

# NonStop Computing Update: April 2005

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Welcome to the April 2005 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.

To subscribe, or for comments or feedback, please send e-mail to [Sharon Wilkerson](#). Your comments, questions, and suggestions are always welcome.

## NonStop server news

### 1) NASDAQ purchases 500+ NonStop server processors

NASDAQ, the largest U.S. electronic equity securities market, has [selected NonStop](#) systems to upgrade its fully integrated electronic order display and execution system. Under the terms of the three-year contract, which extends an existing 20-plus year relationship between the two companies, NASDAQ purchased more than 500 NonStop server processors running HP OpenView enterprise management software. "With 700 trading firms as customers, on average, trading more shares per day than any other U.S. market, downtime at NASDAQ simply cannot happen," said Steve Randich, executive vice president and chief information officer, The NASDAQ Stock Market. "HP's NonStop platform and HP OpenView software deliver real-time capability, availability, and scalability." As reported in an [InformationWeek](#) article (March 21), "‘Nasdaq couldn't wait for the new NonStop system based on Itanium 2 to be introduced,' Randich says, but he believes the market migration to the new processor architecture over the next two years will be positive. ‘We see this as a natural and positive evolution. We're optimistic that [Itanium] will provide a pretty significant stair step in terms of price/performance going forward.’" According to Pauline Nist, VP of the NonStop Enterprise Division of HP, "The contract demonstrates that the NonStop server line continues to have the flexibility and reliability to really meet the needs of the financial community."

### 2) HP and America Online broaden relationship

America Online, Inc. (AOL), a long-time NonStop customer, has broadened its relationship with HP through a [three-year technology services management contract](#). HP will provide maintenance and

support services for more than 15,000 servers from multiple vendors in AOL data centers across multiple U.S. locations. This includes support for 9,000 HP servers—encompassing NonStop, HP 9000, HP ProLiant, and HP Integrity servers, as well as HP workstations. "HP has been a long-time partner in helping America Online operate world-class services for AOL's customers," said David L. Cole, senior vice president of Systems Operations, America Online, Inc. "HP's flexible and collaborative approach and its ability to provide a single point of management for our multivendor environment will positively impact not just our infrastructure, but the speed with which we can respond to the needs of America Online's customers."

### **3) NonStop servers declared “winner” in *ServerWatch* newsletter**

A recent article published in the [ServerWatch](#) newsletter describes how HP intends to maintain its position as the leader of worldwide server shipments for the past three years. The article reports that the HP strategy going forward is to add manageability and virtualization features and also streamline its many product lines under fewer umbrellas. “The winning brands are ProLiant, Integrity, and NonStop; the casualties are AlphaServer and HP 9000. The latter products are at the end of their respective lives,” the article reported. A chart comparing NonStop, Integrity, ProLiant, BladeSystem, and other HP server lines is also included.

### **4) New HP Availability Stats and Performance Hybrid Extension for Linux Software**

A powerful option to [HP Availability Stats and Performance](#) (ASAP) Software, Availability Stats and Performance Hybrid Extension for Linux (ASAP Hybrid) Software, is now available. The new software integrates the management of cross-platform NonStop server and Linux server applications. ASAP Hybrid Software sends Linux server application data to NonStop servers running ASAP Software for analysis, display, archival, monitoring, and alerting. ASAP Software provides many functions such as alerts, graphs, and grids on domains that do not meet their objectives, and provides custom views.

### **5) New HP Web ViewPoint Plug-in for Availability Stats and Performance Software**

HP [Web ViewPoint Plug-in](#) for Availability Stats and Performance (WASAP) Software, which monitors the status and performance of a whole network of NonStop servers, is now available. WASAP Software has been developed to provide a Web interface to monitor the availability and performance of system and application objects. It integrates operational status, performance, and availability objectives for NonStop systems, subsystems, and abstract application domains. WASAP Software also enables monitoring of both object status and performance of all key system resources on a network-wide basis. WASAP Software is a plug-in to HP Web ViewPoint Software and supplements it by providing the user with a smart, one-point management interface to the host.

