



# WLCG Service Report

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(for the SCOD team)

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**WLCG Management Board, 16<sup>th</sup> July 2013**

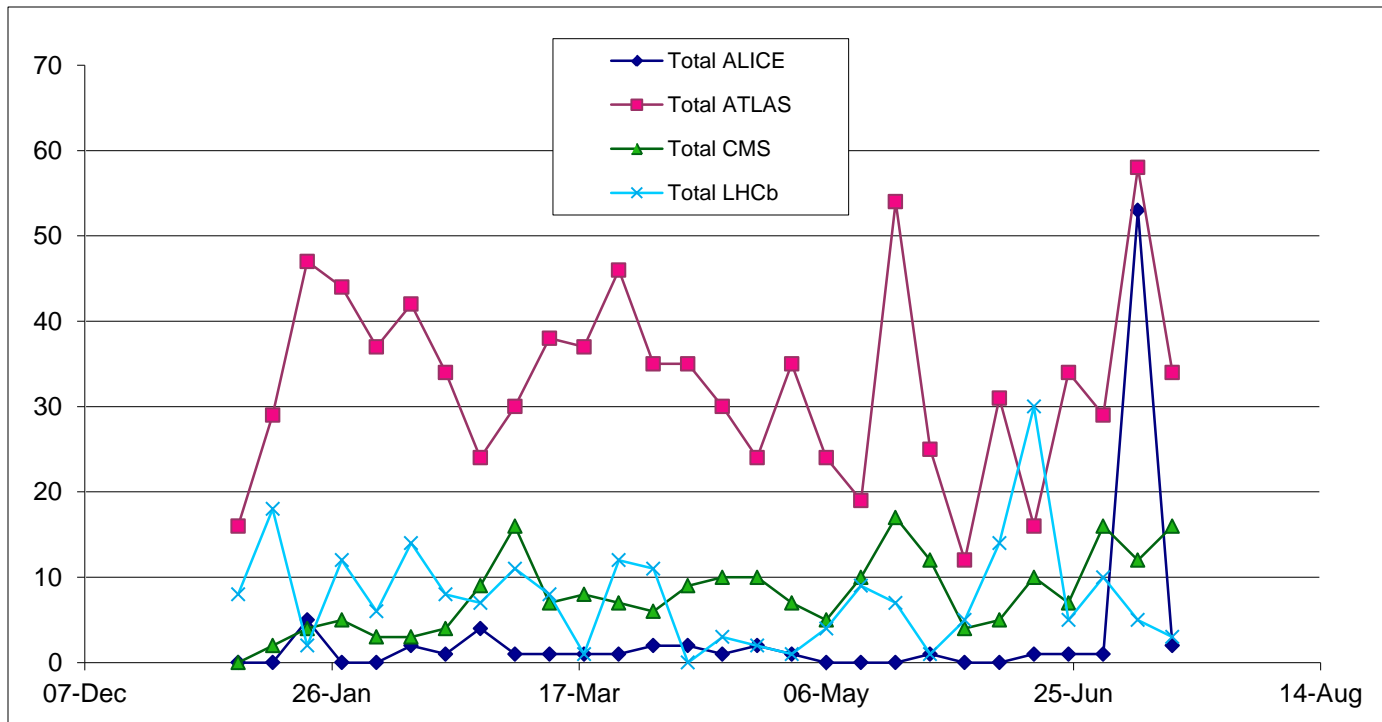
Thanks to Maria Dimou, Ivan Dzhunov, Eddie Karavakis for the GGUS and reliability reports

# Summary

- 4 weeks since the last MB report on June 18<sup>th</sup>
  - Relatively quiet period
- One GGUS ALARM at CERN for ALICE – details in the next pages
- One Service Incident Report received:
  - ATLAS file loss at BNL due to storage controller failure (June 20: [SIR](#))
    - *Storage controller in front of 64TB array failed and caused file system corruption*
    - *Investigated with vendor, there was only one valid uberblock on each LUN*
    - *List of lost files given to ATLAS DDM – Regular backups of metadata will be done*
- Other issues reported at the daily meetings, most notably:
  - Slow staging rate for LHCb at KIT since 1 month ([GGUS:95135](#)) – still pending
  - ALICE issues with KIT SE, lower concurrent jobs cap to avoid firewall overload
  - CERN webserver overload for LHCb ([GGUS:94824](#)), added one more frontend
  - Thousands of ghost ALICE jobs at CERN due to aria2c Torrent not exiting
  - Several interventions and upgrades (databases, CASTOR...)
  - Ongoing Russian T2 network issue ([GGUS:94540](#)) as mentioned at last MB
  - PIC farm migration to SL6

