

# Support Announcement: InfraTools™ Remote Control (IRC)

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 is our intent to advise customers well in advance to best enable planning for support needs and upgrades to new versions.

Peregrine discontinued the support of IRC (please see table below for product name and versions) on November 30, 2004. After an extensive evaluation of suitable replacement technologies, Peregrine is pleased to offer our customers a migration option to the Remote Control functionality only of LANDesk® Management Suite version 8.5, called LANDesk Remote Control (LANDesk R/C), provided by Peregrine Preferred Partner LANDesk Software, Inc.

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 IRC 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 were active on maintenance up until November 30, 2004; or
3. Customers who were not active on maintenance as of November 30, 2004 but would like to bring their maintenance current by back paying Peregrine from the time their maintenance lapsed or expired to November 30, 2004

## **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:

Phillip Graham  
[Phillip.graham@landesk.com](mailto:Phillip.graham@landesk.com)  
(801) 208-1496

If we can provide any additional information on the planned end-of-service date or migration services for IRC, please contact Customer Support at [support@peregrine.com](mailto:support@peregrine.com). In addition, you will 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.

Product	General Availability Date	End-of-Service Date	Recommended Upgrade	Additional Details
IRC v 5.53	06 Feb 2002	30 Nov 2004	LANDesk R/C	Note 1
IRC v 5.52	08 Oct 2001	30 Nov 2004	LANDesk R/C	Note 1
IRC v 5.51	20 Jul 2001	30 Nov 2004	LANDesk R/C	Note 1
IRC v 5.5	03 Apr 2001	30 Nov 2004	LANDesk R/C	
IRC v 5.0	30 Nov 2000	30 Nov 2004	LANDesk R/C	
Remote Mgmt v 4.2b	05 Feb 1999	30 Nov 2004	LANDesk R/C	Note 2

Notes:

1. Includes InfraCenter for Workgroups v 2.0, 2.5, and v 3 which incorporated components of IRC v 5.x.
2. Prior to the acquisition of ISS in Sep 1998, the final branded release of Remote System Management was v 4.2 released in June 1998

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 IRC Migration FAQ, [please click here \(187KB\)](#) .

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