

Peregrine

Get-Resources 4.1.2

Release Notes

For Windows, AIX, Linux, and Solaris

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Contents

Get-Resources 4.1.2 Release Notes	5
What's in these Release Notes	5
Summary of Get-Resources enhancements	6
Localization.	6
Compatibility	6
Known issues	7
Installation known issues	8
Known issues	10
Corrected issues	20
Get-Resources corrected issues	20
Peregrine OAA corrected issues	22
Related documentation	25
Third-party product support.	26
Need further assistance?.	26
Peregrine Customer Support.	26
Education services	27
Corporate headquarters.	27

Get-Resources 4.1.2 Release Notes

Welcome to Get-Resources 4.1.2. Get-Resources is part of the Peregrine Systems 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.

The media shipped with this release comprise a complete installation of the product. The purpose of this document is to describe known issues with this release, and provide instructions for you to access information from other sources, such as documents on the Peregrine Customer Support web site.

Before you install this version, ensure that you have a valid Customer Support login ID and password. You can access the Customer Support Web site at:

<http://support.peregrine.com>

The packing list included with your shipment identifies the media shipped to your site.

What's in these Release Notes

These release notes include:

- *Summary of Get-Resources enhancements*

6

- *Known issues* on page 7
- *Corrected issues* on page 19
- *Related documentation* on page 24
- *Need further assistance?* on page 25

Summary of Get-Resources enhancements

The following Get-Resources 4.1 enhancements are included in the Get-Resources 4.1.2 release:

- You can now integrate with AssetCenter, version 4.3.2
- Customer requested enhancements and fixes are added.
- Improved accessibility features (Section 508 compliance) ensure that users with disabilities, such as hearing, sight, or motor control, have comparable access to the software application.

Localization

Get-Resources 4.1.2 provides a localized interface and search engine for each language supported. Localization occurs 90 days after the release of Get-Resources 4.1.2.

Compatibility

This release includes compatibility with the Peregrine OAA 4.1.2 platform and runs on the operating systems, Web servers, and application servers that the Peregrine OAA supports. It is compatible with WebSphere Portal Server 4.1 and 4.2.

The compatibility matrix, including versions of operating systems, servers, web servers, web application servers, Relations Database Management Systems (RDBMS), clients, and compatibility with other Peregrine products is available on the Peregrine's Customer Support Web site.

[Accessing the compatibility matrix for Get-Resources](#)

- 1 Open a browser and navigate to the Peregrine Customer Support Web site at:
- 2 Log in with your Customer login ID and password.

- 3 Expand the product information topic in the left frame by clicking **Product Information > Service Management > Get-Resources > Compatibility Matrices**.
- 4 Click **Get-Resources** in the right frame to display a list of Get-Resources versions.
- 5 Click **Get-Resources 4.1.2** to display the Compatibility Matrix for this release.

Known issues

You can view a complete list of known issues for this and previous releases by searching the Knowledgebase located on the Customer Support Web site.

Searching for known issues in the Knowledgebase:

- 1 Open a browser and navigate to the Peregrine Customer Support Web site at:
- 2 Log in with your Customer login ID and password.
- 3 In Step 1, Search Knowledgebase, select **Get-It (K&B Documentation)** from the pull-down menu and then click **Advanced Search** under **Knowledge Search Base** to display the Advanced Knowledgebase Search dialog.
- 4 From the Advanced Knowledgebase Search dialog, type **Known Issue** in the Search Criteria text box.
- 5 Select **Get-It (KB & Documentation)** from the pull-down menu in Step 1.
- 6 Select **Both the KB and the Documentation** from the pull-down menu in Step 2.
- 7 Select **Get-It 4.1.2** from the pull-down menu in Step 3.
- 8 Click **Search**.
- 9 Click on an article to open it.

If you know the Document ID for a specific knowledge entry, you can type that number, enclosed in double quotes, as the search criteria in Step 3 to retrieve a specific article.

Installation known issues

The following contains Get-Resources installation known issues.

Issue	Temporary Solution
Upgrades on UNIX systems may fail if the initial installation was not deployed in the default path. The correct default path for the initial installation that results in a successful upgrade is <code>.../peregrine/common/tomcat4/webapps/oa</code> [SCR 30522]	When performing an upgrade on any UNIX platform, before upgrading, ensure that your deployment directory in <code>OAADeploy.properties</code> is correct.
When upgrading, problems occur if the cache is not cleared. [ST 29438]	When upgrading from Get-Resources 4.1 to 4.1.2, stop the application server and clear the cache prior to the installation.

