

HP Factory-Installed Operating System
Software for Microsoft® Windows
Small Business Server 2003
User Guide



October 2003 (First Edition)
Part Number 349334-001

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IMPORTANT: This guide provides instructions to complete the installation of a factory-installed operating system. If your operating system has been factory-installed, do **not** boot the server from the HP SmartStart CD when powering up the server for the first time. The SmartStart CD should only be used to reinstall the operating system.

Introduction

This guide provides instructions for completing the installation of the factory-installed Microsoft® Windows® Small Business Server (SBS) 2003 Standard Edition operating system with five Client Access Licenses (CALs). The operating system is preloaded on the server disk drive before the server is shipped to you. The latest drivers are also downloaded on the server disk drive and integrated within the preloaded server operating system.

The normal server operating system installation process is shortened for a preloaded server operating system. This installation should require approximately 25 minutes, compared to the normal CD installation time of 90 minutes. The user-specific information, such as the server name, IP address, and regional settings, is required during installation.

The HP factory-installed software for Windows SBS 2003 is:

- Ready to run. You are guided through a Mini-Setup wizard, after which any HP specific components are installed and, where possible, configured. After any required restarts of the operating system, the Windows SBS 2003 installation is complete and ready to perform any required user configuration.
- Preconfigured with the networking protocol TCP/IP. This protocol is required for effective network management.

NOTE: Windows SBS 2003 requires TCP/IP services to be installed and the server to be connected to an active network connection.

- Pre-activated. HP has configured the operating system so customer activation is not required.

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- Capable of out-of-the-box management of the server by installing the HP Survey Utility and HP Management Agents for Servers. The Management Agents monitor server performance and configuration as well as the performance of the operating system. The Management Agents help prevent problems before users are affected by issuing alerts when faults occur. The Survey Utility is available as an icon on the desktop to perform an inventory after the initial Windows SBS 2003 setup completes.
 - Preconfigured with the New Technology File System (NTFS) and the CHKDSK Utility. Many new features in Windows SBS 2003 software require NTFS. One of these features promotes the server to a domain controller to use Microsoft Active Directory. NTFS also offers greater security. During the NTFS conversion, the CHKDSK Utility executes to verify that no sectors on the drive are damaged. Review the Windows SBS 2003 software documentation to configure the server properly and to understand how to use NTFS with Windows SBS 2003 software, while concurrently using previous versions of Microsoft Windows NT® in a network infrastructure.

For additional information about Windows SBS 2003 software, go to the following websites:

<http://h18000.www1.hp.com/products/servers/software/factory-installed.html>

<http://www.microsoft.com/windowsserver2003>

IMPORTANT: Complete the operating system installation before installing any additional hardware options.

IMPORTANT: If prompted for an installation path for files to be copied during the installation of additional hardware or software components, supply the path C:\I386 for the original files. If prompted for HP driver files, supply the path C:\hpdrvrs. Click **Browse** to view the directory.

Gathering Information

For details on information required during the software installation, refer to the operating system documentation provided with the server.

For complete hardware installation information, refer to the server documentation.

Certificate of Authenticity

IMPORTANT: Note where the Certificate of Authenticity (COA) label is located on the server and record the product key for future reference.

The COA label is used to:

- Upgrade the factory-installed operating system using the Microsoft Upgrade program for license validation
- Reinstall the operating system because of a failure that has permanently disabled it

The COA label location varies by server model. On rack-mounted server models, the COA label is located either on the front section of the right panel or on the right front corner of the top panel. On tower models, the COA label is located toward the rear of the top panel of the server.

Refer to Figure 1 to identify the information on the COA label.



Figure 1: COA label

NOTE: The product key is not needed at the time of the initial operating system installation because the server comes from the factory with a product key already installed.

Record the product key in the space provided when the server is initially installed and the COA label is most easily accessible.

Your Server's Product Key

Completing the Installation of the Factory-Installed Operating System

IMPORTANT: Before powering up the server and configuring the operating system software, connect the server hardware as described in the server user guide. Do **not** install additional hardware devices until after the software installation is complete.

