

# WHITE PAPER

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January 1998  
0124-0499-A

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## Carbon Copy Service Initiative on Compaq Armada Portable Products

*Starting with the Armada 1560 and 1592 that announced January 12, 1998, Carbon Copy will be installed on selected future Armada portables to be used as a service and support tool. This White Paper is intended for anyone needing information on the Carbon Copy Service Initiative and can be distributed externally to Compaq customers.*

***This document is intended for Compaq personnel and customers with a need for information on the Carbon Copy Service Initiative.***

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## Carbon Copy Service Initiative

First Edition (January 1998)  
Document Number 0124-0499-A

## 1 SUMMARY

Carbon Copy is remote control, file transfer and remote PC/network access software for using applications that reside on another computer. Microcom, a Compaq company, produces Carbon Copy.

Initially, Compaq Customer Support and Compaq-authorized service providers will use a version of Carbon Copy specifically modified for use as a Compaq service tool to help diagnose and fix certain types of service calls, mainly software-related, from customers using the Windows 95 operating system. Windows NTW will be supported on later products. They will be able to fix the problems by taking control of the customer's computer and see first hand what is occurring on the customer's computer. For all intents and purposes, it will be as if the technician was sitting in front of the customer's computer controlling the keyboard and mouse.

## 2 BENEFITS OF CARBON COPY

The goal of the Carbon Copy service initiative is to resolve customer reported problems in a more timely fashion, thus increasing customer satisfaction with Compaq's service and support organizations. This includes not only Compaq's own technical support, but support provided by Compaq-authorized service providers.

Service issues involving software can be more complex and take longer than hardware calls to resolve. We anticipate that Carbon Copy will not only reduce the time it takes to handle many software-related service calls, but also reduce the number of repeat service calls about the same issue. Where we are able to use Carbon Copy, problems can be resolved quickly and reliably, thus making it easier for the customer. This should help improve customer satisfaction while reducing the overall support costs to the customer.

## 3 WHEN WILL CARBON COPY BE USED?

Carbon Copy will primarily be used to help troubleshoot and diagnose problems with Compaq-preinstalled software. A Compaq TSE (Technical Support Engineer) will normally try to resolve the issue without using Carbon Copy. If the issue cannot be solved real-time by the first level TSE and the use of Carbon Copy may resolve the issue; they will inform the customer that the Carbon Copy support team will call them back. Then, a TSE who has been specially trained in the use of Carbon Copy will try to resolve the customer's issue.

There are exceptions to these general guidelines. If the TSE, from past experience, knows that the problem can be easily solved via Carbon Copy, they will explain the issue to the customer and arrange for the Carbon Copy team to call them back. Additionally, if the customer is having difficulty following the instructions of the TSE or is experiencing a more complex problem than can easily be resolved over the telephone, the TSE may wish to employ Carbon Copy to resolve the problem more quickly.

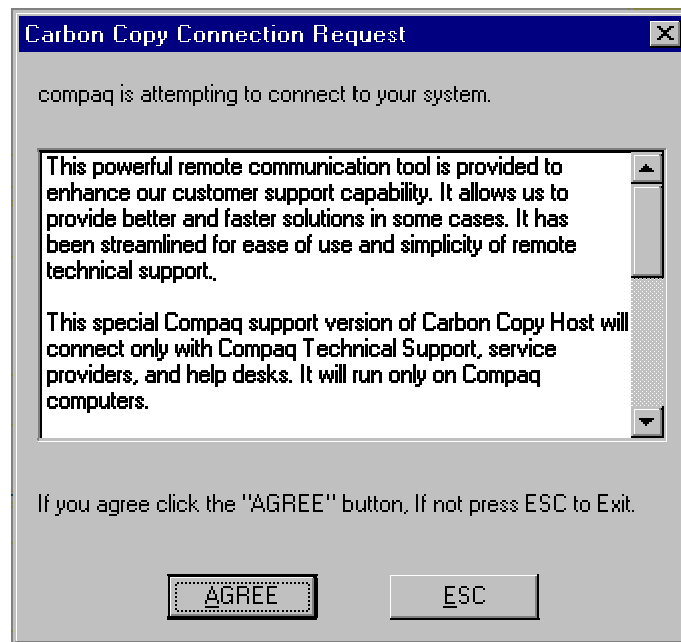
Additionally, TSEs handling Customer Relations Issues and second- and third-level support will also use Carbon Copy to help resolve issues when needed.

