



WLCG Service Report

5 weeks, December 18– January 21

WLCG Management Board, Jan 21, 2025

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v1.2

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 January **23**
 - Follow up on WLCG review of accounting and pledge management tools (CRIC & WAU)
 - CVMFS Stratum-1 monitoring
 - WLCG Helpdesk update

Operations Coordination highlights (1)

- No Operations Coordination meeting has taken place since the last Management Board
- GEANT TCS crisis update
 - Affected NRENs have received onboarding webinars about the new back-end provider HARICA, the *Hellenic Academic and Research Institutions Certification Authority*
 - It should start appearing in IGTF in a matter of weeks
 - Server certificates will be supported first, user certificates will follow
 - In the beginning, there will be significant reliance on manual steps

Selected items from Operations (1)

■ LHCb

- Failed jobs at several sites found to be due to the lowering of the maximum number of threads by XRootD Python client library ([GGUS:168952](#))
- **Alarm** ticket for KIT because of pilots failing to match jobs ([GGUS:169569](#))
 - Found to be due to a problematic Go version that was used by the Apptainer from CVMFS, only affecting EL8 systems.
 - Cured by downgrading Apptainer, while a proper fix will need to be provided by a new DiracOS2 release.

■ CNAF

- Storage for LHCb was still unstable with massive transfer failures ([GGUS:169478](#))
 - The site has finished migrating LHCb data to more stable storage now
 - The next StoRM update might also improve the situation
- 1.7k corrupted LHCb files found on disk ([GGUS:169555](#))
 - Due to network interface issues on some new servers
- Tape services down for 10 days due to moving the tape library to the new data center ([GOCDB:36310](#))

Selected items from Operations (2)

- ATLAS
 - Storage at CNAF overloaded during the EOY break due to bad workflows of a single user ([GGUS:169504](#))
- KIT
 - Incorrect IPv6 BGP advertisement for LHCONE affected at least ATLAS transfers over the EOY break ([GGUS:169479](#))
- RAL
 - ARC CEs unusable by ATLAS for 4 weeks due to network issue ([GGUS:169483](#))
- CERN
 - Migration from legacy IAM services on OpenShift to the HA deployment on K8s almost done
 - ALICE, ATLAS and LHCb look ready
 - CMS waiting for the last of their services to be reconfigured
 - Network outage on Jan 15 caused fallouts in various services ([OTG:0153952](#))

Service Incident Reports

- No new Service Incident Reports

GGUS summary (5 weeks, Dec 16 – Jan 19)

VO	Incidents	Alarms	Total
ALICE	3	0	3
ATLAS	59	0	59
CMS	46	0	46
LHCb	11	1	12
Totals	119	1	120

