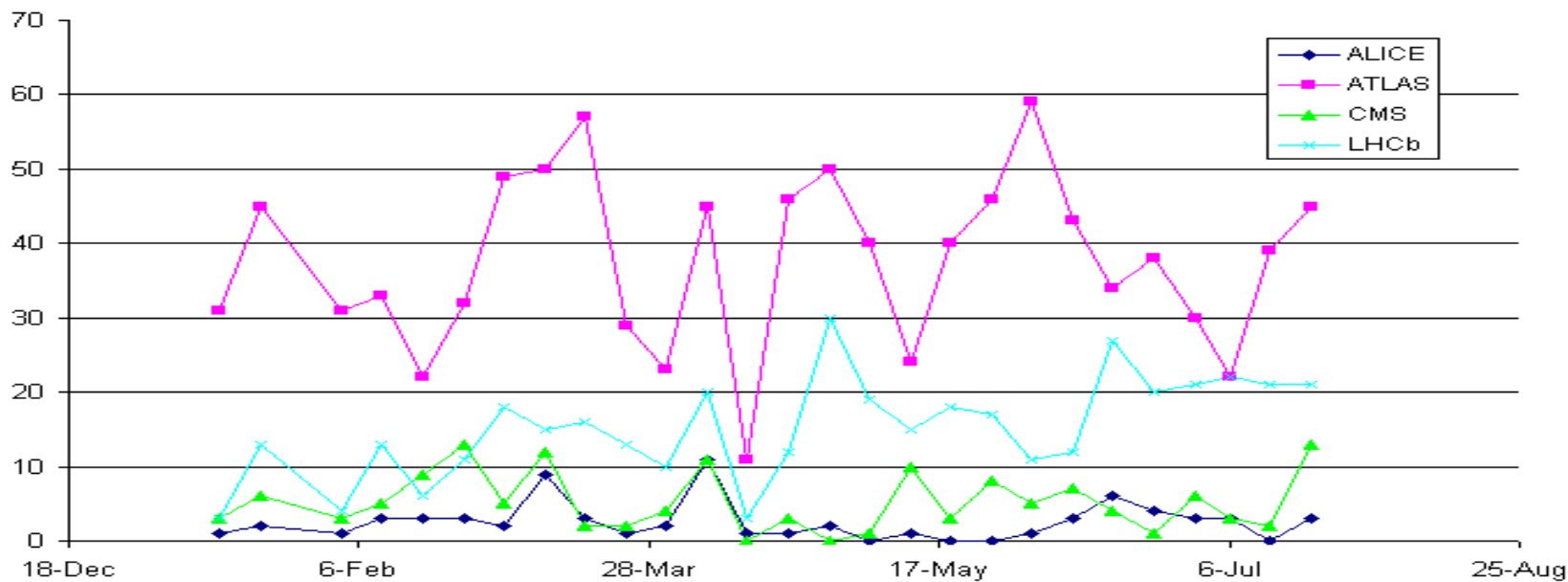# WLCG Service Report
5th – 18th July

Maria Girone, IT-DM
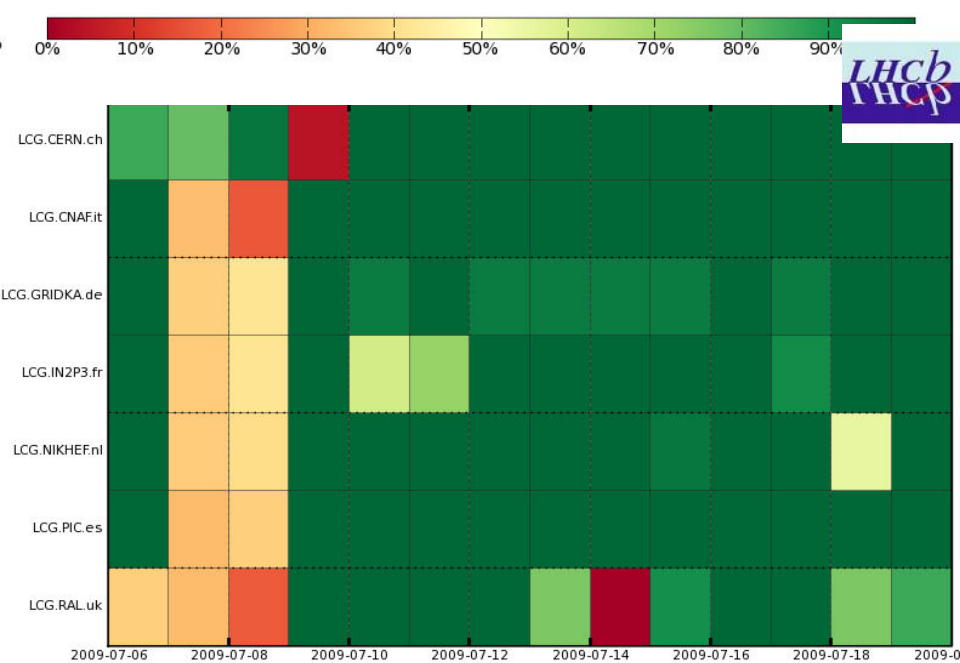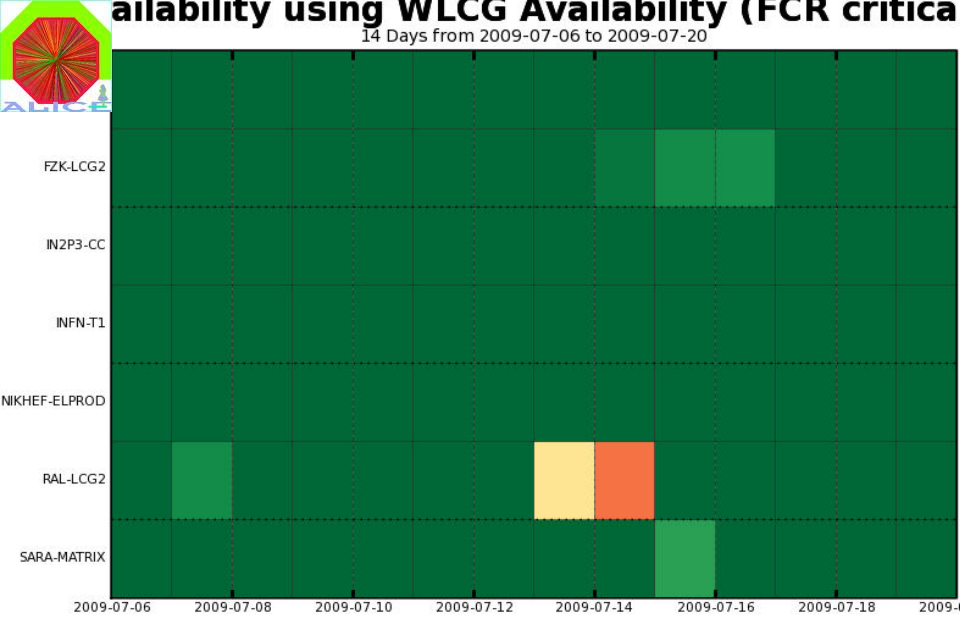
~~~

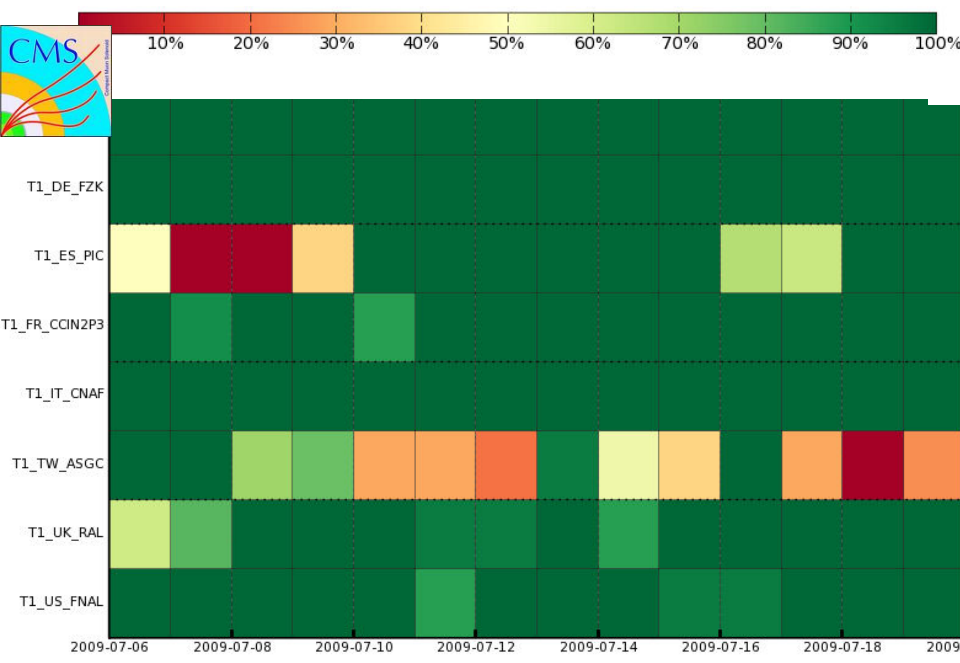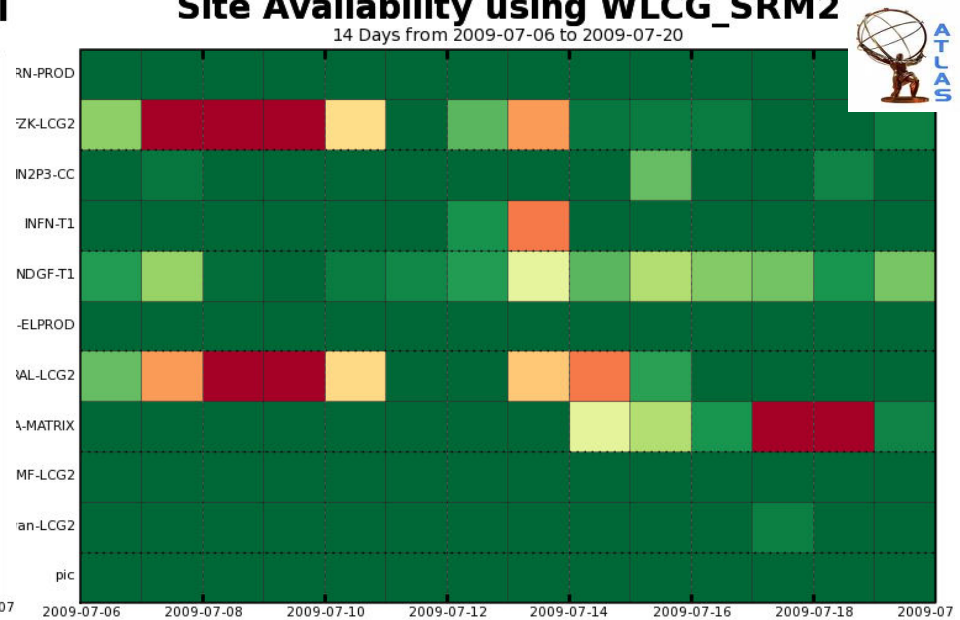**WLCG Management Board, 21st July 2009**

Overview

- Quiet two weeks
  - And good participation, including better reporting from FZK and ASGC – Many thanks!
- No alarm tickets
- STEP'09 post-mortem workshop held at end of first week
  - Agenda
- RAL move to new machine room successfully completed at beginning of this period
  - More on Planet WLCG
- NIKHEF cooling problem – 30% capacity off until move to new CC (foreseen 10 – 21 August)
- Incidents leading to postmortem
  - ATLAS Central Catalogs Degradation
  https://twiki.cern.ch/twiki/bin/view/LCG/PostMortem13Jul09
  - CNAF LFC problem on 12th-13th July just received

GGUS summary (2 weeks)

VO	User	Team	Alarm	Total
ALICE	3	0	0	3
ATLAS	20	64	0	84
CMS	15	0	0	15
LHCb	1	41	0	42
Totals	39	105	0	144

Site Availability using WLCG Availability (FCR critical) and Site Availability using WLCG_SRM2. 14 Days from 2009-07-06 to 2009-07-20. Four heatmap panels for ALICE, ATLAS, CMS, and LHCb experiments showing Tier-1 site availability.

