Acceptable User Guidelines

October 16, 2019

OIT CI Research Computing (OIT-CIRC) resources are deployed, configured, and operated to serve a large, diverse user community. It is important that all users are aware of and abide by OIT-CIRC Usage Policies. Failure to do so may result in suspension or cancellation of the project and associated allocation and closure of all associated logins. Illegal transgressions will be addressed through University of Texas at Dallas (UT-D) and/or legal authorities.

1. Account Eligibility

OIT-CIRC resources are available to faculty and staff at UT-Dallas, OIT-CIRC Research Partners, Texas higher educational institutions, and to US academic researchers. Additional supporting documentation may be required prior to accessing OIT-CIRC resources.

Eligible UT-Dallas, OIT-CIRC Partner, and Texas higher education users can request OIT-CIRC accounts. Individuals and groups that engage in collaborative research and development activities with UT-D are eligible to apply for user accounts.

2. Passwords

OIT-CIRC users must choose a strong password that should be unique to your OIT-CIRC username. Passwords (passphrases) for accounts should follow a model that results in fewer unintended lockouts for users.

Accounts (whether locally created through either computer or application, or through the NetID system) must follow the password (passphrase) requirements:

- Minimum password length: 12 characters
- Enforce maximum password age: 365 days
- Previous passwords must not be reused after being changed (Password history is 10 passwords)
- It should not contain NetID or your name
- It should not include combinations of any 3 of the following 4 complexities:
    1. uppercase letter
    2. lowercase letter
    3. number

4. special character
- Number of allowed failed login attempts: 25
- Reset failed login after: 260 minutes
- Accounts when locked out remain locked until removed by administrators or by users via self-service

3 Policies for OIT-CIRC Users

Users must abide by the following policies. Failure to do so will lead to disciplinary actions.

- Sharing of User Credentials is strictly prohibited
- Users are only allowed one account per person
- PI's are responsible for notifying OIT-CIRC when project users should be deactivated due to the departure of the user or termination of the project.
- Never infringe upon someone else's copyright. It is a violation of OIT-CIRC guidelines and federal law to participate in copyright infringement
- Never try to circumvent login procedures on any OIT-CIRC resource of otherwise attempt to gain access where you are not allowed. Never deliberately scan or probe any information resource without prior authorization.
- Computing resources may not be used for commercial purposes or personal gain.

4. Cryptocurrencies

Users are prohibited from running applications that mine cryptocurrency and/or use block-chain technology for personal gain. Violations of these guidelines will result in user's access to OIT-CIRC resources being terminated.

5. Disciplinary Actions

Punishment for infractions includes but is not limited to the following:

- Written or verbal warnings
- Revocation of access privileges to OIT-CIRC systems
- Termination of project(s) at OIT-CIRC
- Criminal Prosecution

6. Be a Good Citizen

- **Make sure you know if you're on a login node or not**: In order to check whether you're on a login node or not use the "hostname" command in the Linux prompt.
- **Only do login node things on a login node**: login nodes are usually used to initiate file transfers, compile code, track existing jobs, and submit new jobs.
- **Computationally intensive activity isn't to be run on login nodes:**
  - Don't run things like MATLAB, R, and other research applications
  - Don't run too many processes at once
  - Check job status occasionally, not constantly

7. Internal and External networks

- **Avoid too many simultaneous fail transfers**; this takes up bandwidth everyone must share; however, two or three concurrent session is fine.
- **Avoid recursive file transfers.** Create a tar archive before transferring.

8. Submitting Jobs

- Ask for time you need and no more when submitting a job to the scheduler, this means shorter queue times for you and everybody else.
- **Test your submission scripts**. Make sure it works on a couple nodes before using a lot of nodes. This lets you fix submission bugs in a short amount of time.
- **Be mindful of memory limits and other system constraints**. If there isn't enough available memory for your job it will fail. Use "module load remora" followed by "module help remora" to use a helpful monitoring tool.

9. Utilization

OIT-CIRC has documented the purpose and proper use of resources and services via a series of user guides and other web-based documents available on the OIT-CIRC web site. Users assume the responsibility for becoming familiar with this documentation, particularly relating to issues such as adherence to resource limits, proper and considerate use of the batch queuing system, understanding the purpose and proper use of file systems and storage services, and proper use of OIT-CIRC resources.

