WLCG Service Report

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WLCG Management Board, 30th September 2008

WLCGDailyMeetingsWeek080929
WLCGDailyMeetingsWeek080922
WLCGDailyMeetingsWeek080915

Week 1 (no MB last week…)

- Service problems: ATLAS conditions DB high-load seen at several Tier1 sites – technical discussions held, plan for resolution still pending (?); follow-up on cursor sharing bug
  - Conditions maybe resolved at last Friday's 16:00 meeting? – There is a task force including ATLAS + IT-DM people…
- Issue continues – carried over into week 2 report

- Some cases of info being hard-wired into experiment code (both times CEs)
- Reminder that problems raised at the daily operations meeting should have an associated GGUS ticket / elog entry
- **Even after 1 week, only on-going or critical service issues are still "news"…**

Week 2: Highlights - LHC

- Week was overshadowed by news bulletins (from DG!) about LHC
- ☹ **Strong sense of anti-climax – but there is still a lot of work to do, as well as continuing production**
- Clear message at WLCG session in EGEE'08 (Neil Geddes et al) ***don't break the service!***
- Clearly there are some pending things that can now be planned and scheduled in a non-disruptive way
  - e.g. migration of FTS services at Tier0 and Tier1s to SL(C)4
- IMHO, the need for a more formal contact between WLCG service and LHC operations is apparent
  - Propose to formalize existing informal arrangement with Roger Bailey / LHC OPS – that builds on roles established during LEP era
  - E.g. attendance at appropriate LHC OPS meetings with report to LCG SCM + more timely updates to daily OPS as needed.
  - RB invited (since some time...) to give talk on 2009 outlook at November "CCRC'09" workshop

Highlights – Service (1/2)

- This week database related issues de-placed data management for the dubious honour of top place
- On-going saga related to CASTOR2 and Oracle – strongly reminiscent of problems seen with 10.2.0.2 and “cached cursor syndrome” but which was reputedly fixed “way back when”.
- In the past, we had {management, technical} review boards with major suppliers and representatives from key user communities
- Given (again) the criticality of Oracle services in particular for many WLCG services, should these be re-established on a {quarterly? monthly?} basis?
  - (Maybe they still exist, in which case someone(s) from WLCG service should be invited!)
- Interim post-mortem from RAL here.

Highlights – Service (2/2)

- On-going discussions with(in) ATLAS on conditions DB issues
- ➢ **Reminder – service changes, in particular those that {can, do} affect multiple services & VOs should be discussed and agreed in appropriate operations meetings**
  - This includes both 3D for DB-pure plus regular daily+weekly ops for additional service concerns
- Some emergency restart of conditions DBs reported Wed (BNL, CNAF, ASGC) for a variety of reasons
- Network (router) problems affected CMS online Thu/Fri, then DNS problems all weekend – fixed Monday morning
- LFC stream to SARA aborted on Friday night. Fixing some rows at destination - data was changed at destination but should be R/O!
- On-going preparation of LHCb LFC updates for migration out of SRM v1 endpoint. One hour downtime needed to run script at CERN and at Tier1s.
- Oracle patches installed on validation DBs and scheduled on production systems over coming weeks
- ☺ **SLC4 services for FTS are now open for experiment use at CERN**

Post-Mortems

- Post-mortem on network-related incident (major incident in a Madrid data-centre) to be prepared
- Interim post-mortem on RAL Castor+Oracle available
- September 7 CNAF CASTOR problem (see slide notes)

Experiments

- Routine operations – mix of cosmics + functional tests
- Longer-term plans to be decided, including internal s/w development schedules etc.

- Reprocessing tests continuing – this could be a major goal of an eventual CCRC'09 – overlap of multiple VOs important!

- Planning workshop for the latter is November 13-14
- Draft agenda – to be revised in the light of recent news – available here
  - Registration now open!

Conclusions

- Some re-assessment of the overall situation and plan inevitable given recent LHC news
- The list(s) of proposed changes are already rather long(!)
- What can realistically be achieved without breaking the current production service and performed early enough to allow full-scale stress-testing / usage well in advance of LHC startup in 2009? [T-2?]
- IMHO we cannot afford another “false start” – regular and realistic input from LHC operations needed!