**Operations Management Board (OMB)**

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| **Meeting:** | Operations Management Board |
| **Date and Time:** | 20 November 2012  |
| **Venue:** | Phone meeting - EVO |
| **Agenda:** | https://indico.egi.eu/indico/conferenceDisplay.py?confId=1099 |

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# Participants

|  |  |  |  |
| --- | --- | --- | --- |
| Name and Surname | Abbr. | Organisation | Membership[[1]](#footnote-1) |
| Emrah Akkoyun |  | TUBITAK ULAKBIM, NGI\_TR | Member |
| Luis Alves |  | CSC/NGI\_FI | Deputy |
| Jan Astalos |  | UI SAV, NGI\_SK | Member |
| Goncalo Borges |  | LIP | Member |
| Riccardo Brunetti |  | INFN/NGI\_IT | Deputy Member |
| Stephen Burke |  | EGI.eu Information Officer | Member |
| Chun-Cheng Chen |  | Asia Pacific region | Member |
| Jeremy Coles |  | STFC/NGI\_UK | Member |
| Mario David  |  | LIP, Ibergrid | Member, TSA1.3 |
| Claire Devereux |  | STFC/NGI\_UK | Member |
| Tiziana Ferrari  |  | EGI.eu | Chairman |
| Sven Gabriel |  | NIKHEF/NGI\_NL | EGI CSIRT coord, SA1.2 |
| John Gordon |  | STFC, UKI | Member |
| Nikola Grkic |  | IPB/NGI\_RS | Deputy Member |
| Emir Imamagic |  | SRCE, NGI\_HR | Member, TSA1.4 |
| David Kelsey |  | STFC/SA1.2  | Member |
| Kostas Koumantaros  |  | GRNET/NGI\_GRNET | Member |
| Malgorzata Krakowian |  | EGI.eu | Member, TSA1.3/1.8 |
| Ales Krenek |  | CESNET/SA1.7  | Invited Participant |
| Mats Nylen |  | NGI\_SE | Member |
| Peter Oliver |  | STFC/NGI\_UK | Deputy |
| Joan Pina |  | LIP | TSA1.3 deputy |
| Di Qing |  | TRIUMF/ROC Canada | Member |
| Marcin Radecki |  | CYFRONET, NGI\_PL | Member, TSA1.7 |
| Miroslav Ruda |  | CESNET/NGI\_CZ | Member |
| Jura Tarus |  | CSC/NGI\_FI | Member |
| Ulf Tigerstedt |  | CSC/NGI\_NDGF | Member |
| Ron Trompert |  | SARA, NGI\_NL | Member, TSA1.7 |
| Alessandro Usai |  | SWITCH/NGI\_CH | Member |
| Anders Wäänänen |  | UCPH, Denmark | Member |

Some participants were connected through Phone Bridges.

