

LHCOPN operations Presentation and training CERN's session II

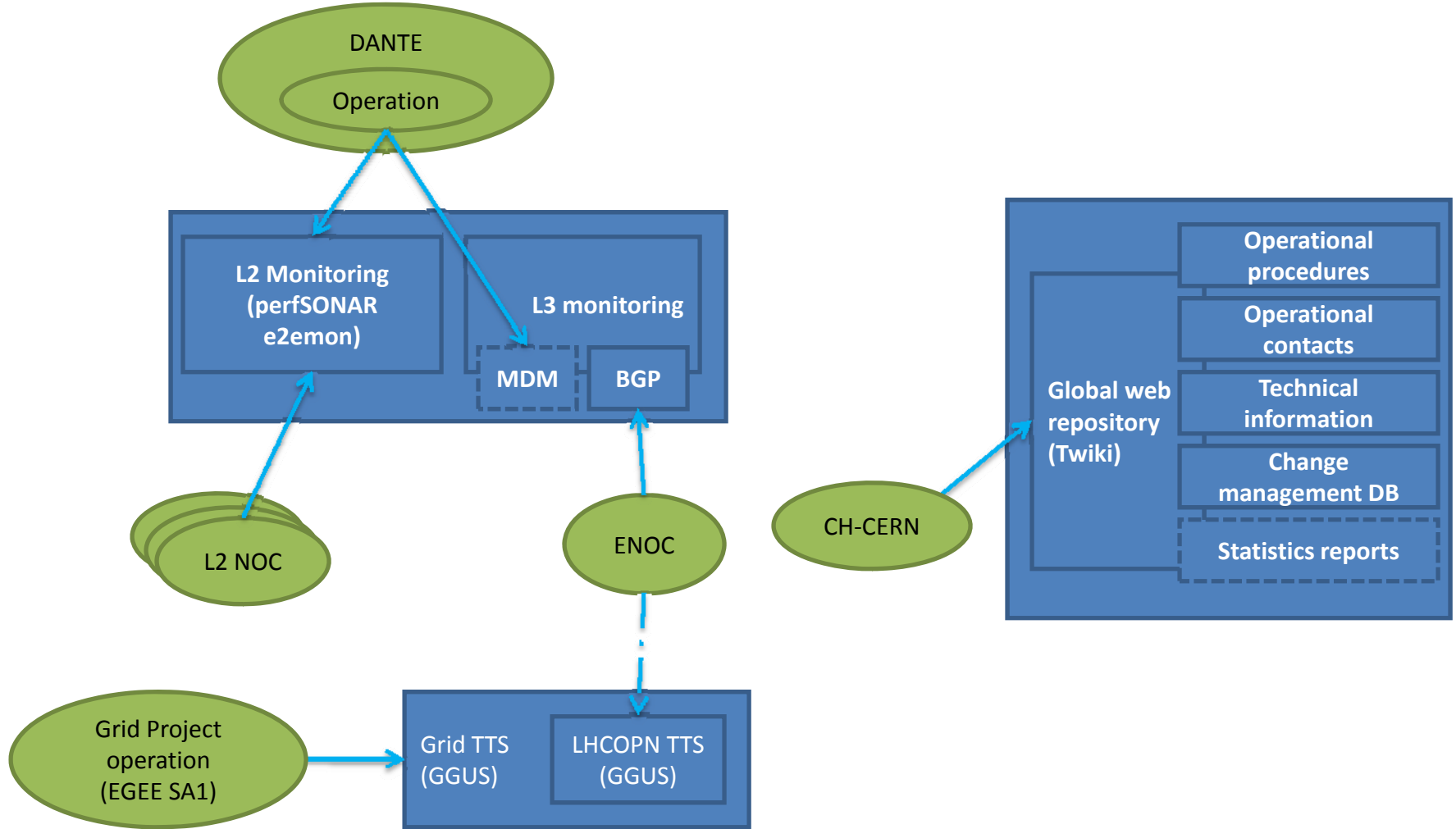
2- Presentation of tools supporting LHCOPN operational model, tests and handling

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CERN, 2009-06-16*

- **Information repositories**
- **Information access**
- **CERN twiki**
- **GGUS**
- **Monitoring**

- **We need tools to support LHCOPN operational model**
 - Tailored for the ops model
 - Really fitting with processes
 - Centralised

