



Enabling Grids for E-scienceE

Support Model for SC4 Pilot WLCG Service

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CERN

www.eu-egEE.org



- **Problems reporting**

Deployment and configuration, middleware, external components, mass storage support, etc. (from site admins, experiments, users, etc.). Unique entry point.

- **Hot line for support**

- **Coordination with sites**

For installation and configuration/operations.

Establish FTS channels between Tiers, MyProxy servers to use when configuring a service, middleware releases, etc.

- **Coordination with experiments**

Middleware services needed, special experiment requirements, special software installations, VO BOXes, etc.

- **Documentation, search engines, notification mechanisms, monitoring tools, statistics, etc.**

■ Not a single entry point for support

Many e-mailing lists available with different format (lcg-sc.support@cern.ch, fts-support@cern.ch, hep-service-lfc@cern.ch, hep-service-dpm@cern.ch, castor2.support@cern.ch, ...).

Behind either single supporters or tracking systems. Sometime difficult to recognize the exact nature of a problem. No filtering of problems (novel users and experts users are addressed to the same set of supporters).

■ Hot line

Available only via phone.

■ Coordination with sites

Done with coordination meetings and messages sent via e-mailing lists. Easy to loose track of important information. Central web page with a lot of mixed information: sometime difficult to find what is needed. Not up-to-date infos.

■ Coordination with experiments

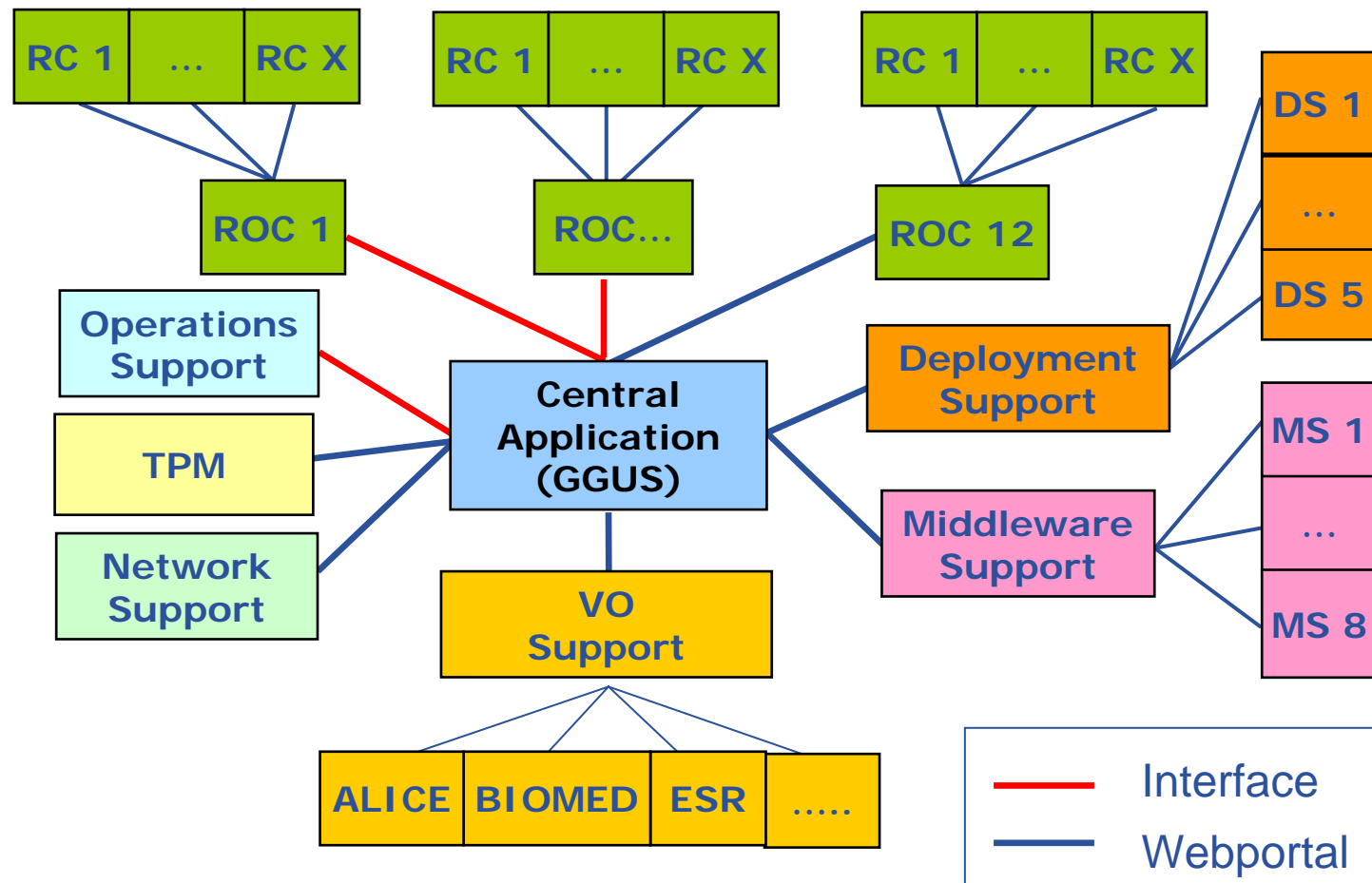
Done with coordination meetings and messages sent via e-mailing lists. Easy to loose track of important information. Central web page with a lot of mixed information: sometime difficult to find what is needed. Not up-to-date infos.

■ Documentation, search engines, notification mechanisms, monitoring tools, statistics, etc.

Documentation available even if not totally organized. Effort left to the developers and other volunteers. Search engine available with lookup in SC page. Notification mechanisms available on SC web page changes. No dedicated monitoring and statistics tools.

The support model in EGEE can be captioned **“Regional Support with Central Coordination”**

The ROCs and VOs and the other project wide groups such as the Operations Support Center (CIC, OS), middleware groups (JRA), network groups (NA), service groups (SA) are connected via a central integration platform provided by GGUS.



- **Chaired by Flavia Donno/Alistair Mills**

(Kick off meeting of ESC at Karlsruhe - *27 January 2005*)

- **Goal:**

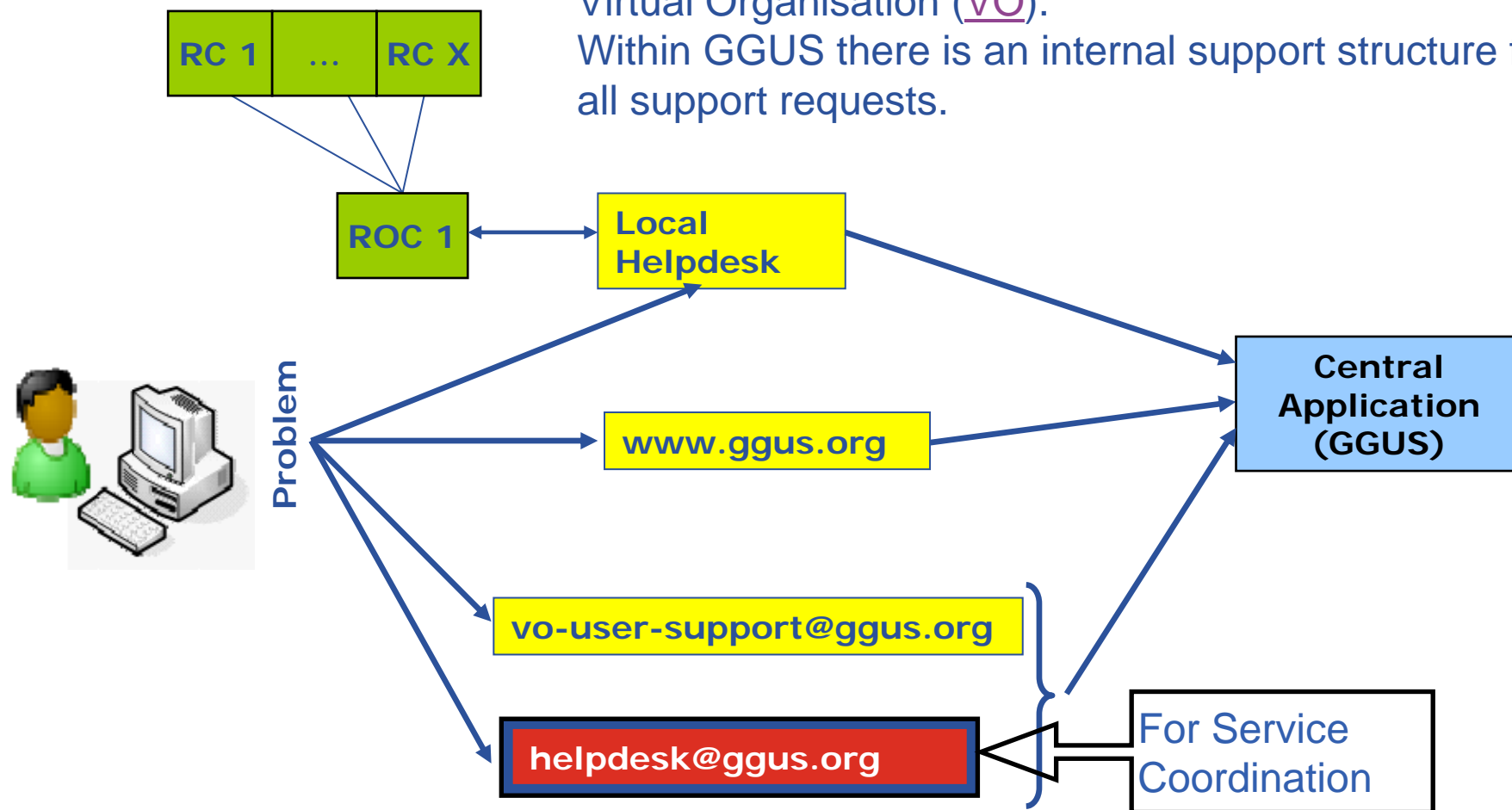
To ensure an effective, efficient, scalable Grid User Support Service.
It coordinates operations, follows/cures infrastructure problems, takes users/supporters input.

