



# WLCG Service Report

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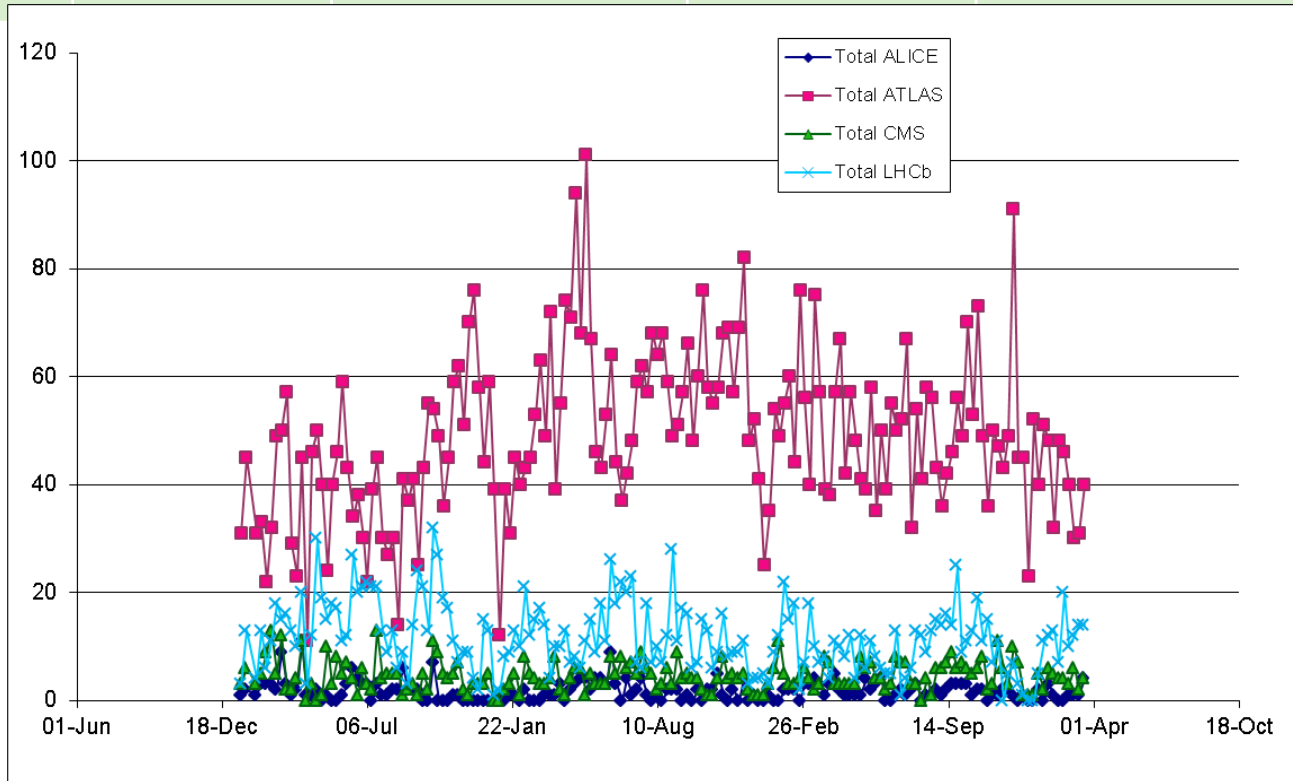
**WLCG Management Board, 20<sup>th</sup> March 2012**

# Introduction

- The service is running rather smoothly
  - Preparation for the LHC running going on (important changes performed or scheduled)
- Important upgrades
  - FTS 2.2.8
  - Some issues in deploying some RPM (glexec, WN) due to naming clashing
- SIRs: none

## GGUS summary *(5 weeks)*

VO	User	Team	Alarm	Total
ALICE	6	1	0	7
ATLAS	32	153	2	187
CMS	15	3	1	19
LHCb	7	63	0	70
Totals	60	220	3	283



# Support-related events since last MB

- There were 3 real ALARM tickets since the 2012/02/14 MB (5 weeks).
  - 2 submitted by ATLAS for IN2P3 on network and storage issues.
  - 1 by CMS for CERN on CASTOR\_SRM.
- All ALARM tickets are solved and verified.
- The GGUS monthly release took place on 2012/02/27. All test ALARMS treated promptly and correctly. [Savannah:125860](#)

Details follow...

