

# Table of Contents

<b>Transfer Service Weekly Reports Archives.....</b>	<b>1</b>
17 Dec 2007.....	1
10 Dec 2007.....	1
3 Dec 2007.....	2
26 Nov 2007.....	2
19 Nov 2007.....	3
12 Nov 2007.....	3
5 Nov 2007.....	4
29 Oct 2007.....	4
22 Oct 2007.....	5
15 Oct 2007.....	5
8 Oct 2007.....	6
1 Oct 2007.....	6
24 Sep 2007.....	7
17 Sep 2007.....	8
10 Sep 2007.....	8
3 Sep 2007.....	9
27 Aug 2007.....	9
20 Aug 2007.....	10
13 Aug 2007.....	10
6 Aug 2007.....	11
30 Jule 2007.....	11
23 Jule 2007.....	12
16 Jule 2007.....	13
9 Jule 2007.....	13
2 Jule 2007.....	14
25 June 2007.....	14
18 June 2007.....	14
11 June 2007.....	15
4 June 2007.....	16
29 May 2007.....	16
21 May 2007.....	17
14 May 2007.....	17
7 May 2007.....	18
30 April 2007.....	19
23 April 2007.....	20
16 April 2007.....	20
10 April 2007.....	21
1 April 2007.....	21
25 March 2007.....	22
18 March 2007.....	23
11 March 2007.....	23
5 March 2007.....	24
Report for week starting 19/02/2007.....	24

# Transfer Service Weekly Reports Archives

A weekly summary of outstanding issues should be made in TransferOperationsWeeklyReports.

## 17 Dec 2007

2 tickets have been opened and 0 have been moved from last week.

1 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about PIC, IN2P3 and GRIDKA sites

Focussing on a few tickets:

### Frequently errors:

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[309] DESTINATION during PREPARATION phase: [CONNECTION] failed to contact on remote SRM [srm]. Givin' up after 3 tries

[383] TRANSFER during TRANSFER phase: [GRIDFTP] the server sent an error response: 451 451 Operation failed: Non-null return code from [>PoolManager@dCacheDomain:\*@dCacheDomain] with error Best pool too high : 2.0E8

[75] SOURCE during PREPARATION phase: [GENERAL\_FAILURE] CastorStagerInterface.c:2162 Required tape segments are not all accessible (errno=0, serrno=0)

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

## 10 Dec 2007

2 tickets have been opened and 0 have been moved from last week.

2 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about INFN, RAL and PIC sites

Focussing on a few tickets:

### Frequently errors:

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[306] failed to prepare Destination file in 180 seconds

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[11] an end-of-file was reached

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

### **3 Dec 2007**

0 tickets have been opened and 0 have been moved from last week.

0 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Focussing on a few tickets:

#### **Frequently errors:**

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[306] failed to prepare Destination file in 180 seconds

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[380] Final error on SOURCE during PREPARATION phase: [GENERAL\_FAILURE] CastorStagerInterface.c:2162 Unknown error 1718 (errno=0, serrno=0)

[309] DESTINATION during PREPARATION phase: [CONNECTION] failed to contact on remote SRM [srm]. Givin' up after 3 tries

### **26 Nov 2007**

0 tickets have been opened and 2 have been moved from last week.

2 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about IN2P3, FZK and TRIUMF sites

Focussing on a few tickets:

#### **Frequently errors:**

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[380] Final error on SOURCE during PREPARATION phase: [GENERAL\_FAILURE] CastorStagerInterface.c:2162 Unknown error 1718 (errno=0, serrno=0)

[306] failed to prepare Destination file in 180 seconds

[309] DESTINATION during PREPARATION phase: [CONNECTION] failed to contact on remote SRM [srm]. Givin' up after 3 tries

10 Dec 2007

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

### 19 Nov 2007

2 tickets have been opened and 1 have been moved from last week.

1 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about IN2P3, RAL and FZK sites

Focussing on a few tickets:

29085 [↗](#) - (2007.11.15) SRM problem on site PIC

28546 [↗](#) - (2007.11.01) SRM problem on site TAIWAN-LCG2

#### Frequently errors:

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[306] failed to prepare Destination file in 180 seconds

[380] Final error on SOURCE during PREPARATION phase: [GENERAL\_FAILURE]  
CastorStagerInterface.c:2162 Unknown error 1718 (errno=0, sermo=0)

[309] DESTINATION during PREPARATION phase: [CONNECTION] failed to contact on remote SRM [srm]. Givin' up after 3 tries

### 12 Nov 2007

2 tickets have been opened and 0 have been moved from last week.