## 4 HOW CARBON COPY WORKS

There are two pieces to Carbon Copy: Guest and Host. The Host piece resides on the customer's unit while the TSE uses the Guest piece.

If the TSE determines that the call might be resolvable using Carbon Copy, the customer will be informed that a TSE who handles the Carbon Copy support queue will call them back. When the TSE calls the customer back, the customer will be walked through the steps necessary to load the Host portion of Carbon Copy. All that is required is running the 'Compaq Support Host' program in the 'Carbon Copy Support' folder from the Windows Start/Programs Menu.

After the Carbon Copy Host loads, the TSE will then call the customer's modem. If there is only one phone line, the customer will need to hang up and connect the phone line to the modem. Then, when the Compaq TSE calls the customer's modem, the customer must agree to have their system accessed by the TSE.



Once the customer agrees, the Host portion will accept the call. Now the TSE can begin to troubleshoot the issue.

Once the session is established, the customer will be able to see everything that is happening to their computer. Compaq's TSEs have been instructed never to blank the customer's screen.

If the TSE needs to speak with the customer for any reason while using Carbon Copy and there is only a single phone line, an online chat tool is available. This allows the TSE and the customer to type messages back and forth alleviating the need to hang up and call back.

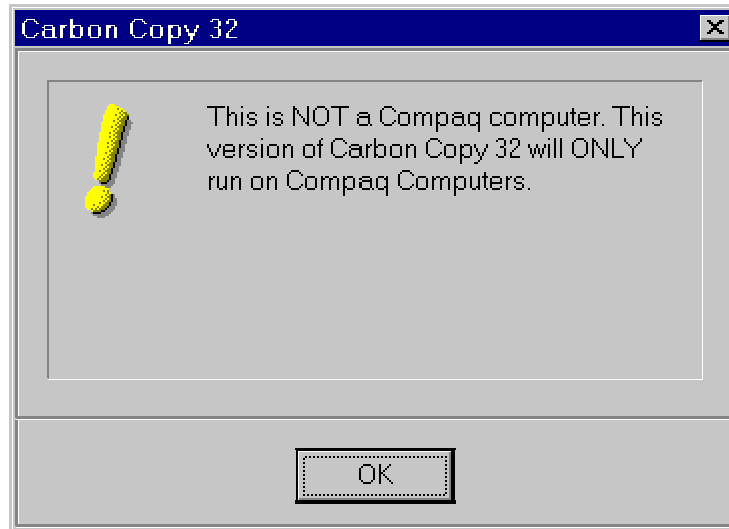
The TSE can then attempt reproduce the problem the customer is reporting. Once the root cause of the problem is determined, the TSE can correct the problem if possible and test the solution to ensure the problem is solved.

The TSE can use two different facets of Carbon Copy to provide a solution quickly and accurately. Remote Control allows for system reconfiguration. File Transfer can provide updated software. To ensure lightning fast file transfers, Carbon Copy transfers only the changes to existing files, not the entire file.

## 5 CARBON COPY ERROR MESSAGES

### 5.1 Running Carbon Copy On Non-Compaq Computers

The Service and Support version of Carbon Copy is intended for use on Compaq computers only. If the program is installed or copied onto a non-Compaq computer, it will not run. The following dialog box will be displayed.



### 5.2 Customer Tries Running The Guest Program

This information message is generated on the Host version when the end user tries to launch one of the Carbon Copy 32 applications. The Host version only allows inbound calls from Compaq support personnel (TSEs & dealers), and will not allow a user to launch any Carbon Copy applications like Chat & Whiteboarding.

