

Research Computing Support at the University of Utah: An Overview of CHPC

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CHPC's Mission

In addition to deploying and operating high performance computational resources and providing advanced user support and training, CHPC serves as an expert team to broadly **support** the increasingly **diverse research computing needs** on campus.

These needs include support for big data, big data movement, data analytics, security, virtual machines, Windows science application servers, protected environments for data mining and analysis of protected health information, and advanced networking.

- CHPC can help if:
 - You need parallel processing
 - You need access to a single high-powered computer
 - You need the ability to run many individual jobs simultaneously
 - You have a large amount of data to store and/or process
 - You need an application you don't have on your computer
 - Your data is IRB-governed PHI
 - You have other computing needs your local resources cannot meet

Sources of Useful Information

- Getting Started Guide
 - <https://www.chpc.utah.edu/documentation/gettingstarted.php>
- CHPC policies
 - <https://www.chpc.utah.edu/documentation/policies/index.php>
- Cluster Usage Guides
 - <https://www.chpc.utah.edu/documentation/guides/index.php>
- Application Documentation
 - <https://www.chpc.utah.edu/documentation/software/index.php>
- Programming Guide
 - <https://www.chpc.utah.edu/documentation/ProgrammingGuide.php>
- How to Videos
 - <https://www.chpc.utah.edu/documentation/videos/index.php>

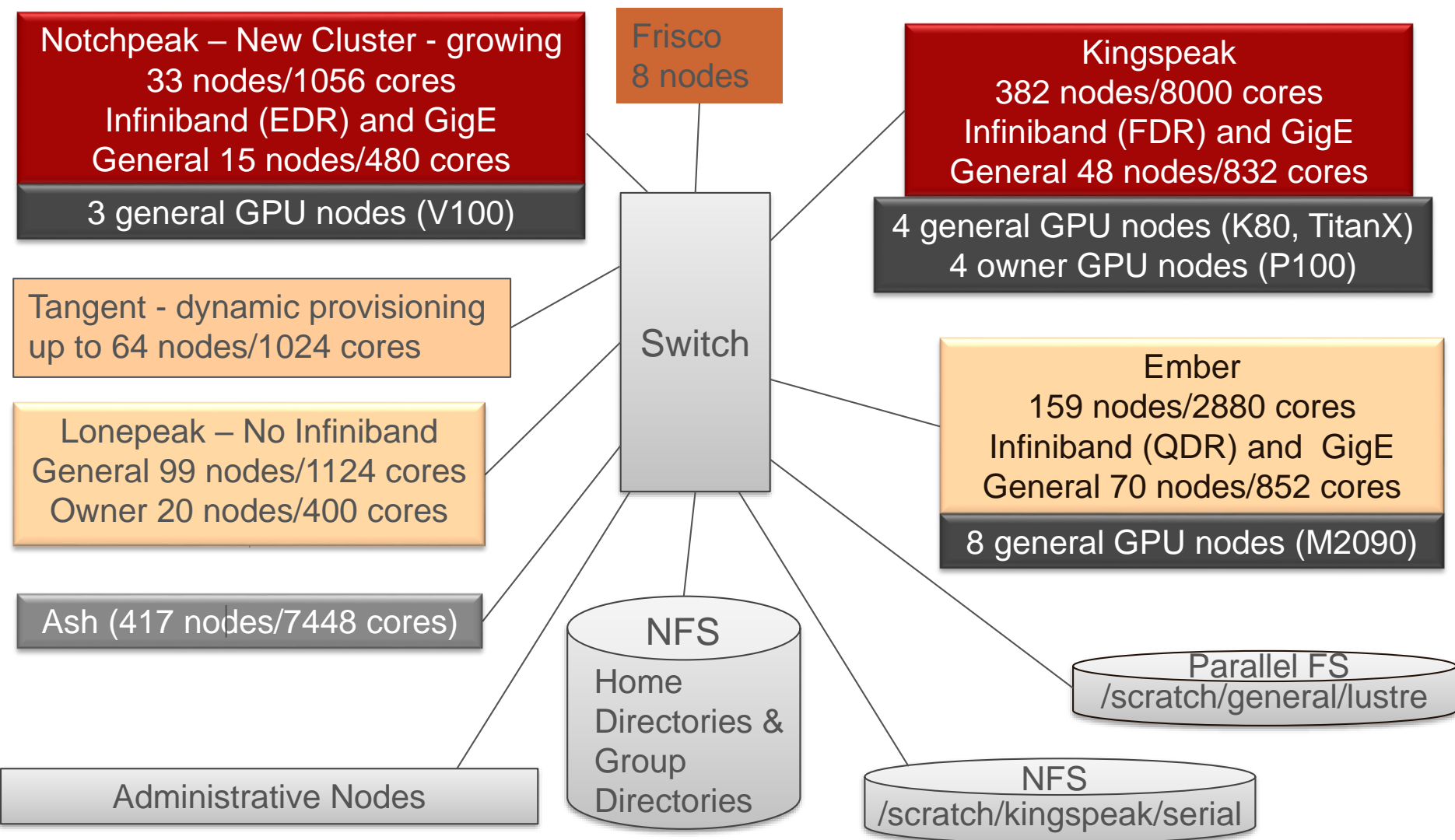
Downtown Data Center

- Came online Spring 2012
- CHPC completed move to DDC Spring 2013
- Shared with enterprise (academic/hospital) groups
- 92 racks and 1.2MW of power with upgrade path to add capacity for research computing
- Metro optical ring connecting campus, data center, & internet2
- 24/7/365 facility



