



WLCG Service Report

6 weeks, July 17 – August 27

WLCG Management Board, August 27, 2024

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v1.1

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 Sep **12**
 - Progress on the new WLCG Helpdesk

Operations Coordination highlights (1)

- No Ops Coordination meeting was held since the last MB

Selected items from Operations (1)

- ATLAS
 - Discovered *cgroups* v2 on EL9 also accounts the *page cache* to job processes, which may thus be killed when too much data is cached by the OS
 - Typically when a WN is not fully loaded
 - Several workarounds and developments in HTCondor to mitigate this problem
- CMS
 - Accidentally overloaded CNAF storage systems by sending 840 TB in just 2 days
- LHCb
 - Major issues at CNAF and RAL, reported on the next pages

Selected items from Operations (2)

■ CNAF

- Major operational problems impacting experiment operations ([GGUS:167716](#), [GGUS:167725](#), [GGUS:167840](#))
 - First triggered by heavy load + migrations to the new data center, but still persisting
 - Tape, disk, and data transfers significantly affected for ATLAS and LHCb
 - T1 and ARM resources unusable for ATLAS since August 4th
 - Unfortunate coincidence with holiday absences
 - A *Service Incident Report* is due when normal service has resumed

■ RAL

- CRL incident affected T1 services for up to 1 day, GOCDDB for 3 days ([GGUS:167649](#))
- Overloaded gateways led to file loss and corruption for LHCb ([GGUS:167781](#))

Selected items from Operations (3)

- FNAL
 - Site closed from August 26th to September 2nd
 - Support during closure period will be limited
- CERN
 - LCG Argus service decommissioned on August 5 ([OTG0151130](#))

Service Incident Reports

- Report from CNAF pending

GGUS summary (6 weeks, July 15 – Aug 25)

VO	Incidents	Alarms	Total
ALICE	5	0	5
ATLAS	78	0	78
CMS	87	0	87
LHCb	25	0	25
Totals	195	0	195

