WLCG Service Report
4 weeks May 19 – June 16
v1

WLCG Management Board, 17th June 2014

Maarten Litmaath
IT/SDC

Selected items from Ops Coordination

- Details in Ops Coord Report of June 11 GDB
- Meetings are being made more effective
- MW Officer role has been introduced
  - Andrea Manzi has been appointed
  - Functions described in MW Readiness WG Update of June 11 GDB
  - Maintains list of known issues affecting WLCG
- CERN ramping down SLC5 resources
- ATLAS LFC switched off at CERN
- CMS steadily moving from FTS-2 to FTS-3

Selected items from Ops Coordination

- CMS gLExec tests critical since May 19
  - Hampered by Argus instabilities at various sites
    - Argus support evolution still unclear
- ATLAS job submissions hampered by frequent Condor-G cream_gahp crashes
  - Condor devs are helping with debugging
- Introduction of new VOMS servers requires all affected services to be updated to bouncycastle-mail-1.46-2
  - Argus, CREAM, UI, WN
- Introduction of RFC proxies hampered by various MW issues
- Steady progress in all TF and WG

Selected items from operations

- Argus instabilities at various sites e.g. CERN
  - Major issue: unexpected use of OCSP by 1 CA (GGUS:105666)
    - Pre-release fix deployed e.g. at CERN
- LHCb: more issues with dCache for some Brazilian users (fixed)
- ALICE: successful campaign for users to move away from old ROOT versions
  - User analysis jobs now read data locally when the local SE is in good shape
- CMS: FTS-2 transfers affected by DPM 1.8.8 GridFTP bug (fixed)

Selected items from operations

- KIT: big maintenance May 26-27
  - Network, dCache, WN
  - Some network issues were fixed afterward
- CMS: user write access to CASTOR at CERN closed on June 2
  - Tape recall re-enabled by hotfix
- CNAF: incident with storage for ALICE and LHCb
  - Data loss for LHCb (~15k files), SIR will be provided
- PIC: dCache 2.6.29 since Tue Jun 10

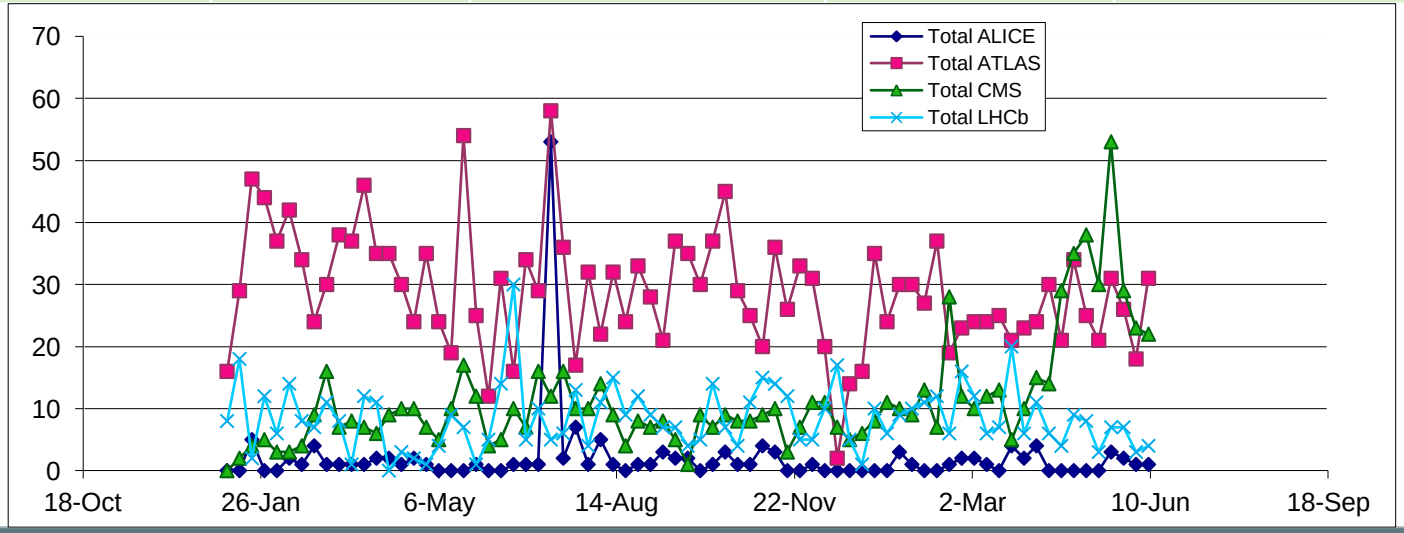
Service incident reports

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

- None
- Pending: CNAF data loss for LHCb

GGUS summary (4 weeks 19/5/14 -15/6/14)
by Pablo Saiz

VO	User	Team	Alarm	Total
ALICE	5	2	0	7
ATLAS	19	86	1	106
CMS	127	0	0	127
LHCb	4	17	0	21
Totals	155	105	1	261



