



# **WLCG Service Report** **14 April – 18 May**

**LCG Management Board**

**20 May 2014**

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# WLCG Coordination

- Currently evaluating alternatives to ARGUS (Switch support done on best effort now).
- New Working Group (WG) on “Network and Transfer Metrics” proposed
- First conclusions of Meyrin/Wigner job efficiency tests: No significant differences seen.
- Info on the [Volunteer site set-up](#) and proposal for version info publishing discussed at the [4<sup>th</sup> meeting](#) on 15 May 2014.

# WLCG Operations

- Major VO computing activities
  - LHCb spring incremental stripping finished
  - ALICE user analysis in preparation for QuarkMatter conference
  - CMS HI re-reco & 13 TeV MC
- LHCb reports slow response from LFC
  - Fixed after discussion with IT ops team
- LHCb user data migrated CASTOR->EOS
  - All disk-only storage for the VO now served from EOS

# Operations (ctd)

- RAL reports wrong signature of GGUS Alarm ticket
  - fixed promptly by GGUS team
- Problem for Brazilian users to access dCache storage
  - Being fixed by dCache team
- DigiCert CA CRL expiration period was erroneously set to 3 days
  - Several operational issues (certs used for US servers)

# Operations (ctd)

- New SHA2 CERN CA DNs added for all VOs on VOMS servers by CERN/IT
  - Reduces workload for VO admins
- CMS started moving from Savannah to GGUS for grid operations tickets
- CERN WMS instances for experiments have been decommissioned
  - SAM infrastructure to follow in June. Experiment probes currently being moved to direct + Condor-G submission (ALICE+LHCb done, ATLAS+CMS being prepared).

# VO plans for Q2

- ATLAS
  - Test new production and file transfer systems (prodsys2/rucio)
  - Remaining sites asked to deploy FAX and HTTP/webDAV
  - Comparing common vs dedicated LSF master at CERN
  - On-going preparatory work for DC14 (starting in June)
- CMS
  - Scale tests of xrootd federation (AAA)
  - Finish migration to FTS3 service
  - Concentrate on CERN agile infrastructure for T0 activities
  - On-going preparatory work for CSA14 (starting in July)

# VO plans (ctd)

- ALICE
  - Increase use of CERN agile infrastructure
  - Several reprocessing activities (pp, no HI)
- LHCb
  - Move to xroot file access native (without SRM)
  - Incorporate FTS3 client into LHCb DIRAC

# Service Incident Reports

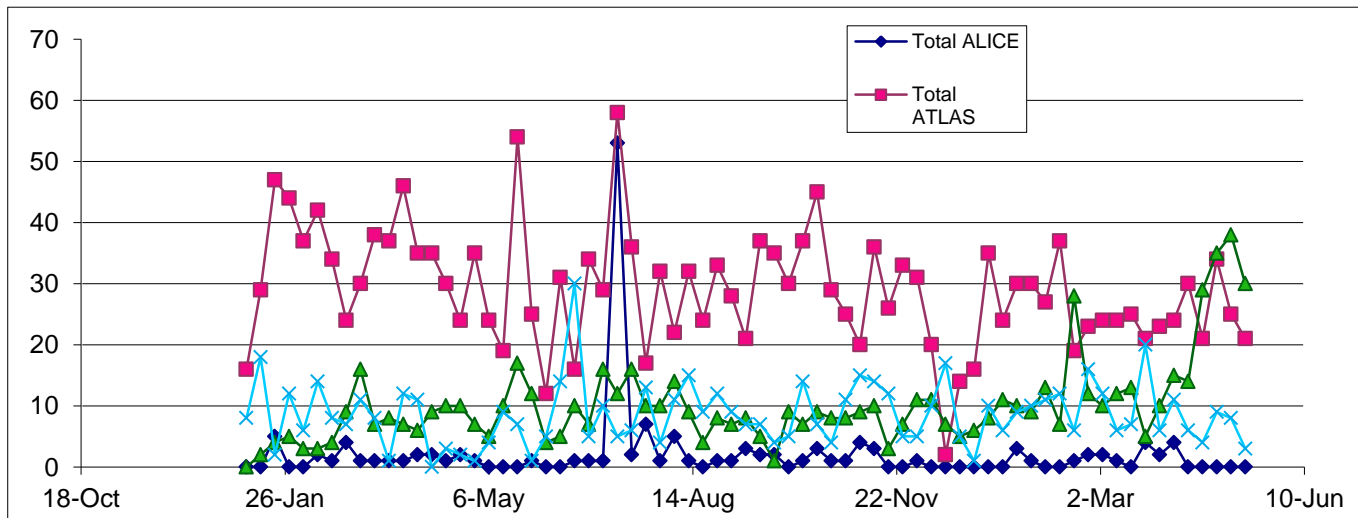
- KIT job failures for all VOs due to network overload by ALICE \*
- 1 April: first observation of number of ALICE jobs going down
- 7 April: ATLAS/CMS report network problems at KIT
- 11 April: Final issue found, being ALICE analysis jobs also using remote replicas
- 15 April: Fix made available by ALICE

\* <https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents/SIR-ALICE-KIT-overload-v2.pdf>



# GGUS summary (5 weeks 14/4/14 -18/5/14)

VO	User	Team	Alarm	Total
ALICE	0	0	0	0
ATLAS	23	104	1 + 3 tests	131
CMS	143	2	1	146
LHCb	3	25	1 + 1 test	30
Totals	169	131	3 + 4 tests	307



# Significant events

(All GGUS Slides by Pablo Saiz)

- GGUS release on the 30/4
  - Alarm tests to T1 were successful
  - Important items:
    - Improvements in CMS team submit form
    - Decommissioned 'SAM/Nagios EGI'
    - New SU: 'ARGO/SAM EGI', 'rOCCI', 'CMS Central Services'
- Next release scheduled for 26/5
- 7 alarms during the period
  - 4 of them test alarms (needed outside the release testing, due to ALARM email signature problems reported by RAL on 12/5.)

