

HUBwatch for Windows

DECserver 90 Management

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Preface

Introduction

This manual is for system managers who are going to use the HUBwatch for Windows application to manage DECserver 90 modules.

This manual contains information about selecting a server module; managing the configuration, performance, and faults for the server; accessing the MIB; and printing server reports.

Conventions

The following table lists the conventions used in this manual.

Convention	Meaning
Note	Contains important information.
<i>Italic type</i>	Emphasizes important information, indicates variables, and indicates complete titles of documents.
Click on	To press and release a mouse button when the pointer is positioned on an active object.
Drag	To press and hold a mouse button, move the mouse, and then release the button.
MB	Indicates a mouse button.
Mouse Button	Position
MB1	Left mouse button
MB2	Right mouse button (middle button on 3-button mouse)

Convention	Meaning
<u>Underline</u>	Indicates the underlined letter on the screen menu item, option, or button. These are designed for use if you do not have a mouse or do not want to use your mouse for accessing menu items. To access items without using a mouse, do the following:
To . . .	Press . . .
Access menu items	[Alt] and the underlined letter
Access options	[Shift] and the underlined letter
Activate buttons	[Alt] and the underlined letter

1

Managing DECserver 90 Modules

Introduction

The DECserver 90 is a terminal server designed for Institute of Electrical and Electronics Engineers (IEEE) 802.3 CSMA/CD networks. You can use HUBwatch to manage the configuration, performance, and faults related to a selected DECserver 90L or DECserver 90L+. (The DECserver 90TL is not supported in Version 1.0 of HUBwatch for Windows.)

Note

Prior to reading this manual, you should be familiar with the *DECserver 90 Owner's Manual*, EK-DSRVG-OM. For ordering information, refer to Appendix A.

Selecting the DECserver Module

To manage a specific DECserver, you must define that server by selecting it:

1. Set the display to the hub view, to select a DECserver.

or

Set the display to the network or site view to select a standalone DECserver.

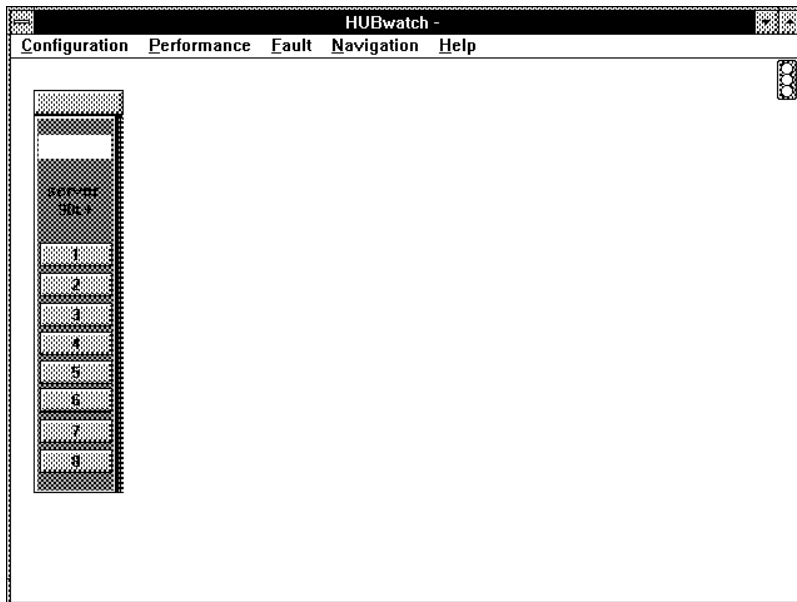
2. Choose the Navigation pull-down menu.
3. Choose the Zoom In option.
The cursor becomes a magnifying glass.
4. Position the magnifying glass on the DECserver module you need to manage and click MB1.

HUBwatch displays the module view with the DECserver module on the left side of your window (Figure 1-1).

Note

You can also access the DECserver module by double clicking MB1 on the module itself.

Figure 1-1 Selecting a DECserver Module



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Accessing DECserver Information

You can access DECserver information and manage the selected DECserver through the following pull-down menus:

- Configuration
- Performance
- Fault

- MIB Access

Note

The MIB Access menu is only available at the device view. It is not available at the module view.

