



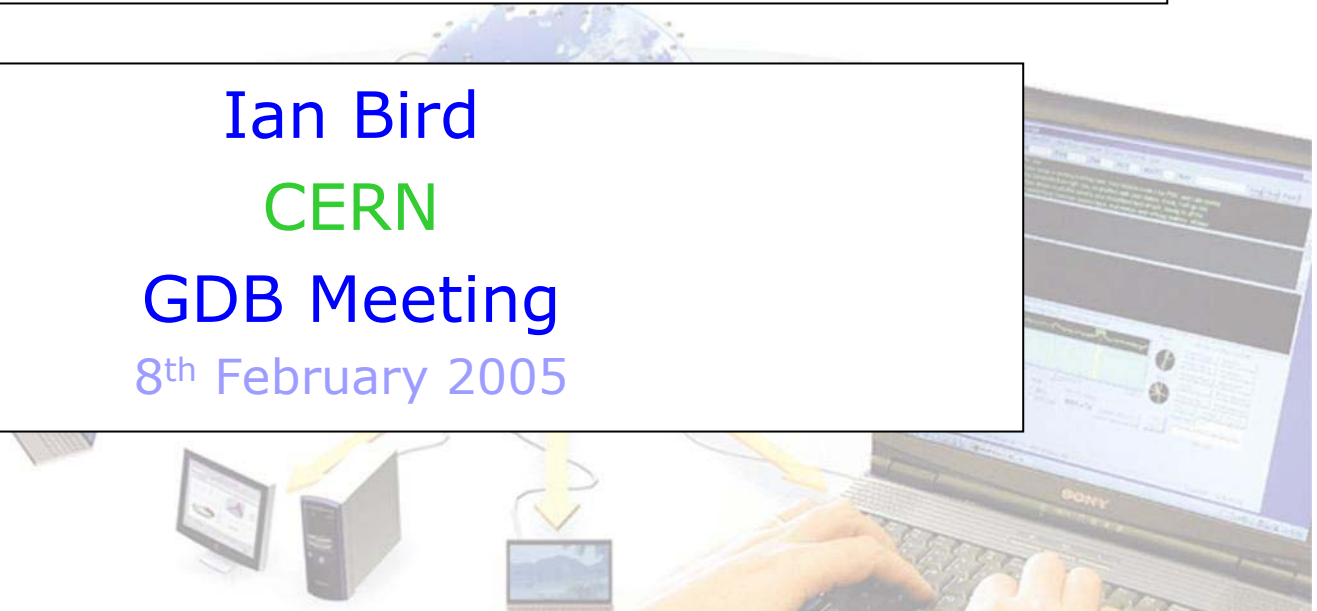
Operations Status Report

Ian Bird

CERN

GDB Meeting

8th February 2005





Introduction

- Current Release and Deployment Procedures
- Experience
- Additional Input
- New Procedures
 - gLite & LCG
 - preproduction service
- Lessons Learned
- Operations
- Roles in EGEE Operations
- Procedures
- Implementation
 - Examples
- Status and Summary



Current Procedure

- Monthly process (sequential)
 - **Gathering of new material**
 - **Prioritization**
 - **Integration of items on list**
 - **Deployment on testbeds**
 - **First tests**
 - **feedback**
 - **Release to EIS testbed for experiment validation**
 - **Full testing (functional and stress)**
 - **feedback to patch/component providers**
 - **final list of new components**
 - **Internal release (LCFGng)**
- On demand (parallel)
 - **Preparation/Update of release notes for LCFGng**
 - **Preparation/Update of generic install documentation**
 - **Test installations on GIS testbeds**
 - **Update of user documentation**
 - **Announcement on the LCG-Rollout list**

