

## EGEE Operational Procedures (Contacts, procedures, certification)

David Bouvet – IN2P3-CC

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www.eu-egee.org



#### • Extract from SA1 Operational Procedures Manual:

"Staff within SA1, responsible for the daily operations of the EGEE grid, are broken up into the following areas:

Operations Team – COD and support tools developers Regional Operations Centre – ROC Managers, ROC support staff

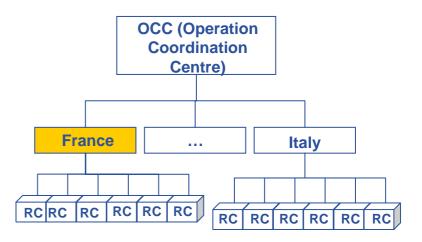
Resource Centres (sites) – local support, site admins

The Operations team is responsible for detecting problems, coordinating the diagnosis, and monitoring the problems through to resolution. This has to be done in cooperation with the Regional Operations Centres to allow for a hierarchical approach and overall management of tasks."

(https://twiki.cern.ch/twiki/bin/view/EGEE/EGEEROperationalProcedures)



- Enabling Grids for E-sciencE
- Site representative of a region/federation
  - assistance to sites/RC in the region
  - site middleware deployment coordination
  - communication channel between project and sites
- Regional security management
- Regional monitoring
- Incident support and follow-up
- Sites certification
- Users training





# **ROC: French example**

- Communication channel
- Incident support and follow-up
- Site creation
- Accounting



## **ROC FR ex.: communication channel**

#### • Internal

- Visio conferences (15 days)
  - French participants (SA1, NA4, RAG, etc.)
  - circulation of news
    - exploitation coordination
    - minutes of EGEE meetings
    - etc.
  - exchange area between French participants to EGEE
    - specific topic meetings: security, certification authority, MPI, GGUS...
- Mailing list EGEE SA1-Fr

## External

- "ROC Managers' meeting" phone conference (15 days)
- "WLCG Weekly operation meeting" (weekly)
  - weekly report about French site status
- "All ROC managers meeting" (~ 3-4 months)



ROC FR ex.: Enabling Grids for E-science incident support and follow-up

- Support given by ROC is directly done through GGUS (Global Grid User Support) portal: <u>http://gus.fzk.de</u>
  - ROC assigns GGUS ticket to concerned site support
  - Site support team need to be registered as "ROC support staff"
  - ROC is notified about tickets updates and can intervene when it is necessary
- Interface between local helpdesk and GGUS is in progress
- Use of a specific mail address to be notified
  - 4 people behind
  - first reader takes care of the ticket replying and/or assigning it to expert