Managing the DECserver Configuration

You can manage the configuration of a DECserver at the module view or a standalone DECserver at the device view. The following table lists the options that appear at either the module or device view when you select the Configuration menu. It also lists the tasks you can perform using these options.

Option	View	Task
Report	Module	View DECserver configuration reports.
Modify†	Device	Modify the selected device.
Note†	Module and Device	Enables you to make an annotation about the selected device.

†This option is not module specific. For further information, refer to the *HUBwatch for Windows User Information* manual.

DECserver Configuration Reports

Through the Configuration menu, at the module view, you can access information about the configuration of the selected DECserver. The configuration reports include the following:

- Server Information
- Server Port Information
- Server Services Information
- Server Special Services
- Modify Server Port
- Server Security

Note

This section reviews the configuration information for management of the server module only. The configuration information at other levels varies. For general information about the Configuration menu, refer to the *HUBwatch for Windows User Information* manual.

Server Information Report

The Server Information report (Figure 1–2) is accessed from Server Info option. It displays the following high-level server information for the selected server. You can change any of the fields displayed in bold type.

Field Name MIB Object	Description
Module name dh90SlotModuleName	User-defined name for the selected terminal server. It can be up to 16 alphanumeric characters in length.
MAC Address dh90SlotPhysicalAddress	The Medium Access Control Address (MAC) of the selected terminal server. This is the same as the Ethernet or Physical address.
SNMP Agent dh90SlotModuleName	The user-defined name of the DECagent 90 that is proxying for this terminal server. The terminal server must be in the slot table of one of the communities that the agent is supporting.
Community sysName sysName	The user-defined name for the community where the selected terminal server resides.
Version dh90SlotModuleVersion	A textual description of the version level of the hardware and the firmware of the selected terminal server.
Protocol No MIB Object	The protocol in use. LAT is displayed for either the DECserver 90L or the DECserver 90L+.
Last Zeroed (hr) dh90SlotCounterTime	Time since the terminal server's counters were set back to zero.
Oper. State ifOperStatus	The operational state of the Ethernet interface on the selected terminal server.
Retransmit Limit ds90LatCircRetransmitLimit	The maximum number of LAT circuit message retransmissions the selected server will attempt before declaring a failed circuit.
Keep Alive ds90LLatCircKeepAlive	The number of seconds the terminal server waits between transmitting LAT circuit keep-alive messages.

Field Name MIB Object	Description
Authorization ds90AuthorizeMode	A value of 1 sets this value to enable. It causes the SET A password command to be sent to the DECserver 90.
Modify	
Terminal Prompt ds90LPrompt	A user-defined character string up to 16 characters in length that will be used as the local prompt for all ports. The default is an arrow pointing to the right.
Being Polled No MIB Object	Controls whether the terminal server is being polled. When the box is checked, the terminal server is being polled by the management station to check for threshold violations.
Zero Counters ds90LMaintenance	If selected, causes the terminal server to clear all counters and to begin all counts from zero.
Reset db90Maintenance	If selected, causes the terminal server to clear all counters and to begin all counts from zero.
Set to Factory Defaults da90Maintenance	If selected, causes the terminal server to go through its power up self test. All settings stored in NVRAM are lost and the learned entries in the forwarding table are erased.

When you are finished viewing the information and making the necessary changes, choose the Apply button to accept the changes or choose the OK button to accept the changes and remove the window.

Figure 1-2 Server Information Report

The screenshot shows a web-based configuration interface for HUBwatch. The main window has a title bar "HUBwatch -" and a menu bar with "Configuration", "Performance", "Fault", "Navigation", and "Help". A "Server Information" dialog box is open, containing the following fields and options:

Module Name:	MAC Address:	SNMP Agent:	
Server 1	00-00-00-00-00-00	Agent 1	
Community sysName:	Version:	Protocol:	Last Zeroed(hr):
Hub 1			
Oper State	Retransmit Limit:	Keep Alive:	Authorization:
Modify:			
Terminal Prompt:	<input type="radio"/> Zero Counters <input type="radio"/> Set to Factory Defaults		
<input checked="" type="checkbox"/> Being Polled	<input type="radio"/> Reset		

At the bottom of the dialog box are three buttons: "OK", "Apply", and "Cancel".

