# LUMI

Jørn Dietze (UiT/LUST)
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LUMI User Support

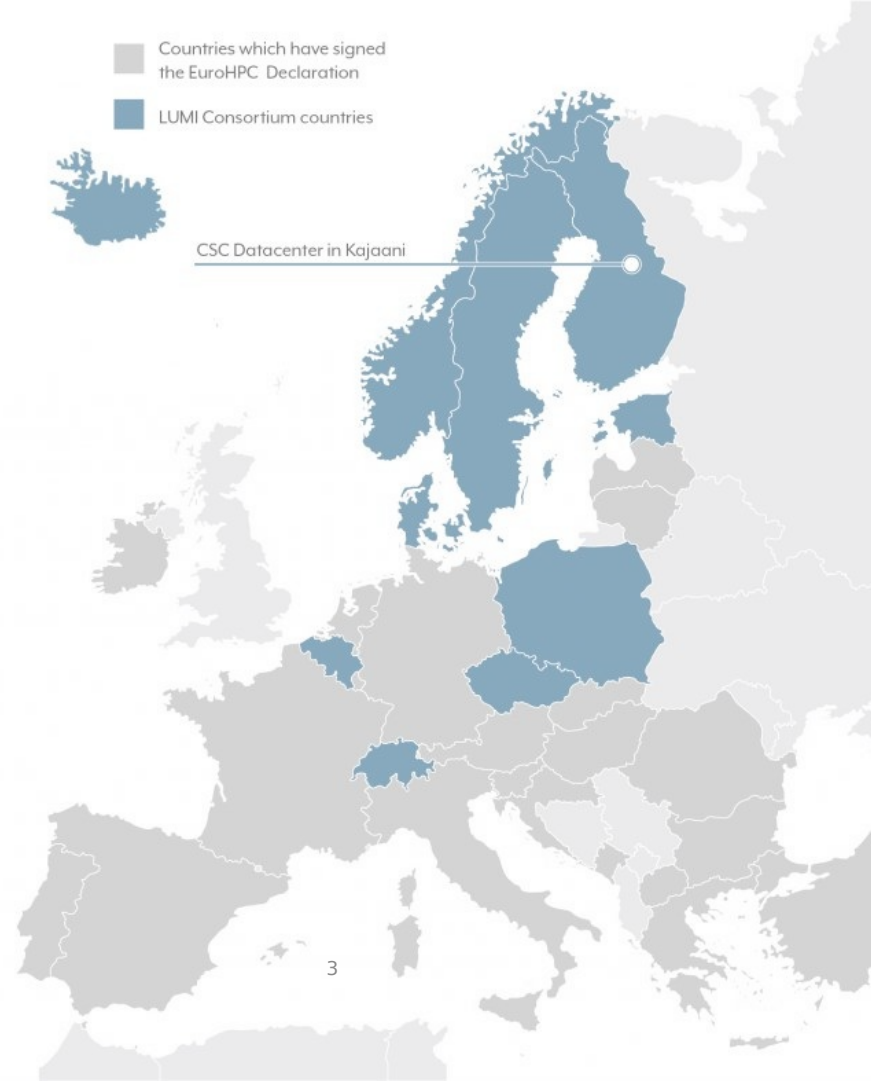# How is the LUMI support organized?

- Centralized virtual help desk run by the distributed LUMI User Support team (LUST)
  - The model is based on a network of dedicated HPC experts
  - Each partner provides 1 FTE
- Level-3 support via local centers, EuroHPC Competence Centers, HPE and AMD
- National support for issues with accounts and allocations

