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# Week of 111017

## Daily WLCG Operations Call details

To join the call, at 15.00 CE(S)T Monday to Friday inclusive (in CERN 513 R-068) do one of the following:

1. Dial +41227676000 (Main) and enter access code 0119168, or
2. To have the system call you, [click here](#)
3. The scod rota for the next few weeks is at [ScodRota](#)

## WLCG Service Incidents, Interventions and Availability, Change / Risk Assessments

VO Summaries of Site Usability				SIRs, Open Issues & Broadcasts			Change assessments
<a href="#">ALICE</a>	<a href="#">ATLAS</a>	<a href="#">CMS</a>	<a href="#">LHCb</a>	WLCG Service Incident Reports	WLCG Service Open Issues	Broadcast archive	CASTOR Change Assessments

## General Information

General Information				GGUS Information	LHC Machine Information
CERN IT status board	M/W PPSCoordinationWorkLog	WLCG Baseline Versions	WLCG Blogs	GgusInformation	Sharepoint site - Cooldown Status - News

## Monday:

Attendance: local(Massimo, Yuri, John, Jamie, Maria G, Maarten, Lukasz, Andrea, Dirk, va, Jakob, Oliver, Maria D);remote(Joel, Tore, Onno, Jhen Wei, Giovanni, Rob, Rolf, Tiju, Dmitri, Lisa).

Experiments round table:

- ATLAS reports -
  - ◆ T0/Central Services
    - ◇ data taking, T0 reprocessing and HLT reconstruction in progress.
  - ◆ T1 sites
    - ◇ IN2P3-CC:
      - LFC outage ~2h. Friday afternoon due to ORACLE DB problem, FR cloud was set offline in production temporarily, Savannah:124066. Recovered at ~5pm CET.
      - Transfer failures on Sunday: "dftp\_copy\_wait: Conn. timeout and FIRST\_MARKER\_TIMEOUT". GGUS:75352 in progress, also SAM test for SRM failed. SRM overload,downtime (dCache) till 3pm. Recovered. Still many SRM related stage-out job failures on Monday morning.
      - ◇ PIC many file transfer failures on Saturday: GGUS:75341 verified. PNFS overload. LHCb heavily asking for tape files, srm-bring-online requests accumulating and affecting the PNFS server. (GGUS:75344). No more failures on Sunday.

- ◇ NIKHEF transfer failures: failed to contact on remote SRM on Saturday.  
GGUS:75343 [↗](#) and GGUS:75345 [↗](#) verified. Job failures: missing BDII entry. Fixed.
- ◇ Taiwan-LCG2 production job failures on Sunday: missing installation.  
GGUS:75354 [↗](#) solved after the experts adjusted the field in central DB.
- ◇ INFN-CNAF missing files on SCRATCHDISK causing transfer failures on Sunday.  
GGUS:75356 [↗](#).
- ◇ RAL-LCG2 transfer failures: "DESTINATION error: SRM\_FAILURE or SRM\_ABORTED". GGUS:75361 [↗](#) in progress.
- ◆ T2 sites
  - ◇ several GGUS tickets submitted, some of them resolved.
- CMS reports -
  - ◆ LHC / CMS detector
    - ◇ data taking ongoing
  - ◆ CERN / central services
    - ◇ CMSR Oracle instance spontaneous reboot problem, GGUS:74993 [↗](#), kept open to follow up with increased logging information
  - ◆ T0 and CAF:
    - ◇ cmst0 : very busy processing data !
  - ◆ T1 sites:
    - ◇ [T1\_TW\_ASGC]: file access problems, MinBias MC files used for Pileup mixing not accessible by processing jobs, problem solved, problematic disk servers have been put offline GGUS:75258 [↗](#)
    - ◇ [T1\_TW\_ASGC]: general file access problem, suspicion is some staged files are corrupt when coming from tape, GGUS:75377 [↗](#)
    - ◇ [T1\_IT\_CNAF]: JobRobot problems (part of our Nagios checks), GGUS:75351 [↗](#)
    - ◇ [T1\_FR\_CCIN2P3]: overload in dCache affecting transfers from/to IN2P3, nothing to be done right now?
- ALICE reports [↗](#) -
  - ◆ NTR
- LHCb reports -
  - ◆ Experiment activities
    - ◇ Reconstruction and stripping at CERN
    - ◇ Reprocessing at T1 sites and T2 sites
  - ◆ T0
    - ◇ LFC : (GGUS:75373 [↗](#)) machine not trusted
  - ◆ T1 sites:
    - ◇ CERN : (GGUS:75374 [↗](#)) during the last week we never get in average our LSF share at CERN : why ?
    - ◇ PIC : (GGUS:75344 [↗](#)) : problem with SRM
    - ◇ RAL : problem with one disk server.
  - ◆ T2 sites:
    - ◇ IN2P3 : reconfiguration of CE is done

