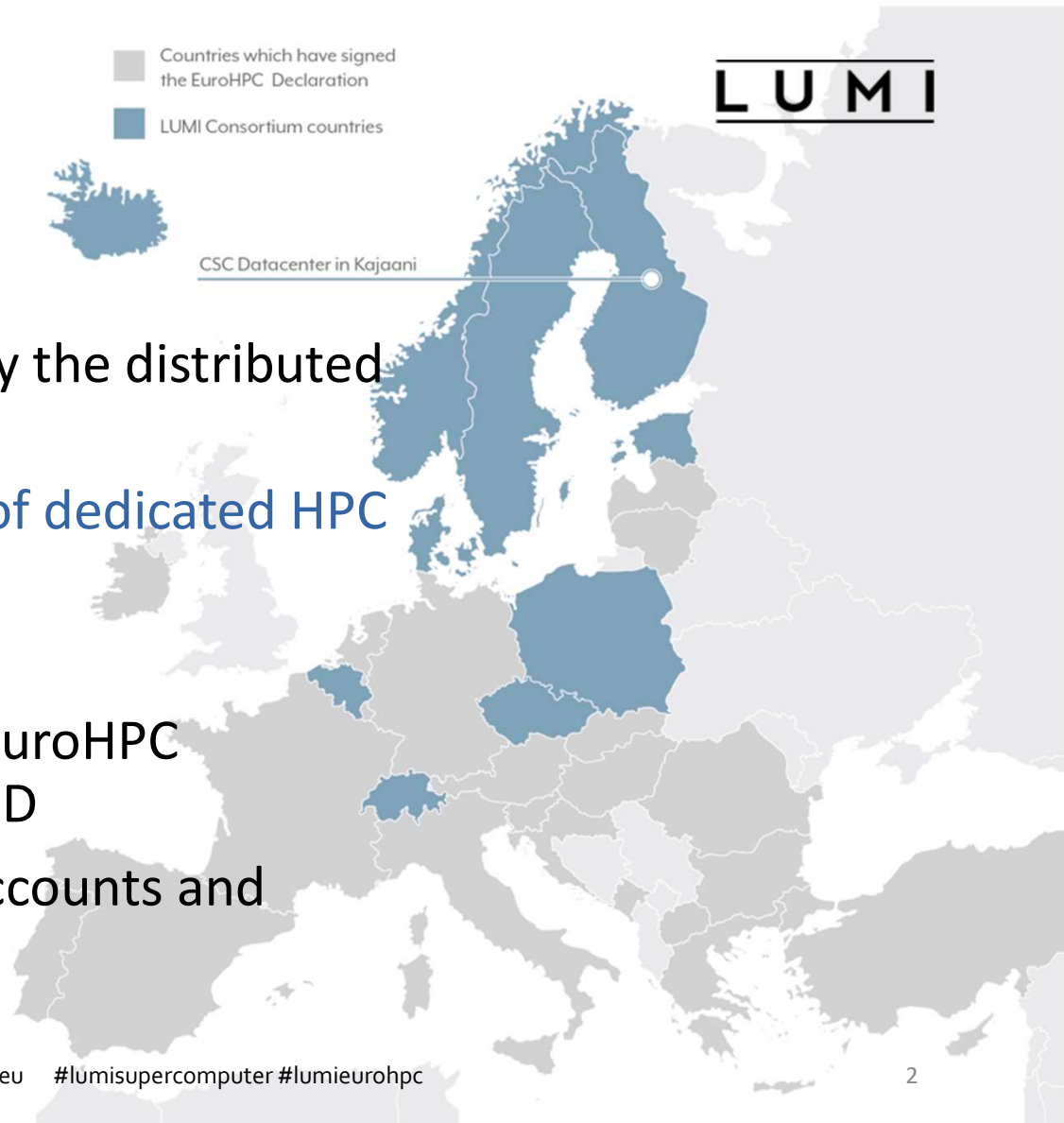# LUMI

Anne Vomm
(University of Tartu/LUST)
June, 2023

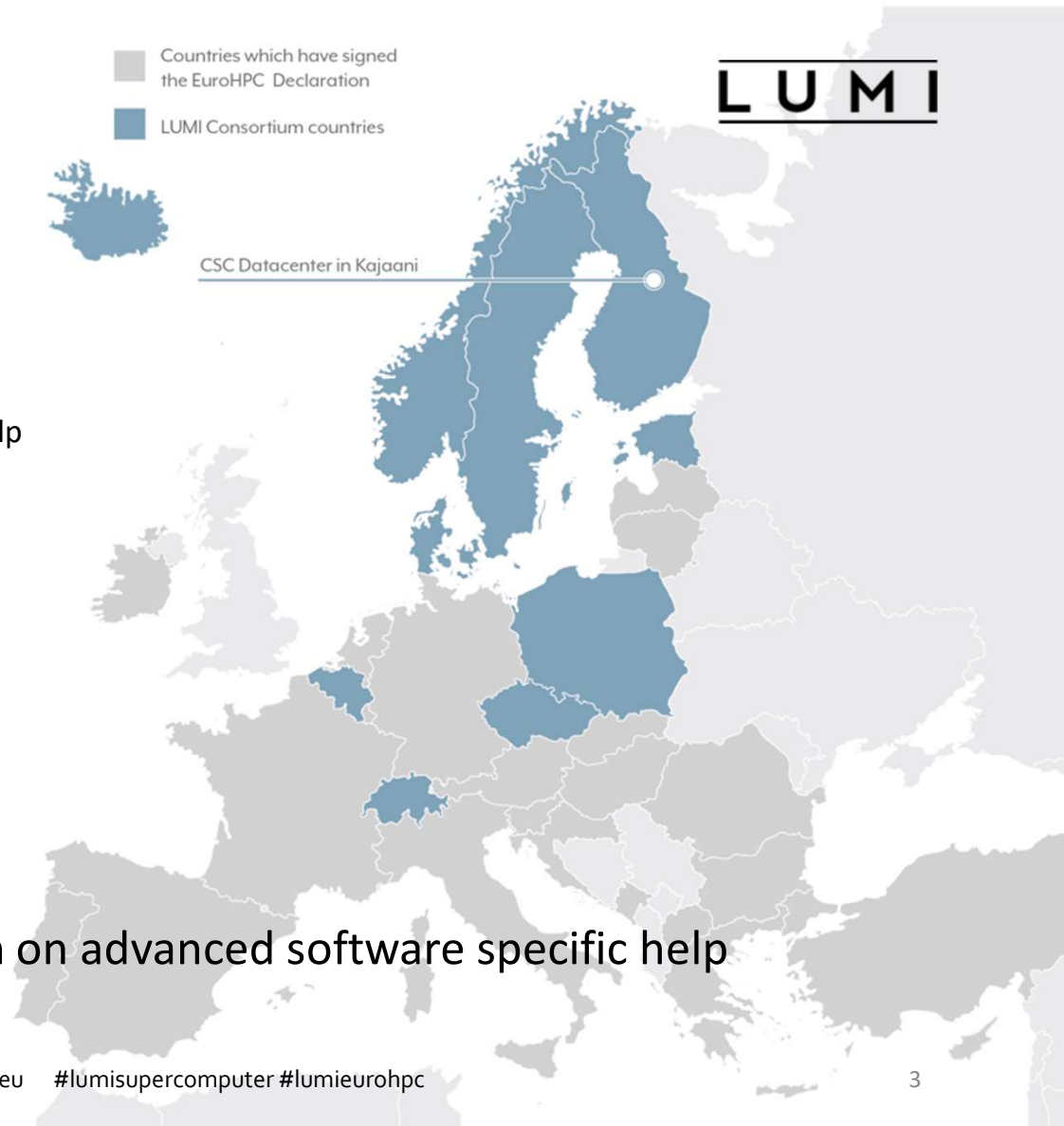## LUMI User Support
Comprehensive General LUMI Course

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

Countries which have signed the EuroHPC Declaration

LUMI Consortium countries

CSC Datacenter in Kajaani

LUMI

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 (2 times per year)
  Next hackaton is planned 4.-6.09.23

- Porting calls (1-2 times per year)
  There is an open porting call, apply by 7.06.2023

