

# Monitoring Tools and Procedures



T2 Admin Tutorial  
2006, CERN

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- monitoring and related tools
  - SFT, gstat, SFT Admin Page, CIC Portal, FCR
- Grid Operator on Duty procedures
  - GOoD (was: COD)
- tools in development
  - SAM, FCR (new version)

# Monitoring and related tools

- **Sites Functional Tests**
- <https://lcg-sft.cern.ch:9443/sft/lastreport.cgi>
- site (CE) *usability* from the users point of view
- constant re-certification, spotting and debugging problems
- testing different aspects of CE:
  - job submission, replica management, LCG version, rgma, CA rpms, etc.
- test suite:
  - submission framework + plug-in tests
- VO-specific tests

- official SFT submission from CERN
  - submitted for `dteam` VO
  - in every 3 hours
  - to *Certified, Production, and Monitored* sites
  - SFT portal refreshed in every 30 mins
- MySQL backend + detailed data in text files
- site details from GOCDDB (via RGMA)
- results visible on SFT portal
  - 2 weeks history also shown



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https://lcg-sft.cern.ch:9443/sft/lastreport.cgi?vo=dteam&vo=lhcb&rg=AsiaPacific&rg=CERN&rg=CentralEurope&rg=France&rg=GermanySwitzer

## Site Functional Tests report

**2006-06-14 -- latest reports**

[Help page](#)  
[Configure view](#)  
[Report problem](#)

**Test summary**

	SD	JL	JS	CT	OK	total
dteam	22	9	9	10	157	207
lhcb	20	112	7		60	199

**Colours definition**

SD	Scheduled downtime	#a3a3a3
JL	Job list match failed	#aab3ff
JS	Job submission failed	#f4876b
CT	Critical tests failed	#f9d48e
NT	Non-critical tests failed	#f2f98e
OK	OK	#b2f98e

**Test abbreviations**

software	<a href="#">LHCb software installation</a>
rgmasc	<a href="#">R-GMA Secure Connector</a>
rgma	<a href="#">R-GMA</a>
wn	<a href="#">WN host name</a>
ver	<a href="#">Software Version (WN)</a>
ca	<a href="#">CA certs version</a>
rm	<a href="#">Replica Management</a>
votag	<a href="#">VO Tag management</a>
apel	<a href="#">Apel test</a>
csd	<a href="#">CSH test</a>
queues	<a href="#">Queues length for LHCb</a>
testjob	<a href="#">LHCb test job</a>
swdir	<a href="#">VO software directory</a>
dirac-test	<a href="#">Dirac full test</a>
js	<a href="#">Job submission</a>
bi	<a href="#">BrokerInfo</a>
dirac-install	<a href="#">Dirac installation</a>

	St.	Region	Site Name	Site CE	VO dteam													VO lhcb							
					st.	is	ver	wn	ca	rgma	bi	csd	rm	votag	swdir	apel	rgmasc	St.	is	wn	dirac-test	queues	dirac-in		
1.	OK	SouthEasternEurope	<a href="#">AEGIS01-PHY-SCL</a>	<a href="#">ce.phy.bq.ac.yu</a>	OK	Q	3_0_0	I	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	JL	X	??	??	??	??
2.	CT	CERN	<a href="#">ALBERTA-LCG2</a>	<a href="#">lcgce01.nic.ualberta.ca</a>	CT	Q	2_7_0	I	!!!	X	Q	Q	X	Q	X	X	Q	Q	JL	X	??	Q	??	??	??
3.	OK	CentralEurope	<a href="#">AMD64.PSNC.PL</a>	<a href="#">fangorn.man.poznan.pl</a>	OK	Q	2_7_0	I	Q	Q	Q	Q	Q	W	Q	Q	Q	Q	JL	X	??	??	??	??	??
4.	CT	France	<a href="#">AUVERGRID</a>	<a href="#">obsauvergridce01.univ-bpclermont.fr</a>	CT	Q	2_7_0	I	Q	Q	Q	Q	X	W	Q	Q	Q	Q	JL	X	??	??	??	??	??
5.	OK	France	<a href="#">AUVERGRID</a>	<a href="#">iut15auvergridce01.univ-bpclermont.fr</a>	OK	Q	2_7_0	I	Q	Q	Q	Q	Q	W	Q	Q	Q	Q	JL	X	??	??	??	??	??
6.	OK	NorthernEurope	<a href="#">BEgrid-KULeuven</a>	<a href="#">kg-ce01.cc.kuleuven.ac.be</a>	OK	Q	2_7_0	I	Q	Q	Q	Q	Q	W	Q	X	Q	Q	JL	X	??	??	??	??	??
7.	OK	NorthernEurope	<a href="#">BEgrid-UGent</a>	<a href="#">gridce.atlantis.ugent.be</a>	OK	Q	2_7_0	I	Q	Q	Q	Q	Q	W	Q	Q	Q	Q	JL	X	??	??	??	??	??
8.	OK	NorthernEurope	<a href="#">BEgrid-ULB-VUB</a>	<a href="#">gridce.uhe.ac.be</a>	OK	Q	2_7_0	I	Q	Q	Q	Q	Q	W	Q	Q	Q	Q	JL	X	??	??	??	??	??
9.	OK	CERN	<a href="#">BEIJING-LCG2</a>	<a href="#">lcg002.ihep.ac.cn</a>	OK	Q	3_0_0	I	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	JL	X	??	??	??	??	??
10.	OK	NorthernEurope	<a href="#">BelGrid-UCL</a>	<a href="#">ingrid.cism.ucl.ac.be</a>	OK	Q	3_0_0	I	Q	Q	Q	Q	Q	W	Q	Q	Q	Q	JL	X	??	??	??	??	??
11.	OK	SouthEasternEurope	<a href="#">BG-INRNE</a>	<a href="#">ce1.jmrne.bas.bg</a>	OK	Q	2_7_0	I	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	JL	X	??	??	??	??	??
12.	OK	SouthEasternEurope	<a href="#">BG01-IPP</a>	<a href="#">ce002.ipp.acad.bg</a>	OK	Q	3_0_0	I	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	OK	Q	??	Q	Q	Q	Q


