

Table of Contents

Support status report 6-7-2012.....	1
-------------------------------------	---

Support status report 6-7-2012

As of 2012-07-06 00:00:50.485788, there are 185 open tickets in EMI SUs, of which:

```
0 assigned,  
67 in progress,  
108 on hold,  
3 reopened,  
7 waiting for reply.
```

The tickets in assigned include:

```
0 top priority,  
0 very urgent,  
0 urgent,  
0 less urgent.
```

Assigned ticket detail (per priority):

none

Tickets to be discussed:

- https://ggus.eu/tech/ticket_show.php?ticket=81864, gLite WMS, very urgent, on hold, the ETA field has to be filled in - when will the fix be released? Also, the related savannah ticket has severity medium (4), which seems to be inconsistent with "very urgent"
- https://ggus.eu/tech/ticket_show.php?ticket=81404, Information System Development, very urgent, on hold, the ETA field has to be filled in - when will the fix be released?
- https://ggus.eu/tech/ticket_show.php?ticket=82019, StoRM, very urgent, on hold, the ETA field has to be filled in - when will the fix be released?
- https://ggus.eu/tech/ticket_show.php?ticket=81995, Proxyrenewal, very urgent, on hold, the ETA field has to be filled in - when will the fix be released?
- https://ggus.eu/tech/ticket_show.php?ticket=79932, gLite WMS, very urgent, on hold, ETA has expired 7 weeks ago
- https://ggus.eu/tech/ticket_show.php?ticket=80441, gLite WMS, very urgent, on hold, ETA has expired 8 weeks ago
- https://ggus.eu/ws/ticket_info.php?ticket=78607, gLite SGE Utils, very urgent, on hold, no activity since four months!
- https://ggus.eu/tech/ticket_show.php?ticket=81247, gLite WMS, very urgent, on hold, the ETA field has to be filled in - when will the fix be released?
- https://ggus.eu/tech/ticket_show.php?ticket=80536, LFC Development, less urgent, waiting for reply from a supporter, the user says "that a helpful error message and maybe a a bit of better logging would be the solution to this ticket." PLEASE react.

There are 22 open tickets which are older than 1 year:

- https://ggus.eu/ws/ticket_info.php?ticket=53037
- https://ggus.eu/ws/ticket_info.php?ticket=64397
- https://ggus.eu/ws/ticket_info.php?ticket=66328
- https://ggus.eu/ws/ticket_info.php?ticket=66603
- https://ggus.eu/ws/ticket_info.php?ticket=66818
- https://ggus.eu/ws/ticket_info.php?ticket=67870
- https://ggus.eu/ws/ticket_info.php?ticket=68528
- https://ggus.eu/ws/ticket_info.php?ticket=68528
- https://ggus.eu/ws/ticket_info.php?ticket=69313
- https://ggus.eu/ws/ticket_info.php?ticket=69717
- https://ggus.eu/ws/ticket_info.php?ticket=70412

SupportStatusReport060712 < EMI < TWiki

- https://ggus.eu/ws/ticket_info.php?ticket=70436
- https://ggus.eu/ws/ticket_info.php?ticket=70478
- https://ggus.eu/ws/ticket_info.php?ticket=70691
- https://ggus.eu/ws/ticket_info.php?ticket=71054
- https://ggus.eu/ws/ticket_info.php?ticket=71160
- https://ggus.eu/ws/ticket_info.php?ticket=71191
- https://ggus.eu/ws/ticket_info.php?ticket=71374
- https://ggus.eu/ws/ticket_info.php?ticket=71646
- https://ggus.eu/ws/ticket_info.php?ticket=72070
- https://ggus.eu/ws/ticket_info.php?ticket=72118
- https://ggus.eu/ws/ticket_info.php?ticket=72358

you can check this list in GGUS by using

[https://ggus.eu/ws/ticket_search.php?show_columns_check\[\]=REQUEST_ID&show_columns_check\[\]=TICKET_TY](https://ggus.eu/ws/ticket_search.php?show_columns_check[]=REQUEST_ID&show_columns_check[]=TICKET_TY)

-- MathildeRomberg - 06-Jul-2012

This topic: EMI > SupportStatusReport060712

Topic revision: r1 - 2012-07-06 - unknown



Copyright &© 2008-2020 by the contributing authors. All material on this collaboration platform is the property of the contributing authors.

Ideas, requests, problems regarding TWiki? Send feedback