

Introduction to the Operations Dashboard

Basic Training Guide for EGI Operations
Vera Hansper

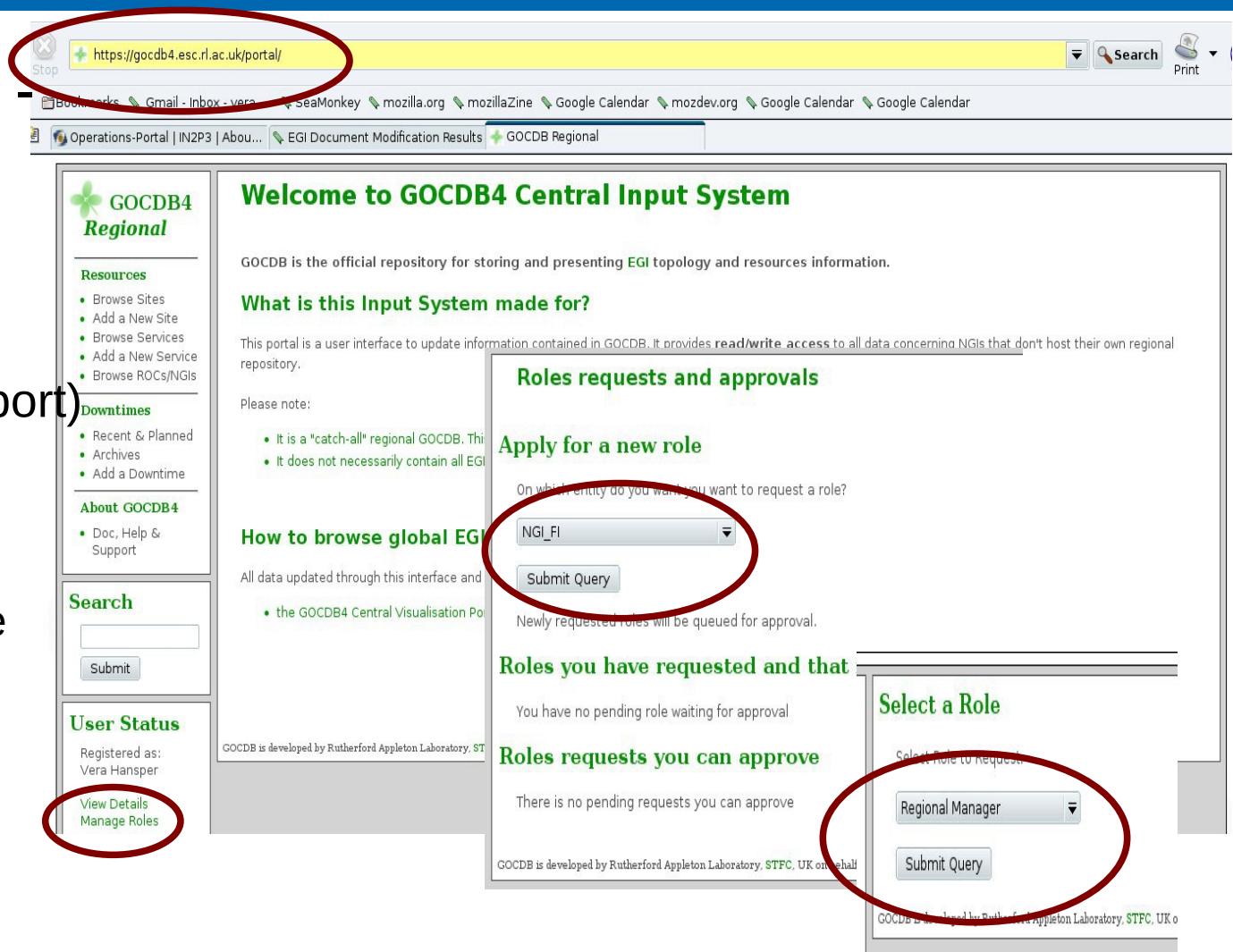
Steps for accessing the Operations Portal

<http://operations-portal.in2p3.fr/>

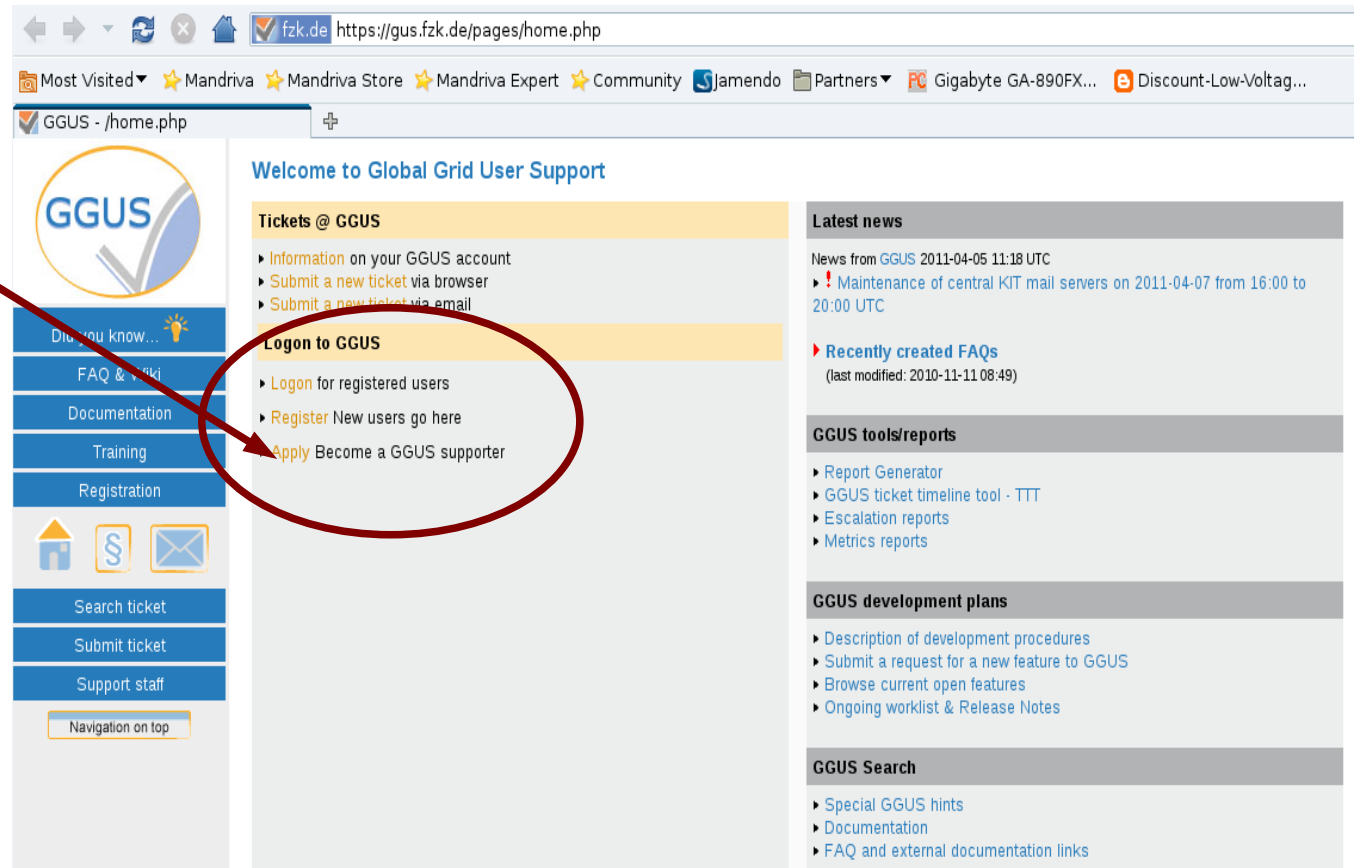
- Have an accredited DN delivered by your CA
- Register in
 - GOCDB
 - GGUS

Request a Regional role
 Regional Staff for ROD,
 or
 Regional 1st Line Support
 (if your NGI has 1st Line Support)

- Click on Manage Roles
- Select your NGI/RIP from the next page
- Select the required role



- Request a GGUS supporter role

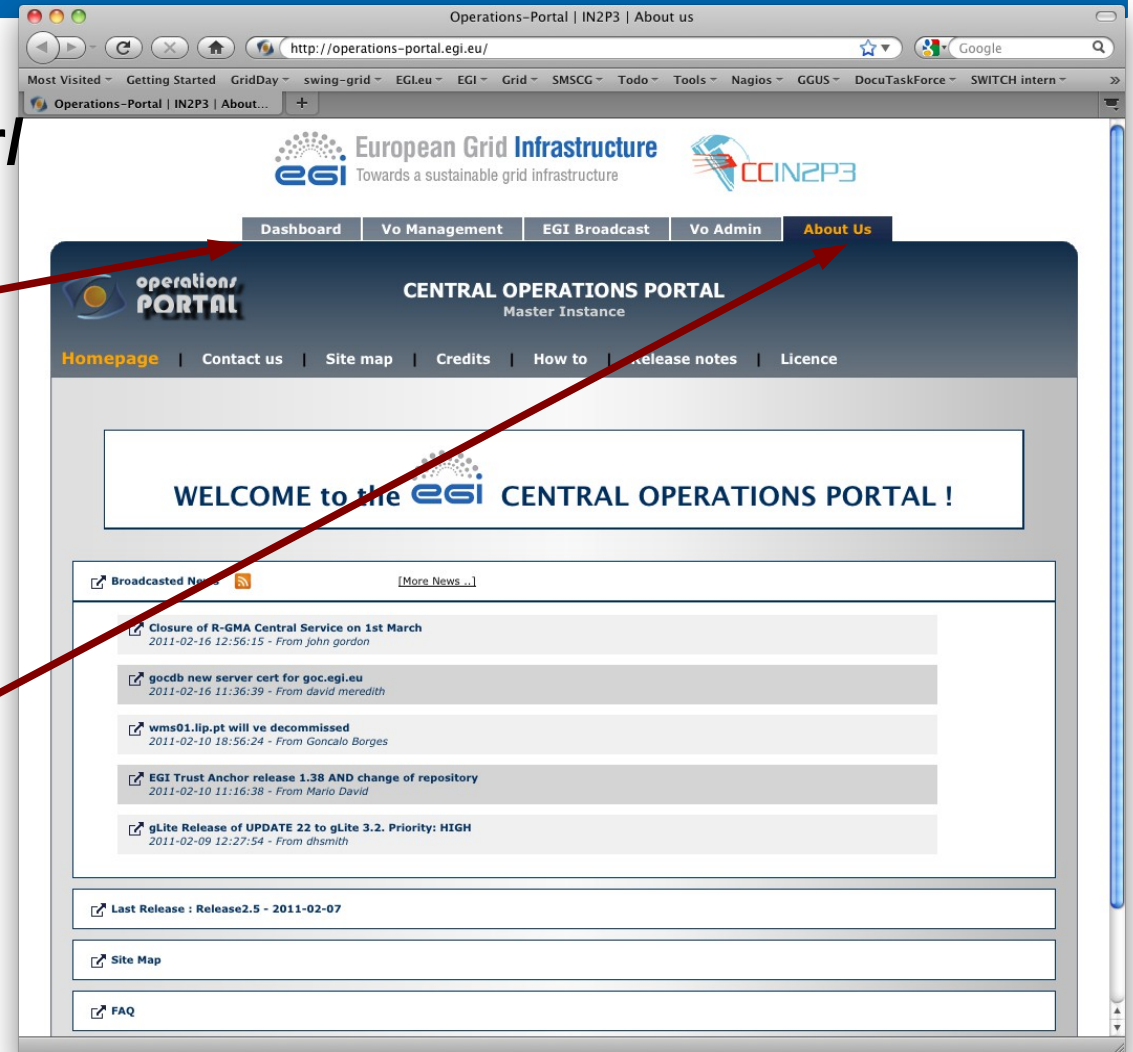


The screenshot shows the GGUS website home page. The browser address bar displays 'https://gus.fzk.de/pages/home.php'. The page title is 'Welcome to Global Grid User Support'. The main content area is divided into three columns. The left column contains a navigation menu with links for 'Dis you know...', 'FAQ & ...', 'Documentation', 'Training', 'Registration', 'Search ticket', 'Submit ticket', 'Support staff', and 'Navigation on top'. The middle column is titled 'Tickets @ GGUS' and contains links for 'Information on your GGUS account', 'Submit a new ticket via browser', 'Submit a new ticket via email', 'Logon to GGUS', and 'Apply Become a GGUS supporter'. The right column contains sections for 'Latest news', 'GGUS tools/reports', 'GGUS development plans', and 'GGUS Search'. A red circle highlights the 'Apply Become a GGUS supporter' link in the 'Logon to GGUS' section, with a red arrow pointing from the text 'Request a GGUS supporter role' to it.

