



WLCG Service Report

5 weeks Oct 13 – Nov 17

v1.1

WLCG Management Board, 18th Nov 2014

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IT/SDC



Operations Coordination highlights



- Details in Ops Coord report of [Nov 12 GDB](#) and WLCG Service report prepared for [Oct MB](#)
- WLCG operations [site survey](#)
- WLCG [critical services](#) review
- [Argus Future and Support](#) meeting [Dec 11](#)
- High activity in all 4 experiments
- Switch to new VOMS servers in progress
- [PerfSonar](#) deployment [ramping up](#) again
 - After getting hit by [ShellShock](#)
- Steady [progress](#) in the various TF and WG

Selected items from operations (1/3)



- ALICE
 - 69k concurrent jobs peak on Nov 5
- ATLAS
 - Rucio + ProdSys2 migration activities
- CMS
 - Migration of a few M "streamer" files from CASTOR to EOS for T0 scale testing
 - Global Run and PHYS14 campaign
- LHCb
 - Run 1 Legacy stripping campaign with high staging activities
 - ROOT6 issues with dCache, SL6.6

Selected items from operations (2/3)



- CERN
 - Migration of central services from Quattor to [Agile Infrastructure](#)
 - Deadline extended until end Nov, no showstoppers identified
 - **Power cut** Oct 16, 7pm: **fast recovery** of T0 and experiment services
 - Most services already back by ~midnight
- Experiment workflow validations for new [VOMS](#) servers
 - New servers included in OSG release of Nov 11
 - Old servers can be used until **Nov 26**
- BNL
 - T1 connection to WAN upgraded to **100 Gbit**
 - LHCONE bandwidth now **200 Gbit**
 - 2k 8-core nodes being used at [Amazon](#)
 - project with Amazon to study usage patterns of the LHC experiments

Selected items from operations (3/3)



- **Xrootd federation monitoring changes** by ATLAS and CMS
 - EGI sites send their data to CERN
 - DN info is excluded until it can be anonymized
- **POODLE vulnerability fallout**
 - Web services ought to refuse SSLv3
 - Updates from CERN SNow to GGUS stopped working when SSLv3 was disabled by GGUS
- **Monitoring Consolidation**
 - Nov A/R reports will be done with [SAM-3](#)
 - SUM and MyWLCG GUIs to be phased out in Dec



Service incident reports

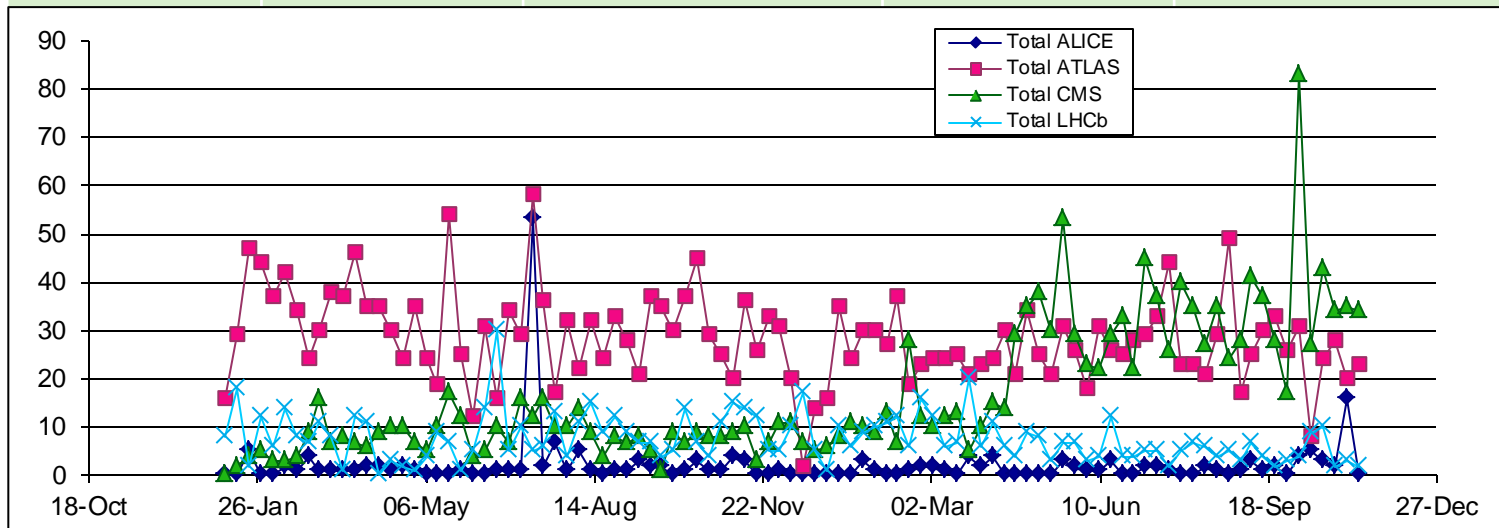
<https://twiki.cern.ch/twiki/bin/view/LCG/WLCGServiceIncidents>