- **Members:**

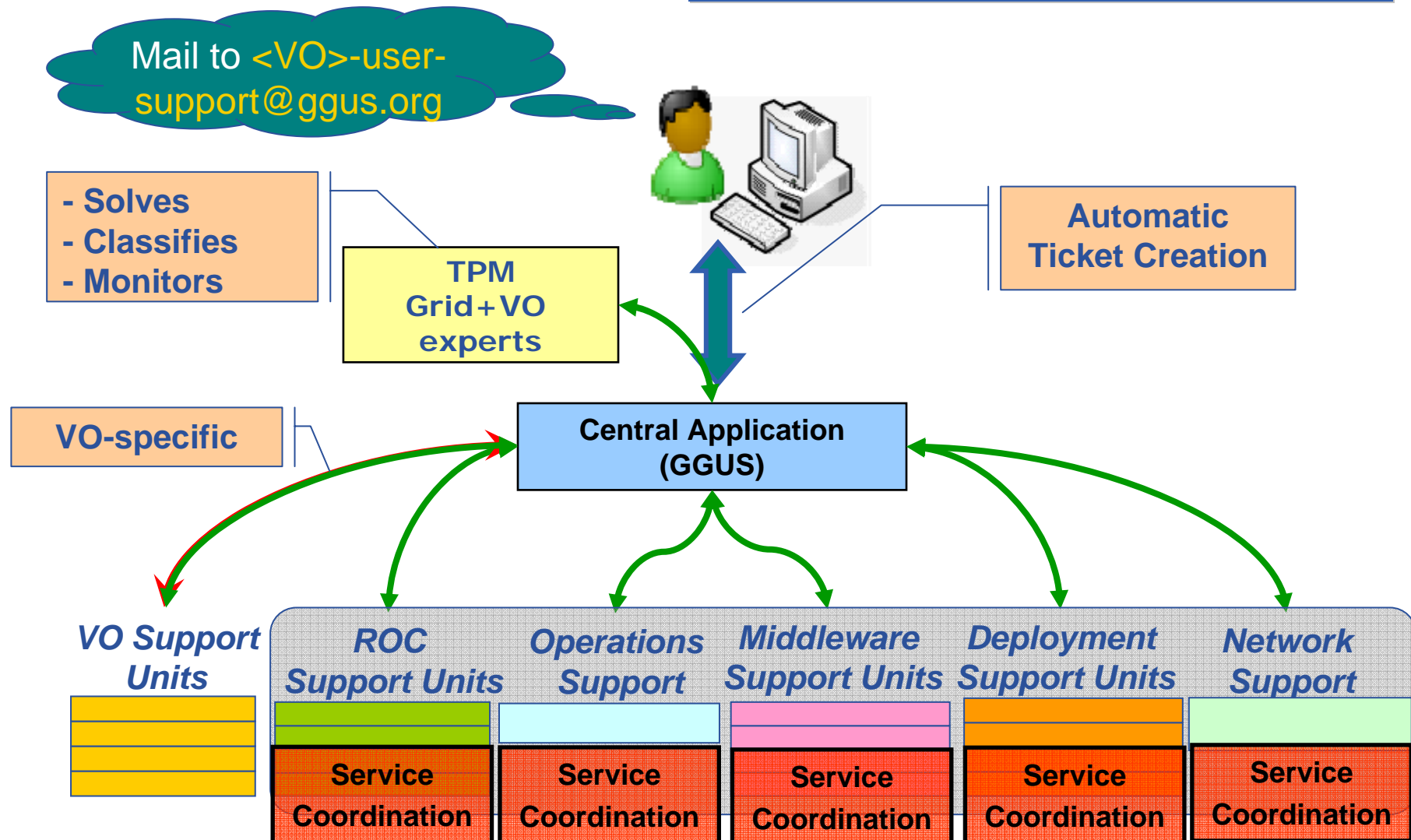
people from CERN, UK, France, Italy, Germany, Czech, ROCs, representatives from VOs, NA3, other Grids (OSG and NorduGrid), Taiwan, ROC_US, Operations Support members.

- ESC meets monthly to discuss organization issues and problems.

Users can make a support request via their Regional Operations' Center (ROC) or their Virtual Organisation (VO).
 Within GGUS there is an internal support structure for all support requests.



For VO users and VO specific problems



For general Grid problems: beginners, Operations, Deployment, **Service Coordination**, etc.

