HP NonStop™
Release Model

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Agenda

- Release Model Intentions and Implications
- Product Versioning and Terminology
- SPR Properties and Delivery Types
HP NonStop™ Release Model

TRM2000 Intentions

The TRM2000 Release model’s intention is to improve and simplify the NonStop customer experience by:

- Reducing the number of Software entities being delivered while maintaining or improving service levels

- Versioning software products clearly and consistently to indicate level of change introduced in each revision we release

- Improving understanding of the purpose and intention of product changes when they are delivered
Software product revisions are normally delivered as part of a scheduled release vehicle

- insures that individual products have been tested together
- makes update effort at customer site simpler
- reduces effort to manage dependencies at the customer site

Separate delivery of individual product and product component updates is intended to be done only

- infrequently
- as an exception
HP NonStop™ Release Model
Product Versioning
and Terminology
HP NonStop™ Release Model

Definitions

For NonStop Platforms, we deliver our software in system bundles known as:

**Release Version Updates (RVUs)**

For Independent products, we deliver software in product level bundles known as:

**Independent Product Version Updates (IPVUs)**

These bundles contain products at the T-number level and updates to those products are referred to as:

**Software Product Revisions (SPRs)**

SPRs may also be delivered as an exception in between scheduled RVUs or IPVUs.
Software Release naming
Initial and Successive Release Version Updates

Xnn.nn.nn
G06.28.01

nn = RVUR – a revision of the update. Used in rare cases when a software problem is discovered after FCS, that is serious enough that HP will no longer ship the prior version. This modifier allows identification of the exact RVU being run.

nn = A new update of the version. Provides backward compatible enhancements and fixes for software problems.

nn = The version assigned to the bundle of software. This is updated when significant change has occurred in subsystems and the software may no longer be compatible with old formats.

Changes indicate that the Software Release components have had significant change at lowest level and may not support older hardware.

G = S-series MIPS based Release Series
H = Integrity NonStop – Itanium based Release Series
Software Product Revision naming  
Initial and Successive Product Version Updates

Xnnnn Vnn  XXX  
T9050 G21  ADC  

XXX = The number assigned to a software product to identify it during its life. In this case “9050” is the number associated with the NonStop Kernel.

T = Used only for products whose files we deliver to customers in a DSV.

S = Used for shared code products whose files we never deliver directly to customers.

Vnn = A new Version of T9050 that introduces significant changes in the product’s functionality. A new version is always assigned when introducing changes that are NOT backward compatible. The initial instance of a new version is called an initial product version update, and is identified only by its product number and version, with no revision suffix; e.g., just T9050 G21.

XXX = a revision of the G21 version. Instances of a product version released after the initial PV update are called successive product version updates, and are identified by the product number, version, and revision; e.g., T9050 G21 ADC.

The term software product revision (SPR) means either an initial PVU (T9050 G21) or a successive PVU (T9050 G21 ADC). Both are SPRs.
Software Product Revision naming
Initial and Successive Product Version Updates

Currently, an **initial** product version update is always delivered as part of an RVU or an IP version update and is always delivered on a SUT or a CD.

A **successive** product version update is normally delivered on a SUT as part of a release version update, or on a CD as part of an IP version update.

- As an exception, an SPR may be delivered individually to respond more immediately to customer and business needs.
- Successive product version updates are usually also made available through Scout after an RVU is delivered.
HP NonStop™ Release Model
SPR Properties and Delivery Types
SPR Properties

Indicate how and why we are delivering an SPR

Three properties are associated with SPRs and are important when an SPR is not released and distributed as part of an RVU or IPVU:

**Access**: Who can receive an SPR

**Notification**: How we notify customers of an SPR’s release

**Delivery**: The primary reason we are delivering an SPR

The standard delivery property for an SPR is PPM (Planned Product Maintenance) and indicates that the SPR was delivered as part of a planned RVU or IPVU.
SPR Access Properties

SPRs have a property that indicates who may access it

- **Unrestricted**
  - Indicates the SPR is available to all customers by download through the Scout website.
  - SPRs participating in RVUs or IPVUs as Planned Product Maintenance are Unrestricted by default.

- **Restricted**
  - Indicates the SPR is visible in Scout, but can only be made available to the customer with explicit permission from the Dev team.
  - Access is provided by tape or special download upon approval.
SPR Notification Properties

SPRs have a property that indicates how we notify customers of the release of an SPR.