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Server Port Information Report

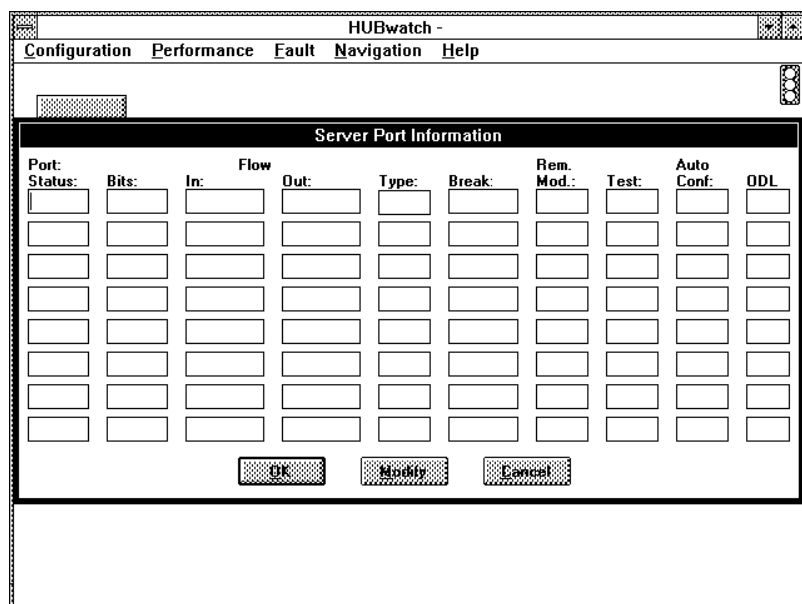
Server Port Information Report (Figure 1–3) is accessed through the Server Port Info option. It displays the following detailed port information for the selected server. You can change any of the fields displayed in bold type.

Field Name MIB Object	Description
Port Status charPortOperStatus	The operating status of the port.
Bits rs232PortInSpeed	The present port speed. The port will always autobaud. However, the speed can be preset.
Flow In charPortInFlowState	Shows if the input flow control is enabled or disabled and gives its current state (on or off). If enabled, the port responds to XON or XOFF flow control. If the box is disabled, the port ignores XON or XOFF. The default is enabled.
Flow Out charPortOutFlowState	Shows if the output flow control is enabled (1) or disabled (2) and gives its current state (on or off). If enabled, the port sends XOFF to temporarily stop the device from transmitting. The port will send XON when it has sufficient buffer space to continue. If disabled, the port will not send XON or XOFF characters. The default is enabled.
Type ds90LPortType	Shows if the device type is set for a terminal or printer. It should be changed to printer only if the port is dedicated to a printer.
Break ds90LPortBreak	Shows if the port is set for local or remote break. The default is local. It should be changed to remote if the port is dedicated to a printer.
Rem Mod ds90LPortRemoteModification	Defines if the remote modify is enabled or disabled. If enabled, the port can be modified by the remote host. If disabled, the remote host to which a LAT connection is established cannot modify the port. The default is disabled.
Test ds90LPortTest	Defines if the loopback test is enabled or disabled. If enabled, the port is placed in loopback mode to allow verification that it is sending and receiving characters. If disabled, normal operation is in effect. The default is disabled.

Field Name MIB Object	Description
Auto Config ds90LPortAutoConfigure	This field only applies to the DECserver 90L. It shows if the AutoConfigure is enabled or disabled. If enabled, the port will autobaud. If disabled, the port will not autobaud and the port characteristics are stored in nonvolatile memory on the server. The default is enabled.
ODL ds90LOnDemandLoad	This field only applies to the DECserver 90L. It shows if on demand loading of fonts is enabled or disabled. If enabled, on demand loading of fonts can occur. If disabled then on demand loading of fonts is disabled. The default is enable.

When you are finished viewing the information and making the necessary changes, choose the Apply button to accept the changes or choose the OK button to accept the changes and remove the window.

Figure 1-3 Server Port Information Report



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Server Services Information Report

Server Services Information report (Figure 1-4) is accessed through the Server Services Modify option. It displays the following server configuration information for the selected server. You can change any of the fields in bold type.

