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Support status report 26-10-2012

As of 2012-10-26 00:00:49.765038, there are 177 open tickets in EMI SUs, of which:

- 7 assigned,
- 64 in progress,
- 102 on hold,
- 1 reopened,
- 3 waiting for reply.

The tickets in assigned include:

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

Assigned ticket detail (per priority):

less urgent :

(gLite WMS) "Different behaviour between PrologueArguments and EpilogueArguments in JDL" https://ggus.eu/tech/ticket_show.php?ticket=87774
SLA check: OK (Assigned on: 2012-10-25 15:35:32. To be taken in charge before 2012-11-15 15:35:32)

(dCache Support) "This test ticket has been raised for testing GGUS interfaces after a GGUS rebase" https://ggus.eu/tech/ticket_show.php?ticket=85132
SLA check: OK (Assigned on: 2012-10-24 08:16:27. To be taken in charge before 2012-11-14 09:00:00)

(gLite WMS) "ISBfiles are not removed after being uncompressed" https://ggus.eu/tech/ticket_show.php?ticket=87065
SLA check: OK (Assigned on: 2012-10-18 12:40:28. To be taken in charge before 2012-11-08 12:40:28)

(gLite WMS) "EMI1 WMS 3.3.8 (from Staged Rollout): glite-lb-purge.cron" https://ggus.eu/tech/ticket_show.php?ticket=86218
SLA check: OK (Assigned on: 2012-10-13 13:08:25. To be taken in charge before 2012-11-05 09:00:00)

(gLite L&B) "EMI2 CREAMCE - machine runs out of inodes due to dglogd.log files" https://ggus.eu/tech/ticket_show.php?ticket=87774
SLA check: OK (Assigned on: 2012-10-12 14:46:15. To be taken in charge before 2012-11-02 14:46:15)

Of the 5 less urgent tickets, 0 violate the SLA

urgent :

(gLite WMS) "Proxy exception: Unable to get Not Before date from Proxy" https://ggus.eu/tech/ticket_show.php?ticket=87774
SLA check: OK (Assigned on: 2012-10-25 14:22:55. To be taken in charge before 2012-11-01 14:22:55)

Of the 1 urgent tickets, 0 violate the SLA

very urgent :

(gLite WMS) "EMI 2 WMS problem" https://ggus.eu/tech/ticket_show.php?ticket=87774
SLA check: OK (Assigned on: 2012-10-24 14:22:39. To be taken in charge before 2012-10-26 14:22:39)

Of the 1 very urgent tickets, 0 violate the SLA

Tickets to be discussed:

- https://ggus.eu/ws/ticket_info.php?ticket=78607, gLite SGE Utils, very urgent, on hold - the priority does not match the comment that solution is worked on on "best effort" basis
- https://ggus.eu/tech/ticket_show.php?ticket=85132, CREAM-BLAH, very urgent, on hold, the ETA field has to be filled in
- https://ggus.eu/tech/ticket_show.php?ticket=87065, dCache Support, very urgent, in progress, the ETA field has to be filled in
- https://ggus.eu/tech/ticket_show.php?ticket=86218, EMI UI, very urgent, in progress, the ETA field has to be filled in

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- https://ggus.eu/tech/ticket_show.php?ticket=83129, EMI WN, very urgent, in progress, the ETA expired

There are 27 open tickets which are older than 1 year. PLEASE for those tickets listed below either provide information on when it is going to be fixed or close the ticket as unsolved in case you are not going to fix it:

- APEL-EMI - https://ggus.eu/tech/ticket_show.php?ticket=71054, EGI waits for an answer
- ARC - https://ggus.eu/tech/ticket_show.php?ticket=72070, coresponding bug tracker entry says "RESOLVED WONTFIX "
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=72805 (has it been released with EMI-2 update 2 on 12/08/2012?, on 17-7-2012 it says "next EMI2 update")
- DPM Development - https://ggus.eu/tech/ticket_show.php?ticket=74277, EGI waits for an answer
- FTS Development - https://ggus.eu/tech/ticket_show.php?ticket=72118
- gLite Yaim Core - https://ggus.eu/tech/ticket_show.php?ticket=74369
- LFC Development - https://ggus.eu/tech/ticket_show.php?ticket=71160
- StoRM - https://ggus.eu/ws/ticket_info.php?ticket=72559
- VOMS-Admin - https://ggus.eu/tech/ticket_show.php?ticket=74027, EGI waits for an answer
- VOMS-Admin - https://ggus.eu/tech/ticket_show.php?ticket=74058, EGI waits for an answer

