



# WLCG Service Report

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**WLCG Management Board, 25<sup>th</sup> May 2010**

# WLCG Operations Report – Summary

KPI	Status	Comment
GGUS tickets	<b>1 "real" alarm</b> , 4 test alarms; normal # team and user tickets.	<b>Drill-down on real alarms; comment on tests.</b>
Site Usability	<b>Minor issues</b>	<b>Drill-down (hidden)</b>
SIRs & Change assessments	Four incident reports	Drill-down summary.

VO	User	Team	Alarm	Total
ALICE	6	1	1	8
ATLAS	21	67	1	89
CMS	2	3	1	6
LHCb	0	25	2	27
Totals	29	96	5	130



# Analysis of the availability plots

## COMMON FOR THE ALL EXPERIMENTS

**0.1 SARA:** SRM down (gSOAP error message). Submitted ALARM ticket (day time) on Saturday at noon preventing all activities going through. This was an CA issue. Restarting the SRM solved it

**0.2 SARA:** Scheduled downtime: dCache headnodes will migrate to new hardware; services will be rebooted with new kernels; bdi will be migrated to new hardware; Tape drives – new firmware

## ATLAS

nothing remarkable to report

## ALICE

**2.1 CERN PROD:** no issues. need to change the priority for displaying tests results

## CMS

**3.1 KIT:** SRM SAM test timeouts. Occasional instability in CE tests (Maradona) and SRM tests (timeouts). In progress

**3.2 ASGC:** transient SRM tests failures (timeouts)

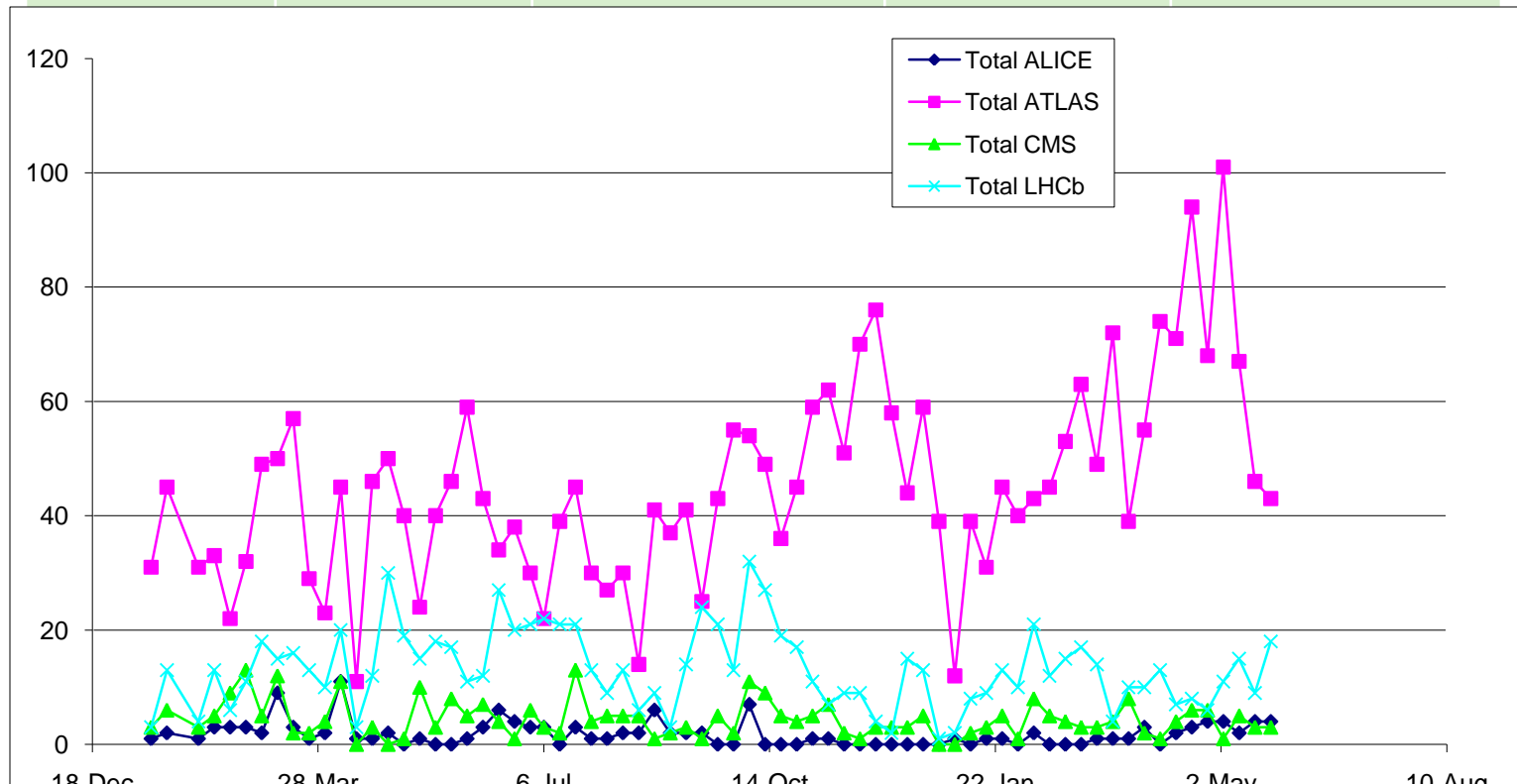
## LHCb

**4.1 RAL:** all transfers started to timeout and turning into a fairly important degradation of the service. Problem found to be due to a faulty diskserver removed on Saturday dropping the amount of available space. New disk server now added

**4.2 IN2P3, CNAF:** temporary SRM tests failures. production activity was not affected

## GGUS summary (2 weeks)

VO	User	Team	Alarm	Total
ALICE	6	1	1	8
ATLAS	21	67	1	89
CMS	2	3	1	6
LHCb	0	25	2	27
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# Alarm tickets

- There were test ALARM tickets with the Tier0 and all Tier1s as per monthly action from the GGUS Rel. which was on May 19<sup>th</sup> this time. Results were smooth ***with the exception of the Italian Tier1 email notification which was temporarily broken.*** All analysis in <https://savannah.cern.ch/support/?113958>
- The SIR by KIT for the 2010/05/12 .de DNS incident is still pending. Details in <https://savannah.cern.ch/support/?114518>
- Drills of real ALARMS (only one by LHCb this time) since last MB follow.

# LHCB ALARM->SARA

What time	What happened
2010/05/15 12:50	GGUS ALARM ticket opened, automatic email notification to grid.support@sara.nl AND automatic assignment to ROC_North
2010/05/15 13:08	Site acknowledges and starts work on the problem.
