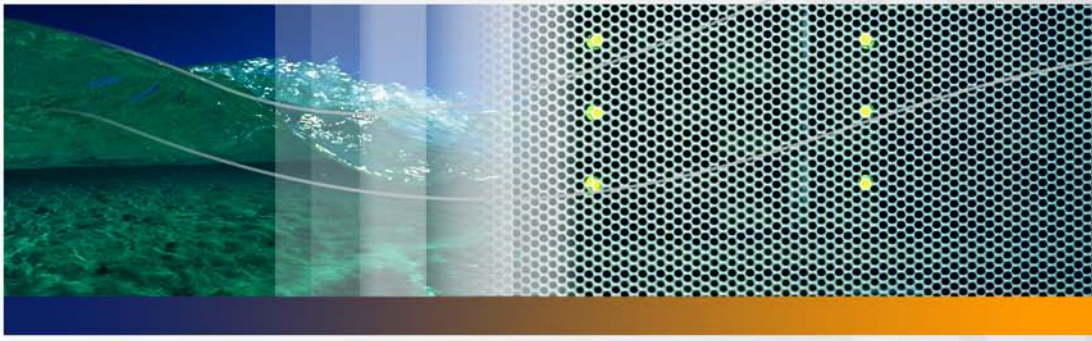
Product Documentation

Peregrine Systems, Inc.

Network Discovery® 5.2.3



Release Notes

Part No. DPND-523-EN06

Peregrine SYSTEMS

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PEREGRINE

Contents

Overview 6

New Features and Visible Improvements 6

- New Hardware Platforms 6
- Browser Requirements 6
- Operating System 7
- Status 7
- Scanning a Device 7

Known issues 8

- Workgroup 8
- USB Connected UPS 8
- Some tape drives do not work 8
- New Data for some New Interface Elements 8
- Time of Adds/Not Recently Seen/Moves. 9
- Upgrading with an Aggregator 9
- Opening the Asset Viewer from the Device Manager 9
- Hardware Upgrade every 2-3 years 9

Integrating with ServiceCenter 10
UNIX/Linux Listeners 10
UTF-8 Character Set 10
Access Logging 11
Synchronizing Data on Aggregate Health Panel 12
HP DL360/DL380 does not have disk I/O information 12
Automatic reconnect. 12
Data Delete causing Error 12
Network Configuration Menu 12
Corrections 13
Documentation 15
Internal Modem Recommendation 15
Upgrade information 16
Upgrading from Peregrine Network Discovery 5.0/5.0.1/5.0.2/5.1/5.1.1/5.1.2/5.1.3/5.2/5.2.1/5.2.2 16
After an upgrade. 18
Upgrading Network Discovery and Desktop Inventory. 18
Need further assistance? 20
Peregrine's CenterPoint Web site 20
Corporate Headquarters 20
Contacting Education Services 21

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Network Discovery 5.2.3 Release Notes

Version 5.2.3 of Peregrine's Network Discovery is a maintenance release of the product.

These *Release Notes* for version 5.2.3 have the following sections:

- Overview on page 6
- New Features and Visible Improvements on page 6
- Known issues on page 8
- Corrections on page 13
- Documentation on page 15
- Internal Modem Recommendation on page 15
- Upgrade information on page 16
- Need further assistance? on page 20

Overview

Network Discovery is a mature, low-impact solution for discovering and managing your network infrastructure. It allows you to address business issues in many areas of the organization and requires only a minimum of administration.

Version 5.2.3 implements a few improvements. Main highlights of the release include:

- New hardware platforms (IBM x336, IBM x345, Dell 1850)
- Updated operating system components

The following sections of this document contains a detailed description of all of the new capabilities in this version as well as a list of known and corrected issues and information on how to upgrade from an earlier version.

New Features and Visible Improvements

New Hardware Platforms

Then following hardware platforms are now supported:

- IBM x336
- IBM x345
- Dell 1850

See the *Setup Guide* for more information.

Browser Requirements

Network Discovery now requires Java Runtime Environment (JRE) 1.4.2 or 1.5 (also known as 5.0). Version 1.4.2_06 is available in the Download directory.

Operating System

The following have been updated:

- mod_perl 2.0.0 RC1
- Apache 2.0.52
- Linux 2.4.27
- MySQL 4.1.8

Status

IP addresses of all devices are now included in CSV files when exporting data from the Status menu.