# **ROC-FR ex.: site creation**

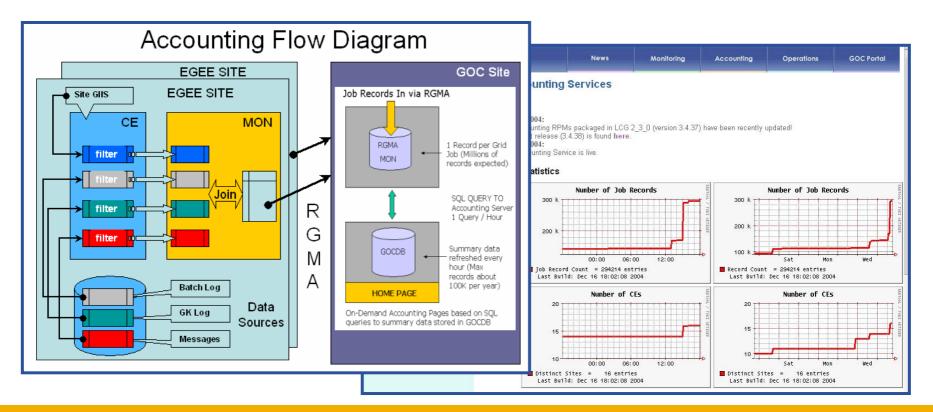
Enabling Grids for E-sciencE

- Site candidate needs to contact its ROC
- ROC publish site candidature:
  - creation of a new entry in the GOC DB
    - site status: "Candidate to production"
    - fact sheet to be filled by the new site
      - site name on grid, site support and security contacts, etc.
    - operational worksheet of site
      - information system Idap URL of site, grid node list, "scheduled downtime" declaration, etc.
      - ⇒ used by grid tools: monitoring, information system, etc.
      - ⇒ to adapt functions of site status
  - invitation to join SA1-Fr : visio conference, mailing list, etc.
- Site deploys and configures the middleware,
  - with ROC help if needed
  - can use tools provided by the project to test a site
    - SAM Admin's Page : <u>https://cic.gridops.org/index.php?section=roc&page=samadmin</u>
- On site demand, ROC certifies the site
  - use of tests framework provided by the project
    - Service Availability Monitoring (SAM) : <u>https://lcg-sam.cern.ch:8443/sam/sam.py</u>
  - when everything is OK, ROC pushes site in production
    - site status: "Certified for production"
- If needed, ROC can take out of production a site changing its status in GOC DB.



### Accounting

- <u>http://www3.egee.cesga.es/gridsite/accounting/CESGA/egee\_view.html</u>
- based on R-GMA (Relational Grid Monitoring Architecture)
- deployed on every RC/sites





• **Source: GIIS monitor** (data retrieved on 29th April 2008)

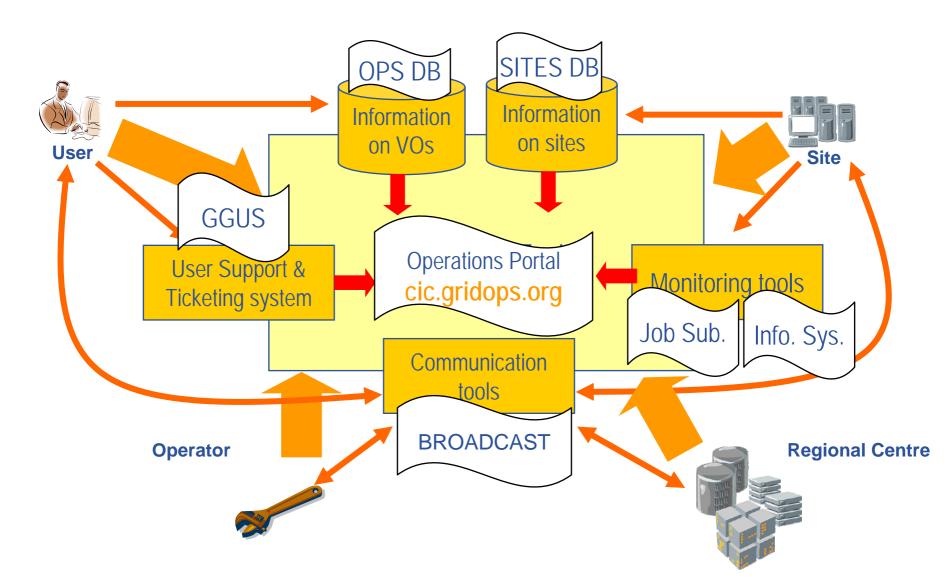
ROC	Sites	Countries	Estimation Total CPU
CERN	14	8	8779
UKI	25	2	10985
Italy	36	1	7615
GermanySwitzerland	17	2	12686
France	14	1	16167
SouthEasternEurope	40	9	3782
CentralEurope	25	8	5297
NorthernEurope	28	9	4191
AsiaPacific	22	10	3490
SouthWesternEurope	20	2	2418
Russia	16	1	1657



- https://goc.gridops.org/
- Central repository of site information (a.k.a. Grid Operations Centre) developed and operated by Rutherford Appleton Laboratory (RAL), UK.
- Keep a central repository of information on the components of the grid
  - Site registry (name, location, contact information, administrator contact, security contact, ...)
  - Site status (candidate, uncertified, production, suspended, ...)
  - History of scheduled unavailability of the site
  - Grid services operated by the site: computing elements, storage elements, file catalogue services, virtual organization management services, resource brokers, etc.
  - Services that sites want to be monitored by the grid operators By default, all nodes in a production site are monitored.
- Updating this information is a shared responsibility between the site operator and the federation manager

