



WLCG Service Report

5 weeks May 13 – June 16

Stefan Roiser

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WLCG Management Board, 14th May 2013

Executive Summary (1/2)

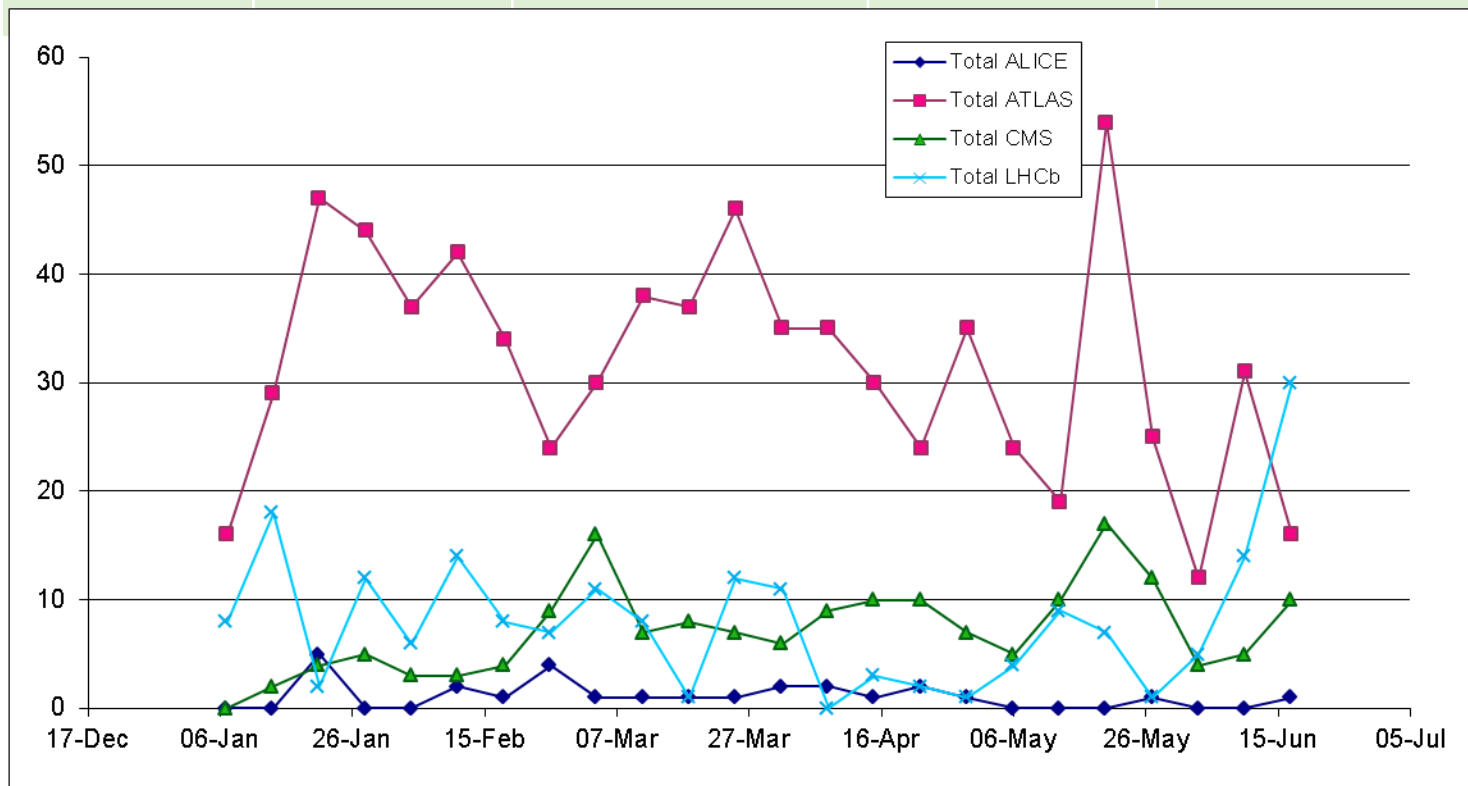
- Many reports in this period about “moderate activities”
- GEANT network link to Russian sites degraded to 100 Mb/s ([GGUS:94540](#))
 - Several ALICE sites disabled IHEP, JINR, MEPHI, PNPI
- Two LHCb alarm tickets
 - IN2P3-CC returning wrong SRM file type after dcache upgrade [GGUS:94810](#)
 - KIT “black hole” worker node consuming all pilots [GGUS:94898](#)

Executive Summary (2/2)

