This figure shows a breakdown of users who accessed ICER compute services:

413 users accessed the developer nodes to submit jobs to the queue.

478 interactive users utilized only ICER developer nodes to do their work. This includes users who:
> Only need access to software (ex. Matlab, mathematica)
> Still in the software development process and have not submitted a job
> Find development nodes sufficient for their research.

This figure shows a breakdown of users who accessed ICER support services:

1,071 Users with Tickets
18% Support
92% Compute
98 Office Hours

413 Developer/Login Nodes
478 Batch Queue/Cluster
98 Support
478 Compute
11 Office Hours
On a typical day, the scheduler processes approximately 263,442 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 183 jobs per minute.
**TICKET ACTIVITY SUMMARY**

- **Tickets Created**: 396
- **Tickets Updated**: 538
- **Tickets Resolved**: 410
- **Open Tickets**: 19

**TICKET MESSAGE SUMMARY**

- **Total Users’ Messages**: 1,129
- **Total ICER’s Messages**: 627

**TICKET RESOLUTION STATISTIC**

- Messages answered within 5 hours: 7.77%
- Messages answered within 5 - 12 hours: 12.95%
- Messages answered within 12 hours - 24 hours: 6.48%
- Messages answered within 24 hours - 2 day: 3.89%
- Messages answered in more than 2 days: 0%

**AUGUST TICKET HIGHLIGHTS**

- **16 New User Accounts created in JULY**

**WHAT TO DO WHEN MODULES CANNOT BE LOADED**

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