

Grid User Support

Sabine Reißer, KIT
GridKa School 2011, Karlsruhe

Based on slides from S. Brewer and T. Antoni

- What offers EGI-InSPIRE?
- What offers Karlsruhe Institute of Technology (KIT)?

User Community Coordination

- **User Community Support Team**
(TNA 3.2, Steve Brewer)
- **NGI User Support Team**
(TNA 3.3, Gergely Sipos)
- **Technical Services**
(TNA 3.4, Marios Chatziangelou)

- About us >
- User Support >
- Technology >
- Policy >
- Infrastructure >
- Publications >
- Projects >
- Collaborations

User Community Support

[Home](#) > User Support

Whether you are an individual researcher, a small research group or an international community this page will offer directions to resources and services that you might need.

- > [Your Virtual Research Community \(VRC\)](#)
- VRC portals and gateways with resources and tools for your discipline
- > [Your National Grid infrastructure \(NGI\)](#)
- Access your national centre to learn about resources in your country
- > [Applications database](#)
- Discover (and contribute) details of discipline-specific applications for your community
- > [Services and tools to support your work on the infrastructure](#)
- A collection of resources that you can use to manage your work on the infrastructure
- > [Training marketplace](#)
- Find, offer and suggest training events and material for your needs
- > [Getting help and requesting new features](#)
- Use EGI Helpdesk (GGUS) to report a problem with the production infrastructure
- Use the Requirements Tracking system to submit and follow new feature requests

How we work

- > Who we are: [Team and partners](#)
- > What we do: [Strategy and plans](#)

User and Community news

The user and community perspective on the EGI Infrastructure

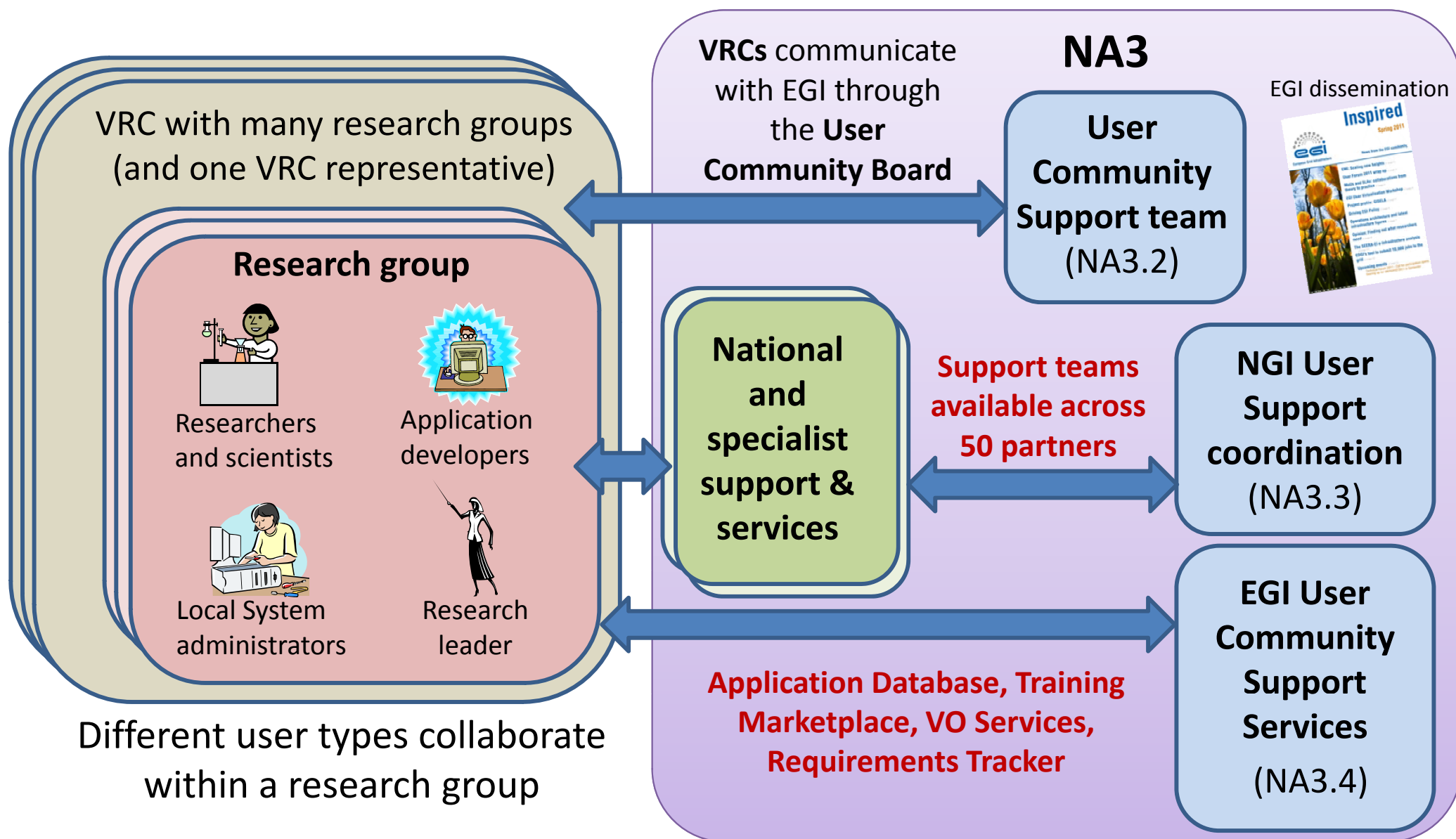
Latest blog post

- > [IWSG-Life2011 update](#) Portals and gateways play a crucial part in the ongoing process of increasing the number of scientists and researchers using the grid. Listening to what this group of specialist developers is doing was always going to be beneficial, but the coincidence of ...

Latest news

- > [Summary of workplans for the User Support Technical Services is available for May-October 2011](#)

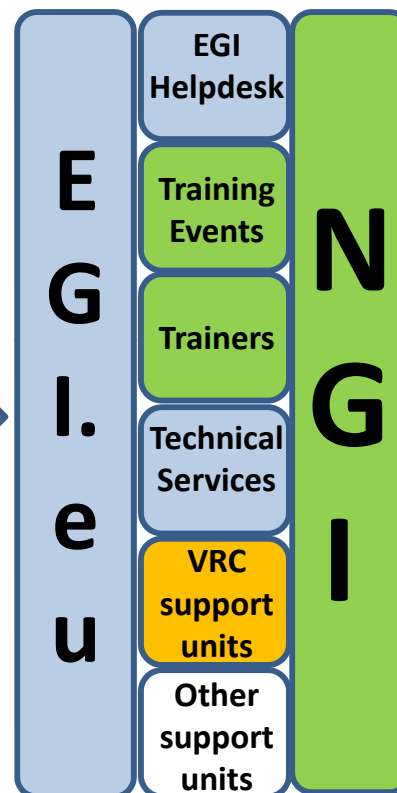
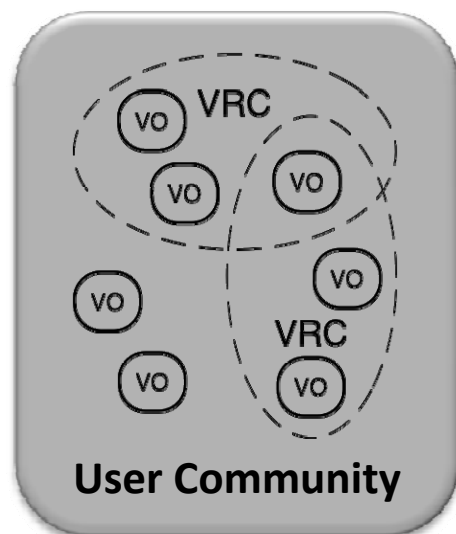
Objectives: coordinating the user experience



UCB and the Virtual Research Community model: purpose and benefits

VO: a group of researchers working collaboratively

VRC: a grouping of research collaborations working in a common domain



Benefits:

1. **Defined communication channels:** named contact points between communities & EGI
2. **Application integration**
3. **Policy and procedures:** define interaction between EGI and users
4. **Requirements gathering:** solutions and influence
5. **Dissemination:** sharing of news, breakthroughs, best practice and innovation

User Community Board

with representation from: Life Sciences, WLCG, WeNMR, Astronomy & Astrophysics, Earth Sciences, Computational Chemistry, Arts & Humanities, Hydrometeorology

- About us
- User Support
- Technology
- Policy
- Infrastructure
- Publications
- Projects
- Collaborations

NGI support teams

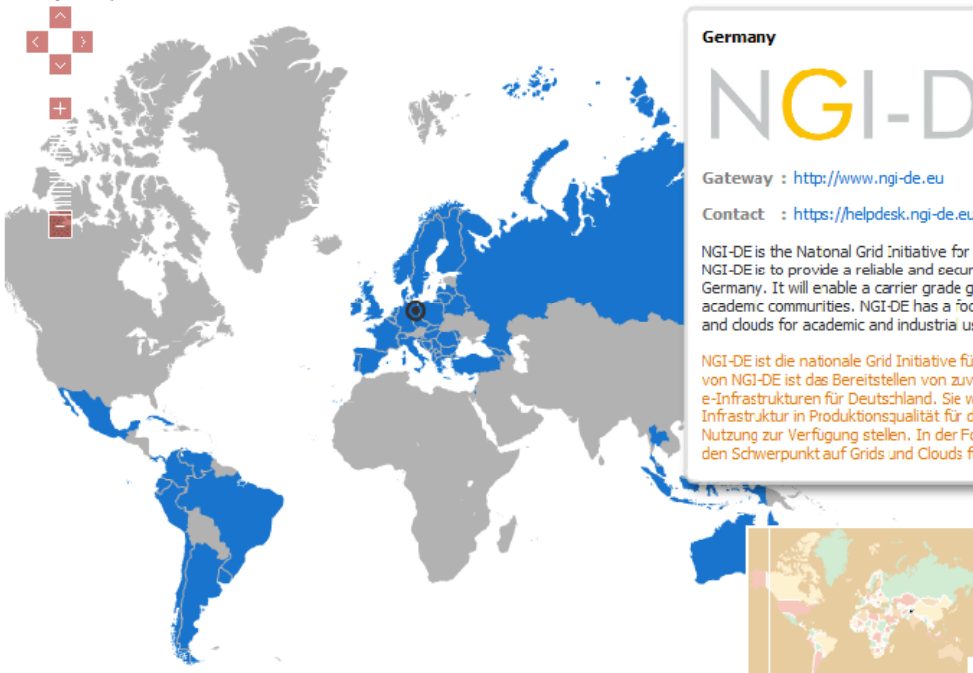
[Home](#) > [User Support](#) > NGI support teams

