

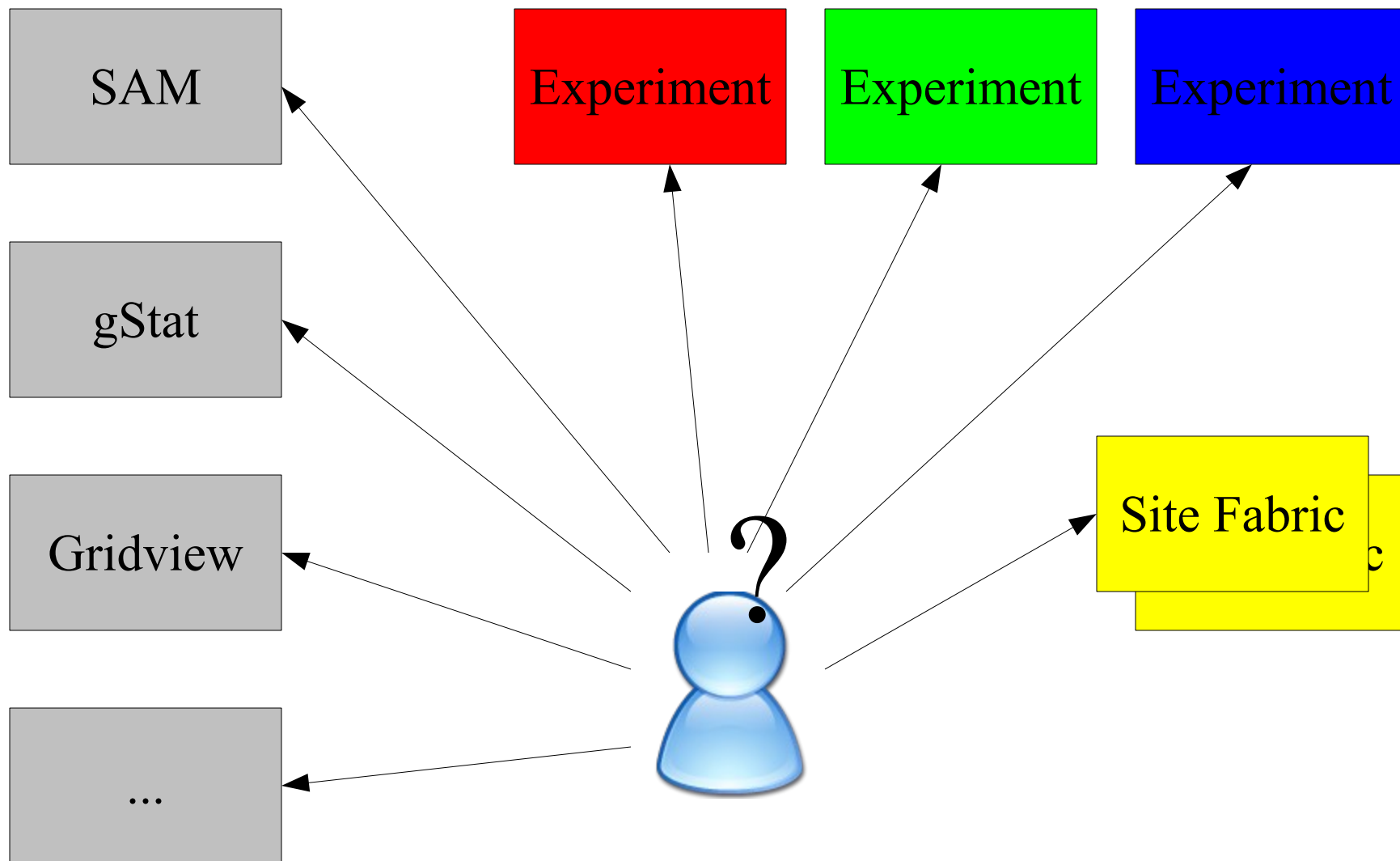
Communication between sites and experiments

