



LEADERSHIP
COMPUTING
FACILITY

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OLCF Best Practices & New User Overview

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U.S. DEPARTMENT OF
ENERGY

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FRONTIER



General Information

- This presentation gives a brief introduction to using OLCF resources, covering systems, policies, and more
- ***This is not all-inclusive, so feel free to ask questions***
- Primary focus is on our moderate systems (Frontier, Andes, Orion, etc.); we'll mention the open enclave
- A lot of this may be a reminder, and it's largely based on previous presentations
 - [https://www.olcf.ornl.gov/calendar/userconcall-\[jun2019|feb2020|feb2021|feb2022\]/](https://www.olcf.ornl.gov/calendar/userconcall-[jun2019|feb2020|feb2021|feb2022]/)
 - <https://www.olcf.ornl.gov/calendar/2020-olcf-user-meeting/>
 - <https://www.olcf.ornl.gov/calendar/summit-new-user-training/>
 - <https://www.olcf.ornl.gov/calendar/frontier-training-workshop-august-2023/>
- Aggregation of info from docs.olcf.ornl.gov...bookmark that site!

Overview

**Policies, Projects,
& Accounts**

**Authenticating to
OLCF Systems**

Frontier

**Data
Management**

**Other
Systems/Services**

Software

Training

**Staying Informed &
Getting Help**

Policies, Projects, & Accounts

Policies, Projects, & Accounts

Best Practices

- 1) Know where to find basic policies & the OLCF Acknowledgement
- 2) Understand how system/group access works at OLCF
- 3) Understand allocation policies
- 4) Be prepared for the end of the project

OLCF Policies

- Users must agree to various policies in order to have an account and/or project

Computing Policy

Data Management Policy

Security Policy

Project Policies (Reporting, Allocation Utilization, User Agreement, etc.)

- You can review these policies at https://docs.olcf.ornl.gov/accounts/olcf_policy_guide.html
- Our Acknowledgement Statement is on that page, too

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System and Group Access

Projects

- Are granted access to systems
- Are associated with Unix groups

Users

- Are assigned to projects
- Inherit the project's system accesses & groups

So to join a group or obtain access to a system, you join a project that has access to that group/system. This also means you lose access to groups/systems when you leave that project (or it ends) unless you have them via another project.

Allocation Policies & Project Closeout

Allocations

- Projects **are not** disabled for exceeding their allocation
- Priority reduction and/or job limits are used to prioritize projects with hours remaining while keeping the system busy if there's work to do
- We don't issue "refunds" but can delay priority reduction if appropriate (which has the same effect)

Project Closeout

- When projects end you'll lose access to systems/groups granted by that project (unless you have them from another project)
- Projects have a 1-month "data-only" mode to retrieve important data
 - No HPC access...only DTNs/Globus
 - **Don't wait to transfer data! (More later...)**

Managing Accounts & Projects with myOLCF

The screenshot shows the myOLCF web portal. The header includes the Oak Ridge National Laboratory logo and the myOLCF logo. The main content area is divided into two sections. On the left, there is a 'Center Status' section with a table showing the operational status of various computing centers. On the right, there are two login sections: 'RSA SecurID (Moderate) Log In' and 'UCAMS/XCAMS (Open) Log In'. The footer contains contact information, social media links, and legal disclaimers.

Your Self-Service Portal At The Oak Ridge Leadership Computing Facility

Center Status

	TUE 11TH	WED 12TH	THU 13TH	FRI 14TH	SAT 15TH	SUN 16TH	MON 17TH
andes	✓	✓	✓	✓	✓	✓	✓
arx	✓	✓	✓	✓	✓	✓	✓
frontier	✓	✓	✓	✓	✓	✓	✓
frontier_spl	✓	✓	✓	✓	✓	✓	✓
hpss	✓	✓	✓	✓	✓	✓	✓
kronos	✓	✓	✓	✓	✓	✓	✓
orion	✓	✓	✓	✓	✓	✓	✓

RSA SecurID (Moderate) Log In

OLCF Username

PIN + RSA

Log In

UCAMS/XCAMS (Open) Log In

CAMS Username

Password

Log In

Footer:

U.S. DEPARTMENT OF ENERGY | Office of Science

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SCIENCE.ENERGY.GOV | UT-BATTELLE.ORG

ORNL.GOV | FEEDBACK

PRIVACY

ACCESSIBILITY (29 U.S.C. § 794D)

NONDISCRIMINATION (42 U.S.C. § 18116)

