

High Performance Computing in a Nutshell

HPC Services, RRZE / NHR@FAU

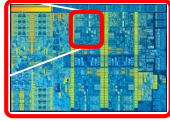
HPC systems at RRZE

<https://hpc.fau.de/systems-services/systems-documentation-instructions/>

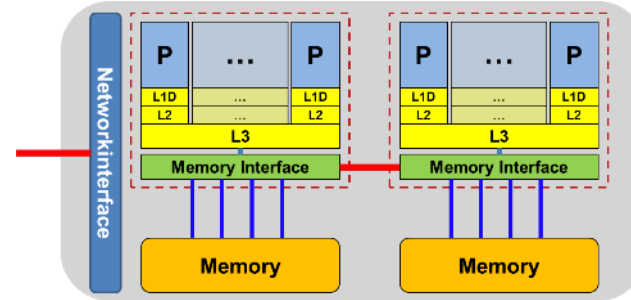
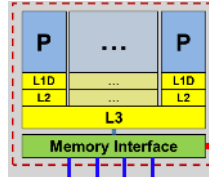
Parallel computing hardware terminology



core

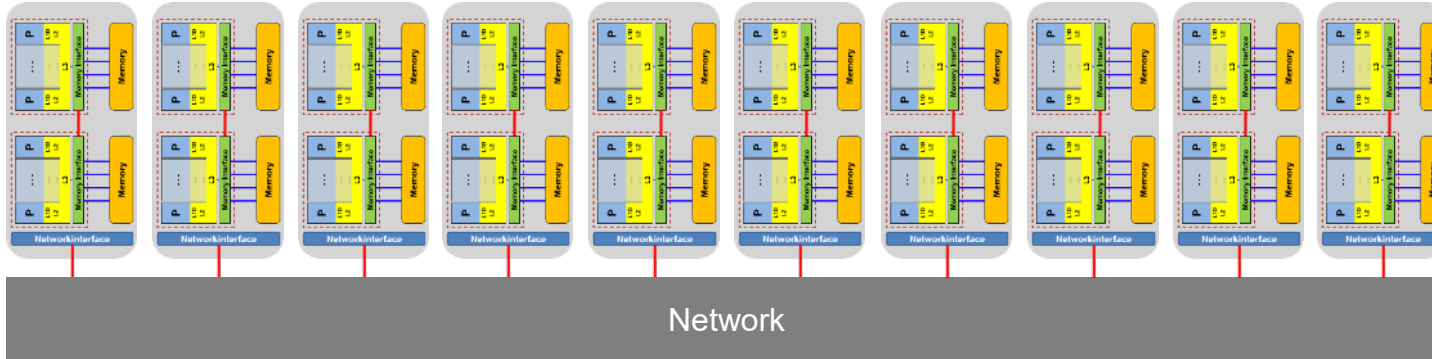


chip/socket
“CPU”



shared-memory compute node

distributed-memory cluster



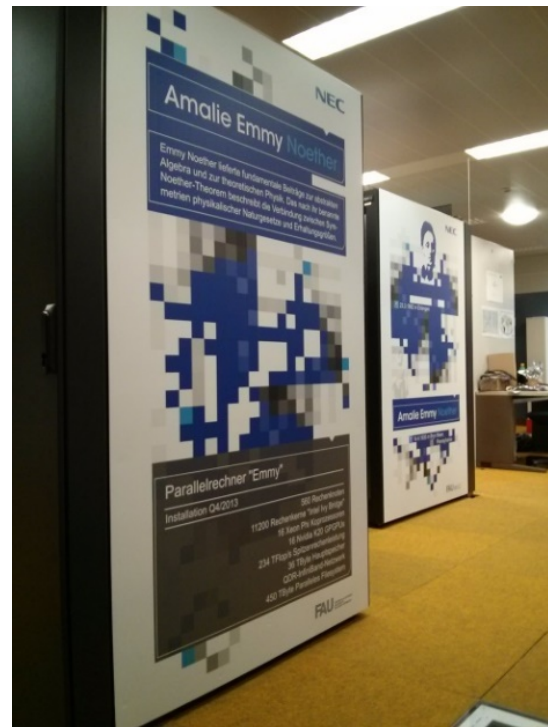
main workhorse for throughput and single-node jobs

