4.8.11 Using the Order Manager GUI

The Synergy VI Order Manager (OM) GUI provides operators with access to the Order Manager database. It has the same basic functionality of the Synergy V version, but with many enhanced and additional features. The GUI is based on web standards. It performs most of its functions by accessing the database directly, in contrast to most current ECS operator GUIs that interface with a server. The GUI allows operators to view and modify requests that have been placed on hold by the Order Manager Server because they require operator intervention, and resubmit requests or portions of a request that have failed. It also incorporates processing of physical media requests and management of HEG orders. For Release 7.20, the OM GUI allows operators to configure ODL metadata users, external subsetter and scp policy. The System Management Subsystem (MSS) Order tracking GUI will still be independent of the OM GUI.

Notes on Operator Capability Levels

In accordance with new Operator GUI security standards, the OM GUI will implement two levels of permissions such that only Full Capability operators have the ability to configure parameters and perform certain actions, while Limited Capability operators are limited to basic functionality as outlined in this document. To accomplish this, the OM GUI disables inputs, buttons, and access to certain pages for Limited Capability Operators.

All screenshots in this document show pages accessible by Full Capability Operators, with the understanding that certain elements of the page will be visibly disabled in many pages. All functionality not available to Limited Capability Operators will be clearly outlined in this document.

The Release 7.20 OM GUI provides Full Capability operators with the ability to:

- Monitor for Operator Interventions and modify request parameters associated with those interventions (such as update metadata format, scp parameters).
- View Completed Interventions.
- View list of all Distribution Requests, Processing Service Requests, Ftp Push Distribution Requests, Staging Distribution Requests, Archived Requests and Archived Processing Requests.
- Filter Distribution Requests by individual order id, request id, e-mail address, first name, or last name. Filter Distribution Requests by combinations of status, media type, order type, user id, and creation start and end time.
- From any list of Distribution Requests, perform the following actions as appropriate: change priority, resubmit, suspend, resume, cancel or stop a request.
- View detailed distribution request information and perform the following actions as appropriate:
    - Change priority, resubmit, suspend, resume, cancel or stop the request.

    - For Physical Media requests, Stop a volume that is Creating or Verifying, and Retry failed volumes.
    - Add or change operator notes.
    - Change address information.
- View details of an ECS Order.
- View the profile of a user associated with an ECS Order.
- View suspended Ftp Push / SCP destinations and resume dispatching.
- Suspend an active destination or view non-terminal requests for the destination.
- View details for suspended Ftp Push / SCP destinations including Ftp Push / SCP Operations that caused the suspension and Ftp Push / SCP Requests that are not in a terminal state.
- View, update and cancel bundling order information (link to NSBRV GUI).
- Monitor for Operator Alerts caused by Ftp Push / SCP operations, Data Pool File System errors, Archive Server errors.
- Monitor and suspend/resume processing queue states.
- Monitor and suspend/resume staging states.
- Monitor the current staging status by media type, FTP Push or SCP.
- Configure OM Server and OM Database parameters.
- Configure the aging parameters for each ECS Priority level.
- Configure settings for each media type.
- Configure ODL metadata users.
- Configure the parameters for each external subsetter.
- Define and configure FTP Push / SCP destinations, as well as the “policies” for those destinations.
- Configure Archive Resource parameters.
- Monitor for OM Server statistics.
- Monitor for OM Staging statistics.
- Monitor, complete or fail Media Creation Actions.
- Get general and context-based help for all OM GUI functions.

The Synergy VI OM GUI provides Limited Capability operators with the ability to:

- Monitor for Operator Interventions.

- View Completed Interventions.
- View list of all Distribution Requests, Ftp Push Distribution Requests or Staging Distribution Requests.
- Filter Distribution Requests by combinations of order id, request id, status, order type, media type, user id, first name, last name, e-mail address, or creation time.
- View detailed distribution request information.
- View processing service request information.
- View details of an ECS Order.
- View the profile of a user associated with an ECS Order.
- View archived distribution requests.
- View archived processing service requests.
- View suspended Ftp Push / SCP destinations.
- View details for suspended Ftp Push / SCP destinations including Ftp Push / SCP Operations that caused the suspension and Ftp Push / SCP Requests that are not in a terminal state.
- View bundling order information (link to NSBRV GUI).
- Monitor for Operator Alerts caused by FTP Push operations, Data Pool File System errors, Archive Server errors, or Archive Tape errors.
- Monitor processing queue states.
- Monitor staging states.
- Monitor the current staging status by media type, FTP Push destination or SCP destination.
- View OM Server and OM Database parameters.
- View settings for each media type.
- View email settings for ODL metadata users.
- View configuration for each external subsetter.
- View FtpPush / SCP policy settings.
- View Archive Resource parameters.
- Monitor for OM Server statistics.
- Monitor for OM Staging statistics.
- Monitor complete or failed Media Creation Actions.

- Get general and context-based help for all OM GUI functions.

4.8.11.1 Starting the OM GUI

Start the web browser and then access the URL for the OM GUI web page with the format:

`http://`**`server:port`**

Example: `http://f4dp101.hitc.com:22401`

There is no need to specify a cgi-bin directory or a specific HTML page. The GUI will open itself in a new window and will close the parent window. If run on a Windows or Linux platform, the parent window may not close.

Browser Requirements

For Synergy VI, the OM GUI is certified for use with any browser supporting the Mozilla standard. Many modern browsers support this standard, including Netscape 7+, Firefox, and others. The OMS GUI was not designed to work with MS Internet Explorer or older versions of Netscape. JavaScript is an integral part of the OM GUI, and as such it must be enabled in the client browser.

Java, other scripting languages, or plugins are not used in the OM GUI.

4.8.11.1.1 OM GUI Home Page

The OM GUI Home Page screen shown in Figure 4.8.11-1 explains the basic services of the OM GUI. There is a static frame to the left that allows for easy and direct access to the desired pages. Due to the nature of this navigation method, the individual pages should not be viewed outside the frame environment. The navigation frame is also resizable if so desired.

Login and Sessions

The operator has the option of recalling a session by typing a name into the Login box in the left frame. This is only to recall particular session settings and is not intended for security in any way (see the GUI Security section later in this document). If the login name does not exist, a new session is created. If the operator does not choose to login, a temporary session will be created.

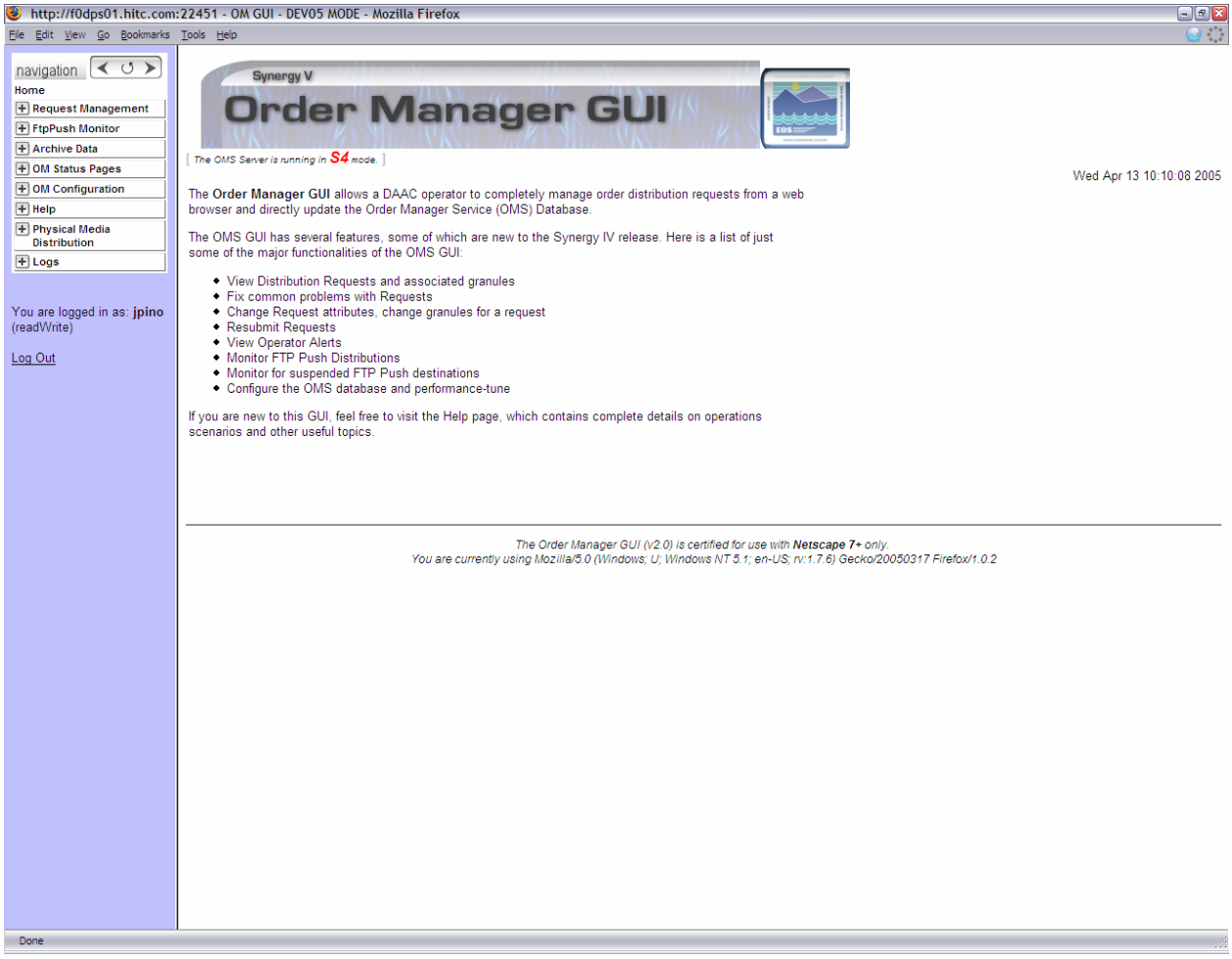


Figure 4.8.11-1. Order Manager GUI Home Page

Note: This screen shows an operator logged in using the OM GUI's non-secure login system. This would only appear if the security protocols were not installed.

4.8.11.1.2 GUI Security

The OMS GUI can optionally be installed with the GUI Security feature enabled. If it is, you will be prompted for a user name and password once the GUI is started. This user name will also be used as the session identifier, so that the operator can recall session settings. See Figure 4.8.11-2 for an example of the login dialog box.

User Names and Passwords

The installation team will have to create user names and passwords using special utilities. The details on this are in a different document.

GUI Security Disabled

If GUI Security has not been installed, the operator can still "log in" using the OMS GUI's proprietary login system (see "Login and Sessions" under Section 4.8.11.2). See Figure 4.8.11-2 for an example of the login dialog box.

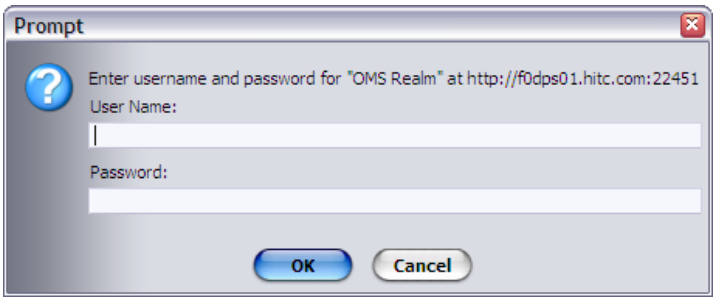


Figure 4.8.11-2. GUI Security Login

4.8.11.2 Request Management Pages

The Request Management section consists of several subsections that include a variety of capabilities allowing the operator to manage, modify, and monitor many aspects of a distribution request. For the Synergy V release, the basic functionality of the Intervention pages remains the same, but there are some enhancements, such as the ability to view Operator Interventions based on Staging errors.

In the event of a request failure, an operator intervention will appear on the "Open Interventions" page. In addition, an "Operator Alerts" page displays non-fatal warnings or errors that do not cause an Operator Intervention, but which otherwise might pose valuable to the operator. An example might be a suspended FTP Push destination.

4.8.11.2.1 Open Interventions Page

From the navigation menu, click on "Request Management," which will expand the menu, revealing several links. The operator may click on **"Open Interventions**,**"** to the Open Interventions page, containing a list of all the currently open Operator Interventions that require attention as shown in Figure 4.8.11-3.

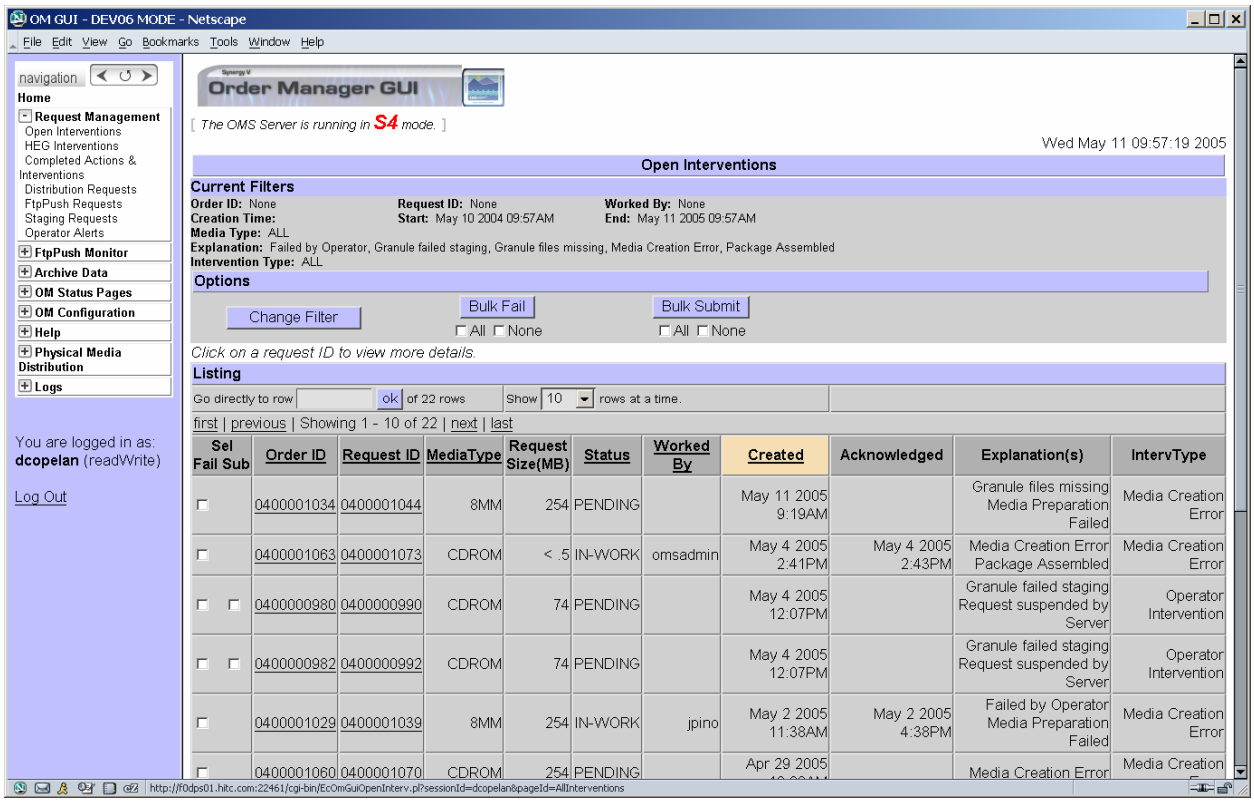


Figure 4.8.11-3. Open Interventions Page

The listing will show the Request ID that caused the intervention, as well as the associated Order ID, media type, request status, the operator who worked the intervention (no name will be shown if it has not been worked on), creation time, acknowledgement time, and the short explanation of why the request caused the intervention. There are also checkboxes used to indicate the interventions to be acted upon for a **Bulk Fail** or **Bulk Submit**. Note that the highlighted column heading indicates the currently sorted column. See Table 4.8.11-1 for descriptions of each field on this page.

Table 4.8.11-1. Open Interventions

Field Name	Description
Sel Fail	Checkbox used to indicate the intervention to be acted upon for a **Bulk Fail.** If the box is checked, the request will be failed when the **Bulk Fail** button is pressed.
Sel Sub	Checkbox used to indicate the intervention to be acted upon for a **Bulk Submit.** If the box is checked, the request will be submitted when the **Bulk Submit** button is pressed.
Order ID	The Order ID associated with the Request. Clicking on the Order ID will display a "detail" of the Order information.
Request ID	The Request ID associated with the Intervention. Clicking on the Request ID will display a detail of the Intervention.
MediaType	The media type this Order/Request uses
Request Size(MB)	Size of the request in megabytes.
Status	The current status of the Intervention. This can be one of: PENDING: No operator has been assigned nor any action has yet been taken for the Intervention IN-WORK: An operator has been assigned to an Intervention. This does not necessarily mean an action has been taken.
Worked By	The operator currently working the intervention. If no name appears, the Intervention has not been worked or reviewed. An operator must assign a name to the intervention before any modifications can be made.
Created	The Creation Date/Time of the Intervention
Acknowledged	The Date/Time that an action was first taken or when an operator assigned the intervention to a worker.
Explanation(s)	A description of the nature of the error. In the case of an FTP Push failure or Staging error, a special icon will appear to make it easily recognizable.
IntervType	Intervention type (new field). For normal interventions, this is simply "Operator Intervention". However for Synergy 5 three types have been added: • HEG – Interventions related to HEG processing errors • Media Creation Error – Interventions resulting from an error at the creation stage of a physical media volume or volumes • QC Failed – Interventions resulting from an error at the QC Verification stage of a physical media volume or volumes • Synergy III Request – An intervention as a result of a physical media request being sent through the legacy Synergy III channels

Interventions List Bulk Actions

The interventions list bulk actions allow the operator to act upon more than one interventions at the same time. Buttons are shown on the **Options** bar for **Bulk Submit** and **Bulk Fail** actions. When the operator clicks the **Bulk Fail** button, any intervention whose **Sel Fail** checkbox has

been checked will be failed. When the operator clicks the **Bulk Submit** button, any intervention whose **Sel Sub** checkbox has been checked will be submitted.

When the operator clicks the All checkbox below the **Bulk Fail** or **Bulk Submit** buttons, the corresponding checkboxes in the interventions list will be checked. When the operator clicks the None checkbox below the **Bulk Fail** or **Bulk Submit** buttons, the corresponding checkboxes in the interventions list will be unchecked.

Intervention List Filters

As with the Distribution Request pages, the Intervention pages have a similar filtering capability. To access this filter, click on the "Change Filter" button at the top of the page. This will load a pop-up window in which you can change the filter settings, as shown in Figure 4.8.11-5. The top of the page also displays your current filtering options as shown in Figure 4.8.11-4.

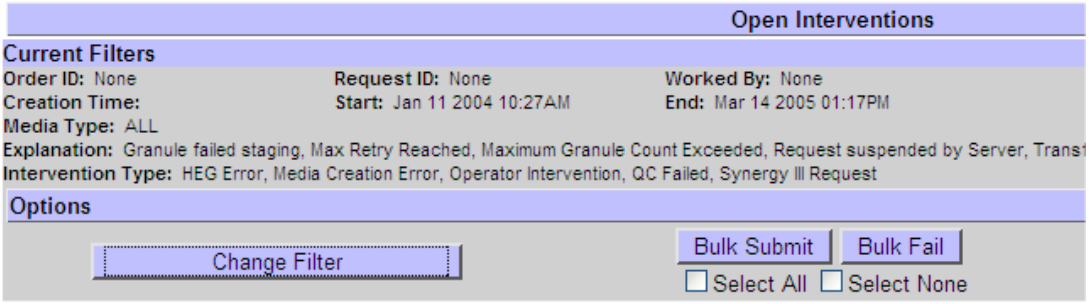


Figure 4.8.11-4. Current Intervention Filters

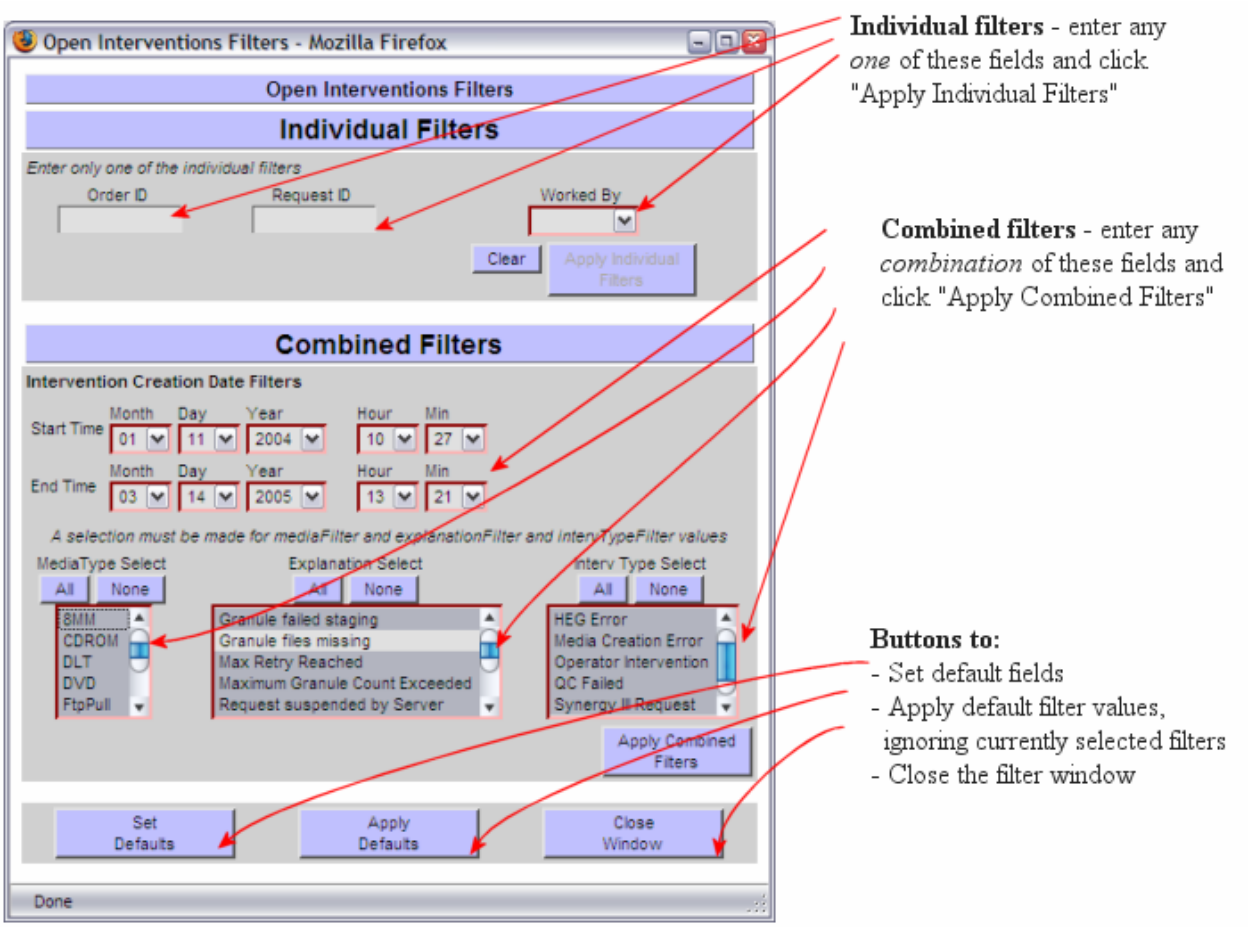


Figure 4.8.11-5. Filter Window diagram

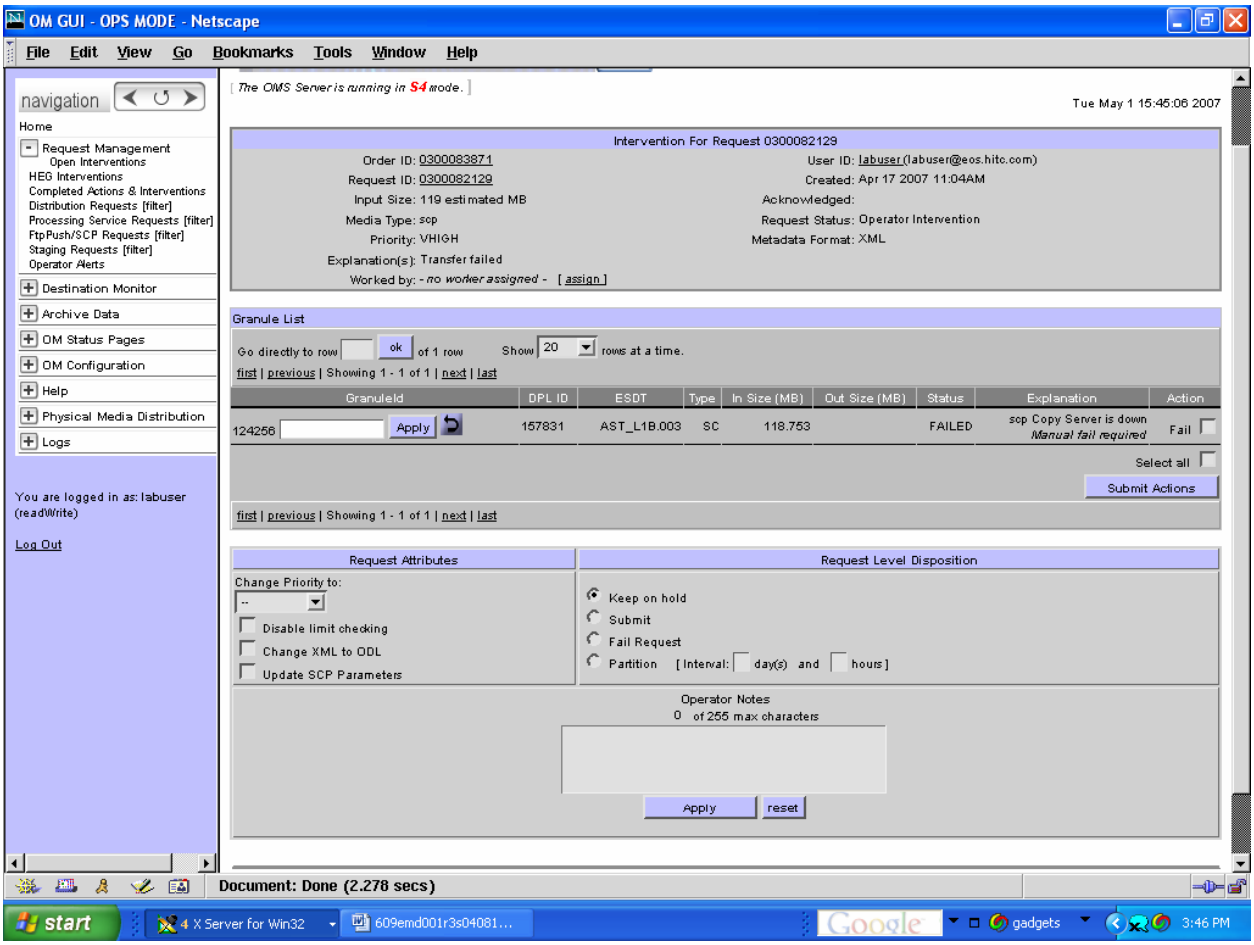


Figure 4.8.11-6. Open Intervention Detail

Note for Limited Capability Operators: The Open Intervention Detail page is limited to viewing the details of the intervention. Modifications may *not* be made to the Request or Granules for the Request. The operator is also prevented from taking any action on the Intervention.

To view the details of an intervention, click on its Request ID. This will bring you to a separate page (Figure 4.8.11-6) displaying all of the information on the previous listing, plus the user string (which would show the external request ID if the order source is the MTMGW), and the list of granules associated with the request.

From this page, the operator may take several actions to modify the request. First, any granule may be replaced with another by typing in a new granule ID and clicking “Apply”. The granules may also be failed by clicking the “Fail” button in the far right column on the row for that granule.

Please note that modifications to the granules are independent of the request attributes – i.e., any changes made will not affect the status of the request, and the request will still be in "Intervention" status until the operator submits the request. See Table 4.8.11-2 for a description of each field on this page.

Legend:

FC = Full Capability operator only (the operator can only view this field or control)

all = This field or control does not have any restrictions

Table 4.8.11-2. Open Intervention Detail Page (1 of 4)

Field Name	Perm. Level	Description
User ID	all	The "owner" of this order, in most cases the person who originated the order. Clicking on the User ID will display a complete profile of the User. In parentheses, also displayed is the e-mail address to which information about this order will be sent (e.g., a granule is failed or changed).
Priority	all	The ECS Priority level associated with this Request. These Priority levels are predetermined in the Data Pool. For example, a LOW priority might have a priority of 75. The Priority Levels can be viewed in the OM Configuration Pages under "Aging Parameters".
Order ID	all	The Order ID associated with the Request.
Request ID	all	The Request ID associated with the Intervention.
Input Size	all	The estimated size in MB of the Request
Media Type	all	The media type this Order/Request uses
Request Status	all	The current processing status of the Request. The Status can be one of "Intervention" or "Suspended" (this applies only FTP Push destination errors that have caused an Operator Intervention).
Worked by	FC	The operator currently working the intervention. If no name appears, the Intervention has not been worked or reviewed. An operator must assign a name to the intervention before any modifications can be made.
Created	all	The Creation Date/Time of the Intervention
Acknowledged	all	The Date/Time that an action was first taken or when an operator assigned the intervention to a worker.
Explanation(s)	all	A description of the nature of the error. In the case of an FTP Push failure or Staging error, a special icon will appear to make it easily recognizable.

Table 4.8.11-2. Open Intervention Detail Page (2 of 4)

Field Name	Perm. Level	Description
Granule List		
GranuleId	FC	The ECS Granule ID for the granule. This is not the full Granule ID as stored in the MSS or Order Manager Databases, rather it is the 16-digit ID as stored in the Data Pool database. The operator can change the GranuleId by entering the new one in the text box next to the current GranuleId and clicking apply. Granule IDs must be changed one at a time. Maximum length is 16 digits
DPL ID	all	The Data Pool Granule ID, if applicable. These cannot be changed.
ESDT	all	The ESDT the granule is associated with, consisting of the ESDT short name and version ID.
Type	all	The type of granule, displayed as a two-character code. For example, SC is Science, BR is Browse, etc.
In Size (MB)	all	The input size in MB of the granule, before any processing (e.g. HEG). This field is always displayed, not matter what type of granule it may be.
Out Size (MB)	all	The output size in MB of the granule, after it has underwent processing (e.g. HEG). This field is only displayed if an output size exists in the database.
Status	all	The current status of the granule. Statuses can be: SKIPPED: The granule has been skipped because it has failed validation (e.g., the granule was not found). ***Note that FAILED and SKIPPED granules may be failed by the operator. Granules in any other state can not be failed.*** NULL: This is the initial state, essentially meaning the status is OK TRANSFERRING: The granule is in the process of being pushed to a destination. SHIPPED: The granule has been delivered to the PDS to be put of a physical medium, or the granule has been pulled. FAILED: There are several explanations for failed granules. ***Note that FAILED and SKIPPED granules may be failed by the operator. Granules in any other state can not be failed.*** HOLD: The granules may be placed on “HOLD” if it has failed validation or there are problems writing the granules to the media.
Explanation	all	Provides a more detailed explanation of the granule Status
Action	FC	If the granule is eligible to be failed a “Fail” button will be provided in this column

Table 4.8.11-2. Open Intervention Detail Page (3 of 4)

Field Name	Perm. Level	Description
Request Attributes		
Disable limit checking	FC	When the request is submitted, the request size will not be taken into consideration. If the request was too small or too large, this option should be used to bypass these checks.
Change Media to	FC	Select the desired new media type for this request. If FtpPush is selected, the operator will be prompted for the FtpPush destination details on the next page. If the media type is being switched from an electronic to a physical medium (e.g., from FtpPull to CDROM), the operator will be prompted for the shipping details on the next page.
Change Priority to	FC	Select the desired new priority for this request.
Change XML to ODL	FC	This option will only appear if the metadata format was XML. When the option is checked, the operator will receive metadata in ODL format.
Change ODL to XML	FC	This option will only appear if the metadata format was ODL. When the option is checked, the operator will receive metadata in XML format which is the default metadata format.
Update FTP Push Parameters	FC	This option will only appear if the media type was originally FtpPush. When this option is checked, the operator will be prompted to change the existing FtpPush parameters on the next page.
Update SCP parameters	FC	This option will only appear if the media type was originally SCP. When this option is checked, the operator will be prompted to change the existing SCP parameters on the next page
Request Level Disposition		
Keep on hold	FC	This will keep the request on “Hold” – i.e., in Intervention status, and will stay on hold until the operator submits or fails the request. This option also saves the operator notes.
Submit	FC	This is in effect re-submitting the request with the altered attributes. Once the request is submitted, the Intervention is closed out. When this option is selected, the operator will be prompted to confirm the disposition on the next page (and will possibly be prompted for further details of an altered Request Attribute).
Fail Request	FC	Selecting this option will fail the entire distribution request and close out the intervention. The operator will be prompted for confirmation on the next page. A DN option is presented on the Close Confirmation page when this disposition is selected. By default, a DN will be sent, unless the operator selects the option not to send it.

Table 4.8.11-2. Open Intervention Detail Page (4 of 4)

Field Name	Perm. Level	Description
Partition	FC	This is in effect submitting the request but with the specification to partition it over the current partition size (see the Media Configuration section for more details on partitioning). If days and/or hours are provided, the request will be partitioned in this time interval. The days and hours fields must be whole numbers with no decimal fractions.
Operator Notes	FC	Up to 255 characters can be stored for notes. The notes will only be saved if a disposition is taken on the request, even if a request is failed. When a granule ID is changed, a record of the change is automatically appended in the notes.

Close Confirmation

When the actions have been finalized, click "Apply" at the bottom of the screen. This will bring you to the Close Confirmation page (Figure 4.8.11-7), where the operator will be prompted to verify any actions he/she wishes to take. If the action warrants an e-mail (failed request, partition, modified granules), the operator may add text to the standard e-mail preamble that will be sent out to the configured e-mail address for that user. If the media type has been changed from FtpPush to a physical media type, the operator will be prompted for the shipping address. If the media type has been changed from a physical media type to FtpPush, the operator will be prompted for the FtpPush destination details. Figure 4.8.11-7 shows an example of a Close Confirmation screen with a failed request.

Note: Since Limited Capability operators cannot work on an Intervention, the Close Confirmation screen will not be accessible to them.

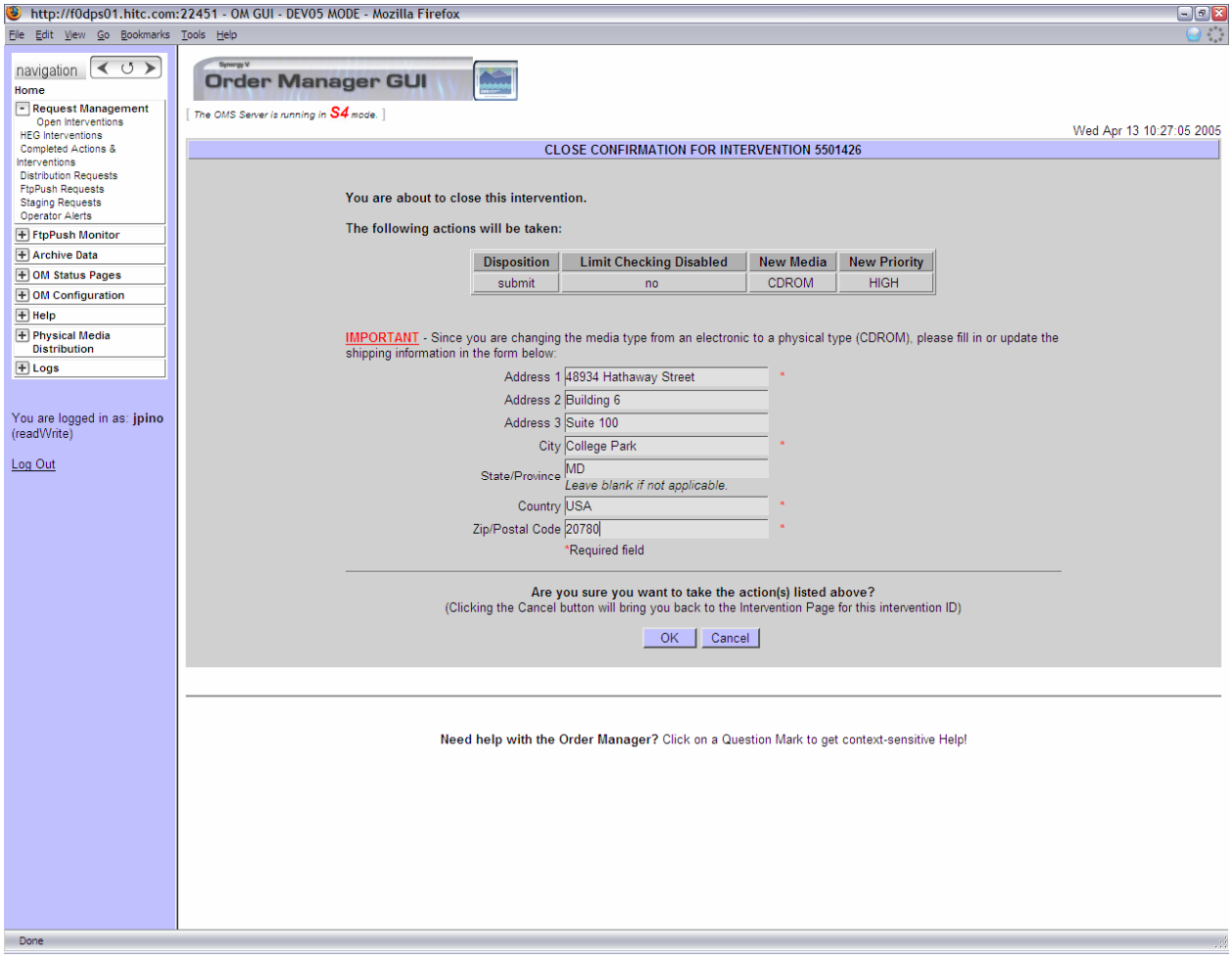


Figure 4.8.11-7. Close Confirmation Page

Note: This screen would not be visible to limited-capability operators.

After the operator has verified and confirmed the actions, the next screen shows the status of the submitted disposition. Figure 4.8.11-8 shows an example of a successful submission and verifies that the database has been updated with the changes. To get back to the Open Interventions listing, click OK.

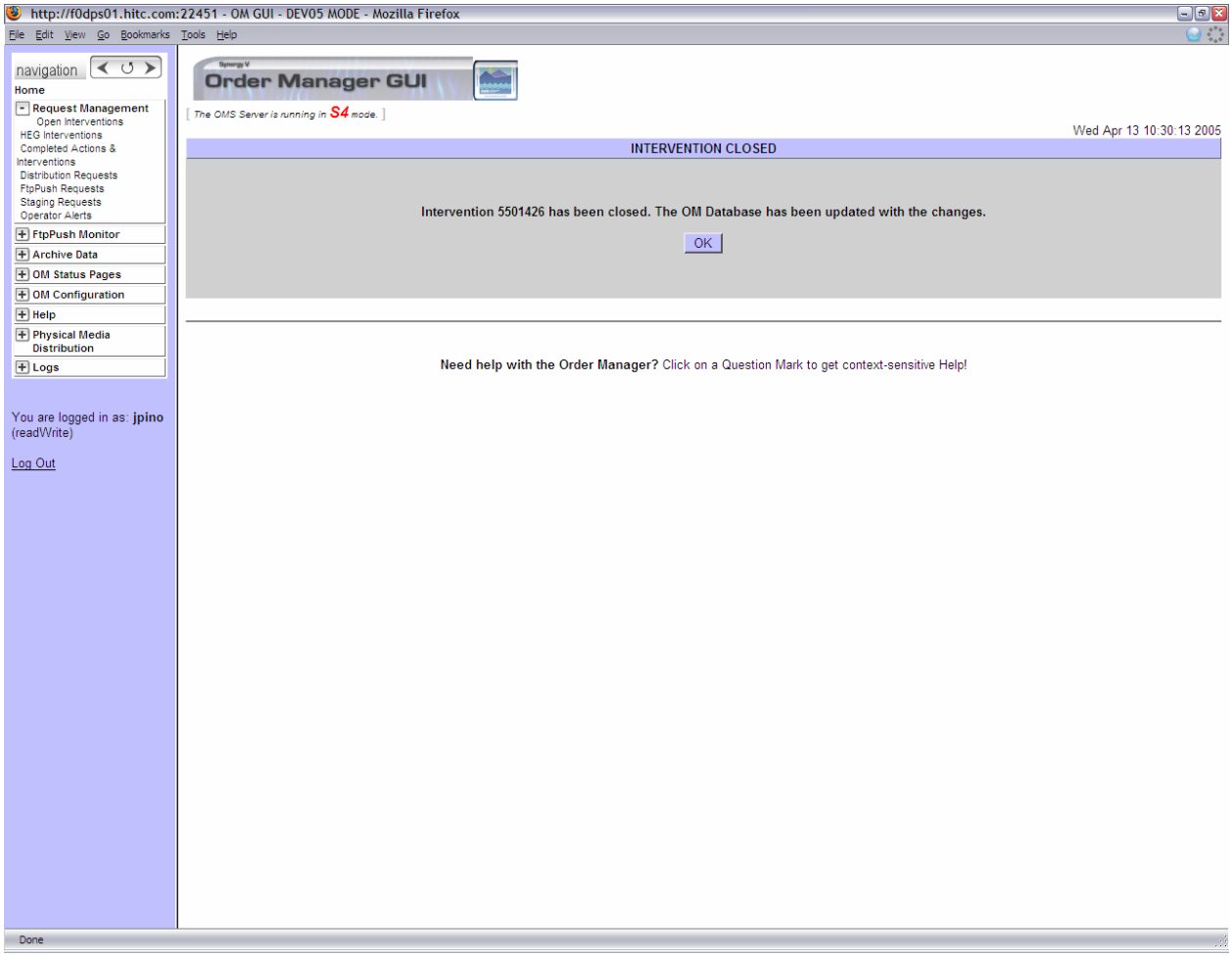


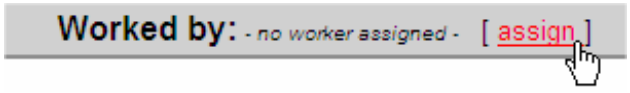
Figure 4.8.11-8. Close Confirmation Success Screen

Note: This screen would not be visible to limited-capability operators.

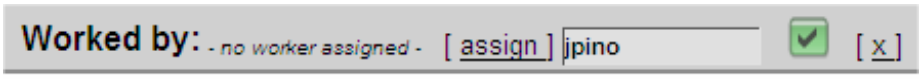
Instructions for Working an Intervention

The following are the operator steps to work on an intervention.

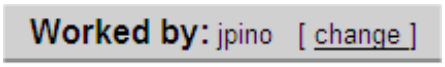
1. If a worker is not currently assigned to the intervention, *-no worker assigned-* will be displayed in the **Worked by** field. Click [assign]:



A text box will appear with your currently logged-on ID. You can also use a different ID. Click the green checkbox to assign the worker:



The page reloads with the new worker ID:



To assign a different worker, click [change] and put a new name in the textbox.

2. First, the operator can choose to fail or edit granules. For example, some granules that are inaccessible can be replaced by a new granule ID (the GranuleId). It is the operator's responsibility to obtain a suitable replacement, as the GUI/database will not automatically do this. Simply click the **Apply** button next to the granule to change it. Note: All granule changes are permanent. A granule cannot be un-failed, and no record is kept of previous granule IDs when changing the granule.

3. Next, the operator may change the request attributes, then select a disposition to close the intervention. There are four possible attributes the operator may change:

   a. **Disable limit checking –** *If this is selected, the request size limit checking will be disabled.*

   b. **Change Media to** – *Allows the request's media type to be changed to any physical or electronic media type. Some additional issues to be aware of:*

      - **Changing from a physical media type (e.g. CDROM) to FtpPush** – *The operator will be prompted to enter the FtpPush destination parameters. This does not apply to scp or FtpPull.*

      - **Changing from any electronic media type to any physical media type** – *The operator will be prompted to enter the shipping address details, since the media will be written to physical volumes and shipped to an address.*

   c. **Change Priority to –** *This changes the request's ECS priority level. A higher priority moves the request through the system more quickly.*

   d. **Change XML to ODL** – *This will appear if the metdata format for the request is XML. It allows the operator have the metadata to be delivered in ODL format*

   e. **Change ODL to XML** - *This will appear if the metdata format for the request is ODL. It allows the operator have the metadata to be delivered in XML format*

   f. **Update FtpPush Parameters** - *This will appear if the media type is FTP Push. It allows the operator to update any FTP parameters, including the destination information*

   g. **Update SCP Parameters** - *This will appear if the media type is SCP. It allows the operator to update any SCP parameters, including the destination information*

Dispositions

The following are available dispositions, or actions, the operator may make on the request:

- **Keep on hold** - *Normally, the operator can use this disposition to add or update the operator notes on the intervention. The intervention will not be closed.*
- **Submit**. - *The operator can use this disposition to release the intervention, thus applying any new request attributes. Once the intervention is submitted, the request is no longer in Operator Intervention and will be sent back through validation and normal processing by the OMS Server.*
- **Fail Request** – *Completely fails the distribution request, at which point it is not sent back through validation, nor will it be processed by the OMS Server.*
- **Partition** - *For cases when a request size exceeds the maximum size limit. This is effectively submitting the request (see the **Submit** option above).*

4. The operator can also add to or edit the operator notes. **(Note**: there is a 255-character limit)
5. Then click the **Apply** button. A confirmation page will display to show the disposition information. For a failed request and granules, the additional e-mail text box will display to allow operator to optionally add additional e-mail text. The default is to send e-mail for failed request or granules. However, the operator can choose not to send e-mail.

4.8.11.2.1.1 HEG Interventions

The OMS GUI can also display Operator Interventions involving HEG orders. Several features are specific to HEG processing and HEG Intervention dispositions will be different from other types of interventions.

Processing Instructions

Since HEG processing involves XML processing instructions, these will be displayed when viewing a HEG intervention. Though a HEG order may contain a mix of granule types (those with and without processing instructions), if there are any to display, an additional column will be shown in the granule list. This column shows a link to view the processing instructions details, if any.

HEG Interventions Page

HEG interventions can be viewed by clicking the “HEG Interventions” link under the Request Management menu. This page is hard-coded to display only HEG interventions as shown in Figure 4.8.11-9.

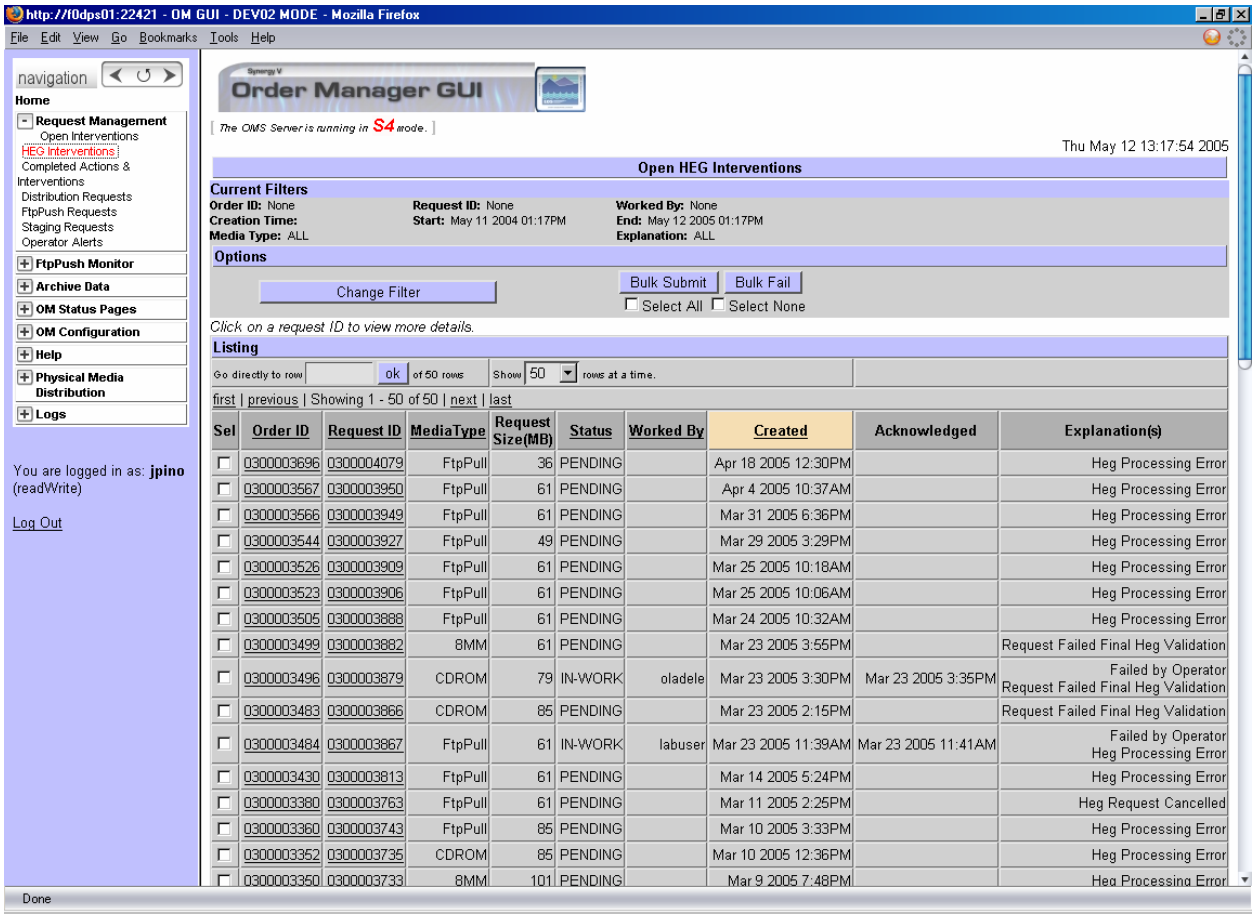


Figure 4.8.11-9. HEG Interventions Screen

4.8.11.2.1.1.2 HEG Intervention Detail

To view the detailed information for a HEG Request, click on the Request ID link to load the Detail Page as shown in Figure 4.8.11-10. Since it is possible for HEG granules to contain processing instructions, the operator may click on the "View…" link under the "Processing Instructions" column to view a popup window containing the XML processing text for that granule (see Figure 4.8.11-10).

Intervention Options

Because HEG Requests are in a processing state, they do not have the same disposition options as with other interventions. In addition, Request Attributes (change of media type/priority) cannot be modified. The available disposition options are in Table 4.8.11-3.

Table 4.8.11-3. Intervention Options

Disposition	Description
Keep on hold	Places intervention in hold status; no action is taken with the request.
Submit	Submits the request with any changes. Failed granules remain failed and are not reprocessed.
Resubmit and retry processing of failed granules	Submits the request with any changes, but failed granules with HEG processing are retried.
Fail Request	Fails the distribution request entirely.

Granule Replacement

Eligible granules (SKIPPED or FAILED) may be marked "failed by operator", but granule replacement is not permitted for a HEG intervention.

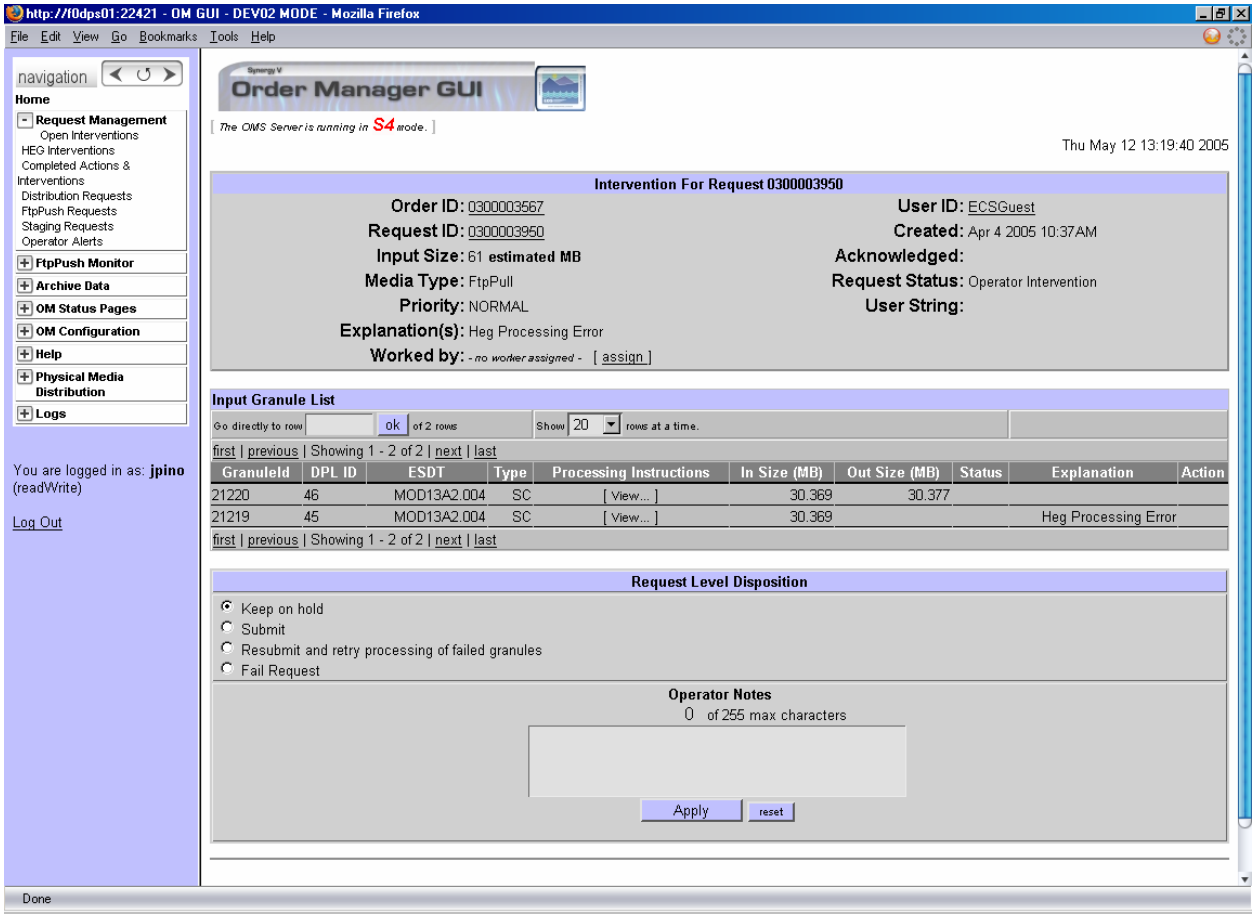


Figure 4.8.11-10. HEG Intervention Detail

Close Confirmation

For a “submit retry processing” disposition, the close confirmation screen will display a warning (see Figure 4.8.11-11). Otherwise, this screen is the same as with other dispositions.

