

Customer Computer Support Log
HP 3000 and HP 9000
Precision Architecture RISC Computer Systems



HP Part No. 09740-96033
February 1996

Edition 1

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Printing History

New editions are complete revisions of the manual. Update packages, which are issued between editions, contain additional and replacement pages to be merged into the manual by the customer. The dates on the title page change only when a new edition or a new update is published.

No information is incorporated into a reprinting unless it appears as a prior update; the edition does not change when an update is incorporated.

The software code printed alongside the date indicates the version level of the software product at the time the manual or update was issued. Many product updates and fixes do not require manual changes and, conversely, manual corrections may be done without accompanying product changes. Therefore, do not expect a one-to-one correspondence between product updates and manual updates.

09740-90013 (Edition 3).....	May 1990
A1703-90011 (Edition 1).....	August 1991
09740-96033; (Edition 1).....	February 1996

NOTE: Excerpts from 09740-90013; Edition 3 and A1703-90011; Edition 1 have been merged.

As of February 1996, 09740-96033; Edition 1 supersedes the following Support Log Manuals:

Part Number 09740-90013-May 1990-Edition 3 is now obsolete.

Part Number A1703-90011-August 1991-Edition 1 is now obsolete.

List of Effective Pages

The List of Effective Pages gives the date of the current edition and of any pages changed in updates to that edition. Within the manual, any page changed since the last edition is indicated by printing the date the changes were made on the bottom of the page. No information is incorporated into a reprinting unless it appears as a prior update.

Effective Pages	Date
All	February 1996

Preface

This binder contains the forms to record the complete history of HP 3000 and HP 9000 Precision Architecture Reduced Instruction Set Computer (PA-RISC) Systems. It is extremely important that these records be properly maintained.

This Customer Computer Support Log is used for the following Computer System:

Model Number _____

Serial Number _____

The binder is divided into the sections described below:

Available Services	Provides a place for recording the Software ID Number. Provides instructions for placing service calls. This section can be expanded to include any documents that provide information about Hewlett-Packard field support capabilities.
Hardware Historical Records	Contains System Hardware and Peripheral Hardware History Logs. If accurately maintained, this section provides a quick overview of the system's hardware performance and service history.
Software Historical Records	Contains forms to record the software history of the system.
System I/O Configuration	Provides forms to identify peripherals by product number, serial number, and location. Also provides forms for recording card cage configurations. System expansions and alterations should be recorded in this section.
Preventive Maintenance	Provides forms for identifying and scheduling preventive maintenance activities.
Installation Records	Contains the documents that define the parts and configuration of the entire system at the time it was shipped and installed.
Customer Support Service Agreement	Provides a convenient location for filing a copy of the current Customer Support Service Agreement.

NOTE: Permission is granted to duplicate record forms on a copier if additional forms are required for the purpose of maintaining the system records.

Table of Contents

Available Services	1-1
Introduction	1-1
Software ID Number	1-1
On-site Hardware Support Services	1-2
Hardware Historical Record	2-1
Introduction	2-1
History Log Philosophy	2-1
Service Call Entries	2-2
Exceptional Problems	2-2
Software Historical Records	3-1
Introduction	3-1
Software Product Record Sheets	3-1
Software History Log	3-1
System I/O/Configuration	4-1
Introduction	4-1
Printed Circuit Assembly Locations	4-1
System Equipment List	4-1
Multiplexer Equipment List	4-1
Hardware Configuration Report	4-2
HP-UX Hardware Configuration Report	4-2
MPE-XL Hardware Configuration Report	4-2
Preventive Maintenance	5-1
Introduction	5-1
Customer Preventive Maintenance	5-1
Computer	5-1
Terminals and Personal Computers	5-2
Printers	5-2
Tape Drives	5-2
Disk Drives	5-2
Plotters	5-2
HP Predictive Support	5-2
Installation Records	6-1
Introduction	6-1
Customer Support Service Agreement	7-1
Introduction	7-1

Table of Contents

Available Services

Introduction

This section provides the following:

- A place to record your Computer ID Number.
- A brief description of on-site hardware support services.
- Instructions for placing a hardware service call.
- Instructions for placing a software service call.

