mardi 19 mai 2009

Operations Portal

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COD training - Helsinki
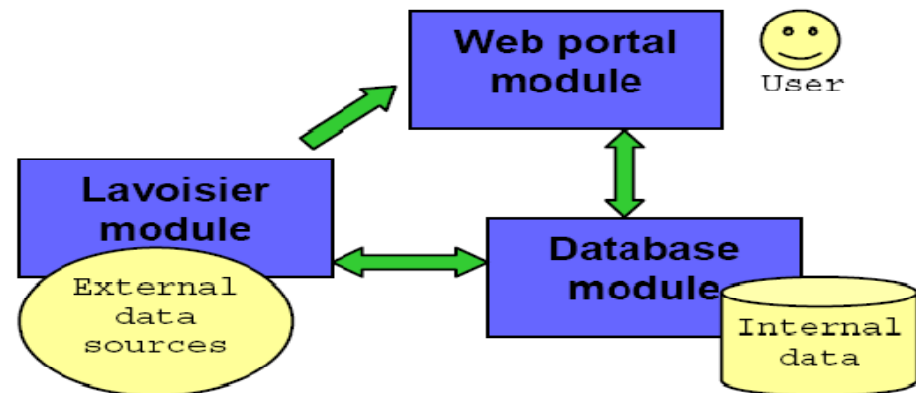
- Quick overview of Operations Portal
- Interaction with EGEE services
- COD Dashboard (GGUS and SAM interfaces)
- Future Evolutions // Automation

Operations Portal
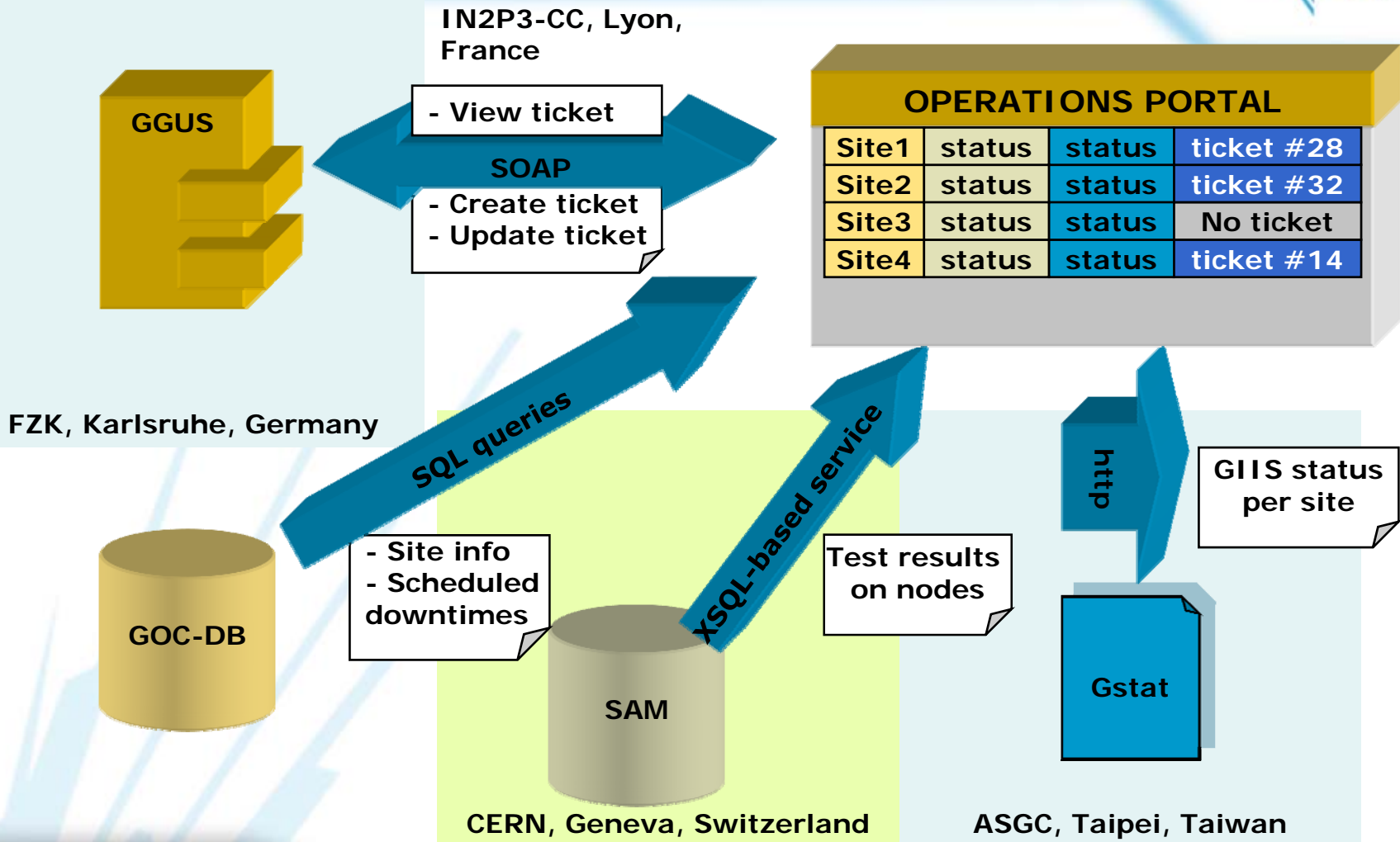
- http://cic.gridops.org
- This portal has been created as a part of the SA1 activity of the EGEE Project .
- It is dedicated to ensure:

