Peregrine

Desktop Inventory 7.0.0
Release Notes

For use with Desktop Inventory 7.0.0

Peregrine
SYSTEMS®

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CHAPTER

Welcome to Peregrine Systems, Inc.'s Desktop Inventory 7.0.0, a major release including significant changes to all major components of the software as compared to InfraTools Desktop Discovery 6.03 (also referred to as IDD in this document).

In these release notes you will find information on the following:

New features and enhancements in Desktop Inventory 7.0.0

Desktop Inventory 7.0.0 is the successor of InfraTools Desktop Discovery 6.03. Below, each component is covered in some detail.

Scanners

A Scanner is a native data collection program that collects an inventory of a machine. The Scanners, the Scanner configuration utility and Scanner Generator, have undergone significant changes since IDD 6.03. These including the following:

Scanner Platform Support

- Platform support for the Scanners now includes Windows XP, Solaris 8, AIX v4.2 to 5.1, as well as Linux kernel v2.2 and later.
- Macintosh is no longer supported.

Scanner Hardware Detection Enhancements

- The hardware scanning capabilities of the Scanners have been greatly enhanced, and the organization of the data has been improved to make it easier to browse the collected data.
- Over the past several years, the IDD Scanners have supported the collection of all DMI data from machines with a DMI layer installed. However, a very large percentage of DMI layers have serious problems with stability, memory usage and performance. DMI data is consequently no longer collected by the Scanners.

  Most (if not all) data available via DMI is also available through SMBIOS, which is stable and will continue to be supported. The version of the installed DMI layer can still be collected if required.

  The Scanners can also still collect data from specific DMI fields using DMI Extract Asset Fields.

Windows Scanner Enhancements

- Universal Serial Bus (USB). All devices and ports are enumerated.
- Attached Monitors. Monitors supporting the VESA DDC standard are now inventoried, including detection of manufacturer, serial number, size, production year, size, supported modes, etc.

- Windows configuration, including wallpaper, e-mail client, web browser, installed Services, desktop shortcuts, start menu items, installed applications, applications started at logon, standard Windows directories, time zone, locale settings, etc.
- More CPU information, including CPU Cache information
- ACPI Support detection
- Information about every network card in the machine, including all IP addresses, gateways, etc. for every network card.
- Serial numbers for all ATAPI and SCSI devices, where available
- Extended printer information, including location, whether it is the default printer, resolution, duplex capability, etc.
- A Log page has been added to the Windows Scanner GUI. The Log page shows detailed progress information during the hardware scan.
- New command line options and slightly changed syntax of existing options means that the Windows and UNIX Scanners now share most command line options.

DOS Scanner Enhancements

- The DOS Scanner now requires around 525kB of available DOS memory to run.
- Since DOS is no longer a key operating system in most organizations, the DOS Overlay scanner is no longer included with the software.

UNIX Scanner Enhancements

- Detection of more comprehensive CPU data, including support for multiple different CPUs and CPU cache information.
- Card data, including PCI cards, class of card, Vendor and Name.
- More BIOS information, including machine model, machine architecture and manufacturer.
- Comprehensive Unix System Configuration data, containing more than 90 new attributes such as Max. open files, Memory page size, Processors configured and online, etc.
- Detection of disk devices and serial numbers of these, where available.
- Detection of all mount points and physical disks.
- New command line options make operation of the UNIX Scanners more efficient and robust.

For a complete list of all fields collected by all of the Scanners, refer to the document entitled *Data Collected by the Scanners*.

Software Scanning

- When scanning software, the Scanners by default no longer scan all local disk drives, as was the case in IDD 6.x. This mode of scanning is now called **Classic Local Drive Scan**. Instead, a new mode called **Targeted Scan** is used.

  With a Targeted Scan, only directories that are likely to contain application software are scanned. To determine which directories to include in a Targeted Scan, the Scanners use the PATH and LIBPATH environment variables, as well as all directories pointed to by shortcuts in the Start Menu and on the Desktop. In addition, all directories containing running services will be scanned. A Targeted Scan is typically twice as fast as and produces a Scan File half the size of a Classic Local Drive Scan.

- The parameters for the Targeted Scan are configurable on the Software Scanning page of the Scanner Generator.

- A third software-scanning mode, Combined Scan, is also available. In this mode, the Scanner will perform both a Classic Local Drive Scan as well as a Targeted Scan of directories on the network that are pointed to by shortcuts.

