

# LUMI

A white wolf is the central focus, standing in a futuristic, blue-toned digital environment. The background is filled with vertical data streams, particle effects, and a grid-like structure, creating a high-tech, cybernetic atmosphere. The wolf is looking slightly to the right of the viewer.

## LUMI Support and Documentation

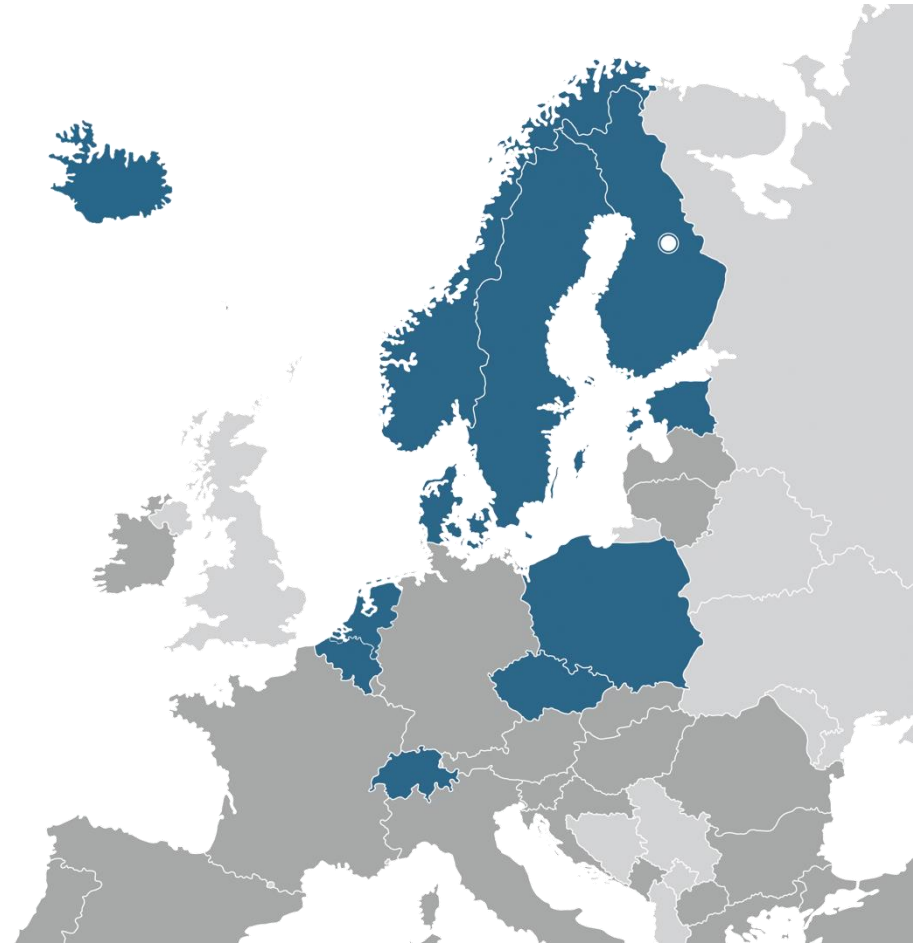
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LUMI User Support Team (LUST)  
SURF

March 2025

# The LUMI user support model

LUMI

- L1 and basic L2 support provided by LUST.
- Additional support via local centres.
- Advanced L2 and L3 support via EPICURE.
- Porting and support for specific applications via EuroHPC Centres of Excellence
- Support for accounts and allocations via the Resource Allocators.



# Support level 0: Check the docs

**L U M I**

- Main documentation at [docs.lumi-supercomputer.eu](https://docs.lumi-supercomputer.eu).

**L U M I** Documentation

[Home](#) [First steps](#) [Hardware](#) [Run jobs](#) [Software](#) [Developing](#) [Storage](#) [Help desk](#)

## Welcome

Welcome to the LUMI supercomputer user guide. 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](#)

# Support level 0: Check the docs

- Main documentation at [docs.lumi-supercomputer.eu](https://docs.lumi-supercomputer.eu).

