

# GGUS – CERN SNOW (Service Now) interface 2<sup>nd</sup> update

For T1SCM

<http://indico.cern.ch/conferenceDisplay.py?confId=126076>

2011/02/10

- Presentation given to the CERN IT Service Managers now working in PRMS on 2011/01/25. Slides [HERE](#).
- GGUS wrapper mapping to SNOW fields was ready on 2011/02/01.
- CERN IT testers, mostly ES and PES started creating GGUS test tickets to SNOW dev on 2011/02/02. Not very useful because:
  - Most testers couldn't login the SNOW dev instance.
  - The SNOW-to-GGUS direction needs some work (?)

- GGUS web service call end point changed to the SNOW test instance on 2011/02/07 where access for all via CERN SSO. Tests stalled on SNOW team request, due to internal upgrade and bug fixing.
- Testers asked to resume tests on 2011/02/09 ([see here who got the info!](#))
- Remaining questions:
  - If SNOW production date remains 2011/02/15 we don't have enough testing time for the SNOW-to-GGUS updates and ticket re-assignments in both systems.
  - What happens to the open GGUS-PRMS tickets?

- The new CERN Service Desk (1<sup>st</sup> Line Support) receiving a incident in SNOW will be asking the submitter to open a GGUS ticket for all Grid services (IT ES and GT groups' entries in the Service Catalog).
- GGUS tickets will be entering SNOW automatically for Support Units (SU):
  - ROC\_CERN
  - Elog-operations
  - Several, in the area of 3<sup>rd</sup> line middleware support and monitoring ([names in savannah:118650](#))

*Author etc*

- ... but we should be testing with SNOW 1<sup>st</sup> and 2<sup>nd</sup> Line Support people involved!
- Because for the GGUS SUs entering SNOW the Service Desk is NOT involved.
  - Such tickets go:
    - For ROC\_CERN to “CERN GRID 2<sup>nd</sup> Line Support”, (today’s CERN SerCO helpdesk, who do the same triage now in PRMS).
    - For middleware, monitoring, elog, directly to the SNOW FEs which contain the real supporters’ e-groups behind.

The slides that follow were presented to the CERN Service Managers on 2011/01/25.

Also available on

<https://twiki.cern.ch/twiki/pub/LCG/VoUserSupport/GGUS-SNOW-20110125.pdf>



- When a GGUS ticket is assigned to SU ROC\_CERN, a ticket in the CERN ticketing system is *automatically* created.
- So far, this system is Remedy PRMS.
- CERN decided to migrate from PRMS to Service Now (SNOW).
- WLCG, GGUS and SNOW developers are working on the new interface between the two systems.
- Current due day of SNOW introduction: 2011/02/15.

- The submitter or the GGUS TPM gave the field '**Notif[y|ied] Site:**' value: ***CERN-PROD.***
- The submitter or the GGUS TPM gave the field '**Assign to ROC/NGI | Responsible Unit**' value: ***ROC\_CERN.***
- These can be USER, TEAM or ALARM tickets.



- Today, when a GGUS ticket is assigned to ROC\_CERN, the CERN Remedy ticket created via *automatic mail feed*. The 'token' is the address [prms-rmf@sunar01.cern.ch](mailto:prms-rmf@sunar01.cern.ch). A member of today's CERN helpdesk assigns it to the right PRMS Category, Type, Item.
- In the SNOW era, such GGUS tickets will cause a *web service call* to SNOW. The 'Assignment Group' [it-contract-generic@cern.ch](mailto:it-contract-generic@cern.ch) behind SNOW FE '*CERN Grid 2<sup>nd</sup> Line Support*' will dispatch to the SNOW FEs containing the right Service Managers.

- Matching the GGUS Support Unit (SU) ROC\_CERN to SNOW FE 'CERN Grid 2<sup>nd</sup> Line Support', the 'entry point' for dispatching Grid-related incidents to the CERN IT services [[savannah:118651](#)]
- Developing a GGUS wrapper to match SNOW fields when placing a web service call. [[savannah:118062](#)]
- Including CERN-based GGUS SUs for 3<sup>rd</sup> level Middleware support in SNOW. CERN Service managers are not part of these SUs [[savannah:118650](#)]. Details are not part of this presentation.

