

# WHITE PAPER

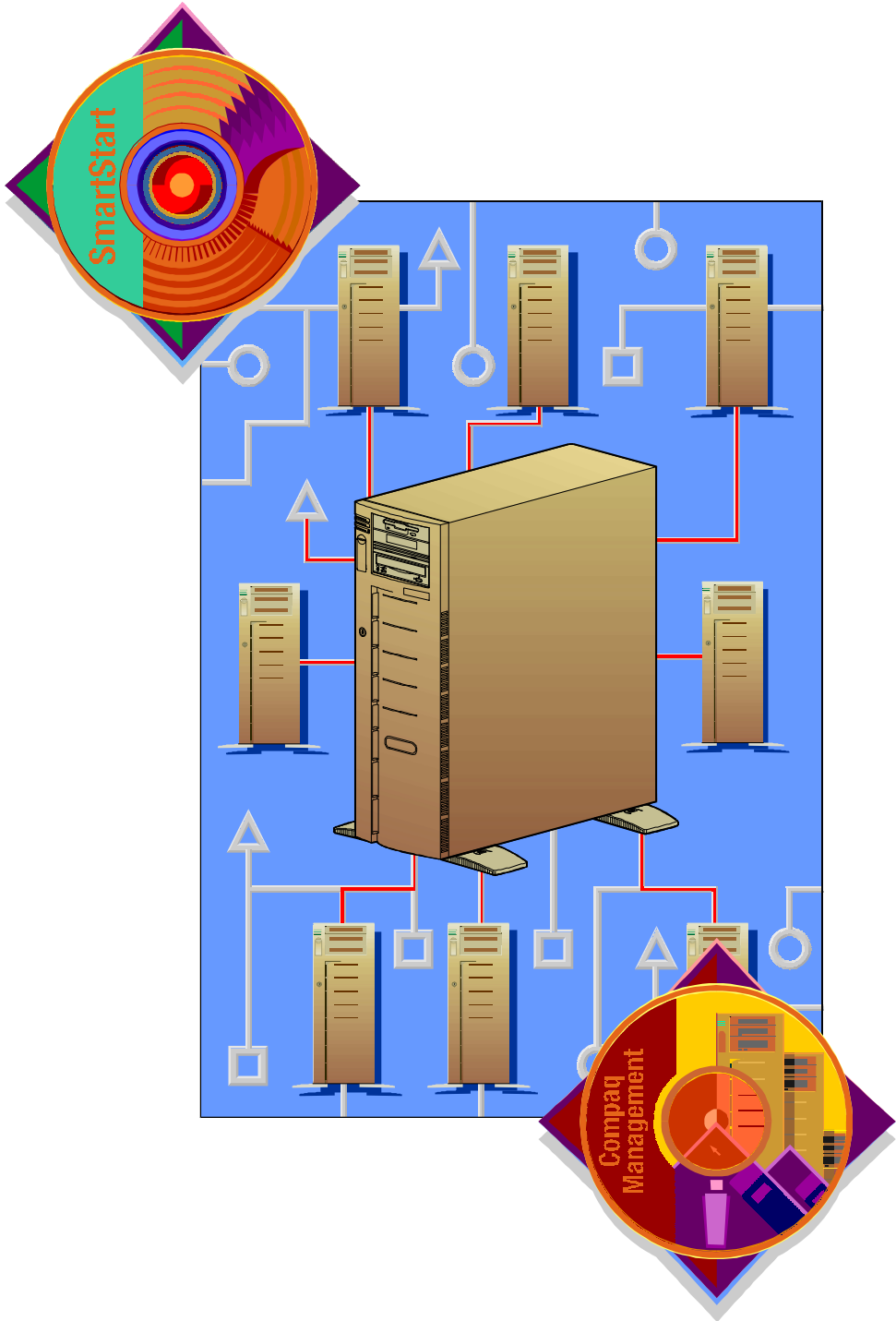
## Compaq Integration Management

*This positioning paper provides information regarding Compaq's Integration Management process, how this process is implemented in Compaq software products and services and the benefits for the distributed enterprise.*

June 3, 1996  
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## INTRODUCTION

To help address the challenges of establishing management control of systems in the distributed enterprise, Compaq has introduced an innovative process referred to as Integration Management. Integration Management provides organizations with the ability to deploy and maintain distributed systems with efficiency and consistency as well as the assurance that these systems are based on tested and reliable hardware/software configurations. This paper is intended to provide:

- an overview of Compaq's Integration Management process and the strategy behind it;
- the role of Compaq and third-party tools in the Integration Management process;
- a description of the specific Integration Management capabilities provided in SmartStart 3.0 and Insight Manager 3.0; and
- a roadmap for delivery of future capabilities.

