

Scout thru the jungle of NonStop Service Portals

Marcus Pullen, Account Support Manager

eGTUG, May 16th 2018

HPE Pointnext reinforces our strategy

Be the industry's leading provider of Hybrid IT, built on the secure, next-generation, software-defined infrastructure that will run customers' data centers today, bridge to multi-cloud environments tomorrow, and power the emerging Intelligent Edge that will run campus, branch, and Industrial IoT applications for decades to come. All delivered through a **world-class services capability**.



We make **Hybrid IT** simple

Traditional Data Center

Software-defined Infrastructure and Private Cloud

Multi-cloud Partnerships



We power the **Intelligent Edge**

Campus & Branch

Industrial Internet of Things



We have the **Expertise** to make it happen

Advise and Transform

Design and implement

Operate and Support

Simplifying your transformation journey



Agenda

- Overview of available Support related Portals for NonStop
- Support tool applications in NonStop eService Portal (NEP)
- NonStop Knowledgebase and Manuals inside HPE Support Center (HPESC)
- How to use iManage Share



Overview of available Support related Portals for NonStop

Hewlett Packard Enterprise Service Portals

Reduce Risks



- Tap into expert knowledge
- Use a variety of methods to access knowledge

Improve productivity



- Manage contracts and warranties online
- Submit support cases online

Save time



- Download Software and Patches
- Access support documents and manuals

The NonStop eService Portal

<https://www.hpe.com/servers/nonstop-nep>

NonStop™ eServices Portal | HPE

[How to Buy](#) | [Feedback](#) | [Contact HPE](#)

eServices Portal Links

- [Home](#)
- [Help](#)
- [Kbns Help](#)
- [Contacts](#)
- [Logon](#)
- [Forgot Password](#)
- [Register](#)

Welcome to the NonStop eServices Portal, where you can access the eServices related to your account.

Sign in using your HPE Passport account [Sign-in with HPE Passport](#)

To find your new HPE Passport logon related to your NonStop eServices Portal – [click here](#)

Other NonStop Links

- [NonStop Servers Home](#)
- [Product Support for NonStop Servers](#)
- [RVU and IP Information](#)

The NonStop eService Portal

Your first-stop support center



Scout for NonStop Servers

- view, research and download Patches (Software Product Revisions – SPRs)
- order NonStop Release Software (Site Update Tapes - SUTs) and Independent Product DVDs

Virtualized NonStop Server

- Customer Software Download Portal



Software and Services

- Provides a Software Products Relationship
- Provides an Enterprise Customer report by system and contract
- Shows all products licensed for a particular system number and compatible with the specified Software Release
- Provides the current product list information for existing hardware and software contracts in addition to licensed software products
- View NonStop Software Products Maintenance List (SPML) and NonStop Hardware Product Maintenance List (HPML)



Total Web Support (TWS) - Submit and track support cases

- Allows to submit problems and questions directly to the Global NonStop Solution Center (GNSC)

Express Notice - Customized delivery of support notifications.

- automatic global delivery system proactively delivers support information

What has been changed ?

- We have changed the NonStop eServices Portal (NEP) to use the Hewlett Packard Enterprise (HPE) single-sign-on (SSO) called HPE Passport. This allows customers to logon with HPE Passport and they can then navigate to other HPE applications (HPE Support Center etc.) without having to sign in again
- New feature in Scout to download selected SPRs within one ZIP file
- New and enhanced Support Note and HotStuff search capability in Scout for NonStop servers to replace that which was provided by former NTL
- Product Lifecycle Information (Software- and Hardware Products Maintenance Lists - SPML & HPML) are now available from NEP
- Customer Software Download Portal for Virtualized NonStop Server software

Hewlett Packard Enterprise Support Center

<http://www.hpe.com/support/hpesc>

Get drivers, manuals, parts & solutions

Select your HPE product

My HPE Support Center

Warranty Check

Enter serial number information to retrieve warranty status on your products.

[Check my warranties](#)

Link My Support

Link your contracts and warranties to your profile.

[Link my support agreements](#)

[Link my packaged support](#)

[Link my warranty](#)

[View my contracts and warranties](#)

Cases

Submit and manage support cases for hardware and software products.

[Submit a case](#)

[View my cases](#)

[Chat with HPE](#)

My IT Environment

[View dashboard](#)

[Service Credits](#)

Security Bulletins

[View security bulletins](#)

Top Resolutions

Advisory - May 08 2018
[SUPPORT COMMUNICATION - CUSTOMER ADVISORY Document ID: c05403146 Version: 2 Advisory: \(Revision\) ProLiant and...](#)

Bulletin - Apr 16 2018
[SUPPORT COMMUNICATION - CUSTOMER BULLETIN Document ID: a00039783en_us Version: 3 Bulletin: \(Revision\) HPE Stor...](#)

Advisory - Apr 05 2018
[SUPPORT COMMUNICATION - CUSTOMER ADVISORY Document ID: c05351364 Version: 2 Advisory: \(Revision\) Select HPE MS...](#)

[See more Top Resolutions](#)

Hewlett Packard Enterprise Support Center

For Manuals- and Knowledge Base Access



- Download and View support documents and Manuals
 - Provides all up-to-date NonStop Technical Library documents
- Download the „Interactive Upgrade Guide 2“
 - New products and new features available in a specific RVU
 - Upgrade and migration highlights tailored to your migration path
 - Fallback information specific to an RVU

- Access to NonStop Knowledge Base
 - Contains solutions compiled from the worldwide Global NonStop Solution Center
 - Contains descriptions to problems and questions
 - Provide answers to common questions and reported hardware and software problems

What has been changed ?

Get faster, more efficient access to your HPE support information

Software and Support documentation is now easier and more efficient with the release of new HPE Support Center search and navigation enhancements.

- New search algorithm improvements for more relevant product suggestions
- Ability to search by HPE Product Number
- Flexibility to display search results by 25, 50 or 100 per page
- New 'Tabs' for Drivers & Software or Documents to improve navigation
- New Boolean operators to enable Wild Card, AND/OR searches, and special characters for search flexibility
- Links to relevant additional resources based on search terms
- Improved header navigation for easier access to other key tools

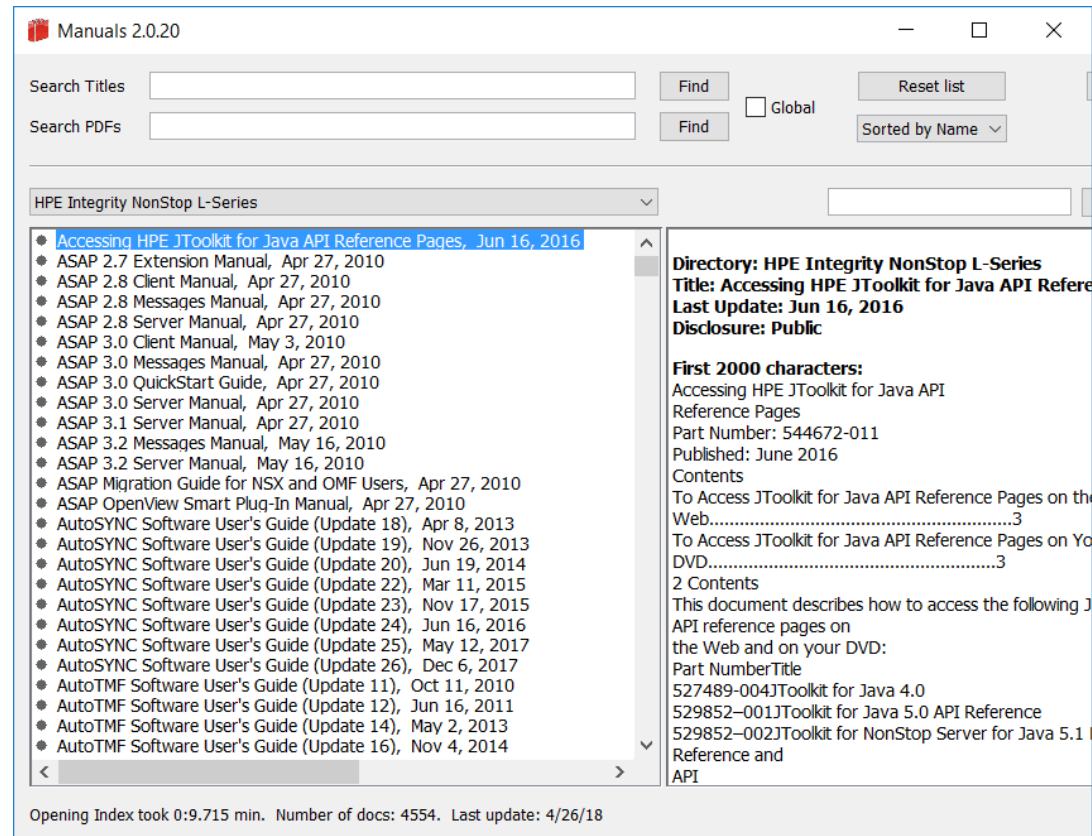
View our new [Search Tutorial video](#) or read the latest [Release Notes](#) for more detail.

NonStop Special !!

Public NonStop Manuals tool

- Would you like to have all NonStop Manuals local on your PC ?
- Would you like to have an excellent and fast search capability to search for Manuals, or even better, search for content inside all these Manuals ?

