WLCG Service Report

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Introduction

- Covering 7 weeks + Christmas breake
- We agreed with Ian we will upload one report per month to the MB agenda
  - Even if the MB does not physically take place

Experiment Activities

- Smooth activity during Christmas period
  - At non negligible scale
- New workflows
  - First real ATLAS production run on multicore resources
  - CMS analysis on T1s where disk/tape separation is completed

Issues

- The openSSL issue caught most of the attention
  - Summarized by Maarten at http://indico.cern.ch/conferenceDisplay.py?confId=272795
  - Since then, it was discovered that also Globus needs to be upgraded (to v5.2.5) in many services, not only gridsite
- Several network outages, some non transparent
  - RAL lost connection to CERN, auto failover did not work
  - Wigner network outage (part of the SLC6 batch farm become unavailable)

Issues

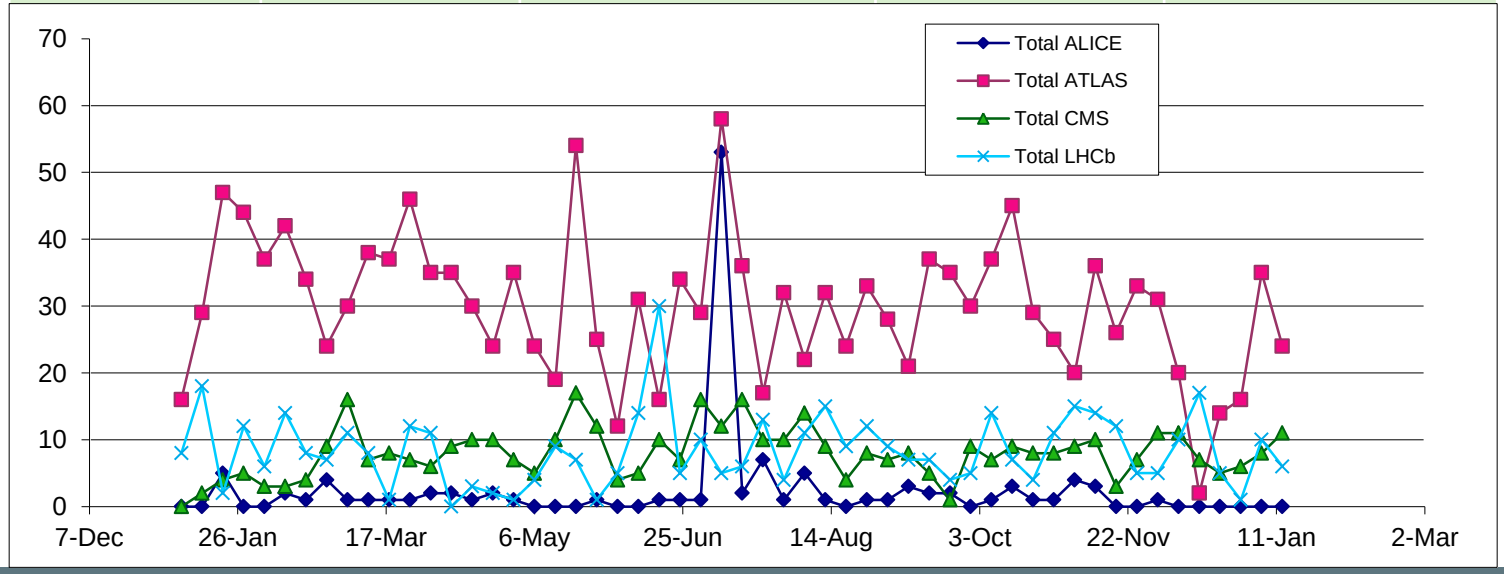
- Storage issues are still dominating the scene
- Several cases of data loss, all but one now covered by a SIR. Noticeably:
  - ASGC lost 1M files, 140 TB of data
  - NL-T1 lost 45 files, but had to go through a long hardware migration process
- The description of the actions taken after the user accidental deletion of CMS EOS files has also been provided
- https://twiki.cern.ch/twiki/bin/view/LCG/WLCGServiceIncidents

From WLCG Operations Coordination

- CMS gLexec tests will become critical end of January
- All sites should deploy perfSONAR by April 1st
- All sites should upgrade CVMFS clients to baseline 2.1.15 by March 1st
  - Cures instabilities reported in previous MBs
  - One known issue: https://twiki.cern.ch/twiki/pub/LCG/WLCGDailyMeetingsWeek131216/ADC20131210.pdf

GGUS summary (9 weeks 18/11/13 -19/1/14)

VO	User	Team	Alarm	Total
ALICE	1	0	0	1
ATLAS	48	172	0	220
CMS	68	0	1	69
LHCb	12	59	0	71
Totals	129	232	1	262



Significant events

- GGUS release on the 27/11
  - Alarm tests to T0/T1 were successful
    - New T1 KR-KISTI-GSDC-01 in alarms
  - Important items:
    - New SU: EDUPERT
    - New fields: close code
- Next release scheduled for 29/1
- 1 alarm during the period

CMS ALARM GGUS:99917

VOMS.CERN.CH NOT RESPONDING

What time UTC	What happened
2013/12/21 20:44	GGUS TEAM ticket opened, assigned to ROC_CERN. Automatic notification to site admin **Type of problem Other**
2013/12/21 20:57	Operator sends SMS to service manager
2013/12/21 21:05	Service Manager starts investigation
2013/12/21 21:31	Service Manager marks ticket as Solved. The solution was to downgrade to java 6 (the same issue already happened at end of November, see ticket 99327)

Analysis of the reliability plots : Week 18/11/2013

ALICE : NTR

ATLAS :

2.1 failures of all SRM tests; Put test is timing out, error of Get and Del tests is “invalid path”

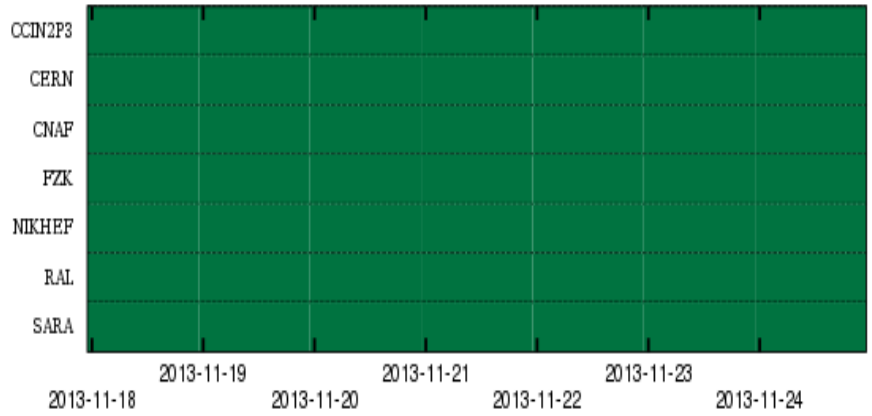
CMS:

