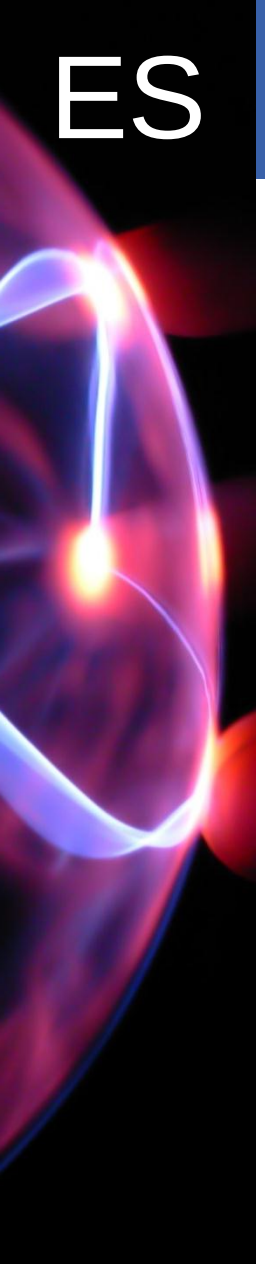
GGUS news: fields, workflows, reports

October 2011 GDB

2011/10/12

Maria Dimou



So many enhancements, why not to use GGUS?

- Since January 2010 it is possible to open a GGUS ticket on behalf of a 3rd party and getting out of the loop (dev. item https://savannah.cern.ch/support/?111183).
- This was done in the hope of getting all existing expertise in web pages accessible by the Grid Authorised users instead of email threads.
- Nevertheless, the LCG-ROLLOUT remains very busy, so, maybe a reminder is in order.

Why it is better to have a ticket

- GGUS offers the TEAM and ALARM ticket functionality which allows co-ownership of tickets, across experiment shifts and automatic registration of authorised TEAMers and ALARMers from the experiment authorities into GGUS via VOMS.
- ALARM tickets, in particular, automatically send SMS messages to experts on call day and night. Operators call the relevant service piquet also 24/7.
- The T0 services and all T1s are present at the daily WLCG Operations' meeting for close ticket follow-up.
- 'GGUS issues' i.e. tickets not getting prompt support are collected and discussed every Thursday.

… and more

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- If the issue is not CERN only but requires advice by other sites or developers (e.g. MyProxy bug), GGUS allows contribution of all supporters world-wide.
- Middleware-related GGUS tickets guarantee the provision provision according to the SLA signed between EGI and EMI.
- One can reference a GGUS URI from any document.
- GGUS ALARM tickets' drills are prepared for every WLCG MB. Any problems in the workflow or the quality of support are identified and followed-up, as appropriate.
- GGUS total figures for the LHC experiment VOs are maintained up-to-date on: https://twiki.cern.ch/twiki/pub/LCG/WLCGOperationsMeetings/ggus-tickets.xls

