



Enabling Grids for E-science

TPM hands-on tutorial

Goncalo Borges (goncalo@lip.pt)

*LIP: Laboratório de Instrumentação e Física Experimental de Partículas,
Lisboa, Portugal*

Gkamas Vasileios (vgkamas@cti.gr)

Research Academic Computer Technology Institute, Rio, Patras, Greece

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- **Paradigm of real tickets**
 - Examples for future reference
 - Some TPM procedures
 - *Helping users*
 - *Helping site admins*
 - *Opening Savannah tickets*
 - *Setting Parent / Child ticket relations*
 - Ticket assignments examples
 - ROCs
 - Middleware SU
 - Monitoring tools SU
 - VO Support
 - Network SU
 - Other type of problems

- **Hands-on**
 - YOU will handle real GGUS tickets (“on the fly”)

- **Ticket #26533**

- User “description”:

- I'm trying to create a dteam proxy on my UI, and I get this error:
Error: Could not establish authenticated connection with the server.
GSS Major Status: Authentication Failed
GSS Minor Status Error Chain: an unknown error occurred

- TPM asks:

- Can you post the output of the following commands?
`# rpm -qa | grep lcg-CA`
`# openssl x509 -text -noout -in /etc/grid-security/vomsdir/lcg-voms.cern.ch.2007-05-07 | grep -A 3 Validity`
- Can you check that the CRL's are updated in your ui
`# /etc/cron.d/fetch-crl`

- Solution:

- CRIs needed to be updated.

- **Ticket #30059**

- User “description”:

- Can’t perform an lcg-cp after issuing a “*voms-proxy-init –voms imath.cesga.es*” followed by a “*myproxy-get-delegation*”

- TPM asks:

- Run the following sequence of commands and send us the output:

```
# voms-proxy-init –voms imath.cesga.es; voms-proxy-info --all
# myproxy-get-delegation; voms-proxy-info –all
```

- Origin of the problem and possible solution:

- The command “*myproxy-init*” overwrites the voms credentials generated by the “*voms-proxy-init -voms <VO>*” command
- If you sent your jobs via WMS, the proxy_renewal mechanism will allow you to properly renew voms proxies...
- Another solution is to run “*voms-proxy-init -noregen --voms imath.cesga.es*” after the “*myproxy-get-delegation*”

- **Ticket #10470**

- User “description”:

- I have a problem removing a LFN from a local LFC when one of the replicas is not accessible

- TPM answer:

- Run “*lcg-uf* (unregister file)” command...

- **Ticket #34423**

- User “description”:

- If the group `dpmmgr` doesn't exist on the SE and `dpmmgr` belongs to another group, the service `srmv1` can not be started.

- TPM reply:

- It is so by design. Please have a look at:

https://twiki.cern.ch/twiki/bin/view/LCG/DpmAdminGuide#Create_the_DPMMGR_User

- **Ticket #36952**

- User “description”

- I cannot create voms proxy for dteam VO...

voms-proxy-init --voms dteam

Your identity: /DC=ch/DC=cern/OU=Organic

Units/OU=Users/CN=malanxin/CN=454423/CN=Lanxin Ma

Creating temporary proxy Done

Contacting lcg-voms.cern.ch:15004

[/DC=ch/DC=cern/OU=computers/CN=lcg-voms.cern.ch] "dteam" Failed

Error: dteam: User unknown to this VO.

- TPM reply

- You are effectively not registered in Dteam VO, but maybe the registration procedure is not complete.
- TPM explains all the registration procedure

- Problem origin

- User VO membership was expired. After re-signing the VO rules everything started to work again.

- **Ticket #10097**

- Site Admin description:

- one user not being able to renew proxy from myproxy

- TPM reply:

- Add `'authorized_retrievers "/C=CH/O=CERN/OU=GRID/*"'` to your `myproxy-server.config` file.

- **Ticket #17442**

- Site Admin description:

- All jobs from our user X are aborted with the error message “Job proxy is expired” although the user’s proxy is valid.

- TPM asks:

- Try submitting to different RB/CE to see if the problem is in the certificate. Are there any user expired proxies in `/opt/edg/var/spool/edg-wl-renewd/`?

- Solution:

- A "zombie" process of user X was running with the cert expired. After killing it, user X can use our RB without proxy problems.