1 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about IN2P3, INFN and FZK sites

Focussing on a few tickets:

28546 [↗](#) - (2007.11.01) SRM problem on site TAIWAN-LCG2

#### Frequently errors:

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[306] failed to prepare Destination file in 180 seconds

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

[21] DESTINATION during PREPARATION phase: [GENERAL\_FAILURE] CastorStagerInterface.c:2507 Device or resource busy (errno=0, serrno=0)

## 5 Nov 2007

1 tickets have been opened and 0 have been moved from last week.

0 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about IN2P3, ASCC and FZK sites

Focussing on a few tickets:

28546 - (2007.11.01) SRM problem on site TAIWAN-LCG2

### Frequently errors:

[306] failed to prepare Destination file in 180 seconds

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

[11] an end-of-file was reached

## 29 Oct 2007

0 tickets have been opened and 1 have been moved from last week.

0 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about IN2P3, INFN and FZK sites

Focussing on a few tickets:

no open tickets

### Frequently errors:

[306] failed to prepare Destination file in 180 seconds

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[309] DESTINATION during PREPARATION phase: [CONNECTION] failed to contact on remote SRM [srm]. Givin' up after 3 tries

## **22 Oct 2007**

0 tickets have been opened and 1 have been moved from last week.

0 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about ASCC, PIC, RAL, INFN and FZK sites.

Focussing on a few tickets:

27508 [↗](#) - (2007.10.02) "Permission denied" problem on site INFN-T1

### **Frequently errors:**

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[306] failed to prepare Destination file in 180 seconds

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[11] an end-of-file was reached

## **15 Oct 2007**

1 tickets have been opened and 1 have been moved from last week.

1 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about ASCC, FZK and RAL sites

Focussing on a few tickets:

27508 [↗](#) - (2007.10.02) "Permission denied" problem on site INFN-T1

### **Frequently errors:**

29 Oct 2007

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[306] failed to prepare Destination file in 180 seconds

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[304] empty file size returned

## 8 Oct 2007

3 tickets have been opened and 0 have been moved from last week.

2 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about INFN, FZK and SARA sites

Focussing on a few tickets:

27508 [↗](#) - (2007.10.02) "Permission denied" problem on site INFN-T1

### Frequently errors:

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[306] failed to prepare Destination file in 180 seconds

[309] DESTINATION during PREPARATION phase: [CONNECTION] failed to contact on remote SRM [srm]. Givin' up after 3 tries

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

## 1 Oct 2007

1 tickets have been opened and 1 have been moved from last week.

2 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about INFN, FZK and PIC sites

Focussing on a few tickets:

no open tickets

15 Oct 2007

**Frequently errors:**

- 1) [313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds;
- 2) [306] failed to prepare Destination file in 180 seconds;
- 3) [8] the server sent an error response: 425 425 Can't open data connection. timed out() failed;
- 4) [311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out;
- 5) [32] SOURCE during PREPARATION phase: [INVALID\_PATH] specified file(s) does not exist;
- 6) [90] FINAL:SRM\_SOURCE: Failed on SRM get: Failed SRM get on [address] call. Error is RequestFileStatus#-[] failed with error: file not found : path [path] not found;
- 7) [75] SOURCE during PREPARATION phase: [GENERAL\_FAILURE] CastorStagerInterface.c:2162 Required tape segments are not all accessible (errno=0, serrno=0);
- 8) [239] The server sent an error response: 553 553 [address]: Permission denied;
- 9) [309] DESTINATION during PREPARATION phase: [CONNECTION] failed to contact on remote SRM [srm]. Givin' up after 3 tries.

**24 Sep 2007**

1 tickets have been opened and 0 have been moved from last week.

