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 June:**
- Introduction to HPCC
- Software Carpentry Instructor Training

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**NUMBER OF USERS USING iCER COMPUTE SERVICES**

This figure shows a breakdown of users that use iCER compute services:

- **239 users (220+19)** use the developer nodes to submit jobs to the queue.
- **245 interactive users (230+15)** only use iCER developer nodes to do their work. This includes users:
  - 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.
- **49 users** only used the iCER file systems to store their files.
- **294 researchers (230+15+49)** used iCER hardware outside of the batch queue.

*Due to the system issue, the data from directory 12-a is missing for June’s report. Therefore, the Samba data is smaller than the actual.*

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**NUMBER OF USERS USING iCER SUPPORT SERVICES**

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 June:**
- Introduction to HPCC
- Software Carpentry Instructor Training
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

- **Number of Mapped Home Directories Per Server**
  - ufs-11-b: 20
  - ufs-13-a: 15
  - ufs-13-b: 25
  - ufs-11-a: 30
  - ufs-12-b: 40

*Due to the system issue, the data from directory 12-a is missing for June's report*

**Daily Scheduler Activity**
- Queued jobs: Approximately 90,000
- Start jobs: Approximately 80,000
- Finish jobs: Approximately 70,000

On a typical day, the scheduler processes approximately 130,766 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 91 jobs per minute.

**Number of Users Using ICER Support and Compute Service**
- **Compute Support**
  - 615
- **Support**
  - 122
- **Total**
  - 707
TICKET ACTIVITY SUMMARY

- Tickets Created: 261
- Tickets Updated: 443
- Tickets Resolved: 328
- Open Tickets: 20

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 582
- Total iCER’s Messages: 1047

TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 13.22%
- Messages answered within 5 - 12 hours: 9.92%
- Messages answered within 12 hours - 24 hours: 19.21%
- Messages answered within 24 hours - 2 days: 19.21%
- Messages answered in more than 2 days: 5.99%
- Messages answered in June: 51.65%

MARCH TICKET HIGHLIGHTS

CHUN-MIN CHANG
Research Consultant
TIPS FOR SOFTWARE INSTALLATION

New User Accounts created in June: 67
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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