# ATLAS ALARM-> IN2P3 LFC & FTS can't be contacted GGUS:79278

What time UTC	What happened
2012/02/16 11:26	GGUS ALARM ticket, automatic email notification to <a href="mailto:lhc-alarm@cc.in2p3.fr">lhc-alarm@cc.in2p3.fr</a> Type of Problem = <b>ToP: Network problem.</b>
2012/02/16 11:30	Automatic email reply that the ALARM was received by the site.
2012/02/16 13:20	Site mgr records investigation is on-going quoting other GGUS tickets on this issue.
2012/02/16 14:07	CERN Grid Service mgr records in the ticket instabilities in the CERN-IN2P3 network monitor.
2012/02/16 15:19	After 2 status updates by IN2P3 admins the ticket gets 'solved' and 'verified' at 21:26hrs. The problem was on LHCONE network and solved by the RENATER-GEANT teams. The reason was that CERN was not yet using the LHCONE configuration agreed at the last relevant meeting. This would result to asymmetric routing that the CERN firewall doesn't accept.

# ATLAS ALARM-> IN2P3 Jobs to all .fr sites fail

GGUS:79347

What time UTC	What happened
2012/02/18 22:30 SATURDAY	GGUS TEAM ticket, automatic email notification to <a href="mailto:grid.admin@cc.in2p3.fr">grid.admin@cc.in2p3.fr</a> Type of Problem = <b>ToP: Storage Sytems.</b>
2012/02/19 02:22 SUNDAY	New shifter urges the site to investigate. Over 900 registration errors.
2012/02/19 08:09	3 <sup>rd</sup> shifter records in the ticket that data transfers are also affected. Suggests a table limitation in LFC and raises ticket to ALARM. Email sent to <a href="mailto:lhc-alarm@cc.in2p3.fr">lhc-alarm@cc.in2p3.fr</a> .
2012/02/19 08:30	Automatic email notification from the site on successful ALARM reception.
2012/02/19 19:11	After 8 comment exchanges between IN2P3 admins and the ALARMers, tablespace allocation was increased, the .fr cloud was put back online and the ticket was 'solved'
2012/02/20 09:55 MONDAY	Ticket set to 'verified'.

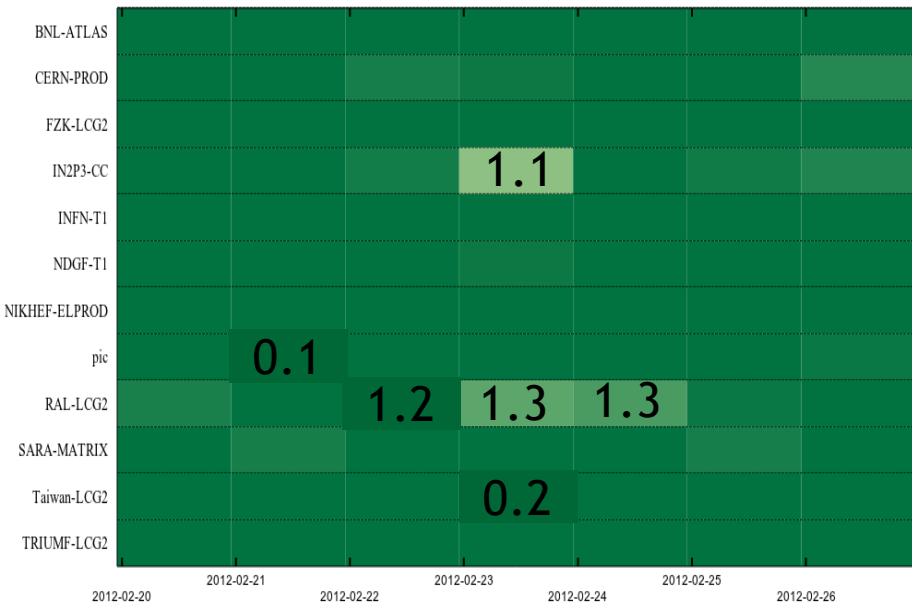
# CMS ALARM->CASTOR\_SRM unavailable

GGUS:79623

What time UTC	What happened
2012/02/24 13:24	GGUS ALARM ticket, automatic email notification to <a href="mailto:cms-operator-alarm@cern.ch">cms-operator-alarm@cern.ch</a> AND automatic assignment to ROC_CERN. Automatic SNOW ticket creation successful. Type of Problem = <b>TOP: File transfer.</b>
2012/02/24 13:26	Service mgr, seeing the email notification of the ALARM sets the ticket to 'solved' recording that T1TRANSFER queue is big and the SRM probe timeouts short.
2012/02/24 13:31	Operator records in the ticket that the Castor piquet was called.
2012/02/24 19:42	Ticket is marked 'solved' and 'verified' by the submitter, himself, after 7 exchanges with the service mgr including putting the ticket to 'solved' and 're-opened' 3 times. Some users producing intense activity were contacted and advised to move to EOS.