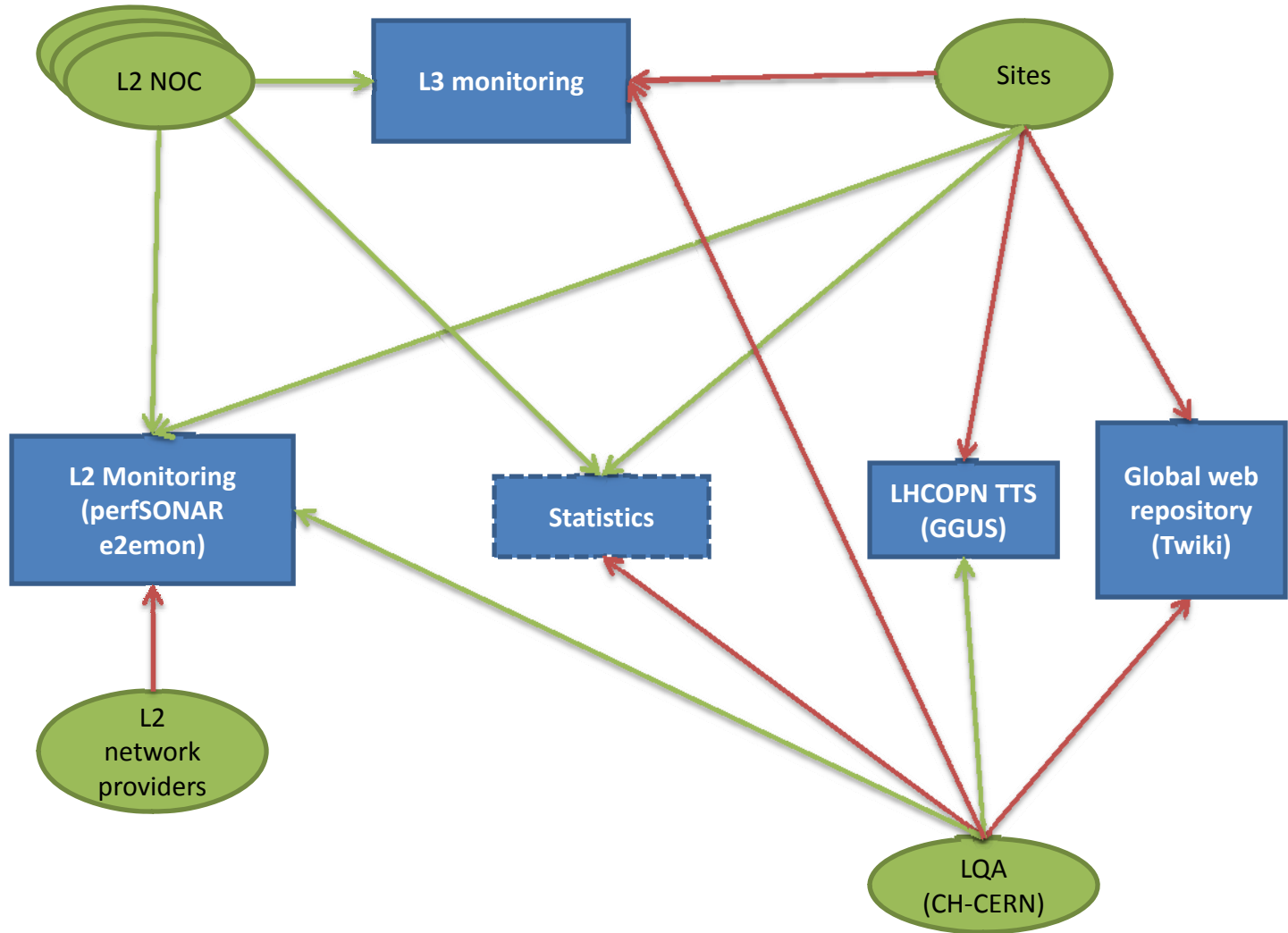
- **We now have them**



Information repository

Actor

A → B A is responsible for B



A B A reads B

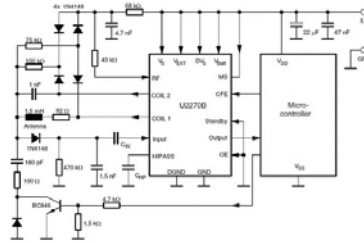
A B A reads and writes B

- **A site needs access to:**
 1. RW: Global web information repository → CERN twiki
 2. RW: TTS system → GGUS LHCOPN helpdesk
 3. RW: L2 & L3 Monitoring
 4. (RO: Statistics)

