



EGI-InSPIRE

Dashboard Howto User Guide

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1 INTRODUCTION

1.1 Overview

The "Operational Dashboard" is a set of tools and interfaces dedicated to the daily work of Regional Staff (1st line support and ROD teams), Site Administrators and COD and can be accessed on the Operations Portal at: <u>https://operations-portal.egi.eu/</u>. It ensures smooth and effective Grid operations by having every necessary information ready at one place.

The Dashboard is primarily a graphical user interface. It contains a number of icons, which will be described and used throughout this documentation. For an effective and efficient workflow it is necessary that staff using the Dashboard are familiar with these icons.

This document is primarily aimed at Regional Staff, though Site Administrators and COD staff can also make use of the descriptions contained herein. A complimentary Operations Procedure Manual can be found on the EGI wiki at https://wiki.egi.eu/wiki/Operations_Manuals.

All acronyms used in this documentation are defined in the Glossary.

1.2 Prerequisites for accessing the Dashboard

The user must

- have a valid Grid certificate which is correctly imported into their web browser
- be defined in the GOCDB, with either a "Site" or "Regional" role.

Note that support staff with a Site role will only be able to view their site, and the actions available to this role are limited.

1.3 Connections to other systems

The "Operational Dashboard" is connected to other central Grid tools: the notification section of the Regional monitoring instances, the GOCDB and the GGUS system.

1.3.1 Notifications passed to the Dashboard

The monitoring systems are configured such that failing tests are automatically reported to the Dashboard system.





1.3.2 GOCDB

Static information about sites and nodes are taken from the GOCDB.

1.3.3 GGUS

The Dashboard is connected to the GGUS System through SOAP web services. The Dashboard can be used to create GGUS tickets, with many fields prefilled with the necessary information available in the Dashboard.

2 DASHBOARD/DASHBOARD MAIN PAGE

2.1 Overview

Please note that the notion "Dashboard" is used

- 1. as a tab on the first level (other tabs are VO Management, EGI Broadcast, VO Admin, About Us)
- 2. as a tab on the second level (other tabs are Downtimes, Handover, User List, Regional List, Metrics)
- 3. as the name of the system accessible on https://operations-portal.egi.eu/

We will use dashboard/dashboard to refer to the screen below, ie. with "Dashboard" selected on the first *and* second level. The content of the screen may vary depending on your role (defined in GOCDB).

00		Operations-Portal Dashboard	d
	gi.eu https://operations-	portal.egi.eu/dashboard	☆▼) 🚷 🕻 Google
		EGI - Grid - SMSCG - Todo - Tools - Nagios -	GGUS T DocuTaskForce T SWITCH intern T EMI T OldBookmarks T
Operations-Portal Dashbo	pard +		
		European Grid Infrastructure Towards a sustainable grid infrastructure	Edzui
	Dashbo	ard Vo Management EGI Broadcast	Vo Admin About Us
			Welcome Andres Aeschlimann 🔒 💄
	OPERATION/ PORTAL	CENTRAL OPERATIONS POP Master Instance	RTAL
	Dashboard Downtimes	Handover User List Regional List	Metrics 7
	Set your filter sites in my scope		Open site boxes with ticket or alarm
	Show site with at least : one alarm	OR one ticket	
		no floor-	
	4 site(s) found		Filter
			🛒 🗆 💽 🥸
	\$		APEL
	CSCS-LCG2	CSCS, Swiss National Supercomputing Centre	e ok ok
			🗊 🗆 💽 🖏 📚
	\$		APEL
	SWITCH	SWITCH	N/A OK
Done			
Done			





The sections of the whole page include (from top to bottom):

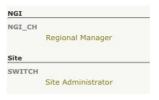
- a (dark blue) heading with general information
- a (beige) display options section used to filter the list of sites displayed according to your specifications
- a list of sites with additional information and manipulation options
- a footer with useful links

All subsections (Dashboard, Downtimes, Handover, User List, Regional List and Metrics) are presented in this document.

The Dashboard HOWTO is available through the link in the small blue question mark 7 in the heading.

2.1.1 User information

Moving the mouse over the small blue profile **S** in the top right corner of the heading will display your different roles defined in GOCDB, like eg.



Moving the mouse over the lock icon 🔒 will display the DN of the certificate you have presented:



2.1.2 Entry screen

Generally, people access the Operations Portal via the home page of the portal: https://operations-portal.egi.eu/

The first screen you may see is the following one:





0		Operations-Portal IN2P3 About us	5		
) · C ×	http://d	operations-portal.egi.eu/		☆▼) (<u>3</u> • Goog	gle
visited - Getting Sta perations-Portal IN2		g-grid - EGI.eu - EGI - Grid - SMSCG - Todo - To	ols - Nagios - GGUS -	DocuTaskForce - SW	ITCH intern -
		• European Grid Infrastructure Towards a sustainable grid infrastructure		I	
opera POR	Dashboard	d Vo Management EGI Broadcast CENTRAL OPERATIONS POR Master Instance	Vo Admin About (Us	
Homepage	Contact us S	ite map Credits How to Release	notes Licence	-	
Broadcasted I	News 🔊		RATIONS PC	DRTAL !	
Broadcasted I	News S of R-GMA Central Servic 2-16 12:56:15 - From John g	[Hore News] ce on 1st March gardon	RATIONS PC	DRTAL !	
Broadcasted 1 2011-02 C ^a goodb 1 2011-02 C ^a goodb 1 2011-02 (C ^a wms01	News 🔊	[More News] ce on 1st March gordon gleu meredith ed	RATIONS PC	DRTAL !	
C Broadcasted I C Closure 2011-02 C goodb 02 2011-02 C wms01 2011-02 C Mms01 2011-02 C G I Tri	News of R-GMA Contral Servic of R-GMA Contral Servic 2-16 12:56:15 - From John (mew server cert for goc.es 2-16 11:36:39 - From david lip.pt will ve decommiss	[More News] ex on 1st March gordon meredith ed do Borges IND change of repository	RATIONS PC	DRTAL !	
Broadcasted I C Gosure 2011-0: C goodb C good	News S of R-GMA Central Servic 2-16 12:56:15 - From John q new server cert for goc.e. - I 0 11:56:39 - From Gand J. II Desso: 24 - From Gonc. - 10 18:56:24 - From Gonc. ust Anchor release 1.38 A	[Hore News] ce on 1st March gordon gleu meredith ed alo Borges ND change of repository bwid Litte 3.2. Priority: HIGH	RATIONS PC	DRTAL !	
C Broadcasted C Cosure 2011-0. C goodb 2011-0. C goodb 2011-0. C EQT 2011-0. C godb godb 2011-0. C godb godb godb godb godb godb godb godb	News S of R-GMA Central Servic 2-16 12:36:15 - from John (-2-16 11:36:39 - from david -10 18:36:24 - from Gence ust Anchor release 1.36 A - from Mario Lesse 1.38 - from Mario elease of UPDATE 22 to g	[More News] ce on 1st March gordon gi.eu meredith ed alo Borges ND change of repository David Lite 3.2. Priority: HIGH	RATIONS PC	DRTAL !	
C Broadcasted C Cosure 2011-0. C goodb 2011-0. C goodb 2011-0. C EQT 2011-0. C godb godb 2011-0. C godb godb godb godb godb godb godb godb	News S of R-GMA Central Servic 2-16 12:36:15 - from John of new service ref to goard 2-10 18:36:24 - from Gavid 2-10 18:36:24 - from Gavid 2-10 11:16:38 - from Mano 2-10 11:16:38 - from Mano elease of UPDATE 22 to g 2-09 12:27:54 - from dham	[More News] ce on 1st March gordon gi.eu meredith ed alo Borges ND change of repository David Lite 3.2. Priority: HIGH		DRTAL !	
	News S of R-GMA Central Servic 2-16 12:36:15 - from John of new service ref to goard 2-10 18:36:24 - from Gavid 2-10 18:36:24 - from Gavid 2-10 11:16:38 - from Mano 2-10 11:16:38 - from Mano elease of UPDATE 22 to g 2-09 12:27:54 - from dham	[More News] ce on 1st March gordon gi.eu meredith ed alo Borges ND change of repository David Lite 3.2. Priority: HIGH		DRTAL !	

