

EMI

Logging and Bookkeeping

TROUBLESHOOTING GUIDE

Document identifier:	glite-lb-doc-tg-1.2.7
Document version:	1.2.7
Date:	May 10, 2011
Document status:	FINAL
Document link:	http://egee.cesnet.cz/cvsweb/LB/LBTG.pdf

Abstract: This is a guide for user-side troubleshooting of the Logging and Bookkeeping (L&B) service. It is based on previous experience with problems frequently encountered by users.

Copyright © Members of the EGEE Collaboration. 2004. See <http://www.eu-egee.org/partners/> for details on the copyright holders.

Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at

<http://www.apache.org/licenses/LICENSE-2.0>

Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the License for the specific language governing permissions and limitations under the License.

CONTENTS

L&B DOCUMENTATION AND VERSIONS OVERVIEW	4
1 TROUBLESHOOTING	5
2 FAQ—FREQUENTLY ASKED QUESTIONS	6
2.1 JOB IN STATE ‘RUNNING’ DESPITE HAVING RECEIVED THE ‘DONE’ EVENT FROM LRMS	6

L&B DOCUMENTATION AND VERSIONS OVERVIEW

The Logging and Bookkeeping service (L&B for short) was initially developed in the EU DataGrid project¹ as a part of the Workload Management System (WMS). The development continued in the EGEE, EGEE-II and EGEE-III projects,² where L&B became an independent part of the gLite³ middleware [1], and then in the EMI Project.⁴

The complete L&B Documentation consists of the following parts:

- **L&B User's Guide** - this document. This user's guide explains how to use the Logging and Bookkeeping (L&B) service from the user's point of view. The service architecture is described thoroughly. Examples on using L&B event logging command to log a user tag and change job ACL are given, as well as L&B query and notification use cases.
- **L&B Administrator's Guide** [2]. This administrator's guide explains how to administer the Logging and Bookkeeping (L&B) service. Several deployment scenarios are described together with the installation, configuration, running and troubleshooting steps.
- **L&B Developer's Guide** [3]. This developer's guide explains how to use the Logging and Bookkeeping (L&B) service API. Logging (producer), querying (consumer) and notification API as well as the Web Services Interface is described in details together with programming examples.
- **L&B Test Plan** [4]. This test plan document explains how to test the Logging and Bookkeeping (L&B) service. Two major categories of tests are described: integration tests (include installation, configuration and basic service ping tests) and system tests (basic functionality tests, performance and stress tests, interoperability tests and security tests).

The following versions of L&B service are covered by these documents:

- **L&B version 3.0**: included in the EMI-1 Kebnekaise release
- **L&B version 2.1**: replacement for **L&B version 2.0** in gLite 3.2,
- **L&B version 2.0**: current stable version, in production as part of gLite 3.2,
- **L&B version 1.x**: old stable version, in production as part of gLite 3.1.

The older version of L&B that appeared in gLite 3.0 became obsolete and is not maintained anymore.

L&B packages can be obtained from two distinguished sources:

- **gLite releases**: gLite node-type repositories, offering a specific repository for each node type such as *glite-LB*
- **emi releases**: EMI repository or EGI's UMD repository, offering all EMI middleware packages from a single repository and relying on EPEL for dependencies

Note: Despite offering the same functionality, binary packages obtained from different repositories differ and switching from one to the other for upgrades may not be altogether straightforward.

Updated information about L&B service (including the L&B service roadmap) is available at the L&B homepage: <http://egee.cesnet.cz/en/JRA1/LB>

¹<http://eu-datagrid.web.cern.ch/eu-datagrid/>

²<http://www.eu-egee.org/>

³<http://www.glite.org>

⁴<http://www.eu-emi.eu/>

1 TROUBLESHOOTING

Please, report usage problems via the GGUS support system at

<https://gus.fzk.de/index.html>

Apparent software bugs are tracked in Savannah at

<https://savannah.cern.ch/bugs/?func=additem&group=jra1mdw>

When submitting a L&B specific problem/bug, the following information might be useful:

- version of software used (all `glite-lb-*` packages installed at your site)
- description of the problem, the `jobId`, addresses of all relevant machines (L&B server, ...), environment variables set, etc.
- output from the following commands:

```
glite-wms-job-status <jobId>  
glite-wms-job-logging-info -v 3 <jobID>
```

- information on your proxy:

```
voms-proxy-info -debug -all
```

or, if VOMS client is not installed,

```
grid-proxy-info -debug
```

- sometimes additional information can be found in the output from the commands

```
glite-lb-job_status <jobId>  
glite-lb-job_log <jobId>
```

that should be available in the `$GLITE_LOCATION/examples` directory,

- appropriate excerpts from the logs on the server side are also highly appreciated, please tell your administrator to look at the Troubleshooting section in LB Administrator's Guide [2] to follow the steps there and provide you the necessary information.

Users are encouraged to send developers all non-bugs comments and questions by email to address egee-jra1@lindir.ics.muni.cz.

2 FAQ—FREQUENTLY ASKED QUESTIONS

2.1 JOB IN STATE ‘RUNNING’ DESPITE HAVING RECEIVED THE ‘DONE’ EVENT FROM LRMS

Jobs stay in state *Running* until a *Done* event is received from the workload management system. *Done* events from local resource managers are not enough since the job in question may have been resubmitted in the meantime.

REFERENCES

- [1] E. Laure, F. Hemmer, F. Prelz, S. Beco, S. Fisher, M. Livny, L. Guy, M. Barroso, P. Buncic, P. Kunszt, A. Di Meglio, A. Aimar, A. Edlund, D. Groep, F. Pacini, M. Sgaravatto, and O. Mulmo. Middleware for the next generation grid infrastructure. In *Computing in High Energy Physics and Nuclear Physics (CHEP 2004)*, 2004.
- [2] A. Křenek et al. L&B Administrator's Guide. <http://egee.cesnet.cz/en/JRA1/LB/>.
- [3] A. Křenek et al. L&B Developer's Guide. <http://egee.cesnet.cz/en/JRA1/LB/>.
- [4] A. Křenek et al. L&B Test Plan. <http://egee.cesnet.cz/en/JRA1/LB/>.