

Ganga error reporting tool

Current status & future development

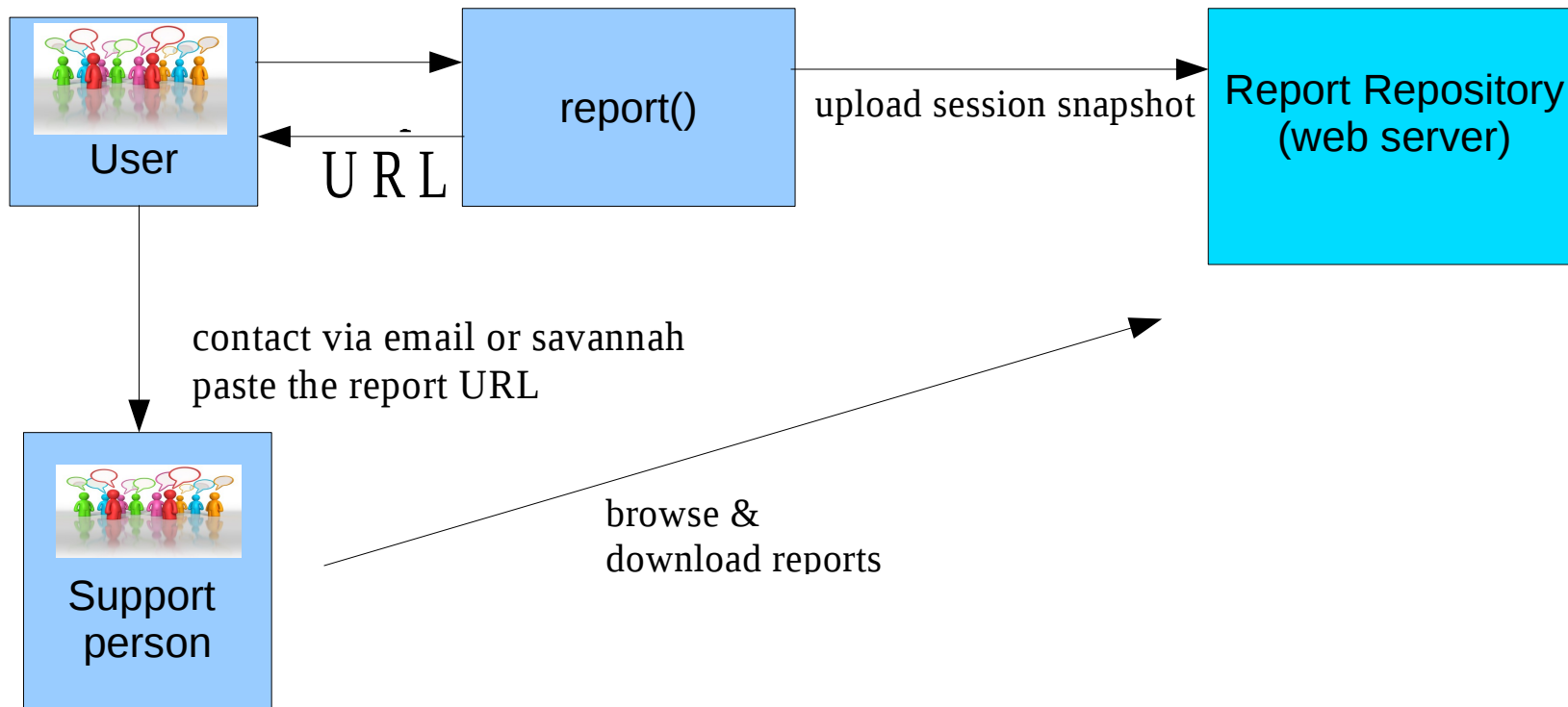
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Motivation

Helping(making faster) the process of supporting users for ganga related problems

- when a problem is reported by a user the support person usually asks by email for user's configuration, environment, commands that the user executed.
- the idea of the error reporting tool is to be one click tool that gathers and sends on a web server all relevant information about the problematic ganga session
- the support person can then download the report and investigate the problem

Work flow in ganga error reports



Content of the report

- report called without argument
 - user's configuration and environment, ganga log and history of the executed commands
- report called with job object argument
 - all the info gathered when report called without argument plus job specific info
 - job's repository, workspace and file objects
 - summary and full print of the job

How to use it in Ganga

- Start Ganga and type `report()` or `report(job_object)`

```
In [1]:report()
```

```
Your error report was uploaded to ganga developers with the following URL.  
You may include this URL in your bug report or in the support email to the developers.
```

```
*** http://gangamon.cern.ch/django/errorreports/download/49 ***
```

```
In [2]:report(jobs[-1])
```

```
Your error report was uploaded to ganga developers with the following URL.  
You may include this URL in your bug report or in the support email to the developers.
```

```
*** http://gangamon.cern.ch/django/errorreports/download/50 ***
```

```
In [3]:█
```

