

Ticket system and user support: a proposal for JUNO

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+ GOCDB

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- It is the topology database for the grid infrastructure
- <https://goc.egi.eu/portal/index.php>

GOCDB 5.7.3

Browse

- My Resources
- Projects
- NGIs
- Sites
- Service Groups
- Services
- Scopes
- Role Action Map

Add

- Add Site
- Add Service Group
- Add Service
- Add Downtime

Downtimes

- Active & Imminent
- Downtime Calendar

About GOCDBs

- Doc, Help & Support

Search

Submit

User Status

Registered as:
Daniele Cesini

View Details
Manage Roles

Welcome to GOCDB

GOCDB is the official repository for storing and presenting EGI topology and resources information.

What information is stored here?


The GOCDB data consists mainly of:

- Participating National Grid Initiatives (NGI)
- Grid Sites providing resources to the infrastructure
- Resources and services, including maintenance plans for these resources
- Participating people, and their roles within EGI operations

Data are provided and updated by participating NGIs, and are presented through this web portal.

Please note:

- It is a "catch-all" service. This means it is centrally hosted on behalf of all NGIs.
- If an organisation deploys and uses their own system or a local GOCDB installation, their data won't appear here.





Site: BEIJING-LCG2

Institute of High Energy Physics, Chinese Academy of Sciences
IHEP WLCG Grid

Contact Info

| | |
|------------------|----------------------|
| E-Mail | lcg-admin@ihep.ac.cn |
| Telephone | 086-10-88236852 |
| Emergency Tel | 086-10-88236855 |
| CSIRT Tel | 086-10-88236004 |
| CSIRT E-Mail | lcg-admin@ihep.ac.cn |
| Emergency E-Mail | |
| Helpdesk E-Mail | |
| Notifications | ✓ |

Project Data

| | |
|----------------------|---|
| NGI/ROC | NGI_CHINA |
| Infrastructure | Production |
| Certification Status | Certified Change |
| Scope Tags | atlas(x), cms(x), EGI, lhcb(x), tier2(x), wlcg(x) |

Networking

| | |
|----------|---|
| Home URL | http://www.ihep.ac.cn/ |
| GIIS URL | ldap://lcg002.ihep.ac.cn:2170/mds-vo-name=BEIJING-LCG2,o=grid |

Location

| | |
|-----------|---------------|
| Country | China |
| Latitude | 39.91 |
| Longitude | 116.24 |
| Time Zone | Asia/Shanghai |
| Location | Beijing |

Services (Note, Service scope values marked with (x) indicate the Site does not share that scope)

| Hostname (service type) | URL | Production | Monitored | Scope Tags |
|-------------------------------|-----|------------|-----------|-------------------------------|
| cce.ihep.ac.cn (APEL) | | ✓ | ✓ | atlas, cms, EGI, tier2, wlcg |
| lcg007.ihep.ac.cn (Top-BDII) | | ✓ | ✓ | atlas, cms, EGI, tier2, wlcg |
| vobox.ihep.ac.cn (VO-box) | | ✓ | ✓ | atlas, cms, EGI, tier2, wlcg |
| lcg002.ihep.ac.cn (Site-BDII) | | ✓ | ✓ | atlas, cms, EGI, tier2, wlcg |
| lcg006.ihep.ac.cn (MyProxy) | | ✓ | ✓ | atlas, cms, Local(x), tier2, |
| cce.ihep.ac.cn (CREAM-CE) | | ✓ | ✓ | atlas, cms, EGI, tier2, wlcg |
| srm.ihep.ac.cn (SRM) | | ✓ | ✓ | cms, EGI, tier2, wlcg |
| ccsrm.ihep.ac.cn (SRM) | | ✓ | ✓ | atlas, EGI, lhcb, tier2, wlcg |

+ GOCDB Downtime Manager

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GOCDB 5.7.3

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- Role Action Map

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Downtimes

- Active & Imminent
- Downtime Calendar

About GOCDB5

- Doc, Help & Support

Search

Submit

↓ Downtimes Calendar

help ?

