# Training Guide

# Introduction to the Operations Dashboard

## Basic Training Guide for EGI Operations
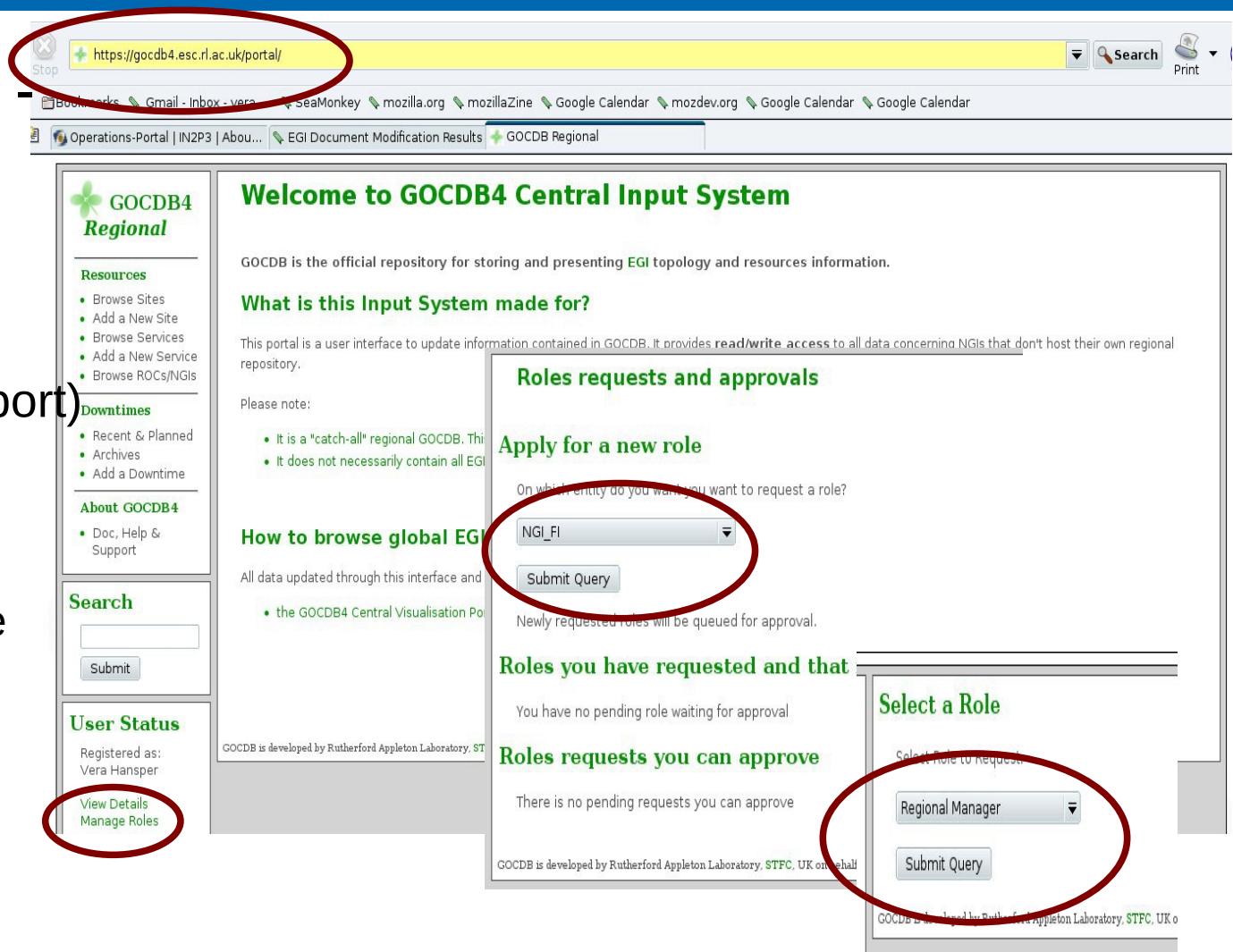
## Vera Hansper

e-infrastructure

Steps for accessing the Operations Portal
http://operations-portal.in2p3.fr/
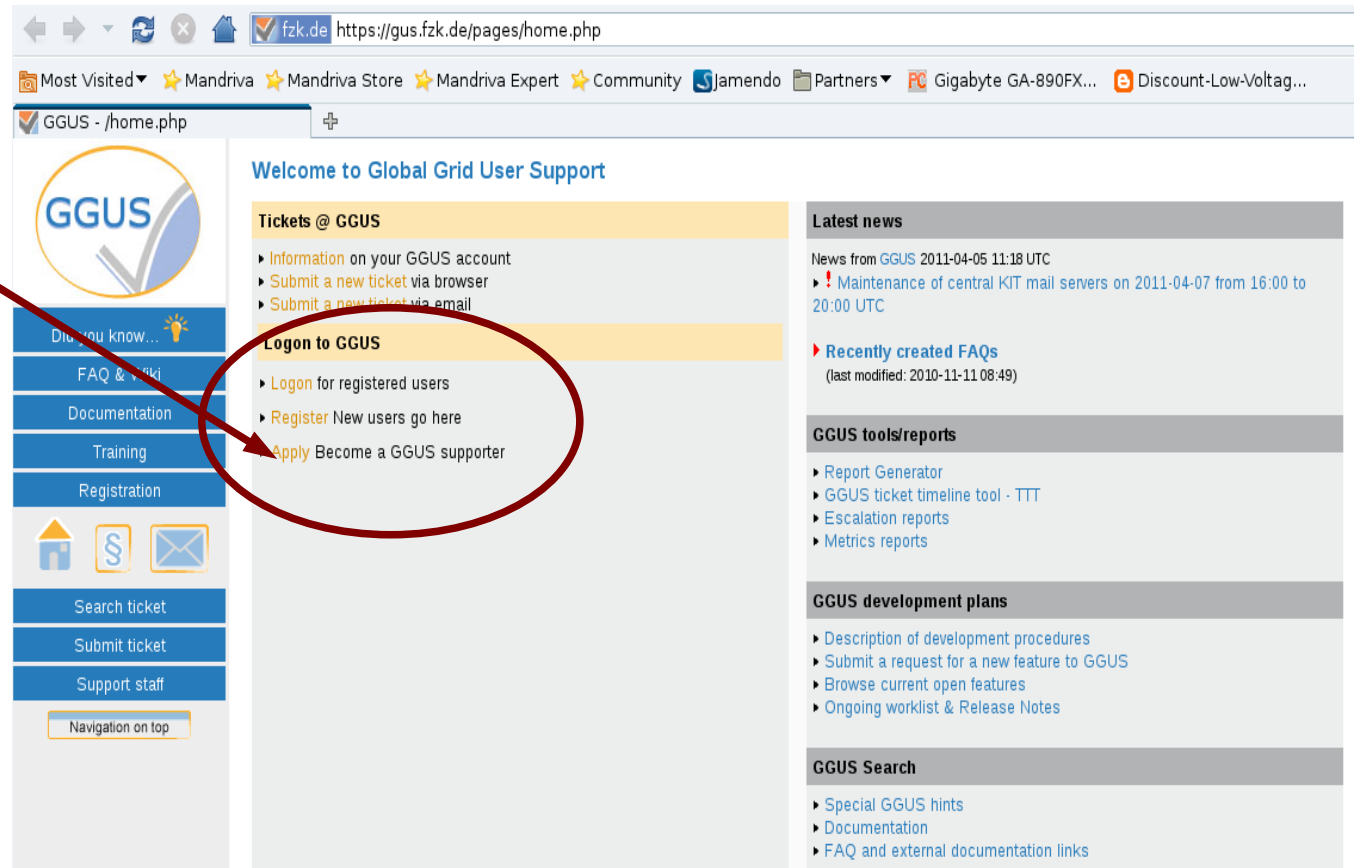
- Have an acredited DN delivered by your CA

- Register in
  - GOCDB
  - GGUS

# Register in the GOCDB

Request a Regional role –

Regional Staff for ROD,

or

Regional 1$^{st}$ Line Support

(if your NGI has 1$^{st}$ Line Support)

