



Enabling Grids for E-science

EGEE Operations

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

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Daily Operations, SA1

www.eu-egee.org



Information Society



- **CIC**
 - Definition
 - Operational tool

- **CIC Operations**
 - CIC-on-duty
 - Definition
 - Procedure
 - Operations
 - Monitoring tools

- **Escalation Scenarii**
 - Severity
 - Deadline Expiration

- **Next Steps**

EGEE GLOSSARY

SA1 EGEE European Grid Support, Operation and Management activity

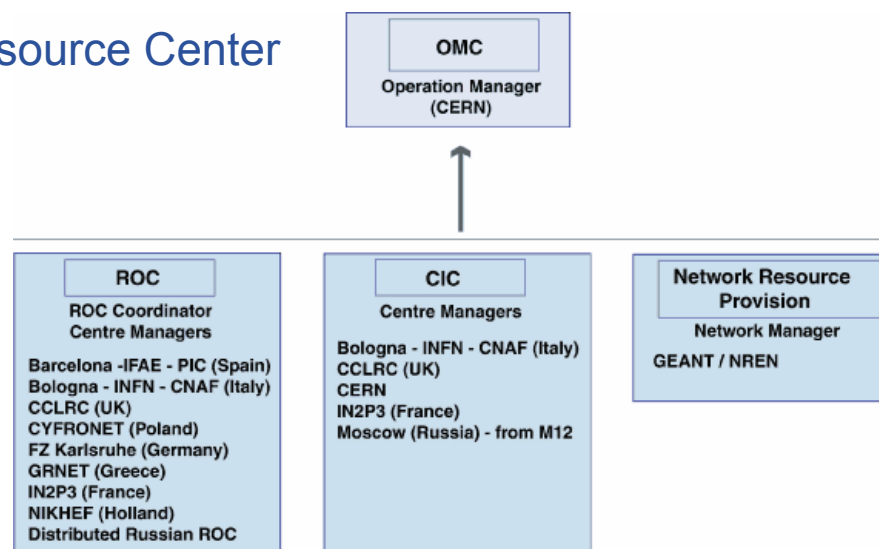
SA2 EGEE Network Resource Provision Activity

OMC Operation Management Center

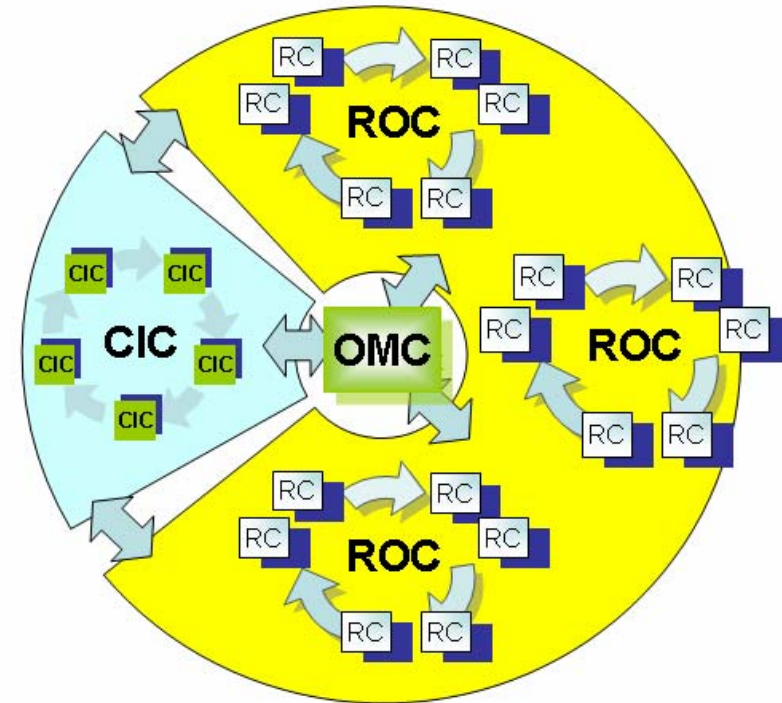
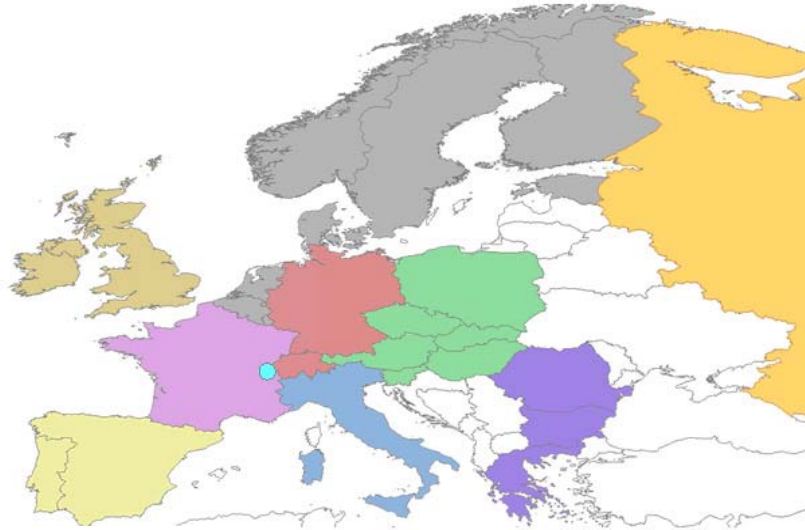
CIC Core Infrastructure Centrer

ROC Regional Operation Center

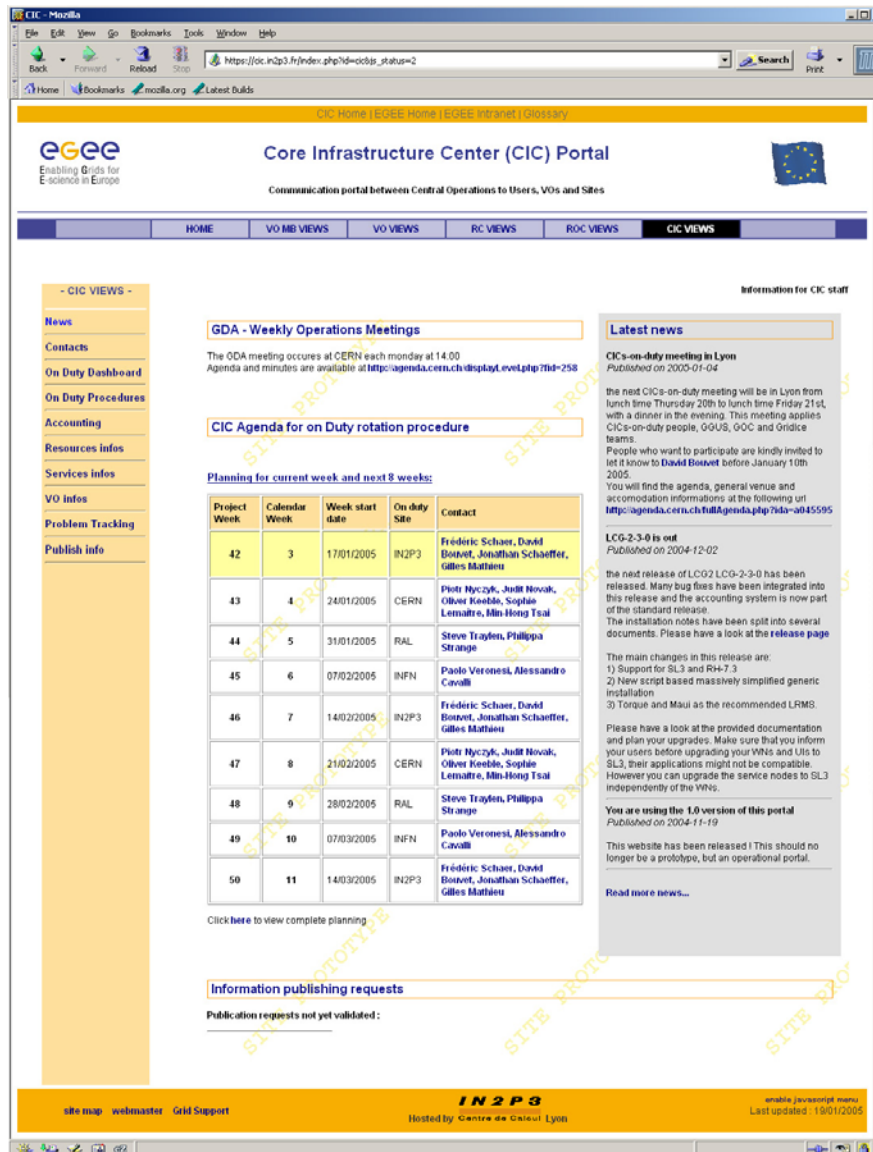
RC Resource Center



- Operate essential grid services and act as Grid Operation Center



- Objectives
 - Transparency
 - Information sharing
 - Troubleshooting in conjunction with ROCs
- Current state of operations
 - Procedures defined, constantly under review and in use
 - Monitoring tools and in-depth testing
 - Communication tool
 - Problem Tracking System



