GGUS Ticket review

T1 Service Coordination Meeting
2010/12/16

CERN**IT** Department

GGUS tickets of concern to the experiments:

- ATLAS:
  - GGUS:61440 CNAF: transfer problems to BNL. Primary network path was due for restore in operation on Nov. 24th. Ticket is still present as ongoing issue on the ADCOperations twiki. Same with the NDGF ticket which is 'verified'! If forgotten, please remove.

- CMS:
  - No reply ➜ No issues.

- ALICE:
  - No reply ➜ No issues.

- LHCb:
  - No reply ➜ No issues.

- Site request (PIC): GGUS:64773: Transfers from Purdue. Concerns CMS.

ES ATLAS CNAF-BNL Transfer

GGUS #	Assigned To	Creation Date	Last Update	Status	Comment
61440	ROC_Italy	2010/08/23	2010/12/16	Waiting for reply.	TEAM ticket upgraded to **urgent!** Transfer errors between DATADISKS. The specific problem on the Geant Router is not fixed yet. We are using an alternate path (which is working well) and I didn't understand if this path can be considered "the new production path".

PurdueRCAC-PIC Transfer

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GGUS #	Assigned To	Creation Date	Last Update	Status	Comment
64773	OSG(Prod)	2010/11/30	2010/12/14	In progress	User ticket **urgent!** Transfer problems from Purdue to PIC (and CNAF!). Was being followed-up well, mostly in email threads. Given the Purdue silence since Dec. 9th PIC asked for OSG help.

As per <u>savannah:117206</u> for better service studies are the default Type of Problem (ToP) values appropriate?

Accounting
AuthZ/Authentication
Catalogue
COD Operations
Configuration
Data Management - generic
Deployment - other
Documentation
ETICS
File Access
File Transfer
GGUS

Information System
Installation
Local Batch System
Middleware
Monitoring
Operations
Network problem
Other
Security
Storage Systems
VO Specific Software
Workload Management
3D/Databases