

Peregrine

# ServiceCenter

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# Release Notes

Release 6.0.2.0

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# ServiceCenter 6.0.2.0 Release Notes

PEREGRINE

These Release Notes contain an overview of new features, describe known issues with this release, and provide instructions to access information from other sources, such as the Peregrine Customer Support Web site. Before you begin, ensure that you have a valid Customer Support login ID and password.

The media shipped with this release contains a complete installation of the product, documentation, and language packs when applicable. See the packing list included with your shipment for a complete description of the media provided.

## Getting started

Before installing the ServiceCenter 6.0.2.0 release, we recommend that you review the following sections.

- [What's new in this release on page 6.](#)
- [Compatibility Matrix on page 6.](#)
- [Software Change Requests on page 7.](#)
- [Known issues on page 8.](#)

# What's new in this release

ServiceCenter 6.0.2.0 is a maintenance release that contains fixes to many ServiceCenter features. Some Software Change Requests (SCRs) fixed in this release are in the table below.

ServiceCenter 6.0.2.0 includes, among others, the following fixes.

SCR Number	Description
15003	The sqltz parameter and time settings now work appropriately in all the RDBMS-converted systems.
30786	ServiceCenter no longer deadlocks on the user chain and system semaphores.
33127	ServiceCenter forms now display blank virtual joins (those without data) correctly.
34500	Running an IR search with the 'complete match' option selected and at least three terms as search arguments no longer causes a GP fault.
34851	In RDBMS converted systems, some columns in the search list no longer appear empty when you select a ticket from an Incident management queue with Record List turned on.
35182	The web client now handles DVD expressions correctly, so that form data is sent correctly to the server, and DVD expressions dependent on fields in joined tables are handled as expected.

See [Software Change Requests on page 7](#) for instructions on how to see a complete listing of SCRs in this release.

## Compatibility Matrix

The Compatibility matrix lists supported versions of operating systems, browsers, Peregrine products, and other compatibility and support information.

### To access the Compatibility Matrix,

- 1 Use a browser to navigate to the Peregrine Customer Support Web site at <http://support.peregrine.com>.

- 2 Log on with your Customer ID and password.
- 3 From the left navigation pane, click **Product Information > Product Family > ServiceCenter > Compatibility matrices > Product Version**.

## Software Change Requests

ServiceCenter 6.0.2.0 includes fixes for many Software Change Requests (SCRs).

**To view the SCRs included in this release,**

- 1 Use a browser to navigate to the Peregrine Customer Support Web site at <http://support.peregrine.com>.
- 2 Log in with your Customer ID and password.
- 3 From the left navigation pane, click **Product Information > Product Family > ServiceCenter > View SCRs**.
- 4 Filter the query by selecting the version, category, or subcategory for SCRs as search criteria.

The Web site displays a report that matches your criteria. You can view the report or click **Create Excel Report** to download a spreadsheet with the contents matching your search criteria.

## KnowledgeBase

The KnowledgeBase contains articles with related information, tips, and workarounds for this release.

**To search the KnowledgeBase,**

- 1 Use a browser to navigate to the Peregrine Customer Support Web site at <http://support.peregrine.com>.
- 2 Log in with your Customer ID and password.

- 3 From the left navigation pane, click **Advanced Search**.
- 4 Type one or more keywords to filter the search, then choose a product from the drop-down list.
- 5 Click **Go**.

## Known issues

The following table describes ServiceCenter 6.0.2.0 known issues. To search the KnowledgeBase for known issues, type the Known Issue Document ID (enclosed in quotation marks) as the search criteria.

Document ID	Known issue	Workaround
SBK-81K-V8AY	After a client update with the, the individual CA Certificates Files that were defined for individual connection configurations in 6.0.0 and 6.0.1 clients are no longer applied to the connections.	<p>If you update 6.0.0 or 6.0.1 client 6.0.2 via the update site, you must redefine the CA Certificates File in the client's preference settings prior to attempting to make an SSL connection.</p> <p>The new global CA Certificates File defined in the preferences will then be applied to all connection configurations that are configured to use SSL encryption.</p>
SB8-M18-VX9N	Using the fill function in a table updates the first line of the table even if the focus is on another line.	None available at this time. This issue will be addressed in a future server release.

## Documentation

ServiceCenter Help is the primary documentation. Field Help is also available. Administrators can change field Help and ServiceCenter Help by following the customization instructions in the Help system.



### To access field Help,

- 1 Place your cursor in the text box for a specific field.
- 2 Click **Help > Help on Field**, or
  - For the Eclipse client, press **CTRL + H**.
  - For the Web client, press **F1**.

To access Help from a Windows client:

- 1 From the Windows Start menu, click **Start > Programs > ServiceCenter Client**.
- 2 Click **Help > Contents**.

**Note:** You do not need a server connection to view ServiceCenter Help.

### To access ServiceCenter Help from a networked server,

- 1 Install a Help server by following the instructions in the *ServiceCenter Installation Guide*.
- 2 Start any supported Web browser.
- 3 Type the connection address of the Help server.

## Related documentation

Peregrine Systems provides electronic versions of related documents in your installation package.

Peregrine Systems also supplies electronic versions of all documents on the Customer Support Web site.

# Installing this release

To upgrade to this release, read the notes in this section, then follow the instructions in the *ServiceCenter 6 Installation Guide*.

If you are planning to upgrade to a new version of the ServiceCenter applications, use the Application Upgrade Utility to migrate your customized applications to the new version.

**Note:** No action is required if you are already using ServiceCenter application version SC6.

Visit the Upgrade Center on the Customer Support Web site or contact Peregrine Customer Support to learn more about this option.

