Q & A

CONTENTS

Support Software CD For Compaq Desktop Products

Introducing the newest addition to Compaq's industry-leading set of Intelligent Manageability features: Support Software CD For Compaq Desktop Products. Now all the latest device drivers, utilities, flashable ROM images, and more for Compaq's line of commercial desktops are readily available and accessible from a single source.

*As part of Intelligent Manageability, **Support Software CD For Compaq Desktop Products** helps lower the cost of desktop management by making support software easier to locate and retrieve. This easy access enables you, the customer, to implement a well planned evaluation and deployment of the current support software which, in turn, delivers improved performance, enhanced compatibility and resolved problems throughout your computing environment.*

COMPAQ

NOTICE

The information in this publication is subject to change without notice.

Support Software CD For Compaq Desktop Products

First Edition (March, 1996)

COMPAQ

QUESTIONS AND ANSWERS

Product Overview

Q1. **What is the Support Software CD For Compaq Desktop Products?**

A. The Support Software CD For Compaq Desktop Products is a single compact disc (CD) that contains all the latest device drivers, utilities, flashable ROM images and other "support software" shipped with selected Compaq commercial desktops and added to the bundled operating system.

Q2. **Why did Compaq create the Support Software CD For Compaq Desktop Products?**

A. Managing PC support software like device drivers, utilities, flashable ROM images, etc. has always been a difficult and labor-intensive art. To date, customers have had no easy methods for determining what software has been added to the operating system by the PC manufacturer, whether revisions have been made to that support software and how to easily locate and retrieve the updates. Today, customers must use cumbersome bulletin board services or other service to iteratively download the posted updates. They then must look at each file to decipher what product it is for and why that update is useful.

All of this takes a great deal of time, which with today's pressure to control desktop management costs, often results in no action; support software updates are often ignored. Without proper information, customers miss opportunities to proactively increase performance, enhance compatibility, or solve particular problems. Also, customers potentially miss the opportunities to implement orderly upgrades rather than wildly searching for support software updates to address a crisis situation.

At Compaq, we understand this situation and have created the Support Software CD For Compaq Desktop Products to ease support software management today and in the future.

Q3. **Why do I want the Support Software CD For Compaq Desktop Products?**

A. The Support Software CD For Compaq Desktop Products makes PCs easier to maintain through better management of the support software that improves performance, enhances compatibility and solves problems. With the CD you will be able to:

- Quickly locate and retrieve updates without tedious BBS searches

- Easily evaluate and deploy updated device drivers and other software

- Efficiently view a "bill of materials" for the software that Compaq adds to the bundled operating system

- Quickly implement support software for operating systems that do not come bundled with Compaq desktops

- Improve the way you plan for and implement support software distribution

- Maintain a historical library of support software

Q4. **Which operating systems are supported on the CD?**

A. Included on the CD is the full set of support software that Compaq adds to Microsoft Windows 3.1, MS-DOS, Windows 95, Windows NT Workstation, and IBM OS/2.

Q5. **Is the operating system itself included on the CD?**

A. No. The CD contains all the latest device drivers, utilities, flashable ROM images and other "support software" shipped with selected Compaq commercial desktops and added to the bundled operating system.

Q6. **Which desktop products are supported on the CD?**

A. Included on the CD are all the device drivers, utilities, flashable ROM images and more for the Deskpro, Deskpro XL, ProLinea, and ProLinea 'e'. In addition, support software for the Deskpro XE and ProLinea MT will be added to the CD during the second quarter, 1996.

COMPAQ

Q7. **Does the CD include support software for Compaq portable products?**

A. Support Software CD For Compaq Desktop Products does not include support software for Compaq Portable Products.

Q8. **Does the CD include support software for Compaq server products?**

A. Support Software CD For Compaq Desktop Products does not include support software for Compaq Server Products. However, a similar product called Support Software CD For Compaq Server Products does and can be ordered exactly the same way as the Desktop version.