To complete the installation of the factory-installed operating system and configure the server:

1. Power up the server.
2. Press the appropriate key to continue at the HP Welcome screen. The server software license screen displays.
3. Read all software license agreements provided with the server.
4. Press the appropriate key to accept the HP license agreement if you agree with the terms and conditions of the license agreement.
5. For step-by-step installation procedures and helpful tips for setting up the server, refer to the *Completing Setup for Microsoft Windows Small Business Server 2003* guide.

Carefully follow the online prompts, making keyboard or mouse entries only when prompted by the system. Several status screens describing the process that is occurring display during the software installation.



CAUTION: The server requires a reboot at the end of the installation. Do **not** power down the server at any time during the installation process. Any power interruption during the installation process could prevent proper completion of the installation and could prevent the operating system from restarting.

NOTE: You can view and print the End-User License Agreement (EULA) after the installation is complete by clicking the **EULA** link under **Start>All Programs>Pre-Install Features**.

Signed Drivers for Windows SBS 2003

During the installation of the operating system, caution messages might be displayed concerning unsigned software drivers. The caution message states “Digital Signature is Not Found” as drivers are about to be installed. When prompted, click **Yes** to accept the drivers and continue the installation. If you are prompted to reboot the server, click **No**. After the operating system installation is complete, download digitally signed drivers from <http://www.hp.com/support/files>.

Found New Hardware Wizard

The Found New Hardware Wizard might display during the operating system installation. Click **Cancel** at the Found New Hardware Wizard. Do **not** attempt to proceed with the installation of drivers until after the second logon when the operating system is fully installed.

IMPORTANT: Do **not** attempt to install the drivers during the operating system installation because the server might automatically reboot before the driver installation has been completed. This could result in incorrect installation of a device.

To install drivers after the operating system installation is complete:

1. Click **Next** at the Found New Hardware Wizard screen.
2. Select **Search for a Suitable Driver for My Device>Next**.
3. Select **Specify a Location**, deselect **Floppy Drive** and **CD-ROM**, and then click **Next**.
4. Enter the following path in the text box, and then click **OK**:
C:\hpdrrvs
5. Click **Next** at the Driver Files Search Results screen.
6. Click **Finish** to complete the Found New Hardware Wizard.

Web-Based Management Configuration Utility

During the driver installation phase of the factory-installed operating system installation, the HP ProLiant Express Deployment Utility launches the Web-Based Management Configuration utility. This Web utility enables the user to enter various passwords for Web Management access.

NOTE: You are only required to establish a password for the administrator account.

To complete the Web-Based Management Configuration utility:

1. Enter a password in the **Administrator Password** field.
2. Re-enter your password into the **Confirm** field, then click **Next**.
3. Click **Next** to continue the driver installation process.
4. After the driver installation process is completed, click **Finish**. The installation process completes, and the server reboots.
5. When prompted, log on to the server.
6. Refer to the “Installing the Foundation Agents” section to install the HP Foundation Agents.

The setup process begins. Allow the entire setup process to complete, including any requested restarts, before interrupting this process or powering down the server. After the initial setup is complete, the server can be configured to your individual needs.

IMPORTANT: Because of some driver installation needs, the system might complete the driver installation after the first required logon. Do **not** perform any actions at the Manage Your Server screen. If additional drivers are loaded, the system completes the driver installation and automatically reboots. The next time the system presents a logon prompt, log on normally and proceed to use the new operating system.

Automatic Configuration

Some parts of the setup process are automatically configured, and these screens do not display. In the future, for information about changing any preconfigured information, refer to the operating system online Help. Of the screens that are automatically configured, the following might require later changes.

Dynamic Disk Upgrade

The operating system is preinstalled on an 18-GB partition. Three to seven MB of space are available on the logical drive of array controllers to support a dynamic disk upgrade.

NOTE: The dynamic disk upgrade is optional. For information about dynamic disk upgrades, refer to the operating system documentation. After upgrading to dynamic disk, the emergency repair disk must be updated.

Post-installation Tasks

This section provides instructions for tasks required after the software installation is completed.

