



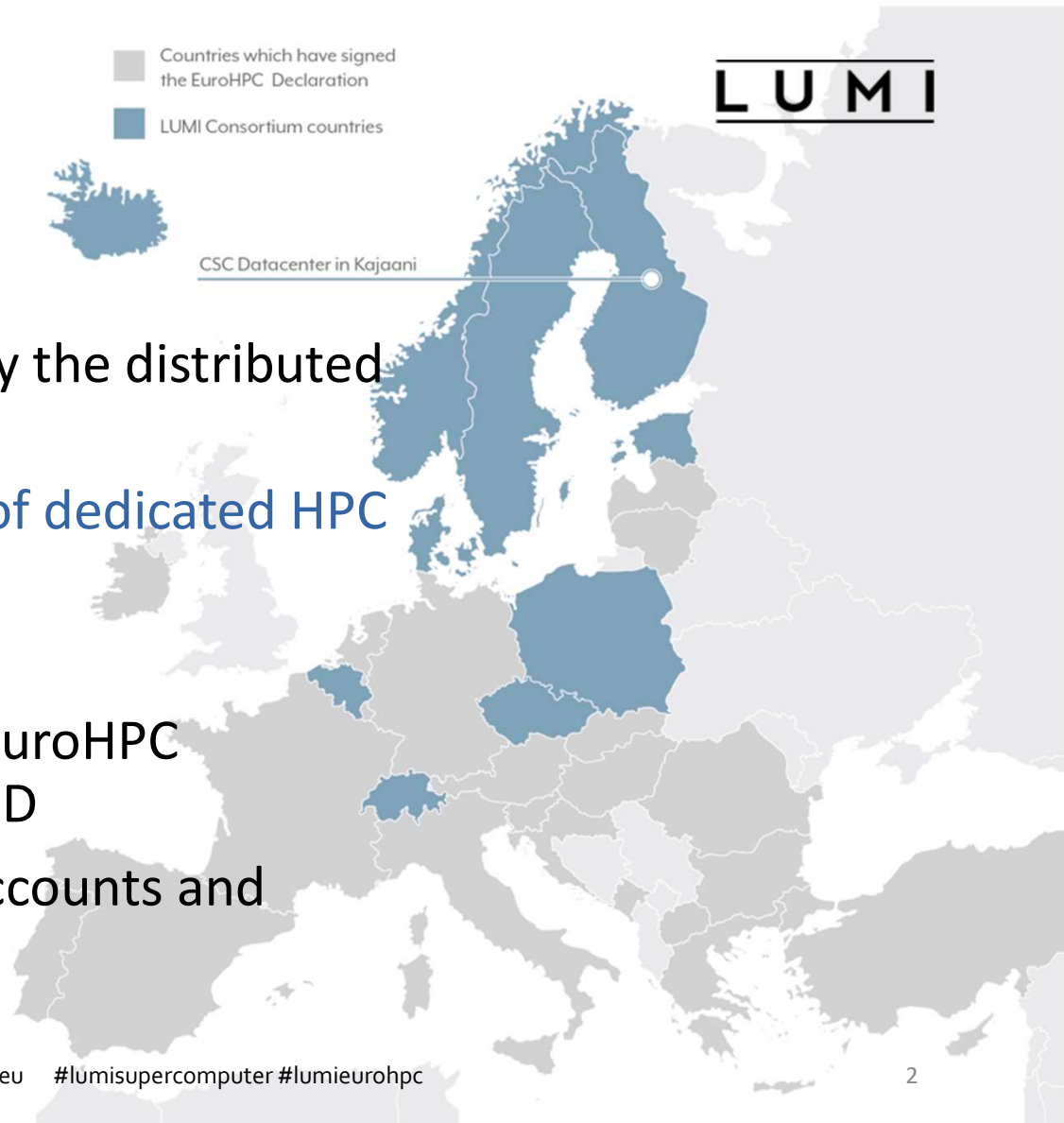
LUMI

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(University of Tartu/LUST)
June, 2023

