

# WLCG Service Report

Covers 2 week period Feb 21 - Mar 7

**Maarten Litmaath**

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**WLCG Management Board, 8<sup>th</sup> March 2011**

**v1.1**

# Executive summary

- Essentially business as usual, ready for data

## Selected observations (1/2)

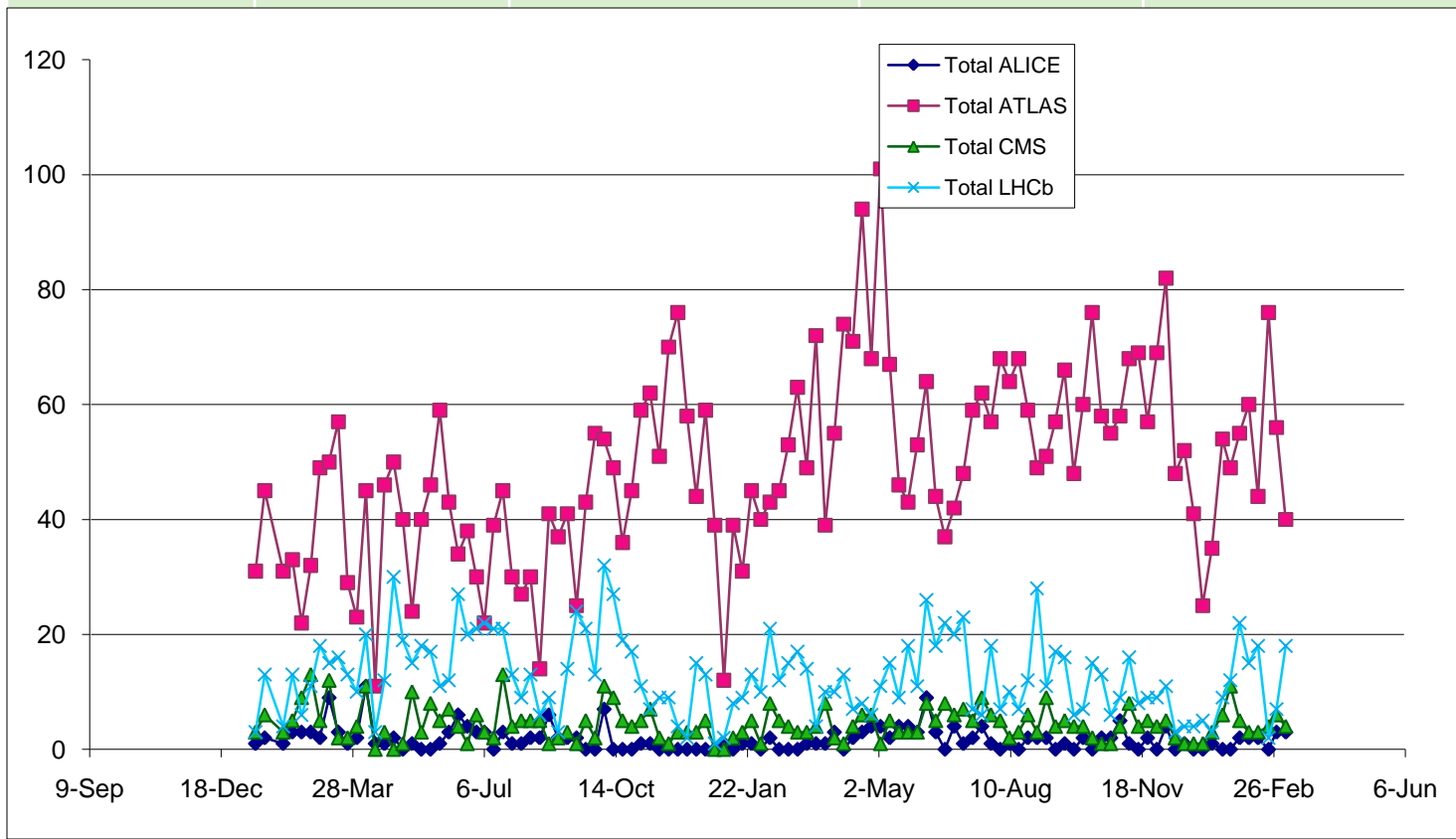
- Sun Feb 20 afternoon: corrupted CRL for irrelevant CA at KIT
  - Certificates from various CAs (e.g. CERN) could not use GGUS
  - dCache services unusable (JGlobus requires all CRLs to be parsable)
- Feb 20-24: IN2P3-CC major upgrade of HPSS 6.2 → 7.3
- Feb 24: high-priority CREAM release 1.6.5 to fix critical bug for LHCb
- Feb 24-25: migration of ALICE CERN Xrootd SEs SLC4 → SLC5
  - Help of IT-DSS and IT-CF much appreciated