ES WLCG GGUS Totals weekly

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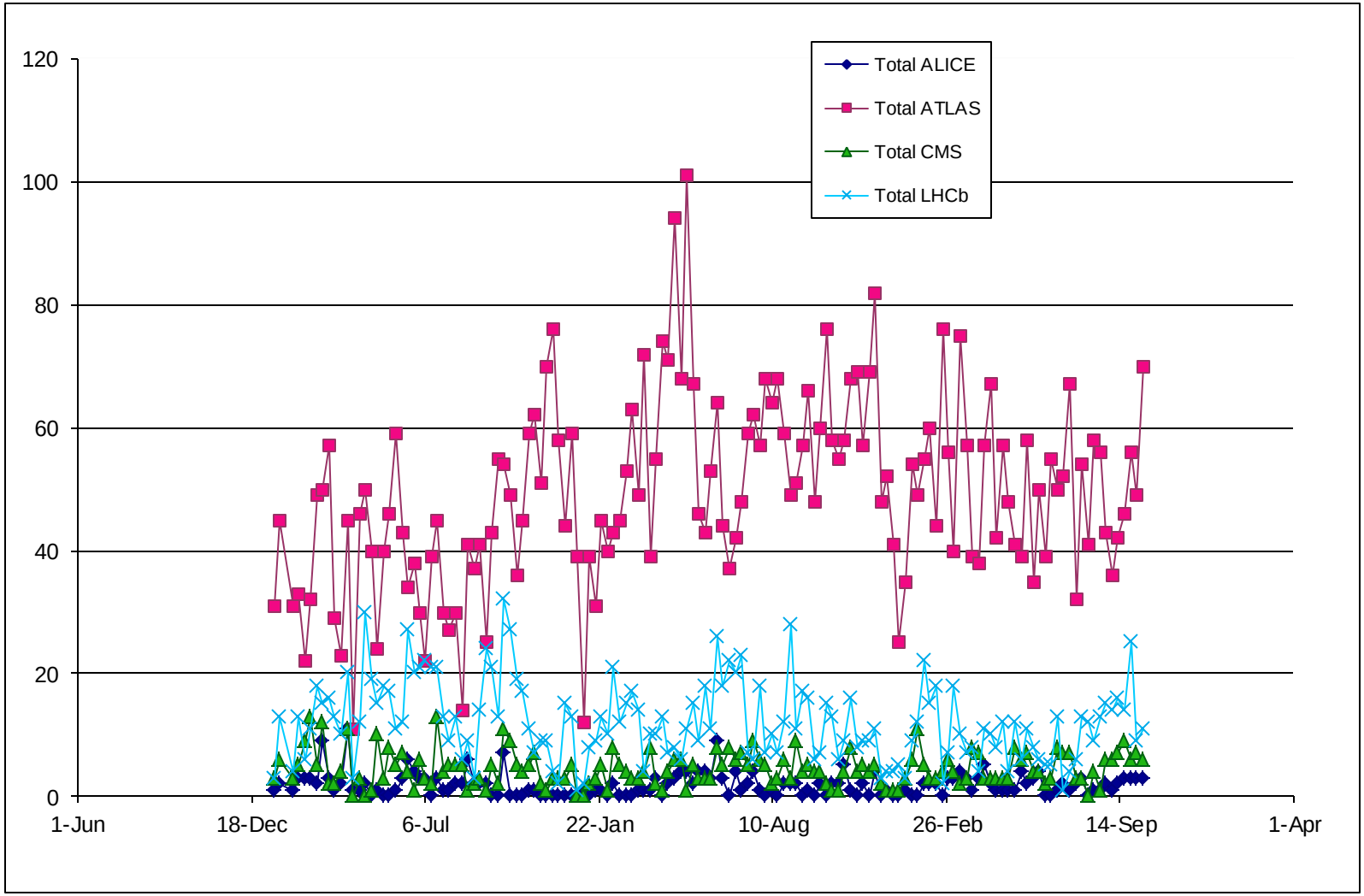

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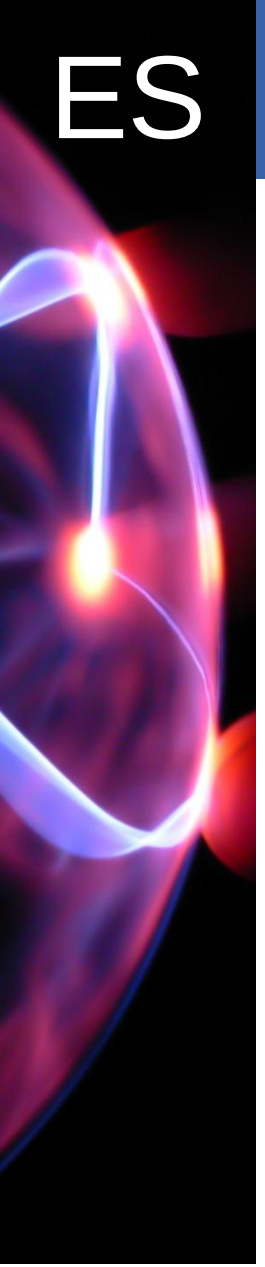

