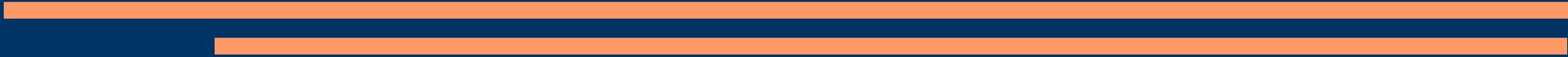


CD Support – MIPP Perspective

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Project Status Meeting
April 11, 2006



Overall Feedback

- When things work we are happy, but problem resolution is sometimes sluggish
 - Documentation is frequently “informal”
 - Security/kerberos setup is one of the exceptions
 - This leads to misunderstanding and frustration on both ends
 - MIPP has written ~2.5TB of raw data to Enstore over the last year; all files are fine
 - We have gone through the first round of data processing; now in the middle of second round
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Our Concerns

- dCache/Enstore group seems to lack coordination and desire to work with users
 - Perceived attitude is that they attempt to solve problems by waiting until the problems go away
 - It took me 3 months to get FTP access to Enstore
 - Helpdesk tickets are not always efficient
 - Simple problems tend to get immediate attention, but complicated problems “get lost”
 - I have been asked to do both: submit helpdesk ticket and e-mail the group that will be working on problem
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MIPP Plans

- We are in the middle of next production round
 - dCache and GP farm issues have been worked out, everything runs smoothly
 - We understand that computing resources are limited and strive to adhere to lab policies
 - Documentation would be better if more examples or howto's were included
 - E.g. GP farms should have a ~2-page “Getting started” document
 - Communication is key to overall success
 - We will do the best we can on our end
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