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Subject: HP SUCKS

Posted by [John \[1\]](#) on Sun, 29 Oct 2006 17:02:36 GMT

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Harrison A: Welcome to HP Total Care.

My name is Harrison. How may I assist you today?

John : hi

Harrison A: Hello John, how are you doing today?

John : i'm trying to find what slots share irqs on the PROPRIETARY motherboard A8M2N-LA

John : HP 1540n

John : model computer

John : the manuals don't say

John : hello ?

John : anyone here ?

Harrison A: John, please allow me 5 minutes to work on this issue.

John : ok, thanks

John : This is where I am: <http://h10025.www1.hp.com/ewfrf/wc/manualCategory?lc=en&cc=us&lang=en&product=3184140&dlc=en>

John : shorter version: <http://tinyurl.com/y6f83v>

Harrison A: Thank you for the information.

John : thank you !

Harrison A: Thank you for your time, John. Please visit the following link with regards to this issue. We cannot change IRQ. Could you let me know the exact issue you are experiencing with the computer.

John : I didn't ask you to change IRQ

John : I asked you which slots SHARE IRQs

John : I have PCI cards that need to be on their own IRQ

John : so I need to know what slots Share IRQs

John : IRQs

John : Do you understand my question ?

John : now ?

Harrison A: Yes, I got the issue.

John : so you understand that i don't want to change irq

John : that is not my goal

John : my goal is to identify which slots on the motherboard are sharing irqs

Harrison A: Yes, I will provide you the information please allow me 5 minutes.

John : thanks

John : A "normal" motherboard manual would have this information

John : HP likes to hide important information

Harrison A: These manuals are provided by the manufacturer of the motherboard. I am trying to locate the information please provide me some time.

John : asus says the motherboard is proprietary to HP and does not list the manuals as far as I can see

John : thanks for any help Harrison A

Harrison A: John, please open the following weblink it has information on how to find which PCI slot shares IRQ.

Harrison A: <http://smallvoid.com/tweak/windows/tips.html>

John : wait

John : that is not for this motherboard

John : i'm looking for the documentation

John : for this motherboard

John : the page you sent me says "Check for IRQ conflicts by looking in the motherboard manual for which PCI slots that are sharing the same IRQ "

John : so where in the manual does it tell us !

John : that link you provided does not say what this motherboard does

John : i need to know specifically for THIS motherboard

John : the link you provided does not help me find which PCI slot shares IRQ.

John : ok?

John : hello ?

DISCONNECTED

NEW SESSION

Norris M: Welcome to HP Total Care for Desktops. My name is Norris M. Hi!

How are you doing today?

John : hi

John : hi was disconnected

John : here is my chat: <http://nopaste.snit.ch:8001/8507>

John : trying to find what slots on motherboard share irq

John : it should be in the motherboard manual but it is not

Norris M: Please give me 5 minutes while I go through the earlier chat session.

John : thanks

Norris M: You are welcome.

Norris M: Thank you for waiting. Please give me some more time.

Norris M: John, I am sorry to let you that these information about the motherboard is not available. Could you let me know why these information are needed?

John : we have PCI cards that are NOT plug and play

John : and require their own irq

John : not shared

John : in a professional recording studio hardware card

John : for audio

Norris M: Is the PCI cards shipped by HP?

John : nope

Norris M: Okay.

John : Paris Ensoniq EDS 100 card

John : so what now

Norris M: John, since these are third party hardware and aslo I see that this hardware was not shipped with the computer, I may not be able to give you an expert solution on this software, as I do not have information regarding the same.

John : get rid of the computer ?

John : the motherboard manual SHOULD have this info

Norris M: I recommend you to contact the manufacturer of the PCI cards.

John : that's stupid

John : we need to know the MOTHERBOARD configuration  
Norris M: I am sorry, that these information are not available.  
John : what slots share IRQs  
John : so now i have to throw out the stupid computer  
Norris M: I understand your concern.  
John : SERIOUSLY !!!!!!!!!!!!!!!  
John : have a nice day HP SUCKS  
John : can't even document a stupid computer

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Subject: Re: HP SUCKS  
Posted by [DC](#) on Sun, 29 Oct 2006 17:38:27 GMT  
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Reminds me of python...

This is CRAP and it makes me very IRRITATED....

