

Subject: Cloud summary -- 9/26/18
From: Mark Sosebee <sosebee@uta.edu>
Date: 09/26/2018 11:55 AM
To: Mark Sosebee <sosebee@uta.edu>

Shift notes from the past week:

=====

ADCoS/CRC reports from the ADC Weekly and ADCoS meetings:
https://indico.cern.ch/event/758438/contributions/3145425/attachments/1722209/2780955/CRC_WeeklyReport_2018-09-18-25.pdf (CRC report)

General news / issues during the past week:

9/24: ADC Technical Coordination Board:
No meeting this week, since next week is S&C at CERN.

9/25: ADC Weekly meeting:
<https://indico.cern.ch/event/758438/>

MC / Group Production / Reprocessing summaries from the ADC Weekly meeting:
https://indico.cern.ch/event/758438/contributions/3145427/attachments/1722223/2780869/mccoord_250918.pdf
<https://indico.cern.ch/event/758438/contributions/3145426/attachments/1722236/2780897/ADCWeekly25thSeptember2018.pdf>
https://indico.cern.ch/event/758438/contributions/3145428/attachments/1722117/2780678/DatRepStatus_ADC_25092018.pdf

=====

Site-specific issues:

1) 9/20: MWT2 - squid service degraded. A squid host hung during a reboot. Issue resolved - service back up.
https://ggus.eu/?mode=ticket_info&ticket_id=137316 was closed on 9/21, eLog 66868.

2) 9/21: SWT2_CPB - file transfer errors ("Communication error on send, err: [SE][srmRm][] httpg://gk03.atlas-swt2.org:8443/srm/v2/server: java.lang.reflect.InvocationTargetException"). One data server was heavily loaded, causing the errors. Load came down, also rebooted the SRM host. Errors stopped, so https://ggus.eu/?mode=ticket_info&ticket_id=137317 was closed later the same day. eLog 66877.

3) 9/21: A Globus update release (at CERN) is incompatible with BeStMan SRM, impacting the NET2, SWT2_CPB and UTA_SWT2 sites. The symptom is failing file

deletions. Modifications at the sites to mitigate this issue are in progress.

https://ggus.eu/?mode=ticket_info&ticket_id=137374, https://ggus.eu/?mode=ticket_info&ticket_id=137388,
https://ggus.eu/index.php?mode=ticket_info&ticket_id=137389.

4) 9/22: AGLT2 - file transfer errors ("CGSI-gSOAP running on fts301.usatlas.bnl.gov reports Error reading token data header: Connection closed"). Issue with the certificate CRL's updater understood and fixed.

https://ggus.eu/?mode=ticket_info&ticket_id=137338 was closed on 9/23, eLog

5) 9/24: HU_ATLAS_Tier2_MCORE - job failures with "lost heartbeat" errors. Issue under investigation. If the errors persist may turn off the queue, since it's eventually going to be decommissioned.

https://ggus.eu/?mode=ticket_info&ticket_id=137364, eLog 66921.

6) 9/24: BNL_PROD_MCORE - job failures (~25%) with stage-in errors. A hardware problem was fixed, and the error rate is now much lower. https://ggus.eu/?mode=ticket_info&ticket_id=137367 in progress, eLog 66923.

Follow-ups from earlier reports:

(i) 8/29: NET2 - destination file transfer errors ("Communication error on send, err: [SE][srmRm] httpg://atlas.bu.edu:8443/srm/v2/server: CGSI-gSOAP running on fts301.usatlas.bnl.gov reports Error reading token data header: Connection closed").

https://ggus.eu/?mode=ticket_info&ticket_id=136936 in progress, eLog 66612.

(ii) 9/18: AGLT2 - fiber cut between the two sites (UM and MSU). Potentially impacts jobs at the MSU site, depending on the amount of time needed for repairs. https://ggus.eu/?mode=ticket_info&ticket_id=137264 in progress, eLog 66835.

Update 9/20: network link restored, all services back up. ggus 137264 was closed, eLog 66850.