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|  | CIC-on-duty – COD8- meeting | 2006_05_26-18_CR_CIC_on_duty <i>Monday & to Wednesday</i> <i>May 16th, 17th, 18th</i> |
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| Objet | CIC-on-duty COD8 meeting |
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| Date: | 2006/05/16 13h00 to 2006/05/18 13h00 |
| Location: | Cyfronet, Krakow, Poland |

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| Participants | 22 |
| France | Gilles Mathieu (GM) |
| Italy | Alessandro Cavalli (AC) Alfredo Pagano (AP) |
| Cern | Piotr Nyczyk (PN) Valentin Vidic (VV) |
| UKI | Philippa Stange (PS) Steve Traylen (ST) Jeremy Nowell (JN) |
| Central Europe | Rafal Lichwala (RL) Marcin Radecki (MR) Malgorzata Krakowian (MK) |
| S-E Europe | Todor Gurov (TG) Ioannis Liampotis (IL) Kostas Koumantaros (KK) |
| DE-CH | Sven Herman (SH) Clemens Koerdts (CK) |
| SWE | Kai Neuffer (KN) Mario David (MD) |
| Taiwan | Min Tsai (MT) |
| GGUS | Helmut Dres (HD) |
| GOCDDB | Matt Thorpe (MTh) |
| Chairpersons | Hélène Cordier (HC) |

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| <p>Agenda: COD8 meeting of CIC-on-duty task force</p> <p>Cf : http://agenda.cern.ch/fullAgenda.php?ida=a0675</p> <p>Additional material : slides from AC, MR</p> |
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| Auhor(s) | Destination | Pages |
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| H.C | CIC-on-duty operators list, ROC Managers | 1 / 6 |

Tuesday 16th May 2006

➤ **1.1 Since COD7 – all – 14h00**

CE— Malgorzata Krakowian is joining the COD

SEE – Ioannis Liampotis and Kostas Koumantaros represent the SEE : Todor Gurov and Emmanuel for COD job.

ROC managers and deputies join to plan for the COD people from their federations to come.

➤ **1.3. Feedback on CE– MR – cf slides - 14h15**

Ticket “freezing” cf slide of proposal addendum for the procedure. ST mentions it could mean development. ST delays the deadline in that instance. Either we modify the procedure –opening another ticket for severity and delaying a less priority one --- or the handling of deadline.

It is agreed that 1 ticket /pb + GGUS could association in tickets + taking into pb hierarchy level 1 is overlooked by level 2 – 5 levels at the most. Together with what was addressed an action was defined on MR/GM.

AC mentions that sticking a note to a site into the COD dashboard would be useful as well as the sorting by sites.

AP: Update the status of ticket when extending the delay to “pending “into to GGUS. So that we have open, closed, pending. The status “unsolved” should do the job, so it is fine.

➤ **1.3. Feedback on SEE– TG – cf slides - 14h50**

Below is a summary of Todor’s slides to be referred to for further details.

Gstat gets stuck. Switch to Mirror → failover AC

Downtimes with GOC DB synch pb → GM - Downtimes are declared in local time and a conversion is done in GMT – that is taken care of

GGUS downtime → failover AC

Certificate lifetime monitor: checks only CEs. MR shows a proposal from CE to check on the CE and SE certificates. To investigate by AC.

What about sites that have entire cycles of pbs. – escalation/quarantine/escalation. Cf sl 5/14 Pb with a site US downtime cf sl 6/14.

Metrics –average vs snapshot to refer to Osman in order not to take 1or 0 cpus.

History on failures for SFTs should be visible in CIC portal. History of tickets should be available.

Amendments to Ops manual procedure to be addressed by PS. Sl 9/14

Pb start date and pbs end date from GM to “ticket-downtime” → to be forwarded to GGUS

Break – 15h45-16H15

➤ **1.3. From DE-CH– SH – cf slides - 16h15**

Distributed in 6 sites divided in 2 groups i.e. Group 1 – lead by Clemens Koerdts and Group2 – lead by Victor Penso. Training at 11h00 on Thursday morning by CE and mid-June at Cern. The two teams will act transparently as far as the COD schedule is concerned.

→Meeting : 12-13 July in Varna.

