

Remedy als Integrationsplattform für verschiedene Helpdesk Systeme unter Nutzung von Webservices

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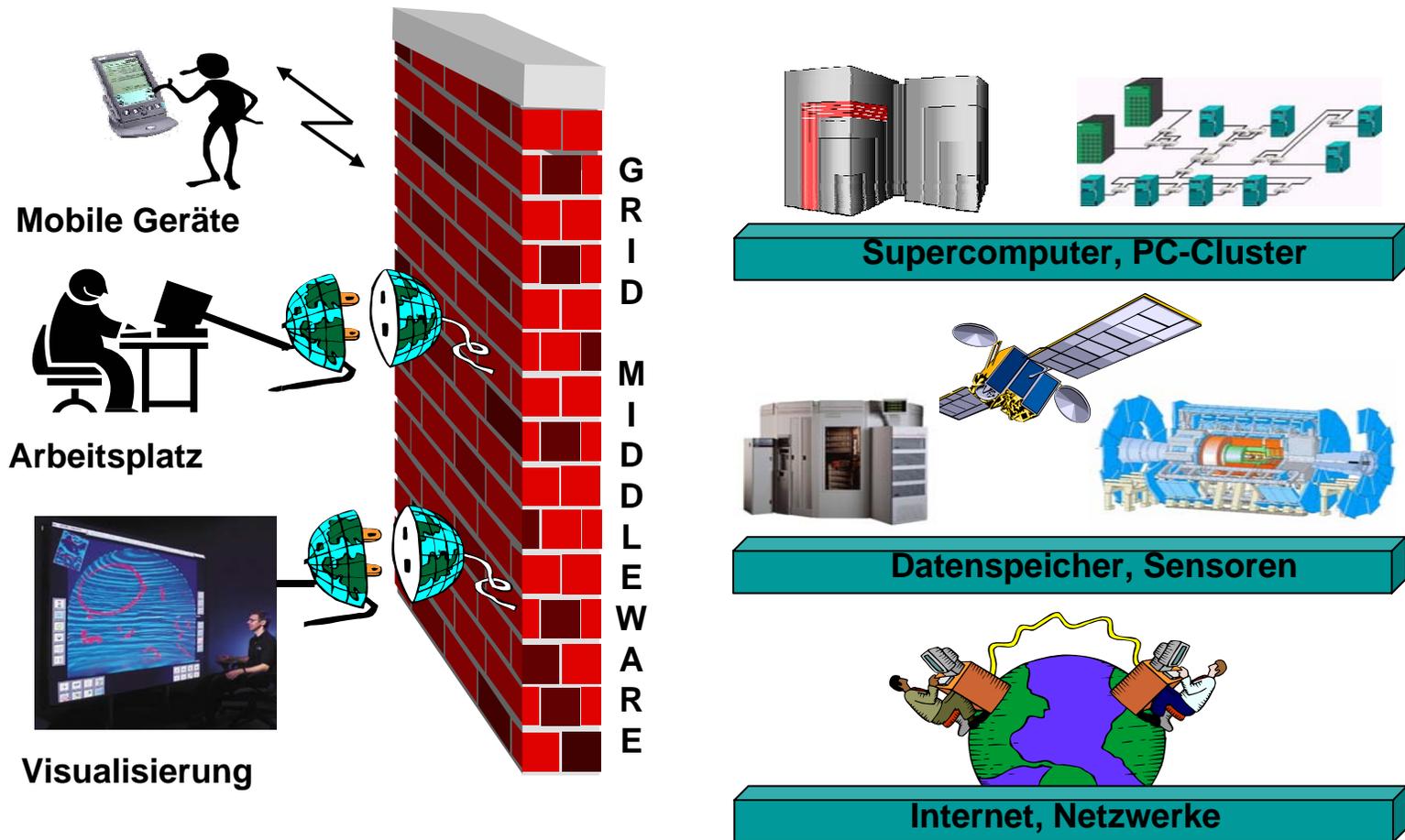
Forschungszentrum Karlsruhe in der Helmholtz-Gemeinschaft



Institut für wissenschaftliches Rechnen (IWR)

- **Service-Rechenzentrum für das
Forschungszentrum**
- **Forschungs- und
Entwicklungsprojekte:**
 - Grid-Rechenzentrums im Rahmen von EGEE
 - Grid-Infrastruktur im Rahmen von D-Grid
 - **Global Grid User Support (GGUS)**
 - Campusgrid

Was ist Grid-Computing?



Global Grid User Support

- **Grid ursprünglich auf Hochenergiephysik beschränkt**
- **Mit EGEE Ausdehnung auf andere Wissenschaften**



GGUS

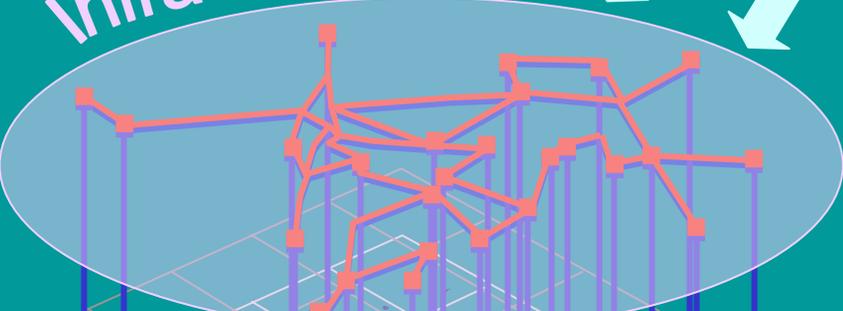
Operations Center

Regional Support

Regional Support

Regional Support

Infrastructure



Regional Support Center
(Support for Applications
Local Resources)