- Monthly public coffee breaks
  to discuss problems & papercuts

- Collaboration with local organisation on advanced software specific help

Countries which have signed
the EuroHPC Declaration

LUMI Consortium countries

CSC Datacenter in Kajaani

LUMI

Helping **yourself**

docs.lumi-supercomputer.eu

Helping yourself

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

Helping yourself

- The answer to your question may be on LUMI Service Status page
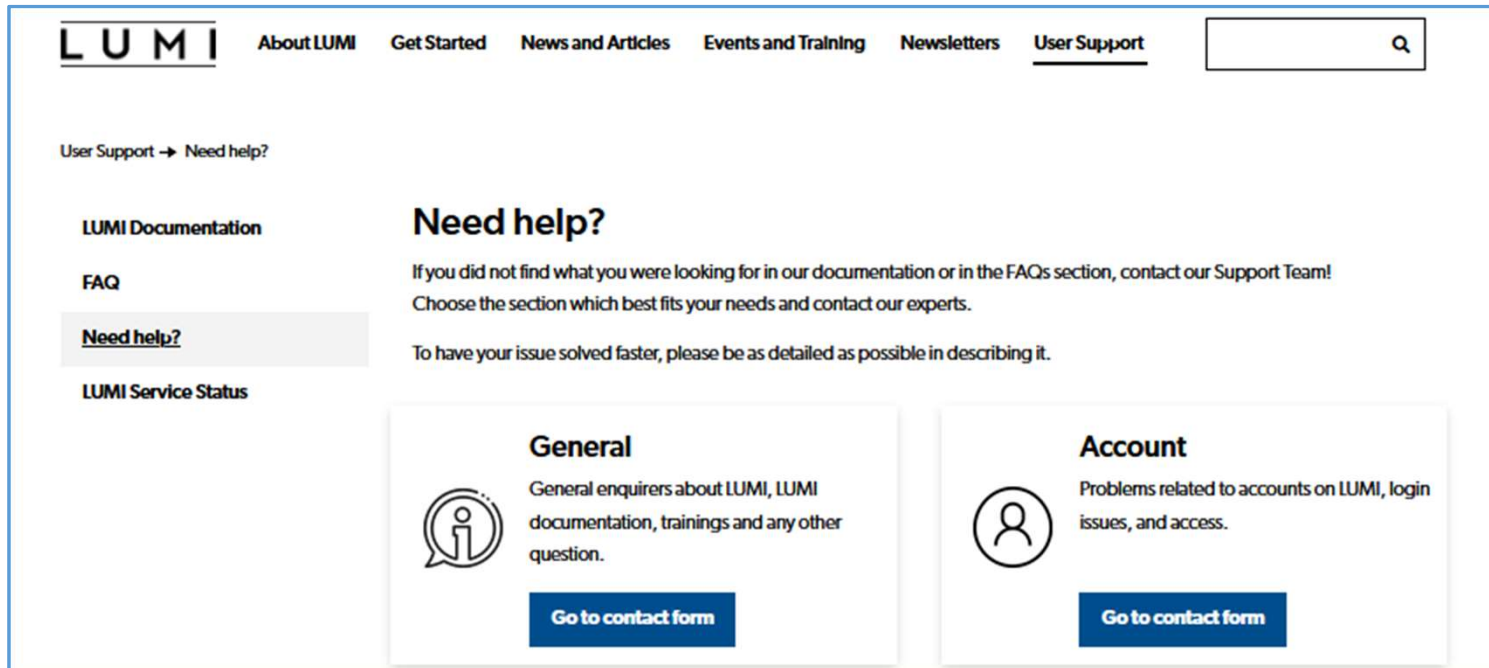
Getting help from LUST

- Available Monday to Friday 8:00–18:00 CE(S)T
- https://lumi-supercomputer.eu/user-support/need-help

What **can** LUST help you with?

