

GGUS ALARM and TEAM tickets

Author Guenter Grein

Location FZK

- **Basics**

- Only the so called “Alarmers” can submit ALARM tickets
- “Alarmers” are experts, nominated by the VO management of one of the 4 LHC VOs
- “Alarmers” need to be **registered** as such in the GGUS user database
- “Alarmers” need a valid grid certificate

- Ticket submit via GGUS portal (only registered "Alarmer")

Submit ALARM ticket

User information

Name: Günter Grein E-Mail:

CC to [?]:

VO: none

Notification mode [?]: on every change on solution

ALARM information

Date / Time of Problem: 2008 - 09 - 04 / 10 : 49 UTC

Short description (required):

Describe your problem providing the information listed here [?]:

MoU Area:

Affected Site:

please select a site

CA-TRIUMF (TRIUMF-LCG2)

CH-CERN (CERN-PROD)

DE-KIT (FKJ LCG2)

ES-PIC (pic)

FR-CCIN2P3 (IN2P3-CC)

IT-INFN CNAF (INFN T1)

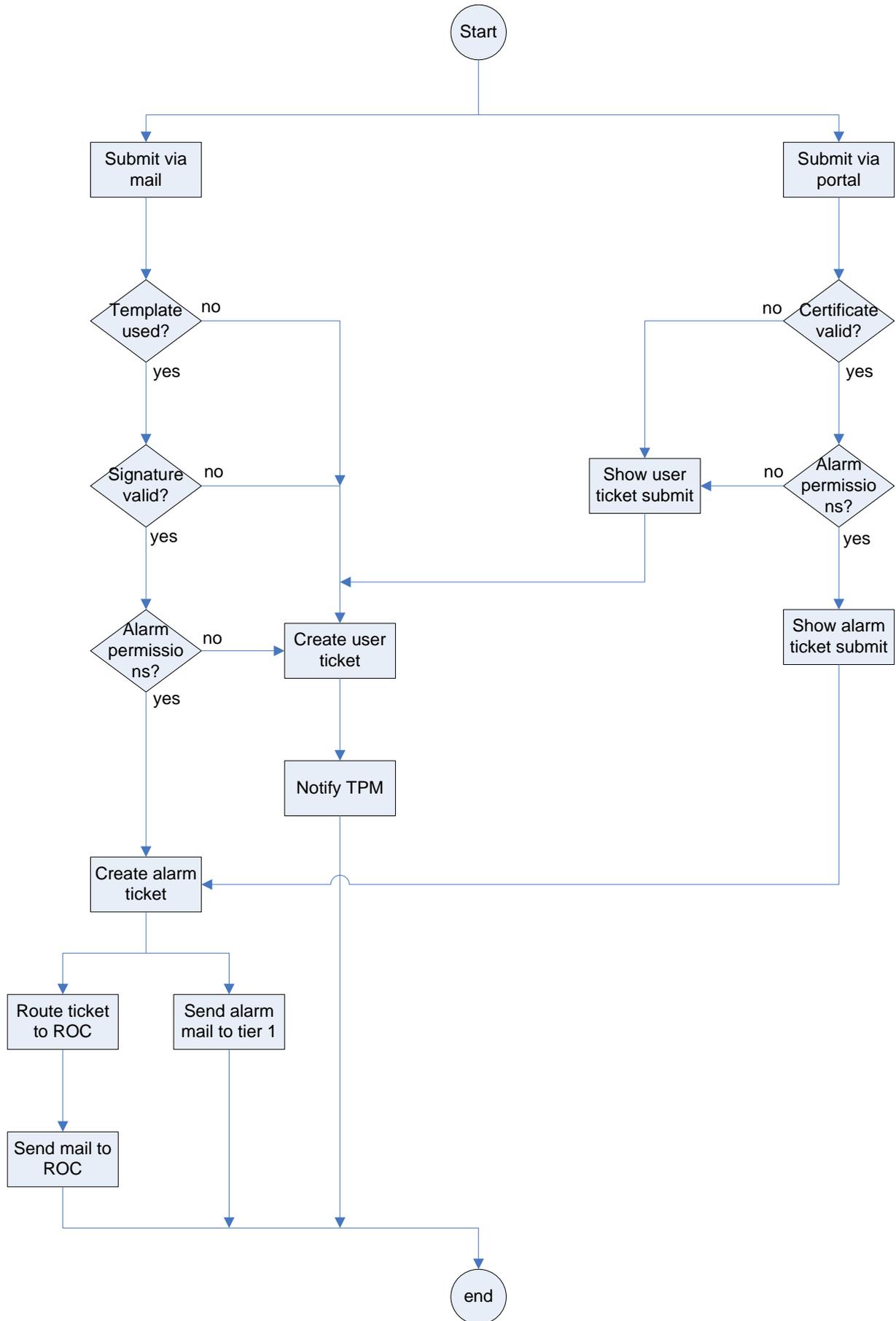
- **Mandatory fields in the web form**
 - Short Description
 - Affected Site
 - MoU Area
 - Raw data recording
 - Event reco or distribution of data to Tier-1 Centres
 - Networking services to Tier-1 centres
 - All other tier-0 services
 - All other services
 - Acceptance of data from the Tier-0 centre
 - Networking service to the Tier-0 centre
 - Data-intensive analysis services, including networking to T0,T1 centres outside
 - All other services
 - End user analysis facility
 - Other Services

