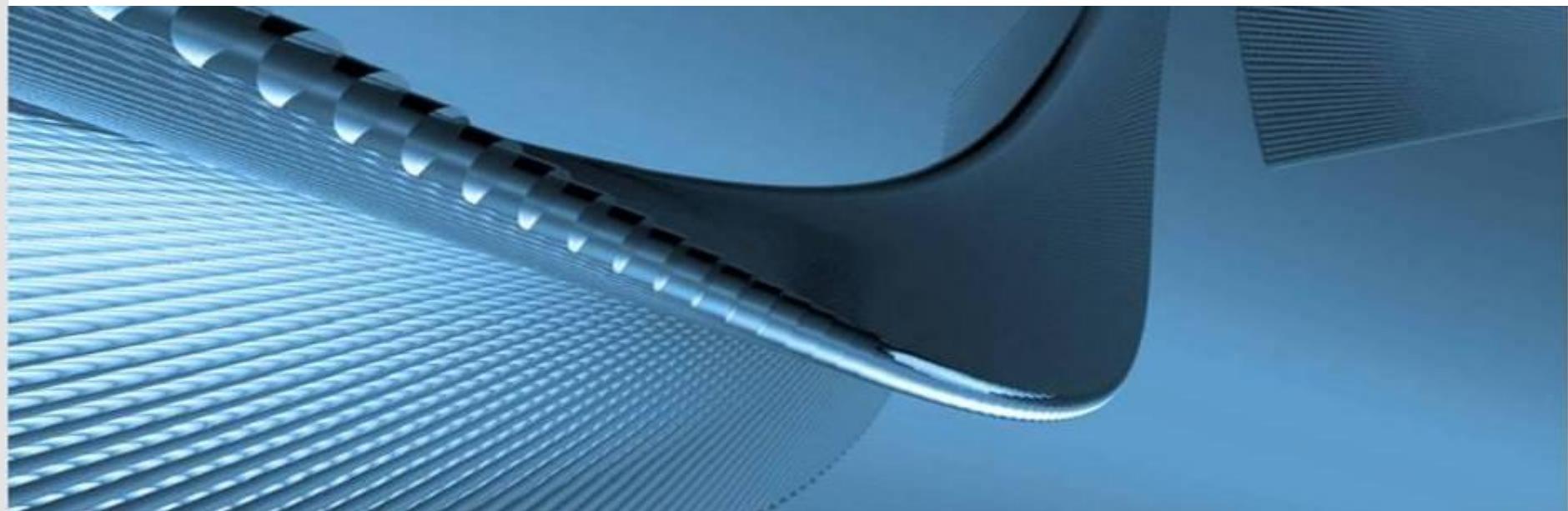


LHCOPN – OPS-WG
Berkeley – 30th Jan. 2011

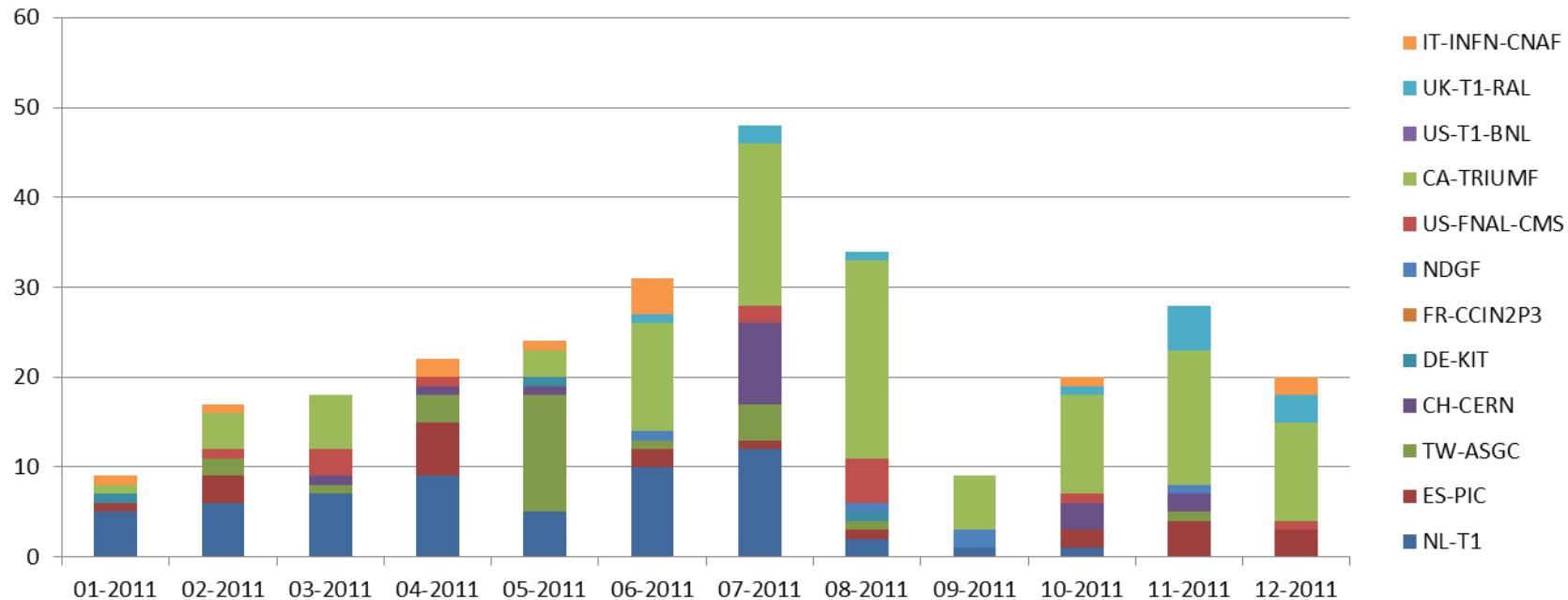
Bruno Hoeft



Agenda

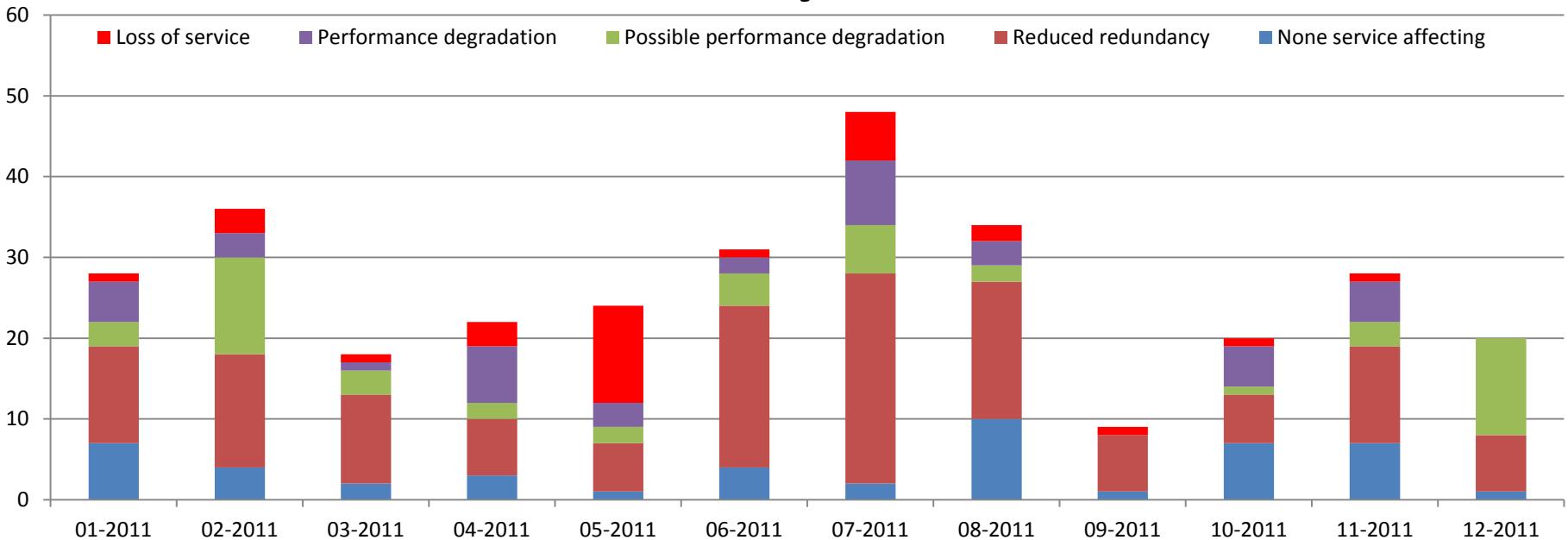
- LHCOPN – statistics
 - Tickets of 2011
- User (access) rights @ GGUS-TT
- LHCOPN ticket search @ WLCG-TT
- New → Open LHCOPN @ WLCG-TT
- New → Cross reference
 - @ LHCOPN-TT
 - @ GGUS/WLCG-TT
 - Links tests !!!