Software ID Number

The Software ID Number assigned to your system at the time of installation remains constant for the entire life of the system. The number is required each time a software revision or upgrade is installed on the system. For convenience, please record the Software ID number here:

Software ID Number _____

On-site Hardware Support Services

On-site computer hardware support is available from Hewlett-Packard through the **HP SuccessLine Service** (subject to local availability. Please check with your HP local office for detailed coverage hours). Three service levels are available, as indicated on the following table:

HP SuccessLine Service

	Priority Plus	Priority	Next Day
Coverage Hours	24 hours 7 days	8 am-9 pm Mon-Fri	8 am-5 pm Mon-Fri
Response Time^a	Best response; not to exceed 4 hours	Best response; not to exceed 4 hours	Next working day
Usage Environment	Highly Critical	Urgent	Less Critical

- a. If your system is within 160 km (100 miles) of a primary or secondary HP Support Responsible Office, you receive the specified on-site response time. Response times to locations beyond 160 km (100 miles) may be longer.

How to Place a Hardware Service Call

1. Call the hardware service telephone number. Your call-in hours are from _____ to _____ .^a
2. Give the following information to the dispatcher:
 - A. Model and serial number of malfunctioning equipment
 - B. Description of symptoms of malfunctioning equipment (including any error message numbers displayed on the screen or equipment)
 - C. Your Customer Support Service Agreement number
 - D. Your company name and address
 - E. Name and telephone number of person to contact concerning the problem
 - F. Purchase Order number and tax code^b
 - G. Billing address^c
3. Ask the dispatcher for the Customer Service Order (CSO) number assigned to your service call. This number should be used if you have any questions regarding the repair.

How to Place a Hardware Service Call

4. A Service Representative will return your call. Be prepared with the following information:
 - A. Write down or make a copy of any failure information displayed on the system console display terminal. If appropriate, record the front panel display.
 - B. Take a memory dump of the system if possible.
 - C. Be prepared to answer these questions:
 1. Is this an initial or recurring problem?
 2. In what situation did the error occur?
 3. Is any non-HP equipment used?
 4. Was a memory dump taken?
 5. Have any recent changes been made to the system?
5. Depending on the kind of malfunction, you may be asked to do a system backup.

- a. After hours calls are subject to an extended coverage charge.
- b. Time and materials customers only
- c. Time and materials customers only

How to Place a Software Service Call

1. Call the software service telephone number.
2. Give the following information to the Response Center Coordinator: ^a
 - A. System/Network handle
 - B. Brief description of the problem (including any error message numbers displayed on the screen or equipment)
 - D. Your company name
 - E. Name and telephone number of person to contact concerning the problem
3. The Response Center Engineer will return your call. Be prepared with the following information:

How to Place a Software Service Call

- A. Operating System version
- B. Application Module
- C. Application/Program version
- D. The exact wording of the error message, including the number

- a. Refer to your *Response Center User's Guide* (HP part number 5959-9275) for detailed information about placing a software service call.

Hardware Historical Record

Introduction

This section contains *Hardware History Log* forms for maintaining the historical records of the system hardware. These records allow the system user, the CE, and HP management to obtain vital information for ensuring successful operation of the system.

NOTE: To maintain accurate records, it is essential that the customer complete the *Customer Entry* portion of the appropriate log when placing a service call.

History Log Philosophy

There are various methods for maintaining hardware historical records, as indicated below. Discuss these methods with your account CE and set up your records accordingly.

- 1 One log for all service:** Maintain one *Hardware History Log* for all service performed on the system, including the computer, disk drives, tape drives, plotters, printers, and other I/O (input/output) peripherals. In addition, record all CE preventive maintenance, service notes, and updates on this one log.
- 2 One log for the system; a separate log for each peripheral device:** Maintain one *Hardware History Log* for repair service, preventive maintenance, service notes, and updates that apply only to the computer and the entire system.

Maintain *separate history logs* for the repair service, preventive maintenance, service notes, and updates for system peripherals. Use a separate form for each disk drive, tape drive, plotter, and printer on the system. Use another form to log service information on all the miscellaneous I/O devices such as terminals, distributed terminal controllers (DTCs), small printers, and PCs. This approach is useful when you have large systems with many peripherals. Then whenever a peripheral is moved to a different system, the history log can travel with the equipment.

