

Transition Guide for BarefootNetworks.com users

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Access to Intel® portal

What is the entry point for Barefoot Networks resources on Intel.com?

For information on products formerly from Barefoot Networks:

<http://intel.com/programmable-networking/>

For support tickets:

<https://premiersupport.intel.com/>

For CNDA-protected documentation:

<https://www.intel.com/content/www/us/en/design/products-and-solutions/networking-and-io/programmable-ethernet-switch-products.html>

For Academic customers:

<https://www.intel.com/content/www/us/en/products/network-io/programmable-ethernet-switch/connectivity-education-hub/research-program.html>

I don't have my username or password, now what?

You should already have received your account activation email. Please follow the steps in that email if you have not done so already. If you do not have this email, or cannot find it, you will need to set a new password upon first login to the Intel system. See the instructions below.

1. Select the forgot username link. Please make sure you use the email address you previously used with Barefoot Networks support.
2. Once you receive your username please then use the *forgot password* feature to reset your password. To expedite the password reset we are providing a direct link: <https://www.intel.com/content/www/us/en/my-intel/forgot-password.html>

If you have an existing relationship with Intel, you might now have more than one Intel Account. Please be sure to use the email address you previously used for Barefoot Networks support to ensure you have the correct permissions for this system.

Note:

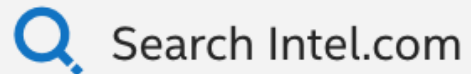
If you try to use the forgot username/forgot password feature and do not get a response within 24 hours, please contact your Barefoot Networks representative or email barefootportalintegration@intel.com for assistance.

How to access Documentation and Software

Where is my Programmable Ethernet Switch documentation?

All Programmable Ethernet Switch documentation for hardware, software, and training is now available in the Intel Resource and Design Center (RDC).

As a reminder, make sure to sign in to Intel.com using the avatar at the top of the page using your Intel account based on the username and the password you set in the above steps.



To quickly access documentation, go to <https://www.intel.com/programmable-networking>, select the resources link at the top of the page, and then the browse documentation link.

Resources

Get Started
We're ready to talk about your networking needs.

Contact us →

Documentation
Log in to access documentation for Programmable Ethernet Switch products.

Browse documentation →

If you represent a University Research Group, please refer to the browse documentation link on our [Intel® Connectivity Research Program page](#).

How do I access the newest version of Intel® P4 Studio?

The Resource and Design Center is also where you will find the downloads of the Intel® P4 Studio Software Development Environment.

Getting support

Where are my Programmable Ethernet Switch support cases?

All Programmable Ethernet Switch support cases are now available in Intel® Premier Support (IPS).

As a reminder, make sure to sign in using your Intel account based on the username and the password you set in the above steps.

To quickly access support, go to premiersupport.intel.com and log in. You will continue to work with the same support engineers who currently assist you.

Trainings for Intel Premier Support are available at

<https://www.intel.com/content/www/us/en/design/support/ips/training/welcome.html>

If you represent a University Research Group, please refer to our [Intel® Connectivity Research Program page](#) for more information on support.

Why are some cases assigned to different users?

In some instances, cases have had to be remapped from the original submitter to a different contact in the same organization because that user was not propagated to the new system. This is when the original user was either disabled or had not logged in to support.barefootnetworks.com in the past 18 months. However, on an organizational basis, all ticket history has been preserved.

Your cases have also been mapped to the same support agent who was handling that case before the migration and they will now continue to assist you with any issues through IPS. Please also feel free to create any new cases on IPS as required.

What happened to email support?

Email support is unfortunately no longer available through IPS. You are required to interact with IPS through the web interface, although emails will still be sent to notify you of any updates to the cases. Emails sent to support@barefootnetworks.com will no longer reach the support infrastructure. Likewise, access to the previous support portal at <https://support.barefootnetworks.com/> remains disabled and that portal will be decommissioned soon.

All existing and new support cases will be handled by the same team you have been working with at Barefoot Networks.

How do I file a case?

Once you log into Intel.com, you can view your existing cases or file new ones using the 'Cases' link on the tab.



When filing a new case, you will need to select the product that you are raising the new support case against. Please search for the appropriate product using the new names as shown below:

- Intel® Tofino™
- Intel® Tofino™ 2
- Intel® P4 Studio
- Intel® P4 Insight
- Intel® Deep Insight Network Analytics Software

| Name | Product Focus Area | Code Name |
|--------------------------------------|--|-----------|
| <input type="radio"/> Intel® Tofino™ | Datacenter, Servers, Networking, Comms and Storage | |

When setting the Case Category, all products formerly from Barefoot Networks will now be classified as “Intel Programmable Ethernet Switch”

The Case Subcategory choices are very similar to the previous categories found in the previous support system.

▼ Case Information

Project:

Product: Intel® Tofino™

*Note: If Project is blank or set to 'Not Applicable', all the [Contacts](#) in your account will have access to the case.

▼ Case Details

Subject:

0 Out of 255 entered

Case Description:

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Case Type:

Severity: [Definitions](#)

Customer Reference ID:

End Customer:

▼ Product/Project Info

Case Category:

Case Subcategory:

▼ Environment Details

Access to Licensed Software

How do I request a trial license for Intel® P4 Insight?

License files to enable the Intel® P4 Insight Advanced Features are provided through the Intel Registration Center (IRC). To request a trial license, please [contact us](#) or reach out to your Intel Sales Representative.

How do I request a trial license for Intel® Deep Insight Network Analytics Software?

License files to enable the Intel® Deep Insight Network Analytics Software are provided through the Intel Registration Center (IRC). To request a trial license, please [contact us](#) or reach out to your Intel Sales Representative.

Training

How do I find out more about training opportunities?

Please visit the [Intel® Connectivity Education Hub](#) for more information.

How do I sign up for a new Academy course?

- If you do have an account on the [Resource and Design Center](#):
 - Navigate to the [Intel® Connectivity Academy Calendar](#) page and sign-up from there
- If you do not have an account on the [Resource and Design Center](#):
 - Please contact your Intel Sales Representative or reach out to sales@barefootnetworks.com to request one

If you represent a University Research Group:

- If you do have an account on the [Resource and Design Center](#):
 - Navigate to the [Intel® Connectivity Academy Calendar](#) page and sign-up from there. Academic discount will be automatically applied
- If you do not have an account on the [Resource and Design Center](#):
 - Please visit the [Intel® Connectivity Research Program](#) page for more information on how to apply.

How do I access my Intel® Connectivity Advanced Online Videos?

Please visit the [Intel® Connectivity Advanced Online Videos Overview](#) for more information.

My question is not in this list

If your question is related to access issues with the Intel® Portal, please contact barefootportalintegration@intel.com. For product support, licensing, or training questions, please reach out to your Intel/Barefoot Sales Representatives.