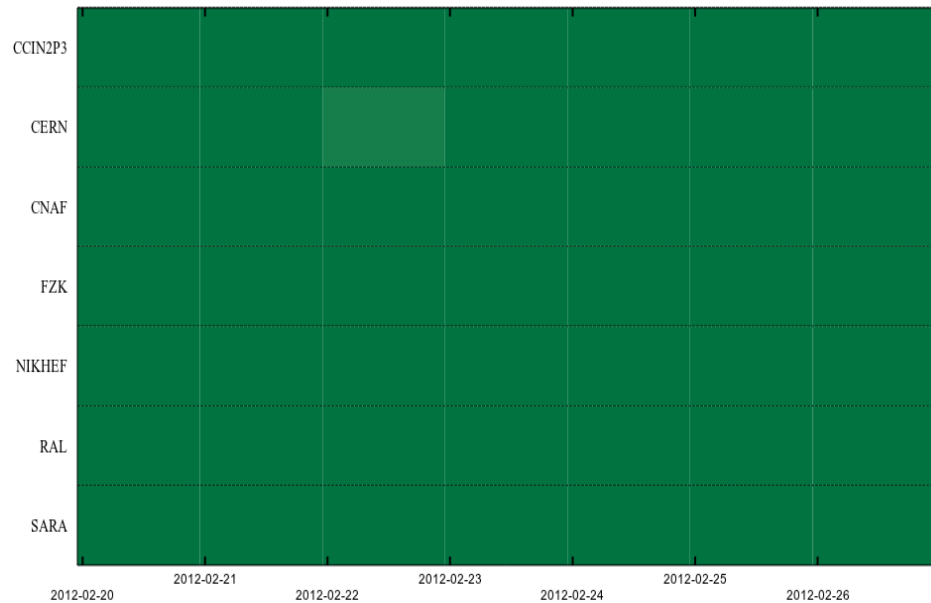
### Site availability using ATLAS\_CRITICAL

168 hours from 2012-02-20 00:00 to 2012-02-27 00:00



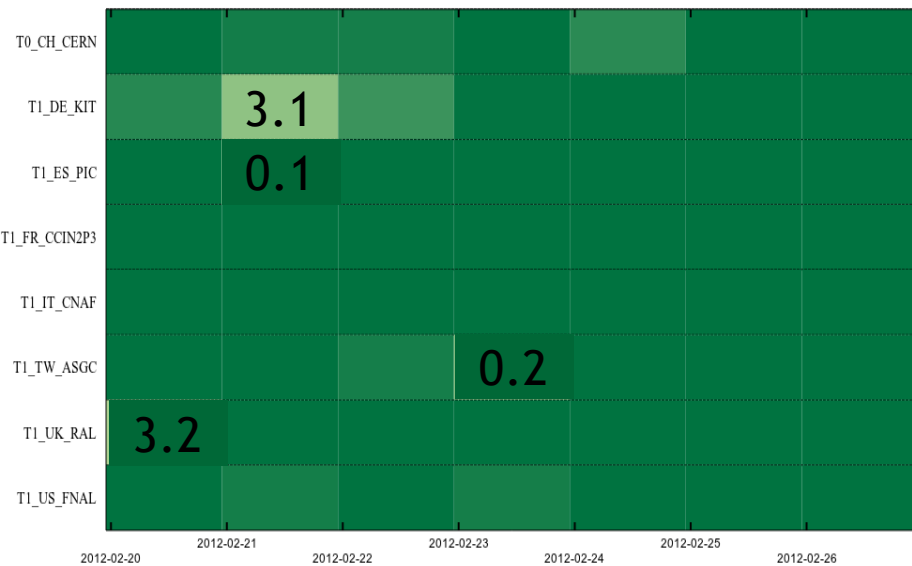
### Site availability using ALICE\_CRITICAL