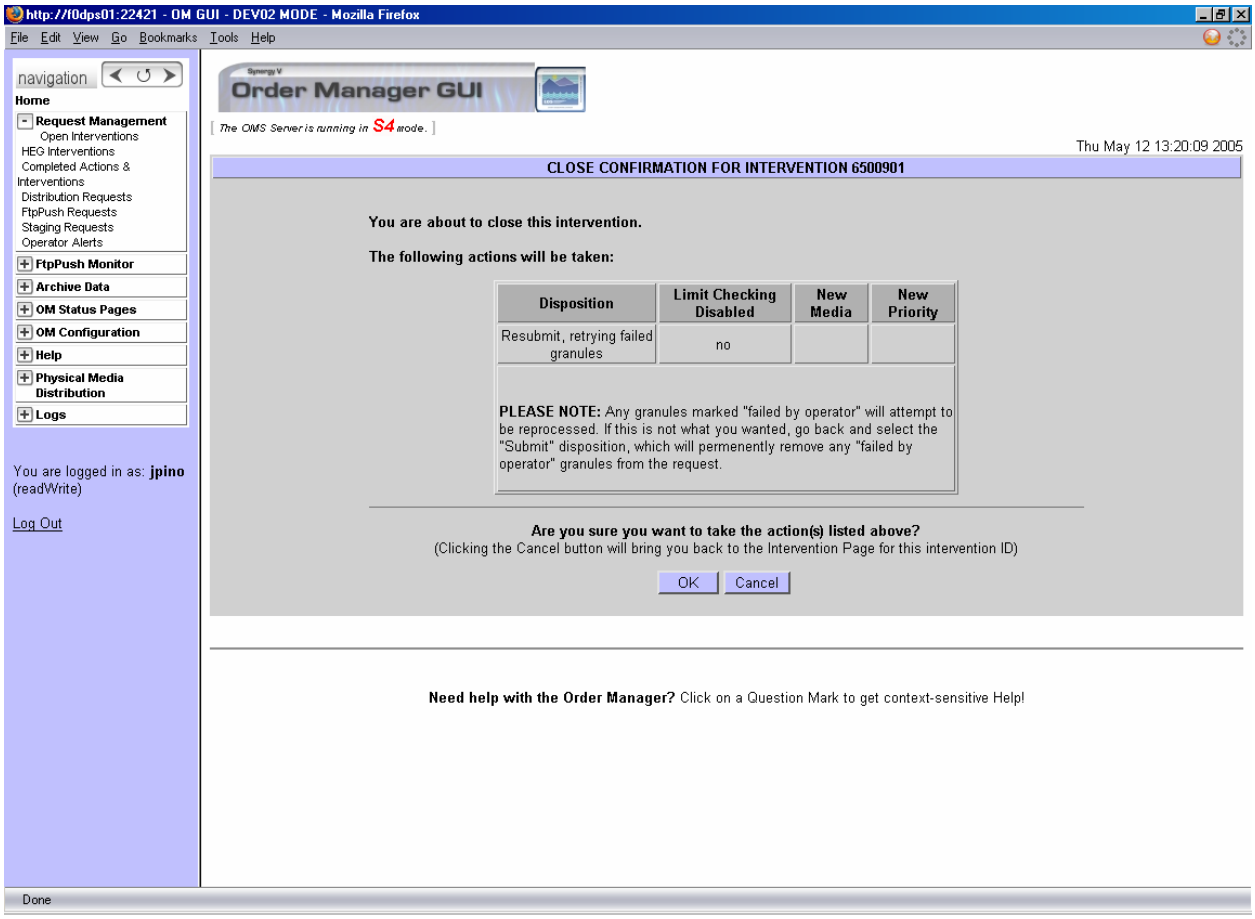


Figure 4.8.11-11. Close Confirmation for HEG Intervention

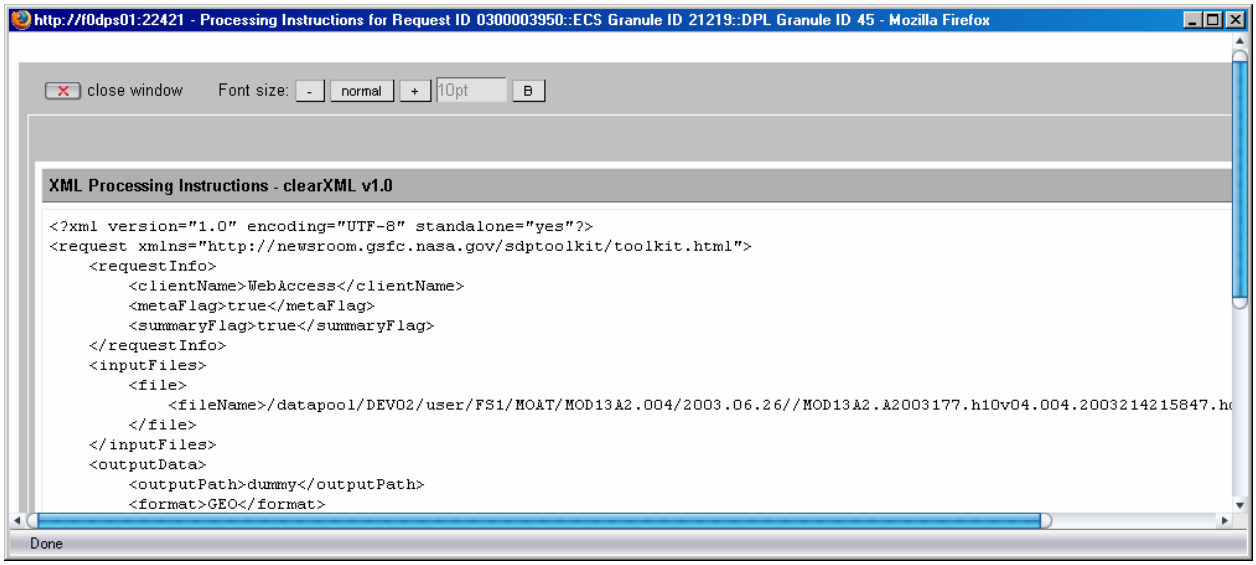


Figure 4.8.11-12. Processing Instructions

4.8.11.2.2 Operator Alerts Page

From the navigation menu, click on "Operator Alerts" to open the **Operator Alerts** page (Figure 4.8.11-13). By default, the filter is set to display all types of Alerts and the operator can filter the list for the various Alert types. The types of Operator Alerts that can be displayed are:

- FTP Push / SCP Destination Alerts (problems with the destination not causing an Operator Intervention)
- Data Pool File System Alerts
- Archive Server Alerts
- ECS Server Alerts – warnings about SDSRV or OMS resource errors

The list of alerts will also be sorted in ascending order by date (i.e., the oldest Alerts will appear first). For FTP Push Destination Alerts, the destination could be either a configured or a non-configured destination (not one in the Frequently Used Destinations list, as configured in the FTP Push Policy Configuration page).

The Alert Info will be shown in the column adjacent to the Alert Type. This column will contain more specific information about the nature of the problem. For example an FTP Push Alert would show the IP address (or configured alias, if appropriate) and why the destination is having problems.

For FTP Push or SCP Alerts, a link will appear in the Alert Details Column, and the operator may click on this to view a listing of all requests associated with the suspended destination. The

operator may then modify the request attributes manually. No detail page is available for other types of Alerts, as all of the pertinent details are already displayed.

Unlike an Operator Intervention, no specific action can be taken to close an alert. The Order Manager Server will automatically clear an Alert once all conditions related to the problem are satisfactory.

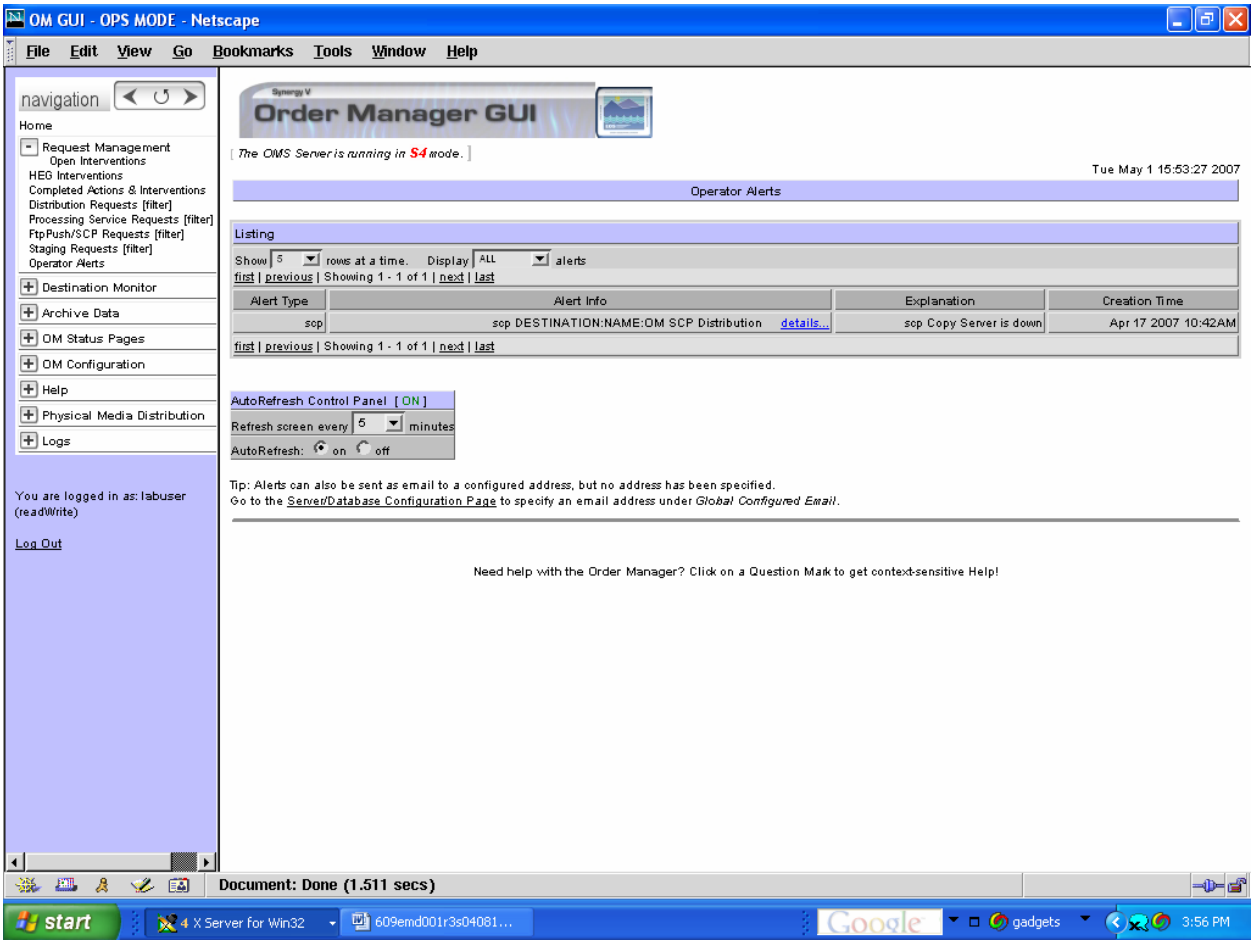


Figure 4.8.11-13. Operator Alerts

4.8.11.2.3 Completed Interventions Page

4.8.11.2.3.1 Completed Operator Actions and Interventions Page

From the navigation menu under the **Request Management** subheading, the operator can click on "Completed Actions & Interventions" to open the **Completed Operator Actions and Interventions** page (see Figure 4.8.11-14). This page displays all completed and closed Operator Interventions and Actions. Once the operator, in an **Open Interventions** or **Media Creation**

Console page, has completed an intervention/action, the item in that list is moved to this page. Table 4.8.11-4 describes all the fields on this page.

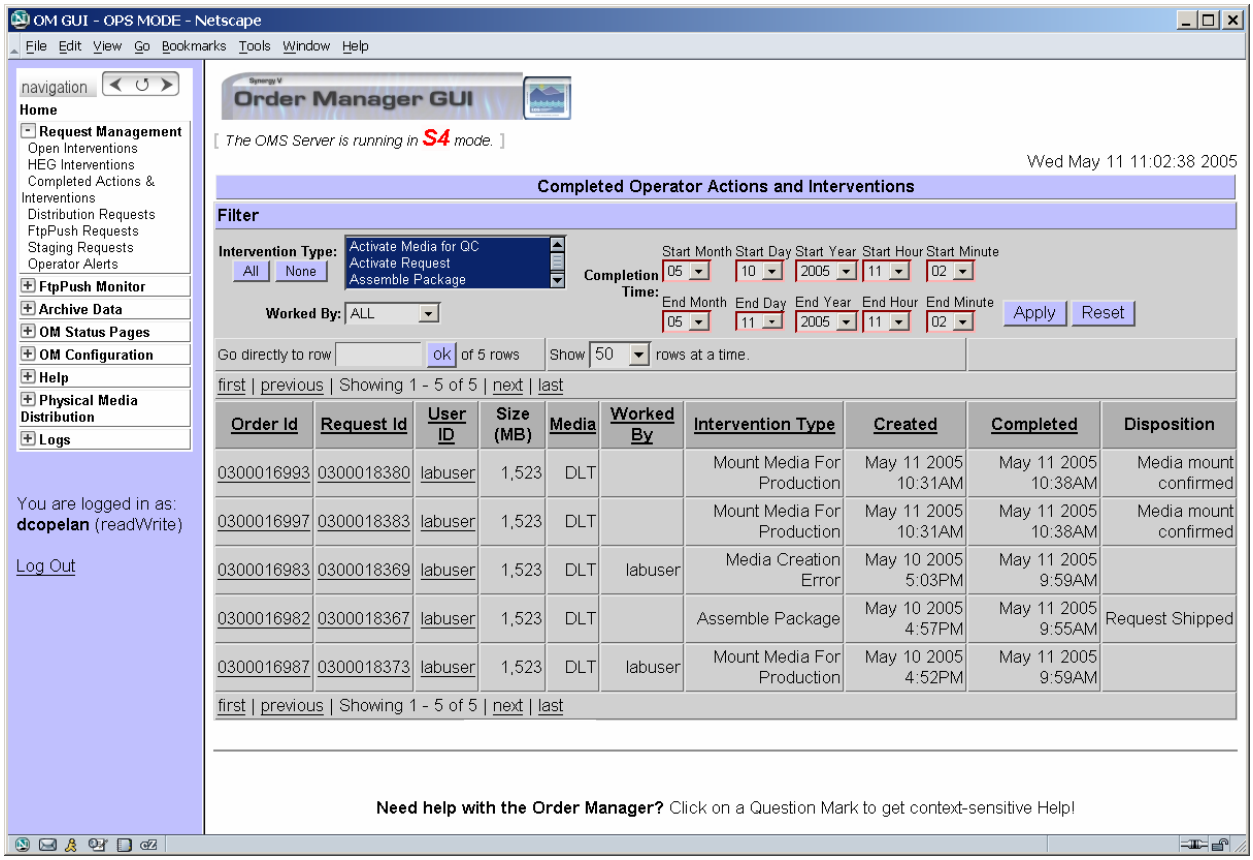


Figure 4.8.11-14. Completed Operator Actions and Interventions Page

Table 4.8.11-4. Fields on Completed Operator Actions and Interventions Page

Field Name	Description
Order Id	The Order ID associated with the Request. Clicking on the Order ID will display a "detail" of the Order information.
Request Id	The Request ID associated with the Closed Intervention. Clicking on the Request ID will display a detail of the Intervention.
User ID	The "owner" of this order, in most cases the person who originated the order. Clicking on the User ID will display a complete profile of the User
Size (MB)	The estimated size in MB of the Request
Media	The media type this Order/Request uses
Worked By	The operator who last worked on, resolved, or closed the Intervention.
Intervention Type	The type of the Intervention or action.
Created	The Creation Date/Time of the Intervention
Completed	The Closure Date/Time of the Interventions
Disposition	The final action that was taken to resolve the Intervention

Filtering the Completed Operator Actions and Interventions List

At the top of the page, the operator may select the time parameters, worker ID and Intervention Type by which to filter the list. Once the operator clicks "Apply" in the filter window, the Completed Interventions page is reloaded with the applied filter values.

Completed Action/Intervention Detail

By clicking on a Request ID, the operator can view the same details of an Intervention or Action as contained on the Open Intervention Detail or Physical Media Console page (see Figure 4.8.11-15), except that the operator cannot take any action nor modify the Request in any way. To get back to the Completed Operator Actions and Interventions listing, the operator may click the back icon  on the top of the navigation frame.

4.8.11.2.3.2 Completed Interventions/ Actions Detail Page

When viewing the detail of a Completed Intervention, the operator may click on a User ID to view the User Profile or the Order ID to view the Order information. Table 4.8.11-5 describes each field on this screen.

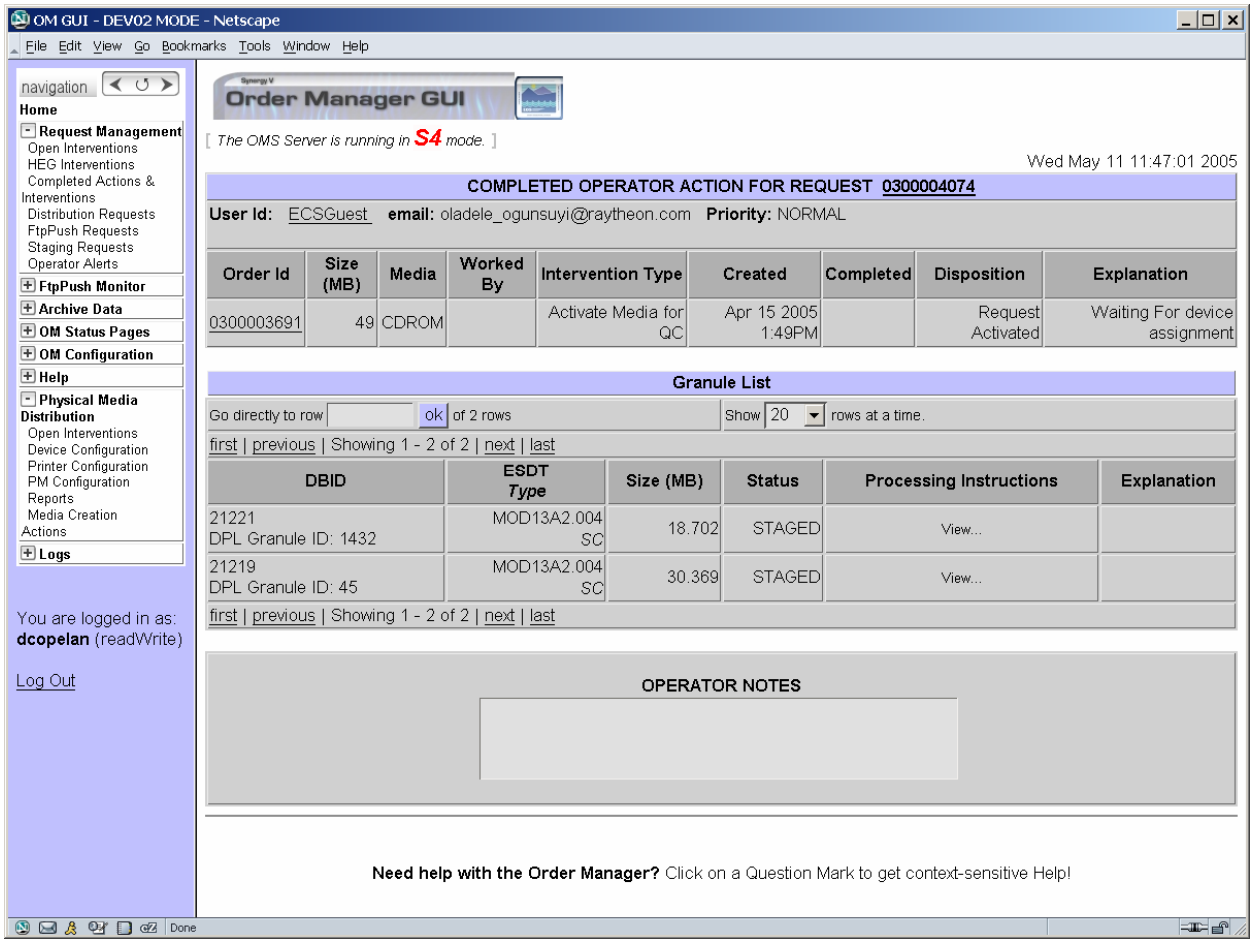


Figure 4.8.11-15. Completed Intervention/Action Detail Page

Table 4.8.11-5. Fields on Completed Intervention Detail Page (1 of 2)

Field Name	Description
User Id	The “owner” of this order, in most cases the person who originated the order. Clicking on the User ID will display a complete profile of the User
email	The e-mail address to which information about this order will be sent (e.g., a granule is failed or changed).
Priority	The ECS Priority level associated with this Request. These Priority levels are predetermined in the Data Pool. For example, a LOW priority might have a priority of 75. The Priority Levels can be viewed in the OM Configuration Pages under “Aging Parameters”.
Order Id	The Order ID associated with the Request. Clicking on the Order ID will display a “detail” of the Order information.
Size (MB)	The estimated size in MB of the Request

Table 4.8.11-5. Fields on Completed Intervention Detail Page (2 of 2)

Field Name	Description
Media	The media type this Order/Request uses
Worked By	For nonphysical media requests, shows the name of the worker who last worked this intervention.
Intervention Type	The type of the Intervention or action.
Created	The Creation Date/Time of the Intervention
Completed	The Date/Time the Intervention was completed
Disposition	The final action that was taken to resolve the Intervention
Explanation	This is the explanation of any errors that occurred on the granule-level.
Fields on the Granule List	
DBID	The Database ID or "Granule ID" for the granule. This is not the full Granule ID as stored in the MSS or Order Manager Databases, rather it is the 16-digit ID as stored in the Data Pool database.
ESDT Type	The ESDT type the granule is associated with, consisting of the ESDT short name and version ID.
Size (MB)	The size in MB of the granule.
Status	**The current status of the granule. Statuses can be:** SKIPPED: The granule has been skipped because it has failed validation (e.g., the granule was not found) NULL: This is the initial state, essentially meaning the status is OK TRANSFERRING: The granule is in the process of being pushed to a destination. SHIPPED: The granule has been delivered to the PDS to be put of a physical medium, or the granule has been pulled. FAILED: FTP Push transfer failure. HOLD: The granules may be placed on "HOLD" if it has failed validation or there are problems writing the granules to the media.
Processing Instructions	Will be displayed when viewing a HEG intervention. A HEG order may contain a mix of granule types (those with and without processing instructions), if there are any to display, an additional column will be shown in the granule list. This column shows a link to view the processing instructions details, if any
Explanation	Provides a more detailed explanation of the granule Status
Operator Notes Box	
OPERATOR NOTES	This will contain a record of the DBID changes, plus any notes the operator may have manually typed in.

Links to Other Pages

The operator may click on the Request Id, Order Id or User Id to view the Request Detail, Order, or User Profile pages, respectively, associated with the request. For HEG requests, the operator may click on the **View** link to view the processing instructions associated with the granule.

4.8.11.2.4 Distribution Requests Pages

The subsections are:

- Distribution Requests
- Processing Service Requests
- Destination Monitor
    - Suspended Destinations
- Staging Requests
- Historical Requests
- Historical Processing Requests
- Order Detail
- User Profile

Lists of distribution requests also appear on the Order page, for bundling orders only, and on the Destination Detail page, requests not in a terminal state only. All actions that apply to other lists of distribution requests are available on these pages as well.

4.8.11.2.4.1 View Distribution Requests

There are six pages that display a Distribution Requests list. These are:

- Distribution Requests (All)
- Processing Service Requests
- FtpPush/SCP Requests
- Staging Requests
- Historical Distribution Requests
- Destination Monitor
- Order Page – Bundling Orders only

These pages share many common features, which will be described in the next section followed by descriptions of unique features of each page.

4.8.11.2.4.2 Distribution Requests Lists – Common Features

Request Lines

Each line of the request list shows pertinent fields for a specific request. A few fields are not shown in every list. These are specified in the unique features sections. Table 4.8.11-6 is a list of fields that appear for every request line.

Table 4.8.11-6. Fields Displayed (1 of 2)

Field Name	Data Type	Size	Description
Ord Typ	Character	8	“Regular”, “Bundled”, “MM” or “HEG”
Prc Mod	Character	8	Processing Mode, S3 or S4. Appears only if the request mode is different than the current OMS mode.
OrderID	Integer	8	UID for this order created internally. This is a link to the Order page for this order.
RequestID	Link/Integer	10	UID for a request created in MSS. This is a link to the Request Detail page.
Request Size(MB)	Integer	8	Cumulative size of granule science/metadata files in MB. Formatted as follows: for zero value – “0”, for value > 0 and < .5 – “< .5”, for all other values -rounded to the closest integer.
Gran Cnt	Integer	8	Number of granules associated with the request
Staging Complete (Staging Requests Page)	Integer	8	Number of granules that have completed staging
Complete (FtpPush /SCP Requests Page)	Integer	8	Number of granules that have completed FTP Push / SCP
Media	Character	8	Type of media associated with the request
Priority	Character	6	This is a list of possible request priorities if the following conditions do not apply, the request: • is in a terminal state , • has been submitted to PDS, • has a status of “QC Hold” or “Waiting for Shipment”, • has a status of “Pending Media Prod" and the dispatch mode for its media type is manual, • has a status of “Transferring " and has a device assigned to it. The current priority of the request is highlighted and can be changed. If the request is in a terminated state, no priority is displayed. Otherwise, the current priority is displayed and cannot be changed.
Apply (priority) Button	Button	n/a	**Click to change the priority of the request to the selected value.**

Table 4.8.11-6. Fields Displayed (2 of 2)

Field Name	Data Type	Size	Description
Request Status	Character	21	**MSS status of the request. If the status is "Operator Intervention" and an OMS intervention exists, the status will be a link to the Intervention Detail page for the intervention.**
Resource Class	Character	9	**Resource class is an indicator of resource utilization based on archive resource demand. Values are: Cheap, Moderate, or Expensive**
ESDT	Character	12	Earth science data type
UserID	Character	8	**Identification of the user submitting the request. This is a link to the User Profile page for the userId**
Resub Cnt	Integer	5	Number of times specified request has been resubmitted.
Created	Date/Time	19	Date/time the request was created
Last Update	Date/Time	19	Date/time the request was last updated
Actions	Buttons	8	**One button for each Action for which the request is eligible. See section "Actions" for details**

Navigation

The operator can scan through the list of requests by clicking on navigation links. These links permit selecting a specific starting row of requests or jumping to the **first**, **next**, **previous** or **last** block of requests. The operator can jump to a specified row by entering the row number in the box in the **Go directly to row __** of *n* **rows** line and clicking on the **OK** button. The operator can select the number of requests displayed on a page. The drop-down list for the present values 5, 10, 20, 50 and 100. If a value has been configured for the list, it will also be included as a selectable value. Table 4.8.11-7 provides descriptions of the navigation fields for the Distribution Requests page.

Table 4.8.11-7. Request Management Page Navigation Field Descriptions

Field Name	Data Type	Size	Entry	Description
Go directly to row (line no.) of nnnn rows	Integer	5	Optional	Line number of request to display at the top of the list
ok	Button	n/a	Optional	Refreshes the list starting with request line entered.
first	Link	n/a	Optional	Selects first block of requests
previous	Link	n/a	Optional	Selects previous block of requests
next	Link	n/a	Optional	Selects next block of requests
last	Link	n/a	Optional	Selects last block of requests
Show nn rows at a time	Drop down list	3	Optional	Number of rows (nn) to display in the Distribution Requests listing. Default value is taken from the configuration file.

Refresh

This page will be refreshed by default every 5 minutes. The operator can change the refresh rate by selecting from the pull down list. The operator can also choose to suspend refresh by clicking the **AutoRefresh Control Panel** on/off button. If any field is changed the new value is stored and the page refreshes immediately. See Table 4.8.11-8 for Field Descriptions.

Table 4.8.11-8. Request Management Page Refresh Field Descriptions

Field Name	Data Type	Size	Entry	Description
AutoRefresh	Toggle switch	n/a	Optional	Turns auto-refresh on or off depending upon the current state.
Auto-refresh screen every nn minutes	Drop down list	2	Optional	Interval in minutes for screen auto-refresh. Values are 1, 5, 10, 15, 30, 45, and 60.

Filters

The list of current filters for the displayed request list is shown at the top of the page. To change these filters, the operator clicks on the **Change Filter** button. This will cause a pop-up window to appear containing fields for changing the various filters. Once the operator has selected the desired filters and clicks the **Apply Individual Filters, the Apply Combined Filters** or the **Apply Defaults** button, the Distribution Requests list will be refreshed with the new filters. The Distribution Requests Filters page (Figure 4.8.11-16) field descriptions are shown in Table 4.8.11-9.

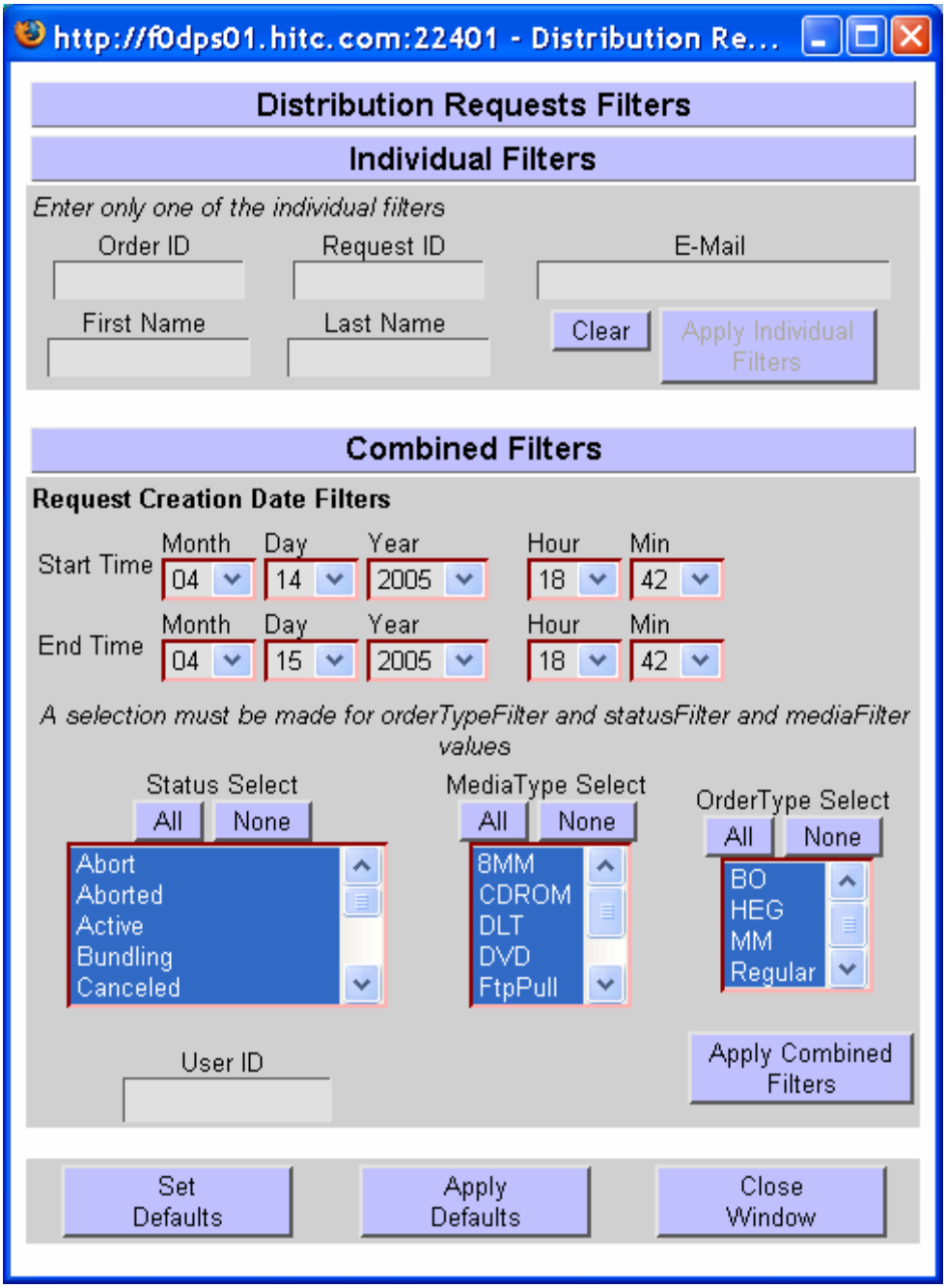


Figure 4.8.11-16. Distribution Request Filter Page

Table 4.8.11-9. Distribution Requests Filter Page Field Descriptions (1 of 3)

Field Name	Data Type	Size	Entry	Description	Default Value
Individual Filters – only one item from this group may be entered					
Order ID	Integer	11	Optional	Order ID of requests to be selected.	None
Request ID	Integer	11	Optional	Request ID of request to be selected.	None
E-Mail	Character	15	Optional	E-Mail address of requests to be selected.	None
First Name	Character	12	Optional	First Name of requests to be selected.	None
Last Name	Character	12	Optional	Last Name of requests to be selected.	None
Clear Button	Button	n/a	Optional	Clears value in any field in this group and disables the Apply Individual Filters button.	n/a
Apply Individual Filters	Button	n/a	Optional	Applies the field in Individual filter group which has text entered.	n/a
Combined Filters – these filters will be “anded”. At least one value for Status and Media Type is required.					
Creation time from/to	Character	n/a	Required Defaults need not be changed	Select from pull-down lists to specify a starting date and time and an ending date and time for filtering	To: current date/time. From current date/time minus 24 hours.
Status Select - All	Button	n/a	Optional	Selects all status values in the status scrolling list.	n/a
Status Select - None	Button	n/a	Optional	De-selects all status values in the status scrolling list. The warning message “A selection must be made..” is highlighted until a selection for status is made.	n/a
Status Select List	Scrolling List	n/a	Optional	Clicking on an entry in the list selects it if it is de-selected or de-selects it if it is selected. Any number of entries may be selected.	All statuses are selected.

Table 4.8.11-9. Distribution Requests Filter Page Field Descriptions (2 of 3)

Field Name	Data Type	Size	Entry	Description	Default Value
MediaType Select - All	Button	n/a	Optional	Selects all media type values in the media type scrolling list.	n/a
MediaType Select - None	Button	n/a	Optional	De-selects all media type values in the media type scrolling list. The warning message “A selection must be made ..” is highlighted until a selection for media type is made.	n/a
MediaType Select List	Scrolling List	n/a	Optional	Clicking on an entry in the list selects it if it is de-selected or de-selects it if it is selected. Any number of entries may be selected.	All Media Types are selected.
OrderType Select - All	Button	n/a	Optional	Selects all order type values in the media type scrolling list.	n/a
OrderType Select - None	Button	n/a	Optional	De-selects all order type values in the media type scrolling list. The warning message “A selection must be made ..” is highlighted until a selection for media type is made.	n/a
OrderType Select List	Scrolling List	n/a	Optional	Clicking on an entry in the list selects it if it is de-selected or de-selects it if it is selected. Any number of entries may be selected.	All Order Types are selected.
User ID	Character	8	Optional	User ID, entered to specify a user ID for filtering.	None
Apply Combined Filters	Button	n/a	Optional	Applies above “Combined” filters to the request list.	n/a

Table 4.8.11-9. Distribution Requests Filter Page Field Descriptions (3 of 3)

Field Name	Data Type	Size	Entry	Description	Default Value
General Buttons					
Set Defaults	Button	n/a	Optional	Sets all filter selections to their default values on the Filters page.	n/a
Apply Defaults	Button	n/a	Optional	Sets all filter selections to their default values on the Filters page and applies these values to the corresponding requests List Page.	n/a
Close Window	Button	n/a	Optional	Closes the Requests Filter window.	n/a

Any attributes that the operator selects/entered will be remembered for the duration of the session and for future sessions when the operator logins in with the same User ID, but only those in the group whose Apply button has been clicked will be used to filter the distribution requests list. There are two categories of filtering attributes, Individual Filters and Combined Filters. Either Individual Filters or Combined Filters can be applied at one time

To select Individual Filters, the operator enters one of the five fields displayed: Order ID, Request ID, E-Mail, First Name and Last Name. If a value is entered in a field, the other four fields will be disabled. To clear the entered field and enable all fields, delete the entered value or click on the Clear button. A click on the Apply Individual Filters button applies the entered field entry and reloads the Distribution Requests window.

To select Combined Filters, the operator selects or enters values for the desired attributes. The Creation Date Filters are initially set to: End Time - the current date/time, and Start Time - 24 hours before the current date/time. If initial (default) date/time values are not changed, they will update to the current time whenever they are applied. The operator can change these attributes by clicking on the down triangle, which appears next to the value of each attribute, and then clicking on a value from the drop-down list that is displayed. The drop-down lists show all possible values for month, day, hour and minute. For year, only the current year and one year previous are shown for selection.

At least one value must be selected for each of Status, MediaType and OrderType attributes. The selected/entered attributes are “anded” for filtering. This means that only requests having all of the selected attributes will be displayed. If at least one value for each of Status, MediaType and OrderType is not selected, the warning message “A selection must be made …” is highlighted and the Apply Combined Filters button is disabled until the required values are selected.

The Status Select, MediaType Select and OrderType Select lists initially display all possible statuses/media types/order types for a request with all values selected. The operator can click on

the **None** button to deselect all entries in a list or **All** button to select all entries again. Also, the operator can click on an individual status/media type entry in the scrolling list to select or deselect it. If the entry was selected, it will be deselected. If the entry was deselected, it will be selected. Any number (more than 0) or combination of statuses, media types or order types may be selected. To select multiple values from one list, hold down the Ctrl key while clicking on values after the first. To select a range of values from one list, click on the value at the start of the range and then hold down the Shift key while selecting the value at the end of the range.

All Combined Filter attributes will be applied when the operator clicks the Apply Combined Filters button at the lower right corner of the group. The Distribution Requests window will be reloaded filtered by the selected/entered attributes.

The three buttons at the bottom of the window are Set Defaults, Apply Defaults and Close Window.

- **Set Defaults** restores the default values to all filter attributes shown on the filters page to global default values. The distribution requests page is not updated. The operator may make additional changes to the filters before applying them to the distribution requests page using the "Apply Individual Filters" or Apply Combined Filters" buttons.

- **Apply Defaults** restores the global default values to all filter attributes on the Filter page, and applies these values to the distribution requests page. The "applied" values will be used in the future until they are changed.

- **Close Window** closes the Request Filters window. It does not affect the Distribution Requests window.

Global default values are:

For Individual Filters, all values are cleared (made empty).

For Combined Filters, Table 4.8.11-10 shows the global default values by page.

Table 4.8.11-10. Global Default Values by Page

Page	Element	Default Value
Distribution Requests	End Time	the current date and time
	Start Time	24 hrs prior to the End Time
	Status	All values are selected.
	Media Type	All values are selected.
	Order Type	All values are selected.
Processing Service Requests	End Time	the current date and time
	Start Time	24 hrs prior to the End Time
	Status	All values are selected.
	Media Type	All values are selected.
FTP Push/ SCP Distribution Requests	End Time	the current date and time
	Start Time	24 hrs prior to the End Time
	Status	All values are selected.
Staging Distribution Requests	End Time	the current date and time
	Start Time	24 hrs prior to the End Time
	Status	All values are selected.
	Media Type	All values are selected.
Historical Distribution Requests	End Time	the current date and time
	Start Time	One(1) month prior to the End Time
	Status	All values are selected.
	Media Type	All values are selected.
	Order Type	All values are selected.
Open Interventions	End Time	the current date and time
	Start Time	One(1) year prior to the End Time
	Media Type	All values are selected.
	Explanation	All values are selected.
	Interv Type	All values are selected.
Open HEG Interventions	End Time	the current date and time
	Start Time	One(1) year prior to the End Time
	Media Type	All values are selected.
	Explanation	All values are selected.
Open Physical Media Interventions	End Time	the current date and time
	Start Time	One(1) year prior to the End Time
	Media Type	All values are selected.
	Explanation	All values are selected.

The ECS ORDER and Destination Detail pages have fixed filters that cannot be changed by the operator. Table 4.8.11-11 shows the filter values used for these pages.

Table 4.8.11-11. Filters for The ECS ORDER and Destination Detail Pages

Page	Element	Default Value
ECS ORDER	End Time	the current date and time
	Start Time	Jan 1 1900
	Status	All statuses
	Media Type	All media types
	OrderId	Current orderId
Destination Detail	End Time	the current date and time
	Start Time	Jan 1 1900
	Status	All statuses
	Destination Node or Name	Current destination

The Distribution Requests Filters window remains open until the operator clicks the Close Window button at the bottom of the window or until its corresponding distribution requests page is replaced by another page.

Sorting

The request list can be sorted by clicking on the column header links **Order Typ**, **Request ID**, **Order ID**, **Destination**, **Complete**, **Media, Priority**, **Request Status, Capacity Class**, **User ID**, **Created** and **Last Update** wherever they appear. The default sort column is **Created**.

Actions

Note: Limited Capability operators are not allowed to execute actions for requests

The operator can execute the following actions for any request that is eligible for the action by clicking on the button of the action. The action buttons will appear for only actions for which the request is eligible. Table 4.8.11-12 explains the actions and the criteria for a request to be eligible for each action.

If the request processing state is “Cancelling,” “Resuming,” “Resubmitting,” “Stopping,” "Submitted to PDS" or "Granule Canceled,” the processing state will be displayed in the action column and no actions are permitted.

Table 4.8.11-12. Eligibility Criteria for Each Action (1 of 2)

Action	Description	Criteria for Eligibility
Resubmit	Opens a new intervention for the request and loads the “Intervention Detail” page for subsequent action.	The request is in a terminated status (including cancel, abort, aborted and shipped)
Suspend	Suspends the request. The request is suspended, the distribution requests page is reloaded and the highlighted message “Suspending” is displayed in the Action column for the request until the OMS server completes the suspension of the request.	The request is not in a terminated status And is not currently suspended and either, 1. non-failed granules still need to be staged or Ftp pushed and is not a physical media request with status "Transferring", "QC Hold" or "Waiting for Shipment" or 2. is a physical media request with status "Pending Media Prod" and the dispatch mode for its media type is “automatic”.
Resume	Resumes the request. A small popup window, “Confirm Resume for Request ID”, appears for entry of the Worker name and Reason for Action. When login security is on, the operator’s login id is inserted in the Worker name field. When the operator clicks the “Resume” action button, the request is resumed, the distribution requests page is reloaded and the highlighted message “Resuming” is displayed in the Action column for the request until the OMS server completes the resumption of the request.	The request is not in a terminated status And is suspended And was suspended by the operator And an OMS intervention exists Or is a new request and processing of new requests is suspended
Stop	Stops the request. The request is stopped, the distribution requests page is reloaded and the highlighted message “Stopping” is displayed in the Action column for the request until the OMS server completes the stopping of the request.	The request is not in a terminated status And is a physical media request And the Request Status is “Transferring” Or the Request Status is “QC Hold” and at least one volume is “Verifying”

Table 4.8.11-12. Eligibility Criteria for Each Action (2 of 2)

Action	Description	Criteria for Eligibility
Cancel	Cancels the request. A small popup window, "Confirm Cancel for Request ID", appears for entry of the Worker name and Reason for Action. When login security is on, the operator's login id is inserted in the Worker name field. The operator is informed that any physical media volumes that are assigned to devices will be considered dismounted. When the operator clicks the 'Apply "Cancel Action"' button, an action is queued for the Order Manager server to cancel the request. The distribution requests page is reloaded and the highlighted message "Cancelling" is displayed in the Action column for the request until the OMS server finishes cancelling the request. No other action buttons will be shown.	The request is not in a terminated status And is not suspended and has no OMS intervention And is not a physical media request with status "QC Hold" or "Waiting for Shipment"
Inactive	For external processing requests, if the requests is in the terminal state or not under OMS control, the "Inactive" button is displayed which indicates no action for the request with current status.	The request is in a terminated status and is not under OMS control with status "waiting for data"

The OM GUI is designed to present to the operator only those Action buttons for which the request is eligible. However, if an action is not activated for a period of time, the Action may become "stale" if circumstances occur which change the status of the request such that it is no longer eligible for that Action. For example, the request may be canceled by an operator using a different instance of the OM GUI or the request may have terminated normally. In that case, when the operator clicks the Action button, an error message will be displayed by the database procedure which executes the action. After reading the message to understand the cause of the error, the operator may return to the original page (by using the Link provided) and refresh/reload that page to see the currently available actions.

Change Priority

Note: Limited Capability operators are not allowed to change the priority of a request.

The priority of a request can be changed while the request is eligible to have its priority changed. The criteria which determine when a request is eligible to have its priority changed are described in Table 4.8.11-6 The operator can change the priority of a distribution request by clicking on its Priority value and selecting the desired new priority value from the drop-down list. Then the operator must click on the associated **Apply** button. Once the new priority has been applied, the priority cell will display the highlighted message "Priority Changed".

Links

OrderID The operator can view the detailed information for the order to which a distribution request belongs by clicking on its OrderID.

RequestID The operator can view the detailed information for a distribution request by clicking on its Request ID.

UserID The operator can view the detailed information about the user who submitted the order containing the distribution request by clicking on its UserID.

Refresh Control

The operator can also choose to enable/disable auto-refresh by clicking on the corresponding AutoRefresh radio button. The operator can also change the refresh rate by selecting a rate from the pull down list (default 5 minutes).

4.8.11.2.4.3 Distribution Requests Lists – Unique Features

Distribution Requests Page

The following additional option buttons are available on the Distribution Requests page as shown in Figure 4.8.11-17.

- **Bulk Cancel**
  - If there are Physical Media requests that are bulk cancelled the media volumes for these requests will be considered dismounted. The Bulk Cancel pop-up window will list the Device, Request ID, and Volume Name for each volume that will be marked dismounted (see Figure 4.8.11-16a)
- **Bulk Resubmit**
  - Select all eligible requests for **Bulk Cancel** or **Resubmit**
  - Select no eligible requests for **Bulk Cancel** or **Resubmit**

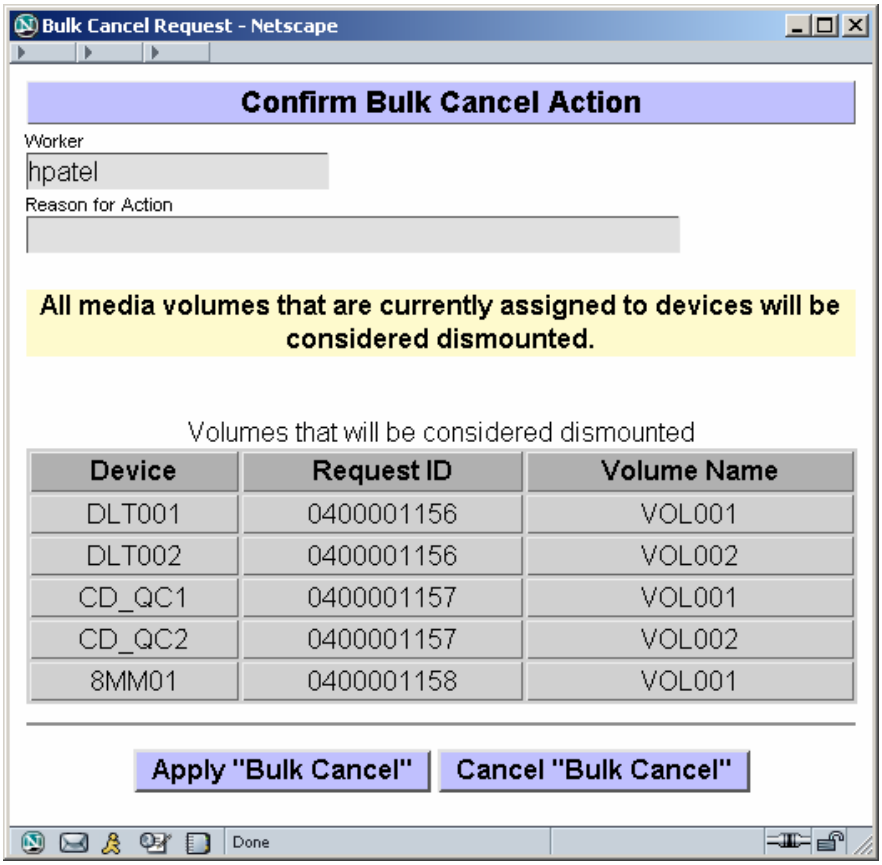


Figure 4.8.11-16a. Bulk Cancel

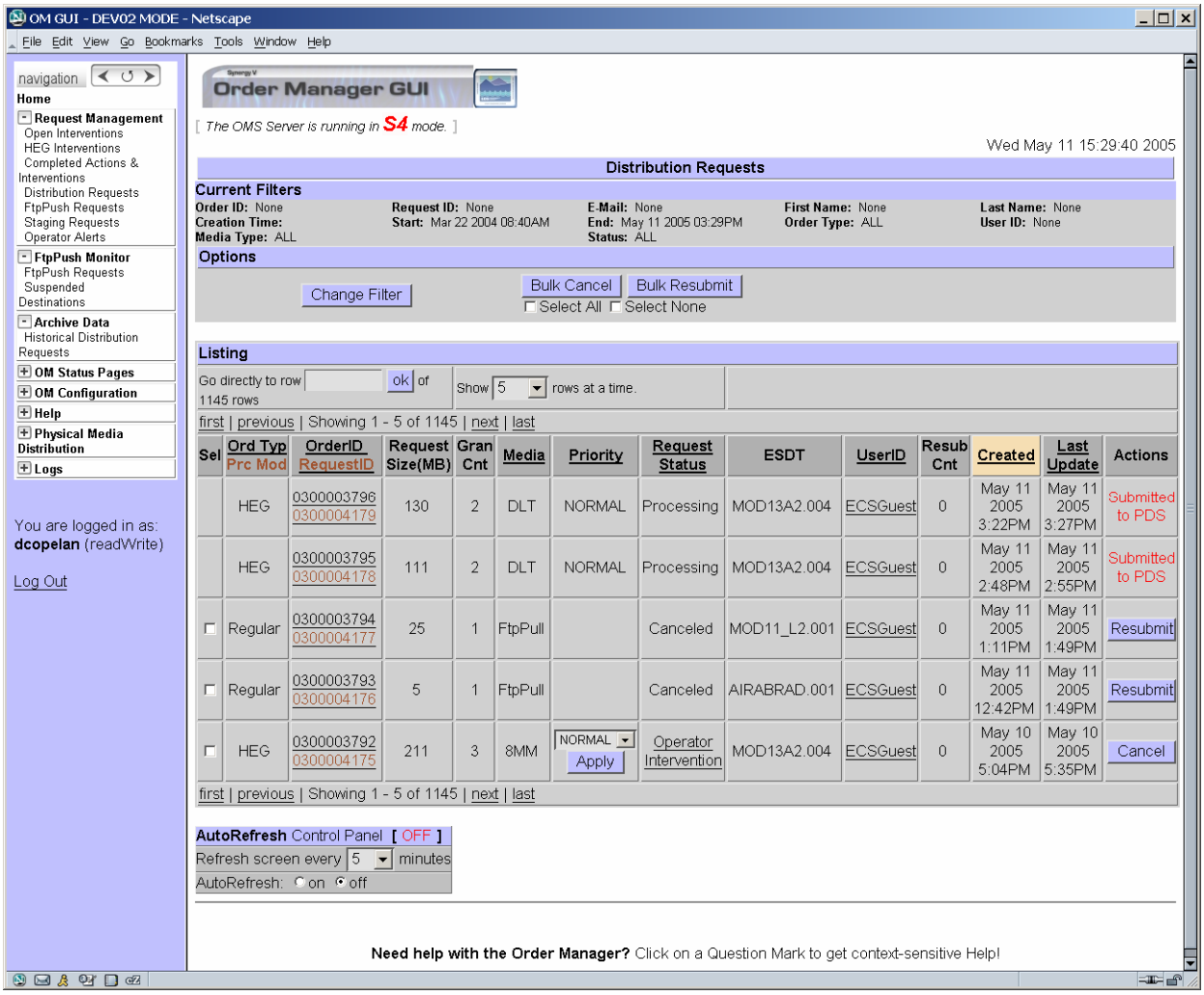


Figure 4.8.11-17. Distribution Requests List Page

Processing Services Requests

The Processing Services Requests page includes HEG and all external subsetter requests and "Processor" column is going to indicate the processor name. It does not have a filter for media type and order type. It will have processing service filter instead. All the external processing requests do not have any actions (cancel or suspend) while they are under the control of the external system.

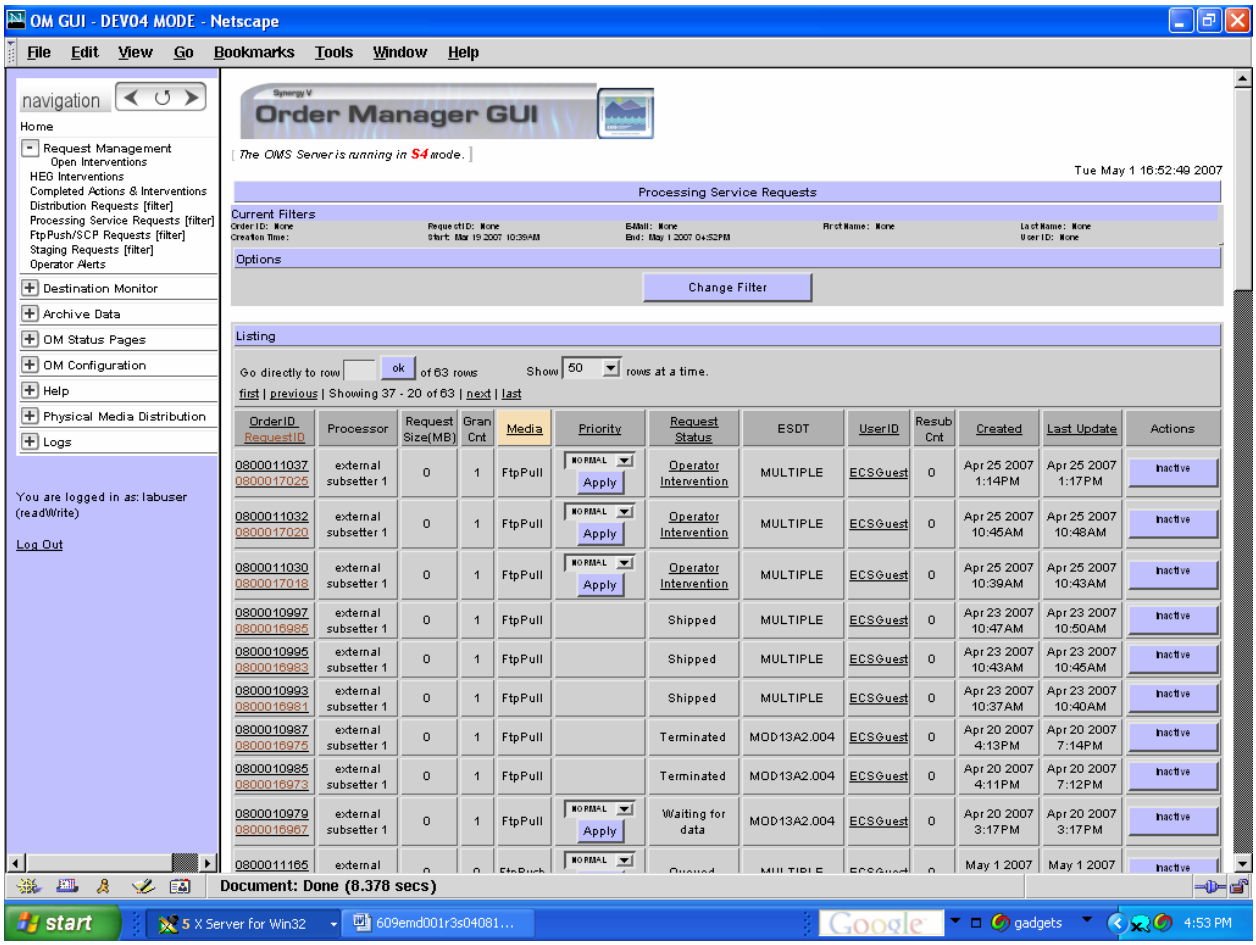


Figure 4.8.11-18a. Processing Services Requests

Figure 4.8.11-18a displays the similar filter and sort capabilities for the external processing requests as for the general list of distribution requests except for the “Inactive” action button.

