Maintaining your systems with the IT Resource Center (www.itrc.hp.com)

HP World 2002

Session Number 201

Jason Luginbuhl – Hewlett-Packard

Jason_Luginbuhl @ hp.com

HP WORLD 2002
Conference & Expo

What is the IT Resource Center ?

- Single source

- Personalized

- Multi-layered

- Growing to span the life-cycle of assets

ITRC–Expert Resources for Faster, Smarter IT Decisions

HP WORLD 2002
Conference & Expo

What's in the ITRC?

Maintenance / Support

The tools required to keep your environment operating smoothly and effectively.

Forums

Share your experiences, learn from others. Ask a question, help provide an answer. Earn recognition from your peers.

Training and education

Seminars, self-paced training and virtual classrooms on multi-vendor, multi-platform topics.

IT resource center

→ maintenance and support

Comprehensive software, hardware, and network support information and tools to help you manage your multivendor computing environment. Americas/Asia-Pacific support customers should use our Americas/Asia-Pacific site.

→ search technical knowledge base
→ navigate knowledge trees and response center FAQs
→ browse support information by product
→ individual patches
→ software update manager (SUM)
→ software call manager
→ hardware call manager
→ more...

→ forums

Talk with other IT professionals on a wide variety of topics. Ask a question or earn points helping your peers solve their technical problems in this unique discussion area.

→ training and education

Our extensive library of high-quality online courses makes it easy to continuously learn new skills and stay up to date on ever-evolving technology. Select from more than 2000 self-paced web-based trainings and live instructor-led online seminars to efficiently train employees and reduce overall training costs.

HP WORLD 2002
Conference & Expo

Why Use the IT resource center?
It's more than just a site for troubleshooting!

Key Tasks

• Manage changes in your environment (e.g. OS migration or disaster recovery)

• Learn about technologies and how to use them

• Proactively manage the components of your environment

• Find answers to questions and solutions to problems

Key Benefits

• Optimize speed: make better, faster IT decisions

• Maximize control: gain control across your IT lifecycle

• Minimize risk: make informed decisions

HP WORLD 2002
Conference & Expo

What's New Since HP World '01…

• Continued focus on improving ITRC performance & availability, specifically in the Technical Knowledge Base and Patch Database
• Introduction of online web collaboration through the Technical Knowledge Base

• Introduction of Software Update Manager and Patch Database usability improvements

• Ability to access Software Update Manager, Software Call Manager and Hardware Call Manager from the ITRC home page

• New Forums categories and features added

Targeted for September 2002 and beyond…

- Continued focus on improving ITRC performance & availability, specifically ITRC home page, Knowledge Trees/FAQs

- New Support Call Manager for submittal and viewing of hardware and software calls

- System Handle linking improvements

- Integration with appropriate IT professional Compaq support content and tools (*)

- Navigation improvements (*)

(*) Targeted for ITRC after September 2002 or in 2003

General Information

Left Bar → Primary navigation

Right Bar → Contextual navigation

My Profile : User information (including support/warranty) & where you enable access to services

Legend:

→ Provides information about the service

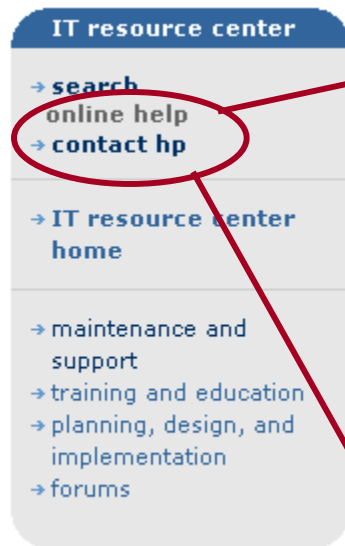→ Indicates an entitlement/contract is required

→ Indicates user can pay per use

General Information

Online Help

main topics

In this section, you will find links to descriptions of the various ITRC maintenance and support services. Select the "choosing a self-solve tool" link for guidance on which tool to use to troubleshoot a problem on your own.

→ maintenance and support overview
→ self-solve tools
  → choosing a self-solve tool
→ patching
→ software downloads/licensing
→ collaborate with hp and peers
→ assessment/optimization
→ diagnostics
→ notifications

related topics

Link to other ITRC online help information and references including question and answers, online sales information, legal and privacy notices, and the main ITRC online help page.

