

Table of Contents

Support status report 30-11-2012.....	1
---------------------------------------	---

Support status report 30-11-2012

As of 2012-11-30 00:00:56.363364, there are 193 open tickets in EMI SUs, of which:
6 assigned,
58 in progress,
120 on hold,
1 reopened,
8 waiting for reply.

The tickets in assigned include:

0 top priority,
0 very urgent,
0 urgent,
6 less urgent.

Assigned ticket detail (per priority):

less urgent :

(gLite SGE Utils) "sge_filestaging script" https://ggus.eu/tech/ticket_show.php?ticket=88971
SLA check: OK (Assigned on: 2012-11-29 14:28:07. To be taken in charge before 2012-12-20 14:28:07)

(dCache Support) "This test ticket has been raised for testing GGUS interfaces after a GGUS re
SLA check: OK (Assigned on: 2012-11-28 09:10:42. To be taken in charge before 2012-12-19 09:10:42)

(gLite WMS) "A single broken CE causes a WMS to become very slow dealing with all other jobs"
SLA check: OK (Assigned on: 2012-11-23 15:47:43. To be taken in charge before 2012-12-14 15:47:43)

(gLite WMS) "glite-wms-ice doesn't create a console log file" https://ggus.eu/tech/ticket_show.php?ticket=88439
SLA check: OK (Assigned on: 2012-11-19 15:44:14. To be taken in charge before 2012-12-10 15:44:14)

(gLite L&B) "Non FHS location for logs" https://ggus.eu/tech/ticket_show.php?ticket=88439
SLA check: OK (Assigned on: 2012-11-13 14:40:33. To be taken in charge before 2012-12-04 14:40:33)

(DPM Development) "checksum in DPM" https://ggus.eu/tech/ticket_show.php?ticket=88431
SLA check: OK (Assigned on: 2012-11-22 14:55:38. To be taken in charge before 2012-12-13 14:55:38)

Of the 6 less urgent tickets, 0 violate the SLA

Tickets to be discussed:

- Gridside - https://ggus.eu/tech/ticket_show.php?ticket=87573, in progress, very urgent, ETA expires on November 30,2012
- gLite SGE Utils - https://ggus.eu/ws/ticket_info.php?ticket=78607, on hold, very urgent, when will a fix be available (give ETA)?
- caNL, https://ggus.eu/tech/ticket_show.php?ticket=86471, on hold, urgent, related bug tracker ticket is closed since 2 months - which EMI Release will contain it?
- DPM Development, https://ggus.eu/tech/ticket_show.php?ticket=84449, urgent, on hold, both related bug tracker entries are of status "none"
- EMI UI, https://ggus.eu/tech/ticket_show.php?ticket=81701, urgent, on hold, related bug tracker entry has Status "none", EGI is waiting for an answer!!!
- EMI WN, https://ggus.eu/tech/ticket_show.php?ticket=83692, urgent, on hold, bug tracker entry says release with EMI2 update 4
- EMI WN, https://ggus.eu/tech/ticket_show.php?ticket=85479, urgent, on hold, bug tracker entry says release with EMI2 update 4
- FTS Development, https://ggus.eu/tech/ticket_show.php?ticket=82876, urgent, on hold, no related bug tracker entry is given

SupportStatusReport301112 < EMI < TWiki

- gLite L&B, https://ggus.eu/ws/ticket_info.php?ticket=80326, in progress, urgent, related bug tracker entries exist and both are closed, the fixes have been released with EMI-2
- gLite L&B, https://ggus.eu/ws/ticket_info.php?ticket=82258, in progress, urgent, EGI is waiting for an answer!
- APEL-EMI, https://ggus.eu/tech/ticket_show.php?ticket=80685, on hold, less urgent, EGI waits for an answer
- APEL-EMI, https://ggus.eu/tech/ticket_show.php?ticket=77150, on hold, less urgent, EGI waits for an answer
- APEL-EMI, https://ggus.eu/tech/ticket_show.php?ticket=77129, on hold, less urgent, will it be fixed in EMI 1?
- caNL, https://ggus.eu/tech/ticket_show.php?ticket=86474, on hold, less urgent, bug tracker entry is closed since two months - which EMI Release will contain it?
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=78907, on hold, less urgent, there is no corresponding bug tracker entry for it
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=85553, on hold, less urgent, one of the related bug tracker entries says the fix has been released with EMI on 23/10/2012
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=81529, on hold, less urgent, related bug tracker entry says Release "TBD"
- 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=81224, on hold, less urgent, on 18/07/2012 it says "fixed in next EMI 2 release"; related bug tracker entry has Status "accepted"
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=83155, in progress, less urgent, EGI waits for an answer!!
- CREAM-BLAH, https://ggus.eu/tech/ticket_show.php?ticket=82902, on hold, less urgent, the related bug tracker entry for SGE has Status "none"
- DPM Development, https://ggus.eu/tech/ticket_show.php?ticket=74277, on hold, less urgent, related bug tracker entry has status "none", EGI waits for an answer
- DPM Development, https://ggus.eu/tech/ticket_show.php?ticket=82886, on hold, less urgent, related issue field is empty (reference to CERN ticket given in a public comment leads to "no record found")
- EMI, https://ggus.eu/tech/ticket_show.php?ticket=86450, in progress, less urgent, could it be closed as it is a duplicate of another ticket?
- EMI UI, https://ggus.eu/tech/ticket_show.php?ticket=74673, on hold, less urgent, no bug tracker entry exists, the submitter is waiting for an answer / comment
- EMI WN, https://ggus.eu/tech/ticket_show.php?ticket=80513, in progress, less urgent, EGI is waiting for an answer!!!
- gLite Hydra, https://ggus.eu/tech/ticket_show.php?ticket=76137, in progress, less urgent, the submitter and EGI are waiting for an answer!!!
- gLite Java Security, https://ggus.eu/tech/ticket_show.php?ticket=86470, in progress, less urgent, as OSG has a fix, will it be integrated in EMI as well?
- gLite L&B, https://ggus.eu/ws/ticket_info.php?ticket=82563, on hold, less urgent, corresponding bug tracker entry has status "none"
- gLite WMS, https://ggus.eu/tech/ticket_show.php?ticket=80855, in progress, less urgent, EGI is waiting for an answer since mid of July
- gLite WMS, https://ggus.eu/tech/ticket_show.php?ticket=82586, on hold, less urgent, related bug tracker entry has status "none"
- gLite Yaim Core, https://ggus.eu/tech/ticket_show.php?ticket=74369, on hold, less urgent, related bug tracker entry has status "none"
- VOMS, https://ggus.eu/tech/ticket_show.php?ticket=73649, on hold, less urgent, no related bug tracker entry exists

PLEASE be aware of the fact that 2nd level support is filling in the ETA fields of new "very urgent" tickets and they monitor how EMI meets the ETA

This topic: EMI > SupportStatusReport301112

Topic revision: r1 - 2012-11-30 - unknown



Copyright &© 2008-2022 by the contributing authors. All material on this collaboration platform is the property of the contributing authors.

or Ideas, requests, problems regarding TWiki? use [Discourse](#) or [Send feedback](#)