- Click on  Manage Roles

- Select your NGI/RIP from the next page

- Select the required role

# Register in GGUS

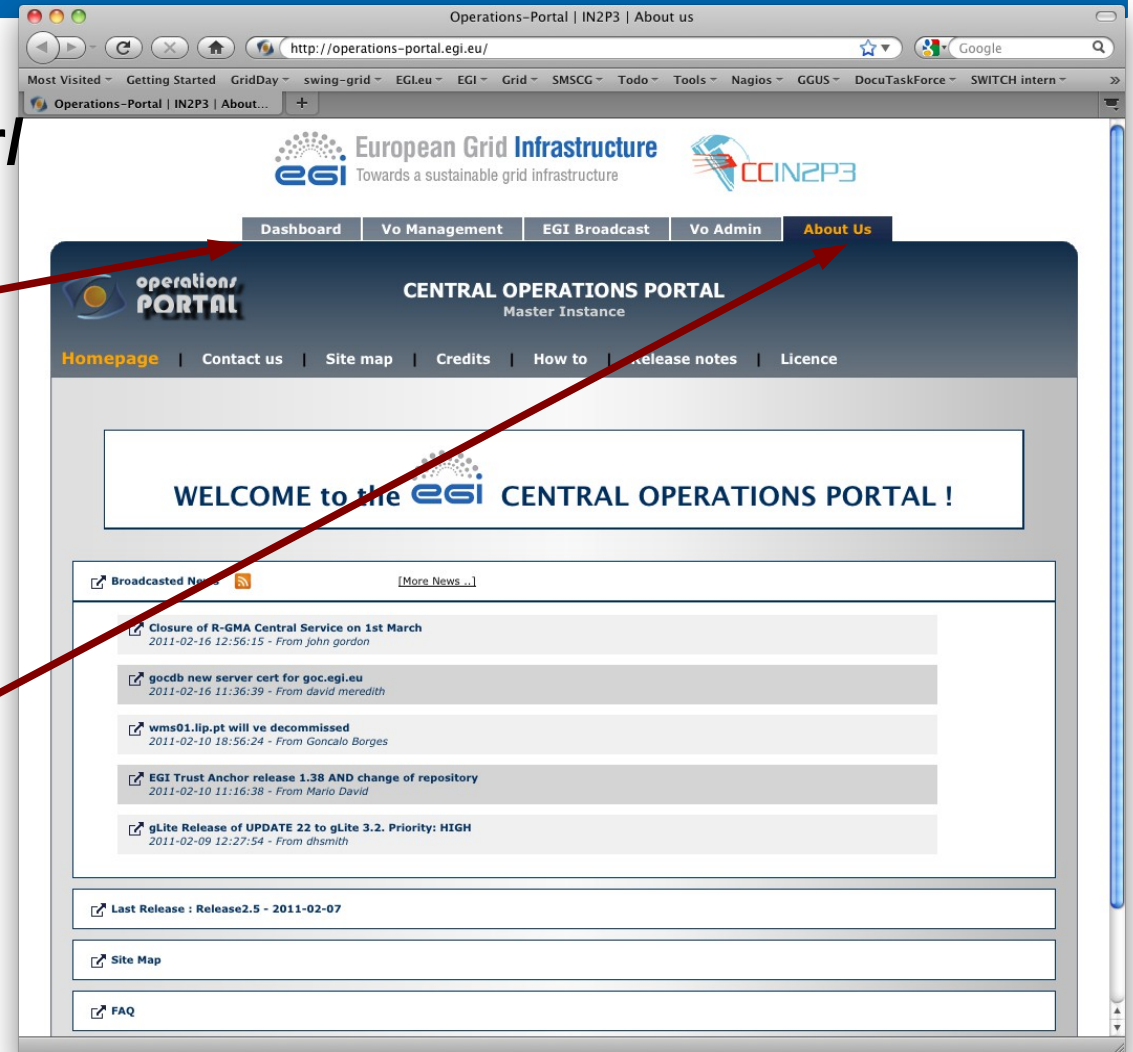- – Request a GGUS supporter role

# The Operations Portal

**http://operations-portal.in2p3.fr/**
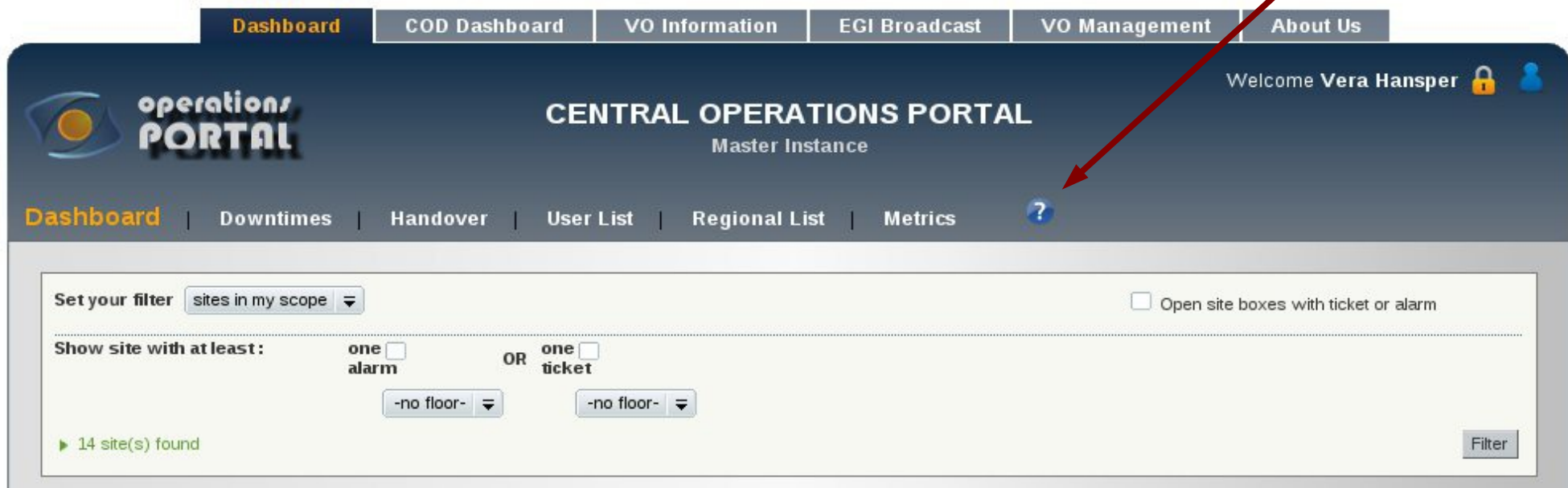
- Main Tabs
  - **Dashboard**
  - COD Dashboard
  - VO Management
  - EGI Broadcast
  - VO Admin
  - **About us**