New field now available on TEAM and ALARM ticket submit form

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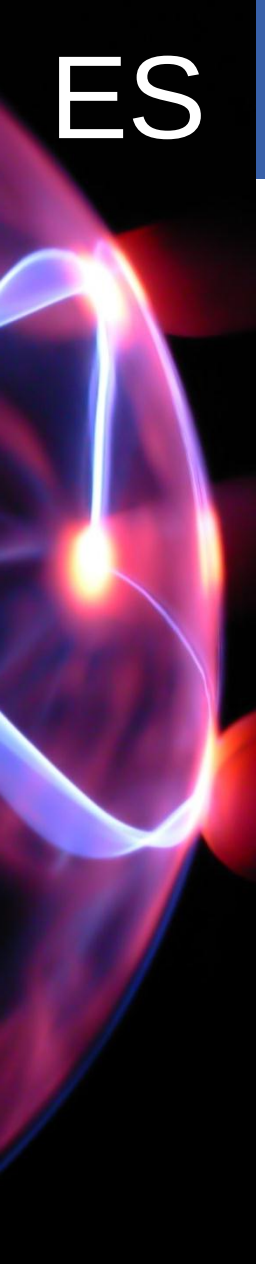
As of the 2011/09/28 GGUS Release 'Type of Problem' (ToP) values:

- Databases
- File Access
- File Transfer
- Local Batch System
- Middleware
- Monitoring
- Network problem
- Storage Systems

Why these values?



This is a subset of ToP values that user tickets offer.

The same exact strings were kept for these values so that:

- Searches can give all tickets created before and after this release.
- USER, TEAM or ALARM tickets can be grouped together in statistics.
- Interfaces with other ticketing systems don't break (for those which map this field).
- Other VOs using TEAM (BIOMED) or ALARM tickets see values common to all.

ToP decision process and documents

Chronologically:

1. CHEP 2010 GGUS statistics showed that LHC VOs use mostly TEAM & ALARM tickets where a ToP field didn't exist, so no conclusions per service could be drawn.
2. Dec. 2010: 1st T1SCM (indico confId=116629) presentation (slide 5)
3. June 2011: 2nd T1SCM (indico confId=143633) presentation (slides)
4. Values' proposal https://twiki.cern.ch/twiki/bin/view/LCG/WLCGCriticalServices#GGUS_Type_of_Problem_field
5. The development ticket: https://savannah.cern.ch/support/?117206
6. The publicity: https://ggus.eu/pages/didyouknow.php#2011-09-28

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More useful stuff not to pass unnoticed

1. EGI metrics: https://twiki.cern.ch/twiki/bin/view/LCG/VoUserSupport#EGI_SA3_Metrics
2. GGUS tickets for LHC experiment VOs per week: https://ggus.eu/pages/metrics/download_escalation_reports_wlcg.php
3. Did you know?: https://ggus.eu/pages/didyouknow.php
4. Workflow for the T0 (prepared for CMS, applicable to all LHC experiment VOs): https://twiki.cern.ch/twiki/pub/LCG/VoUserSupport/IT-CMS-Tickets-20110907.pdf
5. Tailored columns of search results: https://ggus.eu/ws/ticket_search.php

ES GGUS search screenshot

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GGUS - /ticket_search.php https://ggus.eu/ws/ticket_search.php?whichnavig top

Search ticket | Submit ticket | Support staff | Home | Legals | Contact | FAQ & Wiki | Documentation | Training | Registration | Did you know | Navigation left | logout

GGUS

GGUS ticket search engine

show columns in search result: Ticket-ID ☐ Type ☑ Concerned VO ☑ Notified Site ☑ Priority ☑ Resp. Unit ☐ Status ☐ Date ☑ Last Update ☑ Info

Ticket ID:
Support Unit: all
Concerned VO: any
User: ?
Keyword: ?
Involved supporter: ?
Assigned to person: ?
Notified Site:
Special attributes (ALARM / Master etc.): none

Status: ? Open states
Priority: all
Type of problem: all
MoU Area

Creation date: lastweek
All tickets from: 10 Oct 2011
to: 11 Oct 2011
UNTOUCHED SINCE

Order tickets by: Ticket-ID descending

GO!

