NGI_IBERGRID ROD

G. Borges et al.

Ibergrid Operations Centre
LIP
IFCA
CESGA

❑ **IBERGRID:** Political agreement between the Portuguese and Spanish governments.

❑ It foresees 5 lines of action:
- Grid Computing; HPC
- Network; Applications; Volunteer Computing

❑ Provides an umbrella for an Iberian regional grid
- Covers the Portuguese and Spanish NGIs
- Integrates Portuguese and Spanish resources
- Fully interoperable with EGI
- Share the load of NGI international tasks

- **28 certified sites**
  - 7 Portuguese sites; 21 Spanish sites
  - > 26000000 SI00*
  - > 10700000 GB (Online Storage)*

- **Critical services geographically distributed**
  - Setup dynamic DNS alias schemes to serve TopBDIIs and WMSs
  - Regional VOMS and LFC operated in Portugal with redundant copies in Spain
  - Regional Dashboard operated and installed in Portugal
  - Regional SAM (Nagios) operated and installed in Spain

- Production Core Services
- Backup Core Services
- **Regional SAM**
- **Operations Coordination**

- Production Core Services
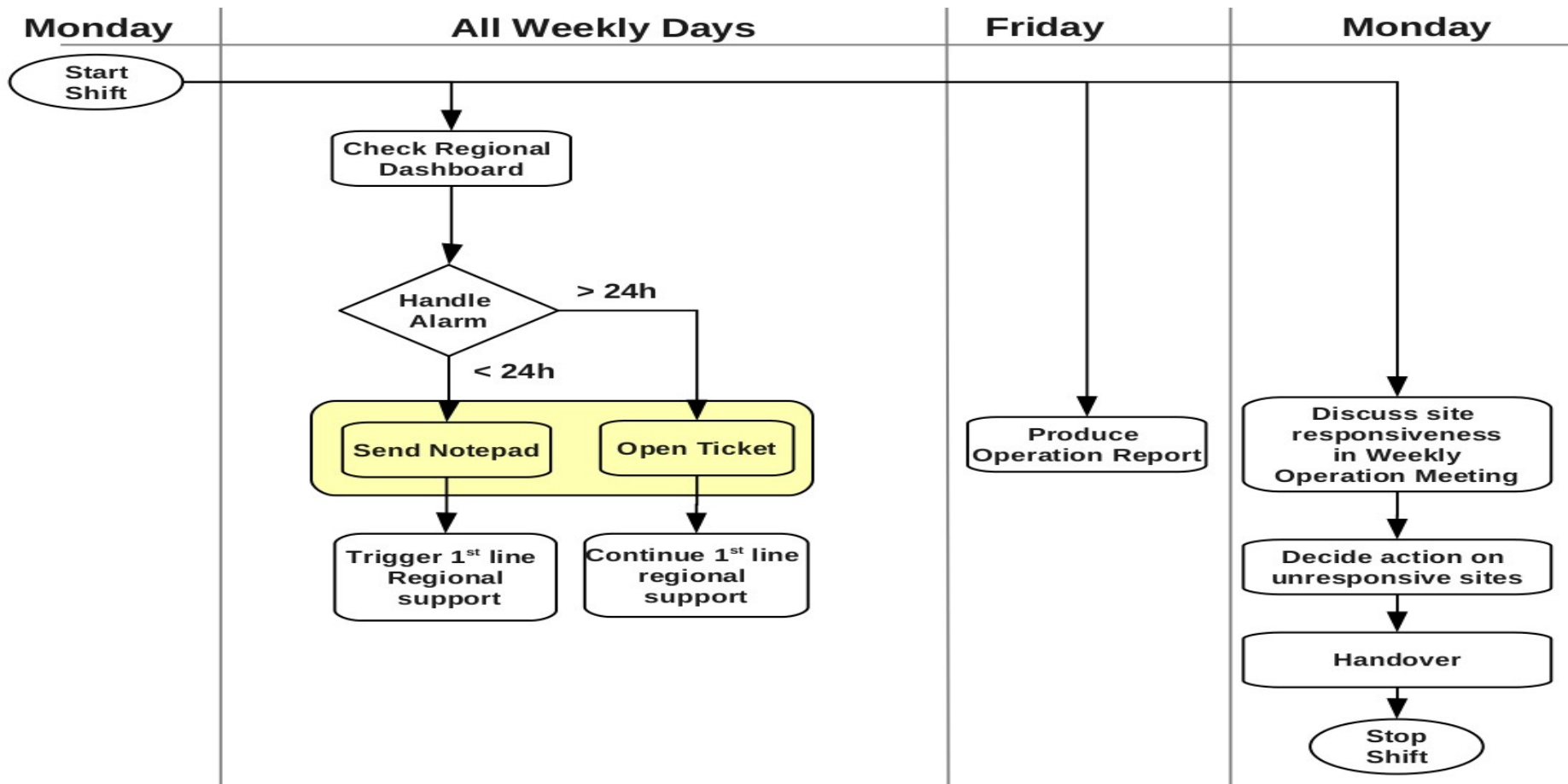- Backup Core Services
- **Operations Coordination**