OAK RIDGE National Laboratory | LEADERSHIP COMPUTING FACILITY

Oak Ridge Leadership Computing Facility
One Bethel Valley Rd.
P.O. Box 2008 Oak Ridge, TN 37831
Support Email: help@olcf.ornl.gov
MyOLCF Version: 2.9.0
MyOLCF Build: d3cfa07

LIKE US ON FACEBOOK
FOLLOW US ON TWITTER
WATCH US ON VIMEO
SEE US ON INSTAGRAM
FAVE US ON FLICKR
LINK WITH US ON LINKEDIN

- Apply for/view/renew projects
- Apply for/renew user accounts
- Get usage information
- Update contact information
- Sign up for RSA verifications
- Sign up for Office Hours
- **NEW! Interact with tickets**

<https://my.olcf.ornl.gov>

Documentation: https://docs.olcf.ornl.gov/services_and_applications/myolcf/index.html

Authenticating to OLCF Systems

Authentication Best Practices

- 1) Be familiar with different authentication systems
- 2) Know how to handle lost/forgotten credentials
- 3) Know common SSH failures

Authenticating to OLCF Systems

- Interactive access is via Secure Shell (SSH)
- For the moderate enclave
 - Systems use 2-factor authentication via user-selected PINs and RSA SecurID tokens
 - Password, publickey, etc. are not permitted
 - RSA provides one-time credentials...you can't use the same PASSCODE twice in succession
- For the open enclave
 - Systems use password authentication (via XCAMS password)

Authenticating to OLCF Systems: Lost or Forgotten credentials

- For Moderate systems (i.e. RSA token issues), contact help@olcf.ornl.gov
- For Open systems, a self-serve password reset is available <https://xcams.ornl.gov>

Common SSH issues:

Wrong Username

- Normally, SSH neither prompts for a username nor tells you what it's using
 - Some clients such as PuTTY do
 - It'll also be displayed if you request verbose output
- Several ways to fix
 - Specify on command line (`ssh user@host.domain`)
 - Specify in `~/.ssh/config`
 - Specify via graphical client (each client will be a little different)

Common SSH issues: Token Out of Sync

Enter PASSCODE:

Wait for the tokencode to change, then enter the new tokencode :

- You may get prompted for the next tokencode
 - A tokencode is the 6-digit number from your SecurID token
 - A PASSCODE is your PIN followed by the current tokencode
- If so, enter *only* the next tokencode (not a full PASSCODE) here
- *Tip: Web clients (myOLCF) do not support next tokencode mode, so if you've had a few failures there try connecting somewhere via ssh to resync, then try myOLCF again*
- *Tip: Even if you're not in an "active processing" phase of your project, log in every couple of weeks to keep everything in sync*

Common SSH Issues: Password Prompt

```
Enter PASSCODE:  
Enter PASSOCDE:  
Enter PASSCODE:  
user1@frontier.olcf.ornl.gov's password:
```

- Sometimes SSH will prompt for a password after (three) PASCODE failures
- This is fallback behavior of SSH...you do not have a password so there's nothing to enter here
- If this happens, type `Ctrl+C` and try again
- *Tip: If you've failed twice, let the tokencode change and try w/the new one*