**Notification in Scout**
We notify the requesting customer of the SPR’s availability. Other customers who may be interested in the SPR are notified by its presence in Scout. Scout provides reports to help customers find out about the SPRs of interest to them.

**ExpressNotice Messaging**
All customers who’ve signed up to receive notices will receive an email announcing when we release a critical SPR and recommending what action they take regarding it.
SPR Delivery Properties

Each SPR has a property that indicates our primary reason for releasing it to customers.

→ The default Delivery property for all SPRs is “PPM”

Delivery Property Default:

| PPM | Planned Product Maintenance – most common method of SPR delivery as a participant in an RVU or IPVU. |

When an SPR is delivered outside of an RVU or IPVU, the Delivery property also indicates to customers the primary reason the SPR was released.
SPR Delivery Properties

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TCF</td>
<td><strong>Time Critical Fix</strong> – delivery to introduce a fix required (by either NED or a customer) before the next scheduled RVU or IPVU, or a fix usable only with a prior RVU / IPVU. Exception event.</td>
</tr>
<tr>
<td>EPD</td>
<td><strong>Early Product Delivery</strong> – delivery to introduce new function prior to next scheduled RVU or IPVU to meet customer or revenue commitment. Exception event.</td>
</tr>
<tr>
<td>TCD</td>
<td><strong>Temporary Code Delivery</strong> – temporary delivery of bug catcher or trial fix to a customer. Rare exception event.</td>
</tr>
<tr>
<td>PPM</td>
<td><strong>Planned Product Maintenance for Prior RVU</strong> – delivery of bug fixes/minor enhancements to customers usable only with a prior RVU that is still supported. Another rare exception event.</td>
</tr>
</tbody>
</table>
SPR Delivery Properties can change

We can change an SPR’s Delivery designation

Example #1  **TCF → PPM**
We initially release T1234 G11 ABC for **TCF Delivery** before the next RVU (G06.57)
T1234 G11 ABC is also a participant in G06.57.
When G06.57 reaches FCS, T1234 G11 ABC changes from **TCF** to **PPM** as part of the RVU.

Example #2  **EPD → PPM**
We release T5678 G12 ABD for **Early Product Delivery** before the next RVU (G06.58) to provide support for a new disk drive.
When G06.58 reaches FCS, T5678 G12 ABD changes from **EPD** to **PPM** as part of the RVU.

An SPR itself is not “a TCF” or “a EPD”
Its delivery property might be “TCF” or “EPD”
The standard form of SPR Delivery

SPRs are bundled together for integrated testing to provide a high quality RVU or IPVU

- May contain fixes for problems reported by customers
- May contain enhancements requested by customers
- Always have “unrestricted” access and are available through SCOUT as individual SPRs for download
- May contain enhancements to allow new revenue to be charged based on new products or features (sometimes in support of hardware)
PPM for a prior RVU

The latest RVU is where PPM SPRs are bundled for delivery to provide maintenance support to customers.

In rare cases, business reasons may require that we ship a “planned” SPR as PPM against a prior RVU.

An example of this might be when we introduce changes in a new version of a product in more recent RVUs that make it incompatible with versions released in prior RVUs. In those cases, we may continue to provide some minor enhancements and planned fixes to customers running for the older version of that product. This is usually in cases where:

- The affected customer base is very large.
- The effort to migrate to the later version of the product is complex and the customer needs time to plan and execute their transition.
TCF Delivery Property

Time Critical Fix Intention

TCF Delivery allows HP to provide fixes to problems
- Before the next scheduled RVU or IPVU
- Or to provide a fix usable with a prior RVU or IPVU

Reactive: respond to a specific request by a particular customer

Proactive: introduce a fix for a fault HP concludes is unusually serious:
- many customers have reported it
- very damaging consequences
- either or both of the above

SPRs for TCF Delivery are released immediately for customer use. The decision to release an SPR for TCF Delivery is made by HP Management.
EPD Delivery Property
Early Product Delivery

EPD designation allows HP to deliver significant new function early (prior to the next RVU) when:

- An official customer commitment exists (or)
- Key NonStop revenue may be attained

In both of these cases, the SPR(s) introducing the new function must:

- be Certified for Customer Use (CCU)
- have all dependencies related to the SPR(s) available and
- participate in the next RVU

SPRs released as EPD do not get announced in Express-Notice and default to Restricted Access.
TCD – Temporary Code Delivery

The TCD Delivery designation allows us to deliver bug catchers or to test trial fixes in a customer’s environment.