# Selected observations (2/2)

- CERN CASTOR ATLAS SRM 2.10 upgrade
  - Known Oracle error triggered much more frequently
  - Files getting copied into the default pool → bad performance
  - Fixed by upgrade to SRM 2.10-1 on Feb 25
- March 2 evening: first 7 TeV collisions of 2011 observed
- CMS: successful zero suppression run on Heavy Ion data, finished March 3
- LHCb: new DIRAC version installed March 4
- ALICE: using Torrent for SW distribution at CERN since March 4
  - WN serving each other
  - Not fully debugged yet

# GGUS summary (2 weeks) by Maria Dimou

VO	User	Team	Alarm	Total
ALICE	2	0	4	6
ATLAS	6	82	8	96
CMS	2	6	2	10
LHCb	2	22	1	25
Totals	12	110	15	137



# Support-related events since last MB

- There were 4 real ALARM tickets since the 2011/02/22 MB (2 weeks), 2 in each week, submitted by ATLAS, CMS and ALICE.
- The rest of the ALARMS were tests following the GGUS monthly release on 2011/02/23 and the investigation of email notification delivery problems for [alice-operator-alarm@cern.ch](mailto:alice-operator-alarm@cern.ch). This was solved by changing the posting restrictions to this e-group.

Details follow...

# CMS ALARM->CERN TOSTREAMER

GGUS:67891

What time UTC	What happened
2011/02/25 08:29	GGUS TEAM ticket, automatic email notification to grid-cern-prod-admins@cern.ch AND automatic assignment to ROC_CERN.
2011/02/25 09:35	Ticket upgraded to an ALARM as data backlog builds up at Point 5. Email sent to cms-operator-alarm@cern.ch.
2011/02/25 09:49	Operator contacts responsible, not recorded who.
2011/02/25 14:37	Service manager records in the ticket that the CASTOR piquet was not called.
2010/02/25 17:29	Service manager puts tickets to status 'solved' recording that the problem was in data preparation and not during transfer. Changed logging server.
2011/02/25 18:18	Submitter sets the ticket to status 'verified' but considers the ticket 'unsolved'.

# ATLAS ALARM->IN2P3 LFC JOBS FAILING

GGUS:67972

What time UTC	What happened
2011/02/26 10:30 SATURDAY	GGUS TEAM ticket, automatic email notification to grid.admins@cc.in2p3.fr AND automatic assignment to NGI_France.
2011/02/26 11:47	Ticket upgraded to an ALARM with more problem trace. Email sent to lhc-alarm@cc.in2p3.fr.
2011/02/26 11:50	Automatic email acknowledgement of ALARM registration.
2011/02/26 12:35	Site manager sets ticket to 'solved' with diagnostic: lfc daemon died during the night and restarted automatically without dyn. lib. Reloading due to wrong paths in /etc/ld.so.conf.
2011/02/26 12:55	ATLAS authorised ALARMer thanks for the quick reply.

# ATLAS ALARM->CERN LSF SCHEDULER

GGUS:68124

What time UTC	What happened
2011/03/01 6:35	GGUS ALARM ticket, automatic email notification to <a href="mailto:atlas-operator-alarm@cern.ch">atlas-operator-alarm@cern.ch</a> AND automatic assignment to ROC_CERN. 20% of batch hosts for ATLAS do not accept jobs!
2011/03/01 7:49	Operator contacts service managers.
2011/03/01 7:53	Service manager acknowledges they are checking.
2011/03/01 8:29	3 service managers set ticket to 'solved' with diagnostic: lxbatch being drained for an openafs upgrade. The 3 entries are probably due to SNOW-to-GGUS interface not yet in place.
2011/03/01 10:45	Submitter puts the ticket to status 'verified'.



