



# WLCG Service Report

4 weeks Feb 17 – Mar 17  
v2

**WLCG Management Board, 18<sup>th</sup> Mar 2014**

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# Operations Coordination highlights



- Feb 11 F2F [summary](#) presented in Feb GDB
- **FTS-3** limited deployment model **agreed**
  - Few (4) instances, serving all endpoints, sharing configuration but not state
- **FTS-2** at CERN to be **stopped** by Aug 1
  - Avoid AI migration
  - OK for LHCb and ATLAS, under discussion in CMS
- Combined **STEP'14** challenge **dismissed**
- **MW Readiness** WG making **progress**
  - ATLAS in the lead
  - Also see site **compensation** proposal

# Operations Coordination highlights



- **SHA-2** user certificates being **used** by all 4 experiments
  - Registered through **VOMRS**
  - **VOMS-Admin** migration now decoupled
- Campaign launched to get our **future VOMS servers** recognized across WLCG
- OpenSSL and Java 7 **proxy key length** issues **under control**
- Experiment **WMS** at CERN to **disappear** by end of April
  - SAM WMS have their own timeline

# Operations Coordination highlights



- **Multicore TF**: very active, steady **progress**
  - Also see [pre-GDB](#) on batch systems
  - Note: **Maui unsupported** since several years → concerns about security and possibly stability
- **PerfSONAR**: **Apr 1 deadline**, but many sites not yet OK (~20 tickets open)
- **CVMFS**: **Apr 1 deadline** for phasing out v2.0
- **Wigner** job efficiency issues **not resolved** yet

# Selected items from operations



- During CNAF downtime for storage upgrade (Feb 20) CMS analysis jobs **read data OK remotely via AAA**
- **FTS-3** at RAL suffered from **issues** with the virtualization infrastructure
- Disk space **crisis** at some ATLAS T1 slowed down production activities. Now under control.
- ATLAS **Rucio** migration **progressing**
- GGUS **consolidation** release on Feb 26
  - ALICE alarm ticket flow was **broken** for CERN

# Selected items from operations



- CERN: many **DB upgrades** to 11.2.0.4 scheduled, some already OK, some to 12.1.0.1
  - Ops Coordination involved in planning
- ALICE [T1-T2 workshop](#), Tsukuba, March 3-7
- CNAF down for ~2 days due to **cooling failure**
- FNAL **disk-tape separation** incl. SHA-2 migration **mostly done**
- CMS **progress** on **CVMFS** migration and T1 scheduling policy for **gLExec** tests
- LHCb incremental stripping campaign (6-8 weeks), **heavy loads** on the stager systems



# Service incident reports

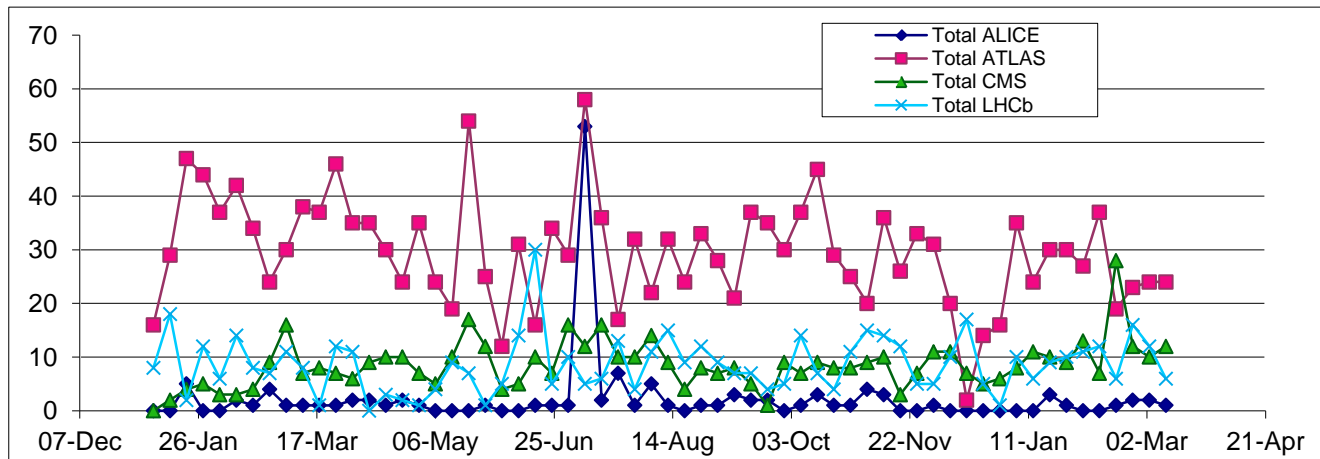
<https://twiki.cern.ch/twiki/bin/view/LCG/WLCGServiceIncidents>

