



GEANT2 E2ECU

LHC Meeting – 20/04/2007

End-to-End Coordination Unit Description

DESIGNER, INTEGRATOR & OPERATOR OF MISSION CRITICAL SYSTEMS

- **Fault detection on inter-domain and domain links for End-to-end links**
 - Supervision of the e2e links
 - Fault/Maintenance announcement => TTs
- **Co-ordination**
 - Setup of the links
 - Troubleshooting of the issues
- **Provide monthly report to DANTE**
 - Describe the e2e links availability and tickets opened
 - One monthly report per project



Useful Information

DESIGNER, INTEGRATOR & OPERATOR OF MISSION CRITICAL SYSTEMS

- **Opening hours**

- Week days: 06:00 – 22:00 CET
- Week end: 09:00 – 18:00 CET

- **Mail address: e2ecu@noc.geant2.net**

- **Telephone number: +33 141 288 577**



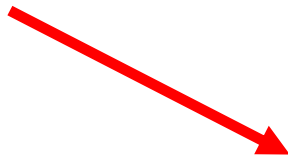
E2ECU - Tools

- **TTS**
 - **PAC:** CS In-house developed *Trouble Ticketing System*
 - Configured to fit with the E2ECU project needs.
 - Sends TTs to registered users per project
 - Each user will receive the TTs related to their project but not for other projects
- **Database**
 - Excel file with e2e links information and entities to contact:
E2E links ID / Responsible NOC of the links / Contact phone numbers - emails
 - DANTE is cooperating with cNIS development for future DB
- **Monitoring Tool (NAGIOS) modified for E2ECU**
 - Plugins and files developed to receive, filter, save and treat the E2ECU traps
- **Procedures defined and written**



GEANT2 Monitoring View

New alarms incoming



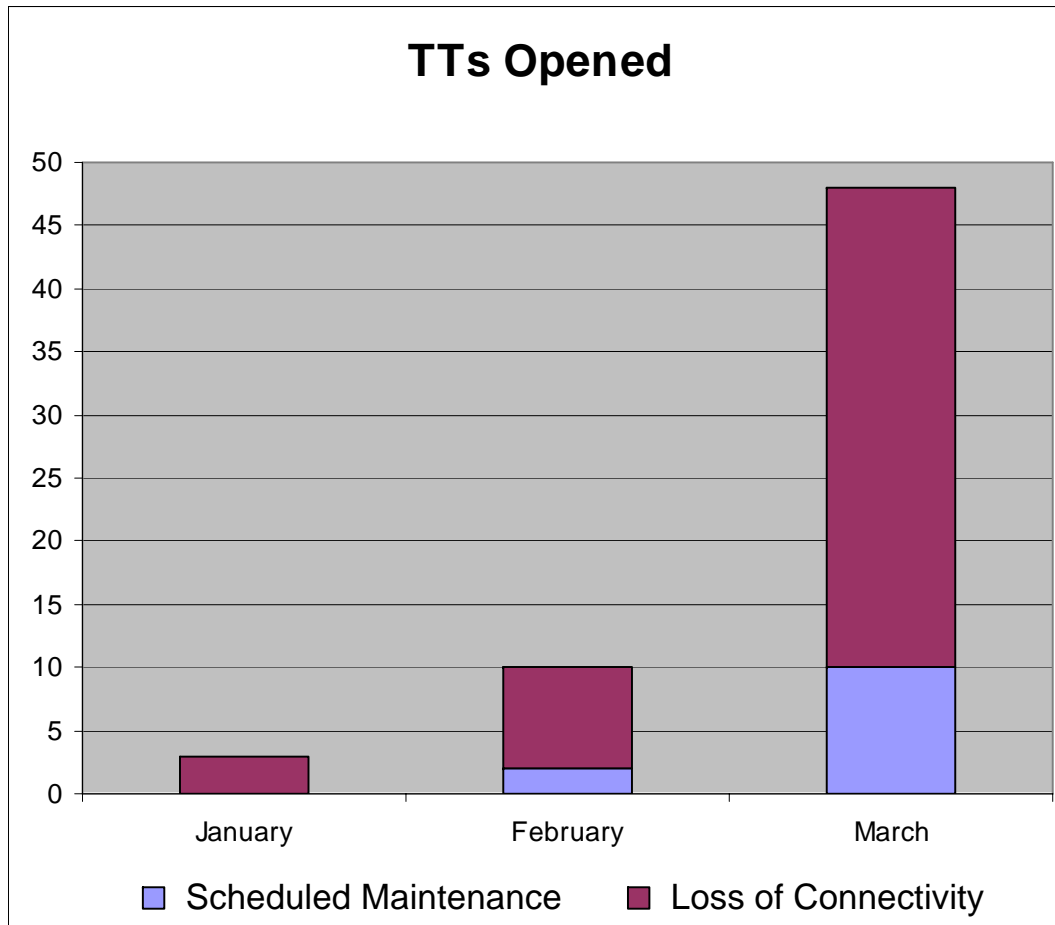
Date [Duration]	Service Type Service Name	Output	[TT]	
16:21:28 [1h 11' 49"]	e2e Services All hosts	Domains: ESNET (ESNET, 2007-04-17, 15:20:29 GMT - ...) FERMI (FERMI, 2007-04-15, 04:09:51 GMT - 2007-04-15, 08:21:51 GMT) RENATER (RENATER, 2007-04-17, 08:04:47 GMT - 2007-04-17, 08:05:52 GMT)		✓
10 Apr 11:05:43 [6d 7h 5']	e2e Services CERN-RAL-LHCOPN-001	CERN-RAL-LHCOPN-001: gen-lon_LHC_CERN-JANET_06008 (GEANT2, 2007-04-10, 09:52:20 GMT - ...)	[1014794]	✓

TT number

ACK status



E2ECU TTs



- **16 E2E links are monitored in the E2ECU Monitoring System** (5 were added last month)
- **Most of the TTs opened are Loss of Connectivity TTs** (Fibre cuts, Hardware problems, false alarms...)

E2ECU Monthly Report

- Overview of the month's activity
- List of the E2ECU links
- TTs closed during the month
- Link Availability

E2E Link ID	Availability (%)	Monitored Time (min)	Up-Time (min)	Down-Time (min)	Uncertain-Time (min)
CERN-BNL-LHCOPN-001	37.09%	39702	14725	14350	10627
CERN-BNL-LHCOPN-002	0.00%	39663	0	0	39663
CERN-CNAF-LHCOPN-001	99.45%	40102	39883	219	0
CERN-FERMI-LHCOPN-001	70.03%	39877	27926	276	11675

Availability = Up Time / Monitored Time

Monitored Time = Up-Time + Down-Time + Uncertain-Time

- There is an ongoing discussion on the Time variations

TROUBLE TICKETS

N°	Problem Start	Problem End	Ticket Class	Problem Fixer Reference	Domain affected	Summary
990262	19-02-2007 17:10	19-02-2007 17:15	LC		GARR	According to GARR these alarms are false. If the problem persists, GARR will develop an historical view of the alarm on their MP.
992638	23-02-2007 16:00	23-02-2007 16:05	LC		DFN	According to DFN NOC these alarms were due to a monitoring issue.



Questions, remarks ?

DESIGNER, INTEGRATOR & OPERATOR OF MISSION CRITICAL SYSTEMS



Questions or Remarks can be addressed to:

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