

**HP 3000 Computer Systems**



# **MICRO 3000/MICRO 3000XE**

**System Support Log**



**HEWLETT  
PACKARD**

8010 FOOTHILLS BLVD., ROSEVILLE, CA 95678

Part No. 30474-90009  
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*"This product has been tested and licensed by the Fernmeldetechnisches Zentralamt (FTZ) for use in West Germany. Included with the system is a registration postcard to be completed and mailed for all German installations."*

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# PRINTING HISTORY

New editions are complete revisions of the manual. Update packages, which are issued between editions, contain additional and replacement pages to be merged into the manual by the customer. The dates on the title page change only when a new edition or a new update is published. No information is incorporated into a reprinting unless it appears as a prior update; the edition does not change when an update is incorporated.

First Edition . . . . . Oct 1986

# LIST OF EFFECTIVE PAGES

The List of Effective Pages gives the date of the most recent version of each page in the manual. To verify that your manual contains the most current information, check the dates printed at the bottom of each page with those listed below. The date on the bottom of each page reflects the edition or subsequent update in which that page was printed.

Effective Pages	Date
all . . . . .	Oct 1986

**THIS SYSTEM SUPPORT LOG IS USED FOR  
THE FOLLOWING COMPUTER SYSTEM:**

**Model Number** \_\_\_\_\_

**Serial Number** \_\_\_\_\_

This binder contains the necessary forms to record the complete history of the MICRO 3000 or MICRO 3000XE computer system. It is important to maintain these records. This binder is divided into sections described below:

1. The Installation Record section contains documents that define the parts and configuration of the entire system at the time it was shipped and installed.
2. The Available Services section provides a page for filing the business cards of local HP representatives. Instructions for placing a hardware service call are included. This section can be expanded to include any documents containing information about Hewlett-Packard field support capabilities.
3. The Preventive Maintenance section provides a convenient means to schedule and log preventive maintenance activities.
4. The Historical Records section contains System and Peripheral History Logs. These forms enable the computer system operator to communicate important information in writing to the Customer Engineer (CE). This section should provide a quick overview of the system's performance and service history.
5. A record of hardware and software revisions to the system is kept in the Change Records section. The hardware record is created and maintained by the customer and the CE. The Systems Engineer (SE) will create and maintain software records.
6. As remedial maintenance is performed on the system, copies of the Customer Service Orders are filed in the Customer Service Orders section. These forms are also known as Repair Orders (RO).
7. The Current System I/O Configuration section provides a location for the CE to keep a record of on-site configuration changes. System expansions and alterations should be recorded in this section.
8. A copy of the Current Customer Support Service Agreement is filed in the Current Customer Support Service Agreement section for both the customer's and CE's convenience.

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**For research and education purposes only.**



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# INSTALLATION RECORD

SECTION

1



## INTRODUCTION

File documents defining the parts and configuration of the entire system at the time it was shipped and installed in this section. These documents include packing lists, hardware configuration records, and a software record. A System Installation Report form is provided for the CE to complete.

File all packing lists in this section as you receive each shipment.

After system hardware is installed, use the MPE I/O Configuration Map to fill in the hardware configuration forms.

Keep a record of the software installed at the time of system installation.

File the green copy of the System Installation Report for future reference.

### NOTE

The Installation Record section is not intended to track hardware and software revisions made to the system after installation. The Change Records and Current System I/O Configuration sections serve that function.

## HARDWARE CONFIGURATION RECORDS

Make a permanent record of hardware included in this MICRO 3000 or MICRO 3000XE computer system by completing the forms this section provides. **THE FORMS ARE SEPARATED BY COMPUTER SYSTEM.**

## MICRO 3000

### Printed Circuit Assembly Locations

Use this form to make a permanent record of the physical location of each Printed Circuit Assembly (PCA) installed in the System Processor Unit (SPU) of the MICRO 3000 computer system.