- March 5: GOCDDB outage
  - Multiple issues led to a 16h unavailability

# GGUS summary (4 weeks 17/2/14 -16/2/14)

## by Pablo Saiz

| VO     | User | Team | Alarm | Total |
|--------|------|------|-------|-------|
| ALICE  | 3    | 1    | 2     | 6     |
| ATLAS  | 22   | 68   | 0     | 90    |
| CMS    | 62   | 1    | 0     | 63    |
| LHCb   | 0    | 39   | 1     | 40    |
| Totals | 87   | 109  | 3     | 199   |





# Significant events

- GGUS release on the 29/1
  - Alarm tests to T1 were successful in the end
    - Initial ALICE alarm to T0 failed
  - Important items:
    - Merge between GGUS and xGUS
- Next release scheduled for 26/3
- 3 alarms during the period

## ALICE ALARM GGUS:101680 (and GGUS:101788) Test alarm does not reach T0

| What time UTC   | What happened   |
|-----------------|---|
| 2014/2/27 15:20 | Automatic test alarm submitted (101680)                 |
| 2014/2/27 16:26 | ALICE operator mentions that no alarm has been received |
| 2014/2/28 9:16  | Service Manager acknowledges the alarm                  |
| 2014/3/4 7:29   | New test alarm submitted (101788)                       |
| 2014/3/4 7:36   | Service Manager acknowledges the alarm                  |

## LHCb ALARM [GGUS:102034](#)

### dCache file access causing job failures at IN2P3

| What time UTC  | What happened  |
|----------------|--|
| 2014/3/13 9:07 | Alarm ticket, assigned to NGI_France<br><b>Type of problem: Storage</b>                            |
| 2014/3/13 9:35 | Service Manager announces that the problem is fixed. The file protocol had been enabled by mistake |
| 2014/3/13 9:54 | Alarm gets verified  |

