



WLCG Service Report

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Introduction

- Covering 4 weeks
- “Virtual report” – no “physical” MB taking place

Experiment Activities

- CMS migrated main bookkeeping system (DBS2->DBS3)
- EOS/SRM for LHCb upgraded to become SHA2 compliant
- ATLAS Rucio renaming campaign almost completed

Issues

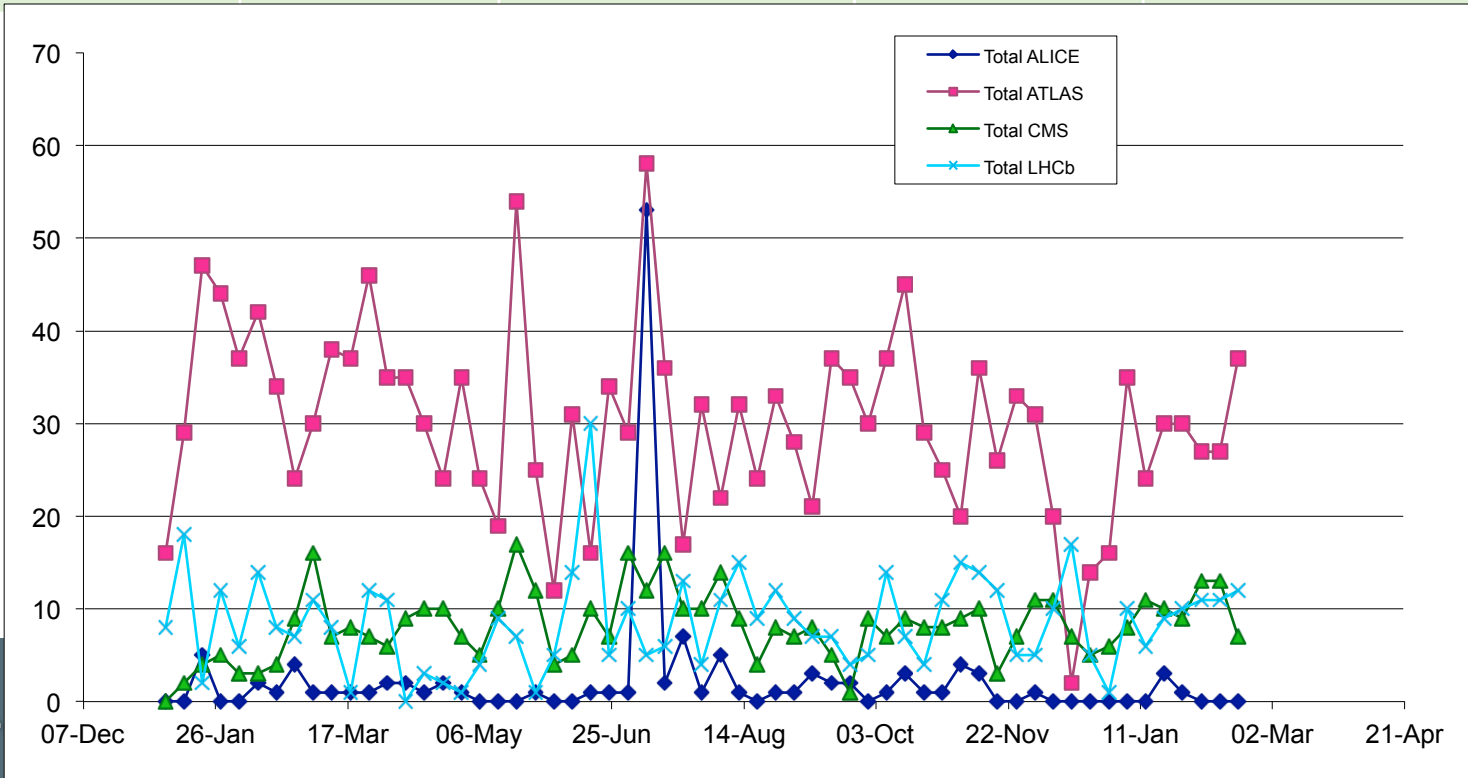
- A few more incidents and actions related to openssl
 - RAL FTS3 server moved forth and back
 - Requests to update Globus and adjust HTCondor configuration to eradicate 512-bit proxy keys
 - New version of proxy renewal daemon for WMS needed
- VOs reported CVMFS problem due to overloading
 - Mitigated by increased number of squid caches
- Testing of ARC CEs showed some problems
 - Delay in the monitoring of submitted jobs
 - Problem with the setting of job environments
- Data losses reported
 - ALICE @ KIT, 20k files corrupted

