Purpose of the Exam Prep Guide

The intent of this guide is to set expectations about the content and the context of the exam and to help candidates prepare for the exam. In this guide, you will find recommended NonStop training courses, reference and study material to help you achieve a successful passing score.

Studies conducted by HP and Prometric show that a combination of course attendance and self-study maximizes the likelihood of passing the exam on the first attempt.

Audience

This exam is targeted for the following personnel, with a minimum of three years’ experience on the NonStop S-Series platforms running the G-Series NonStop Kernel Operating System. Examples of job roles:

- Authorized Service and Support personnel (field support technicians), who perform installations, upgrades, troubleshooting and maintenance tasks.
- Global Customer Support Center (GCSC) personnel, who may have specialized technical expertise in the operating system (e.g., security features, hardware, subsystems) and serve as support for both field support technicians and customers.
- Analyst SEs or Pre-Sales Technical Support (PSTS) personnel, who perform pre-sales consulting and technical account support, including tasks such as assessment of customer needs, system sizing and configuration, installation consulting, and so forth.
- NonStop Kernel Software Developers, System Integrators and Consultant Partners, Application Designers and Developers, Authorized Service Channel Partners and Distributors, Customers authorized to service their own equipment.

General areas of content include: Design and Configuration for Problem Management, Monitoring, Problem Detection and Identification, Problem Reporting, Problem Resolution and Tools.

Certification Requirements

The NonStop Problem Management and Resolution Exam HP0-784 is an elective for certification as an Accredited System Engineer (ASE) in the NonStop S-series Systems track. It is also an elective for the NonStop Kernel Certified Systems Engineer (CSE) candidate within the Operating Systems designation. This
elective is a Level 2 exam for both the ASE certification and the NSK Systems Engineer accreditation.

**ASE Prerequisites**

Successful completion of the Accredited Platform Integrator (API) – Level 1 is required. Two mandatory exams and two electives totaling four exams are required for ASE certification. For further ASE track information, visit the website at [http://education.hp.com/curr-nonstop.htm](http://education.hp.com/curr-nonstop.htm) (Instructor-Led Training)

Note that a minimum of three years’ experience or more is highly recommended for ASE certification. “Hands on” experience with the NonStop S-series system is essential.

**Exam Details**

NonStop Problem Management and Resolution is a live exam. You will receive a score report with your results after testing is complete. You can use the report to identify areas of strength and learn about areas to improve, if necessary.

**Test Information**

- **Number of test items:** 76
- **Item type:** multiple choice
- **Time commitment:** 90 minutes
- **Passing Score:** 46
- **Percent Correct:** 60
- **Reference material:** No online or hard copy reference material will be allowed at the testing site.
Exam Content

The following outline represents the specific areas of content covered in the exam. Use this outline to guide your study and to check your readiness for the exam. The exam measures your understanding of these areas. The approximate percentage of exam questions dedicated to each major content area is included in parenthesis. The higher the percentage, the more questions will be on the exam.

1) Design and Configuration for Problem Management (20%)

1.1 Define problem management strategies
   ■ State the main goal of problem management
   ■ List the Unplanned Outage Classes
   ■ Describe the problem management procedure

1.2 Demonstrate ability to configure products for problem management
   ■ Demonstrate how to configure:
     • TFDS
     • EMS
     • NETBATCH
     • TM/MP
     • VHS
     • OMF
     • RDF

1.3 Demonstrate product usage to prevent problems
   ■ Demonstrate the usage of:
     • NETBatch for problem prevention
     • OMF for problem prevention
     • ASAP for problem prevention
     • ASM for problem prevention
     • TMF for problem prevention
     • TS/MP (Pathway) for problem prevention
     • RDF for problem prevention
     • IMON for problem prevention

1.4 Design problem management features into an application
   ■ Describe the usage of:
     • ASAP to assist in problem solution
     • EMS to assist in problem solution
     • Compiler directives

2) Monitoring (23%)

2.1 Demonstrate the ability to monitor subsystems
   ■ Demonstrate ability to monitor all aspects of
     • TMF
     • TS/MP
• SMF
• KMSF (Kernel Managed Swap Facility)
• RDF
  ■ Demonstrate ability to monitor EMS messages

