

Operations Portal

ROD Training – EGI CF 2013

Cyril L'Orphelin – CCIN2P3/CNRS



Application Hosted By CCIN2P3

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<http://operations-portal.egi.eu>

- **The dashboards**

The detection and the follow-up of incidents on the different sites of the EGI infrastructure through synoptics views . The different interfaces summarize the different information related to the sites especially the different monitoring statuses and allows to open trouble tickets.

4 different dashboards have been developed :

- the historical one used for the daily operations on the different NGI (R-NAGIOS)
- a central dashboard to detect potential problems in the NGI operations
- one dedicated to detect and follow security incidents and vulnerabilities (Pakiti + Security Nagios Box)
- one oriented for the VO Operation (VO Nagios Box)

- **VO ID CARDS and VO Management Module**

- The VO contact points (VO managers, VO User mailing list, VO representatives, etc.)
- The VO global information (enrolment URL, status, discipline, etc.)
- The Acceptable User Policy of the VO
- The VO's Core Services
- The VOMS information (Groups and roles, certificate details, etc.)
- Any other specified requirements (CPU needed, RAM needed, etc.)

Different interfaces allow user to declare a new VO into the EGI infrastructure. The different filled information are checked and the Operation team is able through a specific module to manage the new registrations, the updates .

- **Broadcast Tool**

With this tool every authenticated user are able to contact several categories of stakeholders impacted by a problem, an announcement, or a specific release. The aim is to share with the different actors of the EGI community some usefull information.

- an archiving service
- a search engine to retrieve the different entries in the archive system related to the search criteria (author , subject ...)
- the possibility to add customized contacts
- the possibility to use templates

- **Downtime visualisation and notification Tool**

A visualisation (charts) and notification (emails or rss) system related to the downtimes impacting the services, the sites, the NGIs or the VO .

- **A/R Module**

A reporting and computing system giving the availabilities and reliabilities for:

- the TOP-BDII services,
- the sites
- the services of a VO (prototype)
- The Core Services of a NGI (prototype)

- **User Tracking**

A user tracking tool which allows an end user to contact another user without having their email address, through his DN certificate

- **Metrics and charts :**

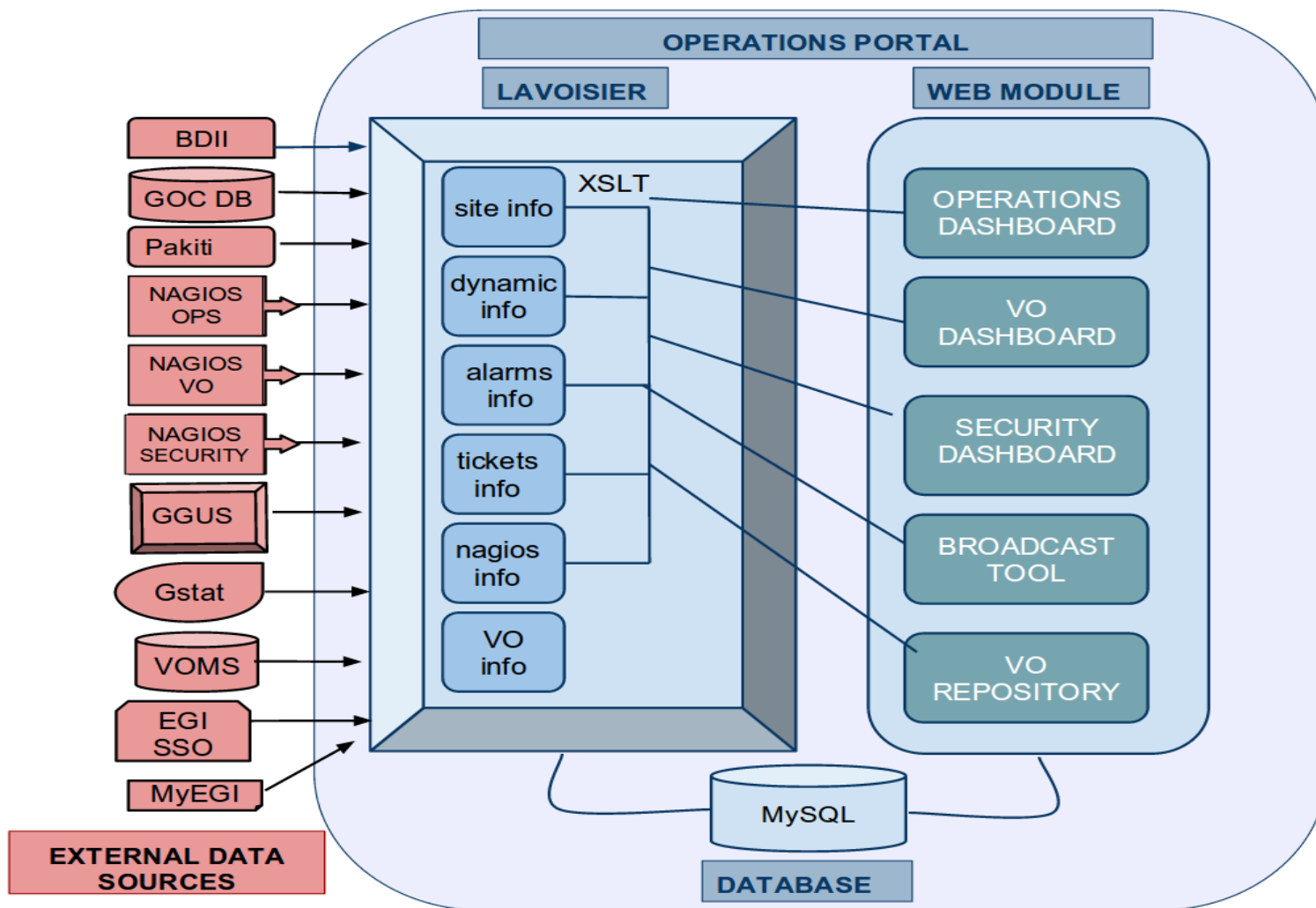
Metrics and charts

- about the distribution of the users per VO, per discipline
- about the distribution of users
- about Operational activities

