DDM Monitoring

Cedric Serfon, Kai Leffhalm

Atlas Site Jamboree CERN, December 4, 2014





- > General Remarks
- > Explaining the monitoring web page
- > Using the monitoring web page
- > Further views
- > Summary
- > Further information
- > Special error handling



- > DDM Monitoring is quite easy ©
 - One main web page to view them all
- > Still many options to play with/ many links to click on
 - ... giving you (nearly) all the information you need
 - ... but sometimes not easy to find
 - ... and understanding the messages might get difficult
- > I will try to show the basics
- > But nothing is as good as experiencing it yourself
- > Training shifts are there for asking questions and to gain this experience



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Sources Tiers: Clouds:	Deletion:	TOTAL-	36 % 4 ca/s 118788	94 m 1 cen	100 % 0 k±/s	45 % 119 Ma/s 4122	2 % 8 MB/S 22139	51 % 788 Hb/s 10105	74 % 121 Mb/s 930	31 % 816 меля 22930	70 % 273 MB/s 2504	2 % 6 маля 13198	2 32 % 298 меля 8834	0 % 0 kb/s 6086	Е 25 % 54 ныч 1716	69 % 730 Hb/s 7182	39 % 592 MB/s 19042	
Countries: Federations: Sites: Tokens:	Planned Successes	CA +	35 % 181 ma/u 8859	100 m 0 km/s	100 m 0 kg/s	92 % 30 ma/s 96		21 m 19 mm/s 744	100 % 3 ma/s 0	5 ты 2 ма/х 6109	60 ть 9 ма/з 121	1 m 0 ka/s 623	0 % 0 km/s 662	0 % 0 km/s 232	23 тк 2 мп/ч 133	95 т 7 ма/ч 35	95 % 108 ma/s 104	
Grouping: CLOUD Destinations Tiers:	100 %	CERN+	12 % 9 mm/s 22064	100 % 0 kt/s	100 % 0 kg/s	100 % 190 kt/s 0	0 % 116 kb/s 21749	71 % 1 HB/5 206	100 % 1 MB/s 0	67 % 1 мыз 74	100 % 674 kb/s 0	100 m 93 kt/s 0	100 % 1 мыл 1			96 % 2 H0/5 34	100 % 498 kb/s 0	
Clouds: Countries: Federations: Sites:		DE+	28 м 784 нам 23090	100 m 0 kt/s	100 m 0 kg/s	6 % 20 HB/S 1611	81 % 4 MBS 6	73 % 171 HBS 808	59 % 42 MB/s 176	28 % 90 мых 3056	34 % 57 мвл 818	0 % 977 kt/s 9843	11 % 55 MB/S 4966	0 % 0 kt/s 700	91 % 7 мах 5	94 % 176 HBS 165	59 % 162 Mb/s 936	
Tokens: Grouping: CLOUD	0%	ES+	58 m 98 mm/s 2257	100 m 0 km/s	100 m 0 km/s	33 m 78 km/s 2	0 % 0 %n% 20	36 % 20 mm/s 506	100 % 13 MR/s 0	93 % 12 MR/s 24	100 m 9 MR/s 0	0 % 105 km/s 801	100 m 10 mm/s 0	0 m 0 km/s 437	52 % 1 mm/s 241	99 m 32 m/s 18	4 m 325 km/s 208	
	SNC	FR+	89 % 601 mi/s 1059	100 m 0 km/s	100 m 0 kg/s	100 % 9 mm/s 0	95 % 4 мл/ч 14	97 % 152 мала 34	80 % 2 MB/s 11	78 % 212 мв/к 775	96 % 45 мв/к 25	100 % 216 km/s 0	88 % 18 ма/з 26		100 % 36 мв/ч 0	94 % 51 թայն 74	95 % 73 ма/а 100	
	ATIO	Π+	82 % 316 Hite 1781	100 m 0 kt/s	100 m 0 kg/s	100 % 314 kb/s 0	0 % 0 kb/s 12	100 % 36 HW/9 0	97 % 371 ktm 2	63 % 69 мыл 714	96 % 78 мвл 111	100 m 218 kt/s 0	90 % 33 мыл 23	0 % 0 kt/s 326	2 % 0 kb/s 377	92 % 77 HWS 155	95 % 23 MB/b 61	
	STIN	ND+	42 м 26 маля 2095	100 m 0 kt/s	100 m 0 kg/s	79 m 3 ma/s 26		6 m 6 mas 1743		80 % 4 мм/s 79	98 м 3 ных 1		100 % 969 km/s 0	0 % 0 kt/s 161	100 % 83 km/s 0	81 % 3 HBS 36	93 % 7 MMs 49	
> Interval	DE	NL+	63 m 245 m/s 3521	100 m 0 km/s	100 m 0 km/s	8 m 1 mm/s 1159	0 m 0 m/s 26	81 m 41 mm/s 358		41 ть 96 мя/к 764	83 ть 11 мл/с 125	100 m 358 km/s 0	95 ть 30 мя/к 47		0 m 1 im/s 431	83 % 50 µm/s 351	68 % 16 ма/s 260	
Tools Activities		₩÷	75 % 47 ma/s 388	100 m 0 km/s	100 m 0 kg/s			100 % 2 µm/s 0	100 % 67 km/s 0	100 % 37 мв/к 1	100 % 1 маля 0	1 % 68 kg/s 69		0 % 0 ka/s 230			69 % 7 ма/з 88	
 Sources 		UK+	29 % 791 Hb/s 21004	100 m 0 kt/s	100 % 0 kt/s	0 % 0 крл 148	0 % 0 kb/s 169	43 м 245 наъ 2612	93 % 16 мыз 12	24 % 187 мб/з 4541	36 % 19 мал 914	1 % 2 M5/5 1000	26 % 96 мыл 2513	0 % 0 kb/s 3673	15 % 115 km 53	41 % 214 наъ 5063	15 % 13 MMs 306	
Destinations Apply Cancel		US+	29 m 707 HBN 32670	100 m 0 kt/s	100 m 0 kg/s	61 % 55 mm/s 1080	2 m 4 ins 143	33 т 96 на,5 3094	59 % 42 MNS 729	16 % 106 мых 6793	50 ты 41 меля 389	9 % 2 MM/s 862	47 т 53 мыз 596	0 % 0 keys 327	бть 8 маля 476	68 m 118 mm/s 1251	20 % 184 MN/s 16930	
Default	8		_		_	1												Þ