0 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about INFN and PIC sites

Focussing on a few tickets:

no open tickets

**Frequently errors:**

- [313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds
- [8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.
- [32] SOURCE during PREPARATION phase: [INVALID\_PATH] specified file(s) does not exist
- [306] failed to prepare Destination file in 180 seconds
- [311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out



## 17 Sep 2007

0 tickets have been opened and 1 have been moved from last week.

1 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about INFN, PIC and RAL sites

Focussing on a few tickets:

no open tickets

### Frequently errors:

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds;

[32] SOURCE during PREPARATION phase: [INVALID\_PATH] specified file(s) does not exist.

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed;

[75] SOURCE during PREPARATION phase: [GENERAL\_FAILURE] CastorStagerInterface.c:2162 Required tape segments are not all accessible (errno=0, serrno=0);

[306] failed to prepare Destination file in 180 seconds.

## 10 Sep 2007

0 tickets have been opened and 2 have been moved from last week.

1 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about ASCC and INFN sites

Focussing on a few tickets:

26429 [↗](#) - (2007.08.30) SRM problem on site RAL-LCG2

### Frequently errors:

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds;

[32] SOURCE during PREPARATION phase: [INVALID\_PATH] specified file(s) does not exist.

[75] SOURCE during PREPARATION phase: [GENERAL\_FAILURE] CastorStagerInterface.c:2162 Required tape segments are not all accessible (errno=0, serrno=0);

[359] SOURCE during PREPARATION phase: [GENERAL\_FAILURE] cannot continue since no size has been returned after PrepareToGet or SrmStat;

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed;

### 3 Sep 2007

3 tickets have been opened and 2 have been moved from last week.

3 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about IN2P3, RAL and SARA sites

Focussing on a few tickets:

26429 [↗](#) - (2007.08.30) SRM problem on site RAL-LCG2

26379 [↗](#) - (2007.08.29) SRM problem on site INFN-T1

#### Frequently errors:

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds;

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed;

[75] SOURCE during PREPARATION phase: [GENERAL\_FAILURE] CastorStagerInterface.c:2162 Required tape segments are not all accessible (errno=0, serrno=0);

[306] failed to prepare Destination file in 180 seconds;

[32] SOURCE during PREPARATION phase: [INVALID\_PATH] specified file(s) does not exist.

### 27 Aug 2007

1 tickets have been opened and 3 have been moved from last week.

2 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about INFN, IN2P3 and RAL sites

Focussing on a few tickets:

25687 [↗](#) - (2007.08.10) SRM problem on site INFN-T1

24857 [↗](#) - (2007.07.16) Transfer problems between sites CERN-PROD and IN2P3-CC

#### Frequently errors:

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[32] SOURCE during PREPARATION phase: [INVALID\_PATH] specified file(s) does not exist

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[304] empty file size returned

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

## 20 Aug 2007

0 tickets have been opened and 4 have been moved from last week.

1 ticket has been SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about INFN, IN2P3 and RAL sites

Focussing on a few tickets:

25687 [↗](#) - (2007.08.10) SRM problem on site INFN-T1

25141 [↗](#) - (2007.07.25) SRM problem on site RAL-LCG

24857 [↗](#) - (2007.07.18) Transfer problems between sites CERN-PROD and IN2P3-CC

### Frequently errors:

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[304] empty file size returned

[32] SOURCE during PREPARATION phase: [INVALID\_PATH] specified file(s) does not exist

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

## 13 Aug 2007

2 tickets opened and 3 moved from last week.

1 SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about INFN, IN2P3 and RAL sites

Focussing on a few tickets:

25687 [↗](#) - (2007.08.10) SRM problem on site INFN-T1

25639 [↗](#) - (2007.08.09) SRM problem on site IN2P3-CC

27 Aug 2007

25141 [↗](#) - (2007.07.25) SRM problem on site RAL-LCG

24857 [↗](#) - (2007.07.18) Transfer problems between sites CERN-PROD and IN2P3-CC

**Frequently errors:**

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds;

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out;

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed;

[32] SOURCE during PREPARATION phase: [INVALID\_PATH] specified file(s) does not exist;

[11] an end-of-file was reached.

**6 Aug 2007**

2 tickets opened and 3 moved from last week.