Significant events

- GGUS release on 26th May
  - Alarm tests to T1 were successful
  - Important items:
    - Decommissioned CMS 'Savannah-GGUS' bridge
    - New SU: 'NGI_China'
    - Minor changes in submission forms
- No release scheduled for June
  - Next release in 16th July

- 1 alarm during the period

ATLAS ALARM GGUS:106095
FTS3 CERN not accepting submissions

What time UTC	What happened
2014/6/11 7:30	Initial submission. Type of Problem: File transfer Site: CERN-PROD
2014/6/11 7:48	Service manager acknowledges the alarm
2014/6/11 12:08	Service manager reports that the service is operational again. There were a lot of unexpected DB disconnections
2014/6/11 14:20	Ticket marked as solved after VO contact confirmed that the error disappeared
2014/6/12 06:38	Ticket reopened, since the problem happened again
2014/6/12 13:15	Database manager confirms that the situation is back to normal. The reason was a power supply problem
2014/6/12 13:24	Service manager confirms the service is stable

Analysis of the reliability plots : Week 19/05/2014

by Héctor Martín De Los Ríos Saiz

ALICE: NTR

ATLAS:

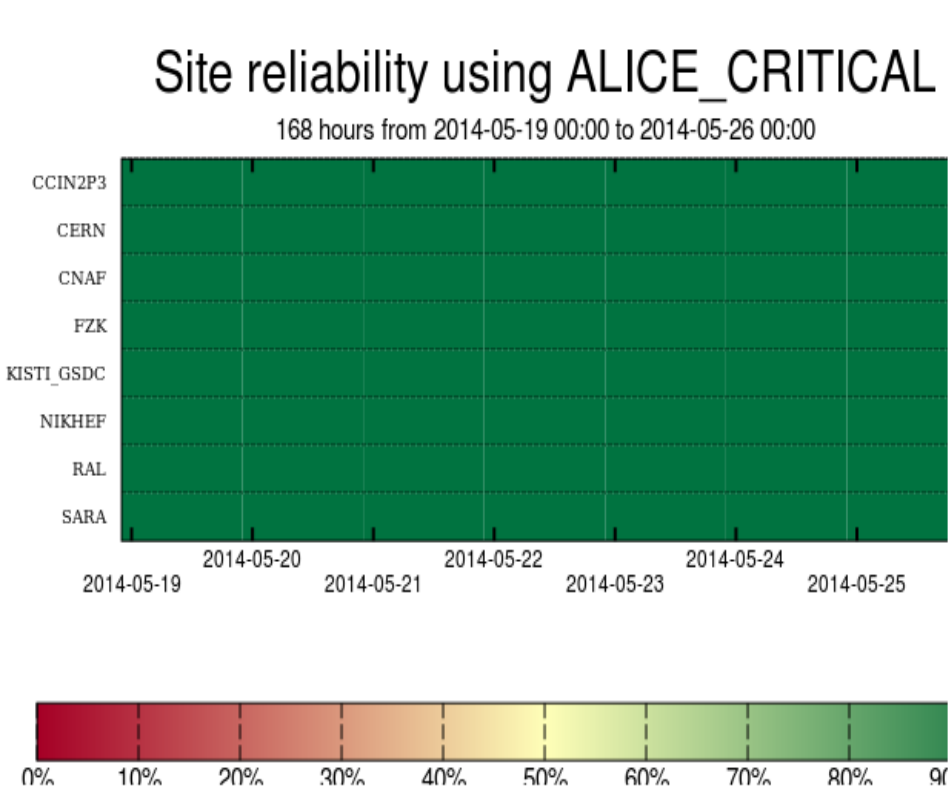
2.1 IN2P3-CC: SRM-VODel was failing.

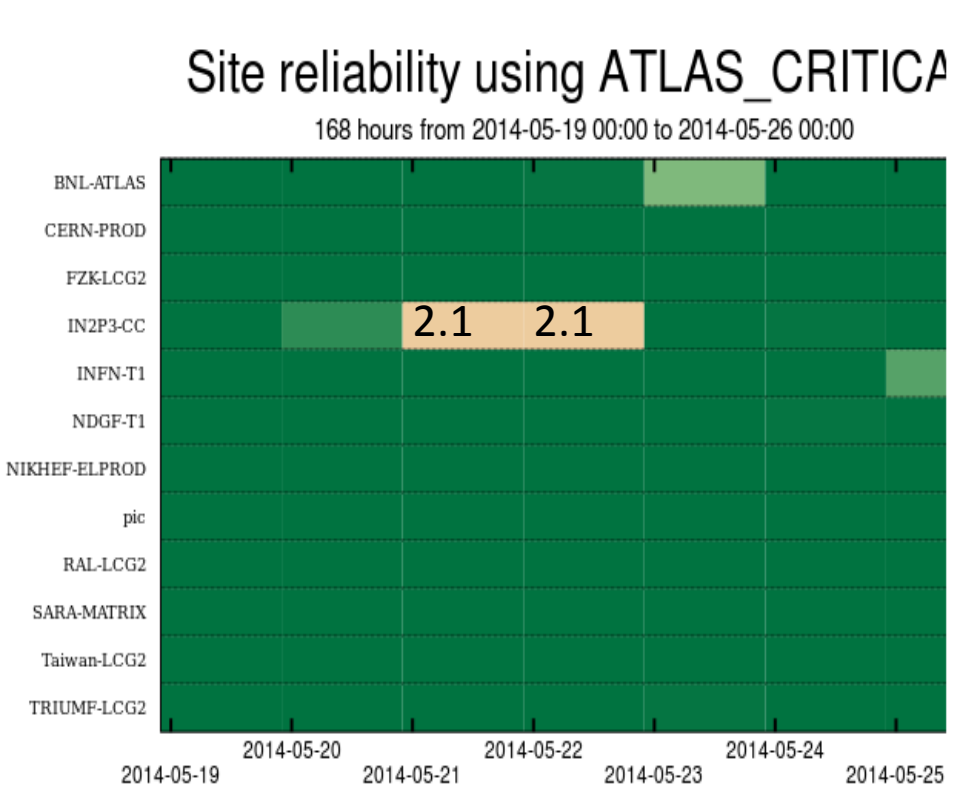
CMS:

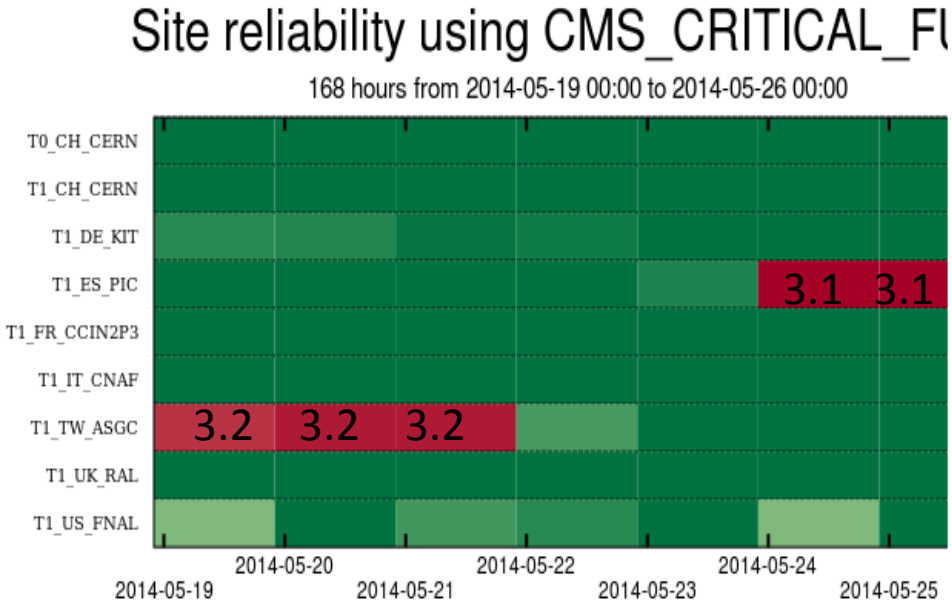
3.1 PIC: WN-gLExec & WN-mc were failing.

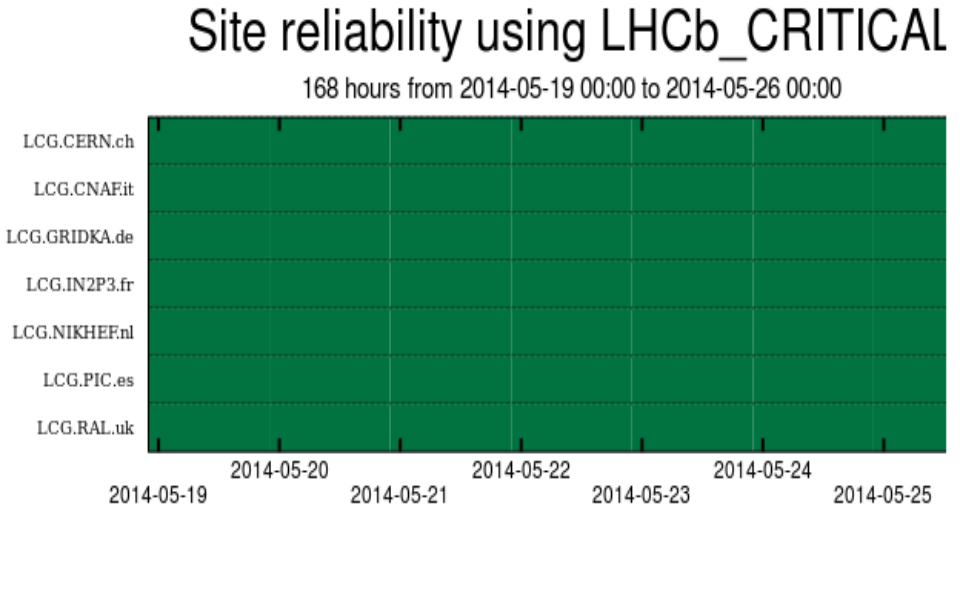
3.2 TAIWAN : SRM VOGet & VOPut tests were failing.