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Balashbo	ard					ATLAS	DDM I	DASHBO	DARD 2	.4								
MATRIX (2014-12-03	07:50 to 2014-1	2-03 11:	50 UTC S	LIDING)								1	AX CELLS		p 🗆		a 16 8 ×	4
* Summary	Matrix Ti	ransfer	Plots	Staging	Plots	Deletion F	lots	Centric Plo	ots De	itails								
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rucio Activities	Staging:		NSPER-	-SNIC	ETION-		#											
all	Throughput		18L	STAU	B	đ	GERI	÷	ŝ	Ē	E.	ģ	2	ź	Ě.	÷	ŝ	
Sources Tiers: Clouds:	Deletion:	TOTAL-	36 % 4 ca/s 118788	94 % 1 06%	100 m 0 kg/s	45 % 119 Mb/s 4122	2 % 8 Mbh 22139	51 % 788 мал 10105	74 % 121 MB/0 930	31 % 816 мыл 22930	70 % 273 мал 2504	2 % 6 мыл 13198	32 % 298 мал 8834	0 % 0 kt/s 6086	25 % 54 мал 1716	69 % 730 мал 7182	39 % 592 мыл 19042	
Federations: Sites: Tokens:	Planned Successes	CA+	35 % 181 ma/ 8859	100 m 0 km/s	100 m 0 kg/s	92 % 30 ma/s 96		21 % 19 m/s 744	100 % 3 MB/s 0	5 ты 2 ма/я 6109	60 ть 9 марія 121	1 m 0 km/s 623	0 % 0 km/s 662	0 % 0 km/s 232	23 % 2 mm/s 133	95 м 7 ма/с 35	95 % 108 ма/к 104	
Grouping: CLOUD Destinations Tiers:	100 %	CERN+	12 % 9 наъ 22064	100 % 0 kt/s	100 % 0 kg/s	100 % 190 kt/s 0	0 % 116 kb/s 21749	71 % 1 %%% 206	100 % 1 MB/s 0	67 % 1 мыл 74	100 % 674 kt/s 0	100 % 93 kt/s 0	100 % 1 мил 1			96 % 2 HW/9 34	100 % 498 kt/s 0	
Clouds: Countries: Federations: Sites:		DE+	28 m 784 man 23090	100 m 0 kt/s	100 m 0 kB/s	б % 20 мау 1611	81 % 4 MBS 6	73 m 171 Has 808	59 % 42 MM/s 176	28 % 90 MM/s 3056	34 % 57 мыз 818	0 % 977 м// 9843	11 % 55 меля 4966	0 % 0 keys 700	91 % 7 Hbs 5	94 % 176 MMS 165	59 % 162 MM/s 936	
Tokens: Grouping: CLOUD	0%	ES+	58 m 98 m/s 2257	100 m 0 km/s	100 m 0 kg/s	33 m 78 km/s 2	0 m 0 m/s 20	36 % 20 m/s 506	100 % 13 MA/S 0	93 m 12 mm/s 24	100 ть 9 ма/s 0	0 m 105 km/s 801	100 % 10 мм/s 0	0 m 0 km/s 437	52 % 1 mm/s 241	99 % 32 m/s 18	4 m 325 km/s 208	
	SNO	FR+	89 % 601 may 1059	100 m 0 km/s	100 m 0 kg/s	100 % 9 mm/s 0	95 % 4 мл/ч 14	97 m 152 mm/s 34	80 % 2 MB/s 11	78 % 212 ма/з 775	96 % 45 малі 25	100 m 216 km/s 0	88 % 18 ма/я 26		100 % 36 мвус 0	94 m 51 mm/s 74	95 % 73 ма/к 100	
	ATIC	π+	82 % 316 Mb/ 1781	100 % 0 kt/s	100 m 0 kt/s	100 % 314 kbb 0	0 % 0 kb/s 12	100 % 36 ньу 0	97 % 371 kb/s 2	63 % 69 мыл 714	96 % 78 маль 111	100 % 218 kB/s 0	90 % 33 мыл 23	0 % 0 kb/s 326	2 % 0 kb/s 377	92 % 77 нау 155	95 % 23 MB/s 61	
	NITS	ND+	42 m 26 HBN 2095	100 m 0 kt/s	100 m 0 kg/s	79 % 3 HB/S 26		б м 6 нам 1743		80 % 4 MB/s 79	98 % 3 ных 1		100 % 969 km/s 0	0 % 0 kt/s 161	100 % 83 km/s 0	81 m 3 mas 36	93 m 7 MNS 49	
> Interval	DE	NL+	63 m 245 m/ 3521	100 m 0 km/s	100 m 0 km/s	8 m 1 mm/s 1159	0 m 0 m/s 26	81 m 41 mm/s 358		41 ть 96 мя/к 764	83 m 11 мл/s 125	100 % 358 km/s 0	95 ть 30 мя/к 47		0 m 1 im/s 431	83 % 50 µm/s 351	68 % 16 ма/с 260	
Tools		TW+	75 % 47 ma/s 388	100 m 0 km/s	100 m 0 kg/s			100 % 2 min/s 0	100 % 67 km/s 0	100 % 37 мылі 1	100 % 1 ма/з 0	1 m 68 kg/s 69		0 % 0 km/s 230			69 % 7 ма/а 88	
Activities Sources		UK+	29 % 791 Hb/ 21004	100 m 0 kt/s	100 % 0 k2/s	0 % 0 x6/5 148	0 % 0 kb5 169	43 % 245 наъ 2612	93 % 16 MM/s 12	24 % 187 мб/з 4541	36 % 19 мар 914	1 % 2 мб/з 1000	26 % 96 мвл 2513	0 % 0 kt/s 3673	15 % 115 km 53	41 % 214 наъ 5063	15 % 13 маля 306	
Destinations Apply Cancel		US+	29 m 707 HB/ 32670	100 m 0 km/s	100 m 0 kg/s	61 % 55 MB/s 1080	2 m 4 ins 143	33 т 96 на,5 3094	59 % 42 MN/s 729	16 % 106 мыл 6793	50 ть 41 ма/s 389	9 % 2 MN/s 862	47 ть 53 мв/з 596	0 % 0 keys 327	бть 8 маля 476	68 % 118 HWS 1251	20 % 184 MN/s 16930	
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Oddish bo	ard					ATLAS	DDM	DASHBO	DARD 2	.4								
MATRIX (2014-12-03	07:50 to 2014	-12-03 11	50 UTC S	LIDING)								1	AX CELLS	5 - 2	p 🗆		a 16 8	* ¢
• Summary	Matrix	Transfer	Plots	Staging	Plots	Deletion I	Plots	Centric Plo	ots De	tails								
Interval Last 4 hours	Transfer: DEfficiency DThroughp	0 %			00 %	SO	URC	ES					Displaying	12 of 1	2 sources	and 12 of 1	2 destinati	.ons. 2
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Sources Tiers: Clouds:	Deletion:	TOTAL:	36 m 4 oas 118788	94 m 1 cens	100 m 0 kg/s	45 % 119 MM/s 4122	2 % 8 мблу 22139	51 % 788 Hav 10105	74 % 121 MM/s 930	31 % 816 мыл 22930	70 % 273 мых 2504	2 % 6 MM/5 13198	32 % 298 ме/з 8834	0 % 0 kt/s 6086	25 % 54 наз 1716	69 м 730 нам 7182	39 % 592 мых 19042	
Federations: Sites: Tokens:	Planned Successes	ut ; CA+	35 % 181 нал 8859	100 m 0 kt/s	100 m 0 kg/s	92 % 30 MB/5 96		21 % 19 нау 744	100 % 3 MB/s 0	5 % 2 мb/s 6109	60 % 9 мвля 121	1 % 0 kd/s 623	0 % 0 85% 662	0 % 0 kt/s 232	23 % 2 ныз 133	95 % 7 Hals 35	95 % 108 маль 104	
Grouping: CLOUD Destinations Tiers:	100 %	CERN	12 m 9 mms 22064	100 m 0 kt/s	100 m 0 kg/s	100 % 190 km/s 0	0 % 116 any 21749	71 m 1 mm/s 206	100 % 1 MN/S 0	67 % 1 мв/s 74	100 % 674 km/s 0	100 m 93 km/s 0	100 % 1 мв/s 1			96 m 2 mm/s 34	100 % 498 km/s 0	
Clouds: Countries: Federations:		DE+	28 m 784 min 23090	100 m 0 km/s	100 m 0 kg/s	бть 20 ма/а 1611	81 % 4 мл/s 6	73 % 171 ×m/s 808	59 % 42 ма/с 176	28 % 90 мя/к 3056	34 ть 57 ма/к 818	0 m 977 km/s 9843	11 % 55 ма/к 4966	0 m 0 km/s 700	91 % 7 мл/ч 5	94 m 176 mm/s 165	59 т 162 ма/а 936	
