

Table of Contents

WLCG Service Incident Reports.....	1
WLCG Service Incident Report Guidelines.....	1
2019.....	1
Q3 2019.....	1
2018.....	1
Q3 2018.....	1
Q1 2018.....	1
2017.....	1
Q4 2017.....	2
Q2 2017.....	2
Q1 2017.....	2
2016.....	2
Q4 2016.....	2
Q3 2016.....	2
Q2 2016.....	3
Q1 2016.....	3
2015.....	3
Q4 2015.....	3
Q3 2015.....	4
Q2 2015.....	4
Q1 2015.....	4
2014.....	4
Q4 2014.....	4
Q3 2014.....	5
Q2 2014.....	5
Q1 2014.....	5
2013.....	5
Q4 2013.....	5
Q3 2013.....	6
Q2 2013.....	6
Q1 2013.....	6
2012.....	7
Q4 2012.....	7
Q3 2012.....	8
Q2 2012.....	8
Q1 2012.....	9
2011.....	10
Q4 2011.....	10
Q3 2011.....	11
Q2 2011.....	12
Q1 2011.....	13
2010.....	14
Q4 2010.....	14
Q3 2010.....	15
Q2 2010.....	17
Q1 2010.....	19
2009.....	20
Q4 2009.....	20
Q3 2009.....	21
Q2 2009.....	21
Q1 2009.....	22
2008.....	23
Temp Area.....	23
External References.....	23

WLCG Service Incident Reports

WLCG Service Incident Report Guidelines

- Site where the incident took place
 - Service area to which the incident related (Infrastructure, Middleware, DB, Storage or Network)
 - When the problem has been detected
 - How long it lasted
 - Service to which the incident related
 - Experiment(s) impacted by the incident and, if known, which experiment activities were affected
 - Report regarding the incident and problem resolution with a detailed time line
 - What has been done, if anything, to try and make sure the problem won't reappear
- N.B. Downtimes / degradations are always "user visible" (which is what counts...)
- Service area is: Infrastructure, Middleware, DB, Storage or Network
 - SIRs are plotted in WLCG quarterly reports both by service area and by time to resolution (Total, > 96h, >24h)

2019

Q3 2019

Site	Service Area	Date	Duration	Service	Impact	Report
CNAF	Infrastructure	Aug 6-21, 2019	15 days	all	all computing resources and data unavailable	SIR_CNAF_20190829.pdf

2018

Q3 2018

Site	Service Area	Date	Duration	Service	Impact	Report
CERN	Storage	Jun-Sep 2018	3 months	EOS	instabilities; some data loss	EOS report
KIT	Storage	9-10 Aug 2018	1 day	dCache	Lost (at least) 270k files for CMS.	SIR.pdf
IN2P3-CC	Storage	Aug 2018	-	XRootD	110 TB of ALICE data lost due to RAID problem	SIR.pdf

Q1 2018

Site	Service Area	Date	Duration	Service	Impact	Report
CERN	Databases	Feb 2018	5 days	LHCb	Service degraded	LHCb.pdf[SIR.pdf]

2017

Q4 2017

Site	Service Area	Date	Duration	Service	Impact	Report
KIT	Tape Storage	Dec 2017		Tape Archive	4300 files lost total	SIR.pdf

Q2 2017

Site	Service Area	Date	Duration	Service	Impact	Report
KIT	Infrastructure	31 May 2017	6h	GGUS	service unavailable	SIR_201705.pdf

Q1 2017

Site	Service Area	Date	Duration	Service	Impact	Report
CERN	Database though the problem rather related to network	21 Mar 2017	48h	CMSR	Phedex downtime in CNAF and Wisconsin	20170321_SIR_CERN_PHEDEX.pdf
KIT	Storage	12 Jan 2017	-	dCache/TSM	7185 ATLAS, 75 LHCb and 2 CMS files lost	KIT_SIR_Lost_files_after_TSM_DB_storage_crash.pdf

2016**Q4 2016**

Site	Service Area	Date	Duration	Service	Impact	Report
TRIUMF	Storage	18 December 2016	-	dCache	Unrecoverable data loss	TRIUMF-dcs08lun0_incident_20161218.pdf
ASGC	Storage	18 Oct 2016	-	DPM	135k ATLAS files (20 TB) lost due to RAID failure	SIRondatalossinASGCinOct.2016.pdf
INFN-T1	Middleware	1 Oct 2016	3.5 days	CREAM	jobs had no valid proxy on the WN, particularly impacting LHCb	post-mortem-CNAF-CE-Problem-Sept-2016.p

Q3 2016

Site	Service Area	Date	Duration	Service	Impact	Report
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CERN	Middleware	15 Sep 2016	33h	LSF batch system, CREAM	jobs could not be submitted, strongly impacting ALICE and LHCb	https://twiki.cern.ch/twiki/bin/view/CMgroup/BatchService
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Q2 2016

Site	Service Area	Date	Duration	Service	Impact	Report
PIC	Storage	17 December 2015	-	Tape Storage	a T10KD drive writing off track made several files unreadable	SIR_PIC_ATLAS_T10KD_20160519.pdf
SARA	Infrastructure	30 June 2016	26 hours	Compute and storage	Outage	SURFsara_SIR_network_outage_30-6-2016.pdf

Q1 2016

Site	Service Area	Date	Duration	Service	Impact	Report
CERN	Infrastructure	29 Mar	2 days	VOMS	ATLAS, CMS and LHCb affected, several experiment services affected, FTS transfers affected	Report