OMC
GIS
Grid Infrastructure
Support

GDB
Grid Deployment
Board

OMC
C&T
Certification & Testing

EIS
Experiment/Application
IntegrationSupport

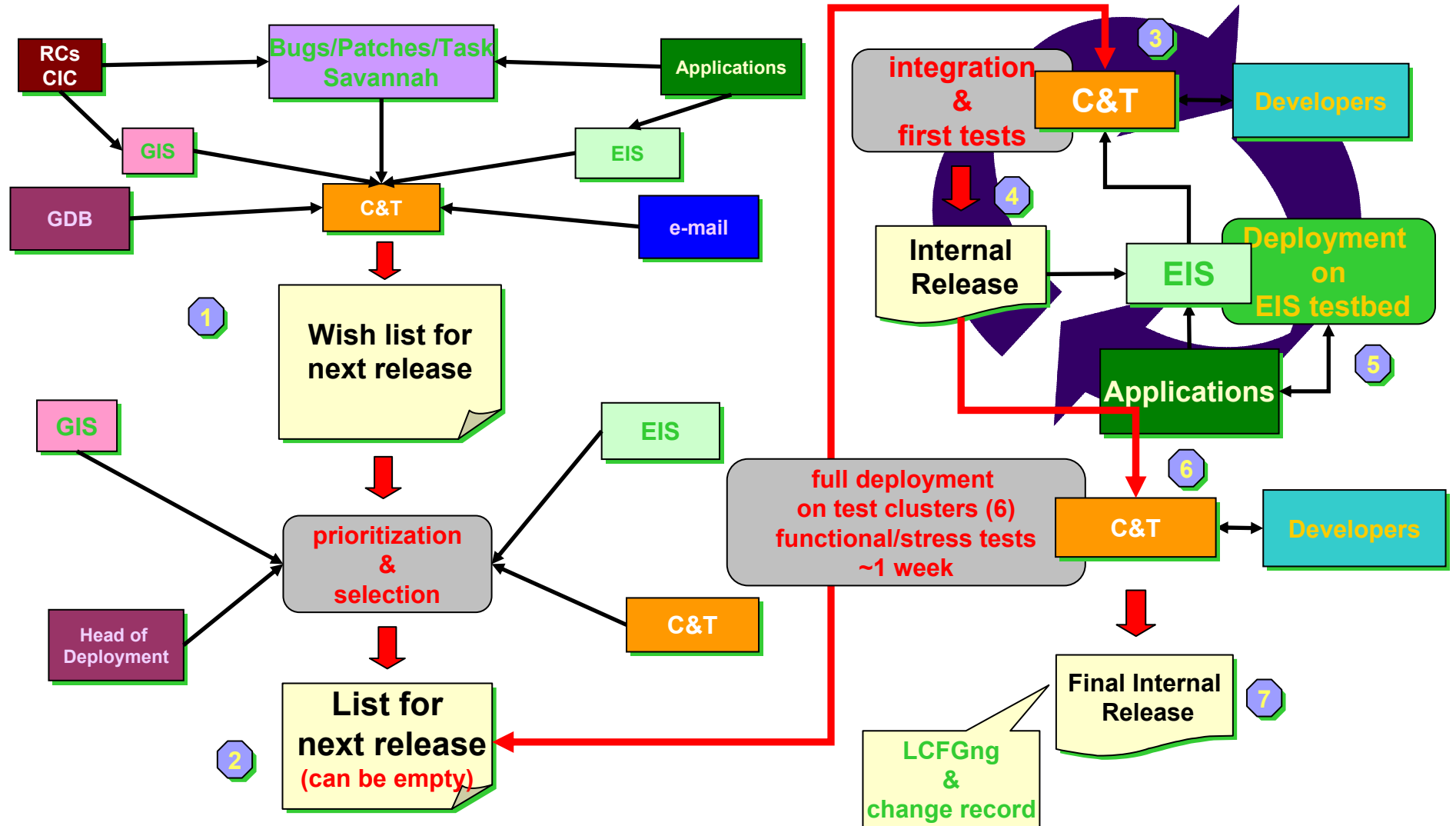
Applications

CICs/ROCs

RCs
(sites)