- all 246 nodes with 4 cores and high clock frequency (3.5/3.7 GHz) Intel Xeon E3-1240 v? processors
 - 70x Intel Haswell, 8 GB RAM
 - 64x Intel Skylake, 32 GB RAM
 - 112x Intel Kaby Lake, 32 GB RAM
- at least 960 GB local HDD/SSD
- and Gbit network only



main workhorse for parallel jobs

- 543 compute nodes (10.880 cores)
 - 2 Intel Xeon E5-2660v2 (Ivy Bridge)
2.2 GHz (10 cores)
 - 20 cores/node + SMT cores
- 64 GB main memory per node
- No local disks
- Full QDR Infiniband fat tree network:
40 GBit/s and < 2 μ s latency



for scalable parallel jobs

- 728 Compute nodes (14.560 cores)
 - 2 Intel Xeon E5-2630 v4 (Broadwell) 2.2 GHz (10 cores)
 - 20 cores/node
 - 64 GB main memory
- No local disks
- Intel OmniPath network: Up to 100 Gbit/s
- Peak Performance:
 $R_{\text{peak}} = 0.5 \text{ PF/s}$



for GPU workloads – not all nodes always generally available

- 7 nodes with 2x “Broadwell” @2.2 GHz, 64 GB RAM, 980 GB SSD, 4x GTX1080
- 10 nodes with 2x “Broadwell” @2.2 GHz, 64 GB RAM, 980 GB SSD, 4x GTX1080Ti
- 12 nodes with 2x “Skylake” @ 3.2 GHz, 96 GB RAM, 1.8 TB SSD, 4x RTX 2080Ti
- 4 nodes with 2x “Skylake” @3.2 GHz, 96 GB RAM, 2.9 TB SSD, 4x Tesla V100
- 7 nodes with 2x “Cascade Lake” @2.9 GHz, 384 GB RAM, 3.8 TB SSD, 8x RTX3080
- 8 nodes with 2x AMD Rome 7662 @2.0 GHz, 512 GB RAM, 5.8 TB SSD, 4x Volta A100

Use different batch system (Torque)



What is each system good for?

Cluster	#nodes	Appl.	Parallel FS	Local HDD	Description
Meggie	728	massively parallel	Yes	No	Newest RRZE cluster, highly parallel workloads
Emmy	560	massively parallel	(Yes)	No	Current main cluster for parallel jobs
Woody	248	serial, single-node, throughput	No	Yes, some w/ SSD	High clock speed single-socket nodes for serial throughput
TinyGPU	48	GPGPU	No	Yes, all w/ SSD	Different types of Nvidia GPGPUs; Access restrictions and throttling policies may apply
TinyFat	47	Large memory	No	Yes, all w/ SSD	256-512 GB memory per node. Access restrictions may apply.

Accessing HPC systems at RRZE

- You need a separate account (not your IdM account)
- HPC account application form
- Account can access all HPC systems at RRZE!
- Ask your local RRZE contact person for help
- If you change your affiliation, you need a new HPC account. Data migration may be required

Antrag auf Nutzung von **HPCC** High Performance Computing

Antrag per FAX an 09131 85-29966 oder als Scan an rrrze-antrag@fau.de oder per E-Mailpost an RRZE/Servicehelp, Telefonat: 1 91038 Erlangen

☐ Neuantrag ☐ Änderung/Verlängerung

IDM-Account (bestehender) HPC-Account

Antragsteller: ☐ Frau ☐ Herr Vorname Nachname E-Mail Telefon Nationalität(en) HPC-Ablaufdatum (bis DD.MM.JJJJ) Bei Unklarheiten support-hpc@fau.de kontaktieren HPC-Zielsysteme typische Jobgröße anges. benötigte Rechenzeit benötigter Speicherplatz	Auftraggeber: FAU-OrigNr. Lehrstuhl- oder Instituts- stempel und -anschrift RRZE-Kontaktperson Art der Anwendung / Name der Applikation
---	--

Art/Finanzierung des Projekts

Abrechnung der Rechenzeit über ☐ bestehende Kundennummer ☐ neue Kundennummer für folgendes Rechenzeitprojekt

Kurze Beschreibung des Projekts
Titel des Forschungsvorhabens
für das Projekt insgesamt benötigte Rechenzeit
Beurteilungszeitraum / Projektlaufzeit
Fördernde Institution und Förderkennzeichen
Kurze Beschreibung der HPC-Aktivitäten im Forschungsvorhaben
Wurde der Rechenzeitbedarf mit dem RRZE abgestimmt und im Antrag dargestellt?
Haben die Gutachter der Fördereinrichtung dazu Stellung genommen?

