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Discover Why a Member is not a Member of A VO.

Since the move to VOMS-admin, users don't disappear anymore when they are suspended. Now, they are marked in red with a tag that read "Suspended" and an expiration message.

For example:

Users get mainly expired because their affiliation with CERN has reached to an end.

Check if they are in the HR Database

People need to be in the HR database associated with their experiment so check that.

In every voms node running voms-admin there's a script used to query the CERN OrgDB:

- Run the script: **/root/connect-cernadmin-db.sh**
- Find their person id based on their email address.

```
select EMAIL,NAME,PERSON_ID from foundation_pub.voms_persons where upper(email) like upper('%traylen@cern.ch')
EMAIL
```

```
-----
NAME                                PERSON_ID
-----
steve.traylen@cern.ch                613539
TRAYLEN
```

- Now find their experiment status, pretending result shows I am in alice for the sake of the example

```
select EXPERIMENT,START_DATE,END_DATE from foundation_pub.person_participation where PERSON_ID='613539'
EXPERIMENT                                START_DATE  END_DATE
```

```
-----
ATLAS                                     16-APR-08
ALICE                                     12-OCT-10
```

i.e from this I am in Alice and Atlas now, this is necessary.

If the user is not point them to this web interface where you can do the same thing in fact but it's not as fun.

<http://graybook.cern.ch/ExperimentSearch.html>

If they are not in the graybook they should contact their experiment secretariat to understand why. VOMS-admin depends completely of the data in the graybook.

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