### GGUS summary (4 weeks 17/6-15/7)

VO	User	Team	Alarm	Total
ALICE	54	2	1	57
ATLAS	19	118	0	137
CMS	52	0	0	52
LHCb	4	22	0	26
Totals	129	142	1	272



# Support-related events since last MB

- There was One GGUS Release since the last MB of 2013/06/18.
- It took place on 2013/07/10.
- The round of ALARM tests was successful. Details in [Savannah:138431](#)
- Many changes came with this release, e.g. the unification of all GGUS 3<sup>rd</sup> level Support Units providing Details in the [Release Notes](#).
- There will be no August GGUS Release.
- The 2013/06/17 ALARM ticket [GGUS:94898](#) (LHCb to FZK for too many idle pilots) was mentioned at the last MB already and lasted only for 1 hour as an ALARM, so no slide was made for this. Solution was: Delete the idle jobs.
- On 2013/07/11 ALARM ticket [GGUS:95662](#) was opened against CERN. Drill slide follows.

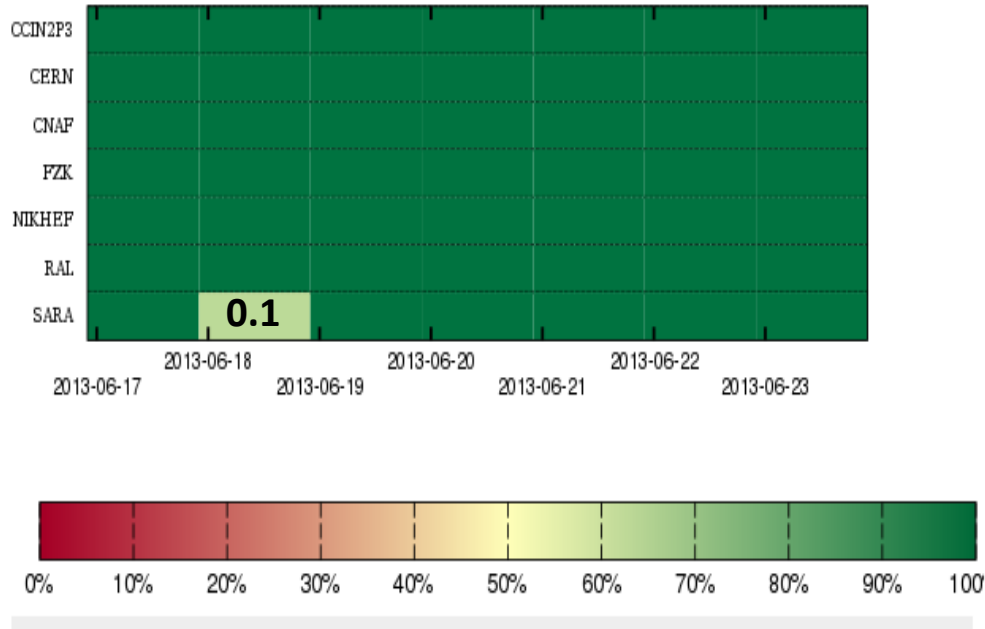
# ALICE ALARM->CERN CES DON'T ACCEPT PROXIES

GGUS:95662

What time UTC	What happened
2013/07/11 12:30	GGUS ALARM ticket opened, automatic email notification to alice-operator-alarm@cern.ch AND automatic assignment to ROC_CERN AND automatic SNOW ticket creation done.
2013/07/11 12:42	Service managers start working on the case.
2013/07/11 12:43	The operator acknowledges reception of the ALARM and contacts the service (not saying which).
2013/07/11 13:53	Expert sets the ticket to status 'solved' explaining the problem was due to a wrong configuration issue that revealed itself with an argus restart.

