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# Compaq Value-Add Software and Support for Microsoft® Service Packs for Compaq Servers

*Abstract:* The Compaq and Microsoft partnership spans more than a decade with personnel working together to deliver integrated Compaq and Microsoft products. One aspect of this partnership is the joint testing of operating system (OS) fixes and enhancements, which are called Microsoft Service Packs.

Compaq engineers and support personnel test each Microsoft Service Pack for the Windows NT operating system on Compaq products and perform modifications to driver and utility software as might be needed. This additional testing ensures that your Compaq products continue to function reliably with the OS modifications. The Compaq value-add modifications are distributed via support CDs, SoftPaqs, Resource Paqs, Customer Advisories, technical documents, and through the Compaq website.

This Integration Note provides a basic understanding of how Compaq supports Microsoft Service Packs on ProLiant and Prosignia Servers, what value-add software and information products Compaq delivers, and where you can easily access them.

Lastly, Appendix A provides details on Microsoft Service Pack 5.

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## Overview

To minimize problems with operating system updates, Compaq and Microsoft jointly develop, integrate, and thoroughly test Windows NT on Compaq platforms to support our mutual customers. As a result of hardware and/or software compatibility issues, workarounds are developed so that you can continue operations. Periodically, Microsoft collects the known fixes into a Microsoft Service Pack, offering you a convenient way to update your operating system (OS) without having to reload the entire OS.

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*In addition to the formally packaged Service Packs, you can access the most current code from Microsoft in the form of hot fixes obtained from the Microsoft FTP site. These hot fixes address specific problems and might eventually be included in future Service Packs.*

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Microsoft Service Packs for Windows NT are cumulative, meaning you do not need to apply Service Pack fixes in sequence in order to upgrade to the latest version. Service Pack releases come as compressed, self-extracting, and self-installing executables. Once invoked, these executables present a Wizard-based menu to complete the installation. Once the Wizard completes, all necessary components are installed.

The Service Pack update method is also non-discretionary. In other words, you do not have the option of selecting which fixes are applied; all of the fixes in a Service Pack will be applied, unless the Service Pack

installer detects a more recent or OEM-version of code that the Service Pack replaces. For this reason, we recommend you always read the documentation included with the Service Pack to determine if the fixes solve your particular problem.

Compaq develops updated utilities and drivers, referred to as value-add software which Compaq releases periodically as SoftPaqs. Compaq tests its value-add software with Microsoft Service Pack releases to help ensure that your Windows NT operating system functions at peak performance and that your Compaq ProLiant and Prosignia servers run at maximum effectiveness.

This Integration Note answers three primary questions:

- How does Compaq support the development and testing of Microsoft Service Packs?
- What value-add software and information does Compaq provide?
- Where can you quickly find software updates and support information?

Although this Integration Note is generic in nature, Appendix A does provide some specifics on the Microsoft Service Pack 5 release.

## How Does Compaq Support Microsoft Service Packs?

Compaq is actively involved with Microsoft in joint development and testing efforts occurring in the production of operating system enhancements, such as Microsoft Service Packs. Compaq provides drivers and utilities to enhance the performance of Microsoft products running on Compaq Prosignia and ProLiant servers. Microsoft provides Compaq developers with access to the latest code under development at Microsoft. Compaq developers, in many cases, develop enhancements that can be released in tandem with OS releases.

Compaq installs and tests Microsoft operating system products, providing an enormous test base for Microsoft to gauge the effectiveness of the changes they make. Likewise, Compaq products are used in the development and testing performed at Microsoft. This provides Compaq with information about the effectiveness of Compaq products running Microsoft systems under development. Compaq and Microsoft products both undergo extensive pre-release quality checks in conjunction with every major OS release, as well as with each Service Pack release.

## What Value-Add Software and Information Does Compaq Provide?

Compaq develops value-add software and support information to ensure that your Compaq products continue to function reliably. This section identifies which Compaq value-add products are tested to provide support for Microsoft Service Packs on Windows NT. More specifically, in Appendix A, we list the value-add software version that you must run with Microsoft Service Pack 5.