From WLCG Operations Coordination

- SAM service will be split into WLCG part (at CERN) and EGI (consortium)
- FTS3 load tests for the RAL instance have been started
- CERN/WIGNER job efficiency differences hint to a network problem
 - In the course of this investigation it was found that Wigner worker nodes are less powerful
- Decommissioning of CERN WMS instance by end of April OK for VOs

GGUS summary (4 weeks 20/1/14 -16/2/14)

VO	User	Team	Alarm	Total
ALICE	3	1	0	4
ATLAS	32	92	0	124
CMS	35	3	1	39
LHCb	3	39	0	42
Totals	73	135	1	209



Significant events

- GGUS release on the 29/1
 - Alarm tests to T0/T1 were successful
 - Important items:
 - Multiple new SU: WLCG Monitoring (Job, Transfers, Infrastructure, Network, ...)
- Next release scheduled for 26/2
- 1 alarm during the period

CMS ALARM [GGUS:100911](#)

no ssh to CERN mashines –LDAP down

What time UTC	What happened
2014/2/3 8:23	User submits 'incident' ticket GGUS:100910
2014/2/3/ 9:20	Same users sends an alarm ticket, pointing to the incident, assigned to ROC_CERN Type of problem Other
2014/2/3 9:40	Service Manager announces that the problem is not with LDAP
2014/2/3 10:11	Service Manager marks ticket as Solved. The quattor template of the machine was not installing the new CERN CA
2014/2/6 11:31	User verifies the ticket

Analysis of the reliability plots :

Week 20/01/2014

ALICE: NTR

ATLAS:

2.1: Taiwan-LCG2: Renaming campaign is interfering with the regular activity (https://ggus.eu/ws/ticket_info.php?ticket=100268)

2.2: Taiwan-LCG2: file transfers to TAIWAN-LCG2 are failing with due to timeout on SRM
SRM-VOPut : [SE][StatusOfPutRequest][ETIMEDOUT] httpg://f-dpm001.grid.sinica.edu.tw:8446/srm/managerv2: User timeout over

May be related to 2.1

CMS:

3.1: T1_DE_KIT: Probe CREAMCE-JobSubmit failed (BrokerHelper: no compatible resources)

LHCB : NTR

Analysis of the reliability plots :

Weeks 27/01/2014

ATLAS:

2.1: SRM probe could not delete files

2.2: SRM probe could not delete files

CMS:

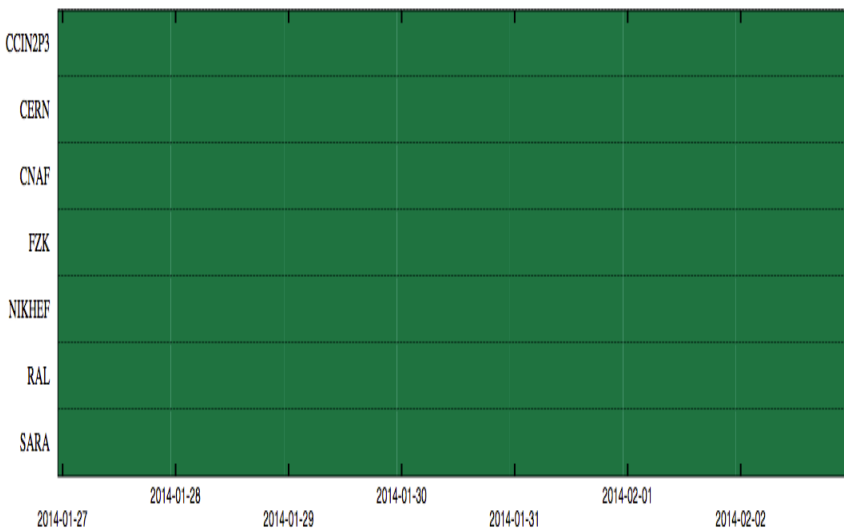
3.1: CREAM-CE job submission was being aborted