Please carefully read the latest information there before switching to the dashboard/dashboard tab. You may also encounter important information like

e		In Grid Infrastru Istainable grid infrastruct				
	Dashboard	Vo Management	Vo Admin	About Us		
operation/ PORTAL	CEN	ITRAL OPERATIO			dres Aeschlimann 🔒	*
Dashboard Downtimes	Handover			etrics		
GGUS is on	downtime, rea	adonly mode activa	ated, all actio	ns are locked !		





2.1.3 Display options

This section is used to filter the list of sites displayed according to your specifications.

Set your filter sites in my set	Set your filter sites in my scope 🗘 🗌 Open site boxes with ticket or alarm					
Show site with at least :	one 🗌 🛛 OR alarm	one 🗌 ticket				
	-no floor-	-no floor- 🗘				
4 site(s) found		Filter				

The filter section allows you to

- display sites either within your scope or a specific NGI
- display only sites with at least one alarm, or more specifically, one alarm
 - in the last 24 hours,
 - $\circ~$ in the period between 24 and 72 hours back,
 - \circ $\,$ older than 72 hours
- display only sites with at least one ticket, or more specifically,
 - at least one ongoing ticket,
 - at least one expiring ticket,
 - at least one expired ticket
- directly open the drop down site boxes with alarms and/or tickets by selecting "Open site boxes with ticket or alarm"

You will be prevented from acting upon sites not in your scope. These locked sites will appear with a lock sign at the left side of the country flag:



Personalised lists of sites can be configured out of the sites in your scope. For details please refer to the section User List tab.





2.2 Site Bar

When a site has neither alarms nor tickets open, it will look similar to this (without annotations):

		45678
0 0	-	🛒 🗋 💽 🧟 🤤
€ 1 2	3	APEL
CSCS-LCG2	CSCS, Swiss National Supercomputing Centre	9 ok ok 10

Possible actions are:

Click on the drop down symbol < to display site details Drop down menu at a site level

Click on the short name of the site to get the GOCDB information of a site

The long name of the site

4 Click on the ticket symbol 5 to open a ticket (see What you should know about tickets)

⁵ Click on the notepad symbol ¹ to send a note to this site, the NGI (management) and/or the ROD team (see Notepad)

^[6] Click on the site report symbol ^[18] to display the site report (see Site report)

Click on the RSS feed symbol $\boxed{100}$ to subscribe to the RSS feed for Nagios notifications

🖲 Click on 🔄 to refresh the displayed data

Click on 🔤 to display GStat information for the site

- Indicates that all GStat data is provided for this site
- N/A indicates that no GStat data is provided for this site
- warn indicates that some GStat data is provided for this site
- crit indicates that the information is missing or out of date and should be checked
- ¹⁰Click on ^{PEL} to display APEL information about the site
 - Indicates that APEL data is provided for this site
 - N/A indicates that no APEL data is provided for this site





2.3 Additional icons and visual effects

These additional icons or visual effects may appear within the list of sites section:



indicates that new alarms have arrived. The number of new alarms is likewise indicated. (see New alarms).



indicates that <number> alarms have been masked, (see Masked alarms).



indicates one or more open tickets on the site (see What you should know about tickets).



indicates that the whole site is in a downtime period.

indicates that a node or a service (endpoint) at a site is in downtime (see Downtimes)

A site with a red border

		2 🛯 🤶
♦ <u>UA-KNU</u>	\$	APEL
	10	warn N/A

is visible in the COD-Dashboard. This indicates that either alarms or tickets have not been dealt with in a timely manner. See "escalating tickets" in the Tickets section.

2.4 General drop down information

This section aims at familiarising the operator with the existence of related tools. Detailed information about the use of the extra tools contained within this section are out of the scope of this HowTo.

2.4.1 GOCDB information of a site

Click on the **name** of the site to get a pop-up window with summary information about the site stored in the GOCDB. A direct link to the GOCDB visualization portal is provided for more site details:





IN2P3-CPPM	J
Centre de Physique des Particules de Marseille	
Production infrastruture : Production Certification Status : Certified Tier : 3 Country : France ROC : NG1_FRANCE Contact email : gridadmin@cppm.in2p3.fr	
Go to GOC database with this site : $\boxed{\mathbf{FGOCDB}^4}$	

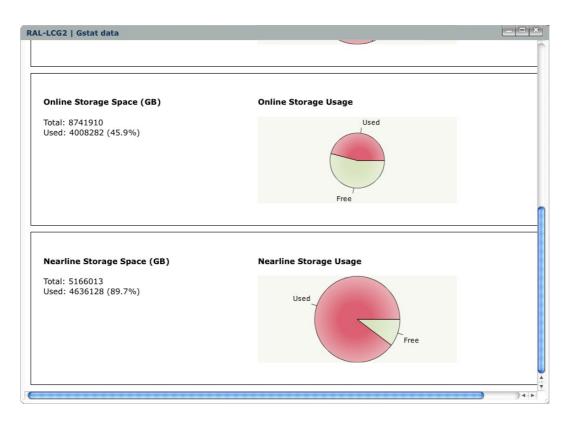
2.4.2 GStat information

The main aim of GStat information about grid services, the grid information system itself and related metrics. GStat information in the Dashboard may appear as follows:

RAL-LCG2 Gstat data		_ = ×
RAL, GridPP Tier-1 Computing, Ox		
CPUs	CPU distribution	
Physical: 1268 Logical: 5072 S12000: 12040928	Logical CPU Physical CPU	
Grid Jobs	Jobs Distribution	
Total: 16378 Running: 13261 Waiting: 3117	Running Waiting	4







You may see an animation when opening the GStat window.

2.4.3 APEL information

APEL 10 compares published data in the local APEL database and GOCDB and flags major differences.





