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# Support status report 16-11-2012

As of 2012-11-16 00:00:53.637914, there are 188 open tickets in EMI SUs, of which:

- 10 assigned,
- 71 in progress,
- 105 on hold,
- 1 reopened,
- 1 waiting for reply.

The tickets in assigned include:

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

Assigned ticket detail (per priority):

less urgent :

(gLite L&B) "EMI 2 LB files on /tmp" [https://ggus.eu/tech/ticket\\_show.php?ticket=88517](https://ggus.eu/tech/ticket_show.php?ticket=88517)  
SLA check: OK (Assigned on: 2012-11-15 12:16:09. To be taken in charge before 2012-12-06 12:16:09)

(VOMS) "voms-server possible memory error" [https://ggus.eu/tech/ticket\\_show.php?ticket=88504](https://ggus.eu/tech/ticket_show.php?ticket=88504)  
SLA check: OK (Assigned on: 2012-11-15 15:03:07. To be taken in charge before 2012-12-06 15:03:07)

(VOMS) "Another remote NULL pointer crash in voms-server" [https://ggus.eu/tech/ticket\\_show.php?ticket=88503](https://ggus.eu/tech/ticket_show.php?ticket=88503)  
SLA check: OK (Assigned on: 2012-11-15 15:07:27. To be taken in charge before 2012-12-06 15:07:27)

(VOMS) "Remote segfault in voms-server (Empty request NULL pointer dereference)" [https://ggus.eu/tech/ticket\\_show.php?ticket=88499](https://ggus.eu/tech/ticket_show.php?ticket=88499)  
SLA check: OK (Assigned on: 2012-11-13 14:20:11. To be taken in charge before 2012-12-04 14:20:11)

(gLite L&B) "Non FHS location for logs" [https://ggus.eu/tech/ticket\\_show.php?ticket=88439](https://ggus.eu/tech/ticket_show.php?ticket=88439)  
SLA check: OK (Assigned on: 2012-11-13 14:40:33. To be taken in charge before 2012-12-04 14:40:33)

(VOMS) "voms-server runs as root unnecessarily" [https://ggus.eu/tech/ticket\\_show.php?ticket=88438](https://ggus.eu/tech/ticket_show.php?ticket=88438)  
SLA check: OK (Assigned on: 2012-11-09 11:03:27. To be taken in charge before 2012-11-30 11:03:27)

(VOMS) "Some daemon parameters to voms-server work incorrectly" [https://ggus.eu/tech/ticket\\_show.php?ticket=88437](https://ggus.eu/tech/ticket_show.php?ticket=88437)  
SLA check: OK (Assigned on: 2012-11-08 17:15:33. To be taken in charge before 2012-11-29 17:15:33)

(VOMS) "voms-server-debuginfo package is un-installable" [https://ggus.eu/tech/ticket\\_show.php?ticket=88436](https://ggus.eu/tech/ticket_show.php?ticket=88436)  
SLA check: OK (Assigned on: 2012-11-08 17:35:46. To be taken in charge before 2012-11-29 17:35:46)

Of the 8 less urgent tickets, 0 violate the SLA

urgent :

(VOMS-Admin) "Possible bug in voms-admin interface" [https://ggus.eu/tech/ticket\\_show.php?ticket=88435](https://ggus.eu/tech/ticket_show.php?ticket=88435)  
SLA check: OK (Assigned on: 2012-11-14 15:35:15. To be taken in charge before 2012-11-21 15:35:15)

(VOMS) "voms-server incorrectly validates lifetime parameter in requests" [https://ggus.eu/tech/ticket\\_show.php?ticket=88434](https://ggus.eu/tech/ticket_show.php?ticket=88434)  
SLA check: OK (Assigned on: 2012-11-14 08:54:01. To be taken in charge before 2012-11-21 09:00:00)

Of the 2 urgent tickets, 0 violate the SLA

Tickets to be discussed:

- EMI UI - [https://ggus.eu/tech/ticket\\_show.php?ticket=86218](https://ggus.eu/tech/ticket_show.php?ticket=86218), in progress, very urgent, the ETA field has to be filled in
- EMI WN - [https://ggus.eu/tech/ticket\\_show.php?ticket=83129](https://ggus.eu/tech/ticket_show.php?ticket=83129), in progress, very urgent, the ETA has expired

