

Peregrine

ServiceCenter

Release Notes

Release 6

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ServiceCenter 6 Release Notes

Welcome to Peregrine Systems, Inc.'s ServiceCenter 6. The purpose of this document is to provide an overview of new features, 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.

Ensure that you have a valid Customer Support login ID and password before you begin. 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.

Getting started

To understand ServiceCenter 6, review the following information:

- Read *Comparing clients* on page 6.
- Read *New features* on page 8.
- Follow instructions to review the *Compatibility matrix* on page 13.
- Follow instructions to review *Software Change Requests (SCRs)* on page 13.
- Read the *Known issues*, starting on page 14.
- Follow instructions to review other *Documentation* on page 34.

Comparing clients

The following table compares the ServiceCenter client features in ServiceCenter 6 with those offered in previous versions.

Feature	Version 6 Windows client	Version 6 Web client	Version 6 Web client (accessible mode)	Version 5.1.x Windows client	Version 5.1.x Java client
Automatic client updates	Yes	N/A	N/A	No	Yes
Binary load and unload	Yes	Server-side only	No	Yes	Yes
Charts and Dashboards	Yes	Yes	Yes. Available but not accessible.	No	No
Client repackaging	Yes	N/A	N/A	No	No
Client connection manager	Yes	No	No	No	No
DDE Integration, including Excel export	Yes	No	No	Yes	Yes
Direct URL access	No	Yes	No	No	No
Drag-and-drop	Yes	Yes ¹	No	No	No
Elastic form properties ²	Yes	No ⁵	Yes	Yes	Yes
Favorites	Yes	Yes	No	No	No ³
Forms Designer	Yes	No	No	Yes	Yes
Graphical Workflow	Yes	Yes	No	No	No
Magnify glass for input fields	Yes	No	No	Yes	Yes
Maximize List and Detail panes	Yes	No	No	No ⁶	No ⁶

Feature	Version 6 Windows client	Version 6 Web client	Version 6 Web client (accessible mode)	Version 5.1.x Windows client	Version 5.1.x Java client
Multiple marquees per format	Yes	No. All Marquees are combined into a single Marquee per format.	No. All Marquees are static text fields.	Yes	Yes
New GUI format print	Yes	Yes	Yes	No	No
QBE List DVD colors	Yes	No	No	Yes	Yes
RAD Debugger	Yes	No	No	Yes	Yes
Spell checker	Yes	No	Yes	Yes	Yes
SSL encryption	Yes	Yes	No	No	No
System Navigator	Yes	Yes	No	No	No ⁴
TAPI integration	No	No	No	Yes	Yes
Text and CSV export	Yes	No	No	Yes	Yes
Unicode (UTF-8) data	Yes	Yes	Yes	Single code page only	Single code page only

¹ Only supported with Microsoft Internet Explorer (IE).

² Known Issues

³ Java Explorer favorites available

⁴ Java Explorer available

⁵ For font resizing, only partial elastic support is enabled

⁶ Ability to enable or disable record list.

New features

ServiceCenter 6 includes an updated version of the ServiceCenter server and two new clients. ServiceCenter 6 also takes advantage of new techniques in system management, enterprise integration, and user interfaces and uses the latest Web-based technologies, such as SOAP, DHTML, HTTP, HTTPS, and XML to provide an open, yet secure platform that can share data with other enterprise systems. Enhancements in ServiceCenter 6 benefit application developers, administrators, and end users.

One of the goals of this release is to lower administrative requirements with the introduction of the Web client, a platform-independent, browser-based client with a zero footprint. In addition, users experience an increase in user productivity through improved access to information. To meet your business needs, ServiceCenter 6 introduces an extensible SOAP API that enables developers to integrate ServiceCenter with other enterprise applications.

This release incorporates the following technologies:

- Extensible Markup Language (XML)
- Server-side JavaScript support
- Simple Object Access Protocol (SOAP)
- Unicode Transformation Format (UTF-8) support

In addition, this release offers customizable accessibility features that enable all users to work efficiently with ServiceCenter.

The following sections highlight new features offered with ServiceCenter 6. For additional details about the features in the sections below, you can install the Windows client or a Help server to review the *What's new in ServiceCenter* section of the online help.

See [Accessing online help from a Windows client](#) on page 34 for instructions to access the online help from a Windows client or use the instructions provided in the *ServiceCenter Installation Guide* to install the Help server.

What's new for application developers?

The following table highlights some of the new features available for application developers.

Feature	Application developer usage
Differential Upgrade utility	The Differential Upgrade utility ports changes from one system to another. For example, you can use this utility to move changes from development to test and then on to production systems.
Form layout and design	You can now use drag-and-drop capability and added controls to design forms.
JavaScript support	Server-side JavaScript support, in addition to the continued support of Rapid Application Development (RAD) statements, allows you to tailor your application using JavaScript.
ServiceCenter debuggers	ServiceCenter debuggers allow you to use RAD or the Advanced Debugger to debug RAD and JavaScript statements.
SOAP API ¹	ServiceCenter 6 can now expose its applications and data as Web Services by dynamically generating Web Service Description Language (WSDL) upon request. The SOAP API allows you to access ServiceCenter applications and data using any compliant third-party SOAP tool kit, such as Apache Web Services Project (Axis), the Microsoft(R) .NET Framework Software Development Kit (SDK), or Sun's Java Web Services Developer Pack.
SSL Encryption	You can now encrypt and decrypt data between your client and server using Secure Sockets Layer (SSL) Encryption.

¹Access to ServiceCenter 6 application features using SOAP clients provided by customers or partners require that you license both the SOAP API and the module whose functionality is being accessed using SOAP.

What's new for administrators?

Administrators benefit from simplified data and system management. They now have access to the tools they need from a Windows navigator with links to related tasks and information. The addition of drag-and-drop functionality simplifies many administrative tasks.

The following table highlights some of the new features available for administrators.