There are tickets which haben't been touched for more than 3 month. Please give a status update for those:

- APEL-EMI - https://ggus.eu/tech/ticket_show.php?ticket=79721
- APEL-EMI - https://ggus.eu/tech/ticket_show.php?ticket=77129
- APEL-EMI - https://ggus.eu/tech/ticket_show.php?ticket=80685
- APEL-EMI - https://ggus.eu/tech/ticket_show.php?ticket=79702
- APEL-EMI - https://ggus.eu/tech/ticket_show.php?ticket=77884
- APEL-EMI - https://ggus.eu/tech/ticket_show.php?ticket=77150
- APEL-EMI - https://ggus.eu/tech/ticket_show.php?ticket=83562
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=81529
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=81224
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=81428
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=72805
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=76184
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=84103
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=83230
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=83551
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=78907
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=83262
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=83196
- CREAM-BLAH - https://ggus.eu/tech/ticket_show.php?ticket=82902
- DPM Development - https://ggus.eu/tech/ticket_show.php?ticket=79765
- EMI Release Management - https://ggus.eu/ws/ticket_info.php?ticket=79890
- EMI UI - https://ggus.eu/tech/ticket_show.php?ticket=81701
- gLite L&B - https://ggus.eu/ws/ticket_info.php?ticket=76734
- gLite SGE Utils - https://ggus.eu/ws/ticket_info.php?ticket=78955
- gLite Torque Utils - https://ggus.eu/ws/ticket_info.php?ticket=77778
- gLite WMS - https://ggus.eu/tech/ticket_show.php?ticket=80506
- gLite WMS - https://ggus.eu/tech/ticket_show.php?ticket=79554
- gLite WMS - https://ggus.eu/tech/ticket_show.php?ticket=79008
- gLite WMS - https://ggus.eu/tech/ticket_show.php?ticket=78769
- gLite WMS - https://ggus.eu/tech/ticket_show.php?ticket=82586
- gLite YAIM Core - https://ggus.eu/tech/ticket_show.php?ticket=74369
- LFC Development - https://ggus.eu/tech/ticket_show.php?ticket=80536
- StoRM - https://ggus.eu/tech/ticket_show.php?ticket=84513

- StoRM - https://ggus.eu/tech/ticket_show.php?ticket=79796
- StoRM - https://ggus.eu/tech/ticket_show.php?ticket=80176
- UNICORE Server - https://ggus.eu/tech/ticket_show.php?ticket=83341
- VOMS - https://ggus.eu/tech/ticket_show.php?ticket=80869
- VOMS - https://ggus.eu/tech/ticket_show.php?ticket=80498
- VOMS - https://ggus.eu/tech/ticket_show.php?ticket=76158
- VOMS - https://ggus.eu/tech/ticket_show.php?ticket=79785
- VOMS - https://ggus.eu/tech/ticket_show.php?ticket=77911
- VOMS - https://ggus.eu/tech/ticket_show.php?ticket=77240
- VOMS - https://ggus.eu/tech/ticket_show.php?ticket=76259
- VOMS - https://ggus.eu/tech/ticket_show.php?ticket=83890
- VOMS - https://ggus.eu/tech/ticket_show.php?ticket=81528
- VOMS-Admin - https://ggus.eu/tech/ticket_show.php?ticket=84242
- VOMS-Admin - https://ggus.eu/tech/ticket_show.php?ticket=74058
- VOMS-Admin - https://ggus.eu/tech/ticket_show.php?ticket=69717
- VOMS-Admin - https://ggus.eu/tech/ticket_show.php?ticket=68528
- VOMS-Admin - https://ggus.eu/tech/ticket_show.php?ticket=66328
- VOMS-Admin - https://ggus.eu/tech/ticket_show.php?ticket=76685
- VOMS-Admin - https://ggus.eu/tech/ticket_show.php?ticket=82446

-- MathildeRomberg - 26-Oct-2012

This topic: EMI > SupportStatusReport261012

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