

POSITIONING PAPER

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Compaq SmartStart

An overview of the features, use and benefits of the Compaq SmartStart integration tool

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EXECUTIVE OVERVIEW

SmartStart is Compaq's intelligent integration tool that simplifies the process of installing and configuring proven and reliable server platforms. With the release of SmartStart 3.0, Compaq introduces innovative new Integration Management capabilities, extending the benefits of SmartStart for consistent and efficient deployment and maintenance of systems in the distributed enterprise.

Compaq developed SmartStart to assist MIS managers in successfully setting up new servers. SmartStart incorporates the integration knowledge gained through thousands of hours of testing of Compaq hardware with our partners' software products. It provides intelligent configuration and software installation and tuning assistance, ensuring streamlined, optimized setup of Compaq servers.

As networks have grown, minimizing implementation and support costs of distributed systems has become increasingly important. MIS managers are looking for ways to achieve consistency in how their systems are set up and maintained, as well as developing internal standards for systems software and hardware. Compaq addresses these customer requirements through a process called "Integration Management." The new Integration Management functionality in SmartStart 3.0 enables the setup of an Integration Server - a network-based repository for tested, approved versions of system software. The Integration Server facilitates the establishment of internal software standards and enables the efficient implementation of those standards.

Employing an Integration Server, Compaq's Integration Management process enables the customer to:

- Efficiently deploy new systems, based on internal standards and proven, reliable server configurations, using the SmartStart integration tool.
- Preserve both consistency and system integrity as requirements change, using new server-based Integration Maintenance Utilities, delivered with SmartStart 3.0.
- Access the latest system software updates from Compaq and easily determine what updates are appropriate to an environment using the new Integration Server Maintenance feature of Insight Manager 3.0.
- Achieve greater efficiency, and maintain consistency in the update of distributed and remote systems, using leading Third-Party software distribution tools.

Always noted for its ease-of-use, the SmartStart 3.0 interface has been further enhanced for improved usability. Based on Windows 95, the new interface offers an industry standard look and feel with new navigation and information aids, such as: a roadmap which provides an overview of the process and tracks progress from start to finish; a navigation screen which enables the user to easily review or change earlier input; and a summary screen which records details on how the system will be configured, viewable at any time during the process and saved as a permanent record of system configuration.

In summary, Compaq SmartStart, the intelligent integration tool, provides the shortest path to a proven and tested server configuration. And Integration Management ensures these benefits can be applied easily to distributed systems – throughout the life of the systems.

WHAT IS COMPAQ SMARTSTART?

SmartStart delivers Compaq integration expertise and experience in one easy-to-use program which eliminates guesswork and streamlines server set up and maintenance. It provides a reliable, well-tested and proven platform that performs under real world conditions. Innovative new Integration Management capabilities extend SmartStart benefits to ensure consistent, efficient deployment of servers in the distributed enterprise, and provide integration over the life of the servers.

SmartStart delivers the elements needed to build a solid server platform with the leading software in the industry, packaged on CD-ROM in every Compaq server. Delivered with SmartStart are system software CDs providing leading server operating systems, database, backup and Internet server software, Compaq optimized drivers and Compaq Insight Management software. SmartStart also supports the integration of selected "off-the-shelf" versions of server software.

Why was SmartStart Developed?

SmartStart was developed to ease the process of building complex server platforms. It is the culmination of years of Compaq partnering with leading software vendors.

The computer industry is rapidly moving away from a model in which one vendor provides a complete customer solution - hardware, software, services and support - and toward a model which allows customers to choose the best from a selection of vendors in each product category. With this shift, new challenges have emerged. Customers are faced with the questions of how to ensure that the "best of breed" choices that they make actually work together, and where to turn for support for a solution built from multiple vendors' products.

Compaq has addressed these challenges by forming partnerships with industry leaders to provide the assurances that customers are seeking - that they can truly build viable, well-supported solutions with products from Compaq and its software partners.

Compaq's work with its partners spans product development, testing, implementation and support of both hardware and software. As a result of these joint efforts, Compaq and its partners can:

- make design adjustments to prevent integration issues at release time;
- identify and build the hardware/software linkages (e.g. device drivers) required to yield peak performance;
- determine how to tune hardware and software at installation time to ensure top performance and supportability;
- address customer support issues in a coordinated and effective manner.

In the first years after Compaq introduced its first server product, the Compaq Systempro, Compaq found that the majority of support calls on servers involved the initial setup of the server. Setup of a server was seldom straightforward: the correct versions of hardware, utilities, drivers, operating system and other server software had to be assembled; the hardware configured correctly for the operating environment; the software and drivers installed correctly and in the proper order; and finally, parameters set correctly to achieve optimum performance.

In 1991, Compaq began publishing Integration ToolKits and TechNotes as a means to convey the benefits of Compaq partnerships to customers. These step-by-step guides documented the results of thousands of hours spent by Compaq and its partners in joint development and testing of Compaq servers with partner hardware and software. SmartStart evolved from the Integration ToolKits as a more direct way to deliver Compaq integration expertise. Instead of reading a Toolkit to determine what to do, a user could simply make use of a tool.

So Compaq developed SmartStart as an integration tool - to deliver the benefits of the experience and knowledge gained in its work with software partners in a form that customers can use to achieve reliable and high performance server platforms.

As organizations move to a distributed computing model, larger numbers of business critical application servers, located in decentralized departments or business units, are being deployed. The success of this model depends not only on the performance and reliability of the systems implemented but also on the organization's ability to proactively manage those systems. Integration Management addresses a critical aspect of the systems management process. It is designed to provide the mechanisms for deploying and maintaining large numbers of distributed systems efficiently, reliably, and consistently.