Frontier

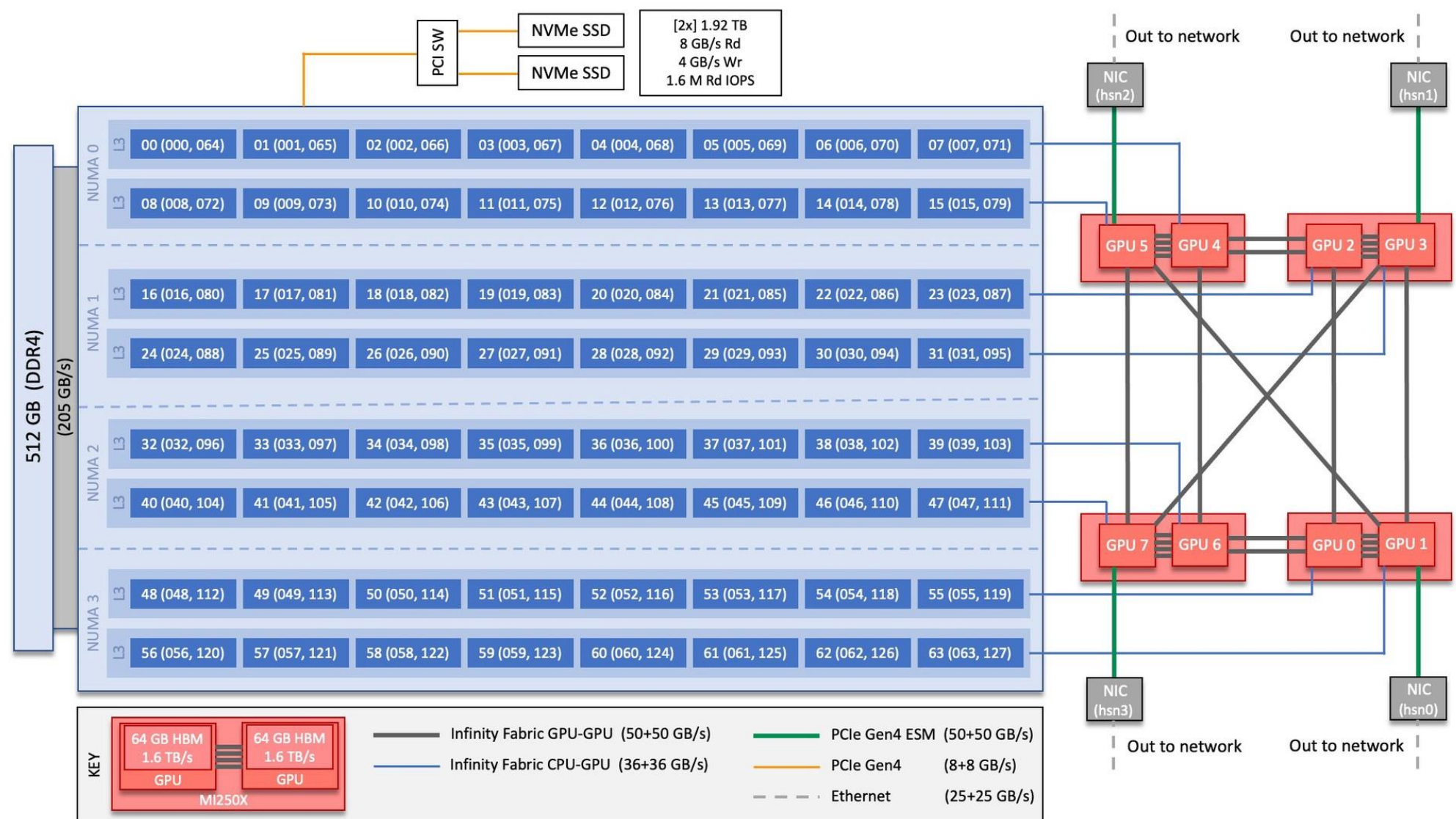
Frontier Best Practices

- 1) Know basic system design
- 2) Understand the build environment
- 3) Know Slurm features/settings

Frontier

- Hybrid system using AMD EPYC processors and MI250X GPUs
- Slurm scheduler/job launcher
- Similar to a commodity cluster (especially as compared to older Cray systems) but with some important differences
- NFS areas are read-only on compute nodes

Frontier Node Layout



Building on Frontier

- Like our older Cray systems, Frontier uses compiler wrappers
 - C: `cc`, C++: `CC`, Fortran: `ftn`
 - Automatically link in MPI (and many other libraries, typically from `cray-*` modules)
 - Can cause headaches for some build environments (`cmake`, `autoconf`)
- Build environment is controlled by a number of related modules
 - Be aware of compatibility issues between versions
(Check the website, release notes, etc.)
- Various compile options (MPI, OpenMP Offloading, HIP, GPU-Aware MPI, etc.) are discussed in the Frontier User Guide

Building on Frontier

- Controlled by a combination of modulefiles

cpe	Loads specific release of the Cray Programming Environment*
PrgEnv-?	Provides a specific compiler toolchain*
craype	Provides compiler drivers
amd/gcc/cce	Provides the back-end compiler
cray-mpich	Provides MPI libraries
rocm	Provides the ROCm toolchain
craype-accel-amd-gfx90a	Tells compiler drivers to target MI250x

*Both of these are “meta-modules” that load/swap a number of other modules

Running on Frontier

- Traditional batch scripts (`sbatch`) and interactive jobs (`salloc`) are supported
- Whole nodes are allocated, so Slurm requests in the initial allocation can be simpler
 - Ask for nodes, time, etc.
 - Use `srun` to handle layout
- There are some important options for certain features, though
 - Must use `--threads-per-core=2` if you'll use that in `srun`
 - Must use `-C nvme` to enable NVMe use
- Consider using `sbcast` for conda environments or large numbers of `.so` files
 - Per-node loads from NVMe can be much faster than many-node loads from Lustre
- Note that by default 8 cores (1 per L3 domain) are reserved for OS
 - Overriding this is possible, but not recommended

Data Management

Data Management Best Practices

- 1) Know the different storage areas
- 2) Understand Lustre basics
- 3) Develop a data policy
- 4) Know data transfer options