Personenbezogene Daten im Sinne der geltenden Datenschutzgesetze dürfen unter dieser Benutzerkennung nicht ohne Sondergenehmigung seitens des RRZE und des Datenschutzbeauftragten verarbeitet werden!
Dem Antragsteller ist bekannt, dass er sich durch eine missbräuchliche Benutzung der Informationsverarbeitungssysteme strafbar machen kann und dass beim Vorliegen eines Missbrauchs grundsätzlich Strafantrag gestellt wird. Des weiteren bemüht sich der Antragsteller, die HPC-Systeme effizient zu nutzen und gängige HPC-Praktiken zu beachten.

Benutzerrichtlinien:
<https://www.rrze.fau.de/infocenter/rahmenbedingungen/richtlinien/benutzungsrichtlinien/>
Antragsteller und Auftraggeber erklärt hiermit, von den Benutzungsrichtlinien sowie den ergänzenden Hinweisen auf der Rückseite dieses Antrags Kenntnis genommen zu haben.

Ort, Datum
Unterschrift Antragsteller
Unterschrift Auftraggeber/
Kontaktperson
IDM-Remnung Auftraggeber/Kontaktpers.

HPC account application form (I)

Antrag auf Nutzung von HPC-Ressourcen am RRZE  High Performance Computing 

Stand 07/2017

Antrag per FAX an 09131-85-29966
oder als Scan an rrze-zentrale@fau.de
oder per (Haus)post an RRZE/Serviceetheke,
Martensstr. 1, 91058 Erlangen

☒ Neuantrag ☐ Änderung/Verlängerung

IDM-Account → Your IdM account

(bestehender) HPC-Account

Antragsteller: ☐ Frau ☐ Herr Titel

Vorname

Nachname

E-Mail

Telefon

Nationalität(en)

HPC-Ablaufdatum bis DD.MM.JJJJ

Bei Unklarheiten vorab support-hpc@fau.de kontaktieren

HPC-Zielsysteme

typische Jobgröße

insges. benötigte Rechenzeit

benötigter Speicherplatz

Auftraggeber: FAU-OrgNr.

Lehrstuhl- oder Instituts-**stempel** und -anschrift

RRZE-Kontaktperson

Art der Anwendung / Name der Applikation

→ Chair data & seal

→ Very brief description of what you want to do

→ Your data

→ Account expiration date

→ Systems, requirements (brief!)

HPC account application form (II)

Type of project:
Education
(master/bachelor)
Standard (FAU employee)
Research grant (BMBF,
DFG, EU)
Industry

The form is titled 'Art/Finanzierung des Projekts' and contains several sections. A blue line points to the 'Abrechnung der Rechenzeit über' section, which has two radio buttons: 'bestehende Kundennummer' and 'neue Kundennummer für folgendes Rechenzeitprojekt'. Another blue line points to the 'RRZE-interne' checkbox. A third blue line points to the 'Kurze Beschreibung der HPC-Aktivitäten im Forschungsvorhaben' section. A fourth blue line points to the 'Wurde der Rechenzeitbedarf mit dem RRZE abgestimmt und im Antrag dargestellt?' section. A fifth blue line points to the 'Unterschrift Antragsteller' section. A sixth blue line points to the 'Unterschrift Auftraggeber/Kontaktperson' section. A seventh blue line points to the 'Ort, Datum' section. A eighth blue line points to the 'RRZE-interne Bemerkungen' section.

RRZE customer ID
(ask contact person)

More detailed info
on third-party
funded projects

Personenbezogene Daten im Sinne der geltenden Datenschutzgesetze dürfen unter dieser Benutzerkennung nicht ohne Sondergenehmigung seitens des RRZE und des Datenschutzbeauftragten verarbeitet werden!

