

# NonStop Computing Update: May 2005

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Welcome to the May 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) Martin Fink named new VP and general manager of NonStop Enterprise Division**

HP announces that Martin Fink has been named the new vice president and general manager of the HP NonStop Enterprise Division (NED), effective April 28, 2005. Fink replaces Pauline Nist, who will continue to work within HP Enterprise Servers and Storage (ESS) as Vice President of Total Customer Experience (TCE). The TCE program is designed to improve the total customer experience across all HP server and storage product lines. With Nist at the helm, the TCE program will leverage best practices across ESS business models, drive closer alignment with the technical services organization, and move ESS toward better ratings and service deliveries as well as improved product/solution quality. Fink inherits a strong, dedicated organization from Nist, one steeped in innovation. Fink and Nist will work together with key NonStop customers and partners to ensure a smooth transition of leadership and a continually improving customer experience. Fink will lead the NED in parallel with his current role leading the HP Open Source and Linux Organization (OSLO). His experience with enterprise sales in Canada, in HP-UX R&D, as BCS chief technology officer, as well as his most recent experience leading the Open Source and Linux Organization, will compliment the NonStop team. According to Scott Stallard, Senior Vice President of HP ESS, "The timing of this change is not totally coincidental. We have seen a number of customers leverage Linux and NonStop—where large numbers of Linux servers access highly reliable database and transactional services provided by NonStop servers. We believe that this is an area of HP leadership and want to leverage the best of both of these worlds for customers and to grow our business." Stallard went on to remark that, "Our commitment to ongoing versions of the NonStop server per our current roadmap remains. This, together with our commitment to Open Source and Linux and potential leverage between the two in the future, will enhance our roadmaps delivering robust, low-cost infrastructure solutions for our customers." Fink added to Stallard's remarks by saying, "Throughout this management transition and beyond, HP's commitment to the NonStop platform and solutions remains firmly in place. I want to assure customers and partners that HP is dedicated to the commitments made for NonStop product and solution roadmaps, and of course, we're all excited about the first Itanium®-based NonStop server, rolling out soon."

## **2) CPS Matrix offers GSM operators the highest levels of location services**

The Cambridge Positioning Systems (CPS) Matrix location services solution will be integrated with the NonStop platform to provide mobile operators with an extremely reliable and accurate solution for location-based services (LBS). The [CPS Matrix solution](#), combined with the power of NonStop servers, can be used to determine the location of mobile phone users and to locate a cell phone within about 330 feet in less than three seconds—useful for emergency response and other LBS functions. The CPS Matrix application combines location accuracy, all-environment coverage, and rapid location fixes, all of which are key capabilities needed in a location solution. By signing an agreement that integrates the Matrix position determination application with the HP OpenCall Intelligent Network Server (INS) service control software running on NonStop servers, HP and CPS can deliver Global System for Mobile Communications (GSM) operators worldwide a comprehensive solution that provides the highest levels of accuracy, reliability, and scalability. The solution is designed, integrated, and supported by HP Services and will be offered to mobile operators by both companies.

## **3) HP Integrity, NonStop, and ProLiant servers shaping the future**

HP is shaping the future by [consolidating](#) its server lineup into three industry-leading product lines—HP Integrity, NonStop, and ProLiant servers—that are built on two industry-standard architectures: x86 and Intel® Itanium® processors. Each of these products is designed to deliver best-in-class capabilities and value. HP's approach to [standardization](#) consists of three integral elements: industry-standard architectures, modular components, and consistent implementation. By applying these elements to processes as well as technology, HP helps customers build an IT foundation that is simple, agile, and value-driven. Industry-standard architectures allow a consistent, enterprisewide approach to deploying IT at a low cost. They drive efficiencies and economies of scale, increase flexibility, and provide greater choice. In addition, they lower the cost of computing when compared to more expensive proprietary offerings and provide the foundation for innovation and enhanced functionality.