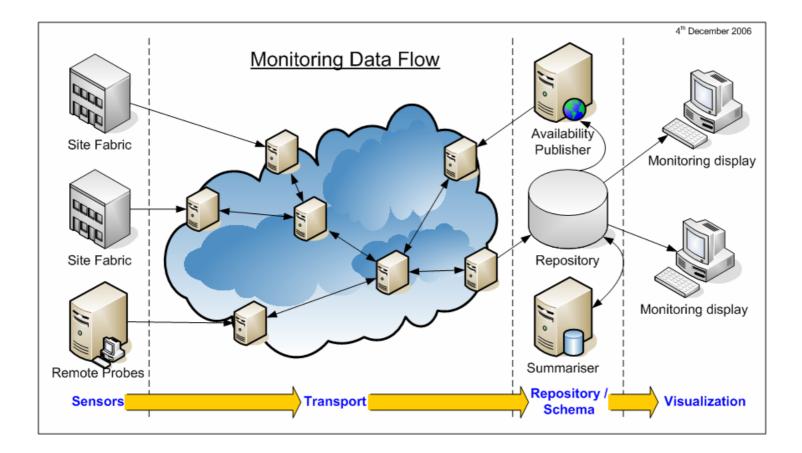
# **Daily operations**

Enabling Grids for E-sciencE



**eGee** 





**eGee** 



- Grid operators have a global view of the status of the infrastructure
  - Service of probes sent to every site to check it on a regular basis
  - Service for regularly testing the consistency of the dynamic information published by the site in the grid information system
  - Information on the result of those tests is available to grid operators, site managers and end-users
  - Virtual Organization managers can use this information to select a set of sites they intend to use
  - Monitoring services developed and operated by CERN, Academia Sinica (Taiwan), GridPP (UK) and INFN (Italy)

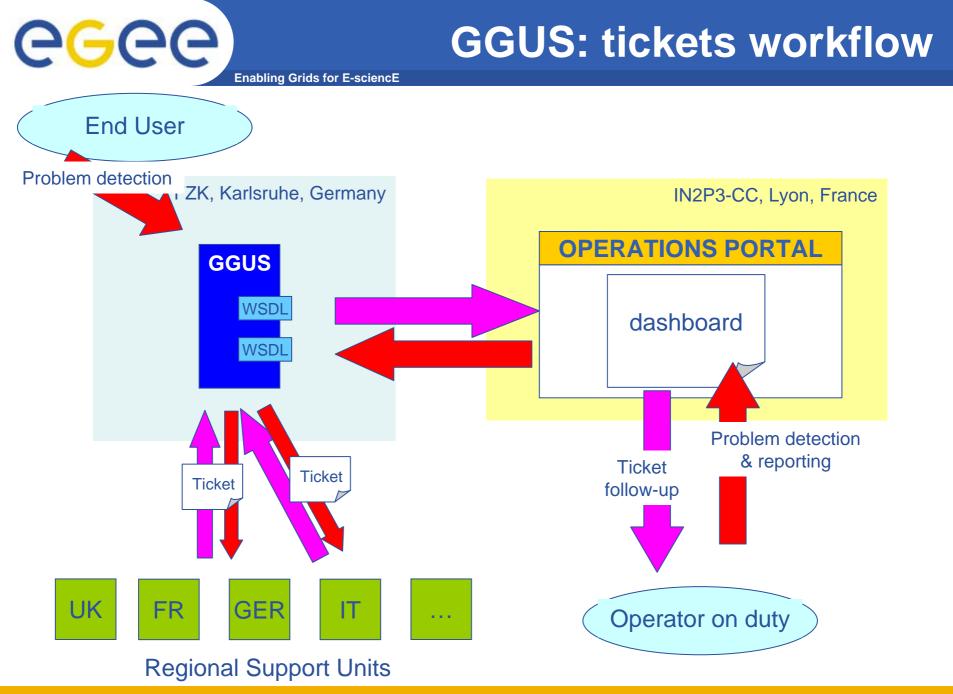
### • Sites failing the tests receive a problem ticket

- Escalation procedure for solving site-related problems
- Involves the regional operator and the site operator





- https://gus.fzk.de/
- Central incident tracking tool developed/operated by Forschungszentrum Karlsruhe (DE)
  - Unique channel for opening tickets (e-mail and web interface)
    - End-users : e.g. job submission failures, data transfer failed
    - Operators : e.g. job submission failures
  - Classification and 1<sup>rst</sup> assignment done by the Ticket Process Manager (TPM)
  - Tickets are assigned to support units one per domain of expertise
    - Grid operators, applications, federations, m/w experts, …





