Inca Operations Report

At the time of this report, the Inca deployment was executing 1,103tests for XSEDE software and services. Of these, 124 of these tests were running for seven central XSEDE services: Gx-Map, Inca, Information Services, Karnak, MyProxy, User Portal, and XDCDB. The table below shows the definition of an outage for each service and the uptime percentages as detected by Inca. All services fall within acceptable limits of their high availability service definition.

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| **Service** | **Definition of outage** | **Uptime**  **(details of outages)** |
| Gx-Map | Gx-Map client returns error on deployed resource. | **100%**  (no outages detected) |
| Inca | Inca status pages are unavailable or not able to fetch data from the database (i.e., test details page fails to load). Tests every 5 mins. | **97.1%**  (Five outages for a total of 63 hours of downtime.) |
| Information Services | Runs nine tests for each Information Server and to its alias to verify servers are pingable and are running Apache (HTTP, HTTPS), Tomcat (HTTP, HTTPS), and MDS. | (One cert error for a total of 22 days – checking with JP if this is really an outage – I suspect not) |
| Karnak | Karnak front page fails to load. Tests every 30 mins. | **99.2%**  (Five outages for a total of 17 hours of downtime) |
| MyProxy | MyProxy server does not respond to credential query check. Tests every hour. | **99.9%**  (Two brief outages for less than 2 hours of downtime) |
| User Portal | Portal front page fails to load correctly. Tests every 30 mins. | **100%**  (no outages detected) |
| XDCDB | Connection to database refused or slow (using check\_postgres.pl script). Tests every 5 mins. | **99.86%**  (Two outages for a total of 3 hours of downtime) |

Table