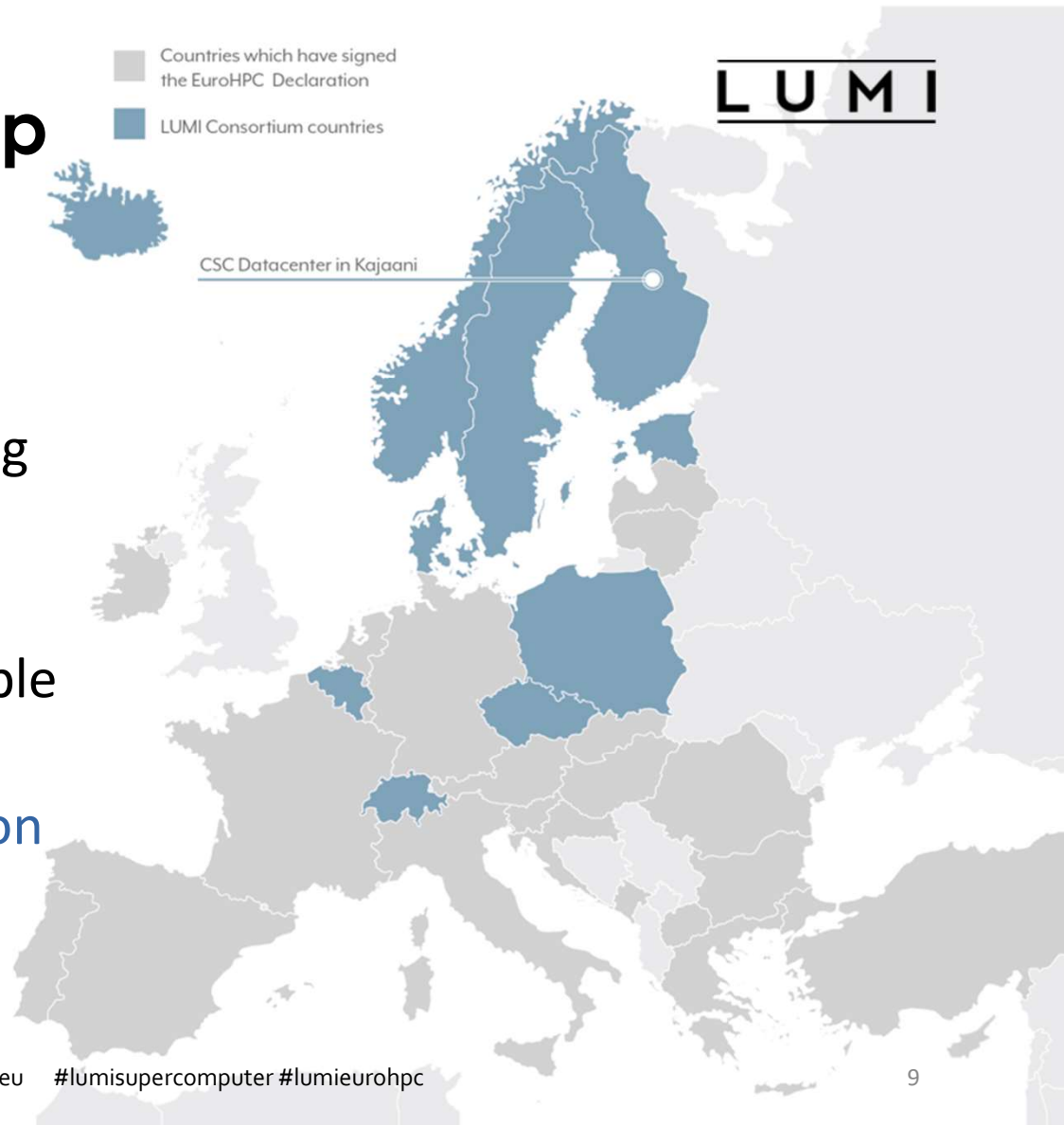Countries which have signed the EuroHPC Declaration

