

SAMGrid Issue Tracker Shifters Guide

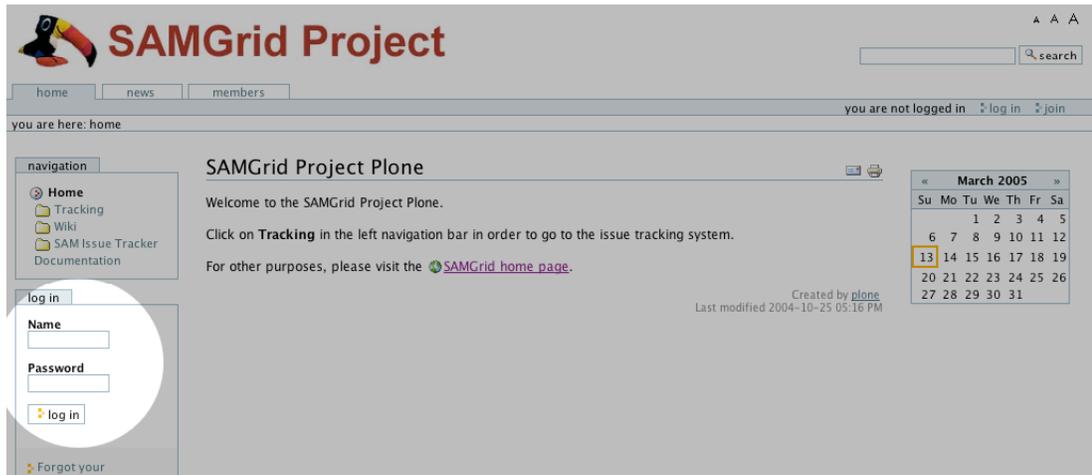
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12 March 2005 (Updated 10 August 2005)

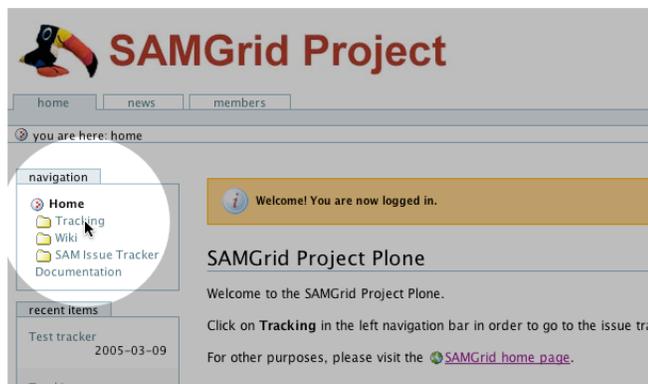
1 Access & Logging in

To access the Issue Tracker, point your web browser to <https://plone3.fnal.gov/SAMGrid/>. If you get a certificate error, don't worry about it and continue anyway. Note that you must be using a modern web browser (old versions of Netscape, like v4.x, may not work).

You will be greeted with the screen below. Next, you must log in by filling in the area highlighted below...



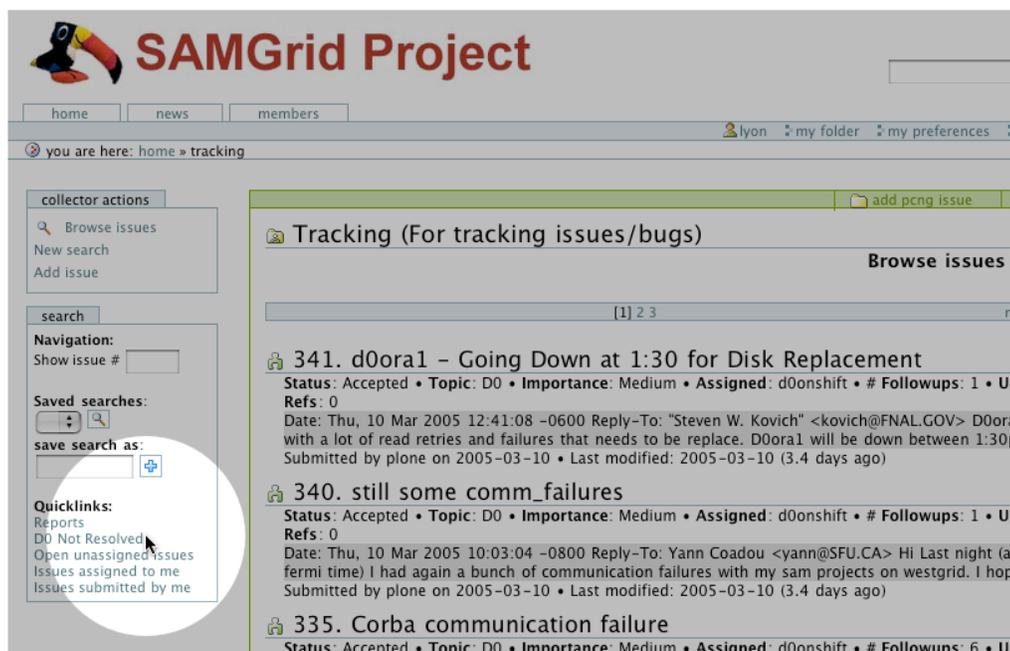
You should then see a message that you are logged in. You can now enter the Issue Tracker by clicking on "Tracking" within the navigation box...