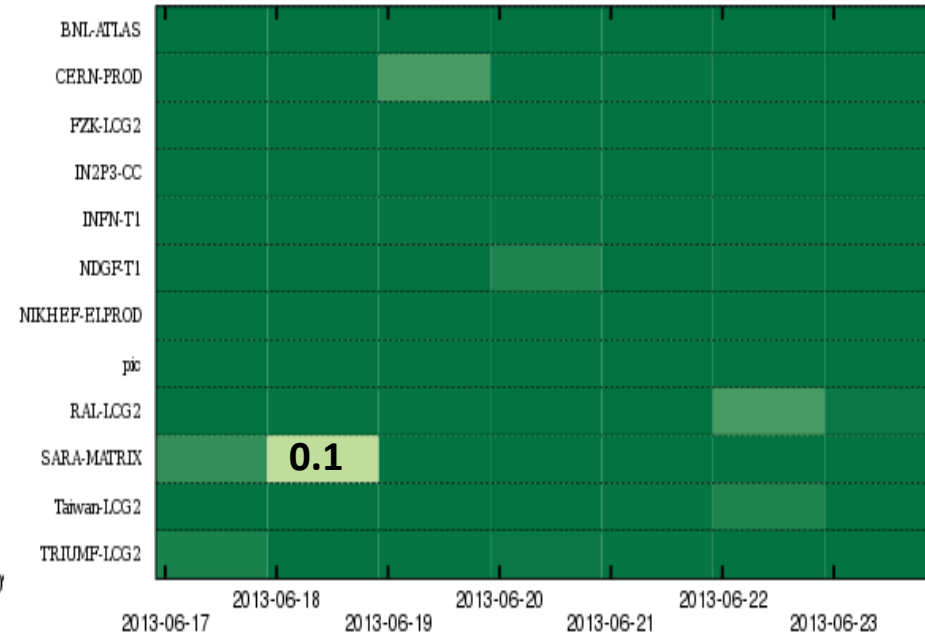
## Site reliability using ALICE\_CRITICAL

168 hours from 2013-06-17 00:00 to 2013-06-24 00:00



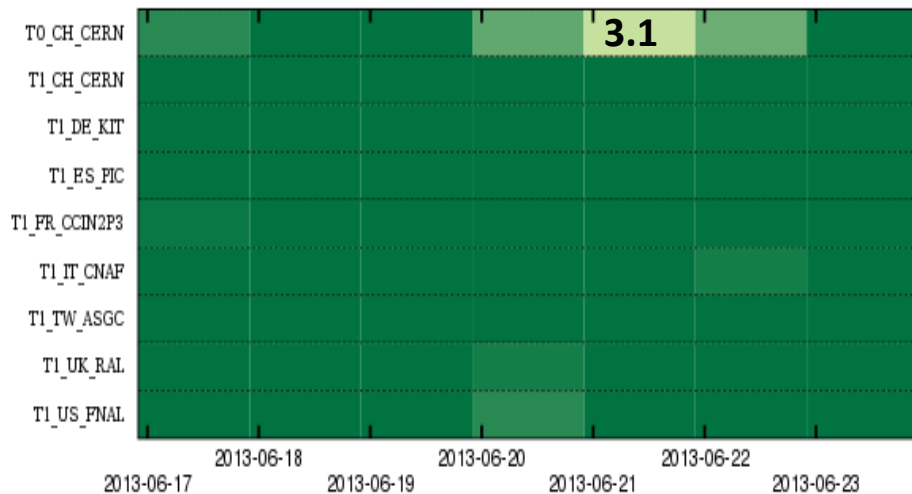
## Site reliability using ATLAS\_CRITICAL

168 hours from 2013-06-17 00:00 to 2013-06-24 00:00



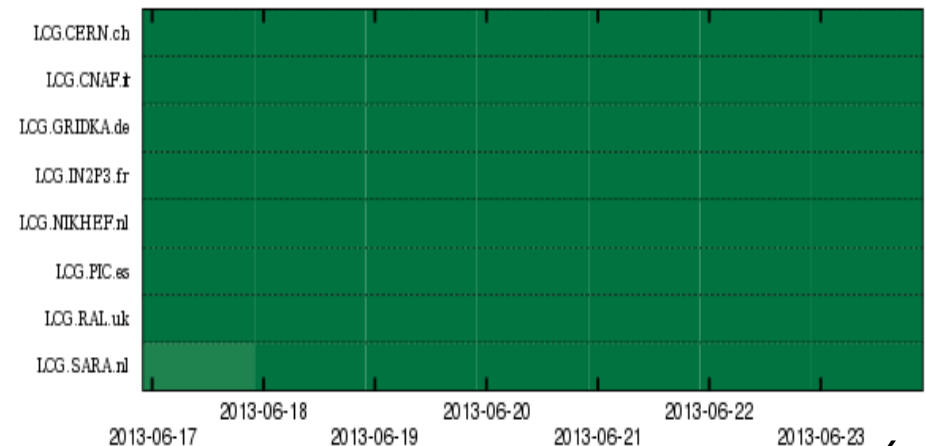
## Site reliability using CMS\_CRITICAL\_FULL