There might be a solution called
Public NonStop Manuals



Software Depot

<http://www.hpe.com/info/softwaredepot>

Welcome, mpullen

[Sign-out](#) | [Edit your profile](#)



United States-English

Search Software Depot

Software Depot home

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[Electronic download](#)
[Frequently asked questions](#)
[HP Inc. Software Depot](#)

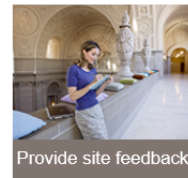


Product Category

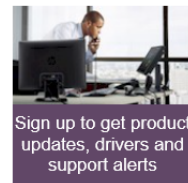
- + Azure Stack
- + CloudSystem Software
- + Composable Infrastructure
- + Converged Infrastructure Management Software
- + Datacenter Infrastructure
- + HPC Software
- + HPE cClass Blade Switches
- + HPE NonStop
- + HP-UX 11i Software
- + Imaging and Printing
- + Insight Management
- + Integrated Lights-Out (iLO)
- + Intelligent Provisioning
- + Java
- + Linux
- + Moonshot Management Software
- + OSS Fault Management Software
- + Security and manageability
- + Service Pack for ProLiant (SPP)
- + Storage
- + Tru64 UNIX
- + Virtualization Software
- + Windows

Top featured products

- [HP-UX 11i Java Technology Software](#)
- [Insight Remote Support](#)
- [hpNasOs](#)
- [HPE Intelligent Provisioning Recovery Media](#)
- [HPE Intelligent Provisioning Recovery Media Version 1.63](#)
- [HPE Intelligent Provisioning Recovery Media Version 1.62](#)
- [HPE Intelligent Provisioning Recovery Media Version 1.61](#)
- [HPE Intelligent Provisioning Recovery Media Version 2.20](#)
- [HPE Intelligent Provisioning Recovery Media Version 2.10](#)
- [HPE Intelligent Provisioning Recovery Media Version 2.01](#)



[Provide site feedback](#)



[Sign up to get product updates, drivers and support alerts](#)

Other useful links:

[Related product software support](#)

[Enterprise Software](#)

[HPE Support Center](#)

[HP-UX OE product information](#)

[Systems Insight Manager product information](#)

Software Depot


To download Tools, Trials and Manuals



- HPE NonStop RPM
- NonStop Support and Service Tools
- HPE Operations Agents for NonStop
- HPE NonStop Development Environment for Eclipse v7.0

Document Repository iManage Share

<https://www.imanageshare.com>

 Hewlett Packard Enterprise Support Center
Document Repository

Sign in

E-mail *


Password *

[Forgot your password?](#)

Required *

Sign In

[Privacy](#) · [Terms](#)

Powered by  iManage Share

Document Repository iManage Share

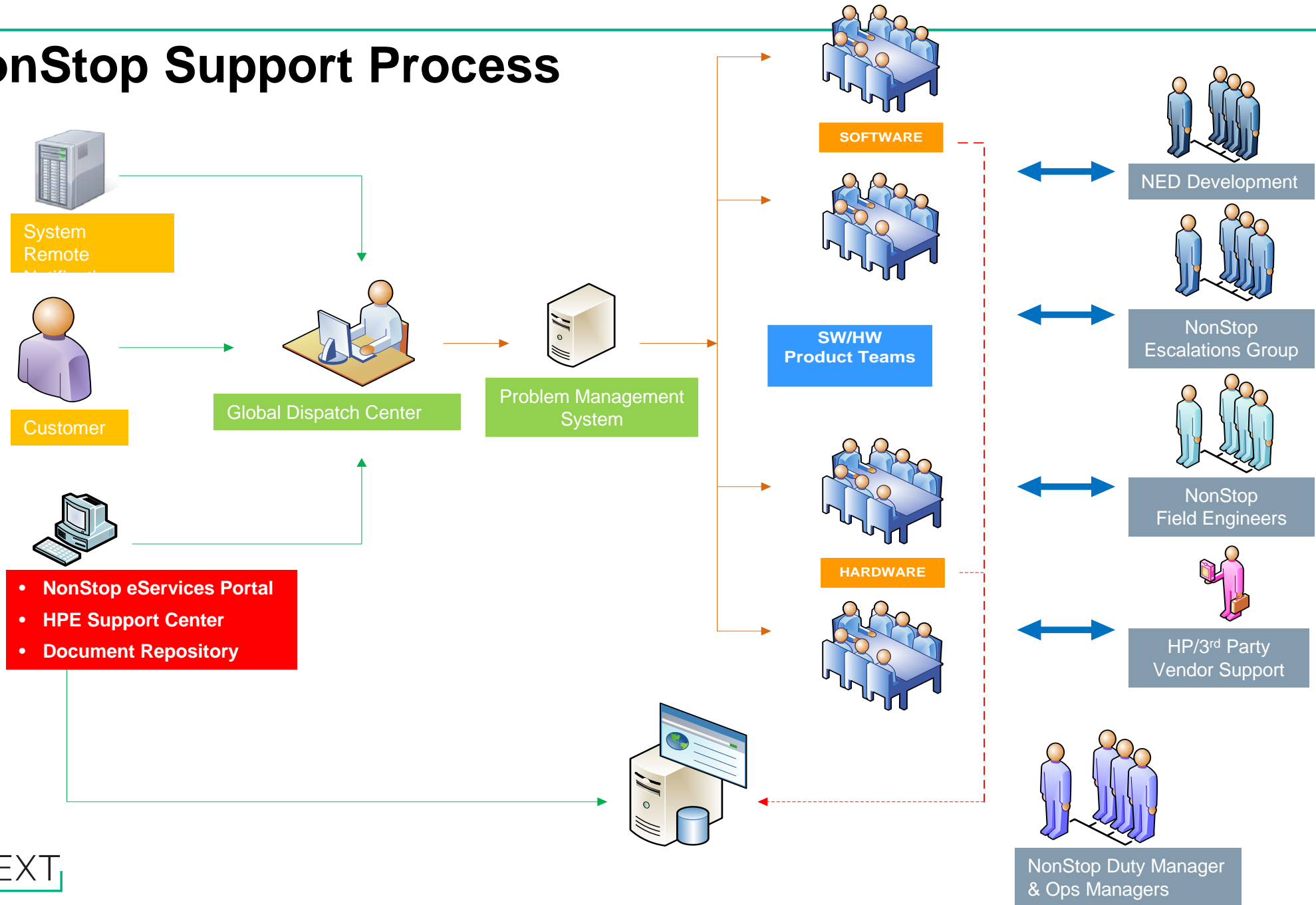
- iManage Share is a Document Repository dedicated to HPE Mission Critical and Proactive Support Customers
- iManage Share is an easy-to-use, cloud-based solution designed to help you securely store and enable access to information for improved collaboration.
- The solution provides access from virtually anywhere, via a web browser, to a complete set of proven document management tools for capture, store, search, retrieval, sharing, and more.





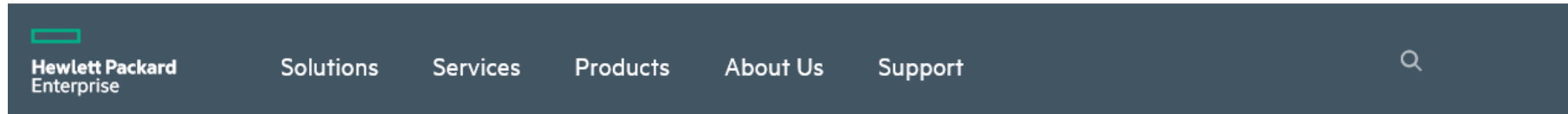
Support tool applications in NEP

HP NonStop Support Process



eService Portal Registration

- Customers must first register at the NonStop eServices Portal website to use the tools and services.
- Registration may take up to 5 days as registration team need to confirm identity and contracts as per legal requirements



NonStop™ eServices Portal | HPE

[How to Buy](#) | [Feedback](#) | [Contact HPE](#)

eServices Portal Links

- [Home](#)
- [Help](#)
- [Kbns Help](#)
- [Contacts](#)
- [Logon](#)
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- [Register](#)

Other NonStop Links

- [NonStop Servers](#)
- [Home](#)
- [Product Support for NonStop Servers](#)
- [RVU and IP Information](#)

Welcome to the NonStop eServices Portal, where you can access the eServices related to your account.

Sign in using your HPE Passport account [Sign-in with HPE Passport](#)

To find your new HPE Passport logon related to your NonStop eServices Portal – [click here](#)

eService Registration (1/3)



Hewlett Packard
Enterprise

Solutions

Services

Products

About Us

Support

Create a new account

Sign in across HPE websites and services with HPE Passport ?

Required *

Sign in information ?

E-mail address *

This will also be your user ID.

Password * ?

Confirm password *

eService Registration (2/3)

Forgot Password ?

Security question *

Security answer *

Security question *

Security answer *

eService Registration (3/3)

Personal Information

Title (Mr., Ms.)

First name *

Middle name

Last name *

Preferred language *

Country/Region of residence *

May HPE contact you via email? * [?](#)

Yes No

HPE is committed to protecting your privacy. For more information, visit our [Online Privacy Statement](#).

Additional information

- Provide additional business contact information
- Provide additional personal contact information
- Set contact preferences

eService Portal Home

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eServices Portal Links

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eServices Applications

[Systems & Software](#)
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[HPE SC - Search the NonStop Knowledgebase](#)
[Total Web Support \(TWS\)](#)
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[Scout for NonStop Servers](#)
[Virtualized NonStop Product Lifecycle](#)
[Information](#)

Other NonStop Links

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Marcus Pullen Of

↑ SERVICES

Last used on 6 Nov 2017 10:26

Welcome to the NonStop eServices Portal, where you can access the eServices related to your account. Please select from the items to the left or from the application selections below. If you are unclear about a particular selection the top page for that section will provide an overview and more information about its contents.

We at HP are happy to have you as a valued customer!

Systems & Software

This page allows you to lookup system numbers along with identifying information such as system type, software release version update (RVU), and central site system number if applicable.

Service & Support Contracts

This page provides the current product list information for your existing hardware and software maintenance contracts in addition to the licensed software products.

Software Cross Reference

Search for software products by product description or cross-reference software products between marketing and software product IDs.

Hewlett Packard Enterprise Support Center - Search the NonStop Knowledgebase (HPE SC)

HPE SC provides the means to search the NonStop knowledgebase. This provides a powerful search tool offering quick and easy access to known technical support questions from our world-class Global NonStop Solution Centers. Access is for Hewlett Packard Enterprise internal support personnel and contractual customers only. A valid system number is required for registration. As part of Hewlett Packard Enterprise's ongoing commitment to Customer support and service, we have moved this knowledge search capability to our new Hewlett Packard Enterprise Support Center portal.

Total Web Support (TWS)

Total Web Support (previously known as Tandem Web Support) allows customers to submit problems and questions directly to the Global NonStop Solution Center. Customers may also use this tool to create new cases, check on the status of open cases and update notes on existing cases.

