

Postmortem gLite-3.0.0

postmortem

an examination of a dead body to determine the cause of death.

an analysis or discussion of an event held soon after it has occurred, esp. in order to determine why it was a

failure : an election postmortem on why the party lost.



Enabling Grids for E-scienceE

Bug-Issue-State-Progress Tracking (before and after the release)

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- **During release preparation:**
 - Savannah
 - LCG components
 - *Release relevant and general problems mixed*
 - gLite components
 - *Release relevant and general problems mixed*
 - Pre-production mailing list
 - Open issues via Wiki Page
 - Here issues are jointly **listed**
 - bug numbers **referenced**
 - Status changes **manually updated** -----> **consistency with bug trackers?????**
 - Test status
 - Some components via Web result page
 - Some components via e-mail messages (works/doesn't)
 - Impossible to link test results with status of release
 - **Situation improved with additional Wiki table for test tracking**
 - *Manually updated (trust?)*

- **During Rollout:**
 - Savannah
 - LCG components
 - *Release relevant and general problems mixed*
 - gLite components
 - *Release relevant and general problems mixed*
 - GGUS ticketing system
 - Install problems
 - User problems
 - Software problems
 - Configuration problems
 - **Answered or transferred to Savannah**
 - *Who closes when what?*
 - Mailing lists & private communication
 - We did not manage to stick to the rule
 - *“If it is not in a tracker it is not a problem”*
- **Never a clear, visible status of the problems -----> Doubt, Rumours,**

- **In depth research needed to answer questions like this:**
 - Which bugs are fixed in gLite-3.0.0-RC2?
 - Is bug #1216 fixed in gLite-3.0.0-RC2?
 - Which tag version/RPM version fixes bug #1786?
 - New bug opened during certification outside the cert process
 - Does this affect the version on the certification testbed?

- **Some changes underway:**
- **Merging all Savannah tracker**
 - With additional information
 - Need for Savannah “data mining tools”
 - Security issues (all DB tables of all project owned by one user)

- **New integrated process (in progress)**
- **GGUS ticketing not resolved**

Communication (?)

- **Project management -> release team**
 - Release team was aware of the target release date (May 1st) and derived dates
 - -6 weeks pre-pro (was missed!!!)
 - End user documentation team assumed 1st of June
- **Project management -> experiments**
 - Different views in the experiments about what will be in the release and how long this can be negotiated
 - ATLAS (gLite-CE not needed)
 - Release date clear
- **Project management/ release team -> developers**
 - **Release date took several of the developers by surprise**
 - Assumed 1st of June as closing date
 - Totally unaware of the date
- **Release team -> ROCs**
 - Pre-release before eastern was not seen as an indication that the release will come on time
- **Release team/ ROCs -> sites**
 - Most of the sites are not aware of the release schedule

- System Elements:

- Release Coordinator
- Developers
- Integrators
- CertTestBed Manager(s)
- Testers

This has to be more formalized
(+ common sense)

- Problem statement:

- All have to *synchronize some* of their activities with each other and some need to have an *aggregated*, up to date, *status* view
- Most problems need more than one iteration on each comm. channel
- “some of their activities” -----> 100% are 100% active
- -----> communication handshakes fail without being noticed for hours
- **This was extremely expensive**
 - Time
 - Source of conflicts

- **Spreading the gospel (Announcing releases)**
 - Shotgun approach
 - Rollout, glite-announce, ROCs, forward to all management lists ...
 - Rollout list
 - a discussion forum where all kinds of interesting ideas are floated
 - new releases are treated like this
 - frequently ignored/ seen as an recreational activity
 - Release pages
 - Static, only visited when people got the signal
 - ROCs
 - Don't reach the extension projects
 - Different speed limits
- **Need to use gLite-announce as a one way channel**
- **Convert rollout to a discussion list/ newsgroup**
- **Maintain an interesting news page**

- **Rumors and scaremongering**
 - A lot of time and energy is devoted to verify or falsify rumors
 - Constant review mode for SA3/SA1

- **Bashing CERN-IT based activities and staff is widespread**
 - Samples:
 - No gLite-CE ever worked
 - gLite-3-0 was release without testing
 -
 - This has a severe effect for the “moral” in the trenches
 - People try to avoid making mistakes by all means -----> productivity meltdown

- **We have to report openly and truthfully**

- **(and maybe we have to bite back a bit more)**



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Documentation

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- **Problems**
 - Too much
 - Not enough
 - New and old
 - Quality
 - Hard to find
 - Wrong/outdated
 - Too aggregated
 - No “one stop” shop
 - Branding
 - Hard to maintain
 - Documentation from partners not linked

 - Not read

- **Too much**
 - We basically provided LCG-2.7 + gLite-1.5 + gLite-3.0 specific
 - Separated already information on non included components
- **Not enough**
 - Material on boot strapping a site has to be added again
 - Was there in early LCG-2 releases
 - What is a site, central services etc.
 - Which notes, hardware requirements, how to start
- **New and old**
 - Site managers get confused by finding different instructions for the same components (tarball UI)
- **Quality**
 - Need to proof read documentation and check links before release
 - Wiki material has to be reviewed and removed/updated

- **Hard to find**
 - Documentation is scattered between several pages
 - Several Wiki sites with information
 - Guide to documentation needed
 - short summary for all documents
- **Wrong/outdated**
 - See “quality”
 - Good example “Testing your site”
 - Review!!!
- **Too aggregated**
 - YAIM description and install guide is mixed
- **No “one stop” shop**
 - We need a high level intro
- **Branding**
 - No uniform naming of documents/ services
 - No classification of documents
 - No common appearance

- **Hard to maintain**
 - Some of the documentation can be only build by an elite
 - Can have site effects
- **Documentation from partners not linked**
 - Example:
 - Material that covers other batch systems
 - Special setups via NAT
- **Not read**
 - Especially the “Release Notes” are not read by half of the sites