WLCG Site Reliability Reports - January 2008

- *Please review and complete the Site Reports below. Edit your section and mail the document back to A.Aimar.*
- *Reports already complete: CERN, DE-KIT, UK-RAL, CA-TRIUMF, US-FNAL-CMS*
- *Deadline: 15 February 2008*

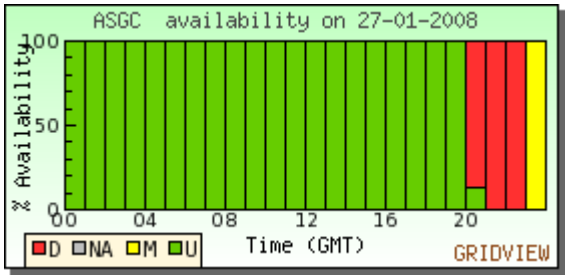
http://lcg.web.cern.ch/LCG/MB/availability/site_reliability.pdf

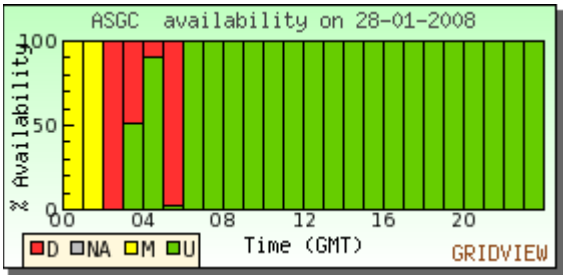
Reliability

Date		CERN-PROD	FZK-LCG2	IN2P3-CC	INFN-T1	RAL-LCG2	SARA-MATRIX	TRIUMF-LCG2	Taiwan-LCG2	USCMS-FNAL-WC1	PIC	BNL-LCG2	average reliabilities	target	NDGF
01/01/2008	1	100%	100%	100%	97%	80%	0%	100%	100%	100%	100%	100%	90%	93%	100%
02/01/2008	2	100%	100%	100%	100%	59%	37%	100%	100%	100%	100%	100%	91%	93%	100%
03/01/2008	3	100%	100%	100%	97%	100%	91%	100%	100%	89%	100%	75%	96%	93%	100%
04/01/2008	4	100%	100%	100%	13%	100%	100%	100%	100%	92%	100%	100%	92%	93%	100%
05/01/2008	5	100%	100%	100%	1%	100%	100%	100%	100%	97%	100%	79%	90%	93%	100%
06/01/2008	6	100%	100%	97%	7%	100%	96%	100%	100%	97%	100%	73%	89%	93%	100%
07/01/2008	7	100%	100%	98%	13%	100%	100%	100%	96%	89%	100%	100%	91%	93%	100%
08/01/2008	8	100%	100%	95%	0%	100%	100%	100%	100%	100%	100%	91%	89%	93%	86%
09/01/2008	9	100%	100%	100%	49%	100%	96%	100%	100%	94%	100%	100%	95%	93%	100%
10/01/2008	10	100%	100%	92%	22%	100%	100%	100%	100%	86%	96%	84%	90%	93%	100%
11/01/2008	11	100%	82%	92%	33%	100%	91%	85%	100%	89%	100%	78%	88%	93%	100%
12/01/2008	12	100%	100%	100%	100%	100%	95%	95%	100%	82%	100%	100%	98%	93%	100%
13/01/2008	13	100%	100%	100%	85%	100%	100%	89%	100%	87%	100%	100%	97%	93%	100%
14/01/2008	14	100%	91%	100%	100%	100%	98%	100%	100%	98%	100%	100%	99%	93%	100%
15/01/2008	15	95%	100%	100%	90%	97%	5%	100%	100%	91%	100%	100%	90%	93%	100%
16/01/2008	16	100%	100%	100%	98%	100%	0%	95%	100%	96%	100%	100%	90%	93%	87%
17/01/2008	17	100%	98%	100%	100%	100%	0%	96%	96%	100%	100%	100%	91%	93%	100%
18/01/2008	18	95%	100%	95%	100%	100%	0%	95%	100%	94%	95%	100%	90%	93%	100%
19/01/2008	19	100%	100%	100%	98%	100%	0%	100%	100%	84%	100%	100%	90%	93%	100%
20/01/2008	20	100%	100%	100%	100%	100%	0%	95%	100%	90%	100%	100%	90%	93%	100%
21/01/2008	21	77%	100%	91%	98%	100%	0%	100%	100%	100%	100%	100%	89%	93%	100%
22/01/2008	22	94%	87%	100%	59%	91%	n/a	100%	100%	91%	100%	100%	88%	93%	49%
23/01/2008	23	100%	35%	97%	98%	100%	100%	100%	100%	95%	100%	100%	90%	93%	50%
24/01/2008	24	100%	54%	85%	100%	100%	67%	100%	100%	91%	100%	63%	86%	93%	74%
25/01/2008	25	100%	96%	97%	98%	95%	0%	100%	100%	85%	68%	12%	72%	93%	12%
26/01/2008	26	100%	100%	98%	100%	100%	n/a	100%	100%	100%	0%	79%	89%	93%	100%
27/01/2008	27	100%	100%	100%	98%	100%	n/a	100%	87%	91%	53%	75%	91%	93%	100%
28/01/2008	28	100%	100%	67%	100%	97%	n/a	100%	88%	94%	83%	63%	89%	93%	87%
29/01/2008	29	100%	100%	59%	100%	28%	n/a	100%	96%	92%	100%	87%	87%	93%	100%
30/01/2008	30	100%	88%	98%	8%	20%	n/a	94%	46%	96%	100%	63%	74%	93%	100%
31/01/2008	31	100%	98%	92%	0%	100%	n/a	62%	100%	84%	100%	62%	82%	93%	100%
Average reliability		99%	94%	95%	70%	92%	57%	97%	97%	93%	93%	91%	89%	93%	92%

TW-ASGC

⇒ **27-28 Jan 2008**

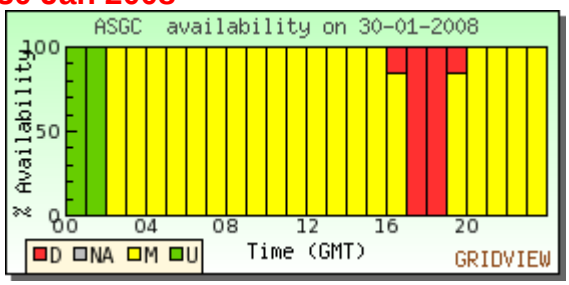




Problem: power cut found at ASGC data center around 19:40 (UTC) and emergent outage announcement have been broadcast via CIC two hours later. Maintenance window add to gocdb between Jan 27 19:30 to Jan 28 02:00 UTC. The broadcast can be found at https://cic.gridops.org/index.php?section=rc&page=broadcastarchive&action=broadcastarchive&idbroadcast=26899&monthb=01&yearb=08

Solution: force recovering all the HVAC facilities and critical service able to recover after data center cooling down at 22:00 (UTC), the service expect to be recovered at 2AM (UTC), but further fail with backend WNs that able to recover the file system automatically that short term recovery have been found between 3-5AM (UTC), and this was delay being fixed until 6AM (UTC).

