

NAF Feedback

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December 8th, 2011

Positive

- NAF grid resources work excellent
- Plenty of storage at lustre and DESY-HH_SCRATCH/LOCALGROUPDISK
- Large AFS (scratch) home directory
- New ATLAS software versions promptly available
- Additional software (e.g. git-svn) installed on request
- Batch system
 - ▶ Many 15m queues, my work horse (fast turnaround vital for analysis)
 - ▶ Possibility to read from different sources: lustre or grid storage elements

Negative

- Recurring AFS timeouts
- Read speed from lustre fluctuating (on some days 15m queue is not enough)
- Responsiveness of help-desk, e.g.:
 - ▶ lustre
 - ★ Reported unusable slow lustre on 2011-12-01 2pm
 - ★ Received reply 3 hours later with promise to ask experts
 - ★ After that no reply from experts at all
- ATLAS (athena) job problems at batch system:
 - ▶ Situation improved since march (batch system unusable back then for me)
 - ▶ Now again (although less severe) problems, jobs just stuck
- Poor debug possibilities for (advanced) users
 - ▶ If I could access system log files I could provide much better problem reports