

611-EED-001, Rev. 01

# **EOSDIS Evolution and Development (EED) Contract**

## **Release 8.1 Mission Operation Procedures for the EED Contract**

Revision 01

April 2012

Raytheon Company  
Riverdale, Maryland

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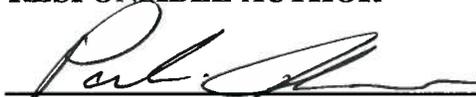
# Release 8.1 Mission Operation Procedures for the EED Contract

Revision 01

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# Preface

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This document is a formal contract deliverable. It requires Government review and approval within 45 business days. Changes to this document will be made by document change notice (DCN) or by complete revision.

Any questions should be addressed to:

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# Abstract

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This document, Release 8.1 Mission Operation Procedures for the EED Project, provides DAAC procedures that assign and describe operators, engineers, operations support, administration and management staff actions required to configure, maintain and operate the ECS applications at maturity. The DAAC portion of this document contains system-level standard procedures that can be modified at the DAACs during subsequent training, operations exercises and procedure review activities to reflect desired uniqueness. The objectives of the current release of the system are to provide capability to support the ingest and archive of raw data obtained from instruments on Earth Observing System (EOS) satellites [e.g., the EOS AM Mission spacecraft 1, morning equator crossing spacecraft series (Terra (AM-1)), EOS PM Mission spacecraft 1 and the afternoon equator crossing spacecraft series (Aqua (PM-1))]. Other capabilities provided by the current release include processing the data obtained, distributing raw or processed data as requested, quality assurance of processed data, supporting communication networks, and systems monitoring via interfaces with the ECS operations staff.

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## **Abbreviations and Acronyms**

# 1. Introduction

---

This document, Release 8.1 Mission Operation Procedures for the Earth Observing System Data and Information System (EOSDIS) Evolution and Development (EED) Contract, provides procedures to configure, maintain, and operate the EOSDIS Core System (ECS).

## 1.1 Identification

This document meets the milestone specified as Contract Data Requirements List (CDRL) Item 23, under NNG10HP02C. This reflects the system as delivered at Release 8.1.

## 1.2 Scope

The scope of this document is directed to Distributed Active Archive Center (DAAC) operations activities to support the Release 8.1 ECS system. Both procedures and instructions are identified. Operations procedures are defined as the step-by-step commands or on-line procedures needed to perform a function. The Operations Instructions are the off-line procedures or directives for performing administrative, operations, management, or operations support activities (e.g., Configuration Management, Problem Management, or Quality Assurance).

### 1.2.1 On-Site Procedures Tailoring Guide

Each DAAC may modify these procedures and instructions to accommodate site-specific operations requirements. Such documentation should be versioned and dated in Microsoft Word format with a master copy forwarded to the following address:

The EED Contract Office  
Raytheon Company  
5700 Rivertech Court  
Riverdale, MD 20737

For specifics on authoring, formatting, importing, exporting and maintenance of procedures and instructions, refer to Chapter 17 Library Administration.

## 1.3 Purpose

The purpose of this document is to identify the procedures and instructions to operate and maintain Release 8.1 systems. In addition, DAAC staff responsibilities are identified. The DAAC operations staff is comprised of operators, engineers, as well as operations support, administration and management staff personnel.

This document will be used as a training aid for operations staff that is located at the DAAC sites. The operations procedures and operations instructions were derived from, and are intended

to be consistent with the system functions and capabilities specified in the system design specifications.

## 1.4 Status and Schedule

This document is to be delivered on an annual basis. Updates are made to reflect new system releases. Changes are submitted through established configuration management procedures, such as configuration change requests or published revisions known as interim updates published to the web site at <http://edhs1.gsfc.nasa.gov/> at an “Interim Updates” link on the abstract page for this document (611-EED-001).

## 1.5 Organization

The contents subsequent to this first section are presented as follows:

- Section 2      **Related Documentation.** Lists documents that drive, support or expand on the material in this manual.
- Section 3      **System Administration.** Identifies the operations procedures and/or operations instructions for system administration activities, such as secure shell, system startup and shutdown, system monitoring, tape operations, system backup and restore, log maintenance, user administration, and COTS software administration.
- Section 4      **Database Administration.** Identifies the operations procedures and/or operations instructions for database administration activities, such as product installation, disk storage management, login and privileges administration, database validation, backup and recovery, database configuration, tuning and performance monitoring.
- Section 5      **Security Services.** Identifies the operations procedures and/or operations instructions for security services activities, such as user authentication and authorization, data access control, network and system monitoring, password protection, file modification and logging system access monitoring, detection and reporting of security breaches .
- Section 6      **Network Administration.** Identifies the operations procedures and/or operations instructions for network administration activities, such as network and system configuration monitoring, and control and monitoring of the system network capabilities.
- Section 7      **System Monitoring.** Identifies the operations procedures and/or operations instructions for network system monitoring, such as problem monitoring and resolution.
- Section 8      **Problem Management.** Identifies the operations procedures and/or operations instructions for monitoring and controlling problems reporting and

resolution. This is handled through submitting, processing, tracking and resolving Trouble Tickets.

- Section 9 **Configuration Management.** Identifies the operations procedures and/or operations instructions for configuration management activities, such as Configuration Control Board (CCB) support, configuration item identification, submission and processing of configuration change requests (CCRs), configuration status accounting, configuration audits, data management, operational database maintenance, software transfer and installation.
- Section 10 **Metadata Administration.** Identifies the operations procedures and/or operations instructions for metadata administration activities, such as establishing collections, populating the database, and specifying Earth Science Data Type (ESDT) services.
- Section 11 **Bulk Metadata Generation Tool.** Identifies the Bulk Metadata Generation Tool (BMGT) procedures established to support the ECS component used for generation of the external metadata representation of ECS holdings. The distinct data products generated by BMGT are exported to the EOSDIS ClearingHouse (ECHO) and ingested into the ECHO database where they are made available to ECHO clients such as Reverb.
- Section 12 **Quality Assurance.** Identifies the operations procedures and/or operations instructions to perform management of Quality Assurance (QA) metadata, the QA Update utility (QAUU), consolidation of the QAMUT utility from SDSRV into a single utility, and identifying input file data format updates.
- Section 13 **Data Pool Ingest.** Identifies the operations procedures and/or operations instructions to support data acquisition.
- Section 14 **Archive Management/Data Pool Maintenance.** Identifies the operations procedures and/or operations instructions for archiving activities, such as archive repository maintenance, fault monitoring and notification, and temporary data storage. Providing a persistent data store for all science and ancillary data; all browse data files; and all XML metadata, ESDT definition, and XML schema files.
- Section 15 **Distribution Concepts.** Identifies the operations procedures and/or operations instructions to support data distribution activities, order management, and product shipment.
- Section 16 **User Services.** Identifies the operations procedures and/or operations instructions to support user services activities to address user requests for data and data subscriptions insertion.
- Section 17 **Library Administration.** Identifies the operations procedures and/or operations instructions to support librarian administration activities, such as

change package preparation and distribution, master document control and maintenance.

- Section 18 **COTS Hardware Maintenance.** Identifies the operations procedures and/or operations instructions for preventive and corrective maintenance activities of commercial off-the-shelf (COTS) hardware for the EED project.
- Section 19 **COTS Software Maintenance.** Identifies the operations procedures and/or operations instructions to support maintenance activities for COTS software, custom software, and science software.
- Section 20 **Property Management.** Identifies the operations procedures and/or operations instructions for the receipt, control, and accountability of EED property at all affected sites.
- Section 21 **Installation Planning.** Identifies the operations procedures and/or operations instructions to support installation planning activities for conducting site surveys, ensuring that site preparations/coordination are completed on schedule, facilitating receipt and installation of the hardware.
- Section 22 **COTS Training.** Identifies the operations procedures and/or operations instructions to support COTS training activities, such as training request processing, training point of contract, training scheduling, and training record maintenance.
- Section 23 **Inventory Logistical Management (ILM).** The Asset Smart ILM helps the operations staff at EDF to maintain records that describe all inventory components and their assembly structures and interdependencies. The database maintained by this tool keeps chronological histories (a record of the transactions) of receipt, installation, and relocation of inventory items.
- Section 24 **Maintenance of Configuration Parameters.** These procedures describe the overall maintenance of the system configuration parameters baseline for custom software and hardware, including patches, database, operating systems, COTS software, and networks.
- **Abbreviations and Acronyms.** Identifies abbreviations and acronyms used throughout this document.

## 2. Related Documentation

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### 2.1 Parent Documents

The parent documents are the documents from which the Mission Operation Procedures' scope and content are derived.

|              |  |
|--------------|--|
|              | Statement of Work for EED Contract                                       |
| 423-CDRD-001 | Contract Data Requirements Document for EED Task 02 ECS SDPS Maintenance |

### 2.2 Applicable Documents

The following documents are referenced within the Mission Operation Procedures document, or are directly applicable, or contain policies or other directive matters that are binding upon the content of this volume.

|           |   |
|-----------|---|
| 423-46-01 | Goddard Space Flight Center, Functional and Performance Requirements Specification for the Earth Observing System Data and Information System (EOSDIS) Core System (ECS) Science Data Processing System (EMD F&PRS) |
|-----------|---|

### 2.3 Information Documents

#### 2.3.1 Information Documents Referenced

The following documents are referenced herein and amplify or clarify the information presented in this document. These documents are not binding on the content of the Mission Operation Procedures for the EED Project.

|                      |  |
|----------------------|--|
| 105-EED-001          | Property Management Plan for the EED Project   |
| 110-EED-001          | Configuration Management Plan for the EED Project  |
| 170-EMD-003          | A Data Formatting Toolkit for Extended Data Providers to NASA's Earth Observing System Data and Information System |
| 500-EMD-001          | Terra Spacecraft Ephemeris and Attitude Data Preprocessing   |
| 500-EMD-002          | Aqua Spacecraft Ephemeris and Attitude Data Preprocessing  |
| 500-EMD-003          | Aura Spacecraft Ephemeris and Attitude Data Preprocessing  |
| 609-EED-001, Rev. 01 | Release 8.1 Operations Tools Manual for the EED Contract   |
| 910-TDA-003          | COTS Software Version Baseline Report  |
| 910-TDA-005          | Site-Host Map Report   |

|               |   |
|---------------|---|
| 910-TDA-021   | SYBASE SQLServer 11.0.x ALL DAAC Database Configurations  |
| 910-TDA-022   | Custom Code Configuration Parameters for ECS  |
| 910-TDA-023   | Critical COTS Software List   |
| 910-TDA-030   | COTS [Software] Where Used Report   |
| 914-TDA-337   | What's Up Professional 2006 Maintenance Upgrade for the EED Project: Release Notes  |
| 914-TDA-370   | AMASS to StorNext   |
| 914-TDA-376   | Luminex Physical Media  |
| 921-TDx-001   | DAAC LAN Topology   |
| 921-TDx-002   | [DAAC] Hardware/Network Diagram   |
| 921-TDx-003   | IP Address Assignment (DAAC Hosts)  |
| 921-TDx-004   | IP Address Assignment (DAAC Network Hardware)   |
| 921-TDx-005   | Dual-Homed Host Static Routes   |
| CM-004        | EMD Project Instruction: CCB Change Control Process   |
| CM-1-032-1    | EMD Project Instruction: COTS and Custom Software Preparation and Delivery  |
| CM-045        | EMD Project Instruction: EMD Software Build Process   |
| DM-002        | EMD Project Instruction: Data Identification Numbering  |
| MIL-HDBK-263B | Electrostatic Discharge Control Handbook for Protection of Electrical and Electronic Parts, Assemblies, and Equipment (Excluding Electrically Initiated Explosive Devices) (Metric)                               |
| MIL-STD-1686C | Department of Defense Standard Practice: Electrostatic Discharge Control Program for Protection of Electrical and Electronic Parts, Assemblies and Equipment (Excluding Electrically Initiated Explosive Devices) |

### **2.3.2 Information Documents Not Referenced**

The following documents, although not referenced herein and/or not directly applicable, do amplify or clarify the information presented in this document. These documents are not binding on the content of the Mission Operation Procedures for the EED Project.

|         |  |
|---------|--|
| 290-004 | Goddard Space Flight Center, Internet Protocol Operational Network (IONet) Access Protection Policy and Requirements |
|---------|--|

|                          |   |
|--------------------------|---|
| 423-10-21                | Earth Science Data and Information System Project Configuration Management Procedures                         |
| 423-16-01                | Data Production Software and Science Computing Facility (SCF) Standards and Guidelines                        |
| 305-EED-001, Rev. 01     | Release 8.1 Segment/Design Specifications for the EED Contract  |
| 311-EED-001, Rev. 01     | Release 8.1 INGEST (INS) Database Design and Schema Specifications for the EED Contract                       |
| 311-EED-002, Rev. 01     | Release 8.1 Order Manager (OMS) Database Design and Database Schema Specifications for the EED Contract       |
| 311-EED-003, Rev. 01     | Release 8.1 Spatial Subscription Server (SSS) Database Design and Schema Specifications for the EED Contract  |
| 311-EED-004, Rev. 01     | Release 8.1 Data Pool (DPL) Database Design and Schema Specifications for the EED Contract                    |
| 311-EED-005, Rev. 01     | Release 8.1 Archive Inventory Management (AIM) Database Design and Schema Specifications for the EED Contract |
| 508-EMD-001              | ACRONYMS for the EOSDIS Maintenance and Development (EMD) Project   |
| 905-TDA-001              | EMD System Baseline Specification   |
| 914-TDA-331              | Solaris_8_OS_patches_0905   |
| 920-TD <sub>x</sub> -001 | Hardware-Design Diagram   |
| 920-TD <sub>x</sub> -002 | Hardware-Software Map   |
| 905-TDA-002              | ECS Host Naming Convention  |
| 920-TD <sub>x</sub> -009 | DAAC HW Database Mapping  |
| 920-TD <sub>x</sub> -019 | Hosts' Custom Code Baseline   |
| 152-TP-003               | Glossary of Terms for the EOSDIS Core System (ECS) Project  |
| FB9401V2                 | EOSDIS Core System Science Information Architecture   |
| NPR 1600.1               | NASA Procedural Requirements: NASA Security Program Procedural Requirements                                   |
| NPR 2810.1               | NASA Procedural Requirements: Security of Information Technology  |
| OMB Circular A-130       | Office of Management and Budget, Management of Federal Information Resources                                  |

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## 3. System Administration

---

### 3.1 Overview

The following sections define step by step procedures for the routine tasks performed by ECS System Administrators. Topics covered are as follows: ssh, system startup, and shutdown, system monitoring, tape operations, system backup and restore, user administration, and Commercial Off The Shelf (COTS) software administration.

### 3.2 Secure Access to DAACs

The Local Area Network (LAN) at the DAACs is more secure than most other LANs. There is a set of hosts that are externally advertised to the Internet. Access to these hosts requires the use of SSH and 2-Factor Authentication. 2-Factor Authentication is covered in section 5.2 of this document.

Secure Shell (ssh) is an application that greatly improves network security. Secure Shell is the standard for remote logins, solving the problem of hackers stealing passwords. Secure Shell secures connections by encrypting passwords and other data. Once launched, it provides transparent, strong authentication and secure communications over any IP-based connection. The SSH Secure Shell application is virtually invisible during day-to-day use. It provides an extensive library of features for securing and authenticating terminal connections, file transfers or almost any other type of connection that might be created over an IP network. Secure Shell is to be used for communication among system platforms and among the DAACs.

### 3.3 Setting Up SSH

SSH programs have client and server components much like other network programs. The user only needs to be concerned with the client configuration as the server side is set up by a systems administrator. The amount of effort that it takes to get SSH going depends on how many different home directories the user has. At Riverdale, for instance, there are separate directories for the EDF, PVC and VATC.

Most users will start from the same host whether from an X terminal, a LINUX workstation or a PC. Prior to executing **ssh** commands, use **setenv DISPLAY <IP address>:0.0** at your local host. To ensure system security, do not use the **setenv DISPLAY** command on subsequent hosts accessed via **ssh**. The process is started by running the **SSH setup (sss)** script, which will enable **ssh** to other hosts from which one may use the same home directory. The only thing you need to do before executing the script is to pick a good passphrase of at least 10 characters. You can, and should, use spaces and multiple words with numbers and misspellings and special characters. Note that passwords are NOT echoed back to the screen.

Table 3.3-1 contains the activity checklist for setting up SSH.

**Table 3.3-1. SSH - Activity Checklist**

| Order | Role | Task                         | Section   | Complete? |
|-------|------|------------------------------|-----------|-----------|
| 1     | SA   | Initializing SSHSETUP        | (P) 3.3.1 |           |
| 2     | SA   | Setting Up Remote Access SSH | (P) 3.4.1 |           |
| 3     | SA   | Changing Your Passphrase     | (P) 3.5.1 |           |

### 3.3.1 Initiating SSHSETUP

---

- 1 Log in into your normal environment where your home directory resides.
  - 2 Initiate Secure Shell setup by typing `sss` then press the **Return/Enter** key.
    - You will see an information statement:  
**Use a passphrase of at least 10 characters which should include numbers or special characters and MAY include spaces.**
  - 3 At the **New passphrase:** prompt type *passphrase* then press the **Return/Enter** key.
  - 4 At the **Retype new passphrase:** prompt type *passphrase* then press the **Return/Enter** key.
    - You will then see:  
**Generating ssh2 keys. This can take up to 180 seconds.**  
**Done with sshsetup!**  
%
    - This establishes the **.ssh2** sub-directory in your **/home/<userid>** directory, creates the local ssh key and creates the necessary files.
- 

### 3.4 Remote SSH Access

If you need to access a host with a different home directory, you will need to run the **sshremote** script. This script sets up the destination host with the new set of keys and transfers the source (local) key to the destination and the destination key to the source. You must have an existing account on the remote host.

### 3.4.1 Setting Up Remote Access SSH

---

- 1 Log in into your normal environment where your home directory resides.
- 2 Initiate Secure Shell remote setup by typing **ssr** then press the **Return/Enter** key.
  - You will see the following prompt:  
**Remote user name: (Default: <name>):**  
**NOTE:** You have to have an account on the remote system first!  
**You have a local passphrase. Do you want to setup for:**  
1 VATC  
2 PVC  
3 LP DAAC  
4 LaRC DAAC  
5 NSIDC DAAC  
x Exit from script  
**Select:**
- 3 At the **Select:** prompt, type in the corresponding number to the desired host then press the **Return/Enter** key.
  - You will receive a message similar to the following:  
**Enter the password for the remote system: <password>**
- 4 At the prompt **Enter existing passphrase for remote system:** type *<passphrase>* then press the **Return/Enter** key.
  - A prompt similar to the following will be displayed:  
**Working...**

**NOTE:** The ssh keys at remote sites can be different from the local host ssh key.

---

### 3.5 Changing Your Passphrase

Another script has been developed to change your passphrase on the local host and then transfer the key to the other environments. The **ssh** keys for remote hosts will have to be changed separately. Use the following procedure to change your passphrase:

### 3.5.1 Changing Your Passphrase

---

- 1 Log in to your normal environment where your home directory resides.
    - Initiate passphrase change by typing **ssp** then press the **Return/Enter** key.
    - You will see an information statement:  
**Use a passphrase of at least 10 characters which should include numbers or special characters and MAY include spaces**
  - 2 At the **Old passphrase:** prompt type *old\_passphrase* then press the **Return/Enter** key.
  - 3 At the **New passphrase:** prompt type *new\_passphrase* then press the **Return/Enter** key.
  - 4 At the **Retype new passphrase:** prompt type *new\_passphrase* then press the **Return/Enter** key.
    - You will then see an information prompt similar to the following:  
**ssh-keygen will now be executed. Please wait for the prompt to Return!**  
**/home/userid/.ssh2/authorized\_keys permissions have already been set.**  
%
- 

### 3.6 Logging in to System Hosts

Logging in to system hosts is accomplished from a Linux command line prompt. It is an initial step that is performed when accomplishing many other tasks.

Logging in to system hosts starts with the assumption that the applicable hosts are operational and the operator has logged in to a workstation or X-term that has access to the applicable network in the system.

Table 3.6-1 contains the activity checklist for Login to System Hosts.

**Table 3.6-1. Login to System Hosts - Activity Checklist**

| Order | Role | Task                   | Section   | Complete? |
|-------|------|------------------------|-----------|-----------|
| 1     | SA   | Log in to System Hosts | (P) 3.6.1 |           |

### 3.6.1 Log in to System Hosts

---

**NOTE:** Commands in Steps 1 and 2 are typed at a system prompt.

- 1 In the terminal window (at the command line prompt) start the log-in to the appropriate host by typing `ssh <hostname>` then press the **Return/Enter** key.
    - The **-l** option can be used with the `ssh` command to allow logging in to the remote host (or the local host for that matter) with a different user ID. For example, to log in to `x4dpl01` as user `cmops` enter:  

```
ssh -l jdoe x4dpl01
```
    - Depending on the set-up it may or may not be necessary to include the path (i.e., `/usr/local/bin/`) with the `ssh` command. Using `ssh` alone is often adequate. For example:  

```
ssh x4dpl01
```

- or -

```
ssh -l cmops x4dpl01
```
    - Examples of Linux Evolution host names include `e4dpl01`, `l4spl01`, `n4eil01` and `p4oml01`.
    - If you receive the message, “**Host key not found from the list of known hosts. Are you sure you want to continue connecting (yes/no)?**” enter `yes` (“`y`” alone will not work).
    - If you have previously set up a secure shell passphrase and executed `sshremote`, a prompt to *Passphrase for key '<user@localhost>'* appears; continue with Step 3.
    - If you have not previously set up a secure shell passphrase, go to Section 3.3.1 Step 4.
  - 2 If a prompt to **Passphrase for key <user@localhost>** appears, type your *<passphrase>* then press the **Return/Enter** key.
    - If a command line prompt is displayed, log-in is complete.
    - If the passphrase is unknown or entered improperly, press the **Return/Enter** key, which should cause a `<user@remotehost>`'s **password:** prompt to appear (after the second or third try if not after the first one), then go to Step 3.
  - 3 If a prompt for `<user@remotehost>`'s **password:** appears, type your *password* then press the **Return/Enter** key.
    - A command line prompt is displayed.
    - Log-in is complete.
-

## 3.7 System Startup and Shutdown

The interdependency of the various servers may require the System Administrator to startup or shutdown the servers in a particular order. Depending on the situation, the entire computer system may be started or stopped (cold) or only selected servers may be started or stopped (warm). The next sections cover the procedures and details of cold and warm startups and shutdowns.

Table 3.7-1 contains the activity checklist for System Startup and Shutdown.

**Table 3.7-1. System Startup and Shutdown - Activity Checklist**

| Order | Role | Task                              | Section     | Complete? |
|-------|------|-----------------------------------|-------------|-----------|
| 1     | SA   | Performing Cold Subsystem Startup | (P) 3.7.1.1 |           |
| 2     | SA   | Performing Warm Subsystem Startup | (P) 3.7.2.1 |           |
| 3     | SA   | Performing Normal Shutdown        | (P) 3.7.3.1 |           |
| 4     | SA   | Performing Emergency Shutdown     | (P) 3.7.4.1 |           |

### 3.7.1 Cold Startup By Subsystem

A cold startup is indicated when there are no subsystems currently running, e.g., when the system is to be turned on for the first time, following a system maintenance operation that requires all power to be turned off or following a power failure. In most situations a cold startup is also indicated by the power switch being in the OFF position.

#### 3.7.1.1 Performing Cold Subsystem Startup

---

- 1 Determine which machines perform the following functions (some machines may perform multiple functions).
  - Primary and Secondary Name Servers
    - Domain Name System (DNS) Servers
    - Network Information Service (NIS) Servers
    - FlexNet License Server
  - Network File System (NFS) Server (/home and /tools directories)
    - ClearCase Server

- Mail Server
  - Sybase ASE Server
  - Client Subsystems (CLS)
- 2 Startup the DNS, NIS Primary and Secondary Servers.
    - Once the systems have booted without error, proceed to Step 3.
  - 3 Power on the NFS and ClearCase server.
    - Once the system has booted without error, proceed to Step 4.
  - 4 Power on the Mail Server.
    - Once the system has booted without error, proceed to Step 5.
  - 5 Power on the Sybase ASE Server.
    - Once the system have booted without error, proceed to Step 6.
  - 6 Power on the Client Subsystems.
    - Once the system(s) have booted without error, proceed to Step 7.
  - 7 Power on any remaining servers and hosts.
- 

### **3.7.2 Warm Startup**

A warm startup is indicated when there are some subsystems currently running while others have been shutdown either due to operator intervention or an external malfunction. The subsystems not actively running need to be started without interfering with the current active operations. In some instances, a warm startup may require some active subsystems to be shutdown and restarted so that their interaction and connectivity will be properly resumed.

#### **3.7.2.1 Performing Warm Subsystem Startup**

---

- 1 Determine which machines perform the following functions:
  - Primary and Secondary Name Servers
    - Domain Name System (DNS) Servers
    - Network Information Service (NIS) Servers
    - FlexNet License Server
  - Network File System (NFS) Server (/home and /tools directories)
    - ClearCase Server

- Mail Server
  - Sybase ASE Server
  - Client Subsystems (CLS)
- 2 Determine which machine is currently down.
  - 3 Determine the interoperability dependencies among the machines.
  - 4 Turn on machines in an order consistent with the dependencies.
- 

### 3.7.3 Normal Shutdown

A normal shutdown occurs when the operator is required to turn off the power to the entire system or any of the component subsystems. The Resource Manager schedules normal shutdowns (with prior approval of DAAC management) at a time that minimizes disruption to system users, e.g., during off-hours. No loss of data is anticipated from a normal shutdown. All subsystems are shut down in a routine fashion.

The system shutdown procedure is performed by the System Administrator, usually for the purpose of repair. The system shutdown is normally performed in reverse order of the system startup as previously described. Prior to a normal shutdown, the System Administrator sends broadcast messages to all users on the system at Shutdown Minus 30 minutes, Shutdown Minus 15 minutes, and Shutdown Minus one minute. At the scheduled shutdown time, the System Administrator blocks all incoming requests from the gateway and allows active jobs to complete (unless it is anticipated that they will take longer than 10 minutes, in which case the System Administrator will terminate the processes and notify the originator). The System Administrator then begins to shut down all subsystems in the order prescribed in the procedure below. Total time from shutdown initiation to completion may be as long as 45 minutes.

#### 3.7.3.1 Performing Normal Shutdown

---

Steps 1 through 7 below are preliminary steps to shutting down each subsystem and are repeated (as necessary) for each subsystem.

- 1 Log in to the server as **root**.
- 2 Type *root\_password* then press the **Return/Enter** key.
- 3 Type **wall** then press the **Return/Enter** key.
- 4 Type “This machine is being shutdown for *reason* in *n* minutes. Please save your work and log off now. We are sorry for the inconvenience.” Then press the **Ctrl** and **D** keys simultaneously to exit the wall message.
- 5 Wait at least five minutes.
- 6 At the Linux prompt type **shutdown -g0 -i0** or **init 0** then press the **Return/Enter** key.

- 7 Power off all peripherals and the CPU if necessary.
  - 8 Determine which machines perform the following functions:
    - Primary and Secondary Name Servers
      - Domain Name System (DNS) Servers
      - Network Information Service (NIS) Servers
      - FlexNet License Server
    - Network File System (NFS) Server (/home and /tools directories)
      - ClearCase Server
    - Mail Server
    - Sybase ASE Server
    - Client Subsystems (CLS)
  - 9 .Power off the Client servers by following Steps 1 through 7 above for each machine.
    - Once the system(s) have shutdown without error, proceed to Step 10.
  - 10 Power off the Sybase ASE server by following Steps 1 through 7 above for each machine.
    - Once the system(s) have shutdown without error, proceed to Step 11.
  - 11 Power off the Mail server by following Steps 1 through 7 above for each machine.
    - Once the system(s) have shutdown without error, proceed to Step 12.
  - 12 Power off the Network Files System and ClearCase server by following Steps 1 through 7 above for each machine.
    - Once the system(s) have shutdown without error, proceed to Step 13.
  - 13 Power off the Secondary, then Primary Name server(s) by following Steps 1 through 7 above for each machine.
- 

### **3.7.4 Emergency Shutdown**

An emergency shutdown is indicated when the System Administrator determines that the entire system or a component subsystem requires immediate maintenance. Indications that an emergency shutdown is in order include:

- The system or subsystem is locked up and users are unable to access or maneuver through the system
- An impending or actual power failure
- An actual system or subsystem hardware or software failure

Every effort should be made to minimize loss of data during an emergency shutdown by informing users to save files and log off if at all possible. However, circumstances may be such that a large-scale loss of data is unavoidable. In such instances, data will be restored from the most recent backup tapes and temporary backup files provided by the system (if applicable).

If the entire system or major subsystems are locked up then a complete system shutdown is required and the emergency shutdown and start-up procedures should be executed immediately. The DAAC manager is notified after the system has been brought back on line.

If one or only a few of the subsystems are experiencing problems and only some of the users are affected, the subsystem problem(s) should be resolved first. If the System Administrator determines that all efforts to resolve the subsystem problems are exhausted and a shutdown is necessary, only the affected subsystems should be shutdown. Only if these steps provide no relief should the entire system be brought down. In any case, every effort should be made to accommodate users that are still on the system and to minimize data loss.

#### 3.7.4.1 Performing Emergency Shutdown

---

- 1 Log in to the server as root.
- 2 Type *root\_password* at the Linux prompt then press the **Return/Enter** key.
- 3 Type **init 0** at the Linux prompt then press the **Return/Enter** key.
- 5 Shutdown all client workstations.
- 7 Determine which machines perform the following functions (some machines may perform multiple functions).
  - Sybase ASE/Rep
  - Mail Hub
  - NFS/ClearCase
  - DNS/NIS
- 8 Power off the Sybase ASE/Rep server(s).
  - Once the system has shutdown without error, proceed to Step 9.
- 9 Power off the Mail Hub server(s).
  - Once the system has shutdown without error, proceed to Step 10.

- 10 Power off the NFS/ClearCase server(s).
    - Once the system has shutdown without error, proceed to Step 11.
  - 11 Power off the DNS/NIS server(s).
- 

### 3.7.5 System Shutdown by Server

In situations where only a single server requires maintenance, the System Administrator will need to determine if and how the faulty server affects other servers on the network. One server may be able to be shutdown without affecting the rest of the network, or several dependent servers may have to be shutdown in addition to the target server. Because of these interdependencies, each case will have to be uniquely evaluated.

## 3.8 Checking the Health and Status of the System (Deleted)

### 3.9 ECS Assistant

The Whazzup tool provides a quick look capability to identify whether any servers are down. The ECS Assistant tool provide an additional easy-to-use tool that offers a server monitoring tool as well as a capability to start and stop servers. Figure 3.9-1 shows the ECS Assistant GUI for access to manager functions, the ECS Assistant subsystem manager GUI, and an example of a confirmation dialog.

Table 3.9-1 contains the activity checklist for ECSAssistant.

**Table 3.9-1. ECS Assistant - Activity Checklist**

| Order | Role | Task                   | Section   | Complete? |
|-------|------|------------------------|-----------|-----------|
| 1     | SA   | Starting ECS Assistant | (P) 3.9.1 |           |

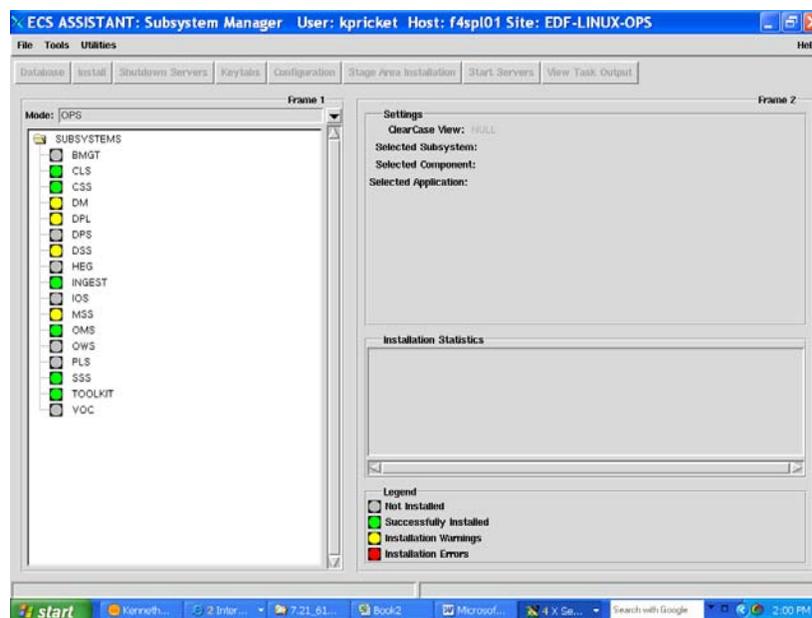
#### 3.9.1 Starting ECS Assistant

---

- 1 Log in to one of the host machines.
- 2 At the Linux prompt on the host from which the ECS Assistant is to be run, type **setenv ECS\_HOME /usr/ecs** then press the **Return/Enter** key.
  - To verify the setting, type **echo \$ECS\_HOME** then press the **Return/Enter** key.
- 3 At the Linux prompt, type **cd /tools/common/ea** then press the **Return/Enter** key. Then type **EcCoAssist /tools/common/ea &** then press the **Return/Enter** key.
  - **/tools/common/ea** is the path where ECS Assistant is installed, and also where EcCoScriptlib may be found.

- The ECS Assistant GUI is displayed.
- 4 At the ECS Assistant GUI, click the **Subsystem Manager** pushbutton.
    - The Subsystem Manager GUI is displayed.
  - 5 Select a mode by clicking on the down arrow at the right end of the **Mode** field and then on the desired mode name in the resulting list.
    - The selected mode is displayed in the **Mode** field and colored indicators show the installation status for components in that mode on the host; the legend for the color indications is at the lower right on the Subsystem Manager window.
  - 6 In the list of subsystems, double click on the name of the subsystem of interest.
 

One or more component groups appear below the selected subsystem name.



**Figure 3.9-1. ECS Assistant GUI Manager Windows**

- 7 Double click on the name of a component group.
  - One or more application groups appear below the selected component group name.
- 8 Double click on the name of the application group of interest.
  - The applications or servers in the selected group are listed below the name of the group.
- 9 Single click on the name of an application or server of interest.
  - The selected application or server is highlighted.

- Detailed installation information is displayed in the **Installation Statistics** window.
- 

### 3.10 Tape Operations

In this document you will learn how Networker Administrative software, the Quantum DXi7500 appliance, and the Scalar 50 tape library work together to administer the use of virtual and physical tapes for system backups and file restorations. Functions such as how to label a new tape, how to index a tape cartridge, and how to perform backups and restores are covered.

Table 3.10-1 contains the activity checklist for Tape Operations.

**Table 3.10-1. Tape Operations - Activity Checklist**

| Role | Task   | Section  | Complete? |
|------|--|----------|-----------|
| SA   | Networker Login Procedures   | 3.10.1.1 |           |
| SA   | DXi7500 Login Procedure  | 3.10.1.2 |           |
| SA   | Performing Tape Labeling For DXi7500                                 | 3.10.2.1 |           |
| SA   | Tape Rotation Procedures for Scalar 50 When Reusing Tapes in Library | 3.10.2.2 |           |

#### Key Terms:

- **Cartridge** – We use LTO4 tapes and they can hold up to 800GB of data in uncompressed mode and up to 1.6 TB when compressed.
- **Drive** - Hardware device into which the tape or tape cartridge is inserted that performs the actual recording of data. We are using LTO4 drives.
- **Inventory** - The action of making an index.
- **Virtual Tape Library (VTL)** – disk storage is configured as tape to allow faster backups and restore with existing [backup software](#) and existing backup and recovery processes and policies.
- **De-Duplication** – The process of reducing data storage by storing data once. If the data shows up again, pointers to the first occurrence are used which takes less space then storing the data again.
- **Jukebox** - A hardware device that stores more than one tape used for system backups and restores. Working in conjunction with specialized software, it can automatically select the proper tape, load the tape into the tape drive, and return it to its appropriate slot upon completion of the task. A Scalar 50 is attached directly to the backup server by a fibre cable. It has 2 LTO4 tape drives and can hold up to 38 LTO4 tapes.
- **Label** - A unique name assigned to a tape by Networker.

- **Volume** - A recording medium; in the case of this course, a volume and a tape are synonymous.

### 3.10.1 Networker Administrator Screen

#### 3.10.1.1 Networker Login Procedures

---

- 1 Login to <*Backup Server*> as root.
  - 2 Start Mozilla firefox. .
  - 3 Browse to Networker NMC (URL http://<*Backup Server*>:9000).
  - 4 Login to Networker
  - 5 Choose enterprise at the top.
  - 6 Left click <servername> in left pane.
  - 7 Double click Networker in right pane (launches Networker application).
    - Backup Servers by DAAC:
      - NSIDC n4msl21
      - LP e4msl21
      - ASDC l4msl21
- 

#### 3.10.1.2 DXi7500 Login Procedure

---

- 1 Login to <*Backup Server*> as root
  - 2 Start Mozilla firefox. .
  - 3 Browse to Admin page (URL http://<*DXi7500 Appliance IP*>).
  - 4 Login to *DXi7500*.
    - Username: admin Password: <*Password set by System Admin*>.
- 

### 3.10.2 Labeling Tapes

Files and directories have unique names that are assigned by the user to identify them. In much the same manner, tapes are given unique names, or labels. This allows such programs as Networker and such hardware devices such as the DXi7500 appliance to automate the tape selection process when performing system backups and restores. When a tape is initialized, Networker assigns it a label. Networker then stores the tape's label with a file that is written to

the tape so that when a file restoration request is received, Networker will know exactly which tape to select from the jukebox.

### 3.10.2.1 Performing Tape Labeling For Scalar 50

---

#### Blank Tape Rotation Procedures for Scalar

\*Note: These steps assume the tape being newly labeled is brand new or does not have a label. If it is an old tape being reused see the section titled “Tape Rotation Procedures for Scalar 50 When Reusing Tapes Already in Library”.

- 1 Stop all backups (if running) and unmount all tapes to ensure you are starting at a stable point.
  - 2 Launch Networker application.
  - 3 Check backup group status.
    - Select **Monitoring** (top left)
    - Choose **Groups** tab (middle - far left)
    - Look at % **Complete** for status
    - If not **100% Complete...**
    - Right click **Backup Group** and click on **Stop**.
  - 4 From the Networker GUI, label the tape:
    - Right click the <unlabeled> tape and choose Label.
    - Make the following choices:
      - First slot number: Enter slot number the <unlabeled> tape is in.
      - Last slot number: Same as first slot number (if only labeling one tape).
      - Select Pools: Put the new tape in the desired pool.
      - Press OK.
    - From the Networker web base GUI go to the Library operations section and Refresh by clicking on Storage Node followed by right clicking on library <Scalar 50>.
    - You should now see unused labeled tape in its slot.
- 

### 3.10.2.2 Tape Rotation Procedures for Scalar 50 When Reusing Tapes in Library

---

When a used tape is inserted into the library, the library will reinventory the slots and you will see that tape in the Networker GUI

From the Networker GUI, label the physical tape:

- Right click the <unlabeled> or <labeled> tape and choose Label.
- Make the following choices:
- Select Pools: Put the new tape in the desired pool.
- Press OK.

You should now see the tape loaded into a drive labeled and put back in the jukebox slot.

### 3.11 System Backups and Restores

Performing regular and comprehensive backups is one of the most important responsibilities a System Administrator performs. Backups are the insurance that essentially all of the system data is always available. If the system crashes and all disks are damaged, the System Administrator should be able to restore the data from either the VTL or the backup tapes.

Table 3.11-1 contains the activity checklist for System Backup and Restores.

**Table 3.11-1. System Backup and Restores - Activity Checklist**

| Order | Role | Task                      | Section      | Complete? |
|-------|------|---------------------------|--------------|-----------|
| 1     | SA   | Performing System Backup  | (P) 3.11.1.1 |           |
| 2     | SA   | Performing System Restore | (P) 3.11.2.1 |           |

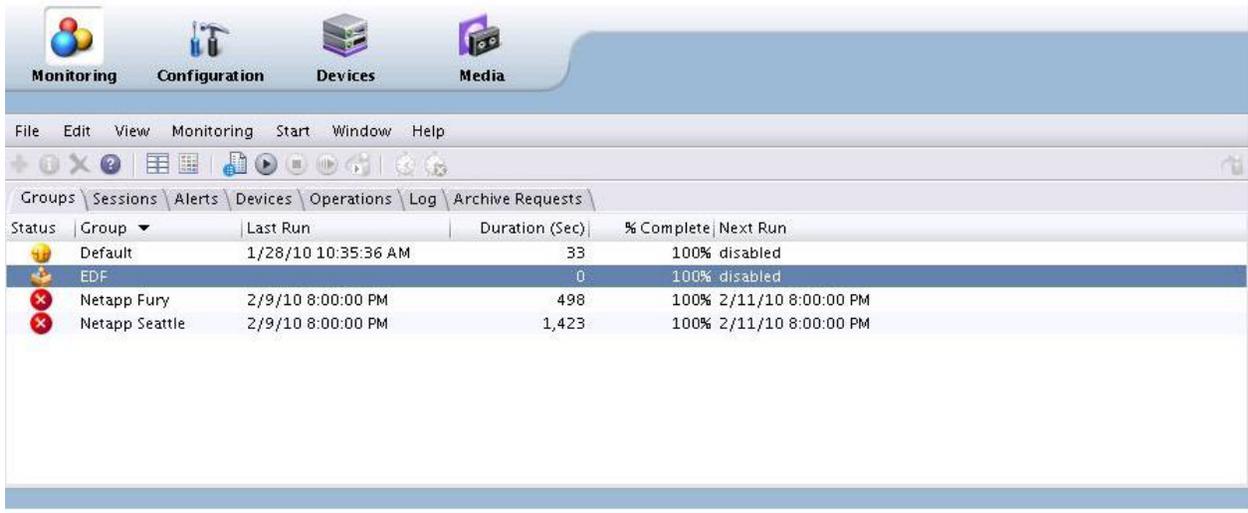
#### 3.11.1 System Backup

A full system backup is a snapshot of the data on the entire system as of a particular date. The data is stored in the VTL and on tapes that are used to recreate the system in the event of a total system failure. The full system backup is run by the System Administrator on a regular schedule, usually weekly. Full system backup tapes are stored offsite for security reasons.

##### 3.11.1.1 Performing System Backup

- 
- 1 Login to <*Backup Server*> as root.
  - 2 Start Mozilla firefox /tools/firefox/firefox.
  - 3 Browse to Networker NMC (URL http://<*Backup Server*>:9000).
  - 4 Login to Networker
  - 5 Choose enterprise at the top.
  - 6 Left click <servername> in left pane.
  - 7 Double click Networker in right pane (launches Networker application).
  - 8 Select the monitoring button

## 9 Right click the group and select start or click the start button



**Figure 3.11-1. Netwoker Backup Window**

### 3.11.2 System Restore

From time to time individual files or groups of files (but not all files) will have to be restored from an incremental backup tape due to operator error or system failure.

In order to perform the procedure, the System Administrator must have obtained the following information from the requester:

- Name of machine to be restored.
- Name of file(s) to be restored.
- Date from which to restore.
- User ID of the owner of the file(s) to be restored.
- Choice of action to take when conflicts occur. Choices are:
  - Rename current file
  - Keep current file
  - Write over current file with recovered file

### 3.11.2.1 Performing System Restore

---

- 1 Log in to a system terminal.
- 2 To set the display to the current terminal type **setenv DISPLAY <IPNumber>:0.0** then press the **Return/Enter** key.
- 3 To log in to the machine to be restored type **ssh <host name> *Machine Restored*** then press the **Return/Enter** key.
  - If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter Passphrase for key '<user@localhost>'** appears; continue with Step 5.
  - If you have not previously set up a secure shell passphrase, go to Step 4.
- 4 If a prompt to **Enter Passphrase for key '<user@localhost>'** appears, type your **Passphrase** and then press the **Return/Enter** key. Go to Step 6.
- 5 At the **<user@remotehost>'s password:** prompt, type your **Password** and then press the **Return/Enter** key.
- 6 To log in as root type **su** then press the **Return/Enter** key.
  - A password prompt is displayed.
- 7 Type the **RootPassword** then press the **Return/Enter** key.
  - You are authenticated as root and returned to the Linux prompt.
- 8 To log in as the user type **su UserID**.
  - You are authenticated as the owner of the file(s) to be restored.
- 9 To execute the Networker Recovery program type **nwrecover** then press the **Return/Enter** key.
  - A window opens for the **Networker Recovery** program. You are now able to restore files.
- 10 Select **file(s) to be restored**.
  - Drag scroll bar with the mouse to scroll the list up and down.
  - Double-click on directory name to list its contents.
  - Clicking on the **Mark** button designates the file for restore and puts a check next to it.
- 11 Select **Change → Browse Time** from the pull-down menu.
  - The **Change Browse Time** window opens.

- 12 Select the **date from which to restore**.
    - Networker will automatically go to that day's or a previous day's backup which contains the file.
  - 13 Click on the **Start** button.
    - The **Conflict Resolution** window opens.
  - 14 In response to the question "Do you want to be consulted for conflicts" click on the **yes** button.
  - 15 Click on the **OK** button.
    - If prompted with a conflict, choices of action will be: rename current file, keep current file, or write over current file with recovered file.
    - Select the requester's **choice of action to take when conflicts occur**.
    - The **Recover Status** window opens providing information about the to be restored.
    - If all the required tapes are not in the drive, a notice will appear.
    - Click on the **OK** button in the notice window.
  - 16 When a **recovery complete** message appears, click on the **Cancel** button.
  - 17 Select **File** → **Exit** from the pull-down menu.
    - The Networker Recovery program quits.
  - 18 Type **exit** then press the **Return/Enter** key.
    - The owner of the file(s) to be restored is logged out.
  - 19 Type **exit** again then press the **Return/Enter** key.
    - Root is logged out.
  - 20 Type **exit** one last time then press the **Return/Enter** key.
    - You are logged out and disconnected from the **machine to be restored**.
- 

## 3.12 User Administration

### 3.12.1 Screening Personnel

Table 3.12-1 contains the activity checklist for User Administration.

**Table 3.12-1. User Administration - Activity Checklist**

| Order | Role | Task                                       | Section      | Complete? |
|-------|------|--|--------------|-----------|
| 1     | SA   | Checking File/Directory Access Privileges  | (P) 3.12.8.1 |           |
| 2     | SA   | Changing a File/Directory Access Privilege | (P) 3.12.9.1 |           |

### 3.12.1.2 Screening Criteria

Some positions require special access privileges in order to do the assigned job or duties. These are called public trust positions because they can affect the integrity, efficiency or effectiveness of the system to which they have been granted privileged access. Screening for suitability, prior to being granted access is required. This screening, National Agency Check (NAC), is required to ensure that granting any special access privileges to someone would not cause undue risk to the system for which that employee has these privileges. Line Management is responsible for requesting suitability screening for the employees in their respective organizations.

OMB Circular A-130, Appendix III and NPR 2810.1 require the following employees to undergo personnel screening:

- All employees who require privileged access or limited privileged access to a Federal computer system or network.
- Privileged access – Can bypass, modify, or disable the technical or operational system security controls.
- Limited privileged access – Can bypass, modify or disable security controls for part of a system or application but not the entire system or application.

Internet Protocol Operational Network (IONet) Access Protection Policy and Requirements (290-004) requires the following employees to undergo suitability screening:

- All employees who require privileged access, limited privileged access, or access to the Closed Segment of the Internet Protocol Operational Network (IONet) (formerly NASCOM).
- All employees having access to IONet network control devices.

NPR 1600.1 requires that all employees granted unescorted access to a NASA Resource Protection (NRP) facility or area and/or a NASA-designated Limited Area undergo screening.

### 3.12.2 Screening Procedures

The line manager will submit NASA Form 531 containing the following information for each employee needing suitability screening.

- Full name (first, middle initial and last)
- Goddard badge number if badged employee

- Reason for requesting screening
- Type and date of any previous security investigation or clearance if known
- Phone number and email address

The request should be sent to the EDF Security Administrator. The GSFC Security Office (GSO) will search the personnel security database to determine if a current NAC has been performed. If not the employee will be contacted to obtain additional information. The GSO will report a favorable or unfavorable result back to the EDF Security Administrator upon completion of the suitability screening.

### 3.12.3 Adding a New User

Adding a user to the system is accomplished through a series of steps that may be performed as a suite from the command line or by use of a script. The procedure below outlines the individual steps that are required to completely set up a new user on the system. The scripts will accomplish these steps in an interactive manner.

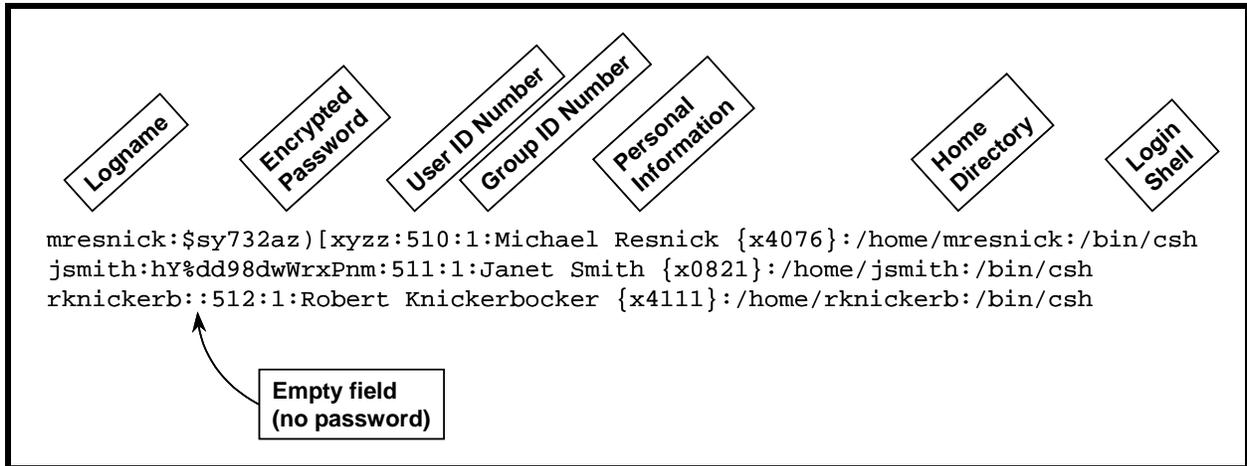
The requester fills out a User Registration Request Form and submits it to the requestor's supervisor. The requester's supervisor reviews the request, and if s/he determines that it is appropriate for the requester to have an account, forwards the request to the System Administrator. If the requester requires a National Agency Check (NAC) before access is granted, the supervisor will forward the request to the Security System Engineer, who will then ensure that proper procedures are followed before the request is sent to the System Administrator (SA). The System Administrator verifies that all required information is contained on the form. If it is, s/he forwards the request to the approval authority, the DAAC Manager. Incomplete forms are returned to the requester's supervisor for additional information. If the request for the accounts fits within policy guidelines, the DAAC Manager approves the request and returns the request form to the System Administrator to implement.

The System Administrator should be familiar with a Linux text editor and the files **/etc/passwd** (Figure 3.12-1), **/etc/group** (Figure 3.12-2) and **/etc/auto.home**.

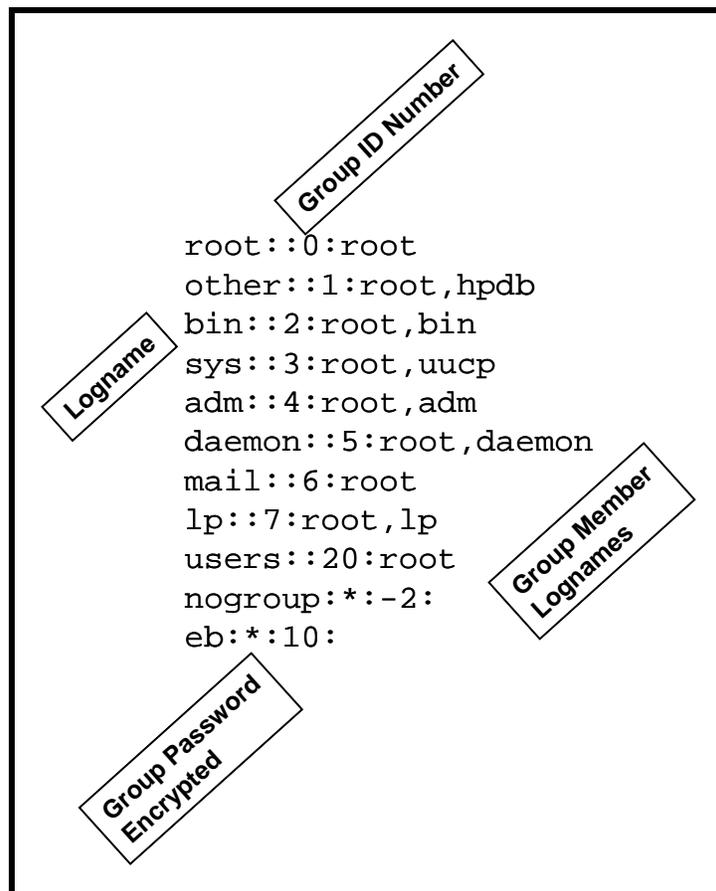
The System Administrator (SA) creates a new user account with command-line/script entries. As an example, The EDF uses a script, *Newuser*, to add new users to the system. The script, which is available to other DAACs, prompts the System Administrator for data input of user information and creates home directories for new users.

### 3.12.4 Deleting a User

The Deleting a User process begins when the requester has determined that no useful files remain in the user's home directory and submits a request to delete the user's account to his/her supervisor. The supervisor approves or denies the request. Once approved, the request is forwarded to the OPS Super. The OPS Super reviews the request and forwards it to the SA who deletes the user's account. When the user has been deleted, the SA notifies the requester, supervisor and OPS Super.



**Figure 3.12-1. /etc/passwd File Fields**



**Figure 3.12-2. /etc/group File**

Detailed procedures for tasks performed by the SA are provided in the sections that follow.

The procedures assume that the requester's application for deleting a user has already been approved by DAAC Management. In order to perform the procedure, the SA must have obtained the following information from the requester:

- **Linux login of the user to be deleted**
- **Role(s) of the user to be deleted**

The System Administrator deletes a user with command-line/script entries. As an example, The EDF uses a script, *Lockdown*, to lock, unlock and delete user accounts. This script, which is available to other DAACs, walks the System Administrator through the steps necessary to delete a user account. It assists the System Administrator in locating the correct user account for deletion and deletes the user account and all associated file references. It also enables the System Administrator to lock or unlock accounts.

### **3.12.5 Changing a User's Account Configuration**

Account configuration is accomplished through command line and script. The DAAC manager must authorize changes to user accounts.

The Changing a User Account Configuration process begins when the requester submits a request to the OPS Super detailing what to change about the account configuration and the reason for the change. Requests for changes to privileged accounts shall be sent to the Security System Engineer. The OPS Supervisor or the Security System Engineer reviews the request and forwards it to SA who changes the user's account configuration. When the changes are complete the SA notifies the requester and OPS Supervisor.

In order to perform the procedure, the System Administrator must have obtained the following information from the requester:

- What to change and new settings. Can be any of:
  - New Real User Name
  - New Office Number
  - New Office Phone Number
  - New Home Phone Number
  - New Linux Group
  - New Login Shell
- Current Linux Login of the User

### 3.12.6 Changing User Access Privileges

The Changing User Access Privileges process begins when the requester submits a request to his/her supervisor. Requests for changes to privileged accounts shall be sent to the Security System Engineer. The supervisor or the Security System Engineer approves or denies the request. Once approved, the request is forwarded to the OPS Super. The Ops Super reviews the request and forwards it to the SA who changes the user's access privileges. When the changes are complete the SA notifies the requester, supervisor and Ops Super.

In order to perform the procedure, the System Administrator must have obtained the following information about the requester:

- Role(s) to which the user is to be added
- Role(s) from which the user is to be removed
- System login of the user

### 3.12.7 Changing a User Password

The Changing a Users Password process begins when the requester submits a request to the SA. The System Administrator verifies that the requester is who s/he claims to be. Once verified, the SA changes the user's password. When the change is complete the SA notifies the requester.

Detailed procedures for tasks performed by the SA are provided in the sections that follow.

The procedures assume that the requester's application for changing a user password has already been approved by DAAC Management. In order to perform the procedure, the SA must have obtained the following information about the requester:

- System login of the user
- New password for the user

To change a user password for the requester, execute the command line or script procedure steps that have been developed.

### 3.12.8 Checking a File/Directory Access Privilege Status

#### 3.12.8.1 Checking File/Directory Access Privileges

---

- 1 At a system prompt, type **cd *Path*** then press the **Return/Enter** key.
  - The ***Path*** is the full path up to but not including the file/directory on which access privilege status is needed. For example, if the requester wants access privileges status on directory /home/jdoe, type **cd /home** then press the **Return/Enter** key.
- 2 From the system prompt, type **ls -la**. The output from the command should appear as follows:

|            |    |          |          |       |              |          |
|------------|----|----------|----------|-------|--------------|----------|
| drwxrwxrwx | 3  | mresnick | training | 8192  | Jun 14 08:34 | archive  |
| drwxr-xr-x | 11 | mresnick | training | 4096  | Jul 03 12:42 | daacdata |
| -rw-rw-rw- | 1  | mresnick | training | 251   | Jan 02 1996  | garbage  |
| lrw-r--r-- | 2  | jjones   | admin    | 15237 | Apr 30 20:07 | junk     |
| -rwxr--rw- | 1  | mresnick | training | 5103  | Oct 22 1994  | trash    |

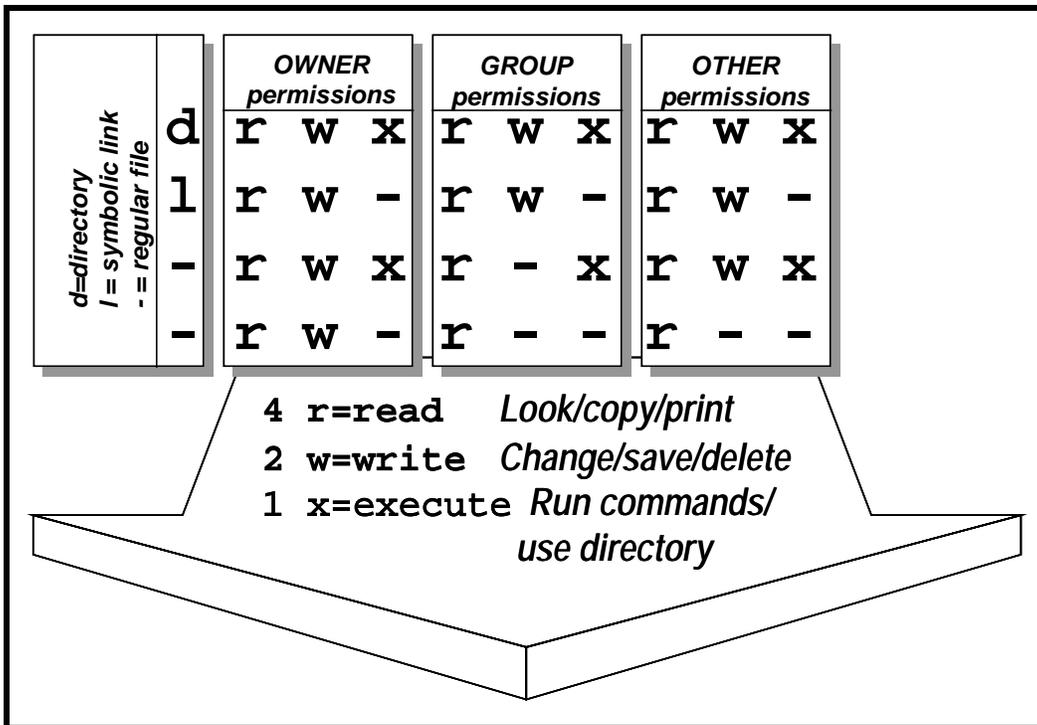
- The first column of output is the file access permission level for the file.
- The next column to the right is the number of links to other files or directories.
- The third column is the file owner's user ID
- The fourth column is the group membership of that owner.
- The fifth column shows file size in bytes.
- The sixth column displays the date and time of last modification (if the date is more than six months old, the time changes to the year)
- The last column displays the file name.

### 3.12.9 Changing a File/Directory Access Privilege

File and directory access privileges are displayed in the first output column of the **ls -l** command and consist of ten characters, known as **bits**. Each bit refers to a specific permission. The permissions are divided into four groupings shown and briefly described in Figure 3.12-3.

In order to perform the procedure, the System Administrator must have obtained the following information about the requester:

- Full path of the file/directory on which access privileges will be changed.
- New access privileges to set on the file/directory. Can be any of:
  - New owner
  - New group
  - New user/owner privileges (read, write and/or execute)
  - New group privileges (read, write and/or execute)
  - New other privileges (read, write and/or execute)



**Figure 3.12-3. Access Permissions**

### 3.12.9.1 Changing a File/Directory Access Privilege

- 1 At the system prompt type **su** then press the **Return/Enter** key.
- 2 At the **Password** prompt, type **<RootPassword>** then press the **Return/Enter** key.
  - Remember that **<RootPassword>** is case sensitive.
  - You are authenticated as root.
- 3 Type **cd Path** then press the **Return/Enter** key.
  - The **Path** is the full path up to but not including the file/directory on which access privileges will be changed. For example, if the requester wants access privileges changed on directory **/home/jdoe** type **cd /home** then press the **Return/Enter** key.
- 4 If there is a **New owner** then type **chown NewOwner FileOrDirectoryName** then press the **Return/Enter** key.
  - The **FileOrDirectoryName** is the name of the file/directory on which access privileges will be changed minus the path. For example, if the requester wants access privileges changed on directory **/home/jdoe** type **chown NewOwner jdoe** then press the **Return/Enter** key.

- 5 If there is a **New group** then type **chgrp *NewGroup FileOrDirectoryName*** then press the **Return/Enter** key.
    - The ***FileOrDirectoryName*** is the name of the file/directory on which access privileges will be changed minus the path. For example, if the requester wants access privileges changed on directory /home/jdoe type **chgrp *NewGroup jdoe*** then press the **Return/Enter** key.
  - 6 If there are **New user/owner privileges** type **chmod u=*NewUserPrivileges FileOrDirectoryName*** then press the **Return/Enter** key.
    - The ***FileOrDirectoryName*** is the name of the file/directory on which access privileges will be changed minus the path. For example, if the requester wants access privileges changed on directory /home/jdoe type **chmod u=*NewUserPrivileges jdoe*** then press the **Return/Enter** key.
    - The ***NewUserPrivileges*** are “r” for read, “w” for write, and “x” for execute. For example, to give the user/owner read, write and execute privileges, type **chmod u=rwx *FileOrDirectoryName*** then press the **Return/Enter** key.
  - 7 If there are **New group privileges** type **chmod g=*NewGroupPrivileges FileOrDirectoryName*** then press the **Return/Enter** key.
    - The ***FileOrDirectoryName*** is the name of the file/directory on which access privileges will be changed minus the path. For example, if the requester wants access privileges changed on directory /home/jdoe type **chmod g=*NewGroupPrivileges jdoe*** then press the **Return/Enter** key.
    - The ***NewGroupPrivileges*** are “r” for read, “w” for write, and “x” for execute. For example, to give the group read and execute privileges, type **chmod g=rx *FileOrDirectoryName*** then press the **Return/Enter** key.
  - 8 If there are **New other privileges** then type **chmod o=*NewOtherPrivileges FileOrDirectoryName*** then press the **Return/Enter** key.
    - The ***FileOrDirectoryName*** is the name of the file/directory on which access privileges will be changed minus the path. For example, if the requester wants access privileges changed on directory /home/jdoe type **chmod o=*NewOtherPrivileges jdoe***, then press the **Return/Enter** key.
    - The ***NewOtherPrivileges*** are “r” for read, “w” for write, and “x” for execute. For example, to give others read privileges, type **chmod o=r *FileOrDirectoryName*** then press the **Return/Enter** key.
  - 9 Type **exit** then press the **Return/Enter** key.
    - Root is logged out.
-

### **3.12.10 Moving a User's Home Directory**

The process of moving a user's home directory begins when the requester submits a request to the Ops Supervisor. The Ops Supervisor approves or denies the request. Once approved, the request is forwarded to the SA who moves the user's home directory. When the changes are complete the SA notifies the requester and Ops Supervisor.

## **3.13 Commercial Off-the-Shelf (COTS) Software Administration**

The ECS organization provides maintenance for ECS hardware, software, and firmware systems delivered under the ECS contract to the ECS sites. The project maintenance philosophy for software is to provide ECS centralized support for developed items and vendor support for COTS software.

### **3.13.1 Installation**

ECS Project software consists of COTS, custom-developed and science software.

Software maintenance includes:

- Right to use COTS software products..
- Access to software vendor telephone support
- Access to vendors on-line and email support
- Receive patches and upgrades
- The DAAC maintenance activity includes: software configuration management (CM) including support for change control, configuration status accounting, audit activities, and software quality assurance (QA). Each site is the CM authority over its own resources subject to ESDIS delegation of roles for ECS management.

### **3.13.2 LOG FILES**

Log files must be maintained documenting all COTS installations and modifications. These files delineate manufacturer, product, installation date, modification date and all other pertinent configuration data available.

### **3.13.3 COTS Configuration**

The COTS software upgrades are subject to CCB approval before they may be loaded on any platform. ECS Sustaining Engineering notifies the CCB of the upgrade that has been received. The COTS SW Librarian distributes the COTS software upgrade as directed by the CCB. The site Software Maintenance Engineer, Network Administrator, and the System Administrator are responsible for upgrading the software on the host machine and providing follow-up information to the Configuration Management Administrator (CMA). The site Local Maintenance Coordinator will notify the appropriate personnel (Release Installation Team, System

Administrator, Network Administrator, Software Maintenance Engineer) when the COTS software is received and approved by the CCB for installation.

COTS software patches may be provided by the COTS software vendor in response to a DAAC's call requesting assistance in resolving a COTS software problem. The problem may or may not exist at other locations. When a COTS software patch is received directly from a COTS software vendor (this includes downloading the patch from an on-line source), the DAAC's CCB will be informed via CCR prepared by the requesting Operator, System Administrator, Network Administrator or site Software Maintenance Engineer. It is the responsibility of the Operator, System Administrator, Network Administrator or site Software Maintenance Engineer to notify the CCB of the patch's receipt, purpose, installation status and to comply with the CCB decisions. The Operator, System Administrator, Network Administrator or site Software Maintenance Engineer installs COTS software patches as directed by the CCB.

In addition to providing patches to resolve problems at a particular site, the software vendor will periodically provide changes to COTS software to improve the product; these changes are issued as part of the software maintenance contract. Upgrades are issued to licensees of the basic software package. Therefore, the COTS software upgrades will be shipped to the ILS Property Administrator (PA), who receives and enters them into inventory.

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## 4. Database Administration

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### 4.1 System Overview

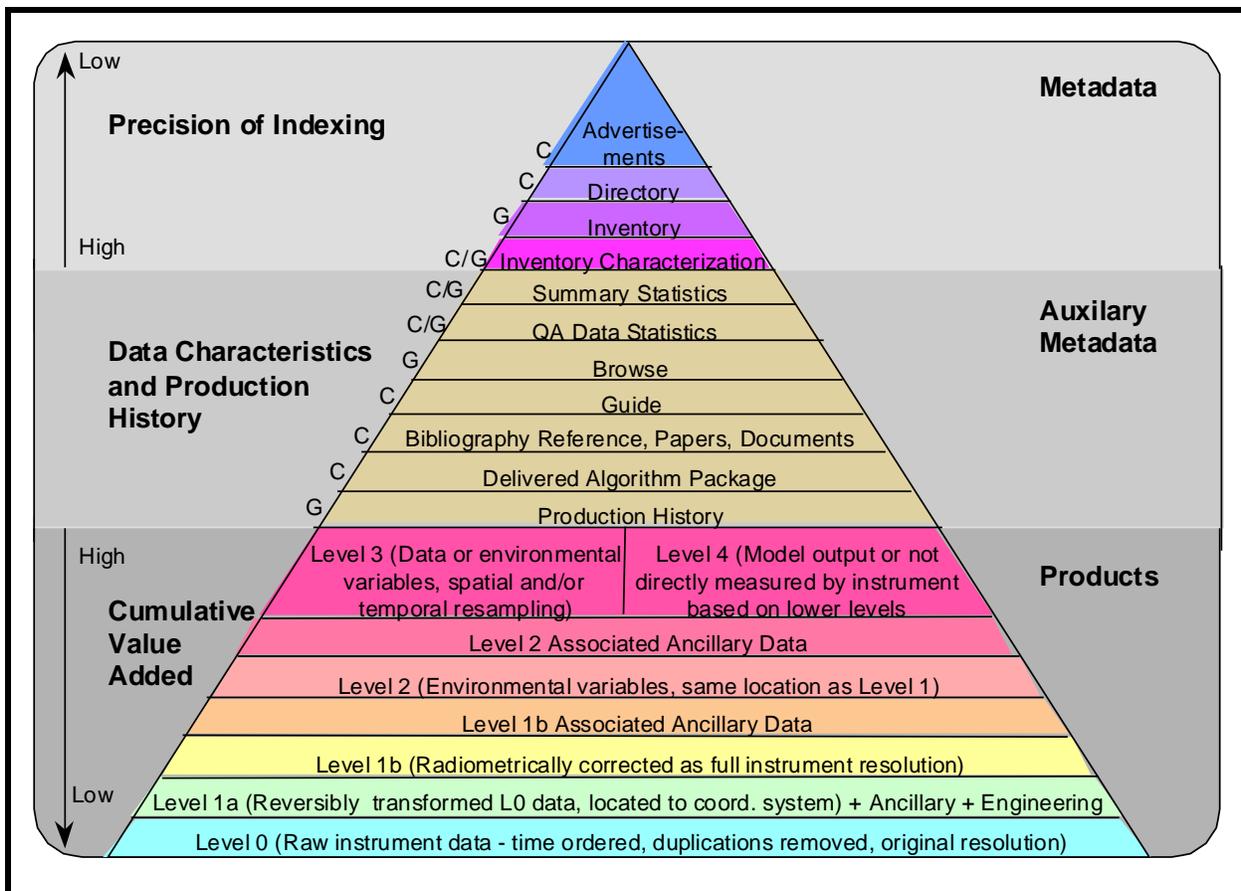
The general system design of the Database Administration system is to receive data from external sources; save data in either long-term or permanent storage; produce from the data higher-level data products; and provides data access support to scientist and other registered clients.

#### 4.1.1 Information Model

The Earth Science Information Model characterizes earth science data as a data pyramid consisting of broad, multi-layered data categories as shown in Figure 4.1.1-1. Logical collections of data, based on their expected relationships, are developed to capture the variability in remote sensing instruments, science disciplines, and other characteristics of the earth science community. For example, some products have related properties (e.g., cloud type and cloud drop size) while other products are dissimilar (e.g., land vegetation indices and ocean productivity), which suggest certain logical groupings. Characteristics are often similar across a particular science discipline and across products generated from a given instrument but different among the various provider sites because of differing science disciplines focus and organizational autonomy.

**Metadata.** *Metadata are data about data that are provided to the system by the external data provider or the generating algorithm.* They describe characteristics of data origin, content, format, quality, and condition. They also provide information to process and interpret data. Metadata are required for access to all data in the system.

An earth science metadata model supports the data standardization necessary for total system interoperability within a heterogeneous, open systems environment. (Refer to the latest version of the *Earth Science Data Model*; e.g., 420-EED-001, Implementation Earth Science Data Model for the EED Project.) The data model includes diagrams that illustrate the relationships of classes, the attributes contained within the classes, the characteristics of the relationships between classes, and the attribute specifications.



**Figure 4.1.1-1. Earth Science Information Model**

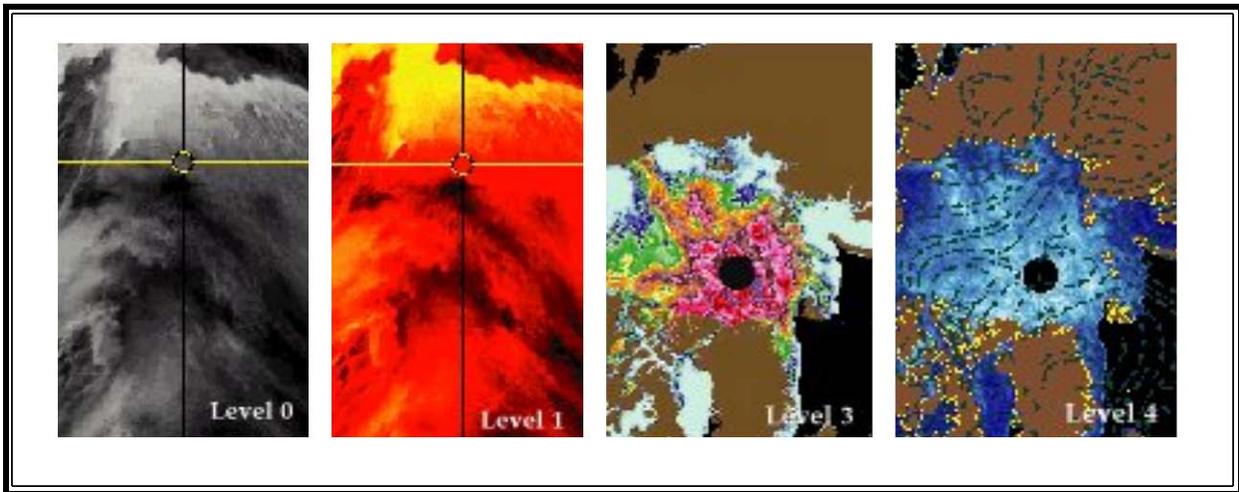
Attributes are descriptors of data populating searchable database fields, enabling finite classification of data residing in the system. Attributes can either be collection-level or granule-level attributes and either core or product-specific attributes. A collection is a grouping of related science data. A granule is the smallest aggregation of data that is independently managed (i.e., ingested, processed, stored, or retrieved) by the system. The majority of attributes in the data model are collection-level attributes, which means that they apply to all granules in the collection.

**Data Products.** *Data products are a processed collection of one or more parameters packaged with associated ancillary and labeling data and formatted with uniform temporal and spatial resolution, e.g., the collection of data distributed by a data center or subsetted by a data center for distribution.* There are two types of data products:

- Standard, which is a data product produced at a DAAC by a community consensus algorithm for a wide community of users.

- Special, which is a data product produced at a science computing facility by a research algorithm for later migration to a community consensus algorithm and can be archived and distributed by a DAAC.

Data products are categorized by levels, which are described in shown in Figure 4.1.1-2 and described in Table 4.1.1-1.



**Figure 4.1.1-2. An Example of Data Product Levels**

**Table 4.1.1-1. Data Product Level Definitions**

| Level | Definition   |
|-------|--|
| 0     | Reconstructed, unprocessed instrument/payload data at full resolution; any and all communications artifacts (e.g., synchronization frames, communications headers, duplicate data removed)   |
| 1A    | Reconstructed unprocessed instrument data at full resolution, time-referenced, and annotated with ancillary information, including radiometric and geometric calibration coefficients and geo-referencing parameters (e.g., platform ephemeris computed and appended but no applied to the Level 0 data) |
| 1B    | Level 1A data that have been processed to sensor units (not all instruments will have a Level 1B equivalent)   |
| 2     | Derived geophysical variables at the same resolution and location as the Level 1 source data   |
| 3     | Derived geophysical variables mapped on uniform space-time grid scales, usually with some completeness and consistency   |
| 4     | Model output or results from analyses of lower-level data (e.g., variables derived from multiple measurements)   |

## 4.1.2 Subsystems

The system is comprised several subsystems, see Table 4.1.2-1. More detailed information can be found in the *Segment/Design Specification for the EED Contract (305-EED-001)*. The

primary functions of the remaining subsystems can be grouped into the following four categories:

- **Data Ingest.** Ingest is accomplished by means of the Data Pool-Ingest Subsystem (DPL), which interfaces with external applications and provides data staging capabilities and storage for an approximately 1-year buffer of Level 0 data so that reprocessing can be serviced from local storage.
- **Data Storage and Management.** Data storage and management is provided by the Data Server Subsystem (DSS), which can archive science data, search for and retrieve archived data, manage the archives. The Data Server Subsystem provides access to earth science data in an integrated fashion through an application programming interface (API) that is common to all layers.
- **Spatial Subscription Server.** Provides the capability to register “subscriptions” to data collections based upon several different granule level metadata attributes (including spatial coverage attributes). Also evaluates ingested granules against existing Subscriptions and carries out associated actions.
- **Order Manager.** Provides both “push” and “pull” order processing for granules within the archives.

**Table 4.1.2-1. Subsystem Functions**

| Subsystem                   |     | Functions  |
|-----------------------------|-----|--|
| Data Server                 | DSS | Locally optimized search, access, archive and distribution services with a science discipline view of data collections and an extensible Earth Science Data Type and Computer Science Data Type view of the archive holdings |
| DPL Ingest Service          | DPL | Clients for importing data (science products, ancillary, correlative, documents, etc.) into system data repositories (data servers) on an <i>ad hoc</i> or scheduled basis and deals with external system interfaces         |
| Data Pool Ingest            | DPL | Provides on-line access for browsing and FTP download of selected granules, metadata, and browse data.   |
| Spatial Subscription Server | SSS | Permits creation and management of subscriptions for data distribution/ notification and Data Pool insert  |
| Order Manager               | OMS | Manages orders from EDG and other sources and either distributes the data through the Data Pool (either electronically or on hard media)   |

### 4.1.3 Databases

**Custom Databases.** The custom databases described in Table 4.1.3-1 encompass the majority of the subsystem persistent data requirements. Other data requirements are met through the use of flat files, which are described below. All custom databases are implemented using Sybase.

**Table 4.1.3-1. Custom Databases (1 of 2)**

| Database Name                                | Document Number | DB Software | Logical Categories                 |
|--|-----------------|-------------|------------------------------------|
| Archive Inventory Management Subsystem (AIM) | 311-EED-005     | Sybase      | Database Version Information       |
|  |                 |             | System Management Data             |
|  |                 |             | Collection, Granule Metadata       |
|  |                 |             | DAP Metadata                       |
|  |                 |             | Spatial Metadata                   |
|  |                 |             |                                    |
|  |                 |             | Granule Metadata                   |
|  |                 |             |                                    |
|  |                 |             | Collection Metadata                |
|  |                 |             | Temporal Metadata                  |
|  |                 |             |                                    |
| EclnDb                                       |                 | Sybase      | Database Version Information       |
|  |                 |             | Datatype Information               |
|  |                 |             | Configuration Data                 |
|  |                 |             | Active Requests                    |
|  |                 |             | Validation Data                    |
|  |                 |             | Table Locking Information          |
| Ingest Subsystem (INS)                       | 311-EED-001     | Sybase      | Database Version Information       |
|  |                 |             | Datatype Information               |
|  |                 |             | Configuration Data                 |
|  |                 |             | Active Requests                    |
|  |                 |             | Validation Data                    |
|  |                 |             | Table Locking Information          |
|  |                 |             |                                    |
|  |                 |             |                                    |
|  |                 |             |                                    |
|  |                 |             |                                    |
|  |                 |             |                                    |
| Data Pool (DPL)                              | 311-EED-004     | Sybase      | Collection Metadata for Web Access |
|  |                 |             | Granule Metadata for Web Access    |
|  |                 |             |                                    |

**Table 4.1.3-1. Custom Databases (2 of 2)**

| Database Name                     | Document Number | DB Software | Logical Categories           |
|-----------------------------------|-----------------|-------------|------------------------------|
| Order Manager Server (OMS)        | 311-EED-002     | Sybase      | Queue/Status Information     |
|                                   |                 |             | Request Information          |
|                                   |                 |             | Intervention Information     |
| Spatial Subscription Server (SSS) | 311-EED-003     | Sybase      | Database Version Information |
|                                   |                 |             | Subscription Information     |
|                                   |                 |             | Event Information            |
|                                   |                 |             | Action Information           |

#### 4.1.4 Resident Databases

Table 4.1.4-1 shows the custom and COTS databases that are resident at the DAACs. Each resident database is individually installed and maintained.

**Table 4.1.4-1. Resident Databases**

| Databases                          | DAAC                       |                            |                            |
|------------------------------------|----------------------------|----------------------------|----------------------------|
|                                    | LaRC                       | LP DAAC                    | NSIDC                      |
| <b>Custom</b>                      |                            |                            |                            |
| Archive Inventory Management (AIM) | ✓ <input type="checkbox"/> | ✓                          | ✓                          |
| Registry (REGIST [MSS])            | ✓ <input type="checkbox"/> | ✓                          | ✓                          |
|                                    | <input type="checkbox"/>   |                            |                            |
| NameServer (NM)                    | ✓ <input type="checkbox"/> | ✓                          | ✓                          |
| Data Pool (DPL)                    | ✓ <input type="checkbox"/> | ✓                          | ✓                          |
| Ingest (INS)                       | ✓ <input type="checkbox"/> | ✓ <input type="checkbox"/> | ✓ <input type="checkbox"/> |
| Order Manager Subsystem (OMS)      | ✓ <input type="checkbox"/> | ✓                          | ✓                          |
| Spatial Subscription Server (SSS)  | ✓ <input type="checkbox"/> | ✓                          | ✓                          |

#### 4.1.5 Database Directory Locations

Locations of principal database components are shown in Table 4.1.5-1.

**Table 4.1.5-1. Location of Principal Database Components**

| Name  | Variant | Vendor | Principal Directory         | Comments  |
|---|---------|--------|-----------------------------|---|
| Software Developer's Kit (formerly Open Client) | PC      | Sybase | c:\windows\system           |   |
| Software Developer's Kit (formerly Open Client) | LINUX   | Sybase | /tools/sybOCv15.0.0         | Just utilities, not libraries   |
| Software Developer's Kit (formerly Open Client) | LINUX   | Sybase | /tools/sybOCv15.0.0         |   |
| Red Hat Enterprise Linux 5                      | Red Hat | Linux  |                             |   |
| ASE Server Monitor Client/Svr                   | LINUX   | Sybase | /usr/ecs/<mode>/COTS/sybase | At DAAC discretion/ required for launch   |
| Spatial Query Server (SQS)                      | Linux   | Boeing | /usr/ecs/OPS/COTS/sqs       | /usr/ecs/OPS/COTS/sqs_3.67 is also acceptable                                   |
| Sybase Adaptive Svr Enterprise                  | LINUX   | Sybase | /usr/ecs/OPS/COTS/sybase    | /usr/ecs/OPS/COTS/sybase or sybase_15 or sybase15 is an acceptable install dir. |
| Sybase Central                                  | PC      | Sybase | C:\sybase                   |   |

## 4.2 Database Management

### 4.2.1 Database Management Model

The concept that forms the basis of database management is described in *EOSDIS Core System Science Information Architecture* (FB9401V2). The EED database management model is a variant of the ISO Data Management Reference Model (ISO 10032:1994). The variation is in the local (site) data management. The ISO reference model does not provide a structure for local data management. EED defines local data management as being provided by a local information manager and a collection of data servers.

The model permits the following services and requests:

- *Client is a program requesting data management services.* A client can be an application program, such as a science algorithm, or a user interface, for example, an interface for formulating database queries and displaying query results. The client may use a data dictionary or vocabulary to assist in the formulation of database requests.
- *Data Server is an instance of a service that is capable of executing data access, query, and manipulation requests against a collection of data.* Data server actually refers to a service provider at a logical level. The data server may actually be constructed from multiple physical servers implementing various aspects of the data server's functionality. Data servers use lower layers of data management services, which are described in the data server architecture, section 6.4. Note that a site may choose to provide access to the same data via several different data servers, perhaps supporting different data access and query languages.

- *Data Dictionary Service* is a service that manages and provides access to databases containing information about data. Each data object, data element, data relationship, and access operation available via data servers is defined and described in the dictionary databases. Data dictionaries are intended for access by users (e.g., to obtain a definition of a data item) and programs (e.g., to format a screen).
- *Vocabulary Service* is a service that manages and provides access to databases containing the definition of terminology, e.g., of words and phrases. Vocabularies are intended for access by users (e.g., to obtain the appropriate term given a meaning) and programs (e.g., to let a user identify the intended meaning of a term which has several alternative definitions).

The model identifies the following key data objects supporting these services:

- *Schema* is a formal description of the content, structure, constraints, and access operations available for or relevant to a database or a collection of databases. The reference model contains Data Server and Data Dictionary/Vocabulary schema.