CHPC Resources & Services

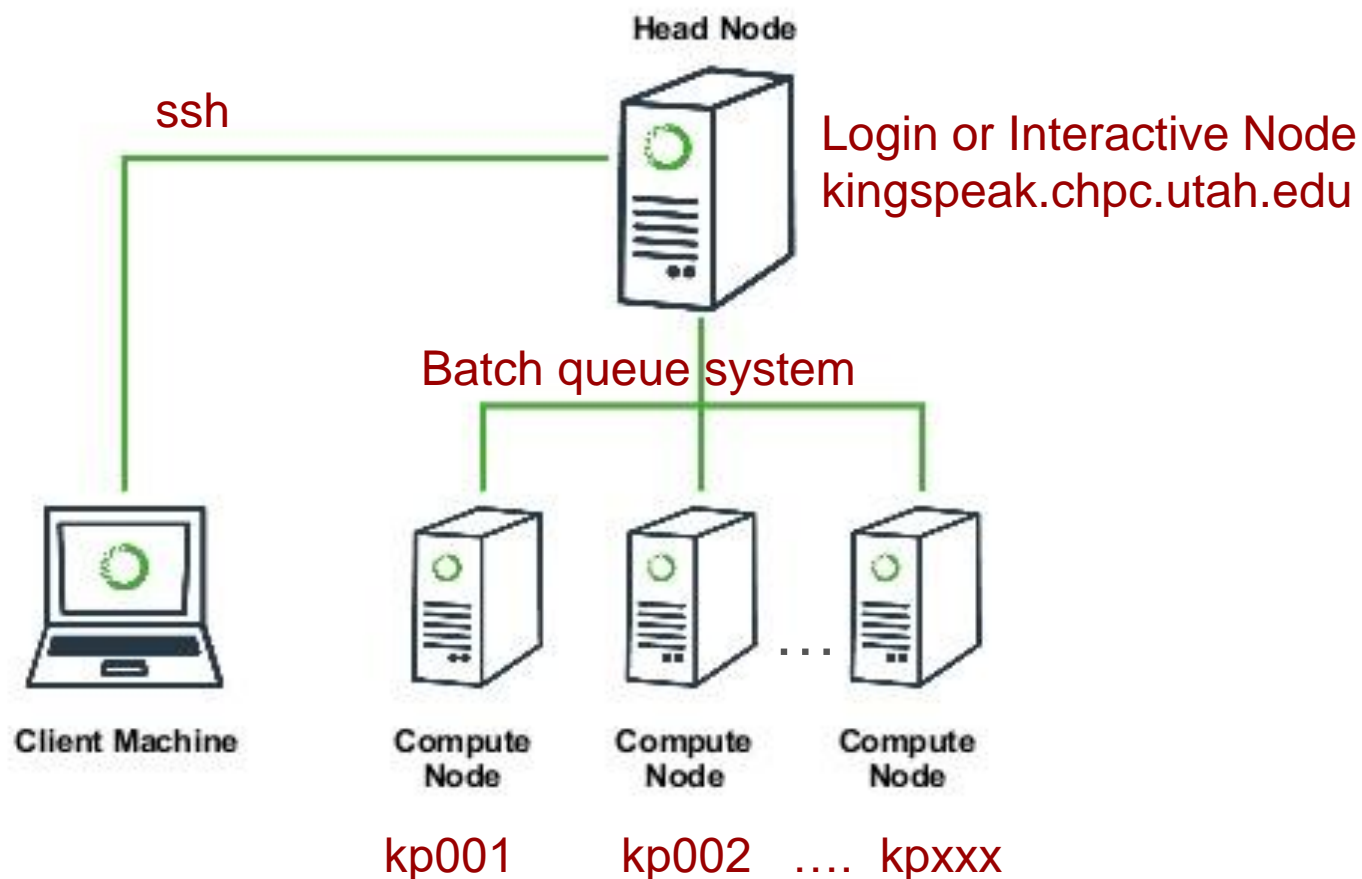
- **Computational Clusters** – Notchpeak, Kingspeak, Lonepeak, Ember, Ash, Tangent
- **Storage** – home, group, and scratch storage along with tape backup and archive storage options
- **Windows Servers** – mainly statistics usage and windows only applications
- **Virtual Machines** – for needs not met with cluster and windows server
- **Protected Environment** –computational cluster Redwood, storage, VMs, and Windows Server
- **Networking Support** – support compute environment; work with researchers on data movement etc
- **User Support** – assistance with use of resources; installation of applications; training sessions



