



Enabling Grids for E-scienceE

Problems in setting up basic services

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Service Challenge technical meeting

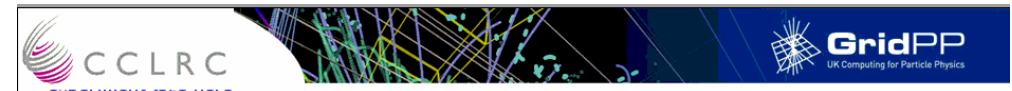
21 June 2006

www.eu-egee.org
www.glite.org



- **Upgrade to gLite 3.0**
- **Most T1 sites have upgraded now**
 - Some confusion as to what “being at gLite 3.0” meant
 - Perhaps it’s easier to talk at the component level
- **Generally most sites upgraded fairly quickly**
 - But it wasn’t without pain...
 - Issues with individual services
 - Configuration changes (e.g. FTS, CE)
 - Requirement for Oracle caused some delays
 - Resource issues
 - Issues with documentation and sharing experiences
 - Procedural issues

- **Balancing with other work**
- **Planning when releases are late or at short notice**
 - People go on holidays
 - Key “experts” needed for upgrade
- **Parallel participation in PPS**
 - Particularly if PPS requires debugging or has bad documentation
- **Getting hold of hardware**



RAL - Problems meeting agreed timeline.

- All services were deployed on time.
 - Exact FTS version was one week late but was already at new enough version.
- The fastest we can ever deploy anything is 2 weeks.
 - The first week after release is spent planning deployment with other ongoing work.
 - We can't rely on release dates but two weeks is fast enough.
 - Key staff are needed for upgrades even if not for operation.
- We find it hardest to find spare disk, lots of people pulling on it.
 - Production, Service Challenges, CASTOR development.

- **Official release documentation wasn't perfect**
 - Some things missing
 - Some inconsistencies
- **Configuration examples requested**
- **Better troubleshooting guides**
- **Nowhere / too many places to collect and share deployment experiences / known issues / workarounds during deployment cycle**
 - Combination of LCG-ROLLOUT / GGUS / variety of blogs and wikis
 - But it's hard to extract / find the relevant bits

- **The delivered service is defined by the operational procedures more than anything**
- **There are substantial procedural gaps**
- **Limited sharing of procedures**
 - Everyone has their own
 - Improvements here...
- **Monitoring is inadequate**
 - Both local monitoring and service monitoring
 - Do you know what the best things to monitor for every service is?
 - This makes procedures painful (or simply absent)
 - Improvements here...

- **Individual service issues**
 - Some configuration issues
- **Resource and planning**
 - Release planning
 - Key staff are needed for upgrades
- **Documentation**
 - Some deficiencies
 - Configuration examples requested
 - Still nowhere / too many places collecting deployment experiences / known issues / workarounds during deployment cycle
- **Procedures are not adequate**
 - Many gaps
 - Monitoring isn't good enough == procedures are painful