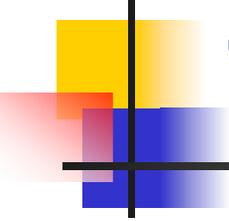


The Written Word

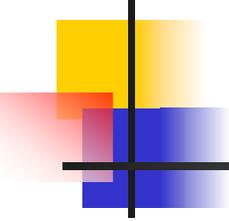
CD/CSS/CSI

March 5, 2003



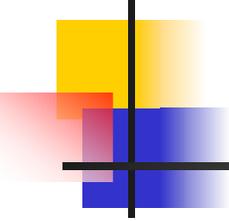
The Problem

- Maintenance of open source software is time consuming and error prone. Multiple platforms complicate the matter.
- Numerous products to support, impossible to really know all the products well enough to even test if the built product works properly, let alone debug problems.
- Easy for important patches (security) to get overlooked.
- We just don't have the manpower to provide support for open source packages that the old UAS group provided.
- Currently, we are providing only "life boat" support.



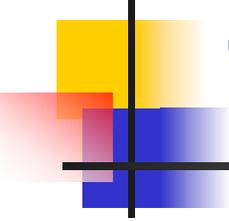
History of Open Source Support at FNAL

- Supported by UAS until Sept. 2000.
- Planned commercial support of open source products was key component in disbanding of this group.
- Several alternatives considered. TWW provides a simple, inexpensive service that meets our needs.



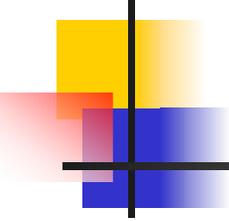
The Written Word – Background

- A local company (Roselle, IL) that provides pre-compiled binaries of Open Source software for AIX, HP-UX, IRIX, RH Linux, Solaris, and Tru64 Unix.
- Provides quarterly updates through a subscription service (\$1400/year per platform).
- Online support available.
- Good track record. Wolfgang Friebel from DESY gave very favorable review to TWW in a presentation given at [Hepix 2000](#).
- This is all they do.



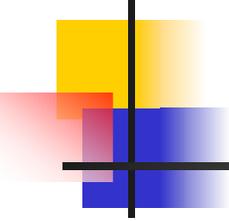
TWW at FNAL

- Subscriptions for IRIX, Linux, SunOS
- We provide TWW in two formats:
 - Rolled up version available via ftp.
 - Unbundled version installed in AFS space & defined in ups.
 - Most users will opt for this.



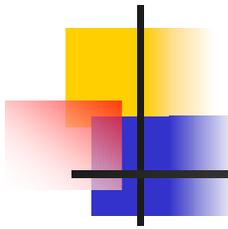
Rolled Up Version

- Served via the web from fnkits.
- Allows users to download and install in a local area, instead of accessing AFS version through UPS.



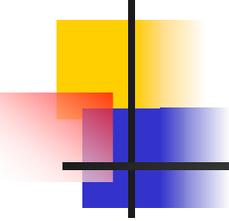
Unbundled Version

- Stored in AFS space
- One standard generic ups table file was created to work for all TWW products.
- Users are required to create a link (in `/opt/TWWfsw`) on their local machine to the AFS product area.
- ups setup will warn users if link is missing.
- Except for the creation of the symlink, everything looks as before:
 - `setup blah`
 - `blah`



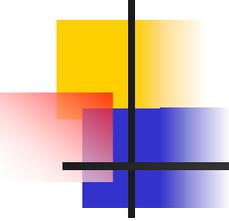
UPS -> TWW Support

- We will use TWW binaries for:
 - a2ps, bash, gtools, tk, dddebugger, diffutils, emacs, expect, ghostscript, imagemagick, mozilla, lsof, imagelibs, ispell, tcl, psutils, less, expat, lynx, openssl, mysql, xemacs, netscape, man2html, xntp, patch, pine, pgp, rcs, readline, tcl, tcsh, tk, nedit, ical, ..., others.



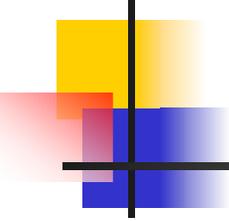
TWW Products that will be locally maintained

- gcc – Which thread library is it built with? Could consult with TWW to have them build with our thread package.
- gdb – KAI compiler issues.
- cvs – Kerberos patches.
- perl – Several modules are provided with FNAL version of perl.
- python – Same deal as perl.
- openssh – Kerberos patches.



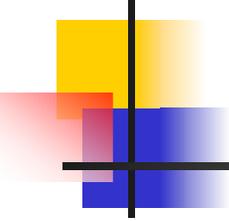
Where We Are

- TWW products installed in AFS space as development (-d)
- Unbundled version available via ftp from fnkits.
- Available via ups. Users need to:
 - Set appropriate link in `/opt/TWWfsw`
 - `setup -d blah`



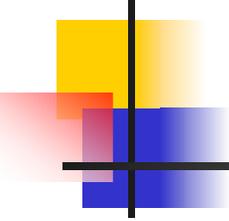
Implementation Plan

- Announce on March 5 that TWW products will become current on March 19.
- To ease transition, UPS will create the link `/opt/TWWfsw` on the users local machine. There will be a small number of cases where this will fail, and the user will need to create the link manually.
- Older versions of products will remain available.



Support Issues

- Support for products will be the same as today.
 - Community based support
- Users can open helpdesk tickets as today.
- Support group has an extra tool not previously available.
 - TWW provides online help, and also “try our best” to help resolve usage problems.



Summary

- Better open source support will be provided for \$4200/year.
- Little impact to end user. Can still go through UPS.
- Doing more with less.