

Got stuck ? — Get support !

January 15, 2024

How to write a support ticket

support@vsc.ac.at

How to write a support ticket



Vincent van Gogh,vsc5,\$HOME/my_wheatfield/MWE

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*Who are
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project id)*

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If feasible provide a minimal working example

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Don't get mad with us ! 😊

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- 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)

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- 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