# The Operations Dashboard Tab

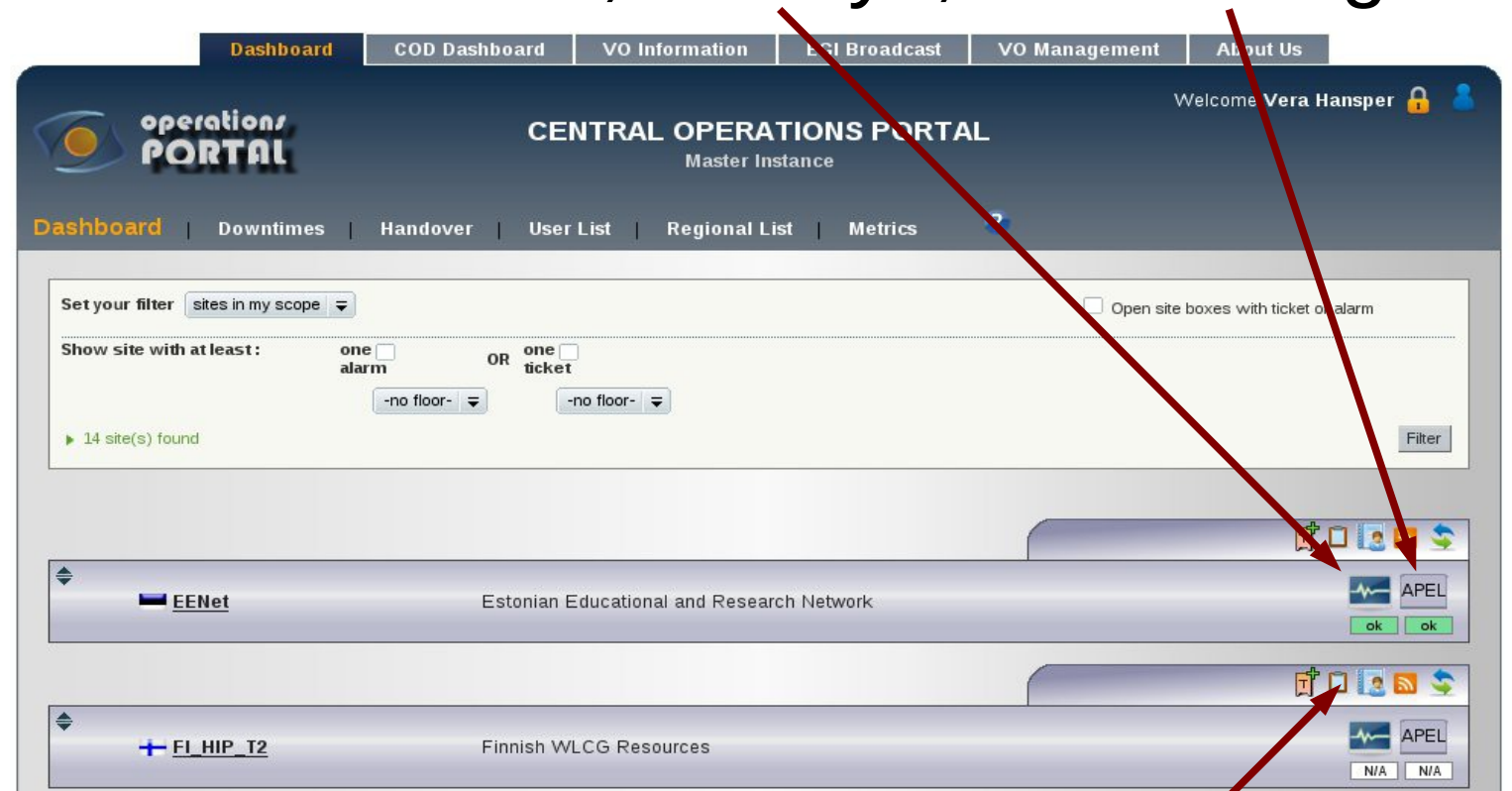- Dashboard

- Downtimes

- Handover

- User List

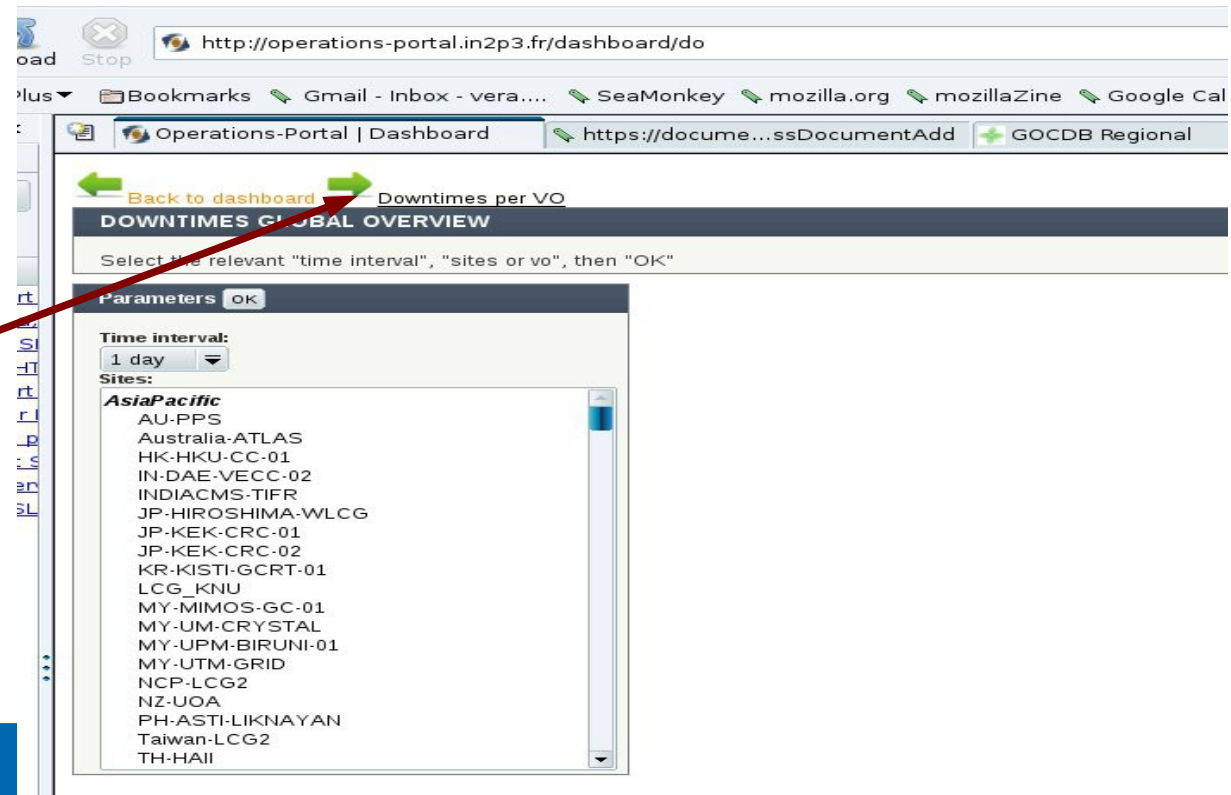- Regional List

- Metrics

Dashboard Howto Link

# Dashboard

- Monitor sites, info sys, accounting

- View and act on alarms
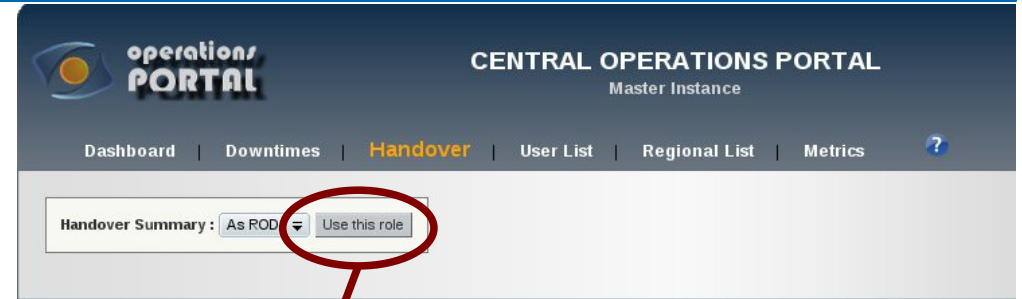
- Create, update and close tickets



- Communicate with sites

# Downtimes

- Warning – requires Adobe Flashplayer
- List downtimes for sites over a specified period of time

