

Latest GGUS enhancements

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STEINBUCH CENTRE FOR COMPUTING - SCC



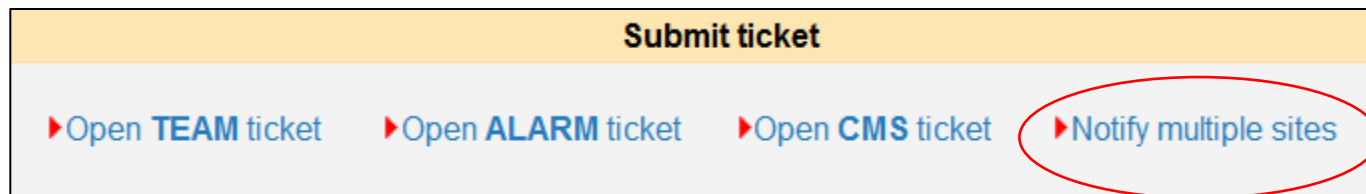
Latest major enhancements

- Bulk submit feature
 - Allows submission of one ticket to multiple sites

- Integration of CMS
 - Customized view of GGUS for CMS specific needs
 - Replaces former GGUS-Savannah bridge

Bulk submit feature

- Notify multiple sites by GGUS ticket about the same issue
- Expert option requiring alarm permissions
- Linked from „Submit ticket“ menu



- Submit form is similar to alarm ticket submit
 - Priority default: top priority
 - Type of problem menu is the same as on alarm ticket submit form

Bulk submit feature

*Notify SITE

* Required fields

Select site

Filter:

☒ Check all
☒ Uncheck all

☐ AEGIS01-IPB-SCL
☐ AEGIS02-RCUB
☐ AEGIS03-ELEF-LEDA
☐ AEGIS04-KG
☐ AEGIS05-ETFBG
☐ AEGIS09-FTN-KM
☐ AEGIS11-MISANU
☐ AGLT2
☐ AGLT2_TEST
☐ AM-02-SEUA
☐ ANLASC
☐ ARAGRID-CIENCIAS
☐ ARNES
☐ ASRT

Integration of CMS – submit form

- Customized submit form
 - CMS specific type of problem values and regular type of problem values
 - Automated CC to CMS groups if choosing any CMS type of problem value

Problem information

Date / Time of Problem

*Subject ?

Describe your problem providing the information listed here ?

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Change priority

Ticket category

*Type of problem

--- select below ---

CMS_CAF Operations

CMS_Central Workflows

CMS_Data Transfers

CMS_Facilities

CMS_HammerCloud

CMS_Register New CMS Site

CMS_SAM tests

CMS_Tier-1 Tape Families

--- GGUS Type of Problems ---

Databases

File Access

File Transfer

Local Batch System

Middleware

Monitoring

Network problem

Other

Storage Systems

▼

Integration of CMS – submit form

- Customized submit form offering:
 - CMS specific site names and equivalent GOC DB site names

Problem information

Date / Time of Problem

2014 ▾ 09 ▾ 24 ▾ / 11 ▾ : 42 ▾ UTC

***Subject ?**

Describe your problem providing the information listed here ?

4000

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--- select below ---

T0_CH_CERN - CERN-PROD
T1_DE_KIT - FZK-LCG2
T1_ES_PIC - pic
T1_FR_CCIN2P3 - IN2P3-CC
T1_IT_CNAF - INFN-T1
T1_RU_JINR - JINR-T1
T1_TW_ASGC - Taiwan-LCG2
T1_UK_RAL - RAL-LCG2
T1_US_FNAL - USCMS-FNAL-WC1
T2_AT_Vienna - Hefhy-Vienna
T2_BE_IHE - BEgrid-ULB-VUB
T2_BE_UCL - BelGrid-UCL
T2_BR_SPRACE - SPRACE
T2_BR_UERJ - UERJ
T2_CH_CSCS - CSCS-LCG2
T2_CN_Beijing - BEIJING-LCG2
T2_DE_DESY - DESY-HH
T2_DE_RWTH - RWTH-Aachen

Change priority

Ticket category

*Type of problem

Select

*Notify CMS SITE

--- select below ---

Integration of CMS – submit form

- Customized submit form offering:
 - CMS specific support units

Problem information

Date / Time of Problem 2014 ▾ 09 ▾ 24 ▾ / 11 ▾ : 42 ▾ UTC

*Subject ?