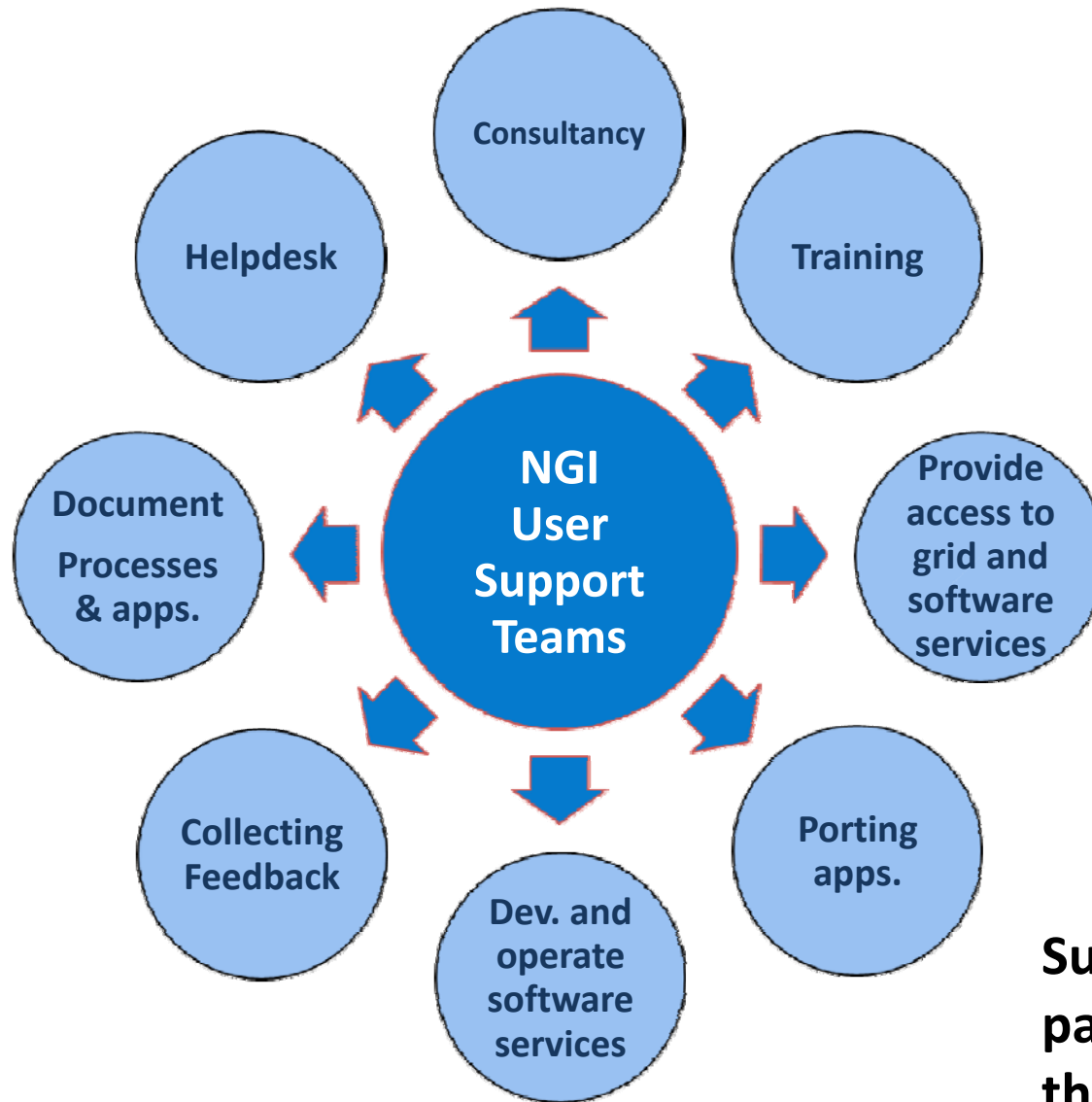
Each individual **National Grid Initiative (NGIs)** has a team dedicated to User and Community Support that can help existing and prospective users to connect with e-Infrastructure resources.

The map (and table) below list the points of contact for local User and Community Support teams across Europe.

To have your national (NGI) gateway added to this map/list, please send an email to ucst@egi.eu with the missing information.

tool by [anmap.com](#)





NGIs receive:

- Web & wiki resources
- Requirements process
- Applications and services
- VRC coordination support

Support teams are available across 50 partners – they are all different... as are their support skills.

Services provided by a few NGIs **for the whole community**

- To support the Virtual Research Communities
- To facilitate the work of NGI support teams
- To improve communication among NGIs, **among** users and **with** users
- Bring in expertise and services from Heavy User Communities through SA3

Tools and services (Task leader: Marios Chatziangelou, GRNET):

1. **EGI Application Database** (Marios Chatziangelou, GRNET)
2. **Services for VOs** (Ignacio Blanquer Espert, UPV; Gonalo Borges, LIP)
3. **Training Marketplace** (Claire Devereux, STFC)
4. **Requirement Tracker** (EGI.eu with help from CESNET)

- Reusable applications
- Reusable tools for application developers
- Map of application landscape
- AppDB gadget for your own website

Application Details - CS-Rosetta

Information

Publications




ID: 512 ([Permalink](#))
 Type: Application
 Name: CS-Rosetta
 Description: NMR chemical shift-based structure prediction
 Discipline: [Life Sciences](#)
 Subdiscipline: Structural Biology

[Website](#) | [Website](#)

Abstract:

CS ROSETTA is a protocol which generates 3D models of proteins, using only the 13CA, 13CB, 13C', 15N, SPARTA-based selection procedure to select a set of fragments from a fragment-library (where the chemical ROSETTA protocol. The generated models are rescored based on the difference between the back-calculated and experimental chemical shifts. For more information, see our online web portal manual and tutorial available via www.wenmr.eu and/or consult the CS-Rosetta homepage.

Related Country: [Netherlands](#) 

VOs: enmr.eu

Middlewares: [gLite](#)

Status: In production

Added on 2011-01-12, by [Alexandre Bonvin](#)




Bonvin Alexandre

Scientific Coordinator
 Utrecht University

Scientific Content

Application Map





[Blockieren...](#)



Home | Infrastructure | Join AEGIS VO | Support AEGIS VO | Documents | News | Galleries | Helpdesk | W

AppDB

Applications Database

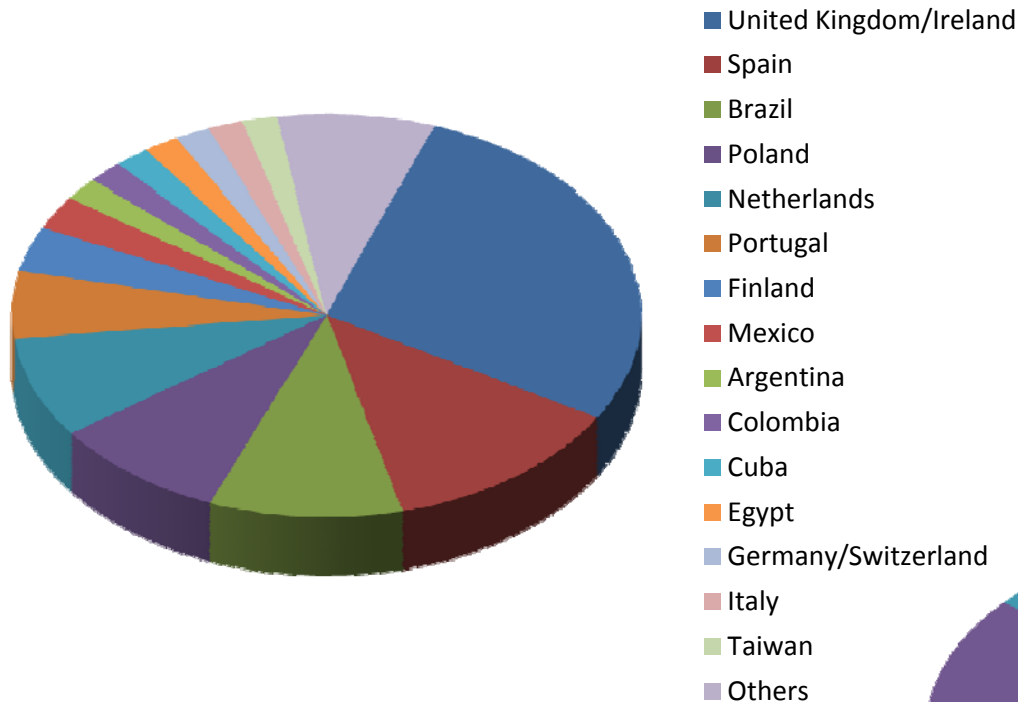
	<p>Name COMPACTION</p> <p>Description Simulation of the compaction of granular materials</p> <p>Abstract The microscopic understanding of the macroscopic material behavior of granular materials such as sand or powder is one of today's great challenges in material science and physics. Granular media are d more</p> <p>Discipline Others / Condensed matter physics</p> <p>main abstract material contacts countries vos</p>
	<p>Name PALESS</p> <p>Description Parallel Analog and Logic Electronic Simulation System</p> <p>Abstract Modern electronic circuits and systems are characterized as very complex (tens of millions of transistors) and mixed-signal (analog and digital), and are applied in complex surroundings that often inc more</p> <p>Discipline Others / Computational engineering</p> <p>main abstract material contacts countries vos</p>
	<p>Name PBFS</p> <p>Description Parallel Blood Flow Simulation</p> <p>Abstract A computational model of realistic blood flow in a section of artery could improve diagnosis and treatment of health problems such as aneurysms and wounds to artery vessel walls. Systems of equations more</p> <p>Discipline Life Sciences / Medical physics</p> <p>main abstract material contacts countries vos</p>
	<p>Name PROPEL</p>

Previous [1](#) of 2 Next

© Institute of Accelerating Systems and Applications, 2009-2011, Athens, Greece

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 All Rights Reserved.

