



WLCG Service Report

4 weeks, June 16 – July 14

WLCG Management Board, 14th July 2015

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v1.0

Operations Coordination highlights (1)

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

- Next WLCG workshop Feb 1-3, 2016 in Lisbon
 - Co-located with DPHEP event Feb 3-4
 - Limited amount of topics to leave ample time for discussion
- GGUS feedback from WLCG survey
 - Overall high level of satisfaction
 - Minor suggestions for improvements
- Information System evolution
 - Current and future use cases and dependencies are being documented
 - A task force will be created for in-depth discussions, decisions and developments

Operations Coordination highlights (2)

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

- **Middleware Readiness**
 - **Steady results** from participating ATLAS and CMS sites
 - pakiti-client 3.0.1 for MW Readiness publishing
 - **MW app** now available for tracking baselines and Readiness activities
 - <https://wlcg-mw-readiness.cern.ch/>
- **Argus**
 - EL7 + Java8 builds available and looking OK
 - Some progress in debugging long-term issue at CERN
- **Multicore accounting**
 - APEL team are chasing the remaining few EGI sites
 - Technical issues with ARC CE are being followed up
 - Followup of 1 OSG site still wrong in June report

Operations Coordination highlights (3)

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

- **Network and Transfer Metrics**
 - Establishing WLCG-wide PerfSONAR meshes for **top 100** sites
 - Based on their storage contribution and geographical location
 - Allowing full mesh testing of latencies, throughput and traceroutes
- **CERN cloud nodes performance**
 - **Improvements** implemented to address I/O wait issues
 - Other aspects remain under investigation
- **CERN ARC CE + HTCondor prototype OK for the experiments**
 - Ramp-up in the coming months, accounting etc.

Selected items from Operations (1)

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

- CERN
 - CASTOR: issues with newly added nodes
 - Firewallled
 - DN mapping wrong
 - IGTF CA mirroring broke when the source tree structure changed
 - A number of other sites had the same problem
 - Discovered and fixed when CMS transfers to Spanish sites started failing
 - myproxy.cern.ch first grid service on CentOS7
 - CentOS/EL7 MW to appear in UMD-4 in autumn
- Heat wave affected central Europe early July
 - No related outages reported

Selected items from Operations (2)

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

- ATLAS
 - FTS: various instabilities
 - Transfer backlogs
 - Duplicate transfers due to timeouts + retries by Rucio
 - Files lost due to subsequent race condition
 - Consistency checks for T1 sites in progress
 - T0 LSF instance instabilities
 - LSF configuration
 - WN performance
 - **Good support** by all relevant teams

Selected items from Operations (3)

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

- CMS
 - Xrootd global redirector instabilities
 - Upgrade to 4.2.1 pending (already done for ATLAS)
 - CVMFS bug caused vital symlink to be lost
 - Alarm ticket 114933, SIR pending
 - EOS read issues cured by workaround
 - `export XRD_LOADBALANCERTTL=86400`
 - Transfer issues between P5 and Wigner
 - Transfer issues between RAL and FNAL
 - **Magnet at full field** since Mon evening July 6 !

Selected items from Operations (4)

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

- LHCb
 - Inclusion of UTF8 strings in DIRAC proxies led to authentication errors with services still on SL5
 - Cure provided by RRC-KI-T1, then fixed on the LHCb side
- ALICE
 - 80k concurrent jobs June 21-22
 - VOBOXes at CERN unreachable June 27-28
 - Promptly fixed by IT-CS Mon June 29
 - IT-DSS have set up gateway hosts for raw data export
 - Allows transfers between recent Xrootd version of CASTOR and older versions at T1
 - Good performance between CERN and KISTI
 - T1 sites are asked to plan upgrades to Xrootd ≥ 4.1

