From: Miguel Marques Coelho Dos Santos
To: Benoit Clement; Jamie Shiers; it-dep-fio-smod (The list of all Service Managers on Duty in FIO);
Subject: atlas operator alarm list follow-up
Date: Monday, May 26, 2008 14:16:52

Hi,

Following up on this Saturdays 'email operator alarm' I asked Benoit to have a look at how the procedure was followed by the Operator.
Hopefully we can find out where things didn't go completely as expected and improve.
The mail from atlas (Simone) follows.
Cheers, Miguel

Message-Id: <01F1D702-8002-4B4F-9899-A8D738ECA218@cern.ch>
From: Simone Campana <Simone.Campana@cern.ch>
To: ATLAS OPERATOR ALARM <atlas-operator-alarm@cern.ch>
Content-Type: multipart/signed;
boundary=Apple-Mail-68--764927201;
micalg=sha1;
protocol="application/pkcs7-signature"
X-Smtp-Server: smtp.cern.ch:scampana
Mime-Version: 1.0 (Apple Message framework v919.2)
Subject: Problem reading data from srm-atlas.cern.ch endpoint (CASTOR)
Date: Sat, 24 May 2008 10:33:10 +0200
Cc: atlas-daily-computer-operations <atlas-daily-computer-operations@cern.ch
>
--Apple-Mail-68--764927201
Content-Type: text/plain;
charset=US-ASCII;
format=flowed;
delsp=yes
Content-Transfer-Encoding: 7bit

Dear Support,

starting from 8:40 this morning, all attempts to transfer ATLAS files
on castor at CERN to external T1s fail.
Transfers are performed using the CERN FTS server at CERN and the srm
protocol, via the srm-=atla.cern.ch endpoint.

From the FTS error message, the problem looks like

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2008-05-24 10:01:40
ccrc08_run2.016869.physics_A.recon.ESD.o0_r0._lb0023._0001

SRC SURL:

srm://srm-atlas.cern.ch//castor/cern.ch/grid/atlas/tzero/prod2/perm/
ccrc08_run2/physics_A/016869/ccrc08_run2.
016869.physics_A.recon.ESD.o0_r0/
ccrc08_run2.016869.physics_A.recon.ESD.o0_r0._lb0023._0001

DEST SURL:
srm://storm-fe.cr.cnaf.infn.it:8444/srm/managerv2?SFN=/atlas/
atlasdatadisk/ccrc08_run2/ESD/ccrc08_run2.016869
.physics_A.recon.ESD.o0_r0/
ccrc08_run2.016869
.physics_A.recon.ESD.o0_r0._lb0023._0001__DQ2-1211615002

TRANSFER ID: 16f232f7-2965-11dd-87f1-93fbc05697fb

ERROR MSG: [FTS] FTS State [Failed] FTS Retries [1] Reason [SOURCE
error during PREPARATION phase:
[GENERAL_FAILURE] Error caught in srm::getSrmUser.Error creating
statement, Oracle code: 18ORA-00018: maximum
number of sessions exceeded] Source Host [srm-atlas.cern.ch]

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A you see, the error message suggest that the srm-atlas.cern.ch
frontend is experiencing problem contacting the
oracle backend.

Last time the connection to the backend was lost, it got fixed
restarting the srm daemons, but I am n ot
suggesting any procedure here, jost mentioning this for sake of
completion.

ATLAS Expert on Call can be reached at 165907 in case extra infos are
needed (even if I just gave all infos I had).

Simone Campana