

Table of Contents

Support status report 15-6-2012.....	1
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Support status report 15-6-2012

As of 2012-06-15 00:00:52.709229, there are 192 open tickets in EMI SUs, of which:
2 assigned,
76 in progress,
102 on hold,
2 reopened,
10 waiting for reply.

The tickets in assigned include:

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

Assigned ticket detail (per priority):

less urgent :

(CREAM-BLAH) "NAGIOS *org.sam.CREAMCE-JobSubmit-/ops/NGI/Germany* failed on grid-ce.physik.rw
SLA check: OK (Assigned on: 2012-06-12 13:07:00. To be taken in charge before 2012-07-03 13:07:00)

(gLite WMS) "Removal of old glite-UI dependancies --> coming from the " https://ggus.eu/tech/ticket_show.php?ticket=79626
SLA check: OK (Assigned on: 2012-06-14 10:09:00. To be taken in charge before 2012-07-05 10:09:00)

Of the 2 less urgent tickets, 0 violate the SLA

"very urgent" Tickets to be discussed:

- https://ggus.eu/tech/ticket_show.php?ticket=79626, gLite WMS, very urgent, on hold, the corresponding savannah ticket has status "fix certified" - what is the status of this ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=82019, StoRM, very urgent, in progress, the ticket doesn't show any progress for more than a month, what is the status of the ticket?
- https://ggus.eu/ws/ticket_info.php?ticket=78607, gLite SGE Utils, very urgent, on hold, the ticket doesn't show any progress for more than three month, what is the status of the ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=80441, gLite WMS, very urgent, on hold, the ticket doesn't show any progress for more than two month, what is the status of the ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=79932, gLite WMS, very urgent, on hold, the ticket doesn't show any progress for more than two month, what is the status of the ticket?

Tickets, which are very old, need action:

- https://ggus.eu/tech/ticket_show.php?ticket=53037, gLite WMS, on hold, created 05.11.2009
- https://ggus.eu/tech/ticket_show.php?ticket=59707, DPM Development, in progress, created 05.07.2010
- https://ggus.eu/tech/ticket_show.php?ticket=61507, DPM Development, in progress, created 24.08.2010
- https://ggus.eu/tech/ticket_show.php?ticket=64397, gLite WMS, on hold, created 18.11.2010

- https://ggus.eu/tech/ticket_show.php?ticket=66328, VOMS-Admin, on hold, created 20.01.2011
- https://ggus.eu/tech/ticket_show.php?ticket=66603, CREAM-BLAH, on hold, created 26.01.2011
- https://ggus.eu/tech/ticket_show.php?ticket=66818, CREAM-BLAH, on hold, created 31.01.2011
- https://ggus.eu/tech/ticket_show.php?ticket=67870, gLite Torque Utils, in progress, created 24.02.2011
- https://ggus.eu/tech/ticket_show.php?ticket=68528, VOMS-Admin, on hold, created 11.03.2011
- https://ggus.eu/tech/ticket_show.php?ticket=69313, gLite WMS, on hold, created 04.04.2011

SupportStatusReport150612 < EMI < TWiki

- https://ggus.eu/tech/ticket_show.php?ticket=69623, LFC Development , im progress, created 12.04.2011
- https://ggus.eu/tech/ticket_show.php?ticket=69717, VOMS-Admin, on hold, created 14.04.2011
- https://ggus.eu/tech/ticket_show.php?ticket=69910, LFC Development, on hold, created 21.04.2011
- https://ggus.eu/tech/ticket_show.php?ticket=70320, gLite Security, waiting for reply, created 06.05.2011
- https://ggus.eu/tech/ticket_show.php?ticket=70412, gLite Security, on hold, created 10.05.2011
- https://ggus.eu/tech/ticket_show.php?ticket=70436, VOMS-Admin, on hold, created 10.05.2011
- https://ggus.eu/tech/ticket_show.php?ticket=70478, ARC, on hold, created 11.05.2011
- https://ggus.eu/tech/ticket_show.php?ticket=70625, VOMS, on hold, created 16.05.2011
- https://ggus.eu/tech/ticket_show.php?ticket=70691, gLite Security, in progress, created 18.05.2011
- https://ggus.eu/tech/ticket_show.php?ticket=71054, APEL-EMI, on hold, created 30.05.2011
- https://ggus.eu/tech/ticket_show.php?ticket=71160, LFC Development, in progress, created 01.06.2011
- https://ggus.eu/tech/ticket_show.php?ticket=71191, lcg_util Development, on hold, created 03.06.2011
- https://ggus.eu/tech/ticket_show.php?ticket=71374, CREAM-BLAH, on hold, created 09.06.2011
- https://ggus.eu/tech/ticket_show.php?ticket=71448, gLite L&B, on hold, created 10.06.2011
- https://ggus.eu/tech/ticket_show.php?ticket=71607, LFC Development, in progress, created 16.06.2011
- https://ggus.eu/tech/ticket_show.php?ticket=71646, lcg_util, on hold, created 17.06.2011
- https://ggus.eu/tech/ticket_show.php?ticket=72070, ARC, on hold, created 29.06.2011
- https://ggus.eu/tech/ticket_show.php?ticket=72118, FTS Development, on hold, created 30.06.2011

-- MathildeRomberg - 15-Jun-2012

This topic: EMI > SupportStatusReport150612

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