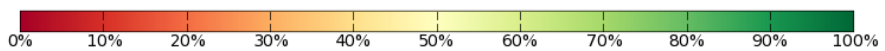
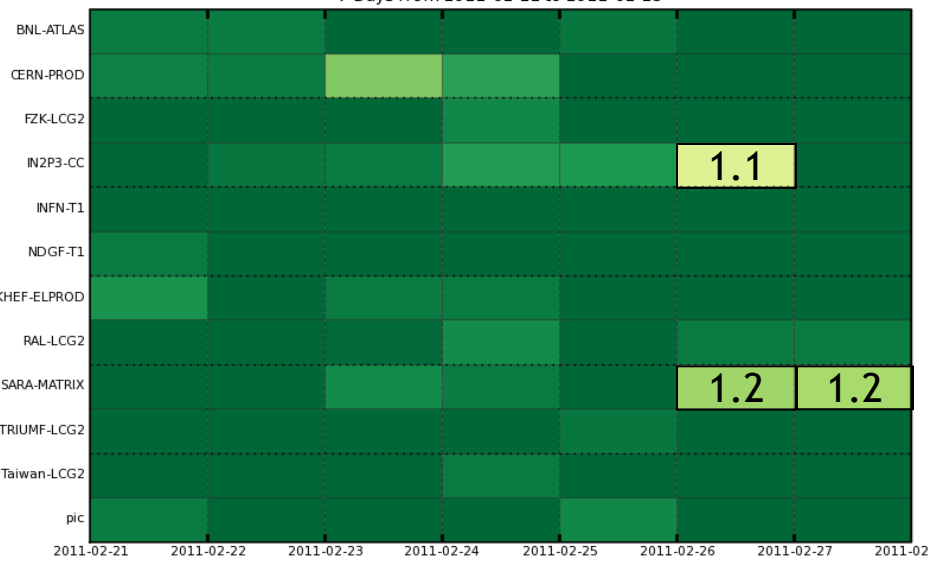
# ALICE ALARM->CERN AFS VOLUME OUT

GGUS:68244

What time UTC	What happened
2011/03/03 20:20	GGUS ALARM ticket, automatic email notification to <a href="mailto:alice-operator-alarm@cern.ch">alice-operator-alarm@cern.ch</a> AND automatic assignment to ROC_CERN. Alice afs volume unavail.
2011/03/03 20:42	Volume back and then out again at 20:57.
2011/03/03 21:21	Operator informs afs support.
2011/03/04 14:11	Service manager set ticket to 'Resolved' in SNOW with diagnostic: the volume had to get offline for release installation.
2011/03/07 11:02	'Driller' finds the solution in SNOW and puts the GGUS ticket in status 'solved'. Attention for the future dealt with in email.
2011/03/07 15:22	Submitter puts the ticket to status 'verified'.

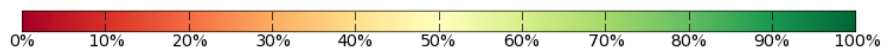
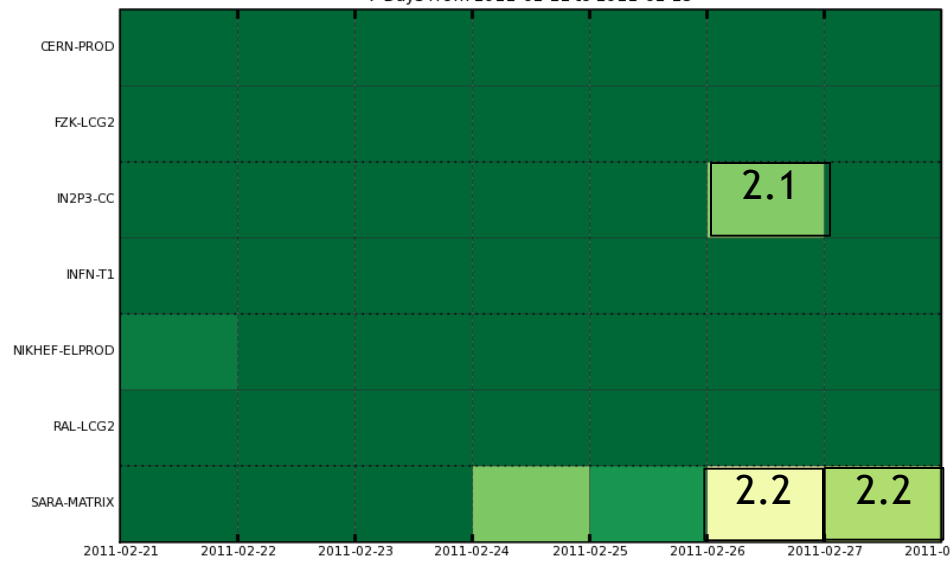
# ATLAS