- **Tools are accessed outside LHCOPN (often GÉANT2 & NRENs generic IP)**

- <https://twiki.cern.ch/twiki/bin/view/LHCOPN/WebHome>
- **EVERYTHING is here**
 - Strongly reorganised in January
 - Let us know what could be missing, information you often search into etc.
- **You can subscribe to changes**
 - <https://twiki.cern.ch/twiki/bin/view/LHCOPN/WebNotify>
 - Beware, seems not always working
- **Raw mirror:** <https://ccenoc.in2p3.fr/LHCOPN/mirror/>
 - Overseas mirror is incoming

- Often the “complicated” part...



- To edit twiki page you need

- To be within twiki's user list:

<https://twiki.cern.ch/twiki/bin/view/Main/TWikiUsers>

- Maybe to map an existing CERN account to a twiki user the link is: <https://twiki.cern.ch/twiki/bin/view/TWiki/TWikiRegistration>

- More details are:

<https://twiki.cern.ch/twiki/bin/view/DefaultWeb/AccessControl>

- You can check status of your CERN account here:

<https://cernaccount.web.cern.ch/cernaccount/CERNAccount/AccountStatus.aspx>

- Ensuring CERN Twiki proper access

- Try to read:

- <https://twiki.cern.ch/twiki/bin/view/LHCOPN/OpsPrivateArea>

- Accessed with any valid CERN twiki account

- Try to write in the sandbox

- <https://twiki.cern.ch/twiki/bin/view/LHCOPN/ChangeManagementDatabase>

- Write access is indispensable for change management database, updating technical details, handling GGUS accesses...

- Accessed with any valid CERN twiki account



- Beware of concurrent editing



Conflict

Attention

[JeromeBernier](#) may still be editing [LhcopnlpAddresses](#).

The lease on this topic expired 4 minutes 42 seconds ago.

The chances are good that [JeromeBernier](#) has simply navigated away from the edit page without saving.

You are encouraged to go ahead and edit - unless you intend to change data in a form attached to the topic. If [JeromeBernier](#) actually merged though, so in this case you are recommended to check with [JeromeBernier](#) first.

Try Again to see if [JeromeBernier](#) has finished editing yet.

Edit Anyway to edit the topic anyway.

[View raw text without formatting](#) or [View topic](#)

- **Network view of problems, not service view**
 - For instance backup link down should be reported and handled in the TTS, even if none service affecting
- **Only a subset of registered users can act on tickets**
 - Tickets visible to anyone owning a valid certificate
- **If SSL issues**
 - http://grid.fzk.de/cgi-bin/welcome_ca.pl
 - Link “Import new GermanGrid Root CA into your Browser”

- **Production system**

- Dashboard of tickets: <https://gus.fzk.de/lhcopn>
- Submit a ticket: https://gus.fzk.de/pages/ticket_lhcopn.php
- Calendar: <https://ccenoc.in2p3.fr/LHCOPN/webcalendar/>