Field Name MIB Object	Description
Port charPortName	Defines whether a server port is on or off. If the box is checked, then connections are allowed on the port. If the box is not checked, then connections are not allowed.
Type ds90LPortType	Defines whether the port is connected to a terminal or to a printer. The default is terminal. It should be changed to printer only if the port is to be dedicated to a printer.
Break ds90LPortBreak	The port can be set to respond to either local or remote break control. The default is local. Change the default to remote if the port is being dedicated to a printer.
Bits rs232PortInSpeed	Displays the present port speed. Enter the baud rate you need. Options include: 1200 2400 4800 9600 19200 38400 Autobaud
Rem ds90LRemoteModification	If the box is checked, the port can be modified by the remote host. If the box is not checked, the remote host to which a LAT connection is established cannot modify the port characteristics. The default is disabled.
Flow In charPortInFlowType	Defines if the input flow control is enabled or disabled and gives its current state (on/off). If the box is checked, the port responds to XON or XOFF flow control. If the box is not checked, the port ignores XON or XOFF characters. The default is enabled (checked).

Field Name MIB Object	Description
Flow Out charPortOutFlowType	Defines if the output flow control is enabled or disabled and gives its current state (on/off). If the box is checked, the port sends XOFF to temporarily stop the device from transmitting. The port will send XON when it has sufficient buffer space to continue. If the box is not checked, the port will not send XON or XOFF characters. The default is enabled (checked).
Test ds90LPortTest	Defines if the loopback test is active. If the box is checked, the port will be placed in loopback mode to allow verification that it is sending and receiving characters. If the box is not checked, then normal operations are in effect. The default is disabled (checked).
Auto ds90LPortAutoConfigure	Shows if autoconfigure is enabled or disabled.
ODL ds90LOnDemandLoad	Shows if On Demand Load of fonts is enabled or disabled.

When you are finished viewing the information and making the necessary changes, choose the Apply button to accept the changes or choose the OK button to accept the changes and remove the window.

Figure 1-4 Server Services Information Report

Part	Type	Break	Date	Item	Flow		Test	Auto	BDI
					In	Out			
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Server Special Services Report

Server Special Services Report (Figure 1–5) is accessed from the Server Special Services option. It displays the following list of any remote service to the defined server other than a terminal or a printer. The Server Special Services is a read-only screen.

Field Name MIB Object	Description
Service ds90LSessionService	The name of the service to which the port is connected.
Remote Node ds90LSessionRemoteNode	The name of the host node that is offering the service.
Remote Port ds90LSessionRemotePortId	The port number on the host node where connections are made to the special service.
Queue <i>No MIB Object</i>	This field is for printer ports only. It lists the jobs queued to the port. This field will be blank if this is a port-type of terminal. It will also be blank if there are no print jobs pending. <i>This is not available for Version 1.0 of HUBwatch for Windows.</i>

Figure 1-5 Server Special Services Report

The screenshot shows a window titled "HUBwatch -" with a menu bar containing "Configuration", "Performance", "Fault", "Navigation", and "Help". Inside the window, a dialog box titled "Server Services Information" is displayed. The dialog box contains a table with four columns: "Service:", "Remote Node:", "Remote Port:", and "Queue:". There are eight rows of empty input fields. Below the table is a "Cancel" button.

Service:	Remote Node:	Remote Port:	Queue:

Cancel

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Modify Server Port Report

Modify Server Port report (Figure 1–6) is accessed from the Modify Server Port option. It displays the following server port information for the selected server:

Field Name MIB Object	Description
Port Index ds90LPortIndex	The number of the port where the DECserver is connected.
Name charPortName	The name of each port.
Speed (bps) rs232PortInSpeed	Receive/transmit speed of the port.
Type ds90LPortType	Shows if the server is set for a terminal or a printer.
Break ds90LPortBreak	Shows if the server is set for local or remote break.
Remote Modify ds90LPortRemoteModification	Defines if the port is set for remote or local break. The default is local. It should be changed to remote if the port is being dedicated to a printer.
Test ds90LPortTest	If enabled, the port is placed in loopback mode to allow verification that is is sending and receiving characters. If disabled, normal operation is in effect. The default is disabled.
In Flow charPortInFlowType	Defines if the input flow control is enabled or disabled and gives its current state (on or off). If enabled, the port responds to XON or XOFF flow control. If disabled, the port ignores XON or XOFF characters. The default is enabled.
Out Flow charPortOutFlowType	Defines if the output flow control is enabled or disabled and gives its current state (on or off). If enabled, the port sends XOFF to temporarily stop the device from transmitting. The port will send XON when it has sufficient buffer space to continue. If disabled, the port will not send XON or XOFF. The default is enabled.