- 3 One log for the system; separate logs for each peripheral category:** Maintain one *Hardware History Log* for repair service, preventive maintenance, service notes, and updates that apply only to the computer and the entire system.

Maintain *separate history logs* for system peripherals. Maintain one log for all the disk drives on the system, another log for all the tape drives on the system, another log for all the plotters, and another log for all the printers. An additional log can be used for miscellaneous I/O devices such as terminals, DTCs, small printers, and PCs. Use the tabs supplied with this log to separate the various device categories.

Service Call Entries

Upon arriving at a customer site to answer a service call, the CE enters the start time and any other pertinent information into the appropriate History Log. The CE then reviews the History Log and informs the customer of the plan of action.

Before leaving, the CE enters the corrective action information in the appropriate History Log. The CE explains to the customer what was found, the corrective action taken, and the current status of the system. If further action is required, the CE informs the customer of the estimated completion date. Any commitments are recorded on the appropriate History Log. If the problem is escalated, the EPICS number is also recorded on the History Log.

Exceptional Problems

Difficult, recurrent, or unusual system problems are reported by the CE to the HP manager and sales representative. In these cases, a plan of action is created and the customer is kept informed of the plan status.

System Hardware History Log

Page _____



Customer Entry

HP Entry

	<input type="checkbox"/> Service	<input type="checkbox"/> PM	<input type="checkbox"/> Repair	<input type="checkbox"/> Upgrade
Date/Time	Date/Time		Note	CSO#
HP Notified	Time			
Operator	Model#		Serial#	
HP Contact	Completion Time		EPICS# (if escalated)	
PO#/Signature	Action (including follow-up commitments)			
(if required)				
Problem				
	Parts P/N	P/N	P/N	
	P/N	P/N	P/N	
	<input type="checkbox"/> Service	<input type="checkbox"/> PM	<input type="checkbox"/> Repair	<input type="checkbox"/> Upgrade
Date/Time	Date/Time		Note	CSO#
HP Notified	Time			
Operator	Model#		Serial#	
HP Contact	Completion Time		EPICS# (if escalated)	
PO#/Signature	Action (including follow-up commitments)			
(if required)				
Problem				
	Parts P/N	P/N	P/N	
	P/N	P/N	P/N	

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System Hardware History Log

Page _____



Customer Entry

HP Entry

	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time	Note Date/Start _____ CSO# _____
HP Notified Operator	Time _____ Model# _____ Serial# _____
HP Contact	Completion Time _____ EPICS# _____ (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N _____ P/N _____ P/N _____
	P/N _____ P/N _____ P/N _____
	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time	Note Date/Start _____ CSO# _____
HP Notified Operator	Time _____ Model# _____ Serial# _____
HP Contact	Completion Time _____ EPICS# _____ (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N _____ P/N _____ P/N _____
	P/N _____ P/N _____ P/N _____

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System Hardware History Log

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Customer Entry

HP Entry

	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade		
Date/Time	Date/Time		
HP Notified Operator	Start Time	Model#	CSO#
HP Contact	Completion Time	Serial#	EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)		
Problem			
	Parts P/N P/N P/N		
	P/N P/N P/N		
	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade		
Date/Time	Date/Time		
HP Notified Operator	Start Time	Model#	CSO#
HP Contact	Completion Time	Serial#	EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)		
Problem			
	Parts P/N P/N P/N		
	P/N P/N P/N		

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System Hardware History Log

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Customer Entry

HP Entry

	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time	Date/Time ^{Note} Start _____ CSO# _____
HP Notified Operator	Time _____ Serial# _____ Model# _____
HP Contact	Completion Time _____ EPICS# _____ (if escalated)
PO#/Signature (if required) Problem	Action (including follow-up commitments)
	Parts P/N _____ P/N _____ P/N _____
	P/N _____ P/N _____ P/N _____
	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time	Date/Time ^{Note} Start _____ CSO# _____
HP Notified Operator	Time _____ Serial# _____ Model# _____
HP Contact	Completion Time _____ EPICS# _____ (if escalated)
PO#/Signature (if required) Problem	Action (including follow-up commitments)
	Parts P/N _____ P/N _____ P/N _____
	P/N _____ P/N _____ P/N _____