- CERN
 - 2 CASTOR-CMS SRM outages
- KIT
 - 424 files lost due to tape mark errors

GGUS summary (5 weeks 13/10/14 -16/11/14)

by Pablo Saiz

VO	User	Team	Alarm	Total
ALICE	22	4	0	26
ATLAS	24	87	2	113
CMS	166	5	2	173
LHCb	3	23	0	26
Totals	215	119	4	338



Significant events

- GGUS release on 5th November
 - New permissions for bulk submission
 - Disabled SSLv3 authentication
 - New SUs: 'WLCG Perfsonar' and 'Vac/Vcycle'
 - Next release scheduled for 10th December
- 4 real alarms during this period

CMS ALARM GGUS:109339 SRM at CERN not working for CMS

What time UTC	What happened
2014/10/14 19:59	Initial submission. Type of Problem: Storage Site: CERN-PROD
2014/10/14 20:16	Service manager announces that the system is under heavy load, and being investigated.
2014/10/14 20:29	Service manager announces that the issue is solved
2014/10/14 20:35	Ticket verified

CMS ALARM GGUS:109500 CVMFS installation server down

What time UTC	What happened
2014/10/21 10:09	Initial submission. Type of Problem: Other Site: CERN-PROD Issue: CVMFS down
2014/10/21 10:46	Service manager reboots machine and asks if the issue continues
2014/10/21 21:13	CMS contact person reinstalls the CMS software, and announces that the ticket can be closed
2014/10/21 21:16	Ticket closed
2014/10/27 9:11	Ticket verified

ATLAS ALARM GGUS:109418 CERN VOMS server not working

What time UTC	What happened
2014/10/18 08:03	Initial submission. Type of Problem: Other Site: CERN-PROD
2014/10/18 08:26	Service manager acknowledges the ticket
2014/10/18 16:39	Service manager announces that the issue is on the DB, and that the ticket should be redirected to DB on demand
2014/10/18 17:11	DB manager announces that the database has been restarted, and asks for confirmation that the issue has disappeared
2014/10/18 17:25	User confirms that the issue has disappeared
2014/10/18 18:38	Ticket closed
2014/10/22 07:35	Ticket verified

ATLAS ALARM [GGUS:109511](#) CERN VOMS server not providing proxy

What time UTC	What happened
2014/10/21 16:39	Initial submission. Type of Problem: Other Site: CERN-PROD Issue: VOMS
2014/10/21 16:56	System administrator acknowledges the ticket
2014/10/21 17:34	System administrator forces re-synchronization of the servers, and asks if the issues is still there
2014/10/21 17:37	User confirms that it works
2014/10/21 17:45	Ticket closed
2014/10/21 22:44	Ticket verified