### Compaq Device Drivers and Control Panel Applets

Compaq device drivers and control panel applets are developed independently so they are tested with each Microsoft Service Pack to ensure that they support the Service Pack release. However, it is not practical to perform comprehensive regression tests on all previous releases of Compaq drivers and applets. For this reason, if you apply the latest Microsoft Service Pack release, you should also install the most current versions of the Compaq device drivers and control panel applets.

Please note that installation of Microsoft Service Packs can replace Compaq-supplied device drivers with those found on the Service Pack. In some cases, when the Installer recognizes that it is about to replace an OEM driver, it prompts you by asking whether you want to replace the OEM driver with the Microsoft driver. Almost without exception, you should not replace the OEM drivers because they are usually not as current as those delivered through Compaq support channels.

In some cases, the Installer does not recognize that it is about to replace an OEM-supplied driver and replaces that driver despite the fact that the Compaq driver is more recent. To circumvent any problems arising after the installation of the Microsoft Service Pack, Compaq recommends that you apply (or re-apply) the Compaq SSD for Windows NT immediately after the Service Pack.

### Compaq Support Software for Microsoft Windows NT

Each Compaq Support Software for Microsoft Windows NT (Compaq SSD for Windows NT) is a collection of the latest drivers, utilities, and patches to enhance the performance and fault management of your Compaq servers available at the time of release. The setup program on the Compaq SSD for Windows NT detects the current status of your system, allows you to upgrade individual drivers and utilities, or performs an Express setup that applies all of the recommended software updates for you.

One of the options within the Compaq SSD for Windows NT is the HAL Upgrade/Downgrade utility that allows you to upgrade the system from uniprocessor HAL to the multiprocessor HAL or to downgrade a multiprocessor HAL to the uniprocessor HAL. This particular utility only supports a specific Service Pack revision. The remaining contents of the Compaq SSD for Windows NT are generally not affected by Service Pack revision level.

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**Note:** Compaq recommends that you re-apply the current Compaq SSD for Windows NT revision on the server to reinstate any Compaq-supplied drivers that might have been replaced by the Service Pack.

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## Compaq System and Option ROMPaqs

While there is usually no requirement that you apply the most recent ROM updates before installing Microsoft Service Packs, it is recommended that you do so. This is because Compaq does the most extensive product testing using the latest released versions of the System and Option ROM. By upgrading to the latest available ROM revisions prior to applying Service Pack updates, Compaq customers assure themselves that they are using the most thoroughly tested firmware and software combinations while simultaneously unlocking the latest performance and management capabilities included in the ROM updates.

## Compaq SmartStart for Servers

The Compaq SmartStart and Support Software CD (SmartStart CD) contains SmartStart for Servers, the Compaq SSD for Windows NT, System and Option ROMPaqs, and several other utilities. These utilities are tested with and supported by the declared Service Pack revision. See the “Compaq Support CDs” section for more details.

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**Note:** Although you can use many of the components of the SmartStart release in conjunction with non-supported Service Pack releases, we recommend that you use Compaq SmartStart for Servers only with supported Microsoft Service Pack releases.

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## Compaq Insight Manager and Management Agents

Compaq Insight Manager and Insight Management Agents are developed independently of operating system revisions supplied through Service Pack releases. The Insight Management Agents, however, rely on features of Compaq device drivers, as well as features of the networking infrastructure of the operating system, including the Simple Network Management Protocol (SNMP). When changes are made to either of these components, the Insight Management Agents must be updated to support the changes. For this reason, Insight Management Agents are tested and supported with specific releases of Compaq device drivers and Microsoft Service Pack releases. While it is possible that non-supported combinations will work, customers are advised to use only supported combinations to ensure that they will benefit from the testing and quality assurance efforts invested in the supported combinations.

These software products reside on the Compaq Management CD.

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**Note:** The components contained on the Management CD are not developed to work exclusively with a particular Service Pack release. However, each Management CD is released with a declared Service Pack support indicating that the components of that CD have been tested with that Service Pack and are not known to have any problems with it.

