EGI-InSPIRE

HUC CONTACT POINTS AND THE SUPPORT MODEL

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Abstract

This milestone delivers the contact points and the Support Model for the Heavy User Community (HUC).

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4.0			

PROJECT SUMMARY

To support science and innovation, a lasting operational model for e-Science is needed − both for coordinating the infrastructure and for delivering integrated services that cross national borders.

The EGI-InSPIRE project will support the transition from a project-based system to a sustainable pan-European e-Infrastructure, by supporting 'grids' of high-performance computing (HPC) and high-throughput computing (HTC) resources. EGI-InSPIRE will also be ideally placed to integrate new Distributed Computing Infrastructures (DCIs) such as clouds, supercomputing networks and desktop grids, to benefit the user communities within the European Research Area.

EGI-InSPIRE will collect user requirements and provide support for the current and potential new user communities, for example the ESFRI projects. Support will also be given to the current heavy users of the infrastructure, such as high energy physics, computational chemistry and life sciences, as they move their critical services and tools from a centralised support model to one driven by their own individual communities.

The objectives of the project are:

1. The continued operation and expansion of today's production infrastructure by transitioning to a governance model and operational infrastructure that can be increasingly sustained outside of specific project funding.
2. The continued support of researchers within Europe and their international collaborators that are using the current production infrastructure.
3. The support for current heavy users of the infrastructure in earth science, astronomy and astrophysics, fusion, computational chemistry and materials science technology, life sciences and high energy physics as they move to sustainable support models for their own communities.
4. Interfaces that expand access to new user communities including new potential heavy users of the infrastructure from the ESFRI projects.
5. Mechanisms to integrate existing infrastructure providers in Europe and around the world into the production infrastructure, so as to provide transparent access to all authorised users.
6. Establish processes and procedures to allow the integration of new DCI technologies (e.g. clouds, volunteer desktop grids) and heterogeneous resources (e.g. HTC and HPC) into a seamless production infrastructure as they mature and demonstrate value to the EGI community.

The EGI community is a federation of independent national and community resource providers, whose resources support specific research communities and international collaborators both within Europe and worldwide. EGI.eu, coordinator of EGI-InSPIRE, brings together partner institutions established within the community to provide a set of essential human and technical services that enable secure integrated access to distributed resources on behalf of the community.

The production infrastructure supports Virtual Research Communities − structured international user communities − that are grouped into specific research domains. VRCs are formally represented within EGI at both a technical and strategic level.

TABLE OF CONTENTS

1. INTRODUCTION

1.1. PURPOSE

The purpose of this document is to provide contact points for the Heavy User Community (HUC) and to create a support model for this community.

The communities identified as Heavy Users Communities (HUCs) within this proposal are:

- High Energy Physics (HEP)
- Life Sciences (LS)
- Astronomy and Astrophysics (A&A)
- Computational Chemistry and Materials Sciences and Technologies (CCMST)
- Earth Sciences (ES)
- Fusion (F)

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1.4. SUPPORT MODEL – SHARED TOOLS

1.1.1. Dashboards:

The Dashboard system provides multiple applications. Depending on the information source, some of these are shared by several virtual organizations (VOs) whereas others are VO-specific. There are 16 different categories, 1 for the Dashboard framework and 15 for various Dashboard applications.

Bugs and feature requests for the system are tracked through Savannah. In addition to the Savannah system there is a dashboard support list where users can ask their questions or request help.

The dashboard team organizes regular tutorials for users of the dashboard applications and takes part in the VO tutorials for Grid users.
The link to the material of the user tutorial sessions can be found here.

1.1.2. GANGA:

New feature and development requests for Ganga are tracked via Savannah (via items called “Feature Requests”). This is also used to do a basic prioritization of new features and follow up the evolution of the tool. The priorities are discussed during the weekly Ganga meetings. This link points to the open feature requests in Savannah.

Presently there are ~60 open feature requests and ~260 closed ones logged in the system (for reference: there are currently ~70 open bug reports and ~960 closed ones). Some special views (display forms) have been developed by the Ganga project in order to track the “originator” of a request (user community) and map them against a given (or future) release. In this view one can see bug reports (with corresponding fixes for closed reports) and feature requests alike. N.B. the “originator” of a feature request is only an approximate indication of the request's area of impact. For example, certain functionalities prototyped in ATLAS or LHCb may be re-factored into the Core. The same applies to bug fixes: for example, a bug found in ATLAS may become critical because of a potential big impact on LHCb.