Field Name MIB Object	Description
Special Service	
Service <i>No MIB object</i>	Defines if the service is preferred or dedicated. <i>This field is not available for Version 1.0 of HUBwatch for Windows.</i>
Remote Node <i>No MIB object</i>	The name of the host node that is offering the service. <i>This field is not available for Version 1.0 of HUBwatch for Windows.</i>
Remote Port <i>No MIB object</i>	The port number on the host node where connections are made to the special service. <i>This field is not available for Version 1.0 of HUBwatch for Windows.</i>
Preferred/Dedicated <i>No MIB object</i>	A service may be predefined as either preferred or dedicated for this port. Preferred mode allows you to connect to that service without specifying the service by name. A dedicated mode will restrict the user from connecting to any other service besides the one defined for the port. <i>This field is not available for Version 1.0 of HUBwatch for Windows.</i>

When you are finished viewing the information and making the necessary changes, choose the Apply button to accept the changes or choose the OK button to accept the changes and remove the window.

Figure 1-6 Modify Server Port Report

HUBwatch -
Configuration Performance Fault Navigation Help

Modify Server Port

Port index: 1

Name: _____ Speed(bps): _____

Type
 Terminal
 Printer

Break
 Local
 Remote

Special Service
 Preferred Dedicated

Service: _____ Remote Node: _____

Remote Port: _____

Remote Modify
 Enable
 Disable

Test
 Enable
 Disable

In Flow
 Enable
 Disable

Out Flow
 Enable
 Disable

OK Apply Cancel

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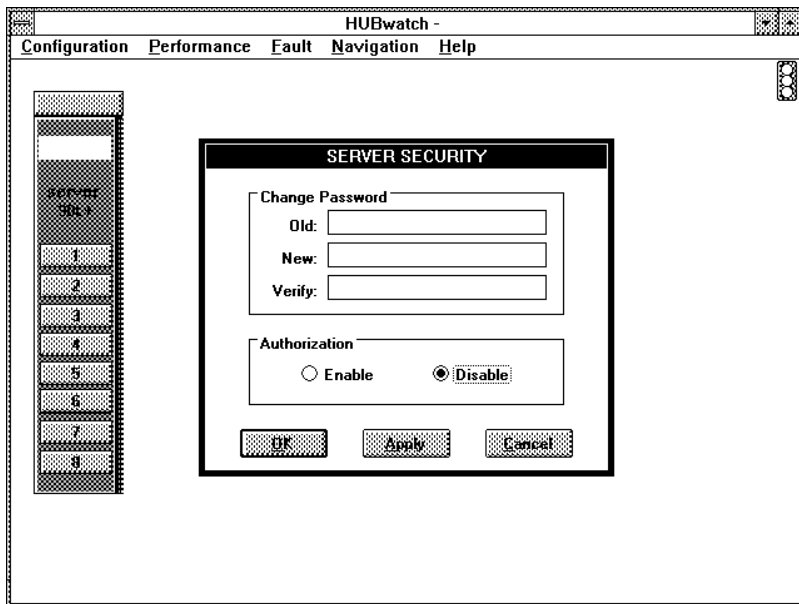
Server Security Report

The Server Security report (Figure 1-7) is accessed from the Server Security option. It displays the following security information for the selected server. You can change any of the fields displayed in bold type.

Field Name MIB Object	Description
Change Password	
Old ds90LSlotPassword	The old password is passed to the terminal server for verification before the new password can take effect. Passwords are not echoed on the screen during entry and existing terminal server passwords cannot be retrieved.
New ds90LSlotNewPassword	The new password replaces the old password in the terminal server if the Old password is verified, and the terminal server is powered down. The power is back up within 30 seconds after the change is issued.
Verify No MIB Object	The new password must be entered again as verification that there were no errors in entering it in the new password field.
Authorization ds90LAuthorizeMode	If enabled, the terminal server requires a password in order to allow parameter changes. If disabled, a password is not required.

When you are finished viewing the information and making the necessary changes, choose the Apply button to accept the changes or choose the OK button to accept the changes and remove the window.

