

ParTec Support

Software Product Detailed Description

Product: ParTec Support

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This software product description documents the functionality available by the [ParTec Support](#) as well as the system prerequisites required for installation and operation, licensing scheme and other useful information.

Overview

ParTec provides support for Linux-based HPC clusters at different areas with different levels. The support comprises all [ParaStationV5](#) components as well as the open source software utilized (if applicable). Other open source software tools that have been provided free of charge are only supported if resources are available, a general claim cannot be advanced on the basis of this support agreement.

Basic installation and start-up support

High performance cluster systems will be set-up using the ParaStation ClusterTools. Different types of nodes may be installed, like compute nodes, head nodes, file servers or other administration nodes. Heterogeneity with respect to differing hardware and Linux versions is supported.

Configuration support

ParTec does provide configuration support of

- Batch queuing systems (Torque)
- User accounts, integration with LDAP, NIS, ...
- Integration with NAS and SAN storage systems

This does not include setup of applications.

ParaStation support

ParTec provides support for all self-developed and / or adopted software packages summed up under the term [ParaStation](#). This includes ParaStation components as MPI, HealthChecker, GridMonitor, ClusterTools and TicketSuite:

- Installation and configuration
- Announcement about new versions
- Notification of major problems
- System update
- Problem analysis
- Bug fixing

System administration support

System administration support includes

- Installation of additional packages, eg. compilers.
- System monitoring (hardware, system logs) and problem reporting
- Fixing configuration problems
- Installation of publicly available updates and patches
- Re-installation of repaired nodes
- Software updates

The ParaStation TicketSystem may be used to coordinate all issues between all parties and to keep track of events. System upgrades to new Linux versions are not covered.

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For technical details refer to the ParaStation HealthChecker, TicketSuite and ClusterTools description.

Hardware maintenance support

ParTec may provide assistance to hardware support by collecting error reports, providing inventory and service tag information, managing trouble tickets and providing pre-formated error reports for direct feed to the vendors support interface.

Remote support does not include handling of faulty hardware, eg. replacing systems or disks, or acting as the customer's interface to the hardware vendor.

Supported environments

- Suse-based installations (OpenSuSE, SLES11)
- Redhat-based installations (RHEL, CentOS, Scientific Linux)

Allocation

ParTec will provide the support either remotely using remote logins and phone or by furnishing an on-site engineer, which requires a special agreement.

Support will be granted during normal business hours (8 am to 5 pm) except Dec, 24th and 31st. Reaction time is defined as "next business day".

License

A signed support contract is required.

Support

After signing a support contract, support for all packages is granted for the agreed period of time. The maximum response time is next business day. Support is performed by telephone, email, and/or remote login. Installation support includes an on-site training session for administrators.

The support comprises all *ParaStationV5* components as well as the open source software utilized (if applicable). Other open source software tools that have been provided free of charge are only supported if resources are available, a general claim cannot be advanced on the basis of this support agreement.

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Further information

For further information about ParaStation and the referred products visit <http://www.par-tec.com> or send an email to sales@par-tec.com.