

14. Archive Management/DataPool Maintenance

14.1 Archive Management Overview

Archive processing is at the heart of the system. Through archive processing, data that have been ingested into the system are archived to tape for permanent storage and distributed to users via hard media (tape or disk) or electronic means. The DAAC Archive Manager's job entails working with all levels of the system.

The Evolution Release 7.20 resulted in changes on the hardware and system levels for managing the Archive. A migration from the AMASS-based archive to a StorNext SAN-based archive was implemented prior to and as a prerequisite of Release 7.20. A pair of HP570 G4 commodity-based Linux servers was installed to run the StorNext Storage Manager (SNSM) product in a high availability, failover environment.

The StorNext disk cache resides on SAN-attached-disk-storage managed by SNSM. This change benefits the DAACs with added capability for multi-tier storage management. StorNext Storage Manager (SNSM) is a hierarchical storage management (HSM) system for managing data on multiple storage tiers consisting of disk and tape resources. The purpose of SNSM in the ECS is to provide an easy-to-use interface (GUI based) for large data archives.

14.2 Archive Hardware

The archive hosts in the ECS architecture are a pair of Hewlett-Packard (HP) Proliant ML570 servers running Red Hat Linux 4.0 Update 3. SNSM includes a Metadata Controller (MDC) failover capability to support a higher level of availability than with the AMASS solution. The MDC Failover allows a secondary MDC host to take over StorNext operations in the event a primary MDC host fails. Failover is supported for all StorNext management operations, including client I/O requests (File System) and data mover operations (Storage Manager). This will significantly increase the uptime of the ECS archive at each DAAC. The archive uses one major type of archival storage hardware for storing science data, browse data, and other data. The StorageTek (STK) Powderhorn Model 9310 Automated Cartridge System tape storage tower, is a mass storage system of removable media jukeboxes. The software that manages the storage in the system architecture is hosted on a HP Proliant ML570. The typical data storage archive consists of the following major elements: Library Storage Module (LSM), Powderhorn Model 9310, Automated Cartridge System (ACS) tape storage tower. Cartridge Access Port (CAP), where media are inserted or ejected from the LSM; standard capacity is 21 cartridges.

Dual tape-transport "robots" for moving cartridges from the tower to a tape drive or CAP and from the tape drive or CAP to the tower.

Tape drive rack with eight 9940 cartridge tape drives (rack capacity is 20 drives).

Library Management Unit (LMU), Model 9330, a serial port for the ACS Library Software (ACSL) that controls and monitors the ACS.

- Library Control Unit (LCU), Model 9311, a hardware interface for managing LSM intercommunications.

Each LSM tape archive can store thousands of tapes. The archive stores science data on STK 9940A and 9940B tapes, each 9940A tape can store 60 gigabytes of data (up to 200 gigabytes compressed) and each 9940B tape can store 200 gigabytes of data (up to 400 gigabytes compressed). Each 9940 tape cartridge is identified by a colored bar code label that shows the media number. An archive catalog or database tracks the location of each cartridge within the library, based on information provided by the laser bar code reader

14.3 Archive Software

Archive operations rely on both custom and commercial off the shelf (COTS) software for complete mass storage archive management, providing the capability to accept Graphical User Interface (GUI) and command line interface inputs, and to interpret them to the appropriate level needed to control and monitor archive operations. The StorNext Storage Manager (SNSM) software is a product of Quantum. Quantum, which acquired ADIC, is the vendor for both the StorNext File System and the StorNext Storage Management products.

The purpose of SNSM in the system is to provide an easy-to-use interface to a large tape archive. StorNext manages files, volumes (media), drives and jukeboxes. It allows UNIX File System (UFS) access methods to be employed (e.g., ftp, rcp, uucp, nfs, RPC, cp, mv and native commands) while removing some of the limitations of the UFS. Primary among these is reliance on UNIX Index Node (inode) structures. StorNext maintains all inode information in database files rather than in associated disk structures. This minimizes or eliminates many of the file search problems inherent in searching large numbers of files in multiple directories.

14.4 Starting and Stopping StorNext

The ECS System contains both managed (Hierarchical Storage Manager) and unmanaged StorNext File Systems. In order for the ECS System to function properly you need to start/stop both. They can be started/stopped from the Linux command line or from the GUI provided by the vendor. Table 14.4-1 provides an Activity Checklist for Starting and Stopping StorNext.

Table 14.4-1. Starting and Stopping StorNext

Order	Role	Task	Section
1	System Administrator or Archive Manager	Start the StorNext Manager Server	(P) 14.4.1.1 (P) 14.4.1.2
2	System Administrator or Archive Manager	Stopping the StorNext Client	(P) 14.4.2.1
3	System Administrator or Archive Manager	Disabling the Tape Archive System	(P) 14.4.2.2
4	System Administrator or Archive Manager	Rebooting StorNext Metadata Server	(P) 14.4.3.1
5	System Administrator or Archive Manager	Creating a Listing of StorNext Labels	(P) 14.4.4.1

14.4.1 Starting the StorNext Application

To bring the StorNext System, you must start both the server and its clients.

