

Subject: Cloud summary -- 10/3/18
From: Mark Sosebee <sosebee@uta.edu>
Date: 10/23/18, 6:04 PM
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 meetings this week - Software & Computing Week at CERN.

General news / issues during the past week:

10/1: ADC Technical Coordination Board:
No meeting this week - Software & Computing Week at CERN.

10/2: ADC Weekly meeting:
No meeting this week - Software & Computing Week at CERN.

MC / Group Production / Reprocessing summaries from the ADC Weekly meeting:
No meeting this week - Software & Computing Week at CERN.

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Site-specific issues:

1) 9/28: BNL - destination file transfer errors ("TRANSFER globus_ftp_client: the server responded with an error 451 All pools are full"). Reconfigured some storage pools to allow for more writing space. Errors stopped, so https://ggus.eu/?mode=ticket_info&ticket_id=137456 was closed on 9/29. (Also closed an associated jira DDM ops ticket: <https://its.cern.ch/jira/browse/ATLDDMOPS-5461>.) eLog 66979.

2) 10/3: SWT2_CPB - file deletion errors ("The requested service is not available at the moment"). Related to the recent SRM => GridFTP change. https://ggus.eu/?mode=ticket_info&ticket_id=137535 in progress, eLog 67016.

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: CGI-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) 9/21: 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.

Update 9/28: GridFTP solution implemented at SWT2 to replace the BeStMan SRM service. Errors stopped, so ggus tickets 137388 and 137389 were closed. eLog 66969, 66970.

(iii) 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.

(iv) 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.

Update 9/27: fixing the hardware problem (bad pool node) resolved the issue. ggus 137367 was closed. eLog 66956.