2 SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about INFN, IN2P3, SARA and BNL sites

Focussing on a few tickets:

25251 [↗](#) - (2007.07.30) SRM problem on site INFN-T1

25141 [↗](#) - (2007.07.25) SRM problem on site RAL-LCG

24857 [↗](#) - (2007.07.18) Transfer problems between sites CERN-PROD and IN2P3-CC

**Frequently errors:**

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

[11] an end-of-file was reached

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[12] 451 Local resource failure: malloc: Cannot allocate memory

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

**30 July 2007**

2 tickets opened and 2 moved from last week.

1 SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about INFN, IN2P3 and BNL sites

Focussing on a few tickets:

25219 [↗](#) - (2007.07.27) FTS transfer - Transfer problems between sites CERN-PROD and SARA-MATRIX

25141 [↗](#) - (2007.07.25) SRM problem on site RAL-LCG

24857 [↗](#) - (2007.07.18) Transfer problems between sites CERN-PROD and IN2P3-CC

**Frequently errors:**

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[11] an end-of-file was reached

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

[12] 451 Local resource failure: malloc: Cannot allocate memory

[14] the server sent an error response: 426 426 Data connection. data\_write() failed: Handle not in the proper state

**23 Jule 2007**

2 tickets opened and 3 moved from last week.

3 SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about IN2P3 site

Focussing on a few tickets:

24857 [↗](#) - (2007.07.18) Transfer problems between sites CERN-PROD and IN2P3-CC

24646 [↗](#) - (2007.07.13) SRM problem on site TRIUMF-LCG2

**Frequently errors:**

[11] an end-of-file was reached

[313] SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

30 Jule 2007

[12] 451 Local resource failure: malloc: Cannot allocate memory

[306] failed to prepare Destination file in 180 seconds

### 16 July 2007

4 tickets opened and 0 moved from last week.

1 SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about problems on FZK, SARA and FNAL sites

Focussing on a few tickets:

24649 [↗](#) - (2007.07.13) Transfer problem on site INFN-T1

24646 [↗](#) - (2007.07.13) SRM problem on site TRIUMF-LCG2

24575 [↗](#) - (2007.07.11) Transfer problems between sites FZK-LCG2 and CERN-PROD

#### Frequently errors:

[11] an end-of-file was reached

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

[12] 451 Local resource failure: malloc: Cannot allocate memory

[306] failed to prepare Destination file in 180 seconds

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

### 9 July 2007

1 tickets opened and 4 moved from last week.

5 SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

#### Frequently errors:

[306] failed to prepare Destination file in 180 seconds

[311] TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

[8] the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[23] RequestFileStatus# [id] failed with error:[ at [date] state Failed : GetStorageInfoFailed : file exists, cannot write

23 July 2007

[11] an end-of-file was reached

## **2 July 2007**

3 tickets opened and 4 moved from last week.

1 SOLVED OK

2 CLOSED

TransferOperationsWeeklyCastor - Report about Castor's errors

### **Frequently errors:**

## **25 June 2007**

0 tickets opened and 4 moved from last week.

0 SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

### **Frequently errors:**

309 DESTINATION during PREPARATION phase: [CONNECTION] failed to contact on remote SRM [srm]. Givin' up after 3 tries

11 an end-of-file was reached

306 failed to prepare Destination file in 180 seconds

311 TRANSFER during TRANSFER phase: [TRANSFER\_TIMEOUT] gridftp\_copy\_wait: Connection timed out

313 SOURCE during PREPARATION phase: [REQUEST\_TIMEOUT] failed to prepare source file in 180 seconds

## **18 June 2007**

1 tickets opened and 4 moved from last week.

1 SOLVED OK

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about problems on GRIDKA,INFN,RAL and SARA sites

Focussing on a few tickets:

23250 [↗](#) - (2007.06.12) SRM problem on site RAL-LCG2

23010 [↗](#) - (2007.06.07) "Could not open connection" on site INFN-T1

22276 [↗](#) - (2007.05.22) SRM problem on site INFN-T1

9 July 2007

21592 [↗](#) - (2007.05.07) Transfer problems between sites SARA-MATRIX and CERN-PROD

**Frequently errors:**

[25] FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

[1] FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out)

[115] FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 553 553 [address] Communication errorget

[40] FINAL:TRANSFER: Destination and source file sizes don't match!!M

[8] FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 425 425 Can't open data connection. timed out() failed.

