Subject: Shift summary -- 9/27/17
From: Mark Sosebee <sosebee@uta.edu>
Date: 09/27/2017 11:34 AM
To: Mark Sosebee <sosebee@uta.edu>

Shift notes from the past week:

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ADCoS/CRC reports from the ADC Weekly and ADCoS meetings:
No CRC report this week
https://indico.cern.ch/event/668853/contributions/2734940/attachments/1530424/2395069/170926_ADCoS.pdf (Armen)

General news/issues during the week:

9/25: BNL FTS upgrade - 10:00 AM (EST):
https://atlas-logbook.cern.ch/elog/ATLAS+Computer+Operations+Logbook/62749

9/25: ADC Technical Coordination Board:
Canceled this week - will resume next:
https://indico.cern.ch/event/668427/

9/26: ADC Weekly meeting:
https://indico.cern.ch/e/668434

MC and Group Production summaries from the ADC Weekly meeting:
https://indico.cern.ch/event/668434/contributions/2733161/attachments/1530319/2394865/mccoord_260917.pdf

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1) 9/24: SWT2_CPB - file deletion failures ("ERROR MSG The requested service is not available at the moment. Details: An unknown exception occurred"). A rack-level switch went down, taking two storage systems off-line. Rebooting the switch solved the problem.
https://ggus.eu/?mode=ticket_info&ticket_id=130720 was closed on 9/26 - eLog 62774.

Follow-ups from earlier reports:

(i) 7/24: SWT2_CPB - source/destination file transfer and deletion errors ("Communication error on send...Error reading token data header: Connection closed"). Same issue as was reported in ggus 129473 (i.e., one storage server is getting overloaded and this in turn backs up the SRM service).
https://ggus.eu/?mode=ticket_info&ticket_id=129725 in progress, eLog 62088.

(ii) 8/27: NET2 - most / all transfers from the site to DE/UNI-FREIBURG & RU/JINR-LCG2 fail with a "Unable to connect to (machine IP address) - 500-globus_xio: System error in connect: Connection timed out." https://ggus.eu/?mode=ticket_info&ticket_id=130245, eLog 62491.

(iii) 9/20: SWT2_CPB, UTA_SWT2 - file deletions failing with "The requested service is not available at the moment. Details: An unknown exception occurred. Details: srm-ifce err: Communication error on send." https://ggus.eu/?mode=ticket_info&ticket_id=130639 in progress, eLog 62708.
Update 9/21: A campus networking security device was updated, and two of the new rules were (unnecessarily) affecting parts of the traffic, including that from the deletion service. Rolling back the two offending rules solved the problem, so ggus 130639 was closed. eLog 62719.