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Support status report 20-4-2012

As of 2012-04-20 00:01:02.740343, there are 237 open tickets in EMI SUs, of which:

- 4 assigned,
- 78 in progress,
- 137 on hold,
- 6 reopened,
- 12 waiting for reply.

The tickets in assigned include:

- 0 top priority,
- 0 very urgent,
- 1 urgent,
- 3 less urgent.

Assigned ticket detail (per priority):

less urgent :

(gLite WMS) "WMS: proxy renewal issue" https://ggus.eu/tech/ticket_show.php?ticket=81247
SLA check: OK (Assigned on: 2012-04-16 13:58:03. To be taken in charge before 2012-05-07 13:58:03)

(gLite WMS) "LB sequence numbers not incremented by LogMonitor" https://ggus.eu/tech/ticket_show.php?ticket=79529
SLA check: OK (Assigned on: 2012-04-03 16:10:12. To be taken in charge before 2012-04-24 16:10:12)

(gLite WMS) "can't get a EMI WMS to accept jobs - jobRegister() method silent failure" https://ggus.eu/tech/ticket_show.php?ticket=71156
SLA check: OK (Assigned on: 2012-04-03 15:49:15. To be taken in charge before 2012-04-24 15:49:15)

Of the 3 less urgent tickets, 0 violate the SLA

urgent :

(Information System Development) "GEANT issue affects site-bdii performance" https://ggus.eu/tech/ticket_show.php?ticket=74226
SLA check: OK (Assigned on: 2012-04-13 16:36:16. To be taken in charge before 2012-04-20 16:36:16)

Of the 1 urgent tickets, 0 violate the SLA

Tickets to be discussed:

- https://ggus.eu/tech/ticket_show.php?ticket=67653, gLite Security, less urgent, reopened, no reaction on the "reopen" event, what is the status of the ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=79529, VOMS, less urgent, reopened, waiting for an answer from the developer for quite a while now!
- https://ggus.eu/tech/ticket_show.php?ticket=71156, Information providers, in progress, the related bug tracker entry has been closed ("This was released in in EMI 1 update 6, so I'll close the bug. "), what is the status of this ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=72559, Storm, less urgent, in progress, a related bug tracker entry exists, the status should be set to "on hold"
- https://ggus.eu/tech/ticket_show.php?ticket=72559, VOMS-Admin, less urgent, in progress, a related bug tracker entry exists, the status should be set to "on hold"
- https://ggus.eu/tech/ticket_show.php?ticket=73649, VOMS, less urgent, in progress, no activity since 2011-09-02
- https://ggus.eu/tech/ticket_show.php?ticket=74027, VOMS-Admin, less urgent, in progress, no activity since 2011-09-02
- https://ggus.eu/tech/ticket_show.php?ticket=71156, VOMS, less urgent, in progress, no activity since 2011-09-09, what is the status of this ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=74226, VOMS-Admin, less urgent, in progress, no activity since 2011-09-12

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- https://ggus.eu/ws/ticket_info.php?ticket=74968, gLite L&B, less urgent, in progress, no activity since 2011-10-07
- https://ggus.eu/tech/ticket_show.php?ticket=74871, VOMS, less urgent, in progress, no activity since 2011-10-11
- https://ggus.eu/tech/ticket_show.php?ticket=74736, VOMS-Admin, less urgent, reopened, nothing has happened since the ticket was reopened on 2011-10-19
- https://ggus.eu/tech/ticket_show.php?ticket=71607, LFC Development, urgent, in progress, as a related bug tracker entry exists the status should be set to "on hold"
- https://ggus.eu/ws/ticket_info.php?ticket=74746, gLite L&B, less urgent, in progress, nothing has happened since 2011-11-07

-- MathildeRomberg - 20-Apr-2012

This topic: EMI > SupportStatusReport200412

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