

GGUS

Change process | 24x7 operations

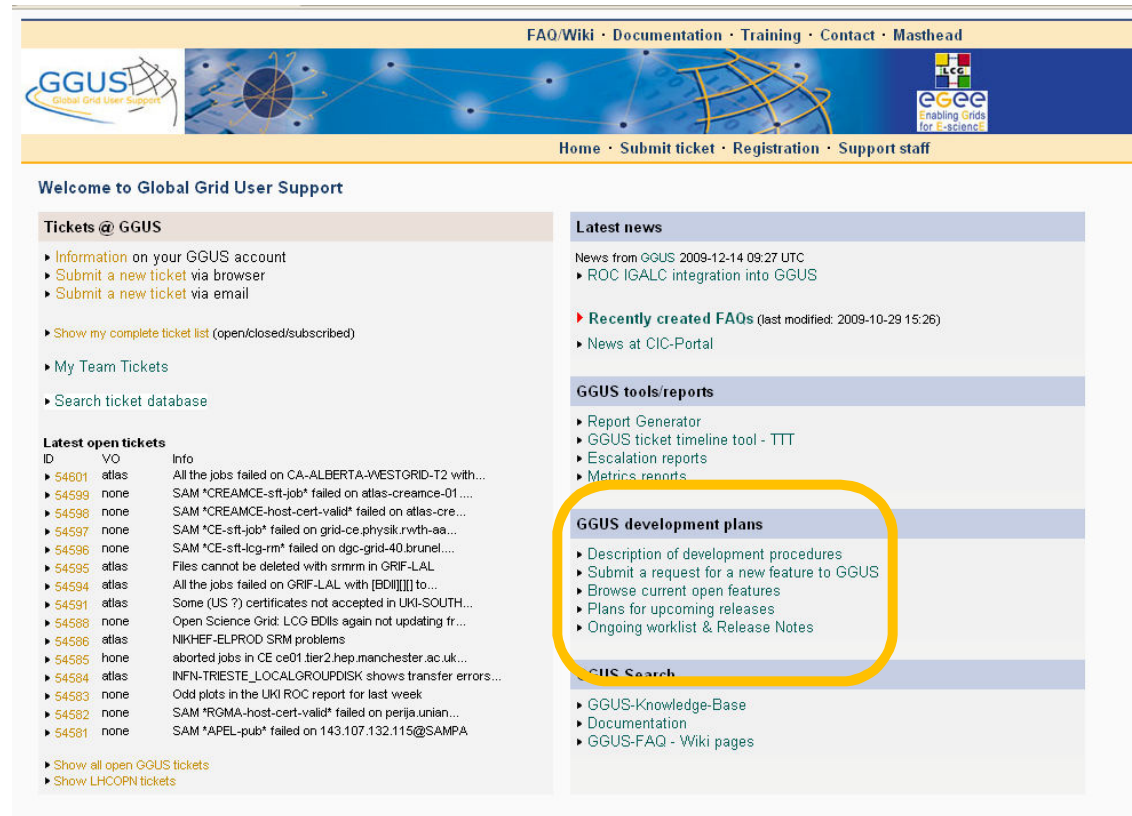
Torsten Antoni (KIT) - GDB 2010/01/13

- **Shopping list**
 - A savannah project, hosted at CERN
 - It is an open forum where wishes and requests for GGUS can be sent to and where they are being recorded

- **Shopping list meetings**
 - The items entered in the shopping list will be discussed within a smaller group of GGUS experts who meet on a weekly basis.
 - The decisions being made here will be published and listed in the OWL

- Release content definition

- Only proofed and agreed items of the shopping list make it into the ongoing worklist.
- It is the official plan where everybody can get information on what is going on at GGUS.



FAQ/Wiki · Documentation · Training · Contact · Masthead

GGUS Global Grid User Support

Home · Submit ticket · Registration · Support staff

Welcome to Global Grid User Support

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)
- ▶ My Team Tickets
- ▶ Search ticket database