Ticket distribution over Tier-1



- 2011 total-# of tickets: 318
- Approx. average of 26,5 per month
- Last quarter : total TTS : 68 → approx 22,5 per month

severity of TT



- Increase of 7% at „None service affecting“ TT
- General shift to non service impacting TT
- Only 2% „loss of service“ TT
- stability through redundancy

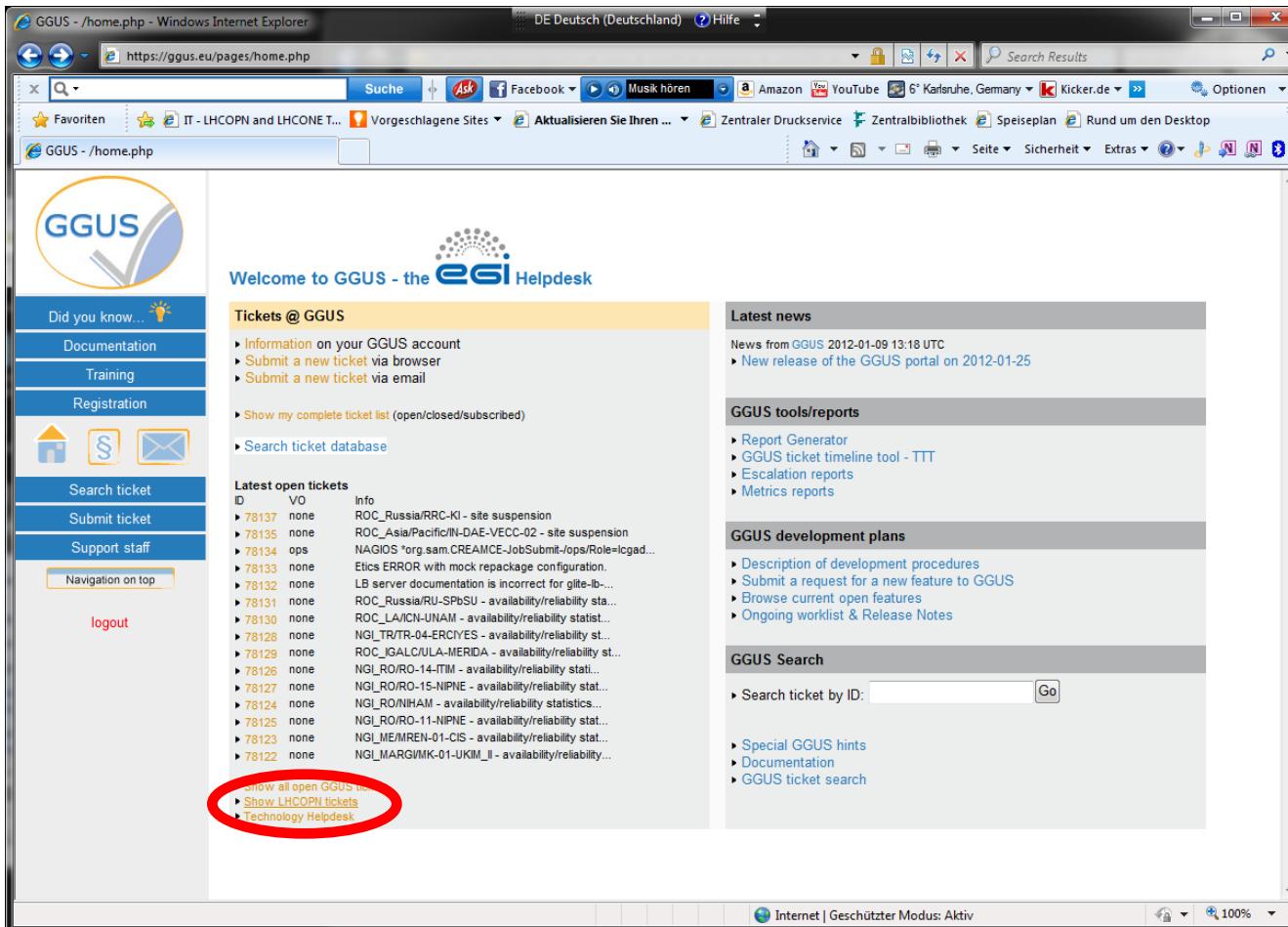
Robustness of LHCOPN

- Decreasing no of severe impacts during 2011
 - Less severe TT
 - Less severe incidents:
 - even BGP reports at Spectrum dashboard at CERN decreased
 - But still reports without matching LHCOPN-TT
 - No major impact
 - No LHCOPN maintenance TT to intervene (eg. overlapping of activities)

