



LHCb Support

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04 December 2012

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cea
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CNRS
CENTRE NATIONAL
DE LA RECHERCHE
SCIENTIFIQUE

Support activities



- **LHCb support**
 - Monitoring LHCb activities
 - Meetings and Reports
 - Troubleshooting
- **FTS Monitoring Tool**

Monitoring LHCb activities



- Checkup LHCb logbook & GGUS Web Portal
- LHCb Stats: LHCb Dirac Portal and GE
- Checkup GOCDB/Control Room/Central Services
- Monitoring HPSS/DCache/FTS status



Meetings and Reports



- News about activity plans for LHCb
- News about LHCb production status at sites
 - Remind/Inform about CC's major interventions
(DownTime, service config. Vobox, CE, GE, etc.)
 - GGUS ticket and issues followup
- Status about data management
- News about LHCb Dirac dev/version/patch



Troubleshooting (1/2)



- Handle tickets (**GGUS/Xhelp/OTRS**) with service admins (**GE, Cream, DCache, sys, etc.**)
 - Pilots issues (empty/short/stalled)
 - CVMFS issues (size/install/configure)
 - DCache issues (e.g. corrupted files)
- Debugging via logs/stats
 - LHCb Dirac web portal
 - GE/WN/CE info

Troubleshooting (2/2)



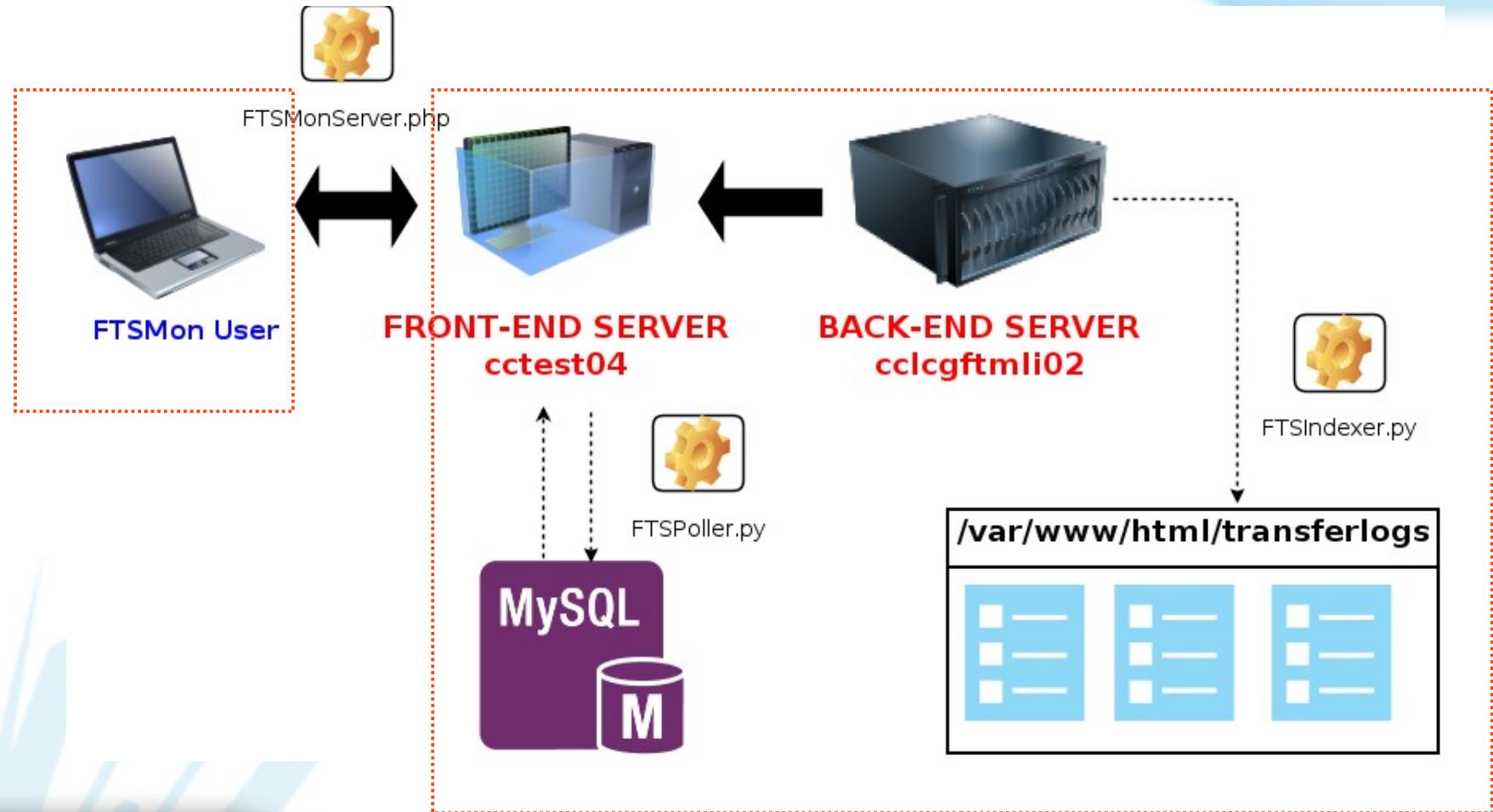
- **Special requests handling**
 - Site config (e.g. queue length, cvmfs cache)
 - Support LHCb and Openstack
- **Study of the performance of LHCb**
 - Efficiency of pilots in the WN farm
- **Give site info feedback to LHCb via daily meetings, logbook, email, IM**



