

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

HP World 2002

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What is the IT Resource Center ?

- Single source
- Personalized
- Multi-layered
- Growing to span the life-cycle of assets



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.



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



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

IT resource center

- search
- online help
- contact hp
- IT resource center home
- my profile
- logout

maintenance and support

self-solve tools

- search technical knowledge base
- browse support information by product
- navigate knowledge trees and response center FAQs

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)
- ask your peers in the forums

legend

- requires additional authorization like a certain level of support agreement or online purchase.
- can be purchased online if you are not already entitled to it.

in the news

- you can still compete in the forums contest
- hp world special event for ITRC members
- new functionality from software update manager
- ITRC forums unveils new enhancements
- brand-rex: always running with hp isee
- web collaboration takes off

instant support

- about hp instant support and isee
- hp instant support
- ho instant support

Welcome, Pascale Vandebroucke!
(CA461319)

→ secure web server

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

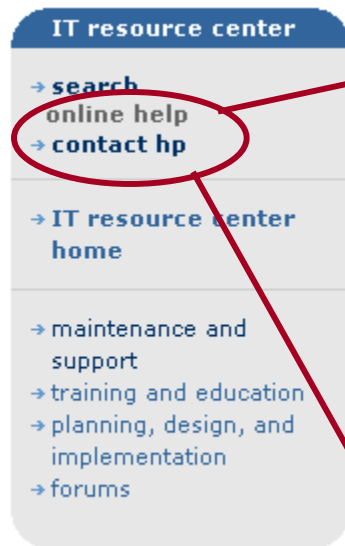


→ Indicates user can pay per use



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

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.)

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.



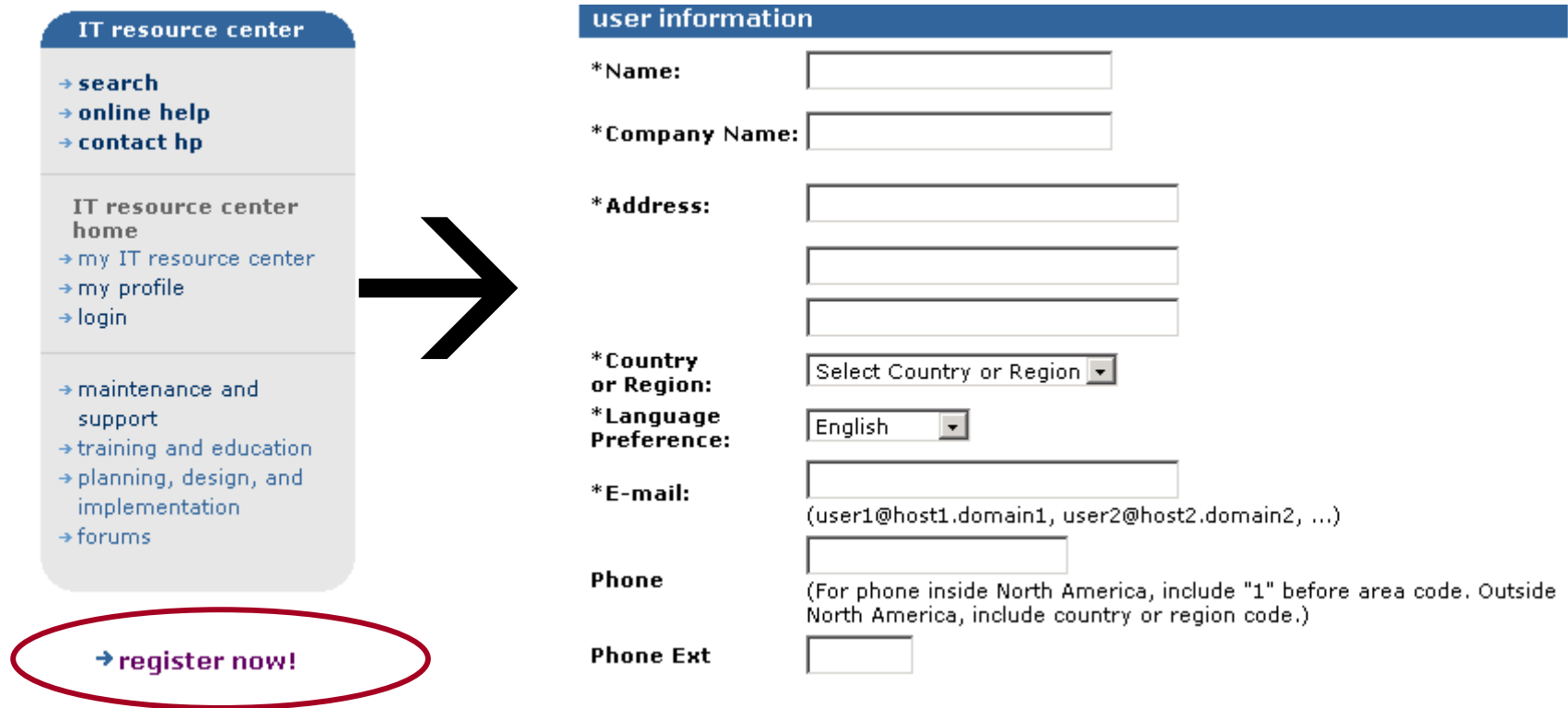
How does the ITRC work?

