

User Support Documentation

Supercomputing
documentation



Cloud
documentation



Visualisation
documentation



Pawsey-wide Documentation

- [Pawsey support landing page](#)
- [Conditions of Use](#)
- [Password Reset](#)
- [Helpdesk Service](#)
- [Pawsey Service Catalogue](#)

Data
documentation



Education and Outreach

- [User Training](#)
- [Pawsey User Training Material](#)
- [Pawsey Student Internships](#)
- [Pawsey User Forums](#)
- [Other Pawsey Events](#)

Pawsey Support hours

Pawsey systems remain up and running 24x7, however support coverage is Monday to Friday from 9am to 5pm, excluding Australian/Western Australian public holidays and a shutdown period from Christmas Day to New Years Day each year.

Live status of Pawsey systems is available at <https://status.pawsey.org.au/>
[Maintenance and Incidents](#)

Log	Status:	Start Date /Time (AWST):	End Date /Time (AWST):	Systems /Services Affected:	Summary:
M- 202 1- 11- 02- SC	PLANNED	01 Nov 2021 15:00		Magnus, Galaxy, Zeus, Topaz, Garrawar a, ASKAP Ingest,	Scheduled Power Maintenan ce

M-2021-11-02-Building	PLANNED	01 Nov 2021 13:00		All Pawsey services will be impacted by this work, timings for recovery will depend on the progress of the underpinning building systems tasks and any maintenance to the systems which is needed. (Magnus, Galaxy, Zeus, Topaz, Data Portal, Mediaflux, DMF, NGAS, CASDA, RDS Storage, Nimbus, LiveArc)	PAWSEY BUILDING UPCOMING POWER OUTAGE 1st - 4th November 2021
I-2021-10-21-SC	COMPLETED	21 Oct 2021 10:00	21 Oct 2021 14:25	Galaxy	Loss of cooling to cabinets
I-2021-10-21-SC-2	COMPLETED	21 Oct 2021 11:35	21 Oct 2021 15:40	Magnus	Loss of cooling to cabinets
I-2021-10-08-SC	RESOLVED	08 Oct 2021 11am	08 Oct 2021 11:50am	Magnus Login	Issues with one of the Magnus Login nodes
M-2021-10-05-Data	COMPLETED	05 Oct 2021 08:00	05 Oct 2021 16:30	Data Portal, Mediaflux, DMF, NGAS, CASDA CXFS Filesystems, MWA CXFS Filesystems	Pawsey Scheduled Maintenance

M-2021-10-05	COMPLETED	05 Oct 2021 08:00	05 Oct 2021 16:30	Data: Data Portal, Mediaflux, DMF, NGAS, CASDA CXFS Filesystems, MWA CXFS Filesystems	Pawsey Scheduled Maintenance
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