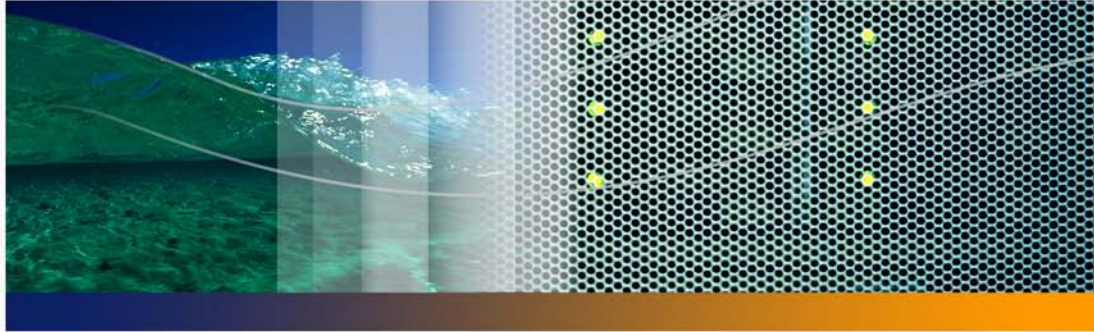


Peregrine Systems, Inc.

Network Discovery[®] 5.2.4



Release Notes

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Network Discovery 5.2.4 Release Notes

Version 5.2.4 of Peregrine's Network Discovery is a maintenance release of the product.

These *Release Notes* for version 5.2.4 have the following sections:

- Overview on page 8
- New Features and Visible Improvements on page 9
- Dropped Functionality on page 13
- Known issues on page 13
- Corrections on page 20
- Documentation on page 25
- Upgrade information on page 32
- Need further assistance? on page 36

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 5.2.4 implements several improvements. Main highlights of the release include:

- The ability to export data specifically for migrating to Enterprise Discovery 2.0.
- Many improvements to the network modeling process
 - Storing multiple MAC addresses for each device even when the MAC address is not unique.
 - Better identification of unmanaged devices that use Cisco Discovery Protocol.
 - More data added to “Device Structure” table.
 - A new “Topology Changes” attribute available for switches.
 - MAC addresses can be filtered when used in a NAT environment.
 - 64-bit counters are used for all devices that support them.
- Ability to disable the share service.
- Improvements to Find.
- New Device Title Preference.

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

Network Discovery can now be installed on HP DL360 and DL380 with G4 controllers.

Browser Requirements

Network Discovery now requires Java Runtime Environment (JRE) 1.4.2 or 1.5 (also known as 5.0). Version 1.5.0_04 is available in the Download directory.

Operating System

The following have been updated:

- Samba 2.2.12
- Apache 2.0.54
- mod_perl 2.0.0
- MySQL 4.1.13
- Linux kernel 2.4.31
- SNMP agent 5.1.3.1
- SSH 4.1p1

Migrating Data to Enterprise Discovery 2.0

There is a new feature to export your data for migration into Enterprise Discovery 2.0. This feature saves your data in a format specific to Enterprise Discovery, so you can quickly load the data onto your Enterprise Discovery server.

- 1 Click **Administration > Data Management > Migrate Data to Enterprise Discovery**.

- 2 Click **Submit**.

At least two files are created in the share directory on your server:

- data.00x.zip
- mysql.00x.zip

Note: These files will be split up if any zip file is over 1GB. For example, if you have 3GB of data, you will get three files named data.001.zip, data.002.zip, and data.003.zip.

- 3 Copy the files from the migration directory on your Peregrine appliance to a “restore” directory on your Enterprise Discovery server.
- 4 Restart the Enterprise Discovery server.

For further information, see the Enterprise Discovery *Installation Guide*.

Desktop Inventory 8.0.2

Network Discovery ships with the Desktop Inventory 8.0.2 XML Enricher and Scanners, and supports integration with Desktop Inventory 8.0, 8.0.1, and 8.0.2.

Fast Break Graphs in Device Manager

Network Discovery is now able to send more fast break pings than in previous versions. So you can monitor the traffic generated, there are two new graphs available in the Device Manager for the appliance, in the Statistics panel:

- Fast Break Ping Rate (the number of pings sent to ensure the device is reachable)
- Fast Break Ping Confirmation (the number of extra pings sent when the original ping does not reply, used to confirm that the device is unreachable)

Both of these statistics are also calculated as part of the **ICMP Frames Sent** statistic.