■ FTS Monitoring tool:

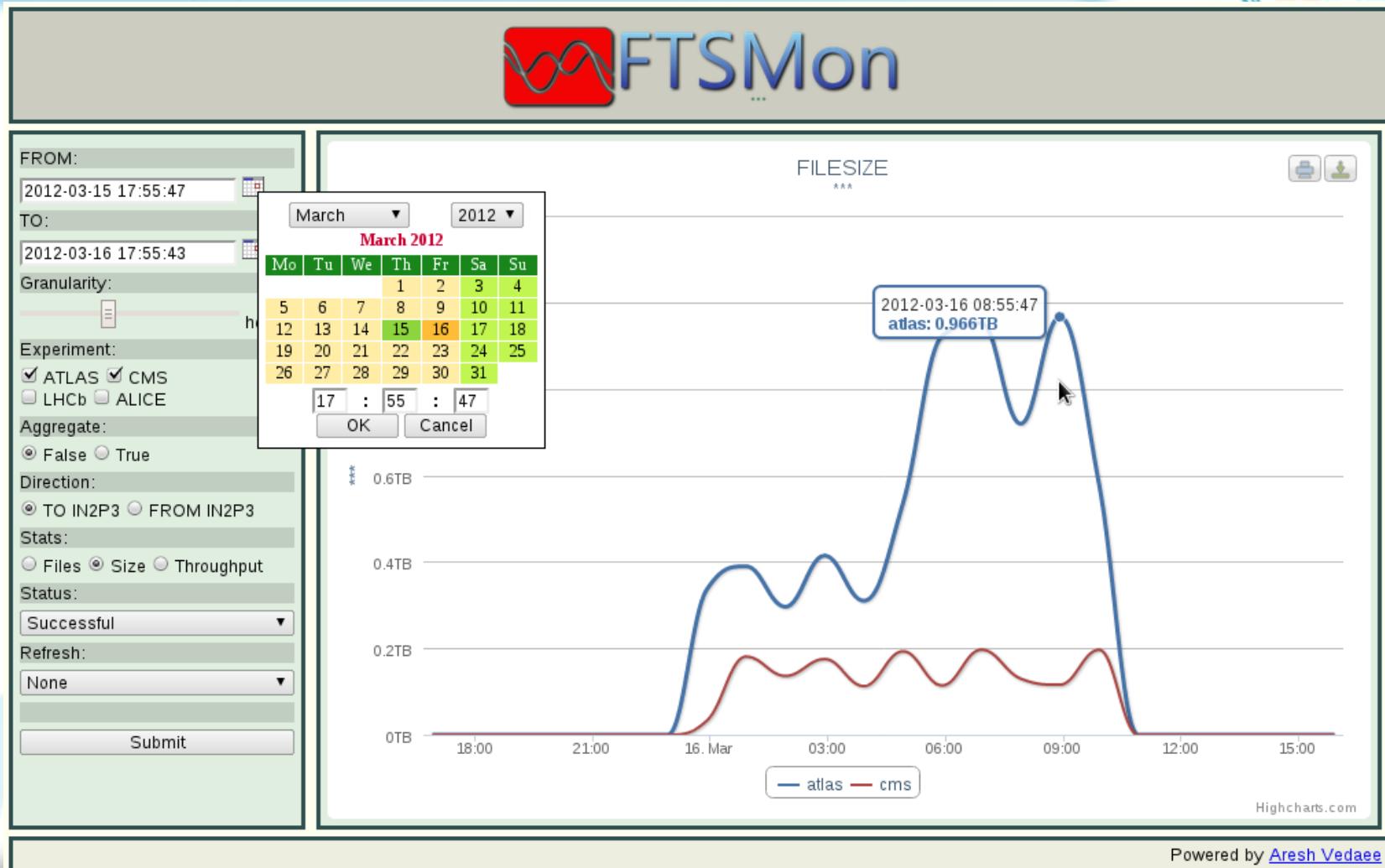
- Charts the histograms of FTS transfer stats (e.g. number/size of files, duration, throughput)
- Conform to the standard languages and libraries (CERN monitoring tools: e.g. Dashboard)
- Technology: DB (MySQL+JSON), Server (Bash+Python+Php), Client (HTML+Javascript : e.g. jQuery, HighChart, YUI, etc.)

FTSMon Architecture





FTSMon GUI



■ ToDo:

- Speedup stats retrieval: e.g. materialized views, indexes
- Add options:
 - Get stats per channel
 - Tot throughput vs avg throughput per file
 - Git

Project Interests



- LHCb Dirac
- Dirac + Openstack
- Pizza Dirac (...still under development!)