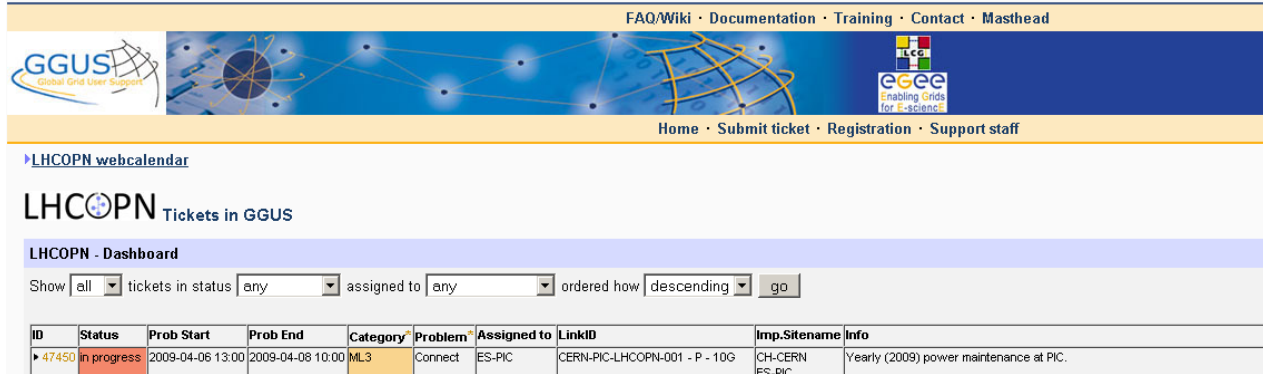
- **Training system**

- Dashboard: https://iwrgustrain.fzk.de/pages/all_lhcopn.php
- Submit Interface:
https://iwrgustrain.fzk.de/pages/ticket_lhcopn.php

- **Please no test on the production system**

- Statistic will be computed from...
- Even test tickets etc.
 - We have a good training system for that :)

- **GGUS:** <http://ggus.org/lhcopn/>
 - Without proper certificate registration



FAQ/Wiki · Documentation · Training · Contact · Masthead

GGUS Global Grid User Support

Home · Submit ticket · Registration · Support staff

▶ [LHCOPN webcalendar](#)

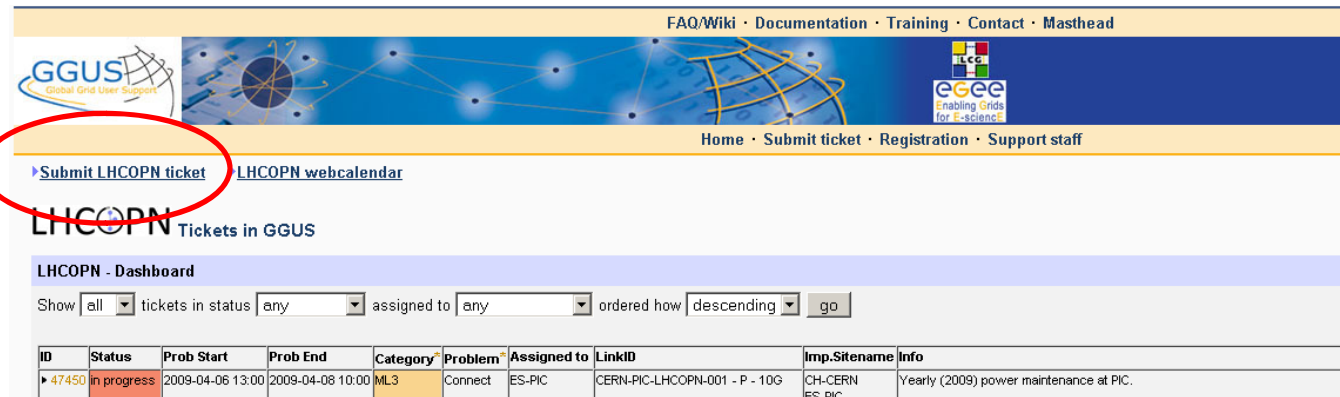
LHCOPN Tickets in GGUS

LHCOPN - Dashboard

Show tickets in status assigned to ordered how

ID	Status	Prob Start	Prob End	Category	Problem	Assigned to	LinkID	Imp.Sitename	Info
▶ 47450	In progress	2009-04-06 13:00	2009-04-08 10:00	ML3	Connect	ES-PIC	CERN-PIC-LHCOPN-001 - P - 10G	CH-CERN FS-PIC	Yearly (2009) power maintenance at PIC.

- With write access enabled



FAQ/Wiki · Documentation · Training · Contact · Masthead

GGUS Global Grid User Support

Home · [Submit ticket](#) · Registration · Support staff

▶ [Submit LHCOPN ticket](#) [LHCOPN webcalendar](#)

LHCOPN Tickets in GGUS

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- **How to enable privileged GGUS access**
 - Register your certificate on https://twiki.cern.ch/twiki/bin/viewauth/LHCOPN/TTSDetails#Authentication_on_GGUS
 - Some manual things need to happen
 - You can send me an e-mail
 - Go on <http://ggus.org/lhcopn/> and check for link “submit LHCOPN ticket”
- **Accesses to the training system are synchronised with the production system**
 - https://iwrgustrain.fzk.de/pages/all_lhcopn.php