2015

Q4 2015

Site	Service Area	Date	Duration	Service	Impact	Report
IN2P3-CC	Network	3 Nov	1h	Network	The router connecting the site to the outside world broke and all external network connections stopped working	SIR-IN2P3-CC-network-2015-11-03-v3.pdf
CERN	Batch	5 Dec	6h	Batch services	loss of running jobs, degraded capacity	IncidentBatchWorkerNodes

Q3 2015

Site	Service Area	Date	Duration	Service	Impact	Report
CERN	Infrastructure	9 Jul	2h	CVMFS	All CMS Jobs failed on WLCG	IncidentCvmfsCMS150709

Q2 2015

Site	Service Area	Date	Duration	Service	Impact	Report
FNAL	Storage	April 15	15 days	dCache	Unrecoverable data loss	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents

Q1 2015

Site	Service Area	Date	Duration	Service	Impact	Report
SARA	Storage	January 15	25 days	dCache	Unrecoverable data loss	SURFsara_Service_Incident_Report_-_bw32-1_backplan

2014**Q4 2014**

Site	Service Area	Date	Duration	Service	Impact	Report
IN2P3-CC	Network	November 26	1.6 hours	VOBoxes	Various internal services and VOBoxes were cut off the network	SIR-IN2P3-CC-network-2014-11-26-v0.pdf
CERN	Storage	October 11	5 hours	CASTOR	Outage: backend daemon of the SRM service stopped talking with the CASTOR database	https://twiki.cern.ch/twiki/bin/view/CASTORService
CERN	Storage	October 14	4 hours	CASTOR	Outage: backend daemon of the SRM service stopped talking	https://twiki.cern.ch/twiki/bin/view/CASTORService

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					with the CASTOR database	
KIT	Storage	September 30	-	Tape Storage	due to wrong tape markers loss of 424 files	KIT_SIR_Storage_20141023.pdf

Q3 2014

Q2 2014

Site	Service Area	Date	Duration	Service	Impact	Report
KIT	Network	Apr 1	3 weeks	Network	many job and data transfer failures for all 4 experiments, due to firewall and OPN overload by ALICE jobs	SIR-ALICE-KIT-overload-v2.pdf

Q1 2014

Site	Service Area	Date	Duration	Service	Impact	Report
RAL	Infrastructure	Mar 5	16h	GOCDB	topology and downtimes unavailable	GOCDB_Outage_5th_March_2014.doc

2013

Q4 2013

Site	Service Area	Date	Duration	Service	Impact	Report
KIT	Storage	Nov 18	-	tape archive	28 CMS files lost	A broken tape was spotted, but 28 of its
CERN	Storage	Nov 5	-	EOS-CMS	78k files lost, 15 TB, 28 users affected	https://twiki.cern.ch/twiki/pub/EOS/Incidents (the incident reported is not considered a
ASGC	Storage	November 4	-	Disk Storage	Lost Data (approx 1M files, 140TB of data from ATLASDATADISK)	https://twiki.cern.ch/twiki/pub/LCG/Wiki
KIT	Storage	October 28th	-	Disk storage, tape archival	Lost data	https://twiki.cern.ch/twiki/pub/LCG/Wiki
NL-T1	Storage	October 24th	2 months	grid storage	Unavailability + Data loss (45 files)	https://twiki.cern.ch/twiki/pub/LCG/Wiki

Q4 2014

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				cluster		
CERN	Middleware	October 7	4h	VOMS	Proxy creation and renewal failures, large amounts of job and data transfer failures across WLCG	https://twiki.cern.ch/twiki/bin/view/PES

Q3 2013

Site	Service Area	Date	Duration	Service	Impact	Report
CERN	Infrastructure	Sep 18	8h	VOBOXes, LFC, FTS, DB	various central services of ATLAS, CMS and LHCb impaired, transfer failures, data access errors	https://twiki.cern.ch/twiki/bin/viewauth/PESgro
TRIUMF	Storage	September 16	-	Disk Storage	Lost Data	https://twiki.cern.ch/twiki/pub/LCG/WLCGService

Q2 2013

Site	Service Area	Date	Duration	Service	Impact	Report
BNL	Storage	June 21	-	Disk Storage	Lost Data	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents/Service

Q1 2013

Site	Service Area	Date	Duration	Service	Impact	Report
ASGC	Storage	Mar 27	-	CASTOR	lost 55 files in Atlas MCTAPE	https://twiki.cern.ch/twiki/pub/LCG/WLCGService
CERN	Infrastructure	Feb 21-22	16h	VOMS	significant number of job and/or data transfer failures for all experiments throughout WLCG	VOMS incident Feb 2013
CERN	Batch Computing	Feb 10	8h	Batch	Batch system was down (unavailable for users),	LSF Master Daemon Crash and Slow Dispatch Issue

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					then dispatched jobs too slowly	
CERN	Storage	Jan 22	8h	CASTOR	CASTOR DB overload causing transfer slowness, mainly affecting CMS	CASTOR DB loads
CERN	Infrastructure	Jan 19	9h	all services relying on grid certificates, at CERN and elsewhere	many grid services unavailable to many users, large number of jobs lost	CERN CA CRL incident