LUMI Consortium countries

CSC Datacenter in Kajaani

- 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
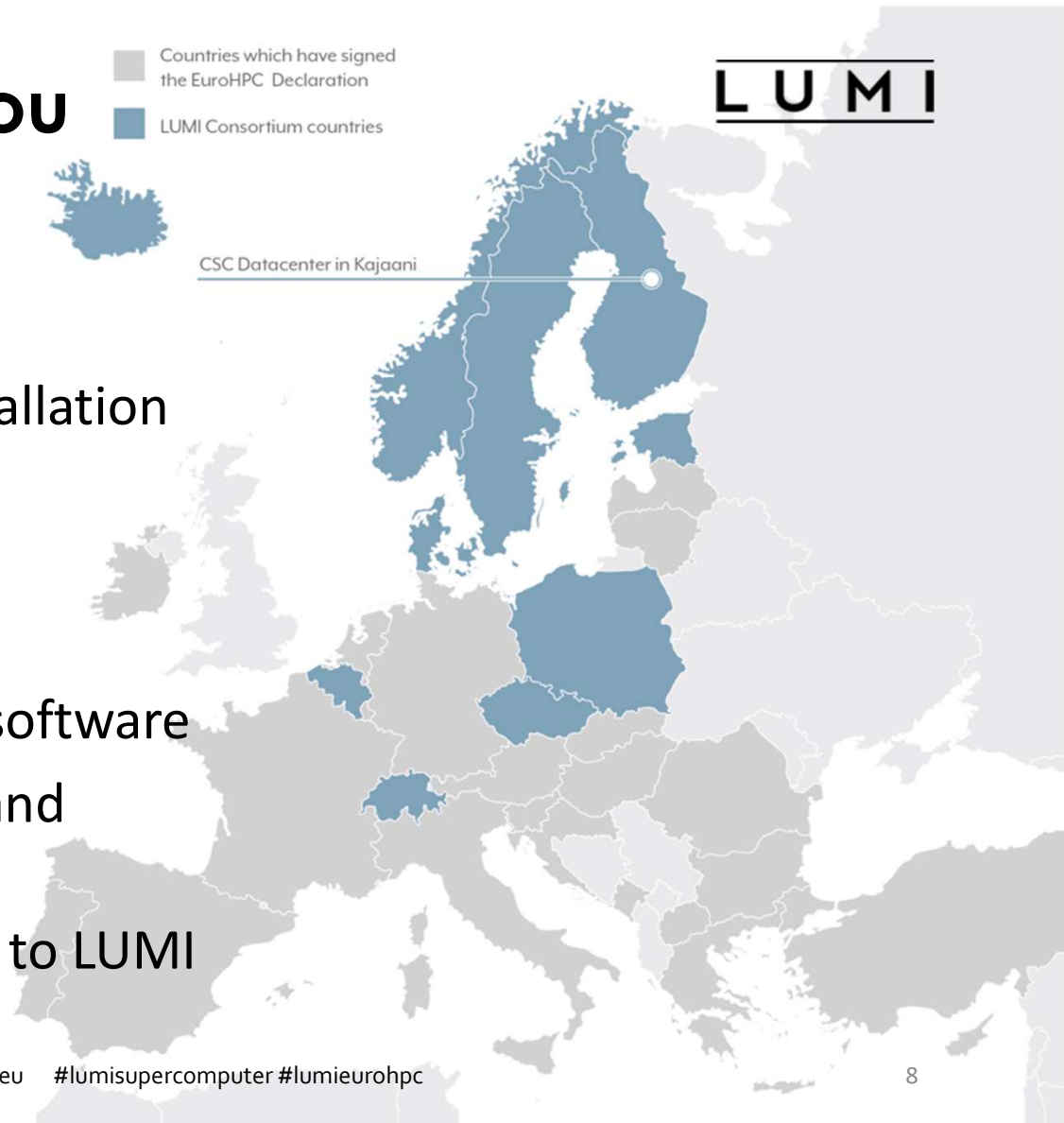
What can LUST **not** help you with?

