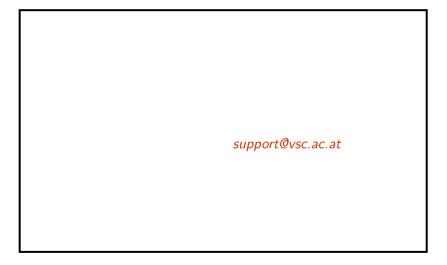
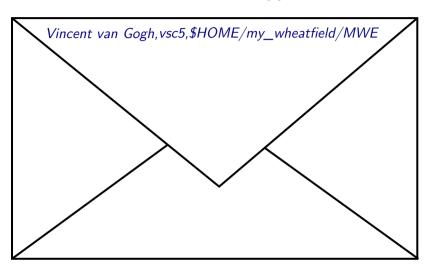
# Got stuck ? — Get support !

January 15, 2024

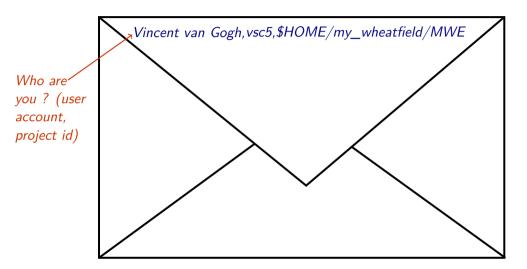




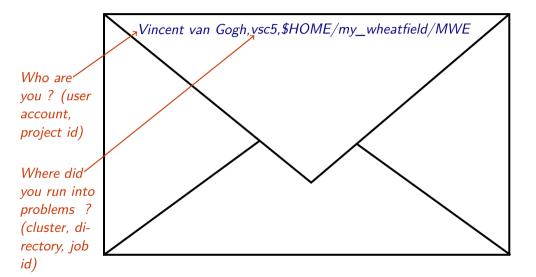




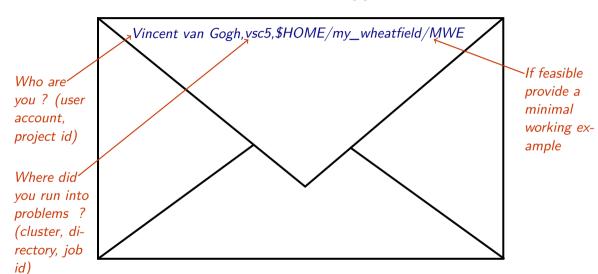




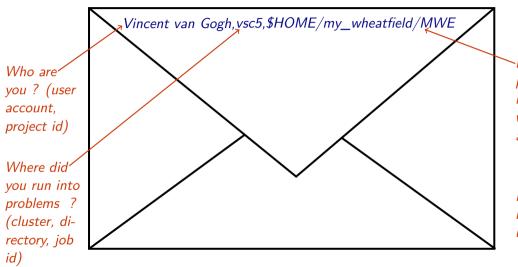












If feasible provide a minimal working example

Don't get mad with us!



i) Don't report SLURM prolog failures, e.g. Error running slurm prolog: 228

ERROR\_MEMORY=200

ERROR\_INFINIBAND\_HW=201

ERROR\_INFINIBAND\_SW=202

ERROR\_IPOIB=203

ERROR\_BEEGFS\_SERVICE=204

ERROR\_BEEGFS\_USER=205

ERROR\_BEEGFS\_SCRATCH=206

ERROR\_NFS=207

ERROR\_USER\_GROUP=220 ERROR\_USER\_HOME=221

ERROR\_GPFS\_START=228

ERROR\_GPFS\_MOUNT=229

ERROR\_GPFS\_UNMOUNT=230

ii) Just resubmit such jobs (faulty nodes will be drained)



- iii) Not a 24/7 unit! Usual office hours apply ( $\approx 9:00$  to 17:00) Weekends or public holidays are free Good Friday, November 2nd, December 24th as well
- iv) Check out the new ticket system's web interface
   https://support.vsc.ac.at
   and log in with your standard VSC credentials