**11 June 2007**

4 tickets opened and 4 moved from last week.

3 SOLVED OK

1 CLOSED

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about problems on GRIDKA,INFN and RAL sites

Focussing on a few tickets:

23071 [↗](#) - (2007.06.08) FTS transfer - dCash problem on site FZK-LCG2

23010 [↗](#) - (2007.06.07) FTS transfer - "Could not open connection" on site INFN-T1

22276 [↗](#) - (2007.05.22) FTS transfer - SRM problem on site INFN-T1

21592 [↗](#) - (2007.05.07) Transfer problems between sites SARA-MATRIX and CERN-PROD

**Frequently errors:**

[25] FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

[1] FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out)

[31] Failed on SRM get: SRM getRequestStatus timed out on get

[19] FINAL:SRM\_DONE\_DEST: failing to do 'setDone' on target SRM

[8] FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 425 425 Can't open data connection. timed out() failed.



#### 4 June 2007

3 tickets opened and 3 moved from last week.

2 SOLVED

TransferOperationsWeeklyCastor - Report about Castor's errors

Report about problems on ASCC and INFN sites

Focussing on a few tickets:

22607 [↗](#) - (2007.05.29) FTS transfer - SRM problem on site USCMS-FNAL-WC1

22276 [↗](#) - (2007.05.22) FTS transfer - SRM problem on site INFN-T1

21592 [↗](#) - (2007.05.07) Transfer problems between sites SARA-MATRIX and CERN-PROD

21191 [↗](#) - (2007.04.25) FTS transfer - SRM problem on site SARA-MATRIX

#### Frequently errors:

[1] FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out)

[25] FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

[40] FINAL:TRANSFER: Destination and source file sizes don't match!!

[8] FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[30] FINAL:SRM\_DEST: Failed on SRM put: Failed SRM put on no TURL retrieved for

#### 29 May 2007

1 tickets opened and 4 moved from last week.

2 SOLVED

TransferOperationsWeeklyCastor - Report about Castor's errors

Focussing on a few tickets:

22276 [↗](#) - (2007.05.22) FTS transfer - SRM problem on site INFN-T1

21592 [↗](#) - (2007.05.07) Transfer problems between sites SARA-MATRIX and CERN-PROD

21191 [↗](#) - (2007.04.25) FTS transfer - SRM problem on site SARA-MATRIX

#### Frequently errors:

[1] FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out)

[25] FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

[8] FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[31] Failed on SRM get: SRM getRequestStatus timed out on get

[30] FINAL:SRM\_DEST: Failed on SRM put: Failed SRM put on no TURL retrieved for

## 21 May 2007

1 tickets opened and 11 moved from last week.

1 SOLVED OK

7 CLOSED

Focussing on a few tickets:

21723 [↗](#) - (2007.05.10) FTS transfer - SRM problem on site TAIWAN-LCG2

21592 [↗](#) - (2007.05.07) Transfer problems between sites SARA-MATRIX and CERN-PROD

21191 [↗](#) - (2007.04.25) FTS transfer - SRM problem on site SARA-MATRIX

21112 [↗](#) - (2007.04.24) FTS transfer - SRM problem on site INFN-T1

### Frequently errors:

[1] FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out)

[31] Failed on SRM get: SRM getRequestStatus timed out on get

[25] FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

[8] FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[40] FINAL:TRANSFER: Destination and source file sizes don't match!!

## 14 May 2007

5 tickets opened and 8 moved from last week.

1 SOLVED OK

1 CLOSED

Focussing on a few tickets:

21723 [↗](#) - (2007.05.10) FTS transfer - SRM problem on site TAIWAN-LCG2 (moved to 2007.05.11)

21685 [↗](#) - (2007.05.09) FTS transfer - "Operation now in progress" problem on site CERN-PROD (moved to 2007.05.11)

21646 [↗](#) - (2007.05.08) Transfer problems between sites INFN-T1 and CERN-PROD (moved to 2007.05.11)

29 May 2007

21592 [↗](#) - (2007.05.07) Transfer problems between sites SARA-MATRIX and CERN-PROD (moved to 2007.05.11)