Storage Areas

By Who Can (Potentially) Access

- User
- All members of the project
- All users on the system

By Intended Use

- Semi-permanent/home directory
- Short-term/scratch
- Long-term/archive

By Storage Technology

- NFS
- Lustre
- GPFS
- Nearline (GPFS+Tape)

Everything you ever wanted to know about storage @ OLCF: <https://docs.olcf.ornl.gov/data/index.html>

Data Storage Areas

Storage Area	Technology	Purpose of Area
User home	NFS	Frequently accessed user data
Project home	NFS	Frequently accessed project data
User work	Lustre (Moderate)/GPFS (Open)	User's scratch files ¹
Project work	Lustre (Moderate)/GPFS (Open)	Project-shared scratch files
Global work	Lustre (Moderate)/GPFS (Open)	"World"-shared scratch files
User archive	Nearline (GPFS+tape)	User's archive files ¹
Project archive	Nearline (GPFS+tape)	Project-shared archive files
Global archive	Nearline (GPFS+tape)	"World"-shared archive files

¹ Even though these are called "user" areas, they're still considered project data

Moderate Data Storage Locations

Storage Area	Path ¹	Default Permissions	Change Permissions?	Backed Up?
User home	/ccs/home/\$USER	0700	Yes	Yes
Project home	/ccs/proj/PROJID	0770	No	Yes
User work ²	/lustre/orion/PROJID/scratch/\$USER	0700		No
Project work ²	/lustre/orion/PROJID/proj-shared	2770	No	No
Global work ²	/lustre/orion/PROJID/world-shared	2775	No	No
User archive	/nl/kronos/olcf/PROJID/users/\$USER	0700		No
Project archive	/nl/kronos/olcf/PROJID/proj-shared	2770	No	No
Global archive	/nl/kronos/olcf/PROJID/world-shared	2775	No	No

¹ These are recommended paths, not necessarily absolute paths

² Alternatively, \$MEMBERWORK/PROJ, \$PROJWORK/PROJ, \$WORLDWORK/PROJ

Open Data Storage Locations

Storage Area	Path ¹	Default Permissions	Change Permissions?	Backed Up?
User home	/ccsopen/home/\$USER	0700	Yes	Yes
Project home	/ccsopen/proj/PROJID	0770	No	Yes
User work	/gpfs/wolf2/olcf/PROJID/scratch/\$USER	0700		No
Project work	/gpfs/wolf2/olcf/PROJID/proj-shared	2770	No	No
Global work	/gpfs/wolf2/olcf/PROJID/world-shared	2775	No	No

¹ These are recommended paths, not necessarily absolute paths

Using Lustre

- Lustre is designed for handling large, parallel files
- Files are striped across multiple *Object Storage Targets* (OSTs)
- May be more complicated than previous Lustre systems you've used
- Default striping tries to optimize striping/tier based on file size
 - For files < 512GB, let the system handle striping
 - For files larger than 512GB, explicit striping may help (see docs site for suggestions)
 - Don't stripe across > 450 OSTs
 - Special striping considerations
 - Using `lfs setstripe -c 0` will use OLCF-default striping
 - Using `lfs setstripe -c -1` will use max allowed stripe (450)

Farewell, HPSS. Hello, Kronos!

- After several decades of service, it is time for HPSS to enjoy its retirement
- It has been replaced by our new nearline resource, Kronos
 - Multi-level (disk + tape) storage system
 - Unlike HPSS, Kronos is directly mounted (on DTNs only)
 - Standard commands can be used to move data back and forth
 - Available via the OLCF Kronos Globus Collection/Endpoint

Backups

- NFS areas are backed up to a limited extent via the .snapshot subdirectory

```
$ ls -al /ccs/proj/abc123/important_data |grep .snapshot
```

```
$ ls /ccs/proj/abc123/important_data/.snapshot
```

daily.2022-02-10_0010	hourly.2022-02-15_1605	hourly.2022-02-16_0005	hourly.2022-02-16_0805
daily.2022-02-11_0010	hourly.2022-02-15_1705	hourly.2022-02-16_0105	hourly.2022-02-16_0905
daily.2022-02-12_0010	hourly.2022-02-15_1805	hourly.2022-02-16_0205	hourly.2022-02-16_1005
daily.2022-02-13_0010	hourly.2022-02-15_1905	hourly.2022-02-16_0305	hourly.2022-02-16_1105
daily.2022-02-14_0010	hourly.2022-02-15_2005	hourly.2022-02-16_0405	hourly.2022-02-16_1205
daily.2022-02-15_0010	hourly.2022-02-15_2105	hourly.2022-02-16_0505	hourly.2022-02-16_1305
daily.2022-02-16_0010	hourly.2022-02-15_2205	hourly.2022-02-16_0605	hourly.2022-02-16_1405
hourly.2022-02-15_1505	hourly.2022-02-15_2305	hourly.2022-02-16_0705	weekly.2022-02-13_0015