Mail to helpdesk@ggus.org



Automatic Ticket Creation

TPM


- Solves
- Classifies
- Monitors

Central GGUS Application


VO Support Units



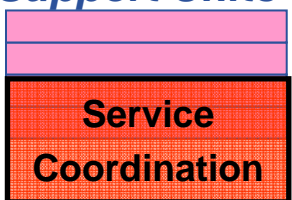
ROC Support Units



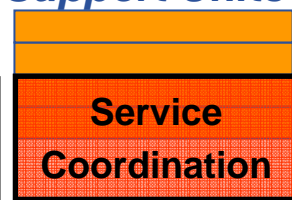
Operations Support



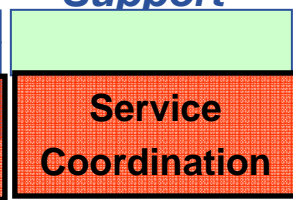
Middleware Support Units

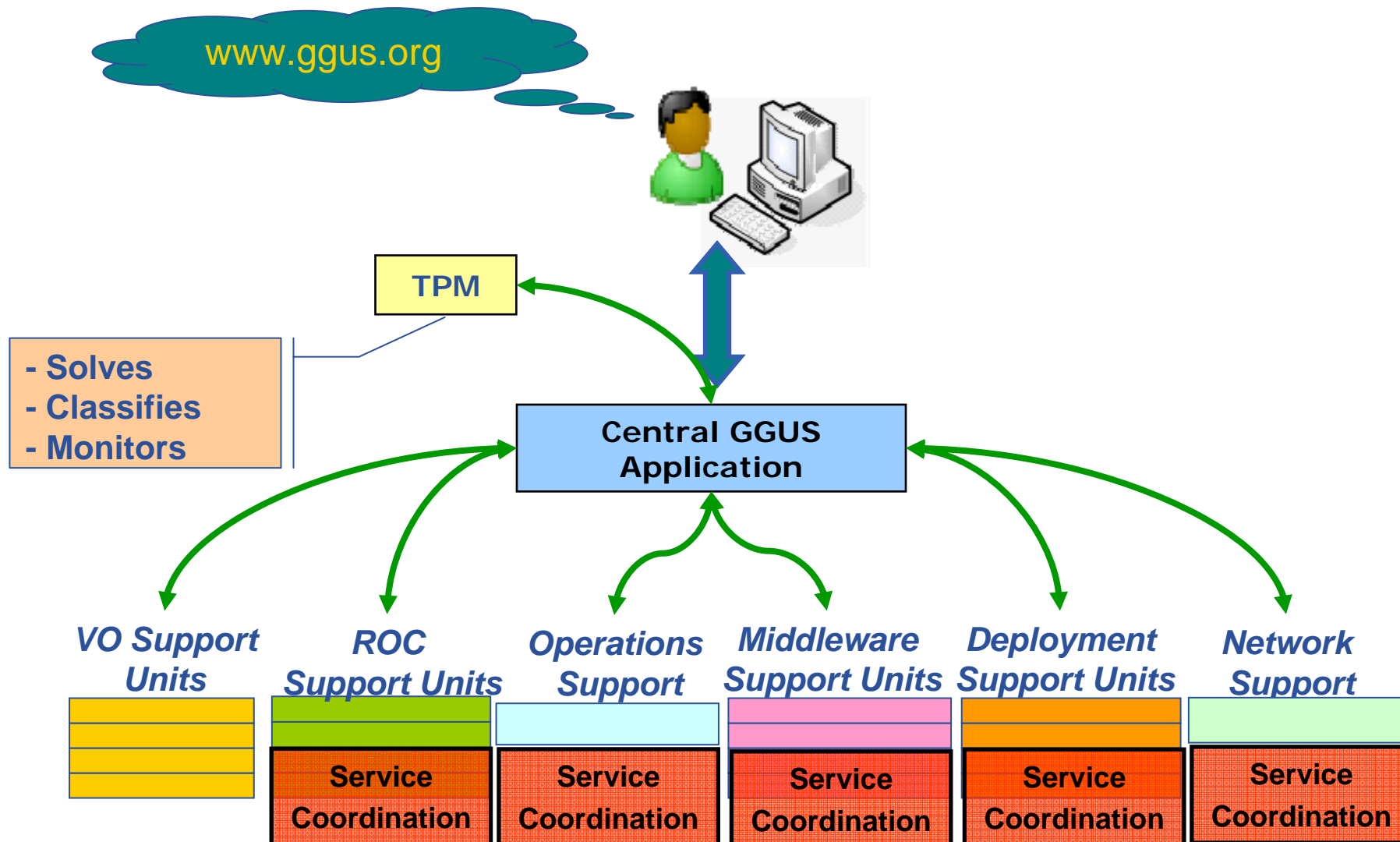


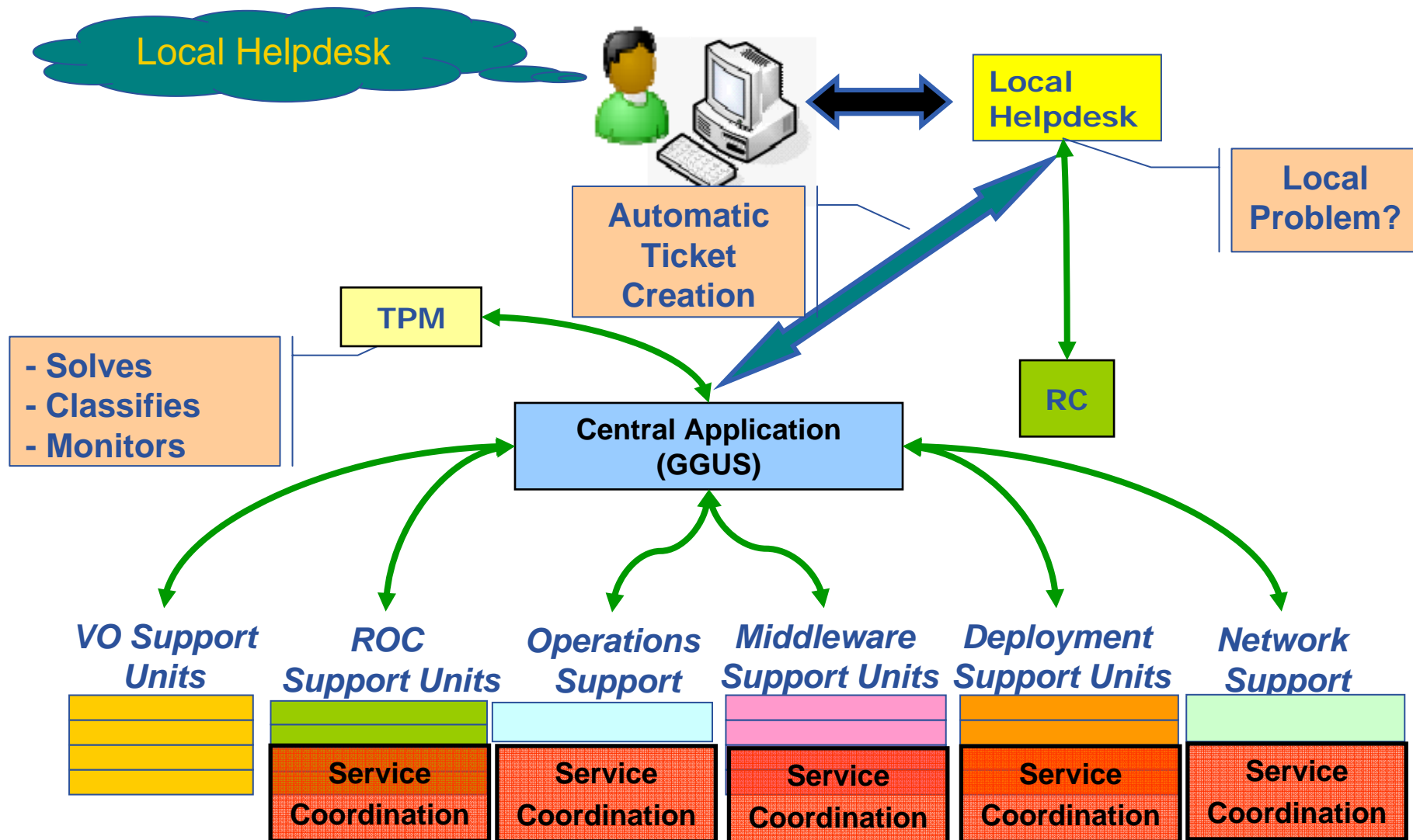
Deployment Support Units

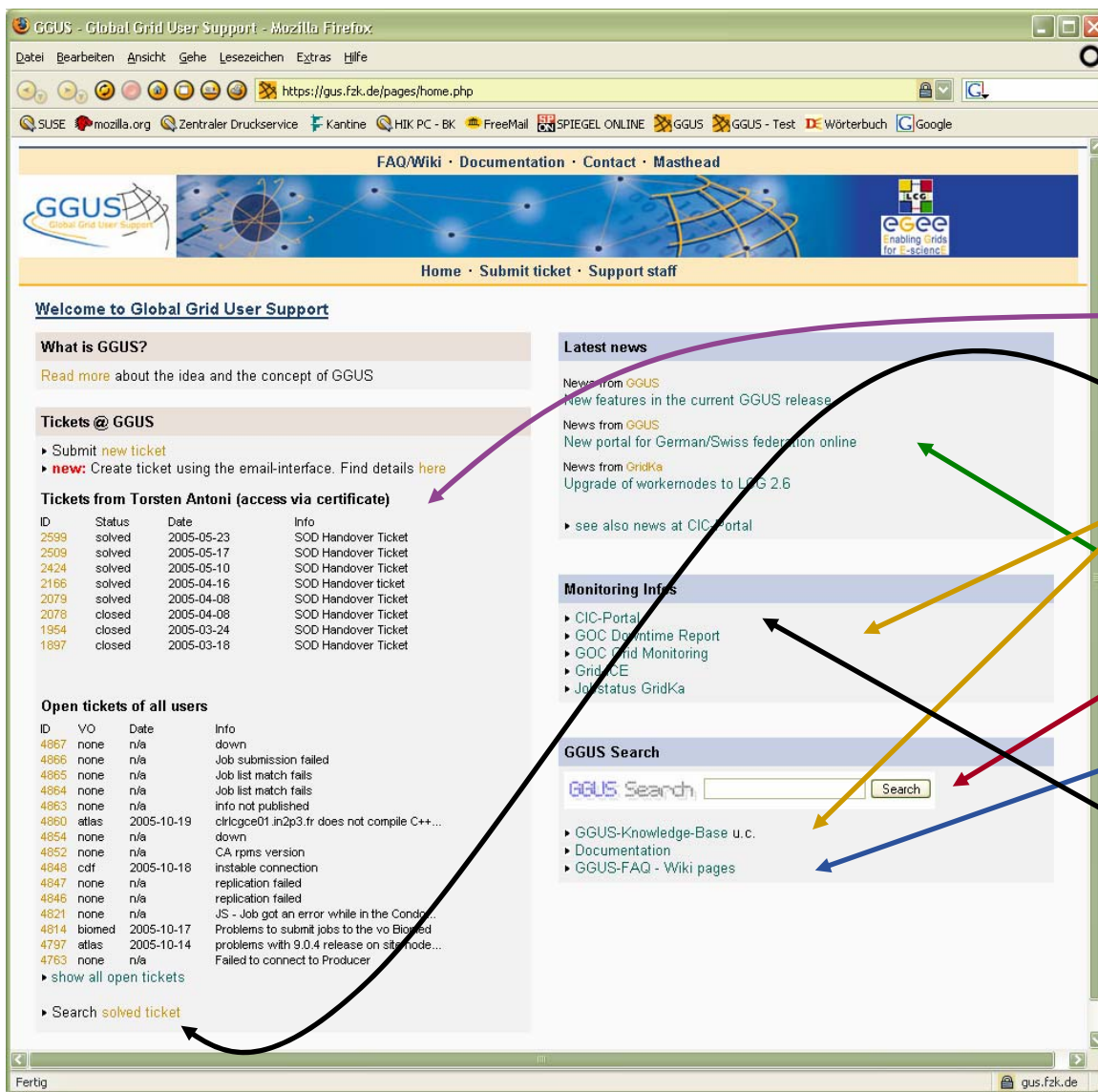


Network Support









GGUS - Global Grid User Support - Mozilla Firefox

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

FAQ/Wiki · Documentation · Contact · Masthead

GGUS Global Grid User Support

Home · Submit ticket · Support staff

Welcome to Global Grid User Support

What is GGUS?
Read more about the idea and the concept of GGUS

Tickets @ GGUS
Submit new ticket
new: Create ticket using the email-interface. Find details here

Tickets from Torsten Antoni (access via certificate)

ID	Status	Date	Info
2599	solved	2005-05-23	SOD Handover Ticket
2509	solved	2005-05-17	SOD Handover Ticket
2424	solved	2005-05-10	SOD Handover Ticket
2166	solved	2005-04-16	SOD Handover ticket
2079	solved	2005-04-08	SOD Handover Ticket
2078	closed	2005-04-08	SOD Handover Ticket
1954	closed	2005-03-24	SOD Handover Ticket
1897	closed	2005-03-18	SOD Handover Ticket

Open tickets of all users

ID	VO	Date	Info
4867	none	n/a	down
4866	none	n/a	Job submission failed
4865	none	n/a	Job list match fails
4864	none	n/a	Job list match fails
4863	none	n/a	info not published
4860	atlas	2005-10-19	chrlgce01.in2p3.fr does not compile. C++...
4854	none	n/a	down
4852	none	n/a	CA rpms version
4848	cdf	2005-10-18	instable connection
4847	none	n/a	replication failed
4846	none	n/a	replication failed
4821	none	n/a	JS - Job got an error while in the Condo...
4814	biomed	2005-10-17	Problems to submit jobs to the vo Biomed
4797	atlas	2005-10-14	problems with 9.0.4 release on site node...
4763	none	n/a	Failed to connect to Producer

show all open tickets

Search solved ticket

Latest news
News from GGUS
New features in the current GGUS release
News from GGUS
New portal for German/Swiss federation online
News from GridKa
Upgrade of workmodes to LUG 2.6
see also news at CIC Portal

Monitoring Infos
CIC Portal
GOC Downtime Report
GOC Grid Monitoring
GridICE
Jobstatus GridKa

GGUS Search
GGUS Search: Search

GGUS-Knowledge-Base u.c.
Documentation
GGUS-FAQ - Wiki pages

Browseable tickets

Search through solved tickets

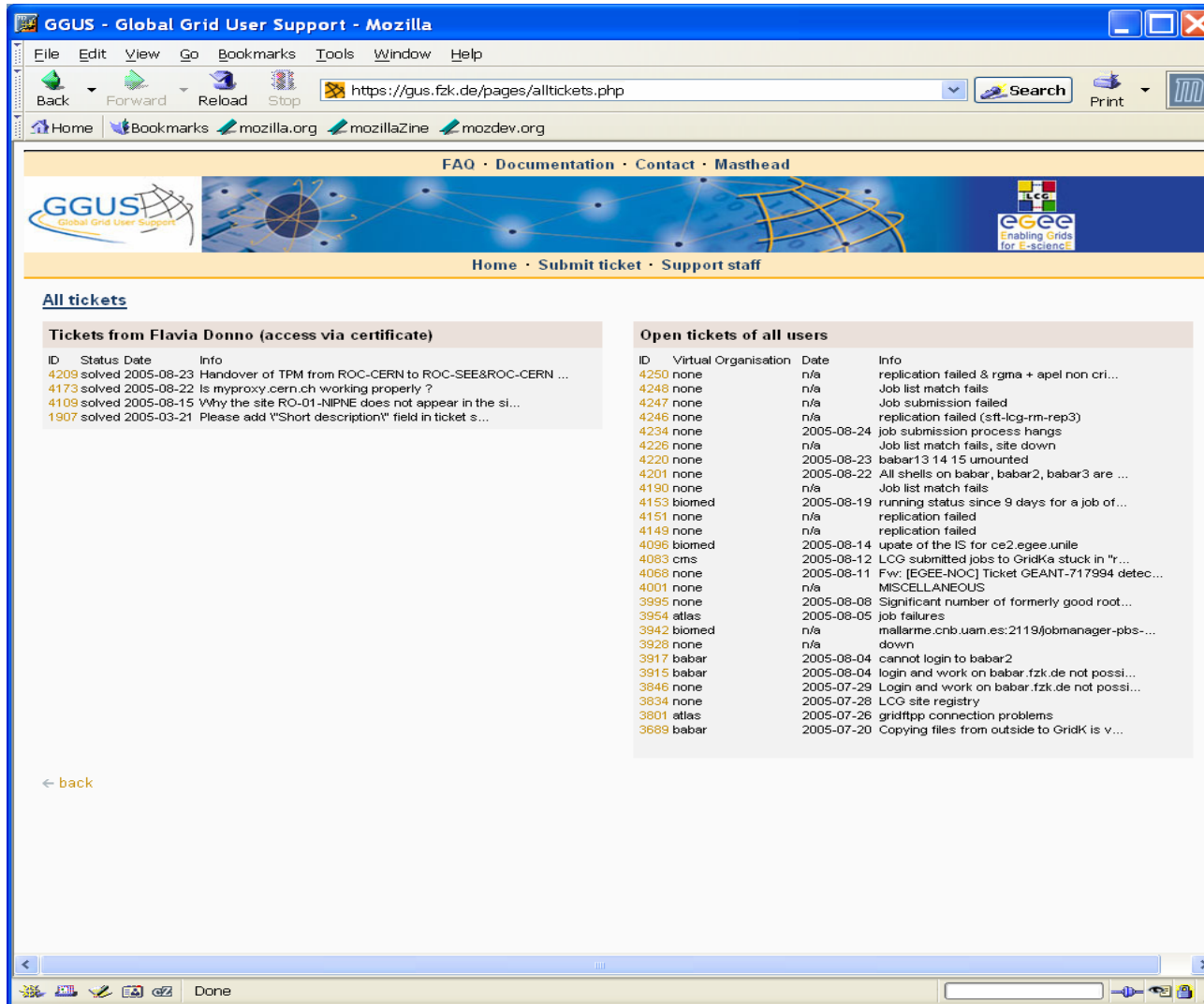
Useful links (Wiki FAQ)

Latest News

GGUS Search Engine

Updated documentation (Wiki FAQ)

Operations Portal and GOC



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All tickets

Tickets from Flavia Donno (access via certificate)

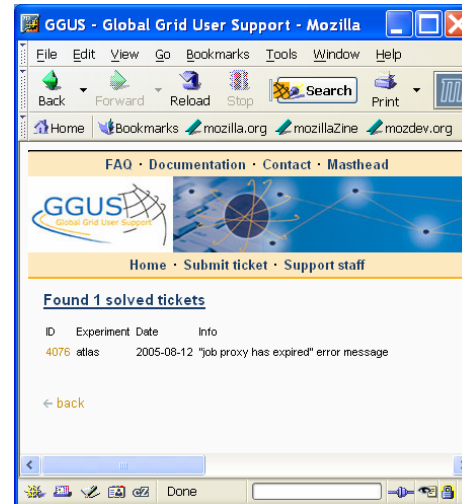
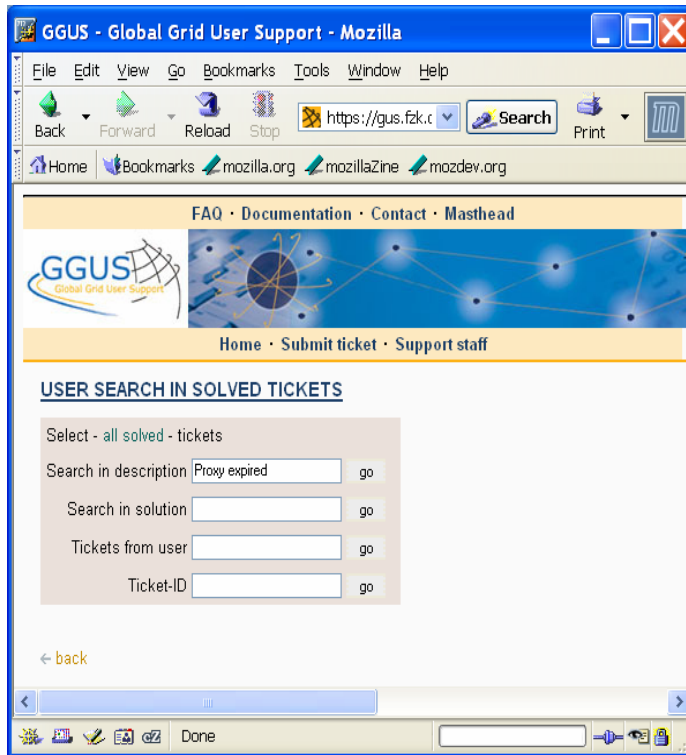
ID	Status	Date	Info
4209	solved	2005-08-23	Handover of TPM from ROC-CERN to ROC-SEE&ROC-CERN ...
4173	solved	2005-08-22	Is myproxy.cern.ch working properly ?
4109	solved	2005-08-15	Why the site RO-01-NIPNE does not appear in the si...
1907	solved	2005-03-21	Please add "Short description" field in ticket s...