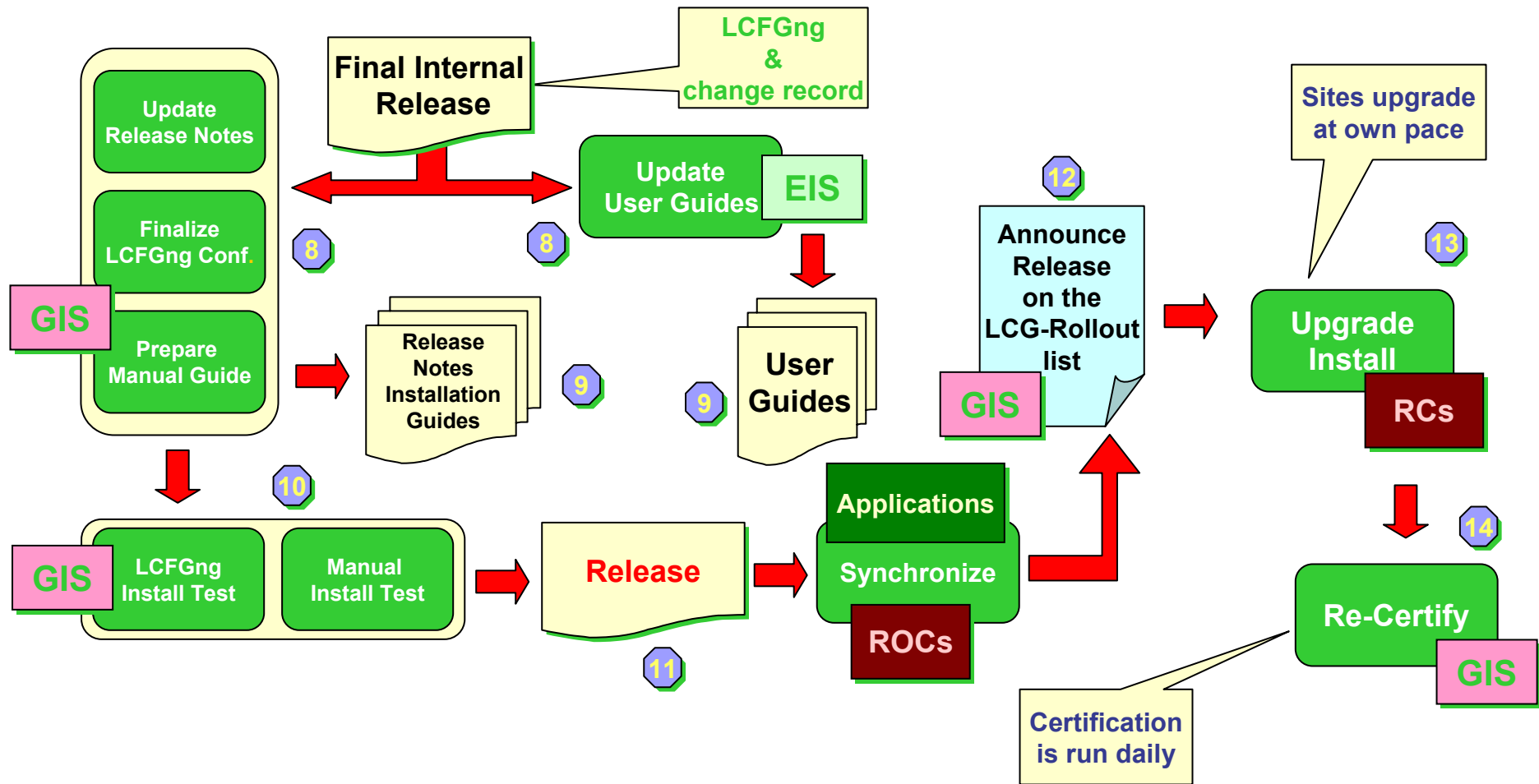


Release Preparation





Deployment





Experience

- Process was decisive to improve the middleware
- The process is time consuming (5 releases 2004)
 - Many sequential steps
 - Many different site layouts have to be tested
 - Format of internal and external releases differ
 - Multiple packaging formats (tool based, generic)
 - All components are treated equal
 - same level of testing for non vital and core components
 - new tools and tools in use by other projects are tested to the same level
- Process to include new components is not transparent
- Timing for releases difficult
 - users: **now** sites: **scheduled**
- Upgrades need a long time to cover all sites
 - some sites had problems to become functional after an upgrade



Additional Input

- Data Challenges
 - client libs need fast and frequent updates
 - core services need fast patches (functional/fixes)
 - applications need a transparent release preparation
 - many problems only become visible during full scale production
- Installation tool is not available for new OS versions
- Configuration is a major problem on smaller sites
- Operations Workshop
 - smaller sites can handle major upgrades only every 3 month
 - sites need to give input in the selection of new packages
 - resolve conflicts with local policies
- gLite releases need to be deployed
 - software already partially tested by JRA1
 - unit and functional tests
 - certification will need fewer iterations
 - preproduction service
 - replaces part of the certification process
 - LCG2 and gLite have to run side by side (coexist on same fabric)



