

URT Meeting June 24th 2013. Minutes.

Agenda: <https://wiki.egi.eu/wiki/URT:Agenda-24-06-2013>

Participants

Anders Waananen (ARC)
Balazs Konya (ARC)
Christian Bernardt (dCache)
Cristina Aiftimiei (INFN)
Guenter Grein (GGUS)
Joao Pina (SA1.3 / LIP)
Jon Kerr Nilsen (ARC)
Malgorzata Krakowian (EGI)
Michel Drescher (EGI)
Oliver Keeble (CERN)
Peter Solagna (EGI)
Tiziana Ferrari (EGI)
Tomasz Piontek (QCG/PSNC)
Zdenek Sustr (CESNET)

UMD releases status

Next UMD releases

- UMD 3.1.0: 25-26 June
- UMD 3.2.0 expected for July 29

Status of products verification/staged rollout

Release candidate for UMD 3.1.0 has been created, you can find the list of products in the agenda wiki page.

Updates from the product teams

- Cristina reported about the scheduled releases from the INFN PTs, details updated in the wiki. CREAM, StoRM and VOMS have update scheduled for the end of the month.
- ARC team schedules a bug-fix update in July 3.0.3. The plan is to have 3.0.2 and 3.0.3 in the EMI repositories as well.
- As reported in the previous meeting all the CERN products will have an update in July. First time DPM has a release with a fully integrated storage accounting. The EMIR integration is now provided in the regular installation of DPM without the need to install additional packages.
- QCG expects a release in one-two weeks time, and then they will submit their products to UMD
- dCache 2.6.3 fix of the SSL issues expected for first week of July
 - dCache 2.2.2 release with SHA-2 support probably together with 2.6.3

- L&B 4.0.11-1 released Fri 21 June 2013 through the EMI repos
 - Available for EMI-2 and EMI-3

Release of software into UMD

The agenda of the meeting reports information about the submission of a product to UMD.

Some additional info requested during the discussion:

Product teams can notify UMD with an email to URT, providing the information listed in the agenda, until an efficient web tool is made available for the URT members.

ARC and CERN product teams are interested in integrate the UMD release process with the EPEL release process. This will imply that staged rollout must start during the EPEL testing phase. This has advantages for the PT (quick feedback) but must be thought also from the EGI perspective, to maintain the important UMD processes active.

New GGUS workflow for 3rd level support tickets

Günter presented the new workflow for the 3rd level support the main actions now are (for all the tickets, not only high priority):

- respond to a ticket by setting ticket status "in progress"
- decide on accepting or rejecting the ticket as bug and provide and provide an ETA for the tickets that are accepted and moved to "on-hold".
- adjust the ETA if necessary
- implement the fix
- close the GGUS ticket after the fix is made available

The comment common from most PTs was that ETA should have been implemented as mandatory only when the ticket was on hold. During the 'in progress' status the issues are under evaluation and an ETA may not be available. Sometimes the investigation may require weeks, in case of very subtle bugs.

This change would satisfy CERN, ARC, dCache and CESNET, between the PTs represented during the discussion.

INFN product teams are not in favor of this solution: their current effort may not allow to produce reliable ETA for some issues. ETAs are usually known at the beginning of the release cycle that includes the solution of the issue.

Andrea corrected the INFN statement in the minutes: "It's not actually a problem of "current effort", is that we do not see value in being forced by the policy and by the reminders to plan fixes for low priority issues when they are escalated to our SUs. So we will fill in the ETAs field only when we have planned a release to provide the fixes, and we don't want to have any implicit reject or periodic reminders telling that we should provide an ETA by a certain date."

EGI Operations proposed to test the new implementation (ETA for 'on hold' tickets) for six month in order to provide tickets.

Next meeting

Next URT meeting is scheduled for Monday July 8th h15:00 CEST
Agenda available early week.