### **6) New 15,000-RPM disk drives for NonStop servers**

HP introduces two [new 15,000-RPM disk drive products](#) for NonStop S-series servers: the 4638 and 46144 disk drives. The 4638, a 15,000-RPM 36-gigabyte disk drive, addresses the key requirements of the online transaction processing (OLTP) market segment—low price and high performance—to cost-effectively deploy multiple access arms (disk drives) in support of massively parallel high-volume OLTP applications. The 46144 disk drive delivers massive storage capacity and extremely high

performance through its 15,000-RPM rotational speed and fast seek times, making it an excellent fit for applications requiring massive data storage capacity. At 15,000 RPM, it is also a perfect fit for many OLTP applications.

## Success stories

### 7) Four IDX Carecast customers satisfy critical health information needs

With its combination of scalability, unsurpassed reliability, and a guarantee of 99.9 percent uptime, [IDX Carecast](#), running on the NonStop platform, is uniquely positioned to meet the demands of the healthcare organization in the twenty-first century. The [experiences](#) of many IDX customers—including the Nebraska Medical Center, the Montefiore Medical Center, the Bronx Lebanon Hospital Center, and the Lehigh Valley Hospital and Health Network—speak to the extraordinary reliability of Carecast and its predecessor, IDX LastWord, combined with the NonStop server platform. "The IDX technology platform has never caused us a moment of unplanned downtime in 10 years," says Jim Veline, executive director of Information Technology, Nebraska Medical Center. "With IDX, we have the mission-critical performance that supports our clinicians and advances our progress towards a paperless record. In addition, we've consistently maintained subsecond response times, ensuring that our system supports the fast pace of patient care."

## General news

### 8) TRUSTe honors HP as the most trusted company in America for privacy

TRUSTe, the leading online privacy nonprofit organization, and the Ponemon Institute announced that the [Most Trusted Company for Privacy Award](#) goes to HP for the establishment and enforcement of progressive privacy practices. A judging panel, consisting of privacy experts from academia and industry, reviewed and selected HP out of 50 eligible companies for its comprehensive privacy program. The Most Trusted Company for Privacy Award matches consumer experience and perceptions of trust with expert insight into a company's active privacy initiatives to create a trusted brand. "HP ranked high in consumers' overall perceptions and was able to support its leading position with an aggressive and thorough privacy campaign," said Fran Maier, president and executive director of TRUSTe. "HP has been active in making privacy a priority in how it interacts with customers and conducts business at large." For additional information, see the press release at

And read a new feature article, [Privacy—How HP Proactively Protects Your Personal Data](#).

### 9) HP number one in worldwide server shipments

HP closed out 2004 as the [leader in worldwide server shipments](#), according to fourth quarter 2004 figures released by IDC. HP's leadership was fueled by a strong quarter for ProLiant systems in the x86 market, a sector the company has led for the last 11 quarters. HP increased its shipments by 19.1 percent and its revenue by 13.8 percent year over year. For Intel® Itanium® 2-based Integrity servers, the company experienced calendar year-over-year gains of 61.6 percent in units shipped and 245.8 percent

in revenue. "The numbers show that HP is pulling ahead of competitors in high-growth markets," said Paul Miller, vice president, Marketing, Industry Standard Servers, HP. "We ended 2004 capturing nearly a third of the revenue in the high-volume x86 space. Competitors that remain unable to add any differentiated value to their servers struggled, reinforcing that HP's strategy of innovating on standards-based, high-volume architectures is bearing fruit."

#### **10) Stripped-down grid: A lightweight grid for computing's have-nots**

[Grid computing](#) has the potential to transform everything from drug discovery to aerospace design to analyzing stock portfolios but, until recently, its benefits were confined to regions where computing infrastructure is plentiful. HP is working with researchers in Brazil to change that—exploring new technologies that bring the advantages of grid computing to some of computing's have-nots. By hooking together individual computers around the world, scientists have created virtual supercomputers or grids that can quickly process vast amounts of information, helping to produce breakthroughs in meteorology, physics, medicine, and other fields. Relying on a software program called OurGrid, users make their own resources available to others and are also able to access resources from peers. The effort is already producing results: A medical research project in Rio de Janeiro used the system's computing power to successfully screen drugs for effectiveness with an HIV variant that is more common in Brazil and parts of Africa but rare in the United States and Europe.

