

HPSS Customer Support

Updates/Changes

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Overview

- **Overview**
 - Listing of HPSS Sites
 - Site Statistics
 - IBM/HPSS Organization
 - Problem Sharing Activities
 - Customer Info Area on Web Site
 - HPSS Course Plans

Listing of HPSS Sites

as of June 1, 2001

Name of Organization	No.	Phase	Rel.
Maui High Performance Computing Center (MHPCC)	1	P	4.1.1
Sandia National Laboratory (SNL)	2	P	4.1.1
California Institute of Technology (Caltech)	1	P	4.1.1
Fermi National Accelerator Laboratory (FNAL)	1	P	4.1.1
Lawrence Livermore National Laboratory (LLNL)	2	P	4.1.1
University of Washington (UWA)	1	P	4.1.1
Los Alamos National Laboratory (LANL)	2	P	4.1.1
San Diego Supercomputer Center (SDSC)	1	P	4.1.1



HPSS Customer Support

HPSS Deployment Phases
SI = System Integration
I = Installation
T = Production Readiness Test
P = Production

3

Listing of HPSS Sites (Cont.)

as of June 1, 2001

Name of Organization	No.	Phase	Rel.
Oak Ridge National Laboratory (ORNL)	1	P	4.1.1
Lawrence Berkeley Laboratory (NERSC)	2	P	4.1.1
NASA Langely Research Center (LaRC)	1	P	4.1.1
Stanford Linear Accelerator Center (SLAC)	1	P	4.1.1
European Laboratory for Particle Physics (CERN)	1	P	4.1.1
CEA Centre de Bruyeres le Chatel (CEA-DAM)	1	P	4.1.1
NOAA National Climatic Data Center (NCDC)	1	P	4.1.1
University of Maryland (UMCP)	1	P	4.1.1



HPSS Customer Support

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4

Listing of HPSS Sites (Cont.)

as of June 1, 2001

Name of Organization	No.	Phase	Rel.
Brookhaven National Lab (BNL)	1	P	4.2
Indiana University (IU)	1	P	4.1.1
Institut National de Physique Nucléaire et de Physique des Particules (IN2P3)	1	P	4.1.1
Institute of Physical and Chemical Research (RIKEN)	1	P	4.2
BAE Systems	15	P	4.1.1
Argonne National Laboratory (ANL)	1	SI	4.1.1
KEK - High Energy Accelerator Research Organization	1	P	4.2