Service scopes: Scopes Scope Match: any Service types: Service types Sites: Sites NGIs: NGIs

Severity All Production All Site Certification All

Classification All Monitored All

Fetch Downtimes

Clear filters

Week 30, 2019

Week Month

< Current >

2019-07-24

| Mon 22/7 | Tue 23/7 | Wed 24/7 | Thu 25/7 | Fri 26/7 | Sat 27/7 | Sun 28/7 | | |
|--|----------|---|--|--|--|----------|--|--|
| CBPF: system upgrade | | | | | | | | |
| CYFRONET-LCG2: Maintenance / decommission | | | | | | | | |
| RO-02-NIPNE: Extended downtime. CentOS 7 update and data centre reconfiguration. | | | | | | | | |
| AZ-IFAN: dns and network errors | | | 7 FZK-LCG2: Software i | 0 BEIJING-LCG2: Electric Power System maintenance. | | | | |
| INFN-TORINO: power cut | | 7 UKI-SCOTGRID-GLA | 15 JINR-LCG2: Migration of CREAM CE and Worker Nodes to CentOS7 (col | | | | | |
| UNIBE-LHEP: Cluster h | | 7 GRIF: GRIF-IRFU 100 | 8 JINR-LCG2: Migration | | 0 GRIDIFIN: decommissioning of CREAM-CE services | | | |
| CBPF: System and Hardware Upgrade | | | | | | | | |
| CA-SFU-T2: Extending t | | 9 CERN-PROD: CASTOF | 11 SAMPA: Maintenanc | | 16 TW-NTU-HEP: High-voltage equipment inspection and maintenance | | | |
| 6 IN2P3-LPC: general power cut on the universl | | | 12 UA-BITP: Hardware update | | | | | |
| 7 INFN-MILANO-ATLASC: Storage recovery | | | | | | | | |
| 8 FZK-LCG2: SRM reco | | 14 RO-11-NIPNE: Decommissioning of storage element at RO-11-NIPNE | | | | | | |
| 9 UKI-SCOTGRID-ECDF: Storage related issues at RDF | | | | | | | | |
| 21 UA-IFBG: Power down | | | | | | | | |
| 23 UNIBE-LHEP: Cluster hardware re-deployme | | | 15 JINR-LCG2: Migration of CREAM CE and Work | | | | | |

+ EGI Operation Portal

- Main Portal for VO management and monitoring
- <https://operations-portal.egi.eu/>
 - V5.0 released yesterday
 - Auth based on EGI checkin with various IdP supported
 - VOIDCard
 - Monitoring Dashboard
 - https://wiki.egi.eu/wiki/EGI_Operations_Start_Guide


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The screenshot shows the EGI Operation Portal homepage. At the top is a dark navigation bar with a logo and links: HOME, CREDITS, SITE MAP, RELEASE NOTE, CONTACT US, and TERMS OF USE. Below this is a row of seven icons with labels and 'Link' buttons: Home, Broadcast, Downtimes, VO Management, Dashboard, Metrics, and Service Orders. The main content area features a large graphic with the text 'OPERATION PORTAL' and a version indicator 'v5.0 - 2019-07-22'. Below this is a footer with links for 'Contact Us', 'Terms of use', and 'Apache 2 License', and a note: 'This service is provided by CCIN2P3, co-funded by EGI Foundation and EOSC-Hub'. On the right side, there is a 'Latest news' section with five entries, each including a title, date, author, and a 'More details' button.

HOME | CREDITS | SITE MAP | RELEASE NOTE | CONTACT US | TERMS OF USE

Home Broadcast Downtimes VO Management Dashboard Metrics Service Orders

Link Link Link Link Link Link Link

 **OPERATION PORTAL**

v5.0 - 2019-07-22

[Contact Us](#) | [Terms of use](#) | [Apache 2 License](#)

This service is provided by CCIN2P3, co-funded by EGI Foundation and EOSC-Hub

Latest news

Operations Portal - v5.0
July 23, 2019 09:28 | Cyril Lorphelin
[More details](#)

Decommissioning of lhcb-se.nipne.ro Storage Element
July 19, 2019 10:17 | agreu
[More details](#)