⇒ **30 Jan 2008**



Problem: ASGC data center facilities relocation phase I have been carried out at Jan 30, that all grid server nodes have been relocated into new data center area that have impact to the service outage. The SD event can be found at GOCDB at https://goc.gridops.org/downtime/list?id=4005181

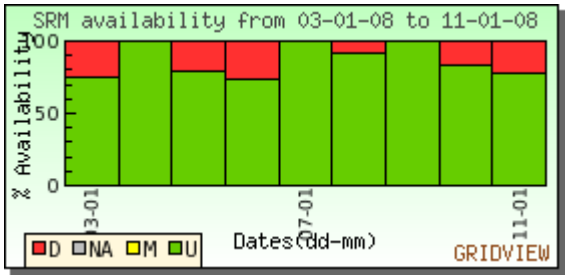
Solution: the facilities relocation have been complete around 23:50 (UTC), the SAM functional testing failure expect to end at '30-Jan-2008 20:00', and first pass of SAM testing carried out at '30-Jan-2008 20:07:30'. Event log

can be found at
http://wiki.twgrid.org/taskforcewiki/OPS/T1/Reports/Jan_28_2008

US-T1-BNL

Answer from M.Ernst:
The BNL middleware experts and I went over the data and we have not seen any reportable outage for the periods in question we can comment on.

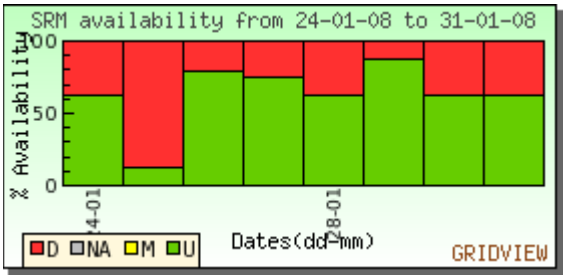
⇒ **3-11 Jan 2008**



Problem:

Solution:

⇒ **24-31 Jan 2008**

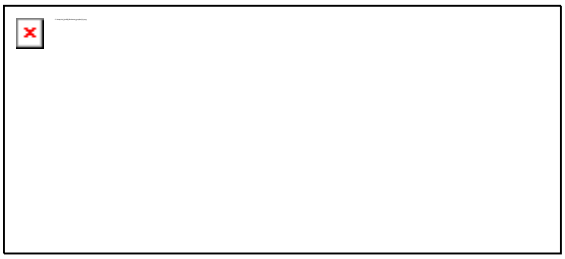


Problem:

Solution:

DE-KIT

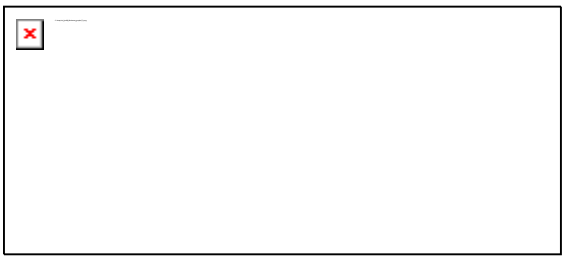
⇒ **11 Jan 2008 :**



Problem: A new certificate on the SRM node was not recognized. The problem also affected the SAM tests on the CEs, where the replica management tests failed.

Solution: The service on the SRM node had to be restarted.
The service was ok again since 19:00 UTC and the downtime ended at 19:10 (UTC), but SAM showed the maintanance 2 hours longer, which is marked red at gridview. Therefore the site availability is misleading, it was better than shown.

⇒ 14 Jan 2008 :

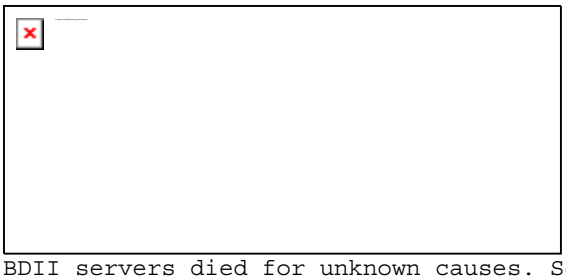


Problem: A slow database was leading to timeouts of rm tests.
Solution: The SRM database was dropped.
Affected VOs: all

⇒ 22 Jan 2008 :

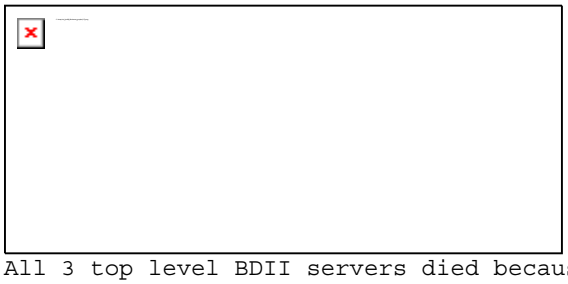
dCache update to 18.0.12 had to be followed by a patch 1 and a patch 2. SRM outage
for all VO''''''''''''''''s.

⇒ 23 Jan 2008 :



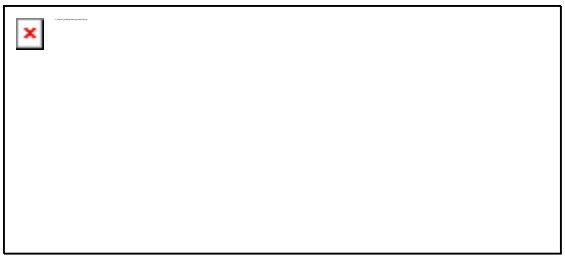
BDII servers died for unknown causes. See Report 2008-01-24

⇒ 24 Jan 2008 :



All 3 top level BDII servers died because at least in one instance the slapd process was
killed because of memory shortage. The cause and source for the sudden high traffic which was observed and maybe related is unknown.

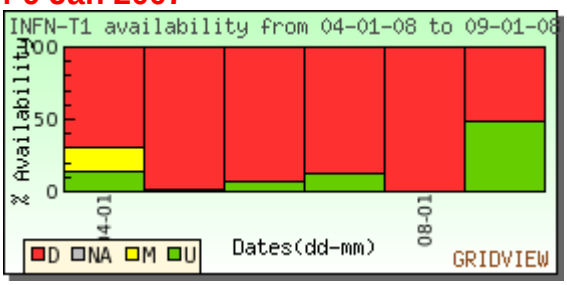
⇒ 30 Jan 2008 :



Availability 89 %.
Problem: Unusual high load on the toplevel BDII
Solution: Implementing more BDIIs.

