Communication workflow

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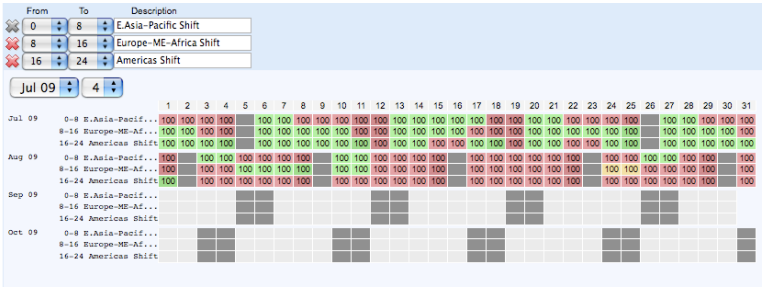
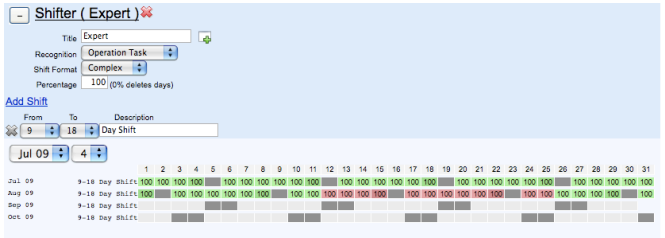
ADCoS tutorial
23 July 2009

If you have problem, please ask…

- ADC Virtual Control Room
- Mailing list: atlas-project-adc-operations-shifts@cern.ch
- Direct email to senior shifter, expert shifter

  Check https://pptevm.cern.ch/mao/clien t/cern.ppt.mao.app.gwt.MaoClient/MaoClient.html#Ma0_Task_panel(N88)



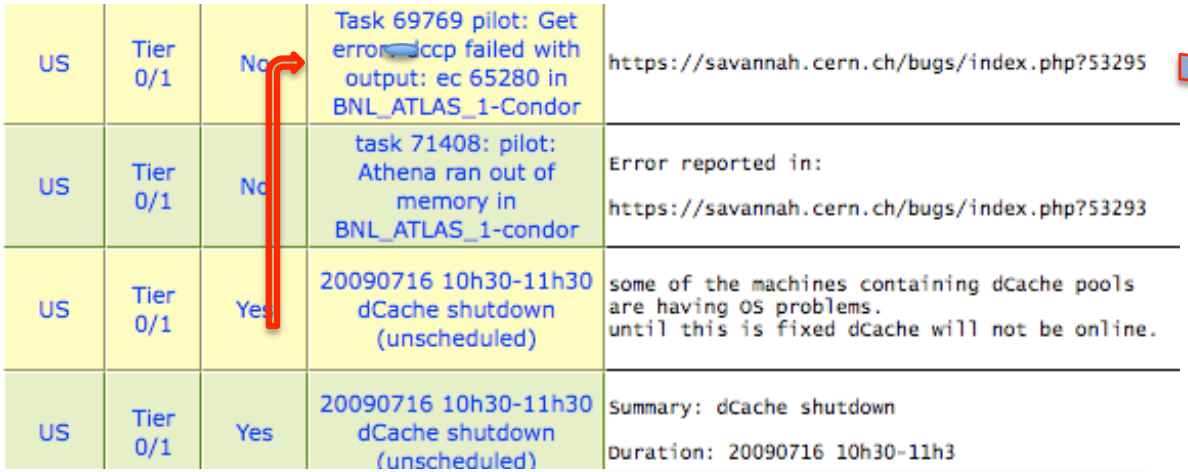


- Atlas adc experts: atlas-adc-expert@cern.ch
- Cloud Experts:

  atlas-support-cloud-[CLOUD]@cern.ch

  where [CLOUD] stands for CA, DE, ES, FR, IT, ,NG, NL, TW, UK, US
- Weekly meetings (CERN phone conference)

  http://indico.cern.ch/categoryDisplay.py?categId=1706



US	Tier 0/1	No	Task 69769 pilot: Get error: dccp failed with output: ec 65280 in BNL_ATLAS_1-Condor	https://savannah.cern.ch/bugs/index.php?53295
US	Tier 0/1	No	task 71408: pilot: Athena ran out of memory in BNL_ATLAS_1-condor	Error reported in: https://savannah.cern.ch/bugs/index.php?53293
US	Tier 0/1	Yes	20090716 10h30-11h30 dCache shutdown (unscheduled)	some of the machines containing dCache pools are having OS problems. until this is fixed dCache will not be online.
US	Tier 0/1	Yes	20090716 10h30-11h30 dCache shutdown (unscheduled)	Summary: dCache shutdown Duration: 20090716 10h30-11h3

2009-07-16 20:38, comment #1:

as mentioned on the ATLAS Computer Operations logbook, BNL dcache was down. please close the ticket.

2009-07-16 19:32, ***original submission:***

Task 69769 mc08.108088.PythiaPhotonJet_Unbinned50.digit.e347_s462_s520_d153 has several errors:

pilot: Get error: dccp failed with output: ec 65280, output Error (POLLIN POLLERR POLLHUP) (with data) on control line [3] Failed to create a control line Error (POLLIN POLLERR POLLHUP) (with data) on control line [3] Failed to create a control line F

http://panda.cern.ch:25980/server/p...=*&taskID=69769&detail=no&jobStatus=failed

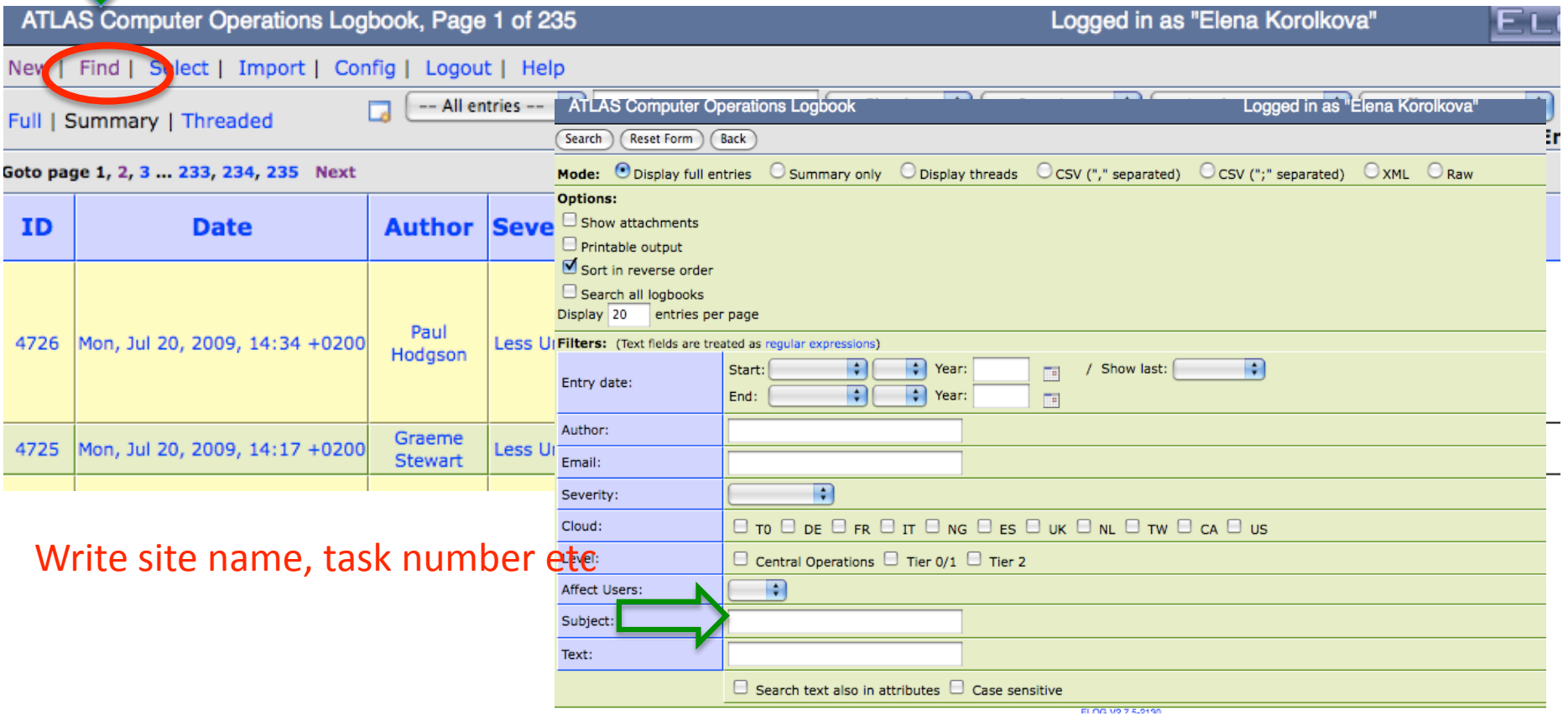
Warning: log file extracts indicate problems

