



Enabling Grids for E-science

<LCG-EGEE Operations>

EGEE 1st EU Review – 9th to 11th February 2005

CERN

<Piotr Nyczyk, H el ene Cordier>

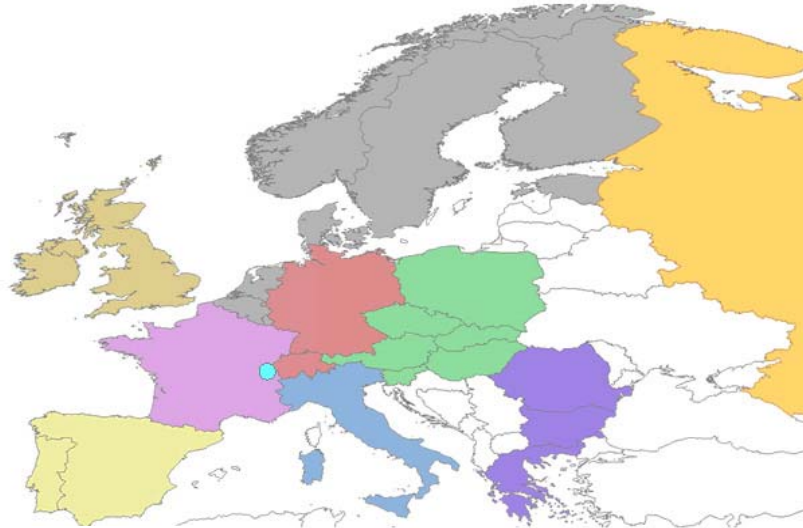
<CIC-ON-DUTY, SA1 >

www.eu-egee.org



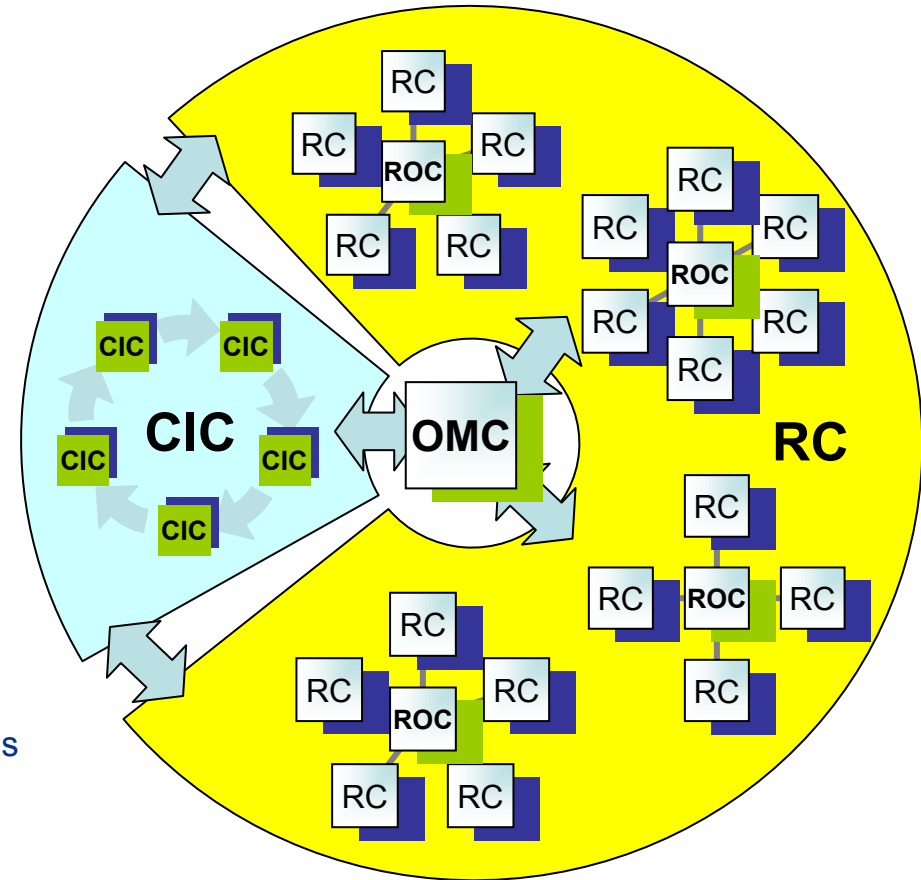
- **SA1 – Core Infrastructure Centers**
 - Definition
 - Operational tool
- **Cic Operations**
 - Cic-on-duty
 - Definition
 - Procedure
 - Operations
 - Monitoring tools
- **Scenarios of escalation**
 - Severity
 - Deadline Expiration
- **Next steps**

