

Peregrine

Get-Services 4.1

Release Notes

For Windows, AIX, Linux, and Solaris

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Get-Services 4.1 Release Notes

Welcome to Get-Services 4.1. Get-Services is part of the Peregrine Systems Employee Self-Service (ESS) suite of applications built on the Peregrine OAA platform. Get-Services provides a web-based interface that enables users to report problems in their work environment by opening problem tickets in Get-Services and then storing them in the ServiceCenter back-end system. You can then view tickets from Get-Services and ServiceCenter.

Get-Services integrates to the following ServiceCenter modules:

- Incident Management
- Service Management
- Change Management (with ServiceCenter 5.0 and 5.1)

This is a minor release that includes new features and enhancements as well as solutions for known issues. 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:

- *Summary of Get-Services enhancements* on page 6
- *Known issues* on page 8 and *Corrected issues* on page 14
- *Related documentation* on page 17

- *Need further assistance?* on page 18

Summary of Get-Services enhancements

This section lists the functional enhancements in Get-Services 4.1. Get-Services 4.0 introduced the basic Change Technician functionality with the base Get-Services product. This new release includes the Get-Services Change Management Module, which provides an Employee Self-Service interface where end users can open a change request, check status, check history, cancel a request, and approve a change request using the Web.

Integration to ServiceCenter Change Management

Integration to ServiceCenter Change Management continues in Get-Services 4.1 as the number one enhancement request. In the phased approach to integrate with ServiceCenter Change Management, Get-Services 4.0 introduced basic technician functionality. Get-Services 4.1 offers the next phase of Change Management, with the Get-Services Change Management Module delivering a flexible out-of-box integration that reduces the customer tailoring burden as well as the upgrade issue of tailoring the source code. New features include:

- A simple ESS interface so that the general user can open, view status and history, cancel, and edit change requests using the Web.
- An approval interface so that change requests can be reviewed and approved (or not) using the Web.
- The ability to categorize changes and configure them.

Technician interface

The technician interface now updates and closes phases for change requests and tasks, not just tasks (as in Get-Services 4.0).

Administrator functions

New functions of the Administrator include the ability to:

- Configure categorizations for Change.
- Create custom Change templates.

Change Technician interface

This enhanced functionality enables the Technician to update and close change, not just tasks as with Get-Services 4.0.

Peregrine Portal components

Modifications to the base portal include replacing the Get-Services original portal components with Document Lists. This includes the Technician Portal, Incident Tickets, and Call Tickets.

New functions of the base portal to support the enhanced Change Management functionality include the addition of portal components for the following:

- Tasks
- Changes
- Changes assigned to me
- Approvals

Section 508 compliance

Improved accessibility ensures that users with disabilities, such as hearing, sight, motor control, have comparable access to the software application.

Compatibility

This release includes compatibility with the Peregrine OAA 4.1 platform and runs on the Operating Systems, Web servers, and application servers that Peregrine OAA supports.

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.

Known issues

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

Installation known issues

The following contains Get-Services installation known issues.

| Issue | Temporary Solution |
|--|---|
| Do not install the General Availability (GA) version after the Beta version has been installed. | You must uninstall the Beta version prior to installing Get-Services 4.1. |
| The empx.unl unload file overwrites the modifications in two format control records. | <p>Copy the format control records before applying the unload.</p> <p>To apply the empx.unl file:</p> <ol style="list-style-type: none"> 1 Back up the problem.template.update and problem.template.browse format control records. 2 Unload the empx.unl file. 3 Restore the backed up format control records. |
| JRUN 3.1 produces internal server errors attempting to display Get-Services pages. [ST29378] | The root cause of this issue is an error in JRun's implementation of JSP 1.1. This issue has been logged with Macromedia. Successful implementation using JRun is dependent upon resolution of this problem. |
| The path to the WebSphere Portal Server WAR source file is listed incorrectly in the Get-Services Installation Guide. [ST29399] | <p>You must download the necessary WebSphere Portal Server WAR file from the Customer Support Web site:</p> <p>To download the WebSphere Portal WAR file:</p> <ol style="list-style-type: none"> 1 Login to the Customer Support Web site at support.peregrine.com. 2 Click Downloads > OAA/Get-It 3 Under OAA Downloads and Patches, click <code>websphere.<version>.war</code>. |

