FAQs: HPC Account and Access

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How can I get a HPC account?

NYU HPC resources are available at no charge to full-time NYU faculty and to all other NYU staff and students with full-time NYU faculty sponsors for an account now.

My account expired! What should I do? Is my data gone forever?

You can renew your account even after it has expired, see Getting or renewing an HPC account for how to renew. Data on /home, /archive and /work deleted after 90 days after account expiration. Data on /scratch is deleted after 60 days of not being used, whether your account is current or expired.

How can I continue to access HPC after I leave/graduate from NYU

As long as there is a full time faculty member in NYU who would like to support your HPC accounts, you will be eligible for NYU HPC access. If you send an email to its.accounts@nyu.edu to extend your NYU Home and Google Apps for another year for HPC access. After that, to reset your NYU Home status you can follow the instructions in NYU HPC wiki to renew your HPC accounts - https://wikis.nyu.edu/display/NYUHPC/Getting+or+renewing+an+HPC+account

Can my non-NYU collaborator access and use the clusters maintained by the NYU HPC team?

Yes, if you are a full time NYU faculty you can sponsor your non-NYU collaborator for an HPC account.

**Step 1: Sponsor your collaborator for an NYU NetID**

The process is described in the page NYU Affiliate Management. Basically, you (the NYU sponsor) need to visit the NYU Start Page and login with your NetID and password. Ask your collaborator to follow the instructions in NYU HPC wiki to apply for an HPC account: https://wikis.nyu.edu/display/NYUHPC/Getting+or+renewing+an+HPC+account

**Step 2: Request access to NYU Home and Google apps for your collaborator**

Once your collaborator has an NYU NetID, send an email to its.accounts@nyu.edu requesting to provide to your collaborator access to NYU Home.

**Step 3: Activate the collaborator NetID and set password**

Have your collaborator visit the NYU Start Page to activate the NetID and set their password.

**Step 4: Ask you collaborator to apply for an NYU HPC account**

Ask your collaborator to follow the instructions in NYU HPC wiki to apply for an HPC account: https://wikis.nyu.edu/display/NYUHPC/Getting+or+renewing+an+HPC+account

What Cluster am I on?

The cluster name has been defined through an environment variable $CLUSTER by your admin. You can add the following idiom to your $HOME/.bashrc file:

```
# what cluster am I on?
PS1='[\$CLUSTER: \u@\h \W]\$ '```

I can't login

I get a message about bad permissions. SSH is fussy about permissions on the $HOME/.ssh directory. It should have:

```
[ab123@myworkstation ~]$ ls -la $HOME
 total 545460
 drwx------ 11 ab123 users 4096 Sep  4 11:19 .
 drwxr-xr-x  3 root root 0 Aug 28 14:44 ..
 drwx------  2 ab123 users 4096 Aug  8 11:19 .ssh
```

Note that .ssh has rwx permission for the owner, and no permission at all for anyone else. You can set these permissions with the command:

```
[ab123@myworkstation ~]$ chmod 700 $HOME/.ssh
```

Am I blocked from accessing the HPC gateway?

If you try to login remotely on the HPC gateways and you get an error similar to:

```
$ ssh jp4989@gw.hpc.nyu.edu
ssh_exchange_identification: read: Connection reset by peer
```

you may be blocked for accessing the HPC gateway. This can happen because you failed to login several times (possibly entering the wrong pass) of the server you are trying to login from is blocked.

If you suspect that you are blocked from accessing the HPC gateways please email the IP address of the server you attempt to login from to the HPC team (hpc@nyu.edu).

To find the IP address of the server please Google search: “What is my IP Address” or simply click here http://checkip.dyndns.org

When trying to login, I get warnings about "HOST IDENTIFICATION HAS CHANGED"

Recent versions of OSX and Ubuntu have a newer version of ssh than the NYU HPC clusters. You can prevent the warnings with two steps:

1. Update .ssh/config on your workstation according to the example here.
2. Delete your .ssh/known_hosts fileYou will then be asked about connecting to a new host on the first time, you can safely answer "yes"

In the library, my wireless connection keeps dropping out. How can I fix it?

A1: If you are using a Mac:

OSX roam "aggressively", which means that if it can see multiple access points it will abandon a working connection to pursue another one which users and thus has many wireless access points, and Mac laptops behave like an undisciplined child in a candy store, authenticating to one point only to then disconnect and try another. Some actions which might help:

- Under Network preferences->WiFi->Advanced, remove all NYU networks except "nyu" from the "preferred networks" list, and move "nyu" to the top of the list
- If that fails, you can disable the aggressive roaming from the terminal, with the command:
  ```
  sudo defaults write /Library/Preferences/com.apple.airport.opproam disabled -bool true
  ```

A2: If you are using Windows:

- If you are running the PeerGuardian personal firewall software, switch it off (it disables DHCP). Otherwise:

Recent versions of Windows take a supposedly-more-secure but also less reliable approach to authenticating to a wireless network, which causes
bubble in the bottom corner of the screen which says "please re-enter your password" is an indication that this is happening.

- Instead of using the Windows-supplied wifi drivers, download and install the most recent driver from the manufacturer of your wireless-network-interface card

A3: if all this fails:
Come see the DS helpers - they may have another trick or two up their sleeve

I get an error "Warning: no display specified." when I use -X flag with ssh

Preparing your Mac for X
If you wish to use any software with a graphical interface, you will need an X server. This is a software package that draws on your local screen windows created on a remote computer (such as an NYU HPC cluster).

- Download and install XQuartz

Preparing your Windows workstation for X
If you wish to use any software with a graphical interface, you will need an X server. This is a software package that draws on your local screen windows created on a remote computer (such as an NYU HPC cluster). There are a couple of options out there:

- We recommend Cygwin/X. Instructions for downloading and installing it can be found here. Before starting PuTTY you will need to have the X server running, by double-clicking the "XWin Server" shortcut under Cygwin-X on the Start Menu. You may wish to add this to your Windows Startup folder so it runs automatically after starting Windows

- Another good option is Xming. Installation instructions can be found on its web site. As per Cygwin/X, you will need to launch Xming before starting PuTTY.

You will also need to download and install PuTTY SSH if you have not already.