

# Issue tracking in SAMGrid

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March 1, 2005

# Motivation

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- ❑ Tracking issues is difficult
  - ❑ Listserv archive not very flexible or useful
  - ❑ Hard to keep track of entire thread
  - ❑ Want to track bugs as well
  - ❑ Need reporting capability
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# Features desired

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- ability to close issues
  - automatic assignment
  - ability to categorize issues
  - support for various privilege levels
  - web interface
  - Functional, usable email interface
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# Selected product

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- ❑ PloneCollectorNG
  - ❑ Plug-in to plone, which is a Zope-based product itself
  - ❑ Plone is an open source Content Management System
  - ❑ <http://www.plone.org/>
  - ❑ Supported by the Computing Division
  - ❑ GNU Lesser General Public License
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# Features of selected tracker

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- complete through-the-web configuration
  - Supports multiple roles
  - outgoing email notifications
  - optional issue submission through email
  - extensible and customizable
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SAMGrid Plone - Tracking - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

https://plone3.fnal.gov/SAMGrid/tracking/pcng\_view



# SAMGrid Project

home news members

plone my folder my preferences undo plone setup log out

you are here: home > tracking > pcng\_view

collector actions

- Browse issues
- New search
- Configuration
- Add issue
- History
- Reports

search

Navigation:  
Show issue #

Saved searches:  
all d0

save search as:

Quicklinks:  
Issues assigned to me  
Issues submitted by me

contents debug

add pcng issue state: published

## Tracking (For tracking issues/bugs)

Browse issues (TrackerAdmin)

[1] 2 3 4 ... 6 next 15 items >

**294. Have you noticed any improvement?**

Status: Accepted • Topic: D0 • Importance: Medium • Assigned: listserv1 • # Followups: 3 • Uploads: 0 • Refs: 0

Date: Mon, 28 Feb 2005 07:32:23 -0600 Reply-To: Adam Lyon <lyon@FNAL.GOV> Hi Yann and Mike, Have you noticed any operations improvement since the nameserver restart last night? --- Adam

Submitted by plone on 2005-02-28 • Last modified: 2005-02-28 (0.2 days ago)

**291. Failure rates going up again...**

Status: Accepted • Topic: D0 • Importance: Medium • Assigned: listserv1 • # Followups: 2 • Uploads: 0 • Refs: 0

Date: Sun, 27 Feb 2005 23:55:53 -0600 Reply-To: Michael Diesburg <diesburg@FNAL.GOV> Just thought I would note that CORBA failure rates seem to have gone up significantly in the last couple of hours again ...

Submitted by plone on 2005-02-28 • Last modified: 2005-02-28 (0.2 days ago)

**290. Nameserver**

Status: Accepted • Topic: D0 • Importance: Medium • Assigned: listserv1 • # Followups: 3 • Uploads: 0 • Refs: 0

Date: Sun, 27 Feb 2005 23:36:24 -0600 Reply-To: Adam Lyon <lyon@FNAL.GOV> Well, dearly I should have left things alone. I restarted the name service, but it refuses to answer on port 9010. For example, <SAM-d0ora2% ...

Submitted by plone on 2005-02-28 • Last modified: 2005-02-28 (0.2 days ago)

**289. ns\_dbg.sh**

Status: Accepted • Topic: D0 • Importance: Medium • Assigned: listserv1 • # Followups: 1 • Uploads: 0 • Refs: 0

Date: Sun, 27 Feb 2005 23:24:05 -0600 Reply-To: Adam Lyon <lyon@FNAL.GOV> Hi, Before restarting the name server, I ran the "ns\_dbg.sh" program (it's still running), hoping to capture some debug information. ...

Submitted by plone on 2005-02-28 • Last modified: 2005-02-28 (0.2 days ago)

**287. Sam Communications Problems**

Status: Accepted • Topic: D0 • Importance: Medium • Assigned: listserv1 • # Followups: 1 • Uploads: 0 • Refs: 0

Date: Sun, 27 Feb 2005 22:46:46 -0600 Reply-To: Adam Lyon <lyon@FNAL.GOV> Hi, So I finally got a "sam locate foo" to hang, and ran strace on it. It was hanging on connection to port 9010 on d0ora2 -- the nameservice ...