EGEE/LCG Monitoring Tools, CERN, 16/06/06

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- <https://monitoring.egee.man.poznan.pl/admin2>
- *on-demand* SFT submission
- easy to use
- target site selection
- submission possible to *non-certified sites*
- used by:
  - ROCs: certification of a site
  - ROCs, site admins, GOoDs: speed up debugging

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http://monitoring.egee.man.poznan.pl/index.php?go=9



**SERVICES**

- HOME
- Organizations
- GIIS
- Automatic notifications
- The certificate lifetime monitor
- VOs in ROC CE
- ROC Accounting
- Resources
- CONTACTS
- SFT - 2**
- SFT-2 Admin's Page
- SFT-2 results
- SFT-2 results (non-certified sites)

Page updated: 5-6-2006 11:18:28  
[PSNC home page](#)

SFT-2 Admin's Page

SFT-2 Admin's Page

'Judit Novak' has permission granted for the following sites:

Selection	Site Name	Site CE	Test job current status	Time of the last submitted jobs
<input type="checkbox"/>	<a href="#">AEGIS01-PHY-SCL</a>	<a href="#">ce_phy.bg.ac.yu</a>	n/a	2006-05-08 11:30:35 UTC
<input type="checkbox"/>	<a href="#">ALBERTA-LCG2</a>	<a href="#">lcgce01.nic.ualberta.ca</a>	Running	2006-06-14 12:07:32 UTC
<input type="checkbox"/>	<a href="#">AMD64-PSNC.PL</a>	<a href="#">fangorn.man.poznan.pl</a>	Done	2006-06-14 11:26:21 UTC
<input type="checkbox"/>	<a href="#">AUVERGRID</a>	<a href="#">nut15auvergridce01.univ-bpclermont.fr</a>	n/a	2006-06-14 12:12:29 UTC
<input type="checkbox"/>	<a href="#">AUVERGRID</a>	<a href="#">obsauvergridce01.univ-bpclermont.fr</a>	Done	2006-06-14 12:02:35 UTC
<input type="checkbox"/>	<a href="#">BEgrid-KULeuven</a>	<a href="#">kg-ce01.cc.kuleuven.ac.be</a>	n/a	2006-05-23 08:58:11 UTC
<input type="checkbox"/>	<a href="#">BEgrid-UGent</a>	<a href="#">gridce.atlantis.ugent.be</a>	n/a	2006-05-31 11:06:02 UTC
<input type="checkbox"/>	<a href="#">BEgrid-ULB-VUB</a>	<a href="#">gridce.uh.ac.be</a>	n/a	2006-06-13 12:05:45 UTC
<input type="checkbox"/>	<a href="#">BEIJING-LCG2</a>	<a href="#">lcg002.ihep.ac.cn</a>	n/a	2006-05-08 11:30:35 UTC
<input type="checkbox"/>	<a href="#">BelGrid-UCL</a>	<a href="#">ingrid.cism.ucl.ac.be</a>	n/a	2006-05-08 11:30:35 UTC
<input type="checkbox"/>	<a href="#">BG-INSRNE</a>	<a href="#">ce1.inrne.bas.bg</a>	n/a	2006-06-12 15:09:00 UTC
<input type="checkbox"/>	<a href="#">BG01-IPP</a>	<a href="#">ce002.ipp.acad.bg</a>	n/a	2006-06-01 14:05:43 UTC
<input type="checkbox"/>	<a href="#">BG02-IM</a>	<a href="#">ce001.imbm.bas.bg</a>	n/a	2006-05-22 08:57:38 UTC
<input type="checkbox"/>	<a href="#">BG04-ACAD</a>	<a href="#">ce02.grid.acad.bg</a>	n/a	2006-06-06 11:11:05 UTC
<input type="checkbox"/>	<a href="#">BG05-SUGrid</a>	<a href="#">ce001.grid.uni-sofia.bg</a>	n/a	2006-05-18 09:51:41 UTC
<input type="checkbox"/>	<a href="#">BIFI</a>	<a href="#">ce-egee.bifi.unizar.es</a>	n/a	2006-05-08 11:30:35 UTC
<input type="checkbox"/>	<a href="#">BNL-LCG2</a>	<a href="#">lcg01.usatlas.bnl.gov</a>	n/a	2006-05-08 11:30:35 UTC
<input type="checkbox"/>	<a href="#">BUDAPEST</a>	<a href="#">grid109.kfki.hu</a>	n/a	2006-06-13 06:38:34 UTC
<input type="checkbox"/>	<a href="#">CERN-CIC</a>	<a href="#">lxn1184.cern.ch</a>	n/a	2006-05-08 11:30:35 UTC
<input type="checkbox"/>	<a href="#">CERN-PROD</a>	<a href="#">ce102.cern.ch</a>	n/a	2006-05-11 13:37:56 UTC
<input type="checkbox"/>	<a href="#">CERN-PROD</a>	<a href="#">ce101.cern.ch</a>	n/a	2006-05-11 13:37:56 UTC

Done





- <http://goc.grid.sinica.edu.tw/gstat/>
- Information System (*BDII*) monitoring
- response time, consistency, completeness
- aggregated and detailed views
- plots (history)
  - CPU availability, storage space, running jobs, etc.
- refreshed in every 5 mins (non-intrusive)

