FAQ

Access and Accounts

I need to apply/renew my HPC account.
Please follow the instructions here. Accounts

I can't log in outside NYUAD.
You must use either VPN or bastion host as instructed here: Access Dalma

Storage

How do I archive my data?
Follow the instructions here: The guide to Archive on Dalma

I can't see anything under /archive.
'ls' won't work. You need to use instructions here: The guide to Archive on Dalma

How do I archive every nesting subfolders in a folder?
By default, dmfput and dmfget is recursive. They will archive everything given a folder.

My data on $SCRATCH dissapeared!
We have stated clearly that $SCRATCH is not backed up. Moreover, any data that hasn't been accessed for more than 90 days will be deleted. Overview#StorageSystem

Software

My job got terminated because of 'illegal instructions'.
Your software need AVX support (https://en.wikipedia.org/wiki/Advanced_Vector_Extensions). Either you re-build your software with SSE only or run your job on our AVX2 supported nodes only. For the later, add this line in your job script.

```
#SBATCH -C avx2
```

Do not use #SBATCH --mem in this case.