<http://operations-portal.in2p3.fr/>

- Main Tabs

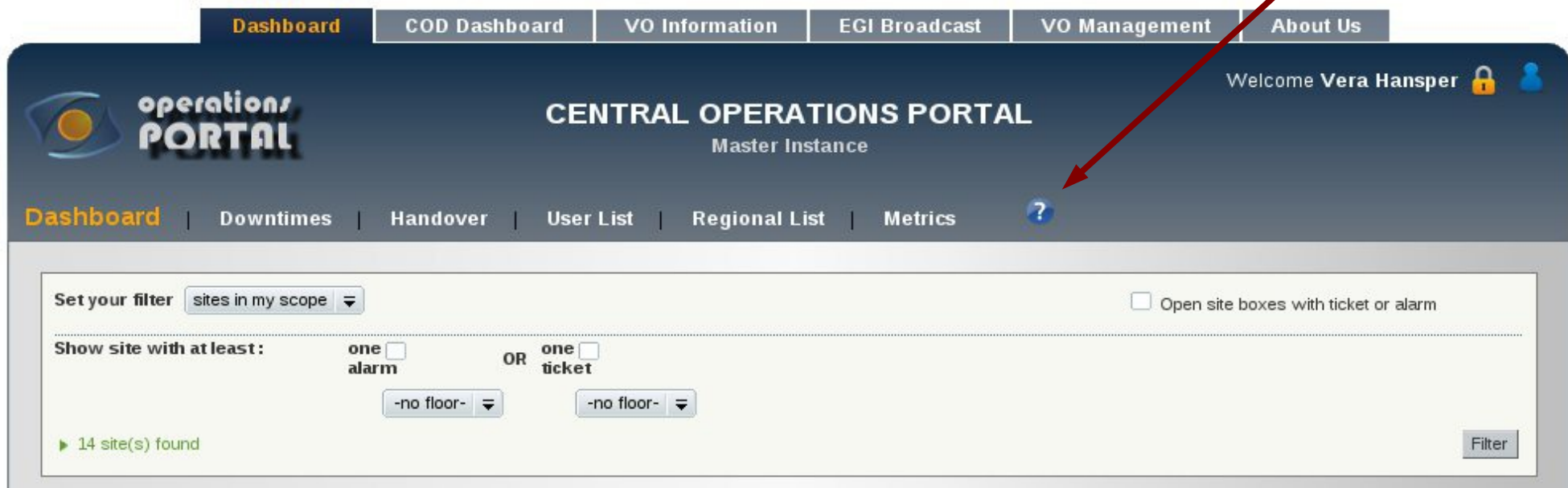
- **Dashboard**
- COD Dashboard
- VO Management
- EGI Broadcast
- VO Admin
- **About us**



The Operations Dashboard Tab

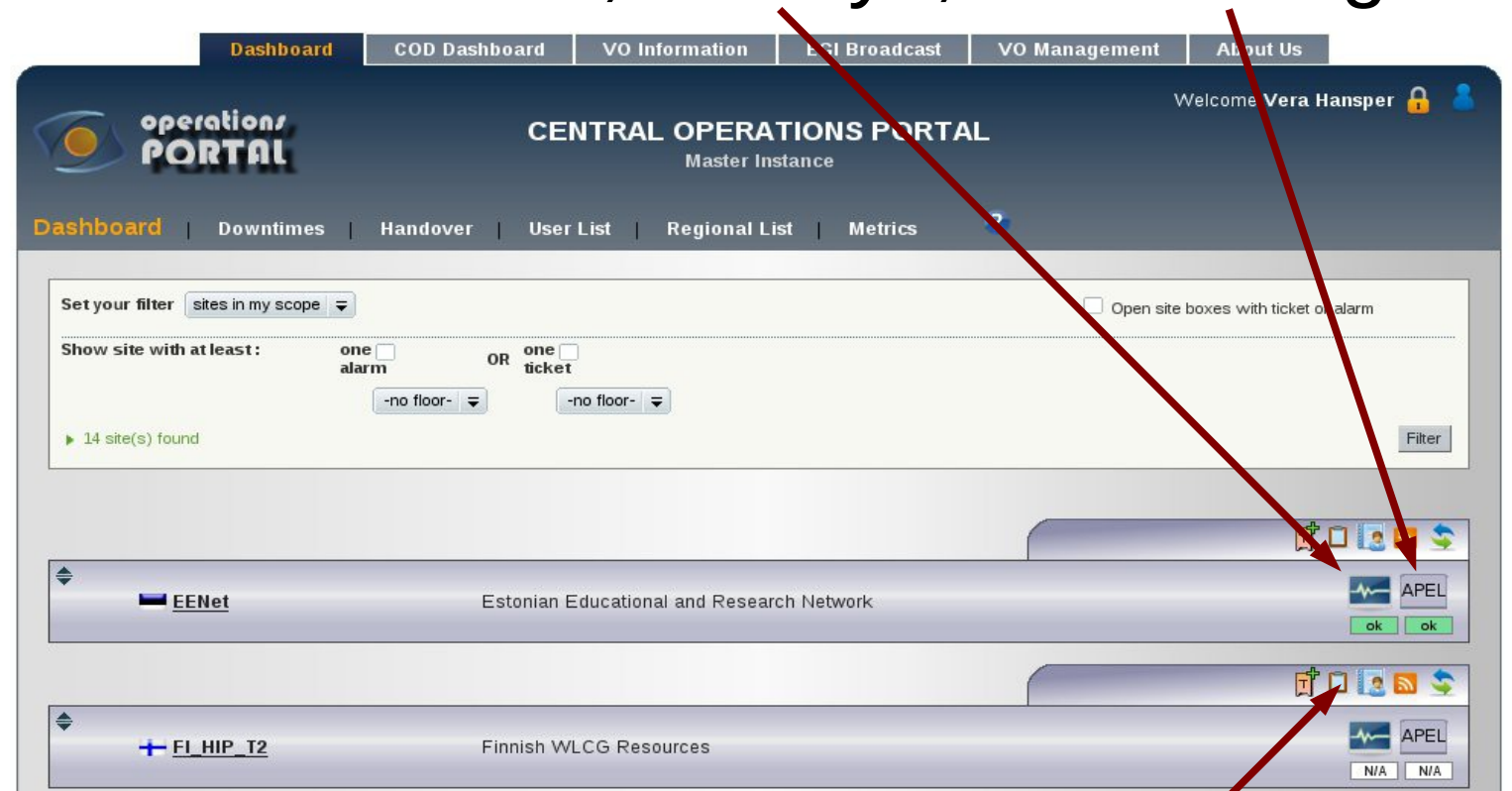
- Dashboard
- Downtimes
- Handover
- User List
- Regional List
- Metrics

Dashboard Howto Link



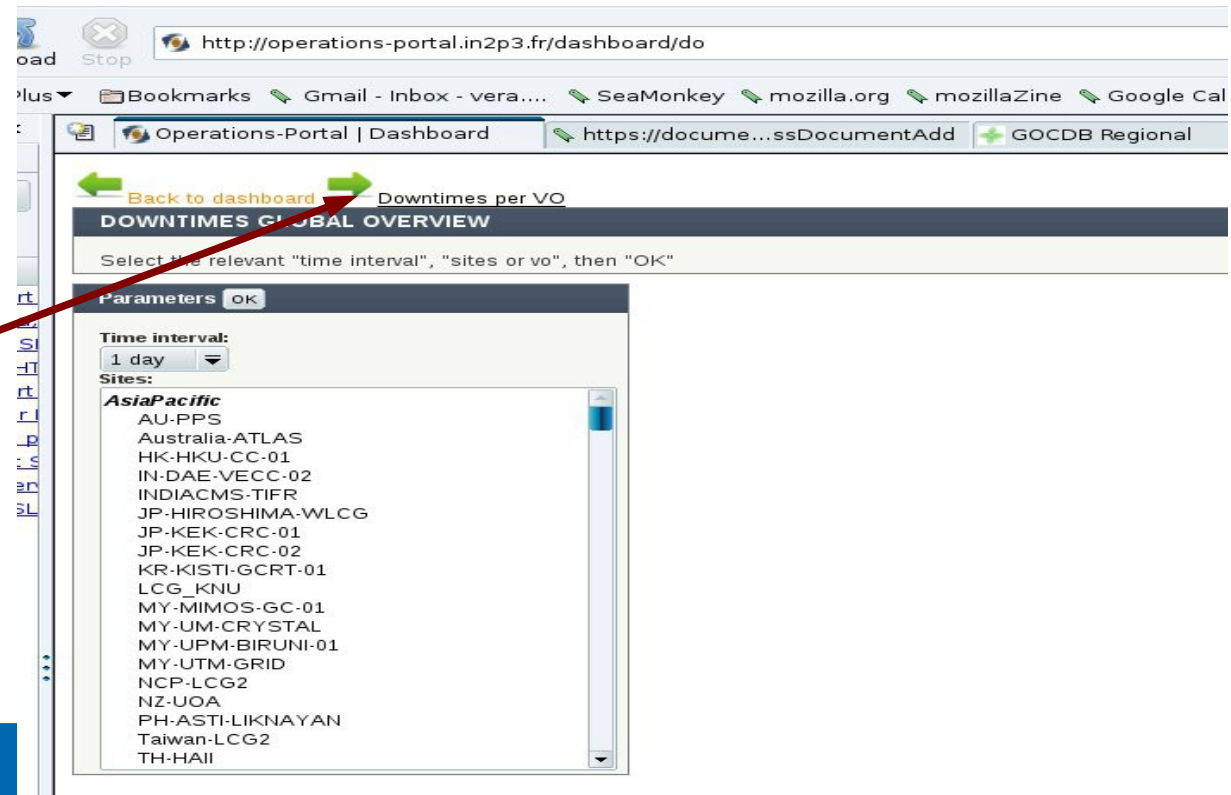
The screenshot shows the 'CENTRAL OPERATIONS PORTAL Master Instance' interface. At the top, there is a navigation bar with tabs: 'Dashboard' (highlighted), 'COD Dashboard', 'VO Information', 'EGI Broadcast', 'VO Management', and 'About Us'. Below this, a user greeting 'Welcome Vera Hansper' is visible. The main navigation area includes 'Dashboard', 'Downtimes', 'Handover', 'User List', 'Regional List', 'Metrics', and a help icon (a question mark in a blue circle). A red arrow points from the 'Dashboard Howto Link' text box to this help icon. The main content area features a filter section with 'Set your filter' (set to 'sites in my scope'), a checkbox for 'Open site boxes with ticket or alarm', and a 'Show site with at least:' section with options for 'one alarm' and 'one ticket', each with a '-no floor-' dropdown. A 'Filter' button is located at the bottom right of the filter section. A green message '14 site(s) found' is displayed at the bottom left of the main content area.

