

IT Resource Center

Technical data

Harness the power of a worldwide IT community.



The IT Resource Center is an established online community of IT professionals with over 850,000 registered users worldwide.

In a multivendor software and hardware environment, IT professionals need a single point of access to information and services that make troubleshooting, training, and community problem-solving fast and effective. With a worldwide registered base of more than 850,000 users, the IT Resource Center (ITRC) is an established online community of IT professionals and an award-winning portal to multivendor, full-lifecycle support information, services, and guidance.



Plugging into the ITRC community will give you access to a huge knowledge base and the tools to track, log, and manage cases. Along with documentation, educational resources, patch management tools, and dynamic forums for information exchange, these offerings make the ITRC a complete solution for staying current with your enterprise.

The ITRC helps you achieve an Adaptive Enterprise—one where business and IT are synchronized to capitalize on change.

You can save time and money by:

- Self-solving technical problems
- Logging and tracking support cases online
- Managing software updates and licenses
- Downloading patches and firmware
- Collaborating with other IT professionals
- Getting trained on a vast array of platforms
- Accessing diagnostic tools

Taking advantage of and contributing to the ITRC gives you the chance to benefit from a global knowledge base composed of participating professionals and proven technical documentation. The ITRC allows you to:

- **Enhance job effectiveness and technical skills** by taking advantage of ITRC's wide-ranging education offerings
- **Simplify management of IT projects** by drawing on ITRC's comprehensive multivendor content and tools
- **Keep ahead of the competition** by gaining knowledge on hot topics and best practices
- **Improve system productivity** by using ITRC's one-stop access to multivendor software, hardware, network, and operational support information and tools

Maintenance and support

The majority of surveyed professionals who have tapped into the ITRC have successfully solved their IT-related problems the *first time* using the online tools available there. Among these powerful tools is a support knowledge base consisting of hundreds of thousands of multivendor documents regularly updated by a team of engineers who, every week, select and compile as many as 150 of the best new multiplatform technical documents from top vendors and partners.

Training and education

Hiring employees with exactly the right mix of knowledge and skills for their positions is ideal, but not always possible. Fully achieving an Adaptive Enterprise means being able to train and educate employees when necessary. The ITRC offers more than 3,000 online courses, covering multiple platforms and systems, that offer you on-demand tutorials when you need them—and the power to drive business and technology innovation by extending your team's skill set.

Support forums

Extending your resource base to the worldwide community of software and hardware experts is a key component of problem-solving for today's enterprise. Forums are a valuable and free resource, offering system administrators and other IT professionals both collaboration and perspective. Participants can earn points and ratings from peers for their solutions to problems, so other forum visitors can learn right away which response was the most useful.