## Upgrading the server

Before you begin a server upgrade, make a backup copy of your existing server.

When upgrading the ServiceCenter server, you can uninstall your existing version or overwrite it.

### Unix server

There are no additions to the instructions in *ServiceCenter 6 Installation Guide*.

### Windows server

The ServiceCenter 6.0.2.0 Windows installer does not upgrade any version of ServiceCenter prior to ServiceCenter 6.

The upgrade leaves your DATA folder and the `sc.ini` and `sc.cfg` files in your RUN folder intact. If you do not want to keep your current `sc.ini`, `sc.cfg` or the contents of the DATA folder, delete them manually.

- If you uninstall the ServiceCenter server before installing the new one, the uninstall removes your service name. You must configure a new service.
- If you install the 6.0.2.0 files over your ServiceCenter server, the installer deletes your previous installation and replaces the binary files. You must repair the 6.0.2.0 server installation.

## Upgrading the client

When upgrading the ServiceCenter client, you can uninstall your existing version or overwrite it.

After you upgrade the Update Site Utility, you can use it to upgrade your clients. For more information, see [Upgrading the Update Site utility on page 14](#)

### Windows client

If you install the new client in the same directory as the old client, the installer retains the settings stored in the Workspace folder.

**To use the repackaging utility to make changes to the ServiceCenter client,**

- 1 Install the out-of-box client on a test machine.
- 2 Make all appropriate changes to customize the client.
- 3 Repackage the client with the Client Repackaging utility.
- 4 Distribute the updated client.

### ServiceCenter ODBC driver

When upgrading the ServiceCenter ODBC driver, uninstall the old version before installing the new one.

## ReportCenter

ReportCenter did not change between versions 6 and 6.0.2.0.

## Work Management

Work Management is not included on the ServiceCenter 6.0.2.0 installation CD-ROM. Check CenterPoint Web or contact Peregrine Systems Customer Support for availability.

## Upgrading the Web tier

This upgrade replaces your existing Web tier deployment with the new one. The specific process depends on your particular Web application server, but follows the same steps as deploying a new installation.

**Important:** The upgrade does not automatically save your Web tier customizations. To keep your changes, you must save your customized files and replace the new version of these files with your customized version.

To upgrade Web tier,

- 1 Back up your web .xml file, splash screen, style sheets, and any other customizations you made, including your sc .war file.
- 2 Delete the existing sc .war file.

- 3 Deploy the new `sc.war` file.
  - The `sc.war` file for English versions of the Web tier is available on the installation cd, in the `ServiceCenter_Web_Tier` directory.
  - The `sc.war` file for localized versions of the Web tier is available on the installation cd, in the `JFIG-ServiceCenter_Web_Tier` directory.

The following KnowledgeBase articles provide instructions.

#### Web Application Server KnowledgeBase Article

Apache Tomcat 4.1.29	Document ID: SA6-41F-A6VL
Apache Tomcat 5.0	Deploying the ServiceCenter 6 Web tier to Tomcat 4.1.29
IBM WebSphere 4.0.2	Document ID: SA6-41F-HGBL Deploying the ServiceCenter 6 Web tier to WebSphere 4.0.2
IBM WebSphere 5.0	Document ID: SA6-41F-LBJA Deploying the ServiceCenter 6 Web tier to WebSphere 5.0

**Note:** An "Update Application" function in WebSphere® Application Server 5.x allows you to redeploy with a new copy of `sc.war`. First, update the `web.xml` in the `sc.war` file, then redo the shared library configuration. For more information, see the IBM WebSphere documentation.

- 4 Replace the new `web.xml` file with the old version.
- 5 Replace the new versions of the files you customized with your customized versions.

## Upgrading the Help server

The upgrade does not save your customizations. If you customized the out-of-box Help files, you must make the same customizations in the new files.

To upgrade the ServiceCenter Help server,

- 1 Save all customized help files.

- 2 Uninstall the existing version and manually delete any residual files and folders.
- 3 Install the new version.
- 4 Manually restore all customized help files.

## Upgrading the Client Packaging utility

When upgrading the ServiceCenter client packaging utility, uninstall the old version before installing the new one.

## Upgrading the Update Site utility

To upgrade the Update Site Utility to this release,

- 1 Save your current settings by making a backup of your `lastupdate.ini` file, located in the `... \Update Site Utility` directory.
- 2 Uninstall the existing version.
- 3 Install the new version.
- 4 Restore the `lastupdate.ini` file.

## Language support

The ServiceCenter 6.0.2.0 language pack release upgrades ServiceCenter forms and messages and localizes the ServiceCenter 6 applications. For more information, see the *Language Pack Installation* guide.

## Unicode (UTF-8) support

ServiceCenter supports language enablement and Unicode (UTF-8) encoding with translated formats, messages, and Help.

UTF-8 is part of the Unicode standard that allows you to store characters from any supported language. ServiceCenter 6.0.2.0 supports UTF-8 as an encoding method for new or existing data and can support multiple languages on a single server while adhering to the Unicode standard.

## Third-party products

Peregrine products often integrate third-party products that use open source standards. The Peregrine Customer Support Web site contains specific statements about the support of third-party products and open source standards.

## Need more information?

The Customer Support Web site has resource information about third-party products, the Compatibility Matrix, documentation, and customer support contact information.

Start your browser and navigate to <http://support.peregrine.com>. You need your Customer ID and password to log on.

## Education services

For a complete listing of Peregrine training courses, see the Peregrine Education Service Web site, <http://www.peregrine.com/customers/value-path/education/>.

## Corporate headquarters

See the Peregrine Systems corporate Web site for the location of offices, information about products, news, and contact information. Start your browser and navigate to <http://www.peregrine.com>.







