

## **EHPCC Cluster FAQ & Support**

### **I am new to high performance computing and have never used a cluster before. Where can I get help?**

The best place to start is the EHPCC Wiki (Emory login required):

<https://wiki.service.emory.edu/display/hpc/High+Performance+Computing>

There are also a number of websites that may be useful for beginners with no experience with Torque/MOAB:

<https://computing.llnl.gov/tutorials/moab/>

<http://docs.adaptivecomputing.com/torque/4-2-6/help.htm>

New users are automatically added to the EHPCC listserv, which is used solely for announcements and updates from the system administrators in the HPC group.

You may also sign up for the HPC-Users listserv to request help from the community of TARDIS users. This is an opt-in listserv intended to be used as a forum for discussion and as a general resource for the EHPCC community.

<http://listserv.cc.emory.edu/>

### **I cannot login/access my files/submit jobs. How do I get help?**

For help with system (i.e., not programming) related issues, please email the High Performance Computing Group ([hpc@emory.edu](mailto:hpc@emory.edu)).

### **I need to use package X in my work. How do I get it installed on the cluster?**

Please send your installation requests to the HPC group ([hpc@emory.edu](mailto:hpc@emory.edu)).

There are some packages that may not be appropriate for use on the cluster, or some that may not install due to software or hardware incompatibilities. These issues are discussed with end users on a case-by-case basis.