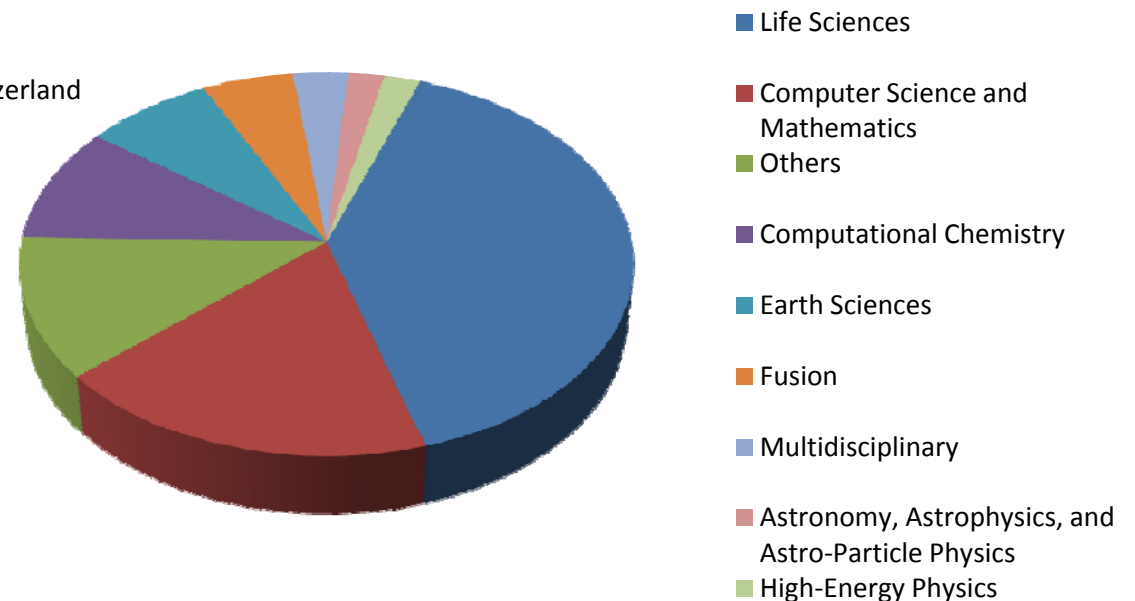
111 new applications per country



Note: Apps. Can be associated with > 1 country

New additions to the
Applications Database
during Project Year 1
(Data: largest to smallest)

93 new applications by discipline




- Integration of:
 - Training event calendar
 - Digital library (of training materials)
 - Service offering & requesting form
- Purpose of the Training Marketplace:
 - Register training events
 - Use, reuse and share training materials
 - Feed training-requirements
 - Delegate representative to EGI Training Working Group
- Results:
 - Approximately 60 training events were added during PY1

Training marketplace
[Home](#) > [User Support](#) > Training marketplace

The EGI Training Marketplace exists as a service to coordinate training across communities, projects and national teams. The new Training Marketplace enables trainers to advertise events and resources, and users to locate, comment on and suggest training material and events that meet their needs.

[Return to Training Marketplace](#)

(all) 

Select event terms to filter by

[Week](#) [Day](#) [Table](#) [List](#)

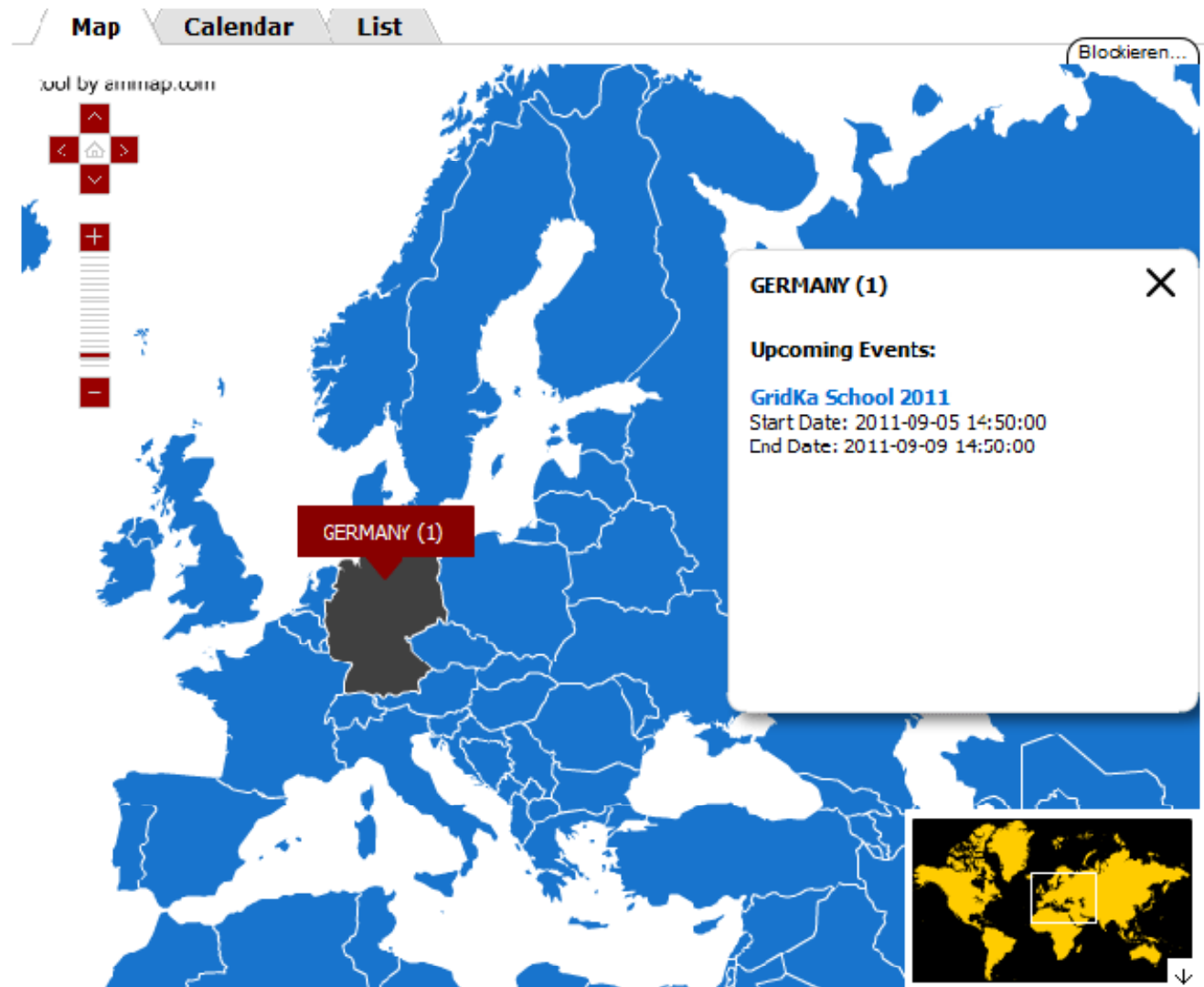
« April 2011 »

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
Summer Corso di Grid Computing 4	Summer Corso di Grid Computing 5	Summer Corso di Grid Computing 6	Summer Corso di Grid Computing 7	Summer Corso di Grid Computing 8	9	10
EGI User Forum 11	EGI User Forum 12	EGI User Forum 13	EGI User Forum 14	15	16	17
18	Formation utilisateurs - Présentation et Initiation aux grilles de calcul & Apprentissage de l'outil DIRAC 19	Formation utilisateurs - Présentation et Initiation aux grilles de calcul & Apprentissage de l'outil DIRAC 20	Formation utilisateurs - Présentation et Initiation aux grilles de calcul & Apprentissage de l'outil DIRAC 21	22	23	24
25	26	27	28	29	30	

Events

Map Calendar List

tool by emmap.com



GERMANY (1)

Upcoming Events:

GridKa School 2011
Start Date: 2011-09-05 14:50:00
End Date: 2011-09-09 14:50:00

Blockieren...

[Return to Training Marketplace](#)

GridKa School 2011

Start: 2011-09-05

End: 2011-09-09

Timezone: Europe/Amsterdam

GridKa School is hosted by Steinbuch Centre for Computing of Karlsruhe Institute of Technology (KIT). It is organized by KIT, the Swiss National Grid Initiative (SwiNG) and the HGF Alliance "Physics at the Terascale". The school cooperates with the European Grid Initiative (EGI), the European Middleware Initiative (EMI) and the Initiative for Globus in Europe (IGE). It offers a broad range of topics, which are chosen from the realm of these projects and beyond.

About half of the school consists of hands-on tutorials and workshops, giving participants the possibility to gain actual expertise on different kinds of middleware, applications and techniques. Because these tutorials are offered in parallel tracks, GridKa School practicals cover topics well suited for beginners, experienced users and grid administrators. The high grade talks and presentations give an up-to-date overview on important and interesting grid and cloud computing subjects.