- http://cic.gridops.org/
- Developed and operated by CC-IN2P3, failover instance at CNAF
- Web portal for integrating all the tools and sources of operations-related information into one single place
  - Provides and maintains an integrated operations dashboard for grid on duty operator
  - Provides mechanisms for keeping information needed for appropriate hand over between operators on duty
  - Easy access to appropriate contact information on every actor involved in the operations of the grid
  - Provides communication tools



## Alarms dashboard

0 0 🏠 🖇 https://cic.gridops.org/index.php?section=cod&page=coddashboard 🐼 🏈 🗿 🕼 Google 00 0 0 eeee CIC OPERATIONS PORTAL Enabling Grids for E-sciencE Identified with the following certificate : /0=GRID-FR/C=FR/O=CNRS/OU=CC-LYON/CN=David Bouvet You have been recognized as :Site Administrator, Deputy Regional Manager, CIC ONDUTY, COD Hello David ! User: David Bouvet On Duty this week Identified as COD team for France Lead team: France - Backup team: NDGF-Tier-1 You are on duty this week as Lead Team Home Home SD Handover IRC Chat Preferences Homepage COD Team Admin Contact us - Feedback Contacts On Duty Rotation Agenda **Procedures / Documentation** COD Procedures Downtime Procedure New alarms (Lead team regions only) Open GGUS tickets (Lead team regions only) CIC Portal Documentation **CIC Tools** View ticket id: View Today is 29/04/2008, it is 14:21 UTC COD Dashboard Currently 19 New alarms List updated on Tue, 29 Apr 2008 16:20:11 CEST Resource Comparator Resources distribution MAINT - Node or site is currently in Downtime ID Node Alarm Last escalation Expires on VO Information Getat MINREG - Node is not registered in the GOC-DB, or has monitoring switched off OFF Solved by ROC 2008-04-30 7916 beagle 14.ba.itb.cnr.it 143914 maint **External Tools** 7893 fusce frascati .enea.it 143195 OK 1st mail to site admins 2008-04-30 -ID Test Node Network status Enoc Network Operation 7873 grid001.fi.infn.it 141854 maint MAINT Quarantine 2008-04-30 146961 CE-sft-job ce1.egee.fr.cgg.com error 2008-04-30 7808 grid-mon.physik.rwth-aachen.de 137848 WARN Quarantine ok Communication 146491 LFC-host-cert-valid rb1.egee.fr.ogg.com error 7798 dpm.grid.hku.hk 136937 error NOTE Quarantine 2008-04-30 RB-host-cert-valid 146486 rb1.egee.fr.ogg.com Broadcast Information error Case transfered to 2008-04-30 6062 armgrid3.verphi.am 70567 error OK political instances Broadcast Retrieval RGMA-host-cert-valid 146498 mon1.egee.fr.ogg.com error 7933 hephygr.oeaw.ao.at 145582 ok 1st mail to site admins 2008-05-01 Downtime Notification **DK** 146497 LFC-host-cert-valid lfo.egee.fr.ogg.com error 7932 grid-ce.Ins.infn.it 144723 OK Solved by ROC 2008-05-01 error Links CE-sft-log-rm ok 7931 diana.switch.ch 145271 ok ERROR Solved by ROC 2008-05-01 146990 gridge.ilc.onr.it INFO Solved by ROC 2008-05-01 PPS Information 7930 log002.ihep.ac.on 145407 ok 147053 CE-sft-log-rm sbace1 in2p3 fr error ERROR Solved by ROC 2008-05-01 7929 wormhole westarid oa 145210 ok 147037 SE-log-op pccms2.cmsfarm1.ba.infn.if error 7928 arid-se.Ins.infn.it OK Solved by ROC 2008-05-01 144706 ok 147054 CE-sft-log-rm t2-ce-01.InLinfn.it error 7926 gridbdii.pi.infn.it 143876 ERROR 1st mail to site admins 2008-05-01 warn 7925 grid01.ge.infn.it OK 1st mail to site admins 2008-05-01 143757 146966 CE-sft-iob gridce2.pi.infn.it error error ERROR Solved by ROC 2008-05-01 7924 io-kit-logce.rz.uni-karlsruhe.de 143415 ok Set selected alarms to off 2008-05-01 7923 lfc.sdfarm.kr 145212 error FRROR 1st mail to site admins 7922 testbed002.phys.sinica.edu.tw 145517 1st mail to site admins 2008-05-01 INEO ok 1st mail to site admins 2008-05-01 Set status to "off" 7921 atlasse01.ihep.ac.cn 142230 INEO error 7673 grid-srm.physik.rwth-aachen.de 132640 WARN 2nd mail to site admins 2008-05-01 error All alarm with last test status = maint 🖌 Go 7948 egoeai×.frascati.enea.it 146170 ok OK 1st mail to site admins 2008-05-02 Top of page 1st mail to site admins 2008-05-02 7947 log-se.rof.uvic.ca 145891 error **DK** 7946 grid002.ca.infn.it 1st mail to site admins 2008-05-02 145865 maint MAINT 7945 logce.ijs.si 145727 ok OK Solved by ROC 2008-05-02 2008-05-02 7944 bdijsry.gridcenter.or.ki 145866 erro ERROR 1st mail to site admins

