Peregrine

Get-Services 4.1.2

Release Notes

For Windows, AIX, Linux, and Solaris

Peregrine
SYSTEMS®

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

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Get-Services 4.1.2 Release Notes

Welcome to Get-Services 4.1.2. 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)

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:

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Summary of Get-Services enhancements

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

- Personalization formatting is improved.
- You can now add an asset to an incident from Incident Management from tickets that are already open.
- You can now add calls to incidents with related calls.
- Customer requested enhancements and fixes are added.
- Known issues and a temporary workaround for each are provided.
- 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-Services 4.1.2 provides a localized interface and search engine for each language supported. Localization occurs 90 days after the release of Get-Services 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 Peregrine OAA supports.

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-Services

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-Services** > **Compatibility Matrices**.

4   Click **Get-Services** in the right frame to display a list of Get-Services versions.

5   Click **Get-Services 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-Services** (**K&B Documentation**) from the pull-down menu and 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-Services** (**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-Services** from the pull-down menu in Step 3.

8   Click **Search**.

9   Click on a knowledge entry 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-Services installation known issues.

Issue	Temporary Solution
The empx.unl unload file overwrites the modifications in two format control records.	Copy the format control records before applying the unload. **To apply the empx.unl file:** 1 Back up the problem.template.update and problem.template.bgrowse format control records. 2 Unload the epmx.unl file. 3 Restore the backed up format control records.
The same error message occurs for different situations.	Get-Services displays the same message, Application Session has timed Out, for the following incorrect system configurations: ■ For Get-Services server, the database connection is not established. ■ The user ID does not exist in the Business Objects repository. ■ The application session timed out before the WebIntelligence session.

Installing multiple Get-It applications and Get-Services with Tomcat causes login errors.	The classpath is too long. To correct this, add the following code in the **param** section of the Tomcat **web.xml** file. The default location is:
	C:\Program Files\Peregrine\Common\Tomcat4\conf
	<pre>\<init-param\>
	   \<param-name\>fork\</param-name\>
	    \<param-value\>false\</param-value\>
	\</init-param\></pre>

An error message occurs during installation if you do not have enough disk space.	You must have at least 100 MB available disk space on your Web server to install Get-Services.

Issue	Temporary Solution
If more than one JVM is installed on the server machine where Tomcat is installed, you may encounter a compiler-related error message.	You can uninstall the JVMs that you do not need, or instead of starting Tomcat as a service using **Start** > **Administrative Tools** > **Services** form the menu, start Tomcat by typing **startup.sh** from a Windows command line.
When Get-It applications are installed on the same server prior to installing Get-Services, the uninstall does not remove Get-Services.	When Get-Services is installed first, the uninstall removes Get-Services as well as the Get-It applications. Otherwise, Get-Services files must be removed manually.
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 `.../peregrine/common/tomcat4/webapps/oaa` [SCR 30522]	When performing an upgrade on any UNIX platform, before upgrading, ensure that your deployment directory in **OAADeploy.properties** is correct.
When upgrading, problems occur if the cache is not cleared. [ST 29438]	When upgrading from Get-Services 4.1 to 4.1.2, stop the application server and clear the cache prior to the installation.

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=$TOMCAT_HOME/webapps/oaa/WEB-INF
LD_LIBRARY_PATH=$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
If a ticket is locked in ServiceCenter and an attachment is added through the Get-Services interface, the attachment is lost. [SCR 27910]	None.
Although the category level supports more than twenty (20) items, the category wizard supports only 20 items per category level. Subcategory, product type, and problem type support a maximum of 20 items per category level. [SCR 28864]	None.
Tech interfaces are not compatible with contact-based authentication. [SCR 29430]	None.
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. [SCR 30156]	Blank out the Template field for your operator in ServiceCenter.

Issue	Temporary Solution
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. [SCR 30185]	Use one of the following two workarounds to resolve this issue: Select an equivalent time zone that is supported. -OR- 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 Europe/Paris" becomes IDS token "tzEurope_Paris In tzCODE, CODE is the international time zone code with the forward slash character (/) that is replaced with by an under bar character (_).
When customizing a document list, the title of the form displays corrupted Japanese characters. This can occur even if you are using a full version of a Japanese operating system and a browser, such as Microsoft Internet Explorer (IE) for Japanese and a Japanese version of Windows. [SCR 30206]	None. If corrupted Japanese characters display when customizing a document list, use the English version.

