

# UNKNOWN Status in A/R Reports

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COD



- Background
- Present situation
- Key problem
- Solution proposal
- Next step

- **NGI\_PL site PSNC was in UNKNOWN status for three weeks 18.05-08.06.2011 for JobSubmit test.**  
[https://ggus.eu/ws/ticket\\_info.php?ticket=72242](https://ggus.eu/ws/ticket_info.php?ticket=72242)
- **No alarm was created on the Operational Dashboard** because they are created only on ERROR.
- **ROD and site admins didn't know about the problem** what resulted reduction of Availability and Reliability Statistics for site PSNC in month of May 2011 (to the level of 51-52%).

## Calculations formulas:

Availability = Uptime / (Total time - **Time\_status\_was\_UNKNOWN**)

Reliability = Uptime / (Total time - Scheduled Downtime  
- **Time\_status\_was\_UNKNOWN**)

## How to read:

1. Period in which site is in status **UNKNOWN** is not taken into calculation.
2. During this period **EGI doesn't know in fact what is happening with the infrastructure.**

|                               | April         | May        | June         | July         | August     |
|-------------------------------|---------------|------------|--------------|--------------|------------|
| EGI percent of UNKNOWN status | 4,74%         | 4,12%      | 5,44%        | 7,62%        | 5,35%      |
|                               | April         | May        | June         | July         | August     |
| Highest NGI UNKNOWN percent   | <b>46,17%</b> | 16,6%      | <b>45,5%</b> | <b>90,5%</b> | <b>85%</b> |
|                               | April         | May        | June         | July         | August     |
| Highest site UNKNOWN percent  | <b>68%</b>    | <b>73%</b> | <b>73%</b>   | <b>95%</b>   | <b>52%</b> |

## NGI\_IE ( NGI\_IE )

|           |     |       |       |       |       |      |
|-----------|-----|-------|-------|-------|-------|------|
| cpDIASie  | 1   | 1     | 4     | 100 % | 100 % | 68 % |
| csTCDie   | 257 | 1,153 | 9,049 | 100 % | 100 % | 39 % |
| csUCCie   | 37  | 57    | 458   | 100 % | 100 % | 38 % |
| giNUIMie  | 2   | 2     | 8     | 96 %  | 96 %  | 39 % |
| mpUCDie   | 1   | 1     | 4     | 100 % | 100 % | 38 % |
| scgNUIGie | 69  | 89    | 716   | 100 % | 100 % | 55 % |

|                        |     |     |       |      |      |      |
|------------------------|-----|-----|-------|------|------|------|
| UKI-NORTHGRID-SHEF-HEP | 118 | 472 | 5,475 | 98 % | 99 % | 40 % |
| IAA-CSIC               | 128 | 512 | 4,557 | 84 % | 84 % | 73 % |
| CY-01-KIMON            | 82  | 82  | N/A   | 99 % | 99 % | 50 % |

## NGI\_TR

|               |     |       |        |      |      |      |
|---------------|-----|-------|--------|------|------|------|
| TR-01-ULAKBIM | 448 | 5,376 | 45,320 | 98 % | 98 % | 0 %  |
| TR-02-ATATURK | 128 | 256   | 1,741  | 72 % | 72 % | 37 % |
| TR-03-METU    | 156 | 312   | 2,122  | 92 % | 92 % | 30 % |
| TR-04-ERCIYES | 64  | 128   | 870    | 87 % | 87 % | 47 % |
| TR-05-BOUN    | 64  | 128   | 870    | 90 % | 90 % | 14 % |
| TR-10-ULAKBIM | 160 | 320   | 2,176  | 91 % | 91 % | 27 % |

- ✓ There is no policy for test developers when test should return UNKNOWN status

## **What does UNKNOWN status mean?**

- ✓ Some of NGIs reach ~0% for all their sites and some reach even ~40%, sometimes disproportions are even within one NGI

## **What/where is the reason for so high values and disproportions?**

**Can we trust ava/rel numbers when UNKNOWN is high?**

## Advantages

- Reliable ava/rel calculations
- Higher ava/rel of the infrastructure

## Who Benefits?

- EGI
- NGIs
- Site admins



## Idea1

### Strict policy for the developers how to use UNKNOWN status

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- **Advantage:** we will be sure that all problems will be properly addressed as ERROR not UNKNOWN
- **Disadvantages:** someone has to write the policy and check whether it is respected

## Idea2

### Alarms for UNKNOWN status should be created when UNKNOWN status is longer than 4h

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- **Advantage:** we will be notified if the UNKNOWN status takes too long
- **Disadvantages:** it means an extra work for RODs which will be look not only after ERRORS but also UNKNOWNs

## Idea3

### Threshold for UNKNOWN status

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- **Advantage:** it seems to be easy and fast to implement and automate
- **Disadvantages:** there is a possibility to overlook an important problem; an extra work for someone to handle UNKNOWN status reports

- Identify all the possible causes of UNKNOWN in the ava/rel reports
- Collect ideas how to solve the problems
- Pick the best ones and implement them
- .....?

# Questions? Ideas?