User (access) rights @ GGUS-TT

- GGUS-TT
 - Access only authorized for user with
 - a valid CA-certificat
 - or a valid login
 - Access rights are granted per user
 - Access to LHCOPN-TT includes an additional privilege

LHCOPN ticket search @ WLCG-TT



The screenshot shows the GGUS portal interface in Internet Explorer. The main content area displays a "Welcome to GGUS - the **egi** Helpdesk" message. On the left, a sidebar lists navigation options like "Did you know...", "Documentation", "Training", "Registration", "Search ticket", "Submit ticket", and "Support staff". A red oval highlights the "Show LHCOPN tickets" link under the "Technology Helpdesk" section.

Tickets @ GGUS

- Information on your GGUS account
- Submit a new ticket via browser
- Submit a new ticket via email
- Show my complete ticket list (open/closed/subscribed)
- Search ticket database

Latest open tickets

ID	VO	Info
78137	none	ROC_Russia/RRC-KI - site suspension
78135	none	ROC_Asia/Pacific/ILN-DAE-VECC-02 - site suspension
78134	ops	NAGIOS /org.sam.CREAMCE-jobSubmit-ops/Role=lgad...
78133	none	Erics ERROR with mock repackage configuration.
78132	none	LB server documentation is incorrect for glite-lb...
78131	none	ROC_Russia/RU-SPbSU - availability/reliability sta...
78130	none	ROC_LA/ICH-UNAM - availability/reliability statist...
78128	none	NGLTR/TR-04-ERCYES - availability/reliability stati...
78129	none	ROC_IAGLC/ULA-MERIDA - availability/reliability stati...
78126	none	NGL_RO/RO-14-ITIM - availability/reliability stati...
78127	none	NGL_RO/RO-15-NPNE - availability/reliability stati...
78124	none	NGL_RO/NIHAM - availability/reliability statistics...
78125	none	NGL_RO/RO-11-NPNE - availability/reliability stati...
78123	none	NGL_ME/MREN-01-CIS - availability/reliability stati...
78122	none	NGL_MARGIMK-01-UKIM_II - availability/reliability...

Show all open GGUS tickets

- Show LHCOPN tickets
- Technology Helpdesk

Latest news

- News from GGUS 2012-01-09 13:18 UTC
- New release of the GGUS portal on 2012-01-25

GGUS tools/reports

- Report Generator
- GGUS ticket timeline tool - TTT
- Escalation reports
- Metrics reports

GGUS development plans

- Description of development procedures
- Submit a request for a new feature to GGUS
- Browse current open features
- Ongoing worklist & Release Notes

GGUS Search

Search ticket by ID: Go

- Special GGUS hints
- Documentation
- GGUS ticket search

- Unprivileged WLCG-TT users are offered search at LHCOPN tickets

LHCOPN ticket search @ WLCG-TT

GGUS - /all_lhcopn.php - Windows Internet Explorer
https://ggus.eu/pages/all_lhcopn.php

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 Favoriten IT - LHCOPN and LHCONE T... Vorgeschlagene Sites Aktualisieren Sie Ihren... Zentraler Druckservice Zentralbibliothek Speiseplan Rund um den Desktop
 certificate of origin - Goog... dict.leo.org - Ergebnisse für... GGUS - /all_lhcopn.php

GGUS Global Grid User Support **egi**

LHCOPN Dashboard LHCOPN webcalendar

LHCOPN Tickets in GGUS

LHCOPN - Dashboard Page loaded:2012-01-16 09:40 UTC show/save search result as PDF | CSV

Show all tickets in status open assigned to any view only changes
 kind of impact all ordered how desc go

5 tickets found.