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## Other Compaq Utilities

Survey Utility components are developed independent of specific Microsoft Service Packs, but are included in the Compaq Management CD, and therefore, undergo integration testing. Compaq develops several other tools not directly tied to the device drivers or hardware revisions. Included in this list are utilities, such as the Array Configuration Utility, System Configuration Utility, and various performance monitoring and enhancement tools. Since these utilities reside on the SmartStart and Support Software CD, they also undergo extensive integration testing. See the “Compaq Support CDs” section for more information.

## Compaq Information Products

In addition to hardware and software products, Compaq also provides information enabling you to stay abreast of the latest developments and assisting you in making deployment decisions. Information products include the following:

- Compaq *ActiveAnswers*<sup>™</sup> give you the benefit of our experience to help manage your system and reduce the time, risks, and complexity associated with deploying solutions.
- Customer Advisories inform you of any known problems and workarounds as a result of a Service Pack release.
- Service Advisories notify Compaq resellers and retailers of any known service-related issues to provide them with the information they need to effectively support their customers.
- TechNotes and Tech Briefs update customers on the latest developments in Compaq products.
- White Papers inform you on ways to optimize your environment and obtain the maximum benefit from software enhancements.
- Solution Stories describe how Compaq customers have addressed their business needs through the combination of Compaq products and third-party software products.
- Communiqués and press releases announce the availability of new products and versions.

These information products range from those with no specific OS focus to those that address specific OS issues and answers. Information products specific to Windows NT are also collected and distributed as part of the Compaq Resource Paq for Windows NT produced twice a year.

If you require more timely access to information products, Compaq provides a service called Compaq Info Messenger through its website. If you submit a profile to Compaq Info Messenger, telling it what platforms and operating systems you are interested in, the service tracks your areas of interest and advises you when related information products are released.

## Where Can You Quickly Find Compaq Value-Add Software and Support Information?

Compaq provides value-add software and support information through a number of delivery channels, each of which brings you closer to the technology and information you have learned to rely upon. In many cases, Compaq provides more than one avenue through which to receive the same software or information product. The most popular delivery channels include support CDs, SoftPaqs, Resource Paqs, subscription service, the Compaq website, and technical documents.

### Compaq Support CDs

#### Compaq SmartStart and Support Software for Servers CD

Delivered with every Compaq server, the SmartStart and Support Software for Servers CD (SmartStart CD) includes the components listed in Table 1. To download the software from our website, see Table 3.

**Table 1. SmartStart and Support Software for Servers CD components**

Component	Description
SmartStart for Servers	Windows-based program to guide you through the setup of your server hardware, installation of Insight Management Agents, optimization of your configuration, and installation of operating systems and other complementary value-add software.
Compaq Support Software for Microsoft Windows NT (Compaq SSD for Windows NT)	Collection of the latest drivers, applets, patches, and utilities for enhancing Microsoft operations on Compaq systems.
Compaq System Configuration Utility	Configuration tool for the server and its expansion boards.
Compaq Array Configuration Utility	Setup program for Compaq array controllers; configures physical drives attached to the controller into arrays and logical drives that the OS uses.
Compaq Diagnostics and Systems ROMPaqs	ROM BIOS updates for Compaq Prosignia and ProLiant servers
Compaq Options ROMPaq	Upgrades of programmable ROMs on Compaq options, such as disk controllers and drives.
Compaq Array Diagnostic Utility	Diagnostics for Compaq drive arrays.

#### Compaq Management CD

Delivered with each Compaq server, the Compaq Management CD includes the components listed in Table 2. To download the software from our website, see Table 3.

**Table 2. Compaq Management CD components and descriptions**

Component	Description
Compaq Insight Manager	Industry-leading application for efficiently managing networks, desktops, and servers.
Compaq Insight Management Server Agents	Data collection and repository tool that provides in-depth subsystem information concerning status and faults on Compaq products.
Compaq Survey Utility	Enhanced serviceability tool that delivers online configuration capture and comparison.
Systems Management Toolkit	Integration tool that unifies third-party management products with Compaq Insight Manager.