2012

Q4 2012

Site	Service Area	Date	Duration	Service	Impact	Rep
PIC	Storage	Dec 10	-	dCache	LHCb tape deleted (2 unique files lost)	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
GridKa	File Transfer, Storage Element	Nov 27th	20 hours	FTS, dCache, LFC, CondDB	German cloud down for transfers (FTS users)	KIT_SIR_StorageFTS_20121127.pdf
RAL	all	Nov 20	50h	all	T1 services unavailable	https://www.gridpp.ac.uk/wiki/RAL_Tier1_Incident_20121120
RAL	all	Nov 7	27h	all	T1 services unavailable, 166 ATLAS files lost	https://www.gridpp.ac.uk/wiki/RAL_Tier1_Incident_20121107
CERN	Storage	Oct 16	4h	CASTOR	CASTORCMS severely degraded due to unstable DB execution plan	IncidentsCMSOverload20121016
PIC	Storage	Oct 9	-	dCache	Accidental ATLAS data deletion	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents

Q3 2012

Site	Service Area	Date	Duration	Service	Impact	Report
CNAF	Storage	Sep 21-27	6d	StoRM	LHCb data unavailable and queue closed	SIR20120921.pdf
CERN	Storage	7 Sep	n/a	EOSCMS	accidental user deletion of 1PB of data	report p...
ASGC	Storage	July 29 - Aug 07	10d	CASTOR	ATLAS and CMS transfer efficiency to Taiwan degraded. T0 export stopped	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIn
CERN	Infrastructure	~all quarter	on-going	LSF	slow job submission critically affecting ATLAS T0. Dispatch issues affecting ATLAS T0.	https://twiki.cern.ch/twiki/bin/view/PESgroup/Incide https://twiki.cern.ch/twiki/bin/view/PESgroup/Incide
IN2P3	Infrastructure	3-4 Jul	21h	CVMFS	ATLAS and LHCb job failures	SIR-IN2P3-CC-CVMFS-2012-07-03-v0.pdf
IN2P3	Storage	1-2 Jul	30h	dCache	job and transfer failures, batch on hold	SIR-IN2P3-CC-dCache-2012-07-01-v1.pdf

Q2 2012

Site	Service Area	Date	Duration	Service	Impact	Report
IN2P3	Network	29 Jun	4 h	Network	All outside connectivity lost	SIR-IN2P3-CC-network-2012-06-29-v0.pdf
IN2P3	Infrastructure	24 Jun	36 h	CVMFS at IN2P3	ATLAS and LHCb jobs crashed, dCache overload by CMS jobs	SIR-IN2P3-CC-CVMFSSquid-2012-06-24-v2
PIC	WNs	21 Jun	1 h	PIC Tier1 Computing	About 17% of the WN capacity switched off due to cooling	https://twiki.cern.ch/twiki/pub/LCG/WLCGSe

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					incident	
CERN	Storage	18 Jun	~1h	CASTOR	c2atlas disk servers were not reachable for ~1h	https://twiki.cern.ch/twiki/bin/view/CASTOR
CERN	Storage	5 Jun	1 h	CASTOR	communication problems and client timeouts	https://twiki.cern.ch/twiki/bin/view/CASTOR
PIC	WNs	3-4 Jun	18 h	PIC Tier1 Computing	18h of service degradation: Number of cores reduced by 60% due to cooling incident	https://twiki.cern.ch/twiki/pub/LCG/WLCGSe
CERN	DB	22 May	1.5 h	CMS online DB	1.5 hours of high luminosity data lost	https://twiki.cern.ch/twiki/bin/view/DB/PostM
CERN	Storage	22 May	5-40 min	CASTOR	~1k unavailable files after transparent DB intervention	https://twiki.cern.ch/twiki/bin/view/CASTOR
CERN	Infrastructure	19-20 April	1 day	batch	batch system down	https://twiki.cern.ch/twiki/bin/view/PESgroup
CERN	Infrastructure	18-20 April	2 days	batch	ATLAS Tier-0 job submission system could not keep up with incoming RAW data	https://twiki.cern.ch/twiki/bin/view/PESgroup
ASGC	Storage	11-12 April	24 h	CASTOR	hardware failure, DB crashed	https://twiki.cern.ch/twiki/pub/LCG/WLCGSe
TRIUMF	All Tier-1 services	10-11 April	20 h	All Tier-1 services	Two site-wide power failures	https://twiki.cern.ch/twiki/pub/LCG/WLCGSe
CERN	Storage	4 April	1.5 h	CASTOR	Name Server stuck, 3 CMS files had to be rewritten	https://twiki.cern.ch/twiki/bin/view/CASTOR
CERN	Storage	2 April	many days (~10)	CASTOR	1 LHCb diskserver hardware issue (files unavailable, finally 3 file systems lost)	https://twiki.cern.ch/twiki/bin/view/CASTOR

Q1 2012

Site	Service Area	Date	Duration	Service	Impact	
PIC	Storage	15-23 March	8 days	Disk (dCache)	ATLAS file loss due to RAID	https://twiki.cern.ch/twiki/pub/LCG/WLCGService

Q2 2012

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					corruption (Adaptec 6445): 1269 files permanently lost	
PIC	Storage	8-13 March	5 days	Tape (Enstore)	LTO5 tape broken, 988 files temporarily unavailable, 1 file permanently lost	https://twiki.cern.ch/twiki/pub/LCG/WLCGService
CERN (and probably others)	Infrastructure	20 Mar 2012	<=20hrs	GGUS	Some sites couldn't access GGUS web pages	https://twiki.cern.ch/twiki/bin/view/LCG/VoUserSupp
T0+T1s	DB	Q1	n/a	Database	Various	https://twiki.cern.ch/twiki/bin/view/DB/PhysicsDat
PIC	All Tier1 services	22 Jan 2012	5 hours	All Tier1 services	Outage due to site poweroff caused by cooling incident	https://twiki.cern.ch/twiki/pub/LCG/WLCGService

