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biomed (shiffters)

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## Biomed-Shifts:mom-shift-2013-11-11

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## Biomed shift takeover phone conference

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**Date:** November 11th 2013, 10h00

### Attendees:

- Franck Michel (CNRS I3S)
- Doan Trung Tung (IFI)

**Next conference:** November 18th 2013, 10h.

## General information

[\[Éditer\]](#)

Now only the Nagios box on host grid04.lal.in2P3.fr must be used. This week, a VO feed has been set to refresh from a top BDII the list of resources monitored every 24 hours.

Consequence: we should no longer (at last!) has resources monitored although they were decommissioned.

### Remind about best practices:

- in tickets submitted: add the full log of the manual test, not only the result, add the link to the result of the faulty Nagios probe, not only the the root URL of Nagios.
- don't forget to set the appropriate priority when submitting a ticket (top by default, which only applies for critical errors of VOMS or LFC typically),
- CC the biomed issues follow up list.
- Shifters can add comments at the bottom of a host or probe page of Nagios. It can be used to leave info for the next shift, for instance saying "this SE has already been decommissioned, ignore it".
- Nagios comments should be added to machines that have not to be monitored (not in production or suspended)
- If a queue is drained and a downtime is published for the site, no ticket should be open.
- Follow up on existing tickets before submitting new tickets
- Verify solved tickets.
- Do not leave the default criticality "top priority", but set the appropriate one. Usually, "urgent" is sufficient.
- In a ticket, copy the full link to the specific Nagios detaild alarm, not only the link to Nagios main page nor the page of all critical alarms.
- Do not submit tickets for CEs with case timeout, max number of jobs in queue, etc

(see complete list of the wiki).

- Copy [biomed-issues-followup@googlegroups.com](mailto:biomed-issues-followup@googlegroups.com) of any ticket

## Takeover report

[\[Éditer\]](#)

### SEs

[\[Éditer\]](#)

- [se.polgrid.pl](#) : alarm for 20 min, too short, ignored
- new ticket for [grid-se.ii.edu.mk](#)
- [se04.esc.qmul.ac.uk](#) : ticket already existing
- [se01.dur.scotgrid.ac.uk](#) : manual test successful so I did not submit a ticket.

### CEs

[\[Éditer\]](#)

Franck took all CE alarms in the order of oldest to youngest alarms. I considered only alarms older than 1h.

- Many new tickets for issue 444444. Several already fixed and closed.
- New tickets for : [fal-pygrid-44.lancs.ac.uk](#), [svr011.gla.scotgrid.ac.uk](#)

No tickets were submitted for the following ones:

- [marcream02.in2p3.fr](#), [cream.grid.cyf-kr.edu.pl](#), [lpsc-ce.in2p3.fr](#), [lpsc-ce2.in2p3.fr](#), [cream-ce02.cat.cbpf.br](#), [fornax-ce.itwm.fhg.de](#), [cale.uniandes.edu.co](#) : Maximum number of jobs already in queue.
- [gridce.ilc.cnr.it](#) : in draining status.
- [ce-02.roma3.infn.it](#), [node01-04.grid.renam.md](#), [lpsc-cream-ce.in2p3.fr](#), [node74.datagrid.cea.fr](#) : connection time out
- [sampace.if.usp.br](#) : status closed
- many alarms ignored for probe [org.sam.WN-SoftVer-biomed](#)
- - [dc2-grid-70.brunel.ac.uk](#) : "cannot accept jobs at the moment".

Issues Franck did not have time to investigate:

- [ngiescream.i3m.upv.es](#) : [LFC][lfc\_startsess][lfc-biomed.in2p3.fr: Connection reset by peer => transient LFC issue ?
- [lpsc-cream-ce.in2p3.fr](#) : File was NOT copied to SE [lpsc-se-dpm-server.in2p3.fr](#).
- [cream-ce-2.ba.infn.it](#) : file not copied on [storm-se-01.ba.infn.it](#). Already happened last week and solved spontaneously. SE currently ok => to be monitored.
- [svr009.gla.scotgrid.ac.uk](#), [svr014.gla.scotgrid.ac.uk](#), [svr026.gla.scotgrid.ac.uk](#) : file not copied on SE [svr018.gla.scotgrid.ac.uk](#). SE currently ok => to be monitored.

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