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Support status report 29-6-2012

As of 2012-06-29 00:00:52.529026, there are 187 open tickets in EMI SUs, of which:

- 1 assigned,
- 70 in progress,
- 104 on hold,
- 3 reopened,
- 9 waiting for reply.

The tickets in assigned include:

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

Assigned ticket detail (per priority):

less urgent :

(gLite Security) "UMD Verification: fetch-crl segfault in emi.lb.sl6.x86_64-3.2.6" <https://ggus.eu>
SLA check: OK (Assigned on: 2012-06-20 09:24:06. To be taken in charge before 2012-07-11 09:24:06)

Of the 1 less urgent tickets, 0 violate the SLA

Tickets to be discussed:

- https://ggus.eu/tech/ticket_show.php?ticket=81864, gLite WMS, very urgent, on hold, the ETA field has to be filled in - when will the fix be released? Also, the related savannah ticket has severity medium (4), which seems to be inconsistent with "very urgent"
- https://ggus.eu/tech/ticket_show.php?ticket=81404, Information System Development, very urgent, on hold, the ETA field has to be filled in - when will the fix be released?
- https://ggus.eu/tech/ticket_show.php?ticket=82019, StoRM, very urgent, on hold, the ETA field has to be filled in - when will the fix be released?
- https://ggus.eu/tech/ticket_show.php?ticket=79588, VOMS Admin, very urgent, in progress, the ETA field has to be filled in - when will the fix be released?
- https://ggus.eu/tech/ticket_show.php?ticket=81995, Proxyrenewal, very urgent, on hold, the ETA field has to be filled in - when will the fix be released?
- https://ggus.eu/tech/ticket_show.php?ticket=83129, EMI WN, very urgent, in progress, the ETA field has to be filled in - when will the fix be released?
- https://ggus.eu/tech/ticket_show.php?ticket=79932, gLite WMS, very urgent, on hold, ETA has expired 6 weeks ago
- https://ggus.eu/tech/ticket_show.php?ticket=80441, gLite WMS, very urgent, on hold, ETA has expired 7 weeks ago
- https://ggus.eu/ws/ticket_info.php?ticket=78607, gLite SGE Utils, very urgent, on hold, no activity since almost four months!
- https://ggus.eu/tech/ticket_show.php?ticket=81247, gLite WMS, very urgent, on hold, the ETA field has to be filled in - when will the fix be released?

- https://ggus.eu/tech/ticket_show.php?ticket=76138, gLite Hydra, less urgent, waiting for reply from a supporter, the user is seeking for a confirmation that these procedures will indeed be documented in the EMI release, and ... PLEASE react.
- https://ggus.eu/tech/ticket_show.php?ticket=80536, LFC Development, less urgent, waiting for reply from a supporter, the user says "that a helpful error message and maybe a a bit of better logging would be the solution to this ticket." PLEASE react.

There are still 21 open tickets which are older than 1 year ...

-- MathildeRomberg - 29-Jun-2012

This topic: EMI > SupportStatusReport290612

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