



WLCG Service Report

Jamie.Shiers@cern.ch

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WLCG Management Board, 9th December 2008

FTS SLC3 Services at CERN - RIP

- Access to the CERN-PROD SLC3-based FTS services (FTS-T0-EXPORT, FTS-T1-IMPORT, FTS-T2-SERVICE) were STOPPED at 10.00 on Monday 8th December
- All production activity should now be on the new SLC4-based FTS services.
- See <https://twiki.cern.ch/twiki/bin/view/FIOgroup/FtsServices> for details.

GGUS Summary

VO	Alarm	Team	Total
ALICE	0	0	1 (was 0)
ATLAS	0	11 (was 4)	39 (was 46)
CMS	0	0	6 (was 6)
LHCb	0	0	8 (was 7)

- Comment – the total number of GGUS tickets per LHC VO is surprisingly(!) constant over at least a few weeks
- At this level the service is smooth and under control **but...**

Summary of the week

- **Relatively smooth week – until Friday...**
 - 💣 **Fri 5th: CASTOR ATLAS SRM “meltdown” - more later...**
 - 💣 **Mon 8th: Scheduled CASTOR ATLAS stager DB intervention at CERN ran into overtime [and so did the others ...]**
 - This was an upgrade to 10.2.0.4 and hence not possible as a rolling upgrade (scheduled for 1 hour – took 4.5)
 - Similar SRM symptoms to Friday also seen this Monday...
 - ☠ **Fire in Taipei** - Sinica computing center (**not ASGC**) – message received Saturday – update received last night after prompting...
 - **ATLAS e-p (CNAF) in unscheduled downtime Friday evening due to gpfs problems – fixed over w/e (v. early Sat morning)**
 - Luca joined call on Monday – even though holiday in Italy (thanks!) – but unable to follow meeting (phone problems)
- **Plus ça change...**

CASTOR ATLAS SRM

- The problems on srm-atlas.cern.ch last Friday arose after the srm-atlas endpoint had been upgraded to the CASTOR SRM 2.7 release last Wednesday. The 2.7 release is a major upgrade (it also include an upgrade from SLC3->4), which had been tested by the 4 LHC VOs for several weeks on the srm--pps endpoints. The upgrade last week was actually implemented as a switch-over DNS alias srm-atlas-pps -> srm-atlas in order to minimize the impact for atlas. The new SRM worked fine between Wednesday and Friday morning when ATLAS started to report FTS timeouts, which we traced to an accumulation of requests in the SRM.
- One of the things that comes with 2.7 is a change in the scheduling of the gridftp transfers, which seemed to have been the cause for the problems we had on Friday (I think the developers are working on a full explanation for the problems). Why this didn't come up in the VO pps testing is not clear to me but it could be load related.

CASTOR ATLAS DB

- This was not a rolling upgrade operation, that is why we had requested a 1 hour slot intervention.
- We upgraded both the Clusterware and the RDBMS software from 10.2.0.3 to 10.2.0.4, and we have to stop and reinstall everything.
 - The problem that we faced, was that the Atlas Stager cluster had one of the first initial installation of the RAC software, non-RPM

For the rest of this week upgrades, we will continue with the standard procedure and stick to the assigned 1 hour slot.

two nodes was not correct, and that prevented the Oracle NCIM component from properly configuring the Oracle clusterware.

- ...

CASTOR CMS DB (today...)

Dear all,

We are late with the Oracle upgrade due to RAC cluster configuration problems.

Sorry about that. I will keep you informed.

Best regards ...Ignacio...

Service back up – announced to users at 12:57

CASTOR LHCb DB

12:10

Dear all,

The service is back.

Apologies for the delay.

Best regards ...Ignacio...

TAIPEI FIRE & NETWORK ISSUES

- the network problem should have been resolved 2hr right after the first event escalated (around 4:30pm). service provider able to input different power source with separated power generator to avoid exhausted of UPS system supporting ASGC 10G network. before that, two affect links have been reroute through AMS and HK routes, latency might increase to two or four times connecting to US and JP (KEK and HIROSHIMA) sites respectively. connection with Tokyo Univ have minor impact as reroute at HKiX?
- local service provider will submit quality improvement report as well as risk assessment asap and review by local network operation administrators.
- Report from NOC in daily meeting minutes (today's...)



