# WLCG Service Report

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**WLCG Management Board, 1st December 2009**
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# Introduction

- Covers the week 23rd to 29th November.

- First week with LHC beam, collisions and ramp up to 1.18 TeV

- Despite excitement relatively smooth operation

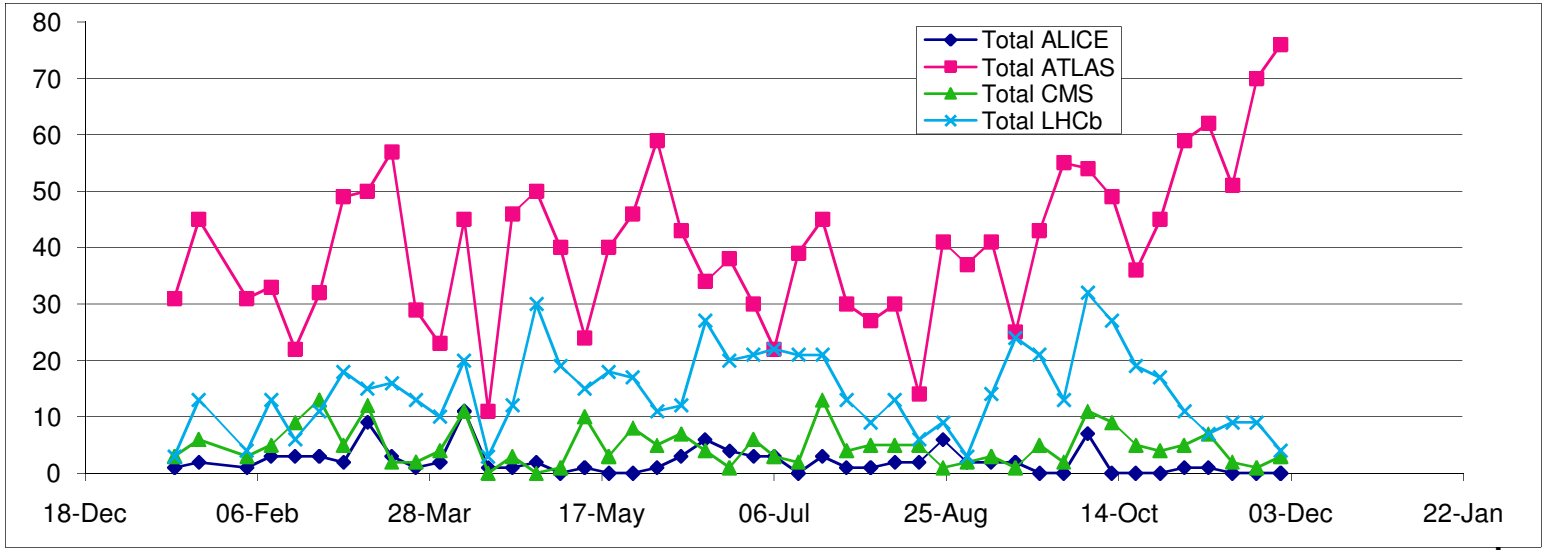
- Incidents leading to (eventual) service incident reports
  - CMS data loss at IN2P3
  - SIR received for CMS Dashboard upgrade problems

# 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 | | |
| CNAF | Y | | Y | Y | |
| FNAL | | | | | |
| FZK | Y | Y | Y | Y | Y |
| IN2P3 | Y | Y | Y | | Y |
| NDGF | | | Y | Y | Y |
| NL-T1 | Y | Y | Y | Y | Y |
| PIC | | Y | | | |
| RAL | Y | Y | Y | Y | Y |
| TRIUMF | | | | | |