<u>Level Of Service</u>	<u>Access to Support/Content</u>	<u>Minimum Requirements</u>
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



How to Register/Link a System Handle

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



The diagram illustrates the process of registering a system handle. On the left, a vertical menu titled "IT resource center" contains several links. A large black arrow points from the "register now!" link at the bottom of this menu to the "user information" registration form on the right.

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

→ register now!

user information

*Name:

*Company Name:

*Address:

*Country or Region:

*Language Preference:

*E-mail:
(user1@host1.domain1, user2@host2.domain2, ...)

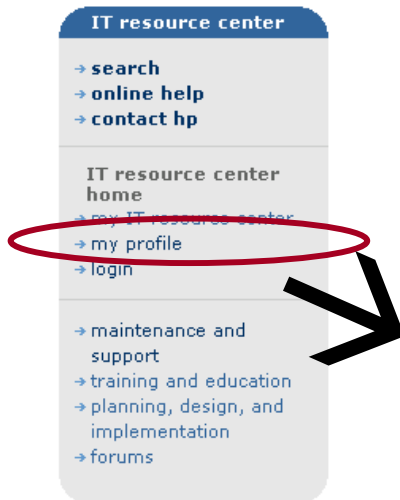
Phone
(For phone inside North America, include "1" before area code. Outside North America, include country or region code.)

Phone Ext

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)



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



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



system handle linked successfully

IT resource center

- [search](#)
- [help](#)
- [contact hp](#)

→ [IT resource center home](#)

→ [my IT resource center my profile](#)

→ [login](#)

→ [maintenance/support](#)

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.

link	system handle ▼	platform	support type	status
<input type="checkbox"/>	lmn789abcdefghijklmw	HP 9000	software, hardware	linkable
	qrs123 Already linked by <name>, <email>	HP 9000	software	not linkable



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	<input checked="" type="radio"/>	<input type="radio"/>
Diagnostic Utilities	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge Trees	<input checked="" type="radio"/>	<input type="radio"/>
Software Call Manager	<input checked="" type="radio"/>	<input type="radio"/>
Software Update Manager	<input type="radio"/>	<input checked="" type="radio"/>
Response Center Information	<input checked="" type="radio"/>	<input type="radio"/>
Technical Knowledge Base	<input checked="" type="radio"/>	<input type="radio"/>
→ RESET		→ UPDATE

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



General Information

search

→ [search all of hp.com](#)

Note: If you have a support agreement, be sure to login to access all entitled content.

search the IT resource center

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

Search for

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 by
	<input type="text" value="In all categories"/>	<input type="text" value="25 per page"/>	<input type="text" value="Score"/>