[← back](#)

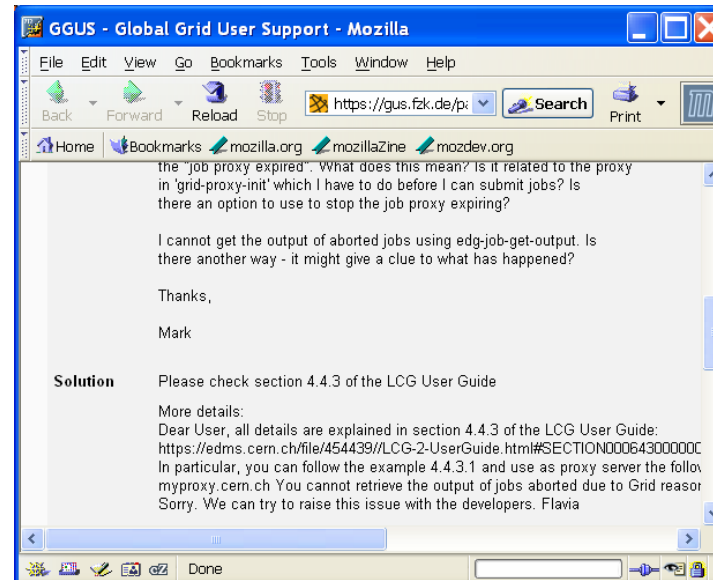
Open tickets of all users

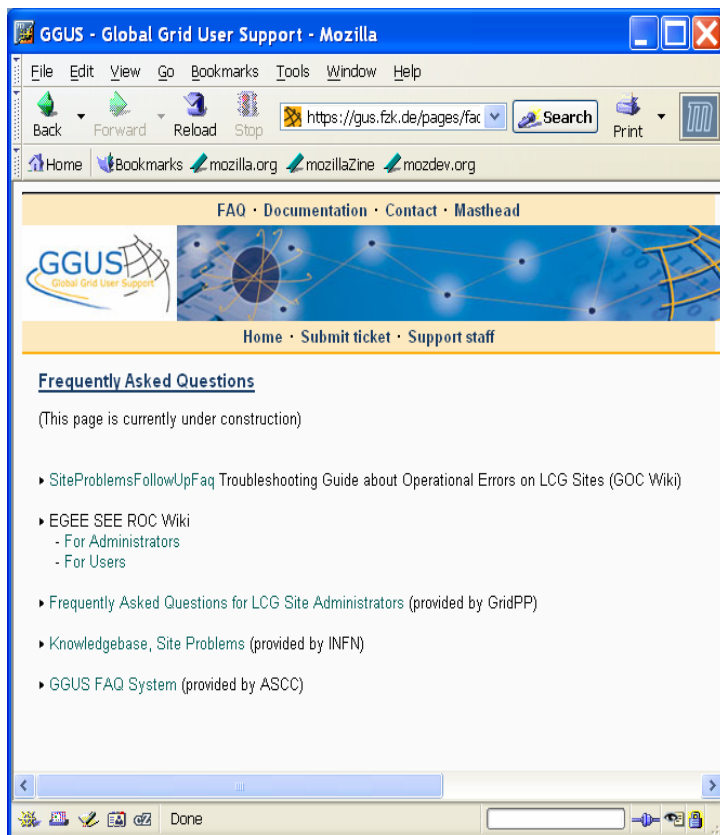
ID	Virtual Organisation	Date	Info
4250	none	n/a	replication failed & rgma + apel non cri...
4248	none	n/a	Job list match fails
4247	none	n/a	Job submission failed
4246	none	n/a	replication failed (sft-lcg-rm-rep3)
4234	none	2005-08-24	job submission process hangs
4226	none	n/a	Job list match fails, site down
4220	none	2005-08-23	babar13 14 15 unmounted
4201	none	2005-08-22	All shells on babar, babar2, babar3 are ...
4190	none	n/a	Job list match fails
4153	biomed	2005-08-19	running status since 9 days for a job of...
4151	none	n/a	replication failed
4149	none	n/a	replication failed
4096	biomed	2005-08-14	uptate of the IS for ce2.egee.unile
4093	cms	2005-08-12	LCG submitted jobs to GridKa stuck in "r...
4068	none	2005-06-11	Fw: [ECEE-NOG] Ticket GEANT-717994 detec...
4001	none	n/a	MISCELLANEOUS
3995	none	2005-08-08	Significant number of formerly good root...
3954	atlas	2005-08-05	job failures
3942	biomed	n/a	mallarme.cnb.uam.es:2119/jobmanager-pbs-...
3928	none	n/a	down
3917	babar	2005-08-04	cannot login to babar2
3915	babar	2005-08-04	login and work on babar.fzk.de not possi...
3846	none	2005-07-29	Login and work on babar.fzk.de not possi...
3834	none	2005-07-28	LCG site registry
3801	atlas	2005-07-26	gridftp connection problems
3689	babar	2005-07-20	Copying files from outside to GridK is v...

Browseable tickets



**Search through
solved tickets**





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Frequently Asked Questions

(This page is currently under construction)

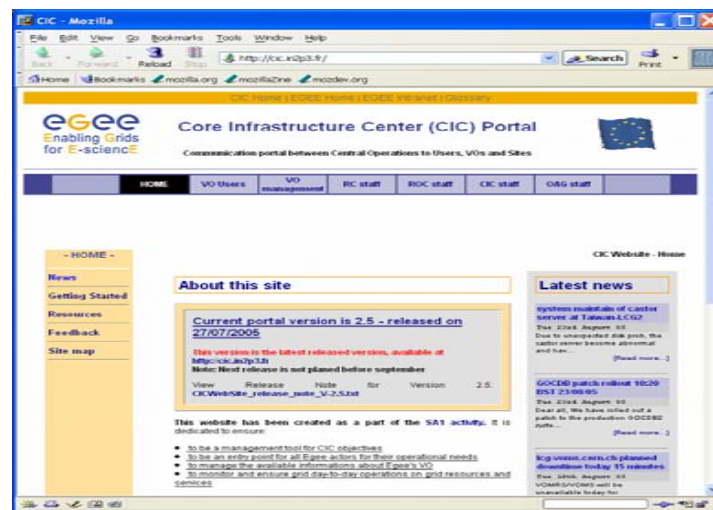
- ▶ SiteProblemsFollowUpFaq Troubleshooting Guide about Operational Errors on LCG Sites (GOC Wiki)
- ▶ EGEE SEE ROC Wiki
 - For Administrators
 - For Users
- ▶ Frequently Asked Questions for LCG Site Administrators (provided by GridPP)
- ▶ Knowledgebase, Site Problems (provided by INFN)
- ▶ GGUS FAQ System (provided by ASCC)



General	Grids	Host	Job	Charts	Network	Storage Resources							
Site	Domain	GK2	Q2	RunJob	WaitJob	StkLoad	Power	WN2	CPU2	CRUload	Available	Total	%
ALG001-PIV-SCL	BEIJING	LCG2	phy.bj.ac.cn	1	5	10	4	2	170K	0	22	37.3	GB
BG-INRNE			inrne.bas.bg	1	2	1	0					25.4	GB
BG01-IPP			grid.bas.bg	1	9	2	0		23K	2	4	22.7	GB
BG02-IM			imbn.bas.bg	1	4	0	0					28.4	GB
BG04-ACAD			grid.acad.bg	1	8	4	0		50K	5	10	99.8	GB
BHAM-LCG2			ph.bham.ac.uk	1	10	25	6					13.1	GB
BIFT			bift.unizar.es	5	4	0	0		6K	1	1	73.7	GB
BITLab-LCG			phy.lth.se	1	7	0	0					15.1	GB
BRISTOL-PP-LCG			ukli.bu	1	1	61	0					39.5	GB
BUDAPEST			hep.ufr.com.ac.uk	1	7	0	7					39.5	GB
CAVENDISH-LCG2				1	7	0	7					39.5	GB
CCA-DARPA-SACLAY			datagrid.csa.fr	1	5	2	20		11K	2	2	182	GB
CERN-CIC			cern.ch	1	1	0	0					255K	10
CERN-PROD			cern.ch	1	6	756	15					255K	10
CSGA-EGEE				1	9	42	14					255K	10
EGG-LCG2			egge.fr.cgg.com	1	9	42	14					255K	10
CEMAT-LCG2			cemat.es	1	3	1	0					255K	10

Useful links
Actively working with CIC portal developers to provide also VO specific help pages

Broadcast tool with history saving



CIC - Mozilla

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EGEE Enabling Grids for E-science

Core Infrastructure Center (CIC) Portal

Communication portal between Central Operations to Users, VOs and Sites

HOME VO Users VO management IC staff IC staff IC staff IC staff IC staff

OC Website - Home

HOME

News Getting Started Resources Feedback Site map

About this site

Current portal version is 2.5 - released on 27/07/2005

This version is the latest released version, available at <http://cic.cern.ch/>

Next release is not planned before september

View Release Note for Version 2.5

OCWebsite_release_note_V-2.5.txt

This website has been created as a part of the SA1 activity. It is dedicated to ensure:

- to be a management tool for CIC objectives
- to be an entry point for all EGEE actions for their operational needs
- to manage the available information about EGEE VOs
- to monitor and ensure good day-to-day operations on grid resources and services

Latest news

System installation of central servers at Taiwan LCG2

Thu 27 Jul, August 02

Due to unexpected disk prob, the central server became down and had to be replaced.

[Read more...]

GOCDB patch release 1620

Thu 27 Jul, August 02

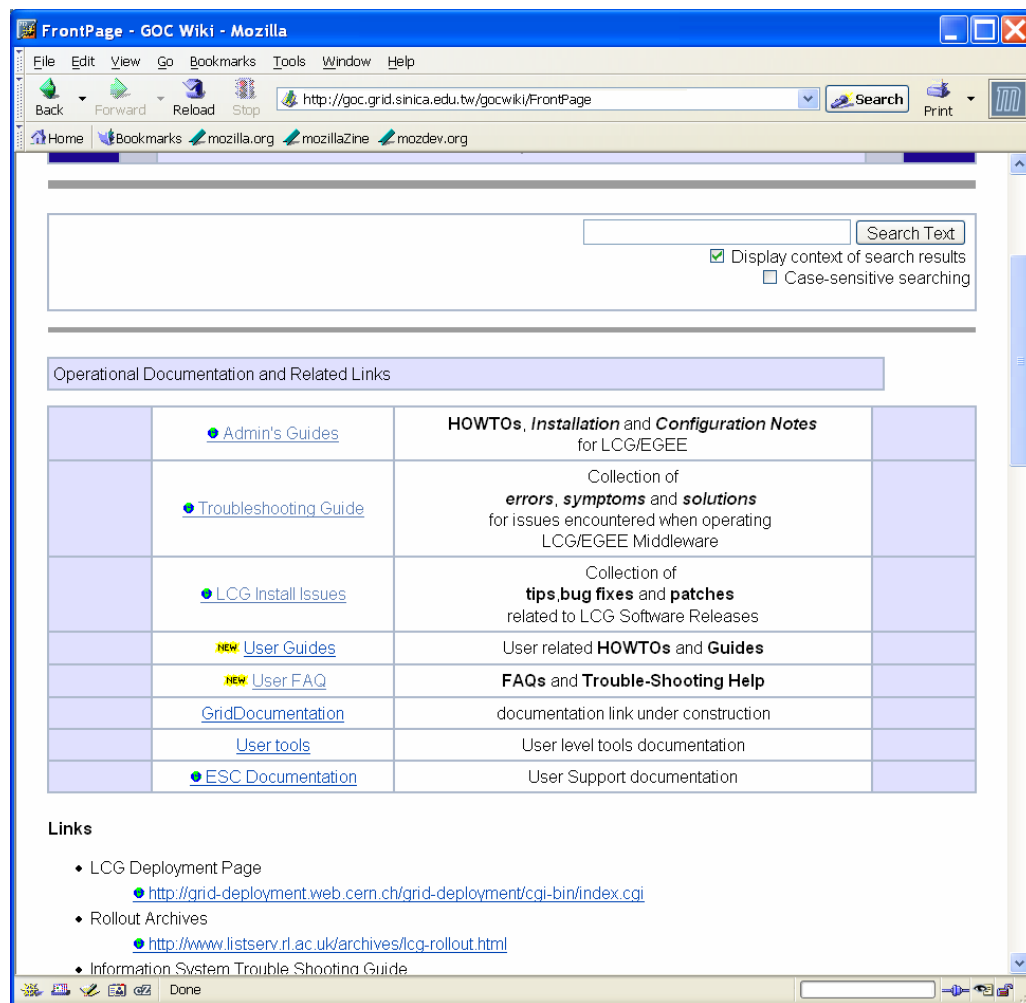
Dear all, We have rolled out a patch to the production GOCDB site.

