

Common Questions

Q.	Who can get access to the HPC
A.	All USQ staff, researchers and, post graduate and undergraduate students, where approved, can access the HPC Facility for free.
Q.	Can I connect to the HPC from anywhere outside of USQ's network?
A.	Yes. Access to the HPC facility from off-campus using a VPN service and the required VPN software. For staff, VPN access instructions can be found at Ask USQ Staff . For students VPN access is via eng07.usq.edu.au.
Q.	How should I acknowledge the use of the HPC and its support for my research?
A.	It is a condition of use, that use of the USQ HPC Facility be acknowledged in publications. <i>This research was undertaken using the University of Southern Queensland (USQ) Fawkes HPC which is co-sponsored by QCIF (Queensland Cyber Infrastructure Foundation) - www.usq.edu.au/hpc.</i>
Q.	I require additional software, can it be installed on the HPC?
A.	Yes, however, there are many restrictions which may affect the software being installed on the HPC, e.g. software licensing and the ability to install software within a Linux operating environment. If you require additional software, submit a request via the ICT Self Service facility and you will be contacted about your request.
Q.	How can I find out what software is available on the HPC?
A.	Software on the HPC is installed in the directory /usr/local/opt/software or you can run the command "module avail" and it will list all the software and versions available on the HPC.
Q.	Can I use the HPC to store data?
A.	The HPC facility is designed to allow users to store large amounts of data for their research while using the HPC. Once the research is complete it is expected that data and programs be removed. It is recommended you review Research data storage and transfer for a more permanent data storage solution.

Q.	How do I transfer files to and from HPC facility?
A.	For a "Windows" computer it's recommended you use an application call FileZilla, available from FileZilla . Other applications are available, e.g. WinSCP, however tests have shown FileZilla to have better performance. For a "Linux" computer you can use native sftp or scp or if you want a graphical application FileZilla is available for Linux. For a "MAC" computer you can use sftp or scp or if you want a graphical application FileZilla is available for MAC. The commercial package Fetch is also available for a MAC.
Q.	Can I use a "Windows" computer to edit my programs, scripts or submission files before using them on the HPC?
A.	Yes. If you have installed FileZilla, you can edit your files directly via this application. Note: when using some Windows tools, the files are saved as "windows format file", rather than "unix format files". This is particular important for PBS command files. It is recommended you use the basic editor built into FileZilla or install NotePad++ and then configure FileZilla to use NotePad++. NotePad++ has many additional features.
Q.	Why has my /sandisk1 directory and/or files disappeared?
A.	Since April 2017, /sandisk1 has a 30 day policy, i.e. any file older than 30 days is automatically deleted. This policy was implemented to improve the resiliency and flexibility of the scratch storage, and in particular user scratch space usage as it is considered a temporary storage/usage area.