



Enabling Grids for E-scienceE

The GGUS system

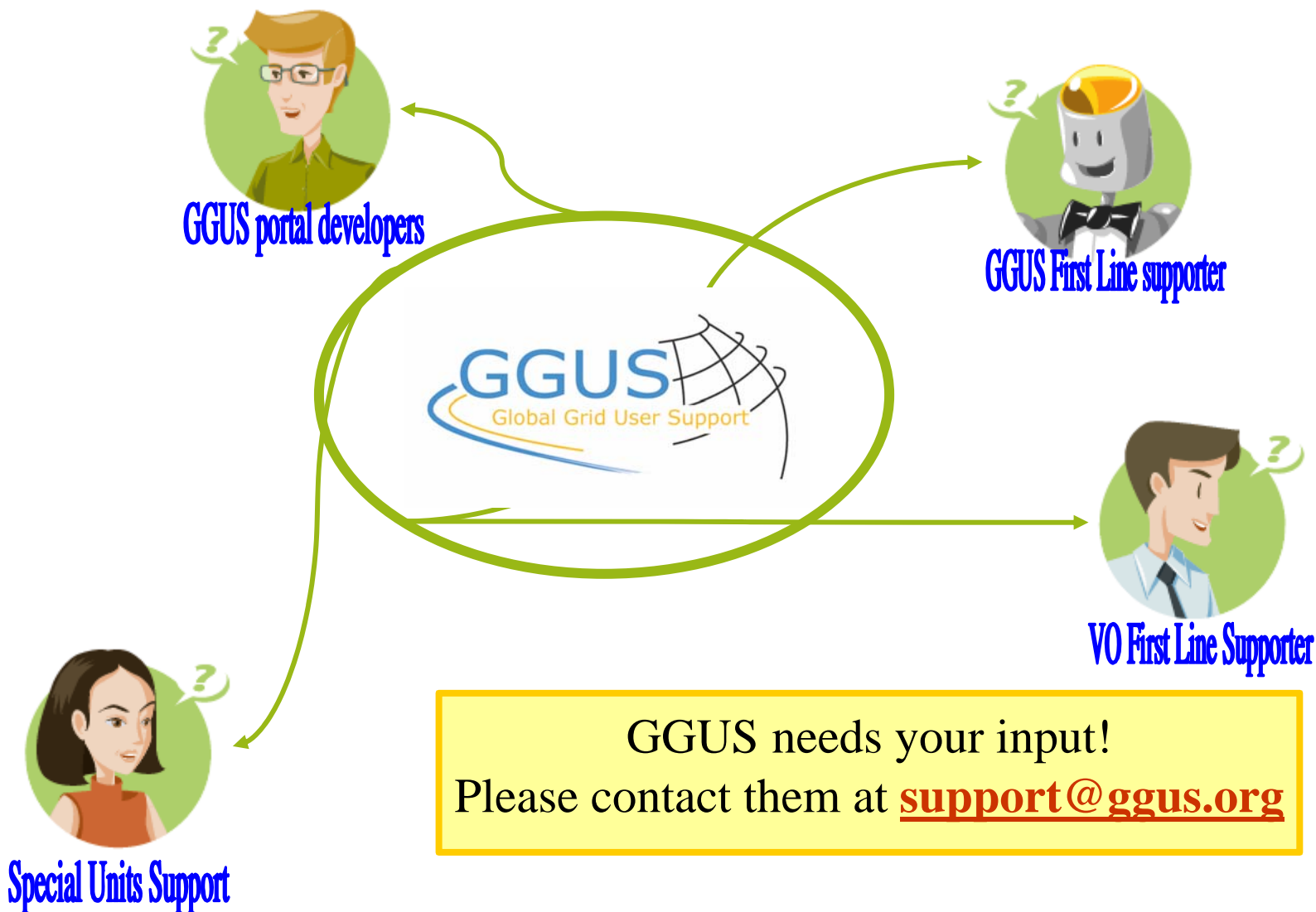
Diana Bosio, CERN

Guenter Grein, FZK

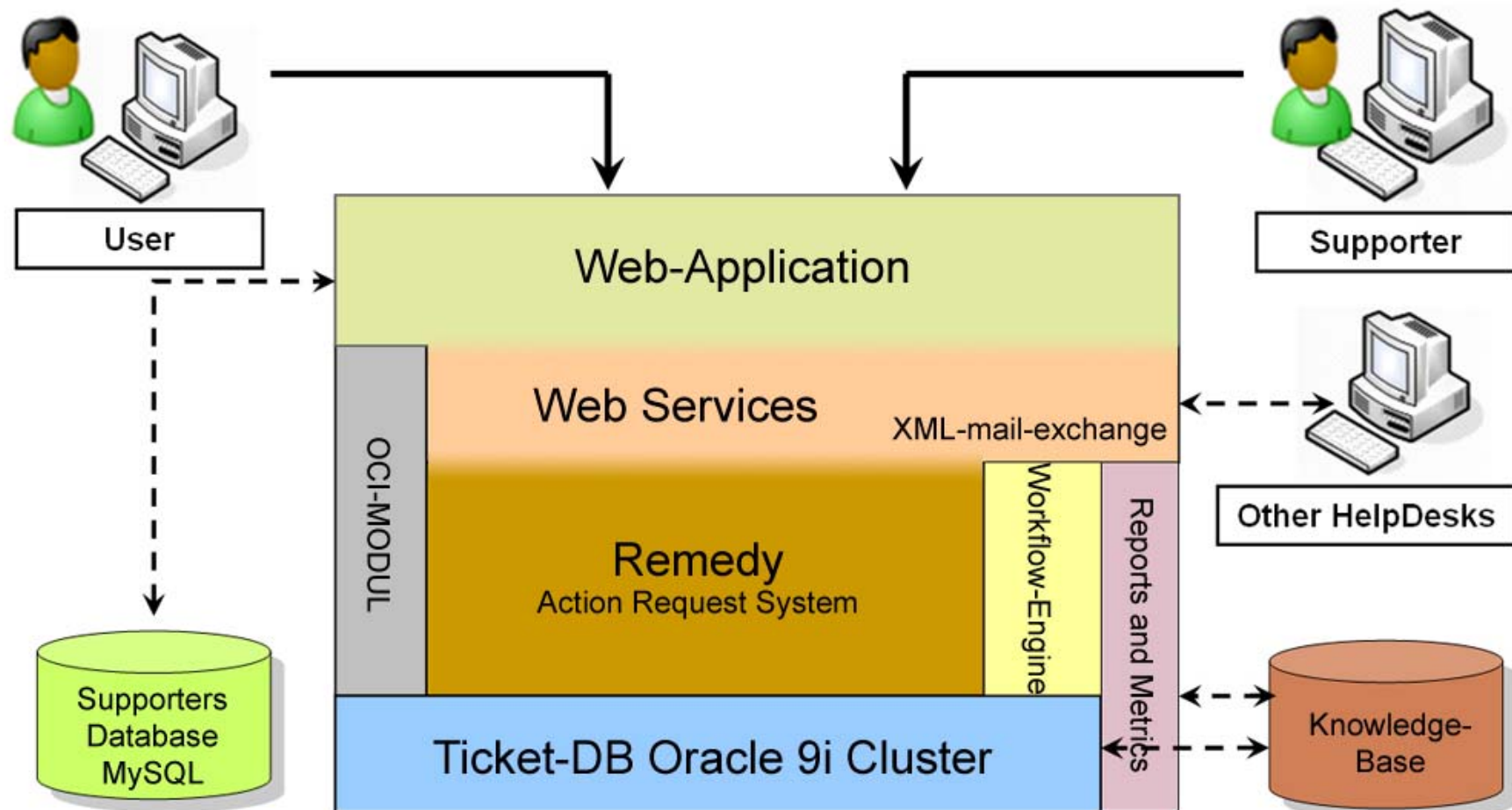
www.eu-egee.org



The system: user's perspective



GGUS-System



What you need to use GGUS

- **NOTHING! But...**
- **Your grid certificate can be helpful!**



Users' perspective: without cert

Enabling Grids for E-science

Applications Actions

GGUS - /home.php - SeaMonkey

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop Search Print

Home Bookmarks WebMail Radio People Yellow Pages Download Calendar Channels Members WebMail Connections Biz Journal SmartUpdate Mktplace