- Monitor sites, info sys, accounting
- View and act on alarms
- Create, update and close tickets



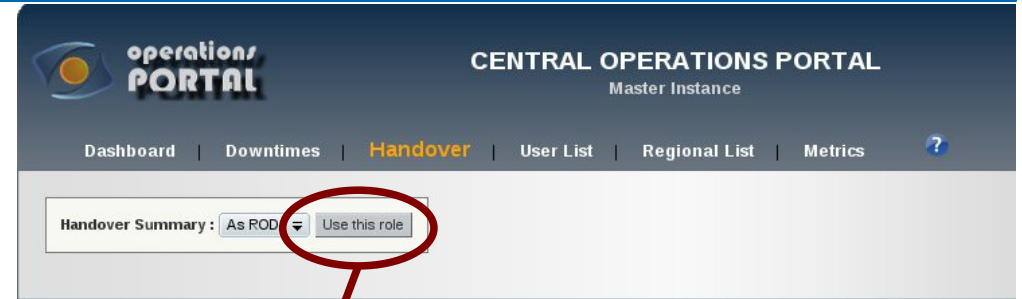
- Communicate with sites

- **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



Communication channel for communicating with

- Other ROD teams
- COD



Add a log

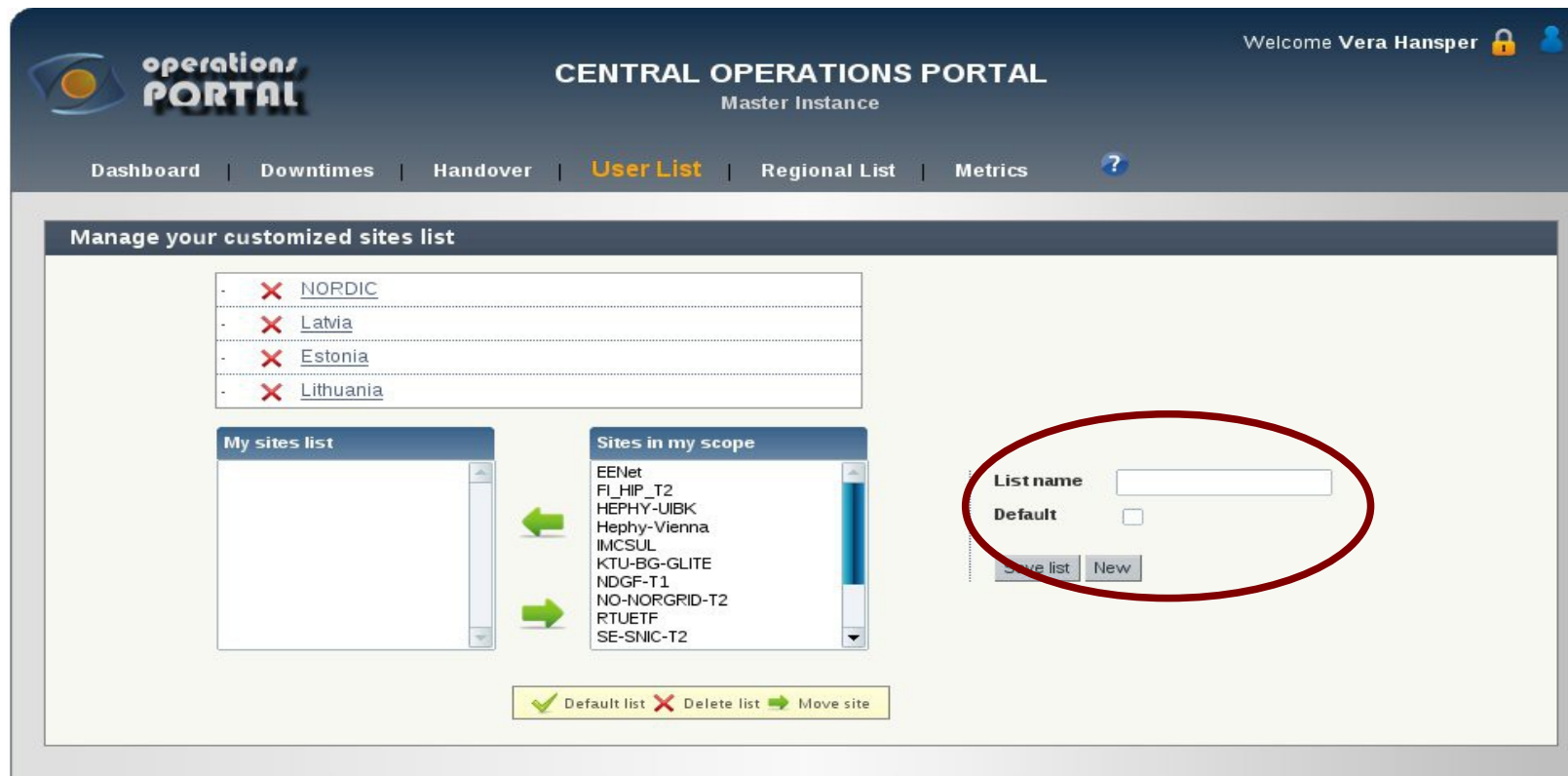
* From: NGLFI

* To: - COD -

* Subject: Handover :

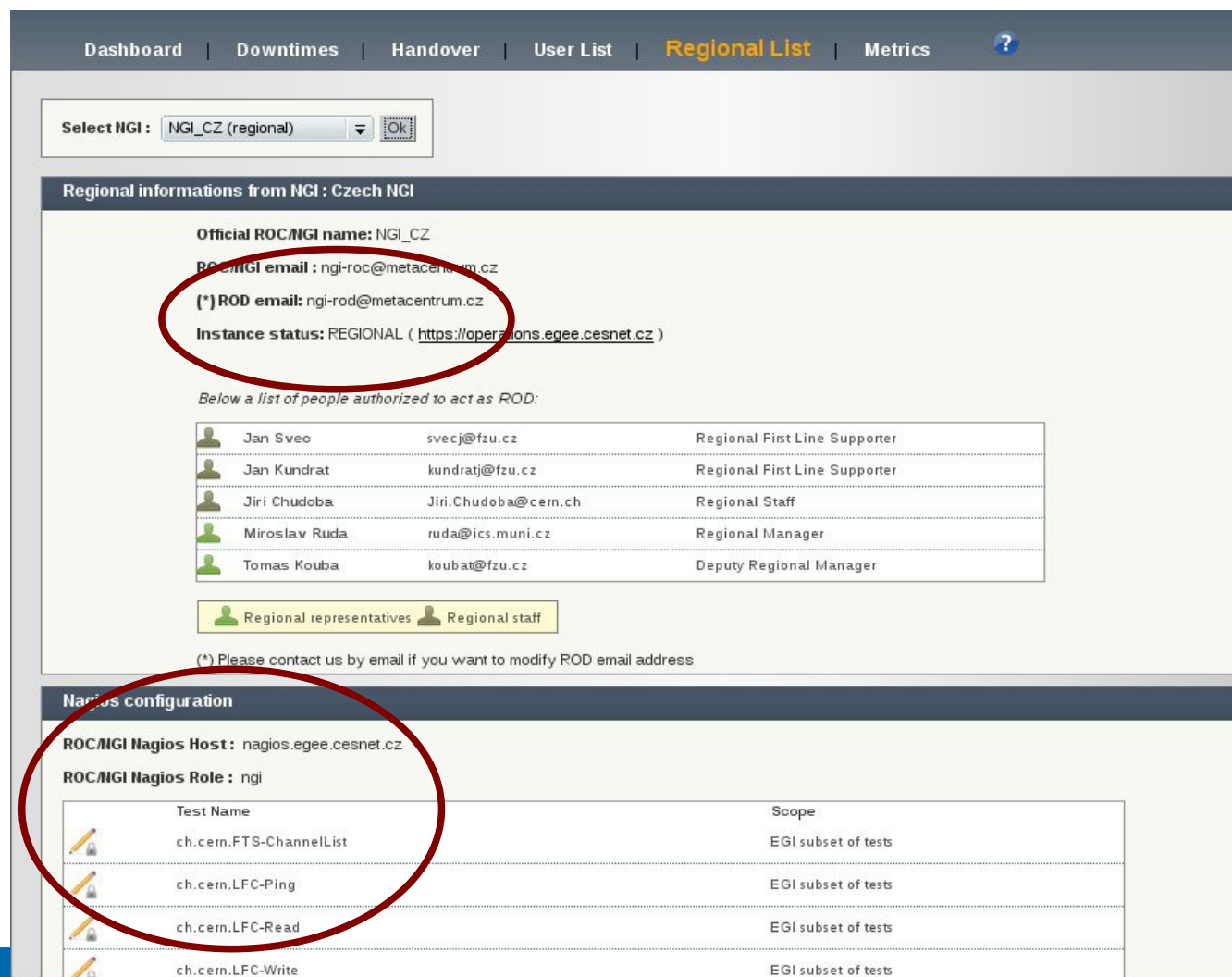
* Your message :
Your message

- Place to customise lists of sites in your region



The screenshot shows the 'User List' page in the 'CENTRAL OPERATIONS PORTAL Master Instance'. The page title is 'Manage your customized sites list'. It features a navigation bar with 'Dashboard', 'Downtimes', 'Handover', 'User List', 'Regional List', and 'Metrics'. The main content area is divided into three sections: a list of existing lists (NORDIC, Latvia, Estonia, Lithuania), a 'My sites list' (empty), and a 'Sites in my scope' list (EENet, FI_HIP_T2, HEPHY-UIBK, Hephy-Vienna, IMCSUL, KTU-BG-GLITE, NDGF-T1, NO-NORGRID-T2, RTUETF, SE-SNIC-T2). A red circle highlights the 'List name' input field and the 'Default' checkbox. Below the lists are buttons for 'Save list' and 'New', and a legend for 'Default list', 'Delete list', and 'Move site'.

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



Dashboard | Downtimes | Handover | User List | **Regional List** | Metrics ?

Select NGI: NGI_CZ (regional) [Ok]

Regional informations from NGI : Czech NGI

Official ROC/NGI name: NGI_CZ
 ROC/NGI email : ngi-roc@metacentrum.cz
 (*) ROD email: ngi-rod@metacentrum.cz
 Instance status: REGIONAL (<https://operations.egee.cesnet.cz>)

Below a list of people authorized to act as ROD:

	Jan Svec	svecj@fzu.cz	Regional First Line Supporter
	Jan Kundrat	kundratj@fzu.cz	Regional First Line Supporter
	Jiri Chudoba	Jiri.Chudoba@cern.ch	Regional Staff
	Miroslav Ruda	ruda@ics.muni.cz	Regional Manager
	Tomas Kouba	koubat@fzu.cz	Deputy Regional Manager

Regional representatives Regional staff

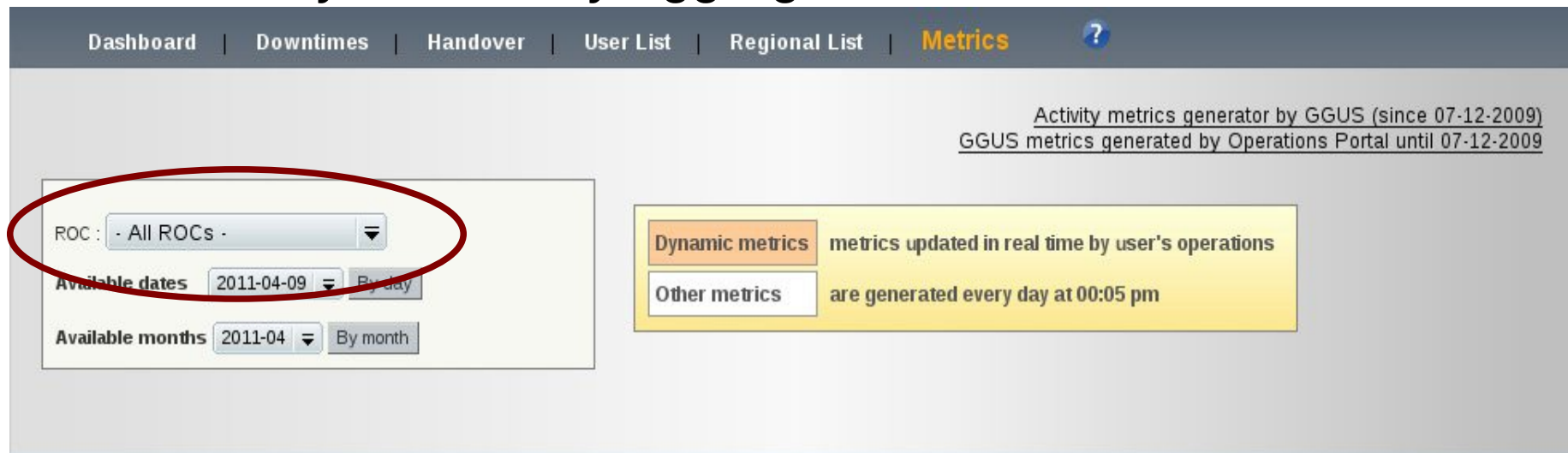
(*) Please contact us by email if you want to modify ROD email address

Nagios configuration

ROC/NGI Nagios Host : nagios.egee.cesnet.cz
 ROC/NGI Nagios Role : ngi

Test Name	Scope
ch.cern.FTS-ChannelList	EGI subset of tests
ch.cern.LFC-Ping	EGI subset of tests
ch.cern.LFC-Read	EGI subset of tests
ch.cern.LFC-Write	EGI subset of tests

- 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



The screenshot shows a web interface for the 'Metrics' section. The navigation bar includes 'Dashboard', 'Downtimes', 'Handover', 'User List', 'Regional List', and 'Metrics'. Below the navigation bar, there is a title 'Activity metrics generator by GGUS (since 07-12-2009)' and a subtitle 'GGUS metrics generated by Operations Portal until 07-12-2009'. The main content area contains a form with the following fields:

- ROC:** A dropdown menu currently showing '- All ROCs -', which is circled in red.
- Available dates:** A date selector showing '2011-04-09' and a 'By day' button.
- Available months:** A month selector showing '2011-04' and a 'By month' button.