## WHAT IS INTEGRATION MANAGEMENT?

Integration Management is a process designed to assist an organization in managing system software and configurations on distributed systems.

Integration Management enables the organization to:

- establish system standards consisting of specific versions of system software and specific hardware/software configurations, which have been fully tested and are known to work well together
- proactively and effectively maintain the system software and configuration standards as either components or requirements change
- efficiently and reliably implement these standards across distributed systems, as new systems are deployed and as existing systems are updated
- track and report configuration changes.

Integration Management is based on functionality delivered through Compaq SmartStart, Compaq Insight Manager and associated utilities and services.

Compaq's Integration Management process is valuable to both IS managers in organizations that choose to implement distributed enterprise management with internal resources, as well as service providers for firms who elect to outsource these management functions. For simplicity, the term "administrator" will be used to refer to both internal IS managers and service providers.

## WHY INTEGRATION MANAGEMENT

As organizations move to a distributed computing model, either from a centralized model focused around mainframe or midrange systems, or from a collection of PC networks, new benefits and challenges emerge. Distributed enterprise computing enables organizations to place information and processing power where they are most needed, for more efficient access to the information required to make decisions and faster transaction processing. Larger numbers of business critical application servers, located in decentralized departments or business units, replace or augment a small number of centralized systems. The success of the distributed enterprise model depends not only on high performance and availability features in the hardware and software components of the systems, but also on how well the hardware and software work together and on the organization's ability to proactively manage those systems. Process-based systems management is critical to effectively use system resources, maximize up time and successfully deal with change.

The systems management process begins when systems are deployed. In order for systems to operate at intended levels of throughput and availability, each of the hardware and software components must be configured properly and with knowledge of the other components. This is true whether the system is a mainframe, a midrange computer or an industry standard server. Organizations often invest many hours of internal staff resources developing expertise on specific hardware and software and in integrating and testing selected components before implementing new systems. They may also make a significant monetary investment in hiring external resources to augment or supplant internal efforts. The integration and testing process continues as new elements are introduced -- whether due to the changing requirements of the organization or because more effective (e.g., higher performing, more reliable) components become available from manufacturers. Tools that make the integration process more cost-effective and provide high confidence that systems will perform as expected can go a long way in reducing the overall cost of distributed computing.

In addition, to maximize the supportability and manageability of large numbers of business critical systems, administrators are attempting to standardize the way these systems are put together and maintain consistency over the life of the systems. In other words, they specify the models of CPUs and options and the versions of software to be used for a given function, as well as how the hardware and software are to be configured. Using a consistent set of components and configurations means that the staff implementing and supporting these systems have fewer variables to deal with and can develop in-depth knowledge on a smaller set of items. A software update known to fix or avoid a problem on one system, can be applied to a whole group of systems. As requirements change and new hardware or software is deployed, the testing needed to implement the new component can be reduced. Administrators need better tools to help them achieve the consistency and the resulting supportability, manageability and lower support costs they are seeking.

Today, administrators are frequently forced into a reactive mode, updating systems only when a problem occurs. They often do not have the time to sort through the volumes of information on new firmware, drivers, bug fixes, and other available system updates to determine what is relevant to their environment. Even when they are presented with information that is relevant, they may not be able to act due to the large numbers of systems they are attempting to support and the limited resources they have to support them. Determining the revision level of system components that have not been consistently maintained can also present a challenge. Tools that deliver more focused information and which increase the efficiency of updating many systems would enable administrators to be proactive in managing the configurations on their distributed systems.

## **COMPAQ INTEGRATION MANAGEMENT STRATEGY**

Integration Management represents a new approach to addressing the systems integration challenges of the distributed enterprise. Integration Management applies process-based management principles to these challenges. It is a critical element of the overall systems management process. Through Integration Management, Compaq eases the burden of integrating and testing system hardware and software components by developing close partnerships with system software vendors. Compaq works closely with its partners on the development and testing of Compaq and partner products. Compaq then incorporates the knowledge gained in this process into automated tools for setup and maintenance of Compaq systems. Further, by enabling these intelligent tools to operate over a network, Integration Management streamlines the process of replicating and maintaining standard system configurations, ensuring consistency in a distributed environment. Finally, by making innovative use of Internet technologies, Compaq provides the information and updates needed by organizations to proactively manage change.

