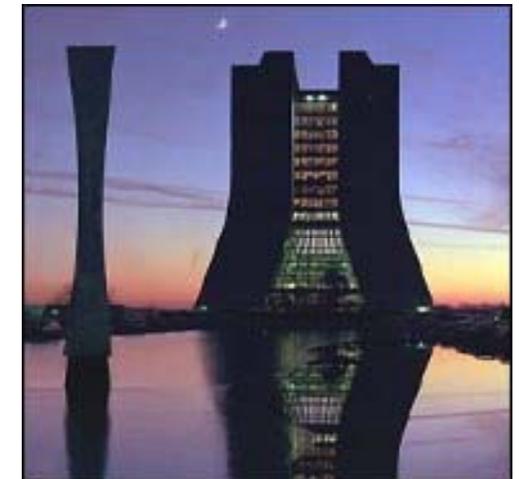




User Support at Fermilab

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User Support @ FNAL

- Personal and email consultation
- Web pages
- Mailing lists and hypernews forums
- Tutorials
- Software installations
- Software builds



Personal and Email Consultation

- Centrally located office on 11th floor
- 2-10 office visits per day from LPC residents
- 10-20 office visits per day from LPC visitors during meetings, workshops, tutorials and summer visits
- 2-10 desk side visits per week
- 10-50 emails per week
- Available M-F 9-5 and via email evenings and weekends



Types of Consultation

- **Software development environment setup**
 - How to get scram, set up project area, check out code and build code
- **Software runtime setup**
 - How to run CMSSW interactively, in batch or on the grid
- **Scientific Linux Fermi installation and configuration**
 - Installing and configuring SLF to run on all kinds of desktops and laptops
 - Setting up user accounts and NFS mounts to access the software installation and data areas
- **Approve requests for remote user accounts**
- **Remote access setup**
 - Setting up kerberos for the FNAL.GOV domain
 - Connecting from a Windows, Linux or Mac using OpenSSH and kerberos authentication via gssapi / gssapi-with-mic
- **Fermilab network access setup**
 - Registering laptops for temporary access
 - Getting laptops unblocked by configuring them according to Fermilab security policy
 - Setting up laptops to use the local printers
- **CMSSW installation**
 - Installation of local copies of CMSSW on desktops and laptops for debug builds
- **Status and use of computing resources**
 - How busy is the batch farm
 - How can I get more disk space
 - How do I put/get files in dCache
- **Connecting video conference rooms to VRVS and EVO meetings**



Web Pages

- <http://uscms.org/SoftwareComputing/UserComputing/UserComputing.html>
- Maintained with the most up-to-date information
- The user can find information on:
 - The state of condor, dCache, Enstore and the interactive and batch node
 - How to get an account on the local cluster
 - How to set up the software development environment on the local cluster
 - How to connect remotely to the local cluster
 - Links to CMSSW tutorials
 - Info on disk usage on the local cluster
 - Info on using condor and dCache
 - Frequently asked questions and how to get help via email



Mailing lists and Hypernews

- lpc-howto@fnal.gov
 - A cooperative support list for LPC users
 - Searchable archive on the web at <http://listserv.fnal.gov/archives/lpc-howto.html>
 - Regularly answer questions on the list
- CMS Hypernews forums
 - Answer questions pertaining to Fermilab environment



Software Tutorials

- CMSSW and CRAB tutorials offered about every 3 to 6 months since June 05
- Latest CMSSW tutorial in January 08
- Latest CRAB tutorial in May 08
- IGUANA tutorial in July 07
- All tutorials are well attended with 20+ attendees per tutorial



Software Installation

- CMSSW releases installed usually within 24 hours of installation at CERN
- Often installed on evenings and weekends from home
- Second most up-to-date software development site next to CERN
- Releases removed according to guidelines from CERN



Software Builds

- Since March 06 debug builds of the nightly software tags available on the local cluster with logging to the web
- Recently setup nightly integration builds using the tags set at CERN
- Debug rebuilds of development release on local development machines



Scope of User Support

- 700+ users on the local linux cluster
- 50+ residents of the LPC and Fermilab personnel
- 100+ active users at US universities and other US labs.