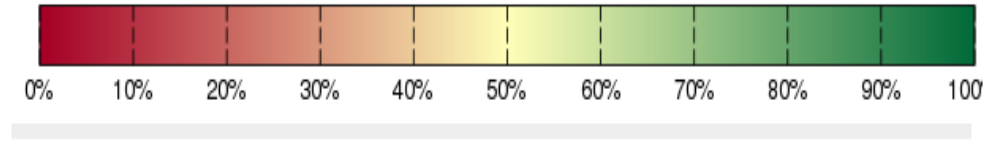
3.1 failures of WN-basic ARC-CE tests with error “Local catalog file differ from git”

LHCB : NTR

Site reliability using ALICE_CRITICAL

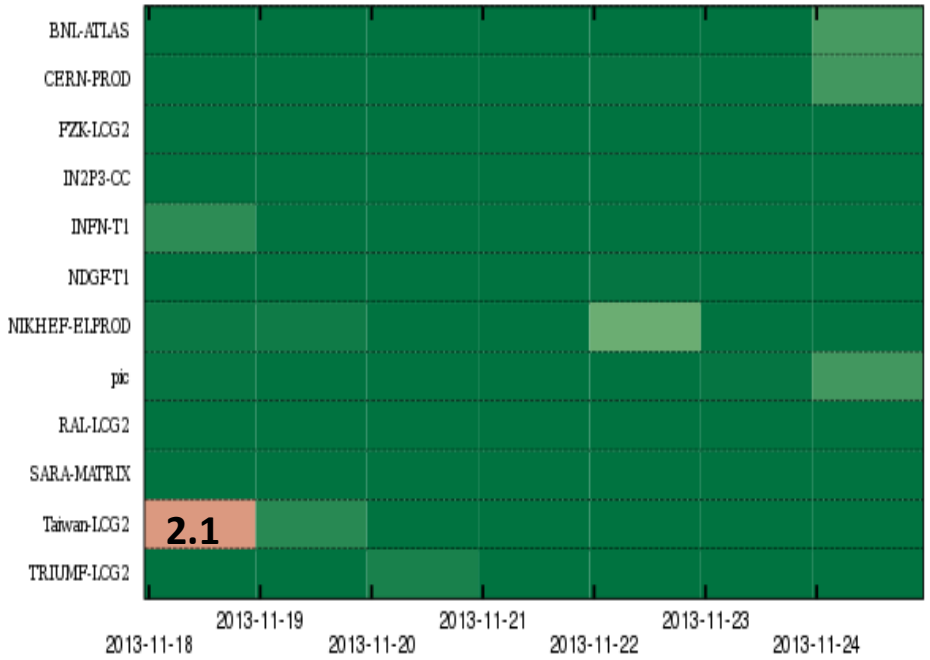
168 hours from 2013-11-18 00:00 to 2013-11-25 00:00





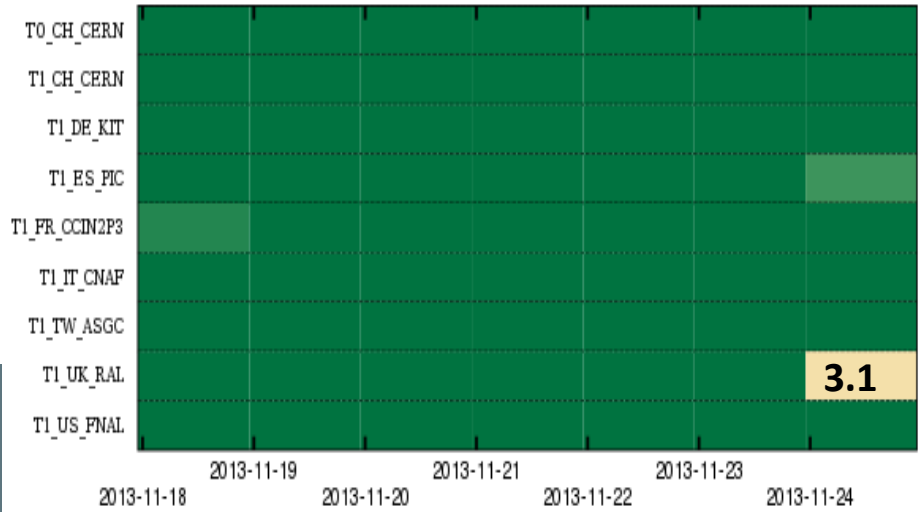
Site reliability using ATLAS_CRITICAL

168 hours from 2013-11-18 00:00 to 2013-11-25 00:00



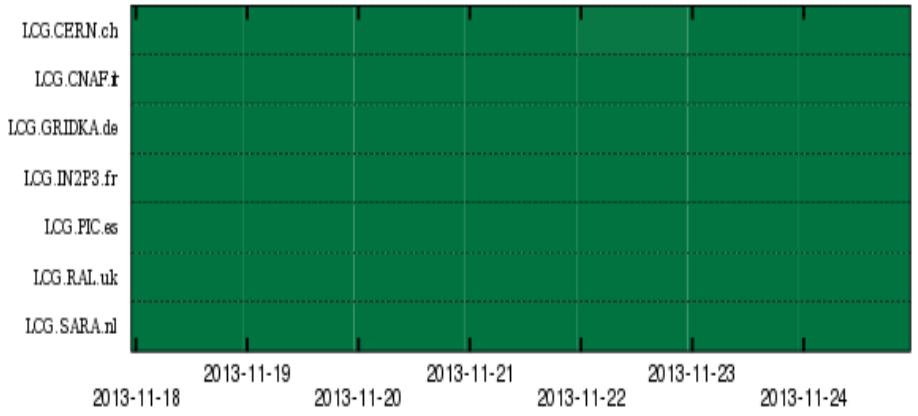
Site reliability using CMS_CRITICAL_FULL

168 hours from 2013-11-18 00:00 to 2013-11-25 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2013-11-18 00:00 to 2013-11-25 00:00



Analysis of the reliability plots : Week 25/11/2013

ALICE:

1.1: CREAM-CE job submission was being aborted

ATLAS :

2.1: SRM probes could not delete file

2.2: CREAM-CE job submission was being aborted

CMS:

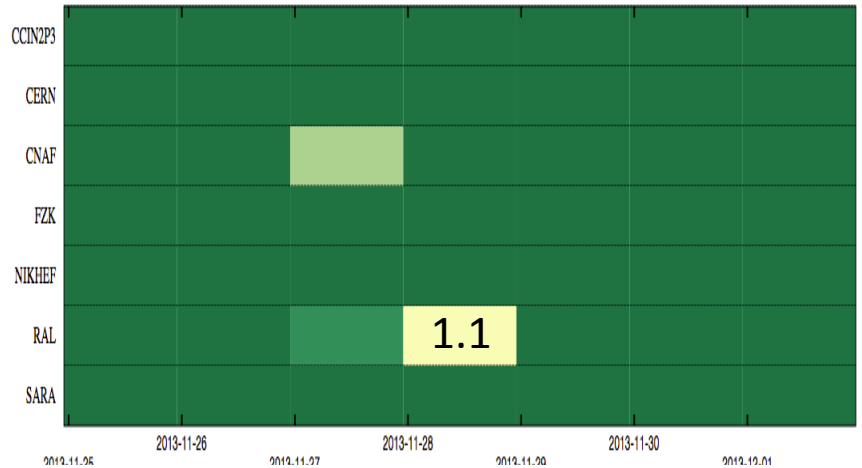
3.1: Worker node's local Trivial Catalog File file differed from GIT

LHCb:

NTR

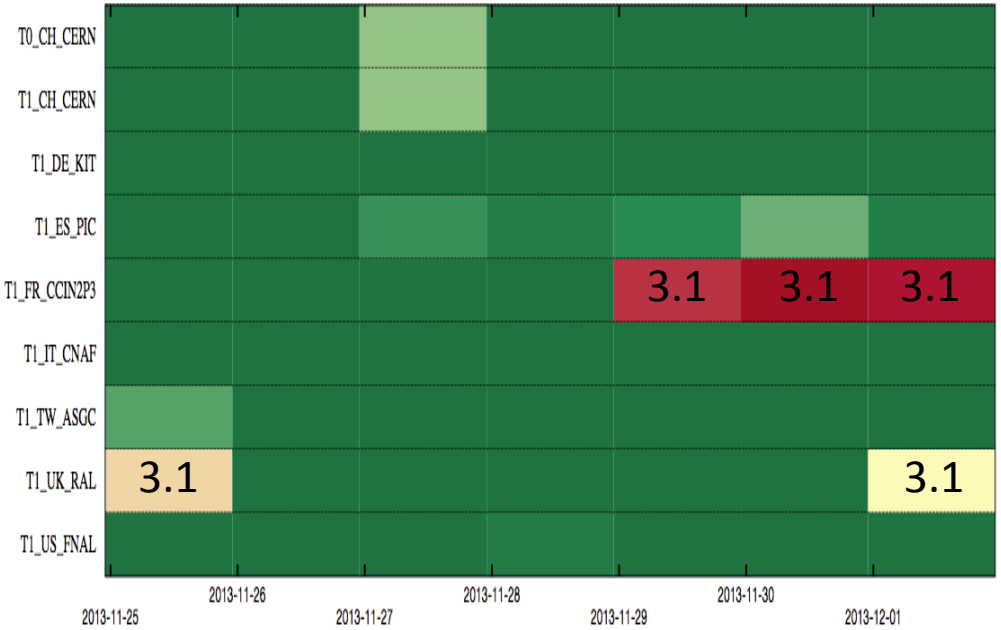
Site reliability using ALICE_CRITICAL

168 hours from 2013-11-25 00:00 to 2013-12-02 00:00



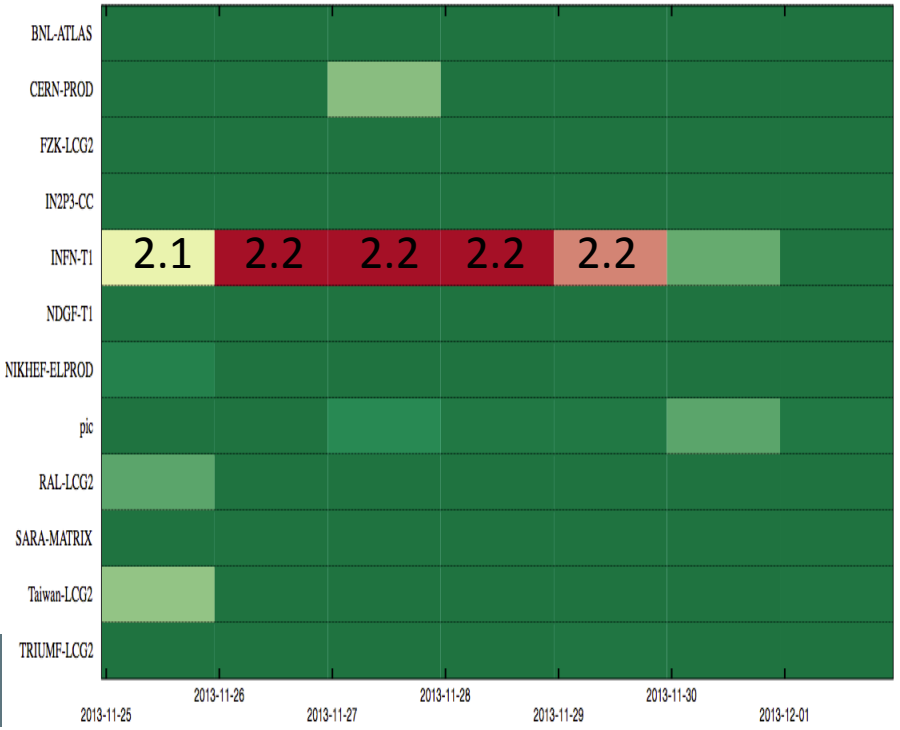
Site reliability using CMS_CRITICAL_FULL