Resource Center
(Processors, disks)
Grid server Nodes

Resource Center

Resource Center

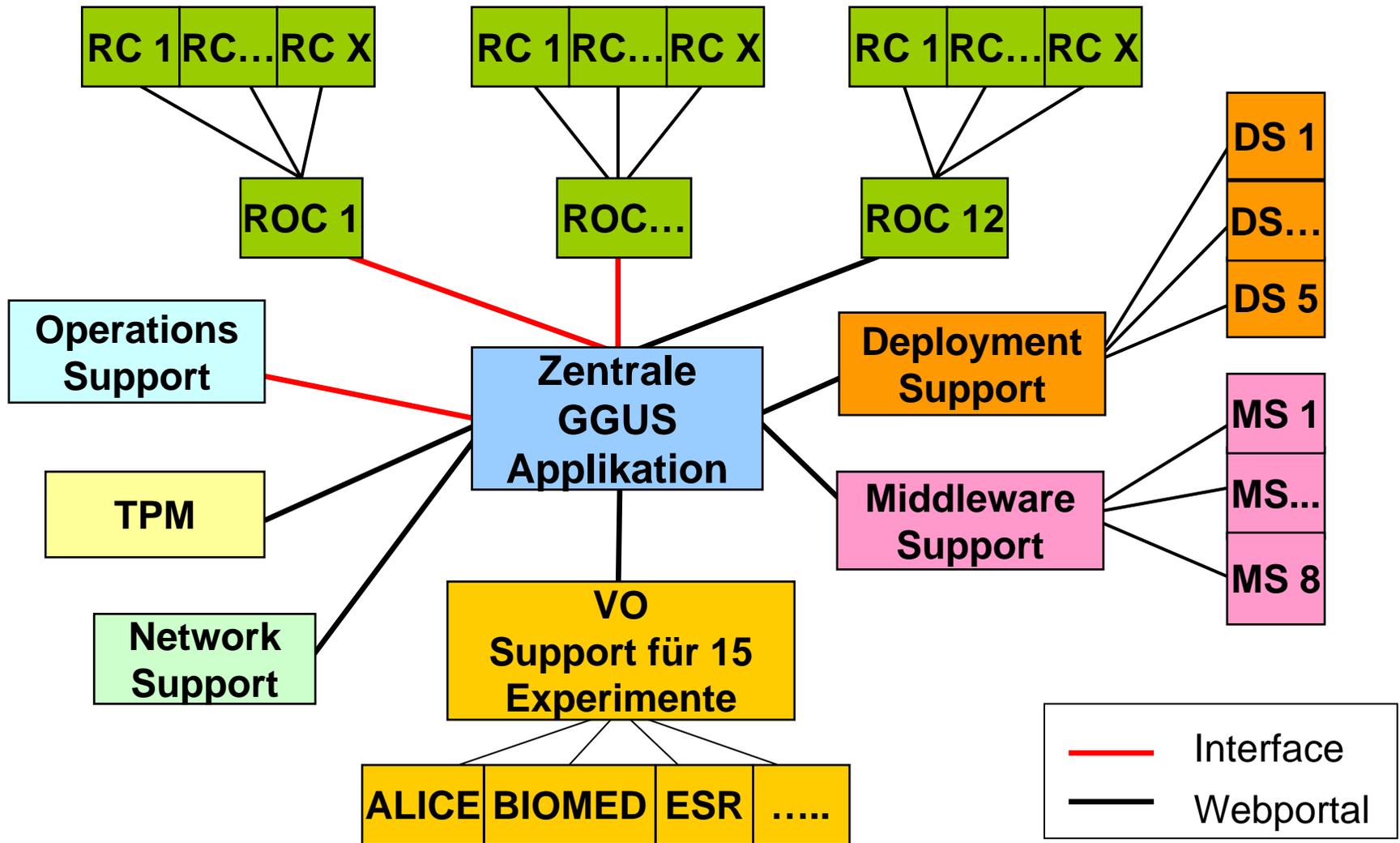
Resource Center

EGEE Operations Structure

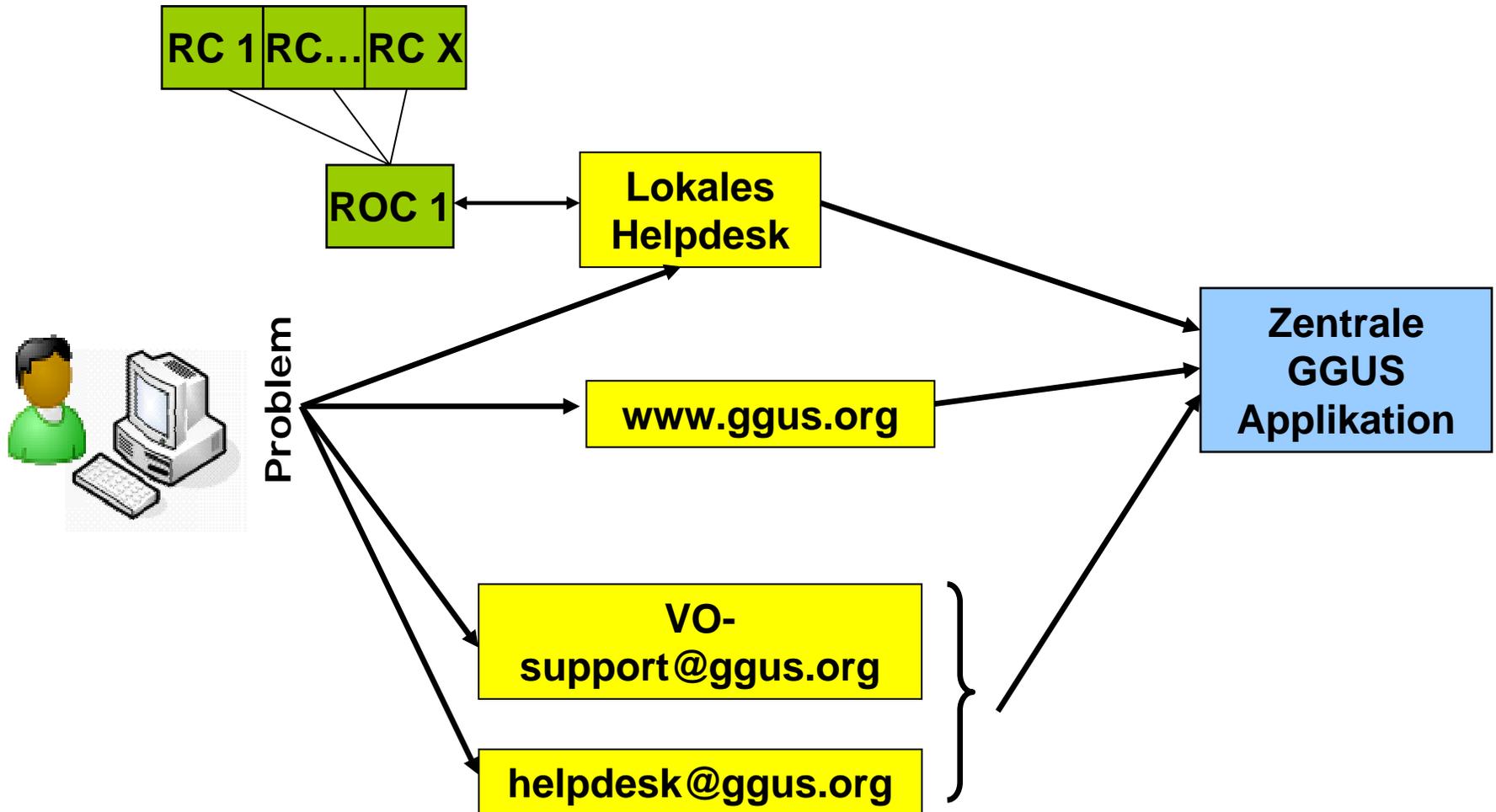
Ziele in EGEE

- **Zentrale Integrationsplattform für lokale Helpdesksysteme**
- **Webbasierte Nutzerschnittstelle**
- **Browserunabhängigkeit**
- **Plattformunabhängigkeit**
- **Aufbau einer Wissensdatenbank**

