WHITE PAPER

Deskpro EN

The Deskpro EN products are positioned to target the segment of the market that values stability and industry leading manageability.

For those who value stability, serviceability and manageability, the Deskpro EN Series of Personal Computers is positioned as being designed for easy integration within the enterprise. To support this positioning, the Deskpro EN Series incorporates long purchase availability without software changes, premier serviceability, and industry-leading manageability. Included within the Deskpro EN Series are the Slim Desktop, Convertible Minitower, and Small Form Factor models.

The Deskpro sub-brand is still strongly based on the core benefits commercial customers desire: quality, reliability, value, and compatibility.

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NOTICE

The information in this publication is subject to change without notice.

Deskpro EN Series of Personal Computers: Designed for easy integration within your enterprise

The Compaq Deskpro EN Series of Personal Computers is positioned as being designed for easy integration within your enterprise. The Deskpro EN Series primarily targets enterprise customers with complex networked environments who value product stability. Due to the complexity of their environments, these customers typically look for platforms that remain stable and consistent over time as well as products that include manageability and serviceability features that simplify deployment and management over the life of the PC.

Platform that Remains Consistent Over Time

Enterprise customers continually stress the importance of minimizing change to the platform in order to manage the effort and expense associated with installing, maintaining, and servicing networked PCs.

Deskpro EN Series products are designed to minimize product change during the lifecycle of the product and enable the purchase of the same PC configuration for a pre-defined period of time. Purchase availability will be clearly defined and communicated for all standard Deskpro EN Series models. The software pre-install, ROM, and driver images will change only to resolve a critical issue; otherwise, updates will be available via the Web. This will give customers the ability to make their own choice: they can either keep the software image, or change if the new technology is important enough to them.

The Deskpro EN Series also participates in the Change Control Program, which includes Change Notification. Change Notification provides proactive, advance communication when product changes become necessary. Changes are communicated as soon as identified, with a goal of 60 days advance notice, to ensure that customers are given adequate time to plan and execute the change. The Deskpro EN Series provide advance, proactive notification of changes with a goal of no software or ROM changes for at least 12 months.

Industry-Leading Manageability

Intelligent Manageability is a key Deskpro EN Series value-add feature that Compaq offers to customers. By implementing Intelligent Manageability solutions, along with best practices in their enterprise, IT managers and system administrators are able to better manage their client-server environment. The Deskpro EN Series provides comprehensive Intelligent Manageability solutions for critical activities that need to be performed during the desktop lifecycle, including Initial Configuration and Deployment, Asset Tracking and Security, Software Updating and Management, and Fault Notification and Recovery.

Intelligent Manageability solutions are designed around industry-standard building blocks like DMI 2.0, SNMP, Net PC Technologies, and Wired for Management. Solutions such as Compaq Intelligent Manageability and Altiris eXpress and PC Transplant, and are key components of each system.

Premier Serviceability

Each model in the Deskpro EN Series is designed for maximum serviceability, allowing customers to easily upgrade and repair models in-house with minimal training. Based on the ATX industry standard, the Slim Desktop and Convertible Minitower chassis provide tool-free accessibility, with

captive thumbscrews, tactile feedback, and quick-release latches. The Small Form Factor likewise provides tool-free access with an easily removable hood and expansion card cage. Special design features make it possible to easily install a new hard drive or CD drive in seconds.

To prevent unauthorized user tampering and reduce service calls, the Small Form Factor and Slim Desktop chassis feature a Smart Cover Lock and Sensor. These software-controlled mechanisms permit automatic lockdown of the hood from any remote administrator console and send alerts to the administrator when the chassis has been opened.