DDM Trouble shooting Tutorial
How to find when things are right and wrong

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DDM Monitoring

- Typical questions
  - I see the number of "transferring jobs"

  ## DDM Myth

  ## There is no monitor to find DDM status?

  ok?

  I see some errors in PILOT, can you check dCache.

DDM Monitors

- Is dCache working?
  - Look at BNL Ganglia. If someone/thing is successfully writing to/reading from BNL dCache, it is not dead.
    - http://www.atlasgrid.bnl.gov/ganglia/?c=ATLAS%20dCache%20GridFTP%20Door%20Servers&m=&r=hour&s=descending&hc=4
  - Almost all the time, users will find it is not dead, you will realized that what you really are asking is not if dCache is dead. But, it is more specific like why I can not write to /read from specific files from dCache

DDM Monitors continues...

- Is DQ2 working?
  - More generic than the first one ("Is dCache dead")
  - At first, look at DQ2 dashboard.
    - http://dashb-atlas-data.cern.ch/dashboard/request.py/site
    - Can split by source and destination
    - Show Number of successful/failed transfers.
    - FTS errors are grouped
    - File status of each file is also shown

DDM Monitors continues…

- FTS monitors?
  - https://www.usatlas.bnl.gov/fts/
  - You can see file and transfer statistics.
  - You can find some failed transfer logs.
  - More options to come in the future

DDM Monitors continues…

- Are you sure if my DQ2 site service is working
  - http://www.usatlas.bnl.gov/dq2/monitor/dq2Pings
  - http://www.usatlas.bnl.gov/dq2/monitor/index
  - One dataset is subscribed to a site every hour.
  - Red means no files, Green is good.
  - Click to find more info about missing files.
  - More features are added

DDM Monitors continues…

- Ok, everything said, they are fine. But, I want to make sure. I wan to see some meter or gague.
  - If you can not believe anything else, look at the Netflow pages.
    - http://netmon.usatlas.bnl.gov/netflow/tier2.html
    - http://netmon.usatlas.bnl.gov/netflow/tier2-hour.html
    - http://netmon.usatlas.bnl.gov/netflow/tier2-minute.html
  - It shows the network traffic between BNL and T2s (also other T1s in the separate pages.)

Conclusion

- Myth has been un-mystified.
  - There are a lot of monitors to use for DDM problems from SEs, FTS and DQ2 services. More will be added. And, if you need something specific, just ask to make exactly what you want.
- No more generic questions.
  - Generic questions only give you generic answers.
    - "Is dCache ok" -> Yes, of course it is ok. How useful is this conversation?
  - Check the monitors at first. You actually do know more about your problems than other people because of the fact that you noticed the problem. And, if you get to some problems you don't know, ask specific problems with detailed information.
    - DDM monitor shows the FTS errors, myproxy not found.
    - FTS failed transfer log shows "transfer timeout" for a file srm://abc