

Before Calling For Help

Before calling for technical assistance, perform the following procedures:

1. Perform the standard troubleshooting procedures given in the appropriate Compaq Maintenance and Service Guide.
2. Run the INSPECT program found in the latest version of Compaq DIAGNOSTICS from the hard drive (if possible) and obtain a hard copy of the system and operating environment information that this program provides.
3. Have a hard copy of the EISA Configuration Resource Map (if applicable).
4. Have the following information available:
 - Compaq product, model, and serial number
 - Hardware configuration
 - Add-on boards
 - Printer attached
 - Monitor
 - Third-party hardware/software
 - Complete product name
 - Complete company name
 - Product version
 - Conditions under which the problem occurred
 - Hard copy of data (if applicable)

When calling for assistance with a connected environment issue, please have the following additional information:

For NetWare:

- Installed versions (NetWare, IPX, NETx)
- Network Interface Controller settings and revisions
- Printouts of *AUTOEXEC.NCF*, *STARTUP NCF*, and the *SYSTEM* directory

For SCO UNIX:

- Installed system software versions (TCP/IP, VP/1x, etc.)
- Process status at time of failure (if possible)
- Printouts of:

<i>HWCONFIG</i>	<i>ETC/CONF/CF.D/SDEVICE</i>
<i>SWCONFIG</i>	<i>ETC/INITTAB</i>
	<i>ET/CONF/CF.D/STUNE</i>

For Banyan VINES:

- Operating system versions, revisions, and installed patches
- Banyan's list of installed boards (SW settings = HW settings)
- Number of servers on network

For Microsoft LAN Manager and OS/2:

- Operating system version and printouts of:
LANMAN.INI *STARTUP.CMD*
PROTOCOL.INI *PSTAT*
SETUP.INI *SYSLEVEL*
CONFIG.SYS

**For IBM OS/2 1.3, IBM OS/2 2.X, IBM LAN Server 2.0
and IBM LAN Server 3.0**

Required Information:

- A current copy of the following files:
CONFIG.SYS
STARTUP.CMD
IBMLAN.INI
PROTOCOL.INI
SYSLEVEL information **in detail**
A directory listing of C:\ and C:\OS2
- If Compaq drivers are installed:
version of the SSD used
list of drivers from the SSD
- The drive subsystem & file system information:
number of EISA volumes
number of partitions, logical drives and their sizes
file system on each logical drive.
- LAN Server details:
LAN Server version,
whether basic or advanced
ALL services running at the time the problem occurs
- A list of all 3rd party HW and SW installed and the
versions if possible.

**For Microsoft OS/2 1.3 & Microsoft LAN Manager 2.1
or later**

- A current copy of the following files:
CONFIG.SYS
STARTUP.CMD
LANMAN.INI
PROTOCOL.INI
SYSLEVEL information **in detail**
a directory listing of C:\ and C:\OS2
- If Compaq drivers are installed:
version of the SSD used
list of drivers from the SSD
- The drive subsystem & file system information:
number of EISA volumes
number of partitions, logical drives and their sizes
file system on each logical drive.
- A list of all 3rd party HW and SW installed and the
versions if possible.

For Microsoft Windows NT and Windows NTAS

- A current copy of the following files:
 - WINMSD
 - BOOT.INI
 - Copy of the NT Event Log
- If Compaq drivers are installed:
 - version of the SSD used
 - list of drivers from the SSD
- The drive subsystem & file system information:
 - number of EISA volumes
 - number of partitions, logical drives and their sizes
 - file system on each logical drive.
- A list of all 3rd party HW and SW installed and the versions if possible.
- A DETAILED description of the error and any associated error messages.

If any of the above involves SQL Server, either for OS/2 or for NT, then the following additional information is needed:

General information:

A description of the database layout, database activity prior to the problem, description of how to reproduce the problem (if available), stored procedures used and their function and all available information used to troubleshoot the problem to this point.

SQL Server version

Master Database Configuration information

SQL Server Configuration parameters

SQL Server Device configuration

Default Network, DB-LIBRARY and NET-LIBRARY information

Registry Information for SQL Server

SQL Server error log

NT event log