WLCG Service Report
4 weeks June 17 – July 15

WLCG Management Board, 15th July 2014

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IT/SDC

Selected items from Ops Coordination

- Middleware issues
  - Job submission fails with proxies generated by VOMS servers with a SHA512 certificate
    - Blocks the adoption of the new CERN VOMS servers
    - Fix made available in UMD, to be deployed ASAP by sites for ARGUS, CREAM, UI, WN
  - Needed to remove latest updates to CREAM and LB as they broke WMS submission (used by SAM)
- Central services
  - LFC for ATLAS has been decommissioned
  - On track to decommission FTS-2 in August
- Middleware officer role (covered by Andrea Manzi) is now fully active
  - Maintains list of open middleware issues
  - Maintains list of baseline versions
  - Overviews the middleware readiness validation with the task force

Selected items from Ops Coordination

- ATLAS DC14 started
  - No visible differences for sites
- CMS started CSA14 one week ago
  - All sites will receive analysis jobs via CRAB3
- CMS removed most CE tags
  - Significant reduction in the information volume in the BDII
- Middleware readiness TF will also track HTCondor versions together with OSG
- Validation of Condor-G SAM probe progressing well
  - Failures being understood and fixed
- Continuing the deployment of the latest CVMFS client
  - Still 50% of sites still not ready

Selected items from operations

- OSG plans to make Condor-C the default CE around Oct-Nov
  - SAM tests will need to be adapted
- GridFTP transfer problems to SARA-MATRIX due to some T2's not jumbo-frame capable (GGUS:106397)
  - Solved by a router reconfiguration at NIKHEF
- ATLAS transfers to KIT failed due to a misconfiguration after a downtime (GGUS:106398)
- Intermittent Xrootd read errors on EOS for CMS
  - Still under investigation

Status of security-related components

- Input from C. Aiftimiei
  - CANl-c++ (Jon Kerr Nilsen): part of ARC, supported
  - CANl-java (UWAR/ICM): no major release planned, support until end of 2014
    - CREAM depends on it!
  - CANl-c, GridSite (CESNET): proactive maintenance
  - ProxyRenewal (CESNET): reactive maintenance
  - gLExec, LCAS & LCMAPS, Argus C-PEP plugin, ARGUS-EES (NIKHEF): continued support till at least mid-2015
- References
  - https://twiki.cern.ch/twiki/bin/view/EMI/EmiProductTeams

Situation about ARGUS

- SWITCH will discontinue all ARGUS support and development very soon
    - Now already at best effort, several open tickets in GGUS
- Other institutes asked if they can contribute
    - INFN is expected to soon provide an official answer
    - CSC and HIP not available due to manpower issues
- The need to find a solution is becoming increasingly urgent
    - Would it be possible e.g. to share the effort on code changes, release preparation and user support until someone provides official support?

GSTAT support

- GSTAT is de facto unsupported
  - No replies from the developers for a long time
  - Not officially used by WLCG any more (e.g. for Nagios probes)
  - Still, several sites use it
- Should we advertise that the tool is <u>officially</u> unsupported even if it appears to be functional?

GGUS summary (4 weeks 16/6/14 -13/7/14)

VO	User	Team	Alarm	Total
ALICE	4	1	0	5
ATLAS	25	82	1	108
CMS	128	0	1	129
LHCb	0	24	1	25
Totals	157	107	3	267

Significant events

- GGUS release on 16th July. Important changes announced multiple times in ops meetings:
  - GGUS host certificate change: transparent
  - Decommission of the GGUS ticket submission by email. Ticket update by email remains possible
- 3 real alarms (ATLAS, CMS, LHCb) during this period

Current inter-operation issues

- Some ticketing systems interfaced to GGUS, i.e. BNL RT (via OSG Footprints) and CERN SNOW, under some internal assignment conditions, won't accept GGUS setting tickets to status 'solved'. This leads to automatic re-opening loops. Mutual workflow review is on-going
    - https://ggus.eu/?mode=ticket_info&ticket_id=106821

