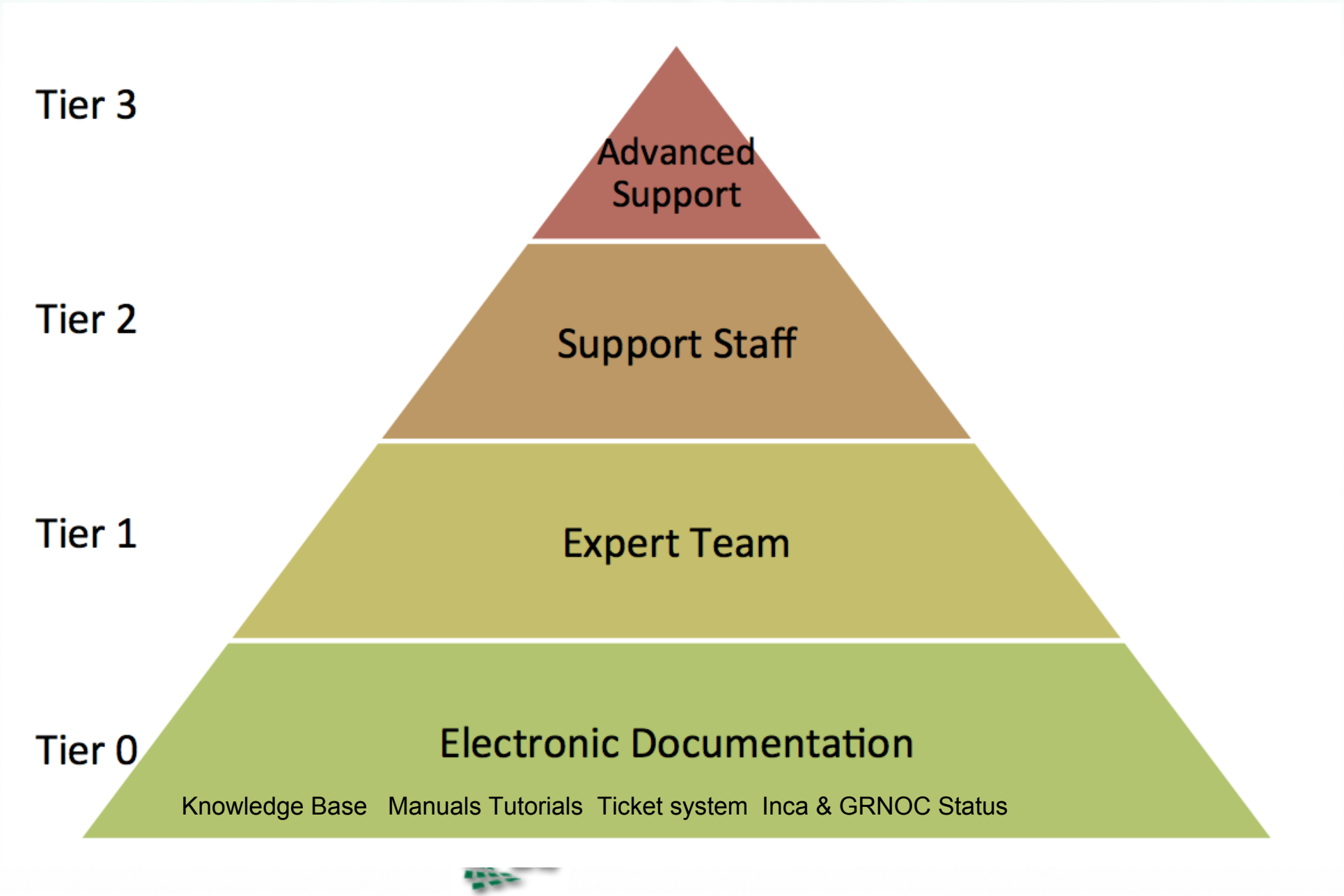
FutureGrid User Support

Gregory Pike, Andrew Younge, Gregor von Laszewski, Fugang Wang, Javier Diaz, Archit Kulshrestha, Geoffrey Fox

