

Table of Contents

Support status report 15-02-2013.....	1
---------------------------------------	---

Support status report 15-02-2013

As of 2013-02-15 00:00:56.492671, there are 196 open tickets in EMI SUs, of which:
5 assigned,
47 in progress,
142 on hold,
0 reopened,
2 waiting for reply.

The tickets in assigned include:

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

Assigned ticket detail (per priority):

less urgent :

(StoRM) "XMLRPC errors on StoRM SE" https://ggus.eu/tech/ticket_show.php?ticket=91508
SLA check: OK (Assigned on: 2013-02-14 14:31:57. To be taken in charge before 2013-03-07 14:31:57)

(EMI) "cleanup-grid-accounts.sh needs fix for ext4 local filesystems (SL6 / EMI-2/UMD-2)" http://ggus.eu/tech/ticket_show.php?ticket=83352
SLA check: OK (Assigned on: 2013-02-11 10:00:39. To be taken in charge before 2013-03-04 10:00:39)

(DPM Development) "dpm-listpaces feeds negative storage space values" https://ggus.eu/tech/ticket_show.php?ticket=83352
SLA check: OK (Assigned on: 2013-01-30 11:28:27. To be taken in charge before 2013-02-20 11:28:27)

(CREAM-BLAH) "EMI2 SL6 CREAM-CE (SGE)/BDII" https://ggus.eu/tech/ticket_show.php?ticket=83352
SLA check: OK (Assigned on: 2013-02-13 11:13:16. To be taken in charge before 2013-03-06 11:13:16)

Of the 4 less urgent tickets, 0 violate the SLA

urgent :

(StoRM) "StoRM used space information publishing" https://ggus.eu/tech/ticket_show.php?ticket=83352
SLA check: OK (Assigned on: 2013-02-14 14:31:25. To be taken in charge before 2013-02-21 14:31:25)

Of the 1 urgent tickets, 0 violate the SLA

Tickets to be discussed:

- EMI UI - https://ggus.eu/tech/ticket_show.php?ticket=86218 (148 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 (113 days old) , very urgent on hold "EMI 2 WMS problem", ETA expired on 24/01/2013
- lcg_util Development, https://ggus.eu/tech/ticket_show.php?ticket=81101, on hold, urgent, related bug tracker entry is missing
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=81529, on hold, less urgent, related bug tracker entry has status "none" and Release "TBD" - please answer Cristina's question in the ticket and answer EGI's question!!!
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=82411, on hold, less urgent, related bug tracker entry has Status "none", EGI is waiting for an answer!!
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=81224, on hold, less urgent, on 18/07/2012 it says "fixed in next EMI 2 release"; related bug tracker entry has Status "accepted", EGI

is waiting for an answer!!

- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=86591, on hold, less urgent, related bug tracker entry is missing
- gLite SGE Utils, https://ggus.eu/ws/ticket_info.php?ticket=90353, on hold, less urgent, related bug tracker entry is missing
- 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"
- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=85002, on hold, less urgent, related bug tracker entry is missing
- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=90789, on hold, less urgent, related bug tracker entry is missing
- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=90411, on hold, less urgent, related bug tracker entry is missing
- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=91389, on hold, less urgent, related bug tracker entry is missing

This topic: EMI > SupportStatusReport150213

Topic revision: r1 - 2013-02-15 - 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