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Benutzerrichtlinien:

<https://www.rrze.fau.de/infocenter/rahmenbedingungen/richtlinien/benutzungsrichtlinien/>

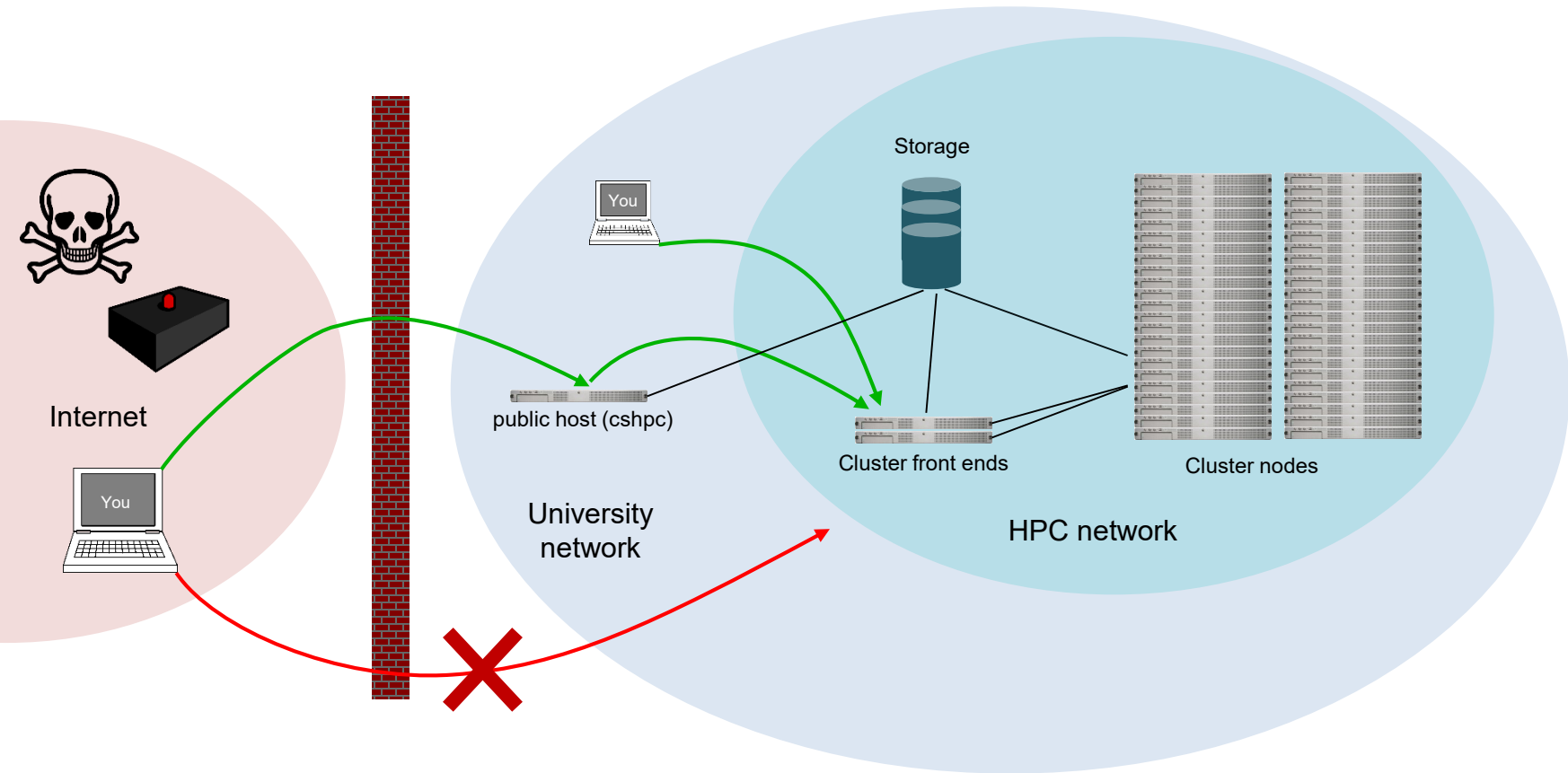
Antragsteller und Auftraggeber erklärt hiermit, von den Benutzungsrichtlinien sowie den ergänzenden Hinweisen auf der Rückseite dieses Antrags Kenntnis genommen zu haben

Date & place

Signatures: you and
your boss or contact
person

Is there a fee for compute cycles?