The model provides for the following kinds of requests:

- *Query* is a request formulated in a language offered (i.e., supported) by a data server. It contains data search and access specifications expressed in terms defined either by the language itself, or in a schema offered by the corresponding server. In general, a query language is paired with a particular type of schema. For example, relational queries reference objects defined in a relational schema.
- *Data Access Request* is a service request that invokes an operation offered by a data server on a data object or a set of data. The object types and the operations that a given service offers for them are described in the schema used by the service.

In addition, Data Servers conform to the general interface requirements as prescribed by the Interoperability Architecture. For example, this means that Data Servers accept requests regarding the status and estimated cost of a query or data access request. The servers also use the Interoperability Services in the course of their interactions. For example, clients use request brokers in order to locate a data dictionary service.

## 4.2.2 Database Management Implementation

### 4.2.2.1 Software

As previously described, system databases are primarily based on Sybase software. Primary components include:

- **Sybase Adaptive Server Enterprise (ASE)**. ASE is an integrated set of software products for designing, developing and deploying relational database applications. It consists of a high-performance relational database management system (RDBMS), which runs database servers, and a collection of applications and libraries, which run on database clients. This arrangement, consisting of servers that are accessed by multiple clients over a network, forms the basis for Sybase's client/server architecture. ASE components are described in Table 4.2.2-1. An illustration of the main screen of

Sybase Central, which can be used to perform many of the DBA procedures described in subsequent sections of this document, is shown in Figure 4.2.2-1.

- **Other Sybase Components:**

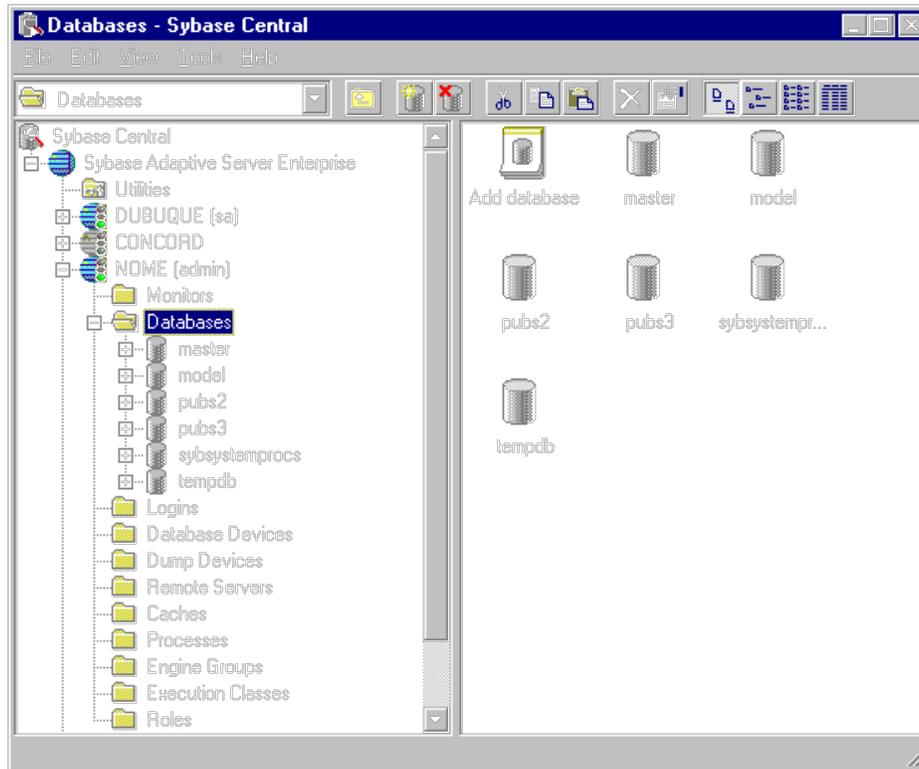
- **Spatial Query Server (SQS).** The Spatial Query Server (SQS) is a multi-threaded Sybase Open Query database engine that is used by the Archive Inventory Management Subsystem (AIM), the Spatial Subscription Server, and the DataPool Web Access. This product allows definition of spatial data types, spatial operators, and spatial indexing. SQS communicates with the Sybase ASE Server to process AIM requests to push and pull metadata. Both the AIM database and the SQS server reside on the same Linux machine.

**Table 4.2.2-1. Sybase Adaptive Server Enterprise (ASE) Components (1 of 2)**

| Type   | Component      | Description   | Sub-Components and Features   |
|--------|----------------|---|---|
| Client | Sybase Central | A Windows application for managing Sybase databases. Helps manage database objects and perform common administrative tasks. | Connecting to, disconnecting from, and stopping servers   |
|        |                |   | Troubleshooting Adaptive Server problems  |
|        |                |   | Managing data caches  |
|        |                |   | Managing Adaptive Server physical resources   |
|        |                |   | Creating, deleting, backing up, and restoring databases   |
|        |                |   | Creating and deleting Adaptive Server logins, creating and deleting database users and user groups, administering Sybase roles, and managing object and command permissions |
|        |                |   | Monitoring Adaptive Server performance data and tuning performance parameters   |

**Table 4.2.2-1. Sybase Adaptive Server Enterprise (ASE) Components (2 of 2)**

| Type   | Component                                       | Description  | Sub-Components and Features   |
|--------|---|--|---|
| Client | Software Developer's Kit (formerly Open Client) |  | CS-Library, which contains a collection of utility routines used by all client applications.  |
|        |   |  | Client-Library and DB-Library, which contains a collection of routines that are specific to the programming language being used in an application   |
|        |   |  | Net-Library, which contains network protocol services that support connections between client applications and Adaptive Server.   |
|        |   |  | Utilities:<br>isql – an interactive query processor that sends commands to the RDBMS from the command line.<br>bcp – a program that copies data from a database to an operating system file, and vice versa.<br>defncopy - a program that copies definitions of database objects that from a database to an operating system file and vice-versa. |
| Server | Adaptive Server (ASE)                           | Sybase's high-performance RDBMS  |   |
|        | Backup Server(TM)                               | A server application that runs concurrently with Adaptive Server to perform high-speed on-line database dumps and loads. |   |
|        | Adaptive Server Monitor                         | Monitor Server   | Allows capture, display, and evaluation of Adaptive Server performance data and tune Adaptive Server performance  |
|        |   | Historical Server  | Writes the data to files for offline analysis   |



**Figure 4.2.2-1. Sybase Central**

### 4.2.3 Hardware, Software, and Database Mapping

Currently, user databases reside on Linux machines. They can be managed using PCs (Sybase Central only) or through isql. Mapping documents for the DAACs are available on the web at <http://cmdm-ldo.raytheon.com/baseline/>, through the **Technical Documents** link. The hardware layout diagrams are available in documents 920-TDx-001, *Hardware-Design Diagram*. Hardware to software mappings are available in documents 920-TDx-002 *Hardware-Software Map*. The hardware database mappings are available in document 920-TDx-009 *DAAC HW Database Mapping*.

### 4.3 Database Administrator

The Database Administrator (DBA) is the individual responsible for the installation, configuration, update/upgrade, maintenance, and overall integrity, performance and reliability of system databases. In general, the DBA is concerned with the availability of the server, the definition and management of resources allocated to the server, the definition and management of databases and objects resident on the server, and the relationship between the server and the operating system. Basic DBA responsibilities include:

- Performing the database administration utilities such as database backup, maintenance of database transaction logs, and database recovery.

- Monitoring and tuning the database system (e.g., the physical allocation of database resources).
- Maintaining user accounts for the users from the external system. The DAAC database administrator creates user registration and account access control permissions in the security databases.
- Creating standard and *ad hoc* security management reports of stored security management data using the Sybase report generator.
- Working with EED sustaining engineering and DAAC system test engineers to set up a test environment as needed.
- Working with the data specialist on information management tasks involving databases, data sets, and metadata management.

### 4.3.1 DBA Tasks and Procedures

Basic DBA tasks and procedures are described in the following sections. Table 4.3.1-1 shows DBA tasks that have to be done on a regular basis and the section where they are addressed in this document.

**Table 4.3.1-1. DBA Tasks Performed on a Regular Basis (1 of 2)**

| Time Period | Task                            | Importance  | Found In ...   |
|-------------|---------------------------------|---|--|
| Daily       | Capture database configurations | Absolutely necessary for database recovery if problems occur                            | Configuring Databases  |
|             | Reclaim disk space              |   | /usr/ecs/OPS/CUSTOM/databases/COMDBAdmin/EcCoDbSyb_Reorg compact     |
|             | Run after reorg compact         | only necessary if you want statistics for non-leading columns of the index              | /usr/ecs/OPS/CUSTOM/databases/COM/DBAdmin/EcCoDbSyb_CustomizedDbStat |
|             | Remove old dump files.          | Keeping track of seven (7) days worth of retrievable data or can specify another value. | /usr/ecs/OPS/CUSTOM/databases/COM/DBAdmin/EcCoDbSyb_CleanupDumps     |

**Table 4.3.1-1. DBA Tasks Performed on a Regular Basis (2 of 2)**

| Time Period | Task                      | Importance | Found In ...                    |
|-------------|---------------------------|------------|---------------------------------|
| Weekly      | Monitor Sybase disk usage |            | Monitoring and Tuning Databases |
|             | Clean up old files        |            |                                 |
| Monthly     | Reboot                    |            | Starting and Stopping Servers   |

Subsequent sections related to Database Administration address the following topics:

- **Section 4.4** An overview of the process and step-by-step procedures for starting and stopping database servers.
- **Section 4.5** An overview of the process and step-by-step procedures for creating database devices.
- **Section 4.6** An overview of the process and step-by-step procedures for installing databases and patches.
- **Section 4.7** An overview of the process and step-by-step procedures for configuring databases.
- **Section 4.8** An overview of the process and step-by-step procedures for working with indexes, segments, and caches.
- **Section 4.9** An overview of the process and step-by-step procedures for backing up and recovering data.
- **Section 4.10** An overview of the process and step-by-step procedures for establishing database security.
- **Section 4.11** An overview of the process and step-by-step procedures for copying individual databases.
- **Section 4.12** An overview of the process and step-by-step procedures for bulk copying.
- **Section 4.14** An overview of the process and step-by-step procedures for performance monitoring, tuning, and problem reporting.
- **Section 4.15** An overview of the process and step-by-step procedures for ensuring database quality.
- **Section 4.16** An overview of the process and step-by-step procedures for Sybase troubleshooting.

## 4.4 Starting and Stopping Database Servers

Each procedure outlined has an **Activity Checklist** table that provides an overview of the task to be completed. The outline of the **Activity Checklist** is as follows:

Column one - **Order** shows the order in which tasks could be accomplished.

Column two - **Role** lists the Role/Manager/Operator responsible for performing the task.

Column three -**Task** provides a brief explanation of the task.

Column four - **Section** provides the Procedure (P) section number or Instruction (I) section number where details for performing the task can be found.

Column five - **Complete?** is used as a checklist to keep track of which task steps have been completed.

Table 4.4-1, below, provides an Activity Checklist for starting and stopping database servers.

**Table 4.4-1. Starting and Stopping Database Servers - Activity Checklist**

| Order | Role | Task                        | Section     | Complete? |
|-------|------|-----------------------------|-------------|-----------|
| 1     | DBA  | Start ASE Servers           | (P) 4.4.1.1 |           |
| 2     | DBA  | Start the ASE Backup Server | (P) 4.4.1.2 |           |
| 3     | DBA  | Stop the ASE Backup Server  | (P) 4.4.1.5 |           |
| 4     | DBA  | Stop the ASE Server         | (P) 4.4.1.6 |           |

#### 4.4.1 Start Adaptive Server Enterprise (ASE) Servers

A server process is started manually when a new server is installed or after a system outage. In order to perform the procedure, the DBA must know the database server name and be assigned sa\_role (refer to Section 4.10, Establishing Database Security). The following procedures are applicable.

##### 4.4.1.1 Start ASE Servers

- 
- 1 Log in to a local host.
  
  - 3 Log into the server on which the ASE Server Process is to be started by typing: **/usr/bin/ssh ServerName**, then press the **Return/Enter** key.
    - If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears; continue with Step 4.
    - If you have not previously set up a secure shell passphrase, go to Step 5.
  
  - 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your **Passphrase** and then press the **Return/Enter** key.
    - Go to step 6.
  
  - 5 At the **<user@remotehost>'s password:** prompt, type your **Password** and then press the **Return/Enter** key.
  
  - 6 Log into the server as sybase, type, **su – sybase** and press the **Return/Enter** key.
    - A password prompt is displayed.

- 7 Enter *sybase password*, then press the **Return/Enter** key.
    - You are authenticated as yourself and returned to the UNIX prompt.
  - 8 At the UNIX prompt, type **cd ASE-15\_0/install** and then press the **Return/Enter** key.
  - 9 At the UNIX prompt, type **./RUN\_servername &** then press the **Return/Enter** key.
  - 10 At the UNIX prompt, type **showserver**, then press the **Return/Enter** key.
    - This displays a listing of the ASE Server processes that are running.
- 

#### 4.4.1.2 Start the ASE Backup Server

---

**NOTE:** This procedure should be done after ASE Server is up and running.

- 1 Log in to a local host.
- 3 Log into the server on which the ASE Server Process is to be started by typing:  
**/usr/bin/ssh ServerName**, then press the **Return/Enter** key.
  - If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears; continue with Step 4.
  - If you have not previously set up a secure shell passphrase, go to Step 5.
- 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your *Passphrase* and then press the **Return/Enter** key.
  - Go to step 6.
- 5 At the **<user@remotehost>'s password:** prompt, type your *Password* and then press the **Return/Enter** key.
- 6 Log into the server as sybase, type, **su – sybase** and press the **Return/Enter** key.
  - A password prompt is displayed.
- 7 Enter *sybase password*, then press the **Return/Enter** key.
  - You are authenticated as yourself and returned to the UNIX prompt.
- 8 Type **cd ASE-15\_0/install** and press the **Return/Enter** key.
- 9 Type, **./RUN\_backupservername &** and press the **Return/Enter** key.

**NOTE:** You may have to hit the **Return/Enter** key one more time to return to prompt

- 10 Log into the server as sybase, type, **su – sybase** and press the **Return/Enter** key.
- 

Servers are stopped by the DBA when the system needs to be brought down. Servers are brought down in an order that is the reverse of the start-up order. The **shutdown** command issued from within isql shuts down the server where you are logged in. It allows for the completion of any current processes and blocks the start of any new processes before the server is shutdown.

When you issue a **shutdown** command, the server:

- Disables all logins except the SAs.

- Performs a checkpoint in each database, moving changed pages from memory to disk.
- Waits for currently executing SQL statements or procedures to finish.

Adding a **nowait** option to the command immediately terminates all processes and shuts down the server. The **nowait** option should be used sparingly because it may cause data loss and complicate recovery.

#### 4.4.1.3 Stop the ASE Backup Server

---

NOTE: This procedure should be done before shutting down the ASE Server.

- 1 Log on to a local host.
  - 3 Log into the server on which the ASE Server Process is to be stopped by typing: **/usr/bin/ssh ServerName**, then press the **Return/Enter** key.
    - If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears; continue with Step 4.
    - If you have not previously set up a secure shell passphrase, go to Step 5.
  - 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your **Passphrase** and then press the **Return/Enter** key.
    - Go to step 6.
  - 5 At the **<user@remotehost>'s password:** prompt, type your **Password** and then press the **Return/Enter** key.
  - 6 Log into the server as sybase, type, **su – sybase** and press the **Return/Enter** key.
    - A password prompt is displayed.
  - 7 Enter **sybase password**, then press the **Return/Enter** key.
    - You are authenticated as yourself and returned to the UNIX prompt
    - Your new home directory is **/usr/ecs/OPS/COTS/sybase** and all required environment variables have been set.
  - 8 Type, **isql –U<username>** and press the **Return/Enter** key.
  - 9 Type the **password** when prompted for it and press the **Return/Enter** key.
  - 10 Type **shutdown SYB\_BACKUP** at the “1>” prompt and press the **Return/Enter** key.
  - 11 Type **go** at the “2>” prompt and press the **Return/Enter** key.
- 

#### 4.4.1.4 Stop the ASE Server

---

- 1 Use **shutdown** to bring the server to a halt.
  - This command can only be issued by the Sybase System Administrator (sa).
  - If you do not give a server name, shutdown shuts down the ASE Server you are using.
  - Syntax:
 

```
1> shutdown [with] [wait] [with nowait]
2> go
```

- 2 To see the names of the backup servers that are accessible from your ASE Server, execute **sp\_helpserver**.
- Use the value in the name column in the shutdown command.
  - You can only shut down a Backup Server that is:
    - Listed in **syservers** on your ASE Server
    - Listed in your local interfaces file
- 

## 4.5 Creating Database Devices

Table 4.5-1, below, provides an Activity Checklist for creating database devices.

**Table 4.5-1. Creating Database Devices - Activity Checklist**

| Order | Role | Task                     | Section     | Complete? |
|-------|------|--------------------------|-------------|-----------|
| 1     | DBA  | Create a Database Device | (P) 4.5.1.1 |           |

### 4.5.1 Create a Database Device

*Database devices store the objects that make up databases.* The term “device” can refer to either a physical or a logical device. Logical devices include any portion of a disk, such as a *partition* or a *file* in the file system used to store databases and their objects. A database device can be created when the System Administrator determines that new disk space is available for database use or as part of the recovery process. The System Administrator makes a request to the Data Base Administrator (DBA), who creates the new database device and notifies the System Administrator when the device has been created.

In order to create a new device, the DBA must have the following:

- The name of database device to be created
- A physical device on which to place database device
- The device size in megabytes
- The name of the mirror device, if one is in effect

*The creation of a database device is the mapping of physical space to a logical name and virtual device number (**vdevno**) contained in the master database.* The **disk init** command is used to initialize this space. **Disk init** syntax is:

```

name = device_name
physname = physicalname
vdevno = virtual_device_number (optional: will use the next available number)
size = number_of_blocks
[vstart = virtual_address

```

Before you run **disk init**, see the server installation and configuration guide for your platform for information about choosing a database device and preparing it for use with the server. You may want to repartition the disks on your computer to provide maximum performance for your databases. **Disk init** divides the database devices into allocation units of 256 2K pages, a total of

1/2MB. In each 256-page allocation unit, the **disk init** command initializes the first page as the allocation page, which will contain information about the database (if any) that resides on the allocation unit.

Once initialization is complete, the space described by the physical address is available to the server for storage and a row is added to the **sysdevices** table in the master database. The initialized database can be:

- Allocated to the pool of space available to a user database
- Allocated to a user database and assigned to store a specific database object or objects
- Used to store a database's transaction logs

**NOTE:** Unless you are creating a small or non-critical database, always place the log on a separate database device.

After you run the **disk init** command, be sure to use **dump database** to dump the master database. This makes recovery easier and safer in case master is damaged. If you add a device and fail to back up master, you may be able to recover the changes with **disk reinit**.

#### 4.5.1.1 Create a Database Device

---

**NOTE:** This procedure will assist in creating a database device.

- 1 Log on to a local host.
- 3 Log into the server on which the new database device is to be created by typing: **/usr/bin/ssh <ServerName>**, then press the **Return/Enter** key.
  - If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears; continue with Step 4.
  - If you have not previously set up a secure shell passphrase, go to Step 5.
- 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your **Passphrase** and then press the **Return/Enter** key.
  - Go to step 6.
- 5 At the **<user@remotehost>'s password:** prompt, type your **Password** and then press the **Return/Enter** key.

**NOTE:** For each database device to be created, perform Steps 6 through 9.

- 6 Using the text editor of your choice, edit **DeviceName.sql** and make changes to information enclosed in brackets (including the brackets) as appropriate:
  - An example of an **add\_devices.sql** file for creation of a database device is shown in Figure 4.5.1-1.

```
/* **** */
/* name: [add_devices.sql] */
/* purpose: */
/* written: */
/* revised: */
/* reason: */
/* **** */
```

```

disk init name = [device name],
physname = "/dev/[device name]",
vdevno = [#],
size = [size]
go
sp_helpdevice [device name]
go

```

**Figure 4.5.1-1. Example of an `add_devices.sql` File for Creation of a Database Device**

- In the area delimited by `/* */`, enter an appropriate description of the script including the file name, date written and person who wrote the script, its purpose, and any other information deemed appropriate. Be sure to enclose each line of the comment between `/* */`.
- The **disk init name** is the *DeviceName* is used in Step 8 above. You may not use spaces or punctuation except the underscore character ( `_` ) in *DeviceName*. Remember that the name you assign is case-sensitive. Be sure there is a comma after *DeviceName*
- The **physname** is the *FullPath\_to\_DeviceName*. Be sure to enclose *FullPath\_to\_DeviceName* in double quotes. Be sure to place a comma after *FullPath\_to\_DeviceName* but outside the double quotes.
- The **vdevno**, an optional command in this current version of ASE, is the *VirtualDeviceNumber*. **vdevno** is a unique identifying number for the database device. It is unique among all the devices used by ASE Server and is never reused. Device number 0 represents the device named **master** that stores the system catalogs. Legal numbers are between 1 and 255, but the highest number must be one less than the number of database devices for which your system is configured. For example, for a system with the default configuration of 10 devices, the legal device numbers are 1-9. The default of 10 devices can be changed using **sp\_configure**. If a number is specified, ASE assigns the next available virtual device number. This feature helps to eliminate the possibility of using an existing number, which Sybase will usually return the message, “device activation error.” The next available number can be determined by looking at the output from the **sp\_helpdevice** command and selecting the next number in sequence.
- The **size** is the *DeviceSize* in blocks. To compute the number of blocks, multiply the device size in megabytes by 512; e.g., a 1,000 Mb device has 512,000 blocks

**7** After the changes have been made, save the file according to the rules of your text editor.

- 8 At the UNIX prompt, type **isql -Username -SServerName -iDeviceName.sql -oDevice Name.out** then press the **Return/Enter** key.
    - *ServerName* is the name of the server on which the database device will be created.
    - *DeviceName.sql* is the name of the script file you created in the above example.
    - *DeviceName.out* is the filename of the script's output for confirmation and/or troubleshooting purposes.)
    - The system will prompt you for a password.
  - 9 At the **Password:** prompt, type the *<password>* then press the **Return/Enter** key.
    - When the UNIX prompt is again displayed the process is complete.
  - 10 At the UNIX prompt, type **more DeviceName.out**, then press the **Return/Enter** key.
    - This allows you to view the *DeviceName.out* file to confirm that the device has been created or to check for device creation errors.
- 

## 4.6 Installing Databases and Patches

Table 4.6-1, below, provides an Activity Checklist for installing databases and patches.

**Table 4.6-1. Installing Databases and Patches - Activity Checklist**

| Order | Role | Task                               | Section     | Complete? |
|-------|------|------------------------------------|-------------|-----------|
| 1     | DBA  | Install a Database Patch (Example) | (P) 4.6.2.1 |           |

### 4.6.1 Perform a Database Build Procedure (Example Only)

The ECS Assistant is a custom application that simplifies the process of installing, testing and managing system software. The **Subsystem Manager** screen is used in the operational environment. The **Database** option is used to install, drop, patch, and update subsystem-specific databases. The **Install** option is used to install custom software in a particular mode. The **Configuration** option is used to create CFG, ACFG and PCFG files for selected components. The **Stage Area Installation** option is used to input the staging location where the delivered software is stored. The **View Task Output** option is used to view results as the specified task is executing. A detailed description of ECS Assistant use can be found in 609-EED-001, *Release 8.1 Operations Tools Manual for the EED Contract*.

To perform a database build follow the steps included in the documentation (e.g., release notes) that specifies performing the build. The following steps are an example of a database that was built and populated with data from the version of the database that the new database was replacing. Unless otherwise specified, the scripts that were run are located in the */usr/ecs/<MODE>/CUSTOM/dbms/<SUBSYSTEM>* directory.

**<DBNAME>**

### 4.6.2 Install a Database Patch (Example)

To install a database patch follow the steps included in the documentation (e.g., release notes) that specifies installing the patch. To install database patches, perform the following steps for all

subsystems/components and then perform the appropriate subsystem/component-specific procedures.

#### 4.6.2.1 Install a Database Patch (Example)

---

- 1 Verify the current version of the database being patched.  

```
# isql -S <server_name> -U <db_user_name> -P <db_user_password>
# use <db_name>[_<MODE>]
# go
# select * from EcDbDatabaseVersions where EcDbCurrentVersionFlag=" Y"
# go
```
  - 2 Compare the current database version against the appropriate version listed in the table provided in the patch instructions.
    - If the current version is greater than or equal to the appropriate version listed in the table, continue with the database patch.
    - If the current version is less than the appropriate version listed in the table, stop and patch the deficient database.
  - 3 From the **ECS Assist Subsystem Manager** select the appropriate mode, subsystem, and component from the main window.
  - 4 From the **ECS Assist Subsystem Manager** select **DbPatch** from the **Database** menu.
    - A **File Selection** window appears.
  - 5 From the **ECS Assist Subsystem Manager** (in the **File Selection** window) select **.dbparms** and **OK**.
  - 6 Follow subsystem-specific installation instructions included in the documentation (e.g., release notes) that specifies installing the patch to complete the database patch process.
    - For example:
      - 1 Logon to the host where the subsystem database package is installed.
      - 2 Start ECS Assist's Subsystem Manager, select the appropriate mode, subsystem, and component.
      - 3 Select **DbPatch** from the **Database** menu. A **File Selection** window appears.
      - 4 In the "**File Selection**" window, select "**.dbparms**" and then "**Ok**". The "**Configurable Database Parameters**" dialog box appears.
      - 5 Verify the patch number (referring to the table in the patch instructions). If it is not correct, correct it, enter the required information and select **Ok**.
- 

#### 4.6.3 COTS Databases

Remedy has a Sybase database. The COTS installation is performed by the auto-install applications in the `/usr/ecs/OPS/COTS` directory. The results of the installation are stored in the appropriate subdirectories, e.g., files located in the remedy home directory (`/use/ecs/OPS/COTS/remedy`).

### 4.7 Configuring Databases

Table 4.7-1, below, provides an Activity Checklist for configuring databases.

**Table 4.7-1. Configuring Databases - Activity Checklist**

| Order | Role | Task                             | Section     | Complete? |
|-------|------|----------------------------------|-------------|-----------|
| 1     | DBA  | Configure the ASE Server         | (P) 4.7.1.1 |           |
| 2     | DBA  | Display Configuration Parameters | (P) 4.7.3.1 |           |

### 4.7.1 Configure the ASE Server Parameters

Configuration parameters are user-defined settings that control various aspects of a database server's behavior. The server supplies default values for all configuration parameters. However, some of the configuration parameters need to be customized (refer to *SYBASE ASE Server 15.0.x: ALL DAAC Database Configurations*, 910-TDA-021).

Configuration parameters are grouped according to the area of server behavior that they affect. This makes it easier to identify all parameters that may need to be tuned in order to improve a particular area of ASE Server performance. The groups are:

- Backup/Recovery.
- Cache Manager.
- Component Integration Services
- Configuration Options
- DTM Administration
- Diagnostics
- Disk I/O
- Error Log
- Extended Stored Procedure
- General Information
- Java Services
- Languages
- Lock Manager
- Memory Use
- Meta Data Cache
- Monitoring
- Network Communications
- Operating System Resources
- Parallel Query
- Physical Memory
- Processors
- Query Tuning
- Red Agent Tread Administration
- SQL Server Administration
- Security Related
- Unicode
- User Environment

While each parameter has a primary group to which it belongs, many have secondary groups to which they also belong. For instance, the parameter number of remote connections belongs primarily in the Network Communications group, but also secondarily in the ASE Server Administration group and the Memory Use group. This reflects the fact that some parameters have implications for a number of areas of ASE Server behavior.

The configuration parameters are divided between two tables:

- Sybase Configuration Parameter Table
- DAAC-Specific Configuration Parameter Table.

The Sybase Configuration Parameter Table groups the configuration parameters by functionality. It provides a list of configurable parameters under each functional group, and provides recommended values for these parameters:

The following type of information is captured in the Sybase Configuration Parameter Table:

- Group Name.
- Group Description.
- Parameter Name (for each group).
- Parameter Description.
- Command Line.
- Status (Static or Dynamic parameter).
- Recommended Value.
- Range (Minimum and maximum parameter value).
- Display Level (Basic, Intermediate, Comprehensive).
- Impact (Brief description of type of impact when a parameter value is configured).
- Controlling Authority (Entity responsible for controlling changes to a configuration parameter).
- Comments (This will include suggestions and examples).

Configuration parameters can be set or changed in one of two ways:

- By executing the system procedure **sp\_configure** with the appropriate parameters and values.
- By hand-editing your configuration file and then invoking **sp\_configure** with the configuration file option.

Configuration parameters are either dynamic or static. *Dynamic parameters go into effect as soon as **sp\_configure** is executed. Static parameters require the ASE server to reallocate memory and take effect only after ASE Server has been restarted.*

The roles required for using **sp\_configure** are as follows:

- Any user can execute **sp\_configure** to display information about parameters and their current values.
- Only System Administrators and System Security Officers can execute **sp\_configure** to modify configuration parameters.
- Only System Security Officers can execute **sp\_configure** to modify values for allow updates, audit queue size and remote access.

The system procedure **sp\_configure** displays and resets configuration parameters. One can restrict the number of parameters **sp\_configure** displays by using **sp\_displaylevel** to set the display level to one of the three values: Basic, Intermediate, or Comprehensive.

Figure 4.7.1-1 shows a sample **sp\_configure** output. **Name** column is the description of the variable. The **minimum** column is the minimum allowable configuration setting. **Maximum** is the theoretical maximum value to which the configuration option can be set. The actual maximum value is dependent on the specific platform and available resources to the ASE server. **Config\_value** reflects the current system default values. **Run\_value** reflects the values the system is currently using, which may be different from the default values.

SQL Server configuration can be done either interactively by using **sp\_configure** or non-interactively by invoking **sp\_configure** with a configuration file. Configuration files can be used for several reasons:

- To use a configuration file as a baseline for testing configuration values on your server.
- To use a configuration file to do validation checking on parameter values before actually setting the values.
- To create multiple configuration files and to switch between them as your resource needs change.

Previous releases of ASE Server required that **reconfigure** be executed after executing **sp\_configure**. This is no longer required. The **reconfigure** command still exists, but it no longer has any effect.

| name                         | minimum | maximum    | config_value | run_value |
|------------------------------|---------|------------|--------------|-----------|
| recovery interval            | 1       | 32767      | 0            | 5         |
| allow updates                | 0       | 1          | 0            | 0         |
| user connections             | 5       | 2147483647 | 0            | 25        |
| memory                       | 3850    | 2147483647 | 0            | 5120      |
| open databases               | 5       | 2147483647 | 0            | 12        |
| locks                        | 5000    | 2147483647 | 0            | 5000      |
| open objects                 | 100     | 2147483647 | 0            | 500       |
| procedure cache              | 1       | 99         | 0            | 20        |
| fill factor                  | 0       | 100        | 0            | 0         |
| time slice                   | 50      | 1000       | 0            | 100       |
| database size                | 2       | 10000      | 0            | 2         |
| tape retention               | 0       | 365        | 0            | 0         |
| recovery flags               | 0       | 1          | 0            | 0         |
| nested triggers              | 0       | 1          | 1            | 1         |
| devices                      | 4       | 256        | 0            | 10        |
| remote access                | 0       | 1          | 1            | 1         |
| remote logins                | 0       | 2147483647 | 0            | 20        |
| remote sites                 | 0       | 2147483647 | 0            | 10        |
| remote connections           | 0       | 2147483647 | 0            | 20        |
| pre-read packets             | 0       | 2147483647 | 0            | 3         |
| upgrade version              | 0       | 2147483647 | 1002         | 1002      |
| default sortorder id         | 0       | 255        | 50           | 50        |
| default language             | 0       | 2147483647 | 0            | 0         |
| language in cache            | 3       | 100        | 3            | 3         |
| max online engines           | 1       | 32         | 1            | 1         |
| min online engines           | 1       | 32         | 1            | 1         |
| engine adjust interval       | 1       | 32         | 0            | 0         |
| cpu flush                    | 1       | 2147483647 | 200          | 200       |
| i/o flush                    | 1       | 2147483647 | 1000         | 1000      |
| default character set id     | 0       | 255        | 1            | 1         |
| stack size                   | 20480   | 2147483647 | 0            | 28672     |
| password expiration interval | 0       | 32767      | 0            | 0         |
| audit queue size             | 1       | 65535      | 100          | 100       |
| additional netmem            | 0       | 2147483647 | 0            | 0         |
| default network packet size  | 512     | 524288     | 0            | 512       |
| maximum network packet size  | 512     | 524288     | 0            | 512       |
| extent i/o buffers           | 0       | 2147483647 | 0            | 0         |
| identity burning set factor  | 1       | 9999999    | 5000         | 5000      |
| allow sendmsg                | 0       | 1          | 0            | 0         |
| sendmsg starting port number | 0       | 65535      | 0            | 0         |

**Figure 4.7.1-1. Example of sp\_configure Output**

Configuration files are not automatically backed up when you back up your master database. As they are part of the operating system files, they should be backed up in the same way other operating system files are backed up.

In order to perform the following procedure, the DBA must have obtained the following information:

- Name of server to be configured
- New values for configuration variables.

To set ASE Server configuration variables, the DBA must have **sa\_role** (ASE Server) permissions. To set ASE Server configuration variables **allow updates**, **audit queue size**, **password expiration interval**, or **remote access**, **sso\_role** (ASE Server) is also required.

Some parameter values take effect as soon as you reset the value. Others, which involve memory reallocation, do not change until you reset the value and then reboot ASE Server.

#### 4.7.1.1 Configure the ASE Server

---

- 1 Log into the server that will be reconfigured by typing: **telnet *ServerName*** or **ssh *ServerName***, then press **Return**.
  - 2 If a **Login:** prompt appears, log in as yourself by typing: ***YourUserID***, then press **Return**.
    - A password prompt is displayed.
  - 3 Enter ***YourPassword*** then press **Return**.
    - You are authenticated as yourself and returned to the UNIX prompt.
  - 4
  - 5 Begin the ASE session by typing at the UNIX prompt **isql -Usa -S*ServerName*** then press **Return**.
  - 6 Type **sp\_configure** then press **Return**.
  - 7 Type **go**, then press **Return**.
    - A list of the configurable parameters, their maximum and minimum values, the current setting and the default values is displayed.
  - 8 After determining which parameter(s) to reset, type: **sp\_configure "*ParameterName*", *NewValue***, then press **Return**.
    - ***ParameterName*** is the name from the list displayed in Step 7 above.
      - Be sure to enclose the name in double quotes.
    - ***NewValue*** is the numeric value that you want to assign to ***ParameterName***.
  - 9 Type **go**, then press **Return**.
  - 10 Repeat Steps 7 through 9 for each parameter you want to reconfigure.
  - 11 When complete, type **quit** at the isql prompt, then press **Return**.
    - You are returned to the UNIX prompt.
- 

#### 4.7.2 Configuration Parameters and the Configuration Registry

There are many configurable parameters associated with the custom software. Some of them are set by default to values that may be appropriate for most operating conditions. Others may be set to values that may or may not be appropriate for the requirements of operations at a particular DAAC. Some parameters may be changed using system Graphical User Interfaces (GUIs) specifically designed to monitor and control functions related to particular subsystems. Others may require changes to a configuration file or database.

**NOTE:** Before changing any configuration parameter, make certain either that it is not under configuration control or that you have obtained any necessary approval specified in local Configuration Management policies and procedures.

#### 4.7.3 Configuration Registry

Configuration parameters for custom software are managed by the Configuration Registry. The Configuration Registry Server provides a single interface to retrieve configuration attribute-value

pairs for servers from the Configuration Registry Database, via a Sybase Server. The Configuration Registry Server maintains an internal representation of the tree in which configuration attribute-value pairs are stored. General configuration parameters used by many servers are stored in higher nodes in the tree. Parameters specific to a single server are contained in the leaf nodes of the tree. A script tool is available for loading the Configuration Registry database from data in configuration files. This loading is a one-time event to populate the Registry database with the information contained in **.cfg** files. Once the Configuration Registry is loaded, if the configuration files are moved or otherwise made inaccessible to the software, the software goes to the Configuration Registry to obtain needed configuration parameters. There is also a Configuration Registry application that can be used to view and edit configuration data in the database. Changes to the Configuration Registry typically are under the control of Configuration Management and the Database Administrator.

Data in the Registry database are stored hierarchically, sorted by hostnames. An application may have multiple entries, each under a different hostname where it runs. The application queries the database directly. The application shows the Attribute Tree on the left. It displays parameters and their values in the Attribute Listing on the right. It provides the operator with capability to create, read, update, and delete database entries. A click on a parameter name in the Attribute Listing displays a pop-up window, permitting the user to update or delete the parameter.

#### **4.7.3.1 Display Configuration Parameters**

---

- 1** On **x4eil01** in a terminal window, type **/usr/ecs/*mode*/CUSTOM/utilities/EcCsRegistryGUIStart *mode* &** at a UNIX command prompt and then press the **Return/Enter** key (where *mode* is likely to be **TS1**, **TS2**, or **OPS**).
  - The **x** in the workstation name is a letter designating your site: **l** = LaRC, **e** = EDC, **n** = NSIDC
  - The Database Login window is displayed with entries filled in for **User Id:** (e.g., **EcCsRegistry**), **Server:** (e.g., **x4dpl03\_srvr**), and **DB Name:** (e.g., **EcCsRegistry\_*mode***). (See Figure 4.7.3.1-1 below.)

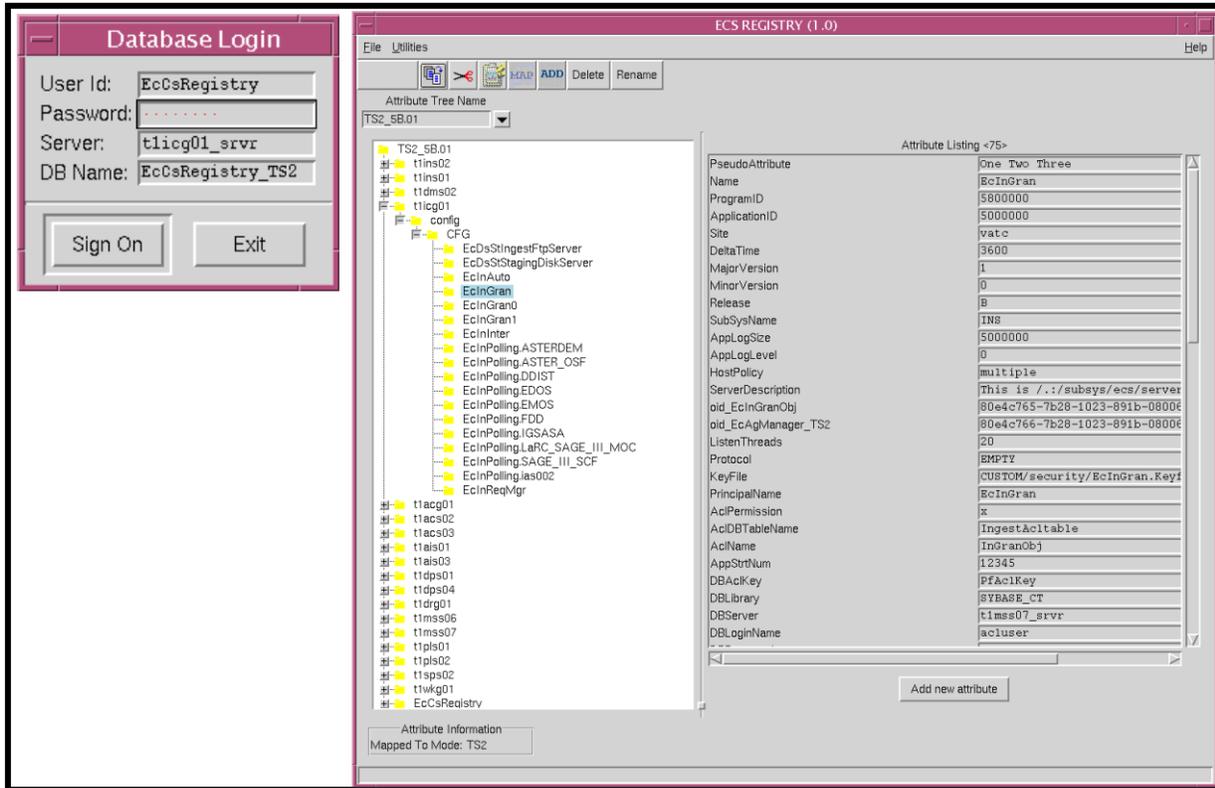


Figure 4.7.3.1-1. Configuration Registry

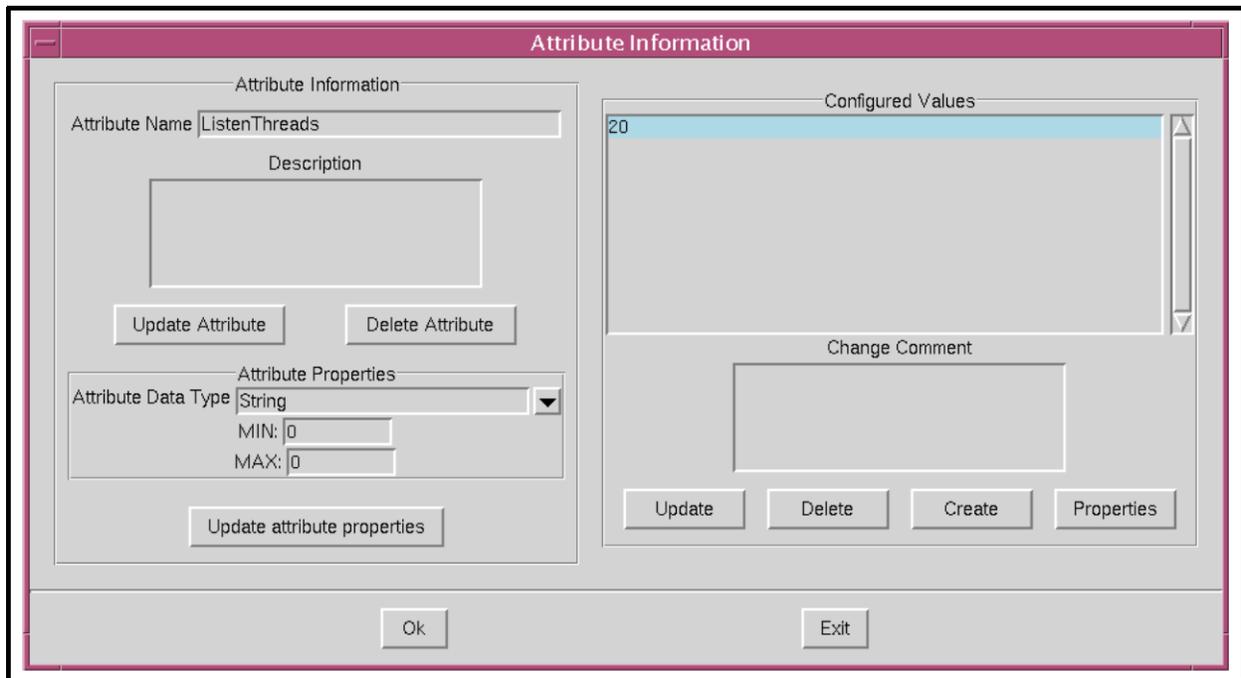


Figure 4.7.3.1-2. Configuration Registry Attributes Pop-Up Window

- 2 In the Database Login window click in the **Password:** field and type the password.
    - The typed password is not displayed (dots are displayed in place of the password).
  - 3 Click on the **Sign On** button.
    - The Database Login window is closed and the Configuration Registry GUI is displayed.
  - 4 On the tree showing system hosts displayed on the left side of the GUI, click on the "+" sign next to one of the hosts for which parameters are to be displayed.
    - The tree displays a **config** branch.
  - 5 Click on the "+" next to **config**.
    - The tree displays a **CFG** branch.
  - 6 Click on the "+" next to **CFG**.
    - The tree displays the computer software components for the selected host.
  - 7 Click on one of the listed components (or its folder icon).
    - The **Attribute Listing** field displays the configuration parameters associated with the selected component. (See Figure 4.7.3.1-1)
    - If there are a large number of parameters, the right side of the window will have a scroll bar that may be used to scroll down the list.
  - 8 Click on one of the listed parameters.
    - The **Attribute Information** pop-up window for the selected parameter is displayed, showing detailed information concerning the parameter.
    - If you are logged in with an account authorized with appropriate permissions, the **Attribute Information** window permits changing or deleting the parameter.
  - 9 To exit from the Configuration Registry GUI, follow menu path **File→Exit**.
- 

## 4.8 Working with Indexes, Segments, and Caches

Table 4.8-1, below, provides an Activity Checklist for working with indexes, segments, and caches.

**Table 4.8-1. Working with Indexes, Segments, and Caches - Activity Checklist**

| Order | Role | Task                               | Section     | Complete? |
|-------|------|------------------------------------|-------------|-----------|
| 1     | DBA  | Delete an Index                    | (P) 4.8.1.1 |           |
| 2     | DBA  | Create Database Segments (Example) | (P) 4.8.2.1 |           |

### 4.8.1 Delete an Index

An index provides a means of locating a row in a database table based on the value of a specific column(s), without having to scan all data in the table. When properly implemented, indexes can significantly decrease the time it takes to retrieve data, thereby increasing performance. Sybase allows the definition of two types of indexes:

- *Clustered index, where the rows in a database table are physically stored in sequence determined by the index.* The ASE Server continually sorts and re-sorts the rows of a table so that their physical order is always the same as their logical (or indexed) order. Clustered indexes are particularly useful when data are frequently retrieved in sequential order. Only one clustered index can be defined for a table.
- *Non-clustered indexes differ from their clustered counterpart in that the physical order of rows is not necessarily the same as their indexed order.* Each non-clustered index provides access to the data in its own sort order, giving the appearance of data in that physical order. Up to 249 non-clustered indexes can be defined for one table.

Clustered indexes allow faster searches than non-clustered indexes. Clustered indexes are often called the primary key of the table. If you don't specify which type of index you want, it will be a non-clustered index by default.

There are a lot of options for creating an index, but the most commonly used one is unique. Both clustered and non-clustered indexes can be unique. *A unique index prohibits duplicate values in the column that the index is on.* They cannot be created on text or image datatypes because those datatypes cannot reliably be declared unique.

Index keys need to be differentiated from logical keys. Logical keys are part of the database design, defining the relationships between tables: primary keys, foreign keys, and common keys. *When you optimize your queries by creating indexes, these logical keys may or may not be used as the physical keys for creating indexes.* You can create indexes on columns that are not logical keys, and you may have logical keys that are not used as index keys.

Tables that are read-only or read-mostly can be heavily indexed, as long as your database has enough space available. If there is little update activity, and high select activity, you should provide indexes for all of your frequent queries. Be sure to test the performance benefits of index covering.

Also, remember that with each insert, all non-clustered indexes have to be updated, so there is a performance price to pay. The leaf level has one entry per row, so you will have to change that row with every insert.

#### **4.8.1.1 Delete an Index:**

- 
- 1** To delete an index, type **drop index**.
  - 2** Type the table name that has the index, a period, and the index name that you want to delete.
  - 3** Type **go** then press **Enter**.
- 

#### **4.8.2 Create Database Segments (Example)**

*Segments are named subsets of the database devices available to a particular ASE Server database.* A segment can best be described as a label that points to one or more database devices.

Segmenting can increase ASE Server performance and give the SA or DBA increased control over placement, size and space usage of specific database objects. For example:

- If a table is placed on one device and its non-clustered indexes on a device on another disk controller, the time required to read or write to the disk can be reduced since disk head travel is usually reduced.
- If a large, heavily used table is split across devices on two separate disk controllers, read/write time may be improved.
- The ASE Server stores the data for text and image columns on a separate chain of data pages. By default, this text chain is placed on the same segment as the table. Since reading a text column requires a read operation for the text pointer in the base table and an additional read operation on the text page in the separate text chain, placing the text chain on a separate physical device can improve performance.

Segments are created within a particular database from the database devices already allocated to that database. Each ASE Server database can contain up to 32 segments. The database devices must first be initialized with **disk init** and then be made available to the database with a **create database** or **alter database** statement segment names can be assigned.

When a database is first created, the ASE Server creates three segments in the database:

- System, which stores the database's system tables.
- Logsegment, which stores this database's transaction log.
- Default, which initially stores all other database objects.

Additional segments can be created. Subsystem databases, for example, consist of the following:

- Default data segment used if no other segment specified in the create statement.
- SYSLOGS, transaction logs.
- System tables and indexes.
- OPS mode data and index segments.
- TS1 mode data and index segments.
- TS2 mode data and index segments.

If tables and indexes are placed on specific segments, those database objects cannot grow beyond the space available to the devices represented by those segments, and other objects cannot contend for space with them. Segments can be extended to include additional devices as needed. Thresholds can be used to provide warnings when space becomes low on a particular database segment.

In the following example procedure, the DBA receives a request to create a segment for the storage of the Ingest table indexes in the x4dl03\_srvr database on a separate physical disk. Two devices, **ingest\_data** and **ingest\_index**, have already been created and are located on different physical disks.

In order to perform the procedure, the DBA must have obtained the following information:

- Name of database
- Database device extents
- Space on the database allocated to the Database device

To create a database, the DBA must have **sa\_role**:

### 4.8.2.1 Create Database Segments (Example)

---

- 1 At the UNIX prompt, type **cd ASE-15\_0/scripts** and then press **Return**.
  - 2 Using the text editor of your choice, edit *segment.sql* and make changes to information enclosed in brackets (including the brackets) as appropriate.
  - 3 After the changes have been made, save the file according to the rules of the text editor.
  - 4 At the UNIX prompt, type: **isql -U<username> -S<ServerName> -iSegment.sql -oSegment.out** and then press **Return**.
    - The system will prompt you for a password.
  - 5 At the **Password:** prompt, type the *<password>*, then press **Return**.
    - When the UNIX prompt is again displayed the process is complete.
  - 6 At the UNIX prompt, type **more Segment.out** , then press **Return**.
    - This allows you to view the *Segment.out* file to confirm that the device has been created or to check for database creation errors.
- 

Figure 4.8.2-1-1 shows an example of creation of a database segment template file.

```

/*****
/* name: [segment.sql]
/* purpose:
/* written:
/* revised:
/* reason:
*****/

sp_addsegment [seg_name], [DBname],[Device Name]
```

**Figure 4.8.2.1-1. Example of Creation of a Database Segment Template File**

After the segment has been defined in the current database, the **create table** or **create index** commands use the optional clause “**on segment\_name**” to place the object on a particular segment. Syntax:

```
create table table_name (column_name datatype ...) [on segment_name]  
create [clustered | nonclustered] index index_name on table_name (columns)
```

Use **sp\_helpdb** database\_name to display the segments defined for that database.

Use **sp\_helpsegment** segment\_name to list the objects on the segment and show the mapped devices.

### 4.8.3 Caches

*A cache is a block of memory that is used by Sybase to retain and manage pages that are currently being processed. By default, each database contains three caches:*

- Data caches retain most recently accessed data and index pages
- Procedure caches retain most recently accessed stored procedure pages
- User transaction log caches are transaction log pages that have not yet been written to disk for each user

The size of each of these default caches is a configurable item that must be managed on a DAAC-by-DAAC basis. These caches can be increased or decreased as needed. The data cache can be further subdivided into named caches. *A named cache is a block of memory that is named and used by the database management system (DBMS) to store data pages. The named data caches can be used only by databases or database objects that are explicitly bound to them. All objects not explicitly bound to named data caches use the default data cache.* A database, table, index, or text or image page chain can be bound to a named data cache.

Assigning a database table to named cache causes accessed pages to be loaded into memory and retained. Named caches greatly increase performance by eliminating the time associated for disk input and output (I/O).

## 4.9 Backing Up and Recovering Data

Database and transaction log backups and recoveries are probably the most important tasks the DBA must perform. Without regular and complete backups of databases and transaction logs, the potential for enormous amounts of data to be lost is very great. How often you back up a database depends on how frequently the data is updated and how costly it would be to lose it. Databases that are constantly being modified need to be backed up frequently; databases containing relatively static data can be backed up less frequently. You should regularly back up production databases, for example. If you experience a media failure, you can restore the data from the most recent backups using the **load** command. You do not have to shut down servers to back up or restore a database. The Backup Server makes it possible to perform online backup and restore operations while the Adaptive Server is running.

Table 4.9-1, below, provides an Activity Checklist for backing up and recovering data.

**Table 4.9-1. Backing Up and Recovering Data - Activity Checklist (1 of 2)**

| Order | Role | Task                      | Section     | Complete? |
|-------|------|---------------------------|-------------|-----------|
| 1     | DBA  | Perform Automatic Backups | (P) 4.9.1.1 |           |
| 2     | DBA  | Perform Manual Backups    | (P) 4.9.2.1 |           |

**Table 4.9-1. Backing Up and Recovering Data - Activity Checklist (2 of 2)**

| Order | Role | Task                                       | Section     | Complete? |
|-------|------|--|-------------|-----------|
| 3     | DBA  | Perform a User Database Recovery           | (P) 4.9.3.1 |           |
| 4     | DBA  | Perform a User Database Recovery (Example) | (P) 4.9.4.1 |           |
| 5     | DBA  | Create a User Database (Example)           | (P) 4.9.4.2 |           |

### 4.9.1 Perform Automatic Backups

Each DAAC is responsible for determining its own backup schedule to meet its individual requirements. It is strongly suggested that a regular schedule of database backups be established and maintained. Although the databases are included in the daily backups of the entire system, separate database backups should be performed nightly.

Database backups are run by a UNIX **cron** job which executes the **EcCoSyb\_DumbDb** program located in the **/usr/ecs/CUSTOM/dbms/COM/DBAdmin** directory. No intervention in the automatic backup process is required by the DBA, though periodic checks of the backup subdirectories are recommended.

Manual backups can be performed at any time by the DBA and are recommended for the following situations:

- Any change to the master database, including new logins, devices, and databases.
- Any major change to user databases, such as a large ingest or deletion of data, definition of indexes, etc.
- Other mission-critical activities as defined by the DAAC operations controller.

The following are procedures and scripts files that are currently being used for Sybase backups. There are **cron** jobs running at all Sybase servers that have ASE server installed. All dump files are currently written to local machine. The site DBA is responsible for configuring the backup dump to the remote Sybase directory.

#### 4.9.1.1 Performing Automatic Backups

1 Check if **crontab** is up and running.

> **crontab -l**

- The output will look something like the following:

```
019 * * 1-6 /usr/ecs/OPS/CUSTOM/dbms/COM/DBAdmin/EcCoDbSyb_DumpDb
012 * * 1-6 /usr/ecs/OPS/CUSTOM/dbms/COM/DBAdmin/EcCoDbSyb_DumpTran
021 * * 1-5 /usr/ecs/OPS/CUSTOM/dbms/COM/DBAdmin/EcCoDbSyb_CkErrorLog
```

2 If **crontab** is not running, enter:

> **crontab /usr/ecs/OPS/COTS/sybase/<nameofcronfile>**

- The files shown in Table 4.9.1.1-1 will be installed by ECS Assistant to the directory **/usr/ecs/OPS/CUSTOM/dbms/COM/DBAdmin:**

**Table 4.9.1.1-1. Automatic Backup Files**

| Script  | Description   |
|---|---|
| EcCoDbSyb_SetupKsh  | This file contains the SYBASE and DSQUERY (server) environment setup. This file is called by EcCoDbSyb_DumpDb, EcCoDbSyb_DrumpTran, and EcCoDbSyb_CkErrorLog scripts.   |
| EcCoDbSyb_DumpDb  | This script contains the code to dump the databases. First, it checks for any DBCC error on the master database, if there is any error on the master, the script sends an email to the DBA and exits the program. If the master database dump was successful, then the rest of the databases are dumped. Each database has a DBCC check; if there is any error on the database then the database is NOT dumped and an email is sent to the DBA. At the end, a status email is sent, providing all the database names that were successfully dumped. |
| EcCoDbSyb_DumpTran  | This script contains the code to dump the transaction logs. This dumps the transaction logs for each database, it checks the error log file; if the error Msg is 4207 or 4221 it does a dump of the database first, then it does the transaction dump. If there is any other error Msg then the transaction dump fails and email is sent. At the end, the status of the transaction log dumps is emailed to the DBA.  |
| EcCoDbSyb_SedFile   | This file contains all the databases that don't need to be dump (i.e., temp, model, etc.)   |
| EcCoDbSyb_DboMail   | This file contains the email list of all the DBAs.  |
| EcCoDbSyb_DbStat  | This script updates the index table of a database. This script is called from EcCoDbSyb_DumpDb after each successfully database dump.   |
| EcCoDbSyb_CkErrorLog  | This script checks for specific database error messages from the Sybase Error Log File every hour and emails the error messages to the DBAs in the EcCoDbSyb_DboMailfile.   |
| 0 0 * * 1-6 /usr/ecs/OPS/CUSTOM/dbms/COM/DBAdmin/EcCoDbSyb_DumpDb<br>0 10,13,16 * * 1-6 /usr/ecs/OPS/CUSTOM/dbms/COM/DBAdmin/EcCoDbSyb_DumpTran<br>0 * * * 1-6 /usr/ecs/OPS/CUSTOM/dbms/COM/DBAdmin/EcCoDbSyb_CkErrorLog<br>NOTE: Make sure there is an OPS mode directory with all script files. |   |

- 3 Modify the files shown in Table 4.9.1.1-2 before running any of the scripts shown in Table 4.9.1.1-1.

**Table 4.9.1.1-2. Files That Need to Be Modified before Running Scripts**

| File               | Modification   |
|--------------------|--|
| EcCoDbSyb_SetupKsh | Make user you have the SYBASE files under /usr/ecs/OPS/COTS/sybase   |
| EcCoDbSyb_SedFile  | Add any other database that might not need to be backed up. The databases that are listed in this file do not need to be backed up.  |
| EcCoDbSyb_DboMail  | Add/delete the email of the DBA and any other email that might need to be added/deleted. All the errors and status are sent to them. |

ASE Server backups are performed nightly by a **cron** job which runs the **sybcron** program located in the **\$\$SYBASE** directory. The following table of definitions (Table 4.9.1.1-3) is used throughout the rest of this section.

**Table 4.9.1.1-3. Automatic Backup Components**

| Name             | Function   |
|------------------|--|
| sybcron          | File added with the crontab -e command, contains several executable cron commands. <b>Example:</b> 00 19 * * 1-6 /data1/COTS/sybase/sybasedump   |
| EcCoDbSyb_DumpDb | Controlling script that performs the following functions:<br>run isql to create the Backup Statements<br>run isql to execute the Backup Statements<br>record the results of the Backup Statements in Backup Files<br>copy the Backup Files to the Backup Subdirectory<br>create the Backup Summary<br>greps successful Dump statements along with any errors generated, sends e-mail to the DBA and writes them to the backup_summary file |
| sp               | ASE Server password file - contains password for backup role   |

## 4.9.2 Perform Manual Backups

Both the **dump database** and **dump transaction** command processing are off-loaded to the backup server and will not affect normal operations of the database. These commands are performed by the System Administrator on appropriate databases using the following syntax.

```
1> dump database master to
   "/usr/ecs/OPS/COTS/sybase/sybase_dumps/dumps/dbname.dat.compress.MMDDH
   HMM" with compression =1
2> go
```

### 4.9.2.1 Perform Manual Backups

---

- 1 Log on to a local host.
  - 3 Log into the server that contains the database to be backed up by typing: `/usr/bin/ssh servername`, then press **Return**.
    - If you have previously set up a secure shell passphrase and executed `sshremote`, a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears; continue with Step 4.
    - If you have not previously set up a secure shell passphrase, go to Step 5.
  - 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your *Passphrase* and then press the **Enter** key.
    - Go to step 6.
  - 5 At the `<user@remotehost>'s password:` prompt, type your *Password* and then press the **Enter** key.
  - 6 Log into Sybase by typing: `su- sybase`, then press **Return**.
    - A password prompt is displayed.
  - 7 Enter *SybasePassword* then press **Return**.
    - Remember that *SybasePassword* is case-sensitive.
    - You are authenticated as yourself and returned to the UNIX prompt.
    - Your new home directory is `/usr/ecs/OPS/COTS/sybase` and all required environment variables have been set.
  - 8 At the UNIX prompt, type `isql -Usa` then press **Return**.
  - 9 To backup the database, at the isql prompt, type `dump database DBName to "/BackupDirectory/DBName.dat" with compression = 1`, then press **Return**.
  - 10 Type `go`, then press **Return**.
  - 11 To backup the transaction log, at the isql prompt, type `dump transaction DBName to "/BackupDirectory/DBName_tx.dat" with compression =1`, then press **Return**.
  - 12 Type `go`, then press **Return**.
- 

### 4.9.3 Perform a User Database Recovery (Order of Procedures)

Database recovery is performed when the Database Administrator determines that some database data is corrupt or when the System Administrator determines that a database device has failed. The System Administrator makes a request to the Database Administrator, who performs the restore and notifies the System Administrator when the restore is complete.

The symptoms of media failure are as variable as the causes. If only a single block on the disk is bad, your database may appear to function perfectly for some time after the corruption appears; this is why you should run `dbcc` commands frequently. If an entire disk or disk controller is bad, you will not be able to use a database. ASE Server marks it as suspect and displays a warning message. If the disk storing the master database fails, users will not be able to log into the

server, and users already logged in will not be able to perform any actions that access the system tables in master.

#### 4.9.3.1 Perform Database Recovery

---

- 1 The device failure has been verified by the System Administrator and restoration has been requested from the DBA.
  - 2 If possible, perform a dump of the current database and the current database transaction log for each database on the failed device to be restored. If this is not possible due to the damage to the database device, then the DBA will have to use the most recent database and transaction log dumps.
  - 3 If possible, the DBA examines the space usage for each database on the failed device. The same defaults should be set when the new database device(s) is (are) created.
  - 4 The DBA drops the database(s) on the failed device, then the database device itself is dropped.
  - 5 The DBA initializes a new database device. This is why it is important to keep the device creation scripts.
  - 6 The DBA recreates each user database on the new database device. This is why it is important to keep the user creation scripts.
  - 7 Each database is reloaded with data from the database backups and the transaction log backups. It is this procedure that is detailed below.
  - 8 The DBA notifies the System Administrator when the database restoration is complete.
- 

In order to perform the procedure, the DBA must have obtained the following information:

- Name of database device that has failed
- Name of the replacement device
- Name of the databases that reside on the failed device
- Name of the backup volumes
- Name of the dump files on the backup volumes

Manual recovery of a user database is performed by the System Administrator by the use of the **load database** and **load transaction** commands. For issues concerning the **master** database, please consult your System Administrator's Guide for assistance. It is recommended that any user database to be recovered be dropped and created with the **for load** option. The **databasename.sql** along with any **alter.databasename.sql** scripts can be combined into one script which will re-create the user database with the **for load** option. This will insure the success of the **load database** and **load transaction** commands.

#### 4.9.4 Perform a User Database Recovery (Example)

In the example procedures that follow, the database **UserDB** was created using the following script excerpt (stored in `home/scripts/create.databases/userdb.sql`):

```
create database UserDB on data_dev1 = 100 log on tx_log1 = 50 [with override]
```

and was modified using the following script excerpt (home/scripts/create.databases/alteruserdb.sql):

```
alter database UserDB on data_dev1=50
```

For the purposes of this example, the full database backup and transaction log dumps were successful and located in /usr/ecs/OPS/COTS/UserDB.dat and UserDB\_tx.dat.

#### 4.9.4.1 Perform a User Database Recovery (Example)

---

1 In the \$SYBASE/ASE-15\_0/scripts/ directory, make a script file to load database and save template for future use.

- Syntax:  

```
% cd /usr/ecs/OPS/COTS/sybase/scripts/,  
% cp template.sql userdb_for_load.sql.
```

**NOTE: If template does not exist, vi userdb\_for\_load.sql.**

2 Modify appropriate items so that the script file resembles the following:

```
create database UserDB on data_dev2=100 log on tx_log2=50 for load  
go  
alter database UserDB on data_dev3=50  
go
```

3 Save the script in \$SYBASE/ASE-15\_0/scripts/create.databases/userdb\_for\_load.sql

4 Run the script from the UNIX command prompt.

```
%isql -Usa -Sservername -iuserdb_for_load.sql -ouserdb_for_load.out
```

5 Check the userdb\_for\_load.out file for success.

6 Load the database from the full backup.

```
1> load database UserDB from  
"/usr/ecs/OPS/COTS/sybase/sybase_dumps/week1/dbname.dat.MMDDHHMM"  
with compression = 1  
2> go
```

7 Load the transaction file from the transaction file dump.

```
1> load transaction UserDB  
from"/usr/ecs/OPS/COTS/sybase/sybase_dumps/week1/dbname.tran.MMDDHHMM" with  
compression = 1  
2> go
```

---

#### 4.9.4.2 Create a User Database (Example)

---

1 Log on to a local host.

- 3 Log into the server on which the new database device is to be created by typing:  
**/usr/bin/ssh <ServerName>**, then press **Return**.
  - If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears; continue with Step 4.
  - If you have not previously set up a secure shell passphrase, go to Step 5.
- 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your **Passphrase** and then press the **Enter** key. Go to step 6.
- 5 At the **<user@remotehost>'s password:** prompt, type your **Password** and then press the **Enter** key.

**NOTE:** For each database device to be created, perform Steps 6 through 9:

- 6 At the UNIX prompt, type **cd /usr/ecs/OPS/COTS/sybase//ASE-15\_0/scripts** then press **Return**.
  - This place you in the directory that contains all the scripts used to create database devices.
  - It is important that these scripts not be deleted from the system in case it is necessary to restore a database device following a failure (see **Restore Databases**).
- 7 Using the text editor of your choice, edit **DBName.sql** and make changes to information enclosed in brackets (including the brackets) as appropriate (see Figure 4.9.4.2-1).
  - **DBName** is the name of the database and should describe its function succinctly.
  - **DBDeviceName** is the name of the existing, approved database device on which **DBName** will reside.
  - **DBSize\_in\_MB** is the estimated size of the database in megabytes.
  - **LogDBDeviceName** is the name of the database device holding the transaction log
  - **LogSize\_in\_MB** is the estimated size of the transaction log in megabytes.
  - The **sp\_helpdb** command provides feedback at the end of the script to assure that the database has been created.

```

/* ***** */
/* name: template.sql          */
/* purpose:                    */
/* written:                     */
/* revised:                     */
/* reason:                      */
/* ***** */
create database database_name
on data_dev = size, /* in MB */
log on log_dev = size
go
sp_helpdb database_name
go

```

**Figure 4.9.4.2-1. Sample template.sql File for Creation of a Database**

**8** After the changes have been made, save the file according to the rules of the text editor.

**9** At the UNIX prompt, type:

```
isql -U<username> -S<ServerName> -iDBName.sql -oDBName.out
```

then press **Return**.

- *ServerName* is the name of the server on which the database device will be created.
- *DBName.sql* is the name of the script file you created in step 8.
- *DBName.out* is the filename of the script's output for confirmation and/or troubleshooting purposes. The system will prompt you for a password.

**10** At the **Password:** prompt, type the *<password>* then press **Return**.

- When the UNIX prompt is again displayed the process is complete.

**11** At the UNIX prompt, type **more DBName.out** then press **Return**.

- This allows you to view the *DBName.out* file to confirm that the device has been created or to check for database creation errors.

A sample of a completed **Create Database** script is shown in Figure 4.9.4.2-2.

```
/* **** */
/* name: test_db.sql */
/* purpose: create a database for testing */
/* written: 12/19/97 */
/* revised: */
/* reason: */
/* **** */
create database test_db
on test_dev = 3
go
sp_helpdb test_db
go
```

**Figure 4.9.4.2-2. Completed Create Database Script**

## 4.10 Establishing Database Security

Permissions control access within a database. There are two types of permissions within a database: object and command. Object privileges control select, insert, update, delete, and execute permissions on tables, views, and stored procedures. Command permissions control access to the create statements for databases, defaults, procedures, rules, tables, and views. Access controls allow giving various kinds of permissions to users, groups, and roles with the **grant** command. The **revoke** command rescinds these permissions.

The ability to assign permissions for the commands is determined by each user's status (e.g., system administrator, database owner, database object owner) and by whether or not a particular user has been granted a permission with the option to grant that permission to other users.

*Groups are a means of logically associating users with similar data access needs.* Once a group has been defined, object and command permissions can be granted to that group. A user who is a member of a group inherits all of the permissions granted to that group.

Roles provide a structured means for granting users the permissions needed to perform standard database-related activities and also provide a means for easily identifying such users. They provide a means of enforcing and maintaining individual accountability. There are six pre-defined roles shown in Table 4.10-1 that may be assigned to a user. Other unique roles can be created and granted to users, groups of users, or other roles. In addition, role hierarchies can be defined. This enables a user assigned one role to automatically have the privileges available to all other roles lower in the hierarchy. Mutually exclusive roles can also be defined. This can be done in terms of membership – a single user cannot be granted both roles – or activation – a single user can be granted two roles but cannot enable both (e.g., both cannot be enabled simultaneously).

**Table 4.10-1. Roles and Privileges**

| Roles                    |                | Privileges  |
|--------------------------|----------------|---|
| System Administrator     | sa_role        | Grant a specific user permissions needed to perform standard system administrator duties including:<br>Installing SQL server and specific ASE server modules<br>Managing the allocation of physical storage<br>Tuning configuration parameters<br>Creating databases                                |
| Site Security Officer    | sso_role       | Grant a specific user the permissions needed to maintain ASE server security including:<br><ul style="list-style-type: none"> <li>• Adding server logins</li> <li>• Administrating passwords</li> <li>• Managing the audit system</li> <li>• Granting users all roles except the sa_role</li> </ul> |
| Operator                 | oper_role      | Grant a specific user the permissions needed to perform standard functions for the database including:<br><ul style="list-style-type: none"> <li>• Dumping transactions and databases</li> <li>• Loading transactions and databases</li> </ul>  |
| Navigator                | navigator_role | Grant a specific user the permissions needed to manage the navigation server  |
| Sybase Technical Support | sybase_ts_role | Grant a specific user the permissions needed to execute database consistency checker (dbcc), a Sybase supplied utility supporting commands that are normally outside of the realm of routine system administrator activities  |

Table 4.10-2, below, provides an Activity Checklist for establishing database security.

**Table 4.10-2. Establishing Database Security - Activity Checklist**

| Order | Role | Task                                       | Section      | Complete? |
|-------|------|--|--------------|-----------|
| 1     | DBA  | Grant or Revoke Database Access Privileges | (P) 4.10.1.1 |           |
| 2     | DBA  | Create an ASE Server Login                 | (P) 4.10.2.1 |           |
| 3     | DBA  | Change a Password                          | (P) 4.10.3.1 |           |
| 4     | DBA  | Perform Auditing                           | (P) 4.10.4.1 |           |

## 4.10.1 Grant or Revoke Database Access Privileges

The DBA uses the **grant** and **revoke** statements to control permissions. The syntax for grant and revoke statements is similar:

```
grant {all [ privileges] | command_list} to {public | name_list | role_name}
revoke {all [ privileges] | command_list} from { public | name_list | role_name}.
```

### 4.10.1.1 Granting or Revoking Database Access Privileges

---

- 1 Determine the privileges that you want to grant and to which user(s).
- 2 Log on to a local host.
- 4 Log into the server where the user database resides by typing: `/usr/bin/ssh ServerName`, then press **Return**.
  - If you have previously set up a secure shell passphrase and executed `sshremote`, a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears; continue with Step 5.
  - If you have not previously set up a secure shell passphrase, go to Step 6.
- 5 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your *Passphrase* and then press the **Enter** key.
  - Go to step 7.
- 6 At the `<user@remotehost>'s password:` prompt, type your *Password* and then press the **Enter** key.
- 7 At the UNIX prompt, type `su-sybase` then press **Return**.
  - A password prompt is displayed.
- 8 Enter *SybasePassword*, then press **Return**.
  - You are authenticated as yourself and returned to the UNIX prompt.
  - Your new home directory is `/usr/ecs/OPS/COTS/sybase` and all required environment variables have been set.
- 9 At the UNIX prompt, type `isql -Usa`, then press **Return**.
- 10 At the **Password:** prompt, type the *SybaseSAPassword* then press **Return**.
  - Note: the *SybaseSAPassword* is case-sensitive.
- 11 If you are granting privileges, at the isql prompt, type `grant Privilege to LoginName` then press **Return**.
  - If more than one privilege is to be granted, repeat this step on subsequent lines.
- 12 If you are revoking privileges, at the isql prompt, type `revoke Privilege from Logname` then press **Return**.
  - If more than one privilege is to be revoked, repeat this step on subsequent lines.
- 13 When all privileges have been assigned, type `go` then press **Return**.

**NOTE:** It is recommended that the DBA store the privilege granting and revoking commands in `.sql` files in the `$SYBASE/ASE-15_0/scripts/..` directory along with their results.

---

## 4.10.2 Create an ASE Server Login

A user is given a login account with a unique ID. All of that user's activity on a server can be attributed to his or her server user ID and audited. Passwords are stored in the **master..syslogins** table in encrypted form. When users log in from a client, they can choose client-side password encryption before sending the password over the network. A user can be granted the ability to impersonate another user. This proxy authorization allows administrators to check permissions for a particular user or to perform maintenance on a user's database objects. Application servers can execute procedures and commands on behalf of several users.

Providing users with access to ASE servers and their databases consists of the following steps:

- A server login account for a new user is created.
- The user is added to a database and optionally assigned to a group.
- The user or group is granted permissions on specific commands and database objects.

The user needs an ASE Server login to access the DBMS. The login is assigned to a user with the related permissions. During initial database installation, logins used by the custom code were created and permissions assigned for access to subsystem databases. In addition, special database installation logins, **<SUBSYS>\_role**, were created to support database installation needs. For each login, the level of access is limited to that associated with their login, group or assigned group/role. Object permissions are set within the installation scripts of the **<SUBSYS>** subsystem for each object and group/role.

In order for a user to connect to an ASE Server, a login must be created by the DBA. That login must then be assigned to particular database(s) that the user will access. All login details are stored in the **syslogins** table in the **master** database. Two stored procedures are required:

- The stored procedure **sp\_addlogin** adds new login names to the server but does not grant access to any user database. Syntax:  
**sp\_addlogin** login\_name, password, [,default database ,language, fullname]
- The stored procedure **sp\_adduser** adds the user. Syntax:  
**sp\_adduser**login\_name [ username, group\_name]  
**go**

### 4.10.2.1 Create an ASE Server Login

---

- 1 Log on to a local host.
- 2
- 3 Log into the server for which a new login procedure is to be created up by typing:  
**/usr/bin/ssh ServerName**, then press **Return**.
  - If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears; continue with Step 4.
  - If you have not previously set up a secure shell passphrase, go to Step 5.
- 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your **Passphrase** and then press the **Enter** key. Go to step 6.
- 5 At the **<user@remotehost>'s password:** prompt, type your **Password** and then press the **Enter** key.

- 6 At the UNIX prompt, type **su - sybase** then press **Return**. A password prompt is displayed.
- 7 Enter *SybasePassword* then press **Return**.
  - Note: *SybasePassword* is case-sensitive.
  - You are authenticated as yourself and returned to the UNIX prompt.
  - Your new home directory is /usr/ecs/OPS/COTS/sybase and all required environment variables have been set.
- 8 At the UNIX prompt, type **cd ASE-15\_0/scripts/server.users** then press **Return**.
- 9 Using the text editor of your choice, edit *UserName.sql* (see Figure 4.10.2.1-1) and make changes to information enclosed in brackets (including the brackets) as appropriate:
- 10 After the changes have been made, save the file according to the rules of the text editor.

```

/*****
/* name: [template.sql]
/* purpose:
/* written:
/* revised:
/* reason:
/*****
    sp_addlogin [login name], [password], [default database]
    go
    use [default database]
    go
    sp_adduser [login name]
    go
    /* the following is optional, by database */
    sp_changegroup [group name], [login name]
    go
    sp_helpuser
go

```

**Figure 4.10.2.1-1. Sample template.sql File for New Database User Login**

- 11 At the UNIX prompt, type **isql -Usa -SServerName -iUserName.sql -oUserName.out** then press **Return**.
  - *ServerName* is the name of the server on which the master database is stored.
  - *UserName.sql* is the name of the script file you created in Step 9.
  - *UserName.out* is the filename of the script's output for confirmation and/or troubleshooting purposes.
  - The system will prompt you for a password.
- 12 At the Password: prompt, type the *SybaseSAPassword* then press **Return**.
  - When the UNIX prompt is again displayed the process is complete.
- 13 At the UNIX prompt, type **more UserName.out** then press **Return**.
  - This allows you to view the *UserName.out* file to confirm that the user login has been created or to check for user login creation errors.

### 4.10.3 Change a Password

One of the most common problems a DBA encounters is a user who cannot connect to an ASE Server. The following procedure is applicable.

#### 4.10.3.1 Changing a Password

---

- 1 At the UNIX prompt, type **isql -Udbastudent** then press **Return**.
  - The system will prompt you for a password.
- 2 At the **Password:** prompt, type the *dbastudentpassword* then press **Return**.
- 3 At the Sybase prompt, type the following:

**sp\_password** *old-password, new-password*

**NOTE:** The dba (or any user with sso\_role) may change another user's password with the following syntax: (this is the most common activity performed)

**sp\_password** *sso\_role password, new-password, login name*

---

### 4.10.4 Perform Auditing

A comprehensive audit system is provided with Adaptive Server. The audit system consists of a system database called sybsecurity, configuration parameters for managing auditing, a system procedure, **sp\_audit**, to set all auditing options, and a system procedure, **sp\_addauditrecord**, to add user-defined records to the audit trail. When you install auditing, you can specify the number of audit tables that Adaptive Server will use for the audit trail. If you use two or more audit tables to store the audit trail, you can set up a smoothly running audit system with no manual intervention and no loss of records.

A System Security Officer manages the audit system and is the only user who can start and stop auditing, set up auditing options, and process the audit data. As a System Security Officer, you can establish auditing for events such as:

- Server-wide, security-relevant events.
- Creating, deleting, and modifying database objects.
- All actions by a particular user or all actions by users with a particular role active.
- Granting or revoking database access.
- Importing or exporting data.
- Logins and logouts.

The following statements represent examples for performing auditing:

#### 4.10.4.1 Perform Auditing

---

- 1 Run **installsecurity** auditing located under **\$SYBASE/ASE-15\_0/scripts**.
- 2 Add a login for auditing:  
**sp\_addlogin** *ssa, ssa\_password, sybsecurity*  
**use sybsecurity**

- ```

    sp_changedbowner ssa
    sp_role "grant", sso_role, ssa
3   Enable auditing:
    sp_configure "auditing", 1
    sp_audit "cmdtext", "dbo", "on"
4   You can test via these next few steps: Create a table in a database with one field.
5   Grant all on the table for the loginname.
6   Log into isql using the loginname.
7   Insert a record into the table.
8   Log into isql as ssa.
9   Select * from sysaudits where loginname = "loginname"

```
- 

**NOTE:** Once auditing is turned on, the **sysaudit** tables will get filled up very quickly. The database option, options of **trunc log on chkpt** needs to be turned on in the **sybsecurity** database so that the **logsegment** of this database can be cleaned up upon checkpoint. This **logsegment** can also be cleaned up by means of transaction dumps if the database is installed on two separate disk devices. Also, as soon as auditing is turned on, a **cron** job needs to be turned on at the same time to **bcp** out and truncate the **sysaudit** table. This is very important.

#### 4.10.5 EED Security Directive

All System Administrators and Database Administrators at the sites are responsible for reasonable security measures when installing custom software. This means:

- Changing the permissions of online secure files to the minimum level required.
- Backing up secure file(s) to removable media (floppy or tape) and removal of secure files immediately after installation is complete and then keeping the removable medium in a secure location.

The following file is affected as result of this requirement on the EMD program:

```
/usr/ecs/<MODE>/CUSTOM/dbms/<SUBSYSTEM>/Ec<server>SybaseLogins.sql
```

Set permissions to 711 (user read, write, execute; group and other read only).

### 4.11 Copying and Extracting Data

To create an exact copy of a database (Individual Databases):

- Dump the existing database.
- Create a database to load with this dump.

The new database does not have to be the same size as the original. The only requirement is that the destination database must be at least as large as the dumped database and have the same beginning fragments as the original database. This information can be obtained from saved database creation scripts or by running the following command:

```
select segmap,'Size in MB'=size/512 from sysusages where dbid= db_id('database_name')
```

### 4.11.1 Copying a Database (Example)

A database was created with the following statement:

```
create database dbname on datadevice1 = 1000,  
log on Logdevice1 = 200  
go  
alter device dbname on datadevice2 = 500 running:  
select segmap,'Size in MB'=size/512 from sysusages  
where dbid= db_id('dbname')  
would return:segmap Size in MB  
3 1000  
4 200  
3 500
```

You could create a 3GB database as follows and load your database into it (using **for load** option will shorten database load time):

```
create database newdatabase on datadevice3 = 1000 log on logdevice3 = 200  
for load  
go  
alter database newdatabase on datadevice 3=500 for load  
go  
alter database newdatabase on datadevice4=300 for load  
go  
alter database newdatabase on datadevice5=1000 for load  
go  
load database newdatabase from dbname_dump  
go
```

## 4.12 Bulk Copying

Table 4.12-1, below, provides an Activity Checklist for bulk copying.

**Table 4.12-1. Bulk Copying - Activity Checklist**

| Order | Role | Task                 | Section      | Complete? |
|-------|------|----------------------|--------------|-----------|
| 1     | DBA  | Perform Bulk Copying | (P) 4.12.1.1 |           |

### 4.12.1 Perform Bulk Copying

The bulk copy (**bcp**) utility is located in the **\$SYBASE/OCS-15\_0/bin** directory and is designed to copy data to and from ASE Server databases to operating system files. You must supply the following information for transferring data to and from ASE Server:

- Name of the database and table.
- Name of the operating system file.
- Direction of the transfer (in or out).

In order to use **bcp**, you must have an ASE Server account and the appropriate permissions on the database tables and operating system files that you will use. To copy data **into** a table, you must have **insert** permission on that table. To copy data **out** to an operating system file, you must have **select** permission on the following tables:

- The table being copied:
  - **sysobjects**
  - **syscolumns**
  - **sysindexes**

**bcp** syntax:

```
bcp [[database_name].owner.]table_name {in | out} datafile [-e errfile] [-n] [-c]
[-t field_terminator] [-r row_terminator] [-U username] [-S server]
```

#### 4.12.1.1 Perform Bulk Copying

---

- 1 Log on to a local host.
  - 3 Log into the server that contains the database to be backed up by typing: **/usr/bin/ssh ServerName**, then press **Return**.
    - If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears; continue with Step 4.
    - If you have not previously set up a secure shell passphrase, go to Step 5.
  - 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your **Passphrase** and then press the **Enter** key.
    - Go to step 6.
  - 5 At the **<user@remotehost>'s password:** prompt type your **Password** and then press the **Enter** key.
  - 6 Set Login as sybase and cd to **/usr/ecs/OPS/COTS/sybase/scripts/**.
    - Note: **SybasePassword** is case-sensitive.
    - You are authenticated as yourself and returned to the UNIX prompt.
    - Your new home directory is **/usr/ecs/OPS/COTS/sybase** and all required environment variables have been set.
  - 8 Modify the [table name]\_out script with the correct database name, table name, direction, and login name and save.
  - 9 Run the [table name]\_out script and press **Return** for each of the prompts except the last.
  - 10 At the last prompt store [your responses] in a [table name].fmt file. This creates a format file for future bulkcopy activity.
  - 11 To copy the data to another already created table, repeat Steps 6, 7, and 8 with the following changes:
    - The direction is “in”
    - Use the optional **-f [format file name]**
-

## 4.13 Monitoring

The easiest way to monitor performance is through `sp_sysmon`. This stored procedure provides specific performance data on cache usage, network traffic, device I/O, and locking activity. *Performance is the measure of efficiency of an application or multiple applications running in the same environment.* Performance is usually measured in one of two ways:

- *Response time, which is the time that a single task takes to complete.*
- Throughput, which is the volume of work completed in a fixed time period, e.g. transactions per second (tps).

Most of your tuning efforts should address the amount of time it takes for the server to respond to queries.