# GGUS summary

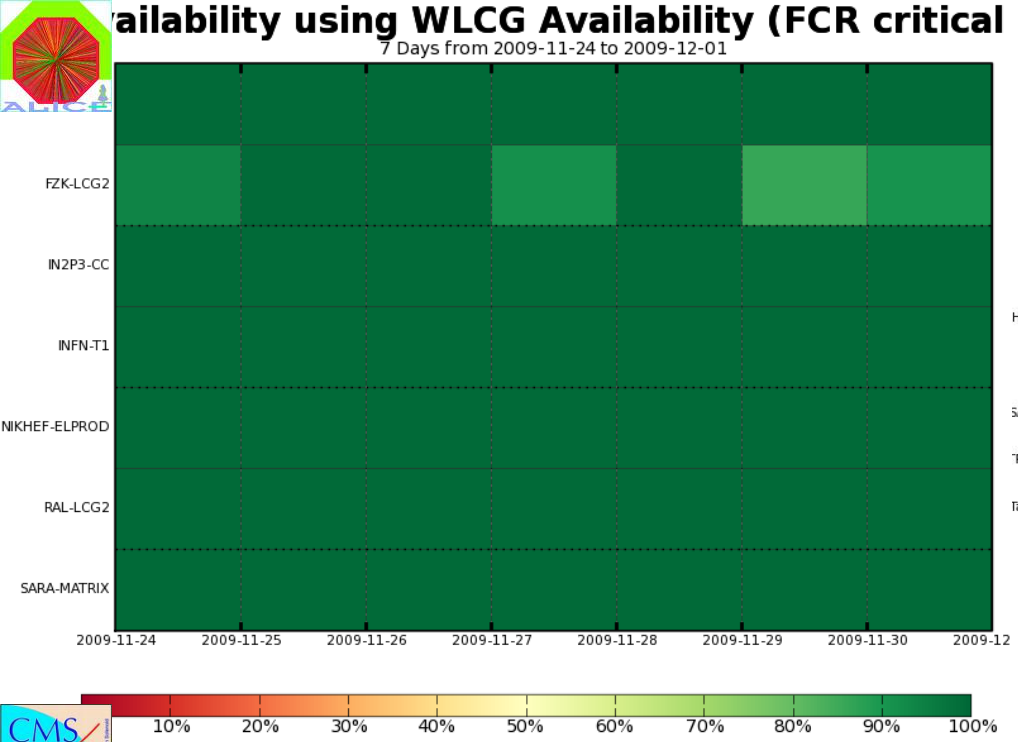
| VO | User | Team | Alarm | Total |
|---|---|---|---|---|
| ALICE | 0 | 0 | 0 | 0 |
| ATLAS | 9 | 66 | 1 | 76 |
| CMS | 1 | 2 | 0 | 3 |
| LHCb | 0 | 3 | 1 | 4 |
| Totals | 10 | 17 | 2 | 83 |



# Alarm tickets

- One alarm tickets submitted by LHCb
  - Streams replication stopped to LHCb several T1 sites
  - Work had already started when ticket was received
    - streamlining of GGUS integration with CERN DB services initiated