Decommissioning of OCCi endpoint at IFCA-LGC2 site
July 15, 2019 15:01 | ALVARO LOPEZ GARCIA 594796@csic.es
[More details](#)

decommissioning of CREAM-CE
July 10, 2019 12:06 | Mihai Ciubancan
[More details](#)

EGI Trust Anchor release 1.101-1
June 25, 2019 18:22 | Joao Antonio Tomasio Pina
[More details](#)

+ ARGO Monitoring

- <https://argo-mon.egi.eu/nagios/>
- Documentation at :<https://wiki.egi.eu/wiki/ARGO>
- Sites need to support the OPS VO

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Nagios®

General
Home
Documentation

Current Status
Tactical Overview
Map (Legacy)
Hosts
Services
Host Groups
Summary
Grid
Service Groups
Summary
Grid
Problems
Services (Unhandled)
Hosts (Unhandled)
Network Outages

Quick Search:
cce.ihep.ac.cn

Limit Results: 100
Host: cce.ihep.ac.cn

Reports
Availability
Trends (Legacy)
Alerts
History
Summary
Histogram (Legacy)
Notifications

Current Network Status
Last Updated: Wed Jul 24 17:41:35 CEST 2019
Updated every 90 seconds
Nagios® Core™ 4.4.1 - www.nagios.org
Logged in as /C=/IT/L=Frascati/O=Istituto Nazionale di Fisica Nucleare/CN=Daniele Cesini

View Service Status Detail For All Service Groups
View Status Overview For All Service Groups
View Service Status Grid For All Service Groups

Host Status Totals

| Up | Down | Unreachable | Pending |
|------|------|-------------|---------|
| 1144 | 0 | 0 | 0 |

All Problems All Types
0 1144

Service Status Totals

| Ok | Warning | Unknown | Critical | Pending |
|------|---------|---------|----------|---------|
| 6782 | 301 | 100 | 300 | 47 |

All Problems All Types
701 7530

Status Summary For All Service Groups

| Service Group | Host Status Summary | Service Status Summary |
|-------------------------------------|---------------------|---|
| SERVICE_APEL (SERVICE_APEL) | 205 UP | 318 OK 30 WARNING : 30 Disabled 6 UNKNOWN : 6 Unhandled 56 CRITICAL : 56 Disabled |
| SERVICE_ARC-CE (SERVICE_ARC-CE) | 130 UP | 1318 OK 13 WARNING : 5 Unhandled 8 Disabled 7 UNKNOWN : 7 Unhandled 47 CRITICAL : 26 Unhandled 21 Disabled 47 PENDING |
| SERVICE_CREAM-CE (SERVICE_CREAM-CE) | 250 UP | 932 OK 6 WARNING : 6 Unhandled 46 UNKNOWN : 46 Unhandled 16 CRITICAL : 16 Unhandled |

org.apel.APEL-Pub ? OK 07-24-2019 17:18:20 240d 6h 19m 33s 1/3 goc-accounting.grid-support.ac.uk: OK [last published 2 days ago: 2019-07-22] Check your site's status in http://goc-accounting.grid-support.ac.uk/rss/BEUING-LCG2_Pub.html

org.apel.APEL-Sync ? OK 07-24-2019 17:20:08 155d 6h 17m 34s 1/3 goc-accounting.grid-support.ac.uk: OK [last published 2 days ago: 2019-07-22] Check your site's status in http://goc-accounting.grid-support.ac.uk/rss/BEUING-LCG2_Sync.html

Results 1 - 6 of 6 Matching Services

+ The GGUS ticketing system

- <https://ggus.eu/>
- Authentication via digital certificates or username/password
- Two types of users:
 - Submitters
 - Supporters
 - Registration required for supporters
- Various escalation levels

GGUS - the Helpdesk

Tickets

- [Submit a new ticket via browser](#)
- [Tickets from danielle cesini \(access via certificate\)](#)
- [Show my complete ticket list \(open/closed/subscribed\)](#)
- [Search ticket database](#)

