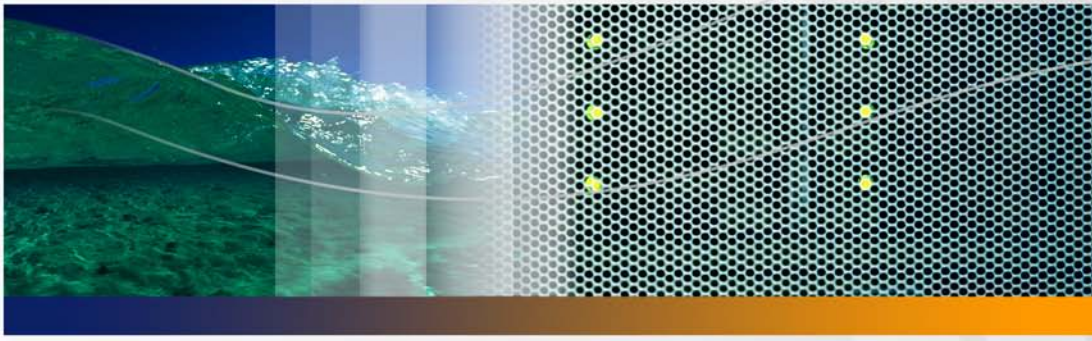
Product Documentation

Peregrine Systems, Inc.

Network Discovery® 5.2.5



Release Notes

Part No. DPND-525-EN06

Peregrine SYSTEMS

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

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Network Discovery 5.2.5 Release Notes

Version 5.2.5 of Peregrine's Network Discovery is a maintenance release of the product.

These *Release Notes* for version 5.2.5 have the following sections:

- Overview on page 8
- New Features and Visible Improvements on page 8
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- Operating System on page 9
- Dropped Functionality on page 9
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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 5.2.5 implements several improvements. Main highlights of the release include:

- The ability to export data specifically for migrating to Enterprise Discovery 2.1
- The ability to export all statistics to a .csv file for time periods of once every 5 minutes to once every hour
- The ability to configure the backup interval

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

Exporting Data for Migration to Enterprise Discovery

The ability to export data specifically for migrating to Enterprise Discovery 2.1. Click **Administration** > **Data Management** > **Migrate Data to Enterprise Discovery**.

Statistic Export Frequency

This option allows you to save a complete list of all the values of all the attributes from all of your network devices. This list will appear as a single CSV file, located in your server's shared directory. You can select a frequency (from 5-60 minutes) that determines how often that data will be saved. Click **Administration** > **System Preferences** > **Network Devices.**

Time Interval Between FTP Backups

You can now schedule how often Network Discovery will perform an FTP backup. Click **Administration** > **Backup and Restore** > **External Backup Configuration** and enter the "Time interval between FTP backups."

Browser Requirements

Network Discovery now works with Firefox 1.5. The Java Runtime Environment 1.5 (also known as 5.0) version 1.5.0_06 is available in the Download directory.

Operating System

The following have been updated:

- Apache 2.0.55
- mod_perl 2.0.2
- MySQL 4.1.18
- Linux kernel 2.4.32

Dropped Functionality

Support for Desktop Inventory 7.3 scanners has been removed. If you were using Desktop Inventory 7.3 scanners with Network Discovery 5.2.4, they will be automatically upgraded to Desktop Inventory 8.0 scanners with Network Discovery 5.2.5.

Known issues

USB Modem and Tape Drive on IBM x336 Server

In IBM x336 servers, the USB modem and tape drive will not work. If you require the modem or tape drive, you must use another platform

Pager Timeout

For some pager service providers, the default timeout period is not sufficient.

If some of your pages are not being received, you could be experiencing this problem. Contact customer support for assistance.

Agent on Windows Systems

In order to function properly on Windows devices, the Agent requires that you install the **Client for Microsoft Networks**.

If it is not installed, you will see the following warning:

```
System Error 1075: The dependancy service does not exist, or has
been marked for deletion.. Cannot start service 'Peregrine
Listener 6.0.1'
```

In order to avoid this problem, you must INSTALL and DISABLE the **Client for Microsoft Networks** on the Windows devices.

