaa\packages directory. You can identify the theme names from these zip file names.</p> <p>To deploy the optional themes:</p> <ol style="list-style-type: none"> 1 In a command prompt window, change directories to the C:\Program Files\Peregrine\oaa\packages directory. 2 Type: <pre>java -jar OAADeploy.jar <theme name> <theme name></pre> <p>List each theme you want to deploy, separated by a space.</p> <p>For example:</p> <pre>java -jar OAADeploy.jar bluestheme hightechtheme bajatheme</pre> 3 Press ENTER. 4 Log in as an administrator. Go to Administration > Control Panel, and click Reset Server. |
| <p>The following issues have been encountered when using the Microsoft Internet Explorer 5.5 browser:</p> <ul style="list-style-type: none"> ■ Icons fail to display in dataset results. ■ Unable to personalize Collections and Subdocuments. ■ JavaScript errors during login (apparent only if the option to display JavaScript errors is turned on for the browser). | <p>Upgrade to Internet Explorer 6.</p> |
| <p>After changing a theme using the Change Themes page, clicking the Go Back button does not return you to the Home page.</p> | <p>On the Activity menu in the sidebar, click My Home Page.</p> |

| Issue | Temporary Solution |
|--|--|
| <p>When using an application with ServiceCenter 5.0 as the back-end system, the first name and last name are reversed in the ServiceCenter contact record from the format used in an OAA Platform application.</p> | <p>ServiceCenter 5.0 stores names in the format last name/first name. The OAA Platform stores names in the format first name/last name. As a temporary solution, you can change the way operator names are handled in ServiceCenter using the “Use Operator Full Name?” option in the Environment records for Incident and Service Managements. Refer to the <i>ServiceCenter 5.0 Application Administration Guide</i> (Chapter 3, Service Management; Chapter 4, Incident Management) for instructions.</p> |

| Issue | Temporary Solution |
|--|---|
| <p>Depending on your web server configuration, if you browse to <code>http://servername/oa</code> the web server may display a list of all the OAA files instead of the login page.</p> <p>[ST26684]</p> | <p>If your server displays this behavior, follow these steps to configure your web server to display the OAA login page instead of a directory listing.</p> <p>To configure Apache:</p> <ol style="list-style-type: none"> 1 Open Apache's <code>conf/httpd.conf</code> file in a text editor. 2 Find the existing line that says <code>DirectoryIndex index.html</code> 3 Add <code>login.jsp</code> to the end, so that the line reads <code>DirectoryIndex index.html login.jsp</code> 4 Save <code>httpd.conf</code>. 5 Restart the Apache web server. <p>To configure IIS:</p> <ol style="list-style-type: none"> 1 Open the Internet Services Manager. 2 Expand the Default Web Site. 3 Right-click on the OAA virtual directory and click Properties. 4 Click the Documents tab. 5 Verify that Enable Default Document is checked. 6 Click the Add button and type in <code>login.htm</code>. Click OK. 7 Highlight <code>login.htm</code> and using the up/down arrows, move <code>login.htm</code> to the top of the file list. 8 Click OK to accept the changes to the OAA directory properties. |
| <p>Data is not displayed in newly added DocExplorer fields.</p> <p>[ST23903]</p> | <p>The user must close and resubmit the search or detail query before data will appear in a new DocExplorer field.</p> |
| <p>Browser warns that data must be resent when adding fields in DocExplorer.</p> <p>[ST22597]</p> | <p>Click Retry to resend the data to the browser. This is expected behavior of DocExplorer.</p> |

| Issue | Temporary Solution |
|--|--|
| <p>Using the Back button intermittently produces a page expired error message. This error most often appears when you attempt to return to a list screen from a detail screen. [ST27556]</p> | <p>Create a new search to regenerate your list.</p> |
| <p>The OAA interface to the WebSphere Translation Server requires a mouse to use. The translation interface will be made 508 accessible in a future release. [ST27592]</p> | <p>None.</p> |
| <p>Spurious entries sometimes appear in the list of trigger actions. Usually the entries appear after you add an action to a trigger or after you click the Go Back button to return to the trigger details page. [ST27574]</p> | <p>The extra entries are rendering errors that can be safely ignored. To clear the entries from the list, click Submit Changes or navigate to another page.</p> |
| <p>File attachment upload functionality stops working if you use the isapi_redirector2.dll connector for Tomcat and IIS.</p> | <p>Possible solutions:</p> <ul style="list-style-type: none"> ■ Use the older isapi_redirect.dll connector for Tomcat and IIS, <p>Note: The isapi_redirect.dll connector does not support load balancing.</p> <ul style="list-style-type: none"> ■ Use a different application server other than Tomcat. ■ Use a different Web server other than IIS. |
| <p>The My Messages portal component disappears if minimized or moved. [ST27827]</p> | <p>Use Add the or Remove content page to add back the My Messages portal component.</p> |
| <p>Web browser displays runtime errors when you view Get-Resources inside a WebSphere Portal Server page. This problem has been reported with Internet Explorer version 5.50.4807.2300 SP2, but could also appear with other older browsers. [ST27853]</p> | <p>Upgrade to the latest version of your Web browser.</p> |

| Issue | Temporary Solution |
|---|---|
| WebSphere Portal Server does not display the results of Get-Resources form in a new maximized window. [ST27907] | To see form results in a maximized window, maximize the WebSphere portlet first, and then submit the form. The results display in the same portlet. |
| If a user times out while in a maximized WebSphere Portal Server portlet, clicking on any link returns the user to <code>http://<server-name>/oaa/login.jsp</code> instead of the WebSphere Portal Server interface. [ST27949] | None. |
| Uninstall stops with an entry point error on <code>scguiw32.exe</code> because ServiceCenter is running. [ST24271] | Shutdown all instances of ServiceCenter and re-run the uninstall. |
| The installer does not reset the <code>JAVA_HOME</code> environment variable when installing on systems where a previous instance of Tomcat is installed. [ST27988] | Manually redefine the <code>JAVA_HOME</code> environment variable to point to the new Java Development Kit. By default, the path is: <ul style="list-style-type: none"> ■ Windows C:\Program Files\Peregrine\Common\jdk1.3.1_05 ■ UNIX /usr/local/peregrine/Common/jdk1.3 |