The screenshot shows the Core Infrastructure Center (CIC) Portal. The page has a navigation menu with options like HOME, VO MB VIEWS, VO VIEWS, RC VIEWS, ROC VIEWS, and CC VIEWS. A sidebar on the left contains links for News, Contacts, On Duty Dashboard, On Duty Procedures, Accounting, Resources Infos, Services infos, VO Infos, Problem Tracking, and Publish info. The main content area includes a 'GDA - Weekly Operations Meetings' section, a 'CIC Agenda for on Duty rotation procedure' section with a table, and a 'Latest news' section.

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 Strang
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 Strang
49	10	07/03/2005	INFN	Paolo Veronesi, Alessandro Cavalli
50	11	14/03/2005	IN2P3	Frédéric Schaefer, David Bonnet, Jonathan Schaeffer, Gilles Mathieu

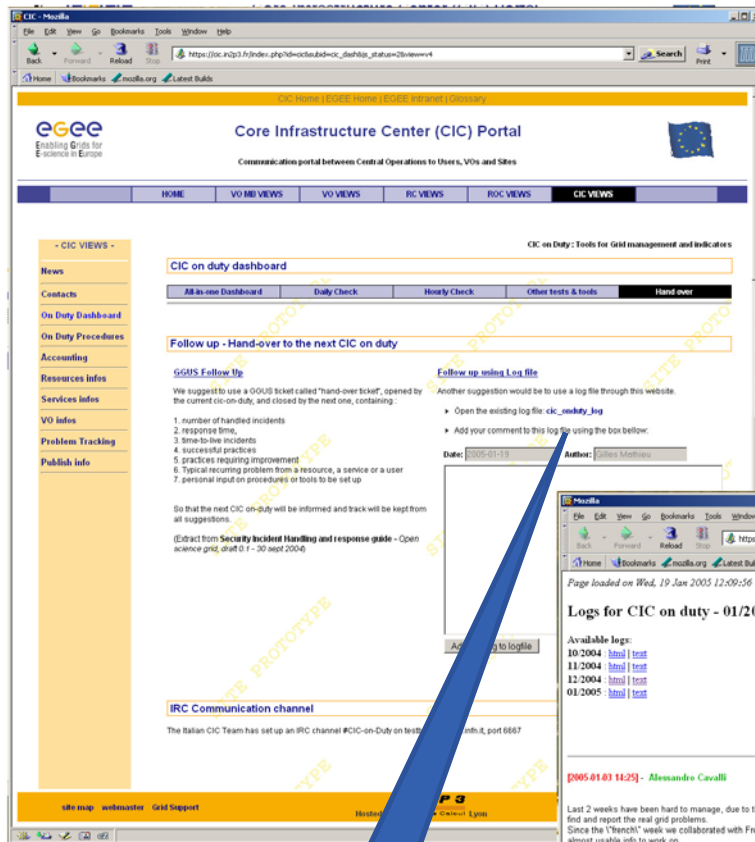
- **CIC portal features**

- Links tools for EGEE operators and users

- Communication tool

- Provide a repository

- Operations logs
- Knowledge: configurations, data, FAQs
- Procedures and processes