168 hours from 2013-11-25 00:00 to 2013-12-02 00:00



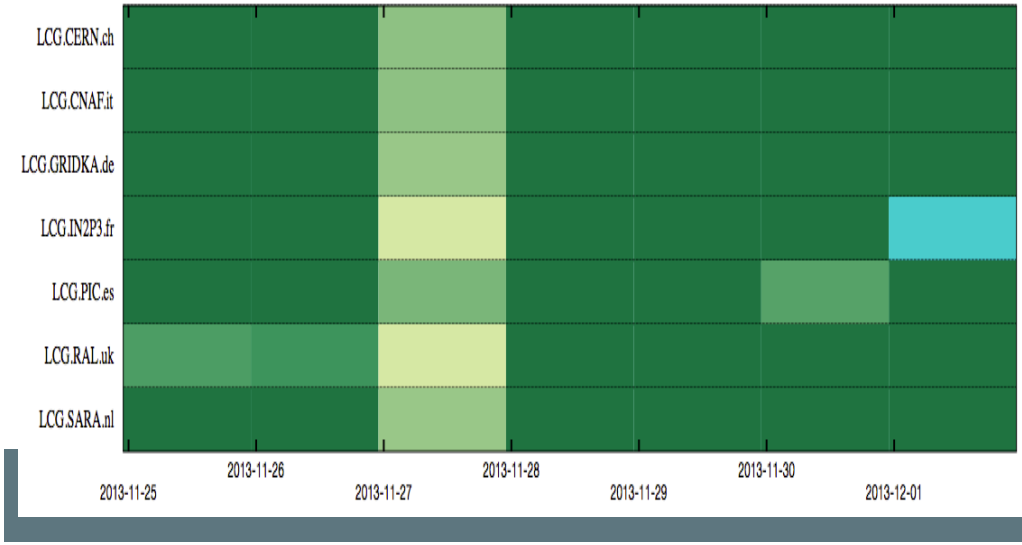
Site reliability using ATLAS_CRITICAL

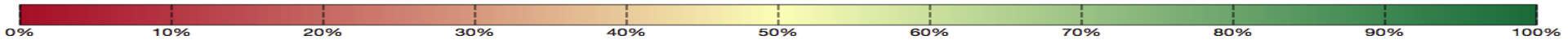
168 hours from 2013-11-25 00:00 to 2013-12-02 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2013-11-25 00:00 to 2013-12-02 00:00





Analysis of reliability plots week 02/12/2013

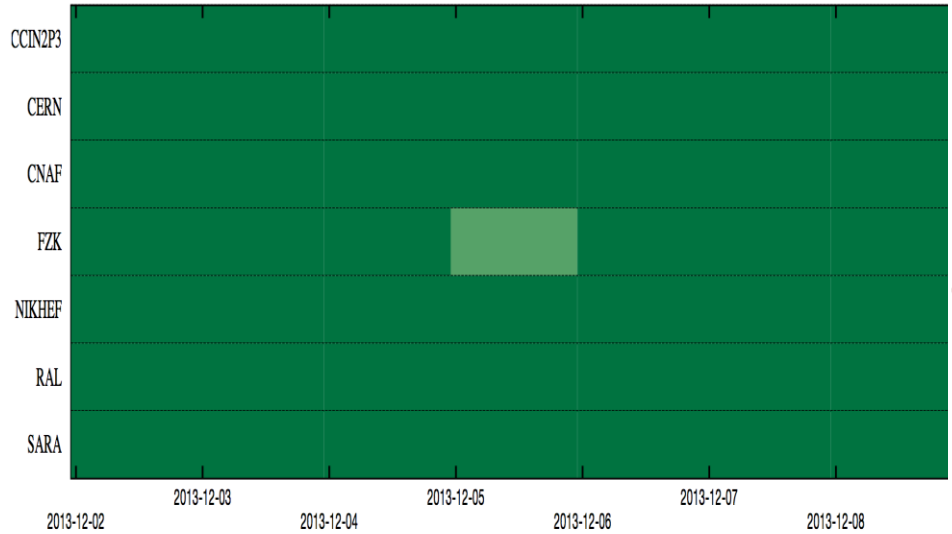
ALICE, ATLAS:
NTR

CMS:
3.1 IN2P3 - WN-mc failing: CGSI-GSOAP connection reset by peer
3.2 CNAF - CREAMCE-JobSubmit failing for all services: BrokerHelper: no compatible resources
No other metric tested (MISSING)
3.3 CNAF - SRM-VOPut failing: CGSI-gSOAP could not open connection
Error caused by unscheduled downtime (see 4.2)
3.4 UK-RAL - ARC-CE failing with WN-basic: local Trivial Catalog File differ from GIT

LHCb:
4.1 IN2P3 - CREAM-CE WN-sft-vo-swdir test missing (Investigation ongoing GGUS#99420)
4.2 CNAF - SRM probes failing: CGSI-gSOAP could not open connection / File was not copied
Error caused by unscheduled downtime for storage hardware intervention
GOCDB: [1], [2], [3]

