

# Introduction to GACRC Teaching Cluster

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Georgia Advanced Computing Resource Center (GACRC)

Enterprise Information Technology Services(EITS)

The University of Georgia

# Outline

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- GACRC
- Overview
- Working Environment
  - Three Folders
  - Three Computational Partitions
  - Software on Cluster
- Submit a Computational Batch Job
- GACRC Wiki and Support

# GACRC

- A high-performance-computing (HPC) center at the UGA
- Provide to the UGA research and education community an advanced computing environment:
  - HPC computing and networking infrastructure located at the Boyd Data Center
  - Comprehensive collection of scientific, engineering and business applications
  - Consulting and training services

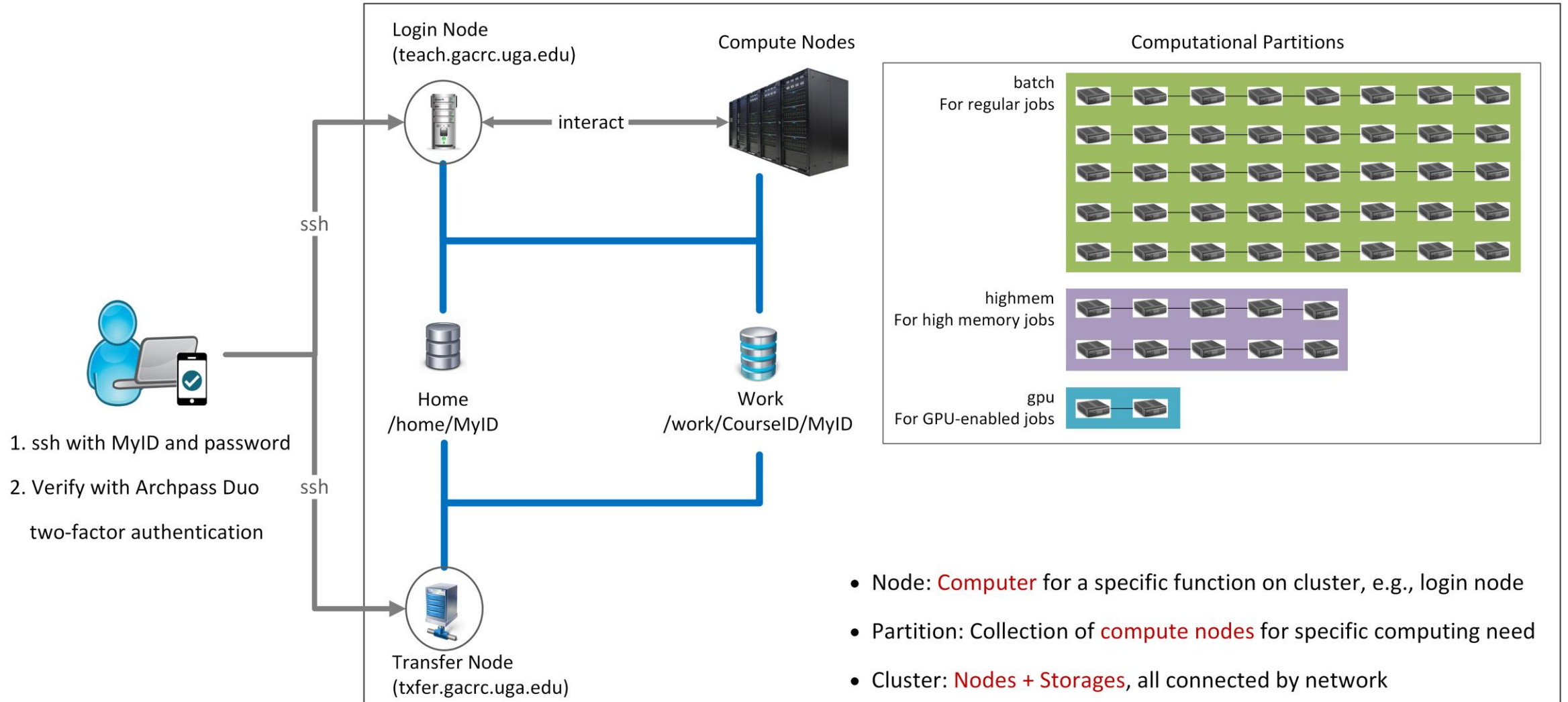
Wiki: <http://wiki.gacrc.uga.edu>

Support: [https://wiki.gacrc.uga.edu/wiki/Getting\\_Help](https://wiki.gacrc.uga.edu/wiki/Getting_Help)

Web Site: <http://gacrc.uga.edu>

Kaltura Channel: <https://kaltura.uga.edu/channel/GACRC/176125031>

# Teaching Cluster



Note: You need to connect to the **UGA VPN** at first when accessing from outside of the UGA main campus.