Feature	Administrator usage
Client Packaging Utility	The Client Packaging Utility allows the deployment of a rebranded Windows client, a single configuration for all users, or multiple client configurations for various groups.
Connections dialog	The Connections dialog allows administrators to configure and deploy default server connections for all users in conjunction with the Client Packaging Utility. In addition, users are allowed to maintain multiple ServiceCenter server connections within a single client.
Customizable online help system	Administrators can now edit HTML and XML online help files.
Entity Relationship Diagram Creation utility	The Entity Relationship Diagram Creation utility allows administrators to generate Database Definition Language (DDL) statements that can be imported into many data modeling tools, including the AllFusion™ ERwin Data Modeler by Computer Associates (CA).
Preferences	Preferences options assist administrators in setting up and deploying preferences for charts, clients, online help, the Help server, and logs preferences.
Scheduled Maintenance exception models	Scheduled Maintenance exception models allow administrators to take advantage of new techniques to execute maintenance tasks.
ServiceCenter Help server	The ServiceCenter Help server provides an option to centralize the location of online help.
System Navigator System Definition	The System Navigator System Definition allows quick access to information about ServiceCenter files, records, forms, and many tailoring tasks.

Feature	Administrator usage
Update Site Utility	The Update Site Utility centralizes file locations to enable you to download updates for Windows clients using files provided by Peregrine without reinstalling clients.
User license tracking	User license tracking allows administrators to track Floating and Named licenses at the application level.
UTF-8 (Unicode) support ¹	UTF-8 support allows a single server to store and display data in any number of character sets.
Web tier	The Web tier supports a platform-independent, browser-based client with a zero footprint. For additional information about supported platforms, follow the instructions in the section titled, <i>Compatibility matrix</i> on page 13.

¹ Use of earlier versions of the clients is not recommended when using mixed languages on the same server. Earlier versions of the clients are limited to data entry and display of characters from a single code page.

What's new for end users?

ServiceCenter 6 introduces new Windows and Web clients. These clients provide an environment that is easy for all end users to access the information and tools they need to do their jobs.

The Web client is scalable, with the ability to support global users securely. The Web tier is platform-independent, browser-based, and the only system resource required is a compatible browser. The Web client provides the same tools and access to information as the Windows client. The Web client is server based, therefore users always access the latest updates when they log in.

The Windows client has the ability to access client updates from a centralized location at login time without redeployment of the client.

Both clients offer access to necessary information through tree navigation, personal and public folders with favorites, charts, and dashboards.

Feature	End user usage
Charts and dashboards	Users can view chart and bar graphs that display relationships among categories of data.
Connections dialog	The Connections dialog defines multiple client to server connections.
Favorites	Favorites allow users to bookmark frequently visited forms, queries, and applications.
Graphical Workflow	Graphical workflow displays a visual representation of phases and approval cycles in Change Management and Request Management.
Preferences	The Preferences dialog allows users to quickly set and change client preferences.

Compatibility matrix

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

Accessing the compatibility matrix for ServiceCenter

- 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 > ServiceCenter > Compatibility Matrices**.
- 4 Click **ServiceCenter** in the right frame to display a list of ServiceCenter versions.
- 5 Click **ServiceCenter 6** to display the Compatibility Matrix for this release.

Software Change Requests (SCRs)

ServiceCenter 6 includes fixes for many Software Change Requests (SCRs). You can view these the SCRs fixed for this release, as well as details for other corrections and enhancements in ServiceCenter releases 4.0 and above, on the Customer Support Web site.

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 > ServiceCenter > 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.

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:
<http://support.peregrine.com>
- 2 Log in with your Customer login ID and password.
- 3 In Step 1, Search Knowledgebase, select **ServiceCenter (K&B Documentation)** from the pull-down menu.
- 4 In Step 1, click **Advanced Search**.
- 5 From the Advanced Knowledgebase Search dialog, type **Known Issue** in the Search Criteria text box.
- 6 Select **ServiceCenter (KB & Documentation)** from the pull-down menu in Step 1.
- 7 Select **Both the KB and the Documentation** from the pull-down menu in Step 2.
- 8 Select **ServiceCenter 6** from the pull-down menu in Step 3.
- 9 Click **Search**.
- 10 Click on a document to open it.

The following table contains a summary of selected known issues for ServiceCenter 6.

Knowledge Articles for ServiceCenter 6

Document ID	Known issue	Workaround
DSC-6000-31736	Telephony Applications Programming Interface (TAPI) is not supported with the version 6 Windows client.	None.
DSC-6000-31757	<p>Screen readers are inconsistent when reading field descriptions on the Web client while logged in as an administrative user and using the TAB key to tab between field descriptions.</p> <p>When you log in as an end user, such as BOB.HELPDESK, titles and field descriptions are read when the screen is automatically read by the screen reader. If you manually tab through the fields, the titles and field descriptions are not read by the screen reader.</p> <p>These titles and field descriptions are most often those that do not contain an input text field or link associated with them. For example, if you log in as BOB.HELPDESK and then click Maintenance > Contacts, the Form Options description and the Corp Struct/Div title are not read when tabbing through the screen. The Corp Struct/Div title has a text field and Fill form associated with it.</p>	When logged in as an administrative user on the Web client, do not use the TAB key to move between field descriptions.
DSC-6000-31772	The Web client is difficult to use in Japanese. This problem occurs because, to use the Japanese Input Method Editor (IME), you must type the phonetics of the words you want, space one or more times to get the 'kanji', and then click Enter to select the kanji. Clicking Enter to select the kanji triggers the browser to submit the form prematurely.	<p>You can enable the autosubmit parameter in the web.xml file for the entire web server, or enable it for a specific URL for an individual user.</p> <p>For more details about the autosubmit parameter, see the ServiceCenter 6 online help.</p>

