

NonStop Computing Update

August 2004

Welcome to the August 2004 edition of the *NonStop Computing Update*, a newsletter with information on HP NonStop servers. This newsletter provides brief synopses, with hotlinks for additional information where appropriate.

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NONSTOP SERVER NEWS

1) Turbo-charging the supply chain with the RTSC solution

Several years before its merger with HP, Compaq recognized the negative effect its own imperfect supply chain system was having on the bottom line, and it developed a strategy to improve overall supply chain integration, with a project dubbed the Integration Hub. Inspired by the success of the Integration Hub initiative, HP now offers a similar solution to customers. The HP Real Time Supply Chain (RTSC) solution provides an up-to-the-second, unified view of complex supply-chain environments, providing end-to-end process visibility, real-time event awareness, and event-oriented business process management. According to analysis by Deloitte Consulting, the payback for HP from the Integration Hub includes improvements in the order-cycle time by 15 percent; the realization of total IT savings of more than US\$6 million per year; and several intangible productivity, service-level, deployment, and infrastructure improvements. In all, the Integration Hub project represents a net value of US\$38 million for HP over a five-year period. Read a compelling article that describes the genesis of the RTSC solution.

http://h30046.www3.hp.com/news_article.php?topiccode=20040614_66259_0_12_1_0_0&pagesite=LARGE_OOV®ioncode=NA

Learn more about the HP RTSC solution at <http://h71033.www7.hp.com/page/RTSC.html>.

2) NonStop SQL/MX Release 2.0 database MP tables package now available

The first customers are receiving shipment of the NonStop SQL/MX Release 2.0 database MP tables package with the NonStop Kernel operating system Release Version Update (RVU) G06.23. Customers can choose to deploy this General Availability product option, or they may deploy the Controlled Availability option, NonStop SQL/MX Release 2.0 database MX tables package, which is scheduled for an October release as software product revisions (SPRs) on RVU G06.23. A Controlled Availability upgrade package that adds MX tables functionality to the MP tables package will also be available at the same time. For more information on this database product and its three packages, see the product announcement at <http://h71033.www7.hp.com/object/SQLMX20XNW.html>.

3) NonStop Server for Java Version 3.1 Update 6 software now available

This version of NonStop Server for Java software is based on the Java 2 Platform, Standard Edition (J2SE) software development kit 1.3.1 from Sun Microsystems and is a fully compliant Java development kit. The Java Database Connectivity (JDBC) drivers for NonStop servers conform to the Sun Microsystems JDBC 2.1 application program interface (API) specification. NonStop Server for Java Version 3.1 and the JDBC/MP driver have been qualified to run on G06.14 and later G-series RVUs of the NonStop Kernel operating system. The JDBC/MX drivers have been qualified to run on G06.18 and later G-series RVUs. Update 6 contains defect repair. For further information, see Support Note S04072 at <https://onepoint.nonstop.compaq.com/buildpage.asp>.

4) NonStop XSLT Version 2.0 software now available

XSLT is used for converting XML into other formats such as HTML. NonStop XSLT Version 2.0 software is a port of Apache Xalan 1.7 for NonStop servers. NonStop XSLT 2.0 requires NonStop XML Parser Version 5.0 (with or without IEEE support). NonStop XSLT Version 2.0 has been qualified to run with G06.20 and later G-series RVUs. For further information, see Support Note S04081 at <https://onepoint.nonstop.compaq.com/buildpage.asp>.

SUCCESS STORIES

5) NYCE processes more than 1.5 billion transactions a year on NonStop systems

NYCE has a lot to be proud of. Not only is it one of the largest regional electronic funds transfer (EFT) networks in the United States, but it also sets the benchmark for system availability in the EFT industry. In fact, the International HP NonStop Users Group (ITUG) voted NYCE the hands-down winner of its prestigious availability award at the 2003 ITUG Summit. If fail-safe system availability is NYCE's primary business challenge, a close second is the company's commitment to providing service for value. "People want good service, but they also want a competitive price," said Brian Mecca, director of data center operations at NYCE Corporation. "We need to operate cost-effectively, and the NonStop systems help us do this. NonStop servers deliver excellent return on investment, because you don't have to invest heavily in third-party software to make the system run efficiently. What's more, we can manage our NonStop systems with a relatively small support staff. Overall, I consider the total cost of ownership for NonStop systems to be much lower than any other system would be, from a software, hardware, and maintenance standpoint." For more on NYCE, see the success story at <http://h71033.www7.hp.com/object/NYCESS.html>.