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- APEL-EMI, [https://ggus.eu/tech/ticket\\_show.php?ticket=79721](https://ggus.eu/tech/ticket_show.php?ticket=79721), on hold, urgent, there is no corresponding bug tracker entry for it
- caNL, [https://ggus.eu/tech/ticket\\_show.php?ticket=86471](https://ggus.eu/tech/ticket_show.php?ticket=86471), on hold, urgent, related bug tracker ticket is closed since 2 months - which EMI Release will contain it?
- DPM Development, [https://ggus.eu/tech/ticket\\_show.php?ticket=79765](https://ggus.eu/tech/ticket_show.php?ticket=79765), urgent, in progress, EGI is waiting for an answer!!
- DPM Development, [https://ggus.eu/tech/ticket\\_show.php?ticket=84449](https://ggus.eu/tech/ticket_show.php?ticket=84449), urgent, in progress, both related bug tracker entries are of status "none"
- EMI UI, [https://ggus.eu/tech/ticket\\_show.php?ticket=81701](https://ggus.eu/tech/ticket_show.php?ticket=81701), urgent, on hold, related bug tracker entry has Status "none", EGI is waiting for an answer!!!
- EMI WN, [https://ggus.eu/tech/ticket\\_show.php?ticket=83692](https://ggus.eu/tech/ticket_show.php?ticket=83692), urgent, on hold, bug tracker entry says release with EMI2 update 4
- EMI WN, [https://ggus.eu/tech/ticket\\_show.php?ticket=85479](https://ggus.eu/tech/ticket_show.php?ticket=85479), urgent, on hold, bug tracker entry says release with EMI2 update 4
- FTS Development, [https://ggus.eu/tech/ticket\\_show.php?ticket=82876](https://ggus.eu/tech/ticket_show.php?ticket=82876), urgent, on hold, no related bug tracker entry is given
- gLite L&B, [https://ggus.eu/ws/ticket\\_info.php?ticket=80326](https://ggus.eu/ws/ticket_info.php?ticket=80326), in progress, urgent, related bug tracker entries exist and both are closed, the fixes have been released with EMI-2
- gLite L&B, [https://ggus.eu/ws/ticket\\_info.php?ticket=82258](https://ggus.eu/ws/ticket_info.php?ticket=82258), in progress, urgent, EGI is waiting for an answer!
- gLite WMS, [https://ggus.eu/tech/ticket\\_show.php?ticket=79008](https://ggus.eu/tech/ticket_show.php?ticket=79008), on hold, urgent, the corresponding bug tracker entry has status "none" and EGI is waiting for an answer
- gLite WMS, [https://ggus.eu/tech/ticket\\_show.php?ticket=80506](https://ggus.eu/tech/ticket_show.php?ticket=80506), on hold, urgent, the corresponding bug tracker entry says that it has already been released with EMI 2 in May
  