- Lustre and GPFS are not backed up (*AND* are subject to purge)
- Kronos can be a backup for NFS/Lustre, but it is not backed up itself
- **ALWAYS** have an off-site backup for important data, and archive data as soon as possible after creation

Developing a Data Plan

- It's easy to generate lots of data very quickly, so it is crucial to develop a project data plan early (It's easier to fix 100 files than 100 million)
- Considerations
 - What files are stored where (user areas, project areas, directory naming/structure, etc.)
 - File/directory attributes (permissions, umask settings, group, etc.) (How can you make things seamless when users leave the project?)
 - What happens when the project ends?
 - Where should data be copied, and who is doing that? (*It will take longer than you think...start early!*)
- Once you develop your plan, do spot-checks during the year
- Note that proj-shared & world-shared areas *facilitate* sharing but don't *automatically* share files stored there
 - You still need to ensure appropriate permissions/groups/etc.
 - Think of directories as the front door to the building...you still need to make sure people have access to the right rooms/offices.

Who owns the data?

- Data in the user home directory is generally considered the user's data
 - Normally the user will need to approve someone else getting access
 - No project data should go here
- Data in other directories (`/ccs/proj`, `/lustre` and `/nl`) belongs to the project
 - PI approval is sufficient to change permissions, move data, etc.
 - Yes, even *user scratch* and *user archive* areas belong to the project!

Transferring Data

- <https://docs.olcf.ornl.gov/data/index.html#transferring-data>
- Globus Collections/Endpoints will likely give you the fastest, most convenient experience
 - **OLCF DTN (Globus 5)** provides access to NFS and Lustre
 - **OLCF Kronos** provides access to Kronos/nearline
 - **NCCS Open DTN** provides access to Open storage areas
- Data transfer nodes (dtn.ccs.ornl.gov / opendtn.ccs.ornl.gov) provide command-line access
 - Internal transfers (e.g. to/from nearline) via `rsync/cp`
 - External transfers via `sftp/scp`
(If Globus is an option, it's likely to be ***much*** faster)
- **Transfer important data early and often**

Monitoring Storage Usage

- For user home directories, use the `quota` command
- For project home areas, `cd` into the directory and use the `df .` command
(Each `/ccs/proj` area behaves like it is a distinct filesystem in this regard)
- We do not currently have good tools for Lustre and Archive areas
 - And you likely can't see everything due to permissions, so `du` isn't ideal
 - If you need to know, reach out to help@olcf.ornl.gov

Other Systems/Services

Support System Best Practices

- 1) Know what additional systems and services are available to your project

Support Systems

- Data Transfer Nodes (DTNs)
 - **Moderate:** `dtn.ccs.ornl.gov`
 - **Open:** `opendtn.ccs.ornl.gov`
- Other systems
 - **Moderate data analysis system:** `andes.olcf.ornl.gov`

Other Services

- Slate
 - Kubernetes/Openshift cluster
 - See https://docs.olcf.ornl.gov/services_and_applications/slate/getting_started.html for instructions on requesting and using
 - Both Moderate (<https://marble.ccs.ornl.gov>) and Open (<https://onyx.ccs.ornl.gov>) instances available
- Jupyter
 - All projects should have access
 - Moderate (<https://jupyter.olcf.ornl.gov>) and Open (<https://jupyter-open.olcf.ornl.gov>) instances available

Software

Software Best Practices

- 1) Know where to find software
- 2) Understand considerations for building software

Finding and Using Software

- Basic commands are part of the default environment
- Many other tools are provided via Lmod (<https://lmod.readthedocs.io>)
- Compilers, debugging/optimization tools, math/scientific libraries, some scientific apps provided
 - If you think we should add something, request it via help@olcf.ornl.gov
- Special case: Python
 - We provide python+miniforge module that provides basic packages
 - Recommend that + conda/venv to build specific modules you need
 - <https://docs.olcf.ornl.gov/software/python/index.html>

Building Software

- Projects list the software they'll use as part of the project application
 - A review may be needed prior to adding software that wasn't listed, and you must comply with relevant requirements (licensing, export control, etc.)
 - Adding software may change your project's classification
- Consider building in either NFS or ramdisk and installing in NFS
 - Avoids the scratch purge
 - These areas typically provide better performance for compiling than lustre does
 - Be sure to set appropriate permissions
- Be careful when deploying AI tools...they may require careful review

