

Peregrine

# Desktop Inventory

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# Release Notes

Release 7.3

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This edition applies to version 7.3 of the licensed program.

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# Contents

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<b>Chapter 1</b>	<b>Desktop Inventory 7.3 Release Notes . . . . .</b>	<b>5</b>
	New Features . . . . .	6
	Scanner support for new operating systems and CPUs . . . . .	6
	Scanner detection for virtual environments . . . . .	7
	Scanner support for HyperThreading . . . . .	7
	Automatic Win32 Device Driver File Detection . . . . .	7
	Enhanced integration of XML Enricher with Connect-It . . . . .	8
	Ability to work with Peregrine Network Discovery . . . . .	9
	Improvements to Viewer and Analysis Workbench . . . . .	9
	Improvements to Scanner Generator . . . . .	10
	Other Scanner improvements . . . . .	10
	Other improvements . . . . .	11
	Compatibility . . . . .	12
	Installation information . . . . .	12
	Corrections . . . . .	13
	Known Issues . . . . .	20
	Documentation . . . . .	20
	Ordering Printed Guides and the Documentation CD . . . . .	23
	Language Support . . . . .	24
	Need Further assistance . . . . .	24
	Peregrine's CenterPoint Web site . . . . .	24
	Corporate Headquarters . . . . .	24
	Contacting Education Services . . . . .	24



# Desktop Inventory 7.3 Release Notes

Welcome to Peregrine Systems, Inc.'s Desktop Inventory 7.3, a minor release that replaces the previous Desktop Inventory 7.2 release.

The media shipped with this release comprise a complete installation of the product. The packing list included with your shipment identifies the media shipped to your site.

Topics covered in these release notes include:

- *New Features* on page 6
- *Compatibility* on page 12
- *Installation information* on page 12
- *Corrections* on page 13
- *Known Issues* on page 20
- *Documentation* on page 20
- *Language Support* on page 24
- *Need Further assistance* on page 24

## New Features

Desktop Inventory 7.3 is an evolution of Desktop Inventory 7.2 and adds several features to the product.

- *Scanner support for new operating systems and CPUs* on page 6
- *Scanner detection for virtual environments* on page 7
- *Scanner support for HyperThreading* on page 7
- *Automatic Win32 Device Driver File Detection* on page 7
- *Enhanced integration of XML Enricher with Connect-It* on page 8
- *Ability to work with Peregrine Network Discovery* on page 9
- *Improvements to Viewer and Analysis Workbench* on page 9
- *Improvements to Scanner Generator* on page 10
- *Other Scanner improvements* on page 10
- *Other improvements* on page 11

### History of New Features

Release notes for Desktop Inventory versions 7.0, 7.1.1 and 7.2 have been included with this release. New Features for these releases can be found in the corresponding document.

## Scanner support for new operating systems and CPUs

### Windows 2003 Server

This latest version of Windows (Previously called Windows .NET Server) is detected and supported by the Win32 scanner.

### Solaris 9 for SPARC

This latest version of Solaris is an evolution of Solaris 8 is now supported by the Solaris Scanner.

### Win64 on Intel/AMD-64

Win32 application can run on 64-bit Windows. When the Win32 Scanner is run in this environment, it can now detect the Intel Itanium and Itanium 2 CPUs as well as the Win64 architecture.

## Mobile Pentium Support

The scanners now detect Mobile Intel Celeron and Pentium M processors.

## Scanner detection for virtual environments

### Virtual environment detection

The following virtual environments are now detected:

- VMWare (Win32 and Linux scanners)
- Terminal Services (Win32 scanner)

### Option added to not scan virtual environments

When the Scanner is run inside a virtual environment like Terminal Services, you may not want a full software scan to take place, since this would just scan the server for every client. The Scanners have an option to terminate in this case, allowing you to catch this and possibly launch another scanner tailored for a virtual environment.

## Scanner support for HyperThreading

In the Pentium 4 range of CPUs, Intel has added a new feature, HyperThreading. A single CPU with this feature appears as two logical CPUs and this capability is now detected by the scanners.

- Each CPU detected has a flag to indicate whether it supports HyperThreading
- The **Number of CPUs** field has been renamed to **Logical number of CPUs**.
- A new field, **Physical CPU Count**, has been added.

## Automatic Win32 Device Driver File Detection

Files used as Device Drivers represent a large portion of the files that are not identified by the Application Library. Being able to identify these automatically could significantly reduce the effort required to achieve good recognition rates.

