Report User Support

Nov-Dec 2019
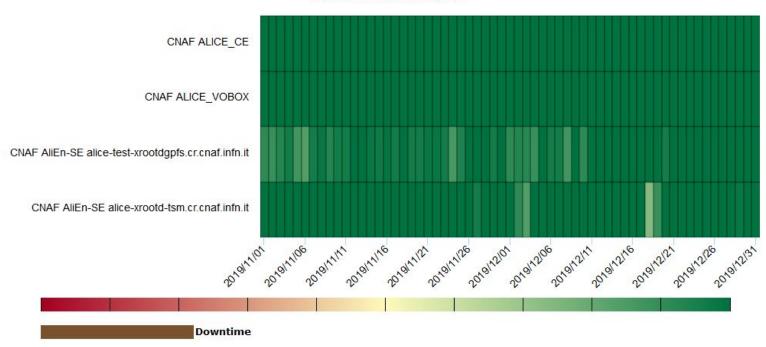
CdG - 17/01/2020

LHC Experiments

ALICE

Service Availability using ALICE_CRITICAL

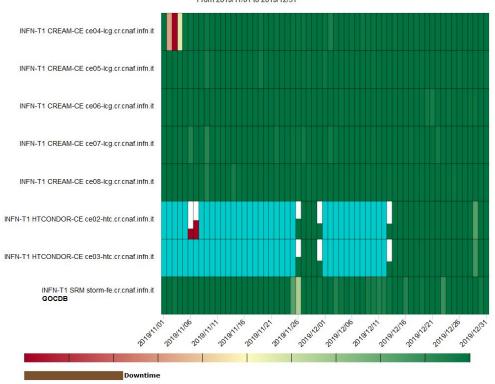### From 2019/11/01 to 2019/12/31

ATLAS

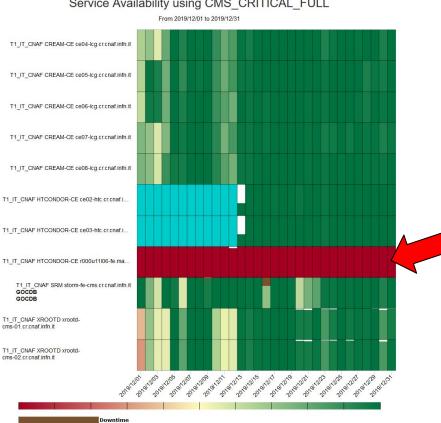Service Availability using ATLAS_CRITICAL

From 2019/11/01 to 2019/12/31

CMS

Service Availability using CMS_CRITICAL_FULL

From 2019/12/01 to 2019/12/31

T1_IT_CNAF CREAM-CE ce04-lcg.cr.cnaf.infn.it

T1_IT_CNAF CREAM-CE ce05-lcg.cr.cnaf.infn.it

T1_IT_CNAF CREAM-CE ce06-lcg.cr.cnaf.infn.it

T1_IT_CNAF CREAM-CE ce07-lcg.cr.cnaf.infn.it

T1_IT_CNAF CREAM-CE ce08-lcg.cr.cnaf.infn.it

T1_IT_CNAF HTCONDOR-CE ce02-htc.cr.cnaf.i...

T1_IT_CNAF HTCONDOR-CE ce03-htc.cr.cnaf.i...

T1_IT_CNAF HTCONDOR-CE r000u11l06-fe.ma...

T1_IT_CNAF SRM storm-fe-cms.cr.cnaf.infn.it
GOCDB
GOCDB

T1_IT_CNAF XROOTD xrootd-cms-01.cr.cnaf.infn.it

T1_IT_CNAF XROOTD xrootd-cms-02.cr.cnaf.infn.it

2019/12/01 2019/12/03 2019/12/05 2019/12/07 2019/12/09 2019/12/11 2019/12/13 2019/12/16 2019/12/17 2019/12/19 2019/12/21 2019/12/23 2019/12/25 2019/12/27 2019/12/29 2019/12/31

Downtime

Not in production!

