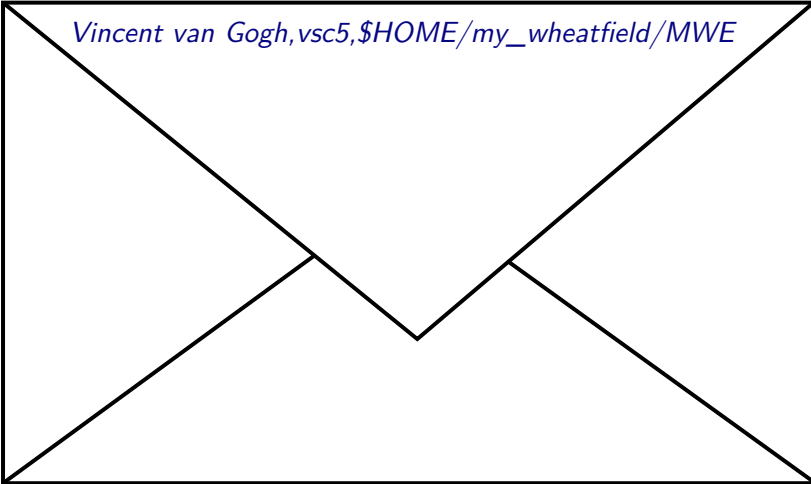


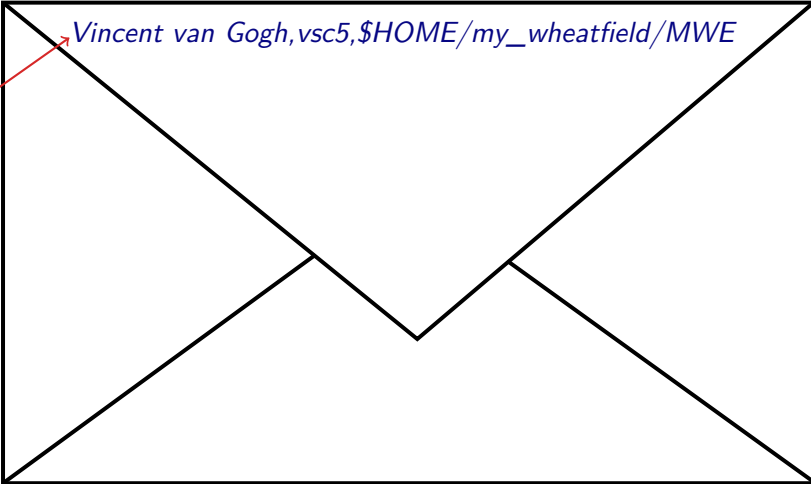
Got stuck ? — Get support !

October 14, 2025

support@asc.ac.at



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



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

*Who are
you ? (user
account,
project id)*

How to write a support ticket

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

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(cluster, di-
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How to write a support ticket

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*If feasible
provide a
minimal
working ex-
ample*

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ample*

*Stay
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 ($\approx$ 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.asc.ac.at>
 - and log in with your standard VSC credentials
- v) **NEW DOCUMENTATION SYSTEM**
 - <https://docs.vsc.ac.at/support/support/>