#### **11) HP continues number one position in worldwide total disk storage systems**

HP closed 2004 as the [leader in worldwide](#) total disk storage systems factory revenue for the eleventh consecutive quarter. HP led the market with 24.2 percent market share and revenue growth of 19.8 percent quarter over quarter, according to market data released by IDC. In the open storage area network (SAN) market, HP closed the fourth quarter with 27.5 percent market share and holds the number one market position in total open SAN unit shipments for the quarter. HP outpaced market growth in the emerging NAS (networked-attached storage) market. IDC reported that HP grew full calendar year 2004 NAS revenue by 46 percent. HP also delivered a number of new and enhanced products and solutions to further strengthen its market leadership position.

### **Partner news**

#### **12) Join Club NSAA now to validate NonStop application software**

NonStop solution partners can sign up now to validate their application software for use with the NonStop Advanced Architecture (NSAA) running on new Itanium-based NonStop servers. Partners who have committed to the validation process become members of Club NSAA. Members can take advantage of joint marketing with HP and Intel, demand generation programs, participation in HP sales calls and webinars, as well as special perks at the upcoming EMEA NonStop Partner Summit in May. By joining Club NSAA, partners gain early access to the new platform, scheduled for general availability in June 2005, but accessible now for validation and testing. Validation system resources are available for Club NSAA members in two locations:

- The Worldwide Solution Center in Cupertino, California

- The NonStop EMEA Competency Center in Reading, England

ISV partner validation began in December 2004 and already more than 90 partners-including ACI Worldwide, IDX, eFunds, Logica, Integrated Research, and Opsol Integrators-have become Club NSAA members. Partners can still join Club NSAA: the validation process and corresponding resources will be available until December 2005. For more information about Club NSAA, contact Terry Schlenz at +1 (916) 786 6166 or at [Terry.Schlenz@hp.com](mailto:Terry.Schlenz@hp.com).

Once the survey is completed, partners can work with HP to schedule validation resources.

### **13) European NonStop Partner Summit, May 22–23, Berlin**

The third annual [NonStop Partner Summit](#) will be held on May 22–23 in Berlin, Germany, immediately preceding the ITUG European Conference. This year's conference will provide invaluable technical updates about the release of the Itanium processor-based NonStop server. Also included:

- A special "Itanium Cafe" that allows you to test your code on the latest compilers in a secure desktop environment
- A special networking session that will help you identify and make the most of the business opportunities available to you during the conference
- A high-impact business track, including a session on how to take your solutions to market with NonStop Business Development and Sales
- The popular NonStop Executive Q&A Panel, moderated by Roy Sheppard

This conference is a direct benefit of being a member of the HP Developer & Solution Partner Program (DSPP), and there is no charge to attend.

To request to be added to the invitation list, contact [Tina Ashamalla](#).

### **14) comForte introduces SecurPrint**

comForte introduces [SecurPrint](#), a new product that allows secure transport of print data to remote printers and/or print spoolers across a TCP/IP network. SecurPrint enables the Secure Sockets Layer/Transport Level Security (SSL/TLS) protocol as a plug-in for FASTPTCP, the TCP/IP network print process on NonStop servers. Printers or print spoolers that do not support the SSL/TLS protocol can be enabled with SSL using a secure remote proxy or the LPD server that is included with the product. Like all comForte security products, SecurPrint consists of only a small set of files and is easy to install and to configure.

### **15) Crystal Point selected by EDS to provide Web-enabling technology**

Crystal Point has been [selected](#) by EDS, the nation's leader in healthcare services, to provide the Web-enabling technology within a US\$93.7 million contract between EDS and the Arkansas Department of Human Services. The solution will manage the state's Medicaid program, which pays for medical

services for children and adults with limited income and resources. Crystal Point will assist EDS in Web-enabling, securing, and enhancing its mainframe-based Medicaid application. Crystal Point's AppViewXS product will permit EDS to quickly migrate the Medicaid application to a secure Web-accessed environment, without changes to the underlying host application.