Knowledge Articles for ServiceCenter 6

Document ID	Known issue	Workaround
DSC-6000-31789	<p>The ServiceCenter Web client uses version 2.3 of the servlet specification and the WebSphere Application Server version 4 uses an earlier version. Errors can occur when running the ServiceCenter 6 Web client with a WebSphere 4 application server. These errors are written to the standard-out log file for the server, <code>stdout.txt</code>, or standard-error log file, <code>stderr.txt</code>, and are similar to the following example:</p> <pre> :java.lang.reflect.InvocationTargetException n: java.lang.IllegalAccessError: cannot access superclass org/apache/xml/dtm/ref/DTMDefaultBase Iterators\$InternalAxisIteratorBase from class org/apache/xml/dtm/ref/sax2dtm/SAX2 DTM2\$AncestorIterator at org.apache.xalan.xsltc.dom.XSLTCDTMMa nager.getDTM(XSLTCDTMMManager.java:36 7) at org.apache.xalan.xsltc.dom.XSLTCDTMMa nager.getDTM(XSLTCDTMMManager.java:17 5) at org.apache.xalan.xsltc.trax.TransformerIm pl.getDOM(TransformerImpl.java:531) </pre>	<p>Perform the following steps to install the JAR files needed to correctly run the ServiceCenter 6 Web client with a WebSphere 4 application server:</p> <ol style="list-style-type: none"> 1 Navigate to the section in the <i>Installation Guide</i>, titled "Installing additional JAR files for your Web application server" and use the steps in that procedure to correctly copy the needed JAR files for your WebSphere Application Server. 2 Add the <code>jaas.jar</code> JAR file to the <code>.../\$WAS_HOME/java/jre/lib/ext</code> directory. You can download this file from Sun at: http://java.sun.com/products/jaas/ 3 In the <code>.../\$WAS_HOME/lib/app</code> directory, add the <code>xalan.jar</code> file, the <code>xercesImpl.jar</code> file, and the <code>xml-apis.jar</code> file. These three JAR files are included in the <code>xalan-j_2_5_1.zip</code> file. You can download this zip file from http://xml.apache.org/.
DSC-6000-31796	<p>Client features in ServiceCenter 6 differ with those offered in previous versions. ServiceCenter 6 supports the following client types:</p> <ul style="list-style-type: none"> ■ Windows client ■ Web client ■ Web client (accessible mode) ■ 5.1.x Windows client ■ 5.1.x Java client 	<p>For a list of features offered with each client type, see the comparison table <i>Comparing clients</i> on page 6.</p>

Knowledge Articles for ServiceCenter 6

Document ID	Known issue	Workaround
DSC-6000-31132	<p>The ServiceCenter client is required to be installed by an Administrator or Local Administrator on a Windows operating system. This requirement causes the Start menu link to only appear for the user that installed the software.</p>	<p>To ensure users can have their own 'Workspace' folder, use one of the following two methods that enable users (other than Administrators or Local Administrators) to share access to the ServiceCenter client.</p> <ol style="list-style-type: none"> 1 Manually create the Start menu shortcut on one machine and specify that the Start in directory is a directory that is unique or local to the user. For example, you can use the %USERPROFILE% environment variable as the value for the Start in field in the shortcut to create a shortcut for all users. – OR – 2 Create shortcut files that contain a unique Start in value, such as using the %USERPROFILE% environment variable and then sharing that file on the desktop.
DSC-6000-31148	<p>Adding a new field to a dbdict record for a SQL-converted file will not save the generated mapping in the dbdict record. An error message is not generated and the system appears normal until you attempt to use the new field and cannot. When you attempt to add another field to the same dbdict, the System Navigator generates an ALTER TABLE statement for both fields since the first one is not yet mapped. The ALTER TABLE command statement generated fails due to a duplicate column name.</p> <p>Adding a new field to a dbdict record for a SQL-converted file will do the following:</p> <ul style="list-style-type: none"> ■ Add the field to the dbdict and save it. ■ Map the dbdict. ■ Based on the mapping generated, it will execute an ALTER TABLE statement for the table to add the new column. 	<p>Use the dbdict utility to add new fields if the dbdict you intend to modify is converted to SQL.</p>

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Document ID	Known issue	Workaround
DSC-6000-31163	On a Windows client, you cannot use the CTRL+C or CTRL+V keystroke combination to copy or paste if the Show XML forms preference option is checked.	<p>You can copy and paste using CTRL+C and CTRL+V if you deselect the option to display XML forms and data.</p> <p>Use the following steps to deselect this option:</p> <ol style="list-style-type: none"> 1 Click Window > Preferences. 2 Uncheck the Show XML Forms check box. 3 Click Apply. 4 Click OK. <p>You can optionally use the mouse to right-click the selection and then use Copy or Paste from the right-click menu.</p>
DSC-6000-31165	On ServiceCenter 6, the Open Database Connectivity (ODBC) driver is not backwards compatible with previous server versions due to changes in Unicode (UTF-8) support.	Ensure that your ODBC driver uses a supported UTF-8 language and that it is compatible with UTF-8 conversion procedures.
DSC-6000-31194	You cannot use the Export to Text File option on the Web client when typing in the fully-qualified path and file name.	<p>When using the Export to Text feature on the Web client, do not include a drive location and path name in the name you select for your exported file. For example, use <code>exported_text.txt</code> instead of <code>C:\exported_text.txt</code>.</p> <p>The file is exported to the hard drive on the ServiceCenter server. If you do not specify a path, the file is saved to the <code>.../ServiceCenter/RUN</code> directory.</p>
DSC-6000-31264	When running a ServiceCenter version 6 server and saving records to an external unload file, you can only read the unload files on systems that are also running a version 6 or greater server. Unload files created from systems running on version 5.1.x or earlier can be loaded into ServiceCenter 6.	None. To read unload files created on systems running a version 6 server, you must read the files on a supported system that is running a ServiceCenter server at version 6 or greater.