- Ticket submit via formatted mail
 - The submit mail must be signed with a valid grid certificate
 - The submit mail must use a specific template
 (https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1560_Alarm_Ticket_Process.pdf)
 - Tier-1 site names can be either
 - GOC DB names or
 - LHC site names which are:

• CH-CERN	NDGF
• CA-TRIUMF	NL-T1
• DE-KIT	TW-ASGC
• ES-PIC	UK-T1-RAL
• FR-CCIN2P3	US-FNAL-CMS
• IT-INFN-CNAF	US-T1-BNL

- **Ticket processing and routing**
 - Tier-1 site notification
 - The site is notified directly by sending an ALARM mail the site alarm mail address
 - Alarm mail addresses are documented at <https://twiki.cern.ch/twiki/bin/view/LCG/OperationsAlarmsPage>
 - As the site alarm mail address is now implemented in GOC DB please add the alarm mail address of your site in GOC DB!
 - ALARM mails are signed with the GGUS certificate
 - ALARM mails sent to tier-1 sites contain a link to the GGUS Alarm ticket
 - Ticket routing
 - Alarm tickets are routed to the ROC directly, bypassing the TPM
 - The routing is based on the tier-1 site name specified in the ticket

GGUS ALARM Processes



- **Basics**

- Only the “Team” members of a LHC VO can submit TEAM tickets
- “Team” members are nominated by the VO management of one of the 4 LHC VOs
- “Team” members need to be **registered** as such in the GGUS user database
- “Team” members need a valid grid certificate
- “Team” members can update all tickets of their team, regardless they have submitted the ticket or not

- Ticket submit via GGUS portal (only registered “Team“ members)

Submit TEAM ticket

User information

Name: Günter Grein E-Mail: guenter.grein@iwr.fzk.de

CC to ? VO ? none

Notification mode ? on every change on solution

Problem information

Date / Time of Problem: 2008 - 09 - 04 / 13 : 17 UTC

Short description (required):

Describe your problem providing the information listed here ?