## ATLAS ALARM GGUS:104757 ATLAS web server down

What time UTC	What happened
2014/4/17 9:45	Initial submission. Type of Problem: File Access Site: CERN-PROD
2014/4/17 9:52	AFS responsible checks that files are accessible
2014/4/17 10:20	Web services responsible acknowledges the problem
2014/4/17 10:23	The ATLAS web server is moved to another host
2014/4/17 11:24	Submitter confirms that the problem is solved
2014/04/22 9:37	Submitter verifies the solution

## CMS ALARM GGUS:105060 VOMS proxy creation fails

What time UTC	What happened
2014/5/01 15:42	Initial submission. Type of Problem: Middleware Site: CERN-PROD
2014/5/01 16:13	Remark that dns alias resolves to multiple hosts
2014/5/01 16:18	Service responsible acknowledges the problem
2014/5/01 17:00	Service responsible announces that there were several seg fault inside voms from 15:11 to 15:41, removing all hosts from the alias
2014/5/02 06:56	Closing the ticket, since the problem is gone. Further investigation about the cause will be done

## LHCb ALARM GGUS:105134 CVMFS problem at RAL-LCG2

What time UTC	What happened
2014/5/03 13:39	Initial submission. Type of Problem: Other Site: RAL-LG2. Ticket type: TEAM
2014/5/04 9:04	Converted to ALARM by submitter. Mail to site admin sent (and it failed!)
2014/5/04 12:50	Site responsible acknowledges the problem. Suspicion that this is caused by a non-LHCb user
2014/5/04 13:20	User banned. Removed approx 1200 jobs he was running and cleaned up the batch farm.
2014/5/05 9:30	Ticket solved
2014/5/08 9:37	Submitter verifies the solution

**ALARMS** GGUS:105151, GGUS:105263, GGUS:105264,  
GGUS:105352,  
**Test alarms for RAL**

What time UTC	Ticket	What happened
2014/5/05 8:44	105151	Test alarm to FZK-LCG2
2014/5/05 8:48	105151	Alarm closed as successful
2014/5/08 12:55	105263	Test TEAM, raised to ALARM to RAL-LCG2
2014/5/08 13:08	105263	Ticket closed. <b>Alarm failed!</b>
2014/5/08 13:11	105264	Test TEAM, raised to ALARM to RAL-LCG2
2014/5/08 13:26	105264	Alarm closed as successful
2014/5/13 9:51	105352	Test ALARM to RAL-LCG2
2014/5/13 10:03	105352	Alarm closed as successful

# Analysis of the reliability plots: Week 14/04/2014 (Edward Karavakis)

**ALICE:** NTR

**ATLAS:**

- **2.1 SARA:** CREAMCE-JobSubmit test was being aborted.

**CMS:**

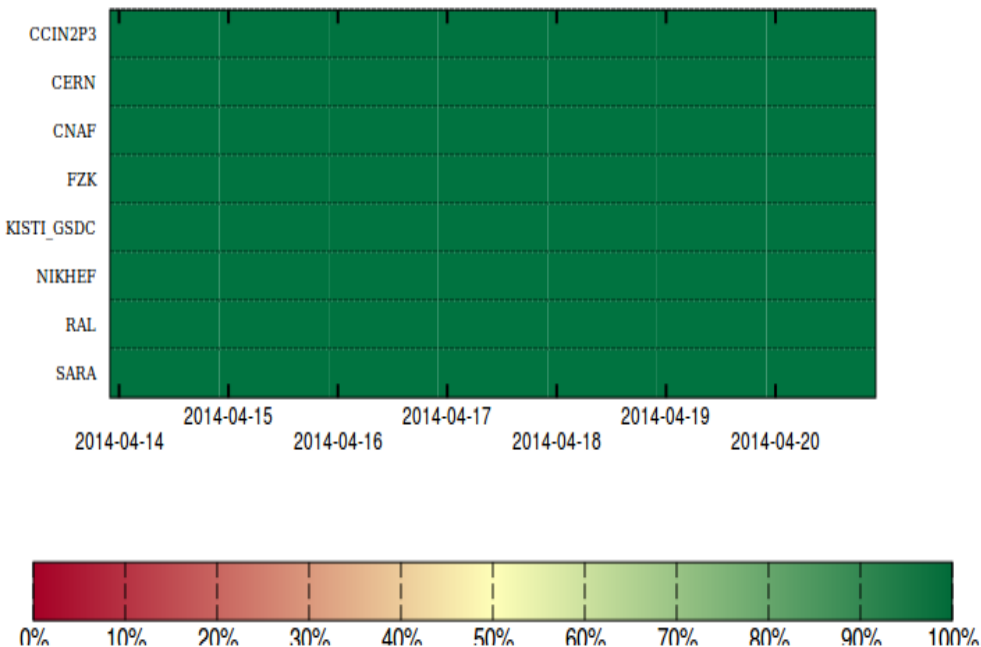
- **3.1 IN2P3-CC:** Scheduled outage for cccreamceli06 from 15<sup>th</sup> 08:00 until 10:00 for maintenance - GGUS:[13922](#). CREAMCE tests were failing on the 15<sup>th</sup> on cccreamceli02 and cccreamceli05: “Cannot load SiteConf”. CREAMCE xrootd tests were failing on the 19<sup>th</sup> on the 3 CREAMCEs.

