

User Assistance and Outreach



Presented by: Ashley Barker, Group
Leader User Assistance and
Outreach



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 S. Ahern[#] B. Mintz⁷
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 J. Daniel G. Ostrouchov⁵
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 J. Gergel⁵ R. Sisneros⁷
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User Assistance And Outreach
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 S. Mowery

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 C. Fuson L. Rael
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 B. Gajus⁵ D. Rose
 M. Griffith A. Simpson
 S. Hempfling J. Smith¹
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 J. Brown⁶ M. McNamara⁴
 M. Disney J. Miller⁶
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 S. Koch S. White
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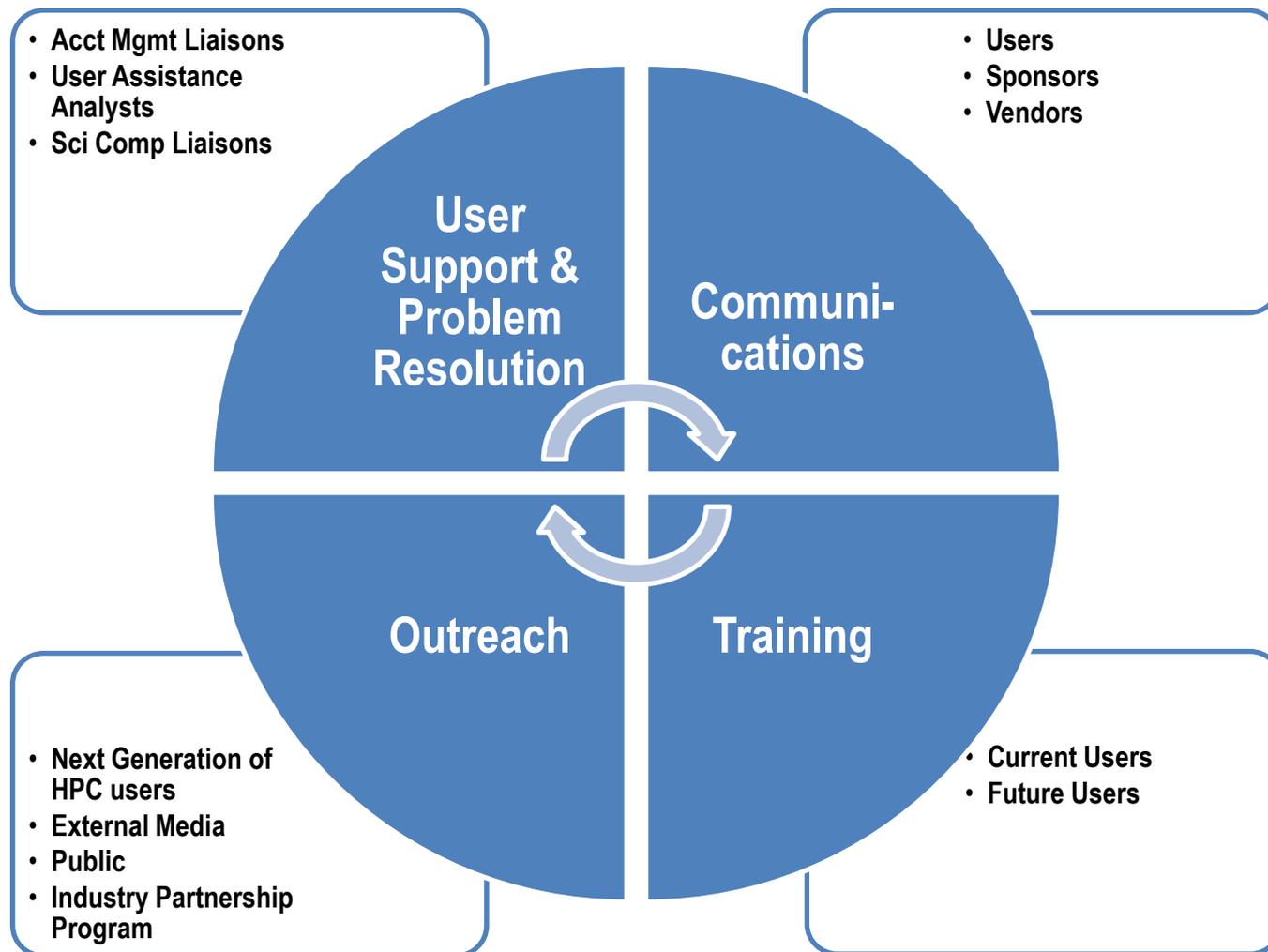
Technology Integration
 G. Shipman
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 T. Barron B. Settlemeyer⁵
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 D. Fuller J. Simmons
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Description of Overall Support to the User Base

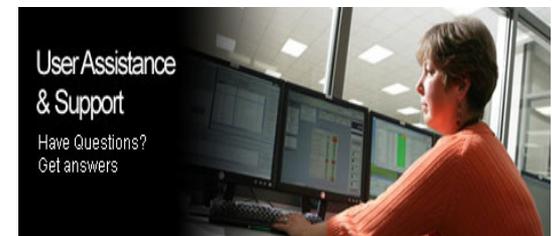


Pillar 1: User Support and Problem Resolution



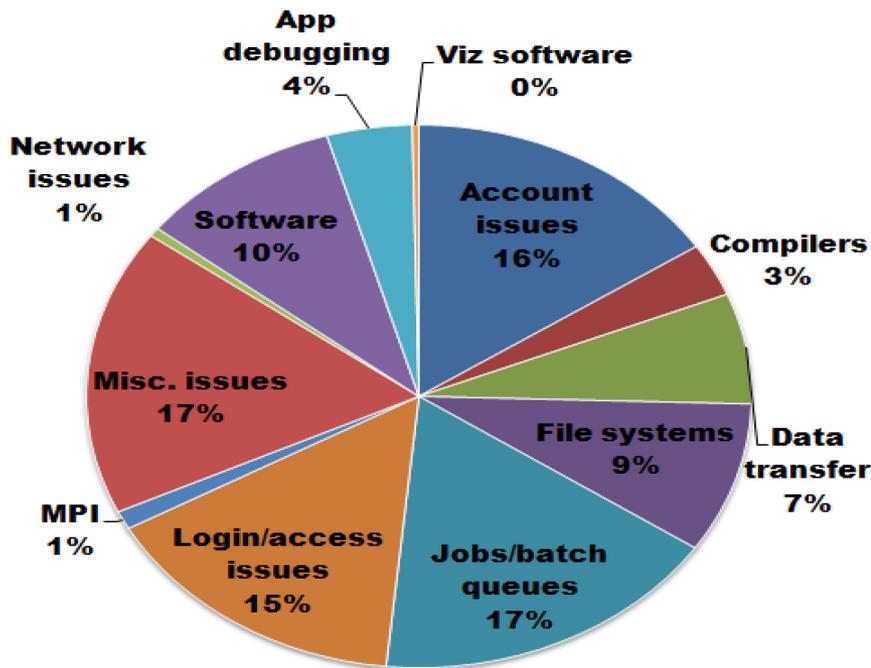
- Help users access OLCF resources
 - ~850 users
 - ~200 projects
- Help users compile and debug large science and engineering applications
- Identify and resolve system-level bugs in conjunction with other technical staff and vendors
- Install third-party applications and provide documentation for usage
- Engage center staff to ensure users have up-to-date information
- Research, develop, and maintain support materials for users
- Communicate with users
- User advocates
- Develop and deliver training

“The Survey Says”
The User Support team exceeded both the user support (4.1) and problem resolution (4.2) metrics in 2011.



1.3 Problem Resolution

	2011 Target	2011 Actual
% of Problems Addressed w/in 3 Working Days	80%	89.8%



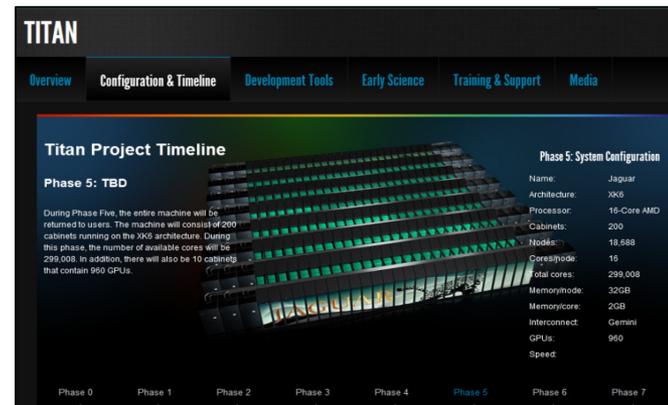
**CY 2011
(2,460 New Inquiries)**

- Tickets are tracked using the Request Tracker (RT) and users may submit tickets via email, the online request form, or by phone
- Problems with jobs/batch queues was the #1 reported problem in 2011
- “Addressing a problem” means that all necessary corrective actions for the reported problem have been identified and carried out. On occasion, User Assistance gets problem reports in which our ability to resolve the root cause of the issue is limited due to factors beyond our control. In this scenario, User Assistance has identified and carried out all corrective actions at their disposal for the given situation including, providing a workaround to the user if possible.