# Working Environment

[https://wiki.gacrc.uga.edu/wiki/Systems#Teaching\\_cluster](https://wiki.gacrc.uga.edu/wiki/Systems#Teaching_cluster)

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- Two nodes, your "username" is your MyID for both of them:
  1. For batch job workflow, the host to log into is **teach.gacrc.uga.edu**
  2. For file transfers, the host to log into is **txfer.gacrc.uga.edu**
- Three Directories:
  1. /home/MyID : working space for running computational jobs
  2. /work/CourseID/MyID : data storing space for individual user in a class (e.g., /work/binf8211/MyID)
  3. /work/CourseID/instructor\_data : data shared with class by the instructors
- Three Partitions:
  1. batch: for running regular computational jobs
  2. highmem: for running high-memory jobs
  3. gpu: for running GPU jobs

# Working Environment (cont.)

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## ➤ Software

1. Software names are long and have a Easybuild toolchain name associated to it
2. Complete module name: **Name/Version**-toolchain, e.g., **Python/3.8.2-GCCcore-8.3.0**
3. Software names are case-sensitive!
  - `module spider pattern` : Search modules using a name pattern (case-insensitive)
  - `module load/unload moduleName` : Load/remove a module
  - `module avail` : List all available modules on the cluster
  - `module list` : List modules currently loaded
  - `module purge` : Remove all modules from working environment

# Submit a Batch Job

[https://wiki.gacrc.uga.edu/wiki/Running\\_Jobs\\_on\\_the\\_teaching\\_cluster](https://wiki.gacrc.uga.edu/wiki/Running_Jobs_on_the_teaching_cluster)

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1. Log on to Login node using MyID and password, and two-factor authentication with Archpass Duo:  
`ssh MyID@teach.gacrc.uga.edu`
2. Create a working subdirectory for a job : `mkdir workDir`
3. Change directory to workDir : `cd workDir`
4. Transfer data from local computer to workDir : use `scp` or **WinSCP** to connect Transfer node  
Transfer data on cluster to workDir : log on to Transfer node and then use `cp` or `mv`
5. Make a job submission script in workDir : `nano sub.sh`
6. Submit a job from workDir : `sbatch sub.sh`
7. Check job status : `squeue --me` or Cancel a job : `scancel JobID`

# Step1: Log on to Login node

[https://wiki.gacrc.uga.edu/wiki/Connecting#Connecting\\_to\\_the\\_teaching\\_cluster](https://wiki.gacrc.uga.edu/wiki/Connecting#Connecting_to_the_teaching_cluster)

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1. Teaching cluster access requires verification using two-factor authentication with **Archpass Duo**. If you are not enrolled in Archpass Duo, please refer to [https://eits.uga.edu/access\\_and\\_security/infosec/tools/archpass\\_duo/](https://eits.uga.edu/access_and_security/infosec/tools/archpass_duo/) on how to enroll
2. If you are connecting from **off-campus**, please first connect to the **UGA VPN** and then connect to `teach.gacrc.uga.edu`. Information on how to use the VPN is available at [https://eits.uga.edu/access\\_and\\_security/infosec/tools/vpn/](https://eits.uga.edu/access_and_security/infosec/tools/vpn/)



## Step1: Log on to Login node - Mac/Linux using ssh

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1. Open **Terminal** utility
2. Type command line: `ssh MyID@teach.gacrc.uga.edu`
3. You will be prompted for your **UGA MyID password**
4. You will verify your login using **Archpass Duo** authentication

ssh zhuofei@teach.gacrc.uga.edu ← 1. use ssh to open connection

UGA DUO authentication is required for SSH/SCP access to GACRC systems. For additional help with UGA DUO authentication or to report an issue please visit: [https://eits.uga.edu/access\\_and\\_security...](https://eits.uga.edu/access_and_security...)

Password: ← 2. Enter your MyID password  
When you enter password, no stars or dots will show as you are typing. Please type password carefully!

Duo two-factor login for zhuofei

Enter a passcode or select one of the following options:

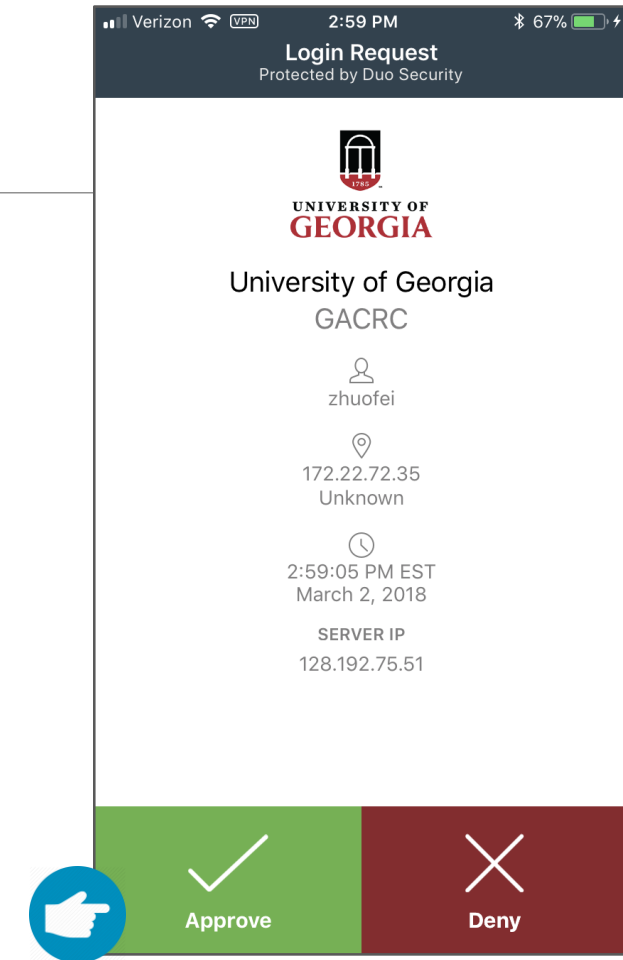
1. Duo Push to XXX-XXX-5758
2. Phone call to XXX-XXX-5758
3. Phone call to XXX-XXX-1925
- 4 5. SMS passcodes to XXX-XXX-5758 (next code starts with: 1)

Passcode or option (1-5): 1 ← 3. Select Duo option

Success. Logging you in...

