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Description of the alarm ticket processes

Version	Authors	Date	Comments
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1 Introduction

The purpose of alarm tickets is to notify tier-1 administrators about serious problems of the site at any time, independent from usual office hours.

Therefore the submission of alarm tickets is restricted to a dedicated group of people. Alarm tickets should only be submitted in case of severe problems occurring.

The alarm ticket process is exclusively implemented for tier-1 sites.

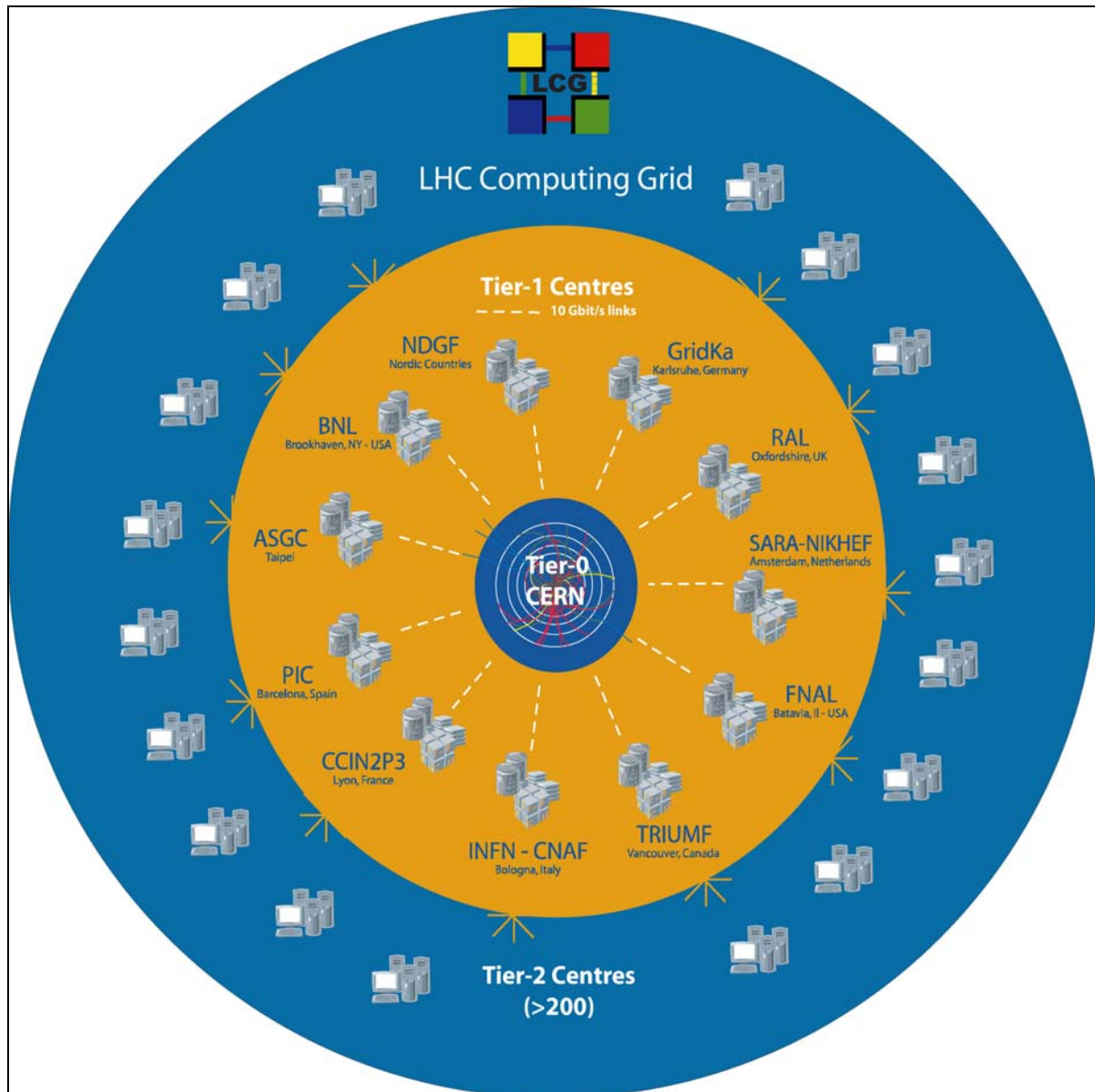


Figure 1 LCG tier-1 sites

2 Basic requirements for alarm tickets

Alarm tickets can only be submitted by experts (the so called “alarmers”) who have the appropriate permissions in the GGUS user database. These people belong to one of the four LHC VOs Alice, Atlas, Cms or Lhcb and are nominated by the particular VO management. They are about 3 to 4 people per VO. Alarmers are registered in the GGUS user database with the special permissions for submitting alarm tickets. They are authenticated by their certificate. Details on how to submit an alarm ticket are described in chapter 3.1 Alarm ticket submission.