User Support Accomplishments in 2011

In addition to responding to user queries for assistance:

- Developed new materials for Titan website including a FAQ, tutorials, and a timeline (5,346 hits since Nov debut)
- Organized and delivered new Titan training events (248 people collectively attended the events)
- Developed a “Welcome Packet” for new users
- Developed a Jaguar user guide and started work on a Titan user guide
- Responded to several suggestions from the previous survey for improvements to the website, documentation, and dashboard
- Created new mobile phone apps for users that displays the status of the machines
- Developed “opt-in” notice lists that provide automated notices about the status of OLCF systems



Pillar 2: Communications



Multiple channels for communicating with users including:

- Weekly email message
- Welcome packet
- General email announcements
- Opt-In email notification lists
- Message of the day (MOTD)
- OLCF websites
- Phone apps
- Conference calls
- OLCF User Council
- One on one interactions through liaisons and analysts
- Social networking vehicles



OLCF
OAK RIDGE LEADERSHIP COMPUTING FACILITY

Welcome to the Oak Ridge Leadership Computing Facility (OLCF). We look forward to working with you during the course of your project. Please take a moment to familiarize yourself with some of the resources available to you and your project members.

OLCF User Assistance Center
The OLCF User Assistance Center (UAC) is available to provide account and technical support Monday through Friday, 9am to 5pm ET, via email at help@olcf.ornl.gov or phone at (865)241-6536.

Getting Started
The Center has compiled a list of knowledge base articles users might find helpful when getting started. Please visit <http://www.olcf.ornl.gov/support/getting-started/> to review these articles.

OLCF Website
The OLCF website, <http://olcf.ornl.gov>, is where you can find information about the systems, support information including a getting started guide and knowledge base containing answers to common questions, science highlights, a list of upcoming training events, and much more.

Project Usage Website
You may view your usage and allocation information for your project at <http://users.mcs.gov>.

Weekly Announcements
Each week, typically on Friday mornings, an email announcing the next week's scheduled outages is sent to all users. This message also includes meeting announcements and other items of interest to all OLCF users.

System Status
The OLCF provides several mechanisms for you to view the statuses of our various systems including system email lists, mobile applications, and a system status website. For more information, please visit http://www.olcf.ornl.gov/tb_articles/system-availability/.

Events Website
The OLCF conducts several training events each year. In addition, the Center also hosts quarterly user conference calls. These events are publicized in the weekly announcement emails and posted to the OLCF website at <http://www.olcf.ornl.gov/event/>.

User Survey
The OLCF conducts an annual survey of all users to solicit feedback on the quality of our customer service and computational resources. Please help us by taking a few minutes to respond to the survey when requested. Previous survey results can be found at <http://www.olcf.ornl.gov/media-center/center-reports/>.

User quick reference
Website: www.olcf.ornl.gov
Helpdesk: (865)241-6536
help@olcf.ornl.gov

“The Survey Says”

- Communications received an overall rating of 4.1 by respondents to the OLCF User Survey.
- Respondents indicated that the weekly email message is the most useful form of communications.
- On average, survey respondents indicated they find all forms of communication useful.

Pillar 3: Training



- The OLCF hosts several training events throughout the year including BOFs, workshops, user teleconferences, an annual user meeting, and seminars
- The OLCF conducted 13 workshops in 2011 (notable events listed in table below)
- ~703 people participated in the OLCF training activities
- The OLCF began webcasting workshops in 2011
- The OLCF conducts surveys after each event

Event Description	# of Participants
OLCF Spring Training	80
Lustre User Group Meeting	163
Vampir Training Class	25
Visualization with VisIt 2011	44
Introduction to OLCF-3 Webinar	74
PGI Workshop	28
Introduction to Titan Webinar	66
Titan Summit	63
CAPS Training	15

“The Survey Says”

- Training received an overall rating of 4.2 by respondents to the OLCF User Survey.
- 93% of users indicated they would be likely to attend a future training event based on their past experiences.



Pillar 4: Outreach



Work to engage new and next-generation users and showcase OLCF research through strategic communication activities including:

Seminars

- INCITE webinar

OLCF Websites

Workshops and Educational Events

- Introduction to Supercomputing
- HPC Fundamentals
- Morehouse College Supercomputing Course
- ARC Program

Tours

- 782 documented tours conducted in 2011

“The Survey Says”

- The OLCF websites received an overall rating of 4.1 by respondents to the OLCF User Survey
- 37% indicate they visit the OLCF website at least once a week.

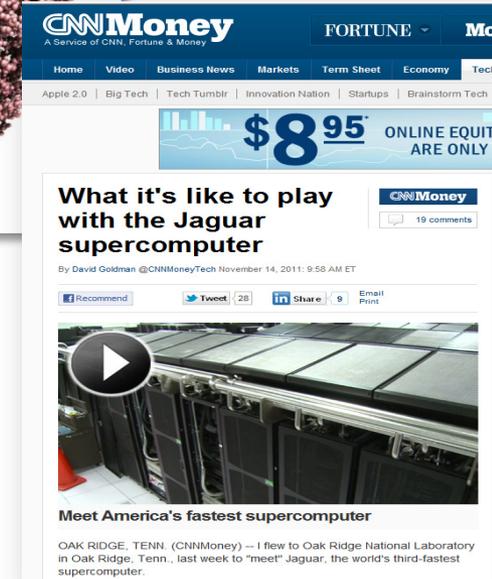
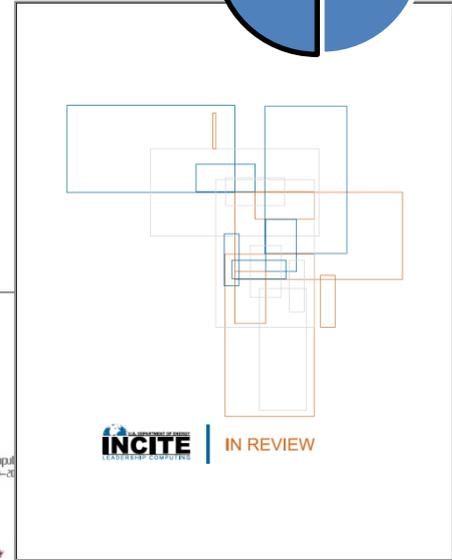
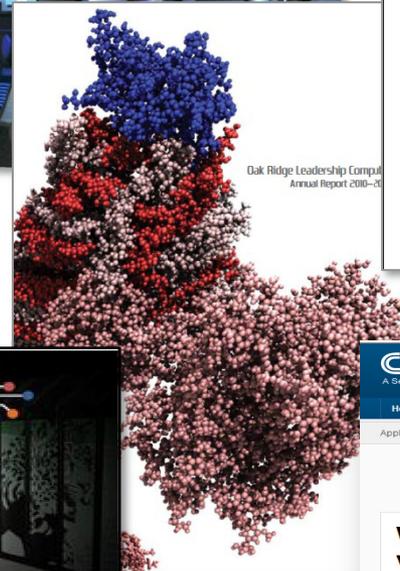
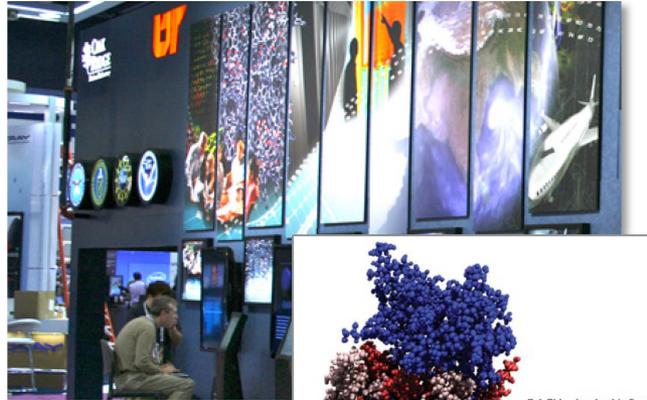


