



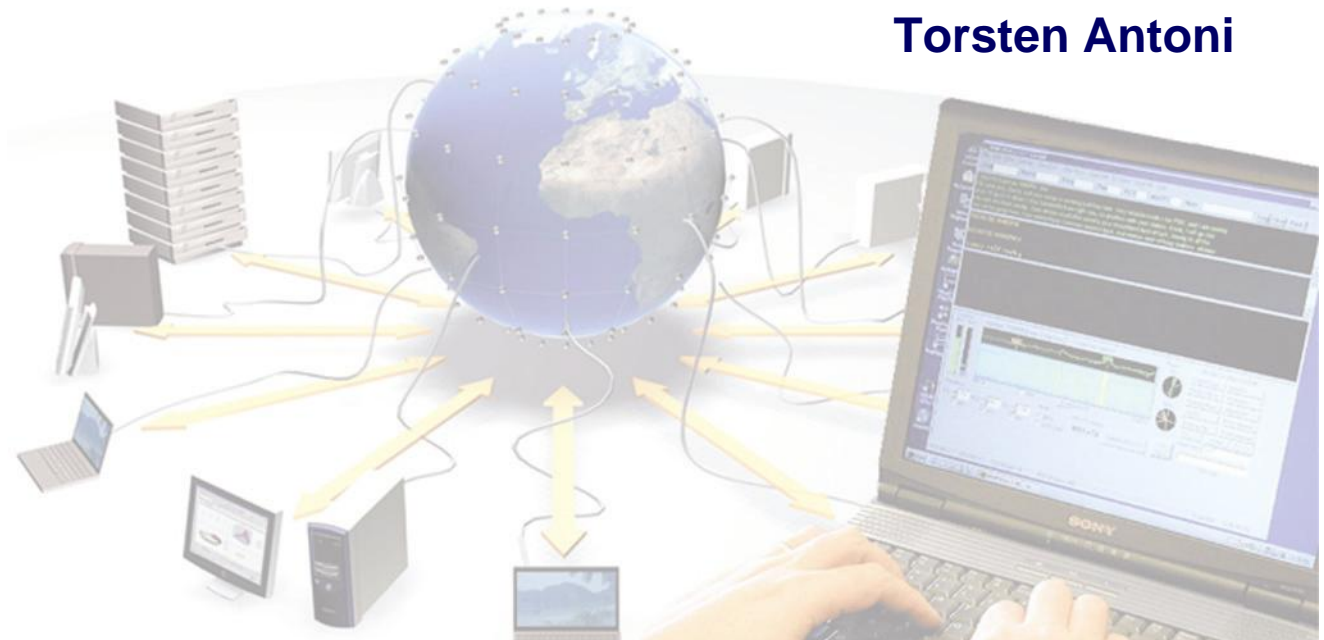
Enabling Grids for
E-science in Europe

www.eu-egee.org

*EGEE-3 Conference
20 April 2005*

User support in EGEE

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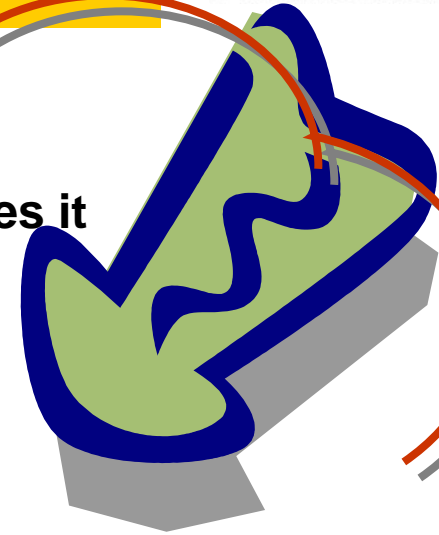


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Outline



EGEE User support: what does it mean ?



The EGEE User Support Infrastructure
Where are we?
The GGUS portal
Interfacing with GGUS
Priorities for next three months
Status of SWE
Feedback

EGEE User Support: what does it mean?

- Grid Support Concepts and Organization first defined for LCG in the document: “**LCG Grid Support**” v2.1 released on 29 April 2003, H. Bär, R. Pietschmann, W. Thöne.
- The same approach has been adopted by EGEE with **GGUS** (Global Grid User Support).
- User support covers: **helpdesk**, User Information and training, **problem documentation** and tracking, **support staff information**, **measuring and reporting** and service level agreements.
- **Portal** for problem submission and tracking, **knowledge base** access and **FAQs**, **status information** and **contacts**, **documentation/information/howto-s**, training for support staff, user training information.
- Procedures are being documented.

