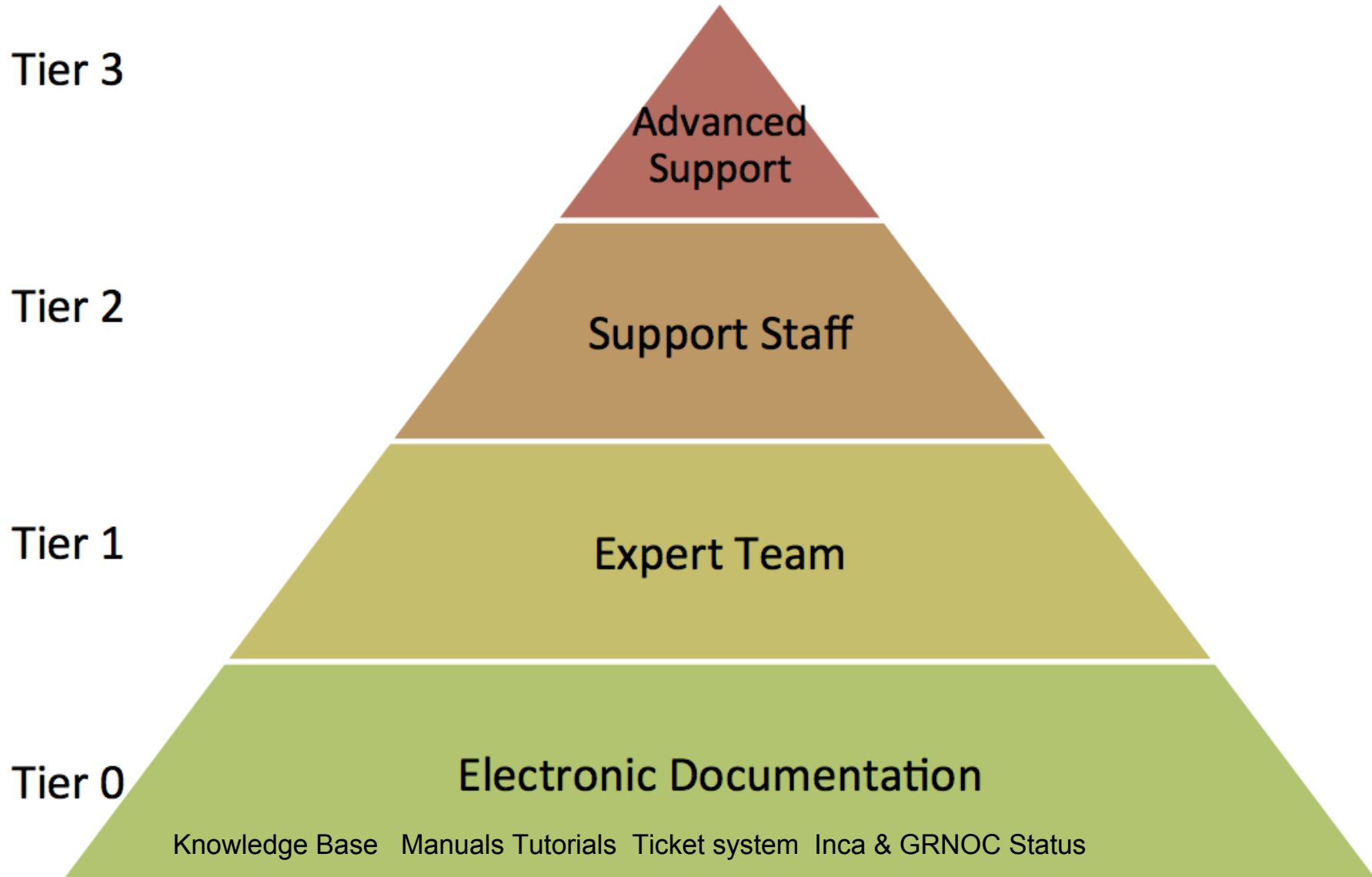


FutureGrid User Support

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

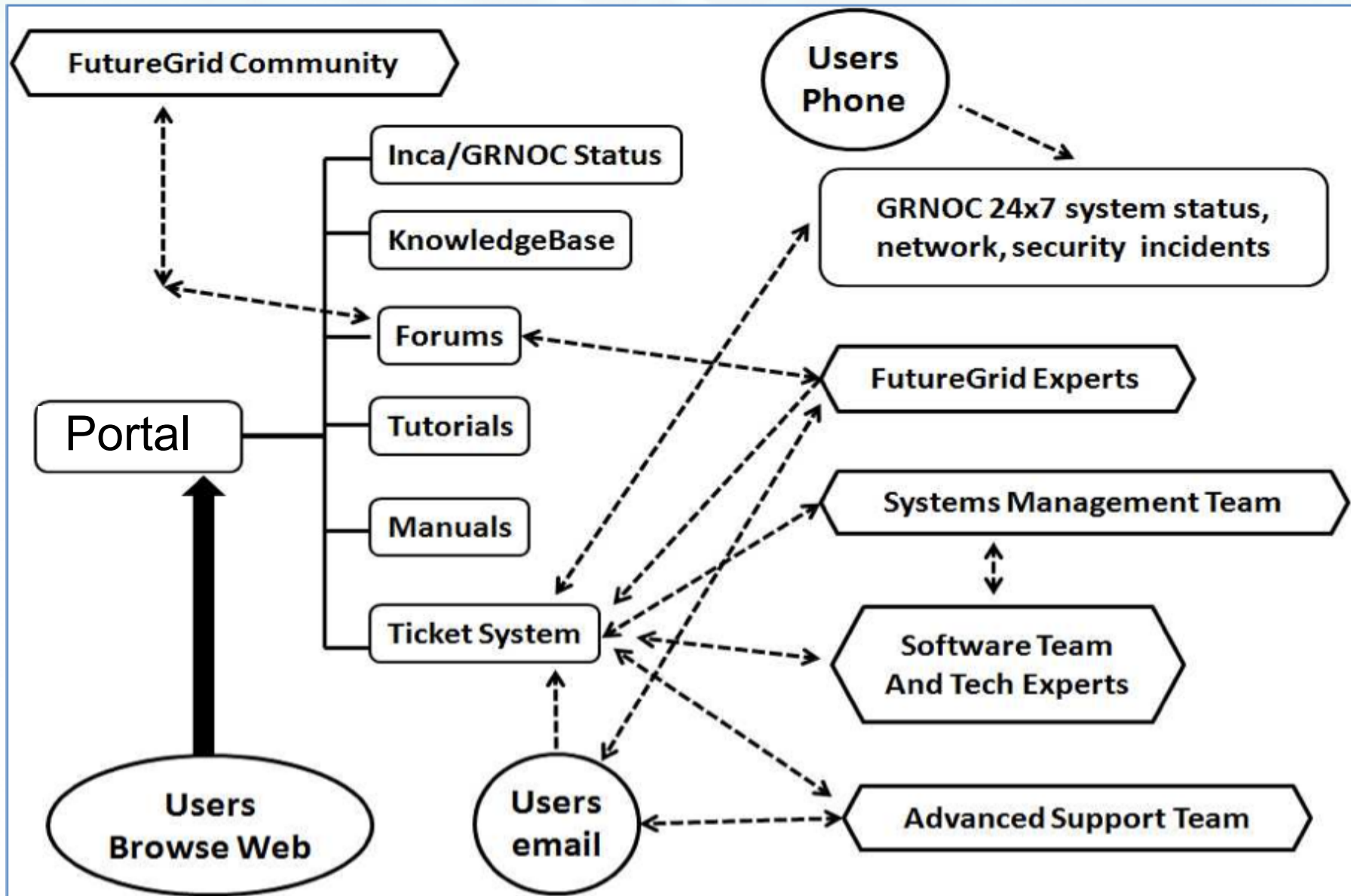
- FutureGrid Expert Team
- 14 Members internal to Indiana University, consisting of researchers, post docs, and graduate students.
- Each FutureGrid project is assigned 2 members from the Expert Team.
- Provide direct 1 on 1 help to project members.