- Scanner hardware detection option to detect device driver files has been added.

When this option is enabled (which it is by default), the Win32 Scanner enumerates all devices to determine which files are used as device drivers.

Each file in this list is given a new **Device Driver** attribute when stored in the scan file.

- Analysis Workbench has been improved to take advantage of device driver data.
  - A new option on the Recognition tab has been added: **Auto-identify device driver files**. When enabled (the default), files that cannot be identified by the standard SAI recognition and have the new Device Driver attribute will be marked as recognized.
  - A new option on the Display Filter tab has been added: **Auto-identified files**. If this option is checked (the default), automatically identified files are loaded. If it is unchecked, these files are not loaded into memory.
- XML Enricher has been improved to take advantage of device driver data  
A new option in the ini file equivalent to the new **Auto-identify device driver files** option in Analysis Workbench has been added. When enabled (the default), files that cannot be identified by the standard SAI recognition and have the new Device Driver attribute will be marked as recognized in the Enriched Scan File.

## Enhanced integration of XML Enricher with Connect-It

The Enriched Scan Files generated by the XML Enricher are used by Connect-It to populate AssetCenter and ServiceCenter. However, parsing the file data in Connect-It can take a long time. A few key fields from the file data have been made available in the applications section to speed things up.

- **Last Used** time added for each application  
A new attribute has been added to each recognized application, containing the estimated **Last Used** time. This data is calculated as the **Last Accessed Time** of the Main File of the application. If multiple Main Files are identified, the newest time is used.
- The option to **Preserve Last Accessed time** has been changed  
Since we now make better use of the Last Accessed time, it is important that the Scanner does not change this. The option to preserve the last accessed time will be enabled by default (even though this causes the Scanner to run slower).
- Directory name for each application has been added  
A new attribute has been added to each recognized application, containing the Main directory for the application. This data is simply the directory containing the first Main file identified for the application.



- Speed when processing large scans has been improved significantly  
Processing large scan files could take a long time, sometimes as much as several hours. The internal algorithm has been optimized and scans can now be processed in linear time. (On a fast machine, it now takes less than 10 minutes to enrich a 50MB compressed scan file).

## Ability to work with Peregrine Network Discovery

Customers that have purchased both Network Discovery and Desktop Inventory can make use of the Peregrine appliance to process and launch scans.

A web-based User Interface is used to configure schedules for distribution and execution of Scanners, retrieval of scan files, etc. Once this has been configured, inventory data is automatically collected, analyzed and published both as internal reports and through a well-structured database accessible via ODBC.

### Further information

- Information on what you need to do to set up the software can be found in the Network Discovery document, *Using Network Discovery with Desktop Inventory*.
- An introduction to what can be achieved can be found in the section entitled *Using Desktop Inventory with Network Discovery* in the *Desktop Inventory User's Guide*.

## Improvements to Viewer and Analysis Workbench

- Analysis Workbench State Images are now compressed to save space. As a result, State Images are around 75% smaller than in previous PDI versions.  
Backwards compatibility to earlier state image versions has been retained. When such state images are loaded and re-saved, they will be compressed and can no longer be loaded into older versions of Analysis Workbench.
- It is now 10-15% faster to load xml.gz scan files into Viewer and Analysis Workbench.

- When scans are loaded into Analysis Workbench or Viewer, the captions defined by the user for the User and Automatic fields are now used in place of the default ones. If loading data from multiple scans, where different asset questionnaires are used, the data from the 'last' loaded scan files will be used for all scans.
- Compare function in Viewer now has a **Go To** option  
When looking at a comparison, it is useful to be able to right-click and select **Go To** (or double-click). This highlights the relevant hardware item or directory and file for both of the scans being compared

## Improvements to Scanner Generator

- Enhanced Asset Data view in Scanner Generator  
The asset data view in Scanner Generator mirrors the Scanner view and shows **Required** fields in bold.
- For Sequence Fields, the Ignore list now treats strings of the form \*STRING\* in a different manner. The \*s are ignored, and any string that contains the text between the two asterisks will be ignored.  
This is useful when trying to ignore certain strings based on a partial match, for example when trying to filter invalid MAC addresses.