Knowledge Articles for ServiceCenter 6

Document ID	Known issue	Workaround
DSC-6000-31282	The ServiceCenter 6.0 client does not use the <code>sc3user.ini</code> file to contain configuration settings and user preferences. The ServiceCenter 6.0 Preferences and the Connections dialogs contain all user-specified preferences and store them locally in the client workspace folder.	The <code>sc3user.ini</code> file and its associated parameters are now obsolete. You can set Preferences in a client and then repackage it or you can instruct users to individually set their Preferences.
DSC-6000-31349	The Windows client supports dynamic layout, including text wrapping and automatic resizing, allowing fields to expand or contract as the form size changes. Forms created using the GUI client on versions prior to 6.0 may display differently on the Windows 6.0 client. For non-Windows clients, the forms are rendered based on a strict grid layout.	None. You can use the Windows 6.0 client to modify forms created in previous versions to display correctly using the Windows 6.0 client.
DSC-6000-31437	The validate format option that was used in previous versions of ServiceCenter to determine parameter name uses when calling a Rapid Application Development (RAD) function, does not function in ServiceCenter 6.	You can only use the validate format option with a version 5.1.x client. You can optionally use the Show XML form option and view the XML to determine the parameter name used. The values that previously displayed when using the validate format option are shown in the XML tags.
DSC-6000-31464	The print icon and printing using File > Print List prints only the records that are currently displayed in list.	To print the entire list of records using the Print icon or the File > Print List option, use the CTRL+SHIFT+END keystroke combination to load the entire list and then select Print. Selecting the entire list also gives you the ability to cancel out of a print operation if the list returned is larger than you expected and you choose to abandon the print request. Note: Consider that large record lists take longer to load.
DSC-6000-31480	When you are in a menu using the Web client, neither the Escape (ESC) key or function keys, such as F3, are recognized.	When you are in menus using the Web tier client, use the cursor and mouse to navigate. Do not use the ESC key or function keys.

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Document ID	Known issue	Workaround
DSC-6000-31506	If the viewing area for the editor is not large enough to show an entire form, the client automatically scrolls the form to ensure that the currently focused control is visible. For example, when you have the Navigator visible on the left of the screen and a Dashboard open on the right, the form may scroll left and right as focus moves from one control to another.	This scrolling effect can be reduced or eliminated by repositioning or resizing your views. You can quickly maximize the format by double-clicking on the tab for that item or you can drag-and-drop items from your work area to another area of the screen.
DSC-6000-31540	When you create a Favorite of a menu by dragging the Navigator icon for the menu item to the tree view, a link is created to that record. When later selecting the link, the record displays in the default form.	You can correctly create a Favorite for a menu by dragging and dropping the link from the Menu Navigation tree node directly to a Favorite folder.
DSC-6000-31576	When the Show Detail pane with the Record List preference in Forms Designer is not selected, you cannot set focus and edit the objects using Forms Designer.	<p>Use the following steps to set focus and edit objects using Forms Designer <i>with</i> the Show Detail pane in the Record list preference:</p> <ol style="list-style-type: none"> 1 From the ServiceCenter pull-down menu, select Windows > Preferences > ServiceCenter. 2 Select the Show Detail Pane with Record List preference. 3 Click Apply. 4 Click Cancel two times to exit the Design mode and return to the Forms Designer search dialog. 5 Enter <code>contacts.g</code> as the form name. 6 Click Search. 7 Click the Design button to set the focus on an object on the form.
DSC-6000-31626	On a Windows client, automatic scrolling can hide the error message display area. When you scroll downward, the messages displayed are not visible. If you perform an action that causes a message to appear, the message is out of display range and you will not be aware that it has occurred.	<p>Use the following steps to ensure that messages display correctly on the Windows client:</p> <ol style="list-style-type: none"> 1 For a Windows client, select Windows > Preferences > ServiceCenter. 2 Select the Active Notes check box. 3 Click OK.

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Document ID	Known issue	Workaround
DSC-6000-31657	Each server process makes an attempt to send a shutdown message to the associated client when it receives a signal to terminate. Although this attempt is normally successful, a connection failure that causes the error is sometimes reported. This behavior is dependent on timing and typically performs as expected because it relies on the client retrieving the shutdown notification message using the heartbeat mechanism.	None. Use the broadcast message feature to notify users of pending shutdown events.
DSC-6000-31679	When a session is lost due to inactivity, empty charts display when you reconnect.	After losing a connection due to inactivity, you must close the Dashboard and then reopen it to properly display chart data.
DSC-6000-31697	When using the drill-down method on a chart when the chart data is not a text string, such as numeric, you may receive inaccurate results. Dashboards and charts in ServiceCenter 6 assume that the breakdown data is a text string and therefore assumes that same criteria when performing the drill-down query on a chart.	None.
DSC-6000-31719	When launching an external application with a version 6 Windows client, the application may launch two sessions.	Close the second session or use a version 5.1.x client to launch external applications.

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Document ID	Known issue	Workaround
DSC-6000-31723	Due to the new architecture of IR expert, insert operations on files with IR key perform slower. This is because the IR expert indices are stored in a file called <code>scirexpert</code> , which can be converted to a Relational Database Management System (RDBMS). File loads, particularly with IR-indexed files, may be significantly slower.	<p>To increase performance for insert operations, ensure that you assign enough shared memory to cache the IR indices. You can either increase the overall shared memory size, or use the <code>ir_max_shared</code> parameter to assign a larger segment of your shared memory to IR expert.</p> <p>For additional performance, you can do one or both of the following to decrease the size of the IR index and reduce resources used to maintain that index.</p> <ul style="list-style-type: none"> ■ Leave the <code>scirexpert</code> file on P4. ■ Use the stop words file to limit the number of updates. ■ Modify your IR keys to include fewer fields. ■ Archive and purge records from your IR-indexed file.
DSC-6000-31724	If a SQL-converted <code>dbdict</code> is deleted using the <code>dbdict</code> utility and then restored immediately from an unload file, the <code>dbdict</code> is created in P4, but the data from the unload file is added to the Relational Database Management System (RDBMS) tables. This occurs because the RDBMS tables were not deleted by the <code>dbdict</code> utility.	<p>This only occurs if you have a P4 file system. The <code>dbdict</code> definition is not correctly flushed after deletion of the <code>dbdict</code> and the RTE therefore assumes that the file still exists in the RDBMS.</p> <p>After deleting the <code>dbdict</code> using the <code>dbdict</code> utility, log out and then log back in before loading the unload file.</p>
DSC-6000-31725	Constant disconnecting and connecting to the Sybase database causes internal pointers to SQL buffers to become invalid and then causes an <code>abend</code> .	Do not use <code>sqldisconnect:1</code> when running Sybase.