**LHCb:**

- **4.1 PIC:** CREAMCE-DirectJobSubmit tests were failing on the 14<sup>th</sup>. Scheduled outage on 15<sup>th</sup> from 04:00 until 16<sup>th</sup> 11:00. “SD declared due yearly electrical maintenance” - GGUS:[13519](#).

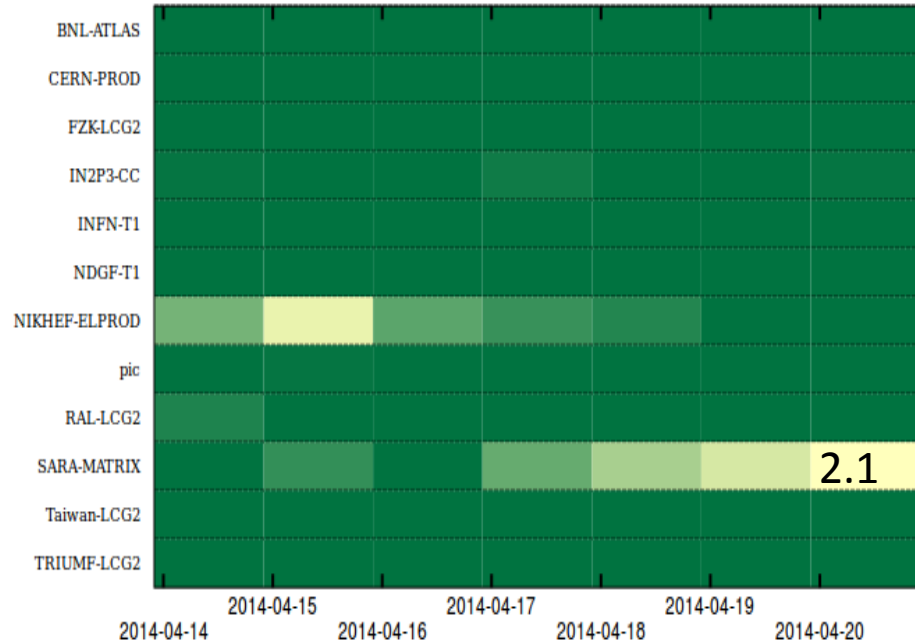
# Site reliability using ALICE\_CRITICAL

168 hours from 2014-04-14 01:00 to 2014-04-21 01:00



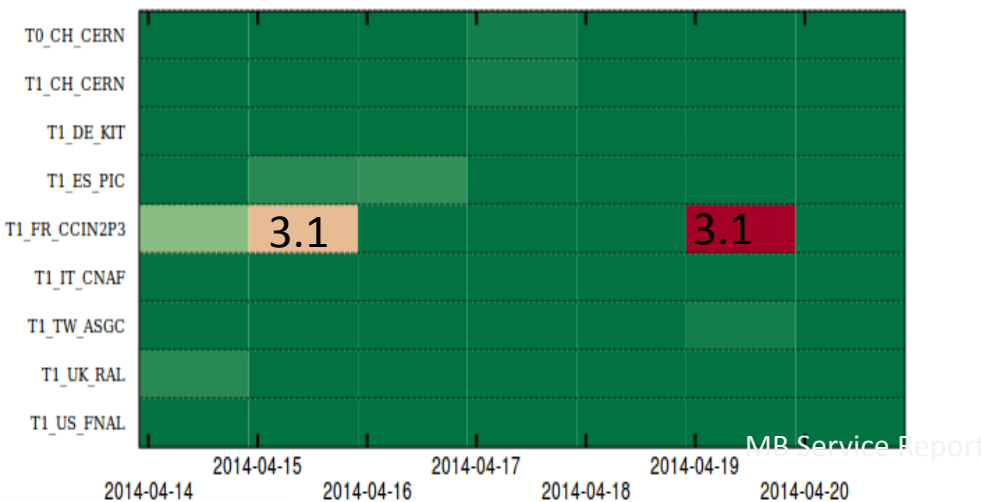
# Site reliability using ATLAS\_CRITICAL

168 hours from 2014-04-14 01:00 to 2014-04-21 01:00



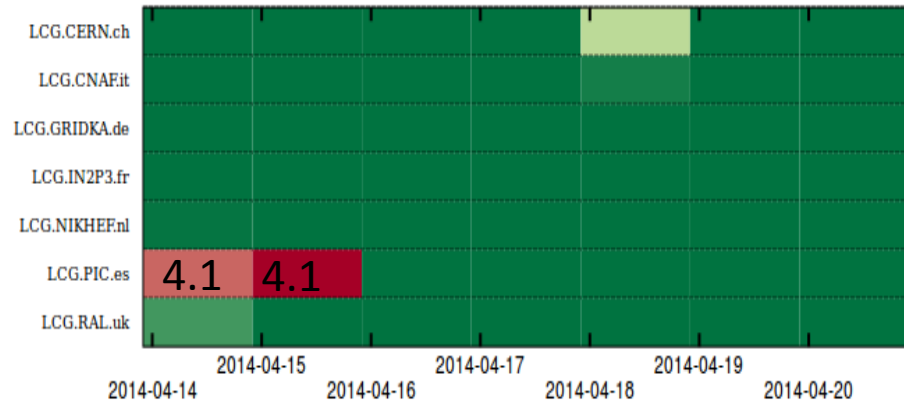
# Site reliability using CMS\_CRITICAL\_FULL