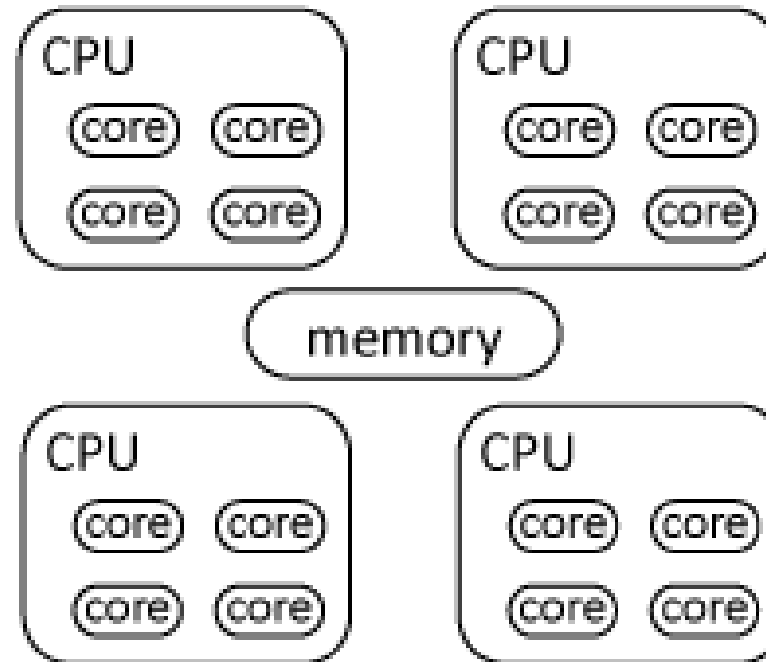
CENTER FOR HIGH PERFORMANCE COMPUTING



Cluster Architecture Diagram



Node

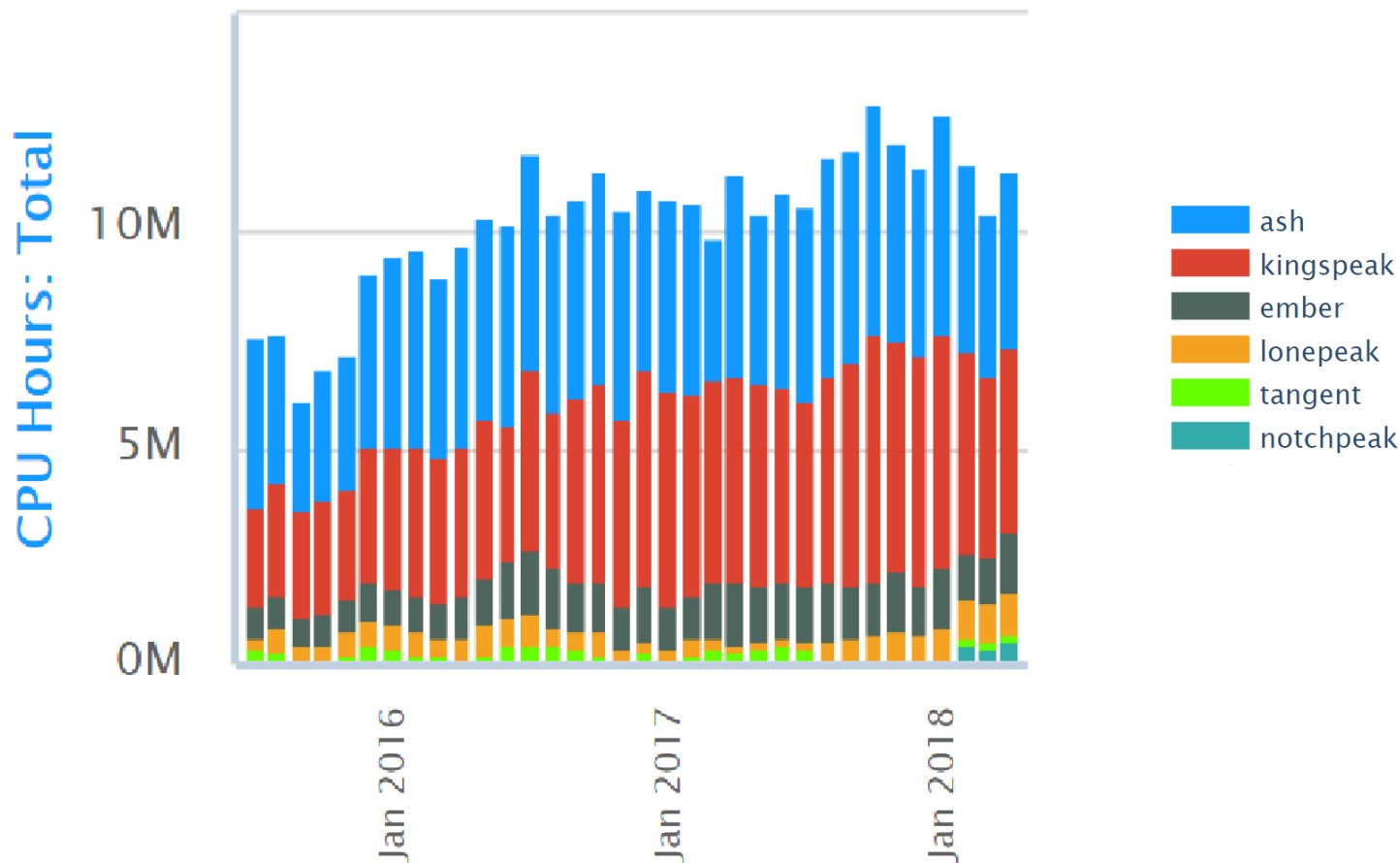


CHPC Clusters - Condominium Model

- Notchpeak, Kingspeak
 - General resources – Allocation process for cycles
 - Out of allocation – freecycle allowed (with preemption)
- Owner nodes – new purchased added to notchpeak
 - 32 core Intel XeonSP(Skylake) @ 2.1GHz cpu speed, 96GB RAM, 2TB local hard drive, 5 year warranty, EDR IB connectivity @ ~\$7950/node; with 192GB RAM ~\$9150/node
 - Users from all groups allowed on as owner-guest when not in use (preemption)
 - Found on notchpeak, kingspeak, ember, lonepeak
- Ember, Lonepeak
 - no allocation and no preemption
- Tangent
 - dynamically provisioned cluster resource; no allocation and no preemption
- Ash – Owner cluster
 - All users have guest access as smithp-guest (preemption)

Core Hour Usage

Over 134M core hours provided in 2017



CHPC Provides Core Infrastructure

- Physical needs (racks, power, cooling)
- Core ethernet and IB fabric; IB to ethernet bridging
- Login/head/management nodes
- Scheduling, batch and allocation systems
- HPC scratch space
- Some application and licensing costs
- High speed data transfer nodes (DTNs)
- 'Science DMZ' network
- CHPC Staff

Storage Options

- *Home Directories* -- /uufs/chpc.utah.edu/common/home/<uNID>
 - Home directories 50GB, not backed up
 - Groups can purchase 1TB max home directory per group at \$1250/TB for hardware lifetime; this comes with backup (nightly incremental, weekly full, 2 week retention)
 - New Compellent solution on-line and all home directories have been migrated
- *Group Level File Systems*
 - Group space @\$150/TB; can get quarterly archives with purchase of tapes
- *Scratch File Systems*
 - For use by all users; scrubbed of files older than 60 days
 - 700TB Lustre Parallel file system (/scratch/general/lustre)
 - 175TB NFS mounted file system (/scratch/kingspeak/serial)
- *Disk Based Archive Storage*
- *Tape Backups* – as discussed above

File Systems

- Access speed based on connectivity
- Local disk fastest – local to each node; varies in size
 - /scratch/local
- Network mounted scratch file systems
 - /scratch/general/lustre
 - /scratch/kingspeak/serial
 - home directories and group spaces (*don't use for large i/o!*)

Remember NFS mounted spaces – including file systems of group spaces – are a shared resource!

Protected Environment

- Just refreshed with award of NIH Shared instrumentation grant
 - New cluster – redwood
 - New VM farm – prismatic
 - New storage – mammoth
 - New windows compute – narwhal
 - New policies
- See <https://www.chpc.utah.edu/resources/ProtectedEnvironment-new.php>
- Dedicated protected resources for handling of data/projects with protected information
- Currently HIPAA, looking at FISMA & FERPA
- Also for projects with other types of sensitive data/restrictions
- Significant area of growth for CHPC
- Preferred location for human genomic – meets NIH dbGaP requirements

Other Recent Changes

- Service Now for issue tracking (more at end)

Coming Soon

- Working on new backup strategies to move from tape

Getting a CHPC Account

- CHPC uses campus uNID and password
- Pls must have account and will need to approve accounts for any members of their research group (can delegate)
- Account Application Procedure – Online process
 - Complete CHPC account form at https://www.chpc.utah.edu/role/user/account_request.php
 - For collaborators outside of University of Utah must complete affiliate form with HR to get uNID <https://www.hr.utah.edu/forms/affiliate.php> and then use account application

Security Policies

- No clear text passwords, use ssh and scp
- You may not share your account under any circumstances
- Don't leave your terminal unattended while logged into your account
- Do not introduce classified or sensitive work onto CHPC systems unless on Protected Environment
- Do not try to break passwords, tamper with files etc.
- Do not distribute or copy privileged data or software
- Report suspicions to CHPC (security@chpc.utah.edu)
- See <http://www.chpc.utah.edu/docs/policies/security.html> for more details

Accessing Clusters

- Login or interactive nodes with each cluster
 - ssh –Y **cluster**.chpc.utah.edu where **cluster** is notchpeak, kingspeak, ember, tangent, ash-guest, lonepeak (redwood in PE)
- Interactive nodes only used for short compiles, editing and very short test runs
- ***No more than 15 minutes and no jobs of any length that make heavy use of cpu or memory!***
- Have script which watches running processes and notifies users when in violation of the acceptable usage policy

Accessing Login nodes

- Use FastX from Mac, Windows, or Linux desktops -- preferred
 - <https://www.chpc.utah.edu/documentation/software/fastx2.php>
- Alternatively:
 - From windows need ssh client
 - PuTTY <http://www.chiark.greenend.org.uk/~sgtatham/putty/>
 - Xshell http://www.netsarang.com/products/xsh_overview.html
 - For X forwarding applications also need
 - Xming <http://www.straightrunning.com/XmingNotes/>
 - Look for “mesa” version
 - From mac/linux – use terminal ssh (with -Y for X forwarding)
- Access to protected environment needs Duo two factor authentication (and VPN if off campus)

FastX – Tool for Remote X

- <https://www.starnet.com/fastx>
- Used to interact with remote linux systems graphically in much more efficient and effective way then simple X forwarding
- Graphical sessions can be detached from without being closed, allowing users to reattach to the session from the same or other systems
- Server on all interactive nodes as well as the frisco nodes; some servers have graphics cards and support OpenGL
- Clients for windows, mac and linux; can be installed on both university and personal desktops.

