How to ask for help troubleshooting a problem

This is how I call for help

Asking properly is half the battle.

How **not** to ask for help.

- An email with just: "Something is wrong", "Nothing works"

- Being able to ask for help in a helpful manner will likely result in your questions being help in a much more responsive manner.

- Please read status page and any support notices http://status.computecanada.ca/.

Don't make the Analysts play detective unnecessarily

- In the subject of the email, include the system/cluster name a a few words of what may be wrong.
- Compute Canada has multiple clusters.
- Your Compute Canada user name may not be apparent from your email.
- You may have 1000s of job queued, running, completed, failed on the system with which one did you have an issue?
- When did this happen?
- Which jobscript did you launch your job with, have you modified it since?
- What version of software are you running?

Make sure you gather data that may be lost

- Keep any error messages you received.
- When did the problem occur?
- In what environment did the problem happen?
  - Which modules have you loaded when you submitted the job?
  - The state of a cluster changes, jobs start and finish, nodes fail and are repaired. What were the output of commands that you ran on the system that make you think there is a problem or that you think analyst should see.

Keep a record of any output with script command.

> script filename_to_write_datetime
> date   # displays todays date and time
> printenv   # displays your environment settings
> module list   # list of modules loaded
> squeue   # list jobs on cluster
Do your work
>exit   # to stop writing the output

TIP:If you need to add more information to the file
script −a <filename>

TO: support@computecanda.ca
Subject: Job 123456 gives errors on the CC Cedar cluster

Hello, My name is Alice, user asmith . Today at 10:00 am MST I submitted a job 123456 on the Cedar cluster. The Job script is located /my/job/script/path I have not changed it since submitting my job, since it is short I included it in the email bellow.

```
#!/bin/bash
#SBATCH --account=def-asmith-ab
#SBATCH --nodes=1
#SBATCH --ntasks-per-node=16
#SBATCH --time=00:05:00
{ time mpiexec -n 1 ./sample1 ; } 2>out.time
```

A list of the following modules were loaded at the time follow:

```
[asmith@cedar5]$ module list
Currently Loaded Modules:
  1) nixpkgs/16.09  (S)   5) intel/2016.4   (t)
  2) icc/.2016.4.258(H)   6) imkl/11.3.4.258(math)
  3) gcccore/.5.4.0  (H)  7) openmpi/2.1.1(m)
  4) ifort/.2016.4.258(H)  8) StdEnv/2016.4(S)
```

The job ran quickly and the myjob-123456.out and myjob-123456.err files were created.

There was no output in the myjob-123456.out file but there was an message in the myjob-123456.err output

```
[asmith@cedar5 scheduling]$ cat myjob-123456.err
slurmstepd: error: *** JOB 123456 ON cdr692 CANCELLED AT 2018-09-06T15:19:16 DUE TO TIME LIMIT ***
```

Can you tell me how to fix this problem?