SmartStart Benefits

Reliability: Using the SmartStart process, the user can build a proven configuration which can be confidently deployed. All of the work behind SmartStart contributes to this confidence: the extensive testing of hardware and software performed by Compaq and its partners; the matching of software versions known to work together and to support the Compaq hardware; the safeguards built into the SmartStart integration tool. The new Integration Maintenance Utility delivered with SmartStart helps to ensure a successful update of Compaq systems for increased reliability over the life of the system.

Optimization: Compaq has optimized drivers to achieve the maximum performance from Compaq servers; SmartStart installs the appropriate drivers automatically when the operating system is installed. Plus, SmartStart sets operating system and database parameters to take full advantage of the hardware and software.

Consistency: SmartStart provides a consistent, repeatable process that facilitates the standardization of server setup. SmartStart provides a summary of the completed configuration which can be saved for reference in setting up subsequent servers. An Integration Server provides a single, network-based source for approved versions of software enabling consistency across the distributed enterprise as new systems are setup and existing systems are updated.

Efficiency: SmartStart streamlines the process and eliminates the guesswork so you can set up a server right the first time... and every time. Software is provided on CDs or over the network from an Integration Server; an easy-to-use interview covers both hardware and software configuration; software is installed unattended.

HOW SMARTSTART WORKS

Shipped Standard With Every Server

SmartStart ships with all Compaq ProSignia and ProLiant servers and is part of the standard set of tools and documentation you receive with every server. Included in every server are: Server Setup and Management Pack, Software Products Pack, and Reference Information Pack.



The **Server Setup and Management Pack** contains the essential components you need to set up a reliable and well-integrated server. It contains the SmartStart CD and the Management CD, the SmartStart and Compaq Insight Manager Installation guides, the Integration Server Users Guide, and a SmartStart flyer:

- **SmartStart and Support Software CD:** Contains SmartStart and all Compaq system utilities and operating system support software for servers:

SmartStart installation program - an easy-to-follow Windows-based program, available in English, French, German, Italian, Spanish and Japanese, that guides you step-by-step through server configuration

and software installation. Comprehensive context-sensitive online help assists you throughout the SmartStart program.

Compaq Integration Maintenance Utilities - for NetWare and Microsoft Windows NT.

Compaq system utilities - including the System Configuration Utility, ROMpaq and Diagnostics.

Compaq support software - optimized drivers for each operating system

Diskette Builder - a Windows application (which may be run during the SmartStart process or from a workstation) which allows the user to create diskette images of the utilities, support software and Compaq Insight Manager software.

- **Compaq Management CD:** Contains the Compaq Insight Manager application and Management Agents for each supported operating system, Compaq TechNotes on integrating Insight Manager with ManageWise, Microsoft Systems Management Server and Enterprise Management Platforms, Compaq Insight Manager documentation and Compaq Insight Manager demo.
- **SmartStart and Insight Manager Installation Guide:** Explains the installation processes for SmartStart and Insight Manager.
- **Integration Server User Guide:** Provides the information needed to setup and maintain a NetWare or Windows NT Integration Server for your network. Describes how to install and use the Integration Maintenance Utilities.
- **SmartStart flyer:** Summarizes the benefits of using SmartStart and gives a brief overview of the SmartStart Activation Key process. Also, indicates how SmartStart keys can be obtained under various partner volume licensing agreements.

The **Software Products Pack** contains systems software CDs (i.e., operating system CDs, database CDs, Internet server CDs,) the Program License Diskette, and the Activation Key Order Forms for each individual operating system:

- **System Software CDs:** media containing encrypted copies of the supported operating system, database management, networking, and backup software. Also, Internet server software is available. (See appendix for details on current offerings.)
- **Program License Diskette:** a serialized diskette used in combination with an activation key code to unlock the software for which licenses have been purchased.

- **Activation Key Order Forms:** Instructions for ordering licenses for system software, descriptions of SmartStart Programs, and Product and Customer Order Forms. The Activation Key Order Forms are now product and language specific forms.

In addition to the Setup and Management and the Software Products Packs, there is a **Reference Information Pack** which contains the Systems Reference Library CD, the Customer Registration brochure and diskette, the appropriate hardware poster, and the hardware documentation:

- **Systems Reference Library CD** - Online reference information including the full text of Compaq TechNotes, reference documentation on Compaq Servers and Insight Manager, and information on Compaq products. Full search capabilities are provided for the documents included on the CD.
- **Customer Registration Brochure and Diskette** - Customers may register their Compaq server through SmartStart. When configuring a server using SmartStart, all relevant hardware configuration information will be saved to a diskette; if system software is installed through SmartStart, the software information will be collected as well. The information will be displayed so the user can view what will be submitted to Compaq. The user will then have the option of either sending the diskette in the pre-paid mailer or via electronic mail to ord@compaq.com. This is a quick and simple way to register a new server with Compaq.

Steps to Using SmartStart

Activation Keys: To use SmartStart to install operating system and much of the other software contained on the CDs in the Software Products Pack, the user must first obtain activation keys used to unlock the software. The Activation Key Order Forms must be completed and processed through an Authorized Compaq Reseller. (Refer to the Appendix C for more information. Arrangements may be made with the reseller to order the activation keys and deliver them when the server is delivered to the customer).