You can run **sp\_sysmon** both before and after tuning Adaptive Server configuration parameters to gather data for comparison. You can also use **sp\_sysmon** when the system exhibits the behavior you want to investigate. In many tests, it is best to start the applications, and then start **sp\_sysmon** when the caches have had a chance to reach a steady state. If you are trying to measure capacity, be sure that the amount of work you give the server keeps it busy for the duration of the test. Many of the statistics, especially those that measure data per second, can look extremely low if the server is idle during part of the sample interval. In general, **sp\_sysmon** produces valuable information when you use it:

- Before and after cache or pool configuration changes.
- Before and after certain `sp_configure` changes.
- Before and after the addition of new queries to your application mix.
- Before and after an increase or decrease in the number of Adaptive Server engines.
- When adding new disk devices and assigning objects to them.
- During peak periods, to look for contention.
- During stress tests to evaluate an Adaptive Server configuration for a maximum expected application load.
- When performance seems slow or the system behaves abnormally.

## 4.14 Tuning

Response time can be shortened by reducing contention and wait times, particularly disk I/O wait times; using faster components; and reducing the amount of time the resources are needed. In some cases, Adaptive Server is optimized to reduce initial response time, that is, the time it takes to return the first row to the user. This is especially useful in applications where a user may retrieve several rows with a query and then browse through them slowly with a front-end tool. Other ways of increasing performance are summarized by system level in Table 4.14-1.

**Table 4.14-1. Tuning Options**

| <b>Layers</b>    | <b>Tuning Options</b>                                                              |
|------------------|------------------------------------------------------------------------------------|
| Application      | Stored procedures to reduce compilation time and network usage                     |
|                  | Minimum locking level that meets application needs                                 |
| Database         | Transaction log thresholds to automate dumps and avoid running out of space        |
|                  | Thresholds for space monitoring in data segments                                   |
|                  | Partitions to speed loading of data                                                |
|                  | Devices to avoid disk contention, take advantage of I/O parallelism                |
| Server           | Tuning memory, most critical configuration parameters and other parameters         |
|                  | Configuring cache sized and I/O sizes                                              |
|                  | Scheduling batch jobs and reporting for off hours                                  |
|                  | Reconfiguring parameters for shifting workload patterns                            |
| Devices          | More medium-sized devices and more controllers for better I/O throughput           |
|                  | Distributing databases, tables, and indexes for even I/O load across devices       |
|                  | Segments, partitions for I/O performance on large tables used for parallel queries |
| Network          | Configuring packet sizes to match application needs                                |
|                  | Configuring subnets                                                                |
|                  | Isolating heavy network uses                                                       |
|                  | Configuring for multiple network engines                                           |
| Hardware         | Configuring the housekeeper task to improve CPU use                                |
|                  | Configuring multiple data caches                                                   |
| Operating System | Choosing between filesystem and raw partitions                                     |
|                  | Increasing memory size                                                             |

## 4.15 Ensuring Database Quality

### 4.15.1 Integrity Monitoring

The Database Consistency Checker (**dbcc**) is a set of utility commands for checking the logical and physical consistency of a database. Use the **dbcc** commands:

- As part of regular database maintenance (periodic checks run by the System Administrator). These checks can detect, and often correct, errors before they affect a user's ability to use ASE Server.
- To determine the extent of possible damage after a system error has occurred.
- Before backing up a database.
- Because you suspect that a database is damaged. For example, if using a particular table generates the message "Table corrupt", you can use dbcc to determine if other tables in the database are also damaged.

The integrity of the internal structures of a database depends upon the System Administrator or Database Owner running database consistency checks on a regular basis. Two major functions of dbcc are:

- Checking allocation structures (the commands checkalloc, tablealloc, and indexalloc).
- Checking page linkage and data pointers at both the page level and row level (checktable and checkdb). The next section explains page and object allocation and page linkage.

The **dbcc** command is used in the database backup scripts to determine if the database is properly configured and without errors. If errors occur, the backup will not proceed and a message is sent to the DBA with notification of the problem.

## 4.16 Sybase Troubleshooting

### 4.16.1 Space Usage

Thresholds are defined on segments to provide a free space value at which a procedure is executed to provide a warning or to take remedial action. Use **sp\_addthreshold** to define your own thresholds: **sp\_addthreshold database\_name, segment\_name, free\_space, procedure\_name**, where **free\_space** is the number of free pages at which the threshold procedure executes; **procedure\_name** is the stored procedure which the threshold manager executes when the number of free pages falls below the **free\_space** value.

Table 4.16-1, below, provides an Activity Checklist for Sybase troubleshooting.

**Table 4.16-1. Sybase Troubleshooting - Activity Checklist**

| Order | Role | Task                          | Section      | Complete? |
|-------|------|-------------------------------|--------------|-----------|
| 1     | DBA  | Troubleshoot Chronic Deadlock | (P) 4.16.2.1 |           |

### 4.16.2 Troubleshoot Chronic Deadlock

A *deadlock* (also known as a "deadly embrace") is a situation where two database processes are simultaneously attempting to lock data that the other holds. For example, two users (A and B) are updating the same table of data at the same time. User A holds a lock on Page 1 and requests a lock on Page 2. Meanwhile, user B holds a lock on Page 2 and has requested a lock on Page 1. Without intervention, these two jobs would never finish.

Sybase detects these situations, analyzes the two processes and automatically kills the process with less accumulated processor time. Sybase prints out an error message to the killed process and requests that the user re-submit the job. A Sybase error message similar to the following one is displayed:

**Msg 1205, Level 13, State 1:  
Server 'SERVER', Procedure 'sp\_whatever', Line 123:  
Your server command (family id #0, process id #99) was deadlocked with another**

**process and has been chosen as deadlock victim. Re-run your command.**  
(return status = -3)

#### 4.16.2.1 Troubleshoot Chronic Deadlock

---

- 1 Turn on deadlock printing information and **sp\_configure** "print deadlock information".
- 2 Recreate the problem.
- 3 As deadlocks occur, **tail -f the \$SYBASE/ASE-15\_0/install/<errorlogname>** (or wherever the errorlog prints out to).
  - Detailed information is printed out (e.g., line numbers of code causing deadlocks, tables within Sybase).
- 4 Run **dbcc traceon(3604)** and **dbcc page(#)** on the page numbers printed by traceflag 1204.
  - **dbcc page** will report the tablename and the index that is being used.
  - It is helpful to see if it is a non-clustered or a clustered index.
- 5 Monitor locks and blocked processes during deadlock re-creation.
  - Use **sp\_lock**, **sp\_block** and **sp\_blocker** to print out detailed information about locking and blocking.
- 6 Run **sp\_sysmon** while re-creating the problem, and analyze the "Lock Management" section.
  - Advanced deadlock diagnosis can be conducted using:
    - **traceflags 602, 603**, which prints out information for deadlock prevention.
    - **traceflag 1205**, which puts a stack trace on the deadlock.
    - **traceflag 8203**, which displays statement and transaction locks.
    - **sp\_configure** "deadlock checking period", "deadlock retries", which are configuration parameters related to deadlocking.
  - Common deadlock problems and solutions include:
    - **Contention on heap tables.** "Last page contention" problems occur where high insert rates always seem to go on the last page of a table. This creates what is known as a "heap table," which is bound to have performance problems. The end of the table (in terms of a page chain) is a hotspot of activity. If this is the cause of the deadlocks, either partition the table (which creates several insert points for data and eliminates the "heapness") or re-create your clustered index on a field that spreads inserts along the entire page chain of the table (i.e., clustered indexes on surrogate keys as opposed to last name or something similarly random). This can be seen in **sp\_sysmon** output "Last page locks on heaps."
    - **Poorly written key generation schemes.** Using a "select max(col)+1" method or high rate OLTP applications generating keys from a badly configured **key\_storage** table system are always deadlock candidates. Never use the "select max+1" method. If you must use a **key\_storage** solution (if you can't deal with identity gaps for example), ensure that the **key\_storage** table is configured for Row Level Locking.
    - **Lock contention; sp\_configure "number of locks".** If you have configured too few locks for the system, severe lock contention can occur and deadlocking can be common. There is an entire section of **sp\_sysmon** devoted to Lock

management. Large updating within multi-user applications and long running transactions will definitely lead to deadlocking. Don't issue multiple update statements within the same transaction. If you must update multiple objects within the same transaction, make sure you consistently access the objects in the same order throughout the application. Updating or deleting from tables without covering indexes cause table scans. Other options: System data Lock strategies: In 11.9.2 and above: examine whether it may be wise to go to Row Level locking or Data only locking.

- **Hardware problems.** Slower I/O devices increase deadlock vulnerability.
- **Cursors.** Should be avoided.
- **Parallelism.** using some of the parallel processing features available in later versions, deadlocking is subdued.
- **ANSI isolation level 3** (serialization) locking. Avoid when possible.
- **Descending scans in indexes.** Can sometimes cause deadlocks after upgrading where none previously occurred.
- **Application-side deadlocking.** See Section 1.5.1 of the Sybase FAQ for a quick example of Application-side deadlocking and how to avoid it.
- **Deadlocking increases with upgrade.** These deadlocks are frequently caused by the "allow backward scans" option being turned on by default. They can also be caused by differing optimizer paths with new version (after upgrade) or just the engine's sheer speed. Also recommended to increase lock escalation threshold if using RLL (defaults to 200, which is not a lot of rows).

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## 5. Security Services

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ECS security architecture must meet the requirements for data integrity, availability, and confidentiality. ECS Security Services meets these requirements by incorporating a variety of mechanisms to establish and verify user accounts, issue and verify passwords, audit user activity, and verify and protect data transfer. Security logs are monitored and security reports generated by the System Administrator as required. Several open source products provide tools for authentication, and network and systems monitoring – OSSEC Host Based Intrusion Detection System (HIDS), RSA SecurID, RSA Authentication Agent for PAM, and Attachmate Reflections for Secure IT (RSIT). OSSEC monitors for intruders by logging system access and changes to files. Attachmate Reflections for Secure IT (RSIT) Secure Shell (ssh) provides strong authentication access and session encryption from external, non-trusted networks as well as internally within a DAAC. RSA Authentication Agent for PAM and RSA SecurID work in conjunction with RSIT SSH to provide 2-Factor Authentication for host access from external sources. Security Services also supports detection of, reporting, and recovery from security breaches. Security scans of each system are performed monthly to prepare for the formal security scans done biannually by the ESDIS IV&V contractor. These preliminary scans are done using the FOUNDSTONE Security Scanner product.

The following sections define step-by-step procedures for Security personnel to run the Security Services tools. These procedures assume that DAAC Management has already approved the requester's application for a Security process. It is recommended that access to these tools be controlled through the **root access only**.

### 5.1 Scanning Network Vulnerabilities

The ECS contract no longer has responsibility for scanning the network and network-attached systems. However, the FOUNDSTONE Security Scanner is a licensed product that NASA uses extensively to detect system level vulnerabilities. GSFC has a site license to use the product and any of the supported DAACs may use that license since all DAACs are using GSFC IP address space. This product does NOT belong to ECS and as such there is not an official release of it. A license key is required which can be obtained from the ESDIS Computer Security Official. The information the ESDIS Computer Security Official needs includes the IP addresses of the Production and M&O LANs. The software runs on Microsoft Windows Server 2003. The software and the keys must be obtained through ESDIS CSO.

### 5.2 2-Factor Authentication

All NASA programs have a Headquarters-mandated requirement to implement 2-factor authentication for external interactive access. 2-factor authentication is combined use of:

- A **shared secret** that can be synchronized between a local device such as a token and server-based software,

- A Personal Identification Number (PIN) or other numeric **user secret** known only to the user. This is generated the first time the user attempts to login.

To support GSFC requirements as specified in the Shana Dale memo of July, 2006, both trusted (root) and untrusted (normal user) **external** interactive access must authenticate using 2-factor. Password and even passphrase authentication are not adequate. External access is generally defined as access from the Internet. On-campus access is considered local. The EMC/RSA SecurID product has been selected by NASA as well as ECS as the standard 2-Factor Authentication product until the government smart card-based system becomes available.

In addition, the Federal Information Security Management Act (FISMA) based Certification and Authorization (C&A) rules also require remote access to be POSIX-standard login control. This augments Secure Shell (SSH) capabilities to be the same or better than what POSIX standard operating systems provide for console access.

## 5.2.1 RSA SecureID Administration

### 5.2.1.1 Accessing the RSA SecurID Remote Administration Utility

1. Secure shell into any linux blade in production.

```
$ ssh p4wg101
```

2. Use the rdp program to access the appliance:

```
$ rdesktop <applianceIPAddress>:8198
```

3. A login window should popup. Login with an administrative account/token:

**Username:** *administrator*

**Password:** <PIN> + <TOKENCODE>

4. This will bring up a MS Windows desktop. To administer the appliance, select the following:

**“Start” -> “All Programs” -> “Administrative Tools” -> “Web Interface for Remote Administration”**

5. Login with an administrative account/token.

### 5.2.1.2 Add a User and Assign a Token

From the RSA SecureID Remote Administration Utility **Home** screen:

1. Select the **Users** tab or click **Add Users and Assign Tokens**
2. Click the **New...** button
3. Enter the **First Name** in the ‘First name:’ box

4. Enter the **Last Name** in the ‘Last name:’ box
  5. Enter the **User ID** in the ‘User ID:’ box
- Note:** The user ID must be the same as their UNIX login ID.
6. From the ‘Token serial number:’ pull down menu, select a token serial number
  7. Click **OK**

### 5.2.1.3 Clear a PIN

You may need to clear a user’s PIN if they are not able to connect using their current PIN. It is also a good idea to do this when issuing a new token.

From the RSA SecureID Remote Administration Utility **Users** tab:

1. Find the user and click the radio button next to their User ID
2. Click **View Tokens**
3. Click the **Clear PIN** button on the right side of the screen
4. Click **OK** at the ‘Clear PIN Confirmation’ screen

### 5.2.1.4 Enable a Token

If a user incorrectly enters their PIN more than 3 times, it will disable their token. From the RSA SecureID Remote Administration Utility **Users** tab:

1. Find the user and click the radio button next to their User ID
2. Click **View Tokens**
3. Click the **Edit Token Status** button on the right side of the screen
4. Check the box next to ‘Enabled:’
5. Click **OK**

### 5.2.1.5 Import New Tokens

When new tokens are received, the token seed file must be imported into the RSA appliance. The seed file is downloaded from RSA by following the directions that come with the tokens. In some instances, the seed file will be downloaded from Riverdale. Once you have obtained the seed files and the password that goes with them, you will need to sftp them to the appliance. After the seeds are transferred to the appliance, go to the **Tokens** tab in the RSA SecureID Remote Administration Utility:

1. Click the **Import New Tokens** sub-tab
2. Click the **Browse...** button

3. Navigate to the location of the seed file and select the file
4. Click **Open**
5. Click the **Upload File** button
6. Enter the **File Password** in the 'File password:' box
7. Click **OK**

## 5.2.2 RSA Authentication Agent for PAM

Both SecurID and RSA Authentication Agent for PAM use a subsystem called Pluggable Authentication Modules or PAM. RSA Authentication Agent for PAM enables an integrated access control mechanism that limits or enables access to ECS hosts externally by user, group, date, day and/or time. Once installed by following the Release Notes, RSA Authentication Agent for PAM does not require further administration.

## 5.3 Aging Passwords

Password aging is required by NPR 2810.1, *NASA Procedural Requirements: Security of Information Technology*. There are various methods for implementing password aging, dependant upon the architecture of the environment. If NIS is in use, password aging can be achieved via scripting. If NIS is not in use, it can be done manually on each system. There are also software packages that will provide this feature. The DAACs use different methods based on their environments.

## 5.4 Secure Access through Secure Shell

The security risks involved in using “R” commands such as rlogin, rsh, rexec and rcp are well known, but their ease of use has made their use tempting in all but the most secure of environments. Ssh is an easy-to-use, drop in replacement for these commands developed by Tatu Ylonen. Ssh is a “user” level application. No changes to the host kernel are required. The UNIX server implements the commercial version of Attachmate Reflections for Secure IT (RSIT).

As of the Secure Shell 2.0 release in May, 2000 and later, all of the files needed to function are loaded locally on each UNIX host in /usr/local/bin.

- ssh - replaces rsh, rlogin and rexec for interactive sessions
- scp - replaces rcp for interactive file transfer
- ssh-agent – application that allows a user to enter the passphrase once, then when other applications (e.g. ssh, scp) are used, one is not prompted for the passphrase – it is automatically negotiated.
- ssh-add - add access to a specific ssh host
- ssh-keygen - generates keys for the local host based on a passphrase (long password)
- ssh-signer – verifies that a key is genuine so that public key authentication may proceed
- sftp - secure ftp

The host daemon is in /usr/local/sbin which includes:

- sshd2 - the ssh version 2 daemon

Several files are generated on installation and when running and are installed locally:

- /etc/ssh2/ssh2\_config - system-wide configuration for the ssh2 client
- /etc/ssh2/hostkey - contains the long number used for one of the ssh2 keys
- /etc/ssh2/hostkey.pub - contains the ssh2 key known to the public
- /etc/ssh2/random\_seed - base number used in generating keys
- /etc/ssh2/sshd2\_config - defines the local ssh2 security policy
- /etc/sshd2\_22.pid - the process id of the ssh2 daemon currently running

The amount of disk space that the programs and the configurations require is less than 25 MB.

Table 5.4-1 contains the activity checklist for Services Access through Secure Shell.

**Table 5.4-1. Secure Access through Secure Shell - Activity Checklist**

| Order | Role | Task                          | Section   | Complete? |
|-------|------|-------------------------------|-----------|-----------|
| 1     | SA   | Configuration of Secure Shell | (P) 5.4.7 |           |

#### 5.4.1 Installation of SSH

Use the procedures provided in the Release Notes for the relevant version of ssh. Release Notes are available through the “Release Notes” link at the following URL:

<http://pete.edf.rvl.us.ray.com>

#### 5.4.2 The SSH Encryption Mechanism<sup>1</sup>

Each host has a host-specific DSA key (normally 1024 bits) used to identify the host. Additionally, when the daemon starts, it generates a server DSA session key (normally 768 bits). This key is normally regenerated every hour if it has been used, and is never stored on disk.

Whenever a client connects the daemon, the daemon sends its host and server public keys to the client. The client compares the host key against its own database to verify that it has not changed. The client then generates a 256 bit random number. It encrypts this random number using both the host key and the server key, and sends the encrypted number to the server. Both sides then start to use this random number as a session key that is used to encrypt all further communications in the session. The rest of the session is encrypted using a conventional cipher. Under EED the aes128 cipher is used. The client selects the encryption algorithm to use from those offered by the server.

Next, the server and the client enter an authentication dialog. The client tries to authenticate itself using .rhosts authentication, .rhosts authentication combined with DSA host authentication, RSA

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<sup>1</sup> From the *sshd* man page

challenge-response authentication, or password-based authentication. (NOTE: In the EED configuration, .rhosts is NOT available).

Rhosts authentication is disabled within the DAACs because it is fundamentally insecure.

If the client successfully authenticates itself, a dialog for preparing the session is entered. At this time the client may request things like allocating a pseudo-tty, forwarding X11 connections, forwarding TCP/IP connections, or forwarding the authentication agent connection over the secure channel.

### 5.4.3 Using Secure Shell

---

**1** To login, use the command:

```
% ssh defiant ↵
```

```
Enter the passphrase for the key (lotsofstuffhere): br0wn cow 3ats grass ↵
```

```
Last login: Sun Feb 22 06:50:59 1998 from echuser.east.hitc.com
```

```
No mail.
```

```
%
```

**NOTE:** The first time you login to a host the following message will pop up asking if you want to continue. In response, type **yes** and **[enter]**:

```
Host key not found from the list of known hosts.
```

```
Are you sure you want to continue connecting (yes/no)? yes ↵
```

```
Host 't1acg01' added to the list of known hosts.
```

**2** To transfer a file, use the command:

```
% scp hostone:/etc/info info ↵
```

```
Enter the passphrase for the key (lotsofstuffhere): br0wn cow 3ats grass ↵
```

- This will copy the file /etc/info from hostone to your local host. Note that your passphrase is needed to initiate the transfer.

**IMPORTANT NOTE:** The default directory on the \*target\* host is always the users HOME directory.

**3** Also, one may send/receive files recursively using "-r" such as:

```
% scp -r ~/files/* hostone:~/files ↵
```

```
will send what is in the home directory files subdirectory to the target host hostone in the home files subdirectory.
```

**4** To execute a command remotely, use the command:

```
% ssh whoisonfirst ps -ef ↵
```

```
Enter the passphrase for the key (lotsofstuffhere): br0wn cow 3ats grass ↵
```

---

#### 5.4.4 Multiple Connections

If you open multiple connections, it is more convenient to keep your keys in system memory. To do this requires executing two commands:

```
% ssa ↵
Enter the passphrase for the key (lotsofstuffhere):
Enter passphrase: br0wn cow 3ats grass ↵
Identity added: /home/JohnDoe/.ssh/identity (bpeters@nevermor)
%
```

Now, one may make connections (slogin, scp, ssh) to hosts that are running ssh without being prompted for a passphrase.

#### 5.4.5 Secure FTP

A secure version of ftp is available. Use the command:

```
% sftp user@remotehost ↵
Enter the passphrase for the key (lotsofstuffhere): MY PASSPHRASE ↵
local directory - /home/user
remote directory - /home/user
sftp> get thisisfilename ↵
sftp> put thisotherfilename ↵
sftp> quit ↵
```

#### 5.4.6 Other Notes

**IMPORTANT:** SSH will automatically "tunnel" X sessions without user involvement even through multiple hops. However, it is important that you do NOT change the DISPLAY parameter or X will not use the ssh tunnel!

#### 5.4.7 Configuration of Secure Shell

##### 5.4.7.1 Local Setup

Most users will start from the same host whether from an X terminal, a UNIX workstation, or a PC. Running the sss (sshsetup) script generates long strings called keys that make ssh work. One set of keys is needed for each home directory.

The only thing you need to know before executing the script is to pick a good passphrase of at least 10 characters. You can and should use spaces and multiple words with numbers, misspellings and special characters. Note that passwords are NOT echoed back to the screen.

**PLEASE DO NOT USE THE PASSWORDS/PASSPHRASES USED HERE OR IN ANY OTHER DOCUMENTATION!**

Using the script sss should look like:

```
% sss ↵
Use a passphrase of at least 10 characters; which should include numbers
or special characters and MAY include spaces
New passphrase: This is a silly test ↵
Retype new passphrase: This is a silly test ↵
Generating ssh1 keys. Please wait while the program completes...
Generating ssh2 keys. This can take up to 240 seconds...
Done with sshsetup!
%
```

You are on the way!

**NOTE:** If you have accounts in the PVC, VATC and/or the EDF, at a DAAC production LAN or DAAC M&O LAN, do sss in EACH environment.

#### 5.4.7.2 Remote Setup

If you need to access a host with a different home directory, you will need to run the ssr (ssh remote) script. NOTE: It is helpful to have run Secure Shell Setup (sss) in each environment first before doing the ssh remote script. This script sets up the destination host with the new set of keys and transfers the source (local) key to the destination and the destination key to the source. A new capability is to use different user names on the source and target hosts. This should look something like:

```
% ssr ↵
Remote user name (default: yourusername): ↵
Do you want to setup for:
1 VATC
2 PVC
3 GSFC DAAC
4 SMC
5 GSFC M and O
6 EDC DAAC
7 EDC M and O
8 LaRC DAAC
9 LaRC M and O
10 NSIDC DAAC
11 NSIDC M and O
x Exit from script
Select:
2
Working...
Accepting host p0spg07.pvc.ecs.nasa.gov key without checking.
yourusername@p0spg07.pvc.ecs.nasa.gov's password:
```

Authentication complete. Continuing with sshremote...

Downloaded remote keys.

Uploaded local keys.Keys concatenated.

Enter next site (press the enter-key and then x enter-key to exit)

Remote user name (default: yourusername): ↵

Do you want to setup for:

- 1 VATC
- 2 PVC
- 3 GSFC DAAC
- 4 SMC
- 5 GSFC M and O
- 6 EDC DAAC
- 7 EDC M and O
- 8 LaRC DAAC
- 9 LaRC M and O
- 10 NSIDC DAAC
- 11 NSIDC M and O

x Exit from script

Select:

x <enter>

bye!

%

### 5.4.7.3 Changing your Passphrase

To change your passphrase, use the following command:

```
% ssp ↵
```

Enter old passphrase: little 1amp jumb3d <enter>

Enter a new passphrase of at least 10 characters which should include numbers or special characters and MAY include spaces

New passphrase: **br0wn cows 3at grass** ↵

Retype new passphrase: **br0wn cows 3at grass** ↵

ssh2 key changed successfully.

Done with sshpass2!

### 5.4.8 Administration of Secure Shell

There is no administration of secure shell required except for general monitoring to make sure that the daemon process (/usr/local/sbin/sshd2) is running. Note, however, that the standard installation will establish a /var/log/ssh log file. It is recommended to review the /var/log/ssh and the system log file at least once a week.

## 5.5 Controlling Requests for Network Services (TCP Wrappers)

With TCP Wrappers, you can monitor and filter incoming requests for network services, such as FTP.

TCP Wrapper provides a small wrapper program for inet daemons that can be installed without any changes to existing software or to existing configuration files. The wrappers report the name of the client host and the name of the requested service; the wrappers do not exchange information with the client or server applications, and impose no overhead on the actual conversation between the client and server applications. The usual approach is to run one single daemon process that waits for all kinds of incoming network connections. Whenever a connection is established, this daemon runs the appropriate server program and goes back to sleep, waiting for other connections.

Operations personnel will monitor requests for these network services:

| Client | Server  | Application   |
|--------|---------|---------------|
| ftp    | Ftpd    | file transfer |
| finger | Fingerd | show users    |

The `/var/log/wrappers log` file should be reviewed at least once a week. The log file provides information concerning who tried to access the network service. TCP Wrapper blocks any request made by unauthorized users. TCP Wrapper can be configured to send a message to any administrator whose request is rejected.

**NOTE:** The only DAACs that still use TCP Wrappers are NSIDC and ASDC. The EDF and other DAACs use Juniper firewalls, which are covered under section 6.7 of this document.

## 5.6 Monitoring File and Directory Integrity (OSSEC)

OSSEC is a tool that aids in the detection of unauthorized modification of files resident on UNIX systems. One important application of OSSEC is its use as the first and most fundamental layer of intrusion detection for an organization. OSSEC is automatically invoked at system startup. This utility will check the file and directory integrity by comparing a designated set of files and directories against information stored in a previously generated database. OSSEC flags and logs any differences, including added or deleted entries. When run against system files regularly, OSSEC spots any changes in critical system files, records these changes into its database, and notifies system administrators of corrupted or tampered files so that they can take damage control measures quickly and effectively. With OSSEC, system administrators can conclude with a high degree of certainty that a given set of files remain free of unauthorized modifications if OSSEC reports no changes. OSSEC works in conjunction with these other solutions to provide a "Defense in Depth"(trademark) security solution.

The system administrator should install OSSEC on a clean system. This baseline database will then be used to compare possible changes to files and directories to make sure the system has not been compromised. If the system has been compromised, information provided by OSSEC can be used to carry out a forensics investigation of the compromise. Forensics is the compiling of the chain of evidence necessary to prosecute offenders after an attack has occurred.

The system administrator should check any changes made to the system on a weekly basis or after an alert from a security organization like NASIRC or CERT has put out an alert on security vulnerabilities for any of the baseline operating systems or COTS software.

All reported changes need to be investigated right away. The investigator should be aware that most of the file changes are due to system updates. But each change should be traceable to a specific, baselined change. OSSEC should be configured to mail the system administrator any output that it generates.

### 5.6.1 Installation of OSSEC

Use the procedures provided in the Release Notes for the relevant version of OSSEC. Release Notes are available through the “Release Notes” link at the following URL:

<http://pete.edf.rvl.us.ray.com>

### 5.6.2 Configuring the ossec.conf File

There are several configuration options for OSSEC. These are contained in the ossec.conf file, located in the ../ossec/etc directory on each host. All the rules, decoders and major configuration options are stored centrally in the manager, making it easy to administer even a large number of agents. Detailed information for configuring the various options can be found at <http://www.ossec.net/doc>.

### 5.6.3 Monitoring OSSEC

OSSEC monitoring is done through the OSSEC Web User Interface (WUI). The URL to access the WUI is <http://x4msl10:8001>. This is the address for your local OSSEC management server.

## 5.7 Generating Security Reports

Table 5.7-1 contains the activity checklist for Security.

**Table 5.7-1. Security - Activity Checklist**

| Order | Role | Task               | Section   | Complete? |
|-------|------|--------------------|-----------|-----------|
| 1     | SA   | User Activity Data | (P) 5.7.1 |           |

A log file can be created to keep track of unsuccessful attempts to log into the computer. After a person makes  $n$  (configurable) consecutive unsuccessful attempts to log in, all these attempts are recorded in the file `/var/log/faillog`. The procedures assume that the file has been created and the operator has logged on as root.

## 5.7.1 User Activity Data

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- 1 At the Linux prompt, type `/usr/bin/w [husfV] [user]` to show who is logged on and what they are doing.
    - `w` displays information about the users currently on the machine and their processes. The header shows, in this order, the current time, how long the system has been running, how many users are currently logged on, and the system load averages for the past 1, 5, and 15 minutes.
  - 2 At the Linux prompt, type `/usr/bin/last [-R] [-num] [-n num] [-adiox] [-f file] [-t YYYYMMDDHHMMSS]` to show the listing of last logged in users.
    - `Last` searches back through the file `/var/log/wtmp` (or the file designated by the `-f` flag) and displays a list of all users logged in (and out) since that file was created. Names of users and tty's can be given, in which case `last` will show only those entries matching the arguments. Names of ttys can be abbreviated, thus `last 0` is the same as `last tty0`.
- 

## User Audit Trail Information

The `auditd` daemon is the userspace component to the Linux Auditing System. It's responsible for writing audit records to the disk. Viewing the logs is done with the `ausearch` or `aureport` utilities. Configuring the audit rules is done with the `auditctl` utility. During startup, the rules in `/etc/audit.rules` are read by `auditctl`. The audit daemon itself has some configuration options that the admin may wish to customize. They are found in the `auditd.conf` file.

- **OPTIONS**
  - `-f` leave the audit daemon in the foreground for debugging. Messages also go to `stderr` rather than the audit log.
- **SIGNALS**
  - `HUP` causes `auditd` to reconfigure. This means that `auditd` re-reads the configuration file. If there are no syntax errors, it will proceed to implement the requested changes. If the reconfigure is successful, a `DAEMON_CONFIG` event is recorded in the logs. If not successful, error handling is controlled by `space_left_action`, `admin_space_left_action`, `disk_full_action`, and `disk_error_action` parameters in `auditd.conf`.
  - `TERM` caused `auditd` to discontinue processing audit events, write a shutdown audit event, and exit.
  - `USR1` causes `auditd` to immediately rotate the logs. It will consult the `max_log_size_action` to see if it should keep the logs or not.
- **FILES**
  - `/etc/auditd.conf` - configuration file for audit daemon

- /etc/audit.rules - audit rules to be loaded at startup
- NOTES
  - A boot param of audit=1 should be added to ensure that all processes that run before the audit daemon starts is marked as auditable by the kernel. Not doing that will make a few processes impossible to properly audit.

## **5.8 Reporting Security Breaches**

Reporting of Security breaches shall be in accordance with NPR 2810.1, *NASA Procedural Requirements: Security of Information Technology*. The specific location in the 2810 is the section on IT Security Incidents Reporting and Handling.

## **5.9 Initiating Recovery from Security Breaches**

Recovery from Security breaches shall be in accordance with NPR 2810.1, *NASA Procedural Requirements: Security of Information Technology*. The specific location in the 2810 is the section on IT Security Incidents Reporting and Handling.

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## 6. Network Administration

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This section covers the procedures necessary for the management operations that monitor and control the system network capabilities.

Detailed procedures for tasks performed by the Network Administrator are provided in the sections that follow. The procedures assume that the administrator is authorized and has proper access privileges to perform the tasks (i.e., root).

### 6.1 Network Documentation

EED Network Administration requires access to restricted documents that are posted on the ECS Baseline Information System (EBIS) Site (<http://pete.hitc.com/baseline/>) but are not available on the public mirror site (<http://cmdm-ldo.raytheon.com/baseline/>). The following restricted documents provide network documentation:

- DAAC LAN Topology 921-TDx-001  
(x = DAAC designation: L = LaRC; N = NSIDC; E = LP DAAC)
- [DAAC] Hardware/Network Diagram 921-TDx-002
- IP Address Assignment (DAAC Hosts) 921-TDx-003
- IP Address Assignment (DAAC Network Hardware) 921-TDx-004

The documents describe and depict the network layout and inter/intra-connections necessary to understand the system. Contact Configuration Management for versions relevant to an individual site.

### 6.2 Network Monitoring

#### 6.2.1 Big Brother - Better Than Free Edition

Big Brother Better Than Free Edition (BTF) is a network monitoring and notification COTS application. DAAC network administrators use it to monitor network devices and the services on those devices and to get feedback on their network's performance. Basic procedures common activities and additional information is available in 609-EED-001, Release 8.1 Operations Tools Manual for the EED Contract.

### 6.3 DAAC LAN Topology Overview

The LAN topology at each DAAC is unique. The detailed network topology for each DAAC is not presented in the student guide due to network security concerns. However, the details will be discussed during the class presentation.

In spite of the unique design of each DAAC's LAN, there are some common features:

- The Production Network at each Distributed Active Archive Center (DAAC) consists of an Ethernet Virtual Local Area Network (VLAN) supported by Ethernet 10-Mb/s, 100-Mb/s, and Gigabit Ethernet (GigE) connections and a SAN LAN GigE switch.
- The VLAN Ethernet switch is connected to a Juniper Firewall by a Gigabit Ethernet connection with the exception of ASDC which connects directly to the Langley NASA campus router.
- The firewall provides access to both the M&O Network and a VLAN outside the firewall that provides connections to external networks, such as the following services:
  - Campus network.
  - Internet 2 (I2)
  - Internet Protocol Network Operations Center (IPNOC) and other parts of the NASA Integrated Services Network (NISN).

System hosts within a DAAC are connected to the Production VLAN Ethernet switch. The switch is used to connect hosts at 10/100/1000 Mb/s. The VLAN Ethernet switch is connected to the Juniper Firewall via a 1000-Mb/s (GigE) connection.

In addition to their connections to the Production VLAN Ethernet switch the StorNext SAN clients and MetaData servers are connected to the SAN LAN GigE switch.

## **6.4 Network Hardware Components**

The DAAC LANs consist of the following major hardware components:

- Juniper Firewall (NSIDC controlled and LPDAAC which is USGS controlled)
- Production VLAN Ethernet Switch.
- SAN LAN GigE Switch.

### **6.4.1 Juniper Firewall**

The Juniper Firewall hardware consists of an Juniper SRX 650 appliance running the JUNOS 10.x operating system. It contains a routing engine and packet forwarding, as well as a pair of redundant power supplies.

### **6.4.2 Production VLAN Ethernet Switch**

The Ethernet switch at each DAAC is a Cisco Catalyst 6506E , which provide a large number of 10/100/1000-Mb/s interfaces. The VLAN1 Ethernet switch interfaces with all Production hosts and the Juniper Firewall. The VLAN10 Ethernet switch interfaces with the Juniper Firewall and routers to external networks.

Maintenance and configuration of the Ethernet switch is considered non-trivial functions. Such tasks are addressed in special technical training provided by the vendor and supplemental training provided by EMD.

### 6.4.3 SAN LAN GigE Switch

The GigE Switch is Cisco Catalyst 3560. It connects the StorNext SAN clients and MetaData servers to a high-speed private network.

Maintenance and configuration of the SAN LAN GigE Switch are considered non-trivial functions. Such tasks are addressed in special technical training provided by the vendor and supplemental training provided by EMD.

## 6.5 Domain Name Service (DNS) Structure

The parent DNS domain for the system is **ecs.nasa.gov**. These DNS servers reside within IONet at GSFC. In this domain are the User and Production hosts for all DAACs

The ecs.nasa.gov Authoritative DNS servers are:

NASA External

- ns1..nasa.gov
- ns2.nasa.gov
- ns3..nasa.gov

NASA Internal

- ns1.ipam.eosdis.nasa.gov
- ns2.ipam.eosdis.nasa.gov
- ns3.ipam.eosdis.nasa.gov

The LP and NSIDC DAACs' Production networks are a child domain of ecs.nasa.gov. They are:

- LP DAAC Production network:
  - e4nsl01.edcb.ecs.nasa.gov (internal)
  - e4nsl02.edcb.ecs.nasa.gov (internal)
- NSIDC Production network:
  - n4nsl01.nsidcb.ecs.nasa.gov (internal)
  - n4nsl02.nsidcb.ecs.nasa.gov (internal)

The LP DAACs' M&O network is also a child domain of ecs.nasa.gov. It is:

- LP DAAC M&O network.
  - edcmo.ecs.nasa.gov

The LaRC DAACs' Production network is a child domain of larc.nasa.gov. It is:

- LaRC Production network:
  - ns1.nasa.gov (external)
  - ns2..nasa.gov (external)
  - ns3.nasa.gov (external)

## 6.6 Host Names

A letter is appended to the production host name to distinguish which interface (and IP address) a user is accessing.

As an example, a LP DAAC host named e0acg11.edcb.ecs.nasa.gov is a host attached to the Production network.

## 6.7 Network Security

### 6.7.1 Network Connectivity

The system network was designed to minimize unauthorized user access. This is achieved through the use of a stateful firewall at each site. Access to a DAAC's Production network is controlled by Juniper firewalls either under the direct control of the DAAC or via the campus network administrator (note: ASDC has production network is controlled by the NASA Langley campus network team and thus uses a different firewall). See your local firewall administrator for information on how the firewalls are configured. Table 6.7-1 contains the activity checklist for Network Security.

**Table 6.7-1. Network Security - Activity Checklist**

| Order | Role          | Task                                                              | Section     | Complete? |
|-------|---------------|-------------------------------------------------------------------|-------------|-----------|
| 1     | Network Admin | Checking Local Host Access to another Local Host Over the Network | (P) 6.7.2.1 |           |

### 6.7.2 Troubleshooting - Verifying Connectivity

One of the key reasons for failure of data access and transfer is an error or problem in system connectivity. This can be caused by a myriad of glitches such as incorrect/outdated lookup tables, incorrectly assigned IP addresses, missing default route and more. Besides checking individual host/server operation with various tools such as ECS Assistant, you can use several command line entries to verify point-to-point communication between components.

There are three initial steps to help verify system connectivity:

- Determining whether the Domain Name Service (DNS) is resolving host name and IP addresses correctly.
- Actively testing the connectivity using the ping function.
- Ensuring connectivity is authorized (See your local firewall administrator for information on what remote connectivity is allowed)

### 6.7.2.1 Checking Local Host Access to Another Local Host over the Network

---

- 1 To check the Domain Name Service entries (DNS) for the source host on workstation *x0xxx##* at the UNIX prompt enter:

```
nslookup <local_host>
```

- The screen display will be similar to the following:

```
g0spg01{mblument}[204]->nslookup g0spg01
Server: g0css02.gsfc.nasa.gov
Address: xxx.xxx.xxx.xx
Name: g0spg01.gsfc.nasa.gov
Address: xxx.xxx.xxx.xx
```

- 2 To check the DNS entries for other host on the Production network enter:

```
nslookup <other host>
```

- The screen display will be similar to the following:

```
g0spg01{mblument}[201]->nslookup g0css02
Server: g0css02.gsfc.nasa.gov
Address: xxx.xxx.xxx.xx
Name: g0css02.gsfc.nasa.gov
Address: xxx.xxx.xxx.xx
```

- 3 To determine the host's network interface parameters enter:

```
netstat -i
```

- The `netstat -i` command will provide the following information:

```
g0spg01{mblument}[201]->netstat -i
Name Mtu Network Address Ipkts Ierrs Opkts Oerrs Coll
ipg0 4352 xxx.xxx.xxxg0spg01.gsfc. 9182666 1 8103032 0 0
hip0 65280 xxx.xxx.xg0spg01h.gsfc. 5554524 0 6776651 0 0
xpi0 4352 xxx.xxx.xxx.xg0spg01u.ecs. 37850320 0 14109683 3 0
xpi1 0 none none 0 0 0 0 0
et0* 1500 none none 0 0 0 0 0
lo0 8304 loopback localhost 314800 0 314800 0 0
```

- 4 To determine the host's network interface enter:

```
ifconfig <interface>
```

- Using `ipg0` from the `ifconfig <interface>` data as the interface parameter, `ifconfig ipg0`, will result in the following display:

```
g0spg01{mblument}[203]->ifconfig ipg0
ipg0: flags=863<UP,BROADCAST,NOTRAILERS,RUNNING,MULTICAST>
inet xxx.xxx.xxx.xx netmask 0xfffff00 broadcast xxx.xxx.xxx.xxx
```

5 To ping the local host to verify inter-connectivity enter:

**ping <local host>**

- For example:

```
g0spg01{mblument}[232]->ping g0spg01
PING g0spg01.gsfc.nasa.gov (xxx.xxx.xxx.xx): 56 data bytes
64 bytes from xxx.xxx.xxx.xx: icmp_seq=0 ttl=255 time=0 ms
64 bytes from xxx.xxx.xxx.xx: icmp_seq=1 ttl=255 time=0 ms
64 bytes from xxx.xxx.xxx.xx: icmp_seq=2 ttl=255 time=0 ms
64 bytes from xxx.xxx.xxx.xx: icmp_seq=3 ttl=255 time=0 ms
64 bytes from xxx.xxx.xxx.xx: icmp_seq=4 ttl=255 time=0 ms
----g0spg01.gsfc.nasa.gov PING Statistics----
5 packets transmitted, 5 packets received, 0% packet loss
round-trip min/avg/max = 0/0/0 ms
g0spg01{mblument}[233]->
```

6 To verify inter-connectivity with other hosts on the Production network enter:

**ping <remote host>**

- For example:

```
g0spg01{mblument}[202]->ping g0css02
PING g0css02.gsfc.nasa.gov (xxx.xxx.xxx.xx): 56 data bytes
64 bytes from xxx.xxx.xxx.xx: icmp_seq=0 ttl=255 time=2 ms
64 bytes from xxx.xxx.xxx.xx: icmp_seq=1 ttl=255 time=1 ms
64 bytes from xxx.xxx.xxx.xx: icmp_seq=2 ttl=255 time=1 ms
64 bytes from xxx.xxx.xxx.xx: icmp_seq=3 ttl=255 time=1 ms
64 bytes from xxx.xxx.xxx.xx: icmp_seq=4 ttl=255 time=1 ms
----g0css02.gsfc.nasa.gov PING Statistics----
5 packets transmitted, 5 packets received, 0% packet loss
round-trip min/avg/max = 1/1/2 ms
```

**Note: You cannot ping hosts outside of the Production network because of the Juniper firewall implementation. See your local firewall administrator for assistance when troubleshoot connectivity issues with hosts outside of the Production LAN.**

7 To check the health of the interface enter:

**netstat -i**

- The following type of result is returned:

```
g0spg01{mblument}[218]->netstat -i
```

| Name | Mtu   | Network        | Address       | Ipkts    | Ierrs | Opkts    | Oerrs | Coll |
|------|-------|----------------|---------------|----------|-------|----------|-------|------|
| ipg0 | 4352  | xxx.xxx.xxx    | g0spg01.gsfc. | 9197317  | 1     | 8113487  | 0     | 0    |
| hip0 | 65280 | xxx.xxx.xg     | 0spg01h.gsfc. | 5554541  | 0     | 6776668  | 0     | 0    |
| xpi0 | 4352  | xxx.xxx.xxx.xg | 0spg01u.ecs.  | 37851779 | 0     | 14109837 | 3     | 0    |
| xpi1 | 0     | none           | none          | 0        | 0     | 0        | 0     | 0    |
| et0* | 1500  | none           | none          | 0        | 0     | 0        | 0     | 0    |
| lo0  | 8304  | loopback       | localhost     | 325510   | 0     | 325510   | 0     | 0    |

- 8** Examine the output of the **netstat** command to determine whether there are any Ierrs and/or Oerrs.
- One or two errors are acceptable, 100 errors are not.
    - A lot of errors indicate an interface problem; check the syslog for any startup or logged problems from the OS.
- 

### **6.7.2.2 Checking Host Communication Across External Networks**

You cannot ping or traceroute to hosts outside the Production network because of the firewall implementation. See your local firewall administrator for assistance when troubleshooting connectivity issues with hosts outside of the Production network.

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# 7. System Monitoring

## 7.1 Overview

This chapter covers procedures for the management operations that monitor the network and server applications. The graphical tool available to monitor system status include **Big Brother Better Than Free Edition (BTF)** and **Hyperic HQ Enterprise v4.3 (HQ)**. These programs provide system monitoring with real-time status of the system and indications of potential problem areas.

## 7.2 Checking the Health and Status of the Network

### 7.2.1 Big Brother

Big Brother Better Than Free Edition (BTF) is a network/host monitoring and notification COTS application. DAAC network administrators use it to monitor network devices, hosts and the services on those devices and to get feedback on their network's performance.

Big Brother is a Web-based COTS application used to monitor network devices, hosts and services on the EED Production LANs. (URL Example; <http://f4msl10.hitc.com>). Big Brother capabilities are executed through the use of GUIs. Figure 7.2-1 Big Brother Home Page is an example of the standard or default view of the homepage.

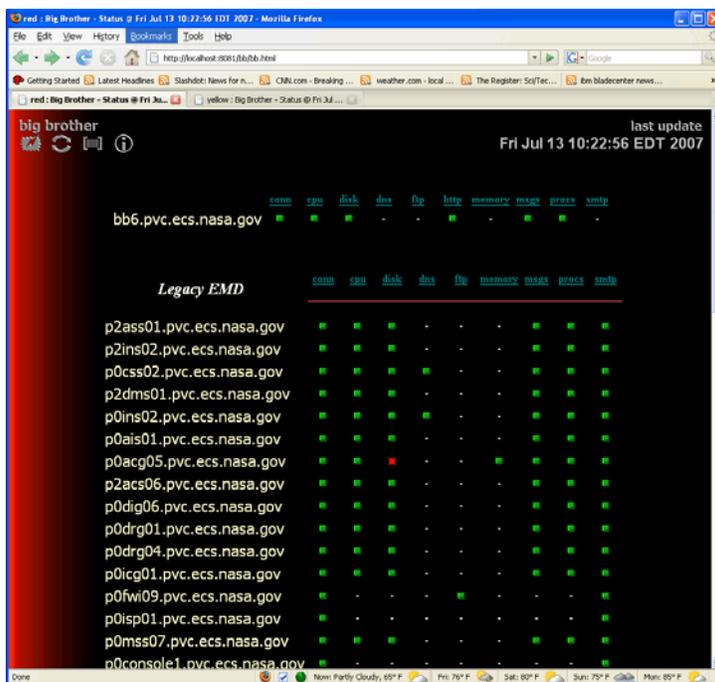


Figure 7.2-1. Big Brother Home Page

Common functions performed by Big Brother are shown below in Table 7.2-1.

**Table 7.2-1. Common Functions Performed by Big Brother**

| Operating Function                                        | GUI                                                           | Description                                                                             | When and why to Use                                                                                                                                              |
|-----------------------------------------------------------|---------------------------------------------------------------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| View network devices, hosts and services status           | View icon color and on web GUI; view quick status dialog box. | Icon color indicates the status of network devices, hosts and services.                 | To verify that all network devices, hosts and services on the devices are operational. To ascertain network devices and services that is not operating properly. |
| View network devices, hosts and services performance data | Logs and Report menus on GUI                                  | A set of reports that can be viewed, printed, and/or its content transmitted to a file. | To obtain status information about monitored devices and services.                                                                                               |

### 7.2.1.1 Menu Toolbar

The Big Brother Server Display web page has a “Toolbar” at the upper left portion of the main page and sub-pages. The toolbar has four icons which are explained in detail and is represented in Figure 7.2-2, *Big Brother Toolbar*.



Notification/Page Acknowledgement – Clicking on this icon navigates to a page where administrators enter acknowledgment of events to pause notification alerts.



Condensed View – Clicking on this icon toggles the main page view from “full” list of hosts and services to a “condensed” view of hosts and services. The condensed view displays only hosts and services that are displaying warnings or error conditions.



Availability Report – Clicking on this icon provides access to the availability reports, where an operator or administrator can investigate availability for a customized time-frame.



Help – Clicking on this icon will display a menu of help topics.

**Figure 7.2-2. Big Brother Toolbar**

### 7.2.1.2 Indications of a Device or Service Problem

Big Brother automatically provides notification of device and service problems on devices. A device's service icons remain green if the device and its services are responding to the Big Brother polls and the service is not impaired. If a device is down, or it is service impaired beyond preset thresholds, the color of this device's service changes from green or yellow to a red animated starburst shape as shown in Figure 7.2-1. The color codes are shown in Table 7.2-2. *Color Codes by Order of Severity.* An operator can further drill down to find details of the condition that caused the impairment or outage, specifically in the case of a service impairment where a level such as CPU, or disk space crossed a predefined threshold.

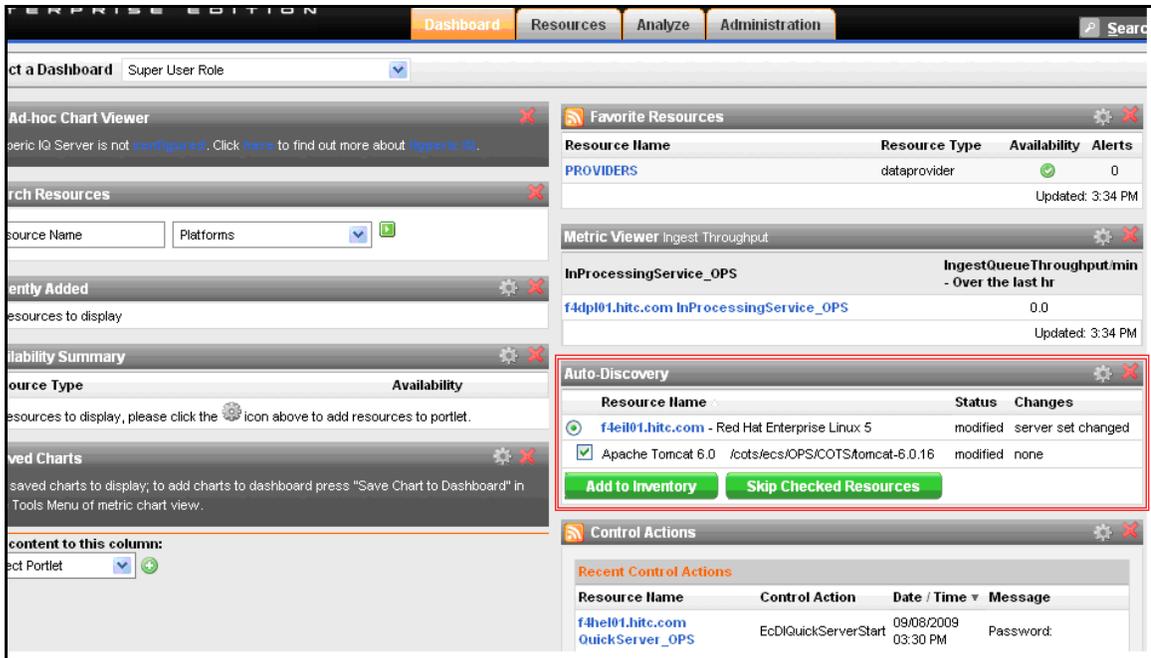
**Table 7.2-2. Color Codes by Order of Severity**

| Code                                                                                | Description                                                                                                                                     |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
|    | Red – Critical Problem                                                                                                                          |
|    | Purple - No report - No report from this client in the last 30 minutes. The client may have died.                                               |
|    | Yellow - Attention - The reporting system has crossed a threshold you should know about.                                                        |
|    | Green - OK – Status of host or service is normal.                                                                                               |
|    | Clear - Unavailable -The associated test has been turned off, or does not apply. A common example is connectivity on disconnected dialup lines. |
|   | Blue - Disabled - Notification for this test has been disabled. Used when performing maintenance.                                               |
|  | Acked - A current event has been acknowledged by one or many recipients. The acknowledgement is valid until the longest delay has expired       |

### 7.2.2 Hyperic

HQ is a web based (URL Example; <http://f4iil01.hitc.com:7080>) system monitoring and management tool. This comprehensive system monitoring solution effectively manages and monitors infrastructures through automatic discovery of software and network resources; automatic reporting of the key indicators of application health and well-being; a rich database of your software inventory and its operating history; remote control and administration of software resources; alerting, notification, escalation, and corrective action; and powerful facilities for analysis, visualization, and reporting.

Figure 7.2-3 is an example of the HQ home page.



**Figure 7.2-3. HQ Homepage**

The following items are Hyperic HQ Enterprise monitoring tool features used by EED:

#### Auto-Discovery

An HQ Agent scans its host machine, finds the software and services running on it, and adds it all to the HQ database.

#### Real-Time Monitoring

HQ's default metric collection provides immediate visibility into [availability](#), [performance](#), [utilization](#), and throughput. HQ metric collection is the foundation for automated alerting and action. You can set alerts for individual resources, groups of resources, resources of the same type, and at the application level. Based on the type and severity of the condition that triggers an alert, you can kick off a variety of automatic responses, for instance, an email notification, a server restart, or a message to your ticketing system. HQ provides multiple views and tools for monitoring and analyzing performance and availability. The metric collection choices you make are reflected in the tabular and chart views that are automatically presented in the HQ user interface. You can adjust chart views on-the-fly to correlate multiple metrics, and understand relationships and ripple effects.

#### Controls and Actions

Using HQ operators can perform remote control actions on the platforms and services under management. For example, you can start, stop, and run garbage collection on an

application server, or perform analysis or housekeeping functions on a database server. You can use HQ control actions to streamline day-to-day operations, reduce the risk of human error or oversight, and respond rapidly when remote control is necessary.

## Reporting and Analysis

The metrics that HQ collects provide a rich basis for analyzing and understanding service levels, utilization, chronically problematic resources, best practices compliance and other aspects of your infrastructure. HQ features that enable analysis and interpretation of performance and availability include use of the report center. HQ's reports provide easy visibility into performance and service-level activity across your network. The HQ-provided reports show availability, alerts, inventory, resource utilization, and resources for which there are no metrics. In addition, you can create your own report templates to satisfy enterprise-specific needs. Reports can be driven by user-input parameters and can be generated in several formats: PDF, HTML, Excel, and CSV.

### 7.2.2.1 Business Processes

#### 7.2.2.1.1 Overview

Business Processes are a way of organizing resources to quickly recognize problems and to assess the operational impact of individual component failures. A custom Hyperic HQ User Interface plugin will be developed to extend the standard COTS GUI to provide the operator with a mechanism to configure and view their business processes.

Business processes can have one of four statuses:

- Active – There is work to do and the work is being completed as expected
- Inactive – All of the components appear to be functional, but there is not any work to complete.
- Degraded – The business process is functioning but not at the required capacity
- Down – The business process is unable to complete any work.

Each business process contains a collection of resources and the resources can have one of three statuses:

- Available – The resource is currently up
- Unavailable – The resource is currently down
- Alert Pending – There is at least one alert pending for the resource

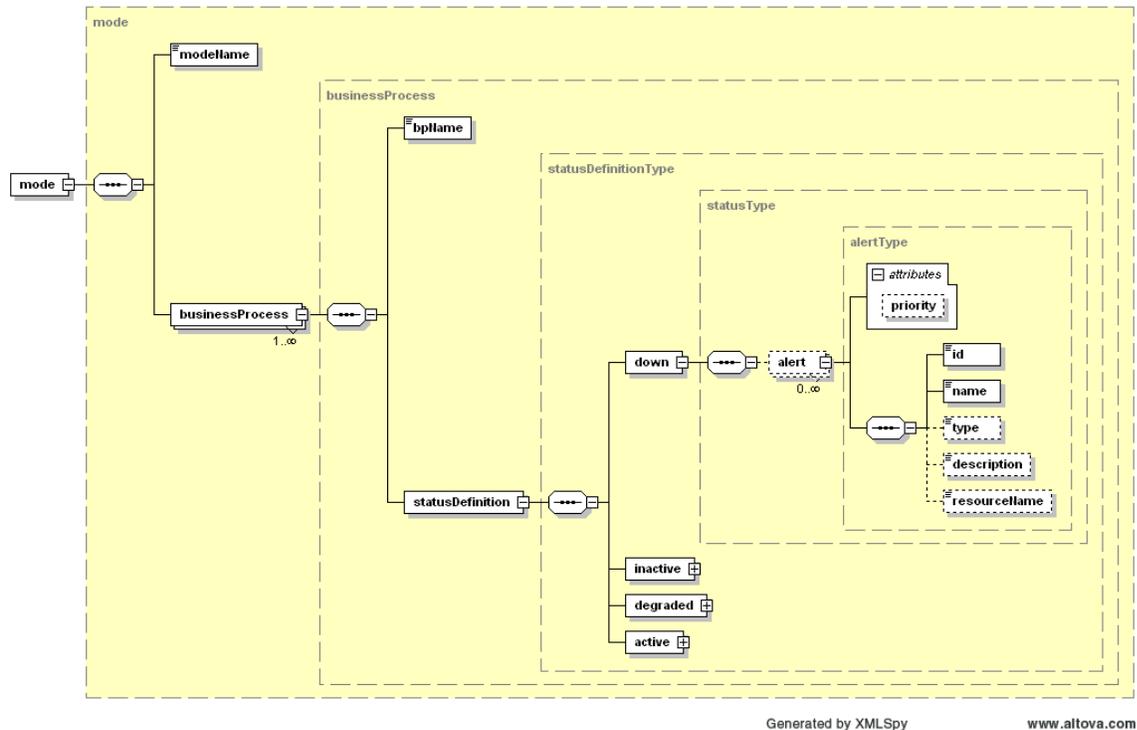
### 7.2.2.1.2 Configuring Business Processes

The Hyperic grouping feature will be used to define a business process. All resources related to a business process will be mapped to a group. The business process group name must follow the naming convention BP\_<MODE>\_<Business Process Name>. This will allow the custom Hyperic HQ User Interface plugin a way to identify a business process group from one that is not.

The information of resource state and metrics are conveyed to the business process through alerts. For example, if we decided that the status of the DPL Ingest business process should be 'Down' if the EcDIProcessingService resource is unavailable, an alert must be configured to occur when the processing service is down. Then the Ingest business process can be configured to be 'Down' based on the alert.

In order to determine which resource alert has an impact on the overall business process status and to what degree, each business process has an alert definition configuration file named <business\_process\_name>\_AlertDefinitionConfig.xml. The files are located under /usr/ecs/OPS/CUSTOM/cfg directory. This xml file holds the configuration information of the business processes within the mode and the mapping of the relevant alert definition to the status (down, inactive, degraded, active) category of the business process. Not all alerts need to be defined in this configuration file, only those that impact the status of the business process. For alerts that are raised within a business process that are not defined in the configuration file, the priority of the alert is examined and the status of the business process will be defaulted to 'Degraded' if the alert has a priority of 'Medium' or 'High'. This gives the operator the capability to handle newly created alert definitions.

See Figure 7.2-4 below for the xml schema diagram of the business process alert definition configuration file.

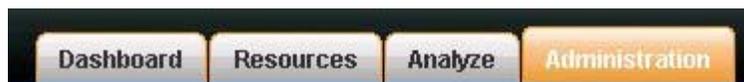


**Figure 7.2-4. Alert Definition Schema Diagram**

Sometime we may want to change the status of a business process when a combination of different alerts on different resources happens at the same time. For example, we may want to mark the Data Access business process as “degraded” when either WIST or WebAccess is down; but when both of them are down, we want to mark the Data Access business process as “down”. Since hyperic does not provide the functionality to configure alerts on incompatible groups, we added a custom group alert capability in our Business Process configuration and view pages.

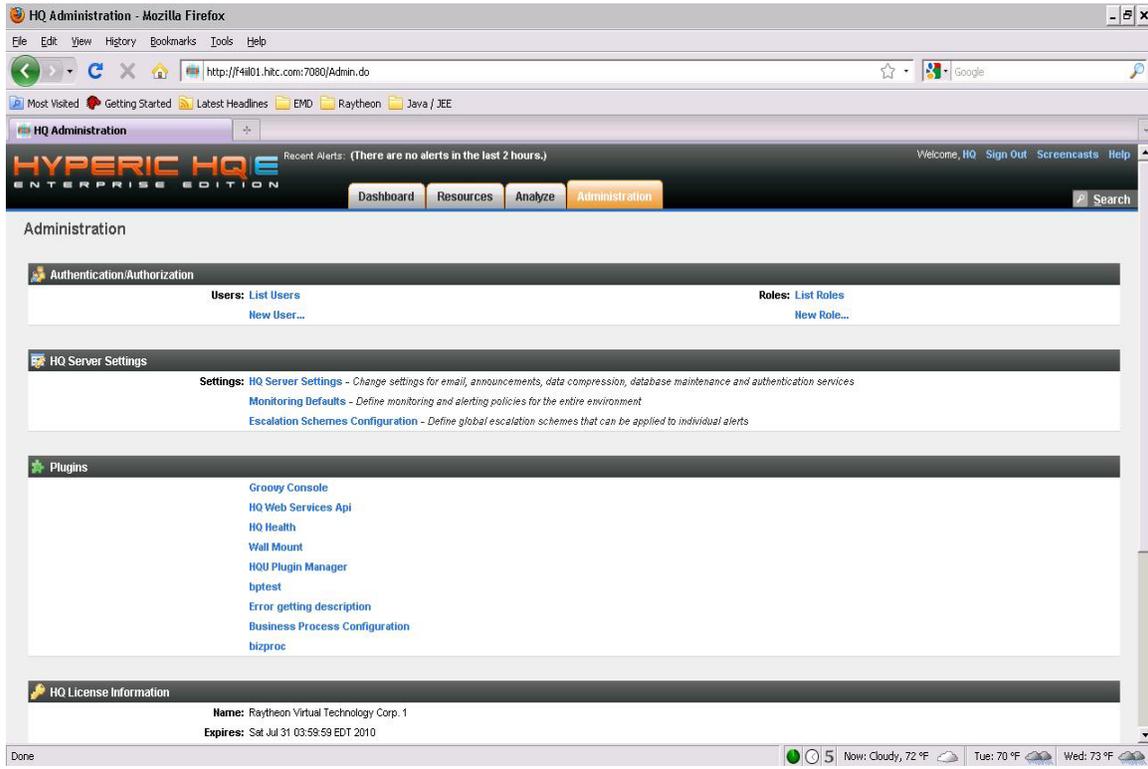
Operator can configure group alert to be any combination of resource alerts and define how the group alert would impact the overall business process status. Each business process could have a group alert definition configuration file. If one exists, it is named <business\_process\_name>\_GroupAlertDefinitionConfig.xml. The configuration files are located under /usr/ecs/OPS/CUSTOM/cfg directory. Operator should not manually update the configuration files. All update should be done through the hyperic GUI.

We created a custom HQU Business Process Configuration page to let operators view and configure the existing resource alert and group alert definitions with in the system. See Figures 7.2-5, 7.2-6, and 7.2-7 below:



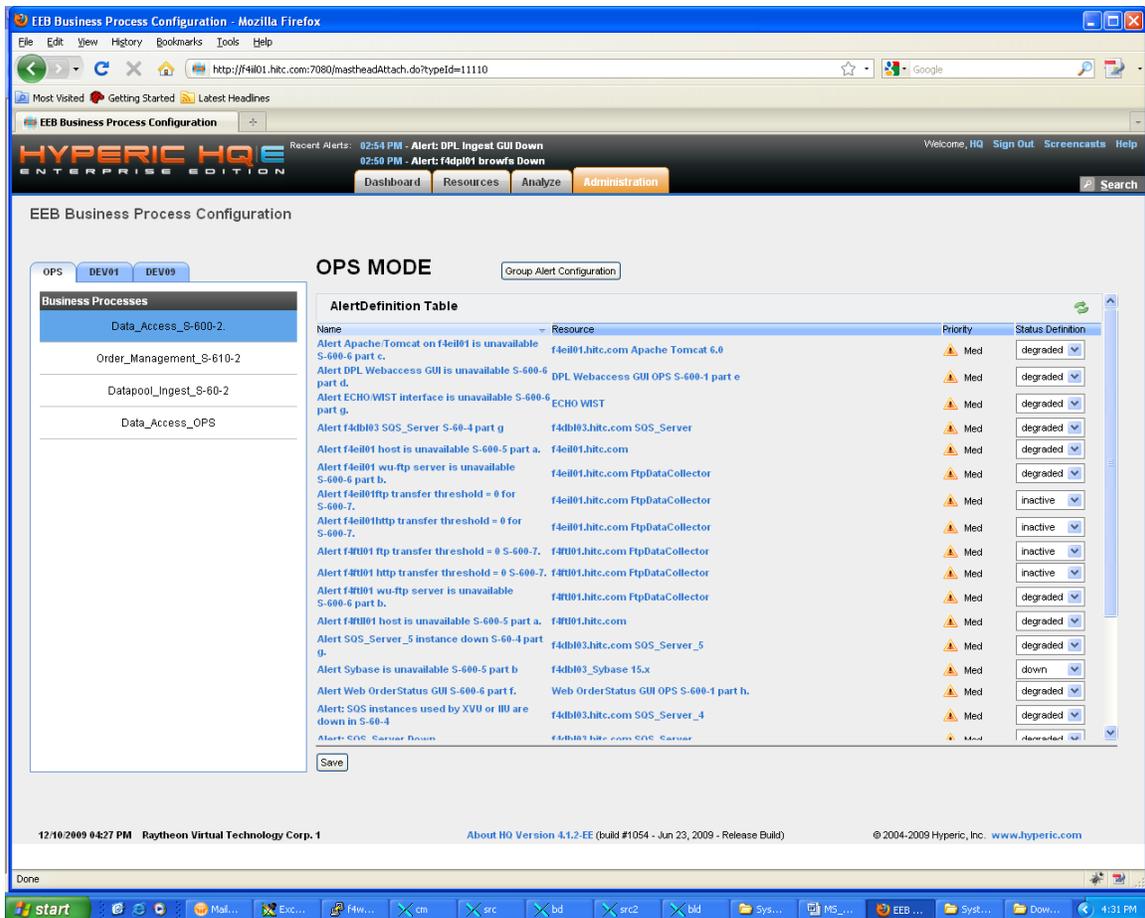
**Figure 7.2-5. Hyperic GUI Administration Tab**

The Business Process Configuration page will be located under the Administration tab.



**Figure 7.2-6. Hyperic GUI Administration Page**

After clicking on the tab, the administration page is loaded. The business process configuration link, “Business Process Configuration” is located under the Plugin section. Click on the link to load the page.



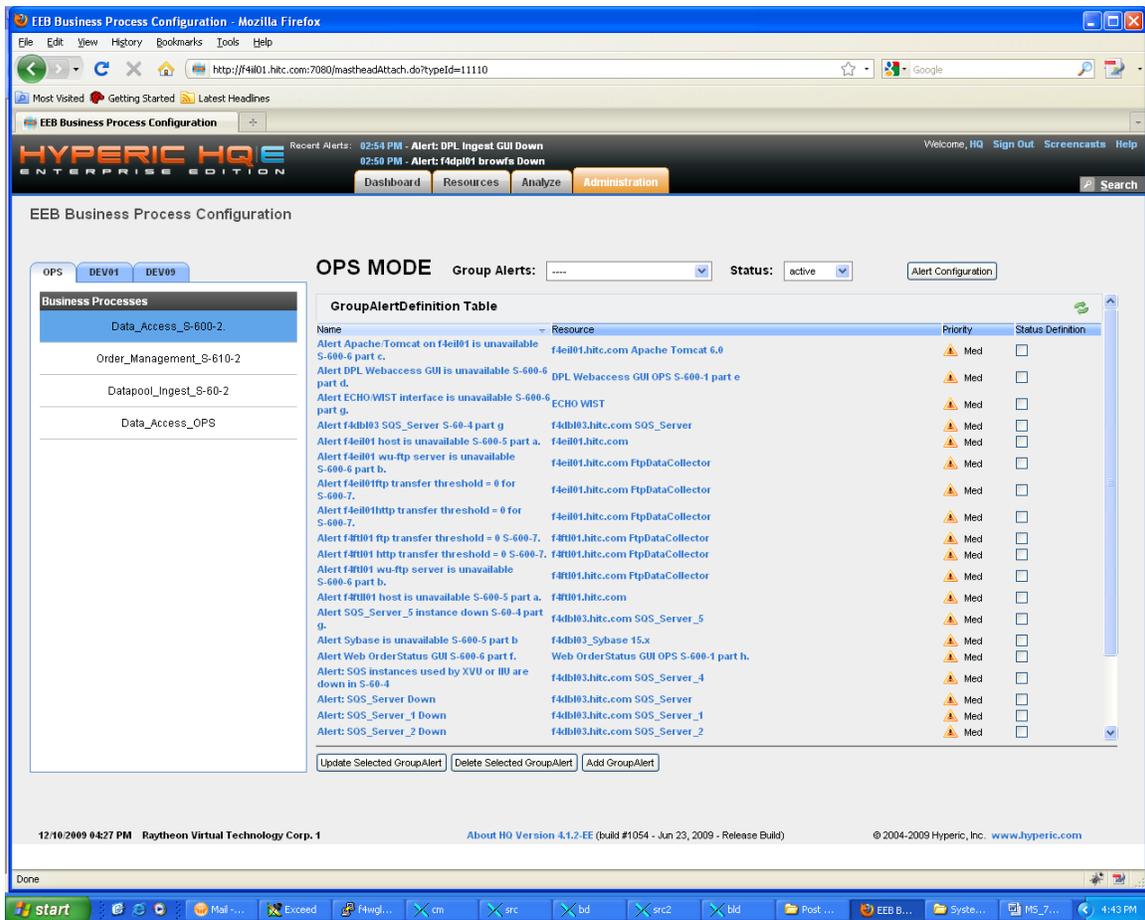
**Figure 7.2-7. Business Process Configuration Page**

The Business Process Configuration page contains a tab container. Each tab represents an ECS mode. Each mode container is divided into two panes and will display mode specific business process configuration. The left pane contains a list of business processes. The business process highlighted represents the current selection. Selecting a business process in the left pane will update the information on the right pane. The right pane contains a list of alert definitions for the selected business process. For each item in the list, the alert definition name, the resource name, the priority and the status definition is displayed. The alert definition name is a link to the configuration page of the alert definition. The resource name indicates which resource the alert definition is associated with and is a link to the detail page of the resource. The priority column shows the severity of the alert definition. It can have one of three values - low, medium, or high. The status definition shows the mapping of the alert definition to a business process status category. It can have one of four values - “Active”, “Inactive”, “Degraded”, or “Down”.

The alert definition configuration files will be loaded for all modes when the Business Process Configuration page is loaded or refreshed. An operator with admin privileges can configure the

status definition field of each alert to its desired category. Once the operator clicks the “save” button at the bottom of the page, the xml configuration file will be updated with the new configuration values on the page.

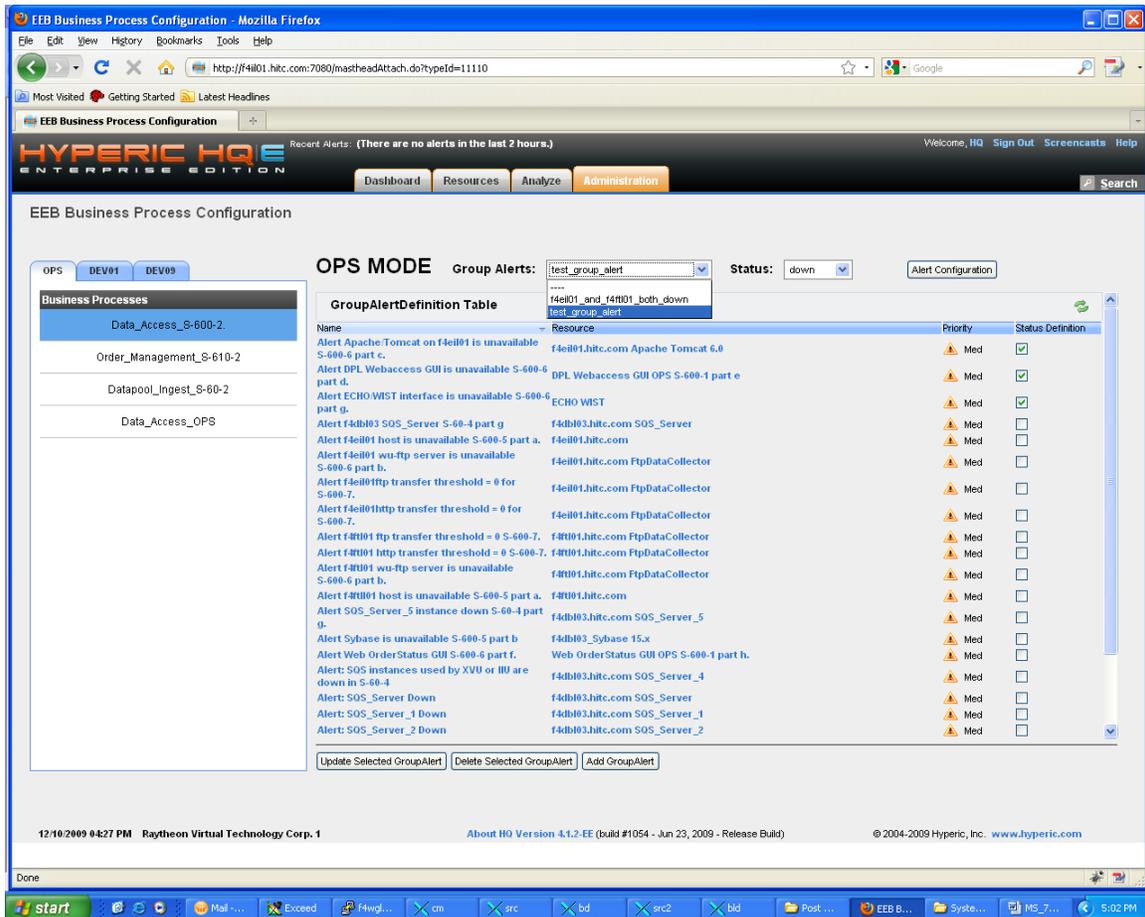
Operator can configure group alerts by clicking on the “Group Alert Configuration” button on the top of the right pane. This will bring up the group alert configuration page, see Figure 7.2-8 below:



**Figure 7.2-8. Business Processes Group Alert Configuration**

“Alert Configuration” button will lead operator back to the Alert definition page. Operator can view existing group alerts, updated group alerts, delete group alerts and create new group alerts through the buttons on the page.

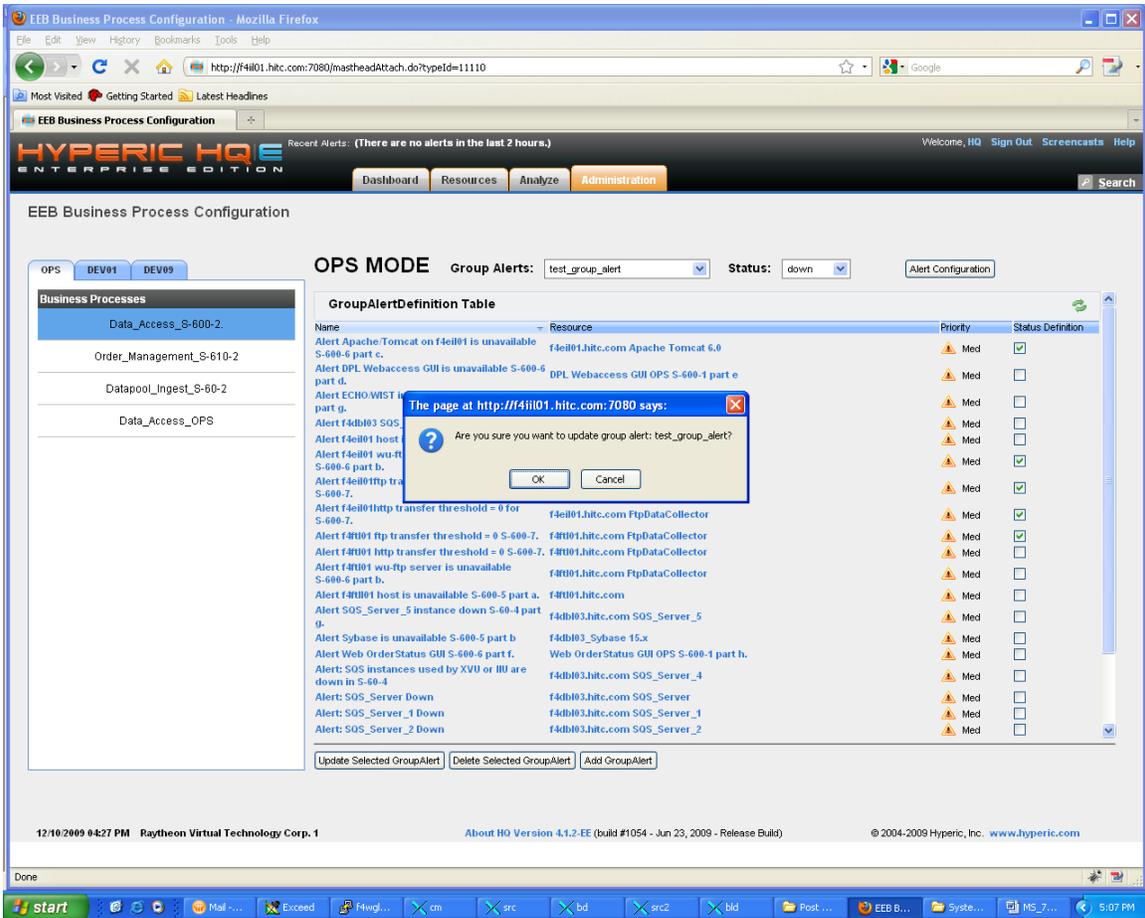
To view an existing group alert, operator can click the drop down list on the top of the page next to the MODE. When clicked, the drop down list will list all existing group alerts. Once operator makes a selection, the group alert configuration will be displayed in the GroupAlertDefinition table below. See Figure 7.2-9 *View Business Process Group Alert* below:



**Figure 7.2-9. View Business Process Group Alert**

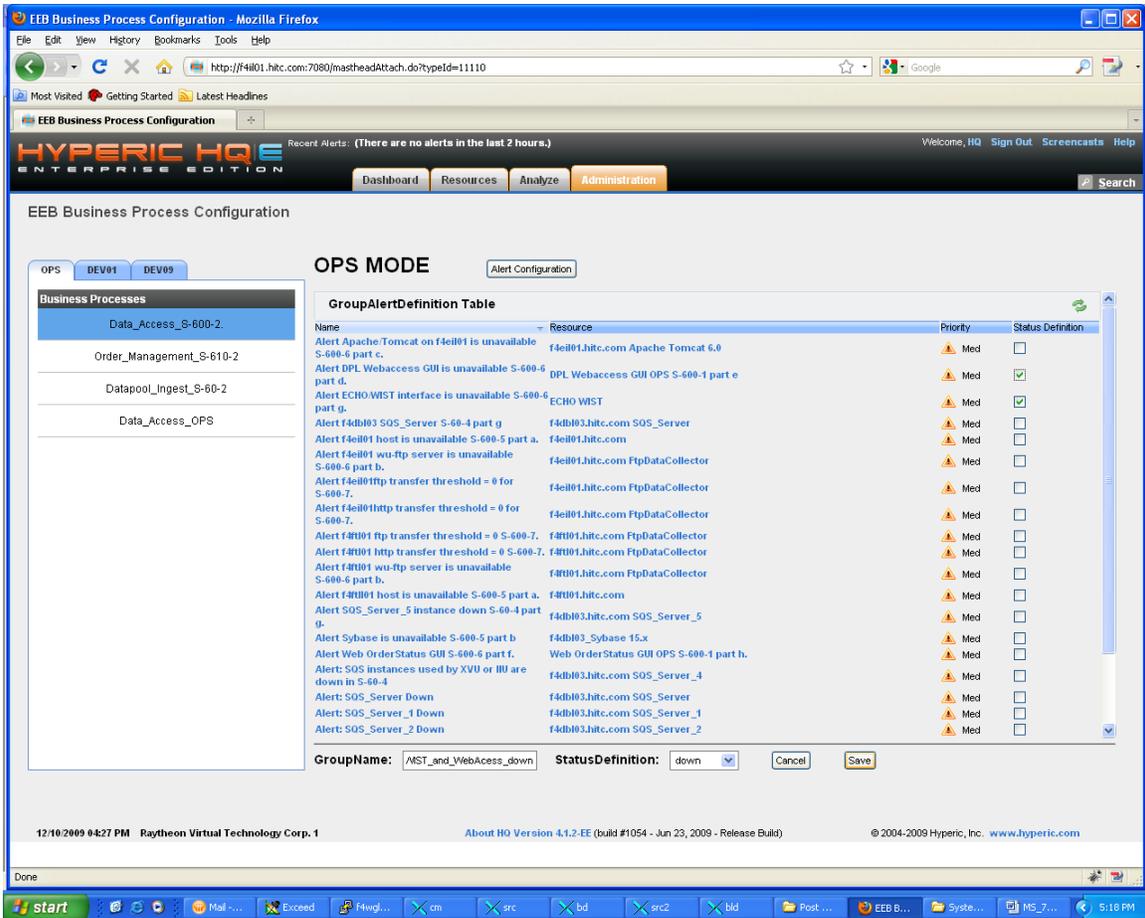
Operator can delete the selected group alert by clicking on the “Delete Selected GroupAlert” button.

Operator can modify the group alert definition by selecting a different status definition of the business process on the status drop down list next to the Group Alert name on the top of the page; or/and check/uncheck the checkboxes in the GroupAlertDefinition table, then click the “Update Selected GroupAlert” button to update the group alert definition. See Figure 7.2-10 below:



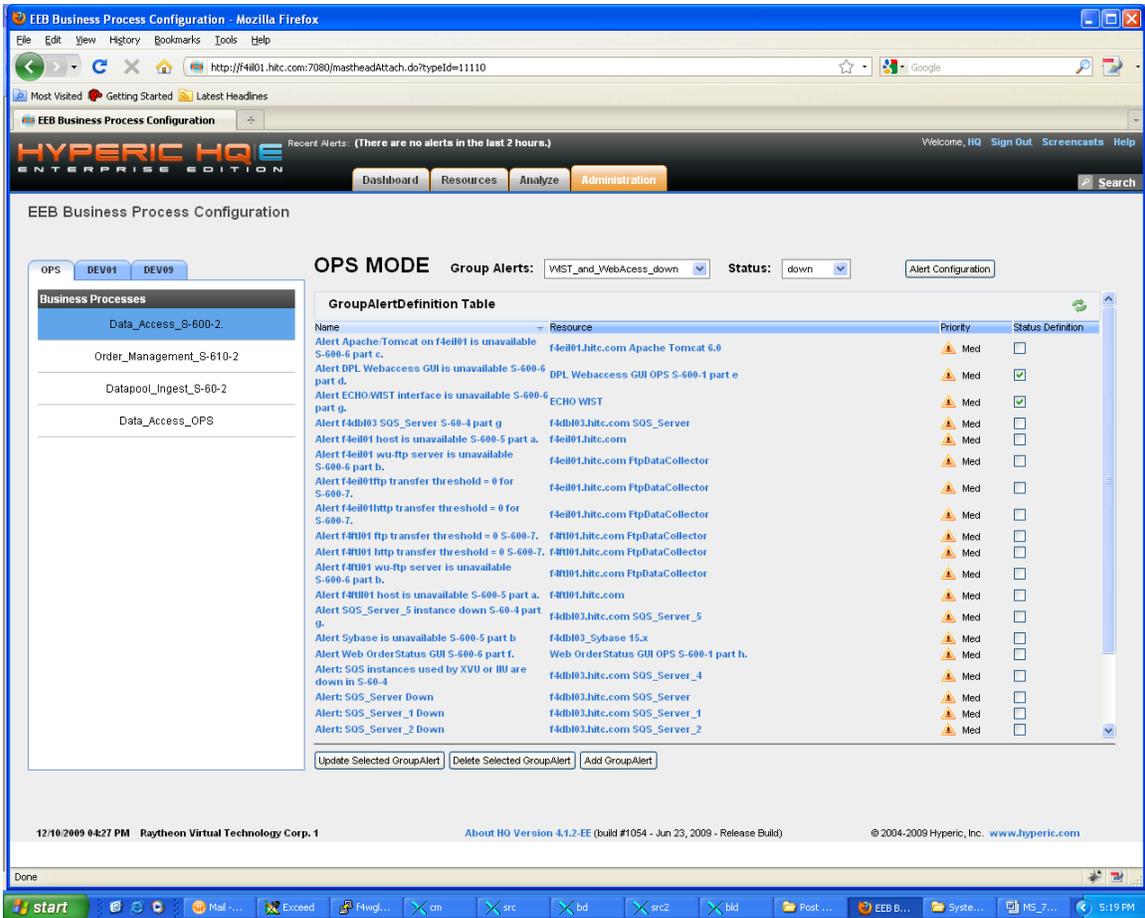
**Figure 7.2-10. Update Business Process Group Alert**

Operator can add a new group alert by clicking on the “Add GroupAlert” button. See Figure 7.2-11 below:



**Figure 7.2-11. Add new Business Process Group Alert**

Operator can type in the group alert name in the GroupName text box, select the status definition of the group alert via the StatusDefinition drop down list and check/uncheck the checkboxes in the GroupAlertDefinition table to add selected individual resource alerts in the group alert definition. Operator can cancel the add operation by clicking the “Cancel” button. Once operator click the “Save” button and confirm through the confirmation popup window. A new group alert will be added and become visible through the Group Alerts drop down list on the group alert configuration page. See Figure 7.2-12 below:



**Figure 7.2-12. View added Business Process Group Alert**

### 7.2.2.1.3 View Business Process

With the custom HQU plugin, an operator can use the Hyperic HQ GUI to get a quick overview of the status of all business processes. The business process page can be navigated to via the Resource tab and clicking on the 'Business Processes' link as shown below in Figure 7.2-13.



