

Peregrine

# Desktop Inventory 7.2.0

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## Release Notes

For use with Desktop Inventory 7.2.0

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This edition applies to version 7.2.0 of the licensed program.

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## Release Notes

Welcome to Peregrine Systems, Inc.'s Desktop Inventory 7.2.0, a minor release that replaces the previous Desktop Inventory 7.1.1 release.

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

- *New features and enhancements in v7.2.0* on page 4
- *Installation information* on page 13
- *Related documentation* on page 14
- *Known issues* on page 17
- *Corrected issues* on page 17
- *Need Further Assistance?* on page 23

# New features and enhancements in v7.2.0

Desktop Inventory 7.2.0 is the successor to Desktop Inventory 7.1.1. It adds features in several areas of the product, with a primary focus on the application recognition process and application library teaching.

The following sections list the new features that have been implemented in this version.

## General

### **Making use of Enriched Scan Files**

The XML Enricher adds application data to scan files (either FSF or XML) by performing application recognition on them. In this version, Analysis Workbench and Viewer can now re-use this data and display accurate information without performing application recognition themselves.

This feature is an addition to “Installed Application” recognition called “Use enriched application data if available”. When this option is checked, application data from Enriched scan files is used instead. When not loading file data (i.e. for summary reports), this can dramatically speed up loading of large numbers of scan files.

### **XML Scan File Format updated**

The XML Scan File is now wholly XML-based, including the scanner configuration data. This makes it possible to review the scanner configuration without loading the scan file into the Scanner Generator.

### **Increased SAI Recognition speed**

The speed of the SAI recognition engine has been improved. Depending on the amount of data loaded, the time required to load a scan file may be reduced by up to 30% compared to v7.1.1.

### **Recognition Engine improvements**

The Recognition Engine has been improved to take more advantage of InstallString data. As a result, recognition of “difficult” applications has improved in some cases.

## Scanners

### **Detect USB data in Linux**

The Linux scanner has been updated to detect information about the Universal Serial Bus (USB) and attached devices.

### **Reduced UNIX hardware scanning time**

Detection of software packages and user profiles has been accelerated by taking advantage of API-based detection.

### **Detect Actual CPU Speed in HP/UX**

The HP/UX scanner has been updated to detect the “actual” CPU speed in addition to the “rated” speed, which cannot always be detected.

### **Detect more information about UNIX user profiles**

The UNIX scanners can now detect the number of logons and the time when the last logon occurred for each user profile. This data is stored in the `hwOSUserProfileLogons` and `hwOSUserProfileLastLogon` fields.

### **Detect “Quiet” Display Name for Installed Applications**

The Windows scanner now detects the `QuietDisplayName` for Installed Applications. A new field has been added to hold this value: `hwOSInstalledAppHiddenDescription`.

### **New option to discard information about empty directories**

When this new option is enabled, information about empty directories is not stored in the scan file, resulting in a large reduction in scan file size on some systems. A directory is regarded as empty if it does not have any files in, or if it does not have any files in it that are stored in the scan file.

This option is available on the File Scanning page of Scanner Generator and is enabled by default.

### **New Label field type in the Asset Questionnaire**

Label fields can now be added to the Asset Questionnaire, allowing the administrator to communicate information to the user filling it in. A total limit of 51 asset fields (including Label fields) is currently in place.

## Improved Japanese support in the Win32 scanner

The Win32 scanner now properly supports the use of picture fields with Japanese contents.

## Use File Associations for Targeted Scans

To ensure maximum accuracy from a Targeted Scan (for software licensing purposes), the ability to scan all file associations has been added to the Win32 scanner. Any directories pointed to by a file association can now optionally be included in the targeted scan.

This option is enabled by default.

## New option to use Services for Targeted Scans

In previous versions, directories containing Services were always scanned when performing a Targeted Scan. This is now an option.

This option is enabled by default.

# Scanner Generator

## Location of scanners

The Scanner Generator now stores the last directory where scanners were generated and uses this the next time it is run.

## New options

Scanner Generator implements a number of new scanner options discussed in the section covering Scanner enhancements.