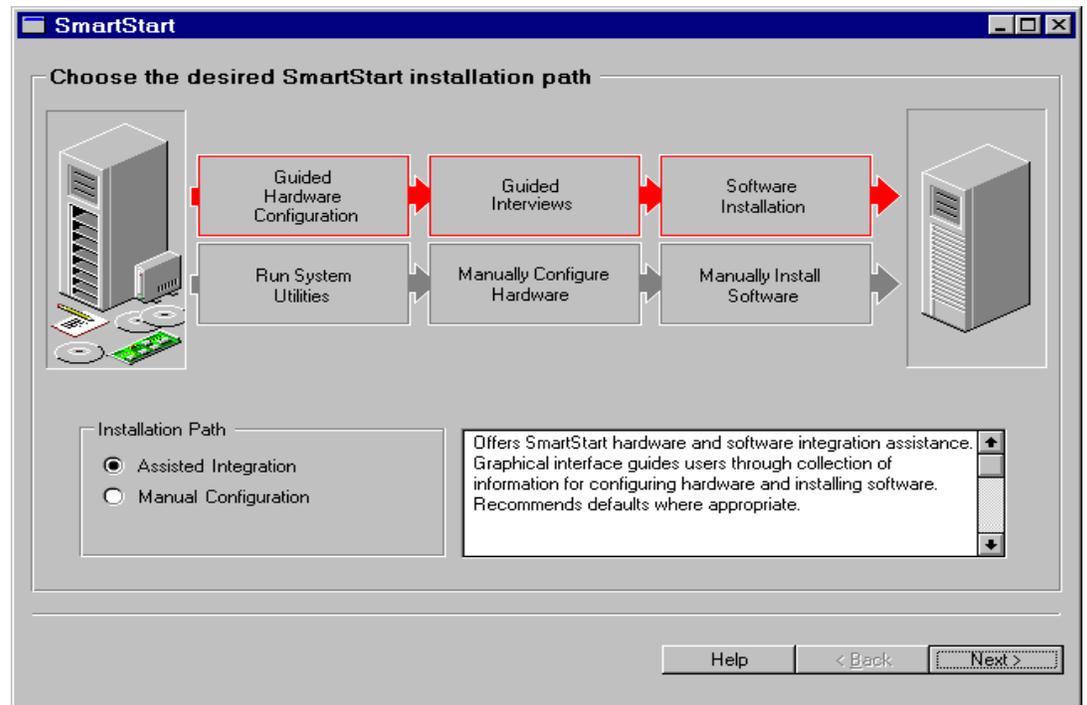
Server Setup: The SmartStart and Support Software CD is intended for use in configuring all Compaq servers, whether or not SmartStart will be used to install the server software.

Path Selection: The process is started by booting the server from the SmartStart CD. Following a series of screens which allow selection of language, country, keyboard and time/date (local) preferences while using the SmartStart program, an installation path screen appears. At this point, the user selects either:

- Assisted Integration Path
- Manual Configuration Path

The **Assisted Integration** path provides the full hardware and software integration benefits of SmartStart. This path guides the user through the collection of information needed for configuring the hardware and installing the system software, allowing validation, online help, and recommended defaults along the way. A summary is available at any time to review the installation settings and is saved for later reference. Using this path will also allow the user to set up an Integration Server.

The **Manual Configuration** path allows the user to run the System Configuration Utility manually and follow the installation procedures of the software manufacturer. In some cases, the Compaq drivers and Management Agents will be automatically loaded. However, full integration benefits are only achieved with the Assisted Integration path. This path may be used to install an operating system from CDs not acquired through Compaq. It may also be used for installing software from the Compaq-supplied CDs, if more flexibility with the installation settings is desired.



Overview of the SmartStart Integration Process: When the Assisted Integration Path is selected, a series of questions will be presented to determine how the operating system and other system software should be set up. Questions will be asked concerning:

- what operating system software and other software will be installed
- whether the source of the software is an Integration Server or CDs
- if the server being setup will be an Integration Server
- options for Automatic Server Recovery from specified fault conditions; configuration of pager, remote session options
- configuration of certain hardware options, for example, the Remote Insight board
- how to configure the disks for the selected operating system
- configuration of the network interface card(s)
- settings specific to other system software being installed, for example, database tuning parameters
- customer registration

Once the required questions have been answered, the user may review a summary of the settings. When satisfied that the server will be set up as desired, the user may proceed with installing the selected operating system and other system software.

New User Interface: As evidenced in the example of a SmartStart screen below, SmartStart 3.0 has a new industry standard look and feel to provide improved flexibility and ease of use. Its new look is designed to function like a Windows 95 wizard. A progress bar at the bottom of the screen indicates what tasks have been performed and what tasks remain. By clicking anywhere on the progress bar or by clicking on the Navigation button, a Navigation screen, showing a more

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detailed list of steps in the SmartStart installation process, is displayed. By selecting a step already completed, parameters can be reset. By clicking on the Summary button, a text screen, showing a detailed list of hardware and software and the parameters that will be used to configure it, is displayed. The summary text is saved in a file for later access.

The screenshot shows the 'Automatic Server Recovery' section of the 'Compaq SmartStart - Hardware Configuration Options' dialog box. It is divided into several sections:

- Modem session options:** Three radio buttons are present: 'No session' (selected), 'Dial-in session', and 'Dial-out & dial-in session'. Below them is a text field for 'Dial-out string' containing 'ATDT'.
- Pager settings:** A checked checkbox for 'Pager alert'. Below it is a text field for 'Pager dial string' containing 'ATDT555-1234', and another text field for 'Pager message' containing 'SVR1#'.
- Instructions:** A text box stating: 'Select a modem session option and enter pager settings. If you select an active modem session and/or pager alert then select the modem com port.'
- Modem port selection:** Two radio buttons: 'COM1' and 'COM2' (selected).

At the bottom of the dialog, there are navigation buttons: 'Summary', 'Navigation', 'Help', '< Back', and 'Next >'. Below these is a progress bar with seven stages: 'Unconfigured System', 'Select OS', 'Configure Hardware', 'Select Software', 'Pre-Installation Interviews', 'Launch Installation', and 'Configured System'. The first five stages are marked with green bars, indicating they are completed.

