



# WLCG Service Report

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**WLCG Management Board, 24<sup>th</sup> November 2009**

# Introduction

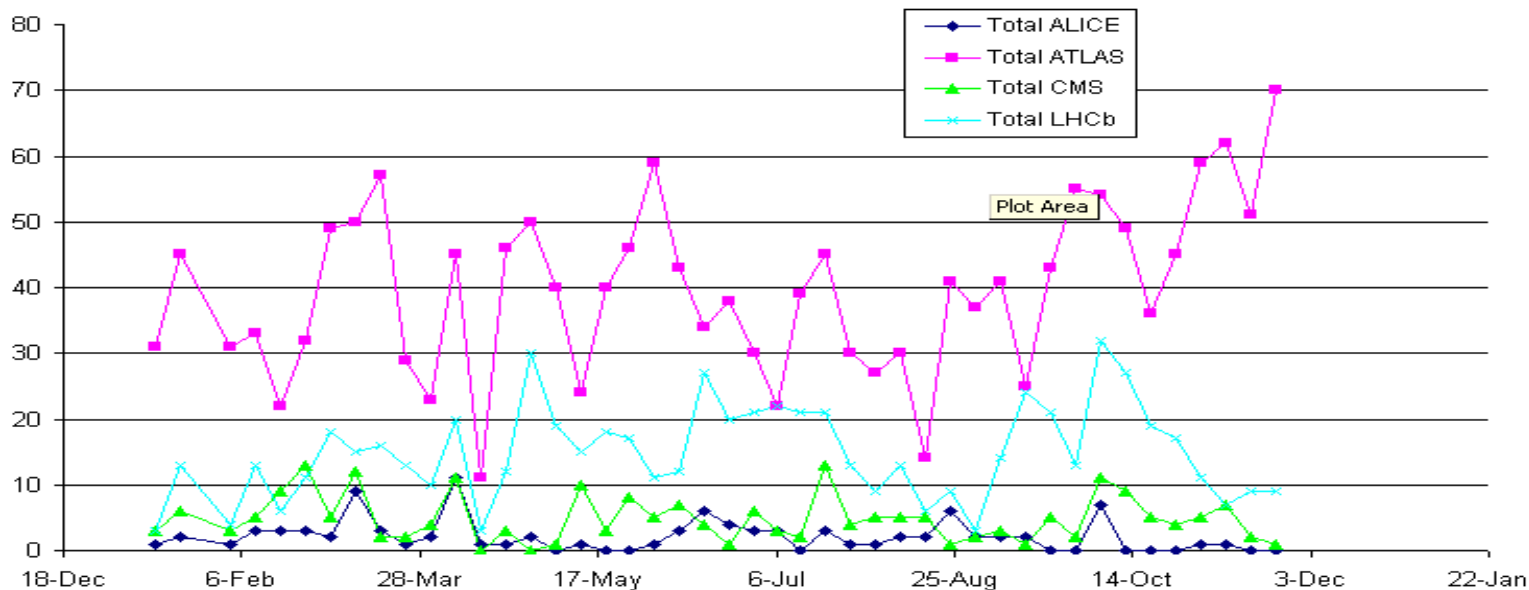
- Covers the weeks 9th to 22th November.
- Mixture of problems
- Incidents leading to (eventual) service incident reports
  - Kernel upgrade at CNAF took too long (4 days)
  - CASTOR SRM problems at CERN
  - GGUS: impossible to ALARM tickets last Friday

# Meeting Attendance Summary

Site	M	T	W	T	F
CERN	Y	Y	Y	Y	Y
ASGC	Y	Y	Y	Y	Y
BNL	Y	Y	Y		Y
CNAF	Y	Y	Y		Y
FNAL					
FZK	Y	Y	Y	Y	Y
IN2P3	Y		Y	Y	
NDGF					
NL-T1	Y	Y	Y	Y	Y
PIC		Y	Y		Y
RAL	Y		Y	Y	Y
TRIUMF					

# GGUS summary (2 weeks)

VO	User	Team	Alarm	Total
ALICE	0	0	0	0
ATLAS	29	91	1	121
CMS	2	1	0	3
LHCb	5	13	0	18
Totals	36	105	1	142