6) TIC helps New York Board of Trade keep markets moving with Report.Web

Founded in 1998, the New York Board of Trade (NYBOT) uses NonStop servers to process and archive its numerous trading transactions and reports. NYBOT has turned to Transaction Innovation Corporation (TIC) to assist with its data infrastructure and report automation. For example, NYBOT produces a monthly transaction report of approximately 5,000 to 5,500 pages and distributes it to 800 to 850 brokers. The company used a manual procedure to compile, print, assemble, and disseminate individual reports to each broker. Now, NYBOT uses Report.Web from TIC to automate the assembly process and make reports available via secure Web browser. For more information, see the success story at <http://www.ticsoftware.com/REPORTWEB.HTML>.

7) SimDesk selects NonStop server for Indiana technology inclusion program

HP and SimDesk Technologies have announced an alliance agreement to aid Indiana in its statewide digital inclusion program. Under terms of the agreement, NonStop servers will be used as the computing platform for SimDesk applications. SimDesk and state officials revealed plans earlier to give Indiana residents no-cost access to a full suite of SimDesk software and online computing tools that allow ubiquitous access to personal files and information from any computer, anywhere.

Indiana will be the first state in the nation to deploy a statewide community computing initiative. "Using the power of the Internet and SimDesk software, we can allow for continuity, communication, and collaboration regardless of location," said Lou Waters, chief operating officer at SimDesk. Commenting on the combination of SimDesk software and HP's unparalleled server technology, Waters added, "We believe that Indiana residents will now have the ultimate solution for digital inclusion." Read the full press release at <http://www.hp.com/hpinfo/newsroom/press/2004/040707b.html>.

8) HP Canada awarded Can\$420 million contract with TD Bank Financial Group

HP Canada and TD Bank Financial Group have announced an initiative whereby HP will upgrade and manage TD's national ATM network and point-of-sale (POS) transaction infrastructure and deliver next-generation ATM and POS capabilities. HP will be responsible for the overall delivery and management of the outsourced solution, one that includes HP specific services such as the service desk, integrated management and communications, data center operations, and critical governance processes. HP ProLiant server technology and NonStop server switch hardware and software will support this mission-critical application. The seven-year agreement is valued at Can\$420 million. <http://www.canadanewswire.com/en/releases/archive/July2004/13/c2519.html>

GENERAL NEWS

9) HP recognized for social and environmental performance

Adding to its expanding list of honors, HP has ranked eighth overall in the Accountability Rating, the first global index that evaluates how well the world's 100 largest corporations account for their impact on society and the environment. Developed by AccountAbility and CSRnetwork, the Accountability Rating measures the state of corporate accountability by ranking companies in stakeholder engagement, strategy, governance, performance management, public disclosure, and assurance. The top 10 companies include seven from Europe and two from Asia; HP is the only U.S. company to appear in the top 10. "The Accountability Rating moves us beyond a narrow focus on reporting ad hoc non-financial activities to one that illuminates the links with business strategy, performance, and long-term value creation," said Simon Zadek, CEO at AccountAbility. "HP featured particularly well in terms of stakeholder engagement, performance management and public disclosure." Read the full press release at <http://www.hp.com/hpinfo/newsroom/press/2004/040624b.html>.