CHAN 4	Processor (CPU/Memory/HP-IB)	PROC
CHAN 3		OPT I/O
CHAN 2		OPT I/O
CHAN 1	Advanced Terminal Processor	ATP

## Peripheral Interface Controller

Record information about the HP-IB devices connected to the Peripheral Interface Controller (PIC) PCA on the following form:

PERIPHERAL INTERFACE CONTROLLER (Channel # \_\_\_\_\_ )

Device Address	Product Number	Description	LDEV #	DRT #

## Advanced Terminal Processor

Record information about the RS-232C devices connected to the Advanced Terminal Processor on the following forms:

ADVANCED TERMINAL PROCESSOR (Channel # 1 )

Port/Unit #	Product #	Description	LDEV #	DRT #
0		console	20	8
1			21	8
2			22	8
3			23	8
4			24	8
5			25	8
6			26	8
7			27	8

ADVANCED TERMINAL PROCESSOR (Channel # \_\_\_\_\_ )

Port/Unit #	Product #	Description	LDEV #	DRT #

## Local Area Network Interface Controller

Record information about the devices connected to the Local Area Network Interface Controller (LANIC) on the following form:

**LOCAL AREA NETWORK INTERFACE CONTROLLER (Channel # \_\_\_\_\_)**

Unit #	LDEV #	DRT #	Product #	Description

# MICRO 3000XE

## Printed Circuit Assembly Locations

Use the following form to record the physical location of each Printed Circuit Assembly (PCA) installed in the System Processor Unit (SPU) and I/O Extender of the MICRO 3000XE.

Slot #		Channel #	
5	CPU	5	SPU
4		4	
3		3	
2		2	
1	Advanced Terminal Processor	1	
5		13	I/O Extender
4		12	
3		11	
2		10	
1		9	

## Peripheral Interface Controller

Record information about the HP-IB devices connected to the Peripheral Interface Controller (PIC) PCA(s) on the following forms:

**NOTE**

The MICRO 3000XE computer system supports one, two, or three PICs.  
Fill in the number of forms appropriate for your system.

**PERIPHERAL INTERFACE CONTROLLER (Slot # \_\_\_\_\_ )**

Device Address	Product Number	Description	LDEV #	DRT #



Installation Record

PERIPHERAL INTERFACE CONTROLLER (Slot # \_\_\_\_\_ )

Device Address	Product Number	Description	LDEV #	DRT #

PERIPHERAL INTERFACE CONTROLLER (Slot # \_\_\_\_\_ )

Device Address	Product Number	Description	LDEV #	DRT #

## Advanced Terminal Processor

Record information about the RS-232C devices connected to the Advanced Terminal Processor(s) on the following forms:

ADVANCED TERMINAL PROCESSOR (Slot # 1 )

Port/Unit #	Product #	Description	LDEV #	DRT #
0		console	20	8
1			21	8
2			22	8
3			23	8
4			24	8
5			25	8
6			26	8
7			27	8

ADVANCED TERMINAL PROCESSOR (Slot # \_\_\_\_\_ )

Port/Unit #	Product #	Description	LDEV #	DRT #

ADVANCED TERMINAL PROCESSOR (Slot # \_\_\_\_\_ )

Port/Unit #	Product #	Description	LDEV #	DRT #

ADVANCED TERMINAL PROCESSOR (Slot # \_\_\_\_\_ )

Port/Unit #	Product #	Description	LDEV #	DRT #

ADVANCED TERMINAL PROCESSOR (Slot # \_\_\_\_\_ )

Port/Unit #	Product #	Description	LDEV #	DRT #

ADVANCED TERMINAL PROCESSOR (Slot # \_\_\_\_\_ )

Port/Unit #	Product #	Description	LDEV #	DRT #

**ADVANCED TERMINAL PROCESSOR (Slot # \_\_\_\_\_ )**

Port/Unit #	Product #	Description	LDEV #	DRT #

**Local Area Network Interface Controller**

Record information about the devices connected to the Local Area Network Interface Controller (LANIC) on the following form:

**LOCAL AREA NETWORK INTERFACE CONTROLLER (Slot # \_\_\_\_\_ )**

Unit #	LDEV #	DRT #	Product #	Description

**SYSTEM INSTALLATION REPORT**

To better assist in insuring a quality product to our customer, we request that you complete this form and mail as soon as possible.