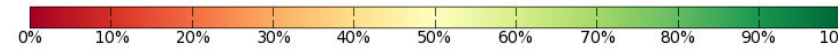
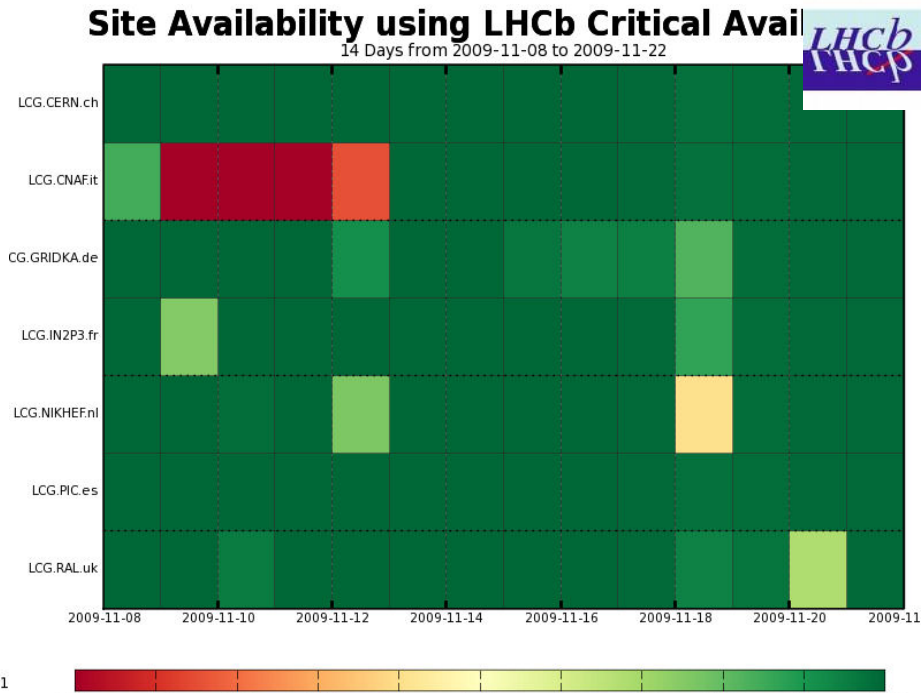
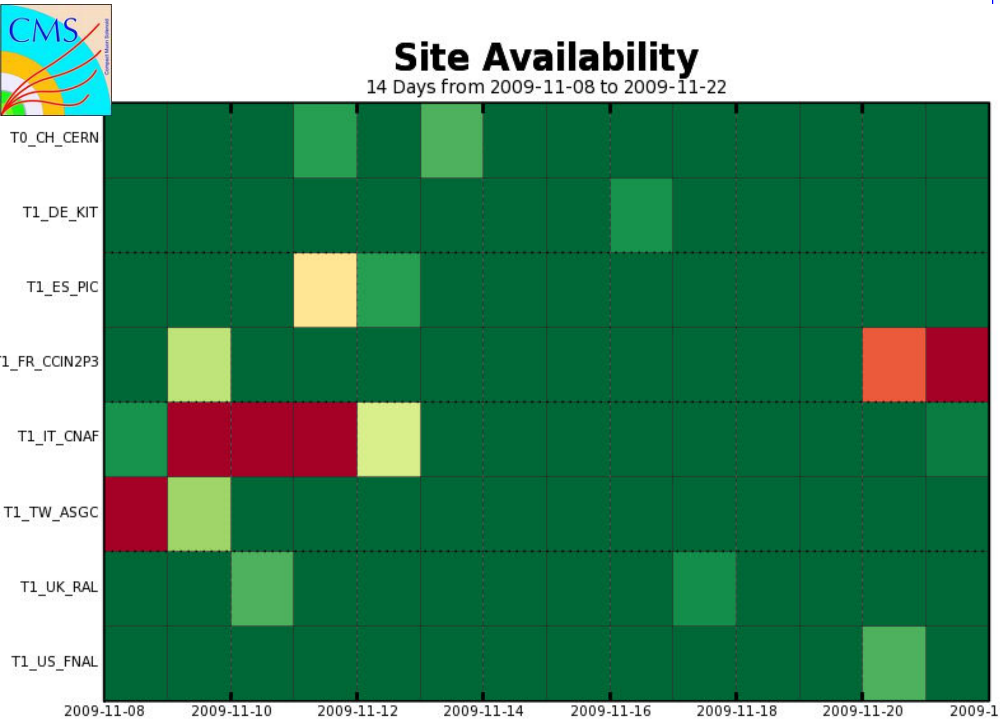
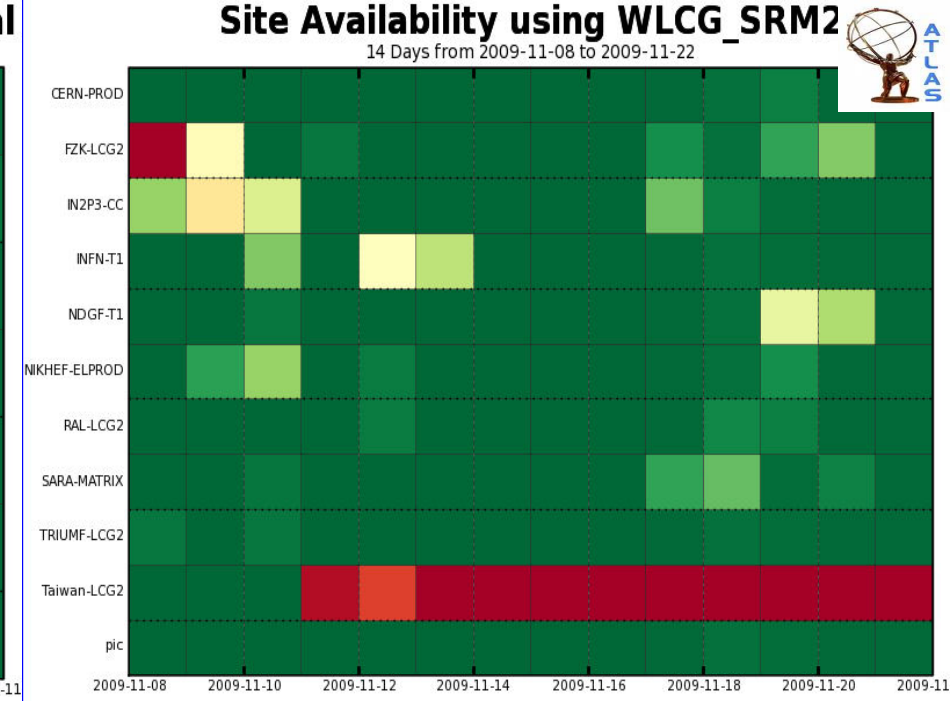
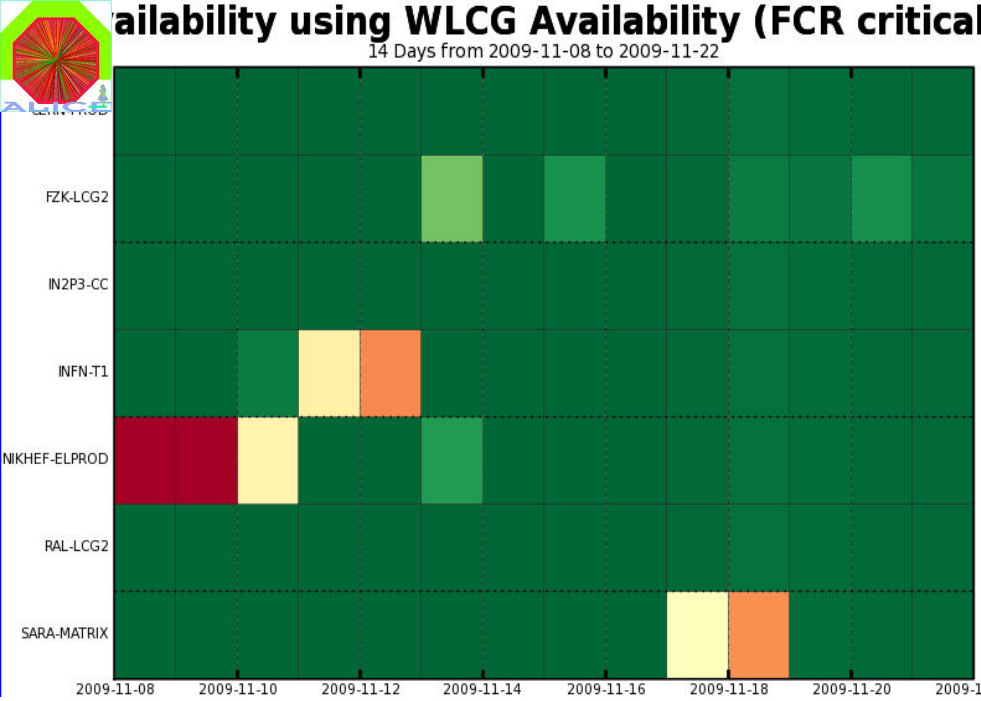


