

## [Report sent on December 11th to: wlcg-scod@cern.ch](mailto:wlcg-scod@cern.ch)

**Type of Incident: Outage of import / export of LHC Data**

**Location: IN2P3-CC**

**Duration: 2 hours**

**Date: December 8th 2009 13:00 to December 8th 2009 14:30**

**Author: Nadia LAJILI**

### **Description**

Grid services unavailability caused by load balancing mechanism failure.

### **Timeline**

- 12:25 Alerts from local monitoring system announced that a few services are unreachable
- 12:40 BDII and Top BDII were not responding. T1 & T2 sites were not published any more in the grid information system and they were unreachable.

*The problem is not clearly identified, no alert from local network monitoring system. DNS service is suspected to be the origin of the problem.*

- 13:00 LFC was unavailable for ATLAS
- 13H40 Some services were unavailable. All Batch jobs are locked in queue.

*The origin of the incident is clearly identified : the load balancing system is down.*

- 14:01 Incident has been reported to users through newsgroup
- 14H20 Load balancing service was back. Batch is re-opened. Users are informed through newsgroup
- 14h20 : A downtime announcement is done on-to GOCDDB portal

### **Analysis**

A problem on the 2 servers called "lbnamed" managing the load balancing service occurred at 13:00.

Those 2 servers are monitored and when one of them fails, it is automatically restarted. The restart process did not work during the incident for a reason which has been identified. It is now corrected.

The initial reason of this breakdown which occurred simultaneously on the two self-supporting servers is not identified. Investigations about the subject are in progress and external factors are suspected.

## **Impact**

Many services have been disturbed during this incident.

The following Grid services were unreachable from 13:00 to 14:30

- BDII, TopBDII
- CEs
- LFC
- FTS

All jobs during this period could not reach the site.

All transfers from/to the site were suspended.

## **Follow up**

This incident was really unforeseeable since this service did never have problems before.

Right after the incident, a probe has been added to the network monitoring system in order to notify expert by SMS.

At mid term we are going to improve our operation monitoring system in order to detect the unavailability of this critical service.