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BULL INFRASTRUCTURE SERVICES & SUPPORT



Easy Data Transfer Procedure

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Talking is easy, writing it out... more difficult, doing it... much arduous

1. Purpose of the document


This document is intended to customers willing to upload datas and traces to Bull Support for analysis, and to Bull people willing to give customer a temporary access to Upload Center.

2. Two procedures

There are two workable procedures: 'HTTP Upload' and 'Center and FTP Server'.

	HTTP Upload Center	FTP Server
Site location:	Bull Support Upload Center	ftp://bullupload.com/testcase/ (see procedure "Uploads through FTP" below)
Login required?	Yes (for registered Bull On Line Support customers only see: Login / Registration Form)	No (anonymous FTP)
Max file size accepted by the server	1.8 GBytes (Note that additional file size limitation may be enforced by your network provider, or by an equipment on your network, such as an HTTP or FTP proxy.)	5 GBytes
Software required	A web browser (HTTP)	An FTP client (possibly the standard ftp available from the AIX and Linux command line)
Suitable for support testcases related to	All products	AIX, Escala, software for NovaScale and HPC, Linux software

Link to 'help rubric' on SOL cf: <http://support.bull.com/ols/product/system/aix/opensup/providingtestcases/>

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3. Naming convention and file format

3.1 Naming convention

The name of the file must conform to special conventions so that we can identify to which problem it relates.

- File prefix

If the file relates to a **Smile ticket**, its name must begin with the ticket number (12 characters), such as **130118-BS001** or **121009-EM003**.

Note about Smile ticket format.

The 6 first digits represent the date of the day: YYMMDD

example:

121009 for October 9th 2012.

The letters help to distinguish different types of ticket:

example:

BS (130925-BS020) when ticket is created by Bull agent or by customers using Smile Customer Web interface.

EM (131005-EM004) for tickets automatically created from EMC email (EMC ASP activity) and from WebCRM email (HaCenter/Autocall)

- File extension


After this prefix, the rest of the name must be a dot (". " character) followed by any string, but it is preferable to choose meaningful file name extensions (see example just hereunder).

3.2 Agreed file format

- a **tar**, **pax** or **cpio** archive file, optionally but (preferably) compressed with compress (**.Z**), gzip (**.gz**) or zip (**.zip**)
- a simple individual file (for example a text file), optionally compressed

Note: to relate curative activity (Smile ticket creation) and file transfer through Upload Center, file naming and format must follow the rules as for example: ticket#_log.Z

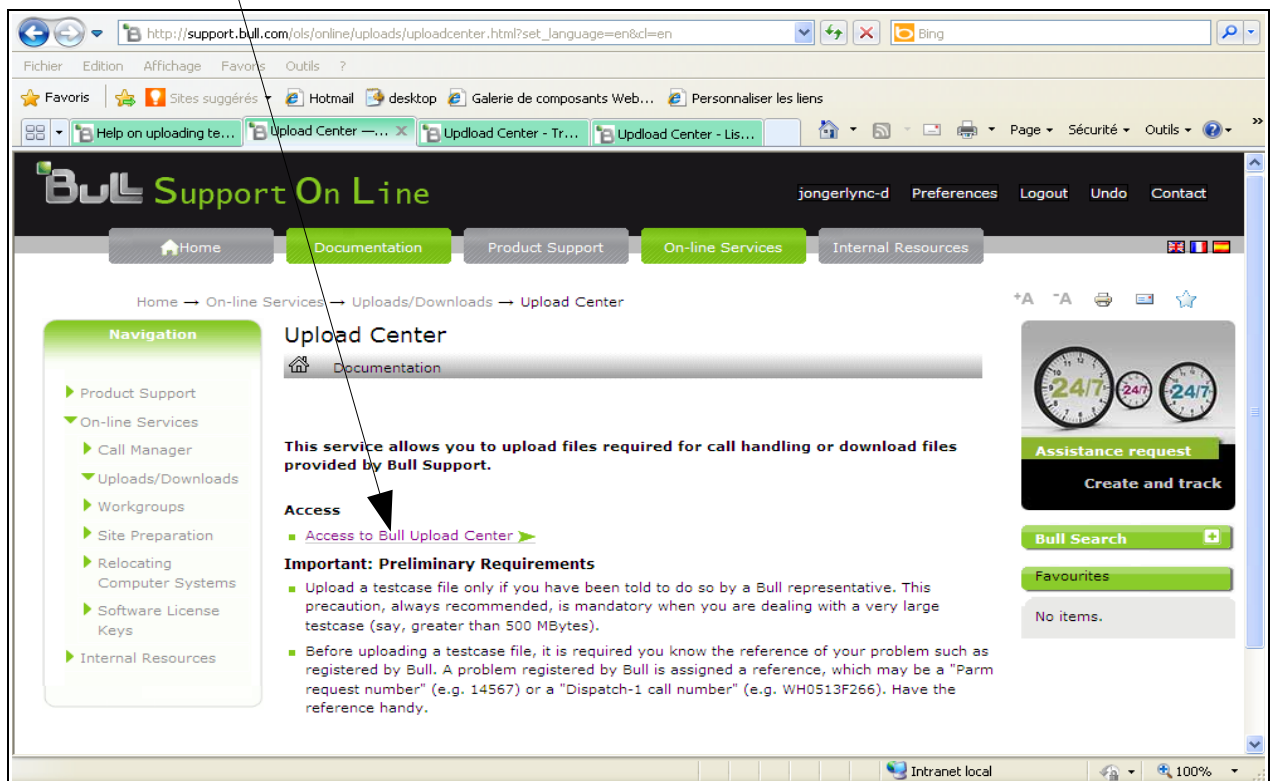
example: **130118-BS001_snap.pax.Z** for one snap -gc from escala

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4. HTTP procedure for customer's easy transfer through Upload Center

