

## “Getting Help: The HPC Help Desk” Video Job Aid

Key References Referred to in this Video	
Issues on classified systems must be addressed by the local Help Desk at site where classified system is hosted. Find contact information here:	<p>AFRL DSRC      1-877-222-2039 (HPC Help Desk)  <a href="https://centers.hpc.mil/users/afrlsrc.html">https://centers.hpc.mil/users/afrlsrc.html</a>  <a href="mailto:help@helpdesk.hpc.mil">help@helpdesk.hpc.mil</a></p> <p>ARL DSRC      1-800-ARL-1552 (1-800-275-1552)  <a href="https://centers.hpc.mil/users/arldsrc.html">https://centers.hpc.mil/users/arldsrc.html</a></p> <p>ERDC DSRC      1-800-500-4722  <a href="mailto:dsrchelp@erdc.hpc.mil">dsrchelp@erdc.hpc.mil</a></p> <p>Navy DSRC      1-800-993-7677  <a href="https://centers.hpc.mil/users/navydsrc.html">https://centers.hpc.mil/users/navydsrc.html</a></p> <p>MHPCC DSRC    1-808-879-5077</p> <p>ARL Help  <a href="https://centers.hpc.mil/users/arldsrc.html">https://centers.hpc.mil/users/arldsrc.html</a></p> <p>Navy Help  <a href="https://centers.hpc.mil/users/navydsrc.html">https://centers.hpc.mil/users/navydsrc.html</a></p>
HPC Help Desk	<p>Phone: 1-877-222-2039 or 937-255-0679          (0800 – 2000 Eastern Time, M – F)</p> <p>Email: <a href="mailto:help@helpdesk.hpc.mil">help@helpdesk.hpc.mil</a></p> <p>Web Portal: <a href="https://helpdesk.hpc.mil">https://helpdesk.hpc.mil</a></p>
Specific Account questions:	Email: <a href="mailto:accounts@helpdesk.hpc.mil">accounts@helpdesk.hpc.mil</a>
Information to pull together before contacting HPC Help Desk:	<ul style="list-style-type: none"> <li>• Description of the issue you are experiencing</li> <li>• DSRC Site</li> <li>• HPC System or resource you are using</li> <li>• Screenshots or copies of terminal outputs</li> <li>• Error Files created by job schedulers from running jobs</li> </ul>

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What the HPC Help Desk CAN assist with:

- **HPCMP UNCLASSIFIED resources**, including:
  - Connecting to any HPCMP UNCLASSIFIED resource
  - System library problems
- **HPCMP UNCLASSIFIED resources**, including:
  - Provisioning YubiKeys
  - Updating basic user information for pIE Account
  - Upload a signed Cyber Awareness Challenge completion certificate to pIE and notify your S/AAA
  - Basic subproject and allocation information
  - Provide basic information to Primary Investigators or Alternate PIs when adding users to subprojects and allocations

*More complex requests can be handled in ServiceNow by the HPCMP Accounts Ombudsman or by contacting the user's S/AAA*

- **File Transfer Assistance**
  - scp/sftp/r-sync data to and from HPC systems
  - FileZilla for Windows usage and troubleshooting
  - Archive transfers, including external HD transfer requests
  - **Transfers from inactive to active users\***
    - **These require approval from Service/Agency Approval Authority (S/AAA) of the INACTIVE user, and will be escalated to the appropriate admin team to process**
- **Software License Buffer (SLB)**
  - Troubleshooting PBS and Slurm options
  - Using job submission commands interactively
  - Licensing for HPCMP-provided applications
    - Abaqus
    - Ansys CFD
    - GASP
    - LS-DYNA
    - Star-CCM+
- **Advanced Reservation Service (ARS)**
  - Instructions for use and basic troubleshooting
  - Checking existing reservation status
  - Canceling reservations, how to use a reservation, how to search for an available job slot

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- **HPCMP Kerberos Support, including:**
  - Install Kerberos kits on Window, Mac and Linux systems
  - HPCMP Password resets
  - HPCMP Kerberos installations
  - Obtaining a Kerberos ticket
  - Connecting to OpenID authentication sites
- **Submitting a job on the HPCMP UNCLASSIFIED resources, including:**
  - Troubleshooting job scripts
  - Optimizing job runs
  - Building, compiling and debugging source code
- **HPCMP provided application support, including:**
  - Problems or troubleshooting using any application listed at <http://centers.hpc.mil/software>
- **The HPC Portal (<https://centers.hpc.mil/portal/index.html>)**
  - Connecting to the Web Portal / Account issues
  - Using Web Portal File Manager
  - Access to Web Portal Virtual Applications (xTerm, WebShell)
- **Accessing the Help Desk Service Portal (<https://helpdesk.hpc.mil>)**
- **DAV-Center Software**
  - Download and install DAV-Center software (SRD, ParaView, EnSight, VisIt)
  - Software resources
  - User-designed software advice
  - Troubleshoot connections
- **Portal to the Information Environment (PIE) (<https://ieapp.hpc.mil/>) Account assistance**
  - Update email, addresses, and other basic user information
  - Confirm subproject status (hours/systems assigned to user)
  - Please see limitations to Help Desk assistance below

What the HPC Help Desk CANNOT assist with:

- **ANY HPCMP RESTRICTED/CLASSIFIED resources.** Users should contact the local DSRC Help Desk where the system is located for assistance (ie., user requesting help with a Classified ARL system would contact the ARL DSRC team)
- **The Computational Research and Engineering Acquisition Tools and Environments (CREATE)** Website (<https://portal.create.hpc.mil>) or CREATE applications. Please contact CREATE at [create@hpc.mil](mailto:create@hpc.mil) for assistance. <https://portal.create.hpc.mil>

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What the HPC Help Desk CANNOT assist with:

- **Advanced pIE portal issues.**
  - Approve submitted Cyber Awareness completion certificate
  - Reactivate a suspended account
  - Assist with security data
    - Visit requests
    - Cyber Awareness Challenge Training
  - Creating new subprojects
  - Adding users to subprojects
  - Allocations to specific systems
  - Changes to existing subprojects and allocations.

Please contact your organization's Service Agency Approval Authority (S/AAA) or Principal Investigator for assistance..

- **The User Productivity Enhancement and Training (PET)** website (<http://training.hpc.mil>), including user website access and assistance signing up for trainings. Please contact the PET website support at [hpctraining@hpc.mil](mailto:hpctraining@hpc.mil).
- **User-side system issues** (i.e. user network, user system upgrades). Please contact your company help desk for more assistance.
- **Defense Research and Engineering Network** issues (i.e. starting a new DREN connection, DREN connection problems, DREN outages). Please contact the DREN support team at [dren-ops@hpc.mil](mailto:dren-ops@hpc.mil).

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