



# WLCG Service Report

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# GGUS Summary

VO	Alarm	Team	Total
ALICE	0	0	0
ATLAS	0	17	32
CMS	0	0	2
LHCb	<b>1</b>	0	12

rfcp transfers to lhcbraw hanging

**ALARM!**

Detailed description:

All transfers to lhcbraw using rfcp from the online system of LHCb are failing after the intervention. SRM interface preliminary tests seem to be OK on the other hands. Please have a look.

**Solution**

**turns out that a port on one of our production machines was not open.**

# Service Summary

- Many on-going activities (CMS PhEDEx 3.1.1 deployment, preparation for Xmas activities (all), deployment of new versions of Alien & AliRoot, preparation of ATLAS 10M file test...)
- Number of issues discussed at the daily meeting has increased quite significantly since earlier in the year...
- **Cross-experiment / site discussion healthy and valuable**
  - **similar problems seen by others – possible solutions proposed etc.**
- Services disconcertingly still fragile under load – this doesn't really seem to change from one week to another
  - **DM services often collapse rendering a site effectively unusable**
  - **At least some of these problems are attributed to problems at the DB backend – there are also DB-related issues in their own right**
- High rate of both scheduled and unscheduled interventions continues – a high fraction of these (CERN DB+CASTOR related) overran significantly during this last week
- ☐ **Some key examples follow...**

# Service Issues - ATLAS

- ATLAS “10M file test” stressed many DM-related aspects of the service
- This caused quite a few short-term problems during the course of last week, plus larger problems over the weekend:
  - ASGC: the SRM is unreachable both for put and get. Jason sent a report this morning. Looks like they had again DB problems and in particular ORA-07445.
  - LYON: SRM unreachable over the weekend
  - NDGF: scheduled downtime
  - In addition, [RAL](#) was also showing SRM instability this morning (and earlier according to RAL – DB-related issues).
- These last issues are still under investigation...

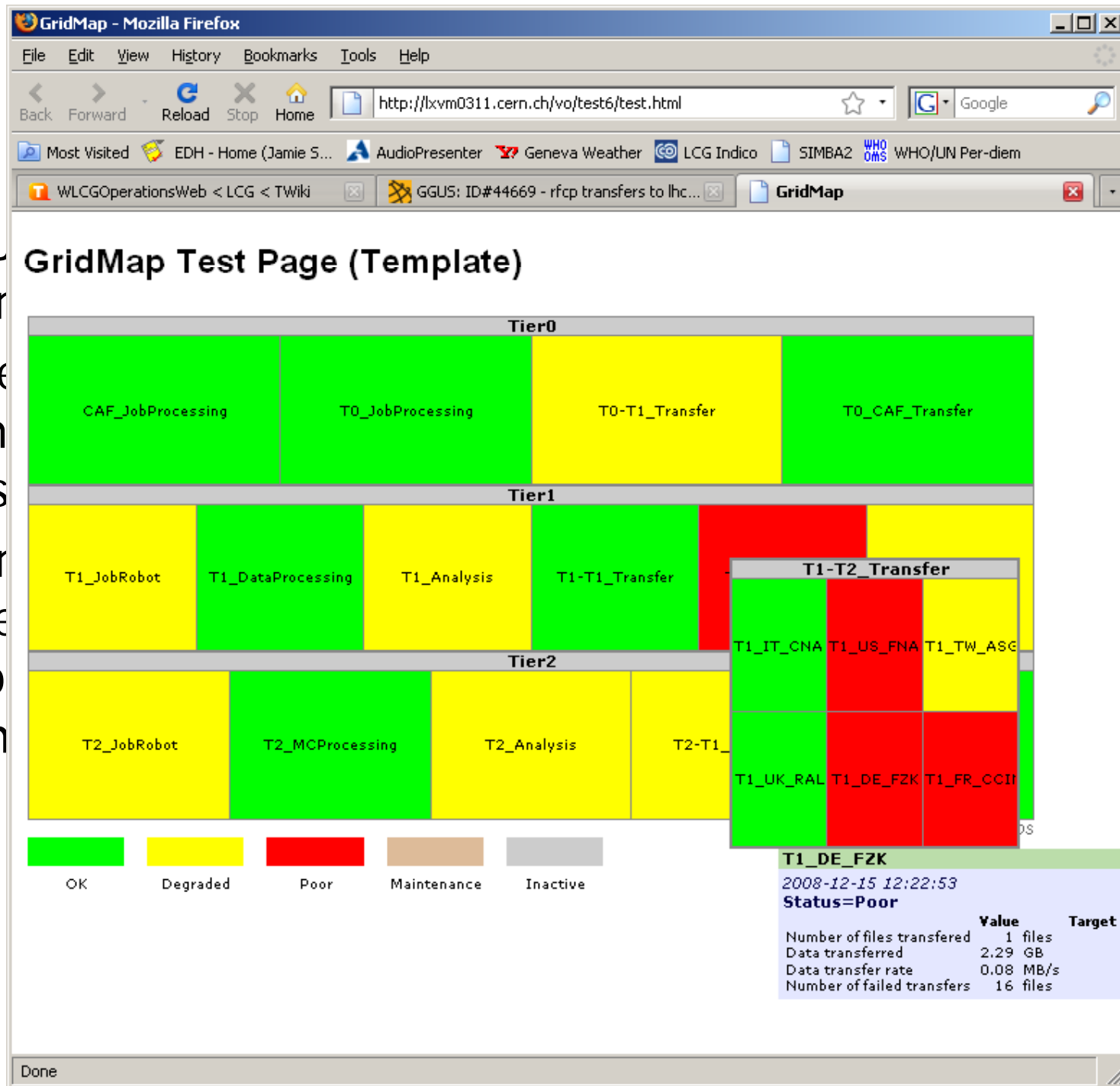
## Service Issues – ATLAS cont.

- ATLAS online (conditions, PVSS) capture processes aborted – operation not fully tested before running on production system
- Oracle bug but no fix for this problem – other customers have also seen same problem but no progress since July (service requests...)
  - [ Details in slide notes ]
  - **Back to famous WLCG Oracle reviews proposed several times.. Action?**
- This situation will take quite some time to recover – unlikely it can be done prior to Christmas...
  - ATONR => ATLR cond. done; PVSS on-going, T1s postponed...
- Other DB-related errors affecting e.g. dCache at SARA (PostgreSQL), replication to SARA (Oracle)

# So What Can We Do?

- Is the current level of service issues acceptable to:
  1. **Sites – do they have the effort to follow-up and resolve this number of problems**
  2. **Experiments – can they stand the corresponding loss / degradation of service?**
- If the answer to either of the above is **NO**, what can we realistically do?
- DM services need to be made more robust to the (sum of) peak and average loads of the experiments
  - **This may well include changing the way experiments use the services – “be kind” to them!**
- DB services (all of them) are clearly fundamental and need the appropriate level of personnel and expertise at all relevant sites
  - **Procedures are there to help us – much better to test carefully and avoid messy problems rather than expensive and time-consuming cleanup which may have big consequences on an experiment’s production**

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