- Tape systems and custodial storage
 - Two sites (KIT, SARA) lost tapes
 - files need to be partly reproduced
 - KIT issues with staging and recall throughput
 - partly b/c of broken tape libraries and miscommunication VO-site
- Discussion on GOC separation for tape/disk endpoints
 - Discussed within VOs and proposal sent to GOC developers
- Cleanup campaign in BDII fixing wrong maximum CPU times finished
 - Another campaign started fixing inconsistent OS/version
- KISTI (Korea) good participation for ALICE

GGUS summary (5 weeks) (Maria Dimou)

VO	User	Team	Alarm	Total
ALICE	0	2	0	2
ATLAS	31	107	0	138
CMS	46	2	0	48
LHCb	35	21	1	57
Totals	112	132	1	245



Support-related events since last MB

- There has been 1 real ALARM since the last 2013/05/14 MB (5 weeks).
- It was submitted by LHCb for IN2P3-CC.
- 1 GGUS Release took place since the last MB on 2013/06/05. This was the May release.
- This was an important release, since several Support Units, related to gLite or EMI were decommissioned. Details in [“Did you know?”](#)
- All ALARM tests were successful (operators received notification, reacted within minutes, interfaces worked, experts closed promptly). Details in [Savannah:137624](#)

LHCB ALARM->WRONG tURL RETURNED FROM IN2P3-CC

GGUS:94810

What time UTC	What happened
2013/06/12 13:34	GGUS ALARM ticket opened, automatic email notification sent to lhc-alarm@cc.in2p3.fr AND automatic assignment to NGI_France. Type of Problem: File Access.
2013/06/12 13:47	Site admins started investigation. LHCb experts helped a lot debugging the problem which was identified as a behaviour change after the 3rd golden release of dCache (2.2.12) the day before. 7 comments were exchanged. SARA had experienced the same problem and helped with info on configuration parametre values needed to adjust.
2013/06/12 15:16	Ticket set to 'solved' by an experiment expert and verified by the submitter 8 mins later.

Analysis of the reliability plots :

Week 13/05/2013

Common:

David Tuckett

- 0.1: SARA-MATRIX. JobSubmit tests failing on creamce.gina.sara.nl. [GGUS:94003](#), [GGUS:94004](#), [GGUS:94014](#), [GGUS:94016](#).

Resolved 13/05/2013: “Bad jobs blocking operation. They have been removed and operation is restored”.

ALICE: Nothing to add

ATLAS:

- 2.1: ALL SITES: All tests missing. [GGUS:94250](#).

Resolved 21/05/2013: Monitoring issue. ATLAS SAM host went down due to file system issues. No alarms were raised as it was in “maintenance” state from previous intervention. Now in “production” state.

CMS:

- 3.1: FZK-LCG2: SRM tests failing. [Savannah:137666](#).

Resolved 20/05/2013: Monitoring issue. Low priority SAM tests queued due to heavy load.

LHCB: Nothing to add

Analysis of the reliability plots :

Week 20/05/2013

Common: Nothing to report

David Tuckett

ALICE: Nothing to report

ATLAS:

•2.1: ALL SITES: All tests missing. [GGUS:94250](#).

Resolved 21/05/2013: Monitoring issue. ATLAS SAM host went down due to file system issues. No alarms were raised as it was in “maintenance” state from previous intervention. Now in “production” state.

CMS:

•3.1: FZK-LCG2: SRM tests failing. [Savannah:137666](#).

Resolved 20/05/2013: Monitoring issue. Low priority SAM tests queued due to heavy load.

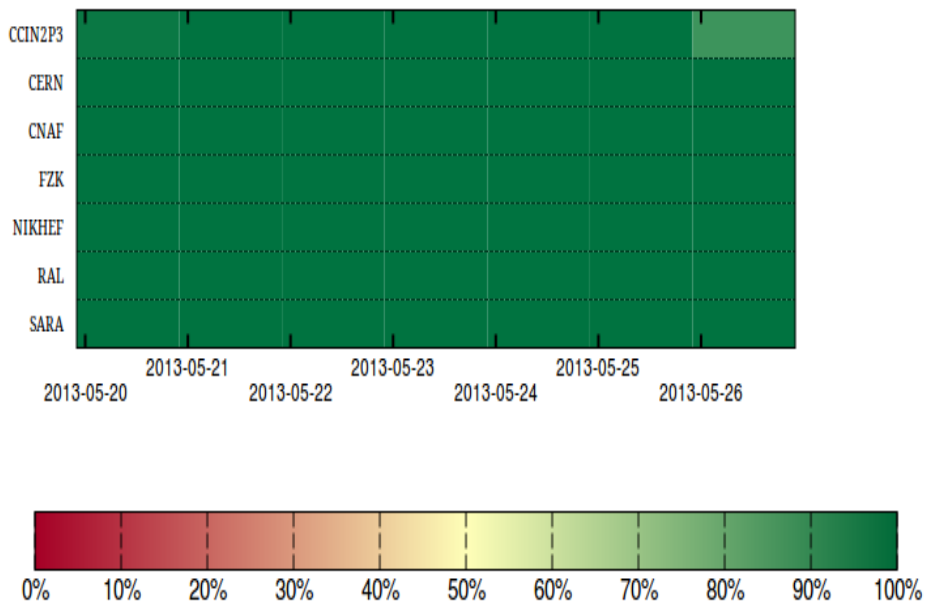
•3.2: IN2P3-CC: CREAMCE WN tests failing. “ERROR: CMS software initialisation script cmsset_default.sh failed”. [Savannah:137811](#).

