



# WLCG Service Report

4 weeks, September 21 – October 18

WLCG Management Board, 18<sup>th</sup> October 2016

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# Operations Coordination highlights (1)

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

- New version of WN bundle released to CVMFS
- All sites to apply patch fixing serious vulnerability in canl-c that allows to impersonate any user under certain circumstances
- LSF limits reached at Tier-0, all new capacity will go to HTCondor
- Running various experiment job types on 4000 cores at T-Systems
- Progressing on plans for third link to Wigner
- Automatic validation of EGI accounting portal is enabled (now including also LHCb)
- [monit.cern.ch](https://monit.cern.ch) portal to access the experiment monitoring data now in dashboards (work in progress)
- RFC proxies will soon become the default also in EGI, when the UMD is updated with the latest VOMS client version

# Operations Coordination highlights (2)

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

- Lightweight sites discussion
  - Presented a questionnaire to sites to cover various aspects of ways to reduce the complexity of services. Examples:
    - VOs supported: one VO, or no non-LHC VOs, can make requirements for services much easier
    - OpenStack images, Docker containers, Puppet modules, installation wizards as ways to simplify service deployment
    - Add WNs to a centrally managed HTCondor pool
    - Create a DMZ for the experiments to manage their services
  - Storage and DM aspects out of scope (fall under DM coordination)
  - Survey has been launched on October 4

# Operations Coordination highlights (3)

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

- CMS
  - Asked all sites to upgrade xrootd to 4.4.0 and DPM 1.8.11
- LHCb
  - Requested sites with ARC-CEs to make sure that BDII job numbers per VO are correct (they are not after a default installation)

# Selected items from Operations (1)

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

- **ALICE**
  - KISTI: issues on CVMFS squid services
  - A new authentication method in AliEn, accidentally pushed to production, caused several EOS instances to crash
  - CERN CEs failed proxy delegations (ALARM ticket)
- **ATLAS**
  - ~10K zp group users deleted by mistake, then restored
  - EOSATLAS degradation due to high latencies between disk servers and head node
  - Storage authentication errors due to DNS issues (ALARM ticket)

# Selected items from Operations (2)

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

- CMS
  - Widespread xrootd failures due to a particular user analysis workflow causing zillions of file open attempts
- LHCb
  - Massive job failures at CNAF (ALARM ticket) (see SIR)
  - All transfers failed after an FTS upgrade (ALARM ticket)
    - The cause was a mistake in the format of the user-provided checksum, previously ignored
    - Could have been caught by testing new FTS on pilot service
  - Massive recursive deletion by a user caused EOS instabilities
  - File transfer failures at RAL (ALARM ticket)
- CNAF: storage system failure on Sep 21-22
- SARA: datacenter move successfully completed, no data loss. Compute capacity still not full due to networking issues

# Service Incident Reports

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

- INFN-T1: installing the canl-c update on CREAM CEs broke job submission
- CERN: LSF reconfiguration created “ghost” jobs which blocked a large number of job slots

# GGUS summary (4 weeks 19/9/2016 – 16/10/2016)

VO	User	Team	Alarm	Total
ALICE	3	1	1	5
ATLAS	8	49	1	58
CMS	122	4	0	126
LHCb	4	29	3	36
Totals	137	83	5	225