IT-INFN-CNAF

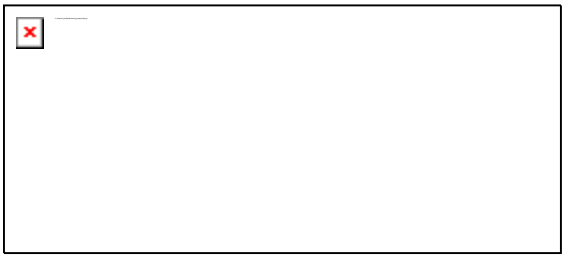
⇒ **4-9 Jan 2007**



Problem:

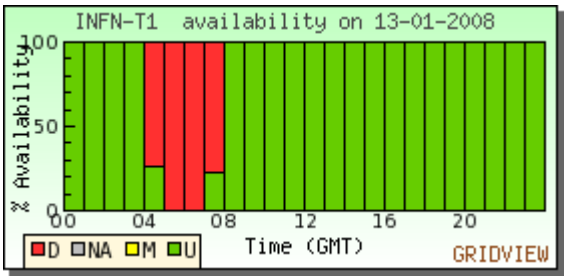
Solution:

⇒ **10 Jan 2008 :**



On friday 4th of January due to an unscheduled outage of power electric we had several hardware damages on all services (farming, storage and network). In few days we were able to fix all problems on farming and network services. We still have some problems with about 40 TBytes (assistence called and working on it).
On thursday 10th of Jan scheduled downtime for oracle-castor DB upgrade.

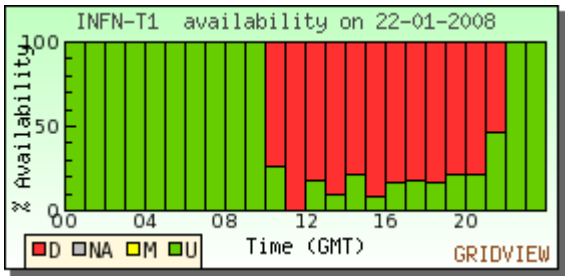
⇒ **13 Jan 2008**



Problem:

Solution:

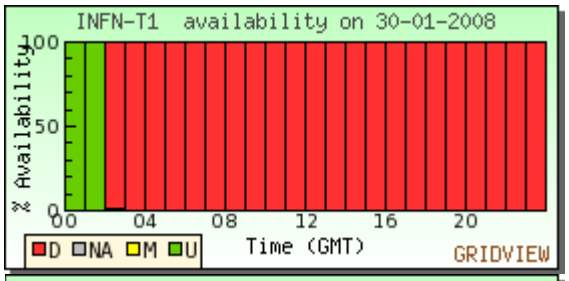
⇒ **22 Jan 2008**

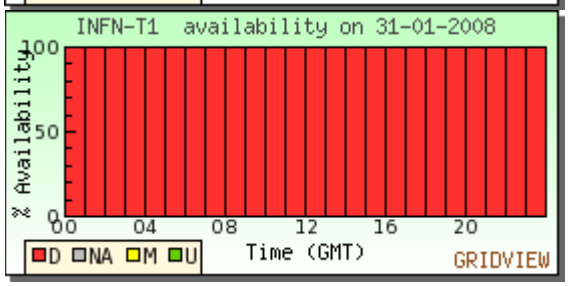


Problem:

Solution:

⇒ **30-31 Jan 2008**

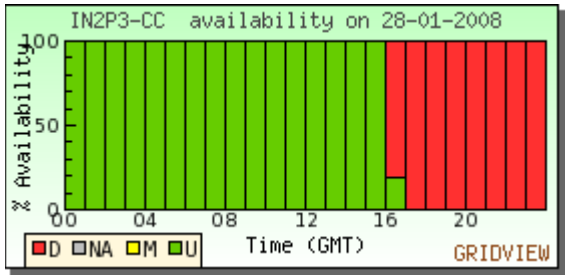


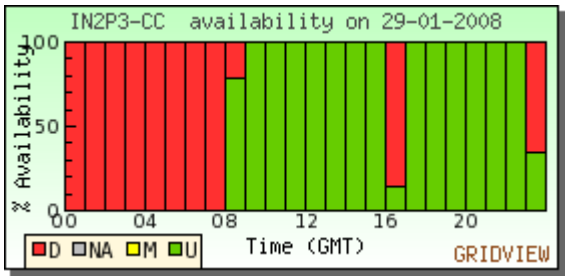


January 30-31 unavailability which is due to a bug in the glite 3.1 update 12 causing sam tests on CE to fail if they refer to a classic SE. I do not think the availability for those days should be marked as red since the site was completely available (moreover the classic SE was only used for SAM tests).

FR-CCIN2P3

⇒ **28-29 Jan 2008**





Problem: we couldn't find in our records the causes of this unavailability which according to Gridview is due to the SRM service. Since it is impossible to get the detailed results of SAM tests older than 7 days, we were not able to understand in detail what tests were failing.
Solution: N/A.

CERN

⇒ 15 Jan 2008 :

transient issue.

⇒ 18 Jan 2008 :

Intermittent problem - looks like lxdpm101 - under investigation.

⇒ 21 Jan 2008 :

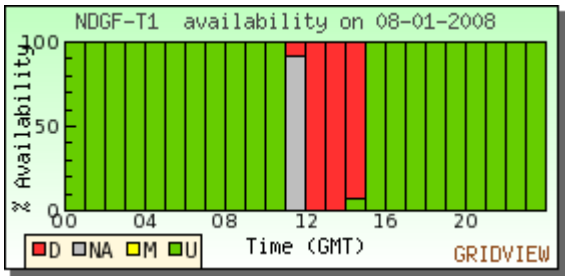
Problem: Unusual load on one of the SRM endpoints degrades the other SE services as well.
Solution: see tomorrow :)

⇒ 22 Jan 2008 :

Problem: Unusual load on one of the SRM endpoints degrades the other SE services as well.
Solution: Isolate the offending endpoint, work with LHCb to understand to root cause.

NDGF

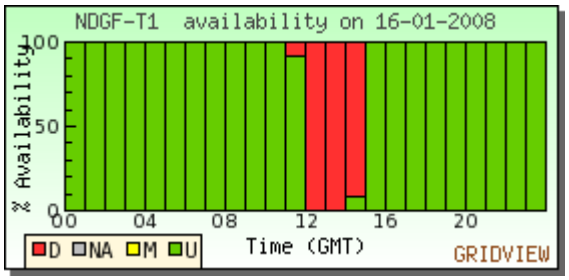
⇒ **8 Jan 2008**



Problem:

Solution:

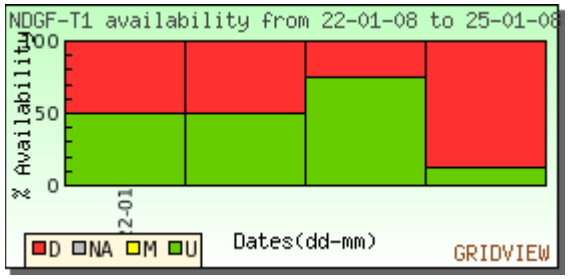
⇒ **16 Jan 2008**



Problem:

Solution:

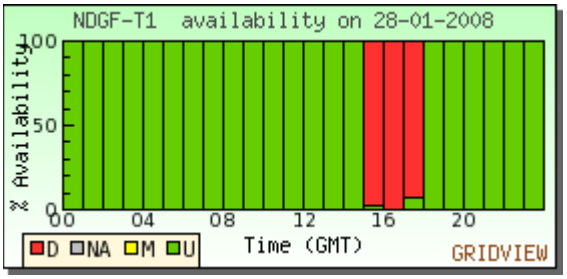
⇒ **22-25 Jan 2008**



Problem:

Solution:

⇒ **28 Jan 2008**

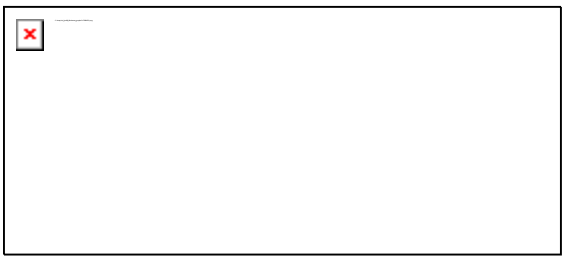


Problem:

Solution:

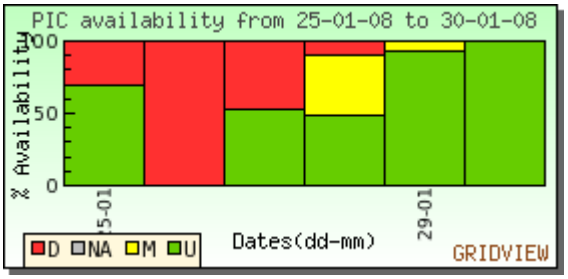
ES-PIC

⇒ **25 Jan 2008 :**



Date: Friday 25 15:30 (UTC) to Sunday 27 11:30 (UTC)
Problem: SRM main server partially hanged up. GETS works but PUTS didn''''t work
Severity: Medium
Solution: Manual reboot. Problem under investinvestigation.

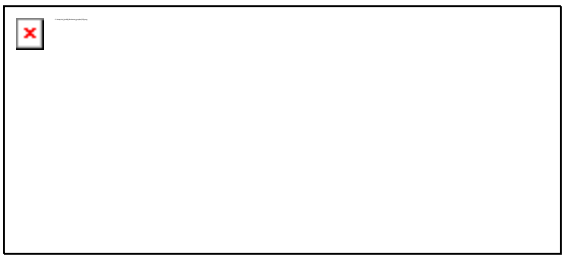
⇒ **26-28 Jan 2008**



Problem: Sheduled Downtime 8:00-18:00 UTC for upgrading dCache to 1.8.0-12p2 in order to meet CCRC'08 requirements. The intervention took about one hour longer than foreseen, so at around 19:00 we failed one SAM test because we were still not publishing the correct protocols in the Info System, but the Scheduled Downtime had ended.
Severity: Low.
Solution: N/A. It was a full-day Scheduled intervention that took one hour longer than planned.

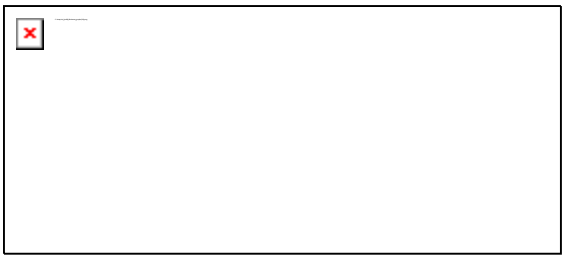
UK-T1-RAL

⇒ **01 Jan 2008 :**



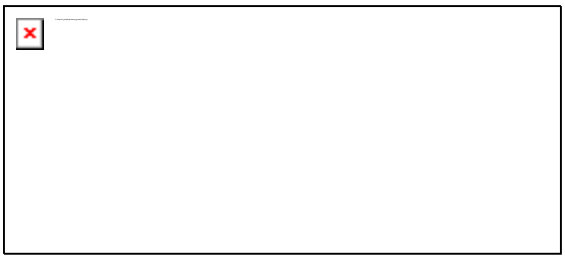
Problem: unexplained job failures
Solution: To be investigated when relevant staff return on Monday

⇒ **02 Jan 2008 :**



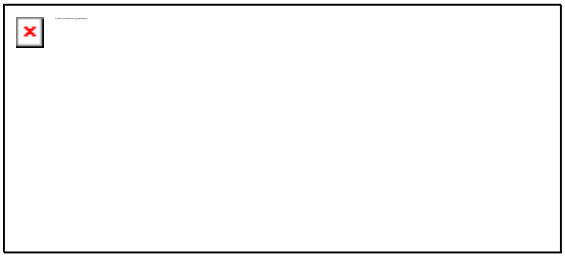
Problem: unexplained job failures
Solution: To be investigated when relevant staff return on Monday

⇒ **22 Jan 2008 :**



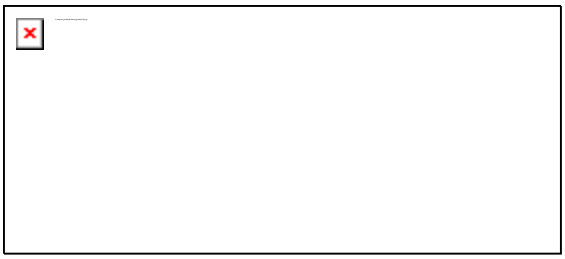
Failed CE replication test; OPN down

⇒ **25 Jan 2008 :**



One-off failure

⇒ **28 Jan 2008 :**



One-ff failure

⇒ **29 Jan 2008 :**

non-functional cron job prevented crl download, leading to inability to download jobs from resource broker

⇒ **30 Jan 2008 :**

non-functional cron job prevented crl download, leading to inability to download jobs from resource broker

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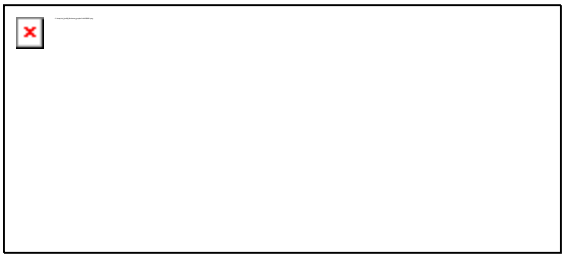
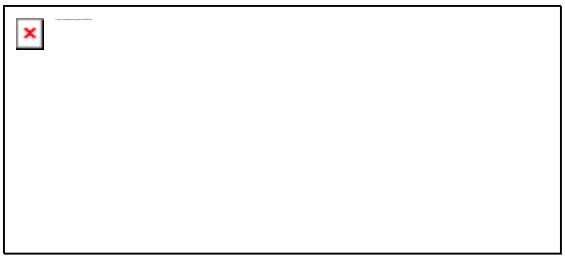
NL-T1

⇒ **01 Jan 2008 :**



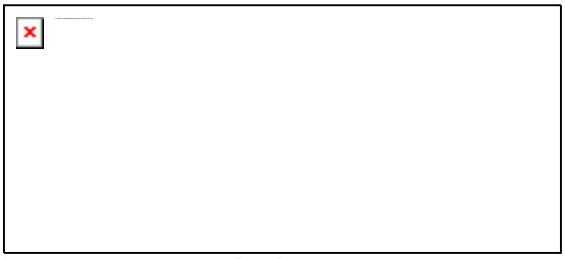
See 28-12-2007

⇒ **02 Jan 2008 :**



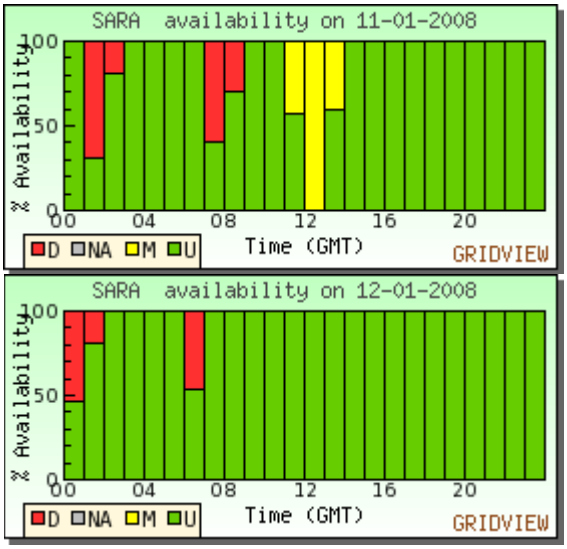
See 28-12-2007.
The two bars between 17 and 19 o''clock: problem: hanging dCache PinManager causing the lcg-rm test to timeout after 600 seconds.
Solution: This happens occasionally. We are still investigating this.