2.2 Demonstrate the ability to monitor applications
  ■ Demonstrate ability to monitor all aspects of:
    • A database
    • File usage
    • Disk usage
    • Load balancing
    • ZZSA files
    • Dynamic SQL compiles

2.3 Demonstrate the ability to monitor hardware components
  ■ Demonstrate ability to monitor:
    • Disk Paths
    • Processors
    • ServerNet fabrics
    • Tape drives
    • Batteries
    • Fans
    • Internal temperatures
    • The existence of Alarm files
    • The existence of Scan string files
    • All aspects of the system using TSM
    • All aspects of the communications adapters

2.4 Demonstrate the ability to monitor network components
  ■ Demonstrate ability to monitor all aspects of
    • TCP/IP
    • EXPAND
    • X.25
    • OSI
    • AWAN
    • SNAX
    • BSC
  ■ Demonstrate the need to monitor external network components

2.5 Demonstrate the ability to monitor OSS processes

3) Problem Detection and Identification (7%)

3.1 Verify the perceived problem
  ■ Demonstrate process to determine problem existence
  ■ Demonstrate tools used to determine problem existence
3.2 Identify the problem

- Describe the process of gathering the facts
- Describe the process of gathering the supporting data
- Demonstrate the use of the tools to gather information

3.3 Identify methods of analyzing information

- Demonstrate the use of tools to analyze information
- Demonstrate if the problem is a known or new problem
- Demonstrate the method to isolate the problem
- Demonstrate the ability to determine the cause of the problem
- Describe the methods used to verify the problem is reproducible

4) Problem Reporting (5%)

4.1 Report the problem

- Demonstrate the ability to manually report a problem to GCSC
- Demonstrate how automatic incident reports are generated and delivered to GCSC
- Demonstrate how automatic incident reports are generated and delivered to other service providers
- Show knowledge of the TSM system which allows viewing of IRs (Incident Reports) on the HSSC (TSM Notification Director and TSM Event Viewer)
- Show knowledge of information required to report a particular problem (see Support Note S01005)
- Identify the types of problems that may be submitted by email or through Tandem Web Site

4.2 Establish business and technical impact

- Describe how to set the correct priority of a problem being submitted
- Describe the levels of impact for a problem

4.3 Track the problem

- Identify the information needed in order to track a problem
- Describe the tools you would use to track the status of the reported problem.
- Demonstrate knowledge of the principles of an escalation procedure

5) Problem Resolution (9%)

5.1 Search available resources for rediscovery

- Demonstrate ability to use IPMSCOUT
- Demonstrate knowledge about the TIM Collection for:
  - Manuals
  - Softdocs
• Support Notes (Hotstuffs/OPNs – Outage Prevention Notices)
  ■ Explain contents of ExpressNotice

5.2 Identify or develop a solution to a problem
  ■ Demonstrate ability to
    • Acquire a solution
    • Develop a solution
    • Evaluate and adapt an existing solution

5.3 Determine impact of a solution
  ■ Demonstrate knowledge of product interdependencies when implementing a solution
  ■ Demonstrate ability to assess risk when implementing a solution
  ■ Demonstrate ability to plan fallback procedures

5.4 Demonstrate ability to verify a solution
  ■ Demonstrate ability to:
    • Assess applicability of a solution
    • Test a solution in the relevant environment
    • Verify the test results

5.5 Demonstrate steps to implement a solution
  ■ Demonstrate the ability to create an implementation plan
  ■ Demonstrate knowledge of techniques to minimize or avoid outage
  ■ Demonstrate knowledge of fallback plan implementation

5.6 Demonstrate post mortem documentation procedures
  ■ Demonstrate knowledge of documents needed to be created or modified as a result of implementing the solution
    • Demonstrate knowledge of relevant files modified as a result of implementing the resolution
      ~ Startup
      ~ Configuration
      ~ Other

6) Tools (36%)