What does a user expect ?



Correct answers and general help with middleware usage (how-to, new features, errors,...).

User support should provide **correct documentation**, examples, “templates”, **powerful search engines**, links to EGEE infrastructure **contacts**, e-mailing lists,

A unique way to submit problems/requests for help and receive response. A unique entry point for **information**, for problem escalation, **broadcasting news**,

User/site notification about site related problems, grid status,

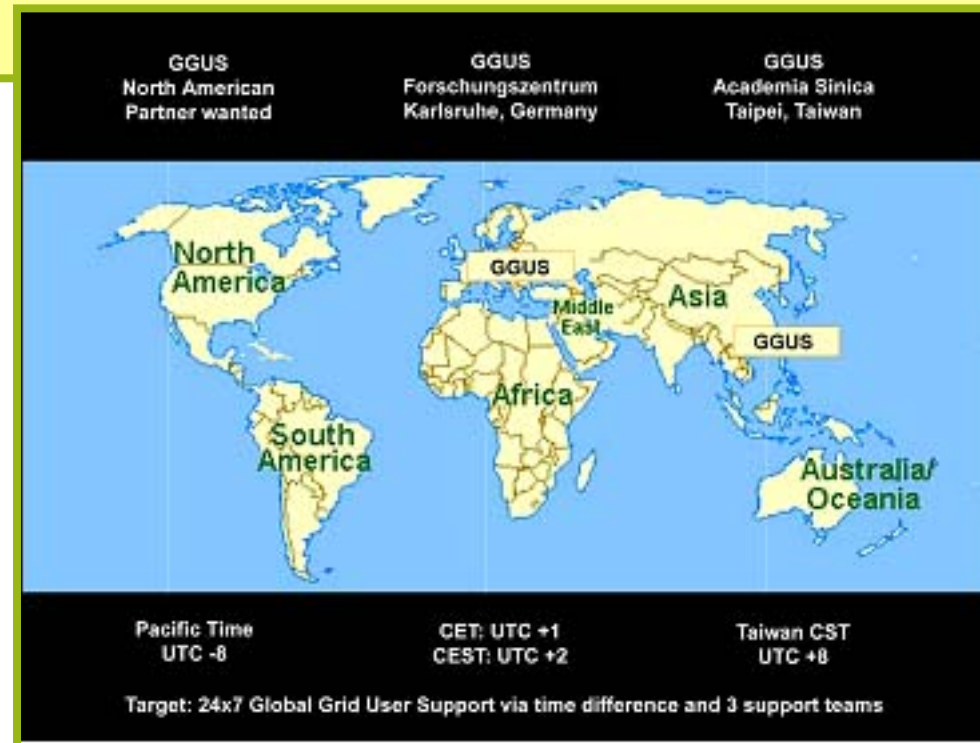
User support differs from VO and operations' support with a lot of overlap – tools are the same.

EGEE User Support: infrastructure

- General approach: 3 main support centers to guarantee coverage **24/7** and **365 day support** and provide a single point of contact to customers and to local Grid operations.

To ensure 24x7 support, it was decided to have 3 GGUS teams in different time zones. GGUS started off at [Forschungszentrum Karlsruhe](#) in Germany in 2003 and has had a partner group at [Academia Sinica](#) in Taiwan since April 2004.

