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biomed (shifters)

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## Biomed-Shifts:mom-shift-2013-05-06

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## Biomed shift takeover phone conference [\[Éditer\]](#)

**Date:** May 6th 2013, 14h30.

### Attendees:

- Patrick Guterl (CNRS IPHC)
- Jerome Pansanel (CNRS IPHC)

## General information [\[Éditer\]](#)

- Installation of the new Nagios Box is completed and available at [this address](#). The links on the wiki have been updated.

### 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".

## Takeover report [\[Éditer\]](#)

The report has been sent by Doan Trung Tung:

## Ticket follow-up [\[Éditer\]](#)

- [https://ggus.eu/ws/ticket\\_info.php?ticket=93138](https://ggus.eu/ws/ticket_info.php?ticket=93138): CE is working now ==> solved
- [https://ggus.eu/ws/ticket\\_info.php?ticket=93260](https://ggus.eu/ws/ticket_info.php?ticket=93260): verified
- [https://ggus.eu/ws/ticket\\_info.php?ticket=93412](https://ggus.eu/ws/ticket_info.php?ticket=93412): still has not reponed
- [https://ggus.eu/ws/ticket\\_info.php?ticket=93419](https://ggus.eu/ws/ticket_info.php?ticket=93419): It's a mistake, the ticket was verified
- [https://ggus.eu/ws/ticket\\_info.php?ticket=93539](https://ggus.eu/ws/ticket_info.php?ticket=93539): still nothing change
- [https://ggus.eu/ws/ticket\\_info.php?ticket=93561](https://ggus.eu/ws/ticket_info.php?ticket=93561): it's the decision of WMS based

on requirements, not by user

## New tickets

[\[Éditer\]](#)

- [https://ggus.eu/ws/ticket\\_info.php?ticket=93837](https://ggus.eu/ws/ticket_info.php?ticket=93837) : CE cannot submit jobs
- [https://ggus.eu/ws/ticket\\_info.php?ticket=93838](https://ggus.eu/ws/ticket_info.php?ticket=93838) : CE cannot submit jobs
- [https://ggus.eu/ws/ticket\\_info.php?ticket=93839](https://ggus.eu/ws/ticket_info.php?ticket=93839) : SE cannot store files

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