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System Hardware History Log

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Customer Entry

HP Entry

	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time	Date/Start ^{Note} CSO#
HP Notified Operator	Time Serial#
HP Contact	Completion Time EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N P/N P/N
	P/N P/N P/N
	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time	Date/Start ^{Note} CSO#
HP Notified Operator	Time Serial#
HP Contact	Completion Time EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N P/N P/N
	P/N P/N P/N

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System Hardware History Log

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Customer Entry

HP Entry

	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time	Date/Start ^{Note} _____ CSO# _____
HP Notified Operator	Time _____ Serial# _____
HP Contact	Completion Time _____ EPICS# (if escalated) _____
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N _____ P/N _____ P/N _____
	P/N _____ P/N _____ P/N _____
	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time	Date/Start ^{Note} _____ CSO# _____
HP Notified Operator	Time _____ Serial# _____
HP Contact	Completion Time _____ EPICS# (if escalated) _____
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N _____ P/N _____ P/N _____
	P/N _____ P/N _____ P/N _____

LG200006_018a

System Hardware History Log

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Customer Entry

HP Entry

	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time	Date/Time <small>Note</small> Start _____ CSO# _____
HP Notified Operator	Time _____ Model# _____ Serial# _____
HP Contact	Completion Time _____ EPICS# _____ (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N _____ P/N _____ P/N _____
	P/N _____ P/N _____ P/N _____
	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time	Date/Time <small>Note</small> Start _____ CSO# _____
HP Notified Operator	Time _____ Model# _____ Serial# _____
HP Contact	Completion Time _____ EPICS# _____ (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N _____ P/N _____ P/N _____
	P/N _____ P/N _____ P/N _____

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System Hardware History Log

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Customer Entry

HP Entry

	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time	Date/Time ^{Note} Start _____ CSO# _____
HP Notified Operator	Time _____ Model# _____ Serial# _____
HP Contact	Completion Time _____ EPICS# (if escalated) _____
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N _____ P/N _____ P/N _____
	P/N _____ P/N _____ P/N _____
	<input type="checkbox"/> Service <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time	Date/Time ^{Note} Start _____ CSO# _____
HP Notified Operator	Time _____ Model# _____ Serial# _____
HP Contact	Completion Time _____ EPICS# (if escalated) _____
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N _____ P/N _____ P/N _____
	P/N _____ P/N _____ P/N _____

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Hardware History Log

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Customer Entry

HP Entry

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Date/Time HP Notified	Date/Start Time CSO#
Operator	Model# Serial#
HP Contact	Completion Time EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N P/N P/N
	P/N P/N P/N
	<input type="checkbox"/> Service Note <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time HP Notified	Date/Start Time CSO#
Operator	Model# Serial#
HP Contact	Completion Time EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N P/N P/N
	P/N P/N P/N

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History Log

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Customer Entry

HP Entry

	<input type="checkbox"/> Service Note <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time HP Notified	Date/ Start Time CSO#
Operator	Model# Serial#
HP Contact	Completion Time EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N P/N P/N
	P/N P/N P/N
	<input type="checkbox"/> Service Note <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time HP Notified	Date/ Start Time CSO#
Operator	Model# Serial#
HP Contact	Completion Time EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N P/N P/N
	P/N P/N P/N

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History Log

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Date/Time HP Notified	Date/ Start Time CSO#
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LG200006_032a

Hardware History Log

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LG200006_032a

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LG200006_032a

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LG200006_032a

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LG200006_032a

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	P/N	P/N	P/N	

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HP Contact	Completion Time		EPICS# (if escalated)	
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	P/N	P/N	P/N	

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	P/N P/N P/N
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Operator	Model# Serial#
HP Contact	Completion Time EPICS# (if escalated)
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	Parts P/N P/N P/N
	P/N P/N P/N