Link is: <http://support.bull.com/ols/online/uploads/uploadcenter.html>

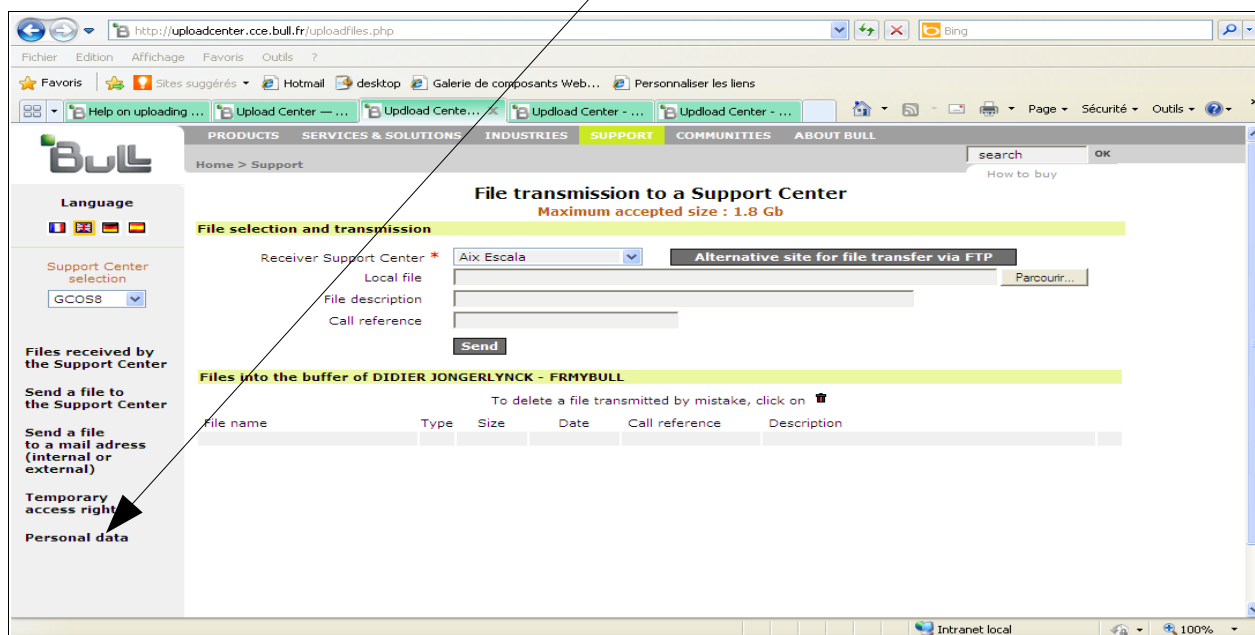
4.1 Click onto 'Access to Bull Upload Center'



The screenshot shows the Bull Support On Line website. The browser address bar displays http://support.bull.com/ols/online/uploads/uploadcenter.html?set_language=en&cl=en. The page has a dark header with the Bull logo and 'Support On Line' text. Below the header is a navigation bar with tabs: Home, Documentation, Product Support, On-line Services, and Internal Resources. The 'On-line Services' tab is selected. The main content area is titled 'Upload Center' and includes a sub-header 'Documentation'. A black arrow points from the text '4.1 Click onto \'Access to Bull Upload Center\'' to the link 'Access to Bull Upload Center' in the 'Access' section. The 'Access' section contains the following text: 'This service allows you to upload files required for call handling or download files provided by Bull Support.' Below this, there is a section titled 'Important: Preliminary Requirements' with two bullet points: 'Upload a testcase file only if you have been told to do so by a Bull representative. This precaution, always recommended, is mandatory when you are dealing with a very large testcase (say, greater than 500 MBytes).' and 'Before uploading a testcase file, it is required you know the reference of your problem such as registered by Bull. A problem registered by Bull is assigned a reference, which may be a "Parm request number" (e.g. 14567) or a "Dispatch-1 call number" (e.g. WH0513F266). Have the reference handy.'

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4.2 When you get the window below, click onto 'Personal data'



http://uploadcenter.cce.bull.fr/uploadfiles.php

PRODUCTS SERVICES & SOLUTIONS INDUSTRIES **SUPPORT** COMMUNITIES ABOUT BULL

Home > Support

Language
   

Support Center selection
GCOS8

Files received by the Support Center

Send a file to the Support Center

Send a file to a mail address (internal or external)

Temporary access right

Personal data

File transmission to a Support Center

Maximum accepted size : 1.8 Gb

File selection and transmission

Receiver Support Center * Aix Escala **Alternative site for file transfer via FTP**


Local file Parcourir...

