

## Pole 3 – OTAG

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Where we are :

- with dashboard tool
- with the regional package

Where we are going to :

- with the dashboard
- with key features of the Operations Portal
- with other developments

We have released a new version December 2009, 9th

- => working with a framework named symfony .
- => with alarms coming from SAM

In Parallel we have set-up a test instance for Nagios connected to training instance of GGUS :

- to have some feedbacks from the operators
- to validate the equivalence between SAM and Nagios .

At the end of the testing phase the Nagios Instance has been rejected due to :

- discrepancies between SAM and Nagios
- a lack of information about history and tests .

The situation will be re-assess by region and soon as the Nagios Instance will be validated we will propose it into production .

## 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

Bugs/issues sent as GGUS tickets, or mails to [cic-information@in2p3.fr](mailto: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 Information , Nagios Validation , Regional Helpdesk topic

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

## 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
New Features	Portlet Version / Widgets	EGI
	Mobile version	EGI

Category	Tasks	Dead line
Regional Dashboard	Network monitoring	EGI
	Security monitoring : Pakiti	EGI
	Helpdesk Integration	EGI
NGI specificities	Automatic Language management	EGI

- **We (dashboard / GOC DB) will ensure local failover of our central instance but we recommend to have :**
  - A geographical failover with a common domain name and an easy DNS switch
  - A complete replication of the tools inside this domain
- **BUT we need help ( outside manpower ) on this task**
- **The Italian experts will help the future tasks leaders**
- **For Nagios instances failover the situation must be clarified with Nagios team : is it possible to have the same instance replicated in the region working in parallel and switch easily from one to the other one ? => a regional failover model**
- **And what about other central tools :MDDB ? ATP ? GSTAT ?**