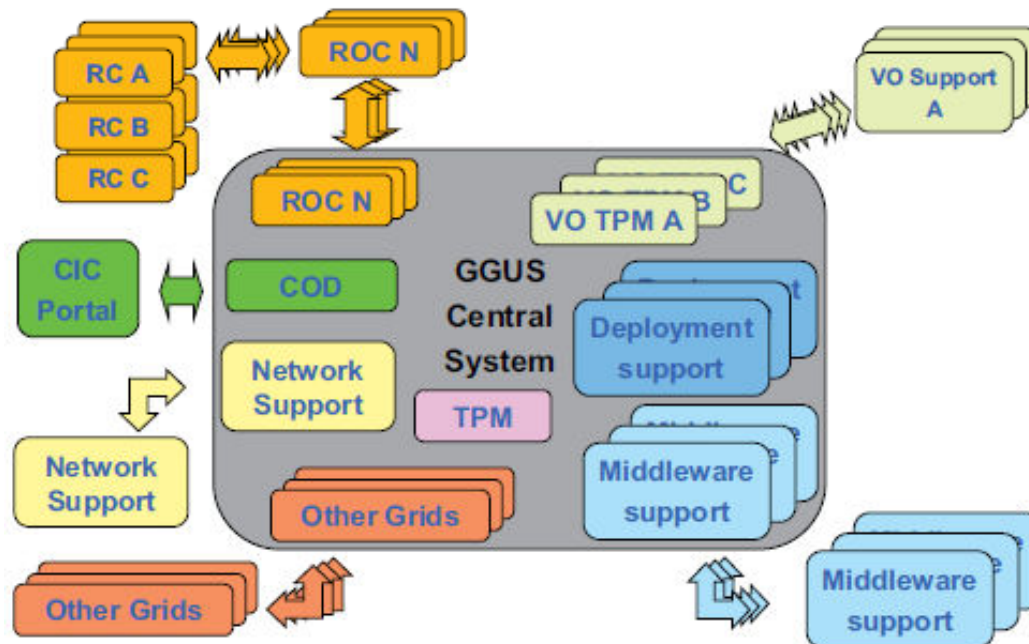


# GGUS Interfaces

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- **Introduction - The GGUS support application**
  - Central coordination of distributed support units
  - Brings together existing helpdesks
  - Communication through existing helpdesks
  - Synchronisation with the connected helpdesks



- **Current status**

- The GGUS system provides various kinds of interfaces to remote systems, up to now:
  - Webservice
  - Email
    - Plain text
    - Formatted
    - XML
  - Remedy ARS (GGUS <--> ROC DECH)

	GGUS ►	► GGUS
ROC CE (RT)	Formatted XML mail	SOAP web service
ROC CERN (Remedy ARS)	Formatted plain text mail	Formatted plain text mail
ROC DECH (Remedy ARS)	Clone of GGUS with reduced functionality	Clone of GGUS with reduced functionality
ROC France (?)	Formatted XML mail	SOAP web service
ROC Italy (XOOPS)	SOAP web service	SOAP web service
ROC Russia (1or0)	Formatted XML mail	SOAP web service
ROC SE (1or0)	Formatted XML mail	SOAP web service
ROC SW (1or0)	SOAP web service	SOAP web service
OSG (Footprints)	Formatted XML mail	Formatted plain text mail

	<b>GGUS ▶</b>	<b>▶ GGUS</b>
LHCOPN	Clone of GGUS adapted to special needs of LHCOPN	Clone of GGUS adapted to special needs of LHCOPN
ENOC (currently disabled)	Clone of GGUS adapted to special needs of ENOC	Clone of GGUS adapted to special needs of ENOC
CIC	Clone of GGUS adapted to special needs of CIC	Clone of GGUS adapted to special needs of CIC
dCache Developers	Formatted plain text mail	Formatted plain text mail
Castor2	Formatted plain text mail	Formatted plain text mail

- More interfaces provided by GGUS

- **Current status**

- Increasing number of interfaces during the last years.
- To avoid an increase of different interface types GGUS intends to offer a generic standard interface for the future.
- This will be a messaging interface.

- **Basic idea of messaging**
  - Communication between systems/servers only
  - Based on messaging servers (Apache ActiveMQ) hosted at CERN
  - Only one interface per helpdesk
  - Source code available for various programming languages
  - Conveyer analogon?