L-LCG2 Ap	el Publication	n/ Synchronization	status					
APEL Synchronisation Test								
A comparis	A comparison is made between your local APEL database, and the data that you have published to the GOC.							
Major diffe	rences are fla	agged with FAIL.						
Informatio	n about APEL	Tests and Recipes						
Contact: A	PEL-SUPPORT	@JISCMAIL.AC.UK						
lastBuild :	2011-02-18	08:55:04.74						
			×					
			RAL-LCG2					
RecordStart	RecordEnd	Record Count In Your Database	Record Count What You Published	Synchronisation Status				
2011-02-01								
	2011 02 10	+55554	400001	OK [last published 1 days ago: 2011-02-16				
2011-01-01	2011-01-31		716075	OK [last published 1 days ago: 2011-02-16 OK				
		716075						
2010-12-01	2011-01-31	716075 765245	716075	ОК				
2010-12-01 2010-11-01	2011-01-31 2010-12-31	716075 765245 22236	716075 765245	ОК				
2010-12-01 2010-11-01 2010-10-01	2011-01-31 2010-12-31 2010-11-30	716075 765245 22236 907740	716075 765245 831452	ОК ОК ОК				
2010-12-01 2010-11-01 2010-10-01 2010-09-01	2011-01-31 2010-12-31 2010-11-30 2010-10-31	716075 765245 22236 907740 838487	716075 765245 831452 907739	OK OK OK [Minor discrepancy in even numbers]				
2010-12-01 2010-11-01 2010-10-01 2010-09-01	2011-01-31 2010-12-31 2010-11-30 2010-10-31 2010-09-30 2010-08-31	716075 765245 22236 907740 838487	716075 765245 831452 907739 838487	OK OK OK [Minor discrepancy in even numbers] OK				
2010-12-01 2010-11-01 2010-10-01 2010-09-01 2010-08-01 2010-07-01	2011-01-31 2010-12-31 2010-11-30 2010-10-31 2010-09-30 2010-08-31	716075 765245 22236 907740 838487 12038 422358	716075 765245 831452 907739 838487 605463	OK OK OK [Minor discrepancy in even numbers] OK OK				
2010-12-01 2010-11-01 2010-09-01 2010-08-01 2010-07-01 2010-06-01	2011-01-31 2010-12-31 2010-11-30 2010-10-31 2010-09-30 2010-08-31 2010-07-31	716075 765245 22236 907740 838487 12038 422358 408190	716075 765245 831452 907739 838487 605463 743423	OK OK OK [Minor discrepancy in even numbers] OK OK OK				

2.4.4 Site report

A site report contains information about downtimes and Nagios failures in the last 4 days and may appear as follows:

Type of problem		From 2011-02-14 14:17 to 2011-02-18 14:17			
Type of problem	2011-02-14 14:17			2011-02-18 14:1	
Devetime los co02 hop usi as uk		CREA	M CE testing		
Downtime lcg-ce03.hep.ucl.ac.uk 2011-02-02 12:40 // 2011-03-01 12:0	0				
Downtime lcg-ce03.hep.ucl.ac.uk		CREA	M CE testing		
2011-02-02 12:40 // 2011-03-01 12:0	0				
Г	DOWNTIME AT RISK	DOWNTIME OUTAGE	Nagios Failure	Т	
L	DOWNTINE AT_RISK	DOWNTIME COTAGE	Nagios Fallure		

To save this chart as image or pdf file : right click on the chart and choose "save as" and click on "Save" button that appears !

If no nodes at the site are in downtime or failed the Nagios tests then the site report is empty.





2.5 What you should know about alarms

Problem detection on services is done by Nagios probes which have been implemented for the different services at the sites (CE, BDII, SRM...). The probes themselves can consist of single or multiple sets of tests for a specific functionality of a service. Each time an error is detected by one of the tests from these probes, a notification is sent. The Dashboard is connected to the notification section of the Nagios boxes. A filter is applied to only monitor the Operations tests. The notifications which successfully pass the filter are registered in the Dashboard DB with a problem ID and are displayed as an alarm in the dashboard. If the problem ID is already registered, the existing alarm is just updated (i.e. same problem but a change has occurred in the status) Note, the terms **test** and **Nagios test** will imply an **Operations Test**, from the NGI's regional Nagios instance, which may be used interchangeably in this document.

For each alarm, the following set of information is available:

- test that failed
- impacted node
- current status of the test
- output of the test
- date of the failure
- alarm age
- corresponding site

New alarms are shown in the Site Bar as well as in the New NAGIOS alarms drop down menu. Other alarms may appear in either of the two.

2.5.1 New alarms

When a Nagios test fails at a site, a new alarm (orange) appears in the Site Bar of the dashboard. The new alarm icon shows the presence and the number of new alarms. Moving the mouse over the icon displays the age of the alarms in hours:

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

This icon remains in the Site Bar as long as the alarm has not been handled. The next time a failure is registered for the same test on the same endpoint an alarm will not be triggered unless the existing one is set to off.

When an alarm has been masked by another alarm, which in turn is set to *off*, the masked alarm will then be shown as *new*.





2.5.2 Assigned alarms

When a ticket for an alarm has been created, the alarm is considered as *assigned*. It will then no longer appear in the site bar itself, but in the assigned alarms drop down menu of the site. In the site bar, a ticket symbol will appear instead (see Additional icons and visual effects).

2.5.3 Masked alarms

In certain cases, several Nagios tests on a given site may fail at the same time. If this happens, it can be useful for the site administrator and the ROD team to concentrate on specific alarms and mask the others, ie. temporarily ignoring them. Every masked alarm has, by definition, a corresponding masking or parent alarm.



The grey icon in the site bar indicates the presence and the number of masked alarms.

When the parent alarm is set to off, the previously masked alarm is *unmasked* and is set to

- **off** for the case where the corresponding test succeeds
- **new** otherwise.





2.6 What you should know about tickets

The tool used for ticket handling is GGUS. However, through the SOAP interface, the Dashboard is capable of handling specific tickets related to alarms at sites. When creating a ticket through the dashboard, many fields are automatically filled with the information available in the Dashboard. In order to create a ticket you need to be a member of your NGI's ROD team, and have a Regional role in the NGI. ROD staff should **only** use the Dashboard to create, update and close tickets against Dashboard alarms.

Once an alarm has been assigned to a ticket, this alarm will disappear from the site bar and a ticket symbol will be displayed.

While ticket creation is best done through the alarms drop down menu, ticket update or closure is done through the ticket drop down menu. Please refer to the New NAGIOS alarms paragraph below for ticket creation and to the Tickets section below for ticket update and closure.

2.7 Drop down menu at a site level

Use this icon \bigcirc in the upper left corner to get more information about an item. The following sub-items may appear for a site:

- New NAGIOS alarms (these are only displayed when new Nagios alarms are present)
- Assigned Alarms (these are only displayed when assigned alarms are present)
- VO Alarms
- Downtimes (these are only displayed when the site or an endpoint is on downtime)
- Tickets (these are only displayed when there are open tickets against this site)
- Nodes
- Notepad: last 5 entries

Example:

New NAGIOS alarms
🕈 Assigned Alarms 🛛 🕢
🕈 VO Alarms 🛛 🕜
Tickets 0
🗣 Nodes 🕜
Notepad : last 5 entries





For every sub-item, an online help is available with the **?** button. In this example, the "downtimes" sub-item is missing as no downtimes were relevant to the example site. The following sections deal with these sub-items in more detail. The system implements the following write and read access rules for site's items:

- Site (Resource Centre) staff can view alarms, tickets and add notes to the notepad for their site.
 - site administrators cannot act on the alarms or create tickets. They can use the notepad to provide information about the site to the ROD team.
- Regional Staff can act on alarms, create tickets, or add notes in the notepad for a site
- in the COD view tab, COD staff have the same privileges as Regional Staff, but they only see:
 - alarms in the "new" state for more than three days (72 hours)
 - open tickets which are older than 30 days
 - tickets which have passed their expiration by 3 or more days
 - tickets in the last escalation step