- With Targeted or Combined scanning, the Scanners will discover most applications on each machine, as well as applications that are executed from the network, without the added overhead of scanning all server directories from all machines. The result is a faster scan that provides more accurate results for purposes of software licensing.

Scanning Asset Data

- The Asset Data Questionnaire has been redesigned. Each Asset Data item collected must now be given a caption (shown to the user at scan time) and must be assigned to one of the predefined Asset Data fields. With more than 50 fields available for use, this allows greater flexibility when designing asset questionnaires for international use as the mapping of the fields no longer depends on the question shown to the user.

- The Sequence, Combination and OS/Scan Fields have been enhanced to allow asset fields to refer to any hardware field as well as any other asset field.

- It is now possible to define for each field whether it is read/only, whether its value is refilled on subsequent scans, and whether the field is editable only if blank.

Scan File Format

- The Fingerprint Scan File (FSF) format used in Desktop Inventory 7.0.0 has been significantly improved and Scan Files produced with IDD 6.03 and earlier can only be used with Desktop Inventory after being updated to the new format by the FSF Converter.

- All UNIX Scanners as well as the Win32 Scanner can now output compressed XML-based scan files (xml.gz) in addition to Fingerprint Scan Files (FSFs). XML-based scan files can be read by standard XML-parsing tools and can be used with Connect-It v3.0.1 and later using the general XML connector.

- The complete DTD describing the format of the XML-based scan files is included with the product. It can be found in the *Connectors* directory and is named *scanfile.dtd*.

- A more comprehensive description of the *<hardwaredata>* section of XML-based scan files can be found in the *Common* directory under the name *hwdefinitions.xml*. This file contains a complete description of the structure of the data, as well as a description, type, possible enumerations etc. for every hardware data field.

Application Library

- The Application Encyclopedia (ApE) Server is now based on a MySQL relational database with the server part running as a Windows Service.

- The ApE Web component that was used to administer the ApE Server in IDD v6 is no longer included with the software.

- The ApE Explorer is a new front-end for browsing, editing and maintaining the application library. The ApE Explorer is the replacement for the ApE Client and features a much enhanced user interface, as well as sophisticated options for browsing the database and teaching new applications.

- The Recognition Engine has been enhanced to support Dual Recognition. Dual Recognition enables Desktop Inventory to identify both the Release of installed applications (required for license management), as well as the specific version required for support purposes. IDD was capable of identifying the specific version only.

  For example, Microsoft Word 2000 SP2 is now identified as "Word 2000 SP2" (specific version), with a Release of "2000". Any number of specific versions can be grouped together under a single Release Label for licensing purposes.

- The Recognition Engine has been enhanced to be able to distinguish between software releases that contain the same files but are sold under different names, such as Microsoft Office Premium and Microsoft Office Professional. This is done by making use of the "Install Strings" for each application version – this is the string that describes the installed application in the "Add/Remove Programs" list on Windows systems.

- Desktop Inventory is able to recognize different language versions of software. However, we have found it to be unnecessary to distinguish between sub-language versions (such as Spanish-Spanish and Mexican-Spanish) and the application library has been simplified by removing all sub-languages from the list.

- The SAI Update Wizard has been extended to make sure User SAI files make use of the major language codes where applicable.

- The Software Application Index (SAI) file format has been updated to support the enhanced capabilities of the Recognition Engine.

- A new set of SAI files containing information about the latest applications is included with Desktop Inventory.

Viewer

- Added the ability to make use of both FSF and XML scan files. This includes the ability to perform Asset Data editing and write back the changes to both file formats.

- A revised layout allows easier navigation to the data of interest. The Asset Data and Hardware tabs have been replaced by a single new *Hardware and Configuration* tab, which allows access to the data via an easy-to-use tree view.

- Two modes are available for viewing hardware data: Standard and Advanced view. In the default Standard view, every hardware item is displayed in the rightmost pane of the Viewer when clicked. In Advanced View, another right hand pane opens and can be used to navigate more complex data structures (such as multiple network cards) with greater ease.

- The Applications tab has been enhanced to display the Release Label identified during Application Recognition.

- The Compare Scans dialog has been enhanced with the addition of a wizard that allows easy selection of the scans to compare and the ways in which they should be compared. The main compare window has been redesigned to allow easier navigation of the results, which are now shown in a familiar tree view style.