10) HP and VisuAide unveil first handheld PC for the visually impaired

HP and partner VisuAide made news at the National Federation of the Blind Conference in Atlanta by demonstrating Maestro, the first mainstream handheld PC for the blind and visually impaired. Built on the HP iPAQ Pocket PC h4150 platform, Maestro is the most affordable and compact personal digital assistant available to the visually impaired. Maestro features text-to-speech technology, a tactile keyboard membrane over its touch screen, and Bluetooth wireless technology. Maestro follows Trekker as VisuAide's second product that uses the iPAQ Pocket PC. Launched in 2003, Trekker revolutionized travel tools for the blind by using global positioning system (GPS) technology, talking digital maps, and

talking menus to provide real-time information on surroundings and pinpoint user location. Read the full press release at <http://www.hp.com/hpinfo/newsroom/press/2004/040630a.html>.

11) HP joins other sponsors to support Tibet Expedition 2004

Mountaineer Erik Weihenmayer could feel the excitement in the air as he stepped off the plane in Tibet. It was May 2004, and his first trip back to the Himalayas since he reached the summit of Mt. Everest in 2001. Now it was time to give back to a place that had given him so much. Weihenmayer plans to train a group of local students for an expedition in late September 2004 to the summit of Lhakpa Ri, a spectacular 23,000-foot (7,000-meter) peak just north of Mt. Everest. The difference between this Himalayan adventure and others? Weihenmayer and the six Tibetan teens he will lead are blind. By donating three Photosmart digital cameras, an iPAQ Pocket PC, a ruggedized notebook computer, and cash to the project, HP is helping spread this story of courage, strength, and hope. For more information on the expedition, visit the ClimbingBlind website at <http://www.climbingblind.org/>.

PARTNER NEWS

12) SeeBeyond eGate Integrator 5.0 now available on NonStop servers

SeeBeyond has announced the availability of its eGate Integrator 5.0 platform on the NonStop server. As the foundation of SeeBeyond's Integrated Composite Application Network (ICAN) Suite, eGate Integrator provides a platform for customers to deploy composite applications within a unified development and management environment, while benefiting from the native coupling with the industry's leading high-availability, massively parallel enterprise server. Enabling the connectivity of zero latency enterprise (ZLE) applications, processes, and data across the enterprise, eGate Integrator allows organizations to use standard eGate services and tools to quickly implement real-time operations as envisioned by ZLE technology. Germany's largest department store, Karstadt Warenhaus AG, selected the SeeBeyond platform as the enterprise standard for its strategic integration infrastructure. Commenting on the port of eGate Integrator to NonStop servers, Karl-Heinz Lach, head of technology and integration at ITELLIUM Systems and Services GmbH, the IT service provider of KarstadtQuelle AG, said, "With eGate 5.0, SeeBeyond has delivered a uniquely open and manageable integration platform that can be deployed across multiple and disparate application servers. When deployed on NonStop servers, eGate allows enterprisewide, real-time access to information and transparently leverages NonStop system benefits including proven fault tolerance and ease of management for parallel deployments." Look for the full press release, published 07/06/04. http://www.seebeyond.com/investor/IR_PressReleases_fm.asp

13) TapeLabs brings 64-bit symmetric multiprocessing to Virtual TapeServer

Tape Laboratories (TapeLabs) announces the adoption of the ProLiant DL585 server into its Virtual TapeServer product family. The new server features a dual 64-bit symmetric multiprocessor design, delivering more than twice the computing power of existing models. Capable of supporting any combination of up to 16 SCSI or Fibre Channel connections, the new server offers the same class-leading

features and functionality as previous Virtual TapeServer models, and also features embedded dual Gigabit Ethernet channels and RAID processor. All Virtual TapeServer models are completely compatible; they can be clustered together for scalable solutions available from entry level up through the most demanding heterogeneous enterprise-class configuration. Available from HP, Virtual TapeServer is in heterogeneous production use by multiple referenceable NonStop system users. For more information, contact TapeLabs at +1 (310) 577 1700 or visit the TapeLabs website at <http://www.tapelabs.com>.

14) Network Concepts Inc. announces NCI-Sync software

NCI-Sync is a software product that works in concert with a file replicator to keep a CONTROL or CONTROL-CS database on two NonStop system nodes in synchronization and ready for use in real time. The file replicator transfers an exact copy of the selected file set on the source node to the destination node, providing a backup copy of the files on the destination node. The internode connection can be via HP Expand networking software or TCP/IP communications. The transfer is automatic, keeping the files in synchronization, in near real time. Both NonStop AutoSYNC and FileSync from TANDsoft are supported as the file replicator program. For more information on Network Concepts products, visit <http://www.nci-sw.com/nci-sync.html>.

