

# Status of Operational CO Issues

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# Outline

- How operational issues are dealt with in BE/CO
- Some important issues
  - Actions in FOM
  - Recurrent issues seen by OP
  - Not noticed much by OP but recognized by CO as such

# General Issue treatment in CO

- JIRA to track all operational issues
  - Submitted by OP from e-logbook when they arise
  - Dispatched rapidly to responsible
  - Resolving progress is well documented in JIRA, publicly accessible
  - ~180 issues since start-up, 17 pending
- CO MAM meeting Monday afternoon discusses issues of the previous week
- FOM actions
  - When a CO issue comes up in FOM it is generally well understood and mostly resolved
  - Recurrent issues may take time to resolve as they often require additional resource investment.

# OASIS

- Many OP complaints at the beginning of start-up, most issues existed last year
  - ✓ Special team constituted, priority raised. A team of 5 people (2-3 FTE) work now on OASIS
  - ✓ New version end of April solved most urgent problems
  - ✓ New HW specialist (since begin of June) will look after quality of signals and noisy signals
- 58 Jira issues since start-up, **35 still open**
  - 9 GUI, 6 F-E, 7 OASIS server, 13 noise/quality
  - ✓ All issues will be handled one-by-one, new release every 1-2 month
  - ✗ Additional functionality and installation requests will slow down progress on fixes

# Alarms and Surveillance

- LASER replaced definitively the previous Alarm system.
  - Several issues related to alarm reduction, masked alarms, F-E faults not appearing, no alarm on timing server
  - ✓ New reduction (grouped by time slot) developed, deployed soon
  - ✓ PS – specific categorization of alarms in preparation (together with OP)
  - ✓ Direct reporting from OP agreed for *alarm not seen* case
- Diamon
  - Integrated in PS Alarm screen or separate screen for others
  - Crashes, blind for ½ hour during recent power cut
  - ✓ Reboot procedure for OP in preparation
  - ✓ Bug preventing Diamon start during recent power cut was found, solution being prepared
  - ✓ Crashes still possible, will be investigated as they occur

# Window Manager & Console Manager

- Linux Window Manager not always handling existing applications correctly
- Java programs vanishing on mouse click (rare)
  - ✗ Still looking for the cause, probably related to HW configuration
- Java Webstart (JNLP files) not launching the latest released version of an application
  - JNLP's corrected but does not work for all configurations (Windows/Linux) -> further investigations required
  - Short-term solution : java cache clean via console menu (or console reboot) -> causes all running Java applications to close
- CCM issues (configuration editor, jumping windows, progress bar)
  - ✓ Configuration problems resolved
  - ✓ New version recently installed, waiting for feedback

# Middleware, remote access

- Known bug in underlying external library (Jacorb Corba) occasionally results in loss of communication and requires application reboot.
  - Recently resulted in loss of log for vacuum
  - Can affect any Java serverSolution proposed by MW team:
  - In short term, discovery of blocked connection and restart of the process. Has to be deployed for each process individually.
  - Possibility of fix in the library or replacement by another ORB will also be investigated
- Remote access from home very slow with the current system
  - ✓ Solution based on a faster, CO-owned machine is being prepared and will be tested next week

# F-E and timing

- Some PS F-E overloaded with too many servers and/or client connections
  - FESA puts more load on servers
  - Many clients can exhaust kernel resources
  - ✓ Overloaded F-E can be handled case-by case with F-E upgrade
  - ✓ CMW proxy deployment and Inca in the medium term can reduce number of clients
  - ✗ Faster F-E or more F-E will only be possible when ACCOR starts to deploy new MEN F-E platforms or introduce PCs for 1553
- Recent timing server problem which caused down-time
  - Traced down to an operator mistake
  - HW problems on slave server
  - ✓ manual reboot disabled, CPU replaced on slave and seems stable



# Actions registered in FOM

- Status of the control of BTY.BHZ301 (CO/PO)
  - Not for CO
- LASER alarms if central timing not working
  - Alarms arrived but masked. Work in progress with OP on alarm visibility
- OASIS
  - Most urgent issues solved, vigorous improvement program for the coming months