GPU Cloud Computing

Troubleshooting Issues

Product Documentation
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GPU Usage Shows 100%

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:

![GPU Usage Image](image)

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.
Instructions

1. Log in to the GPU instance and run the following command:

   ```
   nvidia-smi -pm 1
   ```

   ![Command output](image)

2. Run the following command to check GPU usage:

   ```
   nvidia-smi
   ```

   ![GPU usage output](image)

   You will see the GPU usage is normal, as shown below:
Failure to Log in via VNC

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:

![Failure to Log in via VNC](image)

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.