

**Subject:** Cloud summary - 12/18/19  
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**Date:** 1/7/20, 3:58 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://docs.google.com/presentation/d/1IHPELaNZWC48bGL8-mX59hMBMwjygtZlxqwLV7Ej8T0/edit#slide=id.g70c28cc32b\\_0\\_10](https://docs.google.com/presentation/d/1IHPELaNZWC48bGL8-mX59hMBMwjygtZlxqwLV7Ej8T0/edit#slide=id.g70c28cc32b_0_10) (DPA report)  
[https://indico.cern.ch/event/870414/contributions/3670943/attachments/1963731/3264721/2019.12.17\\_DDM\\_Weekly\\_Report.pdf](https://indico.cern.ch/event/870414/contributions/3670943/attachments/1963731/3264721/2019.12.17_DDM_Weekly_Report.pdf) (DDM report)  
[https://indico.cern.ch/event/870683/contributions/3672558/attachments/1963250/3263789/191217\\_ADCoS.pdf](https://indico.cern.ch/event/870683/contributions/3672558/attachments/1963250/3263789/191217_ADCoS.pdf) (Armen - ADCoS Weekly)

General news / issues during the past week:

12/12: Pilot 2 release (v2.3.4) - see:

[http://www-hep.uta.edu/~sosebee/ADCoS/pilot2-v2.3.4-12\\_12\\_19.pdf](http://www-hep.uta.edu/~sosebee/ADCoS/pilot2-v2.3.4-12_12_19.pdf)

12/16: ADC Technical Coordination Board:

No meeting

12/17: ADC Weekly meeting:

<https://indico.cern.ch/e/870414>

MC / Group Production / Reprocessing summaries from the ADC Weekly meeting:

[https://indico.cern.ch/event/870414/contributions/3670941/attachments/1963592/3264443/ADC\\_weekly.pdf](https://indico.cern.ch/event/870414/contributions/3670941/attachments/1963592/3264443/ADC_weekly.pdf)  
[https://indico.cern.ch/event/870414/contributions/3670942/attachments/1963385/3264024/ADC\\_17122019.pdf](https://indico.cern.ch/event/870414/contributions/3670942/attachments/1963385/3264024/ADC_17122019.pdf)  
<https://indico.cern.ch/event/870414/contributions/3670940/attachments/1963692/3264643/ADC-Prell-20191217.pdf>

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Site-specific issues:

1) 12/11: SWT2\_CPB - file transfer errors ("No such file or directory"). [https://ggus.eu/?mode=ticket\\_info&ticket\\_id=144459](https://ggus.eu/?mode=ticket_info&ticket_id=144459) was created. A few days later another ticket was opened for the same issue: [https://ggus.eu/?mode=ticket\\_info&ticket\\_id=144566](https://ggus.eu/?mode=ticket_info&ticket_id=144566). The problem in both cases was storage server with a hardware problem. The machine was replaced - issue resolved. Both tickets were closed on 12/18. eLog 70926, 70927.

- 2) 12/11: OU\_OSCER\_ATLAS - destination file transfer errors ("Unable to connect to se1.oscer.ou.edu:2811 globus\_xio: System error in connect: Connection timed out"). Network problem that arose during a site maintenance period was fixed. [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=144464](https://ggus.eu/index.php?mode=ticket_info&ticket_id=144464) was closed on 12/12, eLog 70870.
- 3) 12/11: BNL - some production jobs failing due to stage-in errors. [https://ggus.eu/?mode=ticket\\_info&ticket\\_id=144465](https://ggus.eu/?mode=ticket_info&ticket_id=144465), eLog 70871.
- 4) 12/12: AGLT2 - one of the squid hosts (squid.aglt2.org\_0) shown as down in the monitoring. Site fixed a networking problem, service restored. [https://ggus.eu/?mode=ticket\\_info&ticket\\_id=144472](https://ggus.eu/?mode=ticket_info&ticket_id=144472) was closed later the same day. eLog 70877.
- 5) 12/13: AGLT2 - file transfer and deletion errors ("could not open connection to head01.aglt2.org:8443"). Site fixed a network problem - issue resolved. [https://ggus.eu/?mode=ticket\\_info&ticket\\_id=144531](https://ggus.eu/?mode=ticket_info&ticket_id=144531) was closed later the same day. eLog 70897.
- 6) 12/15: AGLT2 - source / destination file transfer errors ("SRM\_FILE\_UNAVAILABLE] File is not online. transfer-failed"). Networking issue related to earlier ones a few days back. Firmware on a switch was upgraded. Errors stopped, so [https://ggus.eu/?mode=ticket\\_info&ticket\\_id=144536](https://ggus.eu/?mode=ticket_info&ticket_id=144536) was closed on 12/17. eLog 70911.
- 7) 12/16: BU\_ATLAS\_Tier2 - some jobs fail with stage-out errors. [https://ggus.eu/?mode=ticket\\_info&ticket\\_id=144540](https://ggus.eu/?mode=ticket_info&ticket_id=144540) in progress.
- 8) 12/16: AGLT2 - some jobs fail ("[ERROR] Operation expired"). [https://ggus.eu/?mode=ticket\\_info&ticket\\_id=144541](https://ggus.eu/?mode=ticket_info&ticket_id=144541) in progress.
- 9) 12/16: MWT2 - some jobs fail with errors related to python. [https://ggus.eu/?mode=ticket\\_info&ticket\\_id=144542](https://ggus.eu/?mode=ticket_info&ticket_id=144542) 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](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](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](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](https://ggus.eu/?mode=ticket_info&ticket_id=143575) in progress, eLog 70399.

(vi) 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](https://ggus.eu/?mode=ticket_info&ticket_id=143897) in progress, eLog 70586.

(vii) 11/5: NET2 - job failures ("SSL peer rejected your certificate as expired").

[https://ggus.eu/?mode=ticket\\_info&ticket\\_id=143935](https://ggus.eu/?mode=ticket_info&ticket_id=143935) in progress.

(viii) 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](https://ggus.eu/index.php?mode=ticket_info&ticket_id=143674) was re-opened, eLog 70739.

Update 12/12: replacing the faulty hardware fixed the storage node problem. ggus 143674 was closed. eLog 70885.

(ix) 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](https://ggus.eu/?mode=ticket_info&ticket_id=144226) in progress.

Update 12/11: An expired XCache certificate was updated, plus a system restart. Issue resolved, ggus 144226 was closed.