Issue	Temporary Solution
<p>The documentation in the <i>Installation Guide</i> does not include all the required import script files for use with AssetCenter 3.6. [SCR28038]</p>	<p>Import these scripts in the order outlined here. The default Windows location is: C:\Program Files\Peregrine\Common\Tomcat4\webapps\oaa\WEB-INF\etc\<< lang>\ac3 where <lang> is the ID for the localized script.</p> <ul style="list-style-type: none"> ■ From the <code>getit import</code> folder, import the following in the order listed: <ul style="list-style-type: none"> ■ <code>feat.scr</code> ■ <code>calcflds.scr</code> ■ From the <code>getit b2b import</code> folder, import the following in the order listed. These must be imported even if you are not using B2B functionality. <ul style="list-style-type: none"> ■ <code>calcflds.scr</code> ■ <code>feat.scr</code> ■ <code>profile.scr</code> ■ <code>workflow.scr</code> ■ From the <code>getit import</code> folder, import the following scripts in the order listed: <ul style="list-style-type: none"> ■ <code>profile.scr</code> ■ <code>workflow.scr</code> ■ <code>empldept.scr</code>
<p>A ServiceCenter unload does not apply the correct field name. [SCR 28107]</p>	<p>If ServiceCenter 5.1 is the back end for Get-Resources 4.1, after running the unloads, a ServiceCenter administrator must edit the <code>rml.open.axcess</code> database process. On the RAD tab of the Process Definition, in the "Expressions evaluated before RAD call" field, change "quantity.balance" to "quantity".</p>