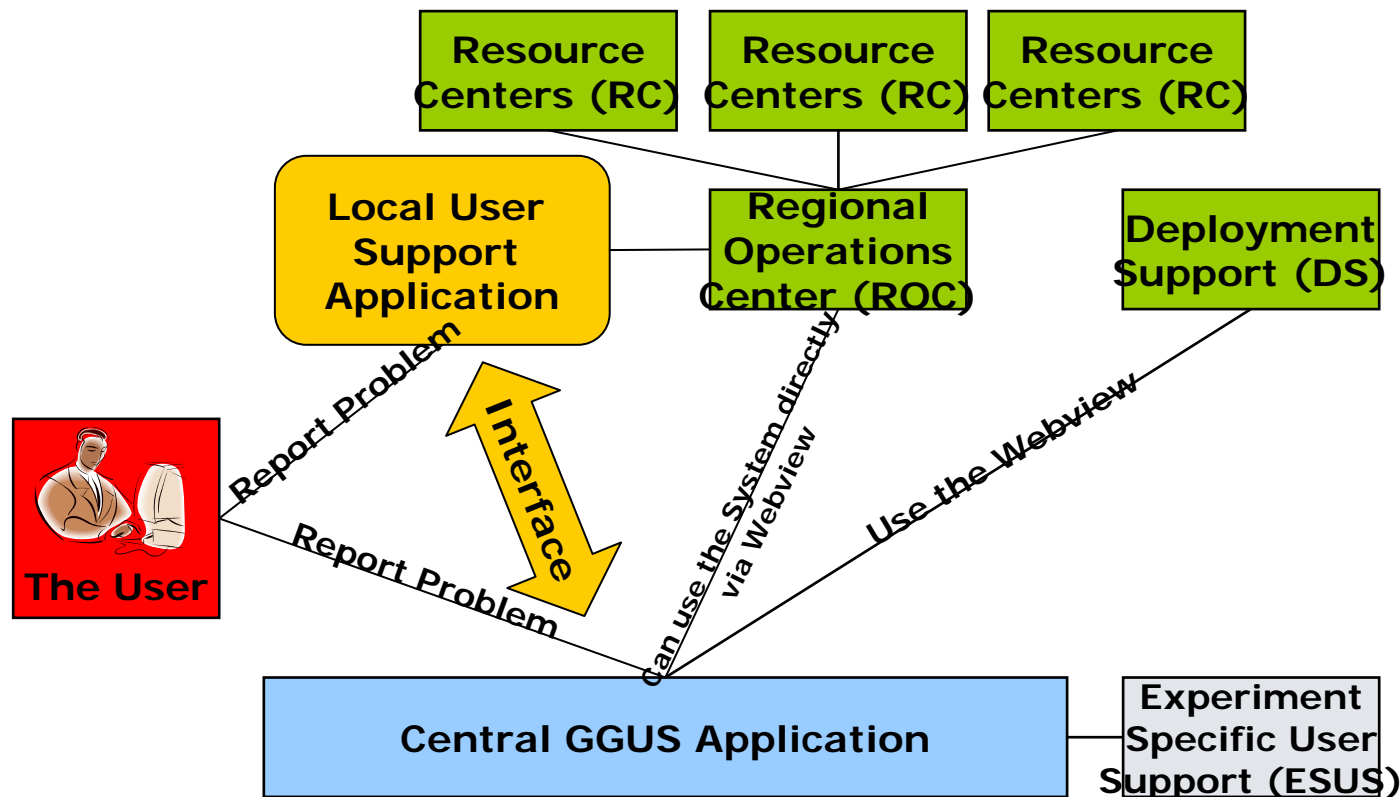
A third partner in North America will complete the 24 hours cycle.



- Support time:
- ASCC: Mon. to Fri. 0:00 to 08:00 UTC
(local time: 8 am to 4 pm)
 - FZK: Mon. to Fri. 8:00 to 16:00 UTC
(local time: 9 am to 5 pm)

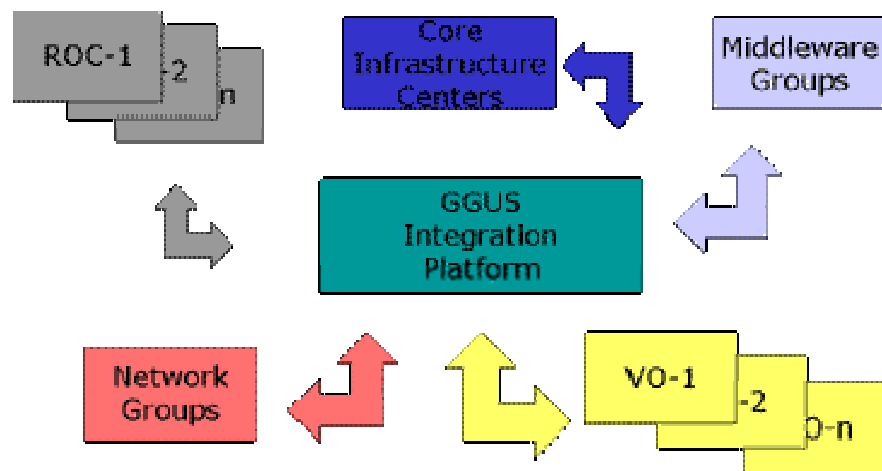
EGEE User Support: infrastructure

- The support model in EGEE can be captioned *"regional support with central coordination"*. Users can make a support request via their Regional Operations' Center (ROC) or via GGUS. Within GGUS there is an internal support structure for all support requests.