# ACTION REVIEWS

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Action Owner** | **Content** | **Status** |
| **Actions from the 20 November 2012 OMB meeting** |
| **26.01** | K. Koumantaors | To keep the OMB informed about progress in migrating notification features of VOMRS to VOMS | OPEN |
| **26.02** | COD | To lead the creation of a working group for the technical evaluation of nagios probes | OPEN |
| **26.03** | T. Ferrari | To assess how many sites depend on the availability of a WN relocatable tarball 🡪 mail sent to the OMB on 22/11. Deadline for feedback is 28/11 | IN PROGRESS |
| **26.04** | COD | To provide feedback on the ROD instructions on ticket handling for software retirement and to disseminate the instructions – when finalized – among the RODs 🡪 ticket opened <https://rt.egi.eu/guest/Ticket/Display.html?id=4684> | IN PROGRESS |
| **26.05** | NGIs | To discuss the proposed UMD policy with site administrators. Feedback must be provided by the December OMB. The policy will be discussed and finalized there | OPEN |
| **26.06** | NGIs | To provide comments about the EGI.eu OLA | OPEN |
| **26.07** | EGI.eu | To open NGI tickets to followup sites not publishing user DNs | CLOSED |
| **26.08** | T. Ferrari | ACTION (T. Ferrari) To discuss A/R computation algorithm with JRA1 | OPEN |
| **Actions from the 30 October 2012 OMB meeting** |
| **25.01** | T. Ferrari | To propose changes to the AUP of the OPS VO to allow the membership of IRTF members 🡪 changes approved by the OMB. Request of implementation in progress (VO managers contacted) | IN PROGRESS |
| **25.02** | T. Ferrari | To propose the mandate of a working group responsible of checking quality, business logic and policy of probes integrated or to be integrated into SAM 🡪 Mandate presented at the Nov OMB. Working group approved | CLOSED |
| **25.03** | T. Ferrari  | To verify the impact of new nagios binaries fixing issue https://tomtools.cern.ch/jira/browse/SAM-2999 on GRAM 5 interfaces 🡪 E. Imamagic contacted on 03/11/2012 🡪 no impact | CLOSED |
| **25.04** | COD | To proceed with the procedure PROC 16 and request ROD to evaluate org.sam.glexec.WN-gLExec before it is added to the ROC\_OPERATORS profile on 01 Dec  | IN PROGRESS |
| **25.06** | T. Ferrari | To provide more information about continuity of Software engineering coordination and Quality Assurance currently provided by EMI as global tasks 🡪 Update provided about the Nov TCB | CLOSED |
| **Actions from the 28 August 2012 OMB meeting** |
| **24.02** | NGIs | To check sites not publishing User DNs and to request the problems to be fixed (see list attached to the August OMB agenda) 🡪 update provided. Work still in progress 🡪 tickets opened to NGIs on 20/11/2012. Issues will be tracked in GGUS for the time being. | CLOSED |
| **24.03** | NGIs  | To participate to the internal review of the EGI GLUE 2 profile draft 🡪 ongoing review. Comments will be gathered through the egi discussion forum. Deadline: 30 Nov 🡪 discussion forum for GLUE set up. NGIs reminded about the ongoing review on 20/11/2012. | CLOSED |
| **24.06** | P. Solagna | To update the SHA-2/RFC proxy action plan after the IGTF meeting in September 🡪 SA2 is establishing an infrastructure for usage of SHA-2 certificates released by the IberGrid CA. EMI and IGE were requested to provide information on SHA-2 readiness (Nov TCB) | IN PROGRESS |
| **24.07** | T. Ferrari | To execute the SHA-2/RFC proxy action plan (with the participation of EGI CSIRT and SA2) | IN PROGRESS |
| **24.08** | NGIs | To support sites and enforce the gLite 3.1 and unsupported gLite 3.2 retirement plan 🡪 action being followed up by EGI operations and EGI CSIRT through the security dashboard and GGUS. | CLOSED |
| **Actions from the 17 July 2012 OMB meeting** |
| **23.02** | NGIs | To report experience about VOs running on EMI WN at the following wiki page: <https://wiki.egi.eu/wiki/NGI-VO_WN_tests>. In case of issues, a security support of gLite 3.2 WN needs to be requested. Feedback from NGIs is fundamental. DEADLINE 07 September. 🡪 gLite 3.2 WN support extended to end of November 2012, however the action is still relevant and has to stay in progress 🡪 EMI 2 WN released in UMD 2.3.0. gLite 3.2 WN support will no longer be extended. <http://repository.egi.eu/2012/11/20/release-umd-2-3-0/>  | CLOSED |
| **23.06** | NGIs  | To contact sites that are not publishing UserDNs to request the re-publishing in case of gaps during the past 12 months 🡪 list of sites reduced to 80 sites. 🡪 Sites being contacted via GGUS | CLOSED |
| **Actions from the 19 June 2012 OMB meeting** |
| **22.04** | NGIs | To discuss the current user data retention policy and a timeline for the erasing of historical user DN information with Resource Centres and propose a timeline for the removal of historical userDN information 🡪 many sites still failing to publish User DN information | IN PROGRESS |
| **Actions from the 26 March 2012 OMB meeting** |
| **20.01** | T. Ferrari | To propose a process for MoU negotiation between VOs and NGIs/RCs 🡪 a document on central managed resource allocation with SLA support was prepared for Council discussion in October | IN PROGRESS |
| **20.03** | E. Imamagic | to assess the availability of storage occupation tests in Nagios 🡪 EMI probes have still to be included into SAM, a dependency on the gLite 3.2 UI and DAG is currently delaying this integration. Action on hold until migration to EPEL will be complete. | ON HOLD |
| **20.04** | T. Ferrari | to constitute a task force addressing the problems faced by BIOMED in terms of allocation of a sufficient share of resources 🡪 BIOMED requested to test the WMS feature supporting job migration in case of high queuing time. Resource allocation policies being reviewed at TF12 🡪 discussion at the EGI Council meeting 20/11/2012 | IN PROGRESS |
| **Actions from the 24 January 2012 OMB meeting** |
| **18.04** | E. Imamagic | To assess deployment of NGI SAM failover configuration (<https://rt.egi.eu/rt/Ticket/Display.html?id=3457>) 🡪 waiting to have the operations tools SAM in production at CERN 🡪 action can move to in progress now that a SAM tool for monitoring of NGI SAM installations is available | IN PROGRESS |
| **18.05** | E. Imamagic | To distribute documentation on how to trouble shoot the message broker network (<https://rt.egi.eu/rt/Ticket/Display.html?id=3459>) 🡪 IN PROGRESS. Waiting to see the status of the next May SAM update. 19/06: SAM update released to end of June. | IN PROGRESS |
| **Actions from the 20 December OMB meeting** |
| **17.04** | T. Ferrari/P. Solagna | To contact NGIs who are in favour of changing their GOCDB configuration of critical services and implement changes during Jan/Feb and to support the other NGIs in computing their A/R statistics by extracting data from the SAM PI 🡪 now GOCDB supports virtual sites. A module for availability reporting of virtual sites is being implemented in the operations portal. | IN PROGRESS |
| **17.05** | T. Ferrari | To review the naming scheme of EGI profiles when POEM will be in production 🡪 this action will be completed after the first release of POEM. 🡪 the number of POEM profiles was reduced and updated with SAM Update 17. | CLOSED |
| Note: Actions from previous meetings are closed. |