2.7.1 New NAGIOS alarms

Within the "New NAGIOS alarms" drop down list you see a list of alarms similar to this one (without annotations):

-(Test 5 org.sam.CREAMCE-JobSubmit-/ops /Role=lcgadmin	Node status	Node name st	Last tatus 8 ritical	Exec date 3 Thu Feb 17 13:38:20 CET 2011	Alarm age 10 11	Details
	org.sam.CREAMCE-JobSubmit-/ops /Role=lcgadmin	•	cream02.lcg.cscs.ch	ok	Thu Feb 17 03:43:21 CET 2011	11	

Possible actions are:

Select the appropriate alarms and click on Close selected alarms to close these alarms. This action should only be made on alarms in an OK state.
 Click on to open a ticket for this alarm. See below for details. After successful creation of a ticket, the alarm will be filed under Assigned Alarms.
 Click on to mask other alarms by this one, which will become the parent alarm.
 The VO that the Nagios tests are run under, usually "ops".
 Exact name of the Nagios test, with a link to its description in the wiki.
 The status of the service endpoint in question, see Nodes
 Click on on the node name to get the Service Status Details from the Nagios server.





 $^{\$}$ The result status of the last run of the Nagios test

 2 The time stamp of the last run of the Nagios test

 $\overset{\textbf{O}}{=}$ The age of the alarm (in hours)

U A history of the test results.

Ticket creation: The most common way of creating a ticket in the dashboard is

through the create ticket button (\square) for a specific new NAGIOS alarm. The create ticket button in the site bar should be used with caution, so consider creating a ticket for a specific alarm (see Tickets.) ROD staff must create a ticket for every alarm which is older than 24h.

Creating a ticket for a specific alarm assigns the alarm to the ticket. From then on, the alarm is defined as *assigned*.

If the assigned alarm was masking other alarms at ticket creation time, all masked alarms are still associated with the assigned alarm and appear in grey in the "Assigned Alarms" subsection. When the ticket is closed, the parent alarm is set to off. Masked alarms are "unmasked" and if the current status of the test is OK, the alarm is set to **off**. If not, the alarm is set to **new**.

Creating a ticket for an alarm is done through the form below. Masked alarms will appear in the ticket under "Related problems detected" section in the ticket main content. All information is obtained automatically (site, NGI/RIP, Operations Centre, and COD contacts, site name, node, problem summary, ticket submission text and mail body). There is normally no need to change these entries unless you want to explicitly add information about the type of problem. "Subject" and "Main content" fields provide all the necessary information about the problem to create the GGUS ticket.





Loading header files : imail information From ngi-de-on-duty@listserv.d From ngi-de-on-duty@listserv.d From ngi-de-on-duty@listserv.d From ngi-de-on-duty@listserv.d From ngi-de-on-duty@listserv.d From NGI/ROC From RoD Comparison Rod Rop RoD Comparison Rod Rod Rod Rod From Andres Aeschlimann Main item group of the ticket : org.sam.CE Main content Main content From Andres Aeschlimann From Rod	-
Information	
From ngi-de-on-duty@listserv.d To Site NGI/ROC ROD icket information Main item group of the ticket : org.sam.CE Submitter Andres Aeschlimann Subject NAGIOS *org.sam.CE-JobSubmit-/ops/Role=lcgadmin* failed on ce01.kg Header content Dear Site Admins and BOC Helpdesk. We have detected a problem at CSCS-LCG2. Below, you can describe the detected problem : *org.sam.CE-JobSubmit-/ops/Role=lcgadmin* is failing on : ee01.lcg.cscs.ch Foilure detected on : Sun Feb 20 16:25:06 CET 2011 (UTC) View failure history and details on NAGIOS portal : https://ngi-de-nagios.gridka.de/nagios/cgi-bin // teatus coi/boat=ca01.lcg.cscs.ch Footer content Could you please have a look ? Thank you Andres Aeschlimann - Swiss NGI Priority Normal ©	
To Image: Second outgeneeded of outgeneeded outgeneeded outgeneeded outgeneeded of outgeneeded	
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Subject Andres Aeschlimann Subject NAGIOS *org.sam.CE-JobSubmit-/ops/Role=lcgadmin* failed on ce01.kg Header content Dear Site Admins and ROC Helpdesk. We have detected a problem at CSCS-LCG2. Main content Below, you can describe the detected problem : •org.sam.CE-JobSubmit-/ops/Role=lcgadmin* is failing on : ce01.lcg.cscs,ch Failure detected on : Sun Feb 20 16:25:06 CET 2011 (UTC) View failure history and details on NAGIOS portal : https://gi-e-nagios.gridka.de/nagios/cgi-bin Idetause coi2boet=ce01 lcg.cccc.ch Footer content Could you please have a look ? Thank you Andres Aeschlimann - Swiss NGI Priority	
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Below, you can describe the detected problem : Below, you can describe the detected problem : *org.sam.CE-JohSubmit-/ops/Role=Jcgadmin* is failing on : ce01.jcg.cscs.ch Failure detected on : Sun Feb 20 16:25:06 CET 2011 (UTC) View failure history and details on NAGIOS portal : https://ngi-de-nagios.gridka.de/nagios/cgi-bin /ctatus col/boot=ce01.lcn.cscc.ch Footer content Could you please have a look ? Thank you Andres Aeschlimann - Swiss NGI Priority	
Main content *org.sam.CE-JobSubmit-/ops/Role=jcgadmin* is failing on : ce01.jcg.cscs.ch Failure detected on : Sun Feb 20 16:25:06 CET 2011 (UTC) View failure history and details on NAGIOS portal : https://ngi-de-nagios.gridka.de/nagios/cgi-bin /status col2boet=ce01 lcg.cscs.ch Could you please have a look ? Thank you Andres Aeschlimann - Swiss NGI Priority Normal ©	
org.sam.CE-JobSubmit-/ops/Role=lcgadmin is failing on : ce01.lcg.csss.ch Failure detected on : Sun Feb 20 16:25:06 CET 2011 (UTC) View failure history and details on NAGIOS portal : https://ngi-de-nagios.gridka.de/nagios/cgi-bin /status col2boet=ce01.lcg.cscs.ch Footer content Could you please have a look ? Thank you Andres Aeschlimann - Swiss NGI Priority	
ce01.jcg.cscs.ch Failure detected on : Sun Feb 20 16:25:06 CET 2011 (UTC) View failure history and details on NAGIOS portal : https://ngi-de-nagios.gridka.de/nagios/cgi-bin /etatus coi2boet_ce01.lcg.cscs.ch Could you please have a look ? Thank you Andres Aeschlimann - Swiss NGI Priority	
Failure detected on : Sun Feb 20 16:25:06 CET 2011 (UTC) View failure history and details on NAGIOS portal : https://ngi-de-nagios.gridka.de/nagios/cgi-bin /ctatus coi2boet_col1 ica cec ch Footer content Could you please have a look ? Thank you Andres Aeschlimann - Swiss NGI Priority	
View failure history and details on NAGIOS portal : https://ngi-de-nagios.gridka.de/nagios/cgi-bin //status_cgi2boet_ce01_lcg_cecc.ch. Footer content Could you please have a look ? Thank you Andres <u>Aeschlimann</u> - Swiss <u>NGI</u> Priority Normal :	
https://ngi-de-nagios.gridka.de/nagios/cgi-bin Vetatus_cgi2boets_cg01_lcg_cccc.ch. Footer content Could you please have a look ? Thank you Andres <u>Aeschlimann</u> - Swiss <u>NGI</u>	
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Footer content Could you please have a look ? Thank you Andres <u>Aeschlimann</u> - Swiss <u>NGI</u> Priority Normal	▲ ▼
Andres <u>Aeschlimann</u> - Swiss <u>NGI</u> Priority Normal	
Priority Normal :	
Assign to Swiss NGI	
Expiration date 2011 + / 02 + / 24 + 0	
	Subn

