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# Software Unavailability

Symptom: Jobs fail to find at least one software package.

Software installation occurs during Service Availability Monitoring (SAM) tests. Sites which fail to find software packages should have failed at least part of their most recent SAM test.

Grid Shifter actions:

- Submit an ELOG [ELOG](#) report listing the affected productions and sites.
- Ban the relevant sites until they pass their SAM tests.

-- PeterClarke - 24-Oct-2010

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This topic: LHCb > ShifterGuideExampleSoftwareUnavailability

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