

## **New WLCG helpdesk. Migration status and plans.**

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# Intro

- OLD GGUS (<https://ggus.eu/> + [helpdesk@ggus.org](mailto: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](mailto: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](mailto: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

# ATLAS and CMS issue types

- 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?

TICKET AREA

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AFFECTED VO

atlas

- ATLAS ADC Central
- ATLAS Databases
- ATLAS Deletion
- ATLAS File Access/Transfer
- ATLAS Frontier-Squid
- ATLAS Local Batch System
- ATLAS Middleware
- ATLAS Monitoring
- ATLAS Network Problem
- ATLAS Staging
- ATLAS Storage Systems
- ATLAS XCache

TICKET AREA

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AFFECTED VO

cms

- CMS AAA WAN Access
- CMS CAF Operations
- CMS Central Workflows
- CMS Data Transfers
- CMS Facilities
- CMS HammerCloud
- CMS Register New CMS Site
- CMS SAM tests
- CMS Submission Infrastructure
- CMS Tier-1 Tape Families



# 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