- 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
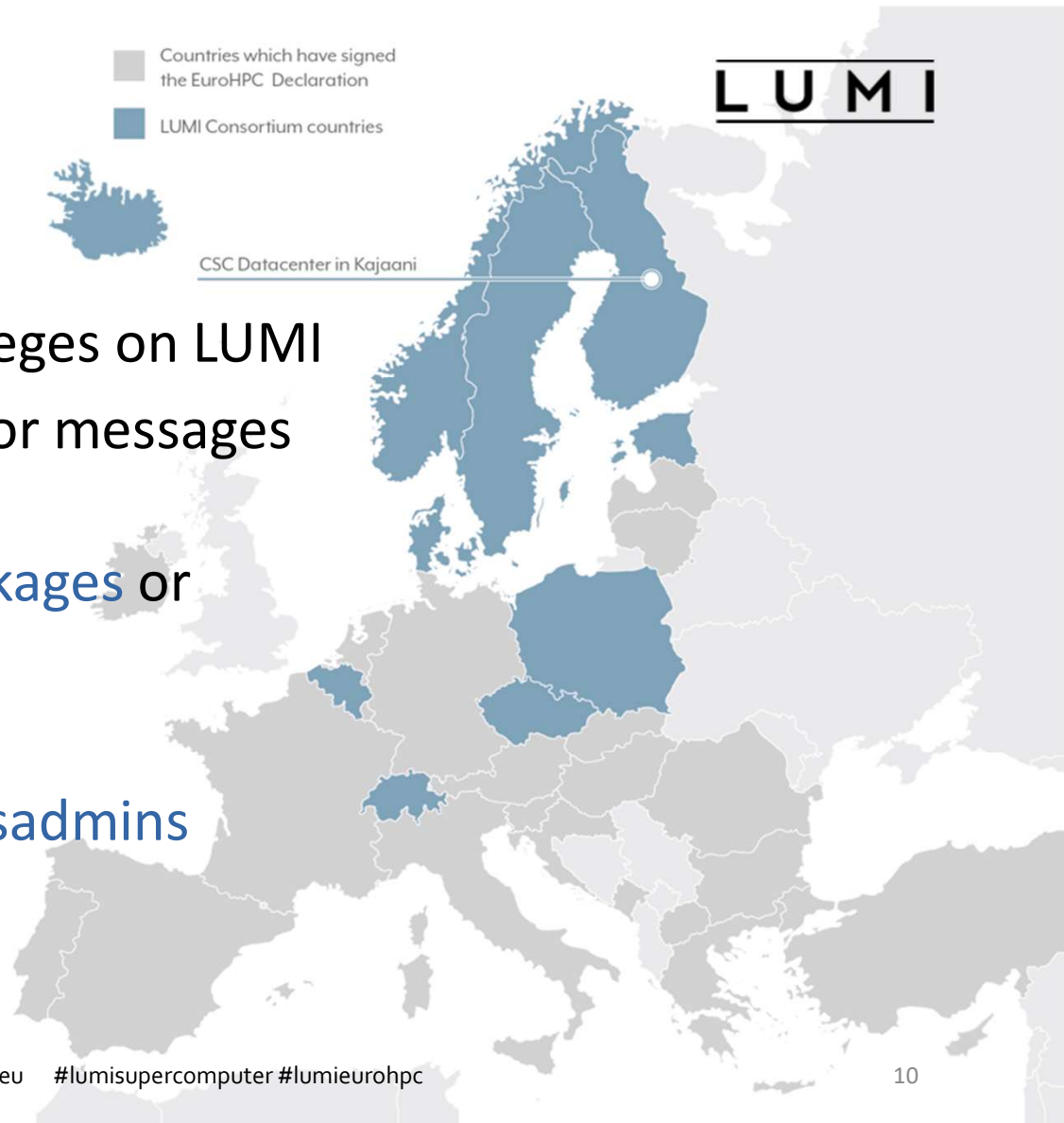- Optimize the code for you

Countries which have signed the EuroHPC Declaration

LUMI Consortium countries

CSC Datacenter in Kajaani

L U M I

# **LUST restrictions in LUMI**

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 sysadmins

Countries which have signed the EuroHPC Declaration

LUMI Consortium countries

CSC Datacenter in Kajaani

Faster to resolution if you...

