

EGL Operational Tools

Javier López Cacheiro

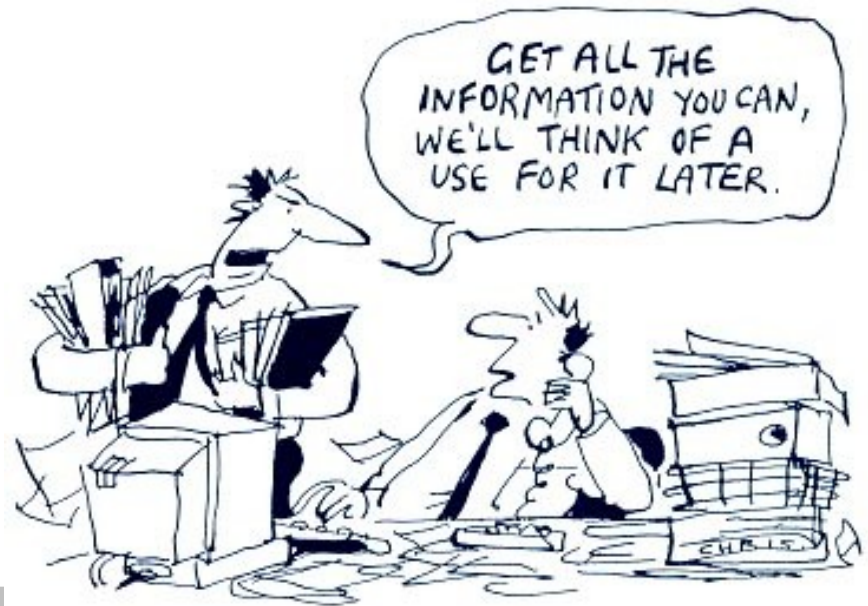
CESGA

EGI Operational Tools

- GOCDDB
- Nagios
- GGUS
- Operations Dashboard
- Metrics Portal
- Accounting Portal

GOCDB

- What is GOCDB?
 - GOCDB = **G**rid **O**perations **C**entre **D**ata**B**ase
 - A (static) information repository
- What information?



GOCDB

- An interface to manage:
 - Site/ROC/NGI info
 - User info & roles
 - Service details
 - Scheduled Downtimes

ACTIONS

-  [Home](#)
-  [Downtime overview](#)
-  [Add new downtime](#)
-  [Browse sites](#)
-  [List sites by ROC](#)
-  [List sites in scope](#)
-  [Register a new site](#)
-  [Browse nodes](#)
-  [Request a role](#)
-  [Show security contacts](#)
-  [Show Tier1 contacts](#)

 Users ☒
 Sites ☒
 Nodes ☒
 Search GOCDB

 [Current Developments](#)
 [Help](#)
 [Contact us](#)


Welcome

Hello Javier! Welcome to GOCDB3 (version 3.1.6, released in October 2009)

GOCDB Status

Web portal	Master instance at RAL-STFC
Database	Master Production DB at RAL-STFC
Mode	Normal (read/write)

GOCDB developments: what is currently going on?

A list of known bugs and feature requests is being maintained in LCG Savannah. You can browse a summary of different items in the [Current Developments](#) section.
 Alternatively you can directly browse our [LCG Savannah page](#)

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GOcdb4

Sites and Services

- Browse Sites
- Browse Services

Downtimes

- List all
- List ongoing
- List planned

Groups and Contacts

- ROC Contacts
- Tier1 Contacts

About GOcdb4

- Help and Support
- Development Status
- Documentation

Search

User Status

Registered as:
Javier Lopez

[View details and roles](#)

Portal Instance

Central Portal

Welcome to GOcdb4 central portal

All data presented on this web portal are production data which are for the time being kept synchronised from GOcdb3.

Please note: This is a read only web portal, if you wish to write data then either:

- Visit the current production instance of GOcdb3 at <https://goc.gridops.org>
- Test the GOcdb4 input system at <https://gocdb4.esc.rl.ac.uk/portal>

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GOCDDB4

Sites and Services

- Browse Sites
- Browse Services

Downtimes

- List all
- List ongoing
- List planned

Groups and Contacts

- ROC Contacts
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User Status

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[View details and roles](#)

Sites

Short Name	Official Name	Certification Status	Roc	Country	Actions
AEGIS01-IPB-SCL	Scientific Computing Laboratory, Institute of Physics Belgrade	Certified	NGI_AEGIS	RS	View
AEGIS03- ELEF-LEDA	Faculty of Electronic Engineering, University of Nis	Certified	NGI_AEGIS	RS	View
AEGIS04-KG	Center for Scientific Research of SASA and University of Kragujevac	Certified	NGI_AEGIS	RS	View
AEGIS07- IPB-ATLAS	ATLAS Group, Institute of Physics Belgrade	Certified	NGI_AEGIS	RS	View
AEGIS10- VINCA-CMS	CMS group, Vinca Institute	Uncertified	NGI_AEGIS	RS	View
AEGIS11-MISANU	Mathematical Institute of the Serbian Academy of Sciences and Arts	Certified	NGI_AEGIS	RS	View
AGH-ICSR	AGH University of Science and Technology, Computer Science Department, Computer System Group	Candidate	NGI_PL	PL	View
AL-01-FIT	Faculty of Information Technology	Candidate	SouthEasternEurope	AL	View



GOCD B4

Sites and Services

- Browse Sites
- Browse Services

Downtimes

- List all
- List ongoing
- List planned

Groups and Contacts

- ROC Contacts
- Tier1 Contacts

About GOCD B4

- Help and Support
- Development Status
- Documentation

Search

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[View details and roles](#)

Portal Instance

Central Portal

Service Endpoints

Hostname	Service Type	Description	Production	Actions
ce105.cern.ch	CE		Y	View
ise.prn.hp.com	Classic-SE		Y	View
cmsfts1.fnal.gov	FTS	FTS 2.0	Y	View
lfc0001.m45.ihep.su	Local-LFC	local LFC host	N	View
vobox0002.m45.ihep.su	VO-box	VOBOX for CMS	Y	View
ce0004.m45.ihep.su	CREAM-CE	CE	Y	View
se0003.m45.ihep.su	SRM	SE-dcache	Y	View
ce0003.m45.ihep.su	APEL	CE	Y	View
lcgwms01.jinr.ru	WMS	WMS	Y	View
lcgvob03.jinr.ru	VO-box	CMS Phedex, SL4 x86_64	Y	View
lcgsedc01.jinr.ru	SRM		Y	View
lgdce01.jinr.ru	APEL		Y	View
lcg02.sinp.msu.ru	Site-BDII	CE, Site-BDII	Y	View
grid129.sinp.msu.ru	APEL	CE	Y	View
lcg02.sinp.msu.ru	CE	CE, Site-BDII	Y	View
lcg15.sinp.msu.ru	Top-BDII		Y	View
lcg07.sinp.msu.ru	Central-LFC	Root LFC for Russian VOs	Y	View
lcg-lfc-001.inp.nsk.su	Local-LFC	LCF (mysql)	Y	View



GOCDDB4

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[View details and roles](#)

Portal Instance

Central Portal

Search Results

Site Results

Short Name	Official Name	Location	Actions
CESGA-EGEE	Centro de Supercomputacion de Galicia		View

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Site Object 173

Security	
Authorised	
Parameter	Value
Cobjectid	173
Cgridid	0
Ext Reference	112
Primary Key	173G0
Short Name	CESGA-EGEE
Official Name	Centro de Supercomputacion de Galicia
Home Url	http://www.egee.cesga.es
Giis Url	ldap://mon.egee.cesga.es:2170/mds-vo-name=cesga-egee,o=grid

Email	egee-admin@cesga.es
Contacttel	+34 981569814
Emergencytel	+34 [REDACTED]
Csirtemail	egee-admin@cesga.es
Csirttel	+34 [REDACTED]

Groups

Type	Group	Actions
PRODUCTION_STATUS	Production	View
ROC	NGI_IGRID	View
Country	ES	View

Service Endpoints

Hostname	Service Type	Description	Production	Actions
wms01.egee.cesga.es	LB	WMS/LB Server glite 3.1 Update 60(38)	Y	View
se2.egee.cesga.es	SRM	glite 3.1 Update 62(38)	Y	View
ce2.egee.cesga.es	CE	glite 3.1 Update 38(34)	Y	View
ce.egee.cesga.es	CE	glite 3.1 Update 59(34)	Y	View
ce3.egee.cesga.es	CE	glite 3.1 Update 52(38)	Y	View
svgd.cesga.es	UI	glite 3.1 Update 26	Y	View
ui.egee.cesga.es	UI	glite 3.1 Update 29(26)	Y	View
ce2.egee.cesga.es	APEL	glite 3.1 Update 38(34)	Y	View
ce.egee.cesga.es	APEL	glite 3.1 Update 59(34)	Y	View
ce3.egee.cesga.es	APEL	glite 3.1 Update 52(38)	Y	View
wms01.egee.cesga.es	WMS	WMS/LB Server glite 3.1 Update 60(38)	Y	View
lfc.egee.cesga.es	Local-LFC	File Catalog Update 29(20)	Y	View
wms01.egee.cesga.es	WMS	glite 3.1 Update 26	Y	View