Important: Do not enable or uninstall the **Client for Microsoft Networks.**

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

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
12393	Explorer/Modeler/Poller	The explorer/modeler/poller would stop working sometimes, and the server would have to be restarted.
13273	XML Enricher	Some scan files were not processing properly. and would be stuck in the incoming folder, preventing other scan files from being processed.
14596	Multiline Manager	The Multiline Manager would crash if the the number of lines was large.
14603	Frame Relay Reports	Frame Relay Reports now includes Frame Relay routers connected to virtual devices.
14604	Discovery	If the number of discovery pings was set to more than 1, there may have been an error processing ICMP replies.
14725	Device Manager > Update Model	Even when the operating system was properly configured, you would sometimes see an error on this screen saying "Error: Operating system is not configured."
14898	Modeler	The modeler would sometimes crash when the resource management license was out of space, and it was trying to add a new device with resource management attributes.
14974	Exceptions	There may have been exceptions for devices that were deactivated or hidden.
14998	Modeler	The modeler was taking extra CPU when all devices were modeled and there was nothing for it to do.
15044	Date/Time	Many dates and times in the user interface were off by one second.
15054	Pager Modem Log	This log was not being archived, and would grow indefinitely.
15076 15362	Style Sheet	The style sheet has been changed to properly work with Firefox 1.5.

SCR #	What's affected	Description
15078	Style Sheet	The toolbars were sometimes shifted upwards when using Proxy server to access the Network Discovery user interface.
15085	Cross-site Scripting	There was a cross-site scripting vulnerability in the web page error handler.
15096	Web Server	The unnecessary TRACE/TRACK HTTP methods are disabled on the web server
15138	Network Configuration	When using Firefox, the user could not add a Scanner Property Group (**Administration** > **Network Configuration** > **Scanner Property Groups** > **Add a Scanner Property Group**).
15222	Logs	The "kinnetics" log was sometimes being filled with uninitialized value errors, and growing excessively.
15260	Scanned-only devices in database	Scanned-only devices were not being added to the aggregate database when licence was previously exceeded.
15268	Break and Downtime attributes	Sometimes, break and downtime attributes were automatically purged in error. Now, these attributes can not be automatically purged at all.
15311	Status > Aggregate Health	The number of devices in the Aggregator did not necessarily match the number of devices in all the remote servers.
15322	Device Manager > Update Model	**Run Rulebase** would reset the icon to the unknown "?" icon in some cases.
15337	Administration > System Preferences > Attribute export schedule	The settings here would be ignored for some attributes.
15338	Appliance Health	The State Time in the Appliance Health report was not updating correctly. For example, the Memory Utilization State would change, but the State Time would not be updated to show the change.
15341	Alarm Thresholds	Some attributes would display an incorrect state if the alarm thresholds were set to a non-integer number (for example, a threshold of 0.5 would produce an alarm if the attribute was 0).

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

A device with an Agent listens on port 1738 (tcp) and sends Broadcast packets on port 1738 (udp).

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net-snmp

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oss@fabasoft.com

Author: Bernhard Penz <bernhard.penz@fabasoft.com>

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Upgrade information

The upgrade information is in the following sections:

- Upgrading from Peregrine Network Discovery 5.1.3/5.2/5.2.1/5.2.2/5.2.3/5.2.4 on page 25
- After an upgrade on page 27
- Upgrading Network Discovery and Desktop Inventory on page 27

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 5.1.3/5.2/5.2.1/5.2.2/5.2.3/5.2.4

Important: The minimum version from which you can upgrade is 5.1.3.

If you are upgrading your appliance from Network Discovery 5.1.3/5.2/5.2.1/5.2.2/5.2.3/5.2.4 to Network Discovery 5.2.5, 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 5.2.5.

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 5.2.5 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 5.2.5 from 5.1.3, any pending e-mails will be lost.

Upgrading Network Discovery and Desktop Inventory

When you upgrade to Network Discovery 5.2.5 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 5.2.5 until you have built a Desktop Inventory 8.0 SAI file. Once you upgrade to Network Discovery 5.2.5, you should install the new SAI on the appliance.

Important: If you need to run Network Discovery 5.2 in conjunction with Desktop Inventory 7.3, you should use Network Discovery 5.2.4.

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 5.2.5/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 5.2.5.

Warning: The XML Enricher will be disabled when you upgrade to Network Discovery 5.2.5. 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 (optional) Use Scanner Generator to generate new scanner configurations to take advantage of new features.

9 (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