Changes I

- Simple Installation/Configuration Scripts
 - YAIM (Yet Another Installation Method)
 - semi automatic simple configuration management
 - based on scripts (easy to integrate into other frameworks)
 - all configuration for a site are kept in one file
 - APT (Advanced Package Tool) based installation of middleware RPMs
 - simple dependency management
 - updates (automatic on demand)
 - no OS installation
 - Client libs packaged in addition as user space tar-ball
 - can be installed like application software
- Process (in development)
 - *new process to gather and prioritize new packages*
 - formal
 - *tracking tool, priorities are assigned to the packages*
 - *cost to completion assigned (time of a specific individual) at cut off day*
 - selection process with participation of applications, sites and deployment
 - work will continue based on priority list between releases (rolling)

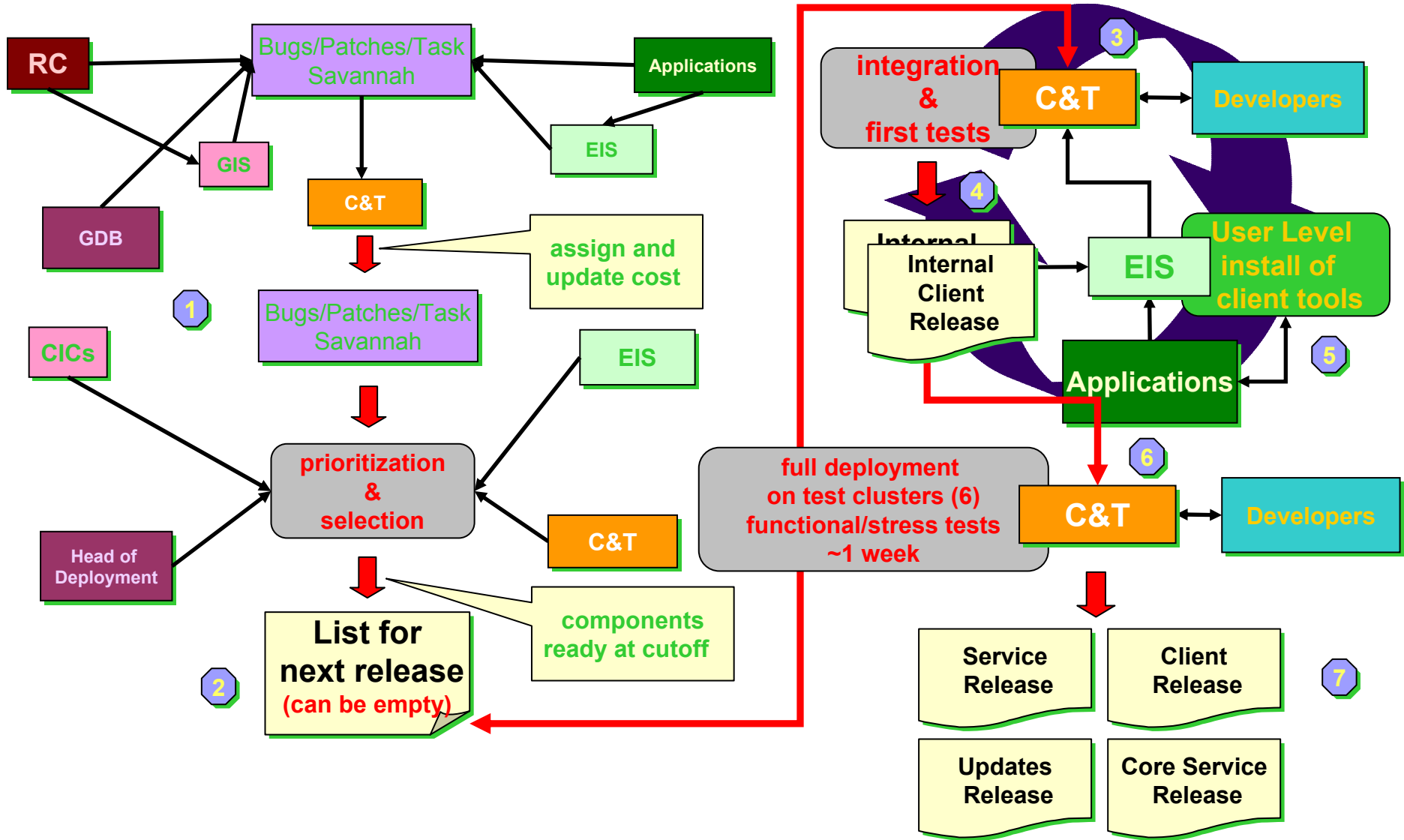