LUMI User Support
Comprehensive General LUMI Course

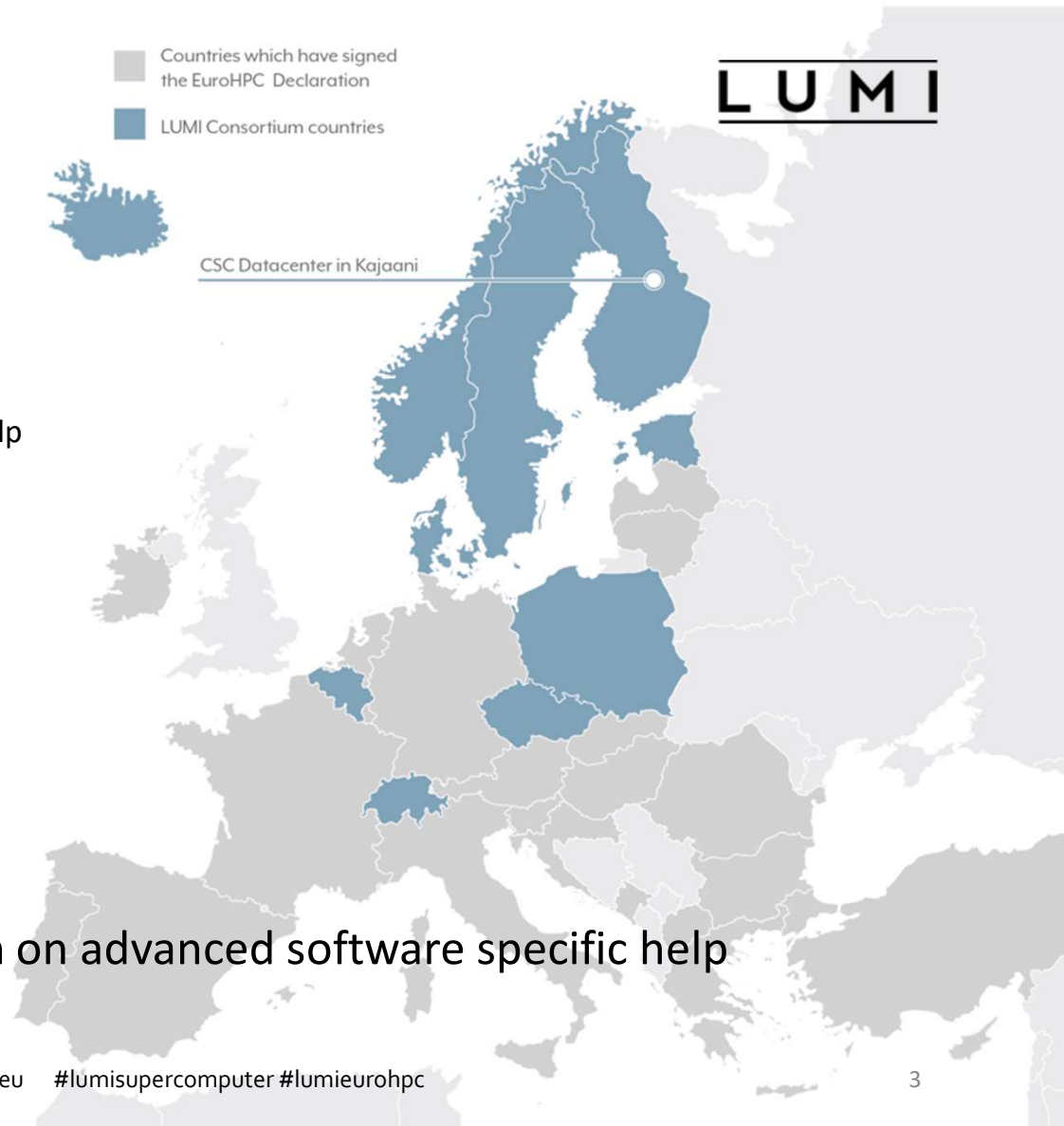
How is the LUMI support organized?

- 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



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



Helping yourself

docs.lumi-supercomputer.eu

LUMI Documentation 🔍 Search

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

Hardware

- [Overview](#)
- [GPU nodes - LUMI-G](#)
- [CPU nodes - LUMI-C](#)
- [Data analytics nodes - LUMI-D](#)
- [Network and interconnect](#)

Overview

Here you find a description of the LUMI system architecture and the different hardware partitions available on LUMI.

