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This page is intended to give a short overview on known issues and to provide potential solutions and workarounds to the issues seen.

To stay informed, please refer to the [News page](#). Also, please pay attention to the information contained in the "Message of the day" displayed when logging onto the system.

2020-05-12: DUE TO A SECURITY EVENT LOGIN TO THE DEEP SYSTEM IS CURRENTLY NOT POSSIBLE

Detected HW and node issues

CM nodes

- dp-cn09 - dp-cn16: nodes currently reserved for special use case during working hours
- dp-cn49: node currently reserved for special use case

DAM nodes

- dp-dam03: node currently reserved for special use case
- dp-dam04: showing low streams performance ([#2401](#))
- dp-dam05: node currently reserved for special use case
- dp-dam07: showing problems with its FPGA ([#2353](#))
- dp-dam08: issues with second socket CPU seen ([#2304](#))

ESB nodes

- dp-esb08: GPU shows PCIe x8 connection only ([#2370](#))
- dp-esb11: no GPU device detected, under repair ([#2358](#))
- dp-esb23: MCE problems ([#2350](#))
- dp-esb24: used for oneAPI testing ([#2396](#))

SDV ESB nodes

- dp-sdv-esb[01,02]: replacement of V100 cards

Software issues

LDAP error message during login

- seeing frequent failovers between the master nodes that are being investigated
- currently, a failover might lead to seeing the following or a similar error message during login:

Error: ldap_search: failed to open connection to LDAP server(s) and search. Exception: socket connection error while opening

- the message usually can be ignored
- in addition, some of the environment variables, e.g. \$PROJECT are not set (properly)
- if you see further issues or cannot login at all, please write an email to the support list: `sup(at)deep-est.eu`

SLURM jobs

- due to introduction of accounting with the start of the early access program there is some re-configuration of user accounts needed within SLURM to assign the correct QOS levels and priorities for the jobs
- this might lead to (temporary) failing job starts for certain users
- if you cannot start jobs via SLURM, please write an email to the support list: `sup(at)deep-est.eu`

/sdv-work corrupted

- due to failing disks the SDV work filesystem mounted to /sdv-work got corrupted and has to be rebuilt
- meta data still seems to be ok, so directories and files can be seen, but no file access is possible
- not sure if any data can be recovered since work filesystems are not in backup

GPU direct usage with IB on ESB

- currently only available via Developer stage, for testing load:

```
module --force purge
module use $OTHERSTAGES
module load Stages/Devel-2019a
module load GCC/8.3.0 or module load Intel
module load ParaStationMPI
```

- use PSP_CUDA=1 and PSP_UCP=1

GPU direct usage with Extoll on DAM

- new Extoll driver for GPU direct over Extoll currently being tested on the DAM nodes
- only available via Developer stage, for testing load:

```
module --force purge
module use $OTHERSTAGES
module load Stages/Devel-2019a
module load GCC/8.3.0 or module load Intel
module load ParaStationMPI
```

- expect performance and stability issues

Horovod

- currently only working with the developer stage

slurmtop

The slurmtoptool is not working properly, a workaround is to call it via

```
slurmtop 2> /dev/null
```