6.1 Demonstrate usage of tools in problem management and resolution
  ■ Demonstrate testing with TSM Service Application
  ■ Demonstrate configuring the TSM Event Viewer
  ■ Explain when and how SNOOP is used
  ■ Demonstrate Guided Replacement Toolkit (GRT) usage
  ■ Demonstrate logging on and using IPMScout
  ■ Describe media used for ExpressNotice Delivery and the contents
  ■ Demonstrate the features of WAN WizardPro used for troubleshooting
Demonstrate how to use the TIM collections for problem research
Show how to use the ServerNet Diagnostic Tool for troubleshooting
Demonstrate knowledge of TFDSCOM commands
Demonstrate the ability to utilize ViewPoint
Demonstrate the ability to configure and use WEB ViewPoint
Show how to use SPTOOL to troubleshoot hardware problems
Describe when and how to use PEEK
Show how to use tools to analyze SAVEABEND files (Inspect and Visual Inspect)
Demonstrate how to use RCVDUMP
Demonstrate how to configure and use Carbon Copy
Show knowledge of VPROC usage and its results
Explain the use of SCF and its environment
Describe how and when to use DSM/SCM
Demonstrate how to use RDFSNOOP
Demonstrate how to use RDFSCAN
Demonstrate how to use RDFCHEK
Explain PING and its usage
Show knowledge of GPA (Guardian Performance Analyzer)
Show how to use ASAP
Demonstrate how to set thresholds using ASM
Show knowledge of WAN tools
Explain ECHO and its usage
Explain TRACE and its usage
Explain PTRACE and its usage
Explain TRACE Route and its usage
Demonstrate how to use Measure
Demonstrate how to use OMF
Show knowledge of ViewSys usage
Recommended Training and Study References

This section lists training courses and documents that can help you acquire a majority of the knowledge and skills needed to pass the exam. You must also gain the practical experience outlined in this guide.

You are not required to take the courses listed in this section. However, HP strongly recommends that you attend the classes, participate in class labs, and thoroughly review all course material and documents before taking the exam, even if you believe you have sufficient on-the-job experience.

Instructor-Led Training

Use the information in this guide and the practical experience you have gained to determine your need for the instructor-led training.

The NonStop Systems Certification (Level 2) includes references to a variety of materials that provide information included on this certification exam. Completion of courses and review of materials is recommended, but not required, for success on this exam.

Recommended Minimum Courses

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<th>Course Title</th>
<th>Part Number</th>
<th>Type</th>
<th>Length</th>
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<tr>
<td>DSM/SCM Operations and Management</td>
<td>U4150S</td>
<td>ILT</td>
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<td>NonStop Himalaya S-Series Configuration and Change Management</td>
<td>U4167S</td>
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<td>NonStop S-Series Production Management</td>
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<tr>
<td>NonStop S-Series TCP/IP System Management</td>
<td>U4176S</td>
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<tr>
<td>NonStop TMF Operations and Management</td>
<td>U4186S</td>
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<tr>
<td>Pathway System Management</td>
<td>U4194S</td>
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Additional Highly Recommended Courses

Check web site course descriptions for prerequisites

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<th>Course Title</th>
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<th>Length</th>
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<td>ASAP/ASPX</td>
<td>424373-001</td>
<td>CBT</td>
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<tr>
<td>NonStop S-Series ServerNet Cluster Workshop</td>
<td>U4174S</td>
<td>ILT</td>
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<td>NonStop S-Series Tools Workshop</td>
<td>U4177S</td>
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<td>NonStop SQL/MP Database Management</td>
<td>U4180S</td>
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<td>NonStop SQL/MP Essentials</td>
<td>U4181S</td>
<td>ILT</td>
<td>4 days</td>
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<tr>
<td>Open System Services (OSS) Operations and Management</td>
<td>U4188S</td>
<td>ILT</td>
<td>5 days</td>
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<tr>
<td>Performance Analysis and Tuning</td>
<td>U4195S</td>
<td>ILT</td>
<td>5 days</td>
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<tr>
<td>Storage Management Foundation/Automated Service Manager (SMF/ASM)</td>
<td>141072</td>
<td>CBT</td>
<td>3-5 hours</td>
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CBT = Computer-Based Training
ILT = Instructor-Led Training
Courses Descriptions

Check web site course descriptions for prerequisites at:
http://education.hp.com/curr-nonstop.htm (Instructor-Led Training)
http://education.nonstop.compaq.com/us/cat/httoc.htm (Self-Study Training)

You can also call (800) 621-9198 in North America, to speak with an education consultant or register for courses. If you are outside of the U.S., call +1 (408) 285-9508 or contact your local education and training resource. Or, you can send an email to nonstop.training@hp.com

Additional Recommended Reference Materials for This Exam

References to the majority of questions found in this exam can be found in manuals contained in the online TIM (Total Information Manager) collections (This guide typically references the latest release available in the TIM document collection). TIM is a single interface to all NonStop™ Himalaya documentation and support information.