## **4) RVU G06.26 of the NonStop operating system ships**

G06.26, a generally available Release Version Update (RVU) of the NonStop operating system, is now shipping. Highlights of RVU G06.26 include the following new and enhanced functions, as well as defect repair:

- HP General Device Support Extended (GDSX) software support for Format2 files
- NonStop Open System Management (OSM) improvements
- HP Open System Services (OSS) Name Server enhancement
- PSTATE and WHOHAS software tools
- NonStop Transaction Management Facility 3.3

For a complete list of product versions and software product revisions (SPRs) included in RVU G06.26, refer to the CONTENT file found on the site update tape (SUT) in Y9230R32 and in the [NonStop Technical Library \(NTL\) online collection](#).

Navigate to G06.26: Publications: Release and Migration. Softdocs for new and changed software are

available online in the NTL collection and on the SUT.

### **5) NonStop Transaction Management Facility 3.3 product enhancements**

With RVU G06.26 of the NonStop operating system, NonStop Transaction Management Facility (NonStop TMF) software offers important new performance and manageability features for NonStop servers so that, again, “failure is not an option.” New features include

- Commit Hold support for NonStop Remote Database Facility/Zero Lost Transactions (NonStop RDF/ZLT) software
- Avoid passing corrupt customer-supplied TxIds and TxHandles
- Add auxiliary audit trails dynamically
- Network support for heterogeneous transactions
- Select SNOOP commands moved to TMFCOM
- Revised default parameters
- Edit files now accepted by Dump files, Recover files, and Info Dumps

[Read more](#) about each of these new NonStop TMF product enhancements.

### **6) End of sales of Tape Media Manager, a Veritas NetBackup software product**

HP [announces](#) the end of sales of Tape Media Manager, a Veritas NetBackup software product. The Tape Media Manager (product ID SF17V1) was introduced as an HP product, in partnership with Tributary Systems, Inc., in May 2002. As a result of the lower-than-anticipated demand for the functionality provided by this product, no replacement product is planned at this time. Product end of sales, and the last date to place an order, is August 30, 2005.

### **7) NonStop S86000SE and S76SE servers end of sales**

HP announces the end of sales of the central-office NonStop S86000SE and S76SE servers. The last date to place orders for NonStop S86000SE and S76SE servers is August 31, 2005. Trade-in and upgrade credits will remain available until further notice. A [complete list](#) of the affected hardware part numbers, along with corresponding currently available replacement products, is available.

## **General news**

### **8) HP bolsters business continuity and availability services**

HP has [announced](#) a series of strategic moves to boost its business continuity and availability offering, including the hiring of former META Group lead analyst Mark Vanston, co-development of an executive study with Continuity Insights and key customer wins. As senior advisor for Business Continuity and Enterprise Risk Strategies at HP, Vanston brings insight and strategic direction to help further evolve HP's business continuity and availability services. A recognized authority within the business continuity sector, Vanston is responsible for bringing together a set of customizable solutions consisting of people, processes, and technologies that are designed to help customers solve business continuity, availability, compliance, and operational risk challenges. In addition, HP and Continuity

Insights are conducting a survey that gives senior business and IT executives an insight into their peers' business continuity best practices, current challenges, and future threats. Participants in the study will receive a complimentary copy of the research results. Designed for complete confidentiality, the study is being managed by Continuity Research, an independent research firm.

[Information](#) about participating in the study is available online.

### **9) Meeting the data-quality challenge**

Ask any business or IT executive if high-quality data is important to the health of his or her organization, and the answer will be, "Of course." But each day, organizations around the world use applications and databases filled with inconsistent, outdated, or inaccurate data. In a recent [Computerworld](#) article (April 13, 2005), DataFlux's Tony Fisher describes the common pitfalls to avoid when instituting a data monitoring program.