- pilotlog.txt -
16 Jul 2009 15:40:48| !!WARNING!!2990!! Command failed: source /afs/usatlas.bnl.gov/i386_redhat72/opt/dcache/dcache_client_config.sh; dccp pnfs://dcdcap.usatlas.bnl.gov:22125/... /tmp/Panda_Pilot_2168_1247758767 /PandaJob_1015940619_1247758769/HITS.024528._01713.pool.root
16 Jul 2009 15:40:48| !!WARNING!!5000!! Abnormal termination: ecode=65280, ec=255, sid=, len(etext)=306

If you see a problem you want to report …

- Before reporting you should check
  1. whether the problem was already reported

https://prod-grid-logger.cern.ch/elog/ATLAS+Computer+Operations+Logbook/



Write site name, task number etc

If you see a problem you want to report …

- Before reporting you should check
  2. whether the ticket was opened

CHECKLIST

- Open a browser with these tabs:
  - Production (ProdSys) Dashboard: http://dashb-atlas-prodsys.cern.ch/dashboard/request.py/overview
  - Production (ProdSys) Dashboard shifters display: http://dashb-atlas-prodsys.cern.ch/dashboard/request.py/shifters-display
  - Production (PANDA): http://panda.cern.ch:25980/server/pandamon/query?dash=prod&reload=yes
  - DDM Dashboard: http://dashb-atlas-data.cern.ch/dashboard/request.py/site
  - ADC eLog: ADC eLog
  - GGUS interface (TEAM view): GGUS Team- Tickets view or Open TEAM tickets view

- If a ticket is already open about the SAME problem follow up on that ticket

13 Tickets found

Ticket-ID	Type	Concerned VO	Notified Site	Resp. Unit	Status	Date	Last Update	Info
50398	Team	atlas	ITEP	ROC_Russia ▸involved	assigned	2009-07-20	2009-07-20 09:22	ITEP Prodsys problem
50389	Team	atlas	LIP-Lisbon	ROC_SW ▸assigned	on hold	2009-07-19	2009-07-20 11:21	lip d550-A system call failed: Permission denied
50380	Team	atlas	AGLT2	OSG	in progress	2009-07-18	2009-07-20 00:01	Problem with dataset registrations at AGLT2
50373	Team	atlas	LRZ-LMU	ROC_DECH	assigned	2009-07-17	2009-07-17 21:52	NL/LRZ could not open connection to lcg-lrz-se.lrz...
50359	Team	atlas	BNL_ATLAS_1	OSG	in progress	2009-07-17	2009-07-20 11:49	[DQ2] Transfer validation failed, different T1s to...
50240	Team	atlas	IN2P3-CC	ROC_France	in progress	2009-07-13	2009-07-14 22:34	IN2P3-CC prestaging failures
50222	Team	atlas	RRC-KI	ROC_Russia	in progress	2009-07-12	2009-07-13 04:38	RRC-KI srmRm SRM_INTERNAL_ERROR
50177	Team	atlas	NDGF-T1	ROC_North ▸involved	assigned	2009-07-09	2009-07-17 09:59	UNIGE-DPNC
50122	Team	atlas	UNIGE-DPNC	ROC_North	on hold	2009-07-08	2009-07-11 12:48	UNIGE-DPNC_TRIG-DAQ: Unable to connect to atlasfs...
50009	Team	atlas	SE-SNIC-T2	ROC_North	in progress	2009-07-05	2009-07-14 11:59	Errors for transfers to SE-SNIC-T2
49908	Team	atlas	BEIJING-LCG2	ROC_CERN	on hold	2009-06-30	2009-07-08 09:30	transfer errors in IN2P3-CC_MCDISK
49734	Team	atlas	BEIJING-LCG2	ROC_Asia/Pacific	in progress	2009-06-23	2009-07-20 08:49	Problem at IN2P3-CC Space Token MCDISK: Incoming a...
48254	Team	atlas	BEIJING-LCG2	ROC_CERN	on hold	2009-04-28	2009-06-30 12:22	Transfers from ATLAS-BEIJING to IN2P3-CC slow

If you see a problem you want to report …

- Before reporting you should check that

  3. site is not in downtime

  https://goc.gridops.org/downtime?scope=ALL

If the site is in downtime but

- failing a lot of production jobs (>200 and efficiency is < 70%), you need to set production queue offline in Panda and open GGUS ticket :

….. *According to GOC DB your site is in down time. 528 ATLAS productions jobs failed (site efficiency is 20%) with error ……. .*

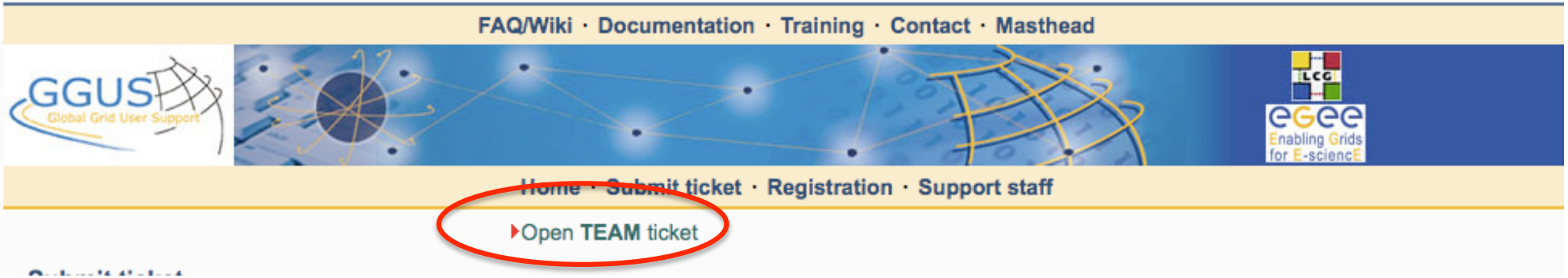
This ticket is opened to inform you that the queue QUEUE_NAME was set offline. When your site will be ready, please, send email to atlas-project-adc-operations-shifts@cern.ch asking to set queue back online. ……..

- has a lot of DDM errors, report to eLog
- **If many jobs fail at T1 , don't put it offline. Please, contact expert shifter or cloud expert or expert on call**