## COMPAQ TOOLS FOR INTEGRATION MANAGEMENT

*This section provides an overview of planned Integration Management functionality. For more information on the time frames for delivery of specific functionality described, refer to "Integration Management in SmartStart 3.0 and Insight Manager 3.0" and "Future Integration Management Capabilities".*

Compaq is delivering Integration Management capabilities in the new generation of Compaq SmartStart and Compaq Insight Manager. SmartStart is Compaq's intelligent integration tool that simplifies the process of configuring proven and reliable server platforms. Insight Manager is Compaq's comprehensive management tool to monitor and control the operation of Compaq servers and desktops. Compaq will also provide Integration Management functionality through linkages with leading third-party software distribution tools and through a new Internet-based information service.

### The Integration Server

At the heart of Compaq's Integration Management capabilities is the Integration Server. An Integration Server is a network server that stores specific software versions and makes the software available, over the network, to other servers. An Integration Server acts as a focal point for internal system standards, based on tested and proven systems software versions and hardware/software configurations. Because it is a repository on the network, it helps to streamline the processes of setting up and maintaining distributed systems consistent with the established system standards.

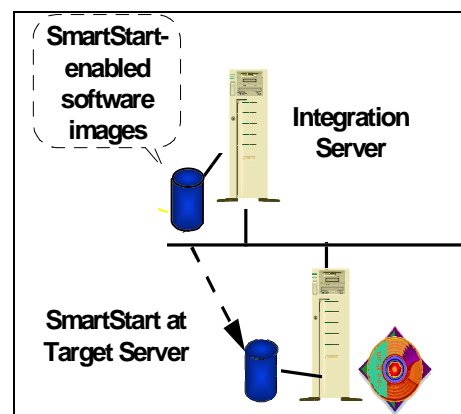
The new generation of SmartStart enables an administrator to set up an Integration Server. Any Compaq server running Microsoft Windows NT Server or NetWare can be designated as an Integration Server. The requirements are that it:

- have sufficient storage space for the selected system software,
- have Insight Management Agents installed so it can be managed from an Insight Manager console, and
- be accessible over the network by new servers being installed and existing servers for maintenance.

The server can be a multi-function server or it can be dedicated to function as an Integration Server. An Integration Server can be set up and loaded automatically when using SmartStart at initial setup. An administrator can also establish the appropriate directory structure and access rights on an existing server. Then the Integration Server Maintenance task in Insight Manager can be used to add software to the Integration Server.

### Deploying New Servers Using an Integration Server

For deployment of new servers, the administrator starts by booting a new server with the SmartStart CD and providing the location of the Integration Server. SmartStart connects with the Integration Server for installation of the approved versions of system software stored there. The knowledge base of hardware/software integration information built into SmartStart ensures that the server and system software are configured for optimal operation, yet the administrator retains complete control of the setup. Server profiles, created using SmartStart, will allow the administrator to specify configuration standards. The administrator can then

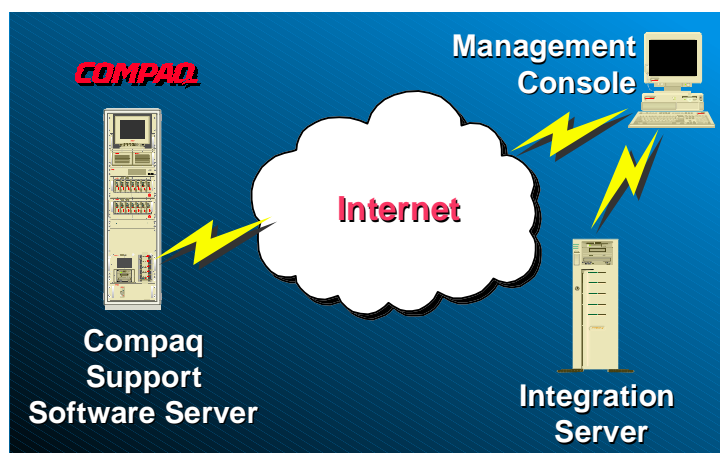


delegate the actual setup task, secure in the knowledge that the system will be installed and configured consistent with the established standards.

### Maintaining Current Software Versions on an Integration Server

To be truly effective in an ever-changing environment, internal system standards must be stable, but not static. Recognizing this, Compaq provides innovative tools and services for managing an Integration Server. These tools provide timely access to the latest system software and the information needed to determine what updates are appropriate to a given environment.

A new Internet based service will enable administrators to register a profile with Compaq and receive customized integration information, such as notification of support software updates, service advisories and TechNotes, via the Internet.



Access to the latest software for update of an Integration Server is enabled through a dedicated Compaq Support Software Server on the World Wide Web and through the Compaq SmartStart Subscription Service -- with periodic CD updates. Using the Integration Server Maintenance feature of Insight Manager, the administrator can compare the latest software versions available from Compaq via the Internet or on CD with

those stored on the Integration Server. The information provided helps assess the need for any new versions. The administrator can then select the versions desired for download to the Integration Server. To help to ensure the successful application of the updates, Insight Manager will also alert the administrator to any known dependencies for the selected software versions.

