



## HP Software and Solutions Communications:

“FAQ’s About the ITRC Forums Move”

---

### FAQ Introduction

We're moving! The ITRC Forums are making the jump to a new Lithium platform. All of the ITRC Forums knowledge based discussions will be migrated. HP is moving all of its communities to this platform to ensure consistency among our forums and take advantage of advanced new features. Here are some answers to questions that you may have about the move.

Note: Some of the following information will change as we complete migration testing. We will update the FAQ regularly as we know more.

[Why are the ITRC forums going through this transition?](#)

[When is the transition taking place?](#)

[Do I need to do anything for the transition?](#)

[By when do I need to have my account ready for transition?](#)

[Will I lose the points I've earned for providing solutions and responses in the ITRC forums?](#)

[What are some of the new features the forums will include after the transition?](#)

[I'm having trouble finding things in the “new” forums and could use a primer](#)

[Structure](#) | [Navigation](#) | [User Profiles](#)

[What is the Software & Solutions Community Council?](#)

[How do I join the community?](#)

[I have more questions. Where can I submit them?](#)

### Q: Why are the ITRC forums moving to a new platform?

A: In order to better serve our community, we are partnering with Lithium to provide best-in-class forums, blogs, and social media experiences across many different parts of hp.com. By consolidating our previously disjointed discussion forums into a unified platform, we will be able to bring our community members new features and capabilities beyond what our legacy forums could provide.

### Q: When is this transition taking place?

A: The new forums are currently scheduled to be available in mid-June, 2011.

### Q: Do I need to do anything for the transition?

A: Yes. After this transition, a single HP Passport account will tie all of your community contributions together. To ensure your user name and ITRC points get migrated, you will need to ensure your Passport account has the same email address as your ITRC account. Here is a step by step explanation:

<http://forums13.itrc.hp.com/service/forums/questionanswer.do?threadId=1471796>

### Q: Will I lose the points I've earned for providing solutions and responses in the ITRC forums?

A: No. However, the new forums platform (Lithium) uses a different points system, whereby users earn status for a long list of actions, including the time you spend in the community, views, posts

and "Kudos". One of the advantages of the kudos system is \*any\* user can award another user a kudo - not just the person who originally asked the question (the way the current "points" system works). We know that in many cases, the knowledge provided helps out not only the person who first asks the question, but others who visit the forum later due to the same issue or problem, and gain the benefit of reading the existing discussion. So a user who previously had been awarded ITRC forum "points" will automatically be granted an equivalent amount of kudos, to retain their relative ranking amongst their fellow community peers - BUT - they will need to ensure they have an HP Passport account (which shares an email address with their ITRC forums profile) prior to the transition in June - or that association with their past contributions (and points) will be lost - please see the link in the previous question for additional detail and recommended steps. Read [this](#) for more detail information on Kudos .

Users with ITRC points will automatically be granted an equivalent amount of Lithium points and will retain their relative ranking amongst their peers.

**Q: By when do I need to have my account ready for transition?**

Please complete the migration of your account prior to June 1st.

**Q: What are some of the new features the forums will include after the transition?**

A: Here are just some of the benefits that you will experience with the new platform:

- Improved search engine
- Enhanced subscription choices
- Any user can award points, called "Kudos", to a post and assign tags, making it easier to highlight the best and most useful content
- User reputation is awarded not just by answers to questions, but by a long list of actions, including the time you spend in the community, views, posts, Kudos, etc.
- Single HP Passport sign-in for all hp.com communities and hp.com websites, such as Software Support Online
- RSS notifications (in addition to standard email-based notifications)
- Ability to subscribe to a thread via email or RSS
- Improved formatting options when posting (including spell check, links to images/videos, and more)
- Responses can be marked as "answered"
- Granular control over layout, personal profile and subscription options
- A more robust recognition system for frequent contributors and more
- Private messaging between users

There are also many "behind the scenes" improvements that will allow us to more effectively administer, moderate, and manage our communities. More details and specifics on the new forums will be made available in the coming months - be sure to keep an eye out for messages posted in the current ITRC forums.