LG200006_032a

Hardware History Log

Page _____



Customer Entry

HP Entry

	<input type="checkbox"/> Service Note <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time HP Notified	Date/ Start Time CSO#
Operator	Model# Serial#
HP Contact	Completion Time EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N P/N P/N
	P/N P/N P/N
	<input type="checkbox"/> Service Note <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time HP Notified	Date/ Start Time CSO#
Operator	Model# Serial#
HP Contact	Completion Time EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N P/N P/N
	P/N P/N P/N

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Hardware History Log

Page _____



Customer Entry

HP Entry

	<input type="checkbox"/> Service Note <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time HP Notified	Date/ Start Time CSO#
Operator	Model# Serial#
HP Contact	Completion Time EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N P/N P/N
	P/N P/N P/N
	<input type="checkbox"/> Service Note <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time HP Notified	Date/ Start Time CSO#
Operator	Model# Serial#
HP Contact	Completion Time EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N P/N P/N
	P/N P/N P/N

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_____ Hardware
History Log

Page _____



Customer Entry

HP Entry

	<input type="checkbox"/> Service Note <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time HP Notified	Date/Start Time CSO#
Operator	Model# Serial#
HP Contact	Completion Time EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N P/N P/N
	P/N P/N P/N
	<input type="checkbox"/> Service Note <input type="checkbox"/> PM <input type="checkbox"/> Repair <input type="checkbox"/> Upgrade
Date/Time HP Notified	Date/Start Time CSO#
Operator	Model# Serial#
HP Contact	Completion Time EPICS# (if escalated)
PO#/Signature (if required)	Action (including follow-up commitments)
Problem	
	Parts P/N P/N P/N
	P/N P/N P/N

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Software Historical Records

Introduction

This section contains the following forms:

- Software Product Record Sheets
- Software History Log forms

Software Product Record Sheets

CEs and SEs use these forms to record the changes to the operating system software or the applications programs installed on the system. One form is used for each software product. The records should include all installed changes, including versions, updates, and patches.

Software History Log

The *Software History Log* is used for maintaining the historical records of the system software. These records allow the system user, the CE, and HP management to obtain vital information for ensuring successful operation of the system.

NOTE: To maintain accurate records, it is essential that the customer complete the *Customer Entry* portion of the appropriate log when placing a Phone In Consulting Service (PICS) call to the Hewlett-Packard Response Center.

Software Product Record Sheet

Name of Software Package _____

Page _____



System Serial Number	Product Number
Sales Order Shipped	Operating System
Initial Date Shipped	Warranty Code



Date Installed	Revision *			Revision Level	Product Number	Sales Order Number	Name of Installer
	Update *	Patch *					

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* Place an X in the appropriate box.

System Software History Log

Page _____



Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		

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System Software History Log

Page _____



Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		

System Software History Log

Page _____



Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		

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System Software History Log

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Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		

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System Software History Log

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Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		

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System Software History Log

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Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
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Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
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Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		

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System Software History Log

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Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
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PICS ID#		
Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
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PICS ID#		
Problem (symptom, failure#, error#)		

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System Software History Log

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Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
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Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
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Software Version		
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Problem (symptom, failure#, error#)		
Date/Time HP Notified	Date/ Start Time	HP Contact
Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		

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System Software History Log

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Date/Time HP Notified	Date/ Start Time	HP Contact
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Software Version		
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Problem (symptom, failure#, error#)		
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Software Version		
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Operator	Resolution	
Software Version		
Nickname		
PICS ID#		
Problem (symptom, failure#, error#)		

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System I/O/Configuration

Introduction

This section provides a location for the CE to document the configuration of the computer at the time of the initial system installation and to record system configuration changes.

Complete the following:

- Printed Circuit Assembly (PCA) locations
- System Equipment List
- Multiplexer (MUX) Equipment List
- Printout of current computer system I/O configuration

Printed Circuit Assembly Locations

Record the physical location of each Printed Circuit Assembly (PCA) installed in the computer. Use only those forms that apply to your computer system; the other forms can be discarded.