21590 [↗](#) - (2007.05.07) FTS transfer - "file does not exist" problem on site CERN-PROD (moved to 2007.05.11)

21464 [↗](#) - (2007.05.03) FTS transfer - "service timeout" - SRM problem on site CERN-PROD (moved to 2007.05.11)

21191 [↗](#) - (2007.04.25) FTS transfer - SRM problem on site SARA-MATRIX (moved to 2007.05.11)

21112 [↗](#) - (2007.04.24) FTS transfer - SRM problem on site INFN-T1 (moved to 2007.05.11)

20873 [↗](#) - (2007.04.17) Transfer problems between sites BNL-LCG2 and CERN-PROD (moved to 2007.05.11)

20872 [↗](#) - (2007.04.17) FTS transfer - SRM problem on site PIC (moved to 2007.05.11)

20790 [↗](#) - (2007.04.13) FTS transfer - SRM problem on site CERN-PROD (moved to 2007.05.11)

### **Frequently errors:**

[1] FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out)

[8] FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 425 425 Can't open data connection. timed out() failed.

[25] FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

[30] FINAL:SRM\_DEST: Failed on SRM put: Failed SRM put on no TURL retrieved for

[107] Transfer failed. ERROR the server sent an error response: 451 451 rfio read failure

### **7 May 2007**

2 tickets opened and 8 moved from last week.

2 SOLVED OK: response times and response quality vary with site.

Focussing on a few tickets:

21467 [↗](#) - (2007.05.03) FTS transfer - SRM problem on site NDGF-T1

21464 [↗](#) - (2007.05.03) FTS transfer - "service timeout" - SRM problem on site CERN-PROD

21191 [↗](#) - (2007.04.25) FTS transfer - SRM problem on site SARA-MATRIX

21112 [↗](#) - (2007.04.24) FTS transfer - SRM problem on site INFN-T1

20873 [↗](#) - (2007.04.17) Transfer problems between sites BNL-LCG2 and CERN-PROD

20872 [↗](#) - (2007.04.17) FTS transfer - SRM problem on site PIC

20756 [↗](#) - (2007.04.13) Transfer problems between sites INFN-T1 and CERN-PROD

20790 - (2007.04.13) FTS transfer - SRM problem on site CERN-PROD

**Frequently errors:**

[25] FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

[30] FINAL:SRM\_DEST: Failed on SRM put: Failed SRM put on no TURL retrieved for

[107] Transfer failed. ERROR the server sent an error response: 451 451 rfio read failure

[1] FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out)

[16] FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 421 421 Timeout (900 seconds): closing control connection.

**30 April 2007**

3 tickets opened and 6 moved from last week.

1 SOLVED OK: response times and response quality vary with site.

Focussing on a few tickets:

21191 - (2007.04.25) FTS transfer - SRM problem on site SARA-MATRIX

21112 - (2007.04.24) FTS transfer - SRM problem on site INFN-T1

20873 - (2007.04.17) Transfer problems between sites BNL-LCG2 and CERN-PROD

20872 - (2007.04.17) FTS transfer - SRM problem on site PIC

20817 - (2007.04.16) FTS transfer - Transfer problems between sites USCMS-FNAL-WC1 and CERN-PROD

20816 - (2007.04.16) FTS transfer - "file does not exist" problem on site CERN-PROD

20756 - (2007.04.13) Transfer problems between sites INFN-T1 and CERN-PROD

20790 - (2007.04.13) FTS transfer - SRM problem on site CERN-PROD

**Frequently errors:**

FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

Failed SRM put on [address]; Error is CastorStagerInterface.c:2457 Device or resource busy

FINAL:SRM\_DEST: Failed on SRM put: Failed SRM put on no TURL retrieved for

FINAL:SRM\_DONE\_DEST: failing to do 'setDone' on target SRM

FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 421 421 Timeout (900 seconds): closing control connection.

## 23 April 2007

4 tickets opened and 4 moved from last week.

2 SOLVED OK: response times and response quality vary with site.

Focussing on a few tickets:

20873 [↗](#) - (2007.04.17) Transfer problems between sites BNL-LCG2 and CERN-PROD

20872 [↗](#) - (2007.04.17) FTS transfer - SRM problem on site PIC - dCach problem.

