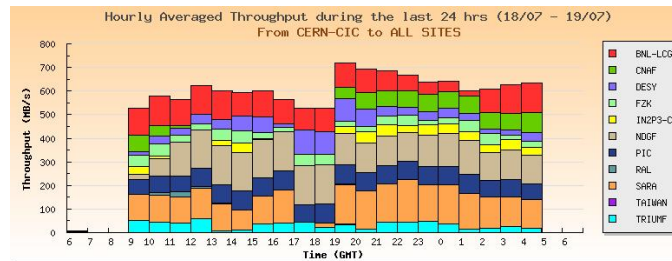


LCG Service Challenges: Progress Since The Last One



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Introduction



- Neither SC1 nor SC2 *fully* met their goals
 - ☺ SC2 met / exceeded its throughput goals
 - ☹ **But not its service goals...**

- Multiple threads started early 2005 to address:
 - Bringing experiments into loop (SC3+)
 - Bringing T2s into loop (ditto)
 - Preparing for full production services
 - Addressing problems beyond 'throughput goals'
 - e.g. site / experiment goals, additional services etc

- ☺ **All Tier1s are now involved! Many Tier2s! New s/w successfully deployed!**
 - Will not comment on individual successes / issues - site slots for that!

- ☺ **Successful workshops, tutorials (April, May, June) and site visits!**

- Throughput tests gradually approaching target (more later)

- ☝ **Need to understand the problems areas and address them**

- ☺ **Acknowledge progress / successes / hard-work of many!**

Executive Summary (updated since PEB)

- 'Pilots' - LFC & FTS
 - Scheduled originally for mid-May
 - Multiple delays (obtaining / configuring h/w, s/w, procedures etc.)
 - LFC has been available for some weeks
 - Testing with ATLAS, ALICE, CMS, LHCb
 - FTS fully available since Monday 11th July
 - Using "Quick Fix" release from previous Friday...

- SC3 Throughput Tests have started!
 - Seeing '**SC2-level**' traffic using FTS (most T1s) + PhEDEx (FNAL + others)
 - Problems at many sites at SRM level: [monitoring page](#)
 - Holes in service over w/e (as expected)
 - Need to debug SRMs before we can look at remaining FTS failures
 - We will learn a lot about running these basic services!
 - (Whilst shaking down the services significantly)
 - **Key deliverable: reliable, stress-tested core data management services**

- Site preparations: work still needed for Service Phase!
 - Valuable information through [SC Wiki](#)
 - Experiments in direct contact with some sites (e.g. Lyon)
 - This is helping to push the preparation!
 - See <http://cern.ch/LCG/> -> [Service Challenges](#)

- **An awful lot has been achieved since SC2 (and SC1...) but still more ahead...**

Site Components - Updated

- Each T1 to provide 10Gb network link to CERN
- Each site to provide SRM 1.1 interface to managed storage
 - All sites involved in SC3: T0, T1s, T2s.
- T0 to provide File Transfer Service; also at named T1s for T2-T1 transfer tests
 - Named Tier1s: BNL, CNAF, FZK, RAL; Others also setting up FTS
 - CMS T2s being supported by a number of T1s using PhEDEx
- LCG File Catalog - not involved in Throughput but **needed for Service**
 - ALICE / ATLAS: site local catalog
 - LHCb: central catalog with >1 R/O 'copies' (on ~October timescale)
 - IN2P3 to host one copy; CNAF? Taiwan? RAL?
 - CMS: evaluating different catalogs
 - FNAL: Globus RLS, T0+other T1s: LFC; T2s: POOL MySQL, GRLS, ...
- T2s - many more than foreseen
 - Running DPM or dCache, depending on T1 / local preferences / support
 - [Support load at CERN through DPM / LFC / FTS client]
- Work still needed to have these consistently available as services

Tier2 participation by Tier1

Tier1	(Approx) Status mid-June
ASCC, Taipei	Yes; preparing for T2 support in Asia - Pacific
CNAF, Italy	Yes; workshop held end May in Bari
PIC, Spain	Yes; no Oracle service for FTS; CMS transfers with PhEDEX
IN2P3, Lyon	Yes; LAL + IN2P3
GridKA, Germany	Yes – studying with DESY
RAL, UK	Yes – plan in place for several Tier2s
BNL, USA	Yes – named ATLAS Tier2s
FNAL, USA	Yes – CMS transfers with PhEDEX; already performing transfers
TRIUMF, Canada	Yes – planning to install FTS and identify T2s for tests
NIKHEF/SARA, Netherlands	Re-evaluate on SC4 timescale (which T2s outside NL?)
Nordic Centre	Yes; preparing T1 / T2s in Nordic region
CERN	Swiss T2 plus some others not unlikely

- Virtually all Tier1s actively preparing for Tier2 support
- Much interest from Tier2 side: debugging process rapidly!
- Some Tier2s still need to identify their Tier1 centre
- This is an(other) area where things are looking good!

T2s

FZK?		Prague	Prague, Czech Rep.	X	X		
+		KFKI	Budapest, Hungary	X		X	
+		SZTAKI	Budapest, Hungary	X		X	
+		Eotvos University	Budapest, Hungary	X		X	
NDGF?		Helsinki Institute of Physics	Helsinki, Finland			X	
FZK?		Krakow	Krakow, Poland	X	X		X
#		Warszawa	Warszawa, Poland	X		X	X
?		Russian Tier-2 cluster	Moscow, Russia	X	X	X	X
x		Technion	Haifa, Israel		X		
x		Weizmann	Rehovot, Israel		X		
x		Tel Aviv Univ.	Tel Aviv, Israel		X		
		PAEC-1/NCP/NUST/COMSATS	Pakistan			X	
PIC?		UERJ	Rio de Janeiro, Brazil			X	
y		TIFR	Mumbai, India			X	
y		VECC/SINP	Kolkata, India	X			
??		Melbourne			X		
		Cape Town		X			
		Etc.					