Downtimes

Classification	Severity	Declared	From	To	Description	Actions
UNSCHEDULED	OUTAGE	14-JAN-10 08:55:47	14-JAN-10 08:54:00	14-JAN-10 03:33:00	Unscheduled downtime due hardware issue on WNs.	View
UNSCHEDULED	AT_RISK	01-MAR-10 02:33:34	01-MAR-10 02:32:00	03-MAR-10 02:32:00	Unscheduled downtime due CE hardware issue.	View

Classification	Severity	Declared	From	To	Description	Actions
UNSCHEDULED	AT_RISK				Unscheduled downtime due to storage element failure.	View

Users

Name	Role	E-mail	Telephone	Actions
Juan Villasuso	Security Officer	jvilla@cesga.es	+34 981 569 814	View
Javier Lopez	Security Officer	jlopez@cesga.es	+34 981 569 814	View
sergio diaz montes	Site Administrator	sdiaz@cesga.es		View
Esteban Freire	Site Administrator	esfreire@cesga.es	+34 981 569 814	View
Alvaro Simon Garcia	Site Administrator	asimon@cesga.es	+34 981 569 814	View
Pablo Rey Mayo	Site Administrator	prey@cesga.es	+34 981569810	View
Javier Lopez	Site Administrator	jlopez@cesga.es	+34 981 569 814	View
Carlos Fernandez	Site Administrator	carlosf@cesga.es	+34 981569810	View

ROC contacts

Name	Description	Email	Actions
VIRTUAL-GRIDOPS			View
NGI_GRNET		roc-hq@hellasgrid.gr	View
GermanySwitzerland		grid-support-dech@iwr.fzk.de	View
CentralEurope		ce-roc-support@cyfronet.pl	View
ROC_Canada		roc@triumf.ca	View
NGI_CZ		ngi-roc@metacentrum.cz	View
NGI_SI		management@sling.si	View
NGI_IBERGRID		ibergrid-management@listas.cesga.es	View
NGI_HR		egi-ops@cro-ngi.hr	View
NGI_NL		ops-management@biggrid.nl	View
AsiaPacific		roc@lists.grid.sinica.edu.tw	View
Italy		it-roc@inf.n.it	View
ROC_IGALC		roc@igalc.org	View
ROC_LA		support@roc-la.org	View
NGI_BY		belarus-ngi-management@newman.bas-net.by	View
NGI_FRANCE		grid-roc@cc.in2p3.fr	View
NGI_AEGIS		ngi_aegis-grid-management@ipb.ac.rs	View

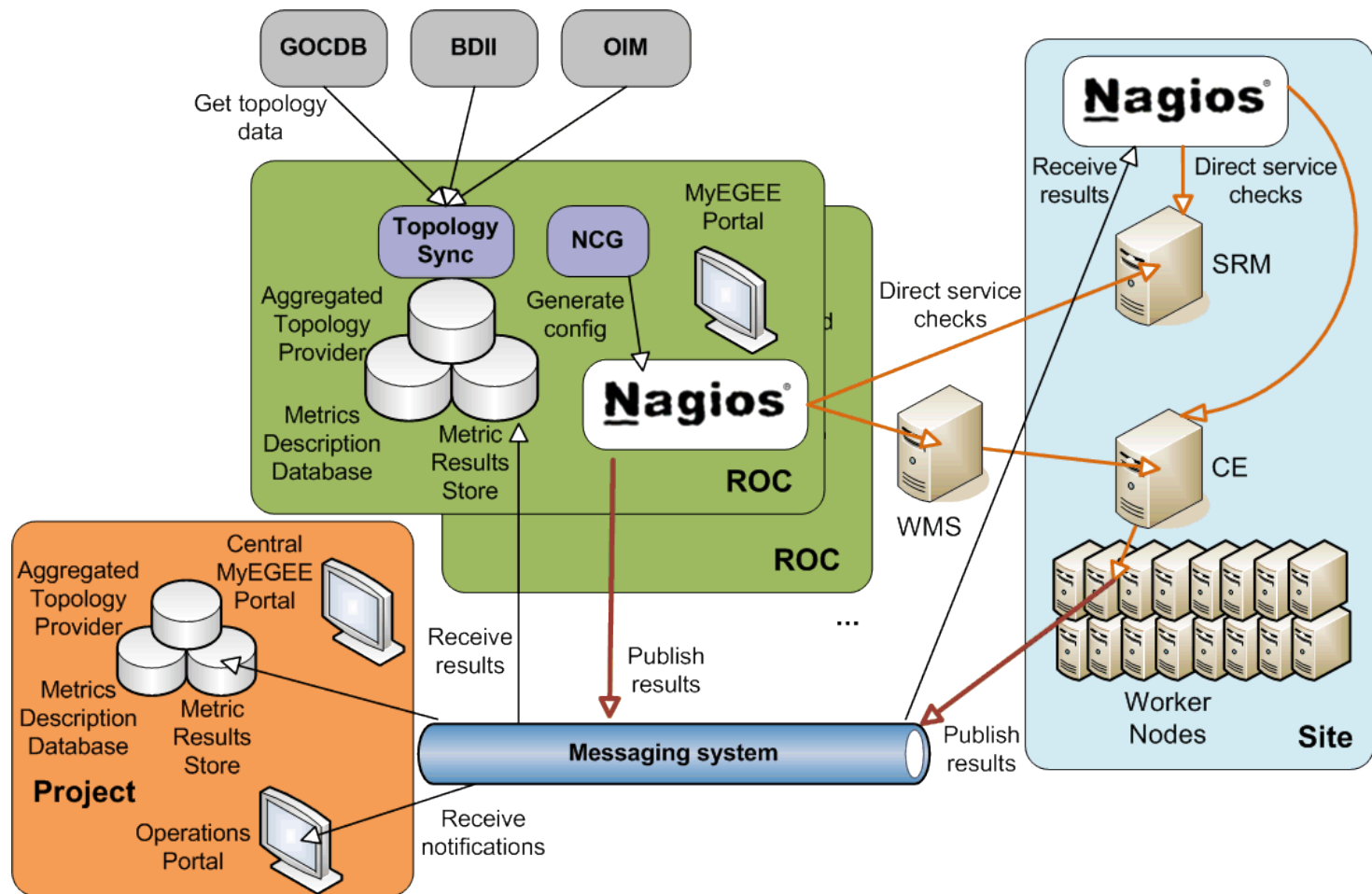
Nagios

- Open source monitoring framework
- Highly flexible with advanced features
 - host/service dependencies
 - flapping detection
- Widely used & actively developed

Probe Types

- Local probes
 - Executed by Nagios as active checks
 - CE, WMS, WN and SRM probes
 - Nagios native probes
- Remote probes
 - Results imported from external systems as passive checks

Architecture



Nagios®

General

- Home
- Documentation

Current Status

- Tactical Overview
- Map
- Hosts
- Services
- Host Groups
 - Summary
 - Grid
- Service Groups
 - Summary
 - Grid
- Problems
 - Services (Unhandled)
 - Hosts (Unhandled)
 - Network Outages

Quick Search:

Reports

- Availability
- Trends
- Alerts
 - History
 - Summary
 - Histogram
- Notifications
- Event Log

Nagios®

Nagios® Core™ Version 3.2.1

March 09, 2010

[Check for updates](#)

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

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Nagios®
Enterprises

MONITORED BY
Nagios®
NAGIOS CORE

SOURCEFORGE.NET

Tactical Overview

Tactical Monitoring Overview
Last Updated: Tue Jul 6 10:48:19 CEST 2010
Updated every 601 seconds
Nagios® Core™ 3.2.1 - www.nagios.org
Logged in as /DC=es/DC=irisgrid/O=cesga/CN=javier-lopez

Monitoring Performance
Service Check Execution Time: 0.00 / 600.02 / 8.261 sec
Service Check Latency: 0.00 / 4.68 / 0.125 sec
Host Check Execution Time: 0.01 / 0.02 / 0.015 sec
Host Check Latency: 0.06 / 0.52 / 0.273 sec
Active Host / Service Checks: 103 / 223
Passive Host / Service Checks: 0 / 780

Network Outages
0 Outages

Network Health
Host Health: 
Service Health: 

Hosts
0 Down 0 Unreachable 103 Up 0 Pending

Services
12 Critical 10 Warning 5 Unknown 915 Ok 61 Pending
1 Unhandled Problems 10 Disabled 2 Unhandled Problems 705 Disabled 61 Disabled
11 Disabled 3 Disabled

Monitoring Features

Flap Detection	Notifications	Event Handlers	Active Checks	Passive Checks
Enabled 1003 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 790 Services Disabled All Hosts Enabled	Enabled All Services Enabled All Hosts Enabled