#### **16) FTP is easy and secure with TIC's Secure TeleFTP product**

TIC and [comForte](#) are pleased to announce [Secure TeleFTP](#), an enhancement to TIC's TeleFTP product. TeleFTP automates the transmission of NonStop server data files and spooler reports to remote FTP servers, with optional data conversion to other useful formats such as PDF, HTML, and PKZIP. The new Secure TeleFTP product uses technology licensed from comForte's SecurFTP/SSL product to protect the confidentiality of user names, passwords, and data during file transfer. SecurFTP/SSL is a proven solution to SSL-encrypt file transfers between NonStop system hosts and other systems. SecurFTP/SSL interacts with commercial FTP servers on other platforms such as WS-FTP Server Pro. The Remote Proxy component of SecurFTP SSL enables any existing FTP server, making it a true any-to-any solution.

#### **17) Insession Technologies announces enhancements to SafeTGate:SSL**

SafeTGate software now includes additional protection features for NonStop system applications and data. SafeTGate:SC (Secure Client) is a Windows® system-based component that provides client-side SSL support. It transparently intercepts clear TCP/IP connections so that SSL can protect them before sending the encrypted data to [SafeTGate:SSL](#) software on NonStop systems. This feature is particularly useful for applications without inherent SSL support, like older terminal emulators or custom applications. SafeTGate:SSL software now also provides Certificate Revocation List (CRL) support. CRLs are used by certificate authorities to indicate when a certificate should no longer be accepted as valid. CRLs can be cached by SafeTGate on NonStop systems, removing the need for costly lookups as part of SSL session establishment. The ability to store "known good" client certificates has also been added, enabling users to preconfigure clients that are allowed to establish SSL connections with the NonStop system. This new feature provides an extremely granular level of security.

#### **18) TSI enhances operation for 9840 tape technology on Itanium-based systems**

Tributary Systems, Inc. (TSI) will offer significantly enhanced operation for 9840C tape drives with the release of Itanium processor-based NonStop servers. With a native Fibre Channel interface, the 9840C tape drive will connect directly to a port on the server's FCSA interface and no longer require the CT9800FC converter currently necessary to interface with NonStop S-series servers. Additionally, 9840C tape drives will take full advantage of the FCSA's port bandwidth of 250 megabytes per second to provide a new level of performance and to help users address the demanding and growing requirements of today's tape operations. For additional information about TSI 9840 tape technology and products, contact [Larry Meyers](#), TSI, at +1 (817) 354 8009, ext. 32.

#### **19) XYPRO provides free HIPAA solutions paper**

The Health Insurance Portability and Accountability Act (HIPAA) dictates greater electronic security of IT resources by reducing healthcare fraud and abuse as well as enforcing the protection of health

information of individuals against unauthorized access. Learn how the XYGATE security solution brings the most benefits to customers striving to comply with HIPAA regulations within NonStop server enterprises. XYPRO, author of *HP NonStop Security, A Practical Handbook* and the *XYGATE & SOX Compliance* solutions paper, offers *XYGATE & HIPAA Compliance*, a [solutions paper](#) describing how XYGATE software helps NonStop server users meet HIPAA-enforced security objectives.

## User group news

### 20) ITUG European Conference, May 23–25, Berlin

The 2005 ITUG European Conference will be held May 23–25 at the Estrel Convention Center Auditorium in Berlin, Germany. This conference brings together the NonStop community of Europe, the Middle East, and Africa (EMEA) and will feature:

- NonStop Partner Summit (May 22–23)
- Optional preconference educational seminars (May 23)
- Quick Introduction to Web Services for NonStop Server
- Quick Introduction to NonStop Server Performance Tuning and Analysis
- HP executive speakers, including Rudi Schmickl, Neil Pringle, Dave Stubbs, Uli Holdenried, and Pauline Nist
- NonStop user keynote session presentation by Helmut Hauer, DaimlerChrysler
- Industry analyst keynote session presentation by Phil Dawson, META Group
- More than 50 NonStop product–focused technical sessions presented by users, vendors, and NonStop system specialists
- Special Interest Group (SIG) sessions
- HP Certified Professional program exam overview sessions and on-site testing center
- An Exhibit Hall showcasing NonStop products, solutions, and services, as well as exhibits from more than 30 partners and vendors
- Plenty of networking opportunities

Register [online](#) before May 13 and save up to 100 euros.