System Equipment List

The *System Equipment List* provides a convenient location to record the serial numbers, model numbers, and location of system equipment, which includes all HP-IB, HP-FL, and SCSI devices. This information may be useful if you need to place a service call to Hewlett-Packard. For quick access to the list, insert the *System Equipment List* tab before the forms.

Multiplexer Equipment List

The *Multiplexer Equipment List* form provides a convenient location to record the multiplexer devices on your system. This information may be useful if you need to place a service call to Hewlett-Packard.

Hardware Configuration Report

As the system expands or changes, print a listing of the system's current I/O configuration and file the printout in this section. Directions are provided below. A plastic page protector provides a convenient repository for the printout.

HP-UX Hardware Configuration Report

If your system is running under the HP-UX operating system, obtain a printout of the hardware configuration.

For information about HP-UX configuration commands, refer to the *Series 800 HP-UX System Administration Tasks Manual*, HP part number 92453-90004.

MPE-XL Hardware Configuration Report

If your system is running under the MPE-XL operating system, obtain a printout of the hardware configuration.

For information about MPE-XL configuration commands, refer to the *System Administrator's Series System Configuration User's Guide*, HP part number 32650-90042.

Multiplexer Device Equipment List



Page _____

Mux # _____ Slot # _____ SPU or Expander (circle one)

Port #	LDEV or LU Number	Model Number	Serial Number	Description	Location/Phone
0					
1					
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Mux # _____ Slot # _____ SPU or Expander (circle one)

Port #	LDEV or LU Number	Model Number	Serial Number	Description	Location/Phone
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Multiplexer Device Equipment List



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Port #	LDEV or LU Number	Model Number	Serial Number	Description	Location/Phone
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Multiplexer Device Equipment List



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Multiplexer Device Equipment List



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Multiplexer Device Equipment List



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Multiplexer Device Equipment List



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Mux # _____ Slot # _____ SPU or Expander (circle one)					
Port #	LDEV or LU Number	Model Number	Serial Number	Description	Location/Phone
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Multiplexer Device Equipment List



Page ____

Mux # _____ Slot # _____ SPU or Expander (circle one)					
Port #	LDEV or LU Number	Model Number	Serial Number	Description	Location/Phone
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Mux # _____ Slot # _____ SPU or Expander (circle one)					
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Port #	LDEV or LU Number	Model Number	Serial Number	Description	Location/Phone
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Multiplexer Device Equipment List



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Mux # _____ Slot # _____ SPU or Expander (circle one)					
Port #	LDEV or LU Number	Model Number	Serial Number	Description	Location/Phone
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Mux # _____ Slot # _____ SPU or Expander (circle one)					
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Preventive Maintenance

Introduction

The primary purpose of preventive maintenance is to keep unscheduled interruptions to a minimum. Following a sound PM program can help maintain a high level of computer system performance at minimum cost.

This section provides the following information and forms:

- General customer preventive maintenance (PM) procedures.
- Information about HP Predictive Support.
- General HP customer engineer (CE) preventive maintenance procedures (only applies to certain systems; most preventive maintenance is performed by the customer).
- Preventive Maintenance Timetable Work Sheets.
- Forms for recording PM reference manuals and procedures.

Customer Preventive Maintenance

IT IS IMPORTANT FOR THE CUSTOMER TO PERFORM PREVENTIVE MAINTENANCE ON A REGULAR BASIS. Specific PM procedures and schedules are provided in the owner or operator's manual that accompanies each device in the computer system. For your convenience, this section includes a form for listing the materials and equipment required to perform PM on each piece of equipment, a brief description of the procedure, and the name of the manual that describes the PM requirements.

The customer should establish a preventive maintenance schedule when the computer system is installed. When creating the schedule, take the environment into consideration. For example, if the environment is extremely dusty, peripherals will require frequent cleaning. *Preventive Maintenance Timetable Work Sheets* are provided in this section. These optional forms can be used to record the preventive maintenance schedule.

General customer preventive maintenance guidelines are provided below.

Computer

Refer to the owner's guide that accompanies the system for preventive maintenance procedures. Some computers have a filter that requires regular cleaning.

Terminals and Personal Computers

Clean terminals and personal computers and replace batteries on a regular basis. If battery replacement is necessary, procedures and information are found in the terminal or personal computer user's manual.

