

Pole 3 – COD TOOLS

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Regional Dashboard :

- Since the release 1.0
- Integration of Nagios
- Regional package

Development plans

- From Savannah to the Forge
- Task lists
- And what about after EGEE ?

- Failover

Regional Dashboard

- Since the release of December 2009, 9th
=> More than 5000 alarms closed – 150 tickets opened – 200 tickets closed
=> around 10 bugs detected and fixed .

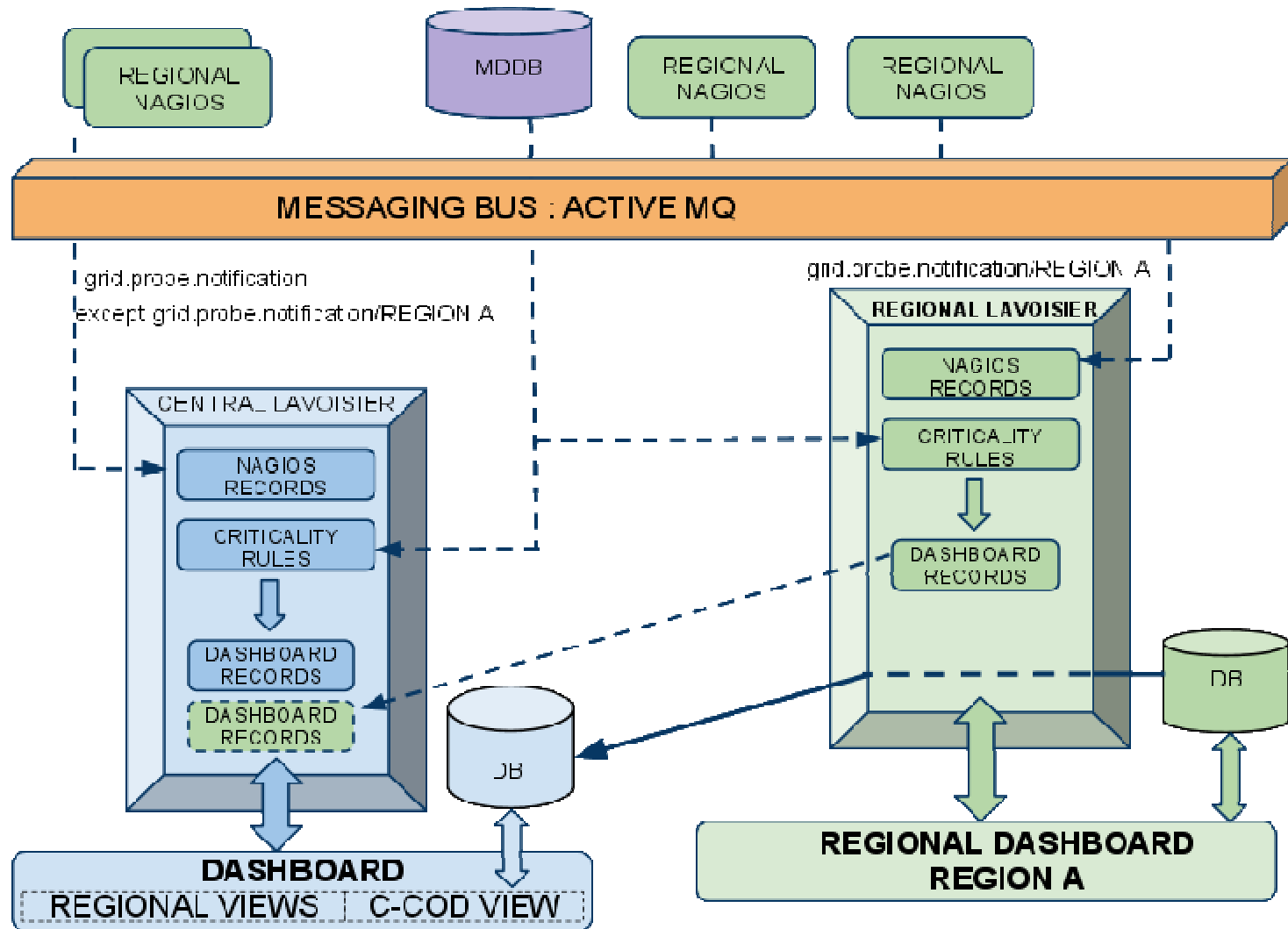
The new system is more robust but also less flexible due to all cross-checking we have added :

