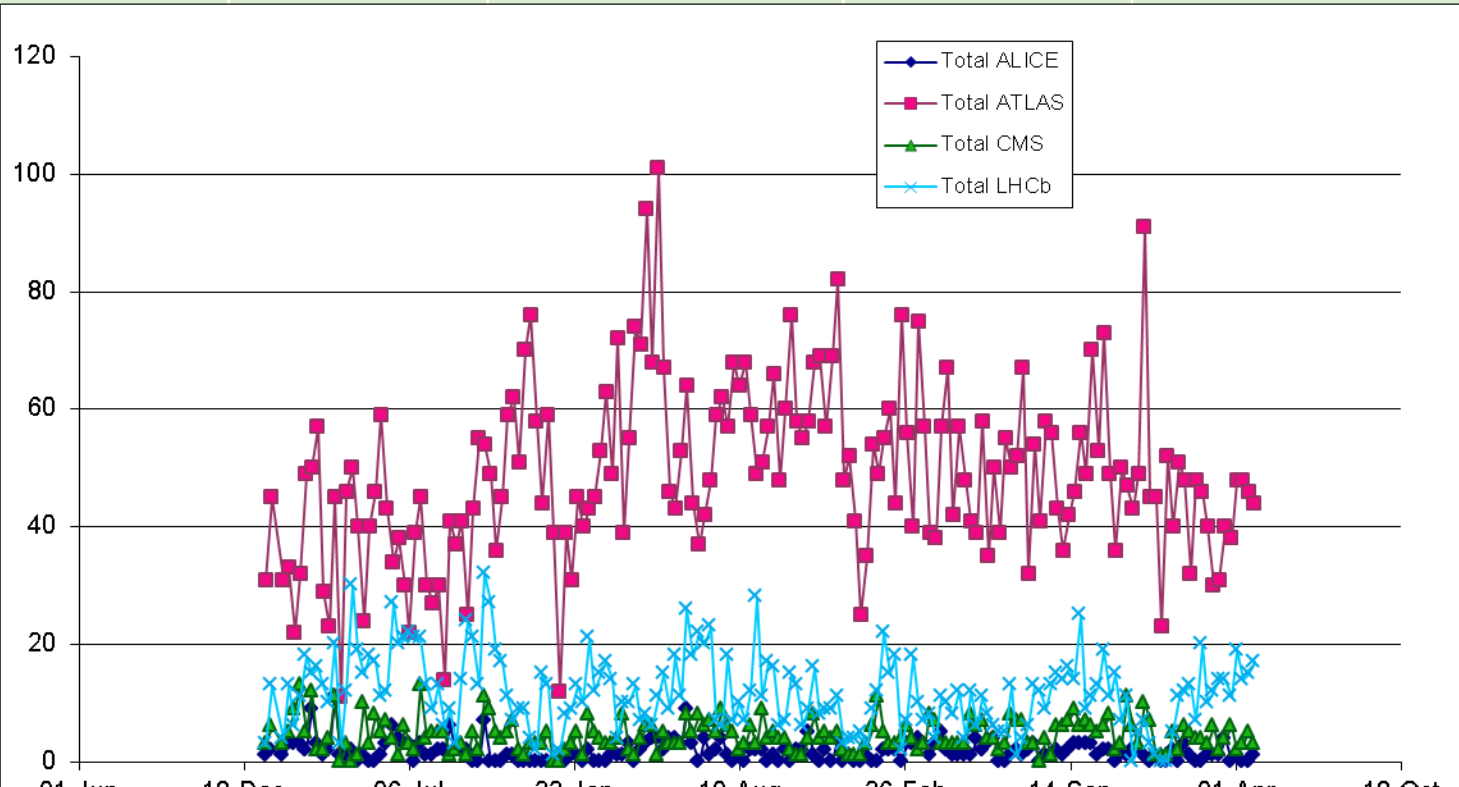


## GGUS summary (5 weeks)

VO	User	Team	Alarm	Total
ALICE	2	0	0	2
ATLAS	23	192	9	224
CMS	16	2	1	19
LHCb	9	65	2	76
Totals	50	259	12	321



# Support-related events since last MB

- There were 11 real ALARM tickets since the 2012/03/20 MB (5 weeks).
  - 8 submitted by ATLAS (of which [GGUS:81429](#) turned out to be a false (not test) ALARM, hence not drilled here).
  - 1 by CMS.
  - 2 by LHCb.
- Ticket closing is now automatic after 10 working days as per EGI reporting requirements. (ticket closing in CERN SNOW is also automatic after only 3 working days).
- The GGUS monthly release took place on 2012/03/20. Bugs related to the Remedy upgrade, preventing email notifications and attachments from being delivered, were discovered and fixed thanks to the regular test ALARMS' suite. Details [Savannah:127010](#)

Details follow...