FastX

- For FastX – see “To Use” section of documentation at <https://www.chpc.utah.edu/documentation/software/fastx2.php>
- Download client following directions on page
- Do install
- Start program
- Set host to kingspeak1.chpc.utah.edu OR kingspeak2.chpc.utah.edu OR other interactive node OR one of the frisco nodes (frisco1-frisco8.chpc.utah.edu)

Login scripts

- CHPC provides login scripts (“dot” files) when creating account for both tcsh and bash shells
- These files set the environment so that applications are found, batch commands work – ***Do not remove***
- Choose shell at account creation – can change at www.chpc.utah.edu (sign in, select edit profile)
- Four files: .bashrc, .tcshrc, .custom.sh, .custom.csh
 - **The first two should not be edited**
 - **The second two is where to add custom module loads**
- Will automatically execute an .aliases file if it exists

CHPC Uses Modules for Setting Environment

- CHPC provides login scripts (“dot” files) when creating account for both tcsh and bash shells
- These files set the environment so that applications are found, batch commands work – ***Do not remove or edit!***
- <https://www.chpc.utah.edu/documentation/software/modules.php> for information
- Presentation on Modules – Thursday, June 14

Batch System Information

- Used to access compute nodes which must be used for any extensive use
- Use SLURM – Simple Linux Utility for Resource Management
- <https://www.chpc.utah.edu/documentation/software/slurm.php> for information
- Presentation on Slurm – Tuesday June 19

Software on Clusters

- Have a variety of compilers, mpi packages, math libraries and applications installed
- Some licensing restrictions may apply
- If you need a package we do not currently have installed – ask us!
- Currently we place installations at:
 - /uufs/chpc.utah.edu/sys/installdir
- Have a searchable application database
 - <https://www.chpc.utah.edu/software/chpc/>

Allocation

- General Allocation Process Information
 - <https://www.chpc.utah.edu/documentation/policies/1.4AllocationPolicies.php>
- Regular allocation form
 - https://www.chpc.utah.edu/apps/profile/allocation_form.php
 - Requests due Sept 1, Dec 1, Mar 1, and Jun 1
 - Allocation in core hours
- Quick allocation
 - https://www.chpc.utah.edu/apps/profile/allocation_quick_form.php
- Check usage -- <https://www.chpc.utah.edu/usage/cluster/current-project-general.php>
- Simplified quick allocation requests & general allocation requests for up to 20,000 core-hours per quarter

Windows Statistics Server

- Kachina/Swasey – each 48 core, 512TB memory
 - New PE – Swasey being replaced by Narwhal
- Presently has the following software installed
 - SAS 9.4 with text miner
 - SPSS
 - R
 - STATA
 - Mathematica
 - Matlab
- *If you need other software, please contact us to discuss*

Virtual Machine Farm

- For needs and applications that do not fit in compute cluster or Windows server
- Multiple VM servers with failover
- VM storage
- Have community mysql/mssql VMs, git repositories, web servers, etc
- New – user VMs (not use of community ones) will have a cost, both for the VM and for any customization needed.
 - Already charging for VMs in protected environment
 - Will start to charge for VMs in general environment later this year
 - Cost depends on size of VM
 - In PE size is multiple of blocks with 1 block = 2 cores, 4GB RAM, 50GB storage, cost is \$350/block for 5 years
 - Price yet to be determined in general

CHPC Summer Presentation Series

In INSCC Auditorium at 1-2pm unless otherwise noted – can join remotely via skype for business – *1-3pm; **9am-3pm

DATE	TIME	PRESENTATION TITLE	PRESENTER
Thursday, May 17th	1-2pm	Introduction to HPC & CHPC *	Anita Orendt
Tuesday, May 22nd	1-3pm	Hands-on Introduction to Linux, part 1 **	Brett Milash and Wim Cardoen
Thursday, May 24th	1-3pm	Hands-on Introduction to Linux, part 2 **	Brett Milash and Wim Cardoen
Thursday, May 31st	1-3pm	Hands-on Introduction to Linux, part 3 **	Brett Milash and Wim Cardoen
Mon-Thur, June 4-7th	9-3pm (break 11am-Noon)	XSEDE Summer Boot Camp ***	Wim Cardoen
Tuesday, June 12th	1-3pm	Hands-on Introduction to Linux, part 4 **	Wim Cardoen and Brett Milash
Thursday, June 14th	1-2pm	Module Basics *	Anita Orendt
Tuesday, June 19th	1-2pm	Slurm Basics *	Anita Orendt
Thursday, June 21st	1-3pm	Introduction to Python, Part 1 **	Brett Milash and Wim Cardoen
Tuesday, June 26th	1-3pm	Introduction to Python, Part 2 **	Brett Milash and Wim Cardoen
Thursday, June 28th	1-3pm	Numpy/Scipy (Python, Part 3) **	Wim Cardoen and Brett Milash
Tuesday, July 10th	1-2pm	Using Git (Details TBA)*	Robben Migacz

<https://www.chpc.utah.edu/presentations/Summer2018CHPCPresentationSchedule.php>

If you would like training for yourself or your group, CHPC staff would be happy to accommodate your request. Please contact anita.orendt@utah.edu or helpdesk@chpc.utah.edu

Getting Help

- CHPC website
 - www.chpc.utah.edu
 - Getting started guide, cluster usage guides, software manual pages, CHPC policies
- Ticketing System
 - Email: helpdesk@chpc.utah.edu
- Help Desk: 405 INSCC, 581-6440 (9-5 M-F)
- Mailing Lists:
chpc-hpc-users@lists.utah.edu used to send messages to users

Issues to Incidents

CHPC recently migrated from
JIRA to Service Now

Main differences and points of interest:


- For testing send emails to sntest@chpc.utah.edu
- When we go live on January 29th we will have issues@chpc.utah.edu go directly into Service-Now.
- Using your Umail email address is strongly suggested
- To use the portal, go to <https://uofu.service-now.com/it>
- Currently JIRA tickets are called “issues”. In Service Now, they are called “incidents”.
- The process of closing incidents in Service Now is two steps:
 1. Resolved (you will receive an email that it is resolved) – respond if you think it is still issue
 2. Closed AUTOMATICALLY in 24 hours (may change to 72 hours). *Note that it is not possible to re-open incidents once closed. New incidents will need to be created.*

JIRA – email on New Issue

Message [CHPC Service Desk] (MOD-36842) Test issue for example - JIRA - INBOX

Delete Archive Reply Reply All Forward Meeting Attachment Move Junk Rules Read/Unread Categorize Follow Up

[CHPC Service Desk] (MOD-36842) Test issue for example - JIRA

 CHPC - Julia D. Harrison <issues@chpc.utah.edu>
 julia.d.harrison@gmail.com
 Tuesday, November 28, 2017 at 3:43 PM
[Show Details](#)

Julia D. Harrison **created MOD-36842:**

Summary: Test issue for example - JIRA
 Key: MOD-36842
 URL: <https://jira.chpc.utah.edu/browse/MOD-36842>
 Project: Incoming Issue
 Issue Type: Service Desk Issue
 Security Level: Any Jira User
 Reporter: Julia D. Harrison

This is an example of an issue created when send an email into the jira system at CHPC.

