

Getting Started with the National Systems
Video Series



computecanada

Getting Help

by Masao Fujinaga, WestGrid, University of Alberta

Email support

- globus@computecanada.ca -- Questions about **Globus** file transfer services
- cloud@computecanada.ca -- Questions about using **CC-Cloud** resources
- accounts@computecanada.ca -- Questions about Compute Canada accounts
- renewals@computecanada.ca -- Questions about Compute Canada account renewals
- vis-support@computecanada.ca -- Questions about visualization
- vidyo@computecanada.ca -- Questions about using Vidyo
- support@computecanada.ca
 - Any other issue
 - Problems running jobs
 - Making scripts for workflow
 - Debugging, paralleling code
 - Software installation



Information to put in the email message

To help us help you better, please include the following information:

- Your full name
- Compute Canada username
- University or institution
- Describe what you did and what went wrong in as much detail as you can:
 - Copy and paste any error messages into your email, the command you were executing, the job identifier and the job script
 - Identify the software (including the version) and cluster(s) or system(s) you were trying to use



Online documentation

<https://docs.compute canada.ca>



Main page Discussion

Read View source View history

Search

Compute Canada Documentation

Wiki Main Page

Support

- Getting started
- Get help
- System status

Resources

- Cedar
- Graham
- Cloud

Compute Canada

- CC Main Page
- CCDB
- Getting An Account
- Acknowledging CC
- Acceptable Use Policy

Authoring

- Guidelines
- MediaWiki Help
- Recent changes

Tools

- What links here
- Related changes
- Special pages
- Printable version
- Permanent link
- Page information

Other languages:

English ■ • français ■

Welcome to the Compute Canada technical documentation wiki. This is the primary source for users with questions on Compute Canada equipment and services.

The focus here is on national services and systems. For documentation on services and systems managed by our regional partners, please use the links provided below.

This wiki is a recent endeavour and some links might take you to pages which do not yet have content; such pages display **like this**. Our teams will provide documentation on an ongoing basis, as it becomes available.

Systems and services

- List of current Compute Canada systems [?]
- Cedar (GP2) and Graham (GP3), general-purpose clusters, under construction
 - System status, under construction
 - Available software on Cedar and Graham
- National Data Cyberinfrastructure, long-term and tape storage services, under construction.
- CC-Cloud computing service
- Globus file transfer service
- Migration2017 Details for the migration of users to the new compute and storage systems.

How-to guides

- Getting Started
 - SSH - How to connect to our servers
 - Linux introduction
- Storage and File Management
 - Transferring data
- General Directives for Migration
- Using modules to access software
- Running jobs
- Programming Guide
- Visualization
- How to get Technical support
 - Questions and answers

compute | calcul
canada | canada



Online documentation panels

<https://docs.computeCanada.ca>

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Future content

- Niagara (LP), a cluster designed for large parallel jobs
- Discipline guides on bioinformatics, biomolecular simulation, computational chemistry, computational fluid dynamics (CFD), humanities, subatomic physics

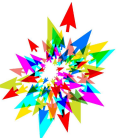
Regional partners and services

- WestGrid [↗](#)
- SHARCNET [↗](#)
- SciNet [↗](#)
- Centre for Advanced Computing [↗](#)
- Calcul Québec [↗](#)
- ACENET [↗](#)
- ownCloud [↗](#) storage service



Local Support

- You are strongly encouraged to become familiar with your local support person.
- Difficult problems are best dealt with in a face-to-face session
- If you don't know who your local support person is, send a request for an appointment to support@computecanada.ca
- If you are new to Compute Canada, it may be worthwhile to start with a face-to-face session.
- If you are in a location without a local support person, it may still be worthwhile to set up a video conference with the nearest support person.



Legacy systems and services

- WestGrid
 - <https://www.westgrid.ca/support/>
- SHARCNET
 - https://www.sharcnet.ca/help/index.php/Main_Page
- SciNet
 - https://wiki.scinet.utoronto.ca/wiki/index.php/SciNet_User_Support_Library
- Centre for Advanced Computing
 - <http://cac.queensu.ca/wiki>
- Calcul Québec
 - <https://wiki.calculquebec.ca/w/Accueil>
- ACENET
 - <http://www.ace-net.ca/wiki/>
- ownCloud storage service
 - https://www.westgrid.ca/resources_services/data_storage/cloud_storage