168 hours from 2013-06-17 00:00 to 2013-06-24 00:00



## Site reliability using LHCb\_CRITICAL

168 hours from 2013-06-17 00:00 to 2013-06-24 00:00



# Analysis of the reliability plots :

## Week 17/06/2013

**Common 0.1 (ALICE, ATLAS) :** no restart after downtime GOCDDB (i.e. no pilots entering GGUS)

**ALICE :** NTR

**ATLAS :** NTR

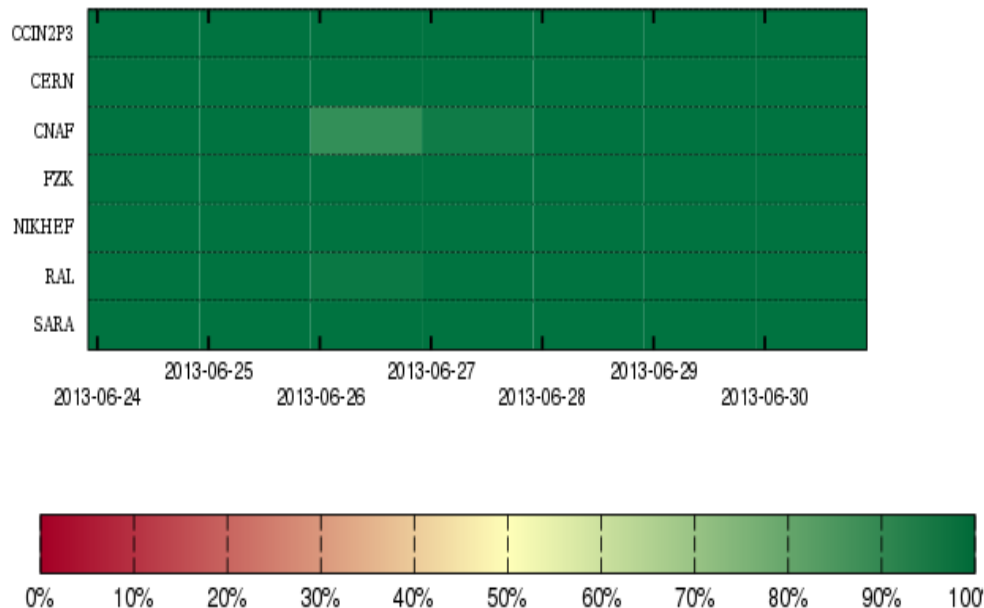
**CMS:**

**3.1:** SRM-VOPut test failing with error 'put request timed out'

**LHCB :** NTR

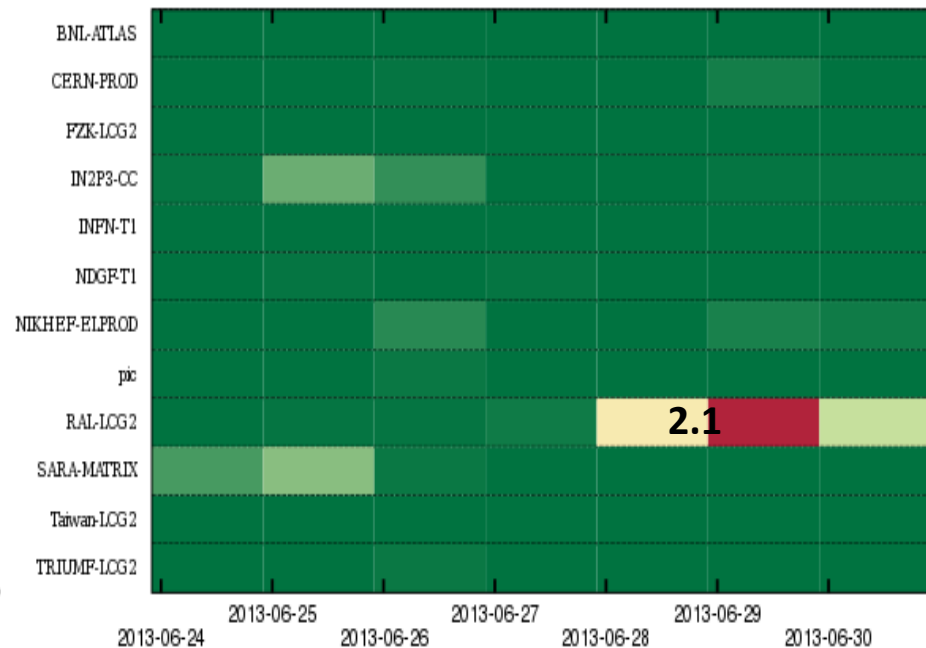
## Site reliability using ALICE\_CRITICAL