Figure 1-7 Server Security Report



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Managing DECserver Performance

You can manage the performance for either a DECserver at the module view or for a standalone DECserver at the device view. The following table lists the options that appear at either the module or device view when you select the Performance menu. It also lists the tasks you can perform using these options.

Option	View	Task
Statistics	Module	View DECserver performance reports.
Graph†	Module and Device	Display an interactive graph of the overtime count for a selected MIB node and object.
Ping†	Device	Test the IP level connectivity of the selected device.

†This option is not module specific. For further information, refer to the *HUBwatch for Windows User Information* manual.

DECserver Performance Reports

Through the Performance menu, at the module view, you can access information about the performance of the selected DECserver. The performance reports for the server include the following:

- DECserver Performance
- MIB Object Graph

DECserver Performance Report

The DECserver Performance report (Figure 1–8) displays MIB information about the selected server. You can either view or print the DECserver performance report. You cannot change any of the fields. To print the report, see *Printing DECserver Reports*. For detailed information on each of the MIBs displayed in the DECserver Performance report, refer to the MIB Appendix in the *HUBwatch for Windows User Information* manual.

Figure 1-8 DECserver Performance Report

The screenshot shows a window titled "HUBwatch - DEC Server Performance". The window contains several input fields for server identification and performance metrics. The fields are arranged in a grid-like structure. At the bottom right, there are two buttons labeled "Output" and "Exit".

Server Name	Serial Number	Model
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional fields for performance metrics:

Cache Change Rate	Cache Hit Rate
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Buttons:

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MIB Object Graph Report

The MIB Object Graph Report displays an interactive graph of the overtime count for a selected MIB node and object. The report is accessed through the Graph option. For further information, refer to the *HUBwatch for Windows User Information* manual.

Managing DECserver Faults

You can manage the faults for either a DECserver at the module view or for a standalone DECserver at the device view. The following table lists the options that appear at either the module or device view when you select the Fault menu. It also lists the tasks you can perform using these options.

Option	View	Task
Error Statistics	Module	Look at the DECserver Error Reports.
Set Thresholds	Module	Set threshold counters for the selected module.
Audible Alarms†	Module and Device	Set alarms so they are audible or inaudible.
Alarms†	Module and Device	Access the Current Alarms Network report.
Report†	Module and Device	Access the Alarm Log.

†This option is not module specific. For further information, refer to the *HUBwatch for Windows User Information* manual.

Viewing the DECserver Error Report

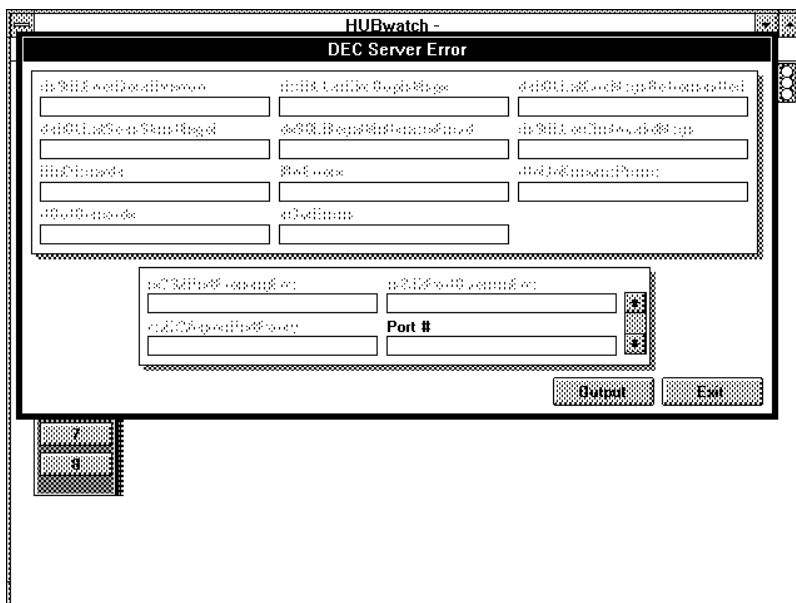
The DECserver Error report lists specific MIB objects for the selected server and the associated errors.

To access the report, do the following:

1. Set the view to the server you need to manage.
2. Pull down the Fault menu.
3. Choose the Error Statistics option.

The DECserver Error report appears (Figure 1–9).