- ApE Recognition in IDD was based on using the recognition library in the database rather than in SAI files, which was too slow to be really useful. The ability to use ApE Recognition has been removed.

Analysis Workbench

- Added the ability to make use of both FSF and XML scan files. This includes the ability to perform Asset Data editing and write back the changes to both file formats.

- The layout of the SAI Teaching dialog has changed to be easier to use. Additionally, the ability to see information about Install Strings and Release Labels has been added (see *Application Library Enhancements*).

- The default font for the main windows has been changed to Microsoft Sans Serif, 11 point. This font is easier to read and slightly larger than the one used in IDD. It is of course still possible to change the font settings as desired.

- The Load Scan Files dialog now opens significantly faster than before.

- ApE Recognition in IDD was based on using the recognition library in the database rather than in SAI files, which was too slow to be really useful. The ability to use ApE Recognition has been removed.

- Several new settings for controlling the amount of hardware data loaded are available on the Memory tab of the Load Options. With the addition of hundreds of new hardware data fields, it is no longer practical to load all hardware data into memory when loading thousands of scan files and these options allow large chunks of hardware data to be ignored when loading.

- By default, information about Shortcuts, Services and the Environment will not be loaded. These 3 groups of information account for roughly 90% of the size of the hardware data collected.

- The Column Selection dialog used in Machine Windows, Machine Exports and Machine Reports has been updated to accommodate the new structure of the hardware data collected by Desktop Inventory. The available columns are organized in a tree view with a new option to show only *Items in Use*. When this option is checked, only data items that are in use are shown in the tree view.

- Columns can no longer be selected by sub-index. Any column that can occur more than once (such as *CPU Speed* on systems with more than one CPU) appear only once in the dialog. When such a column is selected, Analysis Workbench automatically determines how many columns are required to show all instances of the selected columns. In the case where no machines contain data in a selected column, Analysis Workbench will still show the column once.

- State Images saved with IDD 6.03 and earlier can not be loaded into Desktop Inventory Analysis Workbench as the file format for State Images has changed.

- The built-in Reports have been updated to work with Desktop Inventory. Report layouts created with IDD 6.03 and earlier can not be used with Desktop Inventory.

- A new report, *Machines by Application*, has been included. This report shows details of each application along with the list of machines on which the application is installed.

- The Report Wizard no longer maintains a customized report layout when *Back* is pressed on the final page of the wizard and column selections or other settings are changed.

- The Relational Export no longer includes a Link Table.

- The extension for Script files has changed to .AWCS.

- Two new scripting commands, LOAD_SCAN and LOAD_SCANFILES, replace the obsolete LOAD_FSF and LOAD_FSFLIST commands. The two new commands accept both FSF and XML scan files.

What is Where

- What is Where is no longer included with the software.

Enhanced Publishing Capabilities

- A new component for publishing inventory data has been included with Desktop Inventory: XML Enricher. The XML Enricher is a Windows Service that captures new scan files, converts them to compressed XML format and adds Application data to the files.

- Scan files, whether in FSF or XML format, can be automatically processed with the XML Enricher.

- The contents of Enriched Scan Files can be published to other applications such as AssetCenter using a Connect-It scenario based on the standard XML connector.

- Desktop Inventory 7.0.0 includes a Connect-It v3.0.1 scenario for publishing data from Enriched Scan Files in the AssetCenter v4.1 database.

- The Cascade database and Cascade Server are no longer supported. Publishing of Desktop Inventory data should be done using Connect-It and Enriched Scan Files.

User Interface

- Countless minor enhancements to the user interfaces have been implemented as a result of usability testing and customer feedback.

- The user interfaces of all GUI components have been revised and modernized. The effect is a more pleasing look and feel, and software that is easier to use.

- All wizards in the software have been updated to conform to the latest wizard style guides.

Documentation and Help

- The *Desktop Inventory User's Guide* has been completely revised and upgraded to cover all of the new features and enhancements of Desktop Inventory 7.0.0.

- The *Application Encyclopedia User's Guide* is a new document that describes the operation and use of the new ApE Explorer and how to upgrade from earlier versions of IDD.

- The complete list of data collected for all platforms is available in a new document, *Data Collected by the Scanners*. This list includes a description of every field as well as an indication of which Scanners can detect the information.

- A guide for use when planning an inventory is now included. The guide is called *Planning Guide*.
- A new *Installation Guide* is included, covering the use of the new installer, Licence Manager, un-installation and upgrade issues.
- All GUI components now have HTML-style online help available.

