egee

Enabling Grids for E-sciencE

Standard network trouble tickets exchange Status & proposed plans

2nd EGEE Technical Network Liaison Committee

http://indico.cern.ch/conferenceDisplay.py?confId=51084

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- **Outcomes of TNLC-1, EGEE'08, f2f, Istanbul, 2008-10-13**
    - Agenda: http://indico.cern.ch/conferenceDisplay.py?confId=37575
    - Minutes: https://edms.cern.ch/document/972525/
  - Key questions from NRENs:
    1. What is the benefit from us to deliver to you standard network trouble ticket?
    2. Where is the software, is there a Linux version?
    3. Should this be deployed within NRENs or can the ENOC still translate current tickets to normalised format to store them?
    4. Can this work without NRENs cooperation?
  - More coordinated dissemination really needed

Action list around TT from last TNLC:

TT4. Investigate how to improve the input of the converter

TT5. Follow up JANET and GARR work around this topic

TT7. Follow up if NRENs would like to install the converter in their own facility

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- **Linux version released**
  - https://ccenoc.in2p3.fr/TTfilterlight/
  - First release being improved and tested (CNRS/GRNET-CERTH)

- **TT data model (TTdm)**
  - https://edms.cern.ch/document/866697/
    - Not changed since EGEE-II (~ 2007-09)
    - Lack of use cases, automata of states' transition etc.
      - *Could be really improved – but shape only*
      - *Meaning fixed because a lot of other work may rely on*
  - Being formalised into a RFC by CERTH and GRNET

- **Dissemination**
  - One talk about: Gridnet2008, 2008-10, CERTH and GRNET
    - https://edms.cern.ch/document/977389/1

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- **Set up of a WG around this topic attempted**
  - **Failed**, so should be limited to SA2 existing taskforce

- **Grid needs précised**
  - A central network ticket repository, searchable, to allow Grid operation to reference and follow network troubles could be great
  - Very similar to existing https://ccenoc.in2p3.fr/TTdrawlight/ !
    - Only storing and sharing, no action on tickets
    - Currently repository for TT from 15 NRENs
  - **Big problem of disclosure of network trouble tickets**...
    - Currently email and ticket's body not disclosed
      - *Start & end date and matched location are not enough*
      - *Added to big matching errors*
    - Tool useless for too many people while concept is good

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TT4. Investigate how to improve the input of the converter

Not done.

TT5. Follow up JANET, GARR work

JANET not aware of such work, not clearly followed with GARR.

TT7. Follow up if NRENs would like to install the converter in their own facility

Not done (waiting mature version?)

No clear value added for NRENs currently

(Work targeted for multi-domain projects)

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- **Improve input (= network TT) for the TT filter**
  - Common problem:
    - No clear impact mentioned (link 22, main router etc.) – Only meaningful for the local community, not a project level
    - Really hard to filter incoming tickets (VoIP, webservers…)
  - **Work with a subset of NRENs around that – volunters?**
    - **Provide clear example where translator fails, where input is not enough accurate etc.**
    - **<u>NRENs cooperation really needed here</u>**

- **Instead of deploying the converter let the ENOC do the convertion before storage**
  - This is first step, long term goal may be to move this part within NRENs (benefits for NRENs?)
  - **Few work as this is the way it is currently done**
    - **Adding a new NREN is very few work = 1 template file**

- **<u>Show</u> what we have in the central repository of network trouble ticket**
  - Follow existing attempt with TTdrawlight
    - But remove graphical maps – Not enough accurate
  - **Would you accept to have your tickets exposed?**
    - **Authentication needed? Only avoid robots crawling them?**
    - **Enable some tickets to be private?**
      - *Very different visions from NRENs…*

- **Dissemination**
  - RFC draft to appear and to be submitted
    - (CERTH/GRNET) - https://edms.cern.ch/document/986248/ - Access currently restricted as ongoing work
  - TERENA 2009 (CNRS) – Will be discussed in ENOC's talk
    - http://tnc2009.terena.org/schedule/presentations/show.php?pres_id=15
  - **Other interesting event in mind?**

Proposed action list after TNLC-2

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What	Who	When/Where
TT8: Discuss exposure of network trouble ticket with NRENs		
TT9: Work with some NRENs improving their plain text ticket's format to leverage better matching of useful information into		
TT10: Improve the existing web central repository of network trouble tickets (search fields, sorting, etc.)		
TT11: Shortly document (2 pages max - doc, webpage…) our new precise vision, goals, roadmap etc. to help NRENs understanding what we do		
TT12: Enhance the documentation of the TTdm – currently nearly a raw listing of all fields		
TT13: Disseminate		

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- **No big move since last TNLC**

- **Area of works**
  1. **Dissemination**
     - Talks, RFC etc. The TTdm could be improved
     - Possible benefit for NRENs to be clearly highlighted
  2. **Gathering and storing**
     - Still hard
     - Benefit of huge work still done
       - *Existing templates system running on the ENOC*
     - Currently steady state
  3. **Rendering**
     - The global web repository for trouble ticket could be very interesting
       - *Show in live how we matched TT*
       - *Several NRENs may then follow us…*