Ticket Management : GGUS tickets

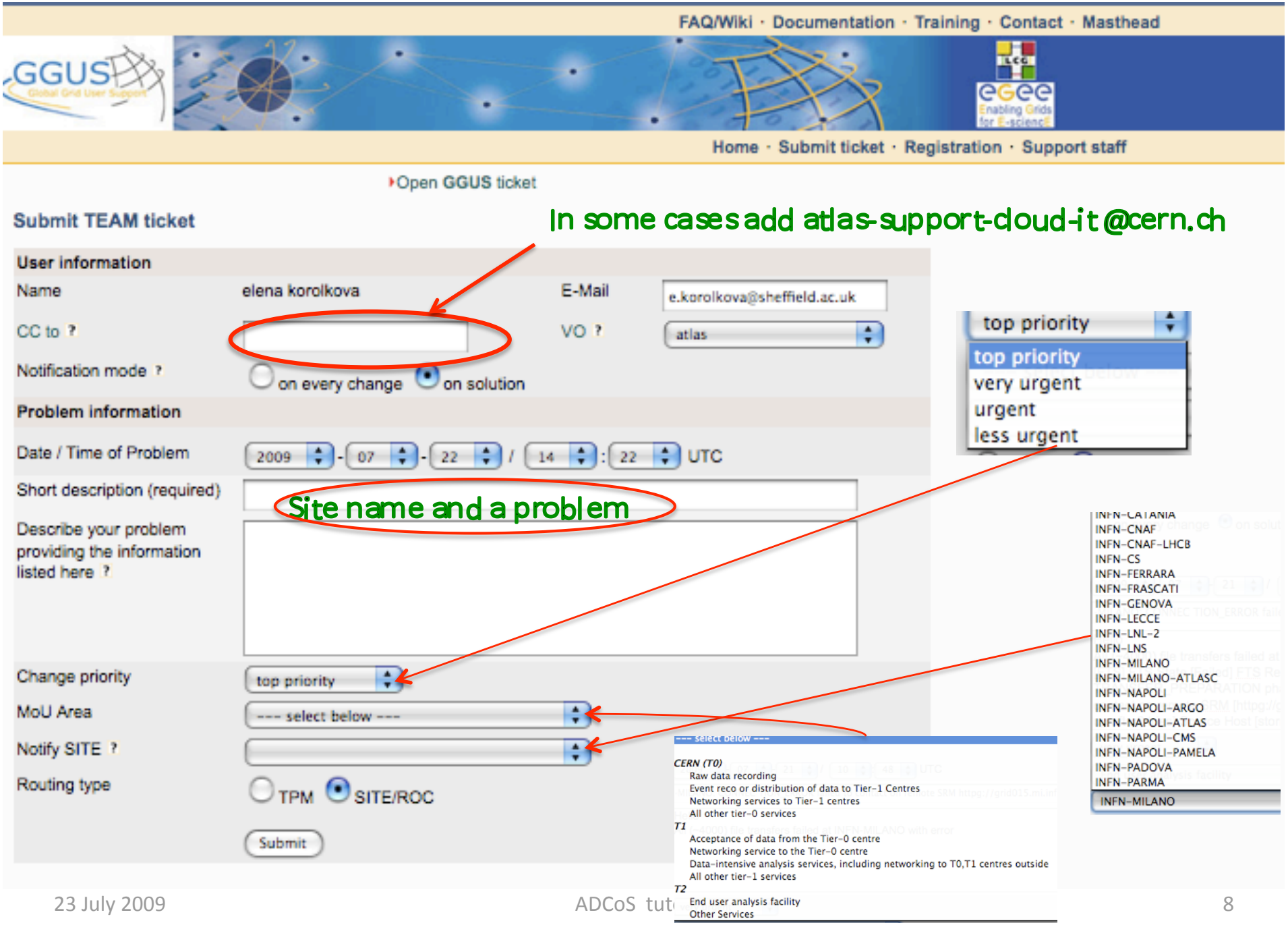
- Open only TEAM tickets so that other shifters can find them and follow up

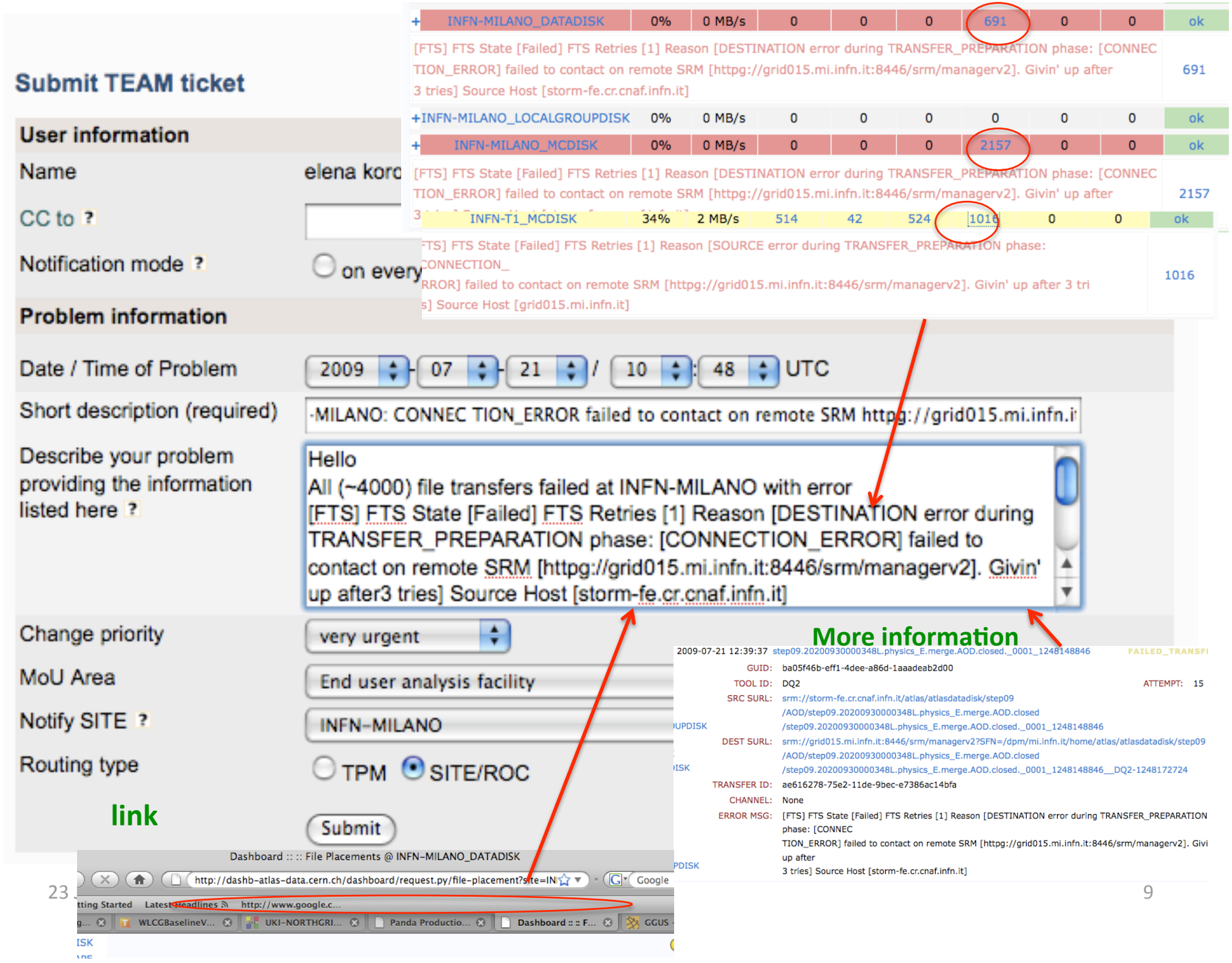
GGUS ATLAS TEAM membership
Send an email to the ATLAS VO managers: project-lcg-vo-atlas-admin@cern.ch and ask to be a member of /atlas/team VOMS group. GGUS receives this list in daily basis and update the membership accordingly.