| GGUS                  | SNOW              | Comment  |
|-----------------------|-------------------|--|
| Submitter (true user) | GGUS Service Desk | Standard value as in PRMS.                                     |
| Date of problem       | Not mapped.       | The web service call date. Same in PRMS.                       |
| Priority              | Impact            | Diff values. Needs calculation by wrapper. Not mapped in PRMS. |
| Responsible Unit      | Assignment Group  |  |
| Status                | Incident State    | Diff values. Needs calculation by wrapper. Not mapped in PRMS. |

| GGUS                | SNOW              | Comment   |
|---------------------|-------------------|---|
| (Short) Description | Short Description |   |
| Description         | Comments          |   |
| Public Diary        | Comments          |   |
| Internal Diary      | Work-notes        | In PRMS only the ticket-ID is returned.                   |
| Solution            | Solution          |   |
| Attachments         | Attachments       | Needs work in wrapper as the incident sys_id is required. |
| Last Modifier       |                   | Convention agreed amongst developers.                     |

**Case ID:** CT0000000737852 **Manager on Duty:** it Manageronduty

**Subject:** GGUS-Ticket-ID: #66129 ASSIGNED to ROC\_CERN CERN-PROD pilotErrorDiag: Get error: Copy command self timed out after 360...

**Question/Problem:**  
 Original (too long) Subject was :  
 GGUS-Ticket-ID: #66129 ASSIGNED to ROC\_CERN CERN-PROD pilotErrorDiag: Get error: Copy command self timed out after 3605 s, transExitCode: 0  
 =====  
 Ticket-ID : 66129  
 Short description: pilotErrorDiag: Get error: Copy command self timed out after 3605 s, transExitCode: 0  
 Description : Please find below a list of sites/datasets/files that are not accessible to my jobs, leading to repeated failures. I'd be grateful if someone could report this to the sites in question. In each case it is probably only one of the files in the list which is crashing the job; I don't have time to dig down any further.  
 SITE: ANALY\_CERN\_XROOTD  
 DATASET: data10\_7TeV.00155678.physics\_MuonswBeam.merge.ESD.r1647\_p306\_ttd194332\_00  
 FILES: ESD.194332\_000094.pool.root.1', 'ESD.194332\_000095.pool.root.1', 'ESD.194332\_000096.pool.root.1', 'ESD.194332\_000097.pool.root.1', 'ESD.194332\_000099.pool.root.1  
 PANDA URL: <http://panda.cern.ch?job=1176776888>  
 ERROR: pilotErrorDiag: Get error: SFN not set in LFC for guid 1647B4F3-E6EB-DF11-83DF-A4BADB532AB1 (check LFC server version), transExitCode: 0  
 Affected site: CERN-PROD  
 Affected VO: atlas  
 -----  
 From: helpdesk@ggus.org  
 To: <roc-cern.support@cern.ch>  
 Date: Thu, 13 Jan 2011 17:03:20 +0000  
 Subject: GGUS-Ticket-ID: #66129 ASSIGNED to ROC\_CERN CERN-PROD pilotErrorDiag: Get error: Copy command self timed out after 360...

**Response:**

**Arrived on:** 13 Jan 11 18:04

**Assigned to:** IT Services / Mass Storage / Castor Support / General

**Status:** On Hold **Priority:** Medium **Case Type:** Support

**User Name:** **User Email:** helpdesk@ggus.org

| Date/Time         | Status                          | Assigned to Group | Assigned to         | Created by          |
|-------------------|---------------------------------|-------------------|---------------------|---------------------|
| 13-Jan-2011 18:04 | New                             | Helpdesk          |                     | Created by email    |
| 14-Jan-2011 08:53 | New                             | Helpdesk          | Christa Folger - HD | Modified by hdcf    |
| 14-Jan-2011 08:55 | Assigned                        | Castor-Ops        | Massimo Lamanna     | Modified by hdcf    |
| 14-Jan-2011 17:36 | On Hold (Requester Information) | Castor-Ops        | Massimo Lamanna     | Modified by lamanc3 |

**Full Worklog:** See [work log](#) for case CT0000000737852

**Full Message:** See the [original mail](#) sent by the user (raw format)

**GGUS Ticket-ID: 43667**

**Information Ticket-ID: 43667**

|   |  |  |
|---|--|--|
| Submitter: <b>Guenter Grein</b><br>Login (shortened): CN=Guenter Grein<br>E-Mail: guenter.grein@kit.edu<br>User notification: on solution | Date of problem: 2010-12-21 07:07:44 UTC<br>Type of problem: <b>Other</b><br>Priority: <b>less urgent</b><br>VO specific: No<br>Concerned VO: none | Origin support group: GGUS<br>Ticket Category: Test<br>Responsible Unit: CERN GRID 2nd Line Support<br>Status: <b>assigned</b> |
|---|--|--|

**Description:** new test  
Detailed description: new test please ignore

**Duplicate this ticket or create a new one**  
Duplicate ticket If this ticket can not be solved by only one support unit you can duplicate it and assign it to multiple support units.  
How many duplicates do you want to create:

[Top] [History] [Modify ticket]

**Subscribe to this ticket ?**  
   
Insert your email address, separate multiple email addresses with semicolon.