Indiana University

Tiered Support Model



Support Tiers

- Tier 0: Support through Electronic Documentation
  - Knowledge Base, Manuals, Tutorials, Ticket System, Inca, GNOC status
- Tier 1: Support through Experts and the Community
  - FutureGrid Experts Group
- Tier 2: Support through staff
  - 24x7 phone support from GRNOC
  - Technical experts in the systems management group provide support through the RT ticketing system.
  - Support for specific software systems will be forwarded to the respective partner sites.
- Tier 3: Advanced User Support
  - Lead technical experts from all areas of the FutureGrid team will provide advanced support.
  - Includes software developers, system administrators, and researchers if needed.
  - Can involve support through TeraGrid XD support

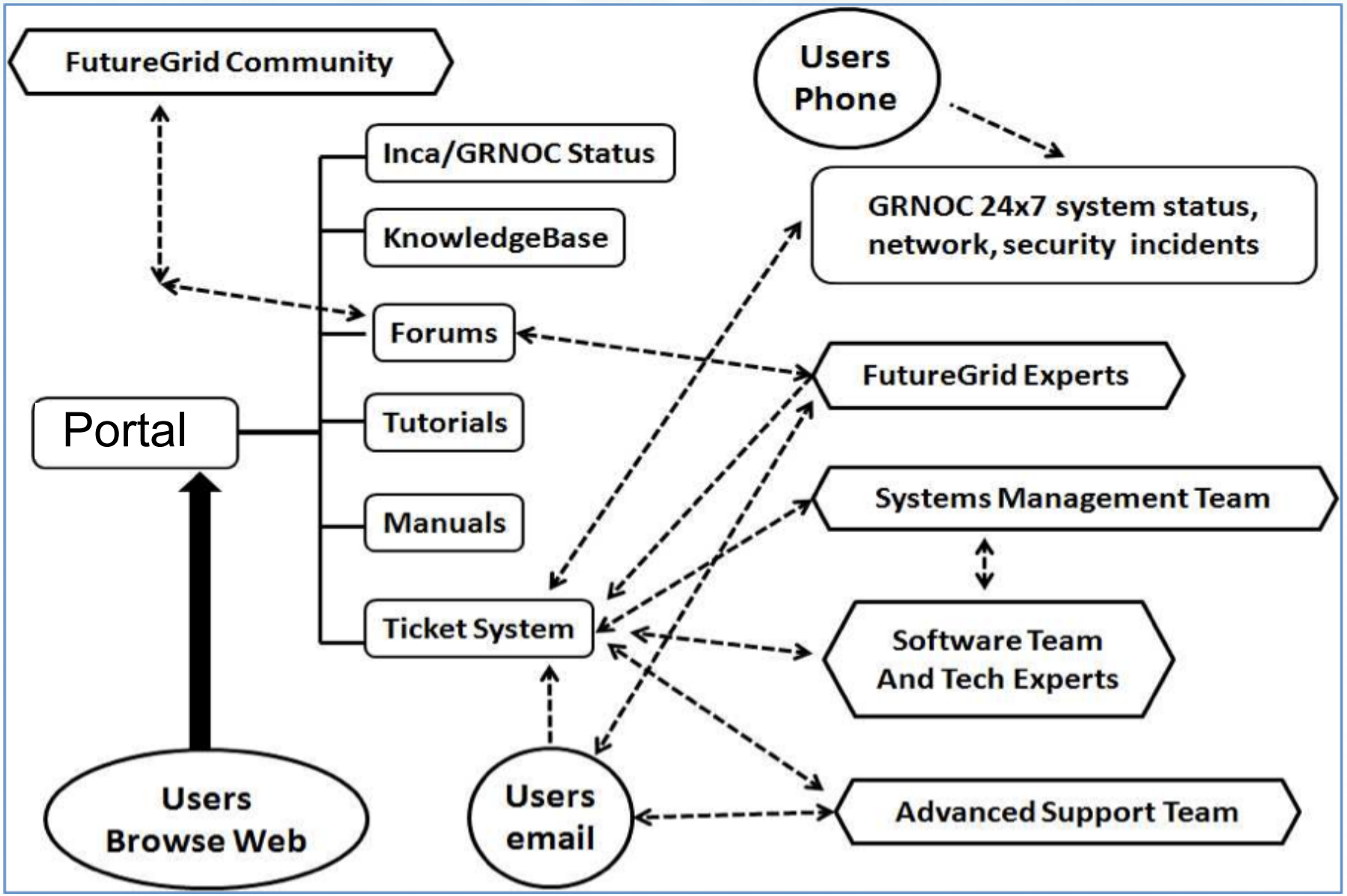
FutureGrid Expert Team

- FutureGrid Expert Team
- 14 Members internal to Indiana University, consisting of researchers, post docs, and graduate students.
- Each FutureGrid project is assigned 2 members from the Expert Team.
- Provide direct 1 on 1 help to project members.