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

Maintenance & Support

ITRC

Training/Education

IT Forums/Community



Maintenance & Support

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



Maintenance & Support

Access to Knowledge

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

self-solve tools

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

notifications

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

Maintenance & Support HP Live / Web Collaboration

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



Maintenance & Support HP Live / Web Collaboration

The screenshot shows a Microsoft Internet Explorer window titled "hp live - caller connect - Microsoft Internet Explorer provided by Hewlett-Packard". The address bar displays the URL: <http://atwnt509.atl.hp.com/fresponseengineer/Forms/callFrame.html?query=http%3A//support2.qa.itrc.mayfield.hp.com/servic>. The page content includes the HP logo and the heading "hp live - caller connect". A message states: "This service is provided for customers that currently have a valid HP support agreement. If you need sales assistance, please contact the [HP Sales Office](#) in your country or region. They will help you find the authorized HP dealer nearest you."

The form contains the following fields and options:

- Name:** A text box containing "French Test User 1".
- Phone Number:** An empty text box. To its right, text reads: "Please enter a phone number where you can currently be reached."
- Problem Areas:** A dropdown menu with "select one..." selected. The dropdown list shows: "select one...", "HPUX Sys Admin", "HPUX Networking", and "Other". To its right, text reads: "Technical help is available for the problem areas listed. For other areas, you may open a case with our HP Response Center by selecting one of the following:
for a software problem [click here](#).
for a hardware problem [click here](#)."
- Contact Method:** Two radio buttons: "Phone" (selected) and "Chat". To its right, text reads: "In addition to your web collaboration session please select whether you prefer to be contacted by phone or on-line chat only."
- Question:** A text box with the prompt "You can optionally enter a question for the engineer now:" above it.

The Windows taskbar at the bottom shows the Start button and several open applications: Inbox..., My C..., Drev..., Wctrng, Micro..., IT res..., hp l..., and Web...

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

I

collaborate

- software calls (contract based only) 
- hardware calls (contract / warranty based only)  
- individual software incidents (purchased online)  
- view 1-800-633-6666 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						

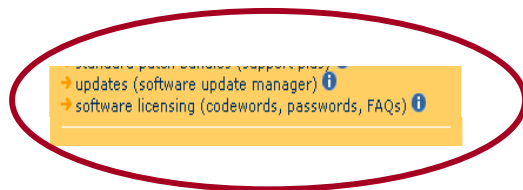


Maintenance & Support

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

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



hp home products & services supp

patch database main

retrieve a single patch by entering the patch name
(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/

AMERICAS / ASIA PACIFIC

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

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.

The screenshot shows a web browser window displaying the HP-UX search results page. The page has a header with the 'invent' logo and the text 'hp-ux'. On the left is a vertical navigation menu titled 'IT resource center' with links: 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, and forums. The main content area is titled 'hp-ux' and includes a 'select hardware and os:' section with dropdowns for '800' and '11.00'. Below this is a 'search or browse the patch list:' section with a 'Search by Keyword' dropdown, a text input field containing 'nfs', and a 'SEARCH' button. There are also radio buttons for search criteria: 'all words' (selected), 'exact phrase', 'any word', and 'boolean'. A link for 'view download list' is in the top right. Below the search section, a note states: '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.' This is followed by a table with two columns: 'recommended (hp rating)' and 'most recent (hp rating)'. The table lists two patches: 's700_800 11.00 ONC/NFS General Release/Performance Patch' and 's700_800 11.00 KI nfs performance fix and KI panic fix'. Each patch entry includes a checkbox, a link to the patch (e.g., PHNE 20371, PHNE 23833, PHKL 16074), a star rating, and a 'Notes:' section. The 'Notes' section for the first patch says 'Reboot required after installation.' and for the second patch, it says 'Reboot required after installation.' (partially visible). The browser's status bar at the bottom shows 'Internet'.

