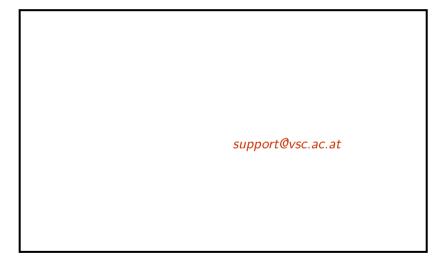
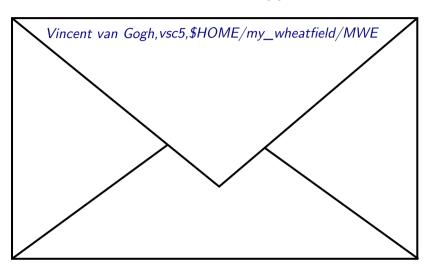
Got stuck ? — Get support !

January 15, 2025

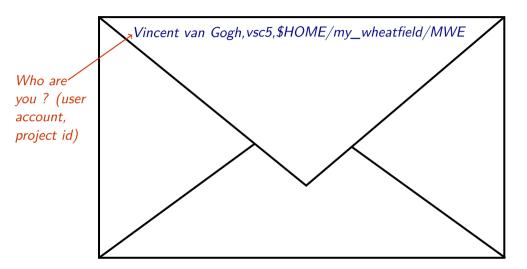




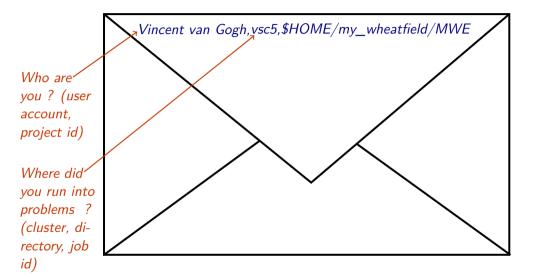




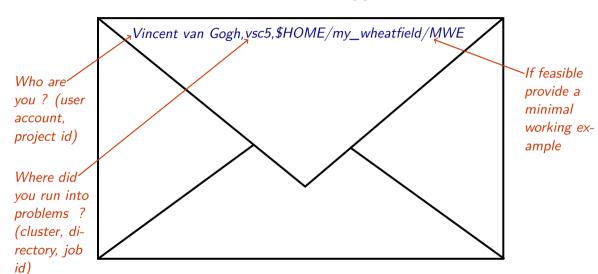




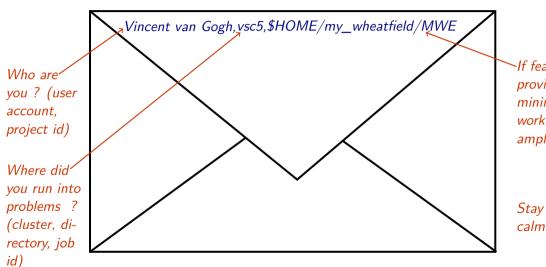












If feasible provide a minimal working example

calm!





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/31st 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
- v) NEW DOCUMENTATION SYSTEM
 https://docs.vsc.ac.at/support/support/