Sales Order No.:	Installed by:
System Model:	Tech No:
System Serial No.:	WARRANTY START DATE:
Field Office:	WARRANTY PERIOD:

Installation Record Any  NO Responses Should Be Explained in the Remarks

	YES	NO (REMARKS)
1. WAS SITE ADEQUATELY PREPARED? -----	<input type="checkbox"/>	<input type="checkbox"/>
2. DID SHIPMENT ARRIVE WITHOUT SHIPPING DAMAGE? -----	<input type="checkbox"/>	<input type="checkbox"/>
3. WAS SHIPMENT COMPLETE? -----	<input type="checkbox"/>	<input type="checkbox"/>
4. PHYSICAL APPEARANCE OK? -----	<input type="checkbox"/>	<input type="checkbox"/>
5. MECHANICAL CONDITION OK? -----	<input type="checkbox"/>	<input type="checkbox"/>
6. ARE MANUALS ADEQUATE? -----	<input type="checkbox"/>	<input type="checkbox"/>
7. HARDWARE OPERATE OK? -----	<input type="checkbox"/>	<input type="checkbox"/>
8. SOFTWARE OPERATE OK? -----	<input type="checkbox"/>	<input type="checkbox"/>
9. IS CUSTOMER SATISFIED? -----	<input type="checkbox"/>	<input type="checkbox"/>
10. INSTALLATION ADEQUATE TO START WARRANTY? -----	<input type="checkbox"/>	<input type="checkbox"/>
11. WAS COORDINATED DELIVERY WINDOW MET? -----	<input type="checkbox"/>	<input type="checkbox"/>

*(If "NO" indicate Product(s) not delivered in window)*

RATE HP OVERALL PERFORMANCE: HI           LOW

10    9    8    7    6    5    4    3    2    1

**REMARKS:** (PLEASE BE SPECIFIC, USE ADDITIONAL SHEETS IF NECESSARY)

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# AVAILABLE SERVICES

SECTION

2

## INTRODUCTION

This section provides a page to file the business cards of your current Hewlett-Packard representatives and to record service request telephone numbers. This section contains instructions for how to place a hardware service call. HP Service Request Forms for reporting software problems are included. Call Sheets are provided and must be completed prior to placing a Response Center call.



# HOW TO PLACE A HARDWARE SERVICE CALL

1. Call 772-5717. \* Give the following information to the service dispatcher:
  - A. Your Customer Support Service Agreement number
  - B. Your company name and address
  - C. Name and phone number of person to contact concerning the problem
  - D. Model and serial number of malfunctioning equipment
  - E. Description of the malfunctioning equipment's symptoms  
(including any error message numbers displayed on the screen or equipment)
  
2. The service representative will return your call. Be prepared to answer questions concerning the problem.
  - A. Is this an initial or reoccurring problem with the equipment?
  - B. In what situation did the error occur?
  - C. Is any non HP equipment used?
  - D. Was a memory dump taken?
  
3. If necessary, the service representative will come to your site to perform the repair at a prearranged time. Please have the equipment available for servicing.

Depending on the kind of malfunction, you may be asked to do a system backup before the service representative arrives on site.

\*YOUR CALL IN HOURS ARE FROM \_\_\_\_\_ TO \_\_\_\_\_. AFTER HOURS CALLS ARE SUBJECT TO AN EXTENDED COVERAGE CHARGE.



# CALL SHEET

## The Response Center Coordinator needs to know...

System Handle: \_\_\_\_\_

Company Name: \_\_\_\_\_

R.C. Caller Name: \_\_\_\_\_

Brief Problem Description: \_\_\_\_\_

## You need to note...

CALL ID Number: \_\_\_\_\_ Priority: \_\_\_\_\_

Call Placed - Date: \_\_\_\_\_  
Time: \_\_\_\_\_

priorities - 1=system down  
2=system failure, but system running  
3=time limited problem  
4=standard call