Describe your problem providing the information listed here ?

--- select below ---

CMS AAA - WAN Access

CMS Analysis Operations

CMS CAF Operations

CMS Central CERN Services

CMS Computing Operations

CMS Dashboard

CMS Datatransfers

CMS DBS

CMS Frontier & Squid

CMS Glidein Factory

CMS GlideinWMS

CMS HammerCloud

CMS Online Cloud

CMS SAM

CMS Site Readiness

CMS Site Support

CMS SiteDB

CMS SW Deployment

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Change priority
Ticket category
*Type of problem
Select

*Notify CMS SITE
or
*CMS Support Unit

--- select below ---

Integration of CMS – sites and support units

- CMS support units and CMS sites are mutually exclusive
- CMS site names
 - Mapped to site names registered in GOC DB and OIM
 - Setting CMS site name routes ticket to the related NGI/ROC and notifies the site
 - Setting CMS site names only possible during ticket submit
- CMS support units
 - Setting CMS support unit routes ticket to CMS VOSupport and notifies the CMS support unit
 - Can be updated in modify section

Integration of CMS – ticket modify

- Customized ticket modify section for registered CMS members
 - CMS support units
 - Selected CMS type of problem persists but not the whole list from ticket submit form

Modify section Ticket-ID: 51823

☐ add to [monitor](#) | follow up date:

Assign ticket to support unit: ? <div>VOSupport</div>	Change Status: ? <div>assigned</div>	Type of problem: <div>CMS_Facilities</div>	Notify site: ? <div></div>
Assign ticket to specific person(s): <div></div>	Change Priority: ? <div>urgent</div>	Change concerned VO: ? <div>cms</div>	Change ticket category: <div>Incident</div>
Involve others: <div></div>	Change CC recipient: ? <div>guenter.grein@kit.edu;helmut.dres@kit.edu</div>	VO specific: ? <div>yes <input type="radio"/> no <input checked="" type="radio"/></div>	CMS Support Unit: <div>CMS Dashboard</div>

Integration of CMS – ticket modify

- Customized ticket modify section for non-CMS members
 - Selected CMS type of problem persists but not the whole list from ticket submit form

Modify section Ticket-ID: 51823

Assign ticket to support unit: ? <input type="text" value="VOSupport"/>	Change Status: ? <input type="text" value="assigned"/>	Type of problem: <input type="text" value="CMS_Facilities"/>	Notify site: ? <input type="text"/>
Assign ticket to specific person(s): <input type="text"/>	Change Priority: ? <input type="text" value="urgent"/>	Change concerned VO: ? <input type="text" value="cms"/>	Change ticket category: <input type="text" value="Incident"/>
Involve others: <input type="text"/>	Change CC recipient: ? <input type="text" value="guenter.grein@kit.edu;helmut.dres@kit.edu"/>		
VO specific: ? yes <input type="radio"/> no <input checked="" type="radio"/>			

Integration of CMS – ticket search

- Customized ticket search for registered CMS members

Show columns in search result

☒ Ticket-ID
☒ Type
☒ VO
☒ Site
☒ CMS Site
☒ Priority
☒ Resp. Unit
☒ CMS SU
☒ Status
☒ Last Update
☒ Last Modifier
☐ Creation Date
☐ Top
☐ Ticket Category
☐ Solution Date
☒ Subject

Ticket ID:
Status: open states

Support Unit: all
Priority: all

Support Unit Hierarchy: all
Type of problem: all

Concerned VO: all
Ticket category: all

CMS SU all
MoU Area: creation date

User:

Keyword:

Involved support:

Assigned to person:

Notified site:

CMS Site all

Special attributes: none

Order tickets by: Ticket-ID desc

GO!

[new search with default values](#)