**Figure 7.2-13. Business Processes Link**

## Business Process Status Page

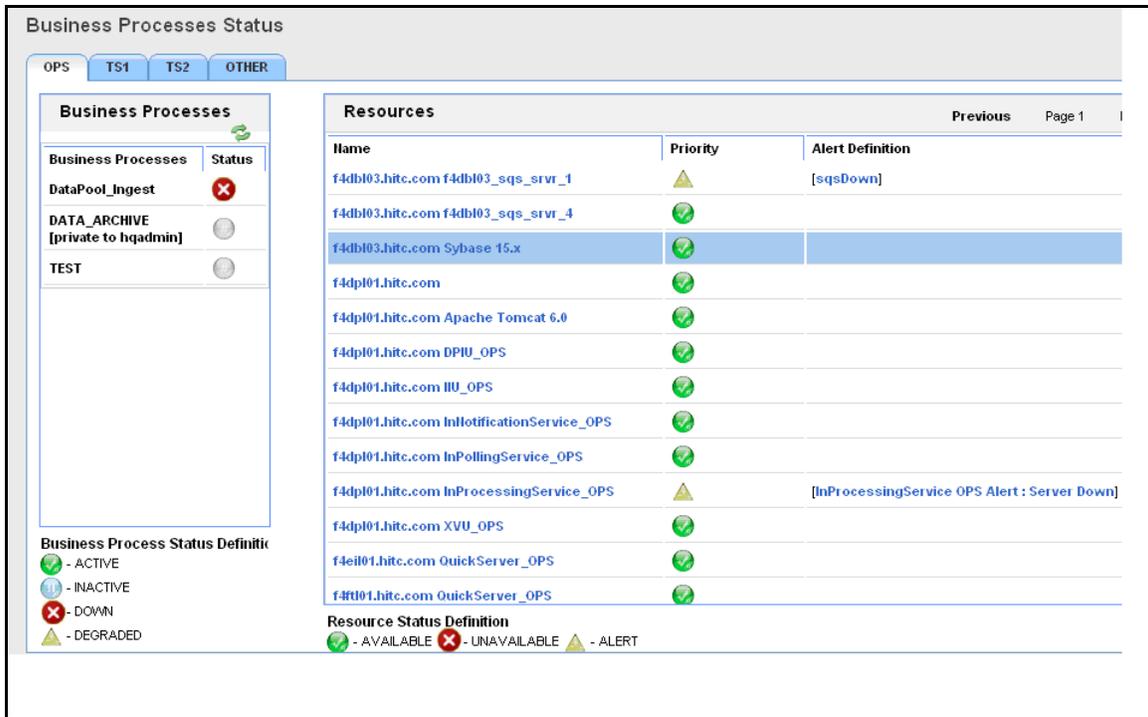
The Business Process Status page is divided into two panes. The left pane contains a list of business processes. It shows the name and the business process status. The business process that is currently selected is highlighted in blue. The right pane contains a list of resources for the selected business process. It shows the resource name, the status of the resource, and the reason explaining why a resource is not available. Clicking on the resource name will take the operator to a detailed page of the resource. Selecting another business process will update the resource list in the right pane. Figure 7.2-14 shows Business Process Page for DPL Ingest Archive as well as Figure 7.2-15 that shows the bottom of the page.

The screenshot displays the 'Business Processes Status' interface. It features a top navigation bar with tabs for 'OPS', 'TS1', 'TS2', and 'OTHER'. The main content is split into two panes. The left pane, titled 'Business Processes', lists several processes: 'DataPool\_Ingest' (Active), 'DATA\_ARCHIVE [private to hqadmin]' (Inactive), and 'TEST' (Inactive). The 'DataPool\_Ingest' process is highlighted in blue. Below this list is a legend for 'Business Process Status Definition' with icons for Active (green check), Inactive (grey circle), Down (red X), and Degraded (yellow triangle). The right pane shows a table of resources for the selected 'DataPool\_Ingest' process. The table has three columns: 'Name', 'Priority', and 'Alert Definition'. All resources listed are marked as 'AVAILABLE' with a green checkmark in the Priority column.

| Name                                      | Priority | Alert Definition |
|-------------------------------------------|----------|------------------|
| f4db03.hitc.com f4db03_sqs_srvr_1         | ✓        |                  |
| f4db03.hitc.com f4db03_sqs_srvr_4         | ✓        |                  |
| f4db03.hitc.com Sybase 15.x               | ✓        |                  |
| f4dp01.hitc.com                           | ✓        |                  |
| f4dp01.hitc.com Apache Tomcat 6.0         | ✓        |                  |
| f4dp01.hitc.com DPIU_OPS                  | ✓        |                  |
| f4dp01.hitc.com IIU_OPS                   | ✓        |                  |
| f4dp01.hitc.com InNotificationService_OPS | ✓        |                  |
| f4dp01.hitc.com InProcessingService_OPS   | ✓        |                  |
| f4dp01.hitc.com XVU_OPS                   | ✓        |                  |
| f4ei01.hitc.com QuickServer_OPS           | ✓        |                  |
| f4ft01.hitc.com QuickServer_OPS           | ✓        |                  |
| f4om01.hitc.com QuickServer_OPS           | ✓        |                  |
| f4sp01.hitc.com QuickServer_OPS           | ✓        |                  |

Resource Status Definition  
 ✓ - AVAILABLE ✗ - UNAVAILABLE ⚠ - ALERT

**Figure 7.2-14. View Business Process Page – DPL Ingest Active**



**Figure 7.2-15. View Business Process - DPL Ingest Down**

### Mode Tabs

The Mode Tabs renders a different view of the Business Process filtered by mode. All business processes are defined within a specified mode thus the specified mode tab will display only those business process defined within the current mode as shown in Figure 7.2-16.



**Figure 7.2-16. Business Process Mode Tab**

### Business Process Status Table

The Business Process Status Table provides a quick view of the overall health of a business process. The “Business Processes” column provides the name of all the business processes within the specified mode. The “Status” column provides the overall status of the business process. The status of the business process is determined by the alerts that correspond to the resources that are members of the business process. An xml configuration file will hold the definitions of the impact an alert has on the overall state of a business process. The Business

Process Status Table controls the Business Process Resource Table located to the left of it. When the cursor is placed over the name of a particular business process within the Business Process Status Table it is highlighted and the Business Process Resource Table will refresh to display information on the resources that are members of the selected business process as shown in Figure 7.2-17.

| Business Processes |                                                                                   |
|--------------------|-----------------------------------------------------------------------------------|
| Business Processes | Status                                                                            |
| DataPool_Ingest    |  |

**Figure 7.2-17. Business Process Status Table**

***Business Process Resource Table***

The Business Process Resource Table provides a view of the resources that are members of the current business process selected in the Business Process Status Table. Besides the resources defined in the hyperic system, custom group alerts are also displayed as a type of resource. This gives user a better view when the business process status is determined by a custom group alert.

The “Name” column contains the name of a resource. The resource name can be clicked on for a detailed view of the resource. The “Priority” column defines the status of a resource. If any alerts have fired that pertain to a resource, the column will display the status change. The “Alert Definition” column will display the names of any alerts related to the resource that have fired and have not been fixed. The alert name can be clicked on for a detailed view of the alert definition.

Figure 7.2-18 shows the Business Process Resource Table.

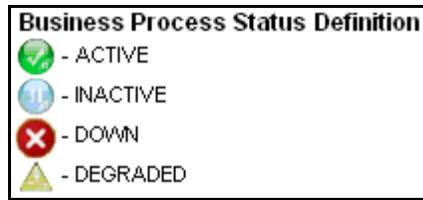
| Mode[OPS] Business Process[DataPool_Ingest] Resources |          |                  | Previous | Page 1 | Next |
|-------------------------------------------------------|----------|------------------|----------|--------|------|
| Name                                                  | Priority | Alert Definition |          |        |      |
| f4db103.hitc.com f4db103_sqs_srvr_1                   |          |                  |          |        |      |
| f4db103.hitc.com f4db103_sqs_srvr_4                   |          |                  |          |        |      |
| f4db103.hitc.com Sybase 15.x                          |          |                  |          |        |      |
| f4dpl01.hitc.com                                      |          |                  |          |        |      |
| f4dpl01.hitc.com Apache Tomcat 6.0                    |          |                  |          |        |      |
| f4dpl01.hitc.com DPIU_OPS                             |          |                  |          |        |      |
| f4dpl01.hitc.com IIIU_OPS                             |          |                  |          |        |      |
| f4dpl01.hitc.com InIlotificationService_OPS           |          |                  |          |        |      |
| f4dpl01.hitc.com InPollingService_OPS                 |          |                  |          |        |      |
| f4dpl01.hitc.com InProcessingService_OPS              |          |                  |          |        |      |
| f4dpl01.hitc.com XVU_OPS                              |          |                  |          |        |      |
| f4eil01.hitc.com QuickServer_OPS                      |          |                  |          |        |      |
| f4ftl01.hitc.com QuickServer_OPS                      |          |                  |          |        |      |

**Figure 7.2-18. Business Process Resource Table**

***Business Process Status Definition***

The Business Process Status Definition legend, shown in Figure 7.2-19, defines the meaning of each icon displayed in the Business Process Status Table.

- Active – There is work to do and the work is being completed as expected
- Inactive – All of the components appear to be functional, but there is no work to complete
- Degraded – The service is functioning but not at the required capacity
- Down – The service is unable to complete any work



**Figure 7.2-19. Business Process Status Definition**

### ***Resource Status***

The Resource Status legend, shown in Figure 7.2-20, defines the meaning of each icon displayed in the Business Process Resource Table.

- Available – The resource is currently up
- Unavailable – The resource is currently down
- Alert Pending – There is at least one alert pending for the resource



**Figure 7.2-20. Business Process Resource Status**

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## 8. Problem Management

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Problem management is the practice of monitoring and controlling problem reporting and resolution. EED problem management is administered through system-level and site-level control boards and reviews. The control boards oversee the analysis, recommendations, and actions taken to resolve system/site problems concerning ECS hardware, software, documentation, and procedures. Site-level organizations typically resolve routine maintenance issues at the site-level, while system-level organizations address issues that are beyond the site's capabilities to repair or that require a change to the ECS operational baseline.

ECS sites use trouble tickets to track system problems that occur locally. The trouble ticket is the vehicle used first to record and report problems with the operational system. Trouble tickets can be generated by operations, maintenance, development, and customer personnel as well as by external users. The CM Administrator at each operational ECS site (DAAC) serves as trouble ticket system administrator.

Many trouble tickets can be resolved locally. However, those that cannot are elevated to the system-level at the ECS Development Facility (EDF), where Non-Conformance Reports (NCRs) are used to track problems that require resolution at the system-level or a change to system-level configuration baselines.

Trouble tickets and NCRs are managed using EED's automated defect tracking system, TestTrack Pro (TTPro). This centralized system at the EDF stores problem descriptions, assessments and fixes; notifies users of progress towards resolution; and generates reports for metrics. Documentation not well suited for the system is stored elsewhere but is referenced in related TTs or NCRs.

The following sections provide an overview of the Trouble Ticketing process and define the procedures for submitting, working with, and closing trouble tickets. In addition, they provide a scenario for handling Emergency Fixes.

### 8.1 The Problem Resolution Process

Any ECS user may submit trouble tickets (TTs), either directly into TTPro or through User Services. TT submission triggers an internal review by the site's review board. Primary objectives of the internal review are to identify quickly which problems fall within the site's capability to resolve; review and validate the priority of each problem; assign TTs to local staff members; and elevate to system-level any problems that exceed local capabilities or that require a change to the system-level baseline. Emergency fixes (High TTs) can be made locally with the approval of the local CCB, with the solution forwarded to the EDF in a trouble ticket.

As technicians and engineers work to resolve problems they are assigned, they update trouble tickets to document their activities. This information is used to determine critical maintenance concerns related to frequency of occurrence, criticality level, and the volume of problems experienced. TTPro notifies selected individuals whenever a TT is assigned or changes state.

User Services representatives monitor trouble tickets in order to notify users concerning problem resolution and status.

When TTs need to be elevated to the system-level, site CMAs or their designees "escalate" them in TTPro. TTPro notifies affected parties, including senior EED staff when problems rated "critical" are reported, and forwards the tickets to the EDF for review by the EED PRB.

The PRB tracks trouble tickets that have been forwarded to the EDF. The PRB is not a voting board. Membership is appointed for the purpose of providing timely, direct technical support to the Chair, who has decision-making responsibility and authority. CMAs support this Board by reporting status, maintaining priority lists, and implementing actions as the Board may direct.

The PRB performs a preliminary review of each forwarded trouble ticket. It confirms the severity assigned by the site, checks that the information provided is complete and relevant to the problem, and determines whether a change to the system-level operational baseline would be required.

The PRB refers escalated TTs to EED's sustaining engineers for analysis and recommendations. These engineers have the authority to direct resolutions to problems that do not change, or in any way affect, the EED operational baseline and baseline documentation. An NCR is required when the technical investigation determines that the operational baseline must be changed in order to correct the problem identified in the trouble ticket. In these cases, the PRB opens the escalated TT in TTPro as an NCR, adding supplemental information as necessary.

EED's sustaining engineering staff works on resolving NCRs, updating TTPro to document all related activities. TTPro notifies selected EED staff whenever an NCR changes, and it notifies selected DAAC staff whenever it changes state.

EED deploys NCR fixes in the form of engineering technical directives, test executables, patches, and releases. Each requires an approved Configuration Change Request as described in the *Configuration Management Plan for the EED Project* (110-EED-001).

The PRB closes NCRs after fixes have been installed and verified by the site that submitted them. DAACs close TTs according to local site policies.

## **8.2 Problem Management Procedures**

1. Users and operators having access to TTPro open a trouble ticket. Those without access to TTPro report system problems to their DAAC's User Services Desk which opens the trouble ticket for them. Trouble tickets can be submitted remotely, via the Internet, using TTPro's web client.
2. The local review board evaluates the severity of the problem and determines assignment of on-site responsibility. Trouble tickets that can be resolved locally are assigned and tracked at the local center.
3. The Operations Supervisor reviews each trouble ticket's priority and description, and then assigns it to an appropriate technician or engineer to resolve.

- a. For matters that can be resolved locally, technicians and engineers work towards resolving the problems and update the trouble tickets to record their progress. The nominal life cycle of a trouble ticket is Open, Open (Assigned), Solution Proposed, Solution Implemented, then Closed, although tickets may be escalated to the EDF or ECHO.
  - b. CM Administrators close trouble tickets upon determining that a problem has been resolved satisfactorily, or after the EED PRB accepts the problem for tracking as an NCR. Closed tickets may be re-opened, if necessary.
4. Technicians and engineers work towards resolving reported problems and update trouble tickets to record their progress. The nominal lifecycle of a trouble ticket is Open, Open (Assigned), Solution Proposed, Solution Implemented, then Closed, although tickets may be escalated to the EDF (or ECHO) and re-opened as well.
  5. Matters that require external or system-level assistance, such as a repair which require changes to the system baseline, are escalated to the EED PRB for discussion and disposition.
    - c. TTPro moves the ticket as "forwarded", and creates a trouble ticket at the system level.
    - d. The EED PRB reviews the ticket at a PRB telecon to coordinate trouble ticket activities within the EED organization as well as with development, customer, and user organizations.
    - e. The DAAC Help Desk assigns the ticket to sustaining engineers for analysis.
    - f. If the problem can be resolved without changing the operational baseline, engineers at the EDF and the site coordinate to implement the fix, updating the ticket to document the solution. When the problem is resolved, the DAAC Help Desk closes the ticket.
    - g. If the problem requires a change to the baseline, the DAAC Help Desk uses the ticket to open an NCR, setting its initial severity and category and specifying the ECS product affected.
  6. CM Administrators close trouble tickets upon determining that a problem has been resolved satisfactorily, or after the EED PRB accepts the problem for tracking as an NCR.

### **8.3 Using the Trouble Ticketing System**

ECS' trouble ticketing system is a centralized service located at the EDF. With TestTrack Pro (TTPro) -- a Commercial Off-The-Shelf (COTS) product -- at its core, it provides a common environment and means for classifying, tracking, and reporting operational system problems. Each site's trouble tickets, as well as EED NCRs, are housed in separate databases called "projects".

TTPro can be accessed over the web or via locally installed Windows, Linux, or Mac OS GUI clients. All clients allow users to submit, browse, edit, and query trouble tickets. Predefined and

user-created filters help limit retrievals to records of interest and can be configured to perform detailed trouble tickets searches.

TTPro is configured to notify its users when a trouble ticket is submitted, advanced to a new lifecycle state, or closed. Users can set private options so they receive additional notifications, and they can name specific individuals on any trouble ticket to ensure that they are notified whenever that trouble ticket is updated. In addition, users logged into a project can send email to any other user of the project, and they can have TTPro include a trouble ticket's summary and description data in the message.

Trouble ticketing system users generally perform one or more of the following tasks:

- Access the system by logging onto TTPro.
- Submit a trouble ticket – Users, operators, or User Services personnel, upon discovering a problem with the system (hardware, software, documentation, procedure, etc.) open a trouble ticket in TTPro to document the problem for later resolution. TTPro automatically assigns it a tracking number and places it in the “Open, not assigned” state, and notifies local staff, including the Operations Supervisor.
- Search for a trouble ticket – All trouble ticketing system users rely on search aids to help locate trouble tickets in order to investigate, fix, and maintain status of reported problems.
- Assign trouble ticket – The Operations Supervisor assigns the problem to a Problem Investigator [Resolution Technician] for follow-up.
- Update an open trouble ticket – The Problem Investigator [Resolution Technician] coordinates with problem submitter, developers, vendors, and external organizations to effect local resolution, if possible, and updates the trouble ticket in TTPro to record progress. TTPro notifies affected staff of each change, and may place the ticket in a state (e.g., Solution Implemented) depending on the type of update that the technician entered.
- Change a trouble ticket's lifecycle state – Technicians, engineers, and CM Administrators update trouble tickets to document designated events that mark progress towards resolution of a reported problem, which is reflected in a change of the trouble ticket's lifecycle state.
- Escalate trouble ticket to EDF – The local CM Administrator forwards trouble tickets to the EDF in cases where the problem needs to be elevated to the system-level for advice or resolution, such as when resolution requires a change to the operational baseline. TTPro places the ticket in the Forwarded state and notifies affected staff and EED PRB members of the change.
- Open an NCR – The DAAC Help Desk opens an ECS NCR in response to an escalated trouble ticket if the operational baseline must be changed in order to correct the problem.

- Close trouble ticket – Local CM Administrators close trouble tickets upon determining that the problem has been resolved satisfactorily, or after the EED PRB accepts the problem for tracking as an NCR. TPro places the ticket in the Closed state and notifies staff members of the change.
- Add new users to TPro’s global user database – System-level TT Administrators create user profiles needed for users to log onto the system.
- Grant users access to a Trouble Ticket Project – Local CM Administrators manage users’ profiles in trouble ticket projects, controlling access to their trouble tickets and to TPro features that affect them.
- Reset a user’s password – Local CM Administrators set new passwords when users forget them.
- Notifications - System notifications are configured as automation rules by site CM Administrators for the trouble ticket project as a whole.
- Generate reports – Authorized users of a trouble ticket project run pre-built or customized reports available to the project, as desired. All such users can create “private” reports. Trouble ticket system administrators can create reports that can “shared” with others.

Table 8.3-1 identifies where to find the procedures for these tasks in this document.

**Table 8.3-1. Trouble Ticket System - Task Checklist (1 of 2)**

| Order | Role                          | Task                                       | Section            |
|-------|-------------------------------|--------------------------------------------|--------------------|
| 1     | System Users                  | Logging onto TPro                          | 8.3.1.1 or 8.3.1.2 |
| 2     | System Users                  | Submit a Trouble Ticket                    | 8.3.2.1 or 8.3.2.2 |
| 3     | System Users                  | Search for a Trouble Ticket                | 8.3.3.1 or 8.3.3.2 |
| 4     | Operations Supervisor         | Assign Trouble Ticket                      | 8.3.4.1 or 8.3.4.2 |
| 5     | Technicians/Engineers         | Update an Open Trouble Ticket              | 8.3.5.1 or 8.3.5.3 |
| 6     | Technicians/Engineers         | Change a Trouble Ticket’s Lifecycle State  | 8.3.6.1 or 8.3.6.2 |
| 7     | CM Administrator              | Escalate trouble ticket to EDF             | 8.3.7.1 or 8.3.7.2 |
| 8     | DAAC Help Desk                | Open an NCR                                | 8.3.8.1 or 8.3.8.2 |
| 9     | CM Administrator              | Close trouble ticket                       | 8.3.9.1 or 8.3.9.2 |
| 10    | System-level TT Administrator | Add a New User to the Global User Database | 8.3.10.1           |

**Table 8.3-1. Trouble Ticket System - Task Checklist (2 of 2)**

| Order | Role             | Task                                           | Section              |
|-------|------------------|------------------------------------------------|----------------------|
| 11    | CM Administrator | Grant Users Access to a Trouble Ticket Project | 8.3.11.1 or 8.3.11.2 |
| 12    | CM Administrator | Reset User Password                            | 8.3.12.              |
| 13    | CM Administrator | Manage Notifications                           | 8.3.13.1 or 8.3.13.2 |
| 14    | All              | Generate Reports                               | 8.3.14.1 or 8.3.14.2 |

The procedures in the sections below describe how to perform common ECS trouble ticketing tasks. Detailed instructions about how to use specific TTPro features can be found by invoking any client's on-line help. Table 8-3.2 describes the Trouble Ticket Priority/Severity levels.

**Table 8.3-2. Trouble Ticket Priority/NCR Severity**

| As Documented in NASA 420-05-03                                                                                                                                                                                                                                                                                                                                            | As Used/Interpreted by the EMD Project                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Category 1: System/Service cannot perform critical function or imposes major safety hazard. (Priority 1)</b><br/>Presents an immediate impact to development, operations, services, or data processing functions; imposes major safety hazard to personnel, systems, or space mission resources; or results in loss of one or more essential mission objectives.</p> | <p><b>HIGH (Severity 1):</b> An NCR which causes:</p> <ul style="list-style-type: none"> <li>- Inability to perform a mission-critical function (i.e., Ingest/Pre-Processing/Archiving of Science Data, Planned Processing, Browse/Order/Distribute);</li> <li>- Performance of a mission-critical function to be so degraded that production minimum goals cannot be achieved;</li> <li>- A mission-critical function to be performed improperly, resulting in permanent loss of data;</li> </ul> <p><b>and</b> for which no workaround exists <b>or</b> for which no workaround can be accommodated by DAAC operators given a detailed workaround procedure is documented but the procedure is inadequate based upon the complexity of the procedure, the abilities of an adequately trained and experienced operator, or both.</p> |
| <p><b>Category 2: System/Service substantially impaired. (Priority 2)</b><br/>Substantially impacts development, operations, services, or data processing functions; fails to operate within critical performance specifications; or cannot effectively or efficiently fulfill baseline requirements.</p>                                                                  | <p><b>MEDIUM (Severity 2):</b> An NCR with the consequence that:</p> <ul style="list-style-type: none"> <li>- The performance of a mission-critical function is degraded and may prevent achieving production minimum goals;</li> <li>- A mission-critical function can be only partially performed, or performs improperly, resulting in temporary loss of data or incorrect data results;</li> <li>- A situation (actually or potentially) severely compromises ECS mission readiness or operational integrity;</li> <li>- A condition exists to produce a severely degraded mission-critical function, but a workaround will allow operations to continue temporarily without permanent loss of data or severely impaired performance/workload/schedules.</li> </ul>                                                               |
| <p><b>Category 3: System/Service slightly impaired. (Priority 3)</b><br/>Causes minor or no substantial impact to development, operations, services, or data processing functions. Support may be degraded, but mission can still be accomplished.</p>                                                                                                                     | <p><b>Severity 3:</b> An NCR with the consequence that:</p> <ul style="list-style-type: none"> <li>- A non-critical mission function (e.g., Advertising) cannot be performed, or yields incorrect results;</li> <li>- Unexpected events occur which can be corrected using normal operational procedures with minimal impacts to performance/workloads/schedules</li> <li>- A condition exists to produce a degraded mission-critical function, but a workaround will allow operations to continue indefinitely without severely impaired performance/workload/schedules.</li> </ul>                                                                                                                                                                                                                                                  |
|                                                                                                                                                                                                                                                                                                                                                                            | <b>Severity 4:</b> Improvement (Nuisance; e.g., a typo).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                                                                                                                                                                                                                                                                                                                                                                            | <b>Severity 5:</b> Enhancement (Identified for next release).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

### 8.3.1 Accessing the Trouble Ticket System

ECS users and operators access TTPro via the web or locally installed Windows, Linux, or Mac OS GUI clients. The functionality is largely the same across all the clients, although the look and feel of the web client is necessarily different than the others. In all cases, one must have access to your site's trouble ticket project, which can be obtained by contacting the local CM Administrator.

### 8.3.1.1 Logging onto TTPro using the Web Client

- 1 Launch a supported internet browser. Recommended browsers are Internet Explorer 6.0, 7.0, 8.0, 9.0 and Firefox 3.0, 3.5, 3.6, 4.0, 5.0, 6.0, 7.0, 8.0, 9.0. At present, TestTrack also supports Opera 10.x, Safari 4.x, 5.x and Google Chrome 5 and later.

**Note:** TTPro works best if pop-ups are enabled for ECS' TTPro website.

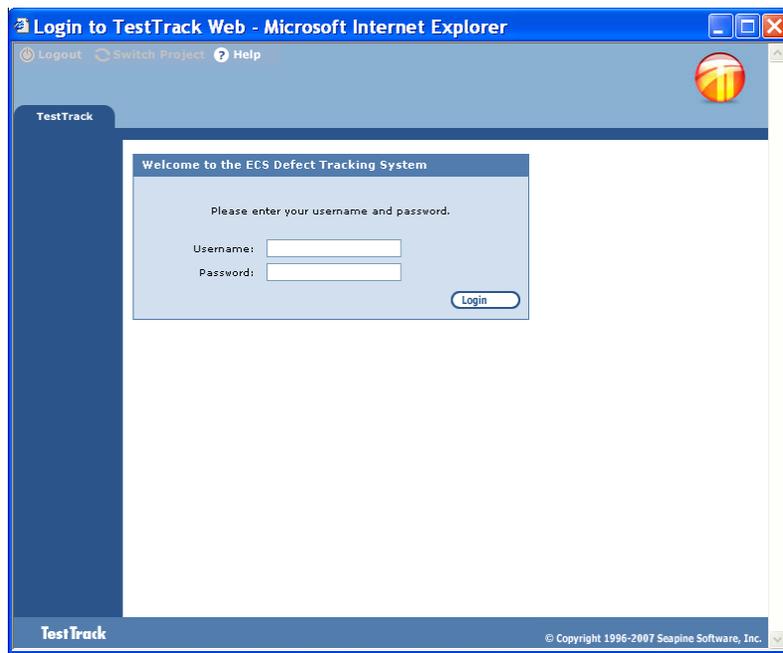
- 2 Enter one of the following URLs:

- <https://links.gsfc.nasa.gov:<port>> (for access from outside the EDF)
- <http://links:<port>> (for access from inside the EDF)

- 3 When the Login to TestTrack Web page appears (Figure 8.3-1), enter your assigned **Username** and your **Password**. Then click **Login**.

**Note:** First-time users should leave the **Password** field blank. TTPro will prompt you to create a password. Passwords must be a minimum of 8 characters long and include at least one number and one non-alphanumeric (e.g., symbol).

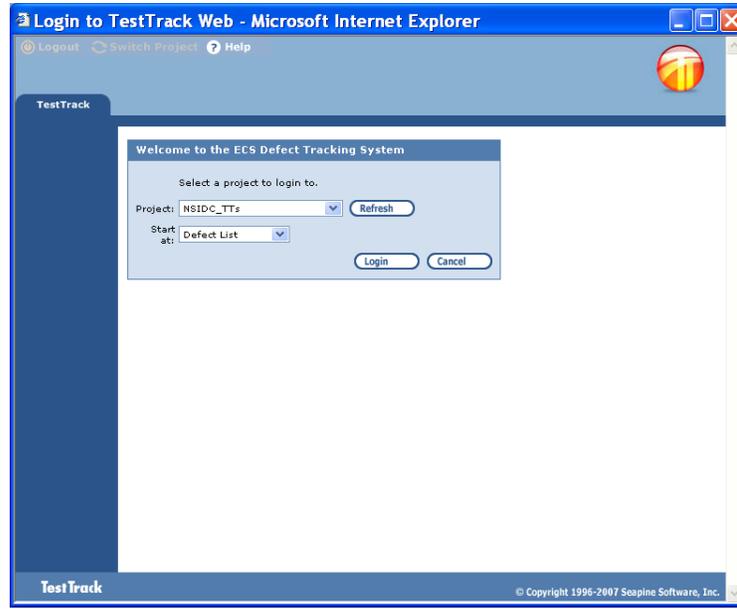
**Note:** TTPro will prompt you to login again if the **Username** or **Password** you entered is incorrect. If your password has expired, you will be prompted to enter a new one.



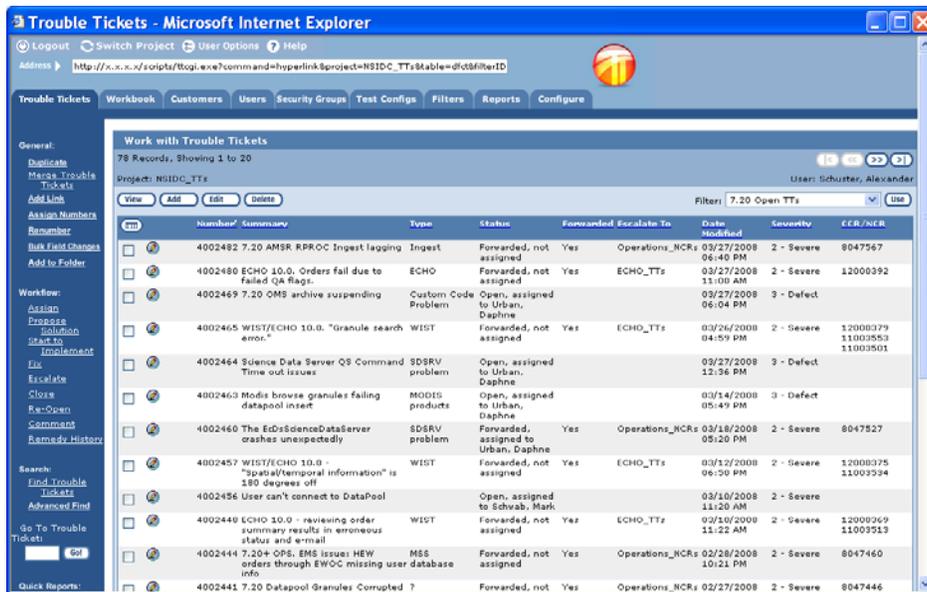
**Figure 8.3-1. Login to TestTrack Web Page**

- 4 When the project login page appears (Figure 8.3-2), select the name of the **Project** you want to access (e.g., NSIDC\_TTs) and a **Start At** value (e.g., Defect List), and then click **Login**.

TTPro will log you into the selected project and display the Work with Trouble Tickets page (Figure 8.3-3), the starting point for working with trouble tickets.



**Figure 8.3-2. Login to TestTrack Web Project Page**



**Figure 8.3-3. Work with Trouble Tickets Web Page**

### 8.3.1.2 Logging onto TTPro using the GUI Clients

---

#### 1 Launch TTPro:

[Windows] Click **Start** → **All Programs** → **Seapine Software** → **TestTrack** → **TestTrack Client**

[Linux and Solaris]:

- a. Logon the workstation on which the TTPro client is installed.
- b. Change your working directory to TTPro's application directory (typically, /usr/ecs/OPS/COTS/ttpro/bin).
- c. Type `./ttclient &`

[Mac OS]: Double-click the **TestTrack Client** icon in the Applications/TestTrack folder.

#### 2 If using TTPro for the first time, the Add TestTrack Server GUI will appear (Figure 8.3-4) so you can define a TTPro server connection that you can reference when logging into TTPro again. Enter the following:

- **Server Name** – your choice of a name for a TTPro server connection
- **Server Address** – the fully qualified domain name of the machine on which the TTPro server is installed
- **Port** – the baselined tcp port on which the client communicates with ECS' TTPro server.

Your TTPro Administrator can help you set up this connection.



**Figure 8.3-4. Add TestTrack Server GUI**

#### 3 When the TestTrack Studio Login screen opens (Figure 8.3-5), select the **Server** to which you want to connect, enter your assigned **Username** and your **Password**, and then click **Connect**.

**Note:** First-time users should leave the **Password** field blank. TTPro will prompt you to create a password. Passwords must be a minimum of 8 characters long and include at least one number and one non-alphanumeric (e.g., symbol).

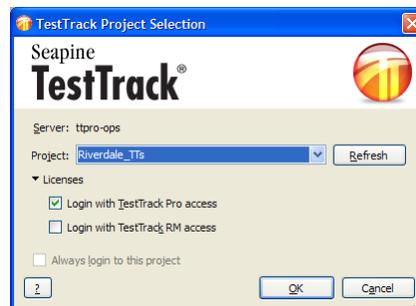


**Figure 8.3-5. TestTrack Studio Login GUI**

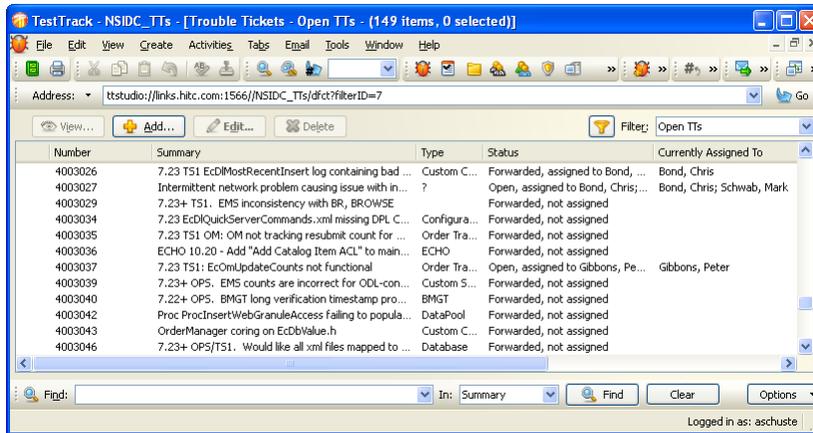
- 4 On the TestTrack Project Selection screen (Figure 8.3-6), select the name of the **Project** you want to access (e.g., NSIDC\_TTs), click **Login with TestTrack Pro access** (if available), and then click **OK**. You can set the **Always login to this project** checkbox to use this project as your default in the future. TTPro will log you into the selected project and display the Trouble Tickets List GUI (Figure 8.3-7), the starting point for working with trouble tickets.

**Note:** If the **Project** pick list is empty or indicates that projects are loading, click **Refresh** after a few moments to retrieve a new list.

**Note:** To conserve licenses, do not request a type of access your session will not need.



**Figure 8.3-6. TestTrack Project Selection GUI**



**Figure 8.3-7. Trouble Tickets List GUI**

### 8.3.2 Submit a Trouble Ticket

Submit a trouble ticket to document an operational system issue or problem. TTPro emails system notifications automatically to alert designated individuals whenever a new trouble ticket is submitted.

Tables 8.3-3 and 8.3-4 describe the fields and tabs that are viewable when submitting a trouble ticket.

**Table 8.3-3. TTPro Trouble Tickets Field Descriptions (1 of 2)**

| Field Name     | Data Type | Size | Entry            | Description                                                                                                                                                  |
|----------------|-----------|------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number         | Integer   | 8    | System generated | Ticket number, which is set and maintained by the system.                                                                                                    |
| Summary        | Character | 154  | Required         | Short description of the problem. Displays as defect listing line in defects project window.                                                                 |
| Status         | Character | n/a  | Automatic        | Indicate the assignment and state of transition of defect                                                                                                    |
| Submitter Site | Selection | *    | Optional         | Home DAAC of the Submitter, defect's originating site.                                                                                                       |
| Type           | Selection | 30   | Optional         | Type of problem addressed by this Trouble Ticket (e.g., configuration error, hardware problem, software problem).                                            |
| Priority       | Selection | *    | Optional         | Priority of trouble ticket assigned at the site (High, Medium, and Low).                                                                                     |
| Product        | Selection | *    | Optional         | Product exhibiting the problem or issue                                                                                                                      |
| Component      | Selection | *    | Optional         | Product's component exhibiting the problem or issue. In legacy (REMEDY) defects, it's the name of the configuration item to which the problem is associated. |

**Table 8.3-3. TTPro Trouble Tickets Field Descriptions (2 of 2)**

|                      |           |      |          |                                                                                                                                                                                      |
|----------------------|-----------|------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Entered by           | Character | 30   | Required | User name of the Submitter or person who created the defect.                                                                                                                         |
| Severity             | Selection | *    | Required | Impact of the problem to the submitter (HIGH, MEDIUM, LOW).                                                                                                                          |
| Date Entered         | Date      | n/a  | Optional | Date Trouble Ticket was created at the present site.                                                                                                                                 |
| Mode                 | Selection | *    | Optional | Run mode in which problem was detected.                                                                                                                                              |
| Machine Name         | Character | 60   | Optional | Hardware resource on which this problem was detected.                                                                                                                                |
| DAAC Trouble Ticket  | Character | 20   | Optional | Unique identifier that is established at the origination site. Legacy identifier of defect (from REMEDY ARS)                                                                         |
| CCR/NCR              | Character | 10   | Optional | Identifier of a related CCR or NCR. If more than one, separate each by a space or semicolon for readability.                                                                         |
| DAAC POC             | Character | n/a  | Optional | Name of the issue's point of contact at the DAAC. Used when escalating Trouble Tickets to EED PRB for advice or resolution.                                                          |
| Duplicate of         | Character | 10   | Optional | The Ticket-ID of the primary Trouble Ticket for the problem reported in this Trouble Ticket and its associated duplicate Trouble Tickets (other tickets reporting the same problem). |
| Current Report       | Selection | *    | Optional | Submitter and date of an occurrence of the problem or issue. Helps browse through multiple reports of the same issue.                                                                |
| Found by (Submitter) | Selection | *    | Required | Full name of the user who initially reported the problem.                                                                                                                            |
| Date                 | Date      | n/a  | Optional | Date the problem was encountered.                                                                                                                                                    |
| Version              | Selection | *    | Optional | Version of the product having the problem.                                                                                                                                           |
| Description          | Character | 4060 | Optional | Detailed description of the problem                                                                                                                                                  |
| Current Report       | Selection | *    | Optional | Submitter and date of an occurrence of the problem or issue. Helps browse through multiple reports of the same issue.                                                                |

\*Note, the size of a field with a "selection" data type can vary and the size is automatically adjusted to the size of the item selected from the selection list.

**Table 8.3-4. TTPro Tab Descriptions**

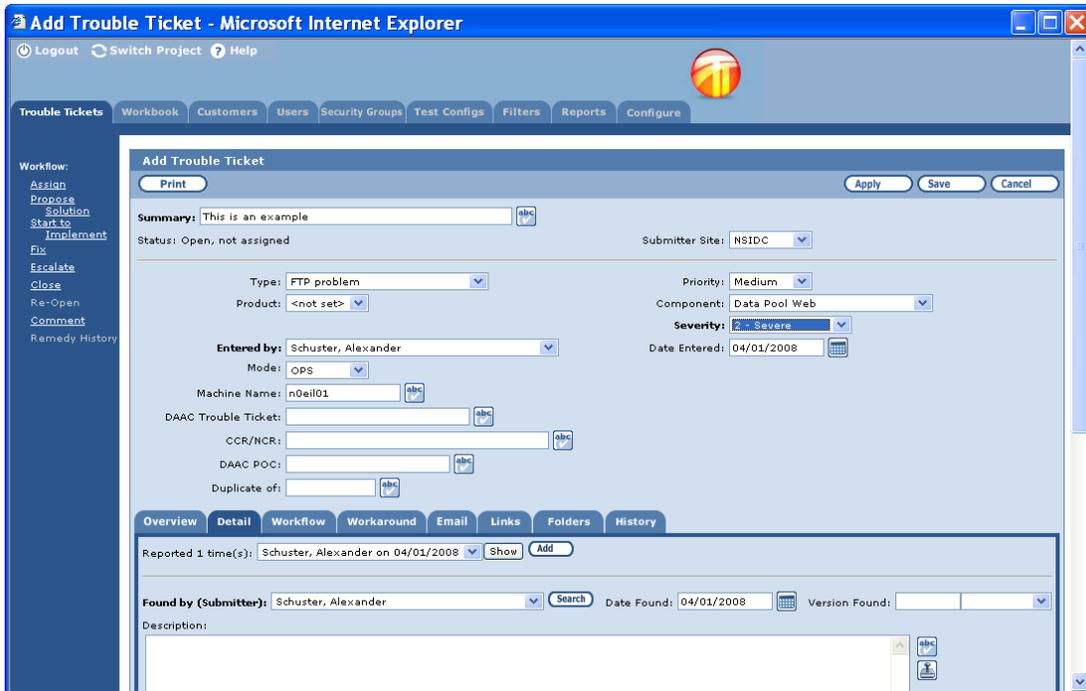
| Tab Name    | Description                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Detail      | Contains the details about one or more occurrences of the problem that was found. Information recorded on this tab include who detected the problem ( <i>Found By (Submitter)</i> ), date the problem was detected ( <i>Date</i> ), <i>Version</i> of the version of the product that had the problem ( <i>Version</i> ), and a description of the problem sufficient for an engineer to perform an analysis ( <i>Description</i> ). |
| Workflow    | This tab automatically captures identified series of events or activities associated with the trouble ticket's workflow. This listing is populated after the User continues to move through the lifecycle of the defect. Fields displayed data of this tab includes the flow of the <i>Event</i> , <i>Date</i> of change or input, <i>Who</i> activated the event, <i>Other Information</i> about the event.                         |
| Workaround  | This tab contains a description of how to workaround the problem or feature request until a permanent fix can be implemented.                                                                                                                                                                                                                                                                                                        |
| Source Code | Not in use                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Email       | Optional                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Links       | Not in use                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Folders     | Provides access to TTPro folders, a feature to help TTPro users organize their trouble tickets.                                                                                                                                                                                                                                                                                                                                      |
| History     | Displays the trouble ticket's change history                                                                                                                                                                                                                                                                                                                                                                                         |

In addition to the fields described in the preceding tables, TestTrack Pro provide a number of dialogue boxes containing fields for documenting notes, dates, and other related information associated with advancing trouble tickets through their lifecycle states. These are discussed elsewhere in this document.

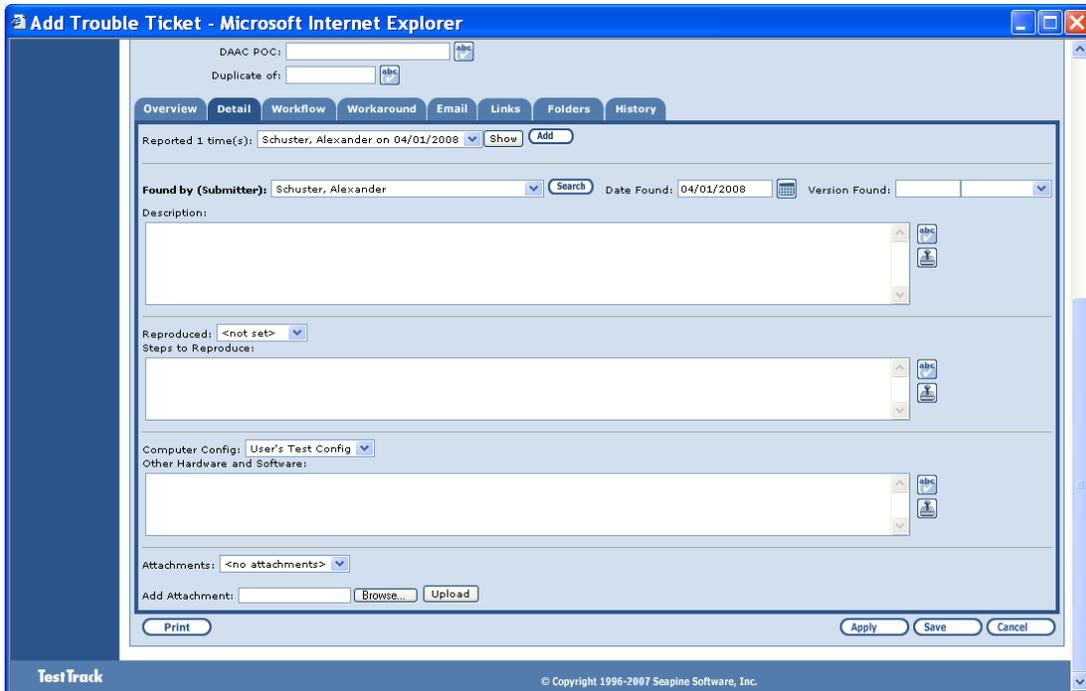
### 8.3.2.1 Submit a Trouble Ticket using the Web Client

---

- 1 Login to TTPro (see section 8.3.1.1), choosing to start at the **Defect List** page. If already logged in, navigate to the **Work with Trouble Tickets** page (Figure 8.3-3). Often this entails simply clicking on the **Trouble Tickets** tab.
- 2 On the Work with Trouble Tickets page, click **Add** to open the **Add Trouble Ticket** page (Figure 8.3-8 and 8.3-9). **Submitter Site**, **Entered by**, and **Found by (Submitter)** fields are pre-populated with default values.



**Figure 8.3-8. Add Trouble Ticket Web Page (1 of 2)**



**Figure 8.3-9. Add Trouble Ticket Web Page (2 of 2)**

- 3 Enter a concise title for the problem in the **Summary** field.
- 4 Enter the **Type**, **Priority**, and **Severity** of the problem, choosing values from the fields' pick lists.
- 5 Enter the names of the **Product**, **Component**, **Mode**, and **Machine Affected** by the problem or where the problem occurred, again choosing values from the fields' pick lists, where available.
- 6 If this is a problem documented previously, enter the identifier of the trouble ticket in the **Duplicate of** field.
- 7 Click on the **Detail** tab to display the fields in which to describe the problem (Figure 8.3-8).
- 8 Enter the name of the user who found the problem by selecting it from the pick list for the **Found by (Submitter)** field.
- 9 Enter the date that the problem was detected using the calendar icon next to the **Date Found** field.
- 10 Describe the problem thoroughly in the **Description** field. Include details sufficient to allow engineers to research, analyze, troubleshoot, or verify the problem adequately,
- 11 Enter a value in the **Reproduced** field to indicate how readily the problem can be reproduced, and then use the **Steps to Reproduce** field to document how.
- 12 Small, helpful files can be attached to the trouble ticket as follows:
  - a. Click the Browse button next to the **Add Attachment** field. A file chooser dialog box will appear.
  - b. Locate and highlight the name of the file, and then click **OK**.
  - c. Click the **Upload** button to add the file to the trouble ticket.

**Note:** Attachments must be kept small. Larger files should be placed in some common repository instead.

- 13 Review the trouble ticket for accuracy, and then click the **Save** button to submit it. You and others will be notified by e-mail that the trouble ticket has been created.

**Note:** If, after submitting the ticket, another **Add Trouble Ticket** page appears instead of the **Defect List** page, click the **Cancel** button. Then modify your user options, selecting **Close the Add Trouble Ticket window** option under "Adding multiple trouble tickets".

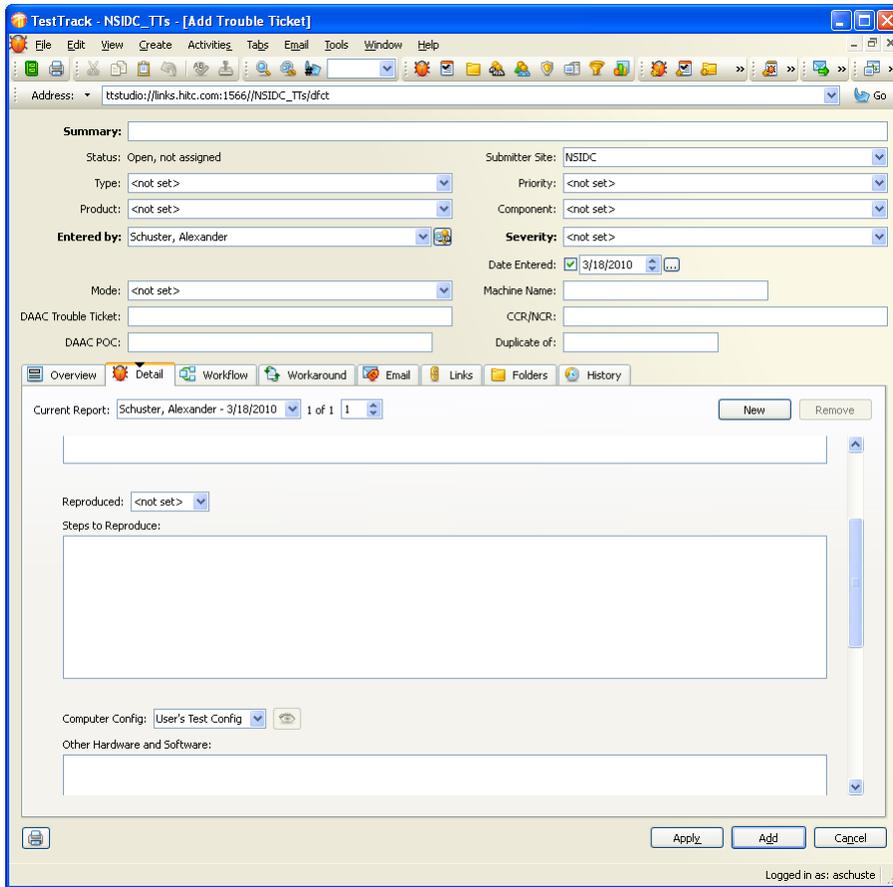
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### 8.3.2.2 Submit a Trouble Ticket using a GUI Client

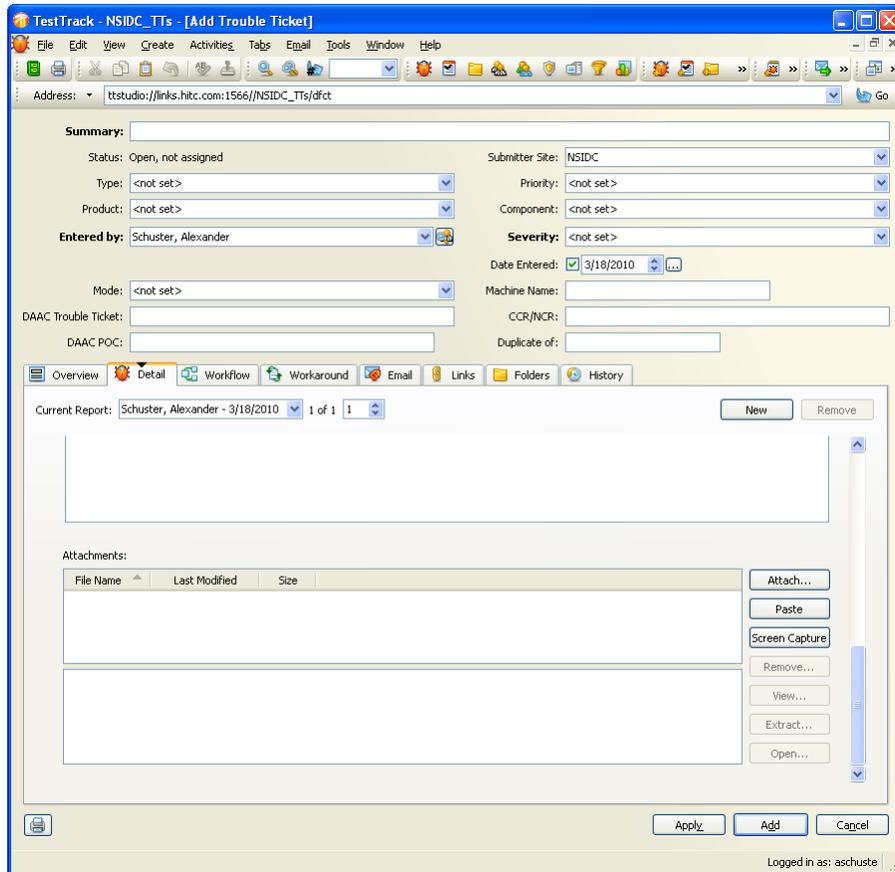
- 1 Login to TTPro (see section 8.3.1.2), choosing your site's trouble ticket project.
- 2 From the menu bar, select **View → Trouble Tickets...** to navigate to the Trouble Tickets list GUI (Figure 8.3-7).
- 3 Click **Add...** to open the **Add Trouble Ticket** GUI (Figure 8.3-10, 8.3-11, and 8.3-12). **Submitter Site**, **Entered by**, and **Found by (Submitter)** fields are pre-populated with default values.

The screenshot displays the 'Add Trouble Ticket' GUI in a web browser. The window title is 'TestTrack - NSIDC\_TTs - [Add Trouble Ticket]'. The address bar shows the URL 'ttstudio://links.hitc.com:1566/NSIDC\_TTs/dfct'. The form contains several fields: Summary (empty), Status (Open, not assigned), Type (<not set>), Product (<not set>), Entered by (Schuster, Alexander), Mode (<not set>), DAAC Trouble Ticket (empty), DAAC POC (empty), Submitter Site (NSIDC), Priority (<not set>), Component (<not set>), Severity (<not set>), Date Entered (3/18/2010), Machine Name (empty), CCR/NCR (empty), Duplicate of (empty). Below the form is a navigation bar with tabs: Overview, Detail (selected), Workflow, Workaround, Email, Links, Folders, History. The 'Current Report' section shows 'Schuster, Alexander - 3/18/2010' with 'New' and 'Remove' buttons. The 'Found by (Submitter)' section shows 'Schuster, Alexander' with a date of '3/18/2010' and a version of '1.0'. A large text area for 'Description' is empty. At the bottom right, there are 'Apply', 'Add', and 'Cancel' buttons. The status bar at the bottom right says 'Logged in as: aschuste'.

**Figure 8.3-10. Add Trouble Ticket GUI (Part 1)**



**Figure 8.3-11. Add Trouble Ticket GUI (Part 2)**



**Figure 8.3-12. Add Trouble Ticket GUI (Part 3)**

- 4 Enter a concise title for the problem in the **Summary** field.
- 5 Enter the **Type**, **Priority**, and **Severity** of the problem, choosing values from the fields' pick lists.
- 6 Enter the names of the **Product**, **Component**, **Mode**, and **Machine Affected** by the problem or where the problem occurred, again choosing values from the fields' pick lists, where available.
- 7 If this is a problem documented previously, enter the identifier of the trouble ticket in the **Duplicate of** field.
- 8 Click on the **Detail** tab to display the fields in which to describe the problem (Figure 8.3-11).
- 9 Enter the name of the user who found the problem by selecting it from the pick list for the **Found by (Submitter)** field.
- 10 Enter the date that the problem was detected using the calendar icon next to the **Date** field.

- 11 Describe the problem thoroughly in the **Description** field. Include details sufficient to allow engineers to research, analyze, troubleshoot, or verify the problem adequately.
- 12 Enter a value in the **Reproduced** field to indicate how readily the problem can be reproduced, and then use the **Steps to Reproduce** field to document how.
- 13 Small, helpful files can be attached to the trouble ticket as follows:
  - a. Click the **Browse** button next to the **Attachment** button to the right of the **Attachments** field. The **Attach File** dialog box appears.
  - b. Locate and highlight the name of the file, and then click **Open**. The name, date of last modification, and size of the file will be added to the **Attachments** field, as well as an icon representing the file.
  - c. To view an attachment, click on its name or icon and then click the **View...** button.
  - d. To remove an attachment, click on its name or icon and then click the **Remove...** button.

**Note:** Attachments must be kept small. Larger files should be placed in the designated common repository, currently `/pub/ecs/hlpsdk/<DAAC>` on host `m0css03.ecs.nasa.gov` instead. Consult your local CM Administrator in case that changes.

- 14 Review the trouble ticket for accuracy, and then click the **Save** button to submit it. You and others will be notified by e-mail that the trouble ticket has been created.

**Note:** If, after submitting the ticket, another **Add Trouble Ticket** page appears instead of the **Defect List** page, click the **Cancel** button. Then modify your user options, selecting **Close the Add Trouble Ticket window** option under **Adding multiple trouble tickets**.

---

### 8.3.3 Search for a Trouble Ticket

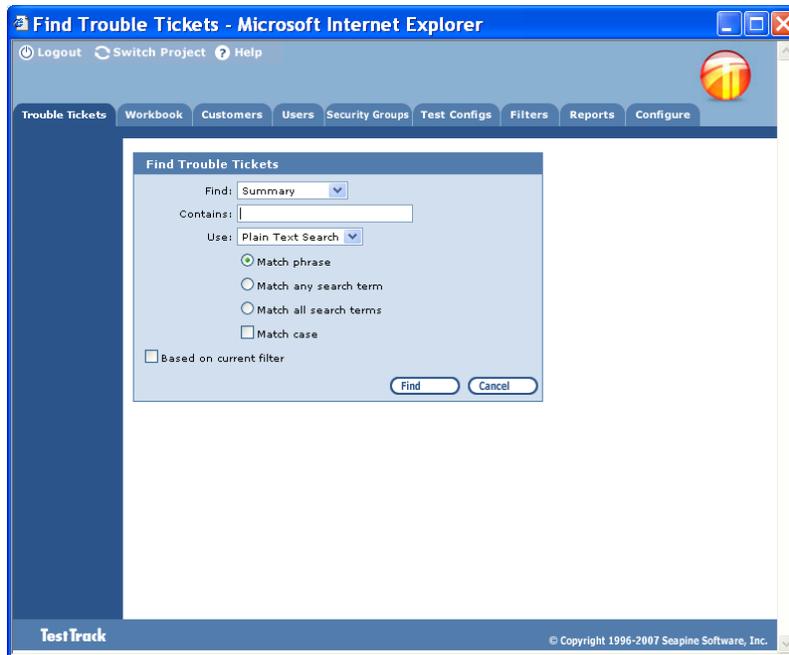
A trouble ticket is assigned to one or more users who have access to the site's TTPro project. The same procedure is used to assign and re-assign trouble tickets. Closed trouble tickets cannot be assigned.

#### 8.3.3.1 Search for a Trouble Ticket using the Web Client

---

- 1 Login to TTPro (see section 8.3.1.1), choosing to start at the **Defect List** page. If already logged in, navigate to the **Work with Trouble Tickets** page (Figure 8.3-3). Often this entails simply clicking on the **Trouble Tickets** tab.
- 2 Find the trouble ticket in one of four ways:
  - a. Select an appropriate record filter from the **Filter** pick list, and then visually scan the list of records returned.

- b. If you know the ticket number, type it into the **Go To Trouble Ticket** field in the left pane of the **Work with Trouble Tickets** page (Figure 8.3-3), and then click **Go!** TTPro will open the ticket for editing, if it exists.
- c. If you know a phrase contained in a text field, click **Find Trouble Tickets** in the left pane of the **Work with Trouble Tickets** page (Figure 8.3-3) to open the **Find Trouble Tickets** page (Figure 8.3-13). Then:



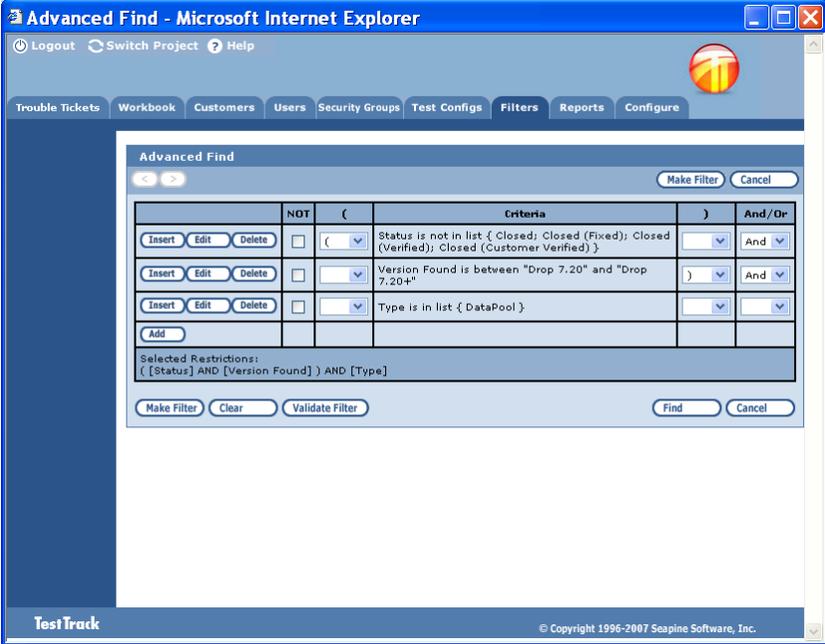
**Figure 8.3-13. Find Trouble Tickets Web Page**

- i. Select the text field to search
- ii. Enter a search phrase in the **Contains** field
- iii. Choose the phrase matching criteria TTPro is to **Use** when doing the search
- iv. Specify whether the search should be limited to trouble tickets accessed **Based on current filter**
- v. Click **Find**.

TTPro returns a list of matching tickets.

- d. If multiple criteria must be used for the search, click **Advanced Find** in the left pane of the **Work with Trouble Tickets** page (Figure 8.3-14) to open the Advanced Find page. Use the **Insert** and **Add** buttons to define restrictions (i.e.,

conditions that selected tickets must satisfy). Next, use the **NOT**, **left parens**, **right parens**, and **And/Or** fields to negate, logically relate, and nest restrictions. Click **Find** to start the search.



**Figure 8.3-14. Advanced Find Web Page**

**8.3.3.2 Search for a Trouble Ticket using a GUI Client**

- 1 Login to TTPro (see section 8.3.1.1), choosing your site’s trouble ticket project.
- 2 Find the trouble ticket in one of four ways:
  - a. Select an appropriate record filter from the **Filter** pick list, and then visually scan the list of records returned.
  - b. If you know the ticket number, on the menu bar click **Edit → Find...** to open the Go To Trouble Ticket dialog box (Figure 8.3-15), type the number into the **Go To Trouble Ticket** field, and then click **OK**. TTPro will open the ticket for editing, if it exists.



**Figure 8.3-15. Find Trouble Ticket GUI**

- c. If you know a phrase contained in a text field, on the menu bar click **Find...** to open the Find Trouble Ticket dialog box (Figure 8.3-16). Then:

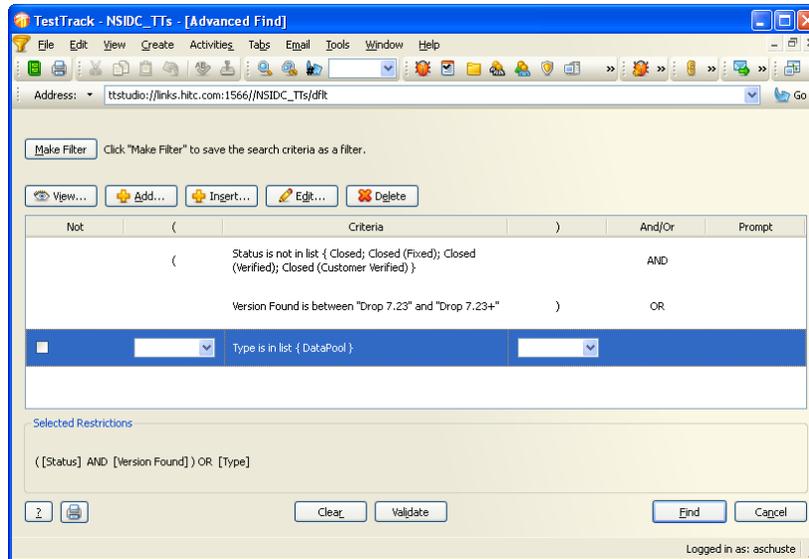


**Figure 8.3-16. Find Trouble Ticket GUI**

- i. Select the text field to search
- ii. Enter a search phrase in the **Contains** field
- iii. Choose the phrase matching criteria TTPro is to **Use** when doing the search
- iv. Specify whether the search should be limited to trouble tickets accessed **Based on current filter**
- v. Click **Find**.

TTPro returns a list of matching tickets.

- d. If multiple criteria must be used for the search, on the menu bar click **Advanced Find...** to open the Advanced Find dialog box (Figure 8.3-17). Use the **Insert** and **Add** buttons to define restrictions (i.e., conditions that selected tickets must satisfy). Next, use the **NOT**, **left parens**, **right parens**, and **And/Or** fields to negate, logically relate, and nest restrictions. Click **Find** to start the search.



**Figure 8.3-17. Advanced Find GUI**

### 8.3.4 Assign Trouble Ticket

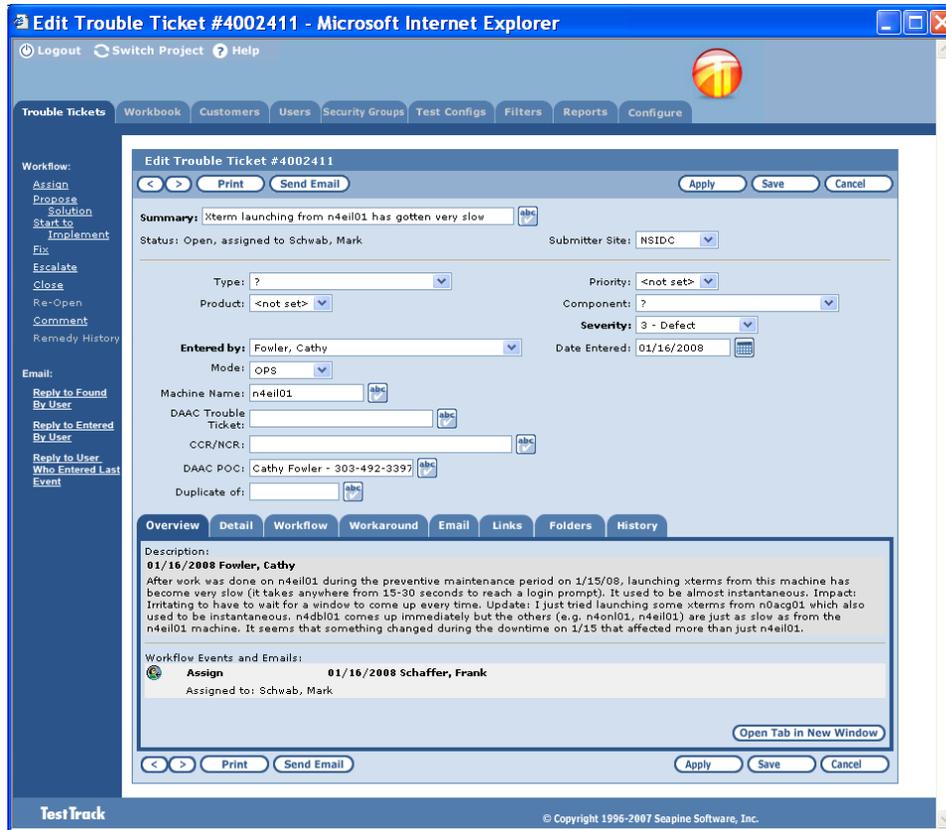
A trouble ticket can be assigned to one or more users who have access to the TTPro project in which the ticket was created. The same procedure used for assigning a trouble ticket is used to re-assign it. Closed trouble tickets cannot be assigned.

TTPro emails system notifications automatically to alert assignees whenever a trouble ticket has been assigned to them.

Assigning a trouble ticket does not change its lifecycle state.

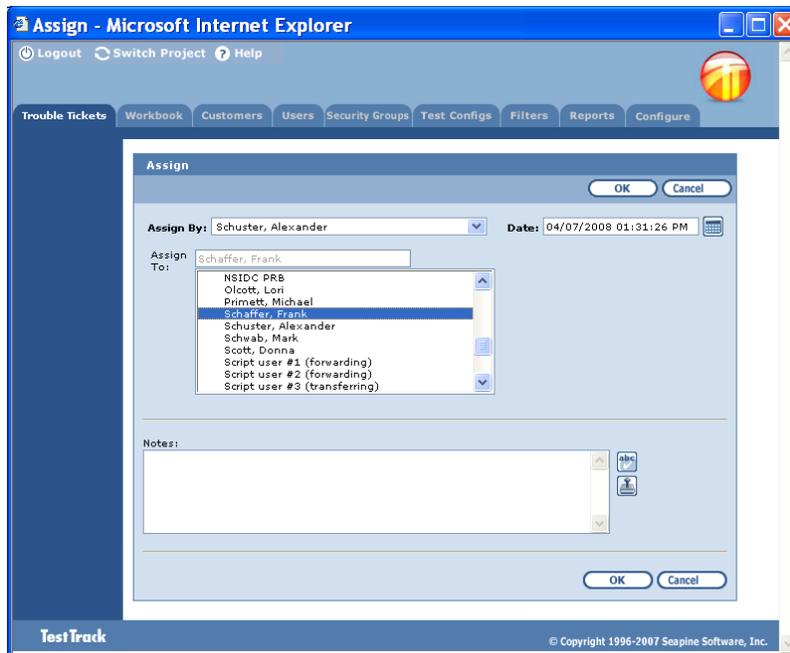
#### 8.3.4.1 Assign a Trouble Ticket using the Web Client

- 1 Login to TTPro (see section 8.3.1.1), choosing to start at the **Defect List** page. If already logged in, navigate to the **Work with Trouble Tickets** page (Figure 8.3-3). Often this entails simply clicking on the **Trouble Tickets** tab.
- 2 On the **Work with Trouble Tickets** page, search for the trouble ticket (see Section 8.3.3).
- 3 Click the ticket's checkbox, and then click the **Edit** button atop the list of trouble tickets. This opens the **Edit Trouble Ticket** page.
- 4 Click **Assign** in the left pane of the **Edit Trouble Ticket** page (Figure 8.3-18). This opens the **Assign** page. The **Assign by** and **Date** fields are pre-populated.



**Figure 8.3-18. Edit Trouble Ticket Web Page**

- 5 On the **Assign Web Page** (Figure 8.3-19), click the down arrow next to the **Assign to** field to display its pull-down menu.



**Figure 8.3-19. Assign Web Page**

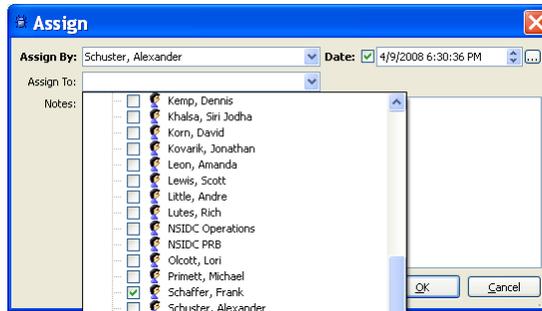
- 6 Select the names of one or more users from the **Assign to** field's pull-down list, and then click **OK**. The **Assign** dialog box closes.

**Note:** Use the <CTRL> key with your mouse click in order to select multiple names individually. Use the <SHIFT> key to select a series of names.

- 7 Click **Save** to store the changes and close the **Edit Trouble Ticket** page.

#### 8.3.4.2 Assign a Trouble Ticket using a GUI Client

- 1 Login to TTPro (see section 8.3.1.1), choosing your site's trouble ticket project.
- 2 On the Trouble Tickets list GUI, search for the trouble ticket (see Section 8.3.3).
- 3 Highlight the appropriate trouble ticket, and then click **Edit** to open it.
- 4 On the menu bar, click **Activities** → **Assign...** . This opens the Assign dialog box. The **Assign by** and **Date** fields are pre-populated.
- 5 Click the down arrow next to the **Assign to** field in the **Assign** dialog box (Figure 8.3-20) to display its pull-down menu.



**Figure 8.3-20. Assign GUI**

- 6 Select the names of one or more users, and then click **OK**. The **Assign** dialog box closes.

**Note:** Use the <CTRL> key with your mouse click in order to select multiple names individually. Use the <SHIFT> key In order to select a series of names.

- 7 Click **OK** to save the changes and close the **Edit Trouble Ticket** GUI.
- 

### 8.3.5 Update an Open Trouble Ticket

Trouble tickets need updating periodically to clarify or supplement problem statements and to document progress towards resolution, results of analyses, and decisions of the Problem Review Board and Change Control Board.

**Note:** The procedure for advancing a trouble ticket to a new lifecycle state is covered in Section 8.3.xxx.

#### 8.3.5.1 Update an Open Trouble Ticket using the Web Client

---

- 1 Login to TTPro (see section 8.3.1.1), choosing to start at the **Defect List** page. If already logged in, navigate to the **Work with Trouble Tickets** page (Figure 8.3-3). Often this entails simply clicking on the **Trouble Tickets** tab.
- 2 On the **Work with Trouble Tickets** page, search for the trouble ticket (see Section 8.3.3).
- 3 Open the **Edit Trouble Ticket** page for the desired trouble ticket by clicking the **checkbox** for the trouble ticket and then the **Edit** button atop the list of trouble tickets.
- 4 Add or modify data, visiting the ticket's **Detail** and **Workaround** tabs as necessary to expose their fields.

**Note:** When adding information to one the trouble ticket's multi-line text fields, it is often useful to insert a "stamp". A stamp is a pre-defined text string identifying the current date and time. To insert a stamp, click the **Stamp** icon at the right of the field. (Consult your TTPro administrator if stamps are not enabled for your project.)

- 5 To add another occurrence of the same problem to the trouble ticket:
    - a. Click the **Detail** tab
    - b. Click the **Add** button. TTPro creates a new Reported by record and increments the **Reported *n* times** counter by 1. Use the **Reported *n* times** pick list to choose which of the records to view.
    - c. Add relevant information in the **Found by (Submitter)**, **Date**, **Description**, **Reproduced**, and **Steps to Reproduce** fields.
    - d. Click **Save**.
  - 6 To advance the trouble ticket to a different lifecycle state or to modify data associated with workflow, use the procedures in Section 8.3.4.
  - 7 Click **Apply** to store the changes and continue editing the trouble ticket, or click **Save** to store the changes and close the **Edit Trouble Ticket** page.
- 

### 8.3.5.2 Update an Open Trouble Ticket using a GUI Client

---

- 1 Login to TTPro (see section 8.3.1.1), choosing your site's trouble ticket project.
- 2 On the Trouble Tickets list GUI, search for the trouble ticket (see Section 8.3.3).
- 3 Highlight the appropriate trouble ticket, and then click **Edit** to open it.
- 4 Add or modify data, visiting the ticket's **Detail** and **Workaround** tabs as necessary to expose their fields.

**Note:** When adding information to one the trouble ticket's multi-line text fields, it is often useful to insert a "stamp". A stamp is a pre-defined text string identifying the current date and time. To insert a stamp, select **EDIT → Stamp...** from the menu bar. (Consult your TTPro administrator if stamps are not enabled for your project.)

- 5 To add another occurrence of the same problem to the trouble ticket:
  - a. Click the **Detail** tab
  - b. Click the **New** button. TTPro creates a new **Reported by** record and increments the **Current Report** counter by 1. Use the arrow keys next to the **Current Report** field to choose which of the records to view.
  - c. Add relevant information in the **Found by (Submitter)**, **Date**, **Description**, **Reproduced**, and **Steps to Reproduce** fields.
- 6 To advance the trouble ticket to a different lifecycle state or to modify data associated with workflow, use the procedures in Section 8.3.4:

- 7 Click **Apply** to store the changes and continue editing the trouble ticket, or click **OK** to save the changes and close the **Edit Trouble Ticket** GUI.
- 

### 8.3.6 Change a Trouble Ticket's Lifecycle State

Trouble tickets have a lifecycle, the stages of which are called states. Newly submitted tickets start in the Open state and, when work on them is completed, end up in the Closed state. Although a nominal lifecycle consists of the Open, Solution Implemented, and Closed states, additional lifecycle states exist. A trouble ticket need not advance through all the states or through the states in a particular sequence.

A trouble ticket changes state when a user records certain workflow events. Table 8.3-5 lists the possible workflow events and the lifecycle state and other changes each triggers. Typically, access to the Escalate and Close events is restricted to certain site personnel.

**Table 8.3-5. Workflow Events and Corresponding Lifecycle States**

| Event              | Description                                               | Resulting State    | Data That Can Be Added to Defect                                      | Assignment Change |
|--------------------|-----------------------------------------------------------|--------------------|-----------------------------------------------------------------------|-------------------|
| Assign             | Assign ticket to one or more team members                 | No Change          | Assigned to                                                           | New               |
| Propose Solution   | Identify fix                                              | Solution Proposed  | Due date; Version; Effort to fix                                      | None              |
| Escalate           | Elevate ticket to PRB or ECHO for advice or resolution    | Forwarded          | Requested Category                                                    | None              |
| Start to Implement | Notify submitter and others that work on fix has begun    | Implement Solution | Work start date                                                       | None              |
| Fix                | Move trouble ticket to fixed state and capture resolution | Fixed              | Effort, Affects Documentation, Affects Test Plan, Resolution, Version | None              |
| Close              | Move ticket into Closed state                             | Closed             | Resolution                                                            | Clears            |
| Re-Open            | Re-open currently closed Trouble Ticket                   | Open (Re-Opened)   | None                                                                  | New               |
| Comment            | Add a comment to a Trouble Ticket                         | No change          | Comment                                                               | None              |

TTPro emails system notifications automatically to alert designated team members whenever a trouble ticket's state changes.

### 8.3.6.1 Change a Trouble Ticket's Lifecycle State using the Web Client

- 1 Login to TTPro (see Section 8.3.1.1), choosing to start at the **Defect List** page. If already logged in, navigate to the **Work with Trouble Tickets** page (Figure 8.3-3). Often this entails simply clicking on the Trouble Tickets tab.
- 2 On the **Work with Trouble Tickets** page, search for the trouble ticket (see Section 8.3.3).
- 3 Open the Edit Trouble Ticket page for the desired trouble ticket by clicking the **checkbox** for the trouble ticket and then the **Edit** button atop the list of trouble tickets.
- 4 Click the desired workflow event from the list of those available under **Workflow:** in the left pane of the **Edit Trouble Ticket** page. The event's dialog page opens.
- 5 Record details in the fields provided (Figure 8.3-21), particularly the fields having labels in boldface as these require an entry.

The screenshot shows a web browser window titled "Fix - Microsoft Internet Explorer". The browser's address bar shows "Logout", "Switch Project", and "Help". The page has a blue header with navigation tabs: "Trouble Tickets", "Workbook", "Customers", "Users", "Security Groups", "Test Configs", "Filters", "Reports", and "Configure". The main content area is a form titled "Fix" with "OK" and "Cancel" buttons. The form contains the following fields:

- Fixed By:** Schuster, Alexander (dropdown menu)
- Date:** 04/07/2008 02:17:48 PM (calendar icon)
- Effort:** 4 hours (input field)
- Notes:** A text area containing the text: "Mon Apr 7 2008 -- Schuster, Alexander Installed the TE received on Friday and restarted the server." There are "abc" and "img" icons to the right of the text area.
- Affects Documentation**
- Affects Test Plan**
- Resolution:** Code Change (dropdown menu)
- Version:** Drop 7.20+ (dropdown menu)

At the bottom of the form are "OK" and "Cancel" buttons. The footer of the browser window shows the "TestTrack" logo and "© Copyright 1996-2007 Seapine Software, Inc."

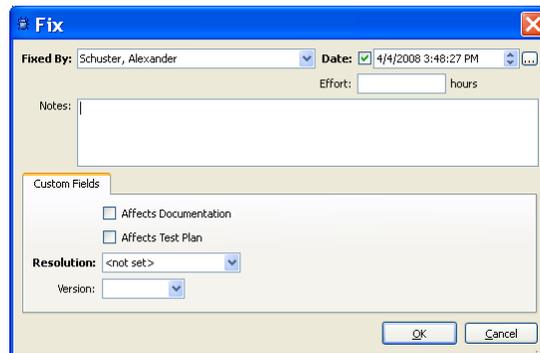
**Figure 8.3-21. Fix Event's Web Page**

- 6 Click **OK** to save your changes. The event's dialog page closes and returns you to the **Edit Trouble Ticket** page.
- 7 Click **Save** on the **Edit Trouble Ticket** page. The page closes and the **Trouble Tickets list** page is displayed.

### 8.3.6.2 Change a Trouble Ticket's Lifecycle State using a GUI Client

---

- 1 Login to TTPro (see section 8.3.1.1), choosing your site's trouble ticket project.
- 2 On the **Trouble Tickets list** GUI, search for the trouble ticket (see Section 8.3.3)
- 3 Highlight the appropriate trouble ticket, and then click **Edit** to open it.
- 4 On the menu bar, click **Activities**, and then click on the desired workflow event. The event's dialog box opens. Figure 8.3-22 is an example.



**Figure 8.3-22. Fix Events GUI**

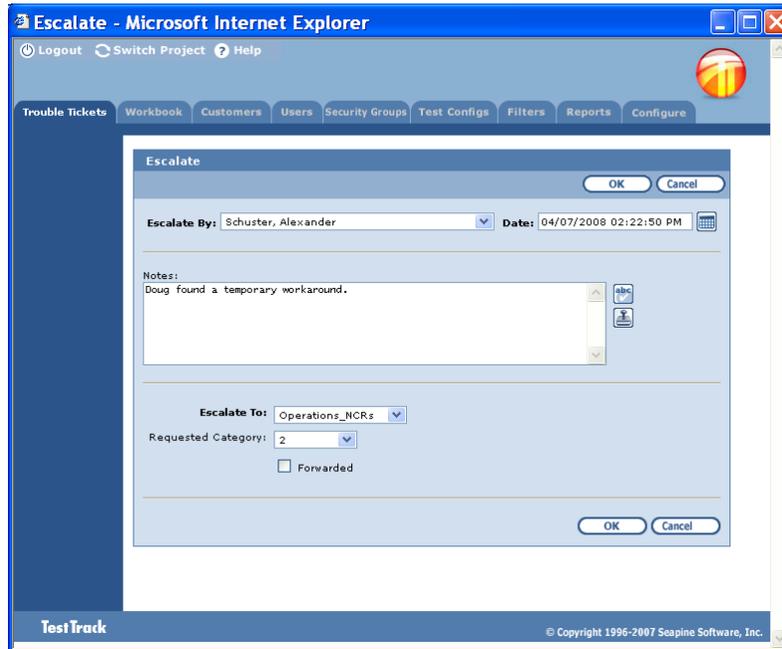
- 5 Record details in the fields provided, particularly the fields having labels in boldface as these require an entry.
  - 6 Click **OK** to save your changes. The event's dialog box closes and TTPro returns you to the **Edit Trouble Ticket** GUI.
  - 7 Click **OK** on the **Edit Trouble Ticket** GUI. The GUI closes and returns you to the **Trouble Tickets list** GUI.
- 

### 8.3.7 Escalate a Trouble Ticket

Sites escalate trouble tickets when system-level advice or baseline changes are required. Escalated tickets are forwarded to the specified system-level project, and selected individuals are notified. The new ticket's number is placed in the original trouble ticket's **DAAC Trouble Ticket** field.

