

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 `dtteam` 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

Test abbreviations

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

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

	St.	Region	Site Name	Site CE	VO dteam												VO lhcb											
					st.	is	ver	wn	ca	rgma	bi	csch	rm	votag	swdir	apel	rgmasc	St.	is	wn	dirac-test	queues	dirac-in					
1.	OK	SouthEasternEurope	AEGIS01-PHY-SCL	ce.phy.bq.ac.yu	OK	Q	3.0_0	I	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	JL	X	??	??	??	??
2.	CT	CERN	ALBERTA-LCG2	lcgce01.nic.ualberta.ca	CT	Q	2.7_0	I	!!!	X	Q	Q	X	Q	X	X	Q	Q	Q	Q	Q	JL	X	??	Q	??	??	??
3.	OK	CentralEurope	AMD64.PSNC.PL	fangorn.man.poznan.pl	OK	Q	2.7_0	I	Q	Q	Q	Q	Q	W	Q	Q	Q	Q	Q	Q	Q	JL	X	??	??	??	??	??
4.	CT	France	AUVERGRID	obsauvergridce01.univ-bpclermont.fr	CT	Q	2.7_0	I	Q	Q	Q	Q	X	W	Q	Q	Q	Q	Q	Q	Q	JL	X	??	??	??	??	??
5.	OK	France	AUVERGRID	iut15auvergridce01.univ-bpclermont.fr	OK	Q	2.7_0	I	Q	Q	Q	Q	Q	W	Q	Q	Q	Q	Q	Q	Q	JL	X	??	??	??	??	??
6.	OK	NorthernEurope	BEgrid-KULeuven	kg-ce01.oc.kuleuven.ac.be	OK	Q	2.7_0	I	Q	Q	Q	Q	Q	W	Q	X	Q	Q	Q	Q	Q	JL	X	??	??	??	??	??
7.	OK	NorthernEurope	BEgrid-UGent	gridce.atlantis.ugent.be	OK	Q	2.7_0	I	Q	Q	Q	Q	Q	W	Q	Q	Q	Q	Q	Q	Q	JL	X	??	??	??	??	??
8.	OK	NorthernEurope	BEgrid-ULB-VUB	gridce.nihe.ac.be	OK	Q	2.7_0	I	Q	Q	Q	Q	Q	W	Q	Q	Q	Q	Q	Q	Q	JL	X	??	??	??	??	??
9.	OK	CERN	BEIJING-LCG2	lcg002.ihep.ac.cn	OK	Q	3.0_0	I	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	JL	X	??	??	??	??	??
10.	OK	NorthernEurope	BelGrid-UCL	ingrid.cism.ucl.ac.be	OK	Q	3.0_0	I	Q	Q	Q	Q	Q	W	Q	Q	Q	Q	Q	Q	Q	JL	X	??	??	??	??	??
11.	OK	SouthEasternEurope	BG-INSRE	ce1.jmrne.bas.bg	OK	Q	2.7_0	I	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	JL	X	??	??	??	??	??
12.	OK	SouthEasternEurope	BG01-IPP	ce002.ipp.acad.bg	OK	Q	3.0_0	I	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	OK	Q	??	Q	Q	Q	Q

Done lcg-sft.cern.ch:9443

- <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.eg ee.man.poznan.pl/index.php?go=9

SFT - 2

- SFT-2 Admin's Page
- SFT-2 results
- SFT-2 results (non-certified sites)

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

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

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=inf-n-bari,o=grid

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

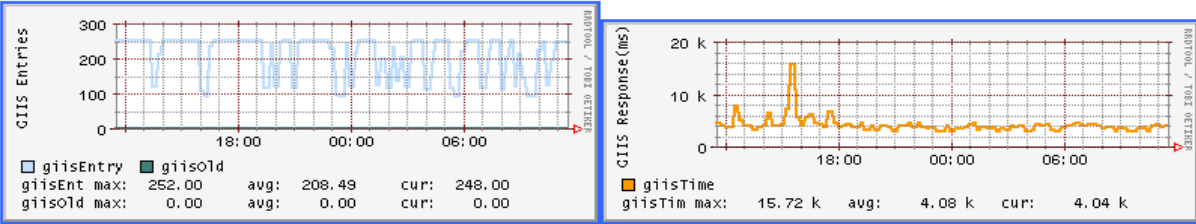
BDII Node Check: alert_history [?](#)