LHCb : NTR


Site reliability using ALICE_CRITICAL
168 hours from 2014-05-19 00:00 to 2014-05-26 00:00
CCIN2P3
CERN
CNAF
FZK
KISTI_GSDC
NIKHEF
RAL
SARA
2014-05-19
2014-05-20
2014-05-21
2014-05-22
2014-05-23
2014-05-24
2014-05-25
0%
10%
20%
30%
40%
50%
60%
70%
80%


Site reliability using ATLAS_CRITICA
168 hours from 2014-05-19 00:00 to 2014-05-26 00:00
BNL-ATLAS
CERN-PROD
FZK-LCG2
IN2P3-CC
INFN-T1
NDGF-T1
NIKHEF-ELPROD
pic
RAL-LCG2
SARA-MATRIX
Taiwan-LCG2
TRIUMF-LCG2
2.1
2.1
2014-05-19
2014-05-20
2014-05-21
2014-05-22
2014-05-23
2014-05-24
2014-05-25


Site reliability using CMS_CRITICAL_FL
168 hours from 2014-05-19 00:00 to 2014-05-26 00:00
T0_CH_CERN
T1_CH_CERN
T1_DE_KIT
T1_ES_PIC
T1_FR_CCIN2P3
T1_IT_CNAF
T1_TW_ASGC
T1_UK_RAL
T1_US_FNAL
3.1
3.1
3.2
3.2
3.2
2014-05-19
2014-05-20
2014-05-21
2014-05-22
2014-05-23
2014-05-24
2014-05-25


Site reliability using LHCb_CRITICAL
168 hours from 2014-05-19 00:00 to 2014-05-26 00:00
LCG.CERN.ch
LCG.CNAF.it
LCG.GRIDKA.de
LCG.IN2P3.fr
LCG.NIKHEF.nl
LCG.PIC.es
LCG.RAL.uk
2014-05-19
2014-05-20
2014-05-21
2014-05-22
2014-05-23
2014-05-24
2014-05-25