- **All notifications (= e-mails) from GGUS**
 - From: helpdesk AT ggus.org
 - Subject starting with: 'LHCOPN-Ticket-ID:'
- **Weekly reminders (= e-mails)**
 - From: helpdesk AT ggus.org
 - Subject starting with: 'REMINDER about open LHCOPN tickets'
- **All notifications are deactivated on the training system**
 - Leveraging an in-depth playing
 - Might remains some old ticket without new rules
 - *You can trash everything from 'ggus-train@iwr.fzk.de'*
 - Production notifications tested with 'test ticket'
- **GGUS status list for pending things around GGUS**
 - <https://twiki.cern.ch/twiki/bin/view/LHCOPN/GGUSstatusList>

- **Searching tickets**
 - Feature available on production system
 - https://gus.fzk.de/ws/ticket_search.php
 - Ask for special attributes : “LHCOPN tickets”
 - Bookmark able URLs: Save your query
 - Dashboard has also some very interesting sorting features
 - And also bookmarkable URLs: Make your dashboard
- **Reporting a bug / request enhancement features**
 - To me,
 - Ideally with a test ticket on the training system showing bug
 - Study of major enhancement requests by Ops WG

https://gus.fzk.de/ws/ticket_search.php

GGUS ticket search engine

show columns in search result Ticket-ID Type Concerned VO Aff. Site Resp. Unit Status Date Last Update Info

Ticket ID: Status: ?

Support Unit: Priority: Order tickets by

Concerned VO: Type of problem:

User: MoU Area:

Keyword:

Involved supporter: Creation date

Assigned to person: All tickets from

Affected Site: to

Special attributes (TPM/ENOC/WIKI) Untouched since

new search with default values

show/save search result as: [CSV](#) | [HTML](#) | [XML](#) | [PDF](#)

2 Tickets found

Ticket-ID	Type	Concerned VO	Aff. Site	Resp. Unit	Status	Date	Last Update	Info
47565		none			in progress	2009-04-01	2009-04-01 15:39	Emergency maintenance on USLHCnet router
47537		none			in progress	2009-04-01	2009-04-01 08:29	CERN LHCOPN routers' upgrade

- **Good to put incoming ticket to “in progress”**
 - Acknowledge ticket from other sites
 - Enable response time to be computed ;)

- **Statistics will be computed from the TTS**
 - Outage duration, response times etc.
 - A man forewarned, a man forearmed

- **Monitoring**

- L2: e2emon

- http://stats.geant2.net/e2emon/mon/G2_E2E_index_PROD.html
 - DANTE account required

- L3

- perfSONAR ON-SITES
 - *Cf next slides*
 - BGP: ASPDrawer <https://ccenoc.in2p3.fr/ASPDrawer/>
 - *“Official” for 2009*

- **Troubleshooting**

- Looking glass

- CH-CERN: <http://lg.cern.ch/> (R01LCG and R02LCG)
 - FR-CCIN2P3 : <https://cclhcopnmon.in2p3.fr/LookingGlass/>

- <http://www.win-labor.dfn.de/cgi-bin/ipqos/select-new.pl?config=lhcopn>
- <http://www.win-labor.dfn.de/cgi-bin/ipqos/map.pl?config=lhcopn>
- **Access centralised through**
<http://lhcopn-mdm.geant2.net/portal>
 - eduGAIN compatible GIdP credentials required
 - 1 account per site is OK
 - This is centralised view, some features are directly accessed on appliances

- **GGUS**

- **Production:** <http://ggus.org/lhcopn>
- **Training:** https://iwrgustrain.fzk.de/pages/all_lhcopn.php

- **CERN twiki**

- **RW:**
<https://twiki.cern.ch/twiki/bin/view/LHCOPN/ChangeManagementDatabase>

- **Army knife**
 - <https://twiki.cern.ch/twiki/bin/view/LHCOPN/>
 - Mirror of key pages: <https://ccenoc.in2p3.fr/LHCOPN/mirror/>
 - *Don't wait to need it to have it bookmarked*
 - <http://ggus.org/lhcopn/>

- **CERN twiki well known central place**
- **GGUS implementing LHCOPN TTS**
 - Sites in trial mode helped to mature it
 - Training system available
- **Common issue:**
 - Authentication: GGUS & **CERN twiki**
 - (Twiki availability & reliability)
- **Waiting monitoring**