- APEL-EMI, [https://ggus.eu/tech/ticket\\_show.php?ticket=71054](https://ggus.eu/tech/ticket_show.php?ticket=71054), on hold, less urgent, EGI waits for an answer
- APEL-EMI, [https://ggus.eu/tech/ticket\\_show.php?ticket=77884](https://ggus.eu/tech/ticket_show.php?ticket=77884), on hold, less urgent, there is no corresponding bug tracker entry for it
- APEL-EMI, [https://ggus.eu/tech/ticket\\_show.php?ticket=83562](https://ggus.eu/tech/ticket_show.php?ticket=83562), on hold, less urgent, there is no corresponding bug tracker entry for it
- APEL-EMI, [https://ggus.eu/tech/ticket\\_show.php?ticket=79426](https://ggus.eu/tech/ticket_show.php?ticket=79426), on hold, less urgent, there is no corresponding bug tracker entry for it and EGI is waiting for an answer
- APEL-EMI, [https://ggus.eu/tech/ticket\\_show.php?ticket=80685](https://ggus.eu/tech/ticket_show.php?ticket=80685), on hold, less urgent, EGI waits for an answer
- APEL-EMI, [https://ggus.eu/tech/ticket\\_show.php?ticket=79702](https://ggus.eu/tech/ticket_show.php?ticket=79702), on hold, less urgent, there is no corresponding bug tracker entry for it and EGI is waiting for an answer
- APEL-EMI, [https://ggus.eu/tech/ticket\\_show.php?ticket=77150](https://ggus.eu/tech/ticket_show.php?ticket=77150), on hold, less urgent, EGI waits for an answer
- APEL-EMI, [https://ggus.eu/tech/ticket\\_show.php?ticket=77129](https://ggus.eu/tech/ticket_show.php?ticket=77129), on hold, less urgent, will it be fixed in EMI 1?
- ARC, [https://ggus.eu/tech/ticket\\_show.php?ticket=72070](https://ggus.eu/tech/ticket_show.php?ticket=72070), on hold, less urgent, bug tracker entry says "RESOLVED WONTFIX "
- caNL, [https://ggus.eu/tech/ticket\\_show.php?ticket=86474](https://ggus.eu/tech/ticket_show.php?ticket=86474), on hold, less urgent, bug tracker entry is closed since two months - which EMI Release will contain it?
- CREAM-BLAH, [https://ggus.eu/tech/ticket\\_show.php?ticket=88316](https://ggus.eu/tech/ticket_show.php?ticket=88316), in progress, less urgent, related issue exists, ticket should be set to "on hold"
- CREAM-BLAH, [https://ggus.eu/tech/ticket\\_show.php?ticket=78907](https://ggus.eu/tech/ticket_show.php?ticket=78907), on hold, less urgent, there is no corresponding bug tracker entry for it
- CREAM-BLAH, [https://ggus.eu/tech/ticket\\_show.php?ticket=85553](https://ggus.eu/tech/ticket_show.php?ticket=85553), on hold, less urgent, one of the related bug tracker entries says the fix has been released with EMI on 23/10/2012
- CREAM-BLAH, [https://ggus.eu/tech/ticket\\_show.php?ticket=81529](https://ggus.eu/tech/ticket_show.php?ticket=81529), on hold, less urgent, related bug tracker entry says Release "TBD"
- CREAM-BLAH, [https://ggus.eu/tech/ticket\\_show.php?ticket=82411](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=81224](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"
  - CREAM-BLAH, [https://ggus.eu/tech/ticket\\_show.php?ticket=83155](https://ggus.eu/tech/ticket_show.php?ticket=83155), in progress, less urgent, EGI waits for an answer!!
  - CREAM-BLAH, [https://ggus.eu/tech/ticket\\_show.php?ticket=82902](https://ggus.eu/tech/ticket_show.php?ticket=82902), on hold, less urgent, two of the three related bug tracker entries have Status "none"
  - DPM Development, [https://ggus.eu/tech/ticket\\_show.php?ticket=74277](https://ggus.eu/tech/ticket_show.php?ticket=74277), on hold, less urgent, related bug tracker entry has status "none", EGI waits for an answer
  - DPM Development, [https://ggus.eu/tech/ticket\\_show.php?ticket=82886](https://ggus.eu/tech/ticket_show.php?ticket=82886), on hold, less urgent, related issue field is empty
  - dcache Support, [https://ggus.eu/tech/ticket\\_show.php?ticket=79517](https://ggus.eu/tech/ticket_show.php?ticket=79517), in progress, less urgent, submitter waits for an answer from developers
  - EMI, [https://ggus.eu/tech/ticket\\_show.php?ticket=86450](https://ggus.eu/tech/ticket_show.php?ticket=86450), in progress, less urgent, could it be closed as it is a duplicate of another ticket?
  - EMI UI, [https://ggus.eu/tech/ticket\\_show.php?ticket=74673](https://ggus.eu/tech/ticket_show.php?ticket=74673), on hold, less urgent, no bug tracker entry exists, the submitter is waiting for an answer / comment
