



Enabling Grids for E-scienceE

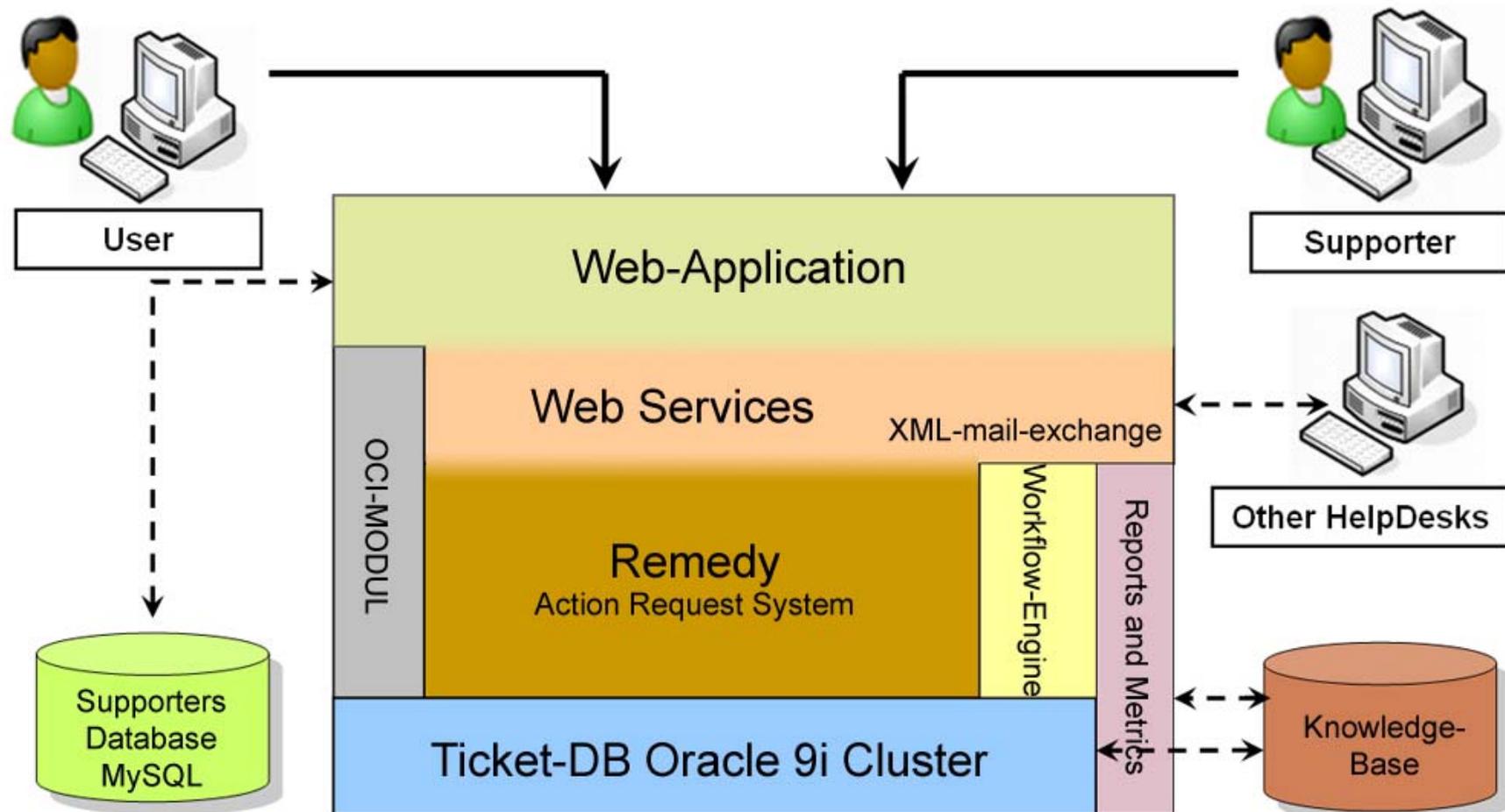
The GGUS system

Guenter Grein, FZK

www.eu-egee.org



GGUS-System





Welcome to Global Grid User Support

Tickets @ GGUS

- ▶ [Submit a new ticket](#) via browser
- ▶ [Submit a new ticket](#) via email

Tickets from Guenter Grein (access via certificate)

ID	Status	Date	Info
▶ 13370	in progress	2006-09-27	TEST!