15) Two announcements from TANDsoft

TANDsoft, a provider of enabling software products for NonStop systems, has announced FileSync 1.5 support for NCI-Sync business continuity software for CONTROL and CONTROL-CS from Network Concepts, a leading provider of software management and cross-platform development products. In a separate news item, TANDsoft announces an agreement with ADC System Services, LLC, a business continuity and disaster recovery planning service provider in the United States, to distribute FileSync, which automatically synchronizes HP Guardian and Open System Services (OSS) files, SQL tables, and application environments among NonStop servers. The partnership adds to the ADC toolkit an additional resource to provide business continuity solutions for their NonStop system customers. For details on these announcements, visit <http://www.tandsoft.com/news.html>.

16) SHAZAM purchases OpenNET/AO and Vision from Insession Technologies

Customer service is playing a vital role in many organizations these days, and it is no different at SHAZAM, an EFT network. According to Senior Vice President Terry Dooley, SHAZAM is striving to provide the industry's best customer service, with more insight into system performance and improved manageability of its NonStop systems. SHAZAM recently purchased OpenNet/AO and OpenNet/Vision from Insession Technologies to manage its monitoring and performance requirements on the NonStop platform. By using ESQ's OpenNET products distributed by Insession Technologies, SHAZAM is taking the necessary steps to ensure that the company remains one of the largest EFT providers in the nation. To read more about SHAZAM's decision to use OpenNET products, see the announcement at <http://www.insession.com/hp-shazam>.

17) TIC adds OLAP data analysis solution to NonStop server product line

Through its partnership with software and professional services provider ASG Software Solutions, TIC announces the addition of Safari.OLAP to its own line of NonStop product offerings. Safari.OLAP is a Web-based data mining and analysis tool that enables NonStop system users to easily access and analyze information without the requirement of any programming. Safari.OLAP is easy to deploy and use throughout an organization, providing a low-cost desktop solution that doesn't require any system administration. With Safari.OLAP, data can be analyzed in real time, giving organizations the ability to recognize and respond to critical business issues such as sales and revenue trends, materials usage cycles, and inventory forecasting and management needs. The clear and concise results generated may be exported seamlessly into Microsoft[®] Excel or Word for further presentation and dissemination. For more information about Safari.OLAP, see the product description at

<http://www.ticsoftware.com/OLAP.html>.

For more information about the TIC and ASG partnership, visit

http://www.ticsoftware.com/partners_4.html.

18) Verizon IT announces release 9 of its UMS solution

Verizon Information Technologies has announced the release of UMS R9, its internal mediation solution, which contains enhancements to improve product performance and take advantage of Itanium[®]-based NonStop servers. The UMS solution processes 260 million event detail records per day, internationalized with hundreds of diverse requirements from a global user community. According to Tim Lawson, director of mediation for Verizon Data Services, the new UMS capabilities will offer significant performance improvements to commercial customers. "UMS is an efficient, flexible and fault-tolerant mediation solution that already gives our commercial customers scalable and fault-tolerant features," said Lawson. "Now with release R9, the system will further improve performance and lower the overall cost of ownership."

<http://www.verizonit.com/news/umsr9.htm>

19) HP launches NonStop solution validation program for Itanium-based servers

HP is launching a program to provide Itanium-based NonStop system hardware and software to partners for the purpose of validating their solutions and ensuring solution readiness. This program is being offered to NonStop product partners at no cost. Partners only need to invest the time; HP will invest the hardware, software, support, and facilities at no cost to them. Through this program, customers can be assured that both HP and third-party solutions will be ready for use when Itanium-based NonStop system hardware arrives, currently scheduled for General Availability in June 2005. Customers also can validate their own applications during the Controlled Availability period prior to May 2005. Partners needing more information can contact Terry.Schlenz@hp.com or can visit the HP Passport website.