The architecture is composed of three modules:

- A database – to store information related to the users or the VO - namely MySQL
- A web module – graphical user interface – which is currently integrated into the Symfony and bootstrap frameworks
- A Data Aggregation and Unification Service named Lavoisier

Lavoisier is the component used to store, consolidate and “feed” data into the web application. This module provides information from various sources without the portal being directly dependent on those information sources thanks to a caching mechanism. This indeed protects us from intermittent failures of information sources.



Monitoring of unsupported middleware version

1) Raise in the COD dashboard in the first step

- Modifications of access rights and authentication
- Development of specific reports per NGI , sites
- Modification of ticket templates
- Integration of a new view for COD staff

2) Then integrated in the regular dashboard

- Integration of midmon Nagiox Box
- Integration of the security probes

Prototype of a generic dashboard - Released In December

The main new features are :

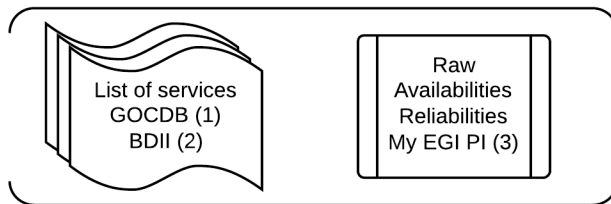
- A complete history is available for an issue
- Automatic removal of alarms with ok status in the main view
- Alarms grouping mechanism with possibility to add /remove alarms after the ticket creation
- The possibility to detect issues on local or non EGI resources

In parallel we have initiated the refactoring of the helpdesk module :

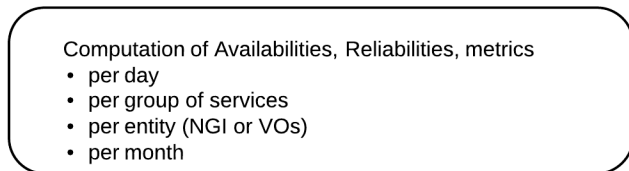
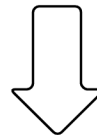
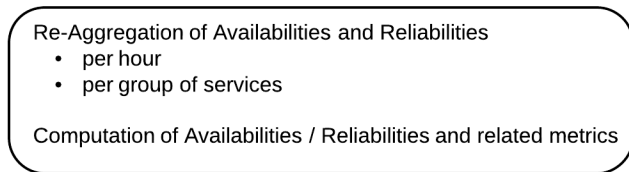
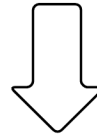
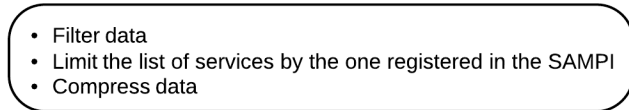
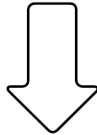
- template and work-flows configurable
- working with GGUS, RT and easily extensible

This work has been stopped during the beginning of the year due to 2 reasons :

- The priorities of the A/R Module has been increased by the project.
- one of the developers of the portal has left the project.



- (1) For the NGI A/R, the NGI CORE services group is given by GOCDB PI
- (2) For the VO A/R, the list of services supported by the VO is extracted from the BDII
- (3) The raw values of availabilities / reliabilities is given by the MyEGI PI on a hourly basis and a service basis



NGI and VO Availabilities-Reliabilities reporting system

1. ROD requested to clearly separate over 30d ays tickets related to the eu.egi.sec.* (WN/DPM/LFC) tests from other over 30days tickets that may arise. We have proposition to allow it in the same manner as for COD View below.

=> **A new view will be done using the tags . The indication of a expired ticket will be also added in the summary view.**

2. How is ticket connected to the Nagios result?! I could not see connection between Dashboard and Nagios.

=> **A ticket is linked with a group of alarms . You can remove or add alarms into this group and the ticket will be updated accordingly .**

3. There is no support for multiple template. Are the different templates be used depending on type of alarm (for example egi.sec.* havenow different text). Different escalation procedure is applied.

=> **Please give the different templates / describe the work- flows you want to use / add. We will add it .**

4. ROD view could have displayed tickets created by COD? Is it done somehow?! => **Will be fixed**

5. I can not close ticket reaching level „Escalated to COD”. Only update is possible in „Actions” or maybe in this version my COD role is irrelevant?

=> **Will be fixed**

6. Availability/Reliability. Will be there alarm for this issue? Now,there is all in one list. We would like to see it personalized (sites in my scope).

=> **It could be adapted . Alarms could be raised if it is useful**

7. No indication if service results are flapping. No history(availability of the service).

=> **The flapping detection will be added /The history is visible by clicking to the level of the issue . In the menu => Records | Chart | Milestone**

8. It is not clear why clicking on Unknown alarm icon I am redirected to all issues on site?! => **It will be fixed**

9. Update in case of „Ticket transfered to COD” with template „This is a reminder before next escalation step.Could you please have a look ?

=> **Will be fixed**

- We have also received very bad feedback saying that the old dashboard was better
- We will add the same synoptic view than in the old dashboard
- Some information is missing :
 - Gstat
 - Av/Re about sites
 - Links to Nagios Box
- Discussion is still opened we will start the finale implementation in June
- It's also your dashboard . Your point of view is important because you are using it.