Latest open tickets of all users

ID	VO	Date	Info
▶ 13371	none	2006-09-27	NREN RENATER has a network incident loca...
▶ 13370	none	2006-09-27	TEST!
▶ 13369	lhcb	2006-09-27	Unable to contact any Network Server err...
▶ 13367	atlas	2006-09-27	Failing to store output at IFIC' s ...
▶ 13365	lhcb	2006-09-27	No space left on device Error from rb-fz...
▶ 13364	none	2006-09-27	GEANT2 has a network incident located i...
▶ 13362	lhcb	2006-09-26	GRIDKA SRM Failures
▶ 13361	dteam	2006-09-26	problem with voms-proxy-init --voms dtea...
▶ 13360	none	2006-09-27	NREN JANET has a network maintenance loc...
▶ 13359	none	2006-09-26	missing new line (PPS-LIP)
▶ 13358	none	2006-09-26	Operating System not known. (PreGR-01-Uo...
▶ 13357	none	2006-09-26	published info inconsistency (PPS-ESRIN)
▶ 13356	none	2006-09-26	CPU count is 0 (ru-Moscow-GCRAS-LCG2)
▶ 13355	none	2006-09-26	Number of queued jobs far to high. (BelG...
▶ 13354	none	2006-10-03	NREN HEANET has a network maintenance lo...

- ▶ [Show all open tickets](#)
- ▶ [Search tickets](#)

Latest news

No latest news at the moment.
▶ [see also news at CIC-Portal](#)

Monitoring Infos

- ▶ [CIC-Portal](#)
- ▶ [GOC Downtime Report](#)
- ▶ [GOC Grid Monitoring](#)
- ▶ [Grid-ICE](#)
- ▶ [Jobstatus GridKa](#)

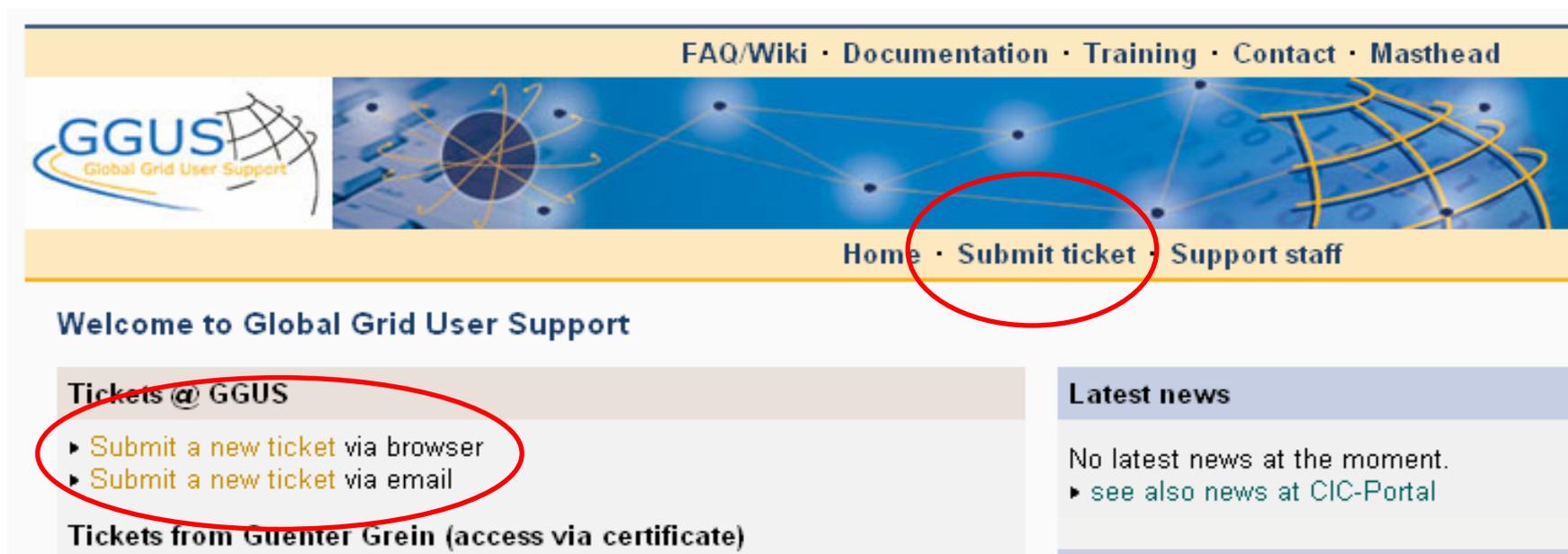
GGUS Search

GGUS Search

- ▶ [GGUS-Knowledge-Base u.c.](#)
- ▶ [Documentation](#)
- ▶ [GGUS-FAQ - Wiki pages](#)

GGUS development plans

- ▶ [Description of development procedures](#)
- ▶ [ESC Shopping list](#)
- ▶ [GGUS worklist \(EGEE-Docs\)](#)
- ▶ [Ongoing worklist & Release Notes](#)