http://h21007.www2.hp.com/dspp/prot/bus/bus_BusDetailPage_PRT_IDX/1,1612,5900,00.html

20) Register now for ITUG Summit 2004 in October

Registration is now open for ITUG Summit 2004, which will be held October 3–7 at the San Jose Convention Center in California. Hosted by ITUG and fully endorsed and supported by HP, ITUG Summit offers an extensive technical knowledge exchange among users, developers, partners, and engineers in the NonStop server technical community. The conference will feature

- Senior HP executive speakers, including Ann Livermore, Pauline Nist, Chris Rooke, and Jim Murphy
- Industry expert Carl Claunch, Vice President, Research and Advisory Service, Gartner Group
- NonStop system user keynote session: A joint presentation by Warren Coles, PULSE EFT Association, and Bill Hammel, eFunds
- More than 180 technical sessions focusing on NonStop technology
- Free HP Certification Professional program exam overview sessions and testing center (free to registered conference attendees)
- Special Interest Group (SIG) sessions
- An exhibit hall showcasing NonStop products, solutions, and services as well as exhibits from more than 50 partners and vendors
- Plenty of networking opportunities
- Optional preconference educational seminars (October 2–3)
- NonStop Partner Summit (October 2–3)

The ever-growing ITUG Summit has developed into a major international industry event for IT professionals in the NonStop server community. Attendees represent all segments of this community including financial services, banking, healthcare, retail, and telecommunications. Nowhere else can you find so many NonStop server users under one roof, at one time. Visit the ITUG Summit 2004 website for additional information and registration forms.

<http://www.itug.org/events/summit/2004/>

21) ITUG events calendar

ITUG has more than 30 active Regional User Groups (RUGs) worldwide and numerous SIGs. For a complete look at the 2004 ITUG calendar for RUGs and SIGs, visit

<http://itug.org/regions/sig-rug-cal.cfm>.

22) Regional User Group updates

ATUG: Atlanta Tandem Users Group

<http://www.itug.org/regions/atug/index.html>

BITUG: British Isles NonStop User Group (meeting in Reading, England)

<http://www.bitug.com/>

CTUG: Canadian Tandem Users Group (meeting in Toronto)

<http://www.ctug.ca/>

DUST: Desert USers of Tandem (meeting in Phoenix, Arizona)

<http://www.itug.org/regions/dust.cfm>

FTUG: French Tandem Users Group (meeting in Paris)

<http://www.ftug.org/>

FINTUG: Finnish Tandem User Group
<http://h40128.www4.hp.com/services/eventcalendar/>

GTUG: German Tandem Users Group
<http://www.gtug.de/home.htm>

HUG: Houston User Group
<http://itug.org/regions/hug.cfm>

INUG: The Iberian NonStop Users Group is revitalizing and needs help in the reformation. Users in Spain and Portugal are asked to fill out an online survey form. Anyone interested in getting involved can send e-mail to itug-rugs@itug.org.
<http://www.itug.org/regions/inug.cfm>

LATUG: The Latin America Tandem Users Group serves NonStop product customers in Argentina, Bolivia, Brazil, Chile, Colombia, Mexico, Paraguay, Peru, Puerto Rico, Venezuela, and Uruguay. For more information, visit the LATUG website.
<http://itug.org/regions/latug.cfm>

MATUG: The Mid-Atlantic Tandem Users Group held its previous meeting on July 15 at the AOL facilities in the Dulles/Reston area. The meeting was the third stop on the Southeastern Regional NonStop Roadshow. The theme of the meeting was "Integrating Your HP Data." The following day, HP held a free training seminar, "Developing Applications to Run in Open System Services (OSS)," also at the AOL facilities.
<http://www.iticsc.com/matug>

MCTUG: Mid-Continent Tandem Users Group
<http://www.itug.org/regions/mctug.cfm>

METUG: Middle East Tandem Users Group
<http://itug.org/regions/metug.cfm>

MSTUG: Mid-Southern States NonStop User Group
<http://www.itug.org/regions/mstug.cfm>