FAQ/Wiki - Documentation - Training - Contact - Masthead

GGUS Global Grid User Support

Home - Submit ticket - Support staff

Welcome to Global Grid User Support

Tickets @ GGUS

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

Logon to GGUS

- ▶ [Logon](#) for registered users
- ▶ [Register](#) New users go here
- ▶ [Apply](#) Become a GGUS supporter

Latest news

News from GridKa 2006-12-04 16:00 UTC

- ▶ [dCache upgrade to 1.7 postponed](#)
- ▶ [see also news at CIC-Portal](#)

Monitoring Infos

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

GGUS Search

Grid Web Search

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

GGUS development plans

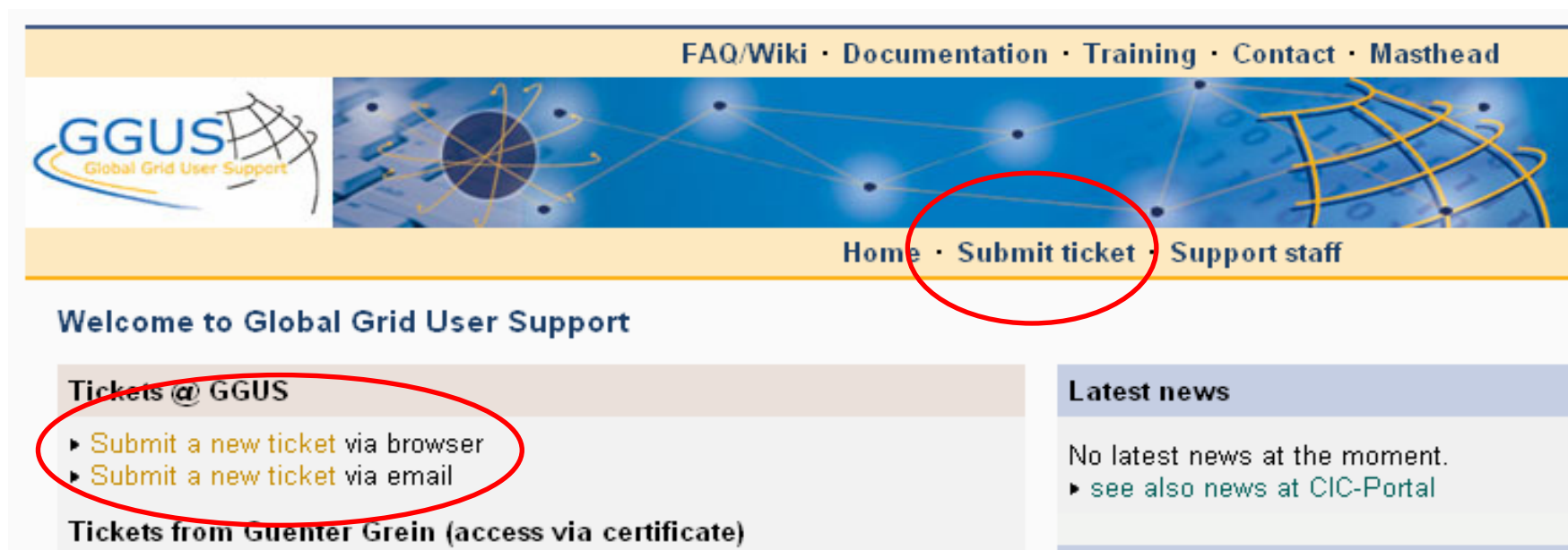
- ▶ [Description of development procedures](#)
- ▶ [Submit a request for a new feature to GGUS](#)
- ▶ [Browse current open features](#)
- ▶ [Plans for upcoming releases](#)
- ▶ [Ongoing worklist & Release Notes](#)