ExpressNotice

ExpressNotice is an electronic tool required for all Hewlett Packard Enterprise NonStop server support contract customers. This automatic global delivery system proactively delivers support information directly to you.

Scout for NonStop Servers

Scout for NonStop Servers enables you to view, research and download Software Product Revisions (SPRs) as well as to request Site Update Tapes (SUTs) and Independent Product (IP) CDs for your systems. In addition, you can use it to view Hotstuff messages, Support Notes, SPRs for special consideration, contents of available RVUs, and to review what software products are licensed for your systems. Scout is a vital tool for anyone involved in NonStop server system management.

Products included in the NonStop OS

NonStop™ eServices Portal | HPE

Prashanth Kamath U OF HEWLETT PACKARD ENTERPRISE - NED

Home, Help, Home Help, Contacts, Logout, Change Password, Update Registration

Software Cross Reference



Marketing Product Number

Cross Reference

L-Series
BE338AC, BE071AM (telco)

J-Series
QSN01, *QSN31 (telco)

Please enter selection criteria below:

Marketing Product Number: (e.g. SA73)

List Software Products

Software Product Number:

List Marketing Products

Product Description: (e.g. PATHWAY or SQL QUERY)

Product Lookup

For content comments or questions, contact NonStop CPSA Hotline

HPE NonStop™ Software and Marketing Product Cross Reference

Change Query Send to Excel

Marketing Product: BE338AC HP NONSTOP OS L-SERIES MC EDITION

Software Product Num	Software Product Name
T0010	LDST
T0021	TAPEPROCESS
T0238	PTR/SNMP FORMAT MOD
T0246	SQL/MP COMP AGENT
T0248	XDR STREAMS
T0295	ENFORM PLUS
T0330	NM DATALOADER/MP
T0350	DSCLIB
T0367	SQL/MX STUBS
T0369	TOSVERSION
T0372	NATIVE SOCKET LIB
T0428	RLD-NATIVE PIC RUNTIME LINKER
T0431	OS BUILDER
T0448	OCA
T0524	ITS GATEWAY
T0526	SCOBOL JAVA PACKAGE
T0527	ITS CONNECTION ROUTER
T0535	NONSTOP XML PARSER
T0563	NONSTOP XML PARSER W/IEEE SUPP
T0585	OSS EASYSETUP
T0593	GNU MAKE
T0601	NONSTOP XSLT WITH IEEE SUPPORT
T0608	ELD TNS/E NATIVE LINKER
T0620	ACS Infrastructure

System & Software

Lookup system numbers along with identifying information such as System Type, Software Release Version update and Central Site System number (if applicable)

NonStop™ eServices Portal | HPE

[How to Buy](#)

eServices Portal

Links

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[Kbns Help](#)
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[Update Registration](#)

eServices Applications

[Systems & Software](#)
[Service & Support](#)
[Contracts](#)
[Software Cross Reference](#)
[HPE SC - Search the NonStop](#)

SPRQ - HPE NonStop™ Software Products Relationship Query

For a list of system numbers leave this field blank:

System Number:

RVU: (e.g. D39.01 or G06.19.00)

Include Standard Products (Applicable through G series) Include non SUT Based Products

List Products

Send to Excel

For content comments or questions, contact [NonStop CPSA Hotline](#).

System & Software – Customer System Overview

NonStop™ eServices Portal | HPE

[How to Buy](#) |

eServices Portal

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[Kbns Help](#)

[Contacts](#)

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eServices

Applications

[Systems & Software](#)

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[Software Cross](#)

[Reference](#)

[HPE SC - Search the](#)

[NonStop](#)

[Knowledgebase](#)

[Total Web Support](#)

[\(TWS\)](#)

SPRQ - HPE NonStop™ Software Products Relationship Query

System Lookup for |

Systems for |

SERVICES

System Num	System Type	Platform	RVU	Central System	Software Distribution
6	S70000 S-Series Syst	NONSTOP-S	G06.32.00		
7	N854000c	BLADES-NS	J06.15.02		
70	N854000c	BLADES-NS	J06.15.02		
7.	NS2000	BLADES-NS	J06.11.01		
78	NS7X1-2	NONSTOP X	L16.05.00	7.	DSO Option/Multi-System-Support
78	NS3X1-1	NONSTOP X	L16.05.00		Central Site
7ξ	NS7X1-2	NONSTOP X	L17.02.00	7****	DSO Option/Multi-System-Support

7 matches found

System & Software – System Details

NonStop™ eServices Portal | HPE

[How to Buy](#) | [Feedback](#) |

eServices Portal Links

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- [Kbns Help](#)
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- [Change Password](#)
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eServices Applications

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- [Contracts](#)
- [Software Cross Reference](#)
- [HPE SC - Search the NonStop Knowledgebase](#)
- [Total Web Support \(TWS\)](#)
- [ExpressNotice](#)
- [Scout for NonStop Servers](#)

SPRQ - HPE NonStop™ Software Products Relationship Query

[Change Query](#) [Send to Excel](#)

SPRQ Result for System Number: 7f

NS3X1-1

RVU: L16.05.00

Customer Name: SERVICES (#)

Marketing Product Num	Marketing Product Name	Software Product Num	Software Product Name
BE118AC	HP NONSTOP VIEWPOINT SW	T9640	VIEWPOINT
BE162AC	HPE NONSTOP PERF MGMT BNDL	T2080	TPDC
		T6942	GPA
		T9071	VIEWSYS
		T9086	MEASURE
BE170AC	HP NONSTOP ENABLE SW	T9155	ENABLE
BE171AC	HP NONSTOP EXPAND SW	T0533	EXPAND/FASTPIPE PROFILE
		T9057	EXPAND
		T9117	EXPAND MGR
BE177AC	HP NONSTOP TNS/X COBOL RUN TIME LIB	T0914	TNS/X COBOL Runtime Library
		T0915	TNS/X COBOL Arithmetic Library
BE338AC	HP NONSTOP OS L-SERIES MC EDITION	T0010	LDST
		T0021	TAPEPROCESS

Service & Software – Support Contract

NonStop™ eServices Portal | HPE

[How to Buy](#)

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- [Password Lookup](#)
- [Change Password](#)
- [Update Registration](#)

eServices Applications

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- [Service & Support Contracts](#)
- [Software Cross Reference](#)
- [HPE SC - Search the NonStop Knowledgebase](#)
- [Total Web Support \(TWS\)](#)
- [ExpressNotice](#)
- [Scout for NonStop Servers](#)

HPE NonStop™ Service and Support Contracts

CABS Schedule Detail for: [1](#) [CES](#)

System Number: [71](#) Loc: System Type: [NS7X1-2](#)

Anniversary Date: [01 JUN 03](#) Customer Svc Rep: [LUANA DINU](#)

Site Address: Customer Svc Phone:

Customer Site Contact:
Customer Site Contact Phone:

[Change Query](#)

Schedule	Plan ID	Class	Dept	MSM?	Bill Group
AD	BASIC	HX	9631	N	1 7E
MLC	STD	LC	9631	N	1 7E
MSC	BASIC	MS	9631	N	1 71
OTC	STD	OT	9631	N	1 71

Virtualized NonStop Server software

Customer Software Download Portal

My Software

Electronic Support

[Product Support](#)

[Global NonStop Solution Center](#)

[Return To NEP](#)

[NEP Logoff](#)

Personal Profile for |

System Number:

Order Number: [Submit](#) [Reset](#)

My Software

Electronic Support

[Product Support](#)

[Global NonStop Solution Center](#)

[Return To NEP](#)

[NEP Logoff](#)

Personal Profile for

System Number:

Order Number: [Submit](#) [Reset](#)

Product Number	Product Description	Action
BE122CSE	HPE NONSTOP L-SER T2 CLIM SW E-MEDIA	Download »
BE460AME	HPE NONSTOP CLIM OS KVM SW E-MEDIA	Download »
BE466AME	HPE NONSTOP HSS OS KVM SW E-MEDIA	Download »

Total Web Support

Allows to submit problems and questions directly to the Global NonStop Solution Center (GNSC)



Total Web Support

- » **Total Web Support**
- eSupport Functions
 - » New Case
 - » Case Query
 - » Add Notes
 - » Request Case Close
 - » HPSC Search
 - Support Knowledge
- Administrative Functions
 - » Customer Profile
 - » Logout
 - » Help
 - » HP NonStop™ eServices Portal (register, change password, etc.)
- Other NonStop Links
 - » NonStop Servers Home

Wednesday, 11/4/2015
Good afternoon Marcus

TWS Announcements

Welcome to **Hewlett Packard Enterprise's** NonStop™ Total Web Support (TWS)!

This tool allows you to easily log and view the status of your cases directly in our call handling system - Genesis.

If your problem is **CRITICAL** to your system's operation you should call our **Global NonStop Solution Center** (GNSC) directly to log it.

To provide us with your valued feedback, please either log a call directly with the Global NonStop Solution Center or send your message to NonstopSupport@hpe.com. If you experience operational problems with TWS, we ask that you inform us using either of these two methods.

We will announce any new features and application downtime in this space.

Cases: All Open

ID	Title	Condition	Status	System
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Total Web Support – New Case



Total Web Support

- » Total Web Support
- eSupport Functions
 - » **New Case**
 - » Case Query
 - » Add Notes
 - » Request Case Close
 - » HPSC Search
 - Support Knowledge
- Administrative Functions
 - » Customer Profile
 - » Logout
 - » Help
 - » HP NonStop™ eServices Portal (register, change password, etc.)
- Other NonStop Links
 - » NonStop Servers Home

New Case

Select System

* If this is a software case: Select a system and click Use System, rather than trying to view components for a detailed part.

Select	System No	Description	Site	Address	City
<input type="radio"/>	NB50000c			
<input type="radio"/>		NB50000c			
<input type="radio"/>		NS2000			

Total Web Support – New Case

- Type
 - Hardware
 - Software
 - Administrative
 - Professional Services
 - SOW
- Subtype
 - Problem
 - Question
 - RFE
- Impact
 - Major
 - Minor
 - No Impact

Total Web Support

New Case

New Case Data Entry

System:

Site:

* Title:

* Platform:

OS Release:

* Type:

* Subtype:

Reason:

* Impact:

Reference:

Software Product: (For software cases only)

Click [here](#) to look up your software products in SPRQ.