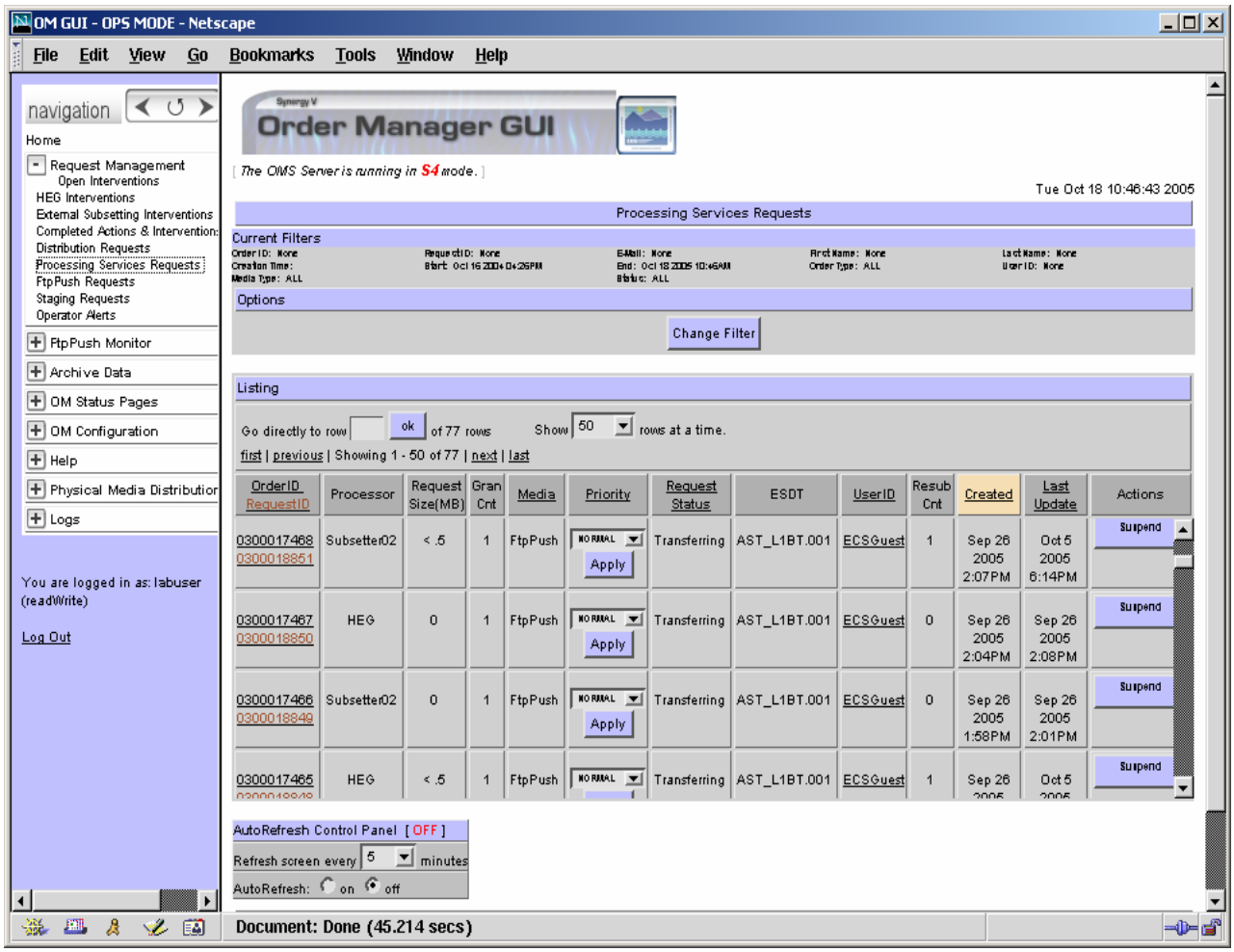


Figure 4.8.11-18b. Processing Services Requests

Figure 4.8.11-18b shows OMS Gui allows operator to cancel or suspend the external processing requests while those requests are under OMS control.

Processing Services Requests Filters

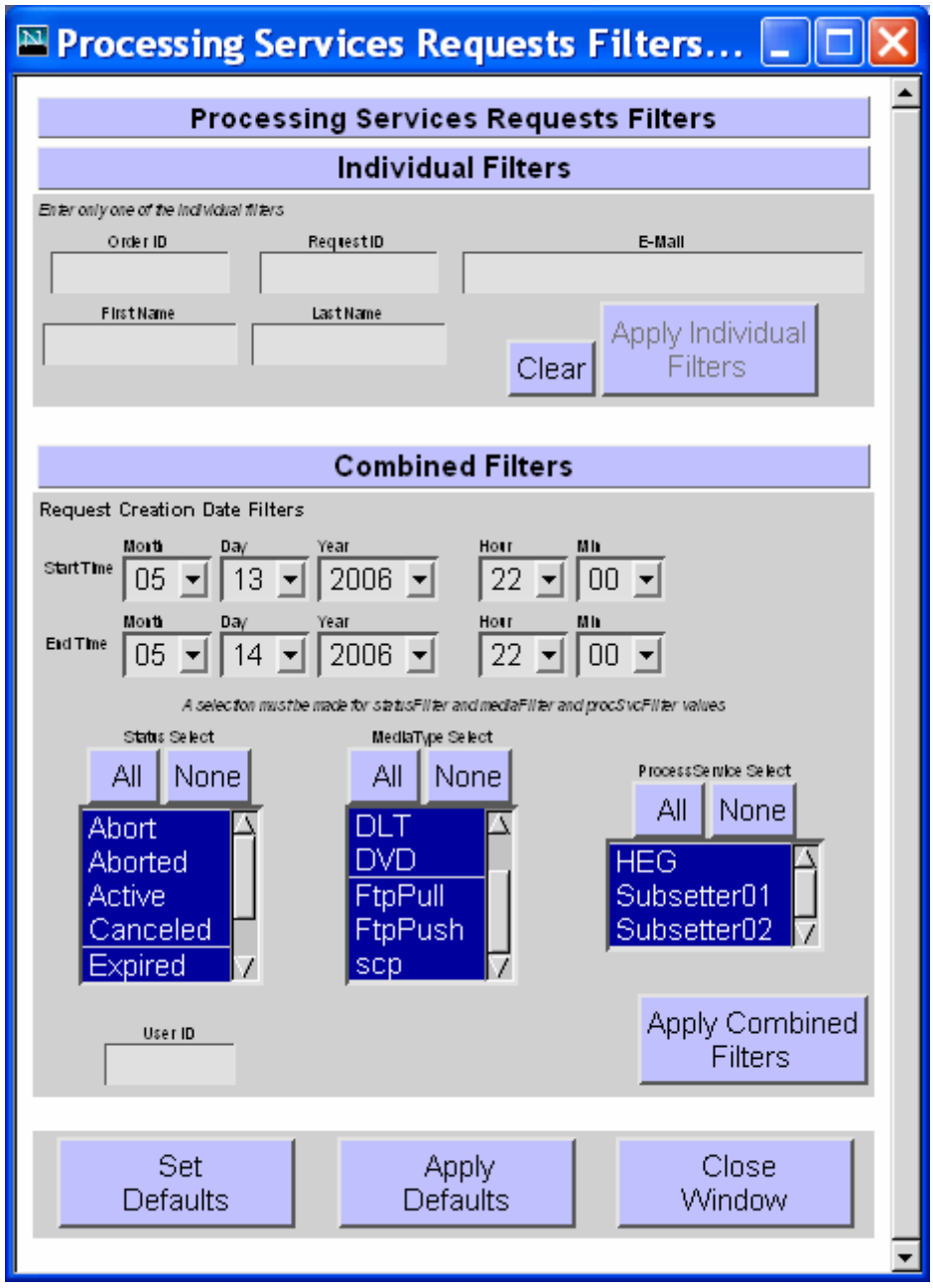


Figure 4.8.11-19 Processing Services Requests Filters

Figure 4.8.11-19 shows the operator can filter any selected external processing service or HEG.

FtpPush/SCP Requests

For each request in the list, values for destination, completion status and resource class are shown. The operator can sort the list by completion status, media and resource class by clicking on the corresponding column headings as shown in Figure 4.8.11-20.

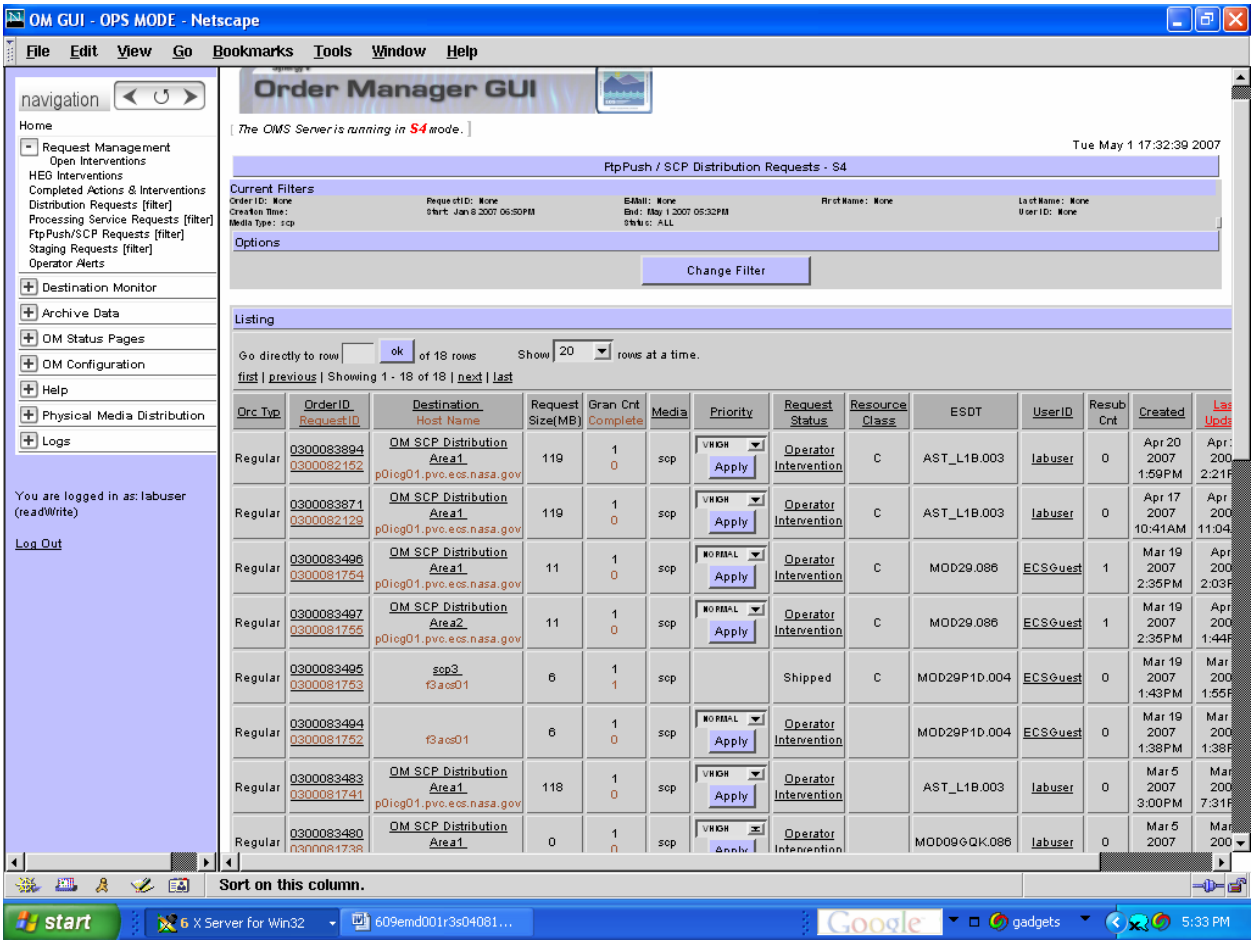


Figure 4.8.11-20. FtpPush/SCP Distribution Requests Screen

Staging Requests

The Staging Requests page shown in Figure 4.8.11-21 displays for each request in the list, values for completion status and resource class. The operator can sort the list by completion status and resource class by clicking on the corresponding column headings.

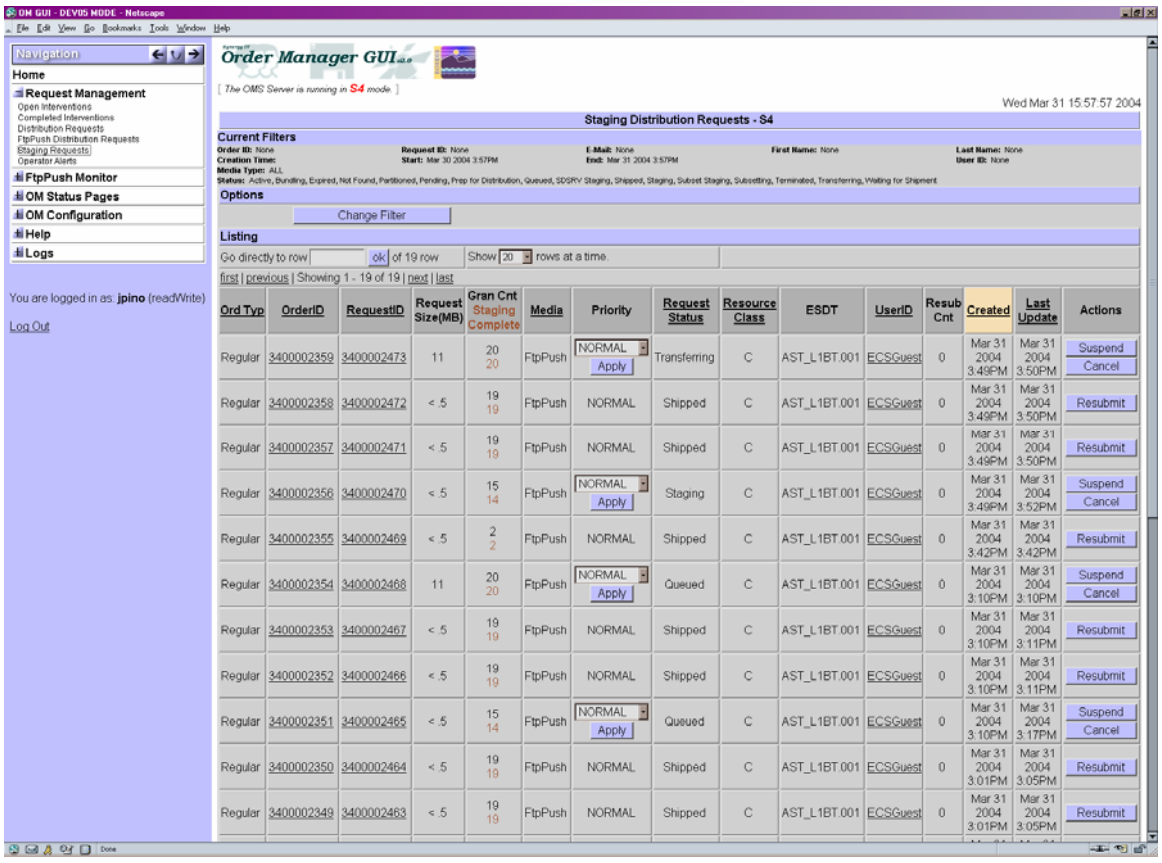


Figure 4.8.11-21. Staging Requests List Page

Historical Requests

The Historical Requests page shown in Figure 4.8.11-22 does not allow any operator actions. Therefore, the Priority and Actions columns are not displayed.

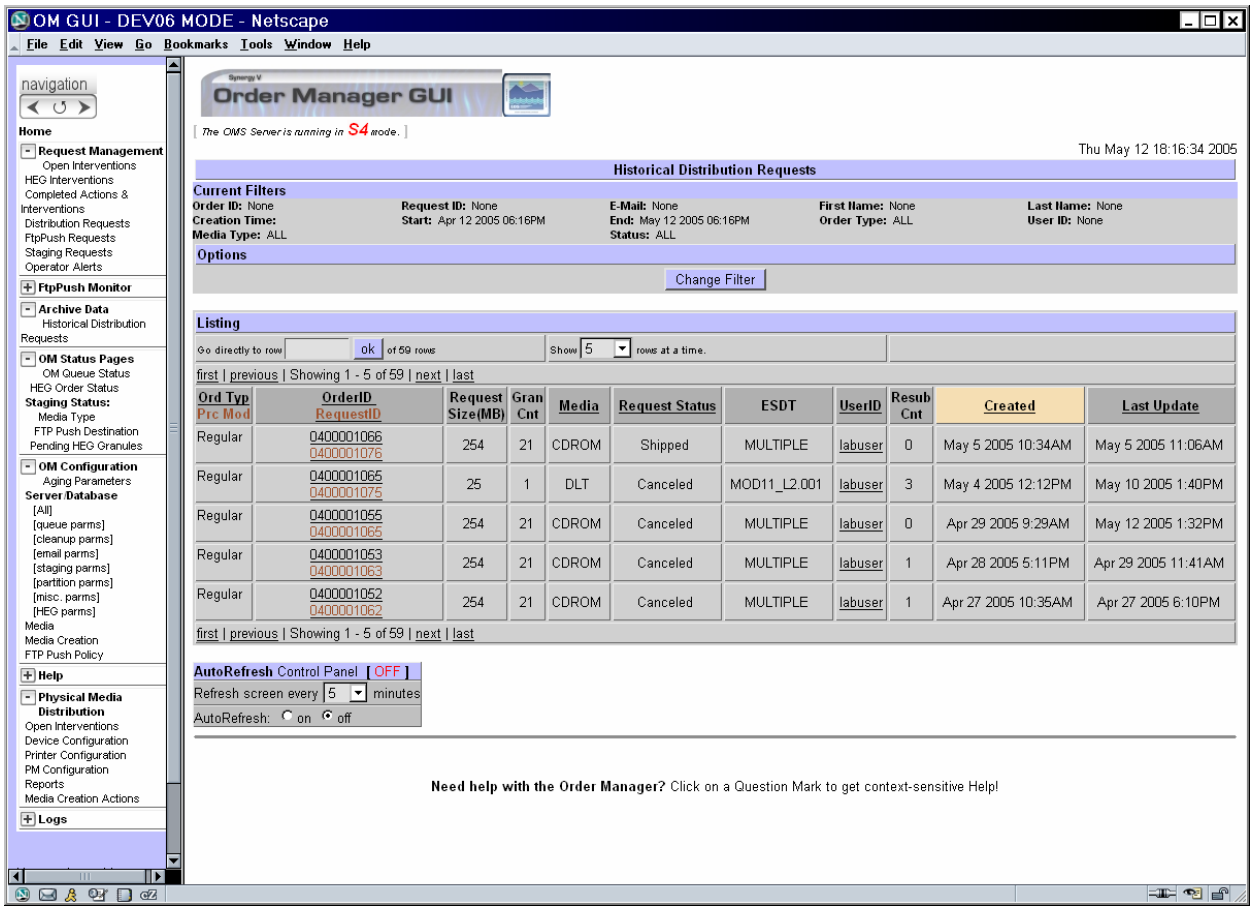


Figure 4.8.11-22. Historical Requests List Page

Historical Processing Requests

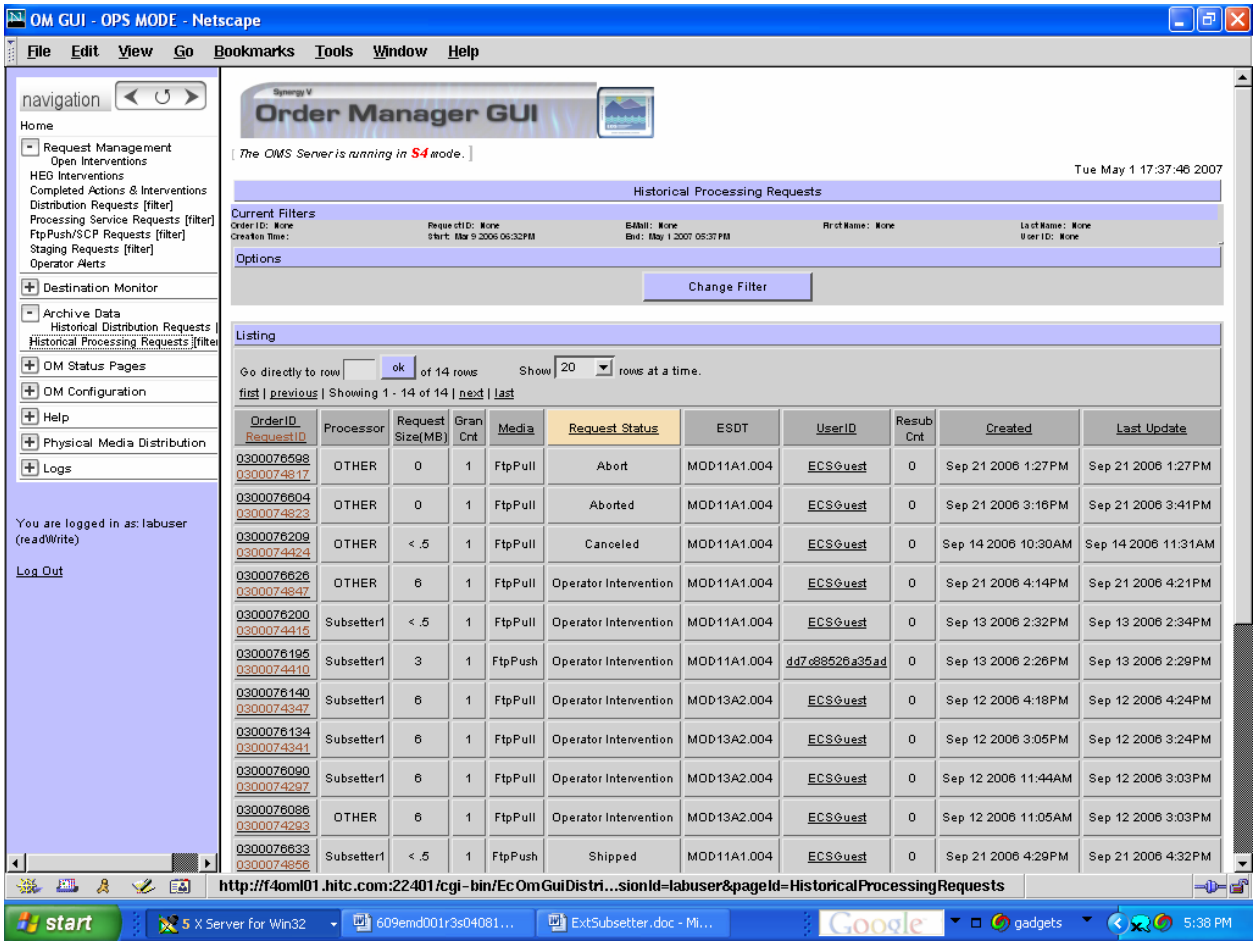


Figure 4.8.11-23. Historical Processing Requests

Figure 4.8.11-23 shows operator can identify the archived external processing requests through the historical processing request page

Historical Processing Requests Filter

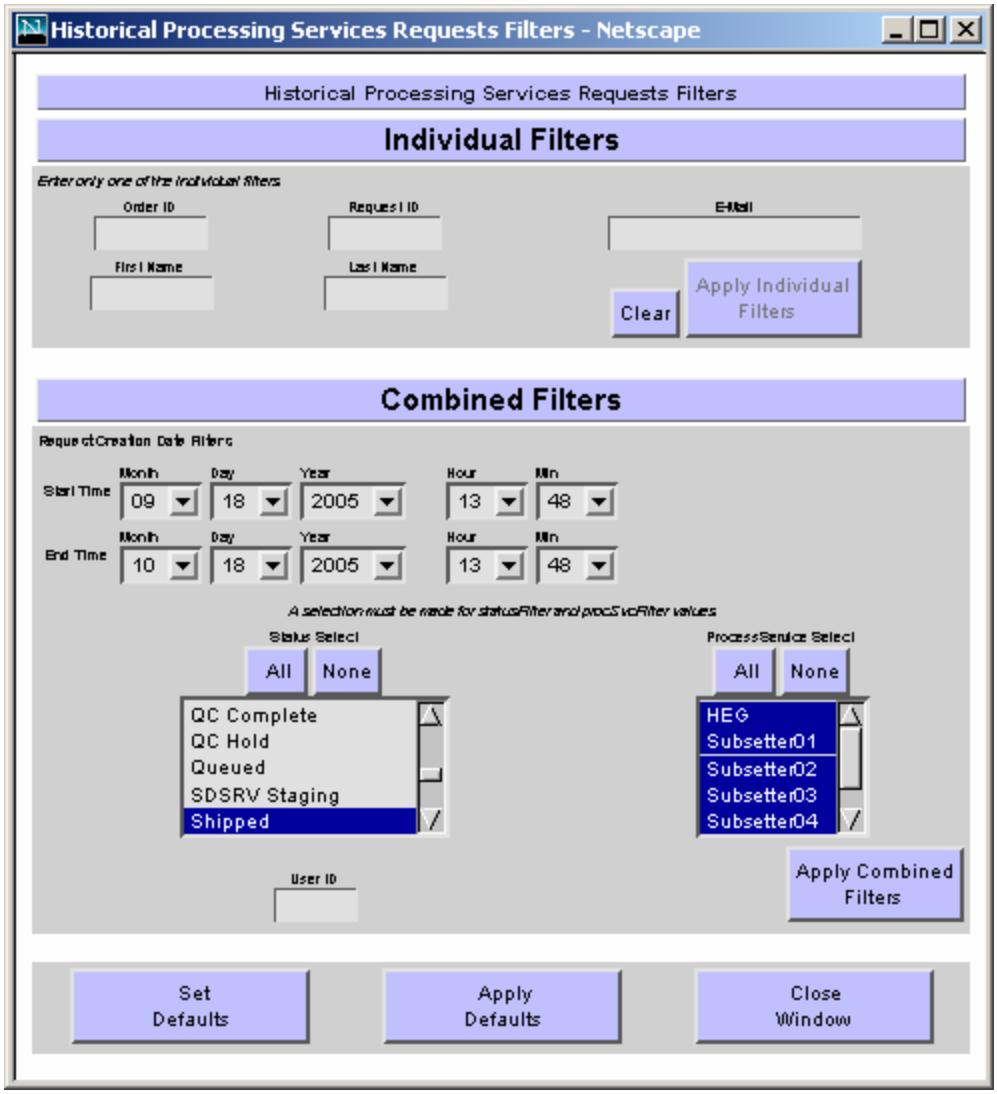


Figure 4.8.11-24. Historical Processing Requests Filter

Figure 4.8.11-24 shows operator can filter any specific external processing services or HEG through the historical processing services request filter

4.8.11.2.4.4 Distribution Request Details Page

The operator can click the request ID in any **Distribution Requests, Open Intervention, Order, Physical Media Device Configuration, Media Creation Consoles, or Completed Operator Actions and Interventions** page to display the detailed information for a request, as shown in Figure 4.8.11-25. Figures 4.8.11-26a and 4.8.11-26b display distribution request details screens for non-physical media requests

For all requests, the operator can perform the following functions:

- Click the **UserId** link to view the user profile for that user or click on the **OrderId** link to view the ECS order page.
- Change the priority of certain requests. **For a complete description of this feature see Section** 4.8.11.2.4.2 **Distribution Requests Lists – Common Features. Note:** Limited Capability operators cannot change the priority of a request.
- For Ftp Push requests, Edit FtpPush Parameters by clicking on the corresponding button. This causes the Edit FtpPush Parameters page to be displayed. Table 4.8.11-13 provides field descriptions for the entry of these values. **Note:** This feature is disabled for Limited Capability *operators.* The operator can also click Destination/Host Name to view the Destination Detail page..
- Perform actions for which the request is eligible. See Section 4.8.11.2.4.2 **Distribution Requests Lists – Common Features** for a description of actions and the types of requests they apply to.
- Scan through the granule list by clicking on navigation links. These links permit jumping to the **first**, **next**, **previous** or **last** block. The number of granules displayed in the table can be changed by selecting a value from the "Show *n* rows at a time" drop-down list. If the Distribution Request information at the top of the page indicates that the request is associated with a bundling order, the Granule List at the bottom reflects the contents of the current bundle.
- Annotate the request
- Change any mailing, shipping address, or billing address field

For physical media requests, the operator can also perform the following functions:

- Stop the media creation for the volume currently processing
- Retry failed volumes. When a volume fails media creation, or verification it is possible to retry the failed volume by dispositioning the resulting operator intervention. However, the 'Retry' option on the Distribution Request Details page allows the operator to take action before the request reaches operator intervention. If a volume fails during media creation the Retry option allows the operator to immediately retry creation for tape media. For CD/DVD media the operator must still use the intervention details page to recreate media. When a volume fails media verification the 'Retry' allows the operator to immediately retry verification for all media types.
- View the list of volumes to be/being created
- View the list of granules for a given volume
- View the list of failed granules for the request

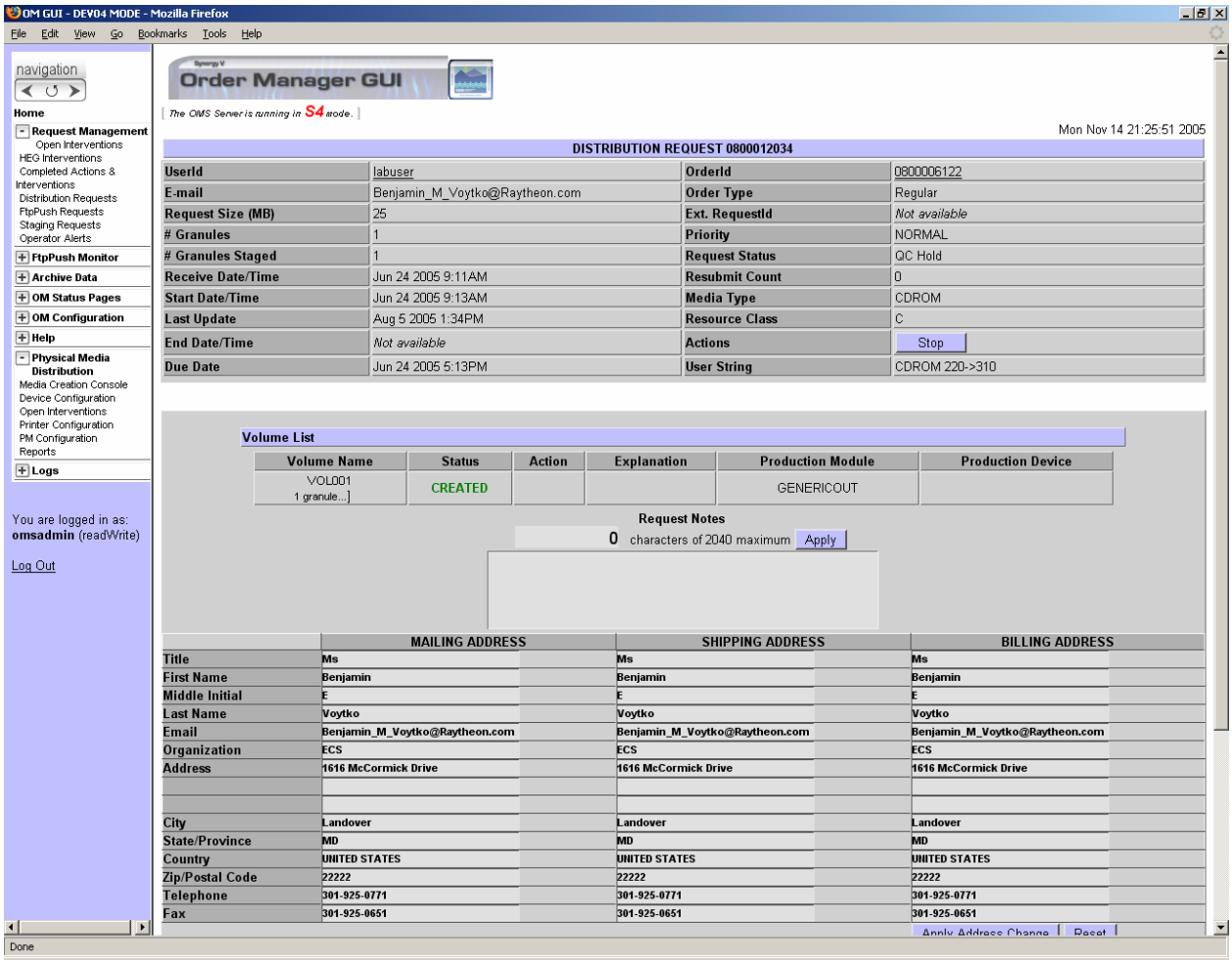


Figure 4.8.11-25. Distribution Request Details Page for Physical Media Requests (1 of 2)

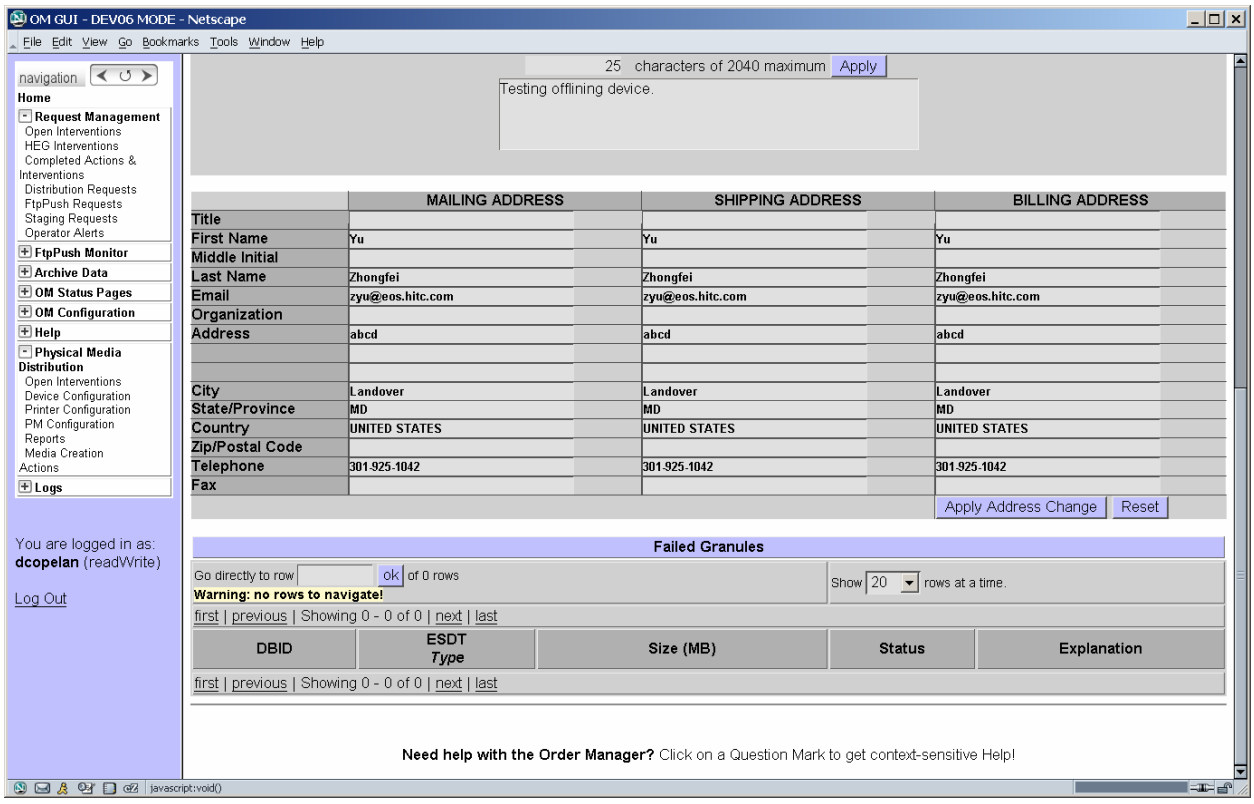


Figure 4.8.11-25a. Distribution Request Details Page for Physical Media Requests (2 of 2)

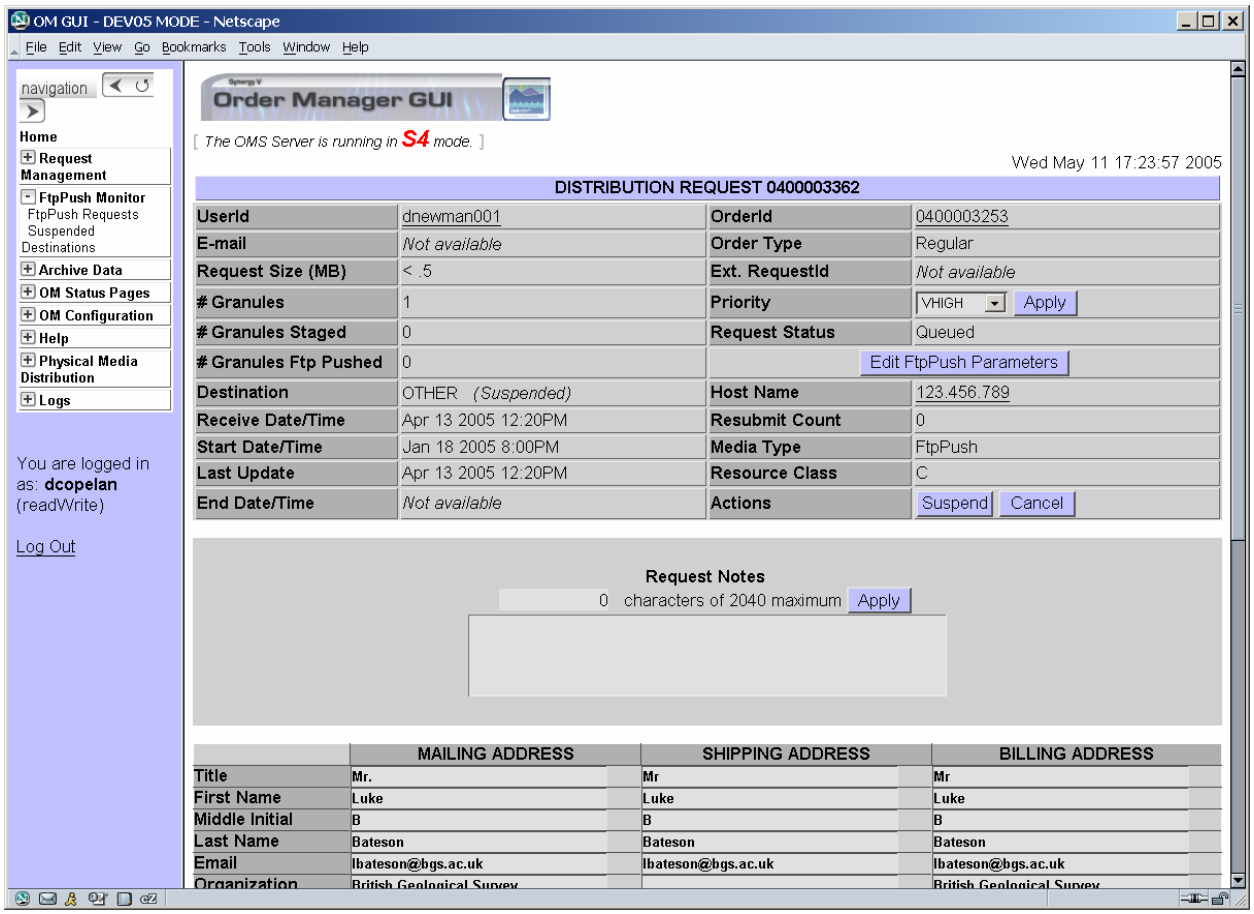


Figure 4.8.11-26a. Distribution Request Details Page for Non-Physical Media Request (1 of 2)

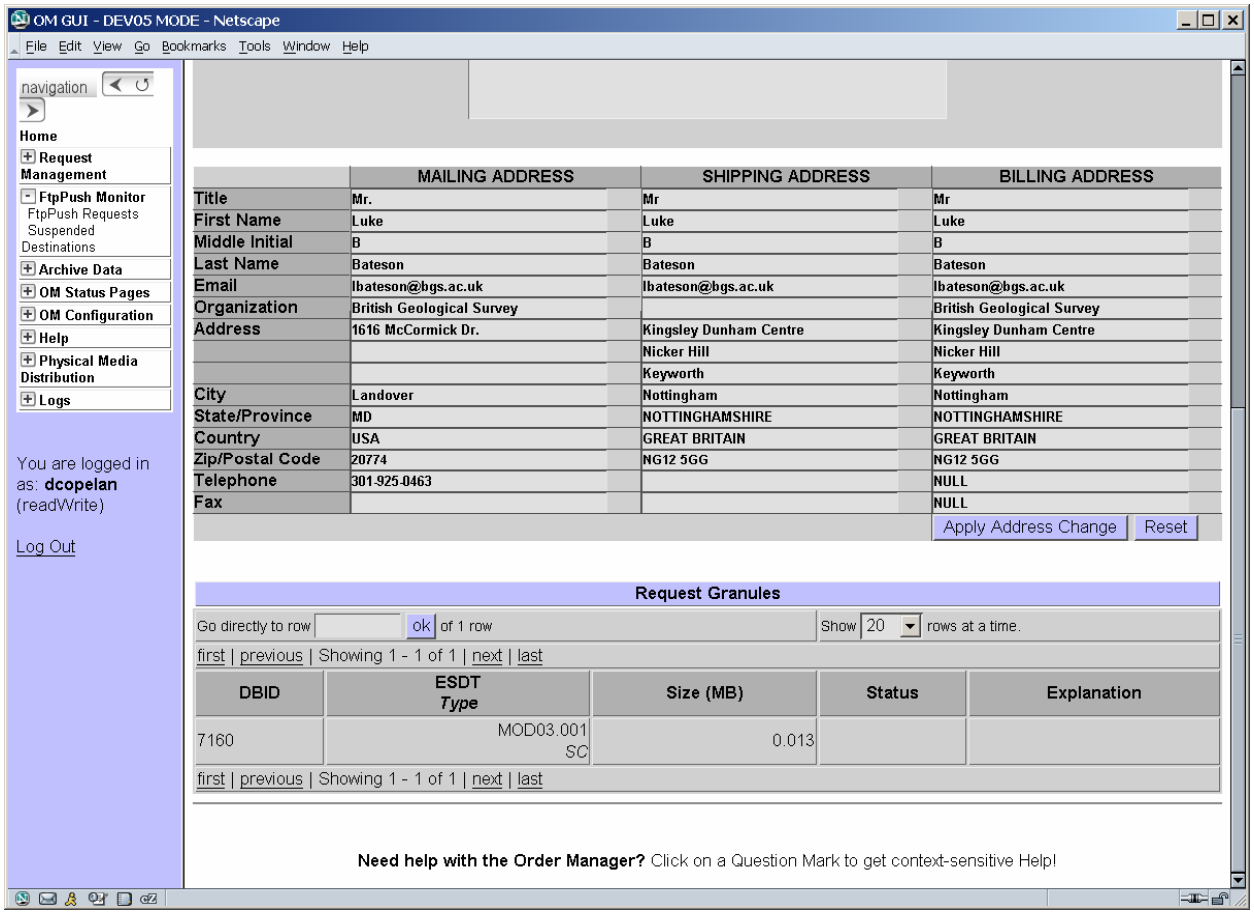


Figure 4.8.11-26b. Distribution Request Details Page for Non-Physical Media Request (2 of 2)

4.8.11.2.4.5 Edit FtpPush Parameters Page

Note: This page is not accessible to Limited Capability operators.

The Edit FtpPush Parameters Page displays a list of FTP Push parameters which can be edited by the operator. The operator can enter or change the value of any of the parameters displayed. The operator then clicks on one of the buttons at the bottom of the page. Button actions are:

- Change This Request – changes the FtpPush Parameters for the request listed and returns to the Request Detail Page.
- Change All Requests - changes the FtpPush Parameters for all requests for the destination listed and returns to the Request Detail Page.
- Cancel – cancels all changes to FtpPush Parameters and returns to the Request Detail FtpPush Page.

Figure 4.8.11-27 shows the Edit FtpPush Parameters Page.

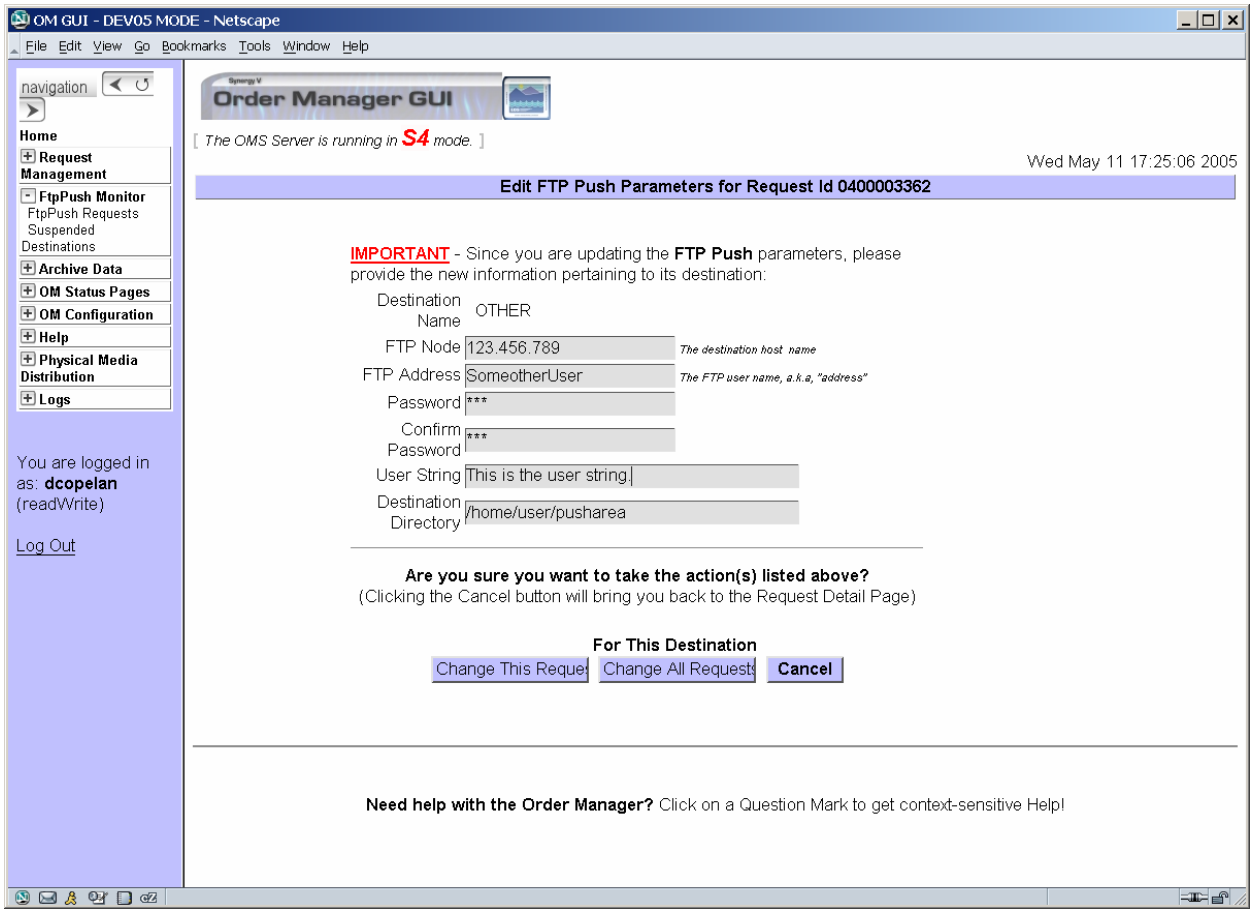


Figure 4.8.11-27. Edit FtpPush Parameters Page

Table 4.8.11-13. Field Descriptions for Edit FtpPush Parameters Page

Field Name	Data Type	Size	Entry	Description
FTP Node	Varchar	20	Required	The Unix hostname of the FTP recipient
FTP Address	Varchar	14	Required	The Unix login ID of the FTP recipient
Password	Varchar	15	Required	The Unix password for the FTP recipient
Confirm Password	Varchar	15	Required	The Unix password verification for the FTP recipient
User String	Varchar	255	Optional	String to be inserted into the FTP parameters
Destination Directory	Varchar	255	Required	The pathname of the Unix directory where the acquired files are to be stored

4.8.11.2.4.5 Edit SCP Parameters Page

Note: This page is not accessible to Limited Capability operators.

- The Edit SCP Parameters Page displays a list of SCP parameters which can be edited by the operator. The operator can enter or change the value of any of the parameters displayed.

Figure 4.8.11-28 shows the Edit SCP Parameters Page.

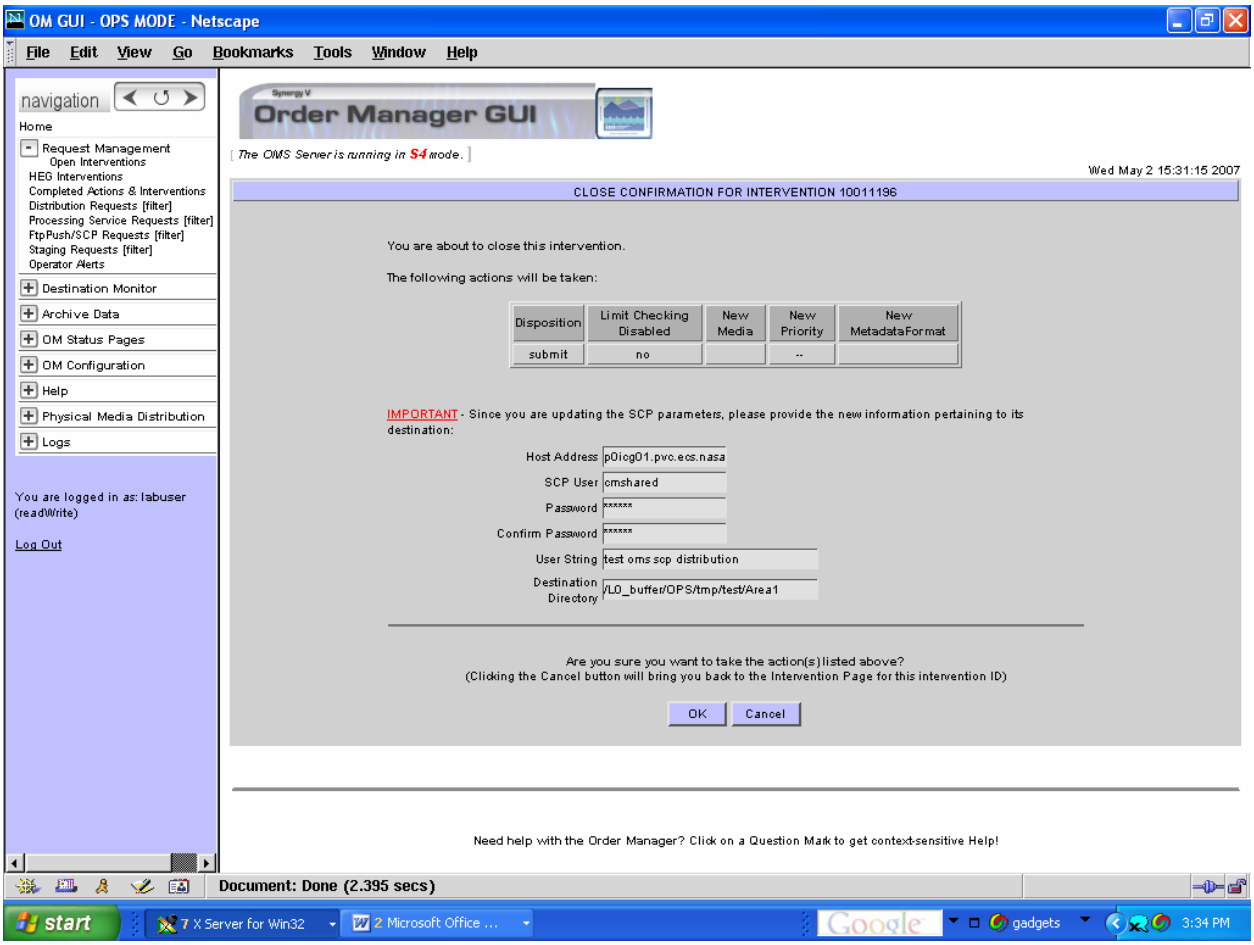


Figure 4.8.11-28. Edit SCP Parameters Page

Table 4.8.11-14. Field Descriptions for Edit SCP Parameters Page

Field Name	Data Type	Size	Entry	Description
Host Address	Varchar	20	Required	The Unix hostname of the SCP recipient
SCP user	Varchar	14	Required	The Unix login ID of the SCP recipient
Password	Varchar	15	Required	The Unix password for the SCP recipient
Confirm Password	Varchar	15	Required	The Unix password verification for the SCP recipient
User String	Varchar	255	Optional	String to be inserted into the SCP parameters
Destination Directory	Varchar	255	Required	The pathname of the Unix directory where the acquired files are to be stored

4.8.11.2.4.6 ECS Order Page

Note: Limited Capability operators are limited to viewing the details of an ECS Order. They cannot change the priority of or take actions for Requests.

The operator can click on the **Order ID** link in the Distribution Requests list page (Figure 4.8.11-17) or the Distribution Request details page (Figure 4.8.11-25) to open the **ECS Order** detailed information page, as illustrated in Figure 4.8.11-29. If the order is a bundling order, the operator can click the **Spatial Subscription Server** link to go to the Spatial Subscription Server Web page to view and update the Bundling Order as illustrated in Figure 4.8.11-30. The operator can click a **Request ID** to go to **Distribution Request** details page for that request or click the User ID to go to the **User Profile** page (see Figure 4.8.11-31).

