

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

Key References Referred to in this Video	
<p>Issues on classified systems must be addressed by the local Help Desk at site where classified system is hosted. Find contact information here:</p>	<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:dsrhelp@erdc.hpc.mil">dsrhelp@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>
<p>HPC Help Desk</p>	<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>
<p>Specific Account questions:</p>	<p>Email: <a href="mailto:accounts@helpdesk.hpc.mil">accounts@helpdesk.hpc.mil</a></p>
<p>Information to pull together before contacting HPC Help Desk:</p>	<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>)**
  
- **DAAC Software**
  - Download and install DAAC 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
  - Assust wutg security data
    - Visit requests
    - Cyber Awareness Challenge Traing
  - 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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