CSC Datacenter in Kajaani
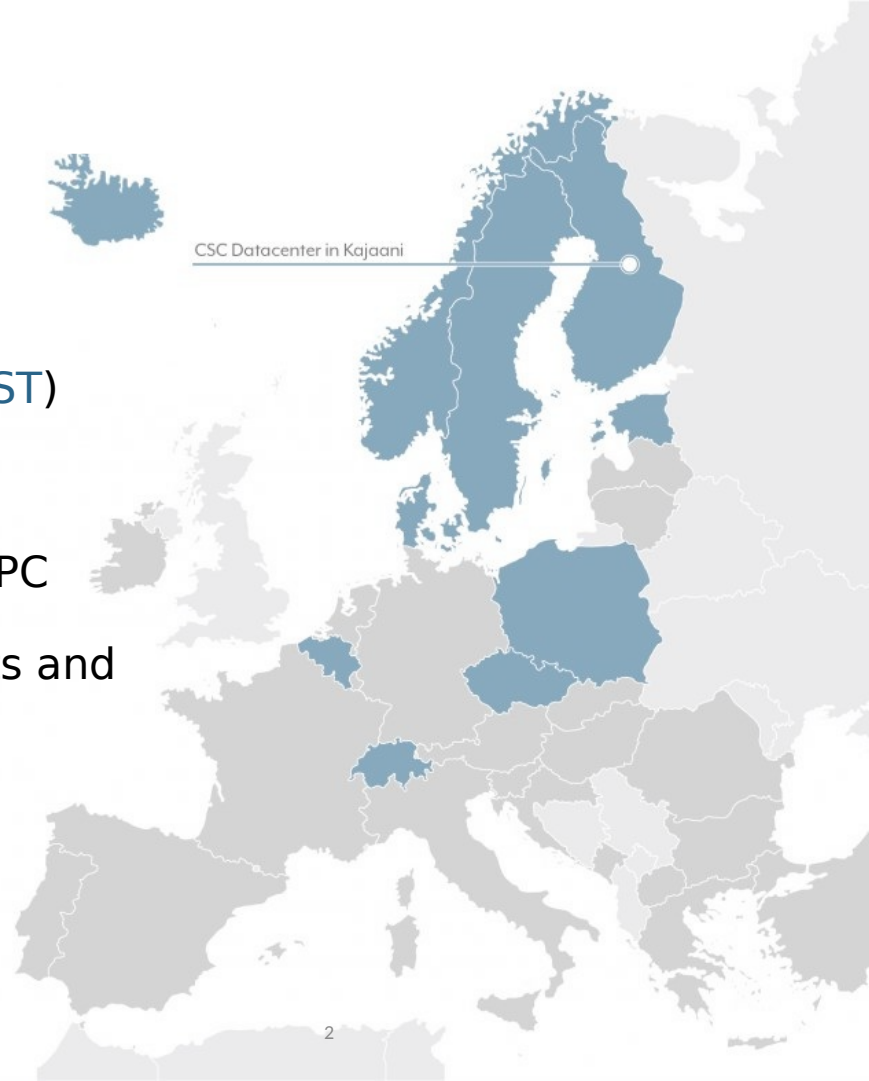
Getting help

LUST offers

- Extensive documentation
  https://docs.lumi-supercomputer.eu

- Help desk (also for future users)
  https://lumi-supercomputer.eu/user-support/need-help

- Trainings in connection with CoE
  https://lumi-supercomputer.eu/events

- Hackathon (1-2 times per year)

- Porting calls (1-2 times per year)

- Monthly public coffee breaks
  to discuss problems & papercuts

- Collaboration with local organisation to
  offer advanced software specific help

Countries which have signed
the EuroHPC Declaration

LUMI Consortium countries

CSC Datacenter in Kajaani

Helping yourself

docs.lumi-supercomputer.eu

LUMI **Documentation**

🔍 Search

Home   First steps   Hardware   Run jobs   Software   Developing   Storage   Help desk

Welcome

Welcome to the LUMI supercomputer user guide. In order to navigate this guide select a category from the navigation bar at the top of the page or use the search function.

You have not connected to LUMI yet? Please visit the first steps section to get started.

→ First steps

🔗 LUMI helpdesk   🔗 LUMI status   🔗 LUMI events   🔗 LUMI training materials

Helping yourself

lumi-supercomputer.github.io/LUMI-EasyBuild-docs

L U M I   **LUMI Software Library**

Search

Package list

Lumi software stack release: 20240129

U : Specific user documentation available

T : Technical documentation available

A : Archived application

C : Singularity container to run using singularity commands

a

- ABINIT **T**

Course recordings & materials

https://lumi-supercomputer.github.io/LUMI-training-materials/

LUMI — **LUMI training materials**   🔍 Search

LUMI training materials

Home
User Updates   ›
User Coffee Breaks
1-day February 2024   ›
Profiling November 2023
Comprehensive LUMI October 2023
1-day September 2023   ›
Comprehensive LUMI May-June 2023
1-day May 2023   ›
Hackathon April 2023
Profiling April 2013
Comprehensive LUMI February 2023

Overview of LUMI trainings

Most recently completed main training events:

- 4-day comprehensive LUMI training aimed at developers and advanced users: Comprehensive general LUMI course (October 3-6, 2023)

- 1-day LUMI training aimed at regular users: LUMI 1-day training (September, 2023)

LUMI User Coffee Break Talks

Archive of recordings and questions

Table of contents

LUMI User Coffee Break Talks

Archive of the LUST-provided regular trainings

Archive of courses made available by LUMI consortium partners

Information for local organisations

Getting help from us

Available Monday to Friday 8:00–18:00 CE(S)T

https://lumi-supercomputer.eu/user-support/need-help

LUMI   About LUMI   Get Started   News and Articles   Events and Training   Newsletters   User Support   🔍

User Support ➡ Need help?

LUMI Documentation

FAQ

Need help?

Service breaks

Need help?

