Table of Contents

Support status report 02-09-11

As of 2011-09-02 09:27:08.582751, there are 150 open tickets in EMI SUs, of which:
    9 assigned,
    38 in progress,
    78 on hold,
    1 reopened,
    24 waiting for reply.

The tickets in assigned include:

    0 top priority,
    0 very urgent,
    1 urgent,
    8 less urgent.

Assigned ticket detail (per priority):

urgent :
        (VOMS-Admin) "VOMS to publish number of users" https://ggus.eu/tech/ticket_show.php?ticke
        SLA check: OK (Assigned on: 2011-09-01 11:46:52. To be taken in charge before 2011-09-08

Of the 1 urgent tickets, 0 violate the SLA

less urgent :
        (StoRM) "StoRM 1.7.1-5 logs dont' rotate correctly" https://ggus.eu/tech/ticket_show.php?
        SLA check: OK (Assigned on: 2011-09-01 10:14:06. To be taken in charge before 2011-09-22

        (gLite Security) "Default LCAS/LCMAPS globus callout log levels are too high" https://ggu
cket=73912
        SLA check: OK (Assigned on: 2011-09-01 10:46:11. To be taken in charge before 2011-09-22

        (MPI) "config_mpi_ce and MPI_SHARED_HOME" https://ggus.eu/tech/ticket_show.php?ticket=738
        SLA check: OK (Assigned on: 2011-09-01 10:58:10. To be taken in charge before 2011-09-22

        (Information System Development) "bdii memory leak?" https://ggus.eu/tech/ticket_show.php
        SLA check: OK (Assigned on: 2011-09-01 14:24:12. To be taken in charge before 2011-09-22

        (Information System Development) "emi-bdii-top-1.0.0-1.sl5.x86_64" https://ggus.eu/tech/t
        SLA check: OK (Assigned on: 2011-08-26 17:17:45. To be taken in charge before 2011-09-16

        (VOMS-Admin) "EMI-VOMS Web Interface" https://ggus.eu/tech/ticket_show.php?ticket=73807
        SLA check: OK (Assigned on: 2011-09-01 13:51:28. To be taken in charge before 2011-09-22

        (VOMS) "VOMS to publish number of users in the information system" https://ggus.eu/tech/t
        SLA check: OK (Assigned on: 2011-09-01 11:47:36. To be taken in charge before 2011-09-22

        (Proxyrenewal) "MyProxy log errors" https://ggus.eu/tech/ticket_show.php?ticket=73175
        SLA check: OK (Assigned on: 2011-08-31 14:45:24. To be taken in charge before 2011-09-21

Of the 8 less urgent tickets, 0 violate the SLA

Tickets to be discussed:

- https://ggus.eu/tech/ticket_show.php?ticket=46627, responsible unit gLite Security, ticket is "on hold" but there is no related middleware bug tracker ticket given.
- https://ggus.eu/tech/ticket_show.php?ticket=50768, responsible uint LFC Development, ticket is "waiting for reply" since 2011-03-14. What is the real status of this ticket? Has it been fixed with the EMI-1 update release in June as promised in the ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=53037, responsible unit gLite WMS, ticket is "on hold" since 2010-12-01. There hasn't been any activity on the related savannah ticket but the savannah ticket referenced in that related savannah ticket is closed now. What is the status of this ggus ticket?

- https://ggus.eu/tech/ticket_show.php?ticket=58110 ⧉, responsible unit gLite Security, ticket is "reopened" since 2011-04-12, the public comment in April 2011 says "The fix is also part of the EMI 1 RCs." What is the status of this ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=61507 ⧉, responsible unit DPM Development, ticket is "in progress" but there hasn't been any activity since 2011-05-09, where a fix was announced "Should be ok in 1.8.1 (next release)". What is the status of this ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=63000 ⧉, responsible unit DPM Development, ticket is "in progress" but there hasn't been any activity since 2011-05-09, where a fix was announced "Fixed in 1.8.1 (next release)". What is the status of this ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=63396 ⧉, responsible unit DPM Development, ticket is "waiting for reply" but there hasn't been any activity since 2011-03-24, the user's problem seems to be fixed but why is unclear. What is the status of this ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=68132 ⧉, responsible unit DPM Development, ticket is "in progress" but there hasn't been any activity since 2011-05-09 , where a fix was announced "Fixed in 1.8.1". What is the status of this ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=64397 ⧉, responsible unit gLite WMS, ticket is "on hold" but no one is working on it, there hasn't been any activity on it and tis related savannah ticket since 2010-11-29 . What is the status of this ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=66328 ⧉, responsible unit is VOMS Admin, ticket is "on hold" but there is no activity since 2011-02-07. What is the status of the ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=66603 ⧉, responsible unit is CREAM-BLAH, ticket is "on hold". Related issue ticket says "should be finished on 2020-05-03 02:00". Is that a serious estimation?
- https://ggus.eu/tech/ticket_show.php?ticket=67653 ⧉, responsible unit is gLite Security, ticket is "waiting for reply" since 2011-04-11, in the meantime it seems the problem has been fixed from the user's view. What is the status of this ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=69050 ⧉, responsible unit is StoRM, ticket is "in progress" since three months and nothing is happening - the GGUS FAQ for StoRM is to be checked for correctness, which cannot take that long!

-- MathildeRomberg - 02-Sep-2011

This topic: EMI > SupportStatusReport020911
Topic revision: r4 - 2011-09-04 - DoinaCristinaAiftimiei