ATLAS ALARM GGUS:106366
FTS3 issues at CERN-PROD

What time UTC	What happened
2014/6/20 7:11	Initial submission. Type of Problem: File transfer Site: CERN-PROD
2014/6/20 7:15	Service manager acknowledges the alarm
2014/6/20 7:23	Issue caused by the auto update of one rpm (gfal2)
2014/6/20 7:59	Service manager announces that the problem has been solved.
2014/6/20 9:43	Ticket closed
2014/6/12 9:48	Ticket verified

LHCb ALARM GGUS:106368
dCache file: access protocol enabled in error

What time UTC	What happened
2014/6/20 7:28	Initial submission. Type of Problem: File access Site: IN2P3-CC Issue: after a recent update, the 'file' protocol was announced by the server as enabled, although it was not.
2014/6/20 7:34	Service manager announces that the issue should be solved
2014/6/20 8:51	Ticket verified

CMS ALARM GGUS:106789
Voms-proxy-init fails on SL5

What time UTC	What happened
2014/07/10 18:18	Initial submission. Type of Problem: Middleware Site: CERN Email notification worked. SNOW ticket successfully created. Operators notified.
2014/07/18 18:28	Grid expert finds the problem cause: outdated CRL on the AFS UI.
2014/07/18 18:29	Operators acknowledge the ALARM reception.
2014/07/18 18:35	Service manager manually updates the CRL.
2014/07/14 08:08	Submitter was happy already 15 mins after the ALARM submission. Ticket now set to status 'solved' with the note that the afs UI support issues must be examined off-line.

Analysis of the reliability plots :
Week 16/06/2014

ALICE: NTR

ATLAS: NTR

CMS:

3.1 FZK: WN-gLExec was failing.

3.2. CCIN2P3: WN-gLExec was failing.

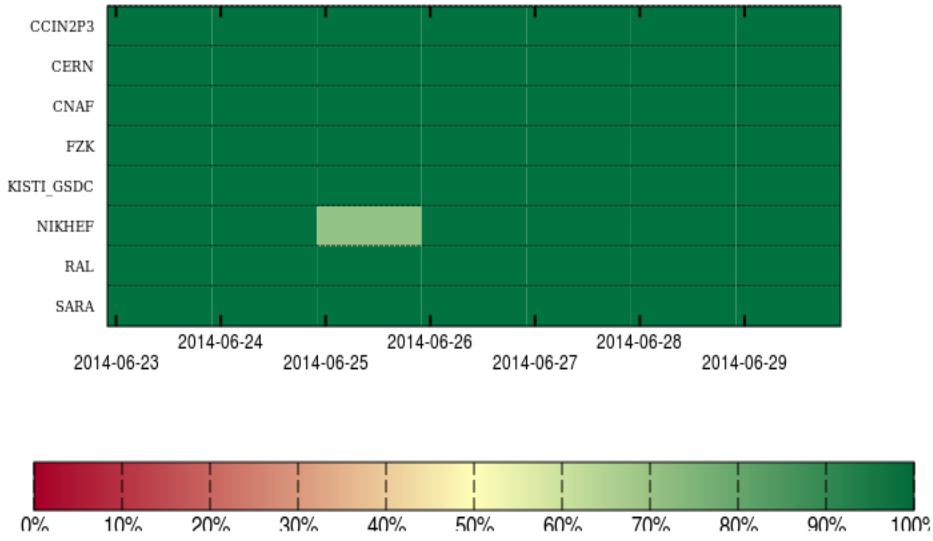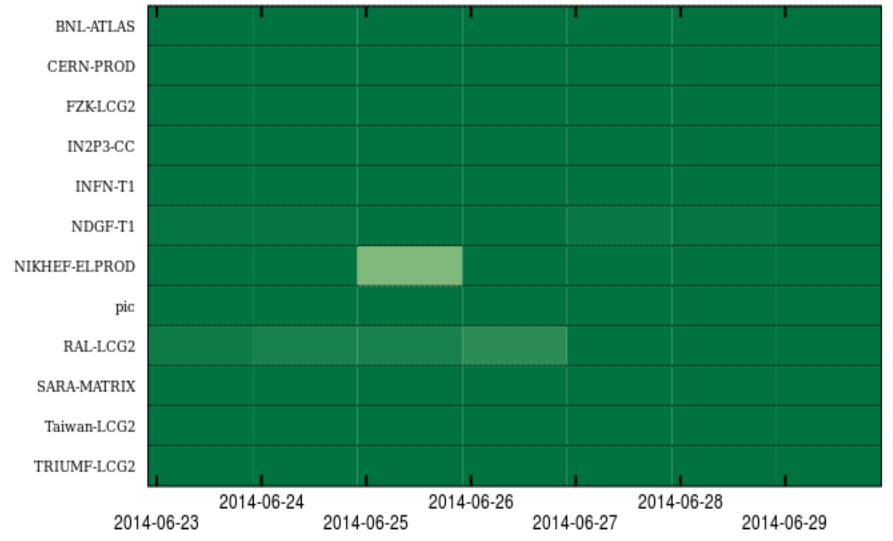**LHCb :** NTR

