Sandia National Laboratories

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MELCOR

MELCOR USER EXPERIENCE

Sonya Mahler

2023 CSARP/MCAP & MELCOR Workshop

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U.S. DEPARTMENT OF ENERGY

NNSA

NEW MELCOR WEBSITE

www.sandia.gov/melcor

MELCOR

OBTAINING THE CODE THROUGH NDA

- Fill out NDA form with new user information
- Email completed form to shawn.campbell@nrc.gov
- Shawn sends approved NDA to Sandia for processing
- Once all approvals are ready, the user will receive an email with their user name and password

https://www.nrc.gov/about-nrc/regulatory/research/obtainingcodes.html

CODE LICENSING & DISTRIBUTION

PROCESS FOR OBTAINING A NEW LICENSE

- Make sure every user has a valid and approved NDA.
- Licenses can only be sent to approved email addresses on file.
- Every license must be renewed annually.
- Run CreateLicenseRequestFile.exe. on each computer and send "license.request" file to mlr@sandia.gov.
- You can send multiple request files together, I will combine all licenses into one.
- For detailed information on creating a license.request file you can refer to _LicensingReadme.pdf in the MELCOR executable folder.

BUG REPORTING

TO REPORT BUGS…

- Send an email to melcorbugs@sandia.gov
  - include your information
  - all relevant details of the error
  - screenshots
- The email will generate a JIRA support ticket with all information from your email that will be sent to the developers.
- You will receive a confirmation email
- An automated email will be sent every time the request is moved through the process until it is resolved.
- **IMPORTANT**: Please reply to the original email to keep all corresponding comments in one request.
- The ticket will then generate a GitLab issue that will get worked on.
- DO NOT send another email for the same issue, this will start a new ticket.
- **Coming soon:** We will add updates monthly to the MELCOR website with all current/resolved issues.

AUTOMATED CONFIRMATION

From: hpconestop <hpconestop@sandia.gov>
Sent: Thursday, June 8, 2023 9:01 AM
To: Mahler, Sonya <smahler@sandia.gov>
Subject: MELCOR-23 Windows Error

—-—-—-—

Hello John Doe,
Thank you for reaching out. This email is confirmation that we received your request.
Please refer to ticket **MELCOR-25** for all updates regarding this issue.
If you have additional questions or comments pertaining to this request, please reply above to this message.

DO NOT start a new email for the same issue, as it will create a new request. THANK YOU!
We will notify you with updates or if any additional information is required. --

MELCOR Development Team
Sandia National Laboratories

JIRA BOARD

MELCOR Bugs Board

Kanban board

QUICK FILTERS: Only My Issues Recently Updated

TO DO 1	IN PROGRESS 1	DONE 1
MELCOR-25 RE: [EXTERNAL] Suspicious energy output from the corium into water pool when WI & ME models are on	MELCOR-23 [EXTERNAL] Windows Error	~~MELCOR-15~~ TEST

We're only showing recently modified issues.

Looking for an older issue?

JIRA SUPPORT TICKET

MELCOR Bugs / MELCOR-25

RE: [EXTERNAL] Suspicious energy output from the corium into water pool when WI & ME models are on

Edit | Add comment | Assign | More | Respond to customer | In progress | Workflow | Get Help With JIRA | Export

Details

Type:	Support	Status:	WAITING FOR SUPPO... (View Workflow)
Priority:	Medium		
Component/s:	None	Resolution:	Unresolved
Labels:	None		

SLAs

7h 32m	Time to first response within 8h
1d 7h	Time to resolution within 1d 8h

Description

Hello,

I am just attaching one more file to the CAV-related bug #166: the input deck for the reactor-case simulation (for which the evaporated water was enormous). I hope this helps to track the bug...

Thanks again!

People

Assignee:	Humphries, Larry Laron Assign to me
Reporter:	Miroslav.Kotouc@ujv.cz
Request participants:	Beeny, Bradley Aaron
Organizations:	None
Watchers:	0 Start watching this issue

GITLAB

MELCOR CONTACTS

Please send emails to the appropriate group

- NDA's: **shawn.Campbell@nrc.gov**
- Licensing & Download Site: **mlr@sandia.gov**
- Bug Ticket Reporting: **melcorbugs@sandia.gov**
- MELCOR Questions: **melcor_developers@sandia.gov**

THANK YOU!