Pillar 4: Outreach Continued



Outreach team works to highlight the research of OLCF users through several mediums including:

- Science highlights
- DOE snapshots
- Fact sheets
- External media and trade publications
- Reports
 - INCITE Retrospective
 - Annual Report
- Videos
 - Researcher success stories
 - YouTube
 - Titan video
- Conferences
- Social Media



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OLCF User Support Initiatives



OLCF User Assistance & Outreach Group



U.S. DEPARTMENT OF
ENERGY



OAK RIDGE NATIONAL LABORATORY

MANAGED BY UT-BATTELLE FOR THE DEPARTMENT OF ENERGY

Overview of User Support Initiatives

- Results of 2011 User Survey
- OLCF User Support web resources including user guide and knowledgebase
- Checking allocation and usage
- Communications
- Checking lustre usage
- Requesting 3rd party software

OLCF User Survey



Bill Renaud

**OLCF User Assistance &
Outreach Group**



2011 OLCF User Survey

- Conducted from 21 Oct – 16 Dec 2011
- Managed via ORISE for the fifth consecutive year
 - ORISE handles initial analysis
 - OLCF receives survey responses, but they aren't tied to a particular user
 - Users asked if it's OK for ORISE to provide their name to OLCF
 - Web-based; could be handled manually if necessary
- Queried user satisfaction on multiple issues, including hardware, support staff, and policies.

2011 OLCF User Survey

- An overview (including detailed ratings) is available on the OLCF website (URL to come later)
- Today will be a different approach from my previous survey presentations
 - Fewer specific numbers (they're on the website)
 - More of a focus on comments/suggestions and things we've done that address them

Highlights

- 252 users completed the survey (31%)
 - Slightly lower rate than previous years
- Good mix of new users and those that have used OLCF previously
 - Similar numbers for >2 years, 1-2 years, and <1 year.
- Mostly INCITE users, but some users from ALCC and Director's Discretion projects as well
- Ratings of main HPC systems and staff support exceeded the target of 3.5/5.0

Highlights

- Users reported an overall favorable rating of OLCF (4.16/5)
- Users reported satisfaction with both hardware and center staff

“OLCF is run very professionally. All of the people I have interacted with have been very helpful and knowledgeable.”

“I'm most impressed by the OLCF's ability to deliver timely access to very large processor counts on JaguarPF.”

“The overall performance and reliability are the best that I have ever encountered with large-scale computing. The resulting calculations that we have been able to complete on Jaguar would not have been possible anywhere else.”

Problem Resolution Metrics

Question	Rating
Speed of Initial Response to Queries	4.3
Speed of Final Resolution to Queries	4.2
Effectiveness of Problem Resolution	4.2
Response to Special Requests	4.2
Speed of Response to Account Mgmt Queries	4.0
Effectiveness of Response to Account Mgmt Queries	4.2
Average of Problem Resolution Ratings	4.2

System Rating-Cray XT5

- Ratings ranged from 3.53-4.11
- Highest ratings were related directly to the system
 - System performance
 - Scratch disk
- Lowest ratings related to availability
 - Survey came as major upgrade (and associated outage) were beginning
 - New system/new interconnect (Gemini) should minimize downtimes!

Common Concerns

- Length of time for project setup
 - Driven by internal and external requirements
 - We're working to improve this process
- Queuing policies/difficulty of running smaller jobs
 - Some of this is driven by our mission as a Leadership Facility
 - We're working on some possible solutions
- Frequency of outages
 - With the Gemini interconnect, we should see fewer XK6 outages

Other Concerns

- Some frustration expressed on availability of certain tools, such as debuggers, on our smaller clusters
 - DDT license has been expanded to all of our current systems
- *“Need more ram per core”*
 - For jaguarpf and lens...DONE!
 - XK6 has a ratio of 2GB/core (previously 1.2 GB/core)
 - lens now has “high mem” nodes
- *“More disk space in home directory”*
 - Increased quotas are available
 - HPSS, project directories, etc. can provide alternate locations in some situations

Other Concerns

- More notifications than the weekly update; Suggestion of a known issues/bugs page
 - Available via the opt-in email
 - Available on the website
 - System status page
 - Known issues page (new)
 - Keep in mind that some items may simply indicate *that* the system was down, not *why*
 - Automated messages may not be able to tell the true reason a system was down
 - Manual messages can provide this information, but may be delayed pending a more complete investigation

Training

- Mix of satisfaction with current training and desire for more advanced topics
- Travel time & budget concerns are roadblocks to some users attending
 - Most training now accessible via webcast
 - When possible, slides uploaded to website
 - Working to archive webcasts for later viewing
 - Good as a reference
 - Good for users in very different timezones (i.e. outside the US)
- Some prefer face-to-face training, but many prefer simple documentation and/or online/web-based training

Training

- We understand the need for a variety of training materials and a variety of formats
 - Meet needs of new vs. seasoned users
 - Variety of formats helps those that can't travel
- OLCF has established a training team
 - Work towards more/better training information on the website
 - Work to better capture and archive workshop data

Communications with Users

- Users report they know about and appreciate our various methods of communication
 - Weekly Update
 - Opt-in Email Lists
 - MOTD
- Some interest in making various bits of information available via mobile phone apps was expressed
- Users like the website but did suggest improvements
 - Expressed confusion in dealing with multiple sites
 - Information is hard to find
 - We're working to correct this

Survey Follow-Up

- We do actually review comments in the survey
- Some comments do lead to revised policies/changing the way we do business, etc
- Others give us the opportunity to explain *why* things are set up a certain way (i.e. scheduling policy)
 - Responses will be posted to the survey overview site later this year
 - Take a look at the 2010 results to see some of the responses there (URL is similar to the one on the next slide, but use “2010” instead of “2011”)

Additional Information

- Want full details?

<http://www.olcf.ornl.gov/media-center/center-reports/2011-outreach-survey/>

-or-

Visit www.olcf.ornl.gov & search for “2011 survey”. It’s the first link.

- User Assistance Center

- help@nccs.gov

- (865) 241-6536

- 9AM-5PM M-F exclusive of ORNL holidays

Summary

- The survey is one of the few tools we have to gain insight from many users on many topics
- We realize it may come at an inconvenient time, but we appreciate the feedback
 - Please don't be shy...we want to know your opinions so we can better serve you
- Thanks for your feedback!

OLCF Website for User Support



Adam Carlyle

OLCF User Assistance &
Outreach Group



Jaguar User Guide

- New and improved user guide at:

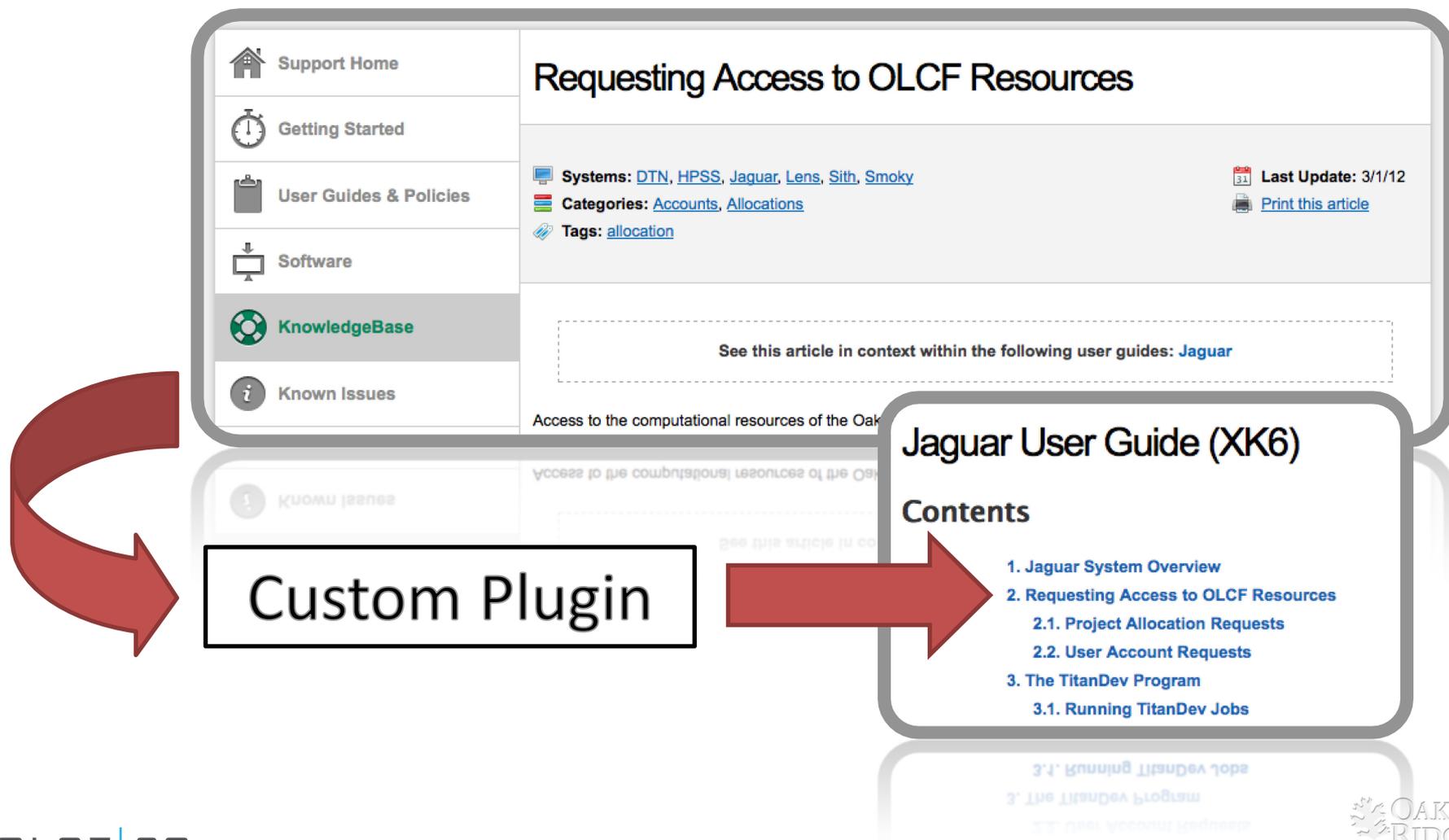
www.olcf.ornl.gov/support/user-guides-policies/jaguar-xk6-user-guide/



