



Hewlett Packard
Enterprise

Getting Started with the Cray System Snapshot Analyzer (SSA)

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Objective

Information and procedures for getting started with the Cray System Snapshot Analyzer (SSA) support analytics technology.

Environment

Cray System Snapshot Analyzer (SSA)

Steps

Original Cray Article Number : 000006765

Overview

The Cray System Snapshot Analyzer (SSA) is support analytics technology. It collects, analyzes, and (if upload is enabled) securely reports product health and configuration or triage information to HPE. Once uploaded, information captured by SSA is analyzed using a sophisticated analytics platform that detects and enumerates changes over time, detects changes in the health state of various aspects of a system or processes triage information to assist with case resolution. Through automation, SSA is designed to improve the overall customer experience by reducing the manual effort and time required to report and resolve support issues.

SSA is currently supported on Cray XC30, XC40, XE6, XK6 and XK7 systems running CLE 5.x software; XC30, XC40 and XC50 running CLE 6.x and 7.x software; Cray Sonexion CS900, CS1600, CS2000 and CS3000 systems; Cray ClusterStor CLS1500, CLS3000, CLS6000, CLS9000, CLSL300, CLSL300N and E1000 systems; Cray CS Series CS500, CS-STORM 500GT and CS-STORM 500NX systems. See release notes for detailed platform and version support.

For additional information and references on SSA, please visit [HPE End User License Agreement](#) to review the HPE End User License Agreement (EULA) and an in-depth SSA whitepaper document attached below. Please note that the whitepaper covers the key security properties of SSA.

For SSA Shepherd (client) user manuals, please visit [HPE Support Center](#).

When downloading SSA software through CrayPort, everyone (HPE Employees and Customers) must accept the HPE End User License Agreement (EULA). A customer must accept the HPE EULA before the SSA management panel will appear for their account in CrayPort. SSA account activation is a requirement to enable the upload of SSA data to HPE.

Procedures on how to get started with Cray SSA.

How to Check for SSA Entitlement

1. Access **CrayPort** via <https://crayport.cray.com> and sign into your account.
2. To view the customer accounts (associated with your login) that are entitled to the SSA service, click **Manage My Account**.
3. If at least one of your customer accounts is entitled to the SSA service, the page shows a section labeled "System Snapshot Analyzer (SSA)" with each entitled account listed.

How to Accept the SSA Agreement and Download the SSA Package Components

1. Access **CrayPort** via <https://crayport.cray.com> and sign into your account (or continue an existing session).
2. In order to obtain the SSA package and accept the license for each entitled account, you will need to download the software. From the CrayPort "Home" page, click on **Download Software**.
3. Once the **My Software Updates** page loads, enter *Cray System Snapshot Analyzer* into the search field, then click **Search**.
4. Click on the down arrow immediately to the left of the Cray System Snapshot Analyzer Page you want to download. If unsure, always download the latest package. A new window will appear providing a download selection.
5. Under "Step 1: Files", select the Cray SSA Shepherd and Cray SSA Shepherd Plugins for your platform (may be multiple platforms listed). Also select the associated release notes and plugin README files (description of what data is being collection/tasks are taking place during SSA operation). If there is user guide errata material listed for your platform, select it for download as well.
6. Under "Step 2: Entitlement", select the system(s)/serial number(s) you want to use for the download. This will update the information listed under the right-most section entitled "Download Summary".
7. Review the download summary information, and then either click **Download Files** or **Email Links** (to have one-time-use download links for the files selected e-mailed to the e-mail address you have associated with your CrayPort Account).
8. A new window will appear showing the most recent SSA EULA. Read the EULA (SSA Terms of Use), then click **Yes, I have read and understood the above terms and conditions**, then click **Agree**. If you do not accept the terms and conditions, click **Decline**.
9. Download the components of the package and verify the MD5 digest information (e.g., md5sum). This activates the SSA section of the CrayPort Manage My Account page.

How to Enable an SSA Account

1. Access **CrayPort** via <https://crayport.cray.com> and sign into your account (or continue an existing session).

2. From the CrayPort "Home" page, click on **Manage My Account**.
3. In the SSA section, there is a checkbox next to each account name. Select the desired checkboxes with associated account(s) and then click **Save**.
4. Once provisioning is complete, the SSA service is enabled for each of the previously selected customer account(s).

How to Disable an SSA Account

1. Access CrayPort via <https://crayport.cray.com> and sign into your account (or continue an existing session).
2. From the CrayPort "Home" page, click on **Manage My Account**.
3. In the SSA section, deselect the checkbox next to the desired customer account(s), and click on the **Save** button.
4. Once provisioning is complete, the SSA service is disabled for each of the previously deselected customer account(s). Note that, if you disable an SSA account, you will immediately impact SSA Clients uploading via the account.

How to Generate a New Passphrase

WARNING: If you deactivate or reset the passphrase for SSA, you will immediately impact SSA clients uploading via the account. To re-enable, all systems running SSA at your site will need to be updated with the current passphrase.

1. Access CrayPort via <https://crayport.cray.com> and sign into your account (or continue an existing session).
2. From the CrayPort "Home" page, click on **Manage My Account**.
3. In the SSA section, click on the link **Generate New Passphrase** for the customer account(s) of interest. Note that, if you deactivate or reset the passphrase for SSA, you will immediately impact SSA Clients uploading via the account.
4. Once provisioning is complete, a new passphrase is generated for the selected customer account(s).

How to View the Current Passphrase

1. Access CrayPort via <https://crayport.cray.com> and sign into your account (or continue an existing session).
2. From the CrayPort "Home" page, click on **Manage My Account**.
3. In the SSA section, the passphrase for each account is hidden. To view the current passphrase, click on **Show Passphrase** for the customer account of interest.
4. Once the page is updated, the passphrase is shown.

Attachments

[Cray-SSA-White-Paper-v1-1_20171205.pdf](#)