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

select hardware and os:

800 11.00

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	<input type="checkbox"/> PHNE 20371 ★★ Notes: Reboot required after installation.	<input type="checkbox"/> PHNE 23833 ★★ Notes: Reboot required after installation.
s700_800 11.00 KI nfs performance fix and KI panic fix	<input type="checkbox"/> PHKL 16074 ★★ Notes: Reboot required after installation.	<input type="checkbox"/> PHKL 16074 ★★ Notes: Reboot required after installation.

Internet

Download patches page

The screenshot shows the HP 'download patches' page. On the left is a sidebar for the 'IT resource center' with links to search, online help, contact hp, IT resource center home, my profile, login, maintenance and support, technical knowledge base, support info by product, knowledge trees individual patches, more..., training and education, forums, and site map. The main content area has a header 'download patches' with a link to 'view selected patch list'. Below this, it states 'The total space required for this patch list is 1087 kb'. A section titled 'download patches in one operation' lists three steps: 1. Select a server (default), 2. Select the desired format (zip package), and 3. Click on the download button. There are also options for 'france' and 'default' with 'DOWNLOAD' buttons. A callout box points to the 'default' dropdown, stating 'The FFS server for the download can be selected'. Another callout box points to the 'zip package' dropdown, stating 'Patches can be bulk downloaded as well as via ftp/http'. Below this is a section titled 'download patches individually' with instructions on how to retrieve patches via anonymous ftp or http. At the bottom is a table of selected patches.

download patches [view selected patch list](#)

The total space required for this patch list is 1087 kb

download patches in one operation

1. You may select a server in your region. Most users should use the default setting.
2. Select the desired format
3. Click on the download button

- OR -

As an authorized user, you may have patches delivered on media by selecting a WebPatches server.

download patches individually

You may retrieve patches via anonymous ftp(1) or http. Use your browsers "Save Link As"(Netscape) or "Save Target As"(MSIE) operation. This operation can be accessed by a right mouse click on the http/ftp button.

selected patches	size (kb)	download via
PHCO_10730 s700_800 10.00 POSIX shell cumulative patch	886	→ HTTP → FTP
PHCO_10731 s700_800 10.00 ksh(1) cumulative patch	201	→ HTTP → FTP

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- 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



Forums 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>

The screenshot shows the HP IT Resource Center (ITRC) homepage. The top navigation bar includes the 'invent' logo, the title 'IT resource center', and a language dropdown set to 'English'. The left sidebar contains a 'IT resource center' menu with links to search, online help, contact hp, home, my IT resource center, my profile, login, maintenance and support, forums, training and education, planning, design, and implementation, and a site map. The 'forums' link is highlighted in blue. Below the sidebar is a green button labeled 'go to the european site' and a circular award logo from 'THE ASSOCIATION OF SUPPORT PROFESSIONALS' for 'Award Winner 2001'. The main content area features several sections: 'maintenance and support' (with links to search technical knowledge base, navigate knowledge trees, browse support information by product, individual patches, software update manager (SUM), software call manager, hardware call manager, and more...), 'forums' (with a description: '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' (with a description: '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.'), and 'planning, design, and implementation' (with a description: 'Information, services, and training courses to help you manage your systems competitively and plan for future changes.'). On the right, there are two teal boxes: 'tools' (with a link to translation tools) and 'highlights' (with links to hp spotlights sap support, hp printadvantage simplifies printer outsourcing, hp technical services - expertise for unique needs, free offer to explore online courses, new hp forums discussion group - secure OS software for linux, and hp discontinues my itrc). Below these is a 'useful links' section with links to introducing the ITRC, hp openview consultant certification, free IT e-newsletter, and floppy disk controller patch. A note at the bottom states: 'Note: This site requires use of Netscape 4.0 or above, or Microsoft Internet Explorer 4.0 or above, or an equivalent browser. Javascript and Style Sheets must be enabled.'



IT Forums / Community

Browse information/posts by major category/subcategory

Submit a new question

description of issue or question

1. Select the relevant IT Resource Center area:

2. How would you characterize your question?

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 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



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