External users must subscribe to the TIM CD collection. See your NonStop Representative for more information.

NOTE: TIM must be installed on your system before using the following default access settings.

External: www.hp.com/go/ntl

Documentation

References to the majority of questions found in this exam can be found in manuals contained in the Online TIM collections TIM (Total Information Manager) is a single interface to all Tandem documentation and support information. The latest version of the software was used in the preparation of this test, however, changes since then may outdate these references. Bullets indicate subsections within the documents.

6760 ServerNet/FA Manual (424879-001)
- Configuring the 67560 ServerNet/DA and Attached Devices
  - Using TSM to Check the Adapter Hardware

ASAP Extension Manual (425038-001)
- Overview the ASAP Architecture
- Configuring the ASAP Extension
  - Getting Started with ASAPX
  - Configuring ASAPX

ASAP Server Manual (422770-001)
- Data Collection and Monitoring
- Statistics Overview
- Conversational Interface Commands

ATM Configuration and Management Manual (422840-001)
- Configuring the ATM Subsystem

Availability Guide for Application Design (124511)
- Instrumenting an Application for Availability
- Checking for errors

Availability Guide for Change Management (125506)
- Change Control
• Reducing the Time Required for Planned Outages
Availability Guide for Problem Management (125509)
  • Introduction to Problem Management
  • Automating Operations and Recovery Procedures
  • Monitoring Objects
    - Monitoring Tools Examples
  • Preventing Unplanned Outages
  • Change Control
    - Process Flow Diagram

AWAN 3886 Installation and Configuration Guide (427428-001)
• Troubleshooting

Binder Manual (109641)
• The Target File

CP6100 Configuration and Management Manual (426741-001)
• BSC Protocol and Modifiers

DSM/SCM User Guide (427183-001)
• Configuring DSM/SCM
  - Adding Additional Logical Targets and an Alternate $SYSTEM

EMS Manual (426909-001)
• Configuring EMS, ROTATEFILES
• Control Collector Utility
• Alternate Collector Program
• EMSDIST – Distributor Program

Event Management Service (EMS) Analyzer Manual (133700)
• Command Descriptions

Expand Network Management and Troubleshooting Guide (425828-001)
• Managing the Network
  - Expand SCF Commands for $NCP Information

FUP Utility Program (FUP) Reference Manual (425742-001)
• FUP Commands
  - Relocate
• Listlocks

Getting Started with Visual Inspect (131794)
• Using the Client

G-Series Highlights and Migration Planning Guide (429854-001)
• Operations and Management Changes for G-Series Release
  - Using a Saved Version of the Current Configuration Database
• Sources for Migration Assistance and Information

Guardian Disk and Tape Utilities Reference Manual (426958-001)
• Disk Space Analysis Program
• Disk Compression (DCOM)
  - DCOM Syntax
  - SQLCatalogs
• BACKUP
  - BACKUP and RESTORE Interaction

Guardian Performance Analyzer (GPA) Manual (135081)
• Introducing GPA
• Running GPA

