

Report Title: Open DUNE Tickets

Run Date and Time: 2023-06-26 01:00:00 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

40 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
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

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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	2023-06-15 15:46:11	Work in Progress		Maria Brigida Brunetti	4 - Low	DUNE Support	mbrunett
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
INC000001150869	Job submission error with POMS	Distributed Computing Support	Distributed Computing -- Batch Job Management (jobsub condorsubmit) - Standard	2023-04-28 05:06:20	2023-06-12 09:33:56	Work in Progress	Namratha Urs	Sergio Manthey Corchado	4 - Low	Distributed Computing Support	chandan
INC000001151498	No log output for job on RAL	Distributed Computing Support	Distributed Computing -- Landscape (fifemon) - Standard	2023-05-11 09:41:21	2023-06-12 09:38:39	Work in Progress	Kenneth Herner	Pierre Granger	4 - Low	Distributed Computing Support	pgranger
INC000001152119	I am not able to log into dune gpvm machines.	DUNE Support	Service Desk -- Call-in support	2023-05-24 07:19:52	2023-05-24 14:19:13	Work in Progress		Deepika Jena	3 - Medium	DUNE Support	schellma
INC000001152142	I would like to login to the dunegpvm machines	DUNE Support	Scientific Server Infrastructure -- Interactive Servers - Standard	2023-05-24 14:37:28	2023-05-25 12:09:08	Work in Progress		Enrique Arrieta Diaz	3 - Medium	DUNE Support	schellma

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INC000001154449	User given a message from Mac that their battery should be serviced - Does this need to be done?	Critical and out of warranty hardware support	Desktop Services -- Desktop Support - Standard -- Mac General Troubleshooting	2023-06-22 11:20:55	2023-06-22 16:53:17	Pending	Samantha Arbogast	Brad Steinhauser	3 - Medium	Critical and out of warranty hardware support	arbogast
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
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
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

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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
RITM1535016	Improve quota display for DUNE persistent volumes	Scientific Disk Storage	Scientific Data Storage and Access -- Shared dCache Storage - Standard	2022-10-11 08:50:12	2023-05-02 11:28:27	Acknowledged	Dmitry Litvintsev	Steven Timm	3 - Moderate	Scientific Disk Storage	rrochavi
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

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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
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://dunesamgpvm01.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	2023-06-20 08:55:25	Pending	Shreyas Bhat	Michael Kirby	3 - Moderate	Job Management Development	sbhat
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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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
RITM1716205	Request to FIFE: Have new outage calendar entries send an email to experiment liaisons and to the DUNE #user_grid_usa ge slack channel	Distributed Computing Support	Distributed Computing -- Landscape (fifemon) - Standard	2023-05-01 08:47:39	2023-05-10 16:33:28	Work in Progress	Vito Di Benedetto	Heidi Schellman	3 - Moderate	Distributed Computing Support	kretzke
RITM1716256	Please stop sending renewal messages once user accounts/accesses have been successfully renewed	Site Access Support	Site Access Management -- Site Access Support	2023-05-01 09:17:53	2023-05-03 11:59:35	Waiting for Acknowledgement		Heidi Schellman	3 - Moderate	Site Access Support	schellma

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RITM1716445	Fermilab Computing Issue: I am not able to copy plots from my Fermilab machine to my Mac computer or vice-versa. I have tried using the scp command but still it	DUNE Support	Scientific Data Storage and Access -- Analysis File Systems - Standard	2023-04-26 14:29:03	2023-05-01 12:46:29	Waiting for Acknowledgement		Rituparna Banerjee	4 - Low	DUNE Support	trj
RITM1716559	Investigate intermittent failures RAL Tier1 <-> FNAL_DCACHE	Scientific Disk Storage	Scientific Data Storage and Access -- Shared dCache Storage - Standard	2023-05-01 10:54:24	2023-06-20 09:14:51	Pending	Yujun Wu	Steven Timm	3 - Moderate	Scientific Disk Storage	yujun
RITM1721760	Process run 5432 through reco2 with GPU inference at Perlmutter	DUNE Production	DUNE -- Data Processing Request (DUNE) - Standard Support	2023-05-05 10:54:03	2023-05-05 10:55:57	Waiting for Acknowledgement		Kenneth Herner	3 - Moderate	DUNE Production	kherner
RITM1732376	PLEASE ACKNOWLEDGE: Violation of the FIFE User Activity Mitigation Policy	DUNE Support	Distributed Computing -- Batch Job Management (jobsub condorsubmit) - Standard	2023-05-15 19:28:27	2023-05-19 14:46:15	Work in Progress		Kenneth Herner	3 - Moderate	DUNE Support	kherner

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RITM1750921	Write access to DUNE test Ceph instance for additional users	Storage Service	Scientific Data Storage and Access -- Analysis File Systems - Standard	2023-06-01 15:37:11	2023-06-01 17:34:54	Work in Progress	Robert Illingworth	Kenneth Herner	3 - Moderate	Storage Service	illingwo
RITM1757241	CVMFS area for aionedge	High Throughput Computing	Scientific Collaboration Tools -- CVMFS (CernVM File System) Publisher - Standard	2023-06-06 07:53:24	2023-06-23 16:31:00	Pending	Hyunwoo Kim	Bonnie King	3 - Moderate	High Throughput Computing	hyunwoo
RITM1760896	Mount the test Ceph instance for DUNE-flavored notebooks	Elastic Analysis Facility Support	Elastic Analysis Facility Services -- Elastic Analysis Facility - Standard	2023-06-08 16:36:16	2023-06-23 09:25:30	Waiting for Acknowledgement		Kenneth Herner	3 - Moderate	Elastic Analysis Facility Support	burt
RITM1762312	DUNE would like a build node running Alma Linux 9	Scientific Server Support	Network -- Network Facilities - Standard	2023-06-09 17:44:59	2023-06-15 10:54:53	Pending	Etta Burns	Thomas Junk	3 - Moderate	Scientific Server Support	ettab
RITM1767527	I would like to create a shared drive/folder structure for my project team	Storage Network Services	Networked Storage -- NAS - Standard -- NFS/CIFS (BlueArc)	2023-06-14 14:38:20	2023-06-20 14:16:01	Acknowledged	Andrew Romero	Jill Ryan	3 - Moderate	Storage Network Services	romero

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RITM1767533	OPSS Apps	Enterprise Applications - OPSS Apps	Enterprise Application Support Services -- Project Change Control (OPSS) Application Support - Standard	2023-06-14 14:42:15	2023-06-14 21:22:01	Acknowledged	David VanMaldegiam	Jill Ryan	3 - Moderate	Enterprise Applications - OPSS Apps	arenam
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
TASK0296176	Fermilab Site Access Request Status Question	Site Access Support	Fermilab Agreements Management -- Affiliation Management - Standard	2023-06-14 09:45:08	2023-06-14 09:45:08	Open		Bryan Ramson	3 - Moderate	Site Access Support	bjrams87