

TECHNICAL SUPPORT

# NVIDIA BRIGHT CLUSTER MANAGER

## Scope of Coverage



## WHAT'S INCLUDED

Coverage for NVIDIA Bright Cluster Manager includes the following:

### > Cluster Installation

The NVIDIA support team will help install Bright Cluster Manager on any x86\_64-based hardware that's supported by the chosen Linux base distribution, using any of the documented Bright Cluster Manager features.

When the add-on installation method is used (as opposed to the bare-metal installation method), installation on top of a default minimal installation of the base Linux distribution is supported. Default minimal installation of the Linux base distribution means selecting a minimal set of packages during the installation and leaving all settings to their defaults.

### > Cluster Configuration

The support team can help create configurations to meet a customer's specific needs using any of the documented Bright Cluster Manager features.

Please note: If Security-Enhanced Linux (SELinux) is enabled on the head node or compute nodes and a problem arises, a customer may be asked to demonstrate that the problem also exists when SELinux is disabled and is therefore not caused by a policy problem in the SELinux configuration.

### > Integration of Cluster in Site Infrastructure

Site infrastructures vary greatly, so we're not able to provide support for the third-party hardware and software that may be involved. Nevertheless, the support team will do their best to provide support on matters related to integration of a cluster into a site's infrastructure. Information on how to accomplish many integration tasks is provided in our product manuals and knowledge base, and these are often all that's needed to get the job done. If not, we may be able to help. We will ask that the customer demonstrate how to accomplish the aspect of integration on an ordinary machine running the same Linux distribution as the cluster. Once we have that information, the support team can provide instructions on how to accomplish the same task using NVIDIA Bright Cluster Manager.

Integrating with Microsoft Active Directory: NVIDIA provides documentation that describes how to integrate the Bright Cluster Manager cluster with Active Directory; however, that integration requires help from the Windows Server administrators. It's the responsibility of the Bright Cluster Manager administrator to communicate with the Windows Server administrators to get the required information for the chosen integration method. Debugging Active Directory integration issues is beyond the scope of standard support.

### > Hardware

We don't provide support for third-party hardware issues. When it's not clear whether an issue is due to hardware or software problems, our support team will work with a customer to determine the source of the problem.

### > Software Upgrades

Supported customers receive access to all new software releases, and our support team manages any issues that arise as a result of an upgrade.

To identify versions of its software, Bright Cluster Manager uses pairs of numbers (e.g., 8.0 or 9.2). The first number denotes the major version of the software and the second number denotes the minor version. An upgrade within the major version (e.g., from 9.1 to 9.2) is called a minor upgrade. An upgrade from one major version to the next (e.g., from 8.2 to 9.0) is called a major upgrade.

Minor upgrades and recent major upgrades can be done in place. The support team will enable smooth transitions during software upgrades.

## WHAT'S NOT INCLUDED

Coverage for NVIDIA Bright Cluster Manager excludes the following:

### > Help with Third-Party Software

Third-party software is all software not developed by NVIDIA, even though it may be packaged or integrated with NVIDIA Bright Cluster Manager. Examples include, but may not be limited to, Linux kernel, all software belonging to the Linux base distribution (e.g., Red Hat), Open MPI, ScaleMP, and workload management systems such as Slurm, SGE, LSF, Torque, PBS Pro, and UGE.

An exception will be made if a customer demonstrates that NVIDIA packaged an application incorrectly or that the integration in the user environment is incorrect.

### > Help with User Applications

No support can be provided on issues related to compiling or running user applications, i.e., applications that are not packaged as part of Bright Cluster Manager and which are installed onto a cluster by a customer or other individual. If a customer suspects the issue relates to an NVIDIA product, the problem must be demonstrated using a small application that will allow NVIDIA engineers to reproduce the problem.

### > Help with Workload Management

No support will be provided on issues relating to the workload management system (unless a customer has purchased a custom support package—see your NVIDIA sales representative for more information). The only other exceptions are during the initial installation and configuration and in cases where a customer demonstrates that an issue is caused by incorrect integration between NVIDIA Bright Cluster Manager and the workload manager.

### > Help with Performance Issues

No support will be provided to trace performance issues in the cluster. The only exceptions are performance issues related to software components developed by NVIDIA.

### > Root-Cause Analysis

Our support engineers will do their best to determine the cause of a failure, but we cannot guarantee that all issues can be traced down to a root cause.

## Ready to Get Started?

To learn more about NVIDIA Bright Cluster Manager, visit:  
[nvidia.com/bright-cluster-manager](https://nvidia.com/bright-cluster-manager)