Issue	Temporary Solution
When personalizing a menu that you created using the My menu portal component, the following options do not work: ■ 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. [SCR 30225]	Perform the following steps to modify an existing item on the Entries collection: **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. Perform the following steps to use the straight forward options to create a sub-menu and add items to a sub-menu: **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.
Removing the getit.content 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 Project.portal.portal.select.start configuration screen. The Project.portal.portal.select.start screen can also be accessed using the personalization icon. [SCR 30255]	Perform the following steps to change the content of your home page using methods provided with the personalization icon: **1** Remove getit.content from the OOB default capabilities in the admin settings on the portalDB tab. **2** Log in. **3** Click the wrench icon on the side bar for the home page to display the Project.portal.portal.select.start configuration screen.

Issue	Temporary Solution
When personalizing a page for a new record to use the Lookup Explorer option to allow users to look up new items to add to a collection, the selected item is not added to the collection. [SCR 30284]	Create the parent records first and then populate the collections after updating the parent records.
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: ERROR [main] GetitAnonymous(0) – Script executed successfully but returned no data [SCR 30419]	You can disregard this as an error message, as it is a correct message but should be classified as warning.
In My Business Web site, you cannot add a link to a submenu until it is created and saved. [SCR 30432]	Create and save a new submenu and then return to the newly saved menu to add links.
A user cannot update an Incident ticket in Get-Services if the ticket is open in ServiceCenter. [ST27407]	None.
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.

Issue	Temporary Solution
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 pending tasks for a change exist before the task moves to the next phase, no warning message is received. [ST29183]	None.
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.
If an incident with related calls is closed, the incident may not close correctly. [ST29432]	This behavior is dependent on ServiceCenter settings. If the Cannot close related record until Calls closed setting is set in ServiceCenter, Get-Services will not close the incident. If this occurs, you will not receive an error message.
Once a value is set on a field or Subdocument, you cannot update it with a blank value. [ST29476]	None. You cannot update with a blank value, but you can change it to another valid value.

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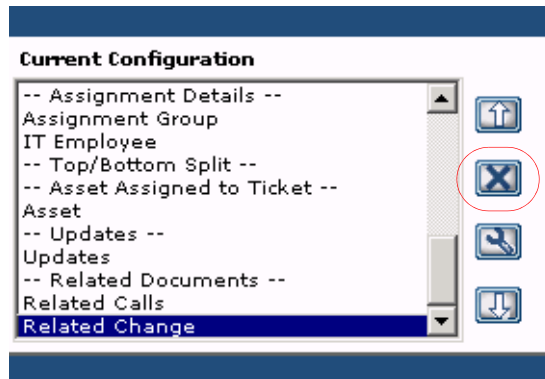
Highlight the Related Change field and click X to remove the collection from the current configuration.

5 Click **Save**.

6 Repeat step 2 through step 5 for each page.

Corrected issues

This section contains corrected issues and closed enhancement requests since the release of Get-Services 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-Services** > **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-Services corrected issues

The following table contains corrected issues from the previous release of Get-Services. For further updates, see the Customer Support web site at http://support.peregrine.com.

SCR Number	Description
SCR 28388	When deploying Get-Answers and Get-Services on the same machine, you must delete the file named **category.js** from the following folder: <deployment_directory>\WEB-INF\apps\getanswers\jscript If the file is not deleted, the category fields in Get-Services will not display correctly. For example, from **Get-Services** > **Incident Management** > **Create New ticket**, the screen will not show subcategory, product type, or problem type.
SCR 28470	The Change Technician and Task Technician portal components now show only open tasks and changes.
SCR 28626	Changes that are opened while contact-based authentication is enabled now display correctly on the portal screen.
SCR 28636	The instructions in the Security chapter of the Get-Services Administration Guide now correctly explain the steps used to set default capabilities for adapters.
SCR 28672	The Go Back button now functions properly when performing a Lookup.
SCR 28676	When submitting a ticket from Service Desk, users are redirected to another create screen containing the correct Contact field. The filed is correctly populated as it existed prior to the change from the first create.
SCR 28814	A new section is now available in the *Troubleshooting* chapter of the *Get-Services Administration Guide*. The new section, "*ServiceCenter performance issues*", provides additional details about how to improve system performance.
SCR 29034	All actions no longer approve a change request from the Approve Change Requests Activity.
SCR 29058	Screens from the Approve Change Request screen are now correctly saved.
SCR 29079	Task, Change, and ticket portals now correctly display "Tickets Assigned to Me".
SCR 29091	The default value for Lookup field now displays properly.

