



# WLCG Service Report

4 weeks, Feb 18, 2020 – Mar 17, 2020

WLCG Management Board, 17 March 2020

Katarzyna Dziejniewicz-Wojcik  
CERN

v1.3

# Operations Coordination meetings

- These meetings normally are held **once** per month
  - Usually on the first Thursday
- Each meeting has a **standard agenda** plus usually 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 on 2<sup>nd</sup> of April
  - TBD

# Operations Coordination highlights (1)

- CERN Ceph issue post-mortem
  - Ceph 9 hour long downtime affected many services
    - Including: Batch, CVMFS, HammerCloud and WLCG monitoring
  - Root cause was a bug in LZ4 compression library
    - Compression has been disabled for now
  - Ceph availability zones are being discussed to limit impact of future incidents
- Migration from CREAM
  - CREAM supports stops at the end of 2020
  - Today around 90 WLCG sites have CREAM CEs
  - GGUS tickets were opened for those sites
    - Pointing to various alternative technologies

# Operations Coordination highlights (2)

- Accounting TF update
  - WAU functionality has been extended
  - Site admins are asked to validate their monthly data
- REBUS to become **read-only** in April and to be retired in summer
- dCache and DPM upgrades are progressing steadily
- Network throughput WG update
  - New dashboards were created to provide high level overviews of important metrics

# Selected items from Operations (1)

- **ATLAS**
  - Continued reprocessing in data/tape carousel mode
  - Quick recovery from Ceph incident
  
- **CMS**
  - Global run with first phase-two detector configuration in February
  - Ceph outage required manual intervention to recover
  - Issues with IPv6 connectivity to web services

# Selected items from Operations (2)

- CERN
  - Many IT department and experiment services suffered fallout from major Ceph incident on Feb 20
  - Network intervention affecting all Oracle DBs and most DB-on-Demand instances took place on March 11
    - Many grid and other services were affected
- Effect of COVID-19 measures on WLCG operations
  - Many sites might be able to run their services remotely
  - Some site sites will switch to best effort support
  - Some sites might need to shut down parts of their infrastructure
  - Major interventions could be delayed

# Service Incident Reports

- SIR on CERN Prod outage completed

# GGUS summary (4 weeks, 17 Feb – 15 Mar)

VO	User	Team	Alarm	Total
ALICE	5	2	0	7
ATLAS	14	103	0	117
CMS	80	0	0	80
LHCb	3	28	0	31
Totals	102	133	0	235

