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Enabling Grids for E-sciencE

What GGUS can do for you

JRA1 All hands meeting, Prague

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e-infrastructure

EGEE-III INFSO-RI-222667

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- **The developers would like to minimize their effort in support**

- **Still, there are operational and user issues that need to be addressed...**

- **Users would like to be aware of what is going on without having to consult many different tools for the same problem**

- **We are in any case talking about a (currently) relative small number of tickets in GGUS related to software (see next slide)**

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UNIT	OPEN TICKETS	OVERALL TICKETS
APEL	4	68
DGAS	0	2
AMGA	0	0
Generic Data Management	10	49
FTS	0	17
LFC	5	18
Glue	0	1
GridICE	1	2
Info Sys/BDII	8	34
R-GMA	0	9
Castor2	1	3
DPM	6	42
Dcache	7	30
Storm	2	5
VOMS	1	13
VOMS admin	3	10
VOMRS	2	7
Glite workload	32	51
LCG workload	3	7
LB-Job Provenance	2	6

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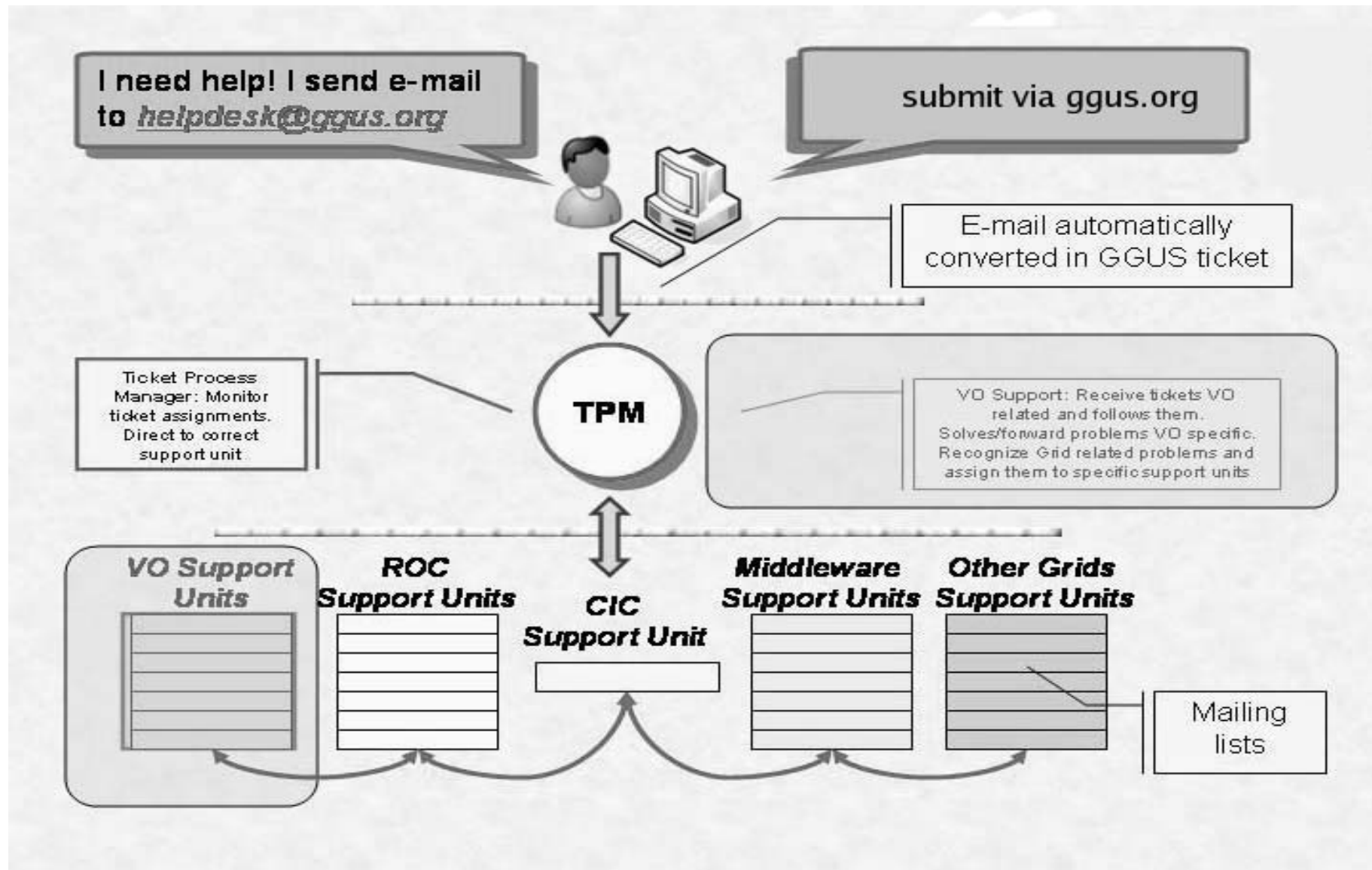
- **The TPM will try to solve the ticket first:**
  - If they recognise it is a bug they will open a savannah bug
  - Otherwise they do as much debugging as possible before assigning the ticket to you
- **You:**
  - solve the ticket if it is not a bug
  - put it to 'unsolved' and put the savannah bug number in the ticket under 'related issue' if it is a bug
- **GGUS will take care of the interactions with savannah**
  - All updates will be automatically logged in the GGUS ticket, provided that the savannah bug number is present in the 'related issue' field in the ticket.
  - The ticket will automatically be put to 'solved' when the bug is closed