Analysis of the reliability plots : Week 26/05/2014

by Edward Karavakis

ALICE: NTR

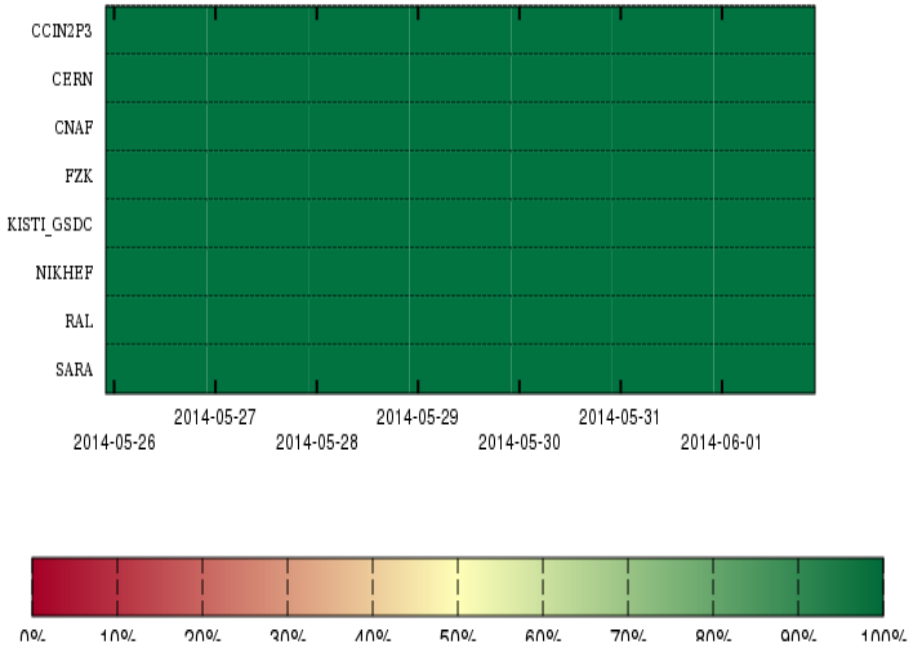
ATLAS: NTR

CMS: NTR

LHCb : NTR

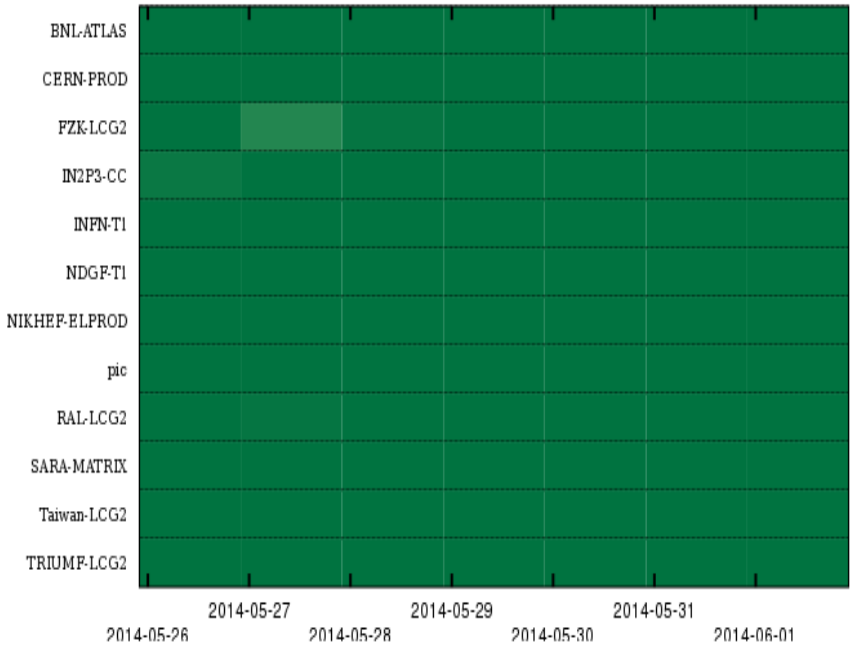
Site reliability using ALICE_CRITICAL

168 hours from 2014-05-26 00:00 to 2014-06-02 00:00



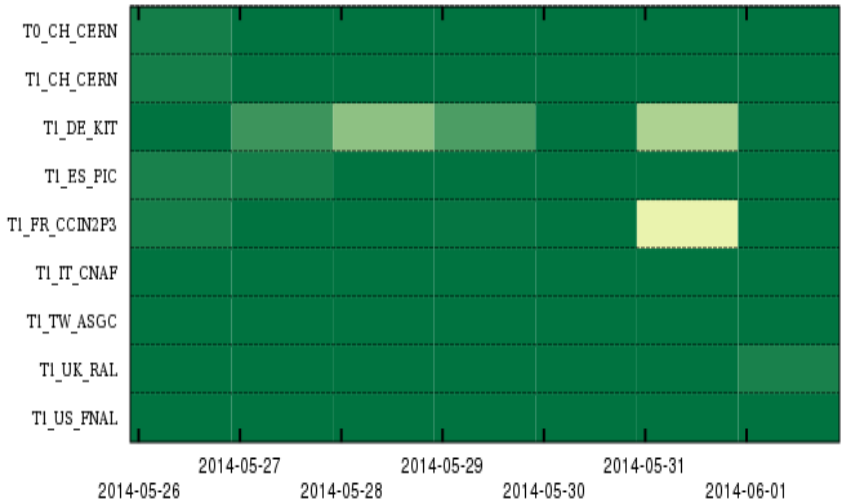
Site reliability using ATLAS_CRITICAL

168 hours from 2014-05-26 00:00 to 2014-06-02 00:00



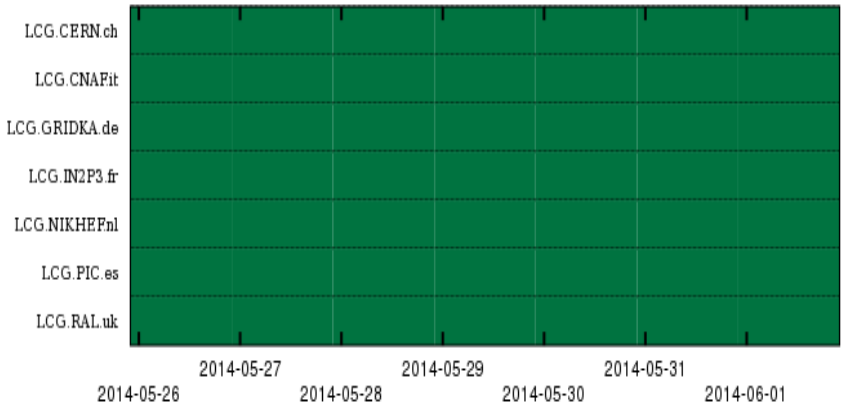
Site reliability using CMS_CRITICAL_FULL