The screenshot shows the OLCF website header with the logo "20 Years of Excellence in Computational Science OLCF OAK RIDGE LEADERSHIP COMPUTING FACILITY". A search bar contains "Search OLCF.ORNL.GOV". The navigation menu includes: HOME, ABOUT OLCF, LEADERSHIP SCIENCE, COMPUTING RESOURCES, CENTER PROJECTS, MEDIA CENTER, SUPPORT, and TITAN. Below the menu, there are status boxes for "jaguarpf" (Since 4/16/12 08:00 am), "hpss" (Since 4/14/12 06:10 pm), "lens" (Since 3/31/12 09:40 pm), and "smoky" (Since 2/29/12 09:35 am). The main content area is titled "Jaguar User Guide (XK6) Contents" and lists: 1. Jaguar System Overview, 2. Requesting Access to OLCF Resources (with sub-items 2.1. Project Allocation Requests and 2.2. User Account Requests), and 3. The Titan Bay Request. A left sidebar contains links: Support Home, Getting Started, User Guides & Policies (highlighted with a red arrow), and Software.

Jaguar User Guide

- Same content in user guide and knowledge base



“Article In Context” Link

- Site identifies articles that are included in guide(s)

Running TitanDev Jobs

 **Systems:** [Jaguar](#)

 **Categories:** [Running Jobs](#)

 **Tags:** [titan](#), [TitanDev](#)

 **Last Update:** 4/5/12

 [Print this article](#)

See this article in context within the following user guides: [Jaguar](#)

TitanDev Partition Specifications

The TitanDev-associated compute partition consists of (960) [Cray XK6](#) nodes. Each node contains a single AMD Opteron Interlagos-based 16-core CPU coupled with (32) gigabytes of DDR3 memory. Attached to the CPU through a PCIe 2.0 bus is the NVIDIA Tesla x2090 accelerator with access to (6) gigabytes of on-device GDDR5 memory.

Note: The NVIDIA Tesla x2090 is used in place of NVIDIA's next generation offerings which will be

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Knowledge Base Articles

- Content updated and revised
- New styles highlight most important content.

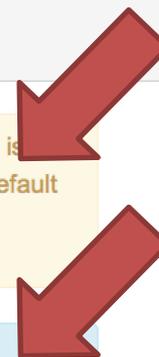
TitanDev Partition Use

To request a job be placed on the TitanDev partition the PBS feature=gpu option must be used. The following example would request (10) XK6 nodes for (2) hours.

```
#!/bin/bash
#PBS -A ABC123
#PBS -l size = 160
#PBS -l walltime = 02:00:00
#PBS -l gres=widow2
#PBS -l feature=gpu
cd /lustre/widow2/scratch/$USER
aprun -n 160 a.out
```

Warning: The Cray compiler wrappers (cc, CC, ftn) will enable dynamic linking if the Cuda module is loaded at compile time. Therefore, if your compile-time module environment differs from the login default module environment, you must recreate your compile-time module environment in the batch or interactive job before execution of the dynamically-linked executable.

Note: The convenience function showqgpu is available to query the state of the TitanDev partition.



TitanDev

- Open for all users – just fill out the request form

Signing Up For TitanDev

TitanDev is open to all active Jaguar users on an opt-in request basis. To be granted access into the TitanDev program, users must simply:

- Fill out and submit the [TitanDev Request Form](#)
- Agree to provide monthly feedback about TitanDev successes and difficulties. The OLCF will use these reports to improve machine usability.

Users can expect to be granted access to the TitanDev program within (3) business days of request submission.

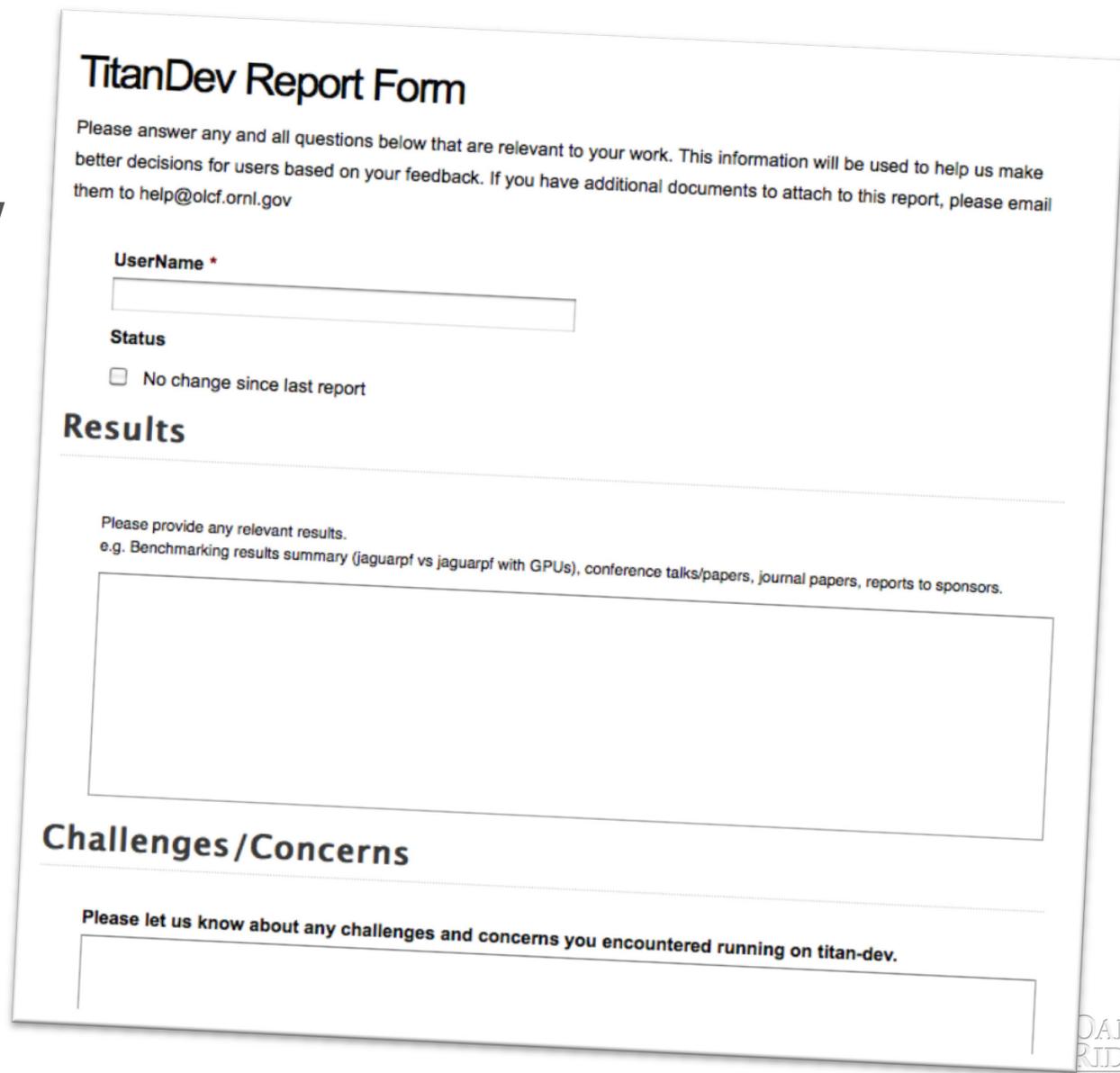
TitanDev Reporting

Users will be reminded of their monthly TitanDev reporting requirement via email, and directed to the [TitanDev Report Form](#) to complete and submit their report.