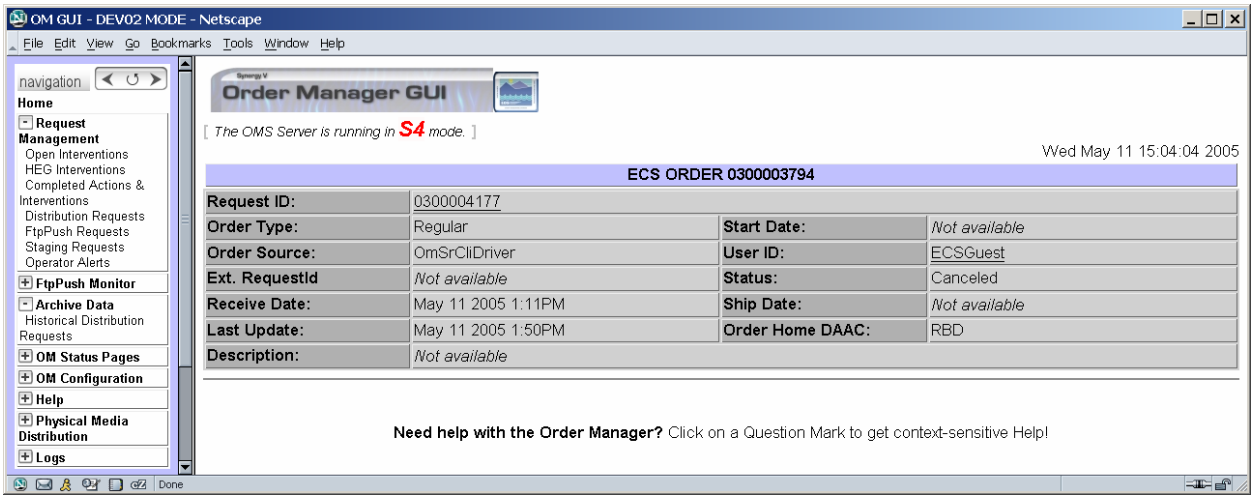


Figure 4.8.11-29. ECS Order Information Page

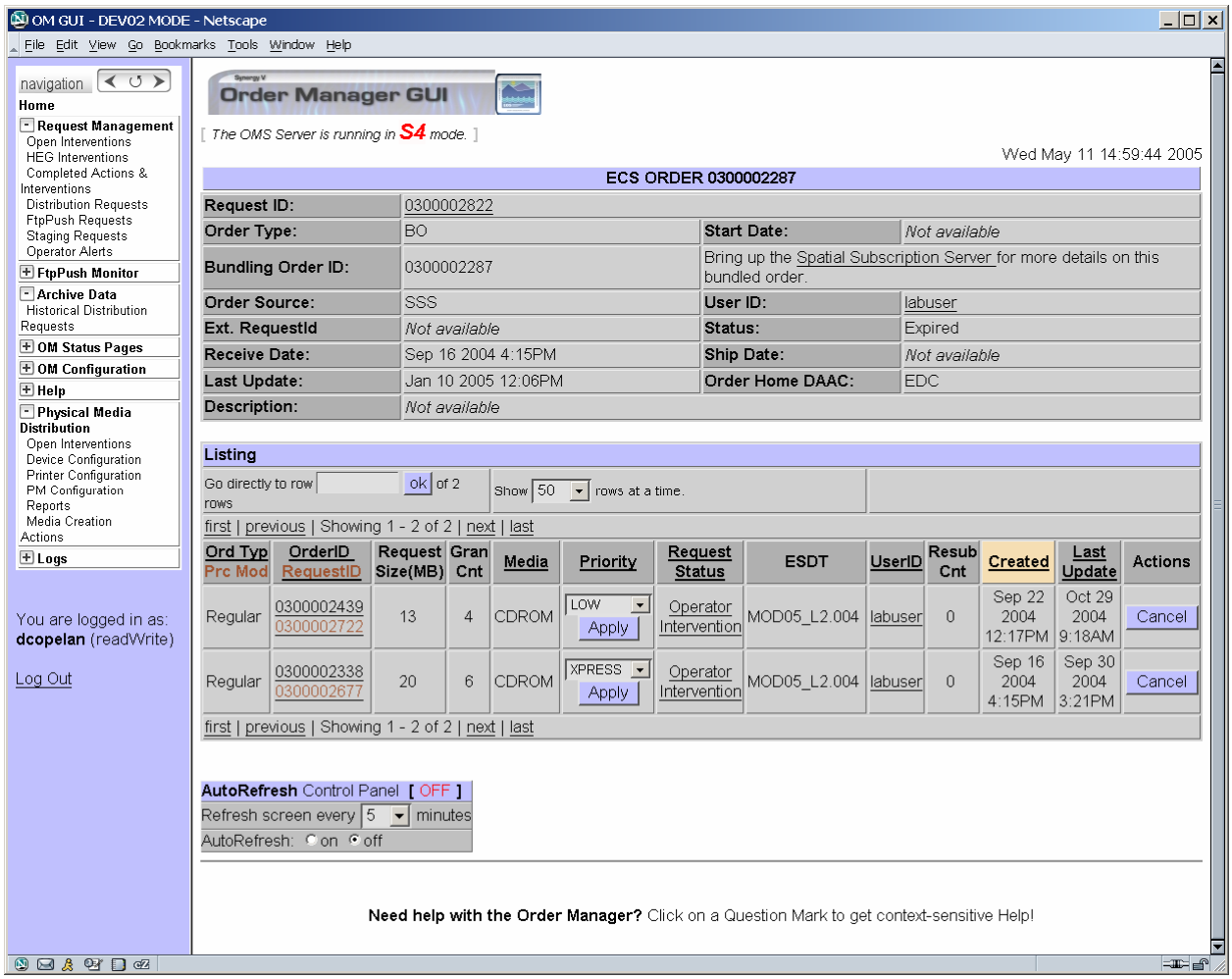


Figure 4.8.11-30. ECS Order Information Page for Bundling Order

4.8.11.2.4.7 User Profile Page

The operator can click on the **User ID** link in the **Distribution Request** details page or the **ECS Order** details page to view the detailed information for a particular user in a **User Profile** page as shown in Figure 4.8.11-30. This page displays personal information, account information, various address information, and other data on the user.

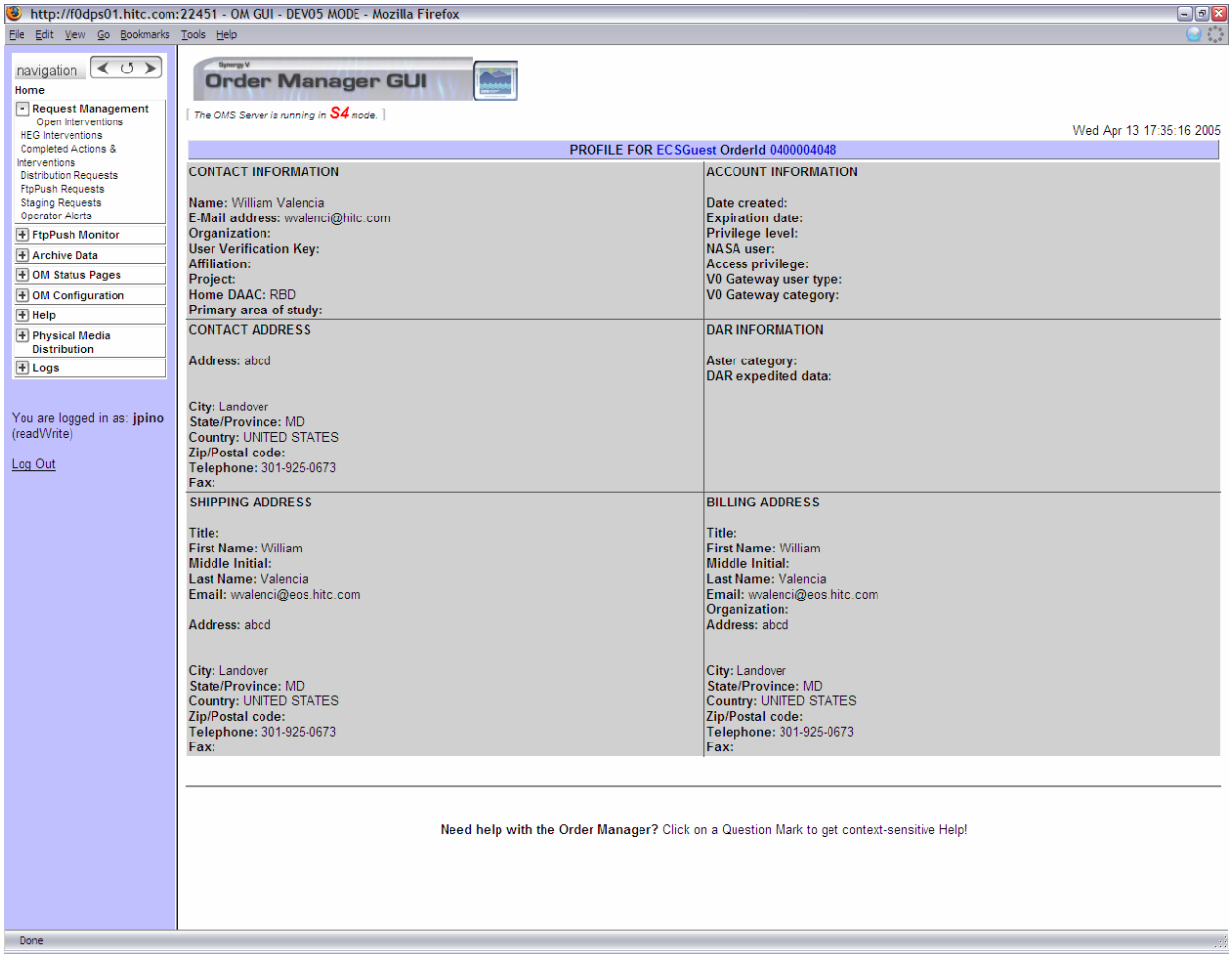


Figure 4.8.11-31. User Profile Page

4.8.11.3 Destination Monitor

4.8.11.3.1 Suspended Distribution Destinations Page

Note: Limited Capability operators cannot take any actions on this page.

The Distribution Destinations Displays a list of suspended FTP Push / SCP Destinations as shown in Figure 4.8.11-32. The operator can see details for a destination by clicking the name of the destination (for a configured destination) or the hostname (for a non-configured destination) to be viewed. This displays the Ftp Push / SCP Monitor – Destination Details page described in Section 4.8.11.3.2 FTP Push / SCP Destinations Detail Page.

The operator can resume dispatching to a destination by clicking its **Resume** button.

The Active Destinations section allows the operator to enter either a Destination Name or Host Name and either suspend / resume the destination or see the Destination Monitor by clicking the Destination Name – Destination Details page for the destination.

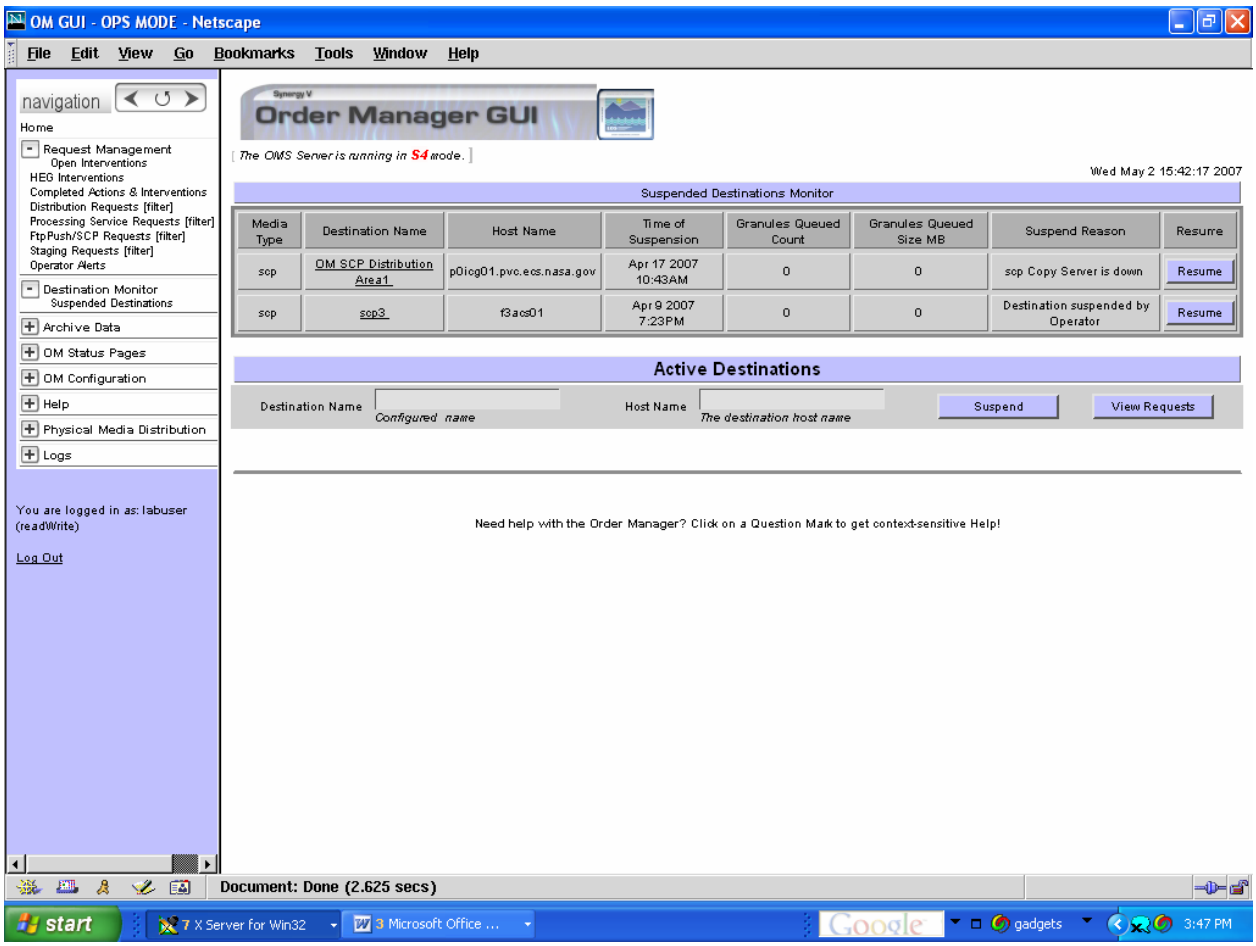


Figure 4.8.11-32. Suspended Destinations Monitor Page

Note: *Limited Capability operators cannot take any actions on this page.*

The FTP Push / SCP Distribution Destination Detail Page displays a **Suspend/Resume** button, a list of FTP Push / SCP Operations that Caused the Suspension of the destination and a list of FTP Push Requests That Are Not In A Terminal State for the destination.

The Suspend/Resume button is labeled **Resume** if the destination is suspended and **Suspend** if the destination is active. Clicking this button will suspend or resume the destination.

For a description of the list of FTP Push Requests, see Section 4.8.11.2.4.1. View Distribution Requests.

4.8.11.3.2 FTP Push/ SCP Distribution Destinations Detail Page

Note: Limited Capability operators cannot take any actions on this page.

The FTP Push / SCP Distribution Destinations Detail Page displays a list of FTP Push / SCP Operations that Caused the Suspension of the destination selected and a list of FTP Push Requests That Are Not In A Terminal State for the destination selected. This is displayed in Figures 4.8.11-33 and 4.8.11-34.

For a description of the list of FTP Push / SCP Requests see Section 4.8.11.2.4.2.

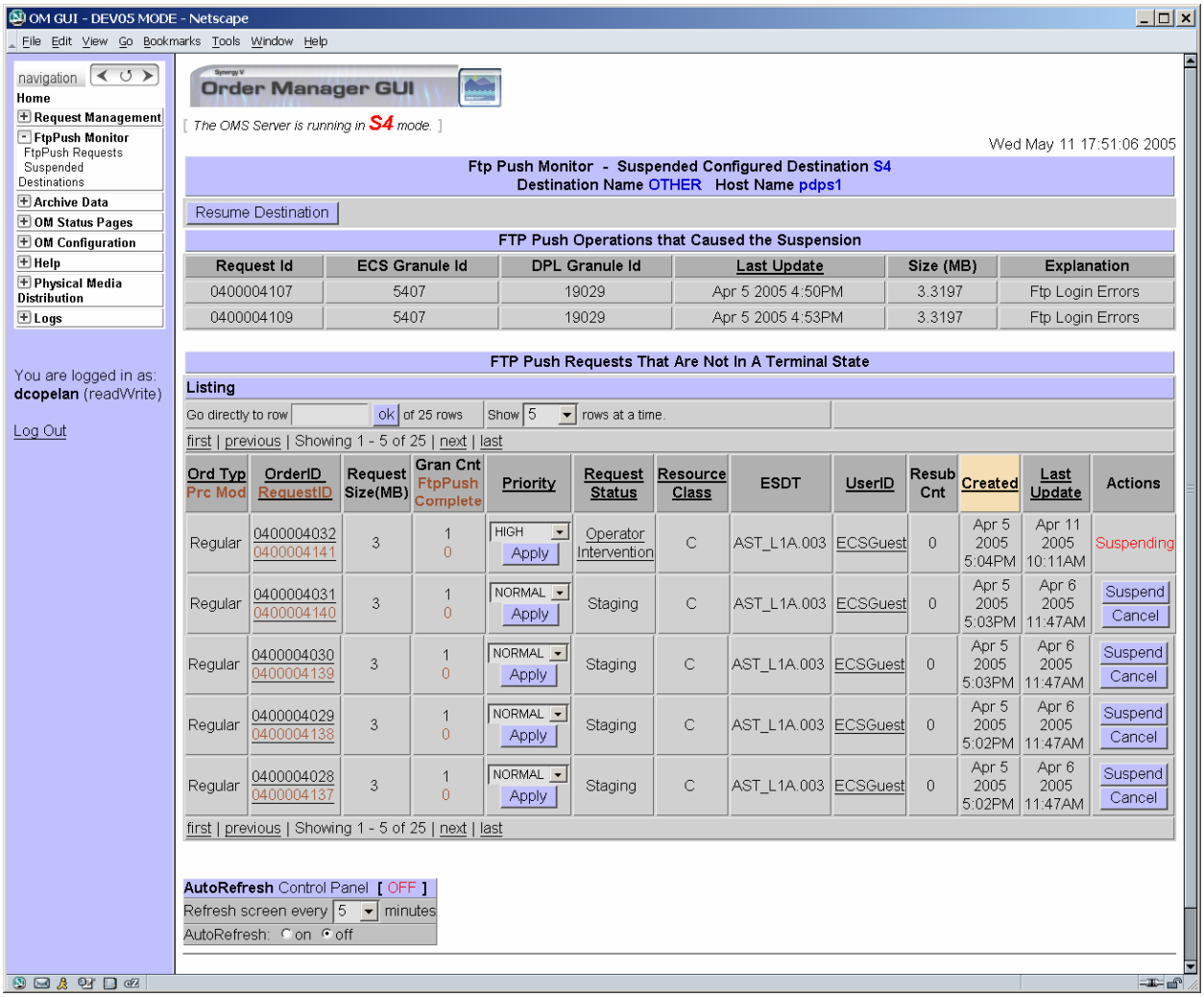


Figure 4.8.11-33. FTP Push Distribution Destinations Detail Page

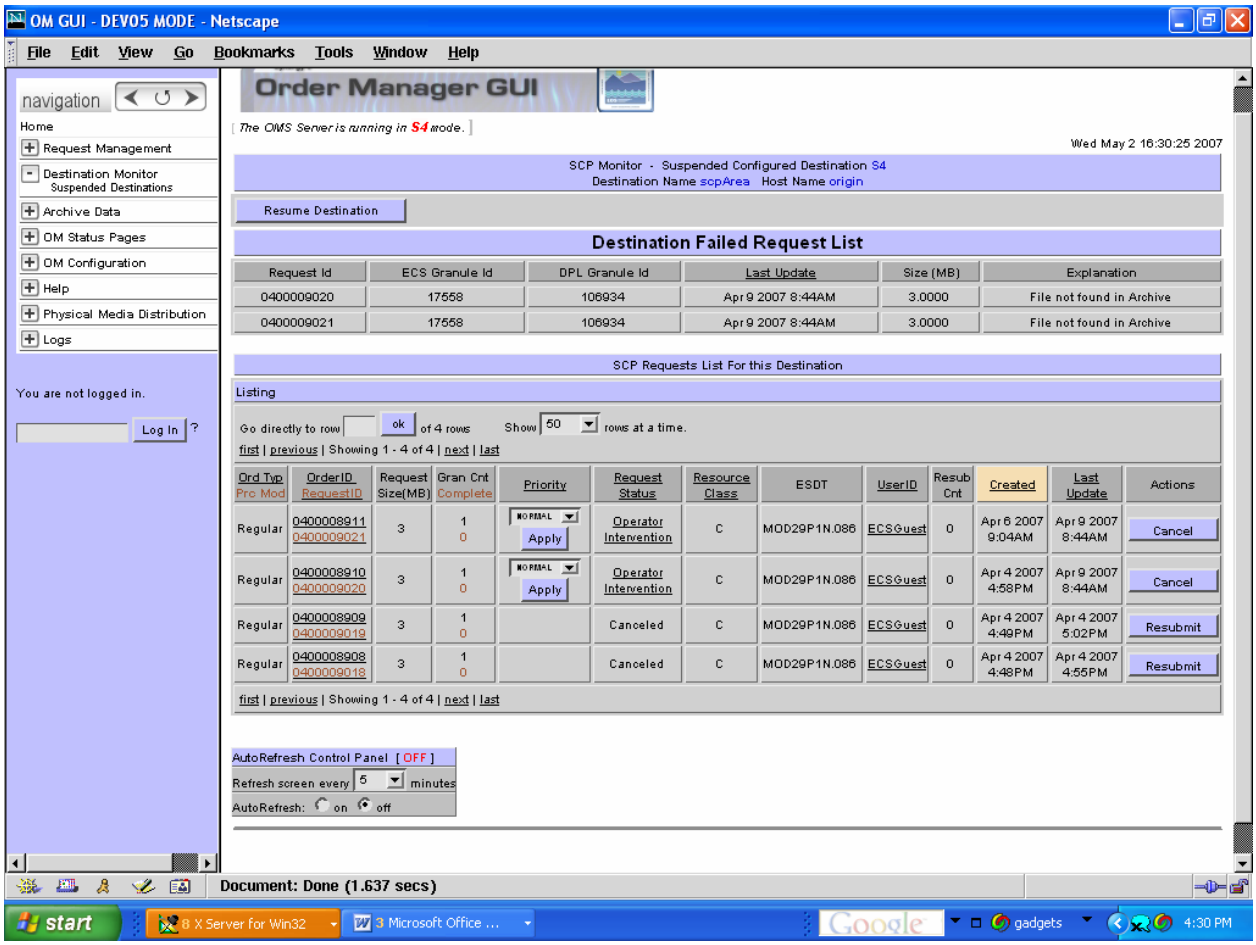


Figure 4.8.11-34. SCP Distribution Destinations Detail Page

4.8.11.4 OM Queue Status Page

Note: Since Limited Capability operators cannot change queue states, the status buttons will be stationary images.

The Queue Status Page is located under the "OM Status Pages" subsection of the navigation menu. The operator may click on this to expand the menu, revealing several links. Click on "OM Queue Status" to open the **OM Queue Status** page shown in Figure in 4.8.11-35.

This screen allows the operator to monitor the current settings of all media and electronic distribution queue states, the e-mail queue, staging, processing and the acceptance queue both for HEG and external subsetters. The operator is able to stop or resume the acceptance of external subsetter requests.

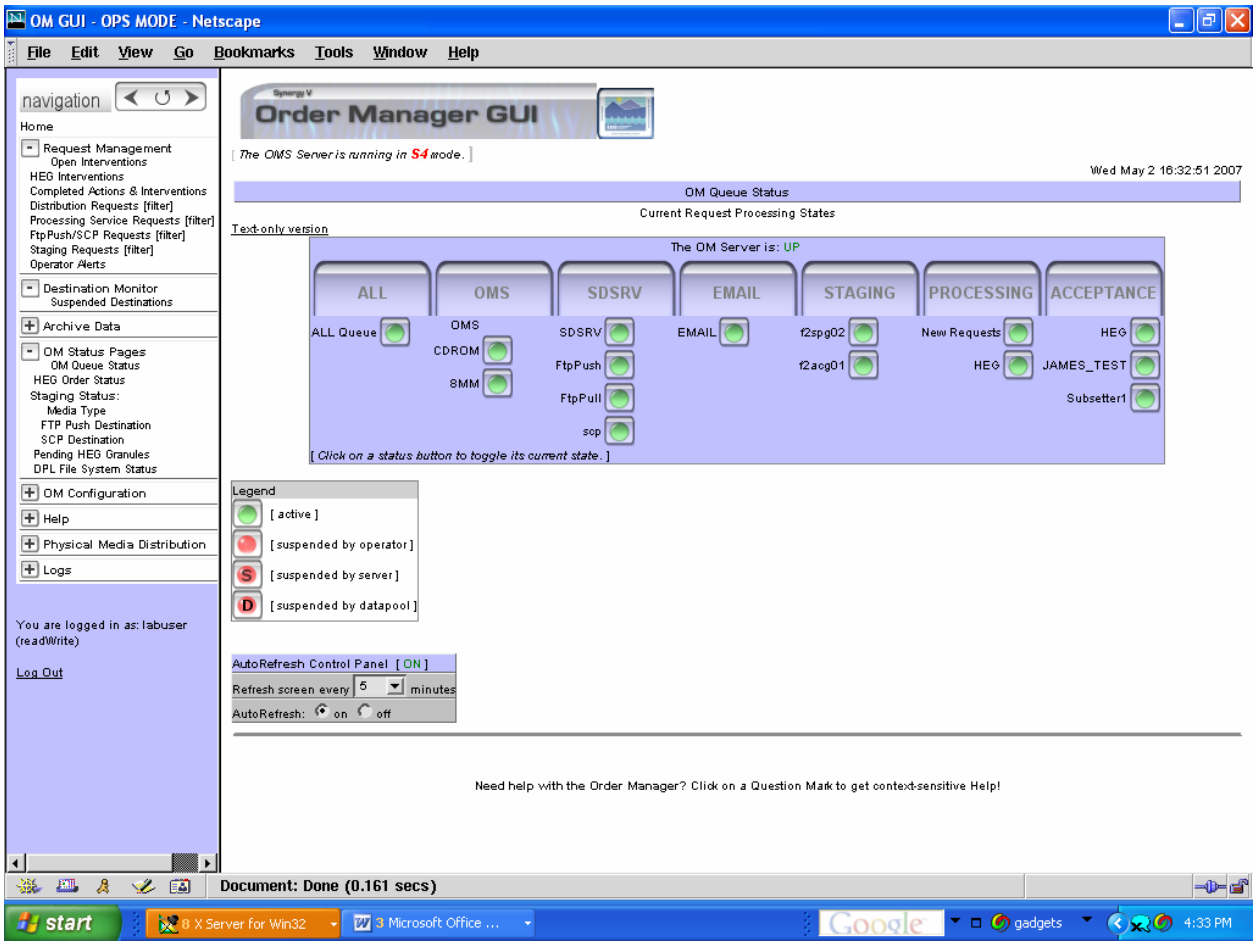


Figure 4.8.11-35. OM Queue Status Page

Table 4.8.11-15 provides a description of the OM GUI Queue Status fields.

Table 4.8.11-15. OM GUI Queue Status Field Descriptions

Field Name	Description
ALL	Suspend/Activate ALL Queues.
OMS	Suspend/Activate OMS physical media queues.
SDSRV	Suspend/Activate SDSRV electronic media queues.
EMAIL	Suspend/Activate the EMAIL queue.
STAGING	Suspend/Activate the Staging Status for each Archive Server.
Processing	Controls processing queues: • **New Requests** – Suspend/Activate processing of New Requests. • **HEG** – Turns on and off the HEG Queue.
Acceptance	Turns on and off the acceptance of the processing requests Queue (both for HEG and external subsetters requests)

OMS Server Status

From this page the operator may also monitor whether the Order Manager Server is up or down. This page uses an external service called Sweeper to obtain this status. If Sweeper is not available or is returning an invalid status, the page may not indicate the OMS Server's true status.

Individual Queue Status Indicators

Each queue may be in any of three states (see the legend in Figure 4.8.11-36):

1. **Active** – The queue is up or was un-suspended by the operator or automatically by the OMS Server. Indicated by a green light.
2. **Suspended by Operator** – The operator manually suspended the queue from this page. Indicated by a red light.
3. **Suspended by Server –** the OMS Server suspended the queue automatically. Indicated by a red light marked with an "S".

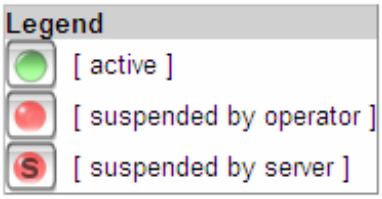


Figure 4.8.11-36. Queue State Legend

Changing a Queue State

To change the state of a master or individual queue, the operator would simply click on the indicator light to change its current state; this in effect works like a toggle switch. The operator is asked to confirm the change before it takes place as shown in Figure 4.8.11-37.

Figure 4.8.11-37. Queue State Transition

The ALL Queue

This queue suspends or activates processing for all queues across the board – that is, all queues handled by the OMS Server. The ALL queue may be active or suspended regardless of the states of the individual queues.

The EMAIL Queue

This queue controls the processing of emails that are sent by the OMS Server.

The Processing Queues

These queues control the Acceptance and Processing of all requests that come through the OMS.
Suspending the New Requests queue stops the OMS from processing all new requests.
Suspending the Accept HEG Req. queue stops the OMS from accepting new HEG requests.
Suspending the HEG queue stops the OMS from processing existing HEG requests already in the OMS.

The Staging Queues

These queues allow the operator to Suspend/Activate the Staging Status for each Archive Server.

The SDSRV Queues

These queues control the processing of electronic media types handled by the SDSRV system – whether validated distribution requests can be processed for sending to the SDSRV. Each media type handled by the SDSRV can be individually suspended or activated. When the master

SDSRV queue is suspended or activated, all of the queues for each of its media types are therefore suspended or activated.

The OMS Queue

This queue controls the processing of physical media types handled by the OMS Physical Media Distribution system – whether validated distribution requests can be processed for sending to the OMS PMD system. Each media type handled by the OMS can be individually suspended or activated.

Automatic Page Refresh

The page is refreshed every 5 minutes by default. The operator can change the refresh rate by selecting a new rate from the drop-down list. The operator can also choose to stop automatically refreshing the page by setting AutoRefresh to *off*.

Limited Capability Operators

Limited Capability operators will see the same status indicators as Full Capability operators, except that the ability to click on the indicator to change the status will be disabled.

Accommodations for Visually Impaired Operators

A "Text-only version" link on the page loads high contrast images with clear text indicators for each queue status. The operator may toggle back and forth between the two page versions without having to reload the page (see Figure 4.8.11-38).

The status indicators are switched to the following:

1. **"A" for Active** – The queue is up or was un-suspended by the operator or automatically by the OMS Server.
2. **"O" for Suspended by Operator** – The operator manually suspended the queue from this page.
3. **"S" for Suspended by Server –** the OMS Server suspended the queue automatically.

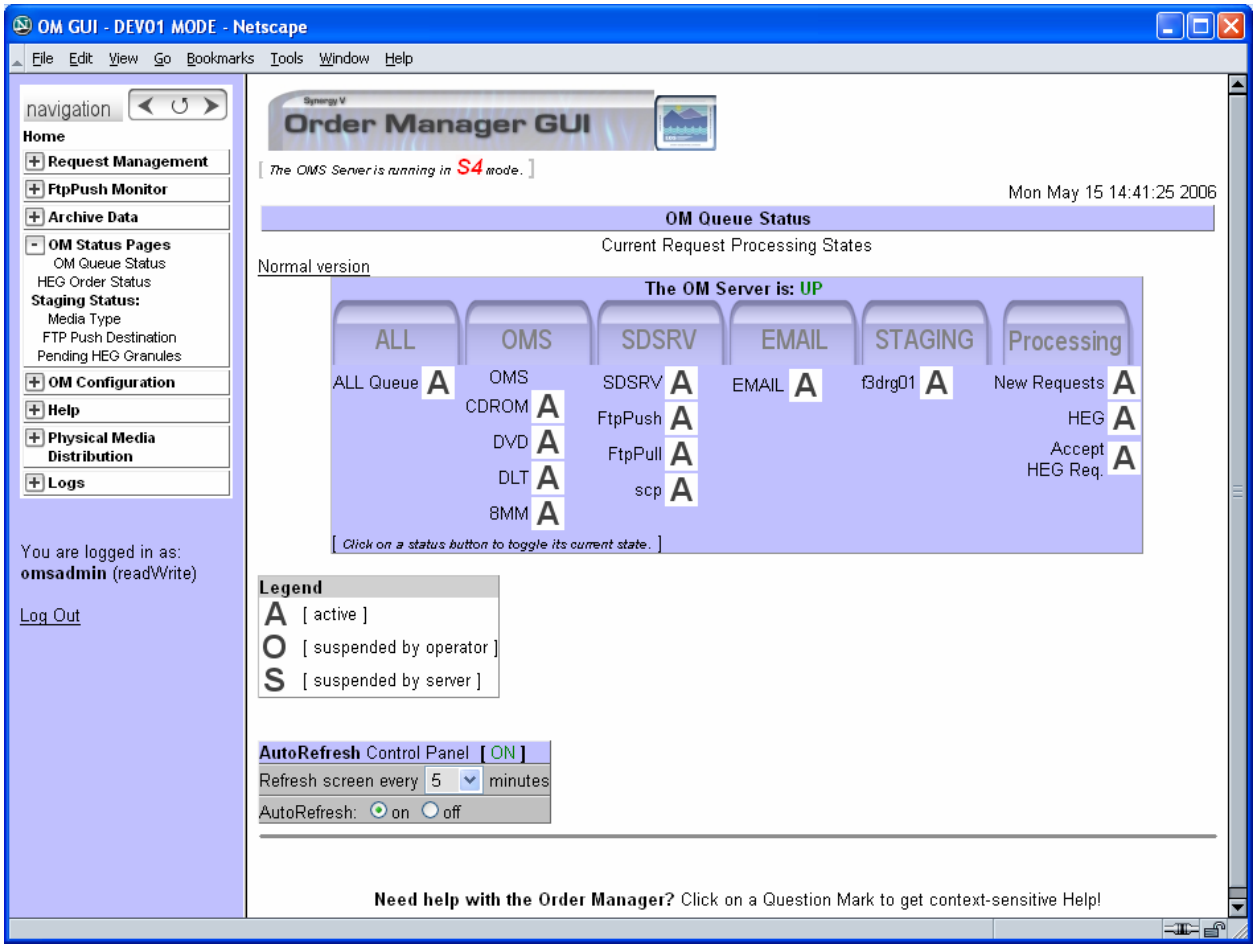


Figure 4.8.11-38. Text-only Version of Queue Status Page

4.8.11.4.1 Staging Status Pages

The Staging Status pages show a summary of the volume and number of granules that are currently in Staging. The Staging information is broken down into four categories:

- Granules waiting for Staging
- Granules in Staging
- Granules that have been Staged but not yet shipped
- Granules that have been staged and shipped

The Staging Status information is categorized by media type – one page for FtpPush, and another for all other media types (physical media and FtpPull).

Staging Status by Media Type

Click on "Media Type" under the **Staging Status Pages** subsection of **OM Status Pages**. This will show a detailed summary of number and volume of granules in their various Staging states, as shown in Figure 4.8.11-39. Next to each media type is also the target low and high Watermarks, see Table 4.8.11-16 for more details on Watermarks. These Watermarks are configurable by full-capability operators in the Media Configuration page.

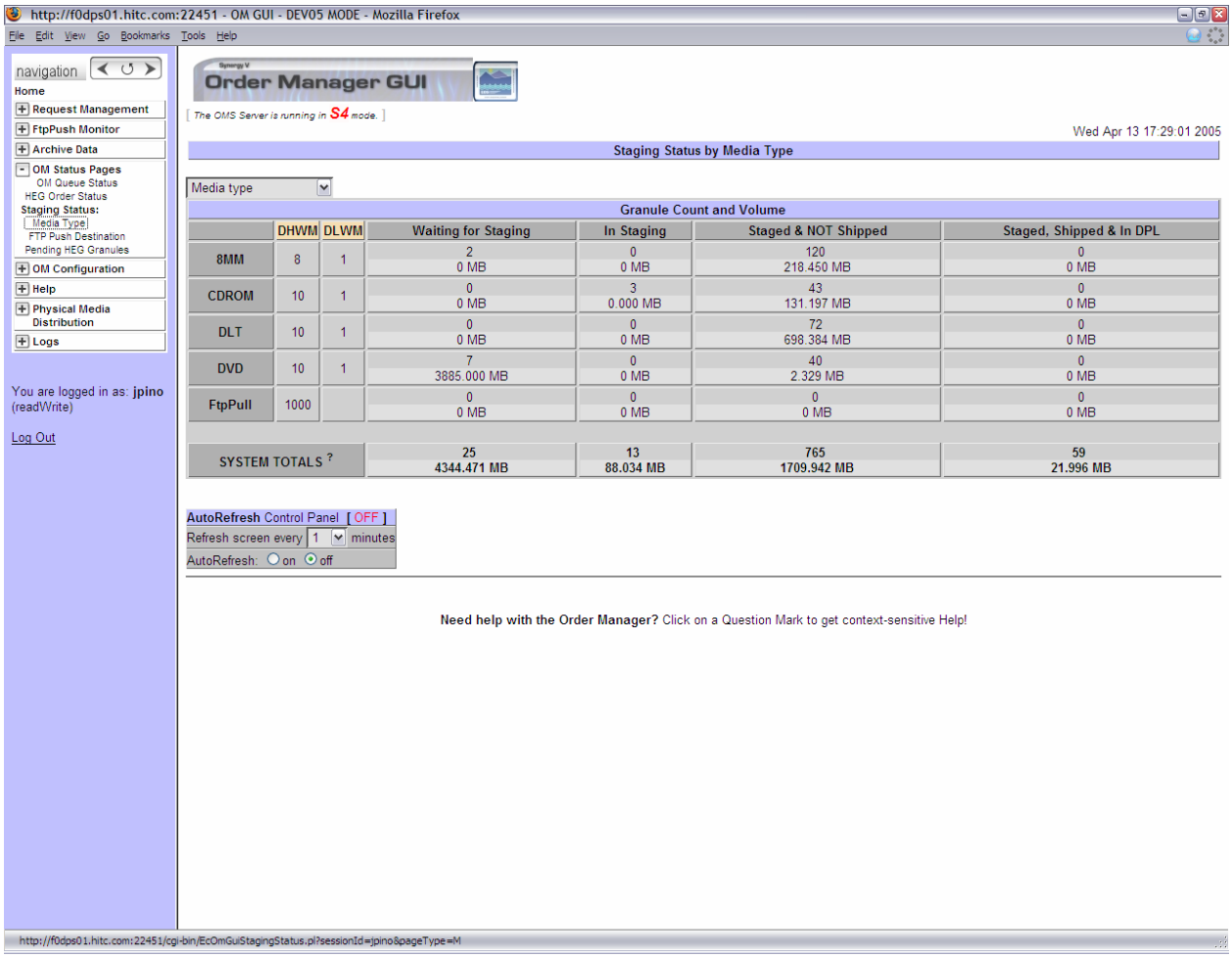


Figure 4.8.11-39. Staging Status by Media Type

Table 4.8.11-16. Watermark Descriptions

Watermark	Meaning	Description
DHWM	Data High Watermark	The maximum volume of data in staging or already staged but not yet shipped. If the data volume and number of requests is above the DHWM, it is assumed the media devices have plenty of work to keep them busy. Generally, it is ideal to try to keep the amount of work that is in staging or staged just below the high water mark of each output queue. This achieves a good balance among FTP output connections (or in the case of physical media, their various output devices). The Data High watermarks can be exceeded in the interest of optimizing the use of the archive drives or to get high priority work through distribution quickly. For example, an idle archive would be dispatched even if this means the DHWM would be exceeded.
DLWM	Data Low Watermark	The minimum volume of data that should be in staging or already staged but not yet shipped. If the data volume is below the DLWM, the media devices may soon become idle. This is mainly used for dispatching high priority work. Since it is a good idea to try to keep the queues at their high water marks, the output queues generally might be fairly full. As a result, a high priority request might have to wait until some of data gets worked off and the queue falls below that high watermark. But high priority requests should go through at a fast pace.

Staging Status by FTP Push Destination

Click on "Ftp Push Destination" under Staging Status Pages in the OM Status Pages menu. This page will display a list of the currently configured FTP Push destination names, along with the IP address and destination directory (see Figure 4.8.11-40). Each of these destinations has individual DHWM and DLWM settings, as well their own Staging Status numbers. This screen shows the number and volume (in MB) of granules that are:

- Waiting for Staging
- In Staging
- Staged & NOT Shipped
- Staged, Shipped & In DPL

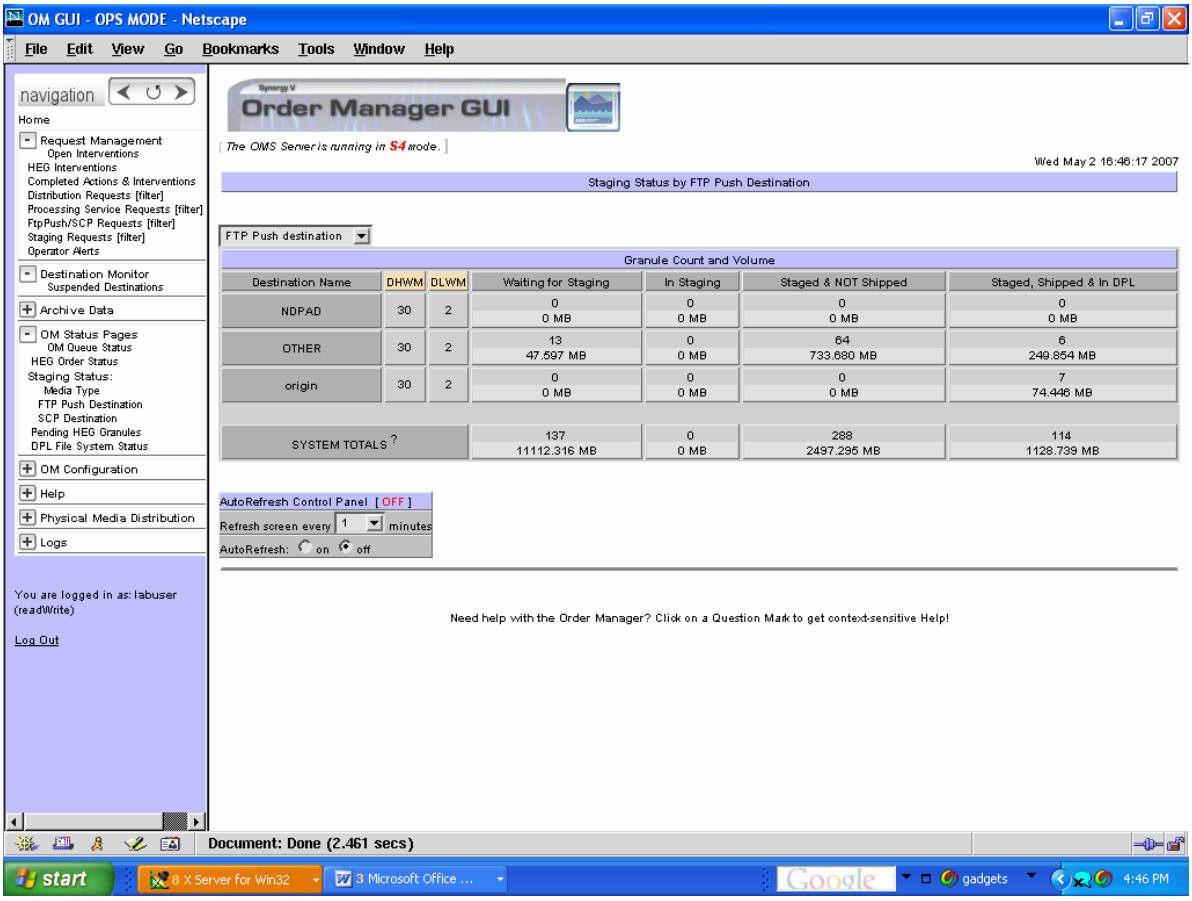


Figure 4.8.11-40. Ftp Push Destination Listing For Staging Status

Staging Status by SCP Destination

Click on "SCP Destination" under Staging Status Pages in the OM Status Pages menu. This page will display a list of the currently configured SCP destination names. Each of these destinations has individual DHWM and DLWM settings, as well their own Staging Status numbers. This screen shows the number and volume (in MB) of granules that are:

- Waiting for Staging
- In Staging
- Staged & NOT Shipped
- Staged, Shipped & In DPL

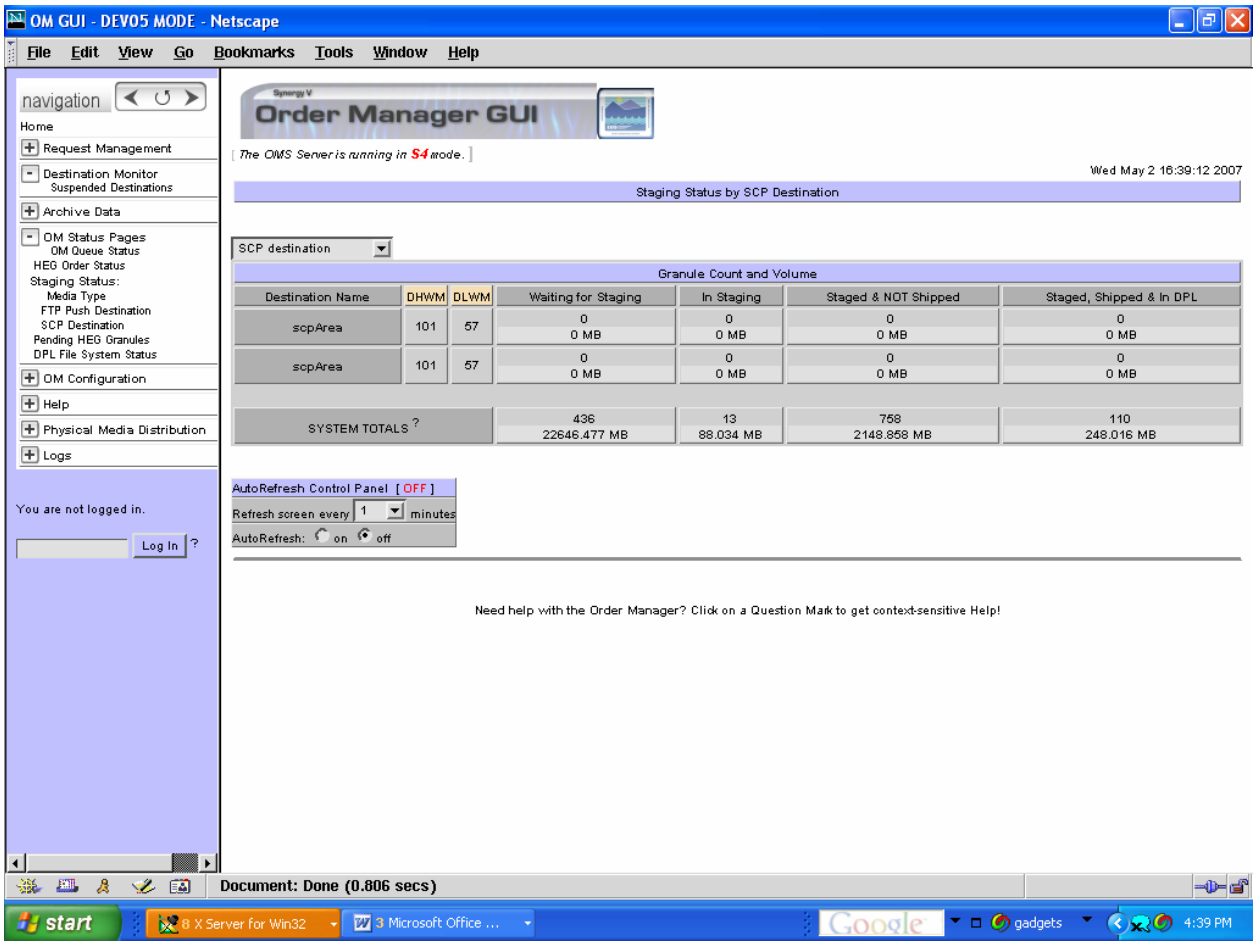


Figure 4.8.11-41. SCP Destination Listing For Staging Status

4.8.11.5 Pending HEG Granules Page

The **Pending HEG Granules** page lists the HEG granules that are currently pending with the HEG processing service in order of their submission time.

The operator may view the processing instructions for a granule by clicking the View … link corresponding to the granule to be viewed.

The operator may cancel any of the HEG granules that are currently pending with the HEG processing service. To cancel a HEG granule, the operator clicks the Cancel button corresponding to the granule to be cancelled.

The operator may cancel multiple HEG granules that are currently pending with the HEG processing service. To cancel multiple HEG granules, the operator clicks the checkbox corresponding to each of the granules to be cancelled. Then, s/he clicks the Bulk Cancel button

on the Options bar. All granules may be checked or unchecked at the same time by clicking the Select All or Select None checkboxes respectively.

Figure 4.8.11-42 shows the **Pending HEG Granules** page.

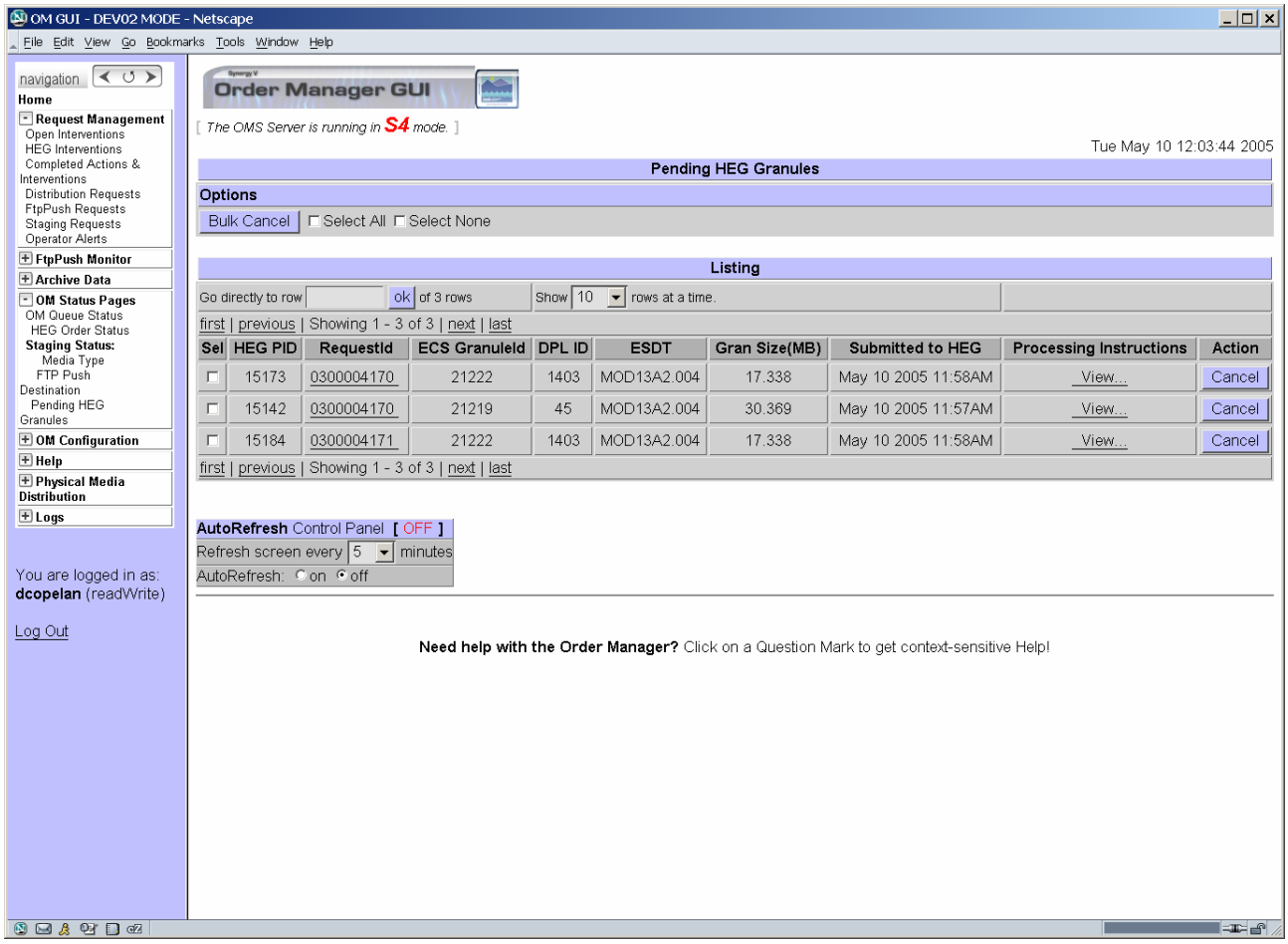


Figure 4.8.11-42. Pending HEG Granules Page

Table 4.8.11-17 describes the fields displayed on the **Pending HEG Granules** page.

Table 4.8.11-17. Pending HEG Pending HEG Granules Page Field Descriptions

Field Name	Data Type	Size	Description
Sel	Checkbox	n/a	Checkbox to select a granule for bulk cancel.
HEG PID	Integer	5	ProcessId of the HEG processor for this granule
RequestId	Link/Integer	10	UID for a request created in MSS. This is a link to the Request Detail page.
ECS GranuleId	Integer		The ECS Granule ID for the granule. This is not the full Granule ID as stored in the MSS or Order Manager Databases, rather it is the 16-digit ID as stored in the Data Pool database.
DPL ID	Integer		The Data Pool Granule ID, if applicable. These cannot be changed
ESDT	Character	12	Earth science data type
Gran Size(MB)	Float	all	The input size in MB of the granule, before any processing
Submitted to HEG	Date/Time	19	Date/time the granule was submitted to the HEG processor.
Processing Instructions	Link	n/a	Link to view the processing instructions details, if any.
Action	Button	n/a	Button which, when clicked, will cancel HEG processing for the granule.

4.8.11.6 OM Configuration Pages

Note: For all types of configuration pages, Limited Capability operators can only view configuration parameters. The ability to update parameters will be disabled.

Aging Parameters

To access this page, click "Aging Parameters" under the **OM Configuration** menu. This page displays parameters that affect how Distribution Requests are aged over time (see Figure 4.8.11.43). The aging parameters are configurable for each ECS Priority Level (XPRESS, VHIGH, HIGH, NORMAL, and LOW). Below is a description of each parameter.

Age Step: The aging rate by which the effective priority of a request increases for every hour it has been waiting. The range is 0-100, including decimal fractions. If this parameter is set to 0, waiting requests will never increase in priority.