Sites / Services round table:

- ASGC: Investigating on corrupted files. Restaging (reloading from tape) fixes this problem.
- BNL:
- CNAF: Problems with one (out of several CE). Nevertheless site is operational (confirmed by CMS)
- FNAL: On Saturday the site came back online at 6:30.
- IN2P3: nta
- KIT: Downtime tomorrow (Oracle upgrade affecting ia FTS) 9-12 UTC

- NDGF: ntr
- NLT1: Slow access to tape. Vendor call open.
- PIC: ntr
- RAL: Downtime cancelled
- OSG: ntr
  
- CASTOR/EOS: ntr
- Dashboards: ntr
- Databases: nt

AOB: (MariaDZ)

1. Could ALICE support please re-assign GGUS:74373 [↗](#) to themselves as per internal diary note of 2011/10/13, if they agree.
2. There was a complaint in email by LHCb (Joel) about wrong assignments by the SNOW 2nd Line Support.
  - GGUS:75374 [↗](#) was too laconical for general-purpose supporters to understand what is the right SNOW Assignment Group. One can see the SNOW Assignment Group in the GGUS diary, so one can comment (in GGUS) if this is wrong. (Recommendation for GGUS ticket submitters).
  - GGUS:75373 [↗](#) had the right keyword 'LFC' in its subject but was wrongly assigned due to the 'VOBOX' occurrence in the detailed description. We asked help from PES experts for internal assignment as nobody else has privileges to do it. In this sense, the GGUS free-access-for-all-supporters model is more flexible. (Recommendation for SNOW deployers).

## Tuesday:

Attendance: local(Elena, Massimo, Luca, Ulrich, John, Mattia, Maarten, Mariz DZ, Alessandro, Jakob);remote( Joel, Tiju, Dmitry, Xavier, Tore, Gonzalo, Rolf, David, Rob, Jhen Wei, Brian).

Experiments round table:

- ATLAS reports -
  - ◆ T0/Central Services
    - ◇ data taking, T0 reprocessing and HLT reconstruction in progress.
  - ◆ T1 sites
    - ◇ NIKHEF: Timeouts for transfers to T2s in other clouds caused by network cut by Internet provider GGUS:75388 [↗](#). NIKHEF declared DT. The problem is fixed.
    - ◇ PIC - SARA transfer problem GGUS:75413 [↗](#).
  - ◆ T2 sites
    - ◇ ntr
- CMS reports -
  - ◆ LHC / CMS detector
    - ◇ data taking ongoing
  - ◆ CERN / central services
    - ◇ CMSR Oracle instance spontaneous reboot problem, GGUS:74993 [↗](#), kept open to follow up with increased logging information
  - ◆ T0 and CAF:
    - ◇ cmst0 : very busy processing data !
  - ◆ T1 sites:
    - ◇ [T1\_TW\_ASGC]: general file access problem, suspicion is some staged files are corrupt when coming from tape, GGUS:75377 [↗](#)

- ◇ [T1\_IT\_CNAF]: JobRobot problems (part of our Nagios checks), GGUS:75351 [↗](#), ongoing (site not blacklisted, just marked not ready; production jobs are running fine)
- ◇ [T1\_FR\_CCIN2P3]: overload in dCache affecting transfers from/to IN2P3, nothing to be done right now? GGUS:75397 [↗](#)