## Other Scanner improvements

- Better Time Zone detection  
For managing machines in several time zones, the scanners now detect whether Daylight Savings is in effect, as well as the the time zone offset from GMT in minutes.
- Windows Serial Number detection  
Windows internally stores a Serial Number, which is now collected by the Win32 Scanner.
- Detection of Windows Server Clusters  
The Win32 Scanner now detects if a machine is part of a cluster of servers, the name and description if the cluster, and the list of nodes connected to the cluster.
- Ability to change location of infrtool.ini

Some customers run the Scanner in environments where the root of C:\ is not writeable, or where it is undesirable to write to this location. The Scanners are now able to make use of `infrtool.ini` when written to another directory. The alternate directory location can be specified on the command line or by modifying the registry before running the Scanner.

- Detection of UNIX executable file types

In order to make UNIX application recognition more robust, the UNIX scanners can now detect and report platform-specific executable file types such as ELF and COFF.

- Collection of SMS Unique ID

Many customers used SMS prior to deploying Desktop Inventory, and the Scanners can now detect the SMS Unique IDs used to identify workstations (for both SMS v1 and SMS v2).

- New selection method for default asset data in Unix/Linux scanners

Instead of `&<enter>` to use the existing value, now `<Enter>` alone does it. To clear a field that has a value already, use `%<Enter>`

## Other improvements

- An index has been added to the *Desktop Inventory User's Guide*.

- The Application Name column in the ApE database has been extended  
This column contained a maximum of 40 characters in Desktop Inventory 7.2 and earlier. This sometimes caused a problem when importing data produced in Analysis Workbench, which allows names of up to 255 characters to be entered.

- New Limited Installer

In order to make it easy to distribute just Analysis Workbench and Viewer to department heads who need to view and analyze their own data, an alternate MSI Installer including just these components has been added.

- New option to specify logging level in XML Enricher

A mechanism for controlling the logging level from very verbose to no logging has been added.

- The Splash screen no longer stays on top if the user focuses another application during startup.

- The Sample Scan Files have been updated to demonstrate the capabilities of the Desktop Inventory 7.3 Scanners.

# Compatibility

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

<http://support.peregrine.com>

After logging in with your login and password:

- 1 Under **Search by Product**, select **Desktop Inventory**.
- 2 Under **Support Resources**, select **Compatibility Matrices**.
- 3 Follow the path for the Desktop Inventory version you require.

## 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*.

## Corrections

Desktop Inventory corrects several issues in version 7.2. 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.

### History of Corrections

Release notes for Desktop Inventory versions 7.0, 7.1.1 and 7.2 have been included with this release. Enhancements and Corrections for these releases can be found in the corresponding document.

Area	Bug Number	Description and resolution
<b>Analysis Workbench</b>		
	10664	Analysis Workbench tagging when item was unidentified was not working correctly. Fixed
	10659	Quick config let you change the recognition settings after scan files had been loaded into Analysis Workbench. Fixed
	10663	When setting the autosave to 'When layout changes' and you added a new window, the action was very slow . Fixed

Area	Bug Number	Description and resolution
	10508	If a new subdirectory was added when creating a User.SAI it appeared to have been created but has not been. Fixed Analysis Workbench now creates the directory if the one specified does not exist.
	10529	The Machine and Asset data check box had no effect. When this option is unchecked, only minimal hardware data (less than 10 fields) is now loaded. Also when this option is disabled, Asset Data Edit Mode cannot not be activated since Asset Data is unavailable. Fixed
	9228	Deleting applications and then adding a new one into the User SAI was not refreshing the publisher information. Fixed
	10019	Analysis Workbench State Images did not work correctly when using installed applications recognition. Fixed
	10030	When Using installed applications recognition, some filenames in Analysis Workbench were blank The problem occurred for installed apps without a Description, in which case the software now uses the Hidden Description field to generate a file name. Fixed
	10208	Analysis Workbench showed an error a file in the teaching dialog was unchecked when logging was enabled. Fixed
	10352	Analysis Workbench was not forcing the recognition settings to stay the same after loading a state image The issue arose if the user showed the Load Options after loading the state image, and then hit Cancel. Fixed.
	10391	“Collection error” unloading a scan file Fixed
<b>Application Encyclopedia</b>		
	10171	Filenames entered manually into ApE Explorer were not being converted to lower case. Fixed