Audio and video pros have not dragged computers into the pro world,  
computers have dragged audio and video pros into the consumer world...

grrrrr

DC

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Subject: Re: HP SUCKS  
Posted by [John \[1\]](#) on Mon, 30 Oct 2006 16:28:02 GMT  
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Great tip! Hear that Mike P? Give it a shot!  
John

TCB wrote:

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> the odds of finding anyone on chat/phone support who knows enough about computers  
> to realize what non PnP is are pretty long. Sad but true.  
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> As a user of that \_other\_ operating system that goes out of its way to tell  
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> If you look in  
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> /var/log/boot.msg  
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Subject: Re: HP SUCKS

Posted by [TCB](#) on Mon, 30 Oct 2006 17:08:44 GMT

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While this is incredibly irritating and the info should, of course, be provided, the odds of finding anyone on chat/phone support who knows enough about computers to realize what non PnP is are pretty long. Sad but true.

As a user of that `_other_` operating system that goes out of its way to tell you what's going on inside the computer you bought and really should own, I have a suggestion. Download knoppix ([www.knoppix.de](http://www.knoppix.de)) and boot up your machine. If you look in

`/var/log/boot.msg`

that will have the entire boot sequence, including the part that lists all of the IRQs being used and by what hardware. Better than 9 times out of ten that will be all you'll need to know. In that 1 of 10 situation `/var/log/messages` and `/var/log/warn` should have the rest.

Good luck,

TCB

"John" <[no@no.com](mailto:no@no.com)> wrote:

>

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Subject: Re: HP SUCKS  
Posted by [John \[1\]](#) on Mon, 30 Oct 2006 18:21:59 GMT  
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I'm betting PCI slot shares with your video card which is a no no. What can you break off slot 3 to make an EDS fit? hehe  
John

Mike P wrote:

> I will, and I will let you know what I find.  
>

> Thanks!  
>

> John <no@no.com> wrote:

>> Great tip! Hear that Mike P? Give it a shot!  
>> John

>>

>> TCB wrote:

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Subject: Re: HP SUCKS

Posted by [Nappy](#) on Mon, 30 Oct 2006 18:48:24 GMT

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I thought the idea of modern operating system was NOT to have to know what was going on inside the computer, but that it just worked. Now if you are more interested in how they work than getting work done, then continue using that other operating system. Now if the people that are paid to give support for this computer you "should own" don't know enough about them how is the average end user suppose to. I guess this is why companies like Geek Squad exist.

"TCB" <nobody@ishere.com> wrote:

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>>John : we have PCI cards that are NOT plug and play

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>>John : in a professional recording studio hardware card

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>>Norris M: Okay.

>>John : Paris Ensoniq EDS 100 card

>>John : so what now

>>Norris M: John, since these are third party hardware and aslo I see that

>>this hardware was not shipped with the computer, I may not be able to give

>>you an expert solution on this software, as I do not have information regarding

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>>Norris M: I understand your concern.

>>John : SERIOUSLY !!!!!!!!!!!!!!!!

>>John : have a nice day HP SUCKS

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>>

>>

>

---

Subject: Re: HP SUCKS

Posted by [MikeP](#) on Mon, 30 Oct 2006 19:01:13 GMT

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---

I will, and I will let you know what I find.

Thanks!

John <no@no.com> wrote:

>Great tip! Hear that Mike P? Give it a shot!

>John  
>  
>TCB wrote:  
>> While this is incredibly irritating and the info should, of course, be provided,  
>> the odds of finding anyone on chat/phone support who knows enough about computers  
>> to realize what non PnP is are pretty long. Sad but true.  
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>> As a user of that `_other_` operating system that goes out of its way to tell  
>> you what's going on inside the computer you bought and really should own,  
>> I have a suggestion. Download knoppix ([www.knoppix.de](http://www.knoppix.de)) and boot up your machine.  
>> If you look in  
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>> `/var/log/boot.msg`  
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>> that will have the entire boot sequence, including the part that lists all  
>> of the IRQs being used and by what hardware. Better than 9 times out of ten  
>> that will be all you'll need to know. In that 1 of 10 situation `/var/log/messages`  
>> and `/var/log/warn` should have the rest.  
>>  
>> Good luck,  
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>>> John : shorter version: <http://tinyurl.com/y6f83v>  
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---

Subject: Re: HP SUCKS

Posted by [John \[1\]](#) on Mon, 30 Oct 2006 19:11:44 GMT

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---

Agreed. That knoppix find is excellent, but I'm not doing any calculus !  
John

TCB wrote:

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> motherboards. If I have an ISA modem on a BX chipset mobo and I want to put  
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>

> TCB

>

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>> other operating system. Now if the people that are paid to give support  
> for

>> this

>> computer you "should own" don't know enough about them how is the average  
>> end user suppose to. I guess this is why companies like Geek Squad exist.

