egee

LHCOPN operations Presentation and training CERN's session

2- Presentation of tools supporting LHCOPN operational model, tests and handling

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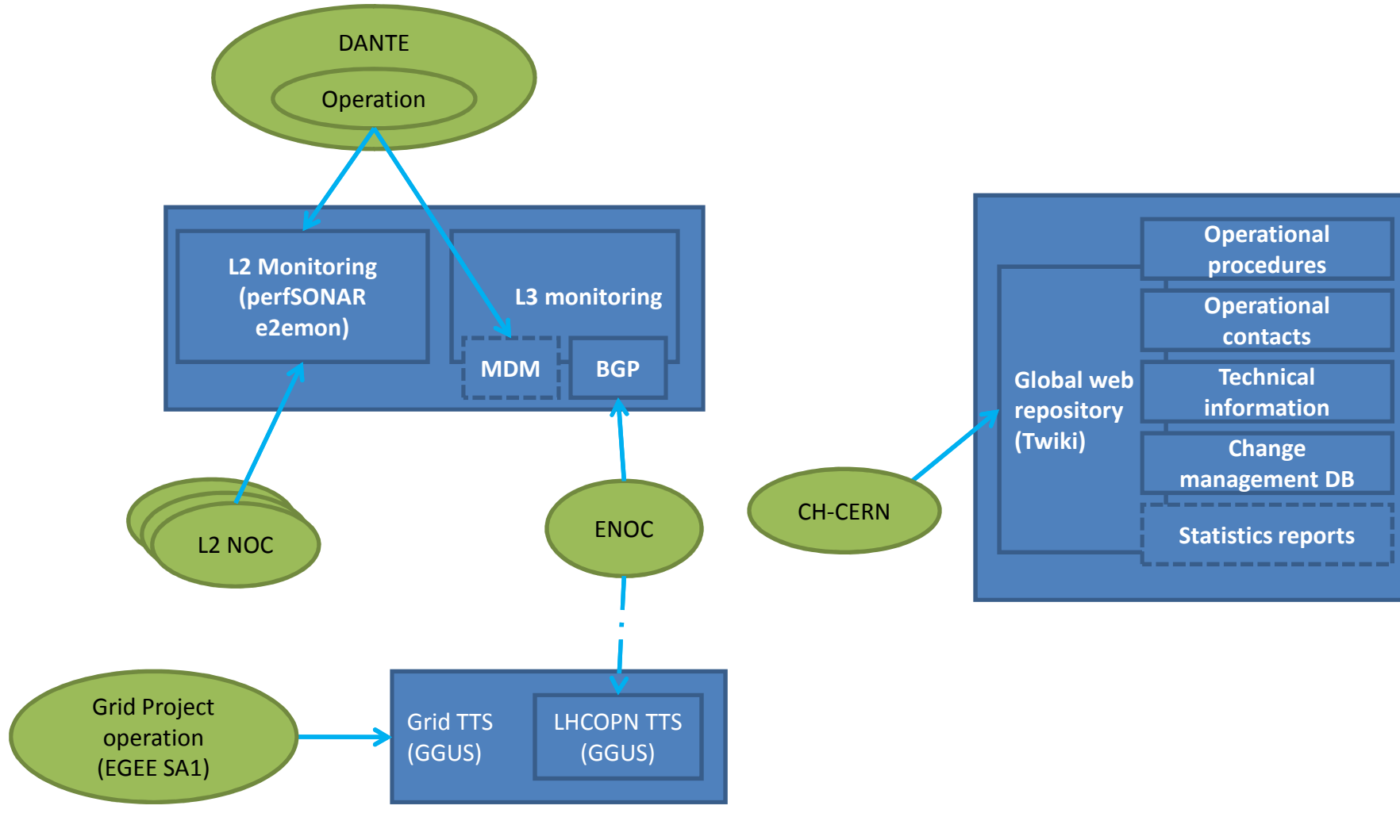
CERN, 2009-04-02

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Enabling Grids for E-sciencE

- **Information repositories**
- **Information access**
- **CERN twiki**
- **GGUS**
- **Monitoring**