7 Days from 2011-02-21 to 2011-02-28



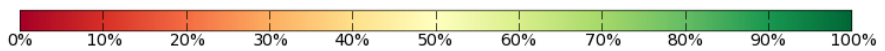
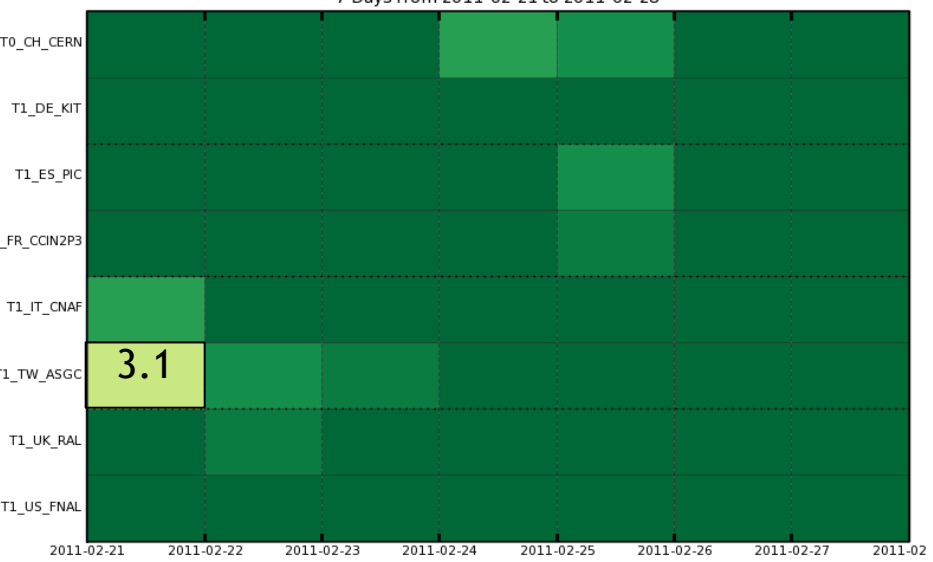
# ALICE

7 Days from 2011-02-21 to 2011-02-28



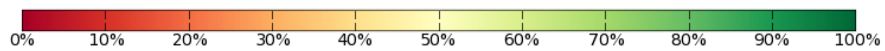
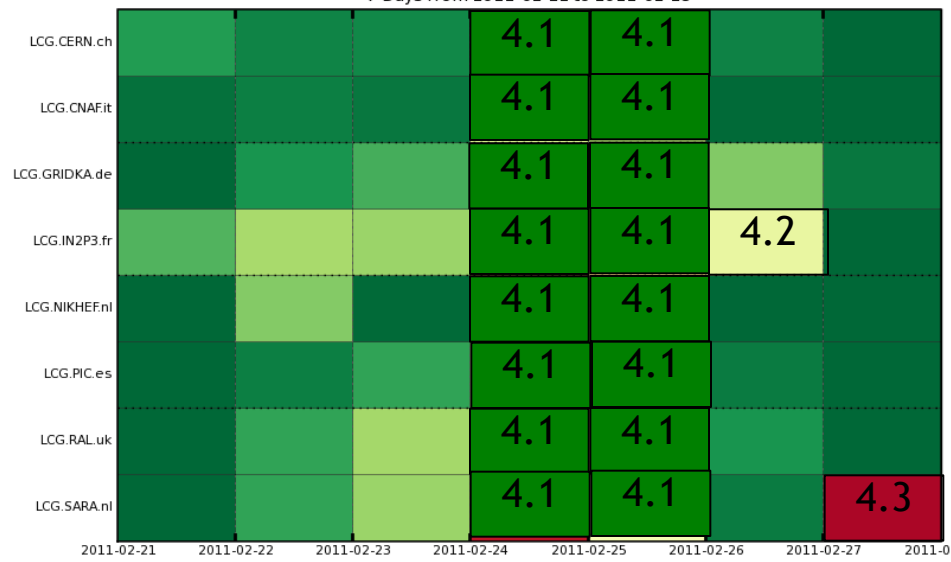
# CMS