1.1.3. DIANE:

DIANE provides a reliable execution tool for a distributed simulation in a master-worker style. The scheme has proved to be very efficient for parametric study applications. It uses Ganga as an execution backend. The lastest version is 2.0-beta20.

Bugs and feature requests are tracked through Savannah https://savannah.cern.ch/bugs/?group=diane. There are 12 open items of 15 total. Supports are also provided via email with developers.

There is a quick tutorial at https://twiki.cern.ch/twiki/bin/view/ArdaGrid/DIANETutorial. Other documents, including an installation guide and technical details are also available at the DIANE main page http://cern.ch/diane.

Demonstrations of DIANE have been made at various past events, including EGEE conferences and User forums, where were active discussions occur between the developers and users.

1.1.4. HYDRA:

Hydra is a file encryption/decryption tool developed as part of the gLite middleware. Hydra is a special secure metadata catalog designed to hold encryption keys. The Hydra functionality is accessible in the regular gLite UI through the command line interface. Hydra may be deployed as a single key store or as a distributed key store, implementing the Shamir's secret key sharing algorithm, for improved availability and higher robustness against attacks.

The installation and deployment procedures for the Hydra keystore are described in this gLite documentation:

http://glite.web.cern.ch/glite/packages/R3.0/R20060502/doc/installation_guide_3.0-2.html#_Toc135537608

The command-line interface is available under regular gLite User Interface hosts as binaries prefixed with “glite-eds-”:

glite-eds-chmod, glite-eds-getacl, glite-eds-rm, glite-eds-decrypt, glite-eds-key-register, glite-eds-setacl, glite-eds-encrypt, glite-eds-key-unregister, glite-eds-get, glite-eds-put.

A Hydra catalog will be deployed within the first year of the EGI-InSPIRE project as a service for the life sciences community. Support for the Hydra software is available through the GGUS global gLite support.

1.1.5. GRelC:

The GRelC service is a grid database management service aiming at providing access and management functionalities related to relational and non-relational databases in a grid environment. The GRelC project provides a website (www.grelc.unile.it) where users can find several information about the status of the project, new releases, installation guides, software development kit, rpms, etc. The project provides a mailing list (grelc-user@sara.unile.it) where people can ask support in terms of new features, use cases, gridification of existing databases, tutorial material, etc.

In terms of documentation, support is and can be found at the following link: http://grelc.unile.it/documentation.php

Regarding C and Java SDK two online documentation guides are available:

2. http://grelc.unile.it/docs/grelcC/ (for C developers)
3. http://grelc.unile.it/docs/grelcjproxy/ (for Java developers)

Additional information and support will be provided in the Italian Grid Initiative (IGI) web site where new contents about the GRelC service are now being added.

Support is also provided through some tutorials available on the GILDA website where people can learn more about the GRelC service, the GRelC Portal, the Command Line Interface, and so on.

Tutorials can be found at the following link:

https://grid.ct.infn.it/twiki/bin/view/GILDA/GRelCProject

and are organized in order to provide different skills as could be needed according to different users’ requests.

Requests about new features will be prioritized (link for this is still required.)

7.

1.1.6. SOMA2:

1.1.7. TAVERNA:

1.1.8. Support for parallel computing (MPI)

As part of the MPI related tasks of user support, the recommendation document from the EGEE MPI Working Group has been updated following the middleware developers suggestions. The new recommendation maintains the existing user requirements for executing parallel applications without creating clashes in the job description attributes that could lead to confusion or misinterpretation by the developers. This recommendation is now final and is available at http://grid.ie/mpi/wiki/WorkingGroup/

The MPI Support Activity has participated at a training event at the Grids & e-Science 2010 course (Valencia, Spain). Training material from the course is available for download.

1.1.9. Support Model – Services for High Energy Physics

The support model for High Energy Physics will be described in the document MS603 – Services for High Energy Physics.