→ faq - ITRC
→ ordering ITRC online services
→ legal and privacy notices

→ return to ITRC online help main page

search tools

→ search all of IT resource center
→ search PC, driver, printer information
→ search all of hp.com

IT resource center

→ search
online help
→ contact hp

→ IT resource center home

→ maintenance and support
→ training and education
→ planning, design, and implementation
→ forums

Contact HP

e-mail hp

→ ask a question about using the IT resource center

→ send us feedback about improving the IT resource center

We forward e-mail requests that are not related to the IT resource center to the appropriate Hewlett-Packard organization. However, we cannot guarantee a response time or the availability of e-mail support for forwarded messages. Please consult the company-wide contact hp page to locate the right destination for you.

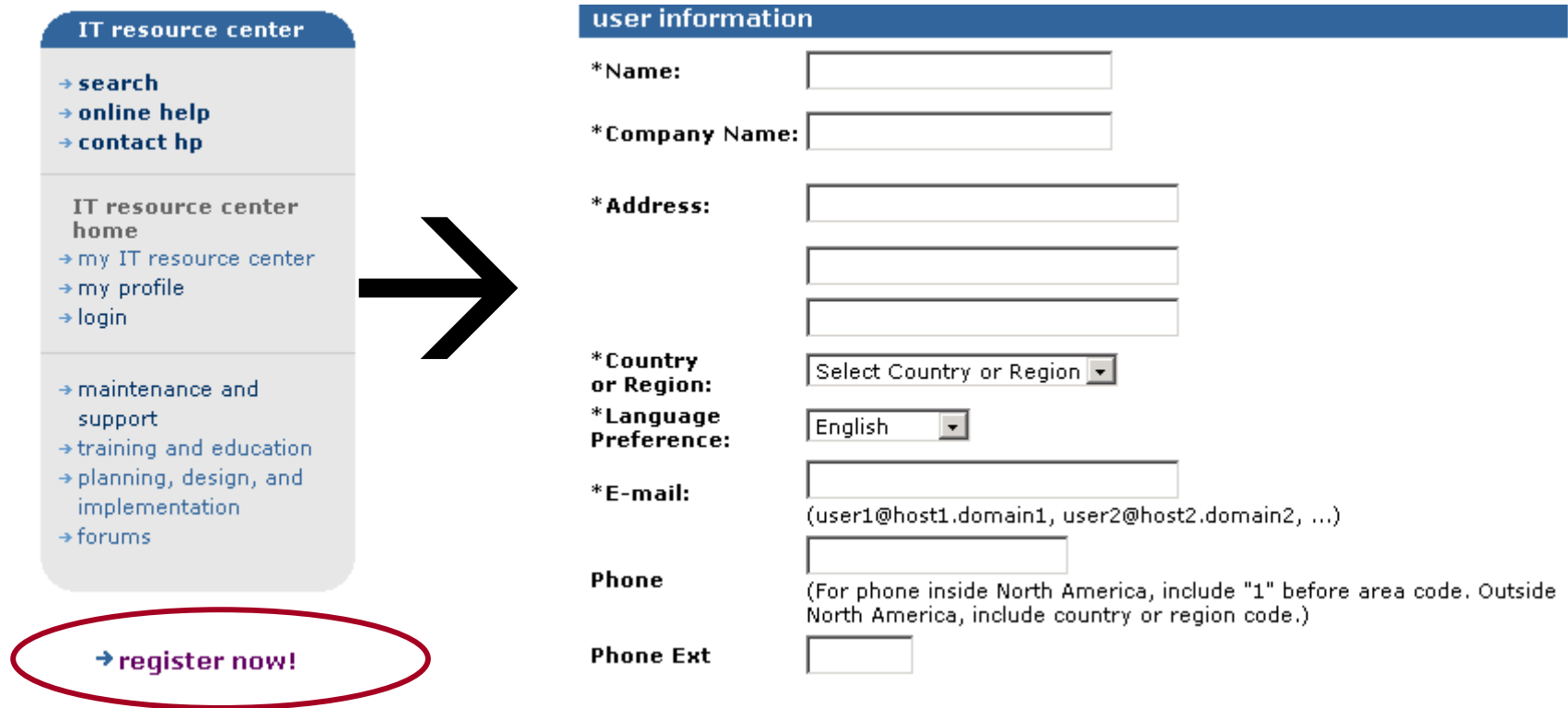## Online Help includes the following:

–Description of service

–FAQ

–Tools to help you find content

Contact HP includes the following:

–Provides email for usage support (questions and issues on how to use the site)

– Provides email for feedback (opportunity to deliver your input on issues, opportunities for improvements, etc.)