TitanDev Reporting Form

- Simple-to-use web form for TitanDev monthly report
- Email reminder will arrive mid-May.



TitanDev Report Form

Please answer any and all questions below that are relevant to your work. This information will be used to help us make better decisions for users based on your feedback. If you have additional documents to attach to this report, please email them to help@olcf.ornl.gov

UserName *

Status

No change since last report

Results

Please provide any relevant results.
e.g. Benchmarking results summary (jaguarpf vs jaguarpf with GPUs), conference talks/papers, journal papers, reports to sponsors.

Challenges /Concerns

Please let us know about any challenges and concerns you encountered running on titan-dev.

OLCF | 20

OLCF
RIDGE
National Laboratory

Checking Allocation and Usage Information



Chris Fuson

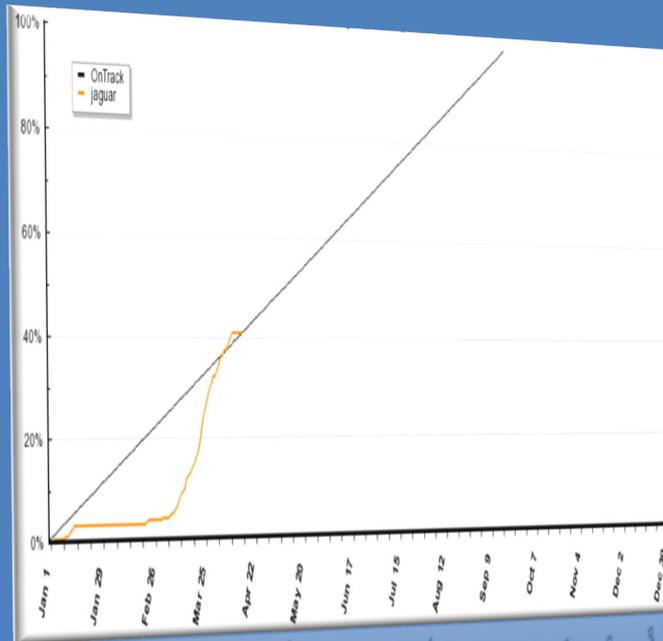
OLCF User Assistance & Outreach Group



Two Ways to View Utilization

Graphical

<https://users.nccs.gov>



Command Line

> showusage

Can be executed from any OLCF system:

- | | |
|----------|---------|
| • jaguar | • dtn01 |
| • home | • dtn02 |
| • lens | • frost |

showusage

Without arguments the utility returns usage for each project and subproject on which the user has an account.

```
> showusage
```

```
jaguar usage in CPU hours:
```

Project	Allocation	Project Totals		<i>userid</i>
		Usage	Remaining	Usage
PRJ001	600001	26255.27	573745.73	155.96
PRJ001sub	500000	0.00	500000.00	0.00

```
>
```

showusage

Usage:

showusage [-h] [-help]

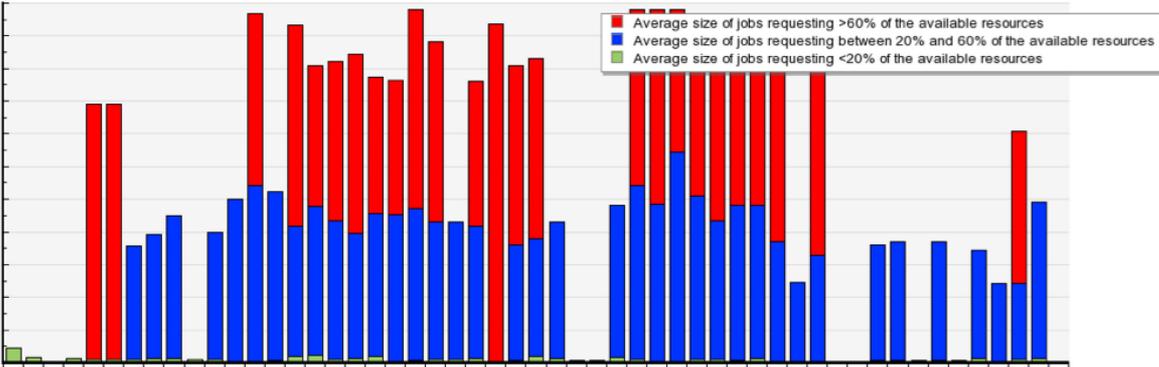
showusage [-s <system>] [-p <projectid>] [-f]

Options:

- | | |
|----------------|-------------------------------------|
| -h, -help | showusage options |
| -s <system> | display usage for specified system |
| -p <projectid> | display usage for specified project |
| -f | list usage for all project members |

Users Web Site

- users.nccs.gov
- Updated daily
- Access to the site is limited to current OLCF users with a valid SecurID fob
- Provides the following information by Project, Subproject, and System:



	Alloc Usage	Remaining Allocation	Usage by User	Usage by Job Size	User Usage by Job Size	Batch Priority	Enabled Users
Monthly	✓	✓	✓	✓	✓		
YTD	✓	✓	✓	✓	✓	✓	✓

Users Web Site

Batch priority page. Displays the batch priority in days for the project and each of the project's subproject(s).

The screenshot shows the NCCS.GOV website interface. At the top left is the NCCS.GOV logo with the text 'NATIONAL CENTER FOR COMPUTATIONAL SCIENCES'. At the top right is a search bar with 'Support | Contact Us' and a 'Search' button. Below the header is a breadcrumb trail: 'Home You are here: start » stf006 » usage » cy12 » jaguar » total » batch-priority-table'. On the right side of the breadcrumb trail, it says 'Welcome cfuson | Logout'.

NCCS STF006 Metrics

STF006
Batch Priority
jaguar
January 01, 2012 - April 10, 2012

jaguarpf	
Subproject ID	Batch Priority
stf006	1
stf006acpt	-365
stf006bf	0

On the left side of the page, there is a vertical menu with buttons for 'CY07', 'CY08', 'CY09', 'CY10', 'CY11', and 'CY12'. Below these are links for 'frost', 'jaguar', 'Total', 'Monthly Usage Table', and 'Per User Monthly Usage Table'.

Updated Users Web Site in Progress

Site is currently being updated to improve and provide additional functionality

USERS.OLCF.GOV
Hello **cfuson** | [Log Out](#) | [Help](#)

Dashboard Allocation Utilization Special Request Forms System Status

ALLOCATION UTILIZATION

Reports related to batch job usage.