LHCb:

4.1: CREAM-CE job submission was being aborted

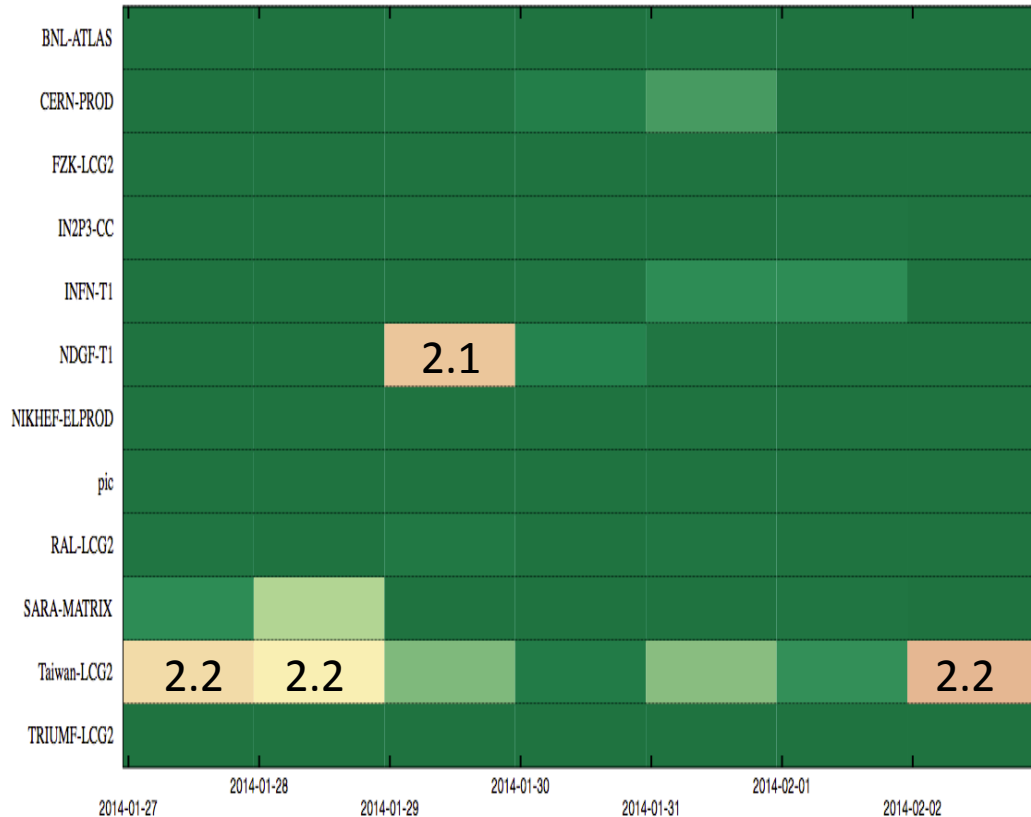
Site reliability using ALICE_CRITICAL

168 hours from 2014-01-27 00:00 to 2014-02-03 00:00



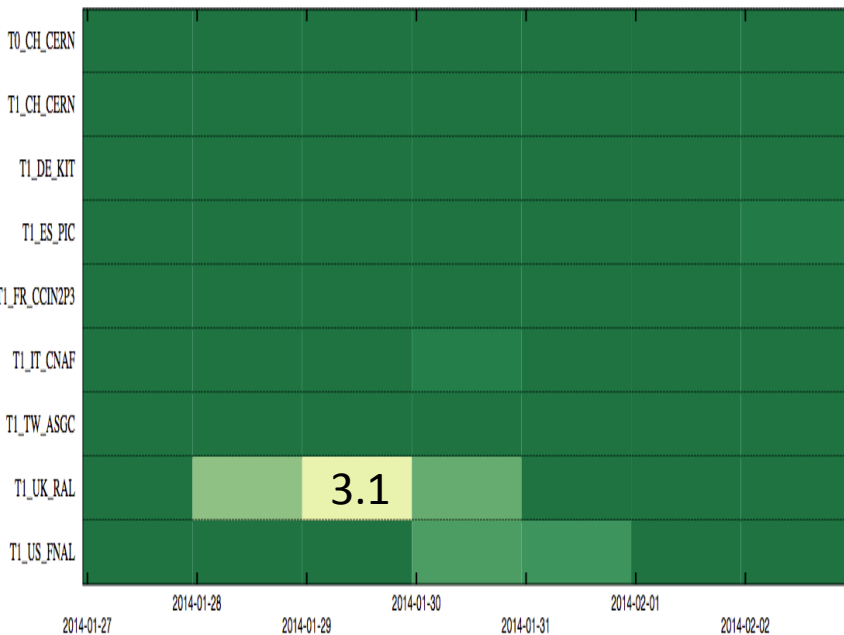
Site reliability using ATLAS_CRITICAL

168 hours from 2014-01-27 00:00 to 2014-02-03 00:00



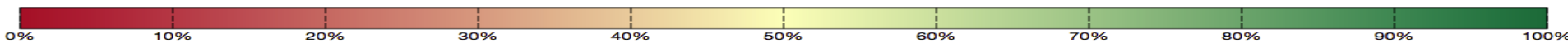
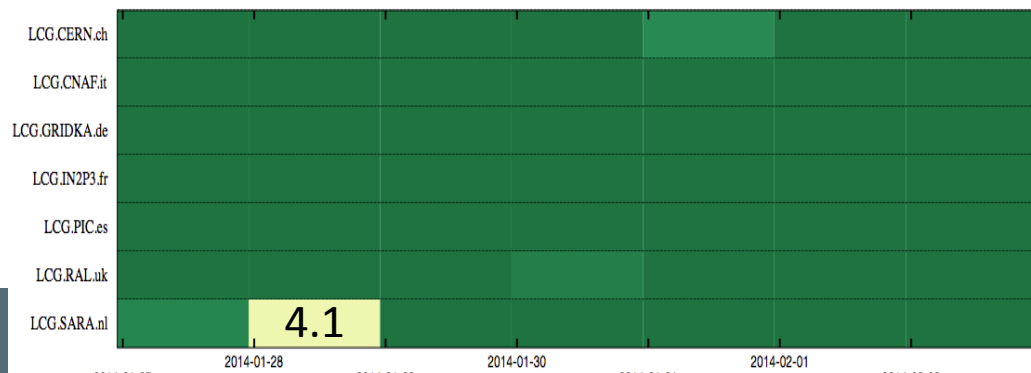