Q9. **How do I use the Support Software CD For Compaq Desktop Products?**

A. The Support Software CD For Compaq Desktop Products is accessed through a graphical user interface program called Support Software Manager. Support Software Manager displays the contents of the CD, a full description of each file on the CD as well as each file's revision and size. In addition, the program allows a user to select appropriate files and copy them to a hard drive, network drive, or floppy drive for subsequent installation, evaluation and deployment.

Q10. **Can I copy software from the CD to my Compaq desktops?**

A. You may use the software included with the Support Software CD For Compaq Desktop Products on any Deskpro, Deskpro XL, ProLinea, and ProLinea 'e' in your inventory including the Deskpro XE and ProLinea MT when appropriate software becomes available in the second quarter, 1996.

Q11. **Does this mean that I have a site license to use the software included on the CD?**

A. No. You may only use the software included with the Support Software CD For Compaq Desktop Products on any Deskpro, Deskpro XL, ProLinea, and ProLinea 'e' in your inventory including the Deskpro XE and ProLinea MT when appropriate software becomes available in the second quarter, 1996.

Q12. **On which operating systems can Support Software Manager be executed?**

A. Support Software Manager can be executed on any Microsoft Windows 3.1, Windows 95 or Windows NT Workstation platform. In Summer, 1996, a new Support Software Manager will replace the current version. At that time, Support Software Manager will no longer run on Windows 3.1.

Q13. **Does Support Software Manager install the software that is extracted from the CD?**

A. No. Support software on the CD is "packaged" into diskette images that typically fit onto one or more floppy diskettes but are also downloadable to hard drive or networked drive. When support software is copied to a floppy, these diskette images are placed onto the floppy in their packaged form. The packages must be "unwrapped" on an appropriate desktop and the enclosed software must be installed. However, when the diskette images are copied to a network drive or other hard drive, then the packages are unwrapped automatically. In either case, unwrapping the packages does not actually install the enclosed software.

Q14. **Is support software executable off the Support Software CD?**

A. No, the support software is not executable off the CD-ROM. Support software must be extracted from the CD, put onto a floppy or hard drive and installed.

Q15. **Why does Compaq add software to the operating system?**

A. Compaq adds many pieces of support software to the core operating system software for two reasons:

    1.) Because Compaq develops value-added tools and features which improve the operating performance of Compaq desktops and enhance the capabilities available through the operating system (e.g., the Insight Management Agents which enable many of the Intelligent Manageability features);

    2.) Because Compaq rigorously tests and debugs software developed by third-party suppliers.

COMPAQ

Q16. **What is the difference between Support Software CD For Compaq Desktop Products and either QuickFind or InfoPaq?**

A. The Support Software CD For Compaq Desktop Products is a single CD that contains all the latest device drivers, utilities, flashable ROM images and other "support software" shipped with Compaq commercial desktops and added to the bundled operating system. While QuickFind and InfoPaq contain patches in SoftPaq form, neither includes the complete set of support software for current and legacy desktops. On the other hand, QuickFind and InfoPaq contain large amount of information not related to support software including technical reference guides and illustrated parts guides.

Purchasing The CD

Q17. **Do I purchase the CD one at a time, or can I buy a subscription to get updated CDs on a regular basis?**

A. Support Software CD For Compaq Desktop Products is available in two forms: 1.) an annual subscription that delivers up to 12 monthly CD-ROMs containing the latest versions of the support software, and 2.) a single CD-ROM that delivers one month's set of the latest support software.

Q18. **Why should I buy an annual subscription to get updated support software?**

A. The annual subscription is intended for customers who want proactive notification of software changes. Approximately once per month, subscription customers will receive a CD-ROM in the mail triggering them to check for what has changed. Then the latest version of support software can be copied from CD, evaluated, and used as part of a well-planned rollout. Also, the CD-ROM can be used in place of periodic BBS searches typically required to locate new software revisions. And the CD-ROMs can be collected into an archive library of software for historical reference.

