

introducing the ITRC

The IT Resource Center is a Web site where you can get services and support for your HP-UX, Linux, MPE/iX, NT, OpenVMS, and Tru64 UNIX servers and workstations. From hardware and software support for your HP and Compaq products to multivendor tools and information, you'll find the expert resources you need to manage your complex IT environment.



The ITRC is your fastest connection to HP support. We've grouped our services into three logical areas, which reflect the most common needs of IT organizations.

» maintenance and support

System administrators can quickly find answers to problems, log and track hardware and software cases, get customized software updates and patch bundles, download individual patches, download firmware and access software manuals and licensing information. And specialized HP and Compaq maintenance and support sections give you fast access to tools, software updates, case management, and more for both your HP and Compaq products.

» forums

Tackle IT questions and share your ideas with peers and HP experts. Join forums to discuss HP-UX, Linux, OpenVMS, printers, servers, Tru64 UNIX, Microsoft, workstations, and more.

» training and education

Get high-quality education at your convenience with instructor-led seminars, self-paced training, white papers and FAQs. Choose from more than 3,000 courses covering HP-UX, MPE/iX, HP Superdome, OpenView, e-services (CRM, Java, Broadvision, Bluestone, and others), Microsoft, Linux, Cisco, and many more.

related features

Visit these features that complement the ITRC:

electronic newsletter

Our electronic newsletter makes it easy to stay up to date with the latest services and promotions offered through the ITRC. [Subscribe now.](#)

customer stories

HP customers often share their ITRC experiences. See how several have successfully managed and [enhanced their IT environments](#) using the services available through the ITRC.

maintenance and support

If your company relies on you to maintain your IT infrastructure, the ITRC Maintenance and Support section has tools and information to save you time and give you more control.

maintenance and support for hp products

- » finding answers
- » asking questions
- » keeping software current
- » reviewing licensing and warranty information

maintenance and support for Compaq products

- » finding answers
- » asking questions
- » keeping current
- » assessing and managing systems

The ITRC has specialized maintenance and support sections for HP products and Compaq products. Our self-solve tools are the fastest path to resolution for most problems. Logging a support case to our Solution Center offers speed and tracking features superior to calling the Solution Center, and we save the logs so you can review them later. Customized software updates and patch management mean less time spent thumbing through CDs and figuring out what you should apply to your systems.

"the maintenance and support section of the IT Resource Center really is indispensable in helping us efficiently run our network."
Gary Ferguson
system administrator

Access requirements for Maintenance and Support services vary. In order for you to use some services, your company must have a support contract, hardware support agreement, HP Care Pack service, or warranty with HP, and you must link your ITRC user ID to one of these types of contracts (a one-time operation). Also, HP must have activated a service in the country you wish to use it in.

finding answers

For a fast and convenient way to get the answers you need, search the same database our HP Response Center engineers use.

technical knowledge base

If we've encountered and solved your problem before, the answer is in our Technical Knowledge Base, which has more than 380,000 technical documents covering a range of platforms, including HP-UX, MPE/iX, OpenView, 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, from servers and workstations to PC's, printers, scanners, handhelds, and storage devices. Our Response Center and R&D engineers continually add new technical documents.

The Technical Knowledge Base offers a list of topics to choose from. You can also search by keyword, or, if you know the document you're looking for, by document ID.

"I use the ITRC to locate solutions for my customers. I search the technical knowledgebase first, then look in the ITRC forums."
Robert Gamble
system administrator

If you don't find the answer you're looking for you may link (from any level in the Technical Knowledge Base) to the Support Case Manager Enterprise Edition.

easily connect with hp engineers



HP Live is a web-based support tool that enables you to interact with an HP support specialist online. You can share web browsers and "chat" in real-time while saving time in resolving problems.

An HP Live "button" link appears in the ITRC Technical Knowledge Base area, the Patch/Firmware Database, and the Support Case Manager pages. You can access HP Live, while performing a search in these areas or while logging or managing a support case. Depending upon service availability, the HP Live button will appear on the search results pages or on the support case management pages when you are logging or managing your case. To initiate a web collaboration session, click the link and submit the call form with information on your problem. Your call will be routed to a qualified support engineer. (Service availability may vary by region).

