



Enabling Grids for E-science

VOCE & AUGER User Support

Current State & Future Plans

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www.eu-egee.org



- **VOCE – infrastructure and status**
- **VOCE user support**
- **AUGER – infrastructure and status**
- **AUGER user support**
- **User support plans & prospects**

- **Virtual Organization for Central Europe (VOCE)**
 - **open Grid environment**
 - **catch-all virtual organization**
 - for new user communities VOCE provides
 - freedom from establishing their own VO before trying a Grid
 - initial outsourcing of VO services
 - routine VO management & administration performed by dedicated administrators
 - maximal simplification of researchers day-to-day work through utilization of high-level middleware tools
 - CHARON Extension Layer, GUI portals



- **Virtual Organization for Central Europe**
 - provides **complete grid infrastructure** under EGEE wings
 - VOCE officially registered in the list of EGEE VOs
 - the first regional VO in EGEE
 - currently this model is recommended for all regions
 - based on **regional principle**

 - VOCE spans the whole Central Europe (CE) Federation
 - core services operated by CESNET
 - resources are provided by many institutions across the CE (these resources are available to all users registered in VOCE)
 - documentation <http://egee.cesnet.cz/en/voce/index.html>

- **VOCE - Description**
 - **fully production environment**
 - VOCE environment allows Grid newcomers to get quickly first experience with Grid computing
 - **incubator** for new user / applications / application areas
 - assistance in adapting a software for use on the Grid
 - even for applications that do not have Grid / cluster / remote computing experience
 - smooth transition to production use
 - support for preparation of specific VOs
 - *when users get more organized with more experience*

- **VOCE - Goals**

- to provide **application neutral environment**
 - not bound to any particular application
 - interested in broad scale of application areas
- even small groups can access EGEE production Grid
- no need to invest into specific VO setup and operation before testing and using the EGEE/gLite Grid environment
- available for production runs as well as a **training infrastructure**

- **Central European federation (CE)**

- regional descriptor

heterogeneity

(in both partners & organizations)



Austria



Croatia



Czech Republic



Hungary



Poland



Slovakia



Slovenia



- **VOCE – Virtual Organization for Central Europe**

resources from

CESNET (Czech Republic)
PSNC, CYFRONET, ICM (Poland)
II-SAS (Slovakia)
SRCE, IRB, FESB (Croatia)
BME, KFKI, ELTE, NIIF (Hungary)
GUP, HEPHY (Austria)

