



WLCG Service Report

7 weeks, 2nd August 2022 – 20th September 2022

WLCG Management Board, 20th Sept. 2022

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v1.0

Operations Coordination meetings

- These meetings normally are held **once** per month
 - Usually on the first Thursday
- Each meeting has a standard agenda plus usually at least one **dedicated topic**, announced in advance
- Experiments and sites are kindly asked to have the **relevant experts** attend, depending on the topic(s)
- Next meeting on September 29th
 - TBD

Operations Coordination highlights

- Future WLCG helpdesk
 - Based on the EOSC Helpdesk with customizations
 - Initial draft of roadmap is ready
 - Further requirements to be collected from all partners
 - JIRA project created to track WLCG requirements
- WLCG Token Transition Timeline v1.0 published on Aug 22
 - Contains a summary of what was done in the last 2.5 years
 - Describes an optimistic set of milestones to work towards
 - Updates will be published from time to time as needed

Selected items from Operations (1)

- Successful start of Run 3 for all experiments
- ATLAS
 - Account synchronization issues between VOMS-Admin and IAM
 - Fixed, but known issues remain
 - VOMS → Rucio synchronization down for several weeks due to certificate ownership problem
 - XRootD transfers fail between clients on CS9 and servers using certificates from CAs still using SHA1 for signatures
 - Temporary workaround: put the client host in LEGACY mode
 - Jobs switched from Singularity to Apptainer

Selected items from Operations (2)

- LHCb
 - Significant progress on long-standing tickets
 - Slow deletions at RAL ([GGUS:155120](#))
 - XRootD proxies found to serialise deletion requests
 - Fix being tested
 - Socket timeouts at SARA ([GGUS:153653](#))
 - Root's *hadd* utility tries to open all files at once by default
 - Clients should use the “-n” option
 - The default value should be made a reasonable number
 - Number of dCache movers increased as temporary mitigation
 - Discussion about jobs getting killed on hitting virtual memory/swap limits
 - Minimum values for VMEM do not appear to have been agreed across WLCG
 - To be discussed in an Operations Coordination meeting

Service Incident Reports

- Follow-up SIR of KIT from March 2022
 - Concluded human error was the root cause
 - Fire-drill demonstration to validate service resiliency
 - Complete impact summary for all experiments

GGUS summary (7 weeks, 1st August – 18th September)

VO	User	Team	Alarm	Total
ALICE	4	0	0	4
ATLAS	16	72	0	88
CMS	102	0	0	102
LHCb	1	25	0	26
Totals	123	97	0	220