Logging On to the Server

To log on to the server after completing the initial software installation:

1. Press the **Ctrl+Alt+Delete** keys to display the logon screen. Enter the user name **Administrator**.
2. Enter the password set during the setup process, or leave the **Password** field blank if no password was entered, and click **OK**.

Changing the Administrator Password

The administrator password can be changed by pressing the **Ctrl+Alt+Delete** keys and clicking **Change Password** or by completing the following procedures:

1. Click **Start>All Programs>Administrative Tools>Computer Management**.
2. Expand the **System Tools** directory, and then expand the **Local Users and Groups** directory.
3. Click the **Users** folder.
4. Right-click **Administrator**, which displays on the right side of the window, and select **Set Password**.
5. A warning message is displayed. Click **Proceed** to continue.

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6. Enter the new password in the **New Password** field, re-enter it in the **Confirm Password** field, and then click **OK**.



CAUTION: Do **not** lose or forget the administrator password. This password is required to reconfigure the server.

7. Click **OK** to complete the process.

For more information about changing the administrator password, refer to the operating system documentation.

Altering Regional Settings

If the server will not be operating under the default regional settings, you should alter the regional settings. These settings control the keyboard language and set the local format for sorting and displaying time, date, numbers, and currency for a specified region.

To alter the regional settings:

1. Click **Start**, and then expand the **Control Panel** directory.
2. Click **Regional and Language Options**.
3. Select the **Regional Options** tab.
4. Select the correct locale from the two dropdown lists.
5. Select the **Languages** tab, and then click **Details**.
6. Select the **Settings** tab at the Text Services and Input Languages screen.
7. Select the checkbox next to the correct language setting.
8. Click **Add** to select another input language.
9. Select the correct **Input Language** and **Keyboard Layout/IME** at the Add Input Language screen, and then click **OK**.
10. Select the correct **Default input language** from the dropdown list.

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11. Select **OK** to exit the Text Services and Input Languages screen.
 12. Select **OK** to exit the Regional and Language Options screen.

Installing the Foundation Agents

IMPORTANT: The Simple Network Management Protocol (SNMP) must be installed before installing the Foundation Agents, because the Agents use SNMP for communication purposes.

IMPORTANT: For security reasons, first obtain a 64-bit encrypted password certificate to set your password. The password certificate can be obtained from an Insight Manager 7 Certificate Server. For information on how to set up and acquire the certificate, refer to the *HP Insight Management Agents User Guide*, located at <http://h18013.www1.hp.com/products/servers/management/agents.html>.

To install the HP Foundation Agents:

1. Click **Start>All Programs>Pre-Install Features>ProLiant Support Pack**.
2. In the left column, expand the **All Configurable Components** directory.
3. If you require remote access to the Foundation Agents, set your password and determine your trust mode:
 - a. Right-click **Foundation Agents for Windows**.
 - b. Select **Configure** from the dropdown list.
 - c. Scroll to the **Administrator Password** section and enter your password.
 - d. Re-enter your password.
 - e. At the Insight Manager 7 Trust Relationship screen, select the appropriate trust mode of your choice. Mode choices are **All**, **Name**, or **Certificate**. This step allows trusted relationships with Insight Manager 7 servers.
 - f. Depending on the mode selected, enter information consisting of trusted server names or the base64 encoded trust certificate.
 - g. Click **Save**.

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4. To install only the Foundation Agents, deselect other components by clicking the component and pressing the **Delete** key.

NOTE: Additional HP management tools can be installed at this time if you choose by leaving any of the components selected for installation.

5. Click **Install** to install the currently selected components. The Foundation Agents install using the password you have set.

For more information about the Foundation Agents, refer to the *HP Insight Management Agents User Guide*, located at <http://h18013.www1.hp.com/products/servers/management/agents.html>.

Adding Licenses

To add licenses for Microsoft Windows SBS 2003:

1. On the Server Management Console, click **Licensing**.
2. On the right side of the window, click **Add Licenses**.
3. Follow the onscreen instructions to complete the installation of additional licenses. This process can be completed either online or by telephone. If the telephone method is selected, be sure to have your license key available, which is required to add licenses.

