BioCoRE Jobs Troubleshooting Tips

The most recent version of this document is at http://www.ks.uiuc.edu/Research/biocore/ss03/job-troubleshooting.html Please send suggested additions and changes to biocore@ks.uiuc.edu.

Accounts

Account creation is stuck in "Still Checking" and checking again doesn't help

- It sometimes takes a while (maybe a minute) to create and test the account.
- If it doesn't succeed after 1-2 minutes, there is probably a problem connecting to the remote machine. Stop the test, delete the account if BioCoRE has it listed, and try creating the account from scratch

Jobs

The job status is Submitted, but it never seems to run

- Log in to pt.ncsa.uiuc.edu manually. Do a qstat, and see if the job is there, either running or queued.
- If it isn't in the queue, see if its already finished running. Look in the user's work directory for the output files
- BioCoRE jobs will also write files to `~/.biocore/jobs`. Look for files *jobname*.*.start and *jobname*.*.end. If both exist, the job did run, but may have had an error.
- If it does not appear to have run, have the user kill the job in BioCoRE and resubmit from scratch.
- If the second try doesn't show up in the queue, it is possible that BioCoRE is having problems with the account. Have them delete their old account (in BioCoRE), set up a new one, and then resubmit the job.

You fill out the job form, but the page doesn't return.

- Wait two minutes
- Click the Job Management link in the side-bar to get back to the Jobs listing page. Resubmit the job.
- If the jobs listing page does not return, there could be a server problem. Please send mail to biocore@ks.uiuc.edu