

Troubleshooting

This page contains an overview of various problems you might run into when working with the Grid, and solutions to these problems, if available. Subjects are more or less categorized, but feel free to reorganize this page.

SRM

srmcp

If you receive the following incomprehensible error message when trying to srmcp a file

```
org.globus.ftp.exception.ServerException: Server refused performing the
request. Custom message: Server reported transfer failure (error code 1)
[Nested exception message: Custom message: Unexpected reply: 426 Transfer
aborted (Transfer failed: No route to host)]. Nested exception is
org.globus.ftp.exception.UnexpectedReplyCodeException: Custom message:
Unexpected reply: 426 Transfer aborted (Transfer failed: No route to host)
  at org.globus.ftp.vanilla.TransferMonitor.run(TransferMonitor.java:182)
  at org.globus.ftp.vanilla.TransferMonitor.start(TransferMonitor.java:109)
  at org.globus.ftp.FTPClient.transferRunSingleThread(FTPClient.java:1489)
  at org.globus.ftp.FTPClient.get2(FTPClient.java:1752)
  at
org.dcache.srm.util.GridftpClient$TransferThread.run(GridftpClient.java:978)
  at java.lang.Thread.run(Thread.java:636)
GridftpClient: transfer exception
org.globus.ftp.exception.ServerException: Server refused performing the
request. Custom message: Server reported transfer failure (error code 1)
[Nested exception message: Custom message: Unexpected reply: 426 Transfer
aborted (Transfer failed: No route to host)]. Nested exception is
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  at
org.dcache.srm.util.GridftpClient$TransferThread.run(GridftpClient.java:978)
  at java.lang.Thread.run(Thread.java:636)
copy failed with the error
org.globus.ftp.exception.ServerException: Server refused performing the
request. Custom message: Server reported transfer failure (error code 1)
[Nested exception message: Custom message: Unexpected reply: 426 Transfer
aborted (Transfer failed: No route to host)]. Nested exception is
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at java.lang.Thread.run(Thread.java:636)
try again
sleeping for 10000 before retrying
```

then use the `-streams_num=1` options to reduce the number of transfer streams to 1.

This error seems only to occur when copying relatively small files. It's a mystery to me why the end-user should be bothered with these gory (under-the-hood) details.

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