new search with default values

show/save search result as: CSV | HTML | XML | PDF

140 Tickets found

Ticket-ID	Type	Concerned VO	Notified Site	Priority	Resp. Unit	Status	Date	Last Update	Info
75188	Team	atlas	SARA-MATRIX	less urgent	NGI_NL	assigned	2011-10-10	2011-10-10 18:45	Authentication failed: GSSException: Defective cre...
75186		none		less urgent	TPM	new	2011-10-10	2011-10-10 16:41	Unknown files in SRM directories
75185	Team	atlas	WT2	less urgent	OSG(Prod)	assigned	2011-10-10	2011-10-10 16:16	failed to contact on remote SRM at SLACXRD
75184	Team	lhcb	UKI-SCOTGRID-GLASGOW	urgent	NGI_UK >assigned	in progress	2011-10-10	2011-10-10 17:08	Queues length at UKI-SCOTGRID-GLASGOW
75183	Team	atlas	CERN-PROD	urgent	ROC_CERN	assigned	2011-10-10	2011-10-10 15:34	Interactive access to lxlpus and lxvoadm doesn't w...
75182		ops	INFN-LECCE	urgent	NGI_IT	assigned	2011-10-10	2011-10-10 15:08	NAGIOS "org.sam.SRM-Put-/ops/Role=lcgadmin" faile...
75181		none		less urgent	DMSU	assigned	2011-10-10	2011-10-10 15:20	EMI fully unified user interface
75180		ops		urgent	GGUS	assigned	2011-10-10	2011-10-10 14:34	New VO mice.gridpp.ac.uk wants GGUS dedicated supp...
75179		ops		urgent	VO Services	waiting for reply	2011-10-10	2011-10-10 14:40	VO mice.gridpp.ac.uk has been registered and is ...
75178		none		less urgent	GStat	assigned	2011-10-10	2011-10-10 14:27	cert error on "Pledge Validation" on GStat REBUS
75177	Team	biomed	INFN-T1	urgent	NGI_IT	assigned	2011-10-10	2011-10-10 14:04	CEs ce05-lcg.cr.cnaf.infn.it ce06-lcg.cr.cnaf.infn...
75175		none		less urgent	DMSU	assigned	2011-10-10	2011-10-10 14:02	Shibbolet or other federated identity mechanism
75174	Team	atlas	NDGF-T1	less urgent	NGI_NDGF	in progress	2011-10-10	2011-10-10 13:44	Tape recalls failing at NDGF-T1_MCTAPE
75173		ops	NDGF-T1	urgent	NGI_NDGF >assigned	in progress	2011-10-10	2011-10-10 13:53	NAGIOS "org.arc.GRIDFTP-ops" failed on arc-ce.smo...
75172		other	RAL-LCG2	less urgent	NGI_UK >assigned	in progress	2011-10-10	2011-10-10 13:23	Request for LFC support for vo.southgrid.ac.uk
75171		ops	SUPERCOMPUTO-UNAM	urgent	ROC_LA	assigned	2011-10-10	2011-10-10 13:01	NAGIOS "org.nagios.gsissh-Check" failed on gl01.s...
75170	Team	lhcb	FZK-LCG2	urgent	NGI_DE	in progress	2011-10-10	2011-10-10 14:29	Wrong Information at BDII for FZK-LCG2
75168		ops	T2_Estonia	urgent	NGI_NDGF	on hold	2011-10-10	2011-10-10 18:39	NAGIOS "org.sam.CREAMCE-JobSubmit-ops" failed on ...

1 of 4 10/10/2011 8:50 PM

Upcoming workshop 26-27/10 on GGUS reporting at KIT

So far WLCG uses:

- Weekly escalation reports with total number of tickets per VO (USER, TEAM, ALARM).
- Quarterly metrics' reports for EGI on "meantime to resolution" for true ALARM tickets per VO.
- In the pipeline: quarterly metrics' reports on "meantime to resolution" per T0/T1 site.
- More requirements? Please open a GGUS ticket a.s.a.p.

Thanks and last concerns

- About 23 new features are put in operation with every monthly GGUS release. All requests are carefully evaluated.
- This is possible due to the valuable work of GGUS developers and the excellent collaboration with WLCG Experiment Support.
- The projects, ticketing systems and sites/ROCs/NGIs interfacing to GGUS are Many and increasing.
- The development of a fail-safe system from the web interface (pending) to the backend database (done) is very important. Progress follow-up via ticket: https://savannah.cern.ch/support/?113831

»Thank You!