

Minutes UNKNOWN meeting

Present: Emir Imamagick, Malgorzata Krakowian, Marcin Radecki and Ron Trompert

The reason for calling this meeting was that the COD had some questions about the “UNKNOWN” issue. The COD needed Emir's expert advice in order to know how to proceed on this issue.

Question: Does, say 40% unknown mean that 40% of the time the services was not monitored or 40% of the tests fail?

Answer: 40% of the time, the service was not monitored.

Question: In case we want to raise alarms because that we see “unknowns”, do site admins have the knowledge to solve the problem?

Answer: No, issue may be at the SAM nagios instance level. Ticket should be raised against NGI because the SAM admins has access to the machine who detected the error. SAM admin can involves others if needed.

Question: Should we raise tickets against NGIs after each month?

Answer: yes, some unknowns are only visible after one month.

Question: Can NGI admins see the unknoww on their nagioses?

Answer: The unknowns in their nagioses are a subset of the ones reported in the league table.