Starting and stopping Tomcat using the default settings on AIX and UNIX

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
```

Known issues

The following contains Get-Resources software known issues.

Issue	Temporary Solution
<p>Current receipts are appended to existing receipts in Asset Center. This occurs even if purchase orders are different. A receipt is generated for every line item of a purchase order that is received. [SCR 20711]</p>	<p>None.</p>
<p>Only the default supplier is displayed on a purchase order. Alternate suppliers do not display. [SCR 29126]</p>	<p>None. You may alternately use Asset center to select an alternate supplier for the purchase order.</p>
<p>Specific subtypes for license and contract utilization are not available. [SCR 29149]</p>	<p>Use the Tailoring Kit to provide a specific subtype.</p>
<p>An error is generated when using the <code>getit.receiver</code> capability keyword with the ServiceCenter Request Management module. The <code>getiit.receiver</code> capability keyword typically enables users access to receive items associated with a request. [SCR 29304]</p>	<p>Do not use the capability keyword <code>getit.receiver</code> with the Request Management module in ServiceCenter. The <code>getit.receiver</code> keyword is not supported when using ServiceCenter as the back end.</p>

Issue	Temporary Solution
<p>The total cost on the Request Summary page does not reflect the actual total cost of a purchase order. The cost displayed is the cost without the tax added.</p> <p>[SCR 29377]</p>	<p>In order to see the total cost of a purchase order, including tax, after submitting, personalize the Submitted Purchase Order screen to add the Total Cost with Tax field to the list. This column will then display the total cost of purchase order, including the tax</p>
<p>For ServiceCenter, clear end users on the Request Summary and then drill down to the line item and then back. The request generates an ECMA script error. With ServiceCenter as a backend.</p> <p>[SCR 29857]</p>	<p>Do not clear the end user on the request summary screen.</p>
<p>From ServiceCenter, the Peregrine portal cannot read the capability words of a ServiceCenter operator that contains a Template operator. In the portal, this operator only has default capabilities as defined in the administration settings pages.</p> <p>[SCR 30156]</p>	<p>Blank out the Template field for your operator in ServiceCenter.</p>

Issue	Temporary Solution
<p>The Peregrine OAA does not support the same time zones that are supported by the Windows OOTB. The time zone defined by the browser is used by default if a cookie with override settings has not been installed. This condition occurs if the browser-provided time zone is not in the Peregrine list of localized strings. You will see an IDS tag in the instructions for those files.</p> <p>[SCR 30185]</p>	<p>Use one of the following two workarounds to resolve this issue:</p> <p>Select an equivalent time zone that is supported.</p> <p>-OR-</p> <p>Add the missing time zone tag and localization to the string file to ensure it is included in the localized strings. The following example shows modification of the time zone IDS string tag for Paris: tz code</p> <p>Europe/Paris" becomes IDS token "tzEurope_Paris</p> <p>In tzCODE, CODE is the international time zone code with the forward slash character (/) that is replaced with by an under bar character (_).</p>
<p>When personalizing a menu that you created using the My menu portal component, the following options do not work:</p> <ul style="list-style-type: none"> ■ You cannot modify an existing item on the Entries collection. ■ You cannot use the straight-forward options to create a sub-menu and add items to the sub-menu. <p>[SCR 30225]</p>	<p>Perform the following steps to modify an existing item on the Entries collection:</p> <ol style="list-style-type: none"> 1 Remove the item you want to modify using the Remove checkbox. 2 Click Add link to add a new menu item and apply the previous conditions, including the necessary changes to the new item. <p>Perform the following steps to use the straight forward options to create a sub-menu and add items to a sub-menu:</p> <ol style="list-style-type: none"> 1 Log in as a user that with personalization rights. 2 From My Menu, click the personalization wrench icon. 3 Click Add link to add a submenu item to the Entries collection. 4 Enter the required details on the New Document Details page and click OK to return to the Document Details dialog. 5 Your new sub-menu item now displays in the collection. 6 Click Submit Changes to return to the My menu dialog. 7 Click the image link created for the new sub-menu item to display the new sub-menu page.

Issue	Temporary Solution
<p>Removing the <code>getit.content</code> capability keyword prevents users from changing the content of their home page by using normal methods because it removes the Add or remove content link from the sidebar. The Add or remove content link opens the <code>Project.portal.portal.select.start</code> configuration screen. The <code>Project.portal.portal.select.start</code> screen can also be accessed using the personalization icon.</p> <p>[SCR 30255]</p>	<p>Perform the following steps to change the content of your home page using methods provided with the personalization icon:</p> <ol style="list-style-type: none"> 1 Remove <code>getit.content</code> from the OOB default capabilities in the admin settings on the <code>portalDB</code> tab. 2 Log in. 3 Click the wrench icon on the side bar for the home page to display the <code>Project.portal.portal.select.start</code> configuration screen.
<p>When you stop the execution of a Script Poller after a single execution by returning NULL from the ECMA Script function, the following error message is generated in the archway log file:</p> <pre>ERROR [main] GetitAnonymous(0) - Script executed successfully but returned no data</pre> <p>[SCR 30419]</p>	<p>You can disregard this as an error message, as it is a correct message but should be classified as warning.</p>