- CPU cycles are **free for FAU-funded research and education**
 - No special permissions, priorities, quotas,...
- **DFG/BMBF** projects etc.
 - Consult with HPC@RRZE before submitting the DFG proposal
- **Industry**
 - Set up contract with RRZE
 - Case by case basis
 - There is an official price list: <https://www.rrze.fau.de/infocenter/preise-kosten/#hpc>

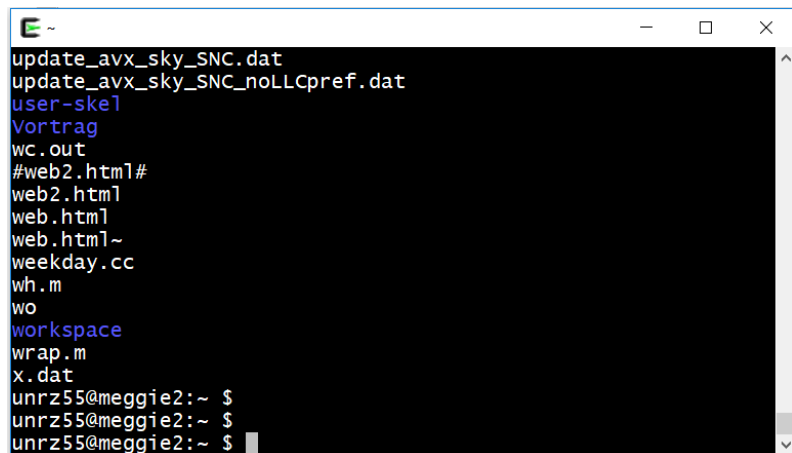


- Primary point of contact: cluster frontends
 - `woody.rrze.fau.de` (also for TinyX)
 - `emmy.rrze.fau.de`
 - `meggie.rrze.fau.de`
 - Only available from within FAU (private IP addresses)
- Access from outside FAU: dialog server
 - `cshpc.rrze.fau.de`
 - The only machine with a public IP address

- By default: text mode only

```
$ ssh ihpc02h@emmy.rrze.fau.de
```

- Basic knowledge of file handling, scripting, editing, etc. under Linux is required
- X11 forwarding with option **-X** or **-Y**
 - Requires local X server

A terminal window with a black background and white text. The window title is 'E ~'. The text inside shows a list of files: update_avx_sky_SNC.dat, update_avx_sky_SNC_noLLCpref.dat, user-skel, Vortrag, wc.out, #web2.html#, web2.html, web.html, web.html~, weekday.cc, wh.m, wo, workspace, wrap.m, x.dat. Below these are three lines of the prompt 'unrz55@meggie2:~ \$'.

```
E ~
update_avx_sky_SNC.dat
update_avx_sky_SNC_noLLCpref.dat
user-skel
Vortrag
wc.out
#web2.html#
web2.html
web.html
web.html~
weekday.cc
wh.m
wo
workspace
wrap.m
x.dat
unrz55@meggie2:~ $
unrz55@meggie2:~ $
unrz55@meggie2:~ $
```


- Linux: OpenSSH available in any distribution
- Mac: ditto
- Windows
 - Putty (<https://putty.org/>)
 - MobaXterm (<https://mobaxterm.mobatek.net/>)
 - includes an embedded X server
 - OpenSSH via Command/PowerShell
 - Linux Subsystem for Windows
 - WinSCP (data transfer only) (<https://winscp.net>)

Working with data

<https://hpc.fau.de/systems-services/systems-documentation-instructions/hpc-storage/>

- File system == directory structure that can store files
- Several file systems can be “mounted” at a compute node
 - Similar to drive letters in Windows (C:, D:, ...)
 - Mount points can be anywhere in the root file system
- Available file systems differ in size, redundancy and how they should be used

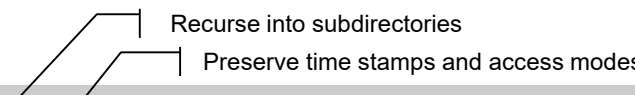
Mount point	Access	Purpose	Technology	Backup	Snapshots	Data lifetime	Quota
/home/hpc	\$HOME	Source, input, important results	NFS on central servers, small	YES	YES	Account lifetime	50 GB
/home/vault	\$HPCVAULT	Mid-/long-term storage	Central servers	YES	YES	Account lifetime	500 GB
/home/woody	\$WORK	Short-/mid-term storage, General-purpose	Central NFS server	(NO)	NO	Account lifetime	500 GB
/lxf	\$FASTTMP (only within meggie)	High performance parallel I/O	Lustre parallel FS via InfiniBand	NO	NO	High watermark	Only inodes
/???	\$TMPDIR	Node-local job-specific dir	HDD/SDD/ramdisk	NO	NO	Job runtime	NO