  - to be a management and operations tool for EGEE / LCG projects.
  - to be an entry point for all Egee actors for their operational needs
  - to manage the available information about EGEE VOs and related VOs
  - **to monitor and ensure grid day-to-day operations on grid resources and services (COD teams)**

■ The portal is based on three distinct components :

– A web portal module (php and html, css files)
– A database module (Oracle)
– A data processing system (named Lavoisier)

Interaction with EGEE services

IN2P3-CC, Lyon, France

GGUS

- View ticket

SOAP

- Create ticket
- Update ticket

OPERATIONS PORTAL

Site1	status	status	ticket #28
Site2	status	status	ticket #32
Site3	status	status	No ticket
Site4	status	status	ticket #14

FZK, Karlsruhe, Germany

SQL queries

GOC-DB

- Site info
- Scheduled downtimes

XSQL-based service

SAM

Test results on nodes

http

Gstat

GIIS status per site

CERN, Geneva, Switzerland

ASGC, Taipei, Taiwan

COD Dashboard

| Home | Tickets | **Alarms** | SD | SAMAP | Other Tools | Handover | IRC Chat | Doc | Preferences |

Today is 06/05/2008, it is 10:04 UTC

new alarms
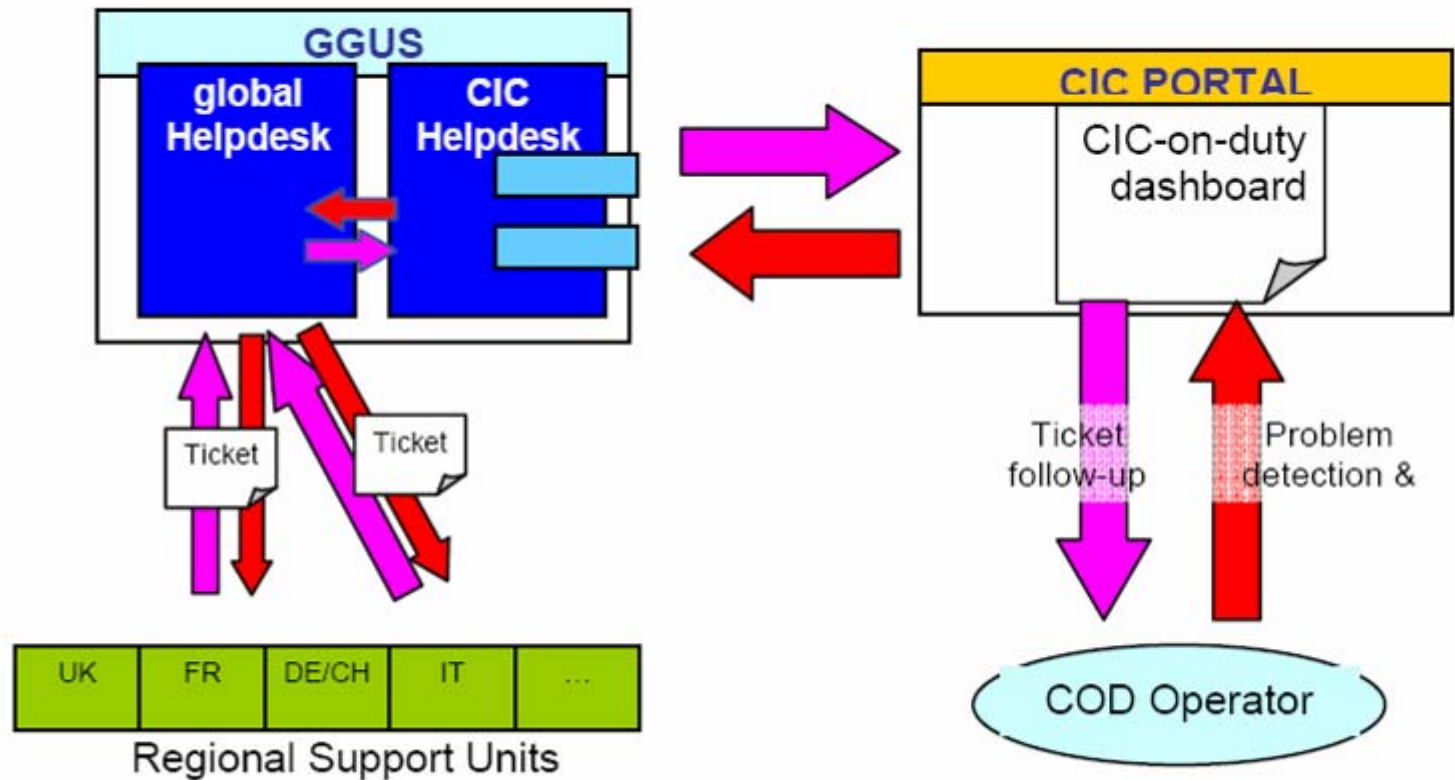
165

✈ New alarms (All regions)

⚠ **MAINT** - Node or site is currently in Downtime
⚠ **UNREG** - Node is not registered in the GOC-DB, or has monitoring switched off