Site reliability using CMS_CRITICAL_FULL

168 hours from 2014-01-27 00:00 to 2014-02-03 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2014-01-27 00:00 to 2014-02-03 00:00



Analysis of the reliability plots :

Week 03/02/2014

ALICE: NTR

ATLAS: NTR

CMS:

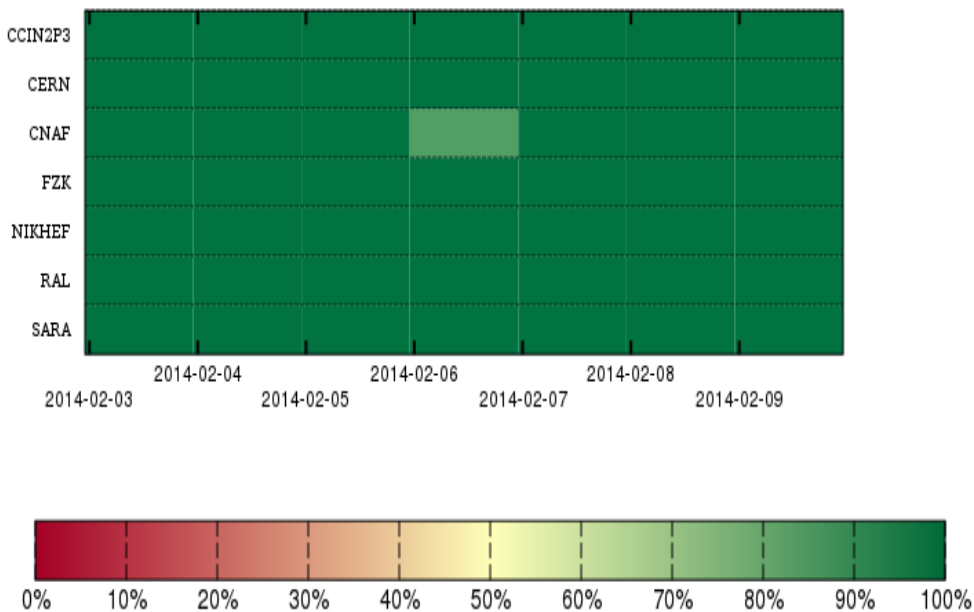
3.1: T1_DE_KIT: Probe CREAMCE-JobSubmit failed (BrokerHelper: no compatible resources)