- **Ticket #35423**

- Site Admin description:

- After migrating our CE to gLite 3.1, the RB rejects all jobs with the error: *Error (1413) - certificate verify failed) with the user proxy*

- TPM reaction:

- Realizes problems with the CE GIS and provides the support for its configuration

- **Ticket #22016**

- Site Admin description:

- I want to implement a new scheme of UIDs pool accounts. I want to re-allocate SIXT VO accounts to another VO. What is the best way to do this in order not to corrupt the DB in DPM/LFC?

- TPM answer:

- DPM/LFC keeps their own DB of DNS->Internal UIDs independent of the users.conf mappings. Delete the storage path entry *“dpns-rmdir /dpm/DOMAIN/home/sixt”*. If there are any files in here, you will have to first delete them with rfrm.

- **Ticket #33094**
 - User complain
 - The man pages for DPM and LFC are incorrectly formatted so they word-wrap too soon on standard consoles (see below). This makes them hard to read. Could this please be fixed?
 - TPM actions
 - Leaves the ticket assigned to TPM
 - Two Savannah bugs were opened since these enhancement involves code change
 - <https://savannah.cern.ch/bugs/index.php?33692>
 - <https://savannah.cern.ch/bugs/index.php?33693>
 - The Savannah bugs are marked as related issued of the GGUS ticket
 - The GGUS ticket is marked with status “unsolved”

- **Ticket # 30658**

- Issue:

- A user was banned in several sites because of trust issues. He is asking if sites are willing to accept his jobs again

- After going through several support units, it is decided that from the security point of view, there are no major issues.

- It is up to the sites to decide if the user may run his jobs there or not

- Ticket is reassigned to TPM

- TPM marks the original ticket has parent
- Opens several child tickets to the different sites from where the user was banned
- The parent ticket can only be closed after ALL the child tickets are solved.

- **Ticket #41766**

- Description: Transfers to PRAGUELCG2 fail

- The transfers of ccrc08 data from FZK to PRAGUE fail since tonight. The FTS error is:

[FTS] FTS State [Failed] FTS Retries [1] Reason [TRANSFER error during TRANSFER phase: [GRIDFTP] the server sent an error response: 426 426 Transfer aborted (Unexpected Exception : java.net.ConnectException: Connection timed out)] Source Host [gridka-dcache.fzk.de]

- **TPM action:**

- Assigns ticket to **ROC_CE**
 - Consult GOCDB to know to which federation does the site belong
 - Probably the other FTS end should be involved as the ticket evolves.

- **Ticket # 42820**

- Description: Most of transfers CERN to LYON fail

- The error started as:

- [FTS] FTS State [Failed] FTS Retries [1] Reason [TRANSFER error during TRANSFER phase: [GRIDFTP] an end-of-file was reached (possibly the destination disk is full)] Source Host [srm-atlas.cern.ch]*

- By the end of the afternoon:

- ERROR MSG: [FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during PREPARATION phase: [USER] failed to contact on remote SRM [httpg://ccsrm.in2p3.fr:8443/srm/managerv2]. Givin' up after 3 tries*

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- TPM action:

- Assigns ticket to **ROC_France**

- Consult GOCDB to know to which site does the node belongs

- Because of the first error, it would also be good to involve the first party (CERN)

- **Ticket #42770**

- Description: SRMv2 failure on dcache-server.tier2-kol.res.in
 - *SRMv2-gt* is failing on dcache-server.tier2-kol.res.in (site: IN-DAE-VECC-02)
 - Failure detected on: 2008-10-15T06:44:20Z (UTC)
 - Test executed for VO: OPS
 - View failure history and details on SAM portal:

<https://lcg-sam.cern.ch:8443/sam/sam.py?funct=ShowHistory&sensors=SRMv2&vo=OPS&nodename=dcache-server.tier2-kol.res.in>

- TPM action
 - Assigns ticket to **ROC_Asia/Pacific**

- **Ticket #42755**

- Description: RGMA failure on grid-mon.ics.forth.gr
 - *RGMA-host-cert-valid* is failing on grid-mon.ics.forth.gr (site: GR-04-FORTH-ICS)
 - Failure detected on: 2008-10-20T19:14:58Z (UTC)
 - Test executed for VO: OPS
 - View failure history and details on SAM portal:

<https://lcg-sam.cern.ch:8443/sam/sam.py?funct=ShowHistory&sensors=RGMA&vo=OPS&nodename=grid-mon.ics.forth.gr>