N2TUG: North Texas and Oklahoma Tandem Users Group
<http://itug.org/regions/n2tug.cfm>

NCTUG: Northern California Tandem User Group (meeting in Cupertino)
<http://www.zlemail.com/nctug/nctug.htm>

NRTUG: Northeast Region Tandem Users Group
<http://www.itug.org/regions/nrtug.cfm>

OTUG: The Ohio Tandem Users Group held a Technical Training Day on July 22 in Columbus. The topic was "Web Services for the NonStop server." For details, visit the OTUG website.
<http://itug.org/regions/otug.cfm>

OZTUG: The Australian NonStop User Group (meeting in Sydney) held its annual conference and trade show July 26–27. For details, visit the OZTUG website.
<http://www.oztug.org/>

PNUTS: Pacific Northwest Users of Tandem Systems
<http://itug.org/regions/pnuts.cfm>

RMTUG: Rocky Mountains Tandem Users Group
<http://itug.org/regions/rmtug.cfm>

SATUG: Southern African Tandem User Group
<http://www.satug.org/>

SCTUG: Southern California Tandem Users Group (meeting in El Segundo)
<http://itug.org/regions/sctug.cfm>

SunTUG: Florida NonStop Users Group
<http://www.suntug.org/>

TUMS: Tandem Users of the Minneapolis/St. Paul Area
<http://www.itug.org/regions/tums.cfm>

VNUG: Viking NonStop User Group (meeting in Stockholm)
<http://www.vnug.biz/>

EDUCATION NEWS

23) Technical Update Training CD #45 now shipping

The multimedia CD-ROM-based program from the Education and Training Center brings technical training directly to the subscriber's desktop. NonStop Server Technical Update Training (TUT) CD #45 is now available. This CD contains more than four hours of presentations on the latest technology enhancements to NonStop server hardware, software, and solutions. Order CD #45 or a one-year subscription now and keep up with the developments on the NonStop server. For a complete list of the topics and presenters included on TUT #45, visit <http://education.nonstop.compaq.com/us/cat/TUT45.pdf>.

SERVICE AND SUPPORT NEWS

24) Performance tips for using DATETIME literals in core SQL statements

A support note has been released that describes how NonStop ODBC/MP software users can avoid performance degradation while using DATETIME literals inside core SQL statements. For details, see Support Note S04069 at <https://onepoint.nonstop.compaq.com/buildpage.asp>.

25) Support note discusses RDF networks and zero lost transactions

Some NonStop Remote Database Facility (RDF) configurations that involve multiple primary nodes without an RDF network are possible without a zero lost transactions (ZLT) solution. With a ZLT solution, however, these configurations are no longer valid. For details, see Support Note S04070 at <https://onepoint.nonstop.compaq.com/buildpage.asp>.

26) Support note discusses RDF and online database maintenance

A support note has been created that outlines the required procedures for performing online database maintenance on RDF-protected objects. In some cases, users must be certain that the operation has committed on the primary system before attempting to perform the operation on the RDF backup system. For details, see Support Note S04078 at <https://onepoint.nonstop.compaq.com/buildpage.asp>.

FUN STUFF

27) Juan Pablo Montoya takes a point for BMW WilliamsF1 team in France

After a difficult race at Magny-Cours for the BMW WilliamsF1 team, Juan Pablo Montoya was able to secure one valuable point, crossing the line in eighth place in the French Grand Prix. His teammate, Marc Gené (racing for the injured Ralf Schumacher), finished in tenth position. Whereas Gené, who started from eighth position, failed to make a good start and was running eleventh at the end of the first lap, Montoya was able to defend his sixth position in the opening laps. However, what followed was a difficult race for the BMW WilliamsF1 team. Michael Schumacher (Ferrari) won the French Grand Prix ahead of Fernando Alonso (Renault) and Rubens Barrichello (Ferrari), with an unusual four-stop strategy. To read more about the race, go to the home page and select Race Archive from the Season 2004 menu. Then select GP France.
<http://www.bmw.williamsf1.com>

