

GPU Cloud Computing Troubleshooting Issues Product Documentation



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Troubleshooting Issues

GPU Usage Shows 100%

Last updated : 2020-03-23 10:11:46

Problem Description

When using a GPU instance, if you use `nvidia-smi` to view the GPU status in the system, the GPU usage may be displayed as 100% while no processes are using GPU, as shown below:

```
NVIDIA-SMI 375.51 Driver Version: 375.51
+-----+-----+-----+-----+-----+-----+-----+
| GPU  Name      Persistence-M| Bus-Id  Disp.A | Volatile Uncorr. ECC |
| Fan  Temp  Perf  Pwr:Usage/Cap|         Memory-Usage | GPU-Util  Compute M. |
+-----+-----+-----+-----+-----+-----+-----+
|  0   Tesla M40 24GB   Off      | 0000:00:06.0  Off  |      0          0     |
| N/A   53C    P0     68W / 250W | 0MiB / 22939MiB |    0%        Default |
+-----+-----+-----+-----+-----+-----+
|  1   Tesla M40 24GB   Off      | 0000:00:07.0  Off  |      0          0     |
| N/A   47C    P0     65W / 250W | 0MiB / 22939MiB |   100%        Default |
+-----+-----+-----+-----+-----+-----+
+-----+-----+-----+-----+-----+
| Processes:                                     GPU Memory |
| GPU      PID  Type  Process name                               Usage      |
+-----+-----+-----+-----+-----+-----+
| No running processes found                    |
+-----+-----+-----+-----+-----+-----+-----+

```

Possible Causes

This may be caused by the ECC Memory Scrubbing mechanism used when the instance loads the NVIDIA driver.

Solution

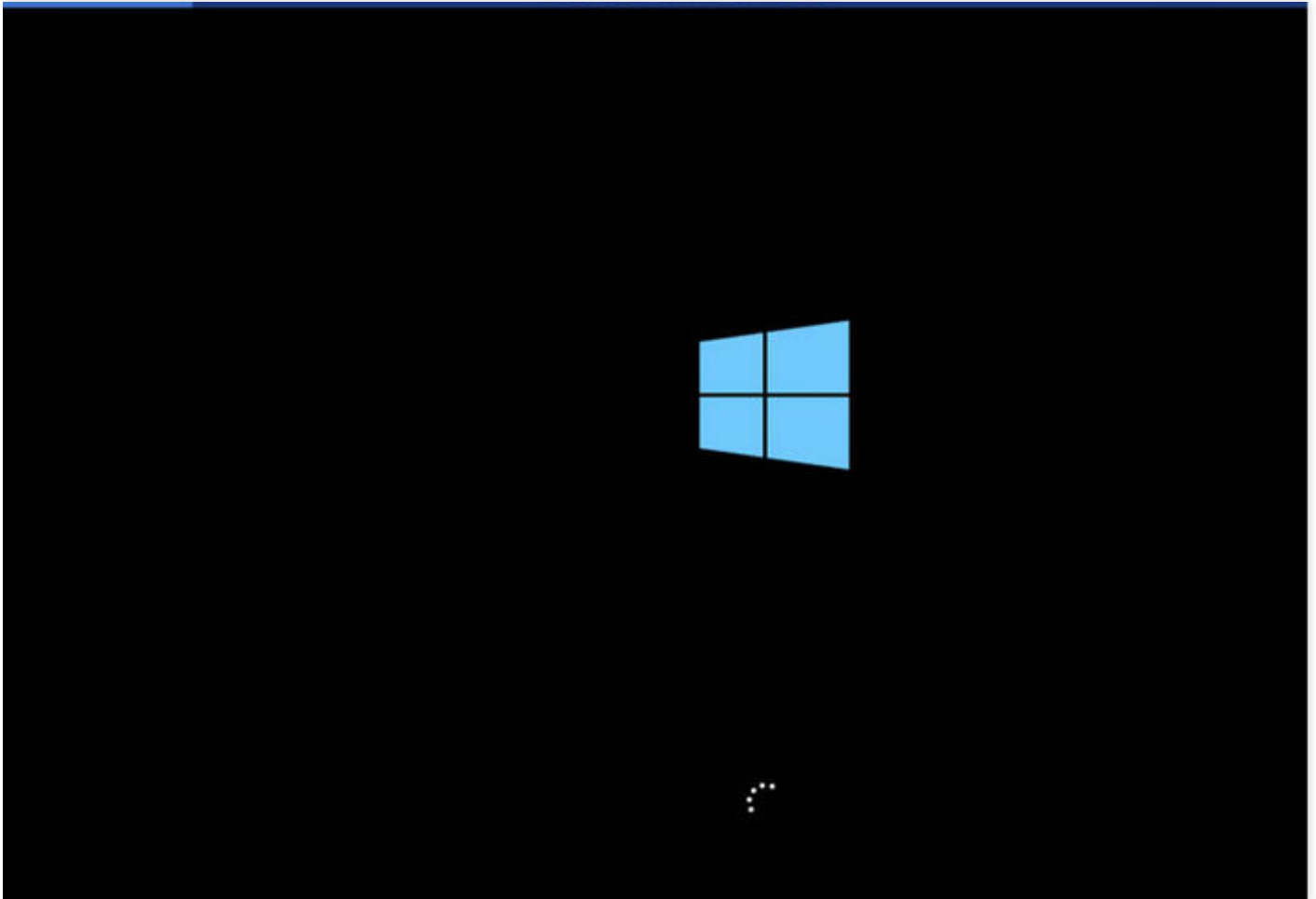
Run the `nvidia-smi -pm 1` command in the instance system to get the GPU Driver into the Persistence mode.

Failure to Log in via VNC

Last updated : 2020-08-27 09:30:22

Problem Description

When you attempt to [log in to a Windows instance via VNC](#) or [log in to a Linux instance via VNC](#), you may not be prompted to log in, but instead encounter a **black screen** or the **blue Windows logo**, as shown below:



Possible Reasons

1. Your GPU instance is installed with a graphics driver.

When you log in to a GPU instance via VNC, the VGA device emulated by QEMU is accessed by default to obtain the framebuffer of the operating system for login. After you install a graphics

driver on the GPU instance, the framebuffer will no longer be handled by the VGA device. As a result, you cannot log in to the operating system via VNC.

2. The operating system failed to start due to other causes. For example, third-party software that conflicts with the operating system is installed on the GPU instance.

Solution

1. If the GPU instance is installed with a graphics driver, install a VNC server on the instance so that you can log in to the GPU instance via a local VNC client.

You need to obtain the VNC server and the client installation packages by yourself.

2. Check the installed third-party software and analyze why the software leads to login failure. We recommend that you uninstall the conflicting third-party software or reinstall the operating system.