→ COD10 in Geneva

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PPS sites are set low priority for COD handling. SFT and glite CE. MD mentions that it is important. GM reports a bug in mail template that points to the wrong pointer.

Update of the operations procedure → web document. Next release to the next meeting. KK to help with the ops manual, which will be accessed through the Web. KK suggests separating the daily workflow from the policies we need to make the structure simpler. The access is not restricted anymore.

GM mentions the COD reports the recent updated, metrics on handled tickets are automatically inserted in handover log. PS asks whether these figures are correct.

GM mentions the PPS sites reporting. High-level dashboard monitoring.

http://cic.in2p3.fr/index.php?id=home&subid=home_development, it is the task list for CIC portal developments as SAME integration, SFT2 and use of CIC portal. All requests are to be mailed to cic-information@in2p3.fr

➤ SFT2 and the use of submission on demand RL – 17h10

PPS /separate instances for server and client.

Move to OPS VO to submit SFT to EGEE sites in VOMS in 2 months time; ops VO only for SFT developers. ST asked whether we should submit the jobs under RL's certificate. RL and PN think this is acceptable.

GOCDB roles are used to submit the tests: Site admin → own site. Country rep to one's country ROC → ROC sites. COD people → all sites. Additional role: ROC support or staff. Request on GOC DB to get back to. Matt Thorpe to provide the list of roles and what people can do with it.

Country representative – KK need to submit SFT to all sites in one country based in VOMRS instead of GOC DB.

Wednesday 17TH May 2006 – all – 9h30- 13h00

1.2. Failover procedures – AC – 09h20 and AP slides on virtual machines

Geo failover with DNS. Planning to build and next steps in preparation for the extraordinary upgrade that will be taking place next September. ggon “global grid operations network”

1.2. SAME – PN– 10h00 cf slides

PN to present slides. SAME DB schema - Sensors ready// FTS simple sensor in SAME Framework. FTS will need n-to-n tests. Severity of sensors/ critical tests has o be agreed with sensors developers.

Most of components in production by the end of May in the SAME portal, some developments to be done. MT mentions that nodes from other grids have to be included into the top-level dbii without registration into the goc db. Cron job are established by VV.

RL asks for the delay of synch gocgb/ replication which is 1hr replication – cron job maintained by Gridview. Scheduled downtimes are looked at down to service instance.

MT asks for a built-in in the failover mechanisms/dns failover as well as for the Oracle DB and WS. AC mentions that replication by components will induce that when DB and WS are failing → the level of master/slave need to be changed in DB. → Questions on who does what – planning and action list –scenarios need to be established.

AC is to define where the tools will be replicated, or virtual machines.

➤ 2.2 and GGUS implementation

Metrics//ENOC//OSG//Baltic Grid -- Still no interfaces with Taiwan and France. Cern contact about GGUS failover ---Ongoing worklist

➤ 2.3. Parallel sessions – all -14h30

Parallel session are defined and topics leaders mandated:

The relevant people are responsible for handling their action list on their goewiki sections:

- **Alessandro Cavalli and Alfredo Pagano** on follow-up of **failover procedure**
- **Rafal /Piotr on Same**
- **Mario David on GGUS/TPM**

MD: TPM Support

Support Units : https://gus.fzk.de/pages/resp_unit_info.php

This is the current list of Support Units and associated email addresses.

There is a need to revise this list and Thorsten is working with Diana at the moment also.

Helmut to send each of these contact addresses an email, the results of this exercise can be documented:

1/ asking if email address is valid

2/ to describe what type of tickets the people behind the email support

3/ ask for a person who is responsible for overall of this support unit

Check the missing support units and organize the next service challenge for supports units.

Each TPM must read Jeremy's presentation at last ARM meeting and document as a basis for providing regular feedback of the TPM shifts.

Change Grid Operations Centre SU to GOCDB and still point to UKIROC.

1st Level Support

GGUS

TPM

CIC-on-duty

2nd Level Support

ROCs

Support Units

3rd Level Support

co-ordination, management

What is the escalation procedure for TPMs? None for the time being.

Mario discussing with Alistair TPM and Support Unit training.

Types of Problem: Add GOCDB, CA, Job Submission as a type of pb.

Mario David is starting writing the documentation on how to deal with TPM duty, inc, follow-up.