3.2: T1_TW_ASGC: Probe .SRM-VOPut failed (ERROR: [SE][GetSpaceTokens] [SRM_INTERNAL_ERROR] <http://srm2.grid.sinica.edu.tw:8443/srm/managerv2>: ORA-12514: TNS:listener does not currently know of service requested in connect descriptor)

LHCB : NTR

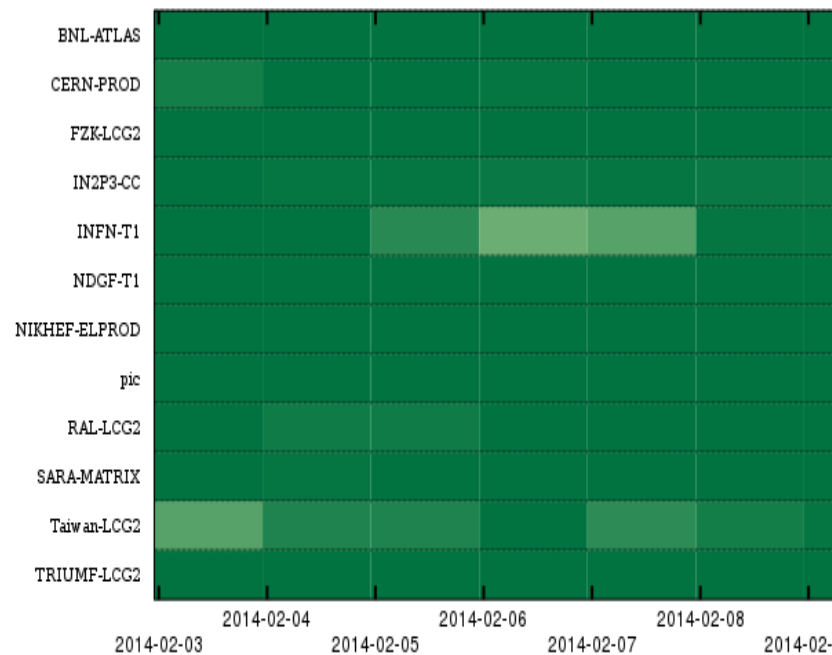
Site reliability using ALICE_CRITICAL

168 hours from 2014-02-03 00:00 to 2014-02-10 00:00



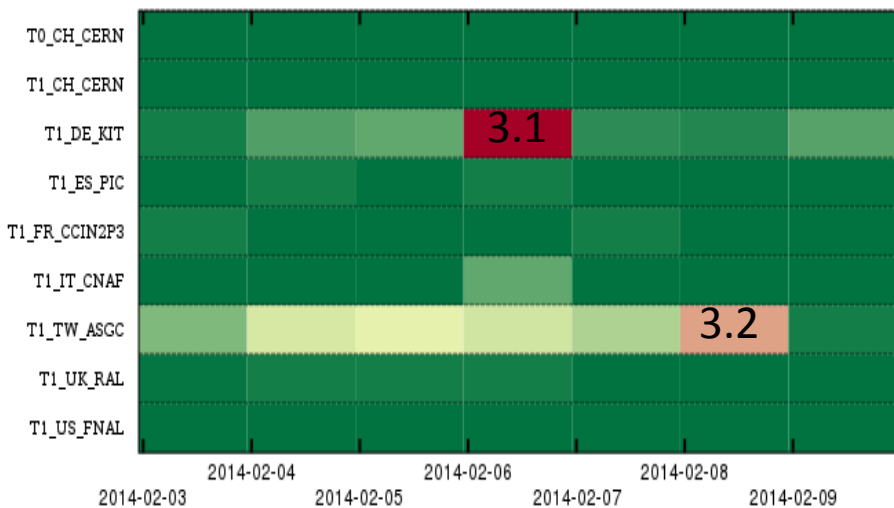
Site reliability using ATLAS_CRITICAL