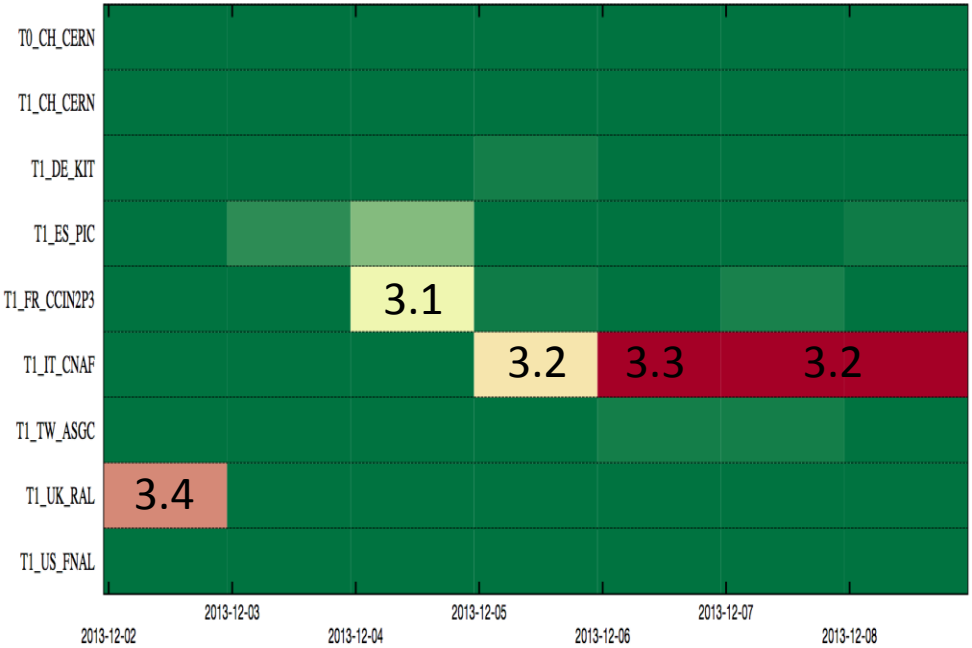
Site reliability using ALICE_CRITICAL

168 hours from 2013-12-02 00:00 to 2013-12-09 00:00



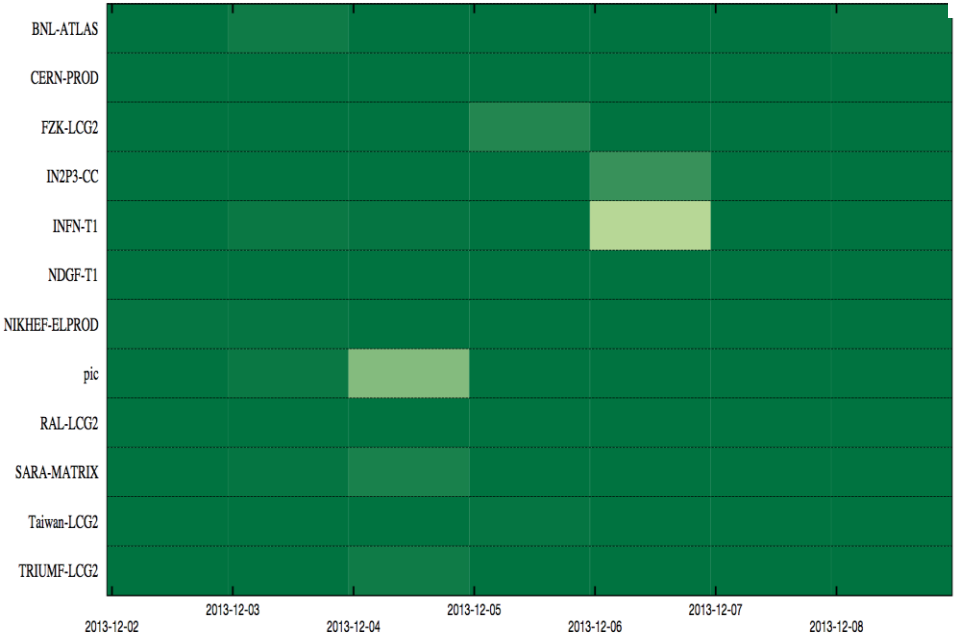
Site reliability using CMS_CRITICAL_FULL

168 hours from 2013-12-02 00:00 to 2013-12-09 00:00



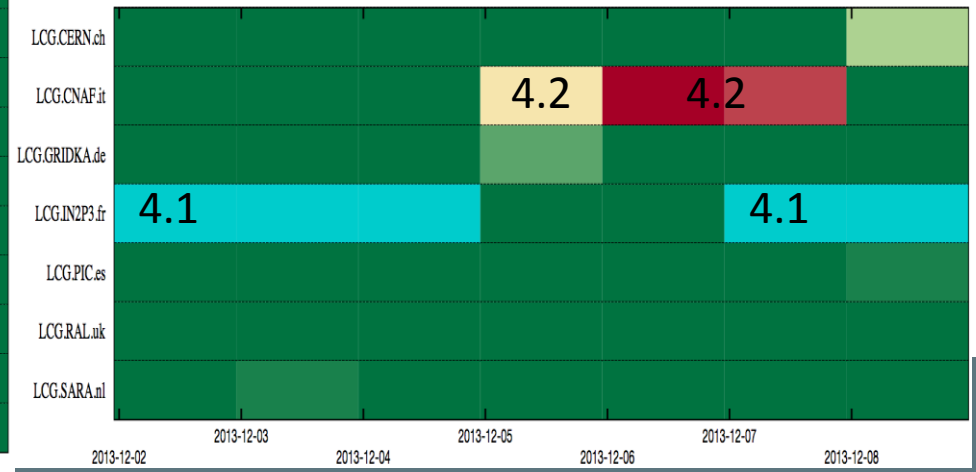
Site reliability using ATLAS_CRITICAL

168 hours from 2013-12-02 00:00 to 2013-12-09 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2013-12-02 00:00 to 2013-12-09 00:00



Analysis of the reliability plots : Weeks [16,23,30]/12/2013

ATLAS:

2.1: Maintenance

LHCb:

4.1: Probes unable to copy file to SRM

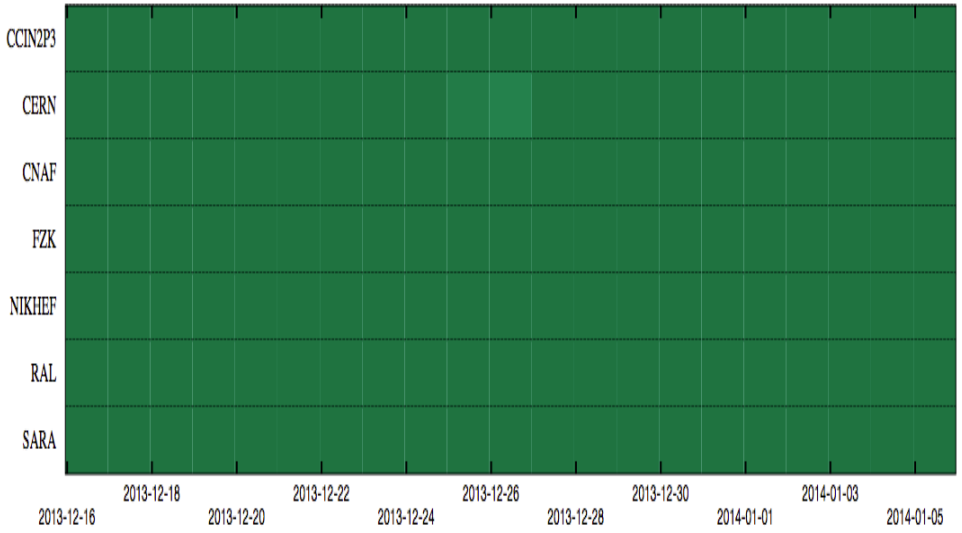
4.2: CREAM-CE Job Submission failing with 'BrokerHelper: no compatible resources'

Also failing from 26/12/2013 to 08/01/2014 on all ce40x.cern.ch nodes.