Installation information

If MySQL is not installed on the machine, Desktop Inventory will install a version of MySQL when the ApE Server is installed. In this case, the installer will automatically create the necessary database and tables for the ApE Database.

If MySQL is already installed on the machine, Desktop Inventory will not install MySQL again. For security reasons it cannot automatically create the ApE Database and a script to do this must be run.

For further information on how to do this, refer to the Application Encyclopedia User's Guide.

Related documentation

For a complete list of current Desktop Inventory 7.0.0 documentation, see the Documentation pages on the Peregrine Customer Support web site at http://support.peregrine.com. (Access to this web page requires a current login name and password.)

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

The following table contains related documentation for Desktop Inventory 7.0.0, including documents for installation (by platform), start-up use, and tailoring. This section also includes information about online help.

Title and Part Number	Description	Format
Release Notes	Contains information on the following: ■ New features and enhancements ■ Installation information ■ Related documentation ■ Known issues ■ Corrected issues ■ Compatibility information	Print and PDF
Installation and Upgrade Guide	Explains how to install and configure the Desktop Inventory software.	Print and PDF
User's Guide	Contains details of the applications, a description of the features and details of how you would use the applications.	PDF
Application Encyclopedia User's Guide	Contains details of the application, a description of the features and details of how you would use the application.	PDF
Planning Guide	The guide provides an insight into some of the concepts and ideas behind planning an IT asset inventory. As such it is recommended reading for anyone planning on conducting an IT asset inventory using Desktop Inventory.	PDF
Data Collected by the Scanners	This guide is for reference purposes. It contains information about the hardware and configuration data collected by the Desktop Inventory 7.0.0 Scanners.	PDF
Plug-in Interface Guide	Contains an overview which is intended for anyone with a desire to know about the capabilities of the Desktop Inventory Scanner Plug-in Interface. The Technical chapter is intended for IT staff that require intimate knowledge of the interface in order to implement customized plug-ins.	PDF

Title and Part Number	Description	Format
Analysis Workbench Help	Contains details of the application, a description of the features and details of how you would use the application.	CHM
Scanner Generator Help	Contains details of the application, a description of the features and details of how you would use the application.	CHM
Scanners Help	Contains details of the application, a description of the features and details of how you would use the application.	CHM
Viewer Help	Contains details of the application, a description of the features and details of how you would use the application.	CHM
Licence Manager	Contains details of the application, a description of the features and details of how you would use the application.	CHM
XML Enricher	Contains details of the application, a description of the features and details of how you would use the application.	CHM
SAI Update Wizard	Contains details of the application, a description of the features and details of how you would use the application.	CHM
FSF Converter	Contains details of the application, a description of the features and details of how you would use the application.	CHM

Known issues

The following sections contain known issues information for this release of Desktop Inventory 7.0.0.

- **Issue 7625: Scan File Names in OS/2**

  If the default scanner is used on OS/2 systems supporting SMBIOS and the offsite save location is set to a FAT drive or other drive type that does not support long file names, the scanner cannot save the offsite scan file. This is because the file name is derived from the SMBIOS Asset Tag, which is string that is longer than 8 characters.

  To scan such systems, the asset questionnaire should be changed to choose a different asset tag.

- **Issue 7599: Publisher descriptions in User SAI files**

  When adding a new Publisher entry to a User SAI using Analysis Workbench, the Description string is not stored in the SAI file. To add Publishers with description strings, the ApE Explorer should be used.

- **Issue 4516: Using Formatted Scanner Fields on Japanese machines**

  Formatted Scanner fields are not aware of multi-byte character set issues and should not be used in locales where such characters may be entered, such as Japan. In such locales, Free Form Text or Pick List fields should be used instead.

- **Issue 6725: Running the Windows Scanner on a RAID machine**

  The partition scanning logic of the Windows Scanners cannot detect RAID drives correctly. When scanning machines with a RAID disk configuration or machines in a SAN, either run the scanner without Administrator rights or run the scanner with a -60 command line switch to disable low level disk detection.

- **Rights when scanning UNIX systems**

  When scanning UNIX systems without root access, the scanner may output error messages caused by insufficient rights to certain key executables required by hardware detection. Such error messages can normally be ignored.