Open tickets of all users

| ID | VO | Info |
|--------|------|--|
| 141301 | cms | Transfers are failing from T1_FR_CON2P3_Disk to ... |
| 141300 | cms | Transfers are failing to T2_PL_Swierk |
| 141299 | none | yearly review of the information registered into ... |
| 141298 | none | yearly review of the information registered into ... |
| 141297 | none | yearly review of the information registered into ... |
| 141296 | none | yearly review of the information registered into ... |
| 141295 | none | yearly review of the information registered into ... |
| 141294 | none | yearly review of the information registered into ... |
| 141293 | none | yearly review of the information registered into ... |
| 141292 | none | yearly review of the information registered into ... |
| 141291 | none | yearly review of the information registered into ... |
| 141290 | none | yearly review of the information registered into ... |
| 141289 | none | yearly review of the information registered into ... |
| 141288 | none | yearly review of the information registered into ... |
| 141287 | none | yearly review of the information registered into ... |

• [Show all open tickets](#)

News

No news at the moment.

Info

GGUS tools/reports

- [GGUS ticket timeline tool - TTT](#)
- [Report Generator](#)
- [WLCG Reports](#)

GGUS development plans

- [Browse current open requests \(EGI\)](#)
- [Browse current open requests \(WLCG\)](#)
- [Description of development procedures](#)
- [GGUS release schedule](#)
- [Release Notes](#)

GGUS Info

- [Documentation](#)
- [How to update your GGUS account](#)
- [Special GGUS hints](#)

Ticket Search

• Search ticket by ID:

• [GGUS ticket search](#)

+ Support Units

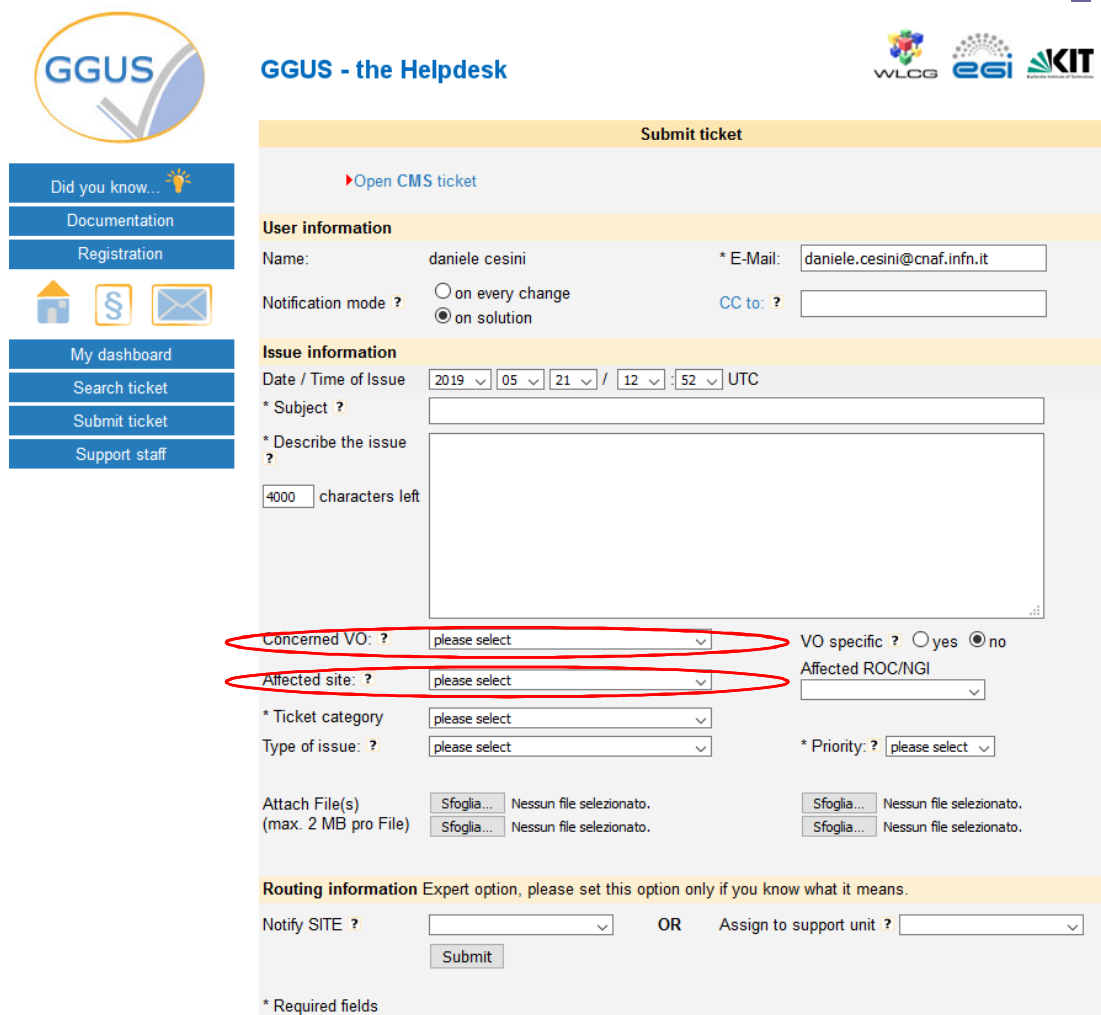
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- GGUS is organized with Support Units per
 - Operation Centers (National Level)
 - Sites
 - Virtual Organizations (VOSupport)
- TPM
 - By default tickets are assigned to the TPM unit that is responsible of routing it to the right Support Unit
 - Before routing, TPM tries to solve the issue and verify it is not a trivial usage mistake
 - But Users can assign directly to the final SU
 - <https://wiki.egi.eu/wiki/GGUS:TPM>