LUMI is one of the three European pre-exascale supercomputers. It's an HPE Cray EX

Helping yourself

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

L U M I LUMI Software Library Q

a b c d e f g h i j l m n o p q r s t u v w x y z Issues

Package list

U : Specific user documentation available
T : Technical documentation available
A : Archived application

a

- ABINIT **T**
- ADIOS2 **T**

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Helping yourself

- The answer to your question may be on LUMI Service Status page

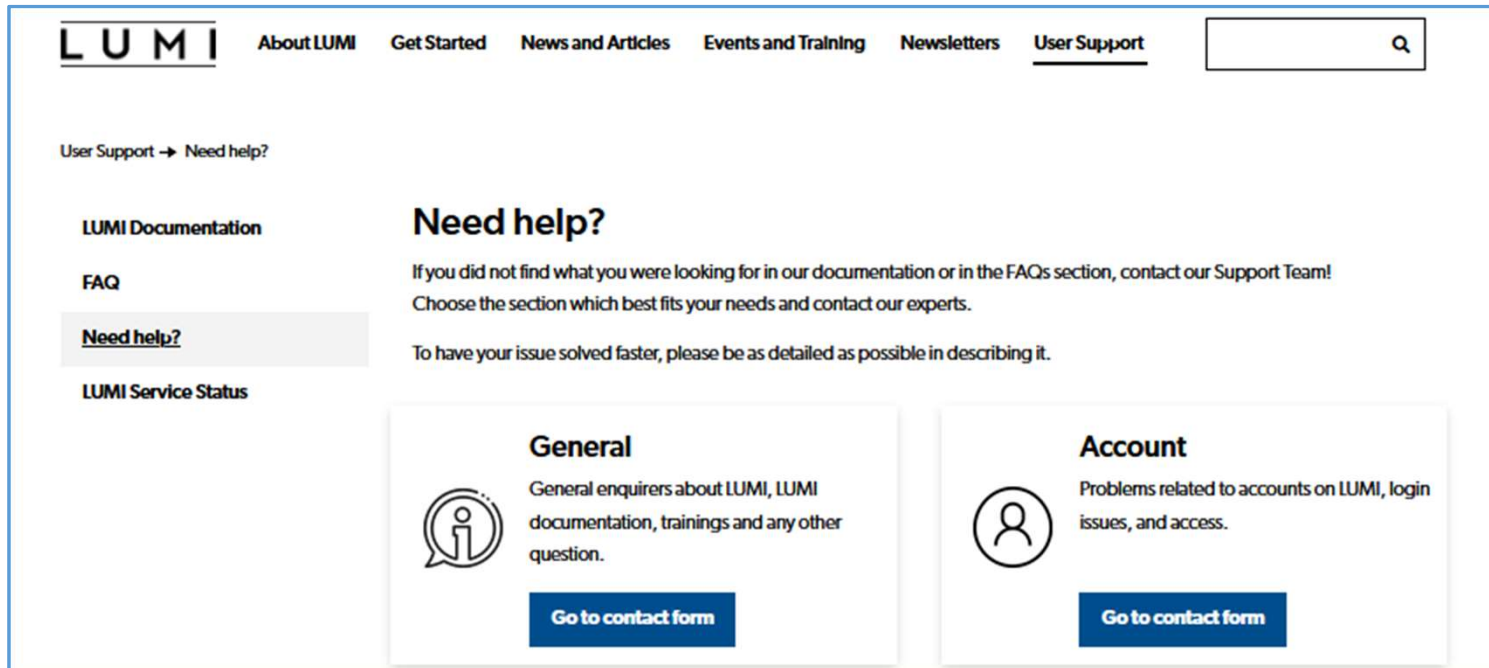
LUMI About LUMI Get Started News and Articles Events and Training Newsletters User Support

User Support → LUMI Service Status

LUMI Documentation	LUMI Service Status
FAQ	26.5.2023 <u>SOLVED: Filesystem problem (lustrep1)</u>
Need help?	13.4.2023 <u>-cpus-per-task – Fix implemented</u>
<u>LUMI Service Status</u>	11.4.2023 <u>[Updated] Jobs fail with "Error configuring interconnect"</u>