2010/05/17 06:36	Still debugging for 2 hrs. Pb traced down to a CA/CRL refresh.
2010/05/17 09:17	Site puts ticket 'solved'. Submitter 'verifies' 4 hrs later.

- [https://gus.fzk.de/ws/ticket\\_info.php?ticket=58244](https://gus.fzk.de/ws/ticket_info.php?ticket=58244)

# SIRs Requested

- RAL 15 May: disk server outage (LHCb)
- GGUS unavailability 12 May: due to DE domain server
- Network issue in Frankfurt area
- Data loss in CASTOR at CERN
  - Due to a mis-configuration (recycle tape pool used in production)
  - ATLAS and CMS data could be recovered either for T1s or from tape as not already overwritten
  - ALICE data had not yet been replicated to other sites and some of the tapes had already been overwritten. Attempt to recover data past EOI.



# SIRs Received

- RAL 15 May: disk server outage

[https://www.gridpp.ac.uk/wiki/RAL\\_Tier1\\_Incident\\_20100515\\_Disk\\_Server\\_Outage](https://www.gridpp.ac.uk/wiki/RAL_Tier1_Incident_20100515_Disk_Server_Outage)

- GGUS unavailability 12 May: due to DE domain server  
<http://www.denic.de/en/denic-in-dialogue/news/2733.html?cHash=e4d02e85ca>

# Other Service Issues (1 of 2)

- FTS bugs escalated by ATLAS on 4 May:
  - Long standing bug of FTS erroneously deleting source files after failed transfers and now many transfers becoming stuck and needing manual clearance was escalated by ATLAS to the daily meeting as seriously disrupting their data processing. A case-sensitivity bug in checksumming was also reported. Follow-up between ES and GT revealed fixes for all three were available and GT group quickly froze a new release and entered it into accelerated certification. FTS 2.2.4 is being tested at CERN and at Triumpf. No problem has been reported.
- Migration of CMS files very slow at CERN and ASGC.
- Several problems with CAF machines used by ALICE
- Several problems with read-only instance of LFC used by LHCb:
  - IPV6 support is incompatible with DNS load balancing as implemented at CERN.

# Other Service Issues (2 of 2)

- FZK: CREAM-CE extremely slow for ALICE
- BNL: network problem (routing loop)
- PIC: SRM problems
- NLT1: full table space for FTS DB: manually increased and now automatic
- FZK-NDGF transfer problems
- PIC: poor SE performance because in some cases a single pool is used (dCache cost calculation problem)
- IN2P3: shared area issue (AFS cache management problem?)

# Summary

- **4 SIRs expected for this period**
- **2 SIRs received for this period eventhough one is not yet in the right format – two more are in the pipeline (CASTOR at CERN and german network problems).**
- **Many real problems at many sites needing serious effort to resolve but the effort was there, timely (within limits) and successful.**