20817 [↗](#) - (2007.04.16) FTS transfer - Transfer problems between sites USCMS-FNAL-WC1 and CERN-PROD - user problem

20816 [↗](#) - (2007.04.16) FTS transfer - "file does not exist" problem on site CERN-PROD - user problem

20756 [↗](#) - (2007.04.13) Transfer problems between sites INFN-T1 and CERN-PROD - Timeout problem

20790 [↗](#) - (2007.04.13) FTS transfer - SRM problem on site CERN-PROD

### Frequently errors:

FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

FINAL:SRM\_DONE\_DEST: failing to do 'setDone' on target SRM

Failed SRM put on [address]; Error is CastorStagerInterface.c:2457 Device or resource busy

FINAL:SRM\_DEST: Failed on SRM put: Failed SRM put on no TURL retrieved for

FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 425 425 Can't open data connection. timed out()

## 16 April 2007

7 tickets opened and 4 moved from last week.

6 SOLVED OK: response times and response quality vary with site.

Focussing on a few tickets:

20756 [↗](#) - (2007.04.13) Transfer problems between sites INFN-T1 and CERN-PROD (Timeout problem)

20702 [↗](#) - (2007.04.12) FTS transfer - SRM problem on site INFN-T1 (supposedly Castor problems)

20618 [↗](#) - (2007.04.10) Transfer problems between sites SARA-MATRIX and CERN-PROD

20790 [↗](#) - (2007.04.13) FTS transfer - SRM problem on site CERN-PROD

### Frequently errors:

FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out)

FINAL:SRM\_DONE\_DEST: failing to do 'setDone' on target SRM

FINAL:TRANSFER: Failed SRM put on [address]; Error is CastorStagerInterface.c:2457 Device or resource busy

FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 425 425 Can't open data connection. timed out() failed.

## 10 April 2007

3 tickets opened and 4 moved from last week.

4 SOLVED OK: response times and response quality vary with site.

Focussing on a few tickets:

20401 [↗](#) - (2007.04.03) Transfer problems between sites IN2P3-CC and CERN-PROD

20110 [↗](#) - FTS transfer - SRM problem on site INFN-T1

19819 [↗](#) - FTS transfer - SRM problem on site CERN-PROD

19762 [↗](#) - FTS transfer - SRM problem on site BNL-LCG2

### Frequently errors:

FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out)

FINAL:SRM\_DONE\_DEST: failing to do 'setDone' on target SRM

FINAL:TRANSFER: Failed SRM put on [address]; Error is CastorStagerInterface.c:2457 Device or resource busy

FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 425 425 Can't open data connection. timed out() failed.

## 1 April 2007

6 tickets opened (fairly distributed over ALL sites) and 9 moved from last week.

9 SOLVED OK: response times and response quality vary with site.

- FZK: The gridftp-doors have many connections in state CLOSE\_WAIT and they have to restart these doors every now and then. The problems are known and the dCache developers are working on it.
- TRIUMF: Status 'inactive' on channel CERN-TRIUMF because of disk cleaning. Will be activate when the situation improves.

Focussing on a few tickets:

20157 [↗](#) - SRM problem on site RAL-LCG2

20110 [↗](#) - SRM problem on site INFN-T1 (ticket has been opened 26.03.2007, and has been assigned only 02.04.2007)

19819 [↗](#) - SRM problem on site CERN-PROD

19814 [↗](#) - SRM problem on site USCMS-FNAL-WC1 (ticket has been opened 19.03.2007, and has been assigned only 27.03.2007, this ticket got trapped in the US\_CMS support unit in GGUS)

19762 [↗](#) - SRM problem on site BNL-LCG2

**Frequently errors:**

FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

FINAL:SRM\_DONE\_DEST: failing to do 'setDone' on target SRM

Failed SRM put on [address]; Error is CastorStagerInterface.c:2457 Device or resource busy

FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out)

FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 425 425 Can't open data connection. timed out() failed.

**25 March 2007**

8 tickets opened (fairly distributed over ALL sites) and 4 moved from last week.

3 SOLVED OK: response times of sites TAIWAN-LCG2, NDGF-T1, IN2P3-CC was good and problems have been solved in the same day the ticked had been opened.