Call Back - Date: \_\_\_\_\_  
Time: \_\_\_\_\_ R.C. Engineer: \_\_\_\_\_

Call Closed - Date: \_\_\_\_\_  
Time: \_\_\_\_\_ SR Number: \_\_\_\_\_

## The Response Center Engineer needs to know...

O/S Version: \_\_\_\_\_ Application: \_\_\_\_\_

Application Module: \_\_\_\_\_

Application Version: \_\_\_\_\_

Error Messages (number and description): \_\_\_\_\_

Describe the final solution: \_\_\_\_\_

# HP service request form

SR # \_\_\_\_\_ (HP only)

Customer report no. \_\_\_\_\_

Date \_\_\_\_\_

Submitted by \_\_\_\_\_

Firm name \_\_\_\_\_

Division \_\_\_\_\_

Street \_\_\_\_\_

System Mgr. \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone no. (\_\_\_\_) \_\_\_\_\_ ext. \_\_\_\_\_

Specific location of system in plant \_\_\_\_\_

System model \_\_\_\_\_  
*(e.g., 3000/III)*

Operating System \_\_\_\_\_  
*(e.g., AMIGO A.01.01)*

System Serial No. \_\_\_\_\_

Product Name \_\_\_\_\_  
*(e.g., BASIC A.00.05) v uu ff*

**Problem description** (*include environment, symptoms, what you were trying to do, what went wrong and any other information that might be helpful.*)

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Supportive documentation included with report.

MEDIA	DESCRIPTION
_____	_____
_____	_____
_____	_____
_____	_____



## INTRODUCTION

This section includes preventive maintenance (PM) timetable worksheets, general customer preventive maintenance procedures, and general customer engineer (CE) preventive maintenance procedures.

The primary purpose of preventive maintenance is to keep unscheduled interruptions to a minimum. Following a sound PM program can help maintain a high level of computer system performance at minimum cost.

Customer preventive maintenance and customer engineer preventive maintenance are the two types of PM. PM consists of cleaning, lubricating, visually inspecting, replacing worn parts (for example, air filters), observing equipment operation, and running one pass of the selftest diagnostic. Only those adjustments known to require periodic attention should be checked.

## CUSTOMER PREVENTIVE MAINTENANCE

IT IS IMPORTANT THE CUSTOMER PERFORMS PREVENTIVE MAINTENANCE ON A REGULAR BASIS. The customer should complete a preventive maintenance timetable worksheet when the computer system is installed. When creating the maintenance schedule, take the environment into consideration. For example, if the environment is extremely dusty, the peripherals will require frequent cleaning.

Specific PM procedures and schedules are provided in the owner's or operator's manual that accompanies each computer peripheral.

### System Processor Unit (SPU)

The System Processor Unit (SPU) requires no PM.

### Terminals and Personal Computers

Clean terminals and personal computers and replace batteries on a regular basis. If battery replacement is necessary, procedures and information are found in the terminal or personal computer user's manual.

### Printers

It is especially important to keep printers clean.

## **Tape Drives**

Clean the tape path at a regular interval to remove oxide build-up.

## **Disc Drives**

There are no specific PM procedures for disc drives.

## **Plotters**

Clean on a regular basis.

# **CUSTOMER ENGINEER PREVENTIVE MAINTENANCE**

The computer system requires periodic PM by HP Customer Engineers. The CE should complete a preventive maintenance timetable worksheet after the computer system is installed. The CE determines if the conditions at a particular site affect the PM schedule and performs PM accordingly. Peripheral manuals provide specific procedures and maintenance schedules.

## **General Procedures**

General preventive maintenance procedures to perform on every PM visit are listed below. Use this list as a guide only. The CE manuals for each device describe specific PM procedures.

- Review and investigate any problems logged since the last PM visit.

- Check all lamps, indicators, switches, controls, fans, blowers, and air filters.

- Run the selftest diagnostics.

- Clean device exterior surfaces.

## **Reference Material**

For each device, refer to the training manual, installation manual, diagnostic manual(s), and Customer Engineer Handbook.





# HISTORICAL RECORDS

SECTION

4

## INTRODUCTION

File Historical Records in this section. Both the customer and HP's Customer Engineer (CE) complete the system history and peripheral logs. This section contains the Monthly Report of Hard System Failures and the Console Log which are additional forms used at HP's District Manager's option. The history logs allow the system user, the CE, and HP management to obtain vital operating information which is used to ensure the successful operation of the system.