- Operate essential grid services and act as Grid Operation Center

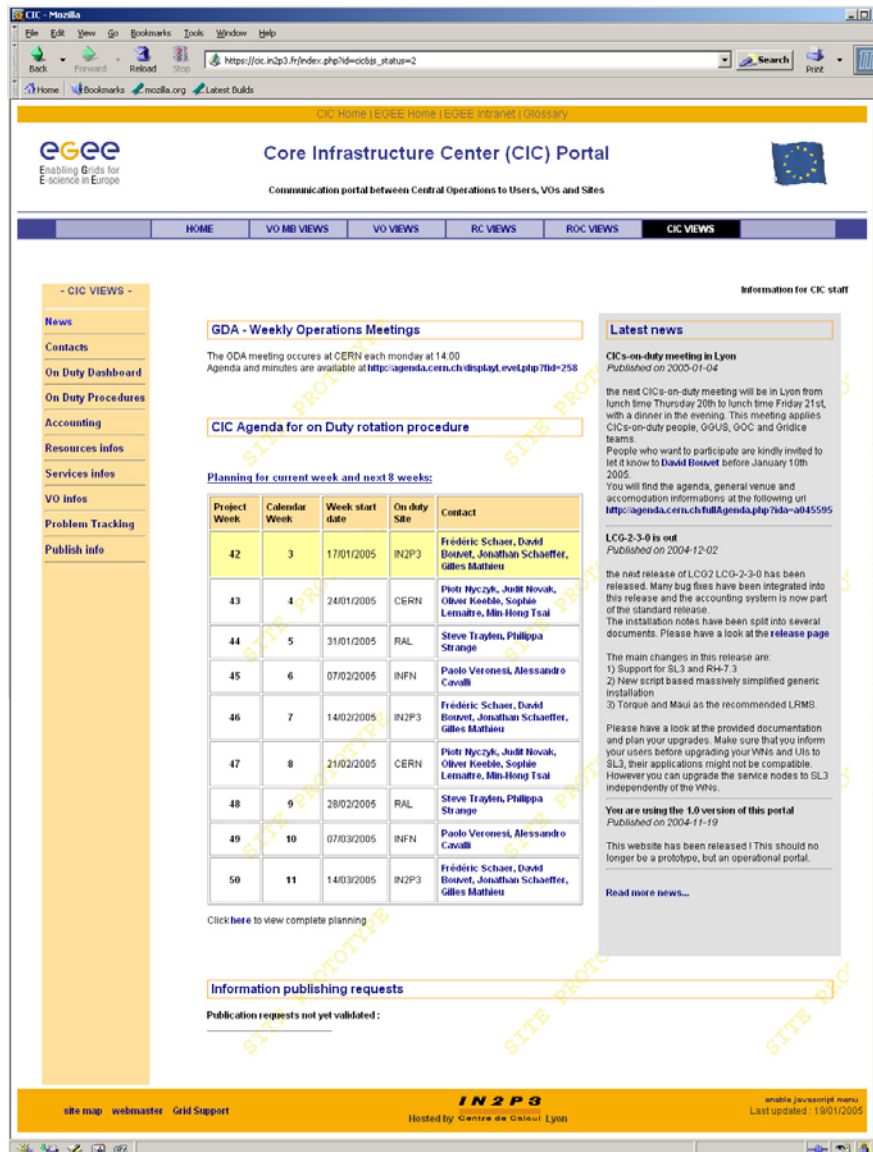


[This map has been provided by Matt Thorpe]

