

Report Title: Open DUNE Tickets

Run Date and Time: 2023-05-01 01:00:01 Central Daylight Time

Run by: Margaret Votava

Table name: task

Query Condition: Virtual Organization = LBNE (Long Baseline Neutrino Exp.) .or. Virtual Organization = E-1071 DUNE(Deep Underground Neutrino Experiment) .or. Virtual Organization = LBNF - Long Base Neutrino Facility AND Active = true AND Categorization != Service Desk -- Computer Accounts -- Affiliate New Account AND Categorization != Service Desk -- Computer Accounts -- Affiliate Renew Account AND ITIL State != resolved AND Categorization != Site Access Management -- Site Access Self-Service AND Categorization Name does not contain Fermiworks AND Assignment group != AWE Holding Group

Sort Order: Number in ascending order

38 Tasks

▲ Number	Short description	Assignment group	Categorization	Opened	Last Updated	ITIL State	Assigned to	Opened by	Priority	Name	Last Updated by
DFCT0002957	Filebeat report directly to Kafka	Distributed Computing Support	Scientific Production Processing -- Production Operations Management Service (POMS) - Standard	2020-09-25 12:28:11	2022-11-18 15:43:44	Scoping		Kevin Retzke	Medium	Distributed Computing Support	mkaiser
INC000001146789	Fermilab account directory assistance with Kerberos account	DUNE Support	General -- Guidance/Assistance	2023-02-09 08:52:45	2023-04-21 12:37:16	Work in Progress			3 - Medium	DUNE Support	trj
INC000001147449	Query regarding job submission	DUNE Support	DUNE -- Data Processing Request (DUNE) - Standard Support	2023-02-22 09:53:32	2023-04-19 05:01:23	Work in Progress	Steven Timm		3 - Medium	DUNE Support	votava

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INC000001148518	Permission Error when accessing DUNE Wiki	DUNE Support	DUNE -- Data Processing Request (DUNE) - Standard Support	2023-03-14 14:46:25	2023-04-19 05:01:02	Assigned		Alejandro Diaz	4 - Low	DUNE Support	votava
INC000001149237	Experiencing errors when jobs are submitted to schedd jobsub02.fnal.gov	Distributed Computing Support	Distributed Computing -- Batch Job Management (jobsub condorsubmit) - Standard	2023-03-27 07:28:56	2023-04-28 08:05:44	Work in Progress	Lucas Trestka	Shyam Bhuller	3 - Medium	Distributed Computing Support	sbhuller
INC000001149245	Production job not routed to CA-SFU	Distributed Computing Support	Distributed Computing -- Batch Job Management (jobsub condorsubmit) - Standard	2023-03-27 08:51:38	2023-04-03 08:51:03	Pending	Lucas Trestka	Tejin Cai	4 - Low	Distributed Computing Support	kherner
INC000001150180	POMS jobs failing as local tar not parsed	DUNE Support	Scientific Production Processing -- Production Operations Management Service (POMS) - Standard	2023-04-17 09:30:56	2023-04-28 03:32:14	Work in Progress		Maria Brigida Brunetti	4 - Low	DUNE Support	mbrunett
INC000001150451	people losing SSO access to DUNE docdb	DocDB Service Support	Content Management -- DocDB - Standard	2023-04-21 09:52:25	2023-04-24 10:28:47	Work in Progress		Anne Heavey	3 - Medium	DocDB Service Support	donzi

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INC000001150608	I need to understand if my access has been approved	Users Office	Site Access Management -- Site Access Technical Support	2023-04-24 14:23:20	2023-04-25 18:51:40	Work in Progress		Michael Kordosky	4 - Low	Users Office	sansari
INC000001150611	MAC-140363 - Macbook keyboard starting to fail	In-warranty Hardware Service	Desktop Services -- Desktop IMAC - Standard -- In warranty	2023-04-24 14:21:10	2023-04-26 16:30:29	Pending	Jacob Arensmeier	Anne Heavey	4 - Low	In-warranty Hardware Service	jarensme
INC000001150763	DUNE global pool jobs going held in about 5 seconds with "Job credentials not available" hold reason	High Throughput Computing	High Throughput Computing -- Batch Job Operations - Standard	2023-04-26 16:00:30	2023-04-30 20:54:13	Work in Progress	Nicholas Peregonow	Kenneth Herner	4 - Low	High Throughput Computing	kherner
INC000001150869	Job submission error with POMS	Distributed Computing Support	Distributed Computing -- Batch Job Management (jobsub condorsubmit) - Standard	2023-04-28 05:06:20	2023-04-28 08:35:00	Assigned	Namratha Urs	Sergio Manthey Corchado	4 - Low	Distributed Computing Support	bjwright
RITM1004102	Arrange for porting Rucio monitoring scripts from old rucio.fnal.gov server to OKD	Data Management Support	Scientific Data Management -- Rucio - Standard	2020-08-07 13:02:02	2022-02-02 07:29:59	Work in Progress	Brandon White	Steven Timm	3 - Moderate	Data Management Support	bjwhite