To the right of the form, there is a yellow box with two sections:

- Dynamic metrics:** metrics updated in real time by user's operations
- Other metrics:** are generated every day at 00:05 pm

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

Activity metrics generator by GGUS (since 07-12-2009)
GGUS metrics generated by Operations Portal until 07-12-2009

ROC: NGL_FRANCE

Available dates: 2011-04-09 By day

Available months: 2011-04 By month

Dynamic metrics: metrics updated in real time by user's operations

Other metrics: are generated every day at 00:05 pm

NGL_FRANCE metrics for 2011-04 - (table view)

Date	New Alarms	Assigned Alarms	A<24h	A<48h	A<72h	A+72h	T Open	T Expiring	T Expired	A Closed	A Closed NOK	T Opened	T Closed	QualityMetric
2011-04-09	1	0	1	0	0	0	0	0	0	0	0	0	0	1
2011-04-08	6	0	6	0	0	0	0	0	0	14	8	6	0	0.57
2011-04-07	6	0	6	0	0	0	0	0	0	9	9	0	0	1
2011-04-06	0	0	0	0	0	0	0	0	0	1	1	0	0	1
2011-04-05	10	5	2	7	0	1	7	3	2	11	3	8	0	0.27
2011-04-04	40	5	39	0	0	1	7	0	2	18	17	1	0	0.94
2011-04-03	28	5	27	0	0	1	7	0	2	0	0	0	0	1
2011-04-02	12	5	11	0	0	1	7	0	2	0	0	0	0	1
2011-04-01	5	3	1	0	3	1	5	2	0	6	6	0	2	1

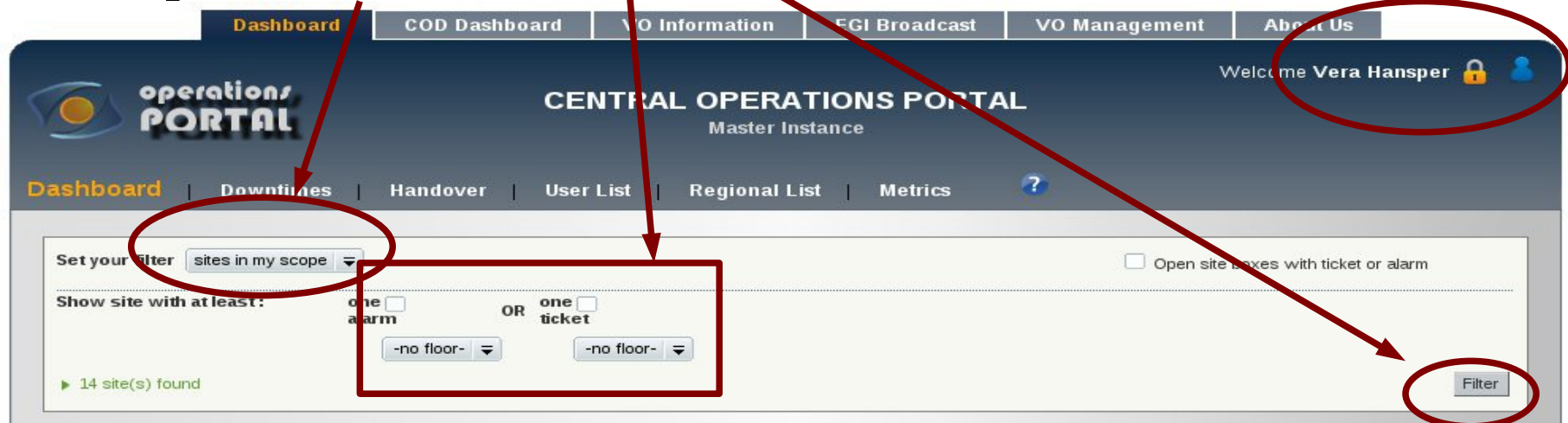
NGL_FRANCE metrics for 2011-04 - (csv view)

```
SITE,NEW ALARMS,ASSIGNED ALARMS,A<24h,A<48h,A<72h,A+72h,TICKETS OPEN,TICKETS EXPIRING,TICKETS EXPIRED,ALARMS CLOSED,ALARMS CLOSED NOK,TICKETS OPENED,TICKETS CLOSED,QUALITY METRIC
2011-04-09;1;0;1;0;0;0;0;0;0;0;0;0;0;1
2011-04-08;6;0;6;0;0;0;0;0;0;14;8;6;0;0;0.57
2011-04-07;6;0;6;0;0;0;0;0;0;9;9;0;0;0;1
2011-04-06;0;0;0;0;0;0;0;0;0;1;1;0;0;0;1
2011-04-05;10;5;2;7;0;1;7;3;2;11;3;8;0;7;0.27
2011-04-04;40;5;39;0;0;1;7;0;2;18;17;1;0;0;0.94
2011-04-03;28;5;27;0;0;1;7;0;2;0;0;0;0;0;1
2011-04-02;12;5;11;0;0;1;7;0;2;0;0;0;0;0;1
2011-04-01;5;3;1;0;3;1;5;2;0;6;6;0;2;0;1
TOTAL;108;23;93;7;3;5;33;5;8;59;44;15;2;7;0.75
```

NGL_FRANCE metrics for 2011-04 - Non Ok Alarms Closed (table view)

NGI	Site	Alarm Id
NGL_FRANCE	IN2P3-LAPP	org.sam.CREAMCE-JobSubmit-/ops/Role=lcgadmin-lapp-ce02.in2p3.fr CRITICAL Reason: Other explanation => Nagios probe status not pushed correctly to the dashboard Status is OK instead of critical
NGL_FRANCE	IN2P3-LPC	org.sam.CREAMCE-JobSubmit-/ops/Role=lcgadmin-clrccce03.in2p3.fr CRITICAL

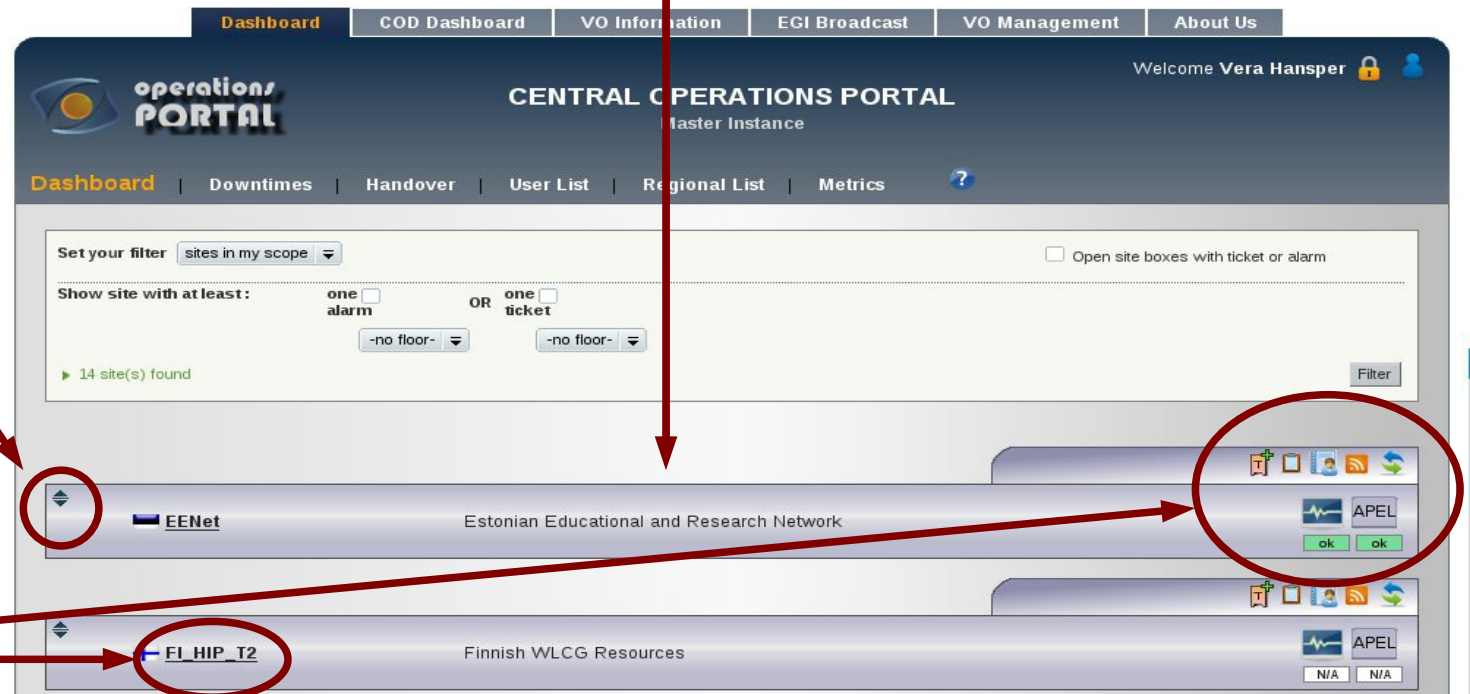
- Gives you information about you and your role
- Set filters at top of Page
- Lets you also view other NGIs/RIPs



The screenshot shows the 'CENTRAL OPERATIONS PORTAL' interface. At the top, there is a navigation bar with tabs: Dashboard, COD Dashboard, VO Information, EGI Broadcast, VO Management, and About Us. Below this is a user profile section displaying 'Welcome Vera Hansper' with a lock icon and a user icon. The main content area has a secondary navigation bar with tabs: Dashboard, Downtimes, Handover, User List, Regional List, and Metrics. A filter section is visible, including a dropdown menu for 'Set your filter' (currently set to 'sites in my scope'), a checkbox for 'Open site boxes with ticket or alarm', and a section for 'Show site with at least:' with options for 'one alarm' and 'one ticket', each with a '-no floor-' dropdown. A 'Filter' button is located at the bottom right of the filter section. Red arrows and circles highlight the user profile, the filter dropdown, the filter options, and the Filter button.

Site "Bar"

- Allows you to monitor a site
- Drop down menus for more information
- Clickable icons for some actions



The screenshot displays the 'CENTRAL OPERATIONS PORTAL' interface. At the top, there are navigation tabs: 'Dashboard', 'COD Dashboard', 'VO Information', 'EGI Broadcast', 'VO Management', and 'About Us'. Below this, a secondary navigation bar includes 'Dashboard', 'Downtimes', 'Handover', 'User List', 'Regional List', and 'Metrics'. The main content area features a filter section with 'Set your filter' set to 'sites in my scope' and a search criteria section for 'Show site with at least: one alarm OR one ticket'. Below the filter, it indicates '14 site(s) found'. The site list shows two entries: 'EENet' (Estonian Educational and Research Network) and 'FI_HIP_T2' (Finnish WLCG Resources). Each site entry has a dropdown arrow on the left and a set of icons on the right. The 'FI_HIP_T2' entry is highlighted with a red circle, and its dropdown arrow is also circled. The icons for both sites include a plus sign, a document, a person, and a refresh symbol. The 'EENet' site has 'APEL' status with two 'ok' buttons, while 'FI_HIP_T2' has 'N/A' status with two 'N/A' buttons. A red oval highlights the icons for both sites, and a red arrow points from the text 'Clickable icons for some actions' to this area.