- Objectives
 - Transparency
 - Information sharing - 24x7
 - Troubleshooting in conjunction with ROCs
- Current state of operations
 - Procedures defined and used
 - Monitoring tools and in-depth testing
 - Communication tool
 - Problem Tracking Tool



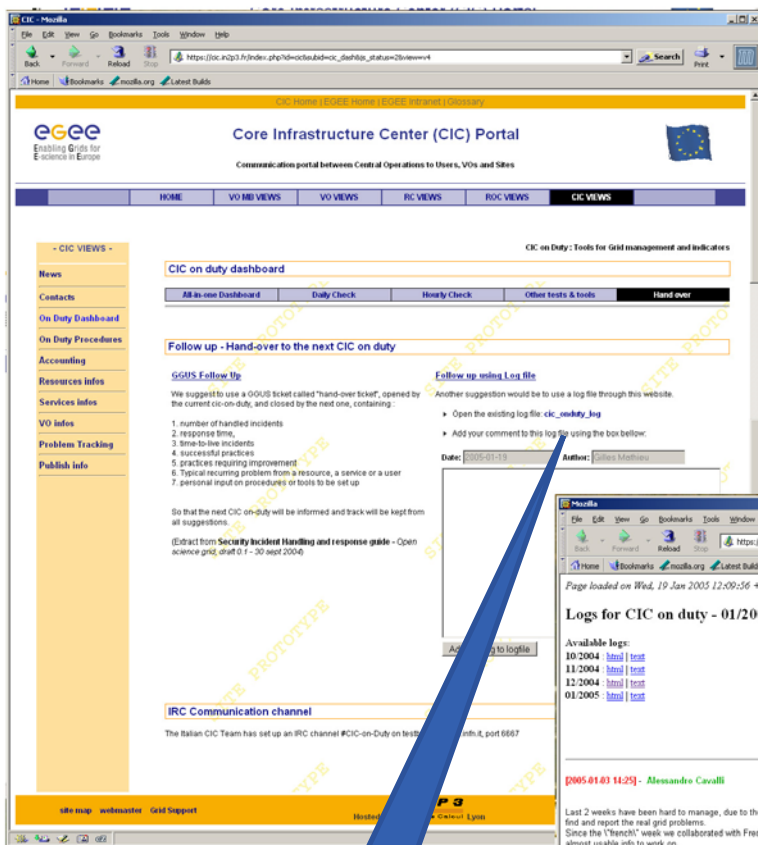
[This sketch has been provided by Pierre Girard]



The screenshot shows the CIC Web Portal interface. At the top, there is a navigation bar with tabs for HOME, VO MB VIEWS, VO VIEWS, RC VIEWS, ROC VIEWS, and CIC VIEWS. A sidebar on the left contains a menu with items like News, Contacts, On Duty Dashboard, On Duty Procedures, Accounting, Resources Infos, Services Infos, VO Infos, Problem Tracking, and Publish info. The main content area features a 'GDA - Weekly Operations Meetings' section, a 'CIC Agenda for on Duty rotation procedure' section, and a 'Planning for current week and next 3 weeks' table. The table lists project weeks, calendar weeks, week start dates, on-duty sites, and contact names. A 'Latest news' section on the right provides updates on meetings and releases.