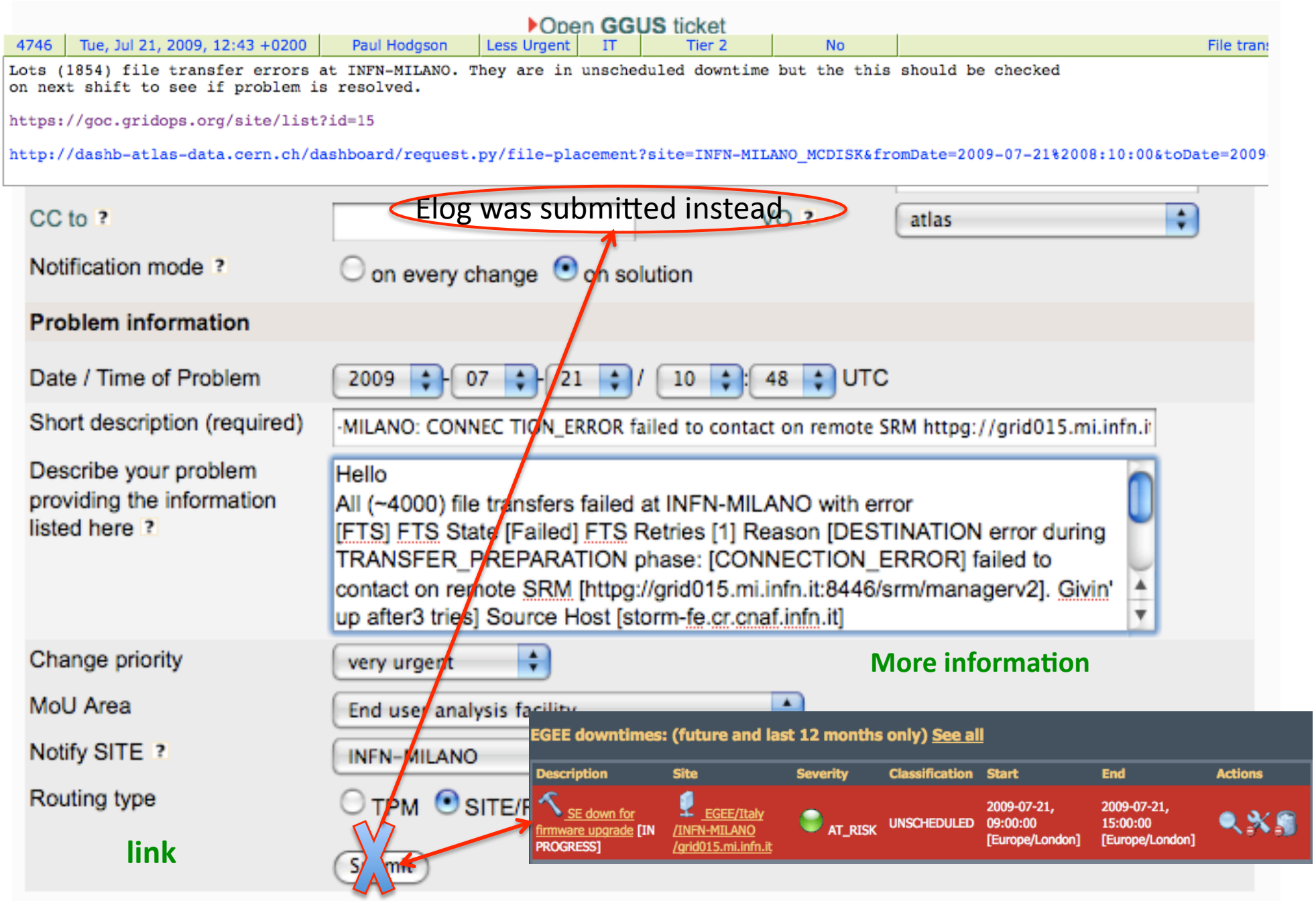


- Non ATLAS people should understand what problem is reported in the ticket
  Site admins complain about atlas tickets
- For Production:
  Do not use EXEPANDA_PUT_LFCMODULEIMPORT , EXEPANDA_DQ2PUT_FILECOPYERROR etc

- Provide link to the log(s) file(s) (panda/production dashboard for MC or DDM dashboard for data ditri
- Give approximate number of failures (related to the problem reported): and efficiency
- When you put queue offline , you should write this action in the ticket. Also write the name of the queue which was set offline
- Check opened tickets. Especially in waiting for reply state. Often site admins think they solvd the problem and ask the shifter to confirm this.
-

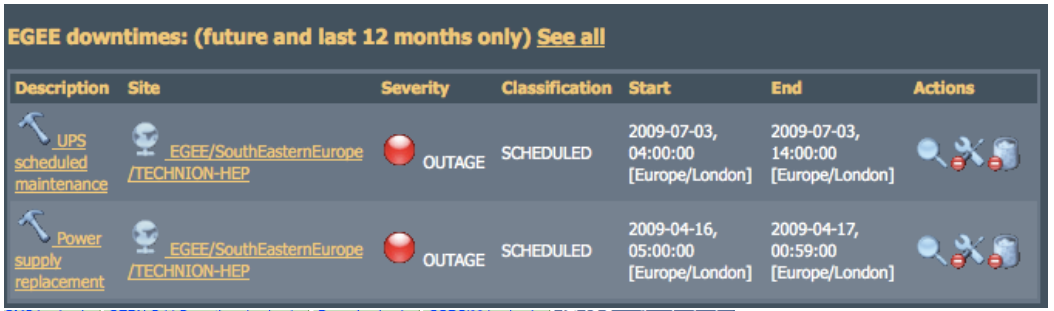

FAQ/Wiki · Documentation · Training · Contact · Masthead
GGUS
Global Grid User Support
Home · Submit ticket · Registration · Support staff
Open GGUS ticket
Submit TEAM ticket
In some cases add atlas-support-cloud-it@cern.ch
User information
Name
elena korolkova
E-Mail
e.korolkova@sheffield.ac.uk
CC to ?
VO ?
atlas
Notification mode ?
on every change
on solution
Problem information
Date / Time of Problem
2009 - 07 - 22 / 14 : 22 UTC
Short description (required)
Site name and a problem
Describe your problem providing the information listed here ?
Change priority
top priority
MoU Area
--- select below ---
Notify SITE ?
Routing type
TPM
SITE/ROC
Submit
top priority
very urgent
urgent
less urgent
INFN-CATANIA
INFN-CNAF
INFN-CNAF-LHCB
INFN-CS
INFN-FERRARA
INFN-FRASCATI
INFN-GENOVA
INFN-LECCE
INFN-LNL-2
INFN-LNS
INFN-MILANO
INFN-MILANO-ATLASC
INFN-NAPOLI
INFN-NAPOLI-ARGO
INFN-NAPOLI-ATLAS
INFN-NAPOLI-CMS
INFN-NAPOLI-PAMELA
INFN-PADOVA
INFN-PARMA
INFN-MILANO
--- select below ---
CERN (T0)
Raw data recording
Event reco or distribution of data to Tier-1 Centres
Networking services to Tier-1 centres
All other tier-0 services
T1
Acceptance of data from the Tier-0 centre
Networking service to the Tier-0 centre
Data-intensive analysis services, including networking to T0,T1 centres outside
All other tier-1 services
T2
End user analysis facility
Other Services