168 hours from 2014-04-14 01:00 to 2014-04-21 01:00



# Site reliability using LHCb\_CRITICAL

168 hours from 2014-04-14 01:00 to 2014-04-21 01:00





# Analysis of the reliability plots :

## Week 21/04/2014

### (Alexandre Beche)

**ALICE:** NTR

**ATLAS:**

**2.1:** SARA-MATRIX : emi.cream.CREAMCE-JobSubmit: 330 min timeout for the job exceeded. Cancelling the job.

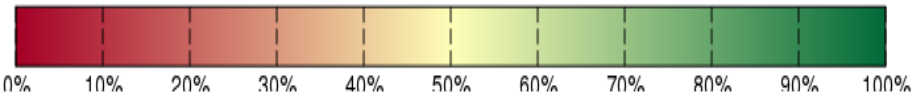
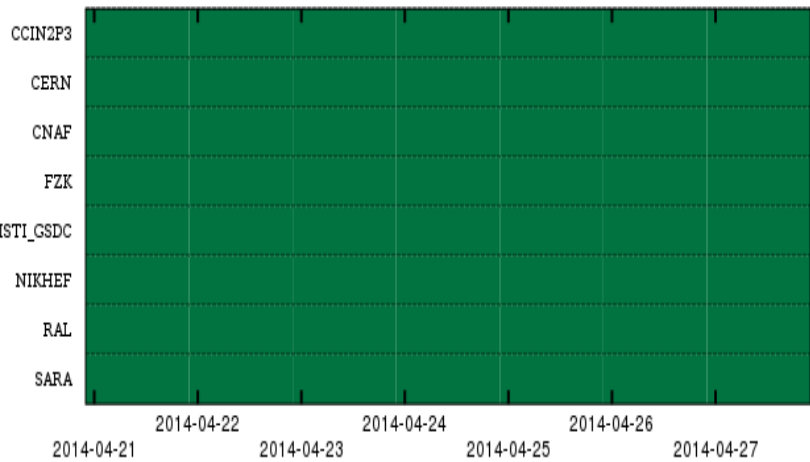
**CMS:** NTR

**LHCB :**

**4.1:** LCG.CERN.ch : Errors due to the migration of user files from CASTOR to EOS. For this operation LHCB-USER (on CASTOR) needed to be banned and if one of the sam test fails the whole test shows red. Test has been fixed, now it's not checking anymore LHCB-USER on CASTOR.

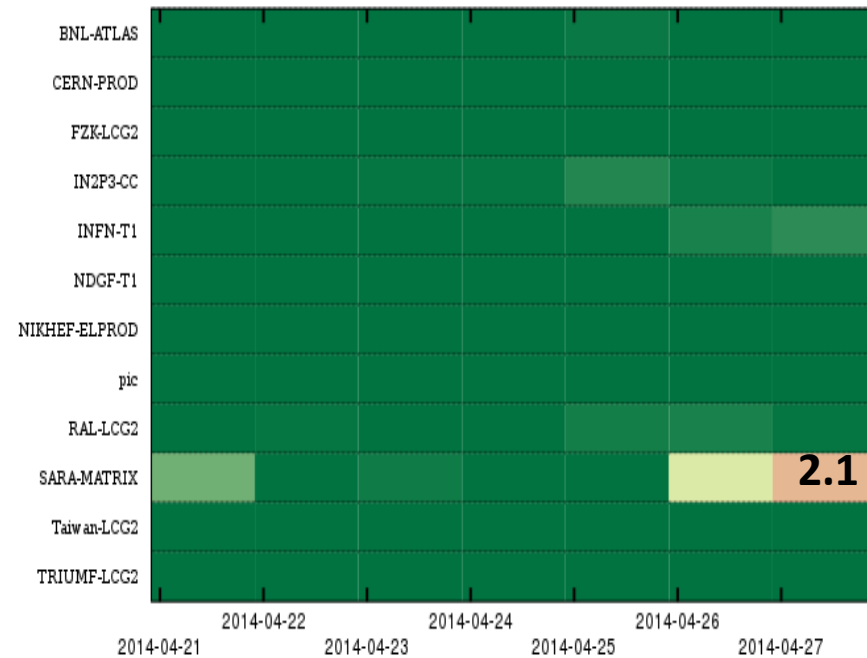
# Site reliability using ALICE\_CRITICAL

168 hours from 2014-04-21 00:00 to 2014-04-28 00:00



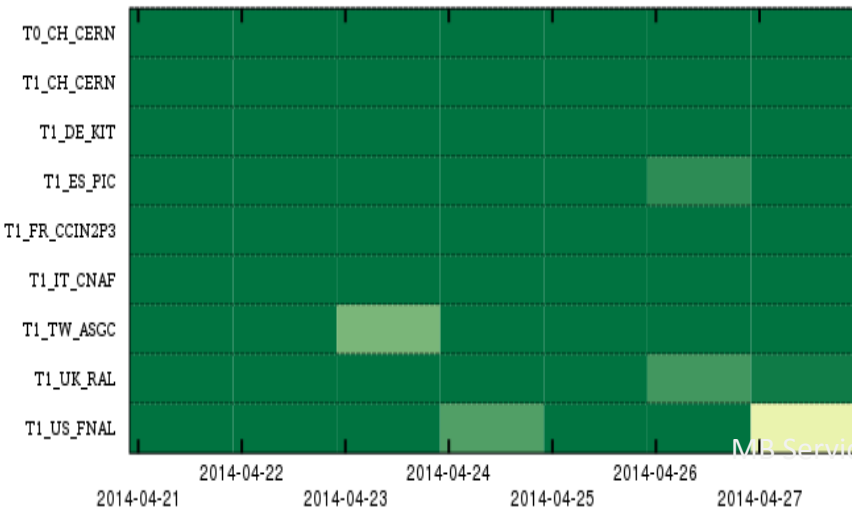
# Site reliability using ATLAS\_CRITICAL