Site Status

Current Network Status

Last Updated: Tue Jul 6 10:57:04 CEST 2010
 Updated every 601 seconds
 Nagios® Core™ 3.2.1 - www.nagios.org
 Logged in as /DC=es/DC=irisgrid/O=cesga
 /CN=javier-lopez

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

[View Service Status Detail For This Host Group](#)

[View Host Status Detail For This Host Group](#)

[View Status Summary For This Host Group](#)

[View Status Grid For This Host Group](#)

Host Status Totals

Up	Down	Unreachable	Pending
7	0	0	0
All Problems		All Types	
0		7	

Service Status Totals

Ok	Warning	Unknown	Critical	Pending
58	0	1	0	0
All Problems		All Types		
1		59		

Service Overview For Host Group 'site-CESGA-EGEE'

[Site CESGA-EGEE \(site-CESGA-EGEE\)](#)

Host	Status	Services	Actions
ce.egee.cesga.es	UP	14 OK	   
ce2.egee.cesga.es	UP	17 OK	   
ce3.egee.cesga.es	UP	13 OK 1 UNKNOWN	   
lfc.egee.cesga.es	UP	3 OK	   
se2.egee.cesga.es	UP	9 OK	   
test02.egee.cesga.es	UP	1 OK	   
wms01.egee.cesga.es	UP	1 OK	   

Host Status

Current Network Status

Last Updated: Tue Jul 6 10:58:30 CEST 2010
 Updated every 601 seconds
 Nagios® Core™ 3.2.1 - www.nagios.org
 Logged in as /DC=es/DC=irisgrid/O=cesga
 /CN=javier-lopez

[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
13	0	1	0	0
All Problems		All Types		
1		14		

Service Status Details For Host 'ce3.egee.cesga.es'

Host ↑↓	Service ↑↓	Status ↑↓	Last Check ↑↓	Duration ↑↓	Attempt ↑↓	Status Information
ce3.egee.cesga.es 	hr.srce.GRAM-CertLifetime 	OK	07-06-2010 10:52:02	48d 0h 23m 58s	1/2	CERT LIFETIME OK - Certificate will expire in 190.14 days (Jan 12 12:17:47 2011 GMT)
	org.sam.CE-jobState-/ops/Role=lcgadmin 	OK	07-06-2010 10:53:45	0d 3h 49m 44s	1/2	OK: [Scheduled] https://wms208.cern.ch:9000/8SiaeMz190j5d-nBe0FAfg
	org.sam.CE-jobSubmit-/ops/Role=lcgadmin 	UNKNOWN	07-06-2010 10:41:30	0d 1h 7m 48s	2/2	UNKNOWN: This metric is part of the org.sam.CE-jobState bundle and cannot be executed independently.
	org.sam.WN-Bi-/ops/Role=lcgadmin 	OK	07-05-2010 02:23:08	19d 2h 11m 18s	1/2	compute-3-33.local: OK: getCE: ce3.egee.cesga.es:2119/jobmanager-lcgsg-GRID_ops
	org.sam.WN-CAver-/ops/Role=lcgadmin 	OK	07-05-2010 02:23:14	4d 21h 30m 15s	1/2	compute-3-33.local: OK
	org.sam.WN-Csh-/ops/Role=lcgadmin 	OK	07-05-2010 02:23:10	19d 2h 11m 16s	1/2	compute-3-33.local: OK
	org.sam.WN-Rep-/ops/Role=lcgadmin 	OK	07-05-2010 02:23:45	3d 19h 29m 50s	1/2	compute-3-33.local: OK: success.
	org.sam.WN-RepCr-/ops/Role=lcgadmin 	OK	07-05-2010 02:23:22	3d 19h 30m 9s	1/2	compute-3-33.local: OK: File was copied to SE se2.egee.cesga.es and registered in LFC prod-lfc-shared-central.cern.ch. CLI
	org.sam.WN-RepDel-/ops/Role=lcgadmin 	OK	07-05-2010 02:23:46	3d 19h 29m 50s	1/2	compute-3-33.local: OK: Replicas for [lfn:/grid/ops/SAM/sam-lcg-rm-cr-compute-3-33.local.100705002316.5226563] were deleted. CLI
	org.sam.WN-					

Service Information

Last Updated: Tue Jul 6 11:00:03 CEST 2010
Updated every 601 seconds
Nagios® Core™ 3.2.1 - www.nagios.org
Logged in as /DC=es/DC=irisgrid/0=cesga/CN=javier-lopez

[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.CE-JobSubmit-/ops/Role=lcgadmin
On Host
ce3.egee.cesga.es
(ce3.egee.cesga.es)

Member of
[/ops/Role=lcgadmin](#), [SERVICE_CE](#), [SITE_CESGA-EGEE_CE](#), [local](#), [ops](#), [org.sam.CE](#), [org.sam.CE-jobState_ce3.egee.cesga.es](#)

84.21.169.189



Extra Notes

Service State Information

Current Status: **UNKNOWN** (for 0d 1h 9m 21s)
Status Information: UNKNOWN: This metric is part of the org.sam.CE-JobState bundle and cannot be executed independently.
Performance Data:
Current Attempt: 2/2 (HARD state)
Last Check Time: 07-06-2010 10:41:30
Check Type: ACTIVE
Check Latency / Duration: 4.682 / 0.012 seconds
Next Scheduled Check: N/A
Last State Change: 07-06-2010 09:50:42
Last Notification: 07-06-2010 09:50:43 (notification 5)
Is This Service Flapping? N/A
In Scheduled Downtime? **NO**
Last Update: 07-06-2010 10:59:53 (0d 0h 0m 10s 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](#)
 [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](#)

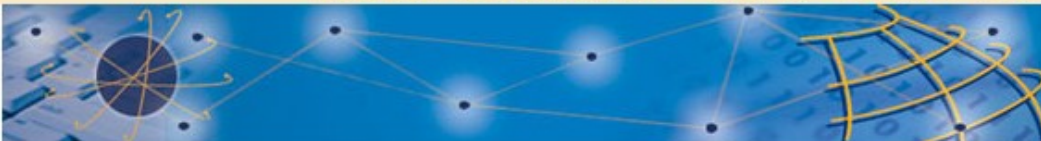
Service Comments

[Add a new comment](#) [Delete all comments](#)

Entry Time	Author	Comment	Comment ID	Persistent	Type	Expires	Actions
07-06-2010 09:50:43	Nagios to Dashboard	Notification status: SENT	29149	No	User	N/A	

GGUS

- GGUS = **G**lobal **G**rid **U**ser **S**upport
- Support and ticketing system
- The GGUS system is the primary means by which users request support when they are using the grid



Welcome to Global Grid User Support

Tickets @ GGUS

- ▶ [Information](#) on your GGUS account
- ▶ [Submit a new ticket](#) via browser
- ▶ [Submit a new ticket](#) via email
- ▶ [Show my complete ticket list](#) (open/closed/subscribed)
- ▶ [Search ticket database](#)

Latest open tickets

ID	VO	Info
▶ 59761	atlas	over 200 failed file transfers from BNL-OSG2_DATAD...
▶ 59760	biomed	lcg-cr from gridce1.pi.infn.it to \$VO_BIOMED_DEFAU...
▶ 59759	biomed	lcg-cr crashes on gridce1.pi.infn.it:2119/jobmanag...
▶ 59758	atlas	200 atlas jobs failed due to error accessing scrip...
▶ 59757	none	NAGIOS *hr.srce.WMProxy-CertLifetime* failed on w...
▶ 59756	none	NAGIOS *org.sam.CE-JobSubmit-/ops/Role=lcgadmin* ...
▶ 59755	none	NAGIOS *org.sam.CE-JobSubmit-/ops/Role=lcgadmin* ...
▶ 59752	none	NAGIOS *org.sam.CREAMCE-JobSubmit-/ops /Role=lcgad...
▶ 59751	none	NAGIOS *org.sam.CE-JobSubmit-/ops/Role=lcgadmin* ...
▶ 59750	cms	VERY URGENT : CMS running only on 1 WebTools front...
▶ 59749	none	gstat 'check-ce' 'check-se' and 'check-service' pr...
▶ 59748	none	gstat 'check-se' problem detected at TRIUMF-LCG2
▶ 59747	none	astat 'check-se' problem detected at

Latest news

- News from GGUS 2010-06-23 08:59 UTC
- ▶ [! New release of the GGUS portal is available](#)
 - ▶ [Recently created FAQs](#) (last modified: 2010-03-26 08:05)
 - ▶ [News at CIC-Portal](#)

GGUS tools/reports

- ▶ [Report Generator](#)
- ▶ [GGUS ticket timeline tool - TTT](#)
- ▶ [Escalation reports](#)
- ▶ [Metrics reports](#)

GGUS development plans

- ▶ [Description of development procedures](#)
- ▶ [Submit a request for a new feature to GGUS](#)
- ▶ [Browse current open features](#)
- ▶ [Ongoing worklist & Release Notes](#)

GGUS Search

- ▶ [GGUS-Knowledge-Base](#)
- ▶ [Documentation](#)
- ▶ [GGUS-FAQ - Wiki pages](#)

Submit ticket

User information

Name	Javier Lopez	E-Mail	jlopez@cesga.es
Notification mode ?	☒ on solution ☐ on every change ☐ never	CC to ?	