⇒ 03 Jan 2008 :



bars at 0-2 o''clock:
Problem: sitebdii failed performance test
Solution: load of the machine was rather high at the time.
bars at 11-13 o''clock:
Problem: lcg-rm timeout after 600 seconds
Solution: see 2-1-2008.

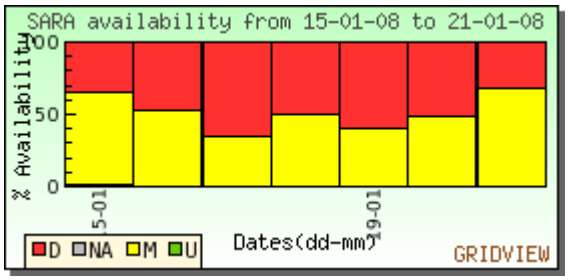
⇒ 11-12 Jan 2008



Problem:Maradona problem

Solution:Disappeared by itself.

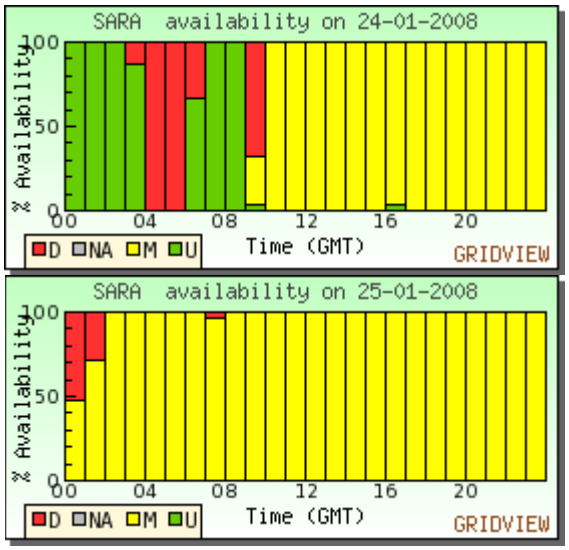
⇒ 15-21 Jan 2008



Problem:

Solution: Scheduled maintenance for reconfiguration of dCache for CCRC08

⇒ **24-25 Jan 2008**



Problem:
24-1: globus-mds crashed

25-1: scheduled maintenance for moving hardware to another room at SARA.

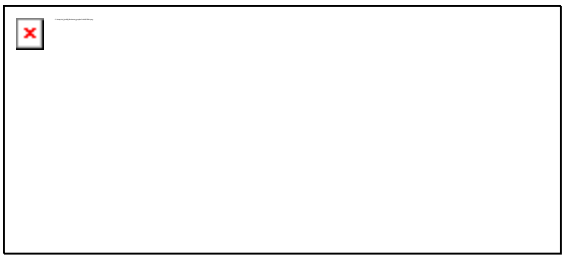
Solution: 24-01: restarted it.

CA-TRIUMF

⇒ **12 Jan 2008 :**

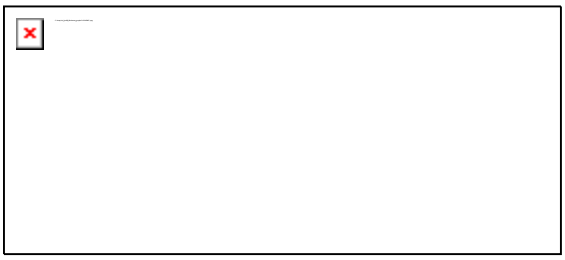
Some load from other T1s on SRM - no way to limit FTS transfers OUT

⇒ **13 Jan 2008 :**



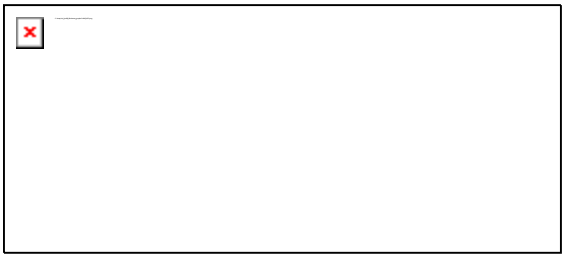
```
        org.dcache.srm.SRMAuthorizationException:
diskCacheV111.services.authorization.AuthorizationServiceException:
authRequestID 1780331456 Message to gPlazma timed out for authentification of
/DC=ch/DC=cern/OU=Organic Units/OU=Users/CN=samoper/CN=582979/CN=Judit Novak
and role /ops/Role=lcgadmin/Capability=NULL
```

⇒ **18 Jan 2008 :**



```
Client side error?
+ lcg-cp -v --vo ops lfn:SRM-put-srm.triumf.ca-1200639588
file:/home/samops/.same/SRM/nodes/srm.triumf.ca/testFile.txt
send2nsd: NS002 - send error : No valid credential found
Bad credentials
lcg_cp: Communication error on send
```

⇒ **20 Jan 2008 :**

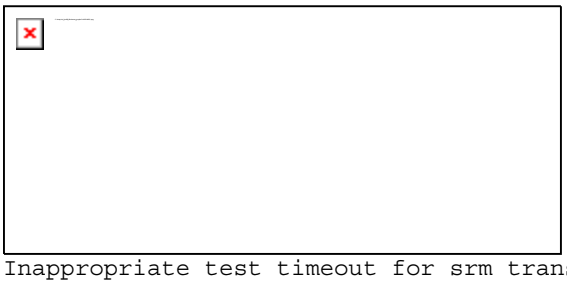


```
I`d say it was a client side error, not TRIUMF
+ lcg-del -v --vo ops -a lfn:SRM-put-srm.triumf.ca-1200830369
CGSI-gSOAP: GSS Major Status: General failure
GSS Minor Status Error Chain:
acquire_cred.c:125: gss_acquire_cred: Error with GSI credential
globus_i_gsi_gss_utils.c:1310: globus_i_gsi_gss_cred_read: Error with gss
credential handle
globus_gsi_credential.c:721: globus_gsi_cred_read: Valid credentials could not
be found in any of the possible locations specified by the credential search
order.
globus_gsi_credential.c:447: globus_gsi_cred_read: Error reading host
credential
globus_gsi_system_config.c:3977:
globus_gsi_sysconfig_get_host_cert_filename_unix: Error with certificate
filename
globus_gsi_system_config.c:380: globus_i_gsi_sysconfig_create_cert_string:
Error with certificate filename: /etc/grid-security/hostcert.pem not owned by
current user.
globus_gsi_credential.c:239: globus_gsi_cred_read: Error reading proxy
credential
```

```
globus_gsi_system_config.c:4589: globus_gsi_sysconfig_get_proxy_filename_unix:
Could not find a valid proxy certificate file location
globus_gsi_system_config.c:446: globus_i_gsi_s
lcg_del: Communication error on send
```