168 hours from 2013-06-24 00:00 to 2013-07-01 00:00



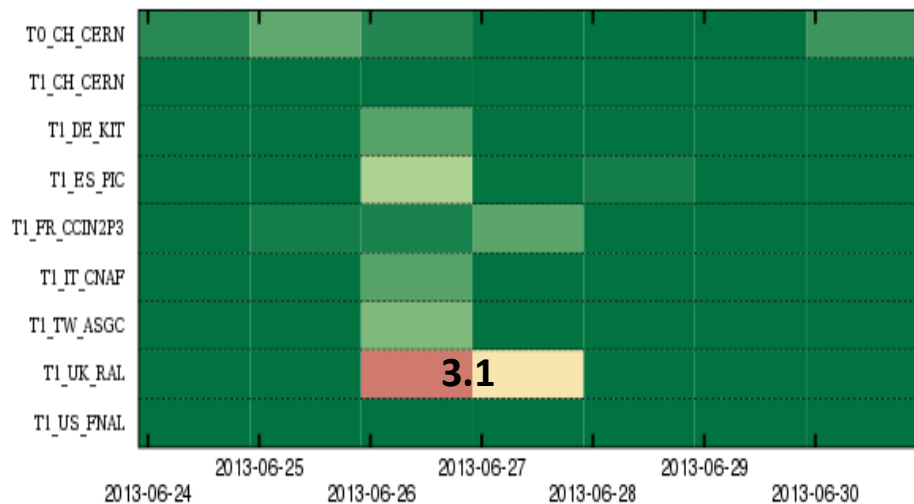
## Site reliability using ATLAS\_CRITICAL

168 hours from 2013-06-24 00:00 to 2013-07-01 00:00



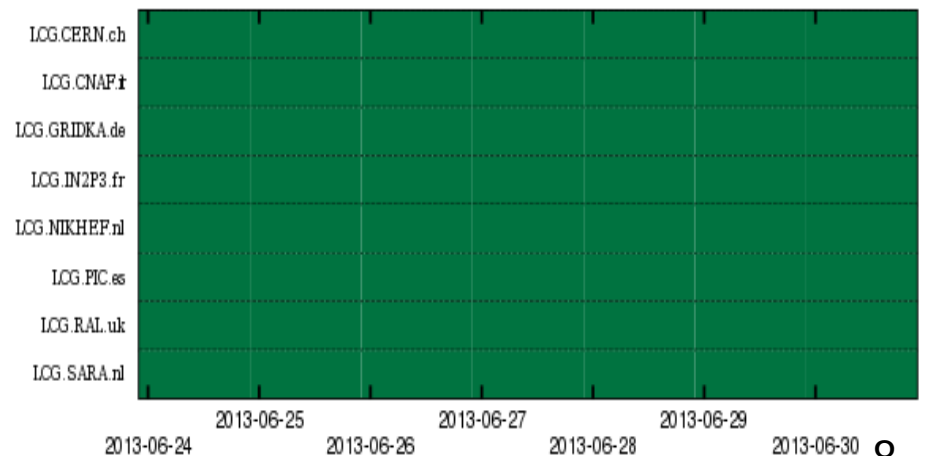
## Site reliability using CMS\_CRITICAL\_FULL

168 hours from 2013-06-24 00:00 to 2013-07-01 00:00



## Site reliability using LHCb\_CRITICAL

168 hours from 2013-06-24 00:00 to 2013-07-01 00:00





# Analysis of the reliability plots :

## Week 24/06/2013

**ALICE : NTR**

**ATLAS :**

**2.1:** Problem with ATLAS CASTOR instance – 3 unscheduled outages [GOCDB](#), [GOCDB](#), [GOCDB](#) and a [GGUS](#) ticket