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>

---

Subject: Re: HP SUCKS

Posted by [TCB](#) on Mon, 30 Oct 2006 19:37:39 GMT

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---

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TCB

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Subject: Re: HP SUCKS

Posted by [Martin Harrington](#) on Mon, 30 Oct 2006 22:18:23 GMT

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---

My wife is using an old BX chip mobo, (that she won't let me change), and running XP with 512 ram.....never, never misses a beat..never crashed, nothing.

--

Martin Harrington

[www.lendaneer-sound.com](http://www.lendaneer-sound.com)

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>>>/var/log/boot.msg  
>>>  
>>>that will have the entire boot sequence, including the part that lists  
> all  
>>>of the IRQs being used and by what hardware. Better than 9 times out of  
>>ten  
>>>that will be all you'll need to know. In that 1 of 10 situation  
>>>/var/log/messages  
>>>and /var/log/warn should have the rest.  
>>>  
>>>Good luck,  
>>>  
>>>TCB  
>>>  
>>>"John" <no@no.com> wrote:  
>>>>  
>>>>Harrison A: Welcome to HP Total Care.  
>>>>My name is Harrison. How may I assist you today?  
>>>>John : hi  
>>>>Harrison A: Hello John, how are you doing today?  
>>>>John : i'm trying to find what slots share irq's on the PROPRIETARY  
>>>>motherboard  
>>>>A8M2N-LA  
>>>>John : HP 1540n  
>>>>John : model computer  
>>>>John : the manuals don't say  
>>>>John : hello ?  
>>>>John : anyone here ?  
>>>>Harrison A: John, please allow me 5 minutes to work on this issue.  
>>>>John : ok, thanks  
>>>>John : This is where I am:  
>>>> <http://h10025.www1.hp.com/ewfrf/wc/manualCategory?lc=en&cc=us?=&product=3184140&dlc=en>  
>>>>John : shorter version: <http://tinyurl.com/y6f83v>  
>>>>Harrison A: Thank you for the information.  
>>>>John : thank you !  
>>>>Harrison A: Thank you for your time, John. Please visit the following  
> link  
>>>>with regards to this issue. We cannot change IRQ. Could you let me know

>>>the  
>>>>exact issue you are experiancing with the computer.  
>>>>John : I didn't ask you to change IRQ  
>>>>John : I asked you which slots SHARE IRQs  
>>>>John : I have PCI cards that need to be on their own IRQ  
>>>>John : so I need to know what slots Share IRQzs  
>>>>John : IRQs  
>>>>John : Do you understand my question ?  
>>>>John : now ?  
>>>>Harrison A: Yes, I got the issue.  
>>>>John : so you understand that i don't want to change irq  
>>>>John : that is not my goal  
>>>>John : my goal is to identify which slots on the motherboard are sharing  
>>>>irqs  
>>>>Harrison A: Yes, I will provide you the information please allow me 5  
> minutes.  
>>>>John : thanks  
>>>>John : A "normal" motherboard manual would have this information  
>>>>John : HP likes to hide important information  
>>>>Harrison A: These manuals are provided by the manufacturer of the  
>>>>motherboard.  
>>>>I am trying to locate the information please provide me some time.  
>>>>John : asus says the motherboard is proprietary to HP and does not list  
>>>the  
>>>>manuals as far as I can see  
>>>>John : thanks for any help Harrison A  
>>>>Harrison A: John, please open the following weblink it has information  
>>>on  
>>>>how to find which PCI slot shares IRQ.  
>>>>Harrison A: <http://smallvoid.com/tweak/windows/tips.html>  
>>>>John : wait  
>>>>John : that is not for this motherboard  
>>>>John : i'm looking for the documentation  
>>>>John : for this motherboard  
>>>>John : the page you sent me says "Check for IRQ conflicts by looking in  
>>>the  
>>>>motherboard manual for which PCI slots that are sharing the same IRQ "  
>>>>John : so where in the manual does it tell us !  
>>>>John : that link you provided does not say what this motherboard does  
>>>>John : i need to know specifically for THIS motherboard  
>>>>John : the link you provided does not help me find which PCI slot shares  
>>>>IRQ.  
>>>>John : ok?  
>>>>John : hello ?  
>>>>DISCONNECTED  
>>>>  
>>>>NEW SESSION  
>>>>Norris M: Welcome to HP Total Care for Desktops. My name is Norris M.