Storing Multiple MAC Addresses

Network Discovery will store multiple MAC addresses for each device even if the MAC address is not unique.

Important: If you have processes that assume MAC addresses are unique, you will need to adjust them before upgrading. For example, when sending data to AssetCenter (or another external system), make appropriate changes to the Connect-It scenario.

This does not change how Network Discovery merges devices in the database. In previous versions, problem MAC addresses were deleted. Now they are flagged as “do not merge” to the merging logic and passed through to the database.

Cisco Discovery Protocol

Network Discovery better identifies unmanaged devices that use Cisco Discovery Protocol. It is now possible to assign correct icons and device tags in more cases.

Device Structure

For more accurate inventory data, the configuration of disk, CPU, memory, toner, paper cartridges is now collected and available in the “device structure” table in the Device Manager. This data is populated even if Resource Management is not enabled in **Administration > Network Configuration**.

Filtering MAC addresses from ARP Tables

There is a new configuration option in **Administration > System Preferences > Input Filters** called “MAC Addresses to filter from ARP tables.” MAC addresses can be filtered when used in a reverse NAT environment (reverse NAT is also known as port forwarding.) This prevents reverse NAT devices from merging.

New and Changed Attributes

64-bit Counters

64-bit counters are used for devices that support ifMIB.ifMIBObjects.ifXTable using SNMPv2c. Existing 32 bit counters are automatically upgraded to 64 bit counters without loss of data at the next network model update.

Topology Changes

There is a new attribute available for switches: "Topology changes." This attribute tracks "dot1dStpTopChanges.0", and can be used to track problems in large networks due to switch misconfigurations. "Topology changes" will also appear on the Health Panel.

Air Conditioners

In SNMP-managed air conditioners, there are new attributes to measure temperature and humidity. "Air Conditioner" will also appear on the Health Panel.

Disable the Share

You can now disable the samba share directory on the appliance. Click **Administration > System Preferences > Appliance Services > Share Access Enabled**.

Note: An appliance restart is required to make this change active.

Improvements to Find

The Find features has been improved by adding the following features:

- You can now Find by device tag.
- The number of devices in the find results window has been increased to 300 from 200.
- In Easy Find mode, you will now see an explanation of why a device is not found. You will either see "not configured," "not discovered", or one of the filter names from **Help > Classifications > Device Filters**.

New Device Title Preference

In **Administration > System Preferences > Display Preferences**, there is a new item in Device Title Preferences. “Hostname” comes from hwIPHostname in the scan file. Hostname has been added to the defaults.

Dropped Functionality

The Buffalo/Melco modem, which was deprecated in Network Discovery 5.2.0, is no longer supported.

Upgrades from versions prior to 5.1.0 (build 165) are no longer supported. If using 5.0, you should upgrade to one of the intermediate versions before upgrading to 5.2.4.

Known issues

SNMP Agent

The SNMP Agent will sometimes appear in an alarmed state even if it working properly.

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.

Time zone change after restore

If a backup contains a time zone different from the time zone on the appliance, restart the appliance after restoring the backup. Alternatively, change the time zone of the appliance to the time zone of the backup before you do the restore

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.

Not all models of UPS will have statistics shown in **Status > Appliance Health**.

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 5.1, 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.

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.

New Find Features when using Aggregation

New Find functionality introduced in 5.2.4 will not be available for remote appliances that are running 5.2.3 or earlier.

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 5.1, 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.

There are some issues with integrating with ServiceCenter 6.1. The link to directly see ticket details in ServiceCenter is not working.

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.

To resolve the error, reformat the appliance and reinstall the software.

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.

Appliance to Appliance Restore

This issue is likely to appear when you are testing the appliance to appliance restore feature of Network Discovery (**Administration > Backup and Restore**). For example, if you had two Peregrine appliances (A and B), and wanted to test the restore between both.

If you test the **Restore from another appliance** option on appliance A, but decide to not perform the restore, you need to reboot appliance A before testing with appliance B.

If you do not reboot appliance A, you will not be able to restore its data onto appliance B.