For example, if the Age Step is set to 5.5 and a request with an initial priority of 100 waits 10 hours to be pushed, then the request will increase in priority by a factor of 5.5 every hour until it has been delivered:

Hour 0: priority = 100

Hour 1: priority = 105.5

Hour 2: priority = 111

.

.

Hour 10: priority = 155

Maximum Priority The maximum priority a request can attain through this aging process. For example, if Maximum Priority were set to 130, then in the example above, once the request had reached a priority of 130, it would not go any higher (i.e., at Hour 10 it would still be 130).

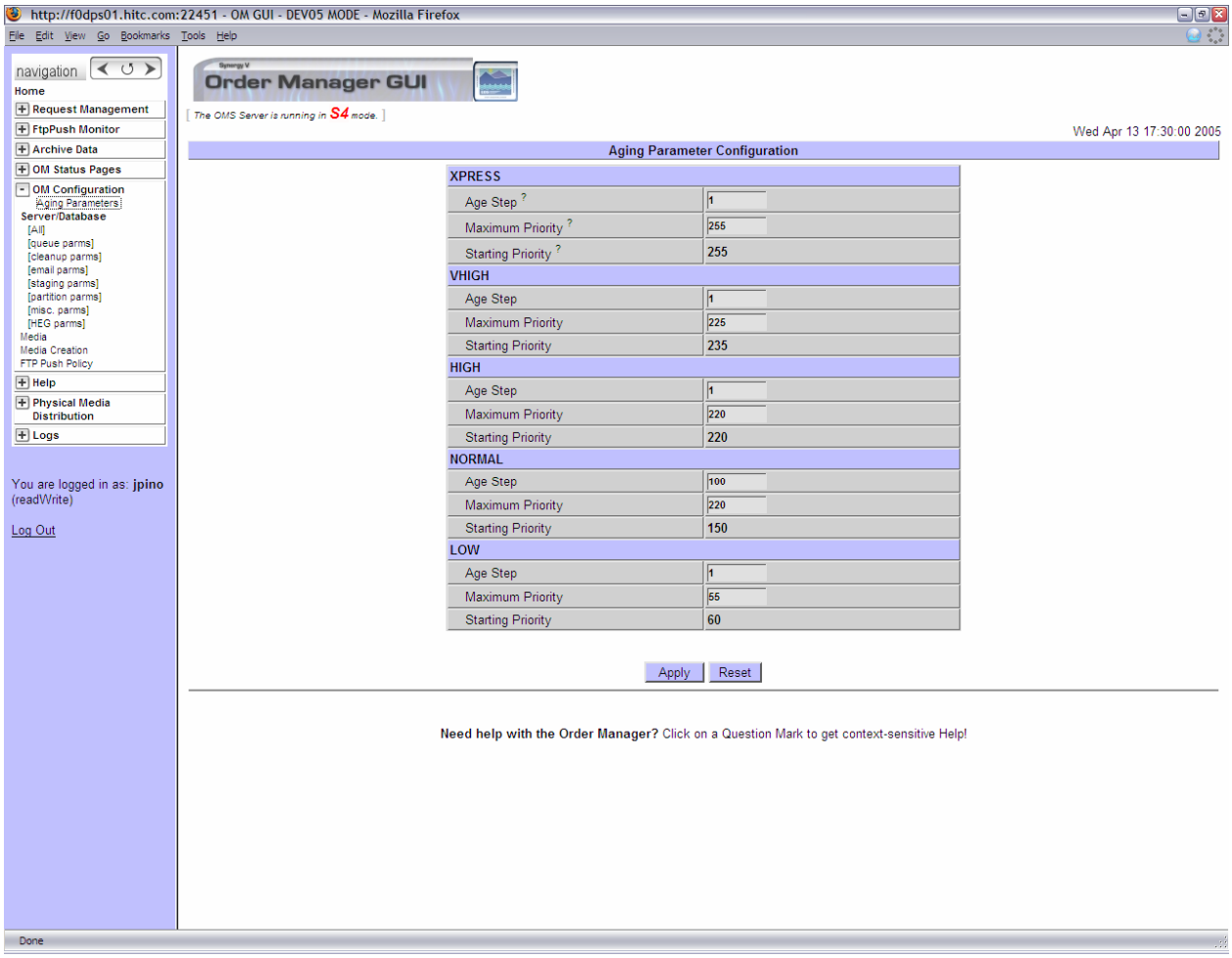


Figure 4.8.11-43. Aging Parameter Configuration

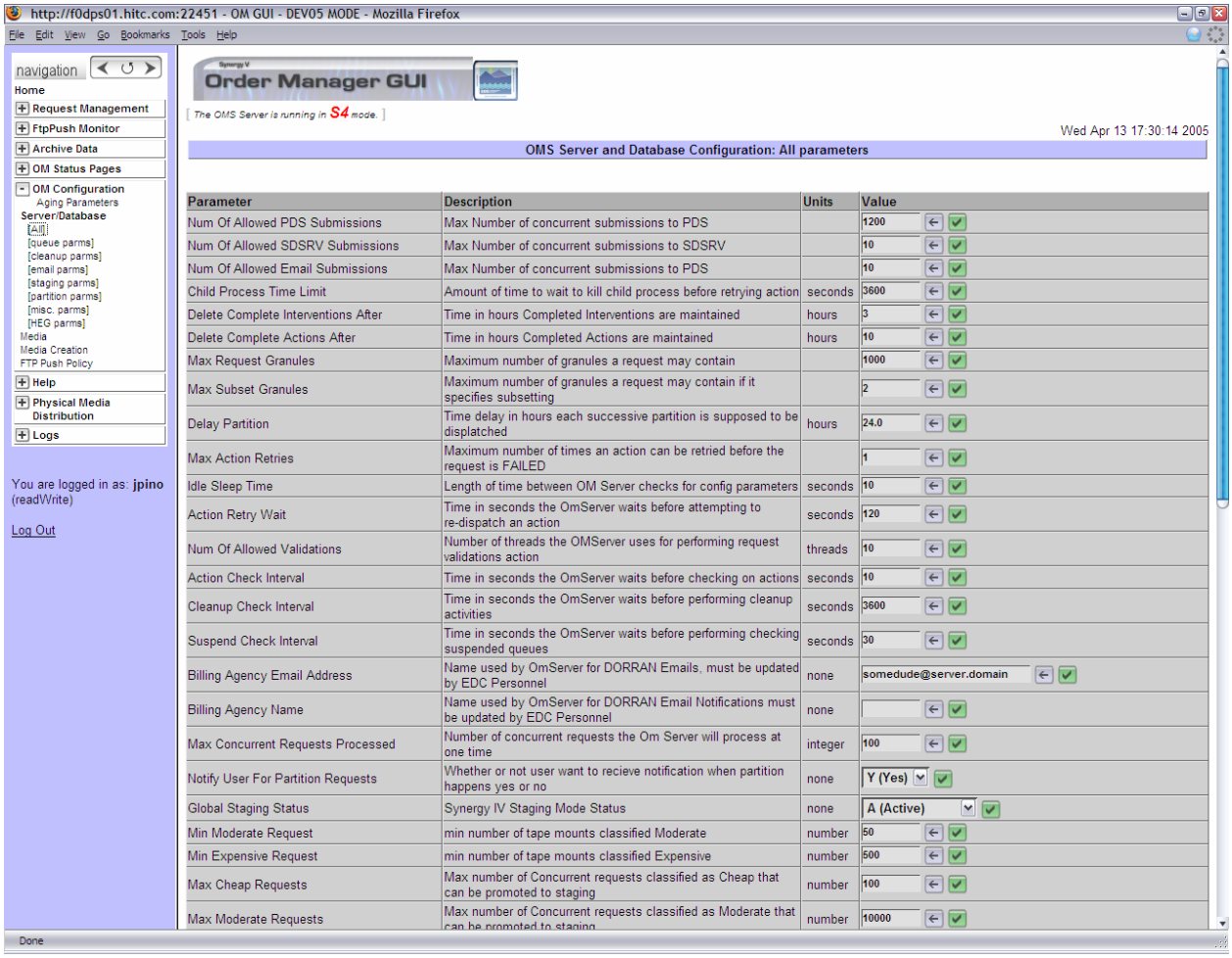
Server/Database Configuration

These are values that affect how the OM Server and Database run (see Figure 4.8.11-44 and Figure 4.8.11-45). The page displays the current value of the configuration parameters and provides a text input box to change them. To the far right is a description of each parameter.

These parameters are dynamically loaded into the page, meaning that the parameters displayed are those that the operator can modify. If a configuration parameter is added in the Database, it will also be displayed on the screen. See Table 4.8.11-18 for a description of these parameters.

Drop-Down Lists

Some parameters are not editable text fields, but drop-down lists containing the possible values for that field. This is to protect the OMS Server from acting in an undesirable way as a result of using an unexpected value. For example Global Staging Status is one such field – it *must* be "S" or "A" for the OMS Server to function properly.



Parameter	Description	Units	Value
Num Of Allowed PDS Submissions	Max Number of concurrent submissions to PDS		1200
Num Of Allowed SDSRV Submissions	Max Number of concurrent submissions to SDSRV		10
Num Of Allowed Email Submissions	Max Number of concurrent submissions to PDS		10
Child Process Time Limit	Amount of time to wait to kill child process before retrying action	seconds	3600
Delete Complete Interventions After	Time in hours Completed Interventions are maintained	hours	3
Delete Complete Actions After	Time in hours Completed Actions are maintained	hours	10
Max Request Granules	Maximum number of granules a request may contain		1000
Max Subset Granules	Maximum number of granules a request may contain if it specifies subsetting		2
Delay Partition	Time delay in hours each successive partition is supposed to be displatched	hours	24.0
Max Action Retries	Maximum number of times an action can be retried before the request is FAILED		1
Idle Sleep Time	Length of time between OM Server checks for config parameters	seconds	10
Action Retry Wait	Time in seconds the OmServer waits before attempting to re-dispatch an action	seconds	120
Num Of Allowed Validations	Number of threads the OMServer uses for performing request validations action	threads	10
Action Check Interval	Time in seconds the OmServer waits before checking on actions	seconds	10
Cleanup Check Interval	Time in seconds the OmServer waits before performing cleanup activities	seconds	3600
Suspend Check Interval	Time in seconds the OmServer waits before performing checking suspended queues	seconds	30
Billing Agency Email Address	Name used by OmServer for DORRAN Emails, must be updated by EDC Personnel	none	somedude@server.domain
Billing Agency Name	Name used by OmServer for DORRAN Email Notifications must be updated by EDC Personnel	none	
Max Concurrent Requests Processed	Number of concurrent requests the Om Server will process at one time	integer	100
Notify User For Partition Requests	Whether or not user want to recieve notification when partition happens yes or no	none	Y (Yes)
Global Staging Status	Synergy IV Staging Mode Status	none	A (Active)
Min Moderate Request	min number of tape mounts classified Moderate	number	50
Min Expensive Request	min number of tape mounts classified Expensive	number	500
Max Cheap Requests	Max number of Concurrent requests classified as Cheap that can be promoted to staging	number	100
Max Moderate Requests	Max number of Concurrent requests classified as Moderate that can be promoted to staging	number	10000

Figure 4.8.11-44. Server/Database Configuration —Part 1

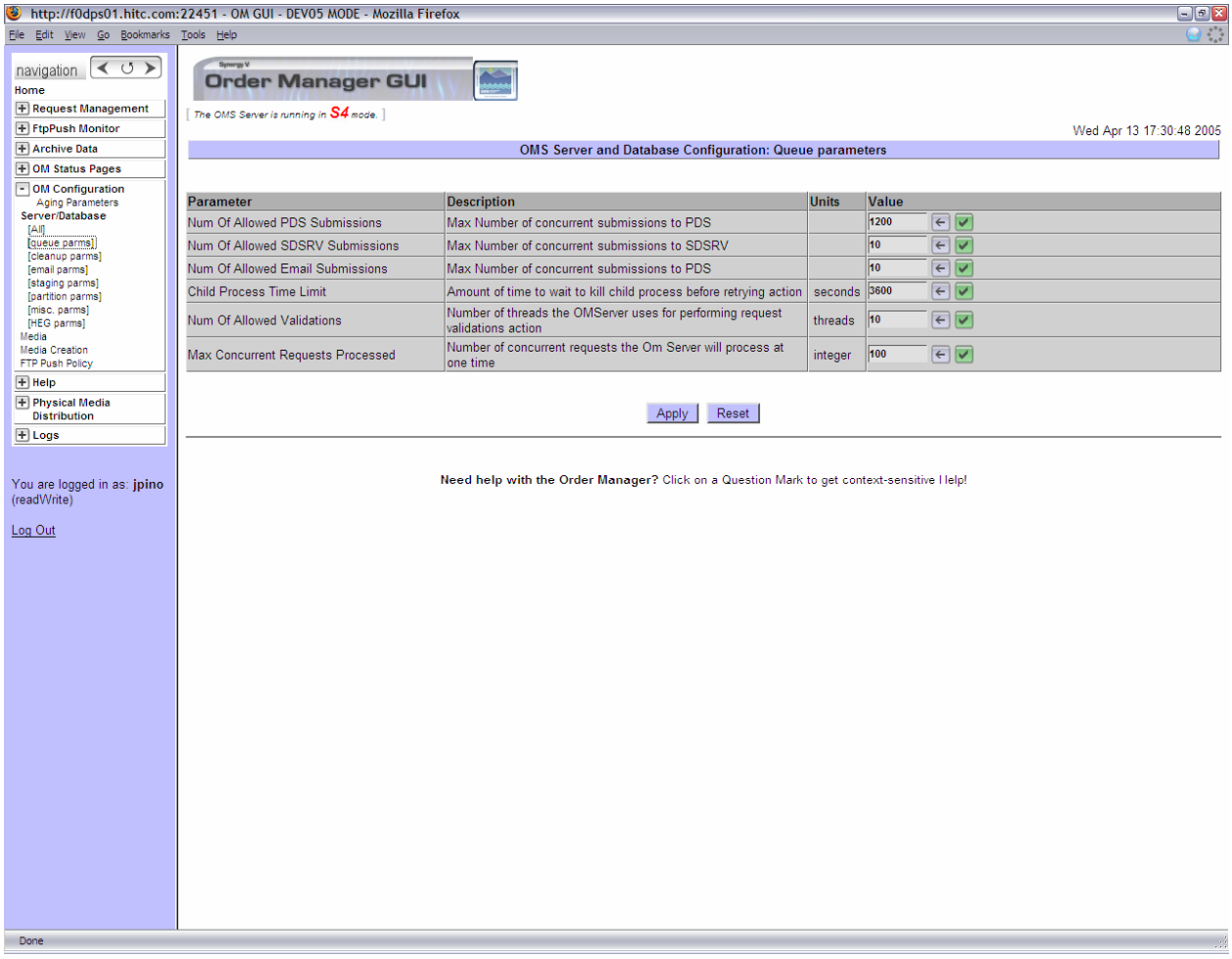


Figure 4.8.11-45. Server/Database Configuration – Part 2

Media Configuration

To access this page, click on “Media” under the **OM Configuration** menu. These configuration parameters are specific to each media type, and are dynamically loaded just as the Server/Database Configuration parameters. The page displays the current value of the parameter and provides a text box input to change it. Figure 4.8.11-46 shows an example of some of the Media Configuration Parameters. See Table 4.8.11-18 for a description of these parameters.

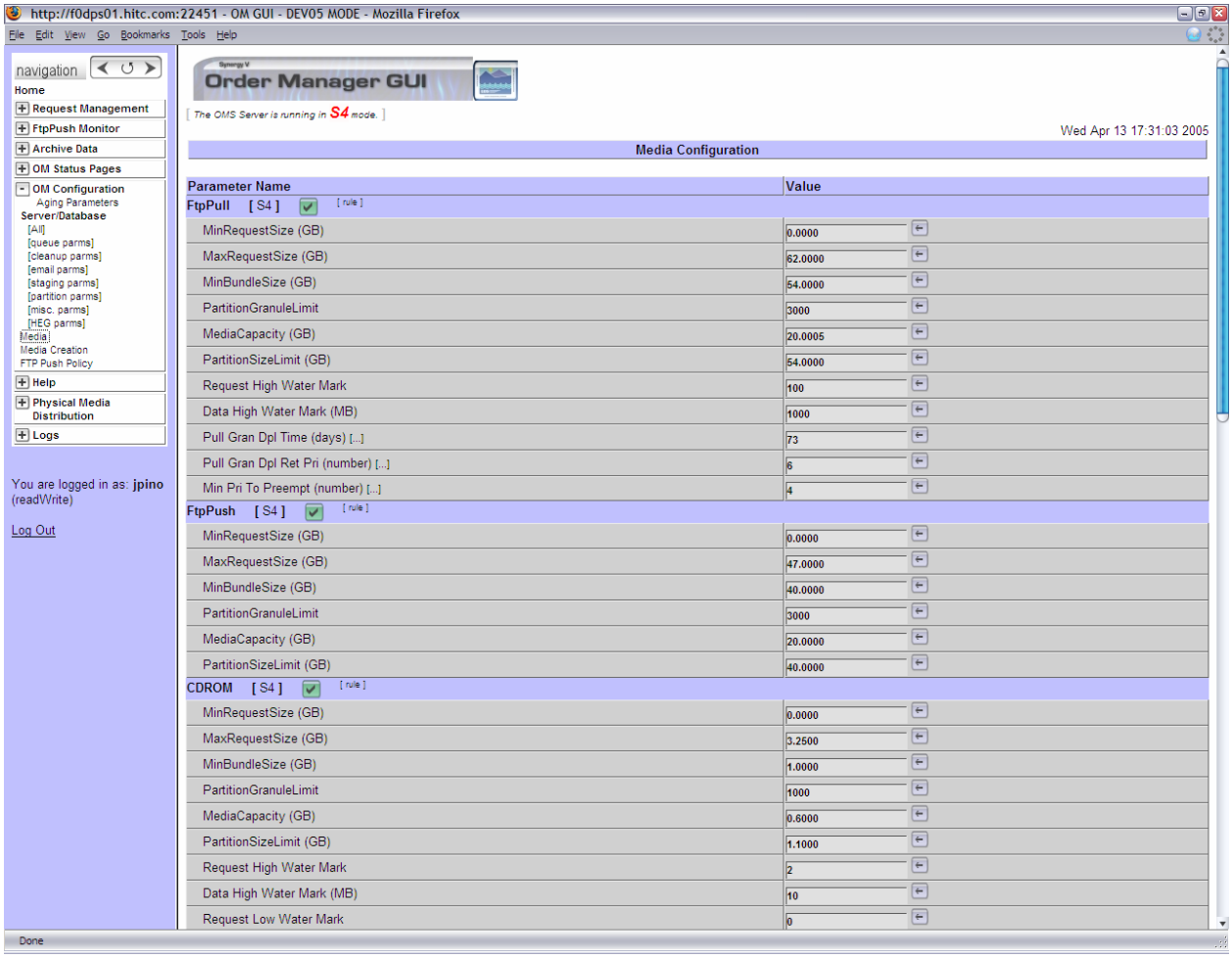


Figure 4.8.11-46. Media Configuration Page

Table 4.8.11-18. OM GUI Configuration Parameters Descriptions (1 of 3)

Field Name	Units	Description
Num Of Allowed Pds Submissions		Max Number of concurrent submissions to PDS
Num Of Allowed SDSRV Submissions		Max Number of concurrent submissions to SDSRV
Num Of Allowed Email Submissions		Max Number of concurrent submissions to Email
Child Process Time Limit	seconds	Amount of time to wait to kill child process before retrying action
Delete Complete Interventions After	hours	Time in hours Completed Interventions are maintained
Delete Complete Actions After	hours	Time in hours Completed Actions are maintained
Max Request Granules		Maximum number of granules a request may contain
Max Subset Granules		Maximum number of granules a request may contain if it specifies subsetting
Delay Partition	hours	Time delay in hours each successive partition is supposed to be displatched
Max Action Retries		Maximum number of times an action can be retried before the request is FAILED
Idle Sleep Time	seconds	Length of time between OM Server checks for config parameters
Action Retry Wait	seconds	Time in seconds the OmServer waits before attempting to re-dispatch an action
Num Of Allowed Validations	threads	Number of threads the OMServer uses for performing request validations action
Action Check Interval	seconds	Time in seconds the OmServer waits before checking on actions
Cleanup Check Interval	seconds	Time in seconds the OmServer waits before performing cleanup activities
Suspend Check Interval	seconds	Time in seconds the OmServer waits before performing checking suspended queues
Billing Agency Email Address		Name used by OmServer for DORRAN Emails, must be updated by EDC Personnel
Billing Agency Name		Name used by OmServer for DORRAN Email Notifications must be updated by EDC Personnel
Max Concurrent Requests Processed		Number of concurrent requests the Om Server will process at one time
Notify User For Partition Requests		Whether or not user want to recieve notification when partition happens yes or no
Global Staging Status		Synergy IV Staging Mode Status
Min Moderate Request		min number of tape mounts classified Moderate
Min Expensive Request		min number of tape mounts classified Expensive
Max Cheap Requests		Max number of Concurrent requests classified as Cheap that can be promoted to staging

Table 4.8.11-18. OM GUI Configuration Parameters Descriptions (2 of 3)

Field Name	Data Type	Description
Max Moderate Requests		Max number of Concurrent requests classified as Moderate that can be promoted to staging
Max Expensive Requests		Max number of Concurrent requests classified as Expensive that can be promoted to staging
Max Failure Archive		Allowable number of failures prior to suspending Archive
Global Configured Email		Configured email account to send actions to when an alert or intervention is generated
Max Orphan Req Age	hours	How long to keep an orphaned request in system before it is qualified for removal
Cleanup Orphan Req Period	hours	How oftenly to cleanup orphaned requests
Forward Dn Email		Configured email account for forwarded DN Email
Unsuccess Req Ret Time	hours	Amount of time in hours to keep unsuccessfuel requests/orders in MSS/OMS
Cleanup Delay Interval	minutes	The delay time interval for cleanup granules.
Billable Proc Mode		The processing mode for billable granules. (S3/S4)
Restrict Proc Mode		The processing mode for restricted granules. (S3/S4)
Max Num Of Concurrent HEG Process		The maximum number of HEG Service requests that my be processed concurrently.
Max Num Of Concur HEG Proc Per Req		The maximum number of HEG Service requests that may be processed concurrently for a single request.
HEG Process Retry Interval	seconds	Retry interval for automatic retry in case the queue is suspened automatically.
Due Date For Media Request	hours	Number of hours from the time the request finished staging that request is due for distribution
Generate Intervention For S3 Media Order		Indicates whether to generate an intervention for S3 media orders
Global Configured Operator Actions Email		Configured email account to send operator actions to.
Qc Timeout	minutes	The maximum time (minutes) QC is allowed to run before generating an intervention
Production Timeout	minutes	The maximum time (minutes) Production is allowed to run before generating an intervention
Media Prep Timeout	minutes	The maximum time (minutes) Media Preparation is allowed to run before generating an intervention
Luminex Timeout	minutes	Configured maximum time interval in minutes which OM will wait for a response from Luminex software.
MediaCapacity (GB)	Float	Size in GB that will fit on 1 volume.
MinRequestSize (GB)	Float	Size in GB for the smallest order to be processed.
MaxRequestSize (GB)	Float	Size in GB for the largest order to be processed.
PartitionSizeLimit (GB)	Float	Size in GB for orders to be partitioned.

Table 4.8.11-18. OM GUI Configuration Parameters Descriptions (3 of 3)

Field Name	Data Type	Description
MinBundleSize (GB)	Float	Size in GB for smallest bundle.
PartitionGranuleLimit	Int	Number of granules per partition.
Request High Water Mark	Int	The maximum number of requests in staging or already staged but not yet shipped.
Data High Water Mark (MB)	Int	The maximum volume of data in staging or already staged but not yet shipped.
Request Low Water Mark	Int	The minimum number of requests in staging or already staged but not yet shipped.
Data Low Water Mark (MB)	Int	The minimum volume of data in staging or already staged but not yet shipped.
Pull Gran Dpl Time (days)	Int	For FtpPull only. Number of days to keep granule in Data Pool.
Pull Gran Dpl Ret Pri (number)	Int	For FtpPull only. Retention Priority.
Min Pri To Preempt (number)	Int	For FtpPull only. Minimum priority to preempt.

4.8.11.6.1 Media Creation Configuration

Special configuration parameters that control how physical media distribution requests are handled are displayed in the **Media Creation Configuration** page located under the **OM Configuration** menu (see Figure 4.8.11-47). Table 4.8.11-19 explains these options in detail. These parameters are not shown for non-physical media types.

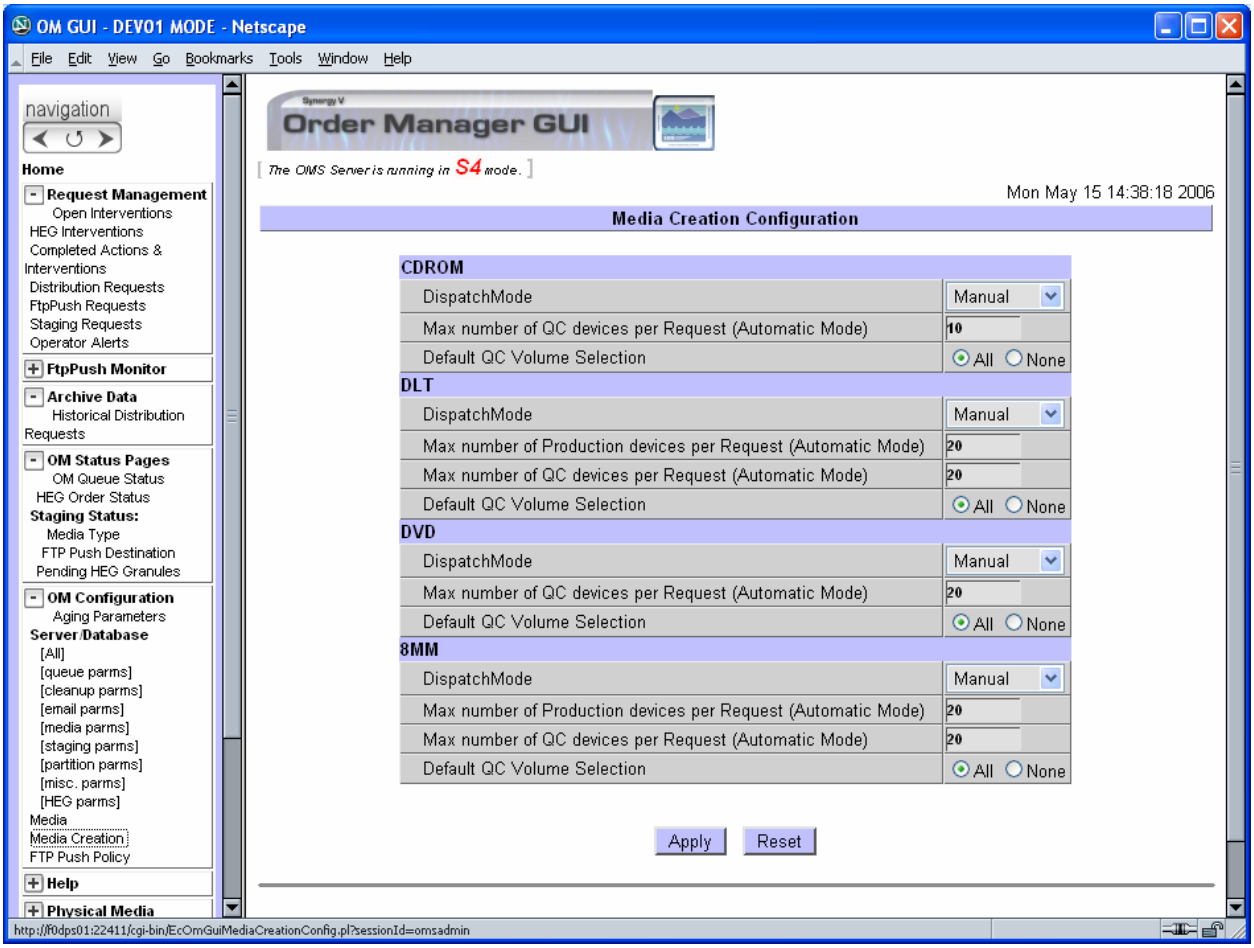


Figure 4.8.11-47. Media Creation Configuration Page

Table 4.8.11-19. Media Creation Configuration Parameters Descriptions

Parameter Name	Description	Possible Values
DispatchMode	Whether or not devices should be automatically allocated and de-allocated for requests.	Automatic Manual
Max number of Production devices per Request (Automatic Mode)	For tape media that are activated automatically, this is the maximum number of devices a single request can use for media production if there are other requests that could use these devices.	Integer
Max number of QC devices per Request (Automatic Mode)	For any media type that is activated automatically, this is the maximum number of QC devices that a single request can use for media verification if there are other requests that could use these devices.	Integer
Default QC Volume Selection	Indicates the default QC policy. By default, either all volumes can be verified or none.	All None

ODL Metadata Users Configuration

Note: Limited Capability operators are limited to viewing Metadata File Users configuration only. They cannot add, or delete email addresses.

This page can be accessed by clicking "Metadata File Users" under the **OM Configuration** menu as displayed in Figure 4.8.11-48. This page allows the full-capability operators to configure a list of Email addresses that signifies users that need to receive metadata in ODL .met file format: Whenever the Email address for a Distribution Notice contains one of these addresses, the metadata will be distributed in ODL .met file format. The ODL .met file will be identical in format and contents to the .met file currently generated by the SDSRV CI. Note that if the list is changed, currently active requests' metadata format will not change. For example, if a user's email address is deleted from the list, active requests issued for that user subsequent to the deletion will still distribute the metadata files in ODL format.

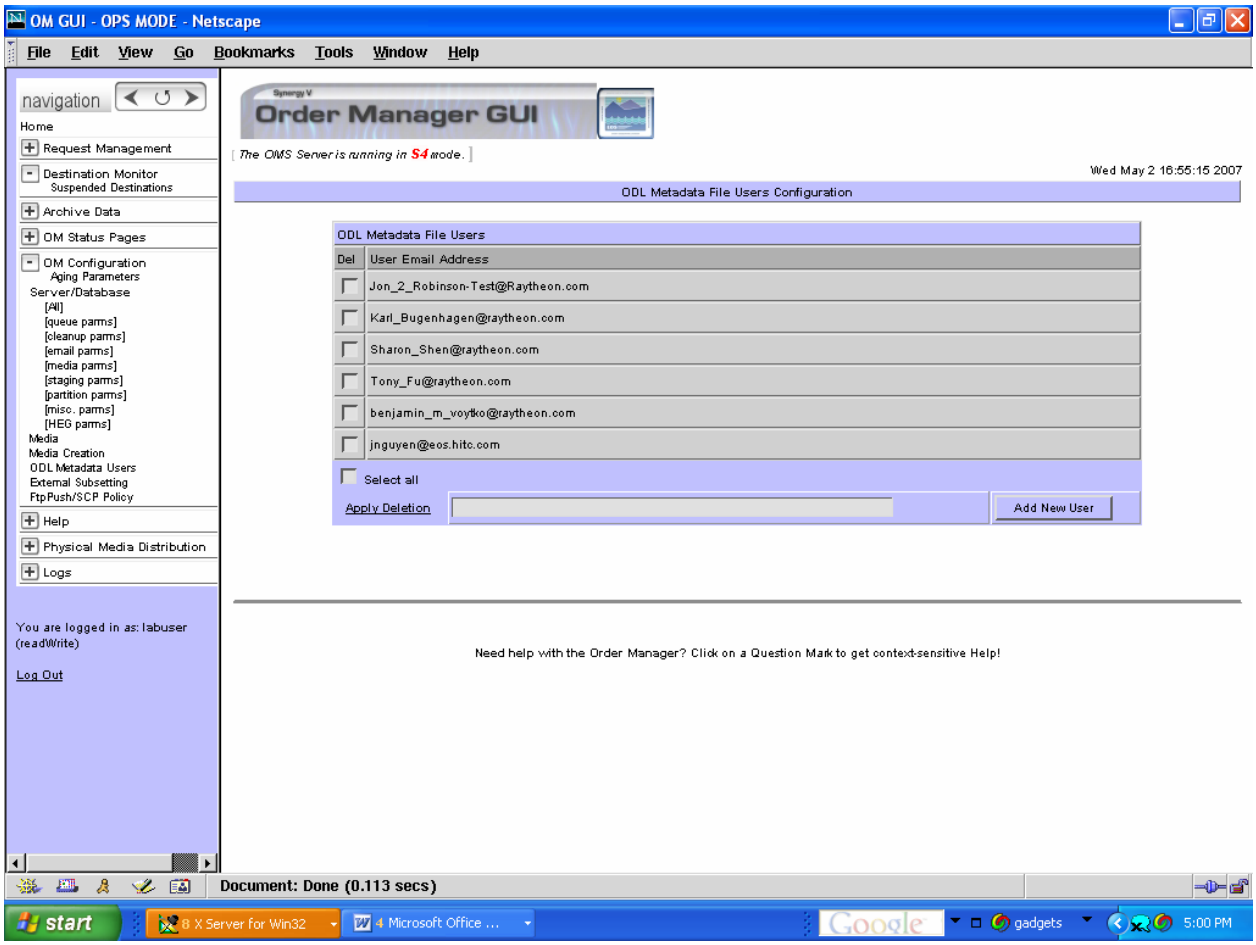


Figure 4.8.11-48. ODL Metadata File Users Configuration

Adding a User Email Address

Enter the email address of the user and Click on the “Add New User” button to submit changes to the database. A popup window will ask you to confirm the addition, click on “OK’ button to do so as displayed in Figure 4.8.11-49.

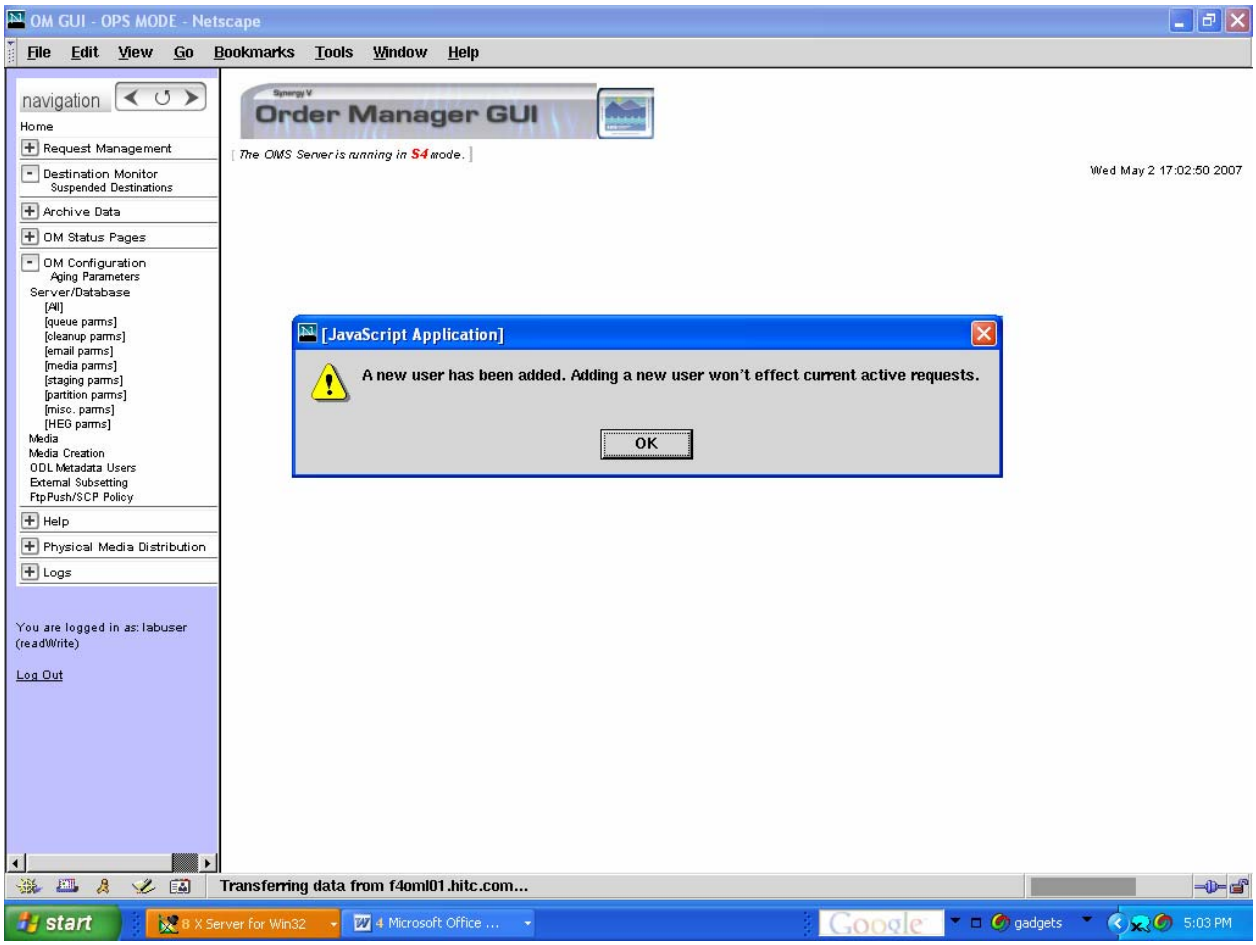


Figure 4.8.11-49. Add a Metadata User

Deleting User Email Address(es)

Click "Select All" to check User email addresses. In addition, specific users can be selected by clicking their checkboxes individually. Then, click the "Apply Deletion" button to submit changes to the database. A popup window will ask you to confirm the deletion, click on "OK' button to do so. Otherwise, click "Cancel" button. This is shown in Figure 4.8.11-50.

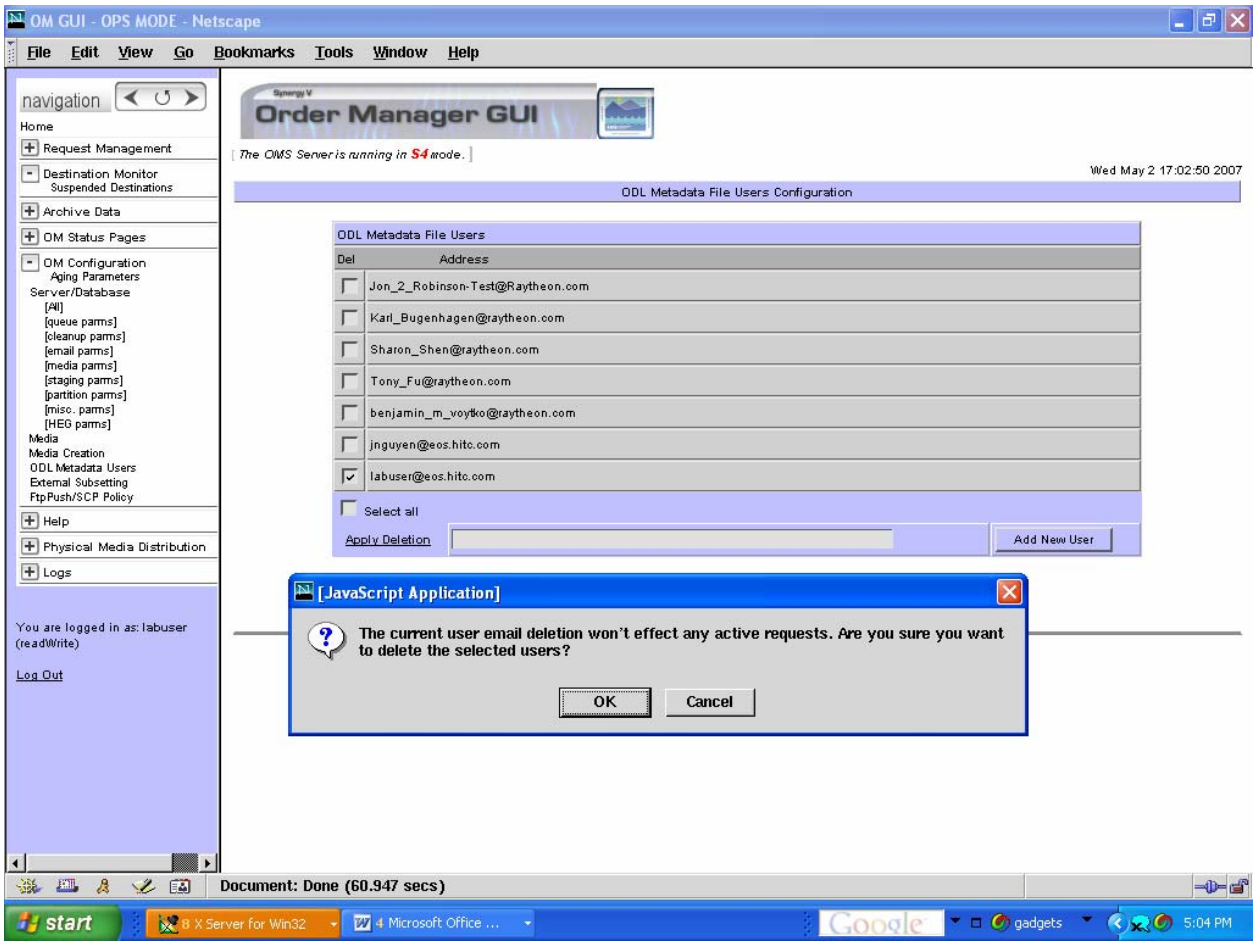


Figure 4.8.11-50. Delete Metadata User

External Subsetting Configuration

Note: Limited Capability operators are limited to viewing External Subsetting configuration only. They cannot edit, add, or delete destinations.

This page can be accessed by clicking "External Subsetting" under the **OM Configuration** menu. This page allows the full-capability operators to define and configure the parameters of an external subsetter .

Special configuration parameters that control external subsetting requests are displayed in the **External Subsetting Configuration** page (see Figure 4.8.11-51). Table 4.8.11-19 explains these options in detail.

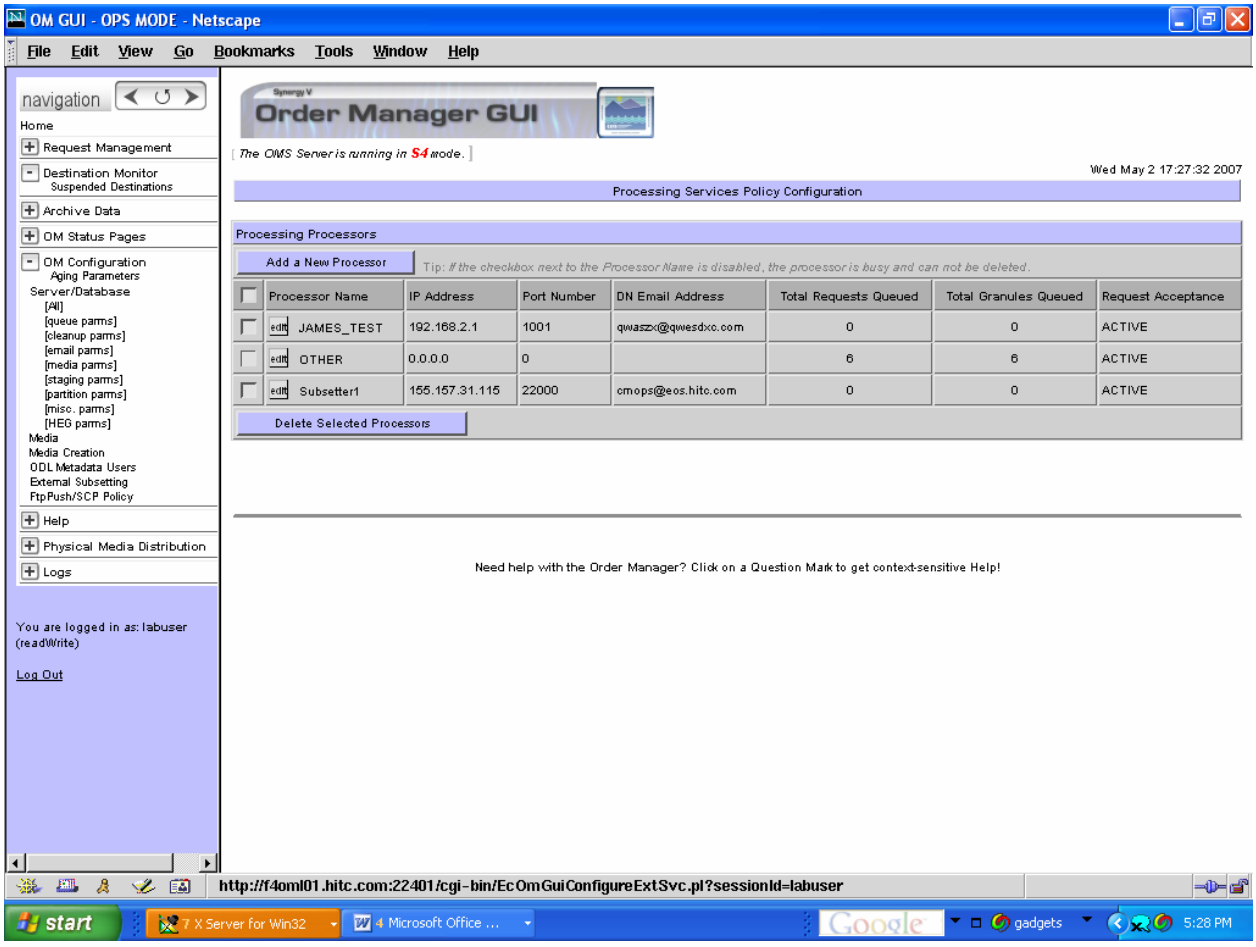


Figure 4.8.11-51. External Subsetting Configuration

Figure 4.8.11-51 allows an authorized operator to do the following actions:

1) View a list of external processing services: Processor Name, IP Address, Port Number, DN Email Address, Total Requests Queued, Total Granules Queued, Request Acceptance Status
2) Delete an external processing service if there is no pending request for this external processing service.
3) Add a new processing service by clicking the button
4) Edit existing processing service configuration.

Add External Subsetting Configuration

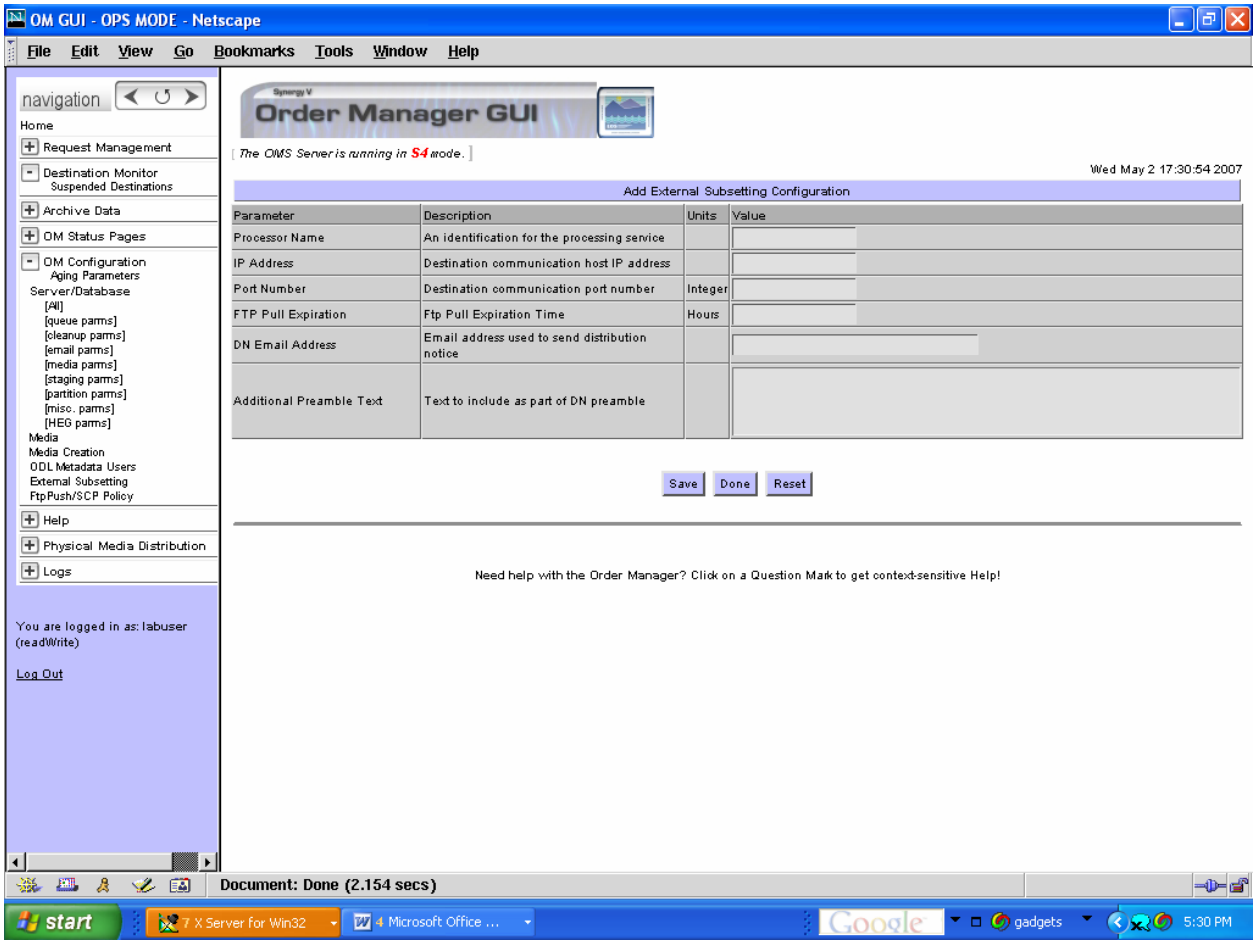


Figure 4.8.11-52. Add External Subsetting Configuration

Figure 4.8.11-52 allows an authorized operator to add a new external processing service using the parameters in Table 4.8.11-20.

Table 4.8.11-20. External Subsetting Configuration Parameters Descriptions

Parameter	Description
Processor name	A unique name for the external processing service
IP Address	Host IP address for external processing service as configured in the ECS registry
Port number	Port number for external processing service as configured in the ECS registry
DN email address	DN Email address used by the external processing service
Ftp pull expiration	Ftp pull expiration time (Not to exceed the normal FTP Pull order expiration time). The unit is hours.
Additional preamble file	Operator types the text directly in the text box which will be included as part of the preamble in any distribution notices sent to users after completing the distribution of the request for this subsetter

View/ Edit External Subsetting Configuration

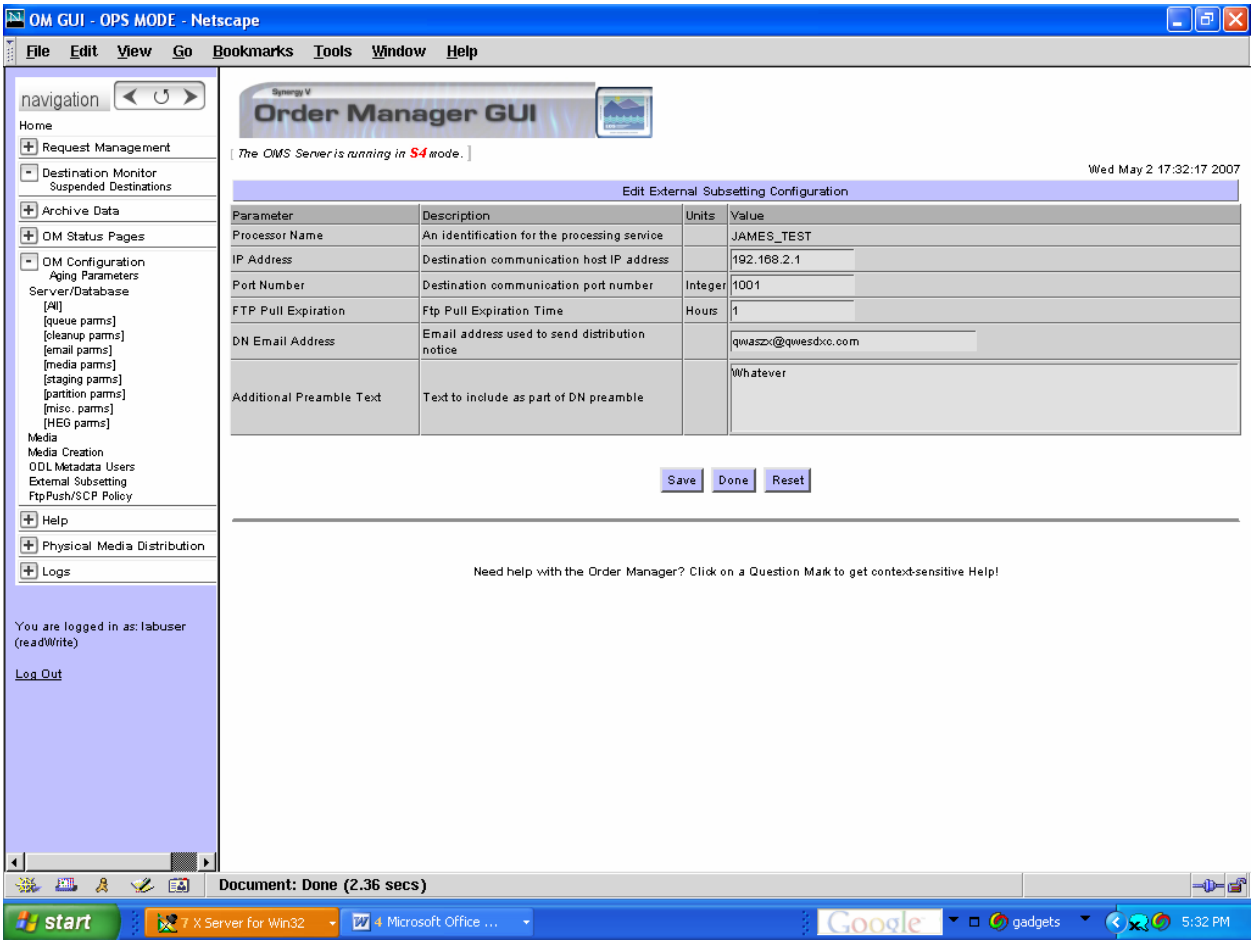


Figure 4.8.11-53. View/ Edit External Subsetting Configuration

Figure 4.8.11-53 allows the authorized operator either view or edit the existing external processing service configuration. Processor Name does not allow to be edited.

4.8.11.6.2 FTP Push / SCP Policy Configuration

Note: Limited Capability operators are limited to viewing FTP Push / SCP Policy configuration only. They cannot edit, add, or delete destinations.

This page can be accessed by clicking “FTP Push / SCP Policy” under the **OM Configuration** menu. This page allows the full-capability operators to define and configure the fine-tuning parameters of an FTP Push / SCP destination.

Frequently Used vs. Non-configured Destinations

All FTP Push destinations belong to either the Frequently Used group, or the general non-configured group and all SCP destinations belong to the Frequently used group. All FTP Push destinations not specifically defined as a Frequently Used destination are configured on the front page (see Figure 4.8.11-54) under “Settings for Non-Configured Destinations”. These settings also serve as default values for new destinations.

