



## Cloud sync failed with multiple errors when copying files from NFS to S3

[https://kb-stage.netapp.com/cloud/ncds/Cloud\\_Sync/Cloud\\_sync\\_failed\\_with\\_multiple\\_errors\\_when\\_co...](https://kb-stage.netapp.com/cloud/ncds/Cloud_Sync/Cloud_sync_failed_with_multiple_errors_when_co...)

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### Applies to

- Cloud sync
- AWS S3

### Issue

- Cloud sync fails to copy multiple files when performing copy from NFS to S3.
- Data broker reports multiple errors like `"TimeoutError: socket hang up"` , `"Error: write EPIPE"` , `"RequestTimeout:"`

```
[WARN] [TRANSFERRER] [1361] [32677] [64137xxxxxxxxx] RETRYING copy from:
{"local":{"path":"mnt/64137xxxxxxxxx/test_src/test1/folder1"}} to:
{"s3":{"bucket":"test-
```

```
input", "tags": [], "provider": "s3", "storageClass": "STANDARD", "region": "eu-
xx-1", "path": "test1/folder1"}} entry:
{"path": "test0_test2", "type": "FILE", "size": 1165827801088, "mode": 33184, "uid": 207, "g
TimeoutError: socket hang up

[WARN] [TRANSFERRER] [1361] [32677] [64137xxxxxxxx] RETRYING copy from:
{"local": {"path": "mnt/64137xxxxxxxx/test_src/test1/folder1"}} to:
{"s3": {"bucket": "test-
input", "tags": [], "provider": "s3", "storageClass": "STANDARD", "region": "eu-
xx-1", "path": "test1/folder1"}} entry:
{"path": "test0_test2", "type": "FILE", "size": 1221348679680, "mode": 33184, "uid": 207, "g
Error: write EPIPE

[WARN] [TRANSFERRER] [1362] [1968] [64137xxxxxxxx] RETRYING copy from:
{"local": {"path": "mnt/64137xxxxxxxx/test_src/test1/folder1"}} to:
{"s3": {"bucket": "test-
input", "tags": [], "provider": "s3", "storageClass": "STANDARD", "region": "eu-
xx-1", "path": "test1/folder1"}} entry:
{"path": "test0_test2", "type": "FILE", "size": 1181281681408, "mode": 33184, "uid": 207, "g
RequestTimeout: Your socket connection to the server was not read from or
written to within the timeout period. Idle connections will be closed.
```