Method of Contact:

* Notes:

Total Web Support - Impact Definition

- Critical (not available with TWS, please call the GNSC directly)
 - System or application is down or at high risk; customer cannot conduct business; there are continual failures and/or data corruption. (i.e. business critical production system or critical development system)
- Major
 - The performance of a system or application has been interrupted; there is a risk of recurrence; intermittent failures or interrupts are impacting business operations significantly
- Minor
 - Isolated or localized defect that is a nuisance but does not significantly impact business operations
- No Impact
 - Trivial problem; no effect on business operations

Total Web Support – Case Query

Total Web Support

» Total Web Support

eSupport Functions

- » New Case
- » **Case Query**
- » Add Notes
- » Request Case Close
- » HPSC Search
- Support Knowledge

Administrative Functions

- » Customer Profile
- » Logout
- » Help
- » HP NonStop™
eServices Portal
(register, change
password, etc.)

Other NonStop Links

- » NonStop Servers
Home

Case Query

ID Query

Case ID Number:

Find Case

Advanced Query

List Cases
Where:

Type



starts with



Values

* Created Since:

11/4/2014



Cases For:

Contact Marcus Pullen

System

Site

All My Sites

Display:

Open Cases

Closed Cases

All Cases

Sort By:

ID



descending



List Cases

Clear

Help

* Denotes Required Fields

Excursion to HotStuffs and Support Notes

–HotStuffs

- General HotStuffs
 - contains critical information about a product
- Outage Prevention Notice (OPN)
 - describes a problem that potentially could cause an application outage and actions to take to prevent it

–Support Notes

- General Support and Service related information
- First Customer Shipment (FCS) notice Support Notes
 - contains information of newly released RVUs, CLIM- and NSC Software ...
- Software Product Revisions (SPR) for Special Consideration Support Notes

Express Notice

- Automatic proactive global delivery system notifies pre-selected contact person via their e-mail account address
- Delivers system support information for HPE NonStop Servers platforms
- Extensive and flexible enrollment profiling capabilities
- Provides you with the ability to customize your own account information with your particular system management needs.
- Can be further tailored to a single system or to the entire computing environment

Examples:

- HotStuff notifications
- Release documents and notifications
- Software product revisions (SPRs)
- Support notes

Scout for NonStop Servers

- View, research and download SPRs
- Request site update tapes (SUTs) and Independent Product (IP)
- Document Search of HotStuff - , Support Notes and Softdocs
- Search & view Software Product Revisions (SPRs) for special consideration
- Search & view content of available Release Version Updates (RVUs)

Scout - Home

Scout for NonStop Servers

Scout Home

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC
Return to NeP
NeP Logoff
Contact HP

WorkSheet

Add Delete Select All

SPR Version

Message from the eSupport HelpDesk - Please Read!

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Detailed SPR Info Search/Get SPR RVU Document Search Product Version

T-Number Revision

Scout - Independent Product and RVU Requests

The screenshot displays the Scout Home interface. On the left, a navigation menu is visible with the following items: Scout Home, RVU / IP (highlighted with a red circle), and Scout Help. Below the menu are external links for SDRC, Return to NeP, NeP Logoff, and Contact HP. A 'WorkSheet' section contains 'Add', 'Delete', and 'Select All' buttons, along with 'SPR' and 'Version' tabs. The main content area features a 'Message from the eSupport HelpDesk - Please Read!' banner with a legal disclaimer. Below the banner are navigation tabs: 'Detailed SPR Info', 'Search/Get SPR', 'RVU', 'Document Search', and 'Product Version'. A search form is present with fields for 'Name', 'T-Number', and 'Version', and a 'Submit' button.

Scout Home

Scout for NonStop Servers

SCOUT MENU

- Scout Home
- RVU / IP**
- Scout Help

EXTERNAL LINKS

- SDRC
- Return to NeP
- NeP Logoff
- Contact HP

WorkSheet

Add Delete Select All

SPR Version

Message from the eSupport HelpDesk - Please Read!

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ADDITIONAL USE OF ANY SOFTWARE IN VIOLATION OF THE ABOVE CONDITIONS MAY BE SUBJECT TO LEGAL PROCEEDINGS.

Detailed SPR Info Search/Get SPR RVU Document Search Product Version

Name

T-Number Version

Submit

Scout - Independent Product Request

Scout for NonStop Servers

Independent Product Request

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC

- Return to NeP
- NeP Logoff
- Contact HP

WorkSheet

Add Delete Select All

SPR Version

Delivery Information Normal Urgent

System Number *

Date Required (MM/DD/YYYY) *

System Type (eg. NB54000c etc.) *

Media Format ▼

Enter Independent Product ID (e.g., SJ08V1)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Requester **MARCUS PULLEN**

Customer **NED, HEWLETT-PACKARD**

Contact *

Address *

City *

State / Province *

Postal Code *

Country ▼

Keep New Address?

Telephone *

Your email address **MARCUS.PULLEN@HP.COM**

IP request code ▼

System type code ▼

Comments

Submit

Please note that all fields marked with an * require an input.

HPE
POINTNEXT

Scout – Detailed SPR info

Scout for NonStop Servers

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC
Return to NeP
NeP Logoff
Contact HP

WorkSheet

Add Delete Select All

SPR Version

Scout Home

Message from the eSupport HelpDesk - Please Read!

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Detailed SPR Info Search/Get SPR RVU Document Search Product Version

T-Number Revision

T0682 x

T0682

Submit

Scout – Detailed SPR Information

Scout for NonStop Servers

Detailed SPR Information

T0682 H02 ADT OSM Service Connection Suite

- ▶ Summary
- ▶ Supersede / Requisites Information
- ▶ Present in / Usable with
- ▶ VProc Information

SCOUT MENU

- Scout Home
- RVU / IP
- Scout Help

EXTERNAL LINKS

SDRC
Return to NeP
NeP Logoff
Contact HP

WorkSheet

Add Delete Select All

SPR	Version
-----	---------

Scout – Product Versions

Scout for NonStop Servers

Scout Home

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC
Return to NeP
NeP Logoff
Contact HP

WorkSheet

Add Delete Select All

SPR Version

Message from the eSupport HelpDesk - Please Read!

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Detailed SPR Info Search/Get SPR RVU Document Search **Product Version**

Name

T-Number Version

Scout – Product Versions

Scout for NonStop Servers

Scout Home

Message from the eSupport HelpDesk - Please Read!

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Detailed SPR Info Search/Get SPR RVU Document Search **Product Version**

Name

OSM

- OSM CONNECTION LIBRARY
- OSM EVENT VIEWER
- OSM XML API
- OSM FIRTOOL
- OSM CIMOM
- OSM IA BASE
- OSM Modular Low Level Link
- OSM WEB-BASED SUITE

Submit

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC

- Return to NeP
- NeP Logoff
- Contact HP

WorkSheet

Add Delete Select All

SPR Version

Scout – Product Version Information

Scout for NonStop Servers

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

- SDRC
- Return to NeP
- NeP Logoff
- Contact HP

WorkSheet

Add Delete Select All

SPR	Version
-----	---------

Product Version Information

Select a Version from the list and click.

Product	Version	Description
T0682	G06	OSM Service Connection Suite
T0682	G07	OSM Service Connection Suite
T0682	H01	OSM Service Connection Suite
T0682	H02	OSM Service Connection Suite
T0682	L02	OSM Service Connection Suite

The following Product Versions include only an initial PVU.

Product	Version	Description
---------	---------	-------------

Scout – Product Information

Scout for NonStop Servers

Product Information

T0682 H02 OSM Service Connection Suite

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC
Return to NeP
NeP Logoff
Contact HP

WorkSheet

Add Delete Select All

SPR Version

ADT	⌵
ADP	⌵
ADO	⌵
ADN	⌵
ADL	⌵
ADJ	⌵
ADI	⌵
ADH	⌵
ADF	⌵
ADE	⌵
ADD	⌵
ADC	⌵
ADA	⌵
ACZ	⌵
ACX	⌵
ACV	⌵
ACP	⌵
ACN	⌵
ACL	⌵
ACJ	⌵
ACI	⌵
ACG	⌵

Scout – SPR Information

Scout for NonStop Servers

Product Information

T0682 H02 OSM Service Connection Suite

ADT

Revision ADT	Release Date 2015/05/19	Access Unrestricted	SID
Status Active	Delivery TCF	Usage Index 30	SoftDoc
			SPR Info

Present in RVUs	Usable with RVUs
	J06.18.01
	J06.18.00
	J06.17.01
	J06.17.00
	J06.16.02
	J06.16.01
	J06.16.00
	J06.15.02
	J06.15.01
	J06.15.00
	J06.14.03
	J06.14.02

ADP

ADO

ADN

ADL

ADJ

WorkSheet

Add Delete Select All

SPR	Version
-----	---------

Scout –SPR Information Summary

Scout for NonStop Servers

Detailed SPR Information

T0682 H02 ADT OSM Service Connection Suite

Summary

Release Date May 19, 2015	Status Active	New Features 1
Bug Fixes 0	Access Unrestricted	Usage Index 29
Delivery TCF	Notification SCOUT	Product Distribution RVU

SPR Assessment
Install if desired

Installation Impact
Interruption due to unconditional requisite

NOTE:
This SPR may also be usable with additional RVUs with FCS dates after the issue date of this SPR. Compare the SID date for this SPR with the FCS date of the RVUs not listed.

[Add to Worksheet](#)
[Softdoc](#)
[SID](#)

Supersede / Requisites Information

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC
Return to NeP
NeP Logoff
Contact HP

WorkSheet

[Add](#) [Delete](#) [Select All](#)

SPR	Version
-----	---------

Scout – SPR „Add to Worksheet“

Scout for NonStop Servers

Detailed SPR Information

T0682 H02 ADT OSM Service Connection Suite

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC
Return to NeP
NeP Logoff
Contact HP

WorkSheet

Add Delete Select All

SPR	Version
<input checked="" type="checkbox"/> T0682 ADT	H02

Summary

Release Date May 19, 2015	Status Active	New Features 1
Bug Fixes 0	Access Unrestricted	Usage Index 29
Delivery TCF	Notification SCOUT	Product Distribution RVU

SPR Assessment
Install if desired

Installation Impact
Interruption due to unconditional requisite

NOTE :
This SPR may also be usable with additional RVUs with FCS dates after the issue date of this SPR. Compare the SID date for this SPR with the FCS date of the RVUs not listed.