Last login: Mon Aug 3 11:11:58 2020 from 172.18.114.119

zhuofei@teach-sub1 ~\$ ← 4. Logged on!



5. Verify login using Duo

## Step1 (Cont.) - Windows using PuTTY

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1. Download and install PuTTY: <https://www.putty.org/>

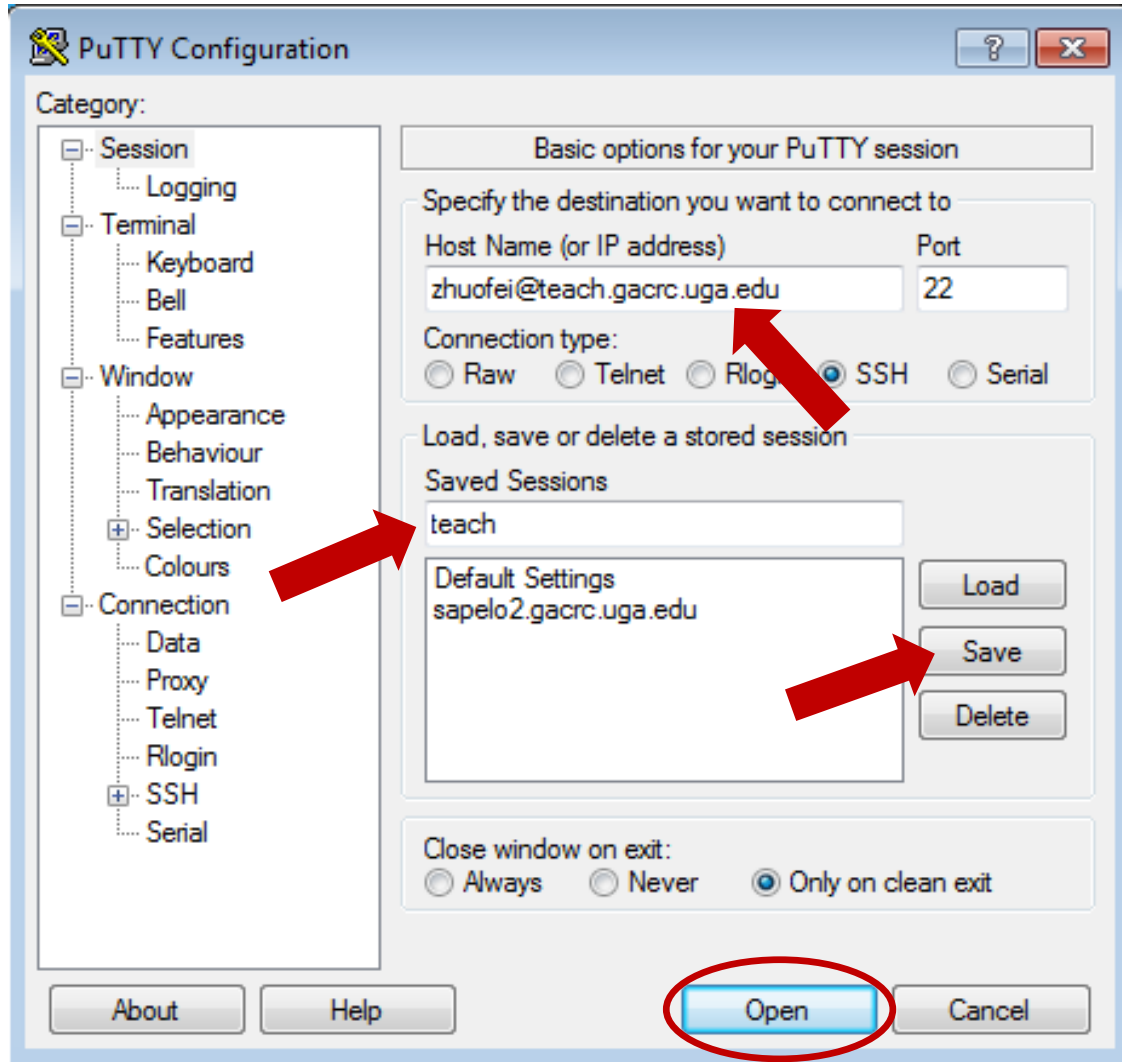
2. Detailed downloading and installation instructions:

[https://wiki.gacrc.uga.edu/wiki/How to Install and Configure PuTTY](https://wiki.gacrc.uga.edu/wiki/How_to_Install_and_Configure_PuTTY)