> Hi!  
>>>>How are you doing today?  
>>>>John : hi  
>>>>John : hi was disconnected  
>>>>John : here is my chat: <http://nopaste.snit.ch:8001/8507>  
>>>>John : trying to find what slots on motherboard share irqs  
>>>>John : it should be in the motherboard manual but it is not  
>>>>Norris M: Please give me 5 minutes while I go through the earlier chat  
>>session.  
>>>>John : thanks  
>>>>Norris M: You are welcome.  
>>>>Norris M: Thank you for waiting. Please give me some more time.  
>>>>Norris M: John, I am sorry to let you that these information about the  
>>motherboard  
>>>>is not available. Could you let me know why these information are  
>>>>needed?  
>>>>John : we have PCI cards that are NOT plug and play  
>>>>John : and require their own irq  
>>>>John : not shared  
>>>>John : in a professional recording studio hardware card  
>>>>John : for audio  
>>>>Norris M: Is the PCI cards shipped by HP?  
>>>>John : nope  
>>>>Norris M: Okay.  
>>>>John : Paris Ensoniq EDS 100 card  
>>>>John : so what now  
>>>>Norris M: John, since these are third party hardware and aslo I see that  
>>>>this hardware was not shipped with the computer, I may not be able to  
> give  
>>>>you an expert solution on this software, as I do not have information  
> regarding  
>>>>the same.  
>>>>John : get rid of the computer ?  
>>>>John : the motherboard manual SHOULD have this info  
>>>>Norris M: I recommend you to contact the manufacturer of the PCI cards.  
>>>>John : that's stupid  
>>>>John : we need to know the MOTHERBOARD configuration  
>>>>Norris M: I am sorry, that these information are not available.  
>>>>John : what slots share IRQs  
>>>>John : so now i have to throw out the stupid computer  
>>>>Norris M: I understand your concern.  
>>>>John : SERIOUSLY !!!!!!!!!!!!!!!!!!!!!  
>>>>John : have a nice day HP SUCKS  
>>>>John : can't even document a stupid computer  
>>>>  
>>>>  
>>>  
>>

>

---

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Subject: Re: HP SUCKS  
Posted by [John \[1\]](#) on Mon, 30 Oct 2006 23:05:30 GMT  
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---

Well shit, Then I'm change all our servers over to HP !!! HECK YEAH !

Martin Harrington wrote:

> My wife is using an old BX chip mobo, (that she won't let me change), and  
> running XP with 512 ram.....never, never misses a beat..never crashed,  
> nothing.

---

---

Subject: Re: HP SUCKS  
Posted by [Martin Harrington](#) on Mon, 30 Oct 2006 23:11:26 GMT  
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Hmm

What does that mean?

--

Martin Harrington  
[www.lendaneer-sound.com](http://www.lendaneer-sound.com)

"John" <[no@no.com](mailto:no@no.com)> wrote in message [news:454682ee@linux...](mailto:news:454682ee@linux...)

> Well shit, Then I'm change all our servers over to HP !!! HECK YEAH !

>

> Martin Harrington wrote:

>> My wife is using an old BX chip mobo, (that she won't let me change), and  
>> running XP with 512 ram.....never, never misses a beat..never crashed,  
>> nothing.

---

---

Subject: Re: HP SUCKS  
Posted by [John \[1\]](#) on Mon, 30 Oct 2006 23:23:46 GMT  
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I'm glad you're having a great HP day. I put their desktop computers in the same category as the one I just dropped of at Good Will 30 minutes ago. I hates em. Servers are a lot better but they are one convoluted company that doesn't seem to eat their own dog food.

John

Martin Harrington wrote:

> Hmm

---

> What does that mean?

---

---

Subject: Re: HP SUCKS

Posted by [Martin Harrington](#) on Mon, 30 Oct 2006 23:35:57 GMT

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---

I never mentioned anything about HP.

