ClusterStor Customer FAQ

Questions	Answers
I heard from DDN that Seagate is abandoning ClusterStor customers? Is this true?	No. Cray has signed a definitive agreement with Seagate to complete a strategic transaction and enter into a partnership with Seagate enabling Cray to continue to support and enhance the ClusterStor product line, and support ClusterStor customers going forward. This partnership will enhance Cray's existing storage product line, and position us for growth in the future.
Is it true I won't be able to get support for my ClusterStor system(s)?	You will be able to continue support for your ClusterStor products. Cray's commitment to providing world-class support extends to ClusterStor customers. Cray's goal is to minimize the impact of this transition to ClusterStor customers. During the transition, ClusterStor customers should continue to use their Seagate mechanisms for service and support. Cray is focused on a smooth transition with little to no noticeable changes. In some cases, there will be changes to contacts and support systems. Cray and Seagate sales and/or service will be reaching out to each ClusterStor customer to ensure a smooth transition. There is no change to existing Sonexion customers.
I heard that a lot of expertise to develop and support ClusterStor were part of the layoff by Seagate. Is this true and will Cray continue to support and develop ClusterStor?	In addition to Cray's own expertise with the ClusterStor product line, Cray expects that more than 100 of the current Seagate ClusterStor team will transition to Cray to augment our existing support and development capabilities.
Will I be able to upgrade my ClusterStor systems in the future?	Yes. Cray will continue to sell and service ClusterStor products moving forward.

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What ClusterStor products are part of this deal?	The agreement includes ClusterStor products covering Lustre, Secure Data Appliance, and Spectrum Scale. The A200 will remain a Seagate offering.
Who is Cray and why did they pickup ClusterStor?	For over 40 years we have been developing highly advanced computing solutions for the world's most complex science, engineering and analytics challenges. Ever since we introduced the world's first supercomputer in 1976, our technologies have helped solve today's problems and made tomorrow's questions possible. Cray was the first OEM for ClusterStor, and has continued to be the largest and most strategic ClusterStor partner. This change is an evolution of continuing the partnership in HPC between Cray and Seagate, and is a strategic fit for both companies. With the growth in data, storage is becoming more and more important to our customers. Cray currently OEMs ClusterStor from Seagate under the Sonexion brand. The transition of ClusterStor will serve to strengthen the Sonexion product line, and improve the overall experience for our customers.
I'm an existing ClusterStor customer or reseller, who do I contact for questions?	Customers and resellers can contact Cray by filling out the contact form on Cray's [ClusterStor](#) web page. You may also refer to Cray's [press release](#) for additional information.