CESGA

CSIC-IFCA

LIP
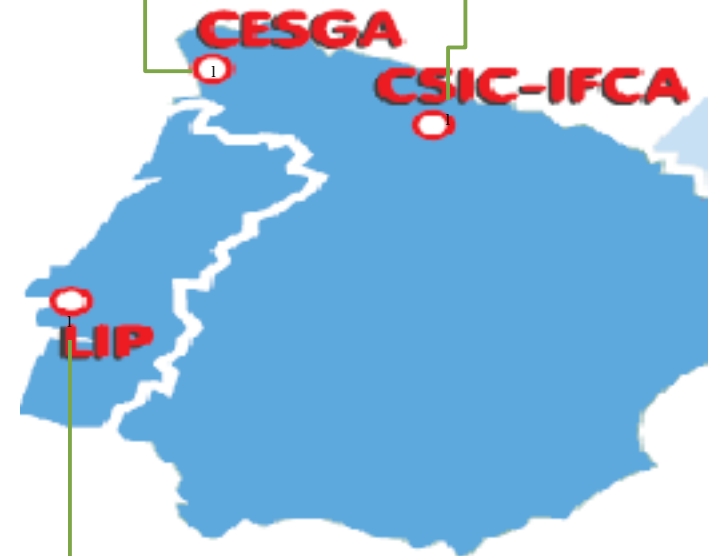
- Production Core Services
- Backup Core Service**s**
- **Regional Dashboard**
- **Operations Coordination**

* http://gstat.egi.eu/gstat/summary/EGI_NGI/NGI_IBERGRID/

NGI_IBERGRID ROD Operations Model

- Weekly shifts performed by LIP, CESGA and IFCA

IBERGRID: Notepad

Dear Site administrators,

"(Host FQDN)" is failing since X hours ago. For details, please check:

https://rnagios.ibergrid.cesga.es/nagios/cgi-bin/status.cgi?host="(Host FQDN)"

Can you please take a look before a ticket is open to your site?
Don't hesitate to ask for clarifications in either [1] or [2] in case of doubts.
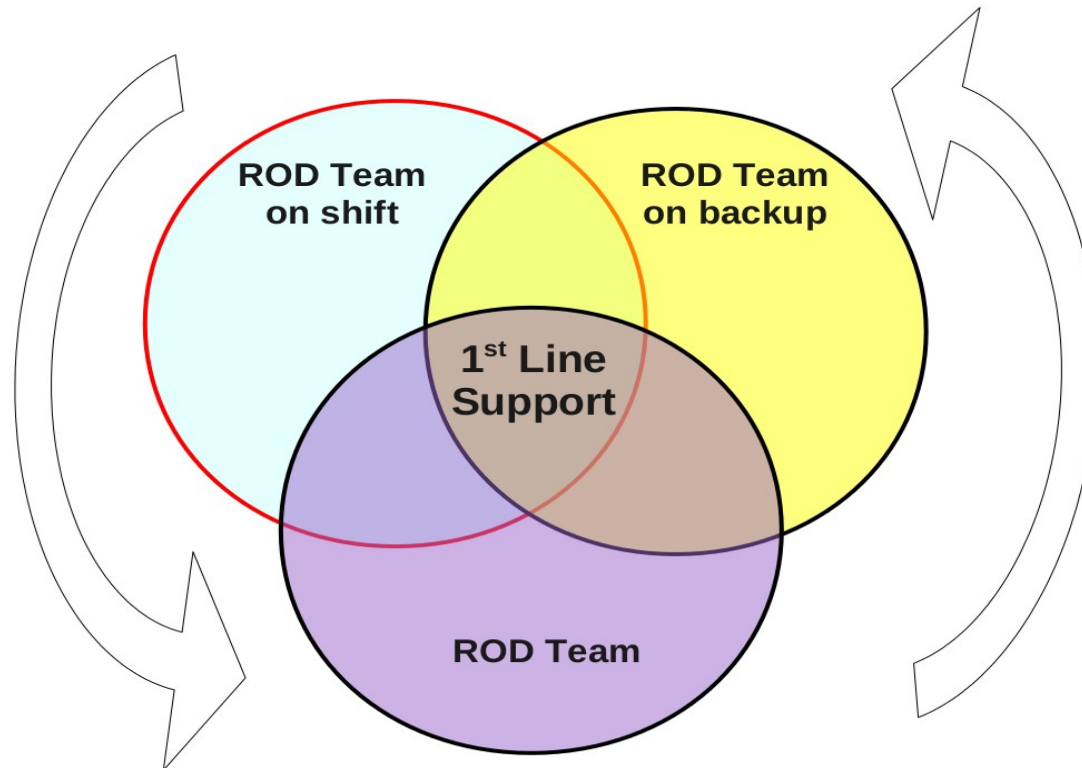
Thanks in advance,
IBERGRID ROD.

