



GGUS — Global Grid User Support

Progress on User Support Tools

(GDB, 09/09/03)

Open issues from GDB (10/06/03) and PEB (27/07/03):

- **Information flow**
- **Savannah vs. Remedy**
- **Responsibilities/Interface GGUS/GOC**

Further topics:

- **New properties of www.ggus.org**
- **Next steps**





GGUS Environment/Information flow

GGUS relations to Experiment-Specific-User-Support (ESUS) and GOC

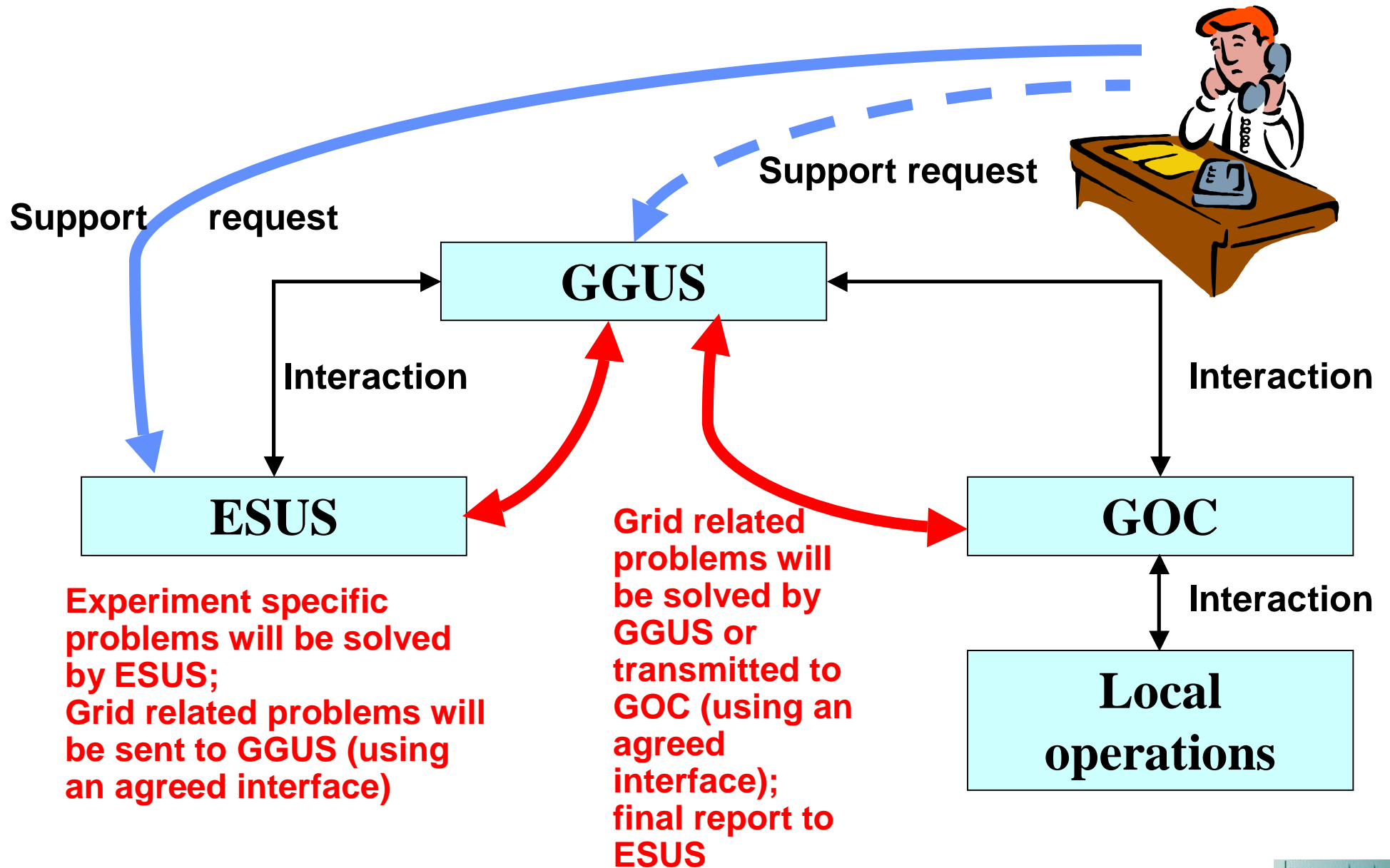
Once again: The objectives of GGUS:

- Provide an entry point for GRID related questions and problems
- Provide support for ESUS
- Provide support for GRID Users
- Provide status & diagnostic information about GRID resources
- Provide access to documentation and information
- Build an open knowledge base to optimize the GRID-Support
- Interact with ESUS, GOC and maybe local operations
- Provide a framework for better overall support processes





Information flow — a simple model





GGUS — Savannah vs. Remedy

- **The LHC experiment people want to use Savannah**
- **Savannah is a good problem description tool, but not a good (distributed) problem tracking tool**
- **Remedy is a good ticketing and problem tracking tool, well suitable for helpdesk people → We want to use Remedy**
- **Proposed solution:**
 - **Experiment people and experiment support (ESUS) want to use and should use Savannah**
 - **There will be an interface between Savannah (at experiment people resp. ESUS) and Remedy (at GGUS)**
 - **This interface will be "invisible" for experiment people and ESUS; this means: experiment people will not see Remedy, but only Savannah**





Global Grid User Support



- Home
- Submit a Service Request
- Track a Service Request
- Search the Knowledge Base
- Read the FAQs
- Contact

Systemoverview :