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Document ID	Known issue	Workaround
DSC-6000-31729	<p>When viewing the System Status using the Web Client, the vertical and horizontal scroll bars do not display in order to view the full screen and all system processes.</p> <p>This occurs due to a known documented issue with Microsoft Internet Explorer (IE) caused by Cascading Style Sheets (CSS) using framesets. The use of absolutely positioned and sized DIVs causes there to be no scroll bars or inadequate scrolling of a page.</p> <p>For more information about the Microsoft issue, see the article titled, “CSS Enhancements in Internet Explorer 6” at: http://msdn.microsoft.com/library/default.asp?url=/library/en-us/dnie60/html/cssenhancements.asp</p>	None.
DSC-6000-31734	<p>When using relative dates in a Favorites query, such as ‘Tickets opened today’, you must manually override the stored query. This occurs when you save a date-related query result as a Favorite and the date arguments are resolved to use the absolute date. For example, in the saved query <code>open.time>date(tod())</code>, the Favorite displays <code>open.time>'1/1/04 00:00:00'</code> after it is saved. This also occurs when charts are saved as Favorites.</p>	<p>Use the following steps to enable the relative date function <code>tod()</code> in Favorites:</p> <ol style="list-style-type: none"> 1 Right-click on the Favorite and click Edit. 2 Modify the query expression to include the appropriate query logic.
DSC-6000-31735	<p>When the Windows client performs a routine check for software updates at startup, the password-required dialog does not display in front of other windows. This only occurs when the update site is password protected and also applies to subsequent dialogs, such as the Progress Information and New Updates dialog.</p>	<p>This problem most often occurs when a user switches applications while waiting for the Windows client to load.</p> <p>Use the ALT+TAB keystroke combination to navigate to the required dialog.</p>
DSC-6000-31739	<p>Due to problems with the Netscape browser, the functionality for printing from Netscape is disabled.</p>	None. Use Microsoft Internet Explorer (IE) to print from a browser.

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Document ID	Known issue	Workaround
DSC-6000-31740	During the server installation, the name of the folder that displays for ServiceCenter in the Start > Programs folder is set and cannot be modified. The name in Add/Remove Programs > Currently Installed Programs is also set and cannot be modified. The installation is set to be user-specific, which prevents conflicts if you need to install multiple server instances on the same Windows machine.	None recommended. A workaround would require moving of files that could compromise future ServiceCenter upgrades and is therefore not supported. The current design adheres to industry standards for software installation. For more information about installing multiple servers on one Windows machine, see the <i>Installation Guide</i> .
DSC-6000-31743	When using the screen reader on a Web Client in accessible mode, the IBM Homepage reader interprets or reads a single checkbox as though it is two checkboxes. This is an apparent anomaly in the JavaScript function that controls this element.	None. You can adjust the settings for the screen reader to achieve improved results. See the accessible version of the IBM screen reader documentation to customize settings.
DSC-6000-31746	When using the Web client in accessible mode, the code for a page determines the capability of the reader to interpret record lists with a header and then interpret the data for each entry. Depending on the configuration of your screen reader, some record lists may not be accurately interpreted by the screen reader.	None. See the accessible version of the IBM screen reader documentation to customize settings.
DSC-6000-31750	On the Windows client, using the CTRL+END keystroke combination advances you to the end of the currently retrieved records instead of the end of all records.	This is normal behavior for the Windows client, which is built on an Eclipse platform. You can use the CTRL+SHIFT+END keystroke combination to advance to the end of all records.
DSC-6000-31751	Controls with the property Case Conversion set to Upper or Lower always displays the data as case-converted, regardless of how the data is stored in the database.	None. When designing forms, ensure that the display options are consistent with data properties. This behavior is as-designed and ensures more rigid case standards for consistency.

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Document ID	Known issue	Workaround
DSC-6000-31755	<p>Users must have local administrator privileges to install the ServiceCenter client. If the client is installed in the default installation directory, C:\Program Files\Peregrine Systems\ServiceCenter Client\, the administrator must perform additional steps to enable write permissions to the ServiceCenter Client directory for the User group.</p> <p>The write permissions enable users from the Users group to log in to use the client. The workspace directory is then shared by all users. Administrators can alternatively modify the Start menu link to specify a new workspace directory with write permissions for each User's group login. A new workspace directory is created for each user login using the data directory parameter in the target path for the Start menu. The workspace directory is then exclusive for each login and not shared among users.</p> <p>For non-system administrators to start the ServiceCenter client, ensure that you install the client in a folder that everyone has permission to read, write, and execute. You can optionally enable users with permissions for the ServiceCenter Client directory.</p>	<p>Use one of the following two options to enable a shortcut and make it visible to non-system administrators:</p> <p>Option 1</p> <p>Perform the following steps to set the workspace to a local directory:</p> <ol style="list-style-type: none"> 1 Type set from the command line to display user profile information. 2 Click Start > Programs > ServiceCenter Client. 3 Right-click ServiceCenter Client > Properties. 4 Modify the target directory, as follows: C:\Program Files\Peregrine Systems\ServiceCenter Client\ServiceCenter.exe -data \"%USERPROFILE%\scworkspace\" -vmargs -Xmx128M <p>The data %USERPROFILE%\scworkspace parameter in the above line creates the scworkspace directory that contains the .metadata files and folders for each login. The information is then stored in the following file: C:\Documents and Settings\ user_name\scworkspace\ .metadata</p> <p>Option 2</p> <p>Perform the following steps to create a distributable shortcut:</p> <ol style="list-style-type: none"> 1 Setup a shortcut to C:\Program Files\Peregrine Systems\ServiceCenter Client\ServiceCenter.exe2. 2 Specify the Start in directory as your user-specific work directory, such as %USERPROFILE%.