Masking of alarms: When an alarm has been masked, it will be shown by an ₽ appropriate icon on its line

A masked alarm cannot be closed nor can

a ticket for this alarm be created. This blocking action is indicated by the 📂 icon. Click on the 🚧 button in order to unmask a masked alarm.

2.7.2 Closing Alarms

Once the reason for a failing Operations test has been removed, the test will again succeed and the corresponding alarm can be closed.

Action	IS	vo	Test
đ	8		org.bdii.Entries
đ	8		org.gstat.SanityCheck

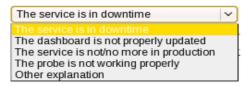




For the case where the Nagios test continues to fail, the ROD on shift will be asked to explain in a pop-up window why they are closing the failing alarm

GRIF	Grille de Recherche d'Ile de France (GRIF)	9	
Closing Ala	rms		×
For every a Alarm(s) in Alarm (s) in Alarm (s) in CRITE	selected alarm to close in a non ok status. larms, please provide an explanation and eventually a reference to a ticket or GO a non OK status : sam WH-RepCr-Jops/Role=logadmin-node16.datagrid.cea.fr e service is in downtime e service is in downtime is a construction (GOC DB) Update NOK alarms metrics	C DB.	
 VO Alarn Downtin Nodes 			

with the following drop down menu



For the case where the alarm appeared during a downtime, the ROD on shift **MUST** provide the GOCDB downtime link.

The alarm will reappear with its age reset if the corresponding Nagios test fails again at the next check. COD uses the statistics of closed alarms in a failed state for its reporting. See also Metrics tab.





2.7.3 Assigned alarms

This subsection shows the alarms which are assigned to a ticket. The attributes are the same as for New NAGIOS alarms, however, the alarm age is now suppressed.

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	Q
/Role=lcgadmin				2011		

For any assigned alarm, a corresponding ticket exists under the ticket subsection.

2.7.4 VO alarms

This sub-menu is a synthetic view of the last status of the nodes of the sites for LHC specific tests. By passing the mouse over the small coloured squares you can obtain some details about the status. Example:

2.7.5 Downtimes

Downtimes details of service endpoints are reported here.

A site administrator may enter a downtime for some of the service endpoints through GOCDB. During the downtime period, the downtimes drop down subsection presents the actual downtimes for the service endpoints, with a link to the entry in the GOCDB.





Downtim	ies 🕜					
2						
Id	Classification	Severity	Endpoint(s)	Start	End	
<u>43782G0</u>	SCHEDULED	OUTAGE	ceprod05.grid.hep.ph.ic.ac.uk/CREAM-CE bdii.grid.hep.ph.ic.ac.uk/SIte-BDII ceprod03.grid.hep.ph.ic.ac.uk/APEL ceprod03.grid.hep.ph.ic.ac.uk/CE ceprod04.grid.hep.ph.ic.ac.uk/CE gfe02.grid.hep.ph.ic.ac.uk/CREAM-CE gfe02.grid.hep.ph.ic.ac.uk/GEAAM-CE lfc00.hep.ph.ic.ac.uk/CAEAM-CE lfc00.hep.ph.ic.ac.uk/CAEAM-CE spbdii.grid.hep.ph.ic.ac.uk/GPII wms01.grid.hep.ph.ic.ac.uk/WMS wms02.grid.hep.ph.ic.ac.uk/UB wmslb01.grid.hep.ph.ic.ac.uk/LB	2011-02-20 18:00	2011-02-22 15:00	View
	.1-02-20 18:0 ostat for the		02-22 15:00 n (requires power off)			

At the same time, on the site bar, a summary is displayed when the mouse is



1 downtime(s) on following endpoint(s) :
ceprod05.grid.hep.ph.ic.ac.uk/CREAM-CE
bdii.grid.hep.ph.ic.ac.uk/Site-BDII
ceprod03.grid.hep.ph.ic.ac.uk/APEL
ceprod03.grid.hep.ph.ic.ac.uk/CE
ceprod04.grid.hep.ph.ic.ac.uk/CE
ceprod06.grid.hep.ph.ic.ac.uk/CREAM-CE
gfe02.grid.hep.ph.ic.ac.uk/SRM
lcgmon01.grid.hep.ph.ic.ac.uk/gLite-APEL
lfc00.hep.ph.ic.ac.uk/Local-LFC
topbdii.grid.hep.ph.ic.ac.uk/Top-BDII
wms01.grid.hep.ph.ic.ac.uk/WMS
wms02.grid.hep.ph.ic.ac.uk/WMS
wmslb01.grid.hep.ph.ic.ac.uk/LB
wmslb02.grid.hep.ph.ic.ac.uk/LB

2.7.6 Tickets

For a given alarm, a ticket may already have been created using the buttons described in the section New NAGIOS alarms, which caused the alarm to move to the Assigned alarms section. The corresponding ticket will then appear in the current section about tickets.





Example:

🗘 Tic	ckets										
Upo	date	GGUS Id	Node	Age(day)	Item	Submitter	Assigned to	Expiration date	Action taken	Alarm Id	Alarm Status
Ţ	1	66236	diana.switch.ch	0	org.sam.CREAMCE	Peter Ottl	NGI_CH	2011-01-21	1st mail to site admins	org.sam.CREAMCE-JobSubmit-/ops /Role=lcgadmin-diana.switch.ch	critical

Updating Tickets: Tickets which have been created through the Dashboard should **only** be updated through the Dashboard. A ticket can be updated without any escalation when providing information or further requests to the site. Note that the expiration date is **not** changed automatically, and it is important to change it accordingly.

Click on \prod to update, escalate or close an existing ticket through the form below.

Show site with at least :	alarin	R one tick					Upda	te ticket	Histor
	-no floor-		Original cont	ent					
4 site(s) found			Summary	NAG	IOS *org.sam.CREAMCE-JobSubmit-/ops/Role=lcgadmin* failed on diana.switch.ch@SWITCH	ID	66236	Submitter	Peter Otti
			Created on		08:23:28	Action	1st mail to site admins	Priority	Normal
			Expire on		2011-01-21	Status	Open	Assigned	NGI_CH
CSCS-LCG2	CSCS	, Swiss	Original submission		Dear Site Admins and ROC Helpdetk. etected a problem at SWITCH.				
SWITCH	SWIT	СН	Email infor	mation	ngi-de-on-duty@listserv.d				
			* To		Site Site KNGI/ROC ROD				
Assigned Alarms Tickets Update GGUS Node	Age(day)	Item	Update * Change pr * Re-assign * Expiration	to	Normal • Swiss NGI • 2011 •/ 01 •/ 21 •				
Vodes 2		n.CREAM	Escalate * Add an en	try	1st mail to site admins				

Mandatory ticket attributes like the name of the submitter or the assigned support unit are denoted with a red star at their left side.