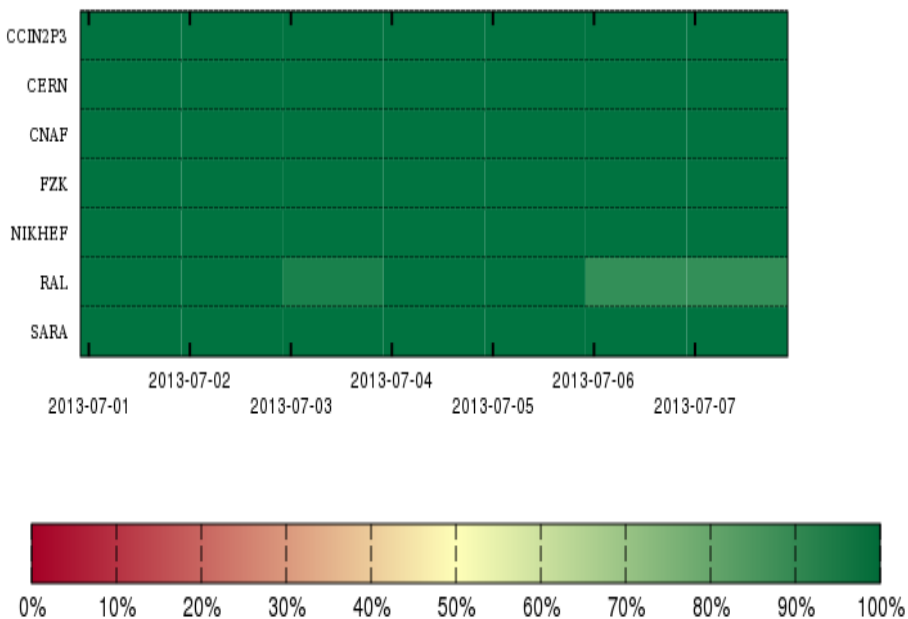
**CMS:**

**3.1:** The CVMFS server died and manual reconfiguration was applied - [GGUS](#), [GGUS](#)

**LHCB : NTR**

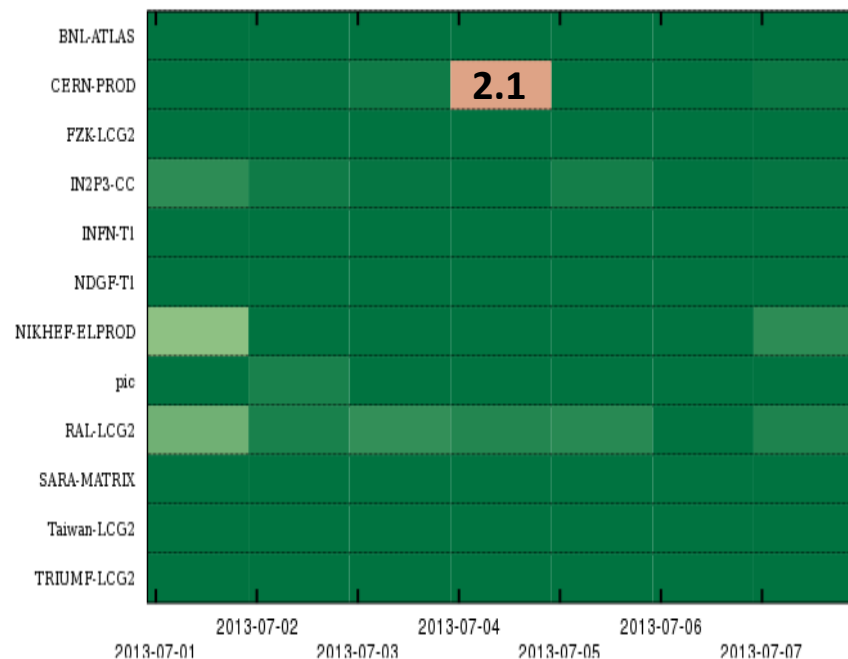
## Site reliability using ALICE\_CRITICAL

168 hours from 2013-07-01 00:00 to 2013-07-08 00:00



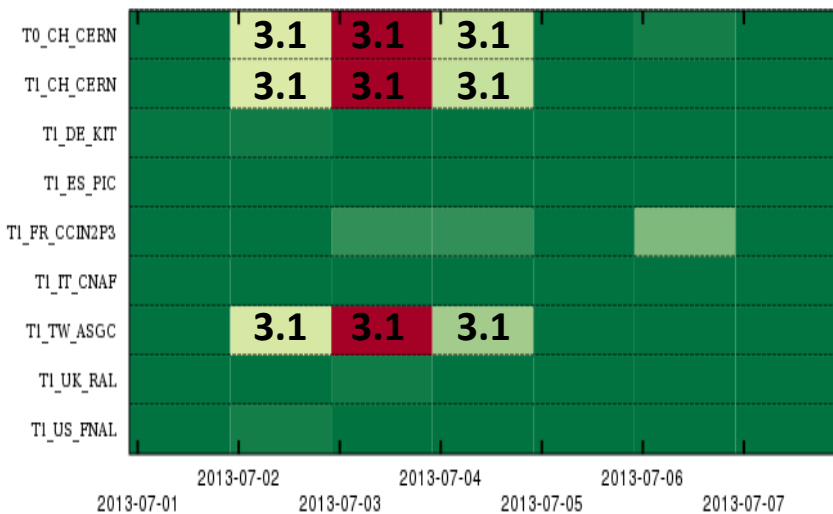
## Site reliability using ATLAS\_CRITICAL