KEY FEATURES OF SMARTSTART

Integration Management Capabilities

With SmartStart 3.0, Compaq has introduced new Integration Management features for more efficient and consistent deployment and maintenance of distributed systems using an Integration Server. An Integration Server is a repository of software images that establishes a centralized, network-based source for approved versions of system software. This new feature will assist network administrators in ensuring consistency among distributed systems.

An Integration Server can be set up when using the SmartStart CD to install a new server. The *Assisted Integration Path* in SmartStart provides an option to designate the new server as an Integration Server. The user is then presented with a list of software available for storing on an Integration Server. Once the operating system is installed on the server, SmartStart sets up the appropriate directory structure and copies the selected software images to the Integration Server.

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Alternatively, the user may enable an existing server as an Integration Server by setting up the appropriate share or volume, directories and access rights, then using the Integration Server Maintenance task in Insight Manager 3.0 to add or remove software from the newly created Integration Server. Choosing to use an Integration Server is the first step in consistent deployment of software across a user's network.

Any Compaq server running Windows NT Server 3.51, NetWare 3.12 or NetWare 4.1 can be used as an Integration Server. NetWare Integration Servers can be used to install NetWare servers and Windows NT Integration Servers can be used to install Windows NT servers.

Integration Server Maintenance

To maintain the software on the Integration Server, the *Integration Server Maintenance* function in Compaq Insight Manager is used. It reports what software is currently resident on the Integration Server, what updated software is available from Compaq and then allows a choice of those updates to be downloaded via the Internet, via a modem connection or from an updated SmartStart or software product CD. As part of the process, information is provided that details the reasons for the update, allowing informed decisions to be made on which updates are appropriate to the environment.

A key benefit of using the Integration Server Maintenance function is instant access to the latest software updates directly from Compaq.

For more information on the *Integration Server Maintenance* function, refer to the Insight Manager White Paper (Doc # 170A/0696) or the Compaq Integration Management White Paper (Doc #169A/0696.)

Updating Servers From The Integration Server

Once an Integration Server has been updated with the latest software, those updates can be applied to production servers by using the SmartStart *Integration Maintenance Utilities* for Windows NT and NetWare at the production servers to pull the updated images from the Integration Server. Another way to update production servers is to choose Compaq developed scripts for leading software distribution packages including Microsoft Systems Management Server or Symantec Norton Administrator for Networks. These scripts allow users to push Compaq driver updates for Windows NT from the Integration Server to production server(s).

The Integration Maintenance Utility also allows update of servers from SmartStart enabled CDs. The Integration Maintenance Utility for NetWare currently supports updates of NetWare Programs from Compaq, Compaq Insight Management Agents, NetWare 4.1 Additive Licenses, and Cheyenne ARCserve for NetWare.

The Integration Maintenance Utility for Windows NT currently supports updates of Compaq Support Software for Windows NT, Compaq Insight Management Agents, Microsoft Service Packs, and Cheyenne ARCserve for NT.

For additional information on Integration Management and the Integration Server, refer to the Integration Server User Guide included in the Server Setup and Management Pack in each server or the Compaq Integration Management White Paper (Doc #169A/0696).

Modular and Open

SmartStart 3.0 enables Compaq to work with existing and new partners to apply the SmartStart integration engine to a broader solution set. The more modular and open architecture of SmartStart 3.0 provides the capability to use SmartStart with selected "off-the-shelf" versions of software. The number of partners and applications which are integrated can be expanded, even when the software is not distributed within the SmartStart package. This more modular and open

architecture ensures that customers will be able to take advantage of SmartStart features to ensure a single, consistent process for configuration and on-going maintenance of their system software. Compaq will be expanding its partnerships with leading ISVs to ensure that their products are SmartStart enabled.

Integrated Setup

By using the SmartStart *Assisted Integration* path, the user achieves an integrated setup of the server and key server software. All of the software associated with a specific release of SmartStart has been tested and is known to work together. During the interview process, SmartStart presents default parameter settings based on Compaq's knowledge of what will work best for the hardware detected and the software selected to be installed. SmartStart performs dependency and validity checks to ensure that all software required to support the desired configuration can be installed and that the final parameters selected fall within functional limits. By asking all of the pertinent questions up front, SmartStart allows any issues or conflicts to be resolved before the software is actually loaded on the system. SmartStart automatically installs the appropriate Compaq drivers (and some third-party drivers), as the operating system is being installed. SmartStart also installs the appropriate Compaq Insight Management Agents on the server automatically; the Compaq Insight Manager application can then be installed on the management workstation directly from the Management CD or from an Integration Server.

Optimizing NetWare on Compaq Servers

SmartStart NetWare Optimization

SmartStart creates the NetWare STARTUP.NCF and AUTOEXEC.NCF files, and automatically installs Compaq disk drivers, Compaq and selected third-party NIC drivers, and loads other required third-party drivers available on the NetWare CD.

SmartStart loads and configures Compaq Insight Management Agents and enables the Automatic Server Recovery options specified during the SmartStart interview.