168 hours from 2012-02-20 00:00 to 2012-02-27 00:00



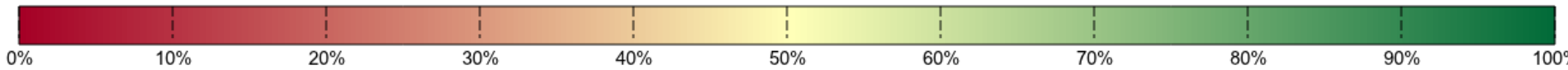
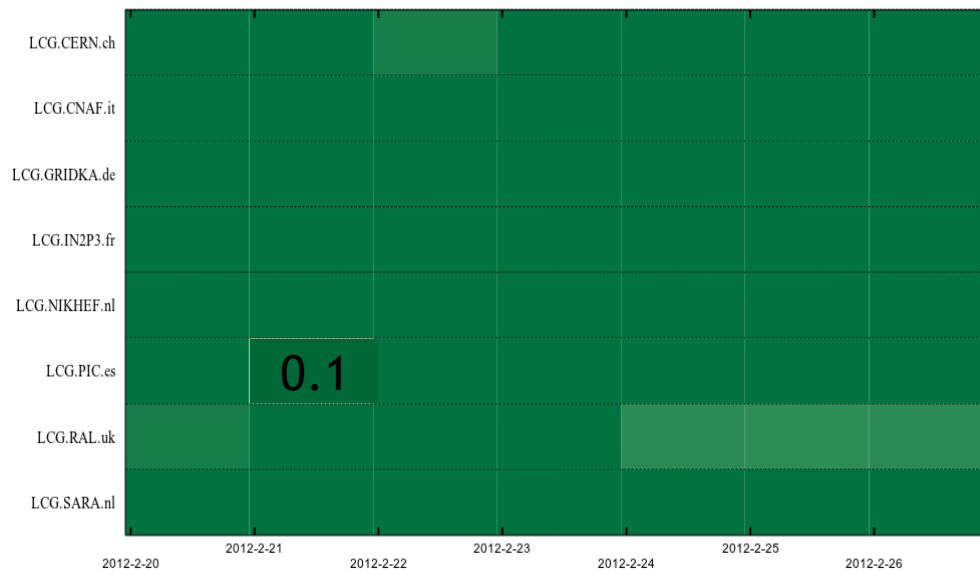
### Site availability using CMS\_CRITICAL

168 hours from 2012-02-20 00:00 to 2012-02-27 00:00



### Site availability using LHCb\_CRITICAL

168 Hours from 2012-2-20 0:0 to 2012-2-27 0:0





# Analysis of the availability plots: Week of 20/02/2012 – 26/02/2012

## Trans-VO events

0.1 PIC (Green box; 21/02). Planned network intervention; downtime registered ([GOCDDB](#)).

0.2 Taiwan (Green box; 23/02). Planned core switch maintenance; downtime registered ([GOCDDB](#)).

## ATLAS

0.1

0.2

1.1 IN2P3 (23/02). CreamCE Job submit test failing on cccreamceli06 from 1000-1600. No downtime registered.

1.2 RAL-LCG2 (Green box; 22/02). Castor upgrade for ATLAS; downtime registered ([GOCDDB](#)).

1.3 RAL-LCG2 (23 & 24/02). Intermittent transfer failures (see SUM [plots](#)) to DATADISK space token over ~24 hour period ([GGUS](#)). No downtime registered.

## ALICE

(Nothing to report)

## CMS

0.1

0.2

3.1 KIT (21/02). Intermittent test failures against SRM; VO reported issue during WLCG daily meeting – no GGUS ticket opened. No downtime registered.

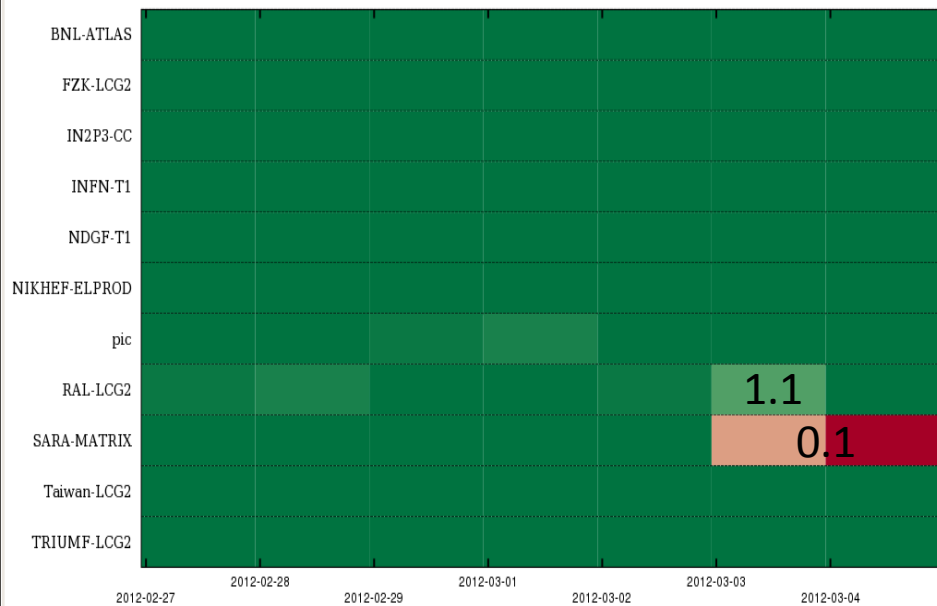
3.2 RAL (Green box; 20/02). Planned CMS Castor intervention; downtime registered ([GOCDDB](#)).