The program is completed by a 'get together' event (incl. a guided tour of the German WLCG Tier-1 center 'GridKa'), a school dinner and a grid security workshop; the latter is targeted at administrators.

Applicants from all scientific and industry disciplines are welcome to register online at www.kit.edu/gridka-school; the preliminary schedule is available online. Until June 30th, registrants can take advantage of an early bird discount. The organizing team reserves the right to limit the number of participants if necessary.

Email: christopher.jung@kit.edu

City:

Karlsruhe

Country: **Germany**

Event Link:

<http://www.kit.edu/gridka-school>



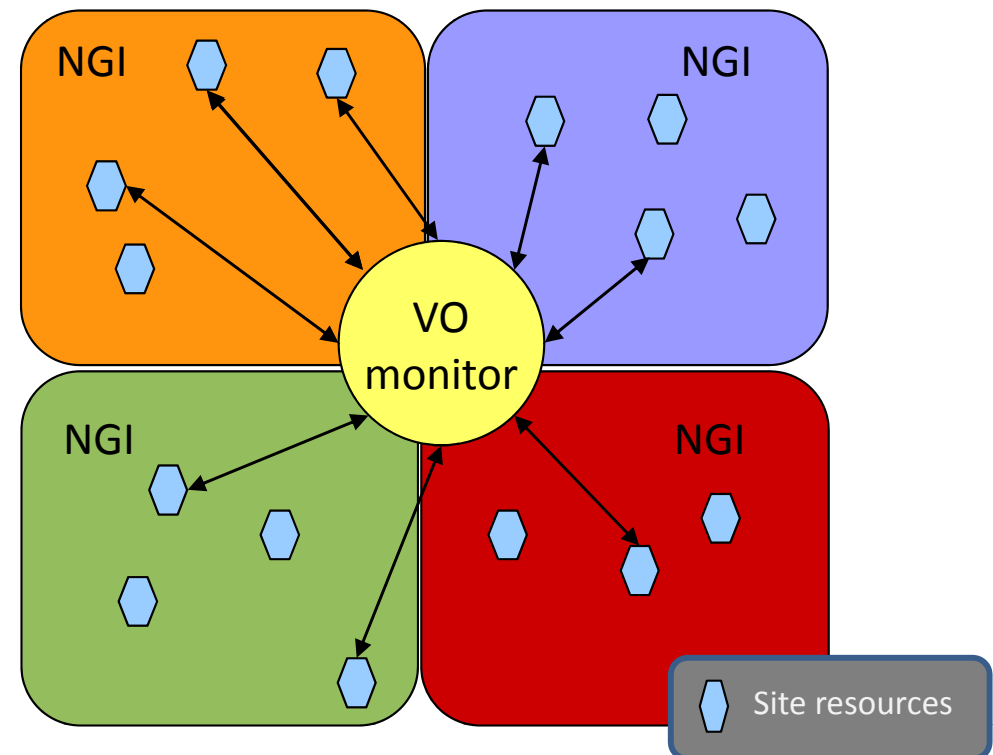
Your rating: None Average: 5 (6 votes)

[Calendar](#)

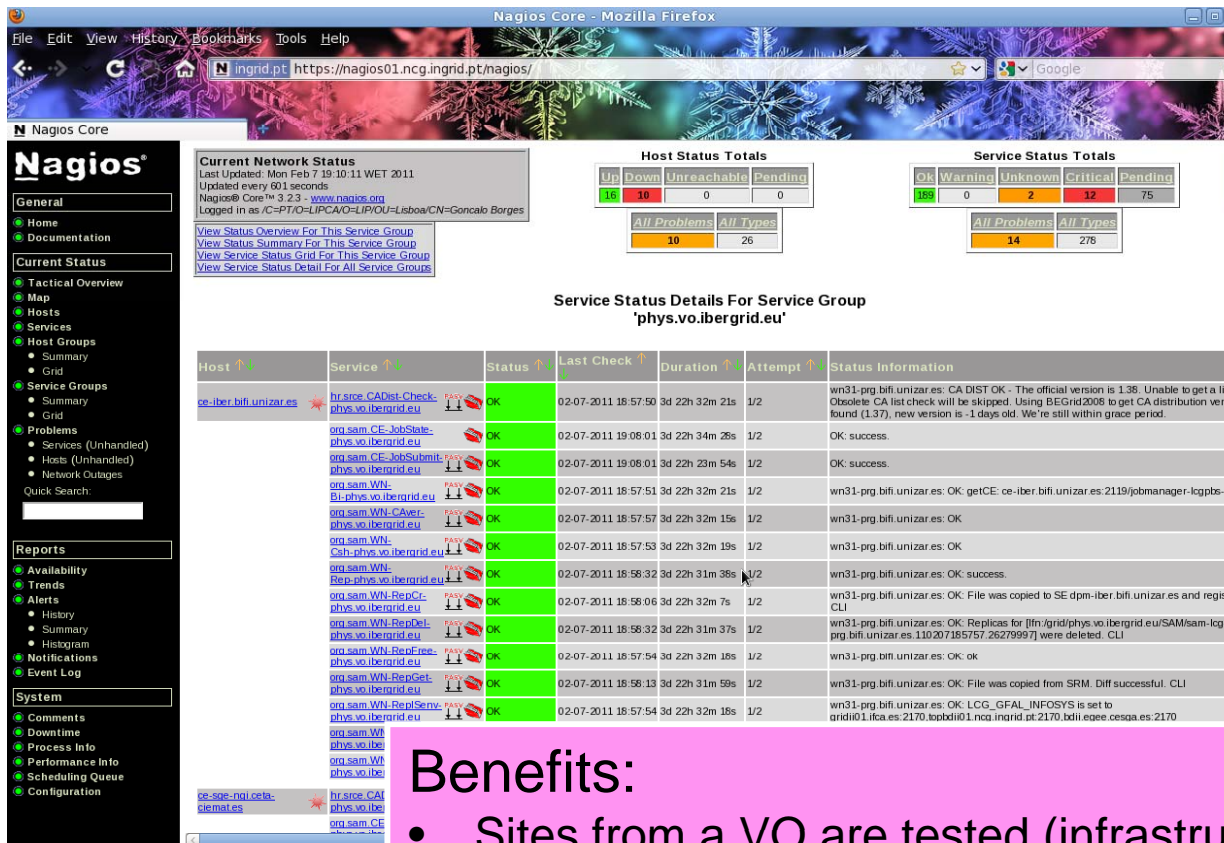
Coordination consists of:

- Reviewing available services: management, monitor & accounting tools
- Consultancy/help for VO managers
- Specification of requirements for improving operational tools to simplify VO management
- Provisioning basic services for new VOs
- VO services support unit in GGUS

- VO-specific testing of sites is required by VO managers within VRCs
- Basic services are available from within the infrastructure
- Typically delivered through the operations teams and NGIs



Provision of VO support software for VRCs & VOs (e.g. WeNMR, BioMed)



Current Network Status
Last Updated: Mon Feb 7 19:10:11 WET 2011
Updated every 60 seconds
Nagios Core™ 3.2.3 - www.nagios.org
Logged in as C/PT/O-LIPCA/O-LIPOU-Lisboa/CN=Goncalo Borges

Host Status Totals

Up	Down	Unreachable	Pending
16	10	0	0

Service Status Totals

OK	Warning	Unknown	Critical	Pending
185	0	2	12	75

Service Status Details For Service Group 'phys.vo.ibergrid.eu'

Host	Service	Status	Last Check	Duration	Attempt	Status Information
ce-iber.bifi.unizar.es	hr.srce.CADist-Check-phys.vo.ibergrid.eu	OK	02-07-2011 18:57:50	3d 22h 32m 21s	1/2	wn31-prg.bifi.unizar.es: CA DIST OK - The official version is 1.35. Unable to get a list. Obsolete CA list check will be skipped. Using BEGrid2008 to get CA distribution version found (1.37), new version is -1 days old. We're still within grace period.
	org.sam.CE-JobState-phys.vo.ibergrid.eu	OK	02-07-2011 19:08:01	3d 22h 34m 26s	1/2	OK: success.
	org.sam.CE-JobSubmit-phys.vo.ibergrid.eu	OK	02-07-2011 19:08:01	3d 22h 23m 54s	1/2	OK: success.
	org.sam.WHL-BI-phys.vo.ibergrid.eu	OK	02-07-2011 18:57:53	3d 22h 32m 21s	1/2	wn31-prg.bifi.unizar.es: OK: getCE: ce-iber.bifi.unizar.es:2119/jobmanager-lcgpb-pf
	org.sam.WN-Caver-phys.vo.ibergrid.eu	OK	02-07-2011 18:57:57	3d 22h 32m 15s	1/2	wn31-prg.bifi.unizar.es: OK
	org.sam.WN-Cah-phys.vo.ibergrid.eu	OK	02-07-2011 18:57:53	3d 22h 32m 19s	1/2	wn31-prg.bifi.unizar.es: OK
	org.sam.WN-Beta-phys.vo.ibergrid.eu	OK	02-07-2011 18:58:32	3d 22h 31m 38s	1/2	wn31-prg.bifi.unizar.es: OK: success.
	org.sam.WN-RepC-phys.vo.ibergrid.eu	OK	02-07-2011 18:58:06	3d 22h 32m 7s	1/2	wn31-prg.bifi.unizar.es: OK: File was copied to SE dpm-iber.bifi.unizar.es and regist CLI
	org.sam.WN-RepDel-phys.vo.ibergrid.eu	OK	02-07-2011 18:58:32	3d 22h 31m 37s	1/2	wn31-prg.bifi.unizar.es: OK: Replicas for [lfn/grid/phys.vo.ibergrid.eu/SAM/lcg-r-prg.bifi.unizar.es.110207185757.26279997] were deleted. CLI
	org.sam.WN-RepFree-phys.vo.ibergrid.eu	OK	02-07-2011 18:57:54	3d 22h 32m 18s	1/2	wn31-prg.bifi.unizar.es: OK: ok
	org.sam.WN-RepGet-phys.vo.ibergrid.eu	OK	02-07-2011 18:58:13	3d 22h 31m 59s	1/2	wn31-prg.bifi.unizar.es: OK: File was copied from SRM. Diff successful. CLI
	org.sam.WN-RepServ-phys.vo.ibergrid.eu	OK	02-07-2011 18:57:54	3d 22h 32m 18s	1/2	wn31-prg.bifi.unizar.es: OK: LCG_GFAL_INFOSYS is set to gridio1.ifa.es:2170.tobd0101.nca.ingrid.pt:2170.bdl.egee.cesga.es:2170