You will now see the main screen of the issue tracker.

2 Viewing unresolved issues

After logging in, your first step should be to review the unresolved issues from the previous shift. You can easily see the unresolved issues for DØ by clicking on "DØ Not Resolved" link in the "Quicklinks" box...



The screenshot shows the SAMGrid Project web interface. At the top, there is a logo with a toucan and the text "SAMGrid Project". Below the logo are navigation tabs for "home", "news", and "members". A user profile section shows "lyon" with links for "my folder" and "my preferences". The breadcrumb trail indicates "you are here: home » tracking".

On the left side, there is a "collector actions" box with links for "Browse issues", "New search", and "Add issue". Below that is a "search" box with a "Navigation:" section and a "Show issue #" input field. A "Saved searches:" section includes a search icon and a "save search as:" input field. A "Quicklinks:" section lists "Reports", "DØ Not Resolved", "Open unassigned issues", "Issues assigned to me", and "Issues submitted by me".

The main content area is titled "Tracking (For tracking issues/bugs)" and includes a "Browse issues" link. A list of issues is displayed, with the following details for issue 341:

- 341. d0ora1 - Going Down at 1:30 for Disk Replacement**
- Status: Accepted • Topic: DØ • Importance: Medium • Assigned: d0onshift • # Followups: 1 • Up Refs: 0
- Date: Thu, 10 Mar 2005 12:41:08 -0600 Reply-To: "Steven W. Kovich" <kovich@FNAL.GOV> D0ora with a lot of read retries and failures that needs to be replace. D0ora1 will be down between 1:30p Submitted by plone on 2005-03-10 • Last modified: 2005-03-10 (3.4 days ago)

Issue 340 is also visible:

- 340. still some comm_failures**
- Status: Accepted • Topic: DØ • Importance: Medium • Assigned: d0onshift • # Followups: 1 • Up Refs: 0
- Date: Thu, 10 Mar 2005 10:03:04 -0800 Reply-To: Yann Coadou <yann@SFU.CA> Hi Last night (ar fermi time) I had again a bunch of communication failures with my sam projects on westgrid. I hope Submitted by plone on 2005-03-10 • Last modified: 2005-03-10 (3.4 days ago)

Issue 335 is partially visible:

- 335. Corba communication failure**
- Status: Accepted • Topic: DØ • Importance: Medium • Assigned: d0onshift • # Followups: 6 • Up Refs: 0

You can also look at the issues in order of latest activity. Click on the "DØ Last Modified" link under "Quicklinks" (not shown in the picture above). There are similar reports for CDF (and MINOS).

3 Handling Issues

There are several things you can do to an issue via the web interface.

3.1 Browsing Issues

The main issue screen shows all issues meeting a certain criteria (*e.g.* all unresolved issues for DØ). An example issue on the browsing screen is below

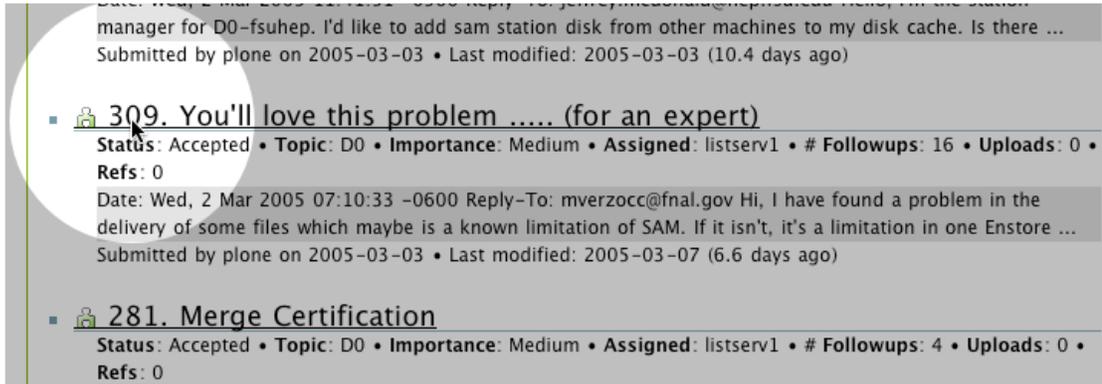
- [309. You'll love this problem \(for an expert\)](#)
Status: Accepted • Topic: DØ • Importance: Medium • Assigned: listserv1 • # Followups: 16 • Uploads: 0 • Refs: 0
Date: Wed, 2 Mar 2005 07:10:33 -0600 Reply-To: mverzocc@fnal.gov Hi, I have found a problem in the delivery of some files which maybe is a known limitation of SAM. If it isn't, it's a limitation in one Enstore ... Submitted by plone on 2005-03-03 • Last modified: 2005-03-07 (6.6 days ago)