SCR Number	Description
SCR 29159	The Category wizard is now compatible with version 7.*x* of the Netscape browser.
SCR 29366	Hours worked are now properly submitted when a change phase is closed.
SCR 29650	Date and time fields, specifically time zone and date formats, are now successfully sent to the ServiceCenter application.
SCR 31855	The Installation Guide is now updated to include corrected steps for configuring WebSphere and WebLogic for Windows and UNIX.
ST 28014	The multiple attachment flag is now set to true for all task screens.
ST 28218	Because only closed tickets show in the Ticket History search screen, the status field is now removed for this activity.
ST 28878	Redundant wording for submitting a new change request no longer exists.
ST 28984	You can no longer edit assets assigned to contacts from the unassigned tickets detail page. The assets are now read-only.
ST 29316	Updates are no longer lost when a space is entered into the description while updating incidents.
ST 29385	In ServiceDesk, a new button is now removed from the Asset Selection pop-up.
ST 29426	Because it is not in a ServiceCenter table, the date field on the pendingapproval schema is now removed.
ST 29455	The Go back button for the category wizard no longer loops between subcategory and product type.
ST 29477	Adding calls to incidents previously containing calls no longer fails.
ST 29506	Adding an asset to an incident from Incident Management now functions properly for open tickets.
ST 29510	Time zone errors no longer occur from using **sc5_scr26822.unl** and **sc51_scr26822.unl**.
ST 29515	On closing a change, the completion code is now correctly saved.

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 *Administration Guide* section titled, "*Editing the server.xml files for Apache*".
SCR 28145	The *Get-Services 4.1 Administration Guide* contains an incorrect capability word. On page 205 of the guide, the **getit.employee** is incorrect and should be corrected to read **getit.itemployee**.
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 28304	The customization screen for the home page for an end user now correctly and consistently displays the needed widgets.
SCR 28375	European Computer Manufacturers Association (ECMA) script errors are no longer returned from the Plus.
SCR 28393	The wizard menu directories are 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 28584	You can now personalize forms to add to ServiceCenter array type fields. For Get-Services, these are called memo fields.
SCR 28610	The left arrow bitmap, which is a required field indicator, now correctly displays to the right of the field for spinner and date fields.
SCR 28667	Preloaded scripts in the ESS Portal are now correctly called when changing personalization.

Issue	Description
SCR 28668	The setPreAuthenticated option for the JndiLoginModule is now respected for the user and password for ServiceCenter and Get-Answers.
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 28819	The specification of a country specific locale is now properly recognized when loading the appropriate string files.
SCR 28956	Users can no longer view attachments in personalization when the attachment container properties option View = NO is set.
SCR 29019	Attachments are no longer lost when removing them and and then reopening the ticket.
SCR 29033	The menu buttons and sidebar options are no longer missing after logging off and then logging on again.
SCR 29092	SQL Errors, regardless of log level, are now all reported in the **archway.log** file.
SCR 29095	Character strings containing double quotes (" "), the greater than (>) character, or the less than (<) character are now encoded for proper display as input widget value attributes.
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 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 *Administration Guide* chapter titled, "*Personalization*".

Issue	Description
SCR 29427	The following obsolete flags are no longer available under the rome tab in the Admin Settings: ■ Enable BI Report Filtering ■ Enable Data Security ■ Objects Filterable by Security Roles.
SCR 29449	Documentation is now changed to indicate that column sorting for lists does not work for primary key fields for the P4 back end.
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 29511	To avoid constraint violations, the SQLDocManager code no longer uses the current time in milliseconds as a generated unique ID for insert.
SCR 29778	The required NTCR option no longer causes a cycle of HTTP redirection that consumes system resources.
SCR 29962	The Studio-defined docExplorer lookup now explores the correct schema.
SCR 30015	Bookmark parameters from the **logindefault.asp** file and the **loginmgr.asp** file are now correctly forwarded to the **login.jsp** 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 getRequest() and getResponse() are now available.
SCR 30153	In OAA versions 2.0.1 and greater, you can now correctly use SQL reserve words, such as group, as table names.
SCR 30221	You can now dynamically generate a column header by using the $$(variable) in the label for table column headers.
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 user name has an empty password. No restrictions should be placed on the password.

Related documentation

The complete set of manuals for Get-Services includes:

- *Get-Services 4.1.2 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 4.1.2 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.

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-Services 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