+ JUNO Sites support Units

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- Sites already registered:
 - BEIJING-LCG2
 - IN2P3-CC
 - INFN-T1 (CNAF)
 - JINR-T1/2
 - MSU ? (ru-Moscow-SINP-T3 exist in GOCDB but Uncertified)
 - Other ?



GGUS - the Helpdesk

Submit ticket

[Open CMS ticket](#)

User information

Name: danielle cesini * E-Mail: danielle.cesini@cnafr.infn.it

Notification mode ? ☐ on every change ☒ on solution CC to: ?

Issue information

Date / Time of Issue 2019 05 21 / 12 : 52 UTC

* Subject ?

* Describe the issue ?

4000 characters left

Concerned VO: ? please select

Affected site: ? please select

VO specific ? ☐ yes ☒ no

Affected ROC/NGI

* Ticket category please select

Type of issue: ? please select

* Priority: ? please select

Attach File(s) (max. 2 MB pro File) Sfoglia... Nessun file selezionato. Sfoglia... Nessun file selezionato.

Routing information Expert option, please set this option only if you know what it means.

Notify SITE ? OR Assign to support unit ?

Submit

* Required fields

+ GGUS JUNO Support Unit

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- Not yet present
- To create a new VO Support Unit in GGUS:
 - Fill the VO-ID card
 - tick the "GGUS dedicated user support" flag.
 - After you have completed your VO-ID card the GGUS development team is notified about your wish to provide support to the users of your VO via GGUS
- If the request is accepted for implementation the second step is
 - providing a **mailing list** having members who are willing to give support for GGUS tickets
 - **registering all people acting as supporters** with a valid grid certificate in GGUS