CMS

New Site Readiness and associated metrics:

https://test-cmssst.web.cern.ch/sitereadiness/report.html

Site Status Summary:

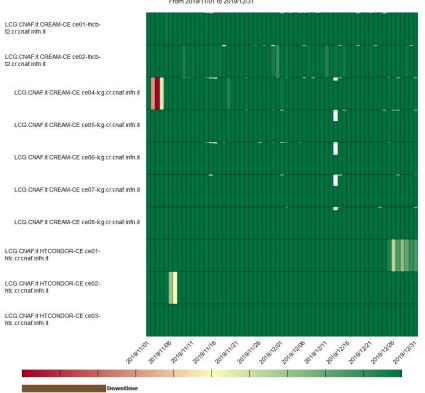https://test-cmssst.web.cern.ch/siteStatus/summary.html

Added a new readiness metric: now to evaluate the efficiency of a site, the response time of SAM tests is also important, with evaluation done every 15 minutes, whereas before it was on a daily basis.

For this reason it would be important that sam tests have priority of execution over other jobs, so that the response time is as short as possible.

LHCB

Service Availability using LHCb_CRITICAL

From 2019/11/01 to 2019/12/31

Open Tickets

Ticket-ID	VO	Description
143715	Belle	Downloading from storm-fe-archive.cr.cnaf.infn.it is slow from client tool
144807	ATLAS	INFN-T1: jobs get killed

NO-LHC Experiments Reports and Open Actions

HTCondor Migration

Wiki interna: https://wiki.cnaf.infn.it/wiki/index.php/Migrazione_HTCondor

Wiki per Utenti: https://wiki.infn.it/progetti/htcondor-tf/home

AMS: ok to exclusive switch to HTCondor: LSF queues can be closed immediately. Waiting for an increase of wns.

CUPID: 500 jobslot overpledge required, proposed to provide it on HTCondor, it's ok for the experiment

BELLE2: provided HTCondor endpoint to register it in DIRAC, they are starting preliminary tests - problems with singularity under evaluation

LHC exps: all 4 LHC experiments are already enabled, but the lsf queues are not turned off due to lack of resources. At the moment we proceed with a double batch system

CSN-II

AMS:
- Request for remote desktop of ams-ui (tools which could be used are: x2go, NoMachine, …)

CTA:
- Need to transfer LSST data from PIC to CNAF

    - FTS + SRM/GridFTP to write

    - http access to read

        - the problem is authentication. We proposed voms proxy or IAM+token. The collaboration prefers http attached to a Heidelberg LDAP. IAM cannot be attached to LDAP

        - Proposal: Install an IdP in front of the Heidelberg LDAP and then attach that IdP to IAM

        - Dedicated phone call on 21/01/2020

VIRGO:
- An additional UI virgo-lowlatency has been provided. Currently on tenant user-support <at> tier1. This machine is configured with puppet/foreman in environment Storage.

- Started using HPC cluster for certain applications
  - Support provided

TRISTAN:
- disk overpledge assigned doubled the disk quota (now 20TB - pledge 10TB).

ICARUS:
- started the transfer of RAW data from FNAL to CNAF

CUORE:
- created the new "cuore_au" queue. Provided all the pledge of CUORE to the "cuore" queue and an overpledge of approximately about 20% to "cuore_au". If "cuore_au" is empty, this overpledge can be used by the other VOs but not by cuore

- CNAF and BARI will try to organize a systematic backup of group 2 data when resources in Bari are available for this operation.

NU@FNAL:
- Use of CNAF for MC simulations:
  - disk: O(TB)
  - job slots: O(50)

BELLE2:

- In 2021 Belle2 will distributed the second copy of RAW data to some data center including CNAF:

  - Request to create a test area in order to test copies and data stage and then test complete workflow.

  - tape disk for this purpose already in requests for 2020

  - plan meeting

CSN-III

ASFIN:
- data transferred from US completed
- migration from HPC to Cloud for CPU in progress.

JLAB12:
- Done first skype on 14/01, task EXPSUPP-700:
  - pledge 2020: 5000HS06, 50 TB disk, 0 tape
  - sub-exp class12: 1 PB of raw data per year and 10k constant job-slots per year for both reconstructions and simulations in total, part of the simulation moved to CNAF
  - Geant4 and software Java based in distributed container (singularity) via cvmfs
  - grid-based computation model
  - single core jobs, about 1 GB RAM per job
  - output files moved back to the JLAB
  - central submission system HTCondor based

HPC clusters

HPC-Old:
- Migration to SL7 almost complete
  - queues available for both SL6 and CO7
  - User informed
  - New users from VIRGO
  - Server with 4xV100 added to the batch system

HPC-New
- Nothing to report
- Heavily used
- Improving monitor