Submitted by plone on 2005-02-28 • Last modified: 2005-02-28 (0.2 days ago)

**286. SAM-At-A-Glance has stop updating**

Status: Accepted • Topic: D0 • Importance: Medium • Assigned: listserv1 • # Followups: 1 • Uploads: 0 • Refs: 0

Date: Sun, 27 Feb 2005 22:08:14 -0600 Reply-To: Adam Lyon <lyon@FNAL.GOV> HI, SAM-At-A-Glance has stopped updating. I'm investigating, --- Adam

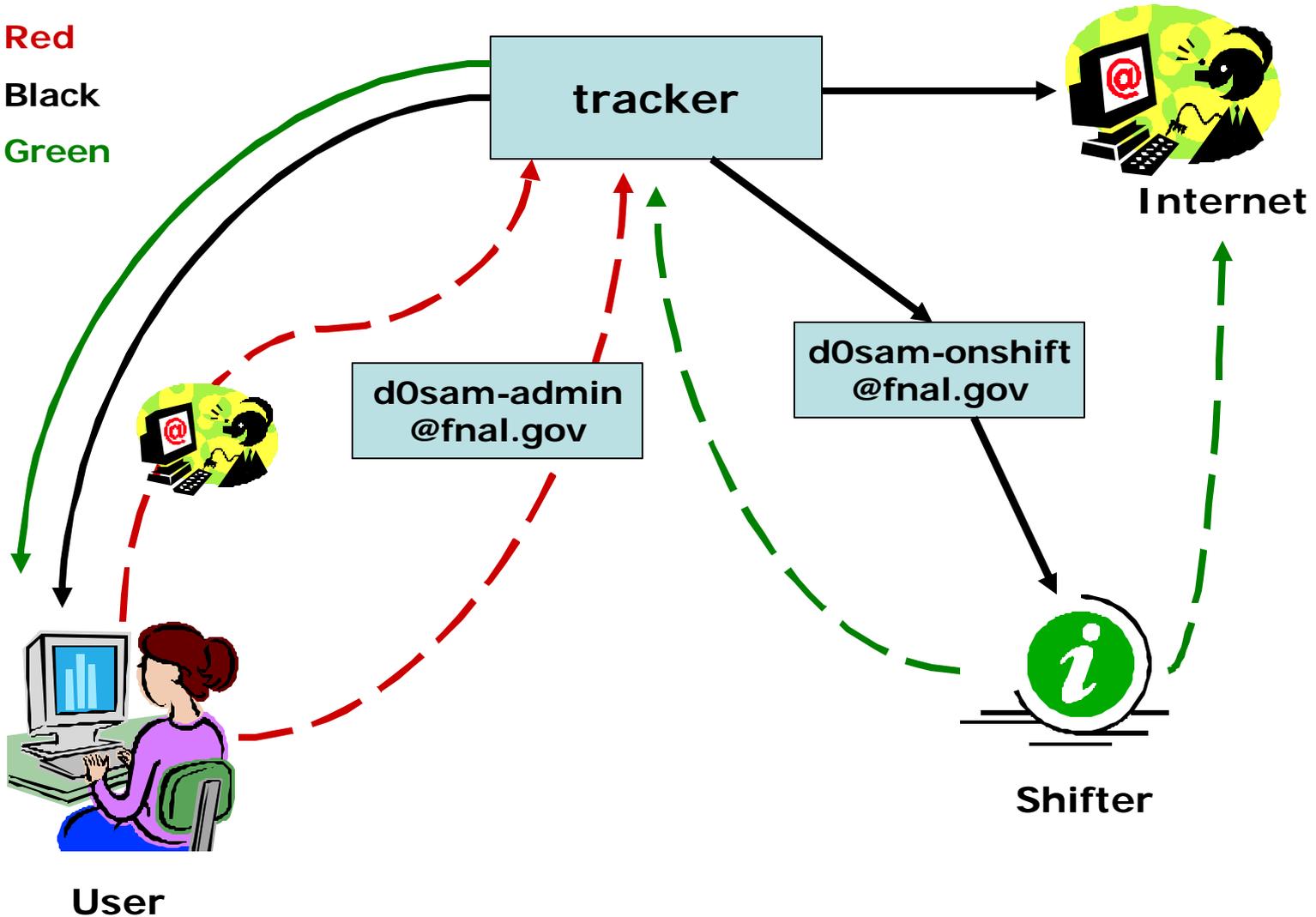
# Demonstration

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- <https://plone3.fnal.gov/SAMGrid/tracking/>
  - Submit an issue, followup, mark resolved
  - Do a query
  - View a report
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# Issue Workflow

1. Red
2. Black
3. Green



# Shifters view

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- When a shift starts, the previous shifter removes their email address from d0sam-onshift and new shifter adds their email address. This can be done simply using email.
  - New shifter checks tracker on the web to see what might be left to be resolved
  - A new issue is submitted, assigned to d0, and email is sent to [d0sam-onshift@fnal.gov](mailto:d0sam-onshift@fnal.gov) as well as the submitting user
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# Shifters view (cont)

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- ❑ Shifter can reply to the email or use the included link to switch to the web interface to followup on the issue or reassign it to sam-oncall@fnal.gov
  - ❑ The submitter gets a copy of all transactions related to the issue
  - ❑ At end of shift, check issues and make sure those that have been resolved are so marked and remove email address from d0sam-onshift
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# Schema

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□ Topic: CDF, D0, General

□ Classification:

User Problem

Operational Problem

Informational

Feature Request

Station Admin Issue

Bug

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# Using email

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- Can submit to [d0sam-admin@fnal.gov](mailto:d0sam-admin@fnal.gov)
  - Can reply to an email for followup