## LHCb

0.1

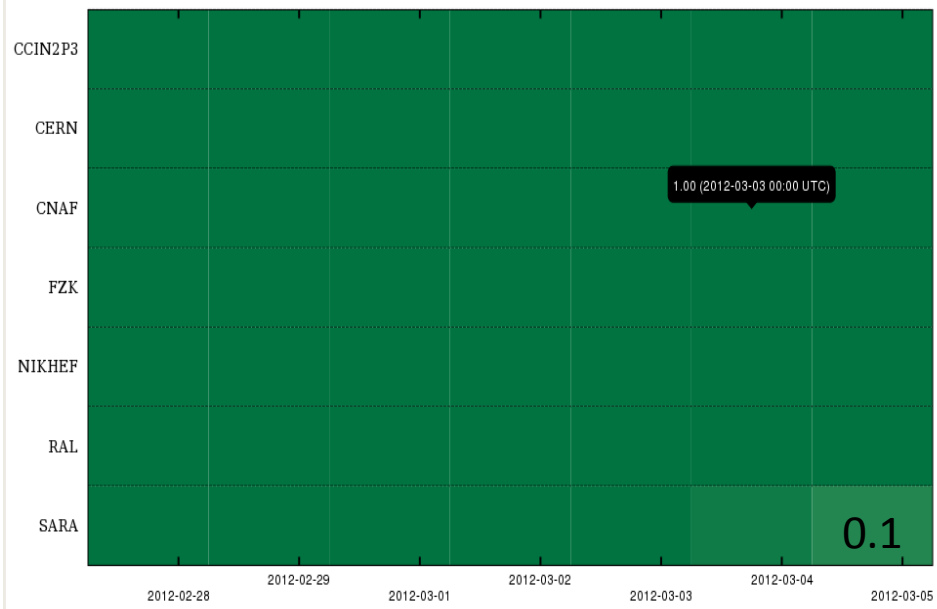
### Site availability using ATLAS\_CRITICAL

168 hours from 2012-02-27 00:00 to 2012-03-05 00:00



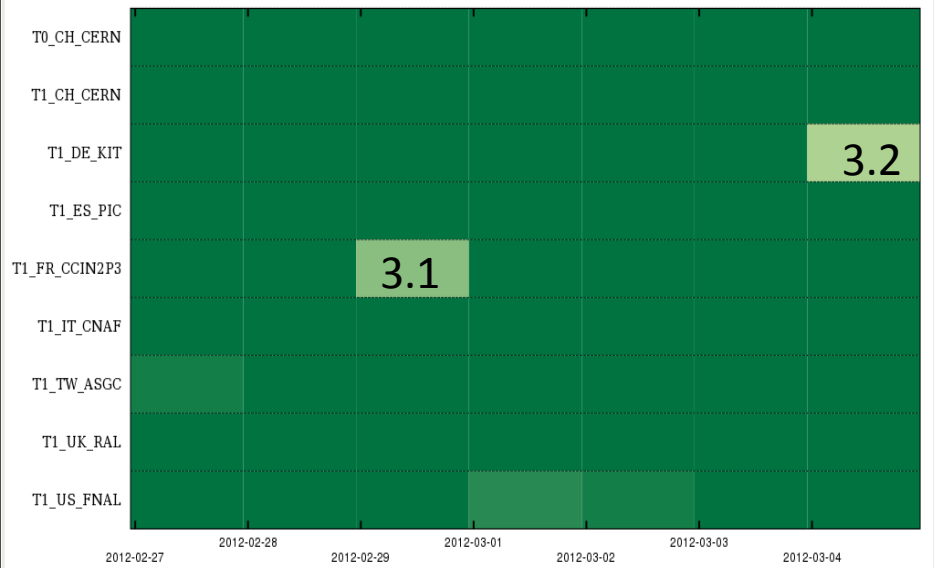
### Site availability using ALICE\_CRITICAL

