Peregrine

# Get-Services 4.0.1
# Release Notes

**For Windows, AIX, Linux, and Solaris**

**Peregrine**
S Y S T E M S

# Contents

# Get-Services 4.0.1 Release Notes

Welcome to Get-Services 4.0.1. Get-Services provides a web-based interface that enables users to report problems in their work environment by opening problem tickets in the ServiceCenter back-end system.

This is a maintenance release that includes installer changes and solutions for issues corrected since Get-Services 4.0. During the installation of Get-Services, you will see references to Get-Services-Change on the splash screen. Get-Services 4.0 has an optional Change Technician function packaged with the product that can be utilized with the ServiceCenter 5.0 Change Management module. This functionality allows your remote change technicians to view, update, and close change tasks using the Get-Services interface. Refer to your ServiceCenter documentation for more information about the ServiceCenter 5.0 Change Management feature.

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:

- An introduction to Get-Services (see page 6).
- A summary of Get-Services enhancements (see page 6).
- A summary of known issues (see page 8).

- Notes on related documentation (see page 16) and the compatibility matrix (see page 17).
- Contact details for Customer Support (see page 19).

# Introduction to Get-Services 4.0.1

Get-Services is part of the Peregrine Systems Employee Self Service (ESS) suite of applications built on the Peregrine OAA platform. Using Get-Services, users report problems in their work environment. A ticket opened in Get-Services is then stored in the ServiceCenter database and can be viewed from Get-Services and ServiceCenter.

Get-Services is compatible with ServiceCenter 4.x and 5.0, as well as the other Get-It applications, version 4.0 and version 4.0.1.

Get-Services has the following modules:
- Administration
- Service Desk
- Change Management (with ServiceCenter 5.0)

# Summary of Get-Services enhancements

As a maintenance release, Get-Services 4.0.1 has no new enhancements. This section lists the functional enhancements in Get-Services 4.0. One significant addition is the new change management interface, giving change technicians the ability to work on their tasks on the Web when they are away from their workstation or at a remote location. This release also adds the IT Employee and IT Manager roles to Service Desk.

## Change technician functionality

With the addition of the Change Management module, IT technicians can update, view, and close tasks. This is Phase 1 of the integration to ServiceCenter Change Management.

The `getit.change.technician` capability word is only applicable with the Change Management module on ServiceCenter 5.

## Service Desk technician functionality

This release supports two new roles:

- **IT Employee**—responsible for managing problem tickets. The IT Employee can open, close, or update a ticket from a call or link the call to an existing incident. If a ticket is unassigned, the IT Employee can choose the *Assign to Me* option.
- **IT Manager**—responsible for managing the IT staff. The IT Manager has more abilities than the IT Employee to manage the tickets and their assignment.

## Ability for users to categorize tickets

This release provides improved support for the ServiceCenter back-end database categorization of problems using Category, Subcategory, Product Type, and Problem Type.

## Section 508 compliance

Peregrine OAA Platform 4.0 provides the basic infrastructure for an alternate text-based interface option to increase accessibility of Peregrine Web applications.

This alternate interface is provided in compliance with Section 508 of the Rehabilitation Act of 1973, according to guidelines established by the W3C Web Content Accessibility Guidelines.

## WebSphere Portal Server and IBM AIX support

This release supports AIX, IBM HTTP Server, Application Server, and Portal Server.

# 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-Services 4.0.1"** (including quotation marks) in the Search Criteria.

5 Click **Search** at the bottom of the page to further restrict the search.

# Get-Services

The following table contains known issues and temporary solutions for Get-Services. The table has two columns:

- **Issue**—A brief description of the issue.

- **Temporary Solution**—An interim workaround for the issue.

| Issue | Temporary Solution |
| --- | --- |
| A user cannot update an Incident ticket in Get-Services if the ticket is open in ServiceCenter. [ST27407] | None. |
| The Go Back button does not work in pop-up windows. [ST27820] | Do not use the Go Back button. |

### Removing the Related Change collection

Users who have the Change Management module from ServiceCenter need the Related Change collection. If you do not need the collection, you can remove it from the following pages using the personalization tool:

| Service Desk tab | Page |
| --- | --- |
| Service Desk link | Ticket Status Call Details |
| Service Desk link | Ticket History Call Details |
| Incident Management link | Incidents Assigned to Me Ticket Details |
| Incident Management link | Unassigned Incidents Ticket Details |
| Incident Management link | Search for Incidents Ticket Details |
| Service Management link | Open Calls Call Details |
| Service Management link | Search for Calls Call Details |

#### To remove the Related Change collection:

1 Log in to Get-Services with a user who has getit.personalization.admin capability.

This ensures the saved changes are applied to everyone.

2 Go to the page with the Related Change collection.

For example, from the Service Desk tab, click Incidents Assigned to Me, then select an incident from the Ticket List page to open the Ticket Details page.