Services at CERN

- Building on 'standard service model'
 1. First level support: operations team
 - Box-level monitoring, reboot, alarms, procedures etc
 2. Second level support team: Grid Deployment group
 - Alerted by operators and/or alarms (and/or production managers...)
 - Follow 'smoke-tests' for applications
 - Identify appropriate 3rd level support team to call
 - Responsible for maintaining and improving procedures
 - Two people per week: complementary to System Manager on Duty
 - Provide daily report to SC meeting (09:00); interact with experiments
 - Members: IT-GD-EIS, IT-GD-SC (including me)
 - Phone numbers: 164111; 164222
 3. Third level support teams: by service
 - Notified by 2nd level and / or through operators (by agreement)
 - Should be called (very) rarely... **(Definition of a service?)**

Services elsewhere

- Several services require DB behind them
 - CASTOR/dCache/DPM etc
 - FTS
 - LFC

- LFC (today) and FTS (October?) will support MySQL as well as Oracle database backend
 - CASTOR also does this today (PIC)

- Knowledge of community being leveraged to provide guidance - through Wiki - on how to do these
 - e.g. proposal for DB backup at T2s archiving recovery set at T1
 - (stop server; copy file & restart; archive at T1 or hot backup as sample options)

More on Services

- 24 x 7 services do not mean that people have to be chained to the computer 24 x 7
- Services must be designed / deployed to be as reliable and recoverable as possible
 - Monitor to check that this is so - including end to end monitoring
- Cannot tolerate failure of a major component Friday evening not looked at until Monday morning... after coffee...
 - Eventually run in degraded mode?
- Need to use existing experience and technology...
 - Monitoring, alarms, operators, SMS to 2nd / 3rd level support...
- Now is the time to get these procedures in place
 - Must be able to arrange that suitable experts can have network access within reasonable time
 - Even from the beach / on the plane ...

SC3 - Deadlines and Deliverables

- May 31st 2005: basic components delivered and in place
- June 2005: integration testing
- June 13 - 15: planning workshop - experiment issues
- June 30th 2005: integration testing successfully completed
- July 1 - 10: start disk - disk throughput tests
 - Assume a number of false starts / difficulties
- July 11 - 20: disk tests
- July 21 - 27: tape tests
- July 28 - 31: T2 tests

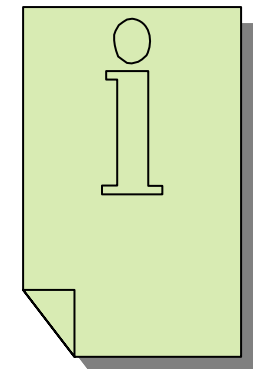
Service Schedule (Raw-ish)

Sep	Sep	Oct	Oct	Nov	Nov	Dec	Dec
ALICE	ALICE						
			ATLAS	ATLAS			
CMS	CMS			CMS	CMS		
LHCb		LHCb					

Sep	Sep	Oct	Oct	Nov	Nov	Dec	Dec
ALICE	ALICE						
				ATLAS	ATLAS		
	CMS	CMS			CMS	CMS	
		LHCb	LHCb				

SC Communication

- [Service Challenge Wiki - cern.ch/LCG](http://cern.ch/LCG) -> [Service Challenges](#)
 - Contains Tier-0 and Tier-1 contact/configuration information and work logs for SC teams
- [Weekly phone-cons on-going](#)
 - Dial-in number: +41227676000
 - Access code: 0164222
- [Daily service meetings for CERN teams from 27th June](#)
 - B28 R-015: [standing agenda and minutes](#) via Wiki
- [Technical communication through service-challenge-tech@cern.ch list](#)
- [What else is required by Tier-1s?](#)
 - Daily (or frequent) meetings during SC?



SC Meetings / Workshops

- Not enough support for September workshop
 - Despite +ve feedback from April & June workshops
- Propose to continue with CHEP workshop nevertheless
- I believe weekly con-calls are useful
 - Judging on length / number of people joining etc
- There are still many issues we need to discuss / resolve
- Please bring up issues that worry you!
- GDBs in September / October?



SC3 Summary



- **There has been a great deal of progress since SC2!**
 - Particularly in the areas of monitoring, services, procedures, documentation, delivery of pilots, LCG 2.5 release, other s/w ...
 - Integration of remaining T1s, adding T2s, ...
- **Good understanding and agreement on goals of SC3**
 - What services need to run where
 - Proposed metrics to define success
 - **Outline schedule - detailed resource requirements still sketchy**
- **Concerns about readiness to run production-level services**
 - Preparations are late, but lots of pressure and effort
 - 💣 **Are enough resources available to run *services*?**
 - **Backups, single points of failure, vacations, ...**
- **SC3 leads to real production services by end of year**
 - Must continue to run during preparations for SC4
- **This is the build up to the LHC service - must ensure that appropriate resources are behind it**
 - **Still a number of 'pressure points' and 'single points of failure'**

Postscript...

- Wanted. Man for a hazardous journey.
- Low wages, intense cold, long months of darkness and constant risks.
- Return uncertain.

E. Shackleton, London Newspaper, 1913.

LCG Service Challenge 3

Preparation for Service Phase

What Remains to be done?

- Baseline services setup at all participating sites
- Validation through sample jobs provided by experiments
- Agreement on resource requirements and schedule
- Agreement of metrics
- Resolution of outstanding issues (VO-boxes, experiment-specific services, clear definition of support lines, software components, releases and dependencies etc.)
- ...