2011

Q4 2011

Site	Service Area	Date	Duration	Service	Impact	R
CERN	Compute	17/18 Dec 2011	18 hours	CERN batch service	Batch service downtime (unavailable for users)	IncidentBatch171211
KIT	Storage	Dez 2011	3 Months	tape archival	2 lost files	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceI
KIT	Infrastructure	Nov 4-7	2.5 days	GGUS external interfaces	No ticket updates entered other ticketing systems including SNOW at the T0	https://twiki.cern.ch/twiki/bin/view/LCG/VoUserSupp
RAL	Database (was Storage)	Oct 22-23	1.5 days	CASTOR DB	CASTOR down	https://www.gridpp.ac.uk/wiki/RAL_Tier1_Incident_
CERN	DB	Oct 11		GGUS alarms	GGUS alarm to IT-DB workflow	GGUSAlarmToITDBworkflowPostmortemReport1110
CERN	DB					https://twiki.cern.ch/twiki/bin/view/DB/PostMortem1

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		Oct 11-12		ATLAS Offline (ATLR)	ATLAS Offline database (ATLR) high load	
KIT	Network	Oct 6	24h	GGUS	Ticketing systems at the T0 & some T1s couldn't get GGUS updates.	https://twiki.cern.ch/twiki/bin/view/LCG/VoUserSupp

Q3 2011

Site	Service Area	Date	Duration	Service	Impact	
CERN	DB	Sep 27	7.30h	CMS Offline	CMS offline production database stuck	https://twiki.cern.ch/twiki/bin/view/DB/PostM
BNL	DB	Sep 6	4.25h	Streams for conditions	Discrepancy in an Oracle database table	https://twiki.cern.ch/twiki/pub/LCG/WLCGS
IN2P3	Infrastructure	Aug 26	7.5h	CE	7500 job failures	https://twiki.cern.ch/twiki/pub/LCG/WLCGS
IN2P3	Infrastructure	Aug 15	19h	CEs	CEs at 100%, others at 85% degradation	https://twiki.cern.ch/twiki/pub/LCG/WLCGS
CERN	DB	Aug 09	17h	CASTOR	CASTOR nameserver database overload	https://twiki.cern.ch/twiki/bin/view/CASTOR
CERN	DB	July 29	Scheduled+2h	CASTOR	Upgrade-related problems with stager DB (ATLAS and CMS)	https://twiki.cern.ch/twiki/bin/view/CASTOR
KIT	infrastructure	July 22	5d	GGUS	GGUS alarm emails not working	20110727GGUS_Service_Incident_Report.po
IN2P3	Databases	July 19	3d	LFC, FTS, VOMS, 3D, AMI	services unavailable, some data loss	https://twiki.cern.ch/twiki/pub/LCG/WLCGS
KIT	Storage	July 12	15d	ATLAS dCache	11k files lost	https://twiki.cern.ch/twiki/pub/LCG/WLCGS
CERN	CASTOR	July 7th	4 h	CASTOR	Garbage Collector taking too long	https://twiki.cern.ch/twiki/bin/view/CASTOR
CERN	DB	July 05	Scheduled+7h	CASTOR	Upgrade-related problems with stager DB (ATLAS and CMS)	https://twiki.cern.ch/twiki/bin/view/CASTOR
CERN	DB		Scheduled+1h	CASTOR		https://twiki.cern.ch/twiki/bin/view/CASTOR

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		July 04			Upgrade-related problems with stager DB (ATLAS and CMS)	
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Q2 2011

Site	Service Area	Date	Duration	Service	Impact	
CERN	CASTOR	June 26	8 h	CASTOR	CMS was unable to stage files back from tape	https://twiki.cern.ch/twiki/bin/view/CASTORSe
PIC	Computing/Storage	June 10	5h	dCache PNFS	dCache namespace overload	https://twiki.cern.ch/twiki/pub/LCG/WLCGService
KIT	Storage	Jun 5	14 d	ALICE xrootd managed storage	3% of the files unreadable	https://twiki.cern.ch/twiki/pub/LCG/WLCGService
CERN	Infrastructure	May 26	6 wks	KDC	high KDC load	https://twiki.cern.ch/twiki/pub/LCG/WLCGService
CERN	CASTOR	May 24	6 h	DB overload on the CASTOR CMS instance	Progressive degradation gradually affecting 80% of the service	https://twiki.cern.ch/twiki/bin/view/CASTORSe
CERN	VObox / Lxplus / SVN,CVS / Batch	May 24	3 h	XLDAP overload and nscd problem	Logins blocked, access to software version control blocked, batch jobs failed	https://twiki.cern.ch/twiki/bin/view/PESgroup/In
PIC	Computing	May 25-26	12h	Batch System	BS instabilities, ~600 jobs lost	https://twiki.cern.ch/twiki/pub/LCG/WLCGService
ASGC	Infrastructure	May 21 to May 23	36h	Whole Site	DC Power Cut	https://twiki.cern.ch/twiki/pub/LCG/WLCGService
CERN	Batch / Lxplus / Vobox / Lxadm / Castor	May 10	8 h	Kerberos KDC	Logins blocked, batch jobs failed, some file access blocked	https://twiki.cern.ch/twiki/bin/view/PESgroup/In
RAL	DB		1h		>80%	https://www.gridpp.ac.uk/wiki/RAL_Tier1_Inci

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		May 10		LFC Outage After Database Update		
ASGC	Network	May 01 to May 08	8 days	Storage service and CMS Squid	Slow transfer from/to ASGC Taiwan	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
CERN	DB	Apr 28	1.5h	CMS offline DB cluster	service was down for 1.5h	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem
IN2P3	Infrastructure	Apr 8	5h	various, incl. batch system, LFC, VOBOX	job failures, various services unavailable	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents

Q1 2011

Site	Service Area	Date	Duration	Service	Impact	
IN2P3	Storage	Mar 19	3.5h	SRM	dCache SRM was unusable due to internal overload	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
CERN	Infrastructure	Mar 19	12h	Batch system	Job submission became slow, then completely unresponsive	https://twiki.cern.ch/twiki/bin/view/PES/Performance
IN2P3	Network	Mar 14	40min	Batch system	no connection to other French sites, but no problems observed for jobs	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
CERN	DB	11-Mar-11	5h	CMS offline production db	The database was completely down for ~2 hours and partially not available for 5 hours	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem
IN2P3	Infrastructure	Feb 25-26	13h	Batch system	85% of batch system unavailable, jobs lost	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents

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IN2P3	Storage	Feb 13	3 h	Storage service	Storage services degraded, no big impact on jobs	https://twiki.cern.ch/twiki/pub/LCG/WL
PIC	Storage	21-Jan-11 to 08-Feb-11	18 days	Storage service	250TB of ATLAS data partially unavailable	https://twiki.cern.ch/twiki/pub/LCG/WL
KIT	infrastructure	28-Jan-11 to 02-Feb-11	5 days	Batch system, job submission	batch system degraded, reduced # of job slots available	https://twiki.cern.ch/twiki/pub/LCG/WL
CERN	DB	25-Jan-11	8h	FTS, LFC, SAM, VOMS, dashboards	affected services fail, clients may hang	https://twiki.cern.ch/twiki/bin/view/DB/
IN2P3	infrastructure	8-Jul-10 to 7-Jan-11	6 months	shared s/w area	jobs fail	https://twiki.cern.ch/twiki/pub/LCG/WL
CNAF-BNL	network	23-Aug-10 to 20-Jan-11	months	primary OPN circuit	poor transfer performance; ok when switched to backup	in preparation

2010

Q4 2010

Site	Date	Duration	Service	Area	Impact	
CERN	18 Dec	5 days	DB	DB	Service interruption: ATLARC DB following the power cut at CERN CC	https://twiki.cern.ch/twiki/bin/view/
CERN	18 Dec	26 hours for services with weight > 50	power	infrastructure	Interruption of physics services following power cut	https://twiki.cern.ch/twiki/bin/view/
CERN	16 Dec	2.5h	DB	DB	ATLR database affected (degradation then complete outage) by FC switch replacement	https://twiki.cern.ch/twiki/bin/view/
CERN	7 Dec	7 days	CVS	infrastructure	CMSSW CVS migration problems	https://twiki.cern.ch/twiki/bin/view/
CERN	Nov/Dec	8 days	DB	DB		https://twiki.cern.ch/twiki/bin/view/

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					Reboots of Instance 4 of ATLR database	
KIT	26 Nov	1.5h	GGUS	infrastructure	No web access / no ticket update	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem14Sep10
KIT	16 Nov	3.5h	GGUS	infrastructure	No web access/ no ticket update	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem15Sep10
IN2P3	11 Nov	months	AFS	storage/infrastructure	shared s/w area	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
NL-T1	26 Oct	48h	DB	DB	Inconsistency of data at SARA	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem10Sep10
CERN	20 Oct	4.5 h	Batch	infrastructure	Severely degraded response from CERN Batch Service	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem10Sep10
CNAF	6 Oct	5 days	CMS storage	storage	CMS storage down (service interruption) due to GPFS bug	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
CERN	4 Oct	2.1 h	MyProxy	middleware/infrastructure	Outage on myproxy.cern.ch after incorrect certificate renewal	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem10Sep10
IN2P3	Sep 23 - Nov 22	2 months	ATLAS file transfers	storage	Service degradation	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents

Q3 2010

Site	Date	Duration	Service	Impact	Report
ASGC	24 Sep	5 hours to recover almost services except 3D service which costs 3 weeks	DB	DC power cut	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
CERN	13 Sep	1.5h	CMSR DB	Spontaneous reboots of nodes 2 and 4 of CMSR	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem14Sep10
CERN	10 Sep	4 days	DB	Real time downstream was not set for LFC replication	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem15Sep10
SARA	August	>3weeks	DB	Replication for ATLAS conditions and LHCb	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem10Sep10

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				conditions to SARA stopped	
ASGC	31 Aug	4 days	DB	CASTOR outage due to STAGER DB problem	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
NL-T1	August	> week	DB	ATLAS NL-T1 cloud down, LHCb T1 site	http://sirs.grid.sara.nl/docs/NL-T1_SIR-20100818.pdf
CERN	23 Aug	35 h	Atlas conditions DB	ATLAS data streaming to Tier1 sites stopped	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem23Aug1
CERN	20 Aug	4h	CMS DB	Instability of node 3 and 4 of CMSR	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem20Aug1
CERN	9 Aug	16h	LHCb online	LHCBONR database unavailable	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem09Aug1
PIC	25 Jul	30h	CE	Service Degradation. Cooling problem causing about 50% of WNs to be shutdown (running jobs killed)	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
PIC	22 Jul	10h	SE	SRM service not available for ATLAS due to a problem with dCache pool costs configuration.	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
PIC	20 Jul	3h	CE	Computing Service not available after SD due to a wrong gridmapdir migration.	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
CERN	19 Jul	2h	several	Cooling failure in the vault	https://twiki.cern.ch/twiki/bin/view/FIOgroup/513Temp1007
OSG/GOC	15 Jul	4h	GOC	GOC Service outage	https://twiki.grid.iu.edu/bin/view/Operations/GOCServiceOu
CERN	13 Jul	1:30-9:15	CMS DB	Few short interruptions	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem13July1