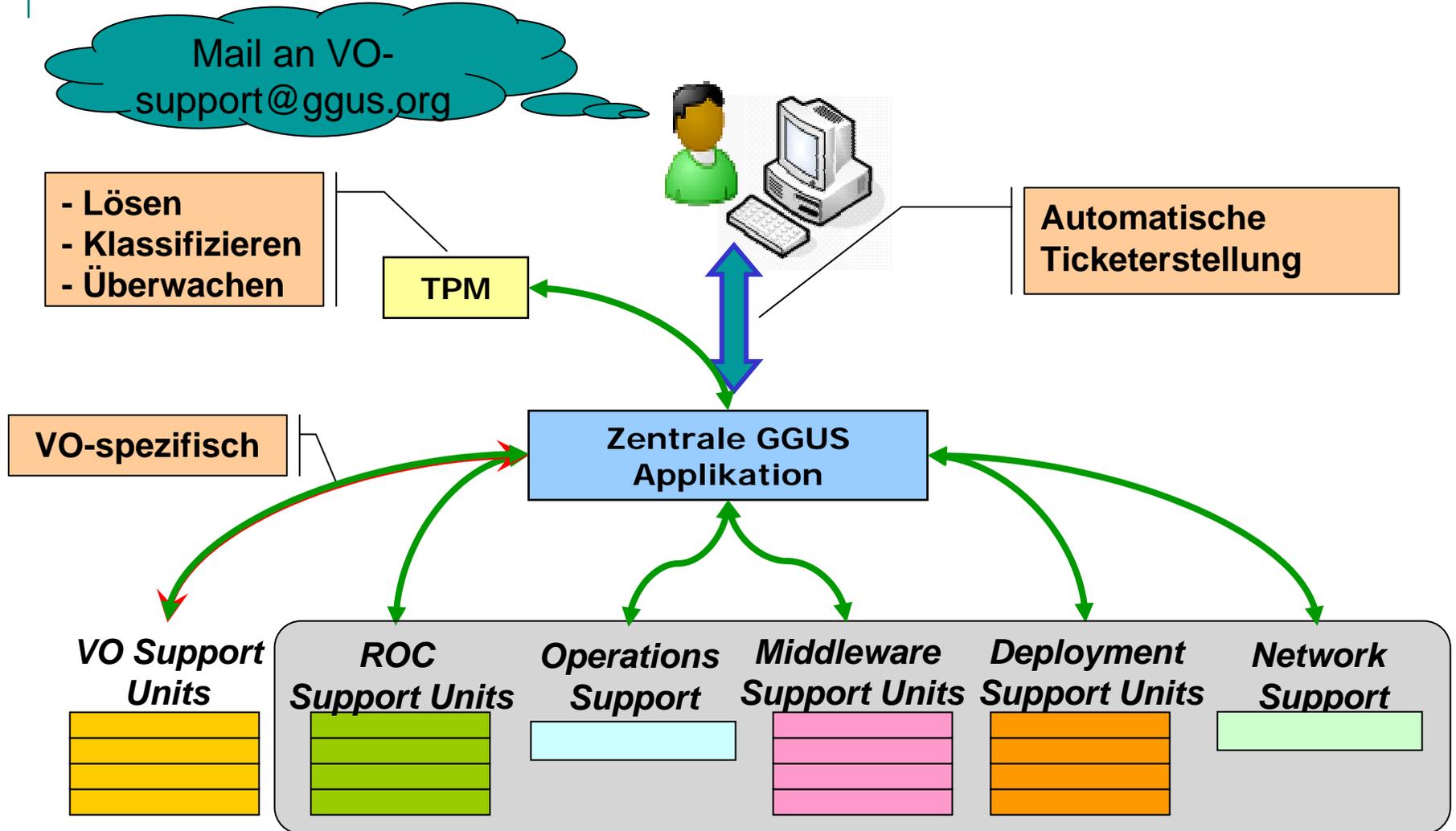
Struktur des EGEE User Supports



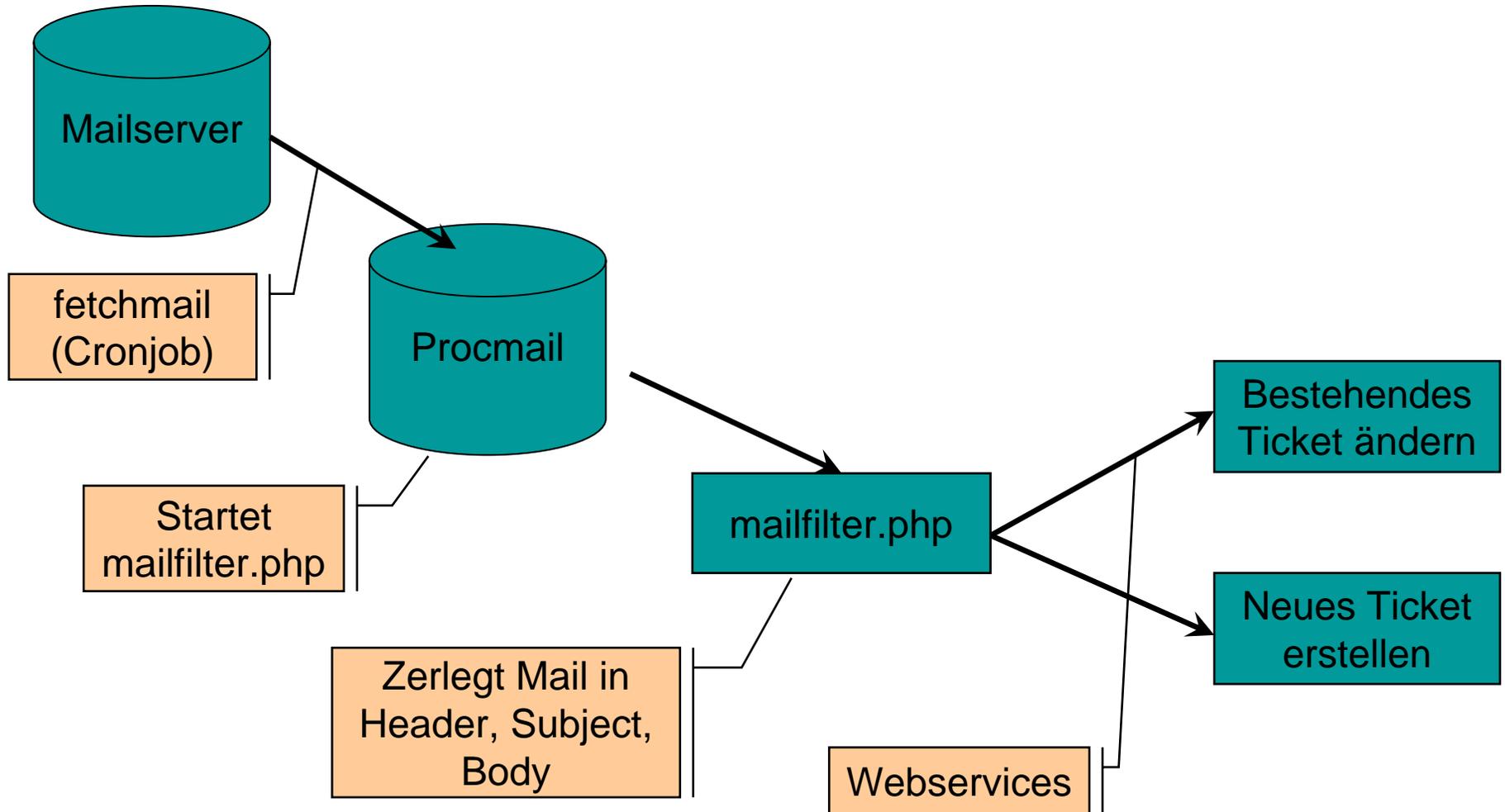
Problemmeldung durch den Nutzer



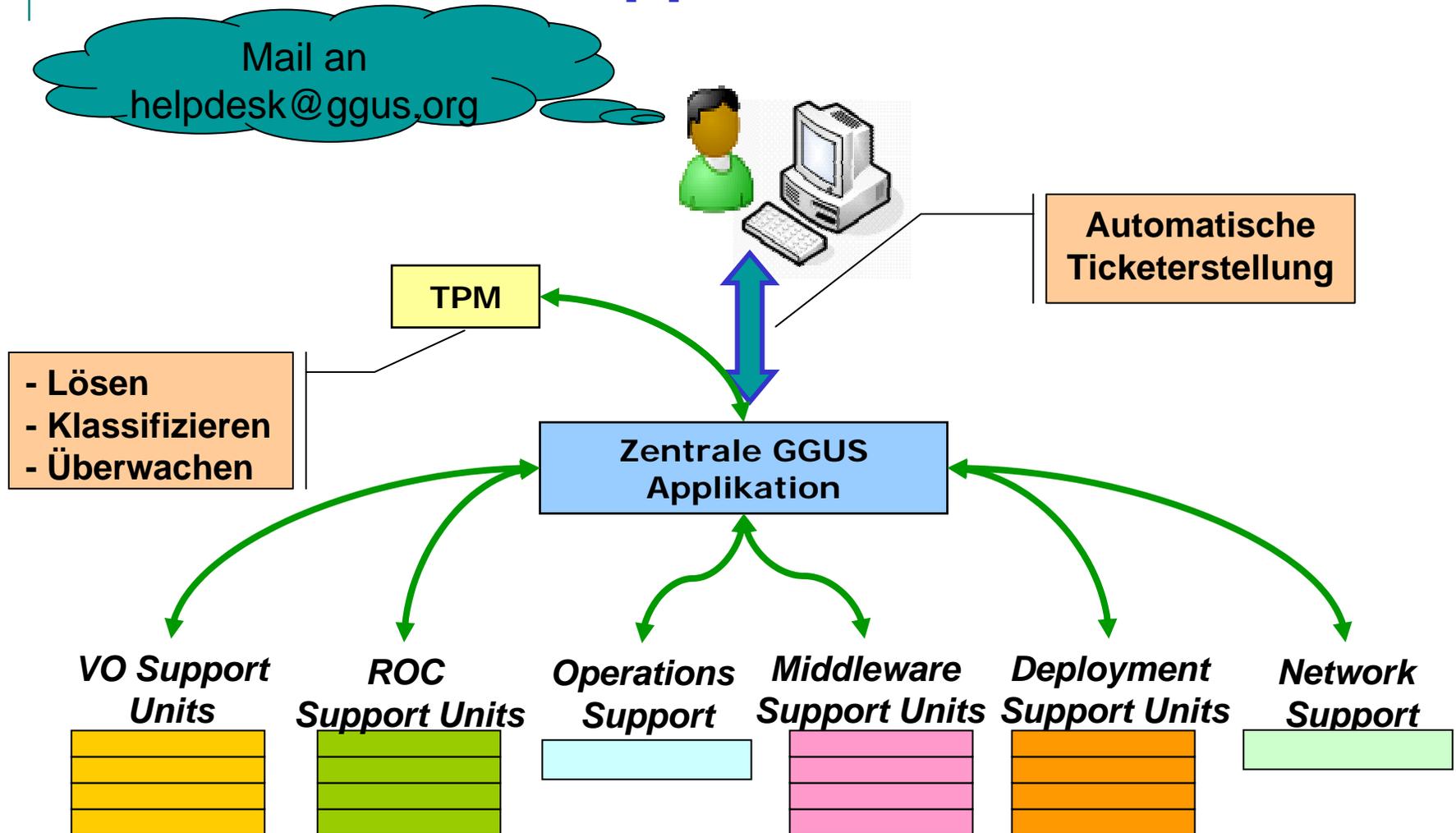
GGUS Support Workflow I



Automatische Ticketerstellung

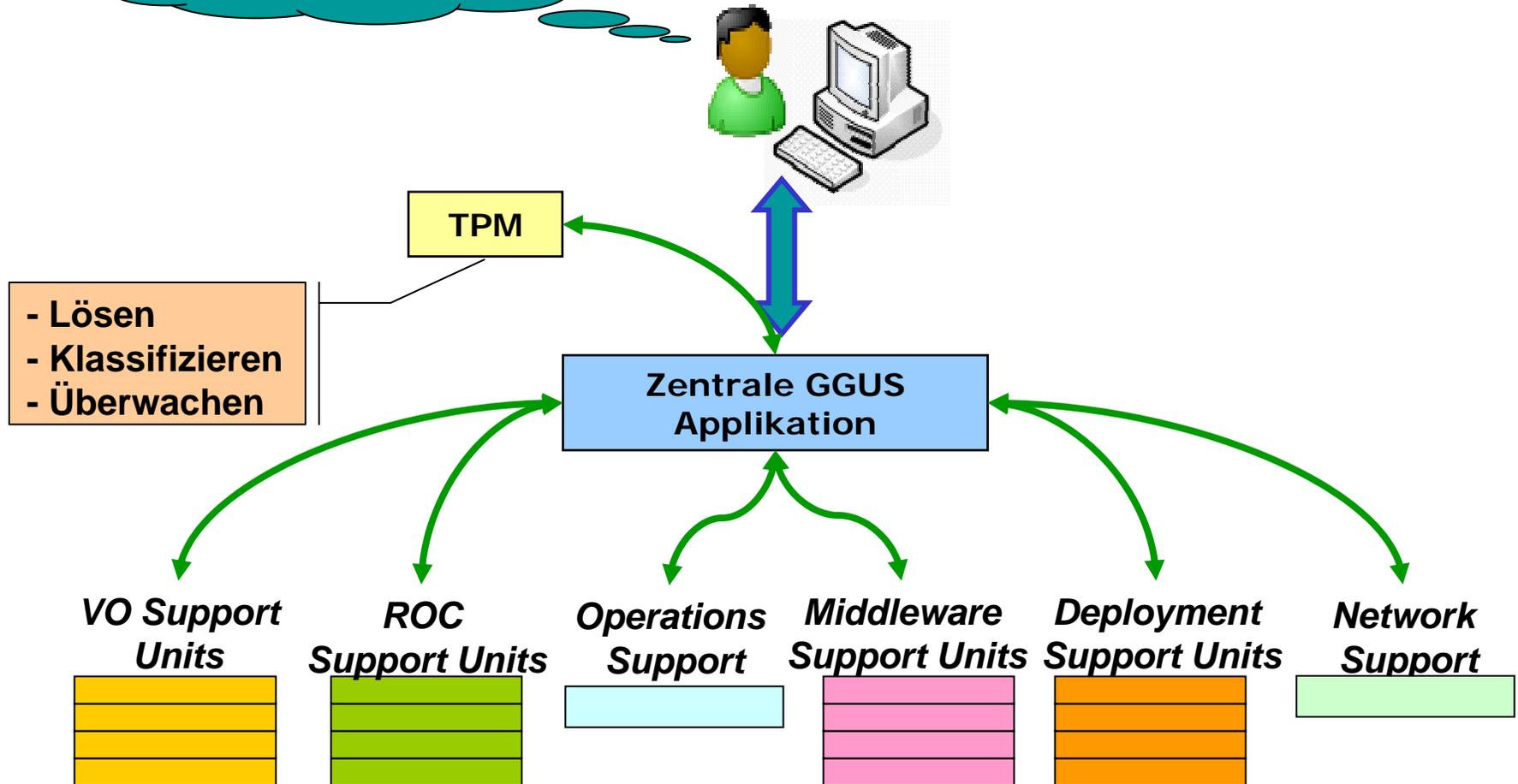


GGUS Support Workflow II

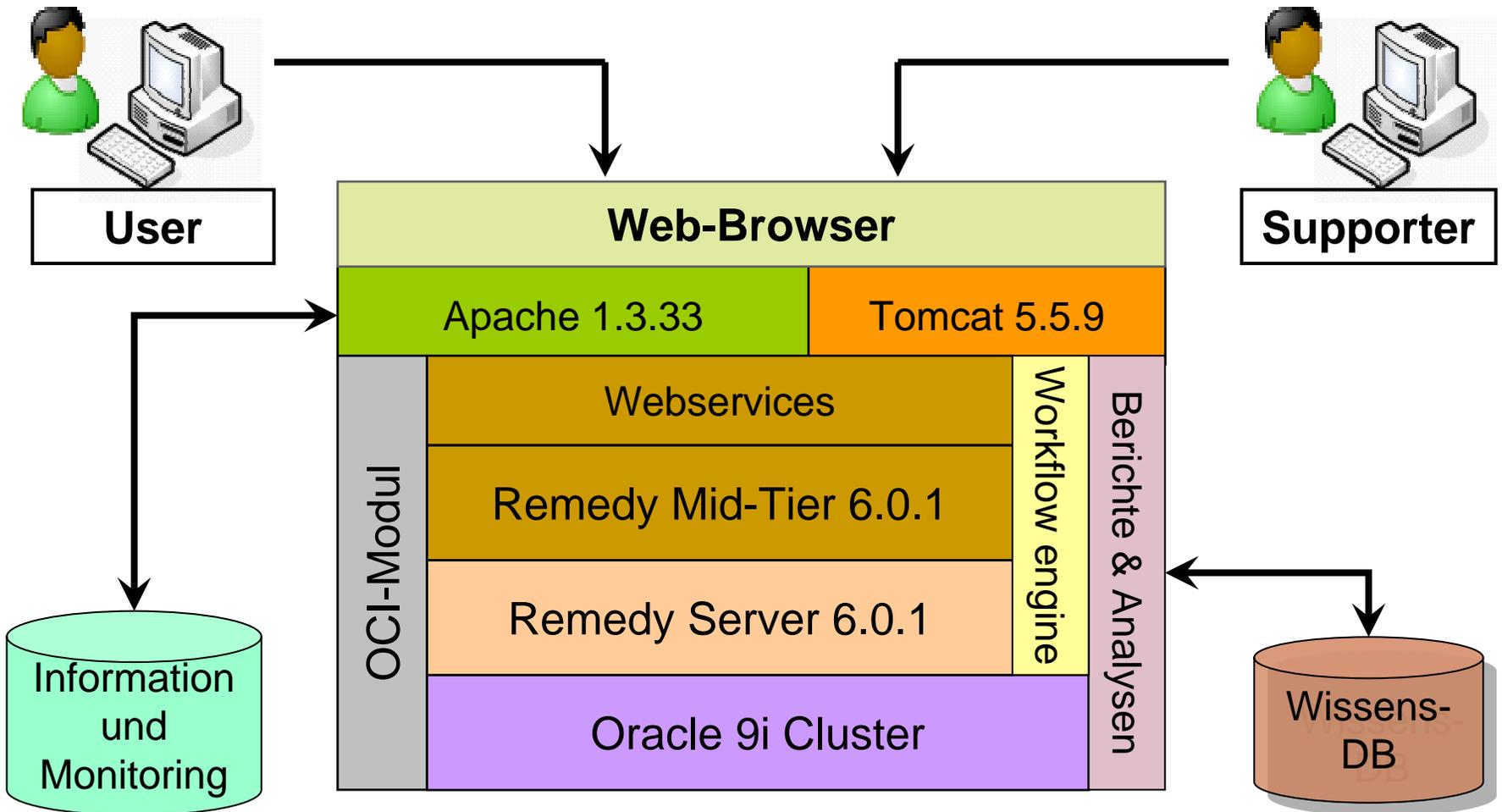


GGUS Support Workflow III

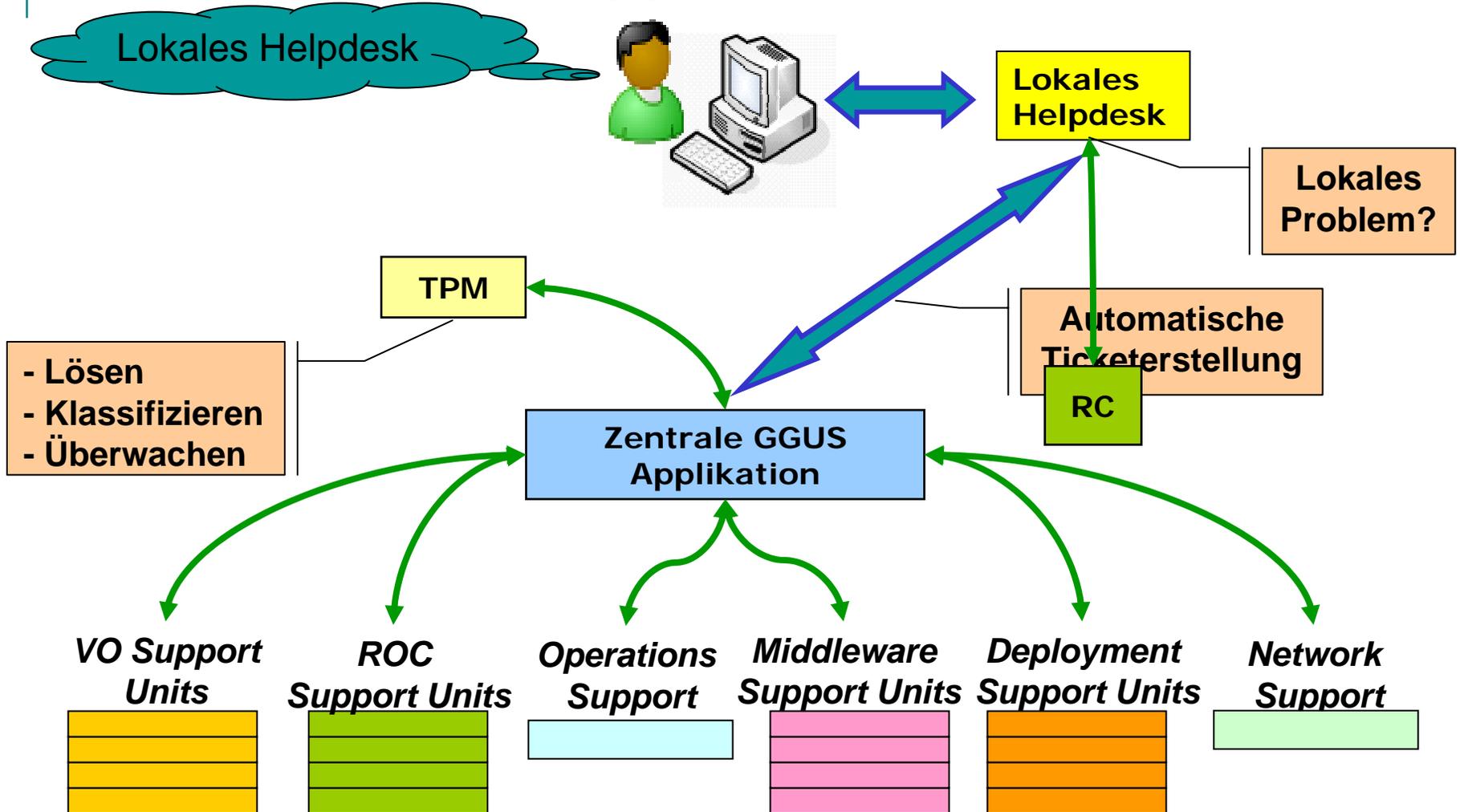
www.ggus.org