Follow-up

Log file

CIC-on-duty agenda

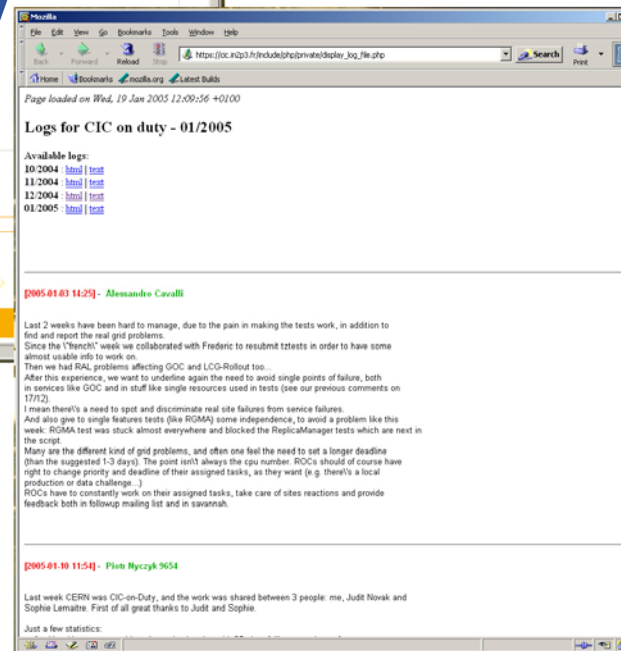
weekly shifts

GGUS, ROC User-support, mail

Monitor, diagnose troubles

Contact site administrators, ROC

Problem Tracking System



Weekly meetings

Quarterly meetings

Cic operational procedure

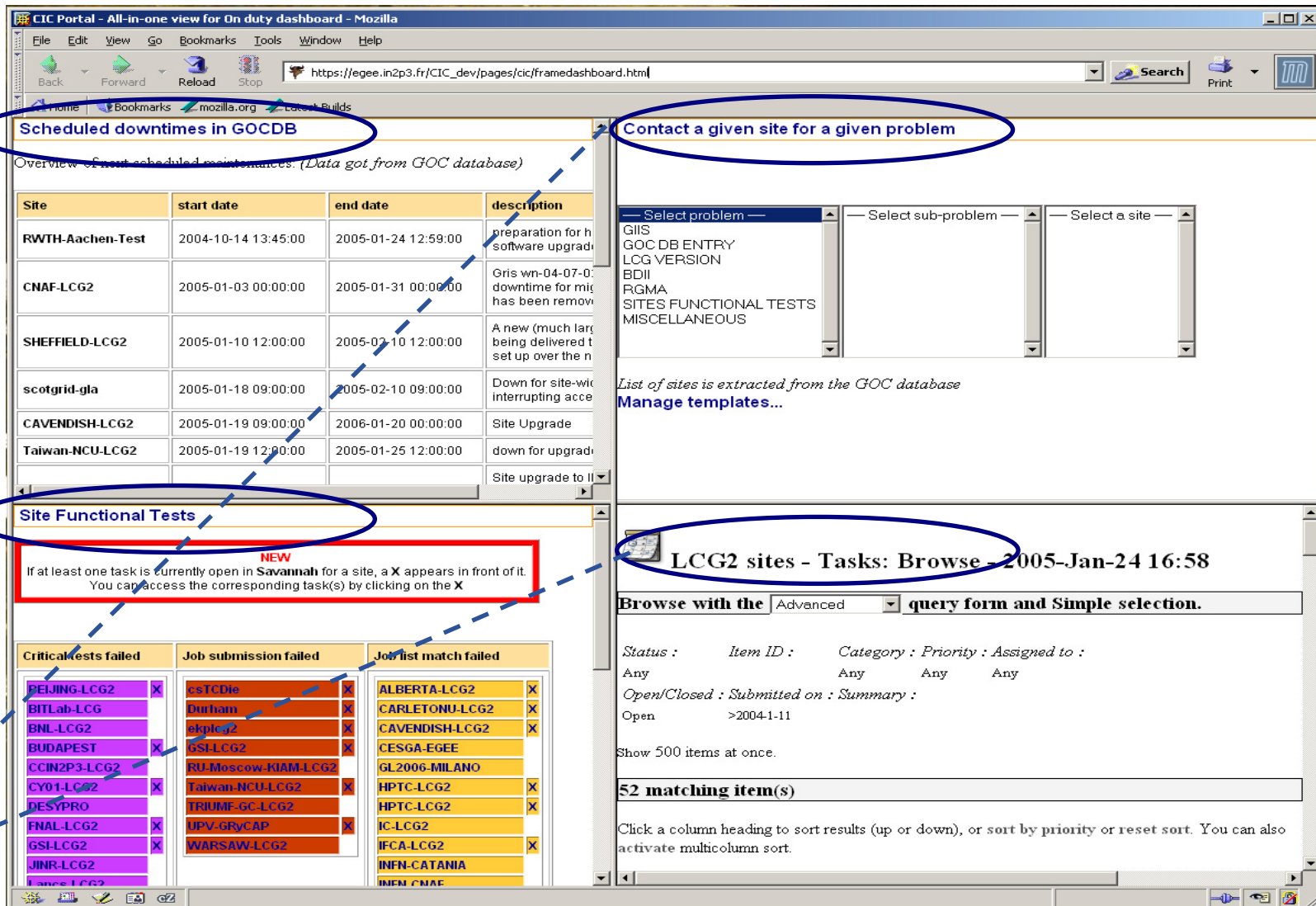
Ops Procedure

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-Aachen-Test	2004-10-14 13:45:00	2005-01-24 12:59:00	preparation for hardware upgrade
CNAF-LCG2	2005-01-03 00:00:00	2005-01-31 00:00:00	Gris wn-04-07-00 downtime for migration has been removed
SHEFFIELD-LCG2	2005-01-10 12:00:00	2005-02-10 12:00:00	A new (much larger) being delivered to set up over the next few days
scotgrid-gla	2005-01-18 09:00:00	2005-02-10 09:00:00	Down for site-wide interrupting access
CAVENDISH-LCG2	2005-01-19 09:00:00	2006-01-20 00:00:00	Site Upgrade
Taiwan-NCU-LCG2	2005-01-19 12:00:00	2005-01-25 12:00:00	down for upgrade
			Site upgrade to 1.1

Site Functional Tests

NEW
If at least one task is currently open in Savannah for a site, a X appears in front of it. You can access the corresponding task(s) by clicking on the X

Critical tests failed	Job submission failed	Job list match failed
BEIJING-LCG2 X	csTCDie X	ALBERTA-LCG2 X
BITLab-LCG X	Durham X	CARLETONU-LCG2 X
BNL-LCG2 X	ekpleg2 X	CAVENDISH-LCG2 X
BUDAPEST X	GSI-LCG2 X	CESGA-EGEE
CCIN2P3-LCG2 X	RU-Moscow-KIAM-LCG2 X	GL2006-MILANO
CY01-LCG2 X	Taiwan-NCU-LCG2 X	HPTC-LCG2 X
DESYPRO X	TRIUMF-FC-LCG2 X	HPTC-LCG2 X
FNAL-LCG2 X	UPV-GRVAP X	IC-LCG2
GSI-LCG2 X	WARSAW-LCG2 X	IFCA-LCG2 X
JINR-LCG2 X		INFN-CATANIA
Lance-LCG2 X		INFN-CNAF

LCG2 sites - Tasks: Browse - 2005-Jan-24 16:58

Browse with the query form and Simple selection.

Status : Any Item ID : Any Category : Any Priority : Any Assigned to : Any

Open/Closed : Submitted on : Summary :
Open >2004-1-11

Show 500 items at once.

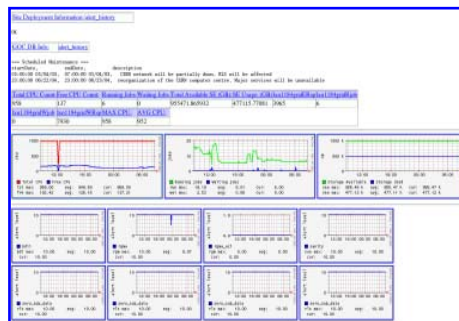
52 matching item(s)

Click a column heading to sort results (up or down), or sort by priority or reset sort. You can also activate multicolumn sort.