Tokens: Grouping: CLOUD	0%	ES+	58 % 98 Hb/s 2257	100 % 0 kt/s	100 m 0 kg/s	33 % 78 kt/s 2	0 % 0 kb/s 20	36 м 20 нам 506	100 % 13 MM/s 0	93 % 12 мъл 24	100 % 9 мыл 0	0 % 105 km/s 801	100 % 10 мв/з 0	0 % 0 kb/s 437	52 % 1 маля 241	99 % 32 MMS 18	4 % 325 kb/s 208	
	SNO	FR+	89 m 601 Henry 1059	100 m 0 km/s	100 m 0 kg/s	100 % 9 HB/s 0	95 т 4 маз 14	97 m 152 mm/s 34	80 % 2 ×n/s 11	78 % 212 мы/s 775	96 % 45 ме/s 25	100 m 216 km/s 0	88 ть 18 мл/з 26		100 % 36 мв/s 0	94 m 51 MMS 74	95 % 73 MM/s 100	
	ATIC	Π+	82 m 316 mm/ 1781	100 m 0 km/s	100 m 0 km/s	100 % 314 km/s 0	0 m 0 km/s 12	100 m 36 mm/s 0	97 % 371 km/s 2	63 та 69 ма/з 714	96 ть 78 ма/с 111	100 m 218 km/s 0	90 % 33 ма/к 23	0 m 0 km/s 326	2 % 0 km/s 377	92 т 77 мп/с 155	95 % 23 ма/s 61	
	STIN	ND+	42 % 26 Mbh 2095	100 % 0 kt/s	100 m 0 kg/s	79 % 3 Http: 26		б м 6 маля 1743		80 % 4 мb/s 79	98 % 3 маля 1		100 % 969 kt/s 0	0 % 0 kt/s 161	100 % 83 kb/s 0	81 % 3 HB/9 36	93 % 7 MB/s 49	
> Interval	DE	NL+	63 m 245 mm 3521	100 m 0 km/s	100 m 0 kg/s	8 m 1 mm 1159	0 m 0 km/s 26	81 % 41 mas 358		41 % 96 MB/S 764	83 % 11 маля 125	100 % 358 km/s 0	95 % 30 мыз 47		0 % 1 ans 431	83 m 50 mm/s 351	68 % 16 MN/S 260	
Tools Activities		T₩÷	75 т 47 маля 388	100 m 0 km/s	100 m 0 km/s			100 m 2 mm/s 0	100 m 67 km/s 0	100 ть 37 мя/к 1	100 m 1 маус 0	1 m 68 km/s 69		0 m 0 km/s 230			69 тк 7 ма/к 88	
> Sources		UK+	29 % 791 мал 21004	100 % 0 kt/s	100 m 0 kg/s	0 % 0 kp/s 148	0 % 0 kb/s 169	43 % 245 на/з 2612	93 % 16 MB/s 12	24 % 187 ме/з 4541	36 % 19 мал 914	1 % 2 MM/s 1000	26 % 96 маля 2513	0 % 0 kt/s 3673	15 % 115 km5 53	41 % 214 Hb/s 5063	15 % 13 MM/s 306	
Destinations Apply Cancel		US+	29 % 707 HB1 32670	100 m 0 kt/s	100 m 0 kg/s	61 % 55 HB/S 1080	2 % 4 xes 143	33 м 96 нау 3094	59 % 42 MN/s 729	16 м 106 мыз 6793	50 та 41 мала 389	9 % 2 MM/5 862	47 ть 53 мыз 596	0 % 0 kt/s 327	бтя 8 маля 476	68 % 118 HWS 1251	20 % 184 мыля 16930	
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Manshbo	ard					ATLAS	DDM	DASHBO	DARD 2	.4								× = >
MATRIX (2014-12-03	07:50 to 2014-1	2-03 11:	50 UTC S	LIDING)								N	AX CELLS		P 🗆	- 4	1 10 81	• Ø
* Summary	Matrix	ransfer	Plots	Staging	Plots	Deletion F	lots	Centric Pic	ts De	tails								_
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Sources Tiers: Clouds:	Deletion:	TOTAL-	36 m 4 oas 118788	94 m 1 cen	100 m 0 kg/s	45 % 119 HB/S 4122	2 % 8 MB/S 22139	51 m 788 Han 10105	74 % 121 MN/s 930	31 % 816 мых 22930	70 % 273 мых 2504	2 % 6 MB/s 13198	32 % 298 мых 8834	0 % 0 kb/s 6086	25 % 54 мах 1716	69 м 730 нам 7182	39 % 592 ×85% 19042	
Federations: Sites: Tokens:	Planned Successes	CA+	35 % 181 Hbb 8859	100 % 0 kt/s	100 % 0 kt/s	92 % 30 M5/5 96		21 % 19 Hb5 744	100 % 3 M5/5 0	5 % 2 мб/5 6109	60 м 9 мал 121	1 % 0 kt/s 623	0 % 0 kt/s 662	0 % 0 kb/s 232	23 % 2 Mb5 133	95 m 7 Holo 35	95 % 108 мыл 104	
Grouping: CLOUD Destinations Tiers:	100 %	CERN+	12 m 9 mm/s 22064	100 m 0 km/s	100 m 0 kg/s	100 % 190 kg/s 0	0 % 116 ans 21749	71 m 1 mm/s 206	100 % 1 MN/S 0	67 ті 1 мя/з 74	100 % 674 km/s 0	100 m 93 km/s 0	100 % 1 MB/S 1			96 m 2 mms 34	100 % 498 km/s 0	
Clouds: Countries: Federations: Sites:		DE+	28 % 784 ma/s 23090	100 m 0 km/s	100 m 0 kg/s	6 % 20 %8/s 1611	81 % 4 mm/s 6	73 % 171 m/s 808	59 % 42 ма/s 176	28 ть 90 ма/к 3056	34 ть 57 ма/с 818	0 m 977 ka/s 9843	11 % 55 ма/с 4966	0 % 0 km/s 700	91 % 7 мау 5	94 m 176 mm/s 165	59 ті 162 ма/а 936	-
Tokens: Grouping: CLOUD	0%	ES+	58 % 98 нал 2257	100 m 0 kt/s	100 m 0 kt/s	33 % 78 kt/s 2	0 % 0 x6% 20	36 м 20 наъ 506	100 % 13 MB/s 0	93 % 12 мb/s 24	100 % 9 маль 0	0 % 105 kt/s 801	100 % 10 мель 0	0 % 0 kb/s 437	52 % 1 MBN 241	99 % 32 Mb/s 18	4 % 325 kb/s 208	
	SNO	FR+	89 % 601 Hess 1059	100 m 0 kg/s	100 m 0 kg/s	100 % 9 HB/S 0	95 % 4 may 14	97 m 152 mms 34	80 % 2 MN/s 11	78 % 212 MM/s 775	96 ть 45 мыз 25	100 % 216 km/s 0	88 % 18 мл/з 26		100 % 36 мах 0	94 m 51 mms 74	95 % 73 MN/S 100	
	ATIC	Π+	82 m 316 mm/s 1781	100 m 0 km/s	100 m 0 km/s	100 m 314 km/s 0	0 m 0 km/s 12	100 m 36 µm/s 0	97 m 371 km/s 2	63 ть 69 мя/к 714	96 т. 78 мл/с 111	100 m 218 km/s 0	90 та 33 ма/к 23	0 % 0 km/s 326	2 m 0 km/s 377	92 м 77 ма/с 155	95 % 23 ма/я 61	
	STIN	ND+	42 % 26 на/s 2095	100 % 0 kt/s	100 m 0 kg/s	79 % 3 HB/s 26		б м 6 маля 1743		80 % 4 мв/з 79	98 % 3 маля 1		100 % 969 kb/s 0	0 % 0 ка/з 161	100 % 83 kb/s 0	81 % 3 MB/s 36	93 % 7 MB/s 49	
> Interval	DE	NL+	63 т 245 нач 3521	100 m 0 km/s	100 m 0 kg/s	8 % 1 may 1159	0 % 0 xe/s 26	81 m 41 mms 358		41 % 96 MB/S 764	83 м 11 мых 125	100 m 358 km/s 0	95 % 30 mb/s 47		0 % 1 xes 431	83 м 50 мъч 351	68 % 16 MM/s 260	
Tools Activities		₩÷	75 m 47 mm/s 388	100 m 0 km/s	100 m 0 km/s			100 m 2 µm/c 0	100 % 67 km/s 0	100 % 37 мв/к 1	100 % 1 MR/s 0	1 m 68 km/s 69		0 m 0 km/s 230			69 ти 7 ма/к 88	
> Sources		UK+	29 % 791 нау 21004	100 m 0 kth/s	100 m 0 kg/s	0 % 0 кв/s 148	0 % 0 кру 169	43 % 245 мал 2612	93 % 16 ма/з 12	24 % 187 маля 4541	36 % 19 мал 914	1 % 2 мb/s 1000	26 % 96 маля 2513	0 % 0 kb/s 3673	15 % 115 any 53	41 м 214 мал 5063	15 % 13 ма/з 306	
Destinations Apply Cancel		US+	29 m 707 HBS 32670	100 m 0 km/s	100 m 0 kg/s	61 % 55 MB/S 1080	2 m 4 kms 143	33 т 96 наъ 3094	59 % 42 MMs 729	16 % 106 мых 6793	50 % 41 мыз 389	9 % 2 HMS 862	47 % 53 MB/S 596	0 % 0 kb/s 327	бтя 8 маля 476	68 % 118 mas 1251	20 % 184 мых 16930	
Default	1								10									•