Project Week	Calendar Week	Week start date	On duty Site	Contact
42	3	17/01/2005	IN2P3	Frédéric Schaefer, David Bonnet, Jonathan Schaeffer, Gilles Mathieu
43	4	24/01/2005	CERN	Piotr Nyczek, Jitit Novak, Oliver Keeble, Sophie Lemaitre, Min-Hong Tsai
44	5	31/01/2005	RAL	Steve Traylen, Philippa Strange
45	6	07/02/2005	INFN	Paolo Veronesi, Alessandro Cavalli
46	7	14/02/2005	IN2P3	Frédéric Schaefer, David Bonnet, Jonathan Schaeffer, Gilles Mathieu
47	8	21/02/2005	CERN	Piotr Nyczek, Jitit Novak, Oliver Keeble, Sophie Lemaitre, Min-Hong Tsai
48	9	28/02/2005	RAL	Steve Traylen, Philippa Strange
49	10	07/03/2005	INFN	Paolo Veronesi, Alessandro Cavalli
50	11	14/03/2005	IN2P3	Frédéric Schaefer, David Bonnet, Jonathan Schaeffer, Gilles Mathieu

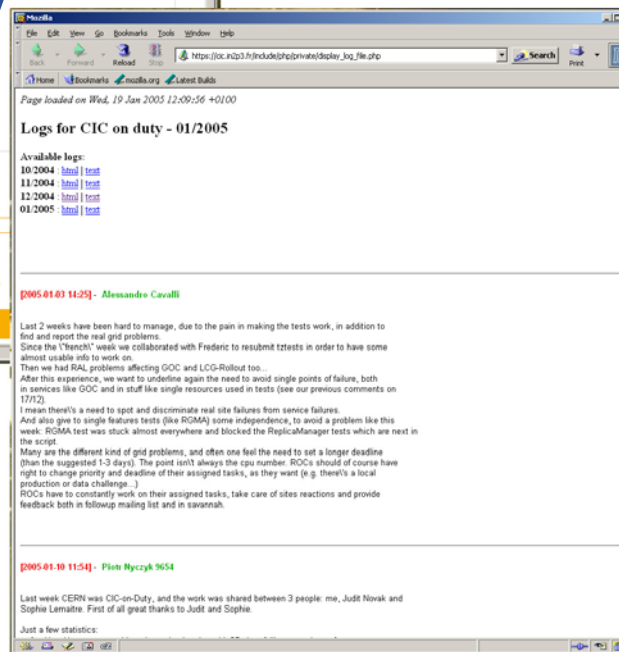
- Objectives of CIC portal
 - Centralized tool for Egee actors to use
 - Functional needs
 - Communication tool for inter-operability
 - Needs and feedback
 - CICs pro-active resolutions
 - Provide a repository
 - Knowledge: configurations, published sites data, Faqs
 - Procedures and processes
 - Existing tools



Follow-up

Log file

Cic-on-duty agenda
 weekly shifts – 8/5
 GGUS, ROC User-support, mail
 Monitor, diagnose troubles
 Contact site administrators, ROC
 Problem Tracking Tool



GDA meetings
 COD meetings

Cic operational procedure

Ops Procedure

[This procedure is provided by OMC]

High level abstraction of core tools results

Link all existing tools

- monitoring
- diagnosis
- communication
 - mail
 - follow up log



Scheduled downtimes in GOCDB

Overview of next scheduled maintenances: (Data got from GOC database)

Site	start date	end date	description
RWTH-LCG2	2004-10-14 13:45:00	2005-01-31 23:59:00	preparation for hardware and LCG software upgrade
CNAF-LCG2	2005-01-03 00:00:00	2005-01-31 00:00:00	Gris w-04-07-02-a cr.cnaf.infn.it downtime for migration to SL. It has been removed from local BDII
SHEFFIELD-LCG2	2005-01-10 12:00:00	2005-02-10 12:00:00	A new (much larger) cluster is being delivered today and will be set up over the next month.
WEIZMANN-LCG2	2005-01-17 09:00:00	2005-01-20 18:00:00	Scheduled downtime for general upgrades: Operating System (SL-3.0.3) and LCG-2.3
CGG-LCG2	2005-01-17 14:00:00	2005-01-20 14:00:00	Upgrade to LCG-2_3_0
HPTC-LCG2	2005-01-18 00:00:00	2005-01-19 00:00:00	PBS Queues shutdown for maintenance
IFCA-LCG2	2005-01-18 00:00:00	2005-01-22 00:00:00	Major Network Changes and site update
scotgrid-gla	2005-01-18 09:00:00	2005-02-10 09:00:00	Down for site-wide upgrades, interrupting access to site RAID.
			Air Cooling Failure - unscheduled

