



HP Software and Solutions Communications:

“FAQ’s About the ITRC Forums Move”

Version 2

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.

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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?

A: 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 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

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

Structure

A: 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 forum. At the top, the 'CATEGORIES' menu includes 'Trends', 'Products', 'Solutions', 'Blogs', 'Events', and 'Practitioners Forums'. Below this, the 'BROWSE' section lists various product categories with their respective item counts, such as 'Application Security' (2 Items), 'Business Service Automation' (2 Items), and 'Business Availability Center' (3 Categories, 1 Item). On the right side, there are two promotional boxes: 'EXPLORE' featuring a video thumbnail with the text 'Relax... HP can do that. >> Watch the video now.' and 'LEARN MORE' with links to '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).

Network Management Center Blog



Blog Options ▾

0
★
Kudos!

 **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?

A: 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: Do I have to fill in profile information when I register in the community?

A: It’s up to you. You decide how much information you are comfortable sharing with others. You also have access to private messenger, an email box within the community that lets you send messages to other community members. You also can receive email notifications when you receive a private message. This service is optional, and the private messaging setting can be turned off in your profile.

Q: Is it possible to set up community notifications?

A: Yes. You can either set up notifications via email or RSS feeds. You also can create bookmarks. In your profile, you can configure your user preferences to receive an email notification that is either sent immediately, daily or weekly. There are also other notification options available.

Q: I'm having trouble finding my Forums in the new HP Software and Solutions community.

A: We have received this feedback, and are in the process of simplifying the navigation. In the meantime, we have created a list of all the available software support forums [here](#).

You also can use the dropdown menu in the categories section (See below). Click on products and then choose a product family and then click on the specific product.

The screenshot shows the 'Product Families Community' page. At the top, there is a breadcrumb trail: 'Community Home > Product Families Community'. Below this, the 'Product Families Community' title is displayed. A 'CATEGORIES' section contains tabs for 'Trends', 'Products', 'Solutions', 'Blogs', 'Events', and 'Practitioners Forums'. The 'Products' tab is active, and a dropdown menu is open, listing various product families 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', 'Network Management Center', 'Information Management', 'Operations Management Center', 'IT Planning and Control', 'Requirements Management', 'IT Service Management', and 'Quality Management'. Some items have sub-counts, like 'Categories, 2 Items' or '3 Categories, 1 Item'. To the right, there is an 'EXPLORE' section with a video thumbnail and a 'LEARN MORE' section with links like 'Get Started!', 'Feedback & Suggestions', 'Ranking Overview', 'Kudos Overview', 'Products to Forums Map', 'Blogs', and 'HP Live Network'.

Q: What if I only want to access the Software Support Forums?

A: No problem. This is a community created by customers for customers, not for HP. The design and concept was created in cooperation with 200 forum users. While we are pleased to provide the latest information about HP's products and services, members ultimately decide what aspects of the community are most relevant to them. If you are only interested in the Software Support Forums, you can go directly into a specific forum and participate.

We also have a [feedback and suggestions](#) forum and are always looking for new ideas. We use your feedback to improve the community to better meet our members' needs. No community is perfect, but with ongoing feedback from our members we can develop a forum where you can find information, exchange ideas and share knowledge about our products and solutions.

Q: Is integration possible between the community and LinkedIn or Facebook?

A: We are currently investigating this possibility. If we decide to do this we will first discuss it within the community to see if this is something our members would like to have.

Q: Will ITRC forum data be lost with the migration to the community?

A: No. All ITRC forums data will be migrated over to the community. No data will be lost.

Q: How does search work in the new community?

A: Many ITRC users asked for an improved search we are happy to announce that the new forums have it! You can search the entire community, or specific areas, categories or even users. Start by going to the search bar in the top right hand side of the community page. Enter your search term and then select where you want to search. Our search bar will make specific suggestions as you enter your search terms. If you don't want to use this auto predict option, you can easily switch it off.

From the search page you can narrow you search by:

- Location
- Author
- Date
- Solution/Kudos
- Type of post
- Content

You can further narrow down your search by clicking on "advance search." Here is an example of using search in the community:

The screenshot shows the HP Community search interface. At the top, there is a search bar with 'nmm' entered and a dropdown menu set to 'Community'. Below this, the search results are displayed. On the left side, there are several filter categories:

- By location:** Includes 'By location', 'By author', and 'By date'.
- By solutions or kudos:** Includes 'Solved' and 'Kudoed'.
- By type of post:** Includes 'Forums', 'Blogs', 'Ideas', and 'Knowledge Bases'.
- By contents:** Includes 'Images', 'Videos', and 'Attachments'.

The search results on the right are sorted by 'Best Match' and show 1-10 of about 60 discussions. The results include:

- ✓ NNM Advanced Routing Software SPI Question?** by ROCKETBOY in Network Management Support Forum. 08-31-2010 04:48 AM, 2 Replies, 737 Views.
- ✓ Monitoring the same ports in NNMI 9.x as in NNM 7...** by Frank-MANAGON in Network Management Support Forum. 10-08-2010 04:36 AM, 10 Replies, 1207 Views.
- ✓ Impact of name and IP change on OMU/NNM/OVPM** by Raymond in Operations Management Support Forum. 02-22-2011 09:10 PM, 3 Replies, 303 Views.
- ✓ NNMI 9.01 migration from NNM 7.53 error with trapd...** by ROCKETBOY in Network Management Support Forum. 08-04-2010 07:42 AM, 4 Replies, 1144 Views.
- ✓ NNM reporting Board Removed** by GDJSMITH in Network Management Support Forum. 06-18-2010 10:37 AM, 1 Reply, 501 Views.
- Using OML 9 any recommendation on what NNM version...** by Armorer in Operations Management Product Information. 11-10-2010 11:52 AM, 3 Replies, 586 Views.

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.