# Introduction

T. Ferrari/EGI.eu

A new tool to support information across distributed communities was rolled to production (<http://forum.egi.eu>). Several discussion groups were set up that are relevant to site administrators. All NGIs are requested to disseminate this information to their site administrators.

A new SAM installation was rolled to production at CERN to monitor central operational tools, EGI.eu technical services and NGI SAM installations. The availability of this instance allows the collection of Availability and Reliability statistics for these systems.

The DTEAM VO membership service is being migrated from VOMRS to VOMS. The VOMS Admin notification system is different from VOMRS and does not provide some of the VOMRS functionality. The switch from VOMRS to VOMS is put on hold until a technical solution for notification to group managers is found. **ACTION (K Koumantaros) To keep the OMB informed about progress in migrating notification features of VOMRS to VOMS**.

NGIs are requested to contribute to the review of the EGI GLUE 2 profile. Deadline for comments is 07-12-2012.

The requirement on srm default port harmonization across different srm implementations was rejected by EMI because of a potential impact on the production services when updated. M. David: srm default port numbers are configurable. The requirement can be reopened if deemed necessary. NGIs that are interested in supporting it are requested to provide their feedback at <https://rt.egi.eu/rt/Ticket/Display.html?id=1674>.

EMI and IGE replied to an EGI survey on the level of engagement that the PTs are willing to ensure after EMI and IGE. Answers from EMI and IGE are attached to the EMI agenda. A workshop will be organized at the end of January 2013 (dates are still to be confirmed) to discuss next steps for middleware support after EMI/IGE.

Tests of equivalent capabilities (like CREAM and ARC) should have comparable business logics.

**DECISION. The OMB approves the creation of a permanent working group responsible of the technical analysis of existing SAM nagios probes and future probes for integration. NGI experts will be invited to join under the coordination of COD. The group reports its recommendations to the OMB**.

**ACTION (COD) To lead the creation of the working group responsible of the technical evalution of nagios probes**.

# Status of decommissioning of unsupported gLite 3.1/3.2 software

P. Solagna/EGI.eu provides an update on tools, processes and progress supporting the ongoing decommissioning of unsupported gLite 3.1 and 3.2 middlware. From the beginning of October 2012 site still hosting unsupported software have been contacted through the security dashboard to collect information about their upgrade plans and request the decommissioning/upgrade of the affected end-points. The Security Nagios system has been progressively extended with probes capable of detecting end-points by querying BDII. Accuracy of the monitoring system depends on the accuracy of information published. COD has been responsible of opening tickets to sites.

Various sites not providing response to tickets and not putting the affected end-points in downtime are eligible for suspension and EGI CSIRT will proceed with this. Sites with late upgrade plans (after 01 Dec) will be requested to put the affected end-points in downtime: Ru-Troitsk-INR-LCG2 and ITEP (Russia), BG01-IPP (Bulgaria), MaiGRID (Germany).

About 120 sites still deploying unsupported gLite middleware. 90 sites are planning to replace unsupported middleware by end of Nov. Nine sites have late upgrade plans: their schedule is going beyond the end of Nov to Jan 2013.

Sites having problems with the replacement of lcg-ce with a supported equivalent product cannot delay their upgrade plans. The decommissioning of lcg-ce was announced in March 2012. The service runs on an unsupported OS. Site administrators through the RC OLA acknowledge the enforcement of security policies.

