

Report sent on March 24th to:

- renshall@mail.cern.ch,
- Jamie.Shiers@cern.ch and to
- wlcg-scod@cern.ch according to <https://twiki.cern.ch/twiki/bin/view/LCG/WLCGOperationsMeetings> instructions.

Type of Incident: Robotic Library Outage

Location: CC-IN2P3

Duration: 12 hours

Date: April 20th 2009

Description: Hardware failure of the robotic library inducing a global outage of the MSS.

Impact: MSS

Batch was unavailable for any job depending on MSS.

Local backup service interrupted during the outage.

Estimated 18% shortfall of running (non-grid) jobs during outage (jobs locked in queue).

Timeline of the Incident

Monday April 20th

11:12 incident report opened against our robotic supplier

12:15 robotic supplier on site – hardware and software checks start

18:00 final tests and diagnosis

19:30 hardware change

22:30 robotic library in operational state

23:10 MSS system accessible in degraded mode

Tuesday April 21st

11:30 Full pledge usage of MSS

Announcements to end-users

5 news posted on to:<http://cc.in2p3.fr> between Monday April 20th and Tuesday April 21th.

Analysis

The source of the problem is still unknown. We have had this kind of symptom impairing the mechanism already and we are dealing here with some corrupted memory of the robotic libraries and some inconsistencies of the synchronization with other robotic components. Up to now, the replacement of the relevant hardware has been identified as an essential step to solve this kind of problem.

Follow-up

At the time of writing, our supplier is processing the analysis of the physical components replaced as well as the logs recorded during this 12h incident. In the mean time, we have established with our supplier a systematic modus operandi to apply in case this type of incident occurs again. This procedure includes the storage of some spare parts on site in order to get back to an operational mode within a few hours.

Frédéric AZEVEDO/Hélène CORDIER – April 22nd 2009