1.

Add to Worksheet
Softdoc
SID

2.

Supersede / Requisites Information

Scout - SPR Supersede / Requisites

Scout for NonStop Servers

SCOUT MENU

- [Scout Home](#)
- [RVU / IP](#)
- [Scout Help](#)

EXTERNAL LINKS

- [SDRC](#)
- [Return to NeP](#)
- [NeP Logoff](#)
- [Contact HP](#)

WorkSheet

Add
Delete
Select All

SPR	Version
-----	---------

Detailed SPR Information

T0682 H02 ADT OSM Service Connection Suite

▸ Summary

▾ Supersede / Requisites Information

Superseded By	Supersedes	Requisites
	T0682 ADP	T0648 AAG
	T0682 ADO	T0801 AAY
	T0682 ADN	T0834 ACU
	T0682 ADL	T0844 AAC
	T0682 ADI	
	T0682 ADH	
	T0682 ADF	
	T0682 ADE	
	T0682 ADD	
	T0682 ADC	
	T0682 ACZ	
	T0682 ACX	
	T0682 ACV	
	T0682 ACP	
	T0682 ACN	
	T0682 ACL	
	T0682 ACJ	
	T0682 ACI	
	T0682 ACG	
	T0682 ACE	
	T0682 ACC	
	T0682 ABX	
	T0682 ABV	
	T0682 ABU	
	T0682 ABS	
	T0682 ABR	

▸ Present in / Usable with

Scout - SPR Present in RVU

Scout for NonStop Servers

Detailed SPR Information

T0682 H02 ADT OSM Service Connection Suite

- Summary
- Supersede / Requisites Information
- Present in / Usable with**
- VProc Information

Present in RVUs	Usable with RVUs
	J06.18.01
	J06.18.00
	J06.17.01
	J06.17.00
	J06.16.02
	J06.16.01
	J06.16.00
	J06.15.02
	J06.15.01
	J06.15.00
	J06.14.03
	J06.14.02
	J06.14.01
	J06.14.00
	J06.13.01
	J06.13.00
	J06.12.00
	J06.11.01
	J06.11.00
	J06.10.02
	J06.10.01
	J06.10.00
	J06.09.04
	J06.09.03
	J06.09.02
	J06.09.01

Scout - SPR VPROC Information

Scout for NonStop Servers

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC
Return to NeP
NeP Logoff
Contact HP

WorkSheet

Add Delete Select All

SPR	Version
-----	---------

Detailed SPR Information

T0682 H02 ADT OSM Service Connection Suite

- Summary
- Supersede / Requisites Information
- Present in / Usable with
- VProc Information**

FileName :	APPRVD
Binder Timestamp	15APR2015 05:08:49
Axcel Timestamp	-
Platforms	-
VProc Data String	T0682H02_06AUG2015_ADT__FP12TFDS_RegInfo
VProc Data String	T0682H02_06AUG2015_ADT__FPcPs
VProc Data String	T0682H02_06AUG2015_ADT__Fv
FingerPrint	980fc965ff319dea
FileName :	APPSRVR
Binder Timestamp	15APR2015 05:08:51
Axcel Timestamp	-
Platforms	-
VProc Data String	T0682H02_06AUG2015_ADT__FP12TFDS_RegInfo
VProc Data String	T0682H02_06AUG2015_ADT__FPcPs
VProc Data String	T0682H02_06AUG2015_ADT__Fv
FingerPrint	ca3de7491576475c
FileName :	CIMOM
Binder Timestamp	15APR2015 05:09:40
Axcel Timestamp	-
Platforms	-
VProc Data String	T0682H02_06AUG2015_ADT__FP12TFDS_RegInfo

Scout – Search / Get SPRs

Scout for NonStop Servers

Scout Home

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC

Return to NeP

NeP Logoff

Contact HP

WorkSheet

Add Delete Select All

SPR	Version
<input checked="" type="checkbox"/> T0682 ADT	H02

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Detailed SPR Info Search/Get SPR RVU Document Search Product Version

NOTE :
Before using the Search/Get SPR operation, Please ensure that the appropriate SPRs have been added to your Worksheet menu (on the lower left) and have been selected (checked) before submission.

Include Requisites
 Check Compatibility
 Required SPRs Only

RVU
J06.18.01

Submit

Scout – Search / Get SPRs

Scout for NonStop Servers Search /Get SPRs for RVU: J06.18.01

Refresh Expand / Collapse Select All

System Number Download Selected

SPR	Description
T0682ADT <input type="checkbox"/>	OSM Service Conne...

SPR :T0682ADT
Version :H02
Status :Active
RVU Compatibility :Usable
Access :Unrestricted
Soft Doc Only :False
SUT Only :False

Please refer to SoftDoc for additional information on conditional requisites.

EXTERNAL LINKS

SDRC

Return to NeP

NeP Logoff

Contact HP

WorkSheet

Add Delete Select All

SPR	Version
<input checked="" type="checkbox"/> T0682 ADT	H02

Red highlighting in Scout indicates warnings for Customers. SOFTDOCs must be consulted for conditional requisites and other special requirements before applying SPRs.

Scout – Search / Get SPRs

New feature from 2016, to download all selected SPRs within on ZIP file

Scout for NonStop Servers

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC

- Return to NeP
- NeP Logoff
- Contact HP

WorkSheet

Add Delete Select All

	SPR	Version
<input checked="" type="checkbox"/>	T6031 ABN	D46
<input checked="" type="checkbox"/>	T0905 AAD	N29
<input checked="" type="checkbox"/>	T0801 ABZ	H01

Download SPRs

Select the SPR's to be downloaded as one zip file.

[Download Instructions](#)

Refresh Select All Download Selected

Once "Download Selected" button is clicked, it may take some time to finish depending on the total size of the downloads requested

Select	SPR	Processor Type	Description	Size
<input type="checkbox"/>	T0801ABZ	Itanium	SSH Server	144 MB
<input type="checkbox"/>	T0905AAD	Itanium	HP NEOVIEW WINDOWS CLIENT PKG	143 MB
<input type="checkbox"/>	T6031ABN	RISC (MIPS)	DSM/SCM	37 MB
<input type="checkbox"/>	T6031ABN	CISC (MIPS)	DSM/SCM	17 MB

Scout – RVU

Scout for NonStop Servers

Scout Home

Message from the eSupport HelpDesk - Please Read!

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Detailed SPR Info Search/Get SPR **RVU** Document Search Product Version

SDRC
Return to NeP
NeP Logoff
Contact HP

WorkSheet

Add Delete Select All

SPR Version

RVU Content
 Special Consideration SPRs
 SPRs usable with RVU

RVU
J06.19.00

System Number (Optional)

Submit

Scout - Document Search

Hewlett Packard Enterprise Solutions Services Products About Us Support

Scout Home

Scout for NonStop Servers

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC
Return to NeP
NeP Logoff
Contact HP

WorkSheet

Add Delete Select All

SPR Version

Message from the eSupport HelpDesk - Please Read!

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Detailed SPR Info Search/Get SPR RVU Document Search Product Version

Search Text:

Release Date: From: Include Date Range
To:

Document Type: Hot Stuff Messages Support Notes SoftDocs

Search Scope: By Title By Content Both

Scout - Document Search

Scout for NonStop Servers

SCOUT MENU

- Scout Home
- RVU / IP >
- Scout Help >

EXTERNAL LINKS

SDRC

- Return to NeP
- NeP Logoff
- Contact HP

WorkSheet

Add Delete Select All

SPR Version

Document Search

Search Text:

Release Date: From: Include Date Range
To:

Document Type: Hot Stuff Messages Support Notes SoftDocs

Search Scope: By Title By Content Both

Items per page:

File Name	Date	File Description
s15038	20 Oct 2015	Visual Inspect moving to LIMITED support level
s15039	20 Oct 2015	Retiring physical media delivery options for SPRs
s15007a	13 Oct 2015	FCS Note for L15.02 Release Version Update
s15037	07 Oct 2015	SSL Handshake Exception with NSJ7 T2766H70^ACN
s15005a	06 Oct 2015	Safeguard uncached mode EMS event 512 flooding
s15036	05 Oct 2015	Removal of Charset Option in InstallSqlmrx Script



NonStop Knowledgebase and Manuals inside HPE Support Center

HPESC 2.0 Home Page

Support Center

Welcome to the HPE Support Center

We are currently rolling out new enhancements to bring you a new improved support experience. The first release of many beta release capabilities is a [new search](#) to find your support documents, drivers and firmware. We are continuing to improve the search experience and releasing new capabilities. Please provide us your valuable feedback as we continue to enhance your search and online support experience.

Access Support Resources

Sign in now. Access your HPE product support documentation, drivers, software, and patches. Connect your devices to receive proactive communications, view dashboards, and automate your event case creation. Get HPE expert advice to resolve issues and leverage the support tools to make your job easier.

User ID	
Your user ID may be your email	
Password	
Remember my user ID	<input type="checkbox"/>

Sign in

[Create an account](#)

[Forgot user ID](#) or [Forgot password?](#)

→ [HPE employee sign in](#)

Without a login go directly to "new search"

For a customized experience, log in with your HPE Passport account

From the HPESC Home Search Page

Search for “NonStop L-Series” documentation


Tip: If you know the title of the manual you are searching for, just type it in the search box

Search Support

Choose the documents icon



The screenshot shows the HPESC Search Support interface. At the top, a search bar contains the text "NonStop L-Series" with a magnifying glass icon to its right. Below the search bar, there are three search results, each with a green rectangular icon on the left and a download icon on the right. The first result is "HP NonStop L-Series", the second is "HP NonStop G-Series", and the third is "HP Integrity NonStop H-Series". To the right of these results, there are three "Documents" icons, each with a document symbol and the word "Documents" below it. An orange arrow points from the text "Choose the documents icon" to the top "Documents" icon, which is also circled in orange. In the background, there is a faded "My HPE Support Center" section with icons for "Warranty Check", "Cases", and "Top Resolutions".