Training

Training Best Practices

- 1) Know what training options are available
- 2) Find upcoming and historical training

Training Opportunities

- OLCF supports multiple training opportunities throughout the year
- Mix of virtual, hybrid, and in-person
- Hackathons: <https://www.olcf.ornl.gov/frontier-hackathons>
- Have an idea for training? Reach out: help@olcf.ornl.gov
- How to find upcoming events
 - Weekly Update
 - OLCF homepage
 - Training calendar

Training Calendar

Training Calendar – Oak Ridge

olcf.ornl.gov/for-users/training/training-calendar/

Relaunch to update

OAK RIDGE

National Laboratory

LEADERSHIP
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Upcoming Training Events

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FEBRUARY

25

NEW USER TRAINING HANDS-ON
FEBRUARY 2025

Zoom

VIEW DETAIL

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FEBRUARY

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AI SURROGATES FOR HPC

Zoom

VIEW DETAIL

06

MARCH

25

2025 OLCF BEST PRACTICES

VIEW DETAIL

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APRIL

25

SPRING 2025 AI FOCUSED
FRONTIER HACKATHON

Zoom

VIEW DETAIL

08

MAY

25

Past Training Events

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JAN

AI SURROGATES FOR ENHANCING TRADITIONAL HPC
APPLICATIONS

25, Location Name

EVENT DETAIL

Training Archive



LEADERSHIP
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Need Help? Contact us.
help@olcf.ornl.gov

Search docs

Contact & Support

Accounts and Projects

Connecting

Systems

Services and Applications

Data Storage and Transfers

Software

Training

- OLCF Training Calendar
- OLCF Tutorials
- OLCF Training Archive**
- OLCF GPU Hackathons
- FacultyHack
- OLCF Vimeo Channel
- New User Quick Start

Quantum

Scalable Protected Infrastructure (SPI)

Advanced Computing Ecosystem Testbed (ACE)

Contributing to these docs

Training / OLCF Training Archive

[Edit on GitHub](#) | [OLCF Home Page](#)

OLCF Training Archive

The table below lists presentations given at previous OLCF training events. For a list of upcoming training events, please visit the [OLCF Training Calendar](#)

Date	Title	Speaker	Event	Presentation
2025-01-29	On Monitoring Energy Consumption of Frontier Applications	Ashesh Sharma (HPE) and Bruno Villasenor (AMD)	January 2025 OLCF User Conference Call	(recording slides)
2024-12-05	MPI Best Practices for OLCF	Tim Mattox (HPE)	MPI Best Practices for OLCF	(recording)
2024-12-04	Velocity	Asa Rentschler (OLCF)	December 2024 OLCF User Conference Call	(recording slides)
2024-10-30	Kronos Overview and Data Migration	Gregg Gawinski and Jake Wynne (OLCF)	October 2024 OLCF User Conference Call	(recording slides hsiXfer Notes)
2024-10-28	OpenMP Training Series: Selected / Remaining Topics	Michael Klemm (AMD), Christian Terboven (RWTH Aachen U.), Ruud van der Pas (Oracle)	Selected / Remaining Topics	(slides recording)
2024-10-07	OpenMP Training Series: Advanced OpenMP Offloading Topics	Michael Klemm (AMD), Christian Terboven (RWTH Aachen U.), Ruud van der Pas (Oracle)	Advanced OpenMP Offloading Topics	(slides recording)
2024-09-26	AI Training Series: SmartSim 2024	Andrew Shao (HPE)	SmartSim 2024	(recording slides tutorial)
2024-09-04	OpenMP Training Series: Introduction to Offloading with OpenMP	Michael Klemm (AMD), Christian Terboven (RWTH Aachen U.), Ruud van der Pas (Oracle)	Introduction to Offloading with OpenMP	(slides recording)

Staying Informed & Getting Help

Staying Informed & Getting Help

Best Practices

- 1) Know how we communicate with you
- 2) Working efficiently with tickets
- 3) Use Office Hours when necessary
- 4) Find documentation

Staying Informed: Email Lists

- Announce Lists
 - Major announcements, Weekly Update, etc.
 - All users are required to be members
 - Emails come from olcf@olcf-communications.org
Yes, that address looks strange, but it is indeed us!
- Notice Lists
 - Typically, 'recent' users
 - Permanent opt-in/out-out possible
 - Less critical updates, status information, etc.