- Can also choose to see downtimes per VO

- Linked directly to the GOCDB

# Handover

Communication channel for communicating with
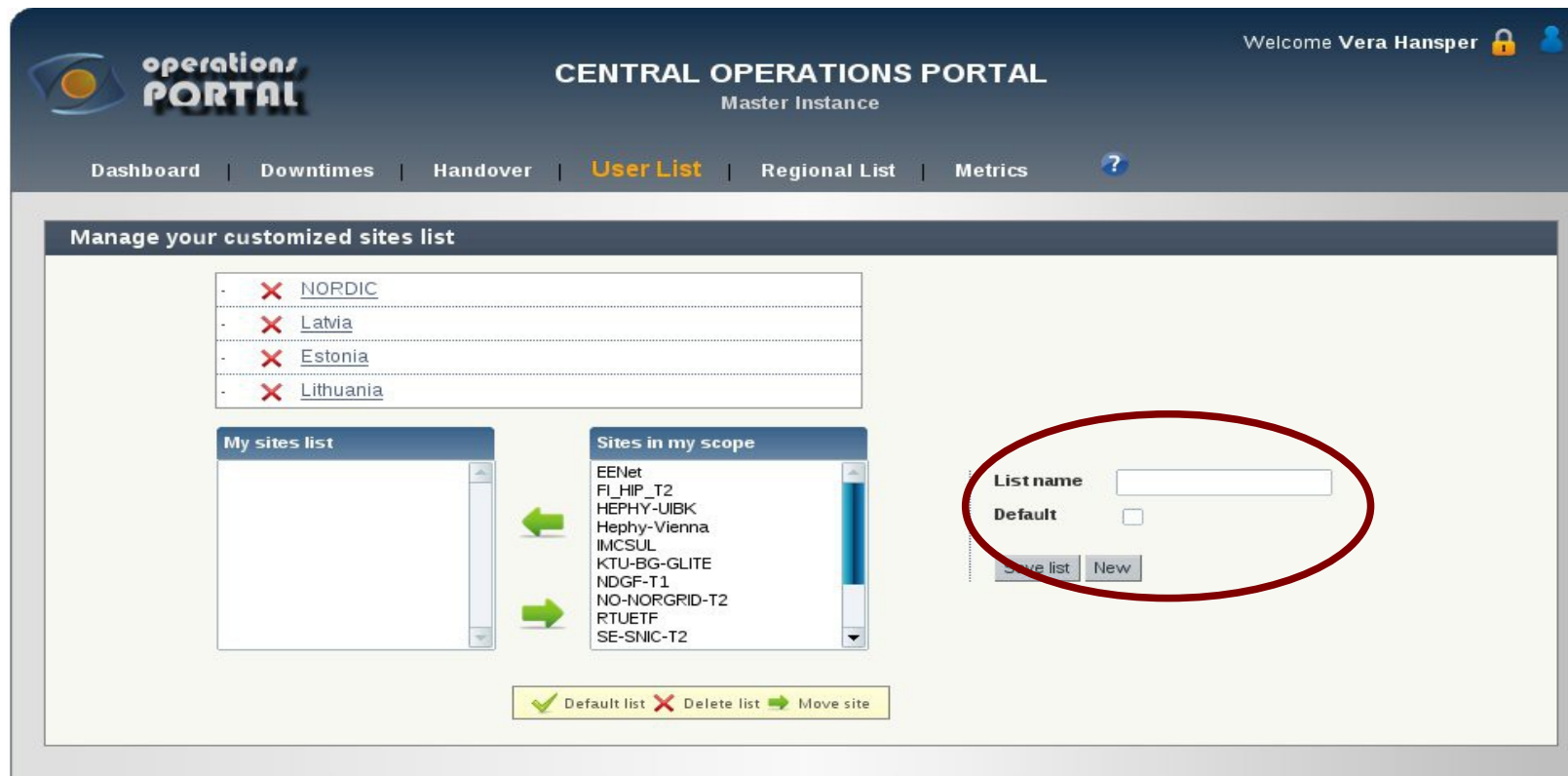
- – Other ROD teams
- – COD
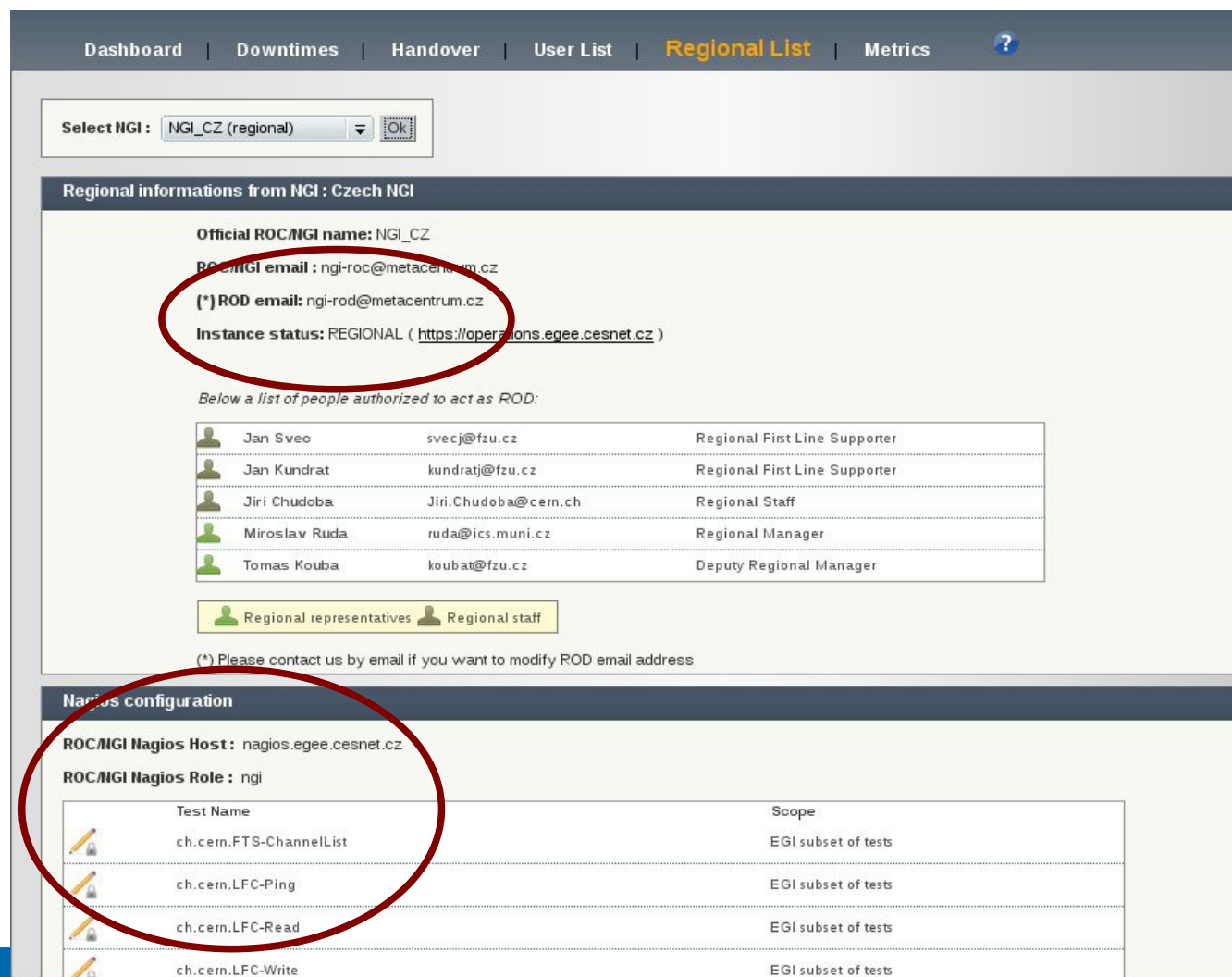
# User List

- Place to customise lists of sites in your region

# Regional List

- **Information about various NGIs/RIPs including staff and direct contacts to the members of that RIP.**

# Metrics

- Metrics give an indication of the quality of the NGI/RIP's ROD team work.
  - Obtain metrics on the quality of ROD work as a
    - Daily or monthly aggregates

# Metrics (2)

- The number of alarms closed in a NON-OK state is tracked in particular.
  - ROD teams must explain their reasons for such closures.

