

## “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://www.afrl.hpc.mil/index.html">https://www.afrl.hpc.mil/index.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://www.arl.hpc.mil/user/index.html">https://www.arl.hpc.mil/user/index.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://www.navydsrc.hpc.mil/user/index.html">https://www.navydsrc.hpc.mil/user/index.html</a></p> <p>MHPCC DSRC    1-808-879-5077</p> <p>ARL Help  <a href="https://www.arl.hpc.mil/user/index.html">https://www.arl.hpc.mil/user/index.html</a></p> <p>Navy Help  <a href="https://www.navydsrc.hpc.mil/user/index.html">https://www.navydsrc.hpc.mil/user/index.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 PBS 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 Account Creation**, including provisioning YubiKeys and Multi-Factor Authentication tokens
- **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 options
  - Using SLB commands interactively
  - Using SLB to make license reservations
- **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
- **HPCMP Kerberos Support, including:**
  - 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
- **HPCMP provided licensing issues** (Abaqus, ANSYS CFD, GASP, LS-DYNA, and STAR-CCM+)
- **HPCMP provided application support**, including:
  - Problems using any application listed at <http://centers.hpc.mil/software>
  - Troubleshooting any application listed at <http://centers.hpc.mil/software>
- **Building, compiling, and debugging source code**
- **The HPC Portal** (<https://portal.hpc.mil>)
  - Connecting to the Web Portal / Account issues
  - Using Web Portal File Manager
  - Access to Web Portal Virtual Applications (xTerm, WebShell)
- **Accessing the HPC ServiceNow User Portal** (<https://helpdesk.hpc.mil>)
- **DAAC Software**
  - Download and install DAAC software (SRD, ParaView, EnSight, VIsit)
  - Troubleshoot connections
- **Portal to the Information Environment (PIE)** (<https://ieapp.hpc.mil/>) Account assistance
  - Update email, addresses, and other basic user information

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- 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.
- **pIE database issues.** Please contact the pIE helpdesk at 1-800-522-6937 or via email at [iehelpdesk@usace.army.mil](mailto:iehelpdesk@usace.army.mil).
- **pIE Security Data:** Visit Requests, IA Training. Please contact organization's S/AAA for assistance.
- **pIE Subproject Information:** Systems available, system access, hours, membership. Please contact organization's S/AAA or subproject's 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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