Area	Bug Number	Description and resolution
<b>Documentation</b>		
	9834	No mention of MySQL in the Size allocations in the install guide Fixed
	10516	Analysis Workbench Text File Extract description improvement in users guide. Fixed Added to this section is the information that the file you wish to extract from has to be a file that is included in the Stored Files section.
	10528	Description of the Analysis Workbench Load options Memory options were not correct In the User's Guide the Options listed under the Memory tab were different than those actually on the Load Options Memory tab window. Fixed
	10207	Scripting section of Analysis Workbench Help was wrong and had missing information. Fixed
	10505	Screen capture of Analysis Workbench Load Options Recognition tab was not up to date in the User's Guide. Fixed
	7506	Help file in Viewer screen captures needed to be updated Fixed
	8372	Scanner Generator missing help files on the Scenario page, Appliance tab. Fixed
	10200	File Extract explanation needed a note. In the description of the File Extract fields, step 4 explained how it was possible to use the name of an environment variable as part of the file name. A note was added that the environment variable name must be in upper case for this to happen; if it is not, the string is interpreted as a literal.
<b>Scanner Generator</b>		

Area	Bug Number	Description and resolution
	10350	Asset Questionnaire: Could not select IP address in sequence or combination fields When using the combination field or sequence field in the Scanner Generator, the option to select IP address was missing: Fixed
	10378	An Access Violation was reported when a Label field was moved in the Scanner Generator Asset Data window. Fixed
<b>Scanners</b>		
	9934	Pick list not working for Dos and OS/2 Scanners. Fixed
	9823	Refilling data in Unix scanners If text was entered instead of picking a value from the list the text would not be refilled when the scanner was run again. Fixed The Unix Scanners now accept the refilling value as free text for “pick or type” fields.
	10691	The DOS Scanner was sometimes displaying the same asset field twice. Fixed
	10676	The Unix Scanner could give a core dump when detecting Unix Systems Configuration Data in Solaris 9 Fixed
	10645	Scanning for the Compaq Asset Tag on a compaq n800c laptop caused a blue screen. The logic has changed so potentially faulty Compaq code is not called if the asset tag is available from SMBIOS.
	10462	Missing CPU Type and MAC Address information from the AIX Scanner on French AIX. The Rated CPU Speed was different than the actual CPU Speed. Fixed <ul style="list-style-type: none"> <li>■ Code was added to detect CPU type PowerPC,RS64-III; 2.</li> <li>■ Made the rated CPU speed unit MHz.</li> <li>■ Now detects all network cards</li> </ul>



Area	Bug Number	Description and resolution
	10728	The DOS and OS/2 scanners did not handle the last asset data field correctly. Fixed
	10749	The Unix scanners did not recognize ext3 partitions. Fixed
	10753	The Creation Method field was set to Win32 Scanner for all Unix scans saved as xml.gz. Fixed
	9801	[Include] not working in Unix The following .override.ini on a Unix machine was not working: [include] dir=/tmp [exclude] dir=/sbin dir=/etc/rc. The resulting scan file was excluding the two dirs correctly but was not including the /tmp directory. Fixed
	9826	The Win16 Scanner showed that it has scanned 35 gig but the hard drive was only 6gig. Fixed The amount scanned is now correct and does not count 'extraneous' Win95 directory entries that are not used in Win16. Also fixed is the Viewer's display of such scan files. Note that the bug only occurred when using the Dos/Win16 Scanner to scan systems with Win9x long filenames on them and when the Scanner ran in native Dos/Win16.
	9964	When scanning a system with NTFS with a DOS Scanner the information from the NTFS partition was not found or scanned. Fixed The problem was that in DOS, Win16 and OS/2 the list of directories to scan was not sorted properly.
	10167	The handling of 'Low file handles' has been changed. The four options we allowed previously are now 3: <ul style="list-style-type: none"> <li>■ a) Ignore the error and continue</li> <li>■ b) Ask user if we should abort or not</li> <li>■ c) Tell the user about the problem and abort.</li> </ul> In WinNT/2K/XP and OS/2, the Scanners will always 'Ignore' this error - the scanners can no longer edit config.sys.

## Viewer

Area	Bug Number	Description and resolution
	10411	When two IPs were assigned to a single network card, Viewer could not display them both Fixed
	9518	Viewer and Analysis Workbench could not see files with dots in the file name. Fixed
	9655	The Viewer did not force the selection of any options on the Options page when comparing two scan files. Also it did not force the selection of any data when exporting to CSV. To be consistent with other components the ok button should have been disabled when nothing is selected Both problems are now fixed.
	10323	Last Viewed file under the File menu in Viewer displayed invalid file names. If you dragged an invalid scan file into the viewer an entry was added to the File menu of the Most Recently Used scan files even though the file was never actually viewed because it was invalid. Fixed Viewer now only adds files it can actually load to the MRU list.
<b>XML Enricher</b>		
	10445	XML Enricher produced an incorrect value in the licencedby field for identified applications participating in a licence relationship. Fixed
	10384	Problem with the XML Enricher processing scan file. Fixed The issue was caused by machines that supported the MCA bus but do not have any MCA cards installed. Such scans can now be read correctly
	10385	Enriching Japanese FSFs with DBCS hardware data created an invalid XML scan file. Fixed