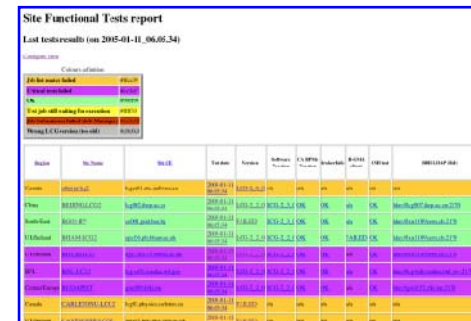
All-in-one dashboard



GIIS Monitor



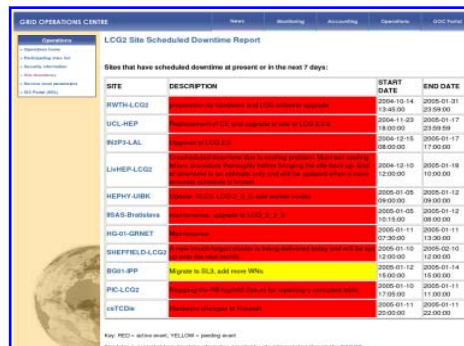
GIIS Monitor graphs



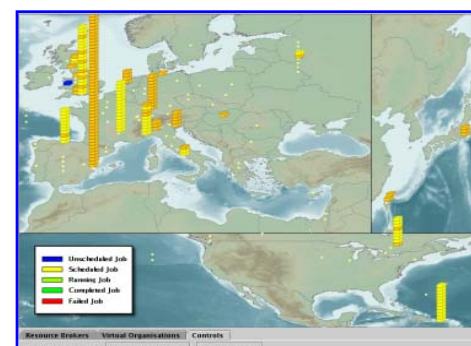
Sites Functional Tests



GOC Data Base



Scheduled Downtimes



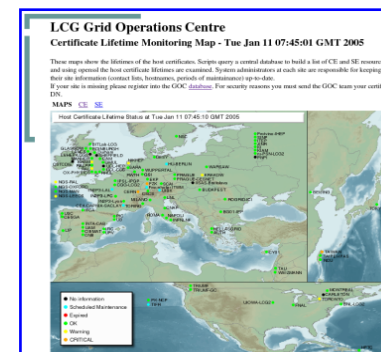
Live Job Monitor



Gridlce – VO view

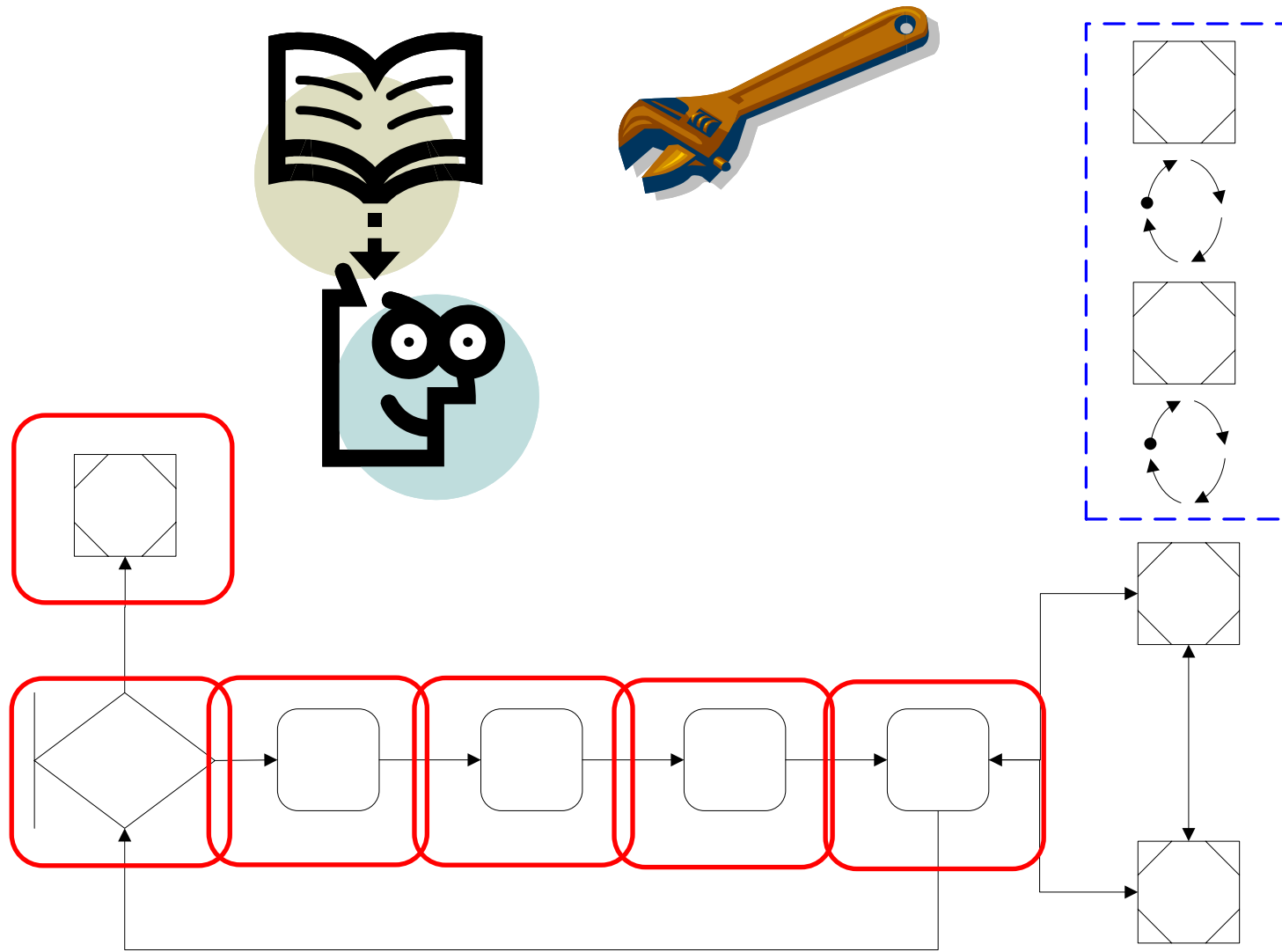


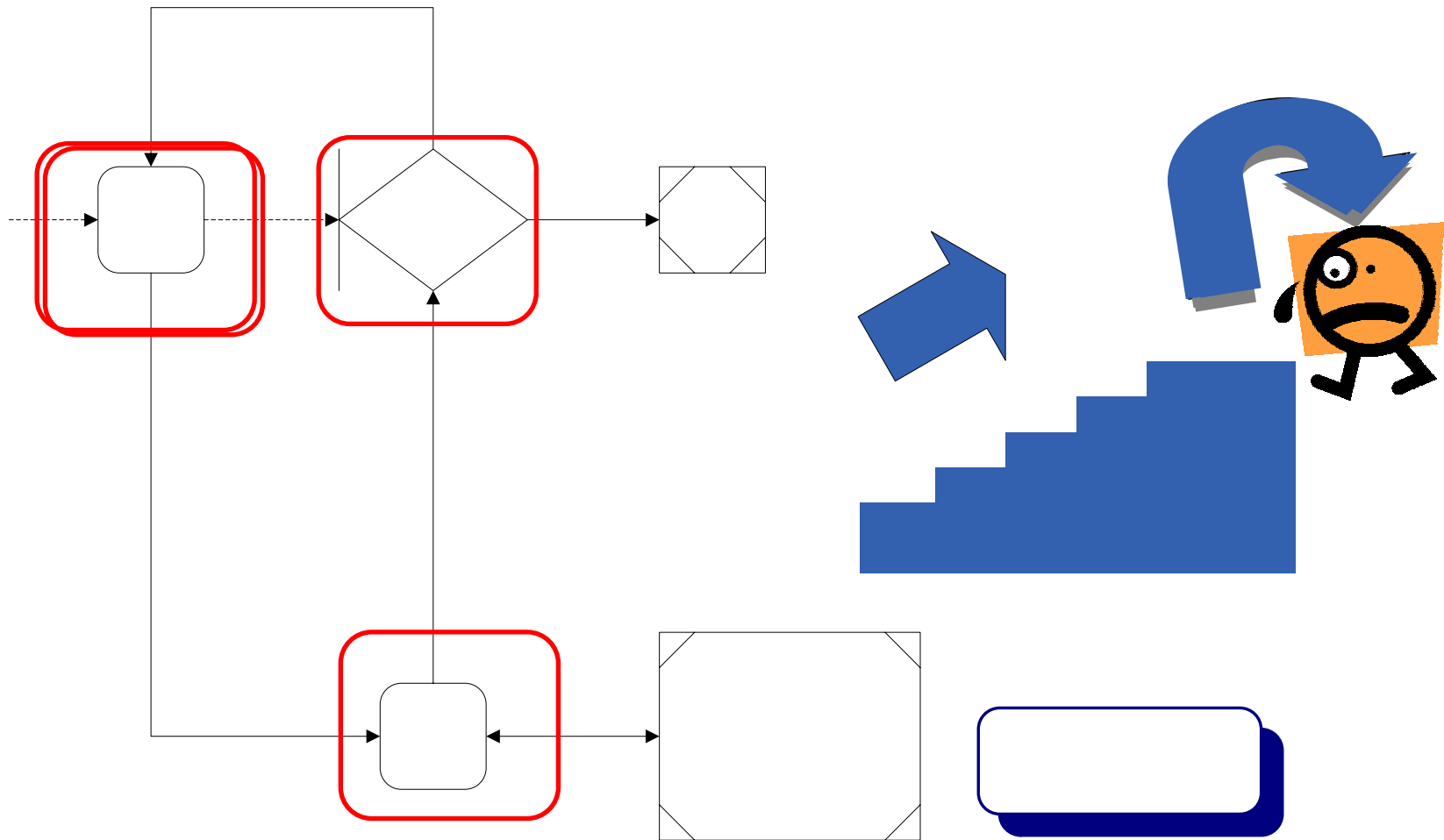
Gridlce – fabric view



Certificate Lifetime Monitor

Note: Those thumbnails are links and are clickable.





FAQ · Documentation · Download · 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

Report a problem
▶ Submit ticket

Tickets from Helene Cordier (access via certificate)
You don't have tickets in the GGUS system

Open tickets of all users

ID	Experiment	Date	Info
01695	none	2005-01-24	ggus missing features
01694	compass	2005-01-24	follow up to the discussion.
01691	biomed	2005-01-24	Error in job submission
01689	babar	2005-01-24	work on babar.fzk.de impossibl...
01687	compass	2005-01-24	file access slow
01673	biomed	2005-01-20	errors list for the submission...
01672	none	2005-01-20	Test ticket, please assign to ...
01668	babar	2005-01-20	\\"babar\\" dead or extremely sl...
01666	d0	2005-01-20	stale nfs file handle again
01665	compass	2005-01-20	Slow execution in interactive ...
01664	babar	2005-01-20	possible filesystem problem
01663	compass	2005-01-20	file access very slow
01662	compass	2005-01-19	gridftp stopped working around...
01641	alice	2005-01-19	GOCdb not accessible anymore v...
01638	none	2005-01-18	checking things out
01627	none	15-01-2005	some things got mixed up durin...
01626	biomed	2005-01-17	nodes availability
01623	biomed	2005-01-17	lcg-cr invalid argument for th...
01611	biomed	2005-01-13	RB problem if the OutputData a...
01610	biomed	2005-01-13	Limit to the number of files p...
01548	d0	2004-12-20	jobs fail at rutherford

