

# GGUS Ticket review

T1 Service Coordination Meeting

2011/10/13

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## GGUS tickets of concern to the experiments:

- 0 tickets found on the ATLAS twiki BUT trouble with ALARM [GGUS:75234](#) because:
  - Operator called Castor at 3:30am instead of DB (we can't see this in the ticket).
  - The right SNOW Assignment Group was contacted (GRID 3<sup>rd</sup> Line support) but it doesn't contain any member from the DB team.
- 4 tickets reported from CMS this morning. Not really eligible for this 'issues' presentation as they are from yesterday or today and they received immediate response.
- No issues for Alice.
- 1 long-standing LFC issue for LHCb.

GGUS #	Assigned To	Creation Date	Last Update	Status	Comment
<a href="#">GGUS:75258</a>	ROC_Asia/Passific	2011/10/12	2011/10/13	In progress	USER ticket automatically opened via the CMS savannah-GGUS bridge. Mentioned here only because it is a 'top priority' ticket and because the diff. timezone with Taiwan may cause additional delays in response.

GGUS #	Assigned To	Creation Date	Last Update	Status	Comment
<a href="#">GGUS:74775</a>	ROC_CERN	2011/09/29	2011/10/12	Assigned	USER ticket. Priority:'very urgent'. ToP:'Monitoring' . A: After some internal assignments in SNOW 2 <sup>nd</sup> -3 <sup>rd</sup> level Nagios support, now in SE:GRID Cataloguing <-> LFC (FE), Assignment Group: LFC 2nd Line Support