168 hours from 2012-02-27 07:00 to 2012-03-05 07:00



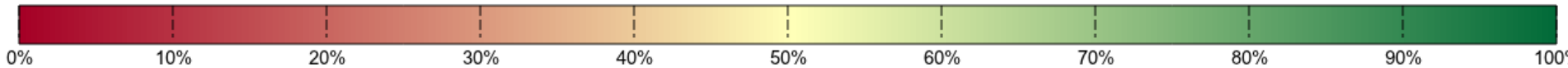
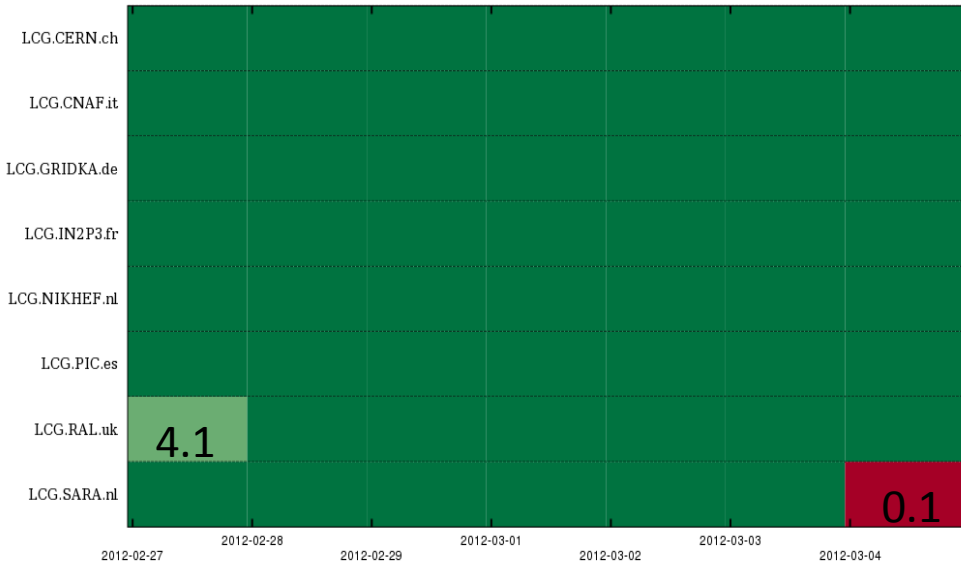
### Site availability using CMS\_CRITICAL