| Issue | Temporary Solution |
|---|---|
| <p>The procedure for configuring WebSphere Portal Server is missing a step. [ST29404]</p> | <p>After editing the file <code>ibm-web-ext.xmi</code> to set <code>fileServing Enabled</code> to true, you must regenerate the Web Server Plugin.</p> <p>To regenerate the Web Server Plugin:</p> <ol style="list-style-type: none"> 1 Login to the WebSphere Advanced Administration Console. 2 Right-click on the node for your application server, and then click Regen Webserver Plugin. 3 Restart your application server. |
| <p>The link to the Control Panel disappears after loading the WebSphere Portal Server WAR file. [ST29406]</p> | <p>Open and edit your <code>local.xml</code> file.</p> <p>To edit local.xml:</p> <ol style="list-style-type: none"> 1 Open <code>local.xml</code> at <code><App Server Path>/oaa/WEB-INF</code>. 2 Look for the following lines: <pre data-bbox="671 642 1302 807"><websphere> <srcpath>c:/<path>/websphere.war</srcpath> <destpath>c:/<path>/websphere-generated.war </destpath> <baseurl>http://localhost/oaa/</baseurl> </websphere></pre> 3 Delete the element and value for <code><baseurl></code>. 4 Save and exit the file. 5 Stop and restart your application server. |
| <p>Step 7a in the instructions for configuring WebSphere 5.0 lists the wrong DLL file name. [ST29415]</p> | <p>The correct DLL name to add to the <code><AppServerPath></code> in step 7a is:</p> <pre data-bbox="671 1024 1302 1050">mod_ibm_app_server_http.dll</pre> <p>There should be an underscore between <code>app</code> and <code>server</code>, not a period.</p> |
| <p>When installing on a UNIX platform, if you select Tomcat but not Apache, you must manually start the Peregrine Tomcat service. [ST29420]</p> | <p>The standard <code>oaactl</code> to automatically start the service does not work because it has Apache commands. See <i>Instructions to start and stop Tomcat using the default settings</i> on page 11 for the commands to manually start and stop the Tomcat Peregrine service.</p> |

| Issue | Temporary Solution |
|--|---|
| When upgrading, problems occur if the cache is not cleared. [ST29438] | When upgrading from Get-Services 4.0.1 to 4.1, stop the application server and clear the cache prior to the installation. |
| The installation default maximum memory size for the application server is too low. [ST29452] | Set the maximum memory size for the application server to at least 512m. The default catalina_opts are 256m/384m. Using the custom installation, change the maximum to 512m. |

Instructions to start and stop Tomcat using the default settings

Note: You can add these commands to a shell script and run the script instead of typing the commands.

To manually start Tomcat using the default path and memory settings:

- ▶ Type the following on the command line:

```

JAVA_HOME=/usr/bin/peregrine/common/jdk1.3
TOMCAT_HOME=/usr/bin/peregrine/common/tomcat4
OS_NAME=`/bin/uname -s`
OAA_INF=$TOMCAT_HOME/webapps/oaas/WEB-INF
LD_LIBRARY_PATH=$OAA_INF/lib:$OAA_INF/lib/$OS_NAME:$OAA_INF/lib/$OS_NAME
/ServiceCenter4:$LD_LIBRARY_PATH
CATALINA_OPTS="-server -Xms256m -Xmx512m"
export JAVA_HOME TOMCAT_HOME LD_LIBRARY_PATH CATALINA_OPTS
$TOMCAT_HOME/bin/startup.sh

```

Note: On Solaris using ServiceCenter, add `:/usr/ucblib` after `$LD_LIBRARY_PATH`

Note: On AIX, use `LIBPATH` instead of `LD_LIBRARY_PATH`

To manually stop Tomcat:

- ▶ Type the following on the command line:

```

JAVA_HOME=/usr/bin/peregrine/common/jdk1.3
TOMCAT_HOME=/usr/bin/peregrine/common/tomcat4
export JAVA_HOME TOMCAT_HOME
$TOMCAT_HOME/bin/shutdown.sh

```

Software known issues

The following contains Get-Services software known issues.