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	SNMP Agent	When upgrading from "inventory-only" mode to a full install of Network Discovery, the Agent could stop running.
12853	Administration > Backup and Restore	Sometimes an internal backup would fail. This happened after a checkpoint was run recently.
12862	XML Enricher	The XML Enricher (working with Desktop Inventory in "aware mode") now properly encodes data passed to the appliance as UTF-8.
12951	Administration > Backup and Restore	When Network Discovery failed to do an external backup, the backup process would linger until the Appliance was rebooted. This caused very high load averages. Network Discovery now waits for a maximum of 12 hours for the external backup to complete.
12965	Device Database	When the filter option "Unmanaged IP and MAC pairs that can not be pinged" was enabled, more devices were removed from the database than should have been.
12965	Device Manager	The Device Manager's Diagnosis panel now shows: "Device last modeled as an unmanaged device" (was "Device checked for existence") and "Device last replied to ICMP during modeling" which is new.
12973	Scanner Execution	Some failed actions were being re-tried before the retry interval had passed.
12978	Reports > Alarm Summaries > Line Utilization	The CSV reports now include the "Direction" field, which shows <i>Line Utilization</i> , <i>Utilization In</i> or <i>Utilization Out</i>
12989	Administration > System Preferences > Expiry	When the Peregrine appliance reaches its device license limit, it may delete itself from the list of devices. This behavior has been changed to the appliance cannot be purged from the database.
13001	Administration > Backup and Restore	Backup configuration now accepts usernames and passwords of 1 character or more. In previous versions, it was 4 or more characters.

SCR #	What's affected	Description
13004	Network Map	If a line contained one "virtual port," the Line Manager could not open by double-clicking the line on the Network Map. You can now open the Line Manager, and see the correct mouse-over information.
13007	Save Map Image	When saving a map image, a portion of the background color may have been black if the map scale was not 100%.
13009	Find	The "network function" option was not returning any results.
13010	Network Explorer	Fixed processing error on some NetBIOS queries that were causing the Network Explorer to fail.
13017	Agent Communication	When Listener broadcast messages were directed at the appliance by a router/firewall to port 1738, Network Discovery was responding with a "destination unreachable" message, even though the messages were correctly received.
13018 13978	Device Breaks	In cases where there are a large number of devices with priority 3 and higher and the poll cycle is long, fast break detection was not working on all devices.
13028	Package Properties	An IT Employee account could not change package properties (icon, title).
13031	Reports	The "time available" data in Availability reports could have mistakenly had a negative value.
13041	Device Model	The sysDescription field has been changed to allow more than 256 characters.
13042	Device Modeler	Fixed modeling problem where some devices would be re-modeled more often than the configured modeling interval.
13043	Device Manager, Port Manager, Attribute Manager - Break alarm graph	When there were no break alarms in the time period, the graph would only have a line along the X axis. The graph has been improved to center the data.
13044	Device Manager, Port Manager, Attribute Manager - CSV files	In CSV files exported from Network Discovery, all statistics were off by one second.
13054	Aggregator Toolbar	When selecting the Aggregator itself from the list of appliances, the Toolbar buttons (e.g. Administration) would not work.
13074	Administration > Backup and Restore	Network Discovery sometimes generated double slashes in the backup path, and some FTP servers do not support this.
13104	Web Server	Occasionally the Apache web server would fail to restart and the web interface would be unreachable. This was only fixable by an appliance reboot.

SCR #	What's affected	Description
13256	Device Modeling	In some cases IP+MAC unmanaged devices failed to update. Consequently, they were deactivated then reactivated frequently based on the unmanaged device deactivation interval.
13261	Administration > System Preferences	In Administration > System Preferences, when using Internet Explorer, when selecting the contents of a field, the "Custom" button wasn't being selected automatically.
13286	Duplicate Attributes	Duplicate attributes are now deactivated right away instead of waiting for them to age out.
13289	Find	IPv6 A6 name resolution has been removed from Easy Find. IPv6 AAAA resolution remains.
13297	Reports Database	In the Reports Database, the columns where a limited set of values are supported, have been changed from VARCHAR to ENUM or SET. This change will increase database query speed. Note: Queries to SET columns will no longer return a space after the comma where multiple values are in the SET.
13302	Update Model	Could not do a rulebase update on MAC-only devices.
13324	UPS	Network Discovery was not recognizing this UPS model: SmartUPS 1400RM
13329	Device Manager/Port Manager Statistics panel	The options in the granularity pull-down list were ignored for table and CSV views.
13359	Aggregator	The Aggregator database queries take less time for exporting data.
13387	Device Manager/Port Manager/Attribute Manager	When an alarmable attribute cannot be collected for a user defined period of time, the state of the statistic will change to "n/a." Previously, it went to "ok." A statistic in an alarm state is not "ok" when it cannot be collected. Note: Adjust your event filter notifications.
13388	Administration > System Preferences > Device Manager Ports display preferences	When the user would change a preference, all of the preferences would be deleted.
13498	Network Map	If there was a connection problem when starting the Network Map, and the connection problem was resolved, the Network Map would not automatically open.