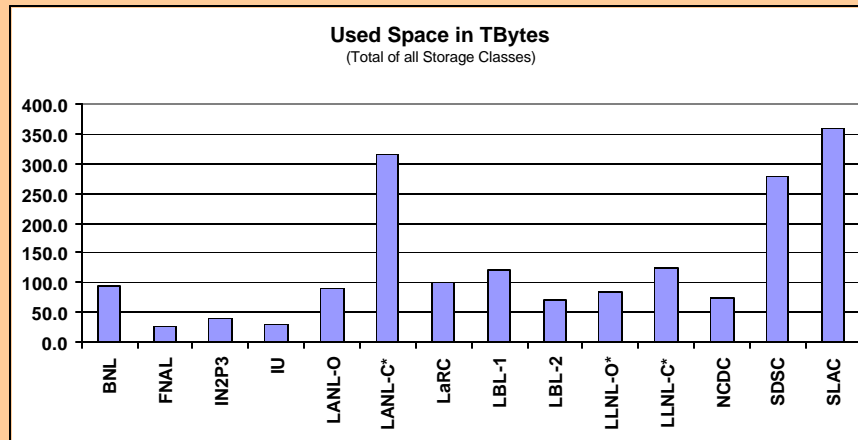


HPSS Customer Support

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5

Usage Statistics From Reporting Sites, June 2001

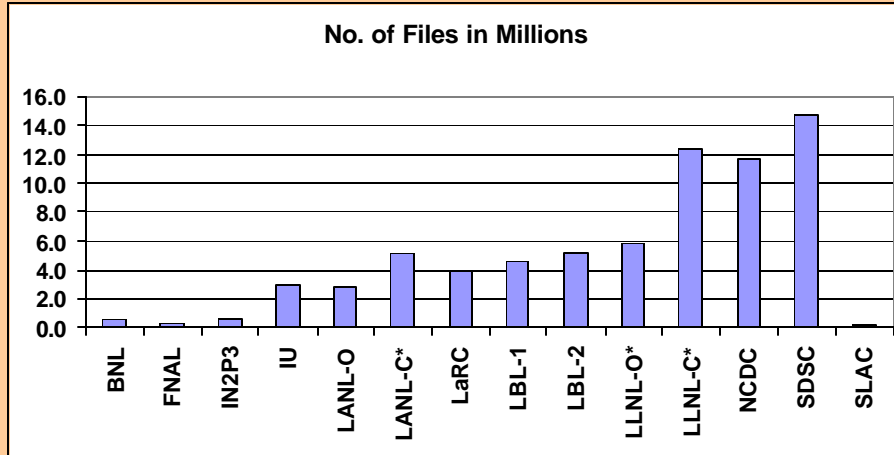


* As of March 2001

HPSS Customer Support

6

Usage Statistics From Reporting Sites, June 2001

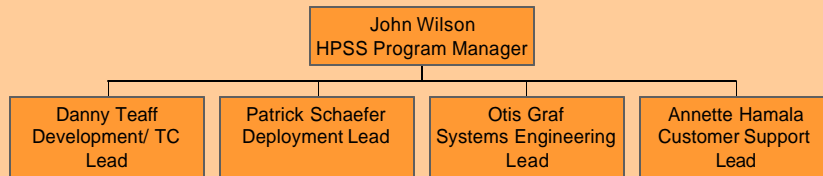


* As of March 2001

HPSS Customer Support

7

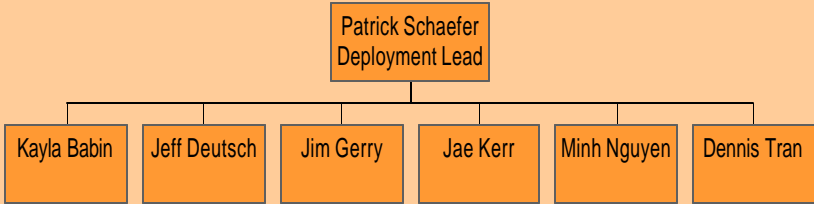
IBM/HPSS Organization



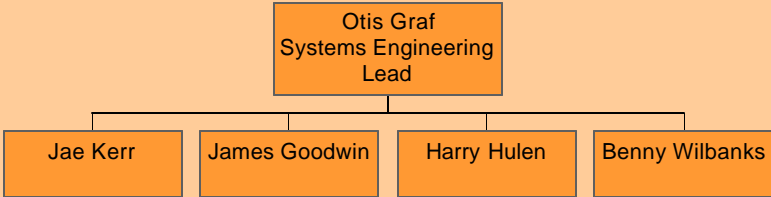
HPSS Customer Support

8

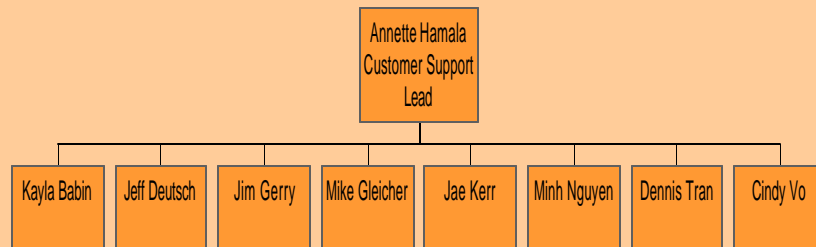
IBM/HPSS Organization



IBM/HPSS Organization



IBM/HPSS Organization



Problem Sharing Activities

- **Problem Sharing Activities**
 - **Development Partner telecons continue each month**
 - **Operational Service Bulletins repository continues to grow**

Customer Info Area on Web Site

- Web Site - Customer Info
- Private Area for Customer and IBM access
 - Accessible only by customer and IBM
 - Each customer user has ID and PW
- Used for:
 - Posting documentation for review
 - Configuration information
 - Statistics and status of customer's HPSS
 - Customer Call Reports (future)

The screenshot displays the HPSS Customer Information web site. The page is titled "Information for Administrators" and is accessed by the user "NCDC - NOAA National Climate Data Center". The page is divided into two main sections: "HPSS Support Contact Information" and "Personal Information for UID=NCDC".