Site reliability using ALICE_CRITICAL
168 hours from 2014-06-16 00:00 to 2014-06-23 00:00
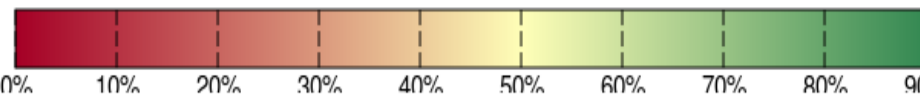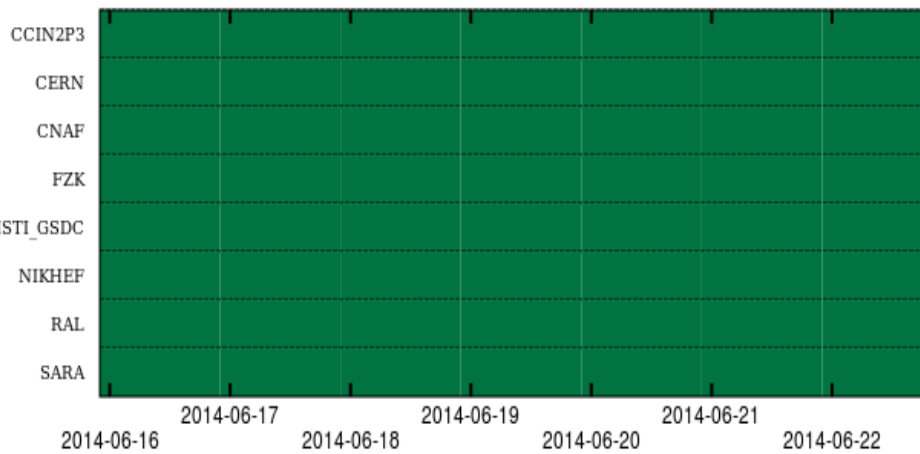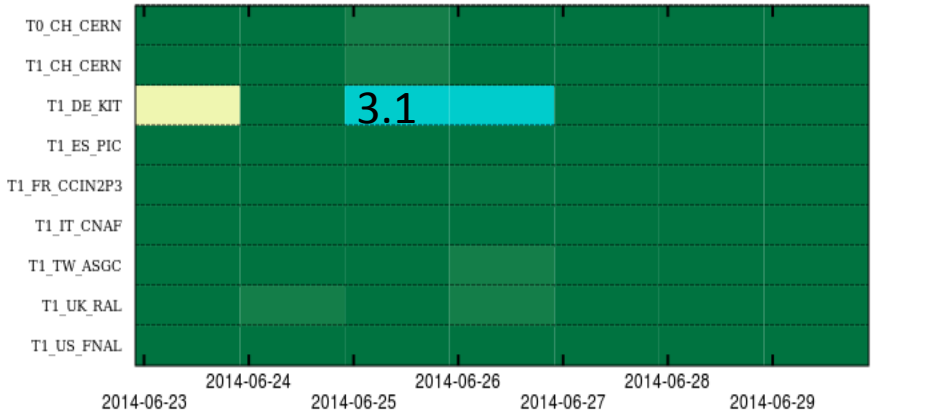
Site reliability using ATLAS_CRITICAL
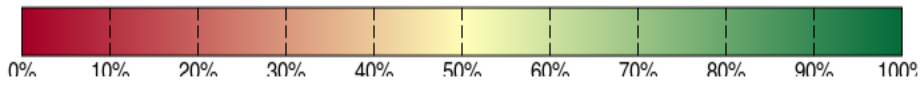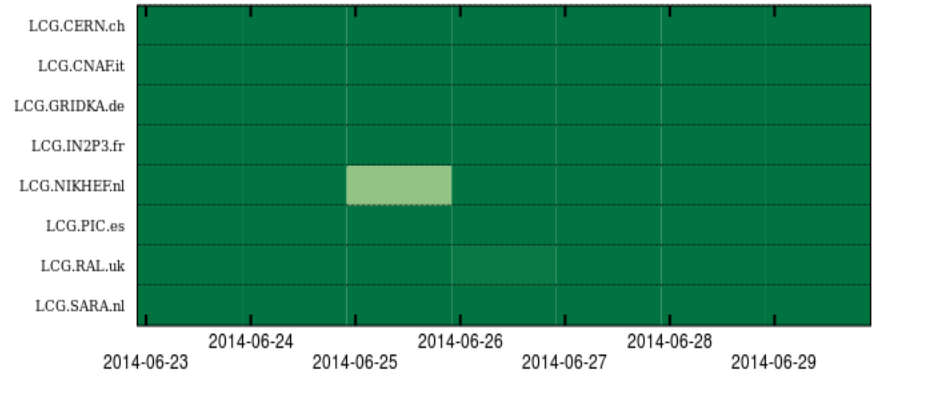168 hours from 2014-06-16 00:00 to 2014-06-23 00:00