From the NonStop Technical Library

 Hewlett Packard Enterprise Support Center

Select an HPE product

The page you requested has changed. Please select your product below to be directed to your product information. We recommend you bookmark the new page destination for future inquiries.

[HP NonStop L-Series](#)  

Choosing the documents icon brings you directly to documents

Refine your search

NonStop L-Series, SQL/MX

Hewlett Packard Enterprise Support Center

HP NonStop L-Series SQL/MX

HP NonStop L-Series
Sign up for alerts

Filter results

← All categories

Documents

Document type

- All
- User (301)
- Reference (20)
- Support Information (3)
- Getting Started (2)
- Troubleshooting (2)
- White Paper (1)

[NonStop Technical Library](#)
, enter a search term, for example, **SQL/MX**. The Release and Migration HPE NonStop **SQL/MX** HTML Search tab. October 2017 Part Number: P02383-001a **SQL**
Getting Started Oct 18 2017

[SQL/MX Glossary](#)
523732-002 June 2005 HP NonStop **SQL/MX** Glossary specific to HP NonStop™ **SQL/MX**.
Product Version NonStop **SQL/MX** Releases 2.0 and 2.1 Document History
User Apr 29 2010

[SQL/MX Quick Start](#)
NonStop **SQL/MX** Releases 2.0, 2.1, and 2.2 (SPR February 2006 HP NonStop **SQL/MX** Quick Start Abstract using HP NonStop™ **SQL/MX**. The Quick Start is
User Apr 29 2010

[SQL/MX Data Mining Guide](#)
NonStop **SQL/MX** Release 2.0 s releases until HP NonStop **SQL/MX** Data Mining Guide Abstract™ **SQL/MX** approach and implementation. Product
User Apr 29 2010

[SQL/MX 3.5.1 Messages Manual](#)
HPE NonStop **SQL/MX** Release 3.5.1 Messages Manual Viewing **SQL/MX** messages **SQL/MX** MXCMP messages (2000 through 2999
User Aug 23 2017

[SQL/MX 3.5 Messages Manual](#)

← If you do not know a document title, start entering terms to refine the search

NonStop L-Series, SQL/MX 3.5

Hewlett Packard Enterprise Support Center

HP NonStop L-Series SQL/MX 3.5

HP NonStop L-Series

Sign up for alerts

Filter results

All categories

Documents

Document type

- All
- All
- User (302)
- Reference (20)
- Support Information (4)
- Getting Started (2)
- Troubleshooting (2)
- White Paper (1)

[NonStop Technical Library](#)
, enter a search term, for example, **SQL/MX**. The Release and Migration HPE NonStop **SQL/MX** HTML Search tab. October 2017 Part Number: P02383-001a **SQL Getting Started** Oct 18 2017

[SQL/MX 3.5 Messages Manual](#)
HPE NonStop **SQL/MX** Release 3.5 Messages Manual **SQL/MX 3.5** Release Technical Update Provides 3.5. MXDM User Guide for **SQL/MX** Describes how to **User** Aug 17 2017

[SQL/MX 3.5 Database Services Manual \(L17.02+\)](#)
SQL/MX 3.5 Database Services Manual Part Number applications using **SQL/MX 3.5**. To use this product Describes **SQL/MX** messages. **SQL/MX 3.5** Release **User** Mar 25 2017

[SQL/MX 3.5 Release Technical Update \(L17.02\)](#)
SQL/MX 3.5 Release Technical Update Part Number **SQL/MX 3.5** Release Technical Update existing features in **SQL/MX 3.5**. Supported Release **User** Mar 28 2017

[SQL/MX 3.5 Procedural Language for SQL/MX \(PL/MX\) Reference Manual \(L17.02+\)](#)
SQL/MX 3.5 Procedural Language for **SQL/MX** (PL/MX) Version Published 875223-001 NonStop **SQL/MX 3.5** as stored functions. **SQL/MX** Release 3.5 on L17.02 **Reference** Mar 25 2017

[MXDM User Guide for SQL/MX Release 3.5](#)

Refine the search by product revision

Use Faceted Search for further refinement

Hewlett Packard Enterprise Support Center

HP NonStop L-Series SQL/MX 3.5

HP NonStop L-Series
Sign up for alerts

Filter results

← All categories

Documents

Document type ▲

Reference (20)

- All
- User (302)
- Reference (20)
- Support Information (4)
- Getting Started (2)
- Troubleshooting (2)
- White Paper (1)

[SQL/MX 3.5 Procedural Language for SQL/MX \(PL/MX\) Reference Manual \(L17.02+\)](#)
SQL/MX 3.5 Procedural Language for SQL/MX (PL/MX Version Published 875223-001 NonStop SQL/MX 3.5 as stored functions. SQL/MX Release 3.5 on L17.02
Reference Mar 25 2017

[SQL/MX 3.5 Downloadable Samples \(691124-004\)](#)
Reference Mar 28 2017

[SQL/MX Release 3.5 Code Samples](#)
Reference Sep 28 2017

[SQL/MX Pointer Document for HTML Version](#)
: Release 3.5 Install SQL/MX 3.5 Installation and SQL/MX Release 3.5 (L17.02+) • SQL/MX 3.5 Release Technical Update • SQL/MX 3.5 Database Services
Reference Oct 03 2017

[SQL/MX Release 3.3 Messages Online Help](#)
Reference Sep 28 2017

[SQL/MX Release 3.4 Reference Online Help](#)
Reference Sep 28 2017

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Reference Sep 28 2017

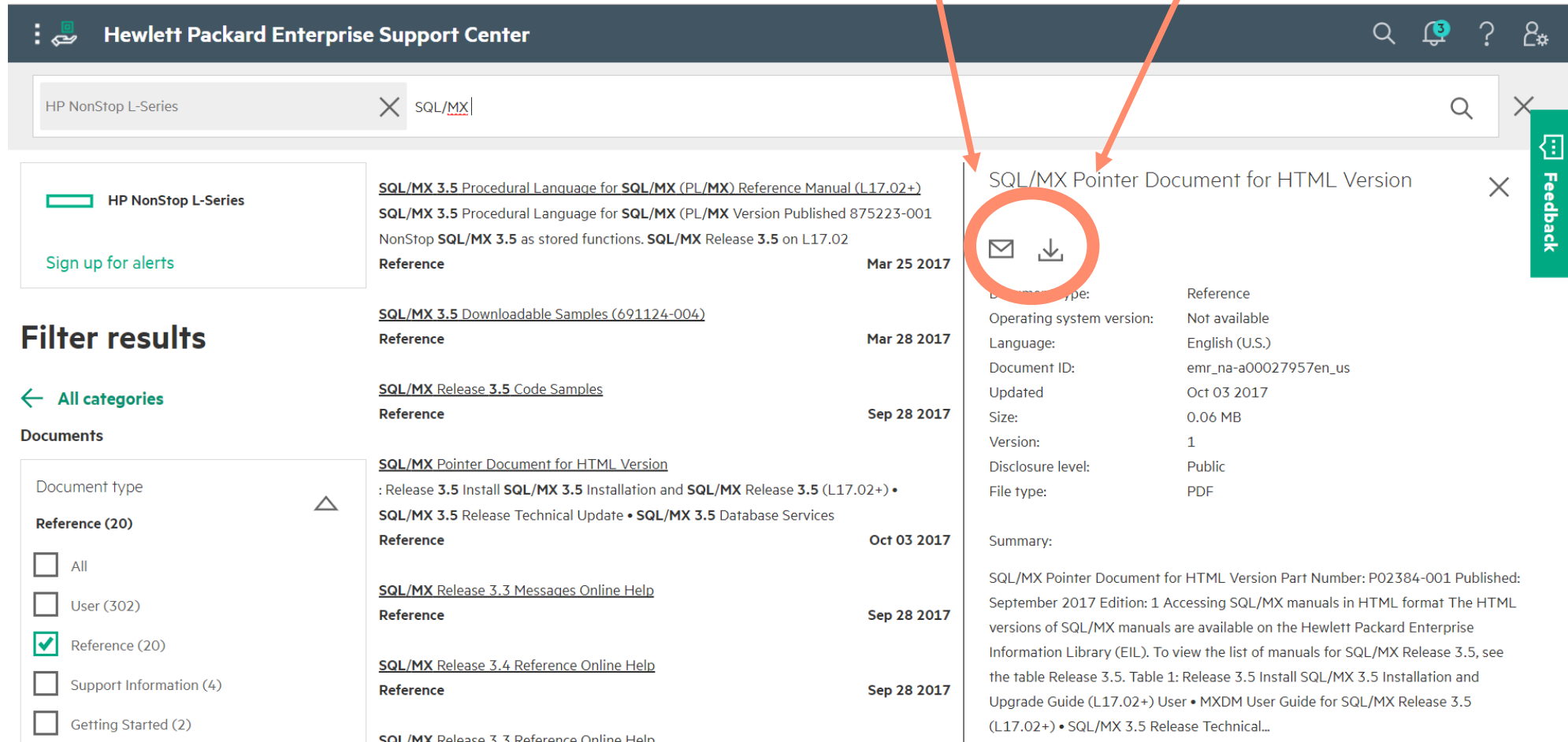
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SQL/MX 3.5 Procedural Language for SQL/MX (PL/MX) Reference Manual (L17.02+)	Reference	Mar 25 2017
SQL/MX 3.5 Procedural Language for SQL/MX (PL/MX Version Published 875223-001 NonStop SQL/MX 3.5 as stored functions. SQL/MX Release 3.5 on L17.02		
SQL/MX 3.5 Downloadable Samples (691124-004)	Reference	Mar 28 2017
SQL/MX Release 3.5 Code Samples	Reference	Sep 28 2017
SQL/MX Pointer Document for HTML Version	Reference	Oct 03 2017
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SQL/MX Pointer Document for HTML Version

Document type: Reference

Operating system version: Not available

Language: English (U.S.)

