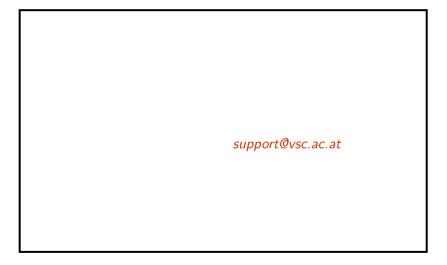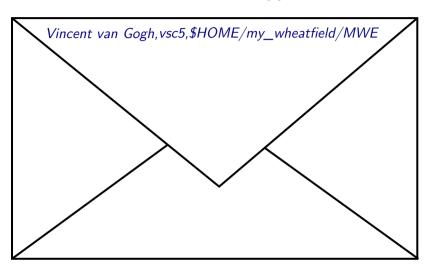# Got stuck ? — Get support !

March 12, 2025
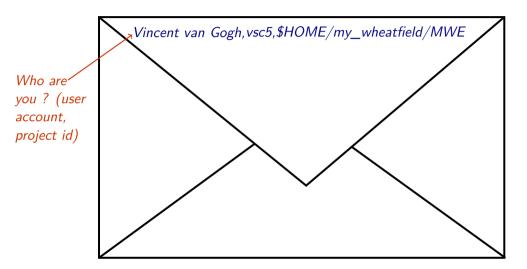
How to write a support ticket

support@vsc.ac.at

How to write a support ticket

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

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Who are you ? (user account, project id)

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Who are you ? (user account, project id)

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

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If feasible provide a minimal working example

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Who are you ? (user account, project id)

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

If feasible provide a minimal working example

Stay calm !

How to write a support ticket

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/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/`