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				of replication of CMS data from online to offline	
KIT	10 Jul	4h +	site	Outage of central and local services due to a cooling failure	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
NL-T1	5 Jul	1 week	SE	Reduced availability caused by data corruption	http://sirs.grid.sara.nl/docs/NL-T1_SIR-20100705.pdf
NDGF	14 Jul	16h	SE	srm.ndgf.org downtime followed by degradation	https://wiki.ndgf.org/display/ndgfwiki/20100714+dCache+s
NDGF	8 Jul	3h	LFC	LFC downtime on lfc1.ndgf.org	https://wiki.ndgf.org/display/ndgfwiki/Operation-Reports-20
KIT	5 Jul	18h	SE	CMS dCache SE down because of hardware failure	https://twiki.cern.ch/twiki/pub/LCG/WL

Q2 2010

Site	Date	Duration	Service	Impact	
RAL	30 June		SE	1083 CMS files were lost.	http://www.gridpp.ac.uk/wiki/RAL_Tier1_Incident_2
CERN	29 June	4 h	CASTOR	CASTOR outage due to AFS	https://twiki.cern.ch/twiki/bin/view/CASTORService/
CERN	29 June	5 h	AFS	complete FC disk array - affected CASTOR and also LHC!	https://twiki.cern.ch/twiki/bin/view/AFSService/Incident
CERN	28 June	4+h	CASTOR	Log volume slowed down the Castor instances	https://twiki.cern.ch/twiki/bin/view/CASTORService/
ASGC	29 June	~ 15 hours	3D DB	ASGC didn't apply stream LCRs from central 3D DB for 15 hours	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
CERN	26 June	~50 min	ATLAS offline DB (ATLR)	9 Oracle services did not fail over properly after a node eviction	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem2
CERN	24,25 June	~10h	LHCb Streaming	Streaming of LHCb data to PIC was not working during 10 hours,	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem2

WLCGServiceIncidents < LCG < TWiki

				streaming to other Tier1 sites not working for 40 minutes	
CERN	22 June		CASTOR	LDAP high load caused CASTOR to become unresponsive	https://twiki.cern.ch/twiki/bin/view/CASTORService/
KIT/GridKa	12 June	~3:15h	CMS dCache	Service down	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents/
CERN	7 June	~3h	CREAM CE	Job submission failure	https://twiki.cern.ch/twiki/bin/view/PESgroup/Incidents/
CERN	2 June	1 day	ATLAS and LHCb online and offline databases	Database access and quality of DB services compromised	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem0
CERN	1 June	~2h	ATLAS offline and LCGR databases	Database services unavailability during scheduled maintenance for rolling upgrade/patching	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem3
CERN	31 May	~2h	CMS online	Database services unavailability during scheduled maintenance for rolling upgrade/patching	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem3
CERN	26 May	10 days	CMS offline database	Hw failure affecting one node, cluster running at reduced capacity	https://twiki.cern.ch/twiki/bin/view/DB/PostMortem2
PIC	21 May	19 hours	Whole site	Site power cut. Outage.	https://twiki.cern.ch/twiki/pub/LCG/
CERN	14 May	-	CASTOR	Data loss from incorrect recycling	https://twiki.cern.ch/twiki/bin/view/CASTORService/
GGUS	12 May	<=4.5 hours	.de domain	Domain does not exist	https://twiki.cern.ch/twiki/bin/view/LCG/VoUserSupport/
CERN-ASGC	12-15 May	-	LHCOPN	Reduced bandwidth	SIRCernAsgcLinkMay2010
CNAF	28 and 29 April	9 hours & 12 hours	STORM	SRM blockage (hardware) followed by MCDISK full and STORM bug	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents/
IN2P3	26 Apr	17.5 hours	AFS	Distributed File System (AFS) crashed after server overload. Batch also	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents/

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				affected.	
IN2P3	24 Apr	17 hours	Batch	services location service stopped responding to requests blocking most batch system commands	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
IN2P3	20 Apr	9 hours & 5 days	Grid Downtime Notification	Grid downtime notifications were impossible after two consecutive incidents	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents

Q1 2010

Site	Date	Duration	Service	Impact	
CERN	3 Mar	18 hours	DB Replication	Replication of LHCb conditions Tier0->Tier1, Tier0->online partially down	https://twiki.cern.ch/twiki/bin/view/PDBSe
IN2P3	15 Feb	4.25 hours	Batch	Local worker nodes lost network connectivity	https://twiki.cern.ch/twiki/pub/LCG/WLCG
PIC	10 feb	7 hours	Spanish-CA CRLs expired at CERN	Complete blackout of services involving grid certificates either personal or host from Spanish CA at CERN: VOMS, FTS, etc.	https://twiki.cern.ch/twiki/pub/LCG/WLCG https://twiki.cern.ch/twiki/bin/view/PESgro
CERN	7 Feb	4 hours	Batch Tier-0 Atlas RTT cluster	Degraded service on RunTimeTester cluster due to misconfiguration	http://twiki.cern.ch/twiki/bin/view/PESgro
CERN	30 Jan	2 days	CASTORATLAS	The xroot daemon was looping on the castoratlas name server because of a bug and slowing down all normal name server calls which was causing the migrator policy to fail	https://twiki.cern.ch/twiki/bin/viewauth/CA
RAL	29 Jan	5 days	CASTOR - all instances	A scheduled outage to migrate the Castor Databases back to their original disk arrays encountered significant problems resulting in an extended outage.	http://www.gridpp.ac.uk/wiki/RAL_Tier1_
ASGC	18 Jan	2 days	power system	power surge for one second and most services were restarted	https://twiki.cern.ch/twiki/pub/LCG/WLCG
GridKa/KIT	13 Jan	26 hours	site BDII and lcg-CE	site BDII query problems and missing lcg-CE information	https://twiki.cern.ch/twiki/pub/LCG/WLCG