# Analysis of the reliability plots :

## Week 17/02/2014

by Edward Karavakis

**ALICE:** NTR

**ATLAS:** NTR

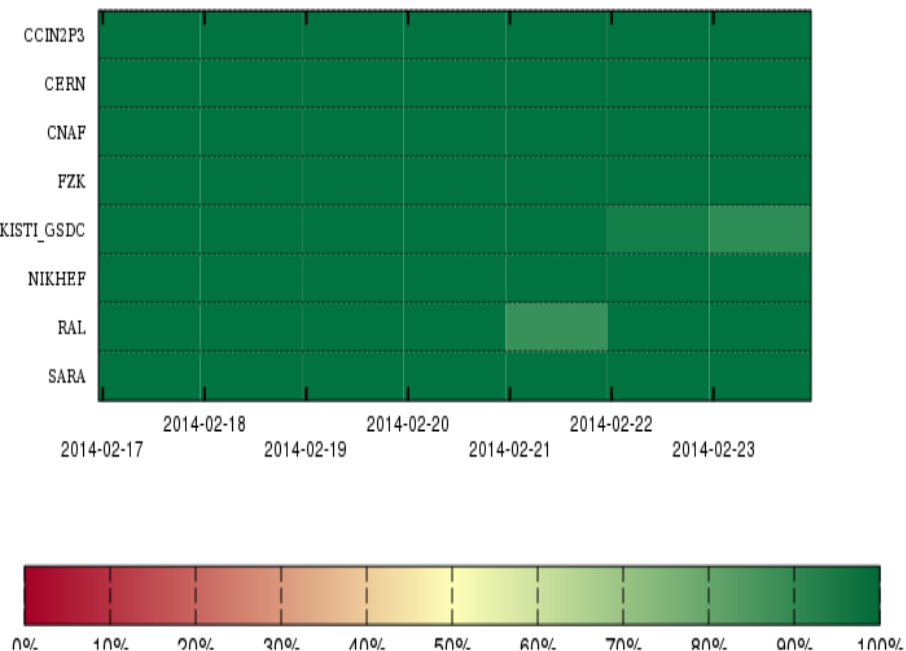
**CMS:**

**3.1 INFN-T1:** In scheduled downtime from [17<sup>th</sup> Feb 2014 10:00 AM to 21<sup>st</sup> Feb 2014 16:00](#) to upgrade storage, production activities were stopped but queues were kept open for analysis reading input via AAA. [Unscheduled outage](#) from 21<sup>st</sup> Feb 2014 16:00 to 19:36 due to unexpected CMS disks installation problems.

**LHCb :** NTR

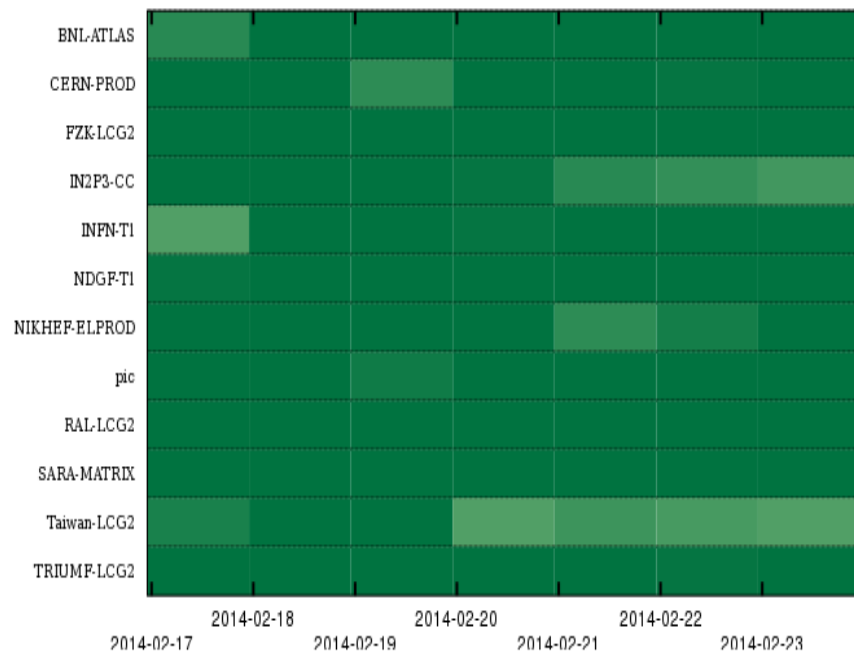
## Site reliability using ALICE\_CRITICAL

168 hours from 2014-02-17 00:00 to 2014-02-24 00:00



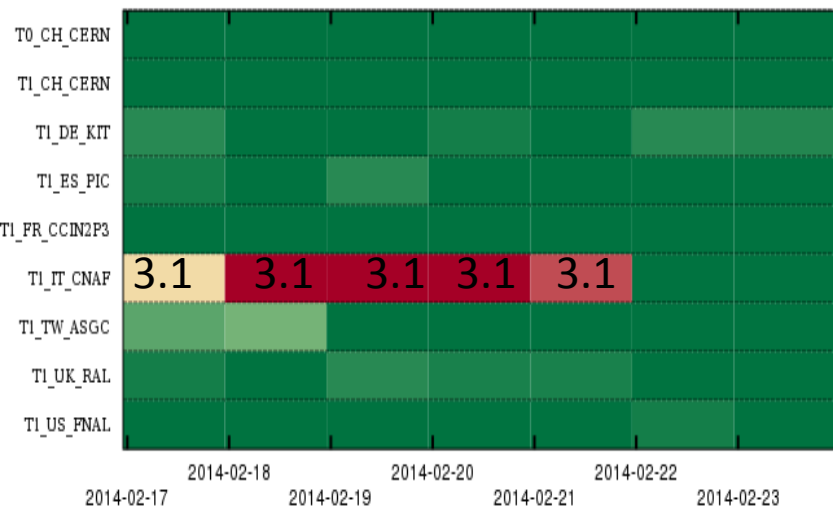
## Site reliability using ATLAS\_CRITICAL

