Customer Services [5]

This chapter describes the following customer services that Cray Research offers to support the UNICOS 9.3 release:

- Training support

- Software problem reporting and resolution process

- Cray Research CRInform program

- *Cray Research Service Bulletin* (CRSB)

5.1 Training support

The *Software Training Catalog for Customers*, publication TR-CUSTCAT, describes all Cray Research Software Training support. The catalog lists Cray Research training office locations, contains the current class schedule and outline for each course, describes the available training services and facilities, and provides curriculum charts.

Customers may access this catalog on the public Cray Research World Wide Web site at the following URL:

```
http://www.cray.com/education
```

The Software Education Services group has training coordinators available to all Cray customers. They can assist in arrangements for delivery of courses at a site, for registration in courses throughout the world, or in determining a training program suited to your specific needs. To register for a class, discuss special needs, or get additional information, consult our web page or contact the appropriate registrar:

For customer in the United States customers:

Kathy Hicks
Telephone: +1–301–595–2642
email: `usareg@cray.com`

For international customers:

Reba East
Telephone: +1–713–297–7830
email: `intlreg@cray.com`

5.2 Software problem reporting and resolution process

If you experience problems with the UNICOS operating system, contact your Cray Research service representative: your service representative will work with you to resolve the problem. If you choose to have full-time or part-time on-site support, your on-site support personnel are your primary contacts for service. If you have elected not to have on-site support, please call the call center and report your problem to them or submit a request for technical assistance (RTA) through the `CRInform` program.

For current information on the status of all SPRs, see the CRInform / Software Problem Report (SPR) database.

5.3 Cray Research CRInform program

The Cray Inform (CRInform) program is a World Wide Web-based information and problem-reporting service for Cray Research customers. Using the CRInform program, you can do the following:

- Report software problems

- Request technical assistance

- Communicate directly with other Cray Research customers

- Read about software problems similar to yours reported at other sites

- Learn about solutions to various problems

- Find out about classes

- Read about new products, and more

The CRInform program automatically logs as news items those events that are pertinent to your site, so you do not have to search through the system for new information. The logged events include changes in Software Problem Report (SPR) or request for technical assistance (RTA) activity, new orderable software, new issues of the *Cray Research Service Bulletin* (CRSB), new field notices (FNs), new software release documents, new software problem fix information, new marketing information, and new CRInform program information. You can also get automatic electronic mail (email) notification of any or all of the news items.

Version 4.0 of the CRInform program is available through the World Wide Web. 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.

5.4 Cray Research Service Bulletin (CRSB)

The *Cray Research Service Bulletin* (CRSB) is a monthly publication that supplies information about the software products and services of Cray Research. It includes information about new software releases, new features, new software tools, usage, tuning and performance enhancements, training and documentation, and symptoms of software problems and how to resolve them.

The *Cray Research Service Bulletin* is intended for those who administer Cray Research systems and for those who support users. To subscribe to the *Cray Research Service Bulletin*, contact your Cray Research service representative.

The *Cray Research Service Bulletin* is available on the World Wide Web through the CRInform program.