IN2P3	4 Jan	6 hours	Batch	Local batch system database server overload.....	https://twiki.cern.ch/twiki/pub/LCG/WLCG
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2009

Q4 2009

Site	Date	Duration	Service	Impact	
PIC	19 Dec	4.5 hours	Cooling	Most of Tier-1 services shutdown to avoid increasing temperature due to cooling failure	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
IN2P3	8 Dec	1.5 hours	Networking	Grid services unavailability caused by load balancing mechanism failure	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
CERN	2 Dec	2 hours +	Site wide power cut	Most CC services down	https://twiki.cern.ch/twiki/bin/view/FIOgroup/PowerIncidents
RAL	30 Nov	n/a	Storage	LHCb Data Loss Incident at RAL	http://www.gridpp.ac.uk/wiki/RAL_Tier1_Incidents
CERN	20 Nov	1h	SRM/ATLAS	SRM high failure rate and restart after thread exhaustion	https://twiki.cern.ch/twiki/bin/view/FIOgroup/PowerIncidents
CERN	18 Nov	10h	CMS Dashboard	Performance degradation	http://dashboard.cern.ch/reports/CMSmigration/
IN2P3	12 Nov	n/a	Storage	CMS Data Loss Incident at FR-CCIN2P3	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
IN2P3	3 Nov	4h	Many	Many services have been disturbed due to automatic reboot of machines	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
IN2P3	14 Oct 2009	13h	batch	only very short jobs able to run	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
CERN	13 Oct 2009	1-2h	CASTOR nameserver sick	All CASTOR services dead	https://twiki.cern.ch/twiki/bin/view/FIOgroup/PowerIncidents
RAL	9 Oct	n/a	Storage (Castor)	data loss from Castor	http://www.gridpp.ac.uk/wiki/RAL_Tier1_Incidents
IN2P3	8 & 10 Oct 2009	11h (8 Oct) and 6h (10 Oct)	SRM crashed	SRM service interrupted	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
RAL	4-9 Oct 2009		disk failures -> Oracle problems	CASTOR, LFC and FTS services down	http://www.gridpp.ac.uk/wiki/RAL_Tier1_Incidents
ASGC	continuation - xx Nov	MONTHS!!!	DB & DM services	See presentation at DB workshop	http://indico.cern.ch/getFile.py/access?contribId=...

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ASGC	27 Sep - xx Oct	>3 weeks	DBs	down & out.....	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
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Q3 2009

Site	Date	Duration	Service	Impact	Report
CERN	21 Sep 2009	08:00 - 18:00	DB Replication	ATLAS Replication Tier0->Tier1 down	https://twiki.cern.ch/twiki/bin/view/PDBService/StreamsPostMortem
RAL	15 - 17 Sept 2009	2 days	CASTOR	Disk to Disk (D2D) transfers started failing during a planned upgrade to the NS	http://www.gridpp.ac.uk/wiki/RAL_Tier1_Incident_20090915
FZK	7 - 16 Sep 2009	10 days	ATLAS RAC	3D Streams replication blocked then degraded	https://twiki.cern.ch/twiki/bin/viewfile/LCG/WLCGServiceIncidents
CERN	5 & 8 Sept 2009	2 * 2 hours	CASTOR LHCb	two Castor Database problems	https://twiki.cern.ch/twiki/bin/view/FIOgroup/PostMortem20090905
CERN	26 Aug 2009	18:40 - 23:30	Batch	Public and production queues closed	https://twiki.cern.ch/twiki/bin/view/FIOgroup/PostMortem20090826
ASGC	17 Jul 2009	6:00 - 10:00	Power cut	Most services went down and restarted	https://twiki.cern.ch/twiki/bin/viewfile/LCG/WLCGServiceIncidents
ATLAS	13 Jul 2009	10:00 - 11:00	Central Catalogs	Degrade of performance	PostMortem13Jul09

Q2 2009

Site	Date	Duration	Service	Impact	Report
NL-T1	STEP09				https://twiki.cern.ch/twiki/pub/Atlas/Step09Feedback/PostMortem
OPN	10 Jun 09	>1 day	LHC OPN	primary circuits to ASGC, CNAF, KIT, NDGF, TRIUMF (incl. backup)	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
FZK	STEP09	many days	storage		https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncidents
ATLAS	27 Jun 09	2 days(?)	PVSS2COOL	online reconstruction was stopped	PostMortem27Jun09
ATLAS	24 Jun 09	8 hours	PanDA and ATR	Degraded PanDA service, impact	https://twiki.cern.ch/twiki/bin/view/Atlas/PandaAtlrJune2009