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RITM1340711	Request additions to VO group pull down in Experiment/Project/Collaboration Computing Account form (and backup automated workflow)	Service-Now Support	Service Desk -- ServiceNow - Standard	2022-02-17 19:58:50	2023-04-19 13:36:05	Work in Progress	Ram Parvathaneni	Steven Timm	3 - Moderate	Service-Now Support	boyd
RITM1368655	Cannot search on indico	Indico	Content Management -- Indico - Standard	2022-03-29 20:18:47	2023-04-24 07:18:48	Pending	Margherita Wiersma	Tingjun Yang	4 - Low	Indico	timmm
RITM1381877	change access to SSO for https://fbcr-dev.fnal.gov/DCR/All	Enterprise Applications - OPSS Apps	Applications/Software -- ESH/Business Applications	2022-04-15 10:08:37	2022-04-18 10:52:39	Work in Progress	David VanMaldegiam	Jolie Macier	3 - Moderate	Enterprise Applications - OPSS Apps	davidvm
RITM1458607	Permissions and Project updates for CAM eToolbox	Enterprise Applications - OPSS Apps	Applications/Software -- Project Management Applications	2022-07-13 09:06:51	2022-08-15 14:45:43	Work in Progress	David VanMaldegiam	Adam Helander	4 - Low	Enterprise Applications - OPSS Apps	davidvm
RITM1497490	Microsoft Project Installation	Desktop Engineering	Desktop Services -- Desktop Engineering - Standard	2022-08-30 11:37:45	2023-01-12 14:50:17	Pending	Geoffrey Cluts	Alberto Marchionni	3 - Moderate	Desktop Engineering	alberto
RITM1503385	Test ND Production using POMS/fife_launch	DUNE Production	DUNE -- Monte Carlo Request (DUNE) - Standard Support	2022-09-07 10:08:32	2023-03-30 09:44:11	Work in Progress	Noah Vaughan	Tejin Cai	3 - Moderate	DUNE Production	tejinc

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RITM1535016	Improve quota display for DUNE persistent volumes	Scientific Disk Storage	Scientific Data Storage and Access -- dCache Disk Cache Storage - Standard	2022-10-11 08:50:12	2022-10-13 15:18:21	Acknowledged	Dmitry Litvintsev	Steven Timm	3 - Moderate	Scientific Disk Storage	yujun
RITM1557024	Collaborator wants to access FESHM portal	ESH&Q Process	Content Management -- DocDB - Standard	2022-11-01 16:53:25	2022-11-08 19:10:28	Work in Progress		Anne Heavey	4 - Low	ESH&Q Process	lauram
RITM1567036	Back-port the device data from AD logger into IFBeam DB	Scientific Database Applications	Scientific Database Applications -- IFBeam Conditions Database (IFBeamDB) - Standard	2022-11-14 11:58:28	2023-02-22 16:43:26	Pending	Vladimir Podstavkov	Vladimir Podstavkov	4 - Low	Scientific Database Applications	podstvkv
RITM1578764	computing for 2x2 demonstrator	Scientific Linux System Engineering	Scientific Linux Systems Engineering -- Online Computing Consulting -- Standard	2022-11-30 16:03:12	2023-04-26 10:01:20	Work in Progress	Bonnie King	Geoffrey Savage	3 - Moderate	Scientific Linux System Engineering	savage
RITM1592971	Add entry to form "Add Remove Modify User for Online Cluster" (dune_workstation)	Service-Now Support	Service Desk -- ServiceNow - Standard	2022-12-20 09:38:59	2022-12-20 10:33:54	Acknowledged	Felix Sotres	Patrick Riehecky	3 - Moderate	Service-Now Support	mkaiser-admin