Guardian Procedures Errors and Messages Manual (420035-001)
- File-System Errors
  Guardian User Guide (425266-001)
  - Displaying Version and System Information
    - Successful Retrievals
  INSPECT Manual (118810)
  - Debugging Processes and Save Files
Introduction to NonStop Operations Management (125507)
  - Problem Management
  - Management Responsibilities
  - Recovering from Problems
  - Inspect Components
  - High Level Inspect Commands
  - Debugging Processes and Save Files
    - Debugging Processes
  - Operations Management Tools
  - Problem Management
    - Recovering from Problems
  - Production Management
    - Using a Production Schedule
IPM Scout User Guide (426724-001)
  - Running SPRQ Reports
  - Obtaining IPMs, SUTS, and Independent Product CDs
Kernel-Managed Swap Facility (KMSF) Manual (425824-001)
  - Managing Kernel Managed Swap File
  - Operator Messages for KMSF
  - Configuring KMSF
    - Guidelines for Configuring Kernel-Managed Swap Files
Managing Software Releases and IPMs (427169-001)
  - Resources for Managing Software Releases
    - Support Services
  - What is in a SoftDocs
    - Interim Product Modification SoftDocs Addendum
  - Software Release Installation Planning
    - Investigate the Scope of the New Software Release
Measure Reference Manual (427635-001)
  - MEASCOM Commands
  - Running GPA
    - An Overview of the GPA Procedure
  - Entities and Counters
    - SQLSTMT
    - PROCESSH
  - Querying the ASAP Database
Measure User Guide (427634-001)
  - Balancing and Tuning a System
    - Checking and Tuning Problem Areas
NetBatch Manual (142530)
  - Scheduler Planning, Configuration and Management
NonStop Automated Storage Manager (ASM) Reference Manual (143009)
- Records

NonStop S-Series Operations Guide (429227-001) (Release 1.1 or 1.2)
- Processors: Monitoring and Recovery
- Recovery Operations for Processors
- Dumping a Processor to Disk

NonStop S-Series Operation Guide (429227-001)
- Processors: Monitoring and Recovery
  - Monitoring Processors

NonStop S-Series Planning and Configuration Guide (429863-001)
- Creating Startup and Shutdown Files
  - Startup Files Examples
  - Automating System Shutdown

NonStop RDF/IMPX System Management Manual (429600-001) (NonStop RDF 1.2)
- Configuring RDF
- Entering RDFCOM Commands

NonStop SQL/MP Installation and Management Guide (424912-001)
- Licensed SQLC12 Process
- Performing Recovery Operations
  - Purging Damaged Objects With the CLEANUP Utility
- Enhancing Performance
  - Keeping Statistics Current
  - Understand the Implications of Concurrency
- Measuring Performance
- Performing Recovery Operations
  - Removing Shadow Labels

NonStop SQL/MP Programming Manual (429124-001)
- Program Invalidation and Automatic SQL Recompilation
- Explicit Program Compilation
  - Running the SQL Compiler in the Guardian Environment

NonStop SQL/MP Reference Manual (429320-001)
- Reorganizing Tables and Maintaining Data
  - Changing Extent Size Values
- Enhancing Performance
  - Keeping Statistics Current
- =_SQL_CMP_Event Define
  - Format of SQL Compiler Event Messages
  - Considerations - SQL_CMP_Event

NonStop Storage Management Foundation User Guide (424399-001)
- SMFIXUP Utility
  - Catalog Maintenance Commands

NonStop TCP/IP Applications User Guide (117469)
- ECHO – Testing Network Connections
- FINGER – Displaying Network User Information

NonStop TMF Configuration and Planning Guide (136588)
- Standard Configuration and Planning
- Additional Transaction Related Configuration
- Dumping to Remote Systems
NonStop TMF Management Programming Manual (137444)
  • Commands and Responses
NonStop TMF Operations and Recovery Guide (136589)
  • Why Audit Trail Files Stay Pinned on a Volume
  • Routine Maintenance
  • Audit Dumps
    - Maintaining Audit Dumps
  • The TMF Catalog
    - Changing the Catalog Configuration
NonStop TMF System Management Manual (135027)
  • Tuning Your System By Using Statistics
  • Server Commands
  • Configurations Limits and Defaults
NonStop Virtual Hometerm Subsystem (VHS) Manual (140607)
  • Introduction to VHS
  • Benefits of VHS
  • Installing VHS
  • VHSBCONF File
  • Call Errors
  • VHS Browser Restrictions
Object Monitoring Facility (OMF) Manual (422666-001)
  • Assigns, Params, and Defines
  • An Introduction to OMF
  • Screen Descriptions
    - General Status Screen
    - Object Configurations Screen
Open System Services Management and Operations Guide (426804-001)
  • Operating the OSS Environment
    - Obtaining Information About the OSS Subsystem
    - Starting the OSS Monitor
  • Managing OSS Files
    - Obtaining Information About OSS Files
  • Managing Filesets
    - Starting (Mounting) or Restarting Filesets
  • Managing Servers
    - Configuration Databases
  • Managing OSS Devices
  • Managing With the Shell
Open System Services Shell and Utilities Reference (427641-001)
Operator Messages Manual  (520620-001)
OSI/TS Configuration and Management Manual (424831-001)
  • Performing Monitoring and Troubleshooting Guide
PEEK Reference Manual (422607-001)
  • Getting Started with PEEK
  • Interrupts Option
    - Elements of the Interrupts Display
  • PEEK Syntax and Example
    - INIT Option
PTrace Reference Manual (139164)
- FC Command
- FIND Command