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http://goc.grid.sinica.edu.tw/gstat/INFN-BARI/

GStat: 11:48:17 06/14/06 GMT

[home](#) [alert](#) [table](#) [service](#) [regional](#) [service](#) [metrics](#) [links](#) [?](#) [prod](#) [pps](#) [test](#) [baltic](#) [eela](#) [euchina](#) [eumed](#) [seegrid](#)

**INFN-BARI Status: OK** OK GoC graphs

GOCDDB Configuration information:  
 status: Certified, type: Production  
 giis url: ldap://gridba2.ba.infn.it:2170/mds-vo-name=infn-bari,o=grid

To test site GIIS:: ldapsearch -x -H ldap://gridba2.ba.infn.it:2170 -b mds-vo-name=infn-bari,o=grid

**BDII Node Check:** alert\_history [?](#)

**CERN SE Check:** alert\_history [?](#)

No BDII Node to check in GOCDDB  
 test: ldapsearch -xLLL -l 15 -h bdiidhostname -p 2170 -b 'GlueSEUniqueID=lxn1183.cern.ch,mds-vo-name=CERN-CIC,mds-vo-name=local,o=grid' '(|(GlueSEUniqueID=lxn1183.cern.ch)(objectclass=GlueSA))' GlueSEUniqueID

**GIIS Perf Check: ok** alert\_history [?](#)

Query Response Time (ms): 4097.1 - OK  
 GIIS Entries Found: 248 - OK  
 GIIS Old Entries Found: 0 - OK

Legend: ■ giisEntry ■ giisOld

giisEnt max:	252.00	avg:	208.49	cur:	248.00
giisOld max:	0.00	avg:	0.00	cur:	0.00

Legend: ■ giisTime

giisTime max:	15.72 k	avg:	4.08 k	cur:	4.04 k
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**GIIS Sanity Check: ok** alert\_history [?](#)

Passed

To test site GIIS:: ldapsearch -x -H ldap://gridba2.ba.infn.it:2170 -b mds-vo-name=infn-bari,o=grid

**Service Check: ok** alert\_history [?](#)

hostname	monitor	nodetypes	missing services	history
gridba2	Y	CE,None	none missing	<a href="#">alert_history</a>
gridba6	Y	SE,None	none missing	<a href="#">alert_history</a>
gridba6	Y	MON,SE	none missing	<a href="#">alert_history</a>

Done

- **Freedom of Choice for Resources**
- <https://goc.grid-support.ac.uk/gridsite/bdii/site-apps/FCR-cgi/fcr.cgi>
- *critical test* and *resource* selection for VOs by manipulating top-level BDII information
- selection on CEs and SEs
- goal is to be able to
  - select which aspects of site functionality are important for the VO
  - blacklist unreliable sites
  - always use stable, "important" sites
  - less reliable sites based on SFT results

- support for VO-specific test results
- optional usage (BDII configuration parameter)
  - FCR output: `ldif` file
- dynamically queries site BDII
- information for users only available in raw format
  - new version with user pages

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https://goc.grid-support.ac.uk/gridsite/bdii/site-apps/FCR-cgi/fcr.cgi

[FCR Home](#)

## Available Computing and Storage Elements

for the *dteam* Virtual Organization

#c8e0hd	Site OK
#ffff	No SFT results for CE
#cacaca	Scheduled Downtime
#f4d9a4	Critical Test Failed
#bed6e1	Job List Match Failed
#e1c0b8	Job Submission Failed

Select list of Critical Tests, or resources (CE and SE) in the view of current Critical Test set

SFT Selection

CE & SE Selection

**Sites Functional Tests for VO dteam**

- Apel test
- BrokerInfo
- CA certs version
- CRL timestamp test
- CSH test
- Job submission
- Replica Management
- lcg-cp from local SE
- lcg-cr to local SE
- lcg-del
- GFAL Information System
- lcg-rep to "central" SE
- R-GMA
- R-GMA Secure Connector
- Software Version (WN)
- VO software directory
- VO Tag management
- WN host name

**File (URL) to override VO configuration:**

sitename	Computing Element	selection	latest SFT results	last accessed
AEGIS01-PHY-SCL				2006-6-14 13:0:1
	<a href="http://ce.phy.bg.ac.yu:2119/jobmanager-pbs-dteam">ce.phy.bg.ac.yu:2119/jobmanager-pbs-dteam</a>	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> SFT	2006-06-14 11:34:55	2006-6-14 13:0:1
ALBERTA-LCG2				2006-6-14 13:0:1
	<a href="http://lcgce01.nic.ualberta.ca:2119/jobmanager-lcgpbs-dteam">lcgce01.nic.ualberta.ca:2119/jobmanager-lcgpbs-dteam</a>	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> SFT	2006-06-14 11:35:42	2006-6-14 13:0:1
AMD64.PSNC.PL				2006-6-14 13:0:1
	<a href="http://fangorn.man.poznan.pl:2119/jobmanager-lcgpbs-dteam">fangorn.man.poznan.pl:2119/jobmanager-lcgpbs-dteam</a>	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> SFT	2006-06-14 11:35:10	2006-6-14 13:0:1
AUVERGRID				2006-6-14 13:0:1
	<a href="http://clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-day">clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-day</a>	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> SFT	2006-06-14 11:34:58	2006-3-7 7:40:1
	<a href="http://clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-dteam">clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-dteam</a>	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> SFT	2006-06-14 11:34:58	2006-3-7 7:40:1
	<a href="http://clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-infinite">clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-infinite</a>	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> SFT	2006-06-14 11:34:58	2006-3-7 7:40:1
	<a href="http://clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-long">clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-long</a>	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> SFT	2006-06-14 11:34:58	2006-3-7 7:40:1
	<a href="http://clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-short">clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-short</a>	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> SFT	2006-06-14 11:34:58	2006-3-7 7:40:1
		<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> SFT	2006-06-14	2006-3-7