Site Availability Summary

- ATLAS
  - RAL: 7th-8th July – SRM instabilities (recovering from a long DT)
  - FZK: 7th-9th July – SRM instabilities
  - CNAF: 12th July – LFC DB problems (post-mortem?). Also some LFC instabilities on 13th due to network glitches
  - SARA: 17th-today – unscheduled downtime on one CE (job submission)
- CMS
  - PIC: 7th-8th July – job submission failures due to batch system mis-configuration
  - ASGC: 7th – today – Castor SAM tests timeouts (long queues in the castor job scheduler under load)
- LHCb
  - All T1s: 7th-8th July – Sam tests not running properly due to a misconfiguration on Dirac

SIR on ATLAS Central Catalog (performance degradation)

- DB service interruption with session kill for several connected session on Sunday 12th at 10:26. Full service connectivity was restored at 10:28 and again at 10:32

- Full service connectivity restored at 10:36

- Problem understood. Caused by a wrong DBA operation when increasing the recovery area (alert sent when it reaches 85%)

- https://twiki.cern.ch/twiki/bin/view/LCG/PostMortem13Jul09

6

SIR on CNAF LFC problem

- On Sunday 12 July at 01:13 am the ATLAS LFC standby database in Roma has become unreachable because of a storage problem. Moreover, at CNAF, on Sunday afternoon, a not well understood problem has caused the loss of connectivity to the storage area network from several Oracle clusters among which there was the ATLAS LFC one. Due to this connectivity problem, several clusters have been automatically rebooted, after the reboot, the connection between the LFC front-end and the back-end has been automatically restored, but unfortunately the software wasn't functional. On Monday the 13th, the database was in hang with an error ORA-29702(error in cluster group service operation). We found a lot of connections (order of 100)on the database, while the usual number is 40. The investigation of this problem is difficult because in the LFC front-end logs there is an hole between July 12 at 22:41 and July 13 at 10:19,probably due to the fact that the lfcdaemon was in hang. As the database in Roma was unavailable, the failover didn't succeed. The service has been restored in the evening on Monday the 13th, in both CNAF and Roma sites.

Summary

- No new serious site issues
- Good participation locally and remotely in week 2 – week 1 perturbed by F2F meetings and workshop
- RAL long downtime for DC move completed
- ASGC is recovering…
- NIKHEF cooling problem – 30% capacity off until move to new CC (foreseen 10 – 21 August)