EGEE User Support: infrastructure

● The ROCs and VOs and the other project wide groups such as the Core Infrastructure Center ([CIC](#)), middleware groups ([JRA](#)), network groups ([NA](#)), service groups (SA) will be connected via a central integration platform provided by GGUS, but not all in 2005.



● This central helpdesk keeps track of all service requests and assigns them to the appropriate support groups. In this way, formal communication between all support groups is possible. To enable this, each group has to build only one interface between its internal support structure and the central GGUS application.

Where are we at ?

- Choice of access points (for users, VOs, operations): ROC or GGUS
- GGUS responsible for coordinating the effort
- ROCs involved in the support effort
- **Executive Support Committee (ESC)** responsible for:
 - Integrate all of the ROC helpdesks into the GGUS support system
 - Integrate the CIC operations into the GGUS support system
 - Integrate the VO operations into the GGUS support system
 - Documenting the workflow through the GGUS system for each unit
 - Enhancement of the GGUS portal
 - Establish the mechanism and collect feedback from users, developers, ROCs, etc.
- **Local support committee** (at ROC) responsible for:
 - Identify local experts, creation of experts communities
 - Report on specific issues with local VO/ Operations support
 - Provide documentation, tools, how-to guides, examples
 - Agree on common interfaces, tools, information presentation.

The GGUS Portal

<http://www.ggus.org>

FAQ · Documentation · Download · Contact · Masthead

Home · Submit ticket · Support staff

Welcome to Global Grid User Support

What is GGUS?
Read more about the idea and the concept of GGUS

Tickets @ GGUS
▶ Submit new ticket

Tickets from Marco Verlato (access via certificate)

| ID | Status | Date | Info |
|-----|--------|------------|--|
| 474 | closed | 2004-06-03 | test ticket |
| 466 | closed | 2004-06-01 | MDS problem for SE at USC-LCG2 |
| 458 | closed | 2004-05-28 | simple job failed, Status Reason: Got a job held ev... |

Open tickets of all users

| ID | Experiment | Date | Info |
|-------|------------|------------|---|
| 01819 | atlas | 2005-02-19 | LCG at gridka (ticket 01805) |
| 01818 | cms | 2005-02-18 | dCache failure |
| 01816 | biomed | 2005-02-18 | lcg-utils don't work |
| 01811 | none | 2005-02-17 | java problem @ fzk |
| 01806 | biomed | 2005-02-15 | Apel Problem |
| 01805 | none | 2005-02-15 | problem with LCG at GridKa |
| 01802 | biomed | 2005-02-14 | Errors in a 200 jobs set : 9 failed and ... |
| 01801 | biomed | 2005-02-14 | connexion problem? |
| 01796 | none | 2005-02-11 | ssh sessions are killed after 30 minutes... |
| 01789 | atlas | 2005-02-10 | access to gsiftp://castorftp.cnaf.infn.i... |
| 01788 | none | 2005-02-10 | testing ggus |
| 01778 | cdf | 2005-02-06 | ~cdfsoft on worker-nodes not available |
| 01776 | cms | 2005-02-06 | NFS link /s/w on cms.fzk.de hangs |
| 01764 | biomed | 2005-02-03 | errors on 2 new SE : lcgse.psn.ru and ma... |
| 01715 | biomed | 2005-01-27 | data management trouble |
| 01687 | compass | 2005-01-24 | file access slow |
| 01673 | biomed | 2005-01-20 | errors list for the submission of 250 jo... |

▶ Search closed ticket

Latest news

News from GridKa
gridftp.fzk.de out of production as of 17th Feb. 05

News from GridKa
! Router problems at GridKa

News from GridKa
Problems with GPFS and bugs of RedHat

News from GridKa
Backup problems

News from GridKa
PBS interrupts may occur

News from GridKa
LCG user interface at GridKa up and running

Monitoring Infos

- ▶ GOC Downtime Report
- ▶ Jobstatus GridKa
- ▶ Current Status LCG Grid
- ▶ Grid-ICE

You need to **register**
In order to be able
to use this portal
(GSI) as a supporter.

You need a certificate to
be a normal user.

