



# WLCG Service Report

4 weeks, Mar 20<sup>th</sup> – Apr 17<sup>th</sup>

WLCG Management Board, Apr 17<sup>th</sup> 2018

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CERN

v1.1

# Operations Coordination meetings

- These meetings normally are held **once** per month
  - Usually on the first Thursday
- Each meeting has a **standard agenda** plus at least one **dedicated topic**, announced in advance
- Experiments and sites are kindly asked to have the **relevant experts** attend, depending on the topic(s)
- Next meeting *June 7*
  - Topic to be defined

# Operations Coordination highlights

- Agreement on SAM recalculation policy
  - It can be adapted in the future if needed

# Selected items from Operations (1)

- **ATLAS**

- High activity, no major issues

- **CMS**

- High activity, no major issues
- Singularity deployment almost complete
- Kyungpook National University in Daegu, Korea closing Tier-2 service April 30<sup>th</sup> due to lost funding

# Selected items from Operations (2)

- **LHCb**

- High activity, no major issues

- **ALICE**

- The activity has been lowish on average
  - Normal levels in the last days
  - New productions needed to be prepared
- High amounts of analysis jobs in preparation of Quark Matter 2018, May 13-19
- ALICE Tier-1/Tier-2 Workshop in Derby, UK (April 17-19)

# Selected items from Operations (3)

- **KIT**

- **Massive issues** for internal and external networking at GridKa on March 20<sup>th</sup>
  - Impacting
    - ALICE, ATLAS and CMS GPFS clusters
    - ATLAS and CMS dCache pools
    - GPFS performance impacted for 3 days
  - Caused by changes to solve a connectivity issue for LHCb jobs
- At least 30k ALICE files affected by **tape flushing issue**
  - **2/3 probably lost**
  - Flush to tape marked successful but no bytes transferred
  - Additional safety check are now put in place
  - Investigation still ongoing

# Selected items from Operations (4)

- **CERN**

- **Two major network issues**

- Mar 30th: CRC errors link between LCG/ITS routers OTG0043178
      - EOS reported to the experiments files written during this period
      - Potential files corruption even if Adler32 checksum is correct
    - Apr 5th: GPN backbone router issues OTG0043238

- **KISTI**

- 52h planned downtime for power intervention
    - Complete site shutdown
    - All restored, but an IPv6 routing issue caused the site to drop out of the top-level BDII used by SAM (fixed)

# Selected items from Operations (5)

- **GGUS**

- The OSG Footprints ticket system will be decommissioned
- GGUS will interface with ticket systems at BNL and FNAL
- Other US sites will use GGUS directly



# Service Incident Reports

- CERN: LHCb DB Service degraded in Feb 2017

# GGUS summary (4 weeks Mar 19 – Apr 15)

VO	User	Team	Alarm	Total
ALICE	4	2	0	6
ATLAS	12	64	0	76
CMS	152	0	0	152
LHCb	1	23	0	24
Totals	169	89	0	258