14.4.1.1 Start the StorNext Manager Server (from the command line prompt)

1 Logon to the active metadata server (x4smvaa). Using x4smvaa will log you into the active (x4sml01 (primary) or x4sml02 (failover/secondary))
/etc/init.d/cvfs start

2 Verify that the StorNext Manager Server is active with the command
#ps -ef | grep cvfs

To start StorNext Manager Clients from the command line prompt: (as superuser or root)

3 Logon to the each client hosts.
/etc/init.d/cvfs start

4 Verify that the StorNext Manager Server is active with the command
#ps -ef | grep cvfs

The **StorNext Home** GUI is Web based, and can be accessed by any Web enabled machines with the proper Java libraries.

Note: Persons with Administrators Accounts can only have full control of the archive.

14.4.1.2 Start the StorNext Manager Server (from the GUI)

- 1 Bring up a Web browser. **Mozilla** is the EMD supported standard, however, other browsers such as Firefox, Netscape 7+ , and others can be used.
- 2 Enter the name of the active **StorNext** metadata server (p4smvaa:81).
 - The **StorNext** login window will appear.
- 3 Enter the username (admin) and password in the spaces provided. (Operators can create multiple accounts.)
 - The **StorNext** GUI Home page will be displayed (see Figure 14.4-1).

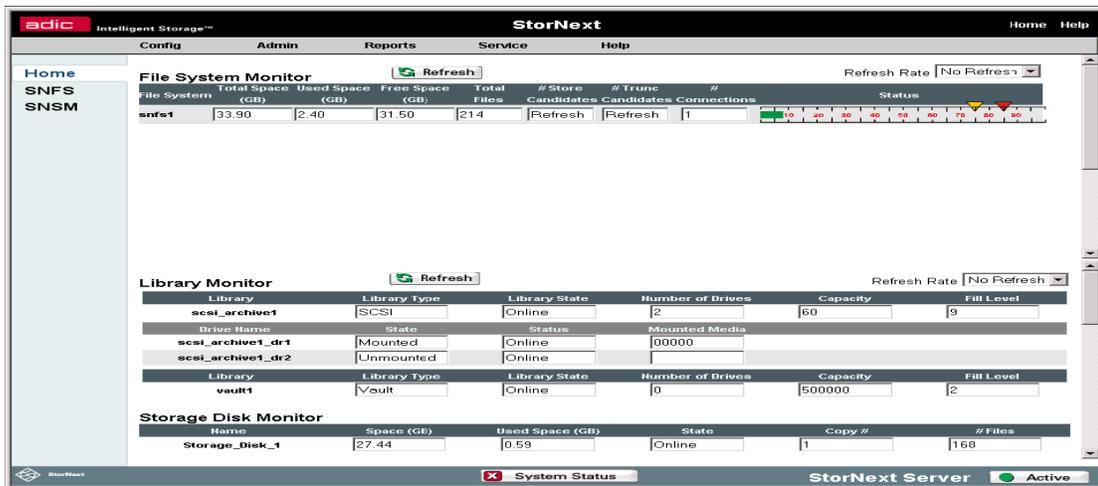


Figure 14.4-1. StorNext GUI Home Page

- 4 Select **Admin** from the Home Page.
 - The **Admin** Pull-Down Menu will be displayed (see Figure 14.4-2).