### 8.3.7.1 Escalate a Trouble Ticket using the Web Client

- 1 Login to TTPro (see Section 8.3.1.1), choosing to start at the **Defect List** page. If already logged in, navigate to the Work with Trouble Tickets page (Figure 8.3-3). Often this entails simply clicking on the **Trouble Tickets** tab.
- 2 On the **Work with Trouble Tickets** page, search for the trouble ticket (see Section 8.3.3).
- 3 Open the **Edit Trouble Ticket** page for the desired trouble ticket by clicking the **checkbox** for the trouble ticket and then the **Edit** button atop the list of trouble tickets.
- 4 Click **Escalate...** from the list of events available under **Workflow:** in the left pane of the Edit Trouble Ticket page. The event's dialog page opens with the Escalate by and Date fields pre-populated.
- 5 On the **Escalate** page (Figure 8.3-23):



**Figure 8.3-23. Escalate Page**

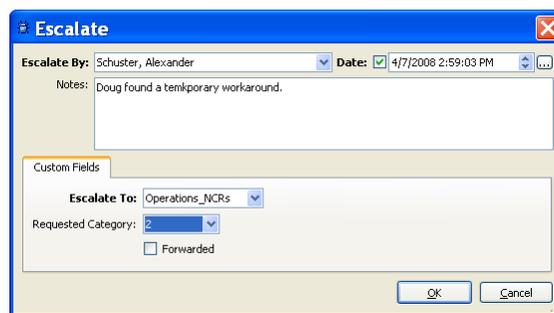
- a. Add to the **Notes** field any pertinent details not already included in the trouble ticket.
- b. In the **Escalate to** field, choose the project to which the trouble ticket is to be forwarded. This field requires an entry.
  - Select **ECHO\_TTs** if the problem is related to ECHO

- Select **Operations\_NCRs** if the problem is related to ECS.
- c. Update the **Requested Category** field with a value from its pick list, if desired. Categories reflect how urgently a solution is needed.
  - d. Do NOT update the **Forwarded** field. (It should be grayed out.) This field is set by automated tools to indicate that a trouble ticket has been forwarded successfully.
  - e. Click **OK** to save your changes. The **Escalate** page closes and the **Edit Trouble Ticket** page displays.
- 6 Enter the name and/or phone number of a point-of-contact in the trouble ticket's **DAAC POC** field.
  - 7 Click **Save** on the **Edit Trouble Ticket** page. The page closes, and TTPro updates the database and displays the Trouble Tickets list page.
- 

### 8.3.7.2 Escalate a Trouble Ticket using a GUI Client

---

- 1 Login to TTPro (see section 8.3.1.1), choosing your site's trouble ticket project.
- 2 On the Trouble Tickets list GUI, search for the trouble ticket (see Section 8.3.3)
- 3 Highlight the appropriate trouble ticket, and then click **Edit** to open it.
- 4 On the menu bar, click **Activities** → **Escalate...**. The event's dialog box opens with the Escalate by and Date fields pre-populated.
- 5 On the **Escalate** GUI (Figure 8.3-24),



**Figure 8.3-24. Escalate GUI**

- a. Add to the **Notes** field any pertinent details not already included in the trouble ticket.

- b. In the **Escalate to** field, choose the project to which the trouble ticket is to be forwarded. This field requires an entry.
    - Select **ECHO\_TTs** if the problem is related to ECHO.
    - Select **Operations\_NCRs** if the problem is related to ECS.
  - c. Update the **Requested Category** field with a value from its pick list, if desired. Categories reflect how urgently a solution is needed.
  - d. Do NOT update the **Forwarded** field. (It should appear grayed out.) This field is set by automated tools to indicate that a trouble ticket has been forwarded successfully.
  - e. Click **OK** to save your changes. The event's dialog box closes, and TTPro returns you to the **Edit Trouble Ticket** GUI.
- 6 Enter the name and/or phone number of a point-of-contact in the trouble ticket's **DAAC POC** field.
  - 7 Click **OK** on the **Edit Trouble Ticket** GUI. The GUI closes, and TTPro updates the database and returns you to the Trouble Tickets list GUI.
- 

### 8.3.8 Open an NCR

When the EED PRB determines that a system-level trouble ticket should be made an NCR, the PRB Chairperson or designee advances the ticket from the Pending PRB Review state to the Open state in the Operations\_NCRs project.

#### 8.3.8.1 Open an NCR using the Web Client

---

- 1 Login to TTPro (see section 8.3.1.1), choosing to start at the **Defect List** page of the Operations\_NCRs project. If already logged in, navigate to the Work with NCRs page (Figure 8.3-3). Often this entails simply clicking on the NCRs tab.
- 2 On the **Work with NCRs** page (Figure 8.3-3), search for the ticket -- it would be in the Pending (review) state. Click the **checkbox** for the NCR then the **Edit** button atop the list of trouble tickets to open the **Edit NCR** page.

**Note:** Your web page may have different columns than what is shown in Figure 8.3-25.

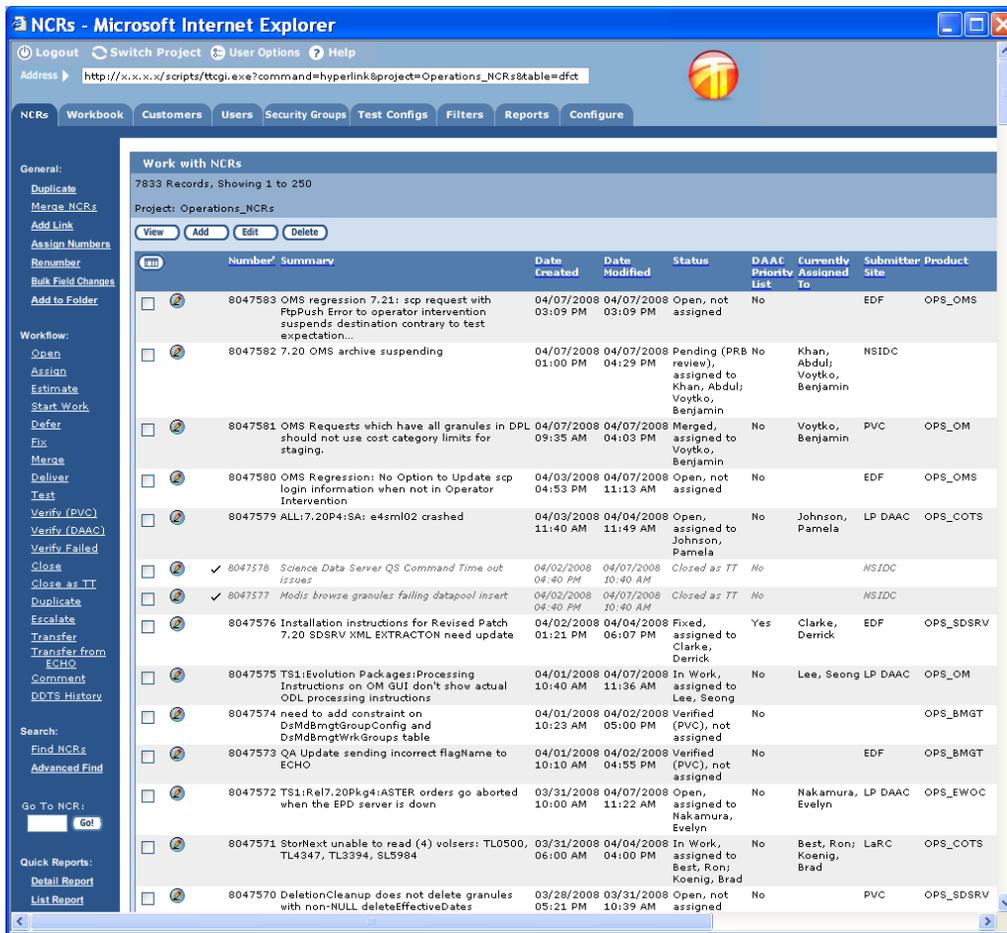
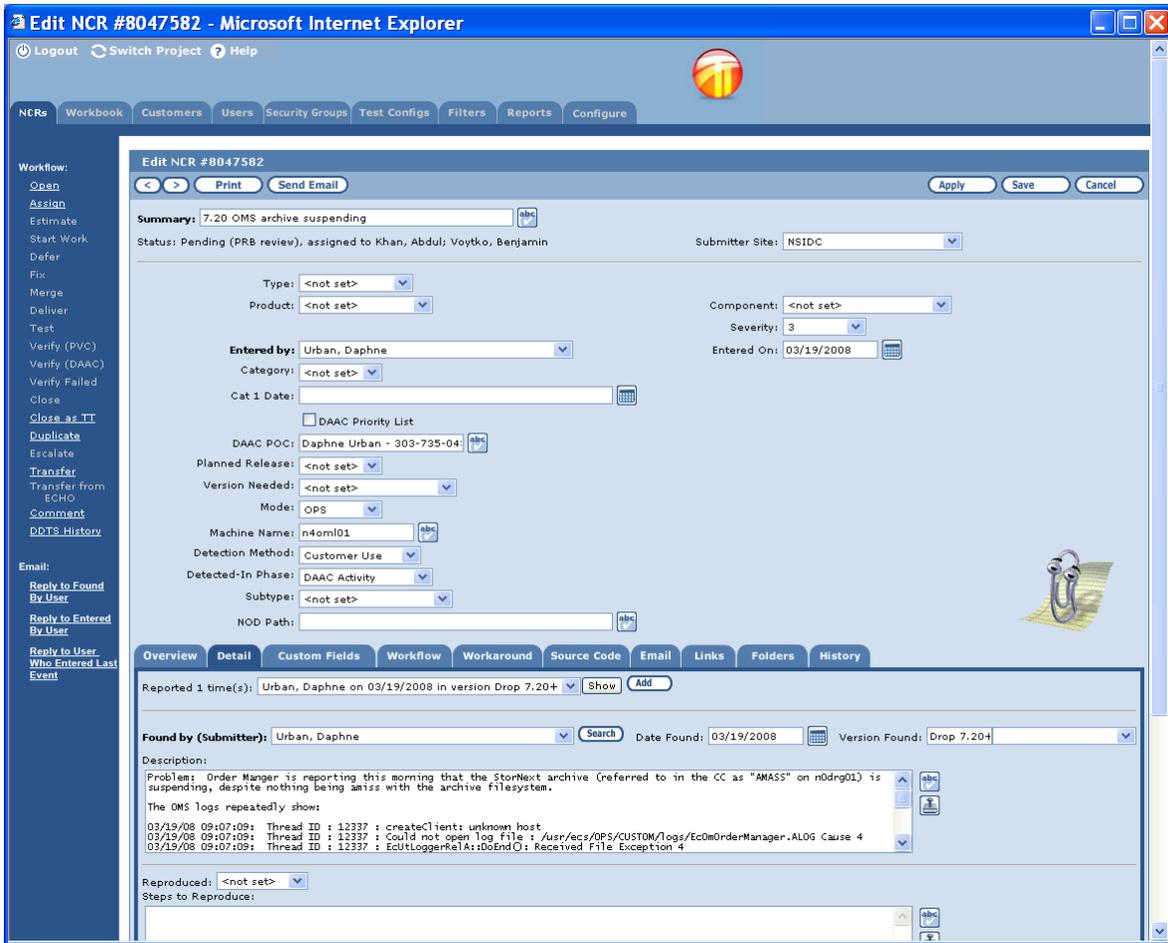


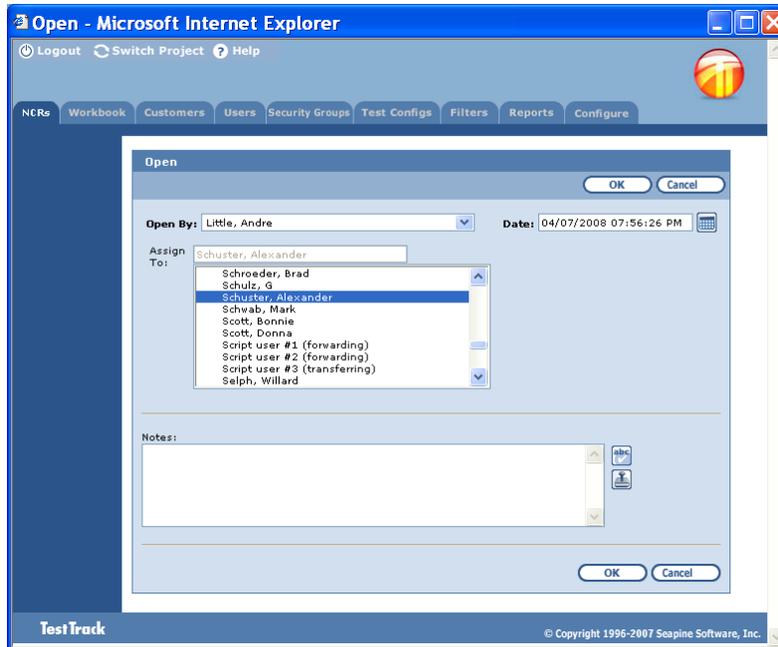
Figure 8.3-25. Work with NCRs Web Page

- Click **Open...** from the list of events available under **Workflow:** in the left pane of the **Edit NCR** page (Figure 8.3-26). The event's dialog page opens with the **Open by** and **Date** fields pre-populated.



**Figure 8.3-26. Edit NCR Web Page**

**4** On the **Open** web page (Figure 8.3-27):



**Figure 8.3-27. Open Web Page**

- a. Assign the NCR to one (or more) engineers by clicking the down arrow next to the **Assign to** field and selecting one (or more) users.
  - b. Add to the **Notes** field any pertinent details not included in the trouble ticket.
  - c. Click **OK** to save your changes. The **Open** page closes and the **Edit NCR** page returns.
- 5** On the **Edit NCR** page:
- a. Fill in appropriate values in the NCR's **Product**, **Component**, **Severity**, and **Category** fields.
  - b. Click **Save**. The page closes, and TTPro updates the database and returns to the **NCRs list** page.

---

### 8.3.8.2 Open an NCR using a GUI Client

- 1** Login to TTPro (see Section 8.3.1.1), choosing the Operations\_NCRs project.
- 2** On the Operations\_NCRs GUI (Figure 8.3-28), search for the ticket. It would be in the Pending PRB (review) state. Highlight it, and then click **Edit** to open it. The **Edit NCRs** GUI appears.

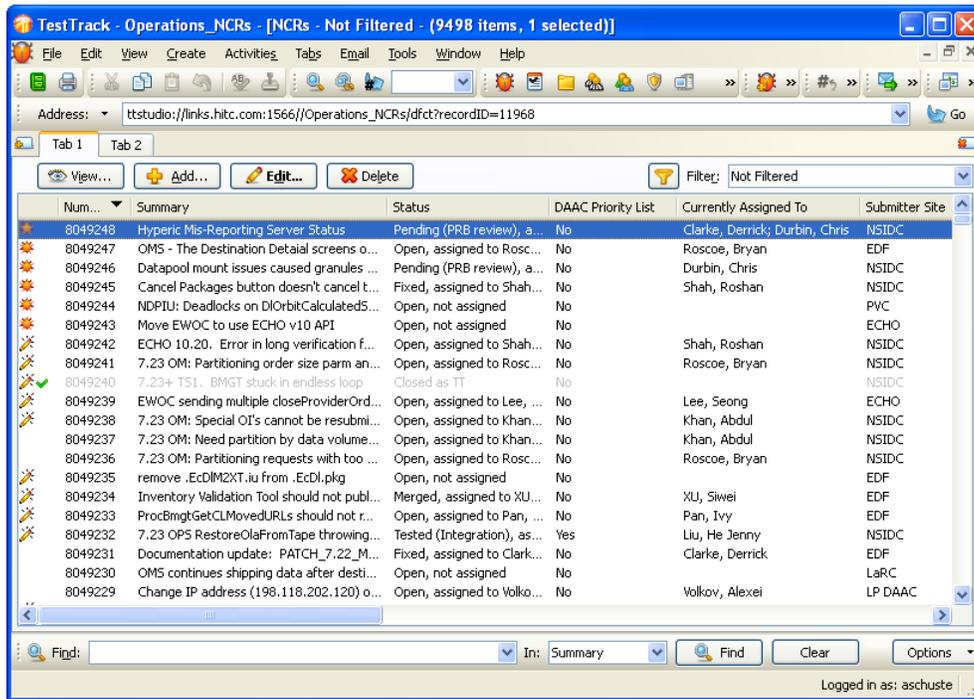
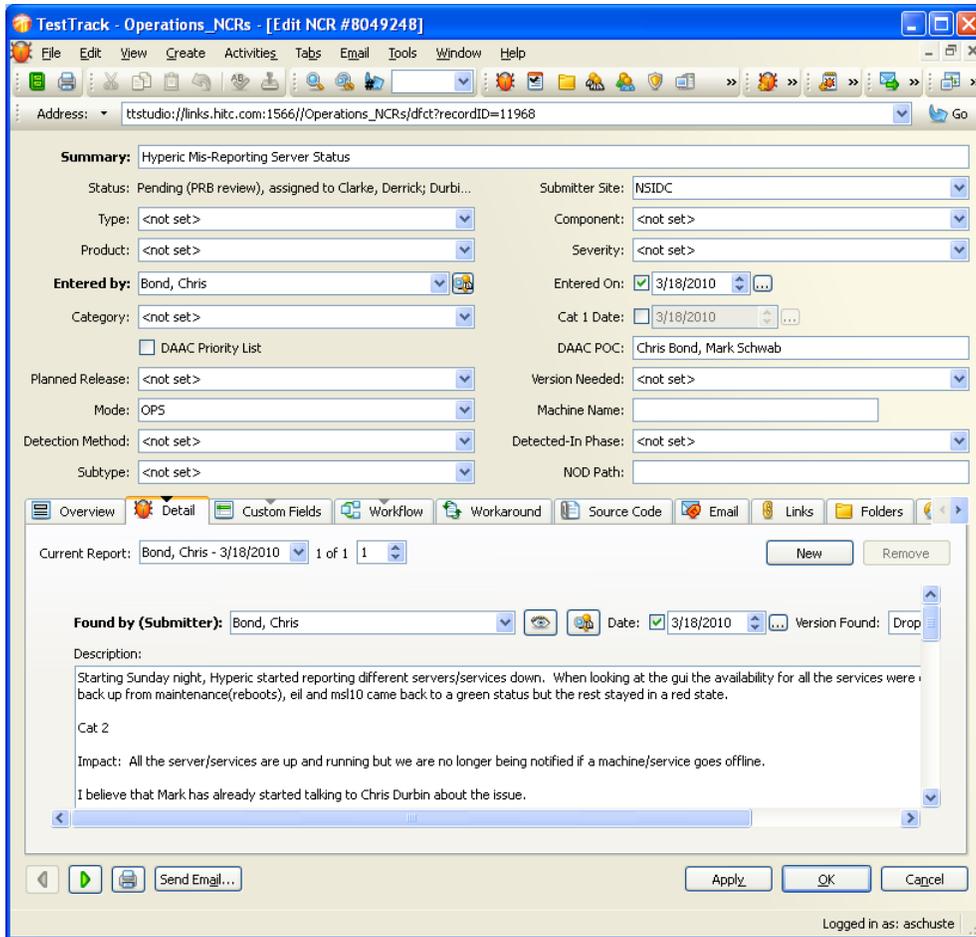


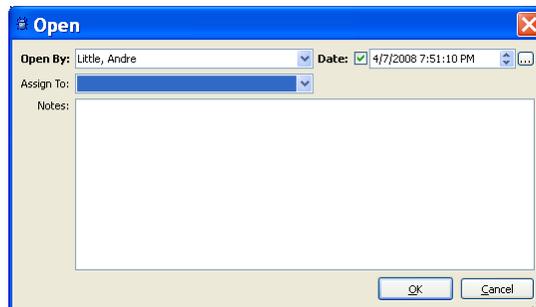
Figure 8.3-28. Operations\_NCRs GUI

- 3 On the menu bar for the Edit NCR GUI (Figure 8.3-29), click **Activities** → **Open....** The event's dialog box opens with the **Open by** and **Date** fields pre-populated.



**Figure 8.3-29. Edit NCRs GUI**

4 On the Open GUI (Figure 8.3-30):



**Figure 8.3-30. Open GUI**

- a. Assign the NCR to one (or more) engineers by clicking the down arrow next to the **Assign to** field and selecting one (or more) users.
- b. Add to the **Notes** field any pertinent details not included in the trouble ticket.
- c. Click **OK** to save your changes. The event's dialog box closes, and TTPro returns you to the **Edit NCR GUI**.

**5** On the **Edit NCR GUI**:

- a. Fill in appropriate values in the NCR's **Product**, **Component**, **Severity**, and **Category** fields.
  - b. Click **OK**. The GUI closes, and TTPro updates the database and returns you to the **NCRs list GUI**.
- 

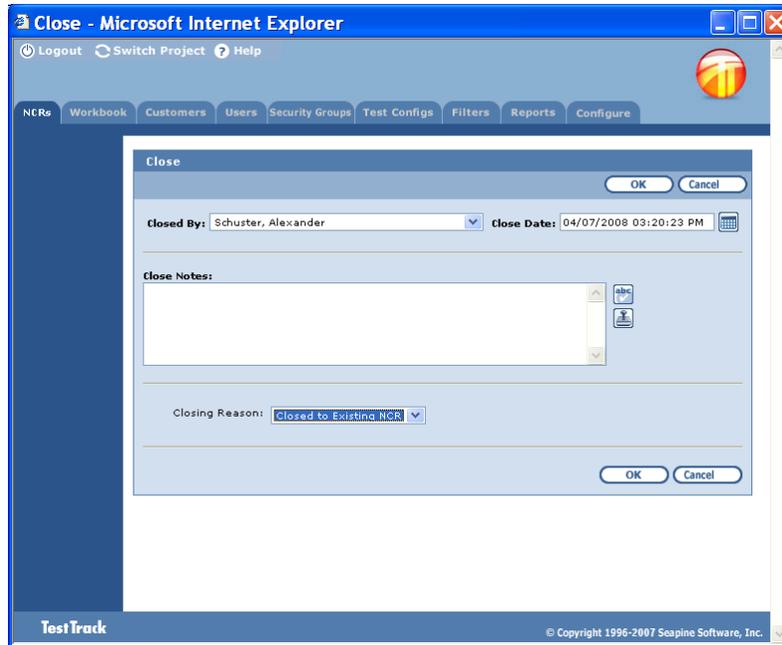
### **8.3.9 Close a Trouble Ticket**

Trouble tickets can be closed for a variety of reasons, such as when the problem has been resolved and verified, a solution is no longer needed, or the issue can not be duplicated. Closing a trouble ticket clears all assignments and renders the ticket read-only for all but the site's TTPro administrators. Selected staff members are notified whenever a trouble ticket is closed.

#### **8.3.9.1 Close a Trouble Ticket using the Web Client**

---

- 1** Login to TTPro (see section 8.3.1.1), choosing to start at the **Defect List** page. If already logged in, navigate to the **Work with Trouble Tickets** page (Figure 8.3-3). Often this entails simply clicking on the Trouble Tickets tab.
- 2** On the Work with Trouble Tickets page, search for the trouble ticket (see Section 8.3.3).
- 3** Open the **Edit Trouble Ticket** page for the desired trouble ticket by clicking the **checkbox** for the trouble ticket and then the **Edit** button atop the list of trouble tickets.
- 4** Click **Close...** from the list of events available under **Workflow:** in the left pane of the **Edit Trouble Ticket** page. The event's dialog page (Figure 8.3-31) opens with the **Close by** and **Date** fields pre-populated.
- 5** On the **Close** page:



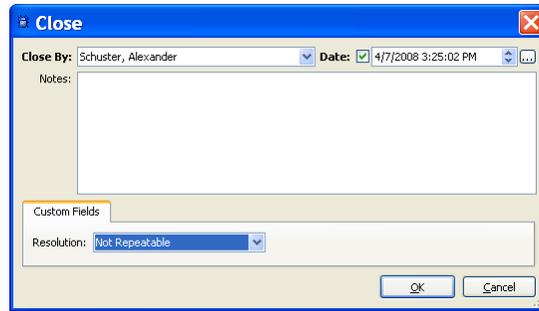
**Figure 8.3-31. Close Page**

- a. Add to the **Notes** field any pertinent details not already included in the trouble ticket.
  - b. Update the **Resolution** field with a value from its pick list.
  - c. Click **OK** to save your changes. The event's dialog page closes and returns you to the **Edit Trouble Ticket** page.
- 6** Click **Save** on the **Edit Trouble Ticket** page. The page closes and the **Trouble Tickets list** page is displayed.
- 

### 8.3.9.2 Close a Trouble Ticket using a GUI Client

---

- 1** Login to TTPro (see Section 8.3.1.1), choosing your site's trouble ticket project.
- 2** On the **Trouble Tickets** list GUI, search for the trouble ticket (see Section 8.3.3)
- 3** Highlight the appropriate trouble ticket, and then click **Edit** to open it.
- 4** On the menu bar, click **Activities** → **Close...** The event's dialog box (Figure 8.3-32) opens with the Close by and Date fields pre-populated.
- 5** On the Close GUI:



**Figure 8.3-32. Close GUI**

- a. Add to the **Notes** field any pertinent details not already included in the trouble ticket.
  - b. Update the **Resolution** field with a value from its pick list.
  - c. Click **OK** to save your changes. The event's dialog box closes, and TTPro returns you to the **Edit Trouble Ticket** GUI.
- 6** Click **OK** on the **Edit Trouble Ticket** GUI. The GUI closes, and TTPro updates the database and returns you to the Trouble Tickets list GUI.
- 

### **8.3.10 Add a New User to the Global User Database**

Every TTPro user must have a user profile defined for them in the Seapine License Server's global user database at the EDF. User profiles contain the user's name, username (i.e., login id), e-mail address, phone number, site id, type of product license used, and license server access privileges. Other information can be recorded as well. These profiles are created by system-level TTPro Administrators upon request by the local CM Administrators using the License Server Admin utility, a tool that can be started only from the TTPro server machine.

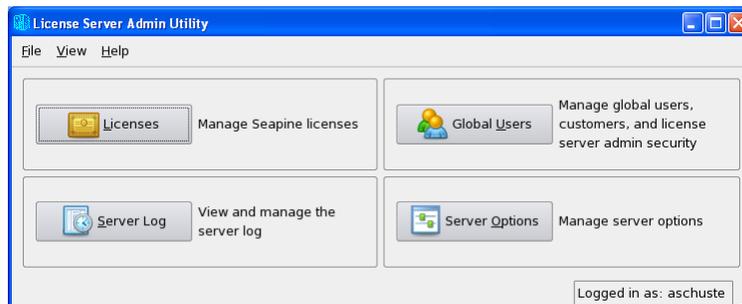
#### **8.3.10.1 Add a New User to the Global User Database Using the GUI Client**

---

- 1** Local CM Administrator notifies the system-level TTPro Administrator via email that a new user requires access and provides the following information:
  - Full name – first name and last name; middle initial is optional. No two TTPro users can have the same full names.
  - Username –the preferred character string that the user will enter as their logon id. No two TTPro users can have the same Username.
  - E-mail address – address to which system and personal trouble ticket notifications will be sent.

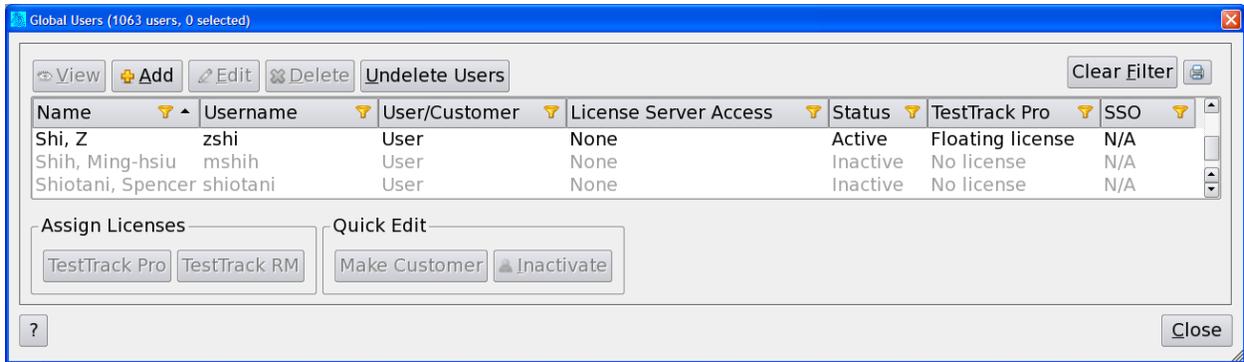
- Phone Number – number at which the individual can best be reached.
  - Type of license needed (floating or named) – **Floating Licenses** are available on a first-come, first-served basis to any user having an active, registered login id in TTPro. Whenever all the licenses in this pool are in use, new login requests will be denied. **Named Licenses** are assigned to individual users and are always available for those users. Named licenses are assigned to those who need frequent, prolonged or unencumbered access to TTPro. The number of licenses -- both floating and named -- are limited.
  - Level of license server access required – most users need no access to the license server. Others such as the local CM Administrators, however, need to be able to retrieve user profiles in order to add users to their projects. See Section xxx for more details.
- 2 System-level TTPro Administrator logs onto the TTPro License Server host and, as a privileged user, launches the License Server Utility from the command line as follows:
 

```
# /usr/ecs/OPS/COTS/ttpro/splicsvr/bin/lsadmin &
```
  - 3 On the License Server Admin Utility GUI (Figure 8.3-33), click the **Global Users** button to access the list of global user profiles.



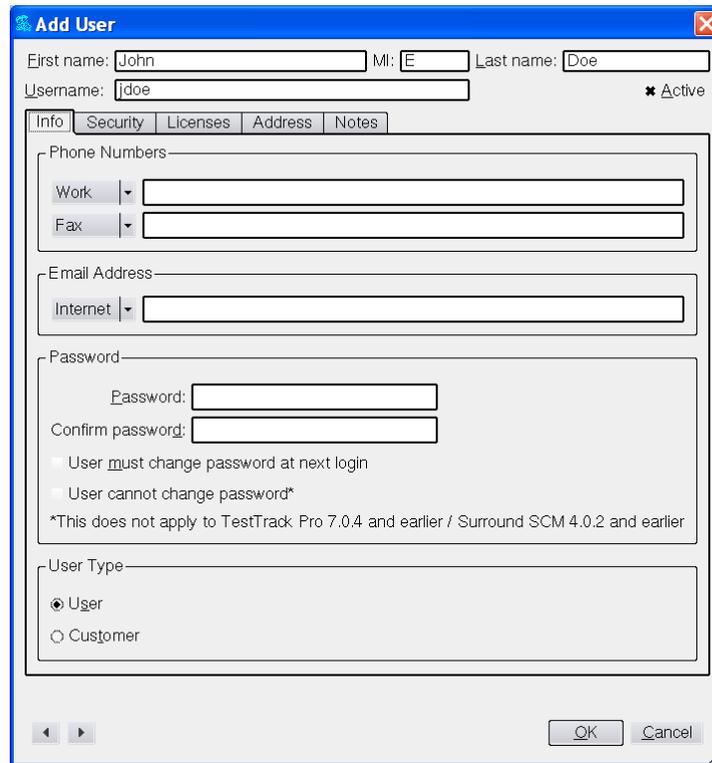
**Figure 8.3-33. License Server Admin Utility GUI**

- 4 Click **Add** on the **Global Users** GUI (Figure 8.3-34).



**Figure 8.3-34. Global Users GUI**

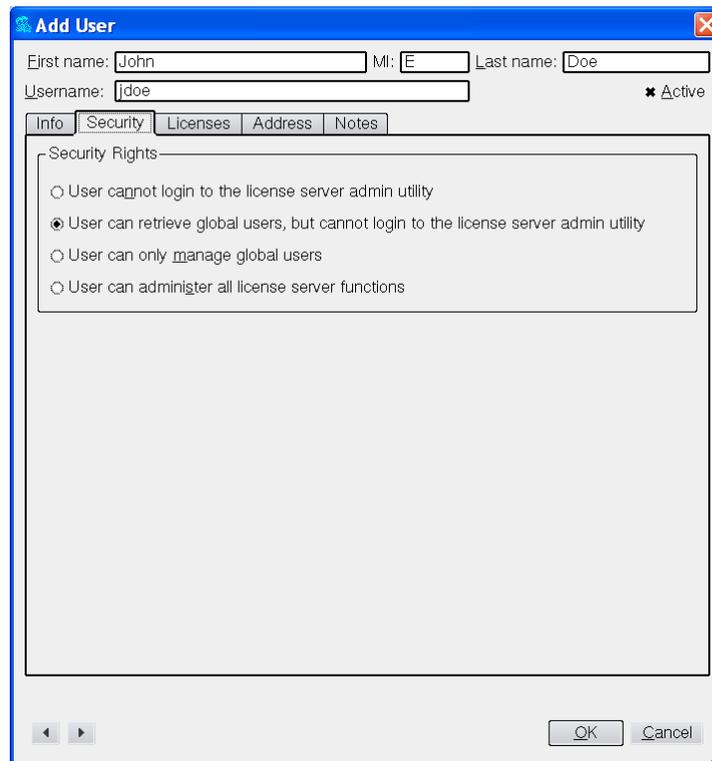
5 On the **Add User** GUI (Figure 8.3-35):



**Figure 8.3-35. Add User GUI**

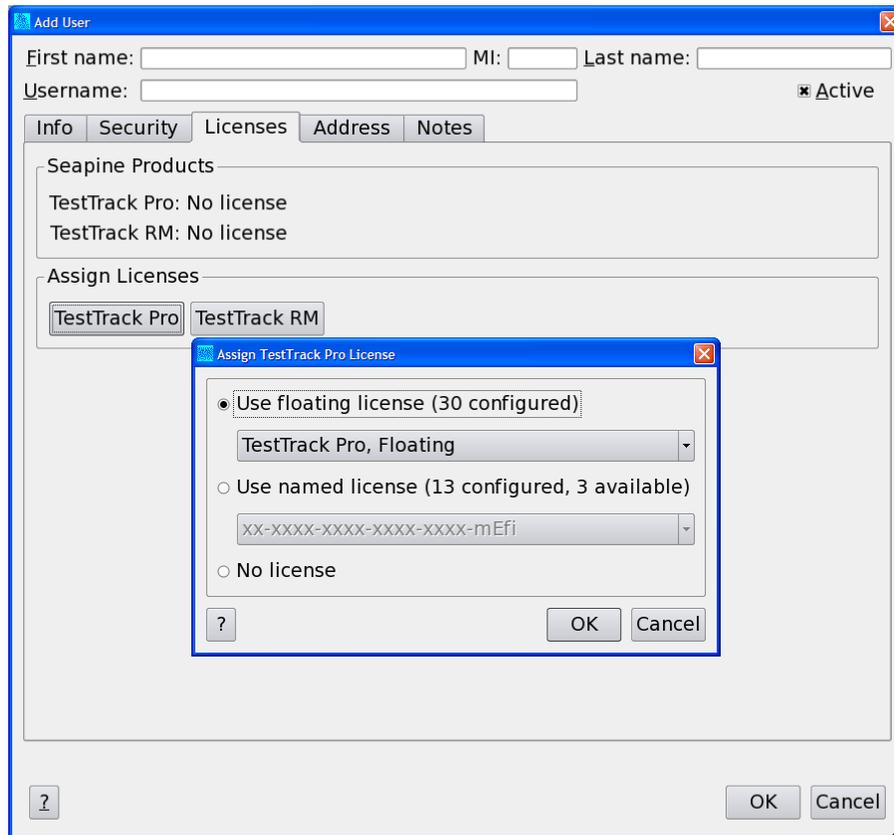
- a. Fill in the **First name**, **MI**, **Last name**, and **Username** fields.
  - b. Ensure that the **Active** checkbox is set. Inactive users cannot access TTPro or receive notifications; they exist to preserve the names of former users in trouble tickets that reference them.
- 6** On the **Info** tab:
- a. Fill in the user's **Work** telephone number and **Internet** email address.
  - b. Click the **User must change password at next login** checkbox so that TTPro prompts the user to enter a new password the next time they log in.
  - c. Ensure that the **User** checkbox is set. Customers cannot login to TTPro.
- 7** If the new user needs to be able to add user profiles to a trouble ticket project, click the **Security** tab (Figure 8.3-35), and then click the **User can retrieve global users, but cannot login to the license server admin utility** radio button (Figure 8.3-36).

**Note:** The default license server privilege, **Users cannot login to the license server admin utility**, precludes license server access and is appropriate for almost all TTPro users.



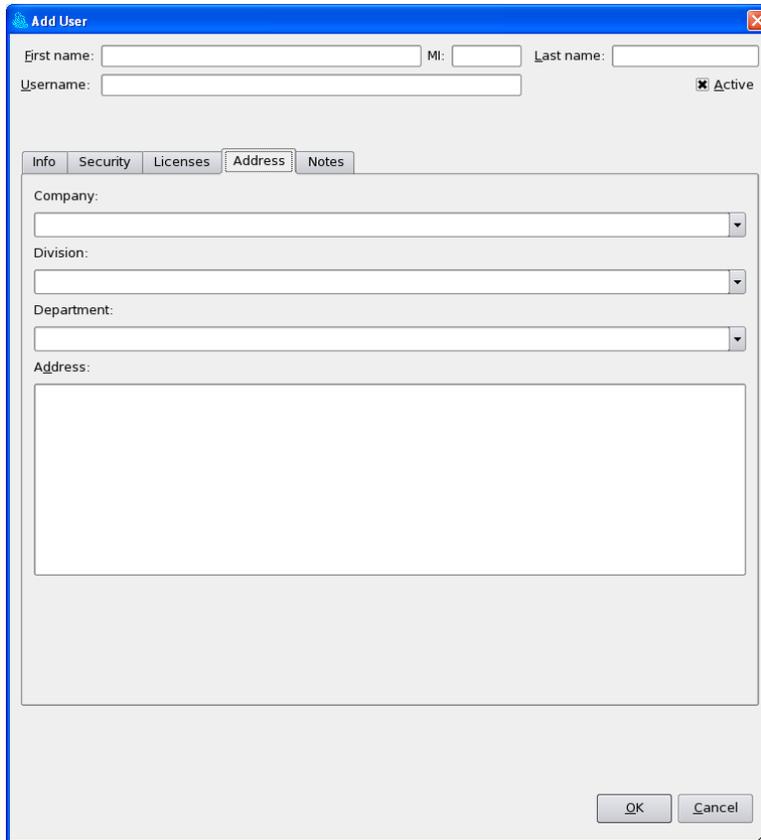
**Figure 8.3-36. Add User GUI (Security tab)**

8 On the Licenses tab (Figure 8.3-37):



**Figure 8.3-37. Add User GUI (Licenses tab)**

- a. Click the **TestTrack Pro** button.
  - b. When the **Assign TestTrack Pro License** GUI appears, click **Use floating license** or **Use named license**, as appropriate.
  - c. If assigning a named license, use the associated pull-down menu to choose which license to assign.
- 9 On the **Address** tab (Figure 8.3-38), enter the acronym for the user's site in the **Company** field.



**Figure 8.3-38. Add User GUI (Address tab)**

- 10 Click **OK** to save the data.
  - 11 Click **Close** to dismiss the Global Users GUI.
- 

### 8.3.11 Grant a User Access to a Trouble Ticket Project

Anyone needing access to a site's trouble tickets must be assigned to one of the project's security groups. A security group is a collection of users who share responsibilities and perform similar tasks. Access to TestTrack Pro functions, such as assigning a trouble ticket or closing it, is controlled by group security. Table 8-3.6 lists role-based security groups found in all sites' project and summarizes the trouble ticketing privileges each group's members have.

Site CM Administrators grant users access to the site's trouble ticket project. Adding a new user to a project entails copying the individual's global user profile into the project, and then mapping it to a security group. Changing an existing user's privileges entails re-mapping the profile to a different group.

**Note:** Site CM Administrators require at least **User can retrieve global users, but cannot login to the license server admin utility** privileges on the Seapine License Server.

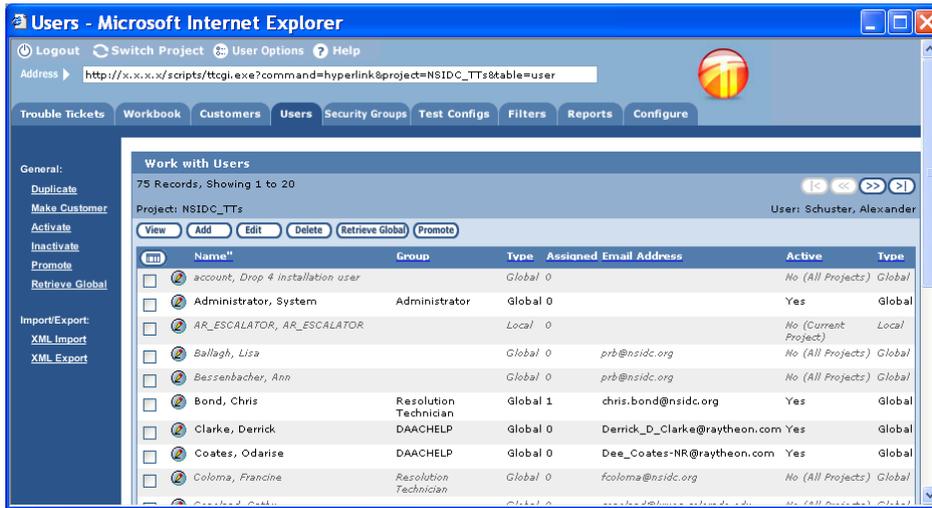
**Table 8.3-6. Trouble Ticket Security Groups**

| <b>Security Group</b> | <b>Description of Privileges</b>                                                                                                                                                             |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Administrator         | Project file administration. Adds security groups and user profiles. Changes permissions. Escalates trouble tickets. Sets menu items. Etc.                                                   |
| Browser               | Read only permission. View records only, but can not update records.                                                                                                                         |
| Customer              | Not used. Example of possible customer configuration                                                                                                                                         |
| DAACHELP              | Can view site's escalated trouble tickets and update the Forwarded checkbox in Escalate events.                                                                                              |
| Engineers/Developers  | All permissions except for admin commands and selected others considered admin commands. Attempts to resolve problem.                                                                        |
| Inactive              | For inactive users so you do not have to delete the user. No user rights!                                                                                                                    |
| Operator              | All permissions except for admin and event commands and selected others treated as admin commands; cannot update closing code, assignments or fix event data.                                |
| Ops Supervisor        | All permissions except for admin commands and others considered admin commands. Typically assigns problem priority and resolution responsibility.                                            |
| TT Review Board Chair | All permissions except for admin commands and selected others considered admin commands. Reviews proposed solutions.                                                                         |
| Resolution Technician | All permissions except for admin commands and selected others considered admin commands. Attempts to resolve problem.                                                                        |
| Resource Manager      | All permissions except for admin commands and selected others considered admin commands; Assigns problem priority and resolution responsibility. Can forward trouble ticket to another site. |
| Restricted View       | Example of a user group using a filter to limit the viewing rights.                                                                                                                          |
| User Services         | All permissions except for admin commands and selected others considered admin commands. Submits trouble ticket internally for user.                                                         |

### **8.3.11.1 Grant a User Access to a Trouble Ticket Project using the Web Client**

- 1 Login to TTPro (see section 8.3.1.1), choosing to start at the **Defect List** page. If already logged in, navigate to the **Work with Trouble Tickets** page (Figure 8.3-3). Often this entails simply clicking on the Trouble Tickets tab.

- 2 Click the **Users** tab on the **Work with Trouble Tickets** page (Figure 8.3-3). The **Work with Users** page displays.
- 3 Click the **Retrieve Global** button on the **Work with Users** page (Figure 8.3-39) to access the list of global user profiles.

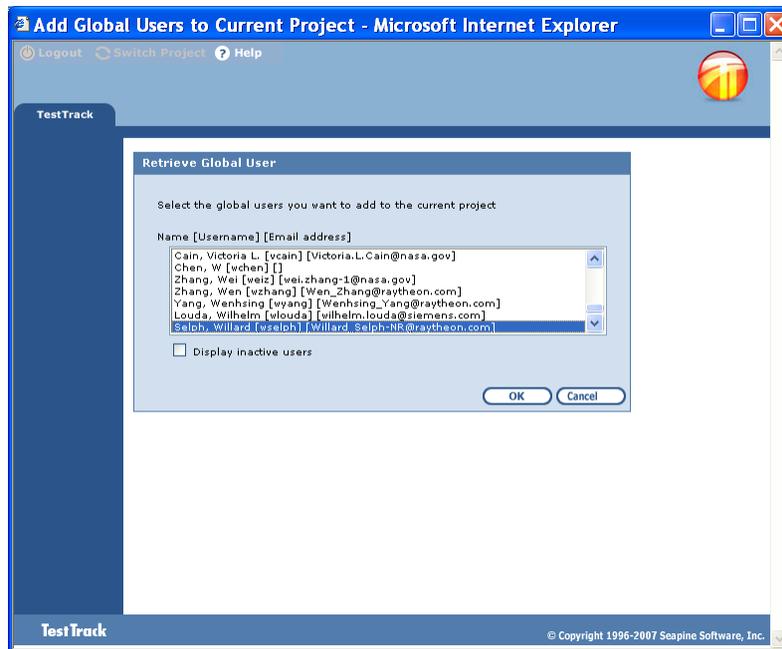


**Figure 8.3-39. Users Web Page**

- 4 Click on one (or more) of the names listed on the **Retrieve Global User** page (Figure 8.3-40), and then click **OK**. TTPro will import the profile(s) from the global user database.

**Note:** Type the first character of a user's last name to help find the user in the list.

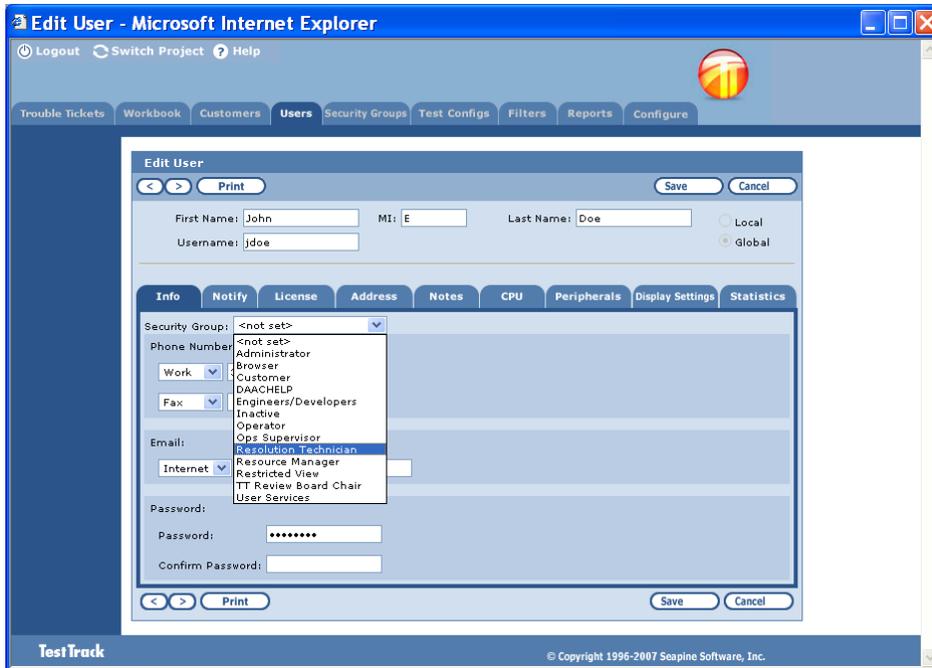
**Note:** Use the <CTRL> key with your mouse click in order to select multiple names individually. Use the <SHIFT> key to select a series of names.



**Figure 8.3-40. Retrieve Global User GUI**

- 5 Click the user's **checkbox** on the **Work with Users web** page, and then click the **Edit** button atop the list of users.
- 6 On the **Edit User web** page that opens (Figure 8.3-41), map the user to a **Security Group** using the pick list for that field.

**Note:** To change an existing user's privileges, simply re-map the profile to another group.

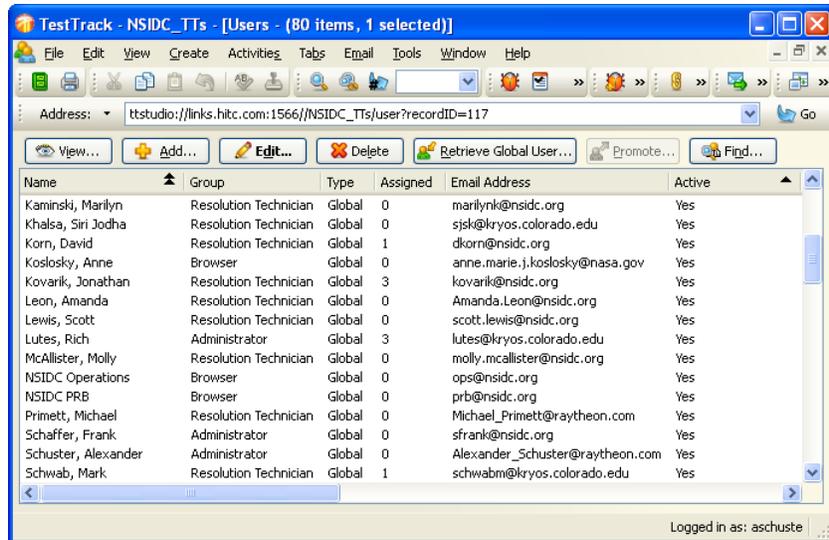


**Figure 8.3-41. Edit Users Web Page**

- 7 Click **Save**. TTPro saves the change and returns to the **Work with Users** web page. The user will now be able to access the project.

### 8.3.11.2 Grant a User Access to a Trouble Ticket Project using a GUI Client

- 1 Login to TTPro (see Section 8.3.1.1), choosing your site's trouble ticket project.
- 2 Click **View → Users...** from the menu bar to open the **Users** GUI.
- 3 Click the **Retrieve Global User...** button on the **Users** GUI (Figure 8.3-42) to access the list of global user profiles.



**Figure 8.3-42. Users GUI**

- 4 Click on one (or more) of the names listed on the **Retrieve Global User** GUI (Figure 8.3-43), and then click **Add**. TTPro will import the users' profiles from the global user database.

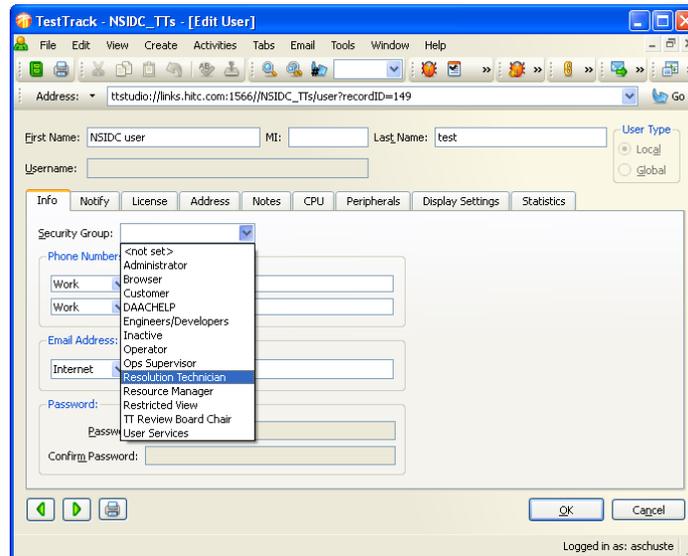
**Note:** Use the <CTRL> key with your mouse click in order to select multiple names individually. Use the <SHIFT> key to select a series of names.



**Figure 8.3-43. Retrieve Global User GUI**

- 5 Select the user's profile and click the **Edit** button on the **Users GUI** to open the **Edit Users GUI**.
- 6 On the **Edit User GUI** that opens, map the user to a **Security Group** using the pick list for that field (Figure 8.3-44).

**Note:** To change an existing user’s privileges, simply re-map the profile to another group.



**Figure 8.3-44. Edit User GUI**

7 Click **OK**. TTPro saves the change, and the **Edit User** GUI closes. The user will now be able to access the project.

---

### 8.3.12 Reset a User’s Password

Occasionally users forget their TTPro passwords. Site CM Administrators can reset the password for a user of their projects by creating a TTPro Password Reset trouble ticket. When the ticket is submitted, TTPro changes the password if it can and emails the new password to the user. It moves the trouble ticket to the Fixed state if the password was changed successfully; and it notifies the administrator who created the ticket if an error occurs.

A valid TTPro Password Reset trouble ticket:

- Is created by a member of the project’s Administrator security group
- Is in the Open state
- Has “TTPro Password Reset” in its **Type** field
- Has the name of the target user in its **Found by (Submitter)** field, and it is different than that of who created the ticket to preclude changing Administrators’ passwords inadvertently.

Refer to Section 8.3-2 for the procedures for submitting a trouble ticket.

**Note:** If an attempt to reset a password fails because the trouble ticket was in error, edit the trouble ticket to correct the error rather than submit a new trouble ticket, and leave it in the Open state.

### 8.3.13 Manage Notifications

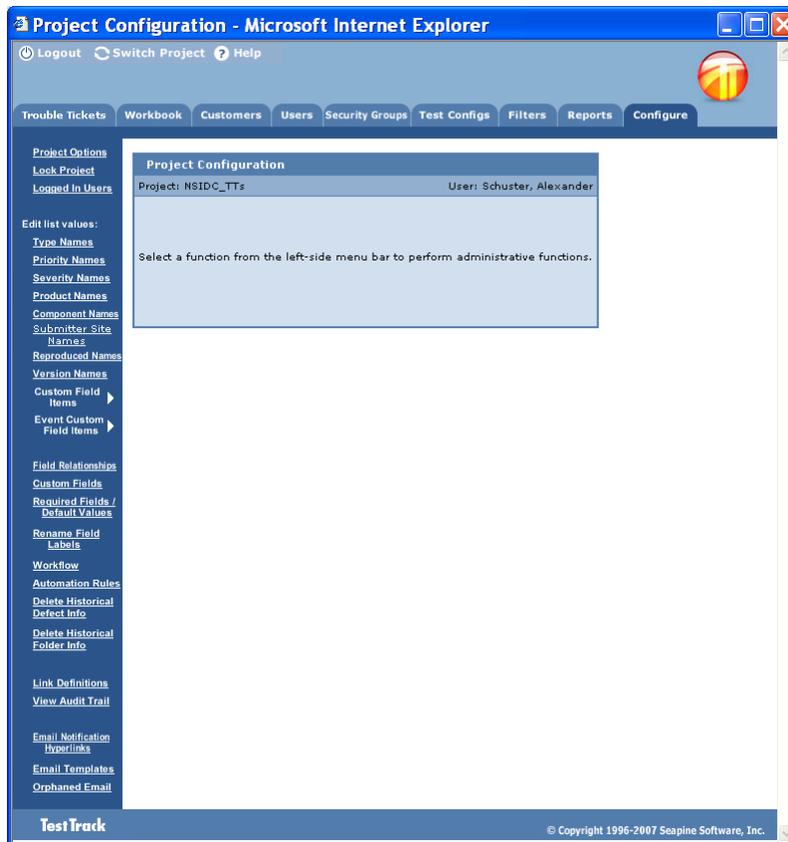
Notifications inform individuals when a trouble ticket changes. The system sends them via email in response to a variety of actions and under conditions specified in advance. System notifications are configured as automation rules by site CM Administrators for the trouble ticket project as a whole. User notifications are configured as user options by individual users who want to receive notices under additional circumstances. Trouble ticket notices are configured by individual users when editing a trouble ticket to ensure other, specific individuals are notified whenever that particular ticket changes.

Notifications are sent after records are saved in the database, typically when tickets are submitted, are assigned, or change state. They contain information from the trouble ticket in formats prescribed by pre-defined email templates. Site CM Administrators can modify the templates or define others.

#### 8.3.13.1 Manage Notifications using the Web Client

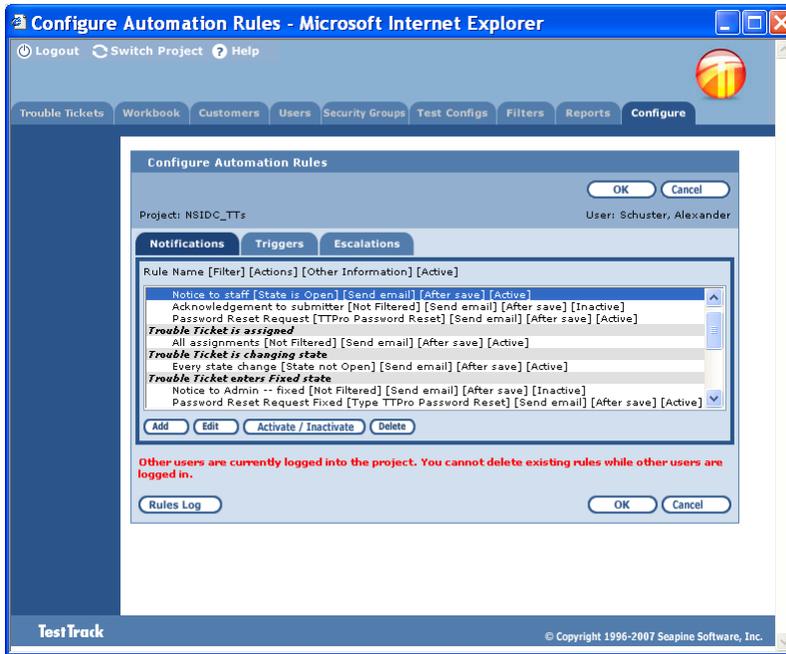
---

- 1 Login to TTPro (see section 8.3.1.1), choosing to start at the **Defect List** page.
- 2 To create a system notification:
  - a. Click the **Configure** tab, and then **Automation Rules** in the left pane of the Project Configuration page (Figure 8.3-45). The **Configure Automation Rules** page displays with the Notifications tab selected.



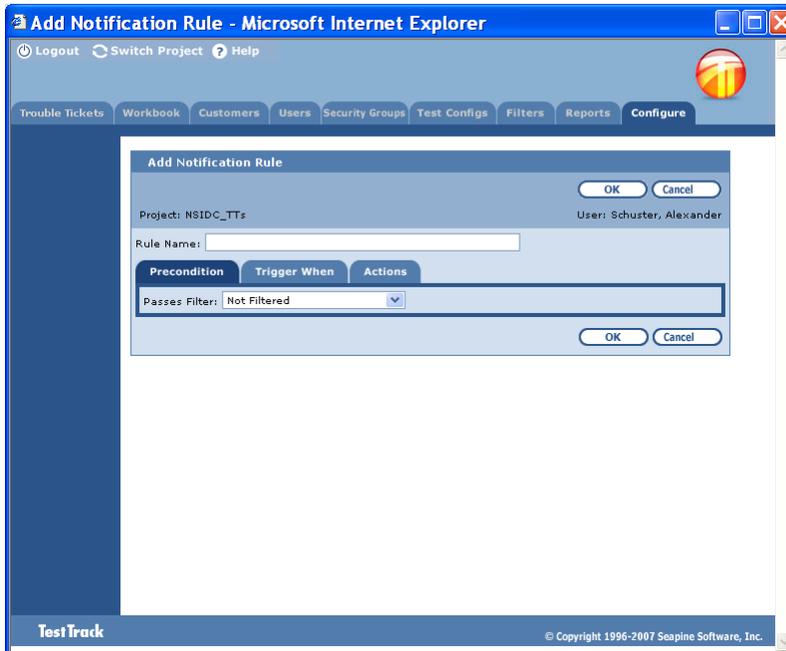
**Figure 8.3-45. Project Configuration Web Page**

- b. On the **Notifications** tab (Figure 8.3-46), click **Add** to add a rule. The **Add Notification Rule** page is displayed with the Precondition tab selected.



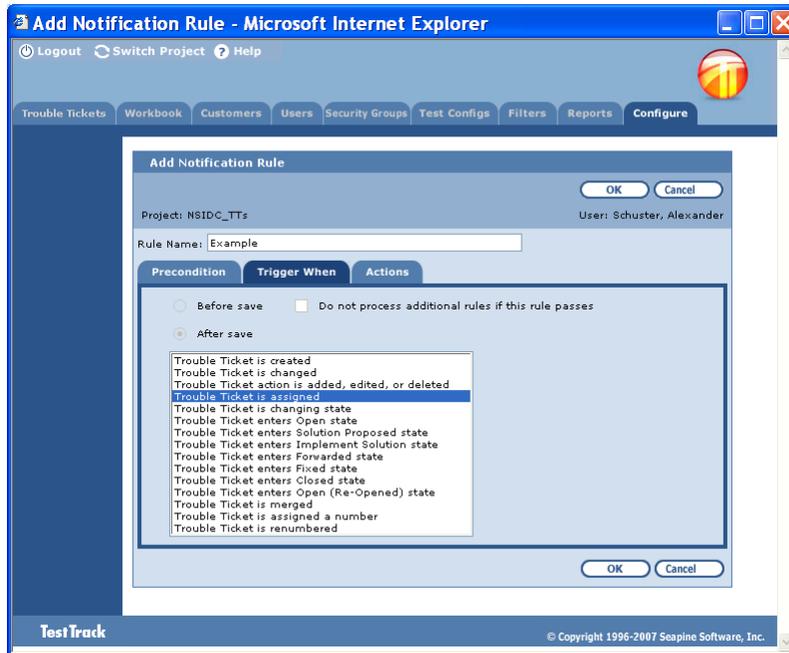
**Figure 8.3-46. Configure Automation Rules Web Page**

- c. On the **Precondition** tab (Figure 8.3-47):



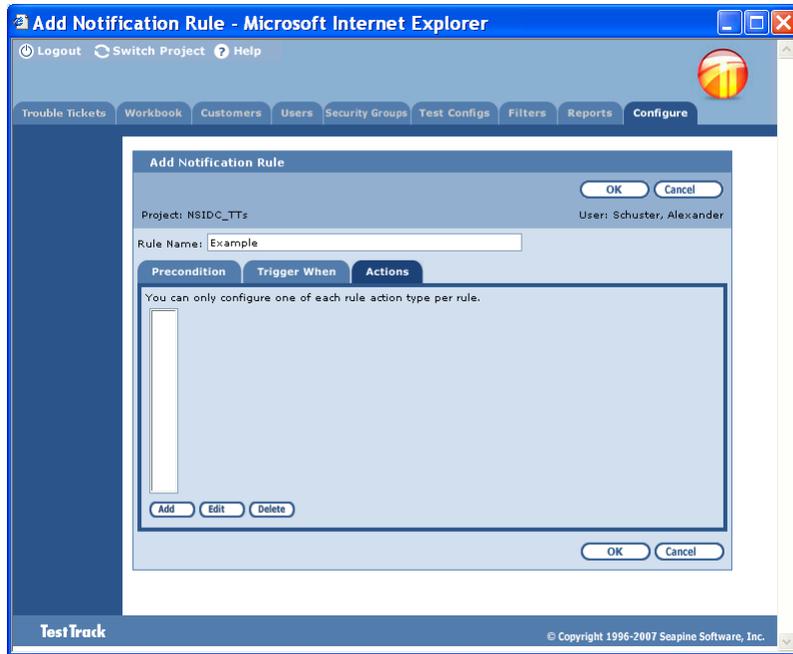
**Figure 8.3-47. Add Notification Rule (Precondition tab) Web Page**

- i. Enter a **Rule Name**.
  - ii. Optionally select a **Passes Filter**. You may want to select a filter if the project contains a large number of records.
- d. Click the **Trigger When** tab (Figure 8.3-48), and then select the activity that causes the notification to be sent.



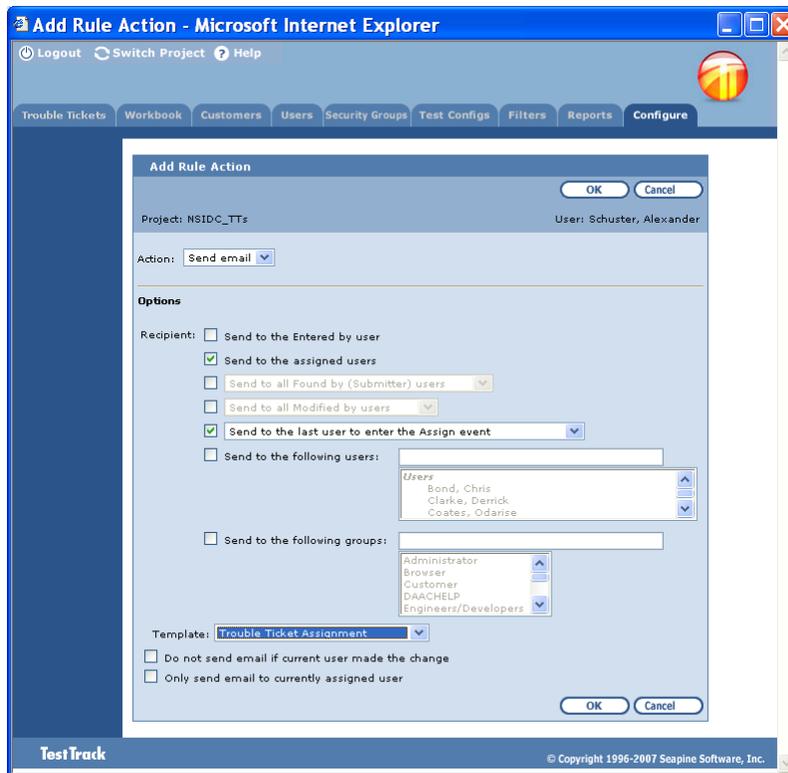
**Figure 8.3-48. Add Notification Rule (Trigger When tab) Web Page**

- e. Click the **Actions** tab (Figure 8.3-49) and then click **Add** to to configure the send email action. (Click **Edit** or **Delete** to change or delete one, respectively.) The **Add Rule Action** page displays.



**Figure 8.3-49. Add Notification Rule (Actions tab) Web Page**

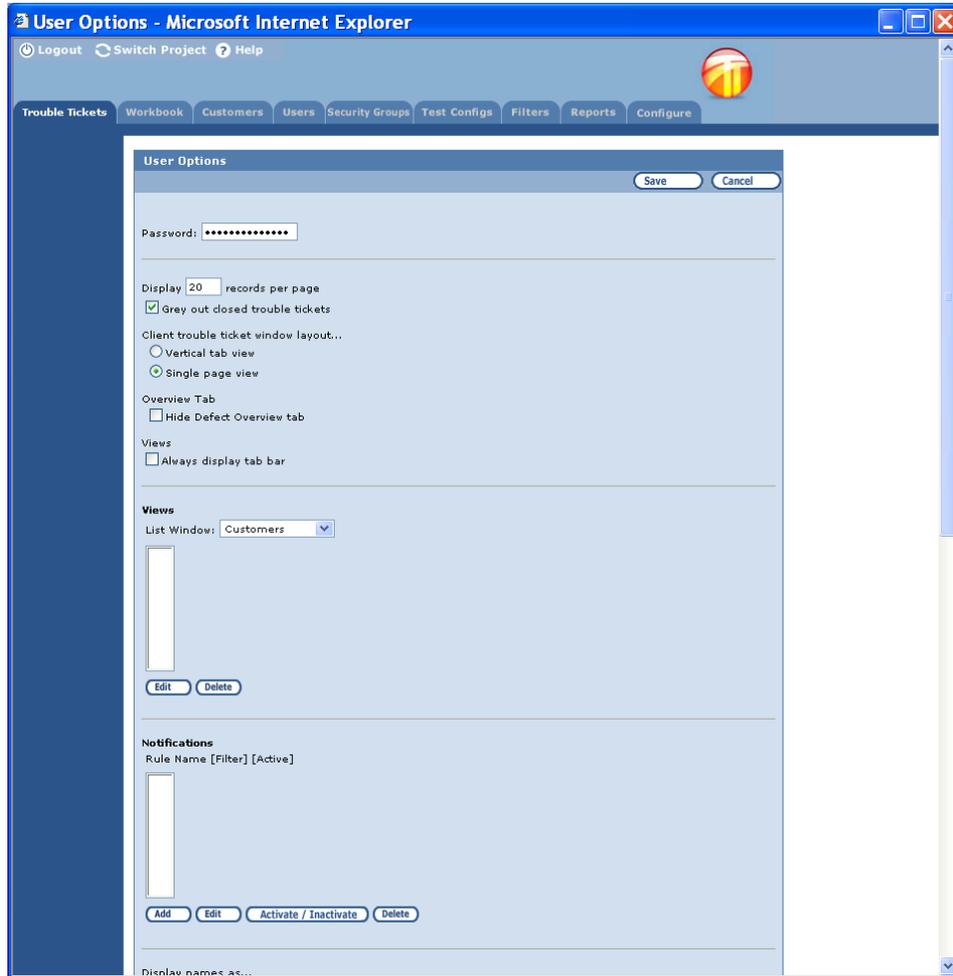
- f. On the **Add Rule Action** page (Figure 8.3-50):



**Figure 8.3-50. Add Rule Action Web Page**

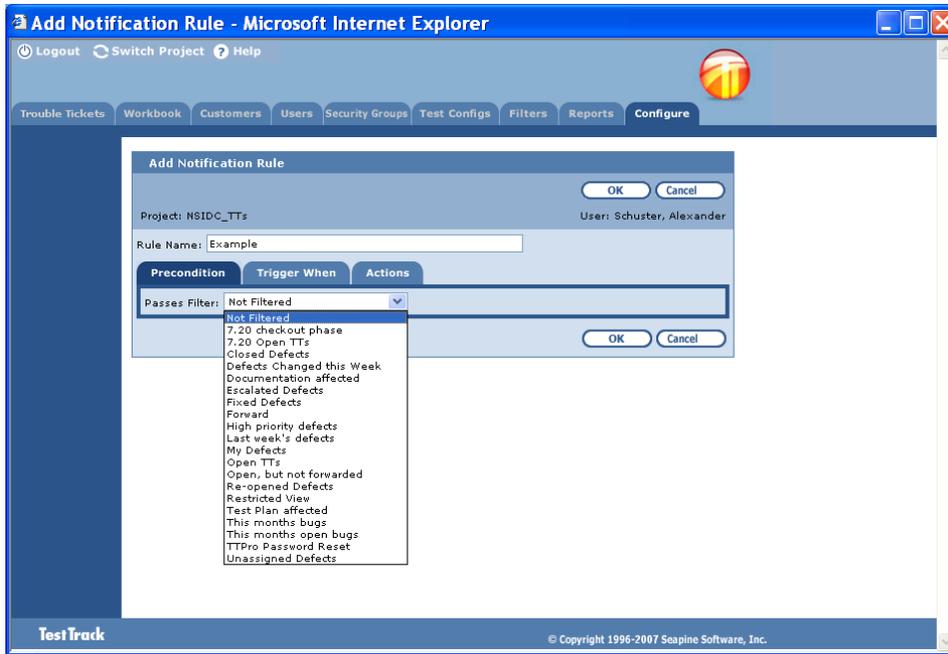
- i. Use the checkboxes and pick lists to select one or more recipients.
  - ii. Select an email **Template**. (To create a new template, see the on-line help for procedures.)
  - iii. Select **Do not send email if I made the change** if you do not want to receive an email when you change a record.
  - iv. Select **Only send email if item is assigned to me** to only receive email when you are the assigned user.
    - v. Click **OK** to add the rule action and return to the **Add Notification Rule** page.
  - g. Click **OK** on the **Add Notification Rule** page. The rule is added.
  - h. Click **OK** on the **Configure Automation Rules** page to return to the **Project Configuration** page
- 3** To create a user notification:
- a. Click **User Options** at the top of the **Trouble Tickets list** page.

- b. When the **User Options** page displays (Figure 8.3-51), click **Add** in the **Notifications** category to add a rule. The **Add Notification Rule** page is displayed with the **Precondition** tab selected.



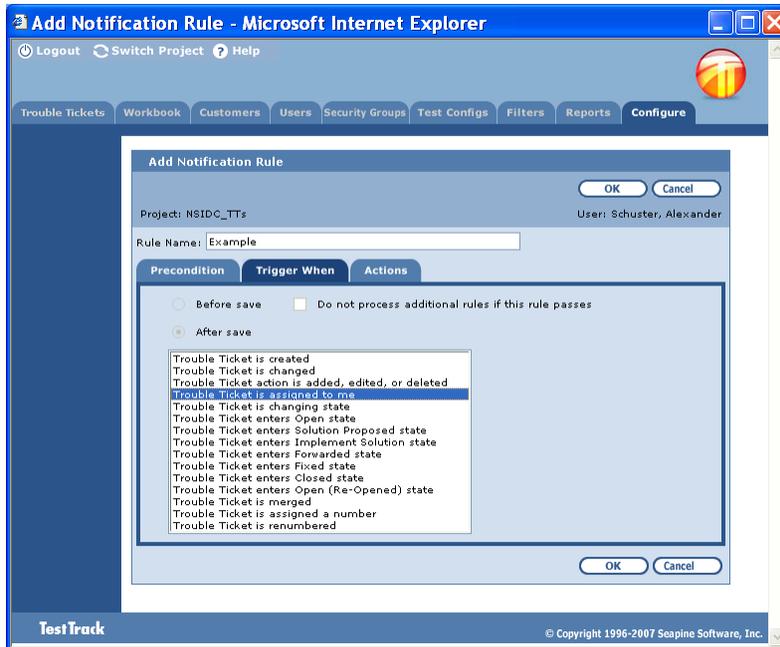
**Figure 8.3-51. User Options Web Page**

- c. .On the **Precondition** tab (Figure 8.3.52):



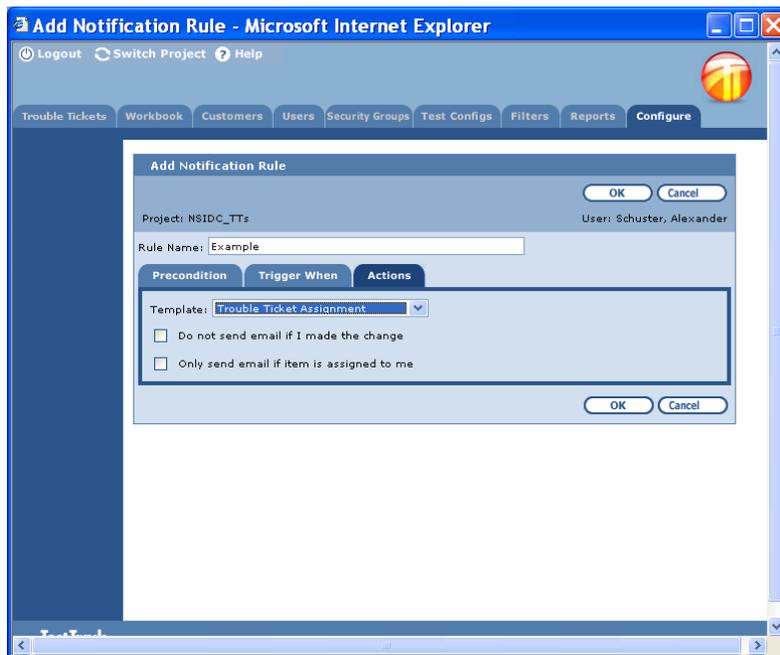
**Figure 8.3-52. Add Notification Rule (Precondition Tab) Web Page**

- i. Enter a **Rule Name**.
- ii. Optionally select a **Passes Filter**. You may want to select a filter if the project contains a large number of records.
- d. Click the **Trigger When** tab (Figure 8.3-53), and select an activity to specify when the notification is sent.



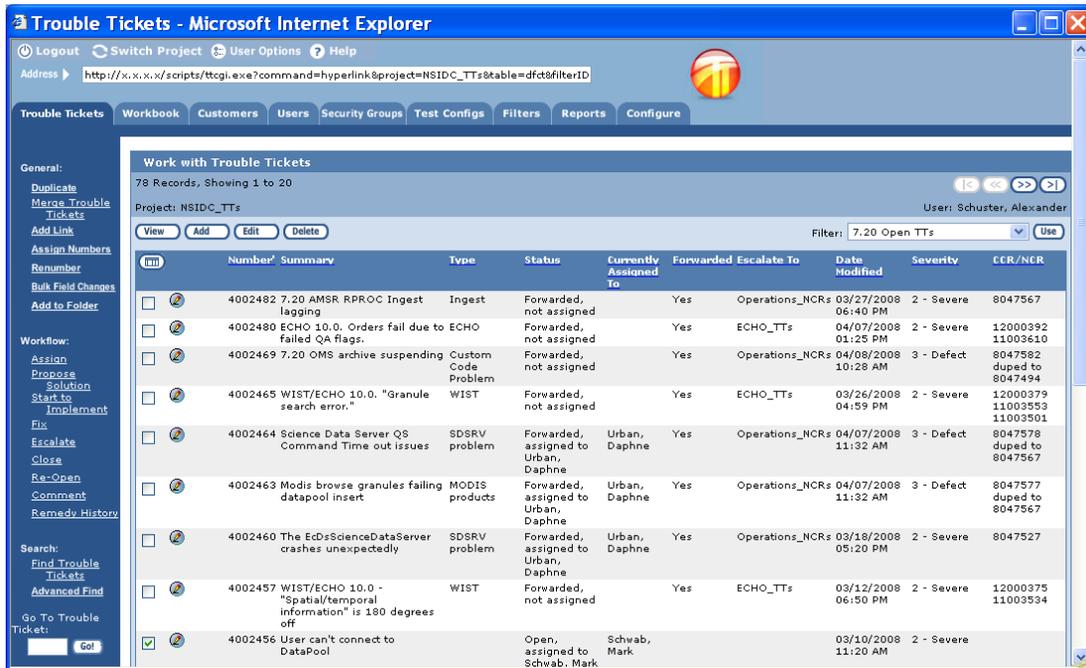
**Figure 8.3-53. Add Notification Rule (Trigger When Tab) Web Page**

- e. Click the **Actions** tab (Figure 8.3-54).



**Figure 8.3-54. Add Notification Rule (Actions Tab) Web Page**

- i. Select an email **Template**. (To create a new template, see the on-line help for procedures.)
  - ii. Select **Do not send email if I made the change** if you do not want to receive an email when you change a record.
  - iii. Select **Only send email if item is assigned to me** to only receive email when you are the assigned user.
- f. Click **OK**. The rule is added and the **Add Notification Rule** GUI closes.
  - g. Click **Save** to store the changes and exit **User Options**.
- 4 To notify users when a specific trouble ticket changes:
- a. On the **Work with Trouble Tickets** page (Figure 8.3-55):
    - i. Search for the trouble ticket in which to add the notification (see Section 8.3.3).
    - ii. Click the **checkbox** next to the trouble ticket, and then click the **Edit** button atop the list of trouble tickets. The **Edit Trouble Ticket** page displays.



**Figure 8.3-55. Work with Trouble Tickets Web Page**

- b. Click the **Email** tab on the **Edit Trouble Tickets** page (Figure 8.3-56).

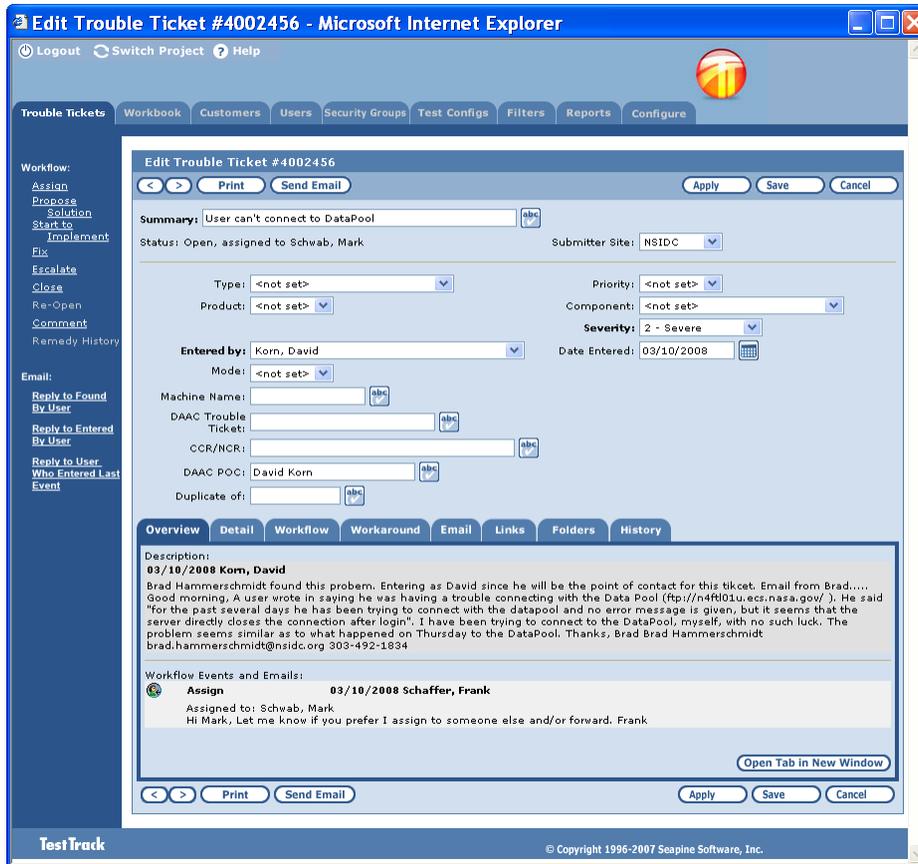
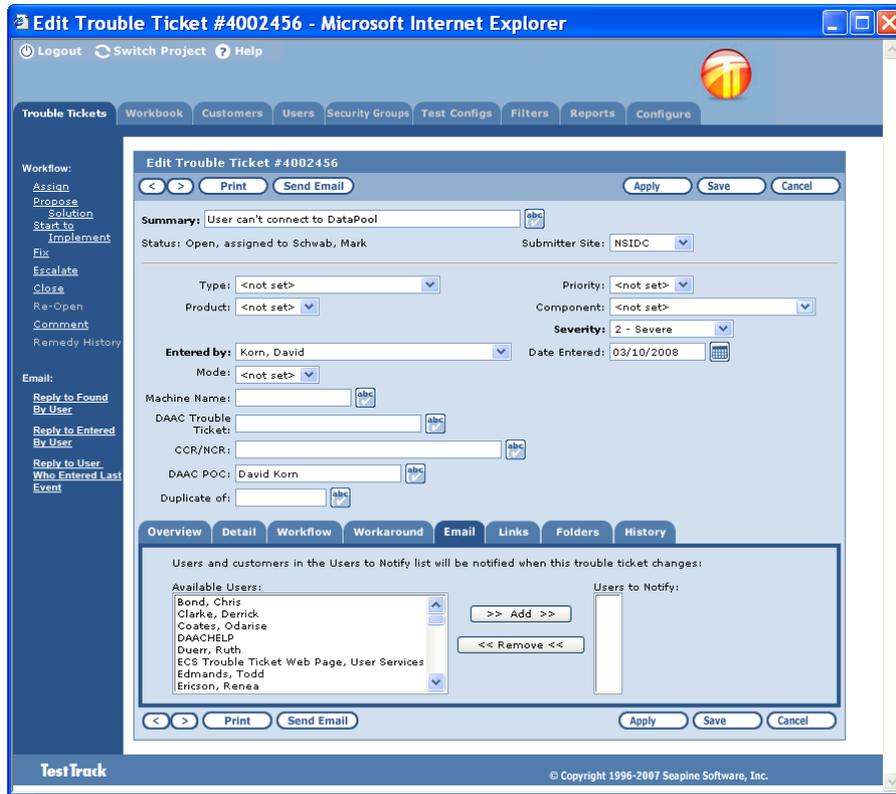


Figure 8.3-56. Work with Trouble Tickets (Detail Tab) Web Page

c. On the **Email** tab (Figure 8.3.57):



**Figure 8.3-57. Edit Trouble Ticket (Email Tab) Web Page**

- i. Select the users you want to notify when the ticket changes.
- ii. Click **Add**, select the users from the **Add Mail Recipients** dialog box, and click **Add**.

**Note:** You can only add recipients when you are adding or editing a defect.

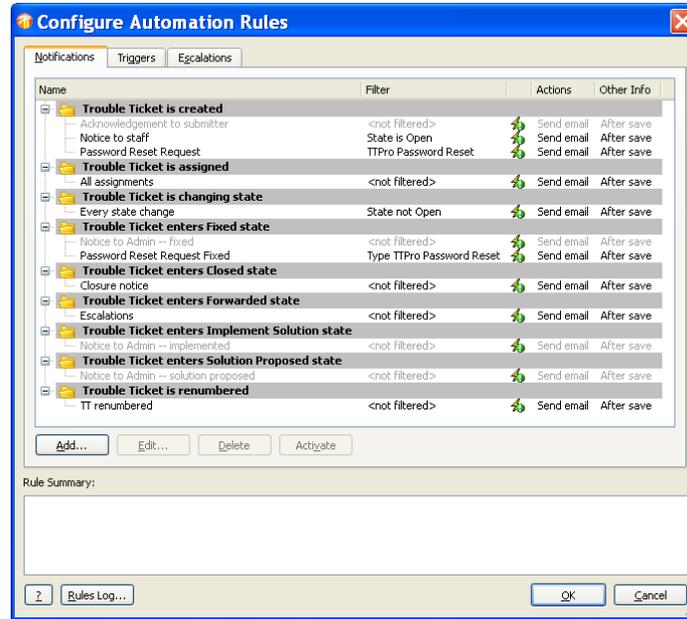
- d. Click **Apply** or **Save** to save the changes and return to the **Work with Trouble Tickets** page.

