egee

Enabling Grids for E-sciencE

1ˢᵗ line support & middleware deployment support

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e-infrastructure

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- **Communication with sites was improved – CE Jabber**
  - Admins from most sites have already registered
  - Allows conference sessions

- **Regional dashboard in CIC portal**
  - Alarms for SAM test failures (in first 24h)
  - Used along with other monitoring systems (Gstat, Nagios)

- **New members of 1st line support team at IISAS**
  - Jana Kozuchova, Miroslav Dobrucky, Peter Slizik

- **Testing new updates**
  - Despite tests in certification and PPS bugs are getting to production – more testing needed
  - After release: updates are tested on two production sites
  - Before release: updates will be tested in virtual site (we are waiting for new HW), cooperation with PPS sites in our region
- **Support for upgrade to gLite 3.1**
  - Only 2 CE's and 2 SE's remain on gLite 3.0
- **Support for new sites**
  - Helping new admins to fix configuration problems
  - Belarus: United Institute of Informatics Problems, Minsk
    - Site passing SAM tests
  - Slovakia: Matej Bel University, Banska Bystrica
    - Admin is deploying gLite on nodes

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- **New lcg_utils are incompatible with top level BDII v3.0**
  - All top BDII instances in CE ROC were already on version 3.1
  - Message: PPS does not perform checks for backward compatibility!
- **Top level BDII timeouts in SAM RM tests**
  - 10s timeout in new SAM RM tests + slow response times from CE top BDII.
  - Analysis showed that the problem is caused by indexes in last BDII update, bugreport was sent to the developers
  - CE Top BDII instances were fixed (17 times faster response)
  - Response time is monitored by L.Flis
  - Message: PPS does not do performance and stress tests!

- **Dteam users should be limited to site + ROC staff**
  - No central monitoring service should be running using dteam VO
  - Only CE ROC staff and site admins need access, from security reasons it would be good to limit the number of dteam users authorised at CE sites
  - New VOMS group for CE ROC staff was added
    - /dteam/ce/rocstaff
  - Two phase deployment:
    - All CE ROC staff members that need to have access to CE sites should apply for the new VOMS subgroup
    - Setup instructions will be provided to sites

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- **Continue in improving 1st line ↔ r-COD ↔ c-COD interoperation**

- **Setup of testing „mini Grid" for testing new updates**

- **Setup of web forum(s) for discussions about operations problems, site best practices, etc.**

- **Discussions about 1st line support in EGEE → NGI**

  - 1st line support will be provided by each NGI

  - Collaboration between supporters from different NGIs on problem solving → collaborative knowledge sharing

  - Tools should be ready well in advance to allow smooth transition