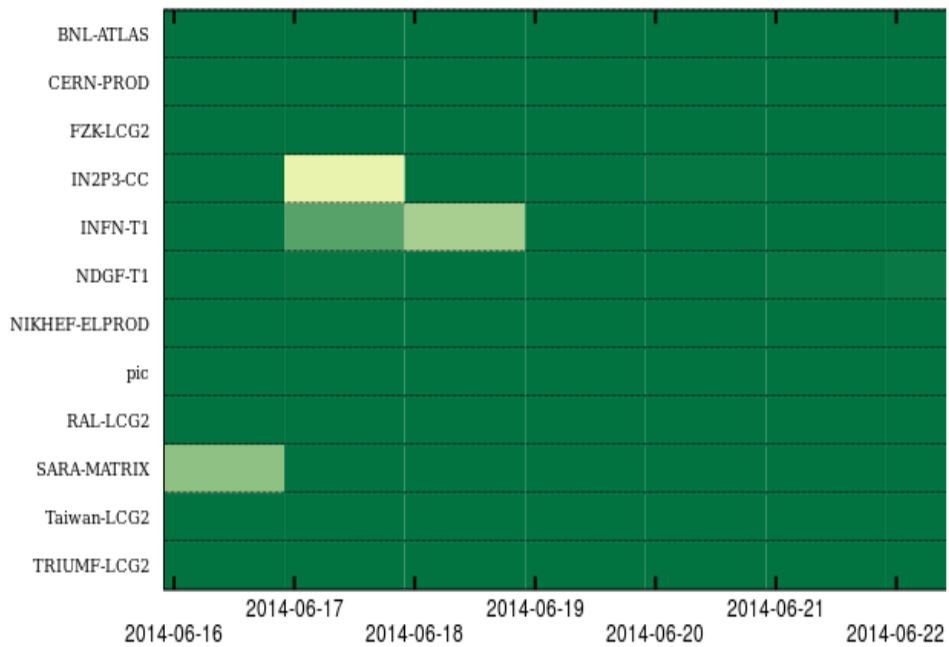
Site reliability using CMS_CRITICAL_FU
168 hours from 2014-06-16 00:00 to 2014-06-23 00:00
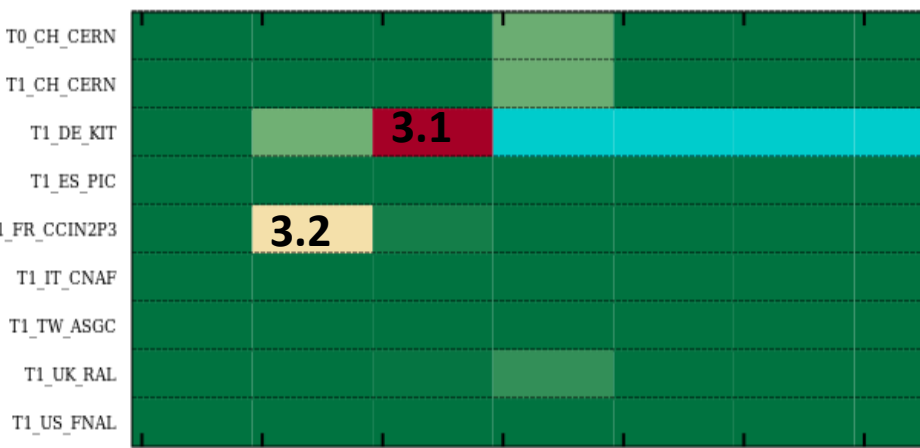
Site reliability using LHCb_CRITICAL
168 hours from 2014-06-16 00:00 to 2014-06-23 00:00
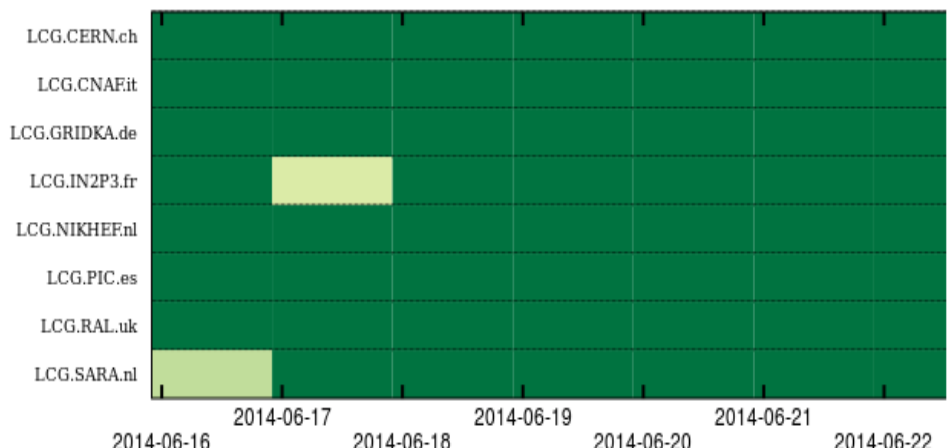
# Analysis of the reliability plots : Week 23/06/2014