<p>In My Business Web site, you cannot add a link to a submenu until it is created and saved.</p> <p>[SCR 30432]</p>	<p>Create and save a new submenu and then return to the newly saved menu to add links.</p>

Issue	Temporary Solution
It is possible to create and submit a request with an expired Pcard. [ST16945]	Avoid submitting requests with expired Pcards and delete expired Pcards soon after expiration.
When using ServiceCenter as the back end, requests do not drop off of the My Submitted Requests page when expected, leading to lengthy lists. [ST18590]	Create an extension of the Request schema that exposes the ServiceCenter field named open and a type of Boolean. This allows the field named open to be added using personalization to the request history query. You then have the ability to search only for closed requests in your request history. You can also use personalization to add the date field to the query, allowing users to further narrow your history searches.
You can create and submit an empty purchase order. [ST26038]	Avoid creating and submitting empty purchase orders.
Users have the ability to see three different costs for the same item in Get-Resources. The discounted price is not shown to the user until the purchase order is saved. A line item therefore has a different price before and after the purchase order is saved. For a saved purchase order, the total price is different in the list and in the detail. The default display is therefore the Total Cost, with Tax. [ST26107]	Personalize the list and select the Total Cost Net of Tax.
A user without full rights on the amDocument table cannot submit an attachment. [ST18049]	The AssetCenter administrator needs to add full rights on the amDocument table for the getit.requester user right.

Issue	Temporary Solution
If a user selects the detail for a bundle item, the Go Back button does not return the user to the Request Summary. [ST28758]	Use the To Request Summary link instead to return.
The location data is not currently saved when creating an employee move request. [ST29299]	Tailor the GetResRM event map to include the location field.

Issue	Temporary Solution
<p>When creating a New Employee HR Request in ServiceCenter, some required fields are either not accessible in Get-Resources or not displayed by default personalization. There are therefore several fields that are not saved when submitting a new employee request.</p> <p>[ST29325]</p>	<p>You must use schema extensions to modify several schemas in order to implement the missing fields.</p> <p>For the Request schema, add the following to the base document:</p> <pre data-bbox="682 335 1222 453"><attribute name="DateTimeRequestedFor" type="datetime" label="Start Time"/> <attribute name="ManagerId" type="id"/> <document name="Manager" docname="Employee" label="Manager"/></pre> <p>For ServiceCenter implementation, modify the schema to read as follows:</p> <pre data-bbox="682 583 1126 630"><attribute name="DateTimeRequestedFor" field="requested.date" /></pre> <p>For Company and CompanyID in the ServiceCenter derivation, modify as follows:</p> <pre data-bbox="682 730 1215 800"><attribute name="CompanyId" field="company"/> <document name="Company" joinfield="company" joinvalue="CompanyId"/></pre> <p>Also in the ServiceCenter derivation:</p> <pre data-bbox="682 881 1250 951"><attribute name="ManagerId" field="manager"/> <document name="Manager" joinfield="contact.name" joinvalue="ManagerId"/></pre> <p>For the Employee schema, modify the ServiceCenter derivation by adding the following:</p> <pre data-bbox="682 1020 1193 1067"><document name="Department" joinfield="dept" joinvalue="DepartmentFullName"/></pre> <p>Add the following fields from the OCMQ table to the input and output GetResRM event in Service Center:</p> <pre data-bbox="682 1164 858 1329">company requestor.fname requestor.lname requestor.title pay.type location soc.sec.no</pre> <p>Add the fields needed for a new employee using personalization.</p>

Issue	Temporary Solution
<p>Unable to access PCard Administration from the Administration menu when viewing Get-Resources from WebSphere Portal Server.</p> <p>[ST27535]</p>	<p>Do not install Get-Resources on a different application server, it must go directly to the WebSphere Application Server (WAS) instead of going through the WebSphere Portal Server (WPS).</p>
<p>When using ServiceCenter as a back-end, Get-Resources does not display the current location in submitted employee move requests.</p> <p>[ST29299]</p>	<p>You can view the current employee location by clicking on the End User lookup field.</p>
<p>Get-Resources product search requests return different results when you click Search or press Enter. Clicking Search displays a filtered search result list. Pressing Enter displays all products.</p> <p>[ST29403]</p>	<p>To view a filtered search result list, use the buttons on the form. To view a listing of all products, press the Search button.</p>
<p>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.</p>	<p>These purchase orders must be viewed from within AssetCenter.</p> <p>Another workaround is to make sure that you have a default value for the Status field on the amPOrder table in AssetCenter. The purchase orders with a blank value for Status will not show in Get-Resources.</p>

Corrected issues

This section contains corrected issues and closed enhancement requests since the release of Get-Resources 4.1. You can also search all Software Change Requests (SCRs) using the steps in the following procedure.

Searching for SCRs from the Customer Support Web site

- 1 Open a browser and navigate to the Peregrine Customer Support Web site at: <http://support.peregrine.com>
- 2 Log in with your Customer login ID and password.
- 3 Expand the product information topic in the left frame by clicking **Product Information > Service Management > Get-Resources > View SCRs**.