Scanning a Device

Previously, when performing a manual scan that was not within your scanner schedules, you would need to initiate each of these four step separately:

- Upgrade Scanner
- Configure Scanner
- Run Scanner
- Retrieve Scan File

Because the manual scan was performed outside of the scanner schedule, Network Discovery would wait for the next "scheduled" time to continue with the process.

For example, if you selected "Upgrade Scanner" at 1pm, but the schedule for "configure scanner" was not set to run until 6pm, Network Discovery would wait until 6pm to continue the scanning process. The same delay would be repeated for the subsequent steps.

Now, the entire scan process will be completed without delay by Network Discovery even if any part of the process is outside of the scanner schedule.

If the user selects "Upgrade Scanner" at 1pm, the entire process (Configure, Run, Retrieve) will continue until it is complete, regardless of the scanner schedule.

Known issues

Workgroup

In some cases, the appliance will not show up in the Windows “network neighborhood” using the configured workgroup. It may not show up at all.

Use the IP address of the appliance to access the share.

USB Connected UPS

If the UPS is connected to the Peregrine appliance through USB to serial converter and you disconnect the USB to serial converter from the appliance, you must restart the appliance for the UPS to be re-recognized.

Some tape drives do not work

There are some USB tape drives that do not work with the Peregrine appliance. However, the Sony USB AITe90-UL tape drive is known to work well.

New Data for some New Interface Elements

Many of the new user interface elements require new data to be collected. If you are upgrading from 5.0 or 5.1, you may find some data elements missing or incorrect until such time as either:

- two poll cycles have passed
  - state of the attribute in the Device Manager, Port Manager, and Attribute Manager.
- the device model is updated
  - Cisco port labels
  - priority of deactivated devices
  - title of deactivated devices
  - icon of deactivate devices
- the attribute state changes

- the "time since" shown in the mouse-over of the attribute state icon (and the State Time column) shows the time of the upgrade, not the time of the state change.

- the reports database updated
  - empty columns in the database including Package and FullyQualifiedPackage

Note: Please let your new version run at least 24 hours before reporting problems to Customer Support.

Time of Adds/Not Recently Seen/Moves

If you are upgrading from 5.0, the time for your Add/Not Recently Seen/Move events are not preserved. Set the new value in **Administration** > **System Preferences** > **Report Time Periods.**

Upgrading with an Aggregator

The aggregator is not compatible with versions previous to 5.2.1. Upgrade the aggregator first then all the other appliances in quick succession. If you upgrade a remote appliance before upgrading the aggregator, some data will be lost.

Due to the database changes, please let your new version run at least 24 hours to catch up on missing data before reporting problems to Customer Support.

Opening the Asset Viewer from the Device Manager

If you are using an Aggregator, and accessing a remote Peregrine appliance, you will not be able to open an Asset Viewer from the Device Manager or Network Map. Upgrade your remote Peregrine appliances to 5.2.1 (or later) to avoid this situation.

Hardware Upgrade every 2-3 years

Every new major and minor release of Network Discovery adds new features, extending the software functionality to meet our customers' needs. These additional enhancements may introduce new demands on the original hardware, subsequently impacting performance. Customers employing older platforms may find that this release performs a little more slowly than the previous release.

Customers should be prepared to upgrade their Network Discovery appliance every 2-3 years to maintain optimal performance, as they would other enterprise application servers.

If upgrading from Network Discovery 5.0 or 5.1, note that the hardware recommendations have changed. Previously, a small appliance could monitor 5,000 devices, and a large appliance could monitor 10,000. Currently, for Network Discovery 5.2, a small appliance can handle 4,000 devices, a medium appliance can handle 8,000 devices, and a large appliance can handle 16,000 devices. See the *Setup Guide* for specific information.

Customers with 5,000 devices on a hardware platform where now only 4,000 are recommended may notice performance problems. If so, they should add more RAM and/or another CPU. Similar problems may occur if you have 10,000 devices on a hardware platform where 8,000 is now recommended.

Integrating with ServiceCenter

To integrate Peregrine Network Discovery with ServiceCenter 5.1 using event services, you must modify your existing ServiceCenter configuration. Refer to Knowledge Base article S9K-41P-RRD3 for instructions describing how to perform the required upgrade.