# Dashboard in detail
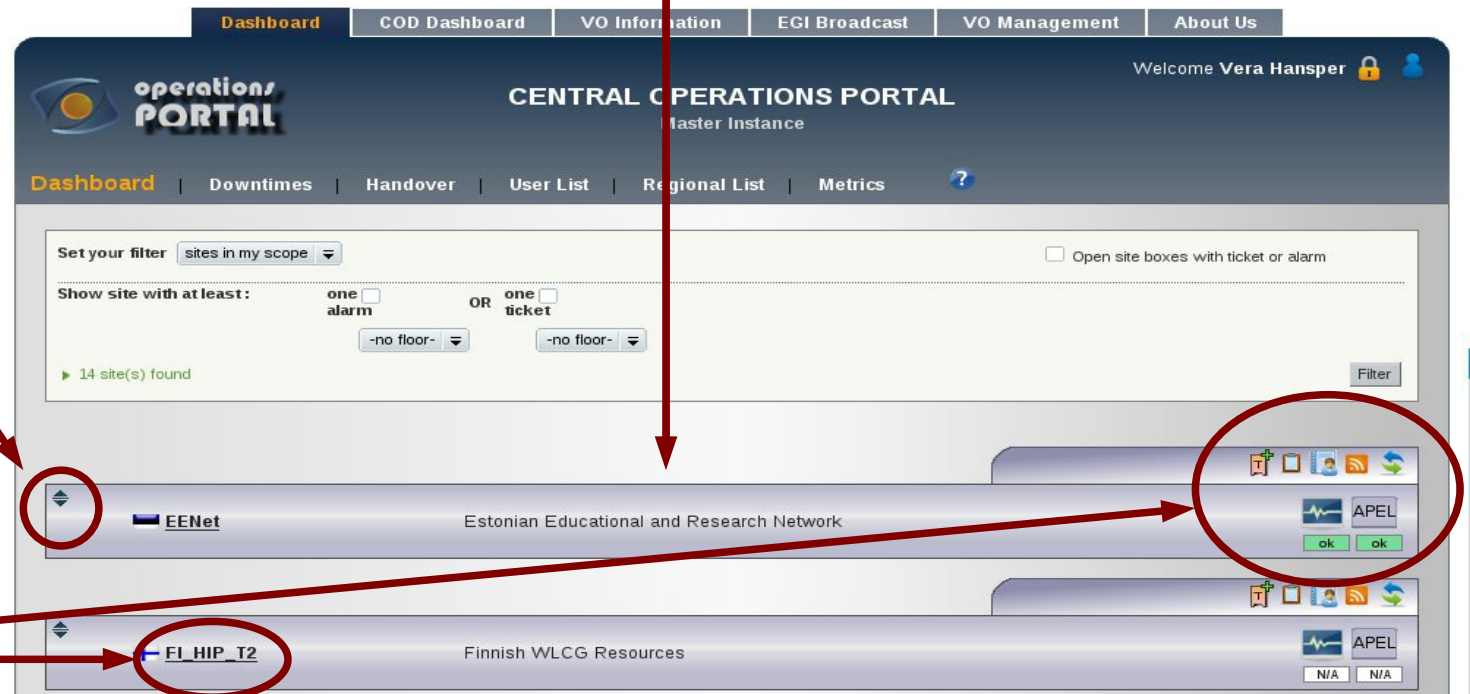
- Gives you information about you and your role

- Set filters at top of Page

- Lets you also view other NGIs/RIPs

# Site "Bar"

- Allows you to monitor a site
- Drop down menus for more information

- Clickable icons for some actions

# About the Site

Create a ticket

Send a note

View site report
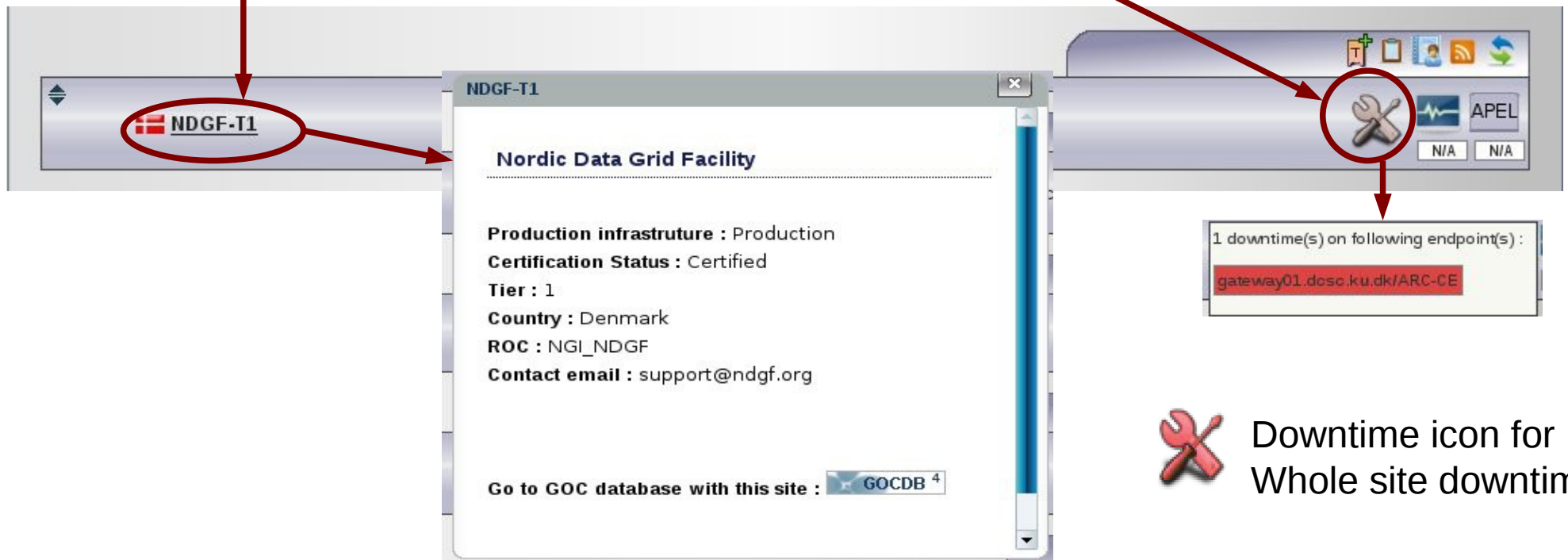
RSS feed

Refresh data



- GSTAT status
- Accounting status

# About the Site (2)

- Downtime information
- GOCDB (site contact information)



Downtime icon for
Whole site downtime

# About the Site (3)

- A red border around a site means that some alarm or ticket has not been dealt with in a timely manner, and appears on the COD dashboard.
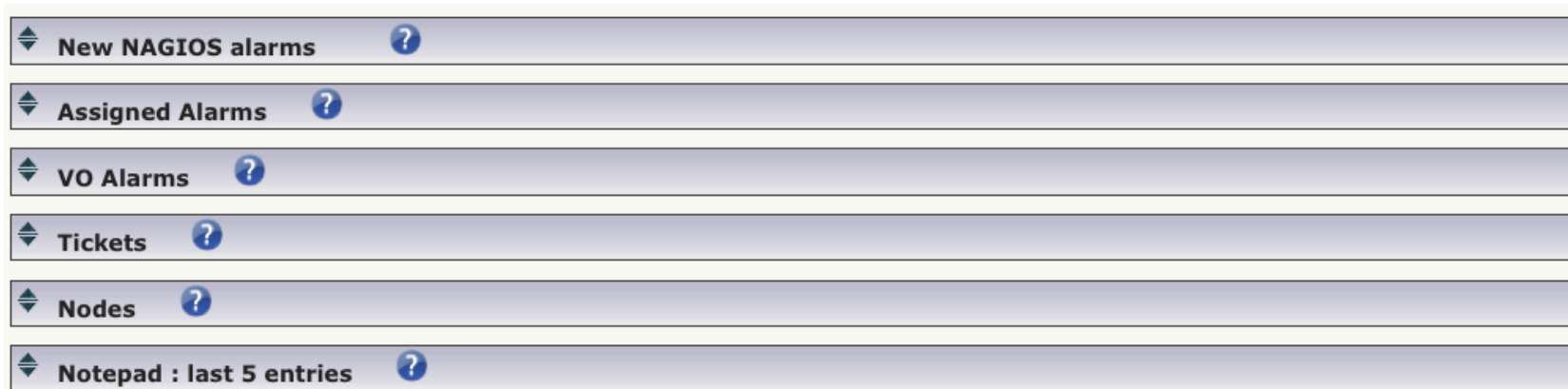


