

6. Customer Services

This section describes the customer services Cray Research offers to support your UNICOS 9.0 release.

6.1 Training support

The *Software Training Catalog*, TR-CUSTCAT, describes all Cray Research Software Training support. The *Software Training Catalog* lists Cray Research training office locations, describes the available training services and facilities, and provides curriculum charts for employees and customers. It also contains the current course schedule and a complete description and outline for each course.

You can access the *Software Training Catalog* online on the CRInform system. You can also use the CRInform system to register for classes. For additional information about CRInform, see subsection 6.3, page 6-2. Also, customers can order a *Software Training Catalog* from their Cray Research software training coordinator or from the Cray Research Distribution Center. To order a *Software Training Catalog* from the Cray Research Distribution Center, call (800) 284-2729, extension 5901 or 5907. When ordering, specify the TR-CUSTCAT document.

All courses described in the training catalog are available at the Cray Research Software Training facility in Eagan, Minnesota. This facility provides a complete, hands-on learning environment equipped with terminals, front-end batch systems, and both interactive and network access to all Cray Research mainframe types. Regional training locations can provide comparable learning environments; Cray Research also offers on-site, customized training. See your local training coordinator for details.

Cray Research provides a full range of training to support the UNICOS 9.0 release. The Software Education Services department offers start-up classes for first-time users of the UNICOS system, as well as detailed classes for experienced

customers and Cray Research analysts. Classes are targeted for scientists, engineers, application programmers, systems programmers, systems administrators, and systems analysts. Special-focus offerings on languages, optimization, and other aspects of the UNICOS system are also offered.

Most of the courses described in the *Software Training Catalog* will be updated to reflect the UNICOS 9.0 release on the first offering after the UNICOS 9.0 release.

Approximately one month after the UNICOS 9.0 release, the Software Education Services department will make videotape training available through the Cray Research Distribution Center. The tapes supplement this *UNICOS 9.0 Release Overview*, publication RO-5000 9.0, and highlight only the most significant enhancements and changes of the release. Additional content and pricing information is available from CRInform or you can contact your training coordinator for the information.

6.2 Software problem reporting and resolution process

If you experience problems with the UNICOS 9.0 release, contact your Cray Research service representative; your service representative will work with you to resolve the problem. If your maintenance agreement provides for full-time or part-time on-site support, your on-site support personnel are your primary contacts for service. If your maintenance agreement provides for off-site support, please call your designated support group for assistance.

6.3 Cray Research CRInform system

The Cray Inform system (CRInform) is an online information and problem-reporting service for Cray Research customers.

Version 4.0 of the CRInform program is available through the World Wide Web (WWW). You need access to the CRInform Web server and a browser (such as Mosaic, NetScape, or Lynx), which

allows you to view information or make service requests. You can use your own site's browser, or use either the Mosaic or Lynx browsers available on the CRInform system.

The CRInform service includes the following features:

- Global access to all CRInform information
- Technical support
- Software Problem reports
- Software information and ordering
- General service information
- Cray Research home page

To sign up for the CRInform program, request a CRInform Program Agreement from your Cray Research service representative. Sign and return the form. After receipt of this signed agreement, a CRInform administrator will send you the following:

- *Introducing the CRInform System*, publication number IN-2125 4.0
- User validation information

