

# User Support Documentation



## Pawsey-wide Documentation

- Pawsey support landing page
- Conditions of Use
- Password Reset
- Helpdesk Service
- Pawsey Service Catalogue



## Education and Outreach

- Pawsey User Training
- Pawsey User Training Material
- Pawsey Student Internships
- Pawsey User Forums
- Other Pawsey Events

## Maintenance and Incidents

Log	Status:	Systems/Services Affected:
M-2019-04-23-SC	COMPLET ED	Galaxy and Astronomy Filesystem
I-2019-04-22-SC	ONGOING	Magnus, Zeus & Remote Visualisation
I-2019-04-18-SC	RESOLVED	Magnus / Galaxy / Zeus
M-2019-04-02-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2019-04-02-SC	COMPLET ED	Magnus, Galaxy and Zeus
I-2019-03-25-SC	COMPLE TED	Galaxy
I-2019-03-05	COMPLET ED	Magnus, Galaxy, Zeus
M-2019-03-05-SC	COMPLET ED	Magnus only
M-2019-03-05-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2019-02-20-SC	COMPLE TED	Magnus, Galaxy, Zeus
I-2019-02-17	COMPLET ED	Magnus, Galaxy, Zeus
M-2019-02-05-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2019-01-04-SC	COMPLET ED	All
M-2018-12-21 - Pawsey Asset Preservation mode 2018/2019	COMPLET ED	All systems and services provided by Pawsey
I-2018-12-13-SC	RESOLVED	Magnus, Zeus and Zythos
I-2018-11-20-SC	RESOLV ED	Magnus, Zeus
M-2018-11-06-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2018-11-06-SC	COMPLET ED	Magnus, Galaxy, Zeus
I-2018-10-11-SC	RESOLVED	Magnus, Galaxy, Zeus

I-2018-10-09-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2018-10-01-SC	COMPLET ED	Magnus, Zeus
I-2018-09-07-Data	COMPLET ED	MWA Scratch filesystem inaccessible
M-2018-09-04-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2018-09-04-SC	COMPLET ED	Magnus, Galaxy, and Zeus
I-2018-08-20-SC	RESOLVED	Magnus, Galaxy
I-2018-08-SC	RESOLV ED	Galaxy
M-2018-08-07-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2018-07-20-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2018-07-17-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2018-07-10-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2018-07-03-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2018-07-03-SC	COMPLET ED	Magnus, Galaxy, and Zeus
I-2018-06-20-Data	RESOLVED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2018-06-26-ALL	RESOLVED	Pawsey Service Desk
M-2018-05-01-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2018-05-01-SC	COMPLET ED	Magnus, Galaxy, Zeus and Athena
I-2018-04-29-ALL	COMPLET ED	ALL Pawsey systems
I-2018-04-23-Data	RESOLVED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2018-04-19-SC	COMPL ETED	Magnus
I-2018-04-13-SC	RESOLV ED	Magnus
I-2018-04-09-SC	COMPLE TED	Magnus
M-2018-04-03-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos and Athena
M-2018-04-03-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2018-03-13	RESTOR ED.	All pawsey HPC systems (Magnus, Galaxy, Zeus, Athena)
M-2018-03-06-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2018-03-06-SC	COMPLET ED	Magnus, Zeus, Zythos and Athena
I-2018-02-20-SC	RESOLVED	Magnus
I-2018-02-19-SC	RESOLV ED	Galaxy