ALICE: NTR

ATLAS: NTR

CMS:

3.1 KIT : unscheduled outage from 25-Jun 08:00 until 09:00: "Shutdown of the storage element in order to check on file system issues" (Downtime 14737). WN-glexec test was missing

LHCb : NTR

ALICE fullscreen | ATLAS fullscreen | CMS fullscreen | LHCb fullscreen

Site reliability using ALICE_CRITICAL

168 hours from 2014-06-23 00:00 to 2014-06-30 00:00

Site reliability using ATLAS_CRITICAL

168 hours from 2014-06-23 00:00 to 2014-06-30 00:00

Site reliability using CMS_CRITICAL_FULL

168 hours from 2014-06-23 00:00 to 2014-06-30 00:00

3.1

Site reliability using LHCb_CRITICAL

168 hours from 2014-06-23 00:00 to 2014-06-30 00:00

Analysis of the reliability plots : Week 30/06/2014

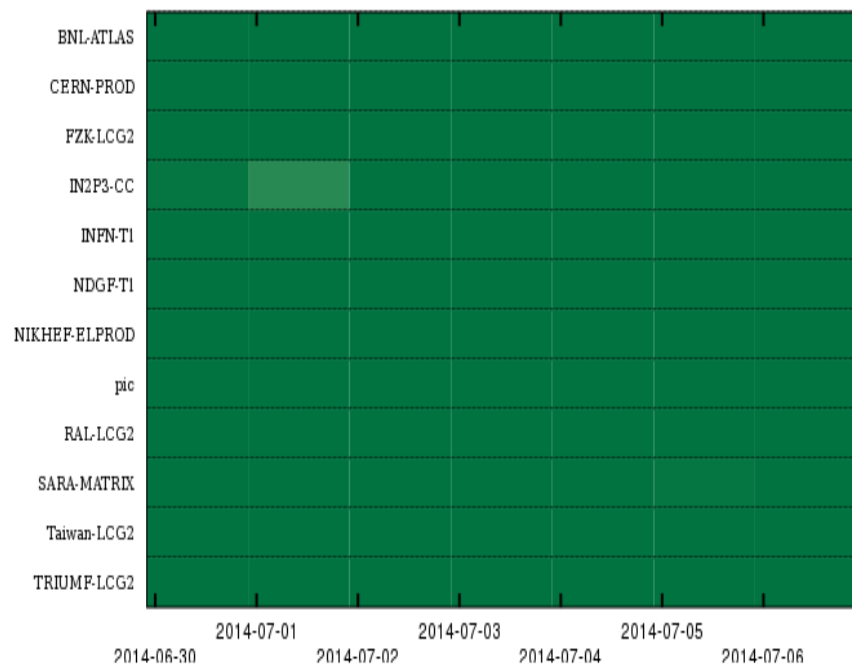**ALICE:** NTR

ATLAS: NTR

CMS: NTR

LHCb : NTR

Site reliability using ALICE_CRITICAL
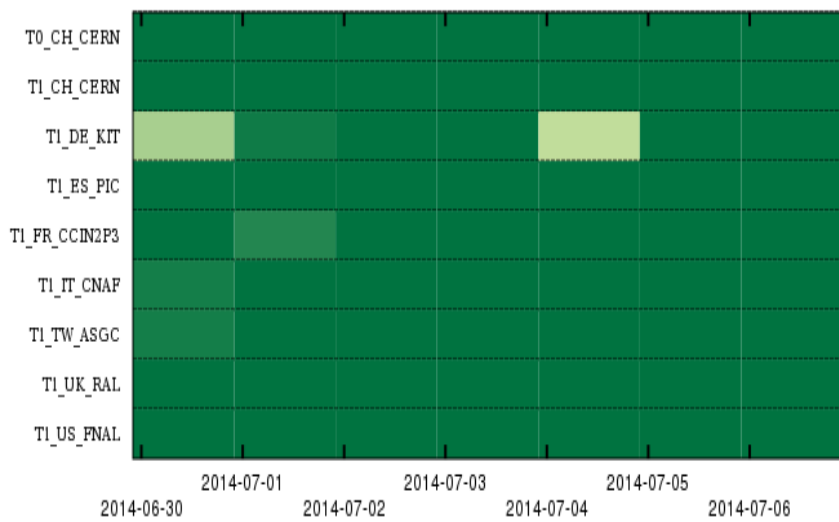
168 hours from 2014-06-30 00:00 to 2014-07-07 00:00
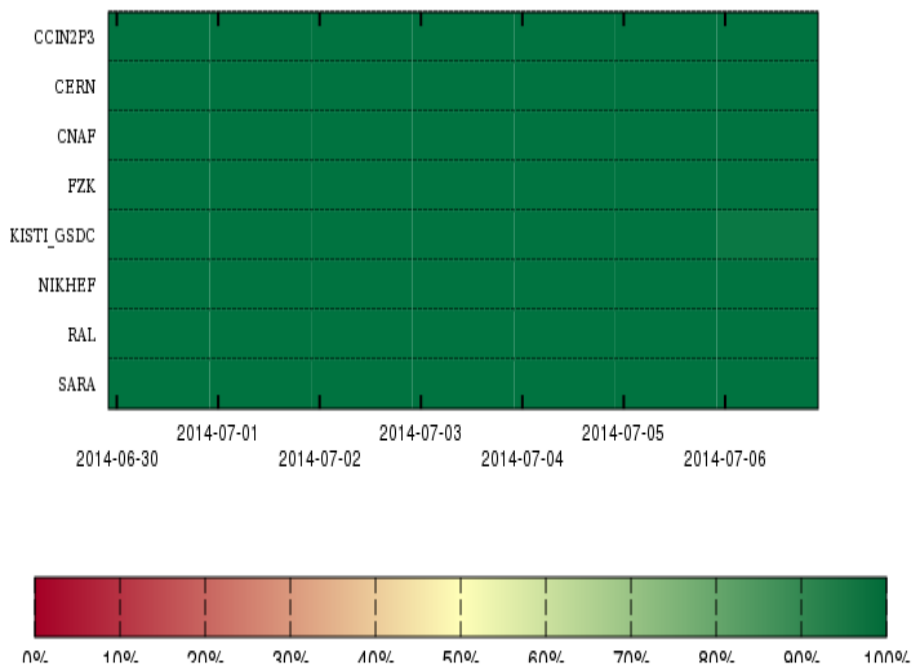
Site reliability using ATLAS_CRITICAL
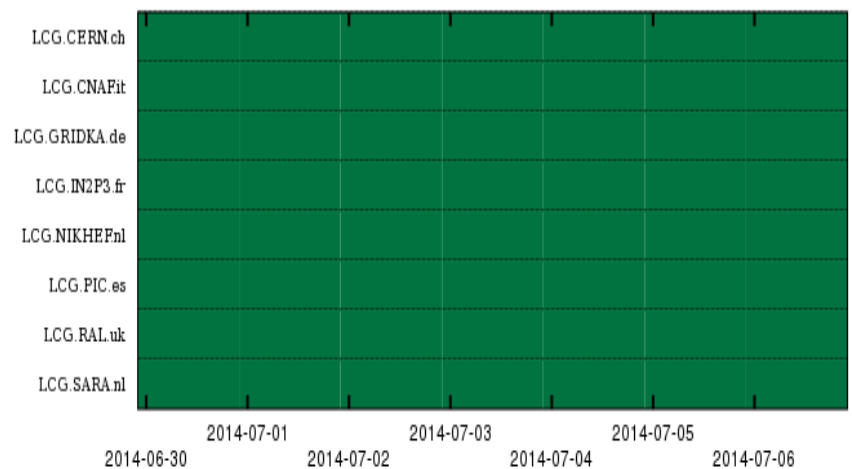
168 hours from 2014-06-30 00:00 to 2014-07-07 00:00