US-FNAL-CMS

⇒ 03 Jan 2008 :

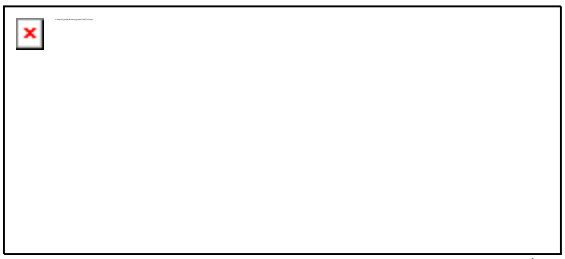


Inappropriate test timeout for srm transfers during busy pnfs periods

⇒ 04 Jan 2008 :

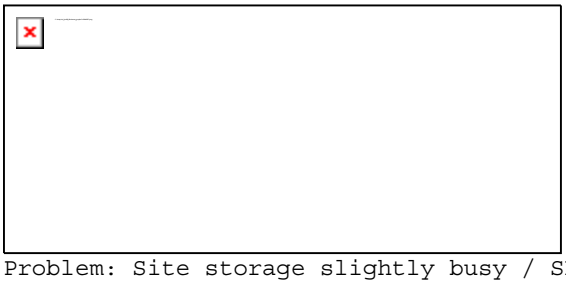
Problem: Site storage slightly busy / SRM timeout
Solution: Requested an increase in timeout (at least 20 minutes) for the SRM SAM test for VO OPS; right now the timeout is 600 seconds (10 minutes), our tests showed that 20 minutes would have been sufficient for success

⇒ 05 Jan 2008 :



Problem: Site storage slightly busy / SRM timeout
Solution: Requested an increase in timeout (at least 20 minutes) for the SRM SAM test for VO OPS

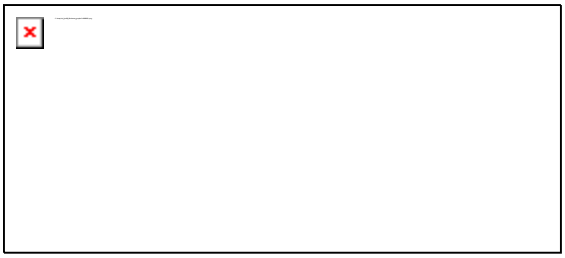
⇒ 06 Jan 2008 :



Problem: Site storage slightly busy / SRM timeout
Solution: Requested an increased timeout (at least 20 minutes) for the SRM SAM

test for VO OPS as described before

⇒ 07 Jan 2008 :

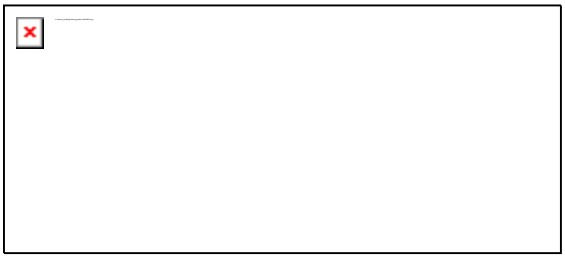


Problem: Site storage unaccessible (Error: CGSI-gSOAP: Could not open connection)
Solution: Local check showed the SRM up and running (the solution described here did not apply https://twiki.cern.ch/twiki/bin/view/LCG/CGSI-gSOAP:CouldNotOpenConnection); the error repeated later the same day (16:00). The interesting point is that only one check fails with this error, the others succeed contacting the SRM just a few minutes earlier or later; ping to monb002.cern.ch showed a 66% success rate from one of our hosts from time to time during the same day;
Problem: No information found for Storage Element
Solution: transient error with the BDii or BDii request, no action taken on our part
Problem: Site storage slightly busy / SRM timeout under VO OPS
Solution: Requested an increased timeout for the SRM SAM test for VO OPS as described before
Problem: All test are marked as failed even though only SRM-put fails
Solution: Requested the introduction of a dependency among the SRM put, get and get-info checks so that whenever the SRM put test fails the other raise only a warning if and only if the error is "file not found" (Andrea Sciaba agreed to this idea)

⇒ 09 Jan 2008 :

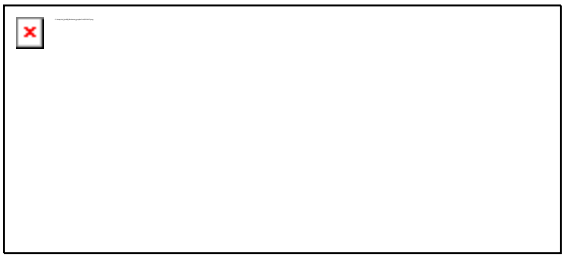
Problem: test file delete failed (NULL)
Solution: According to this link (http://www.gridpp.ac.uk/wiki/Random_dCache_failures_in_SAM), this is caused by the dCache not deleting the file within 10 seconds of receiving the request from the SRM. Still investigating, the local dCache was not overloaded at that moment. However, all the other requests succeeded (put, get).
Problem: Site storage slightly busy / SRM timeout
Solution: Waiting for the increased timeout in SRM tests

⇒ 10 Jan 2008 :



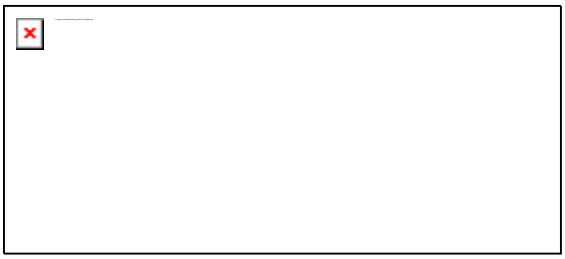
Problem: Site storage slightly busy / SRM timeout
Solution: Waiting for the increased timeout in SRM tests
Problem: Protocol not supported by the storage element reported by the lcg tools
Solution: sam-bdii.cern.ch must had some outdate information or it missed some entries about the cmssrm @ FNAL. We still investigate what could have been the cause, but without a complete testing environment we cannot have an accurate view of the problem.

⇒ 11 Jan 2008 :



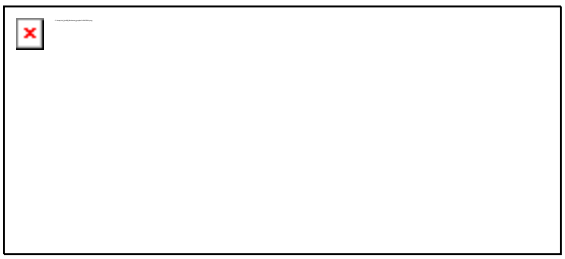
Problem: lcg-del fails with the NULL error
Solution: We are still under investigation for the causes of this error, our SRM and PNFS systems were again lightly loaded.
Problem: lcg-put timeouts, the other tests fail with the "file not found" error
Solution: lcg-put fails due to the low value for timeout, only 600s=10m - we are still waiting for at least a 20 minutes timeout in the SRM tests under OPS; the other tests fail because the file they operate on was not transfered in the first step - we are also still waiting for a better dependency specification among these SAM tests (tests succeed in my opinion - a warning should be at most recorded for get and advisory-delete).