SmartStart tunes the NetWare installation for optimum performance on Compaq servers, using the knowledge gained through Compaq integration testing. Taking into account factors such as anticipated number of users, type and number of network interface cards installed in the server, SmartStart

- *determines ranges or specific values for NetWare SET parameters such as cache buffer size, service processes, packet receive buffers and concurrent disk cache writes*
- *optimizes configuration of the boot disk, improving disk performance by up to 40%, by
 - *ensuring that the size selected for the DOS partition falls within an acceptable range,*
 - *sizing and creating stripe-aligned NetWare partitions on all logical drives,*
 - *setting an optimum value for the hot fix area.**
- *Sets parameters to improve the performance of Novell Directory Services communications based on the number of users.*

Database Performance Tuning

With SmartStart installing and configuring the hardware, operating system, and database all at the same time, a *top-to-bottom* well integrated, tested, optimized and supported application server is achieved. Given the characteristics of the intended application SmartStart will recommend operating system and database parameter settings. Acceptance of these recommendations will

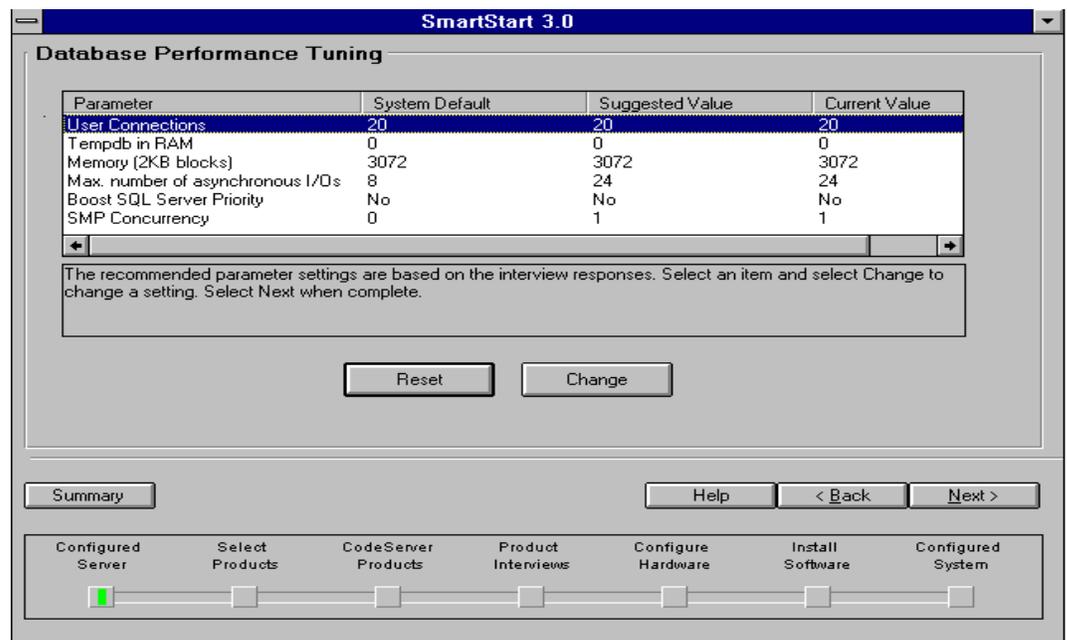
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result in a server which has been tested/proven to be reliable and well tuned from its beginning, resulting in reduced training and support requirements.

Based on:

- How many users will concurrently access the database;
- The projected sizes of the database tables (log, data, index, dump);
- Disk fault sensitivity (RAID configuration),

the hardware, operating system, and database software are tuned together to best match the user's requirements. This tuning goes beyond what would normally be done if the hardware, operating system, and database software were configured and installed as independent steps.



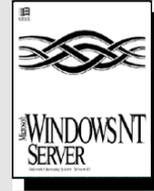
Enhanced NetWare Integration

SmartStart delivers the additional benefit of optimizing the total platform when used to install NetWare applications along with the operating system. For databases, backup software and other NetWare applications, SmartStart uses the information provided in the interview process to simultaneously tune the application and NetWare for optimal performance, given the hardware configuration. For example, when you install NetWare 4.1 and Oracle, SmartStart uses your hardware configuration along with information you provide to customize NetWare SET parameters, disk configuration, and Oracle tuning parameters to provide the highest level of performance for your application environment.

This high degree of integration is not limited to just Oracle, but is provided for the NetWare operating system and any of the other products delivered with SmartStart including:

- Oracle Workgroup Server
- Cheyenne ARCserve for NetWare
- Cheyenne JETserve for NetWare
- Compaq Insight Management Agents
- NetWare Web Server

Optimizing Microsoft Windows NT on Compaq Servers



SmartStart Microsoft Windows NT Server Optimization

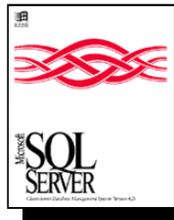
SmartStart automatically installs Compaq drivers and selected third-party NIC drivers and loads any other required third-party drivers which are available on the Windows NT CD.

SmartStart also installs the Compaq Hardware Abstraction Layer (HAL) to take full advantage of Compaq features when running Windows NT. The Compaq HAL provides

- *full support for Compaq Insight Management Agents,*
- *mechanisms for enhanced problem resolution, and*
- *features for improved performance such as support for distributed interrupts on Compaq multiprocessor servers.*

SmartStart automatically installs and configures Compaq Insight Management Agents and enables the Automatic Server Recovery options specified during the SmartStart interview.

Beyond Windows NT Server



SmartStart adds additional value to server installation and configuration by helping to install and optimize selected applications that run on top of Windows NT. By understanding which applications are going to be installed before the Windows NT installation program runs, Compaq is able to modify disk configuration and other parameters at the time of Windows NT installation, thereby producing a well tuned and configured Windows NT platform time and time again. As an example, for Microsoft SQL Server, based on anticipated number of user connections and the intended use of the database (OLTP, Decision support etc), SmartStart will recommend fault tolerant levels and database parameters to yield the best performance.