Testzone Report Results

Critical tests failed	Job submission failed	Job list match failed
BG01-IPP	Durham	ALBERTA-LCG2
BITLab-LCG	HPTC-LCG2	CARLETONU-LCG2
BNL-LCG2	INFN-NAPOLI-ATLAS	CAVENDISH-LCG2
BUDAPEST	NSC	CGG-LCG2
CCIN2P3-LCG2	ROGRID-ICI	CY01-LCG2
csTCDie	Taiwan-LCG2	GL2006-MILANO
DESYPRO	TRIUMF-FC-LCG2	HPTC-LCG2
ekplcg2	WARSAW-LCG2	IFCA-LCG2
FNAL-LCG2		INFN-CATANIA
GSI-LCG2		INFN-CNAF
INFN-LNL-LCG		INFN-PADOVA
IPSL-IPGP-LCG2		KI-LCG2
ITEP		LivHEP-LCG2
JINR-LCG2		NGS
Lancs-LCG2		NGS-LEEDS
NCP-LCG2		NGS-MAN
POZHAN-LCG2		NGS-OXFORD
RHUL-LCG2		PNPI
RU-Moscow-KIAM-LCG2		Prague-LCG2
RU-Protvino-JHEP		PreGR01-UoM

Contact a given site for a given problem

---- Select problem ----

- GIIS
- GOC DB ENTRY
- LCG VERSION
- BDII
- FGMA
- SITES FUNCTIONAL TESTS
- MISCELLANEOUS

---- Select sub-problem ----

- down
- unstable
- info not published
- published info inconsistency
- CPU count erratic

---- Select a site ----

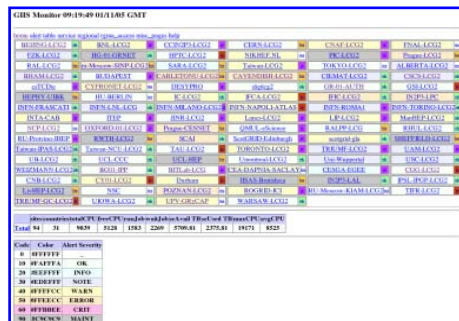
- ALBERTA-LCG2
- BEIJING-LCG2
- BG01-IPP
- BHAM-LCG2
- BITLab-LCG
- BNL-LCG2
- BUDAPEST
- CARLETONU-LCG2
- CAVENDISH-LCG2

List of sites is extracted from the GOC database
 Manage templates...