- <https://goc.grid-support.ac.uk/gridsite/gocdb2/index.php>
- central database to store *static site information*
- all LCG/EGEE sites have to register
  - contact, security contact, certification status, site type
- scheduled maintainance
- used by
  - monitoring tools
    - SFT + gstat (via RGMA), SAM (future)
  - script that generates top-level BDII config file
  - operations management tools

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https://goc.grid-support.ac.uk/gridsite/gocdb2/index.php?siteSelect=160

## GOCDDB2

**Actions**

All GOCDDB sites:

GOCDDB sites in your scope:

**Your roles:**

- ◆ CIC - EGEE

- ◆ [ROC Management page](#)
- ◆ [CIC Management page](#)
- ◆ [Check global monitoring status](#)
- ◆ [Edit your personal profile](#)

DB system and web interface designed and maintained by [Matt Thorpe](#) (Grid Operations Centre, RAL) 2004-2005

### CERN-PROD

<b>Status:</b>	Certified <a href="#">[Click here to view status history]</a>
<b>Type:</b>	Production
<b>ROC:</b>	CERN
<b>Site local time (CEST):</b>	14:20 (14/06/06)
<b>Official Name:</b>	European Organization for Nuclear Research, Geneva, Switzerland
<b>Map Name:</b>	CERN-PROD
<b>Institution / Department Homepage:</b>	
<b>Site email:</b>	<a href="mailto:grid-cern-prod-admins@cern.ch">grid-cern-prod-admins@cern.ch</a>
<b>Site telephone:</b>	xxx
<b>Emergency telephone:</b>	xxx
<b>CSIRT email:</b>	<a href="mailto:Computer.Security@cern.ch">Computer.Security@cern.ch</a>
<b>CSIRT telephone:</b>	+41 (0)22 76 74975
<b>Operational hours:</b>	0-24 (CEST)
<b>GIIS URL:</b>	ldap://prod-bdii.cern.ch:2170/mdu-s-vo-name=CERN-PROD,o=grid
<b>Organisation:</b>	LCG2
<b>Firewall:</b>	0.0.0.0/255



### Nodes:

Nodetype	Machine	Core	Monitored
BDII	lcg-bdii.cern.ch		✓ (Y)
BDII	atlas-bdii.cern.ch		✓ (Y)
	alias: exp-bdii.cern.ch; FCR filters applied on this box		
CE	ce102.cern.ch		✓ (Y)

- **Communication Interface for Central Operations**
- <https://cic.in2p3.fr>
- *all information* related to the Grid Operators on Duty (GOoD) activities (documents, shift schedule, etc.) + *tools* (On Duty Dashboard, EGEE broadcast tool)





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https://cic.in2p3.fr/index.php?id=cic&js\_status=2

[CIC Home](#) | [EGEE Home](#) | [EGEE Intranet](#) | [Glossary](#)



## CIC OPERATIONS PORTAL

Communication Interface for Central Operations



- HOME
- VO Users
- VO management
- RC staff
- ROC staff
- CIC staff**
- OAG staff

- CIC staff -
- Homepage
- Contacts
- On Duty Dashboard
- On Duty Procedures
- CIC Management
- Operation Metrics
- Resources infos
- Services infos
- VO infos
- Administration
- User-support
- Broadcast/Publish infos

### Information for CIC staff

#### Weekly Operations Meetings

The Weekly Operations meeting occurs at CERN each monday at 14:00  
 Agenda and minutes are available at <http://agenda.cern.ch/displayLevel.php?fid=258>

**Do not forget to check the Action list:**  
[http://egee-docs.web.cern.ch/egee-docs/list.php?dir=.\\operational\\_tools\\Operations\\_Meetings&](http://egee-docs.web.cern.ch/egee-docs/list.php?dir=.\\operational_tools\\Operations_Meetings&)

#### Quarterly meetings

COD-0	Den Haag, The Netherlands	25/11/2004	<a href="#">Agenda &amp; minutes</a>
COD-1	Lyon, France	20,21/01/2005	<a href="#">Agenda &amp; minutes</a>
COD-2	Athens, Greece	21/04/2005	<a href="#">Agenda &amp; minutes</a>
COD-3	Lyon, France	23,24/04/2005	<a href="#">Agenda &amp; minutes</a>
COD-4	Abingdon, UK	26/09/2005	<a href="#">Agenda &amp; minutes</a>
COD-5	Pisa, Italy	25/10/2005	<a href="#">Agenda &amp; minutes</a>
COD-6	Barcelona, Spain	17,18/01/2006	<a href="#">Agenda &amp; minutes</a>
COD-7	Lyon, France	27,28,29/03/2006	<a href="#">Agenda &amp; minutes</a>
COD-8	Krakow, Poland	16,17/05/2006	<a href="#">Agenda</a>
<b>NEW !</b> COD-9	Varna, Bulgaria	12,13/07/2006	<a href="#">Agenda</a>
<b>NEW !</b> COD-10	Geneva, Swiss	25,26,27,28,29/09/2006	Not defined

#### CIC Agenda for on Duty rotation procedure

#### Latest news

**Daily report** NEW  
 Wed 14th June 06  
 Dear Site manager. The Daily reports are now available. They ar...  
[\[Read more...\]](#)

**Daily report**  
 Mon 12th June 06  
 Dear manager. Following some development problems, the Daily report...  
[\[Read more...\]](#)

**Planned CERN site intervention side-effect: voms-proxy-init doesn't work**  
 Mon 12th June 06  
 There is no problem with voms.cern.ch or lcg-voms.cern.ch despite the ...  
[\[Read more...\]](#)