## SoftPaqs

You can obtain most of the software Compaq produces—including multi-lingual versions of the most popular products—from the Compaq website in the form of SoftPaqs. A SoftPaq is a self-extracting compressed file. SoftPaqs range in size and content from individual driver releases designed to solve single problems all the way to those containing the latest Compaq SSD for Windows NT.

SoftPaqs provide the timeliest access to Compaq software releases. A complete listing of all currently available SoftPaqs can be obtained from our website (see Table 3). The website listing details the purpose and target of each SoftPaq. Some of the Compaq support pages also provide a means of using interactive queries to search the database of SoftPaqs for specific keywords.

## Compaq Resource Paq for Microsoft Windows NT

The Compaq Resource Paq for Microsoft Windows NT contains a collection of software updates, browsers and viewers, value-add drivers and utilities, technical documentation, and customer support information for administrators and users of Compaq servers running Windows NT. In addition, the Resource Paq includes solution stories, videos, and several slide presentations that define the Compaq commitment to support Windows NT on Compaq platforms.

The contents of the Resource Paq are completely independent of Service Pack revisions with the exception of some Service Pack-specific documents that might be contained on the CD. This dynamic CD is available at no cost from your Compaq field support organization. You can also order the CD directly from our website (see Table 3).

## Compaq SmartStart Subscription Service

Compaq provides customers with the ability to purchase a Compaq SmartStart subscription that provides the latest management and support software on a regular basis. More information about this subscription service, including an online order form, can be obtained from the Compaq website. See Table 3.

## Website

Visit the Compaq website, <http://www.compaq.com>, for the most current information available. Support CDs, technical documents, and related data can be obtained with the click of a mouse. Table 3 cites locations on the Compaq website to obtain the software and informational materials items discussed in this paper.



**Table 3. Value-add software and information materials with web address**

Item	Web Location
Compaq <i>ActiveAnswers</i>	<a href="http://www.compaq.com/activeanswers">http://www.compaq.com/activeanswers</a>
Compaq Info Messenger	<a href="http://www.compaq.com/infomessenger">http://www.compaq.com/infomessenger</a>
Compaq Insight Manager	<a href="http://www.compaq.com/sysmanage">http://www.compaq.com/sysmanage</a>
Compaq Management CD	<a href="http://www.compaq.com/support/files/server/MGMTSOL/index.html">http://www.compaq.com/support/files/server/MGMTSOL/index.html</a>
Compaq Option ROMPaq	<a href="http://www.compaq.com/support/files/server/WINNT/index.html">http://www.compaq.com/support/files/server/WINNT/index.html</a>
Compaq Resource Paq for Microsoft Windows NT	<a href="http://www.compaq.com/partners/microsoft/resourcepaq.html">http://www.compaq.com/partners/microsoft/resourcepaq.html</a>
Compaq SmartStart Subscription Service	<a href="http://www.compaq.com/support/files/portables/us/ssminfo.html">http://www.compaq.com/support/files/portables/us/ssminfo.html</a>
Compaq System ROMPaq	<a href="http://www.compaq.com/support/files/server/WINNT/index.html">http://www.compaq.com/support/files/server/WINNT/index.html</a>
Customer Advisories	<a href="http://www.compaq.com/support/techpubs/customer_advisories/Customer_Advisories_WINNT.html">http://www.compaq.com/support/techpubs/customer_advisories/Customer_Advisories_WINNT.html</a>
Press releases	<a href="http://www.compaq.com/newsroom/pr">http://www.compaq.com/newsroom/pr</a>
SoftPaqs (complete listing)	<a href="http://www.compaq.com/support/files/server/WINNT/index.html">http://www.compaq.com/support/files/server/WINNT/index.html</a>
Compaq SSD for Windows NT	<a href="http://www.compaq.com/support/files/server/WINNT/index.html">http://www.compaq.com/support/files/server/WINNT/index.html</a>
Compaq Survey Utility	<a href="http://www.compaq.com/support/files/server">http://www.compaq.com/support/files/server</a>
White Papers and other technical document (complete listing)	<a href="http://www.compaq.com/support/techpubs/whitepapers/index.html">http://www.compaq.com/support/techpubs/whitepapers/index.html</a>

## Technical Documents

Compaq offers a comprehensive library of technical papers. It includes TechNotes, Tech Briefs, Customer Advisories, Integration Notes, and White Papers to assist you with planning, integrating, and troubleshooting. Table 4 contains a partial listing of technical documents available on the Compaq website that might aid in your Microsoft Service Pack decisions.