### **10) HP's recycling program marks Earth Day with 50 percent off offer**

HP has announced a discount of 50 percent off the cost of its online hardware recycling service for U.S. residents. According to research by Penn, Schoen and Berland Associates, which was conducted on behalf of HP, 95 percent of American consumers do not know the meaning of the term "e-waste," and 58 percent are not aware of an e-waste recycling program in their community. Despite this widespread lack of understanding, 63 percent of American consumers believe e-waste is at least as important an environmental issue as air pollution, and 68 percent of consumers stockpile used or unwanted computer equipment in their homes. Continuing its role as a leader in environmental sustainability, HP has recycled more than 120 million pounds of used computer hardware and HP print cartridges globally in 2004. This brings HP's cumulative recycling total since 1987 to 616 million pounds—more than halfway toward meeting the company-wide goal to recycle 1 billion pounds by the end of 2007. HP's 50 percent off recycling promotion will run from April 22 through May 31, 2005, and can be used in conjunction with HP's existing recycling e-coupon that offers online recycling customers up to \$50 toward the purchase of a new product on <http://www.hpshopping.com>. Full program details are available at [HP's Planet Partners return](#) and recycling program.

Find out more about [HP's other environmental programs](#).

## **Partner news**

### **11) "How to Attract More Quality Customers" workshop at NonStop Partner Summit**

A [special session](#) entitled "How to Attract More Quality Customers" has been added to the agenda of the NonStop Partner Summit, to be held May 22–23 in Berlin, Germany, immediately preceding the ITUG European Conference. The new, high-powered workshop will be offered on the first day of the Summit and delivered by Roy Sheppard, a world-class moderator, speaker, author, and business development specialist. If your aim is to increase sales by creating a culture and vision that embraces both collaboration and cross-functional thinking, this workshop is for you. And if you want to develop deeper

and more profitable business relationships throughout your supply chain—this workshop is not to be missed. The NonStop Partner Summit is a direct benefit of membership in the HP Developer & Solution Partner Program (DSPP) and there is no charge to attend. This year's conference will provide invaluable technical updates about the release of the Itanium processor-based NonStop server.

To request an invitation to the NonStop Partner Summit, contact [Tina Ashamalla](#).

### **12) Validate NonStop application software and enjoy the benefits of Club NSAA**

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 European NonStop Partner Summit in May. The validation process will be available until December 2005. Contact [Terry Schlenz](#) at +1 (916) 786 6166 for more information.

### **13) Independent NonStop Consultant cuts customer's CPU requirements by half**

An online transaction processor company in Louisville, Kentucky, was able to halve its CPU requirements based on recommendations made by Gary McCormack, a member of the HP Independent NonStop Consultant program. McCormack reports that he contracted with the company to conduct a performance analysis and tuning review. After completing the review, McCormack and the company's IT staff implemented his recommendations, which resulted in optimized performance and fault tolerance for NonStop Transaction Monitoring Facility and Pathway software, as well as backup, file, and disk subsystems and process priority schemes. After these changes were made, McCormack conducted a capacity planning review and found that the company could reduce its CPU requirement from 16 to 8.

[Gary McCormack](#) can be contacted at International System Consultants Ltd at +1 (312) 803 0585.

### **14) BATCHPOL—new NetBatch management, monitoring, and scheduling tool**

BATCHPOL is a new client/server application that is designed to manage, monitor, and schedule tasks or batch streams using the NonStop NetBatch Scheduler. The GUI-based product makes it easy to design, configure, edit, share, operate, monitor, alert, and optimize NetBatch operations. It also contains a comprehensive, interactive help system that enables users to better understand and control the full capabilities of the NetBatch product. USA, Inc. markets and supports BATCHPOL as the Exclusive Worldwide Distributor for the product developer [Nathan-Elliott Software](#). For more information, contact [USA, Inc.](#) at +1 (610) 296 2633.