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First steps

- > All numbers are aggregated: either averages or sums
- > Shifter should look on main problems first:
 - No successes is bad ...
 - > ... but millions of errors might be worse
 - A site failing is bad
 - > ... but a Cloud is worse
 - A Tier2 failing is bad
 - > ... but a Tier1 is worse
- > When shifter spots a problem, first check
 - ... is the problem reported to GGUS
 - ... is the site in downtime
 - ... is the site already blacklisted
- > Now lets start clicking ©
 - First approach: Error messages
 - Second approach: Sites



Looking into the problems - Error messages



- Clicking on any box enlarges it and gives you two links
- Link for successes and errors
- > ... Errors are more interesting for us
- > but in difficult cases it might be interesting to look at succeeding transfers to have some comparison

TRANSFER ERROR SAMPLES: "ND" --> *

Sample	Total /13004
SOURCE alled to get source file size: Error reported from srm_ifce : 2 [SE][Ls][SRM_INVALID_PATH] No such file or directory 7pnisynugi.org/data/atlas/disk/atlasdatadisk/rucio/panda/1a/a6/log.04269096_000821.job.log.tgz.panda.um	6943
SOURCE Failed to get source file size: srm-ifce err: Communication error on send, err: [SE][Ls][] httpg://srm.ndgf.org:8443/s rrm/managerv2: CGSI-gSOAP running on lcgfts08.gridpp.rl.ac.uk reports could not open connection to srm.ndgf.org	4277
SOURCE Failed to get source file size: Error reported from srm_ifce : 2 [SE][Ls][SRM_INVALID_PATH] No such file or directory /pnfs/ndgf.org/data/atlas/disk/atlasdatadisk/rucio/panda/01/2b/DAOD_HIGG2D3.04275068000514.pool.root.1.panda.um	1059
SOURCE Failed to get source file size: Error reported from srm_ifce : 2 [SE][Ls][SRM_INVALID_PATH] No such file or directory /onfs/ndof.org/data/atlas/disk/atlasdatadisk/rucio/banda/0a/d0/DAOD EXOT10.04281442. 000452.pool.root.1.banda.um	327
	Source alled to get source file size: Error reported from srm_lfce : 2 [SE][Ls][SRM_INVALID_PATH] No such file or directory /pms/mdgi.org/data/atlas/disk/atlasdatadisk/rucio/panda/1a/a6/log.04269096000821.job.log.tgz.panda.um SOURCE Failed to get source file size: srm-lfce err: Communication error on send, err: [SE][Ls][] https://srm.ndgf.org:8443/s mm/managerv2: CGS1-GS0AP running on lcgfs08.grdpp.rl.ac.uk reports could not open connection to srm.ndgf.org SOURCE Failed to get source file size: Error reported from srm_lfce : 2 [SE][Ls][SRM_INVALID_PATH] No such file or directory /pnfs/ndgf.org/data/atlas/disk/atlasdatadisk/rucio/panda/11/2b/DAOD_HIGG2D3.04275086_000514.pool.root.1.panda.um SOURCE Failed to get source file size: Error reported from srm_lfce : 2 [SE][SI][SRM_INVALID_PATH] No such file or directory /pnfs/ndgf.org/data/atlas/disk/atlasdatadisk/rucio/panda/0a/d0/DAOD EXOT10.04281442. 000452.oool.root.1.panda.um

- Errors grouped by message, ordered by number
- > First notice Source or Destination problem
 - Look into source sites or destination sites
- > ... more difficult if message is neither of both
- > Error message already giving some more information
- > clicking on the number will give your details of all transfers failing with this message

