NAF Feedback by the DESY CMS Group

NAF User Committee – NUC
January 2025

Improved Communications

NAF users note and appreciate recent improvements in communication

- More information is shared about HTCondor performance issues or storage outages

- Very helpful for user to stay informed

  - Helps to plan work
  - Instrumental to diagnose, if there a general issue or an individual mistake

Please continue to send such mails

Prominent Issues

Unresponsive or malfunctioning batch system

- Spectrum of failure patterns
- Hard to diagnose for a user (general problems vs self-inflicted issue)
- Potentially failing batch nodes lead to high number of failed jobs

Frequent CPU watchdog mails regarding condor commands

- Hanging Condor commands?
- Related to the above batch instabilities

Overloaded workgroup servers

- Individual hosts become unresponsive
- Usually caused by misbehaving users – some might not know about the damage they are causing
- Enforcement of reasonable limits?

Longer list collected on a Gitlab issue board

DUST Migration

Technically proceeded as planned

- Group directories needed a small extra admin intervention

Users still considered the change as "disruptive"

- Programs ans scripts "suddenly" broke

- Some users might not have been aware of the impact and the consequences of the change

- Unclear if additional or more detailed announcements would have helped