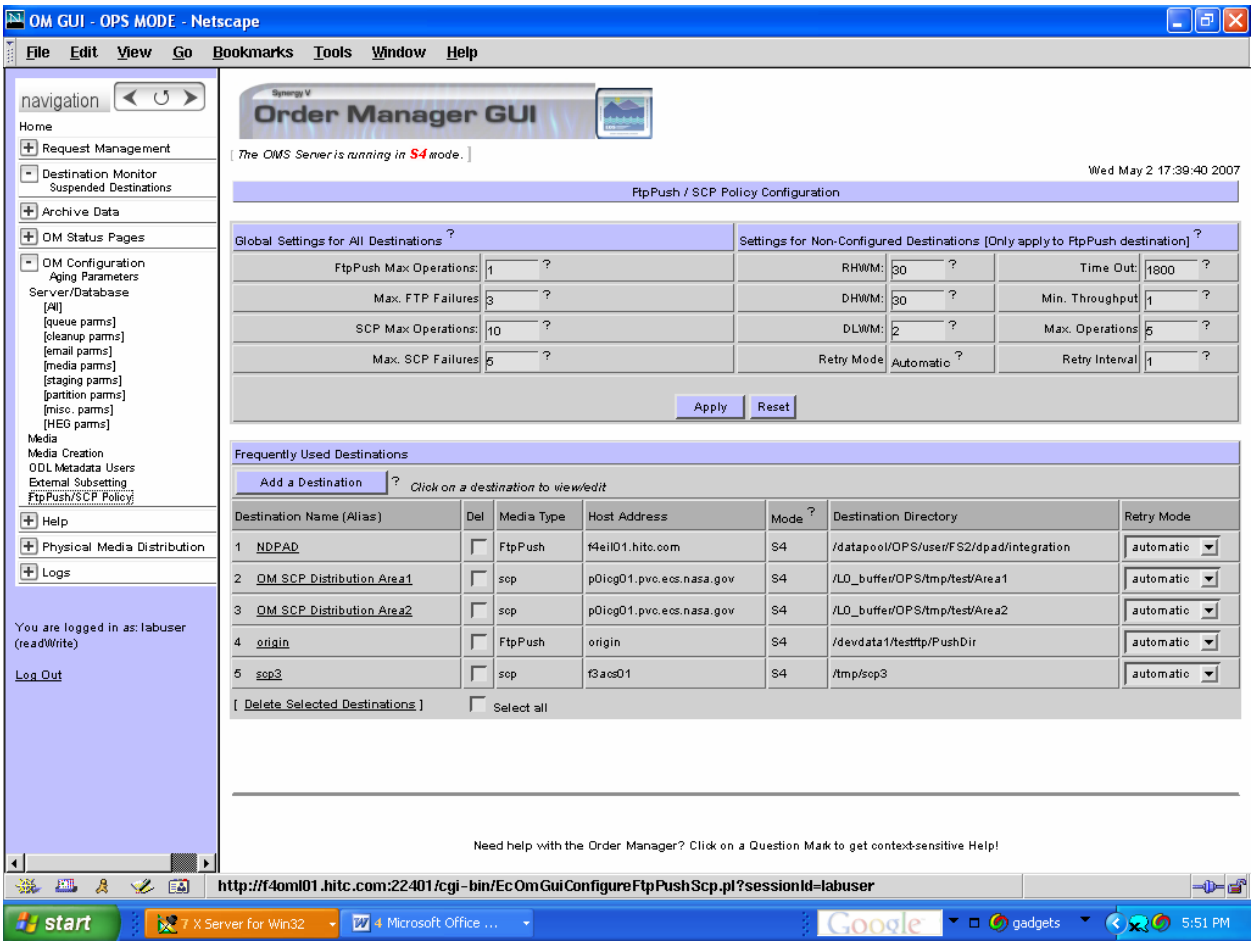


Figure 4.8.11-54. FtpPush/SCP Policy Configuration (Main Page)

Global Settings for All Ftp Push / SCP Destinations

These are two parameters that apply to all destinations regardless of their individual settings: Max Operations and Max Failures for FtpPush and SCP, respectively. Non-configured destination settings only apply to FtpPush destinations.

Adding a Destination

Click on the “Add a Destination” button under the Frequently Used Destinations section of the main page. This will open up a page, shown in Figure 4.8.11-55, which will allow the operator to define and configure a destination for either FtpPush or SCP. A destination must already exist (i.e., it must be a destination that is currently in use by one or more Orders).

The definition of a destination is:

a) Name (Alias): A descriptive name or handle by which the destination can be easily identified. Aliases must be unique.

b) Target Directory: The directory on the remote host to which files will be pushed.

c) Host/IP Address: The remote machine name or IP address.

d) Media Type: FtpPush or scp

The combination of these attributes constitutes a Frequently Used Destination. All destinations *must* have exclusive attributes and an exclusive Alias.

The configuration parameters for the destination are already preloaded with default values from the non-configured destinations (only apply to FtpPush). The configuration parameters are described in Table 4.8.11-21.

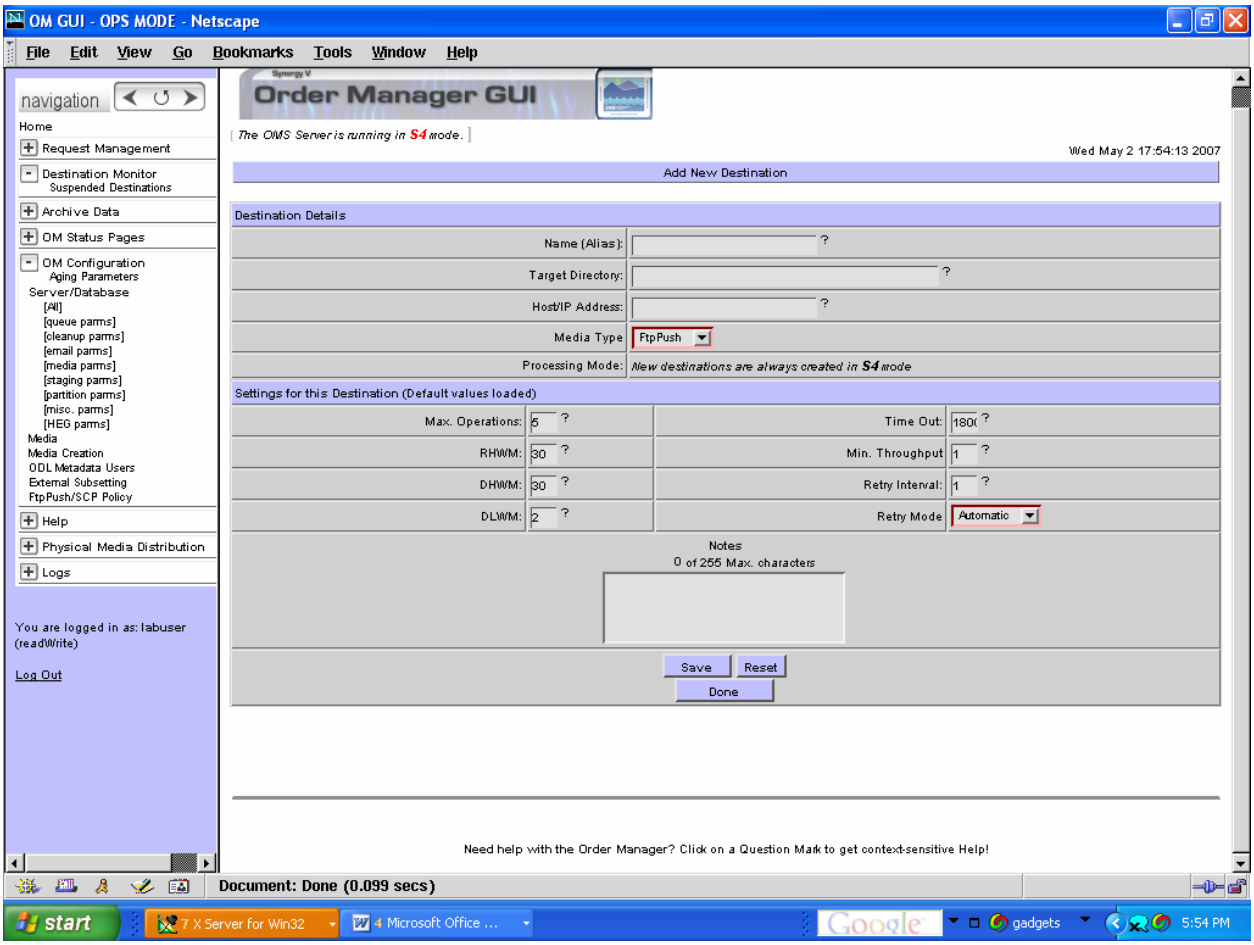


Figure 4.8.11-55. FtpPush/SCP Policy Configuration: Add New Destination

Configuring a Destination

To configure a defined Frequently Used Destination, click on the Destination Name on the main FtpPush/SCP Policy Configuration Page. This will display the details of the configuration for that destination, as shown in Figure 4.8.11-56. From there, you can modify the destination attributes (Target Directory, Host/IP Address) and the configuration parameters for that destination. The (Name (Alias) field cannot be modified. Once you are finished, click "Save" at the bottom of the screen. Click "Done" to move back to the main FtpPush/SCP Policy Configuration page. **Note:** The "Done" button will *not* save any changes made to the destination – always click "Save".

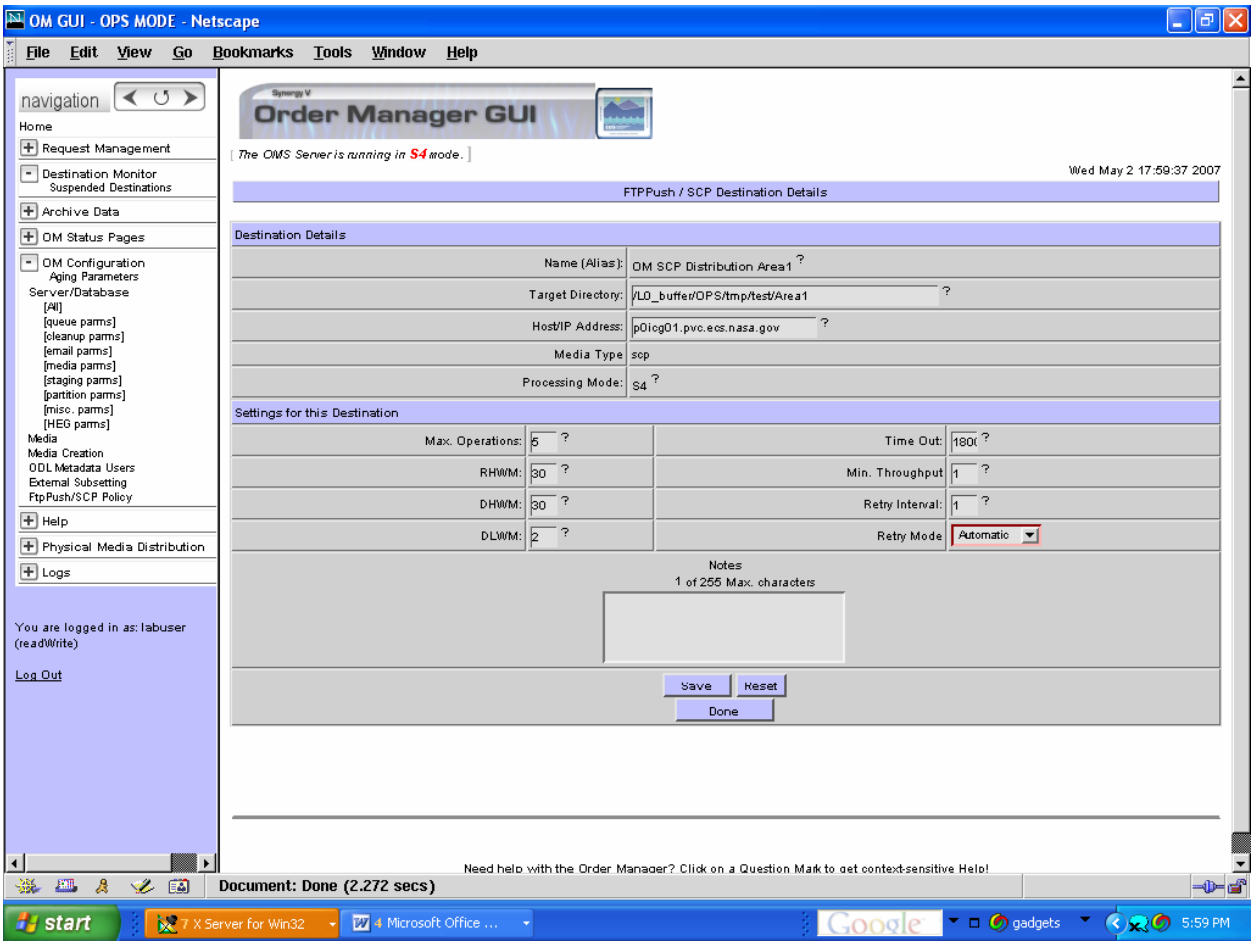


Figure 4.8.11-56. FtpPush Policy Configuration: FtpPush Destination Detail

Removing a Destination

To remove a destination from the Frequently Used Destination group, go to the main FtpPush/SCP Policy Configuration page (see Figure 4.8.11-54) and select the destination you wish to delete by checking the box next to the destination name in the Del column. Once you have selected the destinations you wish to remove, click on “Delete Selected Destinations” at the bottom of the screen. You will be prompted for confirmation.

Removing a destination does not actually delete the destination. Rather, it moves that destination to the non-configured group and erases its individual configuration parameters.

Table 4.8.11-21. FtpPush/SCP Policy Configuration Parameters

Parameter	Scope	Data Type	Description
Max Operations	Global	Int	The maximum number of concurrent FTP Push Operations for *all* destinations added together.
Max. FTP Failures	Global	Int	The maximum number of consecutive FTP transfer failures for any destination, which, when exceeded, causes the suspension of that destination.
Max. SCP Operations	Global	Int	The maximum number of concurrent SCP Operations for all destinations added together.
Max. SCP Failures	Global	Int	The maximum number of consecutive SCP transfer failures for any destination, which, when exceeded, causes the suspension of that destination.
RHWM	Destination	Int	Request High Watermark: The desired maximum number of requests that may be in the Staging state, or that completed staging but is not in a terminal state (such as Shipped).
DHWM	Destination	Float	Data High Watermark: The maximum volume of data in staging or already staged but not yet pushed.
DLWM	Destination	Float	Data Low Watermark: The minimum volume of data in staging or already staged but not yet pushed.
Time Out	Destination	Int	An extra time allotment that is applied to the expected throughput, such that: expected throughput = min. throughput + timeout.
Min. Throughput	Destination	Float	The minimum data throughput in MB/sec for a particular destination.
Max. Operations	Destination	Int	The maximum number of concurrent FTP Push Operations for a particular destination (exclusive of but subject to the global Max Operations).
Retry Interval	Destination	Int	The waiting period, in minutes, before FTP Push operations for a suspended destination are automatically retried.
Retry Mode	Destination	n/a	Specifies whether this destination should retry automatically or manually. For Non-Configured Destinations, this is always Automatic.

A Note on High and Low Watermarks

Generally, it is ideal to try to keep the amount of work that is in staging or staged just below the high water mark of each output queue. This achieves a good balance among FTP output connections.

The Data and Request High watermarks can be exceeded in the interest of optimizing the use of the archive drives or to get high priority work through distribution quickly. For example, an idle archive would be dispatched even if this means the DHWM or RHWM would be exceeded.

4.8.11.7 Physical Media Distribution

The OMS GUI handles all operator interaction aspects of the distribution of physical media.

The OMS GUI will not directly interface with the UNIX system or even the OMS server itself. Actions and dispositions will be set in the OMS database and the OMS Server will retrieve those actions and execute them.

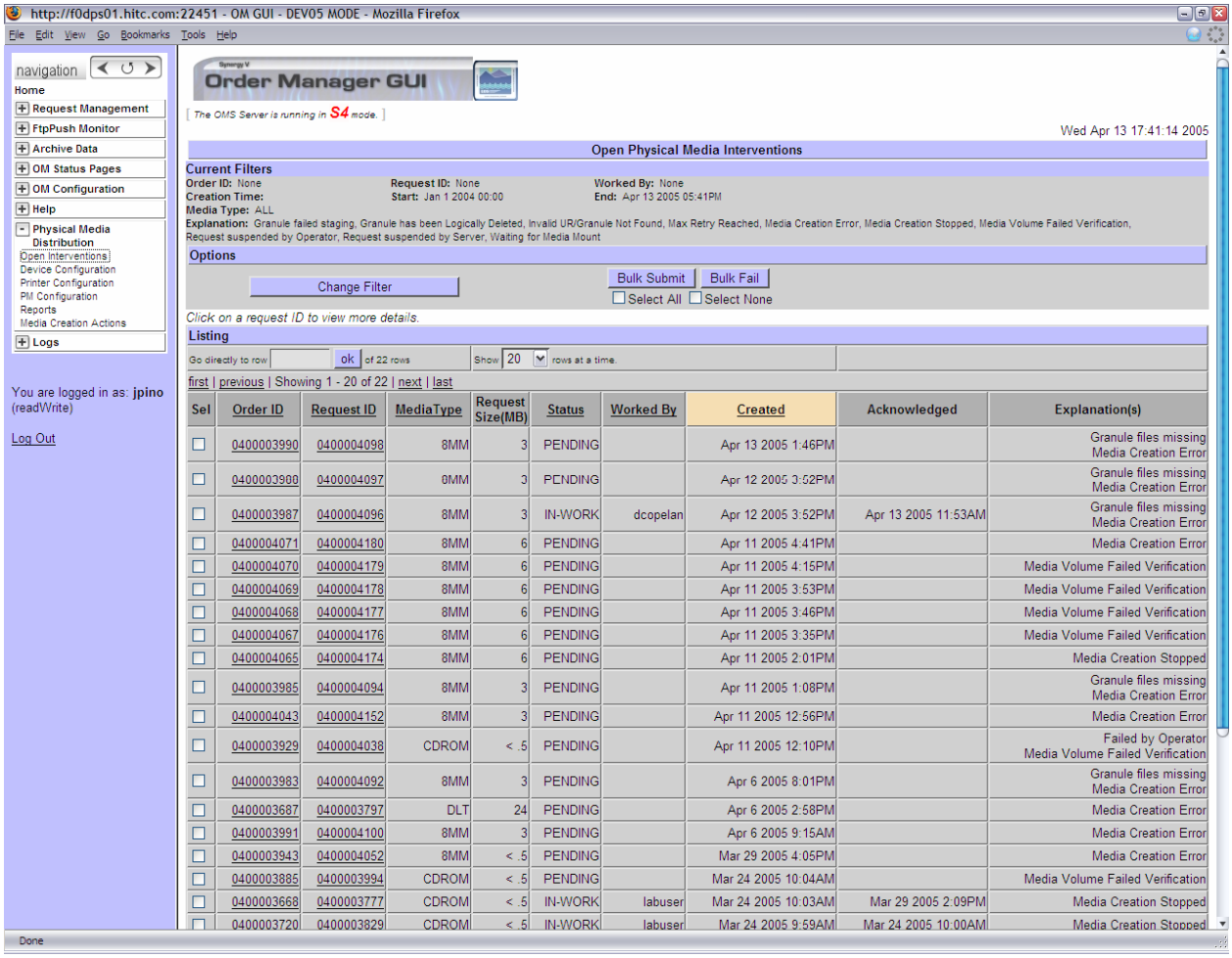
Rimage to Luminex

The usage of “RIMAGE” in this document , as well as in the OMS GUI, has been replaced with “CD/DVD” or “Luminex”. “Luminex” will be used when behavior is implementation specific, and ”CD/DVD” when the behavior is unlikely to change in the event that Luminex is replaced in the future.

The acronym PMD will be used in the OMS GUI, as well as in this document to refer to Physical Media Distribution.

4.8.11.7.1 PMD Interventions

Errors with Physical Media Distribution will be handled much in the same way that Interventions for Distribution Requests are handled. An Operator Intervention will be generated by the OMS Server, which will be displayed in the OMS GUI Open Interventions Listing. A separate Open Interventions page under the “Physical Media Distribution” menu lists only Interventions related to PMD errors. See Figure 4.8.11-57.



Sel	Order ID	Request ID	MediaType	Request Size(MB)	Status	Worked By	Created	Acknowledged	Explanation(s)
☐	0400003990	0400004098	8MM	3	PENDING		Apr 13 2005 1:46PM		Granule files missing Media Creation Error
☐	0400003900	0400004097	8MM	3	PENDING		Apr 12 2005 3:52PM		Granule files missing Media Creation Error
☐	0400003987	0400004096	8MM	3	IN-WORK	dcopelan	Apr 12 2005 3:52PM	Apr 13 2005 11:53AM	Granule files missing Media Creation Error
☐	0400004071	0400004180	8MM	6	PENDING		Apr 11 2005 4:41PM		Media Creation Error
☐	0400004070	0400004179	8MM	6	PENDING		Apr 11 2005 4:15PM		Media Volume Failed Verification
☐	0400004069	0400004178	8MM	6	PENDING		Apr 11 2005 3:53PM		Media Volume Failed Verification
☐	0400004068	0400004177	8MM	6	PENDING		Apr 11 2005 3:46PM		Media Volume Failed Verification
☐	0400004067	0400004176	8MM	6	PENDING		Apr 11 2005 3:35PM		Media Volume Failed Verification
☐	0400004065	0400004174	8MM	6	PENDING		Apr 11 2005 2:01PM		Media Creation Stopped
☐	0400003985	0400004094	8MM	3	PENDING		Apr 11 2005 1:08PM		Granule files missing Media Creation Error
☐	0400004043	0400004152	8MM	3	PENDING		Apr 11 2005 12:56PM		Media Creation Error
☐	0400003929	0400004038	CDROM	< .5	PENDING		Apr 11 2005 12:10PM		Failed by Operator Media Volume Failed Verification
☐	0400003983	0400004092	8MM	3	PENDING		Apr 6 2005 8:01PM		Granule files missing Media Creation Error
☐	0400003687	0400003797	DLT	24	PENDING		Apr 6 2005 2:58PM		Media Creation Error
☐	0400003991	0400004100	8MM	3	PENDING		Apr 6 2005 9:15AM		Media Creation Error
☐	0400003943	0400004052	8MM	< .5	PENDING		Mar 29 2005 4:05PM		Media Creation Error
☐	0400003885	0400003994	CDROM	< .5	PENDING		Mar 24 2005 10:04AM		Media Volume Failed Verification
☐	0400003668	0400003777	CDROM	< .5	IN-WORK	labuser	Mar 24 2005 10:03AM	Mar 29 2005 2:09PM	Media Creation Stopped
☐	0400003720	0400003829	CDROM	< .5	IN-WORK	labuser	Mar 24 2005 9:59AM	Mar 24 2005 10:00AM	Media Creation Stopped

Figure 4.8.11-57. PMD Intervention Listing

4.8.11.7.2 PMD Intervention Detail

The Intervention Detail screen will display all the usual detailed information about the Request, except that, because this is a request for physical media creation, certain attributes will be significantly different. These differences include:

- A volumes list is displayed in place of the granule list. The operator may view the granules in each volume by clicking on a tab indicting the number of granules, e.g. “14 granules…”
- The operator may change the status of certain volumes according to the type of intervention and the current state of the volume (see Section 4.8.11.6.2.2)
- The operator may fail certain eligible granules contained within a volume (upon doing this the request is then re-validated)

- The operator may apply dispositions unique to media distribution interventions (see Intervention Options below and Figures 4.8.11-58 and 4.8.11-59). Before the operator can apply an intervention disposition, any pending dismount actions must be confirmed by clicking on the 'Dismount Volumes' button (see Figure 4.8.11-58).

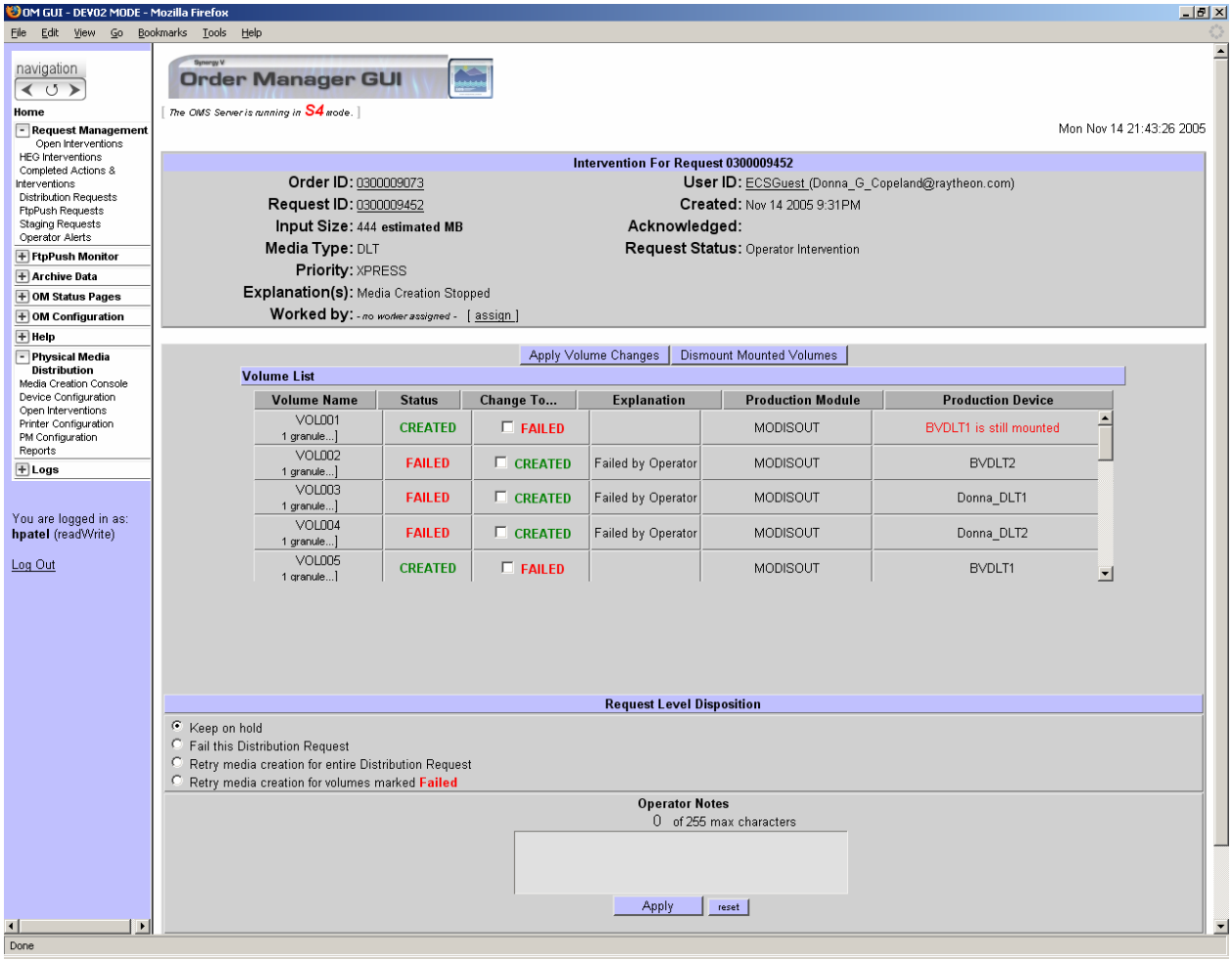


Figure 4.8.11-58. PMD Intervention Detail

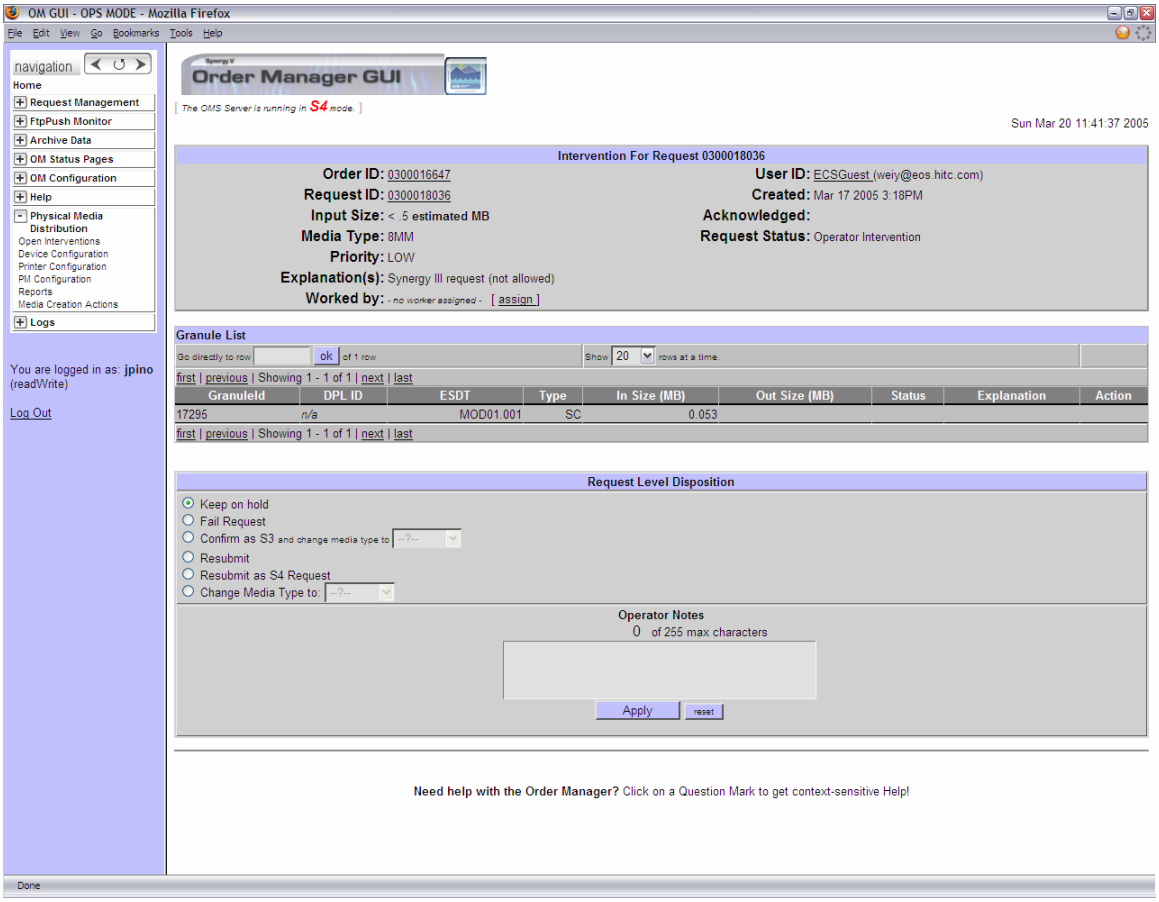


Figure 4.8.11-59. Intervention for S3 Request

4.8.11.7.2.1 PMD Interventions: Synergy III Requests

In rare cases, if a request was submitted using a Synergy III ODL (indicating S3 processing), it will immediately go into intervention. As with other types of interventions, eligible granules may be failed or replaced. The operator also has several disposition choices, as shown in Figure 4.8.11-60. Table 4.8.11-22 below also explains each disposition option.

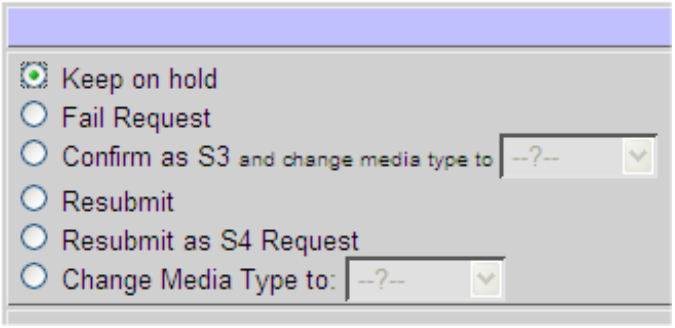


Figure 4.8.11-60. Disposition Choices for S3 Intervention

Table 4.8.11-22. Dispositions and Meanings

Media Creation Errors	
Disposition	**Meaning**
Keep on hold	Saves the operator notes and keeps the intervention in the current state. No dispositions are applied.
Fail Request	Fails the Distribution Request.
Confirm as S3 and change media type	Allows the request to continue with S3 processing, with the option to change the media type.
Resubmit	Re-submits the request as-is (after optionally failing or replacing optional granules).
Resubmit as S4 Request	Re-submits as Synergy IV Request.
Change Media Type	Allows the request to continue with S3 processing, with the option to change to an electronic media type.

4.8.11.7.2.2 PMD Interventions: Volumes

The granule list for a PMD Intervention is replaced by a volume list. This is a list of the predetermined volumes for a media distribution request created by the OMS Server.

A volume is considered as “Failed” if any one the granules contained therein is failed. To correct a volume, the operator must fail the affected granules in that volume.

Viewing Granules for a Volume

Click on the [*N* granules…] tab (N meaning number of granules for that volume). A pop-up window will be displayed showing a list of all the granules that will be written for that volume, as shown in Figure 4.8.11-61. The operator may fail a granule if its status is SKIPPED or FAILED. Multiple Granule Windows may be opened concurrently and will be cascaded for easy management.

Changing Volume Status

The operator may change the status of certain volumes according to the following conditions:

For a **Media Creation Error** (see Figure 4.8.11.62):

- If the volume is marked **FAILED,** it may be changed to **CREATED**
- Likewise, if the volume is marked **CREATED**, it may be changed to **FAILED**
- If no status yet exists for a volume, no change is possible

For a **QC Error** (see Figures 4.8.11-63 through 4.8.11-65):

- If the volume is marked **FAILED,** it may be changed to
  - **VERIFIED** or
  - **CREATED**
- If the volume is marked **VERIFIED**, it may be changed to
  - **FAILED** or
  - **CREATED**
- If the volume is marked **CREATED**, it may be changed to
  - **VERIFIED** or
  - **FAILED**
- If no status yet exists for a volume, no change is possible

If the operator fails a granule in a volume (Figure 4.8.11-66), that granule is removed from the volume and will no longer be shown. It is also marked as FAILED in the request record and is still kept as part of the request. However it will not make it to distribution.

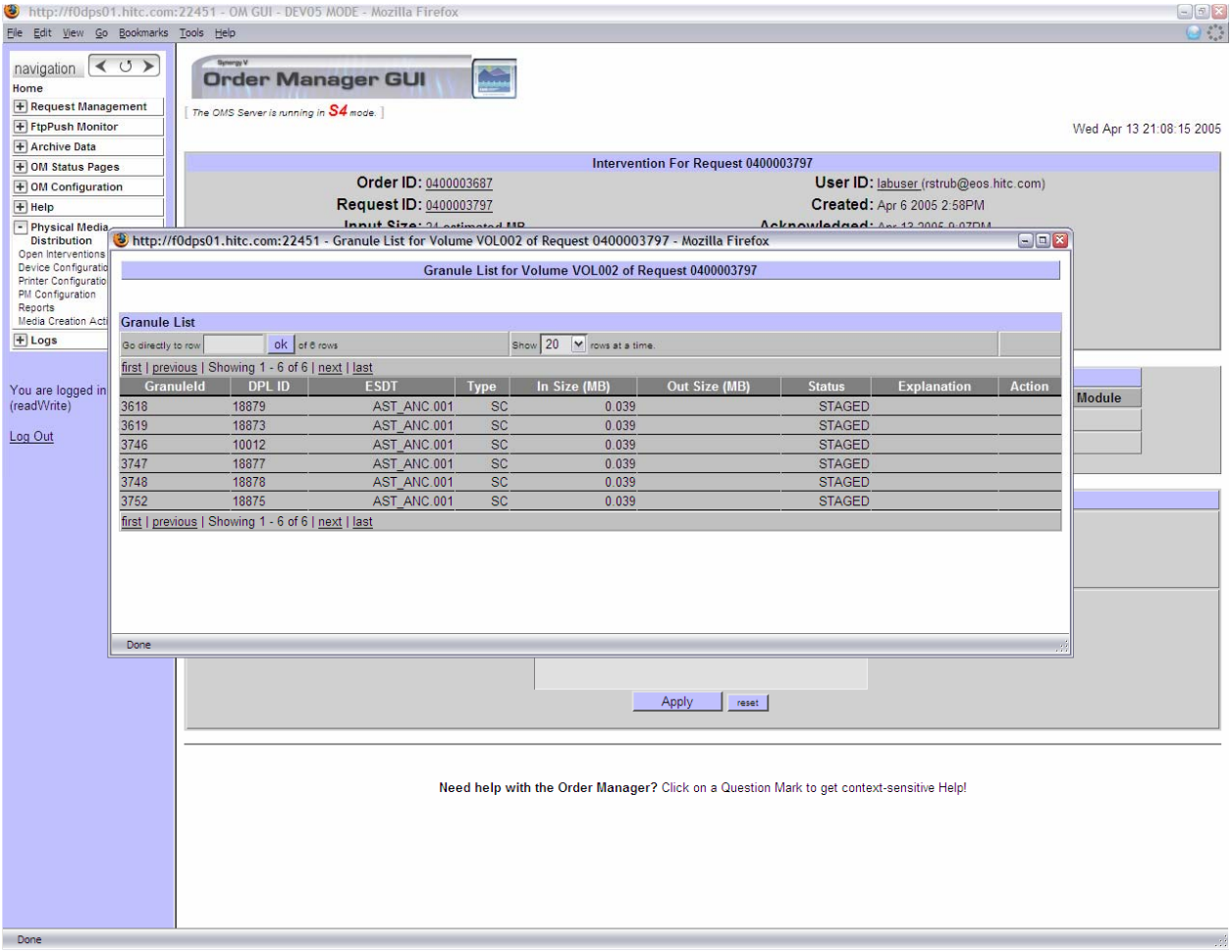


Figure 4.8.11-61. Granule List Pop-Up Window

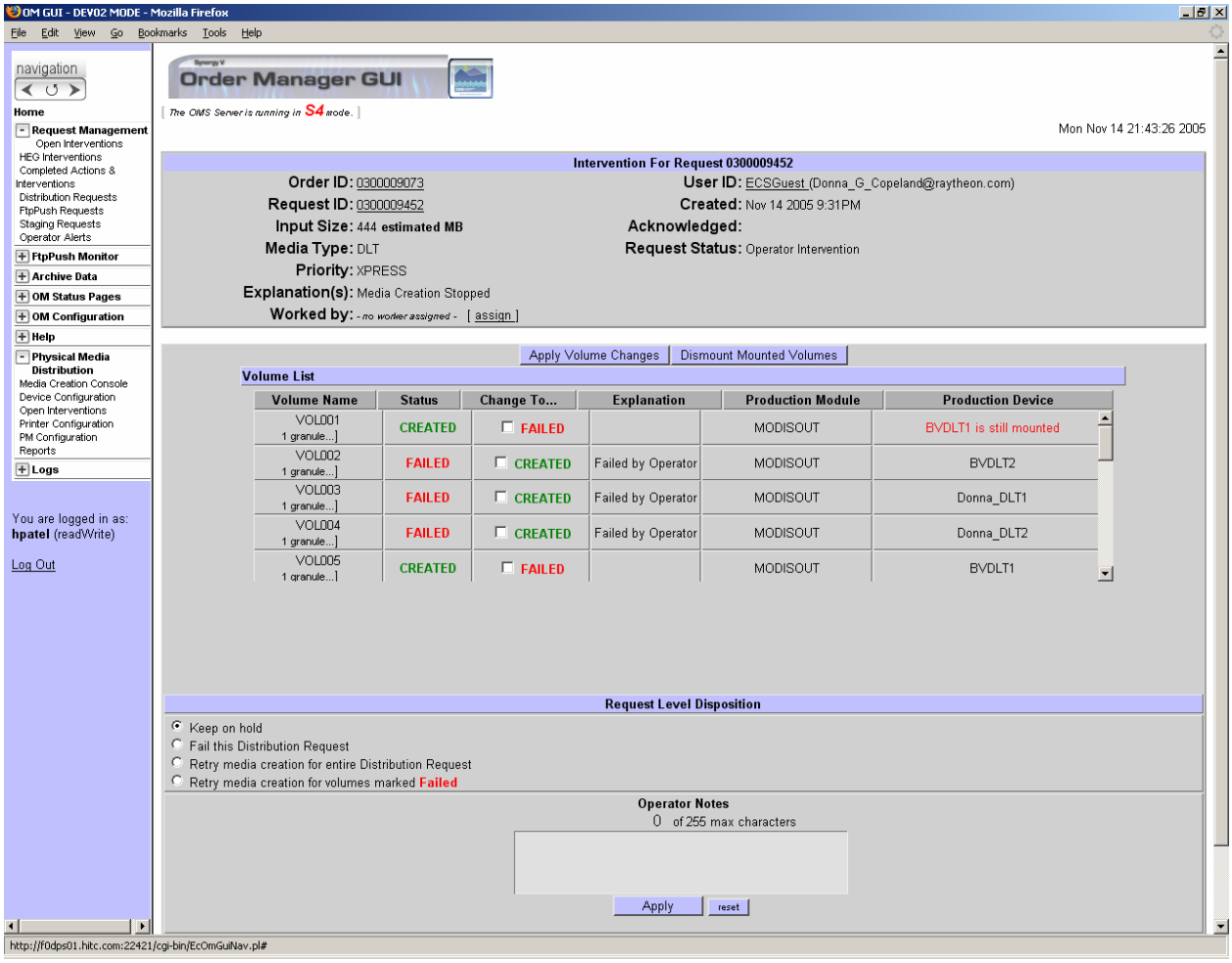


Figure 4.8.11-62. Volume List for Media Creation Error

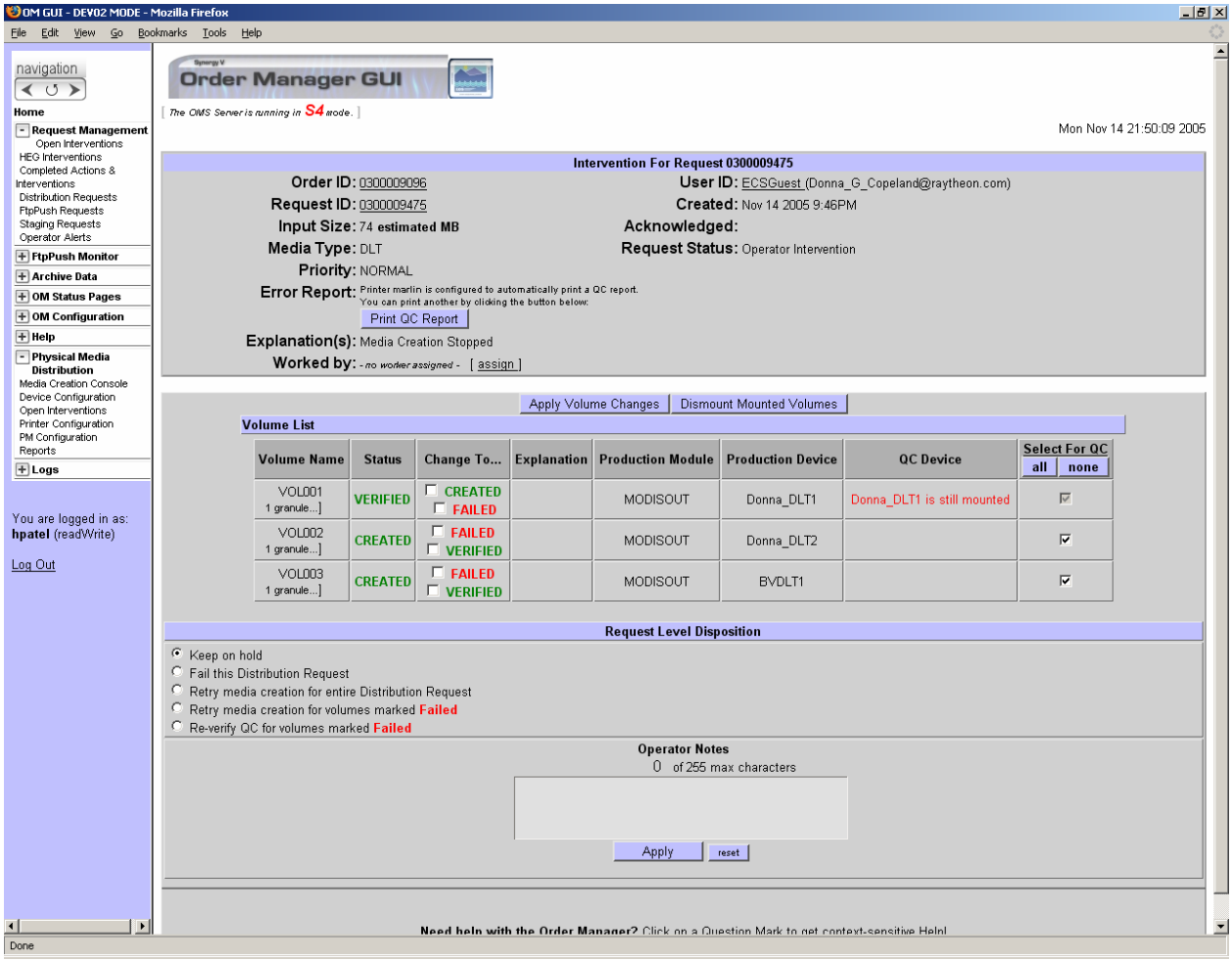


Figure 4.8.11-63. Volume List for QC Intervention

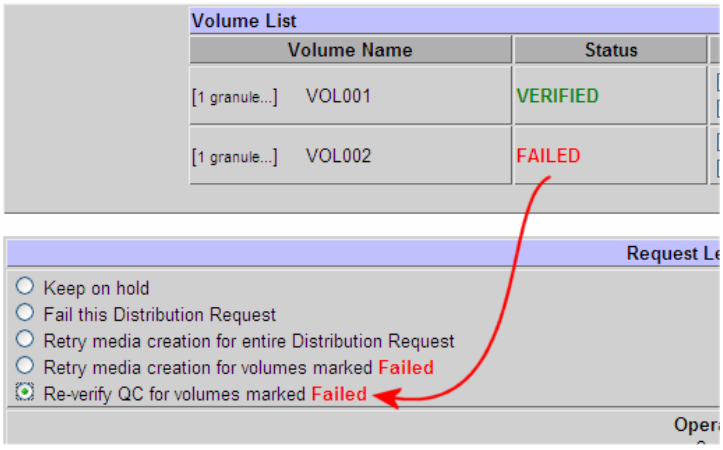


Figure 4.8.11-64. Re-verify QC for Volumes Marked Failed

Note: The red arrow indicates that only the volumes marked “Failed” will be re-verified.

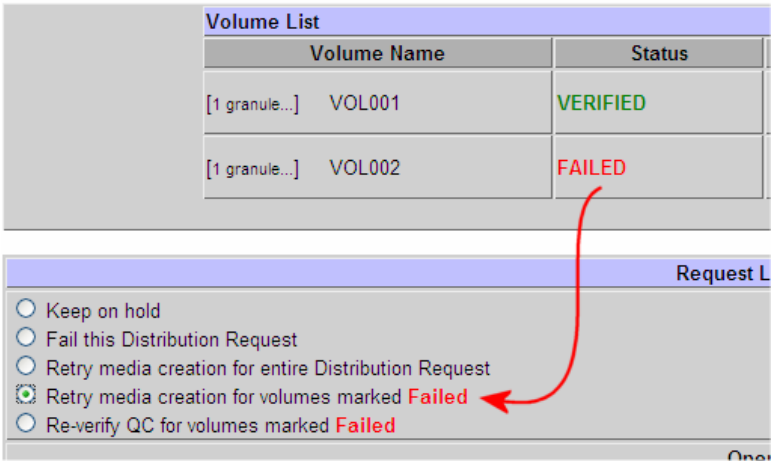


Figure 4.8.11-65. Retry Media Creation for Volumes Marked Failed

Note: The red arrow indicates that only the volumes marked “Failed” will be retried

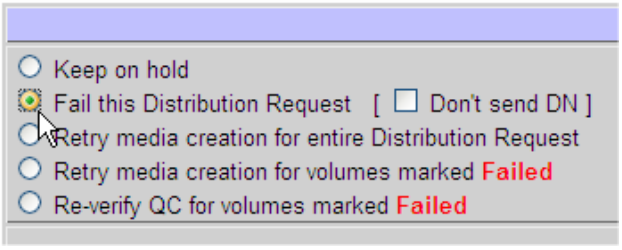


Figure 4.8.11-66. Fail Distribution Request

Note: A “Don’t send DN” checkbox appears when this option is selected

4.8.11.7.2.3 PMD Interventions: Disposition Options

Depending on the type of intervention, the operator will be offered with several Disposition options. The following rules in Table 4.8.11-23 determine which disposition options will be offered and what they mean.

Table 4.8.11-23. Dispositions and Meanings

Media Creation Errors	
Disposition	**Meaning**
Keep on hold	Saves the operator notes and keeps the intervention in the current state. No dispositions are applied.
Fail this Distribution Request	Cancels the Media Creation request and Fails the Distribution Request. The operator is prompted to check the "Don't send DN" box if so desired as shown in **Figure 4.8.11-53**.
Retry media creation for entire Distribution Request	Restarts creation of *all* media volumes. Does not go back through validation.
Retry media creation for volumes marked Failed	Restarts creation of any media volumes marked FAILED (see **Figure 4.8.11-52).** If it is desired to retry another volume not already marked **FAILED**, the operator may manually fail any eligible volume and then apply the disposition.
QC Failures	
In addition to all of the dispositions listed above, the following is offered:	
Re-verify QC for volumes marked Failed	Retries the QC operation for any volumes marked Failed (see **Figure 4.8.11-51**). If it is desired to re-verify another volume not automatically marked **Failed**, the operator may manually fail any eligible volume and then apply the disposition.

4.8.11.7.2.4 PMD Interventions: Device Allocation and Dismounts

When a PMD request for DLT(tape) media creation goes into Intervention, the devices allocated for that request are *not* automatically freed up – they are still considered occupied by that request. If the operator wants the devices to be available for other requests while the Intervention is placed on hold (or for any other reason), the operator should free the devices by confirming the dismount of volumes still allocated to devices. This can be done by clicking the 'Dismount Volumes' button above the volume list (see Figure 4.8.11-63). Note that for CD/DVD requests, the device allocation is handled automatically and the operator cannot manually deallocate a device.

4.8.11.7.3 Device Configuration Page

The OMS GUI handles the configuration and maintenance of all devices used in physical media creation. Devices may be added and edited, but not deleted; device deletion is an uncommon occurrence and must be done manually in the database. The **Device Configuration** page under the Physical Media Distribution menu displays all the currently configured devices, specifically:

- The Device Label (clicking on the label displays the device detail page)
    - The device description is also displayed in this column, but it is hidden. The operator may click on the (i) icon in front of the device label to toggle the display of the description.
- The current Request and volume occupying the device

- This is only applicable to tape and QC devices. It is not possible to know the current request for a CD/DVD production device.

- The media type associated with the device
  - CD/DVD production devices may have one or two media types, DVD, CDROM, or both.
- The Mode for which the device is reserved
  - A device can be used by one or all modes
- The Mode by which the device is actually being used
  - This is only applicable to a device that is available for all modes. At any one time, the device may be in use by any available mode
- The FREE or BUSY status of the device.
  - A device is considered **BUSY** if it is occupied by a Media Distribution request
  - A device is considered **FREE** if there is no Request allocated to it
  - A CD/DVD production device is *not* marked FREE or BUSY. It can, however reach its **Allocated** and/or **Actual Workload Limit** at which point no requests may be allocated to the device
- The device's On-Line status (off-line or on-line)
  - If the device is off-line, the reason, if any, is displayed in the "Off-Line" reason column

Sorting and Filtering the Device List

The list of devices is already grouped by purpose (Production, QC, and Production/QC) as shown in Figure 4.8.11-67. The list can be additionally filtered by media type, device status, and on-line status by selecting the filters at the top of the page.

Luminex Device Load Indicators

For CD/DVD production devices, the Device Configuration page gives the operator a quick visual indicator of the load for the device. It displays two graphs for each device based on two values: The **Allocated Workload** Limit and the **Actual Workload** Limit. The graphs (see Figure 4.8.11-67) show the percentage of each limit that has been reached for that particular device.

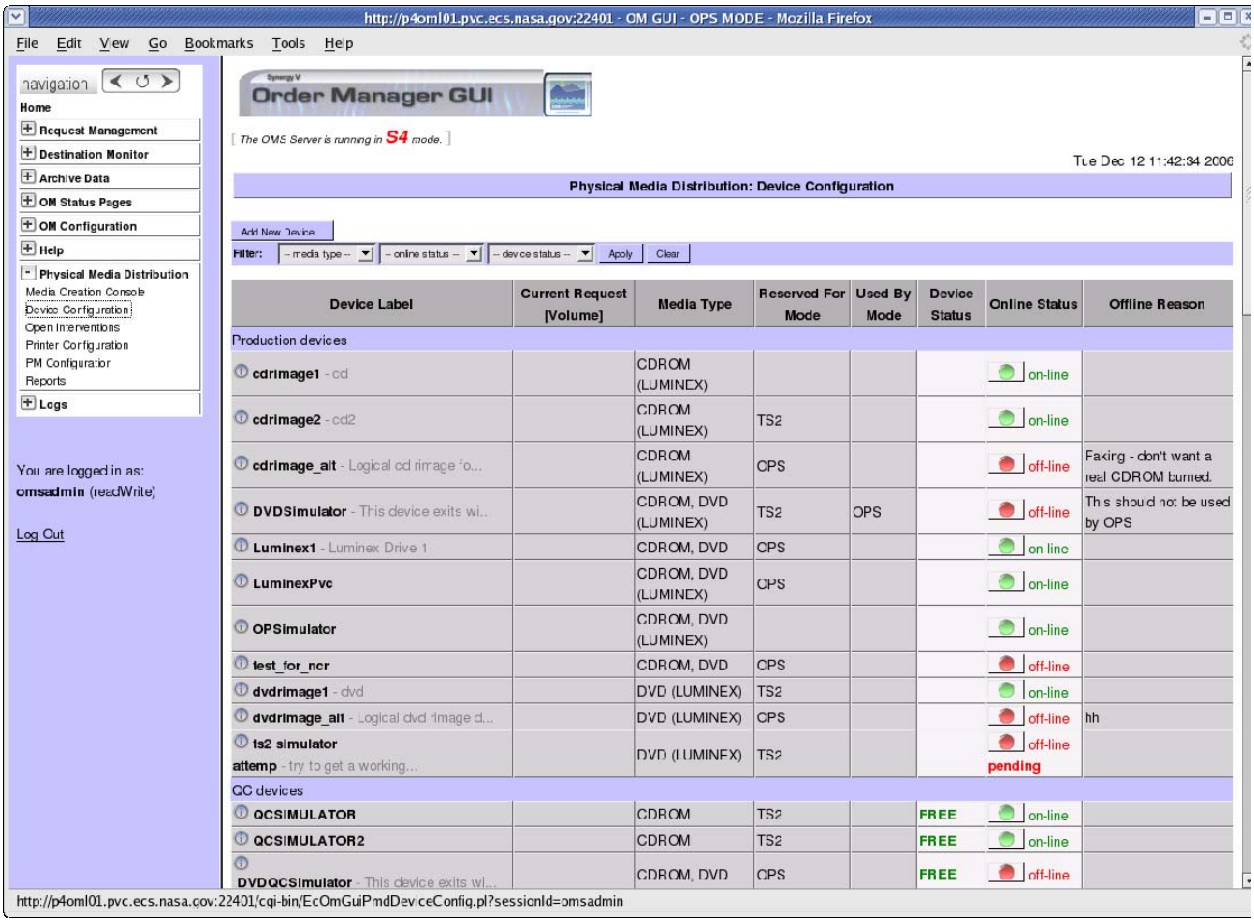


Figure 4.8.11-67. Device Configuration Page

4.8.11.7.3.1 Changing a Device's On-Line Status

To take a device off-line, the operator may click on the colored button to toggle its status. A pop-up window will be displayed asking for an explanation for taking the device off-line (it is not required).