Resolved 24/05/2013: AFS servers overloaded so SW repository inaccessible.

LHCB: Nothing to report

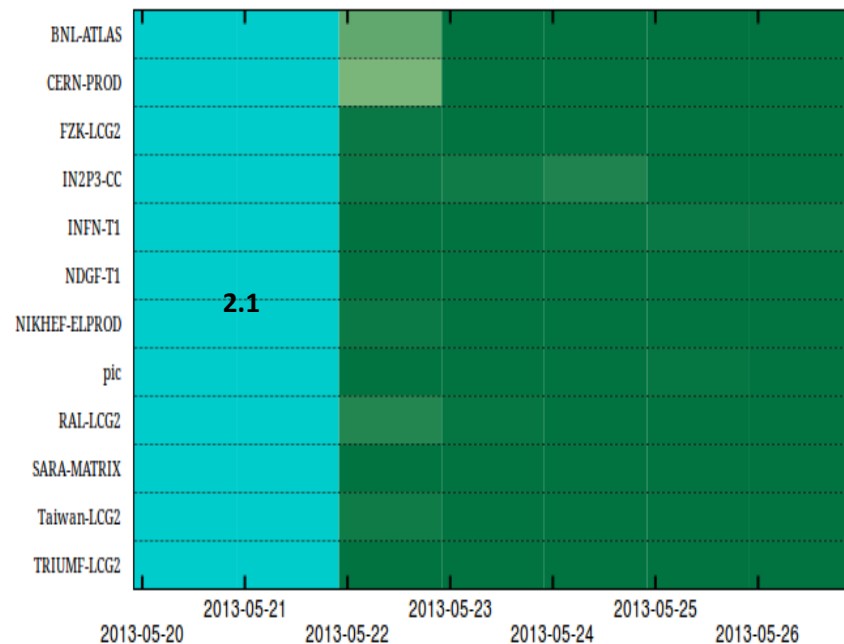
Site reliability using ALICE_CRITICAL

168 hours from 2013-05-20 00:00 to 2013-05-27 00:00



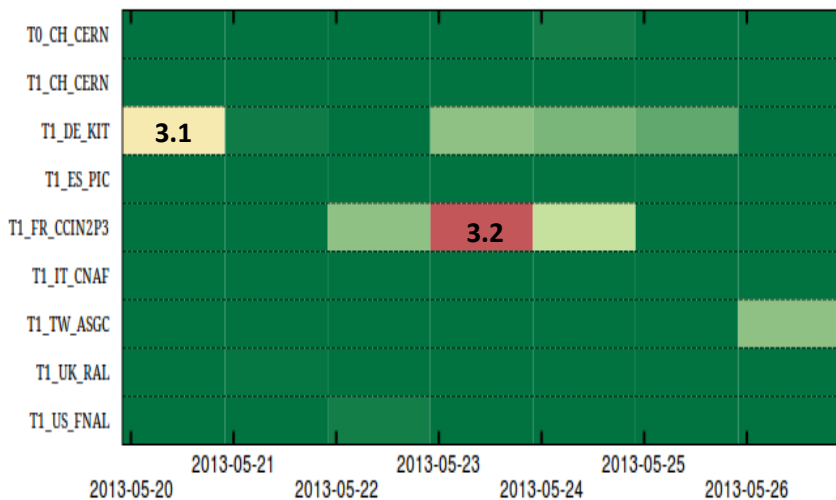
Site reliability using ATLAS_CRITICAL

168 hours from 2013-05-20 00:00 to 2013-05-27 00:00



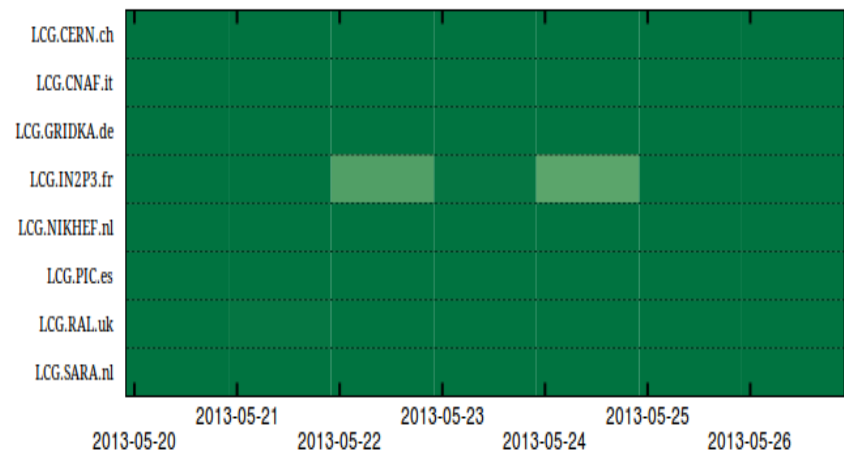
Site reliability using CMS_CRITICAL_FULL

168 hours from 2013-05-20 00:00 to 2013-05-27 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2013-05-20 00:00 to 2013-05-27 00:00



Analysis of the reliability plots :

Week 27/05/2013

Ivan Dzhunov

ALICE : NTR

ATLAS :

2.1: scheduled outage - [OIM](#)

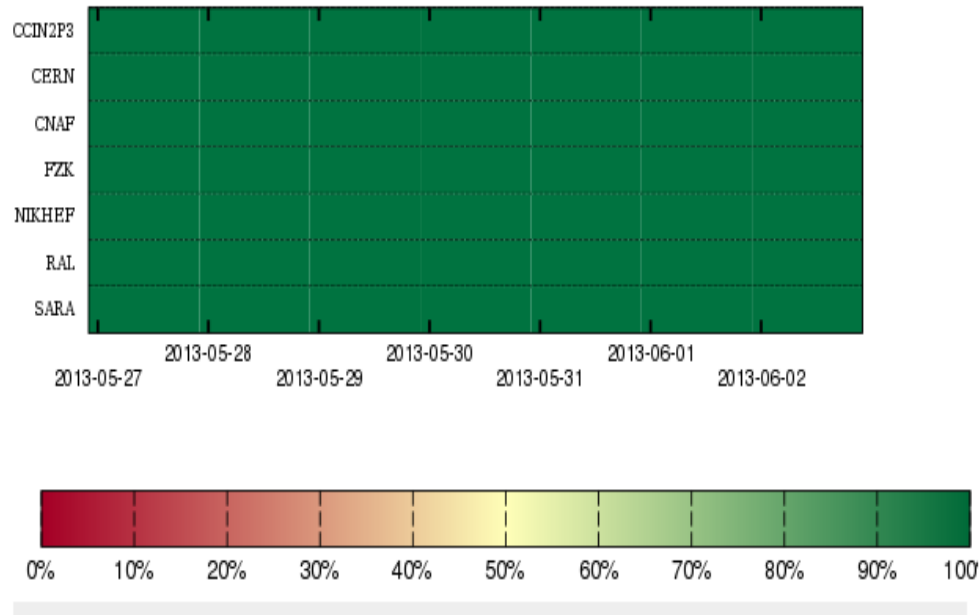
2.2: timeouts of the CREAMCE-JobSubmit tests for ~24 hours