Latest news

News from GridKa
LAN maintenance on monday, 2005-01-31

News from GridKa
Firmware upgrade of the StorageTek machine

News from GridKa

Unification
of information
from various sources

GOC UI

Sites		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
ISAS-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
	babar001	98 CPU	OK	OK	OK	OK

Move to GGUS

<http://www.ggus.org>

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

File Edit View Go Bookmarks Tools Help

https://savannah.cern.ch/task/index.php?func=detailitem&item_id=1542

LCG Savannah

Logged in as pnyczyk

- My Items
- My Groups
- My Account Cont
- 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 #1542 overview: Job submission failed

Submitted by: Philippa Strange <pstrange> [Submit Changes and Browse Items](#)

Submitted on: 2005-Jan-13 11:37 [Submit Changes and Return to this Item](#)

Should Start On: 13 January 2005

Should be Finished on: 17 January 2005

Category: CGG-LCG2

Priority: * 5 - Normal

Item Group: Job Submission (Job Manager)

Status: None

Assigned to: rocfrance

Percent Complete: 0%

Action taken: Mail to site admin

Open/Closed: * Open

Person contacted: dlegeeadmin@cgg.com, grid.support@cc.in2p3.fr

Response:

Summary: * Job submission failed

Original Submission:

task #1542 details:

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

Done savannah.cern.ch GP

Deadline

Unsolved Problem

Site Functional Tests report - Mozilla Firefox

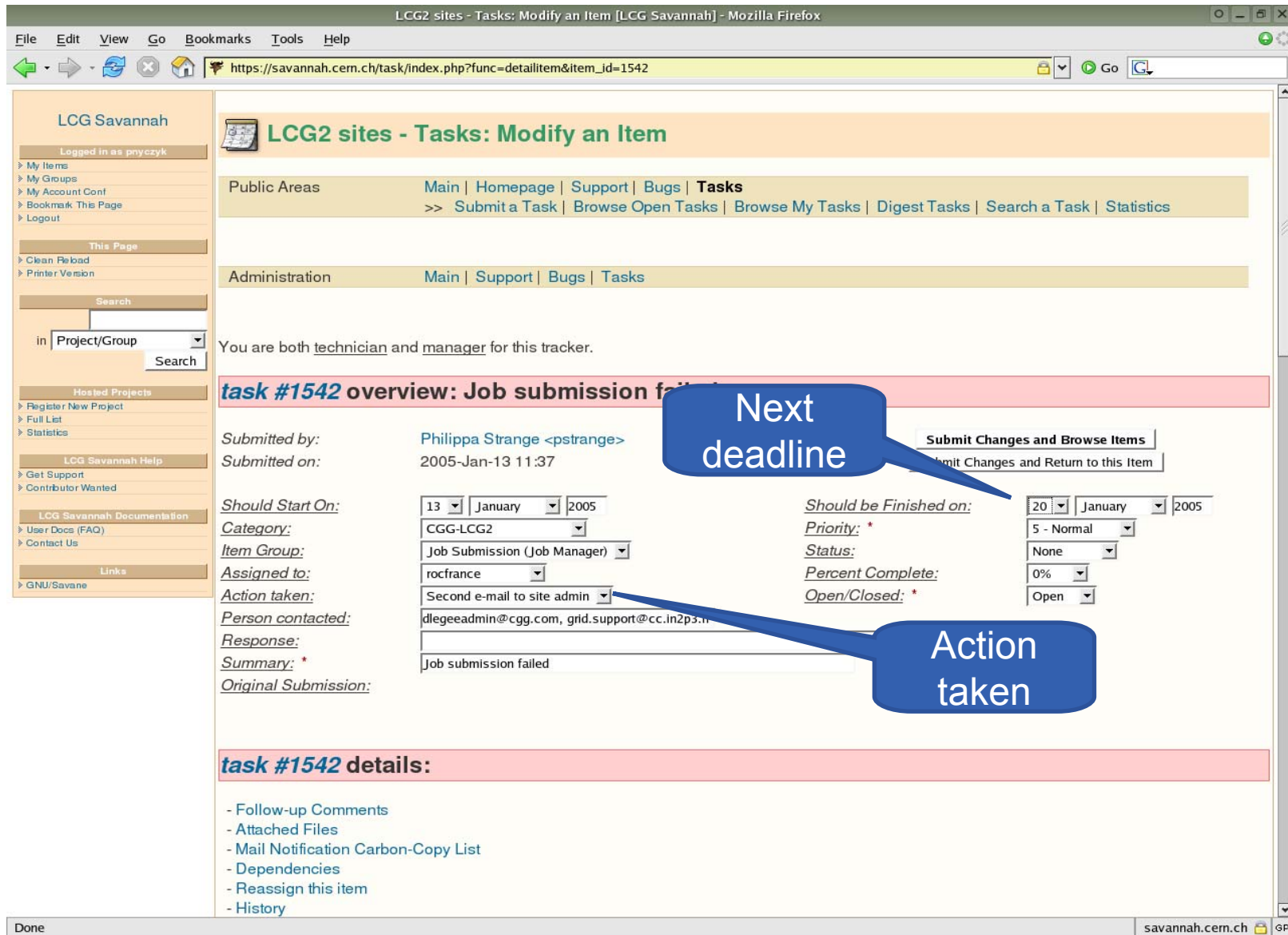
File Edit View Go Bookmarks Tools Help

http://lcg-testzone-reports.web.cern.ch/lcg-testzone-reports/cgi-bin/lastreport.cgi?pattern=2005-01-17_06.05.40

UKI	BITLab-LCG	dgc-grid-35.brunel.ac.uk	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	n/a	OK	ldap://lxn1189.cern.ch:2170
BNL	BNL-LCG2	lcg-cc01.usatlas.bnl.gov	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	n/a	OK	ldap://lcg-bdii.usatlas.bnl.gov:21
CentralEurope	BUDAPEST	grid109.kfki.hu	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	FAILED	OK	ldap://lxn1189.cern.ch:2170
Canada	CARLETONU-LCG2	lcg02.physics.carleton.ca	2005-01-17 06:05:40	FAILED	n/a	n/a	n/a	n/a	n/a	n/a
UKI	CAVENDISH-LCG2	serv03.hep.phy.cam.ac.uk	2005-01-17 06:05:40	FAILED	n/a	n/a	n/a	n/a	n/a	n/a
France	CCIN2P3-LCG2	cclcgceli01.in2p3.fr	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	OK	OK	ldap://lxn1178.cern.ch:2170
CERN	CERN-LCG2	lxn1184.cern.ch	2005-01-17 06:05:40	LCG-2_3_0	LCG-2_2_0	OK	OK	OK	OK	ldap://lxn1178.cern.ch:2170
	CERN-LCG2	site-bdii.cern.ch	2005-01-17 06:05:40	FAILED	n/a	n/a	n/a	n/a	n/a	n/a
SouthWesternEurope	CESGA-EGEE	ce.egee.cesga.es	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	OK	OK	ldap://lcbdii02.ifae.es:2170
France	CGG-LCG2	ce1.egee.fr.cgg.com	2005-01-17 06:05:40	LCG-2_2_0	n/a	n/a	n/a	n/a	n/a	n/a
SouthWesternEurope	CIEMAT-LCG2	lcg02.ciemat.es	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	FAILED	OK	ldap://lxn1178.cern.ch:2170
	CNAF-LCG2	wn-04-07-02-a.cr.cnaf.infn.it	2005-01-17 06:05:40	FAILED	n/a	n/a	n/a	n/a	n/a	n/a
SouthWesternEurope	CNB-LCG2	mallarme.cnb.uam.es	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	FAILED	OK	ldap://lxn1189.cern.ch:2170
GermanySwitzerland	CSCS-LCG2	compute-0-10.cscs.ch	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	OK	OK	ldap://lxn1178.cern.ch:2170
SouthEasternEurope	CY01-LCG2	ce101.grid.ucy.ac.cy	2005-01-17 06:05:40	FAILED	n/a	n/a	n/a	n/a	n/a	n/a
CentralEurope	cyfronetlcg2	zeus02.cyf-kr.edu.pl	2005-01-17 06:05:40	LCG-2_3_0	LCG-2_3_0	OK	OK	n/a	n/a	ldap://lxn1189.cern.ch:2170
GermanySwitzerland	DESYPRO	grid-ce.desy.de	2005-01-17 06:05:40	LCG-2_3_0	LCG-2_2_0	OK	OK	n/a	n/a	ldap://lxn1178.cern.ch:2170
UKI	Durham	helmsley.dur.scotgrid.ac.uk	2005-01-17 06:05:40	LCG-2_2_0	n/a	n/a	n/a	n/a	n/a	n/a
CentralEurope	egee.man.poznan.pl	node2.egee.man.poznan.pl	2005-01-17 06:05:40	FAILED	n/a	n/a	n/a	n/a	n/a	n/a