Countries which have signed
the EuroHPC Declaration

LUMI Consortium countries

CSC Datacenter in Kajaani

- 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
- Create an example which reproduces the problem
- Take our restrictions into account
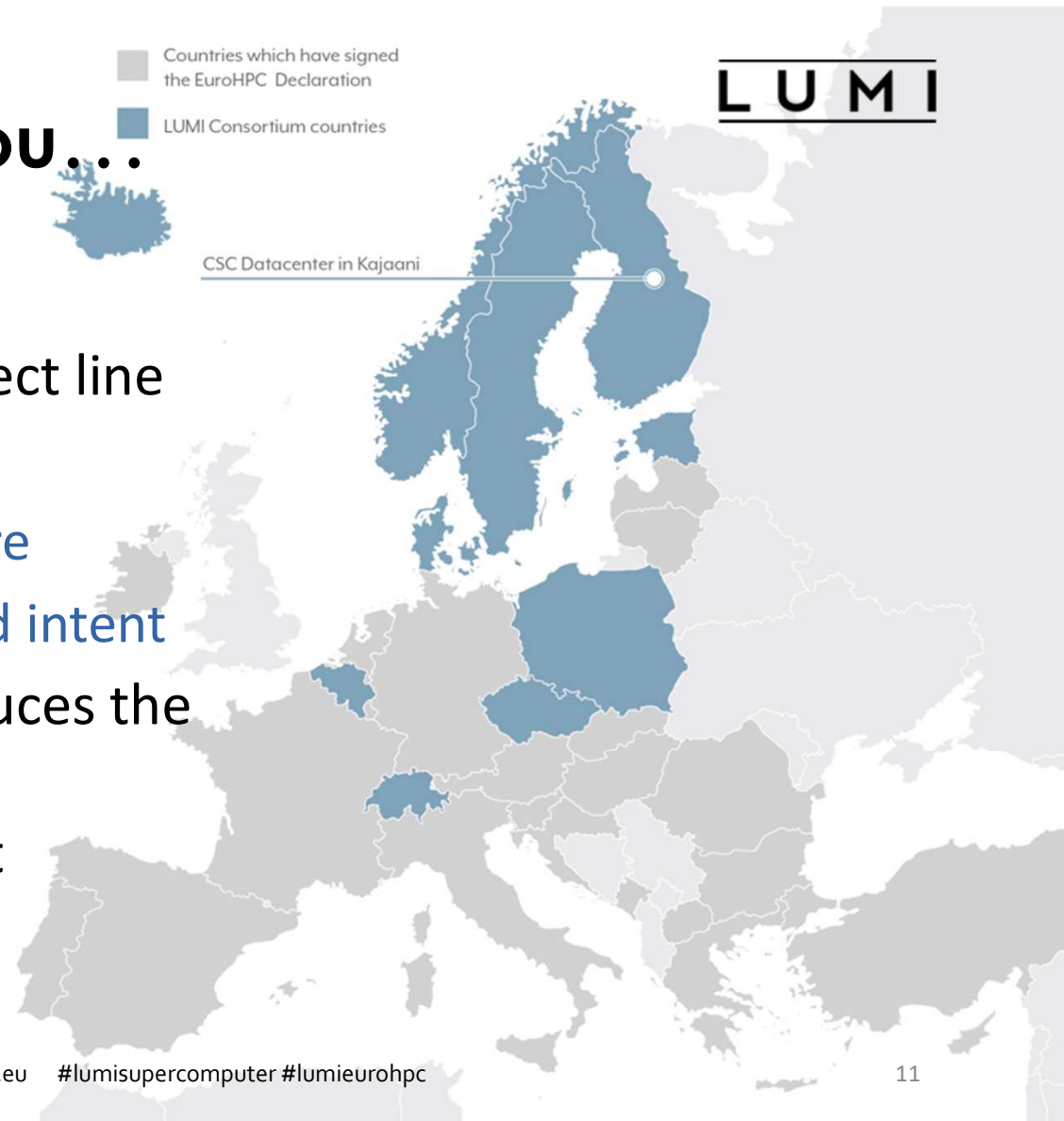
LUMI

LUMI

Anne Vomm

HPC Support Coordinator

at University of Tartu HPC Center

LUST/Puhuri/UT HPC

anne.vomm@ut.ee

Follow us

Twitter: @LUMIhpc

LinkedIn: LUMI supercomputer

YouTube: LUMI supercomputer

www.lumi-supercomputer.eu

contact@lumi-supercomputer.eu

EuroHPC Joint Undertaking

Leverage from the EU 2014–2020

European Union European Regional Development Fund

REGIONAL COUNCIL OF KAINUU

EURO