WLCG Service Report

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WLCG Management Board, 14th April 2009

GGUS Summaries

| VO concerned	USER	TEAM	ALARM	TOTAL
ALICE	1	0	**0**	1
ATLAS	4	7	**0**	11
CMS	0	0	**0**	0
LHCb	3	0	**0**	3
Totals	8	7	**0**	15

RAL update on their Alarm testing reply message from two weeks ago:

- **Our response incorrectly indicated that we did not guarantee response to an alarm ticket. In fact alarm tickets are directly linked to our daytime and night time pager system (have been since the start) and we guarantee response within 2 hours (although usually much quicker). The text came with the default installation of the software and we had unfortunately not changed it. It now reads:**

- **"The alarms email you sent was recognised as being an urgent request from an accredited VO. A page has been sent to our OnCall staff and you should receive a response within 2 hours."**
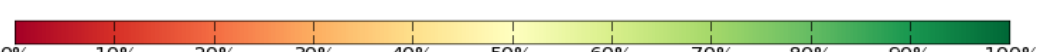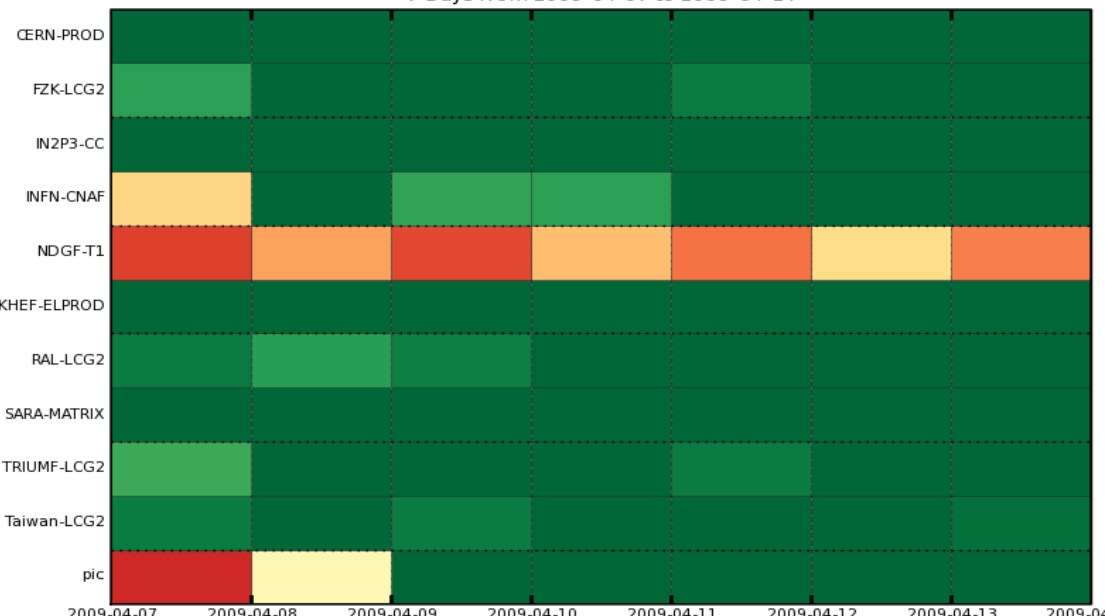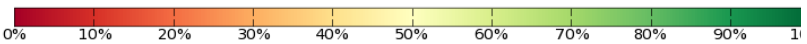
2

Site Availability using WLCG Availability (
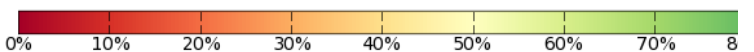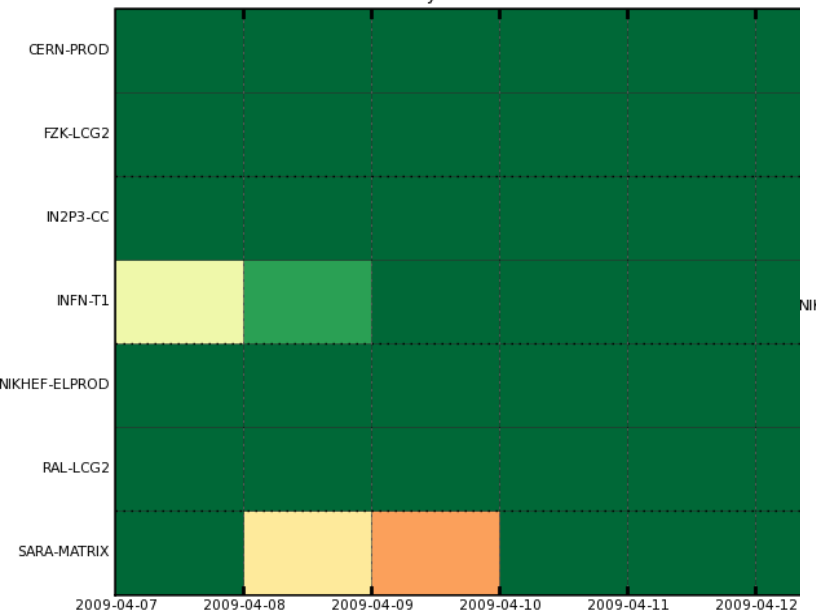
Site Availability using WLCG_SRM2
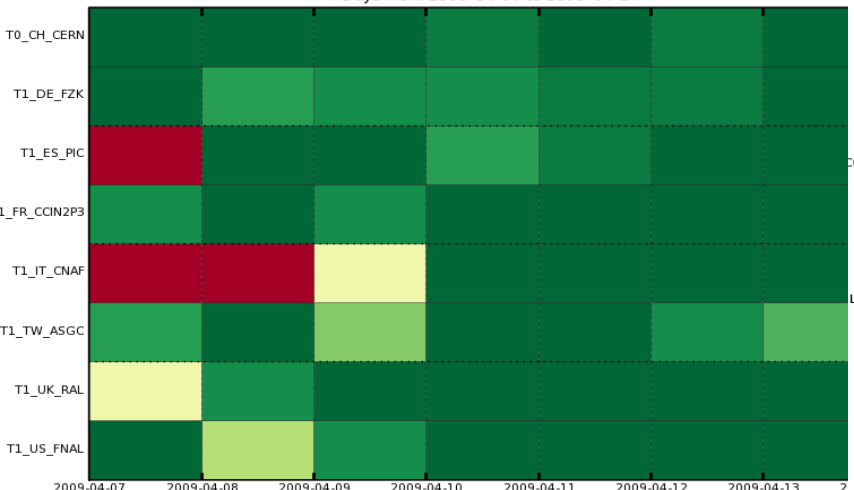
Site Availability