HP WORLD 2002
Conference & Expo

How does the ITRC work?

Level Of Service	Access to Support/Content	Minimum Requirements
Entitlement	Depends on level of support contract	Must register AND link your contract (link a system handle)
Purchase as you go	Purchase support and content needed (still limited access)	Register and pay with credit card
Free	Limited content and services	Only need to register

HP WORLD 2002
Conference & Expo

How to Register/Link a System Handle

www.itrc.hp.com → **Click Register Now** → **Fill in registration information**

How to Register/Link a System Handle

Click My Profile → Select Enable Access to Additional Services →

Provide System Handle AND Support Agreement Number (OR Serial Number)

IT resource center

→ search
→ online help
→ contact hp

IT resource center home
→ my IT resource center
→ my profile
→ login

→ maintenance and support
→ training and education
→ planning, design, and implementation
→ forums
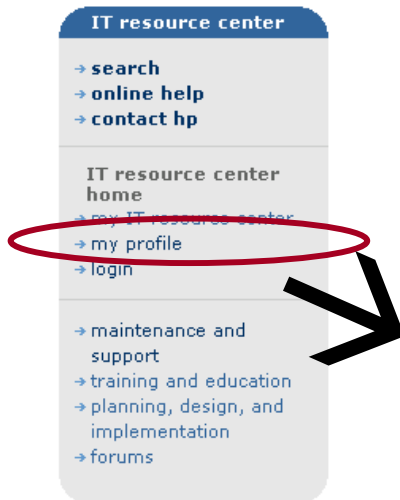
enable access to additional services

→ link a support agreement to your user id

Access additional IT resource center services and applications by linking an Support Agreement (System Handle) to your User ID

System Handle: _____ *exact match*

Support Agreement Number or Serial Number: _____ *exact match*

→ RESET   → LINK SYSTEM HANDLE

HP WORLD 2002
Conference & Expo

System Handle linking improvements targeted for September 2002

- Ability to link a System Handle and then see and link related System Handles at the same time

- Ability for users (with valid System Handle information) to see who owns the System Handle if it is already linked by another user

System Handle: [   ] *exact match*

Support Agreement Number or Serial Number: [   ] *exact match*

☑ **Also show me** related **System Handles (so I can select which to link additionally)**

→ RESET   → LINK SYSTEM HANDLE

→ printable version

(hp invent)

system handle linked successfully

This confirms your linking System Handle **abc123**. We have also detected the following **50** related System Handles. Would you like to link additional related System Handles now? Please check one or more as needed. If not, please click on the "DONE" button.

IT resource center

→ search
→ help
→ contact hp

→ IT resource center home
→ my IT resource center
my profile
→ login

→ maintenance/support

link	system handle ▼	platform	support type	status
☐	lmn789abcdefghigklmw	HP 9000	software, hardware	linkable
	qrs123 Already linked by <name>, <email>	HP 9000	software	not linkable

HP WORLD 2002
Conference & Expo

Other Profile features – Share or Re-assign a System Handle

user access privileges

→ share/modify access privileges

Share / unshare access privileges from a linked Support Agreement (System Handle) or Warranty with other registered users. You will remain the primary user.

→ reassign access privileges

Turn over all access privileges from a linked Support Agreement (System Handle) or Warranty to another registered user. Your privileges will be lost.

Share specific services with other users

OR

Re-assign ownership of the system handle

Service	Share	Do not Share
Custom Patch Manager	◉	○
Diagnostic Utilities	◉	○
Knowledge Trees	◉	○
Software Call Manager	◉	○
Software Update Manager	○	◉
Response Center Information	◉	○
Technical Knowledge Base	◉	○

→ RESET   → UPDATE

HP WORLD 2002
Conference & Expo

August 1, 2002

ITRC–Expert Resources for Faster, Smarter IT Decisions

objective	location/tool	focusing/limiting results
Search ITRC content	On all ITRC pages; top left	Specify Search Type, Search Category, Keywords/Phrases, and Search Criteria (if any)
Search for relevant Documents	Technical Knowledge Base	Enter Keywords/Phrases; sort results by date, score, and Doc Type
Scan the most frequently accessed topics.	Technical Knowledge Base	"Hot Topics" hyperlinks are displayed automatically on right side of screen when available
Access a Document by Doc Id.	Technical Knowledge Base	Specify Doc Id.
Search for relevant patch information and patches	Individual Patches	Specify platform; browse patches or enter a Keyword Search
Access a Patch by Patch ID	Individual Patches	Specify Patch ID
Search for solutions or relevant FAQs	Knowledge Trees	Natural language and Boolean searches; directed, increasingly refined specification of problem leading to a solution
Search for a solution to a hardware question or problem	Browse Support Information by Product	Follow the product family tree to find one or more topics about your hardware model
Search relevant Forums postings	Forums; within any of the software or hardware forums	Specify OS; enter Keywords