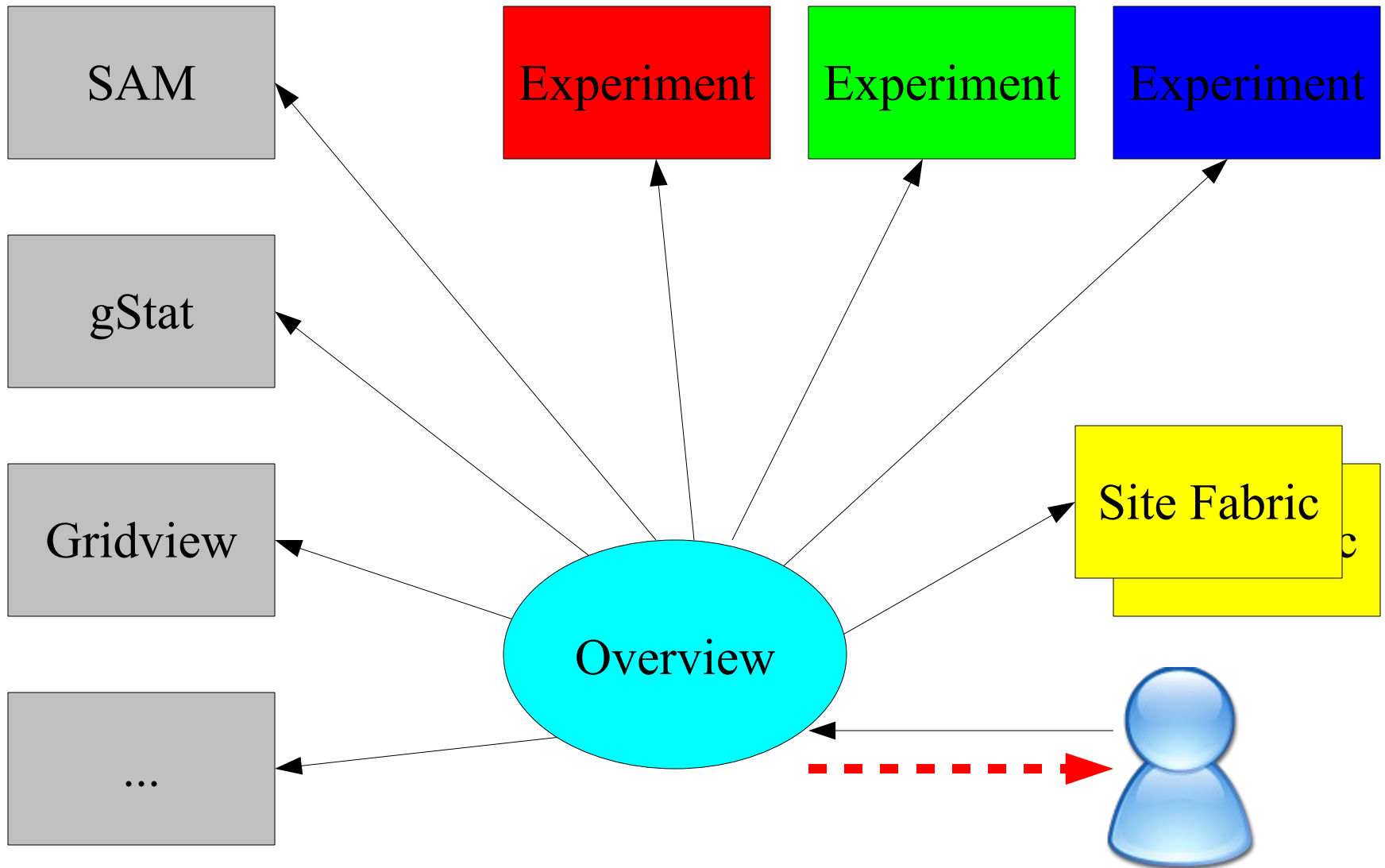
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- Introduction
- Monitoring
- Communication Channels
- Problem Reporting
- Alarms
- Error Handling

- Site view on communication
- Aim: raising discussion
 - ... during the round-table session





- Sites: collect monitoring information
 - “Single point for problem spotting”
 - If not: problems **will** be missed
 - Benefit: automatic notifications possible
- Effort required to publish & collect
 - Injection into SAM?
- Experiment monitoring:
 - Document what is tested, what does a failure mean?
 - At least for site relevant tests

- GGUS
 - Slow (~ hours), not suitable for urgent problems
 - Excellent for user support
- Mail
 - Fast ... if sent to the correct address
 - *“Your favorite admin might be skiing in the Alps”*
 - Works outside regular office hours
 - Can transfer much information
 - Archiving
 - May be used for alarms
 - May be coupled to site ticket systems

- Phone
 - Only 1 recipient
 - May not be there
 - Essential information not available to others
 - Not archived
 - May not work outside office hours
 - No direct calls to mobiles or home phones
- Instant Messaging
 - Same problems as phone
 - Risk of too much distraction

- Experiment → site
 - Mailing lists (production)
 - GGUS (users)
- Site → experiment
 - Mailing lists?
 - Have to be accessible for site administrators!

- Variants of “*It doesn't work*”
- Needed:
 - **What** was attempted?
 - **How** exactly was it done?
 - **What** was the result?
 - **Who** tried to do it (credentials)?
 - **When** did it occur?
- More details → faster response or solution
- Training users
 - Task for the VO!

- **Inform sites of very urgent problems**
 - Sites decide how/when to respond
 - No guarantees!
 - To be used with care
 - Nobody wants false alerts
- **Per site 1 alarm address**
 - No need, no advantage having one per VO

- Mail address
- Automatically classified and processed
 - Filter input for abuse
 - Possibility to reduce severity
 - May be forwarded via SMS
- spam (SpamAssassin)
 - Deleted
- unsigned
 - Forward to standard grid support list
 - Acknowledgment

- signed
 - Forward to standard grid support list
 - Acknowledgment
 - “*You are not recognized as registered user*”
- signed & sent as registered user
 - Store at web site; Nagios probe checks that site
 - Configurable severity per user DN
 - Forward to private email list
 - Acknowledgment

- Failures will happen
- ...but VOs can try to handle them gracefully
 - Use time outs
 - Do not try harder; increase interval between attempts
 - TRUE/FALSE or between 0% and 100%?
 - Site dependencies (T1-T2)
- Localize problem
 - Site (NL-T1, Nikhef, SARA)
 - Service (FTS, SE, WN)
 - Details, error messages, ...

Questions?