# ATLAS ALARM-> INFN-T1 SRM can't be contacted GGUS:80582

What time UTC	What happened
2012/03/24 14:40 SATURDAY	GGUS TEAM ticket, automatic email notification to <a href="mailto:t1-admin@lists.cnaf.infn.it">t1-admin@lists.cnaf.infn.it</a> Automatic ticket assignment to NGI_IT. Type of Problem = <b>ToP: Other.</b>
2012/03/24 14:55	TEAM ticket upgraded to ALARM. Email sent to t1-alarms@cnaf.infn.it
2012/03/24 15:17	Site mgr records that the service seems to be fine but only one of the FE pool servers is used so the DNS balancing seems not to work.
2012/03/24 16:24	Six comments were recorded in the ticket with additional data from the views of the dashboard service. The problem indeed was due to other FE pool members not accepting connections due to a problem with certificates.
2012/03/26 08:13	With the above diagnostic the ticket was 'solved' and 'verified'.

# ATLAS ALARM-> Taiwan Transfers to CALIBDISK fail GGUS:80586

What time UTC	What happened
2012/03/25 08:18 SUNDAY	GGUS TEAM ticket, automatic email notification to <a href="mailto:ops@lists.grid.sinica.edu.tw">ops@lists.grid.sinica.edu.tw</a> Automatic ticket assignment to ROC_Asia/Pacific. Type of Problem = <b>ToP: File Transfer.</b>
2012/03/25 08:48 SUNDAY	TEAM ticket upgraded to ALARM. Email sent to asgc-t1-op@lists.grid.sinical.edu.tw.
2012/03/25 09:22	Expert at the site starts investigation.
2012/03/25 14:16	Expert records in the ticket the problem was traced down to a broken network link between Taipei and Amsterdam. The backup connection didn't offer enough bandwidth.
2012/03/26 08:10 MONDAY	Ticket set to 'verified'.

# LHCb ALARM->Tape recall rate very low at GridKa GGUS:80589

What time UTC	What happened
2012/03/25 13:20 SUNDAY	GGUS TEAM ticket, automatic email notification to <a href="mailto:lcg-admin@lists.kit.edu">lcg-admin@lists.kit.edu</a> AND automatic assignment to NGI_DE. Type of Problem = <b>ToP: File Access.</b>
2012/03/26 05:51 MONDAY	Site mgr records in the ticket that the tsm and dcache experts' mailing lists were notified.
2012/03/26 14:49	Submitter records in the ticket that the backlog of jobs for this site has become huge.
2012/03/26 15:00	Site mgr comments a tape library broke just before the weekend.
2012/03/29 05:57	Another shifter upgrades the ticket to ALARM because despite the intermediate (3) comments claiming the tape problem was identified and solved, the users still couldn't stage and tape. Email sent to <a href="mailto:de-kit-alarm@scc.kit.edu">de-kit-alarm@scc.kit.edu</a> .
2012/03/29 06:59	Site mgr explains the reason of the problem is different, eventually the ticket gets 'solved' and verified 7 days later without any explanation in the solution field.

# ATLAS ALARM-> CERN-IN2P3 transfers not processed by FTS GGUS:80602

What time UTC	What happened
2012/03/26 08:43	GGUS ALARM ticket, automatic email notification to <a href="mailto:atlas-operator-alarm@cern.ch">atlas-operator-alarm@cern.ch</a> Automatic ticket assignment to ROC_CERN. Automatic SNOW ticket creation successful. Type of Problem = <b>ToP: File Transfer.</b>
2012/03/26 09:03	Operator notifies FTS experts by email.
2012/03/26 09:15	Expert records in the ticket that investigation started.
2012/03/26 09:30	Expert records that the problem was gone after FTS agent restart and puts the ticket to status 'solved'. Another authorised ALARMer requests the installation of the patch announced by the developers. Ticket re-opened (8 comments exchanged).
2012/03/26 16:38	Ticket set to 'solved' when all agents and webservers were upgraded to the unreleased version 2.2.8 on request by the experiment. Ticket was 'verified' 4.5 hrs later (at 20:58).

# CMS ALARM-> CERN Storage mgnt system shows issues with file copying GGUS:80905

What time UTC	What happened
2012/04/04 13:01	GGUS ALARM ticket, automatic email notification to <a href="mailto:cms-operator-alarm@cern.ch">cms-operator-alarm@cern.ch</a> Automatic ticket assignment to ROC_CERN. Automatic SNOW ticket creation successful. Type of Problem = <b>Top: Storage Systems.</b>
2012/04/04 13:13	Operator notifies CASTOR piquet. Expert immediately records the start of investigation.
2012/04/04 15:09	The problem was that 2 files appeared to be copied correctly but they were later found with zero size. After 2 comment exchanges and log checks, the expert sets the ticket to 'solved' suggesting the users transfer the file again.
2012/04/05 06:34	After 4 further comment exchanges with the experiment the ticket is set to 'solved' again (without being re-opened) and with no change of the solution description.
2012/04/05 14:51	Experiment expert summarises actions to be taken in the future, if needed, namely: check the rfcop parent pid value in >1h timeouts & develop a new client using xrdcp.