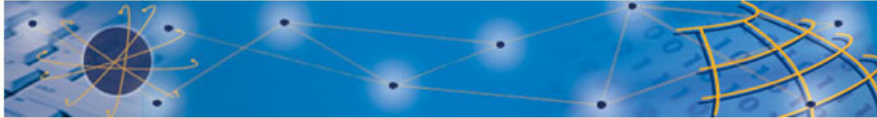
GGUS downloads

- ▶ [Training material for supporters](#)

root@goc-sc3-2:/usr/lit root@goc-sc3-2:/usr/lit Slide 1 - OpenOffice.or GGUS - /home.php - S

Mon Dec 18, 12:03 PM

A screenshot of the Global Grid User Support (GGUS) website. The page has a blue and yellow color scheme. At the top, there is a navigation bar with links: 'FAQ/Wiki', 'Documentation', 'Training', 'Contact', and 'Masthead'. Below this is a banner image showing a globe with network connections. Underneath the banner is another navigation bar with links: 'Home', 'Submit ticket', and 'Support staff'. The 'Submit ticket' link is circled in red. Below the navigation bars, there is a section titled 'Welcome to Global Grid User Support'. On the left, there is a box titled 'Tickets @ GGUS' with two bullet points: 'Submit a new ticket via browser' and 'Submit a new ticket via email'. This box is also circled in red. Below this box is a link: 'Tickets from Guenter Grein (access via certificate)'. On the right, there is a box titled 'Latest news' with the text: 'No latest news at the moment.' and a link: 'see also news at CIC-Portal'.



Submit ticket

User information

Name: Diana Bosio 1261 E-Mail:

CC to: Virtual Organisation: please select

Ticket information

Date / Time of Problem: 2007 / 01 / 25 / 10 : 39 UTC [local time and UTC information](#)

Short description (required)

Describe your problem:

Type of problem: please select Priority: less urgent

VO specific problem? yes no Notification on solution every change

Upload attachment: (no exe/php/html 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

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.

- No possibility for a user to update a ticket via the web.
- Replying to email received from helpdesk@ggus.org
 - without changing subject line!!!

