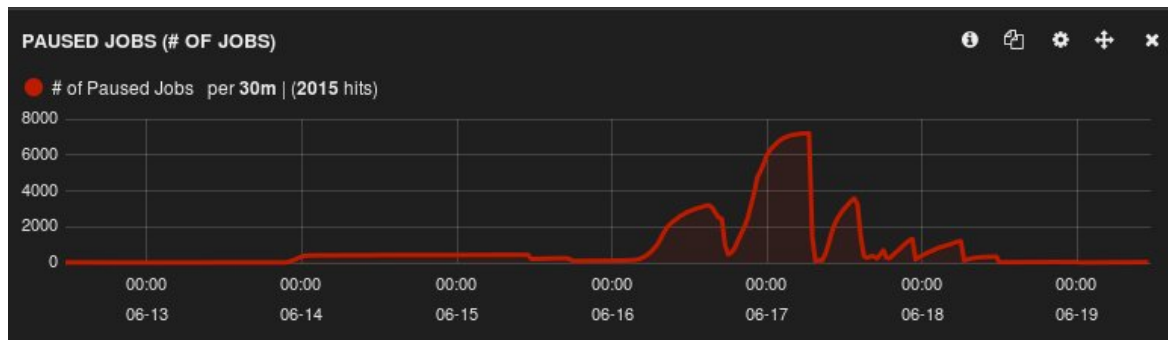


During this week we were hit by several problems that affected the performance of the Tier-0, leading to a high failure rate in the system.



Authentication Error with EOS

- Since several weeks ago we start having problems with some jobs that have issues while authenticating with EOS. For this we opened a ticket and opened a discussion in HN [\[1\]](#). This problem continued until last Wednesday, when a workaround was proposed (increasing the TTL for the manager connection from 20 minutes to 24 hours HN [\[2\]](#)).
- The solution was tested and then applied to the Tier0 configuration (Elog [\[3\]](#)). This solved the problems for the new workflows, but not for the existing ones, so it was necessary to patch their sandboxes.
- After doing this we haven't seen the problem happening again.

Jobs failing with 137 error code

- Jobs killed by the OOM (As seen in HN [\[4\]](#)). These jobs are receiving a -9 signal. It seems like an infrastructure problem. After restarting these jobs the eventually succeeded.
- The problem stopped appearing when the Authentication error was solved.

Frontier T0 Proxies problem

- We found lots of paused jobs showing a Frontier Problem (Elog [\[5\]](#))

```
Can not get data (Additional Information: [frontier.c:1111]: No more proxies. Last error was: Req
chan 2 failed at Sat Jun 13 22:24:06 2015: -9 [fn-socket.c:111]: connect to 128.142.201.184 timed
seconds) ( CORAL : "coral::FrontierAccess::Statement::execute" from "CORAL/RelationalPlugins/fron
```

- This particular problem had to do with CMS T0 proxy servers that were experiencing difficulties in responding HN [\[6\]](#).
- It was a temporary problem, after resuming the affected jobs we stopped seeing it.

Memory allocation problem

- Then we realized there was another error showing relation with frontier

```
A std::exception was thrown.
Can not get data (Additional Information: [frontier.c:997]: Request 1254 on chan 2 failed at Thu
cannot allocate memory of size 133461220) ( CORAL : "coral::FrontierAccess::Statement::execute" f
```

- We opened a discussion on HN [\[7\]](#) about this. However, Frontier Team explains this was not related with the frontier server, but it could be a client problem.
- This problem is not happening anymore, but in principle nothing changed, except for the solution of the Authentication Error. The main theory is this problem is a direct consequence of filling the VMs with jobs that eventually fail.
- Maybe memory cleanup after a job fails is leaving left overs that affect other jobs. (Elog [\[8\]](#)).

This topic: Sandbox > BriefReport

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