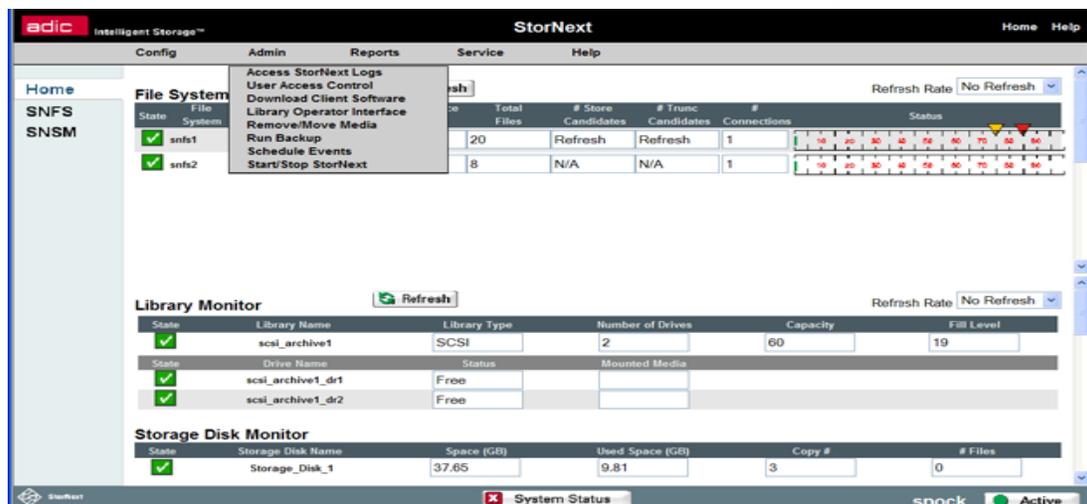


Figure 14.4-2. Admin Pull-Down Menu

- 5 Select **Stop/Start StorNext** from **Admin** the pull-down window.
 - The **StorNext Start/Stop** page will be displayed (see Figure 14.4-3).

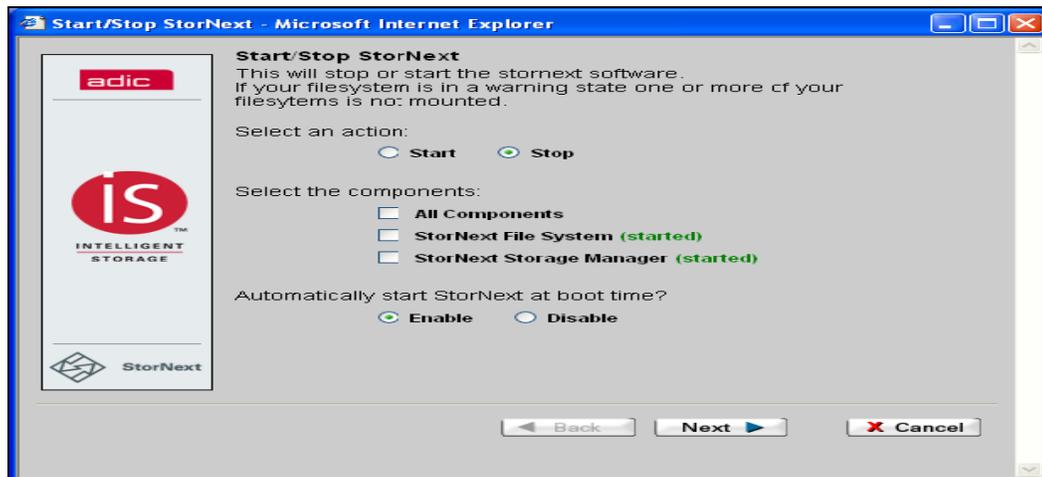


Figure 14.4-3. Start/Stop StorNext Page

- 6 Select the **Start** radio button for **Select an action**.
- 7 Select the **All Components** radio button for **Select the components** *”NOTE : NEVER Select Automatically Start StorNext Manager at boot time? EMD has provided a script in the init.d directory to perform this action.*
- 8 Select the **Next** radio button

14.4.2 Stopping the StorNext Application

To bring the StorNext System, you must stop both the server and its clients. The Clients must all be stopped first.

14.4.2.1 Stop the StorNext Clients:

- 1 Log in as root (system administrator) into each **StorNext Metadata** client.
- 2 To stop the **StorNext** clients, type:


```
# /etc/init.d/cvfs stop
```
- 3 Check to ensure client has been stopped

```
#ps -ef | grep cvfs
```

NOTE : MAKE SURE THAT ALL CLIENTS ARE STOPPED.

To Stop the **StorNext** server

- 4 Log in as **root** (system administrator) into the active **StorNext Metadata** server (x4smvaa).
 - 5 To stop **StorNext** server, type:
/etc/init.d/cvfs stop
 - 6 Check to ensure server has been stopped
#ps -ef | grep cvfs
-

14.4.2.2 Disabling the Tape Archive System

- 1 From the **StorNext Home Page**, select **Stop/Start StorNext** from **Admin** Pull-down.
 - The **Start/Stop StorNext** page will be displayed.
 - 2 Select the **Stop** radio button form the **Select an Action** section.
 - 3 Select **StorNext Storage Manger** radio button form the **Select the components** section
NOTE : NEVER select **Automatically start StorNext at boot time?** EMD has provide a script in the init.d directory to perform this action
 - 4 Select the **Next** radio button
-

14.4.3 Rebooting the StorNext Metadata Servers

The StorNext Metadata Servers (x4sml01, x4sml02) may need to be rebooted during certain anomalous conditions (e.g., system "hang," interruption of communication between StorNext and ACSLS, a required daemon is down).

In order to reboot StorNext Metadata Servers you must have root privileges. The following procedure demonstrates the steps to reboot StorNext Metadata Servers.

