



CU G 2008 HELSINKI • MAY 5–8, 2008
CROSSING THE BOUNDARIES

CRAYPORT™
Customer Access to Cray Problem Information

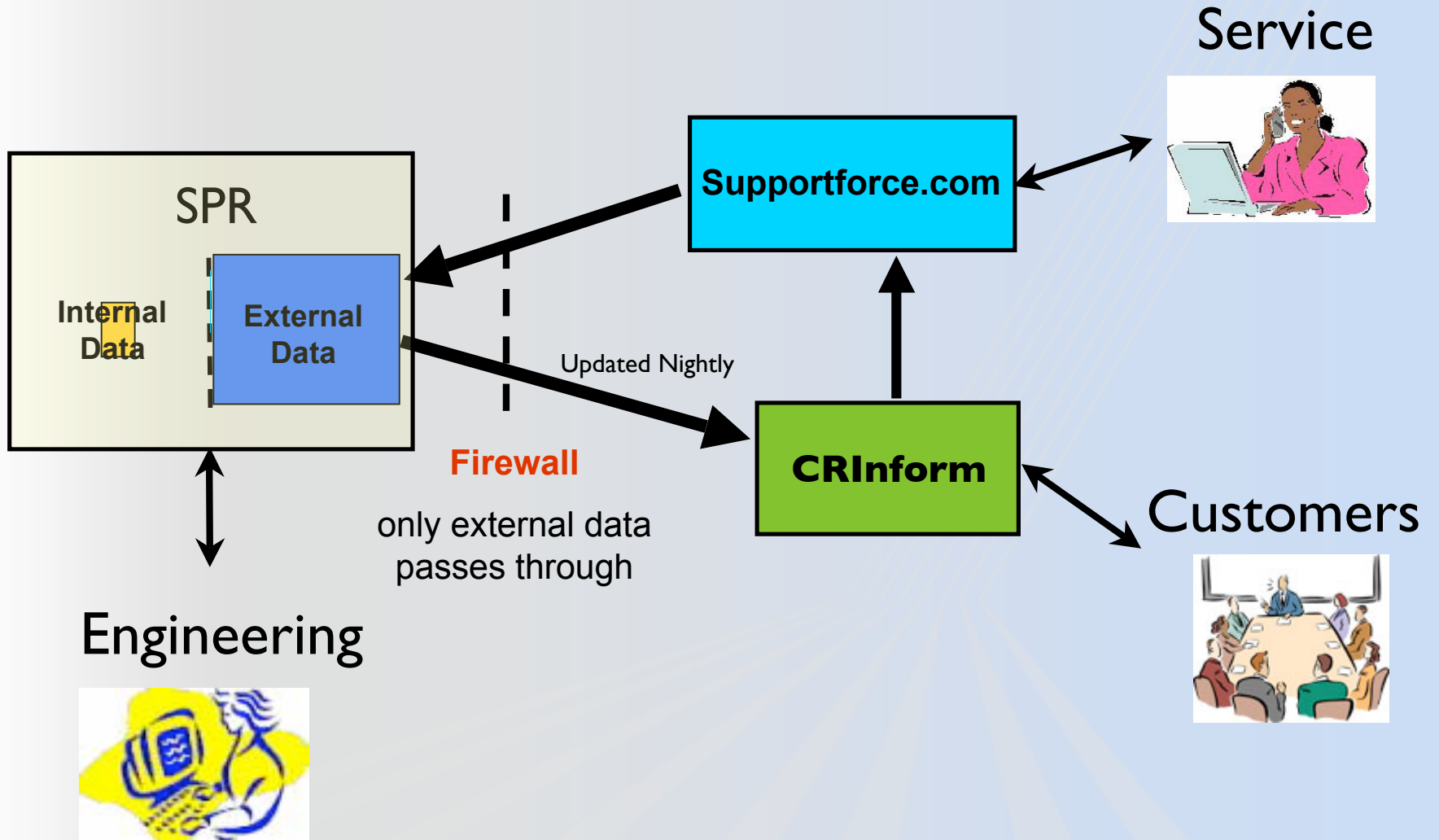
CRAY
THE SUPERCOMPUTER COMPANY

CRInform

The screenshot displays the CRInform website interface. At the top left is the CRAY logo with the tagline 'THE SUPERCOMPUTER COMPANY'. A dark blue navigation bar contains the following links: Products, Solutions, Service & Support, About Cray, and Investors. The main content area is divided into several sections:

- CRInform** (left sidebar):
 - Signup
 - Feedback
 - Help
 - Site-Related News
 - Search
 - User Profile
 - Logout
- User Profiles**:
 - Customer Site Mailing Information
- Requests for Technical Assistance**:
 - Enter a Support Call
 - View/Update/Search Support Calls
 - Search Archived RTAs (before 10/10/05)
- Service Information**:
 - Customer Field Notices (FNs)
 - Customer Training
- Publications**:
 - Cray Service Bulletin (CRSB)
 - Software Publications (CrayDoc)
 - Other Software Publications
 - Hardware Publications
 - OEM Publications
 - Service Provider Templates
- Cray User's Group**:
 - CUG Presentations and Papers
 - CUG Home Page
- Related Links**
- Announcements**:
 - SC08 deadlines: abstracts, April 4; papers & tutorials, April 7
 - The annual Cray User Group technical conference, CUG 2008, will take place May 5-8, 2008, in Helsinki, Finland.
- Global Access To All CRInform Information**:
 - Site-Related News - Updated Daily
 - Search Across All CRInform Information
- Software Problem Reports**:
 - Enter an SPR
 - Update an SPR
 - Search SPRs
 - SPR Policy Information
 - Procedure to Submit Dumps to Cray Support
- Software**:
 - Order Cray Software
 - Software Problem Fix Information
 - Release Documents
 - Software Security Processes
 - Software Support Policies
- About CRInform**

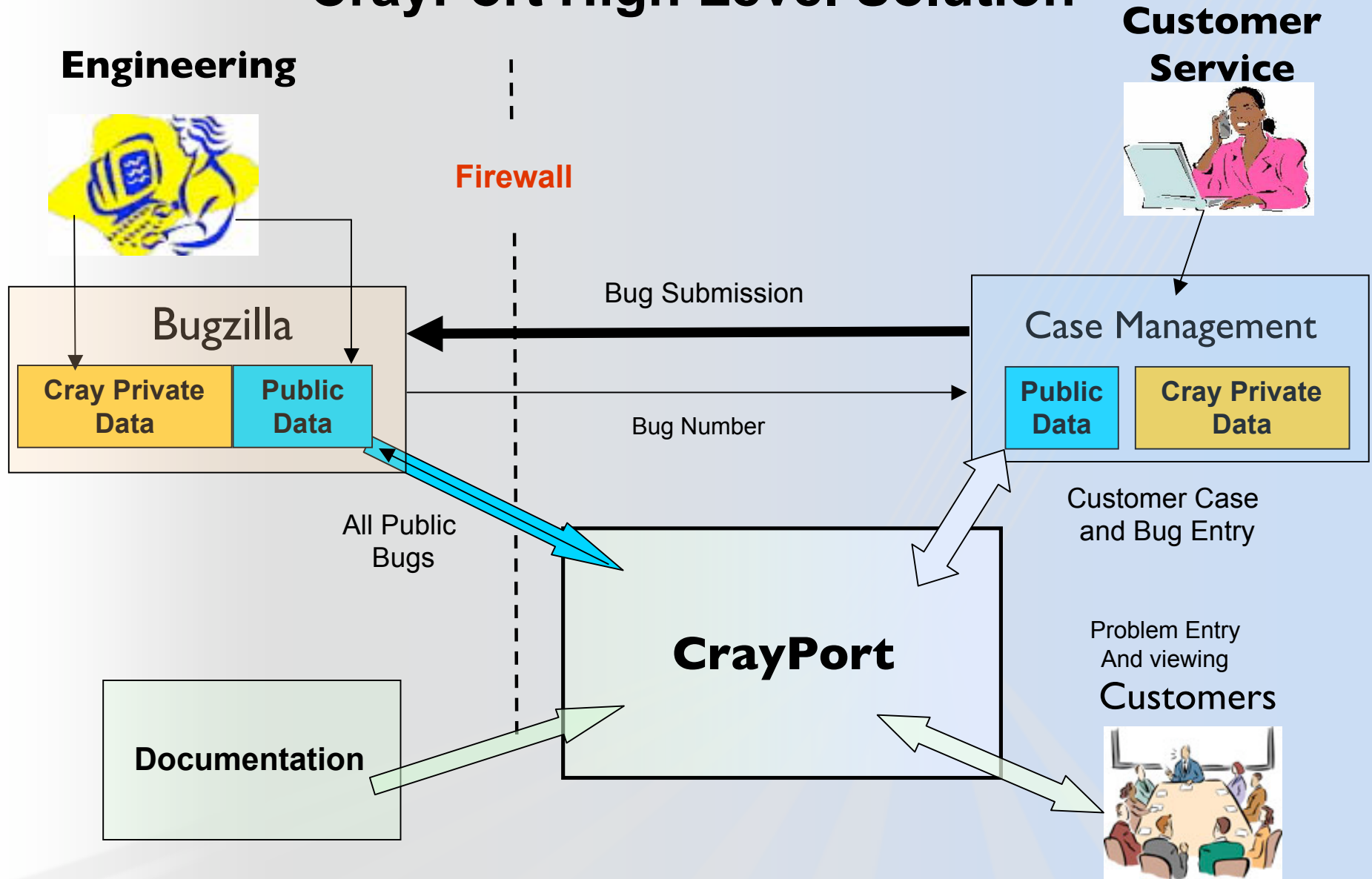
Current Implementation



What is CrayPort (and why should you care)