**Daily report**  
 Fri 9th June 06  
 Dear Managers. Following the operation meeting (GDA on Monday, 29th...  
[\[Read more...\]](#)

**patch installation on lcg-voms.cern.ch and voms.cern.ch**  
 Thu 8th June 06  
 The CERN VOMS servers will be reconfigured today after installation of...  
[\[Read more...\]](#)

- **Global GRID User Support**
- <http://ggus.org>
- *ticketing system* for the GRID
- based on Remedy
- tickets created by
  - individual users
  - automatically (GOoD Operations)
- provides *links to documentation, monitoring infos*

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https://gus.fzk.de/ws/overview.php?quali=open&resultlist=1&searchmode=involved&searchstring=Judit%20Novak&add\_quali=open&ticket=9336

FAQ/Wiki · Documentation · Training · Contact · Masthead

GGUS Global Grid User Support

EGEE Enabling Grids for E-science

Home · Submit ticket · Support staff

### GGUS WEB HelpDesk

NEW SEARCH: Support Unit - User - Keyword  
Involved Supporter - Ticket-ID

Name:  in  Tickets

**4 tickets found. Criteria: Involved Supporter=Judit Novak status=open**

Ticket-ID	Virt. Org.	Resp. Unit	Status	Date	Info
6762	atlas	ROC_CERN	unsolved	2006-02-21	check-site job to install 11.0.41 at osg.rcac.purd...
6763	atlas	ROC_CERN	unsolved	2006-02-21	check-site job aborts at tier2h.cacr.caltech.edu
6764	atlas	ROC_CERN	unsolved	2006-02-21	check-site job aborts at ufloridaPG.phys.ufl.edu
9336	none	SAME/SFT	waiting for reply	2006-06-12	CERN was not in scheduled downtime in SFT

[Top] [History] [Modify ticket]

#### Information Ticket-ID: 9336

Submitter: <b>Andrea Sciaba 8968</b>	Date of problem: 2006-06-12 14:56 UTC	Origin support group: GGUS
Login (shortened): CN=Andrea Sciaba 8968	Type of problem: <b>Operations</b>	Responsible Unit: SAME/SFT
E-Mail: Andrea.Sciaba@cern.ch	Priority: <b>less urgent</b>	Status: <b>waiting for reply</b>
Virtual Organisation: none	VO specific: No	

**Description:** CERN was not in scheduled downtime in SFT

Detailed description:  
Hi,  
I noticed that the recent intervention in the CERN computer centre, though properly logged in the GOC DB, did not appear as "scheduled downtime" in the SFT page, which generated some confusion for some CMS users.  
Is it going to be expected, for the future, to see this kind of event as "scheduled downtime" in SFT?

Thanks,  
Andrea Sciaba'

Done gus.fzk.de

- <http://goc.grid.sinica.edu.tw/gocwiki>
- *collect information* related to site management
- contains:
  - Troubleshooting Guide
    - recipes related to error messages
  - Admins FAQ
    - descriptions for procedures (installation, etc.)
  - User Guides
  - LCG version related infos
- the Troubleshooting Guide is particularly useful for errors reported by SFT

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

**GOC Wiki** [Login](#) Search  Titles Text

[FrontPage](#) [AdministrationFaq](#) [SiteProblemsFollowUpFaq](#) [GocDocs](#) [OpDocs](#) [VoDocs](#) [WorkInProgress](#) [RecentChanges](#) [FindPage](#) [HelpContents](#)

Immutable Page [Show Changes](#) [Get Info](#) More Actions:

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## FrontPage

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**Operational Guides**  
&  
**FAQs**

---

Display context of search results  
 Case-sensitive searching

---

**Operational Documentation and Related Links**

	<a href="#">Admin's Guides</a>	<b>HOWTOs, <i>Installation</i> and <i>Configuration Notes</i></b> for LCG/EGEE	
	<a href="#">Troubleshooting Guide</a>	Collection of <b>errors, symptoms</b> and <b>solutions</b> for issues encountered when operating LCG/EGEE Middleware	
	<a href="#">LCG Install Issues</a>	Collection of <b>tips, bug fixes</b> and <b>patches</b> related to LCG Software Releases	
	<b>NEW</b> <a href="#">User Guides</a>	User related <b>HOWTOs</b> and <b>Guides</b>	
	<b>NEW</b> <a href="#">User FAQ</a>	<b>FAQs</b> and <b>Trouble-Shooting Help</b>	
	<b>NEW</b> <a href="#">OpDocs</a>	Operational Documents	
	<a href="#">User tools</a>	User level tools documentation	
	<a href="#">ESC Documentation</a>	User Support documentation	
	<b>NEW</b> <a href="#">WorkInProgress</a>	Development work in progress	

---

**Links**

- ◆ the LCG Directory  
<http://lcg.web.cern.ch/LCG/Sites/the-LCG-directory.html>
- ◆ the LCG Troubleshooting Guide  
<https://uimon.cern.ch/twiki/bin/view/LCG/TheLCGTroubleshootingGuide>

Done

# Grid Operator on Duty

- **Grid Operator on Duty**
- global EGEE/LCG GRID monitoring
- 8 ROCs responsible for the whole GRID operations
  - 1 (2) ROC(s) on a weekly rotation
- WLCG/OSG/EGEE weekly phone conferences

- looking at monitoring tools
  - **SFT, gstat, Certificate Monitoring pages**
- **open tickets using On Duty Dashboard**
- **escalate expired tickets**
- **process site responses (update tickets accordingly)**
- **end of duty: hand-over notes**