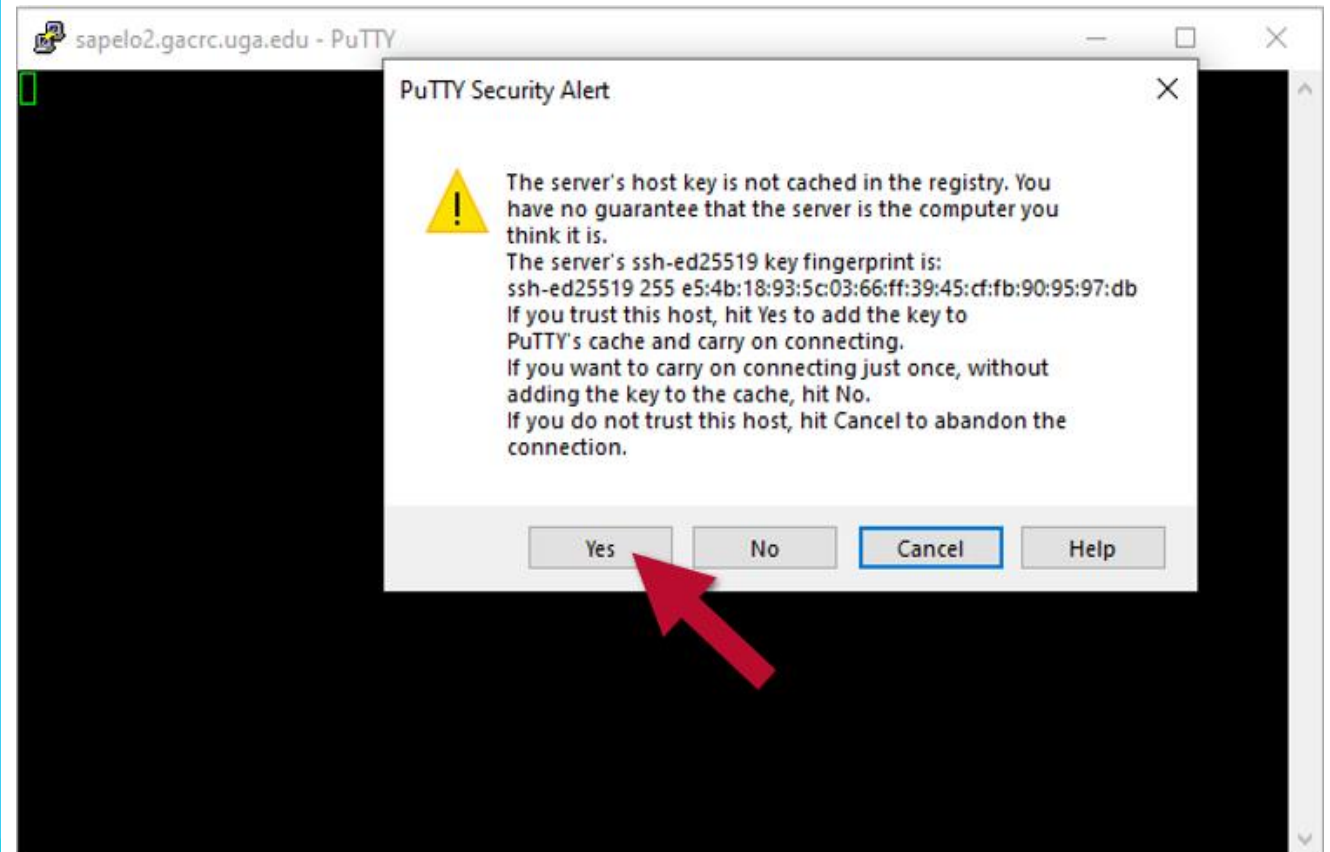
3. Detailed configuring and usage instructions:

[https://wiki.gacrc.uga.edu/wiki/How to Install and Configure PuTTY#Configuring PuTTY](https://wiki.gacrc.uga.edu/wiki/How_to_Install_and_Configure_PuTTY#Configuring_PuTTY)

# Step1 (Cont.) - Windows using PuTTY



The first time you connect to login node, PuTTY will give you this security alert window. Please click "Yes"



# Step1 (Cont.) - Windows using PuTTY

Next you will enter your UGA MyID password and initiate DUO authentication procedure:

```
zhuofei@teach-sub1:~  
Using username "zhuofei".  
Keyboard-interactive authentication prompts from server:  
Password: ← UGA MyID password  
Duo two-factor login for zhuofei  
Enter a passcode or select one of the following options:  
1. Duo Push to XXX-XXX-5758  
2. Phone call to XXX-XXX-5758  
3. Phone call to XXX-XXX-1925  
4. Phone call to XXX-XXX-3535  
5. SMS passcodes to XXX-XXX-5758  
Passcode or option (1-5): 1 ← Select DUO option  
End of keyboard-interactive prompts from server  
Success. Logging you in..  
Last login: Thu Jan  7 10:20:01 2021 from 128.192.240.123  
zhuofei@teach-sub1 ~$ █ ← Logged on!
```

## Step2 - 3: Create and change directory to workDir

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```
zhuofei@teach-sub1 ~$ ls          ← ls command to list folder's contents
zhuofei@teach-sub1 ~$ mkdir workDir ← mkdir command to create a subdirectory
zhuofei@teach-sub1 ~$ ls
workDir
zhuofei@teach-sub1 ~$ cd workDir/ ← cd command to change directory
zhuofei@teach-sub1 ~$ ls
zhuofei@teach-sub1 ~$          ← it is empty in workDir!
```

## Step4: Transfer data from local computer to workDir - Mac/Linux

[https://wiki.gacrc.uga.edu/wiki/Transferring\\_Files#Using\\_scp\\_2](https://wiki.gacrc.uga.edu/wiki/Transferring_Files#Using_scp_2)

---

1. Connect to Transfer node (**txfer.gacrc.uga.edu**) in Terminal from your local computer
2. Use **scp** command: scp (-r) [Source] [Target]
3. Enter your MyID password, then select Duo option to verify connection

*E.g. 1:* use scp on local computer, from Local → workDir on cluster

```
scp ./file zhuofei@txfer.gacrc.uga.edu:/home/zhuofei/workDir
```

```
scp -r ./folder/ zhuofei@txfer.gacrc.uga.edu:/home/zhuofei/workDir
```

*E.g. 2:* use scp on local computer, from workDir on cluster → Local

