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File Transfer Service 2.x.x Support Area

The purpose of this page is to keep track of the solved problems and support requests posted to GGUS. It is a collection of recipes and "lessons learned", will be turned into a FAQ. This page is relevant to the gLite FTS 2.x.x series.

- Support page for earlier versions: DMFtsSupport
- Known issues in FTS 2.2.3: Fts223KnownIssues

Before submitting a support request...

- Read carefully this and the referenced pages.
- Are you sure that you have the right set of RPM-s? A lot of problems originated from the wrong environment, so check your installation first. The configuration what we release can be found here: <http://glite-dm.web.cern.ch/glite-dm/>

How to see DEBUG messages in the FTS transfer logs?

Set `FTA_TYPEDEFAULT_URLCOPY_LOG_PRIORITY="DEBUG"` in your YAIM configuration, and restart the agents. New transfer logs will contain the DEBUG messages as well.

If it does not work, then you need to set it channel-by-channel. There is a `tx_loglevel` field in the channel database, set it in the following way:

```
glite-transfer-channel-set --tx_log_level DEBUG PIC-PIC
```

Where can I find an RPM repository for the FTS packages?

Try the ETICS repository [here](#).

No SRM version and/or endpoint URL in the transfer logs

Symptom: the transfer is successful, however, there are 1 or more retries of the same file. `glite_transfer_status` may give similar output like:

```
State:          Finished
Retries:        1
Reason:        SOURCE error during TRANSFER_PREPARATION phase: [null] Invalid SRM version [] for en
```

Reason: SRM version is not defined, and the endpoint is not resolved, because the `/opt/glite/etc/services.xml` file may not contain the related information (not extracted from BDII). Check the file, in case of missing information, extract it manually from BDII.

-- ZsoltMolnar - 17-Feb-2010

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