### 21) Call for presentations for 2005 ITUG European Conference

The 2005 ITUG Summit will be held on October 23–27 in San Jose, California. Customers who would like to present a case study, a success story, migration tips, or some other related topic can receive complimentary ITUG Summit 2005 registration, including access to all conference activities, scheduled meals, and social functions (a value of approximately US\$1,525). To be a presenter, submit the online [Call for Speakers Reply](#) form by May 9, 2005.

### 22) Regional User Group updates

ITUG has more than 30 active Regional User Groups (RUGs) worldwide and numerous SIGs. Take a complete look at the [2005 ITUG](#) calendar for RUGs and SIGs.

**New Regional User Group, [BUG](#):** The first meeting of the Boston Users Group (BUG) will be held on May 10 at LogicaCMG in Lexington, Massachusetts. The agenda includes presentations on the newest NonStop products—Virtual Tape, XP storage, and the new Itanium-based NonStop servers, as well as a presentation by members of the ITUG board.

**Southeast Roadshows: [Southeast Roadshows](#)** are planned for July 11–15.

**Midwest Roadshows:** Two Midwest Roadshows were held March 10 in Brookfield, Wisconsin, and March 11 in Brooklyn, Ohio. Check the [MRTUG](#) and [OTUG](#) websites for details.

- [ATUG](#): The Atlanta Tandem Users Group
- [BITUG](#): The British Isles NonStop User Group held an Education Day on March 7, followed by the BITUG Summit 2005 Conference on March 8–9.
- [CTUG](#): The Canadian Tandem Users Group will hold its Spring 2005 Conference and Trade Show on April 27–28 in Toronto, Ontario.
- [DUST](#): The Desert Users of Tandem held a meeting on March 15 at the HP office in Tempe, Arizona.
- [FINTUG](#): The Finnish regional Tandem Users Group
- [FTUG](#): The French Tandem Users Group met on March 10 at the Hilton La Défense in Paris.
- [GTUG](#): The German Tandem Users Group
- [HUG](#): The Houston User Group
- [INUG](#): The Iberian NonStop Users Group met on March 1.
- [InNUG](#): The India NonStop Users Group serves members in India and the surrounding areas. For more information, contact [Nigel Baker](#).
- [KNUG](#): The Korean NonStop Users Group will hold a meeting on April 18 in Seoul, Korea.
- [LATUG](#): The Latin America Tandem User Group
- [MATUG](#): The Mid-Atlantic Tandem Users Group will hold a meeting on April 8 in Dulles, Virginia.
- [MCTUG](#): The Mid-Continent Tandem Users Group
- [METUG](#): The Middle East Tandem Users Group will hold a meeting in April.
- [MiTUG](#): The Michigan Tandem Users Group
- [MRTUG](#): The Midwest Region Tandem Users Group will hold a meeting on May 18 at the HP office in Schaumburg, Illinois.
- [MSTUG](#): The Mid-Southern States NonStop Users Group
- [N2TUG](#): The North Texas and Oklahoma Tandem Users Group met on March 18 in Dallas, Texas.
- [NCTUG](#): The Northern California Tandem User Group will meet on April 28 in Cupertino, California.
- [NRTUG](#): The Northeast Region Tandem Users Group
- [OTUG](#): The Ohio Tandem Users Group