-Julia D. Harrison


--
 This message was sent by Atlassian JIRA
 (v7.3.1#73012)

Service Now – email on New Incident

Message Incident INC0283436 has been assigned to CHPC - Moderation - @ServiceNow

Delete Reply Reply All Forward Meeting Attachment Move Junk Rules Read/Unread Categorize Follow Up

Incident INC0283436 has been **assigned to CHPC - Moderation**

 UIT Service Management Team <uofu@service-now.com>
 Robben Migacz; Colette Durrant; Chonghuan Xia; Brett A Milash; Wim Rm Cardoan; Anita Orendt; Amanda Allen; + 2 more
 Tuesday, November 28, 2017 at 3:48 PM
[Show Details](#)

Caller: Guest
 Caller Business phone:
 Alt Phone:
 Location:

Short Description: Test issue for example - Service Now
 Description:
 Click here to view Incident: [INC0283436](#)

Severity: 3 - Low
 Priority: 3 - Moderate
 Category: Inquiry
 Comments:

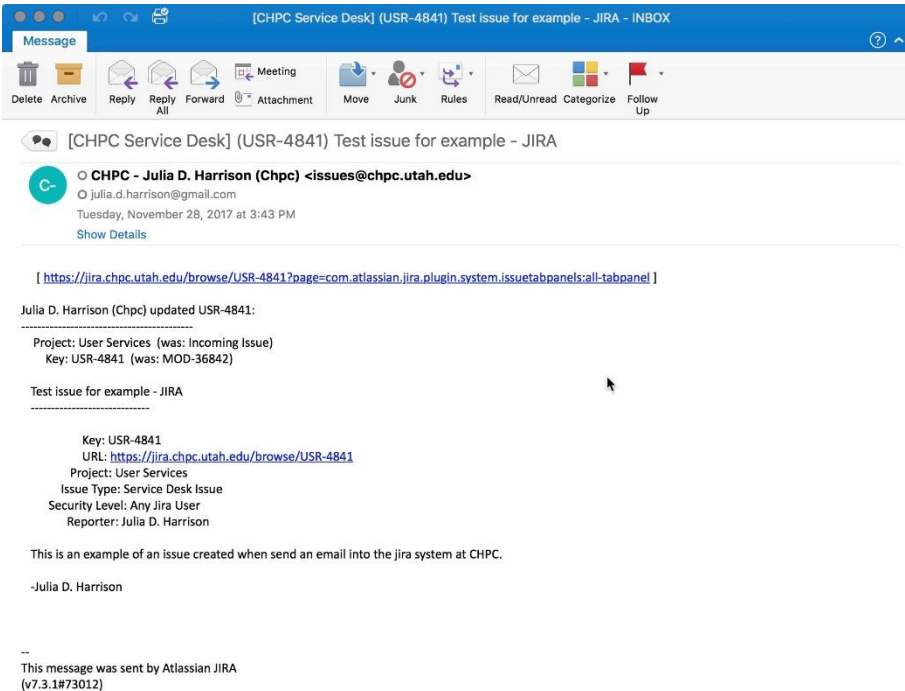
2017-11-28 15:47:59 MST - Guest
 received from: julia.d.harrison@gmail.com Comments

This is an example of an incident created when send an email into the Service Now system at CHPC.

-Julia D. Harrison

Ref:MSG2921275

JIRA – email for moderation



In the current JIRA system, when a new issue is moderated (assigned to the relevant group of CHPC staff), you receive an email similar to the left. In this case it was changed from “MOD” to “USR” (from moderation to user services).

In Service Now, you will not get this notification.

JIRA – email comment on Issue

Message [CHPC Service Desk] (USR-4841) Test issue for example - JIRA - INBOX

Delete Archive Reply Reply All Forward Attachment Move Junk Rules Read/Unread Categorize Follow Up

[CHPC Service Desk] (USR-4841) Test issue for example - JIRA

CHPC - Julia D. Harrison (Chpc) <issues@chpc.utah.edu>
 julia.d.harrison@gmail.com
 Tuesday, November 28, 2017 at 3:59 PM
 Show Details

[https://jira.chpc.utah.edu/browse/USR-4841?page=com.atlassian.jira.plugin.system.issuetabpanels:comment-tabpanel&focusedCommentId=212053#comment-212053]

Julia D. Harrison (Chpc) commented on USR-4841:

Comment made in Jira.

Test issue for example - JIRA

Key: USR-4841
 URL: <https://jira.chpc.utah.edu/browse/USR-4841>
 Project: User Services
 Issue Type: Service Desk Issue
 Security Level: Any Jira User
 Reporter: Julia D. Harrison
 Assignee: Julia D. Harrison (Chpc)

This is an example of an issue created when send an email into the jira system at CHPC.

-Julia D. Harrison

--
 This message was sent by Atlassian JIRA (v7.3.1#73012)

Service Now – email comment on Incident

Message Incident INC0283436 - comments added - INBOX

Delete Archive Reply Reply All Forward Attachment Move Junk Rules Read/Unread Categorize Follow Up

Incident INC0283436 - comments added

UIT Service Management Team <uofu@service-now.com>
 julia.d.harrison@gmail.com
 Tuesday, November 28, 2017 at 3:56 PM
 Show Details

< You replied to this message on 11/28/17, 4:02 PM. Show Reply

INC0283436 - Test issue for example - Service Now

Additional Details:

Caller: Guest
 category: Inquiry
 Severity: 3 - Low
 Priority: 3 - Moderate

Comments:

2017-11-28 15:47:59 MST - Guest
 just a comment made in service now system.

2017-11-28 15:47:59 MST - Guest
 received from: julia.d.harrison@gmail.com

This is an example of an incident created when send an email into the Service Now system at CHPC.

-Julia D. Harrison

You can view all the details of the incident by following the link below:

[Take me to the Incident](#)

Thank you.

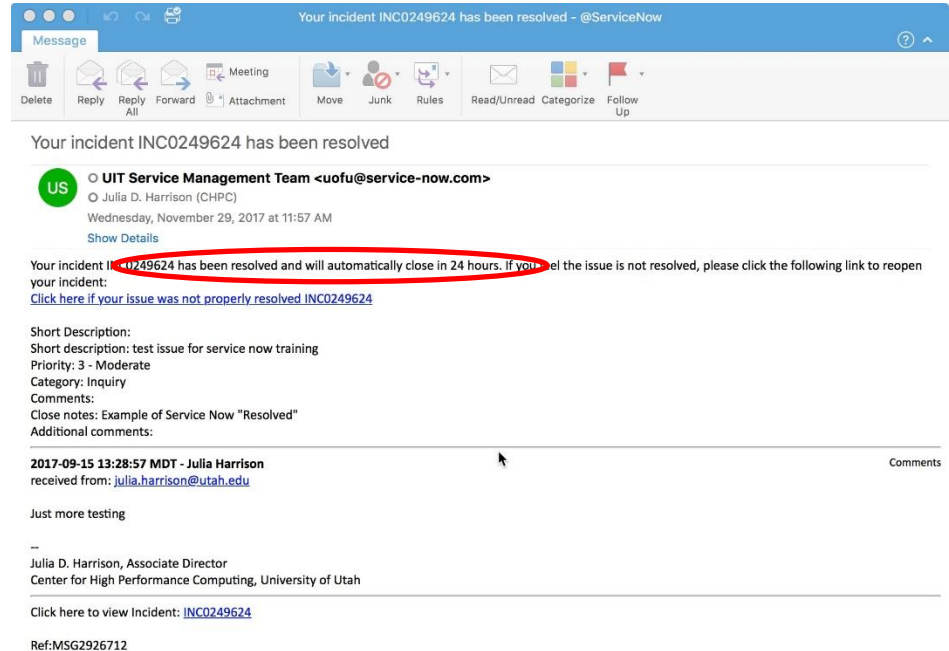
CENTER FOR HIGH PERFORMANCE COMPUTING

Service Now - resolved

This step doesn't happen in JIRA.