Changes II

- different release frequency for
 - client libs (UI, WN)
 - services (CE, SE)
 - core services (RB, BDII,..)
 - major releases (configuration changes, RPMs, new services)
 - updates (bug fixes) added any time to specific releases
 - non critical components will be made available with reduced testing
- Fixed release dates for major releases (allows planning)
 - every 3 months, sites have to upgrade within 3 weeks
- Minor releases every month
 - based on ranked components available at a specific date in the month
 - not mandatory for smaller RCs to follow
 - client libs will be installed as application level software
 - early access to pre-releases of new software for applications
 - client libs. will be made available on selected sites
 - services with functional changes are installed on EIS-Applications testbed

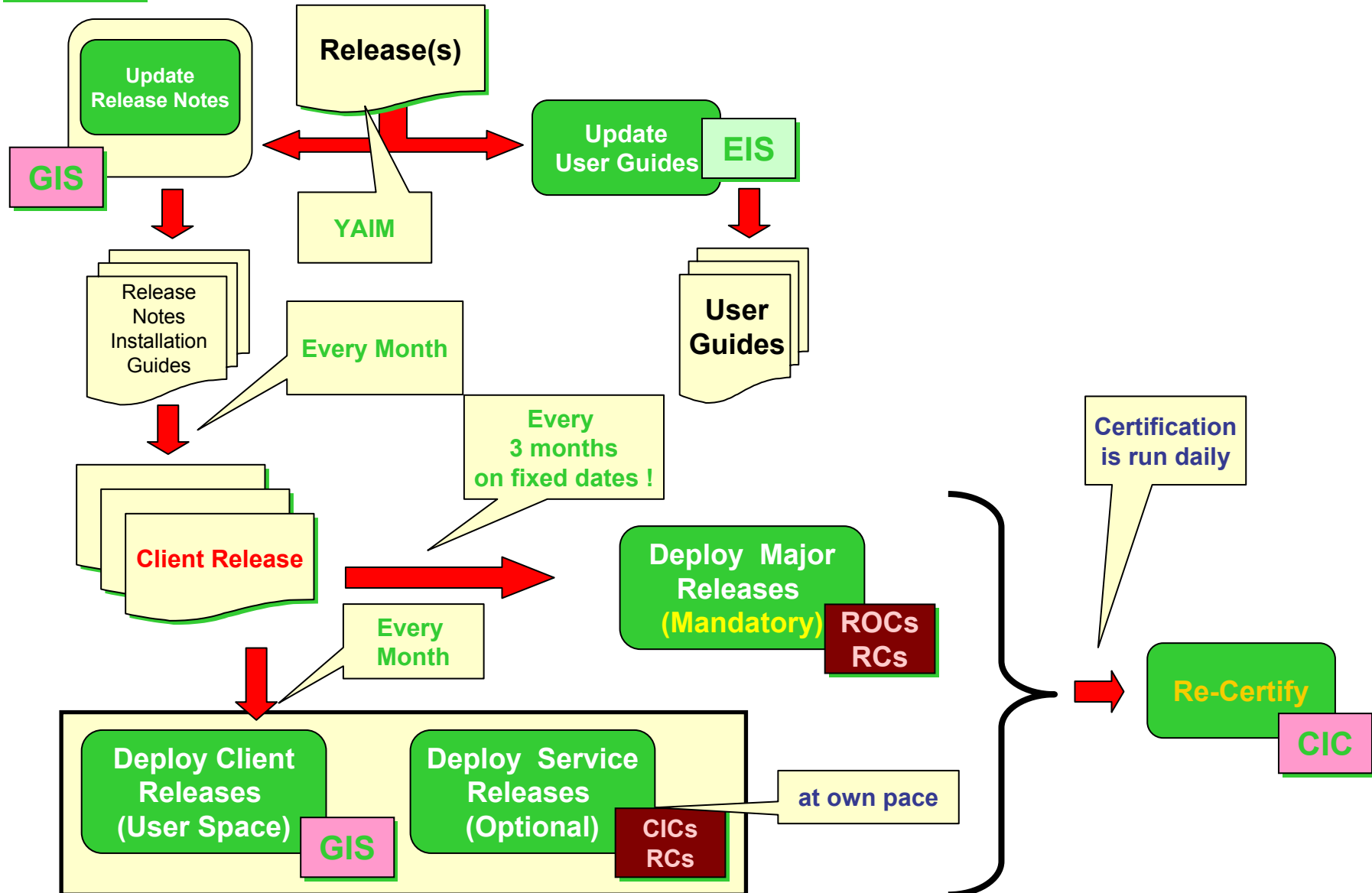


New Process (simplified)