## SERVICE CALL ENTRIES



Upon arriving at a customer site to answer a service call, the CE enters time of arrival, system symptoms, and any other pertinent information into the history log(s). The CE reviews the history logs and informs the customer of the plan of action.

Before leaving, the CE completes all paper work and calculates elapsed maintenance time according to the formulas below. The formulas apply only the customer's principal period of maintenance (PPM). For example, given contract coverage from 8 to 5 (8 hours), a call for service at 4:00 P.M., and maintenance completion by 11:00 A.M. the next day, there would be 4 hours of elapsed maintenance time.

The CE explains to the customer what was found, what corrective action was taken, and the current status of the system. If further action is required, the customer is told the estimated completion date. Any commitments are recorded in the System History Log and the CE's schedule.

## PREVENTIVE MAINTENANCE ENTRIES

When the CE performs preventive maintenance (PM) on a customer's system, the same procedure as with a service call is followed. In addition, the CE calculates System Performance (SP) and Contract-to-Date SP, and enters these values into the history log(s). A list of all items given PM is included. When all records are complete, the CE reviews with the customer all log entries made by the customer and CE since the previous PM.

### TO CALCULATE SYSTEM PERFORMANCE (SP):

1. Determine PPM (Principal Period of Maintenance) per month:

Hours of Coverage Per Day	Days of Coverage Per Week		
	5	6	7
8	173	208	242
16	346	416	485
24	520	624	728

Historical Records

$$2. \quad SP = \frac{PPM - \text{Downtime}}{PPM} \times 100$$

TO CALCULATE CONTRACT-TO-DATE SP:

$$\text{AVERAGE SP} = \frac{\text{No. prior periods} \times \text{prev. avg.} + \text{current avg.}}{\text{Total number of periods}}$$

EXAMPLE:

Assume monthly PM's for which records have been kept for 3 months on a 16-hour, 5-day week contract. Downtime is 16 hours in Month 1, 12 hours in Month 2, and 29 hours in Month 3.

$$\text{Month 1 SP} = \frac{346 - 16}{346} \times 100 = 95\%$$

$$\text{AVERAGE SP} = \frac{0 + 95}{1} = 95\%$$

$$\text{Month 2 SP} = \frac{346 - 29}{346} \times 100 = 95\%$$

$$\text{AVERAGE SP (at month 2)} = \frac{1 \times 95 + 97}{2} = 96\%$$

$$\text{Month 3 SP} = \frac{346 - 29}{346} \times 100 = 92\%$$

$$\text{AVERAGE SP (at month 3)} = \frac{2 \times 96 + 92}{3} = 95\%$$



## **EXCEPTIONAL PROBLEMS**

Difficult, recurrent, or unusual system problems are reported by the CE to the HP manager and salesman. In these cases, a plan of action is created and the customer kept informed of the plan's status.

## **OPTIONAL PERFORMANCE HISTORY LOG**

In addition to the mandatory System History Logs, this section contains the two logs that the District Manager may choose to use to provide a more detailed performance history. These logs, which are very useful for reliability engineering studies, are the Monthly Report of Hard System Failures and the Console Log.

The grid pattern of the Monthly Report of Hard System Failures allows fast identification of unusual performance trends, while the Console Log provides more detailed performance information. Examples of how both of these forms can be used are provided.

