

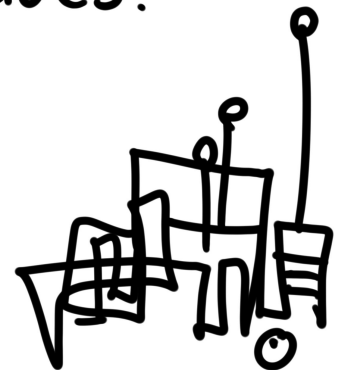
A few suggestions

Alain Roy

OSG Software Coordinator

it's not what
the software does.
it's what the
user does.

@hugh



Expand MIS VO?

- You're in the MIS VO. This is an awesome debugging tool.
 - Remember gsh?

```
% ./gsh vdt-itb.cs.wisc.edu
```

```
Welcome to gsh!
```

```
vdt-itb.cs.wisc.edu ==> grep Alain /etc/grid-security/grid-mapfile  
"/DC=org/DC=doegrids/OU=People/CN=Alain Roy 424511" roy
```

- Should the entire Software team be in the MIS VO?



Open Science Grid

Use osg-system-profiler by habit

- The osg-system-profiler is really handy
 - Use it as a matter of habit.
- Maybe some boilerplate text. How about:

Can you please run the following commands, preferably as root:

For OSG 3.0:

```
cd /tmp
osg-system-profiler
```

For OSG 1.2:

```
cd $VDT_LOCATION
. setup.sh (or source setup.csh, as appropriate)
vdt-system-profiler
```

Then mail us the file (osg-profile.txt or vdt-profile.txt) that is created.



Open Science Grid

Ticket updates often feel...

When replying, type your text above this line.

This message is to let you know that Open Science Grid ticket 11895 "no error message in voms-admin CLI" which is assigned to you, was updated on 04/12/2012 at 18:22:50 with the following information:

FootPrints Ticket Description:

There has been no response to this ticket since its generation.
Please send an update.

Please submit problems, requests, and questions at:
<https://ticket.grid.iu.edu/goc/open>

OSG Grid Operations Center
goc@opensciencegrid.org, 317-278-9699
Visit the OSG Operations Page:
<http://osggoc.blogspot.com/>

For complete ticket details, click
<https://ticket.grid.iu.edu/goc/11895>

- To whom is this directed?
- Who's asking?
- What's this about again?

Two things would help

- Sign your name

```
Thanks!  
-alain  
-----  
Alain Roy  
OSG Software Support  
vdt-support@opensciencegrid.org
```

- Add some pleasantries (even if fake)

```
Hi!  
  
Alain, you haven't answered Dan's question. Can the user  
DN be in the error message?  
  
Thanks!  
Alain Deximo, OSG Operations Staff
```

Repeat ticket emails

- When tickets are updated without comment, the last email is sent again.
- This is *really* confusing.
- Let's not do that. 😊
 - Either add a comment. (Require a comment?)
 - Or don't send an update

We should think about ticket statuses

- I don't know what they all mean.
(Customer?)
- Would other statuses be useful?
 - Waiting for requester to respond
 - New vs. needs software triage vs. open?

We should think about Next Action Item

- Unclear to me if Software Team can set this.
- What are the standard items?
- Can we come to common agreement on set of these?