Allocation Usage • Jaguar • stf006
 2012/01/01 - 2012/04/16

Menu

Calendar Year
2012 ▾

Project ID
STF006 ▾

System
Jaguar ▾

Allocation Usage

Usage by Job Size

Usage by User

Batch Priority

Project Members

SubProject Usage

YTD Totals	Allocation Period				Allocation	Leadership		
	Start	End	% Remaining		Usage	Usage	Target	
			Allocation	Year				
	2012/01/01	2012/12/31	71%	71%	60,000,001	17,103,513		
					Remain Alloc	42,896,488	71%	30%

Monthly
 Weekly
 User
 SubProject

Month	Usage	NumJobs	Cumulative	Allocation	Remaining Alloc	% Alloc Used
2012-01	12,997,166	571	12,997,166	60,000,001	47,002,835	21.66
2012-02	711,183	358	13,708,349	60,000,001	46,291,652	22.85
2012-03	2,643,112	505	16,351,462	60,000,001	43,648,539	27.25
2012-04	752,051	140	17,103,513	60,000,001	42,896,488	28.51

Allocation Utilization Section

- Still allows project members to see:
 - Allocation
 - Enabled Users
 - Batch Priority
 - Usage
 - job size, user, subproject
 - weekly, monthly, YTD
- Room to grow

Menu

Calendar Year

Project ID

System

Monthly
 Weekly
 User
 SubProject

Month	Usage	NumJobs	Cumulative	Allocation	Remaining Alloc	% Alloc Used
2012-01	12,997,166	571	12,997,166	60,000,001	47,002,835	21.66
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2012-03	2,643,112	505	16,351,462	60,000,001	43,648,539	27.25
2012-04	752,051	140	17,103,513	60,000,001	42,896,488	28.51

Upcoming Changes to Users Web Site

- Initial functionality
 - ✓ Dashboard (quick overviews of system status and usage)
 - ✓ Allocation Utilization (system usage reports)
 - ✓ Request Forms (access, quota increase, policy exceptions)
 - ✓ System Status (system up/down status, upcoming events)

Dashboard Allocation Utilization Special Request Forms System Status

- Future features
 - Current batch system views
 - Ability to change subproject allocation
 - Ability to view/change contact information
 - Shell change requests

Functionality Requests

- Please send requests, concerns, questions
 - help@olcf.ornl.gov

OLCF Communications



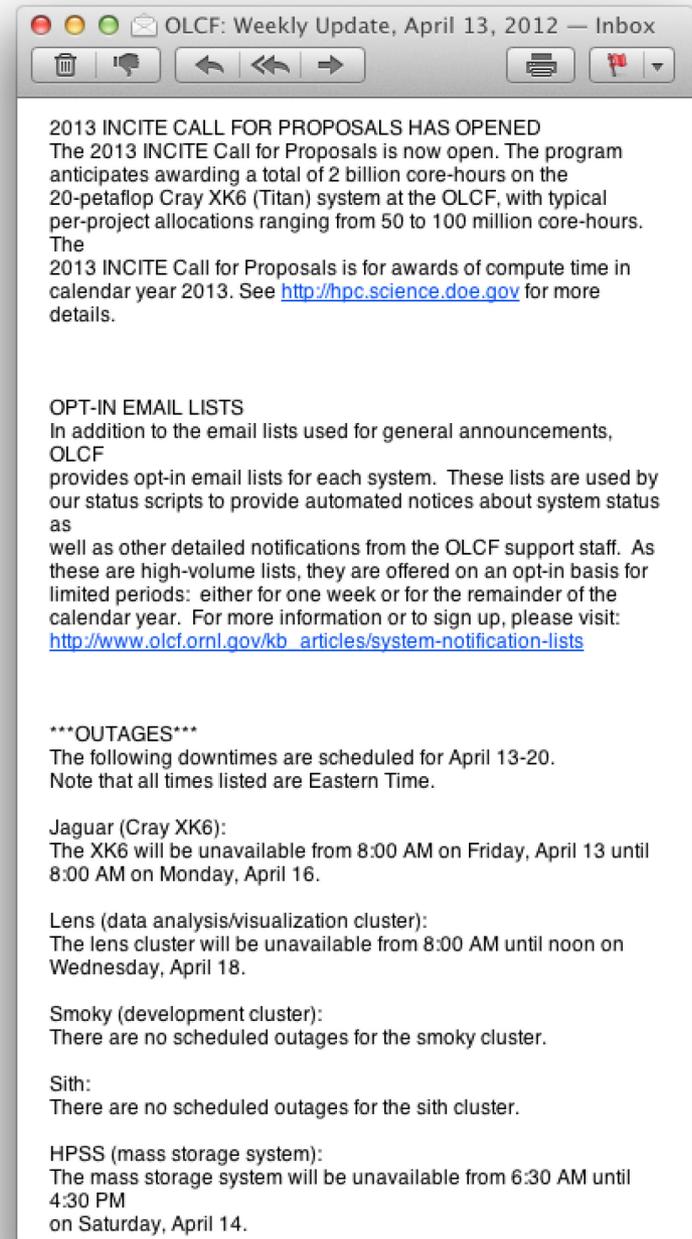
Adam Simpson

**OLCF User Assistance &
Outreach Group**



OLCF Weekly Updates

- Email Announcement every Friday
- List of scheduled system outages
- Important user information



OLCF: Weekly Update, April 13, 2012 — Inbox

2013 INCITE CALL FOR PROPOSALS HAS OPENED
The 2013 INCITE Call for Proposals is now open. The program anticipates awarding a total of 2 billion core-hours on the 20-petaflop Cray XK6 (Titan) system at the OLCF, with typical per-project allocations ranging from 50 to 100 million core-hours. The 2013 INCITE Call for Proposals is for awards of compute time in calendar year 2013. See <http://hpc.science.doe.gov> for more details.

OPT-IN EMAIL LISTS
In addition to the email lists used for general announcements, OLCF provides opt-in email lists for each system. These lists are used by our status scripts to provide automated notices about system status as well as other detailed notifications from the OLCF support staff. As these are high-volume lists, they are offered on an opt-in basis for limited periods: either for one week or for the remainder of the calendar year. For more information or to sign up, please visit: http://www.olcf.ornl.gov/kb_articles/system-notification-lists

*****OUTAGES*****
The following downtimes are scheduled for April 13-20. Note that all times listed are Eastern Time.

Jaguar (Cray XK6):
The XK6 will be unavailable from 8:00 AM on Friday, April 13 until 8:00 AM on Monday, April 16.

Lens (data analysis/visualization cluster):
The lens cluster will be unavailable from 8:00 AM until noon on Wednesday, April 18.

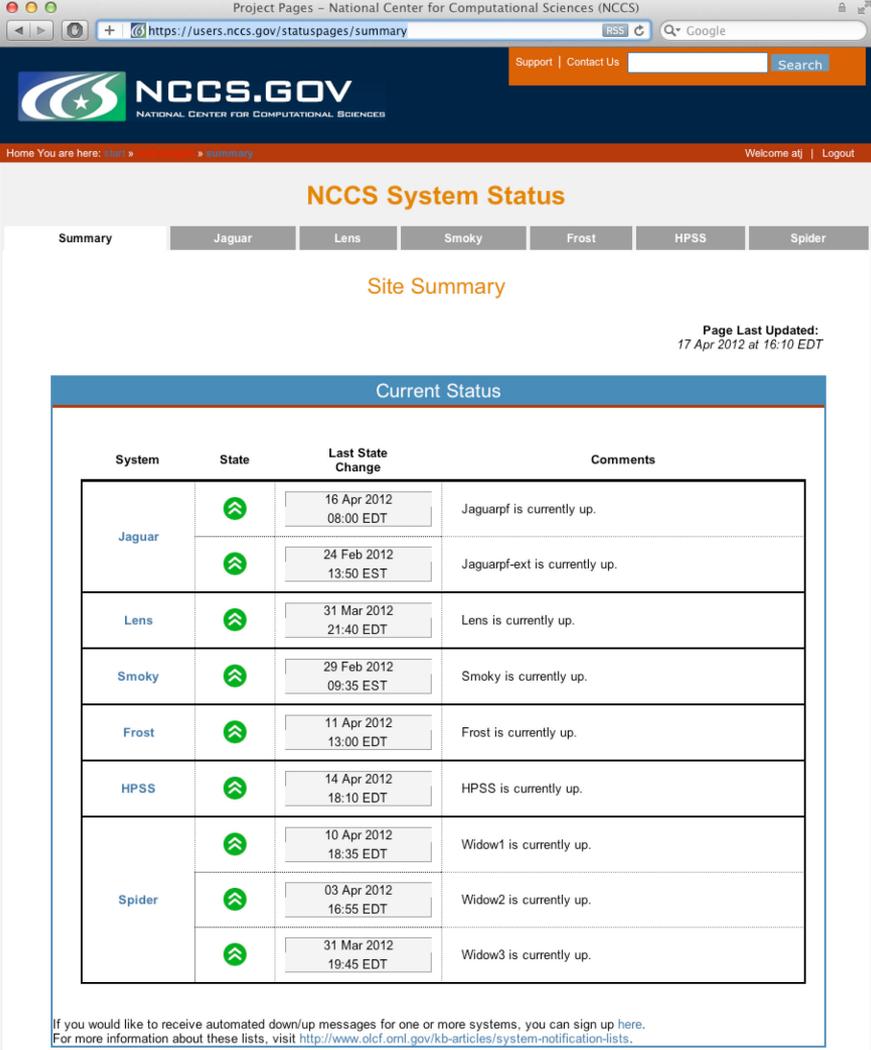
Smoky (development cluster):
There are no scheduled outages for the smoky cluster.