```
scp zhuofei@txfer.gacrc.uga.edu:/home/zhuofei/workDir/file .
```

```
scp -r zhuofei@txfer.gacrc.uga.edu:/home/zhuofei/workDir/folder/ .
```

## Step5 (Cont.) - Windows using WinSCP

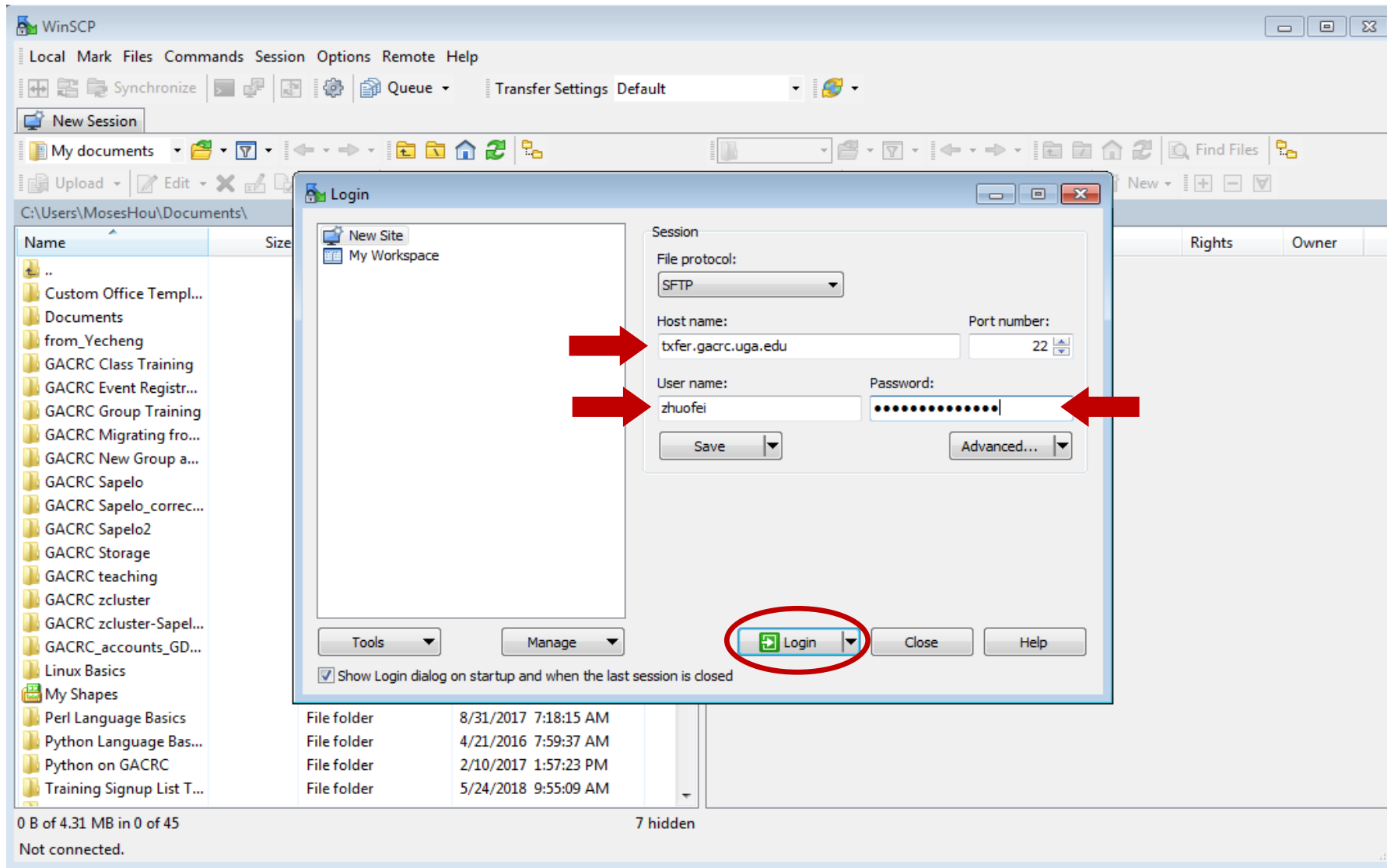
[https://wiki.gacrc.uga.edu/wiki/Transferring\\_Files#Using\\_WinSCP\\_2](https://wiki.gacrc.uga.edu/wiki/Transferring_Files#Using_WinSCP_2)

---

1. You need to connect to cluster's Transfer node ([txfer.gacrc.uga.edu](https://txfer.gacrc.uga.edu))
2. Use **WinSCP** on local computer
  - WinSCP can be downloaded from <https://winscp.net/eng/index.php>
  - Default installation procedure is simple
3. Alternative FileZilla [https://wiki.gacrc.uga.edu/wiki/Transferring\\_Files#Using\\_FileZilla\\_2](https://wiki.gacrc.uga.edu/wiki/Transferring_Files#Using_FileZilla_2)



# Step4 (Cont.) - Windows using WinSCP



# Step5 (Cont.) - Windows using WinSCP

The screenshot shows the WinSCP interface with a file explorer view of a remote server. A dialog box titled "Server prompt - zhuofei@xfer.gacrc.uga.edu" is overlaid on the interface. The dialog box contains the following text:

UGA DUO authentication is required for SSH/SCP access to GACRC systems.

UGA DUO is a two-factor authentication service which requires a password (one factor) and a code, phone, or device (second factor) to successfully authenticate.

If you are not enrolled in the UGA DUO service please visit the UGA DUO service self-service portal to enroll and configure or manage your DUO enabled devices.

[https://eits.uga.edu/access\\_and\\_security/infosec/tools/duo/portal/](https://eits.uga.edu/access_and_security/infosec/tools/duo/portal/)

For additional help with UGA DUO authentication or to report an issue please visit:

[https://eits.uga.edu/access\\_and\\_security/infosec/tools/archpass/](https://eits.uga.edu/access_and_security/infosec/tools/archpass/)

Duo two-factor login for zhuofei

Enter a passcode or select one of the following options:

1. Duo Push to XXX-XXX-5758
2. Phone call to XXX-XXX-5758
3. Phone call to XXX-XXX-1925
4. Phone call to XXX-XXX-3535
5. SMS passcodes to XXX-XXX-5758

Passcode or option (1-5):

Below the text is an input field. A red arrow points to this field with the text "Select DUO option". At the bottom of the dialog box are buttons for "OK", "Cancel", and "Help".