HP WORLD 2002 Conference & Expo

General Information

Search the ITRC –

– Select the domain(s)

– Select how you'll search (all words, any word, exact phrase or boolean)

– Select how to view results

HP WORLD 2002
Conference & Expo

Maintenance & Support

ITRC

Training/Education

IT Forums/Community

HP WORLD 2002
Conference & Expo

Maintenance & Support

HP WORLD 2002
Conference & Expo

Access to Knowledge

- Technical Knowledge Database
- Knowledge Trees & FAQs
- Browse Information by Products
- Proactive Notifications
- HPLive/Web Collaboration

Call/Case Submittal

- Software Call submittal
- Hardware Call submittal
- Per-Incident Cases
- HPLive/Web Collaboration

Software Management

- Software Updates
- Software License Management

Patch Management

- Patch Database
- Customized Patch Management

HP WORLD 2002
Conference & Expo

Maintenance & Support

Access to Knowledge

self-solve tools
- search technical knowledge base
- review hot docs
- browse support information by product
- navigate knowledge trees and response center FAQ's

Technical Knowledge Database

Allows you to search for technical support documents

Navigate Knowledge Trees & FAQs

Move from general issues to specific answers

Browse Information by Products

Move from high-level product categories to specific documents

Proactive Notifications

Sign-up for (or remove your name from) software updates, patch notifications, and a variety of support information digests

notifications
- software update announcements
- custom patch notification
- support information digests

HP WORLD 2002
Conference & Expo

ITRC–Expert Resources for Faster, Smarter IT Decisions

Maintenance & Support–HP Live /Web Collaboration

"HP Live button for problem
areas, routing to the most skilled
engineer available..

HP WORLD 2002
Conference & Expo

Maintenance & Support—HP Live /Web Collaboration

Maintenance & Support

Call/Case Submittal

Software Call submittal
Hardware Call submittal

→ submit a new software call
→ view summary of calls
→ edit call retrieval settings

View/Edit a Specific Software Call ID: [   ] → OK

collaborate

→ software calls (contract based only) ⓘ
→ hardware calls (contract / warranty based only) ⓘ ⚷
→ individual software incidents (purchased online) ⓘ ⚷
→ view 1-800-633-3600 menus (U.S. only) ⓘ
→ ask your peers in the forums ⓘ

Call Submission

step 4: provide problem details

Problem Description (maximum of 60 80-character lines)**: The **first line** will be used as the problem summary for your new call, in the Summary of Software Calls. Tips for describing the problem are available.

View your Calls

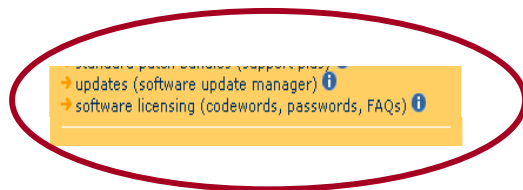|	call ID	system handle	src	status	submitted	last updated
UPDATED	3200166983	9000 ITRC	Phon	Received by HP	16 Aug 01 17:43 PDT	16 Aug 01 17:44 PDT
	ll /var/adm/syslog/syslog.log					

HP WORLD 2002
Conference & Expo

Maintenance & Support

Software Management

Software Updates

    Updates delivered via Physical Media (CDs) or via electronic download

please click on one of the links below

→ **update announcements**
view announcements for products related to your support agreement and new announcements

→ **updates on contract**
obtain software updates via electronic download or physical shipment

→ **status and history**
review status and history of your software update requests

→ **search updates**
search our database for software updates

→ **my preferences**
view your delivery preferences, product list or subscribe to software update announcements

→ **tools & helper applications**
resources to help you with this and other ITRC applications

Software License Management

    Retrieve License, Codewords, Passwords

to get and review your password/codeword on line

please enter below your Customer Identifier or License Number or Certificate ID:

[   ] → SUBMIT

HP WORLD 2002
Conference & Expo

Maintenance & Support—Patch Management

self-solve tools

→ search technical knowledge base
→ review hot docs
→ browse support information by product
→ navigate knowledge trees and response center FAQ's

patching

→ individual patches
→ standard patch bundles (support plus)
→ customized patch bundles (custom patch manager)
→ custom patch notification

downloads / licensing

→ individual patches
→ standard patch bundles (support plus)
→ updates (software update manager)
→ software licensing (codewords, passwords, FAQs)

collaborate

→ software calls (contract based only)
→ hardware calls (contract / warranty based only)
→ individual software incidents (purchased online) $
→ view 1-800-633-3600 menus (U.S. only)
→ ask your peers in the forums

assessment

→ customized patch bundles (custom patch manager)

diagnostics

→ passwords for hp-ux and mpe diagnostics

notifications

→ software update announcements
→ custom patch notification
→ support information digests

AMERICAS / ASIA PACIFIC

| hp home | products & services | supp |

patch database main

retrieve a single patch by entering the patch nam
(e.g. PHCO_12345 or 12345)

→ **hp-ux**
available hp 9000 patches for the series 800, 700
400 and 300

→ **firmware**
available patches for cpu, disk, tape, network, fib
channel, and i/o firmware

→ **mpe/iX**
available mpe/iX patches

→ **patches for applications on other
platforms**
patches for hp applications on NT, Solaris, SUNOS
and other operating systems

→ **hp-ux patch equivalency tables**
information regarding the status of hp-ux patches
when migrating to newer hp-ux OS releases.

/bhp/bin/doc.pl/

tools

→ large font (Netscape
4.7x on UX)

Patch Database allows you to enter in a specific patch name

OR

You can narrow your domain and then search through a list of patches

---

HP WORLD 2002
Conference & Expo

New Search/Results Page

All contexts have the same menu look.

Search options and results are on the same page.

Results show the latest patch along with the recommended.

Notes (reboot, critical, unavailable) are included here.

---

hp-ux

→ view download list

IT resource center

→ search
→ online help
→ contact hp

→ IT resource center home
→ my profile
→ login

→ IT management and strategy
→ maintenance and support
  → technical knowledge base
  → support info by product
  → knowledge trees individual patches
  → more ...
→ training and education
→ forums

→ register now!

1.) select hardware and os:

[800 ▼]   [11.00 ▼]

2.) search or browse the patch list:

[Search by Keyword ▼]

[nfs]   [→ SEARCH]

Search Criteria :
  ⦿ all words   ○ any word
  ○ exact phrase   ○ boolean

For general help in using Patch Database, read our Usage Guide.

Your search resulted in the following:

Note: Use the recommended patch if it is listed below and it meets your needs. If the recommended patch does not meet your needs, use the most recent patch.

description	recommended (hp rating)	most recent (hp rating)
s700_800 11.00 ONC/NFS General Release/Performance Patch	☐ PHNE_20371 ★★★ Notes: Reboot required after installation.	☐ PHNE_23833 ★★ Notes: Reboot required after installation.
s700_800 11.00 KI nfs performance fix and KI panic fix	☐ PHKL_16074 ★★★ Notes:	☐ PHKL_16074 ★★★ Notes:

🌐 Internet

WORLD 2002
Conference & Expo

Download patches page

The FFS server for the download can be selected

Patches can be bulk downloaded as well as via ftp/http

summary of features

Feature	Function	Benefit
Download "all"	Allows downloading of all of the patches in the download list in a single operation	Saves time and reduces errors by eliminating multiple download operations
Identify patches by number	No longer have to enter "PHKL_18543", just "18543"	Saves time and reduces frustration by no longer having to remember which patch type a particular patch is (e.g., phkl_ or phne...)
Consistent identification of dependent patches	Unlike current PatchDB, dependent patches are now the highest rated patches regardless of how the patches were initially identified.	Higher confidence that the patches delivered by PatchDB will not have unwanted side effects.
Navigational improvements	Allows iterative building of the patch download list	Eliminates clumsiness in identifying all needed patches
Display of HP Patch Rating	Graphic indicating 1 2 or 3 stars in Search and Browse results and the Download list	Provides information needed to make risk/benefit tradeoffs
Multi-column presentation of Search and Browse results	Multi-column presentation of Search and Browse results	Provides information needed to make risk/benefit tradeoffs.
Paging of Search and Browse results	Paging of Search and Browse results	Paging of Search and Browse results
Consistent handling of MPE patches	Automatically identifies dependent patches, HP Patch ratings for MPE patches, and multi column display of search and browse results	Reduces time and errors with patching MPE systems.