Done

Ticket status



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

File Edit View Go Bookmarks Tools Help

https://savannah.cern.ch/task/index.php?func=detailItem&item_id=1542

LCG Savannah

Logged in as pnyczyk

My Items
My Groups
My Account Cont
Bookmark This Page
Logout

This Page
Clean Reload
Printer Version

Search

in Project/Group Search

Hosted Projects
Register New Project
Full List
Statistics

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You are both [technician](#) and [manager](#) for this tracker.

task #1542 overview: Job submission failed

Submitted by: Philippa Strange <pstrange>
 Submitted on: 2005-Jan-13 11:37

Next deadline

Submit Changes and Browse Items

Submit Changes and Return to this Item

Should Start On: 13 January 2005
Category: CGG-LCG2
Item Group: Job Submission (Job Manager)
Assigned to: rocfrance
Action taken: Second e-mail to site admin
Person contacted: dlegeeadmin@cgg.com, grid.support@cc.in2p3.fr
Response:
Summary: * Job submission failed
Original Submission:

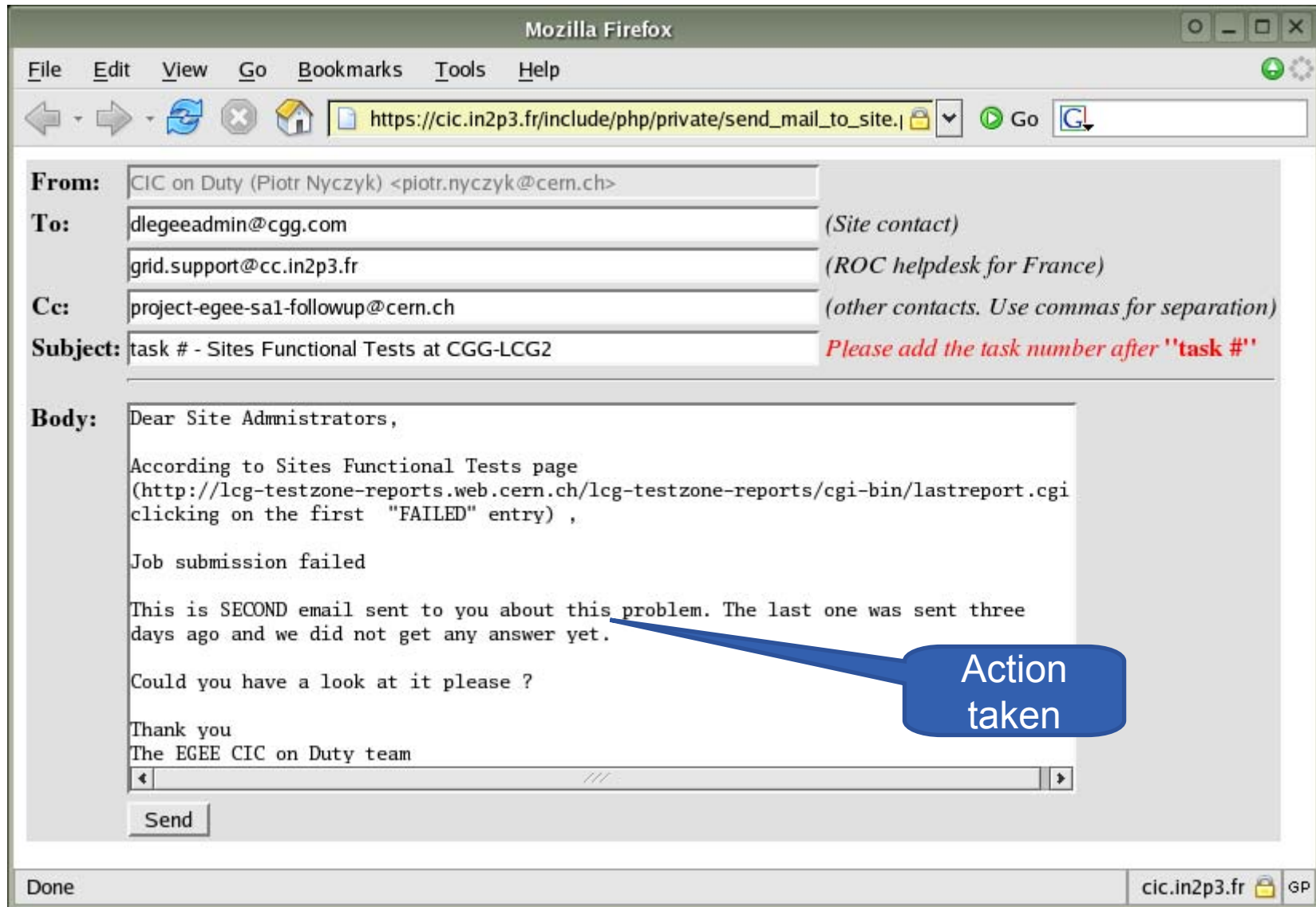
Should be Finished on: 20 January 2005
Priority: * 5 - Normal
Status: None
Percent Complete: 0%
Open/Closed: * Open

Action taken

task #1542 details:

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

Done savannah.cern.ch



Mozilla Firefox

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 cic.in2p3.fr GP

Action taken

Site Functional Tests report - Mozilla Firefox

http://lcg-testzone-reports.web.cern.ch/lcg-testzone-reports/cgi-bin/lastreport.cgi?pattern=2005-01-17_06.05.40