- the statuses of alarms is checked for the creation , the update and the closure of tickets
- idem for the masked alarms

Consequently it was not possible to close tickets when an alarm has disappeared .
But we have encountered some problems and we have added some exceptions :










- when the node was removed from GOC DB or from monitoring .
- moreover a warning is displayed now on an alarm in such a case .

| Actions | V0 | Test | Node | Last status | Exec date | Alarm age |
|--------------------------|----|------|-----------------------------|---------------------|----------------------------|-----------|
| <input type="checkbox"/> | | | OPS SRMv2-ls-dir | se2.egeode.org | error 2010-01-21T19:16:26Z | 39 h |
| <input type="checkbox"/> | | | OPS SRMv2-put | se2.egeode.org | error 2010-01-21T18:01:35Z | 40 h |
| | | | OPS SRMv2-gt | se2.egeode.org | warn 2010-01-24T20:48:09Z | N/A |
| | | | OPS SRMv2-ls | se2.egeode.org | warn 2010-01-24T20:47:57Z | N/A |
| <input type="checkbox"/> | | | OPS CREAMCE-host-cert-valid | ce2.egeode.org | error 2010-01-20T17:00:43Z | 65 h |
| <input type="checkbox"/> | | | OPS CREAMCE-sft-job | ce2.egeode.org | error 2010-01-20T17:03:08Z | 65 h |
| <input type="checkbox"/> | | | OPS CE-sft-job | ce1.egee.fr.cgg.com | ok 2010-01-23T09:10:07Z | 10 h |



- The switch for Operators will be transparent .
- The “look and feel” is almost the same

New NAGIOS alarms ?

| Actions | VO | Test | Node | Last status | Details | Exec date | Alarm age | |
|--------------------------|---|---|--|-----------------|--|--|--------------------------|---|
| <input type="checkbox"/> |  |  | ops orq.sam.SRM-GetSURLs-ops | sbgse1.in2p3.fr | critical |  | 2010-01-24T14:59:24+0100 | 0 |
| <input type="checkbox"/> |  |  | ops orq.sam.WN-Rep-ops | sbgce1.in2p3.fr | critical |  | 2010-01-24T13:56:14+0100 | 0 |
| <input type="checkbox"/> |  |  | ops orq.sam.SRM-GetSURLs-ops | sbgse1.in2p3.fr | critical |  | 2010-01-24T14:07:22+0100 | 0 |

Close selected alarms

Details

CRITICAL: Neither GlueVOInfoPath nor GlueSAPath is published for <http://sbgse1.in2p3.fr:8446/srm/managerv2>

Current Situation

=> A package of test is ready

- used during the “Package session” yesterday
- working with Nagios notification system
- working with a test instance of Ggus

For more informations please see the materials attached to the “Pre-COD workshop” session .

<http://indico.cern.ch/contributionDisplay.py?contribId=1&confId=68900>

This package will be released officially and usable in production as soon as :

- the nagios infrastructure will be official for the monitoring
- our code will be compliant with GOC DB 4

But PLEASE if you want to deploy an instance in the future , contact us .

We have limited interactions between regional and central instances BUT if your configuration is badly instanced **IT MAY BREAK** the production system !!

Development plans

Please submit NOW your requests , queries , demands on the Forge :

<https://forge.in2p3.fr/projects/opsportaluser/issues/new>

=> You just need a short registration

More generally for questions , feedback , queries , demands you may also :

- use the feedback form on the portal “Contact us “ link at the end of the page
- send a email to cic-information@in2p3.fr
- open a ticket in GGUS

Bugs/issues sent as GGUS tickets, or mails to cic-information@in2p3.fr will be followed into the forge.