New Deployment





Lessons Learned

- Certification of the middleware was the essential tool to improve its quality
- Early access to new releases was crucial for applications
- Process has to undergo evolutionary changes
 - software matures
 - certification becomes more complex (shift to applications)
 - scale (110 sites)
 - releases with radical changes become very hard to deploy
 - usage (production)
 - some uniformity and fast spread of fixes is expected by applications



Operations: Roles

SA1 EGEE European Grid Support, Operation and Management activity

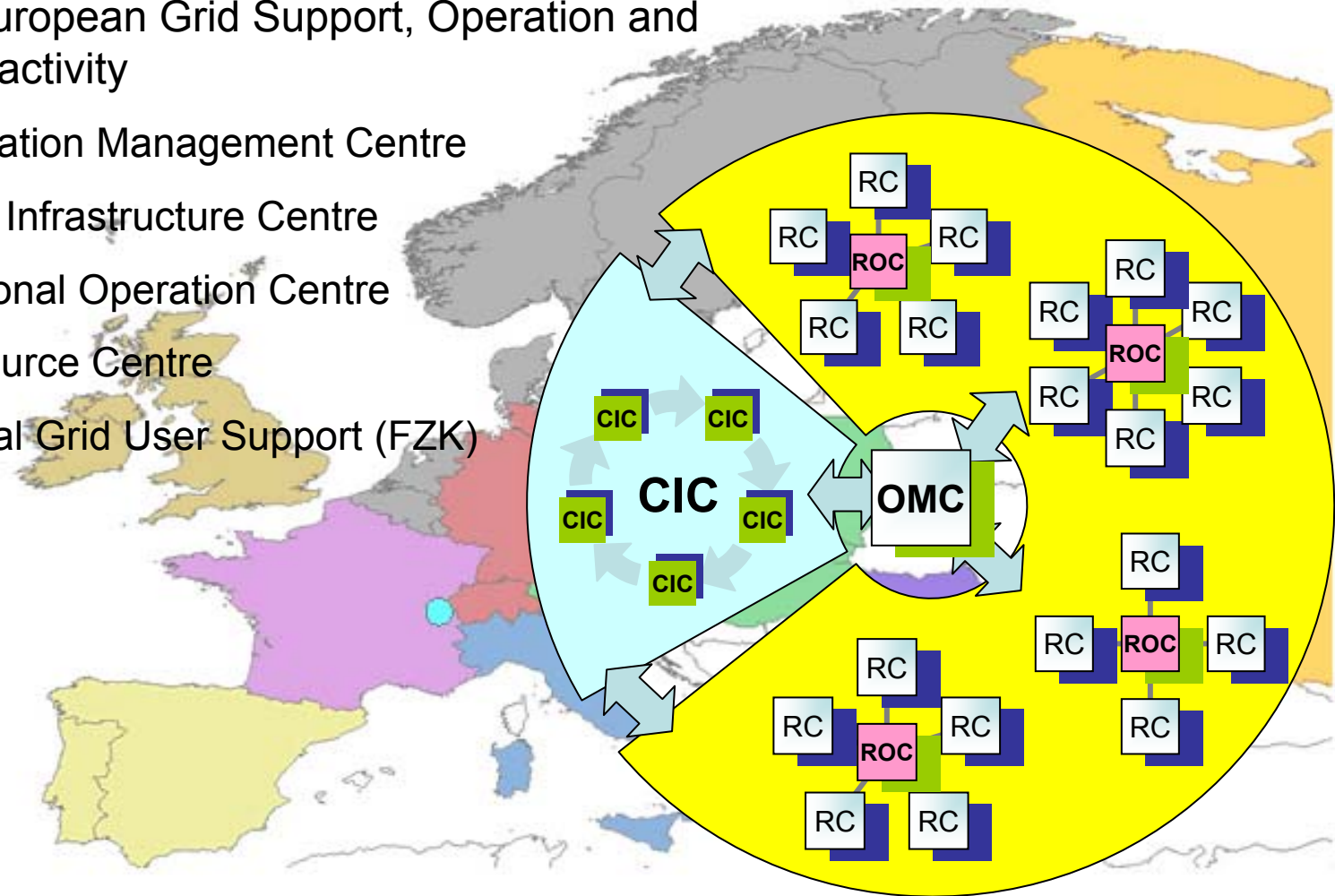
OMC Operation Management Centre

CIC Core Infrastructure Centre

ROC Regional Operation Centre

RC Resource Centre

GGUS Global Grid User Support (FZK)





