Federation management solutions - Latest achievements and technical roadmaps

Helpdesk Service - GGUS

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TLP GREEN Limited disclosure

Agenda

- Features and changes implemented over EGI-ACE
- Open requests
- Future plans

Features and changes implemented over EGI-ACE

Major changes

- **Mail parser**
  - Implemented processing of multiple email address in “To” attribute
  - Fixed bugs on parsing unicode characters

- **CKEditor**
  - Replaced simple text boxes by CKEditor
  - Fixed several layout issues
  - Implemented several additional features

- **System components**
  - Updated system components to latest versions
    - Oracle DB
    - BMC ARSystem Server Suite
    - Apache Webserver
    - PHP
    - OS

Features and changes implemented over EGI-ACE

Major changes

- **Apache**
  - Switched DN string format from legacy version (using “/” as delimiter) to current version (using “,” as delimiter)
- **Anonymization**
  - Improved anonymization processes of GGUS
- For **complete list** see GGUS Release Notes
- **Conclusion**: Helpdesk Service has reached a mature and stable state

Open requests

Change certificate issueing CA

- https://jira.egi.eu/browse/EGITCB-448
- KIT-CA stopped issuing server certificates by end of 2022
- We will use Géant certificates in future
- A new Géant certificate is already in place on https://test.ggus.eu
- https://ggus.eu will start using Géant certificates in Q4 2023

Future plans

Migrate EGI Helpdesk Service

- https://jira.egi.eu/browse/EGITCB-456
- All GGUS components are running on RedHat Enterprise Linux 7
- Some components are reaching their EOL soon
  - RedHat Enterprise Linux 7 (June 2024)
  - BMC ARSystem Server 20.02 (January 2025)
- KIT is already running the EOSC Helpdesk Service
  - https://eosc-helpdesk.eosc-portal.eu
- GGUS will be integrated in EOSC Helpdesk System
  - Processes and features need to be implemented step by step
- Original goal: „New GGUS“ should go life on June, 1st 2024 -> likely not reachable
  - New goal: GoLife on October, 1st 2024
  - Current infrastructure‘s lifetime needs to be extended

Future plans

Migrate EGI Helpdesk Service

- Current infrastructure‘s lifetime extension
  - Install a new instance of web server on RHEL 9
    - Most critical component regarding security
    - Only 1 web server (instead of 2 web servers and a load balancer)
  - Keep the BMC ARSystem Server
    - Less critical regarding security
    - Access only via GGUS web frontend
- People behind Helpdesk Service will change

QUESTIONS?

Thank you

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