File description

Call reference


Send

Files into the buffer of DIDIER JONGERLYNCK - FRMYBULL

To delete a file transmitted by mistake, click on 

File name	Type	Size	Date	Call reference	Description

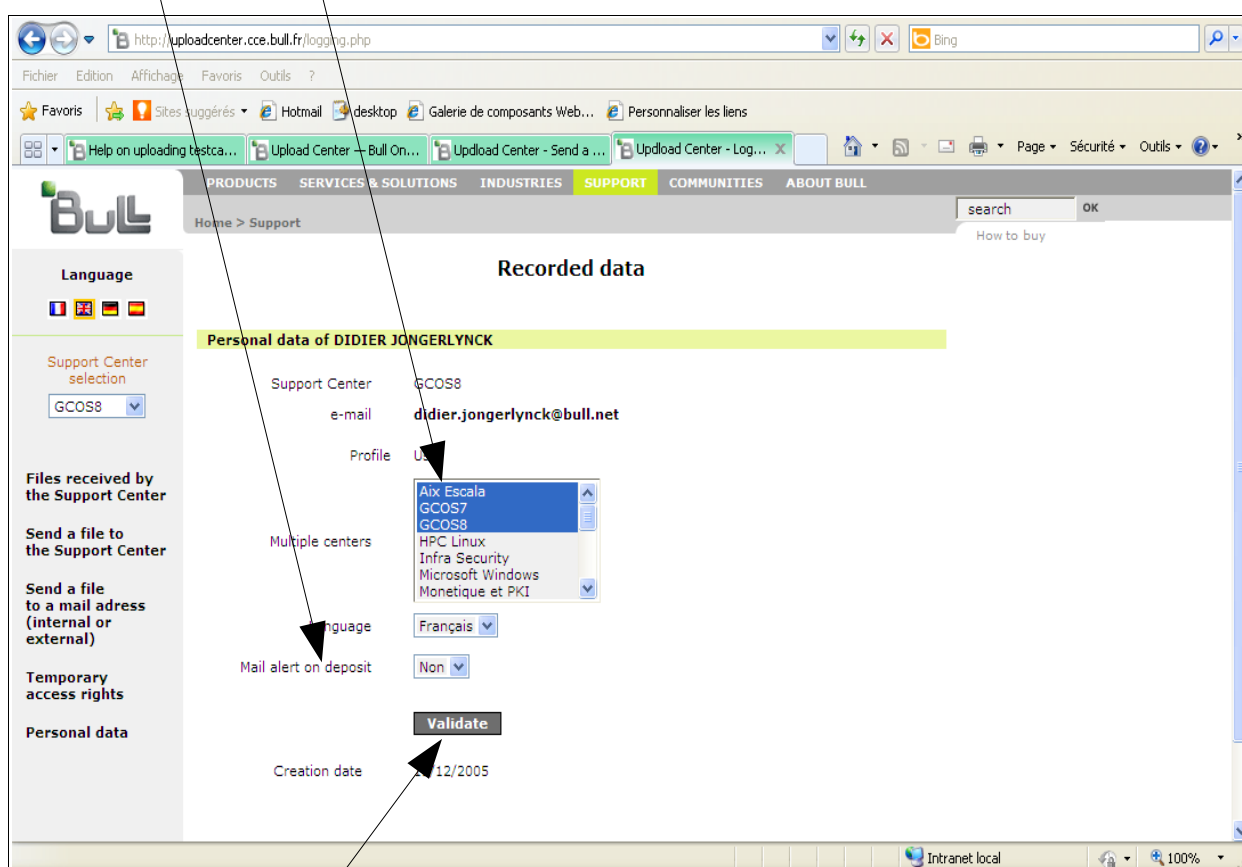
Intranet local 100%

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4.3 Card creation

Select the suitable line product (Multiple centers) : AIX Escala - HPC Linux - Storage...

Select (Mail alert on deposit): 'Yes' or 'No' depending on whether you want or not an acknowledgment.




The screenshot shows the 'Recorded data' form in the Bull Upload Center. The form is titled 'Personal data of DIDIER JONGERLYNCK'. It contains the following fields:

- Support Center: GCOS8
- e-mail: didier.jongerlynck@bull.net
- Profile: User
- Multiple centers: A dropdown menu with options: Aix Escala, GCOS7, GCOS8, HPC Linux, Infra Security, Microsoft Windows, Monétique et PKI.
- Language: Français
- Mail alert on deposit: Non
- Creation date: 12/2005

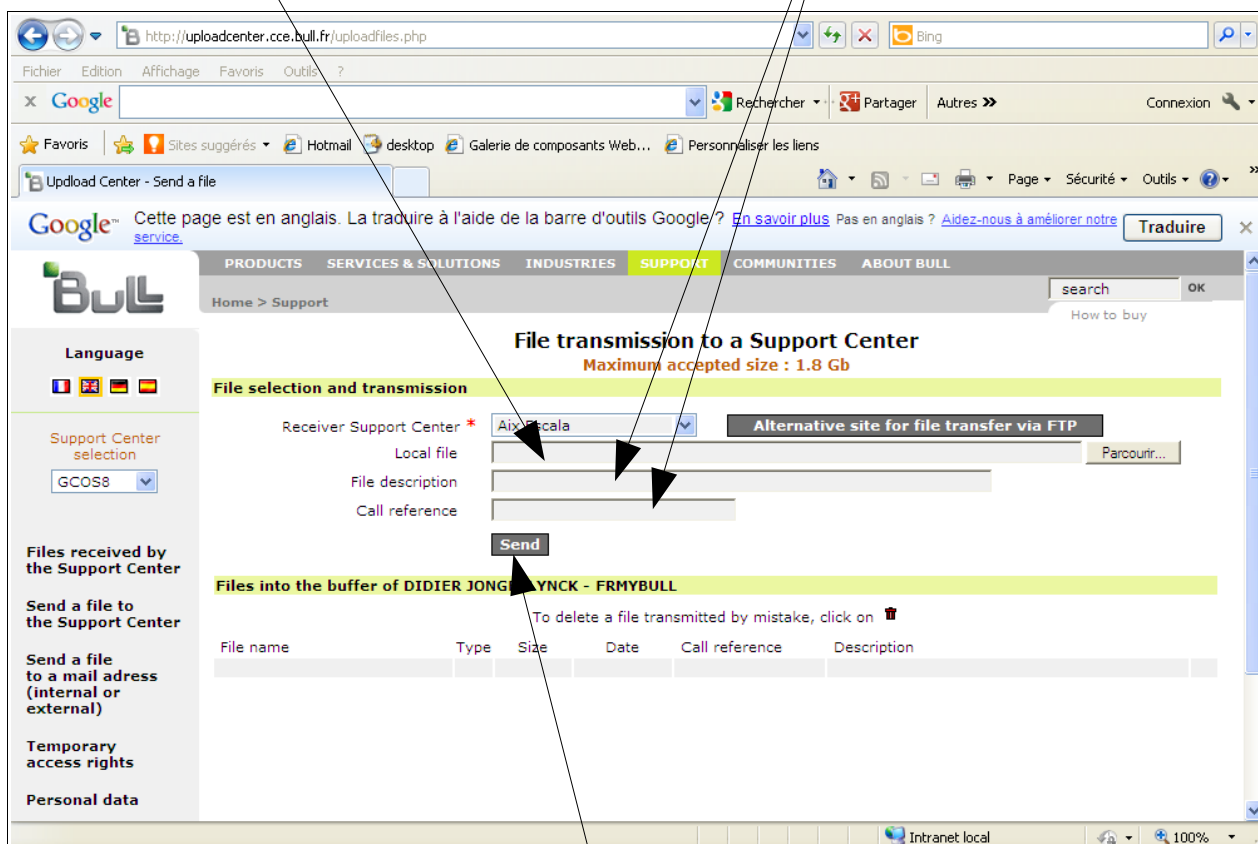
A 'Validate' button is located at the bottom of the form. Arrows from the text above point to the 'Multiple centers' dropdown and the 'Mail alert on deposit' field.