Feature	Benefits	Availability
For HP and Compaq products		
Technical knowledge base and knowledge trees	<p>The technical knowledge base offers a comprehensive library containing more than 380,000 technical documents covering a range of platforms—including HP-UX, MPE/iX, OpenView, and Linux®—and major vendors such as Banyan, Cisco, Netscape, Novell, Oracle®, and VeriFone. You can search the knowledge base for troubleshooting content from the data center to the desktop. Our Solution Center and R&D engineers add new technical documents on a regular basis to keep you on top of the latest technical issues and troubleshooting information.</p> <p>Knowledge trees have answers to commonly asked questions and solutions to problems related to servers, storage, or networks. If a replacement part is required, you can usually place your order directly. You can opt to stop your knowledge trees search at any time and submit a case. The knowledge tree questions and answers you navigated are then included with your case to facilitate problem analysis and resolution.</p>	<p>No charge for accessing security bulletins.</p> <p>Other features require an HP support agreement, HP Care Pack service, or an active warranty agreement. Visit the ITRC for details.</p> <p>Availability may vary by geography.</p>
Support forums	<p>The support forums are an active online community where thousands of IT professionals worldwide collaborate, share ideas, and solve problems. Many of the ITRC's more than 850,000 registered users visit the forums daily. The forums offer discussion groups covering business-related issues, servers, storage, workstations, HP-UX, Linux, Microsoft®, MPE/iX, Tru64 UNIX®, OpenVMS, HP ISEE, management software, digital imaging, printers, multifunction copiers, fax products, print servers, and more. The forums also offer proactive notifications on topics of interest and rating mechanisms to help you identify top contributors and earn recognition.</p>	No charge
For HP products		
Online Web collaboration	<p>Web collaboration tools allow you to take full advantage of the ITRC. During normal business hours, HP Solution Center engineers are available via the "HP Live" button on the ITRC's technical knowledge base, patch/firmware database, and Support Case Manager pages. You can simply click on the "HP Live" button that appears whenever you do a search on the technical knowledge base, consult the patch/firmware database, or log or manage your support case. A form prompts you for information regarding your problem and enables you to specify whether, after your Web collaboration session, you prefer to be contacted by phone or only via online chat. Once the form is submitted, your call is routed to a qualified engineer and your Web collaboration session begins. By sharing your browser content, the HP engineer will help you navigate to the solution you need.</p>	<p>In the technical knowledge base and patch/firmware database, HP Live access requires an HP support agreement, HP Care Pack service, or an active warranty agreement. Visit the ITRC for details.</p> <p>In Support Case Manager, HP Live access requires an HP software support agreement, or an HP Care Pack service with software support. Visit the ITRC for details.</p> <p>Availability may vary by geography.</p>
For Compaq products		
Natural Language Search Assistant	<p>The Ask Compaq search engine (Natural Language Search Assistant) interprets your plain English query, searches for the most relevant information about the various Compaq platforms—ranging from OpenVMS and Tru64 UNIX to Windows NT® and 2000, Linux, and other multivendor platforms—and returns it to you via an easy-to-use interface. You can quickly get answers on Compaq commercial PCs, servers and storage, high-performance systems, operating system platforms, and other general technical topics.</p>	No charge

Self-solve problems

Service features (continued)

	Feature	Benefits	Availability
Downloads	For HP and Compaq products		
	Patch/Firmware download and management	Patch/Firmware database: You can locate and download patches, firmware, patch bundles for HP operating systems, patch sets, and patches for HP software products. You can search for patches by patch name or keyword, or browse the patch list for a specific platform. When you select a patch or patch bundle, you are given a list of all dependent patches. You can then download the patches and patch bundles and install them on the target system or, on HP-UX, create a depot to enable easy updates to multiple systems.	No charge
	For HP products		
		Patch assessment tool: You can use the patch assessment tool to assemble your own patch bundles for your HP workstations and servers running HP-UX. The patch assessment tool analyzes patches and file sets that are currently installed on your system and generates a list of suitable patches that you can then edit to meet your needs. The assessment tool automatically checks your selected patches against each other as well as against patches currently installed on your system to identify any conflicts or dependencies. Assessment results also include recommended security patches and information on why the patches are recommended. Recommended patches can be downloaded via script or tar, zip, or zip package. You can also request application-specific patch sets.	No charge
	For Compaq products		
		Software and driver download: Download the latest Compaq drivers, files, and utilities. You can search by product or SoftPaq number to quickly find the software and drivers you need.	No charge
Request and manage software updates and licenses	For HP products		
	Software License Manager	Software License Manager offers real-time delivery of software passwords and related licensing information. You can use it to redeem codewords for installing software from CD-ROM, as well as passwords and license files for running software and firmware products. It will also allow you to redeem license passwords based on information located on the encaptionment certificate(s) shipped with your software or firmware product—you will be asked to input this information into Software License Manager to enable the license password-generation process. Upon receipt of your request, Software License Manager will either automatically generate and deliver your password to the screen or forward your request to HP Licensing Services for subsequent delivery via fax or e-mail. The method of delivery is dependent upon the product(s) for which passwords are requested.	No charge
	Software Update Manager	<p>Software Update Manager (SUM) puts you in control of software updates that are delivered via physical media and/or available for electronic download. SUM provides customized information that reflects your specific contractual product and information needs. You can view the content of operating system and application software releases as well as multiplatform independent software releases as they relate to your software support agreement. SUM enables you to:</p> <ul style="list-style-type: none"> • Specify timing of electronic mail notifications for software products on your support agreement • Download selected available software updates and documentation • Request software updates and documentation for delivery via physical media • Specify your preferences for receiving updates—electronic downloading and/or physical media delivery • Specify when and where you would like your software updates delivered • Formally track and verify the receipt of software updates 	Access requires an HP software support agreement. Visit the ITRC for details.
Log and track hardware and software cases online	For HP and Compaq products		
	Support Case Manager Enterprise Edition	Support Case Manager Enterprise Edition allows you to submit software and hardware questions directly to the HP Solution Center. In two clicks from the maintenance and support page, the ITRC supplies a form on which you describe a problem and provide HP with your contact information. In many cases, using Support Case Manager Enterprise Edition is faster than calling the Solution Center directly—because it includes a prequalification process that routes your call to the engineer best qualified to answer your question. You get the added benefit of viewing the status of each question you have submitted on the case summary page (even the cases you submitted by telephone). You can select from several options to customize the display, and you can view a combined case summary of your hardware and software cases.	<p>Access requires an HP support agreement, HP Care Pack, or an active warranty agreement. Visit the ITRC for details.</p> <p>Availability may vary by geography.</p>