3 Click the wrench icon to open the Personalize Document Fields page.

4 From the Current Configuration column, highlight **Related Change**, then click **X** to remove the field.
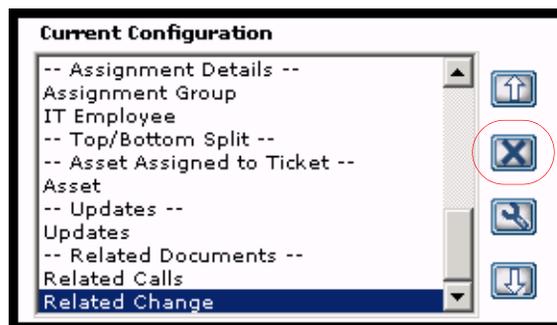


Highlight the Related Change field and click X to remove the collection from the current configuration.

5   Click **Save**.

6   Repeat step 2 through step 5 for each page.

## Peregrine OAA

The following table includes known issues and their temporary solutions.

| Issue | Temporary Solution |
| --- | --- |
| When logged in to Get-Services, using the browser Back, Forward, and Refresh buttons can cause unexpected behavior of Get-Services forms. | Do not use the browser navigation or Refresh buttons with Get-Services 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:<br>■ Upgrade your Browser to Internet Explorer 6.0 (or later), Netscape 7.0 (or later), or to Mozilla 1.1 (or later)<br>■ Downgrade the HTTP protocol version served by your Web server to HTTP 1.0.<br>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-Services 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 |
|---|---|
| The Classic and Accesible themes are the only themes that the installer deploys by default during installation. | 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. |

**To deploy the optional themes:**

**1** In a command prompt window, change directories to the C:\Program Files\Peregrine\oaa\packages directory.

**2** Type:

java –jar OAADeploy.jar <theme name> <theme name>

List each theme you want to deploy, separated by a space.

For example:

java –jar OAADeploy.jar bluestheme hightechtheme bajatheme

**3** Press ENTER.

**4** Log in as an administrator. Go to **Administration** > **Control Panel**, and click **Reset Server**.

| Issue | Temporary Solution |
|---|---|
| The following issues have been encountered when using the Microsoft Internet Explorer 5.5 browser: <br> ■ Icons fail to display in dataset results. <br> ■ Unable to personalize Collections and Subdocuments. <br> ■ JavaScript errors during login (apparent only if the option to display JavaScript errors is turned on for the browser). | Upgrade to Internet Explorer 6. |
| After changing a theme using the Change Themes page, clicking the Go Back button does not return you to the Home page. | On the Activity menu in the sidebar, click My Home Page. |

| Issue | Temporary Solution |
| --- | --- |
| 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. | 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 *ServiceCenter 5.0 Application Administration Guide* (Chapter 3, Service Management; Chapter 4, Incident Management) for instructions. |
| Data is not displayed in newly added DocExplorer fields. <br> [ST23903] | The user must close and resubmit the search or detail query before data will appear in a new DocExplorer field. |
| Browser warns that data must be resent when adding fields in DocExplorer. [ST22597] | Click Retry to resend the data to the browser. This is expected behavior of DocExplorer. |

| Issue | Temporary Solution |
|---|---|
| Depending on your web server configuration, if you browse to http://*servername*/oaa the web server may display a list of all the OAA files instead of the login page.<br><br>[ST26684] | 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.<br><br>**To configure Apache:**<br><br>**1** Open Apache's conf/httpd.conf file in a text editor.<br>**2** Find the existing line that says DirectoryIndex index.html<br>**3** Add login.jsp to the end, so that the line reads DirectoryIndex index.html login.jsp<br>**4** Save httpd.conf.<br>**5** Restart the Apache web server.<br><br>**To configure IIS:**<br><br>**1** Open the Internet Services Manager.<br>**2** Expand the Default Web Site.<br>**3** Right-click on the OAA virtual directory and click Properties.<br>**4** Click the Documents tab.<br>**5** Verify that Enable Default Document is checked.<br>**6** Click the Add button and type in login.htm. Click OK.<br>**7** Highlight login.htm and using the up/down arrows, move login.htm to the top of the file list.<br>**8** Click OK to accept the changes to the OAA directory properties. |
| Using the Back button intermittently produces a page expired error message.<br><br>This error most often appears when you attempt to return to a list screen from a detail screen.<br><br>[ST27556] | Create a new search to regenerate your list. |