168 hours from 2014-04-21 00:00 to 2014-04-28 00:00



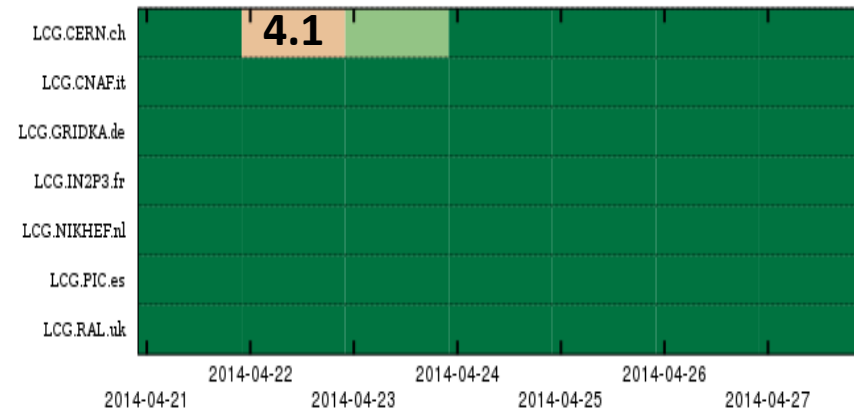
# Site reliability using CMS\_CRITICAL\_FULL

168 hours from 2014-04-21 00:00 to 2014-04-28 00:00



# Site reliability using LHCb\_CRITICAL

168 hours from 2014-04-21 00:00 to 2014-04-28 00:00



# Analysis of the reliability plots :

## Week 28/04/2014

### (Edward Karavakis)

**ALICE:** NTR

**ATLAS:**

**2.1 BNL:** SRM tests were failing due to expired CRL.

**CMS:**

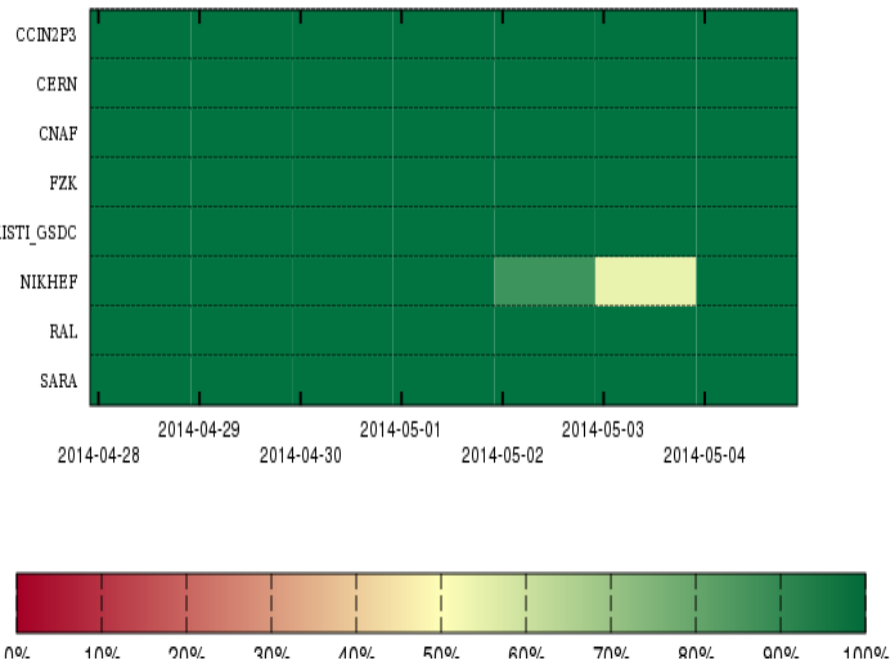
**3.1 INFN-T1:** SRM VOGet test was failing.

**3.2 FNAL:** SRM tests were failing due to expired CRL.

**LHCb :** NTR

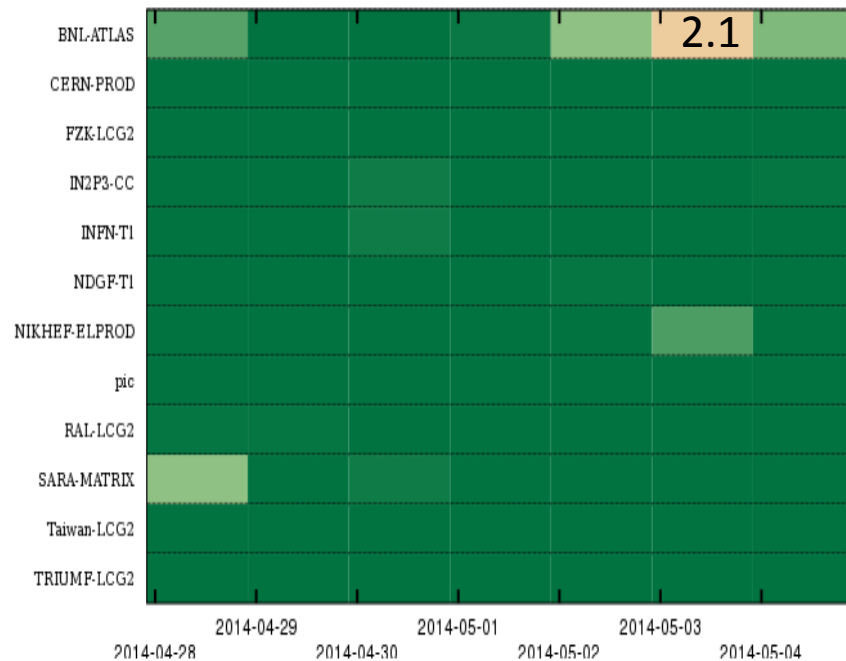
# Site reliability using ALICE\_CRITICAL

