



WLCG Service Report

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WLCG Management Board, 12th January 2010

Introduction

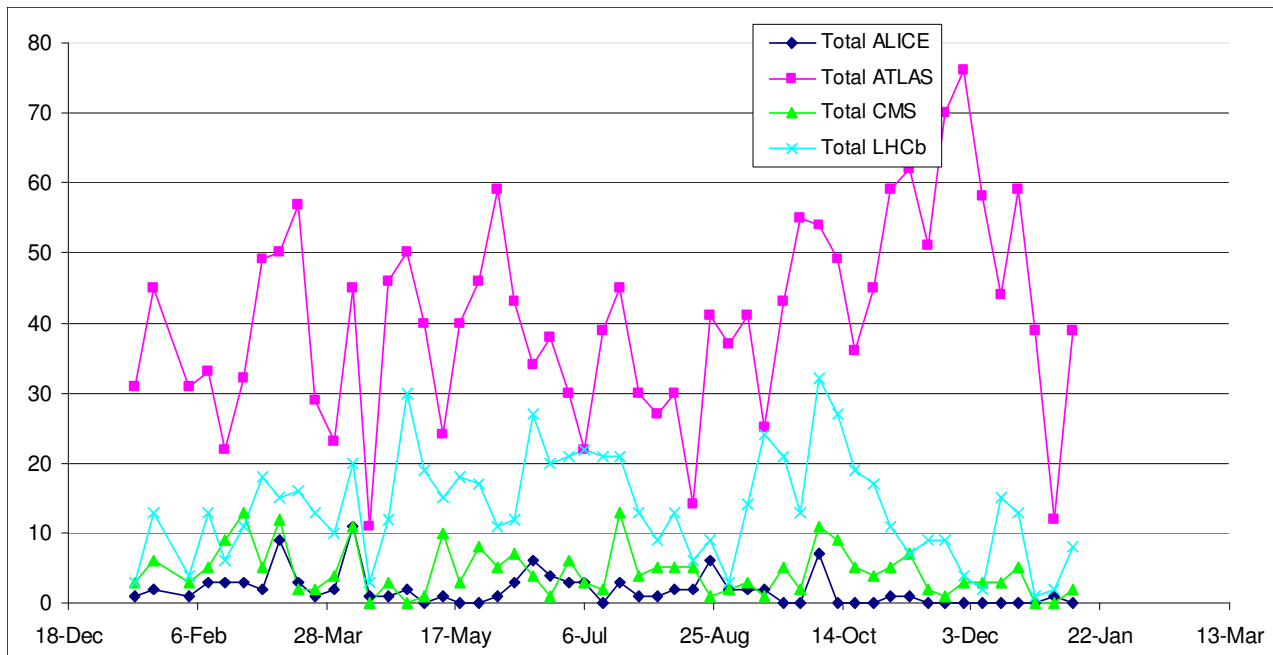
- Covers the weeks 14th December 2009 to 10th January 2010.
- Quite smooth running during end of data taking and Christmas break
- Mixture of problems
- Incidents leading to service incident reports
 - Cooling incident at PIC
 - Batch system database server overload at IN2P3

Meeting Attendance Summary (Last week only)

Site	M	T	W	T	F
CERN	Y	Y	Y	Y	Y
ASGC				Y	Y
BNL	Y	Y	Y	Y	Y
CNAF		Y		Y	Y
FNAL					
KIT	Y	Y		Y	Y
IN2P3	Y	Y	Y		Y
NDGF					
NL-T1	Y	Y	Y	Y	Y
PIC				Y	
RAL	Y	Y	Y	Y	Y
TRIUMF					

GGUS summary (4 weeks)

VO	User	Team	Alarm	Total
ALICE	1	0	0	1
ATLAS	22	125	2	149
CMS	6	1	0	7
LHCb	3	20	1	24
Totals	32	146	3	181



Alarm tickets

- There was two alarm tickets submitted by Atlas
 - Test CERN-PROD on 14th and 15th December
- There was one alarm ticket submitted by LHCb
 - Test FZK on 15th December

Cooling problem at PIC

- Failure in cooling system in the morning of 19th December (cause not known)
- Ordered fast shutdown of critical services: 3D, CE, SE
- Cooling problem fixed around 11:00
- Systems fully restarted at 15:00 (LFC replication via Streams excepted)
- Procedures being improved and automatized

Batch system DB server overload at IN2P3

- Local batch management system (bqs) failure due to database server overload in the afternoon of 4th January
- Problem due to a user requesting historical information for December (2 millions entries)
- User cancelled his request and resubmitted it with wrong parameters (24 millions entries), cancelled again ...
- No job submission nor job status queries were possible
- MySQL restarted
- No other fix as BQS will probably be replaced

Miscellaneous Reports (1)

- LHC produced collisions at 2.36 Tev (world record)
- ATLAS collected 150TB of data with beam on, a significant fraction will be reprocessed
- ALICE decided to blacklist sites not running SL5
- IN2P3 added 60 GB of disk for CMS to store software releases
- BIGID problem for CASTOR at RAL
- FS probe problem at RAL on one of the LHCb disk servers
- Transfer timeouts between PIC and SARA as well as between Weizmann T2 and SARA due to large MTU values used
- Job submission failures for CREAM-CE at IN2P3

Miscellaneous Reports (2)

- LAN upgrade and 700 TB added at BNL (transparent upgrade without stopping the service)
- CNAF plans to move LHCb data from CASTOR to GPFS and TSM as already done for CMS
- FTS problem at CERN for ATLAS and CMS: “could not load client credentials”: is it FTS 2.2 specific or is it a deployment issue?
- CERN network instabilities on Friday 8th January (problems in the core routers)

Summary/Conclusions

- Smooth operation at most of the sites apart from a few problems with
 - CREAM-CEs
 - FTS
 - Databases