https://wiki.egi.eu/wiki/FAQ_GGUS-New-Support-Unit

+ JUNO VOID

<https://operations-portal.egi.eu/vo/view/voname/juno>

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juno 

General information

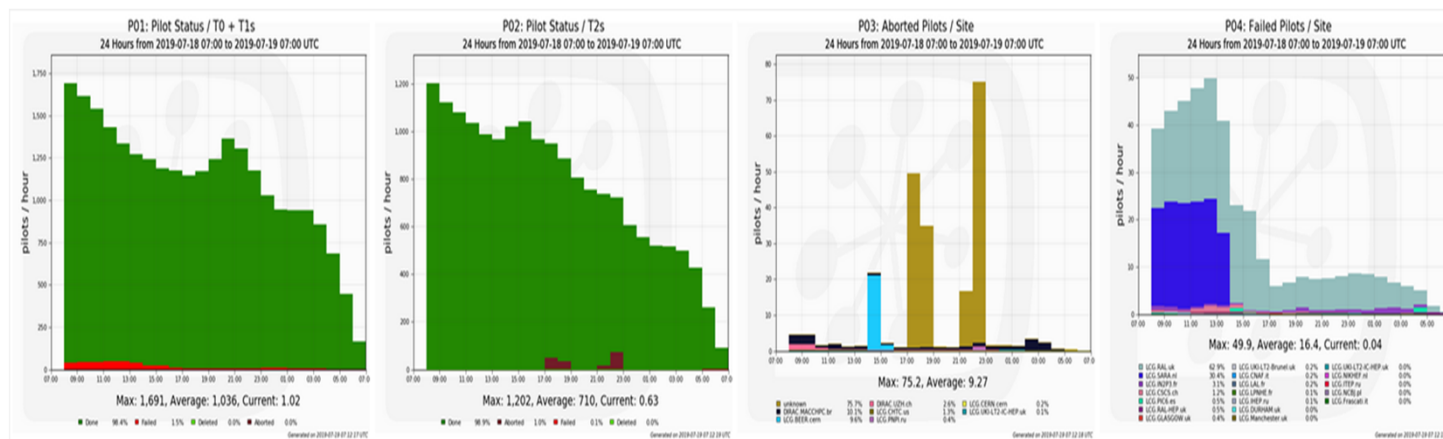
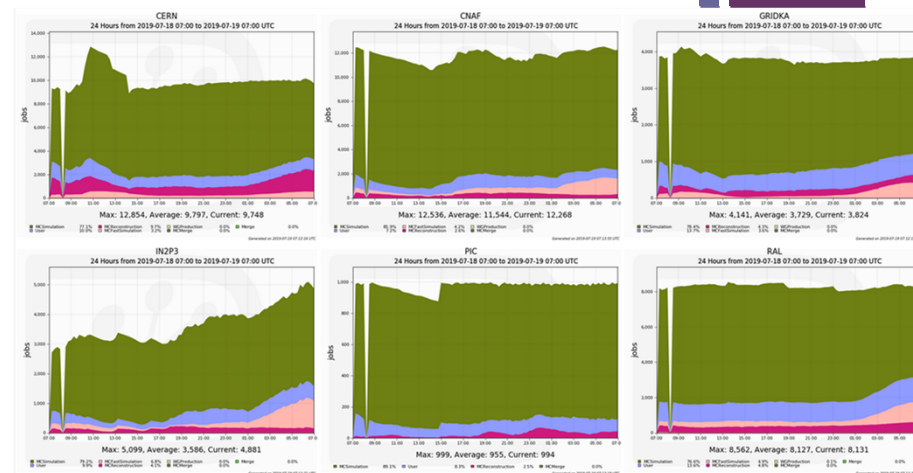
| | |
|-----------------------------|---|
| Name | juno |
| Scope | Global |
| Status | Production |
| Validation date | 2015-06-05 |
| Discipline | <ul style="list-style-type: none">• Natural Sciences<ul style="list-style-type: none">◦ Physical sciences<ul style="list-style-type: none">▪ High energy physics global |
| Supported services | <ul style="list-style-type: none">• gLite• Cloud Computing Resources |
| Enrollment Url | https://voms.ihep.ac.cn:8443/voms/juno/ |
| Homepage Url | http://english.ihep.cas.cn/rs/fs/juno0815/ |
| Support Procedure Url | |
| GGUS dedicated user support | No |
| VOMS setup support | No |