 Create a ticket

 Send a note

 View site report

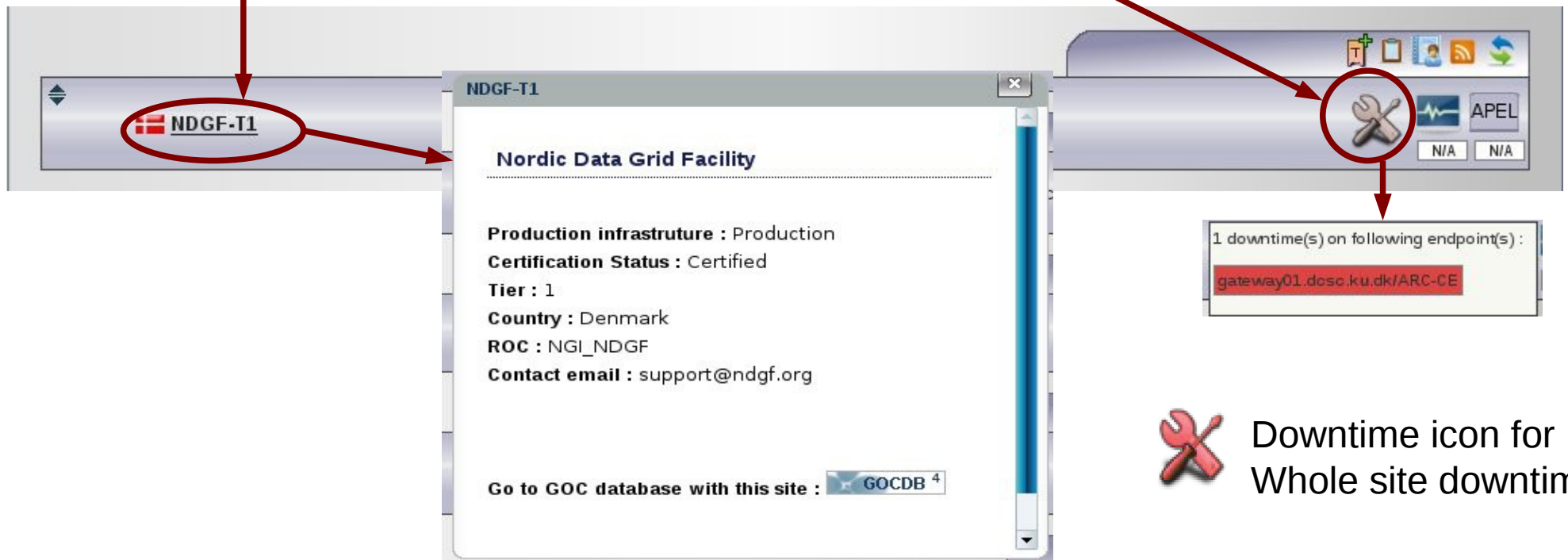
 RSS feed

 Refresh data



- GSTAT status
- Accounting status

- Downtime information
- GOCDDB (site contact information)



The screenshot displays the EGI site management interface. On the left, a list of sites includes 'NDGF-T1', which is circled in red. A red arrow points from this site name to a detailed view window titled 'NDGF-T1'. This window contains the following information:

- Nordic Data Grid Facility**
- Production infrastructure** : Production
- Certification Status** : Certified
- Tier** : 1
- Country** : Denmark
- ROC** : NGI_NDGF
- Contact email** : support@ndgf.org

At the bottom of the window, there is a button labeled 'Go to GOC database with this site : GOCDDB 4'. To the right of the main interface, a red wrench icon is circled in red. A red arrow points from this icon to a notification box that reads: '1 downtime(s) on following endpoint(s) : gateway01.dcs.c.ku.dk/ARC-CE'. Below this notification, a legend shows a red wrench icon next to the text 'Downtime icon for Whole site downtime'.

- 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.



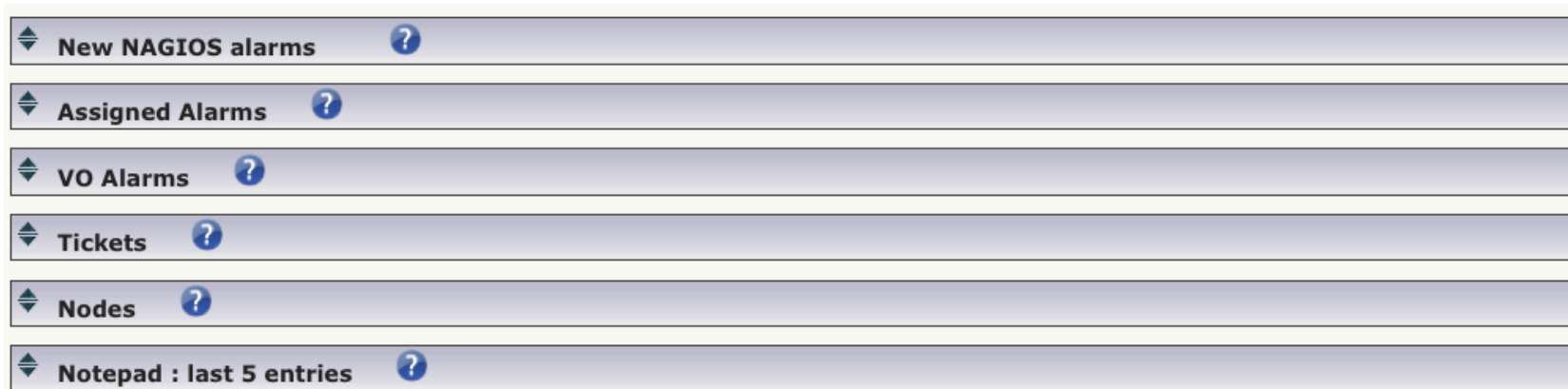
- The alarm symbol indicates that N alarms have appeared for the site



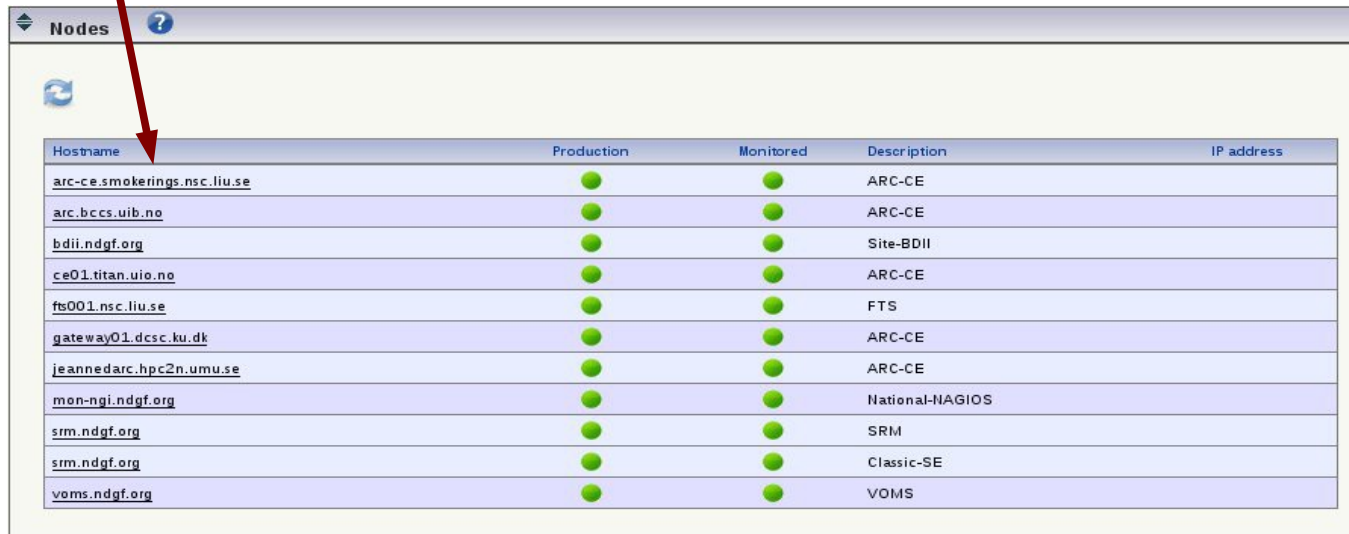
Alarm symbols in grey indicate masked alarms

Alarms ages :
 0-24h : 1
 24-72h : 1
 + 72h : 0

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

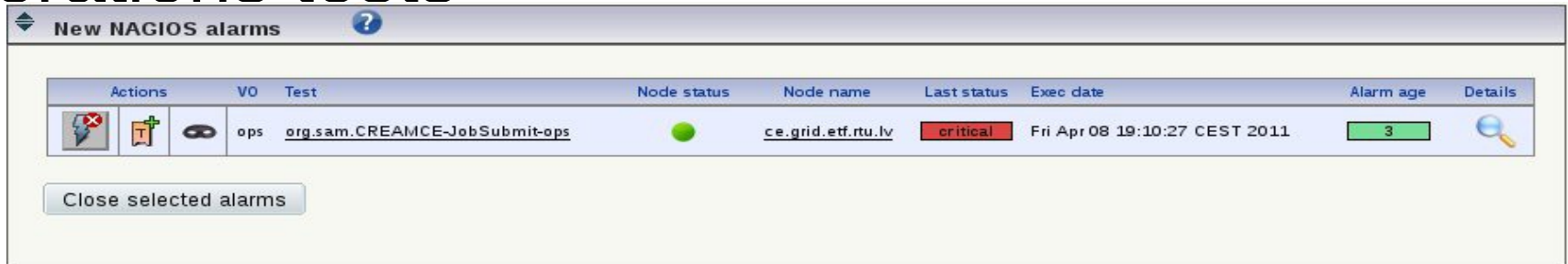






- Give a list of the nodes/service endpoints at the site.
 - Each end point label is a link to its entry in the GOCDB



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	

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



Actions	VO	Test	Node status	Node name	Last status	Exec date	Alarm age	Details
  	ops	org.sam.CREAMCE-JobSubmit-ops	●	ce.grid.etf.rtu.lv	critical	Fri Apr 08 19:10:27 CEST 2011	3	

Close selected alarms

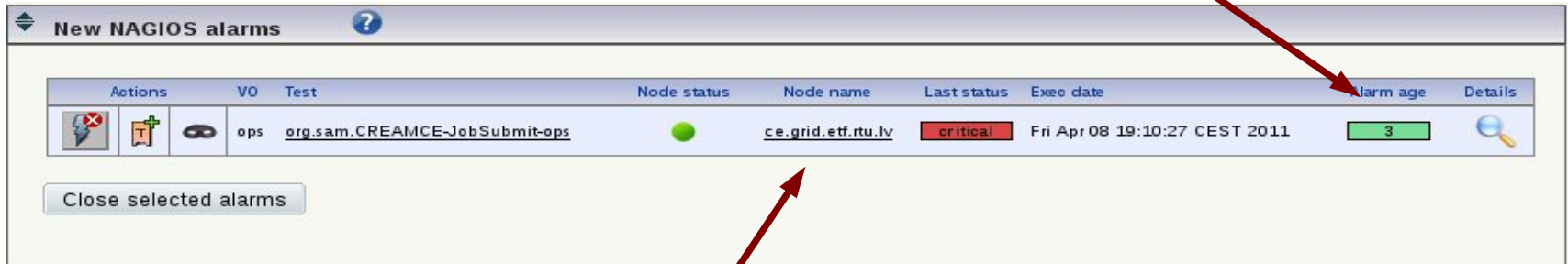
- Alarms can be displayed in 3 states






— **OK**

— **WARNING**

— **CRITICAL**

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



Actions	VO	Test	Node status	Node name	Last status	Exec date	Alarm age	Details
  	ops	org.sam.CREAMCE-JobSubmit-ops		ce.grid.etf.rtu.lv	critical	Fri Apr 08 19:10:27 CEST 2011	3	

Close selected alarms

- 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

- 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!

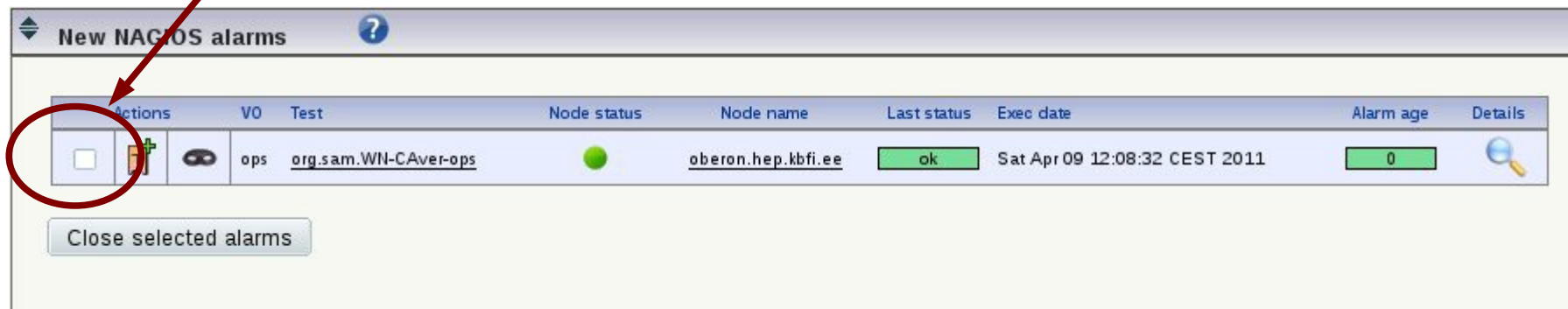
- Alarms assigned to tickets can be viewed in the “Assigned Alarms” drop down menu

Assigned Alarms ?							
VO	Test	Node status	Node name	Last status	Exec date	Alarm age	Details
ops	org.sam.CREAMCE-JobSubmit-/ops /Role=lcgadmin	●	svr026.gla.scotgrid.ac.uk	critical	Mon Feb 21 05:13:20 CET 2011	N/A	

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

VO Alarms ?	
CMS :	■ ■ ■ ■ ■
LHCb :	■ ■ ■ ■
Atlas :	■
	<div style="border: 1px solid black; padding: 2px;"> VO NAME : Atlas SENSOR : SRMv2 NODE NAME : srm.ndgf.org STATUS : ok EXEC TIME : 2011-04-09 18:29:55 </div>

- OK alarms
 - Can be set to closed if problem has been resolved
 - Check the relevant box and click on “Close selected Alarms”