Escalating tickets:

There are certain escalation criteria for tickets:

- A ticket SHOULD be answered immediately and solved within 3 working days (72 hours)
 - A ticket not responded to after 72 hours MUST be escalated by the ROD staff as a 2nd reminder (2nd step in "Escalate "drop down menu)
 - After a further 72 hours, escalation must then be made to COD. (Political Procedure in "Escalate" drop down menu)
- A ticket which has expired for more than 72 hours will be automatically escalated to COD, and sites with such tickets will be shown with a red border around their site bar.

Again, note that when escalating a ticket, the expiration date is not updated automatically.

You can also click on the "GGUS Id" to directly view the ticket within GGUS. This can be useful for reading some of the history in the ticket which may not be displayed from within the Dashboard. However, you must use the Dashboard for updating and closing tickets which have been created by the Dashboard. Clicking on the node name leads to the Nagios service status for this node on the Regional Nagios instance. All further necessary information like Ticket Age, reference to the Alarm, submitter, NGI or RIP, expiration date, last action taken and alarm status is shown on the ticket line.

Closing tickets: When the cause for a failing Nagios test is removed, the test will become green again at the next run. These are the normal circumstances to close the tickets and the assigned alarms.

To close a ticket, click on the update ticket icon \blacksquare , and then choose "Problem solved" or "Problem unsolvable" in the "Escalate" drop down menu. You will be invited to provide a solution if not already provided by the site.

Tickets which have been created through the Dashboard should only be closed through the Dashboard.

When the ticket is closed, the parent alarm is set to off. Masked alarms are "unmasked" and if the current status of the test is OK, the alarm is set to **off**. If not, the alarm is set to **new**.

Cancelling a ticket modification: If for some reason you have made a mistake while attempting to update a ticket, simply close the pop-up window. Submission of the updates to the ticket only occur when the "Update" button is clicked.





2.7.7 Nodes

Nodes are also called services or service endpoints. Usually, a site will have a number of them. A list of nodes, which is queried from the GOCDB, may look similar to:

Nodes 🕜				
×				
Hostname	Production	Monitored	Description	IP address
apel.lcg.cscs.ch	•	•	gLite-APEL	
arc01.lcg.cscs.ch	•	•	ARC-CE	
arc02.lcg.cscs.ch	•	•	ARC-CE	
atlasvobox.lcg.cscs.ch	•	•	VO-box	
bdii.lcg.cscs.ch	•	•	Site-BDII	
ce01.lcg.cscs.ch	•	•	APEL	
ce01.lcg.cscs.ch	•	•	CE	
ce02.lcg.cscs.ch	•	•	CE	
ce02.lcg.cscs.ch	•	•	APEL	
cmsvobox.lcg.cscs.ch		•	VO-box	
cream01.lcg.cscs.ch	•	•	CREAM-CE	
cream01.lcg.cscs.ch	•	•	APEL	
cream02.lcg.cscs.ch		•	APEL	
cream02.lcg.cscs.ch	•	•	CREAM-CE	
storage01.lcg.cscs.ch	•	•	SRM	
storage01.lcg.cscs.ch	•	•	Classic-SE	
ui64.lcg.cscs.ch	•	•	UI	
ui64.lcq.cscs.ch			Site-NAGIOS	

You may encounter either of the two notations for the production/monitored combination:

Product ion	Monitor ed	In Short	Description
		<u>A</u>	The service is not monitored and not in production
•		N/A	Forbidden by configuration, not supported
	•	A	The service is not in production but monitored
•	•	•	The service is monitored and in production
		A	The service is not registered in the GOCDB
		<u>A</u>	The service is not identified





2.7.8 Notepad

The notepad is a convenient tool for exchanging informal news or additional information between a site, its NGI and COD. It is particularly convenient for informing a site that a problem exist in the first 24 hours of an alarm appearing on the dashboard.

2		
~		
dd an entry View all entries / View only	last 5 entries	
Date Subject Entry	Submitter	View
2010-06-01 15:05:18 ce02 ce02.lcg.	cscs.ch is a production lcg-CE now Peter Ottl	View
2010-04-09 07:16:59 ce02 and ce11 They are	not production nodes, please don't open tickets for them Pablo Fernandez	View
2009-10-30 10:34:16 The gstat	t error you may see with the CSCS-LCG2 site is due to a schema incompati Fotios Georgatos	Marin

Adding an entry is done through this form (2 views):

Notepad	= ×	Notepad		
* Type Email + Note € * To Site NGI/ROC € ROD * Subject: * Your entry	ind t	* Type * To * Subject: * Your entr	Email + Note : Email + Note : Note ROD	Send

By default, an email notification is sent to the Site, the NGI OC (management) and/or the ROD team. Generally, the NGI OC (management) does not need to be informed of a site problem, so select the "To" options appropriately. It is possible to also only include a note in the Notepad without sending out an email.





3 OTHER DASHBOARD TABS

3.1 Downtimes tab

This page gives you an overview of the current, past and future downtimes registered in the GOCDB during a time interval for a VO or a list of selected sites.

DOWNTIMES GLOBAL OVERVIEW					
Select the relevant "time interval", "sites or v	o", then "OK"				
Parameters ok	To save this chart as image or pdf file : right click on	the chart and choose "save	as" and click on "Save" t	outton which appears !	
Time interval:		Downti	mes Report		
2 days 🗸	Details	Period conside	ered from 2011-0	2-05 15:21 to 20	11-02-13 15:21
Sites: MY-MIMOS-GC-01		2011-02-05 15:21	2011-02-07 15:21	2011-02-11 15:21	2011-02-13 15:2
MY-UM-CRYSTAL MY-UM-PANG5	IN2P3-CC 2011-02-06 05:00 // 2011-02-08 01:00	H			
MY-UPM-BIRUNI-01 MY-UTM-GRID	NDGF-T1 2011-02-07 08:00 // 2011-02-08 08:00	ļ			
NCP-LCG2 NZ-UOA	NDGF-T1 2011-02-07 08:00 // 2011-02-08 08:00	jem			
PH-ASTI-LIKNAYAN Taiwan-LCG2	NDGF-T1 2011-02-07 09:20 // 2011-02-07 17:00		-		
TH-HAII TH-NECTEC-LSR	CERN-PROD 2011-02-07 10:00 // 2011-02-07 12:00	-			
TOKYO-LCG2	IN2P3-CC 2011-02-08 01:00 // 2011-02-08 18:00				
TW-eScience TW-FTT	IN2P3-CC 2011-02-08 06:00 // 2011-02-08 15:00		H		
TW-NCUHEP TW-NTCU-HPC-01	IN2P3-CC 2011-02-08 06:00 // 2011-02-08 17:00		H		
TW-NTU-HEP TW-NYMU-GRID	IN2P3-CC 2011-02-08 07:00 // 2011-02-08 17:00				
CERN-PROD	IN2P3-CC 2011-02-08 07:00 // 2011-02-08 16:00				
Handa	IN2P3-CC 2011-02-08 07:00 // 2011-02-08 18:00				
	IN2P3-CC 2011-02-08 07:00 // 2011-02-08 18:00		H		
	IN2P3-CC 2011-02-08 07:00 // 2011-02-08 13:00		Hannah		
	NDGF-T1 2011-02-08 09:00 // 2011-02-08 17:00		jummed		
	NDGF-T1 2011-02-10 12:30 // 2011-02-10 13:30			-	
	NDGF-T1 2011-02-10 12:30 // 2011-02-10 13:30			-	

Choose the time interval in the left menu and then a selection of sites for which you want to view downtimes. If you wish to view downtimes via a VO, first choose the "Downtime per VO" link next to top green right arrow.