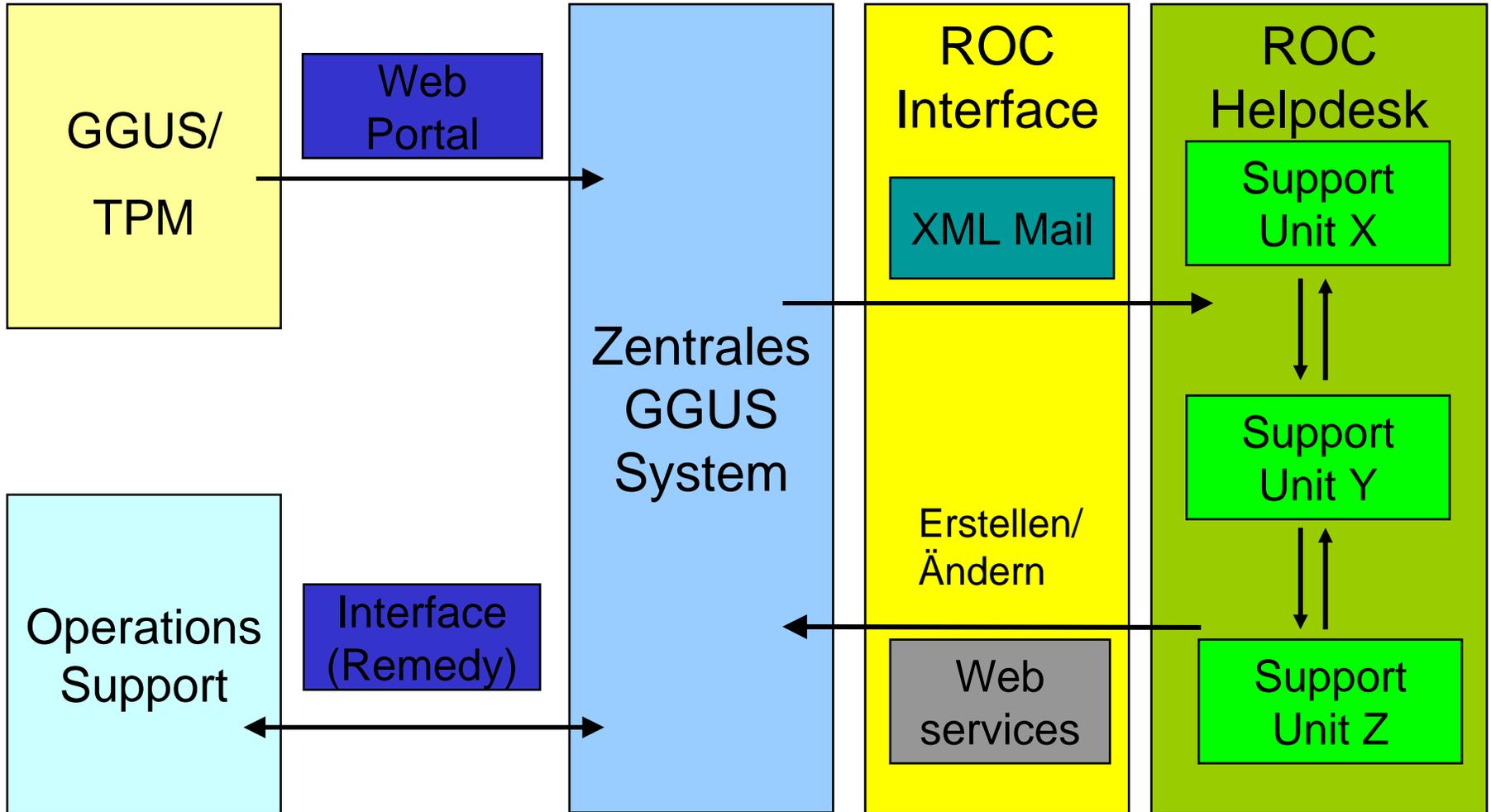
GGUS Support Workflow 4



GGUS Support Workflow V



GGUS Support Workflow VI



GGUS → ROC XML Mail Interface

XML e-mail an das ROC Helpdesk

```
<Ticket>
  <Request-ID>762</Request-ID>
  <Loginname>grein</Loginname>
  <Name>Guenter Grein</Name>
  <E-mail>grein@iwr.fzk.de</E-mail>
  .....
  <Internal_Diary></Internal_Diary>
  <Status>assigned</Status>
  <Priority>very urgent</Priority>
  <Last_Modifier>grein</Last_Modifier>