- [OZTUG](#): The Australian Tandem Users Group will hold its 2005 Conference and Trade Show, ITUG's Asia-Pacific Conference, on July 25–26.
- [PNUTS](#): The Pacific Northwest Users of Tandem
- [RMTUG](#): The Rocky Mountain Tandem Users Group met on March 10.
- [SATUG](#): The South African NonStop User Group
- [SCTUG](#): The Southern California Tandem Users' Group met on March 29 at the HP offices in El Segundo, California.
- [SunTUG](#): The SunCoast NonStop Users Group
- [TUMS](#): The Tandem Users of Minneapolis/St. Paul
- [VNUG](#): The Viking NonStop User Group

## Education news

### 23) New NonStop Application Developer Professional Credential

The latest NonStop professional credential—[Certified Systems Developer](#) (CSD), HP NonStop Application Developer—is a unique three-exam certification designation for NonStop application developers who are looking for a credential that is tailored just for them. Many NonStop application developers want an alternative to current certification tracks that contain exams that are not entirely relevant to the developer's current job. That's why the new CSD credential has been designed to provide only those exams that are relevant. The exam format for the new credential consists of two mandatory core exams—plus a third exam that can be chosen from a list of electives, thereby tailoring the certificate to specific developer requirements and uses.

### 24) May Customer ConCall: Secrets for managing NonStop files and databases

The next NonStop [Customer Conference Call](#) will be held on May 5 from 8:00 to 9:00 a.m. PDT (U.S.). The one-hour webcast will feature the topic “Secrets for Managing NonStop Files and Databases” and will be presented by Kevin Christian and Mike Miller from NonStop Product Management and Development. Calls are accessible over worldwide toll-free phone numbers for audio and use the HP Virtual Classroom (HPVC) for slide display. The Customer Conference Call format allows plenty of time for questions. Sign up now to receive monthly conference announcements, to view upcoming presentations, or to replay previous calls (including the April 7 call about HP Web ViewPoint software as well as operations and performance management tools).

## Service and support news

### 25) Avoid Backup/Restore 2.0 performance degradation

When using Backup and Restore 2.0 and the Native CRE/RTL Heap Manager, the performance of a backup operation degrades quickly when attempts are made to back up more than a few thousand objects in the same job. In addition, CPU usage will dramatically increase. HP recommends that customers install the NonStop Kernel CRE/RTL Heap Manager for better performance. Both the Native CRE/RTL Heap Manager and the NonStop Kernel CRE/RTL Heap Manager are present on NonStop G-series

SUTs, starting with Release Version Update (RVU) G06.15 of the NonStop operating system. If customers choose not to install the new software and this defect is encountered, one option is to abort the job to free up system resources. As a workaround, it is also possible to run multiple jobs that have smaller groups of objects. For additional details, see [Support Note S05017](#).

### **26) G06.25: Some R-DSVs replaced by Y-DSVs**

Starting with RVU G06.25 of the NonStop operating system, a change has been made in the way products that only distribute processor-independent files are packaged for delivery on customer SUTs. These products are now delivered in a Y-distribution subvolume (Y-DSV) that completely replaces the previous R-DSV. The Y-DSV is useable in all processor environments and contains the full set of distributed product files. The same file set will be distributed on H-series SUTs for Itanium-based NonStop servers. The new DSV configuration for these products is handled in a transparent manner when ordering and/or installing SUTs. No changes are required when installing an RVU containing these products. For additional details, see [Support Note S05018](#).

### **27) NonStop Server for Java 4, Update 7 software available as IP**

NonStop Server for Java 4, Update 7 software is now available to order as an independent product (IP). NonStop Server for Java 4 is a certified implementation of Java 2 Platform, Standard Edition (J2SE) SDK 1.4.1 and provides an enterprise-class software environment that allows customers to run standard Java applications on NonStop servers. Update 7 is a maintenance release that provides defect repair as well as an enhancement addressing microsecond timestamp granularity within Java. This update also contains the most current generally available software product revisions (SPRs) for NonStop Server for Java 4, the JDBC driver for NonStop SQL/MX 1.8.5, the JDBC driver for NonStop SQL/MP, and the JDBC driver for NonStop SQL/MX R2.0. For additional details, see [Support Note S05020](#).