Supporter ?
If you think you
have a good
knowledge in Grid
and have time
to provide support,
please contact
your ROC or directly
ESC at:

project-eu-egEE-sa1-esc@cern.ch

The GGUS portal: the user view

FAQ

The screenshot shows a web browser window with the URL <https://gus.fzk.de/pages/faq.php>. The page features a navigation bar with links for 'FAQ', 'Documentation', 'Download', 'Contact', and 'Masthead'. Below this is a banner with the GGUS logo and the EGEE logo. A secondary navigation bar includes 'Home', 'Submit ticket', and 'Support staff'. The main content area is titled 'Frequently Asked Questions' and contains a 'GGUS FAQ System' header with a 'Member Login' button. A breadcrumb trail indicates the user is at '/GGUS FAQ Home'. A 'Category:' section lists various topics such as 'Application', 'Globus toolkit', 'Grid Performance and Maintains', 'Security and Access', 'Experiment Software', 'Grid Knowledge', and 'Middleware', each with its own subcategory list. A 'Search' section includes a 'Full text Search:' input field, 'Submit' and 'Reset' buttons, and a 'Contact with me!!' link. A 'Contribute a FAQ...' link is also present.

Lots of enhancements made since February 2005

Check [documentation](#) For more useful Links

Provide ideas and content

The GGUS Portal: the user view

Documentation

FAQ · Documentation · Download · Contact · Masthead

GGUS Global Grid User Support

Home · Submit ticket · Support staff

Documentation - under construction

[Documentation for Grid Users] - [Documentation for VO Users] - [Documentation for Grid Site Administrators] - [More Useful Links]

Documentation for Grid Users

| | |
|--|--|
| The Grid Dictionary If you are confused by all Grid acronyms, you can search this grid dictionary for an explanation | v1.2 INFN doc ID: INFNGRID20030615-1800 PDF, HTML, TXT |
| The LCG-2 User Scenario explains step-by-step how to submit your job and handle your data on the LCG-2 Grid. | v1.0 CERN EDMS doc no. 498081 PDF, PS, HTML |
| LCG 2 Tar Distribution This document describes how to install and configure a WN or UI using the tar ball distribution. | LCG 2 Tar Distribution, |
| LCG-2 User Guide is the primary source of information for the LCG-2 user. It describes the architecture and services of LCG-2 and presents the commands and tools that are available to the user. It extends the information provided by the User Scenario regarding the steps a user must follow to successfully work in the Grid. | v2.1 CERN EDMS doc no. 454439 PDF, PS, HTML |
| The LCG-2 Frequently Asked Questions is a list of frequently asked questions about LCG-2 Grid usage compiled by the LCG Experiment Integration and Support Team. | v1.0 CERN EDMS doc no. 495216 PDF, PS, HTML |
| The LCG-2 Middleware Overview contains an overview of the main LCG-2 services and functionality provided by the middleware to Grid Users. | v0.1 CERN EDMS doc no. 498079 PDF |

Very useful page.

It is kept updated with the most recent, valid and correct documentation: we are merging with existing Tools: see Wiki

<http://goc.grid.sinica.edu.tw/gocwiki>

Not complete at the moment: please, signal useful docs to ESC.

We need help to provide more documentation

The GGUS Portal: the User view

Submit Tickets

[Submit ticket](#)

User information Certification Authorities

Name: Marco Verlato E-Mail: Marco.Verlato@pd.infn.it

CC to: Experiment:

Ticket information

Date / Time of Problem: 2005 - 02 - 21 / 11 : 01 UTC local time and UTC information

Short description (required)

Describe your problem:

Type of problem: Priority:

Experiment specific problem? yes no

Upload attachment: (no exe/php/htm(l) files please)

This is the key page to receive support

The CC field allows you to notify others that will follow the problem and solutions

With “Type of problem” you can preliminary categorize your problem. Specify “other” if you do not know.

Short description required. It is used to build knowledgebase.

Support units

GGUS directs tickets to support units:

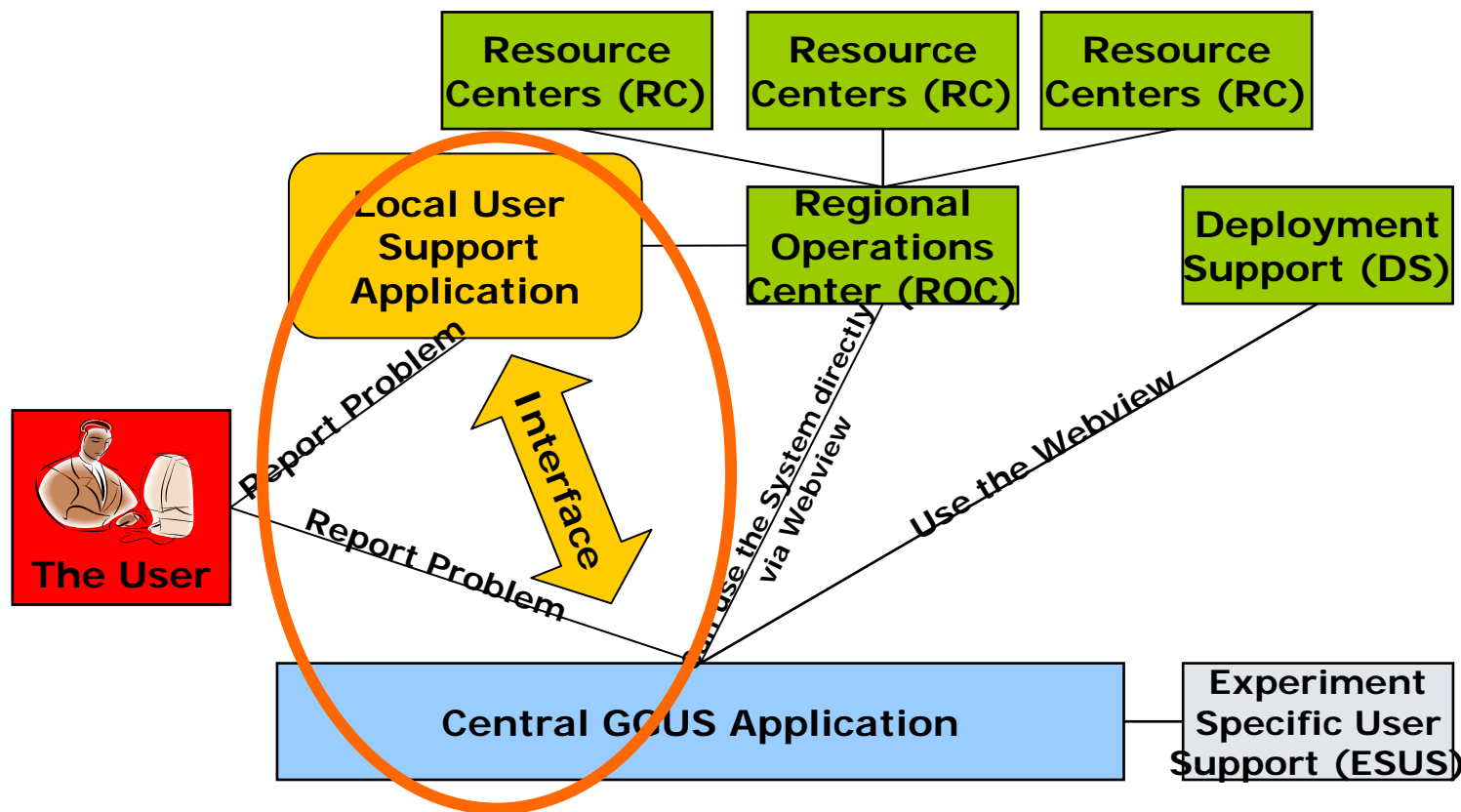
Support units are defined for

- Each ROC
- The CIC
- Each VO
- Support on Duty
- GGUS itself
- Grid Deployment
- and so on.

We need to define more of these and get them to deal with tickets in time

Interfacing with GGUS

Users can use the local helpdesk systems in conjunction with the central integration platform at GGUS



Interfacing with GGUS

- **First interface** between INFN helpdesk system and GGUS in production
- Based on **web services** at GGUS side, several advantages:
 - sample code available for PHP / Perl and other computing languages
 - very fast: 600-1000 service requests/sec on the GGUS Servers
 - easy to adapt
- Based on **e-mail** at INFN side (importing tool)
- XML exchange format
- The main issue was the **ticket fields mapping** between the two systems

Priorities for ESC

- **Prepare for service verification in June-July**
- **Document the escalation procedures**
- **Get the support units to respond in a timely manner**
- **Enforce the commitment of support units**
- **Integration of ROCs**
- **Integration of VOs**
- **Get a system which is reliable, working by July 2005**

What we are not going to do!

There is a long list of things which we are not going to do by July

- **Integration of middleware groups**
- **Telephone support**
- **Fax support**
- **24 hour support**
- **And many more things – see the project plan**

Report from SW



And



Feedback