</Ticket>
```

ROC Helpdesk Importer

Java Applikation

- Sun J2SE 5.0
- Sun JavaMail v1.3.2
- Apache XML APIs and Xerces Java Parser v2.6.2
- MySQL Connector/J v3.0.15-ga

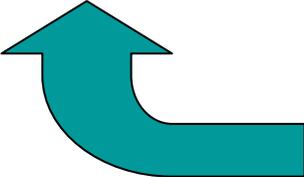
- Mails vom Mailserver abholen,
- Mails parsen,
- Ticket im lokalen System speichern (Update/Create),
- Supportgruppe informieren.

ROC → GGUS Webservices Interface

```
<xsd:element name="TicketModify"  
  type="s:SetInputMap"/>  
<xsd:complexType name="SetInputMap">  
<xsd:sequence>  
<xsd:element minOccurs="0"  
  name="Loginname" type="xsd:string"/>  
<xsd:element minOccurs="0" name="Name"  
  type="xsd:string"/>  
<xsd:element minOccurs="0"  
  name="Origin_ID" type="xsd:string"/>  
<xsd:element .....
```

GGUS WSDL layer

ROC Helpdesk Applikation



```
require_once "../nusoaplib/nusoap.php";  
global $lang_missing_info, $status, $mysql_tickets_table, $db;  
$wsdl_url='http://gusiwr.fzk.de/....';  
$soapclient=new soapclient($wsdl_url,"wsdl");  
$auth="<AuthenticationInfo><userName>xxx</userName>  
<password>xxx</password></AuthenticationInfo>";  
$soapclient->setHeaders($auth);  
$client = $soapclient->getProxy();  
$params = array( 'Loginname' => 'GGrein', 'Name' => 'guenter  
grein', 'Origin_ID' => '9999', ..... );  
$temp = $client->TicketModify($params);
```

**Vielen Dank für Ihre
Aufmerksamkeit.**

Fragen?