

SLM Support

Both SAM-QFS and SRB cases can be opened via a single telephone number or web site and are serviced by a single SLM Support Account Manager. SAM-QFS Cases opened through General Atomics (GA) will be recorded in GA's Bugzilla web site and forwarded to My Oracle Support (MOS) on behalf of the user. Once the case is opened with Oracle, the Oracle service request (SR) number will be noted in the Bugzilla issue history. Thereafter, as a minimum, the final resolution and closing date will also be recorded in Bugzilla. All detailed case information can be found on the MOS system. In all cases, it is important that the required information be supplied so that the case can be resolved as quickly as possible.

SLM Support Account Manager

The contact information for the SLM Support Account manager is:

Reid Bingham
+1 (858) 455-2361
reid.bingham@ga.com

For Oracle specific questions, you can contact the Oracle Service Account Manager directly:

Bryant Barnes
+1 (256) 828-2497
bryant.barnes@oracle.com

SLM Phone Support

Both SAM-QFS and SRB cases can be opened via the SLM Support number: +1 (858) 877-0500. Specify serial number **1190**. However, SAM-QFS case information will be collected and submitted to My Oracle Support (MOS).

Alternately, cases can be opened directly via the Oracle support number: +1 (800) 223-1711. Specify Support Identifier **17139274**.

SLM Web/Email Support

Note: The General Atomics ITracker system is deprecated. Please only report issues via Bugzilla.

Both SAM-QFS and SRB cases can be opened via the General Atomics Bugzilla system at <https://www2.nirvanaware.com/bugzilla> or srbissues@nirvanacare.com. However, SAM-QFS case information will be collected and submitted to My Oracle Support (MOS).

Alternately, cases can be opened directly via MOS though: <https://support.oracle.com>.

Obtaining a Bugzilla Account

To obtain a Bugzilla Account, send an e-mail request stating your association with the "HPCMP SLM Project" to: SRBsupport@ga.com. You will be sent e-mail containing account log-in instructions. Once your account is created, login to Bugzilla via <https://www2.nirvanaware.com/bugzilla>, and change your password upon first login.

Short SLM Web Instructions

Creating or Viewing a Bugzilla Service Request

In Bugzilla, service requests are referred to as bugs. All SLM service requests are associated with either the "Customer - HPCMP SRB" or the "Customer - HPCMP SAM" product.

To create a new service request, click, within an existing bug, or:

- 1) Click on the 'New' link near top left corner in any page.
- 2) Select a product on which to enter a bug. Choose "Customer –HPCMP SRB" or "Customer – HPCMP SAM".
- 3) Complete all the required fields (denoted by red asterisks) and provide enough detail in the Detailed Description box to reasonably describe the issue (e.g., relevant terminal history; and -v argument for Scommands).
- 4) Add any attachments that are related to the issue such as log files, configuration files, or scripts by clicking 'Add an attachment' button near bottom of the page.
- 5) Click the 'Submit Bug' button.
- 6) A confirmation page will display and Bugzilla will send confirmation e-mail to your mailbox. Please note the bug number for future reference.

To view or edit existing bug, do the following:

- 1) Enter the bug number on the page header textbox and click 'Search'. You may also click on the link provided to you in the confirmation e-mail.
- 2) Begin modifying / adding new pieces of information to the bug.
- 3) Click 'Save Changes' button on the right hand side of the page.

Creating "My Oracle Support" Service Requests

Alternately, cases can be opened directly via MOS. This can be done using the following steps:

- 1) Go to <https://support.oracle.com>.
- 2) Click "Sign In".
- 3) Specify "Username" and "Password" and click "Sign In".
- 4) Under the "Service Requests" tab click "Create SR". A wizard opens.
- 5) In Step 1/3: Enter the required fields (marked by an asterisk). For Product enter "SAM" and the full product title will be filled automatically. Continue filling required fields. Making sure that Support Identifier **17139274** is chosen. Click Next.
- 6) In Step 2/3: Select Problem Type, attach files, then fill required information. Click Next.
- 7) In Step 3/3: Select severity and fill contact information, then click Submit.

