

New WLCG helpdesk. Migration status and plans.

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Intro



- OLD GGUS (https://ggus.eu/ + helpdesk@ggus.org)
 - will be deactivated on Feb 1st, 2025
 - will work in read-only mode afterwards
- New GGUS (https://helpdesk.ggus.eu/ + help@ggus.eu)
 - is in pilot production since Oct 1st, 2024
 - 200 tickets since then
- In this talk
 - status update since last Ops meeting
 - current plans

CERN's ServiceNow integration



- several CERN's support units required integration with Service Now
- successful two-side integration in testing environment yesterday
- testing and enabling on the production system within the next two weeks

E-mail loop incident



- automatic reply to a test ticket to CERN-PROD triggered an email loop on Nov 22
 - 300 emails in ~30 minutes
- integrated bounce detection in Zammad
 - based on the email error codes
 - if particular error codes are detected, the user is blocked from notification for 60 days
 - our case wasn't covered. Zammad recognised the bug and will fix it next week
 - the fix will include all error codes 5***.
 - on top of that, we requested an additional protection
 - two identical messages in a row should trigger a block
 - this should become available in January

Support Units and WLCG workflows



- WLCG workflows are enabled: user tickets + special tickets: team, alarm, multisite
 - User tickets have been enabled since Oct 1
 - Team Tickets have been enabled since Nov 21 (team-to-alarm conversion will follow later).
 - Alarm and Multisites have been enabled since Dec 3.
- Most Support Units are configured (apart from CMS due to missing mailing lists)
 - tickets trigger notifications to the associated mailing lists
 - the help@ggus.eu may need to be added to the list of trusted emails in SU's mailing lists
 - no extra roles for supporters are required (other than "Common") unless they want to get rid of mailing lists
 - we will send a test email to each support unit (~next week) to ensure there is no bouncing
 - this will require a downtime
 - when the bouncing test is done, the helpdesk is ready for parallel use with the old ggus
 - we need your help in advertising switch to the new helpdesk

Role assignment



- currently, we assign other roles daily manually
 - automatic role assignment will follow later (unlikely before Feb 1st)
- roles are assigned only to newly registered users according to their privileges in the old GGUS
 - currently ~200 supporters (other supporters not yet registered)
 - we need your help in advertising supporters to log in so that they get their roles ASAP
- Mini Admins can assign roles to other users
 - ideally, we need at least one Mini Admin per VO
 - two experts from ATLAS obtained Mini Admin recently
 - roles available to Mini Admins: GGUS User, {VO}, {VO}_team

Roles overview:

- "User" default role. Sees only their tickets.
- "GGUS User" sees everything but can't reroute tickets.
- "Common" supporter role

- "GGUS Expert" allows routing tickets to the 3rd level
- "{VO}" adds convenient overviews of selected tickets
- "Team", "Alarm", "Multisite" extra ticket types

Importing old tickets credits to Günter Grein

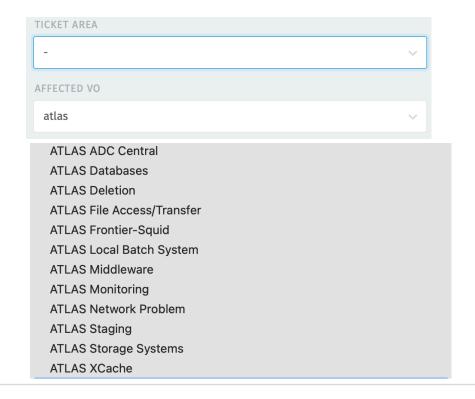


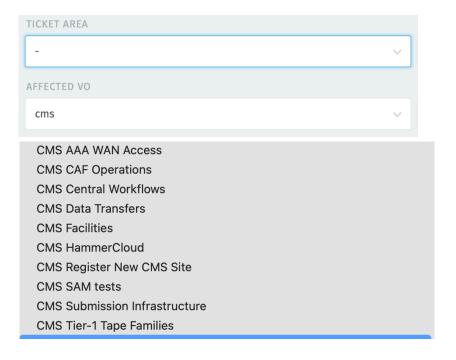
- testing of import of long-standing open tickets is in progress
 - the tickets will be created by a fake user (Migration Assistant)
 - each article will have the time stamp of the import date
 - the actual time will be in an article's body
 - attachments will also be imported
 - we need to understand which tickets should be imported:
 - ideally we need a list of tickets you want to import
 - we can do the import in ~ mid-January (the exact date will be announced later)
 - this will require a downtime





- The VO-specific issue types are visible only if the respective AFFECTED VO is selected
- ATLAS and CMS-specific issues are implemented.
- Are there other VO-specific requirements that need to be included?





Plan



- December 2024
 - fixing bouncing detection
 - enabling ServiceNow integration
 - test email to all support units
 - configure CMS SU
 - assigning roles to all supporters (they need to log in)
 - SUs should start switching to the new helpdesk (so far only one did)
- January 2025
 - additional bouncing protection
 - importing of old tickets (mid-Jan, exact date will follow)
 - implement pagination in search results
 - training/Q&A session ?
 - all SUs should use the new helpdesk by the end of January

- February 2025
 - production: old GGUS disabled
 - start IAM integration and automatic role assignment
 - Team-to-Alarm ticket conversion