Problem information

Date / Time of Problem	2010 - 07 - 06 / 07 : 59 UTC
Affected SITE	
Concerned VO	none VO specific ☐ yes ☒ no
Does it affect the whole	☐ SITE ☐ ROC ☐ VO ☒ don't know/none of those
Short description (required)	
Describe your problem providing the information listed here ?	
Command used	
Error message you obtain	
OS, Middleware Application version	
Type of problem	please select Priority ? less urgent
Attach File(s) (max. 4)	Browse... Browse... Browse... Browse...

Routing information

Expert option, please set this option only if you know what it means.

Notify SITE ?		OR	Assign to ROC/NGI ?	
---------------	----------------------	----	---------------------	----------------------

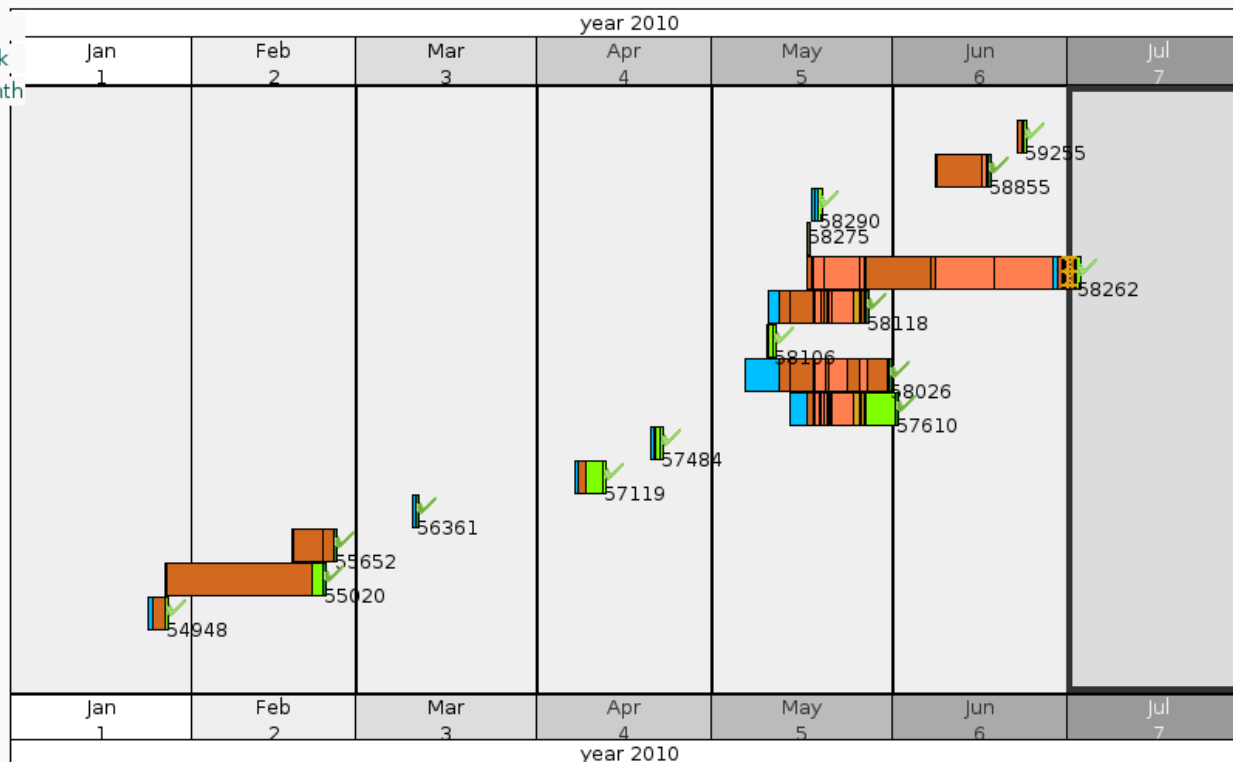
Timeframe: notified site:

☐ hide terminal states

☐ hide open states

Tickets for CESGA-EGEE

- « prev day
- « prev week
- « prev month



next day »
next week »
next month

-  solved
-  verified
- »  unsolved
-  new
-  assigned
-  in progress
-  waiting for reply
-  reopened
-  on hold
-  scheduled
-  ticket came from some site
-  ticket changed to other site
-  end of ticket (solved)
-  end of ticket (verified)

Average solution time per RESPONSIBLE UNIT

Timeframe

from

to

☒ average solution time ?

☐ count of tickets with status set to 'unsolved' ?

☐ operational tickets created ?

☐ CIC response times per ROC ?

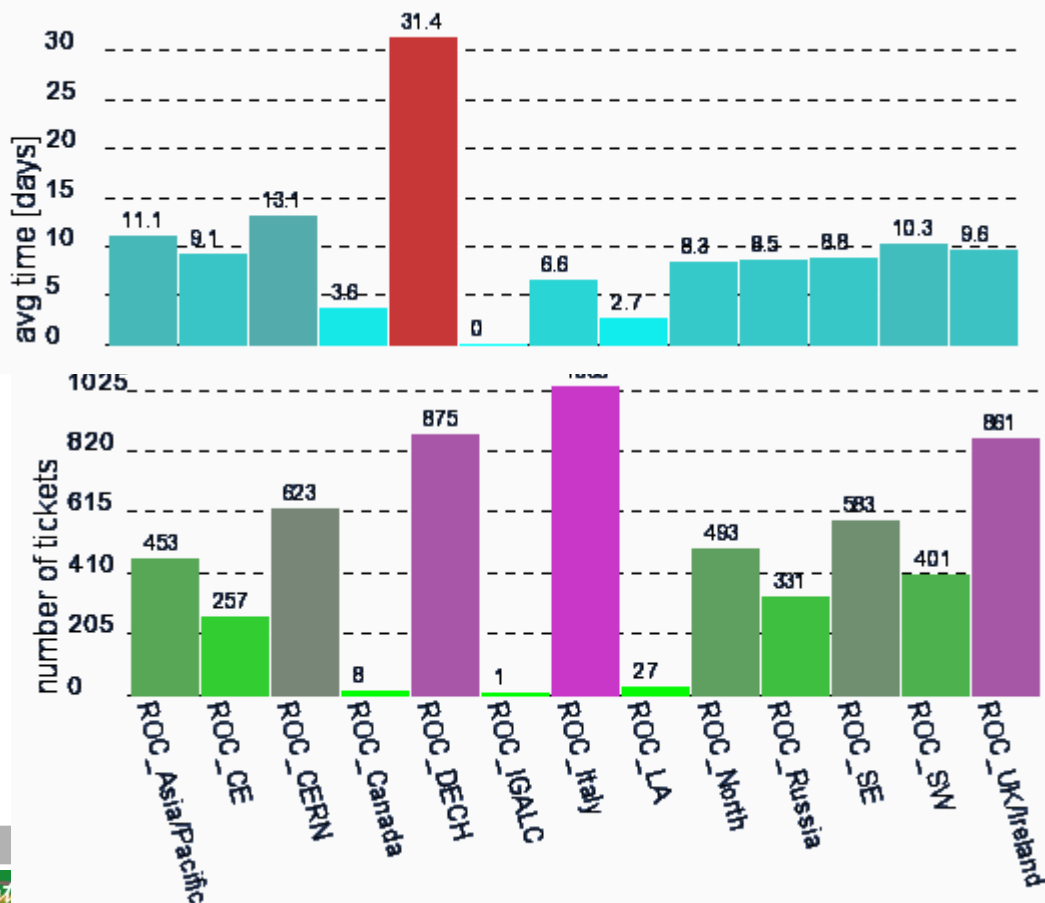
☐ user support tickets created ?

☐ all tickets ?

units

advanced

GO!