Staying Informed: Weekly Update

- Typically sent each Wednesday
- Announcements, upcoming downtimes, training opportunities, etc.
- You should be receiving this...if not, check your spam/junk folders and/or reach out to us

OLCF Weekly Update February 12, 2025

In This Message

- **Upcoming Downtimes**
 - Moderate Center-wide Outage (February 18th)
 - Open Center-wide Outage (February 18th)
- **Center Announcements**
 - Frontier Software Upgrades, Rebuild Recommended (February 18th)
 - HPSS Decommissioned on January 31st, 2025
- **Meetings & Workshops**
 - Frontier AI Hackathon - Call For Participation
 - OLCF Hands-On New User Training
 - AI Surrogates for HPC
 - OLCF Best Practices
- **OLCF Highlights**
 - ORNL Staffers Named 'Vanguards of HPC-AI'
- **Community Events**
 - HPSF Conference - Registration Open

Upcoming Downtimes

Frontier, Andes, Home, Moderate-DTNs, Orion, HPSS, Kronos, Frontier-SPI, SPI-DTNs will be unavailable from 6:00 AM Tuesday, February 18th, until 8:00am on Wednesday, February 19th.

Staying Informed: Website/Social Media

- Check the OLCF Website for announcements about meetings as well as articles about the science done on OLCF Systems
- We maintain a presence on multiple social media platforms, too (announcements, news stories, etc.)
 - <https://www.facebook.com/oakridgeleadershipcomputingfacility>
 - <https://x.com/OLCFGOV>
 - <https://www.linkedin.com/showcase/computing-at-ornl>
 - <https://vimeo.com/olcf>
 - <https://www.instagram.com/olcfcgov>
 - <https://www.flickr.com/photos/olcf>

How To Get Help

- Tickets
- Office Hours
- Website/Online documentation

Submitting Tickets

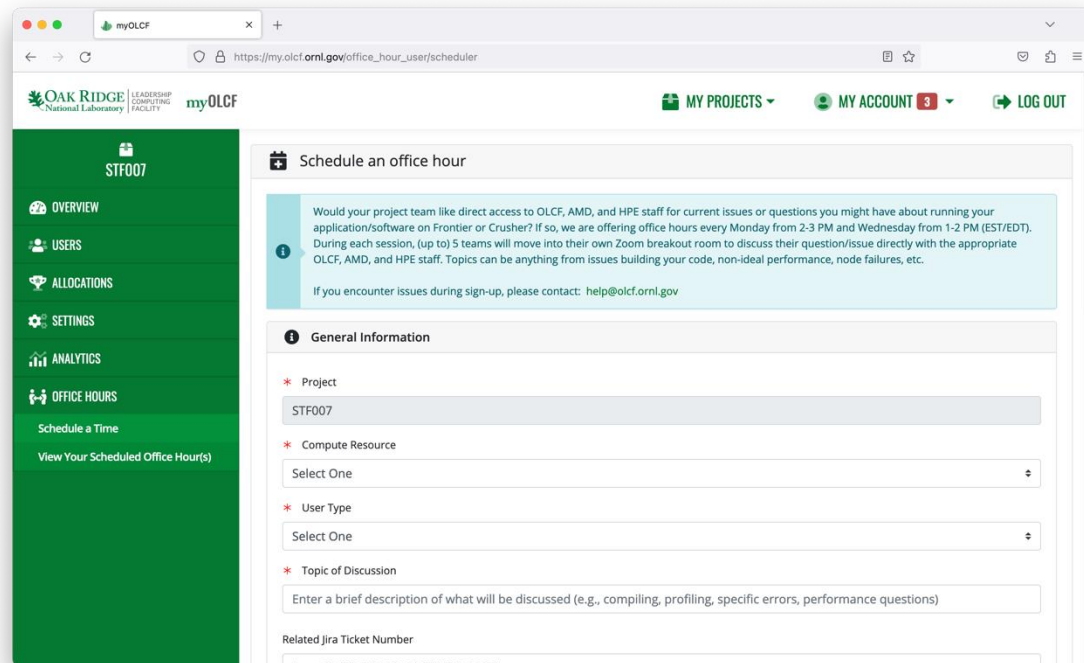
- Send as many errors as possible (better yet, capture them in a file & direct us to it)
- It's not necessary to send reproducers (tell us where they are, set up test directory/.tar file, etc.)
- Report new issues in new tickets rather than replying to old ticket
- Remember to tell us what system you're asking about (we support several)