CMS: NTR

LHCB : NTR

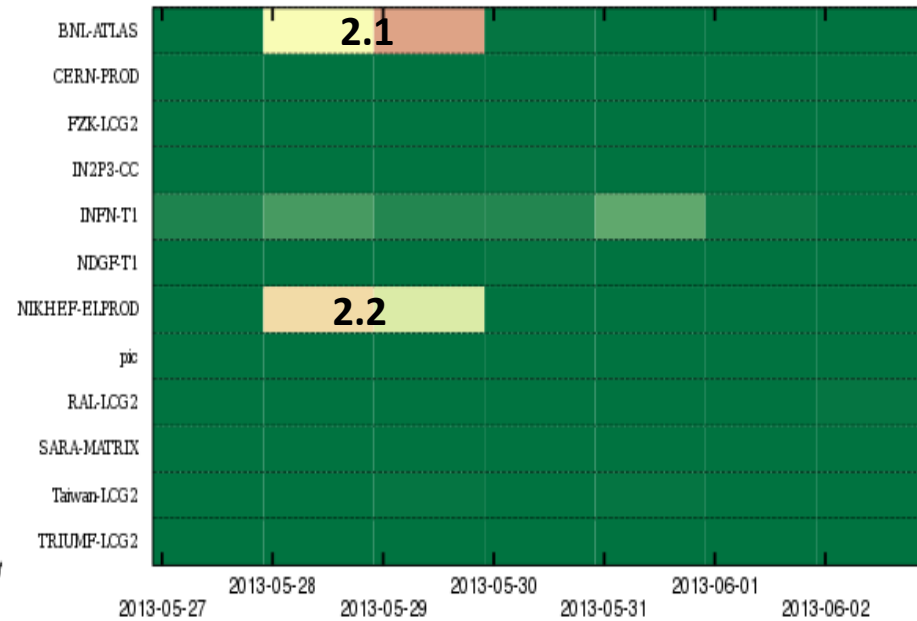
Site reliability using ALICE_CRITICAL

168 hours from 2013-05-27 00:00 to 2013-06-03 00:00



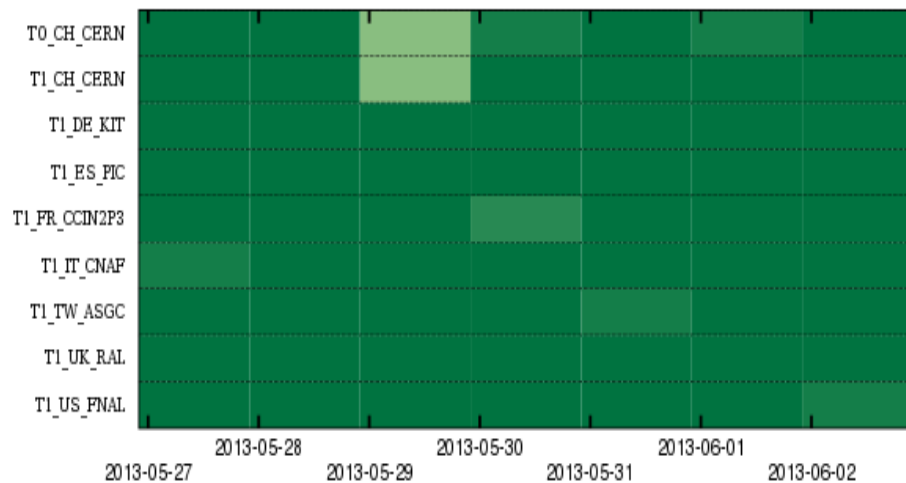
Site reliability using ATLAS_CRITICAL

168 hours from 2013-05-27 00:00 to 2013-06-03 00:00



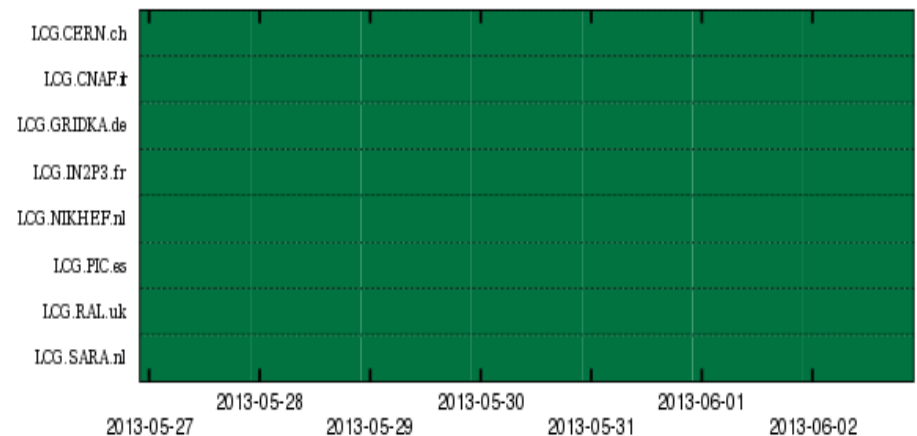
Site reliability using CMS_CRITICAL_FULL

168 hours from 2013-05-27 00:00 to 2013-06-03 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2013-05-27 00:00 to 2013-06-03 00:00



Analysis of the reliability plots :

Week 03/06/2013

Ivan Dzhunov

ALICE : NTR

ATLAS :

2.1: timeouts of the CREAMCE-JobSubmit test

CMS:

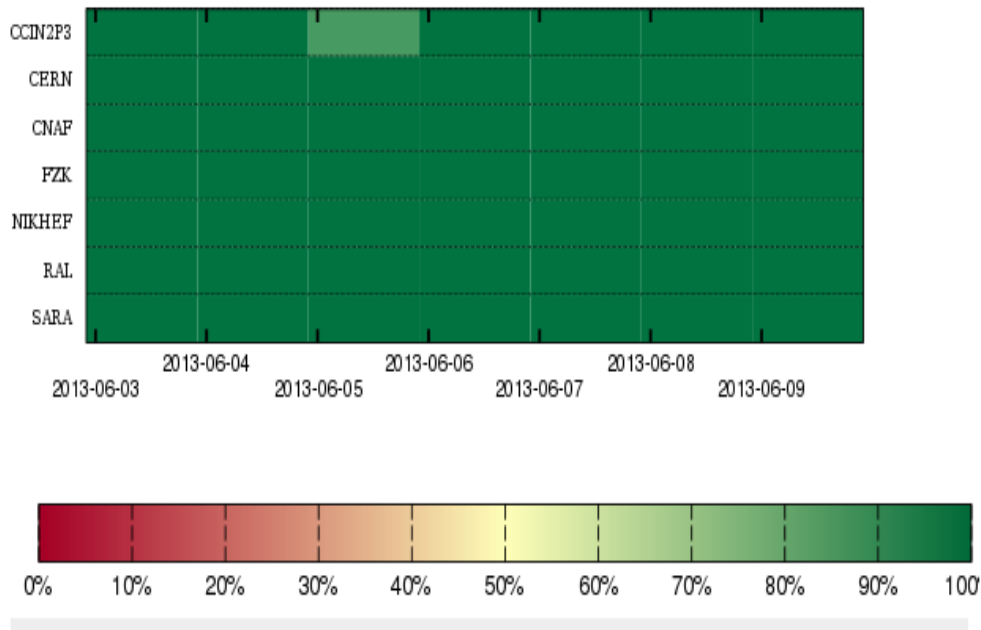
3.1: WN-basic test failing with error 'local site configuration file differ from CVS' - [SAV](#)

LHCB :