Open up a new bug/issue

<https://forge.in2p3.fr/projects/opsportaluser/issues/new>

Package installation « documents » : Documents that needs specific input from all or part of the operational teams will be stored at the "Wiki" section like acceptance criteria for Nagios release

<https://forge.in2p3.fr/documents/show/76>

« Wiki » General Technical Documentation, Installation Guides and Operations portal Developments Plans will be stored at the "Documents" section : <https://forge.in2p3.fr/wiki/opsportaluser>

« **Forums** » Specific technical hot issues and topics that need specific bi-directional interactions with the operational teams the will be addressed in the "Forums" section

Nagios important info sources:

<https://forge.in2p3.fr/boards/8/topics/show/19>

Nagios acceptance criteria discussion:

<https://forge.in2p3.fr/boards/8/topics/show/18>

Regional helpdesks interaction:

<https://forge.in2p3.fr/projects/opsportaluser/boards/show/9>

Feature #383:Pre-opened Site boxes

Feedback from Melchio Jurczyk (melchior.j@gmail.com) :
opening a site-box with pre-opened alarms and ticket boxes (if there any exists)

Feature #381: Filtering alarms by age

Feedback from Melchio Jurczyk (melchior.j@gmail.com) :
filtering site-alarms by alarm age like before (24h-72h and 72h<)

Bug #380: Nicer display of ticket history

Feedback from Melchio Jurczyk (melchior.j@gmail.com) :
if you update a ticket, there is a small box showing the "history" from the GGUS,
but unfortunately the box is very small and much too small to use,3 lines and a
scroll bar would be very helpful

Feature #376: tickets against operational tools

It will be interesting to open tickets against operational tools :
SAM , GGUS , CIC Portal , GOC Db

Feature #375: Ticket template

It would be good to give RODs possibility to put own part of the ticket template. It should be defined once (with possibility to change it).

Feature #374: 1st line support view

We need to have different views (and accessible tasks/functions) for 1st line support and ROD roles in the dashboard, however, some federations combine the two roles, and for convenience, it would be good to have a separate tab in the ROD role dashboard that shows young alarms (<24 hours) which only 1st line support would normally see.

This way ROD operators will not have to switch between roles.

Feature #387: Nice Overview of Downtimes

Nice Overview of Downtimes

=> by using the fusion Chart Library

Feature #386: Overview of the ROC via a nice site map

Overview of the ROC via a nice click-able site map

=> by using the fusion chart library

Other tasks on going with GOC DB

- **Integration of GOC 4**
- **Add the opportunity to declare downtime on the dashboard**

Recent Feedback

- **Improve the visibility of expired tickets**
- **Improve the visibility of Domain Name**

| Category | Tasks | Dead line |
|------------------------------|--|-----------|
| | VO ID Card | EGEE |
| | Broadcast Tool – Communication Tool | EGI |
| Re-engineering key features | Notifications : downtimes and failures | EGI |
| for Operations Portal | Downtimes overview | EGEE |
| | Site / Region Reports | EGEE |
| | User Tracking | EGI |
| | Generalization of RSS / XML feeds | EGI |
| | Resources Browser : Dynamic + Static Data informations | EGI |
| Integration of ext. services | Hosted Tools : Bazaar – Yaim – SAMAP | EGI |
| External Services | GOC DB / Operations Portal harmonization | EGI |
| | GOC DB 3 => GOC DB 4 | EGEE |
| Dependencies | GSTAT => GSTAT 2 | EGI |
| | Requirements / EGI advisory group / Users Queries | EGEE/EGI |

| Category | Tasks | Dead line |
|--------------------|---------------------------------|-----------|
| Regional Dashboard | Network monitoring | EGI |
| | Security monitoring : Pakiti | EGI |
| | Helpdesk Integration | EGI |
| NGI specificities | Automatic Language management | EGI |
| | Developments for specific needs | EGI |