

## GlideinWMS - Bug #25008

### An error is returned by rrdtool when updating Log\_Counts.rrd

09/23/2020 12:26 PM - Bruno Coimbra

<b>Status:</b>	New	<b>Start date:</b>	09/23/2020
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	v3_9_1	<b>Spent time:</b>	0.00 hour
<b>First Occurred:</b>		<b>Stakeholders:</b>	
<b>Occurs In:</b>			

#### Description

The factory monitoring (glideFactoryMonitoring) fails to update the Log\_Counts.rrd file with an error returned by rrd\_tools.

Steps to reproduce:

- Stop the factory
- Remove a Log\_Counts.rrd file (e.g. /var/lib/gwms-factory/work-dir/monitor/entry\_ITB\_FC\_SIN\_CE2/total/Log\_Counts.rrd)
- Upgrade the factory
- Start the factory

Error:

```
[2020-09-21 10:27:12,157] ERROR: glideFactoryMonitoring:249: Failed to update /var/lib/gwms-factory/work-dir/monitor/entry_ITB_FC_SIN_CE2/total/Log_Counts.rrd:
```

Traceback (most recent call last):

```
File "/usr/lib/python3.6/site-packages/glideinwms/factory/glideFactoryMonitoring.py", line 247, in write_rrd_multi_hetero
    self.rrd_obj.update_rrd_multi(fname, time, val_dict)
File "/usr/lib/python3.6/site-packages/glideinwms/lib/rrdSupport.py", line 183, in update_rrd_multi
    self.rrd_obj.update(*args)
File "/usr/lib/python3.6/site-packages/glideinwms/lib/rrdSupport.py", line 543, in update
    outstr = subprocessSupport.iexe_cmd(cmdline)
File "/usr/lib/python3.6/site-packages/glideinwms/lib/subprocessSupport.py", line 101, in iexe_cmd
    raise CalledProcessError(exitStatus, cmd, output="".join(stderrdata))
subprocess.CalledProcessError: Command '/bin/rrdtool update "/var/lib/gwms-factory/work-dir/monitor/entry_ITB_FC_SIN_CE2/total/Log_Counts.rrd" "-t" "EnteredCompleted:EnteredHeld:EnteredIdle:EnteredRemoved:EnteredRunning:EnteredWait:ExitedHeld:ExitedIdle:ExitedRunning:ExitedWait:StatusHeld:StatusIdle:StatusRunning:StatusWait" "1600702031:0:0:0:0:0:0:0:0:0:0:0:0:0:0:0"' returned non-zero exit status 1.
```