Then click onto 'Validate'

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4.4 File Transmission to Support Center

Target the file to transmit and fill in the form with appropriate informations into the diverse fields.



File transmission to a Support Center
Maximum accepted size : 1.8 Gb

File selection and transmission

Receiver Support Center * Aix-Marseille


Local file

File description

Call reference


Send

Files into the buffer of DIDIER JONGEYCK - FRMYBULL

To delete a file transmitted by mistake, click on 

File name	Type	Size	Date	Call reference	Description

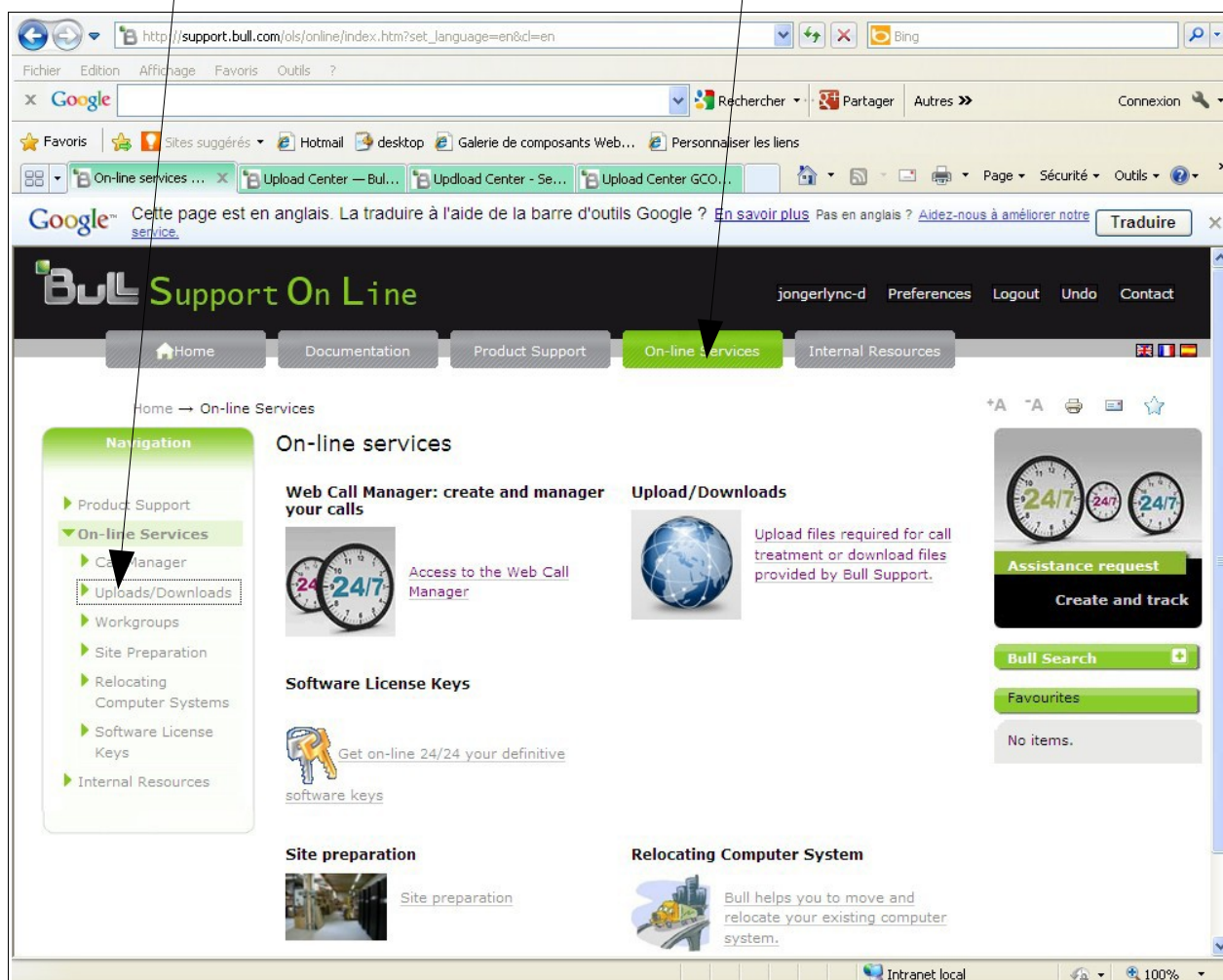
To transfer data to Bull Support, click onto 'Send' button.


