Savannah Tickets Guide
For the Texas A&M University USCMS Tier 3 Site

By:
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The Savannah https://savannah.cern.ch/ is a system for submitting maintenance and technical requests to different CERN projects. In our case the projects, or fields that correspond to our cluster and relate to it are contained in: CMS Software, and usually belong to the CMS Computing Infrastructure Support section. Please note that since 2014 PhEDEx is no longer a Savannah Project, for that issue matter refer to the last section in this guide.

1. Log in on https://savannah.cern.ch/ (clicking on the upper left corner)
2. You will see a small menu on the upper left corner, this will be useful for different actions on the site, especially to keep track of the tickets you have submitted.
3. On the right hand side you will notice a menu with the title: LCG Savannah Statistics. Look down for the CMS Software link. Click it.
4. Now click on the project you want to communicate with. For PhEDEx issues and link requests (connection and disconnection), you might want CMS Computing Infrastructure Support.
5. On the center you will see a horizontal menu bar. Browse on Support Submit.
6. Now select the criteria for your ticket. (Category, Severity, Privacy, etc.)
   Type a one sentence summary, and provide as much details as possible in the Original Submission field. Try using public for the Privacy setting.
7. Finally hit submit. You will receive an email confirmation and the solution/answer to your ticket will be posted in the website, as well as sent to your email.
PhEDEx Issues (equivalent to tickets)

The PhEDEx project migrated from Savannah to being part of the GitHub. https://github.com/dmwm/PHEDEX

For any trouble, try to first find the question or issue in the site, try navigating the previous link or here: https://github.com/dmwm/PHEDEX/issues

If the issue doesn't exist or you couldn't find it, submit a "New Issue": https://github.com/dmwm/PHEDEX/issues/new

Savannah Ticket Example

This is an automated notification sent by LCG Savannah. It relates to:

support #139106, project CMS Computing Infrastructure Support

OVERVIEW of support #139106:

URL:
<http://savannah.cern.ch/support/?139106>

Summary: Link Removal T1_UK_RAL_Disk and T1_IT_CNAF_Disk
Project: CMS Computing Infrastructure Support
Submitted by: moralesm
Submitted on: 2013-08-05 05:01
Category: Data Transfers
Priority: 5 - Normal
Severity: 2 - Minor
Status: None
Privacy: Public
Assigned to: magini
Hello,

We would like to request the removal (disconnection) from the links:

T1_UK_RAL_Disk
T1_IT_CNAF_Disk

We understand they are deactivated, nonetheless we still have a connection which we would like to remove.

Thank you very much,

Jorge D Morales

Follow-up Comments:

Date: 2013-08-05 13:38  By: Si Liu <siliu>
Hi Jorge,

Our expert (Nicolo), who has the permission to remove links, is on vocation until August 7th. So we have to wait for his back to implement this task.

Sorry for this delay.

Thanks
Lucy
Hi Lucy,

Alright, no problem. I just want to make clear, that we just want the _DISK links to be removed, not the main links.

Thanks you very much,

Jorge D Morales