If you did not find what you were looking for in our documentation or in the FAQs section, contact our Support Team! Choose the section which best fits your needs and contact our experts.

Please be as detailed as possible in describing your issue and include your full name and organization, this will help us in solving your problem promptly.

General

General enquirers about LUMI, LUMI documentation, trainings and any other question.

Account

Problems related to accounts on LUMI, login issues, and access.

The ticketing system

- Typically ~15 new requests per day
- A new form opens a "ticket"
- The first thing we see is the subject
- Each new ticket gets a new number
- Reply to email/ticket is filed under the same number
- Tickets/issues have owners but owners can change

ToDo: All active tickets   (Found 74 tickets)

#	Subject	Status	Priority	Owner	Category
	Requestor	Created	Told	Last Updated	Tags
1168	**Managed memory on LUMI**	open	Low	kth.se (Peter Larsson)	general-info
	<_____@ntnu.no>	2 hours ago	83 minutes ago	49 minutes ago	
1167	[CSC #587053] Re: LUMI supercomputer access granted	open	Low	jorn.dietze@uit.no (Jørn Dietze)	
	<_____/@meteo.be>	7 hours ago	5 hours ago	5 hours ago	

How **not** to write a ticket

Problems on LUMI

Hi,

I have problems loging into LUMI. Can you help me?

Thanks

John Doe

How to write a ticket

Sudden SSH login issue

Hi,

I am user "johndoe" on the cluster LUMI with the project XXXX

and since this morning I can't log in anymore.

I have tried to log into one of my local clusters and this works.

I use ssh keys to log in and the error that I get since this morning is:

```
$ ssh lumi

johndoe@lumi: Permission denied

        (publickey,gssapi-keyex,gssapi-with-mic,password,hostbased).
```

Thank you in advance for help/advice on how to solve this,

 John Doe

Create a ticket for each issue

- Don't reuse old emails with new problems

- New ticket with new subject line

- Easier for us to categorize & prioritize

- Faster answer

- But if persistent or connected issue
  --> Reply to email and keep ticket number

Give descriptive & specific subject line

- Subject line the first thing we see

- Helps us categorize & prioritize your issue

- Include keywords like software used or research field

- Some examples
    - "Problem on LUMI"
    - "Installation issue"
    - "ICON installation requires libxml2"

Provide context

- Username

- Which part of the machine (login node/LUMI-C/LUMI-G)?

- Which software?

- Tell us about your environment

    - Modules loaded

    - How was the software installed?

    - Special stuff in your .bashrc

    - How does your runscript look like?

Tell us what you have done before

- What worked so far?

- What changed?

- What did you try to solve the issue?

- "I cannot get X to run on two nodes" doesn't mention whether it runs on one node

Describe the original problem and intent

Often we know the solution but we don't know the problem

- Tell us your ultimate goal

- Original problem is sometimes masked by different problem

- XY problem (http://xyproblem.info)

Describe the original problem and intent

In short (quoting from http://xyproblem.info):

- User wants to do X

- User thinks that Y is a way to solve X

- User tries Y and hits a problem

- User asks for help with Y

- After much interaction it becomes clear that the user really wants help with X, and that Y wasn't even a suitable solution for X

Create an example

- If possible send us an example demostrating the problem

- Making the example smaller often simplifies the problem

- This process can help identifying the reason

- Reduce the number of possible reasons

- Eases our work
  - Helps narrow issue down
  - Saves time and resources
    - → More resources for helping users

Take our restrictions into account

LUST doesn't have elavated privileges on LUMI

- Can't access files → send us error messages and jobscripts

- Can't install/modify system packages or settings

- Can't extend walltime of jobs

- But we are in close contact to sys admins

Writing good support requests

- Create a ticket for each issue

- Give descriptive and specific subject line

- Provide context

- Tell us what you have done before

- Describe the original problem and intent (the XY problem)

- Create an example which reproduces the problem

- Take our restrictions into account

What can LUST not help you with?

- Installing software for you

- Project management (increasing compute/storage quotas)

- Introduction to HPC

- Complex/time consuming trouble shooting of your own code

- Providing advice with application specific/scientific problems

- Optimize code for you

What can LUST help you with?

- Login issues

- Help in preparing software installation recipes

- Job crashed & Slurm issues

- Poor performance

- Help with installing/compiling software

- Questions regarding compute and storage resources

- Limited work on adapting code to LUMI

We are here to help you

LUST can't do your work but we support you in as many aspects as possible.

L U M I

Jörn Dietze
LUMI User Support Team

jorn.dietze@uit.no

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www.lumi-supercomputer.eu
contact@lumi-supercomputer.eu

EuroHPC
Joint Undertaking

Leverage from
the EU
2014–2020

European Union
European Regional
Development Fund

Kainuun liitto