ALICE

Target Availability for each site is 97.0%. Target for 8 best sites is 98.0%

Availability Algorithm: 'And' of all Service Flavours



CERN Avail: 99% Unkn: 0%



CCIN2P3 Avail: 100% Unkn: 0%



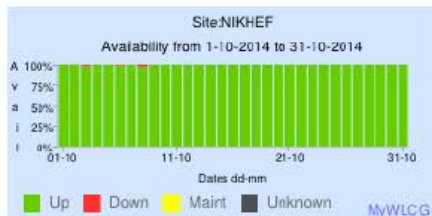
CNAF Avail: 100% Unkn: 0%



FZK Avail: 100% Unkn: 0%



KISTI_GSDC Avail: 100% Unkn: 0%



NIKHEF Avail: 100% Unkn: 0%



RAL Avail: 100% Unkn: 1%



RRC_KI_T1 Avail: 92% Unkn: 3%



SARA Avail: 99% Unkn: 2%

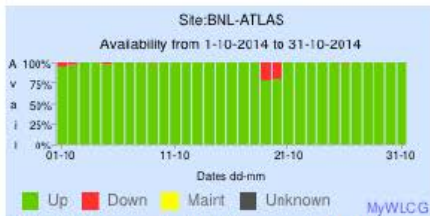


Target Availability for each site is 97.0%. Target for 8 best sites is 98.0%

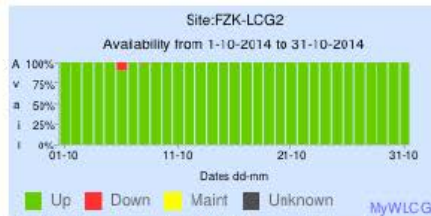
Availability Algorithm: (OSG-CE + CE + CREAM-CE + ARC-CE) * (SRMv2 + OSG-SRMv2)