In Service Now, if you don't reply within 24 hours, the ticket will be permanently closed.

If the problem persists and there is no response within the 24 hour period, a new ticket will need to be created. We are hoping to change this to 72 hours.



The screenshot shows an email interface with a blue header bar stating "Your incident INC0249624 has been resolved - @ServiceNow". Below the header is a toolbar with icons for Delete, Reply, Reply All, Forward, Meeting, Attachment, Move, Junk, Rules, Read/Unread, Categorize, and Follow Up. The main body of the email contains the following text:

Your incident INC0249624 has been resolved

UIT Service Management Team <uofu@service-now.com>
Julia D. Harrison (CHPC)
Wednesday, November 29, 2017 at 11:57 AM
[Show Details](#)

Your incident **INC0249624** has been resolved and will automatically close in 24 hours. If you feel the issue is not resolved, please click the following link to reopen your incident:
[Click here if your issue was not properly resolved INC0249624](#)

Short Description:
Short description: test issue for service now training
Priority: 3 - Moderate
Category: Inquiry
Comments:
Close notes: Example of Service Now "Resolved"
Additional comments:

2017-09-15 13:28:57 MDT - Julia Harrison
received from: julia.harrison@utah.edu Comments

Just more testing

—
Julia D. Harrison, Associate Director
Center for High Performance Computing, University of Utah

[Click here to view Incident: INC0249624](#)

Ref:MSG2926712

JIRA – email for close Issue

[CHPC Service Desk] (USR-4841) Test issue for example - JIRA - INBOX

Message

Delete Archive Reply Reply All Forward Attachment Move Junk Rules Read/Unread Categorize Follow Up

[CHPC Service Desk] (USR-4841) Test issue for example - JIRA

CHPC - Julia D. Harrison (Chpc) <issues@chpc.utah.edu>
 julia.d.harrison@gmail.com
 Wednesday, November 29, 2017 at 11:28 AM
[Show Details](#)

[<https://jira.chpc.utah.edu/browse/USR-4841?page=com.atlassian.jira.plugin.system.issuetabpanels:all-tabpanel>]

Julia D. Harrison (Chpc) closed USR-4841.

Resolution: Question Answered

Example of closing issue in JIRA

Test issue for example - JIRA

Key: USR-4841
 URL: <https://jira.chpc.utah.edu/browse/USR-4841>
 Project: User Services
 Issue Type: Service Desk Issue
 Security Level: Any Jira User
 Reporter: Julia D. Harrison
 Assignee: Julia D. Harrison (Chpc)

This is an example of an issue created when send an email into the jira system at CHPC.

-Julia D. Harrison

--
 This message was sent by Atlassian JIRA
 (v7.3.1#73012)

Service Now – email for close Issue

Your incident INC0283436 has been closed - @ServiceNow

Message

Delete Reply Reply All Forward Attachment Move Junk Rules Read/Unread Categorize Follow Up

Your incident INC0283436 has been closed

UIT Service Management Team <uofu@service-now.com>
 Julia D. Harrison (CHPC)
 Thursday, November 30, 2017 at 12:28 PM
[Show Details](#)

Your incident **INC0283436** has been closed. Please contact the service desk if you have any questions.
 Closed by: Julia Harrison

Short description: Test issue for example - Service Now
 Click here to view: [INC0283436](#)

Close notes:
 Example of closing Service Now incident
 Comments:

2017-11-29 12:22:52 MST - Julia Harrison
 Manual comment: Issue resolved: 11-29-2017 11:24:23 Comments

2017-11-28 16:03:29 MST - Guest
 reply from: julia.d.harrison@gmail.com Comments

Does this information get added to the ticket?

From: UIT Service Management Team <uofu@service-now.com>
 Reply-To: UIT Service Management Team <uofu@service-now.com>
 Date: Tuesday, November 28, 2017 at 3:56 PM
 To: <julia.d.harrison@gmail.com>
 Subject: Incident INC0283436 - comments added

INC0283436 - Test issue for example - Service Now

Additional Details:

Caller: Guest

category: Inquiry

JIRA Portal

<https://uofu.service-now.com/it>

Julia


Secure | <https://uofu.service-now.com/it>


Apps | Bookmarks | uofu_portal - Univer... | CIS | CHPC | Campus | Finance | Ideas | Personal | Mom Finances | Shopping | Pool Maintenance | Cherry | Charities | Other Bookmarks


THE UNIVERSITY OF UTAH **HEALTH UNIVERSITY OF UTAH**


Home | Knowledge Base | Service Catalog | Report an Issue | View My History | JH | Julia Harrison

Search

 Search Knowledge Base

 Request Services

 Report an Issue

 View My History

Most Viewed Articles

- Syncing UMail messages, calendar, and contacts with mobile devices
👁 1052 Views
- Using the AnyConnect VPN client with 2FA
👁 562 Views
- UConnect wireless access
👁 411 Views
- Reset or change uNID password
👁 391 Views
- Kronos help and training information
👁 371 Views

201 Presidents Circle
Room 150 SLC, UT 84112
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IMAGINE **THE UNIVERSITY OF UTAH**