Note: ServiceCenter 5.1 does not support UTF-8 characters. If you need to use non-English characters, you should upgrade to ServiceCenter 6.

UNIX/Linux Listeners

Network Discovery does not include UNIX/Linux Listeners.

UTF-8 Character Set

Using Windows 2000

When using Microsoft Windows 2000, if you are using non-English characters (for example, Chinese), ensure that you have changed the default language setting in Windows to that language. Otherwise, device tags and titles will appear incorrectly.

Exporting CSV files

Microsoft Office 2003 does not properly process UTF-8 encoded CSV files. If you are using Network Discovery data with Microsoft Office applications, you should follow this procedure:

Step 1 When downloading your file from Network Discovery, save the file to disk.

Step 2 Open Microsoft Excel 2003 (or other Microsoft product), and use the **File** > **Open** command to import the files.

Device tags, titles, and configuration files

Because some non-English UTF-8 characters are larger than one byte each, using non-English characters may require you to use shorter names for your device tags, device titles, and map configuration files.

Network Discovery supports up to 16 bytes for device tags, 80 bytes for device titles, and 30 bytes for map configuration file names.

E-mail messages

In Microsoft Outlook, UTF-8 characters in an e-mail subject line are not displayed properly. If you need to see these characters, they are displayed properly in Mozilla-based e-mail clients.

Pager messages

Depending on your pager service provider, UTF-8 characters may not be displayed properly.

Cursor in Editable Fields

When using non-English characters (for example, Chinese or Japanese), you will notice that the cursor does not align properly between the characters. This is a Java issue.

IP Range Viewer

Some UTF-8 characters are not displayed in the IP Range Viewer (**Administration** > **Network configuration** > **List IPv4 ranges** > **IP Range Viewer [diagram]**). Small squares will appear in place of the UTF-8 characters.

Asset Viewer

When using the Java Asset Viewer with Internet Explorer, non-English characters will be displayed as "?" (question marks) in the window's title bar.

Access Logging

Network Discovery does not log access for ODBC or MySQL connections in the Access section of the Events Browser.

Synchronizing Data on Aggregate Health Panel

The data on your Aggregate Health Panel may not be synchronized with the data on the Health Panel of your remote appliances. Data transfers from the remote appliances to the aggregator once an hour, so there may be up to a 1-hour delay for some alarms to appear on the Aggregate Health Panel.

HP DL360/DL380 does not have disk I/O information

The HP DL360/DL380 comes with two disks. The second disk cannot provide I/O data.

Automatic reconnect

If the appliance becomes unreachable, you may not see a Connect dialog for the Health Panel. When the appliance is reachable again, your Health Panel freezes, and the indicator at the bottom right corner stays active.

To resolve this situation, you must close all the Network Discovery windows you have opened, as well as the main Toolbar, and start again.

Data Delete causing Error

Performing a Data Delete (**Administration** > **Data management** > **Delete data**) sometimes causes an Error 104.

After deleting data, the appliance reboots. When it comes back up you see the Error message when you try to log in through the UI. To resolve the error code; if remote access is available call support. Alternatively, reformat the appliance and recover a backup.

Network Configuration Menu

You cannot use an apostrophe in the names or descriptions of your Property Groups and Property Sets. For example, **Tim Property Set** would be acceptable, but **Tim's Property Set** would not.

Corrections

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

SCR #	What's affected	Description
12755	**Status > Appliance Health > Appliance Software Modules**	Occasionally, the SNMP Agent would incorrectly appear as "alarmed".
12859 and 12860	Network Modeler	Invalid UTF-8 characters in some SNMP strings no longer cause the modeler to fail.
12863	**Status > Network Model Queue**	The "Time Running" column has been renamed "Time Waiting."
12868	Reports Database	When importing a new NMID, the SWSubComponent and all HW tables were not cleared which resulted in old records remaining.
12884	**Administration > Data Management > Scanner Configuration Management**	If the scan configuration file was being used by Network Discovery, it could not be deleted with this command, and a cryptic error message would appear. The error message has been improved.
12888	Network Modeler	The maximum modelling time has been extended to 12 hours. Some devices could not be fully modelled in the previous maximum (6 hours).
12890	Transferring scan files in Basic Discovery mode	When saving a scan file to an appliance running in Basic Discovery mode using http, the file would not transfer.
12902	Network Explorer	Network Discovery was scheduling excessive checkpoints causing some instability in connectivity.
12908	Network Modeler	The maximum size of a device model has been increased to handle devices with hundreds of ports.
12910	Events Browser (Port Changes)	The format for line speed data was not consistent.

