

Deployed Middleware Support Unit

Operations Procedures Michael Gronager, PhD NDGF Director





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- Several GGUS Support Units
- Support via different mailing lists back from the EDG days
- Support via direct bug reporting in e.g.
 Savannah (gLite) or Bugzilla (ARC)
- Fixes reported via in-official channels
- No separation between middleware providers and the infrastructure project



Changes by InSPIRE

- The middleware maintenance and development is no longer part of the project
 - Middleware is produced by external projects
 - Most notably EMI
- 2nd line support is project **internal**
- 3rd line support is project **external**



2nd and 3rd line support

- 2nd line m/w support
 - The Deployed Middleware Support Unit
- 3rd line m/w support
 - The external middleware component providers
- We need an interface between these
 And to ensure ALL users use it...



GGUS

- The current support units
 - One pr component
 - One for EMI
 - One for DMSU

| AMGA | ms-api | noglobus with glit | e-securi | ty-voms-api-cpp in g |
|--|--|--|----------|------------------------|
| Generic Data Management | | | | |
| FTS | - | | | |
| LFC | Icd N | O-NORGRID-T2 V SE | SNIC-T | 2▼ NDGF▼ Geoname |
| Cold dealersment | <u> </u> | | | |
| Grid deployment | | Added related issue: | | |
| Installation and Configuration/New Release | Added related issue: https://savannah.cern.ch/bugs/?71540 | | | |
| Information System | | | | |
| Information System/GIP/BDII | [Top] [History] [Modify ticket] | | | |
| Messaging | | | | |
| Messaging | | | | |
| Monitoring | | | | |
| Dashboard-Siteview | | Type of problem | | Notify Site |
| GridView | \$ | Operations | \$ | - |
| GStat | | | | |
| Nagios | vo | Change priority | | Change ticket category |
| NPM | \$ | very urgent | \$ | Incident |
| R-GMA | | | | |
| SAM/SFT | | | | |
| | | Add to WIKI ? | | Change CC recipient ? |
| Networking | | no 💽 yes 🔘 | | |
| NetworkOperations | | | | |
| Networkoperations | | | | |
| Security | | | | |
| gLite Security | | | | |
| Storage Management | | | | |
| Castor2 | | | | |
| dCache Developers | | | | |
| DPM | | | | |
| StoRM | | | | |
| Storin | _ | | | |
| Virtual Organisation Management | | | | |
| VOMS | | | | |
| VOMS-Admin | | | | |
| VOMRS | | | | |
| Workload Management | | | | |
| CREAM-BLAH | | | | |
| gLite Workload | | | | |
| LCG CE | | | | |
| LogBook-JobProv-WMSMyProxy | | | | |
| MPI | | | | |
| | | | | |
| | • | | | |
| 3rd level – support | 主 (уууу | -mm-dd) | | |
| 3rd level – support –– ARGUS | | | | |
| ARGUS | | | | |
| ARGUS Deployment Experts | | | | |
| ARGUS Deployment Experts Deployed Middleware | | | | |
| ARGUS Deployment Experts | | | | |
| ARGUS Deployment Experts Deploymed Middleware ETICS Experts | | | | |
| Deployment Experts Deployed Middleware | | | | |





- The interface between 2nd and 3rd line is GGUS – hence:
- 2nd line (DMSU):
 - One catch all unit (labeled DMSU)
 - One pr component
- 3rd line (mainly EMI)
 - One catch all unit (EMI)
 - One pr component



- TPM is the 1st line support
- Triage of the ticket can be handled by TPM and it can be assigned to the proper 2nd line unit
- From there it is analyzed, possibly solved or assigned to 3rd line, which is project external
 - And from there it enters the bug tracking systems of the component producers



Further reading...

• MS502

- https://documents.egi.eu/document/69

- Questions:
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