

# 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
  - Entry configs are shared across factories in a common github repo

# 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, 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 information systems to ensure CE / queue actually supports the VO, and submit a few test glideins 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 rsync glidein logs to FE admins if they request it, and supply a login to a node with sufficient disk space

# 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