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Document ID	Known issue	Workaround
DSC-6000-31758	<p>Screen readers are inconsistent when reading field descriptions using the Web client in Accessible mode. For example, if you log in as an end user and the screen is automatically read, titles and field descriptions are read. However, if you manually tab through the screen, the titles and field descriptions are not read but are instead passed over by the screen reader. The titles and field descriptions not read are generally those that do not have an input text field or link associated with them, although that is not always the case. For example, if you log in as BOB.HELPDESK and navigate to Maintenance > Contacts, the Form Options description and the Corp Struct/Div title are not read when tabbing through the screen. Instead, the Corp Struct/Div title has a text field and fill form associated with it.</p> <p>Note: This also occurs when logged in as an administrative user.</p>	None.
DSC-6000-31759	To function properly, forms must have the focus correctly set to enable keyboard shortcut methods, such as using the Enter key on a search screen.	Use the mouse to click anywhere in a form to ensure the focus is properly set on the selected screen.

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Document ID	Known issue	Workaround
DSC-6000-31760	<p>When the Certification Authority (CA) certificate is not in the packaged client directories, you must install the repackaged client, as well as the certificate, in the same absolute path every time.</p> <p>For example, when using the Client Packaging Utility to create a default login for a repackaged client, the default connection can be configured to use a Secure Socket Layer (SSL) connection. This connection requires a valid CA certificates file. The defined path to the CA Certificates file is based on the home directory of the client that is being modified by the Client Packaging Utility. If the repackaged client MSI is then installed in a directory that is different from the original home directory, the default connection will display the following error message after attempting to connect to the server:</p> <pre>"Error Connecting to server, server not up or wrong connection parameters: https://localhost:12670 "Cause: javax.xml.soap.SOAPException: Message send failed sun.security.validator.ValidatorException: No trusted certificate found</pre>	<p>You can correctly enable Secure Sockets Layer (SSL) encryption with the Client Packaging Utility using one of the following methods:</p> <ol style="list-style-type: none">1 When you define a default connection configured to use SSL encryption, install the repackaged MSI client in the same installation directory where you installed the original client. – OR –2 If the repackaged client is installed in a different directory than the original home directory, which is the default connection, edit it by selecting the Advanced Connection option and then defining the correct path to the valid CA certificate file.

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Document ID	Known issue	Workaround
DSC-6000-31762	<p>Both the Web client and the Windows client contain a new date object to display dates. The new date object includes a built-in calendar widget. This widget replaces the previous calendar pop-up generated with earlier versions of ServiceCenter when using the Fill functionality in a date field. The date calendar pop-up does not display because the Data Type attribute is not passed to the date and time fields. If the data type for an object is shown as a date, the ServiceCenter 6 client dynamically selects and uses the new date object to display the calendar widget.</p> <p>On clients earlier than version 6, the date displays using the object specified for the field in Forms Designer. This dynamic substitution is now used for the Web client.</p> <p>In some instances, such as the first time a form is displayed during a client session, the Web client may not contain the data type information needed for the field. In that case, the Web client displays the specified Forms Designer object and, upon refresh, the client uses the new date object for all further displays of the date and time fields.</p>	<p>To ensure that the date field displays correctly on the Web client with the new date object and the accompanying calendar widget, you must convert old objects for date and time fields to the new date object using the ServiceCenter 6 Forms Designer.</p> <p>Note: This is particularly important for Fill or ComFill objects.</p>
31763	The Forms Designer is considerably different than previous versions. Once you make changes to a form using the version 6 Forms Designer, you cannot make changes to that form with a previous version of Forms Designer.	Once you begin modifying forms with a version 6 Windows client, do not use an older version of the client to modify forms. Ensure that users on clients earlier than version 6 also use the earlier version of Forms Designer.
31765	The Advanced Debugger may not correctly interpret Rapid Application Development (RAD) expressions.	Use the RAD Debugger instead of the Advanced Debugger if you have problems achieving your expected interpretation results.
31766	On the Web client, you cannot use the pull-down menu to print.	Use the Print icon in the Display area to print from the Web client. The pull-down menu can only be used for server-side printing.

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Document ID	Known issue	Workaround
DSC-6000-31767	Print output contains overlaps for records in notebooks with tables. Printing overlaps in notebooks are automatically corrected with tables that are extended to view all table contents. For tables that display side-by-side or tables with adjacent elements, the overlaps continue to appear.	None. For more information, see the <i>Forms Designer Best Practices Guide</i> for a solution to this and other issues related to Forms design.
DSC-6000-31771	<p>When running a 5.0.x or earlier version of the WebSphere Application server using the 1.3.x version of the Java Developers Toolkit (JDK), charts do not display in the browser for users running on UNIX without the DISPLAY environment variable set and without X windows running. Instead, an error is written to the log stating that it cannot connect to :0.0 when trying to initialize the font for the chart.</p> <p>This occurs because the WebSphere Application Server versions 5.0.x and earlier use version 1.3.1 JDK.</p>	Set the DISPLAY environment variable for the process running the application server to an X server that the application server has access to. The information is then used to retrieve font and geometry details for chart creation.
DSC-6000-31774	The Export to Excel option does not correctly process Unicode (UTF-8) data. Correct UTF-8 data is sent but becomes garbled during the DDE transport. Export of Latin-1 or Japanese data correctly exports to Excel but there is no generic support for the DDE-based export of all supported UTF-8 languages.	You cannot use the Export to Excel feature with UTF-8 support if you use multiple languages other than Latin-1 and Japanese. You must instead use the Export to Text File feature. You can then convert the exported text to Excel.
DSC-6000-31777	When adding a field to an existing key in the System Navigator, the red star that typically displays to alert users that there are changes to be saved does not appear.	Save the new field in the Database Definition node by right-clicking on the node and then click Save .