Responsiveness of the SU is checked by TPM manager, namely Diana Boso

GGUS to implement the link for info on site vs/ROC on to GGUS for TPMs.

- 2.4. Parallel sessions – all -16h00
 - Philippa and operation procedure - CE proposal
 - SFT2 admin page GM+RL.
 - Failover procedure AC, PN.

Thursday 29TH January 2006 – all – 9h30- 13h00
MT MR Margaret, MD, PN, RL, MTh, PS, KK, IL, ST, KN

3.1 Wrap-up session – HC – 09h00- cf slides

MD :TPM support

Procedure and support units - How to join TPM procedure– Training together right before or after EGEE06 during 2*0,5 day – and offered on a monthly basis at CERN or FZK.

PS : Ops manual : SEE feedback included - the next release will be around next COD. Planning for summer vacation useful for Summer planning of work.

AC : Failover procedures

Cicportal : web part/ lavoisier/db -- Deadline end of September to check with ROC-FR asap.

Replications of services at CNAF. The roadmap is as below:

- 1- Lavoisier backup can start now
- 2- Web part, end of 07, when migration to web cluster is done
- 3- Oracle db end of 07, when migration to oracle is done
- 4- SFT2 admin part

Same framework

- 1- DB replication – master /slave – on oracle cluster at CNAF
- 2- Tomcat and Web services
- 3- production DB at the end of May
- 4- SAME framework components under developments.

Goc db

Check with Matt Thorpe

GM: COD dashboard

Integration of SFT admin page in production mid –June at the next release.

Classification of pb – 3 levels classification –last level – impacted site and node :

e.g: Sensor RB+ JL mismatch+ impacted node. This classification of tickets is to be sorted out with Martin Radecki and Gilles to be implemented in the operations portal by the end of May.

PN : SAME framework

Features the Integration of SFT2 admin // SAME framework with RL. Handling of PPS sites.

Integration of new SFT CA into SFT from MR as a new critical test.

Validation of db in production end of May – and integration in June.

SAME tests can be flagged as critical. Each test can be tagged as important for operations and include a subset of critical tests for some VOs. The witch to SAME framework for COD operations could be considered during summer time.

Next COD and next format : COD9 – ½ day COD plenary session- ½ day COD parallel session – ½ day COD Wrap up session – ½ day TPM dedicated session chaired be Mario David

3.2 Training session for SWEand DE-CH - Thanks to Margorzata and MR - 11H00 -12h00

| Actions List | Responsible(s) | Status By |
|--|-----------------------|------------------|
| ➤ Propose a procedure for TPM operations in Varna | MD | June 20st |
| ➤ Get feedback from TPM to make the procedure forward | | |
| ➤ Get a training session close to EGEE6 – TW and FR | HD/MD | June 20st |
| ➤ Support and description of support units | | |
| ➤ TPM scheduling on the COD base planning | MT/MD | June 20st |
| ➤ Intermediary meeting for joint ops workshop | | |
| ➤ Classification on tickets type into COD dashboard | MR/GM | May 31st |
| ➤ Integration of the associated workflow into ops manual | PS/MR | COD9 |
| ➤ Make it clear in the ops manual on how to use of GOC statuses | Mth/PS | asap |
| ➤ Send the list of the roles and the a scope of the roles | Mth | asap |
| ➤ Failover dns name to register – ggon, gridot, gridon | AC | June 6st |
| ➤ Next COD training for SWE/DECH by Cern team | ROC CERN | June 20st |
| ➤ Topics' leaders to update goc wiki on their progress and actions | AC/RL/GM/PN/AR | asap |
| ➤ Organization of next meeting – COD9 | HC | asap |
| ➤ Registration page for COD9 | GM | asap |

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| Next meeting: COD-9 | Date : | 2006_07_12-13 |
| | Location: | Varna, Bulgaria |
| | Agenda: | <p>Feedback from COD8</p> <p>Report on SAME status : JN/FS</p> <p>Report on portal integration : GM/RL</p> <p>Report on failover procedures: AC</p> <p>Update for Operations Procedure: PS</p> <p>Parallel sessions: all</p> <p>Wrap-up session : all</p> <p>TPM session : MD</p> |