4.1: CREAMCE-DirectJobSubmit test is aborted because MSG queue is disabled

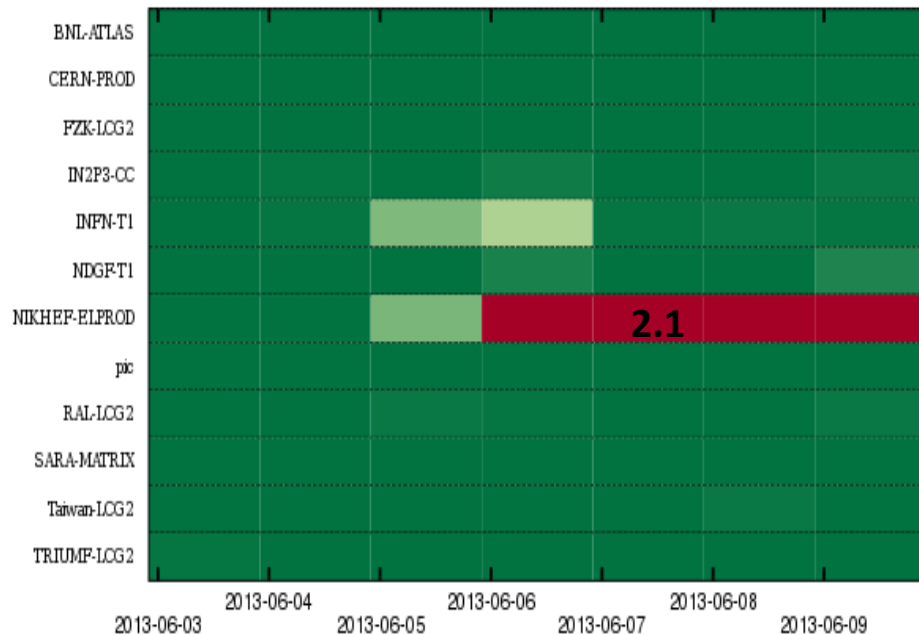
Site reliability using ALICE_CRITICAL

168 hours from 2013-06-03 00:00 to 2013-06-10 00:00



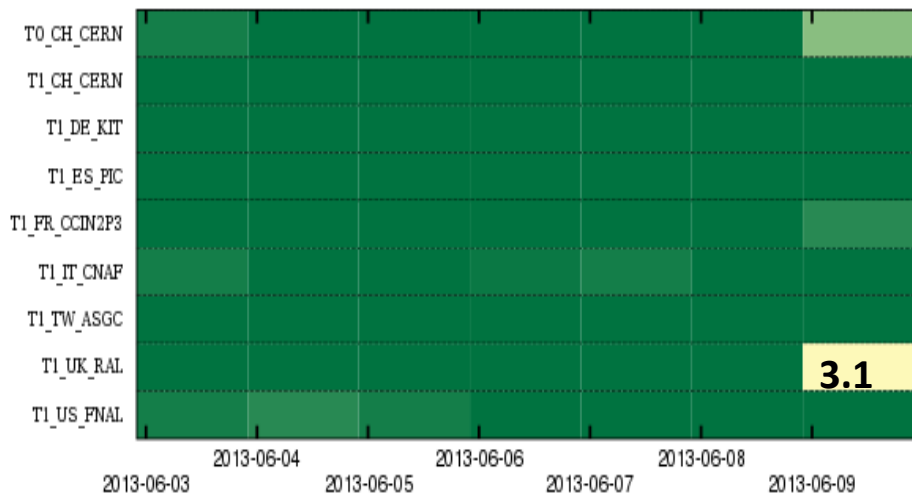
Site reliability using ATLAS_CRITICAL

168 hours from 2013-06-03 00:00 to 2013-06-10 00:00



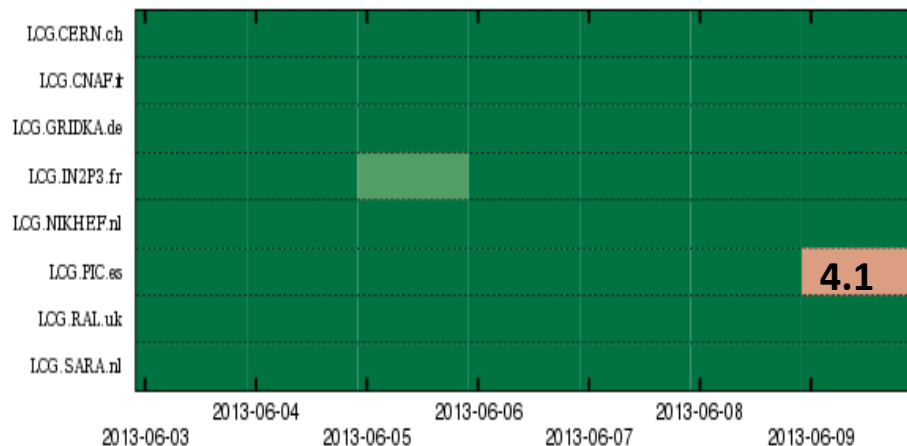
Site reliability using CMS_CRITICAL_FULL

