

# Support Announcement:

## Peregrine Desktop Administration (PDA)

February 23, 2005

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 Peregrine Desktop Administration (PDA). We strongly recommend that customers upgrade to the products listed under "Recommended Upgrade." Information to assist in migration from PDA is available at <http://support.peregrine.com/> to assist you with common migration questions.

Peregrine Desktop Administration has three key functions, which require different steps and/or migration alternatives. These three functions include:

- **Remote Control (remote desktop administration)** – this functionality will be migrated to our preferred third party vendor – LANDesk. LANDesk Remote Control provides functionality that is equivalent to "remote control-like" functionality that is currently part of PDA.

For the initial period of six (6) months, from February 10, 2005 to August 10, 2005, the following customers are eligible for a free license migration on a seat for seat basis:

1. Customers who are currently active on maintenance. (For migration customers, LANDesk will honor the remaining term of your Peregrine PDA maintenance contract at no charge to you or Peregrine. The remaining term of your current Peregrine maintenance contract shall be valid for LANDesk product support only. At the point of renewal, you shall renew directly with LANDesk); or
2. Customers who are not currently active on maintenance but will back pay Peregrine to bring their maintenance current

### **Migration to LANDesk R/C**

To verify if you are eligible for a free license migration, please contact LANDesk. Your free-licenses will be valid upon your signing of a new maintenance contract with LANDesk. All remaining IRC or PDA customers who did not migrate during the initial six (6) month period will be considered new end users and LANDesk MSRP shall apply to the purchase of licenses to use the Remote Control functionality of LANDesk® Management Suite.

### **Resources**

To assist in the successful migration of IRC or PDA to LANDesk R/C, LANDesk and its authorized channel partners are ready and available to help. Please contact LANDesk to get started today.

LANDesk contact:  
Philip Graham  
[Philip.graham@landesk.com](mailto:Philip.graham@landesk.com)  
(801) 208-1496 (United States)

- **File/software distribution** – this functionality will not be replaced and there is currently no third-party migration available from Peregrine
- **PDI/IDD agent distribution, target selection and scheduling** – this functionality will become part of the follow-on PDI/IDD product called Peregrine Enterprise Discovery (PED), which is currently scheduled for General Availability in CYQ2 2005.

Customers who are currently using one of the versions of PDA 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 IRC, please contact product support at [support@peregrine.com](mailto:support@peregrine.com). In addition, you'll also find information about 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
PDA v6.1.0	06 Feb 2002	June 30, 2006	See Above	Note 1, 2, 3
PDA v6.0.1	08 Oct 2001	June 30, 2006	See Above	Note 1, 2, 3

**Notes:**

1. Only Customers under active maintenance can upgrade from Peregrine Desktop Administration to any of the options presented above. There is no data migration utility available to simplify migration from PDA and any of the migration options presented, however Desktop Administration connectors are available with the Peregrine Connect-It Base offering (Peregrine-to-Peregrine and Peregrine to LANdesk integrations) which would support the development of mapping scenarios between the two products to

migrate data. In lieu of this integration effort, Peregrine recommends a new implementation be undertaken.

2. Includes InfraCenter for Workgroups v 2.0, 2.5, and v 3 which incorporated components of PDA v 6.x.

3. Migration from PDA PDI/IDD agent distribution functions will only be available for customers who are active on their maintenance for InfraTools Desktop Discovery, Peregrine Desktop Inventory, Automated Inventory, InfraCenter for Workgroups, or Peregrine Enterprise Discovery.

### ***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 Peregrine Desktop Administration Migration Checklist, [\(148KB\)please click here](#)

Please visit [www.peregrine.com](http://www.peregrine.com) for support information relating to Peregrine's other products.

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