7 Days from 2011-02-21 to 2011-02-28



# LHCb

7 Days from 2011-02-21 to 2011-02-28



# Analysis of the availability plots: Week of 21/02/2011 by Mike Kenyon

## ATLAS

**1.1 IN2P3-CC.** Tests failing for a period (26-02-2011 04:00:00 to 09:00:00) against cclcgceli02 and cclcgceli07 with “BrokerHelper: no compatible resources”. No downtime registered.

**1.2 SARA-MATRIX.** Tests failing intermittently (from 26-02-2-11 02:00:00) against ce.gina.sara.nl with “Job got an error while in the CondorG queue.” No downtime registered.

## ALICE

**2.1 IN2P3-CC.** Tests failing for a period (26-02-2011 03:00:00 to 10:00:00) against cclcgceli02 and cclcgceli07 with “BrokerHelper: no compatible resources”. No downtime registered.

**2.2 SARA-MATRIX.** Tests failing intermittently (from 26-02-2011 01:00:00) against ce.gina.sara.nl with various Globus errors, most recently (28-02-2011 04:47) “Globus error 21: the job manager failed to locate an internal script argument file”. No downtime registered.

## CMS

**3.1 T1\_TW\_ASGC.** Access to Castor storage was timing out as a result of the pileup sample not being correctly replicated to storage pools. ([https://gus.fzk.de/ws/ticket\\_info.php?ticket=67573](https://gus.fzk.de/ws/ticket_info.php?ticket=67573)). No downtime registered.

## LHCb

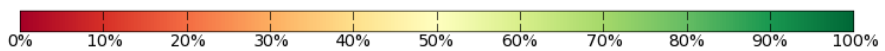
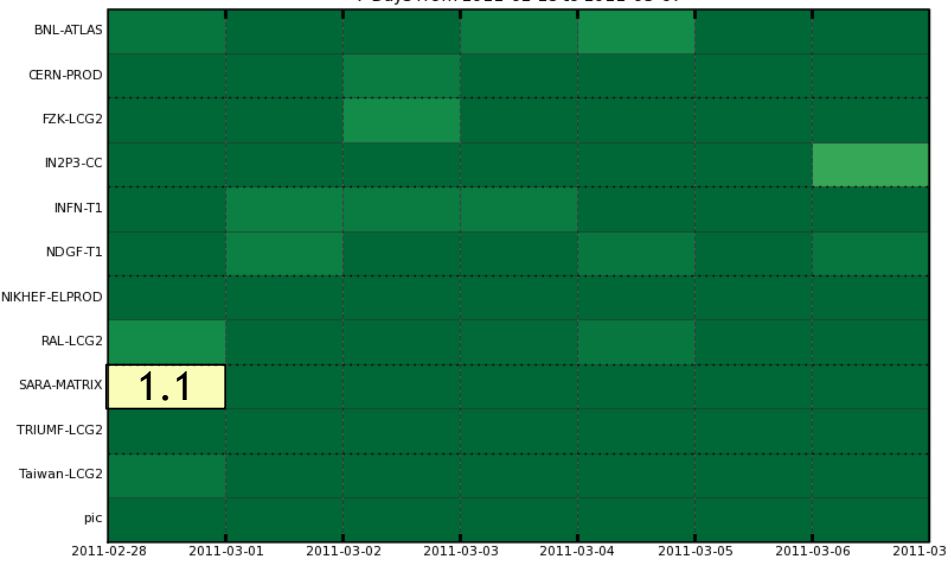
**4.1 Green boxes for ALL sites.** The VO reported in the WLCG Daily Ops meeting of 25/02/2011 that, “The failing SAM jobs yesterday [24/02/2011] were due to a misconfiguration of Dirac which has been fixed now”. Tests started passing at sites by 11:00:00 on 25/02/2011.