Enabling Grids for E-sciencE

- **We need tools to support LHCOPN operational model**
  - Tailored for the ops model
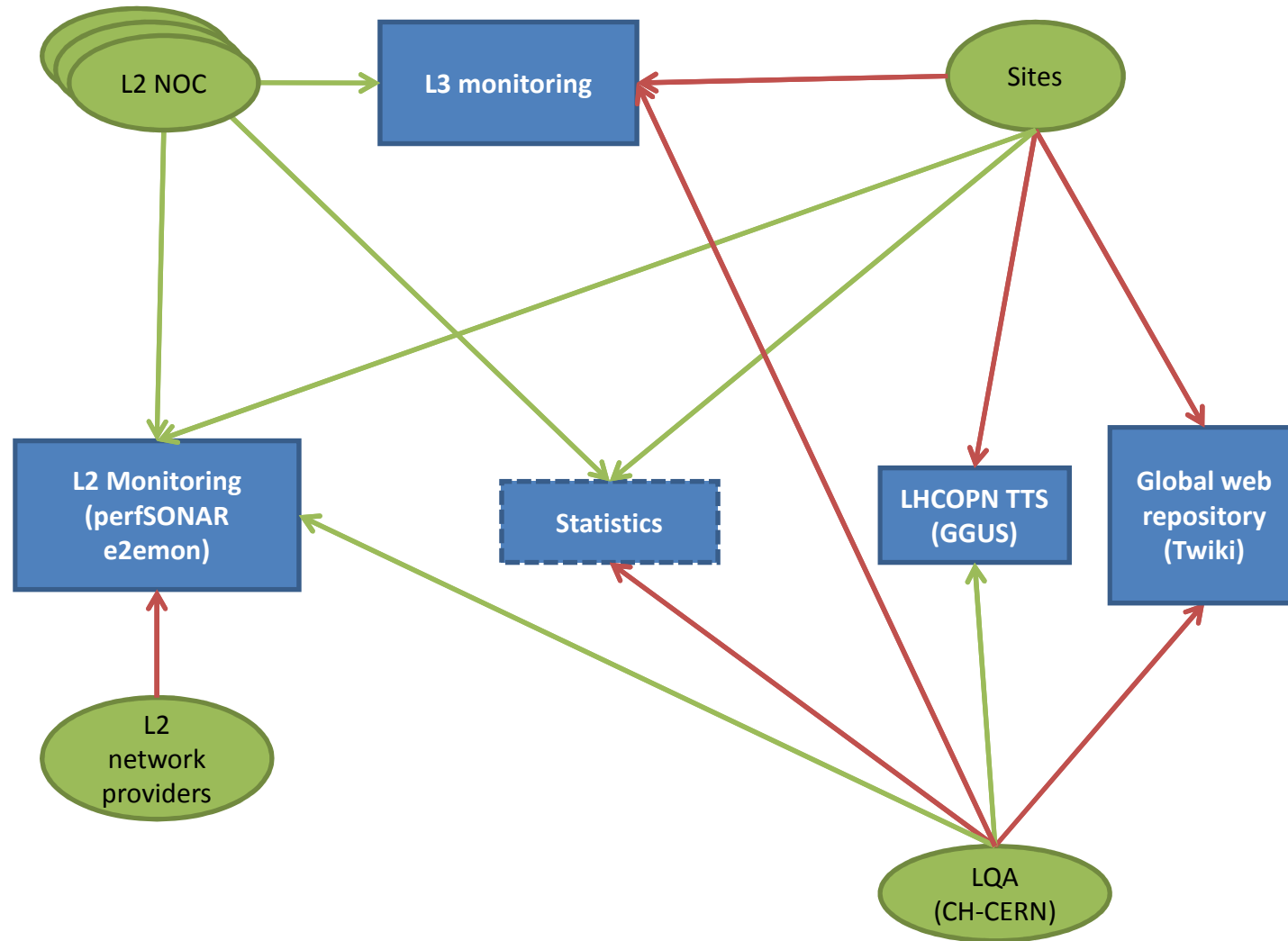 - Really fitting with processes
  - Centralised

- **We now have them**

DANTE

Operation

L2 Monitoring (perfSONAR e2emon)

L3 monitoring

MDM

BGP

L2 NOC

ENOC

CH-CERN

Global web repository (Twiki)

Operational procedures

Operational contacts

Technical information

Change management DB

Statistics reports

Grid Project operation (EGEE SA1)

Grid TTS (GGUS)

LHCOPN TTS (GGUS)