Error messages

٢	2014-12-03 13:09	:57 mc12_8TeV:HITS.04492241000119.pool.root.1	#94	TRANSFER_FAILED
٢	2014-12-03 13:09	:57 mc12_8TeV:NTUP_SUSY.01474331000078.root.1	#124	TRANSFER_FAILED
то	OL ID	rucio-conveyor		
SR	C SITE	GRIF-LAL_PHYS-SUSY		
SR	C URL	srm://grid05.lal.in2p3.fr:8446/srm/managerv2?SFN=/dpm/lal.in2p3.fr/home/atlas/ mc12_8TeV/1e/83/NTUP_SUSY.01474331000078.root.1	atlasgroupd	iisk/phys-susy/rucio/
DS	T SITE	DESY-ZN_DATADISK		
DS	T URL	srm://lcg-se0.lfh.de:8443/srm/managerv2?SFN=/pnfs/lfh.de/data/atlas/atlasdatadi P_SUSY.01474331000078.root.1	sk/rucio/mo	c12_8TeV/1e/83/NTU
TR	ANSFER ID	ac192576-7aed-11e4-a974-02163e00f02a		
TR	ANSFER ENDPOINT	fts3.cern.ch		
ER	ROR MSG	SOURCE Failed to get source file size: Error reported from srm_lfce : 2 [SE][Ls][SRM directory	1_INVALID_	_PATH] No such file or
AC	TIVITY	n/a		
FIL	E SIZE	1039487987 bytes		
DU	RATION	0 s		
٢	2014-12-03 13:09	:57 mc12_8TeV:NTUP_SUSY.01474331000085.root.1	#124	TRANSFER_FAILED

> List of errors in detailed view

- > Clicking on "green plus" gives you all details DDM has
 - This should be copied into the GGUS Ticket
 - More information might be available in FTS Logs (File transfer service ⇒ doing each transfer)
- > Clicking on the file name gives transfer history with retries



Transfer history

Sho	w 50 🗘 entries			*:	> *
	Event Time	Scope:Name	Code	State	
0	2014-12-03 13:18:22	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	P
0	2014-12-03 13:09:59	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
0	2014-12-03 13:09:40	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
٢	2014-12-03 12:53:36	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
0	2014-12-03 12:36:02	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
0	2014-12-03 12:35:46	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
0	2014-12-03 12:18:14	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
0	2014-12-03 11:54:58	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	-
0	2014-12-03 11:50:33	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
٢	2014-12-03 11:33:49	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
0	2014-12-03 11:29:29	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
٥	2014-12-03 11:08:06	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
0	2014-12-03 10:50:39	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
0	2014-12-03 10:50:23	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
0	2014-12-03 10:43:20	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
0	2014-12-03 10:43:04	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
0	2014-12-03 10:39:40	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
٢	2014-12-03 10:32:08	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	Т
0	2014-12-03 10:31:52	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
٥	2014-12-03 10:20:45	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	Т
0	2014-12-03 09:56:52	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	
0	2014-12-03 09:35:03	mc12_8TeV:NTUP_SUSY.01474331000040.root.1	#124	TRANSFER_FAILED	1

- > When transfer succeeded, top entry is green
- > Amount of tries easily visible
- > Extending the interval gives you the first appearance of the error



* Summary	Matrix	Transfer Plots	Staging Plots	Delet	ion Plots	Cent	ric Plots	Deta	alis							
nterval Läst 4 hours Iools ruclo	VThroug VSucces VErrors Staging: VErficien	cy hput	TRANSFER-	STADING-	DELETION-	đ	CERN+	+=	ŝ	-	÷	ġ	1	TW+	+***	t ²
all Sources Tiera:	Deletion:	cy TOTAL-	50 % 324 нь> 5869 5855	100 m 0 km/s	100 % 0 kt/s	2 % 9 мар 34 1651	100 % 65 km 1 0	84 % 60 Hbb 2276 445	71 % 2 HBN 15 6	34 m 54 mp 1190 2277	11 % 6 нер 35 292	61 % 6 mb/s 86 55	72 m 37 mp/s 228 87	63 % 161 ios 5 3	66 т 75 мву 942 481	65 % 75 ×855 1057 558
Clouds: Countries: Pederations: Sites: Tologou	Pienne Succes Errors 100 %	DE DESY-HH+	2 % 947 km/s 31 1368	100 m 0 imit	100 % 0 km/s			84 % 947 km 31 6		0 % 0 kmb 0 953	0 % 0 kt/s 0 21	0 % 0 km 0 53	0 % 0 km 0 14		0 % 0 ke/s 0 183	0 % 0 ka5 0 158
Grouping: CLOUD	ľ	DE DESY-ZN+	21 % 55 HB/9 278 1031	100 m 0 koo	100 % 0 kt/s	100 m 2 MBS 10 0		100 m 12 HB/S 62 0	100 % 235 km/s 1 0	1 % 2 Max 8 990	100 % 2 HBS 8 0		100 m 5 Mps 21 0		100 % 14 HAN 74 0	70 m 18 ноз 94 41
Federations: Sites: Tokens:		DE F2N-LCG2+	82 т 130 мач 4445 984	100 m 0 may	100 m 0 м/s	100 m 5 mix 16 0	100 % 65 km/s 1 0	83 m 20 mm/s 2070 437	100 % 65 xa/s 1 0	100 m 47 mm/s 1160 2	7 ть 3 наль 21 271	94 m 6 mm/s 32 2	100 m 3 mm/s 55 0	50 % 161 m/s 3 3	80 т 31 мач 721 180	81 m 14 mm 368 89
Grouping: CLOUD SITE	ONS	DE GOEGRID+	94 m 37 mm/s 206 13	100 m 0 km/s	100 % 0 km/s			91 % 3 май 20 2	100 % 203 km/s 1 0	100 m 562 km/s 3 0	100 % 866 km/s 4 0		100 m 14 mp/s 67 0		80 % 7 MB/s 45 11	100 m 11 mp/ 66 0
	INATI	DE LRZ-LMU+	25 % 22 HB/9 84 241	100 m 0 km	100 % 0 kt/s	100 % 2 MS/S 7 0		100 m 15 mp 56 0		100 m 2 Hbb 6 0			100 % 694 kt/s 4 0		14 m 2 may 8 48	2 % 634 w/ 3 193
	DEST	DE MAINZGRID+	7 m 5 mm 141 1799	100 m 0 mp	100 m 0 муз	0 % 0 мау 1 1651			67 m 1 mays 12 6			100 m 1 says 54 0	16 m 0 m/s 14 73		100 m 62 муз 2 0	46 тл 4 мар 58 69
Interval		DE MPPMU+	57 % 36 mm/s 504 383	100 m 0 мех	100 % 0 ка/s			100 % 6 мач 27 0		0 % 0 km/s 0 332	100 % 373 km/s 1 0		100 m 9 mmis 38 0	100 % 0 km/s 2 0	35 % 4 маля 23 43	98 % 18 mili 413 8
Activities Sources		DE UNI-FREIBUR	3+ 100 % 5 ×80 0	100 m 0 imb	100 % 0 km/s			100 m 75 ion 2 0		100 % 645 kt/s 3 0			100 % 3 MDD 16 0		100 % 1 HB/9 6 0	100 m 252 km 1 0
Destinations		DE WUPPERTALPF	000+ 90 % 31 Hays 149	100 m 0 юго	100 m 0 kt/s			100 т 2 нау 8 0		100 m 2 max 10 0	100 % 211 мах 1 0		100 m 2 mps 13 0		80 т 15 нач 63 16	100 m 10 mays 54 0