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RITM1617719	Feedback related to service Batch Job Management (jobsub condorsubmit)	Job Management Development	Distributed Computing -- Batch Job Management (jobsub condorsubmit) - Standard	2023-01-23 03:30:22	2023-02-21 17:08:23	Pending	Shreyas Bhat	Heidi Schellman	3 - Moderate	Job Management Development	votava
RITM1618317	access to http://dunesam.gpvm01.fnal.gov:8787/fts/status with SSO instead of VPN	Data Management Support	DUNE -- Other DUNE Requests (DUNE) - Standard Support	2023-01-23 11:05:09	2023-01-27 05:14:37	Waiting for Acknowledgement	Brandon White	Heidi Schellman	3 - Moderate	Data Management Support	schellma
RITM1627403	setup interactive dunegpvm with jobsub-lite configured to submit to the DUNE global pool schedd	Job Management Development	Distributed Computing -- Batch Job Management (jobsub condorsubmit) - Standard	2023-02-01 11:29:35	2023-04-25 06:36:44	Pending	Shreyas Bhat	Michael Kirby	3 - Moderate	Job Management Development	epennacc
RITM1646613	Increased quota on /work1/dune	High Performance Computing	High Performance Computing -- Wilson Facility File-System - Standard	2023-02-22 15:38:22	2023-04-21 12:03:47	Acknowledged	Smita Darmora	Jacob Calcutt	3 - Moderate	High Performance Computing	sdarmora
RITM1648093	Request to produce more 0.5 GeV/c ProtoDUNE beam MC sample	DUNE Production	DUNE -- Monte Carlo Request (DUNE) - Standard Support	2023-02-24 09:54:20	2023-03-12 16:03:22	Work in Progress	Marco Dias	Tingjun Yang	3 - Moderate	DUNE Production	tejinc

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RITM1674287	copy production Review Office site back to Development	SharePoint Support Services	Applications/Software -- Collaboration Applications -- SharePoint	2023-03-21 13:56:01	2023-04-07 16:19:27	Pending	Kimberly Myles	Anne Heavey	3 - Moderate	SharePoint Support Services	paolag
RITM1686770	Renew managed proxy certificates for dunepro	Distributed Computing Support	Distributed Computing -- Batch Job Management (jobsub condorsubmit) - Standard	2023-04-03 16:13:25	2023-04-12 15:44:51	Pending	Shreyas Bhat	Shreyas Bhat	3 - Moderate	Distributed Computing Support	sbhat
RITM1699309	root access to a computer server	Scientific Linux System Engineering	Scientific Linux Systems Engineering -- Managed Scientific Workstation - Standard	2023-04-17 08:49:27	2023-04-26 14:00:42	Pending	Farhan Ahmed	Alysia Marino	3 - Moderate	Scientific Linux System Engineering	fahmed
RITM1699671	Renew/Update/Terminate Central Web Website: computing-wiki.dunescience.org	Web Services Administration	Central Web Hosting -- MediaWiki - Standard	2023-04-17 10:29:48	2023-04-17 10:29:49	Closed		Thomas Junk	3 - Moderate	Web Services Administration	trj
RITM1701528	osg repo update	Scientific Linux System Engineering	Scientific Linux Systems Engineering -- Online Computing Consulting -- Standard	2023-04-18 14:05:34	2023-04-21 11:51:09	Acknowledged	Bonnie King	Geoffrey Savage	3 - Moderate	Scientific Linux System Engineering	savage

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RITM1707769	port 1094 open for xrootd on acd-srv03 and 04	Scientific Linux System Engineering	Scientific Linux Systems Engineering -- Online Computing Management - Standard	2023-04-21 11:53:45	2023-04-27 08:48:43	Pending	Farhan Ahmed	Geoffrey Savage	3 - Moderate	Scientific Linux System Engineering	bonniek
RITM1711049	ON SL7.9 rebuild dunesw (which includes Larsoft) with the latest version of Fermilab UPS Products	DUNE Support	DUNE -- Build a Software Release (DUNE) - Standard Support	2023-04-25 13:18:40	2023-04-25 18:40:21	Waiting for Acknowledgement		Shekhar Mishra	4 - Low	DUNE Support	mishra
RITM1714884	Listserv sends no error message for invalid listserv addresses	FermiMail Support	FermiMail -- Mail Lists (LISTSERV) - Standard	2023-04-28 10:41:02	2023-04-28 12:02:51	Pending	Andy Huguenard	Heidi Schellman	4 - Low	FermiMail Support	schellma
TASK0150126	Dune - NAS Cleanup Status Request please answer status questions (see ticket body)	DUNE Support	Networked Storage -- Storage Consulting - Standard	2019-03-22 15:23:08	2021-08-24 16:22:57	Open	Thomas Junk	Andrew Romero	3 - Moderate	DUNE Support	trj