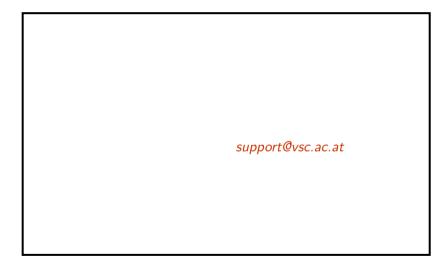
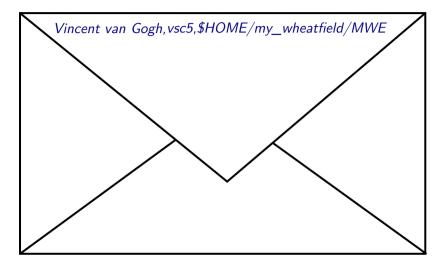
Got stuck ? — Get support !

June 19, 2024

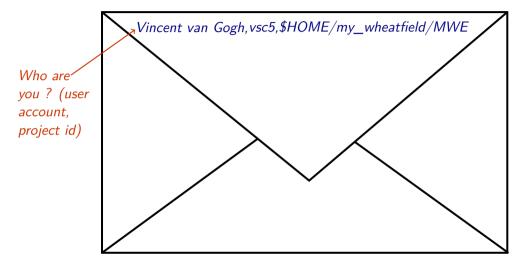




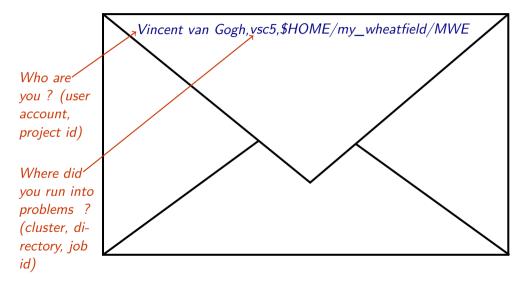




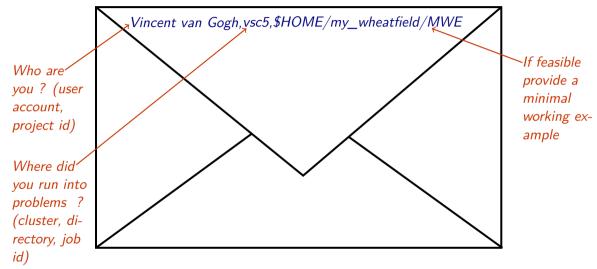




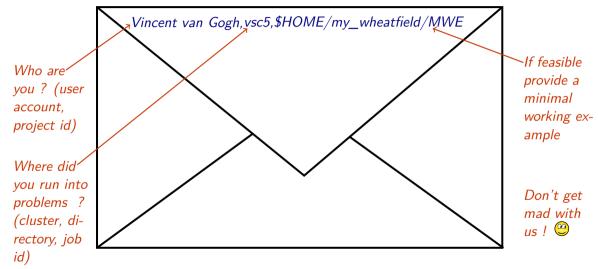














i) Don't report SLURM prolog failures, e.g. Error running slurm prolog: 228 ERROR MEMORY=200 ERROR INFINIBAND HW=201 ERROR INFINIBAND SW=202 ERROR IPOIB=203 ERROR BEEGFS SERVICE=204 ERROR BEEGFS USER=205 ERROR BEEGFS SCRATCH=206 ERROR NFS=207 ERROR USER GROUP=220 ERROR USER HOME=221 ERROR GPFS START=228 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 (≈ 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