What you have to do in GGUS

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- **Act when a ticket is assigned to you**
  - You can reply to the e-mail (but no status changes can be done)
  - You can use the web interface
- **Write a 'proper' solution for tickets that are not bugs and use the "ADD to WIKI" button**
  - A wiki entry will be created:
    - e.g. for the TPM to assign a ticket or for everybody to solve a ticket
- **Point the people to the wiki if appropriate**
- **If it is a bug**
  - Open a savannah bug
  - Fill the GGUS entry in savannah
  - Fill the "related issue" field in GGUS
  - GGUS will take care of the rest!
- **Interact with the users via GGUS and not directly!**

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- **TPM can and will assist you and spare you (part of the) debugging effort**
  - But they will need some initial help from you while building up the knowledge in the TPM wiki
  - http://goc.grid.sinica.edu.tw/gocwiki/TPM
  - e.g. Information you might need to speed up the solution, remember that the TPM might have access to service nodes you might not have handy, profit from it!

- **If they realise it is a bug they will open the bug themselves**
- **If they know how to solve the problem, you will never see it!**

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- **GGUS has not being sitting idle in the past few months!**

- **Our 'gift' to you: GGUS will take care of the interactions with savannah** NEW

  - A cron job will check (and add if necessary) if GGUS is in cc for savannah bugs for which the GGUS field in savannah is non empty

  - All the updates to those bugs will be parsed and added to the corresponding ticket(s) in GGUS

  - The ticket will be automatically put to solved when the bug is closed

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- **Creation of FAQ for most recurring issues**
  - But you must provide a solution that is meaningful!

- **Can involve other units without having to remember their mailing list address**

- **Personalised e-mail people in the "assigned to" field.** NEW
  - Unfortunately you will still receive the "main" one if you are in the unit mailing list
  - But I am sure you can write a filter for it…

- **Easy to refer to a problem quoting the GGUS number**
  - Permanent link that does not go away
  - History of the issue is recorded there and can be searched using the GGUS engine

- **Users can be contacted directly just by replying to the GGUS ticket**
  - Write an entry in the PUBLIC diary on the web interface
  - All mail updates are now PUBLIC NEW

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- **Mail templates for assignment/updates**
  - Can be chosen at a unit level
  - You can choose which information is relevant for your unit
  - And the order in which it is presented

- **For this and other requirements just open an item in the ESC "shopping list" project**
  - https://savannah.cern.ch/support/?func=additem&group=esc
  - Also linked from the GGUS homepage
    - *"submit a request for a new feature to GGUS"* link

- **Reminder e-mail**
  - Is one and the same for the whole of GGUS
  - Currently it is sent daily
  - We are working on changing the format
  - https://savannah.cern.ch/support/index.php?105955

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1. **A ticket arrives in GGUS.**

2. **The TPM looks at it and it seems to be a software problem.**

3. **The TPM check the TPM wiki and the documentation provided by JRA1 to assist him in assessing if it is a bug or not.**

4. **The TPM decides it is a bug and is able to check that the bug is not already there**

   1. TPM opens the bug and puts the ticket to unsolved,

   2. adds helpdesk@ggus.org in cc so that updates to the bug are logged in the ticket

5. **TPM does not know and assign the ticket to software unit**

   1. software unit opens a bug as above and puts ticket to unsolved

   2. software unit acts on ticket via the mail or web interface

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- **Main entry point for supporters:**

    https://gus.fzk.de/pages/support.php

- **Manual for the GGUS interface:**

    https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1100_Tutorial_on_GGUS-HelpDesk_System.pdf