

Beyond Site Debugging

This talk summarizes our other Factory Ops responsibilities

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Tasks Beyond Site Debugging

- Additional Factory Ops tasks can be split into two categories:
 - Routine maintenance
 - VO Frontend support

Routine Maintenance

- Apply software updates
 - * Any software changes should be first tested on ITB Factory
- Make entry config changes:
 - Add new entries
 - Update existing entry settings
 - * Both cases are also first tested on ITB Factory
- Synchronize configs between Factories

VO Frontend Support

- Reply to email requests from FE admins
- Register new Frontends to Factory

Factory Ops Documentation

- Most procedural tasks such as adding new entries, factory config synchronization, FE registration, and installation / upgrades are documented at:

<http://www.t2.ucsd.edu/twiki2/bin/view/UCSDTier2/GlideinFactoryFAQ>

Handling FE Admin Requests

- All communication with FE Admins is handled through our support list:
`osg-gfactory-support@physics.ucsd.edu`
- Responding to FE emails should take priority over all else, including Site troubleshooting
- If other urgent things come up, at the very least we should reply to emails within 1 - 2 hours
 - This way the admin knows we are at least aware of the problem and will take a look when we can

FE Admin Request Examples

- New VO requesting to register with the Factory
- Request to add new entry for a site
 - We should cross-check with BDII to ensure CE / queue actually supports the VO, and submit a few test glidieins on their behalf
- Request assistance in validation script debugging
 - We encourage FE admins to test validation script changes on our ITB Factory first
 - We can let FE admins log into ITB Factory if they need to access logs directly

FE Admin Request Examples

- An FE Admin may complain a particular site is not working for them
 - Ideally this should not happen
 - But in practice we don't always discover every broken site issue on our own
 - Site issues due to FE driven complaints should take priority over other Site debugging issues

FE Admin Request Examples

- Requests to help debug FE service problems
 - We are mostly interested in assisting when it looks like broken FE ↔ Factory communication
 - But we can assist on general FE problems at best effort
 - If it is very FE specific and not Factory related, we may have to request help from glideinWMS developers

Factory Ops Summary

- Recall our mission statement, our goal is to maximize CPU usage on behalf of the VOs we serve
- Factory ops itself can be categorized by:
 - Site debugging
 - Routine service maintenance
 - VO Frontend Technical Support

Factory Ops Summary

- Ultimately the path to success in meeting our mission statement goal is to become an expert in all aspects of the system