168 hours from 2014-05-26 00:00 to 2014-06-02 00:00



Site reliability using LHCb_CRITICAL

168 hours from 2014-05-26 00:00 to 2014-06-02 00:00



Analysis of the reliability plots : Week 02/06/2014

by Robert Veznaver

ATLAS: NTR

ALICE: NTR

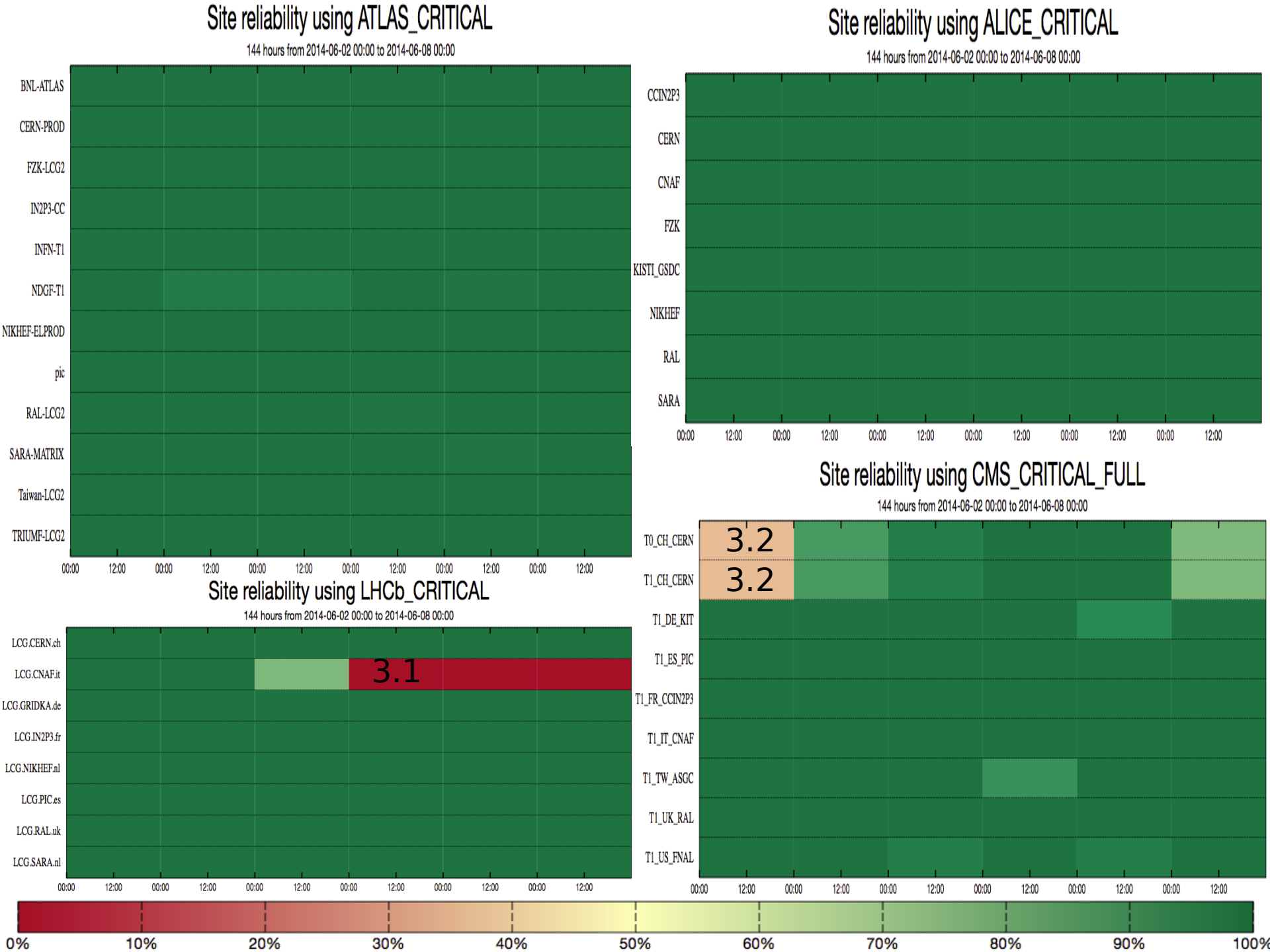
LHCb:

3.1 CNAF: SRM-VOPut could not copy file to SRM

SRM-VOLs-Dir could not list storage paths

CMS:

3.2 CERN: Failing to create jobs


Site reliability using ATLAS_CRITICAL
144 hours from 2014-06-02 00:00 to 2014-06-08 00:00
BNL-ATLAS
CERN-PROD
FZK-LCG2
IN2P3-CC
INFN-T1
NDGF-T1
NIKHEF-ELPROD
pic
RAL-LCG2
SARA-MATRIX
Taiwan-LCG2
TRIUMF-LCG2
00:00 12:00 00:00 12:00 00:00 12:00 00:00 12:00 00:00 12:00 00:00 12:00
Site reliability using ALICE_CRITICAL
144 hours from 2014-06-02 00:00 to 2014-06-08 00:00
CCIN2P3
CERN
CNAF
FZK
KISTI_GSDC
NIKHEF
RAL
SARA
00:00 12:00 00:00 12:00 00:00 12:00 00:00 12:00 00:00 12:00 00:00 12:00
Site reliability using CMS_CRITICAL_FULL
144 hours from 2014-06-02 00:00 to 2014-06-08 00:00
T0_CH_CERN
T1_CH_CERN
T1_DE_KIT
T1_ES_PIC
T1_FR_CCIN2P3
T1_IT_CNAF
T1_TW_ASGC
T1_UK_RAL
T1_US_FNAL
3.2
3.2
00:00 12:00 00:00 12:00 00:00 12:00 00:00 12:00 00:00 12:00 00:00 12:00
Site reliability using LHCb_CRITICAL
144 hours from 2014-06-02 00:00 to 2014-06-08 00:00
LCG.CERN.ch
LCG.CNAF.it
LCG.GRIDKA.de
LCG.IN2P3.fr
LCG.NIKHEF.nl
LCG.PIC.es
LCG.RAL.uk
LCG.SARA.nl
3.1
00:00 12:00 00:00 12:00 00:00 12:00 00:00 12:00 00:00 12:00 00:00 12:00
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Analysis of the reliability plots : Week 09/06/2014