HPSS Support Contact Information:

- Primary: Cindy Vo
Email: cindyv@us.ibm.com
Phone: 318-335-4491
- Secondary: Iar Kerr
Email: ikerr@us.ibm.com
Phone: 806-798-4806
- Technical: Ryan Nelson
Email: rynelson@noaa.gov
Phone: 828-271-4173

Personal Information for UID=NCDC:

First Name	ncdc
Last Name	ncdc
E-mail	noaa@ncdc.noaa.gov
Phone	

Buttons: Submit Changes, Change Password, Request Reflectors

The page also features a navigation menu on the left with links such as "High Performance Storage System Overview", "About HPSS", "Administration", "Update Support", "Resources", "Problem DB", "Data Backups", "Build/Flash Info", "Tools", "Software PTF's", "Software CR's", "Customer Info", "Users", "Services", "Contact Us", and "Related Links".

The screenshot shows the HPSS Customer Support page. The main content area is titled "Information for Administrators" and includes a warning: "This is a protected area. This page is accessible by NCDC - NOAA National Climate Data Center and IBM customer support personnel only. For a list of people with access to this area click [HERE](#)." Below this, there are tabs for "My Information", "Customer Support Info", and "Stats & Configuration". The "Customer Support Info" tab is active, showing "Call Reports - Working and Closed" and "Review Material". The "Review Material" section contains a list of links:

- Deliverables for Study Contract
 - [Presentation Charts - June 8, 2000](#)
 - [Operational Support and Training Plan - Report to NCDC](#)
 - [Job Scheduling for HPSS Data Ingest and Retrieval - Report to NCDC](#)
 - [System Architecture and Operations Plan for HPSS at NCDC - Report to NCDC](#)
- Examples of HPSS Monitoring Tools
 - [HPSS Storage Class Monitor](#) - Tabular display of all storage classes, disk/tape volumes, and File Families
 - [Content from the HPSS Migration Monitor Tool](#) - Lists the performance of all migration runs by disk storage class

Below the "Review Material" is a "Contract Documents" section with a link: [SOW for Analysis of Current and Future Data Storage Operation](#).

At the bottom of the page, there is a navigation bar with "HPSS Customer Support" on the left and the number "15" on the right.

The screenshot shows the HPSS Customer Support page, specifically the "Site Configuration and Statistics" section. The page has the same layout as the previous screenshot, but the "Stats & Configuration" tab is active. The "Site Configuration and Statistics" section includes a dropdown menu for "Statistic" and a "Machine" field. The "Statistic" dropdown menu is open, showing the following options:

- show_encms_info
- list
- hourly
- show_toda_info
- hpsslevels
- Core Server Summary

Below the dropdown menu, there are links for "print", "GIF", "PDF", and "Migration File".

At the bottom of the page, there is a navigation bar with "HPSS Customer Support" on the left and the number "16" on the right.

HPSS Customer Information - Netscape

IBM
Home | News | Products | Services | Solutions | About IBM

Search in HPSS

Netcape 6 users: click [here](#) for info on viewing secured pages.

Information for Administrators
This is a protected area. This page is accessible by NCDC - NOAA National Climatic Data Center and IBM customer support personnel only. For a list of people with access to this area click [HPSS NCDC User's Personal Space](#)

NCDC - NOAA National Climatic Data Center

My Information | Customer Support Info | Stats & Configuration

Site Configuration and Statistics

Select the desired statistics from the pull down to the left then select the machine from the pull downs to the right.

Statistic: Machine:

Core Server Summary:

NCDC - NOAA National Climatic Data Center								
Last Updated	HPSS Instance(s)	Encra Level	OS Level	HPSS Level	DCE Level	Core Server Platform	HPSS4.2 Host	CPUs & Memory
3/7/2001	Production	TXSeries 4.2 Patch 14	ADX 4.3.2	4.1.1 040708 041108 050215 050717	2.2 JTF Set Client 8	SP Watchhawk Node	2Q2001	4 2 GB
1/10/2001	Test							

HPSS Customer Support 17

HPSS Statistics - Netscape

daily.rime.ncdc.noaa.gov

Click [HERE](#) for definitions of the quantities in the site statistics.

HPSS Storage Space Statistics

Total Space Used

HPSS Customer Support 18

HPSS Course Plans

- **Plans for HPSS Courses**
 - Next set of courses probably in Fall, 2001
 - Updated based on HPSS 4.3