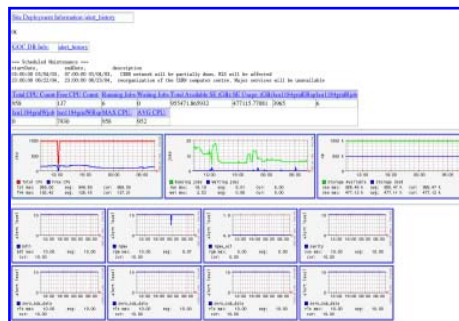
Site Functional Tests reports

- [Last report](#)
- [2005-01-19](#)
 - [Tests at 09.04.29](#) (91 sites tested)
 - [Tests at 06.06.03](#) (35 sites tested)
- [2005-01-18](#)
 - [Tests at 17.54.55](#) (8 sites tested)
 - [Tests at 16.29.32](#) (6 sites tested)
 - [Tests at 10.35.20](#) (7 sites tested)
 - [Tests at 09.36.09](#) (103 sites tested)
- [2005-01-17](#)
 - [Tests at 16.08.44](#) (6 sites tested)
 - [Tests at 12.36.53](#) (7 sites tested)
 - [Tests at 11.29.30](#) (12 sites tested)
 - [Tests at 06.05.40](#) (87 sites tested)
- [2005-01-16](#)
 - [Tests at 06.05.46](#) (89 sites tested)
- [2005-01-15](#)
 - [Tests at 06.05.40](#) (89 sites tested)
- [2005-01-14](#)
 - [Tests at 06.05.38](#) (89 sites tested)
- [2005-01-13](#)
 - [Tests at 06.05.32](#) (88 sites tested)
- [2005-01-12](#)

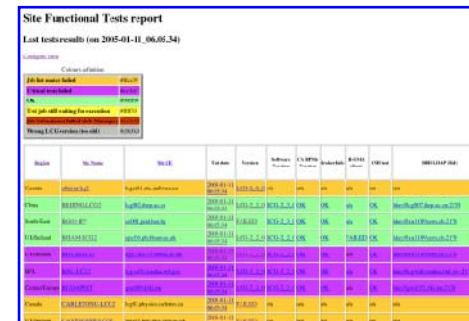
All-in-one dashboard



GIIS Monitor



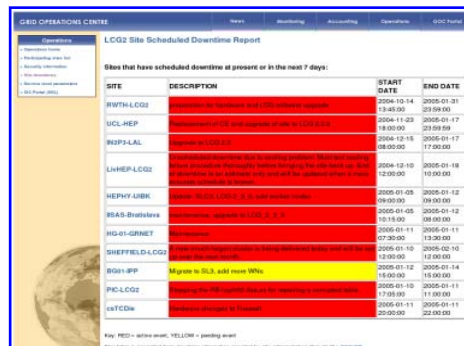
GIIS Monitor graphs



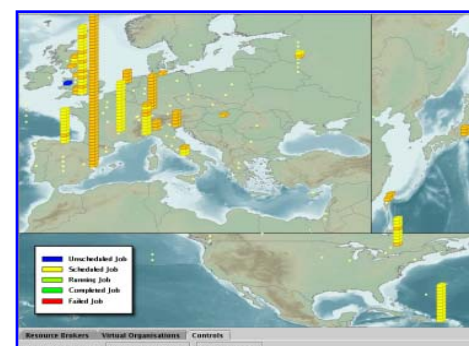
Sites Functional Tests



GOC Data Base



Scheduled Downtimes



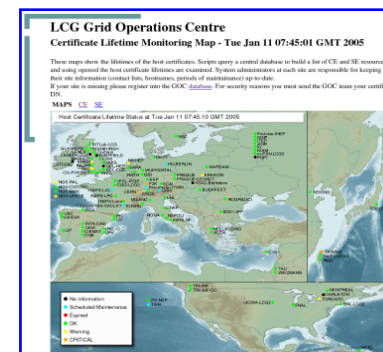
Live Job Monitor



Gridlce - VO view



Gridlce - fabric view



Certificate Lifetime Monitor

Note: Those thumbnails are links and are clickable.

LCG2 sites - Tasks: Modify an Item [LCG Savannah] - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

https://savannah.cern.ch/task/?func=detailItem&item_id=1518

LCG Savannah

Logged in as ptryczyk

My Items
My Groups
My Account Conf
Bookmark This Page
Logout

This Page
Clean Reload
Printer Version

Search

in Project/Group Search

Hosted Projects
Register New Project
Full List
Statistics

LCG Savannah Help
Get Support
Contributor Wanted

LCG Savannah Documentation
User Docs (FAQ)
Contact Us

Links
GNU/Savane

LCG2 sites - Tasks: Modify an Item

Public Areas Main | Homepage | Support | Bugs | **Tasks**
>> Submit a Task | Browse Open Tasks | Browse My Tasks | Digest Tasks | Search a Task | Statistics