168 hours from 2014-02-17 00:00 to 2014-02-24 00:00



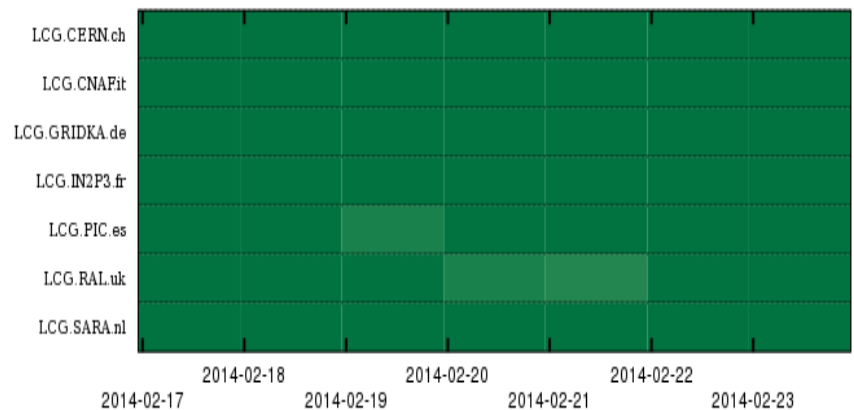
## Site reliability using CMS\_CRITICAL\_FULL

168 hours from 2014-02-17 00:00 to 2014-02-24 00:00



## Site reliability using LHCb\_CRITICAL

168 hours from 2014-02-17 00:00 to 2014-02-24 00:00



# Analysis of the reliability plots :

## Week 24/02/2014

by Alexandre Beche

**ALICE:** NTR

**ATLAS:**

**2.1:** Taiwan-LCG2: org.atlas.SRM-VOPut : ERROR: [SE][StatusOfPutRequest][ETIMEDOUT]  
httpg://f-dpm001.grid.sinica.edu.tw:8446/srm/managerv2: User timeout over

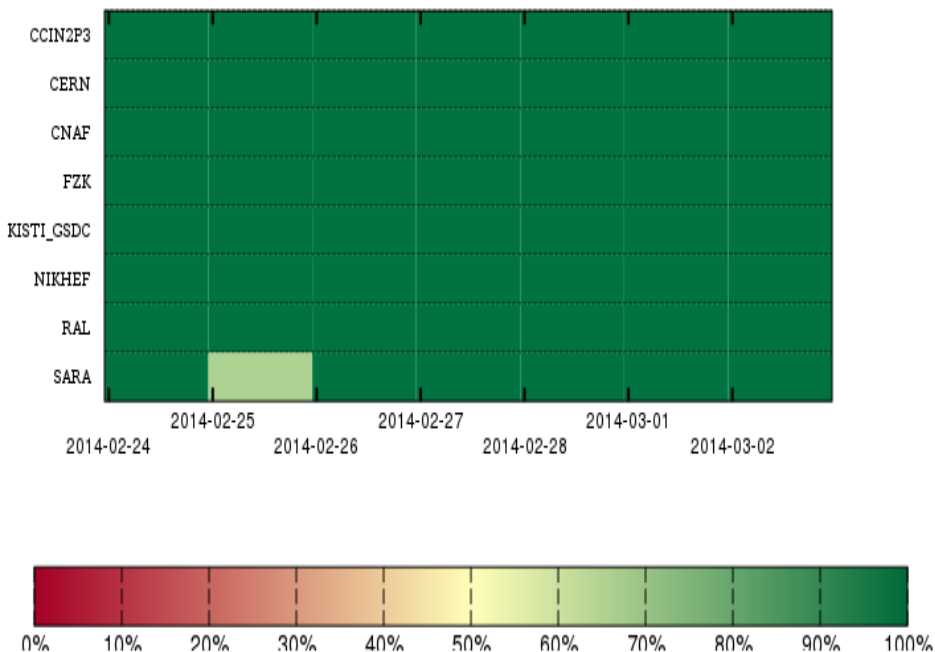
**CMS:**

**3.1:** T1\_DE\_KIT: org.cms.SRM-VOPut : VO specific Detailed Output: None critical= 1 File  
was NOT copied to SRM. file= testfile-put-nospacetoken-1393747599-04612a74a274.txt