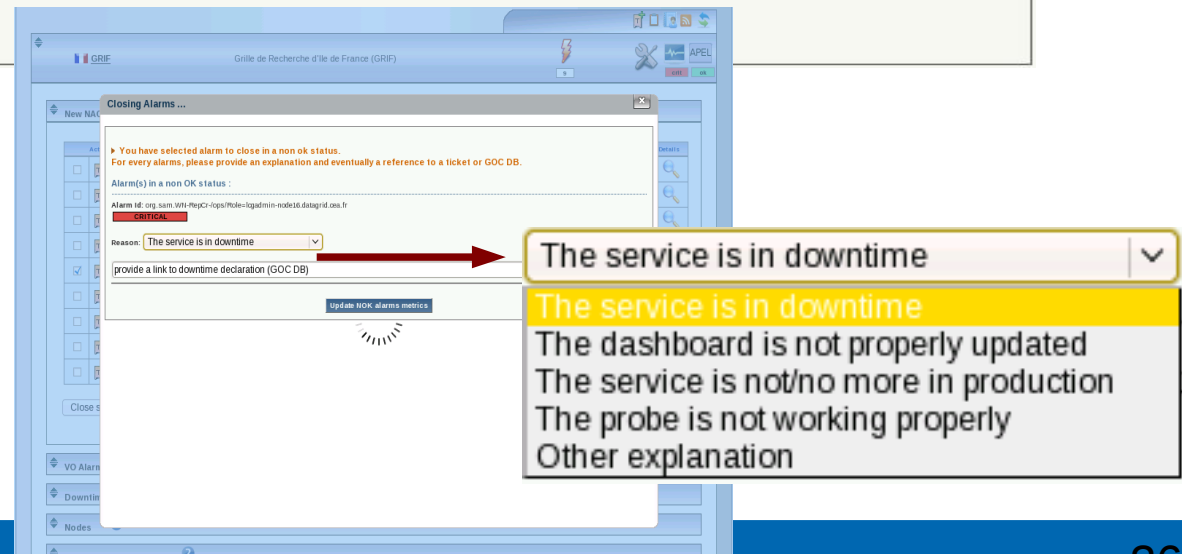


Closing NON OK alarms

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



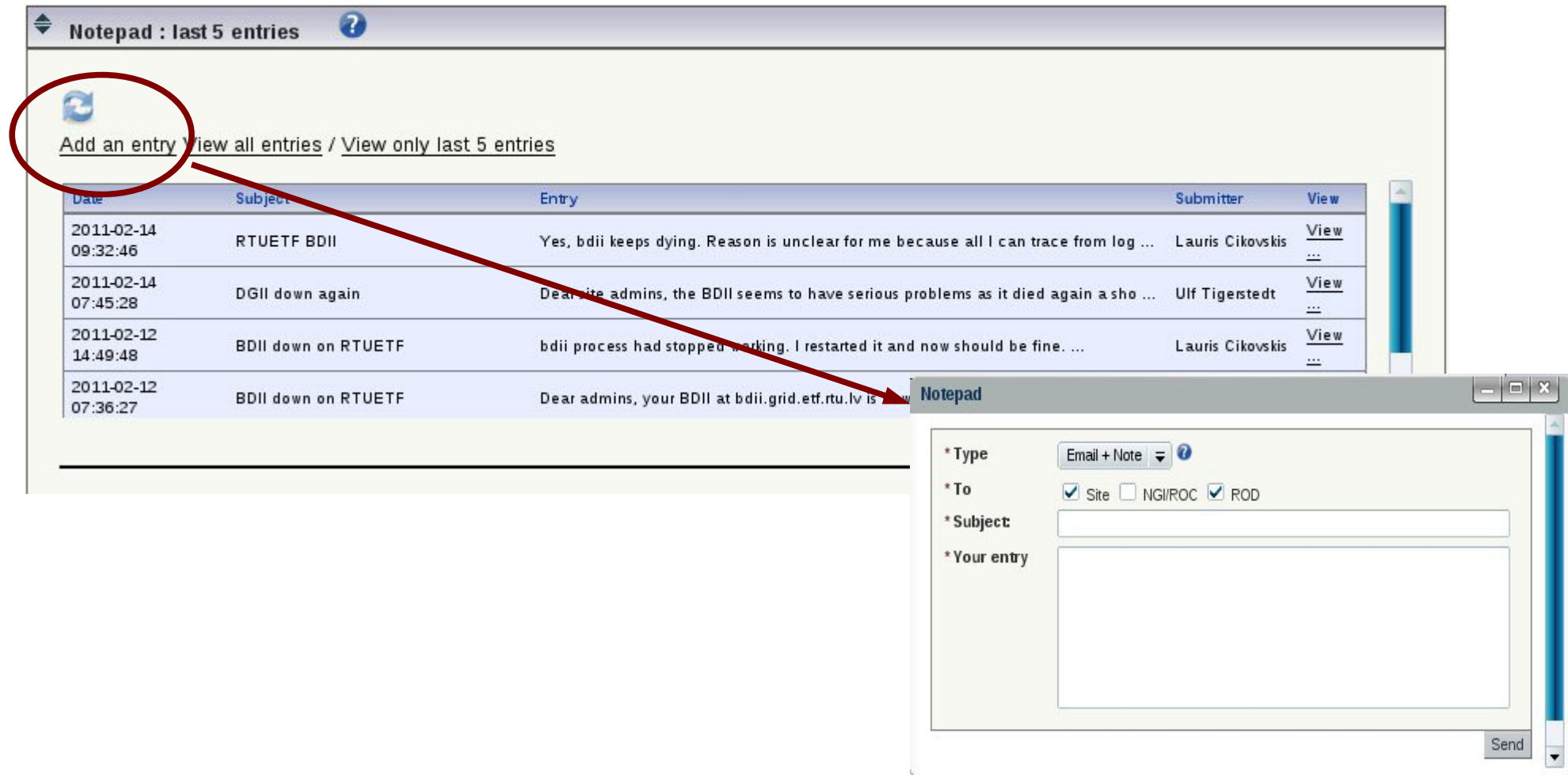
- You will be asked to explain why the alarm was closed



- < 24 hours old
 - Contact the site directly, and conveniently through the NOTEPAD



OR from the drop down menu



Notepad : last 5 entries

[Add an entry](#) / [View all entries](#) / [View only last 5 entries](#)

Date	Subject	Entry	Submitter	View
2011-02-14 09:32:46	RTUETF BDII	Yes, bdii keeps dying. Reason is unclear for me because all I can trace from log ...	Lauris Cikovskis	View ...
2011-02-14 07:45:28	DGII down again	Dear site admins, the BDII seems to have serious problems as it died again a sho ...	Ulf Tigerstedt	View ...
2011-02-12 14:49:48	BDII down on RTUETF	bdii process had stopped working. I restarted it and now should be fine. ...	Lauris Cikovskis	View ...
2011-02-12 07:36:27	BDII down on RTUETF	Dear admins, your BDII at bdii.grid.etf.rtu.lv is ...		

Notepad

* Type: ?

* To: Site NGI/ROC ROD

* Subject:

* Your entry:

Send

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



Create a ticket and contact RTUETF

Email information

* From:

* To: Site NGI/ROC ROD

Ticket information

Main item group of the ticket: org.sam.CREAMCE

Submitter:

* Subject:

* Header content: Dear Site Admins and NGI Helpdesk,
We have detected a problem at RTUETF.

Below, you can describe the detected problem :

* Main content: *org.sam.CREAMCE-JobSubmit-ops* is failing on : ce.grid.efr.tu.lv
Failure detected on : Sat Apr 09 19:25:47 CEST 2011 (UTC)
View failure history and details on NAGIOS portal :
<https://mon-ngi.ndgf.org/nagios/cgi-bin/status.cgi?host=ce.grid.efr.tu.lv>
View some details about the test description : <https://twiki.cern.ch/twiki/bin/view/EGE/AMBER-test-Scripts#CREAMCE>

* Footer content: Could you please have a look ?
Thank you
Vera Hansper - NDGF NGI

* Priority: Normal

* Assign to: NDGF NGI

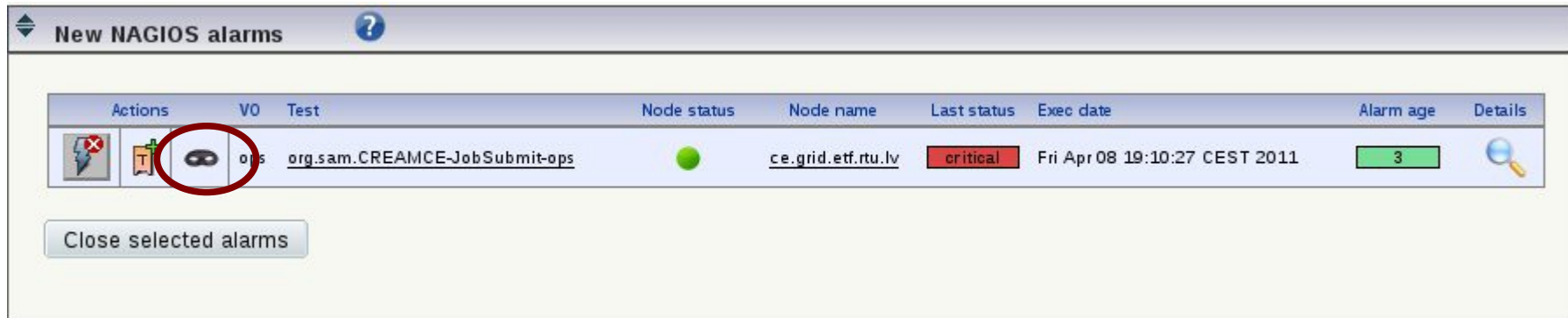
* Expiration date: 2011 / 04 / 12





Submit

- 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!

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




Actions	VO	Test	Node status	Node name	Last status	Exec date	Alarm age	Details
  	ops		●	ce.grid.etf.rtu.lv	critical	Fri Apr 08 19:10:27 CEST 2011	3	

Close selected alarms

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

- Viewed from the Ticket drop down menu

Update	GGUS Id	Node	Age(day)	Item	Submitter	Assigned to	Expiration date	Action taken	Alarm Id	Alarm Status
	69391	grid4.mif.vu.lt	3	org.apel.APEL	Maria Francesca lozzi	NGI_NDGF	2011-04-14	2nd mail to site admins	org.apel.APEL-Pub-grid4.mif.vu.lt	critical

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

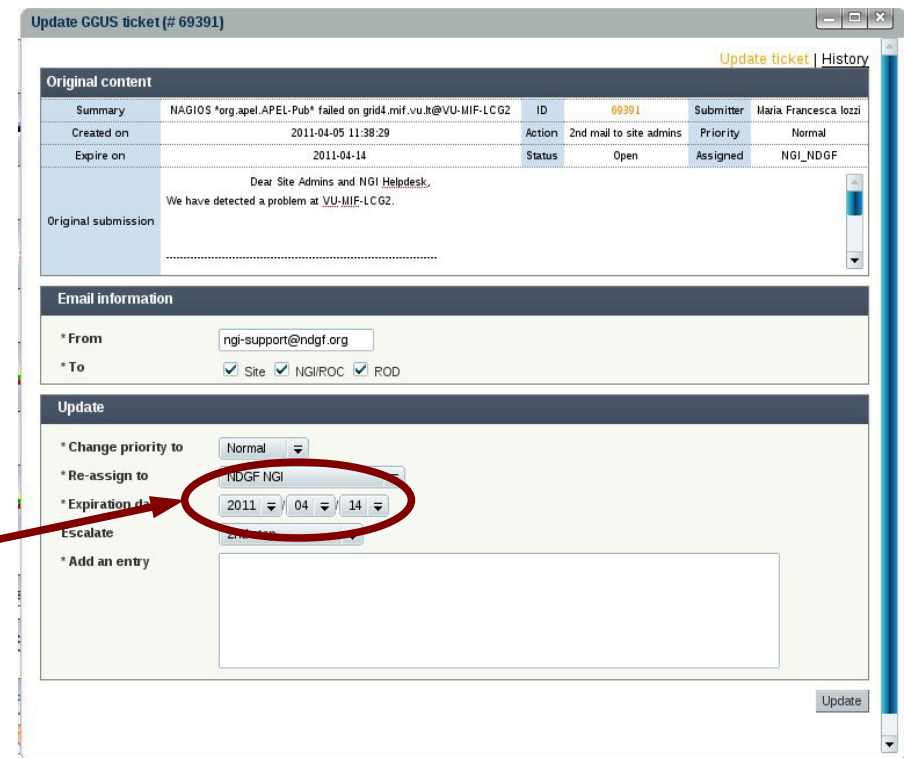
- Direct link to GGUS
 - Used to see ticket history



Update	GGUS Id	Node	Age(day)	Item	Submitter	Assigned to	Expiration date	Action taken	Alarm Id	Alarm Status
	69391	grid4.mif.vu.lt	3	org.apel.APEL	Maria Francesca Iozzi	NGI_NDGF	2011-04-14	2nd mail to site admins	org.apel.APEL-Pub-grid4.mif.vu.lt	critical

- 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

- 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



- 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



The screenshot shows a 'Update' form with several dropdown menus. The 'Escalate' dropdown menu is highlighted with a red circle and is set to '2nd step'. Other visible options include 'Change priority to' (Normal), 'Re-assign to' (NDGF NGI), and 'Expiration date' (2011, 04, 14).