It may be used for these types of unusual situations:

• **Bug catcher**
  - A customer is experiencing a serious problem but we do not have enough data to diagnose the cause. We provide a code change to the customer to run temporarily to capture diagnostic data the next time the problem occurs.

• **Test a fix for a fault we can’t reproduce**
  - A customer is experiencing a serious problem that we think we’ve fixed. However, we cannot reproduce the fault to confirm the fix works and we provide them a code change to try temporarily in their environment.

• **Customer requests to test SPR in conjunction with HP**
  - A customer is anxious to try the fix and they request to receive it before QA is complete in order to test in parallel with the Development team.
An SPR with “TCD” Delivery is:

- Provided only to the specific customer impacted based on an agreement between the customer and HP as to how it will be used.

--- For bug catchers, the SPR is always withdrawn from the customer’s use after the data has been gathered for analysis.

-- For trial fix testing, the SPR is either certified for customer use for a subsequent TCF Delivery if warranted or else withdrawn from the customer’s use.

-- SPRs with TCD delivery attributes are delivered directly to the customer through the GCSC.

-- SPRs with TCD delivery are not announced through ExpressNotice and do not appear in Scout unless they are certified for customer use and later released for TCF or PPM Delivery.

-- Customers who agree to use an SPR with TCD delivery need to be prepared to receive and install more than one iteration of the SPR in the event it needs to be changed to solve the problem.
Questions?
HP Nonstop Release Life
Support Definitions

Active:
All customer reported defects are analyzed. Repair action taken as appropriate.

Mature:
All customer reported defects are analyzed. Repair action taken as appropriate for defects categorized as Critical.

Limited:
All customer reported defects are analyzed. Support actions are limited to:
- existing fixes provided
- workarounds to known problems provided
- responses to setup, usage and configuration questions

Obsolete:
The product has reached the end of its service life. No support services are provided. For SUT based products at least 12 months notification is provided. For Independent products a minimum of six months notice given when a successor product is provided. For RVU maintenance level, the Obsolete status is equivalent to EOSL for hardware.
A Word from our Sponsors
ITUG / RUG Upcoming Events

• ITUG Europe 2006
  15-17 May 2006
  Amsterdam RAI International Exhibition & Congress Centre
  Amsterdam, The Netherlands

• Online registration is now available. Register by 10 February to save 300 Euro off the onsite registration fee!
  − https://www.itug.org/secure/forms/euro/2006/
ITUG / RUG Upcoming Events

- ITUG Summit 2006
  15-18 October 2006
  San Jose, California USA

- Register online for ITUG Summit 2006 today and save!
ITUG / RUG Upcoming Events

- **South Africa Tandem Users Group (SATUG)**
  - 21-22 February with a free training day on 23 February.
  - Emerald Safari Resort and Casino in Vanderbijlpark, South Africa
  - 2 days of training sessions and vendor presentations

- **US Midwest RUG Road show**
  - Three RUGS will be a part of the US Midwest Roadshow.
    - Updates from the 2005 ITUG Summit, vendor presentations and an HP strategy update from Tom Moylan
    - MITUG (Michigan NonStop Users Group) meeting will be held on 24 January in Livonia, Michigan.
      - [http://www.itug.org/regions/mitug.cfm](http://www.itug.org/regions/mitug.cfm)
    - MRTUG (Midwest Region NonStop Users Group) on 6-7 April in Schaumburg, Illinois
      - [http://www.itug.org/regions/mrtug.cfm](http://www.itug.org/regions/mrtug.cfm)
    - OTUG (Ohio NonStop Users Group) meets 26 January in Columbus, Ohio
      - [http://www.itug.org/regions/otug.cfm](http://www.itug.org/regions/otug.cfm)
ITUG / RUG Upcoming Events

- BITUG: The British Isle NonStop Users Group will host a Disaster Recovery and Continuity SIG meeting in London on 25 January.

- RUG & SIG Calendar: For a complete look at the calendar of meetings and events, please visit the SIG & RUG Calendar Web site

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