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5. Temporary access for customers to Bull Upload Center

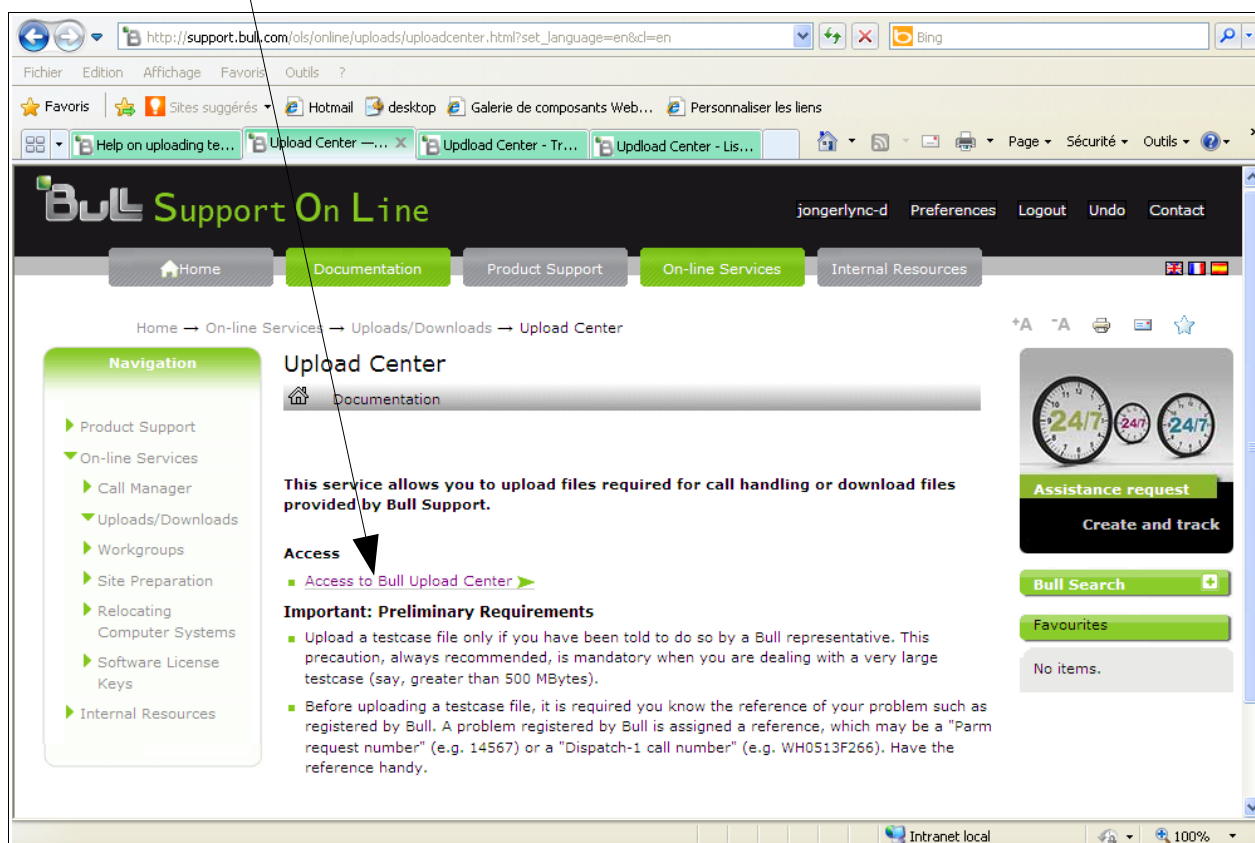
This chapter is dedicated to Bull Support people to validate 'Upload Center temporary free access' to customer.

Once connected to 'Bull Support On Line' (SOL), select tab 'On-line Services'... and click onto 'Uploads/Downloads'.



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Click onto 'Access to Bull Upload Center'




The screenshot shows the Bull Support On Line website. The browser address bar displays the URL: http://support.bull.com/ols/online/uploads/uploadcenter.html?set_language=en&cl=en. The website header includes the Bull logo, "Support On Line", and navigation links: "jongerlync-d", "Preferences", "Logout", "Undo", and "Contact". A secondary navigation bar contains "Home", "Documentation", "Product Support", "On-line Services", and "Internal Resources". The breadcrumb trail reads: "Home → On-line Services → Uploads/Downloads → Upload Center".

The main content area is titled "Upload Center" and includes a sub-header "Documentation". The text states: "This service allows you to upload files required for call handling or download files provided by Bull Support." Below this, there is an "Access" section with a link: [Access to Bull Upload Center](#). An arrow points from the instruction text to this link.

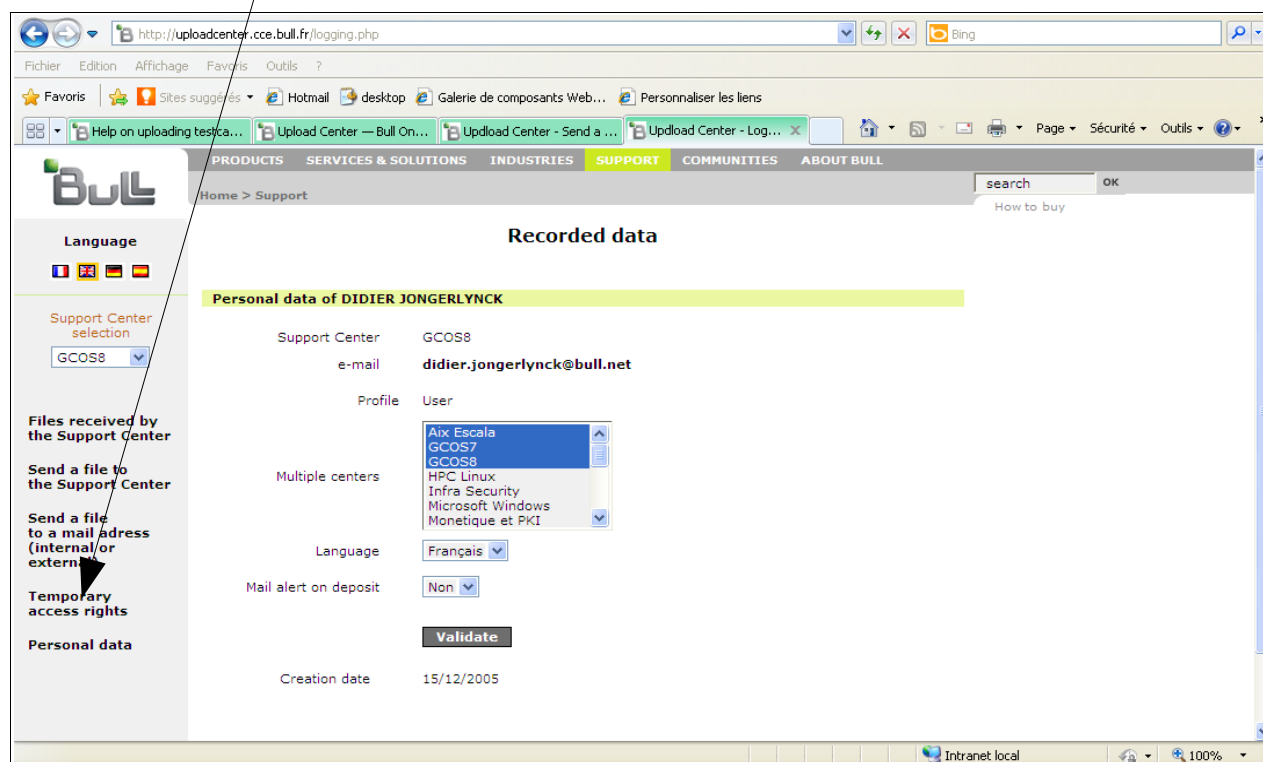
The "Access" section is followed by "Important: Preliminary Requirements", which lists two bullet points:

- Upload a testcase file only if you have been told to do so by a Bull representative. This precaution, always recommended, is mandatory when you are dealing with a very large testcase (say, greater than 500 MBytes).
- Before uploading a testcase file, it is required you know the reference of your problem such as registered by Bull. A problem registered by Bull is assigned a reference, which may be a "Parm request number" (e.g. 14567) or a "Dispatch-1 call number" (e.g. WH0513F266). Have the reference handy.

On the right side of the page, there is a "24/7 Assistance request" section with a "Create and track" button, a "Bull Search" button, and a "Favourites" section showing "No items."

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Click onto 'Temporary access rights'



http://uploadcenter.cce.bull.fr/logging.php

Fichier Edition Affichage Favoris Outils ?

Favorites Sites suggérés Hotmail desktop Galerie de composants Web... Personnaliser les liens

Help on uploading testca... Upload Center — Bull On... Upload Center - Send a ... Upload Center - Log...

PRODUCTS SERVICES & SOLUTIONS INDUSTRIES **SUPPORT** COMMUNITIES ABOUT BULL

Home > Support

search OK

How to buy

Recorded data

Personal data of DIDIER JONGERLYNCK

Support Center GCOS8

e-mail **didier.jongerlynck@bull.net**

Profile User

Multiple centers

Language Français

Mail alert on deposit Non

Validate

Creation date 15/12/2005

Language

Support Center selection

GCOS8

Files received by the Support Center


Send a file to the Support Center

Send a file to a mail address (internal or external)

Temporary access rights

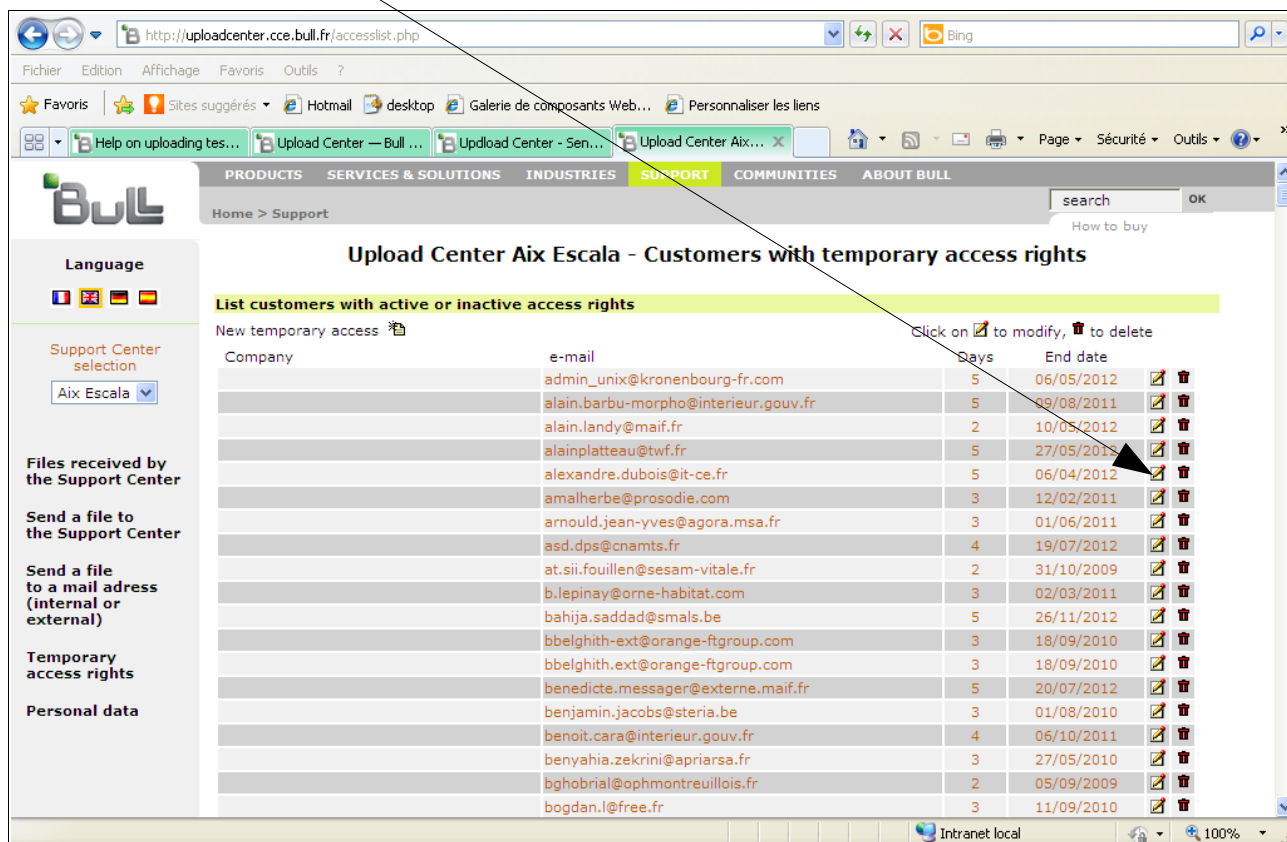
Personal data

Intranet local 100%

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You get the window hereunder.