Service Incident Reports

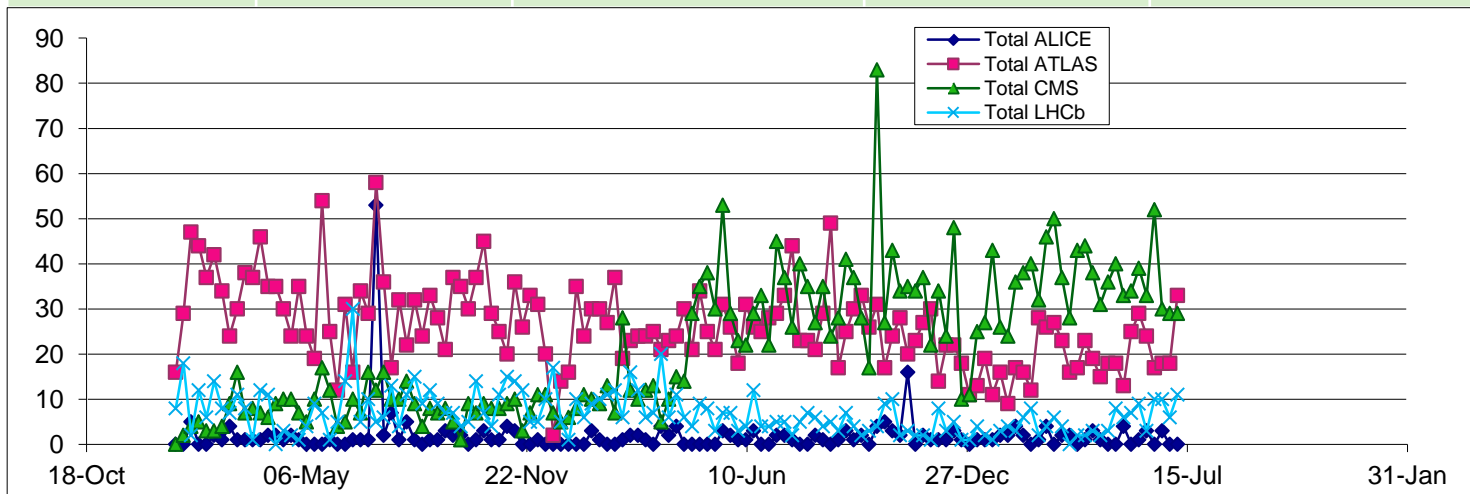
<https://twiki.cern.ch/twiki/bin/view/LCG/WLCGServiceIncidents>

- SIR for CMS alarm ticket 114933 pending
 - CVMFS bug caused vital symlink to be lost

GGUS summary (4 weeks 15/6/15 -12/07/15)

by Maria Dimou

VO	User	Team	Alarm	Total
ALICE	1	2	0	3
ATLAS	11	74	1	86
CMS	138	1	1	140
LHCb	1	36	0	37
Totals	151	113	2	266



Significant events

- GGUS release on 24th of June
 - More options for SU on the search form
 - Fix duplicate posting of public diary
 - New SUs: 'WLCG Network Throughput', 'US CMS T3', 'Openstack-OCCI'
- Next release scheduled for 29th July
- 2 alarms during this period

CMS ALARM GGUS:114933 Symbolic link in CVMFS Repository lost

What time UTC	What happened
2015/7/09 9:13	Initial submission. Type of Issue: File Access Site: CERN-PROD
2015/7/09 9:22	Service manager acknowledges the ticket
2015/7/09 11:36	Service manager closes the ticket. The issue seems to be a bug in cvmfs with nested catalogs
2015/7/09 14:24	Verified by submitter

ATLAS ALARM GGUS:114929

ATLAS Tier-0 LSF instance inaccessible

What time UTC	What happened
2015/7/09 7:10	Initial submission. Type of Issue: Local Batch system Site: CERN-PROD
2015/7/09 7:14	Service manager acknowledges the ticket
2015/7/09 7:41	Service manager closes the ticket, announcing that the submission nodes had changed their hardware type to something not supported by LSF
2015/7/09 7:54	Submitter asks for more details

Availability Reports

- The official Availability and Reliability archive is maintained by the WLCG Project Office
 - <https://espace2013.cern.ch/WLCG-document-repository/ReliabilityAvailability>
- Recomputations might change some results