Area	Bug Number	Description and resolution
	10211	<p>If one of the Enricher directories were not writable, the service would fail in a confusing manner:</p> <p>A 'Warning' was added to the event log. This should have been an 'Error'.</p> <p>The Net Start command said that 'The service did not start' but did not return an error code.</p> <p>This typically only would happen if the Service was set to use network drives and was not changed to log in as a user. The default Local System account cannot access the network.</p> <p>Fixed.</p> <p>The access violation has been fixed. If initialization fails, the service terminates with an error code of 1.</p> <p>An error message is now classified as 'Error' in the event log and does not appear with the misleading message</p>
	10215	<p>XML Enricher stopped running when scan files were being processed. This was caused by a buffer overflow in the XML Writer code, where the buffer length was exceeded by 1 byte in about 1 in 60000 writes.</p> <p>Fixed</p>
	10336	<p>XML Enricher took a long time for large scan files.</p> <p>The time taken to enrich large scan files is now much reduced.</p>
<b>Misc</b>	10683	<p>Misleading error message in FSF converter wizard. When you tried to enrich scan files that were version 7.0 and up you got the following error messages:</p> <p><b>The scan file was created with a newer version of the software</b></p> <p>This gave the impression that it was created with newer version of the software that were currently be used.</p> <p>The error message has been fixed. The error message now says</p> <p><b>This scan file does not need to be converted</b></p>

## Known Issues

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

- The Scanner does not support Windows 2000/XP Dynamic Disks.

To work around the issue, choose the Default Drive selection, with which the scanner will scan the drives as “Device Driven” local hard disk drives.

- Desktop Inventory cannot detect two monitors connected to different video adapters.

This is the limitation of the BIOS interface used to detect monitor data.

- Problems with XML.GZ files in Japanese

When saving the Scan as an XML.GZ file the scan file was unable to be read by the Viewer and the XML Enricher could not process it.

This problem was caused by malformed Japanese character sequences in the source data. Desktop Inventory does not handle this. As a temporary measure, the Scanner and XML Enricher now validates each string before it is written, in order to avoid corrupting the XML file.

Specifically, the problem happens when a string (such as the User Name) is a Japanese string that ends in an invalid ‘first-character’ (where the second character that is necessary to form a full character is missing). With this change, old FSF files with this problem can be enriched successfully. Old xml.gz files that have this issue can not be used.

- Problem when uninstalling the software

If you select the **Change** option when uninstalling Desktop Inventory 7.2 or 7.3 and remove all of the items, it works incorrectly. If you want to remove everything from the install, do not select **Change**, but select the **Remove** option.

## 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.

<b>Title and Part Number</b>	<b>Description</b>	<b>Format</b>
<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>	Print and PDF
<i>Release Notes DI 7.2.0</i>	Contains information relevant to users upgrading from PDI v7.2.0 or earlier.	PDF
<i>Release Notes DI 7.1.1</i>	Contains information relevant to users upgrading from PDI v7.1.1 or earlier.	PDF
<i>Release Notes DI 7.0.0</i>	Contains information relevant to users upgrading from PDI v7.0.0 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 7.3 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>Application Encyclopedia Explorer 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>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 7.3 documentation is softcopy, available on the Documentation CD and from Peregrine's CenterPoint Web.

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.

You can order printed guides from Peregrine's CenterPoint Web site:  
<http://support.peregrine.com>.

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

- 1** Under **Search by Product**, select **Desktop Inventory**
- 2** Under **Support Resources**, select **Documentation**.
- 3** Follow the path for the Desktop Inventory version you require.
- 4** Click **Order Books** to display a page for entering your order.

## Language Support

Desktop Inventory 7.3 will work in any SBCS locale as well as in Japan. This product is not localized and ships in English only.

## Need Further assistance

For further information and assistance with this release or Desktop Inventory 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:**

- 1 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](mailto:support@peregrine.com)

## Contacting Education Services

Training services are available for the full spectrum of Peregrine Products including Desktop Inventory.



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: Education Services  
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