

# How do I ask for help?

Before asking for help please take the time to check that your question hasn't already been answered in our [FAQ](#).

To contact us please send an e-mail to the UNIL Helpdesk at [helpdesk@unil.ch](mailto:helpdesk@unil.ch) starting the subject with DCSR

From: user.lambda@unil.ch

To: helpdesk@unil.ch

Subject: DCSR Cannot run CowMod on Curnagl

Dear DCSR,

I am unable to run the CowMod code on Curnagl - please see job number 1234567 for example.

The error message is "No grass left in field - please move to alpage"

You can find my input in /users/ulambda/CowMod/tests/hay/

To reproduce the issue on the command line the following recipe works (or rather doesn't work)

```
module load CowMod
```

```
cd /users/ulambda/CowMod/tests/hay/
```

```
CowMod --input=Feedtest
```

Thanks

Dr Lambda

It helps us if you can provide all relevant information including how we can reproduce the problem and a Job ID if you submitted your task via the batch system.

Once we have analysed your problem we will get in touch with you.

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Révision #2

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