- ALICE reports [↗](#) -
  - ◆ NTR
- LHCb reports -
  - ◆ Experiment activities
    - ◇ Reconstruction and stripping at CERN
    - ◇ Reprocessing at T1 sites and T2 sites
  - ◆ T0
    - ◇ LFC : (GGUS:75373 [↗](#)) machine not trusted
  - ◆ T1 sites:
    - ◇ CERN : (GGUS:75374 [↗](#)) during the last week we never get in average our LSF share at CERN : why ?
    - ◇ PIC : (GGUS:75344 [↗](#)) : problem with SRM
    - ◇ RAL : problem with one disk server.
    - ◇ IN2P3: (GGUS:75382 [↗](#)) reallocation of free space from LHCb\_MC\_DST and LHCb\_MC\_M-DST
    - ◇ PIC: (GGUS:75383 [↗](#)) reallocation of free space from LHCb\_MC\_DST and LHCb\_MC\_M-DST
    - ◇ SARA: (GGUS:75384 [↗](#)) reallocation of free space from LHCb\_MC\_DST and LHCb\_MC\_M-DST
    - ◇ Gridka: (GGUS:74915 [↗](#)) reallocation of free space from LHCb\_MC\_DST and LHCb\_MC\_M-DST \* T2 sites:
    - ◇ IN2P3 : reconfiguration of CE is done.

Sites / Services round table:

- ASGC: ntr
- BNL:
- CNAF:
  - ◆ CE problem still there (jobrobot uses the faulty one; production correctly uses the remaining 2 which are OK)
  - ◆ tomorrow downtime (atlas storm end-point) from 14:00 to 16:00 UTC
  - ◆ Thursday downtime (tape library) from 6:00 to 10:00 UTC
- FNAL:
- IN2P3:
- KIT:
  - ◆ GPFS failure early this morning. Now solved
  - ◆ Yesterday DB upgrade OK
  - ◆ Firewall changes on October 24. (5:00 to 6:00 UTC): During that period GGUS could be unreachable
- NDGF: ntr
- NLT1: Big network problem (with a network provider).
- PIC: ntr
- RAL:
  - ◆ Unclear problem in transfer with EOS (n. of stream = 1)? They will open a ticket.
- OSG: ntr
  
- CASTOR/EOS: ntr
- Dashboards: ntr

- Databases: ATL Offline crash (high load) around 4AM UTC. Service could be re-established quickly. Under investigation.
- Grid services:
  - ◆ LFC problem solved. Measures to avoid this situation to happen again now in place
  - ◆ Last LCG CEs at CERN will be retired during the Christmas break

AOB:

- Maria DZ: Following yesterday's AOB and LHCb complaint about slow identification of the right SNOW Assignment Group Savannah:124111 [↗](#) is now open suggesting passing the 'Type of Problem' value to a SNOW field. This will be discussed next week.
- Maria DZ: GGUS Release tomorrow, hence there will be the usual ALARM tests.  
[https://ggus.eu/pages/news\\_detail.php?ID=442](https://ggus.eu/pages/news_detail.php?ID=442) [↗](#) In GoCDB:  
[https://gocdb4.esc.rl.ac.uk/portal/index.php?Page\\_Type=View\\_Object&object\\_id=92201&grid\\_id=0](https://gocdb4.esc.rl.ac.uk/portal/index.php?Page_Type=View_Object&object_id=92201&grid_id=0) [↗](#)  
Please note the very important entry in operation of the middleware Support Units and ELOG Operations interface to SNOW. Details in <https://savannah.cern.ch/support/?119242#comment9> [↗](#)
- Joel: how can we use FTS to avoid time-out when files are not prestaged. It looks to be a feature in FTS 3: what can we do in the mean time (other than prestaging)? Joel will send a mail to Jamie/Maria to have a discussion in the next T1 coord meeting

## Wednesday

Attendance: local(Elena, Massimo, Luca, Jamie, John, Edward, Jakob, Maria DZ);remote(Gonzalo, Lisa, Jhen Wei, Gareth, Rolf, Ron, Giovanni, Tiju, Rob, Pael, Tiju).

