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Support status report 08-03-2013

As of 2013-03-08 00:00:48.618379, there are 184 open tickets in EMI SUs, of which:
3 assigned,
40 in progress,
136 on hold,
0 reopened,
5 waiting for reply.

The tickets in assigned include:

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

Assigned ticket detail (per priority):

less urgent :

(DPM Development) "WN replication tests in emi-nagios" https://ggus.eu/tech/ticket_show.php?ti
SLA check: OK (Assigned on: 2013-02-25 11:37:15. To be taken in charge before 2013-03-18 11:37:15)

Of the 1 less urgent tickets, 0 violate the SLA

urgent :

(gLite Security) "mkgltmpdir -t option does not work" https://ggus.eu/tech/ticket_show.php?ti
SLA check: OK (Assigned on: 2013-03-07 22:30:36. To be taken in charge before 2013-03-15 09:00:00)

(StoRM) "GLUE 2 publishing bug in StoRM" https://ggus.eu/tech/ticket_show.php?ticket=92217
SLA check: OK (Assigned on: 2013-03-06 16:54:55. To be taken in charge before 2013-03-13 16:54:55)

Of the 2 urgent tickets, 0 violate the SLA

Tickets to be discussed:

- APEL_EMI - https://ggus.eu/tech/ticket_show.php?ticket=88777 (98 days old) very urgent in progress "emi apel parser regression" ETA expired 01/03/2013
- DPM Development - https://ggus.eu/tech/ticket_show.php?ticket=74277 (541 days old) very urgent in progress "Not able to reserve space for a token if there's unavailable space in a DPM pool.", ETA expired on 28/02/2013, EGI is waiting for an answer!
- EMI UI - https://ggus.eu/tech/ticket_show.php?ticket=86218 (169 days old) very urgent in progress "Getting documentation for installing WN on EMI tested, hence reliable", ETA expired 20/12/2012
- gLite WMS - https://ggus.eu/tech/ticket_show.php?ticket=87774 (134 days old) , very urgent on hold "EMI 2 WMS problem", ETA expired on 24/01/2013 - EGI is waiting for an answer!
- ARC, https://ggus.eu/tech/ticket_show.php?ticket=91904, on hold, urgent, related bug tracker entry is missing
- APEL-EMI - https://ggus.eu/tech/ticket_show.php?ticket=79721, on hold, urgent, EGI is waiting for an answer!
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=88280, in progress, urgent, EGI has asked for a clarification!!!
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=90129, in progress, urgent, EGI is waiting for an answer!!!
- ARC, https://ggus.eu/tech/ticket_show.php?ticket=91900, on hold, urgent, related bug tracker entry is missing

- APEL-EMI, https://ggus.eu/tech/ticket_show.php?ticket=77884, on hold, less urgent, EGI is waiting for an answer!
- APEL-EMI, https://ggus.eu/tech/ticket_show.php?ticket=79702, on hold, less urgent, EGI is waiting for an answer!
- APEL-EMI, https://ggus.eu/tech/ticket_show.php?ticket=83562, on hold, less urgent, EGI is waiting for an answer!
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=74338, in progress, less urgent, EGI is waiting for an answer!
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=74796, on hold, less urgent, EGI is waiting for an answer!
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=82411, on hold, less urgent, related bug tracker entry has Status "none"
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=86591, on hold, less urgent, related bug tracker entry is missing
- dCache Support, https://ggus.eu/tech/ticket_show.php?ticket=79517, on hold, less urgent, EGI is waiting for an answer!
- gLite Hydra, https://ggus.eu/tech/ticket_show.php?ticket=76137, in progress, less urgent, EGI and Cristina are waiting for an answer!
- gLite Hydra, https://ggus.eu/tech/ticket_show.php?ticket=76138, in progress, less urgent, EGI and Cristina are waiting for an answer!
- gLite SGE Utils, https://ggus.eu/ws/ticket_info.php?ticket=78955, on hold, less urgent, EGI is waiting for an answer!
- gLite SGE Utils, https://ggus.eu/ws/ticket_info.php?ticket=90353, on hold, less urgent, related bug tracker entry is missing
- gLite Torque Utils, https://ggus.eu/ws/ticket_info.php?ticket=76571, in progress, less urgent, EGI is waiting for an answer!
- gLite WMS, https://ggus.eu/tech/ticket_show.php?ticket=80855, on hold, less urgent, related bug tracker entry is missing
- gLite WMS, https://ggus.eu/tech/ticket_show.php?ticket=82586, on hold, less urgent, related bug tracker entry has status "none"
- gLite WMS, https://ggus.eu/tech/ticket_show.php?ticket=87807, in progress, less urgent, EGI and Cristina are waiting for an answer!!
- StoRM, https://ggus.eu/tech/ticket_show.php?ticket=73094, on hold, less urgent, EGI is waiting for an answer!
- StoRM, https://ggus.eu/tech/ticket_show.php?ticket=79796, on hold, less urgent, EGI is waiting for an answer!

EGI has added a comment to the following tickets that it expects them to be solved with the first EMI-3 release:

- EMI WN, https://ggus.eu/tech/ticket_show.php?ticket=88976
- FTS Development, https://ggus.eu/tech/ticket_show.php?ticket=82876
- gLite WMS, https://ggus.eu/tech/ticket_show.php?ticket=76149
- gLite WMS, https://ggus.eu/tech/ticket_show.php?ticket=87509
- gLite WMS, https://ggus.eu/tech/ticket_show.php?ticket=86094
- gLite WMS, https://ggus.eu/tech/ticket_show.php?ticket=87533
- gLite YAIM Core, https://ggus.eu/tech/ticket_show.php?ticket=87962
- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=76207
- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=88605
- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=73649
- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=76259
- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=77911
- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=88143
- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=88146

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- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=88360
 - VOMS, https://ggus.eu/tech/ticket_show.php?ticket=88458
 - VOMS, https://ggus.eu/tech/ticket_show.php?ticket=88608
 - VOMS-Admin, https://ggus.eu/tech/ticket_show.php?ticket=74027
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