168 hours from 2013-06-03 00:00 to 2013-06-10 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2013-06-03 00:00 to 2013-06-10 00:00



Analysis of the reliability plots :

Week 10/06/2013

Ivan Dzhunov

Common 0.1 (ATLAS, CMS, LHCb) : Scheduled outage [GOCDB](#) - power redundancy test

ALICE : NTR

ATLAS :

2.1: timeouts of the CREAMCE-JobSubmit test

CMS:

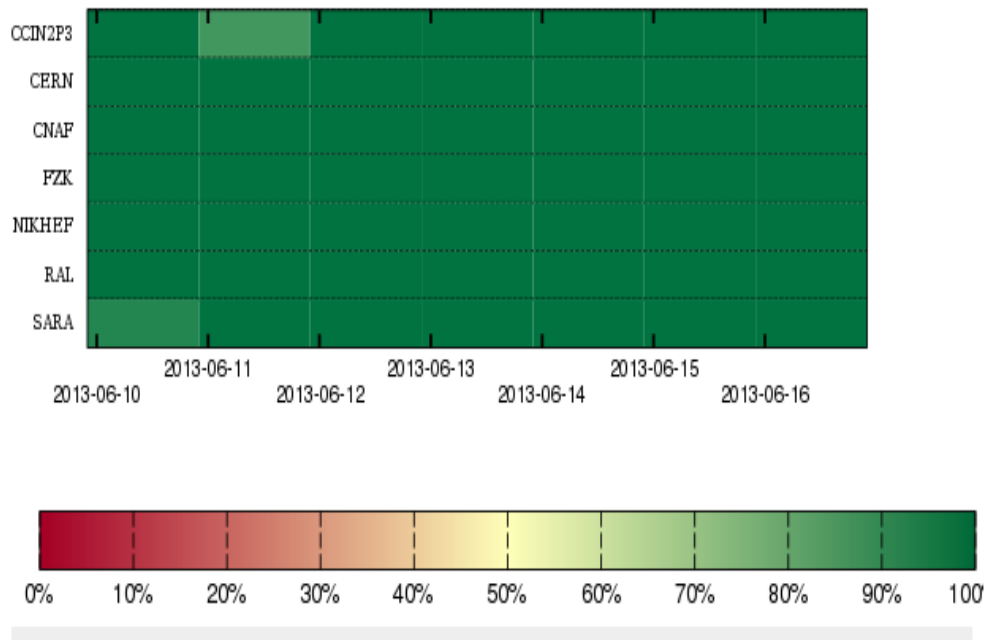
3.1: SRM-VOPut test failing with error 'put request timed out' - [GGUS](#), [SAV](#)

