

C2115

Practical introduction to supercomputing

Lesson 11

Petr Kulhanek

kulhanek@chemi.muni.cz

National Center for Biomolecular Research, Faculty of Science
Masaryk University, Kamenice 5, CZ-62500 Brno

Reporting errors

Nothing is perfect ...

Request Tracker: <https://bestpractical.com/>, instance operated by CESNET

WOLF and local clusters

If you encounter a problem (whether software or hardware) when working with the **WOLF cluster or other clusters in the management of the computational chemistry group**, keep calm and try to follow the instructions below.

Problems are not resolved on their own, do not be careless when reporting them!

If I run into a problem

- Software
 - check the command(s) you are entering, the name of the application
 - read the error outputs carefully
 - try to reproduce the error
 - on another computer
 - with another account (ask a colleague)
 - consult your problem with your colleague, teacher or supervisor
- Hardware
 - make sure the computer is turned on
 - make sure the monitor is turned on
 - check that the cables (power, network cable, keyboard, mouse, monitor connection) are not visibly disconnected

**!!! DO NOT DELETE
ANY FILES !!!**

If this does not resolve the issue, notify the cluster administrators via email at:

support@lcc.ncbr.muni.cz

MetaCentrum

If you encounter a problem when working in the environment of MetaCentrum, keep calm and try to follow the instructions below.

Problems are not resolved on their own, do not be careless when reporting them!

If I run into a problem

- make sure you have a valid Kerberos ticket
- check the command(s) you are entering, name of the application
- read the error outputs carefully
- try to reproduce the error
 - on another computer
 - with another account (ask a colleague)
 - consult your problem with your colleague, teacher or supervisor

**!!! DO NOT DELETE
ANY FILES !!!**

If this does not resolve the issue, notify the cluster administrators via email at:

meta@cesnet.cz

In case that **you use Infinity environment in MetaCentrum** and you do not know where your request belongs, send it to:

support@lcc.ncbr.muni.cz

Error report itself

Send messages from the e-mail address you have listed in IS MUNI or you have registered in Perun. You can also use other e-mail addresses, but then you will not be able to look back on resolving the request in the request manager web interface.

Subject: a brief description of the problem

Please specify:

- your name, login name, and the name of the machine where the error occurs

In case of a software error:

- **do not delete the data, if you need to work with them further, make a copy of them**
- specify the path to the files or a copy of them that may be related to the error
- make the data available for reading to all users (applies to data in MetaCentrum and requests sent to support@lcc.ncbr.muni.cz)
- what you run and how you run it
- what exactly does not work (do not focus on describing the possible causes of problems, but on describing the problem so that we can reproduce it)
- copy of error output (complete from command entry)

In case of a hardware error:

- just a brief description of what is not working

Other requests

You can also send other requests for user support, such as requests to install software, account changes that you cannot do yourself, and so on. Always describe concisely what you need to do and the reasons for the change.

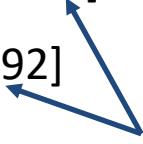
Send these requests to the correct user support to speed up the processing of your request.

Next communication, request status

In next communication, respond to emails that come to you from the user support. A new e-mail (reply) must be sent again to the user support address and **you must keep the identification of the request in its subject**. Request identificatory is in the form:

[MetaCentrum #150002]	for meta@cesnet.cz
[LCC Support #149892]	for support@lcc.ncbr.muni.cz

unique application number



You can include another person into the conversation by pasting her e-mail into a copy of the message you are sending. In the next communication, you only respond to user support, the system itself will automatically send e-mails to all involved.

The request can occur in several states:

- new newly accepted application
- open request that was answered by an administrator
- resolved request that was resolved
- rejected request that was rejected

Do not respond to resolved request without a purpose (e.g., thanks). Each newly received e-mail returns request to "open" state, and administrators must close the request again.