- 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:

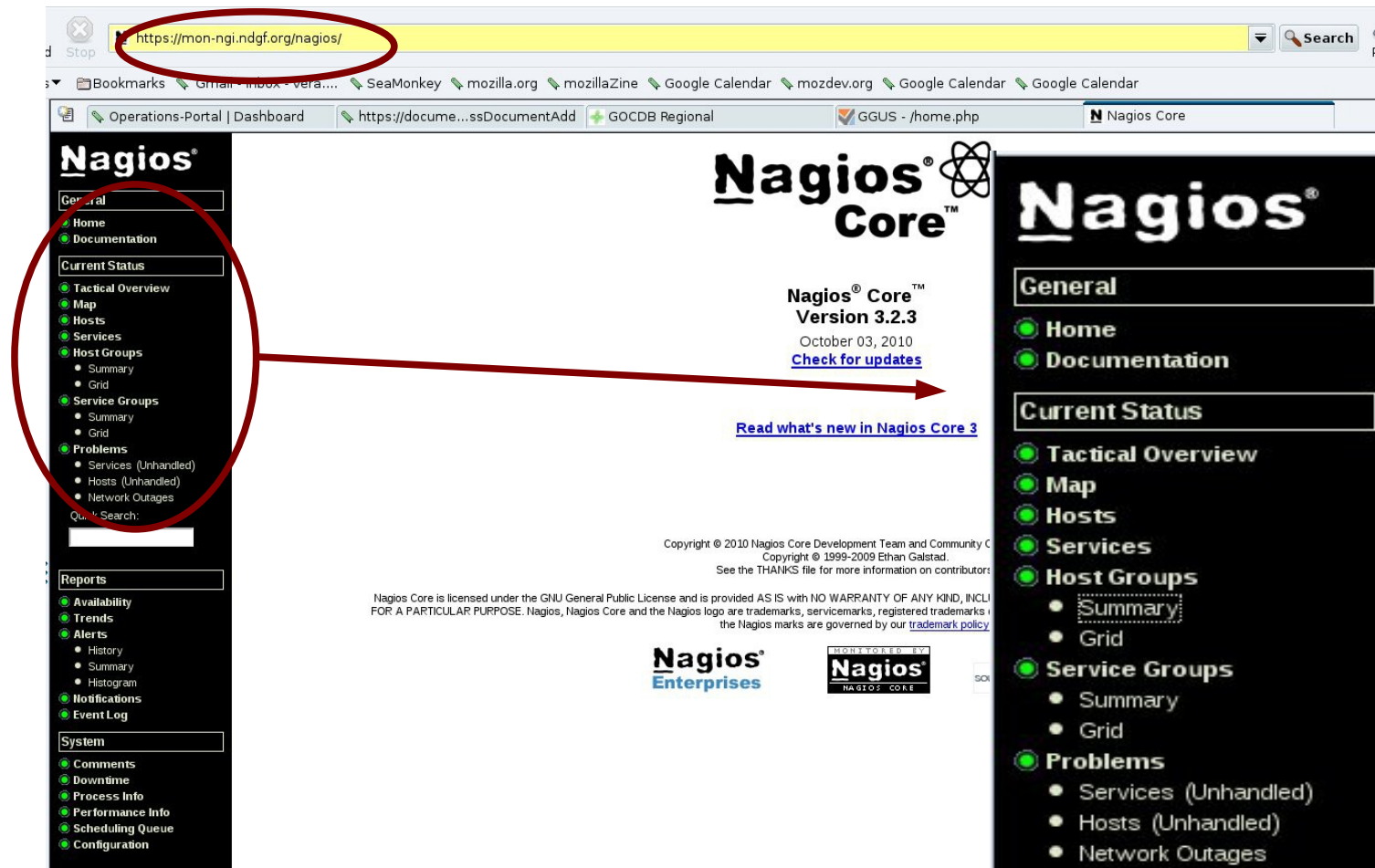
**ALL TICKETS OPENED IN THE DASHBOARD
MUST BE HANDLED THROUGH THE
DASHBOARD**



NAGIOS

A quick overview of the Regional NAGIOS instance.

NAGIOS (2)



https://mon-ngi.ndgf.org/nagios/

Nagios®

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 - Network Outages

Quick Search:

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 - Histogram
- Notifications
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System

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- Downtime
- Process Info
- Performance Info
- Scheduling Queue
- Configuration

Nagios® Core™

Nagios® Core™
Version 3.2.3
October 03, 2010
[Check for updates](#)

[Read what's new in Nagios Core 3](#)

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Nagios®
Enterprises

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NAGIOS CORE

Nagios®

General

- Home
- Documentation

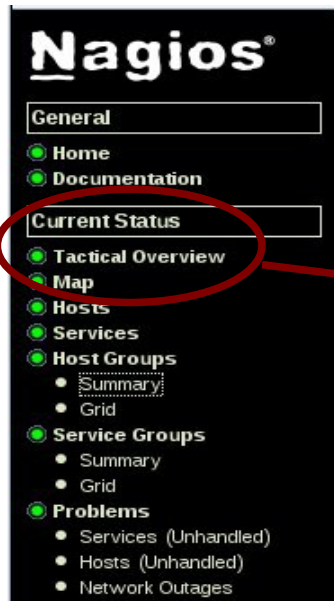
Current Status

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Tactical Overview

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



Tactical Monitoring Overview
Last Updated: Sun Apr 10 05:32:02 CEST 2011
Updated every 601 seconds
Nagios® Core™ 3.2.3 - www.nagios.org
Logged in as /O=Grid/O=NorduGrid/OU=csc.f/CN=Vera.Hansper

Monitoring Performance

Service Check Execution Time:	0.00 / 600.08 / 6.434 sec
Service Check Latency:	0.00 / 0.87 / 0.152 sec
Host Check Execution Time:	0.01 / 0.12 / 0.019 sec
Host Check Latency:	0.07 / 0.54 / 0.233 sec
# Active Host / Service Checks:	78 / 262
# Passive Host / Service Checks:	0 / 343

Network Outages
0 Outages

Hosts

0 Down	0 Unreachable	78 Up	0 Pending
1 Disabled			

Services

15 Critical	9 Warning	0 Unknown	573 Ok	8 Pending
12 Unhandled Problems	9 Unhandled Problems	325 Disabled	8 Disabled	
3 Disabled				

Monitoring Features

Flap Detection	Notifications	Event Handlers	Active Checks	Passive Checks
Enabled 105 Services Disabled No Services Flapping All Hosts Enabled No Hosts Flapping	Enabled All Services Enabled All Hosts Enabled	Enabled All Services Enabled All Hosts Enabled	Enabled 136 Services Disabled 1 Host Disabled	Enabled All Services Enabled All Hosts Enabled

Network Health

Host Health: █

Service Health: █



Host Group Summary

- To quickly glance at the health of sites

Current Network Status
 Last Updated: Sun Apr 10 05:34:13 CEST 2011
 Updated every 601 seconds
 Nagios® Core™ 3.2.3 - www.nagios.org
 Logged in as /O=Grid/O=NorduGrid/OU=csc.N/CN=Vera Hansper

[View Service Status Detail For All Host Groups](#)
[View Host Status Detail For All Host Groups](#)
[View Status Overview For All Host Groups](#)
[View Status Grid For All Host Groups](#)

Host Status Totals

Up	Down	Unreachable	Pending
78	0	0	0

All Problems **All Types**

0	78
---	----

Service Status Totals

Ok	Warning	Unknown	Critical	Pending
573	9	0	15	8

All Problems **All Types**

24	605
----	-----

Status Summary For All Host Groups

Host Group	Host Status Summary	Service Status Summary
131 OK		
Austria (Austria)	15 UP	2 CRITICAL, 1 Unhandled, 1 Disabled
Denmark (Denmark)	11 UP	9 WARNING, 2 Unhandled, 8 CRITICAL, 8 Unhandled, 4 PENDING
Estonia (Estonia)	12 UP	77 OK
Finland (Finland)	4 UP	36 OK, 1 CRITICAL, 1 Unhandled
Latvia (Latvia)	8 UP	63 OK, 2 CRITICAL, 1 Unhandled, 1 Disabled
Lithuania (Lithuania)	20 UP	98 OK, 2 CRITICAL, 1 Unhandled, 1 Disabled
Norway (Norway)	3 UP	28 OK
Sweden (Sweden)	5 UP	45 OK, 4 PENDING
Aliases of host bdi1.ndgf.org (alias-bdi1.ndgf.org)	2 UP	8 OK
Aliases of host bdi2.ndgf.org (alias-bdi2.ndgf.org)	1 UP	4 OK
Aliases of host grad1.uppmax.uu.se (alias-grad1.uppmax.uu.se)	1 UP	8 OK, 4 PENDING
Nagios internal servers (nagios)	No matching hosts	No matching services
APEL nodes (node-APEL)	12 UP	111 OK, 3 CRITICAL, 1 Unhandled, 2 Disabled

Nagios®

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 - Summary!**
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 - Summary
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 - Hosts (Unhandled)
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From alarm to NAGIOS

- Links from the Dashboard alarm to the test which failed

Actions	VO	Test	Node status	Node name	Last status	Exec date	Alarm age	Details
				hephygr.oeaw.ac.at	critical	Fri Apr 08 19:55:32 CEST 2011	2	

https://mon-ngi.ndgf.org/nagios/cgi-bin/status.cgi?host=hephygr.oeaw.ac.at

Current Network Status
 Last Updated: Sun Apr 10 05:47:18 CEST 2011
 Updated every 601 seconds
 Nagios® Core™ 3.2.3 - www.nagios.org
 Logged in as /O=NordU/OU=NorduGrid/OU=csc.#/CN=Vera Hansper

[View History For This Host](#)
[View Notifications For This Host](#)
[View Service Status Detail For All Hosts](#)

Host Status Totals

Up	Down	Unreachable	Pending
1	0	0	0

[All Problems](#) [All Types](#)

0 1

Service Status Totals

Ok	Warning	Unknown	Critical	Pending
14	0	0	1	0

[All Problems](#) [All Types](#)

1 15

Service Status Details For Host 'hephygr.oeaw.ac.at'

Host	Service	Status	Last Check	Duration	Attempt	Status Information
hephygr.oeaw.ac.at	hr_srce_CADist-Check-ops	OK	04-07-2011 04:25:45	30d 7h 49m 26s	1/2	r5b18.grid.local: CA DIST OK - The official version is 1.38. Using AAACertificateServices to get CA distribution version. CA distribution is correctly installed.
	hr_srce_CREAMCE-CertLifetime	OK	04-10-2011 03:01:00	54d 6h 46m 53s	1/2	CERT LIFETIME OK - Certificate will expire in 336.46 days (Mar 11 12:08:45 2012 GMT)
	org_sam_CREAMCE-JobState-ops	OK	04-10-2011 05:45:46	0d 2h 31m 27s	1/2	OK: [Running] https://wms204.cern.ch:9000/5Ve5tNB43paaumN3CxJw
	org_sam_CREAMCE-JobSubmit-ops	CRITICAL	04-10-2011 03:00:51	2d 13h 1m 53s	2/2	CRITICAL: [12W/2] [Running->Cancelled [timeout/dropped]]
	org_sam_WN-BI-ops	OK	04-07-2011 04:25:45	85d 14h 25m 36s	1/2	r5b18.grid.local: OK: getCE: hephygr.oeaw.ac.at:8443/cream-pbs-ops
	org_sam_WN-CAVer-ops	OK	04-07-2011 04:25:48	30d 7h 49m 23s	1/2	r5b18.grid.local: OK
	org_sam_WN-Csh-ops	OK	04-07-2011 04:25:47	85d 14h 25m 34s	1/2	r5b18.grid.local: OK
	org_sam_WN-Rep-ops	OK	04-07-2011 04:26:26	6d 4h 20m 52s	1/2	r5b18.grid.local: OK: success.
	org_sam_WN-RepCr-ops	OK	04-07-2011 04:26:00	6d 4h 21m 18s	1/2	r5b18.grid.local: OK: File was copied to SE hephyse.oeaw.ac.at and registered in LFC prod-lfc-shared-central.cern.ch. CLI
	org_sam_WN-RepDel-ops	OK	04-07-2011 04:26:27	6d 4h 20m 52s	1/2	r5b18.grid.local: OK: Replicas for [lfn:/grid/ops/SAM/sam-lcg-rm-cr-r5b18.grid.local:110407022551.7176233] were deleted. CLI
	org_sam_WN-RepFree-ops	OK	04-07-2011 04:25:48	11d 0h 41m 36s	1/2	r5b18.grid.local: OK: ok
	org_sam_WN-RepGet-ops	OK	04-07-2011 04:26:08	6d 4h 21m 11s	1/2	r5b18.grid.local: OK: File was copied from SRM. Diff successful. CLI
	org_sam_WN-RepServ-ops	OK	04-07-2011 04:25:48	85d 14h 25m 33s	1/2	r5b18.grid.local: OK: LCG_GFAL_JNFOSYS is set to bdi.cyf-kr.edu.pl:2170
	org_sam_WN-RepRep-ops	OK	04-07-2011 04:26:23	6d 4h 20m 56s	1/2	r5b18.grid.local: OK: File was replicated to SE(s) samdpm002.cern.ch. Replicas listed successfully. CLI
	org_sam_WN-SoftVer-ops	OK	04-07-2011 04:25:49	85d 14h 25m 32s	1/2	r5b18.grid.local: OK: 3.2.0

