

OSG Troubleshooting: A User-Centric Perspective

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OSG Troubleshooting

- Provide troubleshooting support for OSG production and integration infrastructure
- Troubleshoot end-to-end operational and performance problems
- Help VOs identify, diagnose, and resolve problems

Troubleshooting Team

- Shaowen Wang (coordinator)
- Anand Padmanabhan
- Doru Marcusiu
- Jamie Frey

Online Resources

- Twiki pages
 - <https://twiki.grid.iu.edu/twiki/bin/view/Troubleshooting/>
- Troubleshooting Guide and Tips
 - [Troubleshooting/TroubleshootingGuide](#)
- Troubleshooting FAQ for users
 - [Troubleshooting/TroubleshootingFAQ](#)
- Problems resolved indexed by symptoms
 - [Troubleshooting/SymptomIndex](#)

Feedbacks

- Which resources do you find most useful?
 - How can we improve it?
- What additional resources you would like in future?

Identifying and Resolving OSG Usability Problems

- Goal: Identify problems, foster discussions and implement solutions that would improve the usability of the OSG infrastructure
 - Our troubleshooting experiences gives us an unique perspective
 - <https://twiki.grid.iu.edu/twiki/bin/view/Troubleshooting/TroubleshootingVOProblems>

Examples

- How to publish extra site-specific constraints?
 - e.g. No support for remote_initialdir parameter
- Monitoring and site verification
 - Users are unclear of what sites will be capable of accepting their jobs

Publishing Application Info

- grid3-location.txt
 - VOs can publish application info installed at a site
 - Picked up by GIP
 - Matchmaking can be done with ReSS
- Problem
 - World writable
 - Shared among all VOs
 - A single inexperienced user can cause havoc
 - Adopted only by few VOs (might be a good thing), but with a fix should be widely used

OSG Storage Models

- Does the present OSG storage model meet your needs?
 - <https://twiki.grid.iu.edu/twiki/bin/view/ReleaseDocumentation/StorageModels>
 - \$OSG_DATA need not be shared file systems
 - How would a change by sites impact your apps?
 - Data are supposed to be copied to WN_TMP before use
 - Is this unsuitable for your application?
- How can users find what the storage model a site is using?

OSG Resource Status

- Lack of an unified, reliable view
- What should a green dot on VORS (or other monitoring systems) mean?
 - Identify critical components and exercise them
- Reliable tests
 - Eliminate repeated tests from each VO
 - VOs and resource providers need to be on the same page

Discussion

- Persistent problems you have experienced?
- Comments