Focussing on a few tickets:

19861 [↗](#) - Transfer problems on site TRIUMF-LCG2

19819 [↗](#) - SRM problem on site CERN-PROD - castor Atlas.

19818 [↗](#) - SRM problem on site SARA-MATRIX - dCach (solved today)

19816 [↗](#) - Transfer problems on site FZK-LCG2

19815 [↗](#) - SRM problem on site INFN-T1

19814 [↗](#) - SRM problem on site USCMS-FNAL-WC1

19762 [↗](#) - SRM problem on site BNL-LCG2- dCach

19705 [↗](#) - Transfer problems between sites RAL-LCG2 and CERN-PROD

19358 [↗](#) - SRM problem on site USCMS-FNAL-WC1

**Frequently errors:**

(445) FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

(387) Failed SRM put on [address];Error is CastorStagerInterface.c :2457 Device or resource busy

(374) FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 421 421 Timeout (900 seconds): closing control connection.

(359) FINAL:SRM\_DONE\_DEST: failing to do 'setDone' on target SRM

(316) FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out)

### **18 March 2007**

7 tickets opened (fairly distributed over ALL sites) and 3 moved from last week.

5 SOLVED OK: response times and response quality vary with site.

- FZK and BNL back to normal work
- Data corruption at BNL found by Atlas on files exported from CERN. This is being investigated by dCache experts with help from FTS team
- There was a problem with one of LGC routers connecting to the Tier1s at the start of the week.

Focussing on a few tickets:

19762 [↗](#) : SRM problem on site BNL-LCG2 - connection problems;

19705 [↗](#) : Transfer problems between sites RAL-LCG2 and CERN-PROD - supposedly dCache problems;

19313 [↗](#) : SRM problem on site CERN-PROD

19358 [↗](#) : SRM problem on site USCMS-FNAL-WC1

### **Frequently errors:**

(149) FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put

(124) FINAL:TRANSFER: Destination and source file sizes don't match!!

(120) Failed on SRM get: SRM getRequestStatus timed out on get

(120) FINAL:SRM\_DONE\_DEST: failing to do 'setDone' on target SRM

(117) FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out)

### **11 March 2007**

12 tickets opened (fairly distributed over ALL sites) and 1 moved from last week.

10 SOLVED OK: response times and response quality vary with site.

Focussing on a few tickets:



19313 [↗](#) - SRM problem on site CERN-PROD

19314 [↗](#) - SRM problem on site INFN-T1

19358 [↗](#) - SRM problem on site USCMS-FNAL-WC1

19410 [↗](#) : IN2P3-CC - planned to upgrade the hardware on 20th march

### **Frequently errors:**

(148) FINAL:SRM\_DEST: Failed on SRM put: SRM getRequestStatus timed out on put;

(141) FINAL:ABORTED: Operation was aborted (the gridFTP transfer timed out);

(132) FINAL:TRANSFER: Destination and source file sizes don't match!!;

(131) FINAL:SRM\_DONE\_DEST: failing to do 'setDone' on target SRM;

(118) FINAL:TRANSFER: Transfer failed. ERROR the server sent an error response: 425 425 Can't open data connection. timed out() failed.

### **5 March 2007**

15 tickets opened (fairly distributed over ALL sites).

10 SOLVED OK: response times and response quality vary with site.

Focussing on a few tickets:

Not ticketed yet: CERN-PROD: There were problems on the Castor atlas pool this weekend causing large failures: being investigated now.

19088 [↗](#) : BNL-LCG2 will be in downtime until 16th March 2007 (GOC DB) Atlas are still transferring data here: 45% of transfers are still successful. Should we close the channel?

19009 [↗](#) : IN2P3-CC. Problems this week: many queuing PUT requests. This is possibly made worse by some behaviour in the current production FTS - investigating. This problem was addressed on Friday. Currently having authorisation configuration problems (a different problem).

19144 [↗](#) : GRIDKA (solved now): intermittent problem? - but it would good if the ticket response could indicate this.

19157 [↗](#) : PIC (solved now): ATLAS running out of disk space - new disk being installed - problem known to ATLAS who have stopped transfers.

### **Report for week starting 19/02/2007**

First report: started collecting on Friday 23rd.

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