Service features (continued)

	Feature	Benefits	Availability
Diagnostic tools	For HP and Compaq products		
	HP Instant Support Enterprise Edition	HP Instant Support Enterprise Edition (HP ISEE) is a single remote support solution that helps you proactively manage and support multiple operating systems and technologies, including HP-UX, Microsoft Windows® for enterprises, OpenVMS, Tru64 UNIX, Novell NetWare, and Linux servers, along with connected peripherals, storage devices, and interconnect devices. HP ISEE continuously monitors hardware events through a secure connection, and provides automated notifications to help identify and prevent potential critical problems. Using remote diagnostic scripts and information collected about the status and configuration of your environment, HP ISEE enables fast restoration of supported systems, storage, and network devices. HP ISEE helps reduce system downtime by quickly identifying and resolving many problems before they impact your business.	Access requires an HP support agreement or an active warranty agreement. Visit the ITRC for details.
	For Compaq products		
	System and software management	Use a simple command line utility to update drivers, ROMs, etc. on multiple machines simultaneously. The system and software management tool can help simplify maintaining your systems.	No charge
	Web-based enterprise services	Assessment tools are available, including hardware diagnosis, operating system analysis, and system configuration and revision reporting across many of Compaq's product platforms. For example, you can perform hardware fault analysis, operating system crash analysis, and audits of your servers covering configuration, performance, availability, and security. These tools can help you uncover potential issues before they turn into problems, thereby improving uptime and giving you better control of your technology assets.	No charge
Stay up-to-date	For HP and Compaq products		
	Support and security information digests	Subscribe to periodic digests for information about HP and Compaq products. Stay informed by viewing online—or conveniently receiving via e-mail—the latest support information from HP. You can customize your subscription to receive proactive patch and information digest notifications, security bulletins, and driver and software updates relevant to your products. You can even have documents automatically collected for you from the technical knowledge base.	No charge
	Warranty check	The warranty check tool allows you to check the warranty status of your HP and Compaq products. Use the product serial number to check the warranty and Care Pack start dates, end dates, and service levels through a simple Web interface. Simply enter the country in which the product was purchased, the product number, and serial number(s) to get the current warranty status.	No charge
Online training	For HP and Compaq products		
	On your own	Web-based training courses crafted by instructional designers and HP content experts allow you to work at your own pace. Most courses take one to two hours to complete. Prior registration is requested.	Access to courses varies.
	Instructor-led online seminars	Online seminars between one and three hours long are announced and scheduled in advance. Limited enrollment for each seminar provides opportunities for you to participate and interact with the instructor in an HP Virtual Classroom.	Access to courses varies.
	Traditional classroom	Traditional classroom courses probe specific emerging technologies. A link on the ITRC home page takes you to the appropriate regional HP Education site where you can preview and sign up for courses.	Access to courses varies.

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Keep ahead of the competition by gaining knowledge on hot topics and best practices.

For more information

To get connected to this powerful community and tools resource center, begin by learning more about the ITRC by browsing through the site at www.itrc.hp.com. From the useful links category on the right-hand sidebar you can download "Introducing the ITRC" (a detailed introduction to the ITRC) and sign up for the free newsletter for the latest ITRC news.

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5982-8703EN, 09/2004