**4.2 LCG.IN2P3.fr.** Tests failing against cclcgceli04 and cclcgceli08 with “/LocalSite/Architecture is not defined in the local configuration; Could not get /LocalSite/Architecture”. No downtime registered.

**4.3 LCG.SARA.nl.** Tests failing against ce.gina.sara.nl with Globus errors: “Globus error 12: the connection to the server failed (check host and port)” and “Globus error 21: the job manager failed to locate an internal script argument file”. Tests also failing against the LFC (lfc-lhcb.grid.sara.nl) with a missing file error, “/grid/lhcb/test/lfc-replication/streams/lfc-lhcb.grid.sara.nl: No such file or directory”. No downtime registered. Stefan Roiser notified, who subsequently reported, “...believe this is due to some Dirac agent which needed to be restarted.” He’ll follow up during their operations meeting.

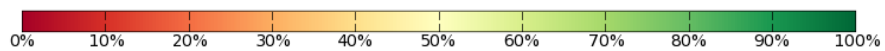
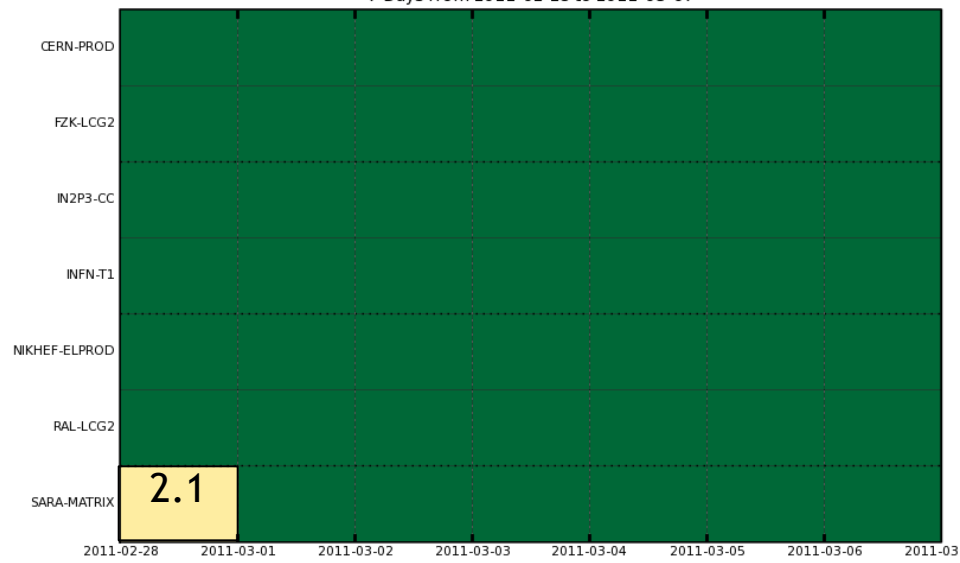
# ATLAS

7 Days from 2011-02-28 to 2011-03-07



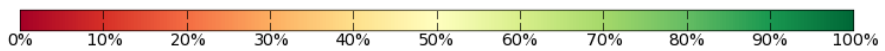
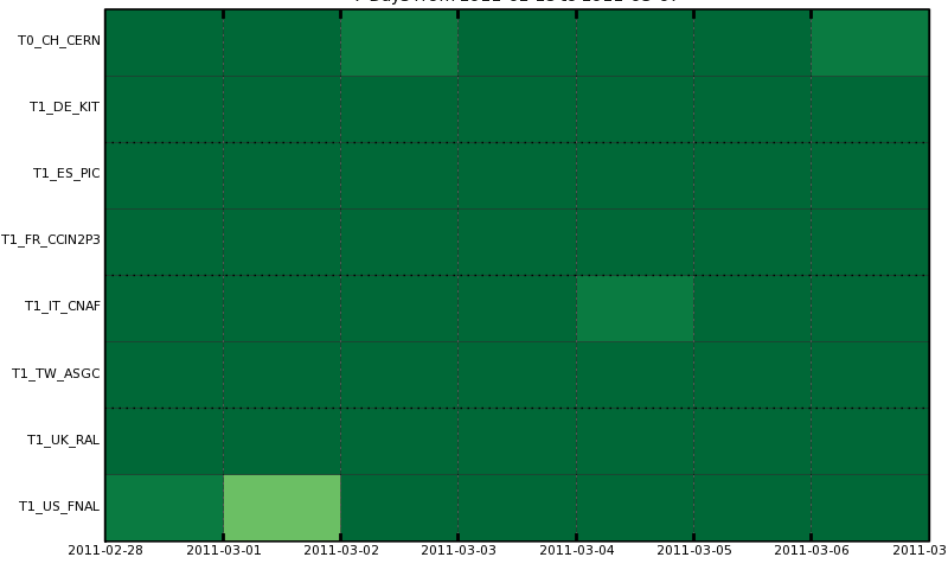
# ALICE