Short SLM Email Instructions

SAM-QFS and SRB cases can be reported or updated via the General Atomics Bugzilla defect tracking system using email. The recipient is srbissues@nirvanacare.com. Please be aware that there is a strict syntax checking when reporting issues to Bugzilla via email. The system will provide you with guidance in the form of reply-emails to correct your submission, if needed.

Prior to creating a service request by e-mail, a Bugzilla account is needed and proper email configuration must be enabled. To set proper e-mail configuration:

- 1) Go to <https://www2.nirvanaware.com/bugzilla>
- 2) Click "Log In" on the top bar
- 3) Specify "Username" (usually email address) and "Password" and click "Log In"
- 4) Click 'Preferences' on the top bar
- 5) Click 'Email Preferences' tab
- 6) Click 'Enable All Mail' button
- 7) Click 'Log Out'

To create a new service request, compose an email with your usual email client. Note that plain text email works better than HTML email.

- 1) Compose a new email
- 2) Place a summary of the issue in the subject line
- 3) Set recipient to : srbissues@nirvanacare.com
- 4) In the email body, provide at least the required directives , for example:
 @product = Customer - HPCMP SRB
 @component = Scommands
 @version = SRB 2012 R3 SP1
 @op_sys = Solaris x86 64bit
 @platform = --
 This is the text description of the issue I'm reporting....
- 5) (Optional) Add attachments to the email.
- 6) Send email.

The following table provides a list of currently supported directives for SRB cases:

Directive		Supported Values	Comments
@product	R	Customer - HPCMP SRB	Select for SRB cases.
@component	R	Acommands, API, Authentication, Daemons, DAI, Documentation, Gateways, Java Admin, Java Client, MCAT DB, MCAT Server, Other, Scommands, SRB Agent, Unknown, Web Client	Choose component based on best guess. Choose "Unknown" if not known.
@version	R	SRB 2012 R3, SRB 2012 R3 SP1	New versions may be added as they become available.

The following table provides a list of currently supported directives for SAM cases:

Directive		Supported Values	Comments
@product	R	Customer - HPCMP SAM	Select for SAM-QFS cases.
@component	R	Admin Commands, Archiver, Client Commands, Documentation, Other, Unknown	Choose component based on best guess. Choose "Unknown" if not known.
@version	R	SAM-QFS 5.2, SAM-QFS 5.3	New versions may be added as they become available.

The following table provides a list of currently supported directives for all cases:

Directive		Supported Values	Comments
@op_sys	R	Unknown, All, AIX PPC 32bit, AIX PPC 64bit, HP-UX PARISC 32bit, HP-UX PARISC 64bit, Linux IA64 64bit, Linux x86 32bit, Linux x86 64bit, Mac OS-X PPC 32bit, Mac OS-X x86 32bit, Mac OS-X x86 64bit, Solaris SPARC 32bit, Solaris SPARC 64bit, Solaris x86 32bit, Solaris x86 64bit, Windows x86 32bit	Choose OS where issue occurred. Use "Unknown" if not known or "All" if issue is known to occur on all OS'.
@platform	R	--	Should always be a double dash.
@summary	O	[any text]	Summary of bug; can be used instead of email subject line.
@description	O	[any text]	Detailed bug description; can be used instead of email body.
@priority	O	Low, Normal, High	Developer priority.
@severity	O	Critical, Major, Minor, Inquiry	Customer Severity.
@assigned_to	O	[email list]	Comma-separated list of email addresses that bug will get assigned to.
@status	O	NEW, UNASSIGNED, ASSIGNED, RESOLVED, CLOSED	Should usually be set to NEW.

To update an existing bug

- 1) Reply to an email related to the existing bug.
- 2) In the email body, provide directives and content as desired:
@[directives you want to update] = [new value]
Your comments
- 3) (Optional) Add attachments to the email.
- 4) Send email.