

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 over 850,000 users, the IT Resource Center (ITRC) is an established online community of IT professionals and an award-winning portal to multivendor, full-support lifecycle 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, education, 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 lets you demand more— more accountability, more agility, and a better return on IT.

You can save time and money by:

- Self-solving technical problems
- Logging and tracking support cases online
- Managing software updates and licenses
- Downloading patches
- 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 documented information and participating professionals. The ITRC allows you to:

- Enhance job effectiveness and technical skills via a comprehensive education offering
- Simplify management of IT projects with comprehensive multivendor content and tools
- Keep ahead of the competition by gaining knowledge on hot topics and best practices
- Offer improved system productivity by providing 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 online tools. 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 select and compile as many as 150 of the best new multiplatform technical documents from top vendors and partners on a weekly basis.

Training and education

Hiring employees with exactly the right mix of knowledge and skills for their positions is ideal, but not always possible. Achieving a fully adaptive enterprise means being able to train and educate employees when necessary. The ITRC offers nearly 4,500 online courses covering multiple platforms and systems, offering 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 for system administrators and other IT professionals, offering 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.

Service features

Feature	Benefit	Availability
For HP and Compaq products		
Technical Knowledge Base	<p>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. From Knowledge Trees, you can decide to stop at any time and submit a case. The Knowledge Tree questions and answers you navigated are included with the case to facilitate problem analysis and resolution.</p>	<p>No charge for accessing Security Bulletins.</p> <p>Other features require an HP support agreement 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 800,000 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 and Patch Database pages. You can simply click on the "HP Live" button that appears after you do a search on the Technical Knowledge Base or Patch Database. A form prompts you for information regarding your problem, and in addition to your Web collaboration session, you can select whether you prefer to be contacted by phone or online chat only. Once the form is submitted, your call is routed to a qualified engineer and a Web collaboration session begins. Through a sharing of your browser content, the HP engineer will help you navigate to the solution you need.</p>	<p>Access requires an HP support agreement or an active warranty agreement. 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 Compaq platforms ranging from OpenVMS, Tru64 UNIX, Windows NT® and 2000, Linux, and other multivendor platforms, 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.</p>	No charge

Self-solve problems

Service features (continued)

Feature	Benefit	Availability	
For HP and Compaq products			
Patch download and management	Patch Database: You can locate and download patches and patch bundles for HP operating systems, firmware, and 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	
Downloads	For HP products		
	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 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.	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. Codewords for installing software from CD-ROMs and passwords and license files for running software and firmware products may be redeemed through the Software License Manager. Software License Manager will allow you to redeem license passwords based on information located on the encaptionment certificate(s) shipped with your software/firmware product. To enable the license password generation process, you will be asked to input this information into Software License Manager. 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 multipatform independent software releases as they relate to your software support agreement.</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 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	<p>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 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 prequalification process that routes your call to the engineer best qualified to answer your question.</p> <p>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 cases.</p>	<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	Benefit	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. Through a secure connection, HP ISEE uses continuous hardware event monitoring and automated notification 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. 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, improve uptime, and gain 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 proactively receive patch and information digest notifications, security bulletins, and driver and software updates relevant to your products. Have documents automatically collected for you from the HP 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" for a detailed introduction to the ITRC and sign up for the free newsletter for the latest ITRC news.

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