Figure 1–9 DECserver Error Report



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You can either view or print the DECserver Error report. You cannot change any of the fields. For detailed information on each of the MIBs displayed in the DECserver Error Report, refer to the MIB Appendix in the *HUBwatch for Windows User Information* manual. To print the report, refer to Printing DECserver Reports.

Setting Thresholds - DECserver

The Set Thresholds window displays the thresholds for the selected DECserver.

To access the Set Thresholds window for a DECserver, do the following:

1. Select the DECserver for which you want to view the threshold settings.
2. Choose the Set Threshold option from the Fault menu.

A submenu with the following options appears:

- Interface—*This option is not available for Version 1.0 of HUBwatch for Windows.*
- Slot—This option enables you to change threshold counters for the selected server.

3. Select the option you need to effect.

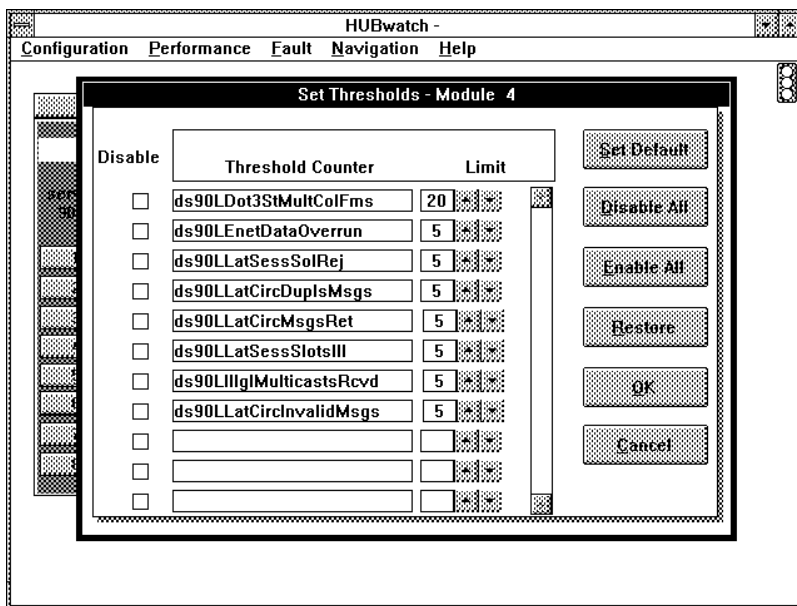
The selected Set Thresholds window appears (Figure 1-10).

You can do any of the following to the threshold counters for the selected server.

To perform this task . . .	Do this . . .
Set the thresholds to their default.	Choose the <u>S</u> et Default button.
Disable all the threshold counters.	Choose the <u>D</u> isable All button.
Enable all the threshold counters.	Choose the <u>E</u> nable All button.
Restore the threshold counters to their original setting.	Choose the <u>R</u> estore button.
Change specific threshold counter limits.	Position the cursor on ↑ or ↓ and click MB1 repeatedly until the setting you want to change appears.

4. Make the changes you need to the threshold counters and choose the OK button to accept the changes and remove the window.

Figure 1–10 Set Thresholds Window



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Accessing the MIB

The MIB Access menu is not module specific. You can only access the MIB for a generic or standalone device at the device view. For a DEChub module, you must be at the hub view. For further information, refer to the *HUBwatch for Windows User Information* manual.

Printing DECserver Reports

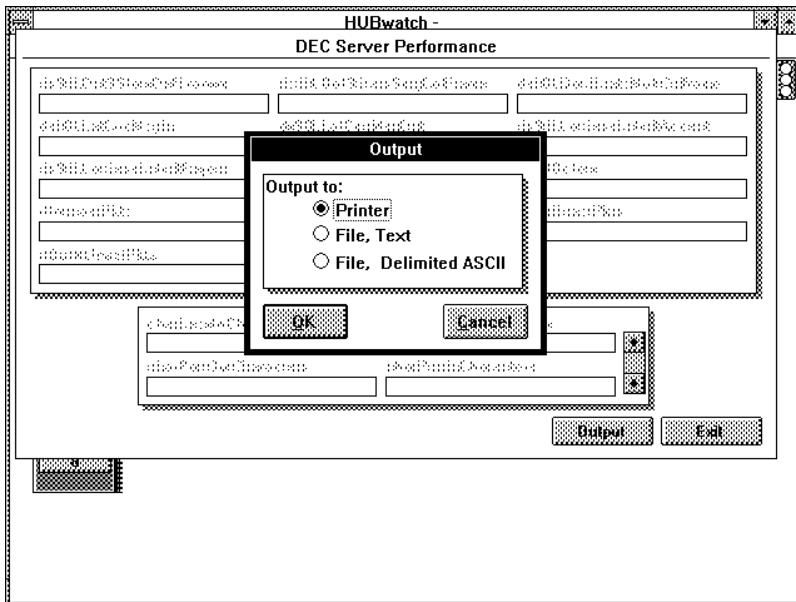
Several of the report windows provide an option for printing the report. This is indicated by an Output button at the bottom of the window.