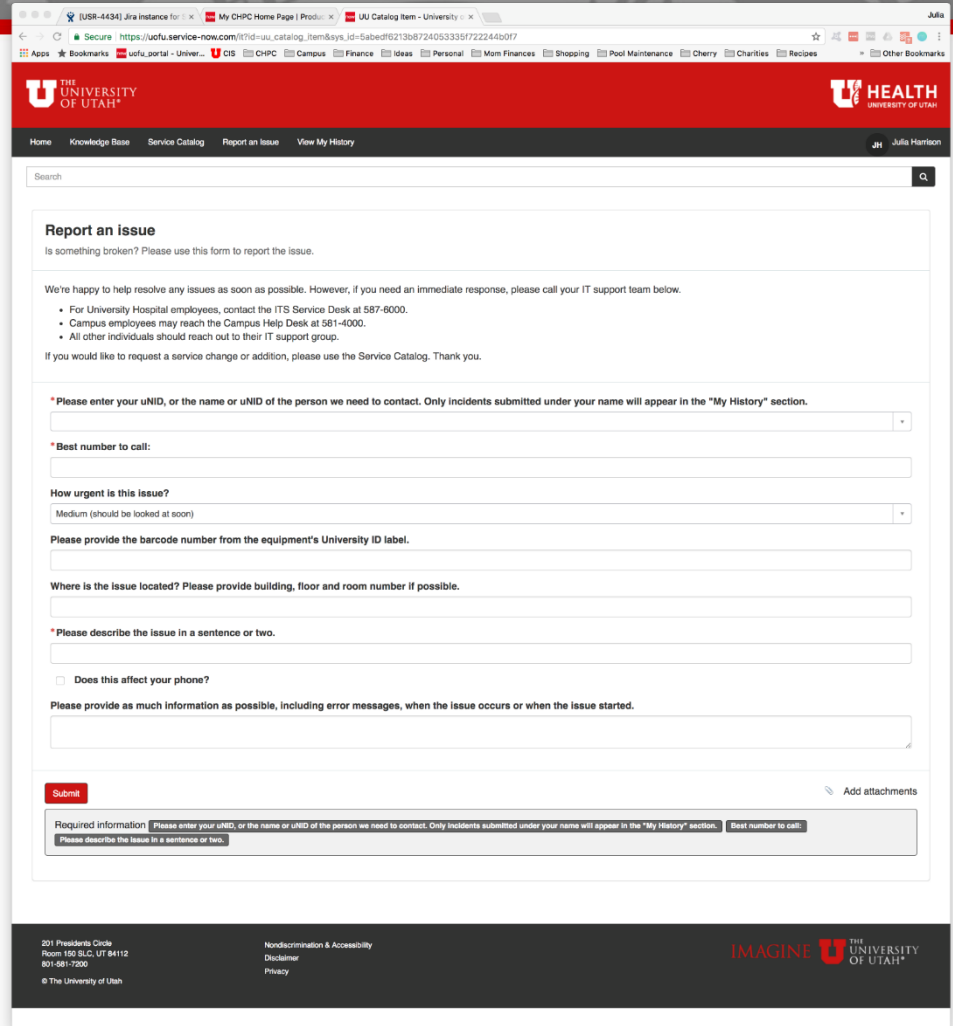
Reporting Issues through the Portal

<https://uofu.service-now.com/it>

Click on



We have requested a checkbox or some indication it should be routed to CHPC. In the meantime please mention this is for CHPC somewhere in the description of the issue.



Report an issue

Is something broken? Please use this form to report the issue.

We're happy to help resolve any issues as soon as possible. However, if you need an immediate response, please call your IT support team below.

- For University Hospital employees, contact the ITS Service Desk at 587-6000.
- Campus employees may reach the Campus Help Desk at 561-4000.
- All other individuals should reach out to their IT support group.

If you would like to request a service change or addition, please use the Service Catalog. Thank you.

*Please enter your uNID, or the name or uNID of the person we need to contact. Only incidents submitted under your name will appear in the "My History" section.

*Best number to call:

How urgent is this issue?

Medium (should be looked at soon)

Please provide the barcode number from the equipment's University ID label.

Where is the issue located? Please provide building, floor and room number if possible.

*Please describe the issue in a sentence or two.

☐ Does this affect your phone?

Please provide as much information as possible, including error messages, when the issue occurs or when the issue started.

Submit

Add attachments

Required information: Please enter your uNID, or the name or uNID of the person we need to contact. Only incidents submitted under your name will appear in the "My History" section. Best number to call: Please describe the issue in a sentence or two.

201 Presidents Circle
Room 150 BLD. UT #4112
801-581-7200
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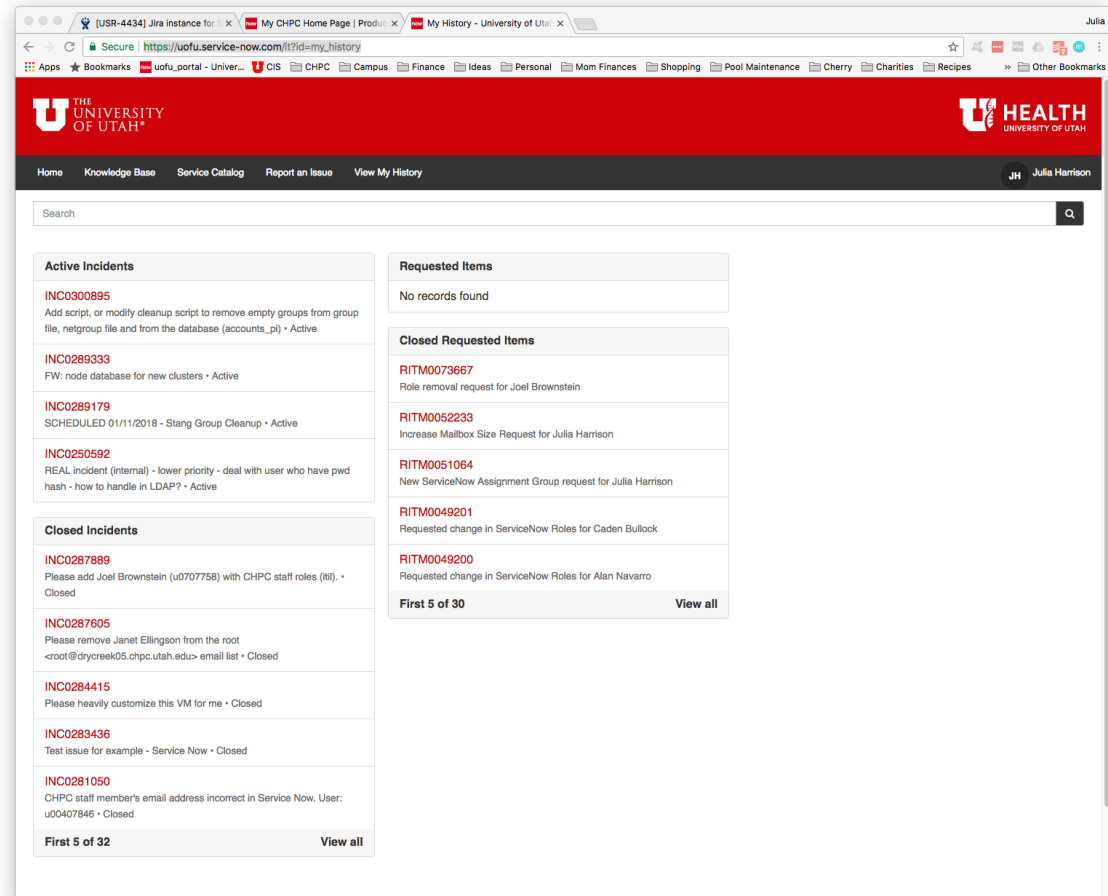
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Privacy

IMAGINE THE UNIVERSITY OF UTAH

Viewing your History and
Active Incidents through the
portal

[https://uofu.service-
now.com/it](https://uofu.service-now.com/it)

Click on an incident to see
the details.