- > Checking the cloud by clicking on the "plus" sign
- In the summary as Destinations is now "DE"
- > Checking a single site
- ... we see the space tokens as destinations, still no idea from where the problems come
- > Getting the source more detailed
- Clicking on the box, opening the error frame
- > OK, it's a source problem, all failures due to the same problem :"No such file or directory"
- > Clicking on the error number gives the detail rider, the error message is important and quite easy in this case
- Now we see the SURL of the file and can check it with dq2-get commands
- If checking later on, do not forg this view is "interval locked"



	TRANSFER-	STAGING-	DELETION-	DE+	FR+	÷	+ON	NL+	UK+	US+
TOTAL-	2 ть 1 мв/s 32 1369	100 % 0 kB/s	100 % 0 kB/s	86 % 1 мв/s 32 5	0 % 0 k8/s 0 928	0 % 0 k8/s 0 21	0 % 0 k8/s 0 53	0 % 0 kB/s 0 14	0 % 0 kB/s 0 192	0 % 0 kB/s 0 156
DE DESY-HH DATADISK+	0 % 0 ktt/s 0 1013	100 % 0 kB/s	100 % 0 kB/s		0 % 0 ktt/s 0 843				0 % 0 ktt/s 0 45	0 % 0 km/s 0 125
DE DESY-HH LOCALGROUPDISK+	97 % 1 мв/s 32 1	100 % 0 kB/s	100 % 0 kB/s	97 % 1 мв/s 32 1						
DE DESY-HH PRODDISK+	0 % 0 ktt/s 0 337	100 % 0 kB/s	100 % 0 kB/s	0 % 0 ktt/s 0 4	0 % 0 ktt/s 0 85	0 % 0 km/s 0 21	0 % 0 km/s 0 53	0 % 0 km/s 0 14	0 % 0 kB/s 0 147	0 % 0 kb/s 0 13
DE DESY-HH SCRATCHDISK+	0 % 0 kB/s 0 18	100 % 0 kB/s	100 % 0 kB/s							0 % 0 kB/s 0 18

- > Checking the cloud by clicking on the "plus" sign
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- ... we see the space tokens as destinations, still no idea from where the problems come
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 Summary 	Matrix	Transfer Plots	Staging Plots	Deletion Plots	Centric Plots	Details	
Interval Last 4 hours Tools	Transfer VEfficien VThroug Succes	ncy 0 %	100 %	SOUR	CES		Displaying 1 of 1 sources and 1 of 1 destination
Activities all Sources Tiers: Clouds: "PR" Countries:	Staging: Stifficer Throug Succer Errors Deletion: Stifficer	ncy grput sses : ncy	strek-	-946-	RIF-UA PHYS-SULSY+		
Federations: Sites: "GR3 Tokens: Grouping: CLOL SITE TOKE	P-L Plenne Succer JD 100 %	TOTAL-	0 m 0 keV 0 843	100 m 0 km/r 0 km/r	0 m 0 m 0 843		
Destinations Tiers: Clouds: "DE" Countries: Federations: Sites: "DES Tokens: Grouping: CLOU	0 %	DE DESY-HH D	MTAD25K+ 0 NATAD25K+ 0 B43	100 % 0 xay	0 % 0 w/v 0 843		
SITE TORE > Interval	ATIONS						
> Tools	TRANSF	FER ERROR SAM	PLES: "FR" "GR	IF-LAL" "PHYS	-SUSY"> "DI	" "DESY-HH"	"DATADISK"
 Activities 	Code				Sa	mple	То
> Sources	#124	SOURCE Failed	to get source fi	le size: Error rep	orted from srm_	ifce : 2 [SE][L	s][SRM_INVALID_PATH] No such file or directory

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18 das	ndo		rd		110	ATLAS DDI	1 DASHBOAR	D 2.4	-				
FILE DETAIL	LS (201	4-12	1-04 07:20 to 2014-12-04 1	1:20 UT	LOCKED						STATE / CODE * 0 8 *		
* Summary			Matrix Transfer Plot	s Sta	iging Plots	Deletion Plots	Centric Plots	Details					
Interval Prom:2014-12-04 07:20 UTC			Show 50 C entries	" "GRIF-LAL" "PHYS-SUS	SUSY"> "DE" "DESY-HH" "DATADISK"								
			Event Time				Scope:Nar	ne		Code	State		
10: 2014-12-04 11:20 UTC			2014-12-04 11:1	1:26	26 mc12_8TeV:NTUP_SUSY.01474328000139.root.1						TRANSFER_FAILED		
Toole			TOOL ID	rucio	-conveyor								
rucio			SRC SITE	GRIF	GRIF-LAL_PHYS-SUSY								
Activities all		L	SRC URL	srm:, mc12	//grid05.lal. _8TeV/01/a	in2p3.fr:8446/s 1/NTUP_SUSY.0	m/managerv27: 14743280001	SFN=/dpm/ 39.root.1	'lal.in2p3.fr/home/atlas/a	tlasgrou	odisk/phys-susy/rucio/		
Sources			DST SITE	DEST	-HH_DATAD	DISK							
Tiers: Clouds: Cruntries:	"FR"		DST URL	srm:, 01/a	//dcache-se 1/NTUP_SU	-atlas.desy.de:8 5Y.014743280	443/srm/manag 00139.root.1	perv2?SFN=	/pnfs/desy.de/atlas/dq2/	atlasdata	idisk/rucio/mc12_8TeV/		
Federations:			TRANSFER ID	ANSFER ID /5a6c7a6-7ba2-11e4-b216-02163e008dcb									
Sites: "GRIP		TRANSFER ENDPOIN	RANSFER ENDPOINT fis3.cem.ch										
Grouping: CLOU SITE		ļ,	ERROR MSG SOURCE Failed to get source file size: Error reported from srm_lfce : 2 [SE][Ls][SRM_INVALID_PATH] No such file or directory										
	TOKE		ACTIVITY	n/a									
Destinations Tiera:		г.	FILE SIZE	1019	461785 byb	25							
Clouds:	"DE"		DURATION	1 s									
Countries: Federations	5:		2014-12-04 11:1	1:22	mc12_87	eV:NTUP_SUSY.	014743280001	16.root.1		#124	TRANSFER_FAILED		
Sites:	"DES1		0 2014-12-04 11:1	1:22	mc12_87	eV: NTUP_SUSY.	014743280000	43.root.1		#124	TRANSFER_FAILED		
Grouping:	CLOU		2014-12-04 11:1	1:22	mc12_87	eV:NTUP_SUSY.	014743280001	10.root.1		#124	TRANSFER_FAILED		
4	ems.	-	0 2014-12-04 11:1	1:21	mc12_87	eV: NTUP_SUSY.	014743280001	04.root.1		#124	TRANSFER_FAILED		
· Internal			2014-12-04 11:0	5:44	mc12_87	eV: NTUP_SUSY.	014743280001	15.root.1		#124	TRANSFER_FAILED		
/ Incerval			Q 2014-12-04 11:0	5:43	mc12_87	eV:NTUP_SUSY.	014743280003	.07.root.1		#124	TRANSFER_FAILED		
+ Tools			2014-12-04 11:0	5:42	mc12_87	eV: NTUP_SUSY.	014743280000	27.root.1		#124	TRANSFER_FAILED		
 Activition 			Q 2014-12-04 11:0	5:42	mc12_87	eV:NTUP_SUSY.	014743280001	34.root.1		#124	TRANSFER_FAILED		
			2014-12-04 11:0	5:42	mc12_87	eV: NTUP_SUSY.	014743280000	24.root.1		#124	TRANSFER_FAILED		
 Sources 			Q 2014-12-04 11:0	5:42	mc12_87	eV:NTUP_SUSY.	014743280000	11.root.1		#124	TRANSFER_FAILED		
+ Destination	ns		2014-12-04 11:0	5:42	mc12_87	eV: NTUP_SUSY.	014743280000	12.root.1		#124	TRANSFER_FAILED		
			0 2014-12-04 11:0	5:41	mc12_87	eV:NTUP_SUSY.	014743280000	46.root.1		#124	TRANSFER_FAILED		
Apply C Default	ancel		Showing 1 to 50 of 84	3 entrie	18						Previous Next		