168 hours from 2012-02-27 00:00 to 2012-03-05 00:00



### Site availability using LHCb\_CRITICAL

168 hours from 2012-02-27 00:00 to 2012-03-05 00:00



# Analysis of the availability plots: Week of 27/02/2012 – 04/03/2012

## Trans-VO events

**0.1 SARA (03&04 / 03).** No **downtime** registered; No running pilots, all pilots are scheduled (IDLE) ([GGUS](#)).

## ATLAS

**0.1**

**1.1 RAL-LCG2 (03/03).** Intermittent test failures against SRM. No GGUS ticket opened. No downtime registered.

## ALICE

**0.1**

## CMS

**3.1 IN2P3 (29/02).** Job submission limits were hit ([GGUS](#))

**3.2 KIT (04/03).** Some tests against SRM were failing for ~8 hours, later this day job failures reported ([GGUS](#))

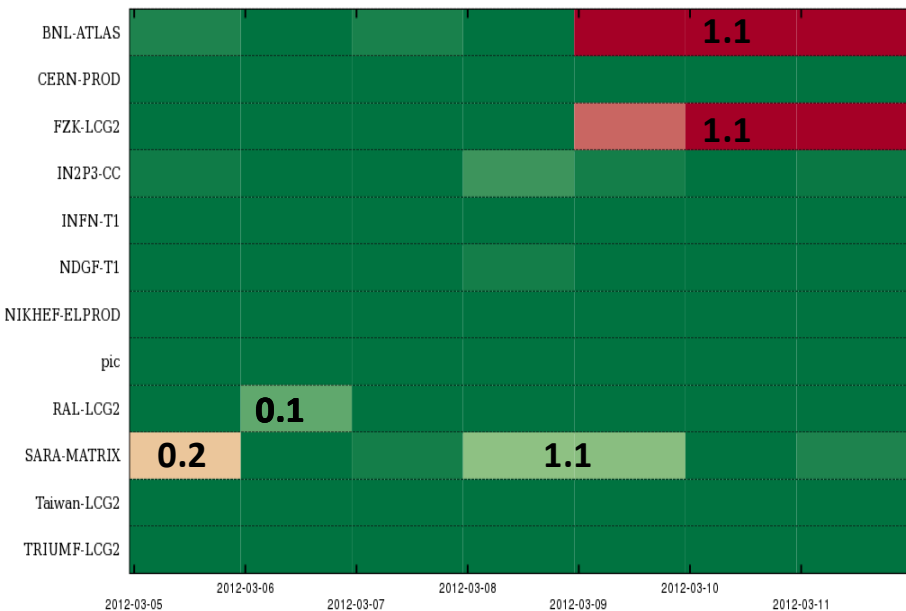
## LHCb

**0.1**

**4.1 RAL (27/02)** **Scheduled** downtime due to update of LHCb Castor instance to version 2.1.11-8 ([GOCDDB](#))

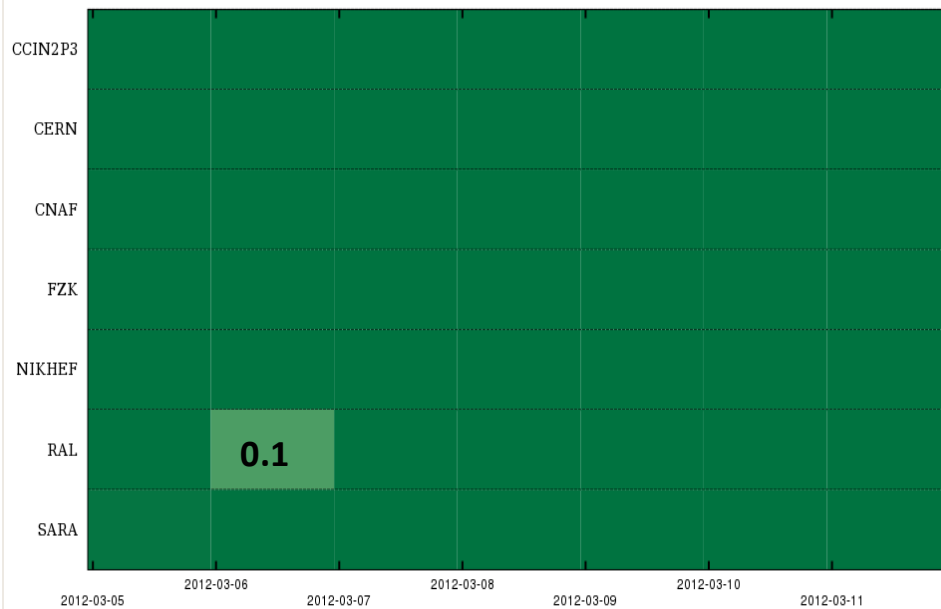
### Site availability using ATLAS\_CRITICAL

168 hours from 2012-03-05 00:00 to 2012-03-12 00:00



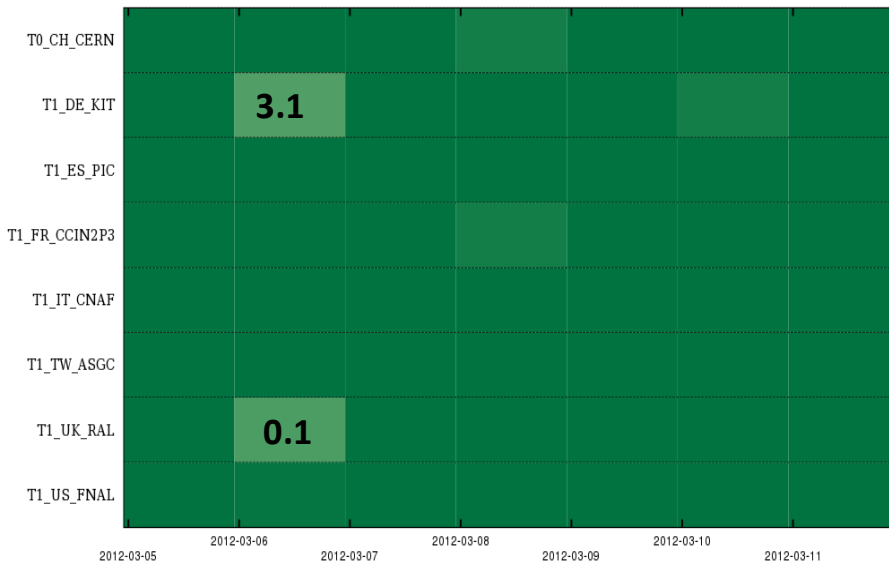
### Site availability using ALICE\_CRITICAL