by Héctor Martín De Los Ríos Saiz

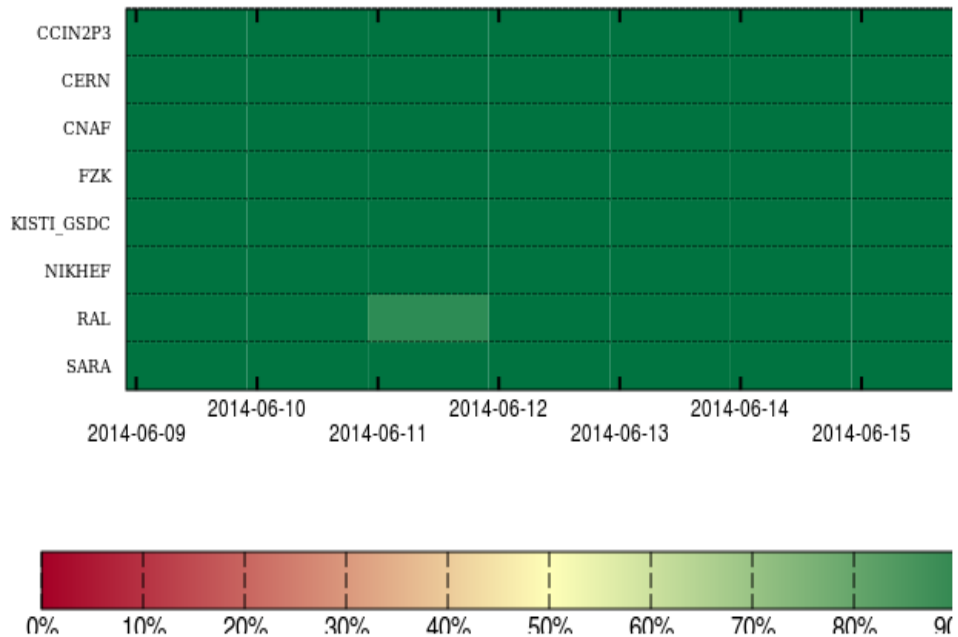
ALICE: NTR

ATLAS: NTR

CMS:

3.1 TAIWAN : CREAMCE-JobSubmit & WN-analysis were failing.

LHCb : NTR


Site reliability using ALICE_CRITICAL
168 hours from 2014-06-09 00:00 to 2014-06-16 00:00
CCIN2P3
CERN
CNAF
FZK
KISTI_GSDC
NIKHEF
RAL
SARA
2014-06-09
2014-06-10
2014-06-11
2014-06-12
2014-06-13
2014-06-14
2014-06-15
0%
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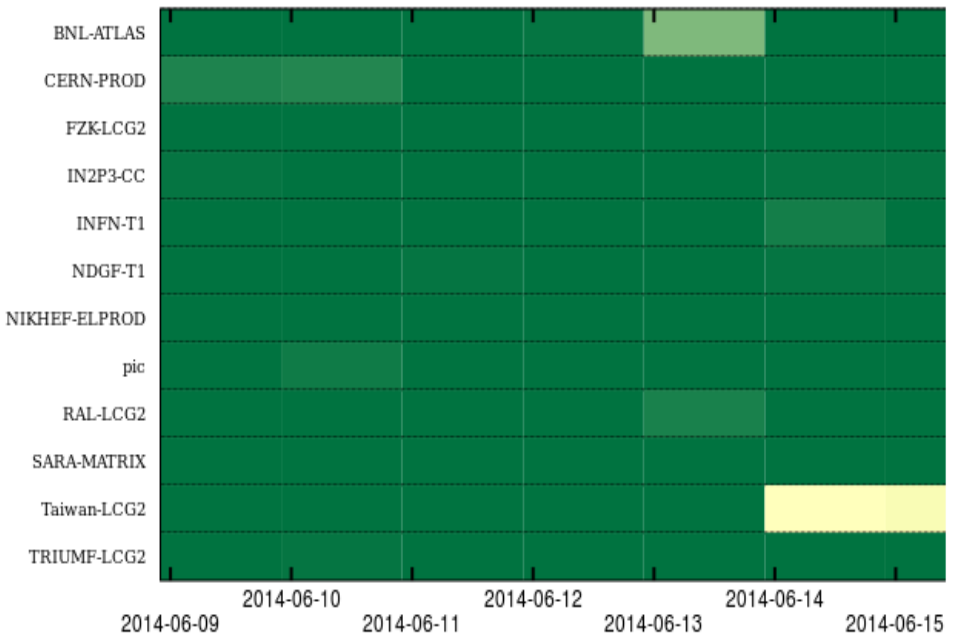
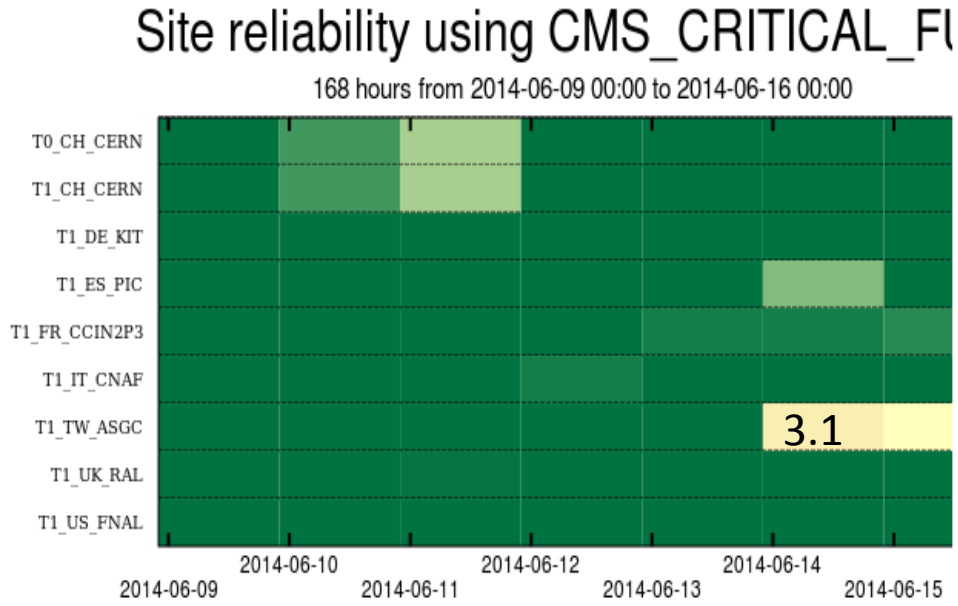
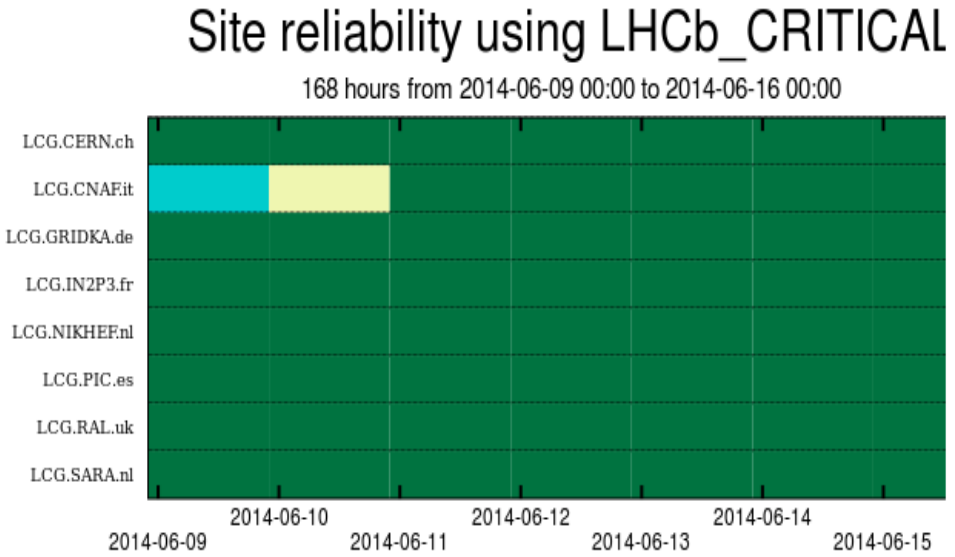
80%


Site reliability using ATLAS_CRITICA
168 hours from 2014-06-09 00:00 to 2014-06-16 00:00
BNL-ATLAS
CERN-PROD
FZK-LCG2
IN2P3-CC
INFN-T1
NDGF-T1
NIKHEF-ELPROD
pic
RAL-LCG2
SARA-MATRIX
Taiwan-LCG2
TRIUMF-LCG2
2014-06-09
2014-06-10
2014-06-11
2014-06-12
2014-06-13
2014-06-14
2014-06-15


Site reliability using CMS_CRITICAL_FU
168 hours from 2014-06-09 00:00 to 2014-06-16 00:00
T0_CH_CERN
T1_CH_CERN
T1_DE_KIT
T1_ES_PIC
T1_FR_CCIN2P3
T1_IT_CNAF
T1_TW_ASGC
T1_UK_RAL
T1_US_FNAL
3.1
2014-06-09
2014-06-10
2014-06-11
2014-06-12
2014-06-13
2014-06-14
2014-06-15


Site reliability using LHCb_CRITICAL
168 hours from 2014-06-09 00:00 to 2014-06-16 00:00
LCG.CERN.ch
LCG.CNAF.it
LCG.GRIDKA.de
LCG.IN2P3.fr
LCG.NIKHEF.nl
LCG.PIC.es
LCG.RAL.uk
LCG.SARA.nl
2014-06-09
2014-06-10
2014-06-11
2014-06-12
2014-06-13
2014-06-14
2014-06-15