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# Support status report 29-09-11

As of 2011-09-30 15:58:44.065938, there are 161 open tickets in EMI SUs, of which:

- 5 assigned,
- 42 in progress,
- 93 on hold,
- 2 reopened,
- 19 waiting for reply.

The tickets in assigned include:

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

Assigned ticket detail (per priority):

less urgent :

(VOMS-Admin) "VOMS Admin UI requests (trim spaces & edit DN)" [https://ggus.eu/tech/ticket\\_show](https://ggus.eu/tech/ticket_show)  
SLA check: OK (Assigned on: 2011-09-28 16:24:17. To be taken in charge before 2011-10-19 16:24:17)

(gLite WMS) "-W- EventLogger::condor\_submit\_ok\_event(...): L&B call got an error (1416). Waiti" [https://ggus.eu/tech/ticket\\_show](https://ggus.eu/tech/ticket_show)  
SLA check: OK (Assigned on: 2011-09-30 09:12:08. To be taken in charge before 2011-10-21 09:12:08)

(VOMS-Admin) "reopenning ticket #73008" [https://ggus.eu/tech/ticket\\_show.php?ticket=74736](https://ggus.eu/tech/ticket_show.php?ticket=74736)  
SLA check: OK (Assigned on: 2011-09-28 11:39:59. To be taken in charge before 2011-10-19 11:39:59)

(Information System Development) "BDII\_top filtering out some resources" [https://ggus.eu/tech/ticket\\_show](https://ggus.eu/tech/ticket_show)  
SLA check: OK (Assigned on: 2011-09-28 09:53:25. To be taken in charge before 2011-10-19 09:53:25)

(DPM Development) "SRMv1 to be removed from gLite DPM box" [https://ggus.eu/tech/ticket\\_show.php](https://ggus.eu/tech/ticket_show.php)  
SLA VIOLATION: Delay: 4 work days (Assigned on: 2011-09-06 14:13:55. Had to be taken in charge before 2011-09-10 14:13:55)

Of the 5 less urgent tickets, 1 violate the SLA

-- AndreaCeccanti - 30-Sep-2011

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This topic: EMI > SupportStatusReport290911

Topic revision: r1 - 2011-09-30 - AndreaCeccantiExCern



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