Related documentation

The complete set of manuals for Get-Resources 4.0 includes:

- *Get-Resources Administration Guide*—providing an overview of Peregrine OAA and Get-Resources, customizing and using the Peregrine Portal, and configuring the Administration module and adapters for AssetCenter and ServiceCenter.
- *Get-Resources Installation Guide*—providing information on installing and configuring the application servers, Web servers, and components necessary to run Get-Resources.

These documents are available on the installation CD in the ...documentation directory.

A readme.txt file, located on the root directory of the Get-Resources 4.0 CD as well as installed to the root directory of your Get-Resources 4.0 installation, should be reviewed for release-specific details.

For a complete listing of current Get-Resources documentation, see the Documentation pages on the Peregrine Customer Support Web site at <http://support.peregrine.com>. Access to this Web page requires a current login name and password.

To view the document listing

- 1 Log in to the Web site with your login user name and password.
- 2 Select **Get-It** from **My Products** at the top of the page.
- 3 From **Contents** on the left, select either **Documentation** or **Release Notes**, as required.
- 4 Follow the path for the Get-Resources product and version that you need.

You can download documentation PDF files and view them using Acrobat Reader, which is available on the Customer Support Web site and through Adobe at <http://www.adobe.com>.

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

Important: Release Notes for this product are continually updated after the release of the product. Visit the Peregrine Customer Support Web site to ensure that you have the most current version of the Release Notes.

Compatibility matrix

The following table identifies the hardware and software requirements for installing this release.

Peregrine Systems 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 Systems does not support platforms that are no longer supported by the vendor.

| Requirement | for Windows | for Unix |
|---------------------------|--|--|
| Java run-time environment | Java 2 SDK Standard Edition v1.3.1_05. <i>Available on the Get-Resources Installation CD.</i> | Java 2 SDK Standard Edition v1.3.1_05. <i>Available on the Get-Resources Installation CD.</i> |
| Application server | Any one of the following: <ul style="list-style-type: none"> ■ Tomcat 4.1.12 <i>Available on the Get-Resources Installation CD.</i> <ul style="list-style-type: none"> ■ WebSphere 4.0.2 - 4.0.4 ■ WebLogic 6.1 SP3 or SP4 ■ JRun 3.1 | Any one of the following: <ul style="list-style-type: none"> ■ Tomcat 4.1.12 <i>Available on the Get-Resources Installation CD.</i> <ul style="list-style-type: none"> ■ WebSphere 4.0.2 - 4.0.4 ■ WebLogic 6.1 SP3 or SP4 ■ JRun 3.1 |
| Back-end database(s) | ServiceCenter 4.0.x or 5.0.1 AssetCenter 3.6, 4.1 & 4.2 | ServiceCenter 4.0.x or 5.0.1 AssetCenter 3.6, 4.1 & 4.2 |
| Operating systems | <ul style="list-style-type: none"> ■ Windows 2000 Server SP2 | <ul style="list-style-type: none"> ■ AIX 5.1 ■ Red Hat Linux 7.3 ■ Solaris 2.7 or Solaris 2.8 |
| Web Server | One of the following: <ul style="list-style-type: none"> ■ Apache 2.0.43 <i>Available on the Get-Resources installation CD.</i> <ul style="list-style-type: none"> ■ Microsoft IIS Server 5.0 ■ IBM HTTP Server 1.3.19 <i>Available on the WebSphere installation CD and from the IBM support Website</i> | One of the following: <ul style="list-style-type: none"> ■ Apache 2.0.43 <i>Available on the Get-Resources installation CD.</i> <ul style="list-style-type: none"> ■ IBM HTTP Server 1.3.19 <i>Available on the WebSphere installation CD and from the IBM support Website</i> |

| Requirement | for Windows | for Unix |
|------------------|----------------------------|----------------------------|
| System Processor | Pentium, 400 MHz or faster | Pentium, 400 MHz or faster |
| RAM | 512 MB or more | 512 MB or more |
| Hard disk space | 100 MB for Get-Resources | 100 MB for Get-Resources |

The most current version of the compatibility matrix is available on the Peregrine CenterPoint Web site at <http://support.peregrine.com>. Access to this page requires a current login user name and password.

To view the compatibility matrix:

- 1 Log in to the Web site with your login user name and password.
- 2 Select **Get-It** from **My Products** at the top of the page.
- 3 From **Contents** on the left, select **Compatibility Matrices**.
- 4 Follow the path for the Get-Resources version that you need.

Need further assistance?

For further information and assistance with this release, contact Peregrine Systems' 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>

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

To contact Peregrine customer support

- 1 Log in to the Web site with your login user name and password.
- 2 Click **Go** beside the CenterPoint support area.
- 3 From **Contents** on the left, select **Whom Do I Call?** to display the **Peregrine Worldwide Contact Information**.

Documentation Web site

A complete listing of the available documentation is on Peregrine's CenterPoint Web site at:

<http://support.peregrine.com>

Important: Release Notes for this product are continually updated after the release of the product. Visit the Peregrine Customer Support Web site to ensure that you have the most current version of the Release Notes.