Clicking on the "OK" button creates a chart on the right side if there are downtimes in both the past and future around the current date for the time interval selected. Note that the chart is Flash-based, and you will need to enable FLASH in your browser if it is disabled.

In the chart, the downtime per site/VO (shown in the left most column) is displayed as a bar in the duration period. The bar is coloured using the severity of the downtime declared. Rolling over the bar gives the downtime description. Clicking on the bar opens a downtime details page in the GOCDB.





For the case where no downtime for the time period selected is relevant to the site/VO the chart is not displayed. However, a message is displayed indicating that there are no downtimes in that period for the selection.

3.2 Handover tab

A handover log form is available under the "Handover" tab.

This can be useful for both making a summary of the past week and keeping a log information available for the next ROD shift.

It can be also used to ask/give information to another ROD team and to communicate and/or reply to COD.

		pean Grid Ir Is a sustainable grid		•	CIN2 PE	}		
	Dashboard	Vo Management	EGI Broadcast	Vo Admin	About Us			
operation/ PORTAL			PERATIONS PC aster Instance	ORTAL		Welcome David Bouve	•	•
Dashboard Downtimes	COD view	Handover	User List	Regional List	Metrics	2		
Handover Summary : As ROD v Use	this role							
_	EGI Contact Us	s Site Map Credits Rei <u>(c) IN2P:</u>	lease notes 2.5 Licen: 3 Computing Center	sed under the Apac	he License			

After selecting the "ROD" role, you will see:

- history of the logs sent and received for your NGI
- a form to submit a log

Logs are listed by date and you can see the details by clicking on the "details..." link.





operat POR	ion/ Regional Operation TAL IBERGRID NGI regiona		an.freire
Dashboard	Downtimes Handover User List Ro	egional List Metrics 🛛 🤅	
landover Summa	ry: As RODIT Use this role		
Last logs for	Operations	_	
Last logs for			
2011-02-21 11:19:14	Handover : LIP finished its shift. IFCA should assume now	NGI_IBERGRID (NGI_IBERGRID) => NGI_IBERGRID	<u>Details</u>
2011-01-17 12:24:15	Handover : IFCA finished its shift. CESGA should assume now.	NGI_IBERGRID (NGI_IBERGRID) => NGI_IBERGRID	<u>Details</u>
2011-01-11 10:47:01	Handover : LIP finished its shift. IFCA should assume now	NGI_IBERGRID (NGI_IBERGRID) => NGI_IBERGRID	<u>Details</u>
2010-12-20 15:12:05	Handover : IFCA finished its shift. LIP should assume now.	NGI_IBERGRID (NGI_IBERGRID) => NGI_IBERGRID	<u>Details</u>
2010-12-13 14:00:12	Handover : LIP finished its shift. IFCA should assume now	NGI_IBERGRID (NGI_IBERGRID) => NGI_IBERGRID	<u>Details</u>
2010-11-29 11:12:50	Handover : LIP finished its shift. CESGA should assume now.	NGI_IBERGRID (NGI_IBERGRID) => NGI_IBERGRID	<u>Details</u>
2010-11-08 11:41:47	Handover : IFCA finished its shift. CESGA should assume now.	NGI_IBERGRID (NGI_IBERGRID) => NGI_IBERGRID	<u>Details</u>
2010-10-25 14:51:32	Handover : CESGA Finished its shift. IFCA should assume now.	NGI_IBERGRID (NGI_IBERGRID) => NGI_IBERGRID	<u>Details</u>
2010-10-18 14:55:26	Handover : LIP Finished its shift. CESGA should assume now.	NGI_IBERGRID (NGI_IBERGRID) =>	Details
-	eceived by ROD	Author -> To	Cambach
Date 2010-08-24	Subject Expired ticket	Author => To CCOD (Alexander Verkooijen) => NGI_IBERGRID	Details
07:26:56 2011-02-21 11:19:14	Handover : LIP finished its shift. IFCA should assume now	NGI_IBERGRID (NGI_IBERGRID) => NGI IBERGRID	Details
2011-01-17 12:24:15	Handover : IFCA finished its shift. CESGA should assume now.	NGI_IBERGRID (NGI_IBERGRID) => NGI_IBERGRID	Details
2011-01-11 10:47:01	Handover : LIP finished its shift. IFCA should assume now	NGI_IBERGRID (NGI_IBERGRID) => NGI_IBERGRID	<u>Details</u>
2010-12-20 15:12:05	Handover : IFCA finished its shift. LIP should assume now.	NGI_IBERGRID (NGI_IBERGRID) => NGI IBERGRID	<u>Details</u>
		NGI IBERGRID (NGI IBERGRID) =>	





Date	Subject	Author => To	Content
2010-09-29 18:08:22	Nagios Notification older than 72	CCOD (Malgorzata Krakowian) => NGI_FRANCE	Details
2010-09-07 08:01:33	Alarms older than 72 hours	CCOD (Maarten van Ingen) => NGI_FRANCE	Details
Handover Log:			>
Dear ROD,			
The following site has ala - IN2P3-CC	arms older than 72 hours:		
Could you please provide	explanation why this issue was not handled according to procedure?		
Please take immediate ar	nd appropriate action.		
Regards, Maarten van Ingen On behalf of EGI Central	Operator on Duty		
2010-08-24 07:25:35	Expired ticket	CCOD (Alexander Verkooijen) => NGI_FRANCE	<u>Details</u>
2010-08-10 09:04:33	Nagios notification older than 72 hours	CCOD (Ernst Pijper) => NGI_FRANCE	Details
	Ticket Expired and Nagios Notification older than 72	CCOD (Malgorzata Krakowian) => NGI_FRANCE	Details
2010-07-09 07:59:38			

At the end of the page, you will find the submit form:

Add a log	
* From * To	NGL_FRANCE V
* Subject :	Handover :
* Your message :	Your message
	Send message

This example shows a log that will be sent by email from ROD to COD. The "To" field can be set to send to either COD or other ROD teams, including your own.

3.3 User List tab

By default, depending on your role in the GOCDB, you will see information about all the sites under your scope.





On this page, you can set different lists to view a subset of the sites and also define another default list.

