



How to handle downtime

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- Announcements
- Display
- Action
- Service reliability
- Types of downtime

- Open questions



- Site admin registers in 
- OSG sites use OIM
- In both systems:
 - Service vs Site
 - Not possible to specify VOs
 - VO criticality
- CIC portal 
 - Mails to VO mailing lists
 - RSS Feeder
 - ATLAS prodsys dashboard, SAM
- Mail from site administrator to email list



- GOCDB, OIM
- LHCb: google calendar
- Dashboard interfaces
 - Prodsys, SAM, SSB
 - Only for past downtimes
- CMS requested an interface to see downtimes
 - Take LHCb's idea?

Display examples



EGEE/France /GRIF/Grid05.la.in2p3.fr

Our wms is registered newly but not present in EDII. I want our site to be certified declare downtime of this node. [IN PROGRESS]

EGEE/CERN/SOU-LOGZ /wms.grid.hepq.sdu.edu.cn

EGEE/AsiaPacific/IN-DAE-VECC-02

EGEE/AsiaPacific/IN-DAE-VECC-01

EGEE/Germany/Switzerland /ARZ-LMU

EGEE/SouthEasternEu /RO-03.UFB

EGEE/Italy/INFN-NAP /PAMELA

Preventive Maintenance. [IN PROGRESS]

Preventive Maintenance. [IN PROGRESS]

Network problem after scheduled downtime. Unlikely to get computer centre help until Monday. [IN PROGRESS]

changing ce and se on new hosts.

Unscheduled downtime do to HV failures

OUTAGE UNSCHEDULED 2009-03-21, 02:03:00 [UTC] 2009-03-25, 02:03:00 [UTC]

OUTAGE SCHEDULED 2009-03-21, 02:00:00 [UTC] 2009-03-21, 18:00:00 [UTC]

OUTAGE SCHEDULED 2009-03-21, 02:00:00 [UTC] 2009-03-21, 18:00:00 [UTC]

OUTAGE UNSCHEDULED 2009-03-20, 20:53:00 [UTC] 2009-03-23, 13:00:00 [UTC]

Open Science Grid OSG Information Management System

Home Public Views Help

OSG Resource Maintenance Listing

Filters: [Resource Grid Type: OSG Production (default) | OSG-ITB | OSG-OSG-ITB]
[Timeline: Current/Upcoming | Current | Upcoming | No Filter (Current Time: 2009-03-22 08:03:42 GMT)]

This page lists information about OSG resources that are currently under maintenance, or ones that are expected to be under maintenance in the near future.

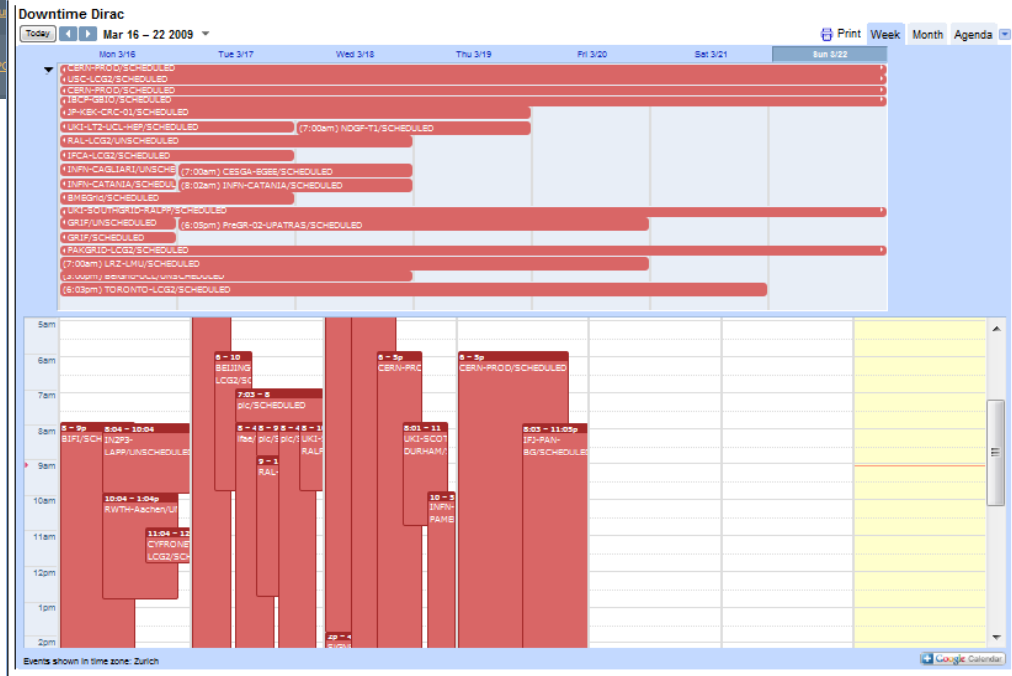
If you are an administrator of an OSG resource, please login to [secure OIM interface](#) to schedule maintenance. (Registration menu -> Resources -> Your resource -> name -> Maintenance)

Current Maintenance Listing

UC_Teraport

FQDN: tp-osg.uchicago.edu

Description: An outage is scheduled for ongoing reconstruction of the CI GPF5 volumes. This activity will affect the home directories mounted on UC_Teraport, hence the entire cluster will be taken offline. Once the cluster is back online, all OSG services will be run through site verification.





- ALICE
 - No specific action
- ATLAS
 - Defined manual procedure (see Graeme's talk)
- CMS
 - Site removed from CRAB
 - Site commissioning updated (taking days before the downtime)
- LHCb
 - Site blacklisted in DIRAC
 - To put it back in production requires manual intervention



- If there are several instances of a service, which state has priority?

Current Gridview definition

| Instance A \ Instance B | OK | Maint. | Down |
|-------------------------|----|--------|--------|
| OK | OK | OK | OK |
| Maint. | OK | Maint. | Maint. |
| Down | OK | Maint. | Down |

- If a site defines an instance always in 'Maint.'
 – Service reliability → 100%!!



- Scheduled
 - Already understood
 - Downtime < 4 hrs AND notification > 24 hours before
 - Downtime > 4 hrs AND notification > 1 week
- Unscheduled
 - Treated as ‘scheduled’
- At risk
 - What to do?



- Is the current system good? Yes
- Can we improve it? Yes!
- Can we combine GOCDDB and OIM?
 - SAM does it
- Why do VOs need mail from site admins?
- Better display?
 - Use LHCb google calendar?
- Include criticality per VO?
- Is 'Downtime' more important than 'Down'?
 - Or than 'OK'
- More automatic actions from the experiments?
 - Removing sites from production, adding them again...
- How to deal with different types of downtime?



- GOcdb downtime
 - <https://goc.gridops.org/downtime>
- OIM downtime
 - <http://oim.grid.iu.edu/pub/maintenance/show.php>
- CIC Portal:
 - <https://cic.gridops.org/>
- LHCb google calendar
 - <http://lhcbweb.pic.es/DIRAC/LHCb-Production/visitor/web/External/display?site=calendar>