

## Vulcan - Bug #8986

### Failed mails to and from [catalind@fnal.gov](mailto:catalind@fnal.gov)

05/29/2015 03:35 PM - Chih-Hao Huang

<b>Status:</b>	Resolved	<b>Start date:</b>	06/01/2015
<b>Priority:</b>	Normal	<b>Due date:</b>	06/08/2015
<b>Assignee:</b>	Chih-Hao Huang	<b>% Done:</b>	100%
<b>Category:</b>		<b>Estimated time:</b>	4.00 hours
<b>Target version:</b>		<b>Spent time:</b>	4.00 hours
<b>Description</b>			
<p><a href="mailto:catalind@fnal.gov">catalind@fnal.gov</a> has been decommissioned. However, some cron/screen job still send email to that account.</p> <p>For example: =====</p> <p>This is the mail system at host cmsrv33.fnal.gov.</p> <p>I'm sorry to have to inform you that your message could not be delivered to one or more recipients. It's attached below.</p> <p>For further assistance, please send mail to &lt;postmaster&gt;</p> <p>If you do so, please include this problem report. You can delete your own text from the attached returned message.</p> <p>The mail system</p> <p>&lt;<a href="mailto:catalind@fnal.gov">catalind@fnal.gov</a>&gt;: host smtp.fnal.gov[131.225.105.24] said: 550 5.1.1 User unknown (in reply to RCPT TO command) Reporting-MTA: dns; cmsrv33.fnal.gov X-Postfix-Queue-ID: 576E0953875 X-Postfix-Sender: rfc822; <a href="mailto:root@cmsrv33.fnal.gov">root@cmsrv33.fnal.gov</a> Arrival-Date: Fri, 29 May 2015 01:20:43 -0500 (CDT)</p> <p>Final-Recipient: rfc822; <a href="mailto:catalind@fnal.gov">catalind@fnal.gov</a> Action: failed Status: 5.1.1 Remote-MTA: dns; smtp.fnal.gov Diagnostic-Code: smtp; 550 5.1.1 User unknown</p> <p>From: root &lt;<a href="mailto:root@cmsrv33.fnal.gov">root@cmsrv33.fnal.gov</a>&gt; Subject: expiring list2500Dirs/ Date: May 29, 2015 at 1:20:43 AM CDT To: &lt;<a href="mailto:catalind@fnal.gov">catalind@fnal.gov</a>&gt;</p> <p>288</p>			

### History

#### #1 - 05/29/2015 03:41 PM - Chih-Hao Huang

The emails seems to have to do with checking certificates.  
So far, the most possible candidate is  
/opt/d-cache/certcheck/verify\_update\_crl.sh  
It is on cmsdcam3 cmsdcam5 amd cmsdcam2.  
It sends notification from root to [catalind@fnal.gov](mailto:catalind@fnal.gov) and [cms-team@fnal.gov](mailto:cms-team@fnal.gov).

Current remedy is to remove [catalind@fnal.gov](mailto:catalind@fnal.gov) (we all get it from [cms-team@fnal.gov](mailto:cms-team@fnal.gov))  
It is done for cmsdcam2(cmsrv28) and cmsdcam3(cmsrv33) and cmsdcam5.

Don't know if it fix the problem. It does not address "expiring list2500Dirs" yet.

There are other similar cronjobs like this. Will fix them later.

**#2 - 05/29/2015 04:08 PM - Chih-Hao Huang**

- % Done changed from 0 to 40

**#3 - 06/09/2015 01:29 PM - Chih-Hao Huang**

- Status changed from Assigned to Accepted

- % Done changed from 40 to 90

These are actually general email, not particular to vulcan.

It has been traced deeper.

They are the emails from root sent to [catalind@fnal.gov](mailto:catalind@fnal.gov).

[catalind@fnal.gov](mailto:catalind@fnal.gov) is decommissioned hence the mails were bounced back to root.

However, root forwards its mails to [cms-team@fnal.gov](mailto:cms-team@fnal.gov).

This is how the mails appeared to be bounced to [cms-team@fnal.gov](mailto:cms-team@fnal.gov).

It is not trivial to find the origin of the email.

In the end, /opt/poolQuota/cron/zz\_checkticket.sh is the one (on cmssrv33 and cmsdcam5).

On cmssrv03, it is /opt/same/certificateAudit/zz\_checkticket.sh.

Now the error emails have stopped.

Will watch it for a little while.

**#4 - 07/27/2015 07:04 AM - Chih-Hao Huang**

- Status changed from Accepted to Resolved

- % Done changed from 90 to 100

After 7 weeks, no bounced mail are seen. Close this one now.