An update of status of migration towards SHA-2 is provided. Readiness of supported products from EMI and IGE was initially assessed (see link to feedback received from EMI/IGE in the slides).

StoRM, VOMS, CREAM and dCache are not ready yet.

UMD verification was extended so that compliance to SHA-2 and RFC proxies will be tested for inclusion within UMD. This quality criterion will be soon enforced as soon as SHA-2 certificates will be ready for deployment by verifiers, timeline for this is beginning of 2013. SHA-2 and RFC proxy transition will be work in progress until 2013.

# FOR APPROVAL. Future retirement calendar of gLite 3.2 and EMI 1 middleware

T. Ferrari/EGI.eu

## gLite 3.2 WN, DPM and LFC decommissioning calendar

The following calendar is proposed for the retirement of gLite 3.2 WN, DPM and LFC (reaching end of life on 30-11-2012). **Decommissioning/upgrade is proposed by 31-01-2013**:

* **from 01-12-2012: Nagios probes returning CRITICAL**
* **by 17-12-2012: Upgrade plans requested from site administrators**
* **by 31-01-2013: Services must be decommissioned**
* **from 01-02-2013: gLite 3.2 WN, DPM and LFC must be put in downtime unless problems prevent the administrators from upgrading (issues will be evaluated on a case by case)**

gLite 3.2 dCache is still deployed in a few sites. dCache alarms were triggered in the security dashboard only around the end of November. To compensate for this delay and to make the decommissioning followup more manageable (despite of the fact that gLite 3.2 dCache got decommissioned already at the end of October 2011), we propose that the decommissioning of the gLite 3.2 dCache instances follows the same calendar.

FTS reaches end of life on 30-11-2012 too but FTS installations are reported to be all updated to version 2.2.8 (M. David).

Extension of security support for gLite 3.2 WN was rejected this week by EMI and this decision was reported to be supported by the WLCG collaboration.

Regarding the proposed WN decommissioning calendar J. Gordon expresses concerns about

* Problems with EMI WN against dCache – secure dcap protocol (<https://ggus.eu/tech/ticket_show.php?ticket=87065>) 🡪 T. Ferrari: the Estimated Time of Arrival (ETA) is currently set to 2012-11-30. A revision update of UMD will be released in December to include the patch. When handling tickets in the dashboard asking for an WN upgrade plan, ROD teams should be aware of this problem affecting sites that deploy dCache, and if willing they can reply of behalf of their site administrators that an upgrade plan depends on the timeline of this fix.
* NGI\_UK express concerns about the availability of a relocatable WN tarball which is not available for EMI 2 (currently sites that depend on the gLite 3.2 version of the tarball cannot upgrade). Maintenance of the WN relocatable tarball is no longer a task of EMI, this was handed to CERN and UK. J. Coles: the ETA of the tarball cannot be estimated at the moment. Four NGI\_UK sites are reported to depend on it. IberGrid reports about other sites depending on the tarball. 🡪 T. Ferrari: exceptions to the WN decommissioning calendar will be accepted for those sites that depend on the WN tarball. Still sites will be exposed to the risk of having to shut down the cluster In case of high level vulnerability is detected affecting gLite 3.2 WN. **ACTION (T. Ferrari) To assess how many sites depend on the WN tarball**

**DECISION. The OMB approves the gLite 3.2 WN, DPM and LFC retirment calendar. Products must be decommissioned by 31-01-2013. Sites depending on the EMI 2 WN tarball will be handled according to different timelines that depend on when the tarball will be available for upgrade.**

## EMI 1 decommissioning calendar

The following timeline for the decommissioning of EMI 1 services getting unsupported on 01-05-2013, is proposed:

* **From 01-01-2013: probes start returning WARNING**
* **From 01-03-2013: probes start returning CRITICAL (alarms will appear in the operations dashboard)**
* **By 30-04-2013: Services must be decommissioned**
* **From 01-05-2013: EMI 1 unsupported services must be put in downtime unless problems prevent the administrators from upgrading (issues will be evaluated on a case by case)**

**DECISION. The OMB approves the EMI 1 retirement calendar: EMI 1 products must be decommissioned by 30-04-2013. Site administrators will see alarms appearing in their site operations dashboard as of 01 March 2013.**

For the gLite 3.2 WN, DPM and LFC and EMI 1 retirement campaign, a different set of tools and processes will be adopted for followup. The Security Dashboard currently used, will be replaced by the Operations Dashboard. The Security Nagios running probes will be replaced by a dedicated SAM instance run at AUTH. ROD will be requested to followup alarms and open tickets to sites (alarms can be masked so that a single ticket can be opened for the affected group of service end points). COD will be only responsible of handling escalated tickets (see next presentation for the details of this procedure).