28) Montoya scores four points in British Grand Prix

The British Grand Prix didn't run as well for the BMW WilliamsF1 team as the Anglo-German partnership had hoped. Juan Pablo Montoya delivered a flawless performance and took fifth place; teammate Marc Gené finished twelfth. Montoya lost his seventh place to B.A.R.'s Takuma Sato right at the start but fought back and passed Sato on the second lap. In the closing stages of the race, Montoya put pressure on fourth-placed Jenson Button (B.A.R.). At the end of the day, though, he had no chance of passing Button and consequently crossed the line in fifth place. Ferrari's Michael Schumacher took his tenth victory of the season from Kimi Raikkonen (McLaren) and Rubens Barrichello. To read more about the race, go to the home page and select Race Archive from the Season 2004 menu. Then select GP Britain.
<http://www.bmw.williamsf1.com>

29) BMW WilliamsF1 team scores six points at Hockenheim

In an exciting German Grand Prix, the BMW WilliamsF1 team drivers, Juan Pablo Montoya and Antonio Pizzonia (filling in for the injured Ralf Schumacher), finished in fifth and seventh places respectively. In the closing stages of the race, both team drivers underlined the competitiveness of the WilliamsF1 BMW FW26. During the last ten laps, Montoya was the fastest man on track and dramatically closed the gap to fourth-placed David Coulthard (from more than 10 seconds to just 2.8 seconds). The winner of the German Grand Prix was Michael Schumacher. Jenson Button (B.A.R. Honda), Fernando Alonso (Renault) and Coulthard took second,

third, and fourth places respectively. The last point behind Pizzonia was scored by B.A.R.'s Takuma Sato. To read more about the race, go to the home page and select Race Archive from the Season 2004 menu. Then select GP Germany.
<http://www.bmw.williamsf1.com>

IMPORTANT PHONE NUMBERS AND LINKS

(Phone numbers are for North America only, unless otherwise noted.)

NonStop computing news

The very latest NonStop product news.

<http://h71033.www7.hp.com/page/NonStopNews.html>

Global Customer Support Center: 1 (800) 255 5010 (U.S. only)

Technical hardware and software defect support and usage assistance.

<http://h71014.www7.hp.com/GCSC.html>

NonStop Presales Group: 1 (800) 282 6672

Product information, price quotations, order processing information.

<http://h71033.www7.hp.com/page/CRC.html>

NonStop eServices portal

A convenient, password-protected portal with access to a wide variety of services.

<https://onepoint.nonstop.compaq.com/buildpage.asp>

Partnerships and solutions

Information on strategic partnerships, partner products, services, and solutions.

<http://h71033.www7.hp.com/page/Partners.html>

NonStop technology education: 1 (800) 472 5277

Education schedules, information, prices, and class enrollments.

<http://h71033.www7.hp.com/page/Education.html>

NonStop Technical Library

A wide range of NonStop product publications, including technical manuals, articles, and support information.

<http://h30163.www3.hp.com/Default.asp>

NonStop Direct online store: 1 (800) 482 6336

Convenient product ordering by phone or the Web.

<http://direct.nonstop.compaq.com/>

Business continuity and disaster recovery solutions

Basic information about business continuity, NonStop server products and services for business continuity and disaster recovery, and customer successes.

<http://www.hp.com/go/nonstopcontinuity>

Software developers' information

Information for developers of NonStop system applications.

<http://h71033.www7.hp.com/page/ADE.html>

Interactive Upgrade Guide

An interactive tool to help plan system release migrations.

<http://h71033.www7.hp.com/TechPubs/IUG/default.htm>

Internet-enabled applications

Preserving your investment in NonStop system business applications and databases while applying the latest Internet technologies.

<http://h71033.www7.hp.com/page/IntEnab.html>

Product information for NonStop servers

<http://h71033.www7.hp.com/page/NonStopServers.html>

ITUG, a user group for the NonStop server community: +1 (312) 321 6851

<http://itug.org>

Customer support

<http://h71033.www7.hp.com/page/CustomerSupport.html>

A One-Stop Site for Service Providers

<http://h18000.www1.hp.com/enterprise/sp/>

Privacy statement

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