

**Report on a Community in Chaos:
(continued from page 2)**

Lancaster disagrees that those who choose to remain on the e3000 are homesteaders. "They're not alone," he says. Instead, he wants to recreate as much of the e3000 community experience as possible, and that sense of community, he says, is the real fuel behind Resource 3000's burning desire to support those who remain on the system. "Many people with whom I've worked over the years have dedicated their careers to the e3000 system," Lancaster continued. "For some, it's all they know. Homesteading implies that e3000 customers are left to fend for themselves, and with all this incredible talent available, I don't believe it has to be that way."

Lancaster contacted his old friends to propose joining forces and create Resource 3000. He claims that, "Once we really get the Resource 3000 consortium rolling, I believe we'll see an influx of other long-time e3000 consultants and third parties wanting to

join. Who wants to be out in the cold alone when they can share in the camaraderie and support of a community of like-minded people?"

The Business side of creating community

HP has left a big hole by announcing they'd stop supporting the system after 2006, and Lancaster feels a consortium can fill that hole better than anyone. "We'll work with anyone, anywhere, who has a desire to nurture this community for as long as necessary," Lancaster insists. "We're going to rebuild this community and keep it viable for as long as customers want to keep using their systems. We're not really homesteaders. We're a community."

Finally, Lancaster offered this to e3000 users worldwide: "I want to offer a personal invitation to everyone to join us in creating a new community of e3000 users. This invitation applies to customers and vendors alike. We are in a position to create our own future - together."

Odds and Ends, Tips and Solutions

Each month, we'll hand you one or more tips and solutions from support calls we receive.

Visit our web site to see this month's tips and solutions at www.resource3000.com.

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You're the EXPERT!

Welcome to "You Are The Expert!" Each month we will pose a technical question. We invite you to send in your answer to the question. Those who provide the correct answer will be included in a drawing for a "memorable prize" to be determined each month. This is your chance to demonstrate your expertise! The winner may, at his or her discretion, have a short profile included in the next newsletter.

This month's question:

What procedure would you use to install and fully enable a new network printer without having to reboot your e3000?

Good luck. We hope you can show us that you are the expert and win our "Memorable prize".

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Who is Resource 3000?

Resource 3000 is a consortium of four companies with combined experience on the e3000 system of well over 500 years. We came together specifically to offer e3000 customers a total experience on the e3000. We made total HP e3000 support a consciously created venture, combining the best of all worlds e3000. We're committed to the e3000 for the long term. We are (with more joining us soon):

Allegro Consultants, Inc. - The "Everything 3000" people

Ideal Computer Services - Your guarantee of healthy hardware

ORBIT - Guardians of your data

Lund Performance Solutions - Where Performance is everything

Resource 3000—Our guiding principle: We are champions of the e3000 experience.

**Report on a Community in Chaos:
Keeping the HP e3000 Alive
An Interview with Bill Lancaster**

In 2001, two events rocked the HP e3000 community. First, at the e3000 Solutions Symposium in February, HP unveiled its five-year plan for the growth of the venerable e3000 system. Nine short months later, HP announced it would end the sales and support of the HP3000 product line. Many wondered what had gotten into HP. Most felt betrayed.

Bill Lancaster, spokesman for the newly formed consortium Resource 3000 heard the rumblings from afar. Shortly after HP's November 2001 announcement, Lancaster - a 20-plus year veteran of the HP 3000 - left the community he'd done so much to build and support. He thought that HP had abandoned not just a product line, but an important community of dedicated customers. He took HP's announcement as an invitation to look outside HP and the e3000 for business opportunities. For the next three years, he successfully indulged in several newer technologies, leaving the e3000 behind for "professional reasons."

Despite his successes elsewhere, this past May Lancaster accepted an invitation from the partners at Lund Performance Solutions to reenter the HP e3000 community. "They wanted me to help them take the company back to its roots," he said. "What was missing for them was the loyalty and camaraderie they'd had with their e3000 customers. The timing was perfect. I was at a point in my life where community meant more to me than money or technology. I didn't realize how disjointed the e3000 community had become." (continued, pg.2)

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Reliability and stability take a back seat to open systems

Asked about his return to the e3000 after three years working with other technologies, Lancaster said, "It's not that it's an old technology, as much as it is a proprietary technology. MPE is an amazing piece of work, and its reliability has been both its biggest draw and its biggest drawback."

Lancaster listened to HP say that without their guiding hands after 2006, e3000 users would be in big trouble. "Seeing this really got me riled. There's such a strong community of support available for the 3000 that I knew we could do something to counteract HP's message of doom." But, a contented community is a quiet community. Lancaster described the bond he'd always felt with others in the e3000 community. It was for years HP's only commercial general-purpose business computer.

The rapid growth of HP-UX, Linux, and now Intel servers forced the e3000 into the shadows both inside and outside HP. "I think I saw it coming in the late 90's," says Lancaster. He spent three years negotiating with the old guard of the e3000 community to put together the very successful HP e3000 Solutions Symposium in early 2001. "As difficult as it was to persuade people that the symposium was a good idea, HP's announcement just months later shouldn't have been a surprise."