Getting help from LUST

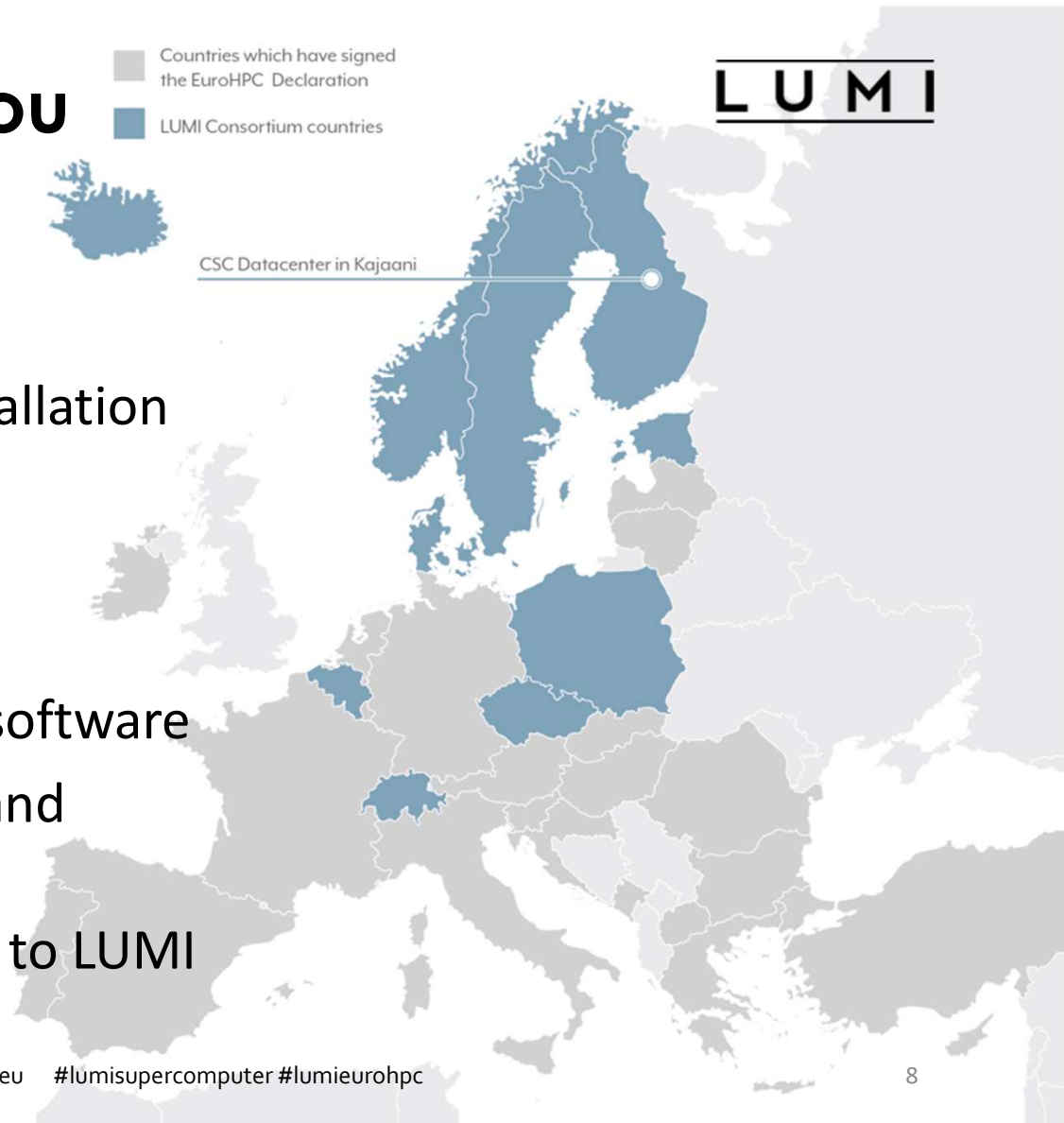
- Available [Monday to Friday 8:00–18:00 CE\(S\)T](#)
- <https://lumi-supercomputer.eu/user-support/need-help>



The screenshot shows the LUMI website's user support section. At the top, there is a navigation bar with the LUMI logo and links for 'About LUMI', 'Get Started', 'News and Articles', 'Events and Training', 'Newsletters', and 'User Support'. A search bar is located on the right. Below the navigation, the page title is 'User Support → Need help?'. On the left, there is a sidebar with links for 'LUMI Documentation', 'FAQ', 'Need help?' (which is highlighted), and 'LUMI Service Status'. The main content area is titled 'Need help?' and contains the following text: '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. To have your issue solved faster, please be as detailed as possible in describing it.' Below this text are two main categories: 'General' and 'Account'. The 'General' category includes an icon of a person with a speech bubble and the text 'General enquirers about LUMI, LUMI documentation, trainings and any other question.' The 'Account' category includes an icon of a person and the text 'Problems related to accounts on LUMI, login issues, and access.' Both categories have a blue button labeled 'Go to contact form'.

