

EBuzz is an Early Warning program run by the PPS EMEA Field Product Quality Team. Its goal is to identify and investigate trending issues on all latest products introductions, using customer comments posted on HP and 3rd party forums on the internet.

This has been created to simplify the search for customer comments on the internet. This search is automated, and based on user-created keywords. Note that this tool doesn't replace the manual reading of the posts.

Install the eBuzz tool

The eBuzz tool is written in HTML, PHP and Javascript, like a standard web page. Therefore, you need to have a web server to run the eBuzz tool. Then, the tool will run on your internet browser.

As renting a dedicated web server is expensive, and not needed for the eBuzz tool, I will only explain here how to run a web server on you own PC. However, these instructions can be reused with only slight modifications if you decide to host and run the eBuzz tool on a real server.

Install a web server application on your PC

Many different solutions to install a web server on your machine exist. If you already have one, you can reuse it without trouble. If you don't have one, please follow the instructions below to install Wampserver on your PC.

Wampserver is an all-in-one package that will install Apache web server and MySQL, both configured out of the box.

A version of the Wampserver installer is available in the eBuzz tool installation package, but you can visit <http://www.wampserver.com/en> to get the latest one.

Prerequisites

Please install the Visual C++ 2010 SP1 Redistributable Package before installing Wampserver.

- VC10 SP1 vc_redist_x86.exe 32 bits :
<http://www.microsoft.com/download/en/details.aspx?id=8328>
- VC10 SP1 vc_redist_x64.exe 64 bits :
<http://www.microsoft.com/download/en/details.aspx?id=13523>

I developed the eBuzz tool only on modern Mozilla Firefox versions (v19 and above). Due to its deprecation, Internet Explorer v6 (which is the standard browser on our HP COE PCs) cannot be used to run the eBuzz tool. So please install a modern web browser to run the eBuzz tool without issues.

Installation of Wampserver

During the Wampserver installation, please keep C:\wamp as the install path to avoid issues.

When prompted, select the Firefox (or Chrome, or IE, or ...) executable as the default browser. For Firefox, the path is C:\Program Files (x86)\Mozilla Firefox\firefox.exe on 64 bits OS, or C:\Program Files\Mozilla Firefox\firefox.exe on 32 bits OS.

When prompted for an SMTP server, leave the default values.

Configuration of Wampserver

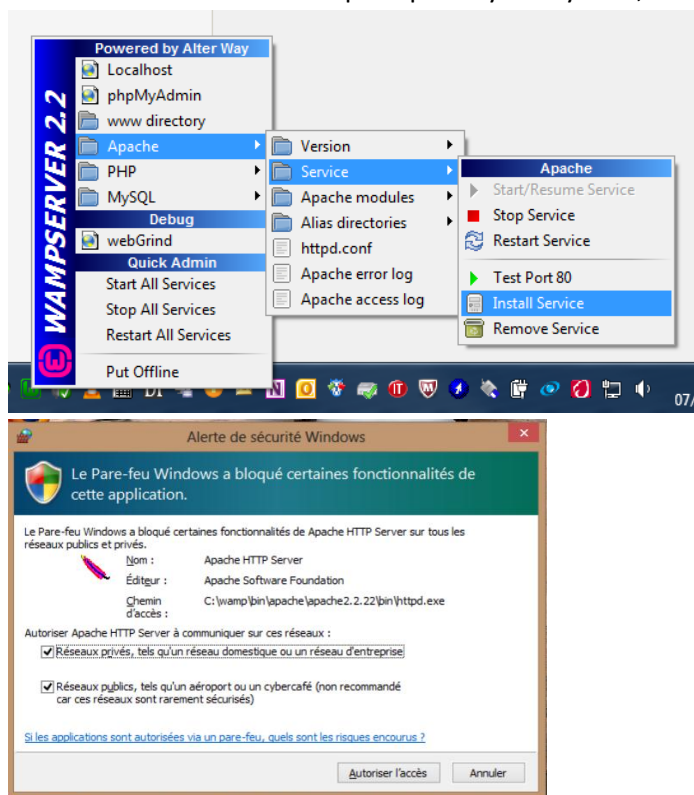
To launch Wampserver, use the shortcut 'start Wampserver' in your Start Menu.

Once launched, the Wampserver icon will pop up in the Traybar. You should get a green icon.