---

### 8.3.13.2 Manage Notifications using a GUI Client

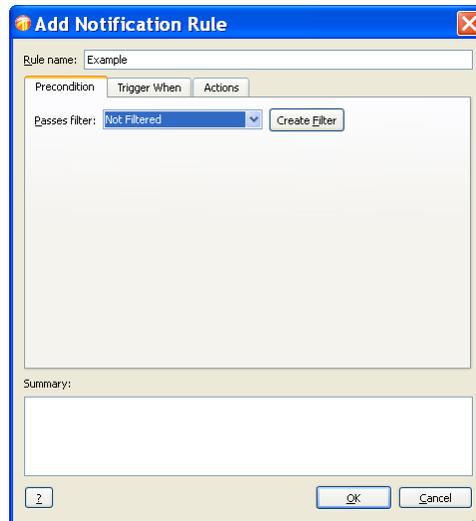
- 1 Login to TTPro (see section 8.3.1.1), choosing your site's trouble ticket project.
- 2 To create a system notification:
  - a. Choose **Tools** → **Administration** → **Automation Rules** from the menu bar. The **Configure Automation Rules** dialog box opens with the **Notifications** tab selected.

- b. On the **Notifications** tab (Figure 8.3-58), click **Add** to add a rule. The **Add Notification Rule** page is displayed with the **Precondition** tab selected. The **Summary** field displays a rule summary that changes as you configure the rule.



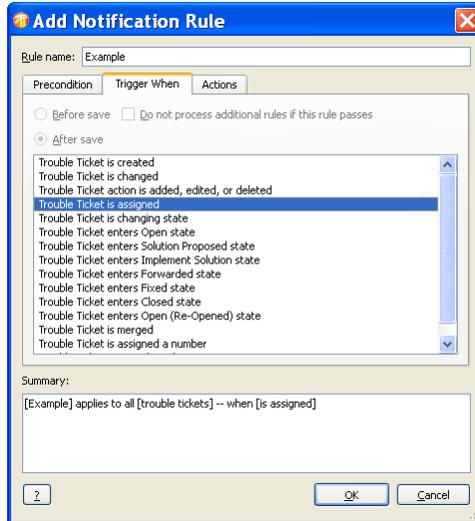
**Figure 8.3-58. Configure Automation Rules GUI**

- c. On the **Preconditions** tab (Figure 8.3-59):



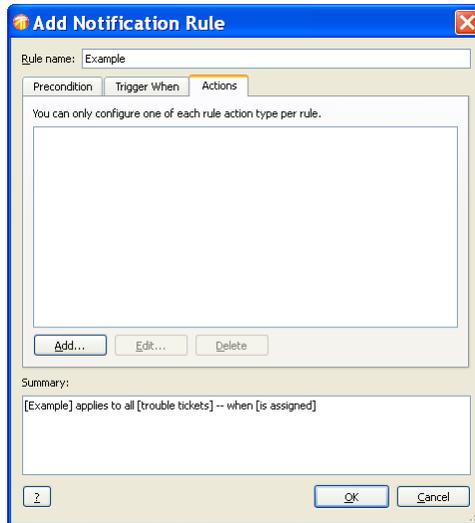
**Figure 8.3-59. Add Notification Rule (Precondition Tab) GUI**

- i. Enter a **Rule Name**.
  - ii. Optionally select a **Passes** filter. You may want to select a filter if the project contains a large number of records. You can create a new filter by clicking **Create Filter**.
- d. Click the **Trigger When** tab (Figure 8.3-60), and then select the activity that causes the notification to be sent.



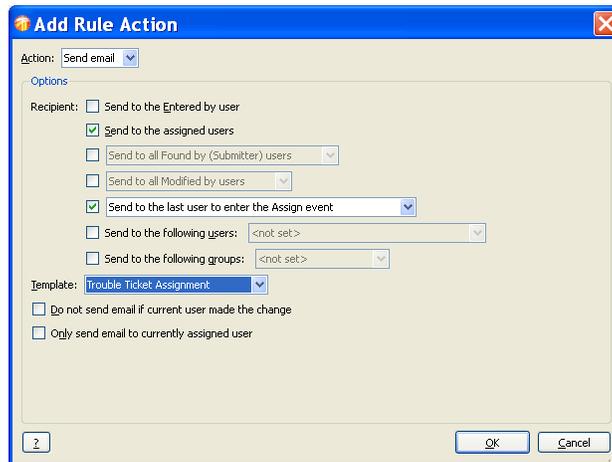
**Figure 8.3-60. Add Notification Rule (Trigger When Tab) GUI**

- e. Click the **Actions** tab (Figure 8.3-61) and then click **Add** to to configure the send email action. (Click **Edit** or **Delete** to change or delete one, respectively.) The **Add Rule Action** page (Figure 8.3-62) displays.



**Figure 8.3-61. Add Notification Rule (Actions Tab) GUI**

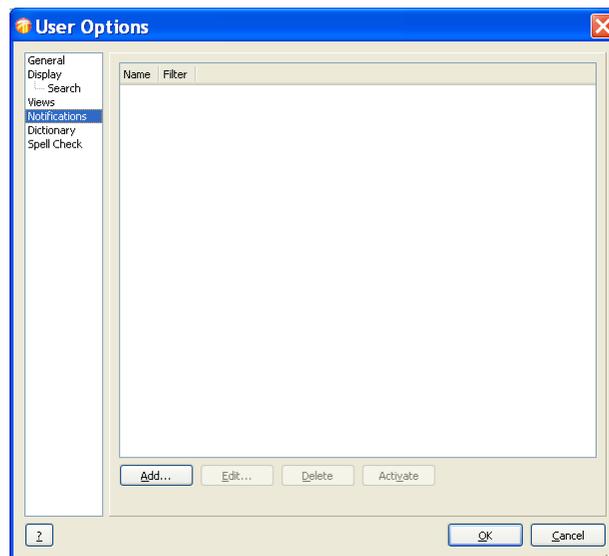
- f. On the **Add Rule Action** GUI (Figure 8.3-62):



**Figure 8.3-62. Add Rule Action GUI**

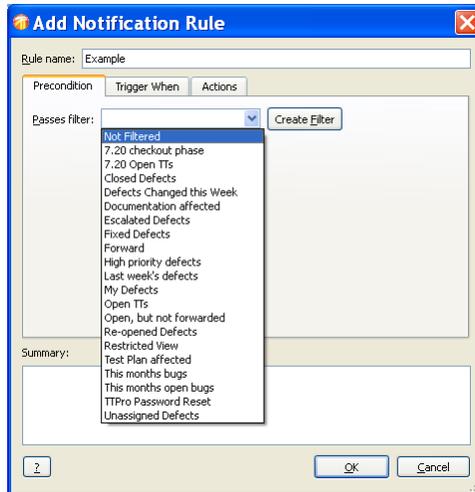
- i. Use the checkboxes and pick lists to select one or more recipients.
- ii. Select an email **Template**. (To create a new template, see the on-line help for procedures.)
- iii. Select **Do not send email if I made the change** if you do not want to receive an email when you change a record.

- iv. Select **Only send email if item is assigned to me** to only receive email when you are the assigned user.
  - v. Click **OK** to add the rule action.
  - g. Click **OK** on the **Add Notification Rule** GUI. The rule is added.
  - h. Click **OK** on the **Configure Automation Rules** GUI to close it.
- 3 To create a user notification:
- a. Choose **Tools > User Options** from the menu bar.
  - b. When the **User Options** GUI appears, select the **Notifications** category (Figure 8.3-63), and then click **Add** to add a rule. The **Add Notification Rule** dialog box opens with the **Precondition** tab selected.



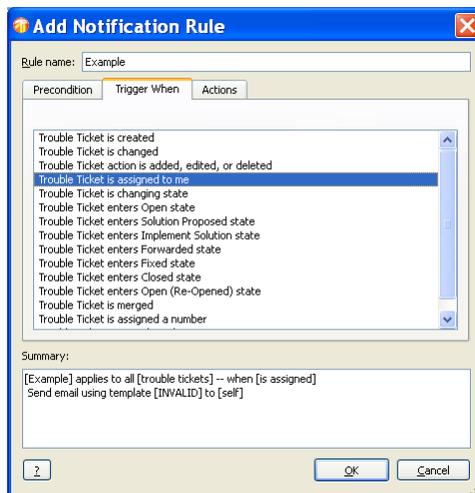
**Figure 8.3-63. User Options (Notification Category) GUI**

- c. On the **Precondition** tab (Figure 8.3.64):



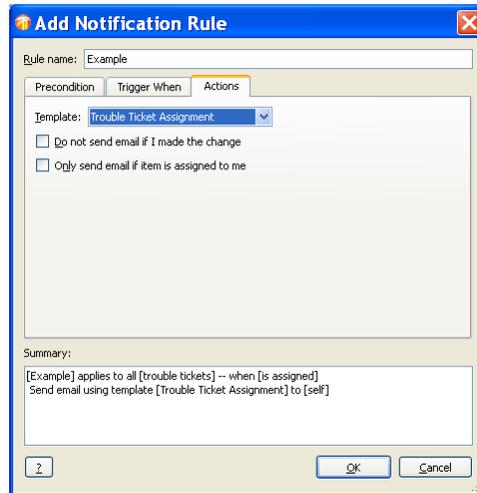
**Figure 8.3-64. Add Notification Rule (Precondition Tab) GUI**

- i. Enter a **Rule name**.
  - ii. Optionally select a **Passes filter**. You may want to select a filter if the project contains a large number of records. You can create a new filter by clicking **Create Filter**.
- d. Click the **Trigger When** tab (Figure 8.3.65), and select an activity to specify when the notification is sent.



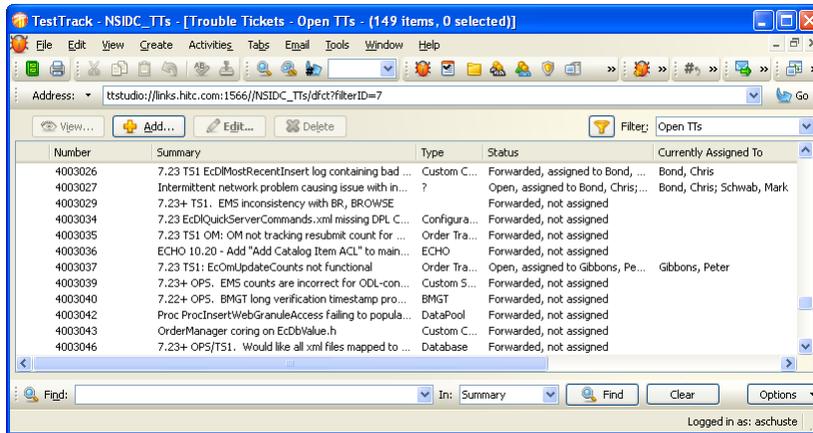
**Figure 8.3-65. Add Notification Rule (Trigger When Tab) GUI**

- e. Click the **Actions** tab (Figure 8.3-66).



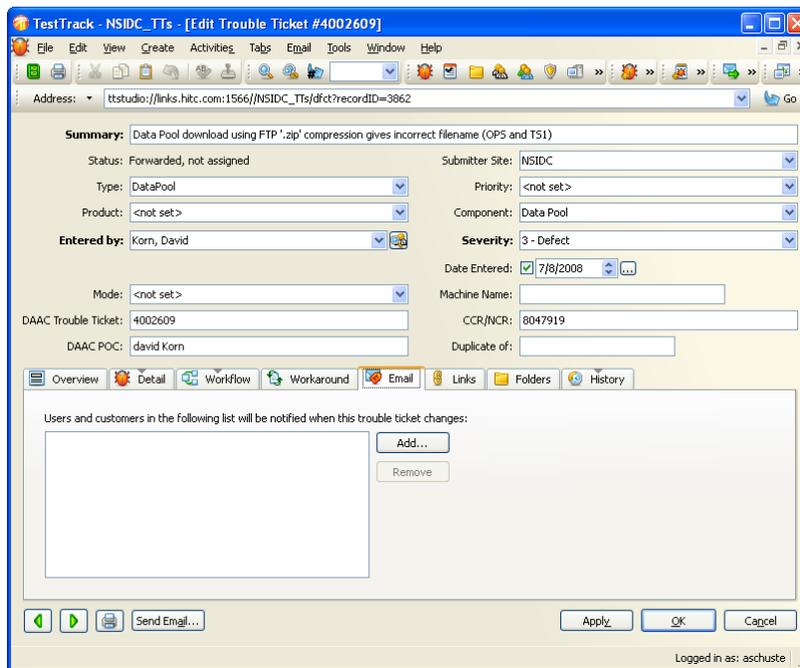
**Figure 8.3-66. Add Notification Rule (Actions Tab) GUI**

- i. Select an email Template. (To create a new template, see the on-line help for procedures.)
  - ii. Select **Do not send email if I made the change** if you do not want to receive an email when you change a record.
  - iii. Select **Only send email if item is assigned to me** to only receive email when you are the assigned user.
- f. Click **OK**. The rule is added and the **Add Notification Rule** GUI closes.
- g. Click **OK** to exit User Options.
- 4** To notify users when a specific trouble ticket changes:
- a. On the **Trouble Tickets List** GUI (Figure 8.3-67):



**Figure 8.3-67. Trouble Tickets GUI**

- i. Search for the trouble ticket (see Section xxx).
  - ii. Highlight the appropriate trouble ticket, and then click **Edit** to open it. The **Edit Trouble Ticket** GUI appears.
- b. Click the **Email** tab on the **Edit Trouble Tickets** GUI. On the **Email** tab (Figure 8.3-68):



**Figure 8.3-68. Edit Trouble Ticket (Email Tab) GUI**

- i. Select the users you want to notify when the ticket changes.
- ii. Click **Add**, select the users from the **Add Mail Recipients** dialog box, and click **Add**.

**Note:** You can only add recipients when you are adding or editing a defect.

- c. Click **Add** or **OK** to save the changes, or click another tab.

### 8.3.14 Generating Trouble Ticket Reports

Each TTPro project is equipped with numerous general-purpose, predefined reports. These reports can be run as-is, customized, or used as templates by anyone wishing to create their own reports.

Reports are used to analyze the data collected in a TestTrack project. You can use filters to build reports that focus on the data you need. You can also share reports with other users or keep them private. Table 8.3-7 describes one each of TTPro's four types of reports: Detail, List, Distribution, and Trend.

**Table 8.3-7. Sample Reports in TestTrack Pro**

| Report Type                             | Report Description                                                                                                                                                            | When and Why Used                                                                               |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| Detail – Display of Open Defects        | A full report of every Trouble Ticket not in a Closed state, sorted by Trouble Ticket number.                                                                                 | When and if someone wants a copy of all open Trouble Tickets.                                   |
| List – Summary of Problems              | A list of the Trouble Tickets found or modified during the week prior to the report, containing only key details and sorted by Trouble Ticket number.                         | When and if someone wants a list of the Trouble Tickets opened or updated during the past week. |
| Distribution – Team Assignment Report   | A distribution report identifying the Trouble Tickets found or modified during the week prior to the report, containing only key details and sorted by Trouble Ticket number. | When and if someone wants to know how evenly work is distributed among the staff.               |
| Trend – Trend of Open Defects and Types | A trend report identifying the number of Trouble Tickets of each problem type in the Open state over time, grouped and ordered by month.                                      | When and if someone wants to review (or forecast) trends among the types of problems reported.  |

The procedures below focus on how to run a report. Complete instructions for creating custom reports can be found in the TTPro Users Manual or the on-line, context sensitive help.

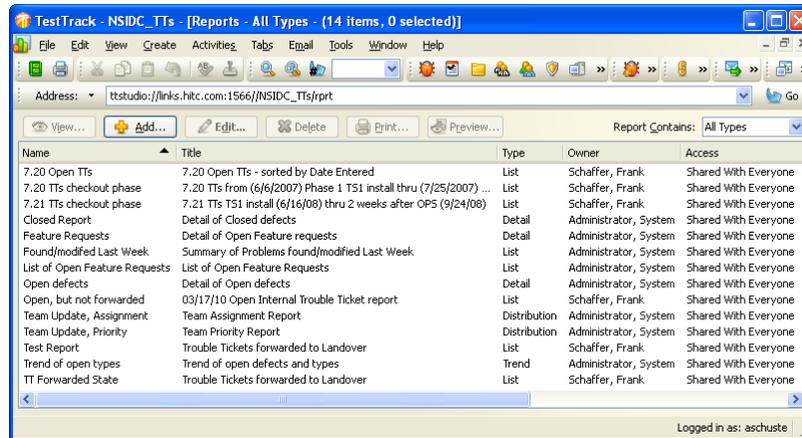
#### 8.3.14.1 Generate Reports using the Web Client

- 1 From the TestTrack Pro menu, click **View → Reports...** The Reports – All Types

- 2 Select **Report**, and then select **Detail** (or Distributed, List, Trend) to display of open TTs.

### 8.3.14.2 Generate Reports using a GUI Client

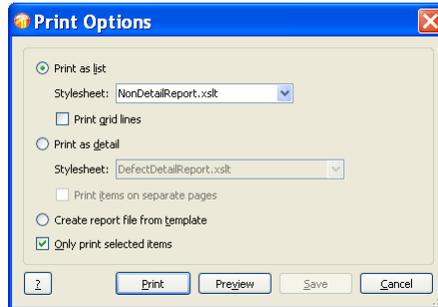
- 1 You can view, add, edit, delete, or print reports from the Reports list window.
  - a. From the TTPro menu, click **View** → **Reports...**. The Reports list window opens. (Figure 8.3-69).



**Figure 8.3-69. Reports List GUI**

- b. Optionally select a record type from the **Report Contains** list to filter the list window.
  - c. Select a report and click **View** to view its settings. All fields are read-only.
  - d. Click **Add** to create a new report.
  - e. Select a report and click **Edit** to change an existing report's settings.
  - f. Select a report and click **Delete** to delete it.
  - g. Select a report and click **Print** to print it. TTPro will open a print dialog box. Modify or verify print settings, and then click **Print**. When printing completes, TTPro returns you to the Reports list window.
  - h. Select a report and click **Preview** to preview a report before printing. TTPro opens the report in your default browser. Use the browser's print facility to print the report, and then close your browser window.
- 2 Alternatively, you can print a detail or list report of one or more records selected from the trouble tickets list window.

- a. On the **Trouble Tickets** list window, click on the trouble tickets to include in the report, using the <CTRL> and <SHIFT> keys to select multiple records, as desired.
- b. Click **File** → **Print...** from the TTPro menu. The **Print Options** dialog box opens (Figure 8.3-70).



**Figure 8.3-70. Print Options GUI**

- i. To print a list report, click **Print as list**, choose a preferred stylesheet, and click **Print grid lines** if you want item separators in the report.
  - ii. To print a detail report, click **Print as detail**, choose a preferred stylesheet, and click **Print items on separate pages** if you want each trouble ticket to begin on a new page.
  - c. Click **Only print selected items** unless you want to print all trouble tickets from the list window.
  - d. Click **Print** to print the report. TTPro will open a print dialog box. Modify or verify print settings, and then click **Print**. When printing completes, TTPro returns you to the Reports list window.
  - e. Click **Preview** to preview a report before printing. TTPro opens the report in your default browser. Use the browser's print facility to print the report, and then close your browser window.
- 3** You can also print a detail report from within a trouble ticket that is already open for viewing or editing.
- a. On the **View** (or **Edit**) **Trouble Ticket** GUI, click the **Generate a detail report of the open item** icon at the lower left side of the screen. TTPro opens the report in your default browser.
  - b. Use the browser's print facility to print the report, and then close your browser window.
-

## 8.4 Emergency Fixes

Emergency fixes may be needed in real time with the understanding that the trouble ticket system must be brought up-to-date as soon as possible after implementing the repair. The example presented below, involves a hardware failure. The problem needs to be resolved quickly to bring a system back into operation. The resolution requires emergency replacement of a component that is of a later version than is contained in the original equipment. The scenario is summarized in Table 8.4-1.

It is 7:00 on a Saturday evening. The DAAC operator detects a problem with the automated tape library (ATL) and reports the problem to the trouble ticket system. The trouble ticket is routed to the System Administrator, who confirms that the system will not operate and notifies the site Maintenance Engineer. After running further diagnostics, the Maintenance Engineer reports the problem and symptoms to the OEM's maintenance desk. The original equipment manufacturer (OEM) maintenance representative arrives and concludes that a controller card has failed. The only card the OEM has immediately available is of a later version and no spares are available on site. It will be Monday at the earliest before a replacement board of the same revision level can be located. The site Maintenance Engineer reports this to the operations supervisor (i.e., shift leader) for a decision.

The DAAC cannot afford to have the ATL down until Monday. The Operations Supervisor calls the DAAC manager at home, apprises him of the situation, and obtains approval to replace the board with the later version if tests conclude that it works properly. The OEM's maintenance representative installs the board. The site's sustaining engineer tests the new controller board, finds that it works properly, and brings the ATL back on-line. The Sustaining Engineer updates the trouble ticket to document the configuration change and the authority for the change, and forwards it to the site CMA. The site Maintenance Engineer notifies the Site Property Custodian about the model, version, and serial number of the new board.

The site CM Administrator (CMA) reviews the trouble ticket, and presents it to the local CCB for approval. The CMA then updates their baseline with the new configuration and TT number authorizing the change. At this point, the site is operational at variance from the system baseline (i.e., site unique) and is at risk of losing maintenance support from OPS Deployment.

The site CMA forwards the trouble ticket to the EED Problem Review Board (PRB) for priority review, where it is resolved or translated into an NCR. The PRB reviews all emergency trouble tickets to assess whether there may be impacts to the system and/or applicability to other sites. The SCDV CCB monitors all open NCR promotion and approves them for closure.

In the event that it is later discovered that the new version controller board has adverse impacts when operating in the system configuration, a board of the original version will have to be obtained to replace the newer version. In such cases, the action will be recorded on a new trouble ticket, citing the previous CCR.

Table 8.4-1 summarizes emergency procedures that might be taken during an after-hours, over-the-weekend emergency hardware failure.

**Table 8.4-1. Example of Emergency Change Procedure**

| Operator/User                                                                                                                                                                                                                      | System                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| Operator prepares trouble ticket to report ATL controller failure.                                                                                                                                                                 | Trouble ticket recorded.                              |
| System administrator and maintenance engineer confirm ATL controller failure, call ATL maintenance vendor, report call and time in Trouble ticket.                                                                                 | Diagnosis and vendor call recorded in trouble ticket. |
| Maintenance vendor isolates failure to the controller card. The later version card is the only card available.                                                                                                                     |                                                       |
| Crew Chief notified of situation and decision needed to bring ATL up to full operating capability. Approves use of the newer version card, records decision in the trouble ticket, forwards trouble ticket to sustaining engineer. |                                                       |
| Maintenance vendor installs card, tests using hardware diagnostics. Crew Chief authorizes controller to be brought back on-line.                                                                                                   |                                                       |
| Maintenance Engineer records card installation by model/version into the trouble ticket.                                                                                                                                           | Trouble ticket action recorded.                       |
| Sustaining Engineer reads trouble ticket and prepares for discussion at 8:30 am meeting. Updates the TT.                                                                                                                           | Install action recorded in TT. TT routed to the CMA.  |
| CMA updates site baseline, forwards TT to the CCB. When CCB approves the action, CMA forwards to EED PRB.                                                                                                                          | TT escalated to EED PRB.                              |
| PRB reviews emergency NCR, checks for applicability to other sites.                                                                                                                                                                |                                                       |

## 9. Configuration Management Procedures

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The prepared procedures are applicable to all hardware, software, and firmware components of systems or subsystems developed and acquired by the EED contract and/or delegated to configuration management control by the operational site-level organizations. The procedures are applicable to all items maintained by the EED Sustaining Engineering organizations in support of EED mission-specific projects and multiple mission-specific institutional facilities. The procedures are not applicable to those entities controlled by higher level ESDIS Project Office CM Plans. CM procedures already in place may be used by the contractor subject to direction from the Change Control Board (CCB) chairperson.

Some major features of the approach being described here include:

- Customers participate in establishing the procedures;
- The Science Development (SCDV) CCB performs a support role for ESDIS and its designated on-site CCBs by processing system-level Configuration Change Requests (CCRs);
- Prioritization, automated tools, and procedures are used for handling change requests;
- Diverse/Strategic representation at hierarchical CCBs facilitates a path for speedy escalation/resolution of problems/issues;
- Local organizations have the needed autonomy to accomplish their mission with the minimum necessary outside intervention to promote timely resolution of local problems and enable timely production of data products;
- Proper use and deployment of CM database assets to support all CCBs allows management monitoring, control, and analysis of activities;
- Coordination with the Problem Review Board allows coordinated response to problems and filtering of prioritized issues; and
- Common CM tools will be used in all elements of the EED Project during operations.

The procedures are organized into seven major sections that address system-level flow-down of procedures to the site-level which references applicable site-tailored procedures. The topics include:

- Section 9.1 Configuration Identification
- Section 9.2 Change Control Procedures
- Section 9.3 Configuration Status Accounting
- Section 9.4 Configuration Audits
- Sections 9.5 and 9.6 Software CM Manager (ClearCase)
- Section 9.7 Baseline Manager (ClearCase tool).

## 9.1 Configuration Identification Procedure

### 9.1.1 Purpose

The purpose of configuration identification during sustaining engineering is to incrementally establish and maintain the definitive basis of control and status accounting for the ECS control items. The EED program now includes both SDPS and ECHO. To accomplish configuration identification for both hardware and software, the configuration management (CM) administrator (CMA) will ensure the maintenance of each EED configuration controlled item in an operational baseline by executing the following tasks:

- Assign identifiers to configuration items (CIs) and their component parts and associated configuration documentation, including revision and version number where appropriate; Assign serial and lot numbers, as necessary, to establish the CI affectivity of each configuration of each item of hardware and software;
- Follow ECS developer guidelines as referenced below in Section 9.1.3 *References*;
- Use vendor nomenclature for COTS items;
- Follow author-designated version control and nomenclature for documents and follow the EED Library guidelines (cf. Chapter 17, *Library Administration*) administered by the EED Librarian;
- Maintain linkage of the ECS documentation to ECS configuration items in the Baseline Manager tool (cf. Section 9.7 *Baseline Manager*). Ensure that the marking and labeling of items and documentation with their applicable identifiers enables correlation between the item, configuration documentation, and other associated data;
- Maintain a release system for configuration changes (cf. Section 9.2 *Configuration Change Control Procedures*);
- Maintain views of operational baselines using the Baseline Manager tool.

### 9.1.2 Applicability

All CM Administrators and support personnel.

### 9.1.3 References

ESDIS CM Plan

Configuration/Data Management Plan for the EOSDIS Evolution and Development  
(EED) Contract 110-EED-001

EED Software Build Process CM-1-045

Data Identification Numbering DM-002

DoD MIL-STD-973

## 9.2 Configuration Change Control Procedures

### 9.2.1 Purpose

The ESDIS-chartered Change Control Boards (CCBs) apply configuration control measures to all the ECS configuration items and the associated documentation prior to the time the baseline is modified for operations. These measures to accomplish the following objectives:

- Ensure effective control of all CIs and their approved documentation;
- Provide effective means, as applicable, for (1) proposing engineering changes to CIs, (2) requesting deviations and waivers pertaining to such items, and (3) preparing notices of revision;
- Ensure the implementation of approved changes.

### 9.2.2 Applicability

All ESDIS-chartered ECS CCBs.

### 9.2.3 References

ESDIS CM Plan

Configuration/Data Management Plan for the EOSDIS Evolution and Development  
(EED) Contract 110-EED-001

CCB Change Control Process EED PI CM-004

### 9.2.4 Procedures

#### 9.2.4.1 Configuration Change Request Preparation

Configuration changes processed by the ESDIS Change Control Board (CCB) are documented on ESDIS CCR forms (Figure 9.2-1). EED CCBs use CCR forms available with the EED Change Manager (ECM) Tool (Figure 9.2-2). Site-level chartered CCBs at the DAACs use either a local copy of the ECM Tool or their own, locally generated forms.

Each CCB uses unique, sequential identification numbers for CCRs. Each CCB can forward CCRs and reports from the Change Request Manager to Riverdale, which processes system-level CCRs for ESDIS CCB.

The ESDIS CM Plan determines the charter of the respective CCBs and thus the scope of CCR issues to be addressed by the site CCBs.

File Edit View Favorites Tools Help

Address: <https://cicero.eos.nasa.gov/bin/esdis/frameaset.cgi>

ESDIS CCR System BROWSE & ASSESS CCRs GENERATE REPORTS INITIATE NEW CCR GET SYSTEM OVERVIEW RELATED SITES MASTER DOC LIST MY ACCOUNT

### Proposed Configuration Change Request

Please fill out all applicable fields before submitting this form to the ESDIS CM Office. Mandatory fields are marked with **red asterisks**. If you elect to "Save Draft CCR", you will be able to continue editing your draft CCR later, prior to submission to the CMO. Note that **your request will not be reviewed by the CM Office until you use the "Submit to CMO" button**. Also note that, following submission, your proposed CCR will not be accessible to you via the CCR System during the brief period of initial review by the CM Office.

CCR Number: TBD Date Initiated: 03/05/2009

\* Title

\* Primary Sponsor  Code  Phone  Email

Second Sponsor  Code  Phone  Email

If sponsor is not in these lists, please contact the [ESDIS CM Office](mailto:cm4esdisemo@listserv.gsfc.nasa.gov) (cm4esdisemo@listserv.gsfc.nasa.gov).

|                                                                                                                      |                                                                                                                                                                                                                                            |                                                                                    |
|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <b>Project</b><br><input checked="" type="radio"/> ESDIS<br><input type="radio"/> ESMO                               | <b>Anticipated Cost</b><br><input type="radio"/> None (\$0K)<br><input type="radio"/> Small (\$0K-\$100K)<br><input type="radio"/> Medium (\$100K-\$500K)<br><input type="radio"/> Large (\$500K+)<br><input checked="" type="radio"/> TBD | <b>Implementation Schedule</b><br>(120 characters maximum)<br><input type="text"/> |
| <b>ROM Required</b><br><input type="radio"/> Yes<br><input type="radio"/> No<br><input checked="" type="radio"/> TBD | <b>Schedule Impact</b><br><input type="text"/>                                                                                                                                                                                             |                                                                                    |
| <b>External CCR Number</b><br><input type="text"/>                                                                   |                                                                                                                                                                                                                                            | <b>Funding Source</b><br><input type="text"/>                                      |

\* **Problem**  
(2000 characters maximum)

PageID: ccr\_create.form

**Figure 9.2-1. ESDIS Configuration Change Request (CCR) Form**

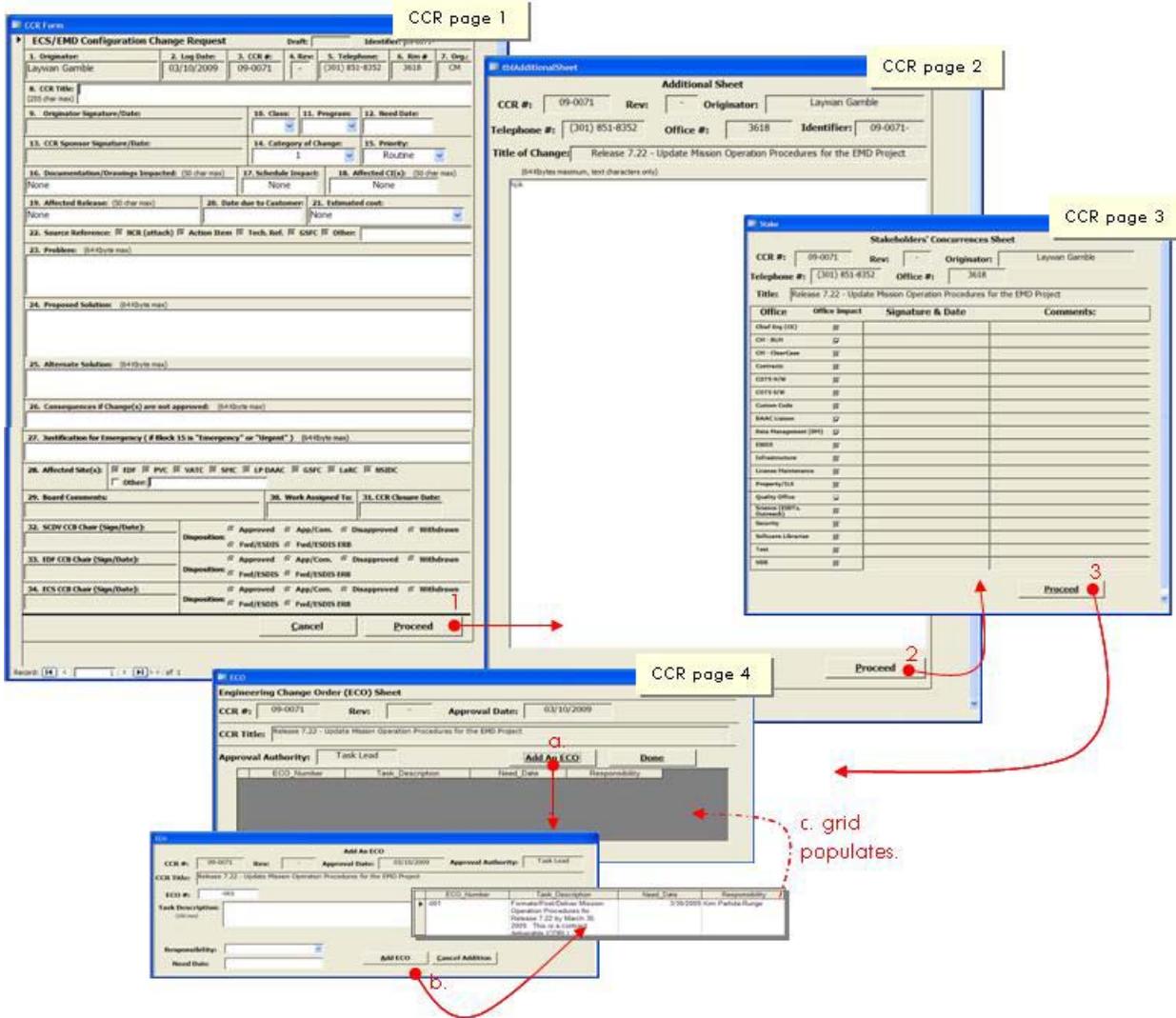


Figure 9.2-2. EED Configuration Change Request (CCR) Form

Table 9.2-1 describes the fields contained on the EED CCR form.

**Table 9.2-1. CCR Form Field Descriptions (1 of 2)**

| Field Name                    | Data Type | Size       | Entry    | Description                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------|-----------|------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CCR Title                     | Text      | 255        | Required | A title for the CCR (Start the title with an action word such as Install, Update, Procure, etc.)                                                                                                                                                                                                                                                 |
| Class                         | Text      | 50         | Required | Class descriptions are:<br>I - Change Contractual Requirements to cost or schedule.<br>II - No contractual impact, but control is important for ensuring Quality of the Program.<br>IN - Has no contract impact and internal to the project (e.g., EDF configuration, EDF documents, and installation/removal of all evaluation COTS in the EDF. |
| Program                       | Text      | 50         | Required | Applicable Programs: EED only.                                                                                                                                                                                                                                                                                                                   |
| Need Date                     | Date      | Short date | Required | The date that the CCR needs to be implemented.                                                                                                                                                                                                                                                                                                   |
| Category of Change            | Integer   | Integer    | Required | This field indicates the kind of configuration change being requested. Selections are:<br>1 – Custom Software<br>2 – COTS Software<br>3 – Technical Documents<br>4 – VDB<br>5 – Procurement<br>6 – CDRL Delivery<br>7 – Technical Directives Release<br>8 – EDF/Infrastructure<br>9 – Hardware Change<br>10 – Other                              |
| Priority                      | Text      | 50         | Required | The priority of the CCR:<br>Routine – No hurry, but should be done as soon as possible.<br>Urgent – Needs to done within 48 – 72 hours.<br>Emergency – Needs to be done within 24 hours.                                                                                                                                                         |
| Documentation/Drawings Impact | Text      | 50         |          | The documentation and drawings that this CCR affects.                                                                                                                                                                                                                                                                                            |
| Schedule Impact               | Text      |            |          | The impact that the CCR will have on the project schedule.                                                                                                                                                                                                                                                                                       |
| Affected CI(s)                | Text      |            |          | The configuration Items that are affected by the CCR.                                                                                                                                                                                                                                                                                            |
| Affected Release              | Text      |            |          | The Release to which this CCR applies.                                                                                                                                                                                                                                                                                                           |
| Date Due to Customer          | Date      |            | Required | The date that the CCR's product is due to the customer.                                                                                                                                                                                                                                                                                          |

**Table 9.2-1. CCR Form Field Descriptions (2 of 2)**

| Field Name                                 | Data Type | Size | Entry    | Description                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------|-----------|------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Estimated Cost                             | Text      |      | Required | The estimated cost of completing the CCR.<br>Selections are:<br>None<br>Small <= \$100,000<br>Medium (\$100,000 - \$500,000)<br>Large >=\$500,000                                                                                                                                                                                                                                              |
| Source Reference                           | Yes/No    |      | Required | Source Reference selections are:<br>NCR Attach – An NCR is being resolved by this CCR.<br>Action Item – The NCR is being generated as the results of an action item.<br>Tech. Ref. – The CCR has a technical reference.<br>GSFC – The CCR has A GSFC source.<br>Other – The CCR has another source reference {note, the other source reference has to be listed in the box alongside “Other.”} |
| Problem                                    | Text      |      | Required | The problem that this CCR will resolve.                                                                                                                                                                                                                                                                                                                                                        |
| Proposed Solution                          | Text      |      | Required | The solution to the problem that the CCR will provide.                                                                                                                                                                                                                                                                                                                                         |
| Alternate Solution                         | Text      |      | Required | An alternative solution to the one being proposed in the CCR. Enter “None” if there is no alternative.                                                                                                                                                                                                                                                                                         |
| Consequences If Change(s) are not approved | Text      |      | Required | The adverse effects if the CCR is not approved.                                                                                                                                                                                                                                                                                                                                                |
| Justification for Emergency                | Text      |      | Optional | Explanation as to why the change is needed as quickly as possible. <u>Note, this field is required if Block 15 is Emergency or Urgent.</u>                                                                                                                                                                                                                                                     |
| Affected Site(s)                           | Yes/No    |      |          | Sites (EDF, PVC, VATC, LP DAAC, ASDC, NSIDC, ECHO) that will be affected by the CCR. If Other is selected, the name of the site must be entered into the box.                                                                                                                                                                                                                                  |

#### 9.2.4.2 Change Control Board Process (System and Site-level CCBs)

Each site's CCB is controlled by the host site organization and provides the authority and direction for the EED contractor to modify the operational baseline. The ESDIS CCB has chartered an EED Review Board to coordinate ECS system-level changes and problem management via the EED contractor and on-site Review Boards that also act as site CCBs. This is illustrated using the CM Administrator’s workflow for the sustaining engineering support of the EED Review Board in Figure 9.2-3 and the On-Site CM Administrator’s workflow for sustaining engineering support of the on-site CCB in Figure 9.2-4. Both diagrams illustrate the

flow of CCRs through the respective CCBs with inputs from the review boards and evaluators that determine the disposition of proposed changes. Details of this process are given below:

### **System-level Change Control Procedures**

(The enumeration corresponds to the diagram of Figure 9.2-3)

1. Configuration Change Requests are received by the EED CM Administrator from all sources with regard to the operational EOSDIS Core System as described in Section 9.2.4.1. These changes designated as from other sources could involve system enhancements, procedures, interfaces (both external and internal), documentation changes, etc. that are not the subject of contemporaneous problem reports which would be first deliberated by the Problem Review Board (PRB) as explained below.
2. Configuration changes proposed for the common baseline are based on Trouble Ticket (TT) resolutions obtained from the respective review boards (Chapter 8 Problem Management, for details). The respective TT would be closed via a corresponding CCR to either ratify, i.e., to make permanent the prior temporary/emergency action taken by the PRB or to consider normal priority (scheduled) changes for incorporation into future change releases.
3. The EED CM Administrator is responsible for logging the CCR into the Change Request Manager.
4. The CCB chair assigns an evaluator and the EED CM Administrator coordinates impact assessment.
5. Class I change requests (proposed changes that affect controlled milestones, schedules, budget, cost and requirements) are forwarded to the ESDIS CCB for consideration with recommendations from the EED Review Board.
6. Class II change requests (proposed changes affecting documentation, hardware [alternative use of], software [correction of errors], and COTS substitution without a Class I impact) are considered by EED Review Board deliberations.
7. Notice of proposed changes is distributed to affected parties and review board members to obtain and coordinate impact assessment and optimize the approach to implement proposed changes.
8. The results of EED Review Board deliberations are factored into review board resolutions which determine whether, when, or where the system changes will be implemented.
9. Approved changes are processed by the EED CM Administrator to the support activities, i.e., site CCBs, support personnel, vendors, etc. who are provided with change orders, schedule, and implementation instructions.
10. Disapproved changes are processed by the EED CM Administrator via official notifications, memo to the file, and update of the Change Request Manager (CRM) – the ECM Tool.

11. The EED CM Administrator tracks implementation and closure of CCRs via directions to implementing organizations and their acknowledgements using the CRM tracking and status features.
12. New versions and/or maintenance updates are annotated in Baseline Manager at Riverdale and at the affected sites by following the procedures for configuration identification, activation dates, deactivations dates, and issuing version description documents.
13. Simultaneously, the SW Change Manager (ClearCase) is updated with directory trees, installation files, and software as required by SW maintenance.
14. Status of this activity to implement changes and assigned responsibilities is tracked through closure in the CRM at Riverdale and at the sites.
15. The databases are synchronized by manual checking between applications (Baseline Manager vs. CRM vs. SW Change Manager) and automated verification by the SW CM Manager for purposes of SW distribution and maintenance.
16. The Problem Review Board is empowered to make emergency fixes without common baseline changes and follow up with a CCR to the appropriate CCB that documents the changes to be recorded in the Baseline Manager. Proposed common baseline changes must be submitted by CCR.



## Site-level Change Control Procedures

(The enumeration corresponds to the diagram of Figure 9.2-4)

1. Configuration Change Requests are received by the Site CM Administrator from all sources with regard to the **site unique extensions** to the operational EOSDIS Core System as described in Section 9.2.4.1 *Configuration Change Request Preparation*. These changes designated as from other sources could involve system enhancements, procedures, interfaces (both external and internal), documentation changes, etc. that are not the subject of contemporaneous problem reports which would be first deliberated by the Site / EED Problem Review Board (PRB) as explained below.
2. Proposed site baseline changes will be proposed based on Trouble Ticket (TT) resolutions obtained from the respective review boards (Chapter 8 *Problem Management* for details). The respective TT would be closed via a corresponding CCR to either ratify, i.e., to make permanent the prior temporary/emergency action taken by the PRB or to consider normal priority (scheduled) changes for incorporation into future change releases.
3. The Site CM Administrator is responsible for logging the CCR into the Change Request Manager.
4. The CCB chair assigns an evaluator and the Site CM Administrator coordinates impact assessment.
5. Class I/System Issues change requests (proposed changes that affect controlled milestones, schedules, budget, cost and requirements) are forwarded to the EED Review Board for consideration with recommendations from the Site CCB. Class I issues are further forwarded with recommendations by the EED Review Board to the SCDV CCB for in-scope issues and to the ESDIS CCB for consideration of out-of scope issues with respect to the SOW of the EED Contract.
6. Class II change requests (proposed changes affecting documentation, hardware [alternative use of], software [correction of errors], and COTS substitution without a Class I impact) are considered by Site CCB deliberations.
7. Notice of proposed changes is distributed to affected parties and review board members to obtain and coordinate impact assessment and optimize the approach to implement proposed changes.
8. The results of Site CCB deliberations are factored into CCB resolutions which determine whether, when, or where the system changes will be implemented.
9. Approved changes are processed by the Site CM Administrator to the support activities, i.e., other CCBs, support personnel vendors, etc. who are provided with change orders, schedule, and implementation instructions.
10. Disapproved changes are processed by the Site CM Administrator via official notifications, memo to the file, and update of the Change Request Manager (CRM).

11. The Site CM Administrator tracks implementation and closure of CCRs via directions to implementing organizations and their acknowledgements using the CRM tracking and status features.
12. New versions and/ or maintenance updates are annotated in Baseline Manager at the affected sites and Riverdale by following the procedures for configuration identification, activation dates, deactivations dates, and issuing version description documents.
13. Simultaneously, the SW Change Manager (ClearCase) is updated with directory trees, installation files, and software as required by SW maintenance.
14. Status of this activity to implement changes and assigned responsibilities is tracked through closure in the CRM at the sites.
15. The databases are synchronized by manual checking between applications (Baseline Manager vs. CRM vs. SW Change Manager) and automated verification by the SW CM Manager for purposes of SW distribution and maintenance.
16. The on-site Problem Review Board is empowered to make emergency fixes without common baseline changes and update these changes directly to Baseline Manager with documentation to follow via the CCR submitted to the appropriate CCB. Proposed common baseline changes must be submitted by CCR to the EED Review Board.

Each site's CCB accepts initial release or updates from the ESDIS CCB. Similarly, the Distributed Active Archive Center (DAAC) CCBs will accept product generation software from an ESDIS authority. Local tailoring and installation decisions are determined by the site CCB.

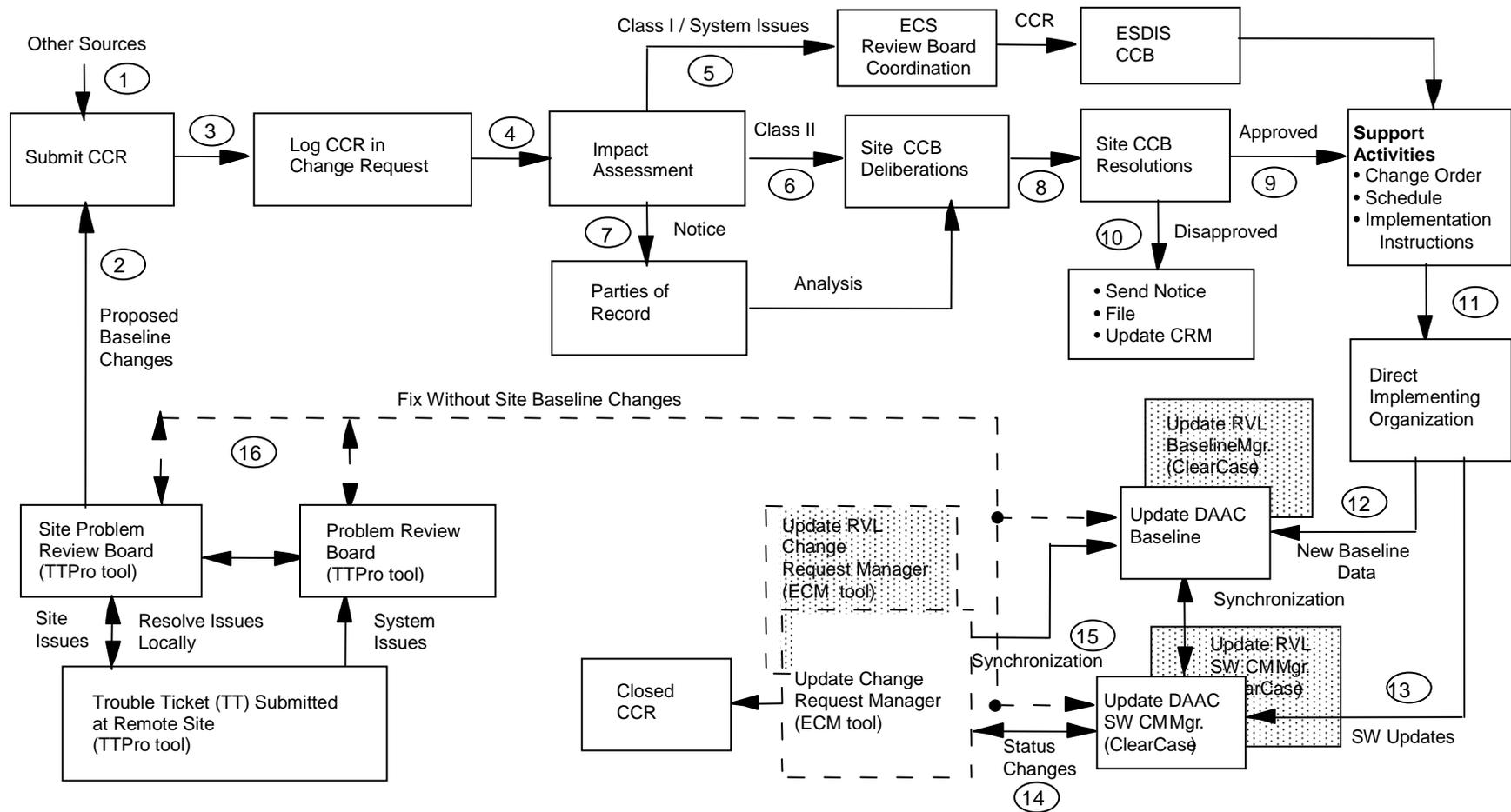


Figure 9.2-4. Workflow Diagram for Site-level CM Administrator

The CM function at each DAAC will accept science software and data items from the SCDV CCB. These items will be incorporated into the DAAC's operational baseline as directed by the DAAC CCB.

The EED Review Board will be charged with the responsibility for centralized coordination and control of EED CM activities to ensure:

- ECS integrity and quality of service;
- Successful coordination with both internal and external networks, systems, and on-site facilities;
- Timely ESDIS CCB visibility into and oversight of ECS operations;
- Convenient user administrative services.

## **9.3 Configuration Status Accounting Procedures**

### **9.3.1 Purpose**

Configuration status accounting (CSA) consists of recording and reporting information about the configuration status of the EED Project's documentation, hardware and software throughout the Project life cycle. Periodic and ad hoc reports keep ESDIS informed of configuration status as the operational mission evolves. Reports will be generated as needed.

The Baseline Manager tool described in Section 9.7 *Baseline Manager* records and tracks products designated as EED control items (i.e., custom, COTS, science, toolkit, etc.) SW and HW items, along with their associated documentation, records and historical versions of EED operational configurations.

CSA entails maintaining version histories of delivered and maintained products as well as histories of operational baselines and changes made to each baseline. Additionally, CSA tracks the status of proposed changes from initial CCR submission to ultimate disposition and/or implementation. CSA also maintains historical records of CCRs.

### **9.3.2 Applicability**

All ESDIS chartered CCBs

### **9.3.3 References**

ESDIS CM Plan

Configuration/Data Management Plan for the EOSDIS Evolution and Development (EED)  
Contract 110-EED-001

### 9.3.4 Procedures

The following are topical items subject to periodic or ad hoc reporting on behalf of the respective CCB or a system-level summary of information that will be reported by the CM Administrator representing the operational baseline for all the ECS sites.

- **New CCRs and Revisions.** This is a standard Change Request Manager report. This report will be issued monthly and summarized annually.
- **Electronic CCB Review.** Notifications of required CCB reviews sent when CCRs are sponsored.
- **Open Action Items.** Status of open action items should be reviewed regularly. The CCR tool provides reports of Open Action Items (ECOs) for the DAACs and Riverdale.
- **CCR Dispositions.** Notifications of the CCB's disposition of each CCR. All CCR information is accessible from the CCR tool.
- **Record Action Items.** Record actions, assignments, and due dates.
- **CM Librarian Maintained Document Changes.** When all authorized document changes have been accomplished, prepares DCN, posts the final version on the ECS Data Handling System (EDHS) and distributes hardcopy as required.
- CCR Implementation Status.
  - After CCB approval, regularly check open CCRs until closure.
  - Class I flow includes: CCR to EED Review Board for review/approval; Technical Review Board; and ESDIS Disposition.
  - CCR closure:
    - A Class I CCR is not closed until the ESDIS contract officer's authorization is received or the reference CCR has been withdrawn.
    - Class II document change CCRs may be closed with the CM Administrator's issuance of the DCN.
    - Other non-document change CCRs may be closed when the originator verifies to the CM Administrator that all specified changes have been implemented.

## 9.4 Configuration Audits

### 9.4.1 Purpose

EED supports Physical Configuration Audits (PCAs). EED also support audits by ESDIS and Raytheon's Quality Office functions. Internal CM self-audits are conducted by EED Management and Staff. Self-audits evaluate the Project's compliance with the Configuration Management Plan for the EED Project and the ESDIS CMP. The CM self-audits will verify:

- That CM policies, procedures, and practices are being followed.

- That approved changes to documentation, and to software and hardware products are properly implemented.
- That the baseline documentation of each CI agrees with the as-deployed configuration and that adequate records of differences are available at all times.

A post-audit report is written outlining the specific items audited, audit findings, and corrective actions to be taken. All action items are tracked to closure.

In addition, EED supports formal audits requested by ESDIS. These audits are conducted to validate that each ECS CI is in conformance with its functional and performance requirements defined in the technical documentation. The audits validate that:

- The as-built configurations agree with the documented configuration identifications represented by the detailed CI specifications or provides discrepancies
- Test results verify that each EED component meets its specified performance requirements to the extent determinable by testing.
- The as-built configuration being shipped compares with the final tested configuration. Any differences between the audited configuration and the final tested configuration are documented.
- When not verified by test, the compatibility of EED products with interfacing products or equipment is established by comparison of documentation with the interface specifications that apply.
- COTS products are included in audits as integral parts of the ECS baseline.

#### **9.4.2 Applicability**

All ESDIS chartered CCBs

#### **9.4.3 References**

Configuration/Data Management Plan for the EOSDIS Evolution and Development (EED) Contract, 110-EED-001

#### **9.4.4 Procedures**

The audits are standardized for a limited set of issues that drive the process for which the audit is taken, FCA/PCA, Security Issues, General Accounting, Test Readiness Review, or Operational Certifications. The baseline references for the audits will be maintained by the ClearCase Baseline Manager tool (cf. Section 9.7 *Baseline Manager*). Release Notes documents will be used to document auditable changes to configured articles that are issued at the ECS configuration item (CI) level. Audit processes, including Project Instruction documentation, are discussed in the *Configuration/Data Management Plan for the EED Project, 110-EED-001*.

The release notes contain the prioritized current status summary of any Trouble Tickets/Discrepancy Reports against the CI that is being issued per the change request.

Some general guidelines and/or items that must be tailored for the specific size and scope of configuration audit to be conducted include:

- Audit Plan;
- Conference Agenda;
- Location to collect and analyze data; conduct meetings;
- Applicable specifications, drawings, manuals, schedules, design and test data;
- Test Results Analysis;
- Meeting minutes including resulting audit action items;
- Tools and inspection equipment necessary for evaluation and verification;
- Unencumbered access to the areas and facilities of incoming inspection, fabrication, production, and testing;
- Personnel from each engineering, production, and quality department to be available for discussion of their respective areas;
- Copies of inspection reports, process sheets, data sheets, and other documentation deemed necessary by the Government FCA/ PCA teams; and
- Isolation of the item(s) and detailed parts to be reviewed.

## **9.5 Archiving Procedures for the SW CM Manager (ClearCase)**

### **9.5.1 Purpose**

This section details the procedures used by Configuration Management for the backup of ClearCase Versioned Object Base (VOBs), public storage area for files data.

### **9.5.2 Applicability**

All EED CM Administrators, SW Maintenance Engineers, and Sustaining Engineers

### **9.5.3 References**

Configuration/Data Management Plan for the EOSDIS Evolution and Development  
(EED) Contract 110-EED-001

### **9.5.4 Definitions**

Build - an assemblage of threads to produce a gradual buildup of system capabilities.

ECS Development Facility (EDF) - the software development environment including data, hardware, software, networks, facilities and procedures used to support ECS software development and testing.

Software - for the purposes of this instruction, software includes all EED-developed application software, COTS software, build and environmental instructions, and databases used in the execution of these products.

System-level - for the purpose of this instruction, system-level includes all EED integration and test activities beginning with installation of software.

Software Development File - a repository for a collection of material pertinent to the development or support of software.

Thread - a set of components (software, hardware, and data) and operational procedures that implement a scenario, portion of a scenario, or multiple scenarios.

View - a unique workspace (operator private storage) management that provides developers and CM with transparent, file-level access to any version of any element through the use of dynamically-evaluated, user-specified version selection rules.

VOB - Versioned Object Base. Secure, permanent, virtual file system that is mountable. Repository for public area storage of version-controlled data/files.

### **9.5.5 General**

1. IT Infrastructure maintains a backup for all EED file systems. This procedure documents the steps CM performs to ensure that the Infrastructure backups include the nightly backup of the ClearCase Versioned Object Base (VOB) data. The ClearCase VOBs store all versions of all of all custom software developed for the EED project. In the event of a catastrophic failure, everything can be restored from the VOB backup data.
2. There is a cron job that runs on each VOB server at 11:55 pm to lock the individual VOBs, tar the important VOB storage directories (the entire source pool, and the local copies of the VOB storage directories, which includes the VOB databases), and copy that data to a staging area (located in /tools/ccbackup) along with log files of the backup process.
3. The staging area is then backed up by IT Infrastructure using their standard backup procedures. IT Infrastructure maintains its own process of offsite storage for the EED systems backups.

### **9.5.6 Procedures**

No additional procedures are needed on Configuration Management's part.

## **9.6 Software Delivery and Installation**

### **9.6.1 Purpose**

This section describes the delivery of Sustaining Engineer Organization-developed software from the Riverdale facility to the remote sites, and subsequent installation of the software onto target hosts, in accordance with configuration management controlled processes. The process

begins with an approved CCR. The CCR precisely defines the software to be released to the remote sites. Software is prepared and delivered using the *DeliveryTool*. The *DeliveryTool* is a custom ClearCase tool that was developed to ensure accurate and controlled releases of software. Software installation is controlled by each sites' Configuration Change Board (CCB). Riverdale CSG (ClearCase Support Group) prepares and releases the software to the DAACs, but the DAACs control the installation of the software into their operational and test modes.

## 9.6.2 Applicability

All ECS sites' Sustaining Engineers, System Administrators, CM Administrators, and Maintenance Engineers

## 9.6.3 References

Configuration/Data Management Plan for the EOSDIS Evolution and Development  
(EED) Contract 110-EED-001

COTS and Custom Software Preparation and Delivery ECS WI CM-1-032-1

## 9.6.4 Procedures

### 9.6.4.1 Overview

This section describes the release of CM controlled software under the authority of approved CCRs.

#### Assumptions:

- CM maintains records and performs software preparations and deliveries.
- Baseline records are maintained in the Baseline Manager (ClearCase based tool)
- Electronic Delivery is performed via secure copy protocol (SCP) to target DAACs.
- Resource Planning, Mode Management, and other issues are not addressed in this scenario.

#### Summary of Procedures:

- Software is prepared upon request from Development and is delivered using the CM operated DeliveryTool. Only an approved CCR can release previously prepared software to the DAACs. Refer to CM-1-032-1, COTS and Custom Software Preparation and Delivery
- DAAC CCB Approves the Installation of the delivered software into a DAAC Operational Baseline (e.g., a mode, "OPS", "TS1", etc.)
- Software is installed in accordance with CCR installation instructions, and in accordance with local DAAC procedures/processes
- Equivalent Delivery Tracking pages are maintained by EED CM, located at:

[Riverdale](http://pete.edf.rvl.us.ray.com/baseline/) <http://pete.edf.rvl.us.ray.com/baseline/>  
[LPDAAC](http://e4iil01u.ecs.nasa.gov:10160/baseline/) <http://e4iil01u.ecs.nasa.gov:10160/baseline/>  
[ASDC](http://l4iil01.larc.nasa.gov:10160/baseline/) <http://l4iil01.larc.nasa.gov:10160/baseline/>  
[NSIDC](http://n4iil01u.ecs.nasa.gov:10160/baseline/) <http://n4iil01u.ecs.nasa.gov:10160/baseline/>  
[ESDIS site](http://ebis.gsfc.nasa.gov:10160/baseline/) <http://ebis.gsfc.nasa.gov:10160/baseline/>

### **9.6.4.2 Functional Roles**

EED CM Administrator--Ensures that changes to the hardware, software, and procedures are properly documented and coordinated. Will recommends the levels of configuration identification for all ECS hardware and software.

DAAC CM Administrators--Ensures that changes to the hardware, software, and procedures are properly documented and coordinated. Will maintains control of all configured hardware and software. Will assist in the development and administration of the library with respect to local configuration management procedures.

DAAC Sustaining Engineering--SW Maintainer--Produces, installs, and documents the corrections, modifications, and enhancements made to ECS software (including COTS), and/or adaptations or incorporations of ECS COTS software and hardware.

## **9.7 Baseline Manager**

### **9.7.1 Overview**

EED provides a ClearCase Baseline Manager (BLM) tool to assist in documenting changes to the baseline and to maintain a historical record of those changes. The tool is used by CM Personnel to manage baseline data about resources deployed to all external ECS sites, including the three DAACs and ECHO, as well as the three internal Riverdale sites, including the PVC, VATC, and EDF2. The BLM tool is used at the ECS Development Facility to maintain and generate system-level records and site-level records; baseline reports are accessible at the operational sites by accessing the URLs mentioned in Section 9.6.4.1 Overview. This is the ECS Baseline Information System (EBIS). Each site has a replicated EBIS file system and local web server. Access to the remote EBIS is controlled by the remote sites, with the exception of the ESDIS provided site, which is controlled by Riverdale by the firewall. Selection of the “Technical Documents” button provides detailed reports regarding the ECS baseline, including Current and Previous versions.

### **9.7.2 Baseline Terms and Concepts**

Baseline management is a process to identify and control versions of hardware and software, to provide a standard configuration of systems throughout all sites, and yet allow unique site-configured systems and baselines. It identifies interdependencies between hardware and software items, and permits maintenance of a complete history of baseline changes throughout the life of the project. For ECS baseline management and the BLM tool, certain terms and concepts are key to understanding how data on the system baseline are stored and tracked.

|                             |                                                                                                                                                                                                                   |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Control Item</i> –       | Any EED item under version control by Configuration Management.                                                                                                                                                   |
| <i>Configuration Item</i> – | An aggregation of hardware, firmware, software, or any discrete component or portion, which satisfies and end user function and is designated for configuration control.                                          |
| <i>Baseline</i> –           | A configuration identification document or set of such documents formally designated by the Government at a specific time during the life cycle of a configuration item (CI).                                     |
| <i>Configured Article</i> – | A control item reportable as part of the Configured Articles List (CAL).                                                                                                                                          |
| <i>CIL</i> –                | A Configuration Items List (CIL) identifies the approved set of CIs that are subject to CM requirements and procedures.                                                                                           |
| <i>CAL</i> –                | A Configured Articles List (CAL) describes all CIs, critical item hardware and software, and supporting documentation by which the exact configuration definition of the hardware and software can be determined. |

Additional terms, some of which address specific entries in the BLM tool, further define how data on the system baseline items and structure are tracked.

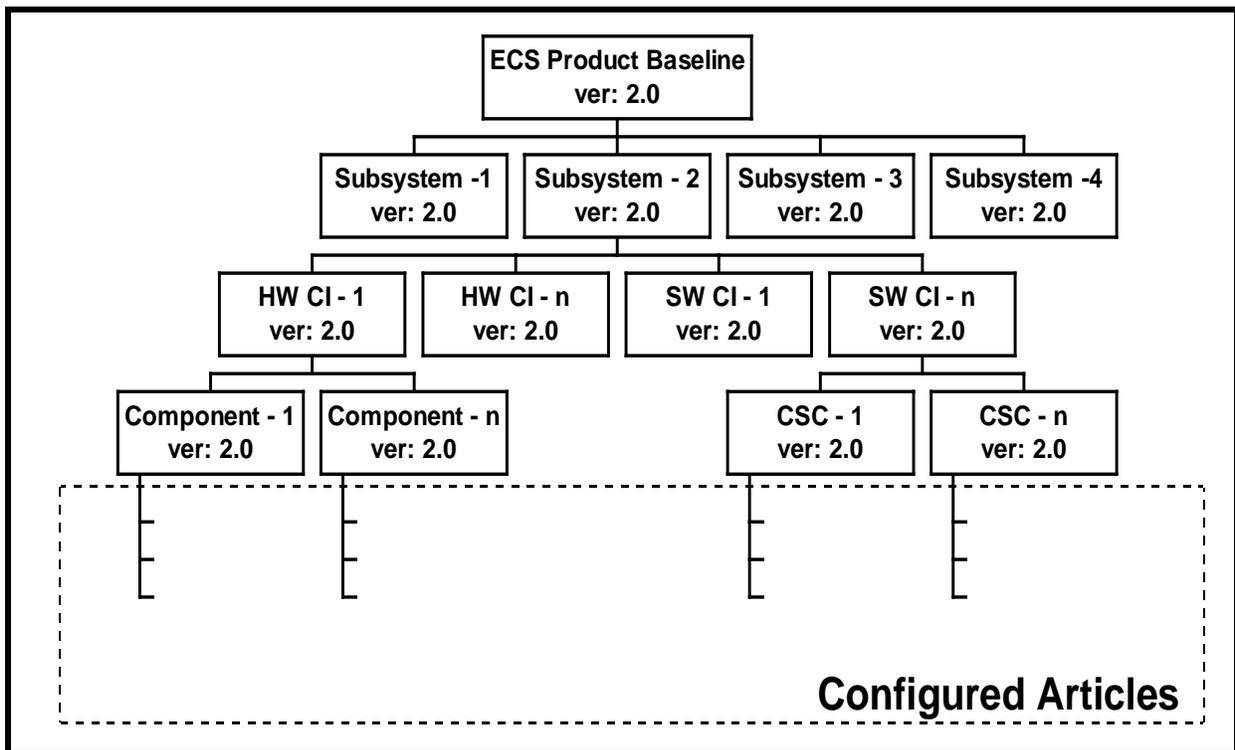
|                                |                                                                                                                                                                                                                        |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Assembly</i> –              | An item made up of other items.                                                                                                                                                                                        |
| <i>Bill of Materials</i> –     | This is a list of items that comprise an assembly.                                                                                                                                                                     |
| <i>Product Structure</i> –     | The parent-child pairings that define the bill of material for an assembly; each product structure record specifies the effective dates and quantities for a single component of a parent for each engineering change. |
| <i>Active Date</i> –           | The date a component becomes effective in an assembly's bill of material. This date is the CCR approval date.                                                                                                          |
| <i>Engineering Change</i> –    | An engineering change is the mechanism for grouping, reporting, and controlling product changes collectively.                                                                                                          |
| <i>Revision</i> –              | The sequence number of a product structure change to an assembly; it signifies a change to the configuration of an assembly that does not alter its form, fit, or function.                                            |
| <i>Implementation Status</i> – | A record describing the deployment of a control item to a site and the current state and associated date of its implementation; each control item has one record for each site to which it is deployed.                |
| <i>Exporting Data</i> –        | Creation of formatted file or records extracted from the BLM database; control item engineering change, product structure, and                                                                                         |

interdependency records may be extracted and sent to other application software at any site.

*Importing Data* – Loading BLM data from a formatted file.

At the lowest level, the baseline is composed of configured articles that are the specific types of items that make up ECS and are tracked using the BLM tool. It is important to recognize, however, that a conceptual structure on those configured articles to help think about the system. It is possible to conceptualize the structure of the system in a number of different ways, and a different conceptual structure based on the requirements of the situation may be warranted. The ECS baseline management approach and the BLM tool both facilitate recording and tracking these different conceptual baselines, which are related to the same records of the configured articles.

For example, system designers may conceptualize the system in terms that will help track subsystems and the configuration items for which each subsystem team is responsible. This may produce a baseline structured according to a design view, such as that shown in Figure 9.7-1.

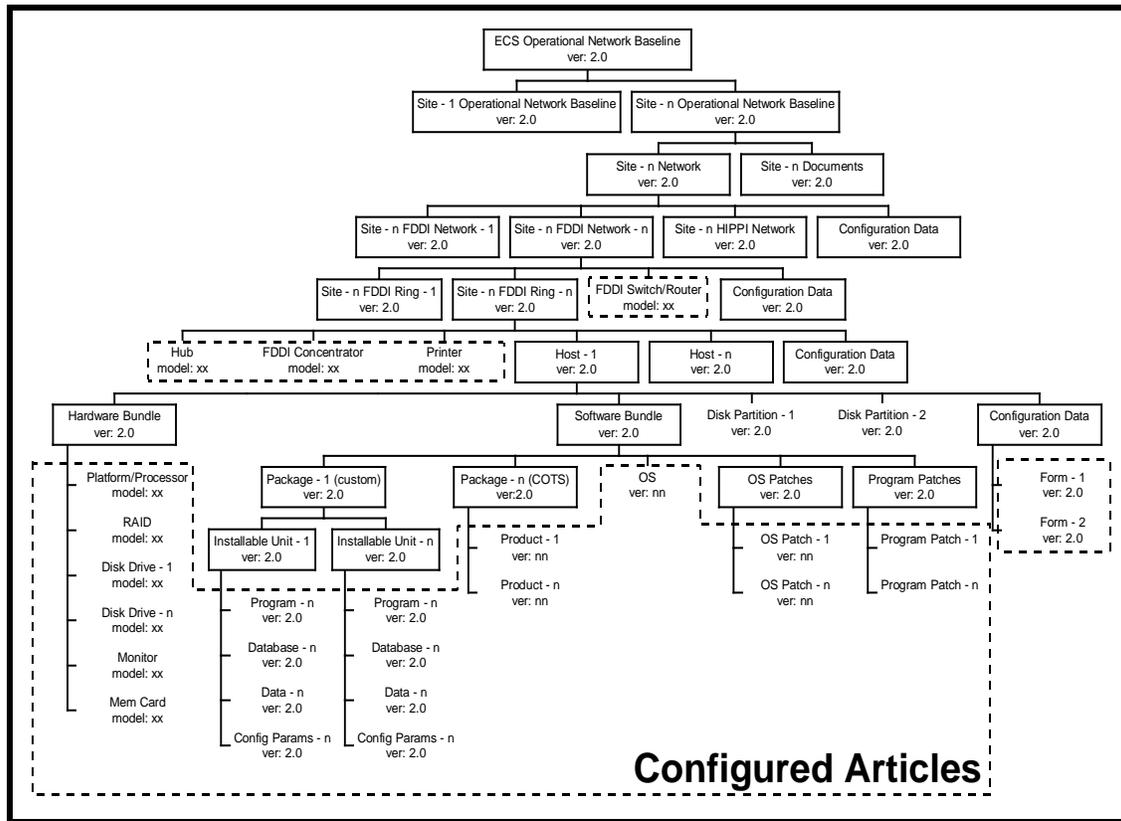


**Figure 9.7-1. ECS Baseline Concept from a Design (CIL/CAL) View**

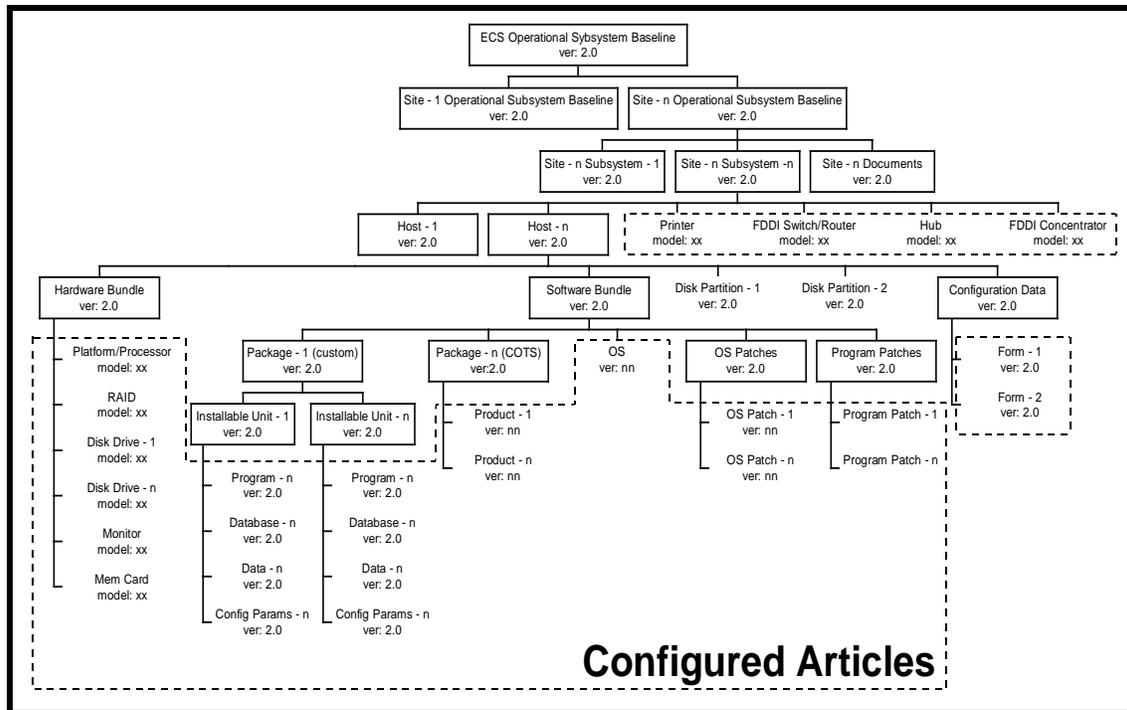
At an operations site, the concept reflected in the upper layers of the Design View baseline structure may not be particularly useful. Although the same configured articles are involved, it may be desirable, for instance, to track items from the viewpoint of network administration. The resulting baseline product structure may reflect that shown in Figure 9.7-2.

Even if an operations site is to view ECS product structure as composed of subsystems, it is likely that the concept of CIs will be of little use. Instead, the site is likely to be focused on what hosts make up the subsystems. Therefore, the subsystem view at an operations site may be similar to that illustrated in Figure 9.7-3.

The Baseline Manager database implemented at the ECS Development Facility reflects EED-developed product structures, and site personnel may not normally need all the data necessary to define these product structures. Instead, BLM tasks are likely to be limited to areas such as noting system changes in the context of site-unique requirements and data. However, an understanding of the different ways of conceptualizing the system will help in interpreting baseline data reflected in the BLM.



**Figure 9.7-2. ECS Baseline Concept from an Operational (Network) View**



**Figure 9.7-3. ECS Baseline Concept from an Operational (Subsystem) View**

### 9.7.3 Baseline Manager (BLM) Outputs at the Sites

The BLM manages the COTS software, operating system patches, and COTS software patch baselines. The BLM records, including information on all scripts, data, and GUIs, are maintained and managed at the ECS Development Facility using ClearCase. The BLM tool produces the more rapidly changing 910/920 Technical Document reports, with automated posting to ECS Baseline Information System (EBIS) and replication to mirror sites at each DAAC and for ESDIS. The reports include the following documents that affect all sites:

- COTS Software Versions 910-TDA-003;
- Site-Host Map 910-TDA-005;
- Critical COTS Software List 910-TDA-023;
- COTS S/W Where-Used Reports 910-TDA-030.

The reports also include the following documents that are site specific:

- Hardware-Software Maps 920-TD(x)-002;  
*(Note: The x represents a letter designating specific ECS sites (e.g., E = LP DAAC (formerly EDC), F = EDF2, L = ASDC (formerly LaRC), N = NSIDC, C = ECHO, P = PVC, and V = VATC.)*
- O/S and COTS S/W Patch Maps 920-TD(x)-014;
- Subsystem Mapping documents 920-TDx-023

All BLM records are related to approved Configuration Change Requests (CCRs) and Release Notes documents (e.g., series 914-TDA-xxx for Release Notes).

The Configuration Management (CM) organization uses the BLM tool to implement changes to the baseline. The system is used to describe CCB-approved system components and to track sites and machines where version-controlled items are configuration controlled. In addition BLM supports other functions such as configuration audits, system engineering and deployment activities. The BLM records describe the hosts and their configurations for each site. The sites are the operational Distributed Active Archive Centers (DAACs), and Performance Verification Center (PVC). The system also tracks the COTS software and patches that are mapped to their respective hosts. EBIS accommodates the identification of all configuration-controlled items such as documents, and SAN descriptions.

The BLM capabilities are used to:

- Maintain records that comprise baseline system configurations;
- Identify the versions and variants of hardware and software items that are currently managed together with the assemblies (e.g., hosts, subsystems, and networks) that use them;
- Record item interdependencies and the sites to which baseline items are deployed;
- Keep chronological histories of baseline changes and traceability of items to predecessor versions and system releases. (Current and Previous directories)

#### **9.7.4 Procedure for Retrieving Baseline Reports**

When the ECS software baseline is changed (e.g., addition of a script, update or replacement of a Graphical User Interface (GUI) package), the change is reflected in the collection, or “catalog,” of control items that make up the affected Computer Software Component (CSC) assembly in the ECS product structure. Using the BLM software tool at the EDF an update is made to document the new or revised controlled item(s). These technical documents can be accessed through any of the replicated ECS Baseline Information System (EBIS) file systems, Figure 9.7-4.

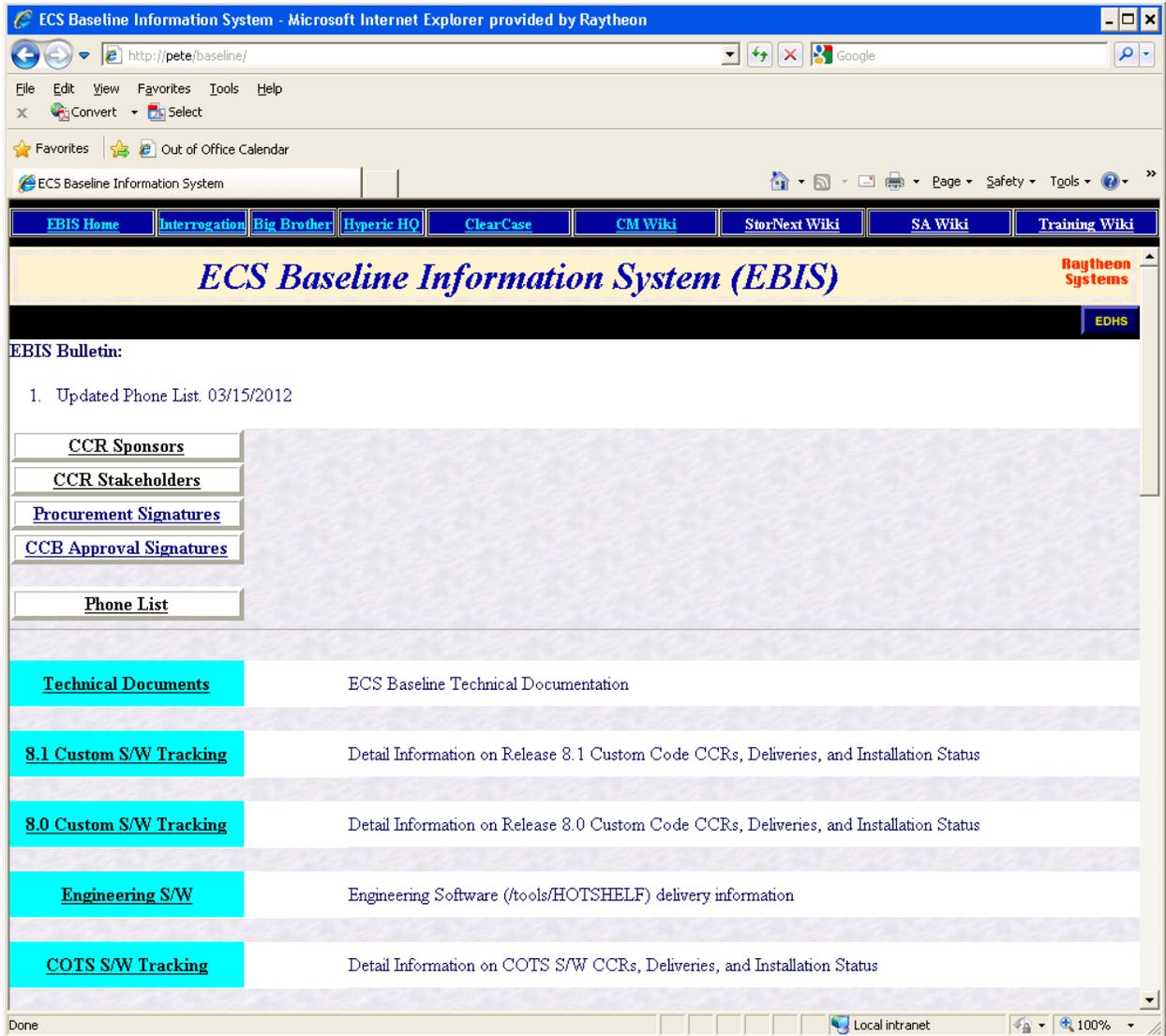
On the EBIS page, the ECS Baseline Information Technical Documentation is accessible through use of the **Technical Documents** button at the top of the row of buttons on the left side.

The resulting **ECS Baseline Technical Documentation** page lists the document series, title, and document number. The document numbers are links that provide access to the listed documents. The titles of some documents indicate BLM origin by inclusion of the parenthetical notation **(ClearCase)**.