- TPM action
 - Ticket assignment to **ROC_SE**

- **Ticket #34099**

- Description: DPM 1.6.7 : rfrm timeouts

- When trying to delete DPM directories by running DPM rfrm on DPM head node, I got several times this error message (for different files):

unlink(/dpm/lal.in2p3.fr/home/cms/trivcat/store/PhEDEX_LoadTest07/LoadTest07_Debug_IN2P3/GRIF_LAL/10/LoadTest07_IN2P3_21_QYXqsYeHXIVBhuSM_10): Timed out

- The server is pretty loaded as CMS is doing a throughput test with an average of 80 MB/s transferred! The command line used was

rfrm -r /dpm/lal.in2p3.fr/home/cms/trivcat/store/PhEDEX_LoadTest07/LoadTest07_Debug_IN2P3/GRIF_LAL/10

- TPM action

- If you know which logs to look, ask for them...
- Keep in mind that this is the DPM site admin asking for help...
 - *Doesn't make sense to assign this ticket to ROC*
- Ticket assigned to **DPM SU**.

- **Ticket #40314**

- Description: WMS timeouts when contacting top-level bdii
 - Sometimes our WMS does not return any results for match making. This is probably caused by a timeout described by this log line:


```
01 Sep, 15:32:16 -W: [Warning] fetch_bdii_ce_info(ldap-
utils.cpp:628): Timed out
```
 - Is it possible to increase the mentioned timeout? I have checked <http://trinity.datamat.it/projects/EGEE/wiki/wiki.php?n=GliteWms.Conf> but with no success
- TPM action
 - If you know the answer give it...
 - If you have a way to check the configuration (comparing with your local config) you should do it
 - Ticket assigned to **gLite Workload SU**

- **Ticket #39302**

- Description: dCache SRM DB corruption

- I am transferring files between PIC and IN2P3 and I see a percentage of our transfers failing with:

*DESTINATION error during PREPARATION phase:
[GENERAL_FAILURE] at Wed Jul 30 16:08:04 CEST 2008 state Failed :
Marking Space as Being Used failed =>Already have 1 record(s) with
pnfsPath=/pnfs/pic.es/data/lhcb/CCRC08/DST/lhcb/test/replication-
studies/small-files/5199.file*

- It seems files do not exist in the nameserver (output of lcg-ls -l <file>)

*# /pnfs/pic.es/data/lhcb/CCRC08/DST/lhcb/test/replication-studies/small-
files/5199.file: could not get storage info by path :
CacheException(rc=10001;msg=path
///pnfs/pic.es/data/lhcb/CCRC08/DST/lhcb/test/replication-studies/small-
files/5199.file not found): File with this symptom terminally fail
suggesting a corrupted entry in the dCache SRM DB.*

- TPM action

- This ticket should have been assigned first to the ROC_SW. If site admins do not know how to handle the problem then assign ticket to dCache experts
- Ticket assigned to **dCache SU**

- **Ticket #42738**
 - Description: access to SAM PI from our Nagios tutorial host
 - We require access under the "WLCG Grid Services Monitoring Profile" for the SAM PI for our nagios host: node59.datagrid.cea.fr
 - The frequency should be one hour for all GRIF sub-sites.
 - For data ranges only the latest tests results are of interest.
 - TPM action
 - Ticket assigned to **SAM/SFT SU**

- **Ticket #38891**

- Description: gstat should display info about CREAM CEs
 - We have got two cream CEs published in the PPS BDII (pps-bdii.cern.ch): cert-ce-03.cnaf.infn.it and pps-cream-fzk.gridka.de.
 - They are detected by gstat (PPS) but a warning is produced

<http://goc.grid.sinica.edu.tw/gstat/FZK-PPS/>

GIIS Sanity Check: warn

Invalid Attribute Syntax:

IN: 'dn: GlueCEUniqueID=pps-cream-fzk.gridka.de:8443/cream-pbs-pps,Mds-Vo-name=FZK-PPS,o=grid'

Searched: 'GlueCEUniqueID: .+:2119/' ()*

Found: GlueCEUniqueID: pps-cream-fzk.gridka.de:8443/cream-pbs-pps

To test site GIIS:: ldapsearch -x -H ldap://pps-giis-fzk.gridka.de:2170 -b mds-vo-name=FZK-PPS,o=grid

I think there is a bit of configuration needed in gstat to handle the cream CEs

- TPM Action
 - Assign ticket to **GStat SU**

- **Ticket #42070**

- Description: add Thailand to GOCDB country list
 - We (AP) have a new site from Thailand and want to register into GOCDB. Could you please help add Thailand to GOCDB country list.
- TPM action
 - Ticket assigned to **GOC DB SU**