| Issue | Temporary Solution |
|--|--|
| Updated copyright information. | The copyright information in these release notes replaces all prior copyright information for Get-Services 4.1. |
| If you have a large number of changes in your ServiceCenter database, then Search for Change Record may take one or two minutes. [SCR 26364]. | This is corrected in ServiceCenter 5.1 and in the ServiceCenter 5.0.4 maintenance release. |
| A user cannot update an Incident ticket in Get-Services if the ticket is open in ServiceCenter. [ST27407] | None. |
| Personalization in the Document List Portal components does not accept mass approval. [ST29079] | In the Approval portal, make sure that you do not select Action in Personalization. Mass approval only works from the Change Management menu, not the Approval portal. |
| When using ServiceCenter 5.1, if a user creates an incident and assigns an asset that is already assigned to another previously opened incident that is still open, a new incident is created instead of appending the asset to the existing incident. [ST29393] | None. |

| Issue | Temporary Solution |
|--|---|
| If you turn Show Form Info on, after updating or creating a new change, you may get a form generation error. [ST28817] | Do not show form info. |
| The session keep alive feature does not prevent session time out if you place focus on a popup window. [ST29134] | To avoid this, modify the default session time-out in the Admin settings to be greater than 600 seconds. To change the session time-out setting: <ol style="list-style-type: none"> 1 From Admin > Settings, scroll to the Encoding, Locales, and Sessions heading. 2 In the Session time-out parameter, type the number of seconds that you want for the session to remain active; for example, 6000. 3 Click Save, then click Reset Server. |

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:

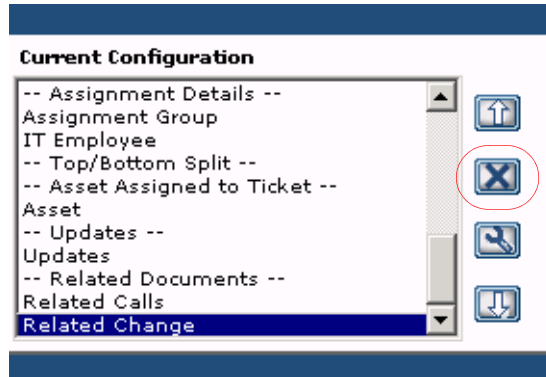
| Service Desk tab | Page |
|--------------------------|---|
| Service Desk link | Ticket Status Call Details |
| Service Desk link | Ticket History Call Details |
| Incident Management link | Incidents Assigned to Me Ticket Details |
| Incident Management link | Unassigned Incidents Ticket Details |
| 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.

Corrected issues

These Peregrine OAA platform issues have been fixed since the last release of Get-Services. The following table includes corrected issues and their descriptions.

| Issue | Description |
|---------|--|
| ST26617 | The element <code>AttachMaxSize</code> was restored in <code>common.xml</code> so that attachment sizes can be limited for <code>SCAdapter</code> and <code>ACAdapter</code> (just as before). This setting may be accessed through the Administration interface <code>Settings/Common</code> tab, using the field "Maximum attached file size (in KB)". |
| ST27606 | The <code><LABEL/></code> tag is a required element of HTML for 508 compliance to associate text labels with Form elements. It was missing in fieldtable rows. It was added to conform to Accessibility requirements. |

| Issue | Description |
|----------------------------|---|
| ST28162 | There is now a setting on the Admin page for specifying the login verification form. |
| ST28170 | Characters containing accents were being displayed in their HTML encoded form. This has been corrected. |
| ST28246 | This change eliminates the use of the "Vary" HTTP response header in the FileDownloadServlet. This response header could cause file attachment download errors when using the FileDownloadServlet in a 3 tier deployment with MS Internet Explorer as the client browser. |
| ST28252 Incident 241612 | A text-truncation problem that could occur when ServiceCenter tables are mapped to an external database has been resolved. This problem is documented in CenterPoint incident 241612. |
| ST28274 | We now refuse NT Challenge Response logins when the user has no operator unless self registration is enabled. This fixes the problem when the Registration page appears when NT Challenge Response is enabled, even though Self-Registration is disabled. This problem occurred when the login page was accessed by someone using a invalid NT user account. |
| ST28280 | <p>In servers in which the operating system user running the appserver does not have access to operating system temporary file space, errors would occur when attaching files larger than 200 KB. The following is an example of the error generated and written to archway.log and/or displayed on the application's web page.</p> <pre data-bbox="678 1076 1308 1284"> "Error opening output file C:\ProgramFiles\Peregrine\Common\Tomcat4\webapps \oaa\attachments \1431d15b3ac552b91b356ce3934f61c2 /problem_1_Attachments/scooteronback.jpg - C:\Documents and Settings\????uL\temp\SCBJ1.tmp (The filename, directory name, or volume label syntax is incorrect)" </pre> <p>This was corrected by requesting temporary file space from the servlet container instead of the operating system.</p> |