Latest open tickets

ID	VO	Info
▶ 54601	atlas	All the jobs failed on CA-ALBERTA-WESTGRID-T2 with...
▶ 54599	none	SAM *CREAMCE-stf-job* failed on atlas-creamce-01
▶ 54598	none	SAM *CREAMCE-host-cert-valid* failed on atlas-cre...
▶ 54597	none	SAM *CE-stf-job* failed on grid-ce.physik.rwth-aa...
▶ 54596	none	SAM *CE-stf-lcg-rm* failed on dgc-grid-40.brunel...
▶ 54595	atlas	Files cannot be deleted with srmrm in GRIF-LAL
▶ 54594	atlas	All the jobs failed on GRIF-LAL with [BDI][] to...
▶ 54591	atlas	Some (US ?) certificates not accepted in UKI-SOUTH...
▶ 54588	none	Open Science Grid: LCG BDIs again not updating fr...
▶ 54586	atlas	NIKHEF-ELPROD SRM problems
▶ 54585	none	aborted jobs in CE ce01.liter2.hep.manchester.ac.uk...
▶ 54584	atlas	INFN-TRIESTE_LOCALGROUPDISK shows transfer errors...
▶ 54583	none	Odd plots in the UKI ROC report for last week
▶ 54582	none	SAM *RGMA-host-cert-valid* failed on perija.unian...
▶ 54581	none	SAM *APEL-pub* failed on 143.107.132.115@SAMPA

- ▶ Show all open GGUS tickets
- ▶ Show LHCOPN tickets

Latest news

- News from GGUS 2009-12-14 09:27 UTC
- ▶ ROC IGALC integration into GGUS
- ▶ Recently created FAQs (last modified: 2009-10-29 15:26)
- ▶ News at CIC-Portal

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
- ▶ Plans for upcoming releases
- ▶ Ongoing worklist & Release Notes

GGUS Search

- ▶ GGUS-Knowledge-Base
- ▶ Documentation
- ▶ GGUS-FAQ - Wiki pages

- **Release preparation**
 - Timely announcements via various information channels
 - Moving the new features from the development system to the GGUS training system
 - Testing the new features
 - Involvement of interface developers if necessary

- **Problems with Alarm Tickets after the November `09 release**
 - Submission of Alarm tickets was not possible
 - Alarm email wasn't sent to ROC CERN

 - Causing both problems:
Mismatch between GOCDB and WLCG site names

- **Problem with Alarm Tickets submission after Nov09 release**
 - SA1 requested to create reports about site performance which take time zones and office hours into consideration
 - For gathering this data we implemented a table in the background that collects the data necessary for this.
 - This table uses another table containing the time zones and office hours of all sites registered in GOC DB and OIM.
 - For the alarm tickets the WLCG names were used. Unfortunately we didn't create entries for the WLCG site names with time zone and office hour information.
 - Therefore ticket submission failed.

- **Problem with Alarm Ticket notification for ROC CERN**
 - Origin was the change request recorded here <https://savannah.cern.ch/support/index.php?110614>: (converge tier-1s site names from two sites into one, the WLCG name should be only an alias to the GOCDB name)
 - GGUS ticket was raised on 2009-12-14: “CERN did not receive the ALARM mail from two tickets (a test ticket 54103 and a real ticket 54055)”
 - Error only affected CERN-PROD as this site requires an extra function to control the individual alarm contacts for each WLCG VO
 - Reason was a forgotten update of the “new” CERN site name within this function.
 - Error was not detected because the test of the alarm ticket procedure after release was only carried out for FZK-LCG2 to keep “the noise” low.

- **Solution :**
Site names in this menu are taken from GOCDDB.
WLCG names for Tier1's are mapped as follows:

GOCDDB


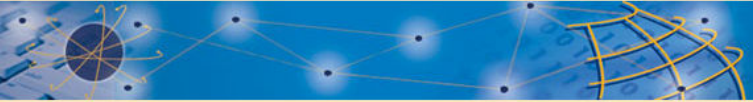

TRIUMF-LCG2
 CERN-PROD
 FZK-LCG2
 pic
 IN2P3-CC
 INFN-T1
 NDGF-T1
 NIKHEF
 SARA-MATRIX
 Taiwan-LCG2
 RAL-LCG2
 USCMS-FNAL-WC1
 BNL-ATLAS

WLCG

CA-TRIUMF
 CH-CERN
 DE-KIT
 ES-PIC
 FR-CCIN2P3
 IT-INFN-CNAF
 NDGF
 NL-T1
 NL-T1
 TW-ASGC
 UK-T1-RAL
 US-FNAL-CMS
 US-T1-BNL

- **Consequences of this problem**
 - **More frequent testing of the alarm mechanism**
 - **Alarm tests on a regular basis according to:**
<https://savannah.cern.ch/support/index.php?111475>