- **Ticket #42825**

- Description: Gridview not showing information from TRIUMF FTS.
 - Gridview is not showing information from TRIUMF FTM service since October 18.
 - TRIUMF FTM server is showing healthy information according to <http://ftm.triumf.ca/transfer-monitor-report/>.
 - Looking at other Tier-1 sites, for instance PIC, IN2P3 and FZK, the same issue is observed.
- TPM action
 - Ticket assigned to **GridView SU**

- **Ticket #41082**

- Description: LHCb users again filling up the /home

- I have a user (a different one) filling up all the areas it lands to:

- *-rw-r--r-- 1 lhcb032 lhcb 297K Sep 18 08:34 myjob.err*

- *-rw-r--r-- 1 lhcb032 lhcb 47G Sep 18 12:14 myjob.out*

- *-rw-r--r-- 1 lhcb032 lhcb 465K Sep 18 12:14 minin_123.log*

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- This is happening consistently with all his jobs. Until when I am notified by the VO manager the user has been stopped, I am forced to close the lhcb queue.

- One of the jobs, for reference, is

- *https_3a_2f_2flb007.cnaf.infn.it_3a9000_2fB3slhIPoecnA2UbR3PS-Ag*

- TPM action

- Ticket assigned to **VOsupport SU**

- **Ticket #38423**

- Description: some lhcb production jobs are failing at our site
 - I need to contact someone from LHCB's VO support concerning its production running at our site DESY-ZN. Some of those jobs seem to fail here. One example:

<http://lhcb.pic.es/cgi-bin/DIRAC/Monitoring/jobdetails.py?jobid=2022932&mode=production>

- It looks like all jobs on all our freshly installed systems fail whereas the ones running on systems already longer in use, run fine.
 - All systems are setup equally and pass SAM test. Can someone provide the real error message telling why e.g. the above mentioned job failed?
- TPM action
 - Assign ticket to **VOSupport SU**

- **Ticket #38863**

- Description: no traffic between PIC and BNL
 - Data does not flow between PIC and BNL and viceversa. Network again?
- TPM action:
 - Ticket assigned to **NetworkOperations SU**

- **Ticket #17238**

- Description: NREN SWITCH has a network maintenance located in CH / CERN-GEANT2
 - NREN SWITCH has a network maintenance from 2007-01-11 10:00:00 UTC to 2007-01-11 15:00:00 UTC in CH / CERN-GEANT2.
 - The router providing CERN access to the Geant2 network will be under maintenance. Traffic should be re-routed via backup path but some instabilities could be noticed.
 - LHCOPN T0-T1 traffic to SARA, NDGF, PIC will be affected.
- TPM action
 - Ticket assigned to **NetworkOperations SU**

- **Ticket #20201**

- Description: voms-proxy-init man page is inaccurate

- The man page for voms-proxy-init is outdated and needs revising.
- In particular, it states (in "-vomses" section) that the "default filenames are \$PREFIX/etc/vomses and \$HOME/.edg/vomses."
- Both are now wrong. The defaults are currently (glite-security-voms-clients-1.6.16-2) \$PREFIX/glite/etc/vomses and \$HOME/.glite/vomses.
- Also, the man pages delivered with the RPM should not refer to \$PREFIX, but rather "/opt" as the RPM has been built with PREFIX=/opt.

- **TPM action**

- Ticket assigned to VOMS SU

- Probably a savannah ticket could be open and related to this GGUS ticket

- **Ticket #40763**
 - Description: ETICS build doesn't create all rpms
 - I'm trying to build APEL to make a release, but when I trigger the remote build through the etics web interface, only 4 out of the 6 rpms that should have been created appear in the permanent repository.
 - However, when I build it locally with the etics command line client, the 6 rpms are created. Is there a reason why this happens?
 - TPM action
 - Assign ticket to **ETICS Infrastructure SU**

- **Ticket #41538**

- Description: glite-WN packages in glite 3.1 repository

- There are no glite-WN metapackages in the repository at

<http://glitesoft.cern.ch/EGEE/gLite/R3.1/generic/sl4/i386/RPMS.updates/>

- However, for other node types (AMGA, BDII, FTS, LFC, VOMS, SE_dpm, UI, VOMS) the metapackages are present in this location. The glite-WN packages are (only) present in the repository

<http://glitesoft.cern.ch/EGEE/gLite/R3.1/glite-WN/sl4/i386/RPMS.updates/>

- Is there a particular reason to keep the glite-WN only in this repository? If so, was this documented and announced?

- TPM action

- Assign ticket to **Installation and Configuration/New Release SU**