3 Technical description

This chapter describes the workflows of alarm tickets from a technical point of view. The basic conditions like permissions for alarm tickets are already described in chapter 2 Basic requirements for alarm tickets.

3.1 Alarm ticket submission

Alarm tickets can either be submitted using the GGUS web portal or sending an email in a specific format to GGUS. Both ways are described in the next paragraphs.

3.1.1 Submit using the web portal

On top of the ticket submit form in GGUS web portal [<https://gus.fzk.de/pages/ticket.php>] there is a link to the submit form for alarm tickets [see Figure 2].

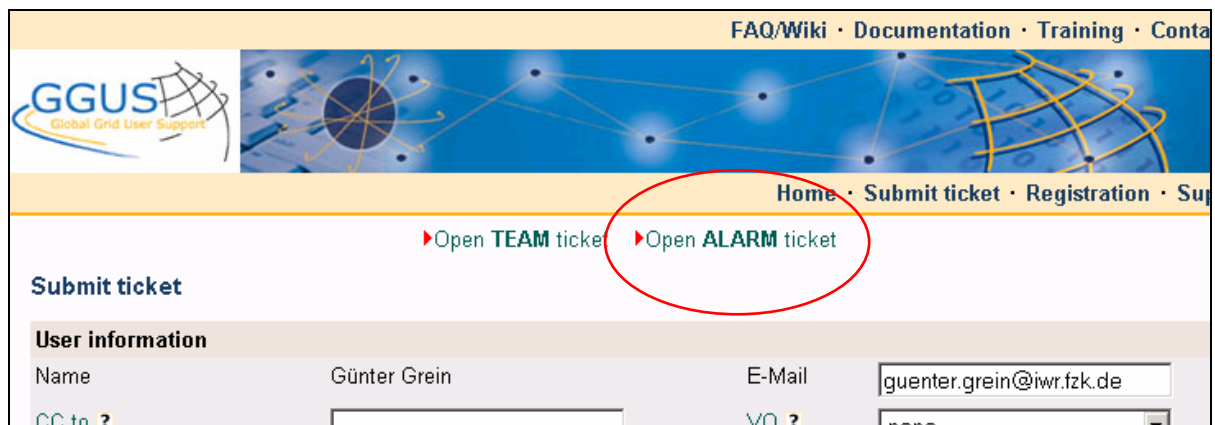


Figure 2 Link to the alarm ticket submit form in GGUS portal

As alarm ticket submitters are experts who will hopefully provide all necessary information, the number of fields on the alarm ticket submit form is reduced to a minimum compared to the number of fields on the user ticket submit form [see Figure 3]. Three fields on this form are mandatory:

- Short description,
- MoU Area,
- Affected Site.

All other fields are optional.

Figure 3 Submit form for alarm tickets in GGUS portal

3.1.2 Submit via email

For submitting an alarm ticket via email the incoming mail has to meet several requirements:

- It must be signed with a certificate,
- It must use a specific template.

Emails for alarm tickets have to be sent to helpdesk@ggus.org. Every mail sent to this mailbox is parsed automatically. First the mail parser checks the mail body for the usage of the appropriate mail template. In a second step the certificate is checked for validity. If both, the mail body and the certificate are correct, the mail parser checks the submitter permissions. After all these checks are finished successfully, the mail parser creates an alarm ticket in the GGUS system. The template for alarm emails is shown in Figure 4. Besides field `::Description::` all empty fields are mandatory and have to be filled with content. The fields with pre-filled content are static and must not be changed.