[Read more...]

Big news, central planned downtime today 15 minutes

Thu 27 Jul, August 02

Workshops will be unavailable today for



Wiki Pages

When a ticket has been solved, but the supporter believes that the solution contains information which is worth keeping for general reference, then the supporter adds a comment in the diary to this effect and assign the ticket to GGUS. GGUS takes care of compiling the **User FAQ Wiki pages**: <http://goc.grid.sinica.edu.tw/gocwiki/FrontPage>

```

lxslc3.cern.ch - PuTTY
*****
*
*          The LXPLUS Public Login Unix Service
*          (Scientific Linux SLC 3.0.5)
*
*
* A web page containing information about this Linux version on LXPLUS:
* http://cern.ch/plus/slc3.html
* In case of problems, please contact the helpdesk: tel 78888
* If you have any feedback not already included there please send it to:
* it-dep-fio-lxslc3@cern.ch
*
* In
* http://cern.ch/plus          : Information on the usage of LXPLUS/LXBATC
* http://cern.ch/ComputingRules : Govern the use of CERN computing facilities
*
*****
[lxplus056] ~ >
[lxplus056] ~ > !source
source /afs/cern.ch/project/gd/LCG-share/2.6.0/sl3/etc/profile.d/grid_env.csh
[lxplus056] ~ > ldapsearch -H $LCG_GFAL_INFOSYS -b "mds-vo-name=local, o=grid" -x
Could not create LDAP session handle (3): Time limit exceeded
[lxplus056] ~ >
  
```

```

lxslc3.cern.ch - PuTTY
[lxplus056] ~ > clear
[lxplus056] ~ > ldapsearch -H ldap://$LCG_GFAL_INFOSYS -b "mds-vo-name=local, o=grid" -x 1 more
version: 2

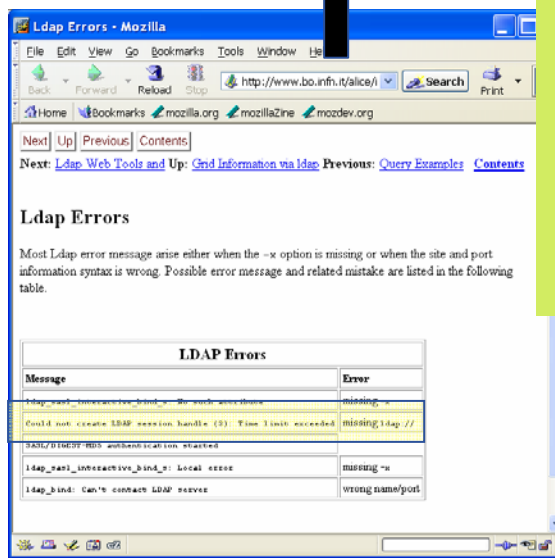
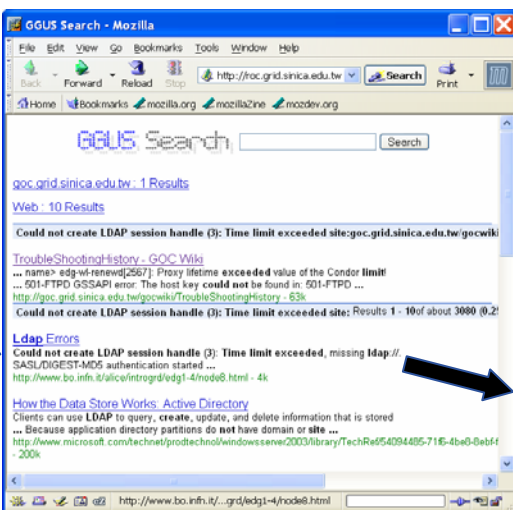
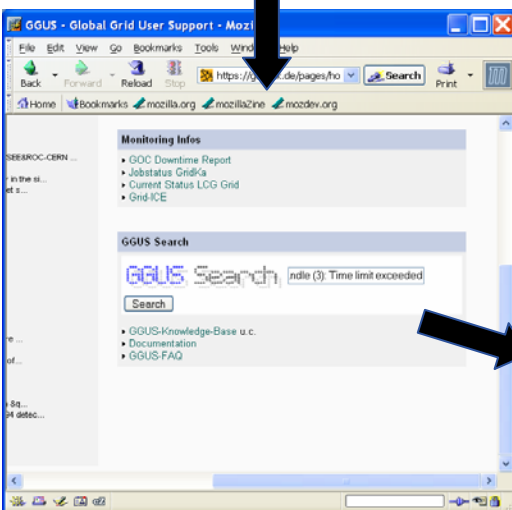
#
# filter: (objectclass=*)
# requesting: ALL
#
# local, grid
dn: mds-vo-name=local,o=grid
objectClass: GlueTop

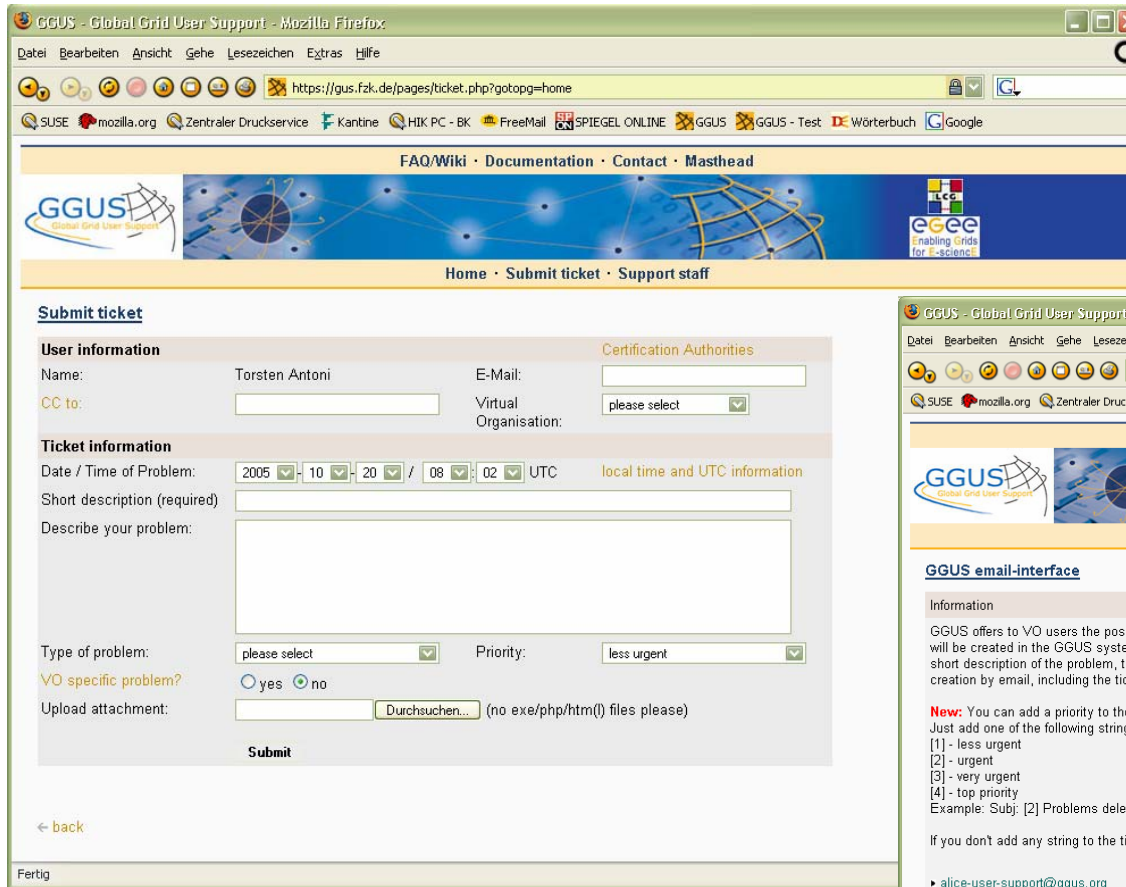
# nsc, local, grid
dn: mds-vo-name=nsc,mds-vo-name=local,o=grid
objectClass: GlueTop

# pic, local, grid
dn: mds-vo-name=pic,mds-vo-name=local,o=grid
objectClass: GlueTop

# BIFI, local, grid
dn: mds-vo-name=BIFI,mds-vo-name=local,o=grid
  
```

GGUS Search Engine
Ongoing work to make it faster and to search through a wide set of docs and DBs





Submit ticket

User information

Name: Torsten Antoni E-Mail:

CC to: Virtual Organisation: please select

Ticket information

Date / Time of Problem: 2005-10-20 / 08:02 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

Upload attachment: (no exe/php/html(!) files please)

[← back](#)

Fertig

- **Support for all VOs:**
 global (recognized throughout EGEE)
 and regional (support provided
 by specific ROCs)



GGUS email-interface

Information

GGUS offers to VO users the possibility to create tickets also via email. If an email is sent to one of the following email addresses a ticket will be created in the GGUS system and automatically assigned to the appropriate VO-support unit. The subject of the email will show up a short description of the problem, the body of the email as detailed description. The submitter of the email will be notified about the ticket creation by email, including the ticket-ID and a pointer to GGUS.