- … plus one successful ALARM test by ATLAS after GGUS issues the week before


ailability using WLCG Availability (FCR critical
7 Days from 2009-11-24 to 2009-12-01
FZK-LCG2
IN2P3-CC
INFN-T1
NIKHEF-ELPROD
RAL-LCG2
SARA-MATRIX
2009-11-24
2009-11-25
2009-11-26
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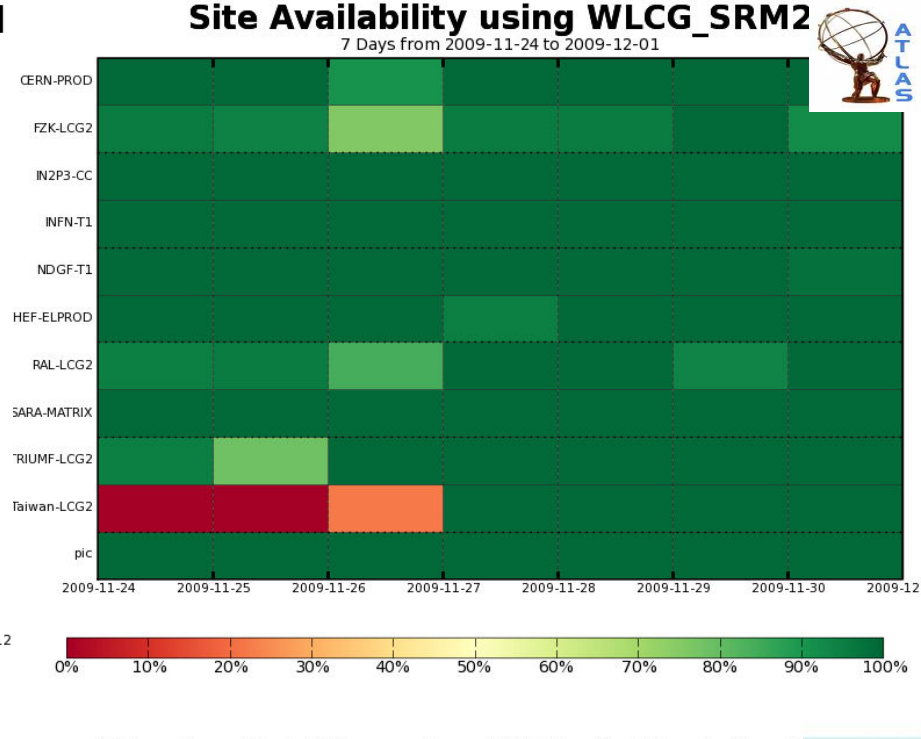
Site Availability using WLCG_SRM2
7 Days from 2009-11-24 to 2009-12-01
CERN-PROD
FZK-LCG2
IN2P3-CC
INFN-T1
NDGF-T1
HEF-ELPROD
RAL-LCG2
SARA-MATRIX
RIUMF-LCG2
Taiwan-LCG2
pic
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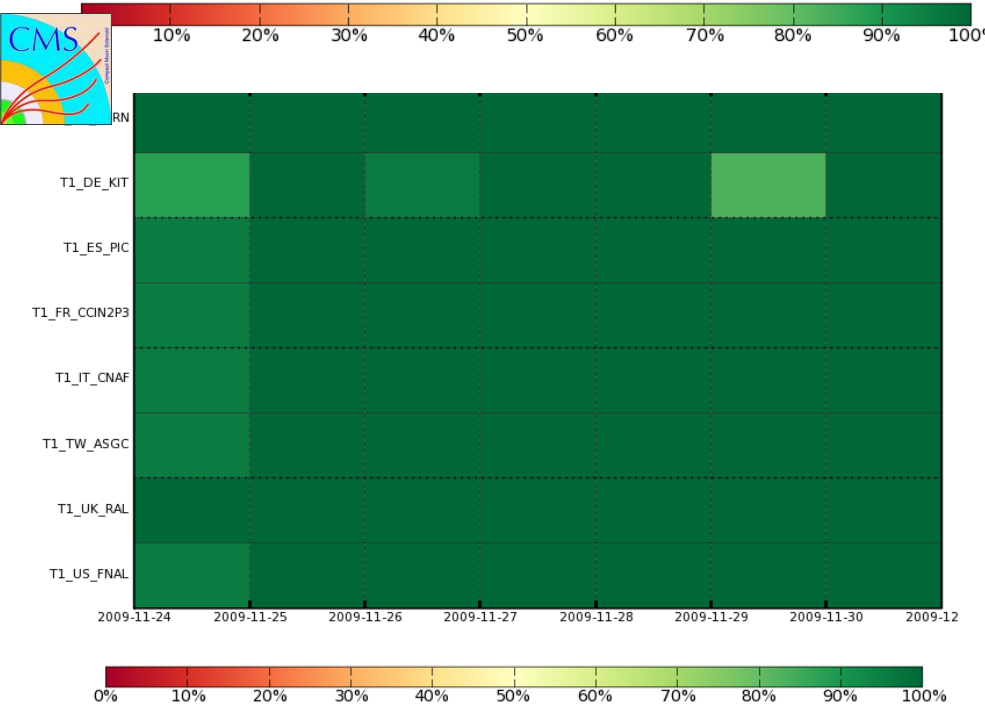
T1_DE_KIT
T1_ES_PIC
T1_FR_CCIN2P3
T1_IT_CNAF
T1_TW_ASGC
T1_UK_RAL
T1_US_FNAL
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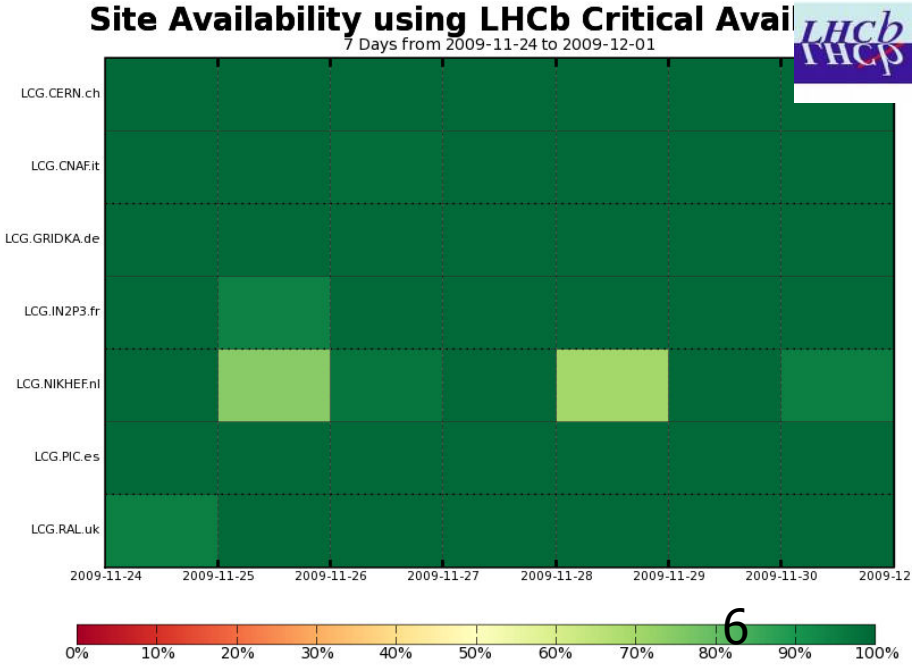
Site Availability using LHCb Critical Avai
7 Days from 2009-11-24 to 2009-12-01
LCG.CERN.ch
LCG.CNAF.it
LCG.GRIDKA.de
LCG.IN2P3.fr
LCG.NIKHEF.nl
LCG.PIC.es
LCG.RAL.uk
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# SRM problems at CERN