7892 lfc-lbcb-ro or opat infn it

7834 gridce.sns.it

143077

140048 ok

2008-05-02

2008-05-02

1st mail to site admins

Unsolvable

**OK** 

OK

💿 🗿 🔘 🏠 🎐 🗢 htt	ps://cic.gridops.org/index.php?section=cod&page=coddashboard&su	bpage=monitoring&viewalarm=147037	Alarms	0
CCCC Enabling Grids for E-sciencE	Ç	IC OPERATIO	NS PORTAL	
		=GRID-FR/C=FR/O=CNRS/OU=CC-LYON/CN=David Bouvet 		
onne VO RC ROC COD Home	Hello David ! You are on duty this week as Lead Team	On Duty this week: or France <u>Lead team;</u> France - <u>Backup team;</u> NDGF-Tier-1 MAP Other Tools Handover IRC Chat	Doc Preferences	9
COD Team Admin     Contact us - Feedback     Contacts     On Duty Rotation Agenda  Procedures / Documentation     COD Procedures     Downtime Procedure     CIC Portal Documentation	Alarm #147037	Related information		
CIC Tools • COD Dashboard Resource Comparator Resources distribution • VO information	Impacted node         pccms2.cmsfarm1.ba.infn.it           Belongs to site         INFN-BARI           Test that failed         8E-lcg-cp           Tested for VO         OPS	<u>Related alarms</u> ID Test Alarm Status Test status lin <u>Tickets already opened for INFN-BARI</u>	-	
External Tools  Enoc Network Operation	Tested on     14:04:05 (UTC)       Current test status     error	Notes about INFN-BARI(Last modified c		
Communication Broadcast Information Broadcast Retrieval Downtime Notification Links	Alarm status     new       Alarm last updated on     14:04:18 (UTC)	They publish a CREAM CE wit port 8443. GIS <u>expect</u> port gives a syntax error even t correct for cream.	2119 and	
PPS Information	Modification time (UTC) Alarm Status Parent Alarm 2008-04-29 14:04 new	Add/modify		
	Actions Set alarm status to "off" Go Mask this alarm by alarm: Go	Gstat status for INFN-BARI: OK Network problems for node and site Node status (pccms2.cmsfarm1.ba.infr Site status (INFN-BARI): no problem re; View history View network status of all nodes on th	ported	

Create GGUS ticket and contact INFN-BARI (SE problem on pccms2.cmsfarm1.ba.infn.it)