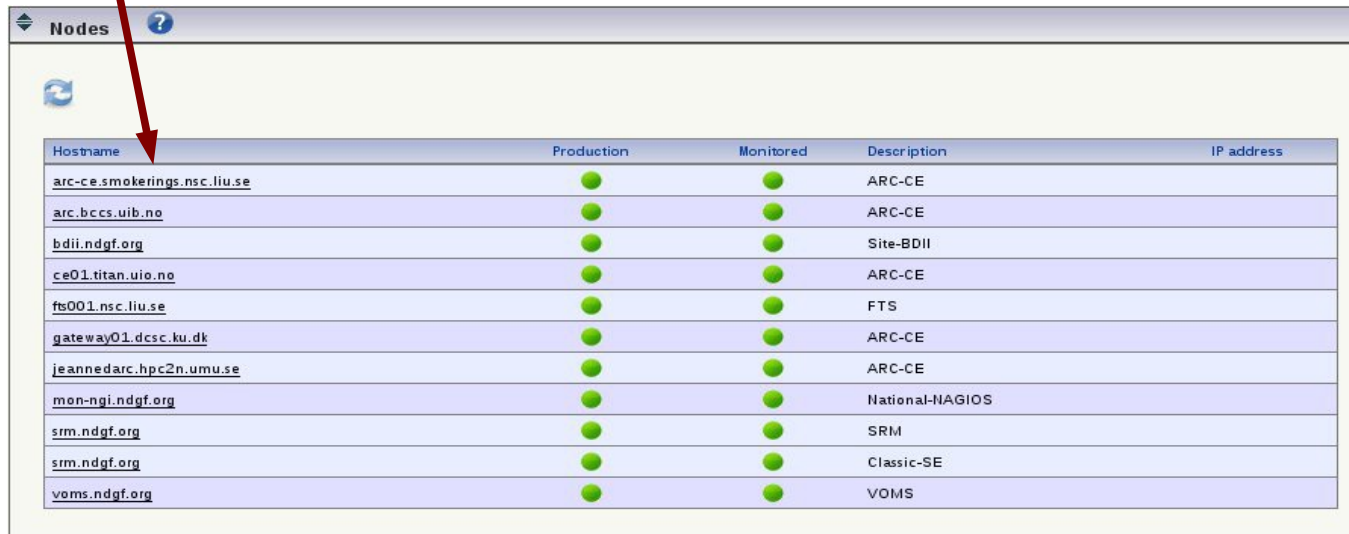- The alarm symbol indicates that N alarms have appeared for the site

- Alarm symbols in grey indicate masked alarms

- **Drop down menus for**
  - Alarms
  - Nodes
  - Tickets
  - Notepad

| ▲▼ New NAGIOS alarms ❓ |
|---|
| ▲▼ Assigned Alarms ❓ |
| ▲▼ VO Alarms ❓ |
| ▲▼ Tickets ❓ |
| ▲▼ Nodes ❓ |
| ▲▼ Notepad : last 5 entries ❓ |
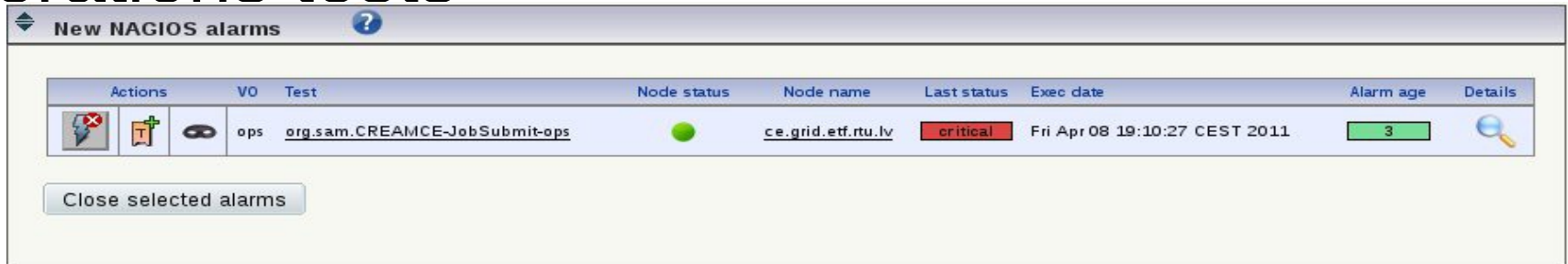
- Give a list of the nodes/service endpoints at the site.
  - Each end point label is a link to its entry in the GOCDB

| Hostname | Production | Monitored | Description | IP address |
|---|---|---|---|---|
| arc-ce.smokerings.nsc.liu.se | ● | ● | ARC-CE | |
| arc.bccs.uib.no | ● | ● | ARC-CE | |
| bdii.ndgf.org | ● | ● | Site-BDII | |
| ce01.titan.uio.no | ● | ● | ARC-CE | |
| fts001.nsc.liu.se | ● | ● | FTS | |
| gateway01.dcsc.ku.dk | ● | ● | ARC-CE | |
| jeannedarc.hpc2n.umu.se | ● | ● | ARC-CE | |
| mon-ngi.ndgf.org | ● | ● | National-NAGIOS | |
| srm.ndgf.org | ● | ● | SRM | |
| srm.ndgf.org | ● | ● | Classic-SE | |
| voms.ndgf.org | ● | ● | VOMS | |

# Alarms

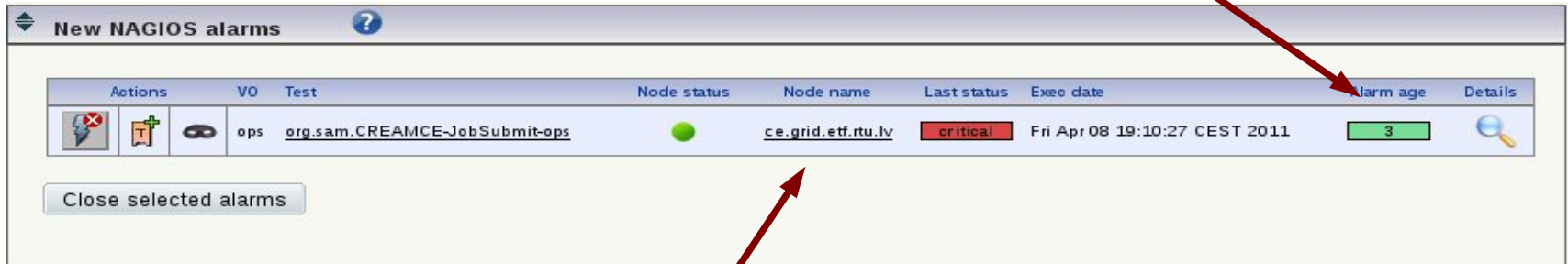- Alarm generation occurs for Nagios tests which are part of the OPS VO set of operations tests



- Alarms can be displayed in 3 states
  - OK
  - WARNING
  - CRITICAL

- Alarm age is given in hours
  - Weekends and generic public holidays are not included



- Clicking on the Node name will take you to the NAGIOS service status details for that node
- The test name links to a description of the test

# Alarms (3)

- Clicking on the details icon gives the history of the test results



Select to close an alarm

Select to create a ticket

Select to mask an alarm

- Only OK alarms should be closed!

# Alarms (4)

- Alarms assigned to tickets can be viewed in the "Assigned Alarms" drop down menu



- The "VO Alarms" drop down menu shows the status of LHC specific tests.