# Viewer

## Improved Compare function: Scanner Configuration

Comparing two scan files now also highlights changes in scanner configurations. This can be particularly useful when experimenting with scanner settings, as it is now possible to see both the configuration changes and the effect of those changes in a single dialog.

To control whether this is done, a new “Scanner Configuration Data” option has been added to the Options page of the Compare Wizard.



## Improved Compare function: Equal Keys for lists

When comparing two scan files that are almost identical, it often happens that a single value in a list of values change.

This version adds the concept of Equal Keys. For every group of hardware data that can occur multiple times, one or more Key fields have been defined. When one or more fields in a list are different, the values of the Key fields are shown in the compare view as well, whether the Key Fields have changed value or not (hence the name Equal Keys).

As an example, the Key Field for environment variables is the name of the environment variable. When the value of an environment variable differs from a previous scan, the compare view now shows both the *name* and the *value* of the variable, even though only the *value* changed. This makes it possible to see *which* variable changed its value.

To enable the display of Equal Keys, check the option on the Options page of the Compare Wizard. When Equal keys are displayed, they are shown in a light grey color to distinguish them from the actual differences (shown in black).

## Reduced load time for large scan files

Loading scan files with information about a large number of directories is now significantly faster than in previous versions.

## Use user-defined captions for Automatic and User fields

The labels used for asset data fields in the Automatic and User Fields groups are now the ones defined in the Scanner Generator as the “User Prompt” instead of the generic names for these fields.

# Analysis Workbench

## Executive Summary Mode

This is a new option available through the Quick Config dialog that is shown at startup.

When this option is chosen, Analysis Workbench assumes that the user will load xml.gz scan files that have already been processed by the XML Enricher. No file or directory data is loaded which makes loading extremely fast.

## Manage the teaching process with Recognition Objectives

In an ideal world, it would be feasible to make sure that every file on every machine in the population was recognized. However, the effort involved in ensuring 100% recognition is often so large that this is not practical or economical, and less idealistic goals have to be set.

Recognition Objectives are designed to ensure that the following can be achieved with the least amount of effort:

- a No machine has a large percentage of unrecognized files on it.
- b Files that occur often in the population are recognized.
- c Files that occur only on a few machines may not be recognized.

It is possible to define a set of Objectives. The default Objective applies to the entire enterprise, but other objectives apply to subsets of the population, based on department, operating system, chassis type, etc.

### Objectives-based SAI Teaching Wizard

Once a set of Objectives have been defined, a new SAI Teaching Wizard can be used to help choose which files to teach to improve the Objectives as much as possible.

### New Recognition Menu

All functionality related to recognition and Recognition Objectives has been added or moved to a new Recognition menu item. From here, you can define and review Objectives, launch the SAI Teaching Wizard, view the contents of the User SAI, etc.

A new Objectives Options dialog can also be accessed from this menu.

### New option to Ignore File Size

In ApE Explorer, it is possible to flag a file with "Ignore File Size". When this flag is set, only the file name matters to the recognition engine; the size is ignored. The Teaching dialog of Analysis Workbench has been updated to also feature this option.

### SAI Teacher now remembers Language and OS setting

When teaching many applications, they are likely to belong to the same language and OS. This dialog now remembers the setting from when the last version was added.

## SAI Overview

The Edit User SAI dialog has been extended with an extra tab, SAI Overview. On this tab is shown a list of all currently loaded SAI files, along with the number of file names, files, versions, etc. that are defined in each SAI file.

## Logging of User SAI additions

An option to log everything added to the User SAI (both files and version relations) has been added and is accessible from the Objective Options dialog. The log files created are in CSV format.

## New Compare Columns Query

For quality checking purposes, it is sometimes useful to compare the contents of two Machine columns, for example to find machines where the Asset Tag is different from the Serial Number. A new Machine query type has been added to allow for this.

## Option to load and use the "Accessed timestamp" for files

As of PDI 7.1.1, the Scanners can now collect the "Last Accessed" timestamp for files (in some operating systems). This data may be useful for analyzing application usage patterns, and can now be selected for loading from the Memory tab of the Load Options dialog.