Site Availability using LHCb Critical Availability
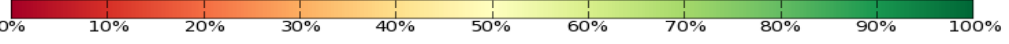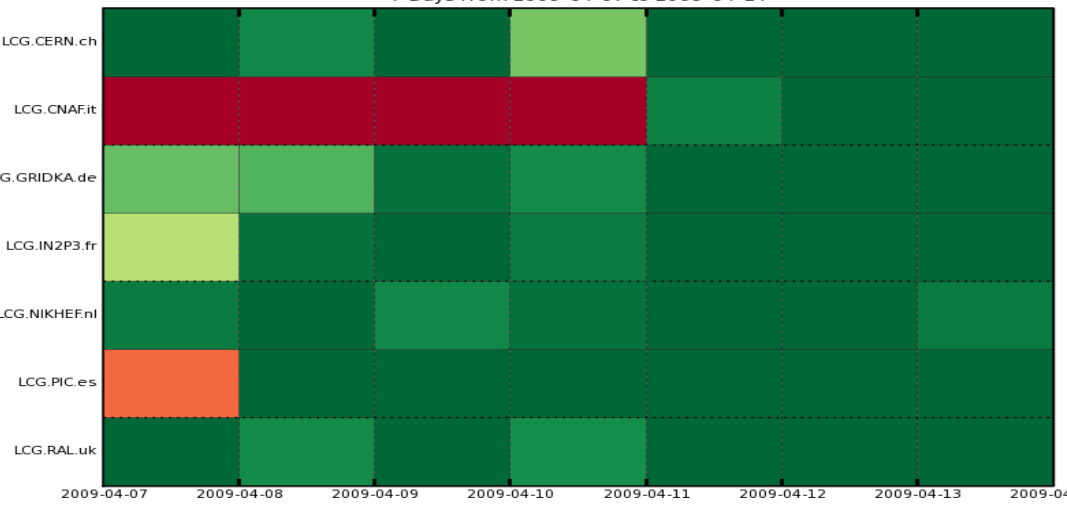
Experiment Site Tests

- ATLAS continuing to run their reprocessing tests but there were no reports during weekly meetings of ATLAS-NDGF problems.

- CNAF had a long scheduled downtime for hardware migration the previous week and had problems restarting over several days – network bonding, CASTOR, STORM

ASGC Status report of 7.4.2009

- After relocating the facilities from ASGC DC to IDC, we took another week to resume the power on trial before entering the IDC. Also, the complex local management policy have delay the whole progress for another week. Now, all T1 services should have been restored.

- ATLAS decided to restart ASGC in a clean situation – remove all SE files and catalogue entries.

One new Service Incident Report

- Please find attached the report of the robotic incident at CCIN2P3 which have blocked our tape storage system from Thursday 02 April evening to Friday 03 April 12:00 AM.

- Impact

Batch unavailable for any job depending on the robotic storage system.

Local backup service interrupted during the outage.

Estimated 25% loss of running jobs during outage (jobs locked in queue).

- Announces to users

Through newsgroup (7 sent news between Thursday and Friday) and CCIN2P3 website.

This weeks power/cooling incident

- Received at 01.15 CEST 11 April:
- Publication from : Reda Tafirout (TRIUMF-LCG2)

  This mail has been sent using the broadcasting tool available at http://cic.gridops.org

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  We are experiencing a partial cooling systems failure, therefore we are going to run at a lower CPU capacity (aka worker nodes) of about 30% until the middle of next week according to our current estimates.

  All Tier-1 services are not affected and remain up and running as usual.

Other Incidents

- CERN: Intermittent degradation on srm-lhcb.cern.ch and srm-cms.cern.ch for around 1 hour between 12.00 and 13.00 CEST on Sunday 12 April. A glibc update left crond in a state that was unable to download the latest GridCRLs (and the CERN ones expired).

- CERN: DB Services - LHCB online DB downtime from 15:00 till 24:00 6.4.2009: Problem orginally caused by power cut. Systems not brought up correctly - f/s for DB was corrupted. Additional point: streams replication stopped due to wrong apply rule - now fixed (NDGF, IN2P3, CNAF).

Summary

- Quiet week. Only 15 tickets instead of the usual ~100.

- I suspect this week will also be quiet with extended Easter holidays – then back to full scale next week !