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				on other offline DB services on ATLR	
CERN	11 Jun 09	n/a	LHCb conditions access, LFC	scalability problem	https://twiki.cern.ch/twiki/bin/view/PSSGroup/LFCReplic
CERN	18 Jun 09	2 hours	Batch & CASTOR services	down	https://twiki.cern.ch/twiki/bin/view/FIOgroup/PostMortem
IN2P3	10 Jun 09	7 hours	GridFTP	Transfers	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncident
CERN	4 Jun 09	n/a	CASTOR LHCb	accidental garbage collection of tape0disk1 files	https://twiki.cern.ch/twiki/bin/view/FIOgroup/PostMortem
CERN	3 Jun 09	n/a	CASTOR LHCb	accidental re-enabling of garbage collection in lhcbdata	https://twiki.cern.ch/twiki/bin/view/FIOgroup/PostMortem
CERN	1 Jun 09	~4 hours	DB services	unavailable	https://twiki.cern.ch/twiki/bin/view/PSSGroup/StreamsPos
PIC	23 - 26 May 09	3 days	LFC	instability	https://twiki.cern.ch/twiki/pub/LCG/WLCGServiceIncident
PIC	14 May 09	5 hours	cooling	down	SIR_PIC_COOLING_OUTAGE_2009_05_14.pdf
SARA	04 May 09	36 hours	MSS	down	SIR_SARA_TAPEBACKEND_OUTAGE_2009_05_04.p
IN2P3	3 May 09	44 hours	cooling	down	SIR_COOLING_OUTAGE_2009_05_03.pdf
IN2P3	25 Apr 09	7.5 hours	MSS	down	SIR_ROBOTIC_LIBRARY_OUTAGE_2009_04_26-3.pc
IN2P3	20 Apr 09	12 hours	MSS	down	SIR_ROBOTIC_LIBRARY_OUTAGE_2009_04_22.pdf
CERN	12 Apr 09	VOMS: 2 days, SRM: 1 hours	VOMS, SRM	Degraded	VomsPostMortem2009x04x10
PIC	10 Apr 09	8 hours	SRM	ATLAS, CMS and LHCb	20090411_SIR_SRM_PIC.pdf
IN2P3	02 Apr 09	24 hours	tape service	down	https://twiki.cern.ch/twiki/pub/LCG/WLCGDailyMeetings

Q1 2009

Site	Date	Duration	Service	Impact	Report
RAL	29 Mar 09	33 hours	complete site	down	http://www.gridpp.ac.uk/wiki/RAL_Tier1_Incident_20090324
RAL	09 Mar 09	24 hours	DNS	all, especially SRM	http://www.gridpp.ac.uk/wiki/RAL_Tier1_Incident_20090309

CERN	04 Mar 09	3 hours	CASTOR	down	https://twiki.cern.ch/twiki/bin/view/FIOgroup/PostMortem20090304
ASGC	25 Feb 09	days to weeks	many	down	Fire in UPS. Partial report on Tuesday in https://twiki.cern.ch/twiki/bin/view/LCG/WLCGDailyMeetingsWeek09

2008

Site	Date	Duration	Service	Impact	
NL-T1	21 Oct 08	12 hours	mostdown.....	
ASGC	25 Oct 08	many days	CASTOR	down	http://indico.cern.ch/conferenceDisplay.py?confId-
SARA	28 Oct 08	7 hours	SE/SRM/tape b/e	down	https://twiki.cern.ch/twiki/pub/LCG/WLCGDailyM
PIC	31 Oct 08	10 hours	SRM	down	PICServiceIncidentReport20090416
NDGF	18-20 Oct 08	2 days	streams	-	https://twiki.cern.ch/twiki/bin/view/PSSGroup/Stre
CERN	24 Oct 08	3-4 hours	FTS	channels down or degraded	https://twiki.cern.ch/twiki/bin/view/FIOgroup/Post
CERN	24 Oct 08	2 hours	VOMS	short interrupt then degraded	https://twiki.cern.ch/twiki/bin/view/LCG/VomsPos
RAL	18 Oct 08	55 hours	CASTOR	downtime	http://www.gridpp.ac.uk/wiki/RAL_Tier1_Inciden
CERN	24/10/2008	3-4 hours	FTS	channels: CERN-ASGC, CERN-IN2P3, CERN-RAL, NIKHEF-CERN, PIC-CERN, SARA-CERN	https://twiki.cern.ch/twiki/bin/view/FIOgroup/Post
RAL	18/10/2008	55 hours	CASTOR	ATLAS	http://www.gridpp.ac.uk/wiki/RAL_Tier1_Inciden
NIKHEF	04/10/2008	~36 hours	site	site	https://twiki.cern.ch/twiki/pub/LCG/WLCGDailyM
RAL	17/09/2008	17h (LHCb) 12h (ATLAS)	CASTOR	14K files	http://www.gridpp.ac.uk/wiki/RAL_Tier1_Inciden
CNAF	07/09/2008	12+ hours	CASTOR	complete loss of service	https://twiki.cern.ch/twiki/bin/viewfile/LCG/WLC

Temp Area

TempArea

External References

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- SIR-IN2P3-CC-AFSoutage-2010-04-26.pdf: SIR for IN2P3 AFS Outage
- SIR-CNAF--AtlasSRMoutage-April-2010.pdf: CNAF ATLAS SRM blockage 28 April then MCDISK full STORM bug
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- GridKa_SIR_20100706.pdf: GridKa_SIR_20100706.pdf
- GridKa_SIR_20100706.pdf: GridKa_SIR_20100706.pdf
- 20100727_SIR_PIC_DDN.pdf: SRM ATLAS problems at PIC on 22-Jul due to wrong dCache configuration. About 10h.

- 20100727_SIR_PIC_CoolingModule.pdf: Cooling problem at PIC WN module causing about 50% of WNs to be shutdown (running jobs killed)
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- Post_Mortem_PIC_Tier-1_SIR_Computing_SSC5_20110525.pdf: SIR for the computing incident at PIC on 25/26th May 2011
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