On Windows 8, some special steps are needed:

- The Apache service needs to be installed manually. To do so, left-click on WAMP tray icon, then select 'install service'. When prompted by the system, check the 2 boxes and validate.



- Open C:\wamp\alias\phpmyadmin.conf in Notepad, and change '127.0.0.1' by 'all'.
- Then left-click on the tray icon, and select 'restart all services'
- Finally in the tray menu, select 'put online'.

After starting Wampserver, if you get a red or yellow icon in the tray bar, something went wrong. Most of the time, it is due to a program which uses the port 80. Skype is one of them. So please close Skype before launching Wampserver. Once the Wampserver tray icon is green, you can restart Skype again.

Now, some settings need to be changed, to authorize the eBuzz tool php scripts to run during several minutes.

- Left-click on the tray icon, then select php.ini to edit this configuration file. The two following lines need to be set to the values below :
 - max_execution_time=0
 - ignore_user_abort=true
- If these lines are commented the ';' character at the beginning, please remove it.

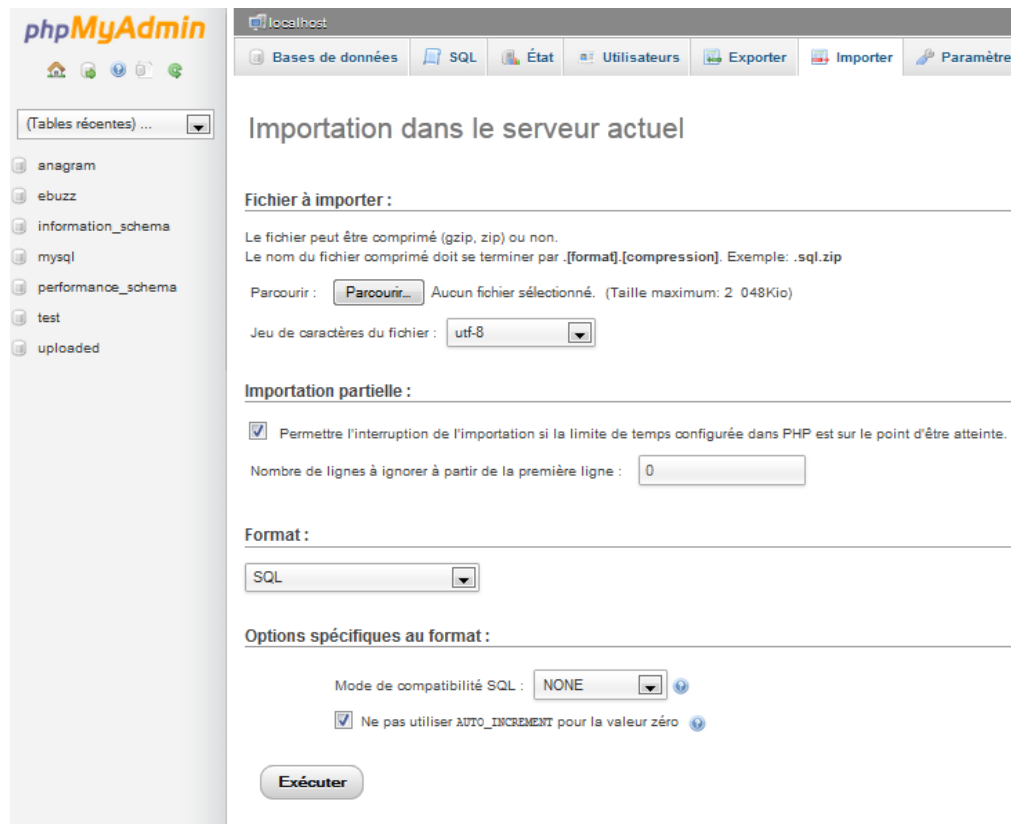
The PHP Curl extension also needs to be activated. In the tray menu, select PHP then PHP extensions, and check php_curl.

Install the eBuzz tool files and database

To install the eBuzz tool, left-click on the tray icon, and select 'www directory'. Copy the eBuzz folder provided into the 'www' folder than was just opened.

To install the database dump to initialize the tool, launch Wampserver, then open your internet browser and access this page : <http://localhost/phpmyadmin>.

