



# Troubleshooting

- **Current Initiatives**

- LIGO failures
- GIP
- Problems with authorization when using grid-proxy-init vs voms-proxy-init with GUMS
- High latency managed fork
- SGE logfile rotation
- Partnership between NCSA and OSG
- Campaign for 0.8.0 deployment
- Documentation

- **Accomplishments Since Last Report**

- Debugged and traced the error to a bug in site\_verify code that is triggered in the presence of AFS file system; fixed the bug and released it as a patch for VDT
- Launched the campaign for 0.8.0 deployment, to help sites upgrade to 0.8.0
- Helped to resolve problems experienced by LIGO running their workflows (GOC tickets 3986, 4308, 4310, 4311)
- Addressed the requirement of having non-Glue attributes to be published by OSG Information Services (e.g. MPI related attributes); came up with a solution that was eventually adopted
  - To implement this solution while maintaining interoperability with EGEE, we were involved in the development of a LDIF filter for the BDII aggregator. This solution proves to successful after ITB testing.
- Provided bug fixes to GIP code for VDT 1.8.1 a and b; responded to tickets 4302, 4314, 4223, 4163

- **Issues / Concerns**

- Because UIUC year 2 funding was not allocated yet from U. of Wisconsin during this period, the salary support for Anand Padmanabhan was provided through another funding source. This funding source will need to be reimbursed after UIUC OSG funding is in place.



<b>1.4</b>	<b>Troubleshooting</b>	<b>Wang</b>	<b>30%</b>
<b>1.4.1</b>	<b>Troubleshoot end-to-end operational and performance problems</b>	<b>Wang</b>	<b>35%</b>
<b>1.4.1.1</b>	<b>Solve each identified troubleshooting task (ticket)</b>	<b>Wang</b>	<b>35%</b>
<b>1.4.1.2</b>	<b>Provide and present analysis of each troubleshooting task activity to Facility Coordinator</b>	<b>Wang</b>	<b>35%</b>
<b>1.4.1.3</b>	<b>Maintain the troubleshooting twiki pages and records</b>	<b>Wang</b>	<b>35%</b>
<b>1.4.2</b>	<b>Define Troubleshooting tools</b>	<b>Wang</b>	<b>20%</b>
<b>1.4.2.1</b>	<b>Identify and acquire tools to help VOs identify/diagnose problems</b>	<b>Wang</b>	<b>25%</b>
<b>1.4.2.2</b>	<b>Evaluate and implement OSG troubleshooting tools</b>	<b>Wang</b>	<b>25%</b>
<b>1.4.2.3</b>	<b>Cross-train expertise across troubleshooting team</b>	<b>Frey</b>	<b>10%</b>
<b>1.4.3</b>	<b>Improve documentation by leveraging user support</b>	<b>Wang</b>	<b>20%</b>
<b>1.4.3.1</b>	<b>Publish and update FAQs quarterly (to help VOs fix problems)</b>	<b>Wang</b>	<b>20%</b>
<b>1.4.4</b>	<b>Conduct formal feedback to evaluate effectiveness and efficiency of troubleshooting function</b>	<b>Wang</b>	<b>10%</b>
<b>1.4.5</b>	<b>Quarterly sub-area status, progress, issues reporting into twiki</b>	<b>Wang</b>	<b>25%</b>



# Additional Perspectives

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