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Biomed-Shifts:mom-shift-2013-07-22

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Biomed shift takeover phone conference

[Éditer]

Date: July 22th 2013, 10h00

Attendees:

- Arad Alper (IsraGrid)
- Franck Michel (CNRS I3S)
- Jerome Pansanel (CNRS IPHC)

Next conference: July 29th 2013, 10h.

General information

[Éditer]

Now only the Nagios box on host grid04.lal.in2P3.fr must be used. This week, a VO feed has been set to refresh from a top BDII the list of resources monitored every 24 hours.

Consequence: we should no longer (at last!) has resources monitored although they were decommissioned.

Remind about best practices:

- in tickets submitted: add the full log of the manual test, not only the result, add the link to the result of the faulty Nagios probe, not only the the root URL of Nagios.
- don't forget to set the appropriate priority when submitting a ticket (top by default, which only applies for critical errors of VOMS or LFC typically),
- CC the biomed issues follow up list.
- Shifters can add comments at the bottom of a host or probe page of Nagios. It can be used to leave info for the next shift, for instance saying "this SE has already been decommissioned, ignore it".
- Nagios comments should be added to machines that have not to be monitored (not in production or suspended)
- If a queue is drained and a downtime is published for the site, no ticket should be open.

Takeover report

[Éditer]

SE are back on Nagios, but WMS are still unavailable. Franck will take a look at the script.

4 tickets open - but one of them was a mistake.

- https://ggus.eu/ws/ticket_info.php?ticket=95861
- https://ggus.eu/ws/ticket_info.php?ticket=95802
- https://ggus.eu/ws/ticket_info.php?ticket=95891
- https://ggus.eu/ws/ticket_info.php?ticket=95883 (mistake)

Arad has sent reminder for:

- https://ggus.eu/ws/ticket_info.php?ticket=94397
- https://ggus.eu/ws/ticket_info.php?ticket=94086

SEs [Éditer]

SE was basically allright.

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