SCR #	What's affected	Description
12911	Buffalo/Melco modem	The Buffalo/Melco modem was not working with Network Discovery 5.2.x.
12916	Reports Database	Some Add events were not being recorded in the Reports Database.
12918	**Reports > Network Documentation > Resource Managed Device Attributes**	The "Time Period" navigation bar has been removed from this report, because it was not necessary.
12921	Reports	In some cases, the hourly summary table in the Reports Database did not have data points for every hour. Consequently, the summary graphs may have been misleading.
12925	**Status > Scanner Model Processing**	Items in the Operation column were displayed as "[unknown]", instead of "Fail." Items in the Action column would also be displayed as "[unknown]," rather than one of "Waiting," "Processing," or "Finished".
12926	**Status > Scanner Model Processing**	This report now displays all devices that have attempted to be scanned in the last 6 hours. Previously, it would show the last 10 days, and there would be too many entries to make the list usable.
12931	Backup and Restore	Custom Scanner Configuration Files were not being backed up. Now, when you do a system backup and restore, your custom scanner configuration files will be included.
12941	**Status > Appliance Health**	A module's OK status may have a time that is earlier than it should be.
12958	Device Poller	Some stale device attribute values were not being updated.
12959	Events Browser	Floating point values were not being rounded in the Events Browser.
12980	Service Analyzer	The alarms displayed in the Service Analyzer were dependent on the selected priority in the map. The Service Analyzer always shows priorities 1-6.
12998	Device Poller	Device Poller would sometimes incorrectly filter values for attributes when the value was near its minimum or maximum value.

Documentation

All the documentation has been updated for this release. The Setup Guide describes the new hardware platforms, and all the documentation has a new design. The inline help has also been updated.

For a complete list of current Network Discovery 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 Adobe Reader, which is available on the Customer Support web site and through Adobe at http://www.adobe.com.

Internal Modem Recommendation

The Buffalo/Melco modem is deprecated.

Support for this modem will be continued through all 5.2.x maintenance releases. The next major or minor release, whichever comes first, will not support this modem. This is due to changes in the open source driver required by this modem.

Upgrade information

The upgrade information is in the following sections:

- Upgrading from Peregrine Network Discovery 5.0/5.0.1/5.0.2/5.1/5.1.1/5.1.2/5.1.3/5.2/5.2.1/5.2.2 on page 16
- After an upgrade on page 18
- Upgrading Network Discovery and Desktop Inventory on page 18

Warning: The procedure for upgrading varies depending on what version of software you are currently running because the platforms differ. If you are in any doubt, check what version you have.

To check the version of Network Discovery you are currently running

- See the version number at the bottom of the Toolbar.

If you have more than one appliance, check which version of Network Discovery is running on *each* appliance. Follow the correct upgrade path for each appliance separately.

Upgrading from Peregrine Network Discovery 5.0/5.0.1/5.0.2/5.1/5.1.1/5.1.2/5.1.3/5.2/5.2.1/5.2.2

If you are upgrading your appliance from Network Discovery 5.0/5.0.1/5.0.2/5.1/5.1.1/5.1.2/5.1.3/5.2/5.2.1/5.2.2 to Network Discovery 5.2.3, follow this procedure.

Before the upgrade

Before you perform the upgrade, check that you are still entitled to customer support. The Network Discovery CD will not work if the appliance is out of maintenance.

To check that you are still entitled to support

1 Click **Status** > **Current Settings** > **Installed Licenses**.

2 Check the entry, "Maintenance valid until".

If your Maintenance license has expired, renew the contract and contact Peregrine Systems Customer Support for an updated license key.

If you are using Aggregation

- Check that each remote appliance is running 5.2.1 or later. If not, the Aggregator appliance will not read the remote appliance's data.
- check the maintenance date for each Peregrine appliance.
- Always upgrade the Aggregator appliance *first*.