OF 4

🔉 🎐 👁 https://cic.gridops.org/inde	x.php?section=cod&page	=coddashboard&subpa		Downtime © © © © © © © © © © © © © © © © © © ©	0Q 0 C
			C <mark>O</mark> PE	RATIONS PORT	AL
				CC-LYON/CN=David Bouvet	
	You have been reco	gnized as :Site Administrat	or,Deputy Regional Mana	ger,CIC ONDUTY,	
ROC COD Hello David ! You are on duty this		lser: David Bouvet dentified as COD team for F	On Duty this week: rance <u>Lead team:</u> France	- <u>Backup team:</u> ND@F-Tier-1	
Home Tic	kets Alarms	SD SAMA	Other Tools	Handover IRC Chat Doc Preferences	
ure entation Following sites Is Note : In grey are infi	page on the GOC portal are currently in sched nite dowtimes, or schedul		ld be bad declared (wi	th a weird duration)	
At Site level (all site	in SD) :				
Site	start date	end date	description		
AMD64.PSNC.PL	12/03/2008 10:09	12/03/2009 10:09	This is is going	to be shut down and replaced with PSNC.	
aration AUVERGRID	29/04/2008 14:50	29/04/2008 17:50	Network Mainte	enance on Auvergrid Site	
egee.grid.niif.hu	25/04/2008 08:00	06/05/2008 12:00	WN upgrade to	3.1.	
egee.man.poznan.p		08/04/2009 15:00		ng to be shut down and replaced by PSNC.	
tion FMPhI-UNIBA	01/04/2008 03:01	01/05/2008 12:00	Still experienc	ing problems with configuration	
al INFN-CAGLIARI	29/04/2008 11:41	07/05/2008 11:41	Site close		
INFN-FERRARA	24/04/2008 07:23	05/05/2008 15:23	maintenance		
INFN-FIRENZE	28/04/2008 23:03	15/06/2008 23:03		mporary unavailable	
INFN-NAPOLI-CMS	25/03/2008 11:01	07/05/2008 11:01	farm upgrade	2014 120 120	
INFN-PERUGIA	24/04/2008 17:00	02/05/2008 17:00	Farm software		
ITB-BARI	28/04/2008 09:27	05/05/2008 09:27	maintenance o		
SPACI-CS-IA64	29/04/2008 12:14	05/05/2008 12:14	site unattende		
SPACI-NAPOLI	07/04/2008 18:00	06/05/2008 18:00		tion for extraordinary maintenance	
Taiwan-PPS	28/04/2008 08:00	30/04/2008 08:00		is just for GStat test purpose	
TW-THU-HPC	17/04/2008 15:06	30/04/2008 15:06	need time to s	olve firewall issue	
	ne node in SD) :				
At node level (only o					
At node level (only o Site	Node	start date	end date	description	
	Node globe-ce1.ifh.de	start date 14/01/2008 10:13	end date 01/01/2011 00:00	description This is just a test CE!	
Site					
Site DESY-ZN	globe-ce1.ifh.de grive12.ibcp.fr	14/01/2008 10:13 02/04/2008 14:16	01/01/2011 00:00	This is just a test CE!	

07/05/2008 13:00

07/05/2008 13:00

10/05/2008 11:26

40/07/2000 44-20

Testbed

Testbed

charge the station

draining for hardware replacement

HEPHY-UIBK

HEPHY-UIBK

test-lcgCE.uibk.ac.at

test-dpm.uibk.ac.at

ce112.cern.ch

08/04/2008 14:00

08/04/2008 14:00

17/04/2008 11:26

47/04/2000 44/20

.



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# **Tracking incidents**

Enabling Grids for E-sciencE

#### Service Availability Monitoring - gRB

rb118.cern.ch - CERN-PROD (CERN)

2007/06/20 - 04:58:01

	show	stat	
		NA	no stat
Tests Displayed		OK	norma
ops		INFO	useful i
gRB-host-cert-valid		NOTE	import
show ops critical tests		WARN	subjec
isplay limit (days): 5		ERROR	subjec localiz
		CRIT	subjec

ShowHistory

show	stat	description	sum
	NA	no status available	0
K	OK	normal status	100
	INFO	useful information	0
K	NOTE	important information	0
K	WARN	subject may fail soon	0
K	ERROR	subject has failed and problem is localized	1
	CRIT	subject has failed and problem is fatal	0
K	MAINT	subject is under maintenance	0

		ops test
testname	desc	crit
restname		

Home

Timeout after 60 seconds

ops Timestamp (submission time) No Status cert 1 20-Jun-2007 04:14:13 0K <u>ok</u> 2 20-Jun-2007 03:11:53 OK <u>ok</u> 3 20-Jun-2007 02:18:42 OK <u>ok</u> 20-Jun-2007 01:19:07 <u>ok</u> 4 0K 5 20-Jun-2007 00:23:30 <u>ok</u> ок 19-Jun-2007 23:20:50 6 ERROR error

Checking ro118.cem.ch (128.142.173.154:2811) using GSIFTP protocol

Current time: Tue, 19 Jun 2007 23:19:50 +0000

Back

SAM test: gRB-host-cert-valid Submitter VO: ops Node: rb118.cern.ch Execution time: 19-Jun-2007 23:20:50