The only HP product i've had was a printer and that didn't play nicely with my computer so I dumped it.

This BX board was a BX2000+, (Gigabyte), that I originally built as my Paris machine in 1999.

It always played perfectly with Paris too...could never work out why particular people had problems with Paris installs.

IIRC, I was also running Paris on that board with XP, and no problems...never, including syncing to SMPTE video.

--

Martin Harrington

[www.lendaneer-sound.com](http://www.lendaneer-sound.com)

"John" <[no@no.com](mailto:no@no.com)> wrote in message [news:45468736\\$1@linux...](mailto:news:45468736$1@linux...)

> I'm glad you're having a great HP day. I put their desktop computers in  
> the same category as the one I just dropped of at Good Will 30 minutes  
> ago. I hates em. Servers are a lot better but they are one convoluted  
> company that doesn't seem to eat their own dog food.

>

> John

>

> Martin Harrington wrote:

>> Hmm

>> What does that mean?

---

---

Subject: Re: HP SUCKS

Posted by [John \[1\]](#) on Tue, 31 Oct 2006 00:08:32 GMT

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---

ahhh, sorry

Martin Harrington wrote:

> I never mentioned anything about HP.

> The only HP product i've had was a printer and that didn't play nicely with  
> my computer so I dumped it.

> This BX board was a BX2000+, (Gigabyte), that I originally built as my Paris  
> machine in 1999.

> It always played perfectly with Paris too...could never work out why  
> particular people had problems with Paris installs.



> IIRC, I was also running Paris on that board with XP, and no  
> problems...never, including syncing to SMPTE video.

---

---

Subject: Re: HP SUCKS

Posted by [Nil](#) on Tue, 31 Oct 2006 00:25:00 GMT

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I've had two HP PC's - not for DAW platforms, just regular household PC's - and they've been fine for that purpose, IMO. One of 'em I still have - it's our current home PC - and the older one is a 600mhz Celeron that I actually also still have somewhere - think that'll be my new Paris summing box.

Neil

John <no@no.com> wrote:

>I'm glad you're having a great HP day. I put their desktop computers in

>the same category as the one I just dropped of at Good Will 30 minutes  
>ago. I hates em. Servers are a lot better but they are one convoluted

>company that doesn't seem to eat their own dog food.

>

>John

>

>Martin Harrington wrote:

>> Hmm

>> What does that mean?

---

---

Subject: Re: HP SUCKS

Posted by [Doug Wellington](#) on Tue, 31 Oct 2006 03:38:30 GMT

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John <no@no.com> wrote:

> Well shit, Then I'm change all our servers over to HP !!! HECK YEAH !

Heehee, I manage HP servers for a living, so...YEAH GO FOR IT! I haven't counted lately, but I might have 100 DL360 and DL380 servers in my computer room. (Yeah, yeah, they're all running linux, SFW...)

Doug

<http://www.parisfaqs.com>

---

---

Subject: Re: HP SUCKS

Posted by [fernando](#) on Tue, 31 Oct 2006 16:52:17 GMT

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yes John, I was working for HP in the Phillipines from 2000 to 2003 repairing their stuff, not very good support, they only want business customers really, good support for servers and LAN but not very good for other stuff like gamers and audio, nobody there knows about that stuff. Sorry if you try to run pro audio on HP. No support with multitrack audio.

"John" <no@no.com> wrote:

>  
>Harrison A: Welcome to HP Total Care.  
>My name is Harrison. How may I assist you today?  
>John : hi  
>Harrison A: Hello John, how are you doing today?  
>John : i'm trying to find what slots share irqs on the PROPRIETARY motherboard  
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>John : HP 1540n  
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>John : This is where I am: <http://h10025.www1.hp.com/ewfrf/wc/manualCategory?lc=en&cc=us&lang=en&product=3184140&dlc=en>  
>John : shorter version: <http://tinyurl.com/y6f83v>  
>Harrison A: Thank you for the information.  
>John : thank you !  
>Harrison A: Thank you for your time, John. Please visit the following link  
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>John : i need to know specifically for THIS motherboard  
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>IRQ.  
>John : ok?  
>John : hello ?  
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>  
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>Norris M: Welcome to HP Total Care for Desktops. My name is Norris M. Hi!  
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>John : and require their own irq  
>John : not shared  
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>  
>

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