ID	Status	Prob Start	Prob End	Category	Problem	Assigned to	LinkID	Imp. Sitename	Info
78211	assigned	2012-01-18 02:00	2012-01-18 10:00	ML3	Connect	TW-ASGC	TW-ASGC-AMS-CHI-LHCOPN-001 - 2.5G TW-ASGC-AMS-TPE-LHCOPN-001 - 10G TW-ASGC-CHI-TPE-LHCOPN-001 - 2.5G	CA-TRIUMF CH-CERN DE-KIT ES-PIC FR-CCIN2P3 IT-INFN-CNAF NDGF NL-T1 TW-ASGC UK-T1-RAL US-FNAL-CMS US-T1-BNL	Emergency power maintenance
78189	assigned	2012-01-12 16:12	n/a	IL2	Other	DE-KIT			Testticket --- please ignore
77456	in progress	2011-12-14 08:30	n/a	IL2	Connect	UK-T1-RAL	CERN-RAL-LHCOPN-002 - B - 10G	UK-T1-RAL	LHC-2 10GE from RAL to CERN Backup - fibre break
77379	in progress	2011-12-11 07:21	n/a	IL2	Connect	US-FNAL-CMS		CH-CERN US-FNAL-CMS	Problem with the Geneva-MANLAN link.
74454	in progress	2011-07-01 00:01	2011-09-30 23:59	ML2	Connect	TW-ASGC	TW-ASGC-AMS-TPE-LHCOPN-001 - 10G	CA-TRIUMF CH-CERN	Planned work by fiber subcontractor Netherlight-20110919-1

Abbreviations

Category (=Ticket Category)	Problem (=Type of network problem)
IL2	Incident L2
IL3	Incident L3
Info	Informational
ML2	Maintenance L2
ML3	Maintenance L3
	Connectivity
	Performance
	Sev Perf
	Min Perf
	Unk
	Mon

Internet | Geschützter Modus: Aktiv 100%

- Search options can be chosen
- List of all matched LHCOPN tickets

Open LHCOPN @ WLCG-TT

GGUS - /ticket_lhcopn_details.php - Windows Internet Explorer
https://ggus.eu/pages/ticket_lhcopn_details.php?ticket=78211

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certificate of origin - Goog... dict.leo.org - Ergebnisse fü... GGUS - /ticket_lhcopn... Seite Sicherheit Extras

GGUS Home
  

LHCOPN Dashboard LHCOPN webcalendar

LHCOPN Ticket-ID: 78211

Information Ticket-ID: 78211

Submitter: Chien-Hung Lin 148165	Problem start date: 2012-01-18 02:00:00 UTC	Assigned to: TW-ASGC
from site: TW-ASGC	Problem end date: 2012-01-18 10:00:00 UTC	Status: assigned
User notification: on every change	Type of problem: Connectivity	Ticket category: Maintenance L3
	Priority: top priority	Service impacted: Loss of service

Impacted Sites: CH-CERN CA-TRIUMF DE-KIT ES-PIC FR-CCIN2P3 IT-INFN-CNAF NDGF NL-T1 TW-ASGC UK-T1-RAL US-FNAL-CMS US-T1-BNL
Link ID: TW-ASGC-AMS-CHI-LHCOPN-001 - 2.5G / TW-ASGC-AMS-TPE-LHCOPN-001 - 10G / TW-ASGC-CHI-TPE-LHCOPN-001 - 2.5G

Description: Emergency power maintenance
Detailed description:
 ASGC data center has an emergency power maintenance.
 Start time: 2012-01-18 02:00 UTC
 End time: 2012-01-18 10:00 UTC
 ASGC Taipei router will be down during the maintenance

[Top] [History]

History Ticket-ID: 78211

Last modifier	Date Time (UTC)	Action taken/comments
Chien-Hung Lin 148165	2012-01-13 08:36	

[Top] [History]