#### Definitions

*Compaq support software includes Compaq drivers developed to provide optimized support for Compaq hardware features in a specific operating environment.*

*Compaq system utilities are programs required to configure and support Compaq servers. They include: the System Configuration Utility, Array Configuration Utility, ROMPaq and Diagnostics.*

Once the Integration Server is updated, the new software is available for both new SmartStart installs and for update of production servers. In the future, Compaq will also provide streamlined mechanisms for determining which servers on the network require updating. Through association of a specific group of production servers with a specific set of software versions on the Integration Server, the administrator will be able to generate a comparison of the installed versions of software to the updated set on the Integration Server, and quickly identify which production servers are out of date.

### Maintaining Servers on the Network with an Integration Server

Two approaches can be used for updating production servers. For fully attended updates, a Compaq Integration Maintenance Utility provides the ability to perform updates at each

production server. This utility is installed automatically when SmartStart is used to install the operating system. It can be accessed locally at the server or via remote console capabilities provided by the server operating system or by third-party tools. The Integration Maintenance Utility accesses the Integration Server for the application of approved updates or addition of new products to an existing server. For version-level upgrades of the operating system or other major system software, the Integration Maintenance Utility will also provide the best means for ensuring that the upgrade is completed successfully, providing a level of system integrity and optimization comparable to that achieved when using SmartStart at setup.

For greater automation of system updates, leading third-party distribution tools, including Microsoft Systems Management Server and Symantec Norton Administrator for Networks, can be used to distribute updates from the Integration Server to production servers. Compaq tools assist the administrator in selecting appropriate updates based on the approved versions of software stored on the Integration Server and the information collected identifying the servers requiring update. The software distribution tools allow automation of the process. This enables administrators to effectively maintain large numbers of servers, as well as support remote sites without requiring technical staff to travel to each site. The efficiencies achieved through greater automation of the update process also enable the administrator to proactively maintain distributed systems and avoid potential problems.

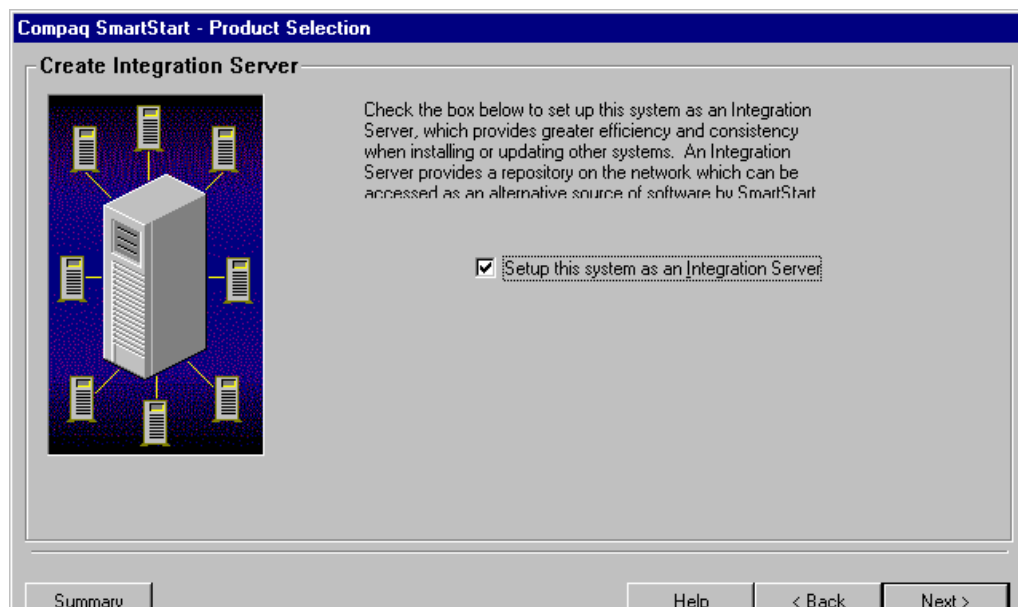
## INTEGRATION MANAGEMENT IN SMARTSTART 3.0 AND INSIGHT MANAGER 3.0

### SmartStart 3.0

SmartStart 3.0 delivers new Integration Management capabilities, including: the ability to create an Integration Server, the ability to use an Integration Server as the source of software during server setup, and Integration Maintenance Utilities for server updates from an Integration Server. These new capabilities extend the benefits of SmartStart for efficient and consistent deployment *and* maintenance of systems in the distributed enterprise.

