



WLCG Service Report

4 weeks, July 17 – Aug 14

WLCG Management Board, Aug 14th, 2018

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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:
 - Sep 13 – topic(s) TBD

Operations Coordination highlights

- No Operations Coordination meeting during the period covered by this report
- No major developments

Selected items from Operations (1)

- ATLAS
 - CREAM CEs at several sites affected by bad update
 - Details on page 6
 - Stopped writing to TRIUMF tapes during the period of migration
- CMS
 - ~100k files lost at KIT due to dCache Chimera DB incident ([GGUS:136673](#))
- ALICE
 - 110 TB lost at IN2P3-CC due to RAID problem
- LHCb
 - No major issues

Selected items from Operations (2)

- **NDGF**
 - ¼ of computation power not available for a few weeks while new cluster not yet ready
- **TRIUMF**
 - Data migration to new data centre in progress
- **Networks**
 - Transfers from DESY to FNAL failing due to timeout (GGUS:135962)

Selected items from Operations (3)

- **UMD-4 update on July 11 broke SL6 CREAM CEs**
 - Tomcat could not start with the newer versions of canl-java, bouncy-castle and voms-api-java
 - This was not caught in the Staged Rollout, because CREAM itself was not updated
 - Will be handled better in the future
 - Several high-priority tickets were opened, e.g. GGUS:136074
 - CREAM developers quickly provided fixes in their own repository
 - UMD-4 was again updated on July 24
 - Still leaving some loose ends to be tied after the holidays
 - Tickets were updated with workaround recipes in the meantime

Service Incident Reports

- None

GGUS summary (4 weeks, July 16 – Aug 12)

VO	User	Team	Alarm	Total
ALICE	4	1	0	5
ATLAS	11	84	0	95
CMS	222	0	0	222
LHCb	3	24	0	27
Totals	240	109	0	349

