



# WLCG Service Report

7 weeks, July 27 – September 14

WLCG Management Board, 14 Sep 2021

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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 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 Oct **14**
  - Topics TBD

# Operations Coordination highlights (1)

- October tape challenge presentation and discussion
- ATLAS Rucio firewall incident analysis and followups
- Support workflows for critical WLCG services update
  - A new Twiki page, replicated as a SNow KB article, provides detailed instructions per service on how to open a GGUS or SNow ticket.
  - SNow tickets in question and CMS tickets now bypass the IT helpdesk.
- Xrootd monitoring
  - Several meetings were held between parties concerned
  - Plans agreed between OSG developers and CERN-IT MONIT team
  - Aiming for readiness by the start of Run 3

# Operations Coordination highlights (2)

- Steady progress in the Authorization WG
  - Investigations of where *Vault* and *Mytoken* can be auxiliary technologies for token management
  - Agreement on token exchange workflows for FTS and Rucio
  - Meetings have technical presentations and detailed minutes
- A campaign has been launched for sites to support the new IAM service VOMS endpoints
  - They will be used in the transition phase toward WLCG tokens
  - The legacy VOMS service for an experiment will be decommissioned when it has migrated to IAM for VO management

# Selected items from Operations (1)

- ATLAS
  - A further CERN FTS DB issue during a weekend was quickly discovered and cured ([OTG:0065808](#))
    - MySQL upgrade from 5.x to 8.y should help ([OTG0065688](#))
    - A SIR is expected by the October Ops Coordination meeting
  - Rucio firewall incident Aug 20 (**alarm** [GGUS:153548](#))
    - See SIR page in this presentation
    - Followed up by Ops Coordination
  - Operations affected by **CERN IT incidents** (see page 7)
  - Transfers to PIC suffer timeouts due to network contention ([GGUS:153446](#))
    - Network improvements are expected as of Dec

# Selected items from Operations (2)

- CMS
  - Very successful five weeks of cosmic run in Jul-Aug allowed many Run-3 workflows and processes to be tested
  - HTTP / WebDAV commissioning: 44 in production, 8 in progress
  - Operational issues with new data management still being ironed out
  - Operations affected by **CERN IT incidents** (see page 7)
  - Slow local/remote data access investigation continues at RAL
- ALICE
  - High activity, no major issues
- LHCb
  - RAL: significant issues with transfers Aug 18 (**alarm** [GGUS:153532](#))
    - FTS-related errors were quickly resolved
    - Local job failures were finally found to be due to interference from the default grid environment on the worker nodes – proper fix being looked into

# Selected items from Operations (3)

- CERN
  - Aug 26: unexpected partial **power cut** during annual cooling test ([OTG0065757](#))
    - Ops Coordination will also announce power tests that should be transparent
  - Sep 1-2: **XLDAP / e-groups incident** affected many services ([OTG0065884](#))
- RAL
  - Scheduled downtime Fri Aug 13 afternoon – Mon Aug 16 afternoon because of core network maintenance
    - Echo, LHCOPN and links to Tier-1 sites remained available
    - GOCDB served read-only from its backup location at Hartree Centre
- Security
  - Several high / critical-risk Linux **kernel vulnerabilities**
  - Sites had to reboot their worker nodes and shared UI services

# Service Incident Reports

- ATLAS Rucio firewall incident, August 20
  - ATLAS distributed computing activities down for 6h
  - Followed up by Ops Coordination
  - Several improvements being further looked into



# GGUS summary (7 weeks, July 26 – September 12)

VO	User	Team	Alarm	Total
ALICE	5	0	0	5
ATLAS	14	85	1	100
CMS	178	0	0	178
LHCb	2	36	1	39
Totals	199	121	2	322