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



Metric	max	avg	cur
giisEnt	252.00	208.49	248.00
giisOld	0.00	0.00	0.00
giisTime	15.72 k	4.08 k	4.04 k

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

Passed

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

Service Check: ok alert_history [?](#)

hostname	monitor	nodetypes	missing services	history
gridba2	Y	CE,None	none missing	alert_history
gridba6	Y	SE,None	none missing	alert_history
gridba6	Y	MON,SE	none missing	alert_history

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

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:

CE & SE Selection

sitename	Computing Element	selection	latest SFT results	last accessed
AEGIS01-PHY-SCL				2006-6-14 13:0:1
	ce.phy.bg.ac.yu:2119/jobmanager-pbs-dteam	<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
	lcgce01.nic.ualberta.ca:2119/jobmanager-lcgpbs-dteam	<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
	fangorn.man.poznan.pl:2119/jobmanager-lcgpbs-dteam	<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
	clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-day	<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
	clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-dteam	<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
	clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-infinite	<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
	clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-long	<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
	clrlcgce01.in2p3.fr:2119/jobmanager-lcgpbs-short	<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

goc.grid-support.ac.uk

- <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

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

Done

- **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&

Quarterly meetings

COD-0	Den Haag, The Netherlands	25/11/2004	Agenda & minutes
COD-1	Lyon, France	20,21/01/2005	Agenda & minutes
COD-2	Athens, Greece	21/04/2005	Agenda & minutes
COD-3	Lyon, France	23,24/04/2005	Agenda & minutes
COD-4	Abingdon, UK	26/09/2005	Agenda & minutes
COD-5	Pisa, Italy	25/10/2005	Agenda & minutes
COD-6	Barcelona, Spain	17,18/01/2006	Agenda & minutes
COD-7	Lyon, France	27,28,29/03/2006	Agenda & minutes
COD-8	Krakow, Poland	16,17/05/2006	Agenda
NEW ! COD-9	Varna, Bulgaria	12,13/07/2006	Agenda
NEW ! 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: Andrea Sciaba 8968	Date of problem: 2006-06-12 14:56 UTC	Origin support group: GGUS
Login (shortened): CN=Andrea.Sciaba.8968	Type of problem: Operations	Responsible Unit: SAME/SFT
E-Mail: Andrea.Sciaba@cern.ch	Priority: less urgent	Status: waiting for reply
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:

FrontPage

Operational Guides
&
FAQs

Display context of search results
 Case-sensitive searching

Operational Documentation and Related Links

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

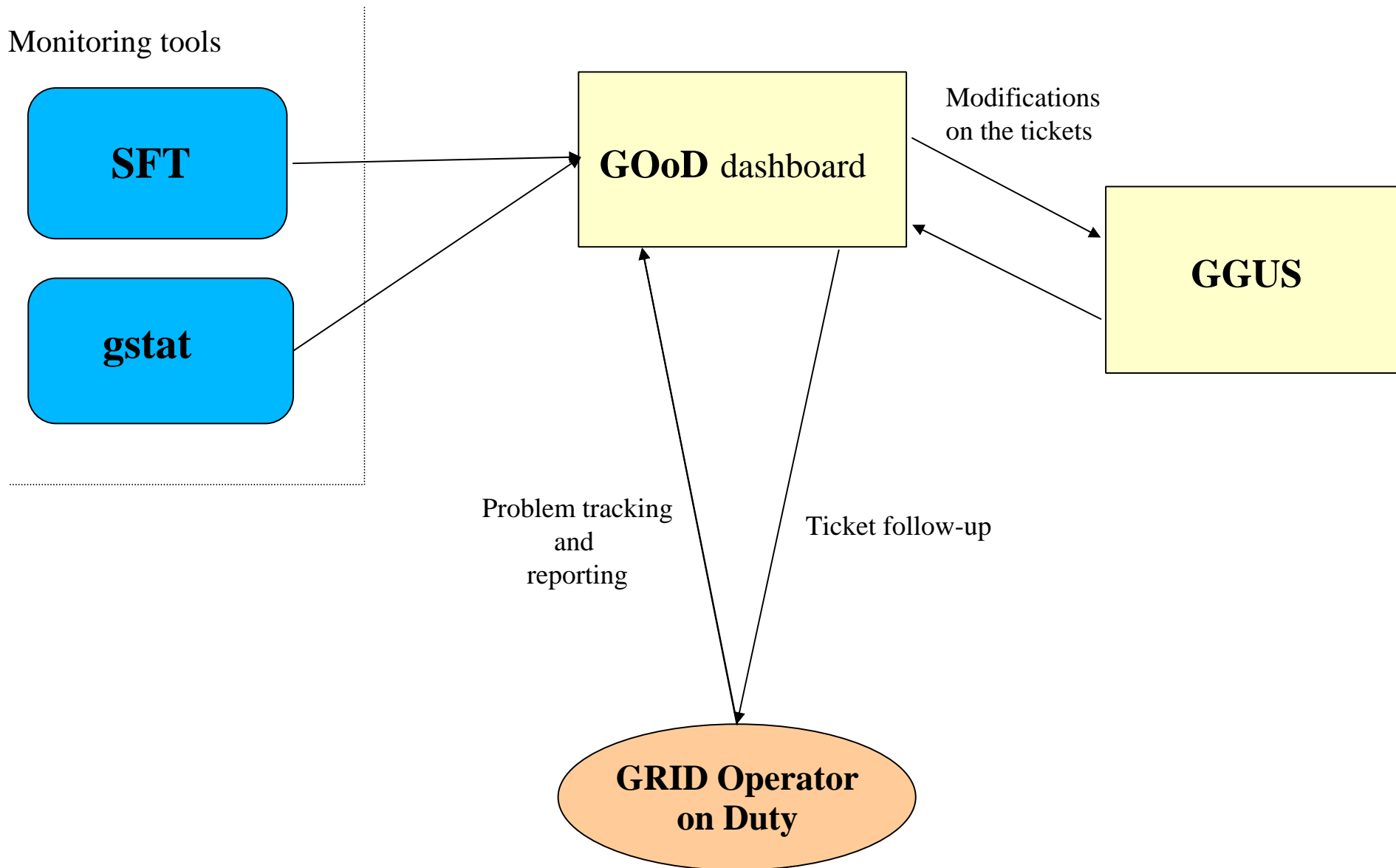
Monitoring results updated on **Fri, 16 Jun 2006 08:03:08 +0200**

