



Training Event
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Part II – VRE Monitoring & Support

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CERN



- VRE Monitoring
 - Infrastructure Viewer Interface
 - Live Monitoring Interface

- VRE Support
 - Submit Support Ticket

- Practical Exercise

A D4Science infrastructure manages different **resource** types:



Hardware:

- gLite Storage and Computing
- gCube Container



Services & Applications:

- gCube Services (WSRF)
- External Software



Collections & Auxiliary Resources:

- Data, Metadata, Indexes, Annotations
- Schemas, Mappings, Transformation programs

The gCube Information System supports the publishing, discovery and monitoring the resources forming composing the infrastructure. It acts as the **registry** of the infrastructure.

To allow an easier visualization of the different resources of the infrastructure and how they related to each other, D4Science provided two monitoring tools.

The **Live Monitoring** provides a flat view over all infrastructure resources.

The **Infrastructure Viewer** provides a user oriented view of selected resources types.

Interface is accessible at:

- <http://monitor.d4science.research-infrastructures.eu>

Not so useful from the VRE point of view since it doesn't allow to filter only resources related to VREs.

DEMO 1 - "USING THE LIVE MONITORING INTERFACE"

Interface is accessible at:

- <http://monitor.d4science.research-infrastructures.eu/iv/>

Provides different views for different purposes:

- Each view can be applied on a specific scope (the scope is identified by selecting an Infrastructure, a VO, or a VRE)
- Each view provides specific metrics

Not so relevant for VRE Designers & VRE Users but useful for VRE Managers to decide on actions in the infrastructure.

Even more useful for VO Admins (still to come!).

Current available views:

- **GHN View:** represents Sites, gCube Hosting Nodes, and Running Instances
- **Package View:** represents Service Archives, and Software Packages, and gHNs
- **Services View:** represents Service Classes, Service Names, and Running Instances
- **Data View:** represents Collections, Metadata Collections, and Indexes

DEMO 2 - “USING THE INFRASTRUCTURE VIEWER INTERFACE”

Support to the usage and operation of the production infrastructure is based on the submission of **Production Support** tickets. All VRE related topics are therefore included.

Production Support tickets can be created to report on:

- **Incidents** affecting the current infrastructure functionality
- **Requests** to change concrete aspects of the current infrastructure functionality

These tickets are based on the TRAC issue tracking system and are managed by the **Support Team**.

Support tickets are created in **TRAC**:

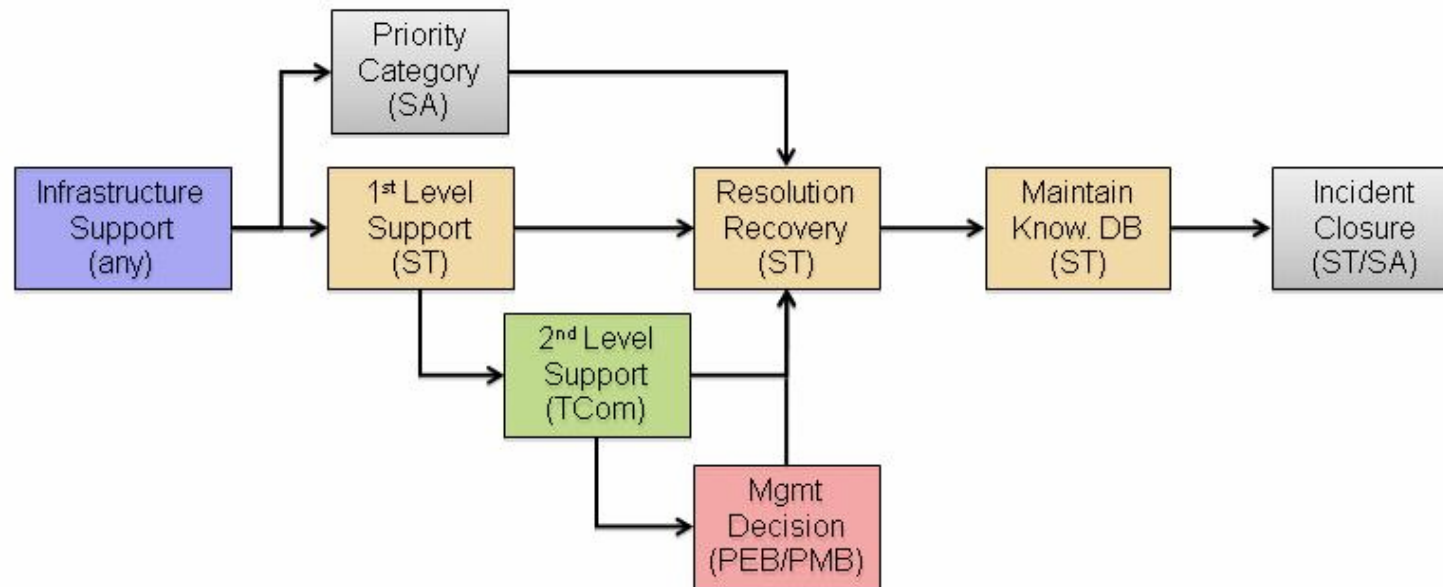
- <https://issue.d4science.research-infrastructures.eu/>

Tickets must be created as follows:

1. select the ticket Type production_support
2. fill the Short Summary text box
3. fill the Full Description text box
4. select the appropriate Community
5. enter other concerned people in CC (optional)

DEMO 3 - “SUBMITTING A PRODUCTION SUPPORT TICKET”

The Support Team manages the tickets following these steps:



When the ticket is resolved it is closed by the Support Team. The Submitter should then verify the resolution and re-open the ticket in case the issue is still present.

VRE Monitoring:

1. Use the Infrastructure Viewer interface to browse for detailed information of the resources of your VREs.

VRE Support:

1. No exercise. The infrastructure has no problems 😊