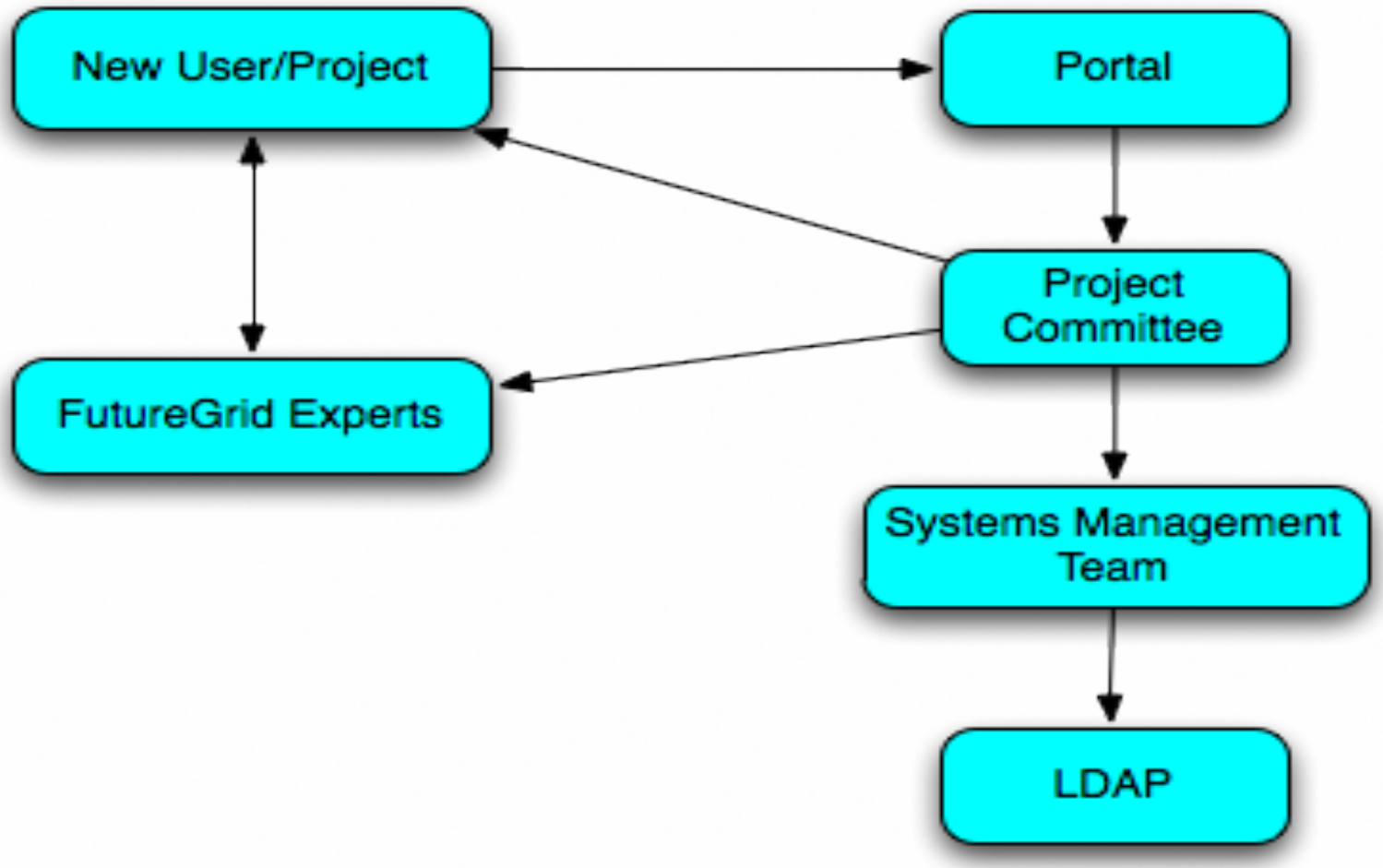
FutureGrid Expert Team

- Ryan Hartman
- Adam Hughes
- Andrew Younge
- Thilina Gunarathne
- Hui Li
- Tao Huang
- Zhenhua Guo
- Javier Diaz
- Hyungro Lee
- Saliya Ekanayake
- Fugang Wang
- Yuduo Zhou
- Stephen Wu
- Xiaoming Gao

