



## **PIC Service Incident Report:**

Expiration of Spanish-CA CRLs at CERN (10th. Feb 2010)

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**Incident Start:** 10/02/2010 at 14:30 local time (UTC+1)

**Incident End:** 10/02/2010 at 21:30 local time (UTC+1)

### **Description:**

Yesterday afternoon after 2:00PM (CET) we started noticing that every service relying on personal or host proxies related to Spanish CA (Rediris) were failing: Users couldn't create proxies depending on VOMS servers located at CERN Data transfers coming to PIC from CERN for all LHC VOs failed due to the reported problem: CRL's were expired.

This was only happening at CERN, since transfers from other T1s to PIC were working fine and certificates being authenticated in VOMS servers outside CERN were also working fine.

### **Impact:**

Complete blackout of services involving grid certificates either personal or host from Spanish CA at CERN: VOMS, FTS, etc. SAM test failed for PIC.

### **Time line of the incident:**

14:45 - Spanish-CA CRLs got expired. After reporting the issue in a very first GGUS ticket (55440), and report the problem to ATLAS ADC operations mailing list everything started to be understood with invaluable help of CERN people that could dig into the details in their system for updating the CRLs. PIC was failing all SAM tests.

17:15 - Cross-referenced GGUS tickets opened: 55451, 55455 and mail thread between ATLAS+CERN experts and PIC that worked as a bridge with the Spanish NREN/CA provider: Rediris. At that time was clear that there were a problem updating CRL's for Rediris at CERN, having problems to get CRL.pem package from Rediris.

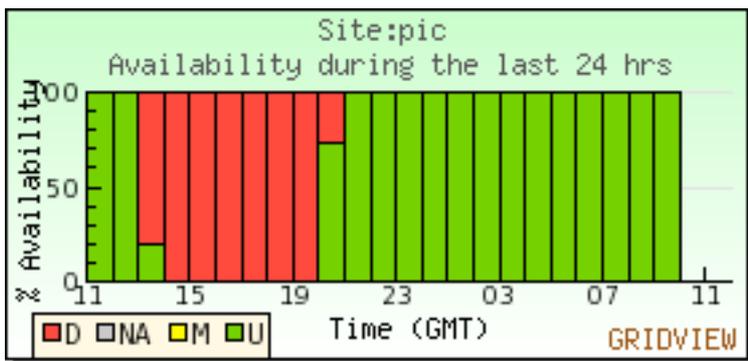
18:30: CERN experts start to dig deeply and found they could download the Rediris CRLs from any other host \*except\* from the proxy server they use to concentrate all the "CRLs wgets", so host was very likely to be in a blacklist in Rediris.

19:00: Rediris contacted, they confirm the blacklist (in fact host was blacklisted around January), and after reporting it the CERN proxy was removed from the blacklist.

19:30: Problem is over, CERN people confirm they can download CRLs from the proxy. "crons" did the rest of the job to update CRLs on all services at CERN.21:30: PIC successfully passing SAM tests

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**Details:**



**Follow-up:**

According to Rediris, CERN host was blacklisted because it's high rate of connexions and downloads, they said 70Hz in the past, after the whitelisting rate lowered a bit but is still found to be too aggressive and may cause service instabilities. That brought again the attention of CERN experts and found a possible problem at Rediris side, seems they are not setting appropriate "Expires" or "Cache-control headers" in their apache server. Information has been passed and Rediris people is aware and working on it. We are waiting for news.

Concerning the issue of the original blacklist we asked Rediris to tell us what, when and how they reported the problem to clarify the origin of this issue and found where the tracking of this problem got stuck in January.

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Xavier Espinal  
on behalf of PIC