| Issue | Temporary Solution |
|---|---|
| The OAA interface to the WebSphere Translation Server requires a mouse to use.<br><br>The translation interface will be made 508 accessible in a future release.<br><br>[ST27592] | None. |
| 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.<br><br>[ST27574] | 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. |
| Web browser displays runtime errors when you view Get-Services inside a WebSphere Portal Server page.<br><br>This problem has been reported with Internet Explorer version 5.50.4807.2300 SP2, but could also appear with other older browsers.<br><br>[ST27853] | Upgrade to the latest version of your Web browser. |
| WebSphere Portal Server does not display the results of Get-Services form in a new maximized window.<br><br>[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 http://<server-name>/oaa/login.jsp instead of the WebSphere Portal Server interface.<br><br>[ST27949] | None. |
| The installer does not reset the JAVA_HOME environment variable when installing on systems where a previous instance of Tomcat is installed.<br><br>[ST27988] | Manually redefine the JAVA_HOME environment variable to point to the new Java Development Kit. By default, the path is:<br><br>■ Windows<br>C:\Program Files\Peregrine\Common \jdk1.3.1_05<br>■ UNIX<br>/usr/local/peregrine/Common/jdk1.3 |

| Issue | Temporary Solution |
|---|---|
| There are various rendering errors when viewing Get-Services portlets in WebSphere Portal Server when using Netscape 7.0 or Mozilla 1.0+.<br><br>These errors are due to a known Mozilla bug. See Bugzilla Bug 67903 for additial details.<br><br>[ST28000] | Use a supported version of Internet Explorer to view WebSphere Portal Server portlets. |
| The Get-Services installer creates duplicate alias entries in the IBM HTTP Server when you install more than one Peregrine OAA application on WebSphere.<br><br>Duplicate entries can also occur if you reinstall Get-Services or install another Peregrine OAA application on a system that formerly had Get-Services installed on it.<br><br>[ST28008] | Remove any duplicate alias entries from the IBM HTTP Server **httpd.conf** file. |
| Tomcat and Apache do not automatically start after a UNIX upgrade. [ST28621] | Restart OAA by executing the command:<br>/usr/local/peregrine/bin/oaactl restart |
| When using ServiceCenter on Oracle as the back-end database, personalization does not display pages correctly. | From ServiceCenter, you must map the giComponentUsers table to Oracle.<br>**1** Open ServiceCenter client.<br>**2** Log in as Administrator.<br>**3** Add a sqlsystemtables record.<br> ■ Click the Toolkit tab to open the Database Manager dialog box.<br> ■ Type **sqlsystemtables** in the File field and click Search.<br> ■ Check the Map as Blob flag.<br>**4** Go to the sqlmapping table and delete all records for giComponentUsers table.<br>**5** Map the giComponentUsers table to Oracle.<br>Contact your ServiceCenter Administrator for more information on updating ServiceCenter table definitions. |

# Related documentation

The complete set of manuals for Get-Services includes:

- *Get-Services Administration Guide* version 4.0—providing an overview of Peregrine OAA and Get-Services, customizing and using the Peregrine Portal, and configuring the Administration module and ServiceCenter adapters (for Get-Services 4.0 and Get-Services 4.0.1).

- *Get-Services Installation Guide* version 4.0.1—providing information on installing and configuring the application servers, Web servers, and components necessary to run Get-Services.

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

For a complete listing of current Get-Services 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-Services 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 minimum 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. *Available on the Get-Services Installation CD.* | Java 2 SDK Standard Edition v1.3.1_05. *Available on the Get-Services Installation CD.* |
| Application server | Any one of the following:<br>■ Tomcat 4.1.12 *Available on the Get-Services Installation CD.*<br>■ WebSphere Application Server (WAS) 4.0 Fix Pack 2 or later<br>■ WebLogic 6.1 SP3 or SP4<br>■ JRun 3.1 | Any one of the following:<br>■ Tomcat 4.1.12 *Available on the Get-Services Installation CD.*<br>■ WebSphere 4.0 Fix Pack 2 or later<br>■ WebLogic 6.1 SP3 or SP4<br>■ JRun 3.1 |
| Back-end database(s) | ServiceCenter 4.0.x or 5.0.x | ServiceCenter 4.0.x or 5.0.x |
| Operating systems | ■ Windows 2000 Server SP2 | ■ AIX 5.1<br>■ Red Hat Linux 7.3<br>■ Solaris 2.7 or Solaris 2.8 |

| Requirement | for Windows | for Unix |
|---|---|---|
| Web Server | One of the following:<br>■ Apache 2.0.43<br>*Available on the Get-Services installation CD.*<br>■ Microsoft IIS Server 5.0<br>■ IBM HTTP Server 1.3.19<br>*Available on the WebSphere installation CD and from the IBM support Website* | One of the following:<br>■ Apache 2.0.43<br>*Available on the Get-Services installation CD.*<br>■ IBM HTTP Server 1.3.19<br>*Available on the WebSphere installation CD and from the IBM support Website* |
| System Processor | Pentium, 400 MHz or faster | Linux: Pentium, 400 MHz or faster<br>AIX: POWER 3, 375 MHz or faster<br>Solaris: Ultra SPARC II, 300 MHz or faster |
| RAM | 512 MB or more | 512 MB or more |
| Hard disk space | 100 MB for Get-Services | 100 MB for Get-Services |

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-Services 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

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