eGee

Enabling Grids for E-sciencE

A few ideas about a Nagios – GGUS Interface

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- **integrate site operations console with global incident tracking**

- **Assume global tracker is GGUS, make no assumptions about site tool except that one of them will be Nagios, hence the system we come up with should work well with Nagios.**

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- **site sees problem appear (via Nagios, SAM portal, GGUS email, ...) and can by acknowledging this problem *in his notifying system*, automatically trigger the proper action in the GGUS tracker.**

- If site has no local monitoring, info will arrive via GGUS probably, then no problem.

- If site sees it via SAM portal, could SAM have an "acknowledge" button for the issue? And this gets communicated back to GGUS?

- If site sees it via Nagios (hence indirectly via SAM), there is an 'acknowledge' button next to problem : would like clicking this button to set 'acknowledged' flag in GGUS; would like a similar feature for saying 'fixed'. If a SAM mechanism exists, could have Nagios transmit to SAM; if not, could Nagios send mails to GGUS as result of "acknowledge" button click?

- Should there be some 'other service' responsible for polling SAM DB and issuing tickets? Pushing this to the sites (Nagios or email, site chooses?) ... and Nagios / site interacts with this??

- Automatic GGUS ticket creation, hence one KNOWS for sure that a failing SAM test at site means that the GGUS ticket already exists, assigned to site, site goes straight to GGUS filtering on 'tickets for my site', should be obvious?