Information repository

Actor

A ──→ B   A is responsible for B

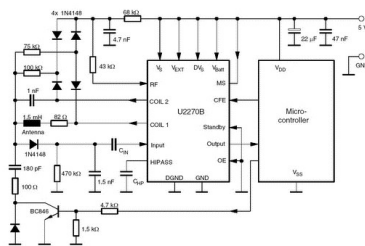A ──► B   A reads B

A ──► B   A reads and writes B

Enabling Grids for E-sciencE

- **A site needs access to:**

  1. RW: Global web information repository → CERN twiki
  2. RW: TTS system → GGUS LHCOPN helpdesk
  3. RW: L2 & L3 Monitoring
  4. (RO: Statistics)

- **Tools are accessed outside LHCOPN (often GÉANT2 & NRENs generic IP)**

Enabling Grids for E-sciencE

- **https://twiki.cern.ch/twiki/bin/view/LHCOPN/WebHome**

- **EVERYTHING is here**
  - Strongly reorganised in January
  - Let us know what could be missing, information you often search into etc.

- **You can subscribe to changes**
  - https://twiki.cern.ch/twiki/bin/view/LHCOPN/WebNotify
    - Beware, seems not always working

Enabling Grids for E-sciencE

- **Often the "complicated" part...**

- **To edit twiki page you need**
  - To be within twiki's user list: https://twiki.cern.ch/twiki/bin/view/Main/TWikiUsers
  - Maybe to map an existing CERN account to a twiki user the link is: https://twiki.cern.ch/twiki/bin/view/TWiki/TWikiRegistration
  - More details are: https://twiki.cern.ch/twiki/bin/view/DefaultWeb/AccessControl
  - You can check status of your CERN account here: https://cernaccount.web.cern.ch/cernaccount/CERNAccount/AccountStatus.aspx

Enabling Grids for E-sciencE

- **Ensuring CERN Twiki proper access**
  - Try to read: https://twiki.cern.ch/twiki/bin/view/LHCOPN/OpsPrivateArea
    - Accessed with any valid CERN twiki account

  - Try to write in the sandbox
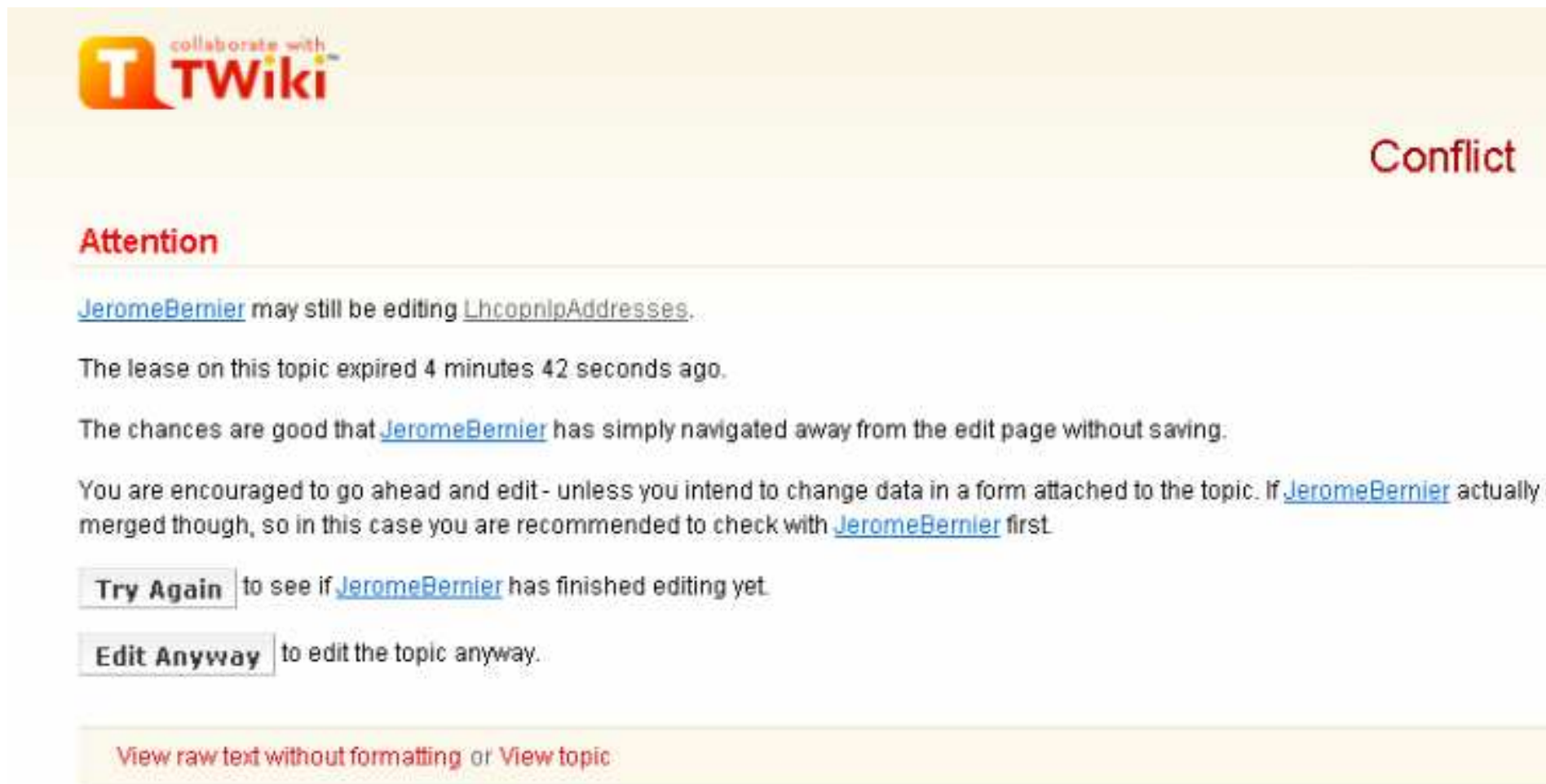   - https://twiki.cern.ch/twiki/bin/view/LHCOPN/ChangeManagementDatabase
    - Write access in indispensable for change management database, updating technical details, handling GGUS accesses...
    - Accessed with any valid CERN twiki account