Mails that do not achieve the requirements for alarm tickets are treated as simple user mails.

```
::Schema:: Grid:HelpDesk20080529NEWALARM
```

```
::Key:: WM6PCmUks
```

```
::Affected_Site::
```

```
::Affected_VO::
```

```
::Short_Description::
```

```
::Description::
```

```
::Priority:: top priority
```

```
::Status:: assigned
```

```
::Ticket_Type:: ALARM
::Ticket_Update_Mode:: Team
::Notification_Recipients:: Team
::Carbon_Copy::
::Submitter_DN::
::END::
```

Figure 4 Template for submitting alarm tickets

3.2 Alarm ticket processing

The processing of an alarm ticket consists of two main parts, the notification of the affected tier 1 site and the routing of the ticket to the ROC the tier 1 site belongs to.

3.2.1 Tier 1 site notification

In parallel to the creation of an alarm ticket the GGUS system sends an alarm email directly to the tier 1 site specified in field “Affected Site”. This email is sent to a specific site alarm mail address and signed with the GGUS certificate. The site alarm mail addresses are documented at <https://twiki.cern.ch/twiki/bin/view/LCG/OperationsAlarmsPage>.

The DN of the GGUS certificate is

/C=DE/O=GermanGrid/OU=FZK/CN=ggusmail/gus.fzk.de.

The alarm mail looks like shown in Figure 6.

```

*****
ALARM TICKET  ALARM TICKET  ALARM TICKET  ALARM TICKET  ALARM
*****

This is an automated mail to inform you about an ALARM TICKET assigned to you.
When replying do not change the subject line.
Type your text above this box and S T R I P P R E V I O U S M A I L S please!!
*****

Dear support staff,

ALARM TICKET #00000000 for site ABCD-T1 is assigned to you.

Reference Link  : https://gus.fzk.de/ws/ticket_info.php?ticket=00000000
Status          : assigned
Ticket-ID       : 00000000
Short description: This is the mandatory short description.
Description     : This is the optional detailed description.
Affected site   : ABCD-T1
Affected VO     : cms
MoU Area       :
Priority        : top priority
Type of Problem : Other
Submitter      : Example, Paul
Submitter DN   : /O=GermanGrid/OU=FZK/CN=Paul Example
Last Modifier  : Example, Paul

```

Figure 5 Alarm mail example

3.2.2 Ticket routing

Alarm tickets are bypassing the TPMs and routed to the appropriate ROCs automatically. The decision to which ROC a ticket has to be routed is done automatically, based on the value of the “Affected Site” field. Currently the system allows the tier 1 site names from GOC DB as well as the tier 1 site names used by LCG. A list of all the tier 1 site names is available in Table 1.

LCG tier 1site name	GOC DB tier 1 site name
CA-TRIUMF	TRIUMF-LCG2
CH-CERN	CERN-PROD
DE-KIT	FZK-LCG2
ES-PIC	pic
FR-CCIN2P3	IN2P3-CC
IT-INFN-CNAF	INFN-T1
NDGF	NDGF-T1
NL-T1	NIKHEF
	SARA-MATRIX
TW-ASGC	Taiwan-LCG2
UK-T1-RAL	RAL-LCG2
US-FNAL-CMS	USCMS-FNAL-WC1
US-T1-BNL	BNL-LCG2