14.4.3.1 Rebooting the StorNext Metadata Servers

- 1 To reboot the **StorNext System**, you must stop both the Server and its Clients refer to Section 14.4.2 – **Stopping the StorNext Application**.
 - 2 Perform Required Maintenance on StorNext Metadata Server.
 - 3 Re-Start the StorNext Server and Clients refer to Section 14.4.1 – Starting the StorNext Application.
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14.4.4 Avoiding loss of LUN Labels When Installing Red Hat

When installing Red Hat Enterprise Linux (RHEL) 3 or 4, the “Anaconda” installation program assumes that it owns any local or Storage Area Network (SAN) LUN (Logical Unit Number) that it can find and will **re-label** each LUN using Linux headers. If an installation is attempted while connected to the SAN, all of the StorNext LUN headers will be rewritten with Linux headers and

StorNext or any other SAN filesystem that the fabric connection allows will cease functioning. As well, it is possible for Anaconda to target the incorrect disk and overwrite data on a SAN LUN. This will occur during a manual install via CD/DVD or an automated (kickstart) install. There is an undocumented option, **-ignore disks**, but it does not work when combined with any other kickstart options.

Warning: It is crucial that before installing Red Hat Linux (via CD, DVD, or kickstart) that any non-OS disks are removed from visibility of the storage controllers (local IDE/SCSI and FC HBAs). For locally installed disks, disconnect or remove the drives. If the OS disk is on the SAN (diskless systems), then any non-OS disks visible by the target host should be removed using zoning, LUN masking, Navisphere or other storage management method. When scanning devices on the target systems HBA, the only device that should be seen is the target OS disk. If installing Red Hat Linux on a local hard drive while attached to a FC SAN, simply disconnect the FC HBA connections to the SAN to easily protect the SAN. Additionally, a current list of StorNext Labels should be created and updated as required.

14.4.4.1 Create a Listing of StorNext Labels

NOTE: Prior to installing Red Hat Enterprise Linux (RHEL) 3 or 4, create a file that contains the StorNext Labels (see the following procedure). Additionally, it is crucial that the Linux system's SAN fiber channel (FC) cables be physically disconnected before attempting an install. If there are foreign (non-linux) data disks installed locally (via SCSI or IDE, for example) that are not part of the installation, they should also be removed.

- 1 Log on (**as root**) to a host (Linux or other) that has persistent binding of the SAN LUNs.
- 2 Make a listing of the StorNext labels currently configured by using the following command (for example):

```
# /usr/cvfs/bin/cvlabel -c > /labels
```

 - This will create a file called **labels** that contains the label, the device, size, VTOC label and comments.
- 3 Edit the **labels** file and **REMOVE ENTRIES THAT ARE NOT STORNEXT!**
 - If non-StorNext entries are still in the file, they will be given StorNext headers and will no longer be able to do their normal function.

For example, the following line is the boot (local) disk and should be deleted:

`/dev/sda [MegaRAIDLD 0 RAID5 69G1.92] MBR Sectors: 0. SectorSize: 512`
- 4 Copy the file to /usr/cvfs/config by using the following command:

```
# cp /root/labels /usr/cvfs/config
```
- 5 Logoff from StorNext.

If the StorNext headers are lost, perform the following procedure:

- 1 As root, login to the host where the labels have been copied (in step 1 above).
- 2 Change directory to the cvfs configuration directory by entering the following:

- ```

cd /usr/cvfs/config
3 Copy the labels file to cvlabels by entering the following
cp labels cvlabels
4 Run the cvlabel command by entering the following
/usr/cvfs/bin/cvlabel
5 Check that the headers are correct using the following command:
/usr/cvfs/bin/cvlabel -l
6 Remove the cvlabels file using the command:
rm /usr/cvfs/config/cvlabels

```
- 

## 14.5 Loading and Removing Archive Media

For the STK storage facility, each Powderhorn is equipped with a 21-tape Cartridge Access Port (CAP). Tapes may be placed in the CAP for automatic loading. Tapes are also ejected through the CAP when identified for ejection using a command at the host for the STK Automated Cartridge System Library Software (ACSLs).

Table 14.5-1 provides an Activity Checklist for Loading, and Removing Archive Media.

**Table 14.5-1. Loading and Removing Archive Media - Activity Checklist**

| Order | Role            | Task                        | Section      | Complete? |
|-------|-----------------|-----------------------------|--------------|-----------|
| 1     | Archive Manager | Loading Archive Media       | (P) 14.5.1.1 |           |
| 2     | Archive Manager | Removing Archive Media      | (P) 14.5.1.2 |           |
| 3     | Archive Manager | Recovering Files From Media | (P) 14.5.1.3 |           |

### 14.5.1 Loading Archive Media

Loading of media is appropriate when there are relatively small numbers of media to be loaded. Up to 21 volumes at a time may be loaded through the Cartridge Access Port (CAP). With automated loading, StorNext assigns each cartridge a unique volume number, enters the volumes in its database, and marks the volumes Online in the database.