- File system may impose quotas on
 - Stored data volume
 - Number of files and directories (inodes, actually)
- Quotas may be set per user or per group (or both)
- Hard quota
 - Absolute upper limit, cannot be exceeded
- Soft quota
 - May be exceeded temporarily (e.g., for 7 days – grace period)
 - Turns into hard quota at end of grace period

```
$ quota -s                # generic command
Disk quotas for user unrz55 (uid 12050):
    Filesystem blocks   quota   limit   grace   files   quota   limit   grace
10.28.20.201:/hpcdatacloud/hpchome/shared
           5544M  51200M   100G           72041   500k   1000k
wnfs1.rrze.uni-erlangen.de:/srv/home
           112G   318G    477G           199k         0         0

$ shownicerquota.pl      # only on RRZE systems
  Path                Used      SoftQ    HardQ    Gracetime  Filec    FileQ    FiHaQ    FileGrace
/home/hpc              5.7G    52.5G   104.9G      N/A       72K     500K    1,000K      N/A
/home/woody            112G   333.0G  499.5G      N/A      188K           N/A
```

- Most RRZE file systems are mounted at all HPC systems
 - Exception: parallel FS and node-local storage
- No NFS mounting from or to systems outside of RRZE
- → scp / rsync is the preferred file transfer tool from and to the outside



```
$ scp -r -p code unrz55@emmy.rrze.fau.de:/home/woody/unrz/unrz55
$ scp unrz55@emmy.rrze.fau.de:results/output.dat .
```

- Windows: <https://winscp.net/>

Software

<https://hpc.fau.de/systems-services/systems-documentation-instructions/environment/>

Linux standard distro packages

- Cluster front-ends: “Full” installation available, easy to add additional packages
- Node installation: usually stripped down, not easy to add new software

- Software provided locally by RRZE
 - Compilers, libraries, commercial and open software
 - Installed on central server and available on all cluster nodes
- A package must be made available in the user's environment to become usable
 - Command: **module**
 - All module commands affect the current shell only!

Show available modules: `module avail`

```
$ module avail
----- /apps/modules/data/applications -----
amber-gpu/14p13-at15p06-gnu-intelmpi5.1-cuda7.5 gromacs/4.6.6-mkl-IVB
amber-gpu/16p04-at16p10-gnu-intelmpi5.1-cuda7.5 gromacs/5.0.4-mkl-IVB
amber/12p21-at12p38-intel16.0-intelmpi5.1      gromacs/5.1.1-mkl-IVB_d
----- /apps/modules/data/development -----
cuda/7.5                intel64/16.0up04                intelmpi/5.1up03-intel
cuda/8.0                intel64/17.0up05 (default)          llvm-clang/3.8.1
cuda/9.0                intel64/18.0up02                opencl/intel-cpuonly-5.2.0.10002
cuda/9.1                intel64/18.0up03                openmpi/1.08.8-gcc
$
```

Load a module: **module load** <modulename>

```
$ module load intel64
$ icc -V
Intel(R) C Intel(R) 64 Compiler for applications running on Intel(R) 64, Version 17.0.5.239 Build
20170817
Copyright (C) 1985-2017 Intel Corporation. All rights reserved.
```

Display loaded modules: **module list**

```
$ module list
Currently Loaded Modulefiles:
  1) torque/current          2) intelmpi/2017up04-intel    3) mkl/2017up05             4) intel64/17.0up05
```

Command	What it does
module avail	List available modules
module whatis	Shows over-verbose listing of all modules
module list	Shows which modules are currently loaded
module load <pkg>	Loads module pkg, i.e., adjusts environment
module load <pkg>/<version>	Loads specific version of pkg instead of default
module unload <pkg>	Undoes what the load command did
module help <pkg>	Shows a detailed description of pkg
module show <pkg>	Shows what environment variables pkg modifies and how

<https://hpc.fau.de/systems-services/systems-documentation-instructions/environment/#modules>

- Use anaconda modules instead of system installation

```
$ module avail python
----- /apps/modules/modulefiles/tools -----
python/2.7-anaconda  python/3.6-anaconda  python/3.7-anaconda(default)  python/3.8-anaconda
```

- Build packages in an interactive job on the target cluster (especially for GPUs)
- It might be necessary to configure a proxy to access external repositories
- Install packages via conda/pip with `--user` option
- Change default package installation path from `$HOME` to `$WORK`
- More details: <https://hpc.fau.de/systems-services/systems-documentation-instructions/special-applications-and-tips-tricks/python-and-jupyter/>

Running jobs

<https://hpc.fau.de/systems-services/systems-documentation-instructions/batch-processing/>