As a result of this change, the old "Timestamp" column is renamed to "Modified". The new column name is "Accessed".

In order to keep memory usage for this data to a reasonable level, the Accessed timestamp is rounded to the month the file was accessed.

## Use user-defined captions for Automatic and User fields

The labels used for asset data fields in the Automatic and User Fields groups are now the ones defined in the Scanner Generator as the "User Prompt" instead of the generic names for these fields.

## User-defined captions for Analysis Asset Fields

The caption can now be user-defined when creating Analysis Asset Fields.

## Save and Load lists of tagged machines

From the Tags menu of Machine windows, it is now possible to save a file containing the names of the currently tagged machines, and load the list back in at a later time to tag the machines.

Two new commands have been added to the script language to allow this to be done automatically: `LOAD_TAGS` and `SAVE_TAGS`.

### **Script commands for tagging/untagging files, dirs and apps**

Until now, it has been possible to load and execute machine queries from a script, but manipulation of tags for the other data streams could be done only through the UI.

This feature adds new scripting commands to tag/untag all items (`TAG_ALL`) and "contains" tag commands (`TAG_CONTAINS`) against a particular data stream. The commands can be made to affect either global or local tags.

### **Reduce memory used by File Data**

When many scan files are loaded, file data typically uses a significant portion of the memory required to hold the data. In this regard, the Attributes, Modified and Accessed file columns are normally the most memory intensive.

When loading data from many scan files where the data is reasonably homogenous, the memory requirement has been reduced in most cases.

This change also affects State Images saved by Analysis Workbench v7.1.1. These can be loaded into v7.2.0 and will in many cases use significantly less memory than in 7.1.1. If a new State Image is saved, it can no longer be loaded in earlier versions of Analysis Workbench.

### **Sample Script**

A sample Analysis Workbench script is now installed, providing an example of how to write a script.

## **Application Encyclopedia (ApE) Explorer**

### **Maximum length of Publisher name**

This has been increased from 40 to 255 characters.

## Teaching from MSI files

MSI (Microsoft Installer) was introduced with Windows 2000 to provide a standard way of distributing installers for software. Today, many applications take advantage of this feature (a download adds support for it for older operating systems), and this new feature of ApE makes it possible to add software to the application library without installing the software first.

All of the following ApE enhancements revolve around teaching from MSI-based installers.

## Teaching using the MSI Browser

A new browser for MSI files has been added to ApE Explorer, allowing the user to view the structure and contents of the MSI file.

To browse an MSI file, use the new “Import Installer Package” menu item on the Tools menu and select an MSI file for import. The selected MSI file is decoded, after which the data is available for browsing and the contents of the MSI file can be added to the application library.

The contents of the MSI file can be browsed by Features (which is how the data appears to be structured to a user running the installer) or by Components (which is how the data is actually structured). For each Component or Feature, the Browser shows the list of files associated with it, and this list can be associated with an application version by using simple drag and drop.

## MSI Scanner command line utility

For situations where the installation media is not accessible, a new command-line utility can be used: the MSI Scanner. It is installed in the ApE Explorer directory.

When run, the MSI Scanner takes as input the name of a MSI file, which is analyzed. The result of the analysis is an XML file containing a summary of the contents of the MSI file.

The output from the MSI Scanner can be used in the ApE Explorer in place of the actual MSI file. To do this, open the file from the “Import Installer Package” menu item and select an XML file created by the MSI Scanner instead of an MSI file. When importing from an MSI Scanner XML file, the MSI Browser works in the same way as when the MSI file is available.

## Support for wrapped MSI files

Before MSI was introduced, it was common to ship installers as a single “Setup.Exe” file. Even now, some MSI-based installers are shipped as an Exe file containing the actual installer - the MSI file.

ApE Explorer and the MSI Scanner are able to unwrap and analyze wrapped MSI files produced by the Wise Installer as well as ones produced by Microsoft.

