

Report di Handover

Handover : 2012-05-28

Ticket open:

- INFN-PISA 13404 (GGUS 82564): batch system problems; now they should be solved by some alarms still exists. Check it.
- INFN-BOLOGNA 13406 (GGUS 82569): job submission failure

Keep a look to:

- INFN-BARI tkt 13398: it seems that the site collects accounting data for only

local jobs, without the information about the VO. Without info about VO data are not sent to APEL central repository.

- INFN-CATANIA tkt 13392: they are reconfiguring the HLR in order to recreate

the DB, since it was corrupted

- INFN-CNAF: sometimes an error appears on Nagios for wms012.cnaf.infn.it

<https://mon-it.cnaf.infn.it/nagios/cgi-bin/status.cgi?host=wms012.cnaf.infn.it> . The service administrator (Cristofori) knows the problem and there is a GGUS ticket (82294) already opened.

Handover : 2012-05-21

Ticket open:

- INFN-ROMA2 13374 (GGUS 82355): sitebdii problems
- INFN-PADOVA 13375 (GGUS 82357): SE problems
- INFN-CAGLIARI 13373 (GGUS 82354: maybe a black out or a network problems
- AREA-BO 13376 (GGUS 82359): SE problems
- HEPHY-UIBK 13378 (GGUS 82361): SE problems
- GRISU-COMETA-INFN-CT 13377(GGUS 82360): full disc partition on WMS
- INFN-NAPOLI-ATLAS 13382 (GGUS 82364): SE problems

Ticket closed:

- INFN-ROMA2 13374 (GGUS 82355): temporary failure
- INFN-PADOVA 13375 (GGUS 82357): wrong installation of new server certificates
- HEPHY-UIBK 13378 (GGUS 82361): dpm daemons stopped

Keep a look to:

- INFN-NAPOLI-ARGO: 13354 GGUS 82175. This ticket expires on tomorrow. No

response from site admins: candidate to the next step excalation

Ticket on accounting:

- grisu-cometa-infn-ct 13380: missing accounting data since 10 days

- gilda-infn-catania 13379: missing accounting data since 11 days

Handover : 2012-05-14

Tickets opened:

- (GGUS 82172) ISMB: BDII daemon is down or not responding.
- (GGUS 82175) INFN-NAPOLI-ARGO: SRM service is down or not responding.
- (GGUS 82177) UNIPERUGIA: No free CPUs are available for testing and job

submission hangs.

- (GGUS 82018) INFN-ROMA2: SRM Internal Error. SToRM developers are in the

loop.

- (GGUS 82182) GRISU-COMETA-UNICT-DIIT: BDII daemon not responding.

Tickets closed:

- (GGUS 82141) INFN-BOLOGNA: CA expired. The CA have been updated.
- (GGUS 82173) INFN-BOLOGNA: BE is down or not responding. The service has

been restarted.

- (GGUS 82174) INFN-BOLOGNA-T3: BDII daemon down or not responding. The

service has been restarted.

- (GGUS 82176) UNINA-EGEE: BLAH error. The problem was temporary and due to

electric power grid.

Handover : 2012-05-07

- Hephy-Vienna(#81067): hephygr.oeaw.ac.at still in downtime
- INFN-BOLOGNA(#81875): new ticket, no news from site yet
- UNI-PERUGIA(#81902): ops jobs failed due to proxy expiration, site managers

solved purging the queue; the alarm is OK, please verify after some test cycles and then close in case.

Mesi Passati

2012-04 2012-03 2012-02 2012-01

-- AlessandroPaolini - 2012-05-28

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