Welcome to Global Grid User Support

Tickets @ GGUS

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

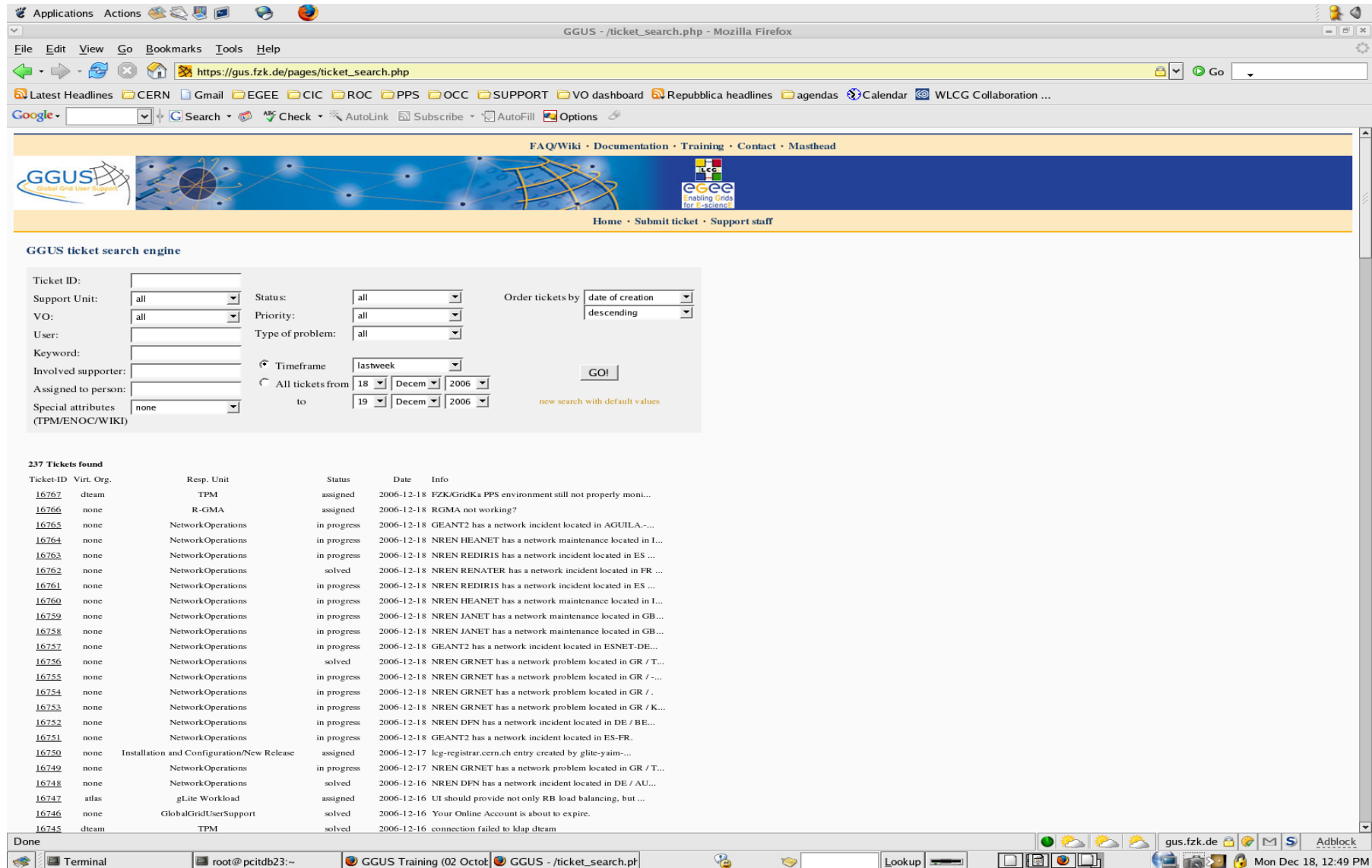
Tickets from Guenter Grein (access via certificate)

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](#)



The screenshot shows a Mozilla Firefox browser window displaying the GGUS ticket search engine. The address bar shows the URL https://gus.fzk.de/pages/ticket_search.php. The page header includes navigation links for FAQ/Wiki, Documentation, Training, Contact, and Masthead. Below the header is a banner with the GGUS logo and the text "Enabling Grids for E-science".

The main content area is titled "GGUS ticket search engine" and contains a search form with the following fields:

- Ticket ID:
- Support Unit:
- VO:
- User:
- Keyword:
- Involved supporter:
- Assigned to person:
- Special attributes (TPM/ENOC/WIKI):
- Status:
- Priority:
- Type of problem:
- Order tickets by: (dropdown menu with "descending" option)
- Timeframe: (dropdown menu)
- All tickets from: (dropdown menus)
- to: (dropdown menus)

A "GO!" button is located to the right of the search form. Below the form, it says "new search with default values".

The search results section is titled "237 Tickets found" and displays a table with the following columns: Ticket-ID, Virt. Org., Resp. Unit, Status, Date, and Info. The table contains 15 rows of data, including ticket numbers like 16767, 16766, 16765, etc., and their corresponding details.

The browser's taskbar at the bottom shows the system tray with icons for weather, network, and volume, along with the system clock displaying "Mon Dec 18, 12:49 PM". The terminal window at the bottom shows the command prompt "root@pcitdb23:~" and the current directory "GGUS Training (02 Octo)".