### 14.5.1.1 Loading Archive Media

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- 1 Log in as **root** at the active **StorNext Metadata** server (**x4smvaa**). The **x** in the workstation name will be a letter designating your site: **m** = SMC, **l**=LaRC, **e**=LP DAAC, **n**=NSIDC (e.g., **n4smvaa** indicates a server at NSIDC).
- 2 Update the media file to add the appropriate volume information

*#vi /usr/adic/MSM/internal/config/media\_file\_”library”*

Format :

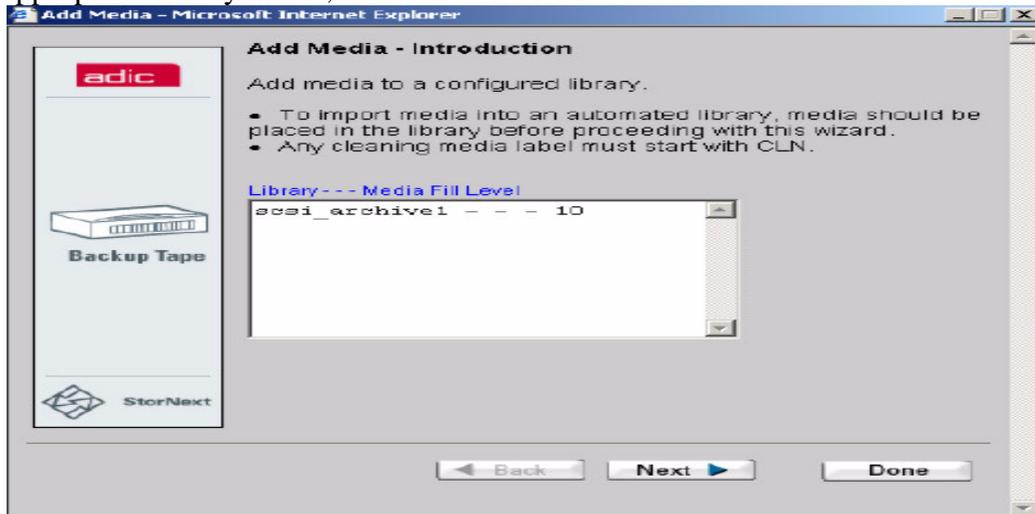
```
[s] any character in the set s, where s is a sequence of
characters and/or a range of characters, for example,
[c-c].
#
r* zero or more successive occurrences of the regular
expression
r. The longest leftmost match is chosen.
Examples:
#
ESY... All six character labels that begin with ESY.
#
[^0-9]..A* All labels that do not begin with a digit, followed
by any 2 characters, followed by zero or more
occurrences of the character A.
#
"DG" EF" DG followed by double quote followed by a space
followed by EF
#
Following is an example of what an entry in this file may look like:
#AML_1 ESY2..
#
```

---

---

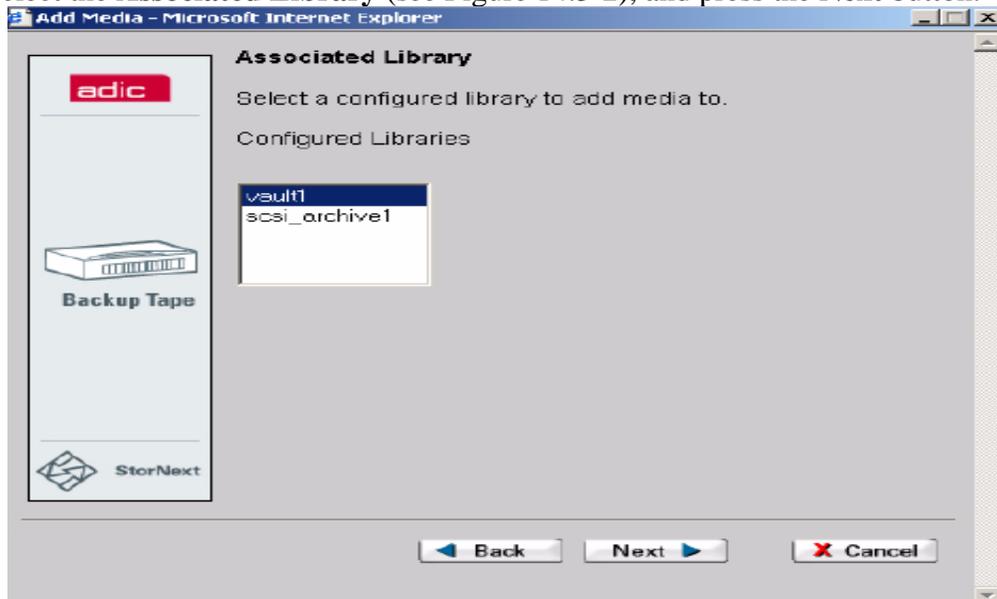
S2\_98 SE925[0-2]

- 3 Place the Media in the Library. Select **Config-Add Media** from the **StorNext** Home page. The **Add Media – introduction** screen will appear (see Figure 14.5-1). Select the appropriate library media, then select the **Next** button.