4.3: CREAM-CE DirectJobSubmit was being aborted

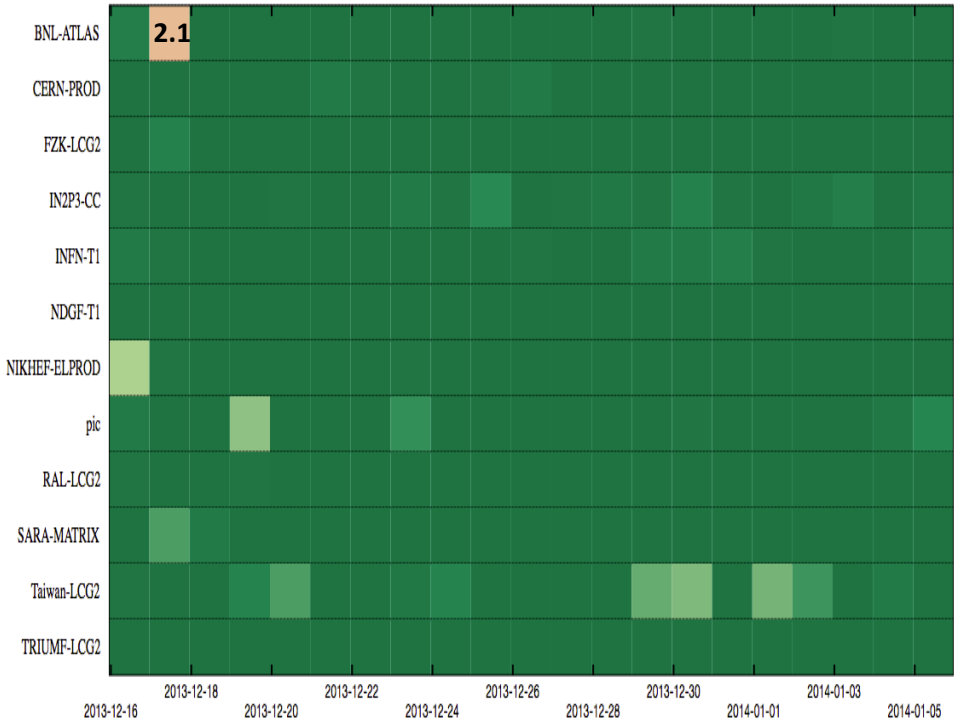
Site reliability using ALICE_CRITICAL

504 hours from 2013-12-16 00:00 to 2014-01-06 00:00



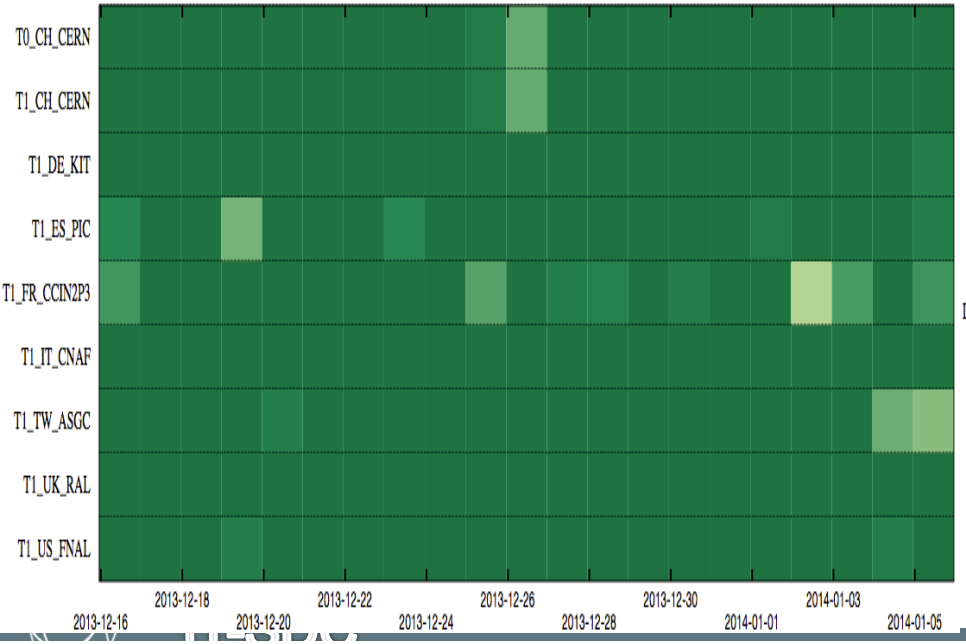
Site reliability using ATLAS_CRITICAL

504 hours from 2013-12-16 00:00 to 2014-01-06 00:00



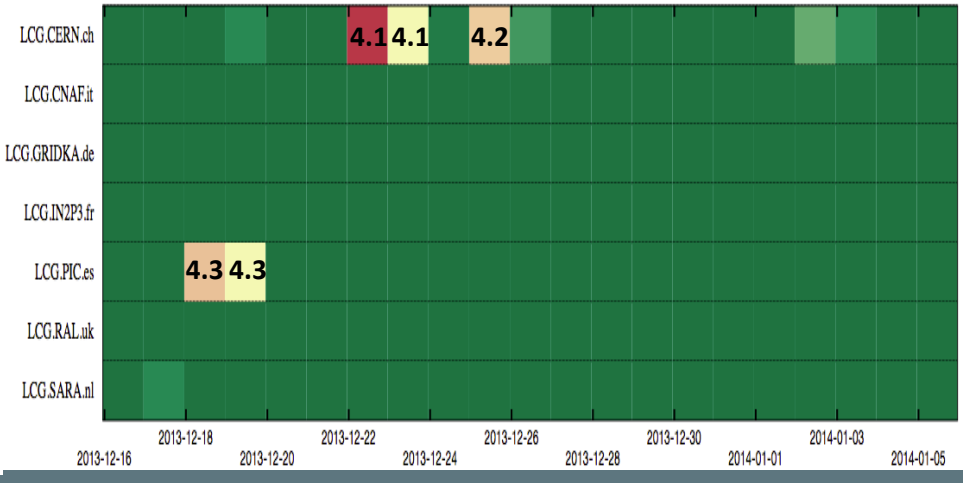
Site reliability using CMS_CRITICAL_FULL

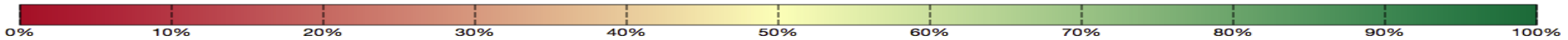
504 hours from 2013-12-16 00:00 to 2014-01-06 00:00



Site reliability using LHCb_CRITICAL

504 hours from 2013-12-16 00:00 to 2014-01-06 00:00





Analysis of the reliability plots : Week 06/01/2014

ALICE: NTR

ATLAS:

2.1 ASGC: SRM tests were failing.

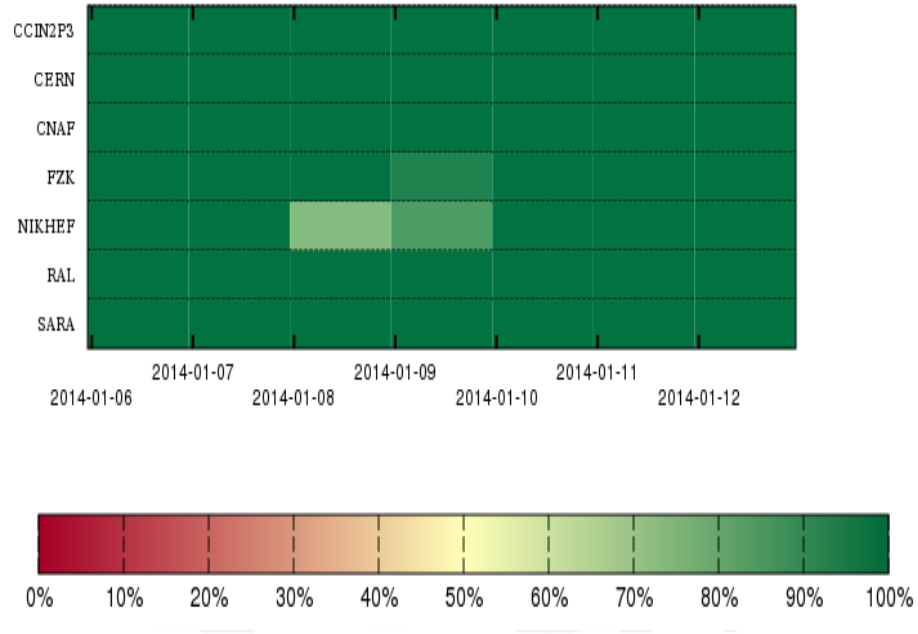
CMS: NTR

LHCb :