Failed test →

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

Service Information
 Last Updated: Sun Apr 10 05:49:32 CEST 2011
 Updated every 60.1 seconds
 Nagios® Core™ 3.2.3 - www.nagios.org
 Logged in as /O=NorduGrid/OU=csc.#/CN=Vera Hansper

[View Information For This Host](#)
[View Status Detail For This Host](#)
[View Alert History For This Service](#)
[View Trends For This Service](#)
[View Alert Histogram For This Service](#)
[View Availability Report For This Service](#)
[View Notifications For This Service](#)

Service
 org.sam.CREAMCE-JobSubmit-ops
 On Host
 hephygr.oeaw.ac.at
hephygr.oeaw.ac.at

Member of
[SERVICE_CREAM-CE](#), [SITE_Hephy-Vienna_CREAM-CE](#),
[local_ops](#), [org.sam.CREAMCE](#), [org.sam.CREAMCE-](#)
[JobState_hephygr.oeaw.ac.at](#)

193.170.243.30



Service State Information

```
Current Status: CRITICAL (for 2d 13h 4m 7s)
Status Information: CRITICAL: [12W/2] [Running->Cancelled [timeout/dropped]]
                   CRITICAL: [12W/2] [Running->Cancelled [timeout/dropped]]
                   Testing from: ngi-mon
                   DN: /O=Grid/O=NorduGrid/OU=nbi.dk/CN=Robot: Nagios - Petter Urkedal/CN=proxy
                   VOMS FQANs: /ops/Role=NULL/Capability=NULL, /ops/NGI/Role=NULL/Capability=NULL, /ops/NGI/NDGF/Role=NULL/Capability=NULL
                   glite-wms-job-status https://wms204.cern.ch:9000/2iVwEOP9RHxgBoxacTclrQ

===== glite-wms-job-status Success =====
BOOKKEEPING INFORMATION:

Status info for the Job : https://wms204.cern.ch:9000/2iVwEOP9RHxgBoxacTclrQ
Current Status: Running
Status Reason: unavailable
Destination: hephygr.oeaw.ac.at:8443/cream-pbs-ops
Submitted: Sat Apr 9 21:25:51 2011 CEST
=====

330 min timeout for the job exceeded. Cancelling the job.
glite-wms-job-cancel --noint https://wms204.cern.ch:9000/2iVwEOP9RHxgBoxacTclrQ

Connecting to the service https://wms204.cern.ch:7443/glite_wms_wmproxy_server

===== glite-wms-job-cancel Success =====

The cancellation request has been successfully submitted for the following job(s):

- https://wms204.cern.ch:9000/2iVwEOP9RHxgBoxacTclrQ

=====
```

Service Commands

- [Enable active checks of this service](#)
- [Re-schedule the next check of this service](#)
- [Submit passive check result for this service](#)
- [Stop accepting passive checks for this service](#)
- [Stop obsessing over this service](#)
- [Acknowledge this service problem](#)
- [Disable notifications for this service](#)
- [Delay next service notification](#)
- [Send custom service notification](#)
- [Schedule downtime for this service](#)
- [Disable event handler for this service](#)
- [Enable flap detection for this service](#)

Test details (2)

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


Service Information
 Last Updated: Sun Apr 10 05:59:33 CEST 2011
 Updated every 601 seconds
 Nagios® Core™ 3.2.3 - www.nagios.org
 Logged in as /O=Grid/C=NorduGrid/OU=csc.#/CN=Vera Hansper

[View Information For This Host](#)
[View Status Detail For This Host](#)
[View Alert History For This Service](#)
[View Trends For This Service](#)
[View Alert Histogram For This Service](#)
[View Availability Report For This Service](#)
[View Notifications For This Service](#)

Service
org.sam.WN-Csh-ops
 On Host
hephygr.oeaw.ac.at
[\(hephygr.oeaw.ac.at\)](http://hephygr.oeaw.ac.at)

Member of
[SERVICE_CREAM-CE, SITE_Hephy-Vienna_CREAM-CE,](#)
[local_ops, org.sam.CREAMCE-](#)
[JobState_hephygr.oeaw.ac.at, org.sam.WN](#)

193.170.243.30


 Extra Notes

Service State Information

Current Status: **OK** (for 85d 14h 37m 49s)
 Status Information: r5b18.grid.local: OK
 Checking if CSH works
 Test: OK.

Performance Data:
 Current Attempt: 1/2 (HARD state)
 Last Check Time: 04-07-2011 04:25:47
 Check Type: PASSIVE
 Check Latency / Duration: N/A / 0.000 seconds
 Next Scheduled Check: N/A
 Last State Change: 01-14-2011 14:21:44
 Last Notification: N/A (notification 0)
 Is This Service Flapping? N/A
 In Scheduled Downtime? **NO**
 Last Updated: 04-10-2011 05:59:29 (0d 0h 0m 4s ago)

Active Checks: **DISABLED**
 Passive Checks: **ENABLED**
 Obsessing: **ENABLED**
 Notifications: **ENABLED**
 Event Handler: **ENABLED**
 Flap Detection: **DISABLED**

Service Commands

- [Enable active checks of this service](#)
- [Re-schedule the next check of this service](#)
- [Submit passive check result for this service](#)
- [Stop accepting passive checks for this service](#)
- [Stop obsessing over this service](#)
- [Disable notifications for this service](#)
- [Send custom service notification](#)
- [Schedule downtime for this service](#)
- [Disable event handler for this service](#)
- [Enable flap detection for this service](#)

Service Comments

Entry Time	Author	Comment	Comment ID	Persistent	Type	Expires	Actions
This service has no comments associated with it							

Resubmitting a test

- You can reschedule a test from the Service Commands list

Service Commands

- Enable active checks of this service
- Re-schedule the next check of this service**
- Submit passive check result for this service
- Stop accepting passive checks for this service
- Stop obsessing over this service
- Acknowledge this service problem
- Disable notifications for this service
- Delay next service notification
- Send custom service notification
- Schedule downtime for this service
- Disable event handler for this service
- Enable flap detection for this service

External Command Interface
 Last Updated: Sun Apr 10 05:51:59 CEST 2011
 Nagios® Core™ 3.2.3 - www.nagios.org
 Logged in as /O=Grid/O=NorduGrid/OU=csc.f/CN=Vera Hansper

You are requesting to schedule a service check

Command Options

Host Name:

Service:

Check Time:

Force Check:

Command Description

This command is used to schedule the next check of a particular service. Nagios will re-queue the service to be checked at the time you specify. If you select the *force check* option, Nagios will force a check of the service regardless of both what time the scheduled check occurs and whether or not checks are enabled for the service.

Please enter all required information before committing the command.
 Required fields are marked in red.
 Failure to supply all required values will result in an error.

- You can see the history of the test status from “Service State Trends”

[View Information For This Host](#)
[View Status Detail For This Host](#)
[View Alert History For This Service](#)
[View Trends For This Service](#)
[View Alert Histogram For This Service](#)
[View Availability Report For This Service](#)
[View Notifications For This Service](#)

Service State Trends
 Last Updated: Sun Apr 10 05:51:43 CEST 2011
 Nagios® Core™ 3.2.3 - www.nagios.org
 Logged in as /O=Grid/O=NorduGrid/OU=csc.fi/CN=Vera Hansper
[View Trends For This Host](#)
[View Availability Report For This Service](#)
[View Alert Histogram For This Service](#)
[View Alert History For This Service](#)
[View Notifications For This Service](#)

Service 'org.sam.CREAMCE-JobSubmit-ops' On Host 'hephygr.oew.ac.at'

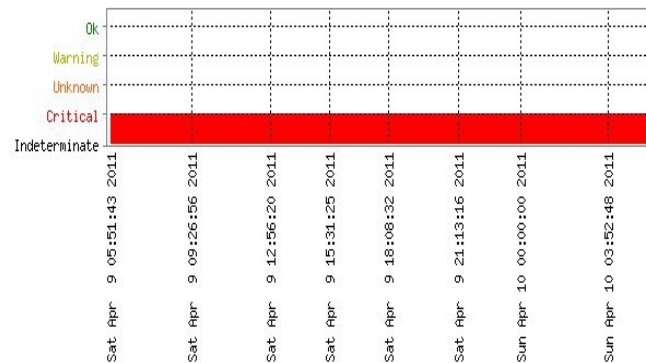
04-09-2011 05:51:43 to 04-10-2011 05:51:43
Duration: 1d 0h 0m 0s

First assumed service state: Backtracked archives:

Unspecified 4
 Report period: Last 24 Hours Zoom factor: 4
 Update

Trends

State History For Service 'org.sam.CREAMCE-JobSubmit-ops' On Host 'hephygr.oew.ac.at'
Sat Apr 9 05:51:43 2011 to Sun Apr 10 05:51:43 2011



State Breakdowns:

Ok : (0.000%) 0d 0h 0m 0s
 Warning : (0.000%) 0d 0h 0m 0s
 Unknown : (0.000%) 0d 0h 0m 0s
 Critical : (100.000%) 1d 0h 0m 0s
 Indeterminate: (0.000%) 0d 0h 0m 0s





Test Trends (2)

Service State Trends
 Last Updated: Sun Apr 10 05:54:31 CEST 2011
 Nagios® Core™ 3.2.3 - www.nagios.org
 Logged in as /O=Grid/O=NorduGrid/OU=csc.#/CN=Vera.Hansper

- [View Trends For This Host](#)
- [View Availability Report For This Service](#)
- [View Alert Histogram For This Service](#)
- [View Alert History For This Service](#)
- [View Notifications For This Service](#)

Service 'org.sam.CREAMCE-JobSubmit-ops' On Host 'hephygr.oeaw.ac.at'

04-03-2011 05:54:30 to 04-10-2011 05:54:30
 Duration: 7d 0h 0m 0s

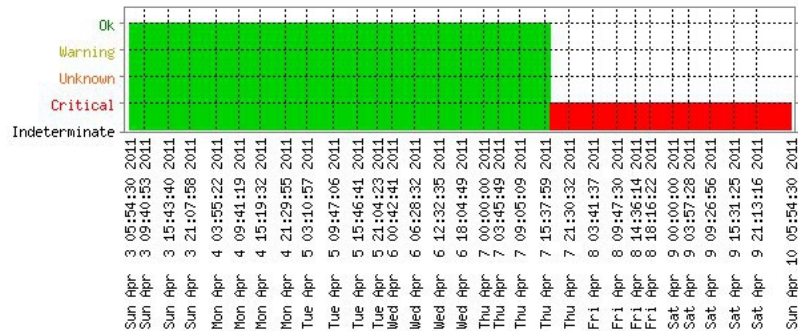
First assumed service state: Backtracked archive

Unspecified

Report period: Last 7 Days Zoom factor:

Trends

State History For Service 'org.sam.CREAMCE-JobSubmit-ops' On Host 'hephygr.oeaw.ac.at'
 Sun Apr 3 05:54:30 2011 to Sun Apr 10 05:54:30 2011



State Breakdowns:

OK : (63.601%) 4d 10h 50m 59s
 Warning : (0.000%) 0d 0h 0m 0s
 Unknown : (0.000%) 0d 0h 0m 0s
 Critical : (36.399%) 2d 13h 9m 1s
 Indeterminate: (0.000%) 0d 0h 0m 0s



- 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.

- 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>