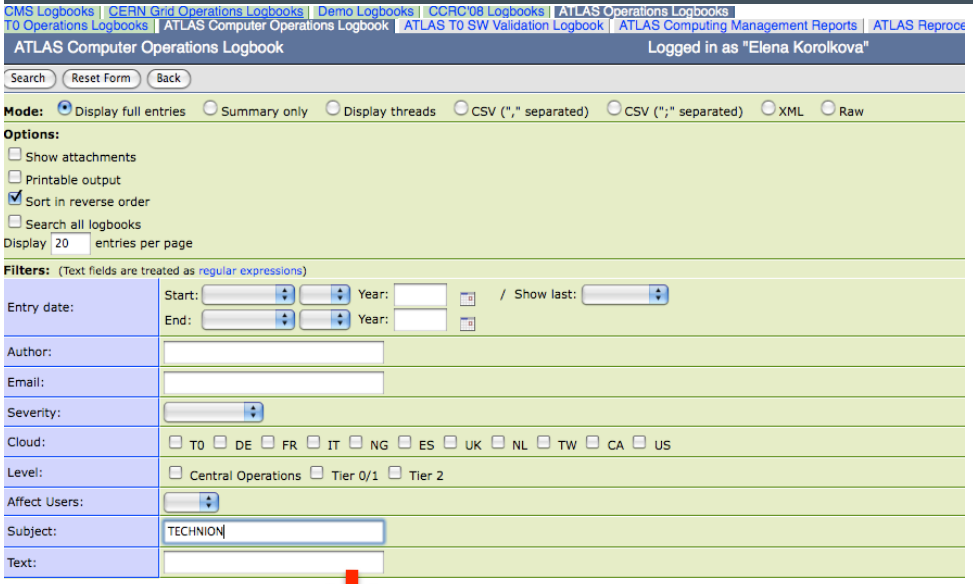

INFN-MILANO_DATADISK 0% 0 MB/s 0 0 0 691 0 0 ok
[FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during TRANSFER_PREPARATION phase: [CONNEC TION_ERROR] failed to contact on remote SRM [httpg://grid015.mi.infn.it:8446/srm/managerv2]. Givin' up after 3 tries] Source Host [storm-fe.cr.cnaf.infn.it]
691
INFN-MILANO_LOCALGROUPDISK 0% 0 MB/s 0 0 0 0 0 0 ok
INFN-MILANO_MCDISK 0% 0 MB/s 0 0 0 2157 0 0 ok
[FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during TRANSFER_PREPARATION phase: [CONNEC TION_ERROR] failed to contact on remote SRM [httpg://grid015.mi.infn.it:8446/srm/managerv2]. Givin' up after
2157
INFN-T1_MCDISK 34% 2 MB/s 514 42 524 1016 0 0 ok
[FTS] FTS State [Failed] FTS Retries [1] Reason [SOURCE error during TRANSFER_PREPARATION phase: CONNECTION_
RROR] failed to contact on remote SRM [httpg://grid015.mi.infn.it:8446/srm/managerv2]. Givin' up after 3 tri
s] Source Host [grid015.mi.infn.it]
1016
Submit TEAM ticket
User information
Name
elena koro
CC to ?
Notification mode ?
on every
Problem information
Date / Time of Problem
2009 07 21 / 10 48 UTC
Short description (required)
-MILANO: CONNEC TION_ERROR failed to contact on remote SRM httpg://grid015.mi.infn.i
Describe your problem providing the information listed here ?
Hello
All (~4000) file transfers failed at INFN-MILANO with error
[FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during TRANSFER_PREPARATION phase: [CONNECTION_ERROR] failed to contact on remote SRM [httpg://grid015.mi.infn.it:8446/srm/managerv2]. Givin' up after3 tries] Source Host [storm-fe.cr.cnaf.infn.it]
Change priority
very urgent
MoU Area
End user analysis facility
Notify SITE ?
INFN-MILANO
Routing type
TPM
SITE/ROC
link
Submit
More information
2009-07-21 12:39:37 step09.20200930000348L.physics_E.merge.AOD.closed._0001_1248148846 FAILED_TRANSFI
GUID: ba05f46b-eff1-4dee-a86d-1aaadeab2d00
TOOL ID: DQ2 ATTEMPT: 15
SRC SURL: srm://storm-fe.cr.cnaf.infn.it/atlas/atlasdatadisk/step09
/AOD/step09.20200930000348L.physics_E.merge.AOD.closed
/step09.20200930000348L.physics_E.merge.AOD.closed._0001_1248148846
DEST SURL: srm://grid015.mi.infn.it:8446/srm/managerv2?SFN=/dpm/mi.infn.it/home/atlas/atlasdatadisk/step09
/AOD/step09.20200930000348L.physics_E.merge.AOD.closed
/step09.20200930000348L.physics_E.merge.AOD.closed._0001_1248148846__DQ2-1248172724
TRANSFER ID: ae616278-75e2-11de-9bec-e7386ac14bfa
CHANNEL: None
ERROR MSG: [FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during TRANSFER_PREPARATION phase: [CONNEC
TION_ERROR] failed to contact on remote SRM [httpg://grid015.mi.infn.it:8446/srm/managerv2]. Givi up after
3 tries] Source Host [storm-fe.cr.cnaf.infn.it]
Dashboard :: :: File Placements @ INFN-MILANO_DATADISK
http://dashb-atlas-data.cern.ch/dashboard/request.py/file-placement?site=IN
Google
tting Started Latest Headlines http://www.google.c...
WLCGBaselineV... UKI-NORTHGRI... Panda Productio... Dashboard :: :: F... GGUS

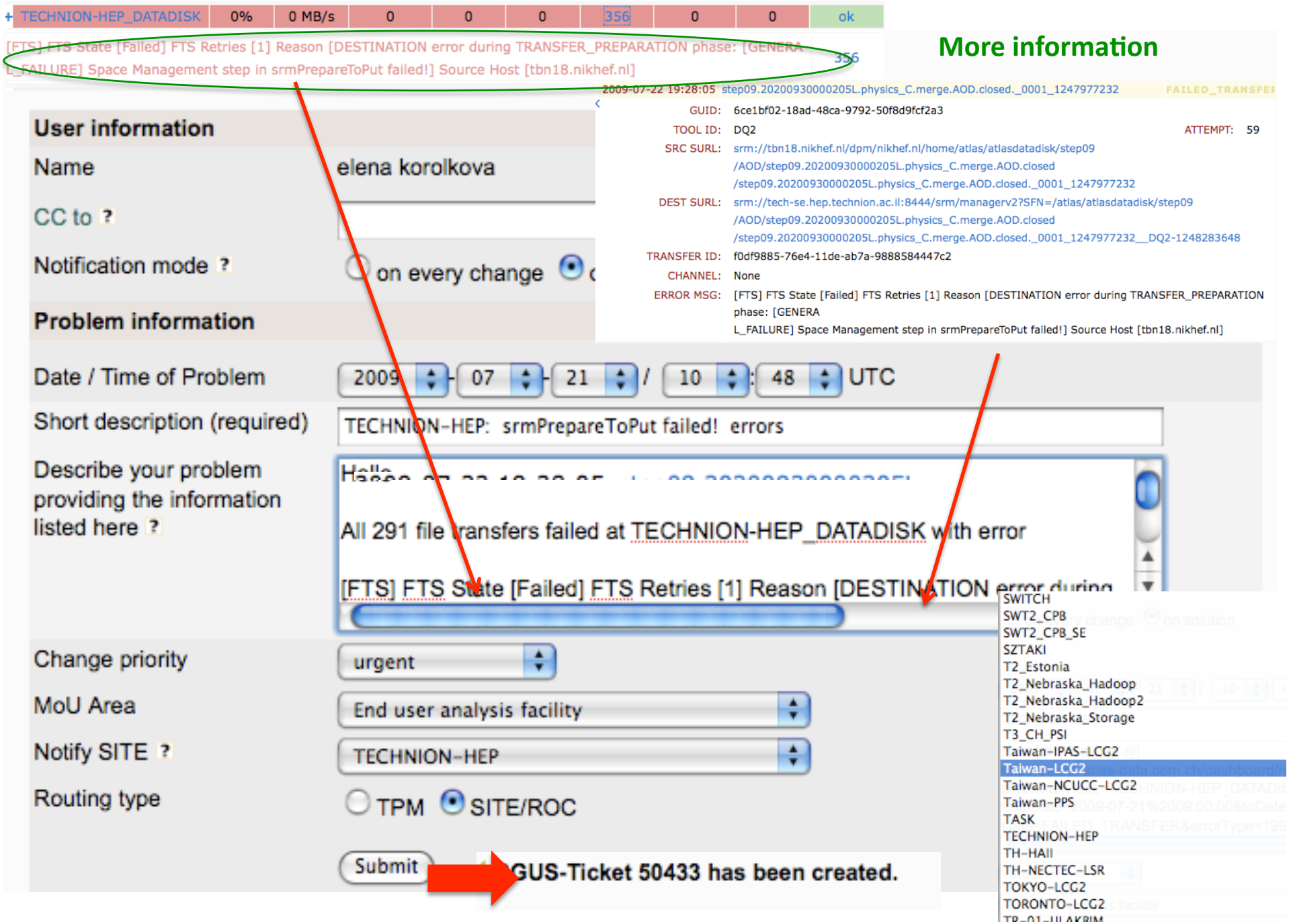

Open GGUS ticket
4746 | Tue, Jul 21, 2009, 12:43 +0200 | Paul Hodgson | Less Urgent | IT | Tier 2 | No | File trans
Lots (1854) file transfer errors at INFN-MILANO. They are in unscheduled downtime but the this should be checked on next shift to see if problem is resolved.
https://goc.gridops.org/site/list?id=15
http://dashb-atlas-data.cern.ch/dashboard/request.py/file-placement?site=INFN-MILANO_MCDISK&fromDate=2009-07-21%2008:10:00&toDate=2009
Elog was submitted instead
CC to ?
atlas
Notification mode ?
on every change
on solution
Problem information
Date / Time of Problem
2009 - 07 - 21 / 10 : 48 UTC
Short description (required)
-MILANO: CONNEC TION_ERROR failed to contact on remote SRM httpg://grid015.mi.infn.i
Describe your problem providing the information listed here ?
Hello
All (~4000) file transfers failed at INFN-MILANO with error
[FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during TRANSFER_PREPARATION phase: [CONNECTION_ERROR] failed to contact on remote SRM [httpg://grid015.mi.infn.it:8446/srm/managerv2]. Givin' up after3 tries] Source Host [storm-fe.cr.cnaf.infn.it]
Change priority
very urgent
More information
MoU Area
End user analysis facility
Notify SITE ?
INFN-MILANO
Routing type
TPM
SITE/R
link
EGEE downtimes: (future and last 12 months only) See all
Description | Site | Severity | Classification | Start | End | Actions
SE down for firmware upgrade [IN PROGRESS] | EGEE/Italy /INFN-MILANO /grid015.mi.infn.it | AT_RISK | UNSCHEDULED | 2009-07-21, 09:00:00 [Europe/London] | 2009-07-21, 15:00:00 [Europe/London]

