

GGUS Ticket review

T1 Service Coordination Meeting

2011/03/17

GGUS tickets of concern to the experiments:

- ATLAS:
 - [GGUS:61440](#) CNAF-BNL transfer problems.
 - [GGUS:68546](#) CERN Afs slow response.
- CMS: No issues.
- LHCb: No issues.
- ALICE: No issues.

GGUS #	Assigned To	Creation Date	Last Update	Status	Comment
61440	ROC_Italy	2010/08/23	2011/03/16 in ATLAS ADC twiki. Now pasted in the GGUS ticket.	In progress.	TEAM ticket upgraded to urgent! Transfer errors between DATADISKS. Normal production path between BNL and INFN-T1 is now restored. A month in operation will confirm this ticket can be closed.

GGUS #	Assigned To	Creation Date	Last Update	Status	Comment
68546	ROC_CERN	2011/03/08	2011/03/16 in SNOW	Assigned	TEAM ticket 'urgent'. CERN helpdesk (2 nd level) supporters were reminded they should immediately assign tickets originating from GGUS and Afs supporters were reminded that updates in SNOW are not yet reflected into GGUS as the interface in that direction is not in place yet.

To avoid ticket multiplication when submitters put in GGUS tickets' Cc: bla.support@cern.ch

SNOW tickets created automatically for such support lines and originating from GGUS are now deleted (they would be assigned to the Service Desk - 1st Line Support).