- Replaces CRInform as Customer access point to Cray
 - ❁ Case Management
 - ▶ Submit cases to report problems (Bugs)
 - ▶ View existing cases for your site
 - ❁ View Bugs
 - ▶ Bug number and keyword search of all public Bugs
 - ▶ Visibility of all public descriptions, comments, and fields
 - ▶ Add comments
 - ❁ Customer Forum
 - ▶ Open forum for customers to discuss any relevant issues
 - ❁ View publications
 - ▶ Replaces Craydoc
 - ❁ FN's
 - ❁ Training Registration
 - ❁ News and information
 - ❁ Access defined by user profile
 - ❁ "My Bugs" displayed after authentication

CrayPort High Level Solution



CrayPort Home Page

CrayPort Welcome Dan Shaw |

CRAYPORT™ This Site: CrayPort

CrayPort **Site Actions** ▾

View Bugs

Customer Forum

Case Management

Training Registration

Documents

- Field Notices
- Hardware Publications
- Software Documentation

Software

- Order Cray Software
- XD1 1.4.2 Software Release and Updates
- XD1 1.4.2 Supported Third Party and Cray SW Packages
- XD1 1.4.1 Software Release and Updates
- XD1 Third Party Software and Firmware Updates
- XD1 Field Release Package
- XD1 Optional Software

Recycle Bin

CrayPort

Cray News Highlights ▾

Welcome to the Cray extranet!

Field Notices ▾

Type	Name	Subject:	Modified
	fn2602 ! NEW	FN #2602 - Possible Hang/Reset in SCS-10 SCSI Controllers	5/6/2008 11:40 AM
	fn2611 ! NEW	FN #2611 - SWS-ION 3, 10 CRAY T3E console/mfcon problem	5/6/2008 11:16 AM
	fn2647 ! NEW	FN #2647 - CRAY J90 Processor Compatibility and PAL Information	5/6/2008 10:35 AM

(More Items...)

Add new document

Hardware Publications ▾

Type	Name	Title	Modified
	007-3905-003-book	Hardware Installation Procedures (Cray SV1-1A)	5/2/2008 2:51 PM
	HGM-016-F-book	ESD and Safety Guidelines	5/2/2008 2:48 PM
	HR4-6063-0-book		5/2/2008 2:41 PM

(More Items...)

Add new document

Software Documentation ▾

Useful Links ▾

- [Cray User Group](#)
- [Cray Press Releases](#)
- [Cray Corporate Website](#)

CrayPort Forum Page

CrayPort Welcome Dan Shaw | ?

CRAYPORT™ This List: Customer Forum

CrayPort Site Actions

CrayPort > Customer Forum

Customer Forum

Use the Customer Forum list to hold newsgroup-style discussions on topics relevant to your product or release.

New | Actions | Settings 1 - 5 | View: **Threaded**

Threading	Title	Replies
Started: 5/5/2008 10:01 AM by xdtest	Test thread for XD1 Customer The best test ever tested	1
Started: 4/29/2008 9:47 AM by Bradford Patton	Test4 test4	1
Started: 4/29/2008 9:32 AM by Bradford Patton	Test3 test3	0
Started: 4/29/2008 9:31 AM by Bradford Patton	Test2 test2	0

View Bugs

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Case Management

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- XD1 1.4.2 Supported Third Party and Cray SW Packages
- XD1 1.4.1 Software Release and Updates
- XD1 Third Party Software and Firmware Updates
- XD1 Field Release Package
- XD1 Optional Software

Recycle Bin

Case Management

■ Enter Cases

- HW Problems
- SW Problems
- Questions
- Feature Requests
- Enter Bug information

■ Track Cases

- View all cases from your site (assuming the customer is the contact or the owner)
- Track status of your cases
- Track case activities
- Add comments to your cases

Case Management

CrayPort Welcome Dan Shaw |

CRAYPORT™ This Site: CrayPort

CrayPort **Site Actions** ▾

Version: Checked Out **Status:** Only you can see and modify this page.

Page ▾ | Workflow ▾ | Tools ▾ | Edit Page | Check In to Share Draft | Publish

View Bugs

Customer Forum

Case Management

Training Registration

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- Field Notices
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- Software Documentation

Software

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- XD1 Field Release Package
- XD1 Optional Software

Recycle Bin

CrayPort > Case Management

Case Management

[Home](#) | [Cases](#) | [Solutions](#) | [Ideas/Forum](#)

Search

Search All ▾

Go!

