

## GGUS Service Incident Report, 2011-07-27

### Description

A required change in the system security configuration had an unforeseeable influence on the Alarm-mail interface.

### Impact

The incident affected the GGUS ALARM Process.

The associated alarm mails for the following two tickets were not sent:

[https://ggus.eu/ws/ticket\\_info.php?ticket=72890](https://ggus.eu/ws/ticket_info.php?ticket=72890)

[https://ggus.eu/ws/ticket\\_info.php?ticket=72944](https://ggus.eu/ws/ticket_info.php?ticket=72944)

### Time line of the incident (UTC)

Friday, 2011-07-22, change in the system security configuration.

Partly fixed on Monday 2011-07-25 at 10:30 UTC

Finally fixed on Tuesday 2011-07-26 at 14:00 UTC

### Analysis

A required change in the system security configuration caused a temporarily limited access to the Alarm-mail interface which prevented some files to be opened for read access. This led to an erroneous behavior of the respective php script. The creation of Alarm Tickets still worked but signed E-Mails could not be sent out to the T1s.

### Follow up actions

The Alarm-mail interface is currently only available on the production system. To test the functionality we agreed with WLCG to carry out Alarm tests on regular basis, after each GGUS release, see <https://savannah.cern.ch/support/index.php?122175>

To further improve the testing situation we are currently building an test environment where the effects of changes in the system configuration can be better tested in advance.

The completion of this is scheduled for 2011-09-28 (GGUS September release).