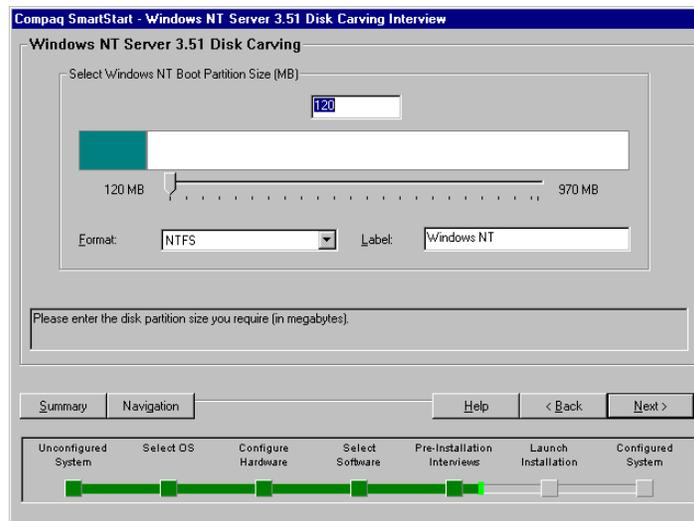
Additional software installation/configuration/optimization functionality for Windows NT Server includes:

- Integrated installation and configuration of Cheyenne ARCserve for Windows NT
- Integrated installation and configuration of Compaq Insight Management Agents
- Integrated installation and intelligent configuration and tuning of Oracle7 for Windows NT
- Integrated installation and intelligent configuration and tuning of Oracle Workgroup Server for Windows NT
- Intelligent configuration and tuning of Microsoft SQL Server 6.5 (included in BackOffice)

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- Selectable install of either Microsoft Internet Information Server or NetScape FastTrack
- Aided Microsoft BackOffice 1.5 and 2.x installation including integrated installation of Windows NT Server and Microsoft SQL Server 6.x

Operating System Disk Carving



SmartStart enables full disk configuration for Windows NT and NetWare. The user can perform disk carving for any number of partitions on any number of drives, selecting size, format, and software fault tolerant mode (extended, mirrored, striping, or across drives.)

The benefit of allowing full disk configuration during SmartStart is that the user can experiment with different settings. Also, because the options are presented

graphically, the user can easily see how to efficiently utilize disk space.

SUMMARY

Working from a base of strong partnerships and extensive systems engineering and testing, Compaq has built a unique integration tool -- SmartStart is unparalleled in the level of integration support provided and the breadth of software supported. For those seeking a streamlined and simplified process for ensuring a tested, proven and optimized server configuration, SmartStart, and Compaq servers, are the answer. SmartStart is no longer just for server setup, but with the Integration Management capabilities built into SmartStart, users can accomplish more consistent and efficient deployment and maintenance of servers in the distributed enterprise.

NEW SOFTWARE SUPPORTED IN SMARTSTART

SmartStart Release 3.0 was announced June 3, 1996 and will begin shipping in new models of Compaq servers during June. SmartStart has been enhanced to now include:

- IBM OS/2 Warp Server 4.0 - English and German
- IBM OS/2 Warp Server Advanced 4.0 - English and German
- SCO UnixWare 2.1 - English, French, Italian, German, Spanish, Japanese (manual installation supported)
- Oracle7 7.2 for NetWare, Windows NT, and SCO Unix 5.0
- Internet Products integrated with SmartStart:

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- Microsoft Internet Information Server 1.01
- Netscape FastTrack 2.0
- Novell NetWare Web Server 2.0
- Support for Microsoft BackOffice 2.0

See Appendix A for the complete list of supported software.

Software Support, SmartStart 3.0

Key: E=English F=French I=Italian G=German S=Spanish J=Japanese

Shading indicates new item for this release of SmartStart

(Each software product listed typically requires the purchase of an activation key to validate the software license. Exceptions are some client components and Compaq Insight Manager and Insight Management Agents. A license for Insight Manager and one for the appropriate Insight Management Agents are included standard with every Compaq server currently shipping. See Appendix C for more information on purchasing activation keys)

Table 1. The following software is provided on CDs in the Software Products Pack and is supported for full SmartStart integration on a Compaq server: (Some software may include components which require installation on a workstation. In these cases, installation diskettes may be created using the Diskette Builder utility on the SmartStart CD)

Vendor	Product	Language Version
Microsoft	Windows NT Server 3.51	EFGS
	Windows NT Server 3.51	J
	Microsoft Internet Information Server 1.01	E
Novell	NetWare 4.1	EFIGS
	NetWare 3.12	E
	NetWare 4.1J (available in Japan only)	J
	NetWare 3.12J (available in Japan only)	J
	Novell NetWare Web Server 2.0	E
IBM	OS/2 2.11	E
	OS/2 for SMP 2.11	E
	OS/2 Warp version 3	EFG
	OS/2 Warp version 3 with WIN-OS/2	EFG
	OS/2 Warp Connect version 3 with WIN-OS/2	EFG
	OS/2 Warp Connect version 3	EFG
	LAN Server 4.0 (Entry and Advanced)	EFG
	OS/2 Warp Server 4.0	EG
	OS/2 Warp Server Advanced 4.0	EG
	(TCP/IP 2.0 for OS/2, LAN Server Entry and Advanced options, NetWare Client, OS/2 and DOS LAN Server Requesters, and OS/2 Warp Server 4.0 Use Based Feature are also supported)	
SCO	SCO UnixWare 2.1 Application Server ¹	EFIGSJ
	SCO UnixWare 2.1SMP Additive Processor, Online Data Manager, Software Development Kit & Server Merge options are also supported	
	SCO OpenServer Release 5 Enterprise System	E
	SCO OpenServer Release 5 Host System	E
	SCO OpenServer Release 5 SMP, Development System, Wabi, Merge, and Virtual Disk Manager options are also supported	E