- summary of necessary *monitoring information* + tools for *ticket processing*
- GOoD ticket linked to corresponding GGUS ticket
- information from GOCDB
- SFT + gstat results
- ticket creation and management tool
- tools for e-mailing concerned sites and ROCs

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https://cic.in2p3.fr/dashboard/index.php?view=v1

CIC-on-duty Dashboard Google Google Google

<< Back to the CIC portal

## CIC-on-duty dashboard

[GGUS Tickets](#)
Monitoring
[Scheduled Downtimes](#)
[Other tests & tools](#)
[Hand over](#)

This list shows sites and nodes that have failed the SFT or that have a gstat status greater or equal to "ERROR", sorted by production type (Prod, then PPS) and decreasing number of CPUs (biggest sites first)

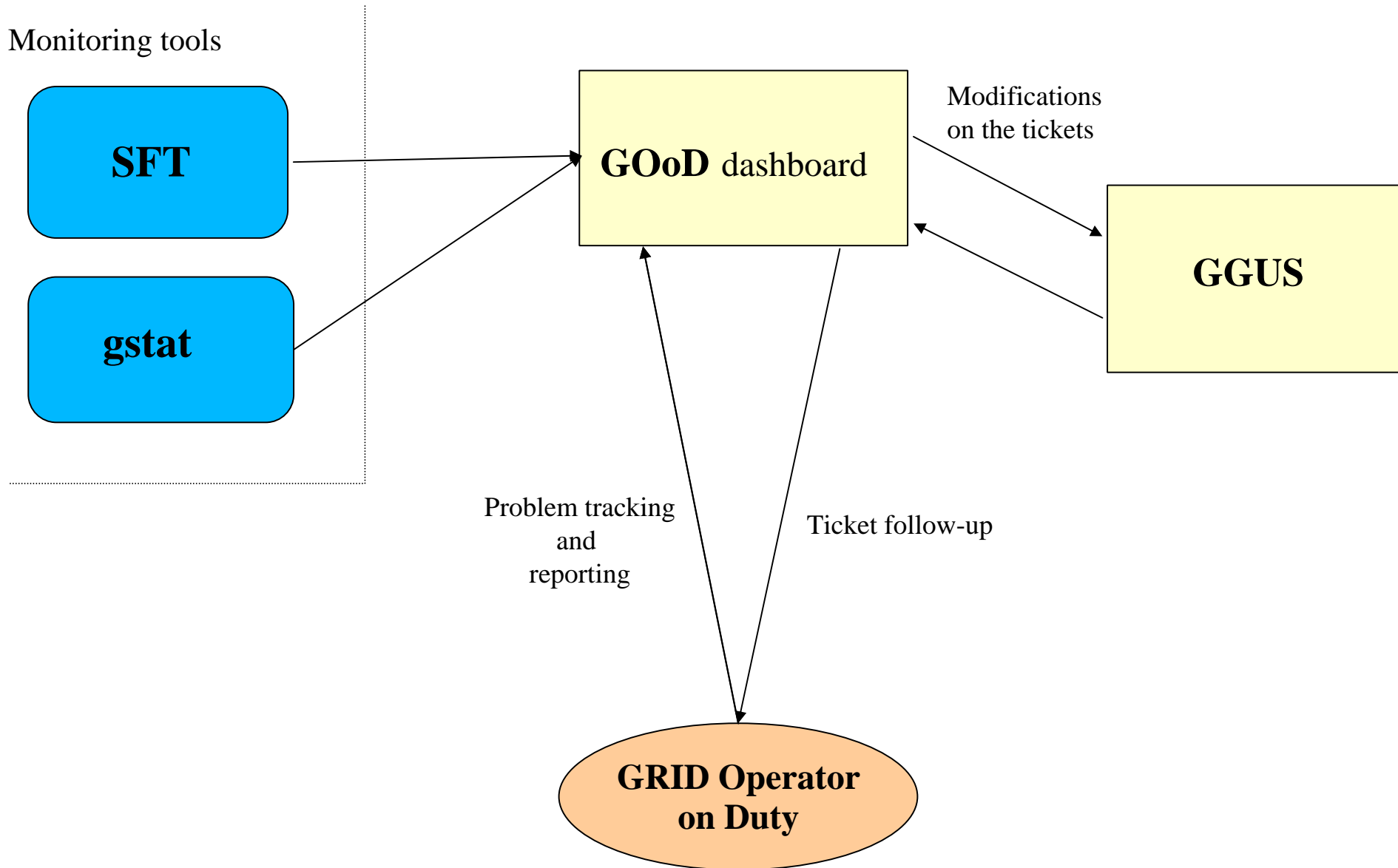
Monitoring results updated on **Fri, 16 Jun 2006 08:03:08 +0200**