To teach an application from an executable installer, load the exe file from the “Import Installer Package” menu item in ApE Explorer, or specify the name of the executable installer on the command line of the MSI Scanner.

If the executable installer does not contain an MSI-based installer, or the unwrapping process fails, an error message is displayed.

## Installation

### Installer

The Installer is now built using InstallShield 8 for Microsoft Installer (MSI). This install builder should ensure maximum reliability when installing, uninstalling and upgrading Desktop Inventory.

### New Sample Scan Files

A new set of sample scan files have been added. The sample scan files, which can be found in the Common\Samples directory, demonstrate the full range of scanner platform support offered by PDI.

## Documentation and Help

### Online Help

The online help for all components has been updated to reflect the new functionality of this version.

### User’s Guide and other PDF documents

These documents have been updated to reflect the new functionality of this version.

# Installation information

## Earlier versions of the software

Desktop Inventory can co-exist with parts of previous versions of Desktop Inventory and InfraTools Desktop Discovery.

The server components cannot coexist and any previous versions of these must be uninstalled before new ones can be installed. Server components are XML Enricher and ApE Server.

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**Important:** To migrate the contents of your ApE database to the new version, export it as a Read-only SAI prior to uninstalling the previous version of ApE.

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Uninstall all previous versions of the server components before installing the latest versions. The installer will not allow a new version to be installed before the old ones have been removed.

All other components (Analysis Workbench, Scanner Generator, Viewer, etc) can be installed in multiple versions.

## MySQL

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 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, 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
<i>Release Notes</i>	Contains information on the following: <ul style="list-style-type: none"> <li>■ New features and enhancements</li> <li>■ Installation information</li> <li>■ Related documentation</li> <li>■ Known issues</li> <li>■ Corrected issues</li> <li>■ Compatibility information</li> </ul>	<a href="#">Print</a> and PDF
<i>Release Notes DI 7.2.0</i>	Contains information relevant to users upgrading from PDI v7.1.1 or earlier.	PDF
<i>Installation and Upgrade Guide</i>	Explains how to install and configure the Desktop Inventory software.	Print and PDF
<i>User's Guide</i>	Contains details of the applications, a description of the features and details of how you would use the applications.	PDF
<i>Application Encyclopedia User's Guide</i>	Contains details of the application, a description of the features and details of how you would use the application.	PDF
<i>Planning Guide</i>	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



Title and Part Number	Description	Format
<i>Data Collected by the Scanners</i>	This guide is for reference purposes. It contains information about the hardware and configuration data collected by the Desktop Inventory 7.2.0 Scanners.	HTML
<i>Plug-in Interface Guide</i>	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
<i>Analysis Workbench Help</i>	Contains details of the application, a description of the features and details of how you would use the application.	CHM
<i>Scanner Generator Help</i>	Contains details of the application, a description of the features and details of how you would use the application.	CHM
<i>Scanners Help</i>	Contains details of the application, a description of the features and details of how you would use the application.	CHM
<i>Viewer Help</i>	Contains details of the application, a description of the features and details of how you would use the application.	CHM
<i>Licence Manager</i>	Contains details of the application, a description of the features and details of how you would use the application.	CHM
<i>XML Enricher</i>	Contains details of the application, a description of the features and details of how you would use the application.	CHM
<i>SAI Update Wizard</i>	Contains details of the application, a description of the features and details of how you would use the application.	CHM
<i>FSF Converter</i>	Contains details of the application, a description of the features and details of how you would use the application.	CHM

## Ordering Printed Guides and the Documentation CD

In the interests of navigation, searchability, upgradability, and efficiency, the primary medium for Desktop Inventory 7.2.0 documentation is softcopy, available on the Documentation CD and from Peregrine's CenterPoint Web at

<http://support.peregrine.com>

One set of printed Installation and Upgrade Guide is provided with the software shipment. In addition, you can order printed copies of these and other guides at nominal cost.