168 hours from 2013-07-01 00:00 to 2013-07-08 00:00



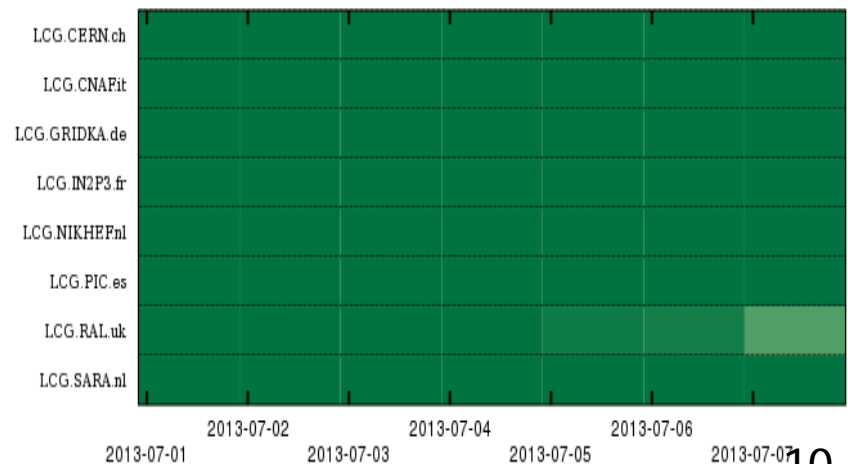
## Site reliability using CMS\_CRITICAL\_FULL