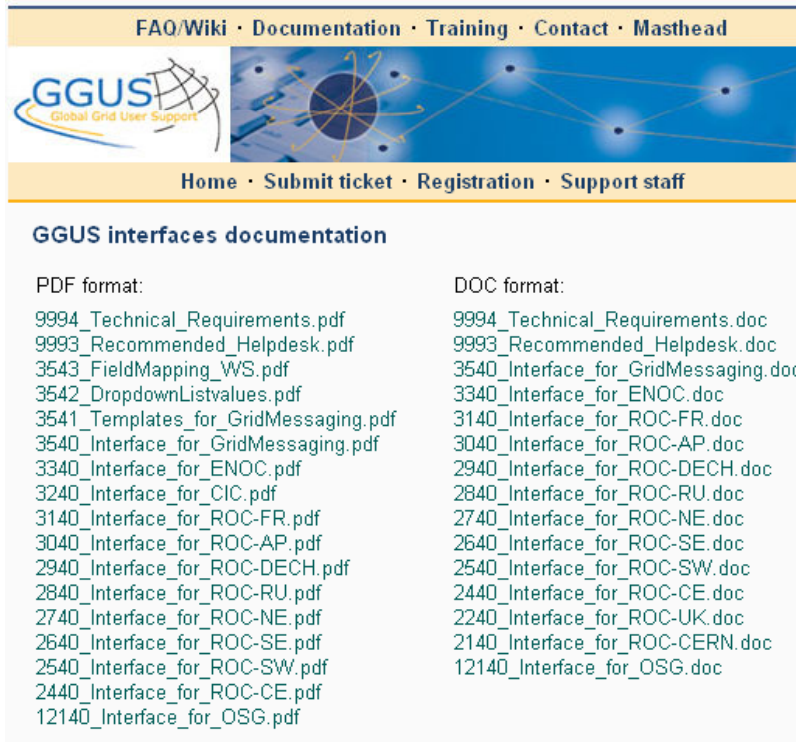
- **Messaging clients**

- Messaging servers provide various queues; each queue can have an arbitrary number of topics
- Messages are posted to a topic
- Every consumer subscribed to a topic receives **all** messages posted to this topic
- Messaging requires two types of clients: a publisher and a consumer
- The publisher is posting messages to a topic
- The consumer is receiving messages from a topic
- After receiving a message the consumer has to send a confirmation message to a topic specified in the received message
- The consumer should be durable for not losing messages in case of a downtime



- **Documentation on messaging**

- <https://twiki.cern.ch/twiki/bin/view/EGEE/MsgTutorial>
- <https://gus.fzk.de/pages/docu.php#interface:>
  - [\*3540 Interface for GridMessaging.pdf\*](#)
  - [\*3541 Templates for GridMessaging.pdf\*](#)



FAQ/Wiki · Documentation · Training · Contact · Masthead

GGUS  
Global Grid User Support

Home · Submit ticket · Registration · Support staff

### GGUS interfaces documentation


PDF format:	DOC format:
9994_Technical_Requirements.pdf	9994_Technical_Requirements.doc
9993_Recommended_Helpdesk.pdf	9993_Recommended_Helpdesk.doc
3543_FieldMapping_WVS.pdf	3540_Interface_for_GridMessaging.doc
3542_DropdownListvalues.pdf	3340_Interface_for_ENOC.doc
3541_Templates_for_GridMessaging.pdf	3140_Interface_for_ROC-FR.doc
3540_Interface_for_GridMessaging.pdf	3040_Interface_for_ROC-AP.doc
3340_Interface_for_ENOC.pdf	2940_Interface_for_ROC-DECH.doc
3240_Interface_for_CIC.pdf	2840_Interface_for_ROC-RU.doc
3140_Interface_for_ROC-FR.pdf	2740_Interface_for_ROC-NE.doc
3040_Interface_for_ROC-AP.pdf	2640_Interface_for_ROC-SE.doc
2940_Interface_for_ROC-DECH.pdf	2540_Interface_for_ROC-SW.doc
2840_Interface_for_ROC-RU.pdf	2440_Interface_for_ROC-CE.doc
2740_Interface_for_ROC-NE.pdf	2240_Interface_for_ROC-UK.doc
2640_Interface_for_ROC-SE.pdf	2140_Interface_for_ROC-CERN.doc
2540_Interface_for_ROC-SW.pdf	12140_Interface_for_OSG.doc
2440_Interface_for_ROC-CE.pdf	
12140_Interface_for_OSG.pdf	

- **Messaging in GGUS**

- Clients for interfacing with other ticketing systems are already implemented, but no messaging interface operational yet.
- Currently working on an interface GGUS – Nagios (<https://savannah.cern.ch/support/index.php?104188>)

- **Important for Interface developers**

- Logfiles (webservice logs and ARerror log) server have been made available here:
- <https://iwrgustrain/admin/log/showlogs.php>
- Maybe you will have to add this exception



**Dieser Verbindung wird nicht vertraut**

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Sie haben Firefox angewiesen, eine gesicherte Verbindung zu **iwrgustrain** aufzubauen, es kann aber nicht überprüft werden, ob die Verbindung sicher ist.

Wenn Sie normalerweise eine gesicherte Verbindung aufbauen, weist sich die Website mit einer vertrauenswürdigen Identifikation aus, um zu garantieren, dass Sie die richtige Website besuchen. Die Identifikation dieser Website dagegen kann nicht bestätigt werden.

**Was sollte ich tun?**

Falls Sie für gewöhnlich keine Probleme mit dieser Website haben, könnte dieser Fehler bedeuten, dass jemand die Website fälscht. Sie sollten in dem Fall nicht fortfahren.

- ▶ Technische Details
- ▶ Ich kenne das Risiko

- Important for Interface developers
  - <https://iwrgrustrain/admin/log/showlogs.php>
  - Feedback welcome: support@ggus.org

```

GGUS logfile

The AR error logfile is available here

Webservice logs
Date: 2009-09-17T11:03:10
Sequence: : 360
Message: AxisFault :
Logger: com.remedy.log.WEBSERVICES
Exception: ERROR (9130): An exception occurred from the Webservice class; Call to a member function getVar() on a non-object

Date: 2009-09-16T15:27:40
Sequence: : 339
Message: AxisFault :
Logger: com.remedy.log.WEBSERVICES
Exception: ERROR (9130): An exception occurred from the Webservice class; Unknown GHD_Origin_SG value

Date: 2009-09-14T17:54:23
Sequence: : 318
Message: AxisFault :
Logger: com.remedy.log.WEBSERVICES
Exception: ERROR (302): Entry does not exist in database;

Date: 2009-09-10T09:24:43
Sequence: : 317
Message: AxisFault :
Logger: com.remedy.log.WEBSERVICES
Exception: ARERR [623] Authentication failed

Date: 2009-09-10T09:23:46
Sequence: : 315
Message: AxisFault :
Logger: com.remedy.log.WEBSERVICES
Exception: ERROR (8961): Required element expected in the input XML document;
  
```