A support specialist will then connect to your desktop via the web and contact you by either web chat or phone. You and the support specialist can share views of each other's web browser. This interactive session enables visual references to the ITRC web site, key documents, or shared data and knowledge. (To use HP Live, you must own a valid support agreement. HP live availability depends on your region or country. HP Live is not available in Japan or the Asia Pacific region. If your region or country supports HP Live, the link will appear during normal business hours.)

knowledge trees for hardware support

Knowledge Trees interactively guide you to solutions to common problems and questions. You reach solutions by traversing the Knowledge Trees for the particular knowledge domain you choose, for hardware such as HP 9000 Servers, HP 9000 Workstations, Mass Storage, HP NetServers, TFT Monitors, and software like HP-UX, Windows and MPE. At every level, Knowledge Trees offer a search function to find a solution or any tree position that matches your query.

At any time, you may terminate the navigation and submit a prequalified case instead. The current navigation path is appended to the case documentation of the Support Case Manager Enterprise Edition. Your opinion counts. HP engineers carefully monitor your document feedback to keep this content fresh and current. Your comments guide us in creating new content and features. Just use the feedback link on the bottom of every Knowledge Trees page.

subscriptions

Subscribe to our Support and Security Information Digests through Subscribers Choice to receive proactive notifications by e-mail about HP and Compaq products, including patch notifications, firmware updates, security bulletins, technical tips, and driver and software updates relevant to your products.

www.itrc.hp.com

asking questions

The ITRC gives you a new way of interacting with the HP Solution Center. Logging a support case online can be faster than placing a call, and you can take advantage of other ways to solve your problems at the same time.

submit software and hardware questions to the hp solution center

Use Support Case Manager Enterprise Edition (SCM) to submit software and hardware questions directly to the HP Solution Center for HP and Compaq products. In two clicks from the Maintenance and Support page, the ITRC supplies a form on which you describe a problem, rate its impact on your business (low to critical), and give us contact information. In addition to describing your problem in the comments field when you submit a software or hardware case, you can now attach files such as error logs or system dumps to assist HP in resolving your problem.

Using Support Case Manager Enterprise Edition is faster than calling the Solution Center directly because it includes a pre-qualification process that routes your case to the engineer best qualified to answer your question.

You get the added benefit of viewing the status of each question you submit on the Case Summary page (even the cases you submit by telephone). You can select from several options to customize the display and can view a combined case summary of your hardware and software calls. You can also update information and add case details to your case by "adding comments to case. This becomes a note in the case that the HP engineer receives.

You can access the Support Case Manager Enterprise Edition by going to the [ITRC home page](#) and clicking on the Support Case Manager Enterprise Edition link under Maintenance and Support.

keeping software current

The ITRC makes it easy to handle software updates and patches online.

software update manager

Software Update Manager (SUM) gives you a fast, personalized way to manage all your software updates online. No more need to thumb through a pile of CDs to determine which one goes on which system. If you're an HP support customer, you're probably already entitled to use SUM.

- Get proactive notice by e-mail of relevant updates within 24 hours of their release. Updates are listed by system.
- Download new releases in minutes, or use SUM to order them on CD.
- View order status and expected arrival date.
- View a list of all software products on your support agreement.

Best of all, SUM is available virtually any time, from anywhere on the Internet.

patches/firmware

Whether you need an individual patch or firmware to solve a problem, want to update your system with bundled patches, or want to be notified of new patches, the ITRC makes it simple. You can locate and download patches, firmware, patch bundles for HP operating systems, patch sets, and patches for HP software products.

individual patches

The ITRC home page provides a link to the **patch/firmware database**. You can either enter a patch/firmware name, or view the patches for specific platforms and then search by keyword. When you select a patch, you are given a list of all dependent patches. You can then download the patches and install them on the target system, or on HP-UX create a depot to enable easy updates to multiple systems.

SUM shortens my turnaround time . . . and is the only way to do business.

Jim Ferguson
systems architect

patch assessment

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 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 detect any conflicts or dependencies. Assessment results also include recommended security patches and include information on why patches are recommended. Recommended patches can be downloaded via script or tar, zip, or gzip package. You can also request application-specific patch sets.

patch bundles (Support Plus)

Patch bundles are groups of standard patches that work together and have been tested as a unit. HP offers new bundles quarterly. Based on current system information you submit, we will recommend a patch bundle, which you can either download from Support Plus, or order on CD by using SUM.

patch sets

Operating system patch sets ("mini" patch bundles) have been created for specific HP-UX products and subsystems. Operating system patches are available for a customer's environment based on their specific usage or configuration of the HP-UX server. For example, if you are running an Oracle database application, you can obtain a specific set of operating system patches to support Oracle. HP-UX security patches are now available as patch sets, which you can browse and download in one operation.

reviewing license and warranty information

software license manager

Software License Manager (SLM) is your primary source for all HP product licensing information. SLM lets you:

- automatically generate passwords and codewords for HP software installation
- retrieve password and codeword information in seconds
- save up to 24 hours when activating or returning HP software CDs
- quickly access the HP license administration service

warranty check

The warranty check tool allows you to check the warranty status of your HP and Compaq products. You can check warranty start dates, expiration dates based on product serial number, and service levels through a simple Web interface. Simply enter the region/country in which the product was purchased, product number, and serial number(s) to get the current warranty status.

asking questions / finding answers - Compaq products

asking questions

Save time by logging your support case online with our convenient online case management interface.

submit software and hardware questions to the hp solution center

Use Support Case Manager Enterprise Edition (SCM) to submit software and hardware questions directly to the HP Response Center for HP and Compaq products. In two clicks from the Maintenance and Support page, the ITRC supplies a form on which you describe a problem, rate its impact on your business (low to critical), and give us contact information.

In many cases, using Support Case Manager Enterprise Edition is faster than calling the Solution Center directly because it includes a pre-qualification process that routes your case to the engineer best qualified to answer your question.



You get the added benefit of viewing the status of each question you submit on the Case Summary page (even the cases you submit by telephone). You can select from several options to customize the display and can view a combined case summary of your hardware and software calls. You can also update information and add case details to your case by “adding comments to case. This becomes a note in the case that the HP engineer receives.

finding answers

Ask questions or search Compaq technical databases for fast answers on your Compaq products.

natural language search assistant (formerly Ask Compaq)

Enter questions or symptoms into the Ask Compaq search engine (Natural Language Search Assistant). The search engine interprets your plain English query, searches for the most relevant information about Compaq business products, and returns it to you through 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 information.

keeping current - Compaq products

keeping current

The ITRC makes it easy to stay up-to-date with the latest software, patches, drivers, and warranty information.

software and drivers

Download the latest Compaq drivers, files and utilities. You can search by product or software number to quickly find the software and drivers you need.

warranty check

The warranty check tool allows you to check the warranty status of your HP and Compaq products. You can check warranty start dates, expiration dates based on product serial number, and service levels through a simple Web interface. Simply enter the region/country in which the product was purchased, product number, and serial number(s) to get the current warranty status.

proactive software and security notifications

Subscribe to periodic digests for information about HP and Compaq products. Stay informed by viewing online, or conveniently receiving via email, the latest support information from HP. You can customize your subscription to proactively receive patch and information digest notifications, firmware updates, security bulletins, and driver and software updates relevant to your products. Have documents automatically collected for you from the HP Technical Knowledge Base.

assessing and managing systems

Take advantage of system management, assessment and diagnostic tools to simplify managing your system and identify and prevent problems before they occur.

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.

web-based enterprise services

Take advantage of a number of assessment tools 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 uncover potential issues before they turn into problems, optimize uptime and your control of technology assets.

ITRC forums

In the ITRC Forums, thousands of IT professionals and HP experts from around the world exchange best practices, ideas, and solutions. If you need an answer or have advice to offer, check out the Forums to see if anyone has already solved your problem or is looking for your help.

how it works

The Forums are an active online community with more than 30,000 postings per month. All topics are moderated by knowledgeable HP engineers. Our unique rating system rewards the most frequent and helpful contributors and makes it easy to identify the most useful responses. Our members say the ITRC Forums are more useful and reliable than other, non-moderated newsgroups.



"I enjoy using the ITRC forums as they give me a chance to keep my knowledge up-to-date and I also like the general concept behind the ITRC, as people can access the information freely."
Anthony Goonetilleke
UNIX systems manager

sample discussion areas

software

HP-UX, Linux, OpenVMS, Tru64 UNIX, Microsoft, MPE/iX, and Management Software (OpenView, Insight Manager, and TopTools).

printing & digital imaging

Digital Imaging, Multifunction, Copiers & Fax Products, Print Servers & Peripheral Sharing, and Printers.

hardware

Servers (e3000, 9000, NetServers, and Proliant), Storage (including Network Attached Storage and Storage Area Networks), and Workstations (HP VISUALIZE and EVO), HP Instant Support Enterprise Edition, and Networking (Communications, Switches, and Modems).