1.1.10. GridWay

User suuport for GridWay has three main parts: the support for the GridWay platform, the support for the developments using GridWay and the support to the developments using the DRMAA API.

The support for the GridWay platform and developments includes:

1. GridWay Installation Guide. This guide contains general information about the installation of GridWay on a grid infrastructure.
2. GridWay Configuration Guide. This document details how to customize GridWay.
3. GridWay EGEE Configuration. It describes how to configure GridWay in a EGEE-based infrastructure.
4. GridWay User Mailing List. This list is used to get information about problems with the installation as well as problems with the GridWay commandline interface. There is also a mailing list archive to search for past issues.
5. The bugs are tracked through the GridWay tracking system.

1.1.11. DRMAA

1. DRMAA bindings for C and JAVA. They describe all the options of the API.
2. Some examples of DRMAA are provided for C and JAVA. These examples show the typical use cases of DRMAA.
3. DRMAA mailing list and archived messages from the list.

1.1.12. Kepler

User support for Kepler can be seen as two separate parts: support for the Kepler main platform and engine, and support for the Grid extensions and related workflows.

The Kepler core platform support includes:

1. Kepler User FAQ , which contains information about the project, getting started, and common usage questions and problems;
2. Kepler User Documentation, which includes a getting started guide, an actor reference, and a complete user manual;
3. Kepler User Mailing List, which is used to share questions and disseminate information among Kepler users and Kepler team members. One can also peruse archived messages from the list;
4. Kepler bug base. For a bug report in the core software, or an idea for a new feature or enhancement, there is Kepler's Bugzilla bug base.

In terms of the bugs and issues related to support the Grid/HPC access related actors and workflows:

1. Bugs and feature requests are tracked through JIRA
2. Additionally, there is training material available from the different courses which have been run.

2. SUPPORT MODEL

1.2. USING EXISTING TOOLS

A variety of tools are available to the HUC and support for these is generally through a combination of submitting a GGUS ticket and having the VO manager act on the ticket.

The advantage of using GGUS as a communication method for alerting the VO to a problem is that the problem can be allocated and tracked appropriately.

The end user communicates with the VO manager via the GGUS ticket, who then has the responsibility of forwarding the issue to the correct site or administrator. If necessary, the VO manager could also forward it to the appropriate tools support unit.

1.3. PREPARATION FOR SUPPORT MODEL

A number of details will need to be set up to prepare the HUC for the envisaged support model. These will include

- collecting the VO names and the task descriptors
- collecting the VO manager contacts and their duties
- ensuring that the VO managers have the correct rights in the GGUS system, and that the correct support units (SU) exist in GGUS.

End users may need to apply for an account to access GGUS.

1.4. TRAINING FOR SUPPORT MODEL

As many end users are already familiar with GGUS as a system, it is anticipated that training in the use of GGUS would be minimal. There will be a need to train new users, and training can often be done by an experienced user, via online help and tutorials. There should be a possibility to train at EGI technical forums.

Training of the VO managers for their duties and responsibilities is the responsibility of the task manager for that VO. (???)

1.5. DEVELOPER SUPPORT

Developers should use the savannah bug tracking tool to track issues. It would be best that the VO manager submits feature requests for any tool so as to minimise duplication of the effort. Users wishing new features, or encountering issues with a tool should create a GGUS ticket with the VO manager can then use to submit a bug report or similar.

APPLICATION AREA

This document is a formal deliverable for the European Commission, applicable to all members of the EGI-InSPIRE project, beneficiaries and Joint Research Unit members, as well as its collaborating projects.

1.6. REFERENCES

Table 1: Table of references

R 1	Savannah: https://savannah.cern.ch/bugs/?group=dashboard
R 2	GGUS: https://gus.fzk.de/pages/home.php
R 3	
R 4	
R 5	

1.7. DOCUMENT AMENDMENT PROCEDURE

Amendments, comments and suggestions should be sent to the authors. The procedures documented in the EGI-InSPIRE “Document Management Procedure” will be followed:
https://wiki.egi.eu/wiki/Procedures

1.8. TERMINOLOGY

A complete project glossary is provided in the EGI-InSPIRE glossary:
http://www.egi.eu/results/glossary/.

EXECUTIVE SUMMARY

CONCLUSIONS