

Subject: Shift summary -- 3/22/17
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Date: 03/28/2017 06:58 PM
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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/625117/contributions/2524064/attachments/1431496/2199126/170321_ADCoS.pdf (Armen)
<https://indico.cern.ch/event/625117/contributions/2524066/attachments/1431475/2199072/ADCoSExpert20170321.txt> (Pavol Strizenec, expert shifter report)

General news/issues during the week:

3/16: Many sites across multiple clouds were set off-line by HC. The jobs were failing with errors like "Failed to put files: no SE/SURL protocols defined for output ddmendpoints=..." Issue was traced to a problematic json file in cvmfs (i.e., /cvmfs/atlas.cern.ch/repo/sw/local/etc/agis_ddmendpoints.json). Issue resolved, eLog 60685.

MC summary from the ADC Weekly meeting:

<https://indico.cern.ch/event/624852/contributions/2522800/attachments/1430849/2197847/gingrich-170314.pdf>

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1) 3/16: BNL - file transfers using the FTS service at the site were failing with "no FTS server had updated the transfer status the last 600 seconds, probably stalled in fts302.usatlas.bnl.gov." Service was restarted within the hour, issue resolved. https://ggus.eu/?mode=ticket_info&ticket_id=127152 was closed, eLog 60673.

2) 3/16: OU_OCHEP_SWT2 - https://ggus.eu/?mode=ticket_info&ticket_id=127158 was opened for destination file transfer errors, despite the site being in a downtime. Ticket was closed, eLog 60678.

3) 3/16: SLACXRD - unexpected power outage. https://ggus.eu/?mode=ticket_info&ticket_id=127040 was re-opened. This ticket was originally created to address an issue with deletions at the site after central deletions changed the protocol being used. eLog 60679.

4) 3/18: NET2 - destination file transfer errors in the PHYS-EXOTICS token ("Source and destination checksums do not match"). https://ggus.eu/index.php?mode=ticket_info&ticket_id=127199 in-progress, eLog 60701.

5) 3/22: ADC Weekly meeting:
<https://indico.cern.ch/e/624852>

6) 3/22: LUCILLE_DATADISK - file deletion failures with the error "Failed to delete file (Connection refused)." A change to the xrootd system at the site caused the errors. Problem was fixed, errors stopped, so https://ggus.eu/?mode=ticket_info&ticket_id=127254 was closed later the same day. eLog 60751.

Follow-ups from earlier reports:

(i) 3/7: SLACXRD - T0 data export to the site - some transfers stuck with the error "Command failed. : open() fail." https://ggus.eu/?mode=ticket_info&ticket_id=127011

in-progress, eLog 60585.

Update 3/16: unscheduled power outage at SLAC - issue being worked on.

(ii) 3/15: https://ggus.eu/?mode=ticket_info&ticket_id=126980 was originally opened by a shifter for transfer errors between SWT2_CPB and two CA cloud sites. It was assigned to SWT2 on 3/15. The issued was traced to asymmetric routing paths. We have involved ESnet to help us determine the source of the routing problem. eLog 60667.