- Steps followed suggested in the recent SIR

- SRM request mixing observed and protective measures put in place
- Number of SRM threads increased
- Timeout problems for SRM ping operation fixed

- SRM upgrade performed and stable operation since then
- Infrequent call-back problems still being investigated by CASTOR/SRM team

# FTS problems at CERN for ATLAS

- Outgoing transfers from CERN were severely affected
- ATLAS had to revert back to FTS 2.1 after problems with 2.2 resulting in core dumps
- Development is analysing the case
- Also other sites running 2.2 so far not affected, but need to be cautious until the problem is fully understood

# CMS Data Loss at IN2P3

- 11 Nov: cleanup of unwanted CMS files resulted in larger deletion than expected
- Cause: communication problems between the CMS and IN2P3 teams
- 660 TB (480TB custodial) were erroneously deleted
- 100 TB could not be retransmitted from CERN or other T1s
- All event samples could be re-derived later if need should arise for CMS
- Procedures have been reviewed to avoid similar problems
  - Full detail at:
  - https://twiki.cern.ch/twiki/bin/view/LCG/WLCGServiceIncidents

# Miscellaneous Reports

- ALICE stress tested new alien release – no issues reported
- NSCD daemon problems caused ROOT failures for LHCb at NIKHEF - fixed
- Regression of dcap VOMS awareness after dCache upgrade for users with multi-VO certs
- Several investigations due to low transfer performance for ATLAS (increased FTS slots, also issues in gridftp transfer phase, clock skew)
- Timeout issues with large CMS files – retuning done
- SRM@RAL performance impacted by low DB memory – fixed by moving DB processes to larger node
- Additional DB server node added to ATLAS offline DB
- Repeated unavailability of cream ce for ALICE due to failure + upgrade of fall-back node

# Proposal from GGUS Development

- Periodic ALARM ticket testing rules
  - Proposal is to run GGUS tests periodically from the development team
  - Proposed procedure at

    https://twiki.cern.ch/twiki/bin/view/EGEE/SA1_USAG#Periodic_ALARM_ticket_testing_ru

  - ATLAS and CMS agree with the proposal

  - Feedback from T1 site welcome
    - Would eg one test ticket per month be acceptable?

# Summary/Conclusions

- First week with beams and collisions
  - All experiments reported success and rapid turn around of there local and grid wide data management and processing systems
  - A big success for experiment and grid computing infrastructures!
- Few new problems mainly in the file transfer area
  - Quickly being picked up by concerned sites
- Good attendance at daily meetings
    - Good fraction of “nothing to report” statements from T1 sites
- Definitely still many areas to improve but a smooth and controlled first week with LHC data