<u>ڪ</u>	European Grid Infrastructure Towards a sustainable grid infrastructure		
Dashboa	ard Vo Management EGI Broadcast	Vo Admin About Us	
operation/ PORTAL	CENTRAL OPERATIONS PO Master Instance	RTAL	Welcome David Bouvet 🧍 💄
Dashboard Downtimes CO	D view Handover User List	Regional List Metrics	2
IN2P3-CC-T2 IN2P3-CPPM IN2P3-IPNL IN2P3-IRES IN2P3-IRES IN2P3-LAPP IN2P3-LPC IN2P3-LPSC IN2P3-SUBATECH	Sites in my scope AUVERGRID BRGM-ORLEANS GRIF IBCP-GBIO IBSCP-LC62 M3PEC M3FEC	List name All IN2P3 Default Save list New	
<u>EGI</u> CO	ontact Us Site Map Credits Release notes 2.5 License <u>(c) IN2P3 Computing Center</u>	ed under the Apache License	

The lists which you have already defined appear just below the "Manage your customised sites list" bar.

Below that, you can add/remove site in the "My sites list" from the list of sites in your scope using the green arrows, . Once the sites you wish to have in the customised list are selected, you can define the list name in the field at the right and save it.

If you wish to define the new list as your default list, just check the "Default" box before saving the list. It will be marked with a green tick in your sites list.

To modify a list, click on its name and use the green arrows to add or remove sites. Remember to save the list!

3.4 Regional List tab

Under this tab you will find the list of staff authorised for each region to act as ROD and contact emails. This first list is retrieved from the information registered in the GOCDB for the NGI.

Note that the ROD email list information does not come from the GOCDB. If you need to update this information, you should contact the portal administrators and COD, who separately maintain a mailing list for all ROD teams.





🏉 PC	ORTAL		ERATIONS PORTAL ter Instance		
Dashboa	ard Downtimes C	COD view Handover	User List Regional Lis	t Metrics	7
Select NGI :					
Regional inf	ormations from NGI : France				
	Official ROC/NGI name: NGI_FI	RANCE			
	ROC/NGI email : grid-roc@cc.in2	2p3.fr			
	(*) ROD email: NGI-france-rod-I	@france-grilles.fr			
	Instance status: MASTER				
	Below a list of people authorized to	act as ROD:			
	L Cyril Lorphelin	cyril.lorphelin@cc.in2p3.fr	Regional Staff		
	L Cyril Lorphelin	cyril.lorphelin@cc.in2p3.fr	Deputy Regional Manager		
	David Bouvet	dbouvet@in2p3.fr	Deputy Regional Manager		
	Gilles Mathieu	gilles.mathieu@in2p3.fr	Deputy Regional Manager		
	GIRARD Pierre	pierre.girard@in2p3.fr	Deputy Regional Manager		
	Helene Cordier	helene.cordier@in2p3.fr	Deputy Regional Manager		
	Jacques Garnier	jacques.garnier@cc.in2p3.fr	Regional Staff		
		nlajili@in2p3.fr	Deputy Regional Manager		
	Olivier Lequeux	olivier.lequeux@cc.in2p3.fr	Regional Staff		
	Pierre Veyre	pierre.veyre@cc.in2p3.fr	Regional Staff		
	Rolf Rumler	rumler@cc.in2p3.fr	Deputy Regional Manager		
	Suzanne Poulat	suzanne@in2p3.fr	Regional Staff		
			_		
	Regional representatives				

The second list on this page consists of the critical tests displayed in the dashboard. Note that this view is only seen for the tests applicable to your NGI.





	iguration		
	iosHost: ccnagboxli01.in2p3.fr iosRole: ngi		
4	Test Name ch.œrn.FTS-ChannelList	Scope EGI subset of tests	
	ch.œrn.LFC-Ping	EGI subset of tests	
4	ch.oern.LFC-Read	EGI subset of tests	
2	ch.œrn.LFC-Write	EGI subset of tests	
2	ch.ærn.LFC-CertLifetime	EGI subset of tests	
2	hr.srce.CREAMCE-CertLifetime	EGI subset of tests	
2	hr.srœ.FTS-OertLifetime	EGI subset of tests	
	ch.œrn.FTS-InfoSites	EGI subset of tests	
2	hr.srœ.GRAM-CertLifetime	EGI subset of tests	
2	hr.srce.MyProxy-CertLifetime	EGI subset of tests	
2	hr.srce.RGMA-CertLifetime	EGI subset of tests	
2	hr.srce.SRM2-CertLifetime	EGI subset of tests	
<u>_</u>	hr.srœ.VOMS-CertLifetime	EGI subset of tests	
4	org.nmap.VOMS	EGI subset of tests	
1	org.nagios.gsissh-Check	EGI subset of tests	
2	hr.srce.WMProxy-CertLifetime	EGI subset of tests	
2	org.bdii.Entries	EGI subset of tests	
4	org.gstat.SanityCheck	EGI subset of tests	
2	org.sam.CE-JobSubmit	EGI subset of tests	
2	org.sam.CREAMCE-JobSubmit	EGI subset of tests	
	org.sam.SRM-Del	EGI subset of tests	
	org.sam.SRM-Get	EGI subset of tests	
4	org.sam.SRM-GetSURLs	EGI subset of tests	
2	org.sam.SRM-GelTURLs	EGI subset of tests	
2	org.sam.SRM-Ls	EGI subset of tests	
2	org.sam.SRM-LsDir	EGI subset of tests	

3.5 Metrics tab

The metrics tab is used to get a report of the number of alarms and tickets in their various states (age, opened, closed, etc.) and the metric value for each day/month.

You can choose the NGI/RIP or ALL NGIs (currently labelled "All ROCs") and either a daily or month time frame. The month view gives daily results for a the whole NGI/RIP in the top screen. The middle screen gives the same metrics in csv format. The last screen gives the list of alarms closed in a "non OK" state with the reason given by the ROD team.





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JP-KEK-CRC-01			0				0		0	0					1
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The daily view breaks down the metrics to the site level. This is useful for diagnosing how well sites perform.





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On the top right side, there are two link which can also provide GGUS metrics about the tickets labelled:





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

The first link relates to all GGUS tickets and Dashboard related tickets which can be selected appropriately. The GGUS Report Generator may look like this

GGUS Report Generator

Timeframe from ? to ?	10 Mai 2011	 average solution time ? count of tickets with status set to 'unsolved' ? operational tickets created ? 	 CIC response times per ROC ? User support tickets created ? all tickets ?
▶units			
▶advanced			
G0!			

The second link provides historical data prior to 07-12-2009.





4 OTHER TABS

The tabs "VO Management", "EGI Broadcast", "VO Admin", "About Us" do not concern the Dashboard and will therefore not be covered by this document.

5 GLOSSARY

APEL	Accounting Processor for Event Logs https://wiki.egi.eu/wiki/APEL				
COD	Central Operator on Duty				
https://wiki.	egi.eu/wiki/Grid_operations_oversight				
GGUS	Global Grid User Support <u>https://gus.fzk.de/pages/home.php</u>				
GOCDB	Grid Operations Centre Database <u>https://goc.egi.eu</u>				
GStat	http://gstat.egi.eu/gstat/geo/openlayers				
Nagios prob	e Synonym for Nagios test or Operations test				
NGI	National Grid Infrastructure, synonymous with RIP				
Node	Synonym for service or service endpoint				
OC	Operations Centre, manages ROD teams, monitoring, etc. of an RIP				
RC	Resource Centre, synonymous with Site				
RIP	Regional Infrastructure Provider, synonymous with NGI				
ROD	Regional Operator on Duty, usually a team working in shifts, aka				
Regional Staff					
VO	Virtual Organization				