Inca Operations Report

At the time of this report, the Inca deployment was executing 1007tests for XSEDE software and services. Of these, 121 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. Tests every day. | **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. | **98.4%**  (Six outages for a total of 34.5 hours of downtime.) |
| Information Services | Information Web pages are unavailable. Tests every 15 mins. | **99.995%**  (1 outage for 1 hour of downtime) |
| Karnak | Karnak front page fails to load. Tests every 30 mins. | **98.6%**  (Four outages for a total of 31 hours of downtime) |
| MyProxy | MyProxy server does not respond to credential query check. Tests every hour. | **99.7%**  (One outages for 6 hours of downtime) |
| User Portal | Portal front home 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. | **100%**  (One outages for a total of 10 minutes of downtime) |

Table