

User support in SLING

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- Grid introduced in high energy physics at Jožef Stefan Institute (EGEE member from 2004)

Grid Monitor - Mozilla

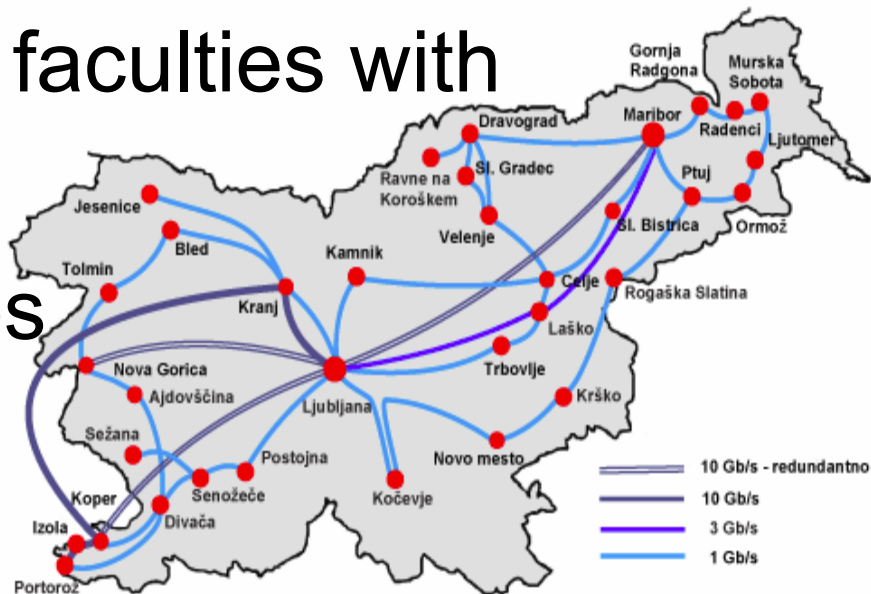
NorduGrid-ATLAS Monitor

2004-06-18 CEST 16:24:29



Processes: ■ Grid ■ Local

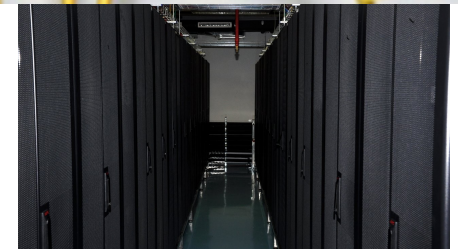
Country	Site	CPU's	Load (processes: Grid+local)	Queueing
Australia	Atlas (UniMelb)	30	0+0	0+0
Denmark	Aalborg Grid Gateway	46	7+0	0+0
	Horseshoe (DCSC/SDU)	624	0+954	152+4
Germany	LRZ cluster	13	13+0	41+0
	Parallab IBM Cluster	58	0+2	0+0
Norway	Bergen Grid Cluster	4	1+0	0+0
	Oslo Grid Cluster	41	0+2	0+0
	UiO Grid	117	0+98	0+0
Slovenia	SIGNET	42	32+10	16+0
Sweden	Bluesmoke (Swegrid,NS>	100	0+0	0+0
	Kosufy farm	70	3+0	2+0
	Hagrid (SweGrid, Uppm>	100	59+0	0+1
	Hive (Swegrid, UNICC)	99	0+88	2+0
	Ingrid (SweGrid,HPC2N)	101	92+0	153+85
	Sigrud (SweGrid, Luna>	99	16+68	2+16
TOTAL	15 sites	1544	255 + 814	368 + 106

- Arnes and JSI
- Almost no knowledge about grid technologies among users
- Some institutes and faculties with their own cluster
- Different experiences of NGI partners



- NGI meeting in 2009
 - Medicine
 - Computer and information science
 - Bioinformatics
 - Knowledge technologies
 - Civil engineering
 - Languages

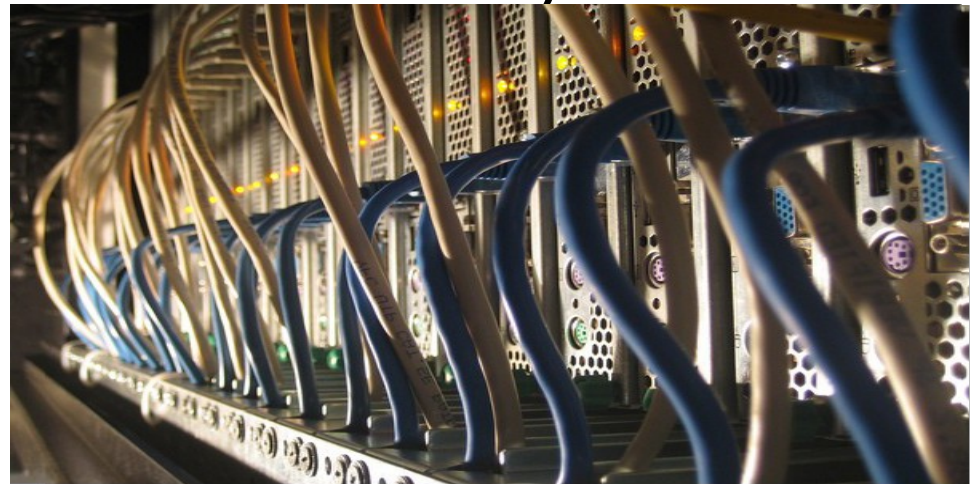
- 2 centres: ~1500 cores, 645TB disk space
- supported middleware:
 - Arc  KnowARC
 - gLite 
- almost
3.000.000
jobs in 2010



- VOs:
 - International VO-s: **Belle** (astrophysics), **Pierre Auger** (high energy physics), **Atlas** (high energy physics)
 - National testing VO
- Individual users
 - Human language technologies, statistical modeling, medical applications, graphical rendering, civil engineering.

- Documentation available online
 - www.sling.si (limited access, both user and admin howtos)
 - www.arnes.si/grid
- When help is needed or problem occurs:
 - support@sling.si
 - directly by opening a ticket in GGUS
 - IM

- One cluster available for testing and getting to know the grid technologies
- System setup adjusted when needed (additional software installed etc)
- Experiences with user support at NREN



- HPC required by some research fields
- Support for other distributions (not only SLC) – computational linguistics users use mostly Debian or Fedora releases (JSI has chrooted environments that support other distributions)
- Documentation on how to write a job, not about the clients usage
- Permanent storage

- Larger institutions have issues with fragmented existing infrastructure (not part of NGI)
- Computing needs, but no expertise
- Unsupported OS
- HPC requirements

- More dissemination activities to raise general knowledge and awareness of available resources
- Joining new clusters
- New HPC cluster
- Support: ticketing system, FAQ, trainings, (Arc school)

- Set-up that combines both middlewares, Arc and gLite
- Each site has:
 - Torque with Maui
 - BDII
 - SRM (dCache)
 - 2 CE (for Arc and gLite)
 - Additional services needed (for both middlewares)
 - Tool for ARC accounting, compatible with APEL

Questions?

www.sling.si

support@sling.si