MoU Area: select below ---

Affected Site: please select a site

please select a site

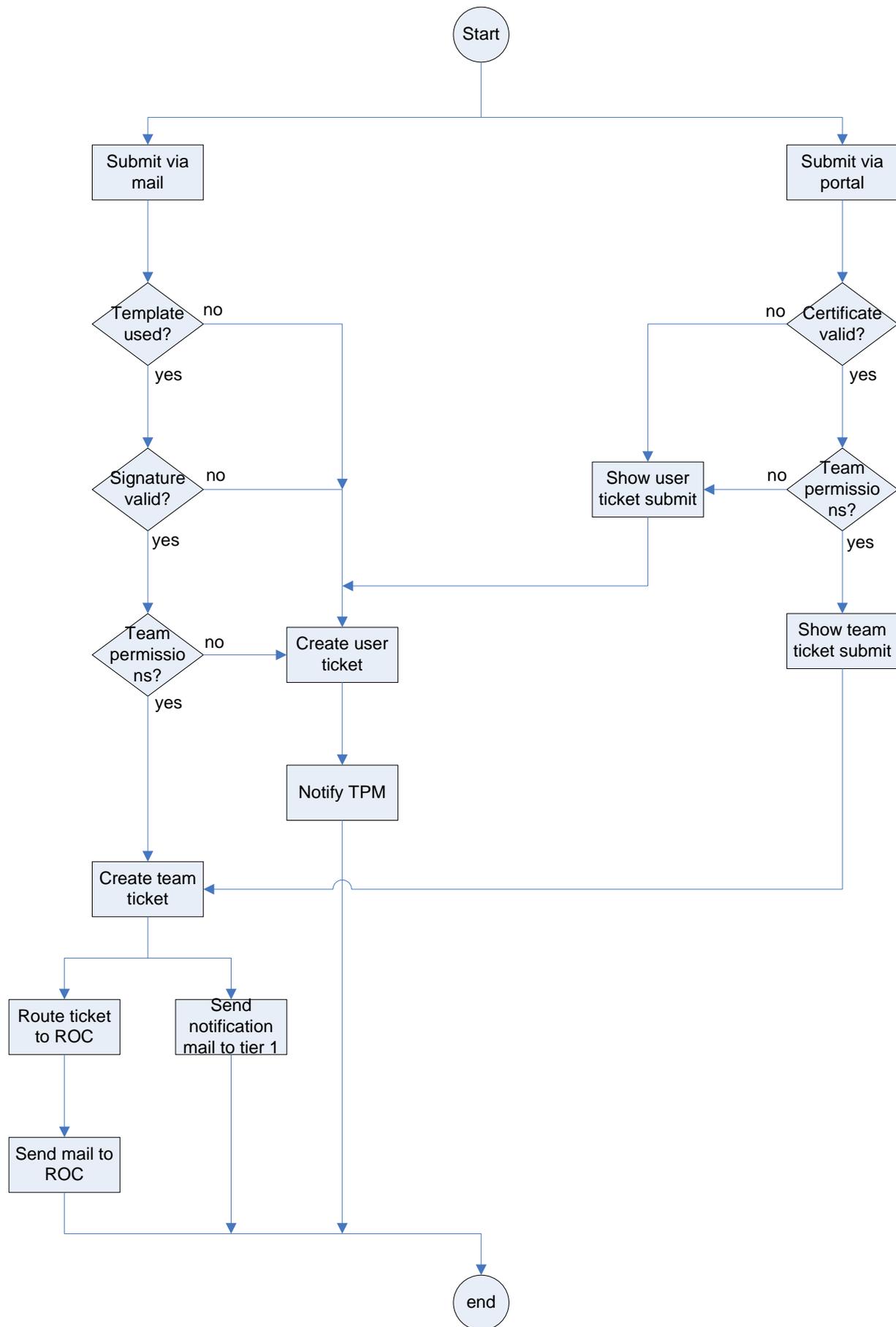
- CA-TRIUMF (TRIUMF-LCG2)
- CH-CERN (CERN-PROD)
- DE-KIT (FZK-LCG2)
- ES-PIC (pic)
- FR-CCIN2P3 (IN2P3-CC)
- IT-INFN-CNAF (INFN-T1)
- NDCE (NDCE-T1)

- **Ticket submit via formatted mail**
 - The submit mail must be signed with a valid grid certificate
 - The submit mail must use a specific template
 (https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1550_Team_Ticket_Process.pdf)
 - Tier 1 site names can be either
 - GOC DB names or
 - LHC site names which are:

• CH-CERN	NDGF
• CA-TRIUMF	NL-T1
• DE-KIT	TW-ASGC
• ES-PIC	UK-T1-RAL
• FR-CCIN2P3	US-FNAL-CMS
• IT-INFN-CNAF	US-T1-BNL

- **Ticket processing and routing**
 - Tier-1 site notification
 - The site is notified directly about a ticket by sending a mail the site contact mail address
 - The mail addresses used for team tickets are documented at <https://twiki.cern.ch/twiki/bin/view/LCG/TierOneContactDetails>
 - Team ticket mails sent to tier-1 sites contain a link to the GGUS ticket
 - Ticket routing
 - TEAM tickets are routed to the ROC directly, bypassing the TPM
 - The routing is based on the tier-1 site name specified in the ticket

GGUS TEAM Processes



GGUS TEAM Processes

V10

01/09/2008

Guenter Grein

	ALARM Tickets	TEAM Tickets
Ticket processing	Alarming tier-1 site admins at any time (365*24*7)	Notifying tier-1 site admins; actions will only be taken during office hours
Possible submitters	„Alarmers“; these are 3-4 experts of each LHC VO	„Team“ members; these are a number of VO members with expertise
GGUS mail	ALARM mails are signed with the GGUS certificate	Notification mails are not signed

- https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1560_Alarm_Ticket_Process.pdf
- https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1510_FAQ_for_alarm_tickets.pdf
- https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1520_Graph_ALARM_Ticket_Process.pdf
- https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1550_Team_Ticket_Process.pdf
- https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1540_FAQ_for_team_tickets.pdf
- https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1530_Graph_TEAM_Ticket_Process.pdf

- **Consolidate current implementation**
 - Regular testing of alarm process
 - Confirmation of alarm mail receipt by tier-1 site
 - Fine-tuning
- **Extend the current implementation if requested**
 - Tier-2 sites ?
 - VOs ?
 - Submit requests at <https://savannah.cern.ch/support/?func=additem&group=esc>