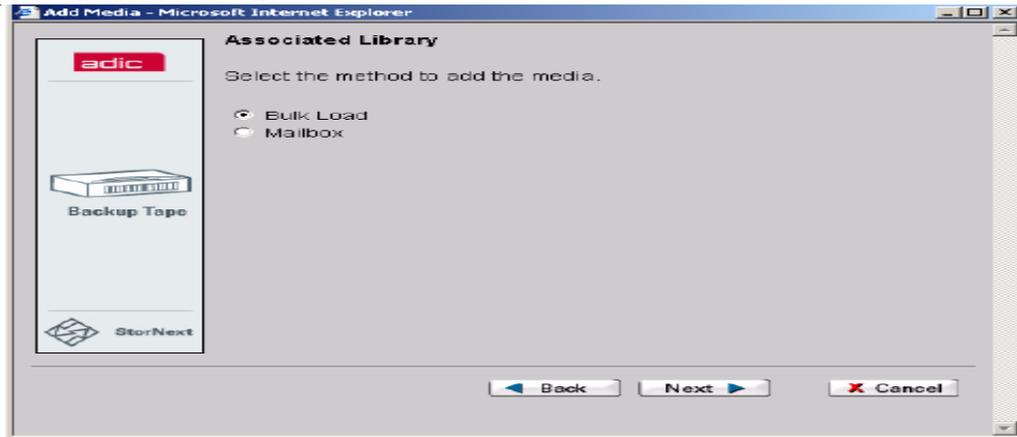
**Figure 14.5-1. Add Media Page**

- 4 Select the **Associated Library** (see Figure 14.5-2), and press the **Next** button.



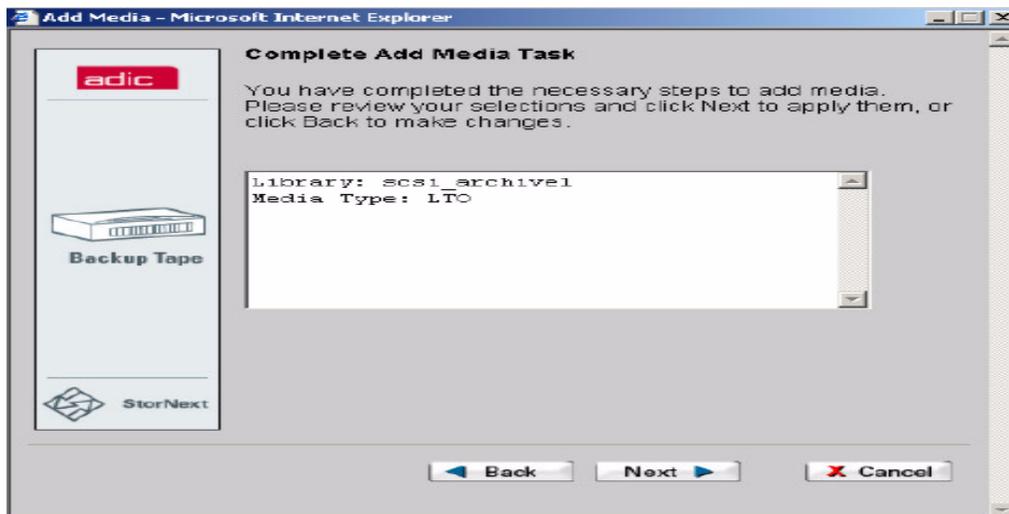
**Figure 14.5-2. Associated Library Page**

- 5 Select the **Bulk Load** button from the **Associated Library** page (see Figure 14.5-3), and press the **Next** button.



**Figure 14.5-3. Associated Library Bulk Load Page**

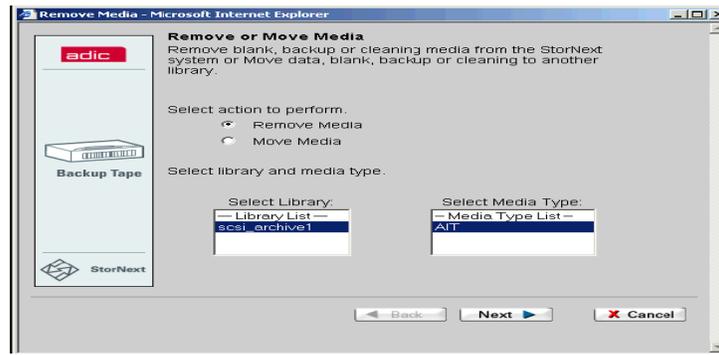
- The **Complete Add Media Task** screen displays.
- 6 Select **Next** from the **Complete Add Media Task** screen (see Figure 14.5-4).
- The system will then automatically add your media



