

January 1999  
PRT024A/0199

Prepared by Portable Software  
Marketing

Compaq Computer Corporation

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# Alternative Software Delivery for Armada Portables

**Abstract:** Customers have several ways to access supported Armada software for recovery or upgrade purposes. This paper discusses the features of the following alternative software delivery mechanisms: the Compaq Web site, the *Compaq Support Software CD*, Armada QuickRestore, and the *Armada Software CD*.

This paper is intended for any person who wants information on the different ways customers can access Armada supported software.

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Alternative Software Delivery for Armada Portables  
White Paper prepared by Portable Software Marketing

First Edition (January 1998)  
Second Edition (January 1999)  
Document Number PRT024A/0199

## Introduction

Currently Compaq offers several alternative delivery mechanisms to customers who want access to their preinstalled software for recovery or upgrade purposes. Customers who simply need to download a few deliverables that were originally preinstalled on their portable and have access to a Web browser should use the Compaq Web site. Customers who want to know regularly if a piece of their preinstalled software has been updated or who do not have Web access should use the *Compaq Support Software CD*. Both the *Compaq Support Software CD* and the Compaq Web site contain all the software released for all portable products. Customers who need to perform a complete recovery of their hard drive image should use the *Compaq Armada QuickRestore CD*. This CD is product specific and ships with select Armada products. It is not available separately. Armada 1100, 1500, 4100, 4200, 7300, 7400, and LTE 5000 users also have the option of ordering the *Armada Software CD* that includes the software preinstalled on those units for individual installation.

## Compaq Web Site

Both the preinstalled and updated software for Compaq commercial portable products are located on the Compaq Web site [www.compaq.com](http://www.compaq.com) by selecting the Services category -> Compaq Support -> Downloadables and then Portables from the left menu. Customers can view this site in English, French, German, Dutch, and Japanese. The first page on this site is the Locate Software page. Customers should select the portable family, model number, and operating system for which they want to locate software. Clicking on the Locate Software button will bring up all the supported software for that particular model and operating system. Customers who know the category the desired software is located in can select that category directly. Otherwise they should scroll through the list of software until they find the desired deliverable.

The latest release of the software is located under the heading “Current Version.” This is not necessarily the version that was originally preinstalled on the unit.<sup>1</sup> If any previous versions of the software are available for that product, they will be displayed under the “Previous Version(s)” heading. Clicking on the desired version will display more information about that particular software, such as the size of the software, estimated download time, enhancements/fixes, systems supported, and how to install. If multiple versions are available, customers should read all the information carefully to determine which version of the software they really need to download. Some version information may also be available by clicking on the Revision History link.

## Compaq Support Software CD

The *Support Software CD* is designed for customers who want to receive proactive updates on a monthly basis. The kit contains CDs for Portables, Workstations, and Desktops and is available as a one-time purchase or as an annual subscription. Subscription customers receive the monthly *Support Software CD* during the first full week of the month.

The CD provides easy access to the latest drivers, utilities, ROM images, as well as to industry certification information for each product (Microsoft Windows 98, Microsoft Windows 95, Microsoft Windows NT 4.0, Novell, and DMI). The operating system itself is not included. The CD includes support for all localized deliverables in the Compaq supported languages, and the

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<sup>1</sup> Refer to the “Armada Software Overview” or “Armada Pre-Install Refresh” White Papers for each Armada platform for preinstalled software version numbers.

interface is translated in French, German, Dutch, and Japanese. The CD also includes support for older notebooks such as Contura and LTE. Software for post-2Q 1998 products is located on the CD. Software for portable products announced prior to 2Q 1998 is available on the CD via links to the Compaq Web site. Customers wanting support for these platforms must have access to a web browser. Most information can also be obtained free on Compaq's Web site at [www.compaq.com](http://www.compaq.com).

Customers can order either the annual subscription or the single issue of the CD by

1. Placing an order through the normal sales channel just like ordering other Compaq products.
2. Placing an order with Compaq directly with a credit card or by faxing in the order form.

Country	By Phone	By Fax
United States	800-952-7689	Attn: CD Subscriptions 801-431-3660
Canada	800-952-7689	Attn: CD Subscriptions 800-665-1700
Australia	1 800 671 904	Attn: Subscriptions 61 (0) 39431 0535
Melbourne	03 9431 2975	Attn: Subscriptions 61 (0) 39431 0535
New Zealand	0800 444 071	Attn: Subscriptions 61 (0) 39431 0535
France	0800-906177	N/A
Germany	0130-811081	N/A
Italy	1678-59030	N/A
Netherlands	055 5384339	N/A
Spain	900-993103	N/A
Switzerland	155-6206	N/A
United Kingdom	0800-894376	N/A
other countries	+ 31 55 5384339 prefix this number with your international telephone dialing code	N/A