I-2018-02-18-SC	RESOLVED	Magnus, Galaxy, Zeus, Athena
I-2018-02-16-SC	RESOLVED	Scratch Filesystem
I-2018-02-07-Data	COMPLETED	MWA and CASDA services
M-2018-02-06-Data	COMPLETED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2018-01-22-Magnus	COMPLETED	Magnus
I-2018-01-21-SC	COMPLETED	Magnus, Zeus, Zythos, Athena, Data Mover Nodes
M-2018-01-08-Magnus	COMPLETED	Magnus
M-2018-1-02-Data	COMPLETED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2018-01-01-Galaxy	COMPLETED	Galaxy
M-2017-12-18-Nimbus	CANCELLED	Nimbus
M-2017-12-05-Data	COMPLETED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2017-12-05-SC	COMPLETED	Magnus, Galaxy, Zeus, Athena
I-2017-11-17-SC	CLOSED	Magnus
M-2017-11-07-SC	COMPLETED	Magnus, Galaxy, Zeus, Zythos
M-2017-11-07-Data	COMPLETED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2017-11-03-SC	COMPLETED	Magnus
M-2017-10-20-SC	COMPLETED	Magnus, Zeus, Zythos, Galaxy
I-2017-10-16-SC	COMPLETED	Magnus
I-2017-10-11-SC	COMPLETED	Magnus, Galaxy, Zeus and Zythos
I-2017-10-09-Data	COMPLETED	Mediaflux, data.pawsey.org.au
M-2017-10-03-SC	COMPLETED	Magnus, Galaxy, Zeus, Zythos
M-2017-10-03-Data	COMPLETED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2017-09-26-SC	COMPLETED	Magnus, Zeus and Zythos
I-2017-09-11-SC	COMPLETED	Magnus, Zeus and Zythos
M-2017-09-05-Data	COMPLETED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2017-09-05-SC	COMPLETED	Magnus, Galaxy, Zeus, Zythos
I-2017-08-31-SC	COMPLETED	Galaxy, Magnus, Athena, Zeus
I-2017-08-17-All	COMPLETED	All Pawsey Services
M-2017-07-28-All	COMPLETED	All Pawsey Services
I-2017-07-07-SC	COMPLETED	Magnus, Galaxy, Zeus, Zythos, Data Mover nodes

I-2017-06-16-Data	COMPLET ED	mwafs01 and mwafs02
M-2017-06-14-All	COMPLET ED	All Pawsey Services
I-2017-06-09-SC	COMPLET ED	Magnus and Galaxy
M-2017-06-02-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2017-06-02-SC	COMPLET ED	Magnus, Galaxy, Zeus and Zythos
I-2017-05-13-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos, Data Movers
I-2017-05-09-SC	COMPLET ED	Magnus, Galaxy, Zeus, Data movers
M-2017-05-02-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2017-05-02-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos
I-2017-04-26-SC	COMPLET ED	Magnus, Zeus, Data Movers
M-2017-04-04-SC	COMPLET ED	Magnus
M-2017-04-04-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2017-04-03-SC	COMPLET ED	Magnus, Galaxy, Zeus and Zythos
I-2017-03-17-SC	COMPLET ED	Magnus & Galaxy
I-2017-03-14-Data	COMPLET ED	hpc_hsm1 server and filesystems
M-2017-03-07-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2017-03-07-SC	COMPLET ED	Magnus, Galaxy, Zeus and Zythos
M-2017-02-27-SC	COMPLET ED	Galaxy
M-2017-02-07-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2017-01-16-SC	COMPLET ED	Magnus, Zeus, Zythos, HPC data movers
I-2017-01-14-SC	COMPLET ED	Galaxy, Galaxy ingest nodes, HPC data movers, CASDA
M-2017-01-07-Magnus	COMPLET ED	Magnus, Zeus
M-2017-01-05-Galaxy	COMPLET ED	Galaxy
M-2017-01-04-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2016-12-19-SC	COMPLET ED	Magnus, Zeus & Zythos
M-2016-12-06-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2016-12-06-SC	COMPLET ED	Magnus, Galaxy and Zeus
I-2016-11-24-SC	COMPLET ED	Magnus, Galaxy, Zeus & Zythos
I-2016-11-10-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos, copyq
I-2016-11-07-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2016-11-03-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos, copyq

M-2016-11-01-SC	COMPLET ED	Magnus, Galaxy, Zeus and Zythos
M-2016-11-01-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2016-10-24	RESTOR ED	Magnus,
I-2016-10-24-SC	COMPLE TED	Magnus, Zeus, Zythos, data mover nodes
I-2016-10-20-SC	COMPLE TED	Magnus, Zeus, Zythos, data mover nodes
I-2016-10-17-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2016-10-06-Data	COMPLE TED	Data Portal
M-2016-10-04-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2016-10-04-SC	COMPLET ED	Magnus, Galaxy and Zeus
I-2016-09-28-SC	COMPLE TED	Galaxy
I-2016-09-28-Data	COMPLE TED	Data Portal, NGAS, CASDA
I-2016-09-23-SC	COMPLE TED	Zythos
I-2016-09-22	COMPLET ED	All
M-2016-09-06-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2016-09-06-SC	COMPLET ED	Magnus, Galaxy, Zeus and Zythos
I-2016-09-01	COMPLET ED	Magnus
I-2016-07-30-Ops	COMPLE TED	Pawsey public website
I-2016-08-26-SC	COMPLET ED	Magnus, Galaxy, Zeus
I-2016-08-25	COMPLET ED	Magnus, Galaxy, Zeus
M-2016-08-11-SC	COMPLET ED	Zythos
I-2016-08-11-SC	COMPLET ED	Magnus
M-2016-08-02-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2016-08-02-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos
I-2016-07-21-Data	COMPLET ED	Data Portal, LiveArc, RDSI
I-2016-07-17-ALL	COMPLET ED	magnus, galaxy
I-2016-07-11-SC	COMPLET ED	Magnus, Galaxy
I-2016-07-09-SC	COMPLET ED	Galaxy
I-2016-07-06-SC	COMPLET ED	Magnus
M-2016-07-05-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2016-05-30-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2016-05-29-SC	COMPLET ED	Zeus
M-2016-05-20-All	COMPLET ED	All Pawsey Services