168 hours from 2014-04-28 00:00 to 2014-05-05 00:00



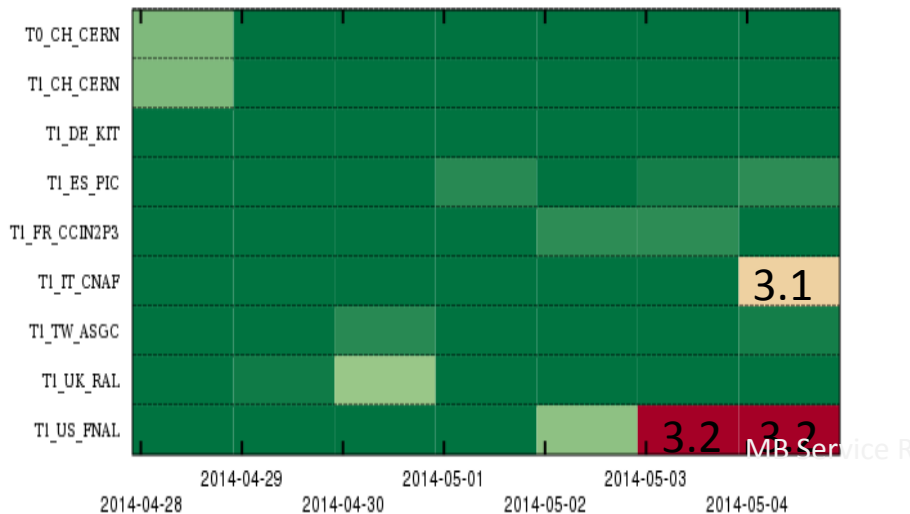
# Site reliability using ATLAS\_CRITICAL

168 hours from 2014-04-28 00:00 to 2014-05-05 00:00



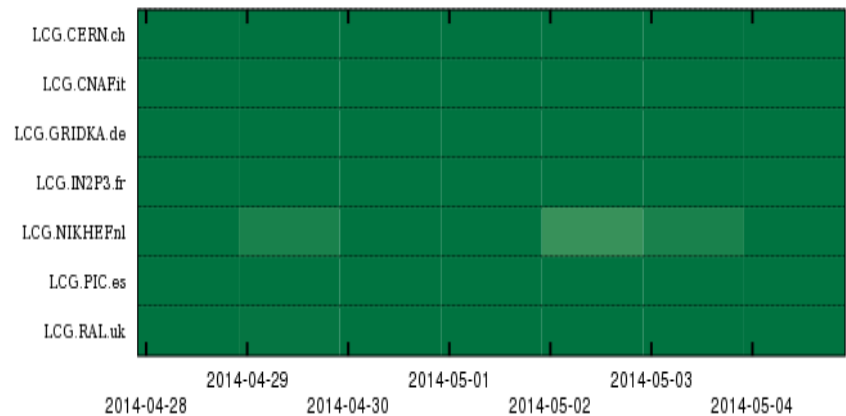
# Site reliability using CMS\_CRITICAL\_FULL