SWE Helpdesk

- SouthWestEurope Regional helpdesk
- Alternative helpdesk for Ibergrid sites
- Synchronized with GGUS

New Ticket



You are logged in as Javier Lopez ([home](#))

Ticket Search

[EGEE-SA1-SWE](#) > SERVICES > [Support](#) > SWEdesk System

Ticket Info

Ticket Priority :

Topic :

VO : No specific

VO specific ☐

Site : No specific

Site specific ☐

Short Description :

Description :

Create Ticket

EGEE-SA1-SWE Partners: [LIP](#) | [CIEMAT](#) | [CSIC](#) | [IFCA](#) | [IFIC](#) | [PIC](#) | [TID](#) | [RED.ES](#) | [CESGA](#) | [BIFI](#)



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Ibergrid Tickets

[EGEE-SA1-SWE](#) > [SERVICES](#) > [Support](#) > SWEdesk System

ID	GGUS ID	Site	supporter	Short Description	User	Priority	Created	Status	Time
2200	59623	SW TPM	amoros@ific.uv.es	CGSI-gSOAP error on storm.gridc.lip.pt SE	Günter Grein	urgent	01/07/10	assigned	
2183	59184	ESA-ESAC	esacgrid@sciops.esa.int	NAGIOS *org.sam.CE-JobSubmit-/ops/Role=lcgadmin* failed on ce04.esac.esa.int@ESA-ESAC	cicuser	urgent	18/06/10	in progress	
2182	59182	ESA-ESAC	esacgrid@sciops.esa.int	NAGIOS *org.sam.CE-JobSubmit-/ops/Role=lcgadmin* failed on ce02.esac.esa.int@ESA-ESAC	cicuser	urgent	18/06/10	in progress	
2181	59183	ESA-ESAC	esacgrid@sciops.esa.int	NAGIOS *org.sam.CE-JobSubmit-/ops/Role=lcgadmin* failed on ce03.esac.esa.int@ESA-ESAC	cicuser	urgent	18/06/10	in progress	
2179	59181	ESA-ESAC	esacgrid@sciops.esa.int	NAGIOS *org.sam.CE-JobSubmit-/ops/Role=lcgadmin* failed on ce01.esac.esa.int@ESA-ESAC	cicuser	urgent	18/06/10	in progress	
2175	59082	UPV-GRyCAP	lcgrbadmin@grycap.upv.es	Re-installation of an SE (ngiesse.i3m.upv.es)	ignacio-blانquer	urgent	15/06/10	assigned	
2132	58095	DI-UMinho	Serrano	Apel Issues	john casson	urgent	10/05/10	in progress	

Search Results: 8 Tickets

EGEE-SA1-SWE Partners: [LIP](#) | [CIEMAT](#) | [CSIC](#) | [IFCA](#) | [IFIC](#) | [PIC](#) | [TID](#) | [RED.ES](#) | [CESGA](#) | [BIFI](#)



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Operations Dashboard

The dashboard is a tool designed to follow and track problems on sites

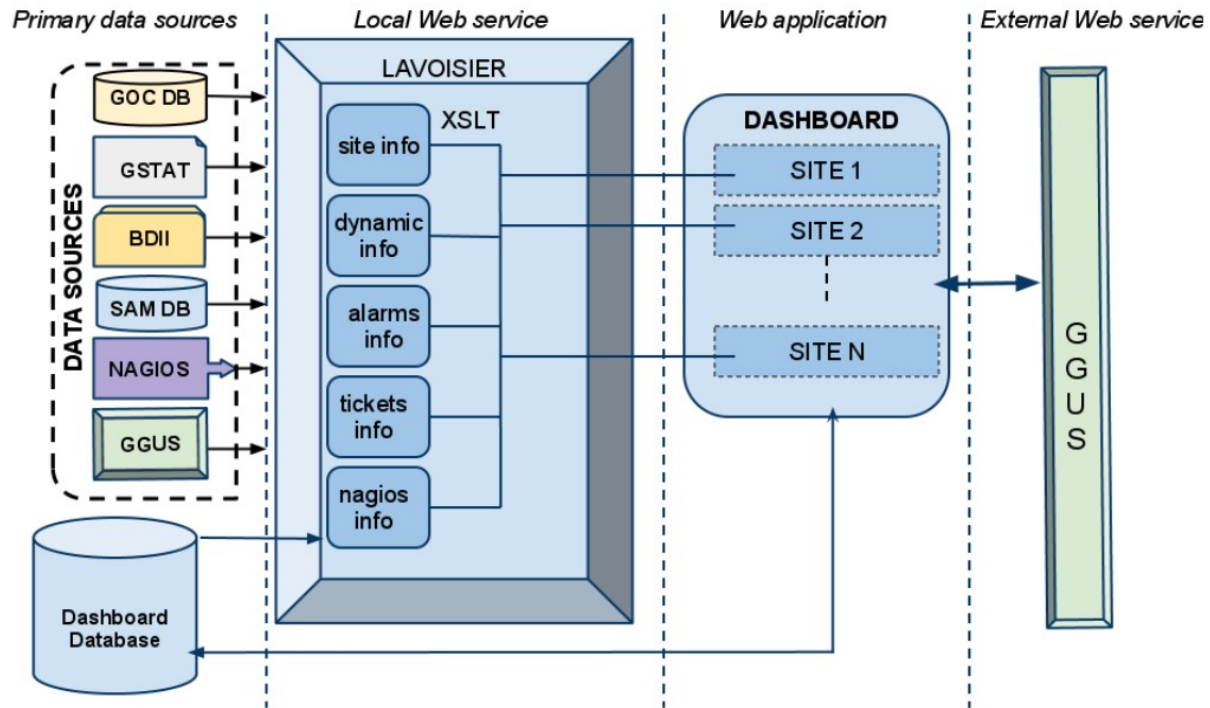
This tool is a **integration platform** different data sources including:

- Nagios, system and network monitoring application
- SAM, framework of job submission (used for VO specific tests)
- GOCDB, the DB for the Sites
- GGUS, the global ticketing system

Operators can track problems with the different results from Monitoring Tools (Nagios, Gstat) and **open and update tickset in GGUS directly**

GOCDB is used to consolidate monitoring information with downtime information

Architecture



Global architecture

**CENTRAL OPERATIONS PORTAL***Master Instance*

Dashboard

Downtimes

Handover

User List

Regional List

GridMap

SAMAP

[View Metrics ...](#)

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- ▾

-no floor- ▾

Filter



Sites with a red border are visible in the C-COD dashboard !

**BIFI**

Instituto de Biocomputacion y Fisica de Sistemas Complejos



ok

**CESGA-EGEE**

Centro de Supercomputacion de Galicia



1



ok

 **CESGA-EGEE**

Centro de Supercomputacion de Galicia



1



ok

▼

New NAGIOS alarms

?

▼

VO Alarms

?

▼

Nodes

?

▼

Notepad : last 5 entries

?

IFIC
INSTITUT DE FÍSICA
CORPUSCULAR


UNIVERSITAT DE VALÈNCIA

Curso de Postgrado
del CSIC - 2010

GRID & e-CIENCIA

IFIC - Valencia
06-09 / 07 / 2010


CONSEJO SUPERIOR DE INVESTIGACIONES CIENTÍFICAS


CSIC

▼

New NAGIOS alarms

?

Actions	VO	Test		Node name	Last status	Details	Exec date	Alarm age
☐	ops		org.sam.CE-JobSubmit-/ops/Role=lcgadmin	 ce3.egee.cesga.es	unknown	View ...	2010-07-05T12:59:11+0200	5

Close selected alarms

Alarm Viewer

▼

VO Alarms

?

▼

Nodes

?

▼

Notepad : last 5 entries

?

▼ New NAGIOS alarms ?

▼ VO Alarms ?



LHCb : ☒

Alice : ☒

Atlas : ☒ ☒

▼ Nodes ?

▼ Notepad : last 5 entries ?

▼ Nodes ?



Hostname	Production	Monitored	Description	IP address
ce.egee.cesga.es	●	●	CE	
ce.egee.cesga.es	●	●	APEL	
ce2.egee.cesga.es	●	●	CE	84.21.169.27
ce2.egee.cesga.es	●	●	APEL	84.21.169.27
ce3.egee.cesga.es	●	●	APEL	84.21.169.189
ce3.egee.cesga.es	●	●	CE	84.21.169.189
lfc.egee.cesga.es	●	●	Local-LFC	84.21.169.106
mon.egee.cesga.es	●	●	Site-BDII	84.21.169.28
mon.egee.cesga.es	●	●	MON	84.21.169.28
rnagios.ibergrid.cesga.es	●	●	Regional-NAGIOS	84.21.169.36
se2.egee.cesga.es	●	●	SRM	84.21.169.29
se2.egee.cesga.es	●	●	Classic-SE	84.21.169.29
svgd.cesga.es	●	●	UI	193.144.34.110
test02.egee.cesga.es	●	●	MyProxy	84.21.169.79
ui.egee.cesga.es	●	●	UI	84.21.169.32
voms.egee.cesga.es	●	●	VOMS	84.21.169.111
wms01.egee.cesga.es	●	●	WMS	
wms01.egee.cesga.es	●	●	LB	

▼ Notepad : last 5 entries ?



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

Date	Subject	Entry	Submitter	View
2010-07-05 13:28:29	Failure at ce3.egee.cesga.es	Dear CESGA Administrators... ce02.egee.cesga.es is failing NAGIOS tests since ...	Hugo Gomes	View ...
2010-06-22 11:26:12	Failure at ce02.egee.cesga.es	Dear CESGA Administrators... ce02.egee.cesga.es is failing NAGIOS tests since ...	Goncalo Borges	View ...
2010-06-21 10:58:36	Problem at ce3.egee.cesga.es	The following test for ce3.egee.cesga.es is in "unknown" state ...	Goncalo Borges	View ...
2010-06-21	Failure in	Dear CESGA administrators... ce3.egee.cesga.es is failing		View



▼ New NAGIOS alarms ?