Administration Main | Support | Bugs | Tasks

You are both technician and manager for this tracker.

task #1518 overview: GIIS seems to be down

Submitted by: Judit Novak <jnovak>
Submitted on: 2005-Jan-04 15:08

Submit Changes and Browse Items
Submit Changes and Return to this Item

Should Start On: 17 January 2005
Should be Finished on: 20 January 2005

Category: CY01-LCG2
Priority: * 3 - Low

Item Group: Information System
Status: None

Assigned to: rocsoutheast
Percent Complete: 100%

Action taken: Mail to site admin
Open/Closed: * Closed

Person contacted: xing@ucy.ac.cy, grid-support@egee-see.org

Response: problem was fixed

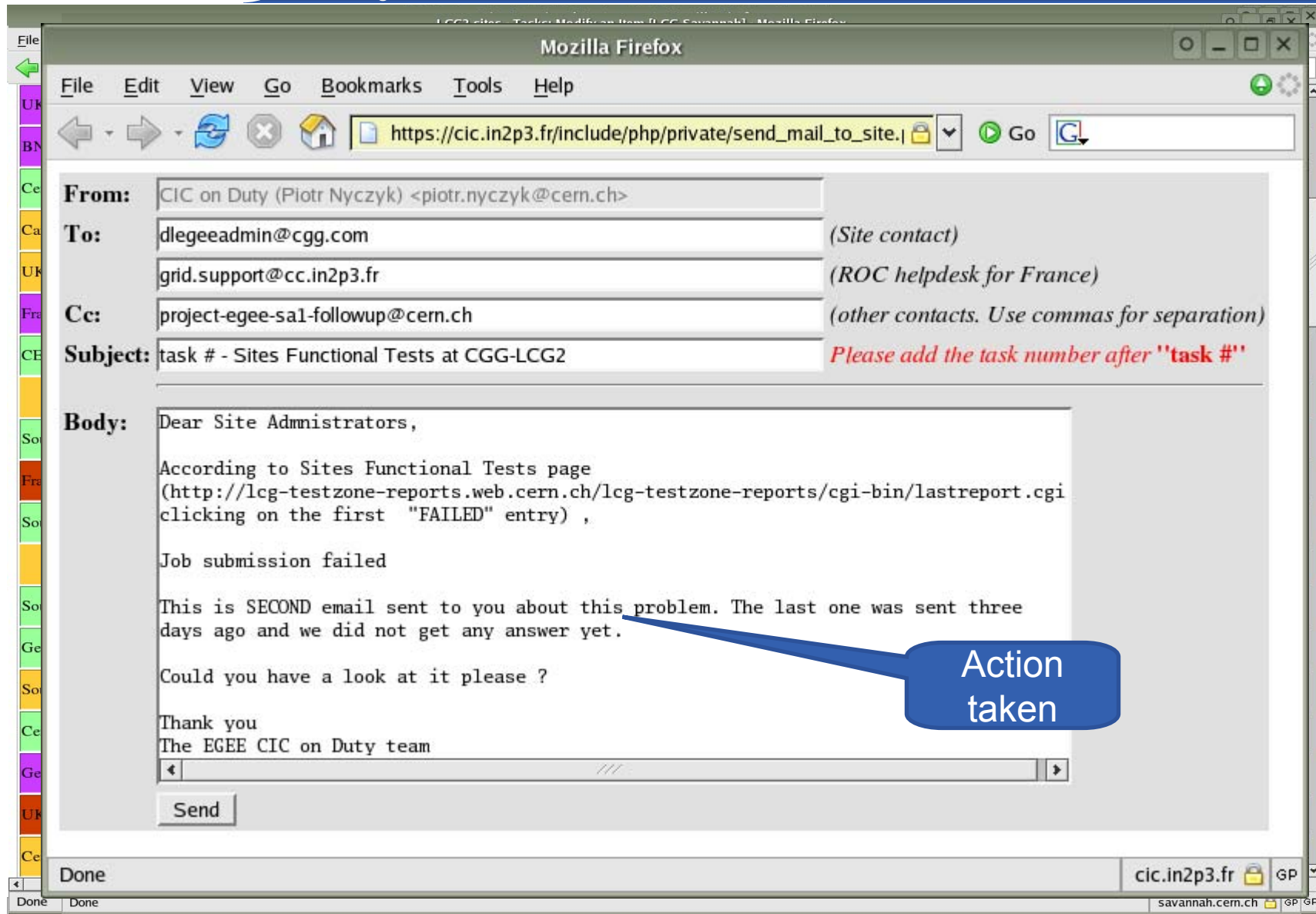
Summary: * GIIS is down

Original Submission:

task #1518 details:

- Follow-up Comments
- Attached Files
- Mail Notification Carbon-Copy List
- Dependencies
- Reassign this item

Ticket status



File Edit View Go Bookmarks Tools Help

https://cic.in2p3.fr/include/php/private/send_mail_to_site. | Go

From: CIC on Duty (Piotr Nyczyk) <piotr.nyczyk@cern.ch>

To: dlegeeadmin@cgg.com (Site contact)
grid.support@cc.in2p3.fr (ROC helpdesk for France)

Cc: project-egEE-sa1-followup@cern.ch (other contacts. Use commas for separation)

Subject: task # - Sites Functional Tests at CGG-LCG2 *Please add the task number after "task #"*

Body:

Dear Site Administrators,