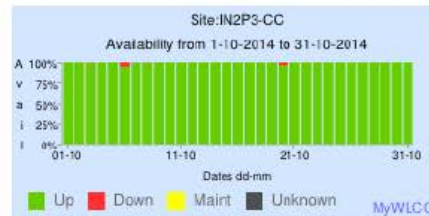
CERN-PROD Avail: 100% Unkn: 0%



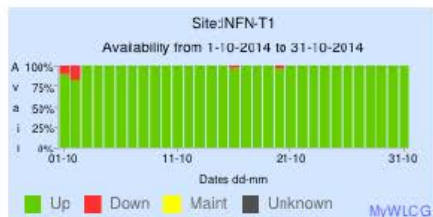
BNL-ATLAS Avail: 98% Unkn: 0%



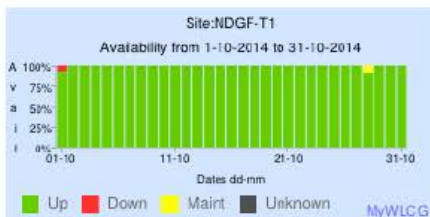
FZK-LCG2 Avail: 100% Unkn: 0%



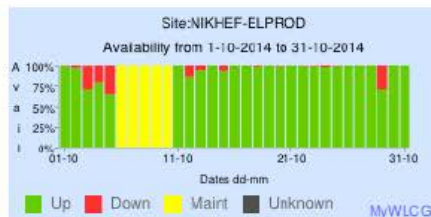
IN2P3-CC Avail: 100% Unkn: 0%



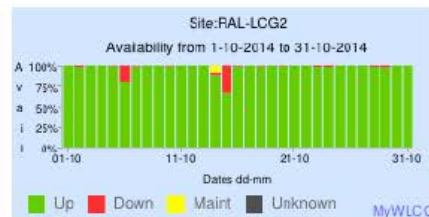
INFN-T1 Avail: 99% Unkn: 0%



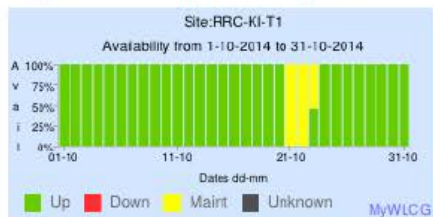
NDGF-T1 Avail: 99% Unkn: 0%



NIKHEF-ELPROD Avail: 79% Unkn: 0%



RAL-LCG2 Avail: 97% Unkn: 0%



RRC-KI-T1 Avail: 92% Unkn: 3%



SARA-MATRIX Avail: 99% Unkn: 1%



TRIUMF-LCG2 Avail: 99% Unkn: 0%



Taiwan-LCG2 Avail: 100% Unkn: 0%



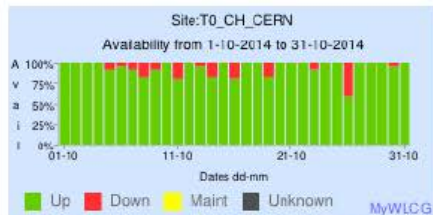
pic Avail: 100% Unkn: 0%



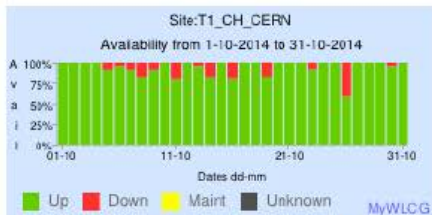
CMS

Target Availability for each site is 97.0%. Target for 8 best sites is 98.0%

Availability Algorithm: (OSG-CE + CE + CREAM-CE + ARC-CE) * (SRMv2 + OSG-SRMv2)



T0_CH_CERN Avail: 94% Unkn: 1%



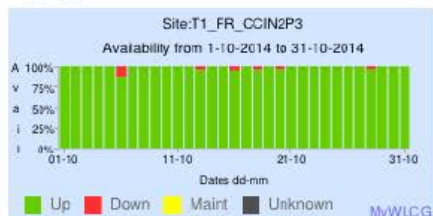
T1_CH_CERN Avail: 94% Unkn: 1%



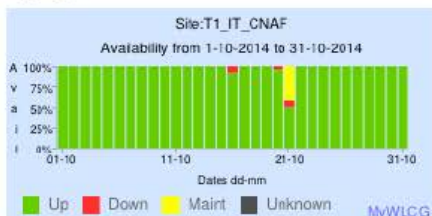
T1_DE_KIT Avail: 100% Unkn: 0%



T1_ES_PIC Avail: 100% Unkn: 0%



T1_FR_CCIN2P3 Avail: 99% Unkn: 0%



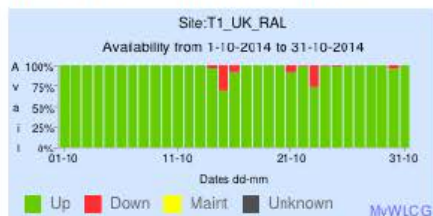
T1_IT_CNAF Avail: 98% Unkn: 1%



T1_RU_JINR Avail: 99% Unkn: 0%



T1_TW_ASGC Avail: 100% Unkn: 7%



T1_UK_RAL Avail: 97% Unkn: 0%



T1_US_FNAL Avail: 99% Unkn: 0%



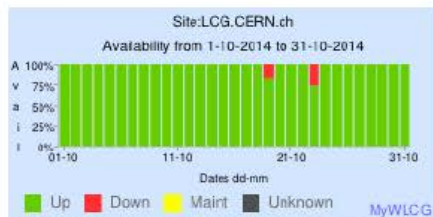
Availability of WLCG Tier-0 + Tier-1 Sites

October 2014

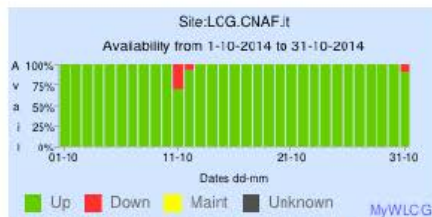
LHCB

Target Availability for each site is 97.0%. Target for 8 best sites is 98.0%

Availability Algorithm: (CE + CREAM-CE + ARC-CE) * SRMV2



LCG.CERN.ch Avail: 99% Unkn: 0%



LCG.CNAF.it Avail: 99% Unkn: 3%



LCG.GRIDKA.de Avail: 100% Unkn: 0%



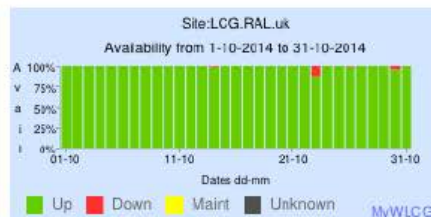
LCG.IN2P3.fr Avail: 100% Unkn: 29%



LCG.NIKHEF.nl Avail: 99% Unkn: 0%



LCG.PIC.es Avail: 100% Unkn: 0%



LCG.RAL.uk Avail: 99% Unkn: 0%



LCG.SARA.nl Avail: 99% Unkn: 0%