



WLCG Service Report

6 weeks, October 15 – November 26

WLCG Management Board, Nov 26, 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 December 5
 - WLCG Helpdesk update
 - HammerCloud update

Operations Coordination highlights (1)

■ WLCG Helpdesk Status and Plans

- From October 1st, available in pilot mode
 - 200 supporters registered and ~60 real tickets processed by Nov 7
 - VO role assignments to supporters completed
- Focus until the end of the year
 - Special role assignments
 - Finalize setting up support units
 - In particular the integration with ServiceNow at CERN
 - Initial operations, training and tests

■ Accounting Task Force

- HTCondor CPU efficiency issues identified and resolved in recent versions
- OSG sites with inaccurate CPU reporting under investigation
- Agreement signed between EGI and the company developing the EGI Accounting Portal

Operations Coordination highlights (2)

- Transition to Tokens and Globus Retirement Work Group
 - Campaigns for EGI sites to configure support for the IAM instances on Kubernetes (K8s) still have 36 tickets open.
 - Several OSG sites fail ATLAS or CMS tests using those instances.
 - Being followed up by ATLAS and CMS operations experts.
 - Ideally we switch to the K8s instances in production still this year.
 - They are provided in **HA mode** since summer.
 - The current production instances on OpenShift are challenging to maintain.
- WG for Job Allocation and Handling has started
- EGI UMD-5 for EL9 MW officially available since Oct 21
 - Updated a few times already
- It is very easy now to install and configure site BDII services
 - Required for EGI operations

Selected items from Operations (1)

- **Severe issue** affecting the GEANT Trusted Certificate Service
 - See the report on the [agenda](#) of this meeting
- ATLAS
 - Russian sites being decommissioned – JINR will stand alone
 - Migration from GGUS to Helpdesk
 - Collecting requirements and feedback ([ADCINFR-274](#))
- CMS
 - Waiting for Python 3 port of HammerCloud → update in December

Selected items from Operations (2)

- CNAF
 - LHCb storage incident closed (see page 7)
 - Few files corrupted after network instability problem ([GGUS:168495](#))
 - Experiments (ATLAS, LHCb) informed and copies invalidated.
- RAL
 - GOCDDB read-only failover service is **no longer available**
 - CVMFS Stratum-1 back up with new hardware and available for testing
 - Plan to move sites to using RAL in global config by next few weeks
- CERN
 - Significant effort spent on porting ETF (SAM) test containers from CentOS 7 to EL9 and on debugging ARC CE test failures across VOs

Service Incident Reports

- CNAF incident is closed and the [post-mortem report](#) has been released.
 - **Enforced** change to **thin** storage provisioning identified as root cause.
 - **Solution identified:**
 1. Configure LUNs to leave enough free space on physical disk (to keep occupancy below 90% of total capacity);
 2. Move hot data directories, i.e. LHCb disk and tape buffers (that need high rates of write/read/delete operations), to different storage systems not affected by this issue.

GGUS summary (6 weeks, Oct 14 – Nov 24)

VO	Incidents	Alarms	Total
ALICE	8	0	8
ATLAS	101	0	101
CMS	90	0	90
LHCb	34	0	34
Totals	233	0	233