- The cluster frontends are for interactive work
 - Editing, compiling, preparing input,...
 - Amount of compute time per binary is limited by system limits
 - E.g., after 1 hour of CPU time your process will be killed
 - MPI jobs are not allowed on front ends at RRZE
- Front-ends are shared among all users, so be considerate!

```
iww042@meggie1$ emacs Makefile
iww042@meggie1$ make all
iww042@meggie1$ ./scripts/preprocess.py < inputfile
iww042@meggie1$ ./bin/a.out arg1 arg2 arg3
```

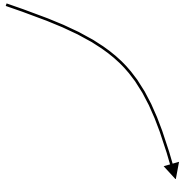

- All big clusters have resource manager software → “Batch system”
 - Users can request resources for their jobs
 - Number of nodes (optionally: type of nodes, memory, ...)
 - Job runtime
 - What to run (normally a shell script)
 - Job will run when resources become available
 - What you do with your node allocation is entirely up to you
- Popular batch systems: PBS Pro, Torque, Slurm, LSF, GridEngine
- Some setups (e.g., at RRZE) allow interactive batch jobs
- Most queues at RRZE have a 24 hour wall time limit



- Most simple batch script (job1.sh):

```
#!/bin/bash -l  
~/bin/a.out arg1 arg2 arg3
```

- Submission:



```
iww042@meggie1$ sbatch --nodes=1 --time=01:00:00 job1.sh  
1051341.madm
```

Example: Complex Slurm batch script

```
#!/bin/bash -l
```

```
#SBATCH --nodes=4 --ntasks-per-node=20 --time=06:00:00
```

```
#SBATCH --job-name=Sparsejob_33
```

Job submission options:

Nodes, cores per node, time, name,...

```
#SBATCH --export=NONE
```

Job option
sentinel

```
unset SLURM_EXPORT_ENV
```

```
# avoid login shell settings
```

```
# create a temporary job dir on $WORK
```

```
mkdir ${WORK}/${SLURM_JOB_ID}
```

```
cd ${WORK}/${SLURM_JOB_ID}
```

`$SLURM_*` variables contain
job-relevant data

```
# copy input file from location where job was submitted, and run
```

```
cp ${SLURM_SUBMIT_DIR}/inputfile .
```

```
srunk --mpi=pmi2 ${HOME}/bin/a.out -i inputfile -o outputfile
```

Actual run of your binary

```
iww042@meggie1$ sbatch job3.sh
```

```
Submitted batch job 357074
```

```
iww042@meggie1:~ $ squeue -l
```

```
Mon Jan 28 17:38:52 2019
```

JOBID	PARTITION	NAME	USER	STATE	TIME	TIME_LIMI	NODES	NODELIST (REASON)
357074	work	Sparsejo	iww042	RUNNING	0:35	1:00:00	4	m[0101-0104]

Command	Purpose	Options
<code>sbatch [<options>] <job_script></code>	Submit batch job	<code>--time=HH:MM:SS</code> <code>--nodes=#</code> <code>--ntasks=#</code> <code>--ntasks-per-node=#</code> <code>--mail-user=<address></code> <code>--mail-type=ALL BEGIN END ...</code> <code>--partition=work devel</code>
<code>squeue [<options>]</code>	Check job status	<code>-j <JobID></code> show job <code>-t RUNNING</code> show only running jobs
<code>scancel <JobID></code>	Delete batch job	—
<code>srun <options></code>	Run program	Many options; see man page

- Nearly all nodes use Slurm
- All jobs are submitted from the woody frontend via wrapper scripts (e.g. `sbatch.tinygpu`, `sbatch.tinyfat`)
- TinyGPU:
 - nodes are shared, granularity is one GPU with a corresponding proportion of CPU and main memory
 - Request a specific GPU type by e.g.
 - `sbatch.tinygpu --gres=gpu:1 [...]` (if you don't care which type you get)
 - `sbatch.tinygpu --gres=gpu:rtx3080:1 [...]` (to request a specific type)
 - `sbatch.tinygpu --gres=gpu:a100:1 --partition=a100 [...]` (necessary for V100 and A100 GPUs)
- More details and examples:
<https://hpc.fau.de/systems-services/systems-documentation-instructions/clusters/tinyfat-cluster>
<https://hpc.fau.de/systems-services/systems-documentation-instructions/clusters/tinygpu-cluster>

