CIC-on-duty

quick tutorial

I. On duty Dashboard

The CIC-on-duty dashboard is a place where CIC teams can submit, escalate and close tickets.

The portal includes the following sections:

1. GGUS Tickets

- ○ view information about all tickets, also results and links to diagnostic tools (SFT, Gstat)
- ○ close/escalate existing tickets

The table includes the following fields:

- ID
  - – CIC portal ticket ID
  - – page under link contains ticket information, history of actions taken by **CIC staff** and mail history between parties involved in solving/management of the ticket
  - – you can also update/escalate ticket here
- GGUS ID
  - – GGUS ticket ID
  - – under link there's a GGUS page on the ticket, contains some detailed information
  - – contains ticket detail e.g. mail exchange with dates
- Site
  - – affected site name
  - – a list of all open tickets for a specific site
  - – links to the site info and status viewed with SFT and Gstat
- SFT
  - – cell shows last SFT status (one for each CE)
  - – link directs to Site Functional Tests report from last 14 days for a specific CE
- Gstat
  - – cell shows last Gstat status
  - – link directs to Gstat page for specific site
- Summary and Type of problem
  - – short ticket description and problem category
- Last escalation
  - – last ticket action date taken by CIC staff
- Expires on
  - – date when ticket expires
- Priority
  - – ticket priority

2. Monitoring

○ view list of sites which are currently having some problems with regard to SFT or Gstat diagnostic tools

○ open new tickets for them

The table includes:

- Site name
    - Affected site name
    - list of all open tickets for a specific site
    - links to the site info and status viewed with SFT and Gstat
- Type
    - type of the site – Prod or PPS
- NB CPUS
    - number of CPUS which tells us about priority of the site (>100 cpus = high priority = shorter time given for problem fixing)
- Node name and SFT
    - list of nodes which have problems along with their SFT status
- Gstat
    - Gstat status
    - Gstat page for a specific site
- Open tickets
    - all open tickets for a specific site

3. **Scheduled downtimes**

○ list of sites and nodes which are in downtime (with description, start and end date). Note that a site can schedule downtime for the whole site and/or for EACH NODE, so several SDs can run in parallel.

4. **Others tests & tools**

○ certificate lifetime monitor - allows to check if there are CE certificates going to expire next week or in next 4 weeks.

5. **Hand over**

○ add log about your shift at the end of your shift for the next on-duty team.

II. Tips & Tricks

- Site is given *working days* for fixing failures (no work on weekends). So, no tickets expiring on Saturday, Sunday.
- **Uncertified sites**. If you found tickets opened for uncertified site you can close them all.
- **Ticket/problem "freezing"**

  Freezing takes place when there is some ticket to expire and CIC cannot perform reliable check of the problem status.

  Reasons:

      1) Scheduled Downtime (SD)

      2) More critical failure at a site occurred, e.g. SFT RM and JS failure. We call that JS *masks* RM.

      Ad. 1). Ticket expiration should be extended according to SD end date.

      Ad. 2). *Proposal :* New ticket should be assigned for new problem. Expiration date of the old one should be set according to the expiration of the new ticket.

III. Useful links

CIC Portal:

https://cic.in2p3.fr

GOCDB:

http://goc.grid-support.ac.uk/gridsite/gocdb/

Sites Functional Tests - SFT2:

https://lcg-sft.cern.ch/sft/lastreport.cgi

Global Grid User Support:

https://gus.fzk.de/pages/home.php

GIIS Monitoring pages:

http://goc.grid.sinica.edu.tw/gstat

GOC Wiki page:

http://goc.grid.sinica.edu.tw/gocwiki/

GOC Certificates monitoring page:

http://goc.grid-support.ac.uk/gridsite/monitoring/certificates/CERTView.php

IV. Mailing lists

LCG-ROLLOUT:

www: http://listserv.cclrc.ac.uk/lists/LCG-ROLLOUT.html

e-mail: LCG-ROLLOUT@LISTSERV.CCLRC.AC.UK

CIC-ON-DUTY:

e-mail: project-eu-egee-sa1-cic-on-duty@cern.ch

FOLLOWUP:

e-mail: project-egee-sa1-followup@cern.ch