PDC Support

Need help with..

? basics
- basic questions such as
  - how to get an account
  - how to log in
  - what to do when a job is not executing
  - when more run-time is needed
  - installing software
  - running general software
  - problems with user accounts

handled by PDC first-line support

? running software
- problems running programs in specific research areas
- optimizing code
- advanced software issues
- installing more complicated software

handled by PDC Application Experts

? complicated
- more advanced questions about system software or storage
- questions about software in research areas not covered by the PDC Application Experts

may be forwarded to other PDC or SNIC staff with appropriate expertise

Contact PDC Support
Email: support@pdc.kth.se
or
Phone: 08 790 7800
In person: visit PDC at Teknikringen 14, Stockholm
( Please make an appointment first.)

Ticket system for email support
- Email is the best way to get help from PDC quickly - emails to support@pdc.kth.se go to all PDC staff.
- Before sending an email, you can check the System Alerts on the PDC website in case there is a current issue causing the problem.
- Each email to support@pdc.kth.se gets a support ticket number in the form #NNNNNN.
- To discuss a problem further (after a support ticket has been assigned), reply to an email from PDC Support containing the text [SNIC support #NNNNNN] in the subject line, where NNNNNN is the number of the relevant support ticket.
- Note: If you send a completely new email to PDC Support, it will generate a different ticket, so only do that for new issues.
- You should just have one support ticket for each particular problem that you need help with.

Learning more
- PDC workshops and training
  https://www.pdc.kth.se/about/events
- PDC's annual Summer School: 'Introduction to High Performance Computing'
  https://www.pdc.kth.se/training/summer-school
- PDC Pub and Open House
  (held each year in April or May)

Access QR codes or visit www.pdc.kth.se for more information.

PDC Center for High Performance Computing