Procedures

- Driven by experience during 2004 Data Challenges
- Reflecting the outcome of the November Operations Workshop
- Operations Procedures
 - roles of CICs - ROCs - RCs
 - weekly rotation of operations centre duties (CIC-on-duty)
 - daily tasks of the operations shift
 - monitoring (tools, frequency)
 - problem reporting
 - problem tracking system
 - communication with ROCs&RCs
 - escalation of unresolved problems
 - handing over the service to the next CIC



Implementation

- Evolutionary Development
 - Procedures
 - documented (constantly adapted)
 - available at the CIC portal <http://cic.in2p3.fr/>
 - in use by the shift crews
 - Portal <http://cic.in2p3.fr>
 - access to tools and process documentation
 - repository for logs and FAQs
 - provides means of efficient communication
 - provides condensed monitoring information
 - Problem tracking system
 - currently based on Savannah at CERN
 - is moving to the GGUS at FZK
 - exports/imports tickets to local systems used by the ROCs
 - Weekly Phone Conferences and Quarterly Meetings



A day in an operators life

CIC Portal - All-in-one view for On duty dashboard - Mozilla

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop https://egee.in2p3.fr/CIC_dev/pages/cic/framedashboard.html Search Print

Home Bookmarks mozilla.org Latest Builds

Scheduled downtimes in GOCDB

Overview of next scheduled maintenances. (Data got from GOC database)

Site	start date	end date	description
RWTH-Aachen-Test	2004-10-14 13:45:00	2005-01-24 12:59:00	preparation for hardware upgrade
CNAF-LCG2	2005-01-03 00:00:00	2005-01-31 00:00:00	Gris wn-04-07-01 downtime for migration has been removed
SHEFFIELD-LCG2	2005-01-10 12:00:00	2005-02-10 12:00:00	A new (much larger) being delivered to set up over the next few days
scotgrid-gla	2005-01-18 09:00:00	2005-02-10 09:00:00	Down for site-wide interrupting access
CAVENDISH-LCG2	2005-01-19 09:00:00	2006-01-20 00:00:00	Site Upgrade
Taiwan-NCU-LCG2	2005-01-19 12:00:00	2005-01-25 12:00:00	down for upgrade
			Site upgrade to Linux

Contact a given site for a given problem

Select problem: GIS, GOC DB ENTRY, LCG VERSION, BDII, RGMA, SITES FUNCTIONAL TESTS, MISCELLANEOUS

Select sub-problem: [empty]

Select a site: [empty]

List of sites is extracted from the GOC database

Manage templates...

Site Functional Tests

NEW

If at least one task is currently open in Savannah for a site, a X appears in front of it. You can access the corresponding task(s) by clicking on the X

Critical tests failed	Job submission failed	Job list match failed
BEIJING-LCG2 X	csTCDie X	ALBERTA-LCG2 X
BITLab-LCG X	Durham X	CARLETONU-LCG2 X
BNL-LCG2 X	ekplcg2 X	CAVENDISH-LCG2 X
BUDAPEST X	GSI-LCG2 X	CESGA-EGEE X
CCIN2P3-LCG2 X	RU-Moscow-KIAM-LCG2 X	GL2006-MILANO X
CY01-LCG2 X	Taiwan-NCU-LCG2 X	HPTC-LCG2 X
DESYPRO X	TRIUMF-FC-LCG2 X	HPTC-LCG2 X
FNAL-LCG2 X	UPV-GRVAP X	IC-LCG2 X
GSI-LCG2 X	WARSAW-LCG2 X	IFCA-LCG2 X
JINR-LCG2 X		INFN-CATANIA X
Lance-LCG2 X		INFN-CNAF X

LCG2 sites - Tasks: Browse - 2005-Jan-24 16:58

Browse with the **Advanced** query form and **Simple selection**.

Status: Any Item ID: Any Category: Any Priority: Any Assigned to: Any

Open/Closed: Submitted on: Summary: Open >2004-1-11

Show 500 items at once.