- Checking the cloud by clicking on the "plus" sign
- In the summary as Destinations is now "DE"
- > Checking a single site
- ... we see the space tokens as destinations, still no idea from where the problems come
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- OK, it's a source problem, all failures due to the same problem :"No such file or directory"
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- Now we see the SURL of the file and can check it with dq2-get commands
- If checking later on, do not forg this view is "interval locked"



(alighbo)	and		ATLAS DDN	1 DASHBOARD	2.4						
FILE DETAILS (2014-	12-04 07:20 to 2014-12-04 1	1:20 UTC LOCKED					STATE / CODE * 8 8*				
* Summary	Matrix Transfer Plots	s Staging Plots	Deletion Plots	Centric Plots	Details						
Interval Prom:2014-12-04	Show 50 C entries	-LAL" "PHYS-SUSY"> "I	SY"> "DE" "DESY-HH" "DATADISK"								
07:20 UTC	Event Time			Code	State						
11:20 UTC	2014-12-04 11:1	1:26 mc12_8	TeV: NTUP_SUSY.	#124	TRANSFER_FAILED						
Tords	TOOL ID	rucio-conveyor									
rucio	SRC SITE	GRIE-LAL PHYS	-5057								
Activities	SRC URL	srm://grid05.la mc12_8TeV/01)	Lin2p3.fr:8446/si a1/NTUP_SUSY.0	m/managerv2?5I 147432800013	N=/dpm/lal.in2p: 9.root.1	3.fr/home/atlas/atlasgroup	odisk/phys-susy/rucio/				
Sources	DST SITE	DESY-HH_DATA	DISK								
Tiers: Clouds: "FR" Countries:	DST URL	srm://dcache-s 01/a1/NTUP_SI	e-atlas.desy.de:8 /5Y.014743280	443/srm/manage 00139.root.1	rv2?5FN=/pnfs/de	esy.de/atlas/dq2/atlasdata	disk/rucio/mc12_8TeV/				
Federations:	TRANSFER ID	f5a6c7a6+7ba2	3c7a6-7ba2-11e4-b216-02163e008dcb								
Sites: "GRIP Tokens:	TRANSFER ENDPOINT	T fts3.cern.ch	fts3.cem.ch								
Grouping: CLOU SITE	ERROR MSG	SOURCE Failed to get source file size: Error reported from srm_lfce : 2 [SE][Ls][SRM_INVALID_PATH] No such file or directory									
TOKE	 ACTIVITY 	n/a									
Destinations	FILE SIZE	1019461785 by	tes								
Clouds: "DE"	DURATION	1 5									
Countries: Federations:	2014-12-04 11:1	1:22 mc12_8	TeV: NTUP_SUSY.	0147432800011	6.root.1	#124	TRANSFER_FAILED				
Sites: "DES1	0 2014-12-04 11:1	1:22 mc12_8	TeV: NTUP_SUSY.	0147432800004	3.root.1	#124	TRANSFER_FAILED				
Grouping: CLOU	2014-12-04 11:1	1:22 mc12_8	TeV: NTUP_SUSY.	0147432800011	0.root.1	#124	TRANSFER_FAILED				
CITE Y	Q 2014-12-04 11:1	1:21 mc12_8	TeV: NTUP_SUSY.	0147432800010	4.root.1	#124	TRANSFER_FAILED				
a Internal	2014-12-04 11:0	5:44 mc12_8	TeV: NTUP_SUSY.	0147432800011	5.root.1	#124	TRANSFER_FAILED				
· Interest	0 2014-12-04 11:0	5:43 mc12_8	TeV: NTUP_SUSY.	0147432800010	7.root.1	#124	TRANSFER_FAILED				
+ Tools	2014-12-04 11:0	5:42 mc12_8	TeV: NTUP_SUSY.	0147432800002	7.root.1	#124	TRANSFER_FAILED				
+ Activities	2014-12-04 11:0	5:42 mc12_8	TeV: NTUP_SUSY.	0147432800013	4.root.1	#124	TRANSFER_FAILED				
	2014-12-04 11:0	5:42 mc12_8	TeV: NTUP_SUSY.	0147432800002	4.root.1	#124	TRANSFER_FAILED				
 Sources 	2014-12-04 11:0	5:42 mc12_8	TeV: NTUP_SUSY.	0147432800001	1.root.1	#124	TRANSFER_FAILED				
Destinations	2014-12-04 11:0	5:42 mc12_8	TeV: NTUP_SUSY.	0147432800001	2.root.1	#124	TRANSFER_FAILED				
	Q 2014-12-04 11:0	5:41 mc12_8	TeV: NTUP_SUSY.	0147432800004	5.root.1	#124	TRANSFER_FAILED				
Appry Cancel Default	Showing 1 to 50 of 84	3 entries					Previous Next				

- > Checking the cloud by clicking on the "plus" sign
- In the summary as Destinations is now "DE"
- > Checking a single site
- ... we see the space tokens as destinations, still no idea from where the problems come
- > Getting the source more detailed
- Clicking on the box, opening the error frame
- > OK, it's a source problem, all failures due to the same problem :"No such file or directory"
- Clicking on the error number gives the detail rider, the error message is important and quite easy in this case
- Now we see the SURL of the file and can check it with dq2-get commands
- If checking later on, do not forg this view is "interval locked"