On the top toolbar, select 'Import', then browse to the 'ebuzz_initial_DB.sql' provided. Finally, click on the 'Execute' button on the button. The database and the whole tool are now ready !



Use the eBuzz tool

To access the eBuzz tool, just launch Wampserver, then open your internet browser and access this page: <http://localhost/ebuzz>.

The interface

The eBuzz tool is split in 3 parts:

- The watchlist, where you can manage all the forum topics you saved.
- The search panel, where you can search on forums for new topics.
- The settings panel, where you can manage the monitored products and create reports.

You can navigate between these three parts thanks to the navigation pane on the top-right of the tool.

Warning : Please note that opening several instances of the tool at the same time may lead to errors. Try to have only one eBuzz window opened on your browser.

General settings

You can access these settings in the settings panel by selecting the General Settings submenu.

User agent

The user-agent is a text string sent by your internet browser to the web server each time you watch a webpage. This string aims to identify your OS, browser version and device type on the server. Then the

server can automatically send you the mobile version of the website if you are on your phone, for example.

Here, the eBuzz tool is able to fake its user agent, to voluntarily access mobile versions of some forums, in order to get lightweight pages, with less Javascript.

The default 'Mozilla/4.0 (compatible; MSIE 4.01; Windows CE; PPC; 240x320)' user agent string is the one of an old Windows phone, and normally doesn't need to be changed.

Proxy

This setting is important. Please select Yes if you use the eBuzz tool from an HP office, or from home, but using the HP VPN. Select No if you use the eBuzz tool from a standard network.

You can also test the proxy detection if you're using it. Pressing the button should open a popup and show a string like this one : proxy.gre.hp.com:8080

Delay before deletion

In the eBuzz tool, the choice was made to not display the FCS date for each monitored product directly. Instead, the delay before deletion is displayed. It is the time remaining before the product reaches the end of its early warning phase, and enters its sustainable phase. When the delay before deletion reaches 0 or a negative value, you can remove it from your monitored products.

This setting is therefore used to calculate the delay before deletion for each product, based on its FCS date.

Note that this setting is only for display, and as no impact on the tool functionality.

Managing the products to monitor

You can access these settings in the settings panel by selecting the Manage monitored products submenu.

Adding a product to the monitoring list

To add a new product to the monitoring list, click on the 'Add new' button under the table. You will be prompted for the codename of the product. Note that you won't be able to change the codename afterwards.

Adding/Changing the product details

To add or modify the details of a product, you first have to select it from the table on the left. Note that the table can be sorted by clicking the column headers.

Then you can edit the details on the right fields, and finally save by clicking the Save changes button.

Note that all the fields are for display only, except the Exact and Approximate Search Terms that are used during the search on the forums.

See below an example of the products details filled as expected.

Codename :
Herriott 1.1 / Wilder 1.1

Brand :
HP Pavilion

Name :
g6-2100

Segment :
cNB

Product Line :
KV (Retail Notebooks)

FCS (yyyy-mm-dd) :
2012-04-01

Notes :
Intel / AMD

Exact Search Terms :
g6-2100ek
g6-2100ev
g6-2100sb
g6-2100sh
g6-2100si

Approximate Search Terms :
g6

The selection of the search terms is important, as they will directly affect your search on the forums. Consumer notebooks are a good example here. Pavilion g6 are a series of notebooks that is now 3 year old. On forums, customers having an issue on their g6 can for example describe their product in these ways :

- I have an issue on my g6-2135sf...
- I have an issue on my Pavilion g6, it is only 2 weeks old...
- I have an issue on my Pavilion g6, the warranty just ended...
- I have an issue on my g6...