Existing probes for detection of gLite 3.1/3.2 service end-points currently run by the Security Nagios, will NOT migrated to the new SAM instance in order to avoid duplication of alarms across the security dashboard and the operations dashboard.

# FOR APPROVAL. Procedure for retirement of unsupported software

M. Krakowian/EGI.eu presents a simple 5-step procedure for handling discussion and communication about software retirement calendars (<https://wiki.egi.eu/wiki/PROC16>).

PROC 16 relies on an extension of the COD escalation procedure

D. Kelsey requests that broadcast should include the EGI CSIRT. Otherwise procedure is good. **ACTION (M. Krakowian) to implement the change in PROC16**

G. Borges reports on the problem of future support of the regional instance of the operations dashboard.

E. Imamagic: the problem of the alarms for underperforming sites is different than SAM, as the underperforming site tests are run directly by the operations portal (while this is not the case for probes run by a SAM instance). Software version probes will be run by SAM, so the regional operations portal will be able to get all relevant alarms as it subscribes to the same messaging topic as the central one. Any further issue concerning the support of the regional operations portal will be followed up offline.

**Action (COD) To provide feedback on the ROD instructions on ticket handling for software retirement and to disseminate the instructions – when finalized – among the RODs**

COD to disseminate new procedure with ROD and train

**DECISION. Procedure 16 for the retirement of unsupported software is approved**

# UMD future releases

P. Solagna/EGI.eu presents the plan for future UMD releases. UMD 2.3.0 is the release (due on 20/11/2012). WN 2.0.1-1 sl5/sl6 includes patches requested by WLCG on EMI 2 WN including 32 bit data client libraries. For sites that are planning to migrated to EMI 2 WN it is important to remember that proper SAM monitoring requires a patch in SAM 17 (see release notes of SAM). The “golden” release of dCache will be also part of UMD 2.3.0. GRAM 5/IGE will be released as well, including 32 bit libraries needed by WN; SAGA 1.6.1.

ARC issues between client and service need to be fixed and a patch expected for release in the November update. The UMD 2.4 schedule is not yet defined.

The SA2 requires the OMB to approve the following policy regulating the future UMD release calendar:

**UMD updates are released on a quarterly basis. To ensure swift retirement of unsupported products, all the products getting unsupported need to have a production-quality supported release in UMD. Urgent bug/vulnerability patches will be pushed in UMD with priority**.

Action (NGIs): to consult site administrators about quarterly releases of UMD with urgent releases for important fixes. Feedback must be provided by the December OMB meeting and a decision will take place there.

# New software support team

A. Krenek/CESNET

Support activities were originally distributed across SA1 and SA2 according to the type of support provided. Specialized software support was a responsibility of SA2 (Distributed Middleware Support Unit). A change in the distribution of effort and responsibilities between SA1 and SA2 was discussed in 2012, and now all software support activities are part of SA1. Processes were streamlined and effort was reallocated to provide support to an extended list of products. Tickets submitted to TPM are often opened after consultation with the NGI, with the consequence that the amount of trivial tickets to be solved is very small. Effort for ARC and UNICORE 2nd level support was revised to better reflect the actual workload in GGUS.

TPM and DMSU are now part of a single team. TPM responsibility is assigned to a single partner and KIT is now only responsible of monitor progress in tickets (reminders to non-responsive users/supporters, checking ETAs of patches from the technology providers for some critical incidents, etc.).

Tickets are classified by priority and different timelines and processes apply according to this priority level.

# EGI.eu Operational Level Agreement

M. Krakowian/EGI.eu presents the objectives of the EGI.eu OLA and its current status. The current document (see agenda) defines various EGI.eu services with the corresponding service level targets.

**Action (NGIs) to provide comments by Dec OMB meeting**.

# AOB

* Status of userDN publishing: many sites are still not publishing (see list attached to the agenda). **ACTION (EGI.eu) to open tickets to NGIs to request the followup of issues in GGUS**.
* G. Borges: A/R statistics are affected by sites that are not in full production during the whole month (for example when they are decommissioned). This has a bad impact on the NGI availability statistics. The algorithm should be fixed. ACTION (T. Ferrari) To discuss A/R computation algorithm with JRA1
1. Member, Observer, in Attendance [↑](#footnote-ref-1)