



WLCG Service Report

5 weeks, July 15 – August 18

WLCG Management Board, 18th August 2015

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v1.0

Operations Coordination highlights (1)

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

- **New WLCG Operations Portal online**
 - <http://wlcg-ops.web.cern.ch/>
- **Next WLCG workshop Feb 1-3, 2016 in Lisbon**
 - Followed by **DPHEP** event Feb 3-4
- **Information System evolution**
 - First task force meeting took place the 23rd July
 - The task force is preparing a document describing use cases from experiments and project activities relying on the information system
- **Middleware Readiness**
 - **Edinburgh** and **Grif** offered to verify MW products for readiness on **CentOS7/SL7** this autumn

Operations Coordination highlights (2)

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

- **Network and Transfer Metrics**
 - **OSG datastore** going to production end of July
 - Service provided to the WLCG
 - Will store all the perfSONAR data and provide API
 - Started testing **proximity service**
 - Helps to map sonars to storages
 - **ESnet** interested in the perfSONAR configuration interface developed for WLCG
 - Discussion on **open-source project** based on it
 - **FTS** performance study update
 - <https://indico.cern.ch/event/393101>

Operations Coordination highlights (3)

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

- **Machine/Job Features (MJF)**
 - Developed **nagios probe** checking the availability/sanity of MJF
 - Running in LHCb SAM preproduction instance
 - At CERN, GRIDKA, LPNHE, Imperial College
- **Multicore Deployment**
 - Follow up of the last few sites still to enable multicore accounting
- **HTTP Deployment TF**
 - 3rd meeting took place 15th July
 - focus on **monitoring**
 - <https://indico.cern.ch/event/401396>

Selected items from Operations (1)

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

- Critical vulnerability affecting RedHat 5, 6 and 7 allows local root exploit
 - fix for the affected package is available for RedHat 6 and 7
 - Workarounds for RedHat 5 available
- **Heat wave** affected central Europe in July
 - No related outages reported
- **Typhoon** hit Taiwan
 - **ASGC** cooling system was affected
 - Systems were unavailable during the weekend (August 8-9)
 - **Recovered** next Monday
- **CERN**
 - Problem with Wigner affecting standby DBs
 - CEs unavailable for longer than expected due to intervention on the LSF filer
- **RAL**
 - Various network instabilities
 - **Successful** site router intervention on August 4

Selected items from Operations (2)

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

- **ATLAS**
 - T0 LSF instance instabilities **solved**
 - **EOSATLAS** crash on July 21 evening
 - **Quick reaction** from IT to fix it
 - Affected by network outage at RAL (~1h)
- **CMS**
 - CERN AI servers “slow” for T0 jobs
 - Xrootd global redirector instabilities
 - Upgrade to fix the issue **completed**
 - New wave of **MC jobs**
 - **100k** parallel jobs during the first week of August

Selected items from Operations (3)

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

- **LHCb**
 - Ongoing **discussion** with **CERN LSF Team** about **wall** and **cpu time** queue lengths
 - Affected by RAL network instabilities
- **ALICE**
 - 97k concurrent jobs on August 10
 - **CERN LSF “cap” removed** on July 14
 - Intermittent **slow/failing job submission** to CERN LSF
 - **Argus** service main cause
 - **CASTOR instabilities** for writing (DAQ) and reading (reco)
 - Several **mitigation applied** by the CASTOR Team
 - Situation **improved** from August 10
 - **Follow up** with the CASTOR Team

Service Incident Reports

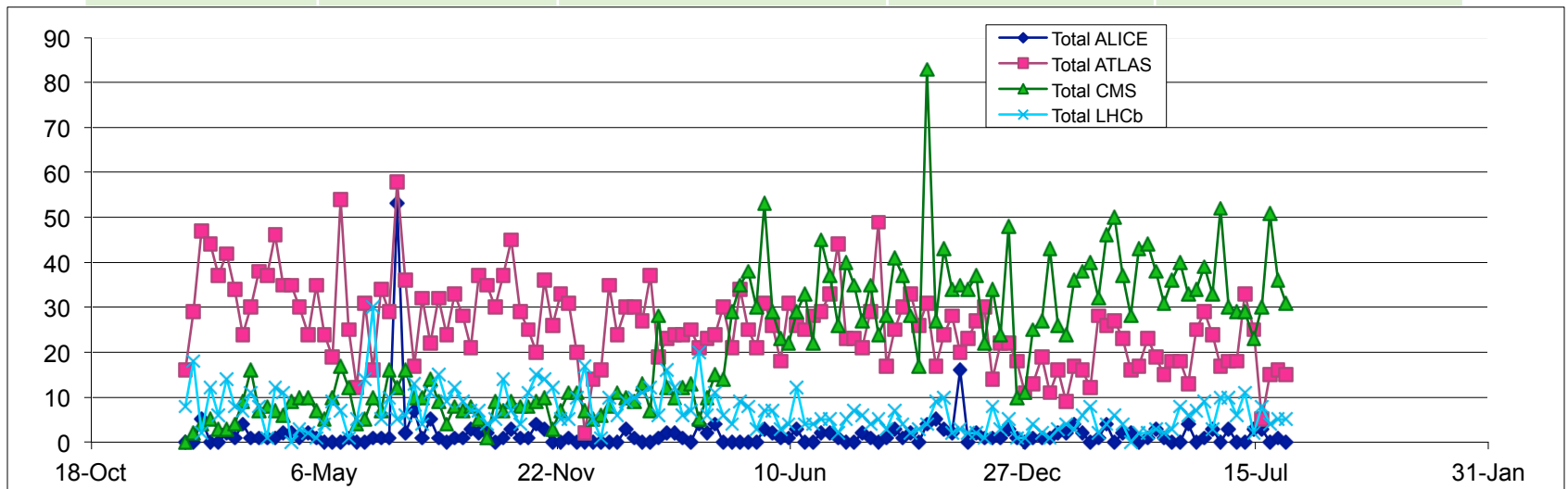
<https://twiki.cern.ch/twiki/bin/view/LCG/WLCGServiceIncidents>

- No service incident during this period

GGUS summary (5 weeks 13/7/15 -16/08/15)

by Pablo Saiz

VO	User	Team	Alarm	Total
ALICE	4	3	0	7
ATLAS	20	55	1	76
CMS	170	1	0	171
LHCb	2	22	0	24
Totals	196	81	1	278



Significant events

- GGUS release 29th July
 - Decommission of multiple Support Units: Hydra, gLite identity Security, gLite java security, DGAS, SAGA
 - New Support Units: OpenNebula
 - Allow proxy certificates
 - Apply security patches on the servers
- Next release scheduled for 30th September
- 1 alarms during this period

ATLAS ALARM [GGUS:115166](#) CERN-PROD EOS-ATLAS not available

What time UTC	What happened
2015/7/21 17:07	Initial submission. Type of Issue: Storage Systems Site: CERN-PROD After a name-server reboot, the service does not seem to be available
2015/7/21 17:15	Service manager acknowledges the ticket
2015/7/21 17:21	Service manager restarts the service, and asks for confirmation that the situation has been solved
2015/7/21 17:45	Submitter confirms that the issue is gone
2015/7/21 18:44	Service manager closes the ticket
2015/7/22 7:05	User verifies ticket

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