# Step5 (Cont.) - Windows using WinSCP

The screenshot shows the WinSCP interface with two panes. The left pane shows the local Windows file system at `C:\Users\MosesHou\`, and the right pane shows the remote Linux file system at `/home/zhuofei/`. Red circles highlight the address bars of both panes. A blue box with an arrow points to the local address bar with the text "Change paths on your local computer and transfer node". Another blue box with an arrow points to the remote address bar with the text "Drag to transfer files or folders". A green double-headed arrow is positioned between the two panes. The status bar at the bottom shows "0 B of 0 B in 0 of 12" for the local pane and "27 hidden 0 B of 125 MB in 0 of 14" for the remote pane. The session type is "SFTP-3" and the time is "0:04:52".

Name	Size	Type	Changed	Name	Size	Changed	Rights	Owner
..		Parent directory	7/10/2020 6:29:42 AM	..		12/22/2020 2:35:28 PM	rw-r--r--	root
Contacts		File folder	6/24/2020 5:30:50 AM	class_test		9/5/2019 9:26:34 AM	rw-r--r--	zhuofei
Desktop		File	1/6/2021 9:32:41 AM	CytoscapeConfigurati...		8/11/2020 10:47:52 AM	rw-r--r--	zhuofei
Documents		File folder	11/18/2020 1:04:09 PM	ens		10/13/2020 8:39:53 AM	rw-r--r--	zhuofei
Downloads		File folder	1/5/2021 6:40:34 AM	intel		10/9/2020 10:03:39 AM	rw-r--r--	zhuofei
Favorites		File folder	6/24/2020 5:30:50 AM	notification		8/17/2018 5:43:27 AM	rw-r--r--	zhuofei
Links		File folder		scripts		8/8/2018 2:14:03 PM	rw-r--r--	zhuofei
Music		File folder		term-account		1/4/2021 1:01:58 PM	rw-r--r--	zhuofei
Pictures		File folder		templates		8/9/2018 8:18:34 AM	rw-r--r--	zhuofei
Saved Games		File folder		workDir		10/29/2020 9:00:13 AM	rw-r--r--	zhuofei
Searches		File folder	6/24/2020 5:30:50 AM	workDir_template		7/30/2020 12:17:24 PM	rw-r--r--	zhuofei
Tracing		File folder	7/7/2015 10:45:05 AM	gcc-4.4.sif	128,788 KB	10/9/2020 10:25:27 AM	rw-r--r--	zhuofei
Videos		File folder	6/24/2020 5:30:50 AM	ling6570_config.sh	1 KB	11/19/2019 6:19:22 AM	rw-r--r--	zhuofei
				ml-search-gacrc	3 KB	1/4/2021 1:03:39 PM	rw-r--r--	zhuofei
						9/25/2019 7:12:13 AM	rw-r--r--	zhuofei

## Step4 (Cont.): Transfer data on cluster to workDir

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- Log on to Transfer node ([txfer.gacrc.uga.edu](https://txfer.gacrc.uga.edu))
  - ✓ Mac/Linux: `ssh MyID@txfer.gacrc.uga.edu` (page 9-10)
  - ✓ Windows: use PuTTY to log in `MyID@txfer.gacrc.uga.edu` (page 11-13)
- Directories you can access on transfer node:
  1. `/home/MyID` (Landing home)
  2. `/work/CourseID/MyID`
  3. `/work/CourseID/instructor_data`
- Transfer data between two folders on cluster using `cp` or `mv`, e.g.:

```
mv /work/binf8211/MyID/datafile /home/MyID/workDir
```

## Step5: Make a job submission script in workDir using nano

[https://wiki.gacrc.uga.edu/wiki/Sample\\_batch\\_job\\_submission\\_scripts\\_on\\_the\\_teaching\\_cluster](https://wiki.gacrc.uga.edu/wiki/Sample_batch_job_submission_scripts_on_the_teaching_cluster)

```
$ nano sub.sh
```

nano is a simple text editor on Linux. You are welcome to use other editors like vim or emacs.

Ctrl-x to save file and quit from nano

```
zhuofei@n124:/lustre1/zhuofei/workDir
GNU nano 2.0.9 File: sub.sh Modified
hello nano! I am Zhuofei!
^G Get Help ^O WriteOut ^R Read File ^Y Prev Page ^C Cur Pos
^X Exit ^J Justify ^W Where Is ^V Next Page ^U UnCut Text ^T To Spell
```

## Step5 (Cont.)

### Copy

1. sample input data
2. job submission script

to your current working folder:

```
cp /usr/local/training/sample.fasta .
cp /usr/local/training/sub_blast.sh .
```

```
#!/bin/bash
#SBATCH --job-name=testBLAST           # Job name
#SBATCH --partition=batch              # Partition (queue) name
#SBATCH --ntasks=1                    # Single task job
#SBATCH --cpus-per-task=4              # Number of cores per task
#SBATCH --mem=20gb                     # Total memory for job
#SBATCH --time=2:00:00                 # Time limit hrs:min:sec
#SBATCH --output=log.%j                # Standard output and error log

#SBATCH --mail-user=MyID@uga.edu       # Where to send mail
#SBATCH --mail-type=END,FAIL           # Mail events (BEGIN, END, FAIL, ALL)

cd $SLURM_SUBMIT_DIR
module load BLAST+/2.9.0-gompi-2019b
time blastn -num_threads 4 -query sample.fasta -db /db/ncbiblast/nt/06042020/nt \
-out results.${SLURM_JOB_ID} -outfmt 6 -max_target_seqs=2
```

More Information: [https://wiki.gacrc.uga.edu/wiki/Running\\_Jobs\\_on\\_the\\_teaching\\_cluster](https://wiki.gacrc.uga.edu/wiki/Running_Jobs_on_the_teaching_cluster)

## Step6: Submit a job from workDir using sbatch

[https://wiki.gacrc.uga.edu/wiki/Running\\_Jobs\\_on\\_the\\_teaching\\_cluster#How\\_to\\_submit\\_a\\_job\\_to\\_the\\_batch\\_queue](https://wiki.gacrc.uga.edu/wiki/Running_Jobs_on_the_teaching_cluster#How_to_submit_a_job_to_the_batch_queue)

---

```
$ sbatch sub_blast.sh  
Submitted batch job 139
```

**Tips:** sub\_blast.sh is a job submission script for

1. specifying computing resources
2. loading software using **module load**
3. running any Linux commands you want to run
4. running the blast commands

# Step7: Check job status using squeue

[https://wiki.gacrc.uga.edu/wiki/Monitoring\\_Jobs\\_on\\_the\\_teaching\\_cluster](https://wiki.gacrc.uga.edu/wiki/Monitoring_Jobs_on_the_teaching_cluster)

```

$ squeue --me
Wed Aug  8 13:40:02 2018
JOBID PARTITION   NAME       USER      STATE    TIME    TIME_LIMI  NODES  NODELIST
162      batch    testBLAS   zhuofei   PENDING  0:00    2:00:00    1     (None)
160      batch    testBLAS   zhuofei   RUNNING  0:02    2:00:00    1     c2-11
161      batch    testBLAS   zhuofei   RUNNING  0:02    2:00:00    1     c2-11

$ squeue --me -l
JOBID PARTITION   NAME       USER      ST     TIME    NODES  NODELIST
162      batch    testBLAS   zhuofei   PD     0:15    1     (None)
160      batch    testBLAS   zhuofei   R      0:17    1     c2-11
161      batch    testBLAS   zhuofei   R      0:17    1     c2-11

```

Common STATE: R for Running; PD for PenDing; TO for TimedOut; S for Suspended; F for FAILED  
 TIME: the elapsed time used by the job, not remaining time, not CPU time.





## Step7 (Cont.): Check job details using sacct-gacrc -X

[https://wiki.gacrc.uga.edu/wiki/Monitoring\\_Jobs\\_on\\_the\\_teaching\\_cluster](https://wiki.gacrc.uga.edu/wiki/Monitoring_Jobs_on_the_teaching_cluster)

```
$ sacct-gacrc -X
```

```
JobID  JobName  User  Partition  NodeList  AllocNodes  NTask  NCPUS  ReqMem  MaxVMSize  State  CPUTime  Elapsed  Timelimit  ExitCode
-----
174    testBLAST  zhuofei  batch      tcn18      1            4      20Gn           RUNNING  00:04:56  00:01:14  02:00:00  0:0
```

## Step7 (Cont.): Cancel job using scancel

[https://wiki.gacrc.uga.edu/wiki/Running\\_Jobs\\_on\\_the\\_teaching\\_cluster#How\\_to\\_delete\\_a\\_running\\_or\\_pending\\_job](https://wiki.gacrc.uga.edu/wiki/Running_Jobs_on_the_teaching_cluster#How_to_delete_a_running_or_pending_job)

```
$ squeue --me -l
Wed Aug  8 14:03:47 2018
JOBID PARTITION  NAME      USER      STATE      TIME      TIME_LIMI  NODES  NODELIST
169    batch    testBLAS  zhuofei   RUNNING    2:07      2:00:00   1     c1-38
168    batch    testBLAS  zhuofei   RUNNING    3:14      2:00:00   1     c1-39

$ scancel 169

[zhuofei@teach workDir]$ squeue -l
Wed Aug  8 14:03:47 2018
JOBID PARTITION  NAME      USER      STATE      TIME      TIME_LIMI  NODES  NODELIST
169    batch    testBLAS  zhuofei   COMPLETI   2:25      2:00:00   1     c1-39
168    batch    testBLAS  zhuofei   RUNNING    3:32      2:00:00   1     c1-38