FutureGrid Expert Team

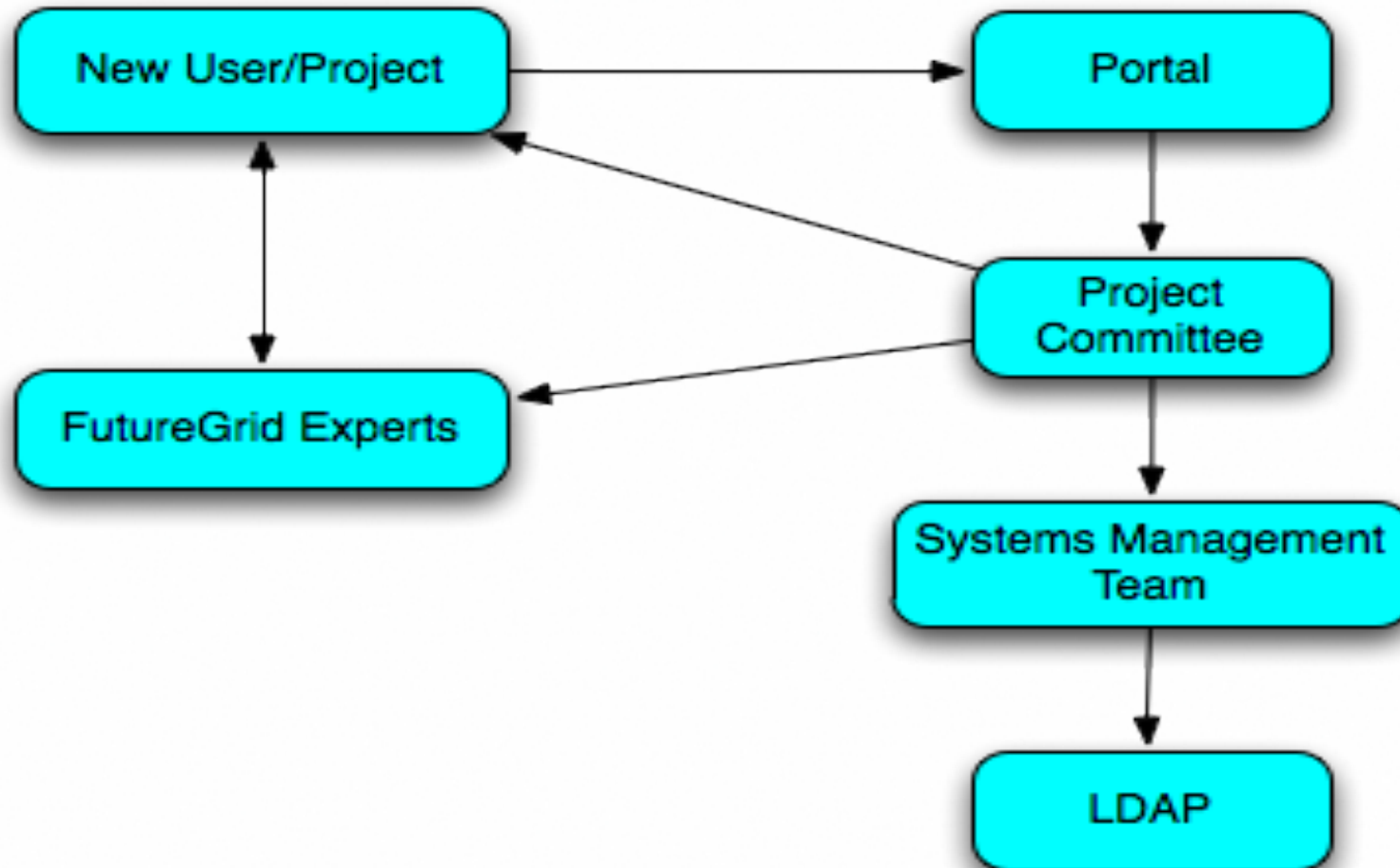
- Ryan Hartman
- Adam Hughes
- Andrew Younge
- Thilina Gunarathne
- Hui Li
- Tao Huang
- Zhenhua Guo
- Javier Diaz
- Hyungro Lee
- Saliya Ekanayake
- Fugang Wang
- Yuduo Zhou
- Stephen Wu
- Xiaoming Gao



FutureGrid Support Structure



Account application procedure




Portal Slideshots

Content Dissemination

References

Manual

View Edit Outline Revisions Track Grant



FutureGrid User Manual

Gregor von Laszewski
Fugang Wang
Javier Diaz
Jonathan Bolte
and many more

FutureGrid Report Numbers: SW-004
Pervasive Technology Institute, Indiana University, Bloomington, IN 47408, U.S.A.
Please send mail to help@futuregrid.org or add yourself to the list of authors or do it yourself if you have contributed.

Frequently Asked Questions

List Order

Account

- How can I get accounts on FG for my students of a class?
- How do I get an account for Eucalyptus?
- How do I reset my SSH key?
- How do I get a user account on FutureGrid resources?

FAQ

- How can I ask a question?

Project Application

- How do I cre...

In Press

[fg-171] von Laszewski, G., G. C. Fox, F. Wang, A. J. Younge, A. Kulshrestha, G. G. Pike, W. Smith, J. Voeckler, R. J. Figueiredo, J. Fortes, et al., "Design of the FutureGrid Experiment Management Framework", *GCE2010 at SC10*, New Orleans, IEEE, 11/2011, In Press. RTF Tagged XML BibTex Google Scholar

2010

[fg-185] Bright Computing, I., "TACC Selects Bright Cluster Manager for FutureGrid Project", *HPCwire*, Dec 6, 2010. RTF Tagged XML BibTex Google Scholar

[fg-tutorial-cloudcom-2010] von Laszewski, G., G. Pike, A. K., A. J. Younge, and F. Wang, "FutureGrid Tutorial", *CloudCom 2010*, Indianapolis, IEEE, 12/2010. RTF Tagged XML BibTex Google Scholar