If the device is currently busy, the request occupying it will be completed before being marked off-line (see Figure 4.8.11-68). The operator may also "force" the device to be freed up on the device detail page (see Section 4.8.11.6.4).

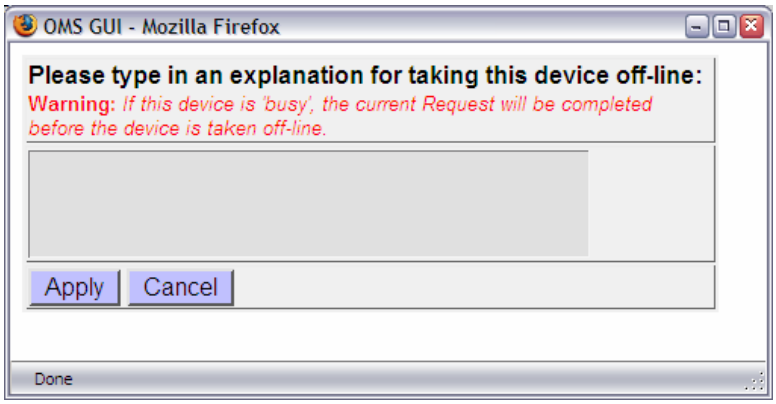


Figure 4.8.11-68. Taking a Device Off-Line (pop-up window)

4.8.11.7.4 Device Configuration Detail

To view and change any device's current configuration, click on the [edit…] link next to the device label. This displays the device detail page as shown in Figure 4.8.11-70. An authorized operator may change any of these parameters, including the media type. The only attribute that cannot be changed is the device purpose (i.e., Production, Verification, or Both).

CD/DVD Production (LUMINEX) Devices

Note: In this section, "Luminex" is used to describe features that were added specifically for the Luminex implementation. "CD/DVD Production Device" is used otherwise.

These devices have several additional parameters:

Allocated Workload Limit and **Actual Workload Limit** control the maximum amount of data that CD/DVD Production device can handle.

Serial Order Preparation controls whether or not multiple volumes for a device will be prepared concurrently or serially in order. By Selecting Serial Order Preparation, the potential throughput of the CD/DVD production device is reduced, but it is more likely that the discs will be produced in order.

Media Creation Job Limit controls the maximum number of jobs that can be concurrently processed on the Luminex device. This should be the number of drives that the Luminex unit has.

Also, since CD/DVD production devices can't be marked BUSY, the device status will not be shown.

Forcing a Device to be Free

In rare cases, a busy device may need to be freed up while the device is still occupied by the request. This button would appear next to the Device Status indicator on the device detail page. Certain conditions however must be met for this button to appear on the page:

- The device must be BUSY
- The device must be on-line
- The device's "Used By" mode must be same as the current operational mode.
    - *For example, if the GUI is running in TS1 mode, it cannot free a device that is in use by OPS mode, even though the operator can see the device on the page. This is because the OPS database does not know about requests in TS1, and vice versa. Only the device is shared across modes.*
- The device must be actively processing a request, i.e., it must be occupied by a request ID
- The Request occupying the device cannot be in TRASFERRING or QC-HOLD state.

If the device is eligible to be freed, the OMS server will deallocate it from its current request, regardless of the request's current state as shown in Figure 4.8.11-69.

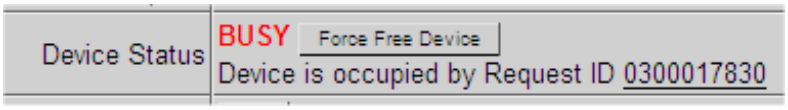


Figure 4.8.11-69. Force Free Device Button

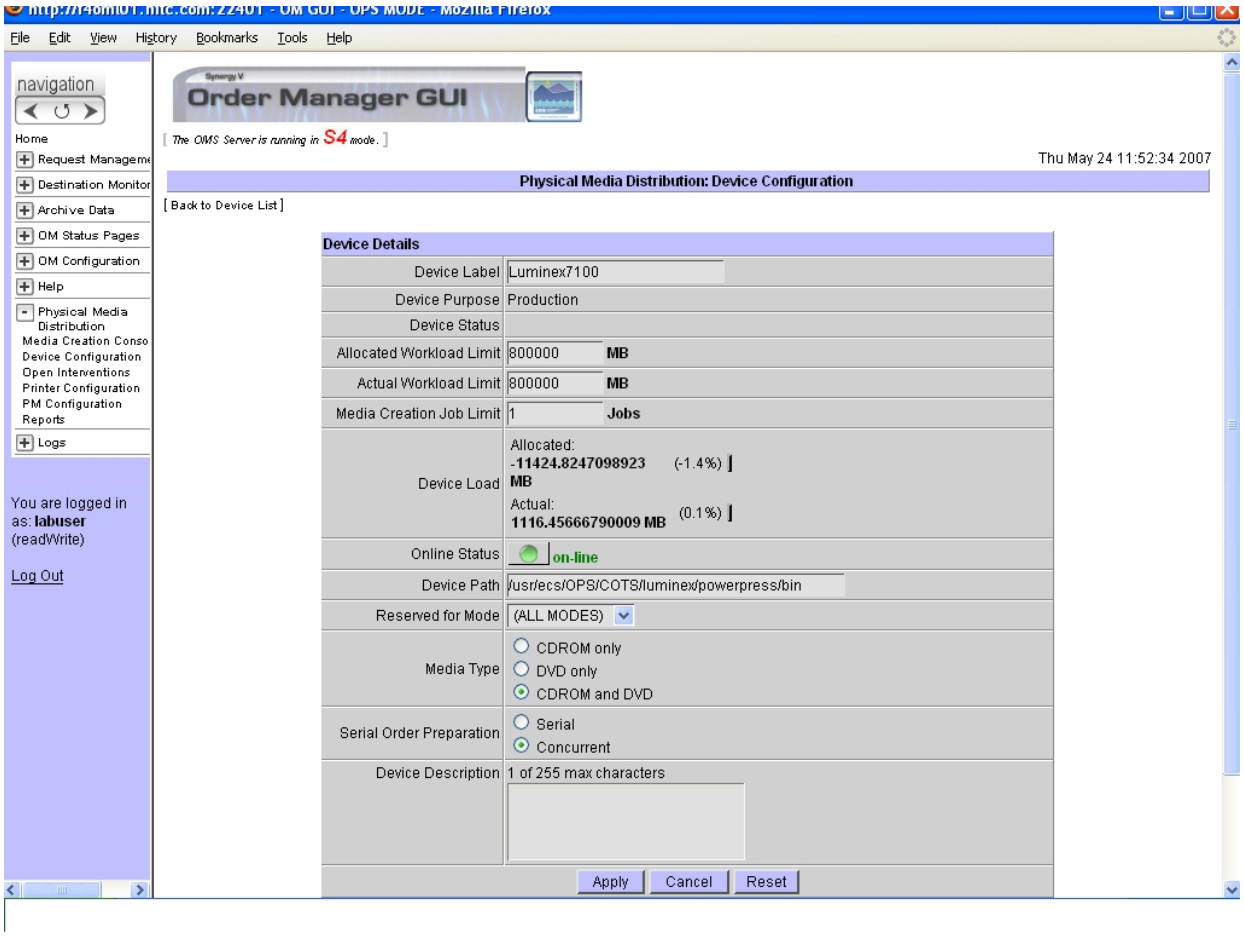


Figure 4.8.11-70. Device Detail Page for LUMINEX device

4.8.11.7.4.1 Adding Devices

A device can be added by clicking “Add New Device”. The operator will be prompted through a set of options that determine the exact type of device to configure, starting with the device’s purpose. Since certain types of devices can only be used for specific purposes, the configuration paradigm must follow a hierarchy (see Figure 4.8.11-71).

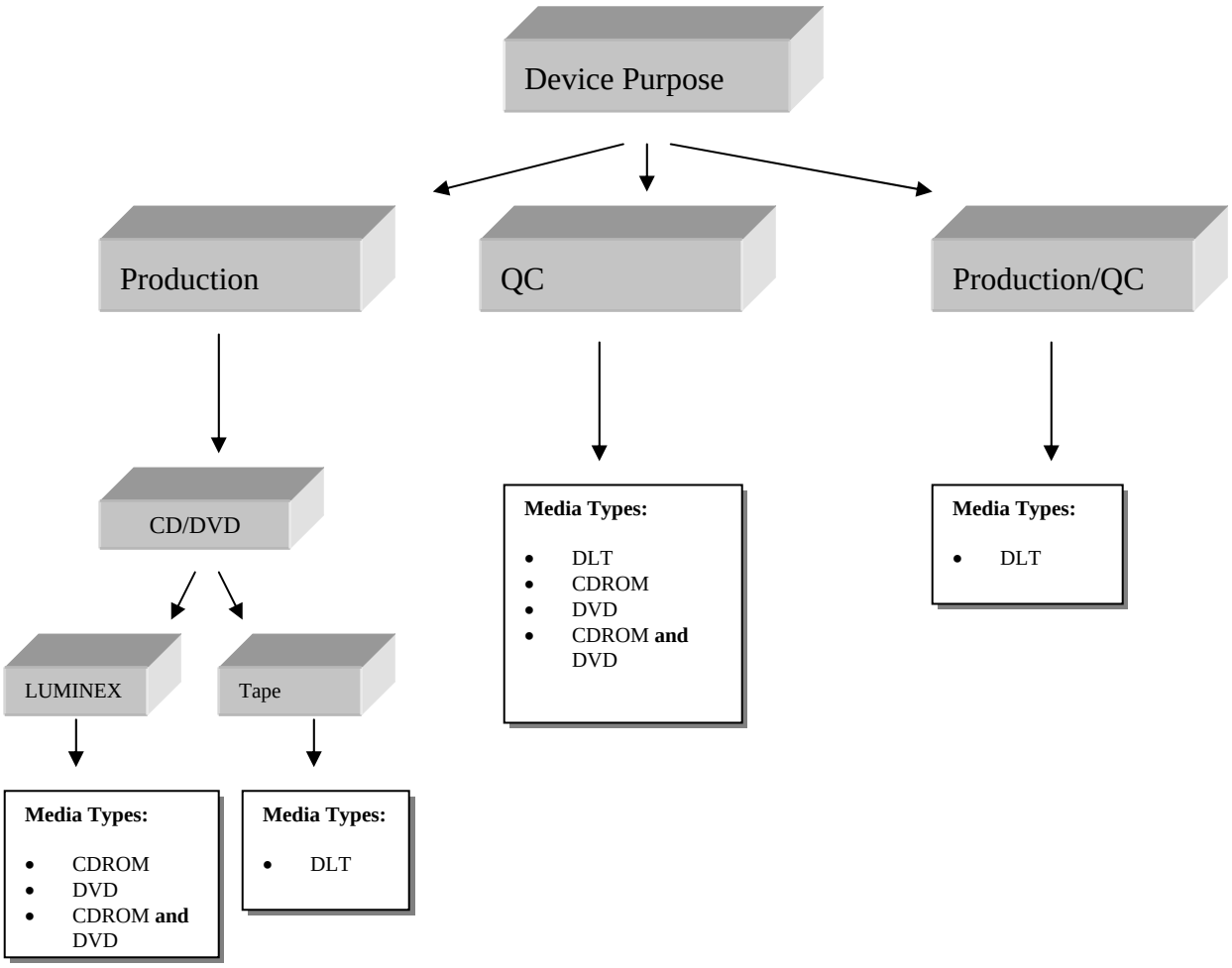


Figure 4.8.11-71. Device Creation Hierarchy

Production Devices

Production devices can be either CD/DVD (LUMINEX) or tape devices (DLT). LUMINEX does not handle verification, and standalone CDROM and DVD devices cannot be used for production.

QC Devices

A verification device can be any media type as long as it is not a CD/DVD production device. A verification device is any standalone CDROM, DVD, or DLT device. Some Devices may also be able to read both CDROM and DVD.

Production/QC Devices

Because CD/DVD production devices cannot be used for verification and standalone CDROM or DVD devices cannot be used for production, the only media type that can be configured for both production *and* QC is DLT.

PC-Attached Devices

QC-only devices may be attached to a PC, in which case the operator must specify the drive letter as a single character, e.g. “E”. This applies to adding a new device and configuring an existing one shown in Figure 4.8.11-72.

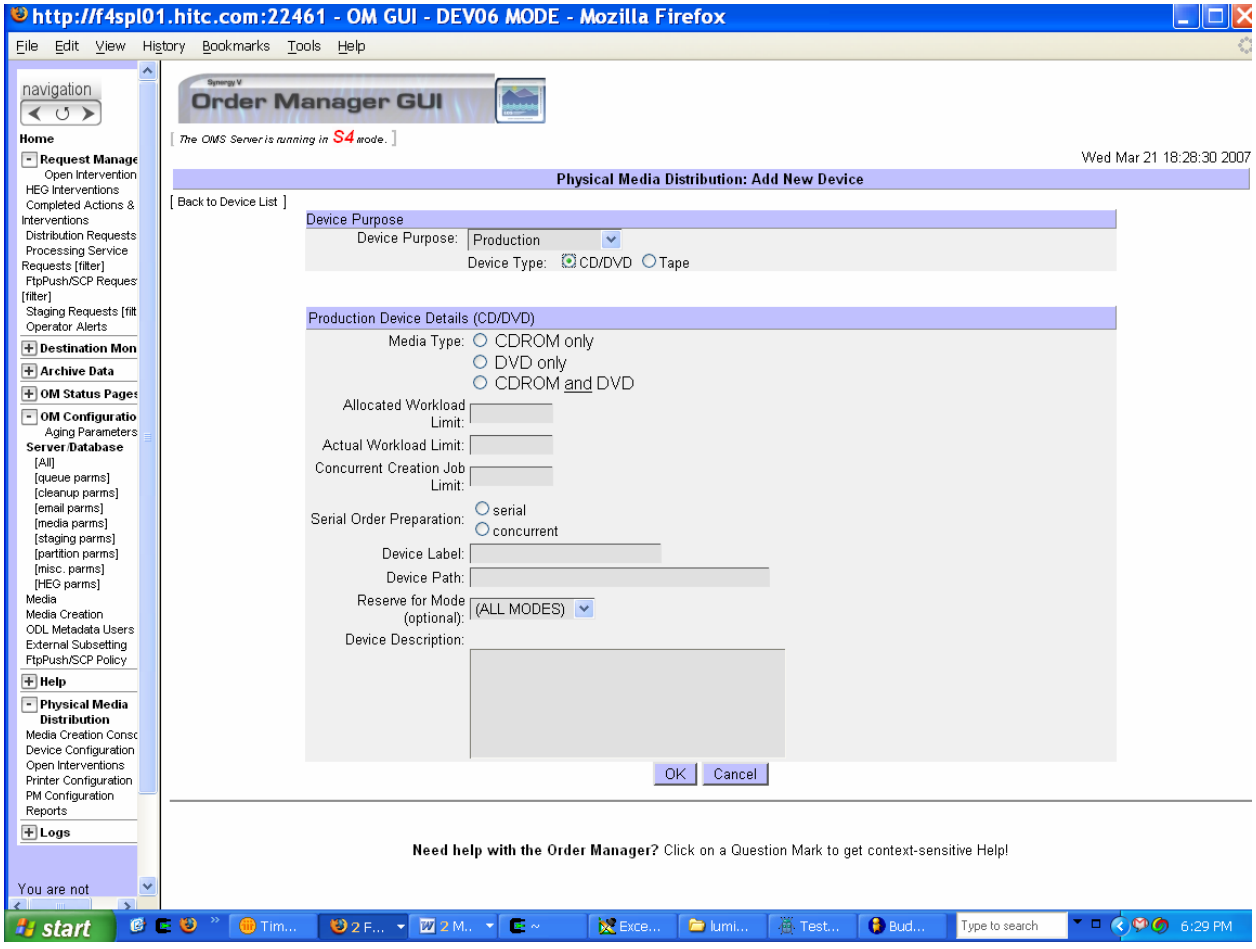


Figure 4.8.11-72. Adding a Luminex device

Figure 4.8.11-73 displays PMD reports page of PC-attached devices.

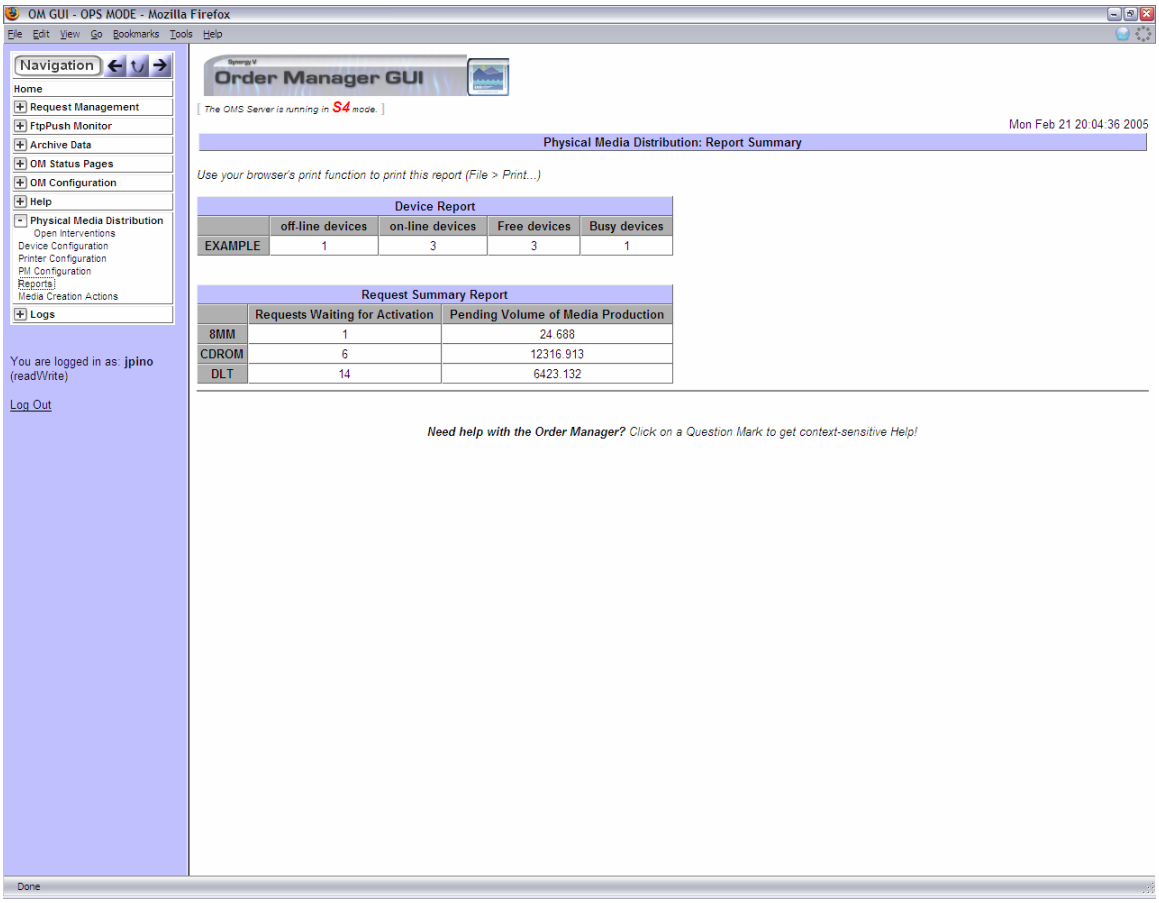


Figure 4.8.11-73. PMD Reports Page

4.8.11.7.5 PMD Printer Configuration

Printers used in the media production process can also be configured through the OMS GUI. These settings are stored in the OMS database, so the OMS GUI does not directly communicate with any of these printers.

Configurations Instructions

The Printer configuration page can be accessed by clicking the **Printer Configuration** link under the **Physical Media Distribution** menu, as shown in Figure 4.8.11-74.

The printer list is fixed; the types of printers cannot be modified, added, or deleted, as they are predefined in the OMS database. Only the Name and Network Info may be edited. To edit the information for a printer, click on the “edit…” button. A box appears at the top with that printer’s information loaded (see Figure 4.8.11-75). When you are done editing the information, click the Apply button. To close this box, click the “Cancel Edit” button.

In addition, the following options apply:

- Packing List printers:
  - The operator may set the **Always Print** or **Never Print** options
- QC Report printers
  - The operator may set the **Always Print**, **Never Print**, or **Print on QC Error Only** options.

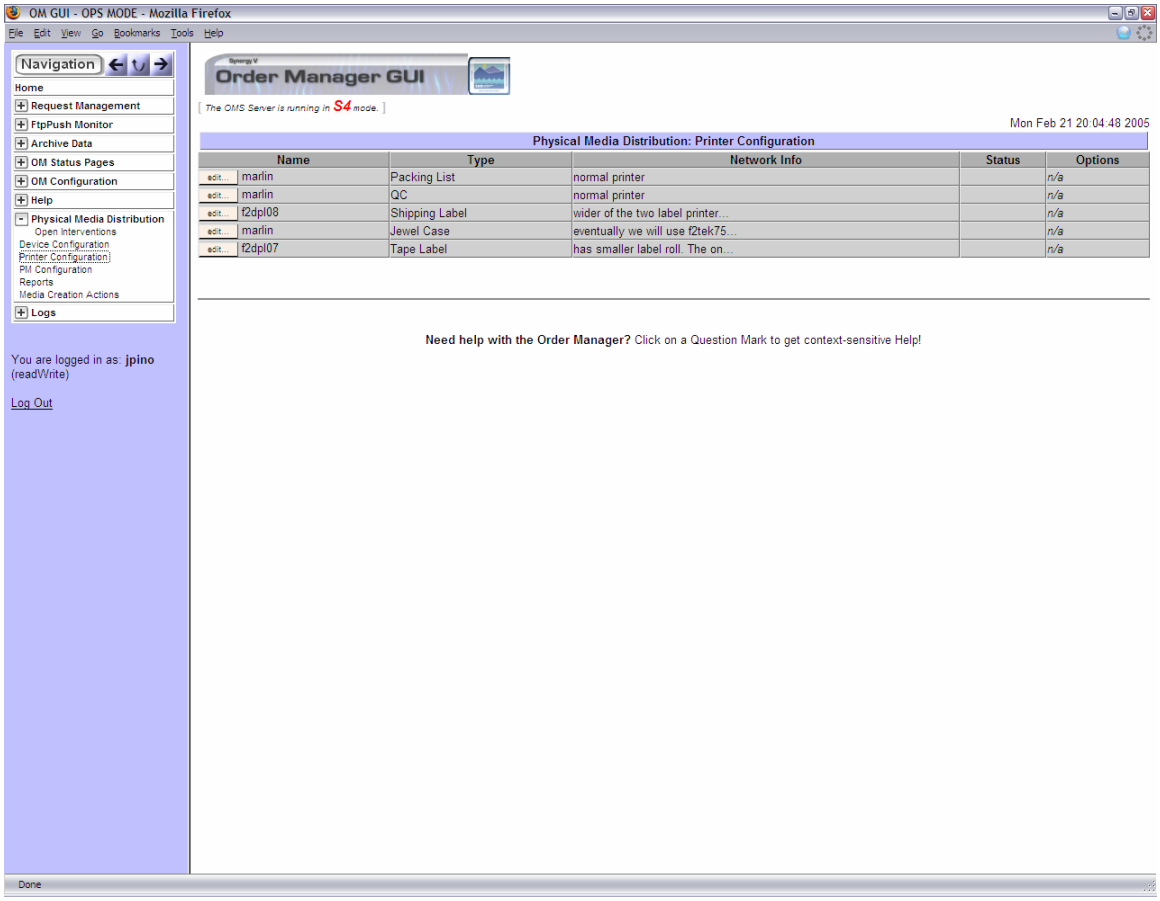


Figure 4.8.11-74. Printer Configuration Page

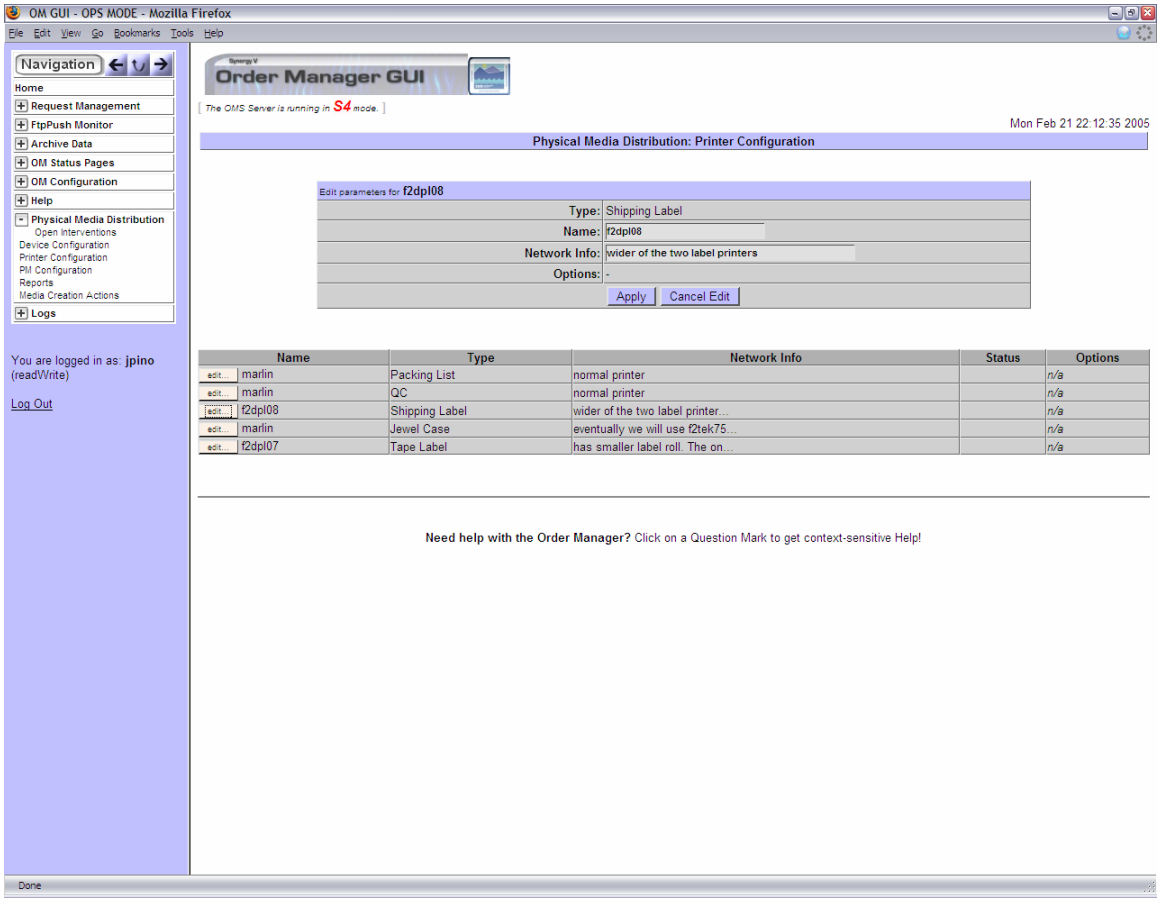


Figure 4.8.11-75. Printer Edit Box

4.8.11.7.6 Production Module Configuration

Please note that Limited Capability operators cannot add or delete production modules on this page.

The Production Module page can be accessed under the “Physical Media Distribution” menu, under “PM Configuration”.

This page lists the currently configured production modules and allows an authorized operator to update the configuration of an existing production module or add new production module information.

Existing Production Modules

This screen displays the existing production modules, as shown in Figure 4.8.11-76. All fields are text fields and may be edited by an authorized operator. To apply changes to any of the configuration parameters, click on the “Apply Changes” button for that module (each module has its own Apply button).

Default Production Module

The “default” radio buttons at the bottom of each Production Module box indicates that that production module will be used as the default. The operator may change the default Production Module by simply checking the “yes” for that module.

Adding a New Production Module

To add and configure a new production module, an authorized operator may click on “Add New Production Module” at the top of the screen, as shown in Figure 4.8.11-77. An edit box will appear at the top of the screen where the operator may enter the relevant information. Click on “Add This Production Module” to confirm the addition. Click “Cancel” to close the edit box.

Deleting an Existing Production Module

The only way to delete a configured production module is directly in the OMS database.

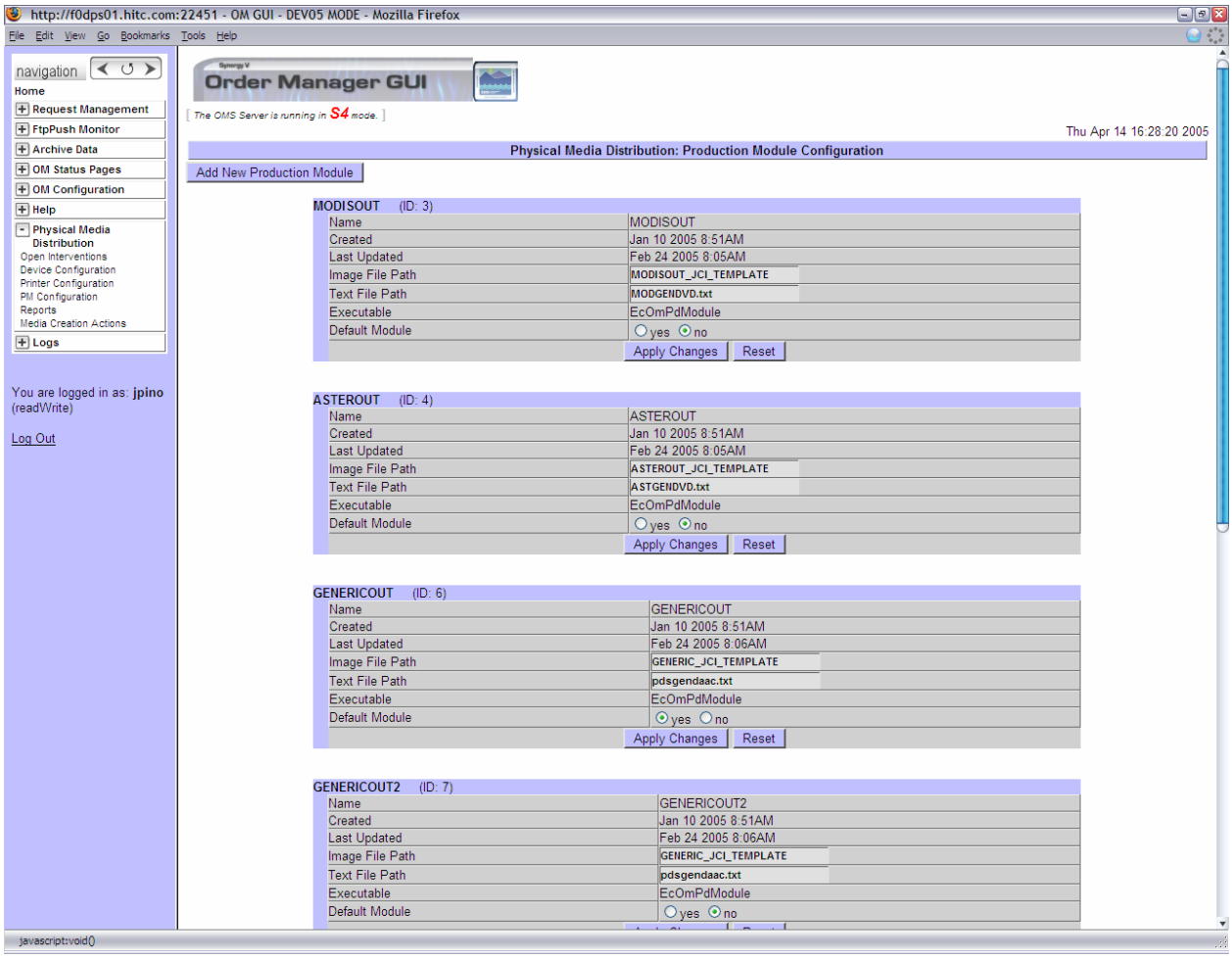


Figure 4.8.11-76. Production Module Configuration Page

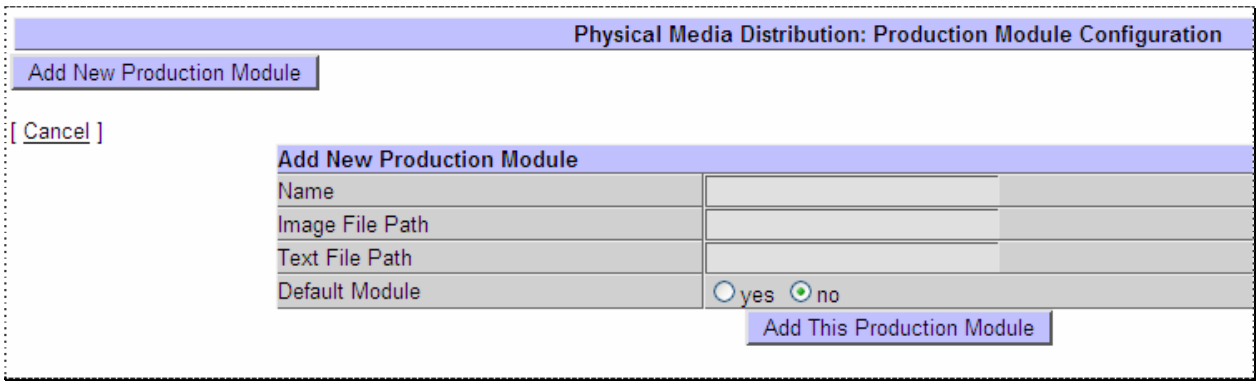


Figure 4.8.11-77. Add New Production Module

Note: Clicking this button will display the interface to add a new Production Module.

4.8.11.7.7 PMD Reports

The **Reports** page located under the Physical Media Distribution menu is meant to emulate the legacy PDS functionality (see Figure 4.8.11-73). The only difference is that the reports are displayed in HTML through the browser. By using the browser's built-in print function, these reports can be printed out with the formatting intact.

NOTE: To get the most up-to-date stats, reload the page just before printing. Because the OMS GUI already has a time stamp on every page, it will show when the report was generated, giving an indication of the report's accuracy.

REPORT TYPES

- **Device Report:** Shows the number of off-line, on-line, Free, and Busy tape device for DLT.

- **Request Summary Report:** Shows a summary of the Media Distribution Requests: Requests waiting for activation (by the operator) and the pending volume of media production. These fields are shown by all media types supported by the OMS.

4.8.11.7.8 Physical Media Creation

The OMS will queue operator actions to prompt the operator for the manual steps that need to be performed during physical media distribution. These actions can be viewed and acted on by clicking "Physical Media Distribution" and then "Media Creation Console." The steps vary depending on media type, whether physical media creation is dispatched manually or automatically, and how QC is performed (see earlier notes on QC options).

Media creation for a request can start when the data for that request have been staged (or in the case of HEG or subsetter/on-demand processing, produced) and the requisite type of device is available. In manual mode, OMS will queue an operator action for the operator to activate the

request. In automatic mode, OMS will activate requests based on priority and subject to availability of required devices. OMS will only consider the volumes of activated requests when assigning devices to volumes. This means that in manual mode, only the volumes of active requests will be offered to the operator who assigns a device to another volume; in automatic mode, OMS will assign the devices to the volumes of active requests automatically, based on priority and time of activation.

OMS allocates all devices except CD/DVD production to volumes rather than requests. When a volume operation completes, OMS will consider the device available as soon as the operator confirms the dismount of the media currently loaded into the device. This is true regardless of whether the media operation succeeded, failed, or was interrupted by the operator by failing the mount or stopping the media operation. In automatic activation mode, OMS will request the dismount of the current media. When the operator has confirmed the dismount of the volume, OMS will select the next request and volume for use by that device and request the mount of the volume to which the device was now allocated. In addition, in manual activation mode, the operator will be prompted to assign the device to another volume operation.

For CD/DVD production devices, an entire request is assigned to the devices, and no mount/dismount actions are necessary. As long as device workload limits are not exceeded and the device is online, arbitrarily many requests can be assigned requests. In Luminex implementation, OMS will ensure that no more than the device's "Media Creation Job Limit" number of volumes is dispatched to a Luminex device at any time.

OMS will signal the fact that a media operation resulted in an error in the dismount prompt. Unless the operator sets the device off-line, s/he will be able to use that device for another request or volume while investigating the cause. The operator can retry failed volumes any time from the request details screen for that request. However, the operator does not have to do so. If media operations resulted in errors that were not resolved by the operator, OMS will generate an operator intervention when media production or media verification concludes. OMS then offers the operator the options, described in Section 4.8.11.7.1 PMD Interventions, to resolve the problem and retry failed media operations.

OMS will allow operations to share physical media devices across modes such as OPS, TS1, and TS2. OMS will ensure that a device that is currently busy in one mode cannot be used in a different mode. For example, the device-actions pane will not show any mount, dismount, and device assignment actions for devices that are reserved for a different mode than the one in which the GUI is operating; and dismount and mount actions will only show up in the mode in which the device was allocated in the case of devices that are shared across modes.

The OM GUI will offer the operator a new monitoring screen, the **Media Creation Console,** that consists of two panes, one to monitor request related actions, the **Request Actions** pane, and the other to monitor devices and volume/device related actions, the **Device Actions** pane..

There is one row in the **Request Actions** pane for each outstanding action. In the right column of each row is a pull-down list, which contains the options available to the operator to handle the action. When the operator clicks on one of the options, a pop-up window is opened allowing the operator to act upon the action. The first option in the list allows the operator to successfully

close the action. The next option in the list allows the operator to fail the action. The last option allows the operator to annotate the action. For some actions, there may be additional options to perform related functions.

The following manual operator actions will be shown on the Request Actions pane:

1. ***Activate Request.*** If a media type is configured for manual dispatching, OMS queues this action, asking the operator to activate a distribution request, thereby making its volumes available for assignment to production devices. The options available to the operator are:

    a. Activate Request - The pop-up window shows of list of volumes to be created.

    If the media type is CD/DVD, a list of available CD/DVD production devices, and proposes one of them as a default choice (or indicates that none are available). For these devices, the action screen will also display the currently allocated workload for each available device and the corresponding configured limit. To start the media production process, the operator must either: choose the proposed device or choose a different device in the offered list of available devices

    b. Fail Request - The pop-up window requires that the operator confirm the dismount of any volumes which are still mounted and gives the operator the option of suppressing the DN, or entering additional text for the DN. This option marks the request 'Canceled', and sends the failure DN unless this was suppressed. The operator might choose this option, for example, when s/he wants to resubmit the request using a different type of distribution media.

2. ***Collect Media for QC.*** When media creation is finished, OMS queues an action for the operator to collect the media for QC. The options available to the operator are:

    a. Media Collection Complete – the pop-up window lists the volumes that were created for the request. The operator must acknowledge that all volumes have been dismounted and, optionally, select volumes to be QC'ed. Then, the operator confirms that the selected volumes have been collected, and are ready for QC.

    b. Fail Media Collection - The pop-up window lists the volumes that were created for the request. The operator must acknowledge that all volumes have been dismounted. Optionally, the operator can set the devices which were used in Media collection off-line, providing an explanation for setting each device off-line. The operator can indicate that the media collection or dismount failed.

    If the action is failed, OMS generates a media creation error intervention (because of media collection problems), however, all volumes will be marked as having been written successfully. It is up to the operator to identify which media are missing or look damaged and change their status on the open intervention screen.

3. ***Activate Media for QC.*** If the request media type is configured for manual dispatching, OMS queues an action asking the operator to activate media verification for the request, thereby making its volumes available for assignment to devices. The options available to the operator are:

    a. Activate QC - The pop-up window lists the volumes which have been created for the request. Optionally, the operator can change the selection of volumes to be QC'd

    b. Fail Request - The pop-up window requires that the operator confirm the dismount of any volumes which are still mounted and offers the option of suppressing the DN, or entering additional text for the DN. This option marks the request 'Canceled', and sends the failure DN unless this was suppressed. The operator might choose this option, for example, when s/he wants to resubmit the request.

4. ***Assemble the Distribution Package.*** As a final step, the OMS queues an action that prompts the operator to collect all printed outputs, assemble the distribution package and confirm the successful completion of this step, marking the request as 'Shipped'. The OMS displays request information, the list of media that were created, and the printers where the outputs are located. The options available to the operator are:

    a. Mark Request Shipped - The pop-up window lists the volumes that were created for the request. The operator must acknowledge that all volumes have been dismounted. and confirm that the package is assembled. Optionally, the operator can suppress the sending of the DN. This is the only option that completes and closes the action.

    b. Confirm Media Dismounted - The pop-up window lists the volumes that were created for the request. The operator must acknowledge that all volumes have been dismounted. Optionally, the operator can confirm that the package is assembled. The action remains pending.

    c. Confirm Package Assembled - The pop-up window lists the volumes that were created for the request. Optionally, the operator can confirm that volumes have been dismounted from their QC devices. The action remains pending.

    d. Package Not Assembled - The pop-up window lists the volumes that were created for the request. The operator must acknowledge that all volumes have been dismounted. This option will be treated like QC error and result in the QC intervention, which offers the operator a range of options to respond to the problem.

    e. Fail Request - The pop-up window requires that the operator confirm the dismount of any volumes which are still mounted and the option of suppressing the DN, or entering additional text for the DN. This option marks the request

'Canceled', and sends the failure DN unless this was suppressed. The operator might choose this option, for example, when s/he wants to resubmit the request.

f. Print Outputs - The pop-up window gives the operator the option of re-printing any of the printed outputs, including media label, shipping label, packing list, QC report, and tape labels or jewel case inserts (depending on media type) without closing the intervention.

For any option on the pop-up window, to complete the action, the operator must click the button labeled with the "***option name***" at the bottom left of the window.

Alternately, the operator may click the **Cancel** button to leave the action pending.

The device-monitoring pane lists the devices that are available to current mode. OMS will allow operations to share physical media devices across modes such as OPS, TS1, and TS2. OMS will ensure that a device that is currently busy in one mode cannot be used in a different mode. Devices that are reserved for a different mode than the one in which the GUI is operating that are reserved for a different mode than the one in which the GUI is operating are not shown on device-monitoring pane. Dismount and mount actions will only show up in the mode in which the device was allocated in the case of devices that are shared across modes.

For online devices (except CD/DVD production devices), operator actions that are pending for each device are displayed. The actions are organized by media creation phase, production and QC. To perform the action, the operator clicks the checkbox within the action row. Any number of actions may be checked concurrently, but none will be performed until the operator clicks the Apply button. At that time, all checked actions will be performed. For each device and phase the following actions may appear:

1. Dismount - OMS will consider the device available as soon as the operator confirms the dismount of the volume currently loaded into the device. For manual media creation, an Assign action will be displayed immediately when the operator clicks the dismount checkbox allowing the operator to assign a new volume to the device. If a media operation resulted in an error, the dismount action will indicate that the operation failed. The operator can fail the dismount by clicking on the dismount action. Failing a dismount will mark the corresponding media volume as failed. It will also disassociate the volume from the device and the device will be assumed to be unassigned.

2. Assign - an Assign action will be displayed when the device is free and available to be assigned to another volume. The assigned action will include a pulldown list showing all volumes which are available to be assigned to the device. To assign a volume to device, the operator selects the volume to be assigned and clicks the associated checkbox. As soon as the checkbox is clicked, a Mount action will be displayed for the device allowing the operator to confirm the mount of the selected volume The volume will be removed from the select lists for all devices of the same media type to prevent the operator from assigning the same volume to multiple devices.

3. Mount – a Mount action will be displayed when a device has been assigned to the volume. The operator can fail the mount by clicking on the mount action. Failing a mount

will not mark the corresponding media volume as failed. Rather, it will be available for assignment to a device again.

4.8.11.7.8.1 Media Creation Console Page

The Media Creation Console page shows operator actions required for media creation. It is divided into two panes, the Request Actions pane and the Device Actions pane. The Request Actions pane shows actions related to requests. The Device Actions pane shows actions related to devices and devices/volumes.

The refresh control box is shown at the bottom of the page to allow automatic refresh of the Media Creation Console page. The two panes are always refreshed/reloaded at the same time. That is, if the operator applies an action from one pane, both panes will be refreshed. So, the operator will then see the results of his action on both panes. Similarly, if the operator turns auto refresh on, both panes will be refreshed simultaneously.

Each pane can be independently scrolled horizontally or vertically and will have its own scrollbar(s) if its contents do not fit within its boundaries.

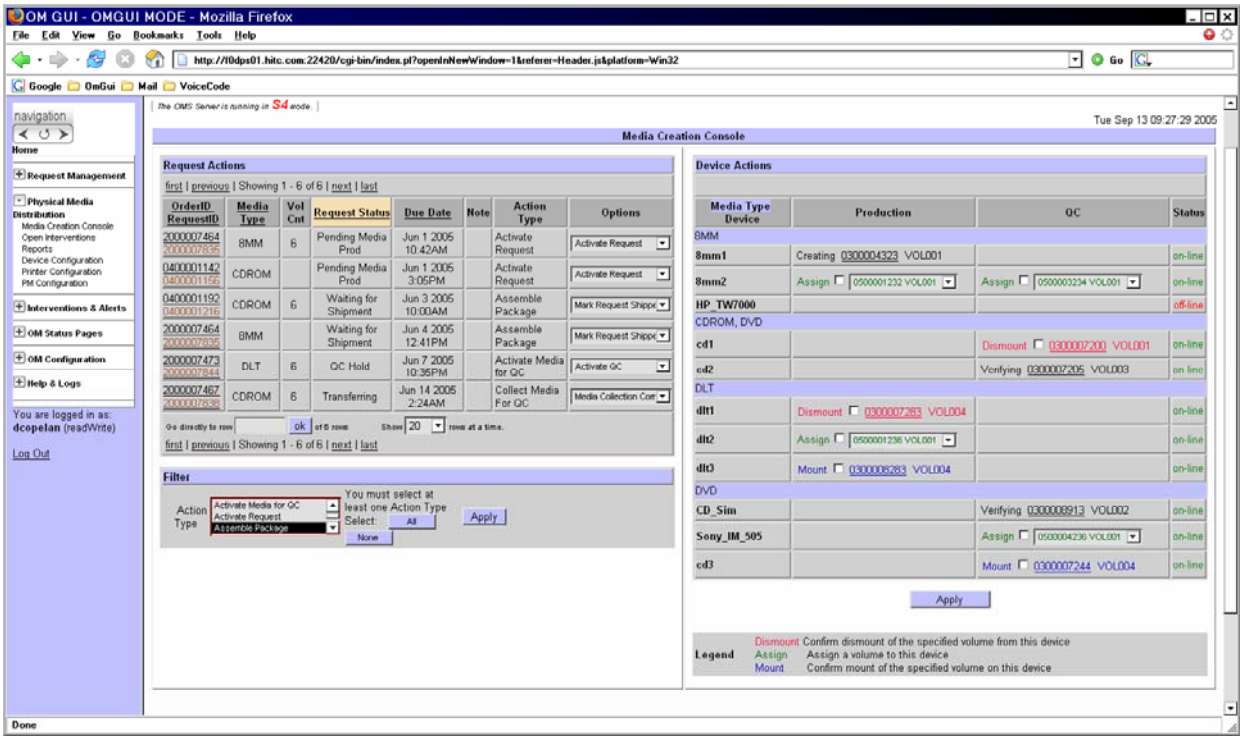


Figure 4.8.11-78. Media Creation Console Page

4.8.11.7.8.2 Request Actions Pane

The Request Actions pane shows a list of request oriented actions required of the operator for physical media requests, which are in the media creation process. The list can be filtered by

Action Type. Each line of the table represents an action for the given request. The options column at the end of the lines is a pull down list which shows the options available to the operator for the given action type. When the operator clicks on an option in the options pull down list, a window pops up showing data and required entries to perform the selected option. The physical media actions pane s shown on the Media Creation Console page in Figure 4.8.11-78.

For each line in the table, the fields shown in Table 4.8.11-24 are displayed.

Table 4.8.11-24. Field Descriptions for Media Creation Action Page

Field Name	Data Type	Size	Description
OrderId	Integer	8	UID for this order created internally. This is a link to the Order page for this order.
RequestId	Link/Integer	10	UID for a request created in MSS. This is a link to the Request Detail page.
Media Type. (Only Physical Media Types Are Shown).	Character	8	Type of media associated with the request
Vol Count	Integer	8	Indicates the number of volumes remaining to be produced or verified for this request
Device Name	Character	n/a	Name of the device currently allocated to the request.
Request Status	Character	21	Status of the request.
Due Date	Date/Time	19	Date/time the request is due to be shipped.
Media Action Note	Character	1	"Y" indicates that there is a note associated with this request. The operator can click the "Y" to see the note.
Action Type	Character	25	Type of action. The values are: • Activate Requests • Mount Media for Production • Collect Media for QC • Activate Media for QC • Mount Media for QC • Assemble package
Options	Pulldown list	N/a	Options available for the given action. For list of options available for each action type, see Table 4.8.11-23.

Table 4.8.11-25 lists the physical media actions for the fields displayed.

Table 4.8.11-25. Fields Displayed for Physical Media Actions

Action	Options	Section	Figure(s)
Activate Request	Activate Request	1.0.9.1	35-36
	Fail Request	1.0.9.1.2	37
	Annotate Action	1.0.9.1.3	38
Collect Media for QC	Media Collection Complete	1.0.11.1	43
	Fail Media Collection	1.0.11.2	44
	Annotate Action	1.0.9.3.1	38
	Activate QC		
	Fail Request	1.0.9.1.2	37
	Annotate Action	1.0.9.1.3	38
Assemble Package	Mark Request Shipped	1.0.14.1	45
	Confirm Media Dismounted	1.0.14.2	46
	Confirm Package Assembled	1.0.14.3	47
	Package Not Assembled	1.0.14.4	48
	Fail Request	1.0.14.5	37
	Print Outputs	1.0.14.6	49, 50
	Annotate Action	1.0.14.7	36

4.8.11.7.8.2.1 Physical Media Action Options Pages

The Physical Media Action Options pages are a series of pop-up windows that are invoked when the operator selects an option from the option list for particular action from the actions page. Each page is described in the following sections.

4.8.11.7.9 Action: Activate Request

The Activate Request page allows the operator to activate a request for media creation. Figure 4.8.11-79 shows the 'Activate Request' page for tape media, and Figure 4.8.11-80 shows the page for CD/DVD requests

For CD/DVD media the operator is required to select a device to allocate to the request. The operator can accept the recommended device shown in the drop-down list to the right by clicking the check box labeled "Select Device to Allocate" or he can select an alternate device from the drop-down list on the right before clicking the check box. Since it is possible to assign multiple devices to a single tape request, device allocation for tape requests is not performed on the Activate Request page.

Optionally, the operator can enter an annotation for the action.

To complete the action, the operator clicks the Activate Request Button. The window is closed and the Media Creation Console page is refreshed. If the Operator Notes have changed, the Cancel button will give the operator the opportunity to save the updated notes. Otherwise, the Cancel button closes the window and no action is taken.