ITRC training and education

Choose from more than 3,000 courses - with more being added all the time - covering HP-UX, MPE/iX, OpenVMS, Tru64 UNIX, HP Superdome, OpenView, e-services (CRM, Java, Broadvision, Bluestone and others), Printing and Imaging, HP Netervers, ProLiant, Linux, Microsoft, Cisco, and many more.

match your learning style

HP offers classes in a variety of formats so you can learn in your preferred style and maintain control over your schedule.



on your own

Instructional designers and HP content experts craft Web-based training courses for you to assimilate at your own pace. Most courses take one to two hours to complete. Prior registration is requested.

instructor-led online seminars

Between one and three hours long, online seminars are announced and scheduled in advance. Limited enrollment for each seminar provides opportunities for you to participate and interact with the instructor in HP's Virtual Classroom.

traditional classroom

We also offer traditional classroom courses that 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.

customer stories

Find out what HP customers are saying about the IT Resource Center and other HP services.

» **servicepower**

Based in England, ServicePower is the leading vendor and integrator of intelligent scheduling software for customer relationship management. Garry Ferguson, system administrator, uses the ITRC to manage ServicePower's systems.

Garry avidly uses the Maintenance and Support section tools and says the ITRC "saves us a great deal of time in searching for IT information from each individual vendor on each platform that we run, and frees up my staff for other tasks".

» **unilever**

Unilever, Hungary, is among ten regional groups operating under the Unilever umbrella, which is one of the largest consumer goods businesses in the world.

SAP R/3 on the HP 9000 platform manages many aspects of Unilever's business. Learn how the ITRC helped improve availability to over 98 percent, including planned and non-planned downtime.

» **bertelsmann mediasystems**

Bertelsmann mediaSystems, the leading IT-service provider for the media industry, offers data center and network services, applications for media business, and Internet, e-commerce solutions.

Four BmS IT specialists maintain 100 mid-range HP servers, using ITRC services, such as patch management, to keep their systems current.

» **baud**

BAUD, based in Paris, France, specializes in wholesale food distribution. Mr. Olivier, systems manager, uses several of the ITRC services to help develop and maintain BAUD's IT infrastructure. "We consider this resource an enormous IT asset and recommend it to anyone who has similar responsibilities," says Mr. Olivier. "The site is very well organized and user friendly," he adds.

In addition to researching problems in the ITRC's Technical Knowledge Base, Mr. Olivier also submits hardware and software calls online, rather than by phone. He points out, "I can insert error messages to illustrate my request." He also can access call history at his convenience.

» **avro**

Paula Fraser-Campbell, systems administrator for Avro plc, often consults the ITRC Forums and the Technical Knowledge Base to support Avro's HP-UX environment. "

If we have a problem, usually someone else has experienced the same problem," says Fraser-Campbell. "The ITRC's huge database of questions and answers is an invaluable fund of knowledge." lever, Hungary, is among ten regional groups

customer stories

» **pirelli**

Italy-based Pirelli, first recognized as a leading tire manufacturer, now generates 60 percent of its global sales from cables and systems for the energy and telecom markets. Pirelli Informatica, the internal IT service provider, relies on an HP Unix-based server architecture as the platform for mission-critical SAP and Oracle applications.

The HP IT Resource Center (ITRC) is Pirelli's one-stop Website for tools and services. "The HP ITRC saves us time and money, while providing very effective support. It is a good offering from HP to its customers," concluded Gianni Minoia, Pirelli Informatica's HP-UX manager.

» **royal & sunalliance insurance group**

Royal & SunAlliance is the UK arm of the international Royal & SunAlliance Insurance Group. It provides insurance products in over 130 countries.

The company's UK operation uses around 50 HP 9000 servers of different models. Jim Crawford, its mid-range and server operations leader, points out that an inventory this size means constant change. "Just keeping track of the paperwork is confusing," said Crawford. The team uses HP Support Contract Assistant (SCA) to manage this task.

As Crawford explains, "The benefit is that there is a lot less paper flying around. It used to be that every time there was a change we had to wait for the contract to be printed at HP offices and then sent to us. Now it is available online and if we want a hard copy we can print it off."

» **camif**

Alain Jourdainne, systems engineer at CAMIF, relies on the ITRC to minimize the time he and his staff spend resolving technical problems. "It provides all the information we need about our systems," he explains. "Substantial and consistent help provides comfort and security."

From the ITRC, Mr. Jourdainne frequently accesses current patch information. He also favors using the ITRC's online technical support over conventional telephone support.

» **reed**

UK-based Reed Business Information (RBI), a subsidiary of the Reed Elsevier Group, publishes business material such as directories, newsletters, and reference books, and also provides online services.

RBI's technical-support manager, John Bardsley, explains why features like the Technical Knowledge Base make the ITRC his preferred support tool.