**After logging in with your login and password,**

- 1 Select **Go for CenterPoint**.
- 2 Select **Automation/InfraTools** from **My Products** at the top of the page.
- 3 Then, from **Contents** on the left, select **Documentation**.
- 4 Select **Desktop Inventory 7.2.0**, then click **Order Books** to display a page for entering your order.

## Compatibility Matrix

The compatibility matrix, including version details for servers, clients, Peregrine products cross-compatibility and integration, is available on Peregrine's CenterPoint Web site at:

<http://support.peregrine.com>

**After logging in with your login and password,**

- 1 Select **Go for CenterPoint**.
- 2 Select **Automation/InfraTools** from **My Products** at the top of the page.
- 3 Then, from **Contents** on the left, select **Compatibility Matrices**. Follow the path for the version you require.

## Known issues

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

- When using the Change button in the Add/Remove Programs list for Peregrine Desktop Inventory, the Remove option should not be used to uninstall the software. If MySQL has been installed as part of the installation, it will not be removed unless the Remove button in the Add/Remove Programs list is used.
- This version of Desktop Inventory does not detect virtual CPUs, such as those implemented by CPUs supporting HyperThreading. Such CPUs will be detected as if they were “real” CPUs.
- If the asset questionnaire contains Japanese prompts, these only display correctly in the Win32 scanner. Japanese characters can be entered only on Japanese-enabled Win32 and UNIX systems.

## Corrected issues

Desktop Inventory corrects several issues in v7.1.1. The list below is not meant to be comprehensive but covers those problems that were either reported by more than one customer or deemed of high importance.

Area	Ticket Number	Description and resolution
Analysis Workbench	9400	The Quick Config options did not clear the list of Analysis Asset Fields.
	4989	Version Relations added to the User SAI were not saved if the “Save Changes to SAI” option was set to “Immediately”.
	8625	When editing an Asset Field, an Access Violation could occur if the edited field was scrolled out of view and another field was clicked.
	8793	The Load button in the Load Options dialog did not work when trying to load a read-only file.
	9245	The color scheme used in the Directory window would sometimes be wrong.

Area	Ticket Number	Description and resolution
Analysis Workbench	9316	When teaching applications, the re-recognition step would very rarely cause an Fatal Internal Error message.
	9416	Detailed File Exports did not export the right values.
	9627	It was not possible to teach filenames with accented characters to the User SAI.
	9722	When exporting data, an unnecessary (and sometimes lengthy) sort operation was performed.
ApE Explorer	9474	Sorting files by size did not work correctly.
	9001	When importing a User SAI where a file has been set to have a negative size, the connection to the Server would be lost.
UNIX Scanners	9293	If the UNIX scanners did not have write access to the scan file save location, a fatal error #11 would be shown. The scanner now exits with an error message describing the problem.
	9334	During scanning, the UNIX scanners were not closing all file handles.
	9347	The “Scanner active for at least” setting had a maximum value of 240 seconds. This limit has been increased to 2500 seconds.
	8391	The Scanners and the XML Enricher could produce invalid XML files containing null characters when processing Japanese scan files.
	9138	On Japanese UNIX systems, an incorrect XML scan file could be produced. The scan files produced claimed UTF-8 encoding, but the file was actually encoded in the original character set.
	9078	Running more than one copy of the Solaris scanner at the same time caused the scanner to fail.
	8742	The UNIX scanner allowed refilling of invalid values. This could happen if the type of an asset field was changed between scans.

Area	Ticket Number	Description and resolution
UNIX Scanners	8824	Asset fields that Extract From File would sometimes fail in the UNIX scanners.
	8841	The UNIX scanners did not enforce the format of Formatted asset fields.
	9038	The invisible automatic fields (hwAssetAutomatic*) were not updated correctly by the UNIX scanners.
	8709	The accuracy of the Actual CPU Speed measured in Solaris has been improved.
	8933	The Linux scanner did not detect the complete list of user profiles.
	9015	On systems with more than 2TB of disk space, the UNIX scanners recorded an incorrect value.
	8696	If the directory that the Linux scanner was run from was the current directory and was not in PATH, the scanner would fail.
	9052	The amount of memory detected by the Linux scanner was sometimes incorrect.
	9610	Environment asset fields did not work if the environment variable was not defined.
	9681	Environment variables spanning multiple lines were not collected correctly.
PC Scanners	9025	The DOS scanner did not detect the hwLocalMachineID field.
	9489	The “File size to process” setting defined in Scanner Generator was interpreted as being in MB instead of KB.
	8761	The SMBIOS version was not always detected even on systems with SMBIOS support.
	9088	The Ignore String for Sequence fields did not work correctly unless the last value had a trailing semicolon after it.