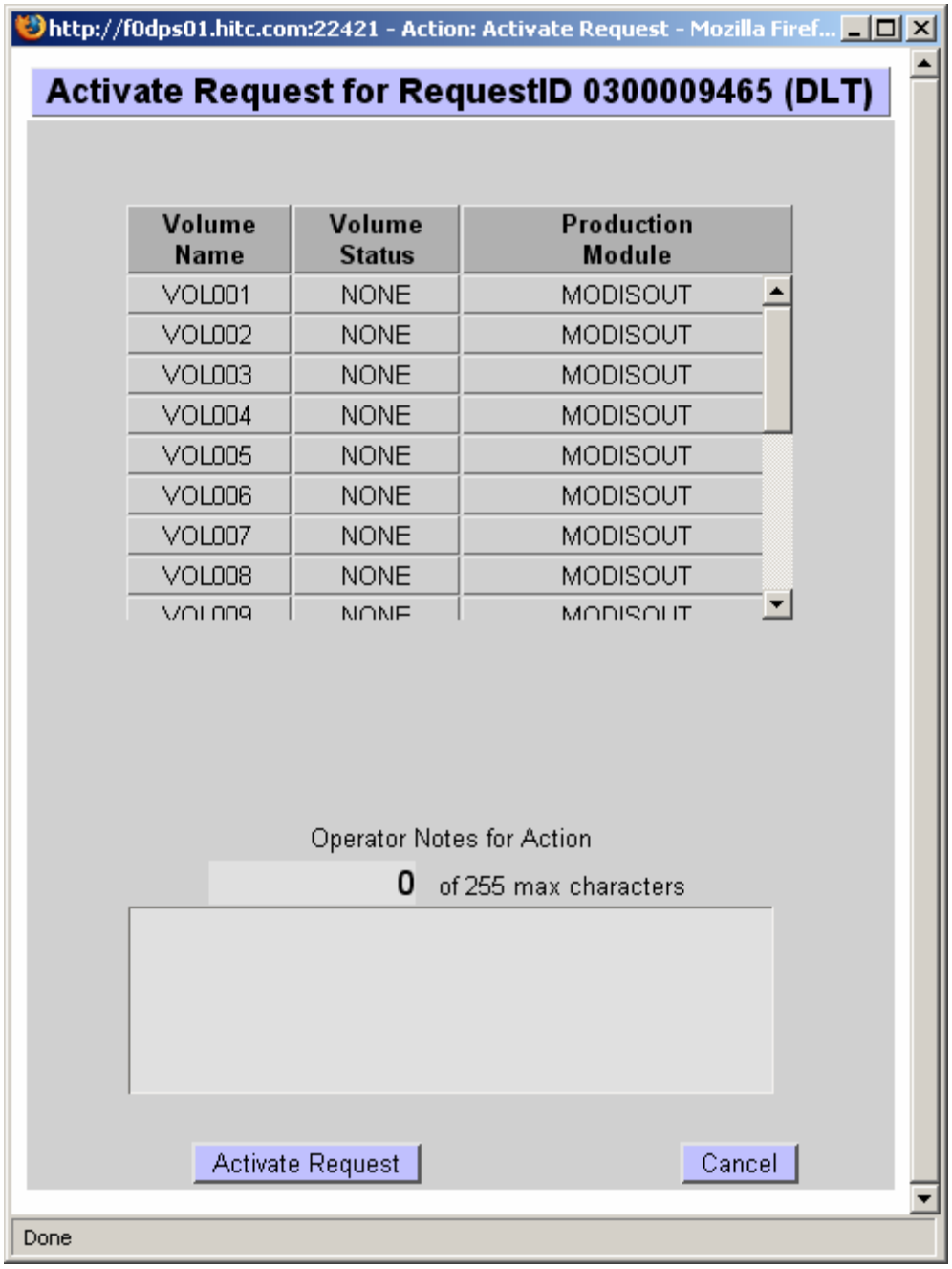


Figure 4.8.11-79. Activate Request Page with Tape Media (Part 1)

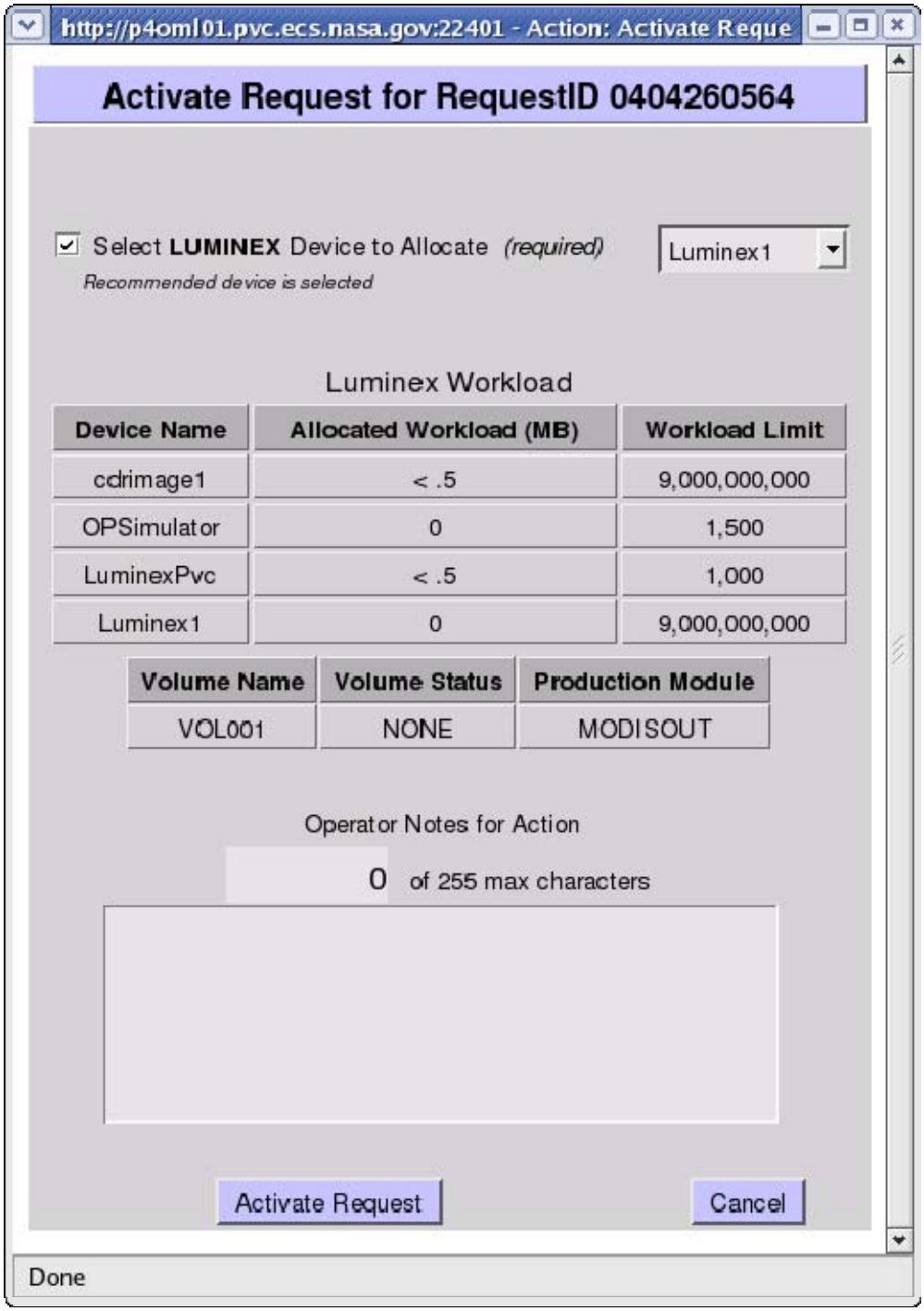


Figure 4.8.11-80. Activate Request for CD-ROM and DVD Media Types Page (Part 2)

4.8.11.7.9.1 Option: Fail Request

The Fail Request option page, shown in Figure 4.8.11-81 allows the operator to fail the request associated with the action.

Optionally, the operator can enter additional text for the DN or Indicate that the DN is not to be sent at all.

Optionally, the operator can enter an annotation for the action.

To complete the action, the operator clicks the **Fail Request** Button. The window is closed and the Media Creation Console page is refreshed. A "Media Creation Error" intervention is created. If the Operator Notes have changed, the Cancel button will give the operator the opportunity to save the updated notes. Otherwise, the Cancel button closes the window and no action is taken.

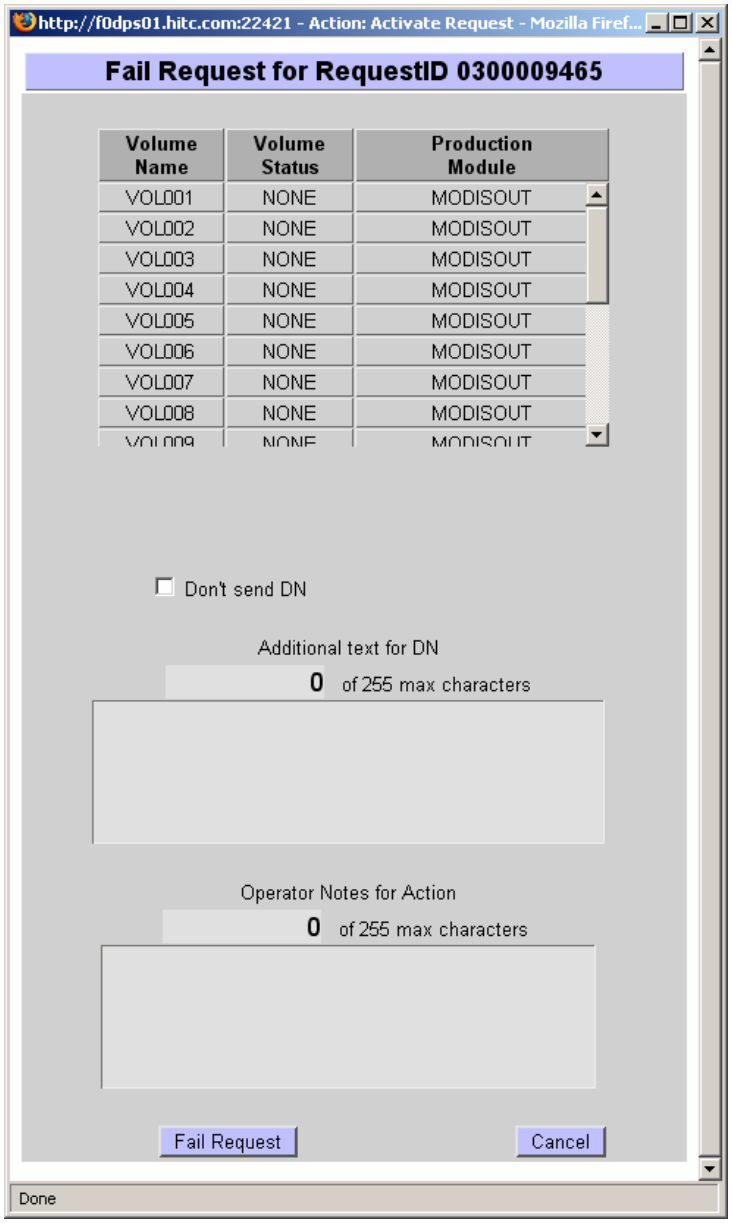


Figure 4.8.11-81. Fail Request Page

4.8.11.7.9.2 Option: Annotate Action

The Annotate Action page, shown in Figure 4.8.11-82 allows the operator to add annotations to the action. To complete the action, the operator clicks the Annotate Action Button. The window is closed and the Media Creation Console page is refreshed. If the Operator Notes have changed, the Cancel button will give the operator the opportunity to save the updated notes. Otherwise, the Cancel button closes the window and no action is taken.

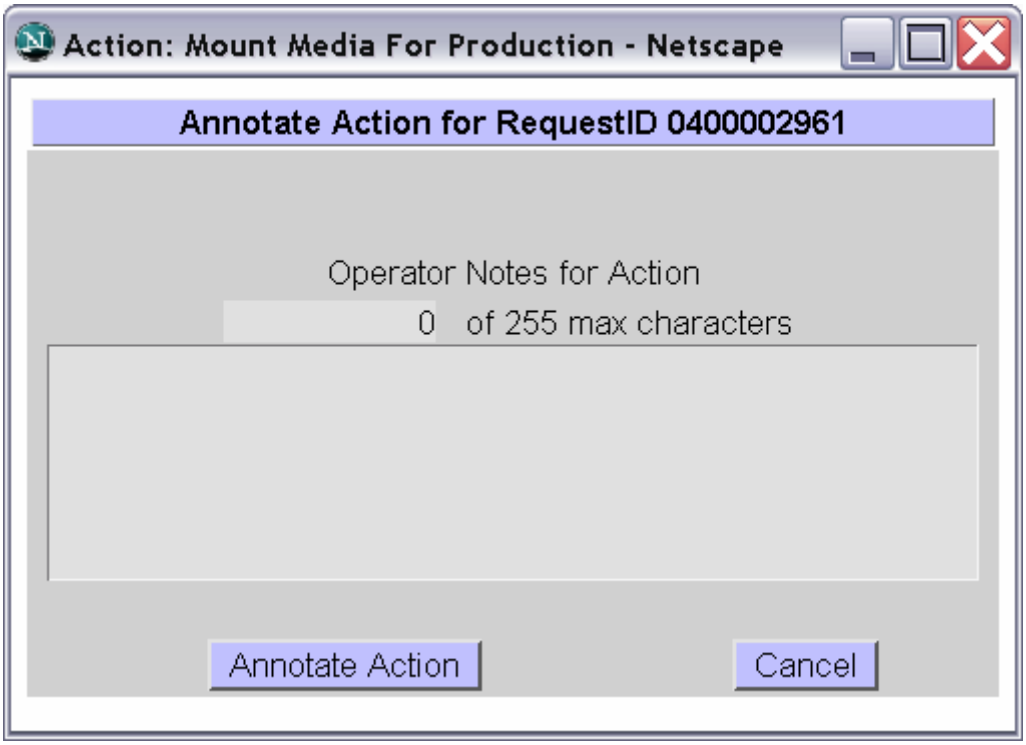


Figure 4.8.11-82. Annotate Action Page

4.8.11.7.10 Action: Collect Media for QC

OMS queues an action for the operator to collect the media for QC. The OMS GUI displays request information and lists the media volumes that were created for the request. The operator can

a. Acknowledge that the media has been collected, and are ready for QC. The operator also has the option of changing the default selection of volumes that will verified, or

b. Indicate that the media collection failed.

If the action is failed, OMS generates an intervention "QC error" (because of media collection problems), however, without flagging a volume as having passed or failed QC. It is up to the operator to identify which media are missing or look damaged.

The operator has the following options for handling the action:

4.8.11.7.10.1 Option: Media Collection Complete

The Media Collection Complete option page, shown in Figure 4.8.11-83 allows the operator to confirm the completion of media collection for QC. Also, the operator can change the default selection of volumes chosen to be verified by using the column 'Select for QC' to select/deselect volumes.

Optionally, the operator can enter an annotation for the action.

To complete the action, the operator clicks the Media Collection Complete Button. The window is closed and the Media Creation Console page is refreshed. If the Operator Notes have changed, the Cancel button will give the operator the opportunity to save the updated notes. Otherwise, the Cancel button closes the window and no action is taken.

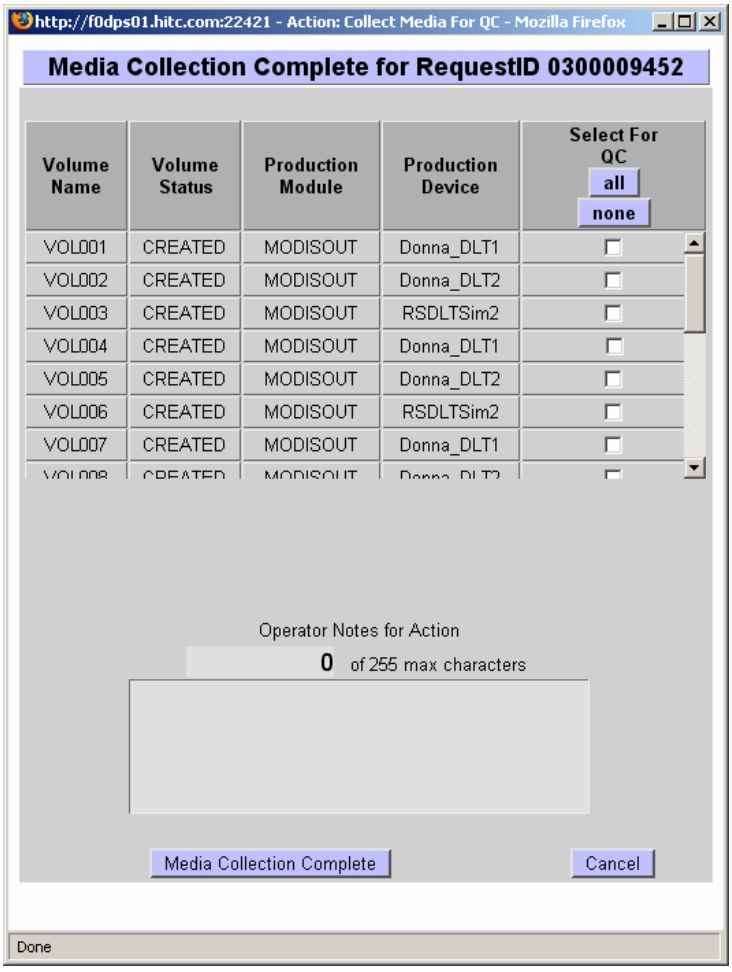


Figure 4.8.11-83. Media Collection Complete Page

4.8.11.7.10.2 Option: Fail Media Collection

The Fail Media Collection option page, shown in Figure 4.8.11-84 allows the operator to fail the completion of media collection for QC.

Optionally, the operator can enter an annotation for the action.

To complete the action, the operator clicks the Fail Media Collection Button. The window is closed and the Media Creation Console page is refreshed. A "QC Failed" intervention is created. If the Operator Notes have changed, the Cancel button will give the operator the opportunity to save the updated notes. Otherwise, the Cancel button closes the window and no action is taken.

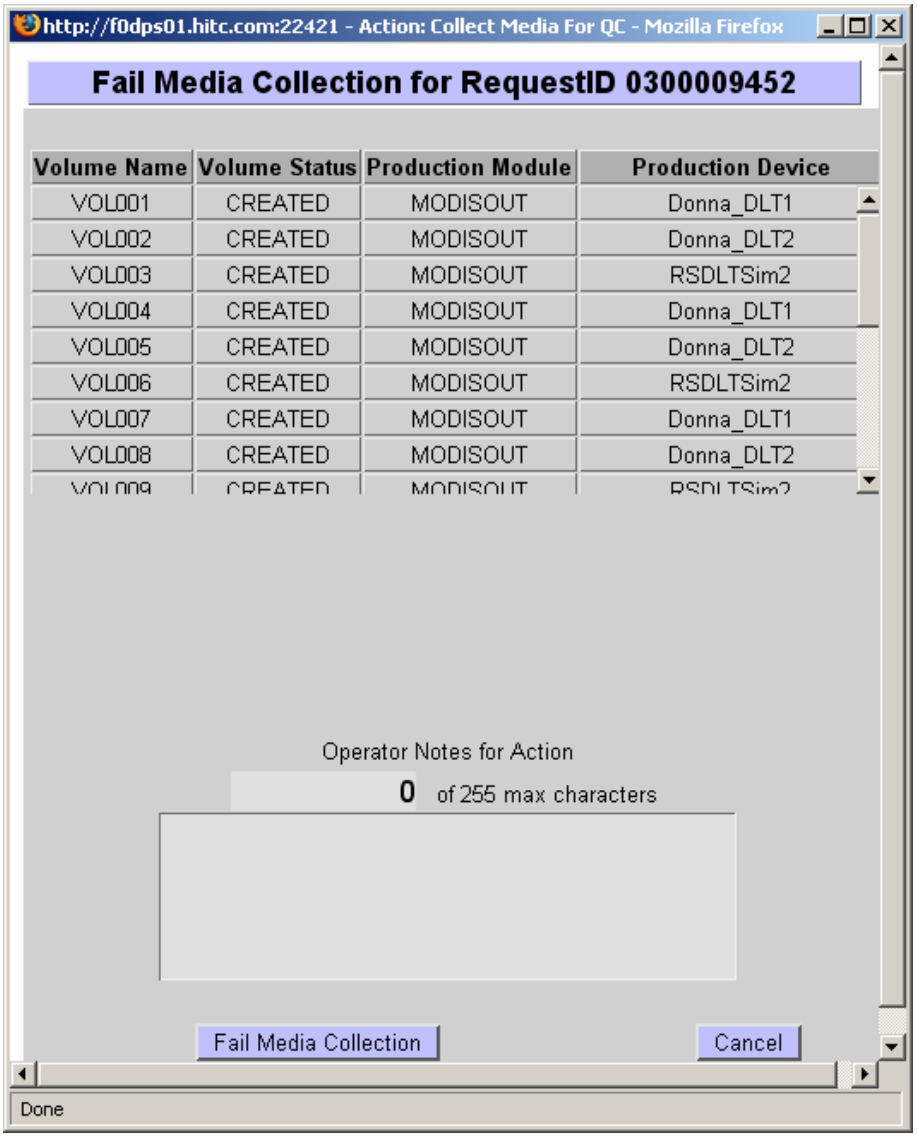


Figure 4.8.11-84. Fail Media Collection Page

4.8.11.7.10.3 Option: Annotate Action

Same as above.

4.8.11.7.11.1 Action: Activate Media for QC

The Activate Media for QC page, shown in Figure 4.8.11-79 allows the operator to activate a request for QC.

The window shows the volume list for the request and indicates what volumes have been selected for QC as displayed in Figure 4.8.11-85.

Optionally, the operator can enter an annotation for the action.

To complete the action, the operator clicks the Activate Media for QC Button. The window is closed and the Media Creation Console page is refreshed. If the Operator Notes have changed, the Cancel button will give the operator the opportunity to save the updated notes. Otherwise, the Cancel button closes the window and no action is taken.

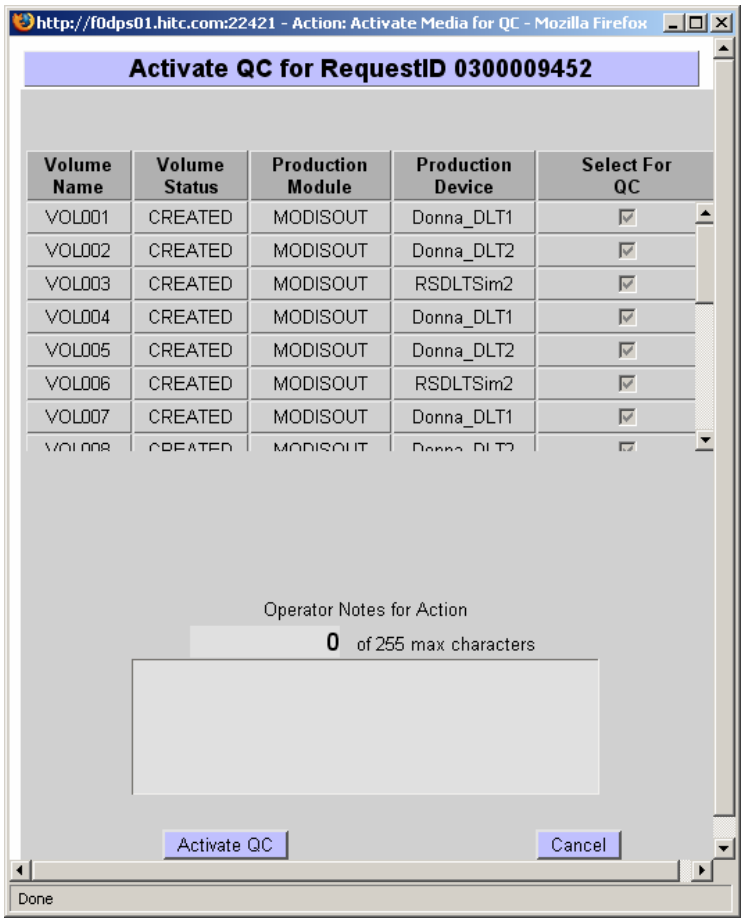


Figure 4.8.11-85. Activate QC

4.8.11.7.11.2 Option: Fail Request

Same as above.

4.8.11.7.11.3 Option: Annotate Action

Same as above.

4.8.11.7.13 Action: Assemble the Distribution Package

As a final step**,** the OMS queues an action that prompts the operator to collect all printed outputs, assemble the distribution package and confirm the successful completion of this step. The OMS displays request information, the list of media that were created, and the printers where the outputs are located. The operator can

a. Mark the request as shipped and complete the action

b. Confirm that the package has been assembled

c. Indicate that the package has not been assembled

d. Fail the request

e. Re-print any of the printed outputs

f. Enter a note for the action

Choice a. results in marking the request as "Shipped". In order to complete the action, the operator must confirm that the package has been assembled. The "Mark Request Shipped" page allows the operator to confirm package assembled, and mark the request 'Shipped'. Alternately, the operator can indicate that the package has been assembled using choice b. A DN will be sent unless explicitly suppressed by the operator. Choice c. will be treated like a QC error and result in a QC intervention, which offers the operator a range of options to respond to the problem.

The operator has the following options for handling the action:

4.8.11.7.13.1 Option: Mark Request Shipped

The "Mark Request Shipped" page as shown in Figure 4.8.11-86 closes the Assemble Package Action. If the **Confirm Package Assembled** step has been done previously, the checkbox will be checked and disabled so the operator will not have to check this box again. Once the checkbox is checked, the operator can complete the action by clicking the **Mark Request Shipped** button. Optionally, the operator can choose to not send a DN or to add a note to the action. If the Operator Notes have changed, the Cancel button will give the operator the opportunity to save the updated notes. Otherwise, the Cancel button closes the window and no action is taken.

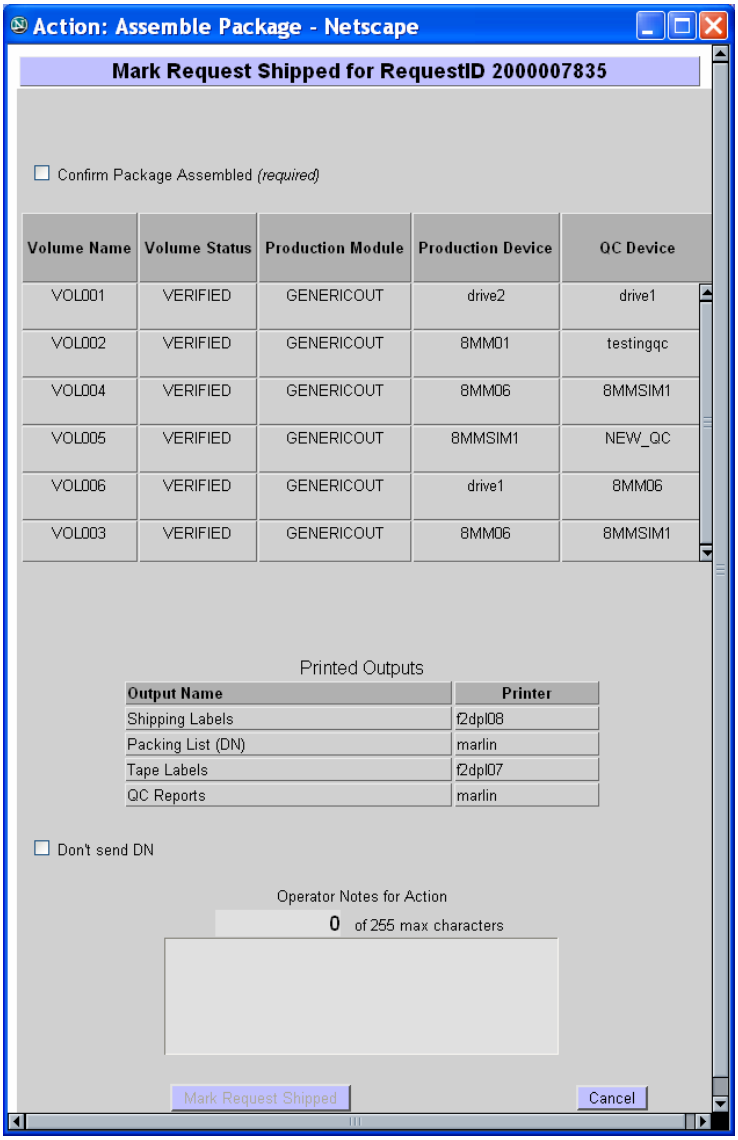


Figure 4.8.11-86. Mark Request Shipped Page

4.8.11.7.13.2 Option: Confirm Package Assembled

The Confirm Package Assembled option page, shown in Figure 4.8.11-87 allows the operator to confirm the assembly of the package for shipment.

A list of volumes that were created is displayed showing for each volume, volume name, volume status, production module, production device, and QC Device.

The operator also has the option of not sending the DN. To do this, the operator clicks the check box labeled "Don't send DN".

Optionally, the operator can enter an annotation for the action.

Also shown is a table of printed outputs. For each output, the Output Name and Printer on which it was printed are shown.

When the operator clicks the **Confirm Package Assembled** button, a record is made that the Package has been Assembled. The window is closed and the Media Creation Console page is refreshed. If the Operator Notes have changed, the Cancel button will give the operator the opportunity to save the updated notes. Otherwise, the Cancel button closes the window and no action is taken.

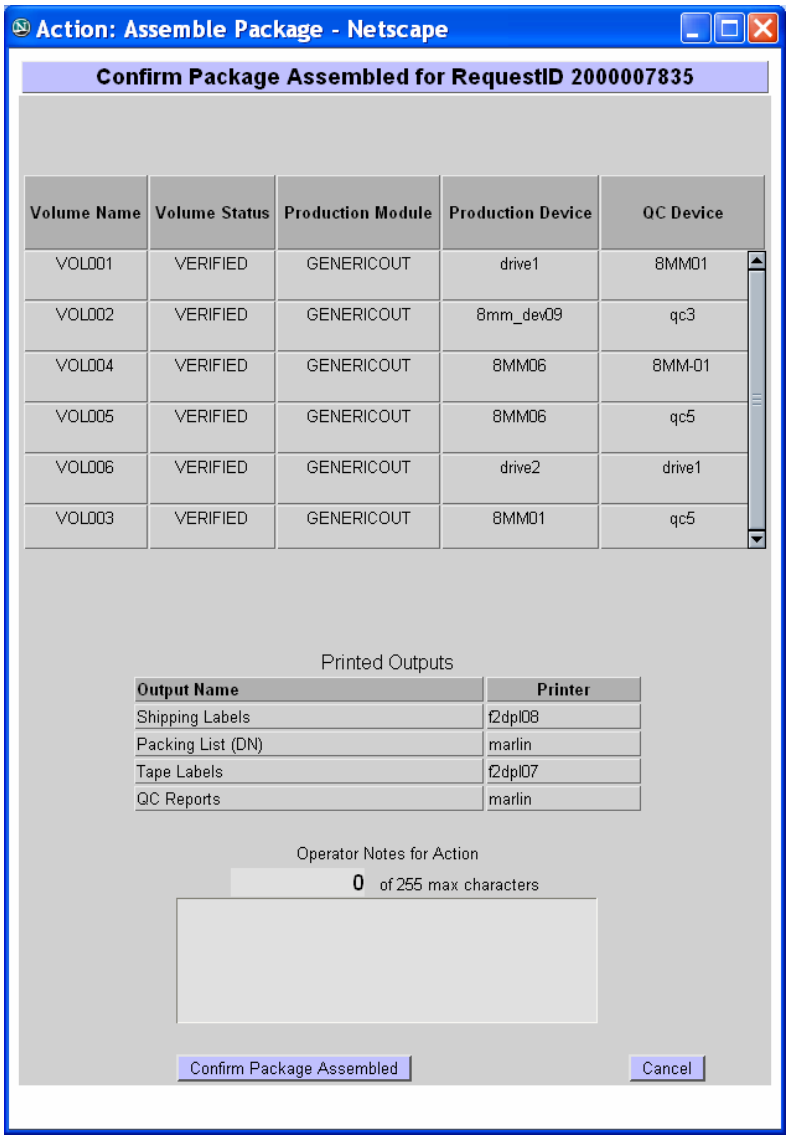


Figure 4.8.11-87. Confirm Package Assembled Page

4.8.11.7.13.3 Option: Package Not Assembled

The Package Not Assembled page, shown in Figure 4.8.11-88 allows the operator to indicate that the package was not assembled for shipment.

Optionally, the operator can enter an annotation for the action.

To complete the action, the operator clicks the **Package Not Assembled** Button. The window is closed and the Media Creation Console page is refreshed. A "QC Error" intervention is created. If the Operator Notes have changed, the Cancel button will give the operator the opportunity to save the updated notes. Otherwise, the Cancel button closes the window and no action is taken.

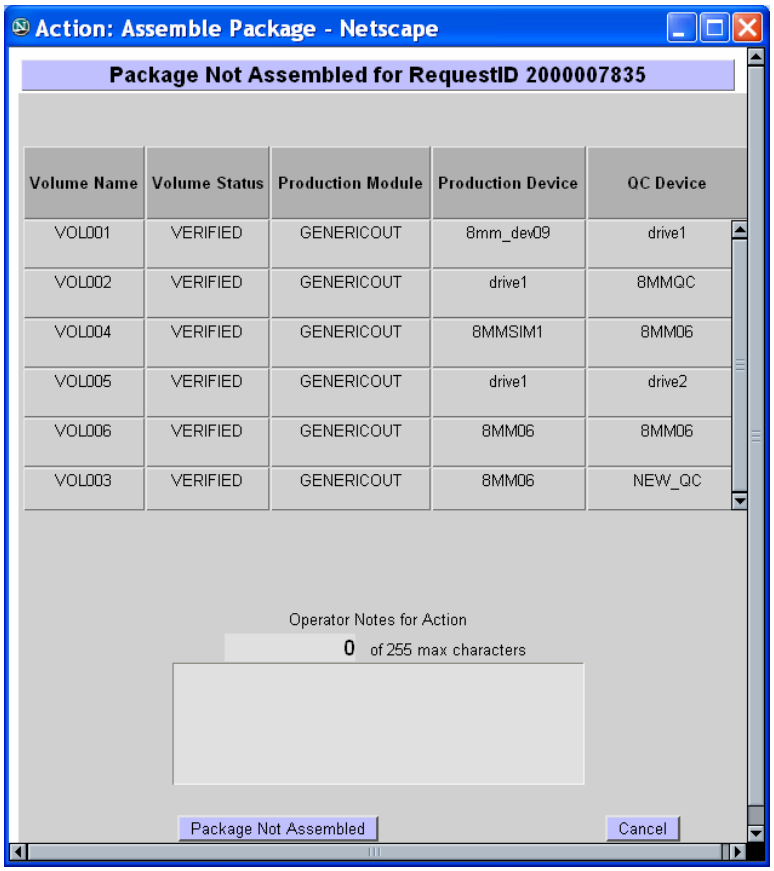


Figure 4.8.11-88. Package Not Assembled Page

4.8.11.7.13.4 Option: Fail Request

Same as above.

4.8.11.7.13.5 Option: Print Outputs

The Print Outputs option page, shown in Figures 4.8.11-89 and 4.8.11-90 allows the operator to reprint any of the labels associated with the request.

To reprint the output, the operator clicks the check box labeled with the name of the item he wants to reprint. Outputs that can be reprinted are: Jewel Cast Inserts, Shipping Label, Packing List, and QC Report.

To complete the option, the operator clicks the **Print Outputs** Button. The window is closed, the outputs are printed, and the Physical Media Actions page is refreshed. The **Cancel** button closes the window and no action is taken.

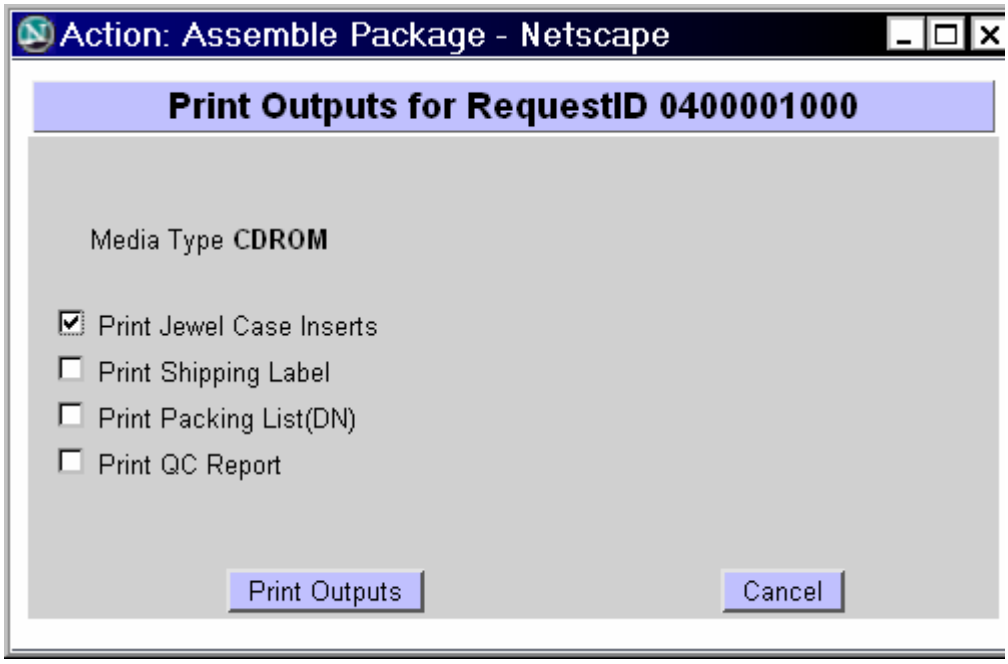


Figure 4.8.11-89. Print Outputs Page for CDROM/DVD Media

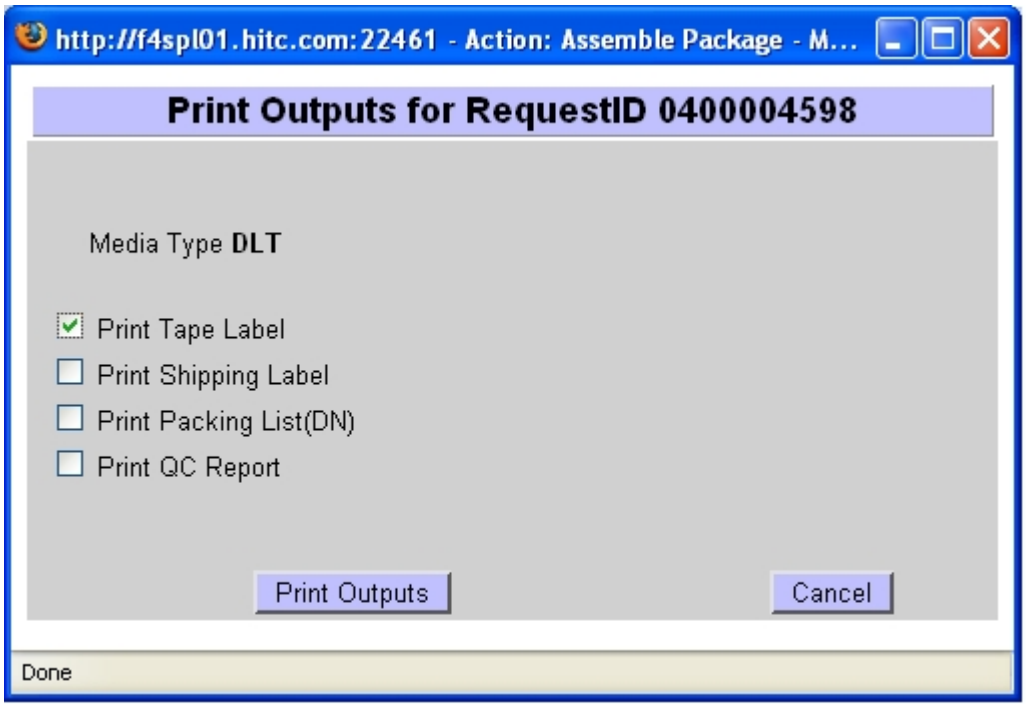


Figure 4.8.11-90. Print Outputs Page for Tape Media

4.8.11.7.13.7 Option: Annotate Action

Same as above.

4.8.11.7.14 Device Actions Pane

The Device Actions pane shows a list of device oriented actions required of the operator for physical media requests, which are in the media creation process. It also shows the status of the device when no operator action is pending for the device.

The Device Actions pane shows one row for each device which is available to the current mode. Columns shown for each row are described in Table 4.8.11-26.

The operator indicates his intention to perform the action by clicking its corresponding checkbox. Any number of actions may be checked but none will be applied to the database until the operator clicks the Apply button. When the operator clicks the Apply button, all checked actions will be sent to the server and the Media Creation Console page will be refreshed thereby refreshing both the actions pane and the device Actions pane, and are described in Table 4.8.11-27.

Table 4.8.11-26. Columns in the Device Actions Table

Column Name	Data Type	Size	Description
Device Label	Character	30	Device Label configured for the device when it was created. It is a link to the device detail page.
Production Actions	n/a	n/a	Status of the device or operator actions available for the device in the production phase of media creation. Actions/status messages which may be displayed in the cell are shown in Table 4.8.11.7.14-2.
QC Actions	n/a	n/a	Status of the device or operator actions available for the device in the QC phase of media creation. Actions/status messages which may be displayed in the cell are shown in or at
Status	Character	8	Online/off-line status of the device.

Note: Wherever a RequestId is displayed, it is a link to the Request Detail page.

Table 4.8.11-27. Messages in Device Actions Cells (1 of 2)

Message	When displayed	Check Checkbox	Uncheck Checkbox
Creating RequestId Volume	When a volume is being created on the device	n/a	n/a
Verifying RequestId Volume	When a volume is being verified on the device	n/a	n/a
In use by mode mode	When the device is being use in another mode	n/a	n/a
Dismount ☐ RequestId Volume	When a volume is finished creating or verifying and is ready to be dismounted	If activation mode is manual, display the Assign message If the word “Dismount” is clicked, the message changes to “Fail Dismount” and the checkbox is unchecked. All other messages in the cell are removed.	If activation mode is manual, all messages except “Dismount” are removed from the cell.

Table 4.8.11-27. Messages in Device Actions Cells (2 of 2)

Message	When displayed	Check Checkbox	Uncheck Checkbox
Fail Dismount ☐ RequestId Volume	When the operator clicks the word "Dismount" in the Dismount message	The operator is asked to confirm that he wants to fail the dismount. If the operator confirms, the "Off-line Device", and in manual mode, the "Mount" messages are displayed. If not, the "Fail Dismount" checkbox is unchecked.	The "Off-line Device" message and "Mount" message, if it is shown, is removed from the display.
Off-line Device deviceId	When the operator fails a mount or dismount action.	None	None
Assign ☐ volumes drop-down list	When the device is free and available for assignment of another volume.	The volume that the operator has selected from the volumes drop-down list appears in the "Assigned". The"Mount" message appears	n/a
Assigned ☐ RequestId Volume	When the "Assign" message is checked	None. The checkbox is already checked.	The "Assign" message replaces be "Assigned" message and the "Mount" or "Fail Mount" message is removed.
Mount ☐ RequestId Volume	When a volume has been assigned to the device	If the word "Mount" is clicked, the message changes to "Fail Mount" and the checkbox is unchecked	None
Fail Mount ☐ RequestId Volume	When the operator clicks the "Mount" action text.	The operator is asked to confirm that he wants to fail the dismount. If the operator confirms, the "Off-line Device" message is displayed. If not, the "Fail Mount" checkbox is unchecked.	The "Off-line Device" message is removed from the display.

4.8.11.8 Help Page

The operator can view the help information on a particular page by clicking on the **Need help with the Order Manager?** link at the bottom of the page which will display a small pop-up window for help on that page. The operator may also click on the **Help** tab at the top of the page. The help information is indexed and also contains links to help on related topics. The index to available topics includes:

- About The Order Manager GUI
- New Features in the Synergy V Version
- Request Management
  - Open Interventions
    - Viewing Intervention Details
    - Working an Intervention
  - Operator Alerts
  - Completed Interventions
  - Distribution Requests
- FtpPush Monitor
  - FtpPush Distributions Requests
  - FtpPush Operations
  - FtpPush Destinations
  - Staging Requests
- OM Status Pages
  - OM Queue Status
  - Staging Operations
  - Staging Status by Media Type
  - Staging by FtpPush Destination
- OM Queue Status
- OM Configuration
  - Aging Parameters
  - Server/Database Configuration
  - Media Configuration
  - FtpPush Policy Configuration
  - Archive Resources
- OM Server Statistics
- OM Log Viewer

Figure 4.8.11-91 displays a sample Help Page.

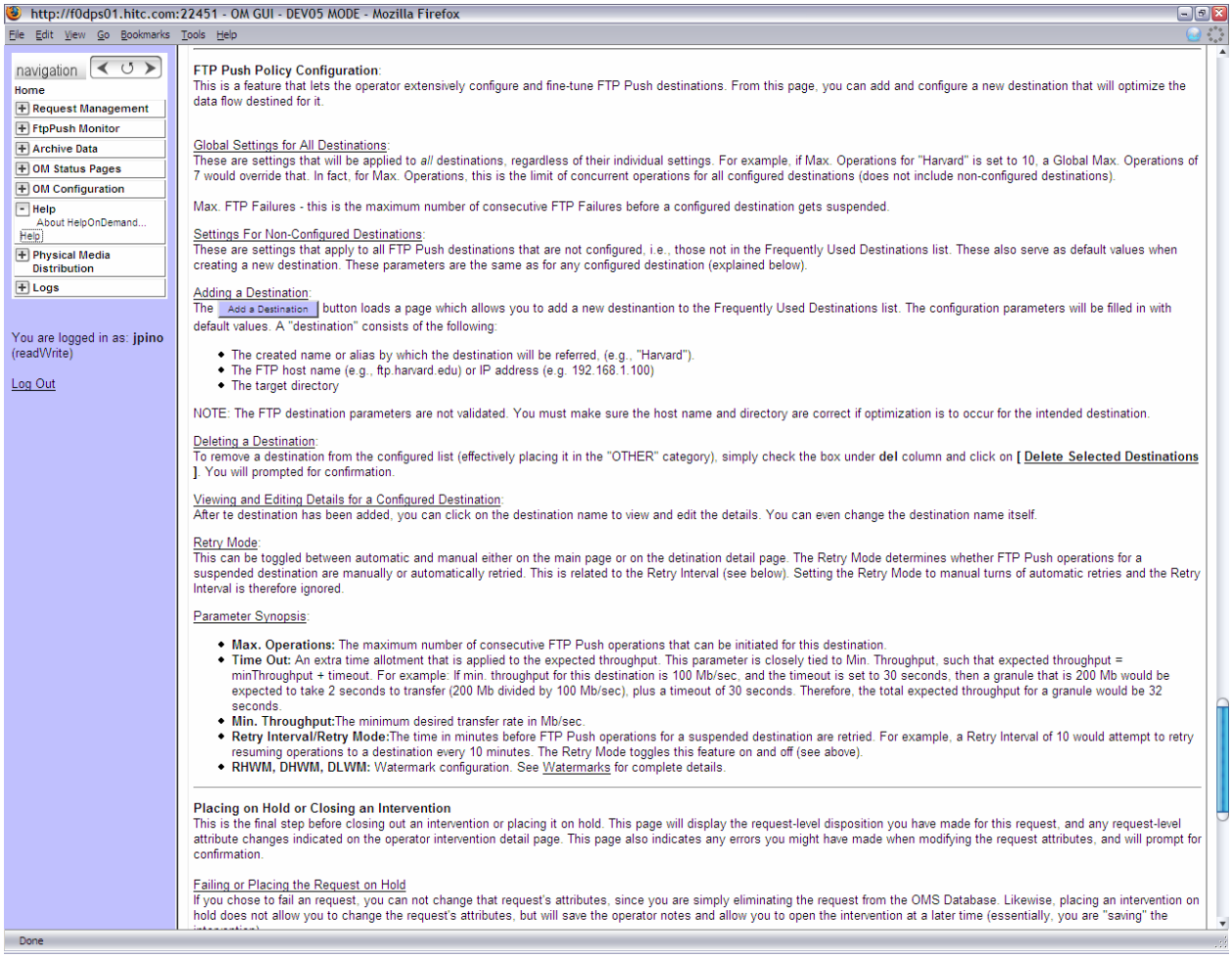


Figure 4.8.11-91. Sample Help Page

HelpOnDemand

This is a feature that gives the operator context-sensitive help for each page, but more specifically for particular controls or parameters that may not be entirely self-descriptive. Anywhere there is little question mark next to a button or text field, click on it and a dialog box describing that item will appear. Figure 4.8.11-92 shows an example of HelpOnDemand for the Time Out parameter on the FtpPush Policy Configuration page.

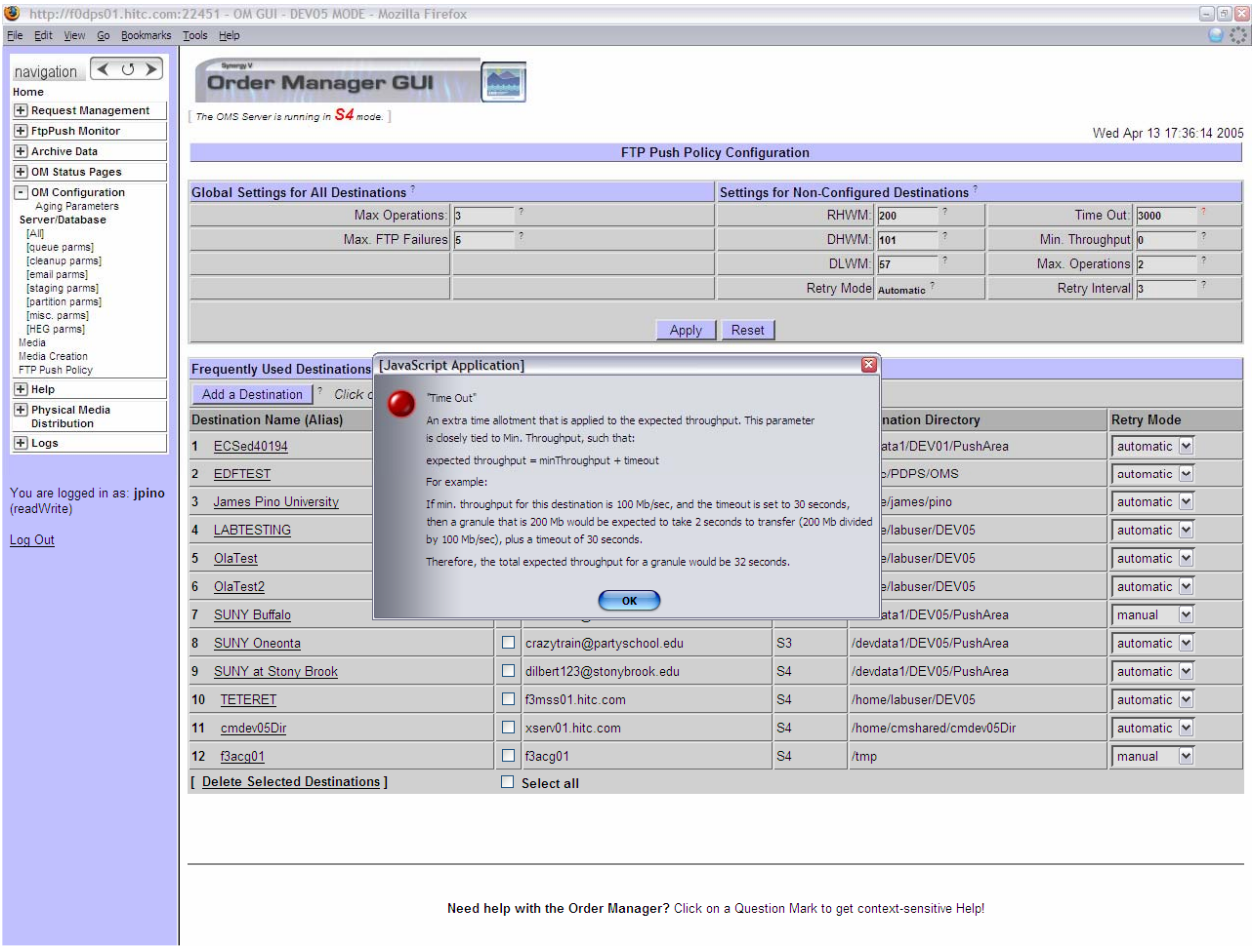


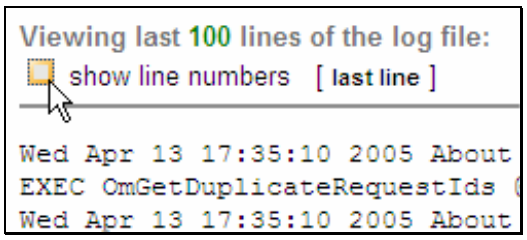
Figure 4.8.11-92. HelpOnDemand Example

4.8.11.9 OM GUI Log Viewer

The Log viewer, shown in Figure 4.8.11-93, is a simple diagnostics tool to aid the operator when an error occurs. It lets you view part or the entire Order Manager Page log file, which is a file specifically generated for the OM GUI by the OM GUI. It is usually sufficient to view the last 200-500 lines for recent activity. Simply enter the last number of lines of the log file you wish to view and click "OK". The entire log may be viewed by leaving the text box empty (or entering 0, or a number greater than or equal to the total number of lines in the file) and clicking on "OK".

Since the log file can grow to a very large size after continued use of the Order Manager Page, it is not recommended to load the entire log file all at once.

A helpful feature is included that shows or hides the line numbers, so that the log text can be easily cut and pasted to other places. This is especially useful for SQL:



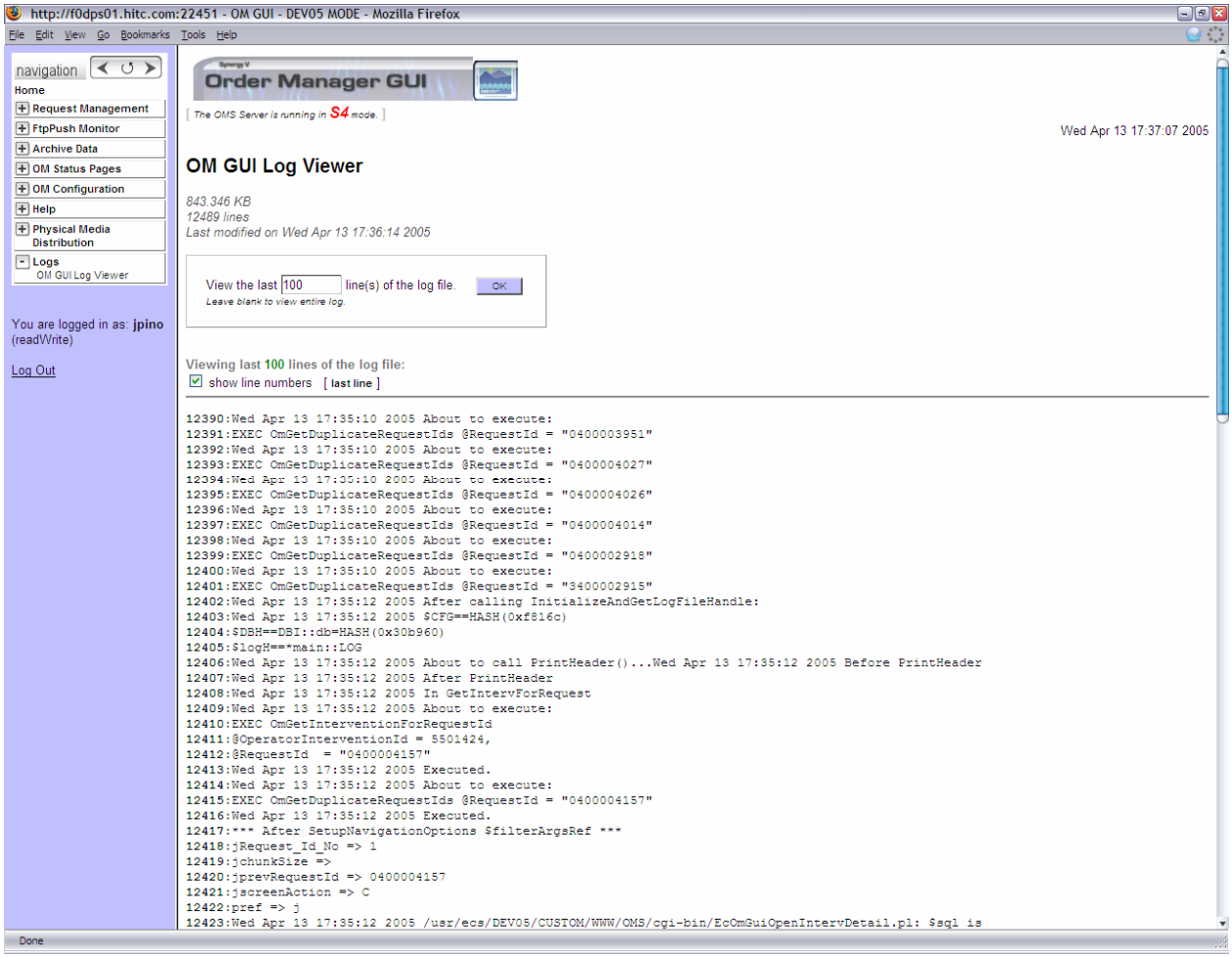


Figure 4.8.11-93. OM GUI Log Viewer Example

4.8.11.10 Required Operating Environment

The following environment is required for the OM GUI to work properly.

The O/S requirements are Linux.

The OM GUI requires the installation of Netscape 7.0 or higher.

4.8.11.11 Interfaces and Data types

The OM GUI exchanges data between the Web Browser and Sybase, using Perl CGI and DBI Modules for the interface.

4.8.11.12 Databases

The OM GUI accesses the OMS and MSS Accountability databases.

4.8.11.13 Special Constraints

There are no special constraints to running the OM GUI.

4.8.11.14 Outputs

There are no outputs from the OM GUI except for status and error messages.

4.8.11.15 Events and Messages

The OM GUI writes status and error messages to the EcOmGui.log file in the directory /usr/ecs/<MODE>/CUSTOM/WWW/OMS/cgi-bin/logs.

4.8.11.16 Reports

The OM GUI does not generate reports.

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