Use of OIT-CIRC resources should be used only for work directly related to the project for which the resources were requested and granted. OIT-CIRC resources should only be used for documented or obvious intended purpose. The login or front-end nodes of the OIT-CIRC compute cluster(s) are reserved for compiling, loading, and preparing to submit jobs to run in a batch queue. Running compute or I/O bound processes on these nodes will cause excess overhead and affect the ability of the general user community to use the systems effectively. Processes inappropriate to execute on these nodes will automatically be killed and the user notified. Users repeatedly violating these guidelines will be denied access to the system and must contact OIT-CIRC before access is restored.

The OIT-CIRC data storage resources are intended to provide the user community with a high-speed, shared storage facility that is available to applications that span multiple OIT-CIRC resources. Data stored on any OIT-CIRC data storage resource must be associated with research projects approved by OIT-CIRC. Users storing data not meeting this criterion may lose all rights to use OIT-CIRC resources. All users assume the responsibility for reading the information contained in the appropriate system User Guide.

10. Account Deactivation Guidelines

Accounts will be deactivated for one of the following reasons:

- **PI Request** - An account deactivation request by a PI will result in the account being denied access to use the PI's project's allocation if the account does not have access to another active project.

- **Project Expiration** - Upon project expiration, all accounts (PI and user) will be immediately denied access to the allocation, and OIT-CIRC-issued user certificates will be revoked unless users have access to other active projects. All batch and remote job submissions will subsequently be rejected.

- **Violation of OIT-CIRC Guidelines** - Any user account determined by OIT-CIRC to be in violation of an OIT-CIRC guideline will immediately be denied access to all OIT-CIRC resources without notification.

- **Account Inactivity** - User accounts will be deactivated due to inactivity after 120 calendar days. This will be done automatically, and users will have to submit a ticket to have their account reactivated. Any successful login to

an OIT-CIRC resource (including the OIT-CIRC User Portal) will reset this timer.

11. Data Retention

All data in /home and /work will remain on OIT-CIRC storage resources as long as the researcher is actively using the storage. Each user will be allocated 20GB of storage space on /home and this space will be backed up. Each research group will have 1TB of storage in /work. Storage space on /scratch is open to all users, however abuse of the /scratch resource will lead to disciplinary actions. To make the storage space more available to all campus users, all data stored in the OIT-CIRC /scratch area will be purged on a time-based basis according to the following schedule:

Every 30 days files larger than 5 TB will be purged.

Every 60 days files larger than 1 TB will be purged.

Every 180 days, all files will be purged.

If a group or PI requests more permanent storage, please send a message to ganymedeadmins@utdallas.edu to schedule an appointment to discuss purchasing more storage on OIT-CIRC high performance storage devices. User attempts to circumvent the file ages will face disciplinary actions

12. User Support

OIT-CIRC users are encouraged to request assistance from OIT-CIRC support when necessary. All requests for support must be submitted through email the OIT-CIRC email address ganymedeadmins@utdallas.edu. Exceptions to these guidelines will be handled on a case-by-case base. Special project collaborations are examples of situations requiring direct communication between OIT-CIRC and the user community.

13.Help Desk Tickets

- **Do your homework** - before submitting a help desk ticket. What does the user guide and other documentation say? Try looking online that is what the consultant will most likely try.
- **Have realistic expectations** - Consultants can address system issues and answer questions, but they can't teach parallel programming in a ticket, and may know nothing about the package you downloaded. They will off you advice, however they won't fix the problem for you.
- **Describe your issue as precisely and completely as you can:** what you did, what happened, verbatim error messages, other meaningful output. When appropriate, include the information a consultant would need to find your artifacts and understand your workflow: e.g. the directory containing your build and/or job script; the modules you were using; relevant job numbers; and recent changes in your workflow that could affect or explain the behavior you're observing.
- **Be Patient** - It may take a business day for a consultant to get back to you, especially if your issue is complex. It might take an exchange or two before you and the consultant are on the same page. If the admins disable your account, it's not punitive. When the file system is in danger of crashing or a login node hangs, they don't have time to notify you before acting.

14. OIT-CIRC Citation

Please reference OIT-CIRC in any research report, journal or publication that requires citation of any author's work. The recognition of the OIT-CIRC resources you used to perform research is important for acquiring funding for the next generation hardware, support services, and our

Research & Development activities in HPC, visualization, data storage, and grid infrastructure. The minimal content of a citation should include:

Office of Information Technology Cyber Infrastructure Research Computing (OIT-CIRC) The University of Texas at Dallas

Our suggested acknowledgement is