SCR #	What's affected	Description
13555	Status > CSV Device list for Support	The visibility column has been updated to use the correct terminology. The "IconDescription" column has been changed to "CategoryDescription." The resulting filename has been changed to "Devices_YYYY-MM-DD.csv."
13603	Status > NonCommitted Devices	Renamed default CSV file to be more descriptive of its contents. The resulting filename has been changed to "NonCommittedDevices_YYYY-MM-DD.csv."
13613	Alarm Thresholds	Custom alarm thresholds would not be applied even though they were visible in the user interface.
13651	Listener Security Keys	The security keys are now included with the backup data.
13781	Reports	When you did "refresh data" on a report that has a pie chart, the pie chart did not refresh.
13812	SNMP Traps	The SNMP traps created by Network Discovery when .3 (category) should have been "unknown" caused other values to appear in the wrong place in the MIB.
13986	SNMP Traps	For SNMP traps caused by breaks, the trap values for .8 (value) and .9 (units) were incorrect.
14048	Modeling	Sometimes when a trashed device was remodeled, the device add event was not generated. Instead, some extra port events were generated, and there was a delay in rescheduling the poll methods.
14077	Reports > Network Documentation > Network Devices by Function	The number of unknown devices in this report was inconsistent with the number of unknown devices in the "Inventory by Network Function" report.
14120	Network Configuration	When there are too many "Active Discovery" IP ranges, you will see clear warnings explaining what to expect. For example, you may see the following: "Warning: exploration will take more than 48 hours." "Warning: there are more than 65,536 IP addresses to ping. "
14122	Reports	The labels on pie charts are now easier to read.
14190	Network Map	The mouse pointer sometimes appeared in the wrong location when dragging devices on the Network Map.
14212	Event Filters	If an attribute changed to "OK" or "n/a", and a ticket was not already open, Network Discovery may have created a ticket in ServiceCenter.

SCR #	What's affected	Description
14293	Port License	"Non-visible" ports no longer count against your port license.
14417	Import IP Ranges from a CSV file	The import would fail if you ran the import function many times in a row.
14490	Data Delete	In some cases, Data Delete did not delete the cached reports.
14517	Device Breaks	For some devices, break events were not appearing in the Network Map, Events Browser, etc.

Documentation

No documentation has been updated for this release.

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>.

Omissions

Setup Guide

The Setup Guide should have mentioned that any Network Discovery server requires a 1.44MB floppy drive and an internal CD or DVD drive.

Note: USB CD-ROM drives are not supported.

The CD drive is needed to install the software. The floppy drive is used to copy security keys from one appliance to another.

Also, the Setup Guide should have listed firewall port 1738 twice:

- 1738 - desktop to the Peregrine appliance
- 1738 - Peregrine appliance to the desktop

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net-snmp

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Upgrade information

The upgrade information is in the following sections:

- [Upgrading from Peregrine Network Discovery 5.1/5.1.1/5.1.2/5.1.3/5.2/5.2.1/5.2.2/5.2.3 on page 32](#)
- [After an upgrade on page 34](#)
- [Upgrading Network Discovery and Desktop Inventory on page 34](#)

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

5.1/5.1.1/5.1.2/5.1.3/5.2/5.2.1/5.2.2/5.2.3

If you are upgrading your appliance from Network Discovery 5.1/5.1.1/5.1.2/5.1.3/5.2/5.2.1/5.2.2/5.2.3 to Network Discovery 5.2.4, 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 5.2.4.

- 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 5.2.4 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 5.2.4 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 5.2.4 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 5.2.4 until you have built a Desktop Inventory 8.0 SAI file. Once you upgrade to Network Discovery 5.2.4, 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 5.2.4/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 5.2.4.

Warning: The XML Enricher will be disabled when you upgrade to Network Discovery 5.2.4. 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 5.2.4 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