### **15) comForte's SFTP/SSH file transfer with extended Guardian support**

[comForte](#), a leading provider of encryption solutions for the NonStop server platform, has released a new version of SecurFTP/SSH with extended Guardian support. SecurFTP/SSH is an implementation of the SFTP file transfer protocol over a Secure Shell (SSH) session. The latest SecurFTP/SSH release, which is already being rolled out into production, can run on systems with or without Open System

Services (OSS) installed. The product provides an OSS and a Guardian SFTP client, as well as an SFTP server with remote SFTP client access to both Guardian and OSS files. All components allow navigating the Guardian file system or specifying files using the OSS or Guardian file name syntax, regardless if OSS is running. Additionally, SecurFTP/SSH supports the specification of file attributes for target files, allowing direct transfers of structured Guardian files.

#### **16) comForte enhances SecurCS to SSL-encrypt HP Expand over IP traffic**

HP Expand networking software over IP is the predominant protocol used to interconnect multiple NonStop servers over a local or wide area network. Because the NonStop server currently does not offer encryption of Expand connections, all data exchanged between NonStop servers is traversing the IP network in the clear. This includes User IDs and passwords of remote TACL logins, files, and application messages transferred between systems, as well as transactions replicated to a duplicate database using NonStop RDF or third-party software. According to the Gartner Group, most attacks come from insiders, but with [SecurCS](#) for Expand, Expand vulnerability to sniffing attacks can be eliminated easily and transparently. With only a few simple installation steps, SecurCS can create an SSL tunnel for an Expand line, effectively encrypting all data that is exchanged between NonStop servers.

#### **17) Metavante Corporation extends DRNet software relationship with NTI**

[Network Technologies International](#) (NTI) has announced that Metavante Corporation has renewed its commitment to NTI's DRNet data replication software for its BASE24 systems. The continued commitment now includes Canadian operations in addition to U.S operations. For the past 12 years, DRNet has been delivering first-class data replication solutions to the NonStop user community. Some of the world's largest financial institutions, police, and fire departments as well as the healthcare and telephony industries employ DRNet for their data replication needs.

#### **18) Solutions 2005—GoldenGate's first user group conference**

[GoldenGate's](#) first user conference, Solutions 2005, will be an international affair featuring presenters and customers from around the world. It will be held June 1–3 at the Mandalay Bay Resort and Casino in Las Vegas, Nevada. The conference will feature a host of sessions, including sneak previews into future plans for GoldenGate technology, real-life case studies presented by peers, educational sessions, and roundtable discussions.

#### **19) TheView Version 2.6 from River Rock Software now available**

[River Rock Software](#), a leading provider of powerful software tools for accessing NonStop servers, has released a new version of TheView, a graphical user interface (GUI) that is efficient and easy to learn. The two major enhancement areas are 1) requests made to NonStop servers can now be canceled, and 2) many significant enhancements have been added to the GUI editor. For example, when an edit window loses focus (for example, display the Peruse Tool), the edit file is saved in the CurrentOpenEditFiles PC folder, providing a backup copy in the event of a PC crash or loss of power. The first time an edit file is modified, it is saved to the OriginalVersionEditFiles PC folder. The number of saved backup versions is also now configurable (1 to 999) and no longer limited to just five versions. Short cuts can be

automatically applied when opening an edit file, allowing easy navigation into specific tag lines. Single or multiple lines can be highlighted and printed in yellow to assist in code reviews. Text that is pasted from an unreliable source (for example, a PC editor that allows non-ASCII characters) can be cleansed, removing all non-ASCII characters. Edit files can also be opened by simply typing “TVE” and a file name in the Execution window. Contact [RiverRockSoftware](#) for a 30-day evaluation of Version 2.6.

## **20) TSI offers SCSI tape support for upcoming Itanium-based NonStop server**

Tributary Systems Inc. (TSI), through its partnership with HP, has designed a one-port Fibre Channel to two-port SCSI router specifically for the soon-to-be-available Itanium-based NonStop server. While providing support for today's currently shipping and most immediate generation of SCSI devices, this router provides investment protection for customers' previous tape investments while reducing their FCSA port costs on the new system. For additional information about the configurations that will be supported and their availability, contact [Larry Meyers](#), TSI, at +1 (817) 354 8009, ext. 32.