# Alarm Handling

- ## OK alarms
  - – Can be set to closed if problem has been resolved
    - Check the relevant box and click on "Close selected Alarms"
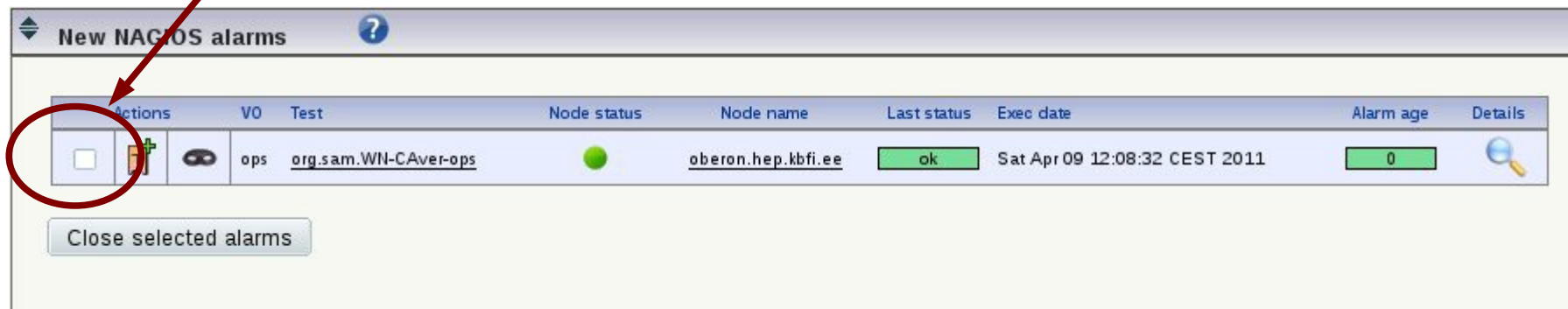
# Closing NON OK alarms

- There are certain situations where an ALARM can be closed in a NON OK state
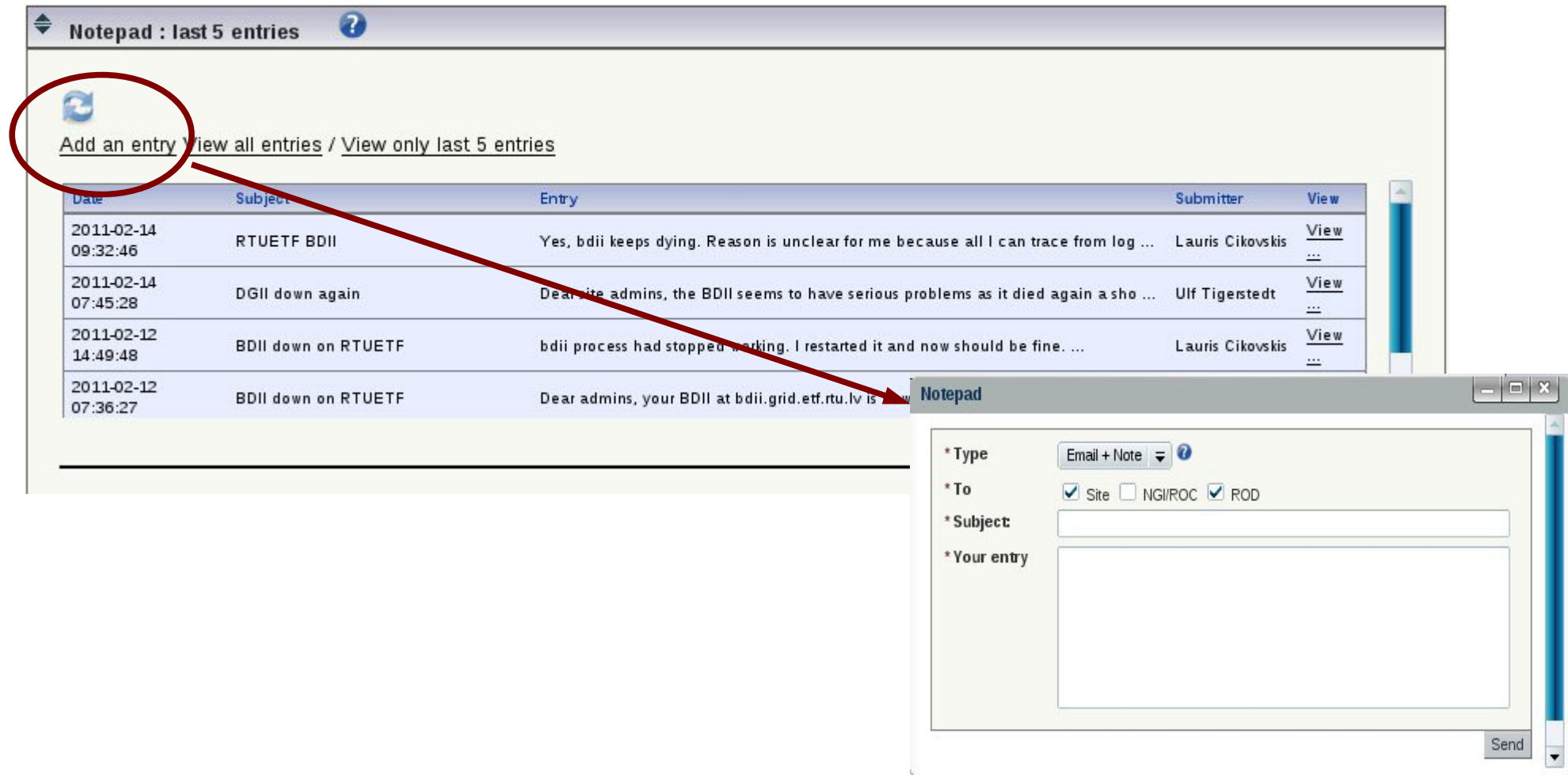


- You will be asked to explain why the alarm was closed
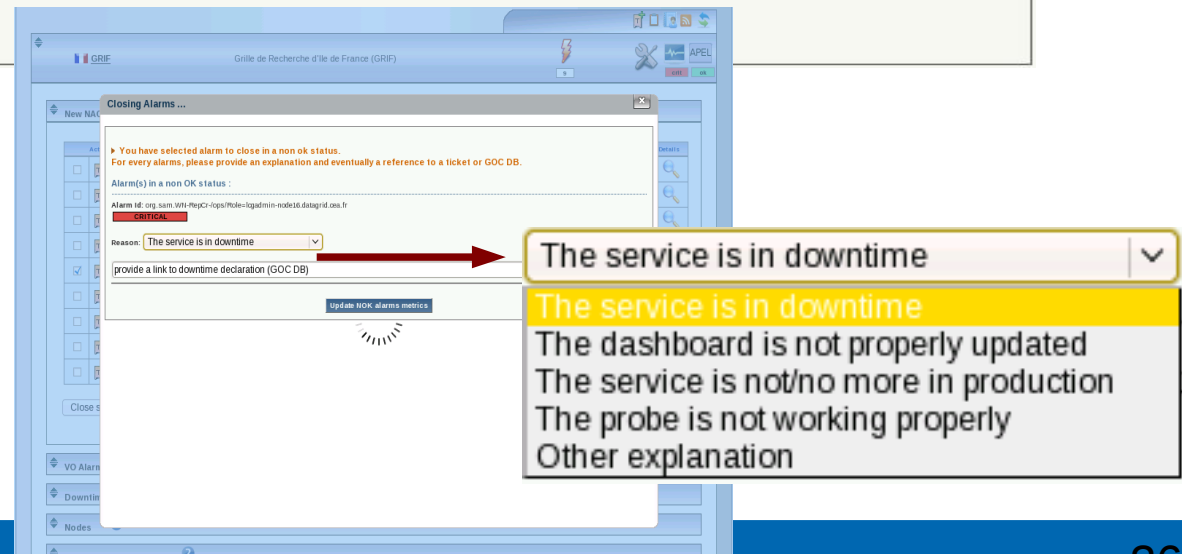
- ## < 24 hours old
  - Contact the site directly, and conveniently through the NOTEPAD



## OR from the drop down menu

# Notepad

- > 24 hours old
  - Create a GGUS ticket about the problem

# Creating a ticket



- **Most fields are prefilled**
  - Extra information can be added at the end in the main content window.

- \> 72 hours old
  - Alarm automatically appears on the COD dashboard
    - They will contact YOU!