168 hours from 2014-04-28 00:00 to 2014-05-05 00:00



# Site reliability using LHCb\_CRITICAL

168 hours from 2014-04-28 00:00 to 2014-05-05 00:00



# Analysis of the reliability plots :

## Week 05/05/2014

### (Hector De Los Rios Saiz)

**ALICE:** NTR

**ATLAS:** NTR

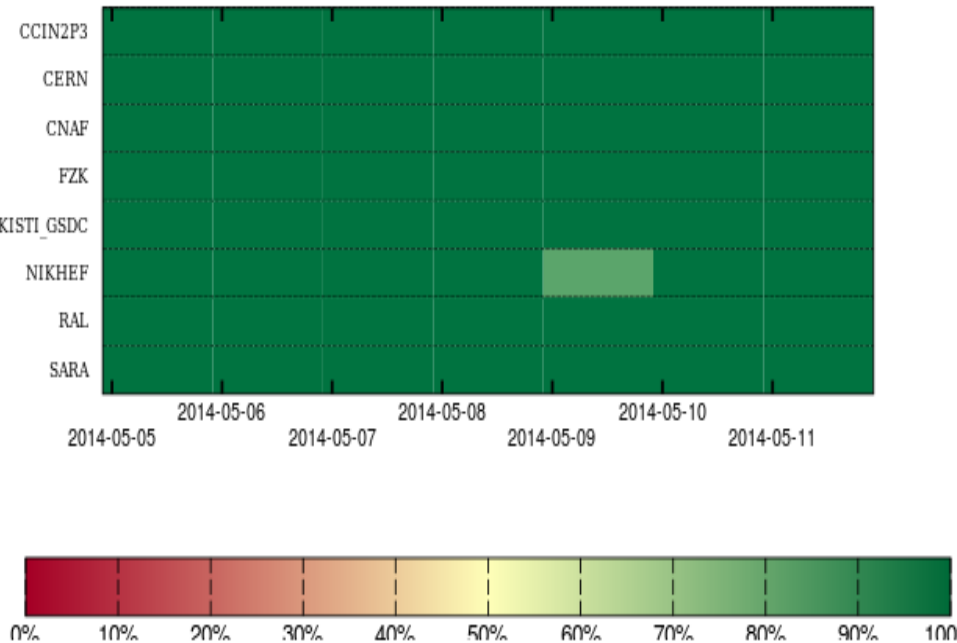
**CMS:**

**3.1 INFN-T1:** SRM VOGet & VOPut tests were failing.

**LHCb :** NTR

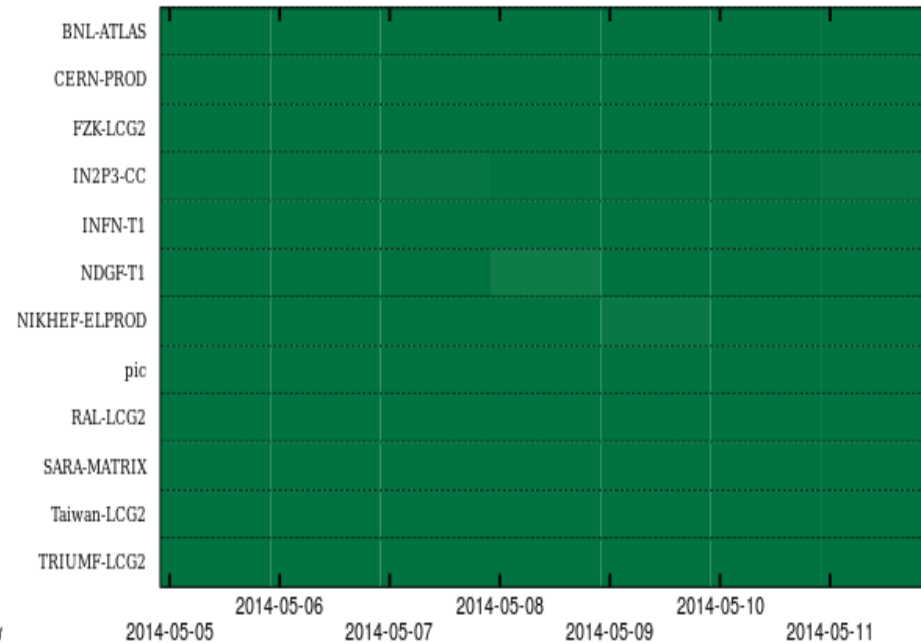
# Site reliability using ALICE\_CRITICAL

168 hours from 2014-05-05 00:00 to 2014-05-12 00:00



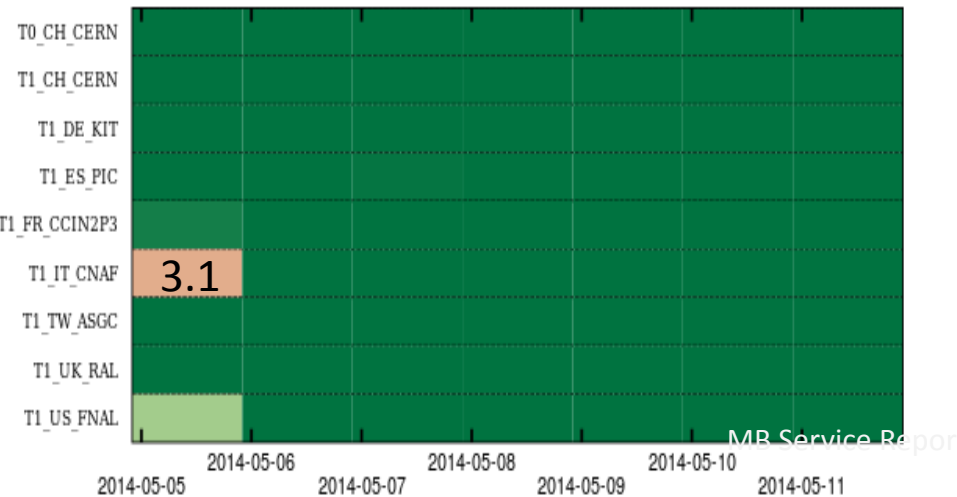
# Site reliability using ATLAS\_CRITICAL

168 hours from 2014-05-05 00:00 to 2014-05-12 00:00



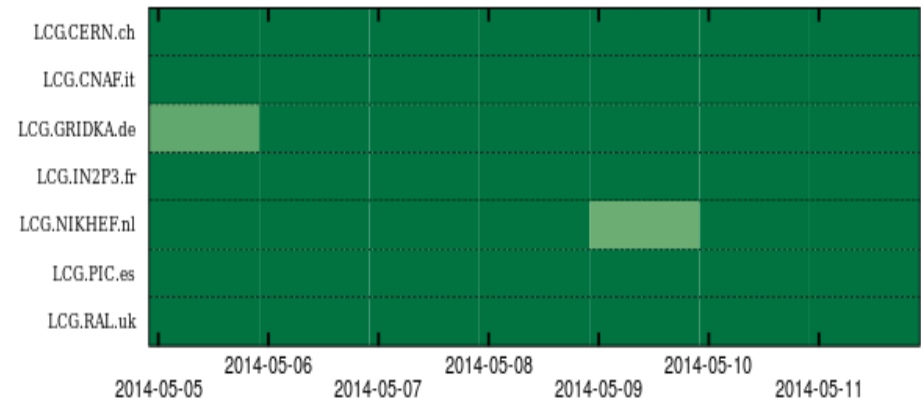
# Site reliability using CMS\_CRITICAL\_FULL