## Armada QuickRestore

Beginning in 2Q98, newly announced Armada products have shipped with a software recovery solution. The solution for 1998 products (Armada 1500, 1700, 3500, 6500, 7400, and 7800) consists of a *QuickRestore CD* that allows customers to return to their factory-installed image by reformatting their hard drives and reinstalling the entire original preinstalled image. New Armada products announcing in 1999 (Armada 1500c, 1750, 7400, and 7800) contain a QuickRestore kit that includes a *System Recovery CD* and an *Application Recovery CD*. The *System Recovery CD* allows customers running Microsoft Windows 95 or Microsoft Windows 98 to return to their factory-installed image with or without reformatting their hard drives. Microsoft Windows NT 4.0 users and users who do not already have a formatted and partitioned hard drive only have the option to recover by reformatting the hard drive. The *Application Recovery CD* allows customers to selectively install individual drivers, utilities, or applications that were contained in the original

preinstalled image. Future portables announcing in 1999 will contain this QuickRestore kit containing the *System Recovery CD* and *Application Recovery CD*.

## Armada Software CD

The *Armada Software CD* is available to Armada 1100, 1500, 4100, 4200, 7300, 7400, and LTE 5000 customers only. The CD is product specific and contains the software that was originally preinstalled on the portable, excluding the operating system. This CD is available in North America by contacting Compaq Technical Support at 1-800-OK-Compaq. Customers outside of North America should call their local Compaq Technical Support number. It is important to note that this CD only contains the original factory-installed software. Any new release for software for one of the above mentioned products is available via the Compaq Web site or via the *Compaq Support Software CD*. The *Armada Software CD* is not available for products announced after 2Q98; it was replaced by the QuickRestore solutions that ship with each of those products.

## Alternative Software Delivery Comparison

Alternative Software Delivery Comparison Chart

	Compaq Web Site	Compaq Support Software CD	Compaq Armada QuickRestore CD	Compaq Armada QuickRestore Kit	Armada Software CD
Includes the operating system	No	No	Yes	Yes	No
Contains preinstalled Compaq software	Yes	Yes	Yes	Yes	Yes
Contains updates to the preinstalled software	Yes	Yes	No	No	No
Allows individual installation of software	Yes	Yes	No	Yes	Yes
Family/model specific	No	No	Yes	Yes	Yes
Ships with the portable	No	No	Yes	Yes	No
Can be ordered	No	Yes	No	No	Yes
Has cost to customer	No	Yes	No	No	No

**Alternative Delivery Mechanism by Platform Chart**

	<b>Compaq Web Site</b>	<b>Compaq Support Software CD</b>	<b>Compaq Armada QuickRestore CD</b>	<b>Compaq Armada QuickRestore Kit</b>	<b>Armada Software CD</b>
Contura	Yes	Yes <sup>*</sup>	No	No	No
LTE Elite, Lite	Yes	Yes <sup>*</sup>	No	No	No
LTE 5000	Yes	Yes <sup>*</sup>	No	No	No
Armada 1100	Yes	Yes <sup>*</sup>	No	No	Yes
Armada 1500	Yes	Yes <sup>*</sup>	Yes <sup>†</sup>	No	Yes
Armada 1500c	Yes	Yes	No	Yes	No
Armada 1700	Yes	Yes	Yes	No	No
Armada 1750	Yes	Yes	No	Yes	No
Armada 3500	Yes	Yes	Yes	No	No
Armada 4100	Yes	Yes <sup>*</sup>	No	No	Yes
Armada 4200	Yes	Yes <sup>*</sup>	Yes <sup>†</sup>	No	Yes
Armada 6500	Yes	Yes	Yes	No	No
Armada 7300	Yes	Yes <sup>*</sup>	No	No	Yes
Armada 7400	Yes	Yes	Yes <sup>§</sup>	Yes <sup>§</sup>	No
Armada 7700	Yes	Yes <sup>*</sup>	No	No	Yes
Armada 7800	Yes	Yes	Yes <sup>§</sup>	Yes <sup>§</sup>	No

<sup>\*</sup>This model is supported on the *Support Software CD*; however, the actual software is available on the CD via a link to the Compaq Web site. Customers must have a Web browser to access the software.

<sup>†</sup> Only select 1500 models released in 1998 shipped with a *QuickRestore CD*.

<sup>‡</sup> Only select US SKUs shipped with a *QuickRestore CD*.

<sup>§</sup> Only the 7400 and 7800 models released in January 1999 (processor speed over 300) ship with the QuickRestore Kit. Armada 7400 and 7800 models released in 1998 (processor speeds up to 300) ship with the *QuickRestore CD*.