## **User group news**

### **21) Intel's Kirk Skaugen to present at 2005 ITUG Europe conference**

Intel executive Kirk Skaugen, general manager of Server Platforms Group Marketing, will speak at the 2005 ITUG Europe conference to be held May 23–25 at the Estrel Convention Center Auditorium in Berlin, Germany. Skaugen will help introduce the highly anticipated new Itanium-based NonStop servers during the conference opening session on Monday, May 23. The 2005 ITUG Europe 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 the NonStop Server
  - Quick Introduction to NonStop Server Performance Tuning and Analysis
- HP executive speakers, including Rudi Schmickl, Neil Pringle, Dave Stubbs, Uli Holdenried, and Martin Fink
- 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.

## 22) Last call for presentations for ITUG Summit 2005

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 2005 ITUG Summit registration, including access to all conference activities, scheduled meals, and social functions (a value of approximately US\$1,525). The deadline for online submissions is May 9, 2005. The Call for Speakers Reply [form](#) is available.

## 23) 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.

SOUTHEASTERN REGIONAL NONSTOP ROADSHOW, JULY 11–15: The [ITUG Roadshow](#) will visit four cities in the southeastern region of the United States this summer: Memphis, Washington D.C., Dallas, and Tampa. Attendees will have an opportunity to hear about the latest hardware and software roadmaps from Derek Ginger, NonStop Regional Marketing, as well as presentations about third-party products. For more information, contact [Meredith Estes](#), ITUG Headquarters.

- [ATUG](#): The Atlanta Tandem Users 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 TapeServer for NonStop servers, XP storage, and the new Itanium-based NonStop servers, as well as a presentation by members of the ITUG board.
- [BITUG](#): The British Isles NonStop User Group
- [CTUG](#): The Canadian Tandem Users Group held 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
- [GTUG](#): The German Tandem Users Group
- [HUG](#): The Houston User Group
- [INUG](#): The Iberian NonStop Users Group will hold a one-day training session on June 7 or 8. The exact date of the event and subject of the training session are to be determined.
- [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 in June in Seoul, Korea.
- [LATUG](#): The Latin America Tandem User Group
- [MATUG](#): The Mid-Atlantic Tandem Users Group held a meeting on April 8 in Dulles, Virginia.
- [MCTUG](#): The Mid-Continent Tandem Users Group
- [METUG](#): The Middle East Tandem Users Group

- **MIDWEST ROADSHOWS:** Two Midwest Roadshows were held on March 10 in Brookfield, Wisconsin, and March 11 in Brooklyn, Ohio. Check the [MRTUG](#) and [OTUG](#) websites for details.
- [MiTUG](#): The Michigan Tandem Users Group
- [MRTUG](#): The Midwest Region Tandem Users Group will hold a meeting on June 7 at the HP office in Schaumburg, Illinois.
- [MSTUG](#): The Mid-Southern States NonStop Users Group
- [N2TUG](#): The North Texas and Oklahoma Tandem Users Group will hold an Education Day on May 4 at the HP offices in Plano, Texas.
- [NCTUG](#): The Northern California Tandem User Group met 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 ITUG Australasia and OZTUG Conference and Trade Show, ITUG's Asia-Pacific Conference, on July 25–26.
- [PNUTS](#): The Pacific Northwest Users of Tandem Systems
- [RMTUG](#): The Rocky Mountain Tandem Users Group will hold a meeting on June 8 and an Education Day on June 9 in Lone Tree, Colorado.
- [SATUG](#): The South African NonStop User Group
- [SCTUG](#): The Southern California Tandem Users' Group
- [SunTUG](#): The SunCoast NonStop Users Group will hold an Education Day on May 18 on the subject of a Quick Introduction to Web services for NonStop servers. Register by May 6.
- [TUMS](#): The Tandem Users of Minneapolis/St. Paul
- [VNUG](#): The Viking NonStop User Group

## Education news

### 24) June Customer ConCall: NSAA system configuration

The next [NonStop Customer Conference Call](#) will be held on June 2 from 8:00 to 9:00 a.m. PDT (U.S.). The one-hour webcast will feature the topic NonStop Server Advanced Architecture (NSAA) system configuration and will be presented by Bob Kossler from NonStop Product Management. 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 May 5 call about the secrets for managing NonStop files and databases).