Contact: SAM Support Maling List (<u>sam-support@cern ch></u>) Last molified: May 24 2007, 16:28

## VO ID card

$\sim$					
					<b>D</b> card
	823974 201828 0.627 PH2,0 20	7365 - ta.			
	//cic.gridops.org/index.php?section=ve	%page=homepage&subpage=		🛿 🌒 🖸 Google	00 0 0 0
Security_Ro.,, 9 Efs	E Operat 9 Security polic 9 Preser	ntation 🔯 Planning for 💥 GGUS -	/reau, 💸 66U5: 10#3 💥 CC-JN2P3 va 🔃	docservices: 🧐 WLCG-OSG 👁 🕻	IC Ope 🕃 🞇 GGUS: ID#3] 🔿 🌾
	Download	4.95.9			
	VOMS server certificate DII:				
	/0=gRID-FR/C=FR/0=CNRS/OU=CC-LY	ON/CN=cclcgvomsli01.in2p3.fr/O=GRID-FR/	C=FR/O=CNRS/OU=CC-LYON/CN=cclcgvomsli01.in2p3.fr		
	This certificate expires on: 15/02/20	009 09:42			
	VOMS Groups and Roles ?:				
	Group/role Descri	ntion	Is this group used for configuration		
	/biomed/Role=VO-Admin adminis	trator	yes		
		equences analysis related applications drug discovery related applications	yes yes		
	/biomed/lcg1 default	group	yes		
	/biomed/medical_imaging medical	image processing related applications	yes		
				<u> </u>	
	CONTACTS				
	Generic contacts				
	Generic contact for VO admins	jee-biomed-vo-manager@healthgrid.c	rg ?		
	Operational contact		2		
	Contact for User Support bi	omed-grid-support@cern.ch	2		
	Mailing list for VO Users pr	oject-eu-egee-na4-biomed-applicatior	s@cern.ch ?		
	Managers, Deputies and Expe	ts list ?			
	Last name First name E-mail	Profile Role/con ont.in2p3.fr VO MANAGER	nments		
	Legre Yannick legre@clermo Blanchet Christophe Christophe.Bl	anchet@ibcp.fr VO EXPERT			
	Montagnat Johan johan@i3s.ur				
	\$P				
	RESOURCES AND OTHER INFO	PMATIONS			
	RESOURCES AND OTHER INFO	MATIONS .			
	Number of Users	135 ?			
	Job CPU limit	min/1000SI2K ?			
	Job Wall Clock Time Limit	mn ?			-
	Job Scratch Space (GB)	GB ?			
	Per-SE Storage Space (GB)	GB ?			
	non-se storage space (SB)				

RAM per CPU core (MB)

Minimum number of job slots needed

MB

? .

## **Broadcast tool**

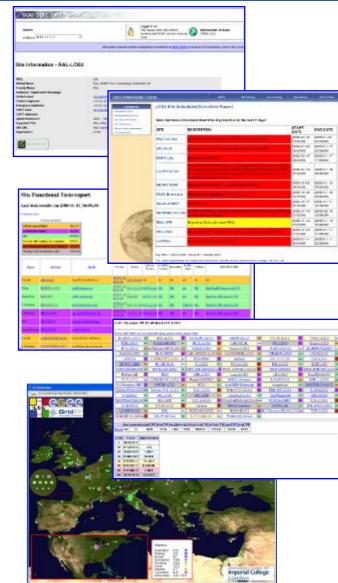
	https://cic.gridops.org/index.php?section		badcas
Enabling Grids for E-sciencE		CIC OPERATIONS POI	RTAL
Home VO RC ROC COD		EGEE BROADCAST	
Homepage     Contact us - Feedback     Getting started with Grid  Procedures / Documentation     Downtime Procedure     Security Issues     Site Procedure     Cic Portal Documentation      Cic Tools      Daily Report Archive     Pre Report		Contact all the EGEE Communities - Publish News on the CIC Portal PLEASE, DOIPT USE AIRY MORE THE EGEE BROADCAST FOR DOWNTIME AIRIOURICEMENTS. General details on the new downtime procedure are available Here Sender Information : RC MANAGER / ADMINISTRATOR Name David Bouvet e-mail address Hame of your site	
<ul> <li>Regional Dashboard</li> <li>Resource Comparator</li> <li>Resources Distribution</li> </ul>		BROADCASTING INFORMATION	
User Tracking VO supported	52	Ilews publication in all CIC portal views: ● NO ○ YES Add the broadcast in the public archive ○ NO ● YES	
External Tools  Bazaar Homepage Enoc Network Operation Freedom of choice FCR SAM Admin Page Yaim Configurator  Communication Alarm Notification Broadcast Information Broadcast Retrieval Downtime Notification Links Find a User Support PPS Information	TARGET(s):         WLCG Tier-1 contacts         [RSS Feed]         CIC-on-duty mailing list         [RSS Feed]         OSG (Open Science Grid)         [RSS Feed]         To ROC Managers         [RSS Feed]         To VO sugers         [RSS Feed]         To VOs Users         [O) Customize your	DATA TO PUBLISH Send me a confirmation Cc*: Bcc*: ' Warning : if you use the Cc.Bcc field you should separate each user with a comma News title / mail subject: News title / mail subject:	RECIPIENT(s)
	ALL Request [RSS Feed] To Production Site Admin Customize your ALL Request	RESET Publish and send ** Becareful the size of mail is limited to 3900 characters	