The screenshot shows a web browser window displaying the University of Utah ServiceNow portal. The page has a red header with the University of Utah logo and "HEALTH UNIVERSITY OF UTAH". Below the header is a navigation bar with links: Home, Knowledge Base, Service Catalog, Report an Issue, and View My History. A search bar is located on the right side of the navigation bar. The main content area is divided into three columns:

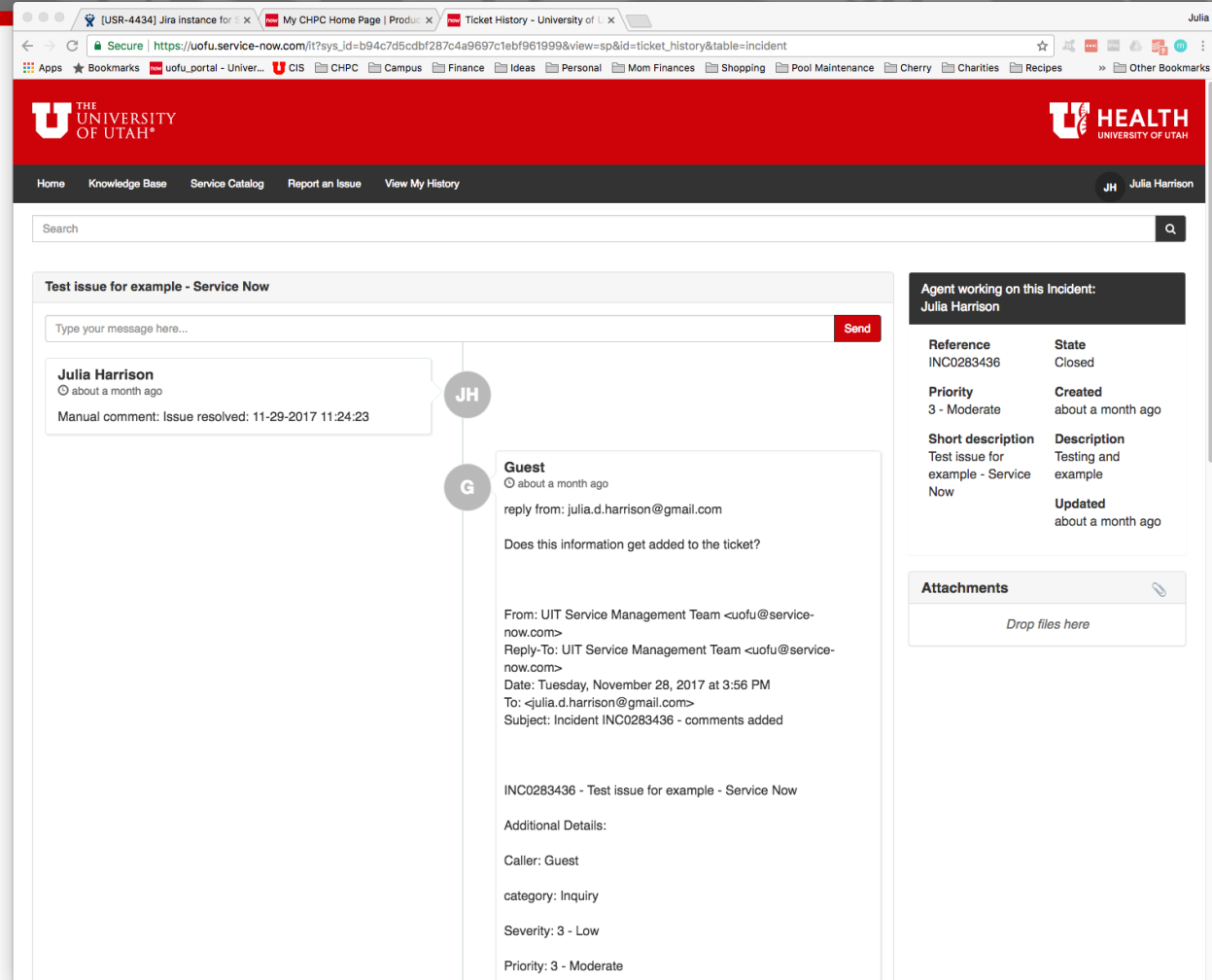
- Active Incidents:**
 - INC0300895:** Add script, or modify cleanup script to remove empty groups from group file, netgroup file and from the database (accounts_pi) • Active
 - INC0289333:** FW: node database for new clusters • Active
 - INC0289179:** SCHEDULED 01/11/2018 - Stang Group Cleanup • Active
 - INC0250592:** REAL incident (internal) - lower priority - deal with user who have pwd hash - how to handle in LDAP? • Active
- Closed Incidents:**
 - INC0287889:** Please add Joel Brownstein (u0707756) with CHPC staff roles (RIL) • Closed
 - INC0287605:** Please remove Janet Ellingson from the root <root@drycreek05.chpc.utah.edu> email list • Closed
 - INC0284415:** Please heavily customize this VM for me • Closed
 - INC0283436:** Test issue for example - Service Now • Closed
 - INC0281050:** CHPC staff member's email address incorrect in Service Now. User: u00407846 • Closed
- Requested Items:**
 - No records found
- Closed Requested Items:**
 - RIITM0073667:** Role removal request for Joel Brownstein
 - RIITM0052233:** Increase Mailbox Size Request for Julia Harrison
 - RIITM0051064:** New ServiceNow Assignment Group request for Julia Harrison
 - RIITM0049201:** Requested change in ServiceNow Roles for Caden Bullock
 - RIITM0049200:** Requested change in ServiceNow Roles for Alan Navarro

At the bottom of each column, there are pagination links: "First 5 of 32" and "View all" for Active Incidents; "First 5 of 30" and "View all" for Closed Requested Items.

CENTER FOR HIGH PERFORMANCE COMPUTING

Viewing details of an incident in the portal

<https://uofu.service-now.com/it>



The screenshot displays the ServiceNow portal interface for incident INC0283436. The top navigation bar includes links for Home, Knowledge Base, Service Catalog, Report an Issue, and View My History. The user is logged in as Julia Harrison (JH).

Incident Details:

- Reference:** INC0283436
- State:** Closed
- Priority:** 3 - Moderate
- Created:** about a month ago
- Short description:** Test issue for example - Service Now
- Description:** Testing and example
- Updated:** about a month ago

Attachments: Drop files here

Comments:

- Julia Harrison** (JH) - about a month ago
Manual comment: Issue resolved: 11-29-2017 11:24:23
- Guest** (G) - about a month ago
reply from: julia.d.harrison@gmail.com
Does this information get added to the ticket?

Email History:

From: UIT Service Management Team <uofu@service-now.com>
Reply-To: UIT Service Management Team <uofu@service-now.com>
Date: Tuesday, November 28, 2017 at 3:56 PM
To: <julia.d.harrison@gmail.com>
Subject: Incident INC0283436 - comments added

INC0283436 - Test issue for example - Service Now

Additional Details:

- Caller: Guest
- category: Inquiry
- Severity: 3 - Low
- Priority: 3 - Moderate