**Figure 14.5-4. Complete Add Media Task Page**

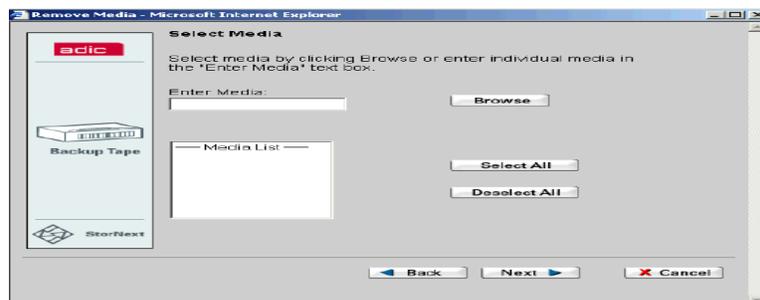
### 14.5.1.2 Removing Archive Media

- 1 Select **Config-Remove** or **Move Media** from the **StorNext Home Page**. The **Remove Media or Move Media** screen will appear (see Figure 14.5-5).
- 2 Select the **ReMove Media** button.
- 3 Select the appropriate **Library** and **Media Type**, then select the **Next** button.



**Figure 14.5-5. Remove or Move Media Page**

- 4 Select the **Media** to be removed (see Figure 14.5-6), then select the **Next** button.



**Figure 14.5-6. Select Media Screen**

- The **Completed Remove/Media Task** will appear (see Figure 14.5-7).



**Figure 14.5-7. Complete/Remove Media Task Page**

- 5 When the status screen indicates that the media has been removed, select **Finish**. The **Library Operator Interface (LOL)** page will appear.
- 6 Open the recessed latch on the **Cartridge Access Port (CAP)** door and remove the tape(s).
- 7 Update the media file to add the appropriate volume information. Type in:

```
#vi /usr/adic/MSM/internal/config/media_file_”library”
```

Format :

```
[s] any character in the set s, where s is a sequence of
characters and/or a range of characters, for example,
[c-c].
#
r* zero or more successive occurrences of the regular
expression
r. The longest leftmost match is chosen.
Examples:
#
ESY... All six character labels that begin with ESY.
#
[^0-9]..A* All labels that do not begin with a digit, followed
by any 2 characters, followed by zero or more
occurrences of the character A.
#
"DG" EF" DG followed by double quote followed by a space
followed by EF
#
Following is an example of what an entry in this file may look
like:
#AML_1 ESY2..
#
```

---



---

```
S2_98 SE925[0-2]
```

---

### 14.5.1.3 Recovering Files From Media

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- 1 Log onto the **x4smvaa** machine as root.
- 2 If the media is still available to the TSM module, make the tape unavailable by entering the following command:  
**fschmedstate <mediaID>-s unavail**
- 3 Eject the target media from the tape library using the ACSLS eject command:  
**eject (acs,lsm,cap) <volser>**
- 4 Use a piece of label tape or some other method to make the barcode label unreadable by the barcode scanner on the robot picker.
- 5 Use one of the small square **Imation** labels or some other suitable method to label the tape with a unique ID e.g. **BADTAPE1**. This label will not be read by the picker this label will be used as a temporary volser for the tape when it is reintroduced into the library.
- 6 Reintroduce the tape back into the same library it was removed from by entering the following command:  
**venter (acs,lsm,cap) <BADTAPE1>**
- 7 Add the virtual label to the media inventory by editing the Library\_ID file. Enter  
**cd /usr/adic/MSM/internal/config/media\_file\_(Library\_ID)**
- 8 Audit the Library\_ID by entering the following command:  
**vsaudit <Library\_ID>**
  - The audit should discover a new piece of media with the virtual label **BADTAPE1**.
- 9 Create a new StorNext policy class e.g. **tape\_recover** to import the bad tape into by entering the following command:  
**fsaddclass <tape\_recover> -v <drivepool>**
  - Importing the badtape into an empty policy class with no directory relationship will help to ensure that the tape won't be seen as a scratch pool blank and accidentally used by another policy class.
  - Make sure you assign the new policy class a drive pool that contains only drives of the type that was used to create the tape (either all **A drives** or all **B drives**).
- 10 Execute the following TSM command to import the media into the new policy class that you just created:  
**fsmedin <BADTAPE1> -c <tape\_recover>**
  - This command should add the media to the **tape\_recover** policy class and format it as soon as a drive in the drivepool is available. If you do not want the tape to format immediately, add the **-w** option to the **fsmedin** command.
- 11 Use the following StorNext command to make the tape unavailable to TSM.  
**fschmedstate BADTAPE1 -s**
- 12 Use the following ACSLS eject command to remove the tape from the library:  
**eject (acs,lsm,cap) <volser>**
- 13 Open a tape recovery service request with SUN. In the request stress the fact that the first block (header block) should remain intact. Explain that the tape had been overwritten and that there is recoverable data out beyond the second EOD. Ask the vendor to overwrite the first EOD mark encountered and all blocks up to and including

the second EOD mark. I think the only exception to this scenario would be if a tape is accidentally reformatted. I don't know how this would happen in StorNext, but it may be possible. If we know that the tape was reformatted and not overwritten we would instruct the vendor to just overwrite the first EOD encountered after the header and nothing else.

