OSG User Support

Report to Area Coordinators

Last Report on March 14, 2012

Recent Work Accomplishment

For User Communities

SLAC/SuperB - Supporting the VO with the goal to run the next SuperB production run on OSG as well as EGI. We are assisting 4 sites to support SuperB.

1. SLAC has deployed a new SE for SuperB and other VOs, to allow implementation of policies separate from Atlas.
2. Identified configuration issues are Caltech; being worked on.
3. Ohio Supercomputer Center has deployed CE services and WN client software. Working on SE and Information System; needs to be tested.
4. Fermilab has enabled access to storage for SuperB and now passes preliminary tests. Getting ready for full application testing.

SLAC/Phenomenology - The SLAC Theory Group has been successfully running phenomenology codes on the OSG over the last few months.

NEES - Expect any new production to run under NEES VO.

DES - supporting FNAL EAG group and Don Petravick (UIUC-NCSA) to adapt the image pipeline to run on OSG. Progress so far includes:

1. Modifying the desdm software to be more suitable for the grid,
2. Implementing a basic workflow for grid use, and
3. Running a ten image test case on fermigrid.

LSST – LSST VO now part of the VO package. No site support yet for opportunistic access; will wait 2 more weeks before explicitly asking sites to support LSST. We have discussed transition plan with Purdue; once site support is on par with NWICG VO (currently used for LSST simulation), we'll transition users to run under the LSST VO.

UMD-IGS - Helping site join the OSG. We are working with UMD to identify users for porting their applications to OSG. They recently obtained certificates and currently installing software.

PNNL/Belle - Site has become active in the installation of the OSG stack. Met with the administrators to bootstrap their effort and now helping with certificate requests.

New Technology

OSG as an XSEDE SP

1. OSG-XSEDE interface available for production.
2. 100% uptime was reported by GOC.
3. Awaiting production use by projects granted allocations at last XRAC

Public Storage – need to complete performance testing and then propose moving to limited production. Recent work includes:

1. added periodic rules to manage resource quotas
2. added script that periodically checks all the resources and mark them up/down
3. working on replication to all resource rules
4. working on using condor transfer plugin mechanism: to get/put file from SE and register when needed in iRODS.
5. working on installing GlideinWMS frontend and modifying configuration to enable use of iRODS via jobs launched through glidein

Upcoming and Potential Work

1) Move Baker Lab flocking from RENCI to UCSD (Will have to redeploy Condor and possibly GlideinWMS to get security setup right)
2) Transition "incubators" from RENCI-Engage to vo=osg
3) XSEDE XRAC meeting on June 3-4 (Knoxville)
4) HTC tutorial at XSEDE12 conference (July 16)

Concerns/Issues

1) How to deal with individual users at the "engage" doorstep? We don't have the effort in User Support; either refer to regional OSG teams or XSEDE.

Report submitted on behalf of

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TOTAL FTE	1.5

And Yaling Zheng (at Nebraska) helping with OSG-XSEDE work

User Support Ongoing Activities

WBS	Act-Num	Activity	Performance Goal	Status after 3/31/2012
5	1	Weekly OSG VO Call – enable community building and self-help within the VOs	Attendance by > 5 VOs per call	Calls transitioned to every other week; attendance has been by 2-4 VOs per call. The need for this call appears to have been reduced as VOs gain greater experience and knowledge with using OSG
5	2	Support the VOs in identifying and resolving issues affecting their ability to use OSG per their needs (via joint action of the VO community and OSG staff)	Survey for satisfaction with support process	As issues are reported by VOs, OSG User support staff is assigned to address those request. The survey is pending
5	3	Monthly Tutorials at VO Forum	1 per month	3 technology tutorials so far: 10/6/11 Native Packaging; 10/20 Globus Online; 1/12/12 OSG as XSEDE SP
5	4	Introduce new communities to OSG and provide guidance and support for integration as VOs and Resources	1 per Quarter	Two active engagement last quarted (OSU & SLAC). Established multiple potential contacts (iPlant, UMD, etc.)

User Support WBS Tasks

WBS	Task Name	Finish	Status after 3/31/2012
5	User Support		
5.1	Enable new communities in achieving effective use of OSG		
5.1.1	NEES	10/30/2012	NEES is operational but usage through the portal is still low. The collaborators have being migrated from the Engage VO to the NEES VO. The NEES community has completed the production-demo phase running ~160k CPU hours and successfully produced 12 TB of data.
5.1.2	LSST	6/30/2012	The LSST VO has been created and VOMS server initiated. We are working with Purdue to transition the use of simulation jobs on OSG from the NWICG VO to the LSST VO.
5.1.3	DES	6/30/2012	We continue to support DES staff in adapting applications to run on OSG. We have successfully run DES workflows on FermiGrid running on a single image. Now working on extending the scalability to running on 100 images simultaneously and to port new applications.
5.1.4	SuperB	8/13/2012	Engaging the SuperB VO to run their next summer production runs on dedicated sites on OSG (SLAC, OSU, Caltech). Exploring storage access at these sites and the possibility of using opportunistic resources.
5.1.5	SLAC Phenomenology Group	6/30/2012	Created a prototype workflow for handling large amounts of output data. User has run about 45k hours so far.
5.2	Transition support environment for CI-Team OSG Users		
5.2.1	Develop Plan	5/31/2012	Plan is to leave "local" users for RENCI to continue to run a local Engagement effort. Groups and non-local users will be transitioned slowly. A rebranding of Engagement has been suggested to highlight that the VO is not a general Engagement VO anymore. New guidelines how to handle "walk-ins" will have be developed.
5.2.2	Implement Plan	12/31/2012	The work of moving users has begun. A set of groups and users have been contacted and in some cases been removed from the Engagement VOMS.
5.3	Coordinate delivery oriented task forces		
5.3.1	GEANT4	12/20/2011	Usage was deferred due to dependence on broad deployment of CVMFS in OSG. We have already re-engaged Geant4, working with volunteer OSG (Atlas) sites to enable CVMFS for Geant4. We are now waiting for their input on their new requirements with this community

5.3.2	SBGrid/eNMR	1/31/2012	Test jobs from eNMR are now running on OSG. As needed support provided; at present, we need to re-engage with the community and verify overall status.
5.3.3	EIC	5/15/2012	Excellent progress; assisted BNL staff on EIC to adapt their application for OSG. Currently in production.
5.4	Review technical plan for iRODs based opportunistic storage with Technology area	9/15/2011	Technical planning has progressed and we are moving to a technology demonstration; awaiting SRM interface development from iRODS team
5.5	Develop methods and guidelines to enable XSEDE Users to effectively use OSG	4/30/2012	The OSG-XSEDE interface is now in production and users have just been started to get allocations on the system. A few minor tasks remains: updated documentation, deploy more of the XSEDE monitoring stack, and verify that usage is charged correctly against the allocation in the XSEDE central database.
5.6	Allocation & priority method for opportunistic cycles for "user" VOs *(and XSEDE)*	6/30/2012	The OSG-CE design is still being discussed due to concerns about how the setup would affect storage and accounting.
5.7	Refine high-level documentation for Virtual Organization	6/29/2012	Had to be rescheduled due to effort limits (and priority for OSG-n5y planning)