#### Integration Server Setup

The standard SmartStart 3.0 server setup process provides the option to set up an Integration Server. When using the SmartStart Assisted Integration path, the user simply selects to install NetWare 3.12 or NetWare 4.1 for a NetWare Integration Server or Microsoft Windows NT Server 3.51 for a Windows NT Integration Server. When prompted, the user selects to set up the server as an Integration Server, then selects the software to copy to the Integration Server. In SmartStart

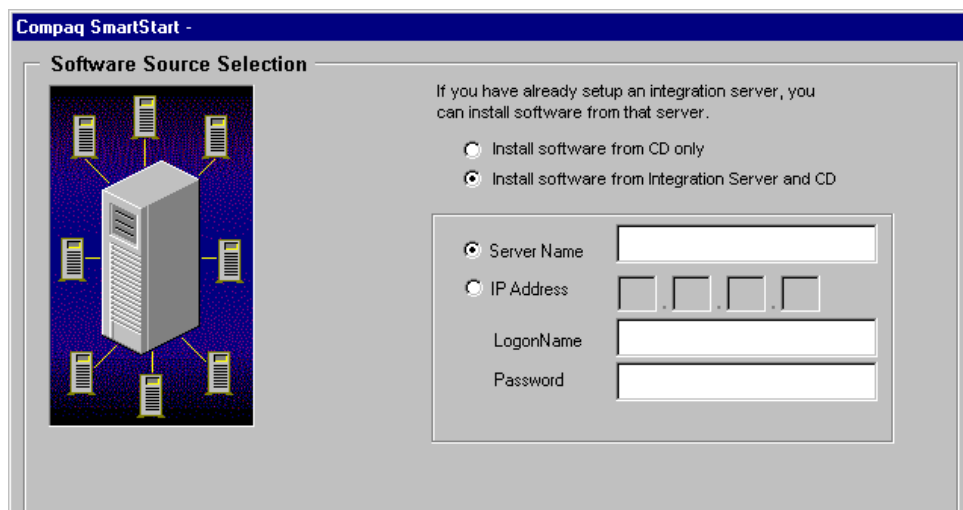


3.0, this may include the operating system, backup software, Internet server software, Compaq support software, Compaq system utilities and Compaq Insight Manager software. A detailed list of software supported on an Integration Server in SmartStart 3.0, is provided in Tables 1 a & b. A NetWare based Integration Server supports installation of the NetWare operating system and related system software; a Windows NT based Integration Server supports installation of the Windows NT operating system and related system software. The user then completes the SmartStart process for setup of the server. Once the operating system has been installed, SmartStart creates the appropriate directory structure and copies the selected software images to the Integration Server. Any encrypted images are copied to the server in encrypted form. When this operation is complete, the Integration Server is available for use in setup of new servers and for update of existing servers.

To designate an existing NetWare or Windows NT server as an Integration Server, the administrator may create a dedicated volume or share on the server, create the required directory structure and establish the appropriate user account and access rights. The new Integration Server Maintenance task in Insight Manager 3.0 can then be used to copy software images to the newly created Integration Server.

### Setting up a New Server from an Integration Server

The Integration Server may be specified as the source of software when installing a new server using SmartStart 3.0. The new server is booted with the SmartStart CD, the operating system is selected and the hardware is configured. SmartStart then provides the opportunity to connect to an Integration Server and prompts for that server's name and location. The list of software available to be installed on the new server reflects the software stored on the Integration Server, as well as that available on the SmartStart-enabled CDs. The user selects the additional software and then continues with the SmartStart process. SmartStart prompts for Activation Keys for any encrypted software. The selected software is pulled from the Integration Server and installed on the target server.

