

Support Announcement

InfraTools™ Desktop Discovery (IDD)

December 1, 2003

To give our customers the most effective support and maintenance, Peregrine provides notice when it is necessary to end support for legacy product versions. It's our intent to advise customers well in advance to best enable planning for support needs and upgrades to new versions.

Please see the table below to view the End-of-Service dates for InfraTools Desktop Discovery. We strongly recommend that customers upgrade to the products listed under "Recommended Upgrade." Information to assist in migrating from IDD to the new product releases of Peregrine's Desktop Inventory (PDI) is available at <http://support.peregrine.com/> to assist you in migrating. We encourage you to complete your upgrade prior to the end-of-service date.

Customers who are currently using one of the versions of IDD noted below are encouraged to contact their Peregrine support representatives to obtain assistance in planning their migration. Peregrine also provides other resources supporting upgrades, including upgrade labs, training courses, and professional services assistance.

If we can provide any additional information on the planned end-of-service date or upgrade services for IDD, please contact product support at support@peregrine.com. In addition, you'll also find information about current Peregrine's current maintenance and support policy online, as well as a list of current, supported non-current, and retired products and versions at the customer support Web site.

Thank you.

Product	General Availability Date	End-of-Service Date	Recommended Upgrade	Additional Details
IDD v 6.03	08 Aug 2001	30 Nov 2004	Desktop Inventory v 7.3 or greater	Note 1, 2, 3, 4
IDD v 6.02	26 Feb 2001	30 Nov 2004	Desktop Inventory v 7.3 or greater	Note 1, 2, 3, 4
IDD v 6.01	01 Dec 2000	30 Nov 2004	Desktop Inventory v 7.3 or greater	Note 1, 2, 3, 4

IDD v 5.12	28 Feb 2000	30 Nov 2004	Desktop Inventory v 7.3 or greater	
IDD v 5.11	23 Nov 1999	30 Nov 2004	Desktop Inventory v 7.3 or greater	
IDD v 5.10	28 Jun 1999	30 Nov 2004	Desktop Inventory v 7.3 or greater	Note 5

Notes:

1. Customers under active maintenance can upgrade from InfraTools Desktop Discovery to Desktop Inventory v7.x, as documented in the Desktop Inventory manuals. Please consult Customer Support for more details on migrating to the latest release of Desktop Inventory.
2. Includes Automated Inventory (marketing bundle offered as module to AssetCenter and ServiceCenter that included IDD)
3. Includes InfraCenter for Workgroups v2.0, 2.5, and v3 which incorporated components of IDD v6.x.
4. Software Application Index (SAI) library support for IDD v6.x will continue through 31 Dec 2003 only.
5. Prior to the acquisition of fPrint in Apr 1999, the final branded release under fPrint was v5.04 released in May 1999.

Glossary of terms:

General Availability: the first date the specified version of the product is available for production use by customers.

End of Service: the last date support calls will be accepted for the specified version of a product.

Recommended Upgrade: product and version to which we strongly recommend customers upgrade

Additional Details: this may include the recommended version to which users should upgrade to, or recommended product to which users should migrate to based on the End of Service date.

Release Labeling Example: ServiceCenter 5.0.3.2 indicates version 5.0, maintenance pack 3, patch 2.

For the InfraTools Desktop Discovery Migration Checklist, [please click here \(143KB\)](#). Please visit www.peregrine.com for support information relating to Peregrine's other products.

This document was created with Win2PDF available at <http://www.daneprairie.com>.
The unregistered version of Win2PDF is for evaluation or non-commercial use only.