7 Days from 2011-02-28 to 2011-03-07



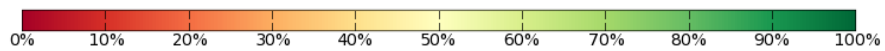
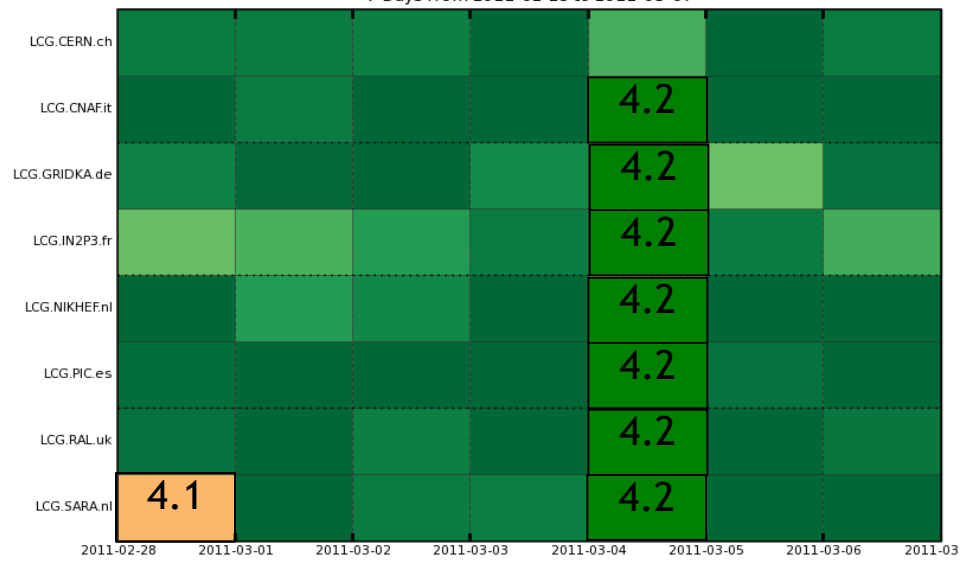
# CMS

7 Days from 2011-02-28 to 2011-03-07



# LHCb

7 Days from 2011-02-28 to 2011-03-07



# Analysis of the availability plots: Week of 28/02/2011 [by Mike Kenyon](#)

## ATLAS

**1.1 SARA-MATRIX.** Tests failing (from 27-02-11 16:00:00 to 28-02-11 09:00:00) against ce.gina.sara.nl with “Job got an error while in the CondorG queue.” No downtime registered.

## ALICE

**2.1 SARA-MATRIX.** Tests failing (from 27-02-2011 17:00:00 to 28-01-11 13:00:00) against ce.gina.sara.nl with Globus error “Globus error 21: the job manager failed to locate an internal script argument file”. No downtime registered.

## CMS

[No events to report]

## LHCb

**4.1 LCG.SARA.nl.** Tests failing against ce.gina.sara.nl with Globus errors: “Globus error 12: the connection to the server failed (check host and port)” and “Globus error 21: the job manager failed to locate an internal script argument file”. No downtime registered.

**4.2 Green boxes for majority of sites.** The VO reported in the WLCG Daily Ops meeting of 04/03/2011 that, “After Dirac upgrade - Sam tests submitted by Dirac started failing - the problem is understood”.