The screenshot displays the LUMI Documentation website. At the top left, the 'LUMI Documentation' logo is visible. Below it, a navigation menu includes 'Home', 'First steps', 'Hardware', 'Run jobs', 'Software', and 'Developing'. The main content area on the left features a 'Welcome' section with introductory text and a link to 'First steps'. On the right, a search bar contains the text 'quota', and a dropdown menu shows '7 matching documents'. The first result is 'Daily management', which includes a sub-section for 'lumi-quota' with a brief description and a link to '4 more on this page'. The second result is 'Overview', with a sub-section 'About the number-of-files quota' and a link to '1 more on this page'. The third result is 'Common error messages'. At the bottom of the page, there are links for 'LUMI helpdesk', 'LUMI status', 'LUMI events', and 'LUMI training materials'.

# Support level 0: Check the software library

**L U M I**

- Software overview on [lumi-supercomputer.github.io/LUMI-EasyBuild-docs](https://lumi-supercomputer.github.io/LUMI-EasyBuild-docs).

☰ **LUMI Software Library**

🔍 Search

## Package list

Lumi software stack release: 20240412

**U** : Specific user documentation available

**T** : Technical documentation available

**A** : Archived application

**C** : Singularity container to run using singularity commands

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# Support level 0: Check the software library

L U M I

- Software overview on [lumi-supercomputer.github.io/LUMI-EasyBuild-docs](https://lumi-supercomputer.github.io/LUMI-EasyBuild-docs).

The screenshot displays the LUMI Software Library interface. On the left, the 'Package list' section shows the 'Lumi software stack release: 20240412' and a legend for package status: 'U' (Specific user documentation available), 'T' (Technical documentation available), 'A' (Archived application), and 'C' (Singularity container to run using singularity commands). On the right, a search box contains the text 'tykky'. Below the search box, it indicates '1 matching document' and lists 'lumi-container-wrapper'. Underneath, it provides 'Technical documentation' stating that the tool is developed at CSC Finland by Henrik Nortamo. A bulleted list follows: 'tykky in the GitHub hpc-container-wrapper repository' (with a sub-bullet 'GitHub releases via tags') and 'tykky in the CSC documentation'. At the bottom of the search results, it says '2 more on this page'. The background of the interface is dark grey.

# Support level 0: Check the software library

- Software overview on [lumi-supercomputer.github.io/LUMI-EasyBuild-docs](https://lumi-supercomputer.github.io/LUMI-EasyBuild-docs).

The screenshot displays the LUMI Software Library interface. On the left, there is a sidebar with a hamburger menu icon and the text "LUMI Software Library". Below this, the heading "Package list" is visible. Underneath, it states "Lumi software stack release: 20240412". A legend defines the package status icons: a blue 'U' for "Specific user documentation available", a brown 'T' for "Technical documentation available", a red 'A' for "Archived application", and a purple 'C' for "Singularity container to run using singularity commands".

On the right, a search window is open with the search term "htop". The search results show "1 matching document" and a list of results under the heading "systools". The results are categorized under "Technical documentation" and include:

- GPP: A General-Purpose Preprocessor (or sometimes called Generic PreProcessor)
  - GPP web site
  - GPP on GitHub
    - GitHub releases
- htop
  - htop web site
  - htop on GitHub

# Support level 0: Check the training material



- Training materials on [lumi-supercomputer.github.io/LUMI-training-materials](https://lumi-supercomputer.github.io/LUMI-training-materials).



LUMI training materials

## LUMI training materials

[Home](#)

[User Updates](#) >

[User Coffee Breaks](#)

[LUMI intensive March 2025](#) >

[AI workshop February 2025](#) >

[Supercomputing with LUMI December 2024](#) >

[Advanced LUMI October 2024](#) >

[Hackathon October 2024](#)

[Profiling October 2024](#)

[Performance Analysis & Optimization June 2024](#) >

[Partner courses](#) >

[Archive](#) >

## Overview of LUMI trainings

### Organised by LUST in cooperation with partners

#### Regular trainings

Upcoming or currently running events with materials already partly available:

- [LUMI Intensive: Comprehensive Intro and Advanced Workshop \(March 3-7, 2025\)](#)

Most recently completed main training events:

- Introductory LUMI training aimed at regular users: [Intro to Supercomputing with LUMI \(December 10-11, 2024\)](#)

Short URL to the most recently completed introductory training for regular users:  
[lumi-supercomputer.github.io/intro-latest](https://lumi-supercomputer.github.io/intro-latest)

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Organised by LUST in cooperation with partners