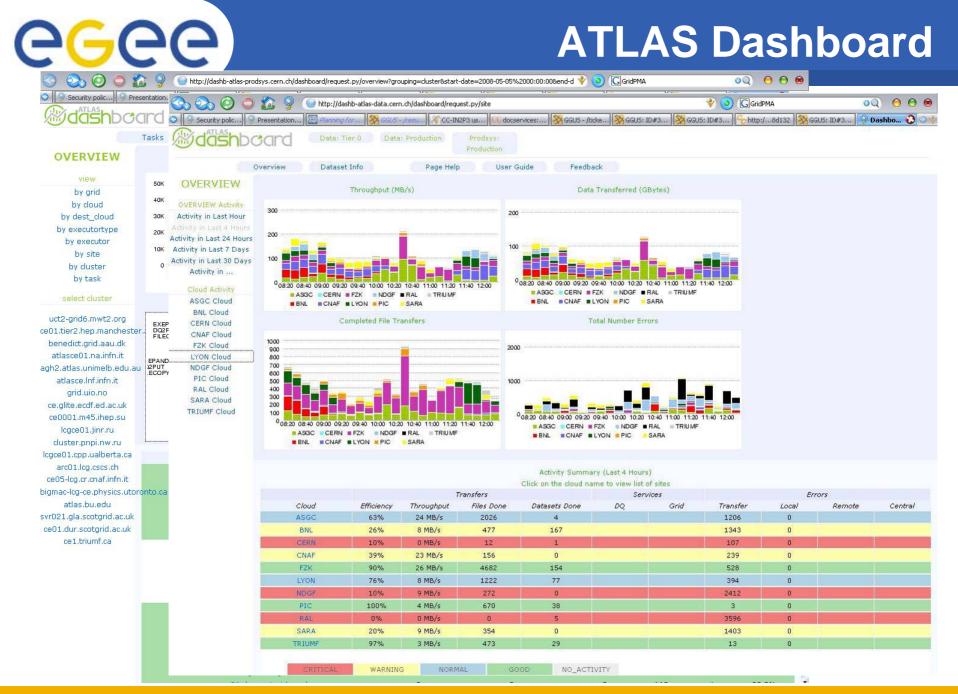


COD operators

**eGee** 

- weekly rota on ROC to give an operator team (CIC On Duty)
- User support : GGUS
  - <u>https://gus.fzk.de/pages/home.php</u>
- Monitoring tools:
  - CIC portal
    - http://cic.gridops.org/
      - entry point to the other tools
      - integrated view for COD operator use
  - Service Availability Monitoring (SAM)
    - https://lcg-sam.cern.ch:8443/sam/sam.py
  - Grid Operations Centre Core Database (GOCDB)
    - https://goc.gridops.org/
  - GIIS monitor (Gstat)
    - http://goc.grid.sinica.edu.tw/gstat
  - GOC monitoring tools
    - http://www.gridpp.ac.uk/wiki/Links\_Monitoring\_pages
  - GOC job real time monitor
    - http://gridportal.hep.ph.ic.ac.uk/rtm/
- Accounting
  - <u>http://www3.egee.cesga.es/gridsite/accounting/CESGA/ege</u>
     view.html





#### EGEE-II INFSO-RI-031688