168 hours from 2013-07-01 00:00 to 2013-07-08 00:00



## Site reliability using LHCb\_CRITICAL

168 hours from 2013-07-01 00:00 to 2013-07-08 00:00



# Analysis of the reliability plots :

## Week 01/07/2013

**ALICE : NTR**

**ATLAS :**

**2.1:** SRM-VODel test was failing on SRM-EOSATLAS. [GGUS](#) ticket

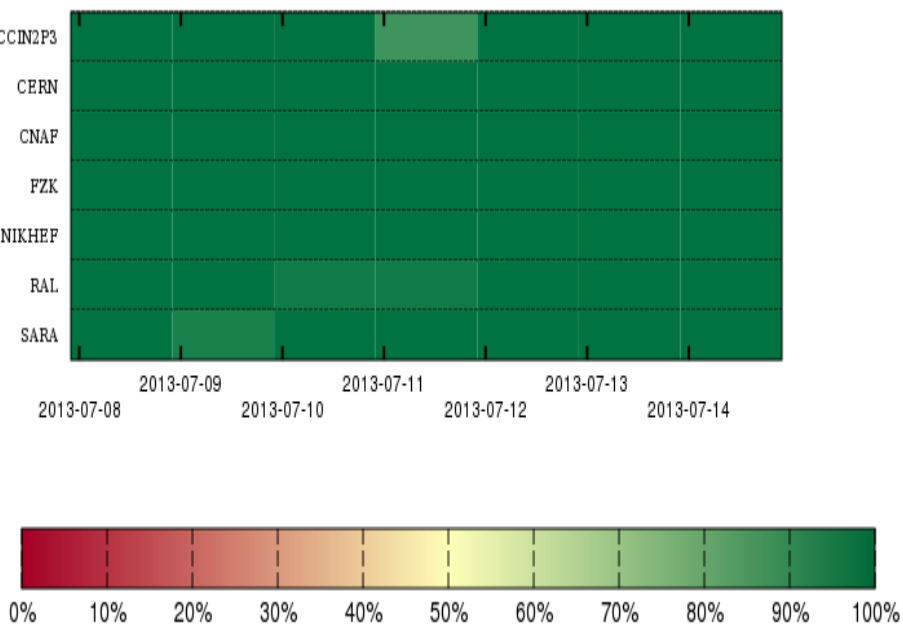
**CMS:**

**3.1:** SAM tests at CERN, ASGC failing due to cert change. [GGUS](#), [SAV](#), [SAV](#) and [SAV](#) ticket

**LHCB : NTR**

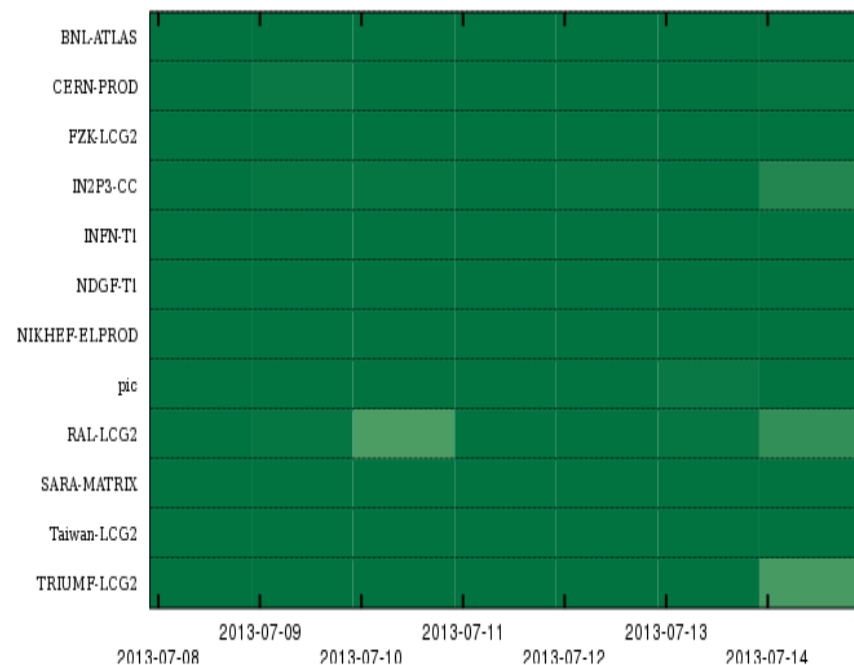
# Site reliability using ALICE\_CRITICAL

168 hours from 2013-07-08 00:00 to 2013-07-15 00:00



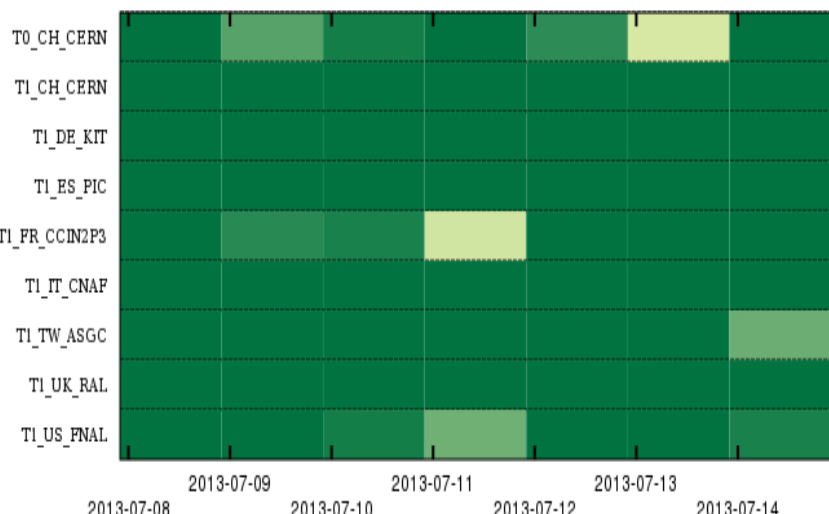
# Site reliability using ATLAS\_CRITICAL

168 hours from 2013-07-08 00:00 to 2013-07-15 00:00



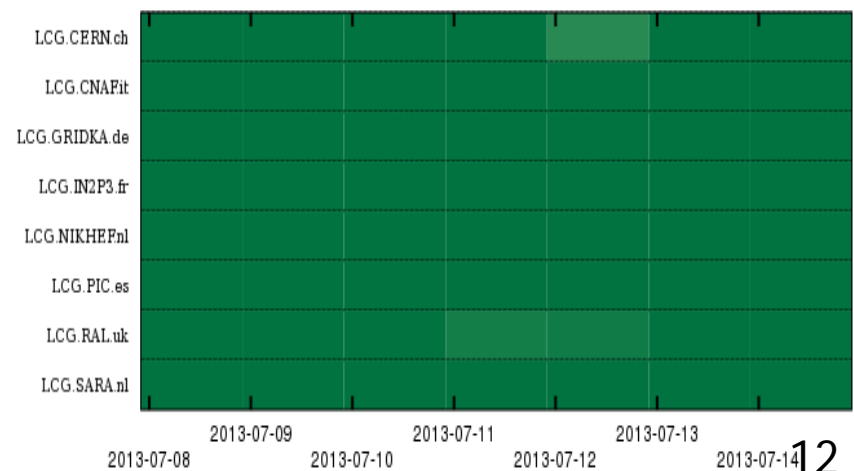
# Site reliability using CMS\_CRITICAL\_FULL

168 hours from 2013-07-08 00:00 to 2013-07-15 00:00



# Site reliability using LHCb\_CRITICAL

168 hours from 2013-07-08 00:00 to 2013-07-15 00:00



# Analysis of the reliability plots :

## Week 08/07/2013

**ALICE : NTR**

**ATLAS : NTR**

**CMS: NTR**

**LHCB : NTR**

# Conclusions

- Business as usual – relatively quiet
  - Slow staging rate for LHCb at KIT – pending for more than one month
    - Things improved yesterday – needs to be confirmed and better understood
  - File system corruption at BNL – SIR received