LHCB GGUS ALARM ticket test summary

GridKA(**47555**) :

    submitted 13:40

    assigned : 13:45

    in progress : 14:02

    solved : 14:36

SARA (**47554**):

    submitted: 13:39

    assigned:13:41

    in progress/solved: 13:42

IN2p3(**47556**):

    submitted: 13:41

    assigned: 13:47

    inprogress/solved: 14:19

RAL(**47559**):

    submitted: 13:44

    assigned: 13:47

    inprogress/solved: 14:00

CERN(**47560**)

    submitted: 13:45

    assigned (CERN ID CT0000000591577): 13:49

    operator piquet called: 14:01

    ticket closed :14:01

    Miguel reclassified to IT Services-Mass Storage-SRM Support-General: 14:05

    Miguel closed the remedy ticket: 14:05

NIKHEF (**47562**)

      submitted: 13:48

      assigned: 13:49

      in progress: 13:52

      solved twice: 13:52

remark: again I had submitted the ticket to NIKHEF (in the drop-down of the GGUS interface there is the possibility to choose either NL-T1/SARA or NL-T1/NIKHEF) but the comment from Jeff and the double closure of the ticket from Ron seems to indicate again there is not perception of the real intention of the submitted about which of the two sites was affected. Usually this is not harmful because one provides more detailed information about the WNs (and not just a fake test) but then the interface of GGUS must be reconsidered.

CNAF(**47557**)

      submitted: 13:42

      13:43: usual message from t1-admin@cnaf.infn.it

You are not allowed to trigger an SMS alarm for INFN Tier1 Anyway you message has been forwarded o the operations mailing list.

At 15:18 (UTC) the ticket was not yet assigned. CNAF is in downtime however but the response from the alarming system at the site is again inconsistent.

PIC(**47558**)

      submitted: 13:43

      assigned: 13:46

At 15:21 (UTC) the ticket was not in progress yet.