[Advanced Search...](#)

Create New... ▾

Recent Items

- [12767](#)
- [11290](#)
- [11288](#)

Case 12767 [Printable View](#)

« [Back to List: Cases](#)

Case Detail [Edit](#) | [Close Case](#) | [Clone](#)

Case Owner	2LS Tester [Change]	Status	Closed
Case Number	12767	Contact Phone	(715) 555-1234
Contact Name	2LS Tester	Contact Email	csms_support@cray.com
Account Name	Acme Computing	Incident Start Time	1/17/2008 8:13 AM
Asset	9999	Incident End Time	2/14/2008 8:15 AM
		Incident Type	Info Only (No Failure/No Interrupt)
		System Type	
Created By	Frank Schlick, 1/7/2008 11:19	Last Modified By	Frank Schlick, 3/7/2008 4:24

Search

Search All

Go!

Advanced Search...

Create New...

- Recent Items**
-  [15761](#)
 -  [11288](#)
 -  [12767](#)
 -  [15757](#)
 -  [15471](#)
 -  [15496](#)
 -  [15495](#)
 -  [14134](#)

Case 15761 [Printable View](#)

[« Back to List: Cases](#)

Case Detail [Edit](#) [Close Case](#) [Clone](#)

Case Owner	Frank Schlick [Change]	Status	Closed
Case Number	15761	Contact Phone	555-1234
Contact Name	Pete Basic	Contact Email	pb@cray.com
Account Name	Acme Computing	Incident Start Time	5/6/2008 3:27 PM
Asset	4051	Incident End Time	
		Incident Type	Info Only (No Failure/No Interrupt)
Created By	Pete Basic, 5/6/2008 3:31 PM	Last Modified By	SFDC Tool, 5/6/2008 3:36 PM

Bug Information (FOR EXPERIMENTAL USE ONLY - feel free to enter data and submit bugs to the Bugzilla test platform)

Bug Severity	urgent
Bug OS	UNICOS
Bug Product	CRAYPAT
Bug Version	4.0
Private Bug	<input type="checkbox"/>
Bug Number	742527

Custom Links

[View Bug](#)

Description Information

Subject TEst case for class 6

View Bugs

- Bug Number and Keyword search
- All public Bugs viewable
- All public engineering comments viewable
- Add Bug comments (should be available at go-live)

** All fields visible except customer ID?*

Bug Detail Screen

CrayPort Welcome Dan Shaw |

CRAY This Site: CrayPort

[CrayPort](#) [PrestonTest](#) [Go to SFDC -- SSO Test](#) **Site Actions** ▾

Bug Report

View Bugs

Case Management

Training Registration

Documents

- Field Notices
- Hardware Publications
- Software Documentation

Software

- Order Cray Software

PrestonTest

PrestonTest2

[Go to SFDC -- SSO Test](#)

[Recycle Bin](#)

Enter Bug ID(s) or Keyword(s): Bug Search Result Set For: 735467

Bug 735467	ICD_NODE_BASE_T::WAIT_FOR_RESPONSE: THERE IS NO ICD NODE TO WAIT FOR US [#9429]	Last Modified: 2008-03-25 12:03:00 CST
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Details

Created: 2006-06-14 12:06 CST	Product: Catamount
Status: CLOSED	Component: Catamount
Resolution: FIXED	Version: 1.5
Severity: major	Hardware: XT3
Keywords:	OS: UNICOS/LC
Class: Software	Fixed In: XT3-2.0.24A
Change ID(s):	Clones:

People

Reported By: ADRIAN.POWELL

Assigned To: miles

SPS/HW Contact: tgw

Attachments

Description	Filename	Type	Size	Date
Description				
<p>From spr-migration@cray.com Updated 2008-03-25 12:03:00 CST</p> <p>Description migrated from SPR 735467 (triple: XT_CATAMOUNT/CATAMOUNT/CATAMOUNT):</p> <p>When exiting with File Exit, I sometimes get the following error message:</p> <pre>*** ERROR *** [192.168.0.5] 2: PFSM: Action for (pfs_stop->pfs_run via pfti_please_complete_go), fsm in state pfs_stop(8), returned FALSE! *** ERROR *** [192.168.0.5] 4: PFSM: Action for (pfs_stop->pfs_run via pfti_please_complete_go), fsm in state pfs_stop(8), returned FALSE! Fatal error: icd_node_base_t::wait_for_response: There is no ICD node to wait</pre>				

When?

- June 2nd 2008
- www.crayport.cray.com
- All CRInform logins will be converted to CrayPort logins
- www.crinform.cray.com will redirect to www.crayport.cray.com

Future CrayPort Features

- Order software from within CrayPort
- Enhanced Bug search tool
- Personalized list of active Bugs on homepage at login (may be available at go-live)
- Search engine that crawls through all data sources on CrayPort
- Training registration
- Training course history

Questions?