New: You can add a priority to the mail. Just add one of the following strings to the subject of your mail:

- [1] - less urgent
- [2] - urgent
- [3] - very urgent
- [4] - top priority

Example: Subj: [2] Problems deleting a file on the grid

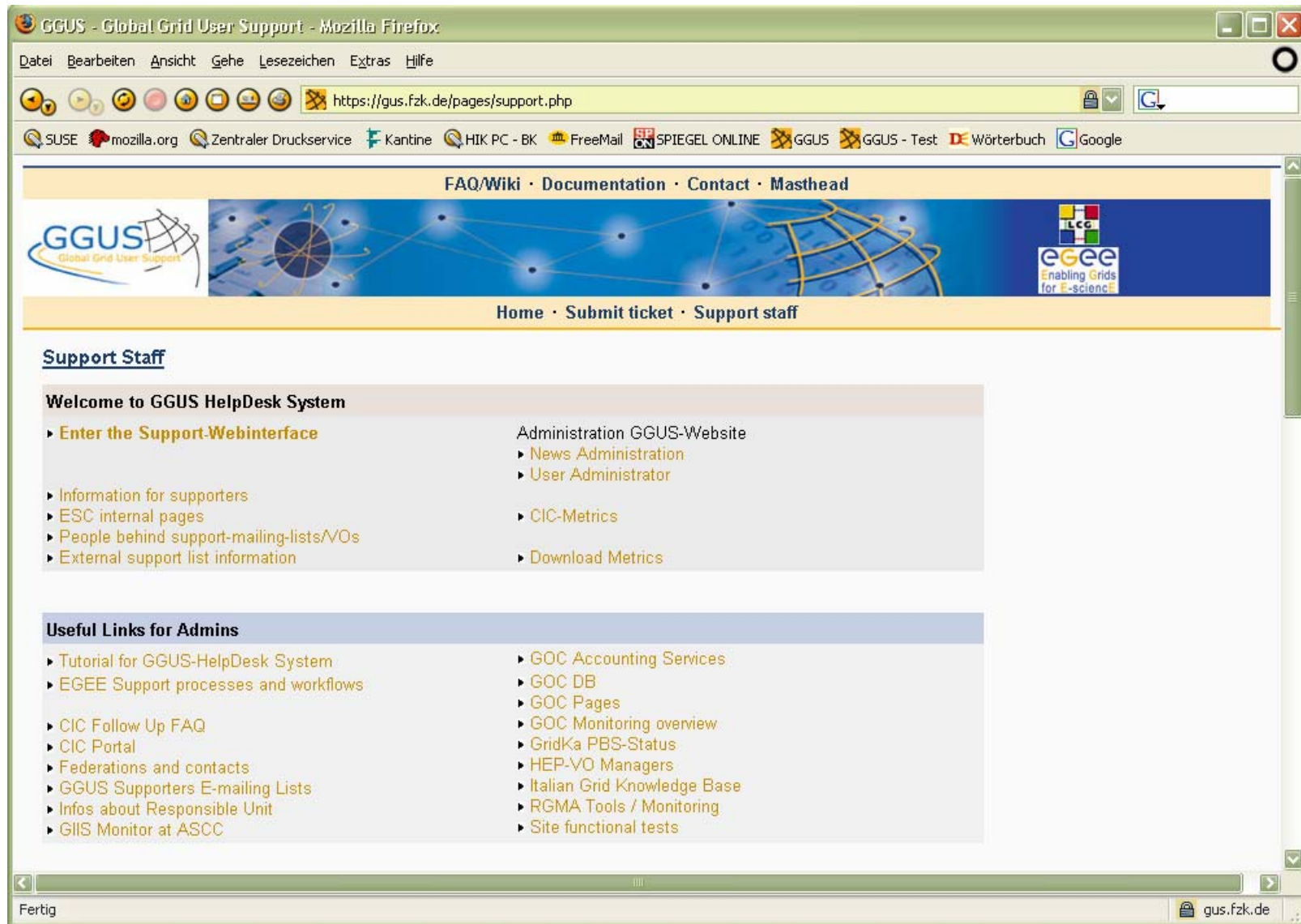
If you don't add any string to the ticket the priority will be considered as "less urgent".

- alice-user-support@ggus.org
- atlas-user-support@ggus.org
- biomed-user-support@ggus.org
- cdf-user-support@ggus.org
- cms-user-support@ggus.org
- compchem-user-support@ggus.org
- enoc-support@ggus.org
- esr-user-support@ggus.org
- lhcb-user-support@ggus.org
- magic-user-support@ggus.org

If the user does not know which VO list to use, then the user can use the generic mail address for GGUS which is called:

- helpdesk@ggus.org

Fertig



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Datei Bearbeiten Ansicht Gehe Lesezeichen Extras Hilfe

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

FAQ/Wiki · Documentation · Contact · Masthead

GGUS Global Grid User Support LCC eGEE Enabling Grids for E-science

Home · Submit ticket · Support staff

Support Staff

Welcome to GGUS HelpDesk System

- ▶ **Enter the Support-Webinterface**
 - Administration GGUS-Website
 - ▶ News Administration
 - ▶ User Administrator
- ▶ Information for supporters
- ▶ ESC internal pages
- ▶ People behind support-mailing-lists/VOs
- ▶ External support list information
- ▶ CIC-Metrics
- ▶ Download Metrics

Useful Links for Admins

- ▶ Tutorial for GGUS-HelpDesk System
- ▶ EGEE Support processes and workflows
- ▶ GOC Accounting Services
- ▶ GOC DB
- ▶ GOC Pages
- ▶ GOC Monitoring overview
- ▶ GridKa PBS-Status
- ▶ HEP-VO Managers
- ▶ Italian Grid Knowledge Base
- ▶ RGMA Tools / Monitoring
- ▶ Site functional tests
- ▶ CIC Follow Up FAQ
- ▶ CIC Portal
- ▶ Federations and contacts
- ▶ GGUS Supporters E-mailing Lists
- ▶ Infos about Responsible Unit
- ▶ GIIS Monitor at ASCC

Fertig gus.fzk.de

GGUS - Global Grid User Support - Mozilla Firefox

https://gus.fzk.de/ws/overview.php

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Home · Submit ticket · Support staff

GGUS WEB HelpDesk

START SEARCH: Ticket-ID: go Support Unit - User - Keyword - GGUS mail
latest - new - open - solved - reopened - all - tickets

17 tickets found. Criteria: status=open

Ticket-ID	Virt. Org.	Resp. Unit	Status	Date	Info
4867	none	ROC_Italy	assigned	n/a	down
4866	none	ROC_France	in progress	n/a	Job submission failed
4865	none	ROC_Russia	assigned	n/a	Job list match fails
4864	none	ROC_UK/Ireland	assigned	n/a	Job list match fails
4863	none	CIC-on-duty	assigned	n/a	info not published
4860	atlas	VOSupport	in progress	2005-10-19	clrlcgce01.in2p3.fr does not compile C++ code
4854	none	ROC_CERN	assigned	n/a	down
4852	none	ROC_DE/CH	in progress	n/a	CA rpms version
4848	cdf	ROC_DE/CH	in progress	2005-10-18	instable connection
4847	none	ROC_SE	in progress	n/a	replication failed
4846	none	ROC_UK/Ireland	in progress	n/a	replication failed

Fertig gus.fzk.de

GGUS - Global Grid User Support - Mozilla Firefox

https://gus.fzk.de/ws/overview.php?qual=solved&resultlist=1&ticket=4862

[History] [Modify Ticket]

Information Ticket-ID: 4862

<p>Submitter of this ticket</p> <p>Name: Farida Fassi Login: Mail-Bot E-Mail: farida@ific.uv.es</p> <p>Links "Mail to submitter/anybody" have been moved to the modify section.</p>	<p>Ticket relevant data</p> <p>Date of problem: 2005-10-19 11:10 UTC Type of problem: Core Services VO specific: No Priority: less urgent Virtual Organisation: none Responsible Unit: TPM Status: solved</p>
--	---

Description: edg-irc command
 Detailed description:
 Hello,
 Could you tell me what is wrong in the following, I have not managed to get it working.

```
-bash-2.05b$ edg-irc pfnsForGuid
guid:B6DF2D9C-238B-D911-9466-003048293916 --endpoint $LRC_ENDPOINT
Unexpected exception from server : No such operation 'getPfns'
-bash-2.05b$ echo $LRC_ENDPOINT
http://risatlas.cern.ch:7777/atlas/v2.2/edg-replica-metadata-catalog/services/edg-replica-metadata-catalog
```

Many thanks in advance
 Farida

Solution: Wrong LRC endpoint
 Detailed solution:
 Dear user, the LRC endpoint you are using is wrong. You are using the RMC endpoint instead. The correct LRC endpoint is:
<http://risatlas.cern.ch:7777/atlas/v2.2/edg-local-replica-catalog/services/edg-local-replica-catalog>
 The LRC/RMC endpoints can be obtained using the lcg-infosites command: % lcg-infosites --vo atlas lrc
<http://risatlas.cern.ch:7777/atlas/v2.2/edg-local-replica-catalog/services/edg-local-replica-catalog>
 Make sure that LCG_GFAL_INFOSYS points to lcg-bdii.cern.ch. [xplus070] ~ > lcg-infosites --vo atlas lrc
<http://risatlas.cern.ch:7777/atlas/v2.2/edg-local-replica-catalog/services/edg-local-replica-catalog>
 [xplus070] ~ > echo \$LCG_GFAL_INFOSYS lcg-bdii.cern.ch:2170 Please, for further details check the LCG User Guide: <https://edms.cern.ch/file/454439/LCG-2-UserGuide.html> Flavia

You may also want to look in the ticket history if there are any
 - preliminary solutions - internal diary entries - assignments to person - involved persons.

[TOP] [Modify ticket]

History Ticket-ID: 4862

Date of change / Last modifier	Action taken
2005-10-19 11:10 UTC Farida Fassi	new (GlobalGridUserSupport)
2005-10-19 11:21 UTC	changed type of problem: Core Services

Warten auf gus.fzk.de...

GGUS - Global Grid User Support - Mozilla Firefox

https://gus.fzk.de/ws/overview.php?qual=solved&resultlist=1&ticket=4862

[TOP] [Modify ticket]

History Ticket-ID: 4862

Date of change / Last modifier	Action taken
2005-10-19 11:10 UTC Farida Fassi	new (GlobalGridUserSupport)
2005-10-19 11:21 UTC Farida Fassi	changed type of problem: Core Services
2005-10-19 11:22 UTC Guenther Grein	assigned (TPM)
2005-10-19 14:21 UTC Flavia Donno	solved (TPM) Wrong LRC endpoint Dear user, the LRC endpoint you are using is wrong. You are using the RMC endpoint instead. The correct LRC endpoint is: http://isatlas.cern.ch:7777/atlas/v2.2/edg-local-replica-catalog/services/edg-local-replica-catalog The LRC/RMC endpoints can be obtained using the lcg-infosites command: % lcg-infosites --vo atlas lrc Make sure that LCG_GFAL_INFOSYS points to lcg-bdii.cern.ch. [xplus070] ~ > lcg-infosites --vo atlas lrc http://isatlas.cern.ch:7777/atlas/v2.2/edg-local-replica-catalog/services/edg-local-replica-catalog [xplus070] ~ > echo \$LCG_GFAL_INFOSYS lcg-bdii.cern.ch:2170

Please, for further details check the LCG User Guide:
<https://edms.cern.ch/file/454439/LCG-2-UserGuide.html>

Flavia

[TOP] [History]

Modify section Ticket-ID: 4862

Mail to submitter (farida@ific.uv.es)
Mail to anybody

Assign ticket to support unit:

Change status:

Type of problem:

Assign ticket to one person:

Change VO:

Change priority:

(valid email address please)

Involve others:

VO specific? yes no

Fertig gus.fzk.de

GGUS - Global Grid User Support - Mozilla Firefox

https://gus.fzk.de/ws/overview.php?qual=solved&resultlist=1&ticket=4862

[TOP] [History]

Modify section Ticket-ID: 4862

Mail to submitter (farida@fic.uv.es)
Mail to anybody

Assign ticket to support unit: TPM
Change status: solved
Type of problem: Core Services

Assign ticket to one person: (valid email address please)
Change VO: none
Change priority: less urgent

Involve others: (separate multiple emails by ";")
VO specific? yes no

Internal diary (Message is visible for support staff only)

Insert/add short solution (will not be displayed in ticket history unless status is being set to solved)
Wrong LRC endpoint

Insert/add detailed solution or comments (also to be used for preliminary solutions)

Dear user,
the LRC endpoint you are using is wrong. You are using the RMC endpoint instead.
The correct LRC endpoint is:
http://rlsatlas.cern.ch:7777/atlas/v2.2/edg-local-replica-catalog/services/edg-local-replica-cat

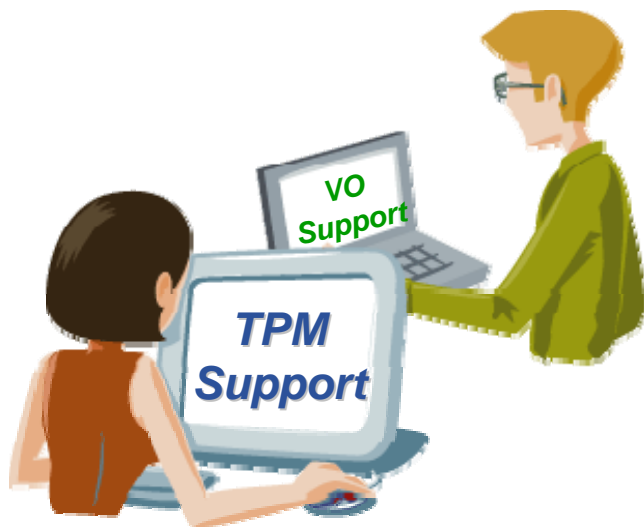
The LRC/RMC endpoints can be obtained using the lcg-infosites command:
% lcg-infosites --vo atlas lrc
Make sure that LCG_GFAL_INFOSYS points to lcg-bdii.cern.ch.