Experiments round table:

- ATLAS reports -
  - ◆ T0/Central Services
    - ◇ data taking, T0 reprocessing and HLT reconstruction in progress.
  - ◆ T1 sites
    - ◇ TAIWAN: Production jobs were failing at several WN with "Exception caught by pilot" errors GGUS:75436. WNs are set offline.Thanks
    - ◇ PIC - SARA transfer problem GGUS:75413. SARA team make investigation. Thanks. Transfers are very slow ( 300 Mbps ).This is very likely an LHCOPN issue. CERN is involved. Also the timeouts are seen for transfers PIC->GRIF-LAL GGUS:75429.
  - ◆ T2 sites
    - ◇ ntr
- CMS reports -
  - ◆ LHC / CMS detector
    - ◇ data taking ongoing (90 m tests)
  - ◆ CERN / central services
    - ◇ CMSR Oracle instance spontaneous reboot problem, GGUS:74993, kept open to follow up with increased logging information
  - ◆ T0 and CAF:
    - ◇ cmst0 : very busy processing data !
  - ◆ T1 sites:
    - ◇ [T1\_TW\_AS GC]: general file access problem, suspicion is some staged files are corrupt when coming from tape, GGUS:75377, possible fix being tested
    - ◇ [T1\_IT\_CN AF]: JobRobot problems (part of our Nagios checks), GGUS:75351, ongoing (site not blacklisted, just marked not ready; production jobs are running fine)

◇ [T1\_FR\_CCIN2P3]: overload in dCache affecting transfers form/to IN2P3, nothing to be done right now? GGUS:75397

- ALICE reports [↗](#) -
  - ◆ NTR
  
- LHCb reports -
  - ◆ Experiment activities
    - ◇ Reconstruction and stripping at CERN
    - ◇ Reprocessing at T1 sites and T2 sites
  - ◆ T0
  - ◆ T1 sites:
    - ◇ CERN : (GGUS:75374) during the last week we never get in average our LSF share at CERN : why ?
    - ◇ PIC : (GGUS:75462) srm / FTS error
  - ◆ T2 sites:

Sites / Services round table:

- ASGC: CMS job problem under investigation
- BNL:
- CNAF: Job Robot problem not understood (but quite benign). Anyway the service will be moved to a more powerful node to compensate for some high CPU load.
- FNAL: NTR
- IN2P3: NTR
- KIT: NTR
- NDGF:
- NLT1: dCache problem now solved
- PIC: NTR
- RAL: DB problem affecting FTS and LFC. Fail over was OK for LFC but human intervention was needed to restart FTS properly
- OSG: One BDII (out of 2) had a problem. Should have been invisible.
  
- CASTOR/EOS: EOS interventions: tomorrow (10:00-11:00 CET) on EOSCMS (transparent); Next Monday (24-OCT 10:00-11:00 CET) EOSATLAS (15' downtime)
- Dashboards: NTR
- Databases: NTR
- Network: the problem PIC/SARA (since it is routed via CERN) was also debugged at CERN. Now (14:00 UTC) seems to be gone.

AOB: (MariaDZ)

- Please comment in Savannah:123393 [↗](#) on the request to make GGUS tickets publicly available for searches.
- Today's GGUS release was problematic for the middleware Support Units as the old (but still open) GGUS tickets were created in SNOW without their diaries' contents.
- We have received no comments from WLCG in Savannah:123890 [↗](#) with arguments in favour or against making ToP mandatory.
- We have received no comments from WLCG shifters in Savannah:120505 [↗](#) about the request for GGUS to generate an email notification to the GGUS ticket submitter. These last 2 points were requested 2 weeks ago (see <https://twiki.cern.ch/twiki/bin/view/LCG/WLCGDailyMeetingsWeek111003#Thursday> AOB).

## Thursday

Attendance: local(Elena, Steve, Massimo, Ulrich, Mattia, Maarten, Jakob, Maria DZ, Luca, John, Gavin);remote(Lisa, Tiju, Alessandro, Joel, Ulf, JhenWei, Ronald, Gartehm Rolf, Gonzalo, Rob, Andreas, Giovanni).

Experiments round table:

- ATLAS reports -
  - ◆ T0/Central services
    - ◇ HLT reconstruction in progress.
  - ◆ T1 site
    - ◇ TAIWAN: Problem with one disk server. Fixed quickly.Thanks
    - ◇ INFN-T1: one stucked FTS job is blocking new transfers. GGUS:75524.
    - ◇ CERN: CERN FTS monitor doesn't show active transfers for ATLAS (only in READY state) GGUS:75526.
    - ◇ Transfers PIC->GRIF-LAL GGUS:75429. CERN was involved. There is no problem at the CERN side. PIC is seeing the problem at FR side. Ticket has been re-assigned to GRIF.
  - ◆ T2 sites
  - ◆ ntr
- CMS reports -
  - ◆ LHC / CMS detector
    - ◇ Totem / Alpha run ongoing
  - ◆ CERN / central services
    - ◇ CMSR Oracle instance spontaneous reboot problem, GGUS:74993, kept open to follow up with increased logging information, still waiting for a solution
  - ◆ T0 and CAF:
    - ◇ cmst0 : very busy processing data !
    - ◇ Tier-0 head node vocms15.cern.ch was not reachable this morning, GGUS:75510, fixed
  - ◆ T1 sites:
    - ◇ [T1\_TW\_ASGC]: general file access problem, suspicion is some staged files are corrupt when coming from tape, GGUS:75377, possible fix seems to have failed
    - ◇ [T1\_IT\_CNAF]: JobRobot problems (part of our Nagios checks), GGUS:75351. Fixed now?
    - ◇ [T1\_FR\_CCIN2P3]: overload in dCache affecting transfers form/to IN2P3. GGUS:75397. Is this resolved now?
    - ◇ [T1\_DE\_KIT]: Job Robot failing, <https://savannah.cern.ch/support/index.php?124147>
- ALICE reports [↗](#) -
  - ◆ NTR
- LHCb reports -
  - ◆ Experiment activities
    - ◇ Reconstruction and stripping at CERN
    - ◇ Reprocessing at T1 sites and T2 sites
  - ◆ T0
    - ◇ LFC issue: There were a bit more than 12 millions requests sent to lfclhcbro spread over the 2 servers almost equally (lfclhcbro01 got more bursts). On lfclhcbro02, there were not more that 50 threads in use at any time out of the 80 configured. On lfclhcbro01, we had a few bursts taking 70 threads (out of 80). So we were never out of threads and so the connect time should be almost instantaneous. There were no



special errors except 2 sets of errors: 1) 23 sessions were not closed by the client and timed out after 60 seconds (requests spread over the 2 servers and during the day, no burst). 2) Around 18:30 there were disconnections between lfclhcbro02 and the DB servers. May be the DB people could comment.

- ◆ T1 sites:
  - ◇ SARA : (GGUS:75494) : staging not allowed
  - ◇ IN2P3 : (GGUS:75514) SE performance.
  - ◇ GRIDKA : (GGUS:75515) : problem of instability at GRIDKA
- ◆ T2 sites:

Sites / Services round table:

- ASGC: CMS problem being investigating
- CNAF: CMS JobRobot problem solved. ATLAS FTS problem: probably overload effect, worked around by increasing the number of slots: this is a temporary measure because ATLAS would like to go back to std settings and fix the problem root cause
- FNAL: NTR
- IN2P3: 3-hour dCache outage because of a hardware upgrade of the main server for coming Tuesday morning. No jobs using dCache will be able to run during the intervention.
  
- KIT: LHCb ticket in hand
- NDGF: Finland site going now in DW due to OPN maintenance (2h). Saturday Slovenian resource will be unavailable for a few hours (power intervention)
- NLT1: 2 disk servers restarted (scratch space for ATLAS)
- PIC: NTR
- RAL: NTR
- OSG: NTR
  
- CASTOR/EOS: Today at 12:00 UTC EOSATLAS emergency intervention to fix an xrd3cp problem (transparent)
- Dashboards: NTR
- Grid services:
  - ◆ VOMS problem (new CA not automatically accepted) creating problems to UK and Brazil users identified. Workaround: add CAs by hand. Developers contacted.
  - ◆ LSF workaround in place (LHCb quota problems). Discussing with Platform for a proper solution
  - ◆ LFC problems: please submit a ticket

AOB: (MariaDZ) All 17 test ALARM tickets seemed to have worked well following the release yesterday. Comments, if any, in Savannah:123788 [↗](#) please.

## Friday

Attendance: local(Elena, Joel, Jamie, Jacek, Ignacio, Mattia, Uli, Jacob, Maarten);remote(Elisabeth, Ulf, Lisa, Rolf, Gonzalo, Sunrise, Onno, Giovanni, Shu-Ting, Xavier, + 2 others (anon, sunrise), Gareth ).