Actions			VO	Test	Node name	Last status	Details	Exec date	Alarm age
☐			ops	org.sam.SRM-GetSURLs-/ops/Role=lcgadmin	se01.macc.unican.es	critical	View ...	2010-07-05T12:52:26+0200	2
☐				hr.srce.SRM2-CertLifetime	se01.macc.unican.es	unknown	View ...	2010-07-05T12:57:24+0200	2
☐			ops	org.sam.CE-JobSubmit-/ops/Role=lcgadmin	ce01.macc.unican.es	critical	View ...	2010-07-05T09:23:36+0200	6

Close selected alarms

Alarm Viewer

▼ Assigned Alarms ?

Actions		VO	Test	Node name	Last status	Details	Exec date	Alarm age
			hr.srce.RGMA-CertLifetime	 mon01.macc.unican.es	critical	View ...	2010-07-02T01:15:42+0200	N/A

Alarm Viewer

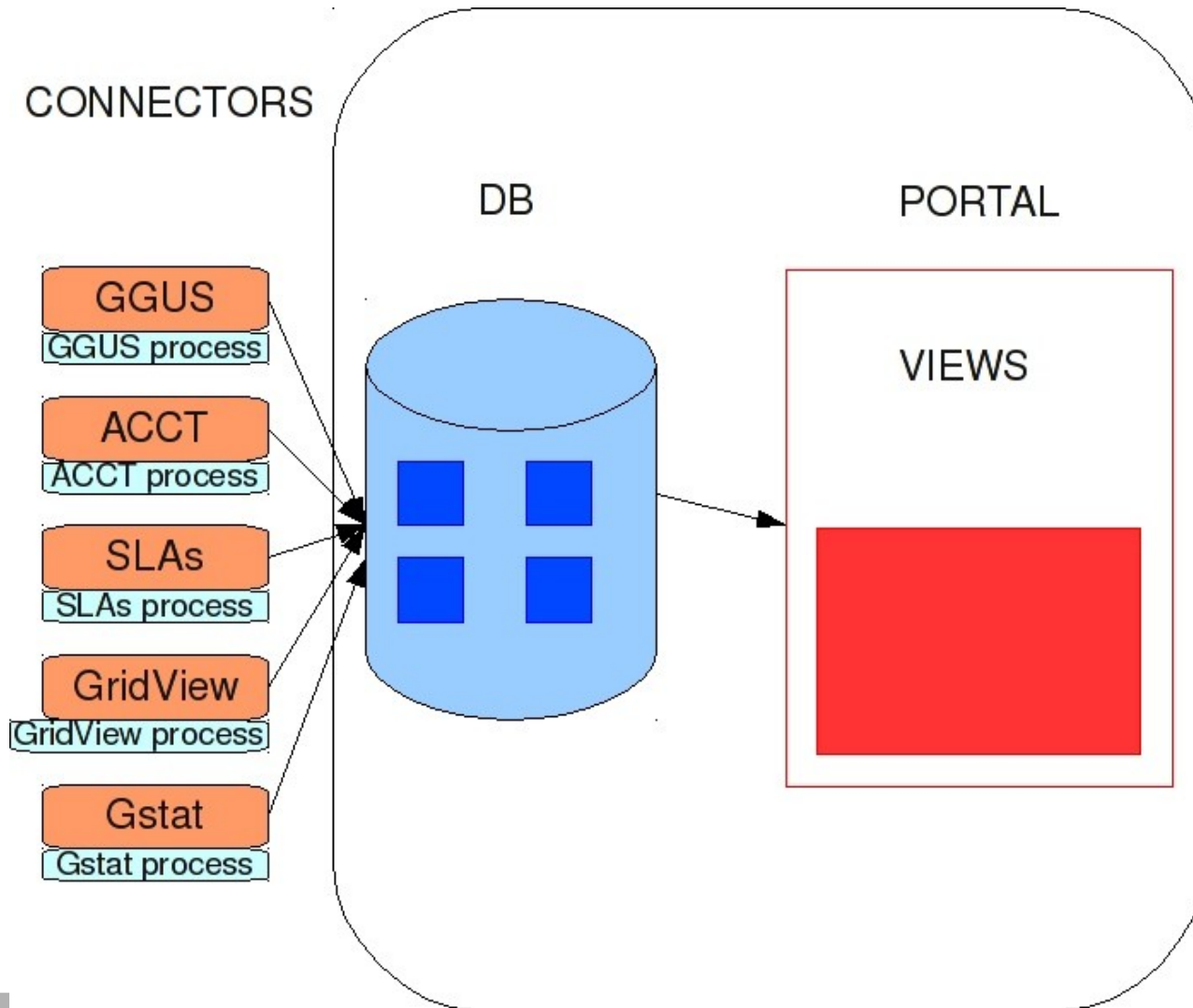
▼ Tickets ?

Update	GGUS Id	Node	Age(day)	Item	Submitter	Assigned to	Expiration date	Action taken	Alarm Id	Alarm Status
	59509	mon01.macc.unican.es	5	hr.srce.RGMA	Alvaro Lopez Garcia	NGI_IBERGRID	2010-07-09	1st mail to site admins	hr.srce.RGMA-CertLifetime-mon01.macc.unican.es	critical

Metrics Portal

- A tool to generate statistics about EGI operations
- The main objective is to have a set of metrics that can help to measure project performance and keep track of its evolution.

Architecture



Design

EGEE METRICS PORTAL



GLOBAL View

VO MANAGER View

VO MEMBER View

SITE ADMIN View

USER View

REPORTS

LINKS

Hierarchical Tree

- EGEE
 - Production
 - Jobs
 - RCs/Countries
 - Tickets
 - SLA
 - Availability/Reliability
 - Total slots

Developed by CSIC-A

Frame 1: Selection Tree

EGEE View -> Production

Print Page

Data to show: Number of operational tickets created

Period: Start year: Start month: End year: End month:

Frame 2: Metrics Query

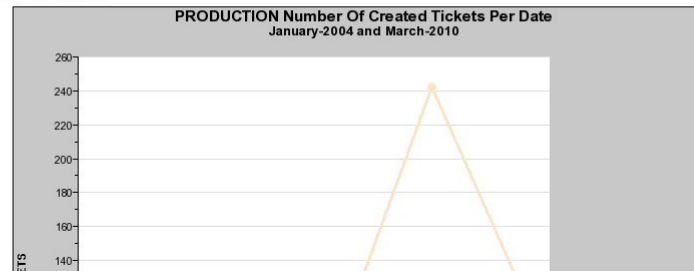
Frame 3: Data Display

PRODUCTION Operational tickets created
Operational tickets: January 2004 - March 2010

Priority	Tickets
urgent	562
very+urgent	16
less+urgent	3
top+priority	1
TOTAL	582

[go to top](#) ▲

The information in the previous table is also shown in the following graph.



GLOBAL View

VO MANAGER View

VO MEMBER View

SITE ADMIN View

USER View

REPORTS

METRICS PORTAL

[LINKS](#)

Hierarchical Tree

EGEE View -> Production

 Print Page

- ▼  EGEE
 - ▼  Production
 -  Jobs
 -  RCs/Countries
 -  Tickets
 -  Availability/Reliability
 -  Total slots

Data to show:	Operational Tickets				Number of operational tickets created			
	Period: Start year: 2010		Start month: 1		End year: 2010		End month: 7	

Refresh

Developed by  CESGA

PRODUCTION Operational tickets created

Operational tickets. January 2010 - July 2010

Priority	Tickets
urgent	1.306
very+urgent	20
less+urgent	8
top+priority	4
TOTAL	1,338

[go to top](#) ▲

GLOBAL View

VO MANAGER View

VO MEMBER View

SITE ADMIN View

USER View

REPORTS

METRICS PORTAL

LINKS

Hierarchical Tree

- ▼  EGEE
 - ▼  Production
 -  Jobs
 -  RCs/Countries
 -  Tickets
 -  Availability/Reliability
 -  Total slots

Data to show:	Users Tickets				Number of user support tickets created			
	Period:		Start year: 2010	Start month: 1	End year: 2010	End month: 7		

Refresh

PRODUCTION User Support tickets created

User support tickets. January 2010 - July 2010

Unit	Tickets
ROC_UK/Ireland	341
ROC_Italy	248
ROC_CERN	175
ROC_France	168
OSG(Prod)	162
ROC_SE	152
ROC_DECH	151
TPM	150
ROC_North	143
ROC_SW	132
ROC_CE	92
ROC Asia/Pacific	90

Developed by  CESGA

GLOBAL View

VO MANAGER View

VO MEMBER View

SITE ADMIN View

USER View

REPORTS

METRICS PORTAL

[LINKS](#)

Hierarchical Tree

EGEE View -> Production

 [Print Page](#)

- ▼  EGEE
 - ▼  Production
 -  Jobs
 -  RCs/Countries
 -  **Tickets**
 -  Availability/Reliability
 -  Total slots

Data to show:	Solution Time Tickets solution time							
Period:	Start year:	2010	Start month:	1	End year:	2010	End month:	7
	Refresh							

Developed by  CESGA

PRODUCTION Tickets Average Solution Time

Solution time (days). January 2010 - July 2010

Priority	Time (days)
less+urgent	5
urgent	5
very+urgent	5
top+priority	3

[go to top](#) ▲

The information in the previous table is also shown in the following graph.