Site reliability using CMS_CRITICAL_FULL

168 hours from 2014-06-30 00:00 to 2014-07-07 00:00

Site reliability using LHCb_CRITICAL

168 hours from 2014-06-30 00:00 to 2014-07-07 00:00

Analysis of the reliability plots :
Week 07/07/2014

ALICE: NTR

ATLAS:

2.1 RAL: File transfer issue GGUS:106753 (timeouts in put done).

2.2. TAIWAN: File transfer issue GGUS:106736.

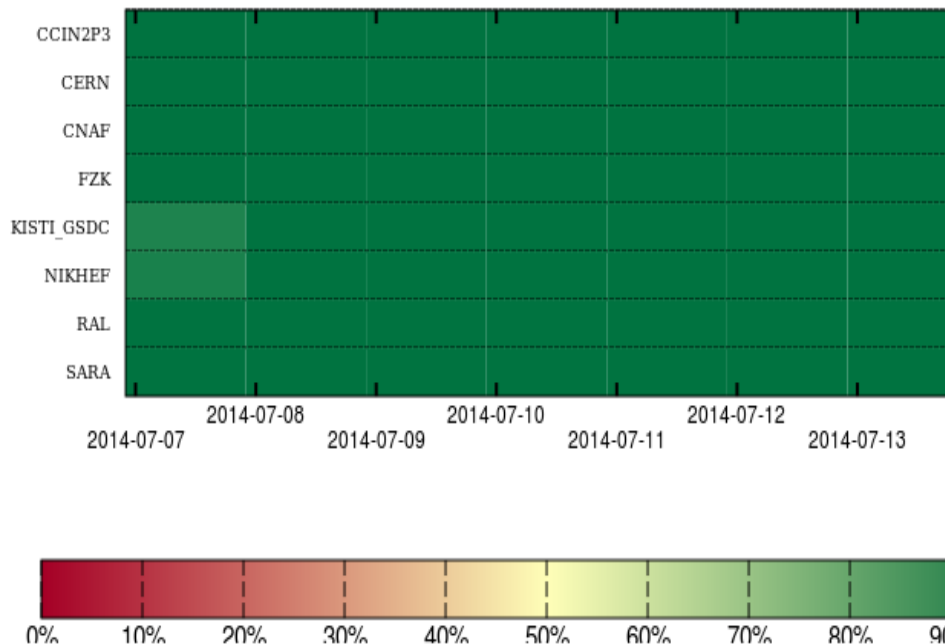**CMS:**