Enabling Grids for E-sciencE

- **Beware of concurrent editing**

collaborate with
TWiki

Conflict

Attention

JeromeBernier may still be editing LhcopnIpAddresses.

The lease on this topic expired 4 minutes 42 seconds ago.

The chances are good that JeromeBernier has simply navigated away from the edit page without saving.

You are encouraged to go ahead and edit - unless you intend to change data in a form attached to the topic. If JeromeBernier actually c merged though, so in this case you are recommended to check with JeromeBernier first.

Try Again | to see if JeromeBernier has finished editing yet.

Edit Anyway | to edit the topic anyway.

View raw text without formatting or View topic

Enabling Grids for E-sciencE

- **Network view of problems, not service view**
  - For instance backup link down should be reported and handled in the TTS, even if none service affecting

- **Only a subset of registered users can act on tickets**
  - Tickets visible to anyone owning a valid certificate

- **If SSL issues**
  - http://grid.fzk.de/cgi-bin/welcome_ca.pl
  - Link "**Import new GermanGrid Root CA into your Browser**"

Enabling Grids for E-sciencE

- **Production system**
  - Dashboard of tickets: https://gus.fzk.de/lhcopn
  - Submit a ticket: https://gus.fzk.de/pages/ticket_lhcopn.php
  - Calendar: https://ccenoc.in2p3.fr/LHCOPN/webcalendar/

- **Training system**
  - Dashboard: https://iwrgustrain.fzk.de/pages/all_lhcopn.php
  - Submit Interface:
    https://iwrgustrain.fzk.de/pages/ticket_lhcopn.php

- **Please no test on the production system**
  - Statistic will be computed from...
  - Even test tickets etc.
    - We have a good training system for that :)