INTERN. - Site has internal network problems
EXTERN. - Site has external network problems
? - Site has network problems

⚙	ID	Test	Node	Network	Site	Region	Execution Time (UTC)	Weight	Last status
☐	150124	CE-sft-lcg-rm	grid-ce.icp.ac.ru ⚠UNREG	-	ru-Chernogolovka-IPCP-LCG2	Russia	2008-05-05 06:20:49	10400	error
☐	150409	CE-sft-lcg-rm	diana.switch.ch	-	SWITCH	GermanySwitzerland	2008-05-05 14:04:56	10400	ok
☐	150420	SRM-put	castorsrm.ific.uv.es	-	IFIC-LCG2	SouthWesternEurope	2008-05-05 14:18:02	32401	ok
☐	150426	CE-sft-job	lcg-lrz-ce.lrz-muenchen.de	-	LRZ-LMU	GermanySwitzerland	2008-05-05 14:24:38	10406	error
☐	150428	SE-lcg-cr	se01-lhcb-t2.cr.cnaf.infn.it	-	INFN-CNAF-LHCB	Italy	2008-05-05 14:40:16	11408	ok
☐	150431	SE-lcg-cr	clrlcgse02.in2p3.fr	-	IN2P3-LPC	France	2008-05-05 14:40:51	11400	ok
☐	150460	CE-sft-job	iut15auvergridce01.univ-bpclermont.fr	-	AUVERGRID	France	2008-05-05 15:23:15	10401	error
☐	150461	CE-sft-job	iut43auvergridce01.univ-bpclermont.fr	-	AUVERGRID	France	2008-05-05 15:23:15	10401	error
☐	150463	CE-sft-job	lcg-ce.rcf.uvic.ca	-	VICTORIA-LCG2	CERN	2008-05-05 15:23:28	10405	ok
☐	150479	SRM-put	se.puduris.grid.lumii.lv	-	IMCSUL	NorthernEurope	2008-05-05 16:03:44	32400	ok
☐	150496	gRB-host-cert-valid	wms011.cnaf.infn.it	TIMEOUT	INFN-CNAF	Italy	2008-05-05 16:16:44	40400	error