$ squeue --me -l
Wed Aug  8 14:04:08 2018
JOBID PARTITION  NAME      USER      STATE      TIME      TIME_LIMI  NODES  NODELIST
168    batch    testBLAS  zhuofei   RUNNING    3:35      2:00:00   1     c1-38
```

## Step7 (Cont.): Check node info using sinfo

[https://wiki.gacrc.uga.edu/wiki/Monitoring\\_Jobs\\_on\\_the\\_teaching\\_cluster](https://wiki.gacrc.uga.edu/wiki/Monitoring_Jobs_on_the_teaching_cluster)

```
$ sinfo
PARTITION   AVAIL   TIMELIMIT  NODES  STATE NODELIST
batch*      up     7-00:00:00    1  down* tcn17
batch*      up     7-00:00:00   24   idle tcn[1-16,18-25]
interactive up     7-00:00:00    5   idle tcn[26-30]
gpu         up     7-00:00:00    1   idle tcgn1
highmem     up     7-00:00:00    2   idle tchmn[1-2]
```

idle = no cores in use; mix = some cores are still free; alloc = all cores are allocated

# Obtain Job Details

[https://wiki.gacrc.uga.edu/wiki/Running\\_Jobs\\_on\\_the\\_teaching\\_cluster#How\\_to\\_check\\_resource\\_utilization\\_of\\_a\\_running\\_or\\_finished\\_job](https://wiki.gacrc.uga.edu/wiki/Running_Jobs_on_the_teaching_cluster#How_to_check_resource_utilization_of_a_running_or_finished_job)

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Option 1: `squeue --me -l` for details of a running or pending jobs

Option 2: `sacct-gacrc -X` for details of computing resource usage of a running or finished job

Option 3: `seff` for details of computing resource usage of a finished job

Option 4: Email notification from finished jobs (completed, canceled, or crashed), if using:

```
#SBATCH --mail-user=username@uga.edu
```

```
#SBATCH --mail-type=ALL
```

GACRC Wiki <http://wiki.gacrc.uga.edu>

Kaltura Channel <https://kaltura.uga.edu/channel/GACRC/176125031>

Connecting: <https://wiki.gacrc.uga.edu/wiki/Connecting#Connecting to the teaching cluster>

Running Jobs: <https://wiki.gacrc.uga.edu/wiki/Running Jobs on the teaching cluster>

Monitoring Jobs: <https://wiki.gacrc.uga.edu/wiki/Monitoring Jobs on the teaching cluster>

Transfer File:

<https://wiki.gacrc.uga.edu/wiki/Transferring Files#The File Transfer node for the teaching cluster> .

[28txfer.gacrc.uga.edu.29](https://wiki.gacrc.uga.edu/wiki/Transferring Files#The File Transfer node for the teaching cluster)

Sample Job Scripts:

<https://wiki.gacrc.uga.edu/wiki/Sample batch job submission scripts on the teaching cluster>

Linux Command: <https://wiki.gacrc.uga.edu/wiki/Command List>

# GACRC Support

[https://wiki.gacrc.uga.edu/wiki/Getting\\_Help](https://wiki.gacrc.uga.edu/wiki/Getting_Help)

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## ➤ Job Troubleshooting:

Please tell us details of your question or problem, including but not limited to:

- ✓ Your user name
- ✓ Your job ID
- ✓ Your working directory
- ✓ The partition name and command you used to submit the job

## ➤ Software Installation:

- ✓ Specific name and version of the software
- ✓ Download website
- ✓ Supporting package information if have

Please note to make sure the correctness of datasets being used by your jobs!



[Service Catalog](#) / [Academics, Learning & Research](#) / [GACRC Service Catalog](#)

## GACRC Service Catalog

Georgia Advanced Computing Resource Center (GACRC) service catalog.

If you would like to reach out to GACRC and do not have a UGA MyID, please send an email to [gacrc-help@uga.edu](mailto:gacrc-help@uga.edu), and we will respond promptly.

### Categories (3)



#### Services For Users

General user support, request software installation or update, request training.

#### Services for PIs

For PIs only: Lab registration, user account creation/modification, class account requests, storage quota modifications.

#### For GACRC Staff

For GACRC's internal use only.

#### My Recent Requests

[Class provision on the teaching cluster - phys8601-dlandau](#)

[Class provision on the teaching cluster - bcmb8330 - rjwoods](#)

[Class provision on the teaching cluster - binf8211 - szhao, lm43161](#)

[MATLAB License Request](#)

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## General Support

If you do not have a myid, please mail [gacrc-help@uga.edu](mailto:gacrc-help@uga.edu), and we will respond promptly.

The purpose of this form is to provide a method to report issues and to request help with GACRC systems.

Please use this form for all questions and support needs (e.g. to report issues, to troubleshoot jobs, to request resources or grant writing help, etc). Please do not use this form for software installation requests or lab/user account management, which all have separate forms.

Please refer to the GACRC documentation for information on GACRC resources, how to connect and transfer files, how to run jobs, installed software list, training schedule, and a FAQ.

The link to this documentation is <https://wiki.gacrc.uga.edu>

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# Thank You!

## **Telephone Support**

EITS Help Desk: 706-542-3106

Monday – Thursday: 7:30 a.m. – 7:30 p.m.

Friday: 7:30 a.m. – 6 p.m.

Saturday – Sunday: 1 p.m. – 7 p.m.

## ***Georgia Advanced Computing Resource Center***

*101-108 Computing Services building*

*University of Georgia*

*Athens, GA 30602*

<https://gacrc.uga.edu/>