[1] ibergrid-rod@listas.cesga.es
[2] ibergrid-rollout@listas.cesga.es

☐ **ROD teams are providing simultaneously the 1st line user support to site administrators**

▪ Via mailing lists and GGUS tickets

Dear Ibergrid site admins,

Here is the operational status report regarding alarms in the ROD Dashboard, open tickets in GGUS (snapshot taken at Friday 1st April 2011, 11:20:00 UTC). We kindly ask for the participation of the mentioned sites in the next weekly meeting for some update on the pending issues.

Best Regards, Goncalo Borges, on behalf of NGI_IBERGRID ROD team.

Dashboard Alarms

Sites with alarms (< 24h) in the Dashboard. An warning email has been sent to these sites, and if the alarms continue active for more than

24h, a new ticket will be raised at those sites.

- IEETA, UOGRID

Open GGUS tickets

There are 8 open tickets in the local helpdesk. Please find below a short summary of those tickets. Please take the appropriate actions:

    - Change the ticket status from "ASSIGNED" to "IN PROGRESS".

    - Provide feedback on the issue as regularly as possible.

    - In case of problems, ask for help in ibergrid-ops@listas.cesga.es

    - For long pending issues, put your site/node in downtime.

    - Don't forget to close the ticket when you have solved the problem.