First case: email customer is in the database, to reactivate the access duration you just have to click onto 'Modify the logging' icon (please select the good customer's icon), this way you get the 'Acces right configuration' customer's card.

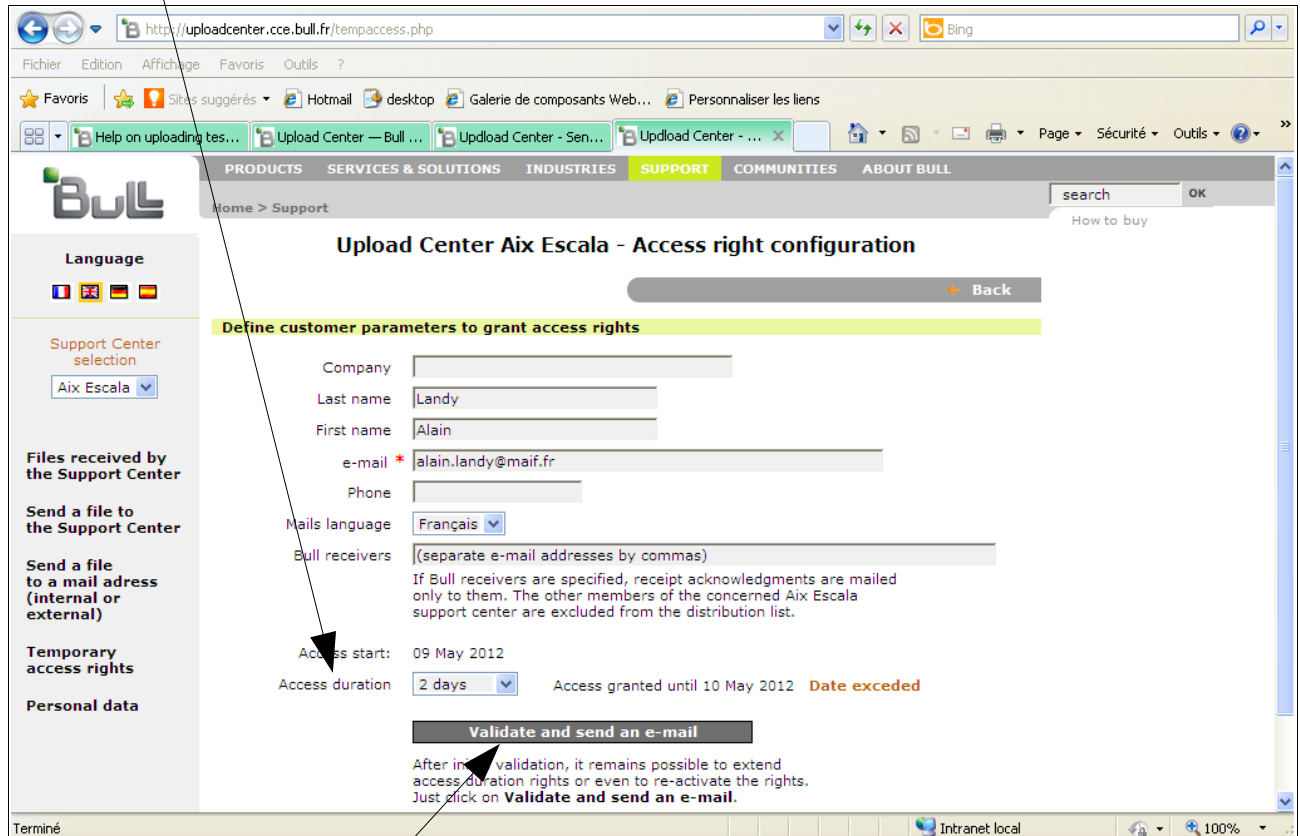


The screenshot shows the 'Upload Center Aix Escala - Customers with temporary access rights' page. The page includes a sidebar with language and support center selection options, and a main content area with a table of customers. A black arrow points to the 'Modify the logging' icon (a pencil) in the 'Days' column for the customer alexandre.dubois@it-ce.fr.

Company	e-mail	Days	End date	Modify	Delete
	admin_unix@kronenbourg-fr.com	5	06/05/2012		
	alain.barbu-morpho@interieur.gouv.fr	5	09/08/2011		
	alain.landy@maif.fr	2	10/05/2012		
	alainplatteau@twf.fr	5	27/05/2012		
	alexandre.dubois@it-ce.fr	5	06/04/2012		
	amalherbe@prosodie.com	3	12/02/2011		
	arnould.jean-yves@agora.msa.fr	3	01/06/2011		
	asd.dps@cnamts.fr	4	19/07/2012		
	at.sii.fouillen@sesam-vitale.fr	2	31/10/2009		
	b.lepinay@orne-habitat.com	3	02/03/2011		
	bahija.saddad@smals.be	5	26/11/2012		
	bbelghith-ext@orange-ftgroup.com	3	18/09/2010		
	bbelghith.ext@orange-ftgroup.com	3	18/09/2010		
	benedicte.messenger@externe.maif.fr	5	20/07/2012		
	benjamin.jacobs@steria.be	3	01/08/2010		
	benoit.cara@interieur.gouv.fr	4	06/10/2011		
	benyahia.zekrini@apriarsa.fr	3	27/05/2010		
	bghobrial@ophmontreuillois.fr	2	05/09/2009		
	bogdan.l@free.fr	3	11/09/2010		

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Choose 'Access duration' (max period is => 7 days).