@das	hbo	b a	nd				ATLAS DDM	DASHBOAR	D 2.4				
FILE DETAI	LS (201	4-13	-04 07:21	to 2014-12-04 11	:20 UTC	LOCKED						STATE / CODE * 8 8*	
* Summary		Matrix Transfer Hots Staging Hots Deletion Hots Centric Hots Details											
Interval From: 2014-12-04			Show	50 c entries	USY*> *	> "DE" "DESY-HH" "DATADISK"							
07:20 UTC				Event Time		Scope:Name						State	
To: 2014 11:2	0 UTC		20	14-12-04 11:11	26	mc12_8TeV:NTUP_SUSY.01474328000139.root.1					#124	TRANSFER_FAILED	
Tools			TOOL	ID	rudo	conveyor							
rucio			SRC S	ITE	GRIF	LAL_PHYS	SUSY						
Activities oll		L	SRC U	RL	srm:/ mc12	/grid05.lal _8TeV/01/a	in2p3.fr:8446/sr 1/NTUP_SUSY.0	m/managerv2?: 14743280001	SFN=/dpm 39.root.1	v/lal.in2p3.fr/home/atla	s/atlasgrou	pdisk/phys-susy/rucio/	
Sources			DST S	ITE	DESY	-HH_DATA	DISK						
Tiers: Clouds: Cruntries:	"FR"		DST U	RL	srm:/ 01/a1	/dcache-se L/NTUP_SU	-atlas.desy.de:8 SY.014743280	443/srm/manag 00139.root.1	perv2?5FN	=/pnfs/desy.de/atlas/do	q2/atlasdat	adisk/rucio/mc12_8TeV/	
Federations:			TRANSFER ID f5a6c7a6-7ba2-11e4-b216-02163e008dcb										
Sites: "GRB			TRANSFER ENDPOINT fts3.cem.ch										
Grouping: CLOU SITE			ERROR MSG SOURCE Failed to get source file size: Error reported from srm_lfce : 2 [SE][Ls][SRM_INVALID_PATH] No such file or directory										
	TORE		ACTIV	ITY	n/a	v/a							
Destinations			FILE S	IZE	1019	461785 byt	es						
Clouds:	"DE"		DURAT	TION	1 s								
Countries: Enderation			0 20	14-12-04 11:11	:22	mc12_81	ev: NTUP_SUSY.	14743280001	16.root.1		#124	TRANSFER_FAILED	
Sites:	"DES		0 20	14-12-04 11:11	:22	mc12_87	ev:NTUP_SUSY.	14743280000	43.root.1		#124	TRANSFER_FAILED	
Tokens: Grouping:	0.00		20	14-12-04 11:11	22	mc12_81	EV:NTUP_SUSY.C	14743280001	10.root.1		#124	TRANSFER_FAILED	
2	ems.	×	0 20	14-12-04 11:11	:21	mc12_87	EV: NTUP_SUSY.	14743280001	04.root.1		#124	TRANSFER_FAILED	
. Internal			20	14-12-04 11:05	:44	mc12_81	ev: NTUP_SUSY.	14743280001	15.root.1		#124	TRANSFER_FAILED	
 Interval 			0 20	14-12-04 11:05	:43	mc12_87	EV: NTUP_SUSY.	14743280001	07.root.1		#124	TRANSFER_FAILED	
+ Tools			0 20	14-12-04 11:05	:42	mc12_81	ev: NTUP_SUSY.0	14743280000	27.root.1		#124	TRANSFER_FAILED	
 Activities 			20	14-12-04 11:05	:42	mc12_81	ev: NTUP_SUSY.	14743280001	34.root.1		#124	TRANSFER_FAILED	
			20	14-12-04 11:05	:42	mc12_87	ev: NTUP_SUSY.	14743280000	24.root.1		#124	TRANSFER_FAILED	
 Sources 			0 20	14-12-04 11:05	:42	mc12_81	ev: NTUP_SUSY.	14743280000	11.root.1		#124	TRANSFER_FAILED	
Destinatio	05		0 20	14-12-04 11:05	:42	mc12_87	ev:NTUP_SUSY.	14743280000	12.root.1		#124	TRANSFER_FAILED	
			0 20	14-12-04 11:05	:41	mc12_81	EV: NTUP_SUSY.	14743280000	46.root.1		#124	TRANSFER_FAILED	
Apply C Default	Cancel		ShowIn	g 1 to 50 of 843	entrie	8						Previous Next	

- Checking the cloud by clicking on the "plus" sign
- In the summary as Destinations is now "DE"
- > Checking a single site
- ... we see the space tokens as destinations, still no idea from where the problems come
- > Getting the source more detailed
- Clicking on the box, opening the error frame
- > OK, it's a source problem, all failures due to the same problem :"No such file or directory"
- Clicking on the error number gives the detail rider, the error message is important and quite easy in this case
- Now we see the SURL of the file and can check it with dq2-get commands
- If checking later on, do not forget that this view is "interval locked"

Verifying the problem

- > Sometimes it is not clear, if the problem is really a source problem
- > We try to access the storage elements directly
- You can also look into a higher directory to see, if the Storage Element is available at all

```
lcg-ls "srm://grid05.lal.in2p3.fr:8446/srm/managerv2?SFN=\
/dpm/lal.in2p3.fr/home/atlas/atlasgroupdisk/phys-susy/rucio/mc12_8TeV/01/a1/NTUP_SUSY.01474328._000139.root.l"
/dpm/lal.in2p3.fr/home/atlas/atlasgroupdisk/phys-susy/rucio/mc12_8TeV/01/a1/NTUP_SUSY.01474328._000139.root.l:
[SE][Ls][SRM_INVALID_PATH] No such file or directory
```



Other views



- Plots about the Rates and failures per time
- > We can see how the error developed during time
 - One time burst or
 - Continuous failing
- Increasing the interval gives us the start of the problem
- > ... and perhaps the end too
- still: hast to be checked with blacklisting
- > We see also if there are many transfers ongoing
- ... or perhaps central services have a problem when all stopped suddenly



Summary

Summary

Unfortunately it is not true that you only need one 🙂

- > Deletion monitoring
- > Centralized blacklisting
- > Site Status Board
- > And sometimes even Production monitoring
 - If jobs are failing due to GET/PUT errors
 - This helps when not sure which site has a problem
- > Only a basic view
- ... still most errors are found this way
- > Biggest difficulty to identify the reason of the error
- > Experience helps a lot
- > ... and gaining some knowledge about the whole systems will help too
- > Just get started with trainee shifts
- > No question during shift is bad !
- > Senior and Expert shifter will help



Procedures on special errors

No free space on site

- > Most cases are not a site problem when atlas is filling up all space
- Check Free space monitoring http://bourricot.cern.ch/dq2/accounting/global_view/30/
- > If there should be space, perhaps reporting at site is problematic
- > Jira ticket to DDM ops should be submitted

Staging errors

- > Staging is slow, sometimes transfer service times out
 - Especially due to mass bring online requests
- > That's why there should be several failed tries per file before reporting
- > If that happens GGUS ticket to site



Procedures on special errors

Centralized blacklisting

- > Space tokens/Sites are now blacklisted automatically
 - ... or sometimes by hand (and forgotten)
- > If time shifter check if the issue is still ongoing
- > ADCOS Expert Shifter can unblacklist sites

Deletion errors

- > Some site problems are first visible via a deletion backlog
- http://bourricot.cern.ch/dq2/deletion/#period=1