NAGIOS SAM triggers the executions of probes in grid sites

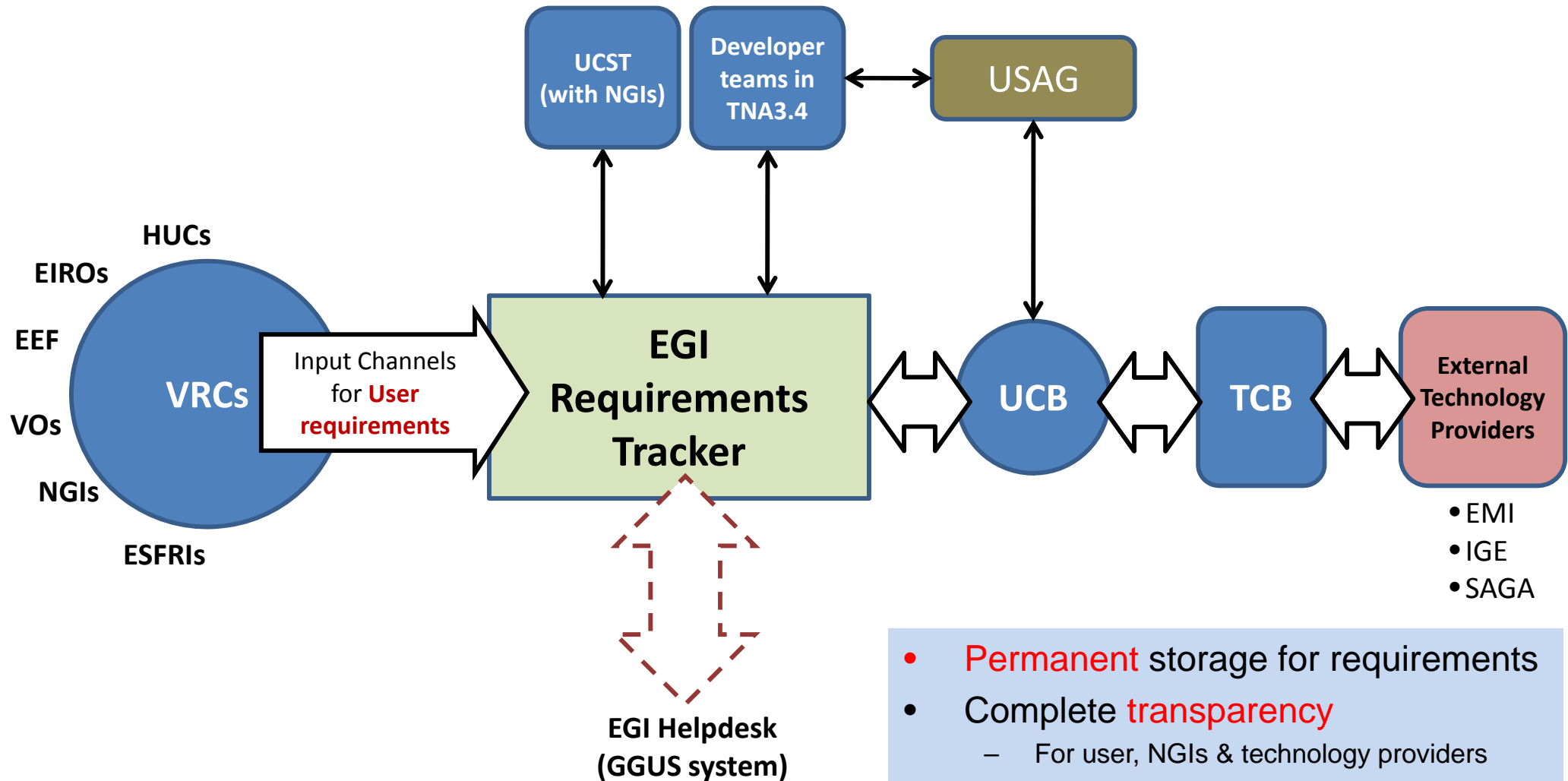
- Tests to the Storage resources
- Tests to the Computing Resources
- Summary views of successful and unsuccessful services
- Sends emails to the site admins in case of failures

Benefits:

- Sites from a VO are tested (infrastructure tests run probes on NGIs)
- Ability to develop and integrate VO's own probes
- A VO can use the central installation from LIP/UPV, or can install its own

Service Status Details for:
phys.vo.ibergrid.eu

Processing EGI requirements; implementing solutions



- **Permanent** storage for requirements
- Complete **transparency**
 - For user, NGIs & technology providers
- Requirement submission interface

RT at a glance

[Home](#) · [Software Provisioning Dashboard](#) · [All](#) · [NA3](#) · [UMD](#) · [Operational Tools](#) · [Projects](#) · [VOs](#) · [More](#)

Edit

10 highest priority tickets I own

Edit

10 newest unowned tickets

Edit

#	Subject	Queue	Status	Created	
2809	UMD / Software Provisioning related Support Unit	requirements	new	56 min ago	Take
2808	Staged Rollout: EMI.arc-ce.sl5.x86_64-1.0.1 (RT #2702)	staged-rollout	new	86 min ago	Take
2807	Staged Rollout: SAM Update 13.1 (RT #2800)	staged-rollout	new	3 hours ago	Take
2787	Regional GOCDDB: Use case2 - Regional stand-alone GOCDDB	requirements	new	4 days ago	Take
2736	Request to mailing list Noc-managers rejected	inspire-sa1-leaders	new	3 weeks ago	Take
2735	Request to mailing list Noc-managers rejected	inspire-sa1-leaders	new	3 weeks ago	Take
2726	IGE-1 re-submission	sa2-umd-rel	(pending 4 other tickets)	3 weeks ago	Take
2712	Quick identification of users affected in an SE intervention	requirements	new	3 weeks ago	Take
2707	EMI.voms.sl5.x86_64-2.0.1	sw-rel	open	3 weeks ago	Take
2705	EMI.arc-gridftp.sl5.x86_64-1.0.1	sw-rel	open	3 weeks ago	Take

Reminders

Quick search

Edit

Queue	new	open	stalled	feedback
inspire-jra1	10	12	0	0
inspire-sa1-leaders	7	9	0	0
noc-managers	0	3	0	0
operations	3	3	0	0
ops-tools-roadmap	3	1	0	0
otag	12	2	0	0
requirements	102	160	3	0
sa2-umd-rel	0	6	0	0
staged-rollout	2	9	0	0
sw-rel	0	18	0	0

Bookmarked Tickets

Edit

Quick ticket creation

Subject:

Queue: Owner:

Requestors:

Content:

Create

Dashboards

Edit

Name	Subscription
Software Provisioning Dashboard	None
All	None
NA3	None
UMD	None
Operational Tools	None
Projects	None
VOs	None
NGIs	None
HUCs	None
WeNMR	None
Life Sciences Grid Community	None
WLCG	None
Astronomy & Astrophysics	None
Computational Chemistry	None
Earth Sciences	None
eHumanities	None
Hydro-meteorology	None
AllStatus	None
New	None

Query Builder

New Search · **Edit Search** · Advanced · Show Results · Bulk Update · Graph

Add Criteria

id	less than	
Subject	matches	
Queue	is	-
Status	is	-
Owner	is	-
Requestor EmailAddress	matches	
Created	before	Calendar
Time Worked	less than	Minutes
Priority	less than	
HasMember	is	

Aggregator ☒ AND ☐ OR

Add these terms and Search

Add these terms

Sorting

Order by:

id	Asc
[none]	Asc
[none]	Asc
[none]	Asc

Rows per page: 50

Display Columns

Add Columns:	Format:	Show Columns:
id	Link: -	id
QueueName	Title:	Subject
Subject		Status
Status		QueueName

Saved searches

Privacy: My saved searches

Description: Save

Load saved search: My saved searches




all-sso-guest DashBoards

#	Name	Subscription
704	All	None
1034	NA3	None
1036	UMD	None
1039	Operational Tools	None
1042	Projects	None
1044	VOs	None
1047	NGIs	None
1048	HUCs	None
1054	WeNMR	None
1084	Life Sciences Grid Community	None
1092	WLCG	None
1093	Astronomy & Astrophysics	None
1094	Computational Chemistry	None
1095	Earth Sciences	None
1096	eHumanities	None
1097	Hydro-meteorology	None
1184	AllStatus	None
1185	New	None

- What offers KIT?
 - GGUS – the EGI helpdesk
 - xGUS – a helpdesk template



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[Documentation](#)

[Training](#)

[Registration](#)



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[Submit ticket](#)

[Support staff](#)

[Navigation on top](#)

Welcome to GGUS - the  Helpdesk

Tickets @ GGUS

- ▶ [Information](#) on your GGUS account
- ▶ [Submit a new ticket](#) via browser
- ▶ [Submit a new ticket](#) via email

