



WLCG Service Report

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WLCG Management Board, 17th February 2009

Overview

☺ **Today's report will be short: no "major" incidents last week**

- There was the usual background of problems that were addressed as they arose – see [minutes](#) from daily calls

- [Copied from last week's report!]

➤ **As mentioned at yesterday's LHCC mini-review, it would be nice to include some additional "key performance indicators" – such as:**

1. Summary of (un)scheduled interventions (including overruns) at main sites,
2. Summary of sites "suspended" by VOs,
 - **Do sites always (even?) know they have been suspended?**
3. Production / analysis summaries (e.g. "VOviews")

Daily Reports

- *"I (Daniele Bonacorsi) have been filling - on behalf of CMS, and just for the WLCG Ops daily calls of ours, now since 2 weeks - the twiki:
https://twiki.cern.ch/twiki/bin/view/CMS/FacOps_WLCGdailyreports*
- *It seems to me it works, both as a reference for discussion, and for your minutes. If so, and if you agree, I propose I keep this habit of mine for the future."*
- IMHO this is very useful and it would be good if it could be adopted for the reports from the other experiments
- [This also facilitates reporting to other meetings]

GGUS Summary

VO concerned	USER	TEAM	ALARM	TOTAL
ALICE	3	0	0	3
ATLAS	20	2	0	22
CMS	8	0	1	9
LHCb	3	3	0	6
Totals	34	5	1	40

- The one alarm ticket was a test (Daniele Bonacorsi to CNAF):
 - To be sure that a problem I had with GGUS alarm to CNAF is now solved, please anybody at CNAF receiving this 1) be aware it's a TEST and not a problem report, and 2) just CLOSE IT and mail me any details. Regards, DanieleB (CMS)

Intervention Summary (fake)

Site	# scheduled	#overran	#unscheduled	Hours sched.	Hours unsched.
Bilbo	5	0	1	10	4
Frodo	1	1	0	2	22
Drogo	27	0	0	165	0

- As with GGUS summary drill-down in case of exceptions (high-lighted above)
- Q: what are reasonable thresholds?
- **Proposal:** look at **ALL** unscheduled interventions, **ALL** overruns and “high” (TBD) # of scheduled

Site / Cloud status (example)

VO	Site / Cloud	Status	Duration	Reason
ATLAS	NL-T1	Offline	8 hours	Network reconfiguration

ELOG - Back to offline - Set to online - Switched to offline - TW/ASGC pilot: Stage-in and out error - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Back Forward Reload Stop Home <https://prod-grid-logger.cern.ch/elog/ATLAS+Computer+Operations+Logbook/2148> ☆ droggo

Most Visited EDH - Home (Jamie S... AudioPresenter Geneva Weather LCG Indico SIMBAZ WHO OMS WHO/UN Per-diem

CERN Grid Operations Logbooks Demo Logbooks CCRCDB Logbooks ATLAS Operations Logbooks

ATLAS Computer Operations Logbook ATLAS Tier0 Operations Logbook ATLAS T0 P2 Operations Logbook ATLAS T0 SW Validation Logbook ATLAS Computing Management Reports

ATLAS Reprocessing Logbook

ATLAS Computer Operations Logbook Not logged in ELOG

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Tue, Feb 10, 2009, 16:36 +0100, Wensheng Deng, wdeng@bnl.gov, Urgent, TW, Yes, Switched to offline - TW/ASGC pilot: Stage-in and out error

→ Tue, Feb 10, 2009, 21:09 +0100, Wensheng Deng, wdeng@bnl.gov, Urgent, TW, Yes, Set to online - Switched to offline - TW/ASGC pilot: Stage-in and out error

→ Tue, Feb 10, 2009, 23:47 +0100, Wensheng Deng, wdeng@bnl.gov, Urgent, TW, Yes, Back to offline - Set to online - Switched to offline - TW/ASGC pilot: Stage-in and out error

→ Wed, Feb 11, 2009, 00:10 +0100, Simone Campana, Simone.Campana@cern.ch, Urgent, TW, Yes, Back to offline - Set to online - Switched to offline - TW/ASGC pilot: Stage-in and out error

Message ID: 2148 Entry time: Wed, Feb 11, 2009, 00:10 +0100 In reply to: 2147

Author: Simone Campana

Email: Simone.Campana@cern.ch

Severity: Urgent

Cloud: TW

Affect Users: Yes

Subject: Back to offline - Set to online - Switched to offline - TW/ASGC pilot: Stage-in and out error

Just to mention that problems are visible for the Functional Tests.
There is almost 100% failures getting data from ASGC into other T1s with the error:

```
[FTS] FTS State [Failed] FTS Retries [1] Reason [SOURCE error during TRANSFER_PREPARATION phase: [STORAGE_INTERRUPTAL_ERROR] Castor Error caught in srm:getUserFile:No type found for id : 40213493] Source Host [srm2.grid.sinica.edu.tw]
```

> It became problematic again with another type of errors. the ggus ticket is reopened.