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[Home](#) · [Submit ticket](#) · [Registration](#) · [Support staff](#)

[▶ Open GGUS ticket](#) · [▶ Open LHCOPN ticket](#) · [▶ Open TEAM ticket](#)

Submit ALARM ticket

User information

Name: Torsten Antoni E-Mail:

CC to ? VO: none

Notification mode ? on every change on solution

ALARM information

Date / Time of Problem: 2010 / 01 / 12 / 14 : 08 UTC

Short description (required):

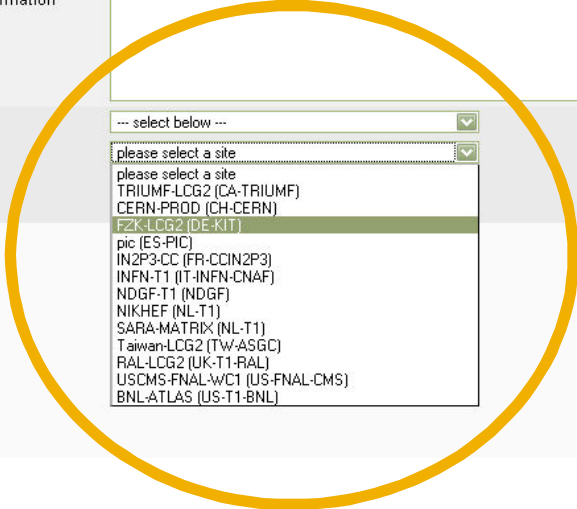
Describe your problem providing the information listed here ?

MoU Area:

Notify SITE ?

please select a site

- TRIUMF-LCG2 (CA-TRIUMF)
- CERN-PROD (CH-CERN)
- FZK-LCG2 (DE-KIT)**
- pic (ES-PIC)
- IN2P3-CC (FR-CCIN2P3)
- INFN-T1 (IT-INFN-CNAF)
- NDGF-T1 (NDGF)
- NIKHEF (NL-T1)
- SARA-MATRIX (NL-T1)
- Taiwan-LCG2 (TW-ASGC)
- RAL-LCG2 (UK-T1-RAL)
- USCMS-FNAL-wC1 (US-FNAL-CMS)
- BNL-ATLAS (US-T1-BNL)



- **Fail-over system**

- **Front end**

- Two parallel GGUS servers for both production and training area
- One is active, the other is standby
- One is a real machine, the other a virtual one
- The virtual machine is hosted on a VMware ESX cluster with Dynamic Resource Sharing and High Availability and a redundant connection to a Storage Area Network (SAN)
- The SAN on KIT Campus Nord has 2 locations separated by approx 500m, with independent power supply
- As we just upgraded our systems (RHEL 3→5, Remedy ARS 6.3 → 7.1)

- **Network**

- We currently have a redundant network connection (Internet)
 - *DFN*
 - *Belwue*

- **Fail-over system**
 - **Database**
 - **DB for production, development and training system on Oracle 9i auf Solaris 9, Veritas Cluster (Failover)**
 - **Plans**
 - **Moving to Oracle 10g Real Application Cluster (RAC) with 2 nodes and DataGuard at two separate 2 locations**
 - **Planned for GGUS Release February 2010 (which might be in March, actually)**
 - **Automate the failover of the frontend to minimise the manual intervention needed**

- **On-call service**
 - The GGUS servers are included in the local Nagios monitoring
 - In case of a failure of the GGUS system outside office hours an alarm will be created
 - On-call engineers of the „Grid services and GGUS“ team are responsible to react to alarms (local and external) outside office hours
 - Experts from all areas have volunteered to be called for assistance in case of severe problems

- **On-call service**
 - **Service levels**
 - **Service Class Level 0 (SCL-0) incidents detected by the KIT Alarm Centre are automatically forwarded to the Local Monitoring System, which in turn assigns this via SMS to all On-Call Engineers and registers the incident in the Service Desk System. All OCEs have to react immediately and collaborate with the FZK Alarm Team. SCL-0 incidents have to be escalated immediately to the site management.**
 - **SCL-1 or SCL-2 incidents detected by the Local Monitoring System assigned via SMS to an OCE**
 - *SCL-1 incidents must be dealt with immediately*
 - *SCL-2 incidents assigned after 18:00 may be left until 8:00 of the next day*
 - **GGUS is in the SCL-1 category**