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SITE : * BIFI *

    GGUS ID   : 68459

    Open since : March 10 2011 09:32 UTC

    Status   : in progress
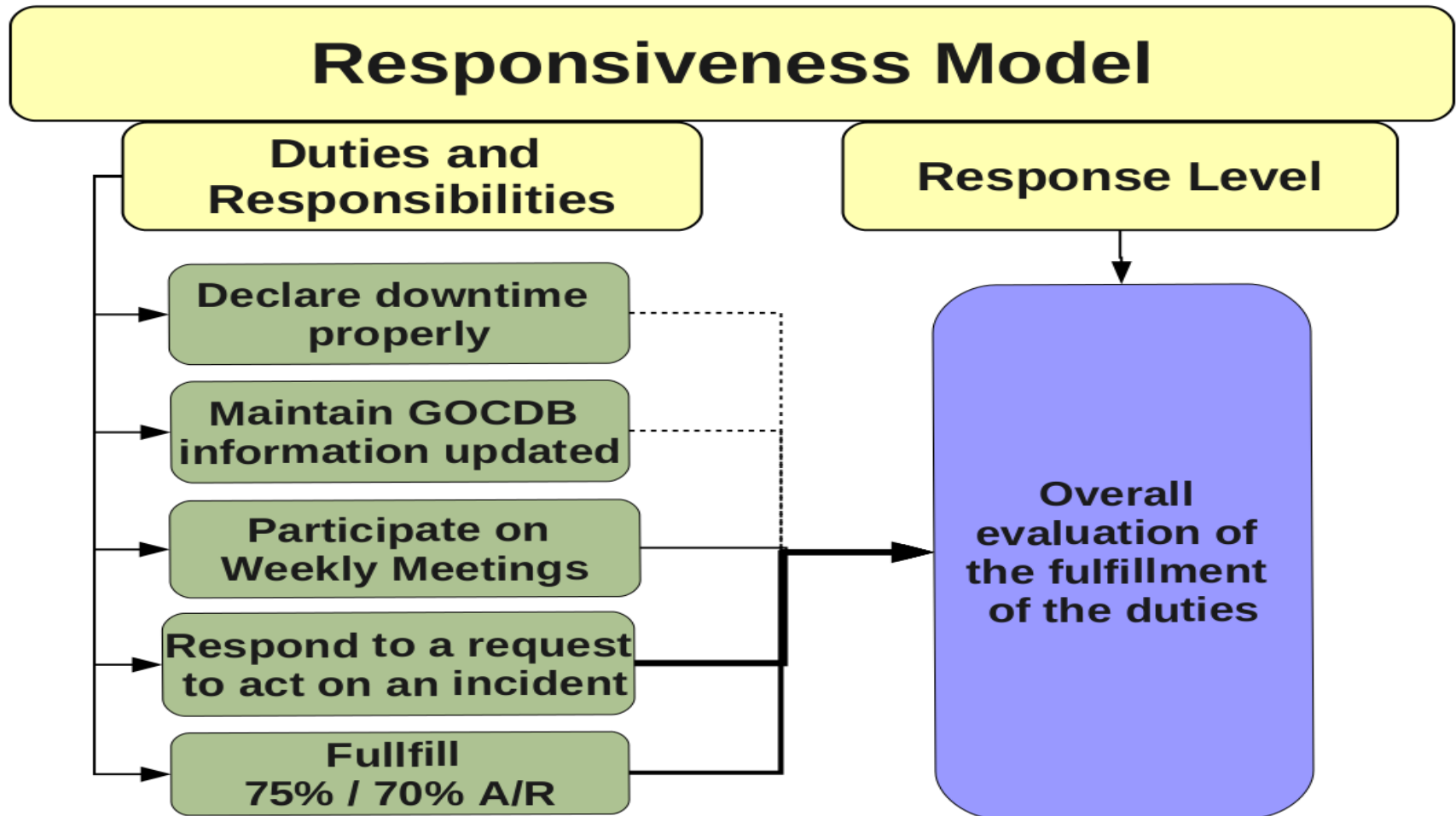
    Description : Uploading problem at ce-egee.bifi.unizar.es BIFI