Shown are the issue number and title, the status (accepted means that the issue is in the tracking system), the topic (DØ, CDF, or General), the importance, the assignment (in this case, listserv1 was a dummy user for testing), and the number of follow up messages with

the issue. The first two lines of the original issue message is shown. Finally the user sending the issue and the modification date are shown at the bottom.

3.2 Viewing Issue Details

To view the details of an issue, just click anywhere on the issue title...



You will see the original issue description as well as a transcript of everything that happened with the issue.

3.3 Following up on an issue (including resolving)

To follow up, use the navigation box on the left and click on "Followup"...



The follow up screen is shown...

The screenshot displays the SAMGrid Project issue tracking interface. At the top left is the SAMGrid Project logo. The navigation bar includes links for 'home', 'news', and 'members'. A search bar is located at the top right. The breadcrumb trail shows the user is in 'home » tracking » 309: you'll love this problem (for an expert) » pcng_issue_followup'. The main content area is titled '#309: You'll love this problem (for an expert)' and is in 'Followup (Supporter)' mode. A large text box is provided for adding a comment. Below the comment box are two lists: 'Assign to users' and 'Assign to group'. The 'Assign to users' list includes Robert Illingworth, Kin Yip, Lauri Loebel Carpenter, Listserv1, Adam Lyon, Judith Nicholls, and Judith E Nicholls. The 'Assign to group' list includes CDF (TG), General (TG), UI (TG), Others (TG), D0 (TG), Backend (TG), and PloneManager (GRUF). To the right of these lists are radio buttons for 'Action (Current state: accepted)', with options for Comment, Resolve, Assign, and Reject. At the bottom of the main area are 'Submit followup' and 'Reset' buttons. On the left side, there is a sidebar with 'issue actions' (Browse issues, New search, Add issue, Followup, Uploads, References, Simple view, View with images) and a 'search' section with navigation and saved searches options.

3.3.1 Adding a comment

To add a comment, simply type in your comment and click on the "Submit followup" button. Your comment will be e-mailed back to the person to created the issue as well as to the d0sam-onshift mailing list. **To ensure tracking, all communication for an issue should be done in this manner, instead of sending mail to an individual.**

3.3.2 Assigning the issue to the expert

You may assign the issue to an expert by clicking on "AAD0SAMexpert" (for D0) or "AACDFSAMexpert" (for CDF) in the "Assign to users" box (you should not assign to an individual - this name was chosen to make it appear first in the list). Then click on "Assign" radio button under "Action" (**you must do this!**). You can also type in some comments in the comments box. Then click on the "Submit followup" button. E-mail will be sent to the sam-oncall mailing list, the original issuer, and the d0sam-onshift mailing list.

3.3.3 Resolving the issue

To resolve the issue, click on "Resolve" under "Action". In the comments box, you should type in the solution to the issue. Then click on "Submit followup". E-mail will be sent to the d0sam-onshift mailing list as well as the original issuer.

4 Handing issues via E-mail

You can create a new issue by sending mail to d0sam-admin@fnal.gov or cdfsam-admin@fnal.gov . You can add comments to issues by replying to mail that you receive from the issue tracker. When replying, you should **not** quote the original message (if your mail program automatically quotes the original message, you must remove that text from your new message) -- quoting will leads to a big mess.

Note that you cannot assign nor resolve issues via E-mail. You must use the issue tracker web site for those actions.

Since all messages sent to d0sam-admin are tracked by the issue tracker, shifter communication should go via d0sam-shifters@fnal.gov (similar lists for CDF). Only new issue tracker tickets go to cdfsam-admin.

5 At the end of your shift

At the end of your shift, you should review the unresolved issues to make sure they should remain unresolved.

You should also look to see if anyone has submitted a comment to an already resolved issue (such comments may not generate e-mail). In the "Quicklinks" box, click on "DØ Last Modified" (or similar for CDF), which shows the issues in order of when they were modified (latest first). Check if any resolved issues come up close to the top.