- 4 You can filter the criteria by selecting the version, category, or subcategory for SCRs to search
- 5 A report matching your criteria is then displayed. You may view the report or, optionally, click **Create Excel Report** to download a spreadsheet with the contents matching your search criteria.

Get-Resources corrected issues

The following tables contains issues corrected since Get-Resources 4.1. For further updates, see the Customer Support site at <http://support.peregrine.com>.

Issue	Description
SCR 28390	Links with Unicode (UTF-8) characters, such as oëñ,^, now work with ServiceCenter as the back end.
SCR 28742	Submitting a request after you set up contact-based authentication now functions properly and is no longer rejected by ServiceCenter.

Issue	Description
SCR 26711	<p>When over-receiving an item and entering a quantity higher than the original order quantity, there was previously no message to warn the user. Now, when over-receiving an item while using Microsoft Internet Explorer (IE), an attempt to submit a value that is greater than the original order quantity displays a warning message. When you click OK on the warning message, you can then submit the receipt without a warning but will still only receive the maximum allowed.</p> <p>If using Mozilla, when the user enters a value that is greater than the original order quantity, the message displays after adjusting the value.</p>
SCR 28970	<p>Lookup supplier now returns the appropriate default supplier for the product. If no product is selected, the list displays all existing suppliers.</p>
SCR 28979	<p>Previously, on submitted and saved requests and the requests to approve, when you drilled in to the line item, the end user that was assigned to that line item was not displayed even though it was correctly saved in the Asset Center database. The information on the line item End User now displays correctly.</p>
SCR 28972	<p>In previous versions, after adding a catalog item to a request, if you clicked on the To Catalog Start link from the request summary and then clicked on the Request an item not in the catalog link, the detail of the item you originally requested was displayed instead of the form for entering information about the Off Catalog item. Adding an Off Catalog item to a request no longer loses context.</p>
SCR 29112	<p>Previously, when in a purchase order and trying to add more items, the list of items to purchase was not limited by the selected supplier. Now when pressing the Add More Items button on a purchase order, the list of items to select from is limited to items supported by the selected supplier on the purchase order. When creating a new purchase order, if there is no default common supplier for the selected lines, an error message now displays stating "There is not a common default supplier for the selected line items".</p>
SCR 29141	<p>Previously, when you drilled in to the detail of license utilization in a line item, you were redirected to creating an Off Catalog item. Drilling into the detail of license utilization in a line item now loads the correct personalization.</p>

Issue	Description
SCR 29300	Previously, when creating a request, if you left the Request Summary and then went back to Create Request, you would get a message stating "You currently have an unsaved request in memory..." and would then have the options to Continue, Save, or Discard the request. A Save button no longer appears on Requests when Service Center is the back end.
SCR 26848	When creating a purchase order, the lookup for Supplier previously did not list any suppliers. The lookup for supplier now returns the appropriate default supplier for the product. If there is no product selected, the list will display all existing suppliers.
SCR 30199	Previously with AssetCenter 4.1 and AssetCenter 4.2, using a model catalog, such as for software in the out-of-box Get-Resources, when a user added an item to the request, a price was not saved in the request line. If the prices were displayed on the request summary, it appeared that these items did not have a cost. The cost of an item now appears correctly.
SCR 28247	The long description for an off catalog item is now saved correctly in AssetCenter 4.x.
SCR 28684	Previously, location did not show up for a request's End User when reloading a saved request. When reloading a saved request, the location for the End User now displays properly.
SCR 31855	The Installation Guide is now updated to include corrected steps for configuring WebSphere and WebLogic for Windows and UNIX.
ST 29125	Previously, you could change Supplier on a saved purchase order. Now, only valid suppliers for all Purchase Order line items are displayed for the supplier lookup.
ST 29439	Dollar amounts now display correctly on the request summary when using ServiceCenter as the back end. You are no longer required to set the Procurement Available parameter to Yes to get the dollar amounts to display on the Request Summary.

Peregrine OAA corrected issues

The following table includes corrected issues and their descriptions.

Issue	Description
SCR 23488	The home page that displays when logging on to Get-Services now correctly displays the calculator, date, and Get-Services icon.
SCR 28002	You can now customize the portal title and select whether or not to include the user name as part of the label.
SCR 28105	Improved loadbalancing documentation for Tomcat and Apache is now included in the <i>Administration Guide</i> section titled, "Editing the server.xml files for Apache".
SCR 28187	An exception is no longer generated when a page contains quotation marks (") in the title.
SCR 28291	The documentation now contains steps to configure logging to keep logs for extended periods.
SCR 28375	European Computer Manufacturers Association (ECMA) script errors are no longer returned from the Plus.
SCR 28393	The wizard menu directories for UNIX systems are now created with one correct name and character case.
