



WLCG Service Report

3 weeks, May 26 – Jun 15

WLCG Management Board, Jun 16th, 2020

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CERN

v1.2

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 July **2th**
 - **TBD**

Operations Coordination highlights (1)

- CERN ORACLE outage follow up
 - See slide 7
- WLCG Critical Services review followup
 - Tentative agreement on various simplifications
 - Some points to be discussed still
- SAM questionnaire
 - Draft reports from new **WLCG SiteMon** service sent for analysis and followup by experiment representatives
 - Subsequent drafts will also be sent to site managers

Operations Coordination highlights (2)

- Accounting
 - Starting with May, official reports are generated by CRIC
 - The EGI accounting *report generation* has been disabled
 - Accounting validation GUI has been improved after feedback from sites

- Information systems
 - The REBUS home page now redirects to CRIC
 - REBUS still serves the site tier tags to the EGI accounting portal until the latter has been changed to use CRIC instead

Selected items from Operations (1)

- ATLAS
 - Heavily affected by the CERN DB outage
- CMS
 - CERN DB outage had major impact on PhEDEx and CRAB
- LHCb
 - DIRAC automatically recovered from CERN DB outage
- ALICE
 - No major issues

Selected items from Operations (2)

■ Databases

- Experiments and IT services affected by the database outage at different levels, see slide 7

■ Storage

- EOSATLAS: Enable support for HTTP third party copy with tokens
- CASTOR ATLAS migration to CTA ([OTG0057014](#))

■ Monitoring

- *IT service* logs will be removed after 13 months following IT Data Protection policy
 - SAM test logs not affected

Database outage summary

- Affected DB-on-Demand instances and ORACLE databases
- Incident duration
 - Mainly 27 May 11:00 – 28 May 16:30
 - ATLAS T1 replication back on 02 June 12:30
- Bug can be triggered during storage failover
 - Still “at risk” situation
 - Cause of the incident not fully understood
- Several improvements are being pursued

Service Incident Reports

- CERN DB outages, May 27 – June 2

GGUS summary (3 weeks, May 25 – Jun 15)

VO	User	Team	Alarm	Total
ALICE	1	1	0	2
ATLAS	4	39	0	43
CMS	60	0	0	60
LHCb	2	16	0	18
Totals	67	56	0	123