Experiments round table:

- ATLAS reports -
- Physics
  - ◆ data taking (alpha run)
  - ◆ HLT reconstruction in progress.
- T0/Central services
  - ◆ ntr

- T1 site
    - ◆ INFN-T1->pic : reduced efficiency for transfers between two sites GGUS:75550. CERN moved CERN-CNAF link together with the CERN-PIC link on the same CERN router. In progress. [ Gonzalo - AFAIK problem is solved based on info received; will have to check on this ] Checked and problem solved, transfers CNAF-PIC OK since Edoardo Martelli confirmed that problem was fixed at CERN
    - ◆ INFN-T1: one stucked FTS job is blocking new transfers. GGUS:75524. Two problematic channels with long queues. In progress. [ Giovanni - job shown in ticket finished "dirty". Ale - please clarify. Giovanni - finished dirty. Ale - 3 jobs were in active state for several days in 3 channels. Problem that ATLAS observed is that since these jobs were stuck ATLAS was not able to submit any more transfers for those channels. ]
    - ◆ CERN: CERN FTS monitor doesn't show active transfers for ATLAS (only in READY state) GGUS:75526. Solved. Thanks
    - ◆ Transfers PIC->GRIF-LAL GGUS:75429. In progress.
  - T2 sites
    - ◆ ntr
- 

- CMS reports -
  - LHC / CMS detector
    - ◆ Data taking ongoing
  - CERN / central services
    - ◆ CMSR Oracle instance spontaneous reboot problem, GGUS:74993, kept open to follow up with increased logging information, still waiting for a solution
  - T0 and CAF:
    - ◆ cmst0 : very busy processing data !
  - T1 sites:
    - ◆ [T1\_TW\_ASGC]: general file access problem, suspicion is some staged files are corrupt when coming from tape, GGUS:75377, possible fix seems to have failed
    - ◆ [T1\_FR\_CCIN2P3]: overload in dCache affecting transfers form/to IN2P3. GGUS:75397. Ongoing. (but not as severe as it was ...) [ IN2P3 - request to CMS; 2 tickets waiting for reply from CMS side. GGUS:75391 [↗](#), GGUS:75397 [↗](#)
    - ◆ [T1\_DE\_KIT]: Job Robot failing, <https://savannah.cern.ch/support/index.php?124147> [ Xavier - please use GGUS as noone from us is looking into Savannah. If problem still exists open new GGUS ticket referring to Savannah ]
- 

- ALICE reports [↗](#) - NTR
- LHCb reports -
- Experiment activities
  - ◆ Reconstruction and stripping at CERN
  - ◆ Reprocessing at T1 sites and T2 sites
- T0
  - ◆ LFC issue: (GGUS:75533)
  - ◆ CERN : after discussion we are running more than 3500 jobs now. Thanks to LSF people for the new tuning.
- T1 sites:
  - ◆ GRIDKA : (GGUS:74584) : jobs like stalled !!!
  - ◆ SARA : (GGUS:75573) : dCache problem. fixed this morning and closed. [ Onno - we had to restart 3 pool nodes that had troubles restoring files from tape. After restarting dCache on those nodes was ok. Looks like communication problem between head node and these nodes. If happens again will investigate further . ]
- T2 sites:

Sites / Services round table:

- ASGC: ntr
- BNL
- CNAF: ntr
- FNAL: ntr
- IN2P3: nta
- KIT: early this morning dCache instance was offline for 2h as /var full and service had to be restarted. LHCb affected. Joel - could explain why jobs were stalled. This morning - Y
- NDGF: ntr
- NLT1: nta
- PIC: ntr
- RAL: had problem for 1h yesterday pm for CMS CASTOR instance. Job manager stopped working and failed 1-2 SAM tests
- OSG: ntr
  
- CASTOR/EOS: ntr
- Dashboards: ntr
- Databases: next week we will be patching all INT DBs with latest security patches from Oracle to prepare for patching production during next TS; problems with devdb11 which is down today due to problems with VMs used for DBs. Hopefully fixed today
- Grid services: this morning saw pileup of grid OPS jobs that did not get scheduled - CERN was thus degraded in SLS. Proxies expired for pending jobs. Maybe related to changes to fairshare system

AOB: (MariaDZ) ALARMers who receive GGUS notifications by sms or other email derivatives please read and comment in Savannah:124169 [↗](#) if you have any formatting requests.

-- JamieShiers - 14-Sep-2011

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