- TinyGPU / TinyFat

```
iww042@woody3$ salloc.tinygpu --gres=gpu:1 --time=01:00:00
```

```
iww042@woody3$ salloc.tinyfat --cpus-per-task=10 --time=01:00:00
```

- meggie:

```
iww042@meggie1$ srun --nodes=1 --time=01:00:00 --pty /bin/bash -l
```

Example: Torque batch script

```
#!/bin/bash -l
```

```
#PBS -l nodes=4:ppn=40,walltime=06:00:00
```

```
#PBS -N Sparsejob_33
```

Job option
sentinel

Job submission options:
Nodes, cores per node, time, name,...

```
# jobs always start in $HOME: change to a temporary job dir on $WOODYHOME
```

```
mkdir ${WORK}/${PBS_JOBID}
```

```
cd ${WORK}/${PBS_JOBID}
```

`$PBS_*` variables contain job-
relevant data

```
# copy input file from location where job was submitted, and run
```

```
cp ${PBS_O_WORKDIR}/inputfile .
```

```
/apps/rrze/bin/mpirun -npernode 20 ${HOME}/bin/a.out -i inputfile -o outputfile
```

Actual run of your binary

Example: Managing a Torque job

- Job ID can be used to check and control the job later

```
iww042@emmy1$ qsub job2.sh  
1051342.eadm
```

```
iww042@emmy1$ qstat -a  
eadm:
```

Job ID	Username	Queue	Jobname	SessID	NDS	TSK	Req'd Memory	Req'd Time	S	Elap Time
1051342.eadm	iww042	devel	test.sh	--	1	40	--	00:10:00	R	00:00:02

```
iww042@emmy1$ qalter -l walltime=02:00:00 1051342  
iww042@emmy1$ qdel 1051342
```

- stdout/stderr will be in <JobName>.[o|e]<JobID>

Interactive batch job with Torque

```
iww042@emmy1$ qsub -l nodes=2:ppn=40,walltime=01:00:00 -I
```

```
qsub: waiting for job 1051378.eadm to start
```

```
qsub: job 1051378.eadm ready
```

```
Starting prologue... Mon Jan 28 15:55:44 CET 2019
```

```
Master node: e0104
```

```
Kill all process from other users
```

```
Adjust oom killer config
```

```
Clearing buffers and caches on the nodes.
```

```
Power management available, enabling ondemand governor
```

```
End of prologue: Mon Jan 28 15:55:51 CET 2019
```

```
iww042@e0104$
```

Some resources
reserved for small
jobs during
working hours

Mostly
harmless ☺

Type stuff here

Command	Purpose	Options
qsub [<options>] [-l <job_script>]	Submit batch job (-l = interactive)	-l <resource_spec> -N <JobName> -o <stdout_filename> -e <stderr_filename> -M your@email.de -m abe -X X11 forwarding
qstat [<options>] [<JobID> <queue>]	Check job status	-a friendly formatting -f verbose job info -r only running jobs -n show nodes of each job
qdel <JobID>	Delete batch job	—

Some Dos and don'ts

- Be considerate. Clusters are valuable shared resources that have been paid by the taxpayer.
- Use the appropriate amount of parallelism
 - Most workloads are not highly scalable
 - Best to run scaling experiments to figure out “sweet spot”
- Check your jobs regularly
 - Are the results OK?
 - Does the job actually use the allocated nodes in the intended way? Does it run with the expected performance?
 - Job Monitoring: <https://www.hpc.rrze.fau.de/HPC-Status/job-info.php>
How to use it and what to look out for:
https://hpc.fau.de/files/2019/11/2019-11-2_HPC_Cafe_monitoring.pdf

- Use the appropriate file system(s)
 - #1 mistake: Overload metadata servers by doing tiny-size, high-frequency I/O to parallel FS
 - Delete obsolete data
- Talk to co-workers who are more experienced cluster users; let them educate you
- Do not re-use other people's job scripts if you don't understand them completely
- Look at tips and tricks for various applications (e.g. example batch scripts):
<https://hpc.fau.de/systems-services/systems-documentation-instructions/special-applications-and-tips-tricks/>

When reporting a problem to RRZE:

- Use the official contact hpc-support@fau.de – this will immediately open a helpdesk ticket
- Provide as much detail as possible so we know where to look
 - “My jobs always crash” will not do
 - Cluster, JobID, file system, time of event, ...
 - Batch script, output files, ...



THANK YOU.

HPC@RRZE

<https://hpc.fau.de>