168 hours from 2014-02-03 00:00 to 2014-02-10 00:00



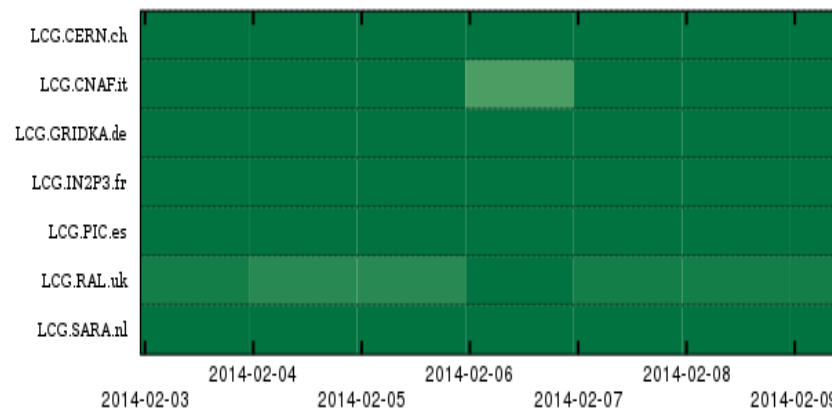
Site reliability using CMS_CRITICAL_FULL

168 hours from 2014-02-03 00:00 to 2014-02-10 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2014-02-03 00:00 to 2014-02-10 00:00



Analysis of the reliability plots :

Week 10/02/2014

ALICE : NTR

ATLAS :

2.1: failures of the SRM tests due to unresponsiveness of the SE's (dCache) namespace manager [GGUS](#)

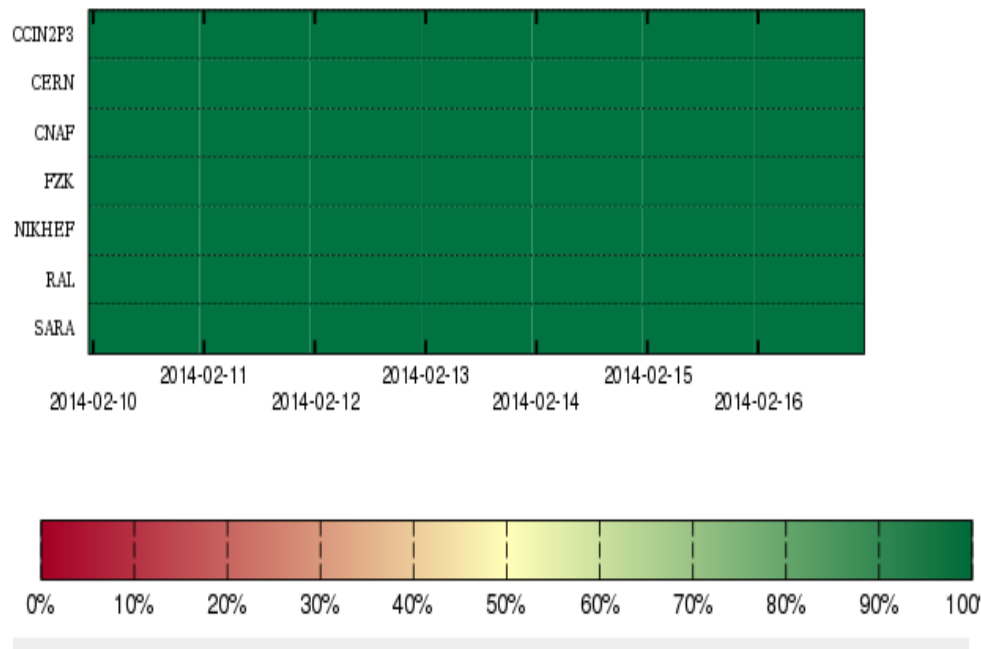
CMS :