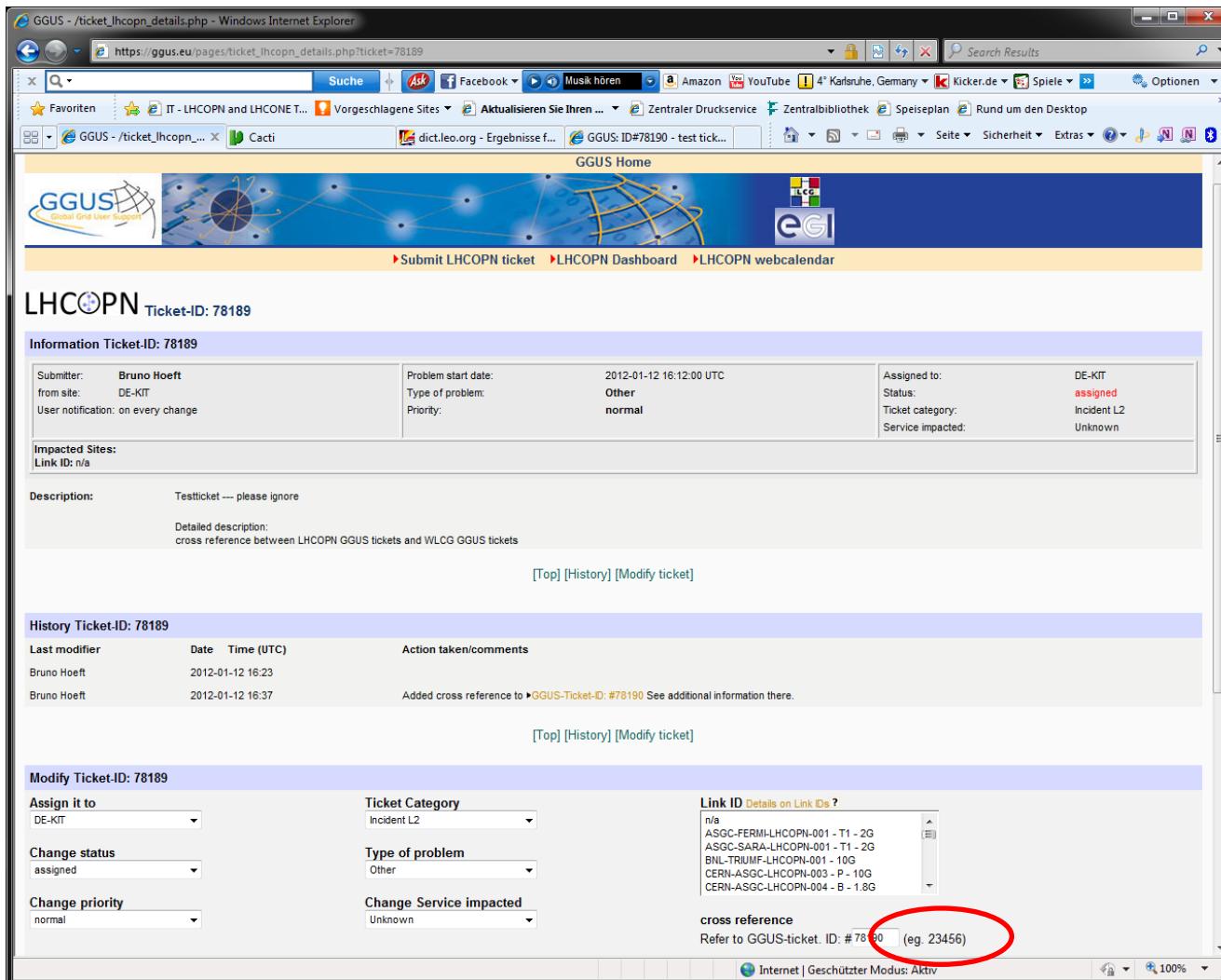
Internet | Geschützter Modus: Aktiv 100%

- Unprivileged GGUS user
- Access to all LHCOPN tickets
- All LHCOPN ticket information
- Only read access

Cross reference

- This function will allow to link
 - A LHCOPN ticket to
 - A GGUS WLCG ticket
- The link can be followed dynamicaly from both TT-systems

Crossreference @ LHCOPN-TT



Information Ticket-ID: 78189

Submitter: Bruno Hoeft	Problem start date: 2012-01-12 16:12:00 UTC	Assigned to: DE-KIT
from site: DE-KIT	Type of problem: Other	Status: assigned
User notification: on every change	Priority: normal	Ticket category: Incident L2
Service impacted: Unknown		

Impacted Sites:
Link ID: n/a

Description: Testticket --- please ignore

Detailed description: cross reference between LHCOPN GGUS tickets and WLCG GGUS tickets

[Top] [History] [Modify ticket]

History Ticket-ID: 78189

Last modifier	Date	Time (UTC)	Action taken/comments
Bruno Hoeft	2012-01-12	16:23	
Bruno Hoeft	2012-01-12	16:37	Added cross reference to GGUS-Ticket-ID: #78190 See additional information there.