    Link   : https://gus.fzk.de/ws/ticket_info.php?ticket=68459
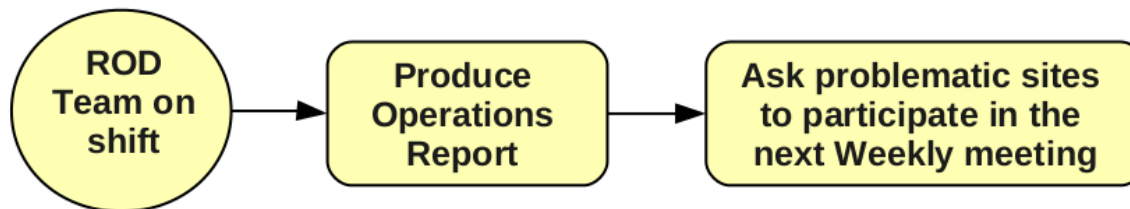
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☐ NGI_IBERGRID Site Responsiveness model
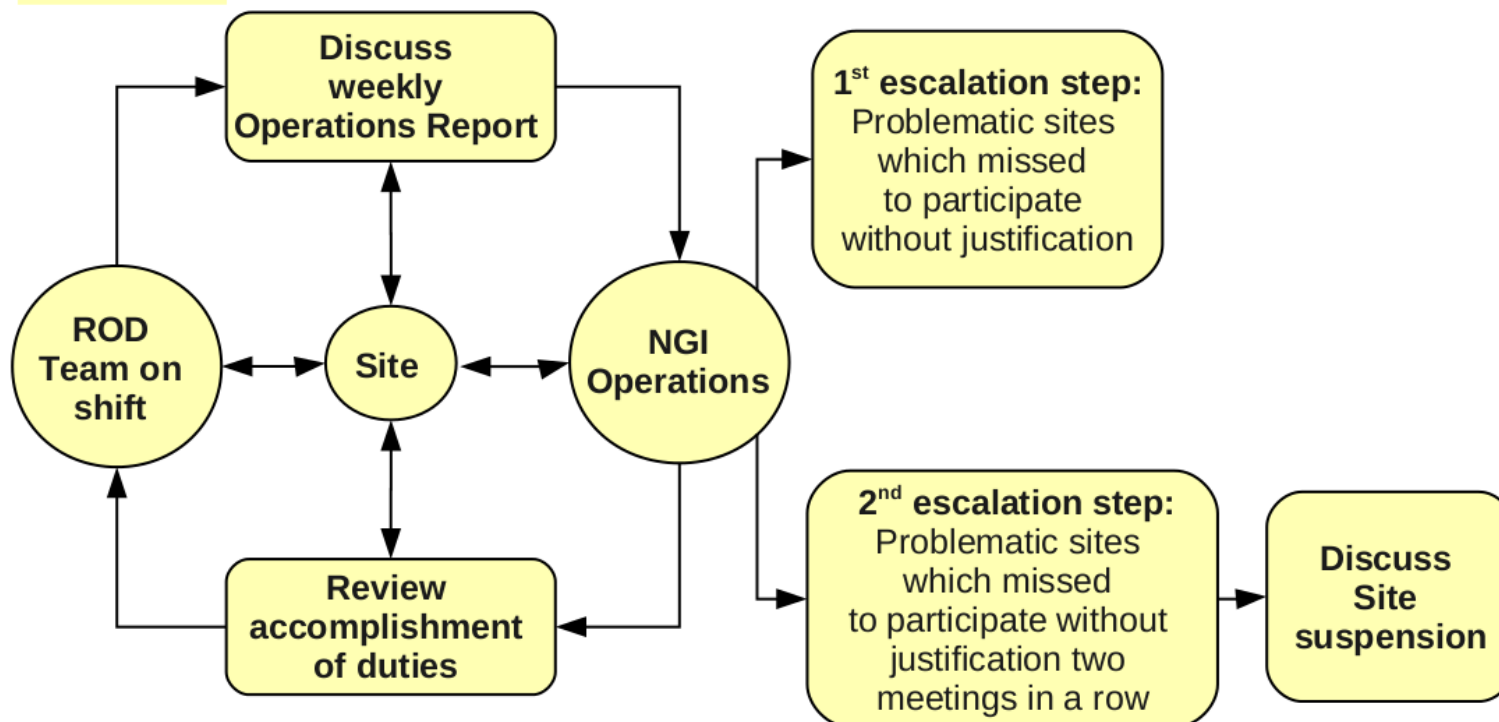
Installed and operated by LIP
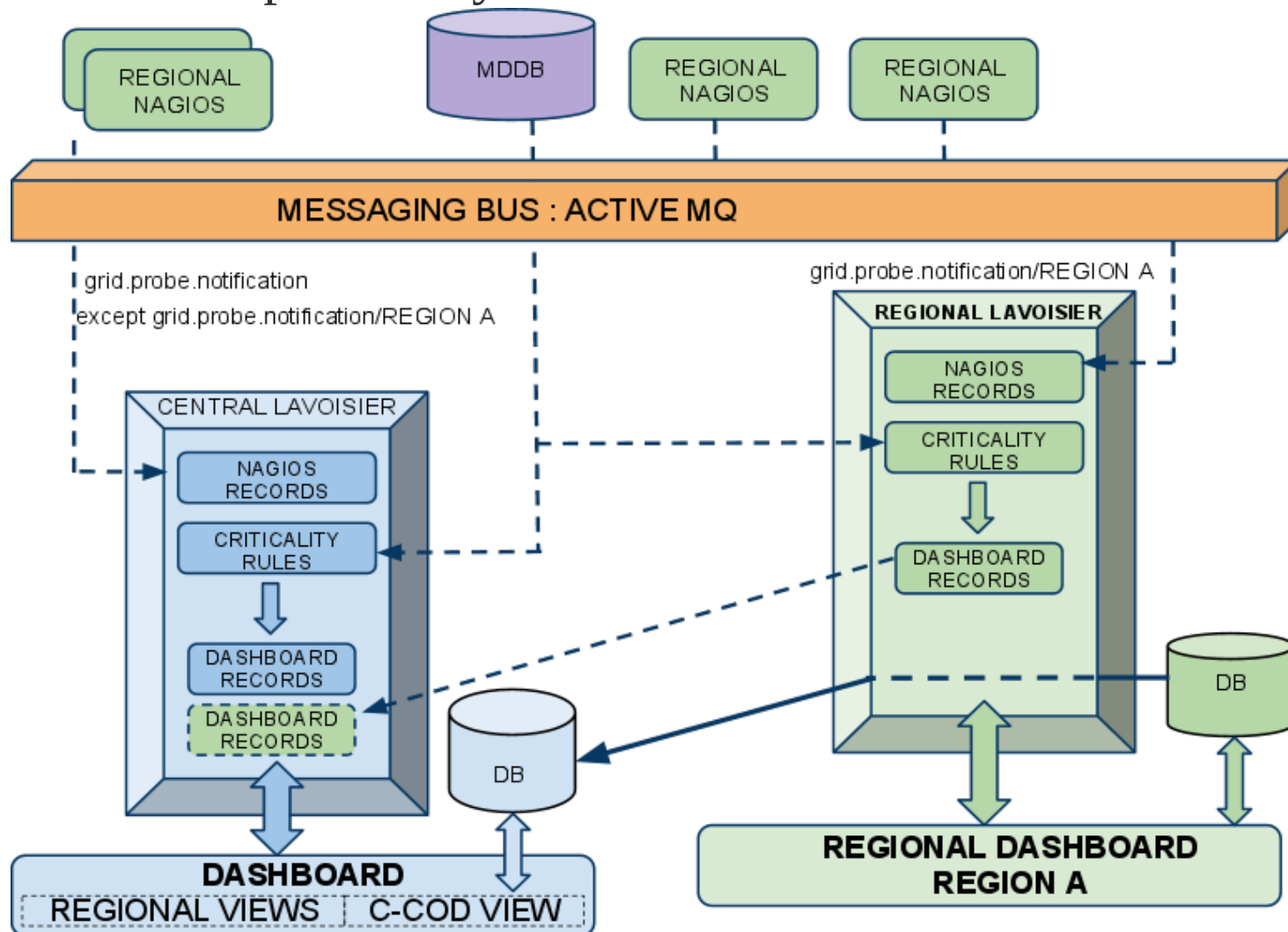
❑ **The tool is based on 3 components**

