

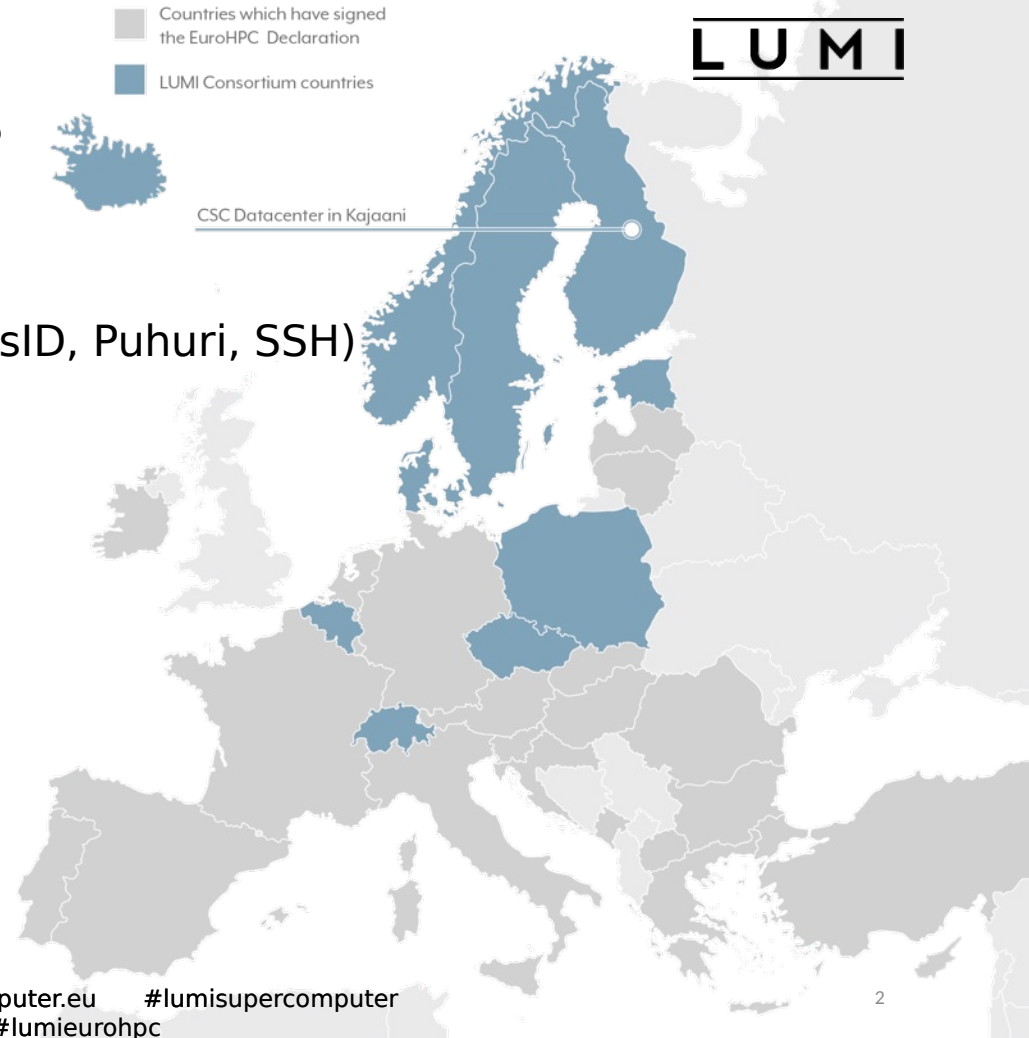
LUMI



Frequent Support Questions on LUMI-C

Support Questions

- Accounts and accounting – 41%
 - Getting account (myaccessID, Puhuri, SSH)
 - Spending corehours
- Software stack – 18%
 - SW, modules & policies
- SLURM and environment – 16%
- Compiling – 14%
- Running – 11%



Support Questions - Accounts

- Countries which have signed the EuroHPC Declaration
- LUMI Consortium countries

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CSC Datacenter in Kajaani

1. https://puhuri.neic.no/user_guides/myaccessid_registration/
2. <https://docs.lumi-supercomputer.eu/firststeps/getstarted/>
3. <https://mms.myaccessid.org/fed-apps/profile/>