Requesting Policy Exceptions

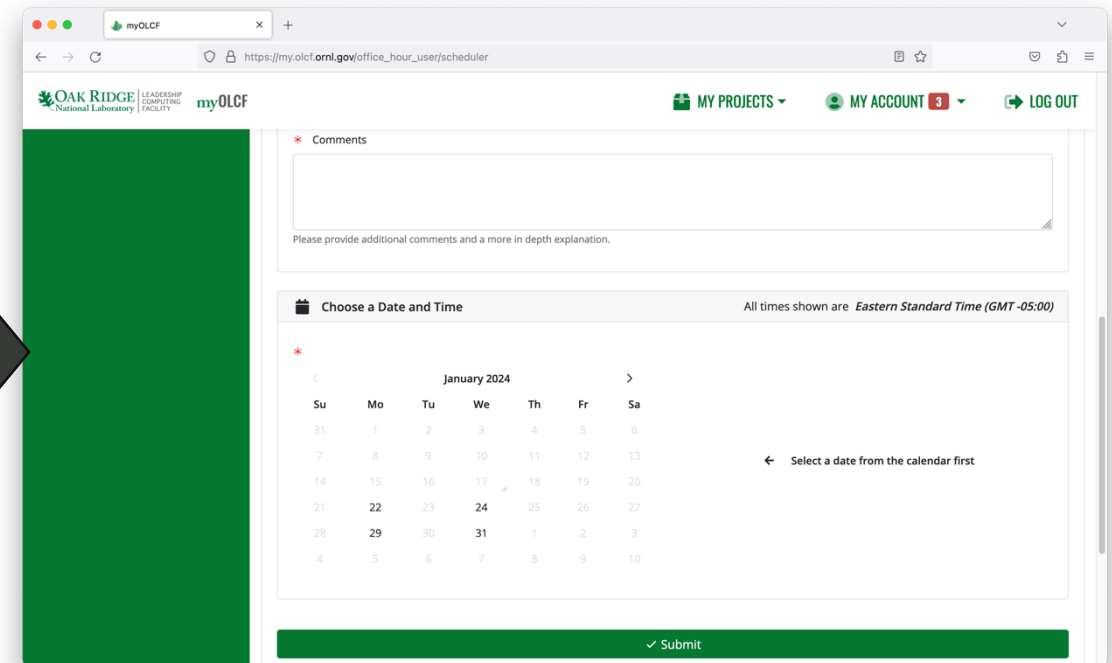
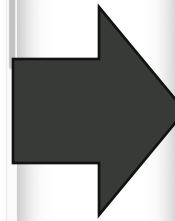
- The Resource Utilization Council (RUC) accepts requests for temporary exemptions from some policies (job limits, quotas, purge exemptions, priority, etc.)
- Requests should be sent to help@olcf.ornl.gov
- Submit requests well in advance to allow for time to review
- Be sure to explain why existing limits are an issue
- If requesting a priority boost, be sure the job is already submitted! (The queue will sometimes surprise you)

Office Hours

- Offered Monday 2-3PM and Wednesday 1-2PM (Eastern)
- Zoom meeting w/users, center staff, and vendors
- Sign up via myOLCF



The screenshot shows the left portion of the 'Schedule an office hour' form in the myOLCF system. The header includes the Oak Ridge National Laboratory logo and navigation links for MY PROJECTS, MY ACCOUNT (with a notification badge), and LOG OUT. A green sidebar on the left contains a menu with options like OVERVIEW, USERS, ALLOCATIONS, SETTINGS, ANALYTICS, and OFFICE HOURS, with 'Schedule a Time' highlighted. The main content area is titled 'Schedule an office hour' and contains an informational message about office hours. Below this is a 'General Information' section with three required fields: 'Project' (with a dropdown menu showing 'STF007'), 'Compute Resource' (with a 'Select One' dropdown), and 'User Type' (with a 'Select One' dropdown). There is also a text area for 'Topic of Discussion' and a field for 'Related Jira Ticket Number'.



The screenshot shows the right portion of the 'Schedule an office hour' form. It features a 'Comments' section with a text area and a note to 'Please provide additional comments and a more in depth explanation.' Below this is a 'Choose a Date and Time' section. It includes a calendar for January 2024 with days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and dates. A green button labeled 'Submit' is at the bottom right. A note at the bottom right of the calendar area says 'Select a date from the calendar first'.

Documentation

- OLCF Documentation Site: <https://docs.olcf.ornl.gov>
 - User Guides
 - Slate/Jupyter documentation
 - Training archive
- HPE/Cray Docs: <https://cpe.ext.hpe.com/docs/latest/index.html>
- ROCm Docs: <https://rocm.docs.amd.com>

Finally

Finally...

We're here to help you!

Questions/comments/etc. can be sent to OLCF User Assistance Center

- Staffed Mon-Fri (exclusive of ORNL holidays) from 9AM-5PM US Eastern Time
- Ticket web form (please don't send formatted text)
- help@olcf.ornl.gov (often the best option)

Computer operations staff available 24x7 for login/RSA issues via phone: (865) 241-6536

General Information



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