The overall status is:

PBS Status is:	Active	at 2003-09-09, 09:14:29 CEST	Max configured Jobs are:	440	
Total Jobs in Queues are:	820	Running Jobs are:	431	Queued Jobs are:	387
Wait Jobs in Queues are:	0	Ext Jobs in Queues are:	1	Hold Jobs are:	1

Overall Status

Systems Queues Overview :

Queue name	Max Jobs	Total Jobs	Running Jobs	Queued Jobs	Max CPU	Wall Time	Hold Jobs	Wait Jobs	Trn Jobs	Ext Jobs	Queue Status	Queue Type
test_2_60	0	0	0	0	01:00:00	00:01:00	0	0	0	0	E R	Execution
default	300	0	0	0	00:20:00	01:00:00	0	0	0	0	E R	Execution
short	5	0	0	0	01:00:00	02:00:00	0	0	0	0	E R	Execution
long	56	77	64	13	10:00:00	20:00:00	0	0	0	0	E R	Execution
test	16	0	0	0	03:00:00	04:00:00	0	0	0	0	E R	Execution
extralong	372	743	367	374	48:00:00	96:00:00	1	0	0	1	E R	Execution
test_32_10	20	0	0	0	10:00:00	--	0	0	0	0	E R	Execution
test_64_10	0	0	0	0	00:10:00	--	0	0	0	0	E R	Execution
test_96_10	0	0	0	0	00:10:00	--	0	0	0	0	E R	Execution
test_hik	160	0	0	0	--	--	0	0	0	0	E R	Execution
...	E R	...

System queues



- Home
- Submit a Service Request
- Track a Service Request
- Search the Knowledge Base
- Read the FAQs
- Contact

Support Menu

[Back to Overview](#)

List all jobs
 List all running jobs
 List all queued jobs

[List](#)

List all jobs of user:

[List](#)

List all jobs of queue:

[List](#)

Job-ID	Maschine	User-ID	Time Used	WallTime	State	Queue
301194.pbs	c01-001-107/0	meder	17:56	96:00:00	R	extralon
301201.pbs	c01-001-107/1	meder	17:47	96:00:00	R	extralon
304510.pbs	c01-008-118/0	meder	11:16	96:00:00	R	extralon
304512.pbs	c01-008-115/0	meder	10:11	96:00:00	R	extralon
304513.pbs	c01-008-114/0	meder	09:56	96:00:00	R	extralon
304514.pbs	c01-008-111/0	meder	10:09	96:00:00	R	extralon
304515.pbs	c01-008-105/0	meder	09:54	96:00:00	R	extralon
304516.pbs	c01-008-105/1	meder	09:37	96:00:00	R	extralon
304517.pbs	c01-008-111/1	meder	09:19	96:00:00	R	extralon
304518.pbs	c01-008-114/1	meder	09:14	96:00:00	R	extralon
304519.pbs	c01-008-115/1	meder	09:05	96:00:00	R	extralon
304520.pbs	c01-008-116/1	meder	09:36	96:00:00	R	extralon
304521.pbs	c01-008-118/1	meder	08:57	96:00:00	R	extralon
304522.pbs	c01-003-104/0	meder	11:15	96:00:00	R	extralon
304524.pbs	c01-002-114/1	meder	11:06	96:00:00	R	extralon
304526.pbs	c01-001-124/0	meder	11:17	96:00:00	R	extralon
304527.pbs	c01-007-108/1	meder	09:37	96:00:00	R	extralon
304528.pbs	c01-007-128/0	meder	09:46	96:00:00	R	extralon
304529.pbs	c01-007-103/0	meder	09:50	96:00:00	R	extralon
304530.pbs	--	meder	--	96:00:00	H	extralon

All jobs of one selected user



- Home
- Submit a Service Request
- Track a Service Request
- Search the Knowledge Base
- Read the FAQs
- Contact

Support Menu

[Back to Overview](#)

- List all jobs
- List all running jobs
- List all queued jobs

[List](#)

List all jobs of user:

[List](#)

List all jobs of queue:

[List](#)

```
Job Id: 301194.pbs
Job_Name = wk08-rund0exe
Job_Owner = meder@101-001-111
resources_used.cput = 17:56:23
resources_used.mem = 241516kb
resources_used.vmem = 315292kb
resources_used.walltime = 59:27:57
job_state = R
queue = extralong
server = pbs
Checkpoint = u
ctime = Fri Sep 5 16:08:05 2003
depend = beforeany:301206.pbs@pbs
Error_Path = d0.fzk.de:/grid/fzk.de/mounts/nfs/data/d0-3/scratch/meder/pl40
              3_follow/wk08-rund0exe.e301194
exec_host = c01-001-107/0
Hold_Types = n
Join_Path = n
Keep_Files = oe
Mail_Points = ae
Mail_Users = meder@fzk.de
mtime = Fri Sep 5 16:13:40 2003
Output_Path = d0.fzk.de:/grid/fzk.de/mounts/nfs/data/d0-3/scratch/meder/pl40
              03_follow/wk08-rund0exe.o301194
Priority = 0
qtime = Fri Sep 5 16:08:05 2003
Rerunable = True
Resource_List.cput = 48:00:00
Resource_List.nodect = 1
Resource_List.nodes = 1
Resource_List.pcpout = 48:00:00
Resource_List.walltime = 96:00:00
session_id = 3694
Variable_List = PBS_0_HOME=/grid/fzk.de/home/meder,PBS_0_LOGNAME=meder,
```

Detailed info about every selected job