[Top] [History] [Modify ticket]

Modify Ticket-ID: 78189

Assign to: DE-KIT	Ticket Category: Incident L2	Link ID Details on Link IDs ?
Change status: assigned	Type of problem: Other	n/a ASGC-FERMI-LHCOPN-001 - T1 - 2G ASGC-SARA-LHCOPN-001 - T1 - 2G BNL-TRIUMF-LHCOPN-001 - 10G CERN-ASGC-LHCOPN-003 - P - 10G CERN-ASGC-LHCOPN-004 - B - 1.8G
Change priority: normal	Change Service impacted: Unknown	cross reference Refer to GGUS-ticket. ID: # 78190 (eg. 23456)

- GGUS – USER with LHCOPN attribute
 - Cross reference will be included automatically at GGUS/WLCG-TT
- At LHCOPN-TT
 - Erase of crossreference not foreseen yet

Crossreference @ LHCOPN-TT

- Cross reference @ history section

GGUS - /ticket_lhcopn_details.php - Windows Internet Explorer
https://ggus.eu/pages/ticket_lhcopn_details.php?ticket=78189

LHCOPN Dashboard LHCOPN webcalendar

LHCOPN Ticket-ID: 78189

Information Ticket-ID: 78189

Submitter: Bruno Hoeft	Problem start date: 2012-01-12 16:12:00 UTC	Assigned to: DE-KIT
from site: DE-KIT	Type of problem: Other	Status: assigned
User notification: on every change	Priority: normal	Ticket category: Incident L2
Service impacted: Unknown		

Impacted Sites:
 Link ID:

Description: Testticket --- please ignore

Detailed description:
 cross reference between LHCOPN GGUS tickets and WLCG GGUS tickets

[Top] [History]

History Ticket-ID: 78189

Last modifier	Date	Time (UTC)	Action taken/comments
Bruno Hoeft	2012-01-12	16:23	
Bruno Hoeft	2012-01-12	16:37	Added cross reference to GGUS-Ticket-ID: #78190 See additional information there.
Helmut Dres (DE-KIT)	2012-01-13	08:27	Public Diary: Hi Bruno Please see my comments in the cross-referenced ticket.
Bruno Hoeft	2012-01-16	10:56	cheers Helmut Added cross reference to GGUS-Ticket-ID: #78284 See additional information there.

[Top] [History]

Internet | Geschützter Modus: Aktiv 100%

Crossreference @ LHCOPN-TT

GGUS - /ticket_lhcopn_details.php - Windows Internet Explorer
https://ggus.eu/pages/ticket_lhcopn_details.php?ticket=78189

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GGUS /ticket_lhcopn_details.php

Submit LHCOPN ticket **LHCOPN Dashboard** **LHCOPN webcalendar**

LHCOPN Ticket-ID: 78189

Information Ticket-ID: 78189

Submitter: Bruno Hoeft	Problem start date: 2012-01-12 16:12:00 UTC	Assigned to: DE-KIT
from site: DE-KIT	Type of problem: Other	Status: assigned
User notification: on every change	Priority: normal	Ticket category: Incident L2
Service impacted: Unknown		

Impacted Sites:
Link Id:

Description: Testticket --- please ignore

Detailed description: cross reference between LHCOPN GGUS tickets and WLCG GGUS tickets

[Top] [History] [Modify ticket]

History Ticket-ID: 78189

Last modifier	Date	Time (UTC)	Action taken/comments
Bruno Hoeft	2012-01-12	16:23	Added cross reference to GGUS-Ticket-ID: #78190 See additional information there.
Bruno Hoeft	2012-01-12	16:37	Public Diary: Hi Bruno
Helmut Dres (DE-KIT)	2012-01-13	08:27	Please see my comments in the cross-referenced ticket. cheers Helmut
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[Top] [History] [Modify ticket]