>

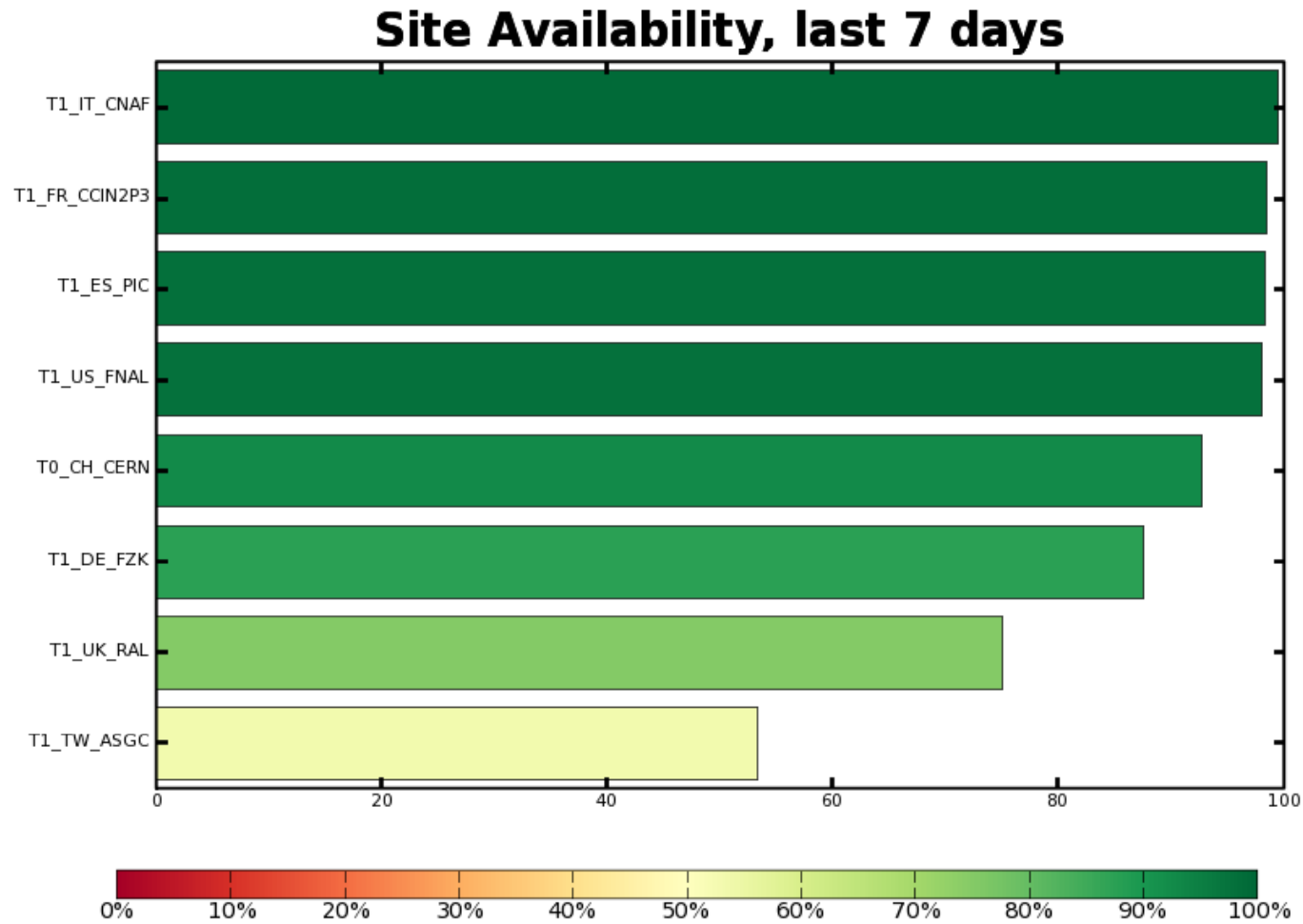
> From Jason Shih:

>

> > the problem should have been resolved now after correcting all missing type id mapping. i have close the

> > ticket now. feel free to reopen it if stagin error persist. at least we didn't encounter the same problem

CMS Dashboard – Site Availability



Summary

- Another calm week – the 2nd in a row
- Start of a trend or correlation with school holidays in some areas???

☺ Let's hope the former...

➤ **Agree on WLCG Operations Roadmap 2009/2010 in Prague!**

Workshop News

- Some 220 people had registered by the end of last week, including 20 for the workshop only
- Numbers in Victoria and Mumbai were a little lower – 180 people on both occasions by time of event
- The agenda is now rather full – speakers should aim to leave at least 30% (or more...) time for questions and discussions...
- Talks should be oriented towards operations / service delivery and not just status reports...