

**Got stuck ? — Get support !**

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# How to write a support ticket

*support@asc.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

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/>