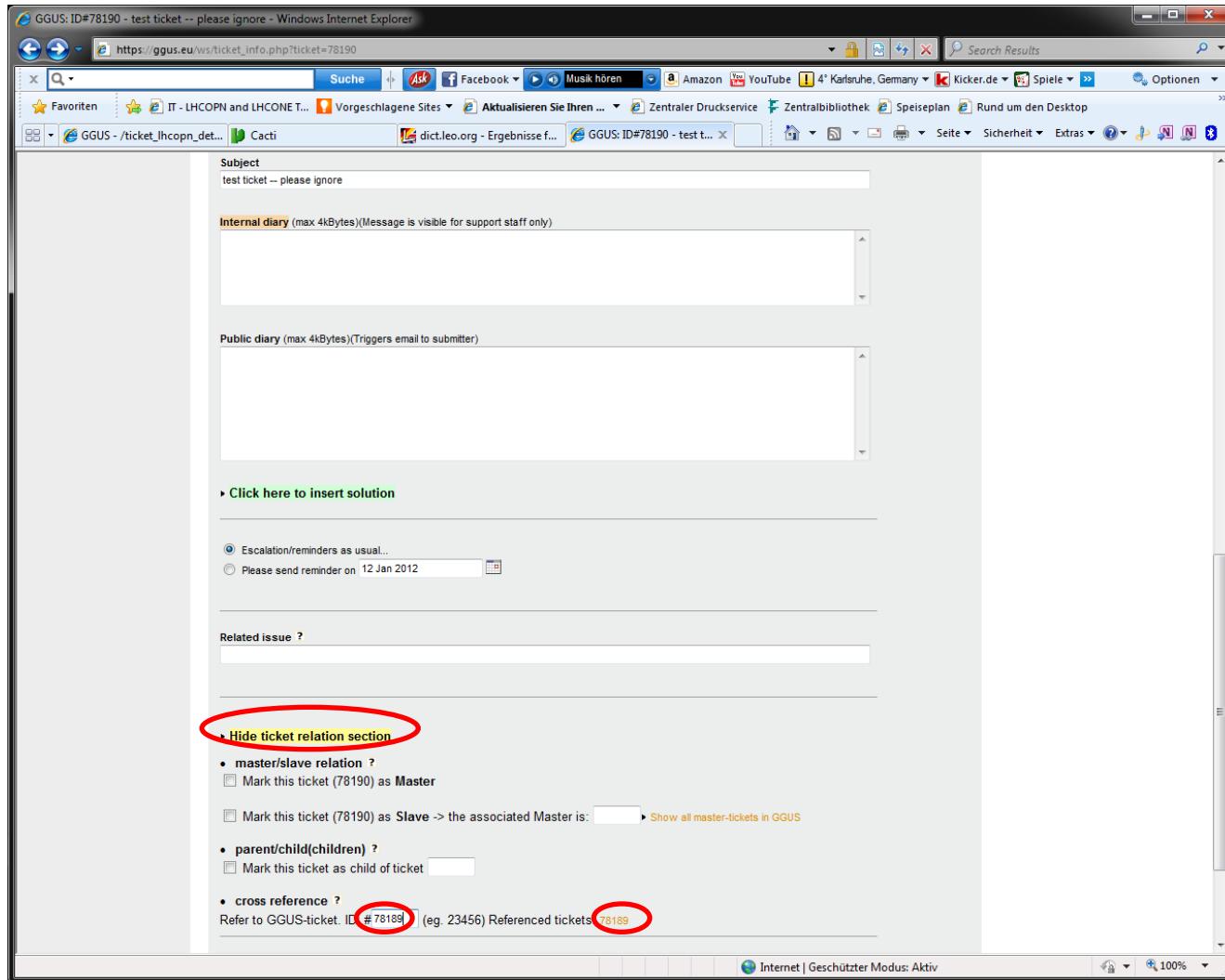
Modify Ticket-ID: 78189

Assign it to: DE-KIT	Ticket Category: Incident L2	Link ID Details on Link IDs ? n/a ASGC-FERMI-LHCOPN-001 - T1 - 2G ASGC-SARA-I HCPNL-001 - T1 - 2G
----------------------	------------------------------	--

- Cross reference
@
history section

--
user with
LHCOPN
attribute →
Modify section
accessible

Crossreference @ WLCG-TT



- GGUS/WLCG user with or without LHCOPN attribute
Activate:
“Hide ticket relation section”
- A cross reference can be specified and will be written to the LHCOPN ticket (history section)

Backup Link test status

Regular backup tests:

<u>Site</u>	<u>Date of last backup test report</u>	<u>Have we a report since 1 year?</u>
CA-TRIUMF	2008-06-03	KO
CH-CERN	2011-10-15	OK
DE-KIT	2011-08-16	OK (partly)
ES-PIC	2011-05-05	OK (partly)
FR-CCIN2P3	2010-03-08	KO
IT-INFN-CNAF	2008-04-09	KO
NDGF	2008-04-09	KO
NL-T1	2009-02-10	KO
TW-ASGC	2010-12-28	KO
UK-T1-RAL	2010-08-24	KO
US-FNAL-CMS	2008-04-24	KO
US-T1-BNL	2008-06-03	KO

- 2012 Backuplink test
 - Failure + a little documentation
 - Time
 - Duration
 - Env. Asymmetric transfer
- 2013 plan an organized backup link test over all sites

thanks for your attention



Questions

LHCOPN – OPS-WG
Berkeley – 30th Jan. 2011
Bruno Hoeft

