**File Download Errors**

Symptoms:

Content\_gateway.out has messages similar to content\_bp2g:<some message> and the large file downloads (> 2GB files) do not complete.

1. Reset alarms in the WCG Manager UI/reset emails.
2. Content\_gateway.out shows resets with stack traces.
3. Messages file shows restarts. Make sure the resets are not caused by manual restarts or reboot of the WCG DOM.
4. Examine the extended.log entries before the reset. If the same kind of urls are seen during each reset then this may be data related reset.
5. In some cases resets happen again and again and proxy stops processing requests. This will lead to an outage and will require a manual restart of WCG or reboot of WCG DOM.

Actions and Data to Gather:

Please search KB articles and relevant release notes to identify a match with any existing known issues before escalating.

Prior to 7.6:

* The large file download HF only solves the “error content\_bp2g: unexpected server close, policy wanted at least…”
* Other content\_bp2g errors are caused by resource or permissions issue. Installing HF will NOT resolve them. Just installing the large file Hotfix doesn’t change anything.
* Tuning of the parameters is required. The new parameters that MUST be added to records.config and tuned according to point 2 below:

CONFIG proxy.config.http.large\_file\_download\_frame\_size INT 10240 (default value)

CONFIG proxy.config.http.large\_file\_frame\_download\_timeout INT 30 (default value)

1. For video file downloads, decreasing frame\_size helps, since client player software expects to receive data within a short time. Start by reducing to 5 MB the frame\_size parameter, and use the (default) 30 second timeout. If downloads still fail, decrease frame\_size by 1 MB. If you continue to reduce frame\_size and errors persist after you reduce the size to 1 MB, begin increasing download\_timeout in 30 second increments.
2. For other file types (not video files), begin by increasing the download\_timeout value. Increase download\_timeout to 60 seconds. If errors persist, continue testing with 30 second increases until 120 seconds is reached. If downloading still fails, start reducing frame\_size in 1 MB increments, continuing to test after each reduction.

7.5.5 provides timestamp and url of the large file download messages. 7.6 handles the downloads much better.

For the EI attach the following info for troubleshooting:

1. Enable http\_large\_file\_support debug tag and get the content\_gateway.out after trying the download
2. Get a simultaneous pcap on client and wcg capturing the download. Make sure the wcg pcap is unfiltered and captures everything – client to wcg, wcg to OS and loopback.

For 7.6:

1. Check the proxy.config.http.transaction\_active\_timeout\_out/in in records.config. It should be 0 especially for large files that would take time.
2. For the EI attach the following:
   1. Get a simultaneous pcap on client and wcg capturing the download. Make sure the wcg pcap is unfiltered and captures everything – client to wcg, wcg to OS and loopback.
   2. Get the following debug output for the problem causing url: http\_hdrs.\*|wtg.\*|src.\*|http.\*| wtg\_txn.\*