Software Support, SmartStart Release 3.0

Key: E=English F=French I=Italian G=German S=Spanish J=Japanese

Shading indicates new item for this release of SmartStart

Table 1. continued

Vendor	Product	Language Version
Cheyenne	ARCserve 2.01 for Windows NT from Compaq (Changer and Push Agent options are also supported)	E
	ARCserve for NetWare 5.01	EFGJ
	ARCserve for NetWare Database Agents (Oracle, Btrieve, Gupta, Sybase) (Autoloader Agents are also supported)	E
	ARCserve 6 for NetWare	E
	JETserve 3.3 for NetWare	E
Compaq	Insight Manager 3.0	
	Insight Management Agents 3.0 for NetWare	
	Insight Management Agents 3.0 for Microsoft Windows NT 3.5 & 3.51	
	Insight Management Agents 3.0 for IBM OS/2	
	Insight Asynchronous Management 3.0 for NetWare	
Oracle	Oracle7 Server version 7.2 for NetWare (3.12 & 4.1)	
	Oracle7 Workgroup Server version 7.2 for NetWare (3.12 & 4.1)	
	Oracle7 Server version 7.2 for Windows NT (3.51) with Webserver option	
	Oracle7 Workgroup Server version 7.2 for Windows NT (3.51)	
	Oracle7 Server version 7.2 for SCO UNIX (5.0)	
Netscape	Netscape FastTrack Server 2.0	

Table 2. The following software is supported by SmartStart using the vendor's standard "off-the-shelf" CD media:

Microsoft	BackOffice 2.0: ¹	E
	SQL Server 6.5 - full integration and tuning supported by SmartStart when Windows NT Server 3.51 is also installed using SmartStart System Management Server, SNA Server and Mail Server - installation assistance provided by SmartStart when Windows NT Server 3.51 is also installed using SmartStart	

Table 3. The following software can be installed directly onto a workstation from the Management CD or from an Integration Server:

Compaq	Insight Manager 3.0 in English version	E
	Insight Manager 3.0 in Japanese version	J

¹ A Compaq SmartStart for BackOffice Pack, including a full copy of Microsoft BackOffice Version 2.0 and Cheyenne ARCserve for Windows NT, is included standard with Compaq ProLiant NT Array models (Europe only.)

Hardware Support

Table 1. Compaq Options

The following Compaq devices will be automatically installed when using the SmartStart installation program; that is, the device drivers will be automatically installed and the operating system automatically configured to recognize these boards. Other Compaq devices are supported but may require additional installation or configuration steps after the SmartStart installation is complete.

Device	NetWare	Windows NT	SCO Open Server	IBM OS/2	SCO UnixWare
Compaq 32-Bit Dual Speed Token Ring		X ²	X ²	X ²	X ²
Compaq 32-Bit Fast SCSI-2	X	X	X	X	X
Compaq 6260 SCSI-2		X ¹	X ¹		X ¹
Compaq DualSpeed Token Ring Module	X	X	X	X	X
Compaq Integrated 32-Bit Fast-SCSI-2	X	X	X	X	X
Compaq Integrated NetFlex-L ENET	X	X	X	X	X
Compaq Intelligent Drive Array-2	X	X	X	X	X
Compaq NetFlex ENET-TR	X	X	X	X	X
Compaq NetFlex-2 DualPort ENET	X	X	X	X	X
Compaq NetFlex-2 DualPort TR	X	X	X	X	X
Compaq Netflex-2 ENET-TR	X	X	X	X	X
Compaq NetFlex-2 TR	X	X	X	X	X
Compaq NetFlex-3/E	X	X	X	X	X
Compaq NetFlex-3/P	X	X	X	X	X
Compaq SMART SCSI Array	X	X	X		X
Compaq SMART-2/E Array	X	X	X	X	X
Compaq SMART-2/P Array	X	X	X	X	

¹ ISA boards must be manually configured to be installed by SmartStart.

² The desired network media interface (AUI, RJ45, or DB-9) must be manually configured at the Review/Modify configuration selection of the System Configuration Utility in SmartStart for proper operation of these NICs.

How to order SmartStart Activation Keys

SmartStart Activation Keys are ordered using the SmartStart Activation Key Order Forms which are included with the software CDs in the Software Products Pack.

Activation Keys must be ordered through a Compaq Authorized Reseller or Dealer. To order SmartStart Activation Keys, complete the following steps:

1. Verify that the serial number labels enclosed in the Software Products Pack match the serial number on your SmartStart Program License Diskette.

- Activation Keys are customized to the unique serial number on the Program License Diskette

2. Decide which software you would like to install and read the Program Agreement information applicable to that software to determine whether you are eligible to obtain Activation Keys under any of the special SmartStart Programs.

3. Complete the Product Order Form(s):

- Place the serial number label, or print your Program License Diskette Serial Number, in the box at the top of the page
- Place an X, or indicate quantity, in the box next to the product(s) to be purchased *Note. If the product that you want to order is not included on your SmartStart CDs, check with your reseller to verify that you have the most current SmartStart release. Your reseller can provide you with the latest SmartStart release through the Replacement Pack process.*

4. Complete the appropriate sections in the Customer Information Order Form

- Place the serial number label, or print your Program License Diskette Serial Number, in the box at the top of the page
- Section A identifies the person to whom the activation key(s) will be faxed. This person could be the installer or the owner of the software license: an End User, a Reseller/Dealer or a Distributor/Channel
- Section B identifies the Reseller/Dealer and applicable purchase order
- Section C identifies the Distributor/Channel (if applicable) and purchase order
- Section D identifies the End User and MUST be completed to :
 - Register the operating system software purchase
 - Purchase the SmartStart Subscription Service (which is mailed directly to End Users/Subscribers)
 - Obtain products subject to SmartStart Program Agreements
- Section E requests an End User Signature and Proof of Purchase for compliance with the SmartStart Program Agreements

5. Fax the Customer Information Order Form **and** the Product Order Form(s) (with a purchase order if applicable) to your Compaq Supplier

- If you are an End User, fax the Customer Information Order Form **and** the Product Order Form (with a purchase order if applicable) to a Compaq Authorized Reseller.
- If you are a Reseller/Dealer, add your details, and fax the Customer Information Order Form **and** the Product Order Form(s) (with a purchase order if applicable) either to your normal Compaq Supplier, a local Compaq Office or a Compaq Channel/Distributor.