**LHCB :** NTR

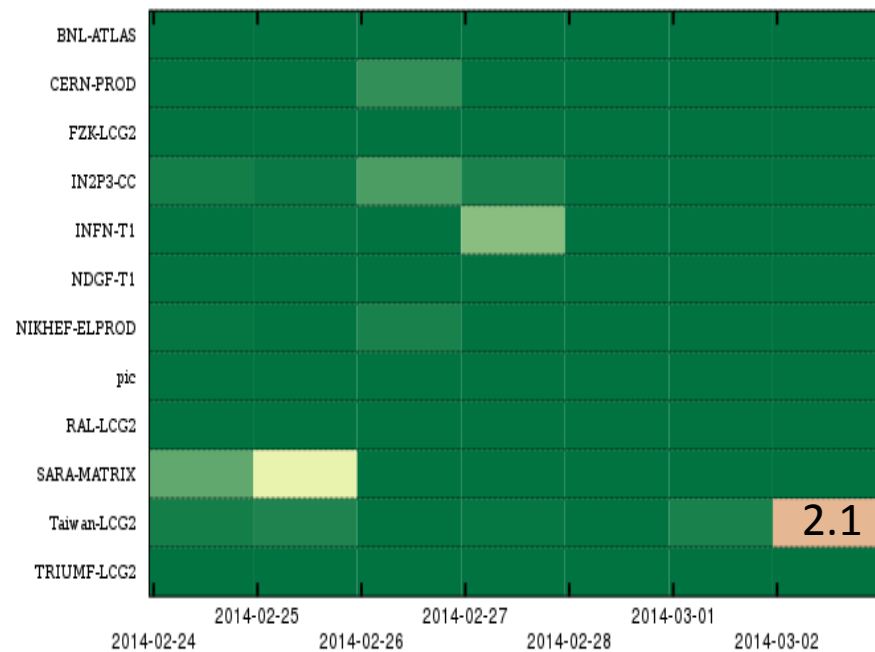
## Site reliability using ALICE\_CRITICAL

168 hours from 2014-02-24 00:00 to 2014-03-03 00:00



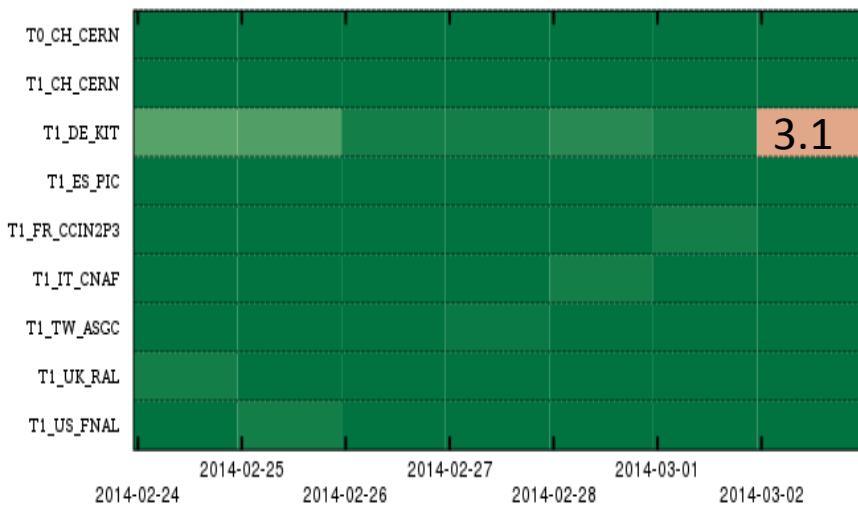
## Site reliability using ATLAS\_CRITICAL