FutureGrid Support Structure



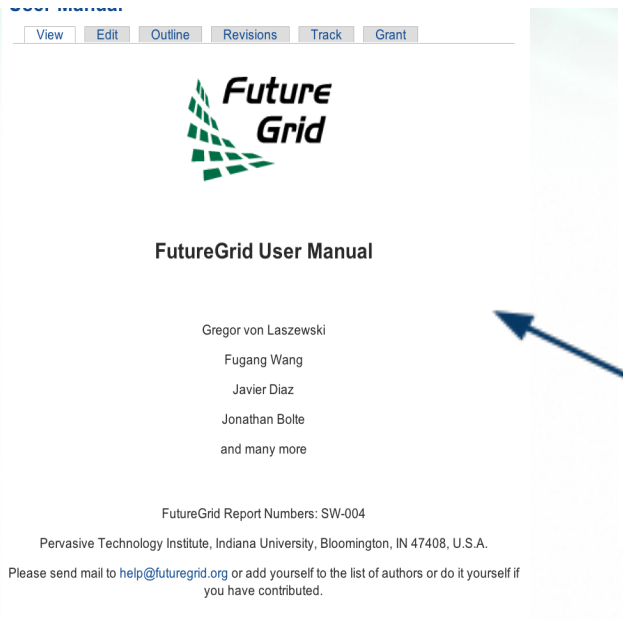
Account application procedure

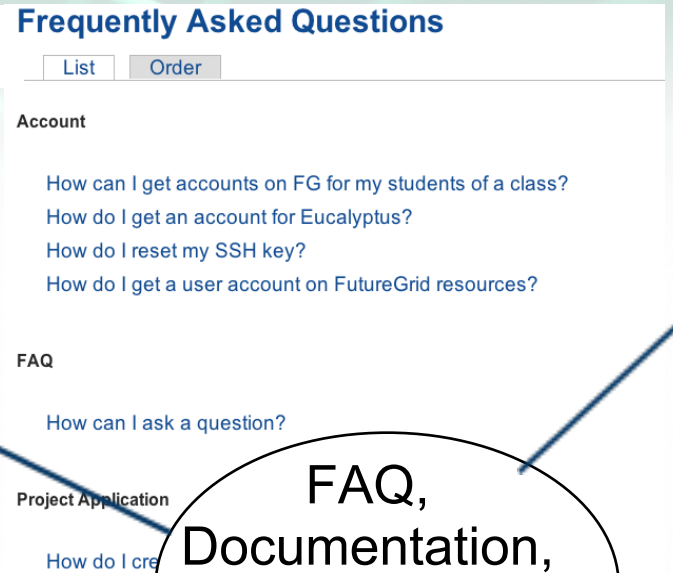


Portal Slideshots

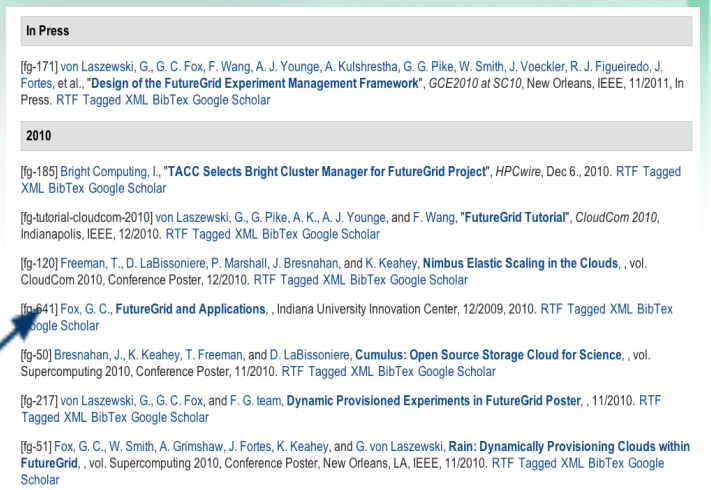
Content Dissemination

Manual



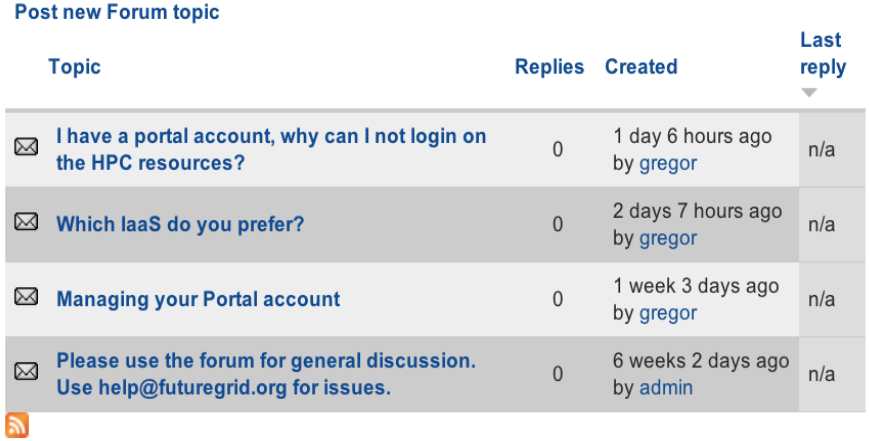


References



FAQ, Documentation, Tutorials, References

Forum



Tutorials

Title	Type	Last Update
Overview of FutureGrid	Google Docs	01/15/2011
HPC on FutureGrid	Google Docs	01/15/2011
Eucalyptus on FutureGrid	Google Docs	01/15/2011
Image Generation and Management on FutureGrid	Google Docs	01/15/2011
Dynamic Provisioning & RAIN on FutureGrid	Google Docs	01/15/2011
FutureGrid Portal	Google Docs	01/15/2011
FutureGrid Tutorial	Google Docs, Video	01/15/2011
Azure Tutorial	Google Docs, Video	01/15/2011

Profile Management Screenshot

Account & Profile Management

Create Account

Create new account | Log in | Request new password

1. **Please fill in all the fields. Fields that have a '*' are required.**
2. **The minimum password length is 8.**
3. **Read the User Agreement form and check 'I Agree with these terms' to proceed.**
4. **Type the characters shown in the Captcha image into the textbox located near the end of the page.**
5. **Click 'Create new account' button to submit your account request. Then you should be able to log into the portal, but with very limited access until your account is approved.**

Account information

Username: *

Spaces are allowed; punctuation is not allowed except for periods, hyphens, and underscores.

E-mail address: *

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

Password: *

Confirm password: *

Please choose a password for your account; it must be at least *8* characters.

Contact

Firstname: *

Lastname: *

e-mail: *

The content of this field is kept private and will not be shown publicly.

Phone Number: *

The content of this field is kept private and will not be shown publicly.

Add Keys

OpenID	Operations
http://www.google.com/profiles/laszewski	Delete

OpenID:

Add an OpenID

Modify Profile

View | Edit | OpenID identities | Publications | Subscriptions | Track | File browser

Contact

Firstname
Gregor

Lastname
von Laszewski

e-mail
laszewski@gmail.com

Phone Number
+1 (234) 567 9065

Institution Name
Community Grids Lab at the Pervasive Technology Institute

Organization Name
Indiana University

Institution Country

Project Management Screenshot

Create FG Projects

▸ Attached images

▸ File attachments

Title: *

Development of a Fast Hadoop Distributed File System

Project Status:

pending

Scope:

- ○ N/A
- ◉ Internal
- ○ External

This indicates whether the project is an Internal one, which is conducted by a FutureGrid staff member, or External one.