Close

+ Offline Grid Shift Model via DIRAC and PerfSonar

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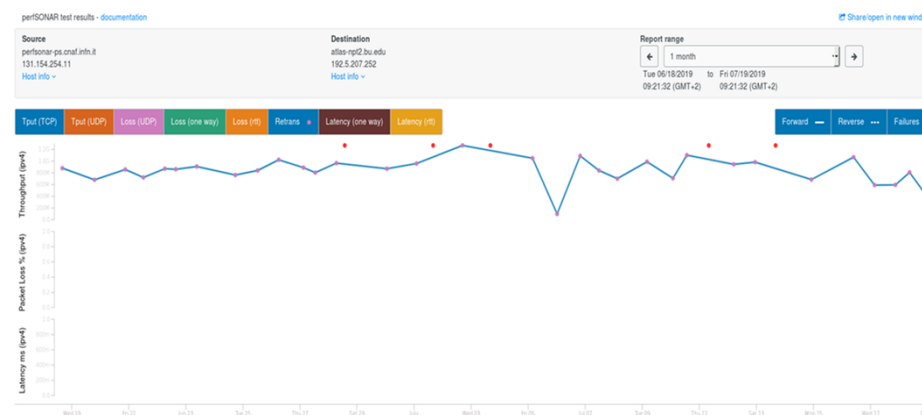
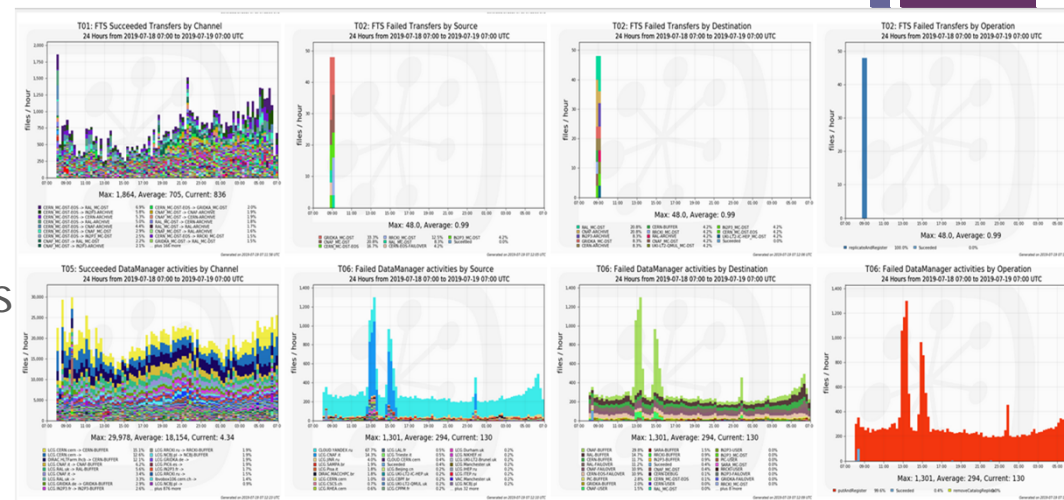
- DIRAC Site Monitoring:
 - Sites
 - Site activity, running jobs, failures and availability
- DIRAC Pilot and Jobs Activity:
 - Job and pilot status, submission issues and failures



+ Offline Grid Shift Model via DIRAC and PerfSonar

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- DIRAC Data Management activities
 - Data movement status and issues
- Networking:
 - Network activity, throughput and availability
 - perfSONAR monitoring



+ Support Shifters

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- First level Support
 - Answering users requests and/or relay the issue to the next level support unit
- Incident reporting and issue tracking
 - Usage of tools like GGUS ticket system to contact and/or follow issues especially with sites and infrastructure teams. (<https://ggus.eu/>)
 - Usage of tools like GOCDB for site downtime information (<https://goc.egi.eu/portal/>)
- Relay interface among all different fronts (Online, offline, users, sites, etc...)
 - Participate in groups operations meetings, contact user and sites when necessary relaying the necessary information to the specific group

+ Support Shifters

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- Pre requisites (the LHCb example)
 - the shifter must be registered in VOMS and have a valid Proxy
 - Must have access to all necessary tools with proper role to use them
 - It is recommended to have a proper mailing list with all shifters and another one with the shifter “on call”
 - The shifter on call should be available 24/7 during the shift period (in general 1 week per shifter)
 - Depending on the needs, it can be recommended to have a “personal” 24/7 contact mean (mobile phone, IM profile, etc.)
 - Shifts are, normally, “on site” for convenience, but depending on personal resource availability and the experiment needs, can also be done online

+ Summary

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- All JUNO Data Center registered in GOCDB
 - JUNO Service labelled as production and monitoring
- Modify the JUNO VO IDCard to request a GGUS JUNO Support Unit
 - Populate the Support Unit with a VO mailing list (the current JUNO DC list?)
- Appoint shifters that act as first level of support and monitoring team
 - Check for new GGUS requests
 - Periodically monitor the datacenters through ops tools and DIRAC
 - Shifters can be part of the JUNO SU
 - Maybe we can relax the 24x7 exploiting the different timezones