Performing the upgrade

Note: You can use a monitor and PS2 keyboard attached to the Peregrine appliance or you can use the management workstation to restart the Peregrine appliance through the browser interface at **Administration** > **Appliance Management** > **Appliance Restart.**

To upgrade Network Discovery software

1 Place the Network Discovery CD in the CD-ROM drive of the server and restart the server.

The system then reboots from the CD. The CD does not overwrite any newer software components that you have downloaded from the Customer Support web site. After the components have been installed, the CD ejects, and the server reboots.

2 Remove the CD, and store it in its case in a safe place.

Network Discovery is now upgraded to version 5.2.3.

3 If you are using a monitor attached to the Peregrine appliance, press **Enter**.

The monitor shows **Password:**. If you are using the web browser at the management workstation, Network Discovery comes back on.

If you see an error message telling you that there is a problem with the hardware, contact Peregrine Systems Customer Support.

After an upgrade

It's a good idea to check you have the latest software components from support.peregrine.com. There are instructions for checking and installing software components in the *Setup Guide*.

After you upgrade to Network Discovery 5.2.3 from any version before 5.2, your SNMP default character set will be UTF-8. If you are using Latin-1 characters in SNMP, change the default setting in **Administration** > **System Preferences** > **Network Devices** > **SNMP Character Set**.

Note: When you upgrade to Network Discovery 5.2.3 from 5.1.x or earlier, any pending e-mails will be lost.

Upgrading Network Discovery and Desktop Inventory

When you upgrade to Network Discovery 5.2.3 from any version before 5.2, you will notice some important changes:

- the XML Enricher will be disabled so you can install an SAI file compatible with Desktop Inventory 8.0
- your **xml.gz** files will all be converted to **.xsf** files

You should not upgrade to version 5.2.3 until you have built a Desktop Inventory 8.0 SAI file. Once you upgrade to Network Discovery 5.2.3, you should install the new SAI on the appliance.

To ensure you properly upgrade both products at once, follow these steps.

Upgrading Network Discovery and Desktop Inventory

1. If you are using Connect-It, upgrade to version 3.3.2 (or later).
2. Install Desktop Inventory 8 (separate from Desktop Inventory 7.3), but don't use it for anything in production.
3. Generate new SAI for Desktop Inventory 8 and test a sample set of files.

Warning: Your old SAI files are not compatible with Network Discovery 5.2.3/Desktop Inventory 8.0. They will be automatically erased when you upgrade your software, which is why you need to create a new SAI.

4 Upgrade to Network Discovery 5.2.3.

Warning: The XML Enricher will be disabled when you upgrade to Network Discovery 5.2.3. Wait at least **ONE HOUR** before continuing with the next step.

5 Upgrade your ODBC driver (found in the Network Discovery **Download** folder).

6 Install your new SAI on the appliance.

7 Start using Desktop Inventory 8.

8 Change Network Discovery 5.2.3 to use PDI 8 scanners (**Administration** > **System preferences** > **Scanner version**).

9 (optional) Use Scanner Generator to generate new scanner configurations to take advantage of new features.

10 (optional) Update Connect-It scenarios to take advantage of new database fields. Refer to the Network Discovery 5.2 release notes for a list of new fields.

Need further assistance?

For further information and assistance with this release or Network Discovery in general, contact Peregrine's Customer Support.

Peregrine's CenterPoint Web site

Contact information for local support offices is available through the main contacts shown below or through Peregrine's CenterPoint Web site: http://support.peregrine.com

After logging in with your login and password:

- Select **General Information**, on the left.

Under **Customer Support References**, select **Support Contacts Worldwide**.

Corporate Headquarters

Contact Customer Support at Peregrine headquarters using one of the following:

Address:	Peregrine Systems, Inc.
Attn:	Customer Support
	3611 Valley Centre Drive
	San Diego, CA 92130 USA
Telephone:	(1) (800) 960-9998 (US and Canada only, toll free)
	+ (1) (858) 794-7428
Fax:	+ (1) (858) 480-3928
Email:	support@peregrine.com

Contacting Education Services

Training services are available for the full spectrum of Peregrine Products including Network Discover.

Current details of our training services are available through the following main contacts or at:

http://www.peregrine.com/education

Address:	Peregrine Systems, Inc.
Attn:	Customer Support
	3611 Valley Centre Drive
	San Diego, CA 92130 USA
Telephone:	+ (1) (858) 794-5009
Fax:	+ (1) (858) 480-3928