GGUS tickets for Sabine Reißer

ID	Status	Date	Info
▶ 73713	assigned	2011-08-22	https://wiki.egi.eu/ not reachable

- ▶ [Show my complete ticket list](#) (open/closed/subscribed)

- ▶ [Search ticket database](#)

Latest open tickets

ID	VO	Info
▶ 73924	none	NAGIOS *org.sam.CE-JobSubmit-/ops/Role=lcgadmin* ...
▶ 73923	none	NAGIOS *org.sam.CREAMCE-JobSubmit-/ops/Role=lcgad...
▶ 73922	none	NAGIOS *org.sam.CREAMCE-JobSubmit-/ops/Role=lcgad...
▶ 73920	none	NAGIOS *org.gstat.SanityCheck* failed on ce.grid....
▶ 73919	none	NAGIOS *org.bdi.Entries* failed on ce.grid.ac.me...
▶ 73918	atlas	failing transfers from UKI-NORTHGRID-MAN-HEP to CE...
▶ 73917	atlas	failing transfers from UKI-NORTHGRID-LANCS-HEP to ...
▶ 73916	lhcb	Pilota aborted at cream1.log.cesca.ch CSCS-LCC2
▶ 73915	none	Access to SAM
▶ 73914	atlas	Invalid SRM version [] for endpoint [] from DESY-H...
▶ 73913	atlas	TECHNION-HEP failed to contact on remote SRM
▶ 73912	cms	Default LCAS/LCMAPS globus callout log levels are ...
▶ 73911	atlas	[INVALID_SIZE] destination file size returned by ...
▶ 73908	atlas	gridftp_copy_wait: Connection timed out at AGLT2
▶ 73905	none	[ETICS] Support for multiple srms

- ▶ [Show all open GGUS tickets](#)
- ▶ [Show LHCOPN tickets](#)
- ▶ [Technology Helpdesk](#)

Latest news

No latest news at the moment.

GGUS tools/reports

- ▶ [Report Generator](#)
- ▶ [GGUS ticket timeline tool - TTT](#)
- ▶ [Escalation reports](#)
- ▶ [Metrics reports](#)


GGUS development plans

- ▶ [Description of development procedures](#)
- ▶ [Submit a request for a new feature to GGUS](#)
- ▶ [Browse current open features](#)
- ▶ [Ongoing worklist & Release Notes](#)

GGUS Search

- ▶ [Special GGUS hints](#)
- ▶ [Documentation](#)
- ▶ [FAQ and external documentation links](#)



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Submit ticket

User information

Name E-Mail
 Notification mode ? ☒ on solution [CC to ?](#)
☐ on every change
☐ never


Problem information

Date / Time of Problem - - / : UTC
 Affected SITE Affected ROC/NGI
 Concerned VO VO specific ☐ yes ☒ no
 Does it affect the whole ☐ SITE ☐ ROC/NGI ☐ VO ☒ don't know/ncne of those
 Short description (required)
 Describe your problem providing the information listed here ?
 Command used
 Error message you obtain
 OS, Middleware Application version
 Type of problem Priority ?
 Attach File(s)
 (max. 4)

Routing information Expert option, please set this option only if you know what it means.

Notify SITE ? OR Assign to ROC/NGI ?



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GGUS ticket search engine

show columns in search result ☒ Ticket-ID ☒ Type ☒ Concerned VO ☒ Notified Site ☒ Priority ☒ Resp. Unit ☒ Status ☒ Date ☒ Last Update ☒ Info

Ticket ID: Status: ? Open states

Support Unit: all Priority: all

Concerned VO: any Type of problem: all

User: ? MoU Area

Keyword:

Involved supporter: ?

Assigned to person: ?

Notified Site:

Special attributes (ALARM / Master etc.):

Creation date: lastweek

All tickets from: day month year set now unset

to ? day month year set now unset

Untouched since: 30 August 2011

Order tickets by: Ticket-ID

descending

[new search with default values](#)

show/save search result as: [CSV](#) | [HTML](#) | [XML](#) | [PDF](#)

88 Tickets found

Ticket-ID	Type	Concerned VO	Notified Site	Priority	Resp. Unit	Status	Date	Last Update	Info
73924		none	GRISU-COMETA-UNIPA	urgent	NGI_IT	assigned	2011-08-30	2011-08-30 09:16	NAGIOS *org.sam.CE-JobSubmit-/ops/Role=lcgadmin* ...
73923		none	GRISU-UNINA	urgent	NGI_IT	assigned	2011-08-30	2011-08-30 09:00	NAGIOS *org.sam.CREAMCE-JobSubmit-/ops/Role=lcgad...
73922		none	UKI-LT2-UCL-HEP	urgent	ROC_UK/Ireland	assigned	2011-08-30	2011-08-30 08:53	NAGIOS *org.sam.CREAMCE-JobSubmit-/ops/Role=lcgad...
73920		none	MREN-01-CIS	urgent	NGI_ME	assigned	2011-08-30	2011-08-30 08:22	NAGIOS *org.gstat.SanityCheck* failed on ce.grid....
73919		none	MREN-01-CIS	urgent	NGI_ME	assigned	2011-08-30	2011-08-30 08:21	NAGIOS *org.bdl.Entries* failed on ce.grid.ac.me...
73918	Team	atlas	CERN-PROD	urgent	ROC_CERN	assigned	2011-08-30	2011-08-30 09:20	failing transfers from UKI-NORTHGRID-MAN-HEP to CE...
73917	Team	atlas	CERN-PROD	urgent	ROC_CERN	in progress	2011-08-30	2011-08-30 09:22	failing transfers from UKI-NORTHGRID-LANCS-HEP to ...
73916	Team	lhcb	CSCS-LCG2	urgent	NGI_CH	in progress	2011-08-30	2011-08-30 07:38	Pilots aborted at cream01.lcg.cscs.ch CSCS-LCG2
73915		none		less urgent	SAM/Nagios EGI Support	waiting for reply	2011-08-30	2011-08-30 08:12	Access to SAM
73914	Team	atlas	DESY-HH	very urgent	NGI_DE	in progress	2011-08-30	2011-08-30 07:25	Invalid SRM version [] for endpoint [] from DESY-H...
73913	Team	atlas	TECHNION-HEP	very urgent	NGI_IL	waiting for reply	2011-08-29	2011-08-30 03:43	TECHNION-HEP failed to contact on remote SRM
73912		cms		less urgent	DMSU	assigned	2011-08-29	2011-08-30 06:55	Default LCAS/LCMAPIs globus callout log levels are ...
73911	Team	atlas	INFN-MILANO-ATLASC	less urgent	NGI_IT	assigned	2011-08-29	2011-08-29 19:06	[INVALID_SIZE] destination file size returned by ...
73908	Team	atlas	AGLT2	less urgent	OSG(Prod)	in progress	2011-08-29	2011-08-29 16:17	gridftp_copy_wait: Connection timed out at AGLT2
73905		none		less urgent	ETICS assigned	in progress	2011-08-29	2011-08-29 14:14	[ETICS] Support for multiple srms
73904		none	USC-LCG2	urgent	NGI_BERGRID assigned	waiting for reply	2011-08-29	2011-08-29 16:48	NAGIOS *org.sam.SRM-GetURLs-/ops/Role=lcgadmin* ...
73901		none		less urgent	SAM/Nagios EGI Support assigned	in progress	2011-08-29	2011-08-29 14:03	Include EGI services in https://ops-monitor.cern.c...
73899		none		urgent	ROC_CERN	assigned	2011-08-29	2011-08-29 11:24	new site bdl for RO-01-ICI :: update top BDL con...
73894		none	INFN-TORINO	urgent	NGI_IT	assigned	2011-08-29	2011-08-29 10:24	NAGIOS *org.sam.CREAMCE-JobSubmit-/ops/Role=lcgad...
73891		none		urgent	DMSU	assigned	2011-08-29	2011-08-29 09:31	CREAM CE Database contains tons of garbage
73890	Team	lhcb	CYFRONET-LCG2	urgent	NGI_PL	assigned	2011-08-29	2011-08-29 09:05	Pilots aborted at cream.grid.cyf-kr.edu.pl CYFRONE...
73889	Team	lhcb	GRISU-CYBERSAR-CAGLIARI	urgent	NGI_IT	assigned	2011-08-29	2011-08-29 08:54	Pilots aborted at ce-cyb.ca.infn.it GRISU-CYBERSAR...
73888		none	INFN-CNAF-LHCB	urgent	NGI_IT	assigned	2011-08-29	2011-08-30 09:10	NAGIOS *org.apel.APEL-Pub* failed on ce01-lhcb-l2...
73887		none	GRISU-UNINA	urgent	NGI_IT	assigned	2011-08-29	2011-08-29 12:40	NAGIOS *org.apel.APEL-Pub* failed on grisuce.scop...
73886		none	GRISU-SPAC-NAPOLI	urgent	NGI_IT	assigned	2011-08-29	2011-08-29 12:42	NAGIOS *org.apel.APEL-Pub* failed on spacina-ce.s...
73885		none	GRISU-COMETA-ING-MESSINA	urgent	NGI_IT	assigned	2011-08-29	2011-08-29 08:43	NAGIOS *org.apel.APEL-Pub* failed on unime-ce-01...
73884		none	GRISU-COMETA-INFN-CT	urgent	NGI_IT	assigned	2011-08-29	2011-08-29 08:43	NAGIOS *org.apel.APEL-Pub* failed on infn-ce-01.c...
73883	Team	lhcb	CBPF	urgent	ROC_LA	in progress	2011-08-29	2011-08-29 14:25	Production jobs failed. pilots aborted at CBPF