IT Forums/Community

Value

- Provides a free source of peer based advice & expertise
- Users participation is rewarded
- Research posted solutions to common issues
- HP Experts participate!

Discussion Areas

- Software forum categories
- Hardware forum categories
- IT Manager forum categories
- Business related forum categories

Features

- Daily forums notification provides updates on new discussions in key areas of interest
- Peer-peer point rating system
- User created public profiles
- Message activity tracking per user

Awards

- Participants earn points from peers
- Status levels awarded based on points earned
- Highlights are published on key users

HP WORLD 2002
Conference & Expo

Forms Access

- direct access at the default forums URL:

http://forums.itrc.hp.com

- at the ITRC home page, enter the Forums via the bold highlighted link or from the "Forums" navigational button on the left side panel

http://itrc.hp.com

IT Forums/Community

areas of peer problem solving

→ business related issues

→ business recovery planning

→ digital imaging

→ capshare
→ digital senders
→ general
→ photo systems

→ hp-ux

→ databases
→ general
→ LVM
→ networking
→ more...

→ Linux

→ general
→ networking
→ planning
→ system administration
→ more...

→ management software

→ general
→ OpenView applications
→ OpenView IT Service Management
→ OpenView Network Node Manager
→ more...

→ Microsoft

→ BackOffice products
→ general
→ Windows 2000
→ Windows 95/98/ME
→ more...

→ mpe/ix

→ database
→ general
→ networking
→ printers/spooler management
→ more...

→ multifunction, copiers, & fax products

→ black & white multifunction
→ color multifunction
→ fax products
→ general
→ more...

→ print servers & peripheral sharing

→ installation and management software
→ jetsend solutions
→ printer servers

→ printers

→ black and white
→ color
→ large format
→ photo
→ more...

→ servers

→ 9000
→ e3000
→ general
→ netservers
→ more...

→ storage

→ disk
→ disk array
→ general
→ optical jukeboxes
→ more...

→ workstations (hp visualize)

→ general
→ hp-ux based
→ Linux based
→ Windows based

Browse information/posts by major category/subcategory

Submit a new question

description of issue or question

1. Select the relevant IT Resource Center area:
- Please Select an ITRC Area -

2. How would you characterize your question?
- Please Select a Category -

3. Enter your question. Indicate the task you were performing, the steps you were able to complete, and describe the problem. (Please try to answer any additional questions that appear in the box below to help us answer your question.)

Search Forums by keywords

search the IT resource center

Search support information, training materials, community discussions, and news for multi-vendor multi-platform IT environments.

Search for [   ] → SEARCH

Search Criteria: ● All words ○ Any word ○ Exact Phrase ○ Boolean

Search in

Technical documents 🔑
problem fixes, engineer notes, white papers

Patches 🔑
HP-UX: ○ 10.20 ○ 11.00 ○ 11.11
MPE/iX: ○ 60.00 ○ 65.00 ○ 70.00

☐ **Manuals**
manuals at docs.hp.com

☐ **Training**
classes, seminars, web shops

☐ **Community Forums**
peers postings, peers issues discussions

Filter Category   Results per Page   Sort
In all categories ▼   25 per page ▼   Sco

HP WORLD 2002
Conference & Expo

Training/Education

HP WORLD 2002
Conference & Expo

value

hp's vast selection of more than 2000 online courses makes it easy to continuously learn new skills and stay up to date on ever evolving technology

topic areas

- **hp proprietary topics**
  e.g. HP-UX, OpenView, Itanium, Superdome, Printing & Imaging, ...
- **non-hp technical topics**
  e.g. Cisco, Microsoft, Linux, SAP, Web development,...
- **business- and soft sills**
  e.g. project management, business & administration, interpersonal skills,...

features

- improved GUI with new look & feel
- new and improved catalog structure
- improved navigation and search capabilities
- personalization features
- shopping cart functionality
- Tailored catalog views through e-coupons
- Improved performance

access options

- credit card payment for individual course registrations
- volume purchase plans
- free demo courses

HP WORLD 2002
Conference & Expo

Visit the ITRC Booth

- View the current site
- Ask detailed questions
- Provide your feedback on the site

Contact Information:

Jason_luginbuhl@hp.com

NOTE:

Provide your feedback on the site... via forms today, or use the ITRC feedback form.

HP WORLD 2002
Conference & Expo