Language

Support Center selection

Aix Escala

Files received by the Support Center

Send a file to the Support Center

Send a file to a mail address (internal or external)

Temporary access rights

Personal data

PRODUCTS SERVICES & SOLUTIONS INDUSTRIES **SUPPORT** COMMUNITIES ABOUT BULL

Home > Support

Upload Center Aix Escala - Access right configuration

Back

Define customer parameters to grant access rights

Company

Last name Landy

First name Alain

e-mail * alain.landy@maif.fr

Phone

Mails language Français

Bull receivers (separate e-mail addresses by commas)

If Bull receivers are specified, receipt acknowledgments are mailed only to them. The other members of the concerned Aix Escala support center are excluded from the distribution list.

Access start: 09 May 2012

Access duration 2 days Access granted until 10 May 2012 **Date exceded**

Validate and send an e-mail

After in validation, it remains possible to extend access duration rights or even to re-activate the rights. Just click on **Validate and send an e-mail**.


Terminé

Intranet local

100%

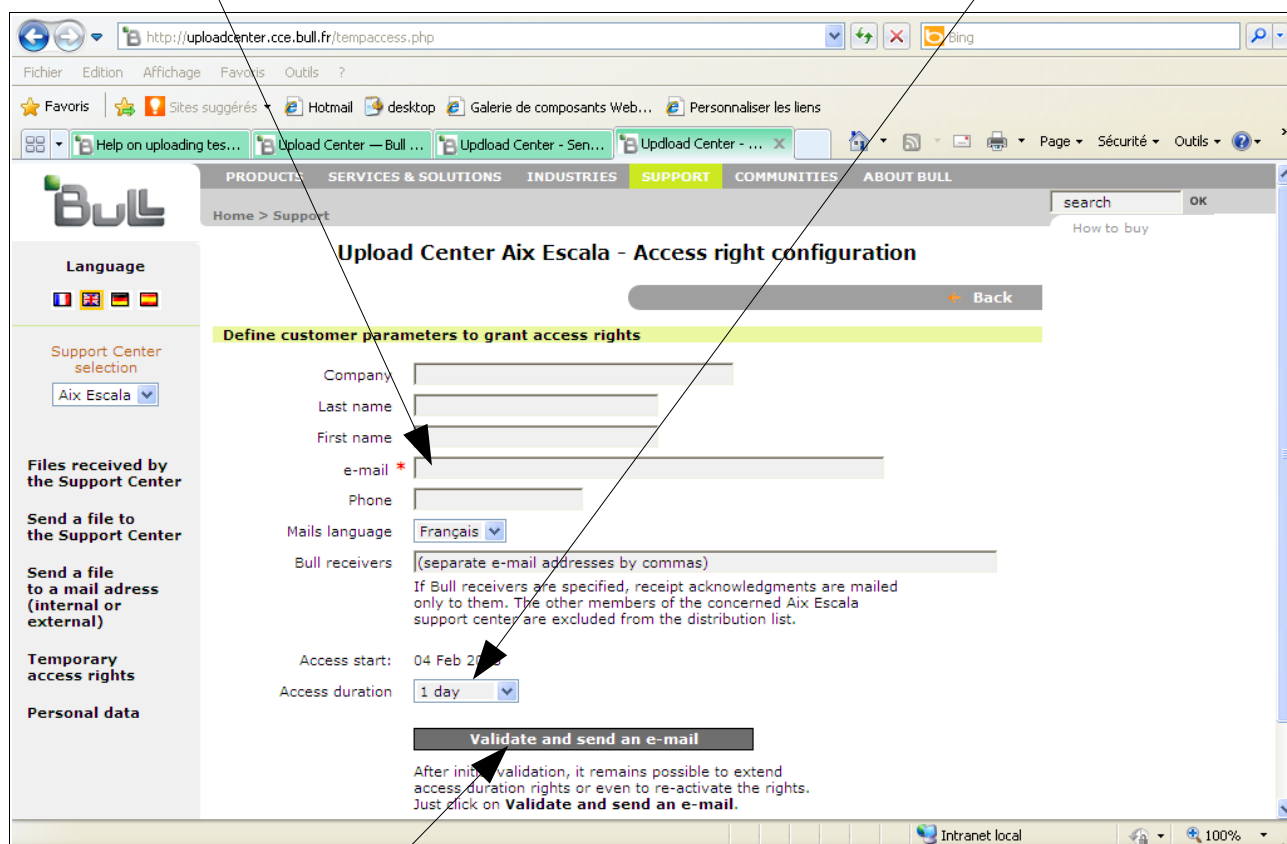
Then click onto 'Validate and send an e-mail'.

The customer is going to receive an email and clicking onto it, he will get free access to Bull Upload Center without the need to log.

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Second case: new customer not known in the database.

Please define customer parameters to grant access rights... that's is to say: mandatory e-mail customer address and optional customer's parameters whose 'Access duration' (max period is = 7 days).



Then click onto 'Validate and send an e-mail'.

The customer is going to receive an email and clicking onto it, he will get free access to Bull Upload Center without the need to log.

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6. FTP procedure

Summary Procedure

If you choose the FTP upload method, refer to the procedure below:

ftp bullupload.com

user : **anonymous**
password : <enter your email address>

cd testcase

do not forget to go to the **testcase** directory!

bin

binary mode is very important!

put parm14850.tar.Z

file name must conform to naming convention

and accepted file formats are discussed herein above