

Nagios-based monitoring - evaluation from RODs

*Marcin Radecki on behalf of C-COD
SA1 teleconf. 16.02.2010*

- **No significant, inexplicable discrepancies** between SAM and nagios observed for CE, SRMv2, and site-BDII services
- **Critical services (not in nagios yet) not tested**
 - Core: top-level-BDII, job brokers (WMS, RB), VOMS, MyProxy, LFC
 - Other: FTS, MonBox, VOBOX
- **Lots of discrepancies spotted for top-level-BDII**
- **Conclusion: System is partially tested (new tests will be added later on). RODs can start working with CE, SRMv2 and site-BDII as the only critical, but...**

- **If RODs will start working with CE, SRMv2 and site-BDII:**
 - no alarms will be created for other services until they are made critical in nagios
 - Adding new critical tests must be done in a safe way
 - best to compare with SAM results
 - ~75% of sites passing the test before turning on the criticality flag
 - Operations support metrics from before and after switch **cannot be compared** as the new system characteristics are different (number of entities being able to produce an alarm is lower, we will get less alarms)

- **On demand test submission**
 - Extensively used by ops. support teams and site admins while debugging, determining persistence of failure
 - It **could not be tested** due to missing access rights
 - Some inconveniences in using
 - Recommendation: access rules used in SAMAP should be implemented in nagios
- **Error report verbosity level**
 - nagios has **limited error report verbosity** compared to SAM
 - troubleshooting can be more problematic i.e. efficiency of operations support process can **go down**
- **Nagios web interface reported as inconvenient and non-ergonomic**
 - web pages too long, flashy colors etc.

- **Switch to nagios is technically feasible**
- **Advantages**
 - more robust, distributed system
 - improved tests, more detailed e.g. site-BDII
 - introduced test validity period and new status better reflecting the real situation at a site
- **People should be aware of new system being not exact equivalent of what we have now**
 - smaller set of critical tests
 - completely new web interface
 - some functionality hidden, not tested yet
 - technical support and site admins' evaluation would be useful
- **Need to monitor operations support process closely until all necessary tests are made critical**

- **To test the system with full set of critical tests**
- **Get 1st line support and site admin's feedback**
- **C-COD reporting to SA1/ROC managers on operations support process during the changes**
- **Priorities**
 - On-demand submission
 - Error report verbosity
 - Documentation