

National Aeronautics and Space Administration

User Services

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NASA High-End Computing

Here's what we can do for you!

We provide 24/7 Tier 1 support for all the HECC groups!

- We can provide end-to-end support for most common issues for you from getting onto the systems to running your jobs.
- If we are unable to resolve your issues, we will contact the correct group for you.

User Services is available through email or by phone.

- To submit a ticket please send an email to support@nas.nasa.gov
- We are also available by phone at 650-604-4444, or toll free at 800-331-8737.



You can also get in-depth support

Quota modification

- Most requests for filesystem quota increases can be handled by the Control Room.

Analysis of SBU usage

- We can help you break down your SBU usage and identify ways to help with allocation usage.

SSH passthrough setup/troubleshooting

- We are ready to help you get set up with one-step login, so you can directly connect to our front-end systems or troubleshoot any issues.

Job troubleshooting

- We can catch misconfigured jobs and helping correct them, identify issues with running jobs, and look over logs from finished jobs.



You can also get in-depth support (cont.)

We can assist with requesting allocations and resources.

- All Mission Directorates now use the HEC Request Management System (RMS) at https://request.hec.nasa.gov
- Running out of time? You can always ask for more!

If you have an immediate need, contact us. We'll do our best to expedite your request.

You can request reimbursement for SBUs lost due to system issues.



You can also get in-depth support (cont.)

We can create reservations for you.

- Reservations are a way to essentially move a portion of a Mission Directorate's share to a dedicated resource for a specific group of users.
- The mission is charged for the resource whether or not the resource is used.

When should a reservation be made?

- The project has critical milestones exceeding other work in the Mission Directorate (requires MD approval).
- The project is part of a time-critical activity (requires MD approval).
- The project is running a job that takes a significant amount of time to access the needed resources (HECC approval).



Success stories

Providing concierge service for a series of reservations:

- A user had a series of reservations each night at a particular time that had automated job submission;
- We worked with our senior admins to make sure that the reservations started smoothly and on time including validating nodes for the reservation were up and available;
- User Services worked with the user to determine what a successful start for their jobs looked like and monitored for those conditions at the beginning of the reservations.

Result: By actively working with User Services and CSS, the user maximized the use of their reservations.



Looking forward

Updating tooling and procedures to keep node availability high.

- We are working with our senior admins to identify issues and keep as many nodes available a for user jobs as possible.

Bringing in new tools to identify misconfigured jobs.

- We are working on a tool to catch common errors in job submission like mismatched amounts of CPU, RAM, walltime, etc., for the given architecture and queue selected, and proactively notify you if your job will not run.

We are always listening to your feedback for ways we can improve service!



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Ideas?
Questions?
Suggestions?

We want to hear from you!
support@nas.nasa.gov
1 (800)-331-8737