Document ID: emr_na-a00027957en_us

Updated: Oct 03 2017

Size: 0.06 MB

Version: 1

Disclosure level: Public

File type: PDF

Summary:

SQL/MX Pointer Document for HTML Version Part Number: P02384-001 Published: September 2017 Edition: 1 Accessing SQL/MX manuals in HTML format The HTML versions of SQL/MX manuals are available on the Hewlett Packard Enterprise Information Library (EIL). To view the list of manuals for SQL/MX Release 3.5, see the table Release 3.5. Table 1: Release 3.5 Install SQL/MX 3.5 Installation and Upgrade Guide (L17.02+) User • MXDM User Guide for SQL/MX Release 3.5 (L17.02+) • SQL/MX 3.5 Release Technical...

Feedback

Accessing NonStop manuals quickly

Shortcuts




Documentation online

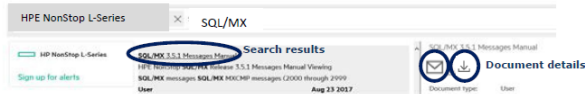
- hpe.com/info/nonstop-docs
- Landing page provides direct links NonStop documentation collections on the HPESC

NonStop Technical Library (NTL) – HPE NonStop Manuals

NEW! HPE Support Center 2.0 Has Arrived!

IMPORTANT: The steps for accessing manuals have changed:

1. To view NonStop manuals, select a category (for example HPE Integrity NonStop L-Series). The Select an HPE product window displays.
2. Select **Documents** icon for faster navigation:

3. If you know the title of the document you are searching for, enter it into the search box. If you do not, enter a search term, for example, SQL/MX. The search results display. Click the document that matches your search criteria. The details for the document display in the right pane. To download, select  or to email a download link, select 



HPE Integrity NonStop Manual Collections and Documents

- [HPE Integrity NonStop L-Series](#)
 - [HPE Integrity NonStop J-Series](#)
 - [HPE Integrity NonStop H-Series](#)
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 - [HPE Integrity NonStop Release and Migration](#)
 - [Services Access Workbench \(SAW\)](#) (Access to this content is restricted to HPE service providers and channel partners only)
- [HPE NonStop SQL/MX HTML documents](#) ← **NEW!**

HPE NonStop Softdocs

To access softdocs click [HPE Integrity NonStop Softdocs](#)

Log in using your HPE Passport. Under the **e-Services Applications** pane on the left, select **Scout for NonStop servers**. The Scout for NonStop servers home page appears. Select the **Document Search** tab.

Learn more

- Support Center help
 - <https://support.hpe.com/help/en/Content/welcome.htm>
- Search specific help
 - <https://support.hpe.com/help/en/Content/productSupport/search.html>

Shortcuts to NonStop Documents on the HPSC

Top-level www.hpe.com/info/nonstop-docs

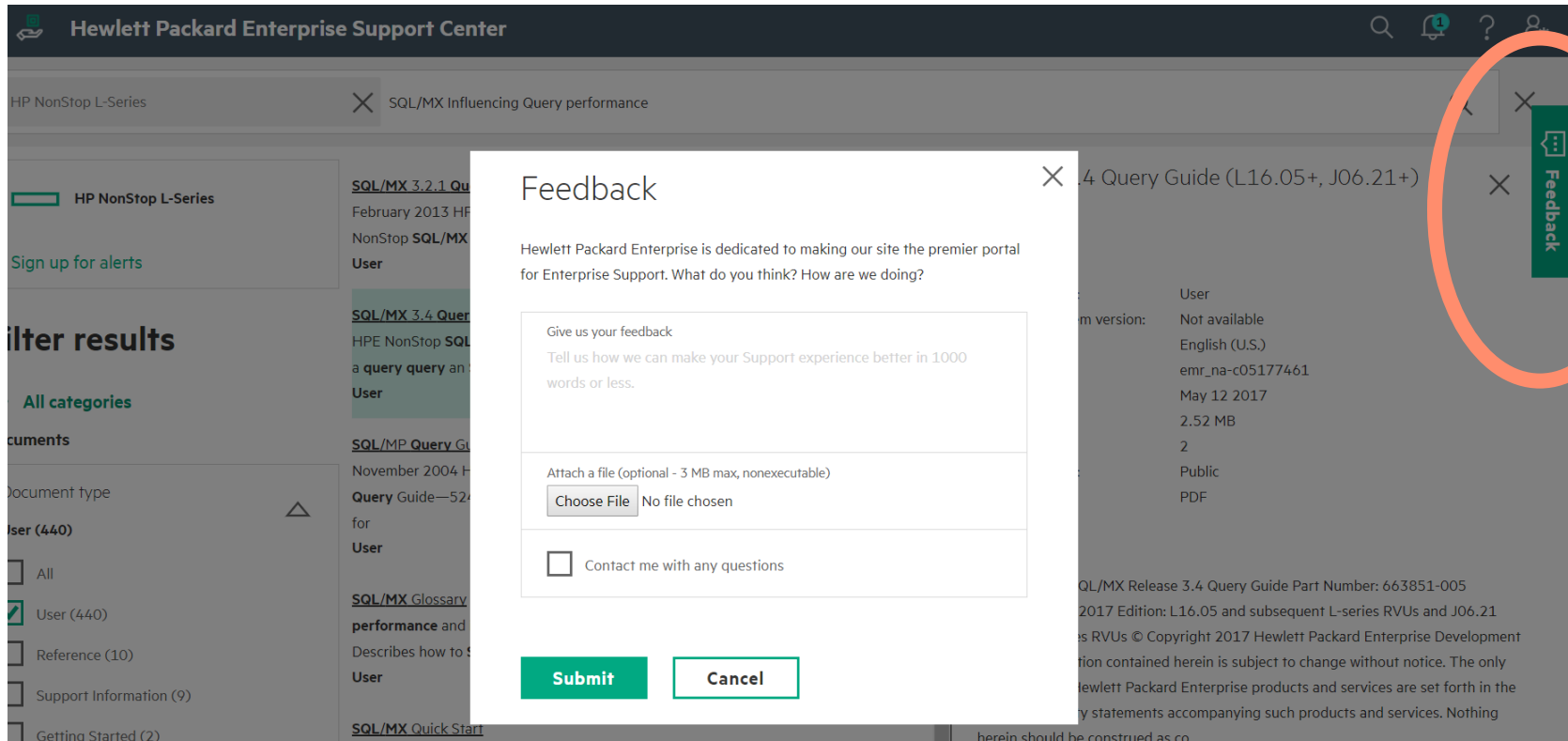
– Fast links into RVU-specific manuals:

- ❑ Manuals for L-series: <http://www.hpe.com/info/nonstop-ldocs>
- ❑ Manuals for J-series: <http://www.hpe.com/info/nonstop-jdocs>
- ❑ Manuals for H-series: <http://www.hpe.com/info/nonstop-hdocs>
- ❑ Manuals for G-series: <http://www.hpe.com/info/nonstop-gdocs>
- ❑ Release and Migration Manuals: <http://www.hpe.com/info/nonstop-releasedocs>

– Other shortcuts, with content in transition:

- Softdocs Pointer: <http://www.hpe.com/info/nonstop-softdocs>
- Troubleshooting: <http://www.hpe.com/info/nonstop-troubleshooting>
- Service Procedures: <http://www.hpe.com/info/nonstop-serviceprocedures>
- Service Information: <http://www.hpe.com/info/nonstop-serviceinfo>

Please provide feedback to the HPESC team



As you use the search feature, please provide feedback using this button



How to use iManage Share

Document repository benefits

The new document repository capability features include:

- Drag and drop functionality, including the ability to move multiple files at once
- No file size restrictions
- Robust search capability, including use of content tags
- Automatic versioning and history tracking
- Mobile app available
- Subscribe to folders to be informed of changes
- Security – data is encrypted and protected within highly secure data centers



Search feature overview


iManage Share uses OCR technology to allow for searching content within files that have been scanned and/or uploaded to your iManage Share account

Search your Library for:

- Files
- Folders
- Tags
- Text within documents





iManage Share - Home


 Hewlett Packard Enterprise Support Center
Document Repository








 Home

 Home



 HP Support Ce...

Sort by: Name ▾

-  Customer Exchange
HP Support Center Document Repository ▾
-  Customer Exchange
HP Support Center Document Repository ▾
-  Customer Exchange
HP Support Center Document Repository ▾
-  HP Support Center Document Repository ▾
-  HP Support Center Document Repository ▾
-  HP Support Center Document Repository ▾
-  HP Support Center Document Repository ▾

iManage Share – customer folder

Hewlett Packard Enterprise Support Center Document Repository

HP Support Center Document Repository >

Sort by: Name ▾

- Contact Lists (Customer Contacts, Account Teams, Communic...
0 Items
- Customer Communications (Email correspondence, Welcome L...
0 Items
- Customer Exchange
0 Items
- Customer Reports (Contractual Deliverables Only - SHG, Incide...
5 Items
- Other (Anything Else)
2 Items
- Technical Documents (Installation Config Files, Topology Maps,...
0 Items

Customer folders structure in iManage Share



NOTE: The standard five folders should remain unchanged but the ASM/TAM can create sub folders as needed.

How Secure is my Data stored in the repository?

- 'Data at Rest' in the HPE Support Center Document Repository is encrypted with 256-bit AES encryption and is stored in multiple secure physical locations that are protected 24/7 by onsite security, video monitoring, and daily third-party audits
- Data is safe from natural disaster and intrusion
- 'Data in Transit' to and from HPESC Document Repository is moved with 256-bit encryption



How Secure is my data stored in the repository?