Web environment

The RT system administrator (CESNET) provides a web environment at:

<https://rt.muni.cz>

or

<https://rt4.cesnet.cz>

To log in, you can use either eINFRA account or EduID (Masaryk University, UCO and primary password to IS MU). After logging in, you will have an overview of your requests sent from the email addresses that are associated with the account in Perun or IS MU.

Note: Under certain circumstances, your email address may not be properly paired with EduID identity. If this happens and you want to have an overview of the sent requests, ask for additional pairing via rt@rt4.cesnet.cz.

Web environment, cont.

RT at a glance - Mozilla Firefox

RT at a glance x

CESNET (CESNET) (CZ) | https://rt4.cesnet.cz/rt/

Home Search Articles Tools Admin Logged in as Petr Kulhanek

RT for CESNET BEST PRACTICAL

New ticket in metaprovoz Search...

10 highest priority tickets I own

#	Subject	Priority	Queue	Status
149314	precycle - loop	0	mu-ceitec-compchem	new
145558	Kratkodoby vypadek onyx	0	mu-ceitec-compchem	open
148754	aktualizace medlawiki	0	mu-ceitec-compchem	new
144637	wolf-user-management - chyby	0	mu-ceitec-compchem	open
148217	NEMESIS - available for download ???	0	mu-ceitec-compchem	open

10 newest unowned tickets

#	Subject	Queue	Status	Created	Take
149892	Zmena zavislosti?	mu-ceitec-compchem	open	18 hours ago	Take
149809	uz. zuza_tulp masivne pocita ve /storage/ostrava1 místo scratche	metasupport	new	25 hours ago	Take
149035	Uzivatel herve prepilni scratch na doom21	metasupport	new	6 days ago	Take
148862	Vypadek pripojeni servovna UKB-A35	metasupport	new	7 days ago	Take
148136	luny + kalpy: vypadek konektivty 23.1. 9-16 hod	metasupport	open	13 days ago	Take
148064	Uzivatel rey pretezuje skirita	metasupport	new	13 days ago	Take
147747	Chyba u gromacs mpi na klastru Lex	metasupport	open	2 weeks ago	Take
147480	CPU topologie na virtualizovanych klastrech (lex, perlan)	metasupport	open	3 weeks ago	Take
147402	kvota pro systemove uzivatele galaxy a galaxyelxlr	monitoring	open	3 weeks ago	Take
146955	procházení souborového systému VM na windows	metasupport	open	3 weeks ago	Take

My Requests

#	Subject	Requestor	Status	Queue	Owner	Priority
Created	Told	Last Updated	Time Left			
148787	ekurze na pocitacovy sal a prednaska o Metacentru	Petr Kulhanek <kulhanek@chemi.muni.cz>	open	7 days ago	Zdenek Salvet	0
148754	aktualizace medlawiki	Petr Kulhanek <kulhanek@chemi.muni.cz>	7 days ago	6 days ago	6 days ago	
145693	doom7 - neefektivni beh uloh	Petr Kulhanek <kulhanek@chemi.muni.cz>				
145545	posunutí UPSek v serverovne 0.18/A4					

My reminders

Quick search

Queue	new	open	stall	feedback
metaprovoz	12	24	-	-
metasupport	131	205	7	-
monitoring	6	11	1	-
mu-ceitec-compchem	5	3	-	-
mu-ceitec-ict	-	1	-	-
mu-ceitec-storages	1	-	-	-

Refresh

Don't refresh this page.

Go!

item "Edit" - it is possible to add an overview of sent tickets ("My Requests") and modify the look of the page

clicking on a ticket displays its history

item "Edit" - it is possible to add an overview of sent tickets ("My Requests") and modify the look of the page

Exercise 1

1. Send a fictitious error report to LCC Group User Support: support@lcc.ncbr.muni.cz
2. Log in to the web environment to view the history of your request, to whom the request was sent (Outgoing e-mail recorded, Action Show).*
3. Wait for the administrator to respond.
4. Respond to the answer (via email).
5. After closing the ticket, view the current status of the ticket in the web environment.*

*) It will not work if you do not have a properly paired email address with your e-INFRA profile.