3.1: intermittent failures of the SRM-VOPut test with error 'File not copied to SRM'

LHCB : NTR

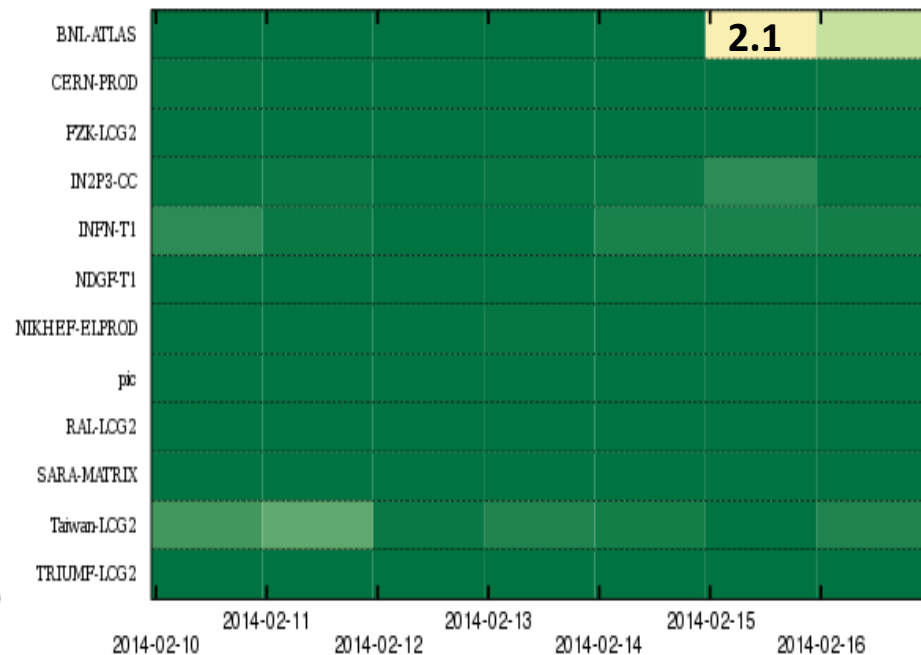
Site reliability using ALICE_CRITICAL

168 hours from 2014-02-10 00:00 to 2014-02-17 00:00



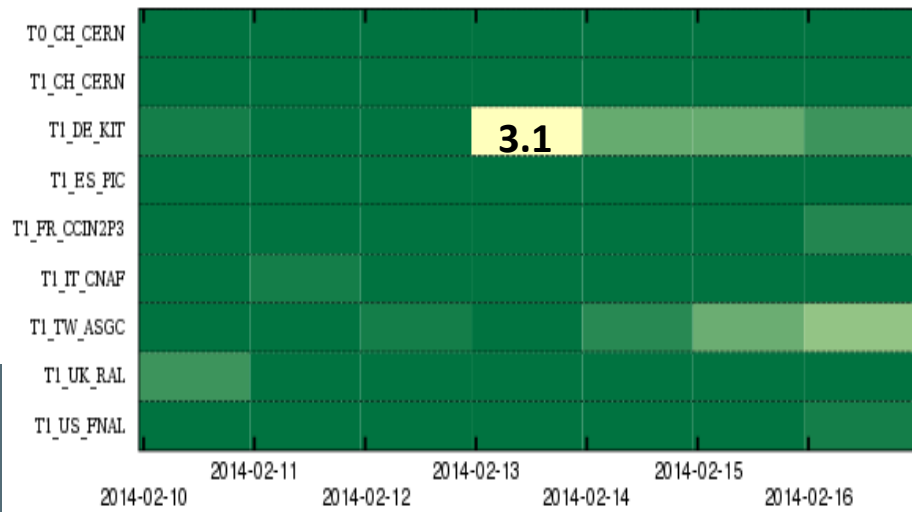
Site reliability using ATLAS_CRITICAL

168 hours from 2014-02-10 00:00 to 2014-02-17 00:00



Site reliability using CMS_CRITICAL_FULL

168 hours from 2014-02-10 00:00 to 2014-02-17 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2014-02-10 00:00 to 2014-02-17 00:00