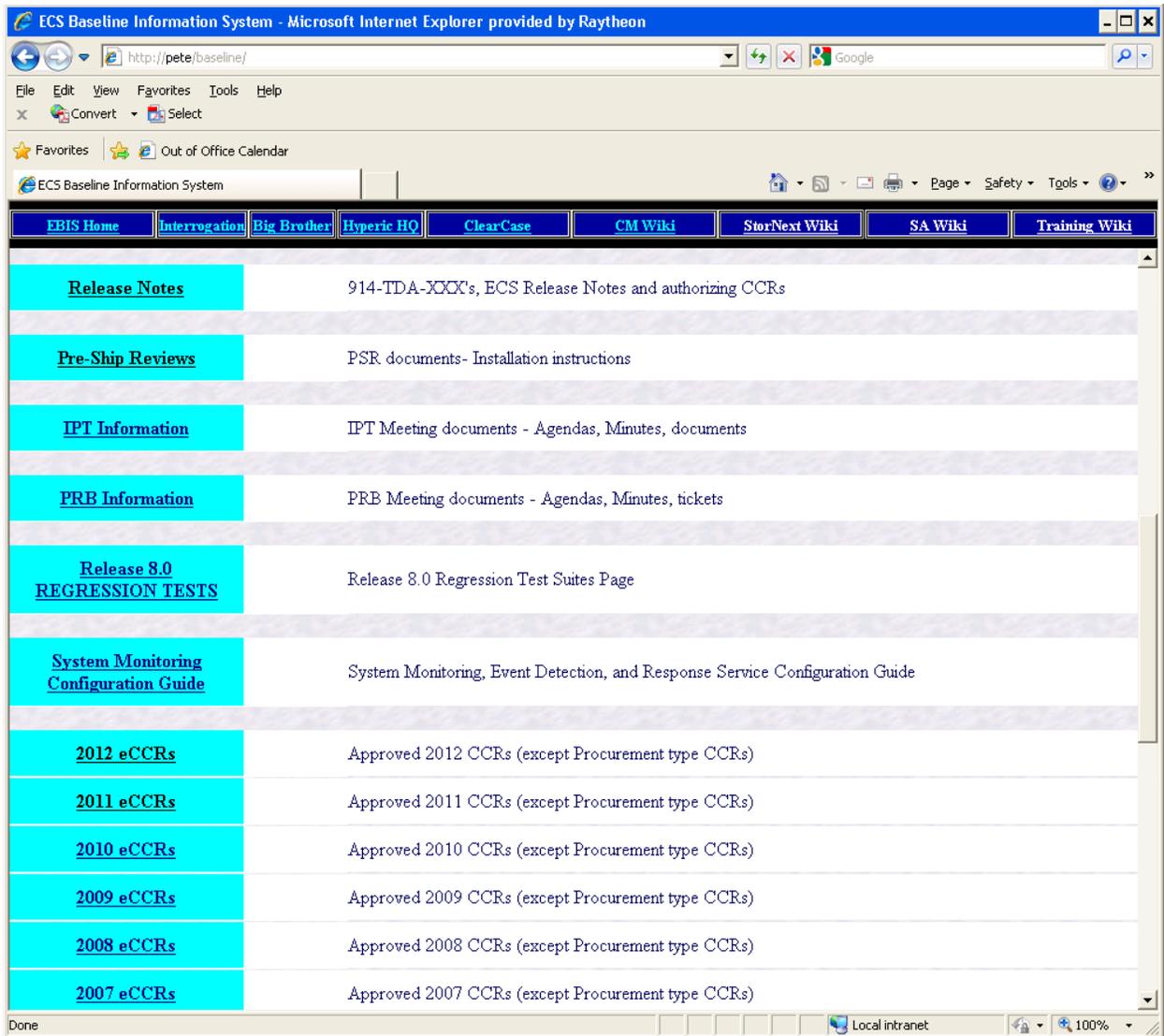
### 9.7.4.1 Retrieving Baseline Reports

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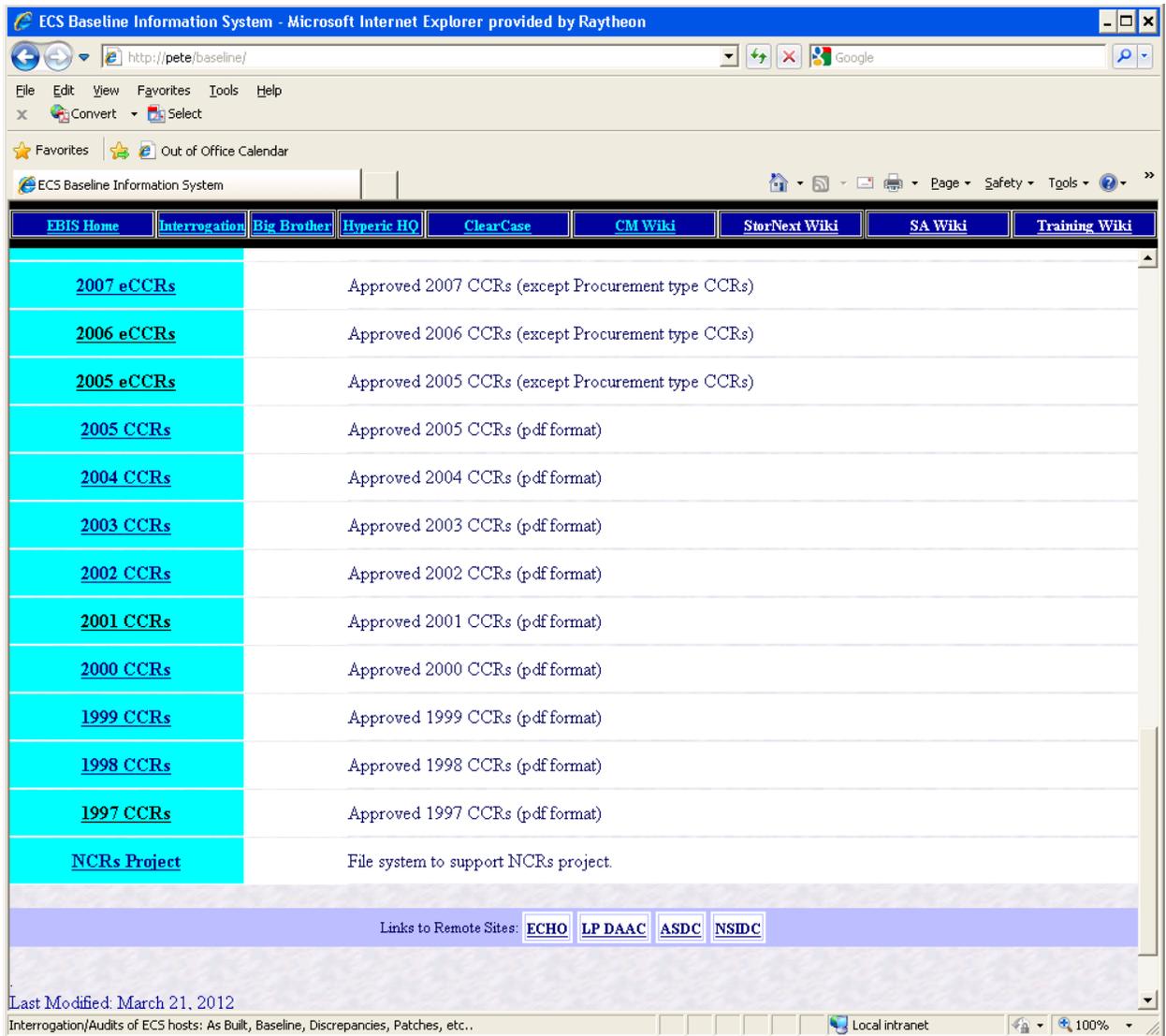
- 1 **Launch a web browser** on a computer that has network access to your site's ECS Baseline Information System.
  - 2 Type in the **Universal Resource Locator (URL)** for the ECS Baseline Information System home page (Section 9.6.4.1), and then press the **Return/Enter** key.
    - The **ECS Baseline Information System (EBIS)** home page (Figure 9.7-4) is displayed, offering access to ECS baseline information as well as a number of tools, ECS web sites, and NASA EOS web sites.
  - 3 Click the **Technical Documents** button.
    - The **ECS Baseline Technical Documentation** page is displayed.
  - 4 Locate the desired report, scrolling down as necessary.
    - Reports generated by the BLM tool are indicated with a parenthetical notation (ClearCase BLM) in the title entry.
  - 5 Click on the link for the document to be accessed.
    - A directory is displayed with one or more document numbers and versions indicated as links.
  - 6 Click on the **link for the document** and version desired.
    - The document is displayed, and can be printed and searched.
-



**Figure 9.7-4. EBIS Home Page (1 of 3)**



**Figure 9.7-4. EBIS Home Page (2 of 3)**



**Figure 9.7-4. EBIS Home Page (3 of 3)**

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# 10. Metadata Administration

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Every science data product generated and archived by the system must be described to the system by metadata that are put into an inventory and then used to retrieve and distribute the data to users of the system. The Earth Science Data Model, described in document 420-EMD-001, Release 7 Implementation Earth Science Data Model, organizes the metadata into groups of related attributes and services to be performed on the data products. These "core" attributes are necessary to identify, interpret and perform services on granules and collections. The Data Model also provides for "product-specific" attributes (PSAs), i.e., attributes which are unique to a specific data product.

The smallest aggregation of data that is independently described and inventoried in the system is referred to as a data granule. Granules are organized into logical groupings called collections in which the granule metadata varies principally by time or location, called single-type collections.

Every collection is described by an Earth Science Data Type (ESDT) and is made known to the system by adding the type to ECS. This means that the parameter values in the ESDT descriptor file must be added to the appropriate databases in the ECS system

Metadata administration includes creating and updating ESDTs. Collections may be modified and updated over time. Collection-level metadata can be updated by updating the ESDT. Granule-level metadata can be updated manually (i.e., not as a result of an operation such as subsetting, which modifies the science data content of a granule) by setting the Quality Assurance flags and explanations. Procedures for updating these flags are provided in Chapter 15 *Quality Assurance*.

## 10.1 ESDT Descriptor Files

The primary task in establishing a collection is providing the core and product-specific metadata attribute values. This is done by creating an Earth Science Data Type (ESDT) descriptor file. The descriptor file is also used to specify the data services that are available for granules that belong to the collection. The descriptor file is the means by which a collection is made known to the ESDT Maintenance Service.

The ESDT descriptor is composed of the following information:

- Collection level metadata attributes with values contained in the descriptor.
- Granule level metadata attributes whose values are supplied primarily by the Product Generation Executables (PGEs) during runtime.
- Valid values and permitted ranges for all product-specific attributes.
- List of services for all the granules in the collection and events that trigger responses throughout the system.

The services that apply to a collection are specified in the ESDT descriptor file. Product-specific services, such as subsetting or a product-specific acquire, require executable code to enact those

services. This code is contained in the Ingest and Order Manager Server software. After the ESDT descriptor file has been generated it must be installed using the ESDT Maintenance Service before the first data granule can be inserted. During this installation process, information from the ESDT Descriptor File is propagated to the Inventory Database and the Spatial Subscription Server Database, all of which must be operating during the ESDT installation process.

NOTE: 'Services' in this context should not be confused with the services provided by the Data Access subsystem as introduced in Release 8.1.

### **10.1.1 Steps in Generating a Descriptor File**

#### **ESDTs for Distributable Product**

These are the typical steps used in generating a descriptor file:

1. Identify desired collection-level metadata attributes.
  - For permanent and interim files use only the minimum attributes.
  - For distributable products identify all applicable attributes. This will involve reading appropriate documentation and interacting with the data provider.
2. Identify granule-level attributes.
  - If a sample metadata configuration file is available from the data provider, use this.
3. Check "valids" (allowable metadata values) for core attributes (write NCR if new valids are required).
4. Check PSAs (register PSAs if new).
5. Use custom built scripts and a text editor to generate the descriptor file.
6. Verify the descriptor file as outlined in Section 10.1.2 *Verifying Descriptor Files*.
7. Check descriptor files into ClearCase.

### **10.1.2 Verifying Descriptor Files**

1. Run the PERL script "update.pl", following the instructions in the script prologue.
  - This script makes sure that the inventory metadata attributes are all listed as event qualifiers in the EVENT group.
2. Run the PERL script esdtQC.pl following the instructions in the script prologue.
  - This script checks for more than 30 common descriptor file errors.
3. Make any necessary corrections in response to errors issued.
4. Rerun the PERL script esdtQC.pl.
5. Repeat Steps 3 and 4 until there are no errors.

6. Run the testodl utility to ensure that there are no errors in the ODL structure for the descriptor file.
7. Make any necessary corrections in response to errors issued.
8. Rerun the testodl utility.
9. Repeat Steps 9 and 10 until there are no errors.

## 10.2 Preparation of Earth Science Data Types

An ESDT goes through pre-operational life cycle steps starting with an analysis of the collection's need and continuing through development and operational installation. This process involves actions by the Data Provider or User in addition to EED. The procedures are detailed in Software Development (SD) Project Instruction SD-038 ESDT Creation, Testing, Maintenance and Integration at [http://dmserver.gsfc.nasa.gov/EMD\\_PAL/index.html](http://dmserver.gsfc.nasa.gov/EMD_PAL/index.html)).

### 10.2.1 Definitions

**Archive** - A File Type indicating granules will be inserted to Data Server for long-term storage and acquisition for distribution.

**Full** - A level of metadata coverage intended for data products that are produced within the system.

**Collection** - A related group of data granules.

**Granule** - The smallest data element that is identified in the inventory tables.

**Interim** - A File Type indicating granules are temporarily stored in support of product generation.

**Intermediate** - A level of metadata coverage intended for contemporaneous data products that are not produced within the system.

**Limited** - A level of metadata coverage intended for heritage data products brought into the system for distribution

**Minimal** - A level of metadata coverage sufficient to uniquely identify a collection or granule.

**Permanent** - A File Type indicating static or semi-static granules that are used only as inputs in product generation.

**Product Specific Attributes** - Attributes that are defined by the data provider in support of searching for specific granules

**Valid** - An allowable metadata value.

## 10.2.2 Process

### 1. Need Analysis

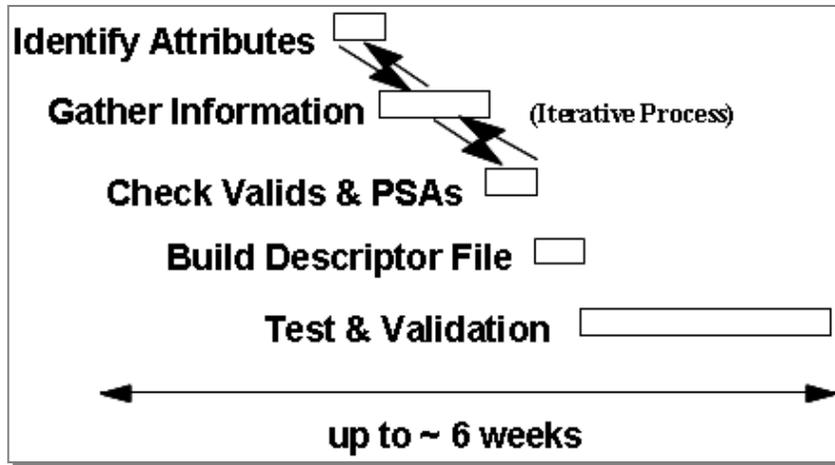
- The baseline list of science ESDTs and their services is controlled by the ESDIS CCB. This baseline was established through an analysis of the system Functional and Performance Requirements Specification, the Technical Baseline established from inputs from the Ad Hoc Working Group on Production, and meetings with the individual data providers to define the basic requirements of each ESDT.
- The basic requirements are:
  - Data Provider File Designation,
  - File Type (Permanent, Interim, Archive)
  - Level of Metadata Coverage (Minimal, Limited, Intermediate, Full)
- For new ESDTs not currently in the development baseline, the result of the Need Analysis forms the basis for approving the inclusion of the ESDT into the system. This is accomplished through the CCR process.

### 2. ESDT Specification

- This step results in a set of specifications extending the results of the needed analysis and providing the information needed to implement an ESDT. This step is executed only if the ESDT has been included in the baseline. The roles and responsibilities for developing the specification are as above.
- The specifications must include:
  - ShortName and VersionID of the ESDT
  - A list of the metadata attributes needed, valids, and any constraints on attributes.
  - A list and specification of the services needed (e.g., specification of the INSERT, SEARCH, ACQUIRE and SUBSCRIPTION semantics).

### 3. ESDT Generation

- Once the ESDT Specification has been developed and the applicable attributes identified, the necessary metadata has to be gathered, the metadata values checked against the valid values and the product-specific attributes (PSA) need to be checked against the list of PSAs that are already defined (see Figure 10.2-1).
- Once the collection-level metadata and granule-level attributes have been checked, then the descriptor file is generated and testing and validation of the ESDT performed. This process is further elaborated in the sections below.
- For a one-of-a-kind, distributable product with Full metadata coverage, this process can take up to six weeks to accomplish. For a related group of products with identical services, much of the Descriptor File of the first ESDT can be reused, and the cycle time for preparing subsequent ESDTs in the related group is much less.



*Figure 10.2-1. Steps in ESDT Development*

## 10.3 Metadata Population

### 10.3.1 Collection-Level Metadata

A majority of the attributes in the Data Model apply to all the granules in the collection. These are known as collection-level attributes. There can be both core and product-specific collection-level attributes, defined once prior to establishing the collection.

Collection-level metadata is input using either a text editor or a custom built script.

### 10.3.2 Granule-Level Metadata

The attributes in the Data Model that can vary on a granule-by-granule basis are known as granule-level attributes. There can be both core and product-specific granule-level attributes.

Granule-level metadata are specified and populated using the Metadata Configuration File (MCF). The MCF is derived from information contained in the ESDT descriptor file and is delivered by the ESDT Maintenance Service for use by the Ingest Subsystem. The MCF specifies how the searchable metadata attributes will be populated in the Inventory database. For data products generated within the system, the science software or Product Generation Executive (PGE) interacts with the MCF using metadata tools contained in the Science Data Processing Toolkit. Through this process, values are set for metadata attributes specified in the "source" MCF, such as the temporal or spatial coverage of each granule. These values are then inserted into a "target" MCF at PGE run time. The MCF is used in a similar manner for data entering the system through the Data Pool Ingest.

Procedures for entering data into the system through Data Pool Ingest are described in Chapter 13, Ingest. Each data granule consists of one or more physical files. Accompanying each granule is a metadata record; i.e., an ASCII file containing the granule-level attributes and

their values in ODL. Only one metadata record is allowed per granule, i.e., no sub-granule records are allowed, and no metadata records are shared between granules.

### 10.3.3 Product-Specific Metadata

Product-specific metadata can be at both the granule level and the collection level. Product-specific metadata may (at the data provider's election) be contained in the Inventory Database tables, in which case it will be searchable by the system. There is also a provision to store product-specific metadata within granules that is available only when the granule has been ordered and delivered. This is termed archive metadata and is specified in a separate ODL group in the MCF.

In the granule metadata, the core attribute that is available to store product-specific metadata is called ParameterValue. The metadata describing this attribute is specified by the data provider through the AdditionalAttributes class at the collection-level. The units of measure, range, accuracy, and resolution for this are specified in the PhysicalParameterDetails class, also at the collection-level.

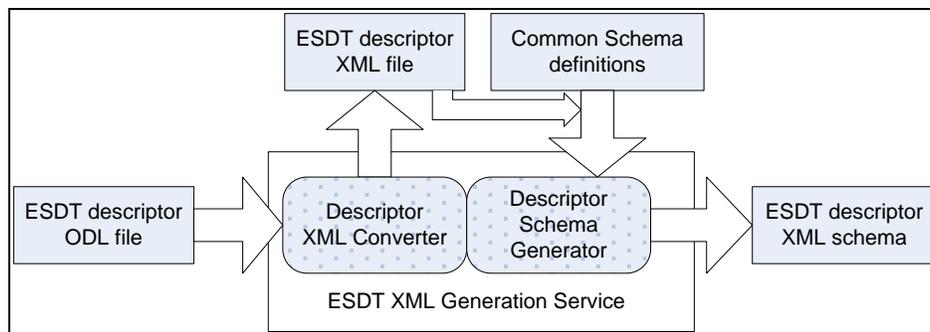
Product-specific metadata at the collection level is specified at the time the other collection level metadata attributes values are defined. At the granule-level, product-specific metadata is defined in the MCF. In both cases, a list of valid values and permitted ranges are specified in the ESDT data dictionary.

## 10.4 ESDT Maintenance

The ESDT Maintenance functionality is accomplished by using the ESDT Maintenance GUI which provides the DAAC staff with functionality to view, update or remove installed ESDTs and to install new ESDTs.

The process of maintaining ESDTs will continue to rely on the ODL descriptors as the starting point. As part of an Update ESDT operation, changes to the descriptor will be propagated to the XML representation of the descriptor as well as an ESDT descriptor specific schema.

Figure 10.4-1 illustrates the ESDT descriptor files utilized in ECS and the components that generate them:



**Figure 10.4-1. ESDT Descriptor File Transformations in ECS**

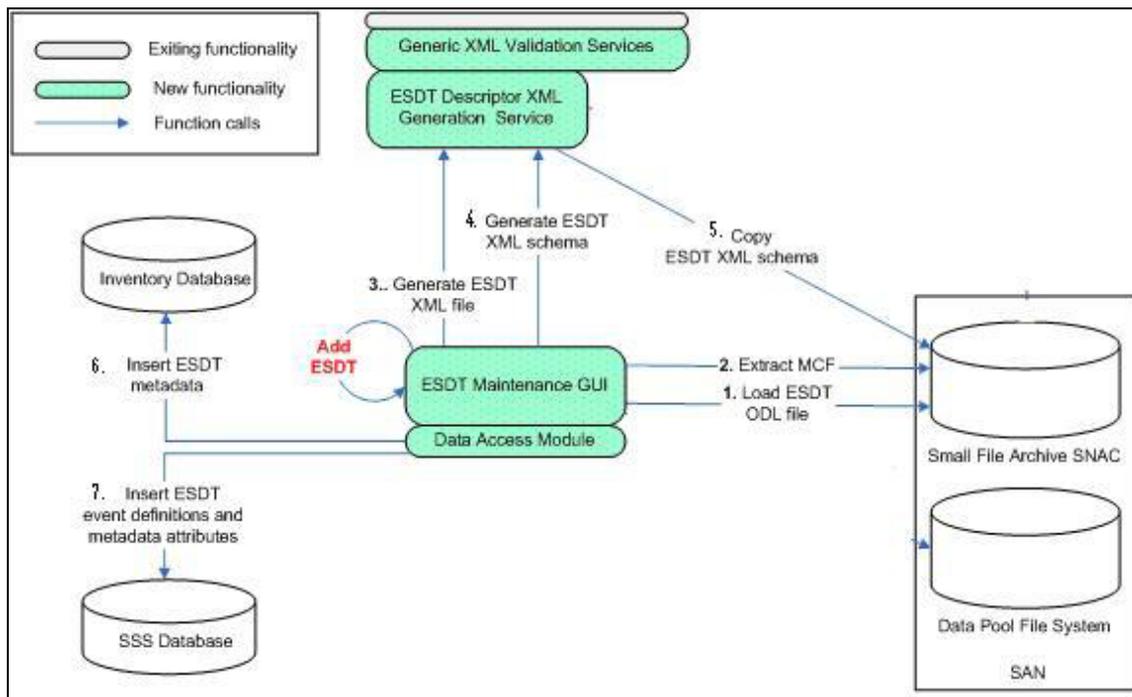
The original ESDT descriptor ODL file is converted to its XML representation by the Descriptor XML Converter. This conversion occurs when an **Add ESDT** or **Update ESDT** or **View ESDT** process is selected from the ESDT Maintenance GUI.

The ESDT descriptor XML file is used to generate the descriptor XML schema.

The ESDT Descriptor XML file, together with a set of Common Schema Definitions file are used as input to the Descriptor Schema Generator which produces the ESDT descriptor XML schema. The schema is used for validating the granule XML metadata file. The Common Schema Definitions file contains definitions for all elements that are used by the supported ESDTs as well as the hierarchical relationships in which they can appear.

The Descriptor XML Converter and the Descriptor Schema Generator are part of the ESDT Descriptor XML Generation Service since they both produce descriptor related XML (the ESDT descriptor XML file and the ESDT specific schema respectively).

Figure 10.4-2 illustrates the high-level functionality flow that is provided by the ESDT Maintenance GUI for adding a new ESDT or updating an existing ESDT:



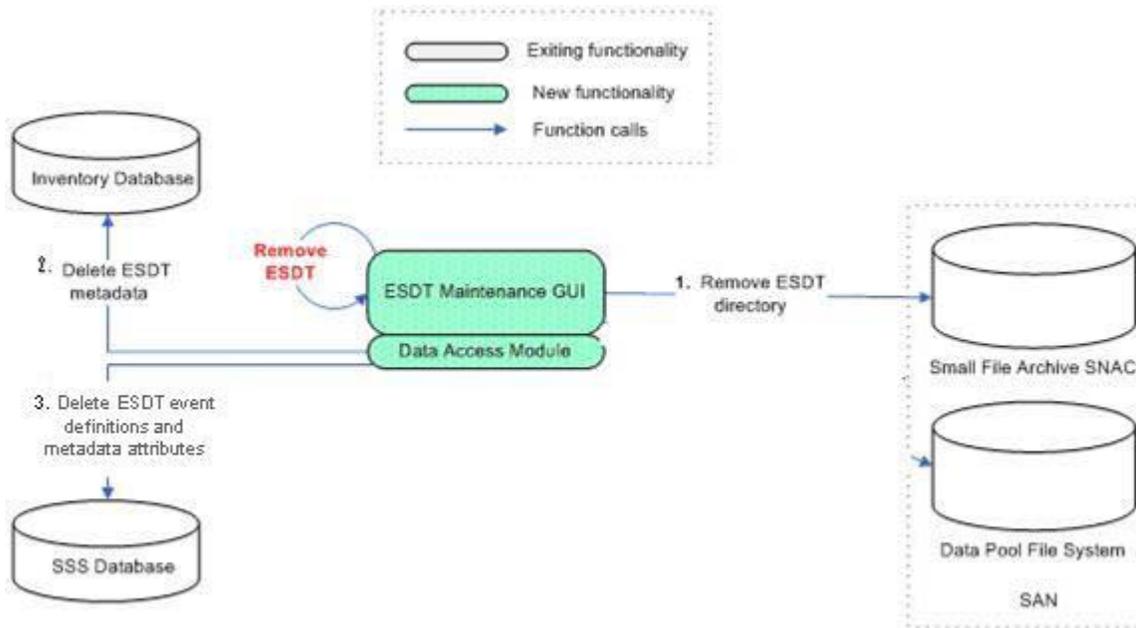
**Figure 10.4-2. Adding/Updating an ESDT using the ESDT Maintenance GUI**

The following functionality flow is used when an ESDT is added or updated using the ESDT Maintenance GUI.:

1. An ESDT ODL file from the location specified in the ESDT Maintenance GUI configuration file is loaded. The directory will contain all the descriptor related files.

2. The Metadata Configuration File (MCF) is extracted from the descriptor ODL file and placed in the ESDT specific directory in the Small File Archive.
3. The ESDT descriptor XML file is generated. The ESDT Descriptor XML generation service contains the Descriptor XML Converter and the Descriptor Schema Generator modules.
4. The ESDT specific schema is generated, using the ESDT descriptor XML file produced in the previous step.
5. The generated ESDT descriptor XML schema is copied to the Small Archive File ESDT specific directory.
6. The ESDT collection metadata is inserted in the Inventory database.
7. The ESDT collection event definitions and metadata attributes that can be used to qualify subscriptions in the Spatial Subscription Server database are inserted.

Figure 10.4-3 illustrates the high-level functionality flow that is provided by the ESDT Maintenance GUI for removing an existing ESDT from the system:



**Figure 10.4-3. Removing an ESDT using the ESDT Maintenance GUI**

The following functionality flow is used when an ESDT is removed:

1. ESDT specific files (ODL, MCF, XML schema, ESDT metadata directory <shortname.VersionID>) are removed.
2. The ESDT collection metadata from the Inventory database is deleted.
3. ESDT collection event definitions and metadata attributes from the Spatial Subscription Server database are deleted.

**Note:** Removal of an ESDT is not allowed if granules are present in the Inventory or DataPool. In addition, there can not be a Subscription on the ESDT within the Spatial Subscription Server. The appropriate Granule Deletion scripts must be run, if necessary, and all subscriptions removed before removing an ESDT.

Table 10.4-1 provides an activity Checklist for ESDT Maintenance.

**Table 10.4-1. ESDT Maintenance - Activity Checklist**

| Order | Role           | Task                                        | Section      |
|-------|----------------|---------------------------------------------|--------------|
| 1     | Database Admin | Launching the ESDT Maintenance GUI          | (P) 10.4.1.1 |
| 2     | Database Admin | Filter the ESDT List Page                   | (P) 10.4.1.2 |
| 3     | Database Admin | View XML or ODL ESDT Descriptor Information | (P) 10.4.1.3 |
| 4     | Database Admin | Re-generate an MCF or Schema                | (P) 10.4.1.4 |
| 5     | Database Admin | Remove an ESDT                              | (P) 10.4.1.5 |
| 6     | Database Admin | Install/Update an ESDT                      | (P) 10.4.1.6 |
| 7     | Database Admin | Update BMGT Configuration Files             | (P) 10.4.1.7 |
| 8     | Database Admin | Cleanup Failed ESDTs                        | (P) 10.4.1.8 |

#### **10.4.1 Launching the ESDT Maintenance GUI**

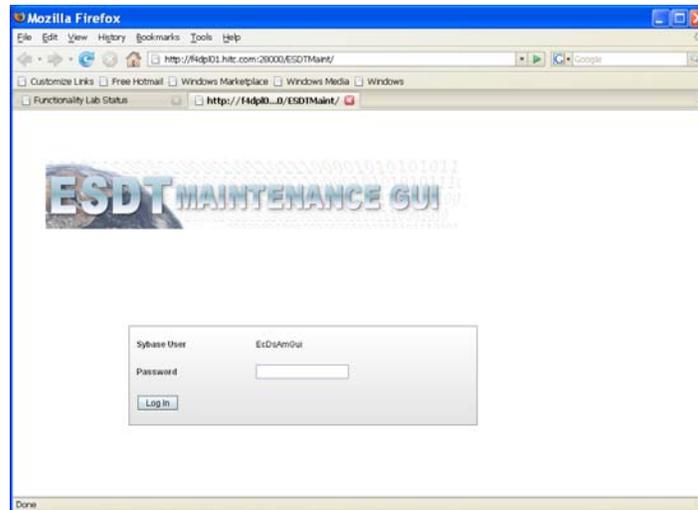
ESDT maintenance is accomplished by accessing the ESDT Maintenance GUI and is restricted to a single Database Username. This Username is configured in the ESDT Maintenance GUI Configuration file.

The ESDT Maintenance GUI will only allow for one authenticated session at a time. This is to prevent situations where multiple operators may perform conflicting actions. The time-out for authenticated sessions is configured in the Web application settings and is configurable via ECS Assist.

Note: The ESDT Maintenance GUI is by default configured to time out after 2 Minutes. You will need to log back into the GUI after each time out occurs.

### 10.4.1.1 Launching the ESDT Maintenance GUI

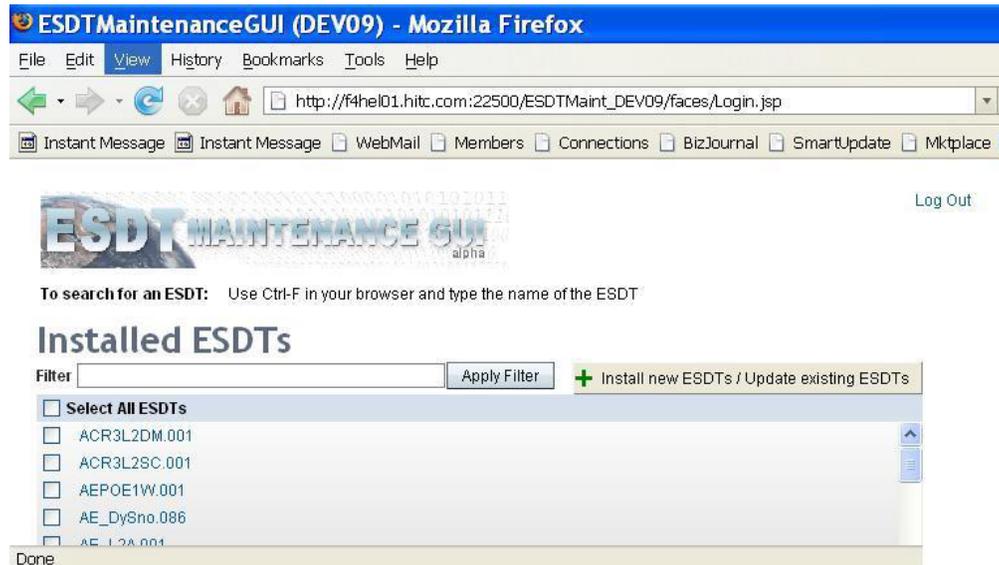
- 1 Access a terminal window logged in to a host (e.g., the Operations Workstation or Sun external server) that has access to the **Firefox** web browser.
  - Examples of Linux external server host names include e4spl01 or n4spl01.
- 2 Type **firefox &** then press **Return/Enter**.
  - It may be necessary to respond to dialogue boxes, especially if the browser is already being used by someone else who has logged in with the same user ID.
  - The Mozilla Firefox web browser is displayed.
- 3 If a bookmark has been created for the **ESDT Maintenance GUI**, select the appropriate bookmark from those listed on the browser's Bookmarks pull-down window.
  - The **Login:** prompt is displayed.
- 4 If no bookmark has been created for the **ESDT Maintenance GUI**, type **http://host:port** in the browser's **Location (Go To)** field then press **Return/Enter**.
  - For example: `http://f4dp101.hitc.com:28000/ESDTMaint/`
  - The Login: prompt is displayed with the username configured for the GUI (see Figure 10.4-4)



**Figure 10.4-4. ESDT Maintenance GUI Log-in Screen**

- 6 Type the appropriate password in the **Password** box of the security Login prompt.

- 7 Click on the **Log In** button:
  - The **Installed ESDT** page is displayed (see Figure 10.4-5).



**Figure 10.4-5. Installed ESDT Page**

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The ESDT List page lists all of the currently installed ESDTs. From this page, the operator can perform the following actions:

- Search for an ESDT by using the browser's built-in search function.
- View the ODL and XML descriptor information for a specific ESDT.
- Generate MCFs for one or more ESDTs.
- Generate Schemas for one or more ESDTs.
- Delete one or more ESDTs.
- Navigate to the ESDT installation/update page.

The ESDT List page includes a filter that can be applied to the list of ESDTs. This is useful for selecting particular types of ESDTs for bulk action (i.e., deletion, and MCF or ESDT Schema generation). This is a simple text search and will search ESDT Short Names. As shown in the example below, *MODIS* would return any ESDT with the MODIS anywhere in the name. The search is also case-insensitive.

#### **10.4.1.2 Filter the ESDT List Page**

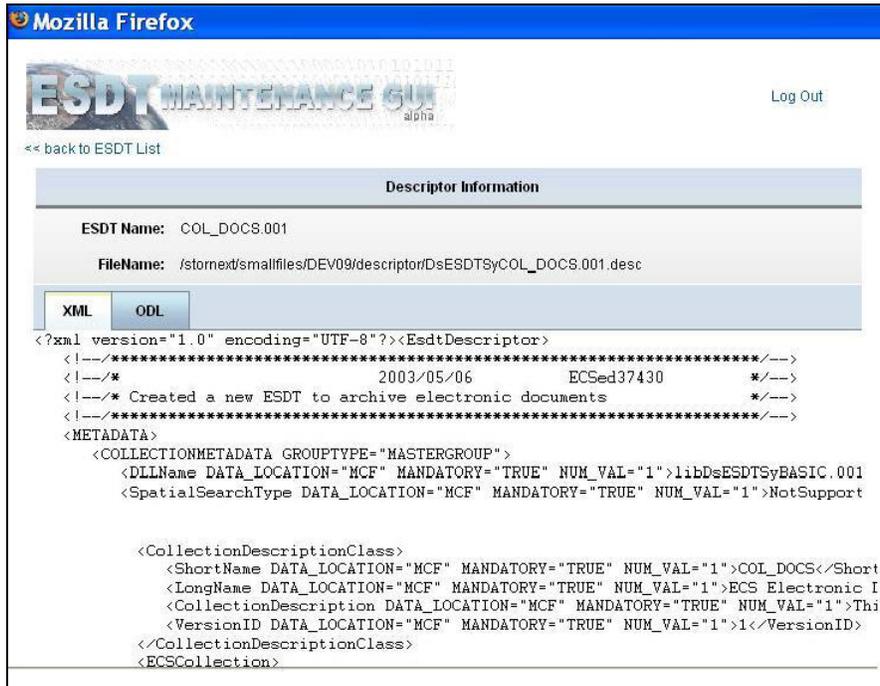
---

- 1 Log in to the **ESDT Maintenance GUI**.
  - The **Installed ESDT** page is displayed.

- 2 In the **Filter** box, enter the desired filter to be applied to the ESDT List.
3. Select **Apply Filter** button.
  - The ESDT List will display the filtered ESDTs list as requested.

### 10.4.1.3 View XML or ODL ESDT Descriptor Information

- 1 Log in to the **ESDT Maintenance GUI**.
  - The **Installed ESDT** page is displayed.
- 2 In the list of **Installed ESDT**, click on the desired ESDT name.
  - The XML Descriptor Information page (see Figure 10.4-6) is displayed.



**Figure 10.4-6. XML Descriptor Information Page**

3. To display the Descriptor Information in ODL, click on the ODL button.
  - The Descriptor Information page is displayed in ODL format.

During the initial install of an ESDT, the MCF and Schema files are generated from the descriptor file and copied to the Small Archive File ESDT specific directory. Certain situations (such as a corrupted MCF or Schema file) may require that these files be re-generated.

#### 10.4.1.4 Re-generate an MCF or Schema

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- 1 Log in to the **ESDT Maintenance GUI**.
  - The **Installed ESDT** page is displayed (see Figure 10.4-5).
- 2 Select the ESDT(s) that require a re-generation of the MCF or Schema.
  - A check mark is displayed in the box next to the selected ESDT.
- 3 Scroll to the bottom of the **Installed ESDT** list, click on the **Generate MCFs** or **Generate ESDT Schema** button.
  - The ESDT descriptor files stored in the Small File Archive will be used to re-generate the MCF or ESDT Schema.

Note: This action requires that the Data Pool Ingest Processing Service and the Data Pool Action Driver Service be restarted.

---

When an ESDT is removed, the following pre-conditions must be satisfied:

- All granules for this ESDT must not be present in the Inventory or DataPool. The Granule Deletion script must be run.
- The Data Pool collection for that ESDT must be removed using the Data Pool Maintenance GUI
- All subscriptions on the ESDT must be removed.

#### 10.4.1.5 Remove an ESDT

---

1. Verify that Granules for the selected ESDT(s) have been removed from the Inventory and Data Pool.
2. Verify Subscriptions for the selected ESDT(s) have been removed.
3. Log in to the **ESDT Maintenance GUI**.
  - The **Installed ESDT** page is displayed (see Figure 10.4-5).
4. Select the ESDT(s) that are to be deleted
  - A check mark is displayed in the box next to the selected ESDT.
5. Scroll to the bottom of the **Installed ESDT** list, click on the **Delete selected ESDTs** button.
  - The ESDT specific files (ODL, MCF, and XML schema) are removed.
  - The ESDT (ShortName, VersionID) directory on the file system where granule metadata files are stored is removed.
  - The ESDT collection metadata from the Inventory database are deleted.
  - The ESDT collection event definitions and metadata attributes from the SSS database are deleted.

Note: This action requires that the Data Pool Ingest Processing Service and the Data Pool Action Driver Service be restarted.

---

The operator can install a new or update existing ESDTs from the ESDT Maintenance GUI. On the List ESDT page of the ESDT Maintenance GUI, the operator selects the Install new ESDTs/Update existing button which displays a list ESDTs to be installed. The operator can

review the file list and select the ESDTs to be installed or updated by checking the boxes for each ESDT. There are buttons to select the following descriptor files in the list: **all**, **none**, **installed**, **uninstalled** and **failed** ESDTs. Selection of these buttons will select all ESDTs in the category selected. Desired descriptors can be individually selected by clicking on the box next to the descriptor.

An operator performs installation or update on ESDTs by first selecting one, some, or all of the Descriptor files. Then the **Proceed with installation/update** button is used to perform installation or an update on the selected Descriptor file name. The column on the right contains the current status of an ESDT.

If the installation or update completes successfully for all ESDTs, the installation files will be removed from this list, and a message will be displayed at the top of the screen indicating the success.

If the installation or update did not succeed for one or more ESDTs, a general error message will be displayed at the top of the screen. A table at the top displays detailed error information next to each ESDT that failed.

If an error is encountered during the installation or update (e.g., a validation error), the installation for that particular ESDT will fail. Installation of the other ESDTs will continue processing until the selected list is completed. As ESDTs are successfully installed or updated, the descriptor files are removed from the installation source directory. Any remaining files in the list would be those that could not be installed due to an error or those that were not selected for processing.

Note: In order for products associated with this ESDT to be exported to ECHO, the following BMGT configuration files need to be updated:

- EcBmBMGTGroup.xml
- EcBmBMGTSpatialEsds.xml

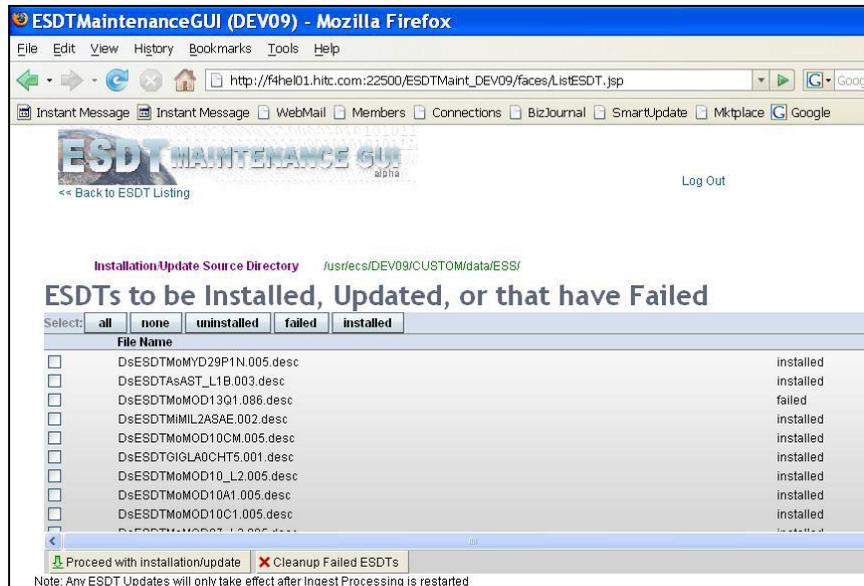
In addition, the following BMGT configuration files might need to be updated, depending on the properties of the particular ESDT:

- EcBmBMGTTwoDCoords.xml
- EcBmBMGTDifEsds.xml

#### **10.4.1.6 Install/Update an ESDT**

---

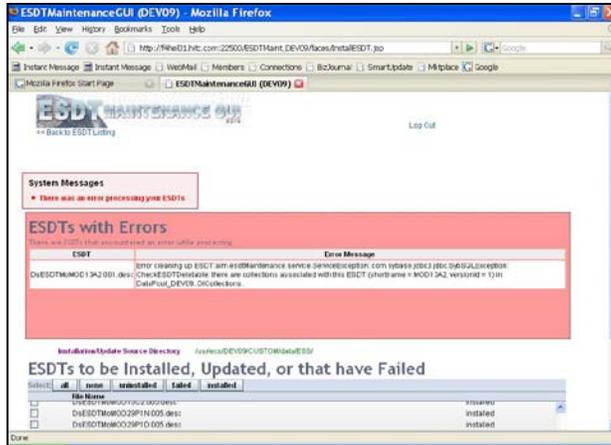
- 1** Log in to the **ESDT Maintenance GUI**.
  - The **ESDT List** page is displayed.
- 2** Select the **Install new ESDTs/Update existing ESDTs** button.
  - The **ESDTs to be Installed, Updated, or that have Failed** page is displayed (see Figure 10.4-7).



**Figure 10.4-7. ESDTs to be Installed, Updated, or that Have Failed Page**

- 3 Click on the checkbox(es) next to the desired descriptor file(s).
  - A check is displayed in the box.

Note: The five categories displayed above the list of descriptor files can be used if applicable (i.e. **all** - if you want all descriptor files selected; **uninstalled** - if you want all uninstalled descriptor files selected; **failed** - if you want all failed descriptor files selected; **Installed** - if you want all installed descriptor files selected).
- 4 Select the **Proceed with installation/update** button.
  - A message is displayed (see Figure 10.4-8) indicating the number of descriptors successfully installed and the installation files will be removed from the install list.
  - If the installation is not successful, a message is displayed at the top of the page, indicating the number of descriptors that failed to be installed along with the associated error.



**Figure 10.4-8. ESDTs Failure Screen**

Note: This action requires that the Data Pool Ingest Processing Service and the Data Pool Action Driver Service be restarted.

---

#### 10.4.1.7 Update BMGT Configuration Files

---

- 1 Log on to the host where BMGT is installed (e.g., **x40ml01**).
- 2 Type the following:
  - `cd /usr/ecs/OPS/CUSTOM/cfg`
- 3 Edit the `EcBmBMGTGroup.xml` by entering the following edit commands:
  - **vi EcBmBMGTGroup.xml**
- 4 Following `<name>groupName</name>`, enter the following information for the ESDT added in procedure 10.4.1.6:
 

```

<ESDT>
<ShortName>short name of the ESDT</ShortName>
<VersionID>VersionId of the ESDT</VersionID>
<CollExport>Y</CollExport>
<GranExport>Y</GranExport>
</ESDT>
      
```
- 5 Exit the editor by typing **Ctrl Z**.
- 6 If the `EcBmBMGTspatialEsdts.xml` has not been already configured for the `ShortName` of the newly installed ESDT, the following 4 lines need to be added by entering the following edit commands:
  - **vi EcBmBMGTspatialEsdts.xml**

- 7 Following `<spatialesdts>`, enter the following information for the ESDT added in procedure 10.4.1.6:
 

```

      <SP_ESDT>
      <ShortName>ShortName of the Esdt </ShortName>
      <SpatialRep>SpatialRep as decided by the science team</SpatialRep>
      </SP_ESDT>
      
```
- 8 Exit the editor by typing **Ctrl Z**.
- 9 If the ESDT is eligible for two-dimensional coordinate system spatial searching, lines will need to be added to the `EcBmBMGTTwoDCoords.xml` file by entering the following edit commands:
  - **vi EcBmBMGTTwoDCoords.xml**
- 10 Preceding `<TwoDCoordinateSystem>` (for the `TwoDCoordinateSystem` entry which defines the appropriate system for this ESDT), enter the following information for the ESDT added in procedure 10.4.1.6:
 

```

      <TargetCollection>
      <ShortName>ShortName of the ESDT</ShortName>
      <VersionID>VersionID of the ESDT</VersionID>
      </TargetCollection>
      
```
- 11 Exit the editor by typing **Ctrl Z**.
- 12 If the ESDT currently has a Data Interchange Format (DIF) entry in the Global Change Master Directory (GCMD), lines will need to be added to the `EcBmBMGTDifEsdts.xml` file by entering the following edit commands:
  - **vi EcBmBMGTDifEsdts.xml**
- 13 Preceding `</difesdts>`, enter the following information for the ESDT added in procedure 10.4.1.6:
 

```

      <DIF_ESDT>
      <ShortName>ShortName of the ESDT</ShortName>
      <VersionID>VersionID of the ESDT</VersionID>
      <DifID>GCMD DIF ID</DifID>
      </DIF_ESDT>
      
```
- 14 Exit the editor by typing **Ctrl Z**.

If an error is encountered during the installation or update (e.g., a validation error), the installation for that particular ESDT will fail. Installation of the other ESDTs will continue processing until the selected list is completed. As ESDTs are successfully installed or updated, the descriptor files are removed from the installation source directory. Any remaining files in the list would be those that could not be installed due to an error or those that were not selected for processing. In cases when fatal error has occurred, the ESDT will be marked as failed in the list of **ESDTs to be Installed**. After reviewing the error, the operator will be able to initiate recovery for the failed ESDT by using the **Cleanup Failed ESDTs** command.

#### 10.4.1.8 Cleanup Failed ESDTs

---

- 1 Log in to the **ESDT Maintenance GUI**.
    - The **ESDT List** page is displayed.
  - 2 Select the **Install new ESDTs/Update existing ESDTs** button.
    - The **ESDTs to be Installed** page is displayed.
  - 3 Click on the box(es) next to the desired descriptor file(s) to be cleaned up.
    - A check is displayed in the box.
  - 4 Select the **Cleanup Failed ESDTs** button.
    - For each ESDT selected, (i.e., incomplete installation), any Descriptors, MCFs, and Schema present in the Small File Archive is removed.
    - The ESDT is removed from the Inventory Database.
    - The temporary backup descriptors, MCFs, and schema files are restored and information from the restored descriptor file is place in the Inventory Database.
-

# 11. Bulk Metadata Generation Tool

---

## 11.1 BMGT Overview

The Bulk Metadata Generation Tool (BMGT) is an ECS component that is used to generate an external representation of the ECS metadata holdings. This external representation consists of a number of distinct data products that describes both the current state of the metadata holdings, as well as changes to that state (such as the insert, update, and deletion of collections and granules).

The data products produced by BMGT are exported to the EOSDIS ClearingHouse (ECHO) where they are ingested into the ECHO database and used to allow search and order of ECS data through ECHO clients. This provides what has become the primary gateway for access to ECS data. While BMGT's main responsibility is exporting metadata to ECHO in this fashion, it is also possible to instruct BMGT to create some types of metadata for internal use.

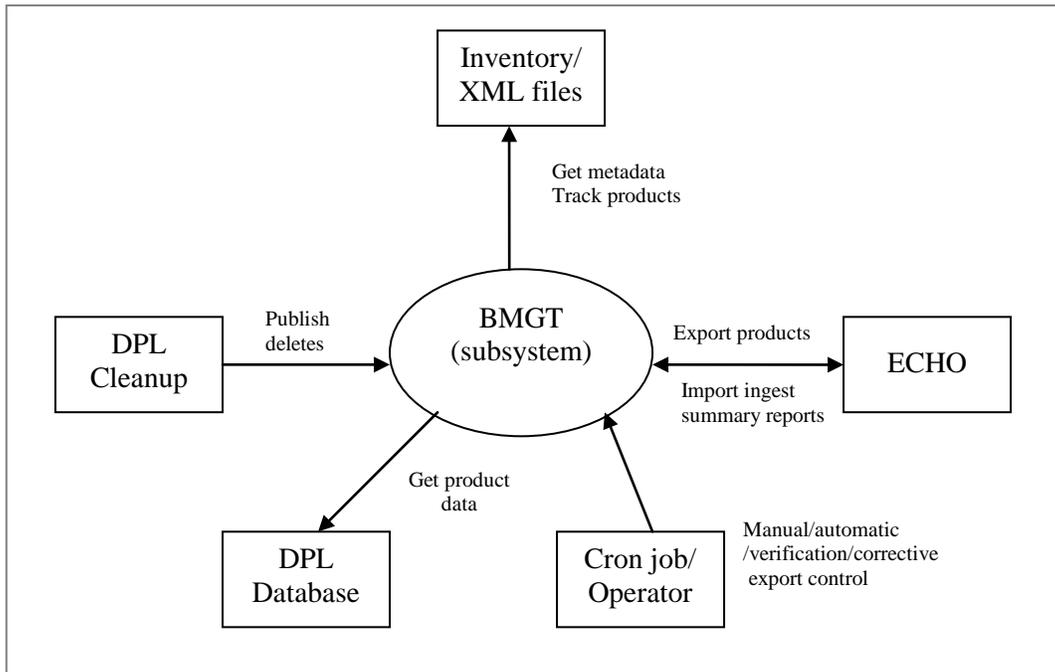
In general use, the BMGT is designed to be fully automatic. Running periodically, (with a frequency of once per hour up to once per day), BMGT will automatically generate the required products to reflect any changes to the DAAC holdings that occurred during the period since the last export and export them to ECHO. Alternatively, the operator may explicitly request BMGT to generate one or more products based on collection and/or granule selection criteria. The operator may also instantiate (or automate via a cron) the export of verification metadata to verify that ECS and ECHO metadata is in sync and reconcile any discrepancies that exist.

The metadata files sent to ECHO will be formatted in XML and will be compressed/consolidated into a single file for delivery using the UNIX zip compression utility. Currently, the exported files include the following:

- Collection metadata (ECSMETC) files following the ECHO Collection.xsd schema
- Granule metadata (ECSMETG) files following the ECHO Granule.xsd schema
- Granule update (ECSMETU)files following the ECHO Granule.xsd schema
  - QA, URL, Visibility, Restriction, Browse Link updates.
- Bulk Browse (ECSBBR)files following the ECHO Browse.xsd schema
- ECS browse binary files referenced in the ECSBBR files.

Note: The schemas referenced above are available at <http://www.echo.nasa.gov/ingest/schemas/operations/> and also described in more in the document: “Interface Control Document between EOSDIS Core System (ECS) and EOS Clearinghouse (ECHO) for Metadata Inventory and Ordering”, referred to as the “ECHO/ECS ICD”

Figure 11.1-1 shows the high level context in which the BMGT operates.



**Figure 11.1-1. BMGT Context diagram**

A BMGT export cycle can be initiated in one of five ways.

- **Automatically:** Based on its configuration and cron job setup, BMGT itself decides that it is time to initiate an export cycle. The Automatic Export process is responsible for selecting which Automatic export to run and populating export cycles to the BMGT database.
- **Manually:** This happens when the operator explicitly tells the BMGT to initiate an export cycle. This is handled by the Manual Export Process, which provides a large number of options for generating the export package. The Manual Export process is responsible for verifying that a manual cycle can be run and initiating the manual export generation.
- **Corrective:** The operator explicitly tells the BMGT to initiate an export cycle to export metadata automatically queued for export by BMGT due to errors returned from ECHO.
- **Verification:** The operator explicitly tells the BMGT to initiate an export cycle to export verification metadata to ECHO to detect and repair any metadata discrepancies. This export can take one of three forms: Short Form (verify existence only), Long Form (verify entire metadata for granules and collections specified by the

operator), or Incremental (verify entire metadata for granules and collections selected automatically by BMGT).

**NOTE:** There are collection level metadata values that cannot be automatically updated in ECHO. They include but are not limited to:

- Spatial search type - granule spatial representation
- Short Name/Version
- Long Name

Modifying the above collection level metadata values will require ECHO to drop the collection which means all granules in the ECHO inventory for that collection will be need to be deleted. In this circumstance, all historical granules for that collection will have to be re-exported to ECHO. BMGT does provide a mechanism to explicitly request the export of a deletion of a collection that is not actually deleted from ECS, for this purpose. This feature is a part of the Manual Export Process.

Table 11.1-1 provides an activity Checklist for BMGT.

**Table 11.1-1. BMGT - Activity Checklist**

| Order | Role               | Task                                                | Section      |
|-------|--------------------|-----------------------------------------------------|--------------|
| 1     | Archive Technician | Launching the BMGT GUI                              | (P) 11.2.1.1 |
| 2     | Archive Technician | Monitoring Recent Packages                          | (P) 11.2.2.1 |
| 3     | Archive Technician | Cancelling Recent Packages                          | (P) 11.2.3.1 |
| 4     | Archive Technician | Reviewing Failed Packages                           | (P) 11.2.4.1 |
| 5     | Archive Technician | Reviewing ReExport Queue                            | (P) 11.2.5.1 |
| 6     | Archive Technician | Changing Global Tuning Configuration Parameters     | (P) 11.2.6.1 |
| 7     | Archive Technician | Reviewing Error Configuration                       | (P) 11.2.7.1 |
| 8     | Archive Technician | Viewing Group Configuration and Verification Status | (P) 11.2.8.1 |
| 9     | Archive Technician | Modifying Collection Verification Configuration     | (P) 11.2.8.2 |
| 10    | Archive Technician | BMGT Manual Mode                                    | (P) 11.3.1   |
| 11    | Archive Technician | BMGT ReExport Queue Utility                         | (P) 11.4.1   |
| 12    | Archive Technician | BMGT Automatic Mode                                 | (P) 11.5.1   |

## 11.2 BMGT GUI

The BMGT GUI allows the operator to monitor the export of BMGT packages (Automatic, Manual, Corrective, Verification, and Cleanup). The primary purpose of the GUI is to provide the operator with a list of recent packages and their status. In addition, the operator will use it to configure various BMGT tuning parameters, such as the length of an Automatic cycle and the availability of the FTP service. Since it is possible for errors to occur during various parts of the BMGT process, the third function of the GUI is to display alerts caused by FTP errors or errors returned by ECHO which would lead a package to be exported repeatedly without intervention.

Finally, the BMGT GUI allows the operator to view group configuration as well as monitor and configure the incremental verification for a particular group or collection.

### 11.2.1 BMGT GUI Functions

After a successful login, the user is presented with a navigation panel on the left-hand side of the screen, consisting of the following items:

- Home Page
- Monitoring
  - Recent Packages
  - Recent Failed Packages Only
  - ReExportQueue
- Configuration
  - Global Tuning
  - Group Configurations
  - Error Tuning

The GUI provides DAAC staff with the following functions:

- Display BMGT export processes that are currently in progress
- Monitor the status of the BMGT FTP service that exports products to ECHO
- Suspend/resume FTP of products to ECHO
- List the *N* most recent export packages and view detail information about them, where *N* is configurable by the DAAC staff
- Cancel an export package
- List the *N* most recently completed packages which resulted in errors and view detailed information about them
- List all items queued for reExport by BMGT and view detailed information about them
- Display a formatted ingest summary report of the contents of the report returned from ECHO
- View and change BMGT Global Tuning configuration parameters, except for configuration items such as collection group/collection mapping that must be specified in XML configuration files. Changing the BMGT runtime configuration parameters will be restricted to DAAC staff that is logged in as BMGT administrator
- View BMGT Error Tuning Page which provides a reference to all of the possible error codes that could be returned from ECHO in response to a package, and the

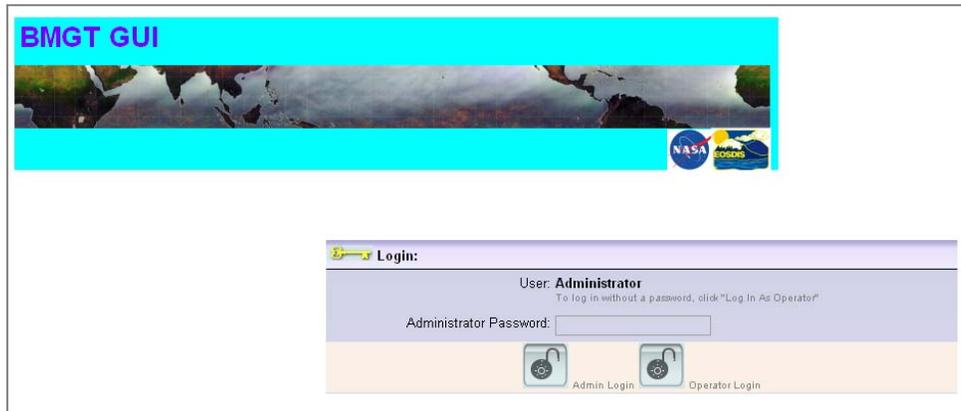
BMGT response to each error. Since some of the responses are meant for specific scenarios, and would not necessarily work in others, this configuration is not meant to be changed by DAAC staff.

- Display global alerts upon a configured number of BMGT FTP to ECHO failures
- Display and clear alerts raised upon repeated regenerations or re-exports of a single package due to ingest errors received from ECHO
- View Group/Collection mapping, as well as the Incremental Verification status for the entire system, each group, and each collection.
- Reset the Incremental Verification of a collection.

### 11.2.1.1 Launching the BMGT GUI

---

- 1 Access a terminal window logged in to a host (e.g., the Operations Workstation or Sun external server) that has access to the Mozilla Firefox web browser.
  - Examples of Linux external server host names include e4dp101, l4dp101 or n4dp101.
- 2 Type **firefox &** then press **Return/Enter**.
  - It may be necessary to respond to dialogue boxes, especially if the browser is already being used by someone else who has logged in with the same user ID.
  - The Mozilla Firefox web browser is displayed.
- 3 If a bookmark has been created for the **BMGT GUI**, select the appropriate bookmark from those listed on the browser's Bookmarks pull-down window.
  - The **Login:** prompt is displayed.
  - The Login page (see Figure 11.2-1) allows the operator to log in, either as an Administrator (with the ability to configure global tuning parameters) or a read-only Operator. The Administrator login requires a password, while the Operator login does not.



**Figure 11.2-1. BMGT Login Page**

- 4 If no bookmark has been created for the **BMGT GUI**, enter the URL in the Address window and click on the **Go** or press the **Return/Enter** button.
  - For example: `http://x4dpl01.hitc.com:24320/BmgtGui/EcBmBmgtGuiLogin.faces`.
  - The Login: prompt is displayed.
- 5 If you are logging in as the **User: Administrator**, enter the appropriate password in the **Administrator Password** box.
- 6 Click on the **Admin Login** button.
  - The **BMGT GUI Home** page (see Figure 11.2-2) is displayed.



**Figure 11.2-2. BMGT GUI Home Page**

- 7 If you are logging in as an operator no password is required, just click on the **Operator Login** button.
  - The **BMGT GUI Home** (read only) page is displayed.

---

The **BMGT GUI Home** Page provides an overview of the current system status, including any global alerts.

The first section shows whether or not the **Automatic**, **Manual**, or **Cleanup** mode is currently running.

The second section displays the current state of the BMGT FTP service. There may be three states for this service:

- The FTP service is down. This state corresponds to a red arrow pointing down. In this case, the Suspend and Resume buttons are both disabled.
- The FTP service is up and active. This state corresponds to a green arrow pointing up and a green “Active” light; the operator is allowed to manually suspend the FTP service.
- The FTP service is up and suspended by operator. This state corresponds to a green arrow pointing up and a red “Suspended” light; the operator can manually resume the service.

Additionally, this section displays the existence or absence of a global FTP alert. A single alert may be pending due to FTP errors; in this case, the FTP Alert line will show the alert description.

If there is an alert raised due to repeated regeneration or re-export of an export cycle due to ingest errors received from ECHO, that alert will be displayed as a banner at the top of the page along with the cycle ID, export type, and a path to a list of items contained in the export cycle (for the purpose of exporting a manual cycle to repair any missing metadata updates, if necessary) as shown in Figure 11.2-3. A check box will also be displayed next to each such alert, as well as a “Clear Alerts” button which allows the operator to remove any alerts whose checkbox is selected.

### 11.2.2 Monitoring Recent Packages

The **Recent Packages** page provides a listing of *N* most recent packages and their status (the number is configurable at the top of the page).

The listing consists of the following columns:

- **Cycle ID:** A unique cycle ID. (Clicking on the underlined link will bring up the Package Details screen, discussed below.)
- **Package ID:** A unique package ID. This is used as the sequence # in ECHO, and determines the order in which packages are processed.
- **Export Type:** Automatic, Manual, Corrective, or Verification, corresponding to the type of the cycle in which the package was generated.
- **Status:** The current status of the package, with the values defined in S\_BGT\_01250.
- **Last Status Update:** The date a time of the last change in the status of the package.
- **Coverage From:** The initial time point covered by the package.
- **Coverage To:** The last time point covered by the package.

The **Cancel Package** button allows the operator to select individual packages and cancel them if they are not yet in a terminal state. A cycle cannot be cancelled if it is currently in the process of FTP transfer to ECHO. The **Cancel Package** button cancels all packages whose checkboxes are currently selected; the checkboxes appear only in those cases when the package can be cancelled.

If there is an alert raised due to repeated regeneration or re-export of an export cycle due to ingest errors received from ECHO, that alert will be displayed as a banner at the top of the page along with the cycle ID, export type, and a path to a list of items contained in the export cycle (for the purpose of exporting a manual cycle to repair any missing metadata updates, if necessary) as shown in Figure 11.2-3. A check box will also be displayed next to each such alert, as well as a “Clear Alerts” button which allows the operator to remove any alerts whose checkbox is selected.

Clicking on the cycleId for a package in the **Recent Packages** page will bring up a **Package Details** page (Figures 11.2-4 and 11.2-7) which includes details on the package including:

- A summary of general package information, as presented on the Monitoring screens
- Information about the package’s Ingest Summary Report, including the download link for the report, and a link to view a formatted version of the report.
- The contents of a package, broken down by Product Type and Group
  - **Browse:** Multiple groups allowed per package; Inserts/Updates/Deletes applicable
  - **Granule:** Multiple groups allowed per package; Inserts/Updates/Deletes applicable
  - **Collection:** Multiple groups allowed per package; Inserts/Updates/Deletes applicable
  - **Updates:** Multiple groups allowed per package; Inserts/Updates/Deletes applicable

## 11.2.2.1 Monitoring Recent Packages

- 1 Login to the BMGT GUI.
  - The **BMGT GUI Home** page is displayed.
- 2 Click on the **Monitoring** link from the navigation panel.
- 3 Select **Recent Packages** from the navigation panel.
  - The **Recent Packages** page (see Figure 11.2-3) is displayed.

The screenshot shows the BMGT GUI (DEV01) interface in Mozilla Firefox. The navigation panel on the left includes Home, Monitoring, Recent Packages, Failed Packages, ReExport Queue, and Configuration. The main content area displays the BMGT GUI logo and a date/time stamp: Tue Feb 8 2011 12:18:12. Below this is an Alerts section with a yellow background, showing a single alert for Cycle ID 26103, Export Type AUTOMATIC, and Item List Path /workingdata/shared/DEV01/BMGT/repaired. A 'Clear Alerts' button is present. The Recent Packages section features a table with columns: Cycle ID, Package ID, Export Type, Status, Last Status Update, Coverage From, and Coverage To. The table lists 15 packages, with the last three (26108, 26107, 26106) having a Status of PACKAGE\_GENERATED. Below the table are buttons for 'Cancel Packages' and 'Auto Refresh' (set to OFF).

| Cycle ID                       | Package ID | Export Type | Status            | Last Status Update      | Coverage From         | Coverage To           |
|--------------------------------|------------|-------------|-------------------|-------------------------|-----------------------|-----------------------|
| <input type="checkbox"/> 26120 |            | AUTOMATIC   | NEW               | 2011-02-08 00:01:06.223 | 2011-02-08 23:00:00.0 | 2011-02-09 00:00:00.0 |
| <input type="checkbox"/> 26119 |            | AUTOMATIC   | NEW               | 2011-02-08 00:01:06.223 | 2011-02-08 22:00:00.0 | 2011-02-08 23:00:00.0 |
| <input type="checkbox"/> 26118 |            | AUTOMATIC   | NEW               | 2011-02-08 00:01:06.223 | 2011-02-08 21:00:00.0 | 2011-02-08 22:00:00.0 |
| <input type="checkbox"/> 26117 |            | AUTOMATIC   | NEW               | 2011-02-08 00:01:06.223 | 2011-02-08 20:00:00.0 | 2011-02-08 21:00:00.0 |
| <input type="checkbox"/> 26116 |            | AUTOMATIC   | NEW               | 2011-02-08 00:01:06.223 | 2011-02-08 19:00:00.0 | 2011-02-08 20:00:00.0 |
| <input type="checkbox"/> 26115 |            | AUTOMATIC   | NEW               | 2011-02-08 00:01:06.223 | 2011-02-08 18:00:00.0 | 2011-02-08 19:00:00.0 |
| <input type="checkbox"/> 26114 |            | AUTOMATIC   | NEW               | 2011-02-08 00:01:06.223 | 2011-02-08 17:00:00.0 | 2011-02-08 18:00:00.0 |
| <input type="checkbox"/> 26113 |            | AUTOMATIC   | NEW               | 2011-02-08 00:01:06.22  | 2011-02-08 16:00:00.0 | 2011-02-08 17:00:00.0 |
| <input type="checkbox"/> 26112 |            | AUTOMATIC   | NEW               | 2011-02-08 00:01:06.22  | 2011-02-08 15:00:00.0 | 2011-02-08 16:00:00.0 |
| <input type="checkbox"/> 26111 |            | AUTOMATIC   | NEW               | 2011-02-08 00:01:06.22  | 2011-02-08 14:00:00.0 | 2011-02-08 15:00:00.0 |
| <input type="checkbox"/> 26110 |            | AUTOMATIC   | NEW               | 2011-02-08 00:01:06.22  | 2011-02-08 13:00:00.0 | 2011-02-08 14:00:00.0 |
| <input type="checkbox"/> 26109 |            | AUTOMATIC   | NEW               | 2011-02-08 00:01:06.22  | 2011-02-08 12:00:00.0 | 2011-02-08 13:00:00.0 |
| <input type="checkbox"/> 26108 | 22628      | AUTOMATIC   | PACKAGE_GENERATED | 2011-02-08 12:01:26.623 | 2011-02-08 11:00:00.0 | 2011-02-08 12:00:00.0 |
| <input type="checkbox"/> 26107 | 22627      | AUTOMATIC   | PACKAGE_GENERATED | 2011-02-08 11:01:26.07  | 2011-02-08 10:00:00.0 | 2011-02-08 11:00:00.0 |
| <input type="checkbox"/> 26106 | 22626      | AUTOMATIC   | PACKAGE_GENERATED | 2011-02-08 10:01:25.546 | 2011-02-08 09:00:00.0 | 2011-02-08 10:00:00.0 |

**Figure 11.2-3. Recent Package Page (with an Alert raised)**

4. To see detailed information about a given package, click on the desired **Cycle ID xxx**.
  - The **Package Details: Package xxx** (see Figure 11.2-4) is displayed.



**Package Details: Package 10258**

---

**Audit Trail Information**

Package ID: 10258  
 Cycle ID: 15208  
 Export Type: AUTOMATIC  
 Status: COMPLETE  
 Browse Files Transferred Percent: 0.0  
 Last Status Update: 2010-03-31 17:16:27.56  
 Coverage From: 2010-03-31 16:00:00.0  
 Coverage To: 2010-03-31 17:00:00.0  
 Retry Count (Generation/FTP): 0  
 Metadata Generation Started On: 2010-03-31 17:10:07.063  
 Metadata Generation Ended On: 2010-03-31 17:10:10.093  
 Transmission Started On: 2010-03-31 17:10:58.256  
 Transmission Ended On: 2010-03-31 17:10:58.436  
 External Clearinghouse: ECHO

The Ingest Summary Report was received on 2010-03-31 17:15:27.536 from the clearinghouse ECHO and can be viewed here:

[Click to view formatted Ingest Report.](#)  
[Click to view raw XML Ingest Report.](#)

The Ingest Summary Report can also be found at the following path on the host where BMGT servers are run:  
 /workingdata/shared/OPS/BMGT/Reports/Archive/report-AE659591-7C50-080C-05B6-0068F8DB06B8.xml

---

**Ingest Summary Statistics**

| Statistics Type | Inserts | Updates | Deletions | Rejections | Errors Ignored | Errors ReExported | Errors Handled | Errors Not Handled |
|-----------------|---------|---------|-----------|------------|----------------|-------------------|----------------|--------------------|
| Browse          | 0       | 0       | 0         | 0          | 0              | 0                 | 0              | 0                  |
| Collection      | 0       | 0       | 0         | 0          | 0              | 0                 | 0              | 0                  |
| Granule         | 0       | 0       | 0         | 0          | 0              | 0                 | 0              | 0                  |

---

**Product Information**

| Product Type | Group | Product Status | Inserts | Updates | Deletes | Skipped |
|--------------|-------|----------------|---------|---------|---------|---------|
|              |       |                |         |         |         |         |

**Figure 11.2-4. Package Details Page**

- The Package Details page contains **Audit Trail Information**, **Ingest Summary Statistics** (if available) and **Product Information**.

5. To see the **Formatted Ingest Summary Report**, click on the **Click to view formatted ingest report** link (the report can also be viewed in its Raw XML format by following the **Click to view raw XML Ingest Report** link or by opening the file at the path indicated.)

- The Formatted Ingest Summary Report Page (see Figure 11.2-5) is displayed.

| ECHO Ingest Details: Package 4470, Cycle 17236                 |                                                                                                                                                        |          |           |          |          |         |               |             |   |
|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|----------|----------|---------|---------------|-------------|---|
| Overview                                                       |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| <a href="#">hide job errors</a>                                |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| JOB ERRORS                                                     |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| DATA_FILE_INVALID                                              | Line:6 Col:38, ovc-complex-type 2.4.a: Invalid content was found starting with element 'ThisShouldMakeItInvalid'. One of '{InsertTime}' is expected.   |          |           |          |          |         |               |             |   |
| <a href="#">hide processing totals</a>                         |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| PROCESSING TOTALS                                              |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| Statistics Type                                                | Deleted                                                                                                                                                | Inserted | Processed | Rejected | Replaced | Updated | Verifications | Inventories |   |
| CollectionProcessingTotals                                     | 0                                                                                                                                                      | 0        | 0         | 0        | 0        | 0       | 0             | 0           | 0 |
| GranuleProcessingTotals                                        | 0                                                                                                                                                      | 0        | 0         | 0        | 0        | 0       | 0             | 0           | 0 |
| BrowseProcessingTotals                                         | 0                                                                                                                                                      | 0        | 0         | 0        | 0        | 0       | 0             | 0           | 0 |
| EDFGAMSR.200803710.201008817.2010088170756.003.005.004470.XML: |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| <a href="#">hide processing totals</a>                         |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| PROCESSING TOTALS                                              |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| Statistics Type                                                | Deleted                                                                                                                                                | Inserted | Processed | Rejected | Replaced | Updated | Verifications | Inventories |   |
| CollectionProcessingTotals                                     | 0                                                                                                                                                      | 0        | 0         | 0        | 0        | 0       | 0             | 0           | 0 |
| GranuleProcessingTotals                                        | 0                                                                                                                                                      | 0        | 0         | 0        | 0        | 0       | 0             | 0           | 0 |
| BrowseProcessingTotals                                         | 0                                                                                                                                                      | 0        | 0         | 0        | 0        | 0       | 0             | 0           | 0 |
| <a href="#">show all 24 file errors</a>                        |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| FILE ERRORS                                                    |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| EDFGAMSR.200803710.201008817.2010088170756.002.005.004470.XML: |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| <a href="#">hide processing totals</a>                         |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| PROCESSING TOTALS                                              |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| Statistics Type                                                | Deleted                                                                                                                                                | Inserted | Processed | Rejected | Replaced | Updated | Verifications | Inventories |   |
| CollectionProcessingTotals                                     | 0                                                                                                                                                      | 0        | 0         | 0        | 0        | 0       | 0             | 0           | 0 |
| GranuleProcessingTotals                                        | 0                                                                                                                                                      | 0        | 0         | 0        | 0        | 0       | 0             | 0           | 0 |
| BrowseProcessingTotals                                         | 0                                                                                                                                                      | 0        | 0         | 0        | 0        | 0       | 0             | 0           | 0 |
| <a href="#">hide file errors</a>                               |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| FILE ERRORS                                                    |                                                                                                                                                        |          |           |          |          |         |               |             |   |
| FULL_SCHEMA                                                    | Line:6 Col:38, ovc-complex-type 2.4.a: Invalid content was found starting with element 'ThisShouldMakeItInvalid'. One of '{InsertTime}' is expected.   |          |           |          |          |         |               |             |   |
| FULL_SCHEMA                                                    | Line:102 Col:38, ovc-complex-type 2.4.a: Invalid content was found starting with element 'ThisShouldMakeItInvalid'. One of '{InsertTime}' is expected. |          |           |          |          |         |               |             |   |
| FULL_SCHEMA                                                    | Line:198 Col:38, ovc-complex-type 2.4.a: Invalid content was found starting with element 'ThisShouldMakeItInvalid'. One of '{InsertTime}' is expected. |          |           |          |          |         |               |             |   |

**Figure 11.2-5. Formatted Ingest Summary Report Page**

### 11.2.3 Canceling Recent Packages

From the **Recent Packages** page, the **Cancel Package** button allows the operator to select individual packages and cancel them if they are not yet in a terminal state. A cycle cannot be cancelled if it is currently in the process of FTP transfer to ECHO. The **Cancel Package** button cancels all packages whose checkboxes are currently selected; the checkboxes appear only in those cases when the package can be cancelled. Note that cancelling a package should be done with extreme caution, especially for automatic packages, as it could result in updates not being propagated to ECHO.

### 11.2.3.1 Cancelling Recent Packages

---

- 1 Login to the BMGT GUI.
    - The **BMGT GUI Home** page is displayed.
  - 2 Click on the **Monitoring** link from the navigation panel.
  - 3 Select **Recent Packages** from the navigation panel.
    - The **Recent Packages** page is displayed.
  - 4 Click on the box next to packages to be cancelled.
    - A check is placed in the box.
  - 5 Click on the **Cancel Package** button.
    - The status of the selected package(s) becomes CANCELING, and, upon successfully canceling, the status will be changed to CANCELED.
- 

### 11.2.4 Reviewing Failed Packages

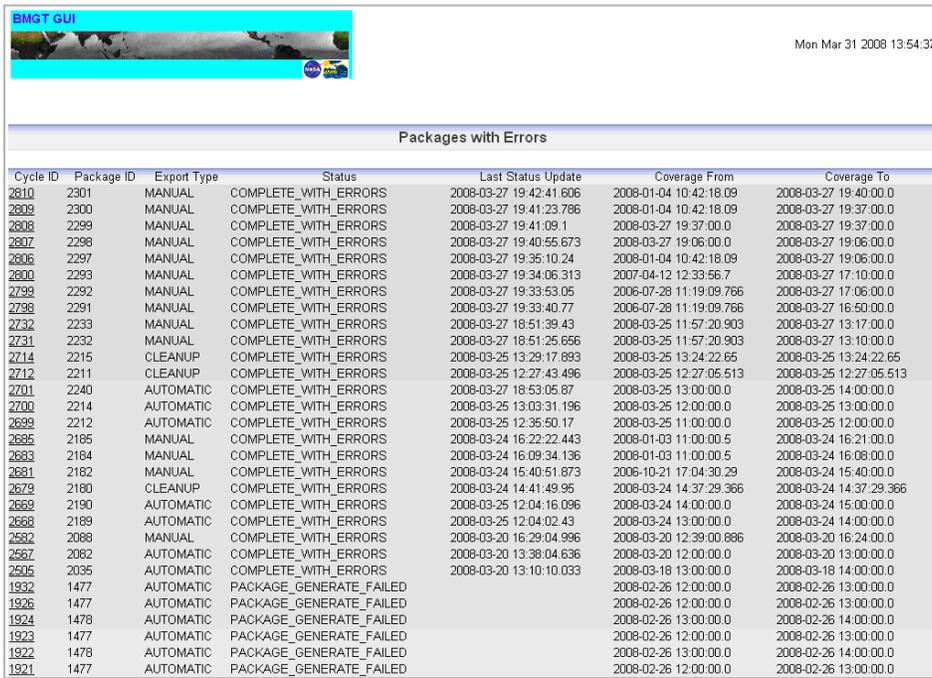
The Failed Packages page shows a listing of *N* most recent packages which resulted in an error. The list columns are identical to those on the general Recent Packages page. The following additional detailed information is accessible from the Package Details page and can be viewed by clicking the underlined link of a failed package (see Figure 11.2-7).

This detailed information includes:

- A summary of general package information, as presented on the Monitoring screens
- Information about the package's Ingest Summary Report, including the download link for the report, and a link to view a formatted version of the report.
- The contents of a package, broken down by Product Type and Group
  - **Browse:** Multiple groups allowed per package; Inserts/Updates/Deletes applicable
  - **Granule:** Multiple groups allowed per package; Inserts/Updates/Deletes applicable
  - **Collection:** Multiple groups allowed per package; Inserts/Updates/Deletes applicable
  - **Updates:** Multiple groups allowed per package; Inserts/Updates/Deletes applicable

## 11.2.4.1 Reviewing Failed Packages

- 1 Login to the BMGT GUI.
  - The **BMGT Home** page is displayed.
- 2 Click on the **Monitoring** link from the navigation panel.
- 3 Select **Failed Packages** from the navigation panel.
  - The **Failed Package** page (see Figure 11.2-6) is displayed.



| Cycle ID             | Package ID | Export Type | Status                  | Last Status Update      | Coverage From           | Coverage To             |
|----------------------|------------|-------------|-------------------------|-------------------------|-------------------------|-------------------------|
| <a href="#">2810</a> | 2301       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-27 19:42:41.606 | 2008-01-04 10:42:18.09  | 2008-03-27 19:40:00.0   |
| <a href="#">2809</a> | 2300       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-27 19:41:23.786 | 2008-01-04 10:42:18.09  | 2008-03-27 19:37:00.0   |
| <a href="#">2808</a> | 2299       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-27 19:41:09.1   | 2008-03-27 19:37:00.0   | 2008-03-27 19:37:00.0   |
| <a href="#">2807</a> | 2298       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-27 19:40:55.673 | 2008-03-27 19:06:00.0   | 2008-03-27 19:06:00.0   |
| <a href="#">2806</a> | 2297       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-27 19:35:10.24  | 2008-01-04 10:42:18.09  | 2008-03-27 19:06:00.0   |
| <a href="#">2800</a> | 2293       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-27 19:34:06.313 | 2007-04-12 12:33:56.7   | 2008-03-27 17:10:00.0   |
| <a href="#">2799</a> | 2292       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-27 19:33:53.05  | 2006-07-28 11:19:09.766 | 2008-03-27 17:06:00.0   |
| <a href="#">2798</a> | 2291       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-27 19:33:40.77  | 2006-07-28 11:19:09.766 | 2008-03-27 16:50:00.0   |
| <a href="#">2732</a> | 2233       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-27 18:51:39.43  | 2008-03-25 11:57:20.903 | 2008-03-27 13:17:00.0   |
| <a href="#">2731</a> | 2232       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-27 18:51:25.656 | 2008-03-25 11:57:20.903 | 2008-03-27 13:10:00.0   |
| <a href="#">2714</a> | 2215       | CLEANUP     | COMPLETE_WITH_ERRORS    | 2008-03-25 13:29:17.893 | 2008-03-25 13:24:22.65  | 2008-03-25 13:24:22.65  |
| <a href="#">2712</a> | 2211       | CLEANUP     | COMPLETE_WITH_ERRORS    | 2008-03-25 12:27:43.496 | 2008-03-25 12:27:05.513 | 2008-03-25 12:27:05.513 |
| <a href="#">2701</a> | 2240       | AUTOMATIC   | COMPLETE_WITH_ERRORS    | 2008-03-27 18:53:05.87  | 2008-03-25 13:00:00.0   | 2008-03-25 14:00:00.0   |
| <a href="#">2700</a> | 2214       | AUTOMATIC   | COMPLETE_WITH_ERRORS    | 2008-03-25 13:03:31.196 | 2008-03-25 12:00:00.0   | 2008-03-25 13:00:00.0   |
| <a href="#">2699</a> | 2212       | AUTOMATIC   | COMPLETE_WITH_ERRORS    | 2008-03-25 12:36:50.17  | 2008-03-25 11:00:00.0   | 2008-03-25 12:00:00.0   |
| <a href="#">2685</a> | 2185       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-24 16:22:22.443 | 2008-01-03 11:00:00.5   | 2008-03-24 16:21:00.0   |
| <a href="#">2683</a> | 2184       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-24 16:09:34.136 | 2008-01-03 11:00:00.5   | 2008-03-24 16:08:00.0   |
| <a href="#">2681</a> | 2182       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-24 15:40:51.873 | 2006-10-21 17:04:30.29  | 2008-03-24 15:40:00.0   |
| <a href="#">2679</a> | 2180       | CLEANUP     | COMPLETE_WITH_ERRORS    | 2008-03-24 14:41:49.95  | 2008-03-24 14:37:29.366 | 2008-03-24 14:37:29.366 |
| <a href="#">2669</a> | 2190       | AUTOMATIC   | COMPLETE_WITH_ERRORS    | 2008-03-25 12:04:16.096 | 2008-03-24 14:00:00.0   | 2008-03-24 15:00:00.0   |
| <a href="#">2668</a> | 2189       | AUTOMATIC   | COMPLETE_WITH_ERRORS    | 2008-03-25 12:04:02.43  | 2008-03-24 13:00:00.0   | 2008-03-24 14:00:00.0   |
| <a href="#">2682</a> | 2088       | MANUAL      | COMPLETE_WITH_ERRORS    | 2008-03-20 16:29:04.996 | 2008-03-20 12:39:00.886 | 2008-03-20 16:24:00.0   |
| <a href="#">2667</a> | 2082       | AUTOMATIC   | COMPLETE_WITH_ERRORS    | 2008-03-20 13:38:04.636 | 2008-03-20 12:00:00.0   | 2008-03-20 13:00:00.0   |
| <a href="#">2605</a> | 2035       | AUTOMATIC   | COMPLETE_WITH_ERRORS    | 2008-03-20 13:10:10.033 | 2008-03-18 13:00:00.0   | 2008-03-18 14:00:00.0   |
| <a href="#">1932</a> | 1477       | AUTOMATIC   | PACKAGE_GENERATE_FAILED |                         | 2008-02-26 12:00:00.0   | 2008-02-26 13:00:00.0   |
| <a href="#">1926</a> | 1477       | AUTOMATIC   | PACKAGE_GENERATE_FAILED |                         | 2008-02-26 12:00:00.0   | 2008-02-26 13:00:00.0   |
| <a href="#">1924</a> | 1478       | AUTOMATIC   | PACKAGE_GENERATE_FAILED |                         | 2008-02-26 13:00:00.0   | 2008-02-26 14:00:00.0   |
| <a href="#">1923</a> | 1477       | AUTOMATIC   | PACKAGE_GENERATE_FAILED |                         | 2008-02-26 12:00:00.0   | 2008-02-26 13:00:00.0   |
| <a href="#">1922</a> | 1478       | AUTOMATIC   | PACKAGE_GENERATE_FAILED |                         | 2008-02-26 13:00:00.0   | 2008-02-26 14:00:00.0   |
| <a href="#">1921</a> | 1477       | AUTOMATIC   | PACKAGE_GENERATE_FAILED |                         | 2008-02-26 12:00:00.0   | 2008-02-26 13:00:00.0   |

**Figure 11.2-6. Failed Packages Page**

- 4 Click on the underscored **Cycle ID** link.
  - The **Failed Package Details** (see Figure 11.2-7) is displayed.

| Package Details: Package 4462                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |         |                |           |            |                |                   |                |                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------------|-----------|------------|----------------|-------------------|----------------|--------------------|
| Audit Trail Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |                |           |            |                |                   |                |                    |
| Package ID: 4462<br>Cycle ID: 17228<br>Export Type: VER_INC<br>Status: COMPLETE_WITH_ERRORS<br>Browse Files Transferred Percent: 0.0<br>Last Status Update: 2010-03-29 12:56:48.533<br>Coverage From: 2008-02-06 10:57:27.61<br>Coverage To: 2010-03-29 12:42:37.0<br>Metadata Generation Started On: 2010-03-29 12:50:50.17<br>Metadata Generation Ended On: 2010-03-29 12:50:53.2<br>Transmission Started On: 2010-03-29 12:51:32.17<br>Transmission Ended On: 2010-03-29 12:51:35.193<br>External Clearinghouse: ECHO<br>Generator Retry Count: 0<br>FTP RetryCount: 0<br>Package Retransmit Count: 0<br>Product Regenerate Count: 1 |         |                |           |            |                |                   |                |                    |
| <div style="border: 1px solid black; padding: 5px;"> <p>The Ingest Summary Report was received on 2010-03-29 12:56:18.496 from the clearinghouse ECHO and can be viewed here:</p> <p><a href="#">Click to view formatted Ingest Report.</a><br/> <a href="#">Click to view raw XML Ingest Report.</a></p> <p>The Ingest Summary Report can also be found at the following path on the host where BMGT servers are run:<br/>           /workingdata/shared/DEV08/BMGT/Reports/archive/report-02F1108E-D0CC-1E7B-F699-C46849FE9A82.xml</p> </div>                                                                                         |         |                |           |            |                |                   |                |                    |
| Ingest Summary Statistics                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |         |                |           |            |                |                   |                |                    |
| Statistics Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Inserts | Updates        | Deletions | Rejections | Errors Ignored | Errors ReExported | Errors Handled | Errors Not Handled |
| Browse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 0       | 0              | 0         | 0          | 0              | 0                 | 0              | 0                  |
| Collection                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 0       | 0              | 0         | 0          | 0              | 0                 | 0              | 0                  |
| Granule                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 0       | 0              | 0         | 0          | 0              | 0                 | 0              | 0                  |
| Product Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |         |                |           |            |                |                   |                |                    |
| Product Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Group   | Product Status | Inserts   | Updates    | Deletes        | Skipped           |                |                    |
| METC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | AMSR    | COMPLETED      | 1         | 0          | 0              | 0                 |                |                    |
| METG                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | AMSR    | COMPLETED      | 50        | 0          | 0              | 0                 |                |                    |

**Figure 11.2-7. Failed Package Details Page**

### 11.2.5 Reviewing ReExport Queue

The ReExport Queue page provides a list of all items queued for reExport by BMGT.