A screenshot of the GGUS website interface. At the top, a navigation bar contains links for 'FAQ/Wiki', 'Documentation', 'Training', 'Contact', and 'Masthead'. Below this is a banner image with the GGUS logo on the left and a network diagram on the right. A second navigation bar below the banner contains links for 'Home', 'Submit ticket', and 'Support staff', with 'Submit ticket' circled in red. The main content area is titled 'Welcome to Global Grid User Support' and is divided into two columns. The left column is titled 'Tickets @ GGUS' and contains two links: 'Submit a new ticket via browser' and 'Submit a new ticket via email', both circled in red. Below these links is the text 'Tickets from Guenter Grein (access via certificate)'. The right column is titled 'Latest news' and contains the text 'No latest news at the moment.' followed by a link 'see also news at CIC-Portal'.



Submit ticket

User information

Name: Guenter Grein E-Mail:

CC to: Virtual Organisation:

Ticket information

Date / Time of Problem: 2006 - 09 - 27 / 08 : 40 UTC [local time and UTC information](#)

Short description (required)

Describe your problem:

Type of problem: Priority:

VO specific problem? yes no Notification on solution every change

Upload attachment: (no exe/php/htm(l) files please)

- Ticket submission via email
 - VO-user-support@ggus.org
 - Example: alice-user-support@ggus.org
 - helpdesk@ggus.org
 - Choosing priority by adding [1], [2], [3] or [4] to subject line
 - [1] = less urgent
 - [2] = urgent
 - [3] = very urgent
 - [4] = top priority

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- ▶ [Show all open tickets](#)
- ▶ [Search tickets](#)

Information Ticket-ID: 13370

Submitter: Guenter Grein Login: /O=GermanGrid/OU=FZK/CN=Guenter Grein E-Mail: guenter.grein@iwr.fzk.de Virtual Organisation: none User notification: on solution	Date of problem: 2006-09-27 08:50 UTC Type of problem: Other Priority: less urgent VO specific: No	Origin support group: GGUS Responsible Unit: GlobalGridUserSupport Status: in progress
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Description: TEST!
This is just a demo ticket

Colors in history:
 - assignments to person - involved persons - solution.

[\[Top\]](#) [\[History\]](#) [\[Modify ticket\]](#)

History Ticket-ID: 13370

Date of change / Last modifier	Action taken
2006-09-27 08:51 UTC Guenter Grein	new (TPM) Changed VO to: none Changed type of problem: Other
2006-09-27 08:52 UTC Guenter Grein	assigned (GlobalGridUserSupport)
2006-09-27 08:53 UTC Guenter Grein	in progress (GlobalGridUserSupport) Working on it.

Modify Ticket-ID: 13370

Type of problem:

Other

VO specific?

yes no

Change priority:

less urgent

E-Mail notification:

solution every change

Add a comment (goes in history)

Working on it.

Want to upload attachment?

Durchsuchen...

Save modification and submit

- Replying to email received from support@ggus.org
 - without changing subject line!!!

[FAQ/Wiki](#) · [Documentation](#) · [Training](#) · [Contact](#) · [Masthead](#)



[Home](#) · [Submit ticket](#) · [Support staff](#) · [Logout](#)

Support Staff

Welcome to GGUS HelpDesk System

- ▶ [Enter the Support-Webinterface](#)

Useful Links for Supporters

- ▶ [Tutorial for GGUS-HelpDesk System](#)
- ▶ [Download GGUS training material](#)
- ▶ [Executive Support Committee \(ESC\) internal pages](#)
- ▶ [Official TPM schedule](#)
- ▶ [General support/TPM information](#)
- ▶ [Info about "Responsible Units" connected to GGUS](#)
- ▶ [OWL - ongoing worklist](#)

Useful Links for Admins

- ▶ [CIC Follow Up FAQ](#)
- ▶ [CIC Portal](#)
- ▶ [EGEE Support processes and workflows](#)
- ▶ [Federations and contacts](#)
- ▶ [GIS Monitor at ASCC](#)
- ▶ [GOC Accounting Services](#)
- ▶ [GOC DB](#)
- ▶ [GOC Monitoring overview](#)
- ▶ [GridKa PBS-Status](#)
- ▶ [HEP-VO Managers](#)
- ▶ [Italian Grid Knowledge Base](#)
- ▶ [RGMA Tools / Monitoring](#)
- ▶ [Site functional tests](#)

EGEE broadcast (provided by CIC portal cic.in2p3.fr)

Please follow this link to get redirected to the latest version of the EGEE broadcast tool:

- ▶ [EGEE Broadcast](#)

GGUS WEB HelpDesk

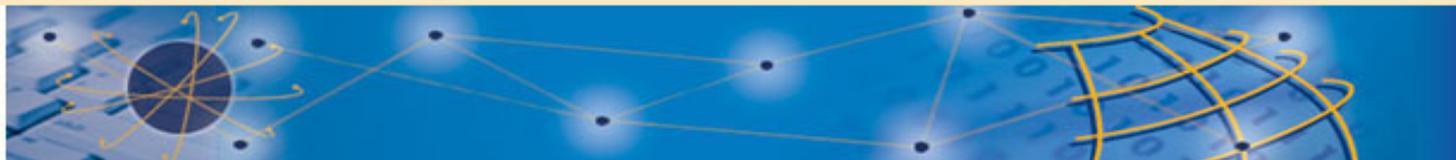
► **NEW SEARCH** Ticket-ID:

Search [new](#) - [open](#) - [unsolved](#) - [reopened](#) - [wiki](#) - [tickets](#)
[Involved](#) - [Keyword](#) - [Support Unit](#) - [User](#) - [Timeframe](#) - [VO](#)

558 tickets found. Criteria: status=open

Ticket-ID	Virt. Org.	Resp. Unit	Status	Date	Info
13371	none	NetworkOperations	in progress	2006-09-27	NREN RENATER has a network incident located in FR ...
13370	none	GlobalGridUserSupport	in progress	2006-09-27	TEST!
13369	lhcb	TPM	new	2006-09-27	Unable to contact any Network Server error with gr...
13367	atlas	ROC_SW	assigned	2006-09-27	Failing to store output at IFIC' s lcg2ce.ifi...
13365	lhcb	ROC_DE/CH	in progress	2006-09-27	No space left on device Error from rb-fzk.gridka.d...
13364	none	NetworkOperations	in progress	2006-09-27	GEANT2 has a network incident located in IT-GR.
13362	lhcb	ROC_DE/CH	assigned	2006-09-26	GRIDKA SRM Failures
13361	dteam	ROC_CERN	assigned	2006-09-26	problem with voms-proxy-init --voms dteam
13360	none	NetworkOperations	in progress	2006-09-27	NREN JANET has a network maintenance located in GB...
13359	none	ROC_SW	assigned	2006-09-26	missing new line (PPS-LIP)
13358	none	ROC_SE	assigned	2006-09-26	Operating System not known. (PreGR-01-UoM)
13357	none	ROC_SW	assigned	2006-09-26	published info inconsistency (PPS-CPDN)

[FAQ/Wiki](#) · [Documentation](#) · [Training](#) · [Contact](#) · [Masthead](#)



[Home](#) · [Submit ticket](#) · [Support staff](#) · [Logout](#)

GGUS WEB HelpDesk

► **NEW SEARCH**

VO-search

alice

status: open

timeframe: no

go

- alice
- atlas
- babar
- biomed
- cdf
- cms
- compchem
- compass
- d0
- dteam
- egeode
- esr
- geant4
- lhcb
- magic
- planck

Information Ticket-ID: 13370

Submitter: Guenter Grein	Date of problem: 2006-09-27 08:50 UTC	Origin support group: GGUS
Login: /O=GermanGrid/OU=FZK/CN=Guenter Grein	Type of problem: Other	Responsible Unit: GlobalGridUserSupport
E-Mail: guenter.grein@iwr.fzk.de	Priority: less urgent	Status: in progress
Virtual Organisation: none	VO specific: No	
User notification: on solution		

Description: TEST!
This is just a demo ticket

Colors in history:
- assignments to person - involved persons - solution.

[\[Top\]](#) [\[History\]](#) [\[Modify ticket\]](#)

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2006-09-27 08:53 UTC Guenter Grein	in progress (GlobalGridUserSupport) Working on it.

Modify section Ticket-ID: 13370

Mail to submitter (guenter.grein@iwr.fzk.de)

Mail to anybody

Assign ticket to support unit:

GlobalGridUserSupport ▼

Change status:

in progress ▼

Type of problem:

Other ▼

Assign ticket to one person:

(valid email address please)

Change VO:

none ▼

Change priority:

less urgent ▼

Involve others:

(separate multiple emails by ";")

VO specific?

yes no

Add to WIKI?

no yes

Internal diary (Message is visible for support staff only)

Solution (Change status to "solved" if this is the final solution)

Working on it.

- Escalation/reminders as usual
- Please do not send out escalations/reminders before - - (yyyy-mm-dd)

Related issue [\[help me\]](#)

Want to upload attachment?

Browse...

Save modification and submit

Thank you!