xGUS provides easy access to an own helpdesk system for NGIs or User Communities

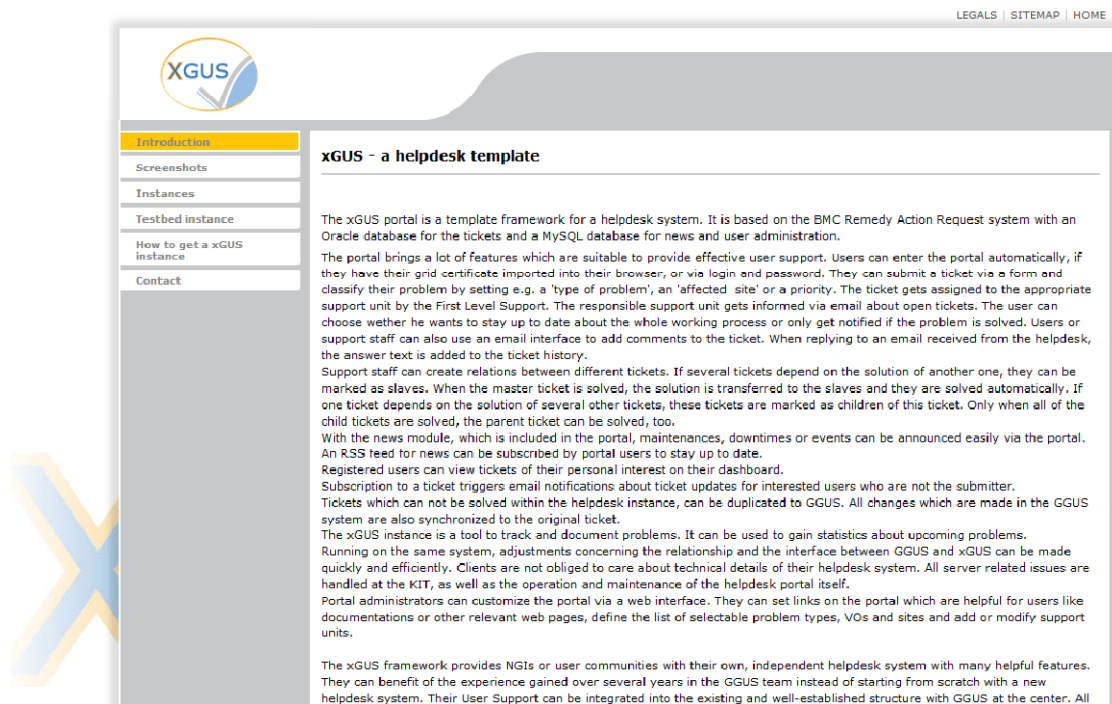
- GGUS interfaced
- Administration (support units, problem types, etc.) via web
- No local deployment/installation: Operation and maintenance at KIT

- helpdesk.aegis.rs
- xgus.ggus.eu/igalc
- xgus.ggus.eu/ngi_ch
- support.africa-roc.org
- helpdesk.ngi-de.eu



<http://xgus.ggus.eu>

- Screenshots
- List of instances
- Test instance
- How to get an xGUS instance
- Information



- EGI coordinates user support activities and provides tools such as requirement tracker, training marketplace, AppDB, Services for VOs

www.egi.eu/user-support/

- GGUS is the helpdesk for problems with the production infrastructure

helpdesk.egi.eu

- xGUS is a helpdesk template with the purpose to quickly generate a helpdesk portal for NGIs or User Communities

xgus.ggus.eu

Thanks for your attention!

VO Services/Services and Tools Portfolio

Contents [\[hide\]](#)

1 VO Job oriented tools

1.1 Job management

1.1.1 Ganga

1.1.2 Diane

1.2 Job monitoring

1.2.1 MiniDashboards

1.3 Data Management

1.3.1 Data Browsers: VBrowser

1.3.2 SE intervention: LFCBrowseSE

2 VO infrastructure oriented tools

2.1 Infrastructure monitoring

2.1.1 Service Availability Monitoring (SAM) for VOs

3 VO Administration oriented tools

3.1 Administrative tools

3.1.1 VO Admin Dashboard

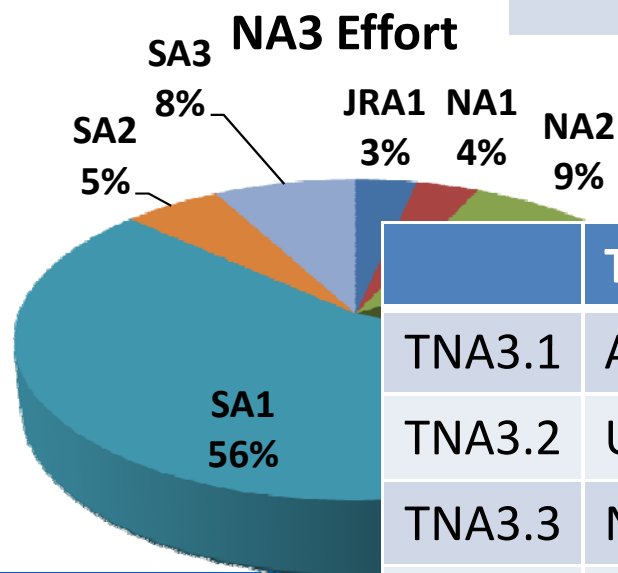
4 Service provision summary table

NA3 Overview

36 Countries
37 Beneficiaries
1379 PMs
28.7 FTEs



WP	Beneficiary	Total PMs	WP	Beneficiary	Total PMs
WP3-E	EGI.eu	201	WP3-N	NCF	9
WP3-E	CSIC	12	WP3-N	RENAM	9
WP3-E	GRNET	47	WP3-N	SIGMA	27
WP3-E	LIP	12	WP3-N	STFC	28
WP3-E	STFC	23	WP3-N	SWITCH	8
WP3-N	ARNES	19	WP3-N	TCD	14
WP3-N	CESNET	28	WP3-N	TUBITAK	36
WP3-N	CNRS	54	WP3-N	UCPH	20
WP3-N	CSC	24	WP3-N	UCY	8
WP3-N	CSIC	27	WP3-N	UI SAV	38
WP3-N	CYFRONET	35	WP3-N	UPT	24
WP3-N	E-ARENA	7	WP3-N	VR-SNIC	9
WP3-N	GRENA	6	WP3-N	VU	15
WP3-N	IIAP NAS RA	6	WP3-N	ASGC	121
WP3-N	INFN	40	WP3-N	ASTI	220
WP3-N	IPB	16	WP3-N	ITB	10
WP3-N	IUCC	13	WP3-N	KISTI	28
WP3-N	KIT-G	66	WP3-N	NUS	24
WP3-N	LIP	28	WP3-N	UPM	12
WP3-N	MTA KFKI	32	WP3-N	NECTEC	4



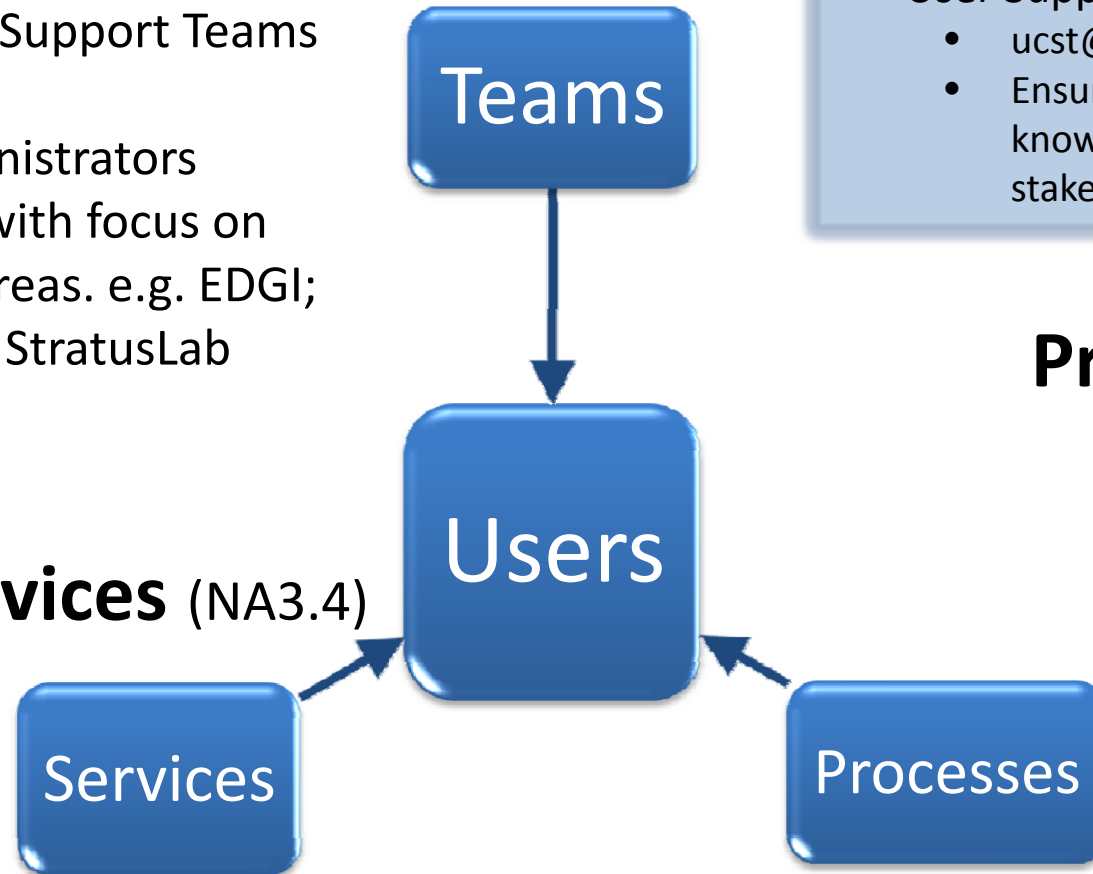
	Task	Leader/Partner	%
TNA3.1	Activity Management	Steve Brewer, EGI.eu	4
TNA3.2	User Community Support Team	Steve Brewer, EGI.eu	34
TNA3.3	NGI User Support Teams	Gergely Sipos, EGI.eu	39
TNA3.4	Technical Services	Marios Chatziangelou, GRNET	23