Installing Lights-Out Management Features

If either a Remote Insight Lights-Out Edition (RILOE) board has been purchased for the server or the server was purchased with an Integrated Lights-Out (iLO) controller installed, use the following procedure to complete the installation. Do not attempt to install the device driver until after the operating system installation is complete.

IMPORTANT: The Microsoft Hardware Wizard detects the RILOE board as a PCI Memory Controller and the iLO controller as a Base System Device. The Hardware Wizard continues to display until the driver installation has been completed.

1. Click **Next** at the Found New Hardware Wizard screen.
2. Select **Search for a Suitable Driver for My Device**, and then click **Next**.
3. Select **Specify a Location**, deselect **Floppy Drive** and **CD-ROM**, and then click **Next**.
4. Enter the following path in the text box, and then click **OK**:
`C:\hpdrivers`
5. Click **Next** at the Driver Files Search Results screen.
6. Click **Finish** to complete the Found New Hardware Wizard.

Error Messages

After the RILOE driver is installed, the following errors can occur:

- In the Device Manager screen, two entries display for the ATI Video Controller. One of these entries has a yellow exclamation mark indicating that no driver is installed.
- In the Event Viewer, the following message displays:
`Unable to map address range for graphics card`

These errors result from RILOE and the server using the same video controller. The operation of the server is not affected by these error messages.

To disable one entry for the ATI Video Controller and prevent the error messages from occurring:

1. Right-click the Device Manager entry for the ATI Video Controller that has a yellow exclamation mark.
2. Click **Disable**.

After the ATI Video Controller entry is disabled or when the server is rebooted, a red X is displayed in place of the yellow exclamation mark. The red X indicates that the device is disabled. The disabled entry does not affect the operation of the server.

Configuring Array Controllers

If an array controller has been purchased with the server, run the Array Configuration Utility XE (ACU-XE) to set up the remaining physical drives for use.

IMPORTANT: Microsoft Internet Explorer is required to run ACU-XE. Internet Explorer is used to interface with the array controller. For the page to display properly, the server IP address must be included in the trusted sites list. Internet Explorer must be restarted after adding the IP address to the trusted sites list for the settings to take effect.

To run the utility online:

1. Click **Start>All Programs>Compaq System Tools>Compaq Array Configuration Utility XE**.
2. Select if you want to enable remote administration when prompted, and then click **OK**.
3. Enter your Web Management password when prompted.
4. Configure the remaining physical drives into logical drives, and run Disk Administrator to partition and format the additional drive space.

For more information on using ACU-XE, refer to the online help at <http://www.hp.com/servers/manage>.

Configuring the Disk Drives

The primary logical drive, which contains the operating system, is the only drive on the server that is configured during the operating system installation. Additional space that is not partitioned is also located on the primary drive. This nonpartitioned space, and any additional disk drives on the server, must be partitioned and formatted before they can be available for use.

IMPORTANT: If an array controller has been purchased with the server, refer to the “Configuring Array Controllers” section in this guide for procedures to format and partition the nonpartitioned drive space and additional disk drives.

To configure any remaining nonpartitioned disk drives using Disk Administrator:

1. Click **Start>All Programs>Administrative Tools>Computer Management**.
2. Expand the **Storage** directory, and then click **Disk Management**. The disk and logical drive information displays on the right side of the window.
3. Click **Action**, and then click **Rescan Disks** if the new logical drive created by ACU-XE is not displayed on the bottom right side of the Computer Management screen as unallocated space.
4. Right-click **Disk 1** on the bottom right panel, which displays a small red circle on the disk icon, and then click **Initialize Disk**.
5. Select **Disk 1**, and then click **OK** on the Initialize Disk screen. The small red circle is now gone, and the disk is identified as a Basic disk.
6. Right-click the box containing the disk size amount, which is labeled as **Unallocated**. Click **New Partition** from the pop-up screen.
7. Click **Next** at the New Partition Wizard screen.
8. Select either **Primary** or **Extended Partition**, and then click **Next** at the Select Partition Type screen.
9. Click **Next** to use the maximum disk space, or enter the amount you want for the partition size at the Specify Partition Size screen.
10. Click **Next** to accept the drive letter assigned by default at the Assign Drive Letter or Path screen. The Format Partition screen displays.