[xplus070] ~ > lcg-infosites --vo atlas lrc
http://rlsatlas.cern.ch:7777/atlas/v2.2/edg-local-replica-catalog/services/edg-l

Want to upload attachment? Durchsuchen...

Save modification and submit

Fertig gus.fzk.de



- **Ticket Processing Managers (TPM)** :
Generic grid experts
- **VO TPMs**:
First line supporters for VOs
- **Specialized Support**.
Middleware, Deployment, Services,
specialized VO Support
- **ROCs**:
local support and services
- **ENOC**:
network support

- You need to **register** in order to be able to use the GGUS portal (***GSI*** or password based)
- Documentation available describing the duties of a supporter: docs 1300, 1200, 1100, 8600.
- **Supporter ?** If you think you have a good knowledge in Grid and have time to provide support, please contact your ROC or directly ESC at:

To apply as a supporter:

<https://gus.fzk.de/admin/apply4staff.php>

project-eu-egEE-sa1-esc@cern.ch

There are *two kinds* of Ticket Processing Managers:

- **The Generic TPM:**

- Generic Grid middleware experts
- Experience in Grid installation and configuration
- First line support
- Provide answers to tickets whenever possible
- Assign the ticket to one of the second level support units or to a ROC
- Follow all tickets and make sure they receive a timely and correct answer
- Can be contacted via support@ggus.org
- Can contact themselves using the e-mailing list tpm-grid-support@cern.ch

- **The VO TPM:**

- People with experience in both generic Grid problems and VO specific software
- Receive VO specific tickets at the same time or after the generic TPM depending on VO
- They have the same duties as a generic TPM
- If a problem is really due to VO software they use the VO support structures to solve the problem



There are *two kinds* of Ticket Processing Managers:

- **The Generic TPM:** they are generic Grid middleware experts with some experience in Grid installation and configuration. They are the first line support and provide answers to tickets whenever possible => they look into the tickets details and try to understand the nature of the problem providing a solution. If the problem goes behind the expertise of a generic TPM, then the TPM assigns the ticket to one of the second level specialized support units or to a ROC. Their responsibilities are described in the document 8600. They keep users updated with the status of the ticket (will be made automatic with the next portal release – however this responsibility will stay for TPMs). They follow all tickets (beside CIC-on-Duty) and make sure they receive a timely and correct answer. They can be contacted by support@ggus.org and they can contact themselves using the e-mailing list tpm-grid-support@cern.ch.
- **The VO TPM:** they are people with experience in both generic Grid problems and VO specific software. Depending on the VO, they can receive VO specific tickets at the same time a generic TPM receives them or after the generic TPM has process the ticket and decided to hand it over to VO TPM. Their responsibilities are documented in 8600 and VO specific FAQs docs. They have the same duties as a generic TPM. If they recognize that the problem is really due to VO software and does not concern the Grid, then they use the internal VO specialized mailing lists to contact experts and have the problem solved. Once they receive the answer from the VO experts, they fill the answer in the “Solution” field of the ticket and set the ticket status to “solved”, so that the user gets notified.



- At present the **ROCs contributing to the TPM effort** are the following:
ROC-CERN, ROC-CE, ROC-SE, ROC-SW, ROC-Russia
for a total of 20 people. Other ROCs will join soon.
- The **CERN Helpdesk** is at the moment able to process between 1000 and 1400 tickets per week, having about 30 TPM equivalent on shift in groups of 5 to 7 people.
- The current TPMs normally take **weekly shift of one or 2 people** (CERN is always present). Normally a TPM does not spend more than 2 hours to process the tickets assigned.
- The people contributing to TPM are now quite sufficient for the task. With the available people the same person takes shift every 8-9 weeks.
- A **TPM can always ask for the help** of other TPMs with experience for solving a problem sending e-mail to tpm-grid-support@cern.ch. That's how a TPM gets trained as well, beside the documentation and the training courses organized by NA3.

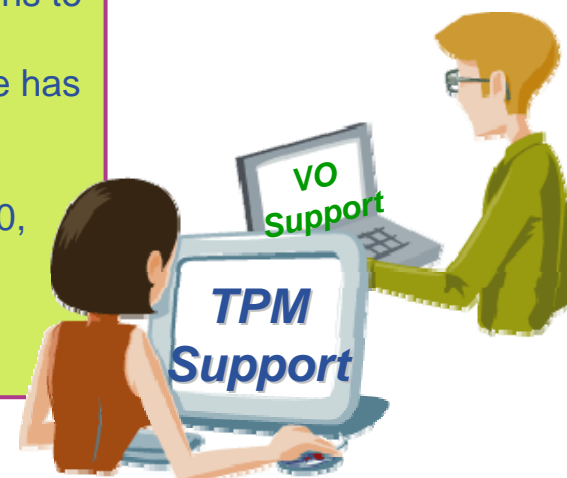
- NA3 participates to GGUS/ESC discussions. Using material partially produced by members of ESC in various occasions they have prepared training sessions for users. One user event was the Biomed training in Clermont-Ferrand

<http://agenda.cern.ch/fullAgenda.php?ida=a053765>

Event for supporters at FZK 10-11 November 2005

<http://agenda.cern.ch/fullAgenda.php?ida=a056547>

- The CERN Help Desk has been trained to direct users to GGUS.
- Supporters are also trained while doing their support job. They are assisted by more experienced supporters. They can always ask questions to tpm-grid-support@cern.ch for technical support. They can contact support@ggus.org for procedural questions. A GGUS telephone hot line has been put in place.
- Documentation available for the duties of a supporter: docs 1300, 1200, 1100, 8600, 9100
(https://gus.fzk.de/pages/info_for_supporters.php).
It is constantly updated.



Next Training Event:

Supporters training at CERN 1-2 February 05

Presentations about the Support System for Supporters, TPM and VO TPM

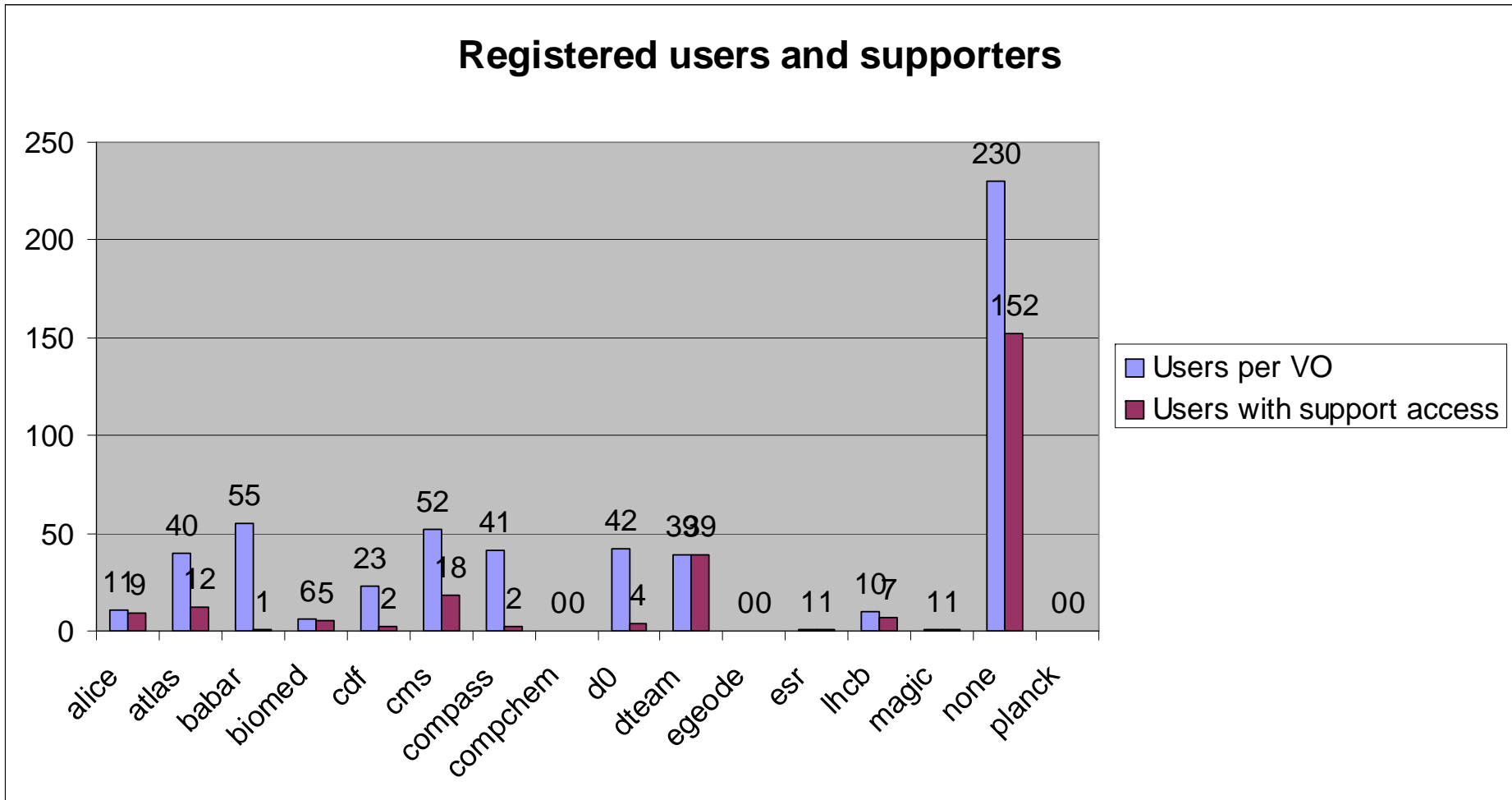
Hands on GGUS

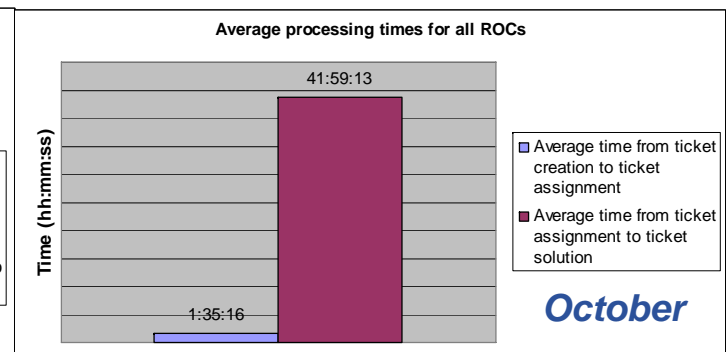
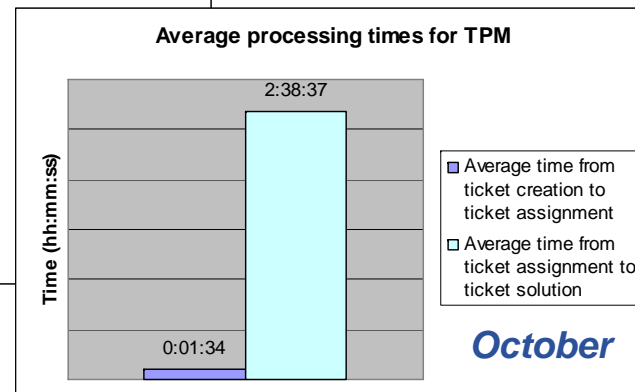
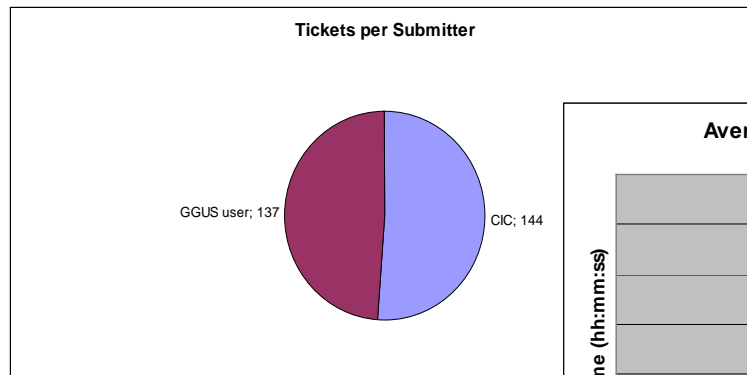
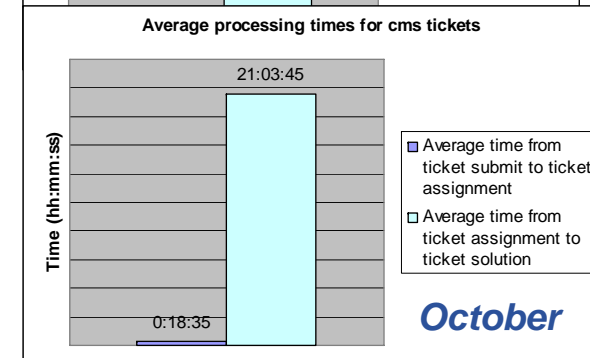
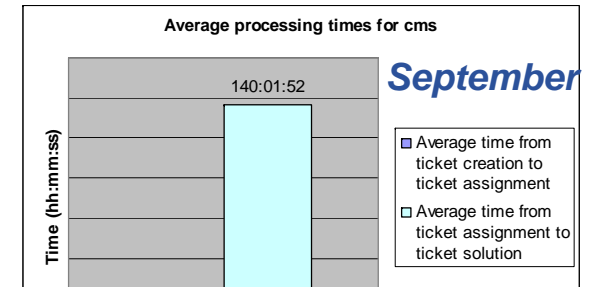
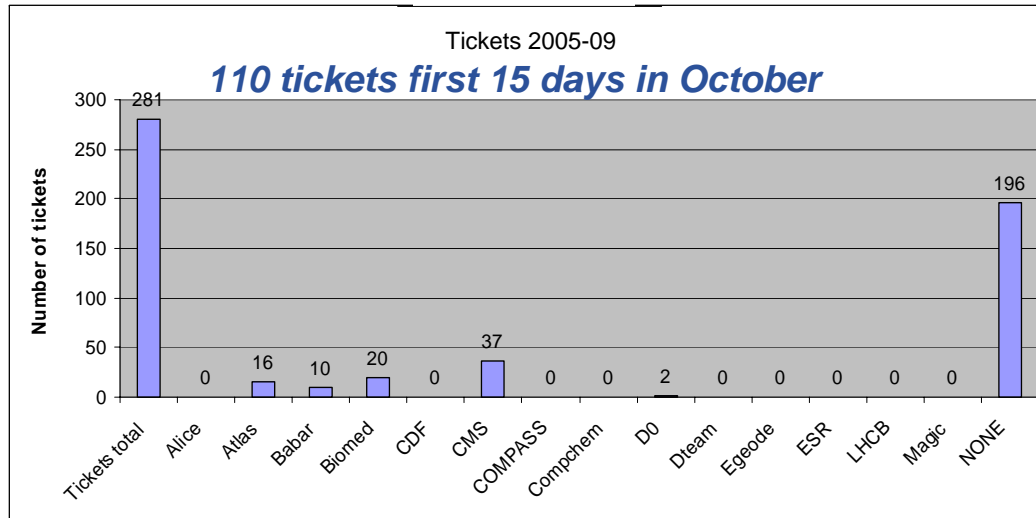
To be announced

Registration page:

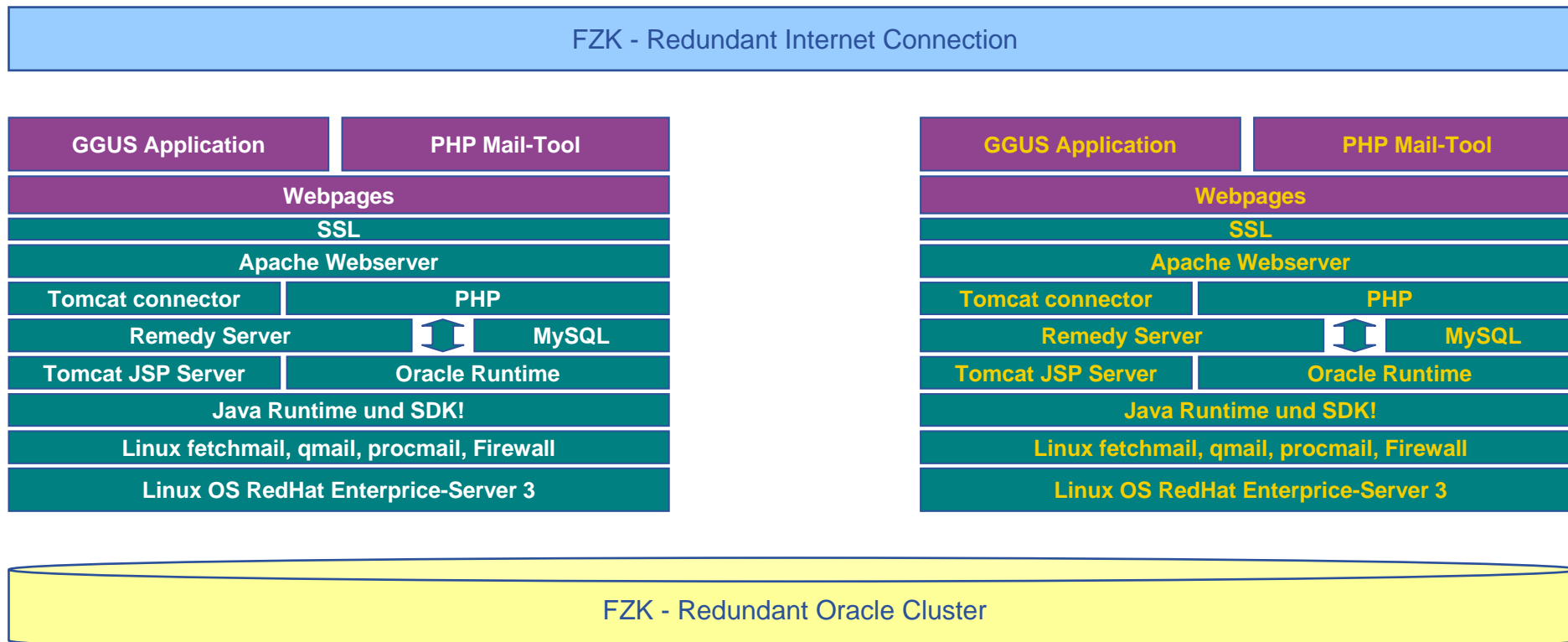
To be announced







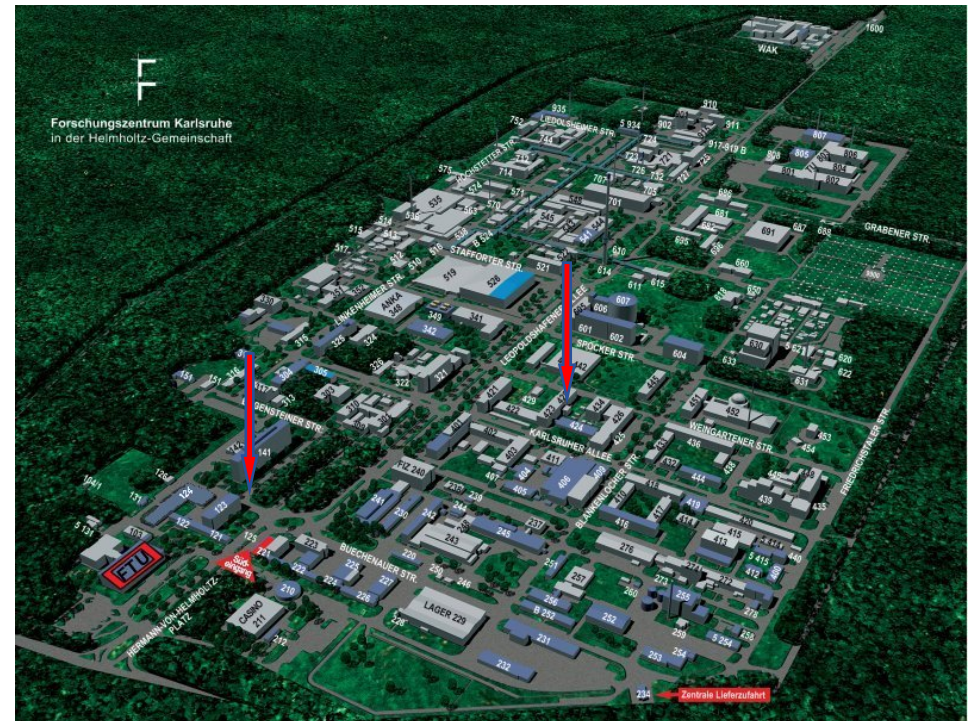
- Ensure the availability of the GGUS System with Remedy Server Groups option: two identical systems can access the same DB-tables at the same time + enables load balancing



GGUS/ESC is now taking part to the Grid Operations meeting.

GGUS/FZK is working on a redundant system consisting of two identical systems at two different locations within the FZK-campus. They share the load. If one fails the other can take over the whole work.

GGUS/FZK is not resilient to network failures. A plan is being put in place to create a clone of the infrastructure somewhere else (Taiwan). This was an explicit request coming from Grid Operations to make the infrastructure more robust.



- The functionality and usability of the **GGUS** system **has improved** in the last months, thanks to the help of the ROCs (more tickets submitted, more customers and general appreciation of the service).
- **GGUS/ESC** coordinates the effort and operations: key body.
- The existent **interfaces with the ROCs** are quite practical and make the system function as one. Most ROCs have established functional interfaces with GGUS, the others are working on it. Same with existent specific support track systems.
- The ticket traffic is increasing. We still **do not know** what a **realistic figure** would be for the number of ticket to be expected. The system can be dimensioned appropriately with more TPMs and support units.
- A lot of **metrics established** to measure the performance of the system (performance of a supporter/support unit, tickets solved/week/VOs, # of tickets filed in Wiki pages, etc.). The measures refer only to the central system. Each ROC processes and solves also local requests. Measures for each ROC are also available.
- GGUS is working on a **plan to offer resilience to system and network failures**.
- **We need more specialized supporters** in order to help the supporters at CERN who now are the main source of knowledge and help also for **Service Coordination**