GLOBAL View

VO MANAGER View

VO MEMBER View

SITE ADMIN View

USER View

REPORTS

METRICS PORTAL

LINKS

Hierarchical Tree

- EGEE
 - Production
 - Jobs
 - RCs/Countries
 - Tickets
 - Availability/Reliability**
 - Total slots

Data to show:	ROCs Availability/Reliability					
VOs:	☒ ops	☐ lhcb	☐ cms	☐ atlas	☐ alice	☐ ALL
Services:	☒ CE		☐ SRM	☐ sBDII	☐ ALL	
Period:	Start year: 2010	Start month: 1	End year: 2010	End month: 7		

Refresh

PRODUCTION Availability/Reliability per ROC VO:OPS SERVICE:ce

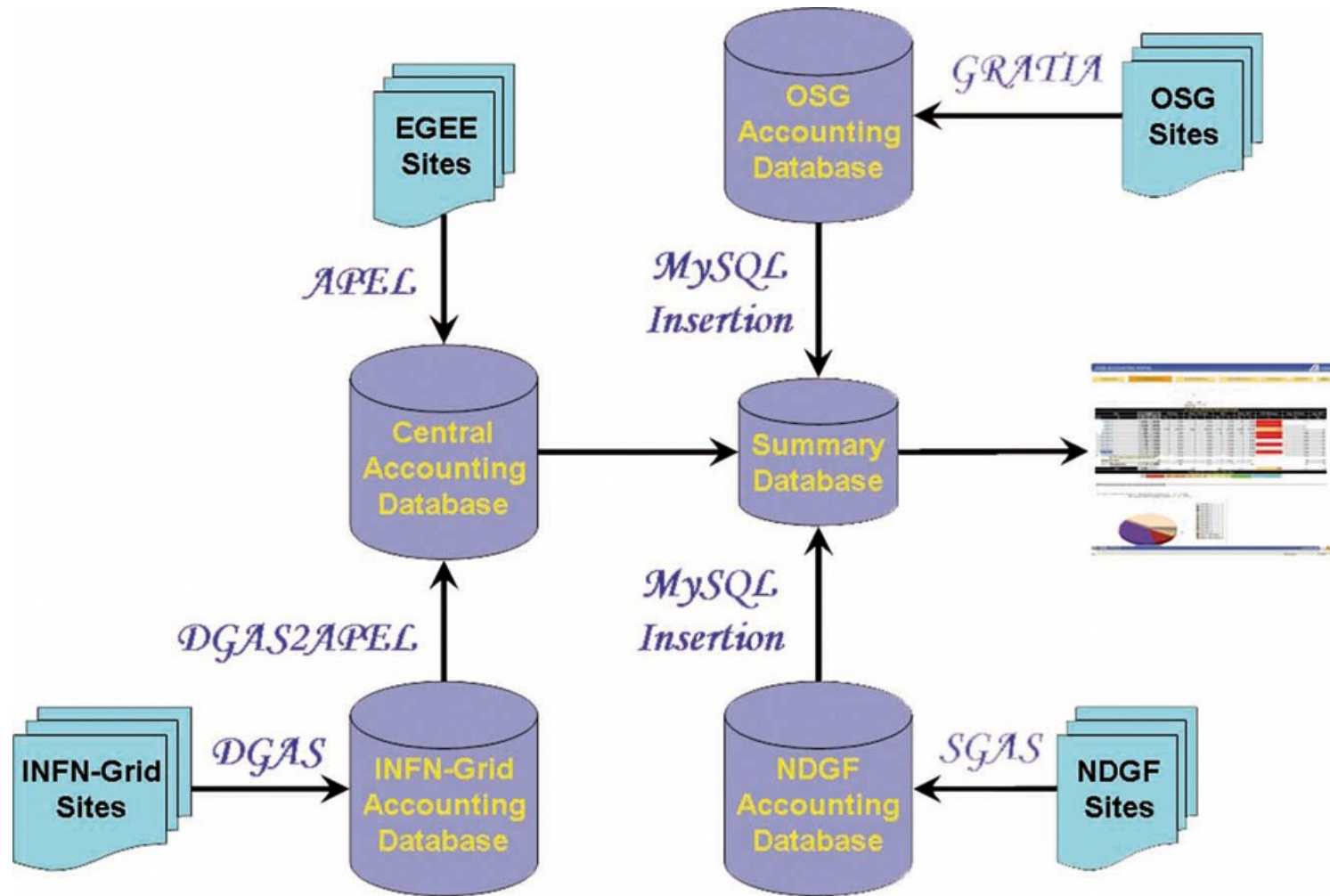
Availability/Reliability. January 2010 - July 2010

ROC	Availability	Reliability
NGI_NDGF	1.0000000	1.0000000
NGI_IBERGRID	1.0000000	1.0000000
OpenScienceGrid	0.9975000	0.9983333
NGI_FRANCE	0.9975000	0.9975000
GermanySwitzerland	0.9963636	0.9963636
Italy	0.9913636	0.9913636
UKI	0.9840909	0.9895455
NGI_NL	0.9800000	0.9800000
SouthWesternEurope	0.9780000	0.9820000

Accounting Portal

- The EGEE Accounting Portal is the graphical front-end to EGEE accounting data. Accounting statistics are available through the Accounting Portal for the analysis of the different grid users, VO administrators and site administrators.

Architecture



Design

GLOBAL View			VO MANAGER View			VO MEMBER View			SITE ADMIN View			USER View			REPORTS			LINKS		
Tier1	Tier2	Countries	Production	PPS	OSG	Unregistered	VO_Discipline	VO_Metrics												

Hierarchical Tree

- Tier1
- Tier2
- Countries
 - EGEE
 - Production**
 - AsiaPacific
 - CentralEurope
 - CERN
 - France
 - GermanySwitzerland
 - Italy
 - NorthernEurope
 - Russia
 - SouthEasternEurope
 - SouthWesternEurope
 - UKI
 - PPS
 - OSG
 - EELA
 - UNREGISTERED
 - VO_Discipline
 - VO_Metrics

Data to graph:	Norm. Sum CPU Normalised CPU time to a reference value of 1000 Specint2000			
Period:	Start year: 2008	Start month: 10	End year: 2009	End month: 9
Groupings:	Show data for: REGION		as a function of: VO	
VO Groups:	☒ LHC ☐ TOP 10 ☐ ALL ☐ Custom ☐ Group the rest of VOs in a new category			
Chart:	Type: ACCUM BAR		Scale: LINEAR	
dteam VO:	☐ Exclude dteam and ops VOs jobs information			

GLOBAL View

VO MANAGER View

VO MEMBER View

SITE ADMIN View

USER View

REPORTS

METRICS PORTAL

LINKS

Hierarchical Tree

- Tier1
- Tier2
- Countries
- EGEE
 - Production
 - AsiaPacific
 - CentralEurope
 - CERN
 - GermanySwitzerland
 - Italy
 - NGI_AEGIS
 - NGI_CZ
 - NGI_FRANCE
 - NGI_GRNET
 - NGI_HR
 - NGI_IBERGRID
 - NGI_NDGF
 - NGI_NL
 - NGI_SI
 - NGI_SK
 - ROC_Canada
 - ROC_IGALC
 - ROC_LA
 - Russia

EGEE View -> Production

 Print Page

Data to graph:	Norm. Sum CPU (kSI2K-hours) Normalised CPU time to a reference value of 1000 SpecInt2000			
Period:	Start year: 2009	Start month: 8	End year: 2010	End month: 7
Groupings:	Show data for: REGION		as a function of: VO	
VO Groups:	☒ LHC ☐ TOP 10 ☐ ALL ☐ Custom ☐ Group the rest of VOs in a new category			
Chart:	Type: ACCUM BAR	Scale: LINEAR		
dteam VO:	☐ Exclude dteam and ops VOs jobs information			

Refresh

PRODUCTION Normalised CPU time (kSI2K) by REGION and VO.
LHC VOs. August 2009 - July 2010.

The following table lists the certified sites that have not published accounting data to GOC during the last 3 months. This probably indicates a major problem in the accounting system of the site so **listed sites are encouraged to take the appropriate measures to correct it.**
If your site is in this list, you should check the next table because you can have a problem with your published sitename.

