

# Where do I go for support?

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~~With the centralization of IT services, there has been some confusion as to where to get support for various servers, software, and licenses. The original transition plan is attached here: [ECE Computing Transition.pdf](#).~~

## ECE Supported Servers

| Instructional                | Labs                                | Research Servers          | Desktops                 | Other                     | Mac OS X                  |
|------------------------------|-------------------------------------|---------------------------|--------------------------|---------------------------|---------------------------|
| amdpool-01.ece.cornell.edu   | ph314-01.ece.cornell.edu            | bhave-web.ece.cornell.edu | faraday.ece.cornell.edu  | beaker.ece.cornell.edu    | black.ece.cornell.edu     |
| amdpool-02.ece.cornell.edu   | ph314-02.ece.cornell.edu            | bumba.ece.cornell.edu     | quine.ece.cornell.edu    | discordia.ece.cornell.edu | blue.ece.cornell.edu      |
| amdpool-03.ece.cornell.edu   | ph314-03.ece.cornell.edu            | darius.ece.cornell.edu    | scatter.ece.cornell.edu  | loki.ece.cornell.edu      | green.ece.cornell.edu     |
| amdpool-04.ece.cornell.edu   | ph314-04.ece.cornell.edu            | focus.ece.cornell.edu     | vivalidi.ece.cornell.edu | thor.ece.cornell.edu      | grey.ece.cornell.edu      |
| prodigality.ece.cornell.edu  | ph314-05.ece.cornell.edu            | foie.ece.cornell.edu      | syn.ece.cornell.edu      | eris.ece.cornell.edu      | indigo.ece.cornell.edu    |
| linuxpool-01.ece.cornell.edu | ph314-06.ece.cornell.edu            | hana.csl.cornell.edu      | argon.ece.cornell.edu    | hemera.ece.cornell.edu    | red.ece.cornell.edu       |
|                              | ph314-07.ece.cornell.edu            | markov.ece.cornell.edu    | frodo.ece.cornell.edu    |                           | tangerine.ece.cornell.edu |
|                              | ph314-08.ece.cornell.edu            | rameses.ece.cornell.edu   | linnod.ece.cornell.edu   |                           | violet.ece.cornell.edu    |
|                              | ph314-09.ece.cornell.edu            | set.ece.cornell.edu       |                          |                           | white.ece.cornell.edu     |
|                              | ph314-10.ece.cornell.edu            | talisman.ece.cornell.edu  |                          |                           | yellow.ece.cornell.edu    |
|                              | ph314-11.ece.cornell.edu            | xerses.ece.cornell.edu    |                          |                           | do.ece.cornell.edu        |
|                              | ph314-12.ece.cornell.edu            |                           |                          |                           | fa.ece.cornell.edu        |
|                              | ph314-13.ece.cornell.edu            |                           |                          |                           | la.ece.cornell.edu        |
|                              | <del>ph314-14.ece.cornell.edu</del> |                           |                          |                           | mi.ece.cornell.edu        |
|                              | ph314-15.ece.cornell.edu            |                           |                          |                           | re.ece.cornell.edu        |
|                              | ph314-16.ece.cornell.edu            |                           |                          |                           | so.ece.cornell.edu        |
|                              | ph314-17.ece.cornell.edu            |                           |                          |                           | ti.ece.cornell.edu        |
|                              | ph314-18.ece.cornell.edu            |                           |                          |                           | netdisk.ece.cornell.edu   |
|                              | ph314-19.ece.cornell.edu            |                           |                          |                           | vision.ece.cornell.edu    |
|                              | ph314-20.ece.cornell.edu            |                           |                          |                           |                           |

~~The following systems fall under both the ITSG and my support, however, I'm considered primary and you should contact [researchhelp@ece.cornell.edu](mailto:researchhelp@ece.cornell.edu) first~~

- accounts.ece.cornell.edu (Account Creation Server)
- washu.ece.cornell.edu (NIS Server)
- n3.ece.cornell.edu/n4.ece.cornell.edu - Network Appliance Storage Server
- vhost1.ece.cornell.edu, vhost2.ece.cornell.edu (Virtual Servers)
- flex.ece.cornell.edu (ECE Research License Server)

## ECE Supported Software

This falls under two areas, licensing, and software support (installation, troubleshooting, etc.)

### Software

~~The following software packages are supported by me:~~

- Cadence
- Comsol
- Xilinx
- Synplcty
- Sonnet
- Silvaco
- Quartus (Linux version only)
- Mentor Graphics
- Matlab (Linux Version only)

- Ansys
- Ansoft
- ADS

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All other systems and desktops are supported by the ITSG and you should contact [itcoecis-help@cornell.edu](mailto:itcoecis-help@cornell.edu) for support

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