# LHCb ALARM-> FZK fail to download files to WNs

GGUS:81028

What time UTC	What happened
2012/04/08 10:14 SUNDAY	GGUS ALARM ticket, automatic email notification to <a href="mailto:de-kit-alarm@scc.kit.edu">de-kit-alarm@scc.kit.edu</a> Automatic ticket assignment to NGI_DE. Type of Problem = <b>ToP: File Access.</b>
2012/04/08 10:52	Site administrator notifies dcache-admin@lists.kit.edu
2012/04/08 20:44	Following the exchange of 8 comments between submitter and site admin. the problem was proved to be load-related. The bulk submission of many jobs during the night, a problem with the gsiftp doors at gridka-dcache server and the use of command lcg-cp which uses only one server instead of taking data from the pool as srmcp does with the 'passive' mode option, caused the slow-down of the file download.
2012/04/10 06:13	Ticket set to 'solved' and soon afterwards 'verified'. The recommendation was to use 'dcap' transfers instead of 'gsiftp' which is lighter in authorisation controls, hence, faster.



# ATLAS ALARM-> IN2P3 transfer errors due to destination SRM AuTH GGUS:81286

What time UTC	What happened
2012/04/15 16:03 SUNDAY	GGUS TEAM ticket, automatic email notification to <a href="mailto:grid.admin@cc.in2p3.fr">grid.admin@cc.in2p3.fr</a> Automatic ticket assignment to NGI_FRANCE. Type of Problem = <b>ToP: Network.</b>
2012/04/15 16:51	Another TEAMer decides to upgrade the ticket to ALARM. Notification sent to <a href="mailto:lhc-alarm@cc.in2p3.fr">lhc-alarm@cc.in2p3.fr</a> observing a 98% failure rate T0-to-IN2P3 during 4 hours. Automatic email notification from the IN2P3-CC about ALARM reception recorded.
2012/04/15 17:07	Site admin. declares a downtime until the next morning due to how load on the dcache server.
2012/04/15 19:23	Site admin reboots the dcache server, the blockage goes away.
2012/04/16 06:48	The ALARMer sets the ticket to status 'solved'.

# ATLAS ALARM-> CERN Raw data retrieval problem from Castor [GGUS:81352](#)

What time UTC	What happened
2012/04/17 13:02	GGUS ALARM ticket, automatic email notification to <a href="mailto:atlas-operator-alarm@cern.ch">atlas-operator-alarm@cern.ch</a> Automatic ticket assignment to ROC_CERN. SNOW ticket creation successful. Type of Problem = <b>ToP: File Access.</b>
2012/04/17 13:22	Service expert puts the ticket in status 'solved' explaining that the unavailable diskserver is undergoing a system intervention.
2012/04/17 13:24	The operator, not knowing that the expert already saw the ticket due to direct email notification, contacts the Castor piquet.
2012/04/17 18:28	The submitter sets the ticket to 'verified'.

# ATLAS ALARM-> CERN Slow LSF response

GGUS:81401

What time UTC	What happened
2012/04/18 17:06	GGUS ALARM ticket, automatic email notification to <a href="mailto:atlas-operator-alarm@cern.ch">atlas-operator-alarm@cern.ch</a> Automatic ticket assignment to ROC_CERN. SNOW ticket creation successful. Type of Problem = <b>ToP: Local Batch System.</b>
2012/04/18 17:16	The operator contacts it-pes-ps, an e-group of grid service mgrs.
2012/04/19 07:17	Grid service mgr records in the ticket that investigation has started.
2012/04/20 15:13	LSF expert recorded 6 updates in the ticket observing high load from the CREAM CEs and specifically from creamtest001.cern.ch. The problem will be discussed with the company (Platform). The submitter sees better performance. The ticket is still in progress on 2012/04/23 (noon).

# ATLAS ALARM-> CERN LSF down

GGUS:81445

What time UTC	What happened
2012/04/19 19:06	GGUS ALARM ticket, automatic email notification to <a href="mailto:atlas-operator-alarm@cern.ch">atlas-operator-alarm@cern.ch</a> Automatic ticket assignment to ROC_CERN. SNOW ticket creation successful. Type of Problem = <b>ToP: Local Batch System.</b>
2012/04/19 19:07	The operator contacts it-pes-ps, an e-group of grid service mgrs.
2012/04/19 19:45	Grid service mgr records in the ticket that investigation has started.
2012/04/20 14:47	LSF expert recorded 5 updates in the ticket seeing a crash of master daemons on restart or a few minutes after that. The submitter updates the ticket every time a degradation is observed. The ticket is still in progress on 2012/04/23 (noon).