- **New Scanner Command Line Option**

  A new command line option is available in the Dos and Windows scanners. The new option is -102 and can be used to disable the detection of serial numbers for SCSI and IDE devices.

  The detection of serial numbers can also be disabled from within Scanner Generator.

For compatibility-related issues, see *Compatibility information* on page 19.

Corrected issues

Desktop Inventory implements several new features and corrects several problems from IDD 6.03. The list below is not meant to be comprehensive but covers those problems that were reported by more than one customer.

Ticket Number	Description
129544	Version Relationships are not being created

124932	Increased the buffer size used to retrieve Printer Information.
SD057059	Desktop Inventory can now collect information when a multi-CPU machine has different CPUs.
SD049848	Data collected on drives mapped to network shares now include the drive letter and network path.
SD045301	Desktop Inventory now collects the serial number from the monitor.
130900	Scanner now correctly identifies more UNIX file systems and scans them correctly. This includes automounted drives in Solaris.
149001	The Scanners now correctly distinguish between Pentium II and Celeron processors.
153685	Scanner caused a blue screen when scanning Compaq machines with multiple CPUs, such as the EVO W8000.

Compatibility information

Compatibility matrices for Peregrine products, which identify the hardware and software requirements for installing this release, are available in the Software pages of the Customer Support web site at: http://support.peregrine.com.

Peregrine Systems recommends that you check the web sites of the suppliers of the platforms in use at your site to verify that they are still supported. Peregrine Systems, Inc. does not support platforms that are no longer support by the vendor.

Backwards compatibility

The following table contains known compatibility information for this release of Desktop Inventory 7.0.0.

Area	Description
FSFs	In order to ensure backwards compatibility for FSFs collected with Scanners from IDD 6.03 and earlier, an FSF Converter Wizard is included with Desktop Inventory.
	The FSF Converter accepts FSFs from IDD v4.40 to 6.03 and converts these to Desktop Inventory Compressed XML format. The converted scan files can be used with all Desktop Inventory tools, including the XML Enricher.
Refilling	The Desktop Inventory Scanners can perform Asset Data refilling from IDD FSFs, even when these have not been converted to the new format. This ability allows an existing inventory scheme to be continued by simply upgrading the Scanners used.
SAIs and ApE	Software Application Index files and customized ApE databases from IDD 6.03 can be used with Desktop Inventory 7.0.0, provided the upgrade procedures are followed.
Licences	The licence for IDD is valid for Desktop Inventory installations. The Licence Manager can be used to view the current licence status as well as register the software and increase the number of licences.

For more information on upgrade issues, please refer to the Desktop Inventory Installation and Upgrade Guide.

Additional contact information

Peregrine is committed to ensuring your success with our products. We offer a number of ways for you to provide product feedback, suggest enhancements, and receive technical assistance with any issues you encounter.

Internet

Peregrine Systems has an extensive online support web site available 24 hours a day. From this web site you can obtain product licenses, submit service requests and surveys, consult our Knowledge Base, review Technical Notes, obtain product documentation, and enter enhancement requests.

1 To access the Peregrine Customer Support web site, go to http://supportweb.peregrine.com

2 Enter a current login name (this is your valid Support Contract ID) and your password. If you do not know your user name and password, contact Peregrine Customer Support directly at the telephone numbers listed below.

3 Select the Online Services tab to submit a service request or to obtain a license. You will be notified and given a ticket number when your request is received by Peregrine Customer Support.

Telephone

Direct access to Peregrine Customer Support engineers is available by telephone. You can find the telephone numbers for all Peregrine products by accessing the Customer Support web site at http://supportweb.peregrine.com.

Use the following telephone numbers for Desktop Inventory product support only. Before contacting Peregrine Customer Support, please have ready your user name, password, and system information.

North America	1-925-469-4200
	5:00 A.M to 5:00 P.M. Pacific Standard Time (U.S.), excluding pre-announced Peregrine holidays.
Europe (EMEA)	+44 1344 866800
	6:00 A.M. to 5:00 P.M. Greenwich Mean Time (England), excluding pre-announced Peregrine holidays.
Asia Pacific	+65 551 5080
	8:00 A.M. to 5:00 P.M. Singapore Time, excluding pre-announced Peregrine holidays.

International customers outside these areas, please contact your local Peregrine Partner for support.

E-mail

Peregrine also accepts technical inquiries by e-mail. Send your requests to support@peregrine.com. You will receive e-mail notification when we receive your message.