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Support status report 22-03-2013

As of 2013-03-22 00:01:09.555467, there are 170 open tickets in EMI SUs, of which:

- 9 assigned,
- 39 in progress,
- 117 on hold,
- 1 reopened,
- 4 waiting for reply.

The tickets in assigned include:

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

Assigned ticket detail (per priority):

less urgent :

(CREAM-BLAH) "CREAM leaving stale proxies in sandbox area" https://ggus.eu/tech/ticket_show.php
SLA check: OK (Assigned on: 2013-03-21 23:08:06. To be taken in charge before 2013-04-12 09:00)

(Proxyrenewal) "WMS (SL6.3 + EMI2) : glite-proxy-renewd taking so much memory" https://ggus.eu/tech/ticket_show.php
SLA check: OK (Assigned on: 2013-03-21 20:52:38. To be taken in charge before 2013-04-12 09:00)

(ARGUS) "gsisshd + Argus PEP callout connect to Argus server twice" https://ggus.eu/tech/ticket_show.php
SLA check: OK (Assigned on: 2013-03-21 14:20:54. To be taken in charge before 2013-04-11 14:20)

(VOMS) "UMD Verification: EMI-UI 3.0.0-1 issue upgrading voms-clients package" https://ggus.eu/tech/ticket_show.php
SLA check: OK (Assigned on: 2013-03-21 10:34:42. To be taken in charge before 2013-04-11 10:34)

(Gridsite) "UMD Verification: DPM 1.8.6 issue upgrading gridsite package" https://ggus.eu/tech/ticket_show.php
SLA check: OK (Assigned on: 2013-03-19 14:11:09. To be taken in charge before 2013-04-09 14:11)

(DPM Development) "wiki for: how to remove a VO from DPM" https://ggus.eu/tech/ticket_show.php
SLA check: OK (Assigned on: 2013-03-12 14:14:03. To be taken in charge before 2013-04-02 14:14)

(CREAM-BLAH) "CREAM CE sl6/emi2 doesnt log to logfile and surviving job after proxy expiration" https://ggus.eu/tech/ticket_show.php
SLA check: OK (Assigned on: 2013-03-12 14:36:06. To be taken in charge before 2013-04-02 14:36)

(lcg_util Development) "WN replication tests in emi-nagios" https://ggus.eu/tech/ticket_show.php
SLA check: OK (Assigned on: 2013-03-18 11:39:42. To be taken in charge before 2013-04-08 11:39)

Of the 8 less urgent tickets, 0 violate the SLA

very urgent :

(ARGUS) "java errors on our production ARGUS servers (EMI2/SLC6.3)" https://ggus.eu/tech/ticket_show.php
SLA check: OK (Assigned on: 2013-03-20 20:02:02. To be taken in charge before 2013-03-25 09:00)

Of the 1 very urgent tickets, 0 violate the SLA

Tickets to be discussed:

- ARGUS - https://ggus.eu/tech/ticket_show.php?ticket=92702, (1 day old) very urgent assigned "java errors on our production ARGUS servers (EMI2/SLC6.3)" ETA expires 22/03/2013
- APEL_EMI - https://ggus.eu/tech/ticket_show.php?ticket=88777, (112 days old) very urgent in progress "emi apel parser regression" ETA expired 01/03/2013
- DPM Development - https://ggus.eu/tech/ticket_show.php?ticket=74277 (555 days old) very urgent in progress "Not able to reserve space for a token if there's unavailable space in a DPM pool.", ETA expired on 28/02/2013, EGI is waiting for an answer!
- EMI UI - https://ggus.eu/tech/ticket_show.php?ticket=86218 (183 days old) very urgent in progress "Getting documentation for installing WN on EMI tested, hence reliable", ETA expired

20/12/2012









- ARC, https://ggus.eu/tech/ticket_show.php?ticket=91904, on hold, urgent, related bug tracker entry is missing
- APEL-EMI - https://ggus.eu/tech/ticket_show.php?ticket=79721, on hold, urgent, EGI is waiting for an answer!
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=88280, in progress, urgent, EGI has asked for a clarification!!!
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=90129, in progress, urgent, EGI is waiting for an answer!!!

- ARC, https://ggus.eu/tech/ticket_show.php?ticket=91900, on hold, urgent, related bug tracker entry is missing, on 07/03/13 it says it will be solved with next release - EMI 3 was released on 11/03/13, so is it solved now?
- APEL-EMI, https://ggus.eu/tech/ticket_show.php?ticket=77884, on hold, less urgent, EGI is waiting for an answer!
- APEL-EMI, https://ggus.eu/tech/ticket_show.php?ticket=79702, on hold, less urgent, EGI is waiting for an answer!
- APEL-EMI, https://ggus.eu/tech/ticket_show.php?ticket=83562, on hold, less urgent, EGI is waiting for an answer!
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=74338, in progress, less urgent, EGI is waiting for an answer!
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=74796, on hold, less urgent, EGI is waiting for an answer!
- CREAM-BLAH, 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=86591, on hold, less urgent, related bug tracker entry is missing
- dCache Support, https://ggus.eu/tech/ticket_show.php?ticket=79517, on hold, less urgent, EGI is waiting for an answer!
- gLite Hydra, https://ggus.eu/tech/ticket_show.php?ticket=76137, in progress, less urgent, EGI and Cristina are waiting for an answer!
- gLite Hydra, https://ggus.eu/tech/ticket_show.php?ticket=76138, in progress, less urgent, EGI and Cristina are waiting for an answer!
- gLite SGE Utils, https://ggus.eu/ws/ticket_info.php?ticket=78955, on hold, less urgent, EGI is waiting for an answer!
- gLite SGE Utils, https://ggus.eu/ws/ticket_info.php?ticket=90353, on hold, less urgent, related bug tracker entry is missing, is it fixed now with the EMI3 release?
- gLite Torque Utils, https://ggus.eu/ws/ticket_info.php?ticket=76571, in progress, less urgent, EGI is waiting for an answer!
- 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"
- StoRM, https://ggus.eu/tech/ticket_show.php?ticket=79796, on hold, less urgent, EGI is waiting for an answer!

EGI has added a comment to the following tickets that it expects them to be solved with the first EMI-3 release - but they are not yet closed: PLEASE take care of them:

- EMI WN, https://ggus.eu/tech/ticket_show.php?ticket=88976
- FTS Development, https://ggus.eu/tech/ticket_show.php?ticket=82876
- gLite WMS, https://ggus.eu/tech/ticket_show.php?ticket=86094
- gLite WMS, https://ggus.eu/tech/ticket_show.php?ticket=87533

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- gLite YAIM Core, https://ggus.eu/tech/ticket_show.php?ticket=87962 
 - VOMS, https://ggus.eu/tech/ticket_show.php?ticket=76207 
 - VOMS, https://ggus.eu/tech/ticket_show.php?ticket=76259 
 - VOMS, https://ggus.eu/tech/ticket_show.php?ticket=77911 
 - VOMS, https://ggus.eu/tech/ticket_show.php?ticket=88143 
 - VOMS, https://ggus.eu/tech/ticket_show.php?ticket=88146 
 - VOMS, https://ggus.eu/tech/ticket_show.php?ticket=88458 
 - VOMS-Admin, https://ggus.eu/tech/ticket_show.php?ticket=74027 
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