Information Protection Question	Answer
Does HPE have a dedicated team responsible for the security standards, architecture and information risk management of your environment?	Yes. HPE has dedicated Global Security, Cyber Security, Privacy, Information Security , and PPS Web Operations Security Teams.
Does HPE conduct or arrange in-house vulnerability scanning for all the infrastructure, servers, databases and applications, on at least a quarterly basis?	Yes. HPE performs internal and external vulnerability scans for all systems at least quarterly. Change tickets are opened to remediate high risk vulnerabilities.
Does HPE's computing environment undergo external penetration testing by an independent, qualified vendor at least once per year?	Yes. HPE performs internal and external vulnerability scans for all systems at least quarterly. Change tickets are opened to remediate high risk vulnerabilities.
Does HPE undergo a SOC 1,2 or 3 certification for data center services offerings?	Yes. HPE can provide, under NDA , a hardcopy audit report covering the data center hosting infrastructure.
Is encryption used to protect the confidentiality of transmitted information as well 'Data at rest', especially for personal information and confidential business information?	Yes. HPE Support Center Document Repository uses industry standard encryption (SSL).
Does HPE conduct or require background screenings for all personnel (employees and contractors) that have access to critical infrastructure , servers, applications or data?	Yes. Background checks are done as part of the hiring process for HPE.
Does HPE use automated mechanisms to ensure that operating systems, security configurations, and networks are kept up –to- date and accurate?	Yes. When deploying our servers, HPE keeps the packages up-to-date through chef automation, updated OS images, and application packages. All levels of HP Flow CM software are updated as HP releases new software , which occurs at least monthly. HP's Global Security organization also monitors and communicates security vulnerabilities.



How Secure is my data stored in the repository?

Does HPE have standards for applying security patches with defined implementation schedules?	Yes. HPE has monitoring systems through HP Global security, Also all levels of iManage Share software are updated as HP releases new software, which occurs at least monthly.
Does HPE maintain reasonable security precautions consistent with industry best practices?	Yes. HPE's security controls are modeled after industry standards and best practices such as ISO and NIST
Does HPE follow a process to regularly review audit logs for abnormal system events, potential system compromise , etc.?	Yes. Currently, logs are checked regularly. Additional logging and monitoring is also being added in the near future.
Does HP back up and retain audit logs for a minimum of 90 days?	Yes.
If HPE developed an application, is security a core component within your design and development process?	Yes. Security is a priority for HPE. We actively look for potential areas in which security vulnerabilities could be a potential threat.
Does HPE have a documented and published privacy policy that strictly prohibits the sale, rental, transfer, trading, or disclosure of personal information to third parties	Yes. The global HPE privacy standards and policy can be found on the iManage Share support website.
Does HPE provide security and privacy training for HP employees who handle confidential or personal information?	Yes. HPE requires every employee to complete a security training course.
Does HPE have a documented process to ensure personal information handled by HP is processed and protected in accordance with global information protection laws?	Yes. HPE adheres to global personally identifiable information (PII) standards and processes.
Is HPE Safe Harbor Certified?	Yes.



**Hewlett Packard
Enterprise**



Thank you

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Glossary – Support Contract Schedule ID's

Glossary – Schedule ID's

Schedule	Description	Schedule	Description
AD – AD29	Hardware Maintenance Charges (BMMC)	CLC – CLC1	Monthly License Charges (Servernet Cluster)
ATHW	Atalla Hardware Maintenance Charges (BMMC)	CMS – CMS1	Monthly SW Support Charge (Servernet Cluster)
ATH2-ATH4	Atalla Hardware Maintenance Charges (BMMC)	DMR – DMR2	Defective Media Retention
ATLC	Atalla Software License Charge s (MLC)	ED	Education Charges
ATOL	Atalla Software License Charges (OLC)	HLR – HLR9	Monthly SW Support Charge (HLR/INS)
ATOT	Atalla One-Time Charge (OTC)	HL10 – HL21	Monthly SW Support Charge (HLR/INS)
ATSW	Atalla Software Maintenance Charges (MSC)	HWEX	HW Service Extension (No OHW Agreement)
ATS2	Atalla Software Maintenance Charges (MSC)	INS – INS7	Installation Charges
CC – CC1	Hardware Maintenance Charges (BMMC-COOP)	LEAS	Monthly License Charges

Glossary – Schedule ID's

Schedule	Description	Schedule	Description
MLC – MLC9	Monthly License Charges	HWEX	HW Service Extension (No OHW Agreement)
MSC – MSC9	Monthly SW Support Charges	INS – INS7	Installation Charges
MS10 – MS11	Monthly SW Support Charges	LEAS	Monthly License Charges
NH – NH10	Neoview HW Maintenance Charges	MLC – MLC9	Monthly License Charges
NS – NS10	Neoview SW Maintenance Charges	MSC – MSC9	Monthly SW Support Charges
NTDM	Non-Tandem Equipment Maintenance Chgs.	MS10 – MS11	Monthly SW Support Charges
DMR – DMR2	Defective Media Retention	NH – NH10	Neoview HW Maintenance Charges
HLR – HLR9	Monthly SW Support Charge (HLR/INS)	NS – NS10	Neoview SW Maintenance Charges
HL10 – HL21	Monthly SW Support Charge (HLR/INS)	NTDM	Non-Tandem Equipment Maintenance Chgs.

Glossary – Schedule ID's

Schedule	Description	Schedule	Description
OHW – OHW3	Obsolete HW Support Extension Charges	RNT – RNT5	Rental Equipment
OLC – OLC9	One-time License Charges	RSHW	Return to Support Fee - Hardware
ONS	Hardware Maintenance On-site Spares	RSSW	Return to Support Fee - Software
OTC – OTC9	One-time Charge (Software)	SD – SD3	Startup and Deployment Services
P&D – P&D5	Hardware Maintenance Charges	SE – SE2	Site Services Expenses
PP – PP24	Spare Parts Purchase Charges	SS - SS2	Site Services Charges
PS – PS25	Professional Services Charges	TM – TM5	Time and Materials
RM – RM3	Required Module (Proactive Services)	VTI - VTI2	Virtual Tape Install
RNT – RNT5	Rental Equipment	WARR	Warranty Upgrade Charges



New URLs

New URLs

HP Inc.	HPE URL
http://www.hp.com	http://www.hpe.com
http://www.hp.com/go/insightremotesupport	www.hpe.com/services/getconnected
http://www.hp.com/go/insightremotesupport/docs	www.hpe.com/info/insightremotesupport/docs
http://www.hp.com/go/rstechsupport	www.hpe.com/services/getconnected
http://www.hp.com/go/insightmanagement/docs	www.hpe.com/info/insightmanagement/docs
http://h18013.www1.hp.com/products/servers/management/hpsim/infolibrary.html	http://www.hpe.com/info/insightmanagement/docs
http://www.hp.com/support/ilo4	www.hpe.com/support/ilo4
http://www.hp.com/go/spp	http://www.hpe.com/servers/spp
http://www.hp.com/go/ilo	www.hpe.com/info/ilo/docs
http://www.hp.com/go/spp/download	www.hpe.com/info/SPP/download
http://www.hp.com/go/spp/documentation	www.hpe.com/info/spp/docs
http://h18013.www1.hp.com/products/servers/management/wbem/providerdownloads.html	http://www.hpe.com/info/insight-wbem
https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=WBE MMgmtBundle	http://www.hpe.com/info/swdepot/WBEMMgmtBundle
http://www.hp.com/go/hpsc	http://www.hpe.com/support/hpsc
http://www.hp.com/go/hpux-wbem-docs	www.hpe.com/info/hpux-wbem-docs
http://www.hp.com/support/oa	www.hpe.com/support/oa
http://www.hp.com/go/nonstop-serviceinfo	www.hpe.com/info/nonstop-serviceinfo
http://www.hp.com/support/manuals	www.hpe.com/support/manuals
http://h18004.www1.hp.com/cpq-products/servers/proliantstorage/power-protection/software/module/ups/sup_oss.html	www.hpe.com/products/ups
http://www.hp.com/go/insightonline/info	www.hpe.com/support/insightonline/info
http://www.hp.com/go/proliantgen8/docs	www.hpe.com/info/proliantgen8/docs

New URLs

HP Inc.	HPE URL
http://h18013.www1.hp.com/products/servers/management/wbem/	http://www.hpe.com/info/insight-wbem
http://h20000.www2.hp.com/bizsupport/TechSupport/SoftwareDescription.jsp?switem=MTX_9f349b2b4fc94915ac6cde8b8a	http://h20566.www2.hpe.com/hpsc/swd/public/detail?switemid=MTX_9f349b2b4fc94915ac6cde8b8a
https://h20392.www2.hp.com/portal/swdepot/try.do?productNumber=B6191AAE	www.hpe.com/downloads/stm_ux
http://h18013.www1.hp.com/products/servers/management/agents/index.html	http://www.hpe.com/info/SMH
http://www.hp.com/support/cvtl	www.hpe.com/support/cvtl
http://www.hp.com/go/proactiveinsightexperience/	www.hpe.com/services/proactivecarecentral
http://www8.hp.com/us/en/privacy/privacy.html	http://www.hpe.com/info/privacy
HTTP http://www8.hp.com/us/en/privacy/support-addendum.html	HTTP (not recommended) https://ssl.www8.hp.com/us/en/hpe/privacy/support-addendum.html
HTTPS https://ssl.www8.hp.com/us/en/privacy/support-addendum.html	HTTPS (recommended) https://ssl.www8.hp.com/us/en/hpe/privacy/support-addendum.html
HTTP http://www8.hp.com/us/en/privacy/privacy.html	HTTP (not recommended) http://www8.hp.com/us/en/hpe/privacy/privacy.html
HTTPS https://ssl.www8.hp.com/us/en/privacy/privacy.html	HTTPS (recommended) https://ssl.www8.hp.com/us/en/hpe/privacy/privacy.html
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HTTPS https://ssl.www8.hp.com/us/en/privacy/master-policy.html	HTTPS (recommended) https://ssl.www8.hp.com/us/en/hpe/privacy/master-policy.html
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http://h17007.www1.hp.com/us/en/enterprise/servers/supportmatrix/insight_rs.aspx	http://h17007.www1.hpe.com/us/en/enterprise/servers/supportmatrix/insight_rs.aspx
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http://h22208.www2.hp.com/eginfolib/servers/docs/SupportCenter/webhelp/PortalHelp.htm	http://h22208.www2.hpe.com/eginfolib/servers/docs/SupportCenter/webhelp/PortalHelp.htm

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Thank you

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