

Supporting ProtoGENI Users

A Few Statistics

- For Utah CM (including I2 backbone)
- Since Jan 1, 2010
- 1789 slivers created
- 81 users have created slivers
 - Most are users of the Utah SA
 - But not from Utah
 - 3 from Kentucky SA
 - 1 from GPO SA

What Are All These Slices?

- Testing and debugging
- Working on services, tools, etc.
- Security testing
- Running services
- Some experiments

Support Methods

- geni-users@emulab.net
 - General discussion, announcements
- geni-dev@emulab.net
 - Specific to developers
- testbed-ops@emulab.net
 - General Emulab support, catches some ProtoGENI
- Wiki
 - <http://www.protogeni.net>
 - Users can edit it, but almost never do

Support Statistics

- Since Jan 1, 2010
- geni-users mailing list
 - 487 messages
- geni-dev mailing list
 - 774 messages
 - 55 unique senders
- testbed-ops mailing list
 - 26,638 messages
 - ~4k when auto-generated mail is ignored

Some User Questions

- My slice is failing, nodes aren't booting, etc.
- Questions about ssh keys
 - We require the use of ssh keys, not passwords
- Why can't I delete my slice?
- How do I use shared/exclusive nodes?
- Can I run Operating System X?
 - Why is your default OS so old?
 - Can I make a custom OS image?
- Flash client: server and client certificates

More Questions

- RSpec questions
 - How do I ask for X?
 - Lots of examples
- Backbone questions
 - How do I use backbone nodes?
 - How do I connect nodes at different backbone sites?
 - Making VLANs between backbone partners