more than

214 registered users

from 14 institutes and 6 countries

in total

1308 CPUs

17 SE, 31.9 TB disc space / 9.1 TB used

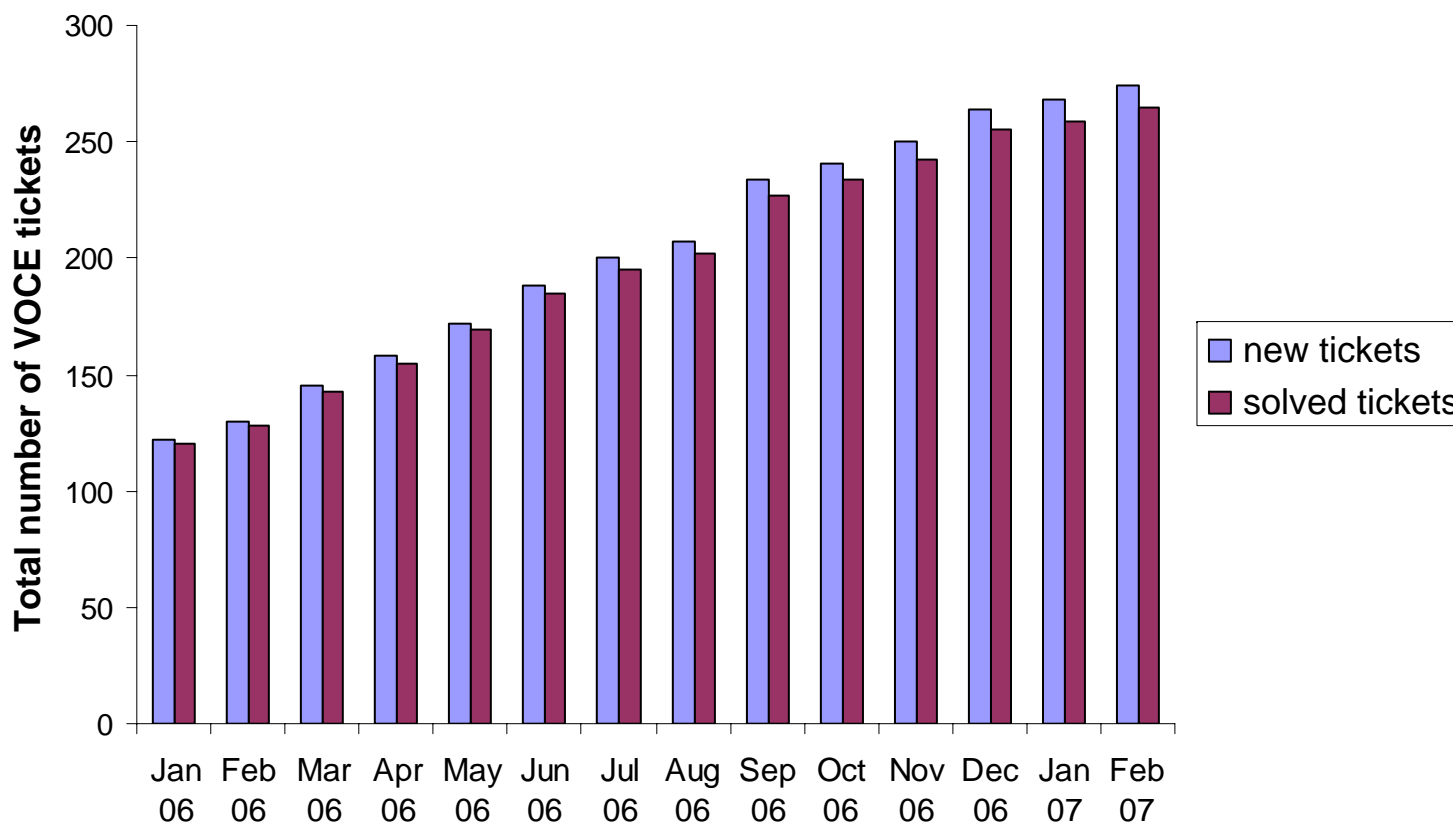
currently

19 sites supporting VOCE

- **VOCE User Support**

- full VOCE technical support provided by CESNET
- **VOCE helpdesk** based on RT system
- easy email access at **voce@cesnet.cz**
- **support rules definition** for CE federation
 - user has a right to send whatever request to GGUS system anytime he/she wants
 - VO-related requests should be sent through VO-specific interface – for VOCE through entry point **voce@cesnet.cz**
 - currently potential manual escalation to GGUS and back by dedicated VOCE administrator

Statistics of VOCE tickets



- **VOCE User Support**

- VOCE is **regional application neutral VO**
- each accepted VO should be interfaced with GGUS directly
- regional VOs are directly overlapping with appropriate ROC
- accepting the regional VOs should not increase GGUS load
- added value of **treating regional VOs** at the same level as approved ones
 - teaches VO administrators how to provide the support
 - teaches end users how to work with the support
 - when they create or join established application/community oriented VO they already have all the necessary skills

- **Virtual Organization for astrophysics**

- **Pierre Auger Cosmic Ray Observatory**



<http://www.auger.org>

- studies the universe's highest energy particles which shower down on Earth in the form of cosmic rays
- Auger Observatory is a hybrid detector employing two different independent detection methods
- one of them tracks the development of air showers by observing ultraviolet light emitted high in the Earth's atmosphere, to this AUGER community task will employ

Grid environment with VO AUGER

- AUGER – Virtual Organization for astrophysics**

Pierre AUGER Collaboration

more than **300 scientists, 17 participating countries**



Argentina, Australia, Bolivia, Brazil, Czech Republic, France, Germany, Italy, Mexico, Netherlands, Poland, Portugal, Slovenia, Spain, United Kingdom, United States, and Vietnam

in total

530 CPUs

4 SE, 2.1 TB disc space / 9.5 TB used

currently

3 sites supporting AUGER VO

future

more sites expected to join

- **AUGER User Support**

- full AUGER technical support provided by CESNET & JSI (Jozef Stefan Institute)
- **AUGER helpdesk** based on RT system
- easy email access provided to end users **auger@cesnet.cz**
- current support strategy
 - independent ticket creation in GGUS and AUGER helpdesk
 - international users through GGUS
 - dedicated AUGER helpdesk for regular, fast communication

#13316: vo auger registration problem - Mozilla Firefox

https://rt3.cesnet.cz/rt/Ticket/Display.html?id=13316

Czech | Preferences | Logout
Logged in as kmunicek

RT for CESNET New ticket in auger Search

Homepage #13316: vo auger registration problem Reply | Resolve | Take | Comment

Ticket metadata

The Basics...

Id: **13316**
 Status: **open**
 Left: **0 min**
 Priority: **0/0**
 Queue: **auger**

Dates...

Created: **Tue. Feb. 27 14:44:02 2007**
 Starts: **Not set**
 Started: **Not set**
 Last Contact: **Tue. Feb. 27 16:06:35 2007**
 Due: **Not set**
 Closed: **Not set**
 Updated: **Tue. Feb. 27 18:40:32 2007 by beau@in2p3.fr**

People...

Owner: **Nobody**
 Requestors: **beau@in2p3.fr**
 Cc:
 AdminCc:

Links...

Depends on:
 Depended on by:
 Parents:
 Children:
 Refers to:
 Referred to by:

Attachments

pastedGraphic.png
 ♦ **Tue. Feb. 27 14:44:02 2007 (42.6k) by beau@in2p3.fr**

More about Tristan Beau...

Comments about this user:
No comment entered about this user
 This user's 10 highest priority tickets:
 ♦ **13316: vo auger registration problem (open)**

History Display mode:[Brief headers] [Full headers]

Tue. Feb. 27 14:44:02 2007 beau@in2p3.fr - Ticket created [Reply] [Comment]

Subject: vo auger registration problem
 Date: Tue, 27 Feb 2007 14:44:18 +0100
 To: auger@cesnet.cz
 From: Tristan Beau <beau@in2p3.fr>

Download(untitled)
text/plain 279b

Hello,

I tried to register to the VO auger via the web. I get the page below which explains that a mail should be sent to me. But I did not received any mail even 30 minutes later... Could you help me in registering to VO auger ?

Thanks a lot,
 Tristan Beau

- **VOCE / AUGER user support**
 - allow **user association with VOCE / AUGER** at GGUS
 - pull-down menu replacement by a simple search tool enabling the user to locate the VO
 - corresponding Savannah ticket
<https://savannah.cern.ch/support/index.php?101507>
 - interfacing **VOCE / AUGER with GGUS**
 - source code for RT-GGUS interface provided
 - necessity to finalize the interface to provide requested functionality

- **Integration of NGIs**
 - integration of **national Grid initiatives** with GGUS
 - utilize the same model as for international VOs (VOCE, AUGER) for interconnection of **national grid infrastructures**
 - necessity to enable local users communicate in local language (provision of first line support)
 - need to keep manual escalation to GGUS performed simultaneously with requests translation by administrator of corresponding national Grid VO