GGUS-ROCs Interface
status update

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**ROCs Interface: how it works**

- **First Interface** between ROC_Italy Helpdesk and GGUS ready since November ’04, in ‘production’ since March ‘05
- Based on **Web Services** at GGUS side, several advantages:
  - Sample code available for PHP/Perl/Python and other computing languages
  - Very fast: 600-1000 service requests/sec on the GGUS Servers
  - Easy to adapt
- Based on **e-mail** at local side (importing tool)
- **XML** exchange format
- **Tickets fields mapping** between the two systems

http://infnforge.cnaf.infn.it/eticketimp/
An Email Ticket Importer/Exporter for the EGEE User Support Framework

User Support in a Distributed Environment

The need for a tool to exchange trouble tickets from one site to another stems from the necessity to have a central site which can coordinate a host of local satellite sites taking the biggest chunk of load on themselves and interacting with the central site only when it’s necessary.

1. To send tickets which cannot be solved locally.
2. To send information from internally solved tickets which can be of general interest and should be collected and accessed from one central point (knowledge base).

When each system already implemented its own user support infrastructure, it is necessary to build import/export tools to interact with the central system. In our case, the central site is GGUS at FZK Karlsruhe which is based on Remedy, and the pilot satellite support site is INFN-Grid User Support at INFN-CNAF Bologna which is based on OneOrZero.

Preliminary Steps

Please perform these preliminary steps to use the importer/exporter:

- Notify GGUS your ROC has its own support system and will need to receive tickets from GGUS via email. Create or choose an email account for this purpose and notify GGUS of it. The importer does not need to have exclusive use of this account (you can use it to receive other mail).

ETicket Importer

This tool has been developed to import trouble tickets embedded into email messages sent from the central site into the OneOrZero database.

Tickets can be in XML (preferred option) or CSV text formats. Other formats can be added.

It is written in Java and uses the following tools:

- Sun J2SE 5.0
- Sun JavaMail v1.3.2
- Apache XML APIs and Xerces Java Parser v2.6.2
- MySQL Connector/J v8.0.15-qa (MySQL AB's JDBC Driver for MySQL)

The importer performs the following steps:

1. Fetches messages containing tickets from a remote mail server through POP3 or IMAP and removes them from the server. (Only tickets from GGUS are taken into consideration. GGUS email address can be configured.)
• Some ROCs set up an helpdesk system interfaced to GGUS following the ROC_Italy example using OneOrZero:
  ▪ IT: in production since March 14th ➔ OneOrZero replaced by xoops/xhelp in August
  ▪ SE: in production since April 25th
  ▪ RU: in production since May 23th
  ▪ SW: in production since July 18th
  ▪ CE: in production since early September

• Some ROCs had different helpdesks inside their federation:
  ▪ DE-CH: helpdesk based on Remedy, interface to GGUS in production since September 15th
  ▪ FR: home developed helpdesk, switching to xoops/xhelp now
  ▪ NE: helpdesk based on RT open to local users since April, then interfaced to GGUS
  ▪ UK-I: helpdesk based on Footprint, interfaced since beginning of 2006

• For ROCs outside EGEE effort started later:
  ▪ Asia/Pacific: helpdesk based on OTRS, tickets automatically created in OTRS from GGUS notifications mails, interface towards GGUS in progress
  ▪ OSG: iGOC helpdesk based on Footprints, other Support Centers connected via iGOC
GGUS→ROC Basic Workflow

Ticket assignment to ROC-1

Ticket solved

Ticket re-assigned

GGUS/TPM/Operations

Web Portal

GGUS System

RG-1 Interface

ROC-X Interface

ROC-1 Helpdesk

ROC-X Helpdesk

SU-1

SU-2

SU-N
GGUS-Xoops/xhelp interface

![GGUS-Xoops/xhelp interface](image_url)
GGUS-Xoops/xhelp interface
ESC/GGUS Objectives 2006

- All VO tickets should be passing through GGUS by the end of 2006 (sooner if possible, and especially for the LHC VOs).
- Carry out at least one Service Verification on the service with each of the VOs.
- Carry out at least one Service Verification on the service with each of the SUs.
- Ensure that GGUS provides the necessary support for SA2 to get the ENOC to function.
- Provide training for all supporters, including VOs, SUs, ROCs, TPMs.
- Provide appropriate quarterly, monthly and weekly reporting.
- Provide support for the development of the CIC integration with GGUS.
- Provide appropriate documentation.
- Provide support for the development of the ROC integration with GGUS.
- Make enhancements to the portal as required.
- Provide support for the integration of GGUS with other equivalent support systems e.g. that of OSG.
- Provide the GGUS plan as required by EGEE-II in May 2006.
- Provide a paper for CHEP on GGUS in February 2006.
- Maintain an on-going work list within the GGUS portal so that people can see what is planned for GGUS.
GGUS ➔ ROC_US interface

- GGUS ➔ OSG-GOC helpdesk mail interface prototype Implemented (Bob Quick, IU)

- Full workflow discussed at several “Interoperability phone Conferences”: 3 ROCs in US (USCMS, USATLAS and OSG-GOC) but only 1 GGUS ➔ OSG-GOC interface
GGUS-ROC interface improvements

• Replace XML ticket mail exchange with web-services technology for GGUS→ROC communication
  ▪ SOAP Server on top of the local helpdesk
  ▪ ROC_SW developed it for OneOrZero
  ▪ ROC_Italy developed it for Xoops/Xhelp
  ▪ From test to production systems soon

• Multiple attachments handling
• Mail to submitter
• Full ticket history