SCR 28491	The hover help label "Month" no longer appears on all docExplorer items in a date widget.
SCR 28667	Preloaded scripts in the ESS Portal are now correctly called when changing personalization.
SCR 28668	The setPreAuthenticated option for the JndiLoginModule is now respected for the user and password for ServiceCenter and Get-Answers.
SCR 28683	The previous information is now correctly cleared when you select a subdocument with lookup from a detail page.
SCR 28696	The SQLDocManager now correctly retrieves only the data that matches your query. Subdocuments and collection items pointing to schemas listed in the _return parameter no longer appear.
SCR 28741	Additional instructions in the <i>Tailoring Kit Guide</i> chapter, "Tailoring Tasks" in the section "Adding personalization form components - lookup fields" now explain the steps needed to add lookups to docTables.
SCR 28934	Customized Sidebar Forms now function properly after upgrading the Get-Resources product.

Issue	Description
SCR 29092	SQL Errors, regardless of log level, are now all reported in the <code>archway.log</code> file.
SCR 29158	Users that do not exist in ServiceCenter with Lightweight Directory Access Protocol (LDAP) connectivity set to ON are now authenticated to log in.
SCR 29162	When running Internet Sharing Software (ISS) during the installation process, the erroneous message "Apache port is in use" no longer appears.
SCR 29163	The application server no longer runs out of memory when the <code>tblPerson</code> database table contains over one hundred thousand (100,000) users.
SCR 29172	When using IIS/Tomcat, you now log in directly instead of being prompted for a login and password.
SCR 29184	Documents are no longer corrupted when bringing up a subdocument detail in the same frame.
SCR 29249	Details about importing and exporting personalizations are now described in the <i>Administration Guide</i> chapter titled, " <i>Personalization</i> ".
SCR 29427	The following obsolete flags are no longer available under the <code>rome</code> tab in the Admin Settings: <ul style="list-style-type: none"> ■ Enable BI Report Filtering ■ Enable Data Security ■ Objects Filterable by Security Roles.
SCR 29489	NS records are no longer created from the NS notification option in a Workflow activity when the assignee does not have an email set up. To increase Workflow-NS performance, you can now configure the sending of cancellation notifications.
SCR 29778	The required NTCR option no longer causes a cycle of HTTP redirection that consumes system resources.
SCR 30015	Bookmark parameters from the <code>logindefault.asp</code> file and the <code>loginmgr.asp</code> file are now correctly forwarded to the <code>login.jsp</code> file.
SCR 30094	Personalizations for lookups now save to the database and correctly display on the personalization form after saving.
SCR 30112	To enable upgrades for highly-customized systems, the user methods <code>getRequest()</code> and <code>getResponse()</code> are now available.
SCR 30153	In OAA versions 2.0.1 and greater, you can now correctly use SQL reserve words, such as <code>group</code> , as table names.

Issue	Description
ST28299	NT authentication did not work properly in Get-Resources 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-Resources unless the operator associated with the NT user name has an empty password. No restrictions should be placed on the password.
ST29048	Get-It applications running on an AssetCenter back-end do not recognize individual capability words when users login via Integrated Windows Authentication. Users will only have the rights listed in the Default Capabilities field of each adapter.

Related documentation

The complete set of manuals for Get-Resources 4.1.2 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.

Third-party product support

Peregrine products often integrate with third-party products using open source standards. The Peregrine Customer Support Web site contains specific statements about the support of third-party products and open source standards. To read more about these statements, perform the following steps:

Accessing third-party product support information

- 1 Open a browser and navigate to the Peregrine Customer Support Web site at:
<http://support.peregrine.com>
- 2 Log in with your Customer login ID and password.
- 3 Click General Information in the left frame.
- 4 Click **Third-party product support** in the right frame to display a list of third-party products and the corresponding support statements for each.

Need further assistance?

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

Peregrine Customer Support

Current details for local support offices is available through the main contacts shown below or on the Peregrine Customer Support Web site.

Accessing the Peregrine Customer Support Web site

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

- 2 Log in to the Customer Support Web site using your Customer login ID and password.
- 3 From the Support home page, click **Phone Support** in the left frame to display the Peregrine Worldwide Contact information.

Education services

Peregrine Systems offers classroom training anywhere in the world, as well as Web-based training via the Internet. For a complete listing of Peregrine training courses, see the Peregrine Education Service Web site at:

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

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

Corporate headquarters

You can access a list of worldwide contact numbers by logging on to the Customer Support Web site and then clicking Phone Support.

You can access the Customer Support Web site at:

<http://support.peregrine.com>

Contact Customer Support at Peregrine headquarters at:

Address: Peregrine Systems, Inc.
Attn: Customer Support
3611 Valley Centre Drive
San Diego, CA 92130 USA

Telephone + (1) (858) 794-7428

Fax: + (1) (858) 480-3928

Email: support@peregrine.com



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