

Got stuck ? — Get support !

March 13, 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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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