SmartStart Activation Key(s) or purchase confirmation are faxed to the contact(s) identified in Section A, B and C of the Customer Information Order form.

For more information on SmartStart Programs and on ordering SmartStart Activation Keys, please refer to the SmartStart 3.0 Quick Reference Guide.

SmartStart Programs

Upgrades/Trade-ins.

If you already own a license to the software, you may be able to purchase a discounted upgrade to a different user level or version available on SmartStart. You must provide End User Information, proof of purchase as requested, and an End User signature indicating acceptance of the Agreement terms for the Upgrade or Trade-In.

Partner Programs

SmartStart Activation Keys are currently available through the following partner programs

- Microsoft Select Volume License Agreement (MVLP)
- Microsoft Multiple Open License Pack (MOLP)
- NetWare Master License Agreement (MLA)
- NetWare Education License Agreement (ELA)
- IBM Software Advantage Volume Discount Program

Contact your reseller or local Compaq Office for details of how to obtain non-chargeable SmartStart keys under these partner programs. *Note. Some of the programs require you to complete a program-specific form in addition to SmartStart Activation Key Order Forms.*

NetWare 4.1 Additive Licensing

In response to customer demands for more flexibility in licensing of NetWare 4.1, Compaq has included support for Additive Licensing with NetWare 4.1. Additive Licensing allows any NetWare 4.1 license to be added to any other NetWare 4.1 license that may already exist on a server. This effectively allows NetWare 4.1 customers to create any user count on any server in 5-user increments. All versions of SmartStart NetWare 4.1 (English, French, Italian, German, Spanish and Japanese) offered on SmartStart versions 2.30, 2.40, 2.50/2.50A and 3.0 are enabled for Additive Licenses. (Additive licensing may be performed without taking the server down.)

Note: The NetWare policy manager will not allow a duplicate license with the same software serial number to be installed on any one server, or on any other server across the network. Each NetWare 4.1 license and software serial number must be unique on that server and across the network.

Media Exchange/Conversion

If you have already purchased a Microsoft, Novell, SCO UnixWare 2.1, SCO OpenServer Release 5, or Cheyenne ARCserve license and would prefer to use SmartStart to install the software, you can use the Media Exchange or Media Conversion Programs to acquire a SmartStart Activation Key at no additional charge. Use the SmartStart Customer Information and relevant Product Order Forms; simply check the appropriate box on the Product Order Form and provide End User Information and signature with the requested Proof of Purchase on the Customer Information Order Form. Details of the Media Exchange and Media Conversion Programs are included in the SmartStart 3.0 Quick Reference Guide and the SmartStart Version 3.0 Activation Key Order Forms.

New SmartStart 2.50/2.50A and 3.0 NetWare 4.1 MLA Process

Allows NetWare 4.1 MLA customers to install multiple NetWare 4.1 servers using a single SmartStart 3.0 pack. NetWare 4.1 MLA customers may use the MLA license diskette in place of the SmartStart Program License Diskette to install and configure multiple NetWare 4.1 servers using SmartStart NetWare media. A SmartStart Activation Key is not required in the installation process.

New SmartStart 2.50/2.50A and 3.0 NetWare 4.1 MLA Process - continued

NetWare 3.12 MLA customers may also choose to install NetWare from SmartStart, but a separate SmartStart Pack and activation key is required for each server. SmartStart Packs and Keys are available to MLA customers at no additional charge.

Compaq Insight Agent Volume Licenses

The Insight Agent Volume License entitles a customer who owns a single license for Compaq Insight Manager to extend that license to use Insight Agents on additional servers and to upgrade that license to any version of Insight Management Agents valid and effective for one year from the date of purchase of the Insight Agent Volume License. Customers who provide End User Information will also receive a complimentary One Year SmartStart Subscription.

SmartStart Subscriptions

Purchase a One Year Subscription to SmartStart by providing a SmartStart Program License Diskette Serial Number and checking the part number (195654-001) on a Product Order Form included in the Software Products Pack. Subscriptions are mailed directly to End Users, so you must also provide complete and accurate End User Information on the Customer Information Order Form.

A SmartStart Subscription provides all new SmartStart releases and interim releases of the Compaq Support Software CD issued during the one-year term of the Subscription Service. Each time there is a new release of SmartStart, subscribers will automatically receive a new SmartStart package with an updated version of the original Program License Diskette. Activation Keys purchased on the original program license diskette serial number can be used to re-install software or to install any updates that are included in the subscription fee.

Subscription benefits include::

- Updated versions of Compaq Insight Manager and Insight Management Agents
- New localized versions of software (varies by vendor)
- Intermediate software release (varies by vendor)
- New and updated hardware drivers, patches and bug fixes
- Interim releases of Compaq Support Software CD
- Updated information on Compaq products and services

Customers who have previously purchased the One Year SmartStart Subscription Service may extend the active Subscription term for one additional year at a discounted price. (SmartStart Subscription Renewal part number 195654-002)

For more information on SmartStart Programs and on ordering SmartStart Activation Keys, please refer to the SmartStart 3.0 Quick Reference Guide.