  - EMI WN, [https://ggus.eu/tech/ticket\\_show.php?ticket=80513](https://ggus.eu/tech/ticket_show.php?ticket=80513), in progress, less urgent, EGI is waiting for an answer!!!
  - gLite Hydra, [https://ggus.eu/tech/ticket\\_show.php?ticket=76137](https://ggus.eu/tech/ticket_show.php?ticket=76137), in progress, less urgent, the submitter and EGI are waiting for an answer!!!
  - gLite Java Security, [https://ggus.eu/tech/ticket\\_show.php?ticket=86470](https://ggus.eu/tech/ticket_show.php?ticket=86470), in progress, less urgent, as OSG has a fix, will it be integrated in EMI as well?
  - gLite L&B, [https://ggus.eu/ws/ticket\\_info.php?ticket=82563](https://ggus.eu/ws/ticket_info.php?ticket=82563), on hold, less urgent, corresponding bug tracker entry has status "none"
  - gLite WMS, [https://ggus.eu/tech/ticket\\_show.php?ticket=78769](https://ggus.eu/tech/ticket_show.php?ticket=78769), on hold, less urgent, no related bug tracker entry exists and EGI is waiting for an answer!!
  - gLite WMS, [https://ggus.eu/tech/ticket\\_show.php?ticket=80855](https://ggus.eu/tech/ticket_show.php?ticket=80855), in progress, less urgent, EGI is waiting for an answer since mid of July
  - gLite WMS, [https://ggus.eu/tech/ticket\\_show.php?ticket=82586](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=86094](https://ggus.eu/tech/ticket_show.php?ticket=86094), on hold, less urgent, related bug tracker entry has status "none"
  - gLite WMS, [https://ggus.eu/tech/ticket\\_show.php?ticket=87429](https://ggus.eu/tech/ticket_show.php?ticket=87429), on hold, less urgent, related bug tracker entry has status "none"
  - gLite Yaim Core, [https://ggus.eu/tech/ticket\\_show.php?ticket=74369](https://ggus.eu/tech/ticket_show.php?ticket=74369), on hold, less urgent, related bug tracker entry has status "none"
  - lcg\_util Development, [https://ggus.eu/tech/ticket\\_show.php?ticket=73806](https://ggus.eu/tech/ticket_show.php?ticket=73806), reopened, less urgent, after the reopen no one has reacted
  - Information System Development, [https://ggus.eu/tech/ticket\\_show.php?ticket=87683](https://ggus.eu/tech/ticket_show.php?ticket=87683), on hold, less urgent, related bug tracker entry has status "none"
  - StoRM, [https://ggus.eu/tech/ticket\\_show.php?ticket=79796](https://ggus.eu/tech/ticket_show.php?ticket=79796), on hold, less urgent, EGI is waiting for an answer!!!
  - VOMS, [https://ggus.eu/tech/ticket\\_show.php?ticket=73649](https://ggus.eu/tech/ticket_show.php?ticket=73649), on hold, less urgent, no related bug tracker entry exists
  - VOMS, [https://ggus.eu/tech/ticket\\_show.php?ticket=76259](https://ggus.eu/tech/ticket_show.php?ticket=76259), in progress, less urgent, EGI is waiting for an answer!!!
  - VOMS, [https://ggus.eu/tech/ticket\\_show.php?ticket=77911](https://ggus.eu/tech/ticket_show.php?ticket=77911), in progress, less urgent, EGI is waiting for an answer!!!
  - VOMS, [https://ggus.eu/tech/ticket\\_show.php?ticket=79529](https://ggus.eu/tech/ticket_show.php?ticket=79529), in progress, less urgent, EGI is waiting for an answer!!!
  - VOMS, [https://ggus.eu/tech/ticket\\_show.php?ticket=81528](https://ggus.eu/tech/ticket_show.php?ticket=81528), on hold, less urgent, related bug tracker entry has status "none"
  - VOMS, [https://ggus.eu/tech/ticket\\_show.php?ticket=85002](https://ggus.eu/tech/ticket_show.php?ticket=85002), in progress, less urgent, no activity

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- VOMS-Admin, [https://ggus.eu/tech/ticket\\_show.php?ticket=74027](https://ggus.eu/tech/ticket_show.php?ticket=74027), waiting for reply, less urgent, EGI is waiting for a reply from the developer!!!
- VOMS-Admin, [https://ggus.eu/tech/ticket\\_show.php?ticket=82912](https://ggus.eu/tech/ticket_show.php?ticket=82912), in progress, less urgent, EGI is waiting for a reaction from development!

PLEASE be aware of the fact that 2nd level support is filling in the ETA fields of new "very urgent" tickets and they monitor how EMI meets the ETA

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