Sith:
There are no scheduled outages for the sith cluster.

HPSS (mass storage system):
The mass storage system will be unavailable from 6:30 AM until 4:30 PM on Saturday, April 14.

System Status Page

<https://users.nccs.gov/statuspages/summary>



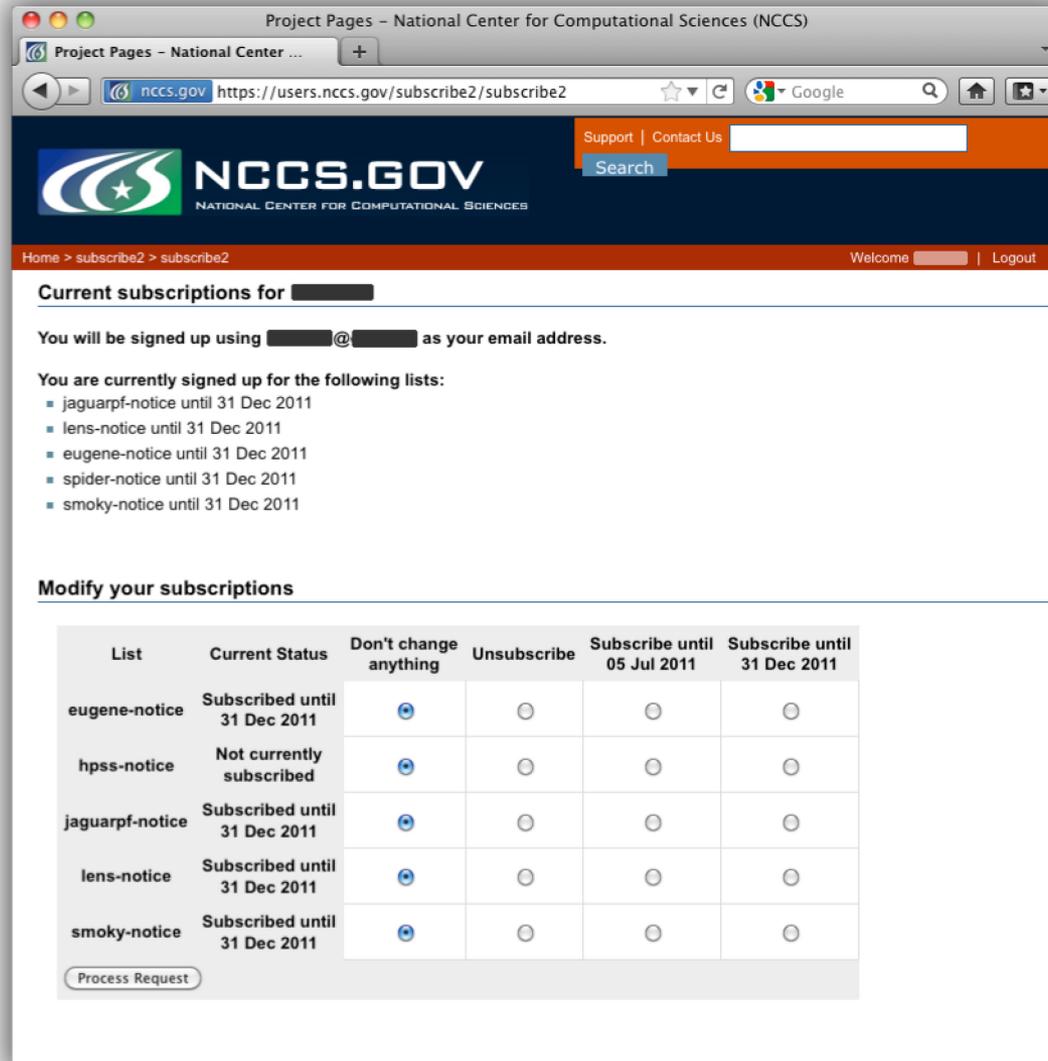
The screenshot shows a web browser window displaying the NCCS System Status page. The page title is "NCCS System Status" and the URL is "https://users.nccs.gov/statuspages/summary". The page features a navigation menu with tabs for "Summary", "Jaguar", "Lens", "Smoky", "Frost", "HPSS", and "Spider". The "Summary" tab is selected, and the page displays a "Site Summary" section. A "Page Last Updated" notice indicates the page was updated on 17 Apr 2012 at 16:10 EDT. Below this is a "Current Status" section containing a table with the following data:

System	State	Last State Change	Comments
Jaguar	🟢	16 Apr 2012 08:00 EDT	Jaguarpf is currently up.
	🟢	24 Feb 2012 13:50 EST	Jaguarpf-ext is currently up.
Lens	🟢	31 Mar 2012 21:40 EDT	Lens is currently up.
Smoky	🟢	29 Feb 2012 09:35 EST	Smoky is currently up.
Frost	🟢	11 Apr 2012 13:00 EDT	Frost is currently up.
HPSS	🟢	14 Apr 2012 18:10 EDT	HPSS is currently up.
Spider	🟢	10 Apr 2012 18:35 EDT	Widow1 is currently up.
	🟢	03 Apr 2012 16:55 EDT	Widow2 is currently up.
	🟢	31 Mar 2012 19:45 EDT	Widow3 is currently up.

At the bottom of the page, there is a note: "If you would like to receive automated down/up messages for one or more systems, you can sign up [here](#). For more information about these lists, visit <http://www.olcf.org/kb-articles/system-notification-lists>."

Email Lists

<http://users.nccs.gov/subscribe>



The screenshot shows a web browser window with the URL <https://users.nccs.gov/subscribe2/subscribe2>. The page header includes the NCCS.GOV logo and navigation links for Support, Contact Us, and Search. The main content area displays the user's current subscriptions and a table to modify them.

Current subscriptions for [redacted]

You will be signed up using [redacted]@[redacted] as your email address.

You are currently signed up for the following lists:

- jaguarpf-notice until 31 Dec 2011
- lens-notice until 31 Dec 2011
- eugene-notice until 31 Dec 2011
- spider-notice until 31 Dec 2011
- smoky-notice until 31 Dec 2011

Modify your subscriptions

List	Current Status	Don't change anything	Unsubscribe	Subscribe until 05 Jul 2011	Subscribe until 31 Dec 2011
eugene-notice	Subscribed until 31 Dec 2011	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
hpss-notice	Not currently subscribed	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
jaguarpf-notice	Subscribed until 31 Dec 2011	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
lens-notice	Subscribed until 31 Dec 2011	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
smoky-notice	Subscribed until 31 Dec 2011	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

@OLCFstatus

OLCF Status (@olcfstatus)
Oak Ridge, TN <http://olcf.ornl.gov>

25 TWEETS
0 FOLLOWING
5 FOLLOWERS

Stay in touch with OLCF Status
Join Twitter today

Full name
Email
Password
Sign up

Tweets

- OLCF Status** @olcfstatus
System status change (16 Apr @ 08:00 EDT): jaguarpf is up 5h
- OLCF Status** @olcfstatus
System status change (16 Apr @ 03:40 EDT): jaguarpf is down 9h
- OLCF Status** @olcfstatus
System status change (15 Apr @ 22:45 EDT): jaguarpf is up 14h
- OLCF Status** @olcfstatus
System status change (14 Apr @ 18:10 EDT): hpss is up 14 Apr
- OLCF Status** @olcfstatus
System status change (14 Apr @ 06:35 EDT): hpss is down 14 Apr
- OLCF Status** @olcfstatus
System status change (13 Apr @ 14:20 EDT): hpss is up 13 Apr
- OLCF Status** @olcfstatus
System status change (13 Apr @ 08:05 EDT): jaguarpf is down 13 Apr
- OLCF Status** @olcfstatus
System status change (13 Apr @ 07:05 EDT): hpss is down 13 Apr
- OLCF Status** @olcfstatus
System status change (11 Apr @ 13:00 EDT): frost is up 11 Apr
- OLCF Status** @olcfstatus
System status change (11 Apr @ 08:00 EDT): frost is down 11 Apr
- OLCF Status** @olcfstatus
System status change (10 Apr @ 18:35 EDT): widow1 is up 10 Apr
- OLCF Status** @olcfstatus
System status change (10 Apr @ 18:10 EDT): widow1 is down 10 Apr