» **gothenburg**

The School of Economics and Commercial Law at the University of Gothenburg in Sweden has been using Hewlett-Packard servers and related software since 1991 and today provides over 1200 users with a smooth-running, trouble-free computer system.

The university has a software and hardware support agreement with HP, and uses the online HP Information Technology Resource Center (ITRC) to quickly resolve problems. Bengt Karlsson, the university's information systems manager explains, "This increases the reliability of our computer system, and makes it far more secure. Overall, the ITRC offers just the right support solution for us."

customer stories

» **oxoid limited**

Oxoid Limited manufactures and markets culture media used in detecting microorganisms. Its IT infrastructure supports over 30,000 customers, and, until the HP Software Contract Assistant (SCA) made life easier, Oxoid struggled to maintain software contracts. Among the many benefits, Sharon Bartlett points out how much easier it is to stay current. "Now," she says, "I just type in the amendments and can see them as they progress through the system."

» **gk industries**

Based in Germany, GK Industrie-Versicherungs-Service Versicherungsmakler GmbH, is an insurance broker who operates across Europe, the Middle East and Africa. Housing a complex production environment, GK needs tools that can centralize communication and reporting and bring many elements together. When GK inquired, HP bridged the gap with its IT Resource Centre (ITRC).

The ITRC provides a single entry point to HP support that enables GK to search the details of existing support cases. Thomas Vollmer, project manager at GK, refers to a recent system problem, "Rather than beginning lengthy and precise checks of the system, we were able to log onto the ITRC. Within minutes we located details of a similar problem that had been experienced previously, which enabled us to immediately apply the solution and dramatically reduce the impact of the original fault."

» **elaxy**

Elaxy, a Heyde Group subsidiary, is a leading German conglomerate providing financial-services software and solutions.

When Elaxy help desk employees need assistance, they use the ITRC to provide details to HP, including screen shots and error messages.

» **atmel**

Atmel Corporation is a worldwide leader in the design, manufacture, and marketing of advanced semiconductors.

Atmel in Nantes, France, runs 20 HP 9000 and HP 3000 servers, spread over France, Milan, Stockholm, Camberley, Paris, and Hong Kong. For efficient maintenance and repair, and accurate maintenance contract management, Atmel uses the HP IT Resource Center (ITRC) to log support calls. IT system administrator, Jean lemmolo, says, "We do not lose time trying to call the support line," and adds, "We just send a message and receive an answer or solution very quickly."

customer stories

» vitra

With offices and distribution outlets in the capitals of every European country, and five sites in America, Vitra Holding GmbH, a leading furniture design company, relies on HP servers for virtually all of its IT infrastructure.

To help maintain high availability of its critical systems, Vitra uses the HP IT Resource Center, a Website that provides efficient online services and support for HP-UX, MPE and NT servers, and workstations. "We have a very good relationship with HP," said Marco Gersbacher, head of the computer network department at Vitra. "Through the ITRC, HP support helps us run the computing and networking environments of our company more efficiently, and that is critical to the success of our international business," he said.

» axa seguros

AXA is a worldwide leader in the insurance and investment industry, with 50 million clients and presence in 60 countries across Europe, North America and Asia-Pacific. AXA's mission is to serve as the local reference in providing insurance and other financial services in each geographic area. In order to address its clients' unique needs, AXA requires constant access to computer systems that are reliable and efficient. To maintain consistent service to its clients, AXA relies heavily on HP's online IT Resource Centre (ITRC). AXA regularly uses the on-line forum. "Thanks to the forum, we're able to find quick solutions to our problems," said Justo Expósito, UNIX systems manager for AXA. He appreciates the qualified technicians that provide instantaneous answers. "We can ask questions directly online to the experts, in real-time, and receive immediate responses. "

» gatx

A division of GATX Corporation, GATX Capital is a finance and leasing company headquartered in San Francisco, California. When it needed managed services for its SAP environment, GATX selected HP. Jim Mathison, Vice President of IT at GATX, comments on their choice, "We needed to operate in a more stable environment, and with an outsource company that could demonstrate a deep understanding of the SAP systems. HP was the clear choice." GATX needed a fast, flexible transition to meet its business needs, and HP delivered. With procedures and protocols to ensure maximum availability, HP also assured GATX of the lowest possible risk."

Overall, I'd say we're benefiting from HP's experience, its high-availability standards and its partnership and consulting abilities that leverage our IT infrastructure to full competitive advantage," Mathison summarizes. "It's clearly a top-level outsourcing operation, genuinely looking out for GATX's best interests. We consider them a true partner in our success."