Coming back home... or "Homesteading"?

Many e3000 customers felt betrayed and let down by HP, especially on the heels of making a five-year commitment to the e3000. It was during this initial time of confusion that the term "Homesteading" was used to describe those who choose to remain on the e3000. The term "homesteading" today often refers to those who prefer to do for themselves what had been commonly provided by the government or other large organizations. It is a term that depicts independence and self-sufficiency. (Story continued on page 4)

Creating A More Reliable System

Many users have already been experiencing diminished hardware support from HP. You can help yourself be less susceptible to hardware failures, and therefore less reliant on HP's hardware support. In this, and future issues, we'll show you how. This issue: **Hot-Swappable Disk Drives**.

The key to minimizing the impact from CE's with minimal knowledge the e3000 is to reduce the complexity of swapping out bad disk drives. The easiest way to do this is to replace your non-hot swappable disk drives with hot swappable disk drives in a RAID environment. RAID is short for "Redundant Array of Independent (or Inexpensive) Disks". These drives are typically "hot swappable", which means you can swap out a bad disk on the fly, easily and without a lot of background in computer hardware. With the proliferation of inexpensive hot swappable RAID Arrays now available in the used market place, this is a very cost-effective solution.

The major benefits to you are:

- You can swap out the bad drive yourself
- No need to place a service call and risk an inexperienced CE
- Swapping is immediate, limiting your down time
- Your service contract will provide a new disk drive

Remarketed disk arrays are readily available at a good price. Two we recommend are the A3549A Model 20 SP620 Deskside Array and A3550A Model 20 SP620 Rackmount Array. Known also as the "Nike" arrays, they are readily available and support both RAID 1 (mirroring) and RAID 5 (data striping).

Another excellent array is the SureStore Model E Disk Array 12H, also known as the Model 12H Autoraid Array. It is supported on MPE as both a boot device and a user volume.

(The full article, available on our web site, explains how to purchase, install and configure these two models of RAID arrays – www.resource3000.com)

Time Is NOT Running Out On Your HP e3000!

In a recent Interex article (*e3000: Time's Running Out As HP's End of Support Date for the MPE Platform Nears, Migration Rate Increases*, Oct. 14, 2004), HP's Dave Wilde is quoted as saying, "We have been very clear in all our presentations that customers begin their planning, because there is lead time... The earlier you start, the more runway you have and the less you wind up with time-limited issues."

HP's big push to help e3000 customers migrate to other platforms is predicated on the belief that once HP's support ends on December 31, 2006, e3000 customers will have a difficult time maintaining their systems.

Your business dictates when you migrate

What's really happening with the e3000? Jerry Mills of Ideal Computer Services, and Resource 3000 believes that there is still plenty of time to migrate. "We've been in the e3000 market for 21 years, and we know we can keep customer's e3000 systems running well past HP's 2006 deadline." Mills reports that many parts are readily available, and have been available for some time.

There is still the question of who's going to support customers

when HP is out of the picture. "Many options remain," comments Steve Cooper of Allegro Consulting, and another partner in the Resource 3000 consortium. "The reason we've formed this alliance with other e3000 specialists is to ensure quality support and consulting services exist for as long as e3000 customers exist." He adds, "We feel we've got the most highly-qualified group to take over when – and even before – HP leaves."

Doug Felder, Resource 3000 partner and president of ORBIT software, agrees. "Just in our company alone we've got about 150 years experience on the 3000. And, I believe we've got the best system support tools available on the e3000. There's not much we can't provide." with most of HP's support calls coming from their own, non-MPE savvy engineers, Bill Lancaster believes that, "e3000 customers won't just see a transition in the level of support they receive – they'll see an improvement."

"We're not alone in this view," adds Cooper. He, Felder, Mills, Lancaster, and others at Resource 3000 see what they're doing as just the beginning. "There's strength in numbers," Lancaster emphasizes. "We believe that our approach really does give e3000 customers a viable option to migrating before they're ready." Perhaps the sky really isn't falling.

The HP Never Hangs...Or Does It?

The e3000 is well known for its reliability and sturdy nature. On the very rare occasion when it hangs, here's a handy checklist you can use to ensure problem resolution.

1. Does anything work? See if you can get a response on the system console or if any users can log on.
2. Check the system "speedometer." At the hardware console, press control-B. There should be a pair of hex numbers alternating between FFFF and F#FF (e.g., F7FF). This shows system activity. (If one of the numbers is DEAD, then your system aborted)
3. Is there disk or tape activity? (lights are flashing)
4. Log the last few console messages and any jobs or programs running before the system hung.
5. Perform a memory dump, which saves the contents of memory and other information to tape:

At the console, press control-B, then TC, then press <return>. Do not enter RS – this will restart the system!

Boot from primary path? enter: Y

Interact with IPL? enter: Y

Put a write-enabled tape into the tape drive and at the ISL prompt, enter: DUMP

Enter a one line description of the dump, and press <return>. The dump will take between five minutes and two hours, depending on your system's memory capacity and the amount of activity on the system before it hung.

Upon completion of the memory dump, eject and write-protect the tape and label it appropriately. You may now restart the system as normal.