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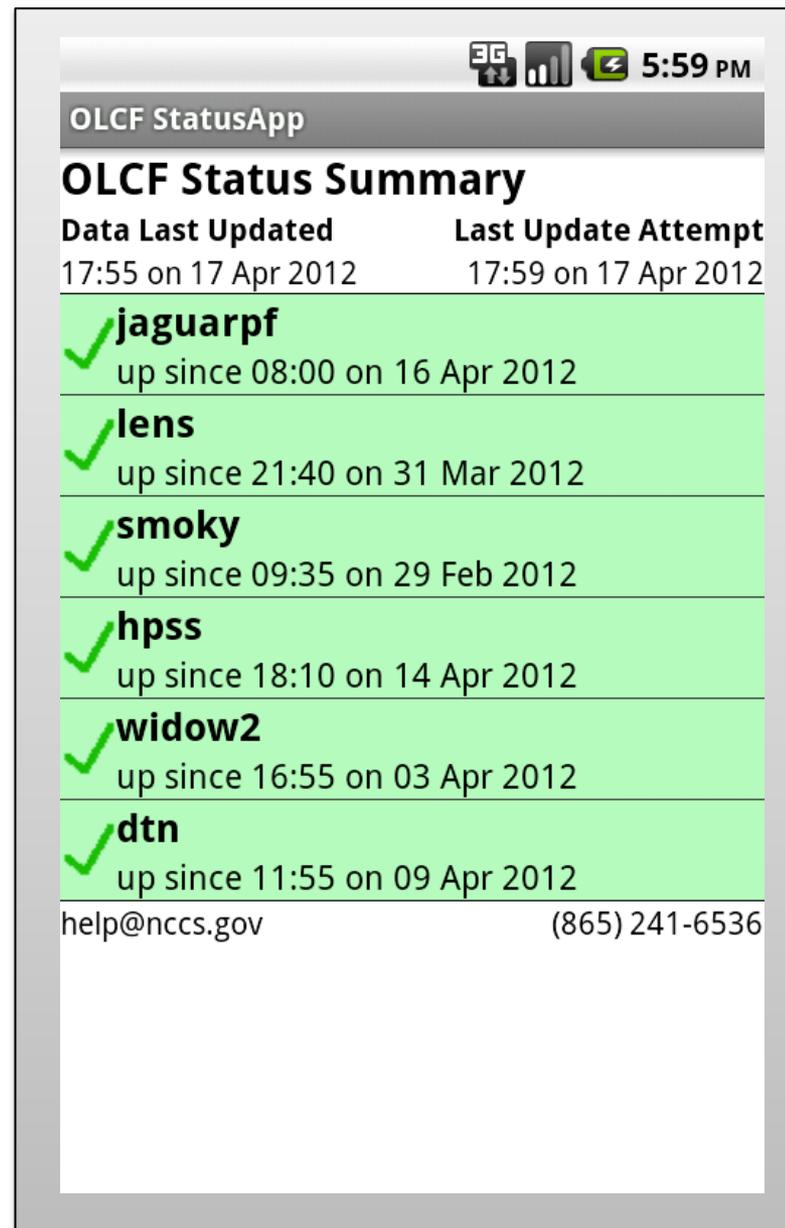
Smart Phone Apps

- Apple iOS and Google Android
- Customizable interface
- Push notifications
- Available in Apple app store and soon Google Play Store.



Smart Phone Apps

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The screenshot shows the OLCF StatusApp interface. At the top, there are status icons for 3G, signal strength, and battery level, along with the time 5:59 PM. Below this is a header for "OLCF StatusApp" and a title "OLCF Status Summary". The interface displays two columns of data: "Data Last Updated" and "Last Update Attempt". Below this, there is a list of systems, each with a green checkmark icon, the system name, and the time it was last updated. At the bottom, there is contact information: "help@nccs.gov" and "(865) 241-6536".

Data Last Updated	Last Update Attempt
17:55 on 17 Apr 2012	17:59 on 17 Apr 2012
✓ jaguarpf up since 08:00 on 16 Apr 2012	
✓ lens up since 21:40 on 31 Mar 2012	
✓ smoky up since 09:35 on 29 Feb 2012	
✓ hpss up since 18:10 on 14 Apr 2012	
✓ widow2 up since 16:55 on 03 Apr 2012	
✓ dtn up since 11:55 on 09 Apr 2012	

help@nccs.gov (865) 241-6536

Checking Lustre Usage



Mitch Griffith

OLCF User Assistance &
Outreach Group



LustreDU

- What is LustreDU?
 - Utility to estimate lustre usage (directory level)
 - This is the same utility we use to track usage
- Why should I use LustreDU?
 - Less hits against the lustre metadata server
 - Faster than du
 - Project quotas in lustre are coming

NAME

lustredu - estimate lustre file space usage

SYNOPSIS

lustredu [OPTION]... DIRECTORY...

DESCRIPTION

DIRECTORY is a supported lustre directory

Summarize disk usage of each DIRECTORY recursively. Display only a total for each directory.

Mandatory arguments to long options are mandatory for short options too.

-B, print sizes in bytes instead of human readable format (e.g., 1KB 234MB 2GB)

-n, do not print headings on listing

-v, display version information and exit

--help display help information and exit

SIZE may be (or may be an integer optionally followed by) one of following: KB 1024, MB 1024*1024, and so on for G, T, P, E.

Return Codes

0 success

-1 invalid directories given

-2 unable to find directory in database

-3 invalid directory given and unable to find directory in database

99 error with reporting database, internal error

REPORTING BUGS

Report bugs to <help@nccs.gov>.

lustredu 1.0

July 2011

LUSTREDU(1)

LustreDU Use

```
[/tmp/work/$USER]$ lustredu /tmp/work/$USER
```

Last Collected Date	Size	File Count	Directory
2012-04-15 11:30:02	264.03 MB	5468	/lustre/widow2/scratch/\$USER

```
[/tmp/work/$USER]$ lustredu /tmp/work/$USER/*
```

lustredu: cannot access /tmp/work/\$USER/a.out: No such directory or insufficient permissions

Last Collected Date	Size	File Count	Directory
2012-04-15 11:30:02	0.00 B	0	/lustre/widow2/scratch/\$USER/examples
2012-04-15 11:30:02	264.00 MB	5467	/lustre/widow2/scratch/\$USER/fim_omp_gptl
2012-04-15 11:30:02	0.00 B	0	/lustre/widow2/scratch/\$USER/genasis

Software Installation Requests



Tony DiGirolamo
OLCF User Assistance & Outreach Group



jaguarpf

Since 4/16/12 08:00 am

**hpss**

Since 4/14/12 06:10 pm

**lens**

Since 3/31/12 09:40 pm

**smoky**

Since 2/29/12 09:35 am

[Getting Started](#)[User Guides & Policies](#)[KnowledgeBase](#)[Known Issues](#)[Software](#)[Documents & Forms](#)[OLCF Events](#)[Support Home](#)[Getting Started](#)[User Guides & Policies](#)[Software](#)[KnowledgeBase](#)[Known Issues](#)[Submit Ticket](#)[Documents & Forms](#)

Documents & Forms

Forms for Requesting an Allocation (Projects)

- [Request a Director's Discretionary \(DD\) Project](#) (Use this form to request a Director's Discretionary (DD) Project)
- [Request a Subproject](#) (Use this form to request a subproject)
- [Principal Investigator Agreement](#) (The Oak Ridge Leadership Computing Facility (OLCF) must have a signed copy of this form on file from the project's principal investigator(s) (PI) before any accounts for the project will be processed.)
- [Industry Principal Investigator's Agreement](#) (The Oak Ridge Leadership Computing Facility (OLCF) must have a signed copy of this form on file from the project's principal investigator(s) (PI) before any accounts for the project will be processed.)

Forms for Requesting an Account

- [Request an Account](#) (Use this form to request an account on an existing project.)
- [Computing Policy](#)
- [Cyber Security Training](#)
- [Notary Token Verification Form](#)
- [Notary Instructions](#)
- [Storage Policy](#)
- [Nondisclosure Agreement Form](#) (**subcontractors only**)
- [Sensitive Data Rules](#)

Forms to Request Changes to Computers, Jobs, or Accounts

[Software Installation Request Form](#)

(Use this form to request a software/library/application installation on a center computer.)

Software Requests

Please provide as much information as possible on the form

<http://www.olcf.ornl.gov/support/software/software-request>

Requests are reviewed within two weeks:

- Accepted the software will be installed for all users.
- Licensed software will take longer to install.
- If rejected, don't panic! We can help you build it in your home or scratch directories.