52 matching item(s)

Click a column heading to sort results (up or down), or sort by priority or reset sort. You can also activate multicolumn sort.

• All in One

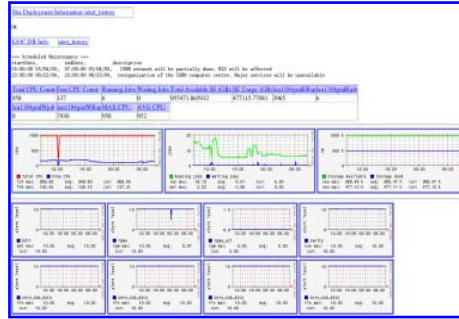


A day in an operators life goes on and on

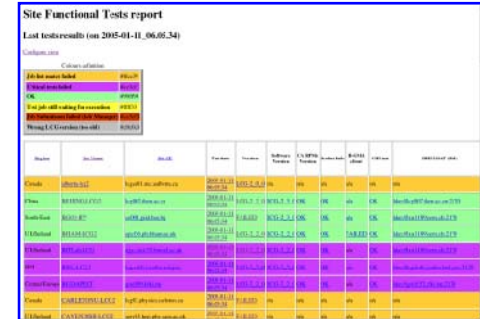
By watching the EGEE Monitoring tools, here a selection:



GIIS Monitor



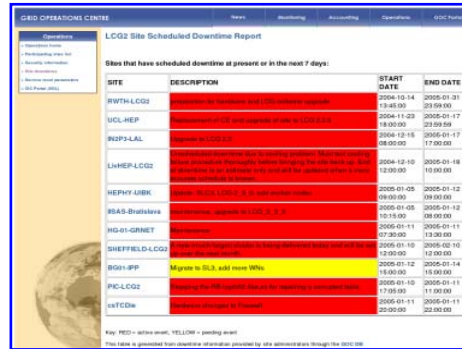
GIIS Monitor graphs



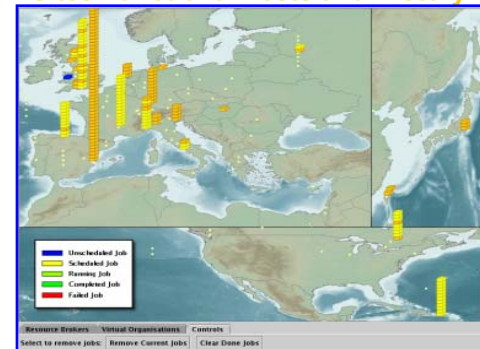
Sites Functional Tests and History



GOC Data Base



Scheduled Downtimes



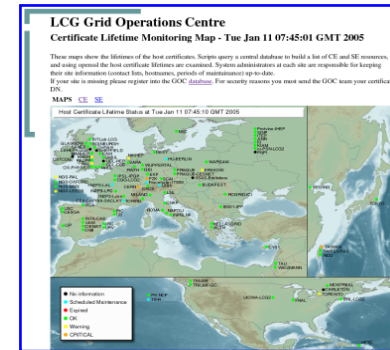
Live Job Monitor



GridIce - VO view



GridIce - fabric view



Certificate Lifetime Monitor



Summary

- Initial set of operations procedures are available and implemented
 - based on experience 2004 and Operations Workshop
- No long term experience exists
 - have to adapt tools, roles and procedures as we learn and grow the system
- Rotation between CICs
 - spreads the load (~50 tickets are handled per week)
 - distributes knowledge quickly
 - first step towards 24/7 operation
 - introducing CICs in other time zones (Taipei, Vancouver)
- Monitoring tools need to be linked to give access to all information
 - automate creation of alarms
 - better diagnosis of problems
 - first steps taken, several monitoring tools export data into EGEE R-GMA
- Certification and Operation are closely linked
 - same entities involved
 - same knowledge needed (FAQs)



Ongoing

- Produce and publish metrics for
 - Service and site reliability and stability
 - Information available – extract, plot, and publish
 - Application efficiency – from logging and bookkeeping, also good to have application instrumentation
 - Build realistic jobs, instrumented, run 2-3 times per day
 - But – need reasonable resources and priority at sites to run these
 - Application verification of site
 - For many applications now
 - Select stable, well configured sites: efficiency >85-90%
 - D0, CMS, Geant4, ...
- Improve and demonstrate a reliable and trusted user support service
 - See Flavia's talk
- Pre-production service and gLite ...
 - Priorities vs LCG-2