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NGI_CH OPERATIONS

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ROD Dashboard

https://operations-portal.egi.eu/rodDashboard/ngi/NGI_CH/tab/sites/filter/monitoring/page/sites?tsid=4

my NGIs > NGI_CH # sites 2

Site	Ngi	Downtimes	Nagios critical	Nagios warning	Nagios unknown	Nagios ok	ROD Notepads	Ticket on-going	Ticket expiring	Ticket expired	Middleware Ticket on-going	Middleware Ticket expiring	Middleware Ticket expired	Av	Re
CSCS-LCG2	NGI_CH		⚡ 08	⚡ 02		⚡ 02								90.98	92.51
UNIBE-LHEP	NGI_CH		⚡ 02	⚡ 04										90.51	97.43

- ▶ We have agreed in the past that sites should check on their status and react or consult me
- ▶ I do check often, but sometimes often is not enough

Storage accounting deployment

- ▶ **For DPM and dCache only for now**
 - ▶ the full-scale deployment of storage accounting has been agreed upon at the Sept OMB. The APEL team has tested it with a group of early adopters sites, and the results prove that storage accounting is now production-ready.
- ▶ **Install and configure the storage accounting scripts**
 - ▶ please follow the instructions reported in the wiki <https://wiki.egi.eu/wiki/APEL/Storage>
 - ▶ After setting up a daily cron job and running the accounting software, look for your data in the Accounting Portal: <http://accounting-devel.egi.eu/storage.php>
 - ▶ If it does not appear within 24 hours, or there are other errors, please open a GGUS ticket to APEL who will help debug the process.
- ▶ **Please enable on your resources the storage accounting in 1 month time, by Oct 30th**
 - ▶ after this day, EGI Operations will open a GGUS ticket to all RCs that haven't started the deployment yet.

Security

- ▶ **I trust all sites are up to speed with the security requirements and follow-up on alerts in a timely fashion**
- ▶ **Check your site here: <https://pakiti.egi.eu/>**
 - ▶ x509 credentials in your browser
 - ▶ as site operation manager registered in GOCDB, you should be able to see any alarm related to your site
 - ▶ please check and let me know in case you don't

Ticket review

https://ggus.eu/index.php?mode=ticket_search&supportunit=NGI_CH&status=open&timeframe=any&orderticketsby=REQUEST_ID&orderhow=desc&search_submit=GO

► REMINDER

- Please set a ticket to your site to "***in progress***" as soon as you see it
- keep the ticket alive as long as it is open
- use the "***waiting for reply***" status to offload responsibility for ticket updates to the submitter
- or "***on hold***" if you feel there is nothing else to do at the moment
- don't hesitate to close it if you believe the issue has been solved, or in case of no response by the submitter
- *This way we will avoid the annoying nagging about breach of OLA for delayed response to tickets. Which, in turn, consist of another ticket, that is very hard to decipher and to deal with*

► ISSUE

- **I am only notified of ticket sent to the NGI_CH and Team ticket sent to ATLAS**
- I need notification for tickets to all sites, so that I can react in case the site cannot at the moment (holiday, etc.). *Who gets notifications?*

Ticket review

https://ggus.eu/index.php?mode=ticket_search&supportunit=NGI_CH&status=open&timeframe=any&orderticketsby=REQUEST_ID&orderhow=desc&search_submit=GO

5 Tickets found

Ticket-ID	Type	VO	Site	Priority	Resp. Unit	Status	Last Update	Subject
130831		cms	CSCS-LCG2	urgent	NGI_CH	assigned	2017-09-29	SAM3 CE Critical for T2_CH_CSCS
130562		none		less urgent	NGI_CH	waiting for reply	2017-10-02	NGI_CH - August 2017 - RP/RC OLA ...
130462	Team	atlas	CSCS-LCG2	urgent	NGI_CH	waiting for reply	2017-10-01	DE/ CSCS-LCG2: source transfer errors ...
127100		cms	CSCS-LCG2	urgent	NGI_CH ▶ assigned	assigned	2017-09-26	Upgrade spacemon client
117899		atlas	UNIBE-LHEP	urgent	NGI_CH ▶ assigned	on hold	2017-08-14	ATLAS request- storage consistency ...