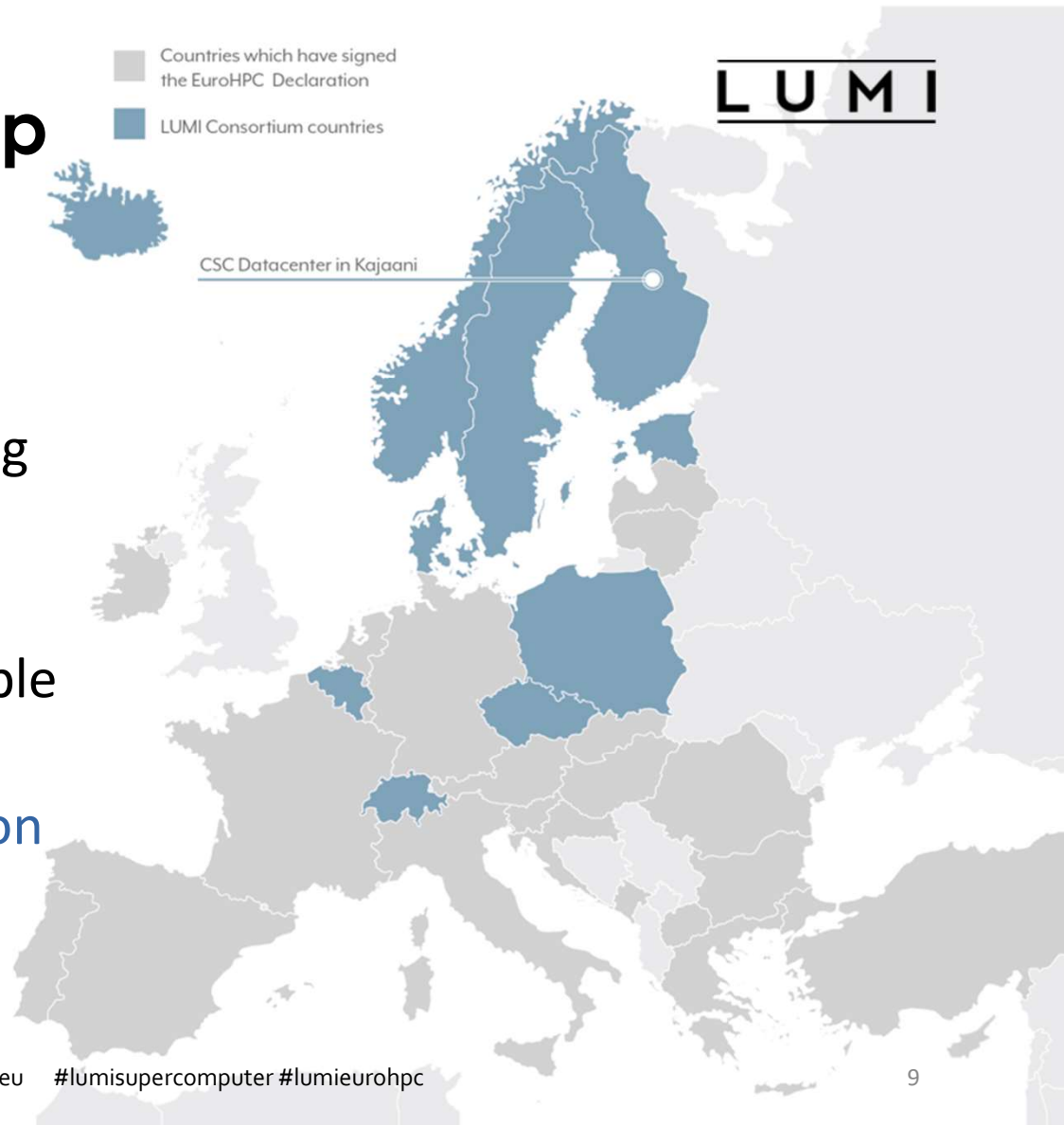
What **can** LUST help you with?