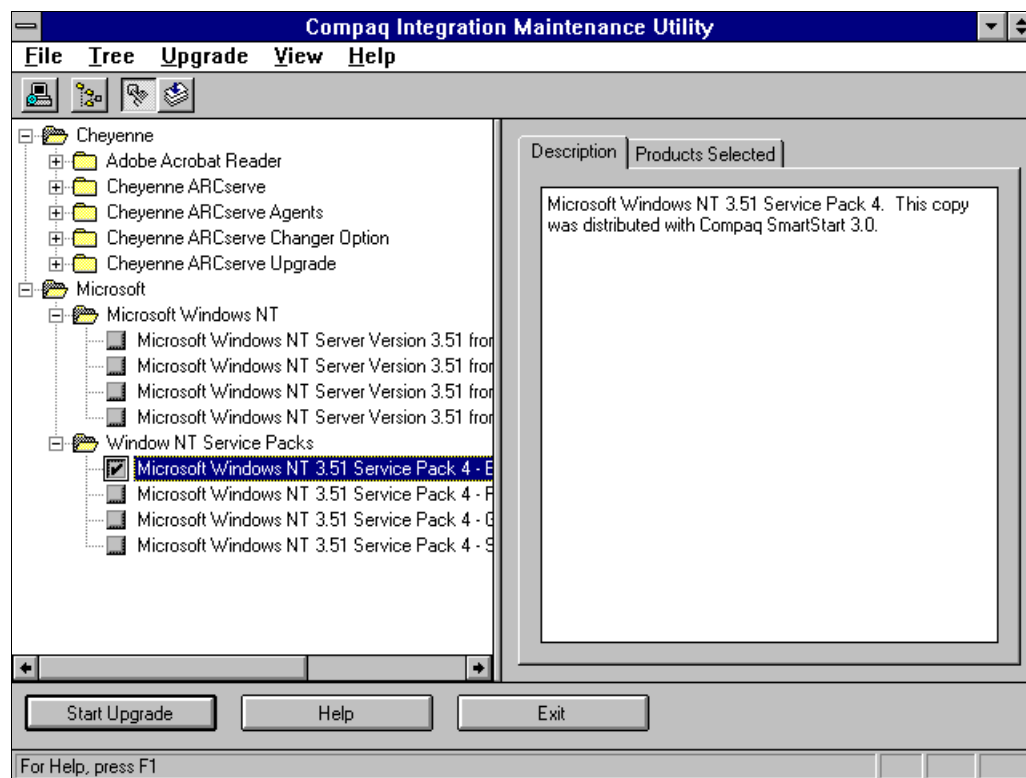


### Updating Servers from an Integration Server

The new Integration Maintenance Utility is delivered with SmartStart 3.0. The utility is installed automatically when SmartStart installs NetWare or Windows NT on a new server and may also be installed manually on an existing server. The utility runs in the local server operating environment, so the user does not have to take the server off-line unless required by the specific update. To run the utility, the user selects the icon from the Compaq Products and Services group in Windows NT, or enters a command line in NetWare. The utility provides a list of the software available from the Integration Server. The user may select to update the Compaq drivers, Compaq



Insight Management Agents, the Compaq Survey Utility or selected other system software. The user will be prompted for any installation details and, if required, an Activation Key. The Integration Maintenance Utility then applies the update to the local server. SmartStart enabled CDs can also be used by the utility as the source for updates. Details on the updates supported in



SmartStart 3.0 are provided in Tables 2a & b.

For more automated distribution of updates from the Integration Server, Compaq provides the required script files for distributing Compaq software using Microsoft Systems Management Server or Symantec Norton Administrator for Networks. Script files for Compaq Insight Management Server Agents for Windows NT and Compaq Support Software for Windows NT are included in the Systems Management Toolkit on the Compaq Management CD.

The Systems Management Toolkit also contains a new Compaq TechNote, entitled *Updating Compaq System Software from an Integration Server*. The TechNote describes how to:

- use the Integration Maintenance Utility to update a NetWare or Windows NT server locally from the Integration Server
- use remote control programs to access the Integration Maintenance Utility to update a NetWare or Windows NT server remotely
- use the Compaq script files to distribute Compaq software updates to Windows NT servers, making use of a Windows NT Integration Server and either Systems Management Server or Norton Administrator for Networks.

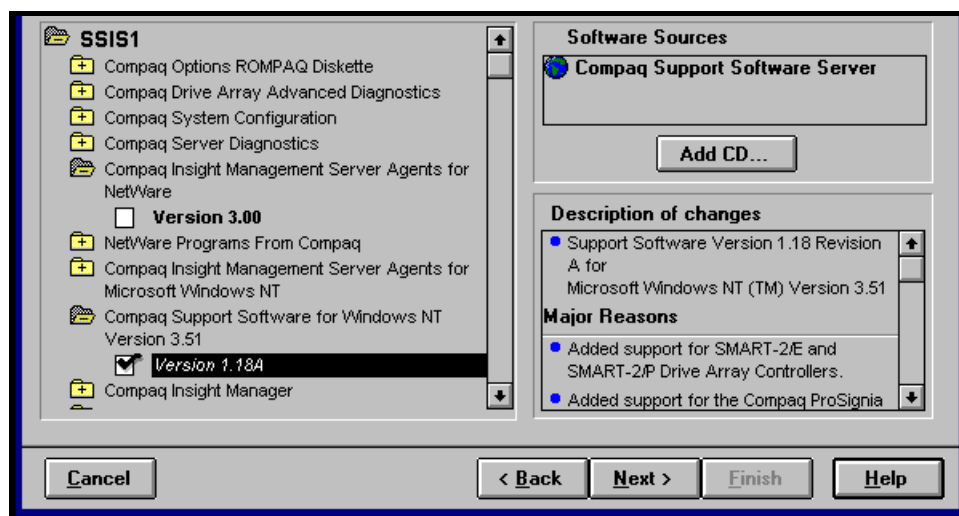
This TechNote is also available on the Compaq Web site and on the Compaq Systems Reference Library CD included with every Compaq Server.