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11. To format the drive, select the file system format (the default selection is NTFS), the appropriate **Allocation Unit Size**, and then either enter the **Volume Label** or accept the default label.
 12. If desired, select **Perform a quick format** and **Enable file and folder compression**.
 13. If the drive will not be formatted, select **Do not format this partition**.
 14. Click **Next**, and then click **Finish** at the Completing the New Partition Wizard screen.

The partition is formatted to the file system that was selected and is labeled “Healthy” at the completion of the format.

For more information on configuring the new disk drives and upgrading to dynamic disks, refer to the operating system documentation.

Installing the Network Teaming and Configuration Utility

The Network Teaming and Configuration (CPQTEAM) Utility allows multiple NICs to be teamed together. You must run the ProLiant Support Pack to install the CPQTEAM software. For information on running the ProLiant Support Pack, refer to the “Using ProLiant Support Software” section in this guide.

IMPORTANT: During the CPQTEAM software installation process, a message might display stating that `The file CPQTEAM.DLL is needed`. A default path is displayed in the message box. Click **OK** to accept the path and continue with the installation.

Creating an Additional Page File

When additional memory or software applications are installed on the server, errors can occur in the event log indicating that the C: drive is nearing capacity. To solve this problem, you can either move applications located on the C: drive to another partition or create a page file. Creating the page file on a separate partition to support the amount of memory in the server is the most efficient solution. After an additional page file has been created, set the page file on the boot partition to one times the amount of memory. For additional information on creating page files, refer to the Help file, which can be accessed by clicking **Start>Help and Support**.

Installing Tape Drives

If a tape drive was purchased for the server, support for the tape drive might need to be installed manually. To install the tape device:

1. Click **Start>All Programs>Administrative Tools>Computer Management>Device Manager**. Device Manager displays all of the devices on the right side of the screen.

IMPORTANT: The tape drive is listed in the **Other Devices** category under the yellow ? (question mark) icon, which indicates an unknown device, until the correct driver is installed.

2. Select the tape device to highlight.
3. Right-click the tape device, and then select **Properties**.
4. Select the **Driver** tab, and then click **Update Driver**. The Update Device Driver Wizard begins.
5. Click **Next** to continue.
6. Select **Search for a suitable driver for my device>Next**.
7. Select **Specify a location**, and deselect all other options. Click **Next**.
8. Enter the following path in the **Device Driver Wizard** field, and then click **OK**:

C:\hpdrivers

The driver search results should display the appropriate device.

IMPORTANT: If an incorrect device displays, click **Back** and reselect the correct device.

9. Click **Next** to install the driver.
10. Click **Finish>Close** to return to the Computer Management screen.

The tape driver installation is complete. The tape device is now displayed in the **Tape Drive** category on the Computer Management screen.

Medium Changer

If the tape drive has a medium changer, the driver for the medium changer must be installed.

IMPORTANT: The medium changer is listed on the Computer Management screen as an **Unknown Medium Changer** until the correct driver is installed.

To install the medium changer driver:

1. Select **Unknown Medium Changer** from under the Medium Changers category in the Computer Management screen device list.
2. Follow the procedure described in the previous section, “Installing Tape Drives,” to install the medium changer.

Installing Client Printer Drivers

The client printer drivers are preinstalled in the **Printers** directory located on the disk drive. When installing printer support for client operating systems, supply the path `C:\PRINTERS`. For additional information on installing drivers for network shared printers, refer to the “Printers and Faxes” section of the Help file, which can be accessed by clicking **Start>Help and Support**.

Event Log Errors

After the ProLiant Installation Utility is complete, event log error messages related to certain controller drivers might display. These messages are expected at this time and do not affect the performance of the server or the operating system. Possible messages include:

- Driver detected an internal error in its data structures for \Device\Scsi\Cpq32fs21.
- Driver detected a controller error on \Device\Scsi\Cpq32fs21.
- The device, \Device\scsi\adpul60ml, did not respond within the timeout period.
- The device, \Device\scsi\cpqfcalm1, did not respond within the timeout period.
- Unable to read IO control information from NBT device. See article #Q257760 on Microsoft website.

