This figure shows a breakdown of users that use iCER support services. These support services include support tickets, iCER workshops and office hours.

**List of iCER workshops in February:**
> Introduction HPCC
> Research Data Management with Globus

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RESEARCHERS USED ICER SERVICES

- **820**
  - **Compute 87%**
  - **Support 29%**

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NUMBER OF USERS USING ICER COMPUTE SERVICES

- **Developer/Login Nodes**
  - 131
- **Batch Queue**
  - 324
- **Mapped Home Drive/Samba**
  - 189
- **Interactive Users**
  - 200
- **Users using iCER developer nodes to do their work**
  - 200 interactive users (189+11) 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.
- **Users using iCER file systems**
  - 19 users only used the iCER file systems to store their files.
- **Users using iCER hardware outside of the batch queue**
  - 219 researchers (189+11+19) used iCER hardware outside of the batch queue.

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NUMBER OF USERS USING ICER SUPPORT SERVICES

- **Tickets**
  - 24
- **Workshops**
  - 1
- **Office Hours**
  - 9
- **Total**
  - 202
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 141,580 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 98 jobs per minute.

NUMBER OF MAPPED HOME DIRECTORIES PER SERVER
iCER SERVICE REPORT

FEBRUARY TICKET HIGHLIGHTS

XIAOGE WANG
Research Consultant
GOOD PRACTICES FOR USING LOCAL DISK SPACE

50 New User Accounts created in FEBRUARY

TICKET ACTIVITY SUMMARY

239 Tickets Created
347 Tickets Updated
240 Tickets Resolved
20 Open Tickets

TICKET MESSAGE SUMMARY

556 Total Users’ Messages
628 Total iCER’s Messages

TICKET RESOLUTION STATISTIC

413 Messages answered in February

54% Messages answered within 5 hours
20% Messages answered within 5 - 12 hours
7% Messages answered within 12 hours - 24 hours
8% Messages answered within 24 hours - 2 day
10% Messages answered in more than 2 days

50 New User Accounts created in FEBRUARY
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.

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