168 hours from 2014-02-24 00:00 to 2014-03-03 00:00



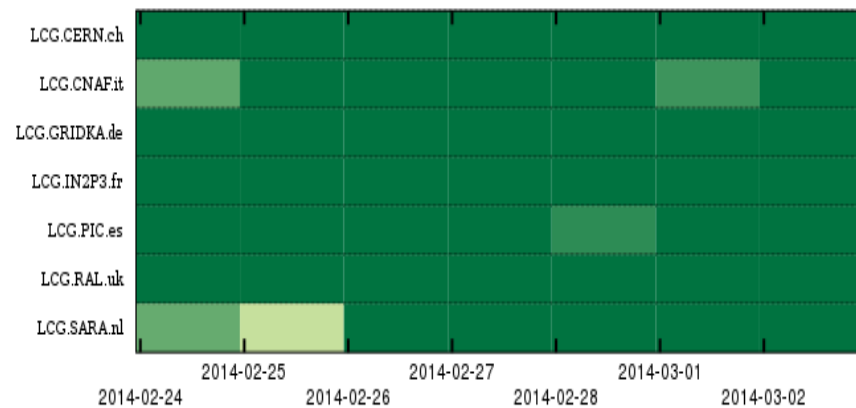
## Site reliability using CMS\_CRITICAL\_FULL

168 hours from 2014-02-24 00:00 to 2014-03-03 00:00



## Site reliability using LHCb\_CRITICAL

168 hours from 2014-02-24 00:00 to 2014-03-03 00:00



# Analysis of the reliability plots :

## Week 03/03/2014

by Edward Karavakis

### **COMMON:**

**0.1 INFN-T1:** Unscheduled outage from 09-Mar-14 04:00 to 10-Mar-14 20:00 due to cooling system issues [GOC:13474](#).

**ALICE:** NTR

### **ATLAS:**

**2.1 ASGC:** SRM VODel test failing with the following reason: “No SRM endpoints found in internal dictionary”.

**CMS:** NTR

**LHCb :** NTR





# Analysis of the reliability plots :

## Week 10/03/2014

by [Ivan Dzhunov](#)

### **Common:**

**0.1:** downtime due to cooling failure [GGUS](#)

**ALICE :** NTR

### **ATLAS :**

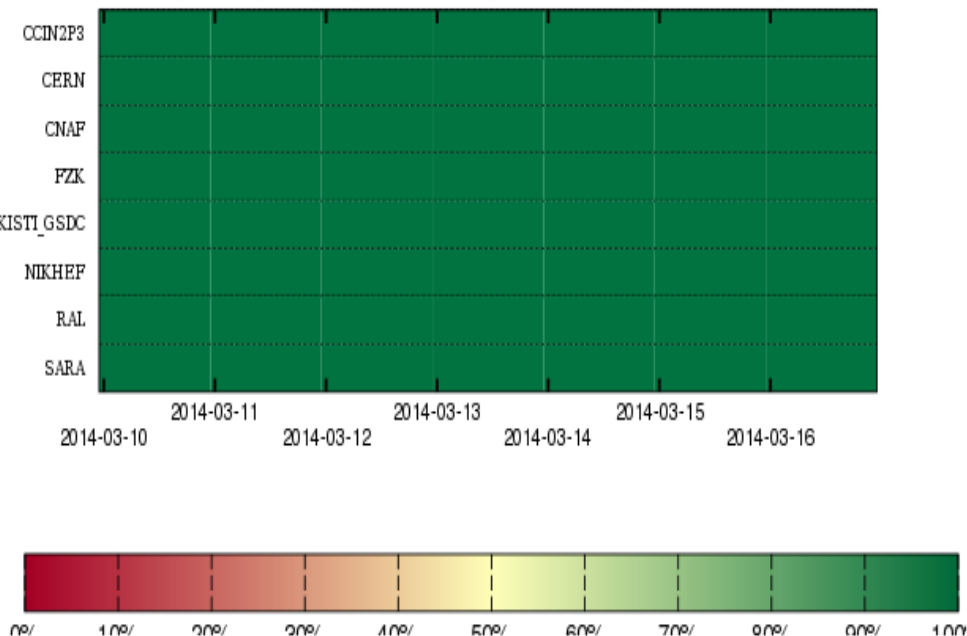
**2.1:** time outs of the SRM tests during the whole week

