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Chapter 1. Introduction

Chapter 2. Command-line tools

Please refer to the MyProxy Reference Manual\(^1\) for documentation of the MyProxy command-line tools.

\(^1\) http://myproxy.ncsa.uiuc.edu/man/
Chapter 3. Troubleshooting

1. Common GT Errors

For a list of common errors in GT, see Error Codes.
2. Errors
### Table 3.1. MyProxy Errors

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Definition</th>
<th>Possible Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MyProxy server name does not match expected name</strong></td>
<td>This error appears as a mutual authentication failure or a server authentication failure, and the error message should list two names: the expected name of the MyProxy server and the actual authenticated name. By default, the MyProxy clients expect the MyProxy server to be running with a host certificate that matches the target hostname. This error can occur when running the MyProxy server under a non-host certificate or if the server is running on a machine with multiple hostnames. The MyProxy clients authenticate the identity of the MyProxy server to avoid sending pass- phrases and credentials to rogue servers. If the expected name contains an IP address, your system is unable to do a reverse lookup on that address to get the canonical hostname of the server, indicating either a problem with that machine's DNS record or a problem with the resolver on your system.</td>
<td>If the server name shown in the error message is acceptable, set the <code>MYPROXY_SERVER_DN</code> environment variable to that name to resolve the problem.</td>
</tr>
<tr>
<td><strong>Error in bind(): Address already in use</strong></td>
<td>This error indicates that the <code>myproxy-server</code> port (default: 7512) is in use by another process, probably another <code>myproxy-server</code> instance. You cannot run multiple instances of the <code>myproxy-server</code> on the same network port.</td>
<td>If you want to run multiple instances of the <code>myproxy-server</code> on a machine, you can specify different ports with the <code>-p</code> option, and then give the same <code>-p</code> option to the MyProxy commands to tell them to use the <code>myproxy-server</code> on that port.</td>
</tr>
<tr>
<td><strong>grid-proxy-init failed</strong></td>
<td>This error indicates that the <code>grid-proxy-init</code> command failed when <code>myproxy-init</code> attempted to run it, which implies a problem with the underlying Globus installation.</td>
<td>Run <code>grid-proxy-init -debug -verify</code> for more information.</td>
</tr>
<tr>
<td><strong>User not authorized</strong></td>
<td>An error from the <code>myproxy-server</code> saying you are &quot;not authorized&quot; to complete an operation typically indicates that the <code>myproxy-server.config</code> file settings are restricting your access to the <code>myproxy-server</code>. It is possible that the <code>myproxy-server</code> is running with the default <code>myproxy-server.config</code> file, which does not authorize any operations.</td>
<td>See Configuring MyProxy for more information.</td>
</tr>
<tr>
<td>Error Code</td>
<td>Definition</td>
<td>Possible Solutions</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Unable to verify remote side's credentials</td>
<td>An error saying &quot;Unable to verify remote side's credentials,&quot; &quot;Couldn't verify the remote certificate,&quot; or &quot;alert bad certificate&quot; often indicates that the client or server's certificate is signed by an untrusted Certification Authority (CA). The client must have a CA certificate and signing policy file installed in /etc/grid-security/certificates for the CA that signed the server's certificate. Likewise, the server must have a CA certificate and signing policy file installed in /etc/grid-security/certificates for the CA that signed the client's certificate.</td>
<td>See Configuring Certificates for more information.</td>
</tr>
</tbody>
</table>

3. Additional MyProxy Troubleshooting

For additional information, see the MyProxy Troubleshooting Page\(^1\) at NCSA.

\(^1\) [http://myproxy.ncsa.uiuc.edu/troubleshooting.html](http://myproxy.ncsa.uiuc.edu/troubleshooting.html)
Chapter 4. Usage statistics collection

1. MyProxy usage statistics collection

By default, the myproxy-server will send a UDP packet containing usage information to usage-stats.cilogon.org:4810 after serving each request. See the MyProxy Privacy Policy\(^1\) for details. You can see the Globus Usage Statistics policy here\(^2\).

\(^1\) [http://myproxy.ncsa.uiuc.edu/privacy](http://myproxy.ncsa.uiuc.edu/privacy)
\(^2\) [/toolkit/docs/5.0/5.0.1/Usage_Stats.html](/toolkit/docs/5.0/5.0.1/Usage_Stats.html)
Glossary