# Alarm tickets

- There was one alarm ticket submitted by Atlas
  - Disk space problem at SARA on 8<sup>th</sup> November

# GGUS

- with the LHC startup it is now urgent to make sure GGUS infrastructure ensures a 24/7 availability
  - See <https://savannah.cern.ch/support/?101122>



# SRM problems at CERN

- Wrong status returned
- Thread exhaustion
- Core dumps
- For example on 20<sup>th</sup> November
  - Problems exporting from CASTORATLAS to Tier1s
  - <https://twiki.cern.ch/twiki/bin/view/FIOgroup/PostMortem20Nov09>



# Miscellaneous Reports

- CMS MC production issues with WMS at CNAF due to Condor bug (fix successfully tested)
- SRM instabilities at BNL (problem now understood)
- dCache golden release deployed at SARA, IN2P3 and KIT
- Dashboard DB migration at CERN
  - OK for Atlas
  - Low performance after migration for CMS (understood and fixed)
- AFS problems at CERN: is the service critical for experiments and what is the coverage?
- Fibre cut to PIC (between Barcelona and Madrid)
- Incorrectly labeled cartridges at ASGC
- CREAM CEs for Alice at CERN are unstable
- Nikhef: compute capacity increased, network infrastructure upgraded to 160 Gbps
- PPS has been replaced by staged rollouts for middleware

# Summary/Conclusions

- Kernel security updates went well at all sites but took far too long at CNAF.
- Quite a few SRM instabilities at several sites for different reasons
- CREAM CEs are still unstable