| Issue | Description |
|----------------------------|--|
| ST28299 | NT authentication did not work properly in Get-Services 4 unless operator had an empty password. This problem is a regression introduced in OAA 2.2. The NT Challenge Response feature used to automate the login process fails with Get-Services unless the operator associated with the NT username has an empty password. No restrictions should be placed on the password. |
| ST28351 | The custom login screen feature does not work as described in the documentation. This problem was caused by an error in user session management. The user would be authenticated but then immediately logged out giving the appearance that the login had failed. |
| ST28362 | Clicking on the target name in the control panel previously resulted in an exception; this has now been corrected. |
| ST28454 Incident 277697 | When registering a new user, a user's First Name and Last Name determined uniqueness. Now the UserName determines uniqueness. |
| ST28589 Incident 288240 | This change fixes the problem where scripts embedded in data fields were being interpreted as HTML. |
| ST28608 Incident 288905 | This change fixes the problem where read only fields added via personalization did not appear on the page. The schema access attribute now works properly. |
| ST28970 Incident 305170 | This change resolves how the ServiceCenter Adapter handles Id (key) fields containing only numeric characters. Previously, such Id fields were incorrectly assumed to be integers regardless of their listed data type within ServiceCenter. |

| Issue | Description |
|-----------------|---|
| Incident 229847 | <p>You can now add attachments to an existing incident or call that already had an attachment.</p> <p>Prior to the fix, this error also caused file attachments to be corrupt. In order to correct corrupt file attachments, do the following:</p> <ol style="list-style-type: none">1 Open the record containing the corrupt attachments.2 Remove all attachments from the record.3 Update the record.4 If one or more extraneous file attachments still appear after the update, remove them once again and update the record.5 Add back the attachments that need to go into the record, and update. |
| 286166 | <p>This change fixes the broken <code>stripNTLoginDomain</code> setting in <code>local.xml</code>. You can now set this value to false and the NT domain name will not be stripped from a user's login name.</p> |

Related documentation

The complete set of manuals for Get-Services includes:

- *Get-Services 4.1 Administration Guide*—providing an overview of Peregrine OAA and Get-Services, customizing and using the Peregrine Portal, and configuring the Administration module and ServiceCenter adapters.
- *Get-Services 4.1 Installation Guide*—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.

Need further assistance?

For further information and assistance with this release, you can download documentation or schedule training.

Customer Support

For further information and assistance, contact Peregrine Systems' Customer Support at the Peregrine CenterPoint Web site.

To contact customer support:

- 1 In a browser, navigate to <http://support.peregrine.com>
- 2 Log in with your user name and password.
- 3 Follow the directions on the site to find your answer. The first place to search is the KnowledgeBase, which contains informational articles about all categories of Peregrine products.
- 4 If the KnowledgeBase does not contain an article that addresses your concerns, you can search for information by product; search discussion forums; and search for product downloads.

Documentation Web site

For a complete listing of current Get-Services documentation, see the Documentation pages on the Peregrine Customer Support Web.

To view the document listing:

- 1 In a browser, navigate to <http://support.peregrine.com>.
- 2 Log in with your login user name and password.
- 3 Click either **Documentation** or **Release Notes** at the top of the page.
- 4 Click the Get-Services link.
- 5 Click a product version link to display a list of documents that are available for that version of Get-Services.
- 6 Documents may be available in multiple languages. Click the Download button to download the PDF file in the language you prefer.

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

Important: Release Notes for this product are continually updated after each release of the product. Ensure that you have the most current version of the Release Notes.

Education Services Web Site

Peregrine Systems offers classroom training anywhere in the world, as well as “at your desk” training via the Internet. For a complete listing of Peregrine’s training courses, refer to the following web site:

<http://www.peregrine.com/education>

You can also call Peregrine Education Services at +1 858.794.5009.



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