iCER SERVICE REPORT

**RESEARCHERS USED iCER SERVICES**

- **Compute**: 92%
- **Support**: 33%

**PERCENTAGE OF BUY-IN ON LACONIA**

- **711** users used iCER services
- **71%**

**NUMBER OF USERS USING iCER COMPUTE SERVICES IN JUNE**

- **Developer/Login Nodes**: 203 users (203+38) use the developer nodes to submit jobs to the queue.
- **Interactive Users**: 139 users (120+19) only use iCER developer nodes to do their work:
  - Only need access to software (ex. Matlab, mathematica)
  - Still in software development process and have not submitted a job
  - Find development nodes are sufficient for their research.
- **File Systems**: 76 users only used the iCER file systems to store their files.
- **Total**: 215 researchers (120+19+76) used iCER hardware outside of the batch queue.

*An issue with filer ufs-11-b is preventing us from getting accurate data at this time. We will update the data after the next outage on August 8th.

**NUMBER OF USERS USING iCER SUPPORT SERVICES IN JUNE**

- **Tickets**: 213 users
- **Workshops**: 12
- **Office Hours**: 4

**List of iCER workshops in Jun:**

- Introduction to HPCC

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- Introduction to HPCC
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE IN JUNE

This figure shows the activity of the batch scheduling system by day. On a typical day, the scheduler processes approximately 134,819 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 94 jobs per minute.

NUMBER OF MAPPED HOME DIRECTORIES PER SERVER IN JUNE
TICKET ACTIVITY SUMMARY IN JUNE

282 Tickets Created
440 Tickets Updated
307 Tickets Resolved
23 Open Tickets

TICKET MESSAGE SUMMARY IN JUNE

565 Total User’s Message
752 Total iCER’s Message

TICKET RESOLUTION STATISTIC IN JUNE

307 Tickets are resolved
- 51% Tickets resolved within 5 hours
- 3% Tickets resolved within 5-12 hours
- 17% Tickets resolved within 12 hours - 1 day
- 5% Tickets resolved within 1 day - 2 day
- 3% Tickets resolved in more than 2 days

JUNE TICKET HIGHLIGHTS

STEVEN FORD
Information Technologist
HOW TO RUN SOFTWARE CONTAINERS USING SINGULARITY

XIAOGE WANG
Research Consultant
HOW TO REPORT LOGIN ISSUES

30 New User Accounts are created in JUNE
In an effort to better serve our users, we have been analyzing the software that is being used on the HPC by recording which software modules are being loaded using the “module load” command. Clearly this is not a complete view; many users install their own software in their home directories, some modules are automatically loaded as part of a user profile and there will be a bias toward pleasantly parallel codes which will load their required modules every time a job runs (as compared to bigger jobs which would only load the modules once). However, we find this data interesting and wanted to share it with you.

The pie chart shows the most commonly loaded modules. Note again that the biggest ones are the ones included in a user’s default profile such as MATLAB, Python, and R. These modules get loaded every time they log in or run a job. As can be seen clearly, the default modules get loaded in an order of magnitude more than many of the other modules.

After taking out the default modules, the pie chart on the right shows more modules that users are choosing to include in their .bashrc files and being submitted on a lot of jobs. This group also includes the gateway module which gets loaded every time someone logs onto gateway. This by itself is interesting and shows that we had 30253 gateway connections in June. From our service report we know that 380 unique individuals used a developer node in April. This means that on average each person is logging into gateway approximately 80 times in the month or about 3 times a day (on average).

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