To print a report, do the following:

1. Choose the Output button.
The Output dialog box appears (Figure 1–11).
2. Choose one of the following options for output:
 - Printer
 - File, Text
 - File, Delimited ASCII

3. Choose OK.

Figure 1-11 Output Dialog Box



LJ-02913-SIX

A

Documentation and Ordering

Introduction

This appendix lists documentation that is related to the HUBwatch for Windows application. It also includes ordering information.

Related Documentation

You can order the following documents from Digital:

Document Title	Order Number
DEChub 90 Owner's Manual	EK-DEHUB-OM
Open DECconnect Building Wiring Components and Application Catalog	EB-K2407-42
DECconnect System Planning and Configuration Guide	EK-DECSY-CG
DECagent 90 User Information	EK-DENMA-UI
DECbridge 90 Owner's Manual	EK-DEWGB-OM
DECrepeater 90C Owner's Manual	EK-DECMR-OM
DECrepeater 90T Owner's Manual	EK-DETMR-OM
DECserver 90L Owner's Manual	EK-DSRVD-OM
DECserver 90L+ Owner's Manual	EK-DSRVG-OM
HUBwatch Installation & Use for DECMcc	AA-PW4BA-TE
HUBwatch for Windows (Kit)	EK-478AA-DK
HUBwatch for Windows User Information	EK-487AA-UI
HUBwatch for Windows DECbridge 90 Management	EK-488AA-UI
HUBwatch for Windows DECrepeater 90 Management	EK-490AA-UI

Ordering Information

You can order options and documentation by mail, phone, or electronically.

Need Help?

If you need help deciding which documentation best meets your needs, please call 800-DIGITAL (800-344-4825) and press 2 for technical assistance.

Electronic Orders

To place an order through your account at the Electronic Store, dial 800-234-1998, using a modem set to 2400 or 9600 baud. You must use a VT terminal or terminal emulator set at 8 bits, no parity. If you need help, call 800-DIGITAL (800-344-4825) and ask for an Electronic Store specialist.

Telephone or Direct Mail Orders

You can order documentation by phone or direct mail.

If You Are From . . .	Call . . .	Or Write . . .
U.S.A.	DECdirect Phone: 800-DIGITAL (800-344-4825) FAX: (603) 884-5597	Digital Equipment Corporation P.O. Box CS2008 Nashua, NH 03061
Puerto Rico	Phone: (809) 781-0505 FAX: (809) 749-8377	Digital Equipment Caribbean, Inc. 3 Digital Plaza, 1st Street Suite 200 Metro Office Park San Juan, Puerto Rico 00920
Canada	Phone: 800-267-6215 FAX: (613) 592-1946	Digital Equipment of Canada Ltd. 100 Herzberg Road Kanata, Ontario, Canada K2K 2A6 Attn: DECdirect Sales
International	—	Local Digital subsidiary or approved distributor

Digital Personnel

You can order documentation by electronic mail. Contact the following organizations for instructions:

If You Need . . .	Call . . .	Contact . . .
Software documentation ¹	DTN: 241-3023 (508) 874-3023	Software Supply Business Digital Equipment Corporation 1 Digital Drive Westminster, MA 01473
Hardware documentation	DTN: 234-4325 (508) 351-4325 FAX: (508) 351-4467	Publishing & Circulation Services Digital Equipment Corporation NRO2-2/I5 444 Whitney Street Northboro, MA 01532

¹Call to request an Internal Software Order Form (EN-01740-07).

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