4.1 GRIDKA: CREAMCE tests were not running or failed with ‘no compatible resources’ for 47 hours.

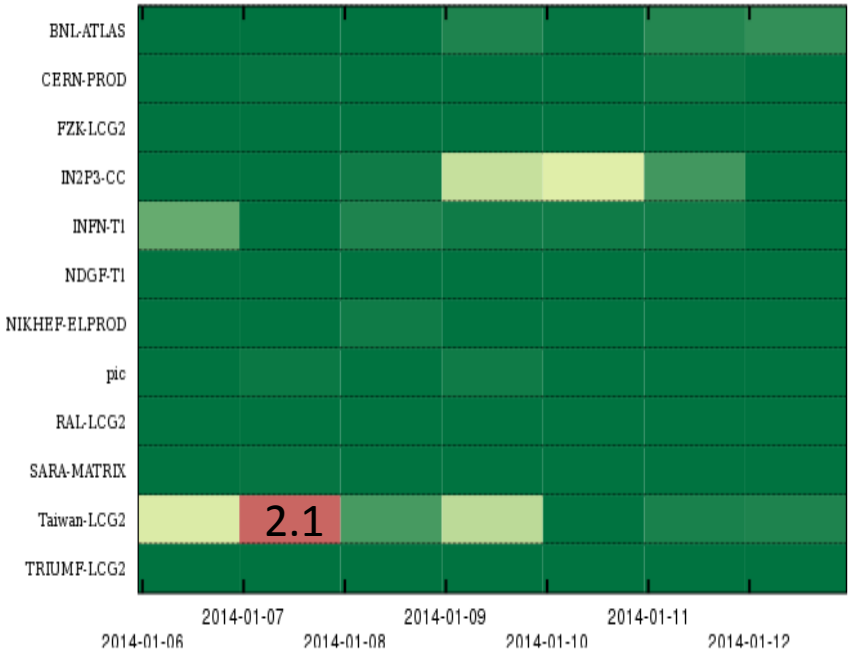
Site reliability using ALICE_CRITICAL

168 hours from 2014-01-06 00:00 to 2014-01-13 00:00



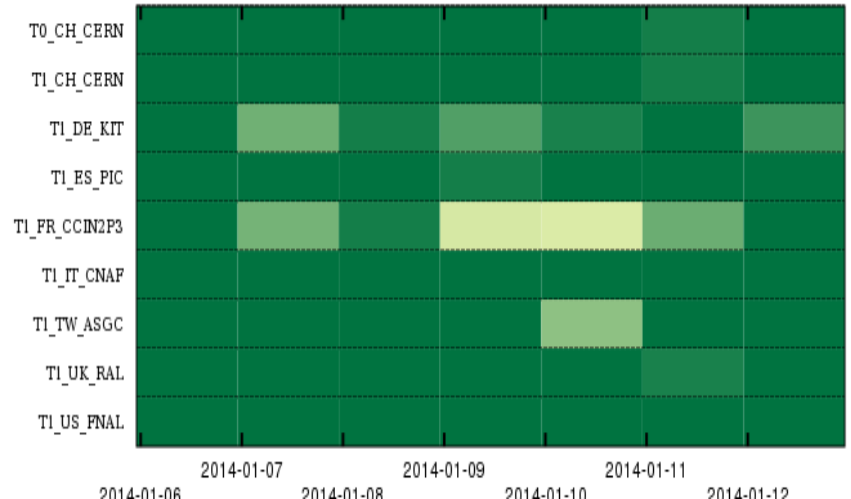
Site reliability using ATLAS_CRITICAL

168 hours from 2014-01-06 00:00 to 2014-01-13 00:00



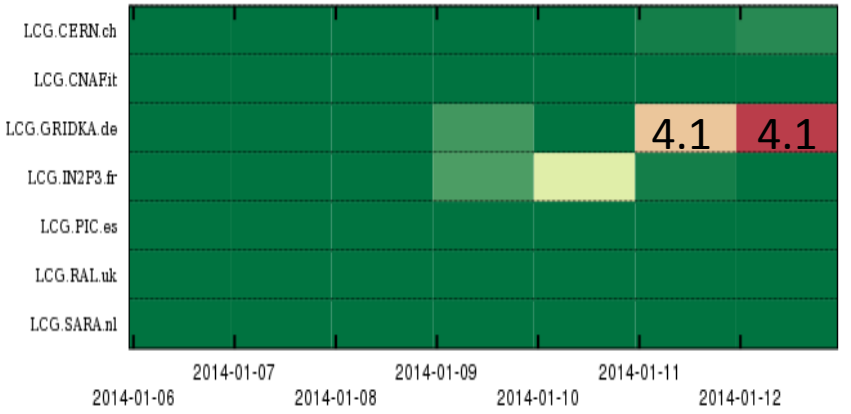
Site reliability using CMS_CRITICAL_FULL

168 hours from 2014-01-06 00:00 to 2014-01-13 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2014-01-06 00:00 to 2014-01-13 00:00



Analysis of the reliability plots : Week 13/01/2014

ALICE : NTR

ATLAS :

2.1: SRM tests failing during the whole week due to time outs and SRM invalid path errors