Keywords: *

Hadoop, Distributed File System

Provide some useful keywords related to the project, separated by comma (", ").

▾ Project Contact

If the info in this section need to be updated, you're recommended to do that in your profile page.

Project Lead: *

Gregor von Laszewski, Indiana University, Community Grids Lab at the Pervasive Technology Institute Name: gregor

The person that initiates the project and is responsible for its execution as well as the completion of reporting results to FG.

Project Manager: *

Gregor von Laszewski, Indiana University, Community Grids Lab at the Pervasive Technology Institute Name: gregor

A person that works with the project lead to interact with FG. If specified, we assume we will contact this person in addition to the project lead when asking for results.

Project Contact:

My Projects

Screenshot

Manage My Portal Account

View | Edit | Outline | Revisions | Track | Grant

- Go To My Account
- Edit My Account Information
- Edit My Contact Information
- Edit My OpenID Information
- Edit My SSH Key

My Projects Summary

My Projects

ProjectId	Title	Project Status	Lead	Manager	Members	Supporting Experts
20	Development of an information service for FutureGrid	approved	Gregor von Laszewski	Hyungro Lee		
2	Deploy OpenNebula on FutureGrid	approved	Gregor von Laszewski	Javier Diaz Montes	Javier Diaz Montes	Javier Diaz Montes

Projects I'm managing

You are not managing any project.

Projects I'm a member of

ProjectId	Title	Project Status	Lead	Manager	Members	Supporting Experts
60	Wide area distributed file system for MapReduce applications on FutureGrid platform	approved	Lizhe Wang	Lizhe Wang	Gregor von Laszewski	

Projects I'm supporting as an expert

ProjectId	Title	Project Status	Lead	Manager	Members	Supporting Experts
62	XD TAS: Evaulation of using XD TAS in FutureGrid	approved	Charng-Da Lu	Charng-Da Lu		Lizhe Wang, Gregor von Laszewski
10	TeraGrid XD TIS(Technology Insertion Service) Technology Evaluation Laboratory	approved	John Lockman	John Lockman		Gregor von Laszewski, Lizhe Wang

My Contents Contributions (Manual Pages) Screenshot

My Contents

Manual pages that I am responsible for updating

Published	Page	Book	Firstname	Lastname	Last Update Activity
Yes	Accessing FutureGrid	User Manual	Gregor	von Laszewski	01/13/2011 - 00:04
Yes	Persistent Services	User Manual	Gregor	von Laszewski	01/12/2011 - 08:56
Yes	User Manual	User Manual	Gregor	von Laszewski	01/12/2011 - 08:54
Yes	Sponsors	User Manual	Gregor	von Laszewski	01/11/2011 - 17:17
Yes	Overview (Phase I)	User Manual	Gregor	von Laszewski	01/10/2011 - 15:16
Yes	Help and Support	User Manual	Gregor	von Laszewski	01/10/2011 - 15:12
Yes	Overview	User Manual	Gregor	von Laszewski	01/10/2011 - 15:01
Yes	Nimbus Tutorial	User Manual	Gregor	von Laszewski	01/04/2011 - 09:20
Yes	Preface	User Manual	Gregor	von Laszewski	12/15/2010 - 19:27
Yes	Nimbus Services	User Manual	Gregor	von Laszewski	12/15/2010 - 19:14
Yes	FutureGrid tutorial NM2 - Nimbus One-Click Cluster Guide	User Manual	Gregor	von Laszewski	12/15/2010 - 19:00

Project Committee Screenshot

Pending Projects

Edit	Project Id	Title	Lead	Institution	Manager	Members	Supporting Experts	Submitted Time
edit	41	Cloud Computing	kiruba karan	BIT (Bannari Amman Institute of Technology) Sathyamangalam, Tamil Nadu	Please sign up			11/23/2010 - 22:59
edit	35	Software Engineering and VM's	Ahmed Alothman	Canberra Australia	Please sign up		Hui Li, Tao Huang	11/12/2010 - 23:00

List of users and their projects

A 'X' in the 'flag' column means the user is being affiliated with active project(s).

