

# ATLAS NAF Feedback

*NAF User Meeting* — 2<sup>nd</sup> December 2010

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# ATLAS NAF Feedback

We collected feedback before this meeting. Around 40 users contributed, mainly from DESY.

## **Overall picture:**

- the currently available resources, especially CPU in the batch system, could provide good working conditions, when all systems are working properly
- the provided support (ATLAS and NAF) is good
- BUT there are problems

## **Support, mainly NAF Helpdesk:**

- turn around time at naf-helpdesk is felt to be too long
- response from naf-helpdesk often not informative
- reported problems invisible to other users
  - use egroup for problem reporting/notification with open subscription policy
  - document sub system status on a web page

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## Work Group Server:

- sometimes high load on work group servers due to dq2-get, PROOF Lite, cmt, athena, ..
  - move jobs to the batch where applicable  
some documentation/tools already provided (dq2-get-naf, qrsh, ...)
  - extend number of ATLAS work group server
- shell response sometimes slow, might be due to network congestion (see above), but not checkable by ATLAS support
- if you see last problem, write tickets to [naf-helpdesk@desy.de](mailto:naf-helpdesk@desy.de)

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## AFS:

- the recurring AFS outages since a few months are a major annoyance
  - login is not possible
  - work on work group server hangs
  - jobs on the batch system die because of unreachable libraries or programs
- it is not possible to finish work in due time and to meet deadlines for meetings and conferences
- external AFS access via the `naf_token` script is not working for common systems as Ubuntu and MacOSX
- AFS is a requirement to use the `naf_token` script, but no information provided how to install it on common systems as Ubuntu and MacOSX

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## Lustre:

- usually the available space is full
  - add more space
  - deletion of unused files
    - needs privileges for ATLAS support
- sometimes very slow for metadata access as `ls -l`, interactive work hardly possible
- read speed at Hamburg site not sufficient for fast turn around → missing Infiniband connection?

## dCache:

- DESY-HH\_LOCALGROUPDISK is very often congested. This is due to a few pools having high load or are above the number of allowed concurrent open connections
  - as files are distributed over all pools, almost every user is affected
  - transfer rate is either low ( 100 events/s) or stalled