# Masking Alarms

- If a site has multiple related alarms, they can be masked by a parent alarm



- Closing a parent alarm will automatically unmask masked alarms.  These will be closed ONLY if they are also in an OK state

# Tickets

- Viewed from the Ticket drop down menu



- Created through alarm view
  - Tickets must be created for alarms older than 24 hours
- Can also be created without an alarm

# Tickets (2)

- **Direct link to GGUS**
  - Used to see ticket history



- **Node link goes to NAGIOS instance**

- **Ticket age has a colour assigned to assist with easy age identification**

- **Expiration date turns red when ticket has expired**

# Updating Tickets

- Ticket updates are made by clicking on the update icon

  – Updates can be made without escalation when communicating with the site about how to solve the ticket

  – Try to assist site in solving ticket as much as possible

- When updating a ticket, remember to update the expiration date
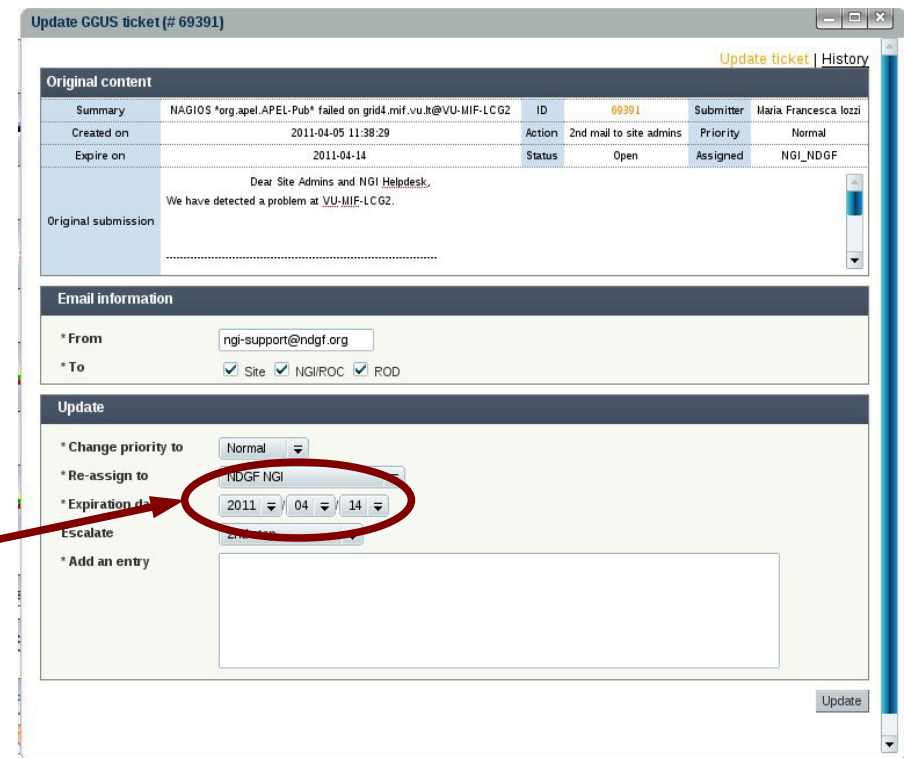
# Ticket escalation

- A site MUST respond to the ticket within 3 working days

- Tickets should be escalated in the following manner:
  - Escalate tickets after 2-3 days if there is no response from the site (max. 72 hours per escalation)
    - First escalation is listed as a "2nd Step" and equates to to a 2nd email to the site admins
    - Second escalation goes to Political Procedure (COD)
  - OLD (> 30 days) and EXPIRED tickets will be automatically escalated to the COD dashboard

- Setting the the Escalation to Problem Solved or Problem Unsolvable CLOSES a ticket
- Solved (and Unsolvable) tickets should, ideally, have a well written description of the solution to the problem.
  - Not applicable in all cases – use some discretion

NOTE:
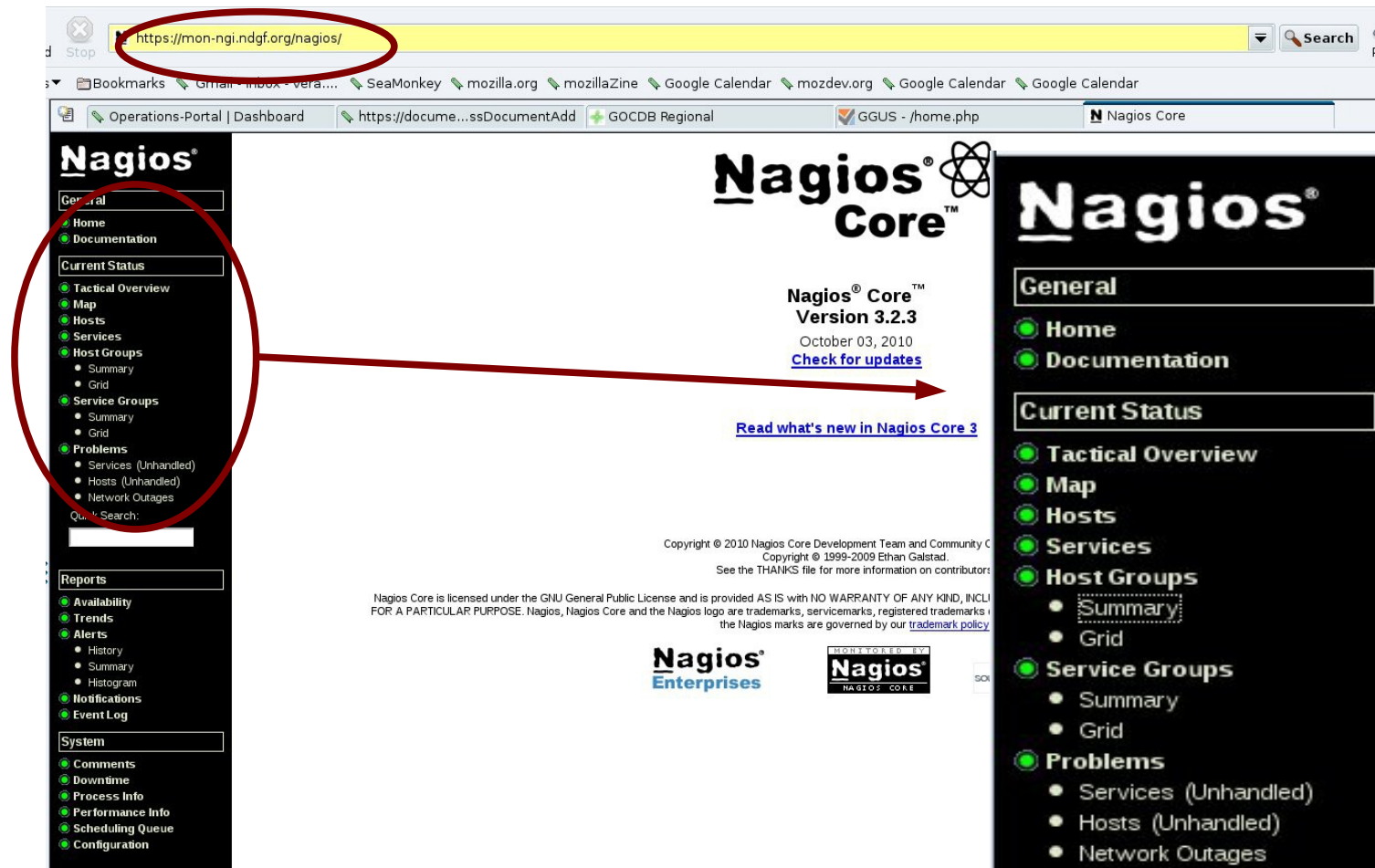
ALL TICKETS OPENED IN THE **DASHBOARD** MUST BE HANDLED THROUGH THE **DASHBOARD**

A quick overview of the Regional NAGIOS instance.

# NAGIOS (2)

# Tactical Overview

- Useful summary of the overall health status of the NGI/RIP

# Host Group Summary

- To quickly glance at the health of sites

# From alarm to NAGIOS

- Links from the Dashboard alarm to the test which failed



Failed test

- A failing test will give details about the reason of the failure:

- **Generally, a test which is not failing will look like:**

# Resubmitting a test

- You can reschedule a test from the Service Commands list

- You can see the history of the test status fro "Service State Trends"

# Test Trends (2)

# Explore!

- Roam through the NAGIOS pages to get a better understanding of the various options
  - Read the manual, or ask :)
    - Note that the NAGIOS manual from the NAGIOS pages is for generic NAGIOS.

# Useful Links

- Dashboard HowTo
    - https://documents.egi.eu/document/301

- ROD information
    - https://wiki.egi.eu/wiki/Grid_operations_oversight/ROD#ROD_duties

- NAGIOS (and SAM)
    - https://wiki.egi.eu/wiki/SAM

- GOCDB Input System
    - https://gocdb4.esc.rl.ac.uk/portal/index.php

- Links to various other tools
    - https://wiki.egi.eu/wiki/Tools