flag	uid	username	fullname	email	Projs As Lead	Projs As Manager	Projs participated
X	3	fugang.wang	Fugang Wang	kevinwangfg@gmail.com			**60**. Wide area distributed file system for MapReduce applications on FutureGrid platform
	11	Helen_Russick	Helen Russick	hrussick@umail.iu.edu			
X	25	lee212	Hyungro Lee	lee212@cs.indiana.edu	**20**. Development of an information service for FutureGrid	**20**. Development of an information service for FutureGrid	
X	37	zhguo	Gerald Guo	zhguo@indiana.edu	**27**. Scientific application performance test on Hadoop/HBase	**27**. Scientific application performance test on Hadoop/HBase	
X	23	gregor	Gregor von Laszewski	laszewski@gmail.com	**2**. Deploy OpenNebula on FutureGrid	**2**. Deploy OpenNebula on FutureGrid	**20**. Development of an information service for FutureGrid **60**. Wide area distributed file system for MapReduce applications on FutureGrid platform

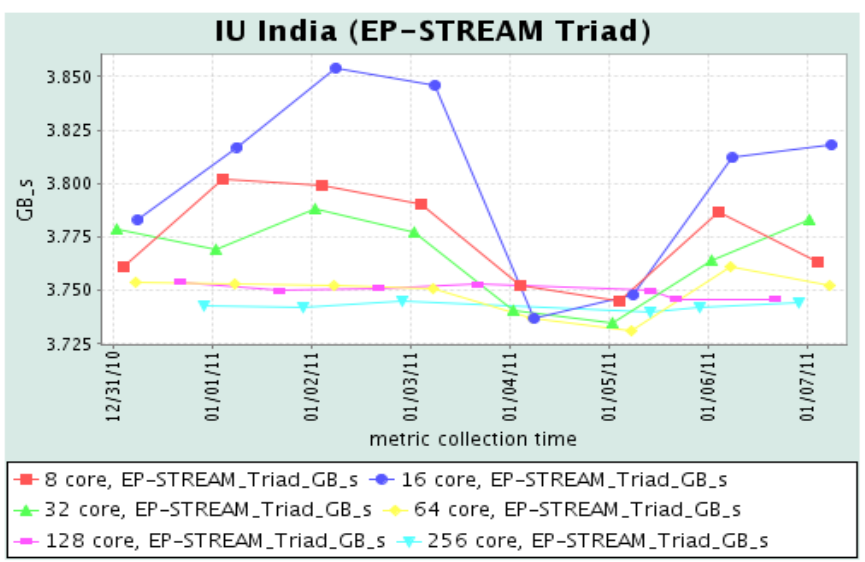
FG Status Screenshot

Partition Table

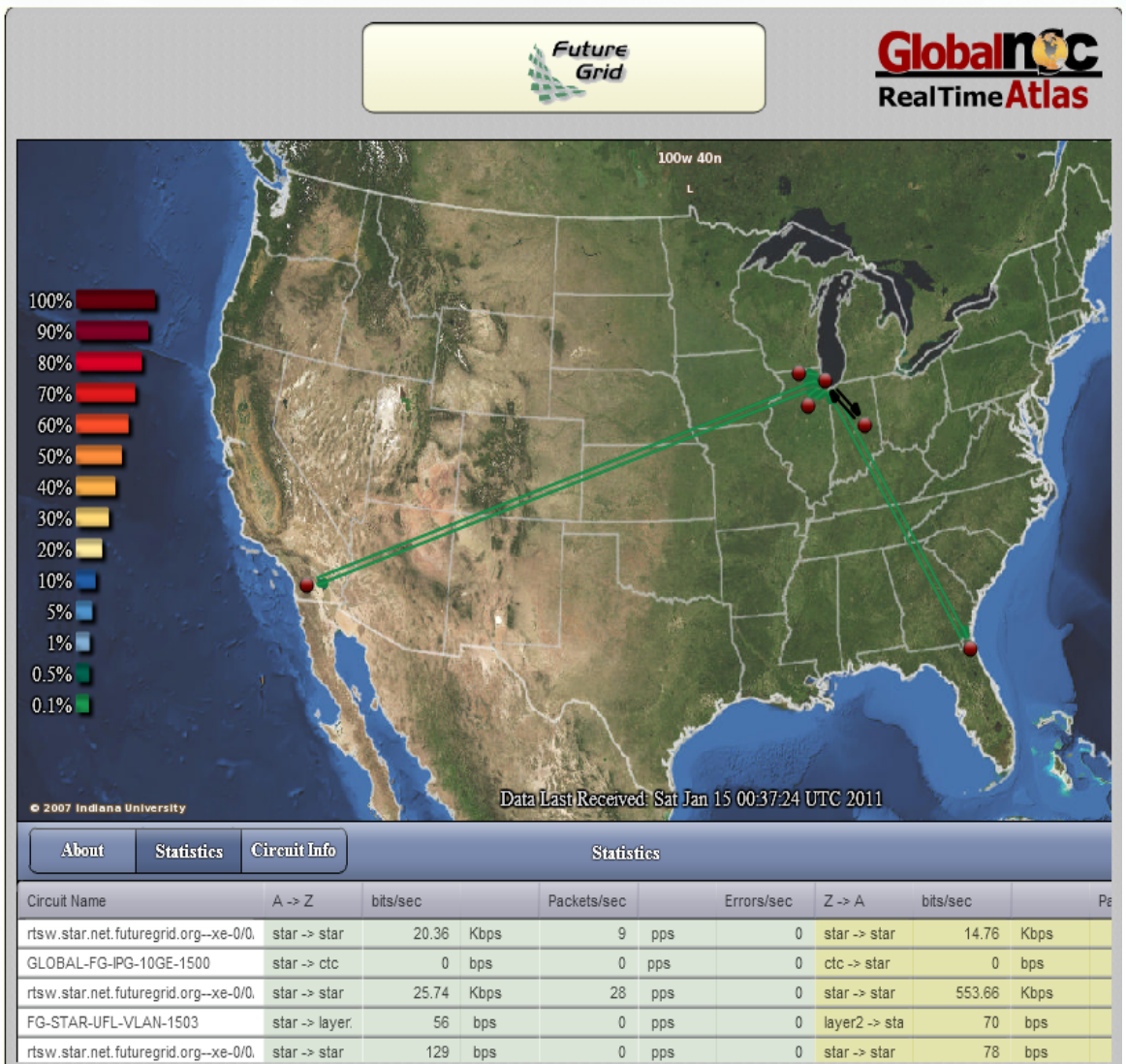
Resource	HPC	Eucalyptus	Nimbus	