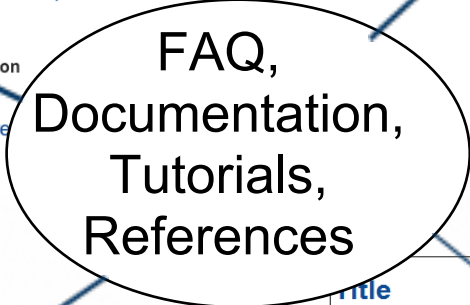
[fg-120] Freeman, T., D. LaBissoniere, P. Marshall, J. Bresnahan, and K. Keahey, "Nimbus Elastic Scaling in the Clouds", vol. *CloudCom 2010*, Conference Poster, 12/2010. RTF Tagged XML BibTex Google Scholar

[fg-641] Fox, G. C., "FutureGrid and Applications", Indiana University Innovation Center, 12/2009, 2010. RTF Tagged XML BibTex Google Scholar

[fg-50] Bresnahan, J., K. Keahey, T. Freeman, and D. LaBissoniere, "Cumulus: Open Source Storage Cloud for Science", vol. *Supercomputing 2010*, Conference Poster, 11/2010. RTF Tagged XML BibTex Google Scholar

[fg-217] von Laszewski, G., G. C. Fox, and F. G. team, "Dynamic Provisioned Experiments in FutureGrid Poster", 11/2010. RTF Tagged XML BibTex Google Scholar





[fg-51] Fox, G. C., W. Smith, A. Grimshaw, J. Fortes, K. Keahey, and G. von Laszewski, "Rain: Dynamically Provisioning Clouds within FutureGrid", vol. *Supercomputing 2010*, Conference Poster, New Orleans, LA, IEEE, 11/2010. RTF Tagged XML BibTex Google Scholar













Tutorials

Forum

Post new Forum topic

Topic	Replies	Created	Last reply
 I have a portal account, why can I not login on the HPC resources?	0	1 day 6 hours ago by gregor	n/a
 Which IaaS do you prefer?	0	2 days 7 hours ago by gregor	n/a
 Managing your Portal account	0	1 week 3 days ago by gregor	n/a
 Please use the forum for general discussion. Use help@futuregrid.org for issues.	0	6 weeks 2 days ago by admin	n/a

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

Profile Management Screenshot

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.



OpenID	Operations
http://www.google.com/profiles/laszewski	Delete
OpenID:	
<input type="text"/>	
<input type="button" value="Add an OpenID"/>	

Add Keys

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

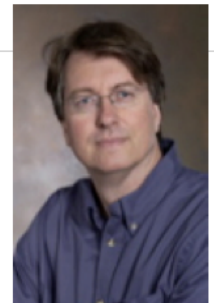
Institution Name

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: Evaluation of using XD TAS in FutureGrid	approved	Chang-Da Lu	Chang-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



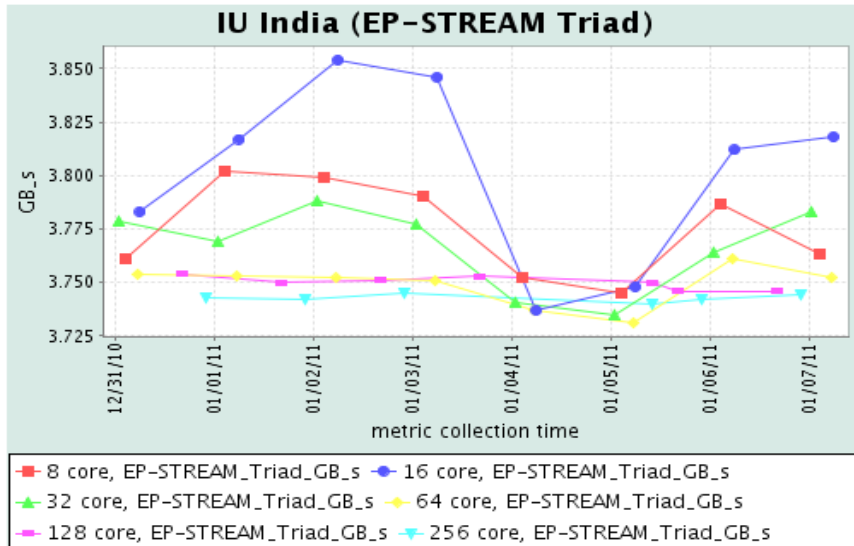
FG Status Screenshot

Partition Table

Resource	HPC	Eucalyptus	Nimbus	
IU-INDIA (1144 cores)	49% (560 cores)	35% (400 cores)		HPC(49%) Eucalyptus(35%) Misc(15.4%) Mgmt(0.7%)
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)	HPC(46.4%) Eucalyptus(21.4%) Nimbus(23.8%) Misc(2.4%) Mgmt(6%)
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

Data Last Received: Sat Jan 15 00:37:24 UTC 2011

About		Statistics		Circuit Info		Statistics			
Circuit Name	A -> Z	bits/sec	Packets/sec	Errors/sec	Z -> A	bits/sec	Kbps	pps	Pa
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			