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Document ID	Known issue	Workaround
DSC-6000-31778	When using the Web client in accessible mode, it is difficult to comprehend forms that contain both read-only and non read-only elements. As a result, the read-only Form elements in the Web client are generated as inputs, even when they are read-only. This is the only available method that correctly associates labels with the actual input in order to benefit the client in accessible mode.	To ensure accessibility, all read-only form elements must be inputs. ServiceCenter was intentionally designed this way with some read-only fields that are not input fields due to the risks associated with this problem and to ensure that users with accessibility needs are not impacted.
DSC-6000-31780	The Extensible Stylesheet Language Transformations (XSLT) compiler does not function properly when using the WebSphere Application Server, Version 5.1.x. The Web application immediately redirects to the farewell form "\goodbye.do?" and only briefly passes by the login form.	<p>Use one of the following methods to correctly enable the XSLT compiler for a version 5.1.x WebSphere Application Server:</p> <ol style="list-style-type: none"> 1 Download Xalan from the Apache Web site at http://xml.apache.org 2 Create a directory named <code>endorsed</code> under the following directory: <code>.../\$WAS_HOME/java/jre/lib</code> 3 Copy the <code>xalan.jar</code> file you downloaded from the Apache site in the new directory. <p>If applications are dependent on the behavior of the IBM XSLT4J 2.5.4 version of Xalan, it will now be overridden by the Apache Xalan and may result in additional issues.</p> <p>– OR –</p> <ol style="list-style-type: none"> 1 Add a new setting in the <code>local.xml</code> file <code>sc.war</code> deploy directory, located at <code>.../WEB-INF/local.xml</code>. 2 Add the following setting: <code><transformerFactory>org.apache.xalan.transformer.TransformerImpl</transformerFactory></code> <p>If you use the second option, the Web application now has instructions to use the Xalan-interpreted mode instead of the compiled mode and the Web client will run slower. Although slower, this option does not have the potential that the first option has to affect other applications.</p>

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Document ID	Known issue	Workaround
DSC-6000-31781	You can sometimes receive System Out of Handles errors with excessive or extended use of the System Navigator. This rarely occurs and only occurs on the Windows client.	None. Restart the client.
DSC-6000-31783	When you create a private Favorite in Favorites and Dashboards, a query is saved to a file. When you later open the Favorite, the client sends the query to the server. There is no screen specification for Rapid Application Development (RAD) context; therefore, the server attempts to open the default screen for the file to display the record set.	<p>End users with restricted access may not be able to use the default screens and may only be allowed to view simplified screens using RAD applications. They can create favorites in Favorites and Dashboards, but may not be able to reopen and use them later.</p> <p>If an end user with restricted access needs to create a Favorite in Favorites and Dashboards to use again later, give that user additional access to the default screens.</p>
DSC-6000-31787	The label for an attribute is now added to labels for Array tables in order to establish the association between an array element and the corresponding label. Jaws Technology (JAWS) does not associate the Fills or the Combos in the table with the corresponding label.	None.
DSC-6000-31788	Displayed buttons sometimes overlap. For example, a button and a frame may be designed with identical positions and sizes and they may both contain DVD conditions that specify that they will be visible at a given time. Since the frame is a container, it may incorrectly determine that the button should be contained within the frame. Other components intended to be contained in the frame may be overlaid by, or contained within, the button.	<p>If you need to create an available button with DVD conditions, the visibility for the button should be based on the condition rather than hiding it under another component.</p> <p>You can optionally enable or disable buttons programmatically.</p>

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Document ID	Known issue	Workaround
DSC-6000-31794	<p>When a user attempts to sort a list on a column mapped to a Binary Large Object (BLOB) or image, the list disappears. When this occurs, ServiceCenter displays a message similar to the following Oracle message: "sqlExec error: sqlcode=932 errortext=ORA-00932: inconsistent datatypes: expected - got BLOB (display,fdisp.1)</p> <p>This behavior occurs because the field you are attempting to sort is of the data type BLOB and some relational database systems, such as Oracle, do not support the sorting of BLOBs. If you receive an error message that is similar to the one above, the problem is likely due to mapping a type of field that is not sortable.</p>	<p>Remap the field to a varchar type field using the sqldbinfo file.</p> <p>For additional information and procedures, see the <i>Database Conversion and RDBMS Support Guide</i>.</p>
DSC-6000-31797	<p>If the visibility of a control is set to FALSE in Forms Designer, the DVD condition is ignored.</p>	<p>To correct this issue, set the Visibility to TRUE in FormDesigner.</p>
DSC-6000-31798	<p>Formats with Combo boxes that contain large record sets display slowly on Microsoft Internet Explorer (IE).</p>	<p>Designing these forms with Fill boxes instead of Combo boxes will increase the display speed using Microsoft Internet Explorer (IE).</p> <p>You can optionally view the form as-is using Mozilla.</p>