## Q: I'm having trouble finding things in the "new" forums and could use a primer

Here are a number of tips to help you make the transition from ITRC to Lithium.

### Structure

Lithium organizes information using the following tree structure:

Categories ⇨ Board ⇨ Top ⇨ Posts

All content within an area is listed in the BROWSE area at the top of each section. A Board may contain discussion topics (talk bubble icon) and / or blogs (pencil icon). Each Category or Board also has a list of Solved Posts and Recent Topics, as well as a tag cloud for easy navigation to topics recently posted.

### Navigation

The CATEGORIES area at the top of the [HP Software & Solutions Home](#) contains cascading drop-down menus to help you navigate directly to the desired area. This is a quick-link way of diving into topics, which can also be reached by clicking on any of the categories listed in the BROWSE section below.

[Community Home](#) > [Product Families Community](#)

Product Families Community

The screenshot displays the navigation structure of the HP Software & Solutions Home. The 'CATEGORIES' section includes 'Trends', 'Products', 'Solutions', 'Blogs', 'Events', and 'Practitioners Forums'. The 'Products' category is expanded, showing a list of sub-categories such as 'Application Security', 'Application and Architecture Governance', 'Application Performance Validation', 'Business Service Automation', 'Business Service Management', 'Business Availability Center', 'Functional and Business Process Validation', 'Information Management', 'IT Planning and Control', 'Requirements Management', 'IT Service Management', and 'Quality Management'. The 'BROWSE' section lists various categories and their item counts, such as 'Business Availability Center (2 Items)', 'Network Management Center', 'Operations Management Center', 'IT Planning and Control (2 Items)', 'Requirements Management (Categories, 2 Items)', 'IT Service Management (Categories, 2 Items)', and 'Quality Management (3 Categories, 1 Item)'. On the right side, there are 'EXPLORE' and 'LEARN MORE' sections. The 'EXPLORE' section features a video thumbnail with the text 'Relax... HP can do that. >> Watch the video now.' The 'LEARN MORE' section includes links for 'Get Started!', 'Feedback & Suggestions', 'Ranking Overview', 'Kudos Overview', 'Products to Forums Map', 'Blogs', and 'HP Live Network'.

To find out which forums host discussions about specific products, [see this outline](#).

### User Profiles

The following image illustrates how much information about a person you can now get at a glance. Next to the custom photo that DougG has uploaded, a small icon denotes his standing within the forum—in this case, DougG is a long-standing member (the eight blue bars indicate elapsed time spent on system) who is a second level collector (the two small blue stars). [Learn more about how rankings work here](#).

There are no [Kudos](#) awarded to this topic yet—but any user can add them at any time (1 vote per user).



## NNMi 9.0x “patch 3” release available

by dougg  Monday

The third general-release patch for **Network Node Manager i** version 9.0 has been released. NNM 9.0x “Patch 3” for Linux, Windows, HP-UX or Solaris NNM 9.0 servers contains many fixes as well as

### **Q: What is the Software & Solutions Community Council?**

The HP Software & Solutions group (a subset of HP Enterprise Business) has an advisory board of individuals who advise HP on the governance of the community. While the original members of this group received a “founder” avatar for their role, the intent of the group is oversight only, and not intended as a reward for participation.

### **Q: How do I join the community?**

A: Go to <http://www.hp.com/go/swcommunity> and follow these steps:

- If you have an HP Passport account, click “Login” and log in via HP Passport. If you don’t, then click “Register” and create one. When in the HP Passport screen and you don’t remember if you have an HP Passport account or you don’t remember your password you can click on “Forgot user ID” or “Forgot Password” and follow the steps.
- After logging into HP Passport, you will be prompted to select a screen ID, which will be your name in the community.
- Once in the community, click on “Get Started” in the “Learn More” section. There you can download a quick start guide on how to use the community.

### **Q: I have more questions. Where can I submit them?**

A: Please post your questions in the [Feedback Suggestions area](#) and someone will answer you momentarily. To post questions you will need to join the community. Once you try to post a question the community will ask you to login using your HP Passport account. See the steps described in “How to join the community” or post your feedback in the ITRC forum.