

zMaintenance and emergency procedures

Clusters and other high performance servers require maintenance. Documented procedures reduce surprises for both enabling scheduled maintenance and emergency work.

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Scheduled maintenance and upgrades procedures

Cluster and HPC maintenance schedules

Regular maintenance of clusters requires downtime. A maintenance schedule can reduce surprises and not unnecessarily delay required maintenance.

- [Cluster Maintenance SOP](#) — This page includes a checklist for preparing any maintenance work, and a listing of the sequence of steps to take.
- [Templates of notification emails](#)
 - [Communication timeline](#) — Sequence of communications for cluster maintenance.
 - [Downtime warning email template](#) — Page contains process and template text. Text is used two weeks before downtime, and again 24 hours before.
 - [Maintenance complete/delayed email template](#) — One email will be sent to all group users about the completion of the work or delay of the downtime will be posted.

Emergency work procedures

See also

- [Cluster Maintenance SOP](#)

Communication timeline

1) Something bad happens, which was not scheduled.

- Power outages have been the most frequent, recent reasons for downtime
 - Please talk to us to discuss cost/ benefits options to reduce power outage impacts, if you haven't already done so. Thank you!

2) ChemIT learns of the emergency situation.

- This often happens by researchers confirming cluster is down, and then emailing ChemIT with evidence.
 - ChemIT staff are available M-F, 9am-5 most days. Weekends, evenings, and holidays

3) ChemIT characterizes the problem and develops an initial prognosis.

4) ChemIT notifies group rep (users) of status and prognosis as soon as practicable.

A record (and notes) of Emergency Actions

Cluster or HPC name	Event date and action					
Abruna						
Ananth						
Collum						
Hoffmann						
Lancaster (w/ Crane)						
Scheraga						
Widom-Loring						

Eldor						
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