Printers

It is especially important to keep printer mechanisms clean.

Tape Drives

Clean the magnetic tape path at regular intervals to remove oxide build-up, especially on the read/write head. Use only the prescribed cleaning fluids to clean the tape path. Improper use of non-prescribed cleaners can leave residue that can increase tape read/write errors and damage the tape drive and magnetic tapes. Use only high quality tape media. Use of poor quality tapes can lead to loss of data and damage to the tape drive.

Disk Drives

Check the PM procedures listed in the owner or operator's manuals supplied with your disk drives. On some disk drives, such as the HP 7937, it is essential to vacuum the filter.

Plotters

Clean plotters on a regular basis. Check the owner's guide for preventive maintenance and cleaning instructions.

HP Predictive Support

HP Predictive Support proprietary software is provided to customers that have a service contract. This program (currently available only for the MPE-XL operating system) provides the customer with a preventive maintenance tool to prevent system down time. The software reads and analyzes system and peripheral error log files and prints a status report. The software sends data to the HP Response Center for analysis and diagnosis. If the Response Center determines that on-site action is required, a CE is sent to the site. All this occurs before the problem causes the system to go down.

For information about running the program, refer to the *HP Predictive Support XL User Guide* (HP part number 50779-90001).

Preventive Maintenance Reference Sheet



Device Name	Special Tools, Equipment, and Materials	Preventive Maintenance Procedure	Reference Manual (Title, Part Number, and Page Number)

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Preventive Maintenance Reference Sheet



Device Name	Special Tools, Equipment, and Materials	Preventive Maintenance Procedure	Reference Manual (Title, Part Number, and Page Number)

LG200006_016a

Preventive Maintenance Reference Sheet



Device Name	Special Tools, Equipment, and Materials	Preventive Maintenance Procedure	Reference Manual (Title, Part Number, and Page Number)

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Preventive Maintenance Reference Sheet



Device Name	Special Tools, Equipment, and Materials	Preventive Maintenance Procedure	Reference Manual (Title, Part Number, and Page Number)

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Preventive Maintenance Reference Sheet



Device Name	Special Tools, Equipment, and Materials	Preventive Maintenance Procedure	Reference Manual (Title, Part Number, and Page Number)

LG200008_016a

Preventive Maintenance Reference Sheet



Device Name	Special Tools, Equipment, and Materials	Preventive Maintenance Procedure	Reference Manual (Title, Part Number, and Page Number)

LG200008_016a

Preventive Maintenance Reference Sheet



Device Name	Special Tools, Equipment, and Materials	Preventive Maintenance Procedure	Reference Manual (Title, Part Number, and Page Number)

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Preventive Maintenance Reference Sheet



Device Name	Special Tools, Equipment, and Materials	Preventive Maintenance Procedure	Reference Manual (Title, Part Number, and Page Number)

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Preventive Maintenance Reference Sheet



Device Name	Special Tools, Equipment, and Materials	Preventive Maintenance Procedure	Reference Manual (Title, Part Number, and Page Number)

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Preventive Maintenance Reference Sheet



Device Name	Special Tools, Equipment, and Materials	Preventive Maintenance Procedure	Reference Manual (Title, Part Number, and Page Number)

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Preventive Maintenance Reference Sheet



Device Name	Special Tools, Equipment, and Materials	Preventive Maintenance Procedure	Reference Manual (Title, Part Number, and Page Number)

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Preventive Maintenance Reference Sheet



Device Name	Special Tools, Equipment, and Materials	Preventive Maintenance Procedure	Reference Manual (Title, Part Number, and Page Number)

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Installation Records

Introduction

Use this section to file your system installation records.

File the documents that define the parts and configuration of the entire computer system at the time it was shipped and installed. These documents include packing lists, hardware configuration records, and a software record. A plastic page protector provides a convenient repository for these documents.

NOTE: After the system is installed, complete section 4, “Current System I/O Configuration.” Section 4 provides forms to record the product numbers, serial numbers, and location of the system I/O devices.

Customer Support Service Agreement

Introduction

File a copy of the current Customer Support Service Agreement in this section.