Pros & Cons – Managed Services

☺ **Predictable service level and interventions; fewer interventions, lower stress level and more productivity, good match of expectations with reality, steady and measurable improvements in service quality, more time to work on the physics, more and better science, ...**

☹ **Stress, anger, frustration, burn-out, numerous unpredictable interventions, including additional corrective interventions, unpredictable service level, loss of service, less time to work on physics, less and worse science, loss and / or corruption of data, ...**

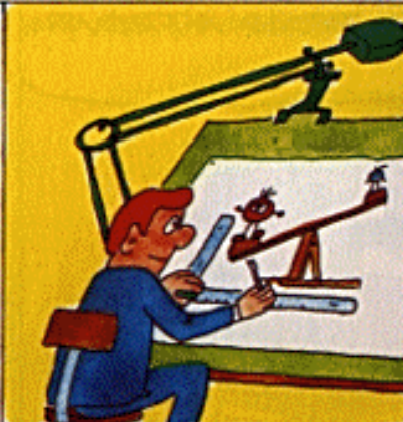
All too often it is the 2nd column that typifies our services!

(By “all too often” I mean > 1 per week...)

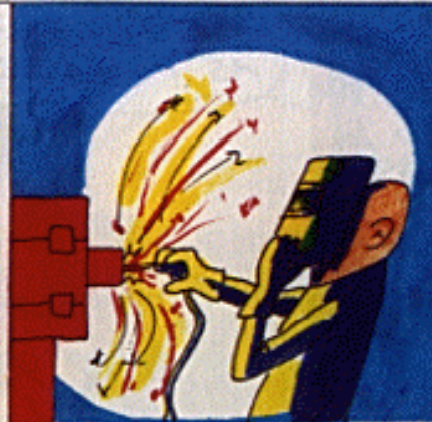
FOR THE NEEDS OF PARTICLE PHYSICS RESEARCH THE CERN PERSONNEL HAS TO PROVIDE EXPERTISE IN MANY FIELDS. THE STAFF CAN BE DIVIDED APPROXIMATELY INTO FOUR CATEGORIES



OVER A THIRD ARE SCIENTISTS OR ENGINEERS,



A QUARTER ARE TECHNICIANS OR DRAFTSMEN



A QUARTER ARE MECHANICS



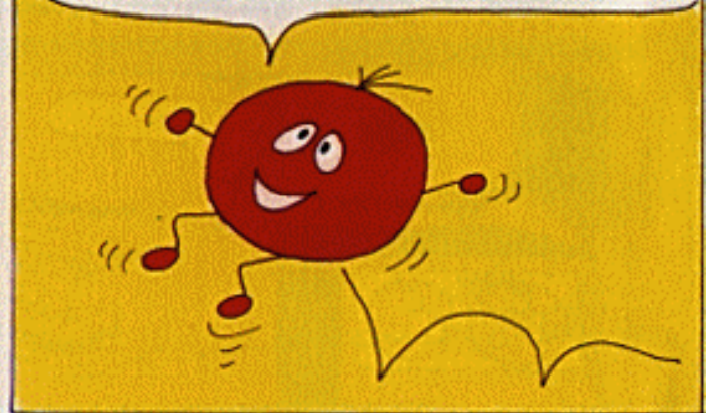
AND THE REMAINDER ARE IN ADMINISTRATION

FROM A TOTAL OF ABOUT 5000 PEOPLE AT CERN, 3500 ARE STAFF MEMBERS AND 1500 ARE VISITING CERN FOR THE RESEARCH



ALMOST ALL THE STAFF COME FROM THE MEMBER STATES BUT, THE NUMBERS ARE NOT DICTATED BY NATIONAL QUOTAS

AND AMONGST ALL THESE PEOPLE, NOT ONE REALLY UNDERSTANDS ME, THE PROTON. BUT THEY KEEP TRYING!



Summary

- WLCG Operations Page:
 - <https://twiki.cern.ch/twiki/bin/view/LCG/WLCGOperationsWeb>
 - [Linked directly from WLCG home page](#)
- WLCG Operations mailing list:
 - wlcg-operations@cern.ch
- WLCG "Service Coordinator on Duty"
 - wlcg-scod@cern.ch
- WLCG Collaboration Workshop pre-CHEP
 - [Registration deadline is December 28th 2008](#)
 - [People are already asking about agenda before they reserve for CHEP and book flights / hotels...](#)
 - [I leave on holiday December 17th...](#)
 - [Let's look at agenda...](#)