### **Help Center**

#### **Error NZEC**

Receiving NZEC indicates an uncaught exception

If you are receiving NZEC error, please do the following checks:

* Input files are accessed as ‘dataset/Train.csv’ & ‘dataset/Test.csv’ for Train & Test data respectively
* Predictions are output to file named as ‘submission.csv’, without capturing index
* Packages used are compliant with the supported packages [refer FAQs]
* Code is working in the local system
* Code time and memory limit does not exceed defined limits
* submission.csv format matches expected format

#### **Evaluation is stuck in loop**

* Reload the page and retry Compile & Test
* Output file name & format is ‘submission.csv’ and matches the expected results format

#### **Submit is not working**

* You have not exceeded the number of submissions allowed [refer FAQs]

If your code is compliant with all of the above requirements, yet not working, please write to us at [support@hackerearth.com](mailto:support@hackerearth.com) or [ramya.kumar@hackerearth.com](mailto:ramya.kumar@hackerearth.com) . Ensure you attach your source code in a .py file for our perusal.