Bad sites

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

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

cic.in2p3.fr



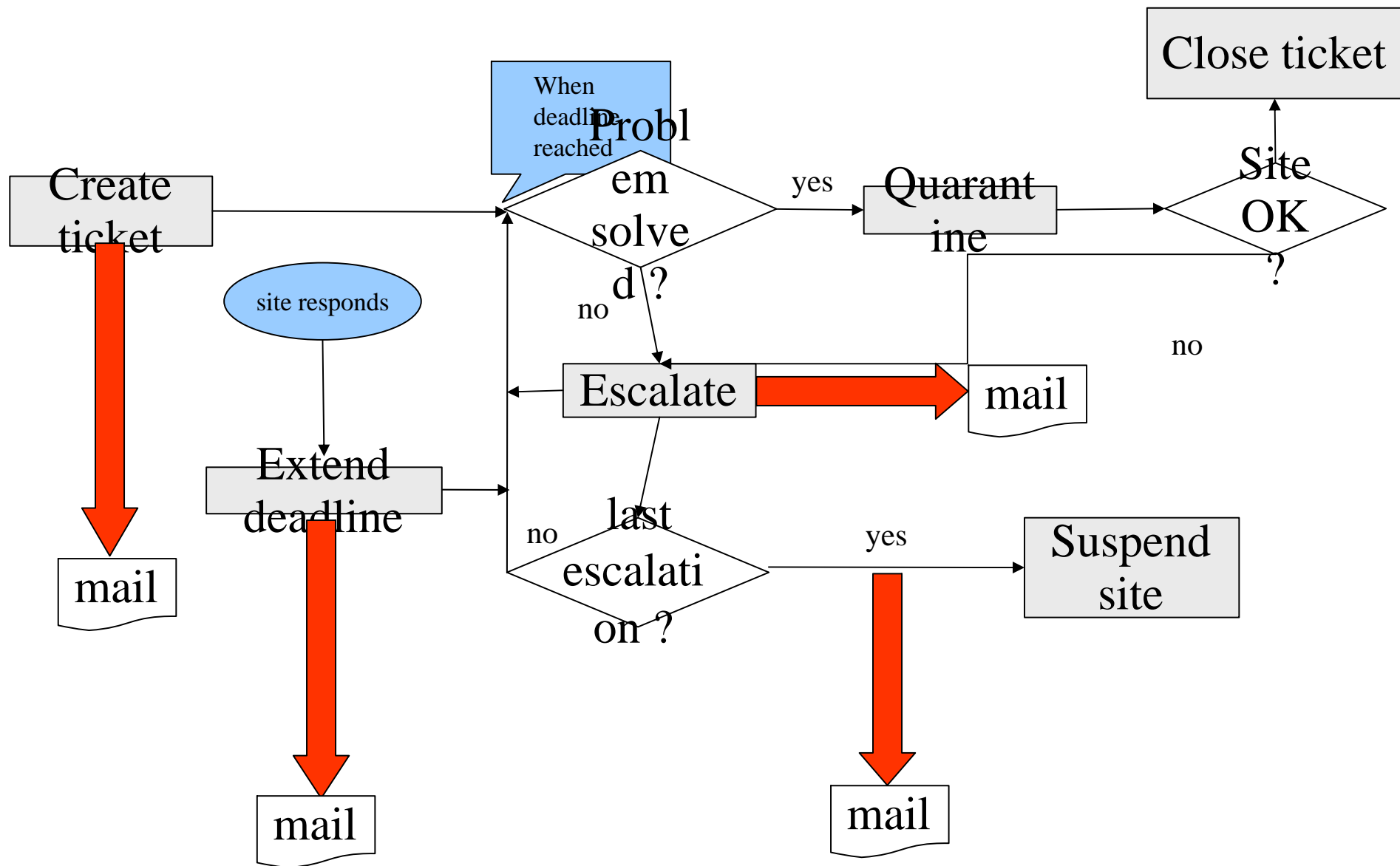
- defines the *steps* to be taken during the lifetime of a ticket
- available on CIC Portal
 - (<https://edms.cern.ch/document/701575>)
- distinction between sites depending on the amount of resources

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)

File Edit View Go Bookmarks Tools Help

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

Service Availability Monitoring

2006/06/14 - 11:44:10

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

[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	CA certs version	CT
rm	Replica Management	CT
ver	Software Version (WN)	CT
csh	CSH test	CT
bi	BrokerInfo	CT
js	Job submission	CT

No	RegionName	SiteName	NodeName	Status	DTeam					
					ca	rm	ver	csh	bi	js
1	SouthEasternEurope	AEGIS01-PHY-SCL	ce.phy.bg.ac.yu	OK	ok	ok	ok	ok	ok	ok
2	CERN	ALBERTA-LCG2	lcgce01.nrc.ualberta.ca	CRIT	crit	error	ok	ok	ok	ok
3	France	AUVERGRID	iut15auvergridce01.univ-bpclermont.fr	OK	ok	ok	ok	ok	ok	ok
4	France	AUVERGRID	obsauvergridce01.univ-bpclermont.fr	ERROR	ok	error	ok	ok	ok	ok
5	CERN	BEIJING-LCG2	lcg002.thep.ac.cn	OK	ok	ok	ok	ok	ok	ok
6	NorthernEurope	BEgrid-KULeuven	kg-ce01.cc.kuleuven.ac.be	OK	ok	ok	ok	ok	ok	ok
7	NorthernEurope	BEgrid-UGent	gridce.atlantia.ugent.be	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 VO can select which test are critical
 - definition of the core services
 - site status information pages for users
- web services, Oracle