



Troubleshooting

- **Current Initiatives**

- LIGO failures
- Campaign to help sites upgrade to 0.8.0
- High latency managed fork
- SGE logfile rotation
- Partnership between NCSA and OSG
- Documentation
- Identify OSG usability issues
- GIP

- **Accomplishments Since Last Report**

- Develop FAQ-type documentation through the collaboration with the OSG Documentation Team
 - <https://twiki.grid.iu.edu/twiki/bin/view/Troubleshooting/TroubleshootingFAQ>
- Campaign to help sites upgrade to 0.8.0
 - Helped resolve problems raised during OSG 0.8.0 installations
 - Tickets 4555, 4561 (MIT_CMS), 4589 (Clemson), 4606 (OSG_LIGO_MIT)
- Helped to resolve problems experienced by LIGO running their workflows
 - Tickets #4479, #4480
- OSG All Hands Meeting
 - Attended the all hands meeting and made presentation on “Logging and Troubleshooting”
- GIP:
 - Based on the interaction with the storage group, updated `configure_gip` and `configure-osg-gip.sh` to configure GIP to publish additional storage attributes

- **Issues / Concerns**

- No



1.4	Troubleshooting	Wang	55%
1.4.1	Troubleshoot end-to-end operational and performance problems	Wang	55%
1.4.1.1	Solve each identified troubleshooting task (ticket)	Wang	55%
1.4.1.2	Provide and present analysis of each troubleshooting task activity to Facility Coordinator	Wang	55%
1.4.1.3	Maintain the troubleshooting twiki pages and records	Wang	55%
1.4.2	Define Troubleshooting tools	Wang	50%
1.4.2.1	Identify and acquire tools to help VOs identify/diagnose problems	Wang	50%
1.4.2.2	Evaluate and implement OSG troubleshooting tools	Wang	40%
1.4.2.3	Cross-train expertise across troubleshooting team	Frey	30%
1.4.3	Improve documentation by leveraging user support	Wang	60%
1.4.3.1	Publish and update FAQs quarterly (to help VOs fix problems)	Wang	60%
1.4.4	Conduct formal feedback to evaluate effectiveness and efficiency of troubleshooting function	Wang	30%
1.4.5	Quarterly sub-area status, progress, issues reporting into twiki	Wang	50%



Additional Perspectives

- **Prioritization**
 - Identify high-impact problems
 - Dynamic problems
 - Recurring problem contexts
 - New activities
 - (1 + 0.25) FTE
- **Documentation**
 - Often a post-processing procedure