Backing Up the Server

After you complete the Windows SBS 2003 installation and the server is operational, back up the server using a tape backup system in conjunction with approved tape backup software.

Using ProLiant Support Software

The ProLiant Support Pack for Microsoft Windows SBS 2003 software is automatically installed when the server software is installed. This software contains device drivers and utilities that take advantage of specific capabilities offered with ProLiant server products. These drivers are provided for use with ProLiant hardware only. For more information, refer to the ProLiant Support Pack for Microsoft Windows SBS 2003 located on the disk drive in the C:\PSP directory.

To run the ProLiant Support Pack for Microsoft Windows SBS 2003:

1. Click **Start>All Programs>Pre-Install Features>ProLiant Support Pack**.
2. Follow the on-screen instructions when the setup program is launched.

If this link does not launch the setup program:

1. Click **Start>Run**.
2. Enter the following path in the text box, and then click **OK**:
`C:\PSP\SETUP.EXE`
3. Follow the on-screen instructions when the setup program is launched.

Configuring Network Protocols

The TCP/IP services are automatically installed. Windows SBS 2003 requires TCP/IP to be enabled.

The Management Agents for Servers require TCP/IP and SNMP services. If the Management Agents will be installed, the SNMP service must be installed first to ensure proper communication between the Management Agents and Insight Manager 7.

Setting Up Remote Access Server

To use the Remote Access Server (RAS) service with an installed modem:

1. Click **Start**, and then expand the **Control Panel** directory.
2. Select **Network Connections**.
3. Double-click **Dial-up Connections>Make a New Connection**.
4. Select the network connection type, and complete the rest of the setup as prompted.

For more information on required networking parameters, refer to the operating system documentation.

Installing Java Virtual Machine

The 32-bit version of Java™ Virtual Machine might need to be installed on your server to completely and properly view some Web pages using Internet Explorer 6.0. For example, when viewing the Web Agent Help from the System Management homepage, text that should display in the left column of the Help screen will not be displayed properly if Java Virtual Machine is not installed.

The Java Virtual Machine utility can be downloaded from <http://www.java.com>.

Troubleshooting

If you experience problems with the factory-installed operating system software, refer to the information in the following sections.

Software Technical Support

Technical support for HP preinstalled third-party software and third-party software purchased from HP is available from the Internet or by telephone for 90 days from the date of purchase.

Telephone support (Software Support Services) includes assistance with:

- Answering installation questions (how-to, first steps, and prerequisites)
- Setting up and configuring the software (how-to and first steps; excludes system optimization, customization, and network configuration)
- Interpreting system error messages
- Isolating system problems to software usage problems
- Obtaining SoftPaq information or updates

Additional services such as Start-up and Installation Services can be purchased for an additional fee. For information on service upgrades, refer to <http://www.hp.com/hps>.

Free online resources are available for obtaining services and information on your product. For more information, refer to <http://www.hp.com/support>.

This length of Software Support Services can change depending on local country legal requirements. After the first 90 days, Software Support Services are available for a fee on all operating software and bundled software provided by HP.

IMPORTANT: Support applies only to the original HP hardware and software configuration shipped.

Reinstalling the Operating System

If the server operating system becomes corrupted, reinstall it using the SmartStart CD, the Management CD, and the HP-branded Windows SBS 2003 CDs. To reinstall the operating system, boot the server from the SmartStart CD and follow the on-screen installation path instructions.

NOTE: For information on using SmartStart, refer to the ProLiant Essentials Foundation Pack provided with the server.

Getting Help

You can find more information and other help in the following locations.

HP Website

To access the HP website, log on to the Internet at <http://www.hp.com>.

Telephone Numbers

For technical support:

- In the United States and Canada, call 1-800-652-6672. For continuous quality improvement, calls may be recorded or monitored.
- Outside the United States and Canada, go to the HP website for additional support information at <http://www.hp.com>.