Support teams (NA3.3)

- NGI User Support Teams Experts
- Site administrators
- Projects with focus on specific areas. e.g. EDGI; MAPPER; StratusLab

Technical services (NA3.4)

- Application Database
- VO services
- Training Marketplace
- Requirements Tracker

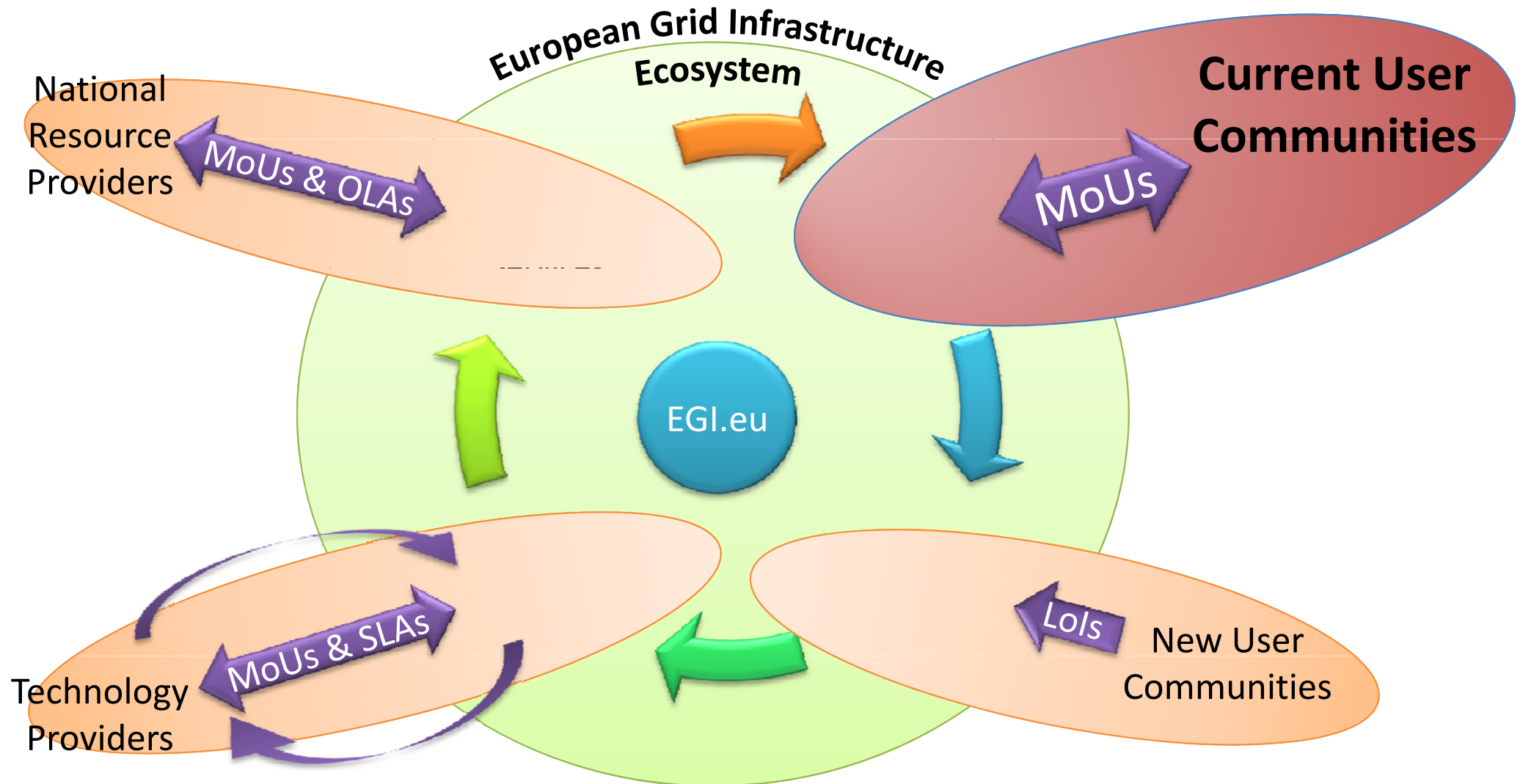


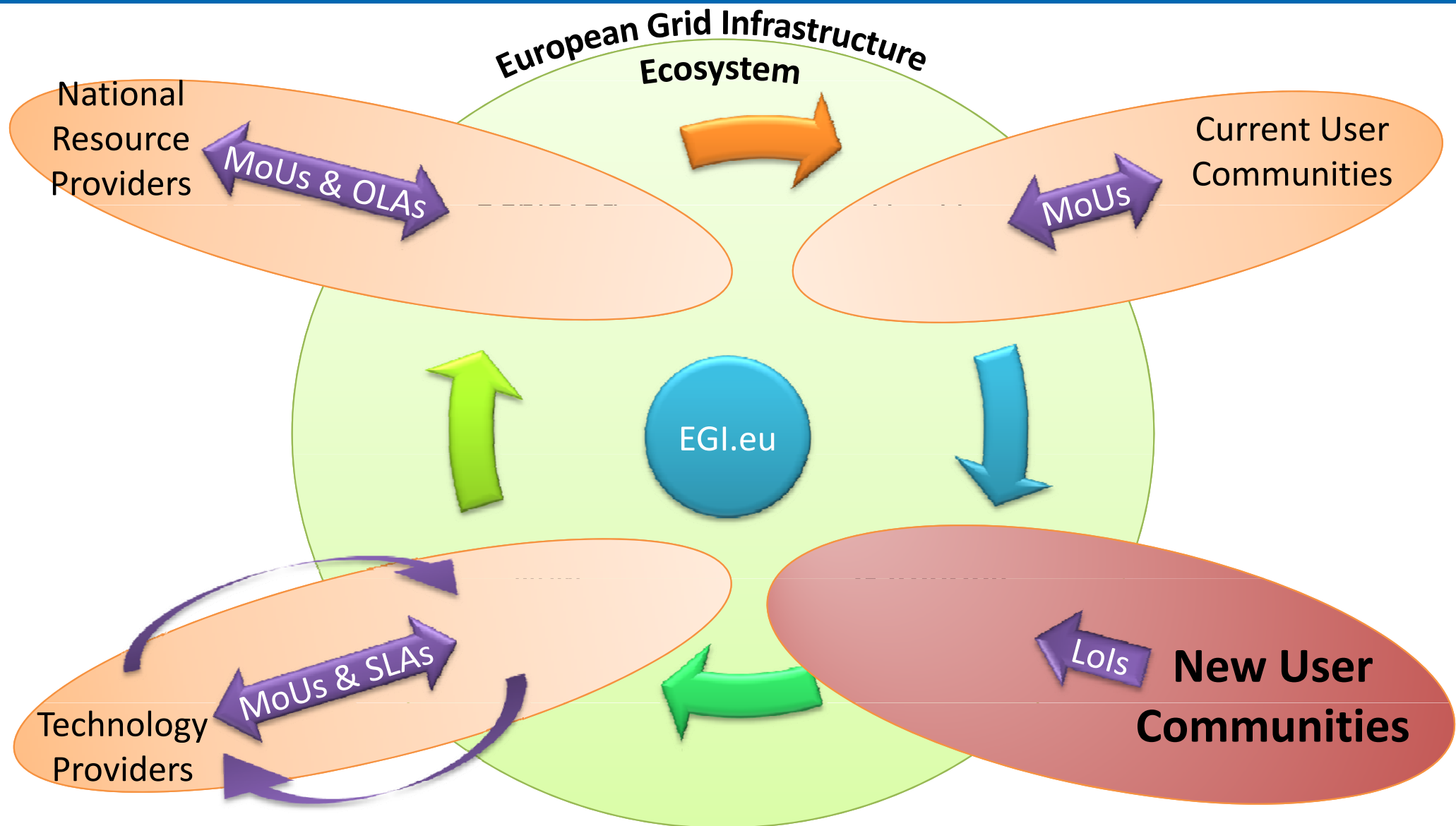
- Activity Management (NA3.1)
- User Support Coordination (NA3.2)
 - ucst@egi.eu
 - Ensures the flow of information, knowledge and solutions among stakeholders

Processes (NA3.2)

- User Community Board (UCB)
- VRC accreditation
- Requirements processing
- Training Working Group
- User Services Advisory Group (USAG)

A virtuous service cycle: **current communities**





New user communities: gathering new requirements

What makes up a Virtual Research Community?

Discover

- Virtual Organisations
- Mailing lists
- Workshops
- Forums
- Blogs
- Projects
- Shared stories
- Best practices
- Collaborations
- Laboratories
- Partnerships



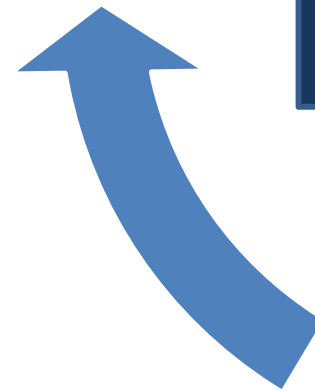
VRCs provide EGI with:

- Requirements
- Applications and tools
- Data collections
- Training modules
- Success stories
- Experts
- Users

Design

Integrated Services

- Human
- Technical
- Infrastructure



Deliver

EGI offers VRCs:

- Easy to use infrastructure
- Grid-ready applications
- Training resources
- Help and support
- Involvement in open development processes
- Workshops and forums

- EGI helpdesk
 - Technology helpdesk
- NGIs -> xGUS