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Document ID	Known issue	Workaround
DSC-6000-31800	<p>The following display irregularities can occur when using the Web client:</p> <ul style="list-style-type: none"> ■ For notebooks and tables, you cannot position a notebook object next to another large form object, such as a table. In the Web client, the result appears as a form that is always greater than 100% in width. ■ The Web client does not display colored text. Text effects that rely on color to render, such as drop shadows, do not display in the Web client. ■ For virtual joins and multiple records, when using a virtual join to display multiple records on a form, you must use the table object to ensure that the records display correctly. 	<p>For Notebooks and tables, form objects to the right of the notebook scroll from the browser page.</p> <p>There is no workaround for colored text or text effects that rely on color to correctly display the effect.</p> <p>For virtual joins used to display multiple records on a form, use the table object to ensure that the records display correctly.</p>
DSC-6000-31801	<p>The Windows service associated with the Help server is not removed during the uninstall process for the Help server.</p>	<p>Before uninstalling the Help server, you must manually remove the Windows service associated with the Help server.</p> <p>Click Start > ServiceCenter Help Server > Remove Help Server Service to manually remove the Windows service associated with the Help server.</p>
DSC-6000-31802	<p>The Web client does not support the design mode for Administrators using the Forms Designer utility. When using the Web client, the design button displays but does not function.</p>	<p>Perform the following steps to use the Forms Designer utility on a Web client:</p> <ol style="list-style-type: none"> 1 From Database Manager, select displayoptions. 2 Type design in the Action field. 3 Edit the condition so to reads as follows: gui() and \$L.editable and sysinfo.get(\"Environment\")~#\"scguiweb\"
DSC-6000-31153	<p>At the time of this release, AIX 5.1 is not a supported platform for ServiceCenter 6.</p>	<p>Contact customer support for an updated build that includes support for AIX 5.1.</p>

Documentation

ServiceCenter documentation is primarily available as field help and online help within the application. With ServiceCenter 6, administrators can now customize both the field help and the online help.

For reference information and information about concepts and procedures, you can access and navigate the online help. The online help can be stored locally with each Windows client or served from a Help server.

Accessing field level help

- 1 Place your cursor in the text box for a specific field.
- 2 Click **Help > Help on Field** or use the CTRL + H keystroke combination.

Accessing online help from a Windows client

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

Note: It is not required to connect to a server to view the online help.

Accessing online help from a Help server

- 1 Install a Help server using the instructions provided in the *ServiceCenter Installation Guide*.
- 2 You can then access the online help from within the Windows client or from any supported Web browser.

If you have large groups or teams that need to learn about ServiceCenter 6, you can install the Help server on a machine that can be accessed by each team member's browser.

Upgrades

If you are planning to upgrade your ServiceCenter applications, you must use the Application Upgrade Utility. Peregrine has many resources to ensure your upgrade success. You can visit the Upgrade Center on the Customer Support Web site or contact Peregrine Customer Support to learn more about these options.

Language enablement and Unicode (UTF-8) support

ServiceCenter 6 supports language enablement and Unicode (UTF-8) encoding with translated formats, messages, and online help.

UTF-8 is part of the Unicode standard that allows you to store characters from any supported language. ServiceCenter 6 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.

After ServiceCenter 6 is enabled for a language, users can enter and retrieve data and create forms and messages in that language.

Using multiple versions of the client with ServiceCenter 6

Consider the following when deciding whether or not to deploy ServiceCenter 6 with both old and new clients:

- Although the ServiceCenter 6 server can now store and serve data in any language, this feature cannot be fully exploited if you choose to use previous versions of ServiceCenter clients. On previous versions of the client, you can only enter or display characters from a single family of languages, such as Latin-1 or Cyrillic. When installing the new client, UTF-8 encoding is not an optional, it is part of the required installation. You cannot run ServiceCenter 6 until the installation process is successful in converting all P4 files to UTF-8.
- If you choose to deploy a ServiceCenter 6 server with both old and new clients, users of the new clients are UTF-8 capable. They can easily create or update records containing characters that cannot be viewed or updated by users operating with an older version of the client.
- Once users of the new client introduce UTF-8 characters into a record, the record is no longer available for updates using any previous version of the client. If you review this section and still choose to deploy both old and new versions of the client with a ServiceCenter 6 server, ensure that users with older versions of the client are aware that they cannot update any records after they are modified using the new client.
- Even when all users are in the same country and using the same language settings, UTF-8 multibyte characters can easily be introduced into your ServiceCenter 6 database. For example, a user might paste the text from an email into an incident description and that text may contain UTF-8 characters.

- If you have a business need that requires temporary deployment of both old and new versions of the client, use the following guidelines:
 - Maintain your existing `sc.ini` language setting. Do not change the setting to UTF-8. Changing the setting can cause problems because the setting declares that all clients, regardless of version, use UTF-8. The older clients do not use or support UTF-8 encoding.
 - Do not attempt to consolidate multiple servers that previously ran with different language parameters until all old clients are successfully removed from your working environment.
 - You must decide within your organization whether or not to convert your RDBMS to UTF-8. You can convert your database to UTF-8 regardless of the client you select. The database is controlled by the new `dblanguage` parameter and all data is internally manipulated in UTF-8 using this parameter. For information about your converting your database to UTF-8, consult your local Database Administrator and the documentation provided by your RDBMS vendor.
- Consider the following before deploying your ServiceCenter 6 server, which will automatically enable UTF-8 encoding. Do this only if you are planning a first-time installation or if your ServiceCenter 6 server is already deployed without older versions of the client.
 - Ensure you have no earlier versions of the ServiceCenter client and are running only ServiceCenter 6 clients. UTF-8 support is not supported on clients earlier than version 6.
 - Specify the `language:utf8` parameter in the `sc.ini` file or from the command line. This instructs the server to move data in the UTF-8 format to external sources. This includes all clients, exporting data to a text file, and initiating server-side printing. The conversion of the existing data is transparent and is only performed on an as-needed basis.
 - Ensure that any mapped Relational Database Management System (RDBMS) is correctly configured for UTF-8 support. For information about your current configuration, consult your local Database Administrator and the documentation provided by your RDBMS vendor.
 - When entering and retrieving data in another language, you must use the appropriate keyboard for the selected language, a keyboard input method editor (IME), or other proven means of keyed entry.

For additional information about UTF-8 support and data conversion, see *UTF-8 (Unicode) Support* section of the online help, the *Upgrade Utility Guide*, and the *Database Conversion and RDBMS Support Guide*.

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 ServiceCenter general, contact Peregrine Customer Support.

Peregrine Customer Support Web site

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 “at your desk” 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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