LHCb :

4.1: Scheduled outage [GOCDB](#) - upgrade of dcache and physical movement of 10GB links from old to new equipment

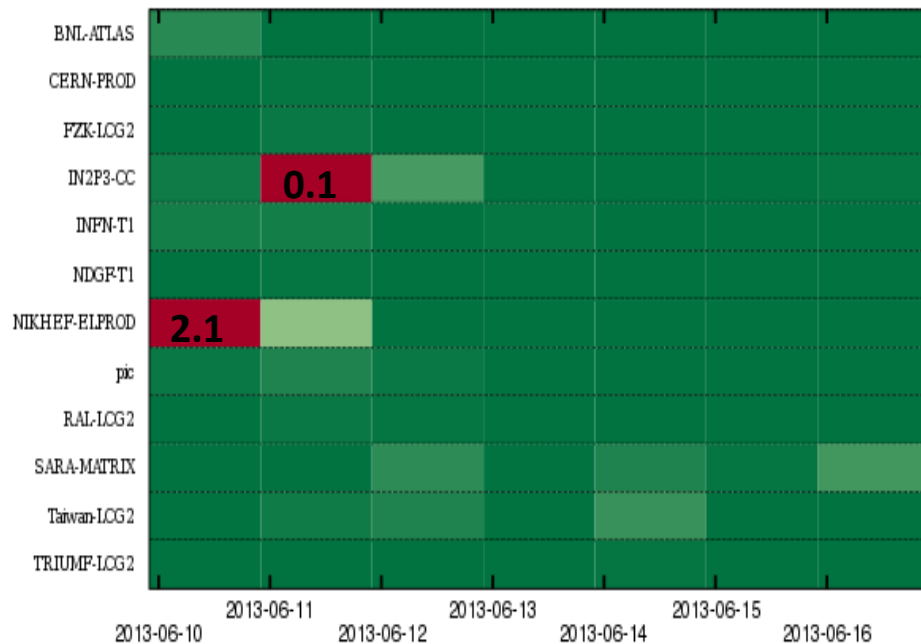
Site reliability using ALICE_CRITICAL

168 hours from 2013-06-10 00:00 to 2013-06-17 00:00



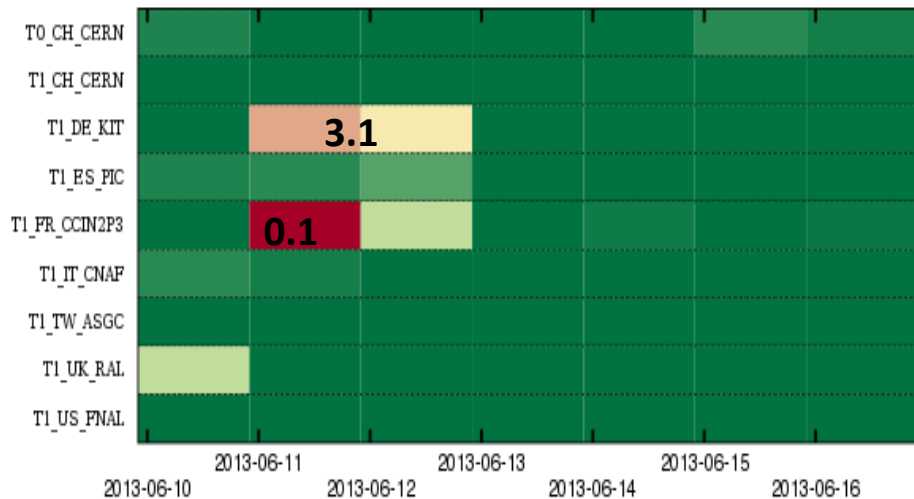
Site reliability using ATLAS_CRITICAL

168 hours from 2013-06-10 00:00 to 2013-06-17 00:00



Site reliability using CMS_CRITICAL_FULL

168 hours from 2013-06-10 00:00 to 2013-06-17 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2013-06-10 00:00 to 2013-06-17 00:00