- ▪ The Web Interface
- ▪ The Web Service Lavoiser
- ▪ The DataBase
- ▪ All services are deployed in the same machine (but they could be deployed separately)

❑ **Tool deployment**

- ▪ Deployment of the Web Sevice
- ▪ Setup of the Database
- ▪ Configuration of http conf files and php files

❑ **Why did we choose to deploy it**

- ❑ To gain experience with the tool and with the technology
- ❑ To be able to adjust the tool to our own needs, if necessary
- ❑ To be become independent

IBERGRID:Dashboard issues

- **Some steps behind w.r.t. central dashboard**
  - In the current version is still not mandatory to provide an explanation for the closure of a "non-ok" alarm

- **Testing of the released regional packages**
  - Not very good!
  - We seem to be always the first ones really trying to deploy the service
  - A lot of interactions with the support staff is needed

- **Synchronization problems between regional and central dashboard**
  - Complains from COD that ROD is not doing well.
  - When we start to investigate, must of the times, the problem is due to a sync issue between regional dashboard and central dashboard.
  - It is quite annoying receiving tickets which go to our management saying that we are not performing well, and at the end, this is not true.
  - https://gus.fzk.de/ws/ticket_info.php?ticket=68414

iBERGRiD:Operation issues

❑ **Issue 1: r-Nagios alarms notifications**

- ▪ Frequently, the dashboard does not reflect a r-Nagios change from "critical" to "ok", and the alarms keeps aging forever.
- ▪ Dashboard developers claim that the problem is on r-Nagios side which does not sends the proper message
- ▪ ROD team is forced to close the alarm in a "non-ok" state, ruining its workload.
- ▪ Regional dashboard still does not has the functionality for providing a justification for the "non-ok" alarm closure.
- ▪ This is a job for COD: Coordinate the interactions from Dashboard and r-Nagios developers to solve the problem
  - • https://gus.fzk.de/ws/ticket_info.php?ticket=68414

❑ **Issue 2: Testing new services**
- A service can be tagged in GOCDB as
  - "Monitored" and "Not in Production"
- Sites use these flags to test a new service
- Those settings still raise alarms in the ROD Dashboard, which have to be handled accordingly
- Sites complain (and they are right) that the service is declared as "Not in Production" and therefore, no tickets should be opened.

❑ Workaround: We ask the sites to declare a new downtime even for all services they wish to test.

☐ **Issue 3: Downtime for alarms < 24h**

- Due to the adopted model, we notify sites for failures occurring for < 24h
- When sites recognize that the problems may take time to solve, start a downtime for an alarm < 24h
- The alarm keeps aging. When it reaches 72h, it doesn't make sense to open a ticket because the site is in downtime
- ROD is forced to close the alarm in a "non-ok" status, ruining once more the ROD workload.