Area	Ticket Number	Description and resolution
PC Scanners	9517	The local scan file would be saved to a different location if either “-scandays” was used on the command line, or if Operating System detection was disabled.
	8789	The About box contained an incorrect product name.
	9139	On newer machines, the DOS scanner detected too little memory.
	9287	Formatting of the “MB of memory” field for graphics card was incorrect for values > 100MB.
	9352	On machines with more than one graphics card, the scanner would not always collect details for the right one. Note that this fix applies to only Windows 98, ME, 2000 and XP.
	9554	Scanning DDC data for machines with a Diamond Fire GL1 graphics card caused the screen to go blank. DDC detection is now automatically disabled for this card.
	9203	Files with a timestamp before 1/1/1980 would appear invalid in Viewer and Analysis Workbench.
	9220	When performing a Targeted Scan, directories with “short names” were ignored.
	9366	Some Shortcut Descriptions were collected in truncated form on Windows XP.
	9647	The size limit for Stored Files was not considered when storing a “Specific” file.
9042	When a scanner was configured to not refill asset data, the -scandays: option did not work.	
Scanner Generator	8604	Under some circumstances, blank fields would be added to the asset questionnaire.
	9037	Sometimes, the Next button would stay greyed out when trying to load the configuration from an existing scanner.

Area	Ticket Number	Description and resolution
Scanner Generator	9338	The "Allow edit if blank" and "Required Field" checkboxes are now cleared and disabled when editing a field that maps to an hwAssetAutomatic* field.
	9454	It was possible to add "blank" fields to the list of fields used when defining an OS/Scan field.
	8735	It was possible to define asset fields with invalid restrictions, such as a Range field with Min > Max or a Picture field with an empty mask.
	9350	When scanning a UNC-named network drive with Targeted Scanning, the data collected was not displayed in the Software display of Viewer.
Remote Scanner	9662	The Available Shares list did not refresh properly if the Back button was used to change the name of the machine to scan.
Viewer	9350	When scanning a UNC-named network drive with Targeted Scanning, the data collected was not displayed in the Software display of Viewer.
	9034	When comparing scan files loaded with "Installed Applications" recognition, an Access Violation could occur.
	9213	When comparing software data, a the data was always considered to be case insensitive. This is incorrect when comparing UNIX scan files.
	9317	Hardware fields containing a set of values would show up as blank if bit 31 was set. This primarily affected the CPU Features field for newer AMD CPUs.
	9391	Viewer would show an Access Violation when exporting comparison data to a CSV file if any of the comparison data groups were disabled.
XML Enricher	9580	The XML Enricher did not process files with the read-only attribute set.

<b>Area</b>	<b>Ticket Number</b>	<b>Description and resolution</b>
XML Enricher	9031	The XML Enricher did not add application data when set to use Installed Applications recognition.
	9039	The XML Enricher suffered from memory fragmentation and would appear to use large amounts of system memory after having run for a while.
	9005	The XML Enricher would reject scan files without directory data in them as invalid.



## Need Further Assistance?

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.

### Peregrine's CenterPoint Web Site

Current details of local support offices are available through Peregrine's CenterPoint Web site at <http://support.peregrine.com>.

**To find Peregrine worldwide contact information:**

- 1 Log on with your login user name and password.
- 2 Click **Go** for **CenterPoint**.
- 3 Select **Whom Do I Call?** in the navigation bar on the left side of the page.

Peregrine worldwide information is displayed for all products.

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](mailto:support@peregrine.com). You will receive e-mail notification when we receive your message.