Country	Site	Host	Time	Test 1	Test 2	Test 3	Test 4	Test 5	Test 6	Test 7	Test 8
Canada	CARLETONU-LCG2	lcg02.physics.carleton.ca	2005-01-17 06:05:40	FAILED	n/a	n/a	n/a	n/a	n/a	n/a	n/a
UKI	CAVENDISH-LCG2	serv03.hep.phy.cam.ac.uk	2005-01-17 06:05:40	FAILED	n/a	n/a	n/a	n/a	n/a	n/a	n/a
France	CCIN2P3-LCG2	ecclcgceli01.in2p3.fr	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	OK	OK	OK	ldap://lxn1178.cern.ch:2170
CERN	CERN-LCG2	lxn1184.cern.ch	2005-01-17 06:05:40	LCG-2_3_0	LCG-2_2_0	OK	OK	OK	OK	OK	ldap://lxn1178.cern.ch:2170
	CERN-LCG2	site-bdii.cern.ch	2005-01-17 06:05:40	FAILED	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SouthWesternEurope	CESGA-EGEE	ce.egee.cesga.es	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	OK	OK	OK	ldap://lcgbdii02.ifae.es:2170
France	CGG-LCG2	ce1.egee.fr.cgg.com	2005-01-17 06:05:40	LCG-2_2_0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SouthWesternEurope	CIEMAT-LCG2	lcg02.ciemat.es	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	FAILED	OK	OK	ldap://lxn1178.cern.ch:2170
	CNAF-LCG2	wn-04-07-02-a.cr.cnaf.infn.it	2005-01-17 06:05:40	FAILED	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SouthWesternEurope	CNB-LCG2	mallarme.cnb.uam.es	2005-01-17 06:05:40	LCG-2				LED	OK	OK	ldap://lxn1189.cern.ch:2170
GermanySwitzerland	CSCS-LCG2	compute-0-10.cscs.ch	2005-01-17 06:05:40	LCG-2					OK	OK	ldap://lxn1178.cern.ch:2170
SouthEasternEurope	CY01-LCG2	ce101.grid.uey.ac.cy	2005-01-17 06:05:40	FAILED	n/a	n/a	n/a	n/a	n/a	n/a	n/a
CentralEurope	cyfronetl2	zeus02.cyf-kr.edu.pl	2005-01-17 06:05:40	LCG-2_3_0	LCG-2_3_0	OK	OK	FAILED	OK	OK	ldap://lxn1178.cern.ch:2170
GermanySwitzerland	DESYPRO	grid-ce.desy.de	2005-01-17 06:05:40	LCG-2_3_0	LCG-2_2_0	OK	OK	n/a	OK	OK	ldap://grid-bdii.desy.de:2170
UKI	Durham	helmsley.dur.scotgrid.ac.uk	2005-01-17 06:05:40	LCG-2_2_0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
CentralEurope	egee.man.poznan.pl	node2.egee.man.poznan.pl	2005-01-17 06:05:40	FAILED	n/a	n/a	n/a	n/a	n/a	n/a	n/a
GermanySwitzerland	ekplcg2	ekp-lcg-ce.physik.uni-karlsruhe.de	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	FAILED	OK	OK	ldap://lxn1178.cern.ch:2170
	FNAL-USCMS	cmssrv14.fnal.gov	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	OK	OK	n/a	OK	OK	n/a
FNAL	FNAL-USCMS	hotdog46.fnal.gov	2005-01-17 06:05:40	LCG-2_2_0	LCG-2_2_0	FAILED	OK	FAILED	OK	OK	ldap://hotdog47.fnal.gov:2170

Done

Site Functional Tests Reports

GIIS Monitor 08:30:04 01/17/05 GMT - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://goc.grid.sinica.edu.tw/gstat/ce101.grid.uce.ac.cy/

GIIS Monitor 08:30:04 01/17/05 GMT

[home](#) [alert](#) [table](#) [service](#) [regional](#) [rgma](#) [access](#) [service](#) [metrics](#) [misc](#) [pages](#) [help](#)

CY01-LCG2 Detailed Report **Status: ERROR**

[BDIIUpdate Result: error](#) [alert_history](#)

CY01-LCG2: ldap_bind: Can't contact LDAP server
 To test site GIIS:: ldapsearch -x -H ldap://ce101.grid.uce.ac.cy:2135 -b mds-vo-name=cy01lcg2,o=grid

[RGMAService Check Result:](#) [alert_history](#)

No RGMA Services Found

```
test:: edg-rgma -c "latest select ServiceStatus.URI, ServiceStatus.up, ServiceStatus.message, ServiceStatus.MeasurementDate, ServiceStatus.MeasurementTime from ServiceStatus, Se
```

[RGMAServletAccess Matching Results:](#) [alert_history](#)

```
===== RGMAAccess entries matching grid.uce.ac.cy =====
access server          client                  servlet
```

[GIIS Sanity Check:](#) [alert_history](#)

GIIS query failed. Please test your GIIS.

[Service Check:](#) [alert_history](#)

No RB,RLS or Proxy Service to check in GOCDB

[Site General Information:](#) [alert_history](#)

```
siteName:      na
dataGridVersion: na
installationDate: na
sysAdminContact: na
GlueCEUniqueID:
GlueSEUniqueID:
GlueServiceURI:
GlueHostApplicationSoftwareRunTimeEnvironment:
```

[Site Deployment Information:](#) [alert_history](#)

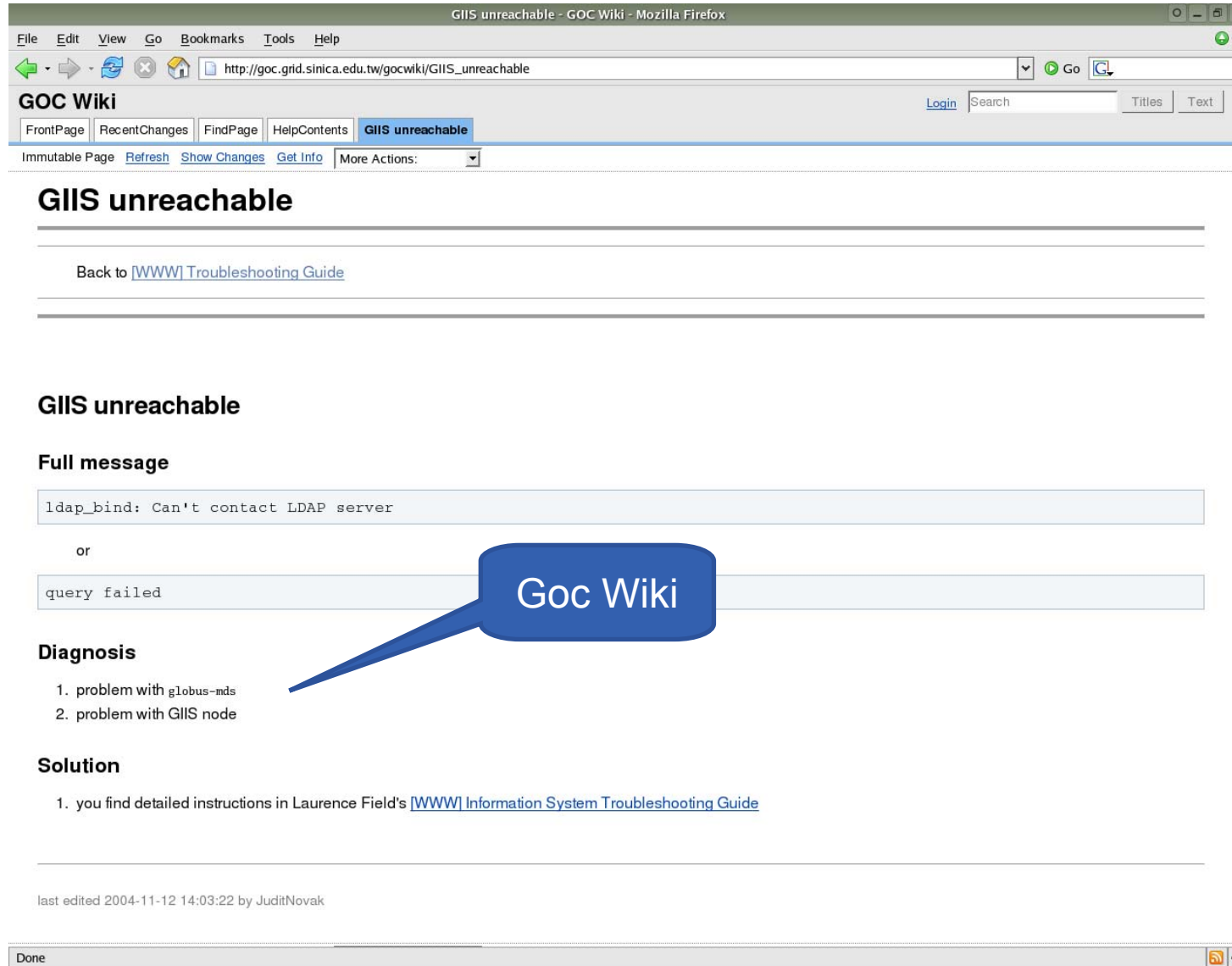
Job List Match Failed

[GOC DB Info:](#) [alert_history](#)

=== Scheduled Maintenance ===

Done

GIIS



GIIS unreachable - GOC Wiki - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://goc.grid.sinica.edu.tw/gocwiki/GIIS_unreachable

GOC Wiki Login Search Titles Text

FrontPage RecentChanges FindPage HelpContents **GIIS unreachable**

Immutable Page Refresh Show Changes Get Info More Actions:

GIIS unreachable

Back to [\[WWW\] Troubleshooting Guide](#)

GIIS unreachable

Full message

```
ldap_bind: Can't contact LDAP server
```

or

```
query failed
```

Diagnosis

1. problem with globus-mds
2. problem with GIIS node

Solution

1. you find detailed instructions in Laurence Field's [\[WWW\] Information System Troubleshooting Guide](#)

last edited 2004-11-12 14:03:22 by JuditNovak

Done

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

File Edit View Go Bookmarks Tools Help

https://savannah.cern.ch/task/?func=additem&group=lcg2sites

LCG Savannah

Logged in as pnyczyk

- My Items
- My Groups
- My Account Cont
- 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: Submit 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](#)

Details

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

Category: CY01-LCG2 *Priority:* 3 - Low *

Item Group: Information System *Assigned to:* rocsoutheast

Percent Complete: 0% *Action taken:* Mail to site admin

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

Response:

Summary: GIIS down
Site GIIS is down:
Can't contact LDAP server.