DDM problem at TECHNION-HEP

- check downtime
- check eLog






TECHNION-HEP_DATADISK 0% 0 MB/s 0 0 0 356 0 0 ok
[FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during TRANSFER_PREPARATION phase: [GENERA
L_FAILURE] Space Management step in srmPrepareToPut failed!] Source Host [tbn18.nikhef.nl]
More information
2009-07-22 19:28:05 step09.20200930000205L.physics_C.merge.AOD.closed._0001_1247977232 FAILED_TRANSFE
GUID: 6ce1bf02-18ad-48ca-9792-50f8d9fcf2a3
TOOL ID: DQ2 ATTEMPT: 59
SRC SURL: srm://tbn18.nikhef.nl/dpm/nikhef.nl/home/atlas/atlasdatadisk/step09
/AOD/step09.20200930000205L.physics_C.merge.AOD.closed
/step09.20200930000205L.physics_C.merge.AOD.closed._0001_1247977232
DEST SURL: srm://tech-se.hep.technion.ac.il:8444/srm/managerv2?SFN=/atlas/atlasdatadisk/step09
/AOD/step09.20200930000205L.physics_C.merge.AOD.closed
/step09.20200930000205L.physics_C.merge.AOD.closed._0001_1247977232__DQ2-1248283648
TRANSFER ID: f0df9885-76e4-11de-ab7a-9888584447c2
CHANNEL: None
ERROR MSG: [FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during TRANSFER_PREPARATION phase: [GENERA
L_FAILURE] Space Management step in srmPrepareToPut failed!] Source Host [tbn18.nikhef.nl]
User information
Name elena korolkova
CC to ?
Notification mode ? on every change
Problem information
Date / Time of Problem 2009 - 07 - 21 / 10 : 48 UTC
Short description (required) TECHNION-HEP: srmPrepareToPut failed! errors
Describe your problem providing the information listed here ?
All 291 file transfers failed at TECHNION-HEP_DATADISK with error
[FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during
SWITCH
SWT2_CPB
SWT2_CPB_SE
SZTAKI
T2_Estonia
T2_Nebraska_Hadoop
T2_Nebraska_Hadoop2
T2_Nebraska_Storage
T3_CH_PSI
Taiwan-IPAS-LCG2
Taiwan-LCG2
Taiwan-NCUCC-LCG2
Taiwan-PPS
TASK
TECHNION-HEP
TH-HAII
TH-NECTEC-LSR
TOKYO-LCG2
TORONTO-LCG2
Change priority urgent
MoU Area End user analysis facility
Notify SITE ? TECHNION-HEP
Routing type TPM SITE/ROC
Submit
GUS-Ticket 50433 has been created.

GGUS Ticket-ID: 50433

Ticket was opened

Information Ticket-ID: 50433

Submitter:	**elena korolkova**	Date of problem:	2009-07-21 10:48 UTC	Origin support group:	GGUS
Login (shortened):	CN=elena korolkova	Type of problem:	**Other**	Ticket Category:	Incident
E-Mail:	e.korolkova@sheffield.ac.uk	Priority:	**urgent**	Responsible Unit:	ROC_SE
User notification:	on solution	VO specific:	No	Ticket Type:	**TEAM**
		Concerned VO:	atlas	Routing Type:	SITE/ROC
		Notified Site:	TECHNION-HEP	Status:	assigned
		MouArea:	End user analysis facility		

Description: TECHNION-HEP: srmPrepareToPut failed! errors

Detailed description:
Hello

All 291 file transfers failed at TECHNION-HEP_DATADISK with error

[FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during TRANSFER_PREPARATION phase: [GENERAL_FAILURE] Space Management step in srmPrepareToPut failed!] Source Host [tbn18.nikhef.nl]

Could you have a look, please

Thanks
Elena

more details
2009-07-21 12:58:07 step09.20200930000145L.physics_A.merge.DPD_TYPE03.closed._0001_1247905236 FAILED_TRANSFER
GUID: 11f19409-8497-45cc-8222-eb0a1d1934e4
TOOL ID: DQ2 ATTEMPT: 31
SRC SURL: srm://tbn18.nikhef.nl/dpm/nikhef.nl/home/atlas/atlasdatadisk/step09/DPD_TYPE03/step09.20200930000145L.physics_A.merge.DPD_TYPE03.closed
/step09.20200930000145L.physics_A.merge.DPD_TYPE03.closed._0001_1247905236
DEST SURL: srm://tech-se.hep.technion.ac.il:8444/srm/managerv2?SFN=/atlas/atlasdatadisk/step09/DPD_TYPE03/step09.20200930000145L.physics_A.merge.DPD_TYPE03.closed
/step09.20200930000145L.physics_A.merge.DPD_TYPE03.closed._0001_1247905236__DQ2-1248173841
TRANSFER ID: 471d32bf-75e5-11de-ab7a-9888584447c2
CHANNEL: None
ERROR MSG: [FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during TRANSFER_PREPARATION phase: [GENERA
L_FAILURE] Space Management step in srmPrepareToPut failed!] Source Host [tbn18.nikhef.nl]
▸http://dashb-atlas-data.cern.ch/dashboard/request.py/file-placement?site=TECHNION-HEP_DATADISK&fromDate=2009-07-21%2009:00:00&toDate=2009-07-21%2013:00:00&
state=FAILED_TRANSFER&errorType=199

Submit eLog entry

ATLAS Computer Operations Logbook — Logged in as "Elena Korolkova"

