

Subject: Shift summary -- 2/15/17
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Shift notes from the past week:

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ADCoS/CRC reports from the ADC Weekly and ADCoS meetings:
https://indico.cern.ch/event/604123/contributions/2435985/attachments/1412465/2161051/crc_140217.pdf (CRC report)
https://indico.cern.ch/event/613886/contributions/2474891/attachments/1412087/2160319/170214_ADCoS.pdf (Armen)
<https://indico.cern.ch/event/613886/#preview:2160295> (Hiroshi Sakamoto - expert shifter report)

General news/issues during the week:

See talk from Ivan Glushkov discussing the new DPA (Distributed Production and Analysis - formerly GDP) team in ATLAS:
https://indico.cern.ch/event/607542/contributions/2448751/attachments/1411865/2159930/20170213_DPA_Overview.pdf

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1) 2/12: SWT2_CPB - file transfer and deletion errors ("has trouble with canonical path. cannot access it"). A faulty rack-level network switch caused two storage servers to go off-line. The switch was replaced and the storage servers came back online. Errors stopped, so
https://ggus.eu/?mode=ticket_info&ticket_id=126569 was closed. eLog 60267.

2) 2/13: NET2 - file deletion errors ("The requested service is not available at the moment. Details: An unknown exception occurred. Details: error reported from srm_ifce, [SE][srmRm][SRM_FAILURE]"). Saul reported the problem was a side-effect from migrating to a new NFS server. Errors stopped, and https://ggus.eu/?mode=ticket_info&ticket_id=126618 was closed later the same day. eLog 60268.
(Note: ggus 126618 was re-opened early a.m. on 2/15 after the deletion errors came back. The underlying problem was identified by Saul: **Our SRM refuses to delete files with filenames longer than 231 characters. I've sent an email to DDM support alerting them about the problem. This may soon affect other sites as many file systems don't allow files with names longer than 256 characters.** eLog 60296.)

3) 2/14: https://ggus.eu/?mode=ticket_info&ticket_id=126620 was opened by a shifter and incorrectly assigned to BNL. The real problem was with the remote site (TECHNION-HEP in the NL cloud), so the ggus ticket was closed. eLog 60270.

4) 2/14: ADC Weekly meeting:
<https://indico.cern.ch/e/604123>

Follow-ups from earlier reports:

(i) 2/8: SLACXRD - source & destination file transfer errors ("stat() fail"). https://ggus.eu/?mode=ticket_info&ticket_id=126508, eLog 60169.
Update 2/8: Wei reported the problem was fixed later the same day. Errors stopped - ggus 126508 was closed. eLog 60206.