

**Got stuck ? — Get support !**

October 23, 2024

# How to write a support ticket

*support@vsc.ac.at*

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*Vincent van Gogh, vsc5, \$HOME/my\_wheatfield/MWE*

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*Where did you run into problems ? (cluster, directory, job id)*

*If feasible provide a minimal working example*

*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