I-2016-05-10-All	COMPLET ED	All
M-2016-05-04-Data	COMPLET ED	Pawsey incident and request notification system
M-2016-05-03-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2016-05-03-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos
I-2016-04-26-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2016-04-18-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2016-04-05-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos
M-2016-04-05-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2016-03-10-Data	COMPLET ED	RDSI
I-2016-03-03-SC	COMPLET ED	Magnus
M-2016-03-01-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos
M-2016-03-01-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
I-2016-03-01-Data	COMPLET ED	RDS Storage
I-2016-02-04-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2016-02-02-Data	COMPLET ED	Data Portal, LiveArc, DMF, NGAS, CASDA, RDSI
M-2016-02-02-SC	CANCELL ED	Magnus, Galaxy, Zeus, Zythos
M-2016-01-29-SC	COMPLET ED	Magnus, Zeus, Zythos
I-2016-01-28-SC	COMPLET ED	Magnus, Zeus, Zythos
I-2016-01-27-SC	COMPLET ED	Magnus, Zeus, Zythos
I-2016-01-25-SC	COMPLET ED	Magnus, Zeus, Zythos
I-2016-01-23-SC	COMPLET ED	Magnus, Zeus, Zythos
I-2016-01-18-SC	COMPLET ED	Magnus, Zeus, Zythos
M-2016-01-11-SC	COMPLET ED	Magnus, Zeus, Zythos
M-2016-01-04-SC	COMPLET ED	Galaxy
M-2015-12-01-All	COMPLET ED	Magnus, Galaxy, Zeus, Zythos, Pawsey Data Portal, LiveArc (Mediaflux), DMF, NGAS, CASDA
M-2015-10-31-All	COMPLET ED	All Pawsey Services
M-2015-10-20-Data	COMPLET ED	LiveArc, DMF, NGAS, CASDA, RDSI
M-2015-10-06-All	COMPLET ED	All Pawsey Services
M-2015-09-23-SC	COMPLET ED	Galaxy, CASDA
M-2015-09-22-Data	COMPLET ED	LiveArc, DMF, NGAS, CASDA, RDSI
M-2015-09-08-Data	COMPLET ED	LiveArc, DMF, NGAS, CASDA, RDSI
M-2015-09-07-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos
M-2015-08-18-Data	COMPLET ED	LiveArc, DMF, NGAS, CASDA, RDSI
M-2015-08-04-Data	COMPLET ED	LiveArc, DMF, NGAS, CASDA, RDSI

M-2015-08-04-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos
M-2015-07-07-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos
M-2015-07-06-Data	COMPLET ED	LiveArc, DMF, NGAS, CASDA, RDSI
M-2015-06-02-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos
M-2015-07-02-Data	COMPLET ED	LiveArc, DMF, NGAS, CASDA, RDSI
M-2015-05-04-All	COMPLET ED	All
M-2015-04-23-All	CANCELL ED	All
M-2015-03-03-Data	COMPLET ED	LiveArc, DMF, NGAS, CASDA, RDSI
M-2015-03-03-SC	COMPLET ED	Magnus, Galaxy, Zeus, Zythos
M-2015-02-16-All	COMPLET ED	All
M-2015-02-16-Data	COMPLET ED	NeCTAR
I-2019-04-11-SC	ONGOING	Galaxy (including ingest nodes), Magnus and Zeus
I-2018-08-29-SC	RESOLV ED	Galaxy, Magnus, Zeus, Zythos
I-2017-05-18-SC	RESOLV ED	Galaxy
I-2017-09-15-SC	RESOLV ED	All Supercomputing services



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