IU-INDIA (1144 cores)	49% (560 cores)	35% (400 cores)		HPC(49%) Mgmt(0.7%) Misc(15.4%) Eucalyptus(35%)
IU-XRAY (672 cores)	100% (672 cores)			HPC(100%)
TACC-ALAMO (127 cores)	100% (127 cores)			HPC(100%)
UC-HOTEL (672 cores)	50% (336 cores)		50% (336 cores)	Nimbus(50%) HPC(50%)
UCSD-SIERRA (672 cores)	46.4% (312 cores)	21.4% (144 cores)	23.8% (160 cores)	Misc(2.4%) Mgmt(6%) HPC(46.4%) Nimbus(23.8%) Eucalyptus(21.4%)
UFL-FOXTROT (256 cores)			96.9% (248 cores)	Nimbus(96.9%) Mgmt(3.1%)

*A small percentage of nodes may be unavailable or used for management

Inca



Globalnoc



Circuit Name	A -> Z	bits/sec		Packets/sec		Errors/sec	Z -> A	bits/sec	
rtsw.star.net.futuregrid.org--xe-0/0.	star -> star	20.36	Kbps	9	pps	0	star -> star	14.76	Kbps
GLOBAL-FG-IPG-10GE-1500	star -> ctc	0	bps	0	pps	0	ctc -> star	0	bps
rtsw.star.net.futuregrid.org--xe-0/0.	star -> star	25.74	Kbps	28	pps	0	star -> star	553.66	Kbps
FG-STAR-UFL-VLAN-1503	star -> layer.	56	bps	0	pps	0	layer2 -> sta	70	bps
rtsw.star.net.futuregrid.org--xe-0/0.	star -> star	129	bps	0	pps	0	star -> star	78	bps