Regular trainings

LUMI User Coffee Break  
Talks

Recent courses made available by LUMI consortium partners and CoEs

Course archive

LUST-provided regular trainings

Courses made available by LUMI consortium partners and CoEs

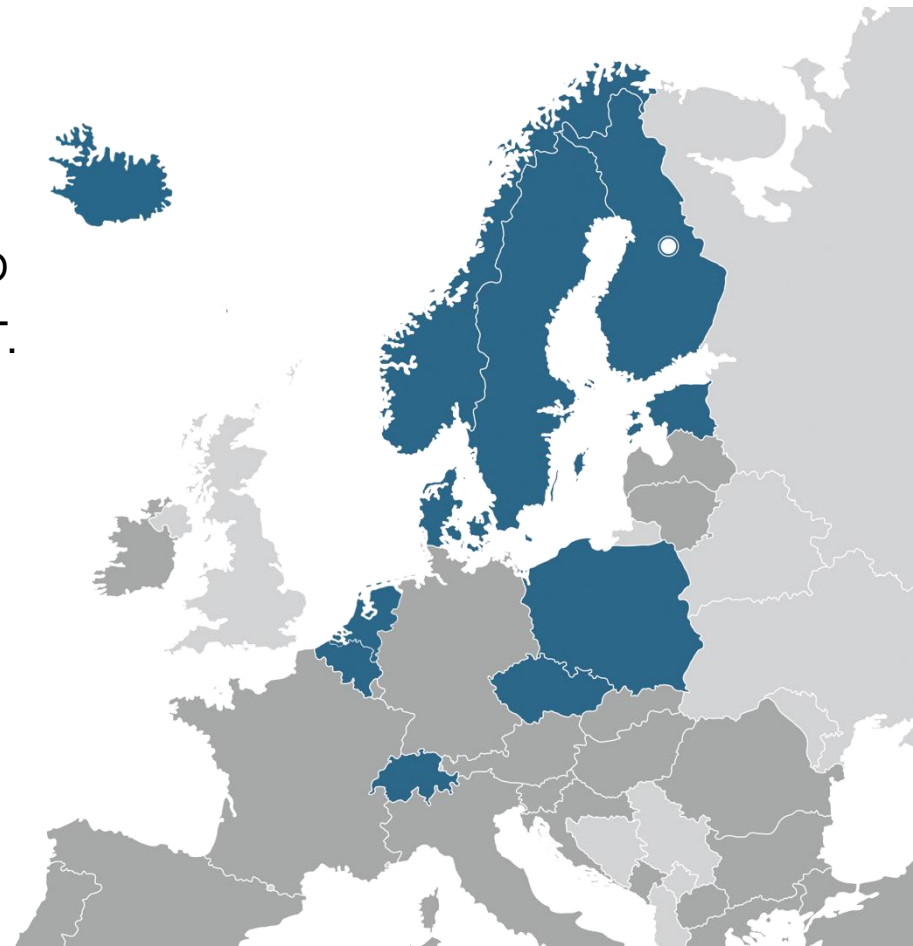
Information for local organisations



# Getting help from LUST

LUMI

- LUMI User Support Team (LUST)
- 1 FTE per LUMI consortium country.
- Some problems get passed on to HPE or AMD
- Work hours Monday-Friday 8:00-18:00 CE(S)T.



# Getting help from LUST

- Contact: [lumi-supercomputer.eu/user-support/need-help](https://lumi-supercomputer.eu/user-support/need-help)

**L U M I**   About LUMI   Get Started   News and Articles   Events and Training   Newsletters   User Support  

User Support → Need help?

LUMI Documentation

FAQ

**Need help?**

LUMI Service Status

## Need help?

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

To have your issue solved faster, please be as detailed as possible in describing it.

### General

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

[Go to contact form](#)

### Account

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

[Go to contact form](#)

# Getting help from LUST

LUMI

LUMI Documentation

Search

Home First steps Hardware Run jobs Software Developing Storage Help desk

## Help desk

[Help desk](#)

[Training and events](#)

[Known issues](#)

[LUMI service status](#)

[Mailing list archive](#)

## Help Desk



The LUMI User Support Team (LUST) is here to help!