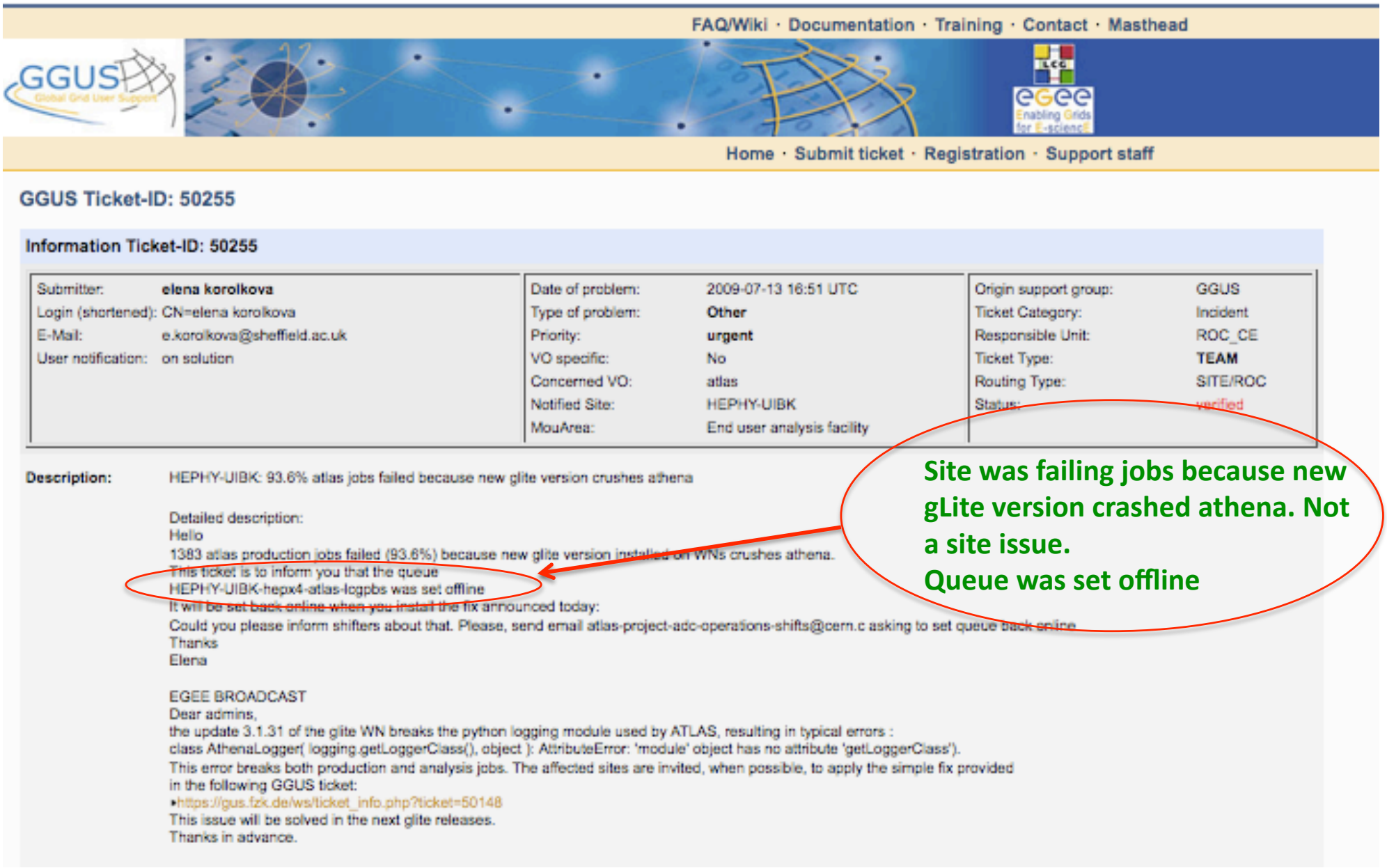
Submit | Preview | Back

Fields marked with * are required

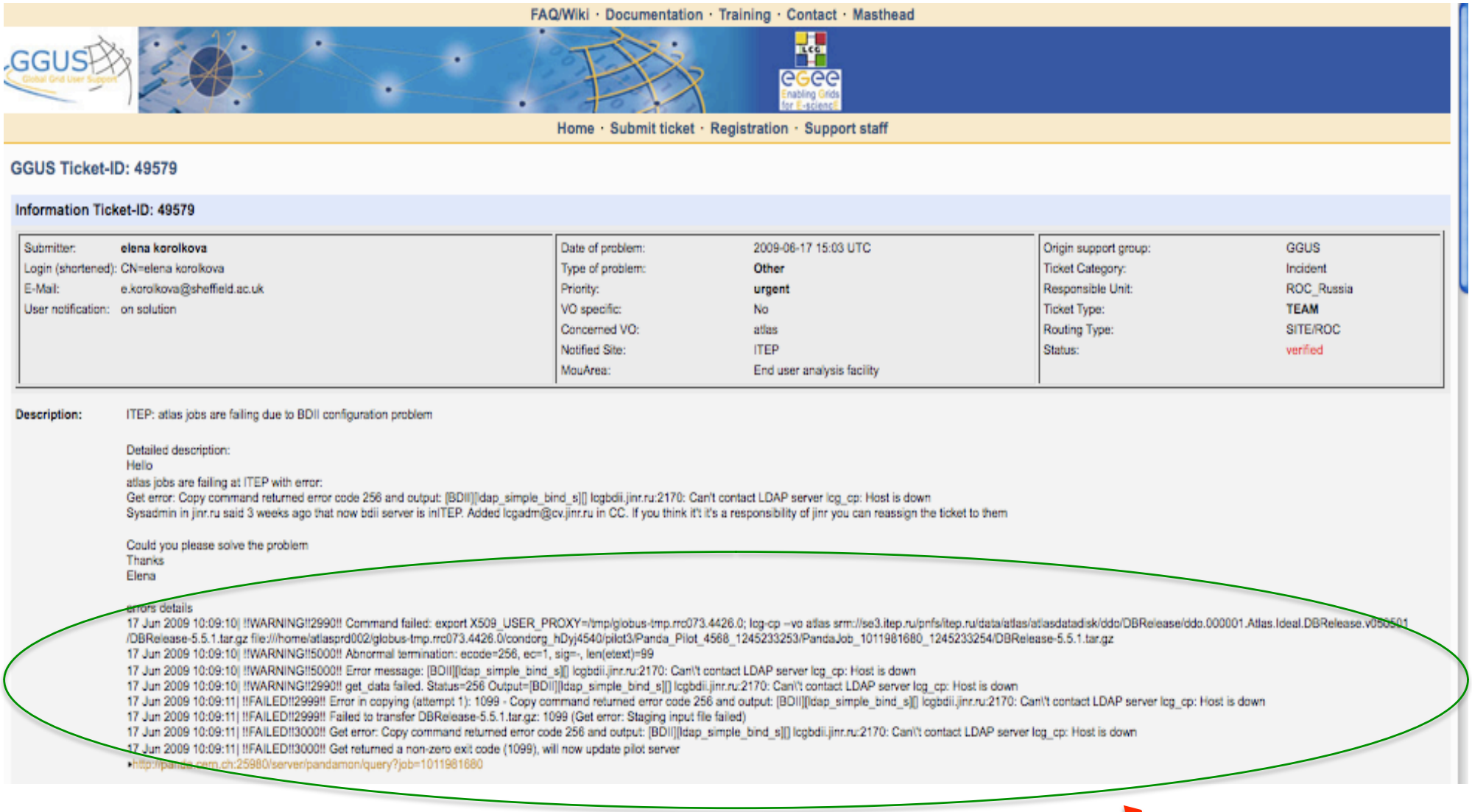
Entry time:	Tue, Jul 21, 2009, 14:17 +0200
Author*:	Elena Korolkova
Email*:	e.korolkova@sheffield.ac.uk
Severity*:	Less Urgent
Cloud*:	☐ T0 ☐ DE ☐ FR ☐ IT ☐ NG ☐ ES ☐ UK ☑ NL ☐ TW ☐ CA ☐ US
Level*:	☐ Central Operations ☐ Tier 0/1 ☑ Tier 2
Affect Users*:	No
Subject:	TECHNION-HEP: srmPrepareToPut failed! errors

```
[FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during TRANSFER_PREPARATION phase:
[GENERAL_FAILURE] Space Management step in srmPrepareToPut failed!] Source Host [tbn18.nikhef.nl]

https://gus.fzk.de/ws/ticket_info.php?ticket=50433
```


FAQ/Wiki · Documentation · Training · Contact · Masthead
GGUS
Home · Submit ticket · Registration · Support staff
GGUS Ticket-ID: 50255
Information Ticket-ID: 50255
Submitter: elena korolkova
Login (shortened): CN=elena korolkova
E-Mail: e.korolkova@sheffield.ac.uk
User notification: on solution
Date of problem: 2009-07-13 16:51 UTC
Type of problem: Other
Priority: urgent
VO specific: No
Concerned VO: atlas
Notified Site: HEPHY-UIBK
MouArea: End user analysis facility
Origin support group: GGUS
Ticket Category: Incident
Responsible Unit: ROC_CE
Ticket Type: TEAM
Routing Type: SITE/ROC
Status: verified
Description: HEPHY-UIBK: 93.6% atlas jobs failed because new glite version crushes athena
Detailed description:
Hello
1383 atlas production jobs failed (93.6%) because new glite version installed on WNs crushes athena.
This ticket is to inform you that the queue
HEPHY-UIBK-hepx4-atlas-lcgpbs was set offline
It will be set back online when you install the fix announced today:
Could you please inform shifters about that. Please, send email atlas-project-adc-operations-shifts@cern.c asking to set queue back online
Thanks
Elena
EGEE BROADCAST
Dear admins,
the update 3.1.31 of the glite WN breaks the python logging module used by ATLAS, resulting in typical errors :
class AthenaLogger(logging.getLoggerClass(), object): AttributeError: 'module' object has no attribute 'getLoggerClass').
This error breaks both production and analysis jobs. The affected sites are invited, when possible, to apply the simple fix provided
in the following GGUS ticket:
•https://gus.fzk.de/ws/ticket_info.php?ticket=50148
This issue will be solved in the next glite releases.
Thanks in advance.
Site was failing jobs because new gLite version crashed athena. Not a site issue.
Queue was set offline

Production jobs failed due to bdii errors



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Home · Submit ticket · Registration · Support staff

GGUS Ticket-ID: 49579

Information Ticket-ID: 49579

Submitter:	elena korolkova	Date of problem:	2009-06-17 15:03 UTC	Origin support group:	GGUS
Login (shortened):	CN=elena korolkova	Type of problem:	Other	Ticket Category:	Incident
E-Mail:	e.korolkova@sheffield.ac.uk	Priority:	urgent	Responsible Unit:	ROC_Russia
User notification:	on solution	VO specific:	No	Ticket Type:	TEAM
		Concerned VO:	atlas	Routing Type:	SITE/ROC
		Notified Site:	ITEP	Status:	verified
		MouArea:	End user analysis facility		

Description: ITEP: atlas jobs are failing due to BDII configuration problem

Detailed description:
Hello
atlas jobs are failing at ITEP with error:
Get error: Copy command returned error code 256 and output: [BDII][ldap_simple_bind_s][] lcgbdii.jinr.ru:2170: Can't contact LDAP server lcg_cp: Host is down
Sysadmin in jinr.ru said 3 weeks ago that now bdii server is in ITEP. Added lcgadm@cv.jinr.ru in CC. If you think it's it's a responsibility of jinr you can reassign the ticket to them