⇒ 12 Jan 2008 :



Problem: Transfer failed at the ftpdoor level
Solution: ftpdoor blocked - it required a restart
Problem: lcg-put timeouts, the other tests fail with the "file not found" error
Solution: lcg-put fails due to the low value for timeout (only 600s) - see previous day log; the other tests fail because the file they try to access was not created by lcg-cr.

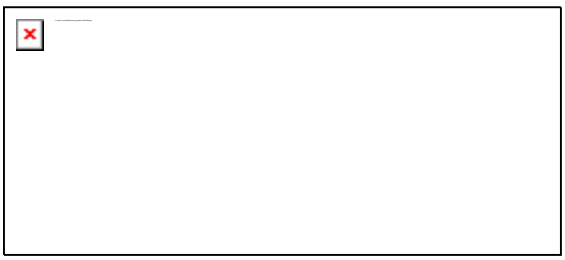
⇒ 13 Jan 2008 :



Problem: lcg-put timeouts, the other tests fail with a "file not found" error
Solution: lcg-put fails due to the low value for timeout (only 600s) - see previous days''''''''' logs; the other tests fail because the file they try to access was not created by lcg-cr.
Problem: Transfer failed at the ftpdoor level

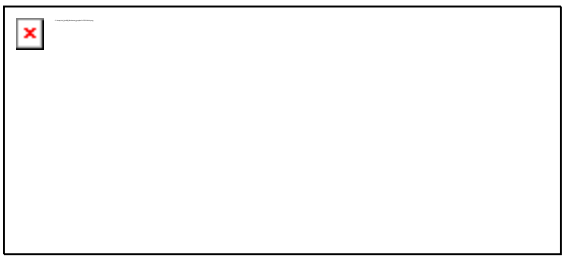
Solution: hardware upgrade performed on the nodes, SRM failed because the node was not taken out of the pool list

⇒ 14 Jan 2008 :



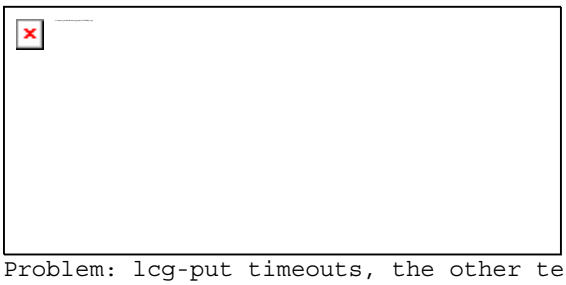
Problem: lcg-put timeouts, the other tests fail with a "file not found" error
Solution: lcg-put fails due to the low value for timeout (only 600s) - see previous days''''''''' logs; the other tests fail because the file they try to access was not created by lcg-cr.

⇒ 15 Jan 2008 :



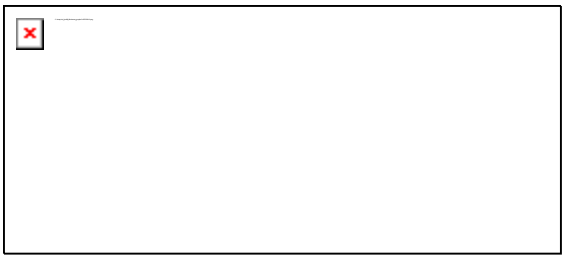
Problem: lcg-put timeouts, the other tests fail with the "file not found" error
Solution: lcg-put fails due to the low value for timeout (only 600s) - see previous days''''''''''''''''' logs; the other tests fail because the file they try to access was not created by lcg-cr.
Problem: lcg_cr fails with protocol not supported by Storage Element
Solution: I consider this a transient error related to the lcg tool failing to query the sam-bdii. The other tests fail as a consequence of this failure and we still wait for the fix regarding the specification of some kind of dependency among tests.

⇒ 16 Jan 2008 :



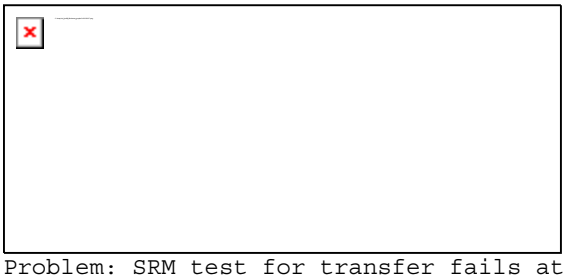
Problem: lcg-put timeouts, the other tests fail with the "file not found" error
Solution: lcg-put fails due to the low value for timeout (only 600s) - see previous days'' logs; the other tests fail because the file they try to access was not created by lcg-cr as part of the lcg-put test. We have worked in parallel with the SRM guys and there is (will be) available a version with improved debugging code. We target with this thread to increase the performance of the storage system to the point where the 600 seconds to be sufficient even when some components in the system are loaded as they are now. This version is 1.8.0-11 ...

⇒ 18 Jan 2008 :



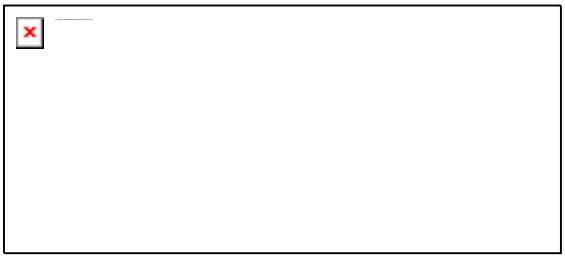
Problem: SE and SRM tests fail with timeouts after 600s
Solution: we still wait for the increase in timeout to at least 1200s and the specification of dependencies among tests (next Monday discussion @ WLCG-EGEE-OSG meeting)

⇒ 19 Jan 2008 :



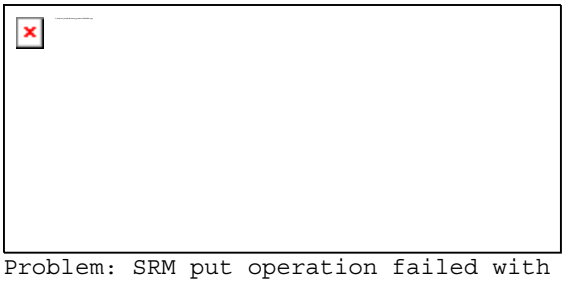
Problem: SRM test for transfer fails at the ftpdoor level
Solution: ftpdoor was blocked and required a restarted. We have not found yet why a door blocks while the disk system might respond slower or if there are other reasons for such blocking. The occurrence is quite low (less than one event in 2 weeks), but we have started monitoring the frequency of such events
Problem: timeouts after 600s
Solution: we are still waiting for the increase in timeout to 1200s, a better dependency specification among tests and for the deployment of the new SRM code for a better debugging support