- Tickets
  System
  for CO
  which
- This de
  global
  transits
- Having
  cover s
  node,s
- Interfa

GGUS
global Helpdesk | CIC Helpdesk

Ticket | Ticket

UK | FR | DE/CH | IT | ...
Regional Support Units

CIC PORTAL
CIC-on-duty dashboard

Ticket follow-up | Problem detection &

COD Operator

SAM Alarms

- When a test is failing, a new alarm appears in the dashboard. Next failures for the same test on the same node won't trigger other alarms unless the existing one is set to off

- When an alarm masking other alarms is set to off, masked alarms are "unmasked": if the current status of the test is OK, alarm is set to off. If not, alarm is set to new.

- For each alarm, a set of information is available:
- Test that failed
- Date of the failure
- Impacted node
- Corresponding site
- Current status of the test
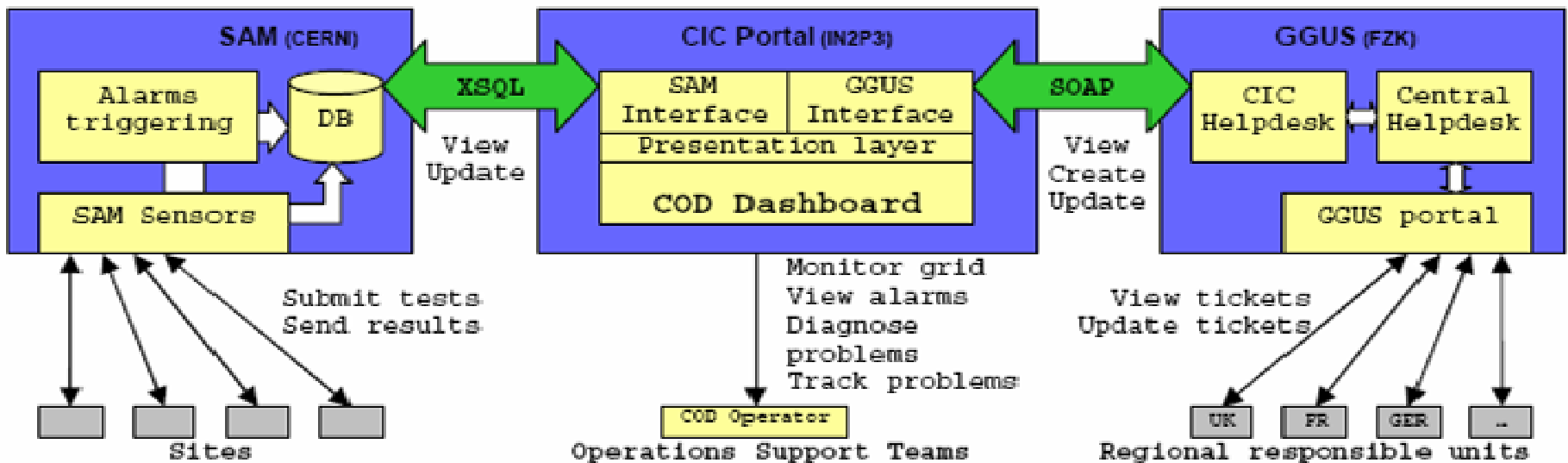
Next evolutions // Automation

- Adapt the dashboard to Monitoring evolutions
- Integrate the dashboard in a region Model (partially done)
- Integrate core services failures and smart monitoring
  - In collaboration with TIC group (tools improvements for COD)
  - In collaboration with SA2 activity for network troubles
  - Improve rules to mask alarms

Useful links

- **Operations portal documentation**
  - http://cic.gridops.org/index.php?section=home&page=generaldoc
  - http://cic.gridops.org/common/all/documents/Portal_documentation/CICportal_SAM_GGUS_interface_technical_documentation.pdf

- **Tools improvements for COD**
  - http://goc.grid.sinica.edu.tw/gocwiki/Tools_Improvements_for_COD/FailuresDueToCoreServices#head-2ffb1894949ef0afce11abf216a577b5087c0560