### **28) AWAN 3886 models running ASM Version 3.1 require GEM240 firmware**

Asynchronous wide area network (AWAN) 3886 hardware models now ship with the DNASV31 Software CD, which contains ASM Version 3.1 management software. AWAN 3886 models running ASM Version 3.1 require GEM240 or later firmware. Customers can continue to use the earlier ASM Version 2.4 or 2.5.1 software, or can install the GEM240 firmware. For additional details, see [Support Note S05021](#).

### **29) NonStop AutoSYNC Version 1.0, Update 4 software available as IP**

NonStop AutoSYNC Version 1.0, Update 4 software is now available to order as an IP. Update 4 provides the addition of the new command, LIST SYNCPROCESS, and has been qualified to run on D38, D45 and later, and G06.14 and later RVUs of the NonStop operating system. For additional details, see [Support Note S05022](#).

### **30) Issues with accessing CSTM files with T6553/T9082/T9552/T9543**

FUP, SCF, FTP, and DSAP incorrectly use the xxxCSTM file (FUPCSTM, SCFCSTM, FTPCSTM, and DSAPCSTM, respectively) present in the default subvolume of the user corresponding to the LoginName of the Mom process, when the Mom process of one of these utilities has previously used an

unsupported and undocumented Guardian procedure call to change the user identity. For additional details, see [Support Note S05024](#).

### **31) End of Service Life for various tape drives and associated tape products**

Several tape drives and associated tape products are scheduled to reach final End of Service Life (EOSL) status, as defined in the Hardware Product Maintenance List (HPML), and will cease to be supported by HP Customer Services. The products in the following list are scheduled for EOSL on September 30, 2005. Any existing SPRs that support these products will still be available to download from Scout for NonStop servers, but usage support and workarounds will no longer be provided by the GCSC. Customers will cease to be invoiced for support fees as of the dates listed for each product.

- 9490-2, Automated cartridge system
- 9490-4, Automated cartridge system
- 9490ACL, Tape drives, 2 in cabinet with ACL
- 9490S-2, Tape drives, 2 used with STK Silo
- 9490S-4, Automated cartridge system
- 9490SUPG, Automated cartridge system
- 9490UPG2, Automated cartridge system
- DWZGA, Fiber optic Ultra SCSI extender

For replacement products and additional details, see [Support Note S05025](#).

## **Fun stuff**

### **32) HP and *Scholastic Administr@tor* launch third Create-a-Calculator contest**

[HP](#) and *Scholastic Administr@tor* have kicked off the third annual [Create-a-Calculator contest](#)—a way to encourage students to become inventors by designing an original product that is both visually appealing and functional. This year, the nationwide competition invites high school and college students to submit calculator design entries for the chance to win more than \$39,000 in scholarships and calculator prizes. Teachers, faculty, and administrators also have the opportunity to win cash and calculators for themselves and for their institutions. The judging panel includes members from the American Society of Engineering Education (ASEE), employees of HP, and editors from both *Scholastic Administr@tor* magazine and the Scholastic teen magazine network. Winners will be featured in the September 2005 issue of *Scholastic Administr@tor*.

## **Important phone numbers and links**

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

- [NonStop news](#)—The very latest NonStop product news.
- [Global Customer Support Center](#): 1 (800) 255 5010 (U.S. only)—Technical hardware and

software defect support and usage assistance.

- [\*\*NonStop Presales Group\*\*](#): 1 (800) 282 6672—Product information, price quotations, order processing information.
- [\*\*NonStop eServices portal\*\*](#)—A convenient, password-protected portal with access to a wide variety of services.
- [\*\*NonStop partners\*\*](#)—Information on strategic partnerships, partner products, services, and solutions.
- [\*\*NonStop Education & training\*\*](#): 1 (800) 472 5277—Education schedules, information, prices, and class enrollments.
- [\*\*NonStop Customer Conference Call\*\*](#)—Monthly technical updates—a "What's New" in the NonStop world
- [\*\*NonStop Technical Library\*\*](#)—A wide range of NonStop product publications, including technical manuals, articles, and support information.
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