## Service and support news

### 25) Support Notes, April 2005

Support Notes released by the NonStop Enterprise Division in April 2005 are listed below. For additional details, refer to the corresponding [Support Note](#) number.

- Updated NonStop Open System Management (OSM) performance considerations (Support Note S03133C)
- Updated NonStop SQL/MX Release 2.0 migration considerations (Support Note S04057B)
- Updated T1228G06 AAJ, AAK SWAN BASE—SWAN2 FW update failure (Support Note S04156A)
- Removals from CCES and Power Scrub alarms (Support Note S05027)
- FCS note for Enterprise Toolkit (ETK) Cross Compilers, Update 9 (Support Note S05028)
- Increase performance and throughput using blocksize 52 (Support Note S05029)
- Setup of NonStop System Console (NSC) with Windows® XP SP2 (Support Note S05030)
- FCS note for the NSC Installer CD, S7X-SWV1, Update 5 (Support Note S05031)
- FCS note for RVU G06.26 (Support Note S05032)
- FCS note for HP Web Viewpoint, Version 5, Update 2 (Support Note S05033)
- NonStop Technical Library (NTL) G06.26 publications (Support Note S05034)
- FCS note for Web Viewpoint Availability Stats and Performance (ASAP) (Support Note S05036)
- NonStop TMF performance tuning (Support Note S05039)
- T2721AAB-AAD BRCOM exits from instream commands (Support Note S05040)
- SPRs for special consideration for G06.24 (Support Note S05041)
- Update to user-level TNS/R native thread primitives (Support Note S96001A)
- FCS note for Real Time Information Director (Support Note S05042A)
- Release Identifier Format Changes (Support Note S05043)
- Notification of SPRs released for unrestricted Time Critical Fix (TCF) delivery (Support Note S05044)

## Fun stuff

### 26) HP technology takes every step at 2005 Boston Marathon

HP will provide the technology to track every registered participant at the 109th running of the [Boston Marathon](#), the world's oldest annual marathon. The company also plans to make race information instantly available to fans, friends, and family worldwide via the Internet. The official technology sponsor of the Boston Marathon for the 11th consecutive year, HP specially designed the HP Athlete Search System for the April 18 race. Race participants attach a tiny computer chip to their shoes or wheelchairs that transmits their location as they cross stationary sensor mats at regular checkpoints. The system allows runners to register up to six mobile or Internet e-mail addresses for delivery of alerts from four checkpoints on the course: 10K, half marathon, 30K, and the finish. Computer users around the world will be able to obtain up-to-date participant locations on the [race website](#).

### 27) BMW WilliamsF1 team sees pinnacle of motor sport at Imola

The [2005 FIA Formula One World Championship](#) opened with three overseas races but the BMW WilliamsF1 team sees the pinnacle of motorsport return to Europe with the San Marino Grand Prix at the “Autodromo Enzo e Dino Ferrari.” Steeped in history, Imola is one of the most popular races of the Formula One season. The 4.933-kilometer circuit, however, is notoriously hard on the brakes due to the stop-and-go nature of the circuit.

## 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.
- [Business continuity and disaster recovery solutions](#)—Basic information about business continuity, NonStop products and services for business continuity and disaster recovery, and customer successes.
- [NonStop software](#)—Information for developers of NonStop system applications.
- [Interactive Upgrade Guide](#)—An interactive tool to help plan system release migrations.
- [Web technology](#)—Preserving your investment in NonStop system business applications and databases while applying the latest Internet technologies.
- [Product information for NonStop servers](#)
- [HP alternatives for legacy mainframes/Mainframe Transition Tool Matrix](#)
- [ITUG, a user group for the NonStop server community](#): +1 (312) 321 6851
- [NonStop Services & support](#)
- [Network & service providers](#)

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