**CMS:** NTR

**LHCB :** NTR

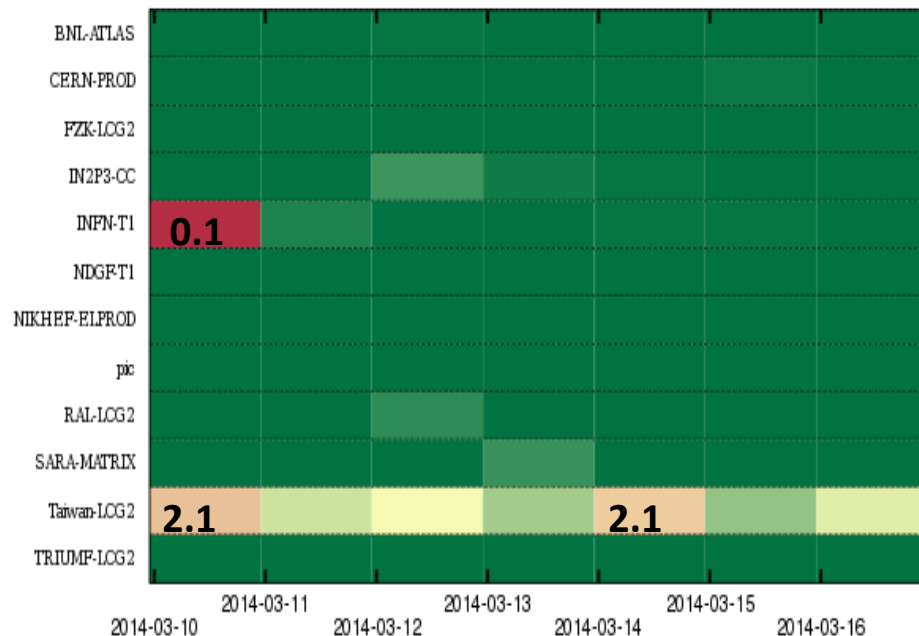
## Site reliability using ALICE\_CRITICAL

168 hours from 2014-03-10 00:00 to 2014-03-17 00:00



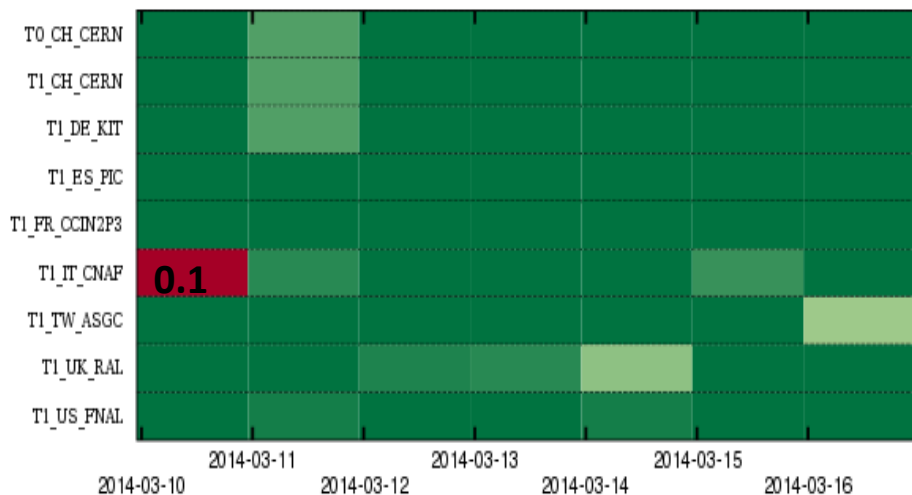
## Site reliability using ATLAS\_CRITICAL

168 hours from 2014-03-10 00:00 to 2014-03-17 00:00



## Site reliability using CMS\_CRITICAL\_FULL

168 hours from 2014-03-10 00:00 to 2014-03-17 00:00



## Site reliability using LHCb\_CRITICAL

168 hours from 2014-03-10 00:00 to 2014-03-17 00:00