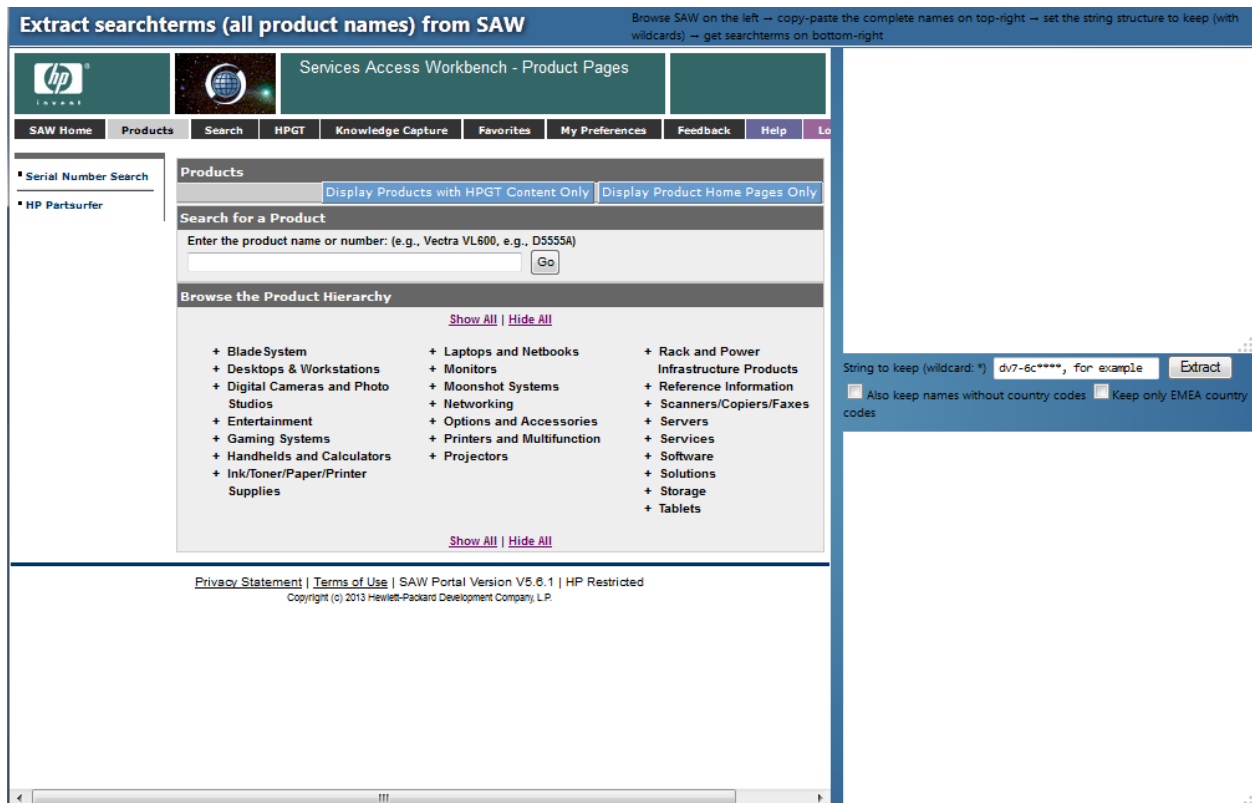
Let's analyze how we have to handle these posts :

- In the first case, the name of the product is clearly identified. We know which series the notebook belongs to, the precise specs, and the country where the customer lives (sf = France). This is the purpose of the Exact Search Terms field. If you place in it all the variants of the product of want to monitor, you'll be sure that the posts found by the eBuzz tool are directly related to this product.

- On the other cases, the product is only called g6. It is therefore impossible to know if the product is the latest one, or an old model without reading the rest of the post. This is the purpose of the Approximate Search Terms field. If you place in it the generic name of the product, you will have a lot of posts that may be related to the series you are looking for. But some manual reading will be needed to identify precisely the model. Some clues are :
 - The age of the product (brand new, warranty just ended, 2 weeks old,...)
 - The operating system (we don't care anymore about Vista !)
 - Some brand new features (WiDi, Leap motion,...)

Extracting Search Terms from SAW (most useful on consumer PCs)

To get easily all the variants of a specific product, click the Get help for search terms button. It will open a popup window with a quick tool to help you to extract the model names from the Service Access Workbench.



I will here take the example of the Pavilion g6-2100 series laptop. On the left of the popup window, you can see SAW embedded in my tool. You may need to login with your HP credentials. SAW now offers you to browse the product hierarchy. Let's navigate to 'Laptops and Notebooks' -> 'Notebook PCs' -> 'HP Pavilion Notebook PCs' -> 'HP Pavilion g6 Notebook PC series' -> 'HP Pavilion g6-2100 Notebook PC series', which is the one we are looking for. You can now see that the list of different variants is huge (g6-2100ek, g6-2100ev, etc...). And this is where the tool enters the game.