- **GGUS: http://ggus.org/lhcopn/**
  - Without proper certificate registration
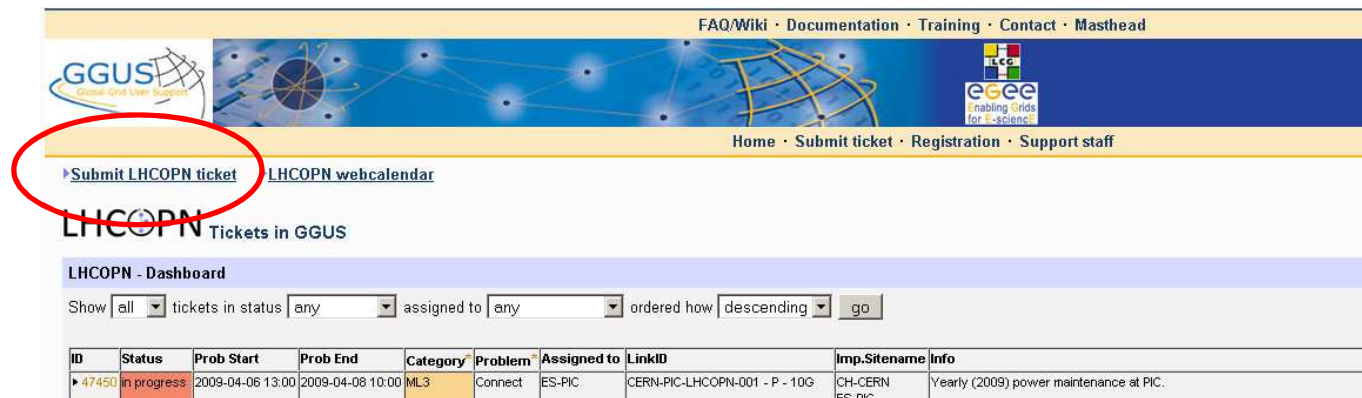
  - With write access enabled

Enabling Grids for E-sciencE

- **How to enable privileged GGUS access**

  - Register your certificate on
    https://twiki.cern.ch/twiki/bin/viewauth/LHCOPN/TTSdetails#Authentication_on_GGUS

  - Some manual things need to happens
    - You can send me an e-mail

  - Go on http://ggus.org/lhcopn/ and check for link "submit LHCOPN ticket"

- **Accesses to the training system are synchronised with the production system**

  - https://iwrgustrain.fzk.de/pages/all_lhcopn.php

Enabling Grids for E-sciencE

- **All notifications (= e-mails) from GGUS**
  - From: helpdesk AT ggus.org
  - Subject starting with: 'LHCOPN-Ticket-ID:'

- **Weekly reminders (= e-mails)**
  - From: helpdesk AT ggus.org
  - Subject starting with: 'REMINDER about open LHCOPN tickets'

- **All notifications are deactivated on the training system**
  - Leveraging an in-depth playing
    - Might remains some old ticket without new rules
      - *You can trash everything from 'ggus-train@iwr.fzk.de'*
  - Production notifications tested with 'test ticket'

- **GGUS status list for pending things around GGUS**
  - https://twiki.cern.ch/twiki/bin/view/LHCOPN/GGUSstatusList

- **Searching tickets**
  - Feature available on production system
  - https://gus.fzk.de/ws/ticket_search.php
  - Ask for special attributes : "LHCOPN tickets"
  - Bookmark able URLs: Save your query
  - Dashboard has also some very interesting sorting features
    - And also bookmarkable URLs: Make your dashboard

- **Reporting a bug / request enhancement features**
  - To me,
    - Ideally with a test ticket on the training system showing bug
    - Study of major enhancement requests by Ops WG

- **Monitoring**
  - L2: e2emon
    - http://stats.geant2.net/e2emon/mon/G2_E2E_index_PROD.html
    - DANTE account required
  - L3
    - perfSONAR ON-SITEs
      - *Upcoming*
    - BGP: ASPDrawer https://ccenoc.in2p3.fr/ASPDrawer/
      - *"Official" for 2009*

- **Troubleshooting**
  - Looking glass
    - CH-CERN: http://lg.cern.ch/ (R01LCG and R02LCG)
    - FR-CCIN2P3 : https://cclhcopnmon.in2p3.fr/LookingGlass/

- **GGUS**

    – Production: http://ggus.org/lhcopn

    – Training: https://iwrgustrain.fzk.de/pages/all_lhcopn.php

- **CERN twiki**

    – RW:
    https://twiki.cern.ch/twiki/bin/view/LHCOPN/ChangeManagementDatabase

Enabling Grids for E-sciencE

- ## Army knife
  - https://twiki.cern.ch/twiki/bin/view/LHCOPN/
    - Mirror of key pages: https://ccenoc.in2p3.fr/LHCOPN/mirror/
      - *Don't wait to need it to have it bookmarked*
  - http://ggus.org/lhcopn/

Enabling Grids for E-sciencE

- **CERN twiki central place**

- **GGUS implementing LHCOPN TTS**
  - Sites in trial mode helped to maturate it
  - Training system available

- **Common issue:**
  - Authentication GGUS & CERN twiki
  - Twiki availability

- **Waiting monitoring**