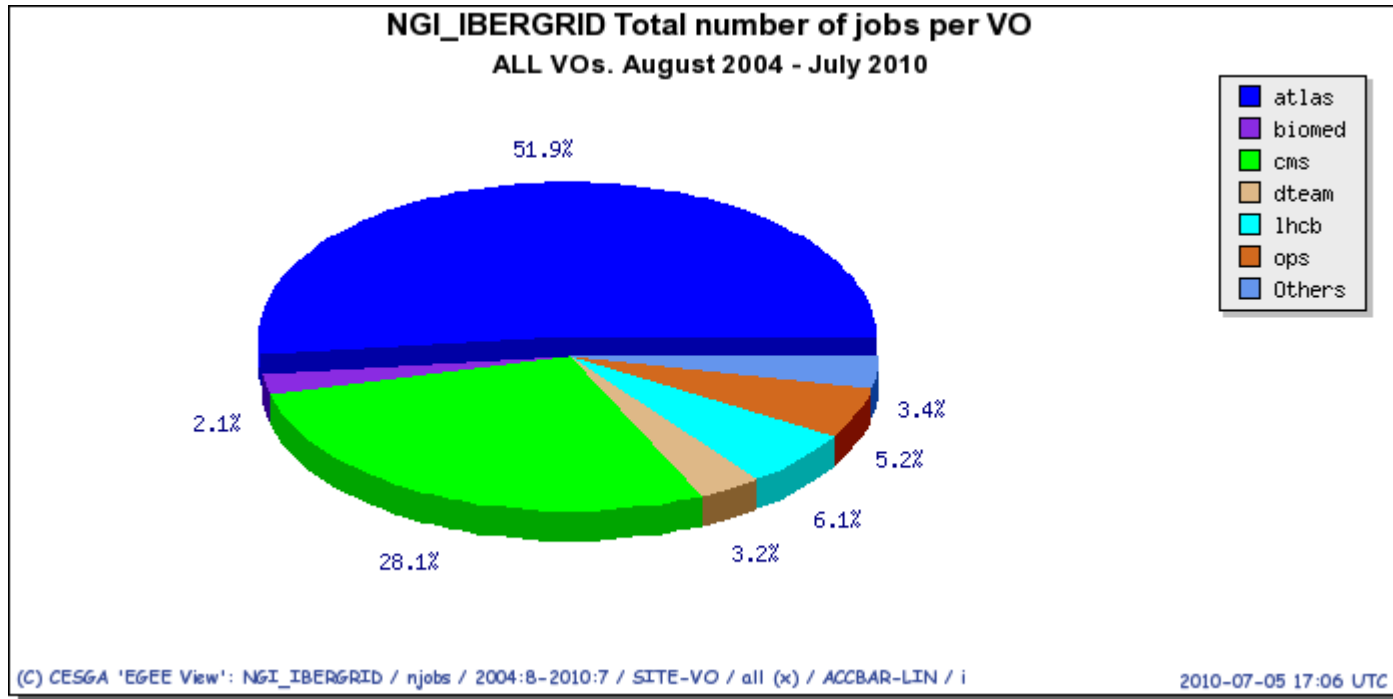
Total number of jobs run by REGION and VO						
REGION	alice	atlas	cms	lhcb	Total	%
AsiaPacific	502,522	10,875,767	2,947,038	93,916	14,419,243	3.98%
CentralEurope	269,185	1,350,538	2,722,687	83,600	4,426,010	1.22%
CERN	3,228,345	9,559,558	5,034,199	2,221,517	20,043,619	5.54%
GermanySwitzerland	3,014,430	31,972,724	11,800,846	1,955,123	48,743,123	13.47%
Italy	6,892,656	11,853,344	11,744,102	2,549,806	33,039,908	9.13%
NGI_AEGIS	0	435,115	12,959	0	448,074	0.12%
NGI_CZ	745,447	1,631,757	0	0	2,377,204	0.66%
NGI_FRANCE	6,155,622	40,086,186	14,487,941	2,390,204	63,119,953	17.44%
NGI_GRNET	226,422	610,030	339,867	329,796	1,506,115	0.42%
NGI_HR	46,329	82,257	24,781	239,123	392,490	0.11%
NGI_IBERGRID	27,594	17,188,218	9,297,134	2,019,133	28,532,079	7.89%
NGI_NDGF	956,381	4,990,653	2,007,166	118,868	8,073,068	2.23%
NGI_NL	1,030,707	8,812,281	2,308,013	1,051,460	13,202,461	3.65%
NGI_PL	1,148,783	4,131,823	960,772	411,331	6,652,709	1.84%
NGI_SI	0	2,583,753	0	0	2,583,753	0.71%
NGI_SK	238,393	237,121	0	0	475,514	0.13%
ROC_Canada	211	20,710,162	1,219,634	59,517	21,989,524	6.08%
ROC_IGALC	0	0	0	14,326	14,326	0.00%
ROC_LA	107,928	12,529	102,129	61,583	284,169	0.08%
Russia	3,334,090	10,122,206	4,580,179	982,579	19,019,054	5.26%
SouthEasternEurope	2,515,463	6,766,082	545,859	695,977	10,523,381	2.91%
UKI	1,060,142	45,296,068	10,048,845	5,574,012	62,979,067	17.13%
Total	31,500,650	229,308,172	80,184,151	20,851,871	361,844,844	
Percentage	8.71%	63.37%	22.16%	5.76%		

[Click here for a csv dump of this table](#)

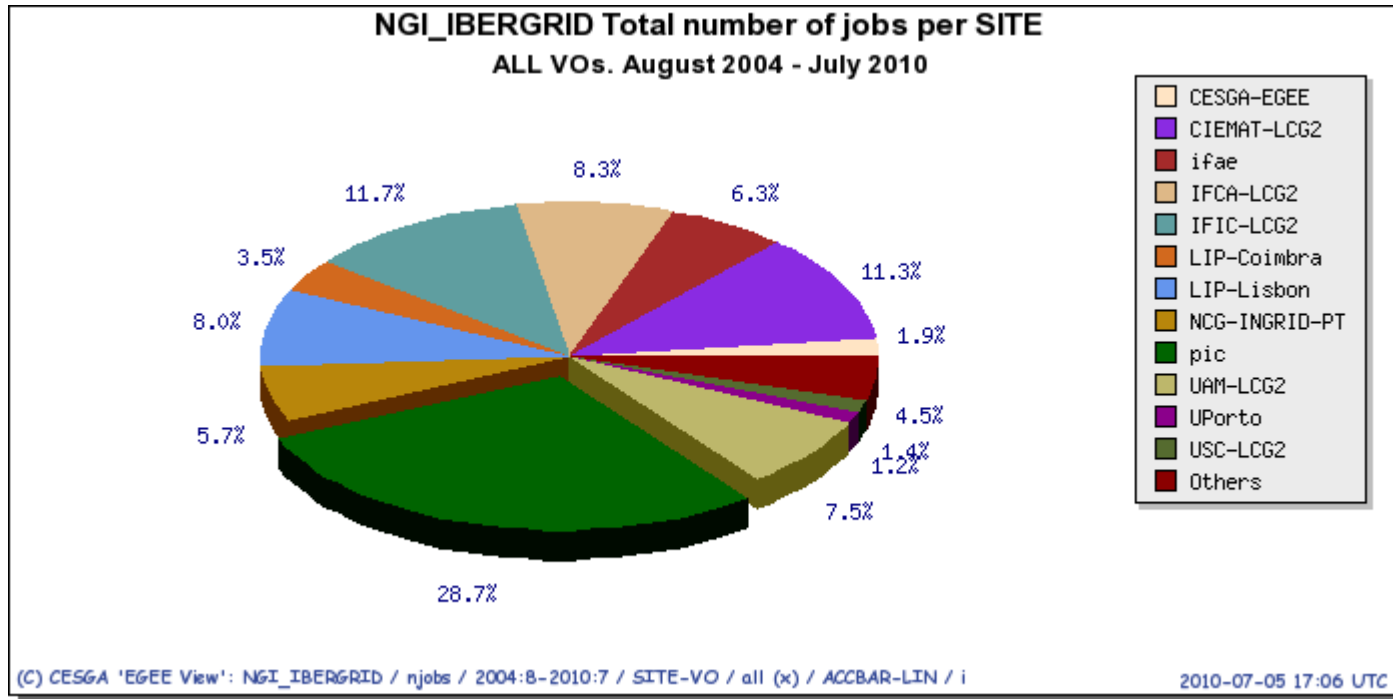
[Click here for a EXTENDED csv dump](#)

[go to top](#) ▲

Jobs per VO



Jobs per Site



References

- GOCDB
 - <https://next.gocdb.eu/portal/>
 - <https://goc.gridops.org/>
- Nagios
 - <https://rnagios.ibergrid.cesga.es/nagios/>
 - <https://sam-swe-roc.cern.ch/nagios/>
- GGUS
 - <http://ggus.org>
- SWE Helpdesk
 - <https://swegus.ific.uv.es/helpdesk/>

References

- Operations Dashboard
 - <https://operations-portal.in2p3.fr/>
- Accounting Portal
 - <http://www3.egee.cesga.es>
- Metrics Portal
 - http://www3.egee.cesga.es/gridsite/metrics/CESGA/egee_view.php
- ROD Teams Workshop
 - <https://www.egi.eu/indico/conferenceTimeTable.py?confId=29>

Conclusion