- On the returned link after authorization you can download the report

List of all ganga reports

eGee

Ganga error reports



Username: From Till

Reports

Show entries

Report number	Time uploaded	Username	Ganga version	Monitoring link	Download
28	2010-07-27 13:02:55	metauser	metaversion	job monitoring	Download
27	2010-07-26 15:50:19	metauser	metaversion	job monitoring	Download
26	2010-07-15 15:50:03	ivan	Ganga-SVN		Download
25	2010-07-15 14:45:29	ivan	Ganga-SVN		Download
24	2010-07-08 16:48:10	dtuckett			Download
23	2010-07-07 14:05:31	dtuckett			Download
22	2010-07-07 12:50:16	jha			Download
21	2010-06-21 17:58:55	desimone	Ganga-5-5-8	job monitoring	Download
20	2010-06-21 17:57:55	desimone	Ganga-5-5-8	job monitoring	Download
19	2010-06-21 16:43:34	jhe	Ganga-5-5-8	job monitoring	Download

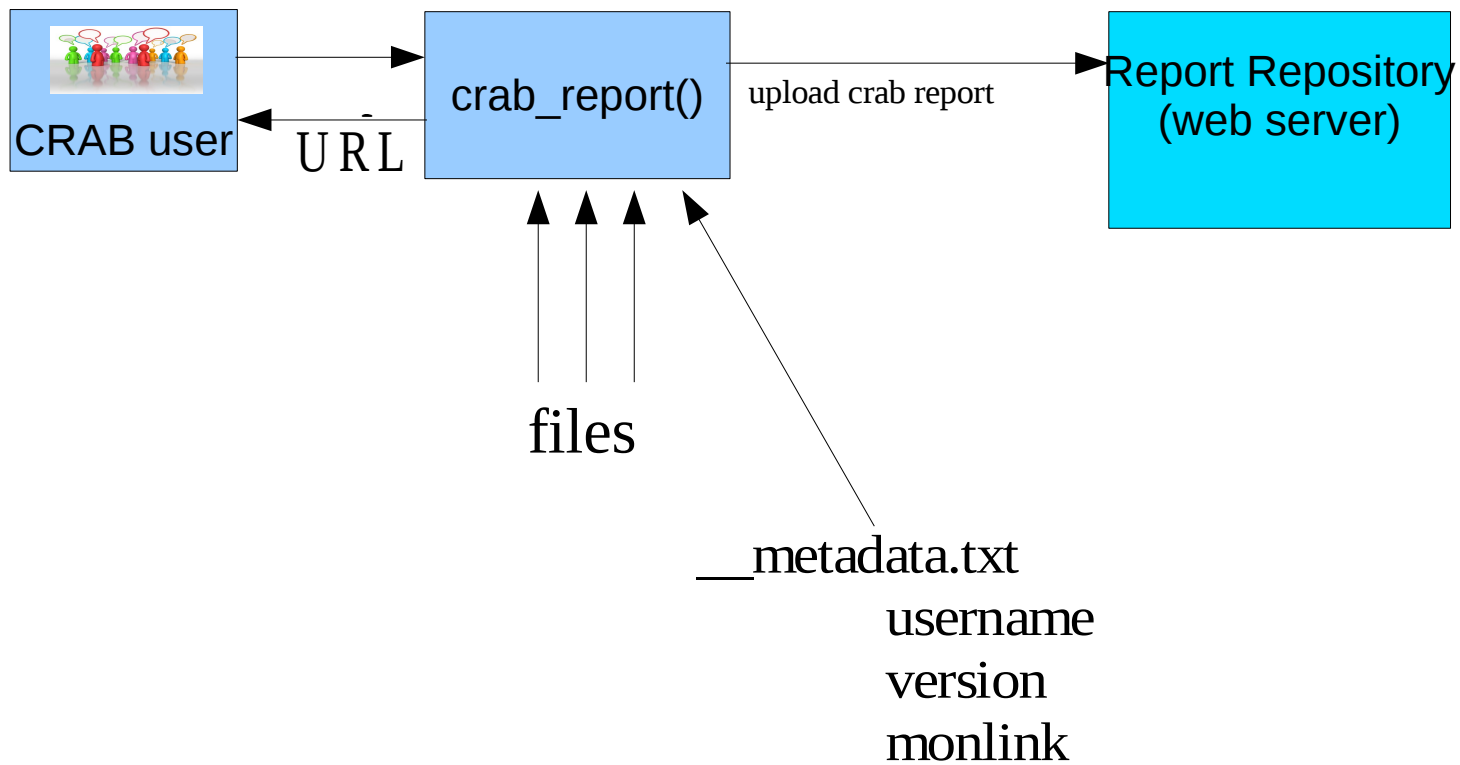
Showing 1 to 10 of 28 entries

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Ganga error reports © 2009

- paging , sorting of the table
- filtering by user, time uploaded, version

Customization of the tool for CMS



CMS error reports page

CMS error reports 

Username: From Till

Reports

Show entries

Report number	Time uploaded	Username	Version	Monitoring link	Download
5	2010-08-09 14:09:04	metauser2	metaversion2		Download
4	2010-08-05 11:51:24	metauser3	metaversion3		Download
3	2010-08-05 11:39:35	metauser1	metaversion1	cms job monitoring	Download
2	2010-08-05 11:39:30	metauser2	metaversion2		Download
1	2010-08-04 17:32:15	metauser	metaversion	other monitoring job monitoring	Download

Showing 1 to 5 of 5 entries

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- different logo and headers in the UI

Next steps

- for CMS
 - integration of the upload script into CRAB (CMS team)
 - get feedback and improve the tool (us)
- for ATLAS / LHCb
 - announce the service in the next Ganga release
 - get feedback and improve