Could you please solve the problem
Thanks
Elena

errors details
17 Jun 2009 10:09:10| !!WARNING!!2990!! Command failed: export X509_USER_PROXY=/tmp/globus-tmp.rrc073.4426.0; lcg-cp --vo atlas srm://se3.itep.ru/pnfs/itep.ru/data/atlas/atlasdatadisk/ddo/DBRelease/ddo.000001.Atlas.Ideal.DBRelease.v050501
/DBRelease-5.5.1.tar.gz file:///home/atlasprd002/globus-tmp.rrc073.4426.0/condorg_hDyj4540/pilot3/Panda_Pilot_4568_1245233253/PandaJob_1011981680_1245233254/DBRelease-5.5.1.tar.gz
17 Jun 2009 10:09:10| !!WARNING!!5000!! Abnormal termination: ecode=256, ec=1, sig=-, len(etext)=99
17 Jun 2009 10:09:10| !!WARNING!!5000!! Error message: [BDII][ldap_simple_bind_s][] lcgbdii.jinr.ru:2170: Can\'t contact LDAP server lcg_cp: Host is down
17 Jun 2009 10:09:10| !!WARNING!!2990!! get_data failed. Status=256 Output=[BDII][ldap_simple_bind_s][] lcgbdii.jinr.ru:2170: Can\'t contact LDAP server lcg_cp: Host is down
17 Jun 2009 10:09:11| !!FAILED!!2999!! Error in copying (attempt 1): 1099 - Copy command returned error code 256 and output: [BDII][ldap_simple_bind_s][] lcgbdii.jinr.ru:2170: Can\'t contact LDAP server lcg_cp: Host is down
17 Jun 2009 10:09:11| !!FAILED!!2999!! Failed to transfer DBRelease-5.5.1.tar.gz: 1099 (Get error: Staging input file failed)
17 Jun 2009 10:09:11| !!FAILED!!3000!! Get error: Copy command returned error code 256 and output: [BDII][ldap_simple_bind_s][] lcgbdii.jinr.ru:2170: Can\'t contact LDAP server lcg_cp: Host is down
17 Jun 2009 10:09:11| !!FAILED!!3000!! Get returned a non-zero exit code (1099), will now update pilot server
•http://panda.cern.ch:25980/server/pandamon/query?job=1011981680

Information from Panda

ELOG

- Report all your actions in ELOG
- Choosing the right criticality in eLog:

top priority: data export from cern, problem at the tier0, problems of the central services, central catalog etc etc, LFC at cern

4486	Wed, Jul 08, 2009, 13:42 +0200	Rodney Walker	**Top Priority**	T0 | DE | FR | IT | NG | ES | UK | NL | TW | CA | US	Central Operations	No	panda cannot use dq2	Looks like panda cannot use dq2 so cannot register datablocks. Holding jobs increase and new jobs fail.

very urgent: problems at the T1s (no acceptance data from the T0), L FC or FTS down

4556	Sun, Jul 12, 2009, 14:05 +0200	Ueda I	**Very Urgent**	FR	Central Operations	No	ss_lyon affected at 50 % with 7 criticals in 30min period	on SLS: CRITICAL errors before 11h and arour 12h on the ss_lyon box: 7 CRITICAL at around

urgent: problems that affect the cloud

4709	Sun, Jul 19, 2009, 10:40 +0200	Alexei Klimentov	**Urgent**	US	Tier 0/1	Yes	pending and broken subscriptions of reprocessed data (BNL->calib T2)	there are 3 datasets produced at BNL, they are not transferred to Calibration T2s and

less urgent: others

4592	Mon, Jul 13, 2009, 15:59 +0200	Tatjana Lenz	Less Urgent	FR	Tier 2	No	copy errors at GRIF	https://gus.fzk.de/ws/ticket_info.php?ticket=502

RT tickets

- Tickets for the US sites can now be opened in GGUS . However, for some reasons RT tickets can reach the site faster
- You can create a ticket simply by sending an email to RT-RACF-**[Category]**@bnl.gov.... where Category denotes a specific queue related to the US ATLAS Tier2 site or another problem type

* **GLTier2**
  - USAtlas Great Lakes Tier2 Center
  - University of Michigan & Michigan University

* **MWTier2**
  - USAtlas MidWest Tier2 Center
  - University of Chicago
  - Indiana University

* **NETier2**
  - USAtlas NorthEast Tier2 Center
  - Boston University
  - Harvard University

* **SWTier2**
  - USAtlas SouthWest Tier2 Center
  - University of Oklahoma
  - University of Texas at Arlington
  - University of New Mexico
  - Langston University

* **WTier2**
  - USAtlas Western Tier2 Center
  - Stanford Linear Accelerator Center

* **GridServices**
  - Grid services & gatekeepers at BNL Tier1
  - GridFTP

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RT tickets: example

Send email to :

To: RT-RACF-**MWTier2**@bnl.gov

Subject: **MWT2_IU**: failed to contact on remote SRM [httpg://iut2-dc1.iu.edu:8443/srm/managerv2] errors

Hello

there are currently 324 transfer failures at MWT2_IU with error:

[FTS] FTS State [Failed] FTS Retries [1] Reason [DESTINATION error during TRANSFER_PREPARATION phase: [CONNECTION_ERROR] failed to contact on remote SRM[httpg://iut2-dc1.iu.edu:8443/srm/managerv2]. Givin' up after 3 tries] Source Host [dcsrm.usatlas.bnl.gov]

Could you have a look, please

Thanks

Elena

More information:

http://dashb-atlas-data.cern.ch/dashboard/request.py/file-placement?site=MWT2_IU_MCDISK&fromDate=2009-07-08 10:10:00&toDate=2009-07-0814:10:00&state=FAILED_TRANSFER&errorType=259

2009-07-08 14:06:01 TAG.072860._000006.pool.root.1 FAILED_TRANSFER

GUID: 8cd931d1-f0ab-41ec-b67c-9bda8305f5ca

TOOL ID: DQ2 ATTEMPT: 36

SRC SURL:

srm://dcsrm.usatlas.bnl.gov/pnfs/usatlas.bnl.gov/MCDISK/mc08/TAG/mc08.208161.AlpgenJimmyZtautauNp1VBFCut.merge.TAG.e426_s495_r635_t53_tid072860/TAG.072860._000006.pool.root.1

DEST SURL:

srm://iut2-dc1.iu.edu:8443/srm/managerv2?SFN=/pnfs/iu.edu/atlasmcdisk/mc08/TAG/mc08.208161.AlpgenJimmyZtautauNp1VBFCut.merge.TAG.e426_s495_r635_t53_tid072860/TAG.072860._000006.pool.root.1__DQ2-1247054738

TRANSFER ID: a817c285-6bb7-11de-8c9c-d48c90c0aaeb

CHANNEL: None

ERROR MSG: [FTS] FTS State [Failed] FTS Retries [1] Reason[DESTINATION error during TRANSFER_PREPARATION phase: [CONNECTION_ERROR] failed to contact on remote SRM[httpg://iut2-dc1.iu.edu:8443/srm/managerv2]. Givin' up after 3 tries] Source Host [dcsrm.usatlas.bnl.gov]

RT tickets: example

To: RT-RACF-MWTier2@bnl.gov
Subject: MWT2_IU: failed to contact on remote SRM [httpg://iut2-dc1.iu.edu:8443/srm/managerv2] errors

You ‘ll get a reply from RT system

Hello
there are currently 224 transfer failures at MWT2_IU with error:

[FTS] FTS [CONNECTION_ERROR]
fail Source Host
[dc

Could yo
Thanks
Elena

More inf
http://das
10:

2009-07-0
GUID: 8c
TOOL ID:
SRC SURL:
srm://dcsr
161.Alpge
DEST SURL:
srm://iut2-dc1.iu.edu:8443/srm/managerv2?SFN=/pnfs/iu.edu/atlasmcdisk/mc08/TAG/
mc08.208161.AlpgenJimmyZtautauNp1VBFCut.merge.TAG.e426_s495_r635_t53_tid072860/TAG.072860._000006.pool.root.1__DQ2-1247054738
TRANSFER ID: a817c285-6bb7-11de-8c9c-d48c90c0aaeb
CHANNEL: None
ERROR MSG: [FTS] FTS State [Failed] FTS Retries [1] Reason[DESTINATION error during TRANSFER_PREPARATION phase: [CONNECTION_ERROR] failed to contact on remote SRM[httpg://iut2-dc1.iu.edu:8443/srm/managerv2]. Givin' up after 3 tries] Source Host [dcsrm.usatlas.bnl.gov]

Greetings,

This message has been automatically generated in response to the creation of a trouble ticket you submitted regarding:

MWT2_IU: failed to contact on remote SRM [httpg://iut2-dc1.iu.edu:8443/srm/managerv2] errors

A summary of your ticket, which has been assigned a request ID of [rt-racf.bnl.gov #12120], appears below.

To modify your ticket or add followups, simply reply to this email message. Please do not change the subject of this e-mail when replying or you might generate a new ticket.

Thank you,
RT-RACF-GLTier2@bnl.gov

Daily SHIFT report

- Consider daily report as a help to the next shifter
- Should be one report for the time zone
- Describe **all** the problems you /other shifter/ expert-on call were dealing with during your shifts:
    - All tickets opened during your shift
    - All queues which was set offline/online/test mode