If you have any questions or problems using LUMI, please do not hesitate to contact us. You may find our contact forms for different issues by clicking the 'Contact us' button:



Contact us

The LUMI helpdesk is open every weekday from Monday to Friday except during [Finnish bank holidays](#):

	CE(S)T	EE(S)T	UTC (Summer)
Start	8:00 AM	9:00 AM	7:00 AM (6:00 AM)
End	6:00 PM	7:00 PM	5:00 PM (4:00 PM)

# How not to write a ticket

L U M I

Subject: Problems on LUMI



Too vague. All we see is a number and a subject...

Hi,

I have problems logging in on LUMI. Can you help me?

Thanks,

John Doe



There are 100s of reasons for not being able to log in, some of them not even related to LUMI so we really need more information.

# How to write a ticket



Subject: Userid jdoe cannot login anymore using Windows Powershell ssh command

Hi,

Since this week (tried yesterday morning and today) I cannot login to LUMI with my userid jdoe (project\_465000000). Last week ago I could still login and I see no changes in my .ssh directory on my PC. I am using the ssh command provided in Windows Powershell. The error I get is:

```
ssh lumi
```

```
jdoe @lumi: Permission denied (publickey,gssapi-keyex,gssapi-with-mic,password,hostbased)
```

I use the same key on our local cluster without any problems.

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

John Doe

# 1 ticket = 1 issue

- Do not bundle multiple very different issues in a single ticket.
- Do not submit multiple tickets for a single issue.
- Avoid reusing subject lines for new tickets.
- Avoid reopening tickets that have been closed long ago.
- Do not use old tickets with new issues.

# Provide a descriptive & specific subject

- We have two identifiers: mail address and subject
  - Use consistently the same company/university mail address for tickets.
  - Make your subject line descriptive and likely unique.  
We use the subject line to distinguish between tickets we're dealing with.
- Include relevant keywords:
  - Userid and way of logging in for login problems,
  - Names of software packages for software installations or crashes.
- Examples of good subjects:
  - User abcdefgh cannot log in via web interface
  - ICON installation needs libxml2
  - VASP produces MPI error message when using more than 1024 ranks

# Provide context

- Provide information to understand who you are:
  - name, userid (certainly for login problems),
  - project (LUST only knows LUMI project numbers).
- Describe the original problem and intent.
- Tell us your goal.



# Beware of the XY-problem!

- Quoting from [xyproblem.info](https://xyproblem.info):
  - User wants to do X.
  - User doesn't know how to do X, but thinks Y is a good first step.
  - User doesn't know how to do Y either and gets stuck.
  - User asks for help with Y.
  - Help desk tries to help user with Y, but is confused because Y seems like a strange problem to want to solve.
  - 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.
- So
  - Describe your original problem and intent.
  - Promptly provide information when the help desk asks you, even if you think it is irrelevant.
  - If some solutions are ruled out, share why as this may provide additional information about what you really want.

# Provide information

- What worked so far? If it ever worked, was this before a system update?
- What do you think you have changed?
- What did you already try to solve the problem?
- What software did you use, and how was it installed?
- Environment:
  - Which modules are you using?
  - Do you have special stuff in `.bashrc` or `.profile`?
  - For problems running jobs: the batch script
- How can we reproduce the problem? A simple and quick reproducer speeds up the time to answer your ticket!

# Take our restrictions into account

L U M I

Help desk team members have no elevated privileges on LUMI

- We cannot access user files .
- Cannot install or modify system packages or settings.
- Cannot extend walltime of jobs.
- LUST is in close contact with the sysadmins, but they are busy people also and will not promptly deal with any problem

# What LUST can't do

- LUST does not replace a good introductory HPC course.
- LUST is not a search engine for the documentation
- LUST cannot help with getting or changing your allocation.
- LUST is not there to debug or further develop code for you.
- LUST cannot do much complete software installations.

# What LUST can't do

“LUST did not support me well as they could not solve my compiler problems.”

I want to simulate hydroxypropylcellulose in GROMACS. How do I set this up?

My code crashes with error message “...” but I cannot give you the code because it is proprietary and I also have no reproducer for you. Tell me what's wrong.

# What LUST can do!

- LUST can support compiling and installing software.
- LUST can help with login issues.
- LUST can help with questions regarding compute and storage use.
- LUST can help with analysing the source of crashes or poor performance
- LUST has some resources for work on porting and optimizing AMD GPU codes via porting calls and hackathons

# What LUST can do!

Supercomputer support is there to **support** you in the computational aspects of your work related to the **supercomputer** but not to take over your work.

**Questions?**

