Feedback on the VO SAM Results – January 2009

ALICE (P.Mendez-Lorenzo)

Inside the Availability plots, in most of the T1 sites it is visible a lack of information around the 4-5-6-7 of January. This means just after the Christmas period. Then immediately the results began to arrive normally to the sites again.

In order to understand these results several points should be considered:

1. No changes where made at all in the SAM infrastructure during those days nor in the SAM tests suite for Alice or the corresponding SAM UIs. The user proxy was perfectly available also.

2. As ALICE has already mentioned in previous GDB's (January and February) the experiment suffered of important problems with the WMS@CERN during the Christmas period and beyond, achieving a dramatic situation by the 5th of January just when the plots for all the sites are showing bad results. Due to a high backlogs created at that moment in the WMS at CERN, the jobs were stucked for a long time into WMS without achieving the local CEs and therefore there are not available results for these sites. In most of the cases, the solution was based on a WMS drain, so jobs could never achieved the site.

3. In addition ALICE uses the experiment WMS for the SAM submission tests. This is wrong, Alice should be using the SAM WMS in order not to mix those production WMS with those SAM WMS. It has been requested to change this procedure as soon as possible in order not to suffer of these problems anymore. The request has been done to the SAM experts since this require a configuration modification only possible for the admins of the SAM UIs. It is now easy to understand that the SAM jobs were suffering of the same issues than the production jobs.

4. We should take into account that at this moment the available WMS were: wms103, wms109 and wms204. The two first WMS were deprecated just after Christmas time and showed quite a lot of problems during the vacations period.

5. The fact that the problematic sites changes from some sites to some others in different moments of the day is due to the WMS used for the submission at that moment. FIO and also GS put as lot of effort to gradually drain the wms but leaving some others in production, so these variations can explain the slighlty different results in the lots. but in any case, all the problems are around the same day.

6. CERN is saved in these plots. This is tricky. If we look in detail those days we will see that some of the CEs at CERN are not providing results, due to the WMS issues. Again, each CE is checked with one WMS, or not neccessary with the same all of them. In addition remember that it is enough 1 good CE to say that the whole site is fully available. The result was that not all the CEs were "not monitored" at the same time. This means, while CE1, and CE2.... were not monitored due to the fact that the corresponding WMS was suffering of any problem, CE3 was monitored because the corresponding WMS was at that moment in good shape. This means, the fact that CERN counts with a large number of CEs and it is enough that one is in good shape saved the site since different jobs were using different wms.

7. Finally we have to mention the bad results from SARA the 28-29-30 of January. First of all there is a problem in the gridview page for those days. By clicking on the tests results directly, the specific CT of

Alice do not appear. So I had to ask the SAM developers to show me the results from the SAM DB because Gridview does not show the results. ce.gina.sara.nl was failing with the LB message:

```
Event: Done
- Arrived              =     Wed Jan 28 06:50:01 2009 CET
- Exit code            =     1
- Host                 =     wms204.cern.ch
- Reason               =     Standard output does not contain useful
data.Cannot read JobWrapper output, both from Condor and from Maradona.
- Source               =     LogMonitor
- Src instance         =     unique
- Status code          =     FAILED
- Timestamp            =     Wed Jan 28 06:50:01 2009 CET
- User                 =
/DC=ch/DC=cern/OU=Organic Units/OU=Users/CN=pmendez/CN=477458/CN=Patricia
Mendez Lorenzo/CN=proxy/CN=proxy
```

so this is the reason for the bad errors that day. regarding the issue with Gridview which cannot show this SAM results onto the page I will need to talk to the developers.

ATLAS (A.Di Girolamo)

… for what concern January, as mentioned during the report given to the LCG MB last month, we had an issue with the SAM framework. The issue is caused by lock files stuck on the SAM production machines, that stop the submission of new tests. This problem has been observed between the 15th and the 26th of January. We have now implemented an alarm to avoid this issue will arise again.

This issues is not affecting the Tier1 availability/reliability

Sites detailed problems descriptions:

ASGC: srm intermittent problems.

FZK: srm high load problems. Site admin are aware of the problems.

SARA: LFC down, this affected also NIKHEF, that uses SARA LFC.

BNL: GridView/SAM db/ GOC db/ OIM sitename inconsistencies (not only ATLAS VO affected). Issue under investigation. The goal is to be able to publish the results and calculate the availability for the T1.

BNL srmv2 and LFC tests are now implemented.

CMS (A.Sciabá)

Comments about the Tier-1 reliability for CMS:

CERN: 99%: good.

DE-KIT: 66%: poor. The storage is very unstable due to bottlenecks in the system, particularly related to PNFS.

ES-PIC: 94%. fair. Problems with the batch system.

FR-CCIN2P3: 95%: fair. SRM problems immediately after a scheduled downtime (a change in the SRM core servers).

IT-INFN-CNAF: 98%: good.

TW-ASGC: 92%: fair. CASTOR problems related to the backend Oracle database.

UK-T1-RAL: 100%. Perfect.

US-FNAL-CMS: 97%. Good.

LHCb (R.Santinelli)

… about January, as already anticipated at the MB presentation last month for discussing about December results, we had a lot of days without results due to a general problem with the SAM framework for job submission (lock file problem) as also reported by ATLAS. This happened until 10 of January. Apart from that T1 showed a fairly good availability and the source of few problems we run on is the SRMv2 file access test.

We had days of unavailability at FZK: this has been a long standing issue (GGUS #43893) with gsidcap over there when lcg-gt was timing out and/or file was not accessible from a local WN. The problem has been finally fixed by moving to dcap protocol.

The same file access test showed problems at PIC and CNAF (and at CERN too) due to WNs with 64bit native OS (or SL5) and 32bit compatible libraries missing or installed in wrong paths (GGUS #45532 and #45301). Incredible mistake (my side) for few days failure (read a weekend) at CERN of the SRMv2 test due to the test file to be accessed accidentally removed from the CASTOR name space the Friday. Fixed.

Basic infrastructure tests for CE had not problem whatsoever when they managed to run