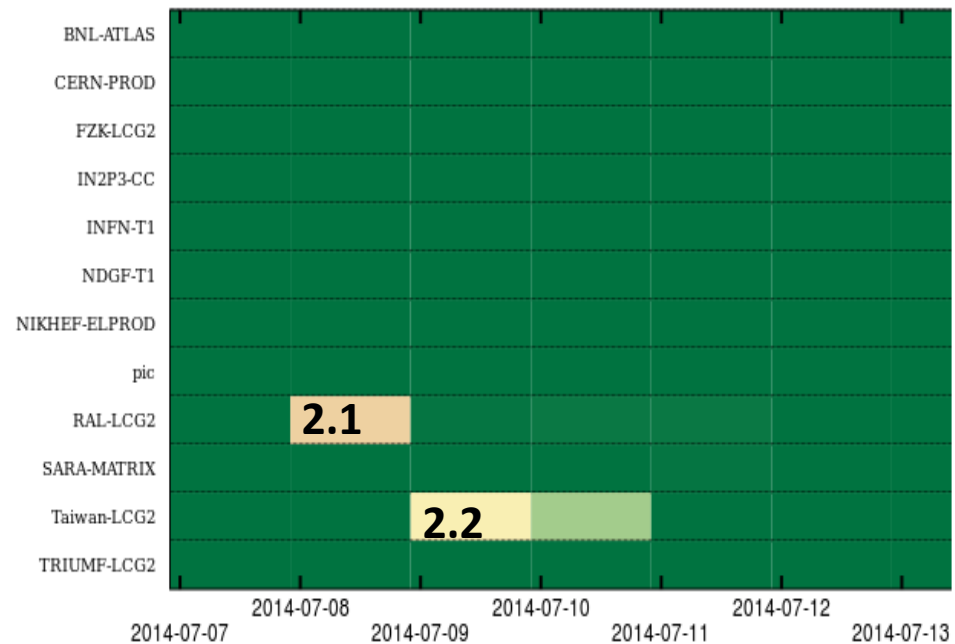**3.1 T1_TW_ASGC:** SAM CE and SAM SRM problems GGUS:106763.

LHCb : NTR

Site reliability using ALICE_CRITICAL
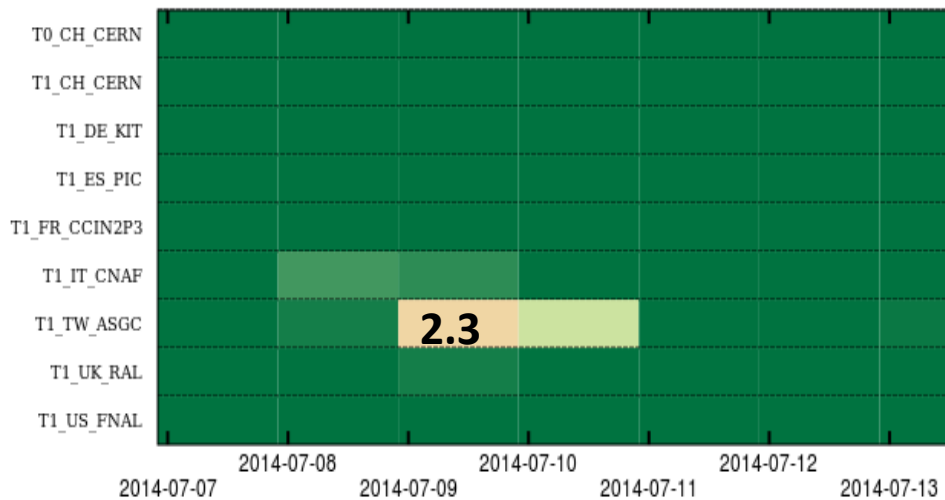168 hours from 2014-07-07 00:00 to 2014-07-14 00:00

Site reliability using ATLAS_CRITICAL
168 hours from 2014-07-07 00:00 to 2014-07-14 00:00

Site reliability using CMS_CRITICAL_FU
168 hours from 2014-07-07 00:00 to 2014-07-14 00:00

Site reliability using LHCb_CRITICAL
168 hours from 2014-07-07 00:00 to 2014-07-14 00:00