The listing consists of the following columns:

- **Cycle ID:** A unique cycle ID. (Clicking on the underlined link will bring up the Package Details screen, discussed below.)
- **Type:** Science Granule (SC) or Browse (BR)
- **Collection:** Grouping of granules
- **Version ID:** Version of ECS collections
- **DbID:** The unique ID which identifies the granule
- **Error Code:** Error returned from ECHO

- **Action:** Insert(INS) or Delete(DEL)

The Remove Re-Export Actions button allows the operator to remove an item that is queued for reExport by BMGT. The **Remove Re-Export Actions** button removes all items whose checkboxes are currently selected.

### 11.2.5.1 Reviewing ReExport Queue

- 1 Login to the BMGT GUI.
  - The **BMGT Home** page is displayed.
- 2 Click on the **Monitoring** link from the navigation panel.
- 3 Select **ReExport Queue** from the navigation panel.
  - The **ReExport Queue** page (see Figure 11.2-8) is displayed.

| <input type="checkbox"/> | Cycle ID | Type | Collection | Version ID | DbID  | Error Code         | Action |
|--------------------------|----------|------|------------|------------|-------|--------------------|--------|
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52104 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52113 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52278 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52284 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52285 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52286 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52287 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52413 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52414 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52416 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52417 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52418 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52507 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52509 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 53095 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 53106 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 53170 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 53179 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 53182 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 53183 | GRANULE_NOT_EXISTS | INS    |

**Figure 11.2-8. ReExport Queue Page**

- 4 Click on the “**Show/Hide Filters**” icon (a green magnifying glass) at the top left of the page and then specifying a filter value for one of the columns.
  - The **ReExport Queue Page filter** (see Figure 11.2-9) is displayed.

**ReExport Queue**

Show / Hide Filters

Filter Criteria

dbID:

Type: SHOW ALL ▾

Collection:

CycleId:

Error Code:

Showing 1 - 20 Of 7833 Page Size: 20

| <input type="checkbox"/> | Cycle ID | Type | Collection | Version ID | DbID  | Error Code         | Action |
|--------------------------|----------|------|------------|------------|-------|--------------------|--------|
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52104 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52113 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52278 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52284 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52285 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52286 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52287 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52413 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52414 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52416 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52417 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52418 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52507 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 52509 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 53095 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 53106 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 53170 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 53179 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 53182 | GRANULE_NOT_EXISTS | INS    |
| <input type="checkbox"/> | 16039    | SC   | GLA03      | 86         | 53183 | GRANULE_NOT_EXISTS | INS    |

**Figure 11.2-9. ReExport Queue Page showing filter**

## 11.2.6 Global Tuning Parameters

The Global Tuning page lists various BMGT configuration parameters. The list is a three-column table with the parameter name, description, and value. Clicking the **Apply Changes** button saves the current (possibly changed) values of all the parameters (whose associated checkboxes have been selected); the Reset button reverts any uncommitted changes back to the saved values. Checkboxes next to each value prevent accidental modifications. The checkbox must be selected and the **Apply Changes** button pressed in order for a change to that value to be saved.

The fields on the **Global Tuning** page are enabled only if the current user is the Administrator, and include the ability to change Admin Password. The fields are disabled if the current user is not the Administrator. Table 11.2-1 contains a description of the parameters that can be updated using the BMGT GUI.

**Table 11.2-1. BMGT Configuration/Global Parameters (1 of 4)**

| Parameter Name                      | Description                                                                                                                                                                                                                                           | Default Value |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| ADMIN_PASSWORD                      | The BMGT GUI administrator password. Note that this is stored in the database in encrypted form. When the password is changed on the BMGT GUI, the GUI will automatically encrypt the password before storing it.                                     | xxxxxxx       |
| AUTOMATIC_CYCLE_LENGTH_HRS          | The length of the currently configured automatic export cycle, measured in hours. The BMGT does not need to be restarted if this value is changed, but note that the new value will not apply until the next day. Valid values are 1,2,3,4,6,8,12,24. | 24            |
| AUTOMATIC_CYCLE_RETRY_INTERVAL_MINS | The time interval, measured in minutes, between retries of a failed automatic export cycle. Recommend values in the range 30 to 60 minutes.                                                                                                           | 60            |
| CLEANUP_OLD_CYCLES_DAYS             | Number of days before a package's audit trail information can be cleaned up.                                                                                                                                                                          | 10            |
| DATABASE_RETRY_COUNT                | The number of attempts that should be made to execute a database command.                                                                                                                                                                             | 5             |
| DATABASE_RETRY_INTERVAL_SECS        | The time, measured in seconds, between retries of a database command.                                                                                                                                                                                 | 30            |
| DATA_CENTER_ID                      | Value to use in generated METG,BBR xml for the DataCenterId value                                                                                                                                                                                     |               |
| DEFAULT_COORDINATE_SYSTEMS          | The default value for collections and granules coordinate system                                                                                                                                                                                      | GEODETIC      |
| DEFAULT_SPATIAL_REP                 | The default value for GranuleSpatialRepresentation in both granule and collection metadata for collections where no value is configured in the SpatialEsdts file                                                                                      | NoSpatial     |
| DESC_FILE_DIR                       | The directory where ESDT descriptor files are located.                                                                                                                                                                                                |               |
| DIF_ID_ESDT_FILE                    | The location of the file which specifies the DIF ID for collections which have DIF IDs. if a collection is not in the file, then no DIF ID will be included in the metadata generated.                                                                |               |
| DISPLAY_MAX_PACKAGES                | Determines how many recent packages will be displayed on the GUI Monitoring page.                                                                                                                                                                     | 100           |
| DTD_LOC                             | The DTD host and port. This is the root URL where all of the DTDs can be found. The DTD file name will be appended after this value.                                                                                                                  |               |
| EMAIL_HOST                          | The SMTP mail server full qualified host name that will be used to send emails.                                                                                                                                                                       |               |

**Table 11.2-1. BMGT Configuration/Global Parameters (2 of 4)**

| Parameter Name                | Description                                                                                                                                                                                                                                     | Default Value |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| FTP_HOST_NAME                 | The name of the ECHO host to which export packages will be pushed, and Ingest Summary Reports will be pulled. This may be either a hostname, or an IP address. The BMGT does not need to be restarted for changes to this value to take effect. |               |
| FTP_PASSWORD                  | The encrypted password that will be used to authenticate the log in to the ECHO host. The BMGT does not need to be restarted for changes to this value to take effect                                                                           | xxxxxxxx      |
| FTP_PULL_DIRECTORY            | The directory on the ECHO host from which Ingest Summary reports will be pulled. The BMGT does not need to be restarted for changes to this value to take effect.                                                                               |               |
| FTP_PUSH_DIRECTORY            | The directory on the ECHO host into which the package files will be placed. The BMGT does not need to be restarted for changes to this value to take effect.                                                                                    |               |
| FTP_RETRY_INTERVAL_MIN S      | The time interval, measured in minutes, between retries of a failed FTP export operation.                                                                                                                                                       | 5             |
| FTP_USERNAME                  | The user name that will be used to log in to the ECHO host. The BMGT does not need to be restarted for changes to this value to take effect.                                                                                                    |               |
| GENERATOR_CHECK_INTERVAL_SECS | Determines how frequently the BMGT checks the database for new packages to generate. Recommend values in range 30 to 300 seconds.                                                                                                               | 30            |
| GROUPS_CONFIG_FILE            | The absolute path of the ESDT group configuration file.                                                                                                                                                                                         |               |
| INCREMENTAL_INTERVAL          | The lastUpdate interval in days for a BMGT incremental verification package.                                                                                                                                                                    |               |
| INGEST_SUMMARY_RPT_ARCHIVE    | The directory on the local host in which the ECHO Ingest Summary Reports will be archived.                                                                                                                                                      |               |
| INGEST_SUMMARY_RPT_DIR        | The temporary directory on the local host into which the BMGT will place ECHO Ingest Summary Report files for processing.                                                                                                                       |               |
| INGEST_SUMMARY_RPT_URL        | The URL where the ECHO Ingest Summary Report files can be downloaded.                                                                                                                                                                           |               |
| MAX_DATA_SKIPPED              | The maximum number of data-related errors that the BMGT may encounter when generating an export package before the package will fail.                                                                                                           | 10            |

**Table 11.2-1. BMGT Configuration/Global Parameters (3 of 4)**

| Parameter Name                 | Description                                                                                                                                                                                                                              | Default Value |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| MAX_FTP_PACKAGE_INTERVAL_HRS   | The maximum number of hours that may pass before a warning email is sent if an export package has not started transferring to ECHO.                                                                                                      | 12            |
| MAX_SIZE_ECSBBR                | The maximum number of browse inserts/deletes allowed for ECSBBR files. Export products larger than this will have their output split into multiple files.                                                                                | 200           |
| MAX_SIZE_ECSMETG_KB            | The maximum size for ECSMETG files, measure in KB. Export products larger than this will have their output split into multiple files.                                                                                                    |               |
| MAX_SIZE_ECSMETU               | The maximum number of updated granules that may be allowed per ECSMETU file. Export products larger than this will have their output split into multiple files.                                                                          | 10000         |
| MAX_VERIFICATION_GRANULES      | The maximum number of granules that can be exported in a BMGT long form verification package.                                                                                                                                            |               |
| MAX_WAIT_FOR_INGEST_REPORT_HRS | Maximum number of hours to wait for an Ingest Summary Report from ECHO before issuing a warning email to the DAAC operator that the expected report has not arrived.                                                                     | 72            |
| MISR_BLOCK_FILE_PATH           | The location of the MISR block file which is used by BMGT to determine correct backtrack orbit metadata for MISR granules.                                                                                                               |               |
| MISR_PROCESSING                | Indicates whether MISR processing is enabled. Reserved for use by ASDC. Do not change this configuration parameter while the system is running.                                                                                          | Y             |
| MONITOR_CHECK_INTERVAL_SECS    | This determines how frequently the BMGT checks for completed export packages. Recommend values in the range 60 to 300 seconds. This will also determine how often BMGT checks for Cleanup Export Packages requested by DataPool Cleanup. | 120           |
| NOTIFICATION_EMAIL_ADDRESS     | Email address(es) that will be used to send alerts or error notifications to. Multiple addresses may be provided by separating them with white space.                                                                                    |               |
| NUM_RETRIES_FOR_ALERT          | The number of ECHO FTP retries that will trigger an alert.                                                                                                                                                                               | 5             |
| PACKAGER_RETRY_INTERVAL_MINS   | The time interval, measured in minutes, between retries of a failed attempt to package up the export product files.                                                                                                                      | 60            |
| PRODUCT_ROOT_DIRECTORY         | The root directory under which the temporary package directories will be created. These are used to store the product/package files for ingest or export.                                                                                |               |
| REEXPORT_THRESHOLD             | The number of reexport actions which will cause an alert email to be sent to the operator.                                                                                                                                               |               |

**Table 11.2-1. BMGT Configuration/Global Parameters (4 of 4)**

| Parameter Name             | Description                                                                                                                                                                                                         | Default Value |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| SPATIAL_ESDT_FILE          | The absolute path for the BMGT Spatial ESDTs' configuration file                                                                                                                                                    |               |
| SPECIAL_CASE_FILE          | The absolute path for the special case file name, used to retrieve cost estimate information for collections.                                                                                                       |               |
| STYLESHEET_DIR             | The absolute path for the location of Collection and Granule style sheets.                                                                                                                                          |               |
| TEMP_DESC_DIR              | Temporary directory for writing XML descriptor files to retrieve collection metadata.                                                                                                                               |               |
| TWO_D_COORD_FILE           | The location of the TwoDCoordinate mapping file. This file contains the mappings of collections to TwoDCoordinate systems and is used to generate the correct TwoDCoordinate metadata for granules and collections. |               |
| VER_REPAIRED_ITEM_LIST_DIR | The directory to put a list of echo repaired granules and collections into.                                                                                                                                         |               |

### 11.2.6.1 Changing Global Tuning Configuration Parameters

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- 1 Login to the BMGT GUI as the system administrator.
  - The BMGT **GUI Home** page is displayed.
- 2 Click on the **Configuration** link from the navigation panel.
- 3 Select **Global Tuning** from the navigation panel.
  - The Global Tuning page (see Figures 11.2-10 & 11.2-11) is displayed.



**Figure 11.2-10. Global Tuning Page**

- 4 Click on the **Value** box of the parameter to be changed.
  - A flashing input cursor is displayed.
- 5 Enter the desired parameter update.
  - Change is displayed in the **Value** box.
- 6 Click on the checkbox next to the **Value** box.
  - A check is placed in the checkbox.
- 7 Scroll to the bottom of the Global Parameter page and select the **Apply Changes** button.
  - Changes will be saved for the parameters which have had their checkboxes checked. Unintentional changes to other parameters will not be saved.

Note: Most configuration changes made through the Global Tuning Page do not take effect until all BMGT servers are re-started. The exception is the **FTP\_PUSH\_USERNAME** and **FTP\_PUSH\_PASSWORD** input which are applied when the **Apply Changes** button selected.



**Table 11.2-2. BMGT Error Configuration (2 of 8)**

| <b>Error Type</b> | <b>Error Code</b>                      | <b>Description</b>                                                                     | <b>Configured Response</b> |
|-------------------|----------------------------------------|----------------------------------------------------------------------------------------|----------------------------|
| COLLECTION        | CAMPAIGN_DUPLICATE_NAMES               | The short names of the campaigns given must be unique.                                 | NO_OBJECT_REEXPORT         |
| GRANULE           | CAMPAIGN_DUPLICATE_NAMES               | The names of the campaigns given must be unique.                                       | NO_OBJECT_REEXPORT         |
| GRANULE           | CAMPAIGN_INVALID_NAMES                 | The campaigns given must be a subset of their associated collection campaigns by Name. | NO_OBJECT_REEXPORT         |
| COLLECTION        | COLLECTION_ASSOCIATION_DUPLICATE_NAMES | The names of the collection associations given must be unique.                         | NO_OBJECT_REEXPORT         |
| COLLECTION        | COLLECTION_NOT_EXISTS                  | The collection indicated does not exist.                                               | IGNORE_ERROR               |
| GRANULE           | COLLECTION_REF_INVALID                 | The referenced parent collection does not exist.                                       | NO_OBJECT_REEXPORT         |
| COLLECTION        | CONTACT_ROLE_DUPLICATE_NAMES           | The names of the contact roles given must be unique.                                   | NO_OBJECT_REEXPORT         |
| COLLECTION        | CSDT_DESCRIPTION_DUPLICATE_NAMES       | The names of the CSDT descriptions given must be unique.                               | NO_OBJECT_REEXPORT         |
| JOB               | DATA_FILE_INVALID                      | An input file in the job was invalid. This only applies to BMGT providers.             | REGENERATE_PACKAGE         |
| COLLECTION        | DELETE_ADDL_ATTR_WITH_GR_REF           | Additional attributes with child granule references cannot be deleted.                 | NO_OBJECT_REEXPORT         |
| COLLECTION        | DELETE_CAMPAIGN_WITH_GR_REF            | Campaigns with child granule references cannot be deleted.                             | NO_OBJECT_REEXPORT         |
| COLLECTION        | DELETE_INSTRUMENT_WITH_GR_REF          | Instrument with child granule references cannot be deleted.                            | NO_OBJECT_REEXPORT         |
| COLLECTION        | DELETE_INSTR_CHAR_WITH_GR_REF          | Instrument characteristics with child granule references cannot be deleted.            | NO_OBJECT_REEXPORT         |

**Table 11.2-2. BMGT Error Configuration (3 of 8)**

| <b>Error Type</b> | <b>Error Code</b>               | <b>Description</b>                                                                                                            | <b>Configured Response</b> |
|-------------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| COLLECTION        | DELETE_PLATFORM_WITH_GR_REF     | Platforms with child granule references cannot be deleted.                                                                    | NO_OBJECT_REEXPORT         |
| COLLECTION        | DELETE_SENSOR_CHAR_WITH_GR_REF  | Sensor characteristics with child granule references cannot be deleted.                                                       | NO_OBJECT_REEXPORT         |
| COLLECTION        | DELETE_SENSOR_WITH_GR_REF       | Sensors with child granule references cannot be deleted.                                                                      | NO_OBJECT_REEXPORT         |
| JOB               | DUPLICATE_SEQUENCE_NUMBER       | Indicates that the sequence number is less than the last sequence number and it is therefore a duplicate.                     | DUPLICATE_PACKAGE          |
| BROWSE            | FILE_NAME_DUPLICATES            | Browse image file names must be unique.                                                                                       | NO_OBJECT_REEXPORT         |
| BROWSE            | FILE_SIZE_INVALID               | The file size supplied does not match the actual image file size.                                                             | NO_OBJECT_REEXPORT         |
| FILE              | FILE_TYPE_INDETERMINABLE        | Ingest was unable to determine what kind of file this was.                                                                    | REGENERATE_PACKAGE         |
| FILE              | FULL_SCHEMA                     | The file failed full schema validation. This is more restrictive than structural validation.                                  | NO_OBJECT_REEXPORT         |
| GRANULE           | GRANULE_NOT_EXISTS              | The granule indicated does not exist.                                                                                         | REEXPORT_OBJECT            |
| COLLECTION        | GRANULE_TEMPORAL_INVALID        | Collection temporal information cannot be deleted or modified when it invalidates temporal information for existing granules. | NO_OBJECT_REEXPORT         |
| BROWSE            | IMAGE_FILE_NOT_SUPPLIED         | browse image file is required but was not found or supplied.                                                                  | NO_OBJECT_REEXPORT         |
| FILE              | INPUT_ADAPTER_DATE_TIME_INVALID | Ingest was unable to parse an input time in the file.                                                                         | REGENERATE_PACKAGE         |

**Table 11.2-2. BMGT Error Configuration (4 of 8)**

| <b>Error Type</b> | <b>Error Code</b>                         | <b>Description</b>                                                                                                  | <b>Configured Response</b> |
|-------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------|
| FILE              | INPUT_ADAPTER_DTD_VALIDATION              | The file failed DTD validation.                                                                                     | REGENERATE_PACKAGE         |
| FILE              | INPUT_ADAPTER_INVALID_XPATH               | The input adapter encountered an invalid XPath in a partial metadata update file.                                   | REGENERATE_PACKAGE         |
| FILE              | INPUT_ADAPTER_UNEXPECTED_CONTENT          | The input adapter encountered something that was not expected.                                                      | REGENERATE_PACKAGE         |
| COLLECTION        | INSTRUMENT_CHARACTERISTIC_DUPLICATE_NAMES | The names of the instrument characteristics given must be unique.                                                   | NO_OBJECT_REEXPORT         |
| GRANULE           | INSTRUMENT_CHARACTERISTIC_INVALID_NAMES   | The names of the instrument characteristics given must be a subset of their associated collections characteristics. | NO_OBJECT_REEXPORT         |
| COLLECTION        | INSTRUMENT_DUPLICATE_NAMES                | The names of the instruments given must be unique.                                                                  | NO_OBJECT_REEXPORT         |
| GRANULE           | INSTRUMENT_INVALID_NAMES                  | The names of the instruments given must be a subset of their associated collections instruments.                    | NO_OBJECT_REEXPORT         |
| COLLECTION        | LONG_NAME_VERSION_DUPLICATE_NAMES         | The combination of long name and version id must be unique per provider.                                            | NO_OBJECT_REEXPORT         |
| JOB               | MANIFEST_CORRUPT                          | Indicates that the manifest file was corrupt and not readable.                                                      | RETRY_PACKAGE              |
| JOB               | MANIFEST_MISSING                          | Indicates that the manifest file was not found in the package.                                                      | RETRY_PACKAGE              |
| GRANULE           | MEASURED_PARAMETER_DUPLICATE_NAMES        | The names of the measured parameters given must be unique.                                                          | NO_OBJECT_REEXPORT         |

**Table 11.2-2. BMGT Error Configuration (5 of 8)**

| <b>Error Type</b> | <b>Error Code</b>                | <b>Description</b>                                                                                       | <b>Configured Response</b>      |
|-------------------|----------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------------|
| COLLECTION        | MODIFY_GRANULE_SPATIAL_REP       | Granule Spatial Representation cannot be modified.                                                       | NO_OBJECT_REEXPORT              |
| COLLECTION        | ONLINE_ACCESS_DUPLICATE_URLS     | The URLs of the online access urls given must be unique.                                                 | NO_OBJECT_REEXPORT              |
| GRANULE           | ONLINE_ACCESS_URL_DUPLICATE_URLS | The names of the online access URLs given must be unique.                                                | NO_OBJECT_REEXPORT              |
| GRANULE           | OPERATION_MODES_INVALID_NAMES    | The names of the operation modes given must be a subset of their associated collections operation modes. | NO_OBJECT_REEXPORT              |
| JOB               | OPERATOR_DELETED                 | Indicates that the job was deleted by an operator and therefore did not complete processing.             | REGENERATE_PACKAGE              |
| BROWSE            | OUT_OF_DATE                      | last update date of the browse image is prior to the existing records date.                              | NO_OBJECT_REEXPORT              |
| COLLECTION        | OUT_OF_DATE                      | The last update date of the collection is prior to the existing records date.                            | NO_OBJECT_REEXPORT_CONTACT_ECHO |
| GRANULE           | OUT_OF_DATE                      | The last update date of the granule is prior to the existing records date.                               | NO_OBJECT_REEXPORT              |
| JOB               | PACKAGE_CORRUPT                  | Indicates that the package was corrupt and not readable at the zip level.                                | RETRY_PACKAGE                   |
| JOB               | PACKAGE_FILES_EXTRA              | Indicates that extra files were in the package that was not listed in the manifest.                      | RETRY_PACKAGE                   |
| JOB               | PACKAGE_FILES_MISSING            | Indicates that required files were missing from the package.                                             | RETRY_PACKAGE                   |

**Table 11.2-2. BMGT Error Configuration (6 of 8)**

| <b>Error Type</b> | <b>Error Code</b>                       | <b>Description</b>                                                                                   | <b>Configured Response</b>      |
|-------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------|---------------------------------|
| JOB               | PACKAGE_TOO_LARGE                       | Indicates that the package contains too many files to be processed.                                  | RETRY_PACKAGE_CONTACT_ECHO      |
| GRANULE           | PARTIAL_ADD_FIELD_NO_CHANGE             | No changes were found in the referenced field for update.                                            | NO_OBJECT_REEXPORT_CONTACT_ECHO |
| GRANULE           | PARTIAL_ADD_UPDATE_TARGET_FIELD_INVALID | The referenced update target field does not exist for the specified element.                         | NO_OBJECT_REEXPORT_CONTACT_ECHO |
| GRANULE           | PARTIAL_ADD_UPDATE_TARGET_INVALID       | The referenced update target does not exist.                                                         | NO_OBJECT_REEXPORT              |
| GRANULE           | PARTIAL_ADD_UPDATE_TARGET_NO_CHANGE     | No changes were found in the referenced update target.                                               | NO_OBJECT_REEXPORT_CONTACT_ECHO |
| GRANULE           | PARTIAL_DELETE_FIELD_INVALID            | The referenced field for deletion does not exist.                                                    | NO_OBJECT_REEXPORT_CONTACT_ECHO |
| COLLECTION        | PLATFORM_CHARACTERISTIC_DUPLICATE_NAMES | The names of the platform characteristics given must be unique.                                      | NO_OBJECT_REEXPORT              |
| COLLECTION        | PLATFORM_DUPLICATE_NAMES                | The names of the platforms given must be unique.                                                     | NO_OBJECT_REEXPORT              |
| GRANULE           | PLATFORM_INVALID_NAMES                  | The names of the platforms given must be a subset of their associated collections platforms by Name. | NO_OBJECT_REEXPORT              |
| ITEM              | SCHEMA_VALIDATION_ERROR                 | This is returned whenever the item failed schema validation.                                         | NO_OBJECT_REEXPORT_CONTACT_ECHO |
| COLLECTION        | SENSOR_CHARACTERISTIC_DUPLICATE_NAMES   | The names of the sensor characteristics given must be unique.                                        | NO_OBJECT_REEXPORT              |

**Table 11.2-2. BMGT Error Configuration (7 of 8)**

| <b>Error Type</b> | <b>Error Code</b>                   | <b>Description</b>                                                                                                                                              | <b>Configured Response</b> |
|-------------------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| GRANULE           | SENSOR_CHARACTERISTIC_INVALID_NAMES | The names of the sensor characteristics given must be a subset of their associated collections characteristics.                                                 | NO_OBJECT_REEXPORT         |
| COLLECTION        | SENSOR_DUPLICATE_NAMES              | The names of the sensors given must be unique.                                                                                                                  | NO_OBJECT_REEXPORT         |
| GRANULE           | SENSOR_INVALID_NAMES                | The names of the sensors given must be a subset of their associated collections sensors.                                                                        | NO_OBJECT_REEXPORT         |
| COLLECTION        | SHORT_NAME_VERSION_DUPLICATE_NAMES  | The combination of short name and version id must be unique per provider.                                                                                       | NO_OBJECT_REEXPORT         |
| COLLECTION        | SPATIAL_INVALID                     | The collections spatial region is invalid                                                                                                                       | NO_OBJECT_REEXPORT         |
| GRANULE           | SPATIAL_INVALID                     | The granules spatial region is invalid.                                                                                                                         | NO_OBJECT_REEXPORT         |
| GRANULE           | SPATIAL_REPRESENTATION_INVALID      | The granule spatial representation must match the granule spatial representation specified in the parent collection                                             | NO_OBJECT_REEXPORT         |
| FILE              | STRUCTURAL_SCHEMA                   | The file failed structural schema validation. This checks that the elements that appear are correctly named and in the right order. It ignores type validation. | NO_OBJECT_REEXPORT         |
| GRANULE           | TEMPORAL_INVALID_DATE_RANGE         | The temporal given must be in the range of its collections temporal.                                                                                            | NO_OBJECT_REEXPORT         |
| GRANULE           | METADATA_MISMATCH                   | A metadata field in a granule did not match the metadata from the provider.                                                                                     | VER_AUTO_HANDLER           |

**Table 11.2-2. BMGT Error Configuration (8 of 8)**

| <b>Error Type</b> | <b>Error Code</b>      | <b>Description</b>                                                                                  | <b>Configured Response</b> |
|-------------------|------------------------|-----------------------------------------------------------------------------------------------------|----------------------------|
| GRANULE           | GRANULE_UNEXPECTED     | A granule is in ECHO that should not be according to the provider.                                  | OBJECT_DELETE_REEXPORT     |
| GRANULE           | GRANULE_MISSING        | A granule was not found in ECHO but should be according to the provider.                            | VER_AUTO_HANDLER           |
| COLLECTION        | COLLECTION_MISSING     | Collection was missing from ECHO. An insert attempt will be made for this collection.               | VER_AUTO_HANDLER           |
| COLLECTION        | COLLECTION_UNEXPECTED  | A collection is in ECHO that should not be according to the provider.                               | NO_OBJECT_REEXPORT         |
| COLLECTION        | METADATA_MISMATCH      | A metadata field in a collection did not match the metadata from the provider.                      | VER_AUTO_HANDLER           |
| BROWSE            | BROWSE_LINK_MISSING    | A collection or granule browse link does not exist in ECHO but should according to the provider.    | REEXPORT_OBJECT            |
| BROWSE            | BROWSE_LINK_UNEXPECTED | A browse is linked to a collection or granule in ECHO that should not be according to the provider. | OBJECT_DELETE_REEXPORT     |

### 11.2.7.1 Reviewing Error Configuration

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- 1 Login to the **BMGT GUI** as the system administrator.
  - The BMGT GUI Home page is displayed.
- 2 Click on the **Configuration** link from the navigation panel.
- 3 Select **Error Configuration** from the navigation panel.

The Error Configuration page (see Figure 11.2-12) is displayed

| Error Configurations       |                                    |                                                                                                               |                                 |
|----------------------------|------------------------------------|---------------------------------------------------------------------------------------------------------------|---------------------------------|
| BMGT Error Configurations  |                                    |                                                                                                               |                                 |
| Error Type                 | Error Code                         | Description                                                                                                   | Configured Response             |
| BROWSE                     | BROWSE_LINK_MISSING                | A collection or granule browse link does not exist in ECHO but should according to the provider.              | REEXPORT_OBJECT                 |
| BROWSE                     | BROWSE_LINK_NOT_EXISTS             | A collection or granule browse link does not exist in ECHO but should according to the provider.              | REEXPORT_OBJECT                 |
| BROWSE                     | BROWSE_LINK_UNEXPECTED             | A browse is linked to a collection or granule in ECHO that should not be according to the provider.           | OBJECT_DELETE_REEXPORT          |
| BROWSE                     | BROWSE_NOT_EXISTS                  | The browse image indicated does not exist.                                                                    | REEXPORT_OBJECT                 |
| COLLECTIONTWO_D_COORDINATE | COORDINATE_DUPLICATE_NAMES         | Coordinate system must have unique name.                                                                      | NO_OBJECT_REEXPORT              |
| COLLECTIONTWO_D_COORDINATE | COORDINATE_INVALID                 | A Two-d coordinate system was invalid in a collection. Message was unable to parse an input time in the file. | NO_OBJECT_REEXPORT              |
| FILE                       | INPUT_ADAPTER_DATE_TIME_INVALID    | The file failed DTD validation.                                                                               | REGENERATE_PACKAGE              |
| FILE                       | INPUT_ADAPTER_DTD_VALIDATION       | The file failed DTD validation.                                                                               | REGENERATE_PACKAGE              |
| GRANULE                    | ADDITIONAL_ATTRIBUTE_INVALID_VALUE | attribute value is invalid according to the collection's definition.                                          | NO_OBJECT_REEXPORT              |
| GRANULE                    | BROWSE_NOT_EXISTS                  | The browse image indicated does not exist.                                                                    | REEXPORT_OBJECT                 |
| ITEM                       | SCHEMA_VALIDATION_ERROR            | This is returned whenever the item failed schema validation.                                                  | NO_OBJECT_REEXPORT_CONTACT_ECHO |
| JOB                        | DATA_FILE_INVALID                  | An input file in the job was invalid. This only applies to BMGT providers.                                    | REGENERATE_PACKAGE              |
| JOB                        | DUPLICATE_SEQUENCE_NUMBER          | Indicates that the sequence number is less than the last sequence number and it is therefore a duplicate.     | DUPLICATE_PACKAGE               |

**Figure 11.2-12. Error Configuration Page**

- 4 Since some of the responses are meant for specific scenarios, and would not necessarily work in others, this configuration is not meant to be changed by DAAC staff. The following responses can be used by BMGT to handle an error from ECHO:

### 11.2.7.2 Responses for Job and File Level Errors

#### Retry Package

The metadata will be repackaged and re-FTP'ed to ECHO with the same sequence number. The metadata files will not be regenerated.

Response Code: **RETRY\_PACKAGE**

#### Regenerate Package

The package metadata files will be generated again, re packaged, and FTP'ed to ECHO with the same sequence number.

Response Code: **REGENERATE\_PACKAGE**

In both cases, the regeneration and retransfer includes the browse files that were associated with this export. DAAC staff must investigate if continued re-export does not succeed. Although the BMGT will continue to generate subsequent automatic export packages, ECHO will stop processing them until the missing package is ingested. If re-export elicits the same (or equally serious) error from ECHO, and the number of such errors for that package exceeds the threshold defined by NUM\_RETRIES\_FOR\_ALERT in the BMGT configuration, then an alert will be raised, restricting what can be exported by BMGT before the issue has been addressed and the alert cleared. If the errant package was of type VER\_INC, then the alert will limit exports to only allow AUTOMATIC and un-sequenced MANUAL packages. If the errant package was of type AUTOMATIC, then the alert will limit exports to only allow un-sequenced MANUAL packages. Clearing the alert will return BMGT export to normal.

Any file level error which elicits one of these two responses will be accompanied by a job level error. This ensures that BMGT only reexports a package if no file in that package was ingested. If an entire file in a package fails, the whole package will fail.

These error policies are only valid for AUTOMATIC and VER\_INC packages. If an error configured for one of these policies is received for another type of package, then a SYNC package will simply be exported in place of the failed package, and the original package will have a status of COMPLETE\_WITH\_ERRORS.

### **11.2.7.3 Item Errors (automatically handled)**

Many types of item level errors may be able to be automatically handled depending on the status of the objects in question. Such errors occur, for instance, when an attempt to export a browse link for a granule fails because ECHO cannot find the referenced browse granule; a granule is updated (e.g., by trying to add a URL) but ECHO does not have the granule in its inventory; or if a granule verification is exported for a granule that is not in the ECHO inventory. In these cases, either ECHO will attempt to repair the error, BMGT will attempt to reexport the affected object to ECHO, or BMGT will ignore the error. In all but one case (Ignore Error), these actions will result in the BMGT package being placed in the "COMPLETE\_WITH\_WARNINGS" state, indicating that there was an error, but that it does not require immediate DAAC staff attention.

#### **Ignore Error**

The error will not cause any email to be sent, or any state change to the package. The BMGT package will be placed in the "COMPLETE" state (barring any additional, more serious errors). An error can only be ignored if the error indicates that the ECS and ECHO inventories are in agreement. For instance, if a granule delete fails because the granule was not present in ECHO's inventory. If the inventories are not in agreement, then the error will be handled by the Notify DAAC Staff Handler.

Response Code: **IGNORE\_ERROR**

### **Ignore Error Completely**

The same as Ignore Error, but the error will be ignored regardless of whether the ECS and ECHO inventories are in agreement.

Response Code: **IGNORE\_COMPLETELY**

### **Error Handled by ECHO**

ECHO attempted to repair the error. If the attempt failed, then there will be additional errors. No email will be sent, and the ID of the object for which the error occurred will be added to a list which can be used at a later point to verify that ECHO did indeed fix the problem. The BMGT package will be placed in the "COMPLETE\_WITH\_WARNINGS" state.

Response Code: **VER\_AUTO\_HANDLER**

### **ReExport Object**

The object will be added to the ReExport queue so that the object can be re-inserted into ECHO in a future corrective re export. An email will be sent to the DAAC staff indicating the error that occurred and the number of items added to the reExport Queue. The BMGT package will be placed in the "COMPLETE\_WITH\_WARNINGS" state.

Response Code: **REEXPORT\_OBJECT**

### **ReExport Associated Object**

An object associated with the object that caused the error will be added to the ReExport queue so that the object can be re-inserted into ECHO in a future corrective re export. The ID of this associated object can be found in the error message text. An email will be sent to the DAAC staff indicating the error that occurred and the number of items added to the reExport Queue. The BMGT package will be placed in the "COMPLETE\_WITH\_WARNINGS" state.

Response Code: **REEXPORT\_ASSOCIATED\_OBJECT**

### **ReExport Object Delete**

The object will be added to the ReExport queue so that the object can be removed from ECHO in a future corrective re export. An email will be sent to the DAAC staff indicating the error that occurred and the number of items added to the reExport Queue. The BMGT package will be placed in the "COMPLETE\_WITH\_WARNINGS" state.

Response Code: **OBJECT\_DELETE\_REEXPORT**

## **General Errors (not automatically handled)**

The majority of errors cannot be automatically handled and will result in an alert to the DAAC staff as described by the responses below. These responses can occur for errors at the job, file, and item level.

### **Notify DAAC Staff**

An alert email will be sent to DAAC staff indicating the error that occurred. The BMGT package will be placed in the "COMPLETE\_WITH\_ERRORS" state. This is the default error response, and will be used for any unrecognized errors.

Response Code: **NO\_OBJECT\_REEXPORT, DUPLICATE\_PACKAGE**

### **Contact ECHO**

An alert email will be sent to DAAC staff indicating the error that occurred, and that they should contact ECHO to resolve the issue. The BMGT package will be placed in the "COMPLETE\_WITH\_ERRORS" state.

Response Code: **NO\_OBJECT\_REEXPORT\_CONTACT\_ECHO**

The Retry Package and Ignore Error responses have variants that will instruct the operator to contact ECHO in addition to their normal responses. In the case of the Ignore Error response, this instruction will only be given if the error is not ignored. See the Retry Package and Ignore Error response descriptions for more info on these responses

Response Code: **RETRY\_PACKAGE\_CONTACT\_ECHO, IGNORE\_ERROR\_CONTACT\_ECHO**

### **Send SYNC package**

An empty Synchronization package will be sent to ECHO. An email will be sent to DAAC staff indicating the error that occurred and that a SYNC package was exported. The BMGT package will be placed in the "COMPLETE\_WITH\_ERRORS" state.

Response Code: **NO\_OBJECT\_REEXPORT\_SYNC**

## **11.2.8 Group Configurations**

The Group Configurations page provides a read only view of the collection/group mapping currently being used by BMGT. Any changes to this mapping must be made by updating the group configuration file (at the path configured in the Global Tuning page). These changes will be populated to the database, and reflected in the Group Configurations page after an auto cycle has been initiated with the updated group config file (See the BMGT 609 documentation for a more detailed description). In addition to displaying group/collection mappings, the Group Configurations page also shows the current status of incremental verification. At the top of the page the total number of granules configured for export to ECHO is displayed, as well as the percentage of those granules which have been incrementally verified with ECHO. Below is the

same information on a per-group basis, and clicking on a group will show the verification information on a per-collection basis within that group. Along with the per-collection verification status, the granule and collection export configuration is displayed (only collections enabled for collection export will be displayed in this page), the lastUpdate of the last granule verified in the collection, and the max number of granules that can be exported for that collection in a given incremental verification package. There is also a drop down menu that will allow the user to reset verification for the collection, so that all granules in the collection will be re-verified.

In the collection status row for each collection, the following columns will be displayed:

**ESDT:** The unique identifier for the collection, composed of shortName and versionID.

**ColExportFlag:** A green checkmark if the collection is configured for collection metadata export, a red 'X' otherwise. Note: a collection will not be displayed here if it is not enabled, so this will always be a checkmark.

**GranExportFlag:** A green checkmark if the collection is configured for granule metadata export, a red 'X' otherwise.

**Last Update:** The watermark representing where the incremental verification of this collection has left off. Any granules with a lastUpdate less than or equal to this datetime in the collection has been verified, any others have not.

**Current ESDT Verification Status:**

**Verified:** The number of granules in the collection which have been verified, and the percent of the total that this represents.

**Total:** The total number of granules in the collection.

**Reset:** A dropdown allowing the user to specify that this collection's verification status should be reset (ie. restart verification for the collection)

**MaxNumGrans:** The maximum number of granules from this collection that can be put into a single incremental verification package. This value can be changed, but must be less than or equal to the global MAX\_VERIFICATION\_GRANULES value.

**Save Changes Checkbox:** A checkbox that must be checked in order for any changes (reset selected or MaxNumGrans modified) to be saved.

If any changes are made to the collection configuration, the check box next to that collection must be selected, and the "Apply Changes" button must be pressed.

### 11.2.8.1 Viewing Group Configuration and Verification Status

---

- 1 Login to the BMGT GUI.
  - The **BMGT GUI Home** page is displayed.

- 2 Click on the **Configuration** link from the navigation panel.
- 3 Select **Group Configurations** from the navigation panel.
  - The **Group Configurations** page is displayed (see Figure 11.2-13).
  - The **System Verification Status** is displayed at the top of the page.
  - The group verification status is displayed for each group.
- 4 Click on the radio button next to a group name.
  - The collection verification status is displayed for each collection in the group.

**Group Configurations**

**System Verification Status**

|              |       |
|--------------|-------|
| Verified     | Total |
| 5622 (78.3%) | 7178  |

**Group Verification Status**

**AMSR**

|              |       |
|--------------|-------|
| Verified     | Total |
| 5029 (76.4%) | 6585  |

| ESDT         | ColExportFlag                       | GranExportFlag                      | Last Update             | Current ESDT Verification Status                                                                                                                                                                                                                | Reset    | MaxNumGrans |            |      |                                    |                             |
|--------------|-------------------------------------|-------------------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------|------------|------|------------------------------------|-----------------------------|
| AE_DySno.002 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 2010-03-29 15:59:59.996 | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Verified</td> <td style="width: 30%;">Total</td> </tr> <tr> <td style="background-color: #90ee90;">81 (100%)</td> <td>81</td> </tr> </table>    | Verified | Total       | 81 (100%)  | 81   | N <input type="button" value="v"/> | 51 <input type="checkbox"/> |
| Verified     | Total                               |                                     |                         |                                                                                                                                                                                                                                                 |          |             |            |      |                                    |                             |
| 81 (100%)    | 81                                  |                                     |                         |                                                                                                                                                                                                                                                 |          |             |            |      |                                    |                             |
| AE_Land.002  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 2010-01-19 12:55:57.81  | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Verified</td> <td style="width: 30%;">Total</td> </tr> <tr> <td style="background-color: #90ee90;">4934 (76%)</td> <td>6490</td> </tr> </table> | Verified | Total       | 4934 (76%) | 6490 | N <input type="button" value="v"/> | 50 <input type="checkbox"/> |
| Verified     | Total                               |                                     |                         |                                                                                                                                                                                                                                                 |          |             |            |      |                                    |                             |
| 4934 (76%)   | 6490                                |                                     |                         |                                                                                                                                                                                                                                                 |          |             |            |      |                                    |                             |
| AE_Land.086  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 2010-03-29 15:59:59.996 | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Verified</td> <td style="width: 30%;">Total</td> </tr> <tr> <td style="background-color: #90ee90;">14 (100%)</td> <td>14</td> </tr> </table>    | Verified | Total       | 14 (100%)  | 14   | N <input type="button" value="v"/> | 50 <input type="checkbox"/> |
| Verified     | Total                               |                                     |                         |                                                                                                                                                                                                                                                 |          |             |            |      |                                    |                             |
| 14 (100%)    | 14                                  |                                     |                         |                                                                                                                                                                                                                                                 |          |             |            |      |                                    |                             |

**ASTT**

|          |       |
|----------|-------|
| Verified | Total |
| 9 (100%) | 9     |

**OTHR**

|           |       |
|-----------|-------|
| Verified  | Total |
| 11 (100%) | 11    |

**GLAS**

|          |       |
|----------|-------|
| Verified | Total |
| 3 (100%) | 3     |

**MOST**

|            |       |
|------------|-------|
| Verified   | Total |
| 410 (100%) | 410   |

Apply Changes
  Cancel Changes

**Figure 11.2-13. Group Configurations Page**

### 11.2.8.2 Modifying Collection Verification Configuration

---

- 1 Login to the BMGT GUI.
    - The **BMGT GUI Home** page is displayed.
  - 2 Click on the **Configuration** link from the navigation panel.
  - 3 Select **Group Configurations** from the navigation panel.
    - The **Group Configurations** page is displayed (see Fig. 11.2-13).
  - 4 Click on the radio button next to the group name associated with the collection to be modified.
  - 5 Locate the collection that is to be modified.
  - 6 Select 'Y' in the **Reset** dropdown to reset the collection to be re-verified from the beginning.  
**-And/Or-**
  - 7 Modify the value in the **MaxNumGrans** column to modify the number of granules from this collection that can be exported in a single incremental verification export.
  - 8 Select the checkbox next to the collection.
  - 9 Press the **Apply Changes** button to save the changes.
- 

## 11.3 BMGT Manual Mode

The BMGT manual preprocessor provides an interface through which the operator can initiate an export of ECS metadata through BMGT. Unlike a normal 'AUTOMATIC' instantiation of BMGT, which exports metadata in response to changes, or 'events', a 'MANUAL' BMGT run will export the current metadata for an operator provided set of granules and collections. An operator is able to specify which metadata products are desired, rather than exporting all of them. An operator is also able to use the Manual Preprocessor to re-run a previous AUTOMATIC export that has failed. Once the Manual Preprocessor is run, the desired products will be created by the BMGT Generator server. These products can be exported to ECHO or simply written to a local filesystem depending on what that operator specifies. The Manual Preprocessor is meant primarily for reconciling ECS and ECHO metadata or for other situations where the normal, automatic export of BMGT metadata is not sufficient, as well as finding and repairing discrepancies with ECHO. The Manual Preprocessor does not prevent the Operator from exporting duplicate metadata to ECHO. The Operator is responsible for specifying options carefully to minimize the risk and for consulting with ECHO when exporting data outside of the normal sequence.

Table 11.3-1 contains a listing/description of the arguments used by the Manual Export Script.

**Table 11.3-1. Manual Export Command Line Arguments (1 of 5)**

| Option                     | Notes                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>GENERAL OPTIONS</b>     |                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>--help   -h</b>         | Overrides all other options                                       | Display a detailed help page.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>--mode &lt;MODE&gt;</b> | Required                                                          | Run in ECS mode <MODE>.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>PRODUCT OPTIONS</b>     |                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>--metg</b>              | Requires one or more SELECTION CRITERIA options                   | Generate an ECSMETG(granule metadata) product. URL and visibility products will also be generated as well where appropriate (ie. <b>--url</b> is implied and does not need to be specified explicitly).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>--metc</b>              | requires <b>--collections</b> or <b>--collectionfile</b>          | Generate an ECSMETC(collection metadata) product.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>--bbr</b>               | requires one or more SELECTION CRITERIA options or <b>--short</b> | Generate an ECSBBR(browse) product. The BBR product generated will contain any browse granules explicitly specified by the SELECTION CRITERIA options, as well as browse files associated with any granules specified by those options. Browse linkages to science files will also be generated. If a METG is being generated for an associated science granule, it will include the linkage, otherwise the linkage will be recorded in a METU file.                                                                                                                                                                                                                                                                                                                                    |
| <b>--url</b>               | requires one or more SELECTION CRITERIA options                   | Generate a Granule Update product containing public Datapool URLs for the granules specified by the SELECTION CRITERIA options.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Option</b>              | <b>Notes</b>                                                      | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>RUN TYPE</b>            |                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>--delete</b>            | requires one or more SELECTION CRITERIA options                   | Generate deletion metadata. If this option is omitted, insertion metadata will be generated. Granules and collections being processed in a deletion cycle must be either physically or logically deleted. Similarly, granules and collections specified for a normal insert cycle must currently exist in ECS. If a granule is physically deleted from the archive, it must be explicitly specified (with the <b>--granules</b> or <b>--granulefile</b> option) by geoid rather than dbid. There is a special case, for collections, where a collection that has not been removed or disabled in ECS can be exported as a delete. In this case the user will be asked to confirm that this is their intention, and the collection will be automatically disabled in BMGT configuration. |

**Table 11.3-1. Manual Export Command Line Arguments (2 of 5)**

| Option                                                              | Notes | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>--short</b>   <b>--ver_short</b>   <b>--vs</b>                   |       | Generate a short form (“VER_SHORT”) verification package. A short form package contains only the identifiers for selected collections/granules, and is used for performing existence checks with ECHO. Any of <b>--metg</b> , <b>--metc</b> , <b>--bbr</b> may be specified, but only one of them at a time. If <b>--metg</b> or <b>--bbr</b> is specified, then <b>-g</b> or <b>-gf</b> is not allowed. If <b>--metc</b> is specified, then <b>-c</b> and <b>-cf</b> , as well as <b>-p</b> and <b>-pf</b> are not allowed. <b>-c</b> and <b>-cf</b> are allowed with <b>--metg</b> and <b>--bbr</b> . <b>-p</b> and <b>-pf</b> are also allowed, but not recommended as they would likely result in packages that are very large and this is not desirable. |
| <b>--long</b>   <b>--ver_long</b>   <b>--vl</b>                     |       | Generate a long form (“VER_LONG”) verification package. A long form package contains the full metadata for selected collections/granules, and is used for performing full metadata comparison with ECHO. <b>--metg</b> and/or <b>--metc</b> may be specified with <b>--long</b> , but if <b>--metg</b> is specified, then granules and/or collections must be specified with the <b>-g</b> , <b>-b-gf</b> , <b>-c</b> , or <b>-cf</b> options. Note that there is no BBR long form product, so <b>--bbr</b> will be ignored if it accompanies <b>--long</b> .                                                                                                                                                                                                 |
| <b>--incremental</b>   <b>--ver_inc</b>   <b>--inc</b>   <b>--i</b> |       | Initiate an incremental (“VER_INC”) verification export, in which the granules to be exported as long form metadata are selected automatically based on an algorithm that exports granule verification in batches for eventual total coverage. An optional list of collections to verify may be specified.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

**SELECTION CRITERIA**

|                                                                                                |  |                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>--collections</b>   <b>-c</b><br><shortname.versionID>[,<br><shortname.versionID>,...<br>.] |  | Generate metadata for collection <shortname.versionID>. Multiple collections can be specified, separated by a comma and no space.                                                                                                                 |
| <b>--collectionfile</b>   <b>--cf</b><br><filename>                                            |  | Same as <b>--collections</b> , but specifies a file which contains one or more collections. The collections can be on one or multiple lines and must be separated either by newlines or whitespace.                                               |
| <b>--granules</b>   <b>-g</b><br><ID>[,<ID>,...]                                               |  | Where <ID> is either a dbid or a geoid in the form:<br><b>&lt;SC/BR&gt;:&lt;SHORTNAME&gt;.&lt;VERSIONID&gt;:&lt;DBID&gt;</b><br>Generate metadata for the listed granules. Multiple granules can be specified, separated by a comma and no space. |
| <b>--granulefile</b>   <b>--gf</b><br><filename>                                               |  | Same as <b>--granules</b> , but specifies a file which contains one or more dbids and/or geoids. The ids can be on one or more lines and must be separated either by newlines or whitespace.                                                      |

**Table 11.3-1. Manual Export Command Line Arguments (3 of 5)**

| Option                                                          | Notes                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>--group</b>   <b>-p</b><br><groupName>[,<groupName>,.<br>..] |                                                                     | Generate metadata for the collections and/or granules in the specified group(s).                                                                                                                                                                                                                                                                                                                      |
| <b>--groupfile</b>   <b>--pf</b> <filename>                     |                                                                     | Generate metadata for the collections and/or granules in the group(s) listed in the specified file.                                                                                                                                                                                                                                                                                                   |
| <b>--starttime</b>   <b>--st</b> <datetime>                     | requires --<br><b>collectionfile</b><br>or --<br><b>collections</b> | Defines the starting time (inclusive) of a datetime range for which to generate granule metadata. This parameter is used only if <b>--collection</b> , or <b>--collectionfile</b> is specified. It will be used to select a subset of granules from the specified collection(s) for which metadata will be generated. <datetime> should be in the format "YYYY-MM-DD HH:MM:SS" [quotes are required]. |
| <b>--endtime</b>   <b>--et</b> <datetime>                       | requires --<br><b>collectionfile</b><br>or --<br><b>collections</b> | Defines the end time (non-inclusive) of a datetime range for which to generate granule metadata. This parameter is used only if <b>--collection</b> , or <b>--collectionfile</b> is specified. It will be used to select a subset of granules from the specified collection(s) for which metadata will be generated. <datetime> should be in the format "YYYY-MM-DD HH:MM:SS" [quotes are required].  |
| <b>--lastupdate</b>                                             | requires --<br><b>endtime</b> and/or<br><b>--starttime</b>          | Causes the <b>--starttime</b> and <b>--endtime</b> values to be used to select granules based on lastupdate rather than insert time.                                                                                                                                                                                                                                                                  |
| Option                                                          | Notes                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>OUTPUT OPTIONS</b>                                           |                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>--noexport</b>   <b>--ne</b>                                 | implies --<br><b>nosequence</b>                                     | Do not export the generated package to ECHO, and do not assign it a sequence number.                                                                                                                                                                                                                                                                                                                  |

**Table 11.3-1. Manual Export Command Line Arguments (4 of 5)**

| Option                     | Notes | Description                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>--nosequence   --ns</b> |       | Generated package should not be assigned a sequence number. This is automatically implied when <b>--noexport</b> is specified.                                                                                                                                                                                                                                                                                            |
| <b>--daacstring   -d</b>   |       | A string up to 40 characters long and consisting only of valid Unix file name characters (excluding period) to be included as part of the file names in the metadata export package created by a manual export operation. For example, using " <b>--daacstring AnnMiltEchoSmallMetgEchoTest</b> " will produce a package named: EDFManualExport.AnnMiltEchoSmallMetgEchoTest.200800710.200800710.2008007110752.000717.zip |
| <b>CONCURRENCY OPTIONS</b> |       |                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>--excludeAuto   -x</b>  |       | Prevent the execution of any Automatic export cycles concurrently with this manual cycle.                                                                                                                                                                                                                                                                                                                                 |
| <b>--noprompt   -np</b>    |       | If there are other export cycles currently executing, instead of asking user what to do, just exit with an error.                                                                                                                                                                                                                                                                                                         |
| <b>--retry   -y</b>        |       | If there are other export cycles currently executing, instead of asking user what to do, wait 10 seconds, and check again. Repeat until no currently executing cycles are found. Implies noprompt. Useful when calling manual processor from a script                                                                                                                                                                     |

**Table 11.3-1. Manual Export Command Line Arguments (5 of 5)**

| Option                                       | Notes                                                                                                           | Description                                                                                                                                                                                                                       |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>--force   -f</b>                          |                                                                                                                 | Ignore currently executing export cycles and run regardless. Implies noprompt. Useful when calling manual processor from a script                                                                                                 |
| ERROR RECOVERY OPTIONS                       |                                                                                                                 |                                                                                                                                                                                                                                   |
| <b>--regenerate   -r &lt;package ID &gt;</b> | incompatible with <b>--excludeAuto</b> and <b>--delete</b> . Overrides all other options besides OUTPUT OPTIONS | Attempt to regenerate the AUTOMATIC package specified by the packageId <package ID>. Must specify <b>--noexport</b> if package to be regenerated is in COMPLETE state. NOTE: <b>packageId</b> must be given, NOT <b>cycleId</b> . |
| <b>--report   -t</b>                         |                                                                                                                 | Generate a report of the contents of the reExport queue which are being reexported.                                                                                                                                               |
| <b>--corrective   -o</b>                     |                                                                                                                 | Initiate a corrective export containing any granules which are in the reExport Queue. Incompatible with all options except <b>--mode</b> , <b>--ns</b> , <b>--na</b> , <b>--delete</b> .                                          |
| <b>--outdir   -o &lt;directory&gt;</b>       | requires <b>--report</b>                                                                                        | Write the re-export queue report to a file in the given directory. The file will be clearly labeled as a BMGT re-export queue report with the current time as part of its name.                                                   |

### 11.3.1 BMGT Manual Mode

- 1 Log in at the machine where the Bulk Metadata Generation Tool (BMGT) manual script is installed (e.g., e4oml01 and n4oml01).
- 2 Type **cd /usr/ecs/<MODE>/CUSTOM/utilities** then press **Return/Enter**.
- 3 To run the BMGT manually, at the UNIX prompt enter (as applicable):  
**EcBmBMGTManualStart.pl**.
- 4 Select the desired command arguments using the table above.

- Example 1: Run the Manual script to generate Browse and Granule Information for collections listed in a file and with insert time falling in a specified range and export to ECHO.

Enter the following:

**EcBmBMGTManualStart.pl**

**-mode<MODE>**

**-metg**

**-bbr**

**-cf<file>**

**-starttime<YYYY-MM-DD HH:MM:SS>**

**-endtime<YYYY-MM-DD HH:MM:SS>**

- Example 2: Run the Manual script to generate Browse and url inserts for granules listed in a file.

Enter the following:

**EcBmBMGTManualStart.pl**

**-mode<MODE>**

**-bbr**

**-url**

**-gf<file>**

- Request the export of a listing of all granule in the specified collections to be compared against the ECHO holdings for the collections.

**EcBmBMGTManualStart.pl**

**--mode <MODE>**

**--short**

**--metg**

**-c MOD29P1D.001, MYD29P1N.001**

- Request the export of full granule and collection metadata for all collections in the group 'MOLT' and all of the granules in those collections which have a lastUpdate value within the provided boundaries. This metadata will be compared against that which ECHO already has to find (and attempt to repair) any discrepancies.

**EcBmBMGTManualStart.pl**

**--mode <MODE>**

**--long**

**--metg**

**--metc**

**--p MOLT**

**--starttime "2006-02-21 14:07:00"**

**--endtime "2008-01-18 09:54:22"**

**--lastupdate**

- Request the export of full granule metadata for a set of granules determined by the BMGT based on a configured time interval, max number of granules per package, and the lastUpdate of the granules. This 'incremental' package will constitute a set of the

least recently updated granules which have not yet been verified with ECHO since they were updated.

### **EcBmBMGTManualStart.pl**

**--mode** <MODE>

**--incremental**

---

## **11.4 BMGT ReExport Queue Utility**

When processing Ingest Summary Reports from ECHO, the BMGT system will handle some reported errors by enqueueing corrective actions on the BMGT ReExport Queue. DAAC Staff can then remedy the reported error by running the BMGT Manual Start Script with the **--corrective** option. The **--corrective** option processes any corrective actions on the ReExport Queue, and exports corresponding metadata to ECHO.

In addition to processing the ReExport Queue for corrective export to ECHO, DAAC staff may also view and manage the ReExport Queue with the BMGT ReExport Queue Utility. The ReExport Queue Utility offers two options for viewing the queued actions; **report**, which prints the queue contents as a list of actions, and **summary**, which prints a statistical summary of the queued actions grouped by collection/group/itemtype (science, browse, or collection). The queue report or summary is printed to a file specified by the user (or to the terminal if none is specified). The utility also offers the ability to delete one or more actions from the queue, by providing dbIDs or geoids on the command line or in a file. Report output can be filtered by collection and/or group, which can be specified on the command line, or in a file.

Table 11.4-1 contains a listing/description of the ReExport Queue Utility Commands

**Table 11.4-1. ReExport Queue Utility Commands**

| <b>Command Name</b>  | <b>Comments</b>                                                                                                                                                                                                 |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>--report   -r</b> | Print the current contents of the re-export queue, sorted by original cycle ID, newest first, then by collection, then by item type.                                                                            |
| <b>--stat   -s</b>   | Print a statistical summary of the re-export queue contents. Items are grouped by collection plus group plus item type plus ECHO error response. Each group is accompanied by the count of the items within it. |
| <b>--delete   -d</b> | Delete items from the re-export queue by item ID. delete requires at least one of <b>--ids</b> or <b>--idfile</b> , but will accept more than one.                                                              |

Table 11.4-2 contains a listing/description of the ReExport Queue Utility Options

**Table 11.4-2. ReExport Queue Utility Options**

| Parameter Name                                    | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>--mode   -m</b> <MODE>                         | Run in ECS mode <MODE>. Mode must be provided, either by this option, or by itself as the first argument to the utility.                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>--help   -h</b>                                | Display a detailed help page.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>--outdir   -o</b> <dirname>                    | The directory in which to write the report or summary file. Each file will be automatically given a name that identifies it and the time the report or summary was created. Only one output directory may be specified at a time. If no directory is specified, output will be to the terminal.                                                                                                                                                                                                               |
| <b>--collection   -c</b><br><ShortName.VersionID> | The collection for which a report should be generated. More than one collection option may be given, resulting in all items from the re-export queue in any of the named collections being included in the report. collection may be combined with group. Only valid for "report".                                                                                                                                                                                                                            |
| <b>--group   -c</b><br><groupName>                | The group for which a report may be generated. More than one group option may be given, resulting in all items from the re-export queue in any of the named groups being included in the report. group may be combined with collection. Only valid for "report".                                                                                                                                                                                                                                              |
| <b>--ids   -i</b> <ID>[,<ID>,...]                 | A list of IDs of granules to be deleted from the re-export queue. IDs must be separated by commas with no space between them, or they will be seen as separate, unrecognized arguments. IDs may be granule IDs (only digits) or geoids (e.g., SC:MOD14.005:12345). More than one ids switch may be given. ids may be combined with idfile.                                                                                                                                                                    |
| <b>--idfile   -f</b> <filename>                   | A file containing a list of granule IDs or geoids, separated by whitespace or commas. More than one idfile may be given. idfile may be combined with ids.                                                                                                                                                                                                                                                                                                                                                     |
| <b>--cycleids   -y</b><br><cycleid1,...>          | A list of <b>--cycleids</b> . Combined with report, this option will cause the produced report to contain only those queued items which were added due to one of the listed cycles. Combined with delete, this option will result in the items which were enqueued due to the listed cycles being removed from the queue. IDs must be separated by commas with no space between them, or they will be seen as separate, unrecognized arguments. <b>--cycleids</b> may be combined with <b>--cycleidfile</b> . |
| <b>--cycleidfile   -l</b><br><cycleidfile>        | A file containing a list of <b>--cycleids</b> , separated by whitespace or commas. More than one <b>--cycleidfile</b> may be given. <b>--cycleidfile</b> may be combined with <b>--cycleids</b> .                                                                                                                                                                                                                                                                                                             |

### 11.4.1 BMGT ReExport Queue Utility

---

- 1 Log in at the machine where the Bulk Metadata Generation Tool (BMGT) ReExport Queue script is installed (e.g., e4oml01 and n4oml01).
  - 2 Type `cd /usr/ecs/<MODE>/CUSTOM/utilities` then press **Return/Enter**.
  - 3 To run the BMGT ReExport Queue Utility, at the UNIX prompt enter (as applicable):  
**EcBmBMGTReExportQueue.pl <MODE> [COMMAND][OPTIONS]**  
[COMMAND] is one of the commands listed in table 11.4-1 above and [OPTIONS] is zero or more of the options listed in table 11.4-2 above.
- 

## 11.5 BMGT Automatic Mode

The BMGT Automatic Preprocessor is used by DAAC Operations Staff to export changes to the holdings of the ECS inventory at a regular interval. The DAAC will choose and configure a cycle length, which defines the time period for which metadata changes are aggregated into a single package for export to ECHO. The time period can be any whole number of hours between 1 and 24 which splits a day into a whole number of parts (e.g. 6 hours would be valid, as 4 intervals would add up to an entire day. 5 hours would not). The Preprocessor should be run at least once per export interval, and will cause the metadata changes for any preceding un-exported interval(s) to be generated and exported to ECHO. Extraneous runs of the preprocessor will have no effect. The first run of the preprocessor for a particular day will populate the export cycles for the entire day. Since the preprocessor can be run with basically no operator interaction, it can be added as a cron job such that it will run automatically at a set interval. For instance, setting a cron to run the automatic preprocessor every hour at 5 minutes past the hour would ensure that regardless of the export cycle length being used, an export package would begin generation 5 minutes after each cycle ends. On hours where a cycle is not ending, the preprocessor would simply return, with no effect.

### 11.5.1 BMGT Automatic Mode

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- 1 Log in at the machine where the Bulk Metadata Generation Tool (BMGT) is installed (e.g., e4oml01 and n4oml01).
- 2 At the UNIX prompt, enter:  
**crontab -e**  
A *vi* editor window will appear. Use the arrow keys to scroll through the file and verify that there is not already an entry for the automatic preprocessor in the desired mode.
- 3 If there is not already an entry for the desired mode:
  - Type ‘o’ to open a new line.
  - On this line type: `<min> <hr1>,<hr2>,...<hrn> * * * (/bin/csh -c "cd /usr/ecs/<MODE>/CUSTOM/utilities ; /usr/ecs/<MODE>/CUSTOM/utilities/EcBmBMGTAutoStart <MODE>")`
    - Where `<min>` is the number of minutes after the hour (0-59) to run at and `<hr1...n>` are the hours (0-23) during which the cron should run.
  - Hit **escape** and then type ‘:wq’ to save the file.

- 4 If there is already an entry for the desired mode, but the frequency of the cron needs to be changed:
    - Determine the correct values for the new frequency in the format:
    - “**minute hour day month dayofweek command**”
    - Use the arrow keys to navigate to the value that you wish to change.
    - With the cursor over the beginning of the value to change, type ‘**cw**’ followed by the new value to change the value.
    - Hit **escape**.
    - Repeat the same for all values to be changed.
    - Type ‘**:wq**’ to save the file.
  - 5 If there is already an entry for the desired mode, but you would like to disable it:
    - Use the arrow keys to navigate to the line where the entry is located.
    - Type ‘**I**’ to insert at the beginning of the line.
    - Type ‘**#**’ to comment out the line.
    - Hit **escape** and then type ‘**:wq**’ to save the file.
  - 6 If there is already an entry for the desired mode, but it is disabled by a ‘**#**’ at the beginning of the line:
    - Use the arrow keys to navigate to the line where the entry is.
    - Type ‘**^x**’ to remove the ‘**#**’ from the beginning of the line.
    - Hit **escape** and then type ‘**:wq**’ to save the file.
-

## 12. Quality Assurance

---

The Data Pool subsystem update utility for managing Quality Assurance (QA) metadata, the QA Update Utility (QAUU), consolidates the QAMUT utility from the SDSRV subsystem into a single utility. This tool receives an input file which contains header information indicating the format of the data in the file and the flags that are being updated.

### 12.1 Using the QA Update Tool

The QA Update Utility is an operational support tool used for updating the values of the Quality Assurance (QA) flags in the inventory metadata. The QA Update Utility sets QA values for data granules containing one or more measured parameters after they have been assessed by Science Computing Facility (SCF) or DAAC staff to determine their quality.

Data granules have Operational and Science QA flags. Operational QA flags can have the following values:

- Passed.
- Failed.
- Being Investigated.
- Not Investigated.
- Inferred Passed.
- Inferred Failed.
- Suspect.

In addition to these Operational QA flag values, Science QA flags can also have the following value:

- Hold

Table 12.1-1 provides an Activity Checklist for Using the QA Update Tool.

**Table 12.1-1. Using the QA Update Tool - Activity Checklist**

| Order | Role                                            | Task                                    | Section      | Complete? |
|-------|-------------------------------------------------|-----------------------------------------|--------------|-----------|
| 1     | System Administrator/<br>Database Administrator | Configure the QA Update Tool            | (P) 12.1.1.1 |           |
| 2     | System Administrator/<br>Database Administrator | Configure the QA Update Email script    | (P) 12.1.2.1 |           |
| 3     | Production Monitor                              | Prepare QA Update Request File          | (P) 12.1.4.1 |           |
| 4     | Production Monitor                              | Update QA Flags Using QA Update Utility | (P) 12.1.5.1 |           |

During one run, the QA Update Utility can update the metadata QA flags for multiple granules. In fact, the strength of the tool derives from its ability to update batches of granules at a time. There is a configurable limit on the number of granules that may be specified for a run (MAX\_NUM\_GRANULES in Table 12.1-2). However, this limit may be overridden by the operator. In fact, depending on how frequently the originators of requests for QA flag updates submit their requests, the DAAC may receive requests for updates of thousands of granules at a time. However, this creates the potential for extreme database loading (e.g., requirements for temporary storage of granule information). Specific practical limits may depend on individual site capacities and requirements, and the DAAC may need to work with the originators of requests to formulate requests of appropriate size to minimize QA Update Utility processing times and associated database impacts. If a request is for significantly more than that, consideration should be given to breaking it up into multiple requests.

The granules with QA flags to be updated using the QA Update Utility may each contain several different measured parameters. The tool can update the QA flag associated with each parameter for each granule listed in a metadata update request. Updates for different measured parameters related to a particular granule may be grouped contiguously on separate lines in the request so that all the updates for the granule are accomplished at the same time.

The input needed to run the QA Update Utility is a uniformly formatted update request. Each update request contains an e-mail header (including the requester's return address) and an attachment request file containing a list of the granules to be updated, along with the new QA flag values for the specified parameters.

Requests sent via e-mail are automatically placed in the input request directory by the QA Update email script. Requests not sent by e-mail must be placed in the input request directory.

After the data has been copied to this input request directory, the metadata can be updated by using QA Update Utility.

The QA Update Utility retrieves a batch of granules to update from the processing table and is updated within the XML Archive. When all files listed in the batch are updated, the processing table is updated to record the work as completed. Additionally, the updates are recorded in a history file with the original and new values. When all batches are completed, the updates are recorded for BMGT to export. Finally, the files in the Data Pool file system are replaced by the newly updated files in the XML Archive. The QA Update Utility is accessible on the x4dpl01 server.

### 12.1.1 Configure QA Update Utility

The **EcDsAmQaUpdateUtility.properties** contains the QA Update configuration parameters and is used by the System Administrator/Database Administrator to manage the configuration of the QA Update Utility. The site installer or Database Administrator is responsible for maintaining this file. Table 12.1-2 contains a list and description of the QA Update Utility Configuration Parameters.

**Table 12.1-2. Configuration File Parameters for QA Update Utility (1 of 2)**

| Parameter Name                    | Description                                                                                                                                                                                                              |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SYBASE_SQL_HOST                   | The host for the Inventory and Data Pool databases                                                                                                                                                                       |
| SYBASE_SQL_SERVER                 | The name of the Sybase server for the Inventory and Data Pool databases                                                                                                                                                  |
| SYBASE_JDBC_DRIVER_CLASS          | The java class used for connecting the QAUU java application to Sybase                                                                                                                                                   |
| SYB_DBNAME                        | The name of the Inventory database                                                                                                                                                                                       |
| SYB_DPL_DBNAME                    | The name of the Data Pool database                                                                                                                                                                                       |
| SYB_PORT                          | The port number used to connect to the Inventory and Data Pool databases                                                                                                                                                 |
| SYB_USER                          | The username used to connect to and perform queries for the Inventory and Data Pool databases                                                                                                                            |
| PGM_ID                            | The ECS Program ID for the QAUU user (SYB_USER)                                                                                                                                                                          |
| DB_NUM_RETRIES                    | The number of times to retry failed DB operations                                                                                                                                                                        |
| DB_SLEEP_SEC                      | The number of seconds between DB operation retries                                                                                                                                                                       |
| EMAIL_SERVER_HOST                 | Host name where email server runs                                                                                                                                                                                        |
| EMAIL_SMTP_USER                   | Email SMTP user name                                                                                                                                                                                                     |
| EMAIL_QAUU_FROM_ADDRESS           | Email notification sender address                                                                                                                                                                                        |
| FILE_NUM_RETRIES                  | The number of times to retry failed file operations                                                                                                                                                                      |
| FILE_SLEEP_SEC                    | The number of seconds between file operation retries                                                                                                                                                                     |
| QA_REQUEST_DIR                    | Path of directory containing QA update requests                                                                                                                                                                          |
| QA_ERROR_REQUEST_DIR              | Path of directory containing QA update requests that have failed.                                                                                                                                                        |
| QA_COMPLETED_REQUEST_DIR          | Path of directory containing successfully completed QA update requests                                                                                                                                                   |
| QA_TEMP_DIR                       | Path of directory containing temporary files                                                                                                                                                                             |
| QA_HISTORY_DIR                    | Path of directory containing QA update history files                                                                                                                                                                     |
| DAAC_EMAIL_ADDRESSES              | List of valid DAAC email notification addresses                                                                                                                                                                          |
| <SCFSite>_EMAIL_FROM_ADDRESSES    | List of valid email notification from addresses for a <SCFSite>                                                                                                                                                          |
| <SCFSite>_EMAIL_REPLY_ADDRESSES   | List of valid email notification reply addresses for a <SCFSite>                                                                                                                                                         |
| <SCFSite>_NOTIFICATION_ON_SUCCESS | Flag indicating (if = "Y") that email notification should be sent upon successfully processing QA update requests for a <SCFSite> or for requests that fail. If = 'N', email should only be sent for requests that fail. |
| VALID_SCIENCE_QA_FLAGS            | List of valid science QA flag values                                                                                                                                                                                     |
| VALID_OPERATIONAL_QA_FLAGS        | List of valid operational QA flag values                                                                                                                                                                                 |

**Table 12.1-2. Configuration File Parameters for QA Update Utility (2 of 2)**

| Parameter Name        | Description                                                                                        |
|-----------------------|----------------------------------------------------------------------------------------------------|
| NUM_XML_THREADS       | The number of threads to be used. One thread will operate upon an UPDATE_BATCH_SIZE of QA updates. |
| MAX_NUM_GRANULES      | The maximum number of granules that can be updated per run                                         |
| UPDATE_BATCH_SIZE     | The number of QA updates to be performed at a time.                                                |
| XML_ARCHIVE_DIRECTORY | Pathname of XML Archive file system                                                                |
| SOCKS_PROXY_HOST      | SOCKS proxy hostname                                                                               |
| SOCKS_PROXY_PORT      | SOCKS proxy port                                                                                   |
| BCP_EXEC_PATH         | Path to unix bcp executable                                                                        |
| SHELL_PATH            | Path to unix sh shell needed to perform unix commands                                              |
| application.name      | Name of this application                                                                           |
| log.operations.level  | Level of logging desired in operational log:<br>NONE, INFORMATION, VERBOSE or XVERBOSE             |
| log.debug.level       | Level of logging desired in debug log:<br>NONE, INFORMATION, VERBOSE or XVERBOSE                   |
| log.performance.level | Level of logging desired in performance log:<br>NONE, INFORMATION, VERBOSE or XVERBOSE             |
| log.overwrite         | If true, log file will be overwritten for each run                                                 |
| log.threshold         | Size of log files before new ones are created.                                                     |
| log.rotation.number   | Number of log files that will be rotated through.                                                  |

### 12.1.1.1 Configure the QA Update Utility

- 1 Log into the host for the QA Update Utility (e.g., x4dpl01).
- 2 Change to the directory for configuration files, and then press the **Return/Enter** key.  
**cd /usr/ecs/<MODE>/CUSTOM/cfg**
  - The working directory is changed to /usr/ecs/<MODE>/CUSTOM/cfg.
- 3 Type **ls** and then press the **Return/Enter** key.
  - Configuration files are displayed.
- 4 Find and highlight the **EcDsAmQaUpdateUtility.properties** file.
- 5 To start the vi editor and specify **EcDsAmQaUpdateUtility.properties** as the name of the file to be updated, type the following:  
**vi EcDsAmQaUpdateUtility.properties**
  - A new file is opened for editing and the cursor is displayed on the first character at the upper left corner of the file.
  - **Note:** This procedure assumes use of the vi editor. Other editors may be used.

- 6 Type **i** to put the **vi** editor into the insert mode.
    - The **vi** editor is in the insert mode, but no feedback is provided.
  - 7 Enter/Update data to specify how to connect to the Sybase database and provide necessary DAAC-specific configuration information (see Table 12.1-2).
  - 8 To leave the insert mode and return to the command mode, press the **Esc** key.
    - The cursor moves one character to the left and the **vi** editor is in the command mode.
  - 9 Type **ZZ** to save the file and exit the **vi** editor.
- 

## 12.1.2 Configure QA Email Script

A perl script allows remote sites to submit update request input files via email as attachments. The script (EcDsQAUUEmailScript.pl) parses the request, gets the attached request file and moves it to the QAUU request directory. It will reside on the central mail servers while the rest of the QAUU will reside on other boxes. The directories containing the email script output (/usr/ecs/<mode>/CUSTOM/data/DSS/QAUU/ and subdirectories) will be created on the boxes holding the QAUU and remote mounted on the central mail servers. Email aliases need to be set up in the /etc/aliases file on the central mail servers to direct email QAUU update request to the email script. One email alias is required for each mode supporting QAUU.

### 12.1.2.1 Configure QA Email Aliases

---

- 1 Log into the host for the QA Update Utility (e.g., x4dpl01).
- 2 Change to the directory for utilities, and then press the **Return/Enter** key.  
**cd /usr/ecs/<MODE>/CUSTOM/utilities**
- 3 Type **ls** and then press the **Return/Enter** key.
- 4 Set up email aliases on the central mail servers (x4eil01) by entering the following:  
**QAUU\_<MODE>: “| /usr/ecs/<MODE>/CUSTOM/utilities/EcDsQAUUEmailScript.pl”**

Examples:

**QAUU\_<OPS>: “| /usr/ecs/<MODE>/CUSTOM/utilities/EcDsQAUUEmailScript.pl”**

**QAUU\_<TS1>: “| /usr/ecs/<MODE>/CUSTOM/utilities/EcDsQAUUEmailScript.pl”**

**QAUU\_<TS2>: “| /usr/ecs/<MODE>/CUSTOM/utilities/EcDsQAUUEmailScript.pl”**

---

## 12.1.3 Input File Name Format

The input file name must adhere to the following:

**<MODE>\_<Site>\_QAUPDATE<description>.<YYYY><MM><DD><HH><MM><SS>**

The following example shows the filename from site LDOPE for OPS mode at 12:20:30 on Feb. 29, 2008:

**OPS\_LDOPE\_QAUPDATE.20080229122030**

Note: All the files in the request directory will be processed alphabetically by file name and stored in the Inventory Database. The timestamp in the filenames guarantee that all the requests coming from the same site will be processed in the right order.

### 12.1.4 Request Format

The body of the request starts with the statement "begin QAMetadataUpdate <Science or Operational> <LGID, GranuleUR or ESDT>" and ends with an "end QAMetadataUpdate" statement. Each request can be based on 3 possible origins:

- **LGID**
- **GranuleUR**
- **ESDT with temporal range.**

In between the "begin QAMetadataUpdate" and "end QAMetadataUpdate" statements is at least one parameter/QA value statement with the following components (which must be separated by tabs):

- Short Name
- Version ID
- LGID, GranuleUR, or Range Beginning Date <tab> Range Ending date, depending on whether "LGID", "GranuleUR", or "ESDT" is specified, respectively, on the "begin" statement
- Measured Parameter Name or "ALL"
- QA Flag Value
- QA Flag Explanation Value

This information must be properly arranged and placed in the Inventory database (a designated directory or file). Figures 12.1-1 through Figure 12.1-3 contain examples the different requests.

```

From LaRC
begin QAMetadataUpdate Operational ESDT
MOD13A1 1Jul 18 2000 Jul 27 2000 ALL Being Investigated ESDT Update for Perf
MOD13A1 1 Jun 9 2000Jul 11 2000 ALL Being Investigated ESDT Update for Perf
MOD13A1 1 Oct 2 2000Oct 15 2000 ALL Being Investigated ESDT Update for Perf
end QAMetadataUpdate
  
```

**Figure 12.1-1. Sample Metadata QA Update Request ESDT with Temporal Range**

```

From LaRC
begin QAMetadataUpdate Science LGID
AIRHASCI 77 AIRHASCI.A2001181.2359.077.2003129185118.hdf RadianceCounts
Passed LGID EDC Syn IV
AIRHASCI 77 AIRHASCI.A2001181.2359.077.2003133150736.hdf RadianceCounts
Passed LGID EDC Syn IV
AIRHASCI 77 AIRHASCI.A2001181.2359.077.2003134164830.hdf RadianceCounts
Passed LGID EDC Syn IV
AIRHASCI 77 AIRHASCI.A2001181.2359.077.2003141142634.hdf RadianceCounts
Passed LGID EDC Syn IV
AIRHASCI 77 AIRHASCI.A2001181.2359.077.2003147145008.hdf RadianceCounts
Passed LGID EDC Syn IV
AIRHASCI 77 AIRHASCI.A2001181.2359.077.2003148174646.hdf RadianceCounts
Passed LGID EDC Syn IV
AIRHASCI 77 AIRHASCI.A2001181.2359.077.2003149211207.hdf RadianceCounts
Passed LGID EDC Syn IV
AIRHASCI 77 AIRHASCI.A2001181.2359.077.2003150132315.hdf RadianceCounts
Passed LGID EDC Syn IV
end QAMetadataUpdate

```

**Figure 12.1-2. Sample Metadata QA Update Request with LGID**

```

From LaRC
begin QAMetadataUpdate Science GranuleUR
AST_L1BUR:10:DsShESDTUR:UR:15:DsShSciServerUR:13:[PVC:DSSDSRV]:24:SC:AST_L1B.001:2007640312 ALL
Failed SynergyIV QA 2 Update
end QAMetadataUpdate

```

**Figure 12.1-3. Sample Metadata QA Update Request with GranuleUR**

### 12.1.4.1 Prepare QA Update Request File

---

- 1 Log into the host for the **QA Update Request File** (e.g., x4dpl01).
  - 2 To change to the directory for **QA Update Request File**, type the following and then press the **Return/Enter** key:  
**cd /usr/ecs/<MODE>/CUSTOM/data/DSS/QAUU/QAUURequest**
    - The working directory is changed to  
**cd/usr/ecs/<MODE>/CUSTOM/data/DSS/QAUU/QAUURequest**
  - 3 To start the **vi** editor and specify **OPS\_<SITE> QAUPDATE.<yyyymmddhrminsec>** as the name of the Request file to be used by QA Update Utility, type the command:  
**vi OPS\_<SITE> QAUPDATE.< yyyymmddhrminsec >**
    - The Request file is opened for editing and the cursor is displayed on the first character at the upper left corner of the file.
    - **Note:** This procedure assumes use of the **vi** editor. Other editors may be used.
  - 4 Type **i** to put the **vi** editor into the insert mode.
    - The **vi** editor is in the insert mode, but no feedback is provided.
  - 5 Enter request data following the proper format.
  - 6 To leave the insert mode and return to the command mode, press the Esc key.
    - The cursor moves one character to the left and the **vi** editor is in the command mode.
  - 7 Type **ZZ** to save the file and exit the **vi** editor.
- 

### 12.1.5 Update QA Metadata Flags Using QA Update Utility

Access to the QA Update Utility must be gained through the use of UNIX commands. The QAUU is started by executing the following:

```
EcAmQAUUStart modename [ -file <filename>] [ -noprompt] [-noExitOnError][-recoverOnly]
[-abortRecovery] [ -skipRecovery ] [ -recoverInvestigated]
```

All parameters, except for **modename**, are optional.

- **modename:** The mode to run in
- **-file <filename>:** The name of the request file containing the QA updates to be applied. If omitted, all request files in the configured request directory are processed.
- **-noprompt:** if specified, the utility will not prompt the user for confirmations
- **-noExitOnError:** if specified, the utility will not exit on the first error. This allows the operator to determine all errors that may occur during processing.
- **-recovery options:** These are all mutually exclusive; only one may be specified. Note that if none of these options are specified, the utility will recover, if necessary, and process new requests:
  - **-recoverOnly:** . recover and do NOT process new requests (assume we do NOT recover failures flagged as investigating )
  - **-abortRecovery:** delete all failures in working table and process new requests

- **-skipRecovery:** flag (don't process) failures for investigation (InvestigateFlag = 'Y') and process new requests
- **-recoverInvestigated:** set InvestigateFlag = null, recover (including formally investigated failures) and process new requests

The process of updating QA metadata flags using the QA Update Utility start-up script starts with the following assumptions:

- The applicable servers are running.
- The DAAC operator has logged in to the system.
- A request for metadata update has been received in an acceptable format.
- The update request has been saved with the appropriate file name **<MODE>\_<Site>\_QAUPDATE<description>.<year><month><day><hour><minute><second>** (i.e., **OPS\_<SITE>\_QAUPDATE.<yyyymmddhrminsec**) and placed in the **/usr/ecs/<MODE>/CUSTOM/data/DSS/QAUU/QAUURequest** directory found on.x4dpl01 machine.

#### **12.1.5.1 Update QA Flags Using the QA Update Utility**

---

**1** Log into the host for the QA Update Utility (e.g., x4dpl01).

**2** Enter:

**Run EcAmQAUUSstart <MODE> -file <QAUpdate Request File> -noExitOnError**

- The QA Update Utility retrieves the batch of granules to update from the processing table. The files listed in the batch are updated within the XML Archive.
  - The history file is updated
  - The DIMeasuredParameter table within the Data Pool database is updated
  - The affected metadata files within the Data Pool file system are replaced by the newly updated files from the XML Archive.
  - The updates are recorded for BMGT to export.
-

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