**Bad sites**

Site name	Type	NB CPUS	Node name and SFT	GStat	Open tickets
CERN-PROD	Prod	7548	ce102.cern.ch <span style="border: 1px solid black; padding: 2px;">CT</span>	<span style="border: 1px solid black; padding: 2px;">OK</span>	none
			ce101.cern.ch <span style="border: 1px solid black; padding: 2px;">OK</span>		
INFN-T1	Prod	1290	ce04-lcg.cr.cnaf.infn.it <span style="border: 1px solid black; padding: 2px;">JS</span>	<span style="border: 1px solid black; padding: 2px;">NOTE</span>	2343: SITES FUNCTIONAL TESTS
			ce01-lcg.cr.cnaf.infn.it <span style="border: 1px solid black; padding: 2px;">OK</span>		2330: GIIS
			ce01-lcg.cr.cnaf.infn.it <span style="border: 1px solid black; padding: 2px;">OK</span>		2280: SITES FUNCTIONAL TESTS
USCMS-FNAL-WC1	Prod	970	cmssrv25.fnal.gov <span style="border: 1px solid black; padding: 2px;">JL</span>	<span style="border: 1px solid black; padding: 2px;">WARN</span>	2312: GIIS
			cmslsgce.fnal.gov <span style="border: 1px solid black; padding: 2px;">OK</span>		
UKI-NORTHGRID-MAN-HEP	Prod	556	ce01.tier2.hep.manchester.ac.uk <span style="border: 1px solid black; padding: 2px;">CT</span>	<span style="border: 1px solid black; padding: 2px;">OK</span>	2336: SITES FUNCTIONAL TESTS
Taiwan-IPAS-LCG2	Prod	152	atlasce.phys.sinica.edu.tw <span style="border: 1px solid black; padding: 2px;">CT</span>	<span style="border: 1px solid black; padding: 2px;">OK</span>	none
MPPMU	Prod	140	grid-ce.rzg.mpg.de <span style="border: 1px solid black; padding: 2px;">CT</span>	<span style="border: 1px solid black; padding: 2px;">NOTE</span>	2349: SITES FUNCTIONAL TESTS
					2348: GIIS

https://cic.in2p3.fr/dashboard/index.php?view=v5

cic.in2p3.fr



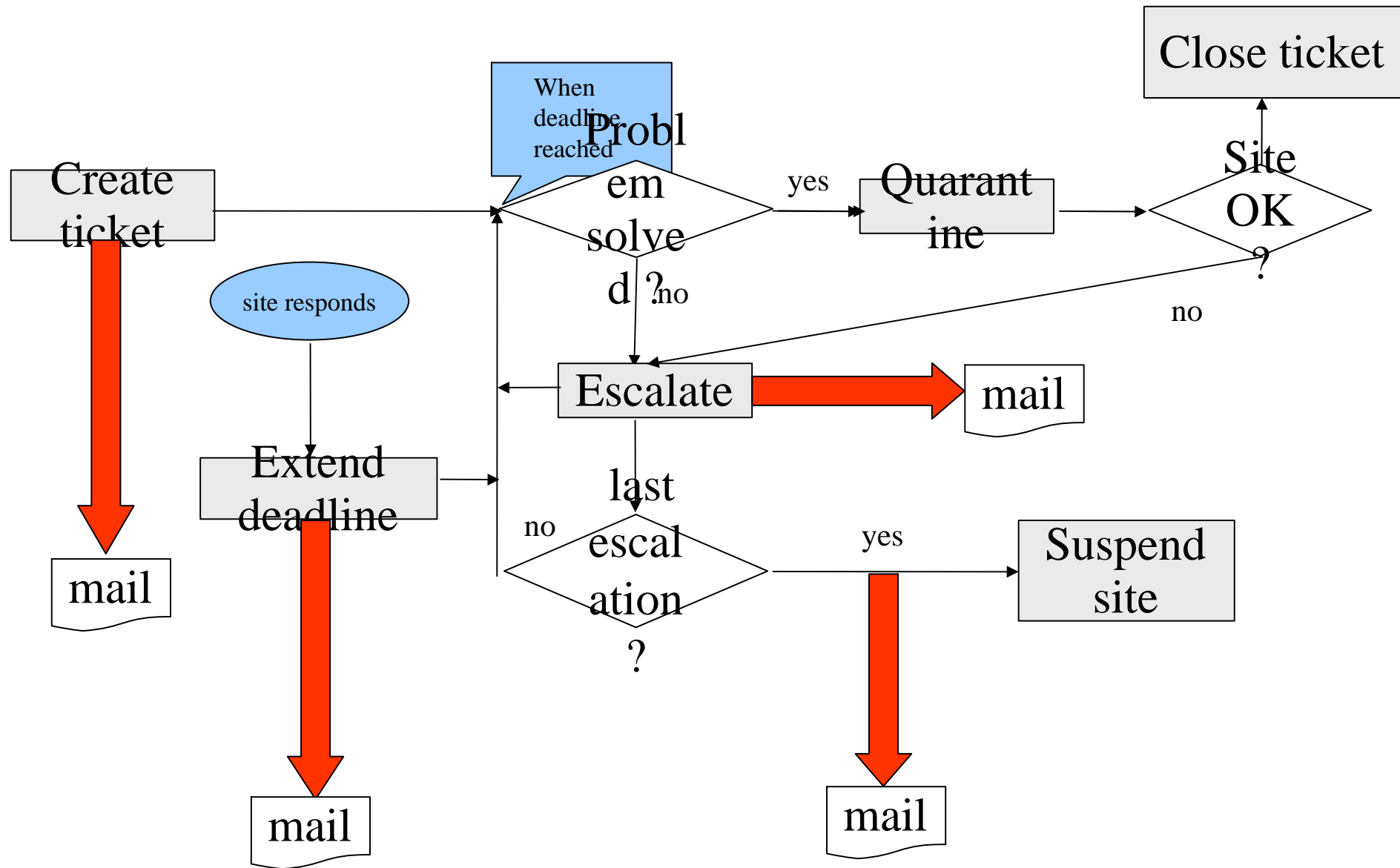
- defines the *steps* to be taken during the lifetime of a ticket
- available on CIC Portal
  - (<https://edms.cern.ch/document/701575>)
- distinction between sites depending on the amount of resources

1. ticket creation
  2. first mail (to: site + ROC)
  3. second mail (to: site + ROC)
  4. suspension from the GRID
- before 4.:
    - a) mail to ROC
    - b) weekly operations meeting call to the site
    - c) mail to OMC for validation

- site categories
  - low: CPU <20
  - normal: 20 < CPU < 100
  - high: 100 < CPU
- between 2.-3. and 3.-4.
  - low + normal: 3 days
  - high: 1 days
- before 4.
  - mail to ROC *immediately*
  - weekly operations meeting *ASAP*
  - *mail to OMC ASAP*



