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