Q19. **What is included with a subscription?**

A. An annual subscription to the Support Software CD For Compaq Desktop Products includes up to twelve monthly CDs containing the latest device drivers, utilities, flashable ROM images and more for Compaq commercial desktop products. While there is no fixed revision schedule, it is expected that the CD will be updated every 30 to 60 days depending on the frequency of new support software releases. During the months when no new support software is released, you will receive a letter notifying you of the situation.

Q20. **Why should I buy the Support Software CD one at a time?**

A. The single CD-ROM, delivering one month's set of the latest support software, is intended for customers who want updates on an "as needed" basis. For instance, customers utilizing Microsoft Windows NT Workstation or IBM OS/2 in their environments may want to receive a CD-ROM of the latest support software when implementing newly purchased Compaq PCs. Other customers may want to periodically receive a CD-ROM containing a "bill-of-materials" list of software that is shipped with Compaq commercial desktops and added to the bundled operating system. And other customers may want to determine whether a particularly critical set of software has been further tuned for improved performance. Finally, some customers may be attracted to the single CD-ROM because of its low price.

Q21. **How do I order the single CD or the annual subscription?**

A. Customers can order either the annual subscription or the single CD in three ways. They can place an order through their normal sales channel just like they order other Compaq product or they can call Compaq directly and purchase the products with a credit card or they can use the Order Form to send or fax in an order. Thus, customers are able to order the Support Software CD For Compaq Desktop Products while purchasing other Compaq products or later as they find the need for revised software. To order by phone, call (800) 952-7689 in the US and (800) 665-1700 in Canada.

COMPAQ

International Language Support

Q22. **What languages are supported on the Support Software CD?**

A. The Support Software CD For Compaq Desktop Products includes English, French, German, Spanish and Italian versions of support software, when available.

Q23. **In what languages can the contents of the CD be viewed?**

A. Support Software Manager, the graphical user interface that displays the contents of the CD and associated description information, presents this information in English only.

Q24. **If Support Software Manager is displayed in English only, how do I extract support software from the CD in other languages?**

A. Support Software Manager detects the language used by the computer's operating system and provides support software in that language (if available) when asked to copy software from the CD.

Product Futures

Q25. **Will the Support Software CD For Desktop Products be enhanced in the future?**

A. Next summer, the Support Software CD For Compaq Desktop Products will be greatly enhanced to further reduce the labor involved with managing PCs.

First, a database of information will be included with the CD providing essential information about each piece of support software. Included with this information will be a description of the changes made from revision to revision and how those changes affect the customer. Also, dependencies between support software upgrades as well as hardware dependencies will be listed. Finally, the information will include indications describing the level of importance attributed to each upgrade.

This information is intended to help the customer decide which pieces of support software should be considered for evaluation and eventual implementation. No more guessing or trial and error methods will be required because all the right information will be immediately available.

The second major enhancement coming this summer will be the ability to access the information database and support software upgrades between CDs via the Internet, CompuServe, AOL, and the Compaq Download Facility (BBS). For those customers interested in immediate access to revised support software, this capability will significantly improve upon current methods for locating and retrieving updates. In addition, this new capability will deliver significant flexibility by allowing customers to use whatever on-line service they desire. Also, this capability will deliver consistency because the same user interface that accesses the Support Software CD For Compaq Desktop Products will be used to access these on-line services (except the Compaq Download Facility).

The third major enhancement coming this summer will be a new user interface that facilitates the first two enhancements. This user interface will have a Microsoft Windows 95 "look and feel" and will include extensive querying, sorting and customization options. It will provide significantly better management of the support software included on the CD and available from the on-line services. The new user interface will replace the current program and will be supported on Windows 95 and Windows NT Workstation only.

The Support Software CD For Compaq Desktop Products represents a significant improvement in the management of PC installations. Delivering the CD in subscription and "as needed" forms provides flexibility and value to customers interested in increasing performance, enhancing compatibility, or solving particular problems. Future capabilities, available next summer, will further enhance the value of the CD by delivering decision support information and immediate access to the latest software through connections with on-line services.

Q26. **If I buy the yearly CD subscription now, will I automatically receive all these enhancements and all support software for new desktops products announced in the next year?**

A. Yes.

COMPAQ