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# Support status report 12-10-2012

emi-ggus-mon v. 0.8.

Producing EMI support status report, please be patient...

As of 2012-10-12 00:00:49.790983, there are 182 open tickets in EMI SUs, of which:  
3 assigned,  
59 in progress,  
115 on hold,  
0 reopened,  
5 waiting for reply.

The tickets in assigned include:

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

Assigned ticket detail (per priority):

less urgent :

(gLite Security) "iphone and voms server" [https://ggus.eu/tech/ticket\\_show.php?ticket=80613](https://ggus.eu/tech/ticket_show.php?ticket=80613)  
SLA check: OK (Assigned on: 2012-10-08 14:54:19. To be taken in charge before 2012-10-29 14:54:19)  
  
(CREAM-BLAH) "YAIM configuration does not work with HA Torque" [https://ggus.eu/tech/ticket\\_show.php?ticket=80613](https://ggus.eu/tech/ticket_show.php?ticket=80613)  
SLA check: OK (Assigned on: 2012-10-01 15:16:06. To be taken in charge before 2012-10-22 15:16:06)

Of the 2 less urgent tickets, 0 violate the SLA

urgent :

(ARC) "arc.conf - gridmap parameter not working" [https://ggus.eu/tech/ticket\\_show.php?ticket=80613](https://ggus.eu/tech/ticket_show.php?ticket=80613)  
SLA check: OK (Assigned on: 2012-10-10 09:22:51. To be taken in charge before 2012-10-17 09:22:51)

Of the 1 urgent tickets, 0 violate the SLA

-- AndreaCeccanti - 15-Oct-2012

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This topic: EMI > SupportStatusReport121012

Topic revision: r1 - 2012-10-15 - AndreaCeccantiExCern



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