- 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



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

- Installing software for you
- Project management (increasing compute/storage quotas)
- Introduction to HPC
- Complex/time consuming troubleshooting of your own code
- Providing advice with application specific/scientific problems
- Optimize the code for you

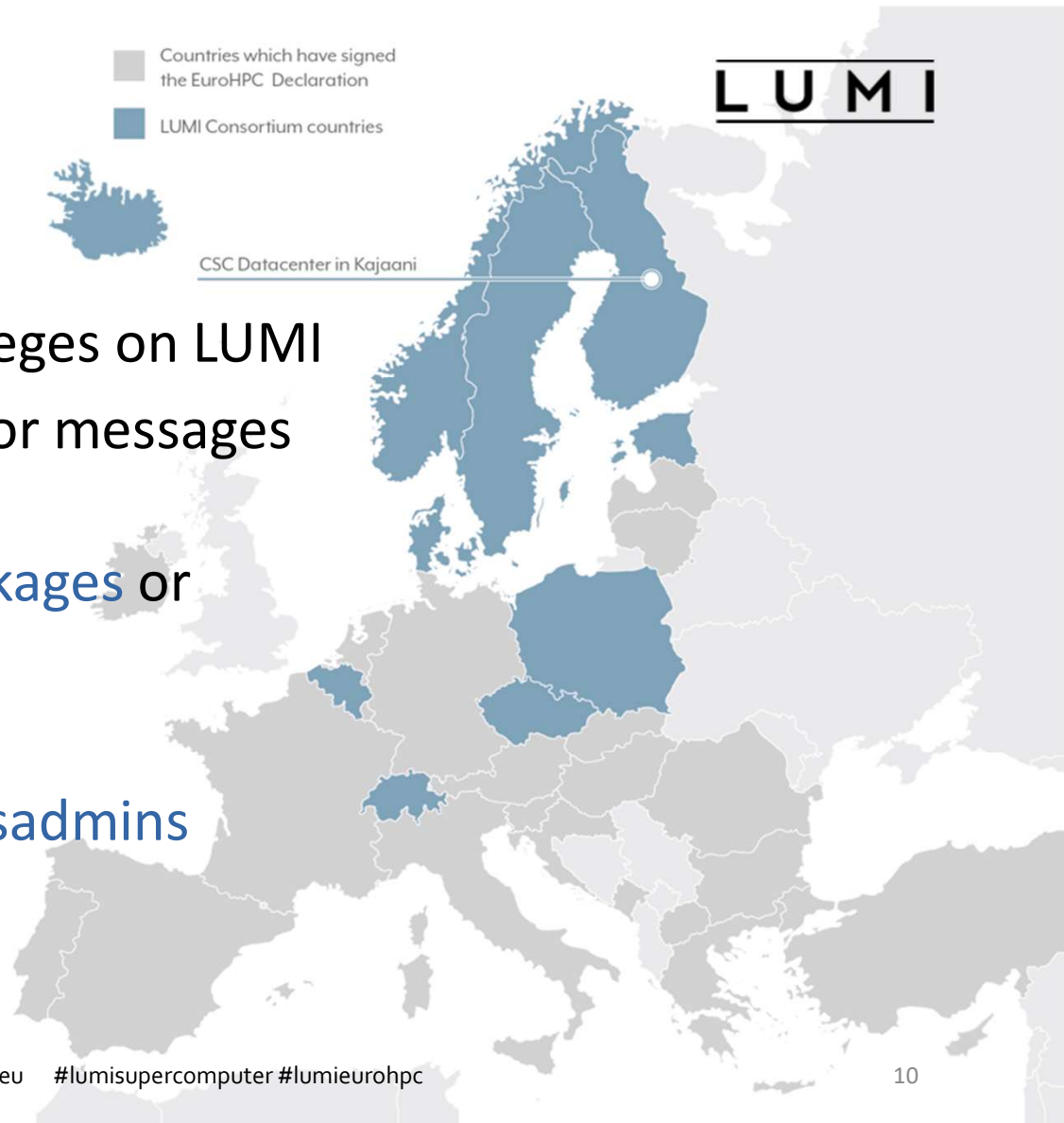


LUST restrictions in LUMI

LUST doesn't have elevated privileges on LUMI

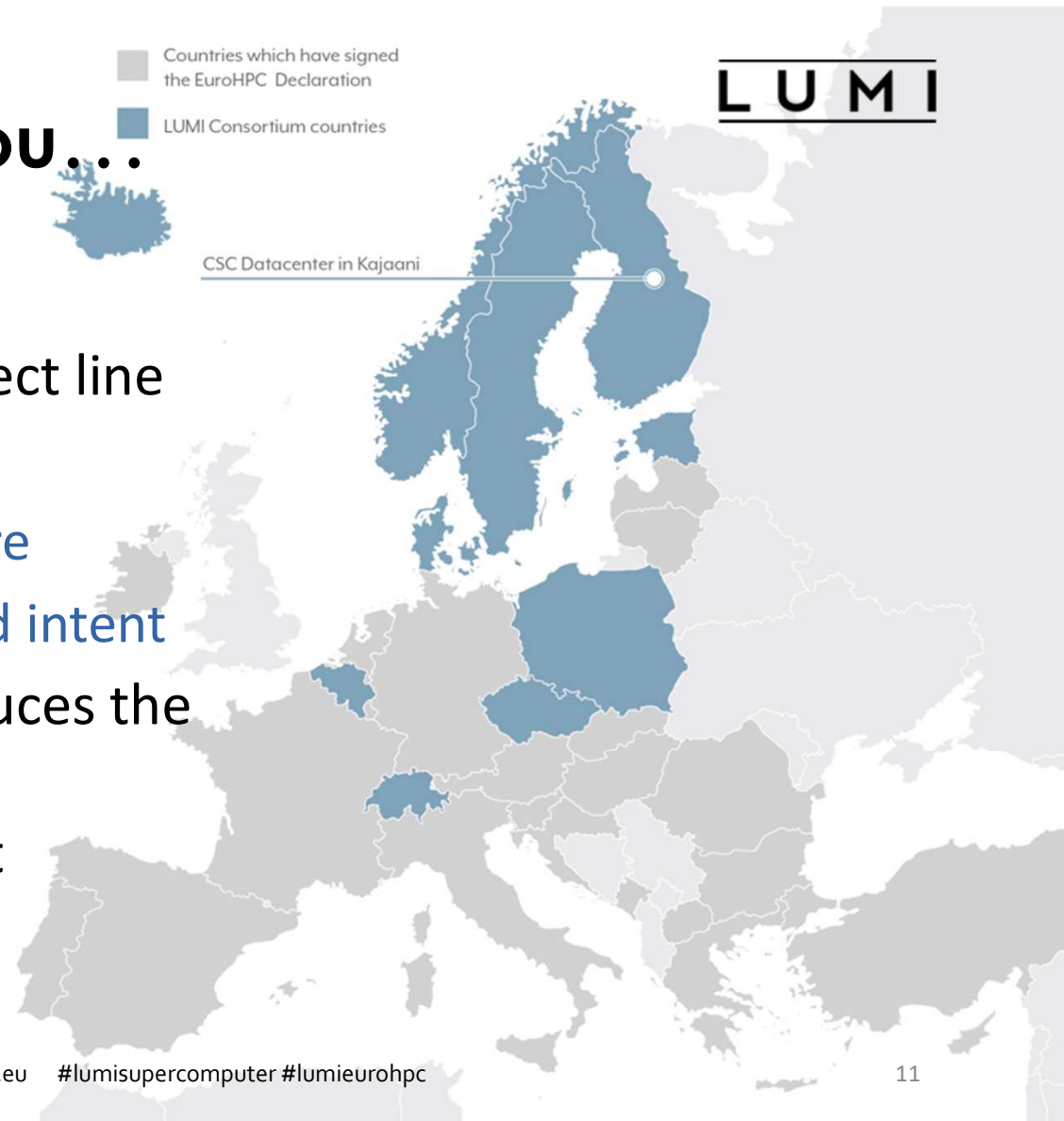
- Can't **access files** → send us error messages and jobscripts
- Can't **install/modify system packages** or settings
- Can't extend **walltime** of jobs

BUT we are in **close contact to sysadmins**



Faster to resolution if you...

- 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



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www.lumi-supercomputer.eu

contact@lumi-supercomputer.eu



EuroHPC
Joint Undertaking



The acquisition and operation of the EuroHPC supercomputer is funded jointly by the EuroHPC Joint Undertaking, through the European Union's Connecting Europe Facility and the Horizon 2020 research and innovation programme, as well as the of Participating States FI, BE, CH, CZ, DK, EE, IS, NO, PL, SE.

Leverage from
the EU
2014–2020



European Union
European Regional
Development Fund