SYSTEM HISTORY LOG

TO BE COMPLETED BY USER

TO BE COMPLETED BY HP

Date of Entry	System Operator	HP Notified Date/Time	CE On Site Date/Time	Customer Service Order (RO) Number	Down Time	HP Customer Engineer
11/6/85				F8286-1		David Rosales
<p><b>Malfunction Description:</b></p> <p>Verify site &amp; equipment for Contract Coverage</p> <p>Physical installation Jan 15, 1985</p> <p>unit                      idev                      serial #</p>						
<p><b>Action Required and Comments:</b></p> <p>Inspected CPU Disc Drives</p> <p>rear clearance 2.5" 3/4 wall - Cigarettes on top of cpu cabinet</p> <p>Smoke free room has been tilted for computer room</p> <p>Interval to lower cabinet; Modern Work-7</p> <p>Large black smoky deposit at intake of disc drive fan area: Looks like toner dust</p> <p>DUS Tape in Rear Left of drawer vault. DUS 6:21:00</p>						
<p><b>Malfunction Description:</b></p> <p>unit                      idev                      serial # 11/21/85 Rosales</p>						
<p><b>Action Required and Comments:</b></p> <ol style="list-style-type: none"> <li>1. Bad receptacle - No ground! Must be corrected (personnel safety)</li> <li>2. Bad receptacle - Switched Line &amp; Neut - Must be corrected</li> <li>3. Foreign modem w/in CPU cabinet</li> <li>4. Soot. - PM system after contract starts</li> </ol> <p>Picked up Drandy monitor - will analyze</p>						









MONTHLY REPORT OF HARD SYSTEM FAILURES

For: \_\_\_\_\_ / \_\_\_\_\_  
 mo. / yr.

<u>Environment — Changes</u>		<u>Date</u>																															
MPE Version:		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Hardware Changes:																																	
Software Changes:																																	
PM Done:																																	
<u>System</u>	07:00																																
<u>Halts</u>	08:00																																
<u>Due To</u>	09:00																																
<u>Malfunctions/</u>	10:00																																
<u>Maintenance</u>	11:00																																
	12:00																																
	13:00																																
	14:00																																
	15:00																																
	16:00																																
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	20:00																																
	21:00																																
	22:00																																
	23:00																																
	24:00																																

Date





# CHANGE RECORDS

SECTION

5



## INTRODUCTION

This section consists of Product Record Sheets for documenting hardware and software product changes.

On the Hardware Product Record Sheet, record the history of each hardware product. These sheets reflect the beginning and continuing history of each product and will contain a complete configuration history. If a product installation causes a change in a system's I/O configuration, print a listing of the system's current configuration and file the listing in the the Current System I/O Configuration section.

On the Software Record Sheet, record the history of each software product. These sheets will contain a record of all installed changes (versions, updates, and fixes). The Systems Engineer (SE) may supply additional forms for documenting software product history.

Change Records





# CUSTOMER SERVICE ORDERS

SECTION

6

## INTRODUCTION



When remedial maintenance is performed on the system, file copies of the Customer Service Orders in this section.



# CURRENT SYSTEM I/O CONFIGURATION

SECTION

7

## INTRODUCTION

This section provides a location for the CE to keep a record of the on-site configuration changes. As the system expands or changes, print a listing of the system's current I/O configuration and file the document in this section.





# **CURRENT CUSTOMER SUPPORT SERVICE AGREEMENT**

**SECTION**

**8**

## **INTRODUCTION**

File a copy of the Current Customer Support Service Agreement in this section.



**READER COMMENT SHEET**

HP 3000 Computer Systems  
MICRO 3000/MICRO 3000XE

System Support Log

30474-90009

October 1986

We welcome your evaluation of this manual. It is one of several that serve as a reference source for HP 3000 Computer Systems. Your comments and suggestions help us to improve our publications and will be reviewed by appropriate technical personnel. HP may make any use of the submitted suggestions and comments without obligation.

Is this manual technically accurate?      Yes  No       (If no, explain under Comments, below.)

Are the concepts and wording easy to understand?      Yes  No       (If no, explain under Comments, below.)

Is the format of this manual convenient in size, arrangement and readability?      Yes  No       (If no, explain or suggest improvements under Comments, below.)

Comments:

We appreciate your comments and suggestions. This form requires no postage stamp if mailed in the U.S. For locations outside the U.S., your local HP representative will ensure that your comments are forwarded.

---

Date: \_\_\_\_\_

**FROM:**

Name \_\_\_\_\_

Company \_\_\_\_\_

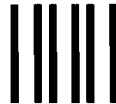
Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

FOLD

FOLD



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO. 256 ROSEVILLE, CALIFORNIA

POSTAGE WILL BE PAID BY ADDRESSEE

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