168 hours from 2012-03-05 00:00 to 2012-03-12 00:00



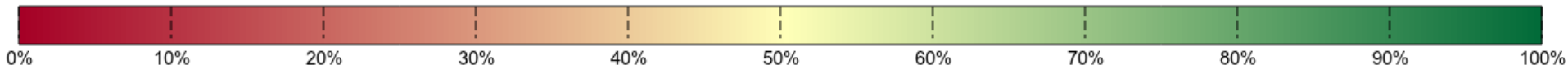
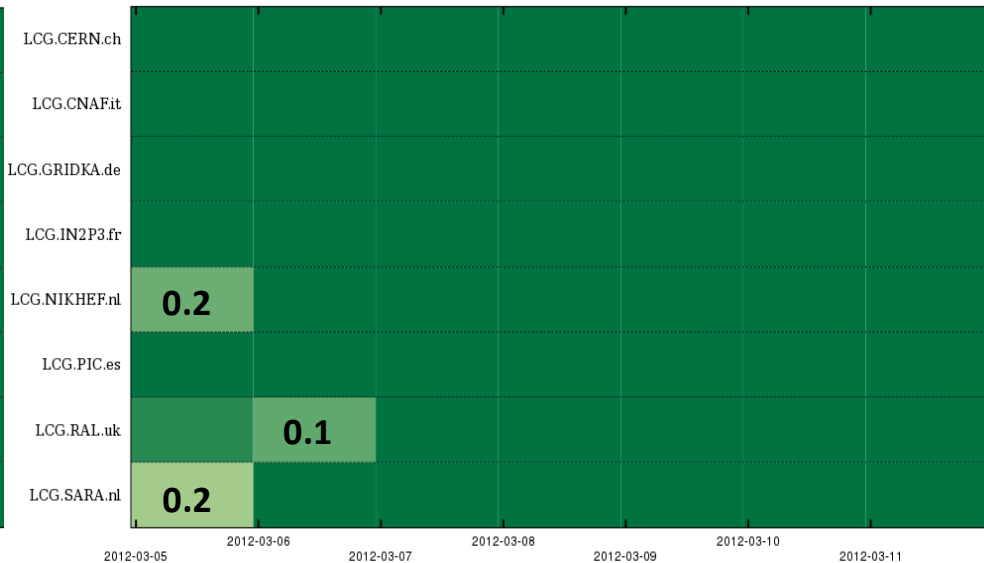
### Site availability using CMS\_CRITICAL

168 hours from 2012-03-05 00:00 to 2012-03-12 00:00



### Site availability using LHCb\_CRITICAL

168 hours from 2012-03-05 00:00 to 2012-03-12 00:00



# Analysis of the availability plots: Week of 05/03/2012 – 11/03/2012

## Trans-VO events

0.1 RAL ( 06 / 03). **Scheduled** outage for CASTOR DB move, FTS 2.2.8 upgrade ([GOcdb](#))

0.2 SARA & NIKHEF ( 05 / 03). SARA tape system in **scheduled** outage ([GOcdb](#))

## ATLAS

0.1

0.2

1.1 BNL,KIT,SARA-MATRIX (08-11/03). SAM tests failing on the CEs, jobs are cancelled after timeout, trying to increase the timeout in SAM ([GGUS](#))

## ALICE

0.1

## CMS

0.1

3.1 KIT (06/03). Unscheduled outage due to high load ([GOcdb](#))

## LHCb

0.1

0.2



# Analysis of the availability plots: Week of 12/03/2012 – 18/03/2012

## Trans-VO events

0.1 KIT (12-15/03). Scheduled downtime for full site maintenance ([GOCDDB](#))

0.2 CERN (12/03). Scheduled downtime for Castor upgrade ([GOCDDB](#))

0.3 RAL (16/03). 2 **unscheduled** downtimes due to network problems ([GOCDDB](#), [GOCDDB](#))

## ATLAS

0.1

1.1 BNL,KIT (12-13/03). SAM tests failing on the CEs, jobs are cancelled after timeout, trying to increase the timeout in SAM ([GGUS](#))

1.2 SARA-MATRIX (16/03) SRM restart reported on the WLCG meeting, no ticket opened

## ALICE

0.1

0.3

## CMS

0.1

0.2

0.3

## LHCb

0.1

0.2

0.3

# Conclusions

- **The service is OK**
  - Lot of preparation work for the LHC data taking
- **Last MB:**
- **Change management:** at least one “iceberg” ahead (EMI FTS deployment at Tier0 and Tier1s prior to 2012 data taking)
- **Now:**
- **Smooth sailing so far:** 8(9)/14. No show stoppers. 100% by the end of March