168 hours from 2014-05-05 00:00 to 2014-05-12 00:00



# Site reliability using LHCb\_CRITICAL

168 hours from 2014-05-05 00:00 to 2014-05-12 00:00



# Analysis of the reliability plots :

## Week 12/05/2014

### (Hector De Los Rios Saiz)

**ALICE:** NTR

**ATLAS:** NTR

**CMS:**

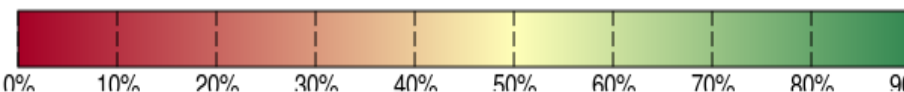
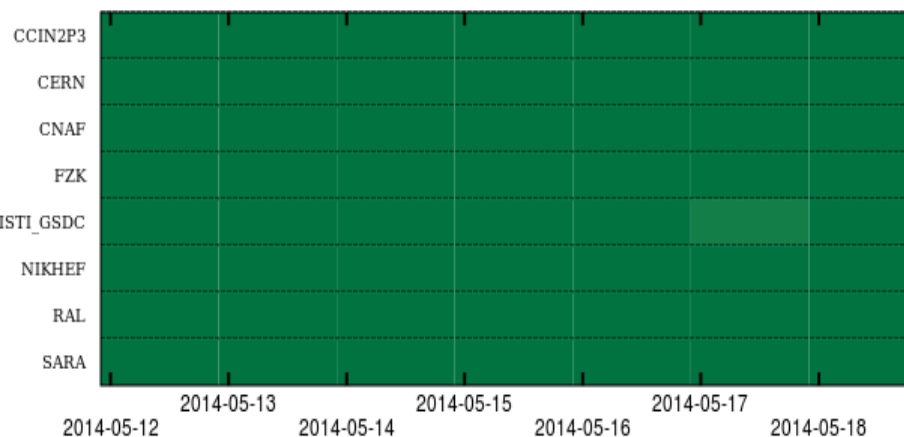
**3.1 IN2P3:** CREAMCE-JobSubmit & WN-mc were failing.

**3.2 Taiwan-LCG2 :** SRM VOGet & VOPut tests were failing.

**LHCb :** NTR

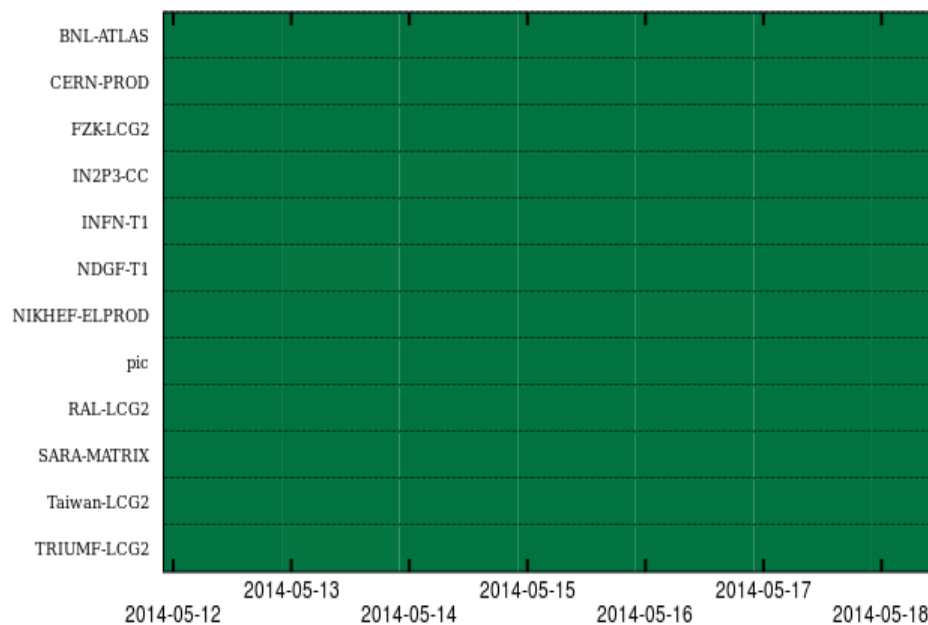
# Site reliability using ALICE\_CRITICAL

168 hours from 2014-05-12 00:00 to 2014-05-19 00:00



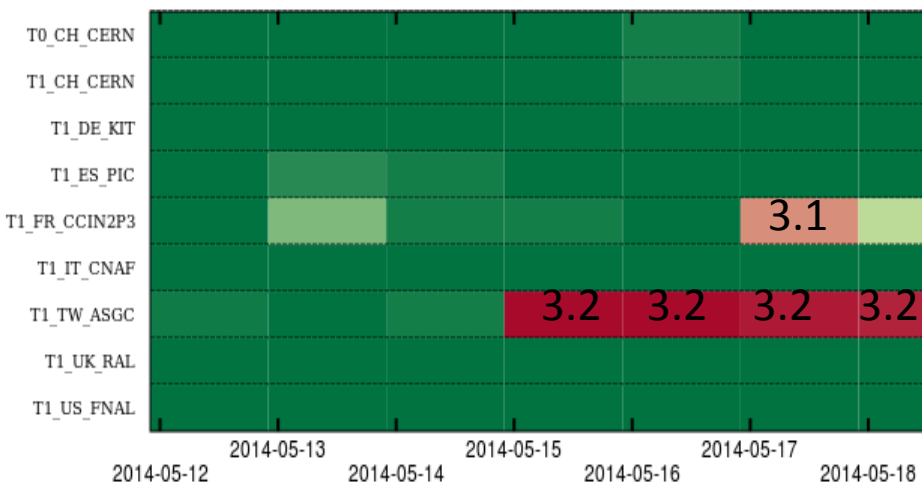
# Site reliability using ATLAS\_CRITICAL

168 hours from 2014-05-12 00:00 to 2014-05-19 00:00



# Site reliability using CMS\_CRITICAL\_FL

168 hours from 2014-05-12 00:00 to 2014-05-19 00:00



# Site reliability using LHCb\_CRITICAL

168 hours from 2014-05-12 00:00 to 2014-05-19 00:00