Original Submission:

* Mandatory Fields

Attached Files

Attach File: Browse...

File Description:


Done savannah.cern.ch GP

CIC - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

https://cic.in2p3.fr/index.php?id=cic&subid=cic_dash&js_status=2&view=v3

CIC Home | EGEE Home | EGEE Intranet | Glossary



Core Infrastructure Center (CIC) Portal

Enabling Grids for E-science in Europe

Communication portal between Central Operations to Users, VOs and Sites

HOME | VOMB VIEWS | VO VIEWS | RC VIEWS | ROC VIEWS

- CIC VIEWS -

- News
- Contacts
- On Duty Dashboard
- On Duty Procedures
- Accounting
- Resources Infos
- Services Infos
- VO Infos
- Problem Tracking
- Publish Info

CIC on duty dashboard

Daily Check | Hourly Check | Other te

Contact a given site for a given problem

<p>---- Select problem ----</p> <ul style="list-style-type: none"> GIIS GOC DB ENTRY LCG VERSION BDII RGMA SITES FUNCTIONAL TESTS MISCELLANEOUS 	<p>---- Select sub-problem ----</p> <ul style="list-style-type: none"> down unstable info not published published info inconsistency CPU count erratic 	<ul style="list-style-type: none"> CERN-LCG2 CNB-LCG2 CSCS-LCG2 csTCDie CY01-LCG2 CYFRONET-LCG2 DESYPRO Dipartimento di Fisica Durham ekplcg2 EM&I-LCG2
--	---	---

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

regular tests for resources

GIIS monitor

View GIIS monitor
(Page and link displayed thanks to the GOC Team)

Mozilla Firefox

File Edit View Go Bookmarks Tools Help

https://cic.in2p3.fr/include/php/private/send_mail_to_site.i

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

To: xing@ucy.ac.cy (Site contact)
grid-support@egee-see.org (ROC helpdesk for SouthEasternEurope)

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

Subject: task #1234 - GIIS at CY01-LCG2 *Please add the task number after "task #"*

Body:

Dear Site Administrators,

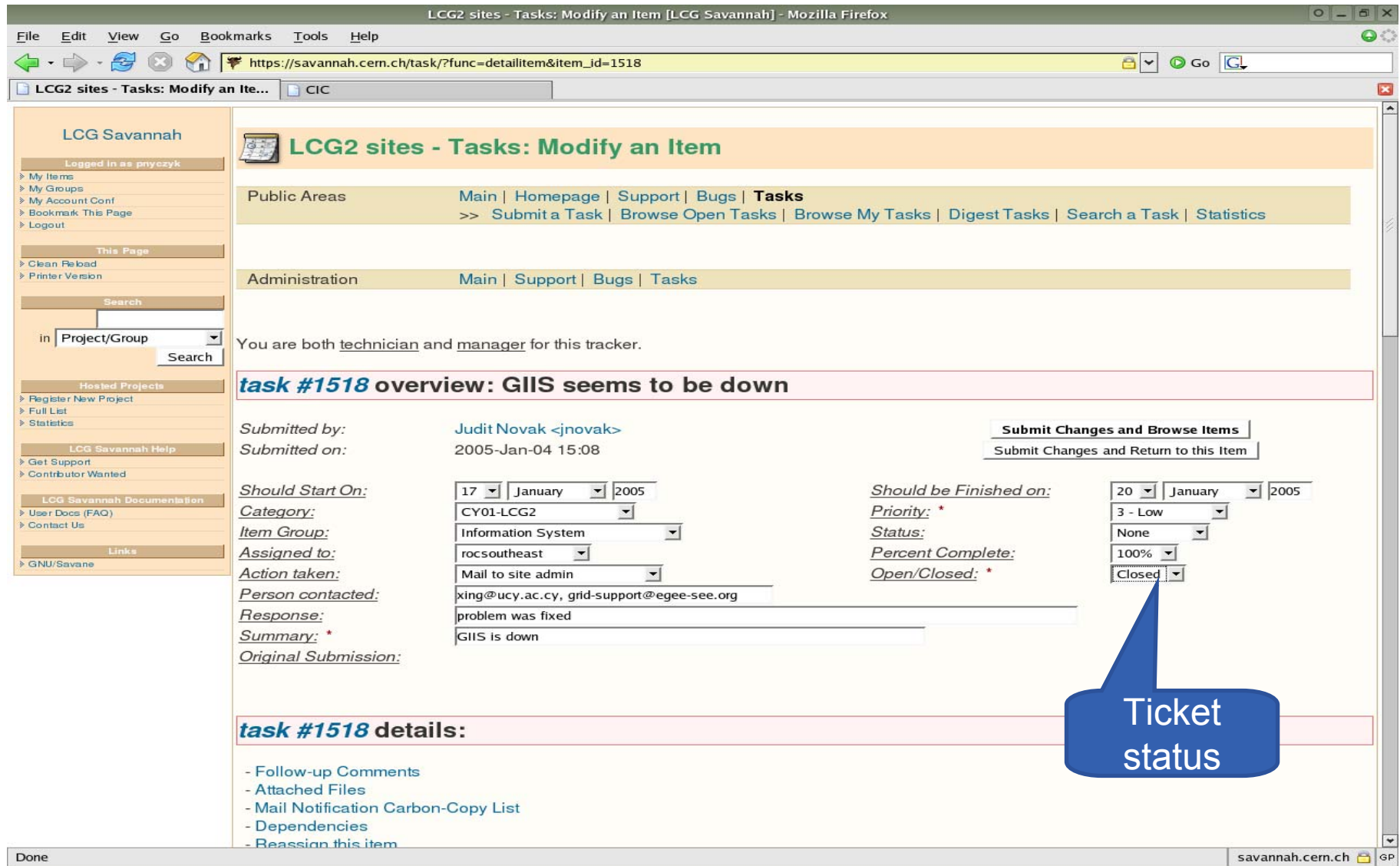
Looking at the GIIS monitoring page (see <http://goc.grid.sinica.edu.tw/gstat/>), it seems that the GIIS of your site is down.

Could you have a look at it please ?

Thank you
The EGEE CIC on Duty team

Send

Done cic.in2p3.fr GP



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

LCG2 sites - Tasks: Modify an It... CIC

LCG Savannah

Logged in as pnyczyk

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>](#) [Submit Changes and Browse Items](#)

Submitted on: 2005-Jan-04 15:08 [Submit Changes and Return to this Item](#)

Should Start On: 17 January 2005

Category: CY01-LCG2

Item Group: Information System

Assigned to: rocsoutheast

Action taken: Mail to site admin

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

Response: problem was fixed

Summary: * GIIS is down

Original Submission:

Should be Finished on: 20 January 2005

Priority: * 3 - Low

Status: None

Percent Complete: 100%

Open/Closed: * Closed

task #1518 details:

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

Done savannah.cern.ch GP

Ticket status