

Subject: Cloud summary - 11/27/19
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Date: 12/10/19, 6:25 PM
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US cloud notes from the past week:

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ADCoS/CRC reports from the ADC Weekly and ADCoS meetings:

https://indico.cern.ch/event/865630/contributions/3647045/attachments/1951750/3240323/2019.11.26_DDM_Weekly_Report.pdf (DDM report)
<https://indico.cern.ch/event/865630/contributions/3647045/attachments/1951750/3240380/go> (DPA report)
https://indico.cern.ch/event/866944/contributions/3653205/attachments/1951875/3240579/191126_ADCoS.pdf (Armen - ADCoS Weekly)

General news / issues during the past week:

11/25: ADC Technical Coordination Board:
<https://indico.cern.ch/e/865131>

11/26: ADC Weekly meeting:
<https://indico.cern.ch/e/865630>

MC / Group Production / Reprocessing summaries from the ADC Weekly meeting:
https://indico.cern.ch/event/865630/contributions/3647043/attachments/1951765/3240342/ADC_weekly.pdf
<https://indico.cern.ch/event/865630/contributions/3647044/attachments/1951757/3240332/ADCWeekly26thNovember2019.pdf>
<https://indico.cern.ch/event/865630/contributions/3647042/attachments/1951648/3240136/ADC-Prell-20191126.pdf>

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Site-specific issues:

- 1) 11/21: SWT2_CPB - file deletion errors ("the server responded with an error 500 500-System error in unlink: Connection refused"). One of the storage servers developed a serious hardware problem (CPU errors, etc.) and was rebooting periodically. The host was replaced on 11.23, which should resolve this issue. https://ggus.eu/index.php?mode=ticket_info&ticket_id=143674 was re-opened, eLog 70739.
- 2) 11/25: SLACXRD_DATADISK - file transfer errors. Issue is an expired host certificate. https://ggus.eu/?mode=ticket_info&ticket_id=144224 in progress.

3) 11/25: MWT2 - some errors reported for analysis jobs ("Input files cannot be opened" for multiple jobs and multiple users).
https://ggus.eu/?mode=ticket_info&ticket_id=144226 in progress.

Follow-ups from earlier reports:

(i) 7/26: WT2 - report of excessive amount of access to the CVMFS stratum 1 at BNL. Site requested to update squid settings in AGIS. https://ggus.eu/?mode=ticket_info&ticket_id=142443.

(ii) 8/10: MWT2_UCORE - job failures with "SYSTEM_PERIODIC_REMOVE" errors. <https://its.cern.ch/jira/browse/ADCSUPPORT-5191>, eLog 69945.

(iii) 9/9: BNL-ATLAS - high number of squid hits on the Fermilab backup proxy. https://ggus.eu/?mode=ticket_info&ticket_id=143055 in progress.
Update 10/27: Work ongoing, still investigating. ggus 143055 set to 'on hold'.

(iv) 10/5: NET2 - source file transfer errors with certificate / credentials errors ("SSL3_GET_SERVER_CERTIFICATE: certificate verify failed"). https://ggus.eu/?mode=ticket_info&ticket_id=143514, eLog 70379.

(v) 10/9: AGLT2 - job failures with stage-in errors ("Failed to stage-in file details: failed to transfer files using copytools").
https://ggus.eu/?mode=ticket_info&ticket_id=143575 in progress, eLog 70399.

(vi) 10/21: (reported by DPA) MWT2 job failures ("Job was aborted by the user. removed by SYSTEM_PERIODIC_REMOVE due to job remote status outdated time exceeded (3600*4)"). Issue being investigated. https://ggus.eu/?mode=ticket_info&ticket_id=143719.

(vii) 11/2: SWT2_CPB - job failures ("The worker was finished while the job was running" & "failed to transfer files using copytools"). The first error is related to known issue with the batch system killing jobs based on memory usage and is being worked on, while the second was likely a transient storage problem. https://ggus.eu/?mode=ticket_info&ticket_id=143897 in progress, eLog 70586.

(viii) 11/5: NET2 - job failures ("SSL peer rejected your certificate as expired").
https://ggus.eu/?mode=ticket_info&ticket_id=143935 in progress.

(ix) 11/10: SWT2_CPB - job failures with errors like "Network error talking to schedd, probably an authorization failure," etc. The underlying problem was a bad hard drive in the cluster NFS server, which was causing poor performance on the gatekeeper. Replacing the drive resolved the issue - waiting to confirm there are no more job errors before closing the ticket. https://ggus.eu/?mode=ticket_info&ticket_id=143996.
Update 11/25: No more errors - ggus 143996 was closed.