**History Ticket-ID: 43667**

| Last modifier   | Date       | Time (UTC) | Action taken/comments                      |
|-----------------|------------|------------|--|
| Paul Mustermann | 2010-12-21 | 07:08      | new (TPM)<br>Changed concerned VO to: none |
| Paul Mustermann | 2010-12-21 | 07:09      | assigned (ROC_CERN)                        |
| Paul Mustermann | 2011-01-21 | 08:23      | assigned (CERN Grid 2nd Line Support)      |
| Paul Mustermann | 2011-01-24 | 08:25      | assigned (CERN GRID 2nd Line Support)      |

[Top] [History] [Modify ticket]

**Modify section Ticket-ID: 43667**

Mail to anybody

Assign ticket to support unit ?  Change status ?  Type of problem  Notify Site ?

Assign ticket to specific person(s)  Change concerned VO  Change priority  Change ticket category   
(valid email address, separate by ";")

Involve others ?  VO specific ?  Add to WIKI ?  Change CC recipient ?

Find: 013940 Previous Next Highlight all Match case Phrase not found

Done

Inbox for maria... Terminal GGUS:ID#436... Downloads GGUS-CERN\_S... FieldMapping\_G... WTS







| Submission method   | Notified Site on GGUS ticket | Who gets notification (email) | Who gets assignment (GGUS ticket) Automatically. No TPM!  | PRMS/SNOW ticket created automatically?                           |
|---|------------------------------|-------------------------------|---|---|
| GGUS web form for ALARM ticket submission (restricted access) | CERN-PROD alias CH-CERN      | [VO-]Operator-alarm@cern.ch   | PRMS:Roc-cern.support@cern.ch<br>SNOW: <a href="mailto:it-contract-generic@cern.ch">it-contract-generic@cern.ch</a> | Yes, further dispatch during working hours by the SerCO contract! |

| Submission method                                       | Notified Site                     | Who gets notification (email)   | Who gets assignment (GGUS ticket)   | PRMS/SNOW ticket created automatically?   |
|---|-----------------------------------|---|---|---|
| GGUS web for TEAM ticket submission (restricted access) | Optional! CERN-PROD alias CH-CERN | If site selected:<br><a href="mailto:grid-cern-prod-admins@cern.ch">grid-cern-prod-admins@cern.ch</a> | <u>PRMS:</u><br><a href="mailto:Roc-cern.support@cern.ch">Roc-cern.support@cern.ch</a>    | Yes, further dispatching by the SerCO contract, i.e. <b>during working hours!</b> |
|   |                                   | Else, TPM.  | <u>SNOW:</u> <a href="mailto:it-contract-generic@cern.ch">it-contract-generic@cern.ch</a> |   |

| Submission method  | Notified Site                                  | Who gets notification (email)  | Who gets assignment (GGUS ticket)  | Is there a PRMS?SNOW ticket created?   |
|--|--|--|--|--|
| Email to helpdesk@ggus.org   | Not possible                                   | TPM  | The TPM decides from the message body.   | Yes, IF TPM assigns to Responsible Unit ROC_CERN   |
| GGUS Web form for usual ticket submission form (certificate or GGUS login required). | <b>Optional!</b><br>CERN-PROD alias<br>CH-CERN | IF Site selected:<br><a href="mailto:grid-cern-prod-admins@cern.ch">grid-cern-prod-admins@cern.ch</a> . Else, as per row 1 | IF Site selected:<br>PRMS: <a href="mailto:Roc-cern.support@cern.ch">Roc-cern.support@cern.ch</a> .<br>SNOW: <a href="mailto:it-contract-generic@cern.ch">it-contract-generic@cern.ch</a><br>Else as per row 1 | If Site selected<br>Yes, CERN ROC people select PRMS category<br><b>i.e. during working hours!</b> |

- This development is complex and challenging.
- There will be more GGUS fields mapped to SNOW than there used to be in PRMS!
- We are doing our best to make this migration smooth.
- Please report any problems at the daily WLCG meeting or, preferably, open a GGUS ticket to be assigned to the GGUS SU.

» Thank You!