**Table 4. List of helpful technical documents with web address**

Title	Web Location
Compaq Insight Manager documents	<a href="http://www.compaq.com/support/options/insight_manager.html">www.compaq.com/support/options/insight_manager.html</a>
Compaq Solutions for Remote Server Management	<a href="http://www.compaq.com/support/techpubs/whitepapers/ecq0480199.html">www.compaq.com/support/techpubs/whitepapers/ecq0480199.html</a>
Remote Driver and Utility Installation with Compaq Support Software for Microsoft Windows NT 4.0 (SSD).	<a href="http://www.compaq.com/support/techpubs/whitepapers/ecq310298.html">www.compaq.com/support/techpubs/whitepapers/ecq310298.html</a>
Remote Server Management with Integrated Remote Console	<a href="http://www.compaq.com/support/techpubs/whitepapers/582a1096.html">www.compaq.com/support/techpubs/whitepapers/582a1096.html</a>
SmartStart documents	<a href="http://www.compaq.com/support/options/smartstart.html">www.compaq.com/support/options/smartstart.html</a>

## Future Delivery Options

Compaq continually looks for ways to enhance your experience of Compaq products, including improved access to the latest product features and functions. This effort involves improving the mechanisms to deliver and install updated Compaq support software, as well as maintaining support for your current operating systems. As new methods and tools become available, they are made available to you through our website, <http://www.compaq.com/>.

## Conclusion

Compaq and Microsoft work closely to ensure that Compaq value-add software components work properly with Microsoft Service Pack releases. You have access to numerous sources for these Compaq value-add components, as well as information products that describe known issues and workarounds for supporting each Service Pack release.

Become familiar with our website, [www.compaq.com](http://www.compaq.com). It's truly a rich source of information and tools that can enhance your experience of Microsoft operating systems on Compaq platforms. With a bit of forward planning and the support of all the resources that Compaq brings to you, running Microsoft Service Packs on Compaq platforms is safe and simple.

## Appendix A: Microsoft Service Pack 5 (SP5)

Microsoft Service Pack 5 (SP5) is cumulative and requires no previous Service Pack to execute its self-contained installation. It supports Compaq Prosignia and ProLiant servers. Since SP5 is not a required upgrade, you should investigate SP5 documentation to determine if you want to install this Service Pack. Some commonly requested Windows NT 4.0 updates that are included in SP5 are the following:

- Fixed Microsoft Exchange/RAS issue (Q214864)
- Updated reservation management with DHCP Servers (Q195932)
- Cluster server updates (Q196021)
- Improved updating of MTS files (Q196021)

For comprehensive documentation, see [www.microsoft.com/windows/servicepacks](http://www.microsoft.com/windows/servicepacks).

SP5 also contains the latest Year 2000 updates for Windows NT 4.0, including post-SP4 Year 2000 updates. However, for Year 2000 purposes, Microsoft does not require users to migrate to SP5 to attain *Compliance*. Microsoft will maintain Service Pack 4 at *Compliant* and Service Pack 3 at *Compliant with Minor Issues*. For the latest Year 2000 information, see [www.microsoft.com/year2000](http://www.microsoft.com/year2000).

In support of SP5, Compaq provides the value-add software listed in Table A-1.

**Table A-1. Compaq value-add software with comments**

Compaq Value-Add Software	Version	Comments
Compaq SSD for Windows NT	2.12C	Supports all Service Packs through Service Pack 5. If Compaq server setup for Windows NT 4.0 does not recognize the path, you can press the <b>Ignore</b> button and manually enter the path to the Windows NT binaries to work with the HAL options.
SmartStart for Servers	4.23	Supports Microsoft Service Packs 1 through 5.
Compaq Insight Manager	4.23	Supports Microsoft Service Packs 1 through 5.