- 3 days quarantine after site is OK before ticket is closed
- site response → deadline can be extended





# Tools in Development

- **Service Availability Monitoring**
- <https://lcg-sam.cern.ch:8443/sam/sam.cgi>
- **monitoring framework for GRID services**
- **"evolution of SFT "**
- **services involved:**
  - CE, SE, BDII, RB, etc.
- **development of the framework at CERN**
- **sensor development distributed**
  - CERN, RAL, Sinica
- **web services + Oracle DB**

- operations VO: ops
- sensor test submission available for all VOs
- critical test set for VOs (defined using FCR)

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https://lcg-sam.cern.ch/sam/sam.cgi

## Service Availability Monitoring

2006/06/14 - 11:44:10

<input type="radio"/>	<b>BDII</b>	Top-level BDII
<input type="radio"/>	<b>sBDII</b>	Site BDII
<input type="radio"/>	<b>FTS</b>	File Transfer Service
<input type="radio"/>	<b>gCE</b>	gLite Computing Element
<input type="radio"/>	<b>LFC</b>	Global LFC
<input type="radio"/>	<b>VOMS</b>	VOMS
<input checked="" type="radio"/>	<b>CE</b>	Computing Element
<input type="radio"/>	<b>SRM</b>	SRM
<input type="radio"/>	<b>gRB</b>	gLite Resource Broker
<input type="radio"/>	<b>MyProxy</b>	MyProxy
<input type="radio"/>	<b>RB</b>	Resource Broker
<input type="radio"/>	<b>SE</b>	Storage Element
<input type="radio"/>	<b>RGMA</b>	RGMA Registry

**Regions:**

- CERN
- France
- UK\_Ireland
- GermanySwitzerland
- Italy
- CentralEurope
- NorthernEurope

**VOs:**

- OPS
- Alice
- CMS
- DTeam**
- Atlas
- LHCb
- Dzero

**Sorting Order:**

SiteName

**Contact:** SAM Development Mailing List ([<same-devel@cern.ch>](mailto:same-devel@cern.ch))

**Last modified:** Jun 13 2006, 12:15

Done lcg-sam.cern.ch

File Edit View Go Bookmarks Tools Help

https://lcg-sam.cern.ch/sam/sam.cgi?sensors=CE&regions=CERN&regions=France&regions=UK\_Ireland&regions=GermanySwitzerland&region

[Home Back](#)

## Service Availability Monitoring - CE

2006/06/14 - 11:45:00

**Tests Displayed**

DTeam

- CE-sft-lcg-rm-cp3
- CE-sft-rgma-sc
- CE-sft-caver
- CE-sft-lcg-rm
- CE-sft-lfc-rm-rep
- CE-freecpu
- CE-sft-vo-swdir

show DTeam critical tests

Sort by: SiteName

ShowSensorTests

show	stat	description	sum
<input checked="" type="checkbox"/>	NA	no status available	0
<input checked="" type="checkbox"/>	OK	normal status	142
<input checked="" type="checkbox"/>	INFO	useful information	0
<input checked="" type="checkbox"/>	NOTE	important information	0
<input checked="" type="checkbox"/>	WARN	subject may fail soon	6
<input checked="" type="checkbox"/>	ERROR	subject has failed and problem is localized	42
<input checked="" type="checkbox"/>	CRIT	subject has failed and problem is fatal	3
<input checked="" type="checkbox"/>	MAINT	subject is under maintenance	0

**DTeam tests**

testname	desc	crit
ca	<a href="#">CA certs version</a>	CT
rm	<a href="#">Replica Management</a>	CT
ver	<a href="#">Software Version (WN)</a>	CT
csn	<a href="#">CSH test</a>	CT
bi	<a href="#">BrokerInfo</a>	CT
js	<a href="#">Job submission</a>	CT

No	RegionName	SiteName	NodeName	Status	DTeam					
					ca	rm	ver	csn	bi	js
1	SouthEasternEurope	<a href="#">AEGIS01-PHY-SCL</a>	<a href="#">ce.phy.bg.ac.yu</a>	OK	ok	ok	ok	ok	ok	ok
2	CERN	<a href="#">ALBERTA-LCG2</a>	<a href="#">lcgce01.nrc.ualberta.ca</a>	CRIT	crit	error	ok	ok	ok	ok
3	France	<a href="#">AUVERGRID</a>	<a href="#">iut15auvergridce01.univ-bpclermont.fr</a>	OK	ok	ok	ok	ok	ok	ok
4	France	<a href="#">AUVERGRID</a>	<a href="#">obsauvergridce01.univ-bpclermont.fr</a>	ERROR	ok	error	ok	ok	ok	ok
5	CERN	<a href="#">BEIJING-LCG2</a>	<a href="#">lcg002.thep.ac.cn</a>	OK	ok	ok	ok	ok	ok	ok
6	NorthernEurope	<a href="#">BEgrid-KULeuven</a>	<a href="#">kg-ce01.cc.kuleuven.ac.be</a>	OK	ok	ok	ok	ok	ok	ok
7	NorthernEurope	<a href="#">BEgrid-UGent</a>	<a href="#">gridce.atlantia.ugent.be</a>	OK	ok	ok	ok	ok	ok	ok

Done

lcg-sam.cern.ch

- aggregation of results over a certain time
- site services: CE, SE, sBDII, SRM
- central services: FTS, LFC, RB
- status calculated in every hour → availability
  - current (last 24 hours), daily, weekly, monthly

- new version integrated with SAM
- new features
  - for every service one can select which test are critical
  - definition of the core services
  - site status information pages for users
- web services, Oracle