



Enabling Grids for E-science

LHCOPN operations Presentation and training CERN's session

3- Detailed practical implementation and usage

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CERN, 2009-04-03

www.eu-egee.org



- <http://www.win-labor.dfn.de/cgi-bin/ipqos/select-new.pl?config=lhcopn>
- <http://www.win-labor.dfn.de/cgi-bin/ipqos/map.pl?config=lhcopn>
- **Production tools will be centralised on**
<https://lhcopn.geant2.net/portal/>
 - eduGAIN compatible GIdP credentials required
 - Maybe good to use list of LHCOPN TTS users
 - RO portal, 1 account per site could be good

https://gus.fzk.de/ws/ticket_search.php

GGUS ticket search engine

show columns in search result Ticket-ID Type Concerned VO Aff. Site Resp. Unit Status Date Last Update Info

Ticket ID: Status: ?

Support Unit: Priority: Order tickets by

Concerned VO: Type of problem:

User: MoU Area:

Keyword:

Involved supporter: Creation date

Assigned to person: All tickets from

Affected Site: to

Special attributes (TPM/ENOC/WIKI) Untouched since

[new search with default values](#)

show/save search result as: [CSV](#) | [HTML](#) | [XML](#) | [PDF](#)

2 Tickets found

Ticket-ID	Type	Concerned VO	Aff. Site	Resp. Unit	Status	Date	Last Update	Info
47565		none			in progress	2009-04-01	2009-04-01 15:39	Emergency maintenance on USLHCnet router
47537		none			in progress	2009-04-01	2009-04-01 08:29	CERN LHCOPN routers' upgrade

- **Good to put incoming ticket to “in progress”**
 - Acknowledge ticket from other sites
 - Enable response time to be computed ;)

- **Statistics will be computed from the TTS**
 - Outage duration, response times etc.
 - A man forewarned, a man forearmed

- **Quickly from ML:**
 - Prefixes updates, ML3, ML2

- **Quickly from production TTS**
 - 4 tests, 30 ML2, 14 IL2, 1 ML3
 - > 85% connectivity issue

- **Seems clear focus on L2 needed**

