UG2.7: Information and Support

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HPC Service Desk

For any problem you can contact our HPC consultants by e-mail:

mailto: superc@cineca.it

In the mail describe your problem as carefully as possible and be sure to enter the following information:

- the system where the problem occurred
- the username/account
- how and where to reach you for further communication
- a detailed description of the problem
- any error message that might have been occurred

A ticket number (tts#) will be assigned to each email sent to the user support. As soon as you get a reply, for further communications on the same problem please always reply to the same email without modifying the subject and always referring to the tts# of the first reply. If you have a support request concerning a different problem, please send a different email with another subject, in order to receive a different ticket number.

Please, use this email address and not the personal email addresses of our HPC specialists for support requests, in order to get a response as soon as possible.

Documentation

All the HPC systems and the applications running on them are described in this guide and in our web pages (http://www.hpc.cineca.it/content/resources).

In particular you can consult our Software Catalog (see Sect. “Production Environment and Tools”), that references both the Catalog for Application Software and the Catalog for the Programming Environment Software.

Information can be obtained also when working interactively on the HPC systems, using the "module help" command and the "man" command.

In case of problems, before contacting the consultants, please give a look to the folder "FAQ: Frequently Asked Questions" in the www.hpc.cineca.it portal.

HPC-news mailing list

We manage a mailing list (HPC-news) for posting news, information, scheduled downs, software updates, other problems and so on, about our HPC computing resources. It is advisable for HPC users to be included in that list!

You can subscribe (or unsubscribe) to HPC-news by sending an email from the address you want to subscribe. You can consult the archive browsing the archive web site.

For more information see the "How to get HPC-news" in the www.hpc.cineca.it portal.