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FAQ

How do I activate and use my RSA SecurID fob?

If you don't have the written instructions provided with your fob, follow the step-by-step instructions for enabling and using your RSA SecurID token in the article [Enabling Your SecurID Fob and First-Time Login](#).

If you have any difficulty using your RSA SecurID token, please contact the NAS Control Room at (800) 331-8737 for assistance.

I can't log in/My password is not working/My account is locked

In general, call the NAS Control Room when you have problems logging in: (800) 331-8737.

More specifically, if you already have an account on a NAS high-performance computing system and you are trying to log in to a new account on another NAS system, your password on the new system is your current "lou" password. If you do not remember this password, a Control Room analyst will provide you with a new default password.

If you are a new user and don't know your default installation password for the NAS systems, please call the Control Room. See also [Enabling Your SecurID Fob and First-Time Login](#).

NOTE: Due to security requirements, in order for the Control Room analysts to provide you with a default password, (a) you must be able to provide the correct answer to a security question that you have already submitted to NAS, or (b) the analyst must be able to reach you at the phone number listed on your account request form. If your phone number has changed due to office moves or reorganizations, your PI must contact the Control Room stating the reason for the change via phone or FAX. The FAX number is (650) 604-1777. If your PI is unavailable, your branch chief or division chief may do this for you.

When you have been given a default password, you will be prompted to change it once you log into a NAS system. For guidance on choosing a password, please see the article [Password Creation Rules](#).

How often does my password expire?

Passwords expire every 60 days. You will receive an automated email prompting you to change your password several days prior to expiration.

When I change my LDAP password does it propagate to all other systems?

Yes, but only to the systems within the NAS high-end computing enclave, including the secure front-end (SFE) systems and the DMZ file transfer servers.

For more information on the enclave, see [Overview of High-Performance Computing Environment](#).

How do I list all of my projects?

Use the `groups` command to view a list of the project groups (GIDs) that you belong to. The following example shows that user `zsmith` is a member of the groups `a0800`, `a0907`, and `e0720`.

```
%groups zsmith
zsmith : a0800 a0907 e0720
```

If you do not know the project names that the GID numbers represent, you can contact the NAS Control Room at (800) 331-8737, (650) 604-4444, or support@nas.nasa.gov.

For more information about groups and GID charges, see [Multiple GIDs and Charging to a Specific GID](#).

How do I transfer files to/from NAS supercomputers?

You can do both attended or unattended file transfers on NAS systems. Both require multiple steps. See the article [File Transfers Overview](#) for information on how to transfer files to and from Columbia, Pleiades, and other systems within the high-end computing enclave.

How can I tell if my file is on tape or disk?

Use the `dmls` command on `lou` to determine whether your file is on tape or disk.

```
lou1> dmls -la
```

The possible state of DMF files are as follows:

REG	File not managed by DMF
MIG	Migrating
DUL	Dual-state
OFL	Offline
UNM	Unmigrating
NMG	Nonmigratable file
PAR	Partial-state file
INV	DMF cannot determine the file's state

How do I get my file(s) off tape?

To retrieve your files from tape, use the *dmget* command. For more information about NAS file storage and retrieving files from tape, see [Data Migration Facility \(DMF\) Commands](#).

I accidentally deleted some files--can I get them back?

Yes, you can recover deleted files if you deleted them in your home directory. Please call the NAS Control Room at (800) 331-8737 or send an email to support@nas.nasa.gov with file name and path, along with the date the file was last modified.

The /nobackup directories are not backed up and cannot be restored. For more information on filesystem management, see the articles [Pleiades Lustre Filesystems](#) and [Columbia CXFS Filesystems](#).

How do I check the disk quota on my home directory?

To check your disk quota on Pleiades and Columbia, use the *quota -v* command.

For more information on home filesystems and quota policies, see the following articles:

- [Pleiades Home Filesystem](#)
- [Columbia Home Filesystems](#)

Why is my code performing poorly?

There are a variety of reasons for poor code performance. The quickest way to determine the problem is to send an email to support@nas.nasa.gov with the following information:

- The location of your source code
- A test data case and expected results
- The job submission script

Your request will be acknowledged and routed to our code optimization specialists for resolution. Get more information on HECC code optimization services.

What are the requirements for creating a password?

Passwords must:

- Have a minimum of 12 characters
- Be different from your previous 24 passwords
- Include characters from at least three of the following types:
 - ◆ Uppercase letters
 - ◆ Lowercase letters
 - ◆ Numbers
 - ◆ Special characters (e.g., \$! @ #)

Passwords must not contain:

- Your name, Agency User ID (AUID), birth date, Social Security number, family member or pet's name, or any other personal information
- A division or branch name
- A dictionary word of any language
- The name of a sports team, automobile, vendor, contractor, product, or product nickname
- Repetitive characters or keyboard patterns (for example, "abc#ABC", "1234", "qwerty")

For more guidance, see [Password Creation Rules](#).

How do I find out many hours I have used and/or have left?

Use the job accounting utility `acct_ytd` to obtain resource usage information about your projects.

To view the number of hours remaining for all of your projects on all systems, enter:

Why is my code performing poorly?

```
acct_ytd -c all
```

To view the number of hours remaining for a specific project across all systems, specify the project ID (GID). For example:

```
acct_ytd -c all a0800
```

You can also obtain detailed billing information, such as the number of SBUs that have been used in the current operating year, by using the `acct_query` utility.

For more information about how to use these utilities, see [Job Accounting Utilities](#), `man acct_ytd`, and `man acct_query`.

How do I get more hours added to my account?

Only principle investigators can request that additional hours be added to your account. Please contact your PI to make this request. Information for PIs is available in the article [Requesting Computing Time](#).

How do I request longer wall-time, higher priority, or larger disk quota?

You can make a special request for various job-related changes, such as longer wall-time, higher job priority, or larger disk quotas.

For longer wall-time, call the NAS Control Room at 800-331-8737.

To request higher priority/placement in the job queue, call the NAS Control Room at (800) 331-8737 for immediate assistance.

For a larger disk quota, please send an email to support@nas.nasa.gov with a justification for the quota increase.

How do I use the Modules utility?

For information on how to use the Modules utility, see the article: [Modules](#)

Why won't my job start?

A job might not start for one of the following reasons:

- The job is waiting for resources
- Your mission share has run out

- The system is going into dedicated time
- Scheduling is turned off
- The job has been placed on hold
- Your home filesystem or default /nobackup filesystem is down

You can often determine the reason a job does not start by running one of the following commands to view job status and information:

- To view job status and events that might specify the reason a job failed to start, run `tracejob jobid` on the PBS server `pbsp11`
- To view all available information about the job, including status or any comments added by the administrator or scheduler that may explain why the job didn't start, run `qstat -as jobid` on any Pleiades front-end systems
- To find out whether the system is in dedicated time, run `schedule all`

See [Common Reasons Why Jobs Won't Start](#) for more detailed troubleshooting information.