



WLCG Service Report

4 weeks, May 24 – June 21

WLCG Management Board, 21st June 2016

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v1.0

Operations Coordination highlights (1)

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

- HTTP deployment TF concluded
- Accounting TF created
 - Focus on CPU/Wallclock time accounting
 - Task: fixing the accounting reports and improving the portal
- Status update of the IT WLCG Monitoring Consolidation
 - Plan to move to more standard technologies
- June pre-GDB and GDB afternoon were dedicated to IPv6

Operations Coordination highlights (2)

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

- ALICE SAM profile for A/R computations updated
 - In particular the SE services are taken into account now
- FTS Optimizer did not work for SOAP interface
 - Only used by CMS PhEDEx
 - Patched manually where it was needed
 - Code is fixed as of v3.4.5
- CERN
 - Overloads and saturations of the Meyrin-Wigner link have been investigated
 - Some old data may need to be rebalanced over the 2 centers
 - The third 100 Gbps link will alleviate such matters
 - Performance of CMS transfers to Wigner fixed by adding flow control to the relevant switches
 - New configuration for ALICE transfers to CASTOR has been validated
 - Further performance increases foreseen

Selected items from Operations (1)

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

- Mostly high activity for all experiments
 - In particular to prepare for ICHEP 2016

Selected items from Operations (2)

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

- ALICE
 - Business as usual
- LHCb
 - Data transfer from pit to offline (CASTOR) did not work from 26 May - 31 May
 - problems on LHCb side
 - Dual-stack CREAM CEs are mostly unusable from CERN (GGUS:120586)
 - The gsoap-plugin helper library needs to be adjusted (by CESNET)
 - Alarm ticket GGUS:122068 (Fri June 10): VOMS-Admin unstable
 - Various issues conspired and were dealt with ad-hoc
 - To be followed up with the developers

Selected items from Operations (3)

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

- ATLAS
 - ADC Technical Interchange Meeting June 15-17
 - <https://indico.cern.ch/event/438205/>
 - Recurrent issues with HTCondor pilot factory submission to CREAM CEs
 - HTCondor team provided various patches
 - The matter was not declared resolved yet (?)
 - Alarm ticket GGUS:122208 (Fri June 17): 20% of EOS transfers failing
- CMS
 - Alarm ticket GGUS:121817 (Sat May 28): Twiki was unavailable

Selected items from Operations (4)

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

- **ASGC:** low network performance due to local router
 - WLCG Network Throughput support unit provided recipes to fix the problem
 - Re-wire all the existing data transfer nodes to bypass the local router
 - Tune the central router and data transfer nodes for long-path transfers
- **KIT:** **downtime** June 28-29 for tape infrastructure migration
- **NRC-KI:** lost dCache database on 8 June
 - Last backup from 19 April
 - Recovery of the DB finished, many files are missing
 - Large impact on ATLAS, ~170k files may be lost
 - A Service Incident Report will be requested
- **RAL:** various instabilities with the tape system
 - Not fully resolved yet

Selected items from Operations (5)

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

- **SARA:** instabilities between dCache and tape system
 - A complex interplay between various components led to errors and a steadily increasing backlog of ATLAS files waiting to be written
 - By June 10 the causes were cured
 - A dCache issue was discovered as well and reported to the developers
 - A file system bottleneck will be fixed June 21-22
- **SARA:** network performance and perfSONAR issues under investigation (GGUS:121905)
- Critical iperf3 vulnerability concerning perfSONAR
 - <https://wiki.egi.eu/wiki/SVG:Advisory-SVG-CVE-2016-4303>

Service Incident Reports

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

- RRC-KI-T1 data loss incident: pending

GGUS summary (4 weeks 23/5/2016 – 13/6/2016)

VO	User	Team	Alarm	Total
ALICE	3	0	0	3
ATLAS	20	53	1	74
CMS	131	3	1	135
LHCb	2	10	1	13
Totals	156	66	3	225