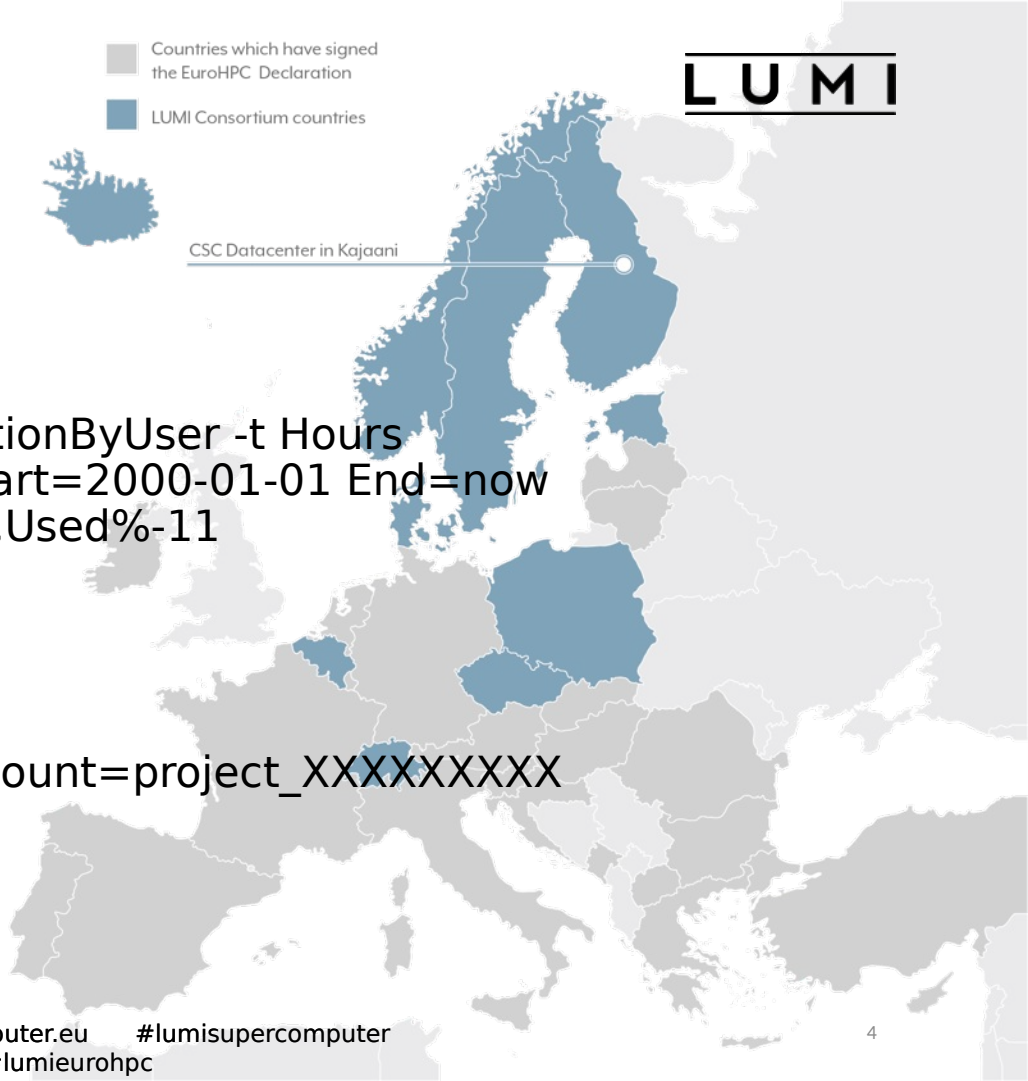
- send full output of:

```
$ ssh -vvv -i ~/.ssh/_your_LUMI_key_ username@lumi.csc.fi
```

Support Questions - Accounting

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- Core-hours / thread-hours
Keep an eye on your usage:
`$ sreport cluster AccountUtilizationByUser -t Hours
Account=project_XXXXXXXXX Start=2000-01-01 End=now
format=Account%-22,Login%-12,Used%-11`

- **\$ man sreport**

- And updates in your project
`$ sacctmgr show Transaction Account=project_XXXXXXXXX
format=Time,Action,Info%-150`

\$ man sacctmgr

Support Questions - Remember

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LUMI User Support Team performs and facilitates support for users with working knowledge of tier2 or tier3 supercomputing systems

- Put effort into writing support ticket
 - Check MOTD
 - Read man page + LUMI docs
 - Precise Subject line
 - Include replication steps if possible (if not, occurrence pattern and environment description)
 - DETAILS++!
- Steps + observation + expectation

- Countries which have signed the EuroHPC Declaration
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Helpful hints

- Reminder: When creating a new ticket, be **descriptive** and **paste text of CLI steps taken** that resulted in an error
- Do NOT send screenshots of text from a terminal window – only cut-and-paste TEXT
- When you suspect SLURM usage might be a culprit, always attach the job file and SLURM output file
- Remember: Always start new tickets for new questions that potentially have a different culprit.
- To transfer large files to us, create a .zip with a passphrase and leave it in /tmp with full read permissions, include passphrase in support request

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Resources

Useful links

- User support
<https://www.lumi-supercomputer.eu/user-support/>
- LUMI documentation
<https://docs.lumi-supercomputer.eu/>
- Events and training
<https://www.lumi-supercomputer.eu/events/>