According to Sites Functional Tests page (<http://lcg-testzone-reports.web.cern.ch/lcg-testzone-reports/cgi-bin/lastreport.cgi>) , clicking on the first "FAILED" entry) ,

Job submission failed

This is SECOND email sent to you about this problem. The last one was sent three days ago and we did not get any answer yet.

Could you have a look at it please ?

Thank you
The EGEE CIC on Duty team

Send

Done Done cic.in2p3.fr GP savannah.cern.ch GP

Action taken

Unification of information coming from various test tools

GOC UI

		totalCPU	GFAL infosys	Test Job Submission	lcg-cr	lcg-cp
SHEFFIELD	ce		n/a	LISTMATCHFAILED	n/a	n/a
CAM	farm012		n/a	FAILED	n/a	n/a
	serv03	18 CPU	—	—	—	—
OX-PHYSICS	t2ce01		n/a	FAILED	n/a	n/a
UCL-HEP	pc31		n/a	FAILED	n/a	n/a
LANCS	lunegw	22 CPU	n/a	LISTMATCHFAILED	n/a	n/a
RAL	lcgce02	928 CPU	n/a	LISTMATCHFAILED	n/a	n/a
RHUL	ce1	146 CPU	n/a	LISTMATCHFAILED	n/a	n/a
LIP	ce01	4 CPU	n/a	FAILED	n/a	n/a
PRAGUE-CESNET	skurut17	56 CPU	n/a	OK	n/a	n/a
QMUL	ce01	576 CPU	OK	OK	n/a	n/a
BHAM	epcf36	18 CPU	OK	OK	FAILED	FAILED
BUDAPEST	grid109	95 CPU	OK	OK	OK	OK
EDINBURGH	glenlivet	1 CPU	OK	OK	OK	OK
GLASGOW	ce1-gla	3 CPU	OK	OK	OK	OK
IC	gw39	60 CPU	OK	OK	OK	OK
IISAS-Bratislava	ce	4 CPU	OK	OK	OK	OK
KRAKOW	zeus02	16 CPU	OK	OK	OK	OK
LivHEP-LCG2	hepgrid2	113 CPU	OK	OK	OK	OK
MANHEP	bfa	—	OK	OK	OK	OK
	beb0001	08 CPU	OK	OK	OK	OK

Move to GGUS

<http://www.ggus.org>

[This display based on RGMA is provided by the russian federation]