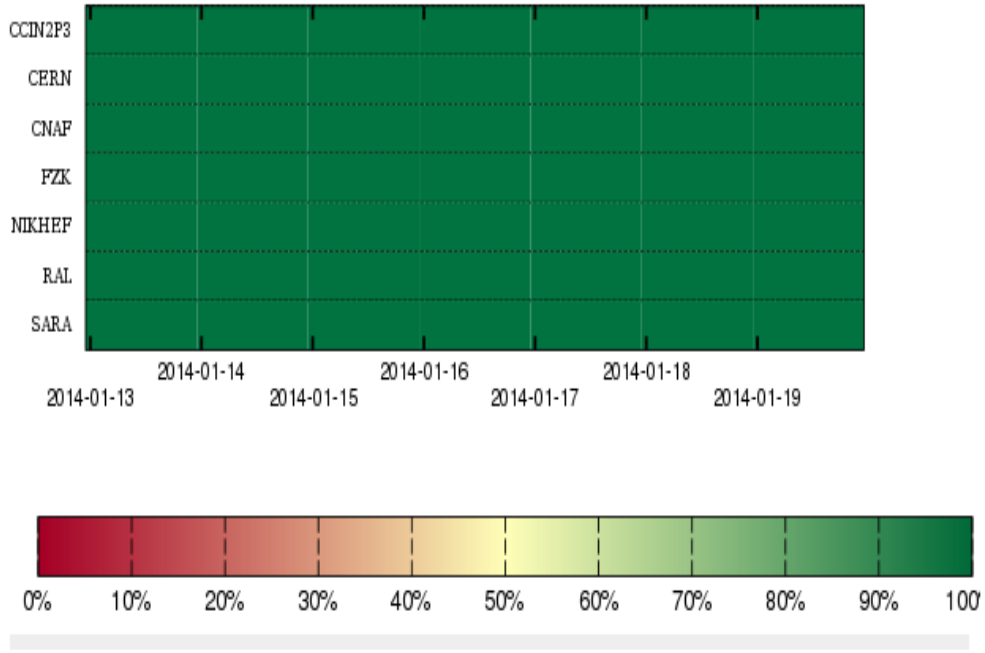
CMS:

3.1: CREAMCE-JobSubmit test timing out

LHCB : NTR

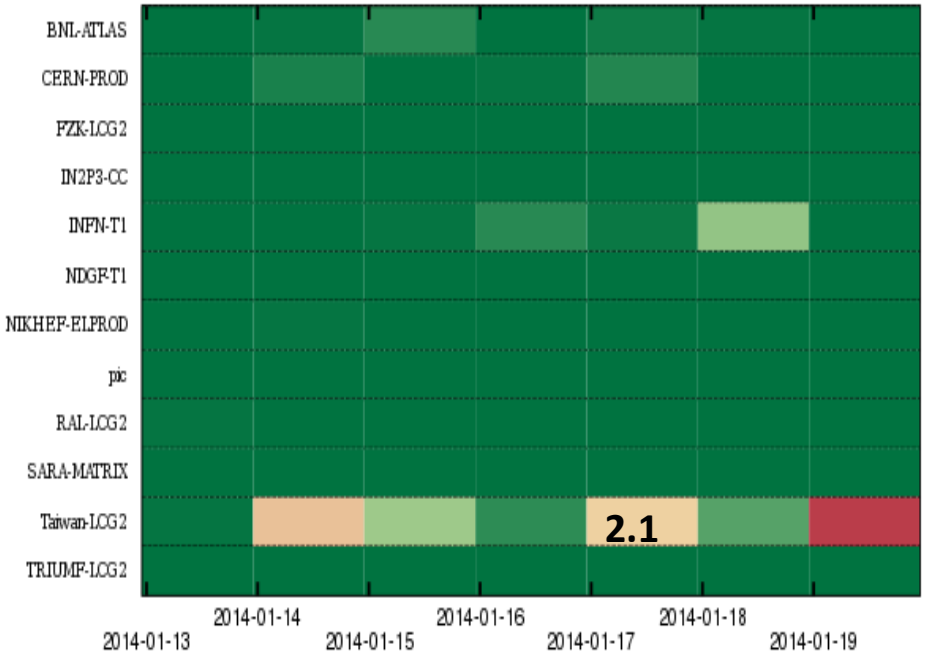
Site reliability using ALICE_CRITICAL

168 hours from 2014-01-13 00:00 to 2014-01-20 00:00



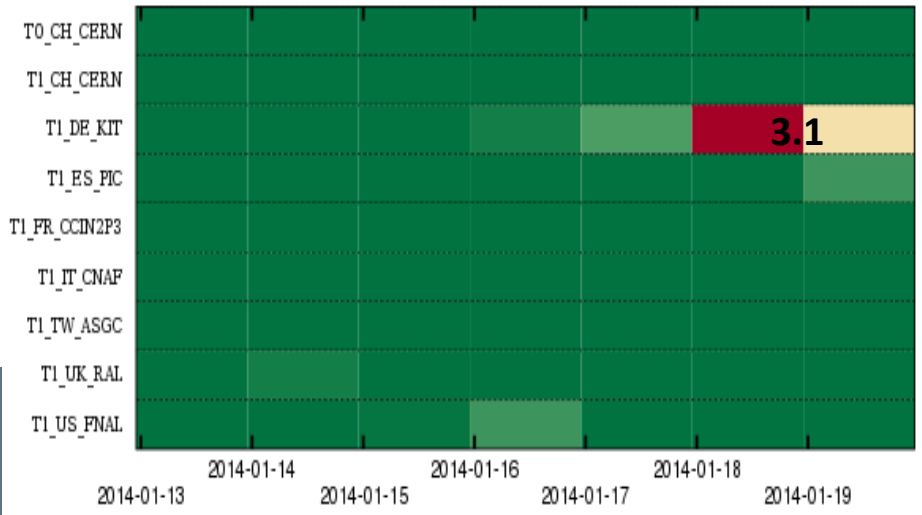
Site reliability using ATLAS_CRITICAL

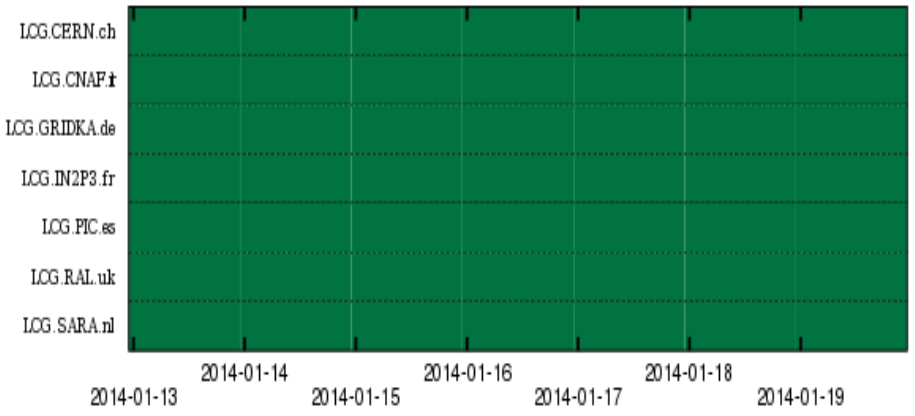
168 hours from 2014-01-13 00:00 to 2014-01-20 00:00



Site reliability using CMS_CRITICAL_FULL

168 hours from 2014-01-13 00:00 to 2014-01-20 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2014-01-13 00:00 to 2014-01-20 00:00