## Compaq Insight Manager 3.0

New Integration Management features in Compaq Insight Manager 3.0 expand the configuration management capabilities of Compaq's comprehensive server management tool. The new Integration Server Maintenance feature enables management of the software images residing on an Integration Server.

### Maintaining the Software on an Integration Server

From the Insight Manager console, the user can select the Integration Server filter to view all of the Integration Servers on the network. The user selects an Integration Server from the server list, then selects the Integration Server task from the task list. When the user chooses the maintenance option, Insight Manager automatically connects to the Compaq Support Software Server using either an Internet or a modem connection. The type of connection and the Integration Server access information are configured by the administrator the first time this task is used. (The Internet address and dial-up telephone number for the Compaq Support Software Server are preconfigured in Insight Manager.) Once connected, Insight Manager displays the latest versions of Compaq support software, system utilities, and Insight Manager software available as well as all of the software versions already stored on the Integration Server. (Details on software available for download from the Compaq Support Software Server are provided in Table 3.) For any of the



Compaq software, the user can view a description of what has been updated in the selected version, including notes on enhancements or problems which have been fixed with that version. This information assists the user in making informed decisions on which updates are appropriate for the environment. The user can also insert a SmartStart enabled CD, for example, any of those provided through the SmartStart Subscription Service. Insight Manager displays both Compaq and third-party system software available on the CD. Once the user completes the software selections, the software is downloaded to the Integration Server.

Instructions on using SmartStart to set up an Integration Server, using an Integration Server with SmartStart and the Integration Maintenance Utility, and using Insight Manager for Integration Server Maintenance are provided in the *Integration Server User Guide*. This document is included in the Setup and Management pack provided with every Compaq server.

## FUTURE CAPABILITIES

Compaq plans to enhance the Integration Management capabilities delivered in SmartStart 3.0 and Insight Manager 3.0. Additional SmartStart enabled software, such as database management software and Web Server software, will be supported on an Integration Server. A Replicated Install feature will be added to enable administrators to create standard server profiles for use when setting up new servers with SmartStart.

Both SmartStart and Insight Manager will support the designation and use of “sets” of software on the Integration Server. For example, an administrator could select specific versions of the operating system, backup software, Compaq Insight Management Agents, and database management software to copy to an Integration Server as the “departmental database server” set. The Replicated Install feature of SmartStart would enable the administrator to specify and save the parameters to be used in installing this software on new servers as a “departmental database server” replication profile. The administrator could, in similar fashion, define sets of software and replication profiles for accounting servers, departmental email servers, and so on. Software groupings could also be labeled as “test” sets and “production” sets, enabling separation of software still being evaluated from that ready for deployment to production servers. These capabilities will ensure that the new servers are set up consistently and according to approved internal standards, even when the actual setup task is delegated to someone who is less familiar with those standards.

Designation of software sets will also be invaluable for efficient and consistent update of servers. Future configuration management features of Insight Manager will allow administrators to manage their established software sets and determine servers needing updates based on those sets. Future releases will also support enhanced automation of updates to distributed systems.

Compaq will work with its partners to make these capabilities available for updates to their software as well.

## SUMMARY

Integration Management builds on the unique advantages of the SmartStart integration tool to provide a new approach to the integration challenges of the distributed enterprise. The Integration Server and the Integration Management features of SmartStart and Insight Manager assist organizations in establishing the processes required to ensure that they get the most from both their computing and their human resources. The benefits of Integration Management and SmartStart combined with the comprehensive systems management offered through Compaq Insight Manager and partner management products, and the leadership performance and reliability of Compaq server platforms, make Compaq industry standard systems the clear choice for the distributed enterprise.

Table 1a - Software Supported on a SmartStart 3.0 Integration Server running on Microsoft Windows NT Server 3.51