Extract searchterms (all product names) from SAW

Browse SAW on the left → copy-paste the complete names on top-right → set the string structure to keep (with wildcards) → get searchterms on bottom-right

[SAW Home](#)
[Products](#)
[Search](#)
[HPGT](#)
[Knowledge Capture](#)
[Favorites](#)
[My Preferences](#)
[Feedback](#)
[Help](#)

Serial Number Search

HP Partsurfer

Products

[Display Products with HPGT Content Only](#)
[Display Product Home Pages Only](#)

Search for a Product

Enter the product name or number: (e.g., Vectra VL600, e.g., D5555A)

Browse the Product Hierarchy

[All Product Types](#) »
[Laptops and Netbooks](#) »
[Notebook PCs](#) »
[HP Pavilion Notebook PCs](#) »
[HP Pavilion g6 Notebook PC series](#) »
[HP Pavilion g6-2100 Notebook PC series](#)

HP Pavilion g6-2100 Notebook PC series

- HP Pavilion g6-2100 CTO Notebook PC
- HP Pavilion g6-2100ek Notebook PC
- HP Pavilion g6-2100ev Notebook PC
- HP Pavilion g6-2100sb Notebook PC
- HP Pavilion g6-2100sh Notebook PC
- HP Pavilion g6-2100sia Notebook PC
- HP Pavilion g6-2100sm Notebook PC
- HP Pavilion g6-2100sv Notebook PC
- HP Pavilion g6-2100sx Notebook PC
- HP Pavilion g6-2100sy Notebook PC
- HP Pavilion g6-2101ax Notebook PC
- HP Pavilion g6-2101ea Notebook PC
- HP Pavilion g6-2101et Notebook PC
- HP Pavilion g6-2101sa Notebook PC
- HP Pavilion g6-2101sg Notebook PC
- HP Pavilion g6-2101si Notebook PC
- HP Pavilion g6-2101sk Notebook PC
- HP Pavilion g6-2101sl Notebook PC
- HP Pavilion g6-2101st Notebook PC
- HP Pavilion g6-2101sx Notebook PC
- HP Pavilion g6-2101tu Notebook PC
- HP Pavilion g6-2101tx Notebook PC
- HP Pavilion g6-2102au Notebook PC

String to keep (wildcard: *)

dv7-6c****, for example

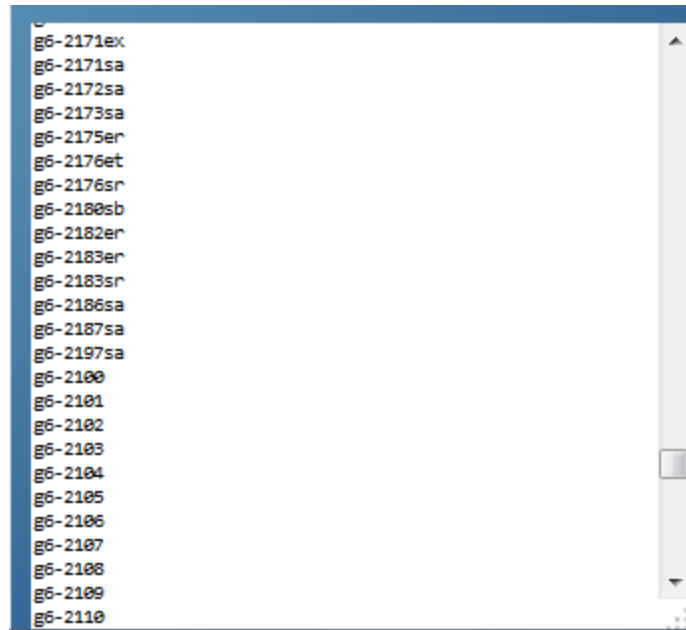
Extract

☐ Also keep names without country codes
☐ Keep only EMEA country codes

Just copy all the street names from the SAW frame on the left to the top text area on the right. And now select the right wildcard to keep. For our example, 'g6-21****' will be the perfect one.

The two options below allows you to keep complete names (g6-2134ef) as well as names without the country code (g6-1234), and to filter the results to keep only the EMEA country codes. The list of country codes is hardcoded in the database, but can be changed easily if needed.

You should now have on the bottom right text area the right keywords for this series of PCs.



You can now paste these proper keywords in the Exact Search Terms field of the Settings page.

Searching posts

//

Managing posts

//

Reports

//

Advanced settings

//tempfiles