

# GGUS Ticket review

T1 Service Coordination Meeting  
2010/07/15

As agreed at the 2010/07/01 T1SCM, individual experiment and site contacts were reminded on Monday to highlight GGUS tickets of concern for follow up at today's meeting.

- ALICE: Serious issues this week reported via GGUS tickets and also at the daily ops. meeting. Tickets were promptly solved. Hence, nothing to report.
- ATLAS: CNAF->PIC transfer failures GGUS:59791 in progress since 2010/07/07 Wed morning.
- CMS: Afs service degradation at the Tier0 GGUS:59728.
- LHCb: GGUS:59247,55948,50712 for their antiquity.

» Details follow...

GGUS #	Assigned To	Creation Date	Last Update	Status	Comment
<a href="#">59791</a>	ROC_Italy	2010/07/07 but problem exists since 2010/06/26	2010/07/14	In progress	TEAM ticket:Urgent! Debugging mostly done by the TEAMers. CMS confirms CNAF-to-PIC broken for them as well. LHCb transfers seem OK. LHCOPN experts at CERN contacted offline.

GGUS #	Assigned To	Creation Date	Last Update	Status	Comment
<a href="#">59728</a>	ROC_CERN	2010/07/05	2010/07/14	In progress	TEAM ticket: Top priority! Afs CMS SW volumes usage must be re- thought. Also, CPU and mem being faster today there is a kernel inability to cope with the high demands on writing dirty pages back to disk.

GGUS #	Assigned To	Creation Date	Last Update	Status	Comment All TEAM tickets
<a href="#">59247</a>	ROC_CERN	2010/06/21	2010/06/22	In progress	Very Urgent! LSF: wrong CPU usage report. Submitter provided all detail, no response from the service.
<a href="#">55948</a>	ROC_Italy for Pisa	2010/02/25	2010/06/28	Re-opened. In wrong status now: Waiting for reply	Top priority! Dirac SAM jobs failing consistently for 4.5 months.
<a href="#">50712</a>	ROC_CE for Warsaw	2009/08/03	2010/05/07	On hold	Urgent! Shared Area problem. Pending NFS replacement since 2 mths.

- Submitters provided a lot of input to help debugging.
- Remedy PRMS doesn't take the 'Priority' field value (applies to GGUS tickets to Tier0). This may lead to misunderstandings on how urgent this is.
- Sites should make sure experts of all fields, including the network, are members of their Contact email address in GOCDB, so GGUS tickets, with Site notification, reach them straight away.
- Avoid email threads! Use the 'Involve others', 'Cc', 'Assign to a specific person' and ticket escalation to get problems solved.