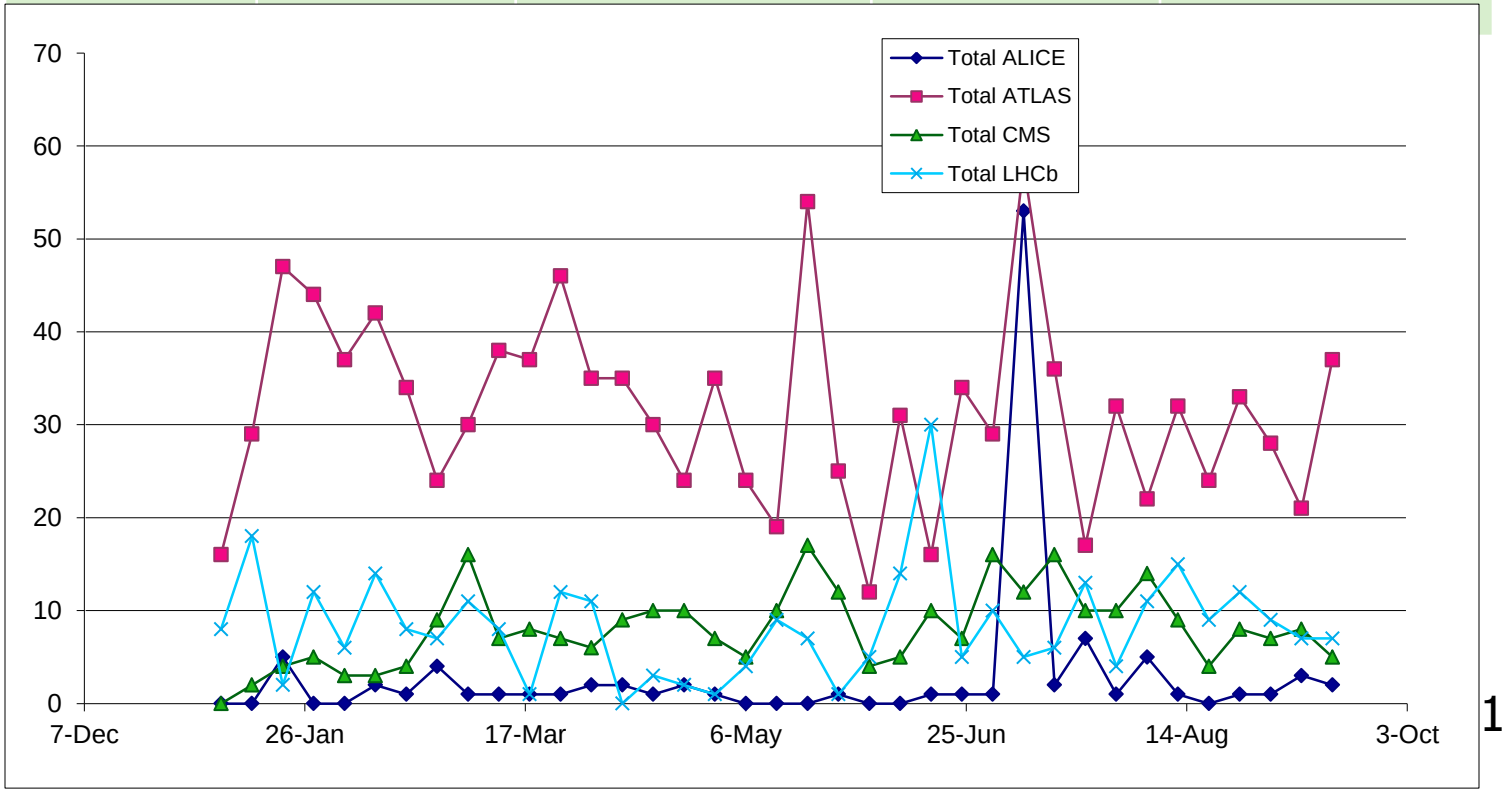
GGUS summary (9 weeks 15/7-15/9)

VO	User	Team	Alarm	Total
ALICE	15	6	0	21
ATLAS	23	223	0	246
CMS	74	1	0	75
LHCb	2	83	2	87
Totals	114	313	2	429



Support-related events since last MB

- There was NO GGUS Release since the last MB of 2013/07/16.
- There will be a GGUS Release on 2013/09/25, according to the standard algorithm (last Wednesday of each month).
- There were TWO real ALARM tickets in this 9-weeks' period, both by LHCb to CERN and to GridKa.
- Drill slides follow.

LHCB ALARM->CERN ORACLE PRODUCTION DB PROBLEMS GGUS:96115

What time UTC	What happened
2013/07/24 20:51	GGUS ALARM ticket opened, automatic email notification to lhcb-operator-alarm@cern.ch AND automatic assignment to ROC_CERN AND automatic SNOW ticket creation done. **Type of Problem: Databases**
2013/07/24 20:59	The operator acknowledges reception of the ALARM and contacts the service (not saying which).
2013/07/24 21:05	Expert sets ticket 'in progress' and immediately in status 'solved' writing the problem is known and people are working on it and linking the IT SBB entry.
2013/07/25 06:08	Submitter sets the ticket to status 'verified'.

LHCB ALARM-> FTS TRANSFER FAILS AT GRIDKA GGUS:97119

What time UTC	What happened
2013/09/08 08:42 SUNDAY	GGUS ALARM ticket opened, automatic email notification to de-kit-alarm@scc.kit.edu AND automatic assignment to NGI_DE. **Type of Problem: File Transfer.**
2013/09/08 10:07	Site manager confirms the expert is contacted.
2013/09/08 10:24	Expert comments in the ticket that other VOs have no transfer problems, so this must be LHCb-specific.
2013/09/09 10:13 MONDAY	After 7 comments exchanged on SUNDAY and another 4 comments on Monday between LHCb and GridKa experts, it turned out that: - LHCb was using a wrong GridKa fts monitor server URI. - GridKa runs a more recent FTS version than all other Tiers but this is not a problem. - the problem was a CRL thas was correct but one of the servers claimed it expired.
2013/09/10 08:27	Ticket set to 'solved' by CERN/IT/SDC LHCb supporter.