⇒ 20 Jan 2008 :



Problem: SE and SRM tests fail with a timeout error after 600s (as reported in the previous days/weeks)
Solution: we are still waiting for the increase in timeout to 1200s, a better dependency specification among tests and for the deployment of the new SRM code for a better debugging support (next Monday discussion @ WLCG-EGEE-OSG meeting)

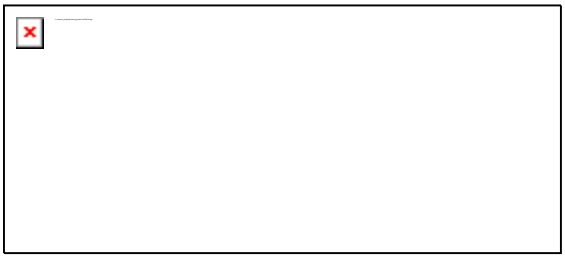
⇒ 22 Jan 2008 :



Problem: SRM put operation failed with a timeout
Solution: we still wait for the increase of the timeout to 1200s ; we started

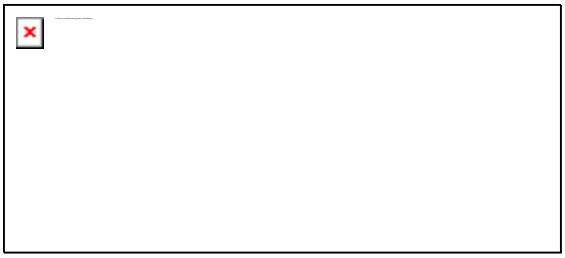
in parallel a debugging effort on SRM as mentioned before
Problem: SE delete test failed with a NULL error on the SRM side
Solution: There seems to be a 10 seconds time limit for a delete operation to succeed, otherwise this exception occurs and the file might be deleted
Problem: SRM delete failed with the "connection refused" error
Solution: lcg-del either failed connecting to lfc / BDii or to the SRM itself ; the error was transient in our opinion, while our local tests and logs show SRM always up and running

⇒ 23 Jan 2008 :



Problem: SE delete test failed with a NULL error on the SRM side
Solution: There seems to be a 10 seconds time limit for a delete operation to succeed, otherwise this exception occurs and the file still be deleted ; sent an initial report to the SRM team, we need to follow up on the progress of this problem

⇒ 24 Jan 2008 :



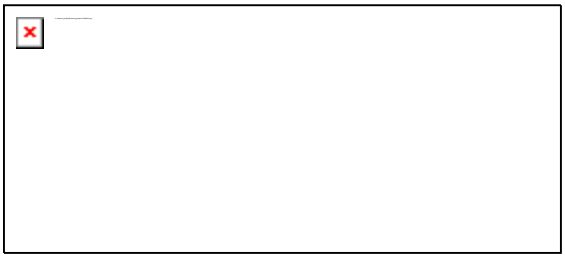
Problem: SE and SRM tests failed with timeouts after 600s
Solution: A point on the WLCG-OSG-EGEE meeting agenda for this Monday was requested in order to discuss the increased timeout. A bug feature request was also submitted to Savanah @ CERN in order to introduce the tests dependency and avoid operations with expected outcome ; we continue in parallel the work with the SRM team for better handling of overloads

⇒ 25 Jan 2008 :

Problem: SE and SRM tests fail with the 600s timeout
Solution: The storage was responding slower and the SAM tests timeout-ed as reported before. We are installing a debugging enhanced version of SRM to tune the code. Also, we are still discussing how to increase this timeout to 1200. The problem with the increased timeout proves to be quite complex: "It is not possible to have site-specific timeouts (especially based on time of day). DPM-specific timeouts could be done, but would take time to roll-out, and would impact all sites! It would have a serious impact for everyone, since increasing the timeout potentially increases the time to detect errors." So, this issue will be raised again for the discussion during the Monday meetings.

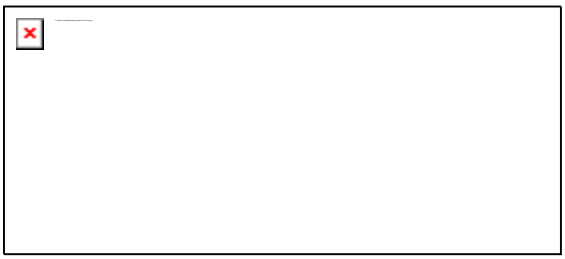
Problem: SE fails with a checksum error
Solution: ftpdoor was experiencing problems - restarted

⇒ **26 Jan 2008 :**



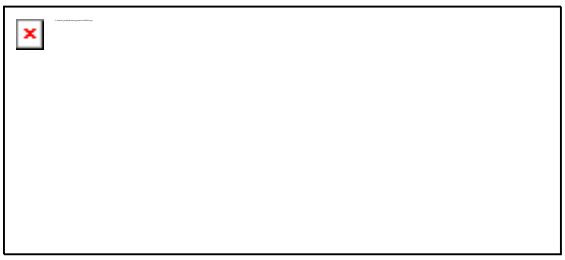
Problem: Transfer fails with a 600s timeout
Solution: The gridftp endpoint was blocked and failed to complete the request; we restarted the gridftp service, and we have not identified yet the cause for this bug.

⇒ **27 Jan 2008 :**



Problem: SRM tests timeout after 600 seconds
Solution: Whenever the local storage answers slower, SRM requires a larger time interval to complete requests. While the 1200 seconds timeout is still under discussion, we focus in parallel on enhancing SRM''''s performance.
Problem: SE tests fail at the ftp door level
Solution: The storage slightly loaded, the ftpdoor fails to complete the request. We have to investigate also if the ftpdoor performance can be increased.

⇒ **28 Jan 2008 :**



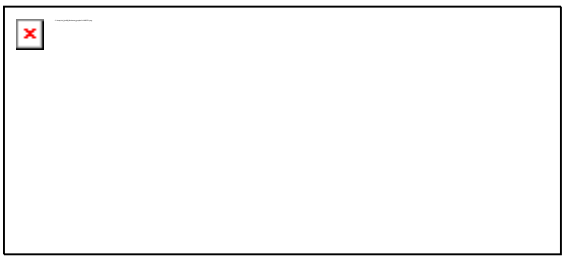
Problem: SRM get test fails with a timeout from the storage
Solution: the specific ftpdoor was blocked and required a restart

⇒ **29 Jan 2008 :**

Problem: SRM tests timeout after 600 seconds
Solution: As reported in the beginning of these week, we are investigated

several solutions for this issue.
Problem: SE get test fails with a communication error
Solution: We believe this is a transient error (all the other tests succeeded), but we''''ll watch for its occurrence frequency

⇒ **30 Jan 2008 :**



Problem: SRM put, get tests fail with a timeout after 600s
Solution: The reason for the put operation''s failure is the 600s barrier during a slightly loaded time interval for our storage, while the missing GUID for the get operation is explained simply by the failure of the put operation. Now, the success of srm-advisory-delete test looks a bit strange at a first glance, but the transfer might have succeeded without sending back the success code. Thus, considering the ensemble of all three tests, the get operation fails because the put operation failed registering further the GUID, while the file was created remotely on the storage at our site.