Windows NT Integration Server Software which may be stored on the Integration Server	Actions supported		
	Install using SmartStart	Update with Integration Maintenance Utility	Build diskettes
Windows NT Server 3.51	Yes	-	-
Microsoft Service Pack 4 for Windows NT 3.51	-	Yes	-
Compaq Support Software (SSD) for Windows NT	Yes	Yes	Yes
Cheyenne ARCserve 2.01 for Windows NT	Yes	Yes	-
Cheyenne ARCserve Changer Option for Windows NT	Yes	Yes	-
Cheyenne ARCserve for Windows NT 2.0 to 2.01 Upgrade	-	Yes	-
Cheyenne ARCserve Agent for SQL Server	-	Yes	-
Cheyenne ARCserve Agent for Oracle	-	Yes	-
Cheyenne ARCserve Agent for SAP	-	Yes	-
Cheyenne ARCserve NT Push Agent	-	Yes	-
Compaq Insight Management Agents 3.00 for Windows NT	Yes	Yes	Yes
Compaq Insight Manager 3.00	-	-	Yes*
Compaq Survey Utility 1.00	Yes	Yes	Yes
Compaq System Configuration Utility	-	-	Yes
Systems and Options ROMPaq			Yes
Compaq Array Configuration Utility			Yes
Compaq Drive Array Advanced Diagnostics			Yes
Compaq Diagnostics			Yes
Compaq Systems Management Toolkit			Yes

\*The Insight Manager setup program may also be run over the network from the Integration Server

Table 1b. Software Supported by a SmartStart 3.0 Integration Server running on NetWare 4.1 or NetWare 3.12

NetWare Integration Server Software which may be stored on Integration Server	Actions Supported		
	Install using SmartStart	Update with Integration Maintenance Utility	Build diskettes
NetWare 4.1	Yes	-	-
NetWare Programs from Compaq (NPFC)	Yes	Yes	Yes
NetWare Web Server 2.0	Yes	-	-
Cheyenne ARCserve 6 for NetWare	Yes	Yes	-
Cheyenne JETserve 3.3 for NetWare	Yes	Yes	-
Compaq Insight Management Agents 3.00 for NetWare	Yes	Yes	Yes
Compaq Insight Manager	-	-	Yes*
Compaq Survey Utility 1.00	Yes	Yes	Yes
Compaq System Configuration Utility	-	-	Yes
Compaq Systems and Options ROMPaq			Yes
Compaq Array Configuration Utility			Yes
Compaq Drive Array Advanced Diagnostics			Yes
Compaq Diagnostics			Yes
Compaq Systems Management Toolkit			Yes

\*The Insight Manager setup program can also be run over the network from the Integration Server

Table 2a. Updates Supported by the SmartStart 3.0 Integration Maintenance Utility for Windows NT

Type of Update	From Windows NT Integration Server	From the following CD
Microsoft Service Pack for Windows NT 3.51	Yes	Windows NT from Compaq CD
Compaq Support Software (SSD) for Windows NT	Yes	SmartStart and Support Software CD
Cheyenne ARCserve 2.01 for Windows NT	Yes	Windows NT from Compaq CD
Cheyenne ARCserve Changer Option for Windows NT	Yes	Windows NT from Compaq CD
Cheyenne ARCserve for Windows NT 2.0 to 2.01 Upgrade	Yes	Windows NT from Compaq CD
Cheyenne ARCserve Agent for SQL Server	Yes	Windows NT from Compaq CD
Cheyenne ARCserve Agent for Oracle	Yes	Windows NT from Compaq CD
Cheyenne ARCserve Agent for SAP	Yes	Windows NT from Compaq CD
Cheyenne ARCserve Windows NT Push Agent	Yes	Windows NT from Compaq CD
Compaq Insight Management Agents 3.00 for Windows NT	Yes	Compaq Management CD
Compaq Survey Utility	Yes	Compaq Management CD

Table 2b. Updates Supported by the SmartStart 3.0 Integration Maintenance Utility for NetWare

Type of Update	From NetWare Integration Server	From the following CD
NetWare Programs from Compaq (NPFC)	Yes	SmartStart and Support Software CD
Cheyenne ARCserve 6 for NetWare	Yes	NetWare from Compaq CD
Cheyenne JETserve 3.3 for NetWare	Yes	NetWare from Compaq CD
Compaq Insight Management Agents 3.00 for NetWare	Yes	Compaq Management CD
Compaq Insight Asynchronous Management for NetWare	Yes	Compaq Management CD
Compaq Survey Utility	Yes	Compaq Management CD
NetWare Additive Licensing	n/a	From SmartStart Program License Diskette

Table 3. Compaq software available for download from Compaq Support Software Server using Integration Server Maintenance task in Insight Manager 3.0

<b>Compaq Software</b>	<b>Beginning with version:</b>
Insight Management Agents for Windows NT	3.00
Insight Management Agents for NetWare	3.00
Insight Manager	3.00
Survey Utility for Windows NT	1.00
Survey Utility for NetWare	1.00
Support Software for Windows NT	1.18
NetWare Programs from Compaq	3.02
System Configuration Utility	2.31
Array Configuration Utility	1.01
Systems ROMPaq	3.00
Options ROMPaq	2.30
Diagnostics	\$10.08
Drive Array Advanced Diagnostics	1.37
Systems Management Toolkit	-