RDF/IMP and IMPX System Management Manual (429600-001)
- Entering RDFCOM Commands

SCF Reference Manual for G-Series Releases (520413-001)
- Introduction to SCF

SCF Reference Manual for Storage Subsystem (429317-001)
- Managing Magnetic and Virtual Disks
  - Analyzing a STATS DISK report for Magnetic Disk Drives
  - Correcting Doubly Allocated File Extents
  - Sparing a Defective Sector
- INFO POOL Command
- Managing Tape Drives
- Storage Subsystem Commands

SCF Reference Manual for NonStop SNMP Agent (138128)
- NonStop Agent PTrace Facility

ServerNet Cluster Manual (427410)
- SCF Commands for the External ServerNet SAN Manager Subsystem (SANMAN)
- SCF Error Messages

ServerNet Manual (520371-001)
SNAX/XF and SNAX/APN Configuration and Management Manual (425836-001)
- SCF commands for SNAX \XF and SNAX/APN

SNMP Configuration and Management (142624)
- Starting and Stopping the NonStop™ Agent
- Run Command

Spooler Utilities Reference Manual (425735-001)
- PRINT Command

Storage Management Foundation User Guide (424399-001)
- Configuring and Managing SMF Processes, Starting SMF Processes

SWAN Concentrator and WAN Subsystem Troubleshooting Guide (426992-001)
- Installing and Using the SWAN Tools
  - WANFBT
  - WANLNCK
- Troubleshooting Tips for the SWAN Concentrator and the WAN Subsystem
  - Finding the VPROC of the Firmware

Tandem Failure Data System (TFDS) Manual (424045-001)
- AUTOSTIFLE
- Starting TFDS on your G-Series System
- Using TFDS
  - What to do After a Software Failure
  - When to Use TFDS

Tandem Network Statistics Extended (NSX) Manual (134550)
- NSX Conversational Interface Commands-Set Command
- NSX Command
- NSX Error Messages
- NSX Conversational Interface Commands
TCP/IP Configuration and Management Manual (140771)
- SCF Command Summary
- SCF Interface to Tandem NonStop TCP/IP
  - Trace Command
TM/MP Operations and Recovery Guide (136589)
- Maintaining Audit Trail Files
- Audit Dumps
TSM Configuration Guide (422899-001)
- Windows NT Procedure for Configuring Dial-Out/Dial-In
  - Carbon Copy for Remote for Remote Operations
  - Dial-out Scenario
TSM Online User Guide (427509-001)
- TSM Online Help
TSM Service Provider Supplement (427431-001)
- Locking and Unlocking Value-Added Diagnostics
ViewPoint Manual (426801-001)
- Introduction to ViewPoint
- Customizing ViewPoint
  - Recovering Events After a Shutdown
- Server Assigns and Parameters
ViewSys User Guide (103491)
X25AM Configuration and Management Manual (424910-001)
- Configuring an X25AM Subsystem

Other References
- Customer Services Guide 01/092198, Section 2
- Guided Replacement Toolkit Online User Guide
- Hotstuffs HS02389
- ServerNet Diagnostic Tool Online help
- SNOOP Online help
- SP Tool Online User Guide
- Support Notes S01005
- TSM Online Help
- WAN Wizard Pro Online Help
- Web ViewPoint Online Help

Conclusion
HP wishes you success in the NonStop Accredited Professional Program and in passing this exam. The exam results will provide valuable feedback to guide you in assessing your areas of strength or weakness. Successful completion of the exam confirms your competency in NonStop Problem Management and Resolution skills. However, continued training, job experience and completion of the targeted ASE certification will further increase your level of expertise and your ability to effectively support NonStop systems and solutions.