Table 1 Tier 1 site names for alarm tickets

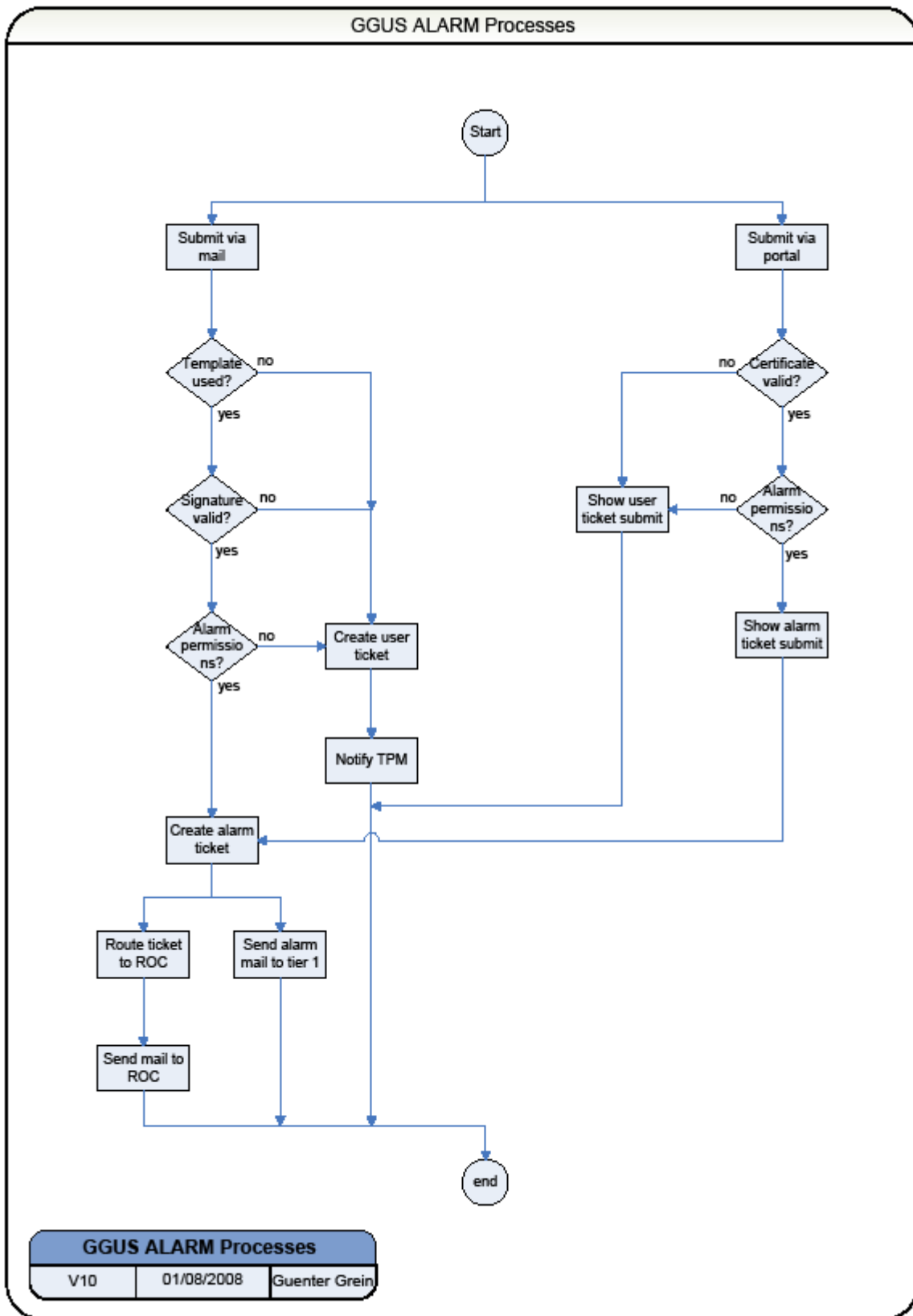


Figure 6 Workflow diagram for alarm tickets

3.2.3 Alarm confirmation

Once the tier 1 site received the alarm email the receipt should be confirmed. Sending a reply mail containing the typical GGUS identifier and the ticket ID “GGUS-Ticket-ID: #00000000” in the subject is sufficient. Such a reply will be added to the alarm ticket. An example on what the confirmation mail may look like is given in Figure 7.

Dear Paul Example:

The alarms email you sent was recognised as being an urgent request from an accredited VO. Your report has been escalated appropriately, and please consider this email as the response to your alarm, as defined in the SLA concluded with your VO or user community GGUS-Admin.

Please do keep in mind that there is **no** guaranteed **resolution** time associated with your alarm. However, we will do our best to address the issue you reported as soon as possible. The one-line identifier for your problem is:

GGUS-Ticket-ID: #00000000 ALARM for your site ABCD-T1 Alarm example.

Your mail has been forwarded to the alarms list and escalated in our Nagios support systems and relevant people have been informed. Depending on the site you addressed, it may need additional forwarding. The initial target site was determined to be ABCD-T1.

Regards,
The ABCD-T1 alarms response team.

Figure 7 Alarm email confirmation example

3.2.4 Working on alarm tickets and alarm ticket resolving

For working on alarm tickets and resolving they please use the GGUS portal. A reference link to the alarm ticket is given in the alarm mail [Figure 5].

4 References

<https://twiki.cern.ch/twiki/bin/view/LCG/OperationsAlarmsPage>

https://gus.fzk.de/pages/ggus-docs/list.php?dir=./documentation/pdf/1510_FAQ_for_alarm_tickets.pdf