  - Cannot resolve an issue using email
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From: d0sam-admin@fnal.gov  
To: nicholls@fnal.gov  
Subject: [SAM-IT/186] try to read TMBTrees stored in SAM (#3/comm ent)  
Date sent: Tue, 18 Jan 2005 13:11:26 -0600 (CST)  
Send reply to: d0sam-admin@fnal.gov

=====  
You have the most functionality if you reply using the link below.  
If you reply by email, please do not include this text in the reply  
and be sure to leave the information in square brackets in the subject.  
=====

Issue: #186: try to read TMBTrees stored in SAM, Topic: D0, Status: accepted, Importance: Medium, Classification:  
User Problem  
Issue URL: <http://plone3.fnal.gov/SAMGrid//tracking/186>

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Description:

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From: lesne <[lesne@clermont.in2p3.fr](mailto:lesne@clermont.in2p3.fr)>  
Mon, 17 Jan 2005 14:12:02 +0100

Dear sam users,

I try to read TMBTrees stored in SAM using informations from :

<http://www-d0.fnal.gov/Run2Physics/cs/howto/samroot/SAMROOT.html>

My problem is a setup problem (I think) :

I need to

> setup sam\_client\_api -q GCC-3.1

> setup sam

> setup DORunII p16.05.02 (needed to compile my code and to get the  
correct  
root version to read p16 TMBTrees)

# Documentation

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- ❑ <https://plone3.fnal.gov/SAMGrid/documents/>
  - ❑ Tracker Introduction
  - ❑ Getting Started with the Issue Tracker
  - ❑ Common Tasks
  - ❑ Instructions for supporters
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# Limitations

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- Doesn't work with Netscape 4.75
  - Cookies must be enabled
  - There are some bugs
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# Future

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- ❑ Coded in python and xml
  - ❑ Marc Mengel has made some mods already
  - ❑ Rather easy to make some changes
  - ❑ Virtually no documentation for the issue tracker itself – lots for Zope/plone on which it's built.
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