- 14 When the tape is returned, ensure that the tape is **write protected**. To insert the tape back into same library that it came from, enter the following command:  
**venter (acs,lsm.cap) <BADTAPE1>**
- 15 To place the tape in a drive, Use the following command:  
**fsmount <BADTAPE1>**
  - Make a note of the tape **devpath** that the fsmount command.
- 16 To scan the tape to see if the command finds any recoverable files, enter the following command:  
**fsmesdscan -b <tape devpath>**
- 17 If the **fsmesdscan -b** command finds recoverable files, rewind the tape to BOT using the following command:  
**fs\_scsi**
  - This can also be accomplished by simply unmounting the tape and remounting it to ensure that you are at BOT

Note: Before you recover any files from the tape you must identify a file system with enough capacity to hold all of the files that will be recovered. We do not recommend recovering your files to their original location. Once your files have been recovered they can be copied back to their original location once some QA e.g. chksum has been performed against them.

- 18 With the recovered tape in a drive and at BOT, enter the following command:  
**run fsmesdscan -R <recoverRoot>**
    - The **recoverRoot** is a directory in a file system with enough available free space to hold all of the recoverable files on your tape.
    - If there are recoverable files on your tape, they will be read from tape and placed in the **recoverRoot** directory that was specified in the **fsmesdscan** directory.
    - The files will not be placed directly into the **recoverRoot** directory, the **fsmesdscan** command will create the original directory structure for the files immediately below the **recoverRoot** directory e.g. /recoverRoot/stornext/snfs1/<mode>/{datatype}/.....
  - 19 Once your files have been recovered, their cksums should be validated against the Inventory Database (if a cksum is available).
- 

## 14.6 Deleting Granules

The granule deletion capability provides the Operations Staff with the ability to delete granules using command line interfaces. The granules can be deleted from both the inventory and archive or just the archive. Beginning in Release 7.21, a new database has been created and placed in the AIM system. This database will consist of the old SDSVR and STMGT databases. Additionally a new XML metadata database table has been added to the AIM Inventory

Database and a Small File Archive system has been added to the StorNext file system used for archiving XML metadata files.

The deletion process involves deleting the specified SC (science) granules along with associated granules BR (browse), PH (production history), and QA (quality assurance) granules, as long as any other granules do not reference the associated granules. The deletion process can also involve deleting the specified granules even if they are inputs to other granules.

There are two phases to the granule deletion process:

- Logical deletion [marking granules (in the AIM database) for deletion].
- Physical deletion involves removing the XML metadata from the Small File Archive and the Science Granules from the Large File Archive for all files identified for deletion).

**Phase 1, Logical Deletion:** For the first phase, a command-line Bulk Delete utility (EcDsBulkDelete.pl) responds to operator-specified criteria for the deletion of granules by "logically" deleting from the inventory (AIM database) those granules that meet the criteria. The granules are marked as "deleted" and can no longer be accessed, but their inventory entries are not removed yet. The logical "deletion" may specify the flagging of granule files to be deleted from the archive (*Delete From Archive*, or DFA) only, leaving the inventory record intact, or it may specify *Physical Deletion*, which entails removal of the inventory record from the database as well as removal of the files from the archive. For each granule to be physically deleted an entry is made in the DsMdDeletedGranules table of the Inventory Database with a time stamp recording the logical deletion time. If applicable, the DFAFlag is set for the granule's entry in the DsMdDeletedGranules table. Flagging DFA granules involves changing the value of the DeleteFromArchive entry in the DsMdGranules table from **N** to **Y**.

**Phase 2, Physical Deletion:** The second phase is actual deletion from the inventory of the granules marked for physical deletion (not DFA only). Physical deletion occurs when the operations staff runs the Deletion Cleanup utility (EcDsDeletionCleanup.pl). The Deletion Cleanup utility removes all Inventory entries for that granule from the AIM db, the XML file for the granule is removed from the XML archive, and all data files for the granule are removed from the Large File Archive.

Periodically, as sufficient data removal from the archive makes it appropriate, Operations may elect to reclaim the tape space and recycle archive tapes. StorNext software commands (e.g., *volcomp*, *volclean*, *volformat*, and *volstat*) are used for that purpose.

Table 14.6-1 provides an Activity Checklist for Deleting Granules from the Archive.

**Table 14.6-1. Deleting Granules - Activity Checklist**

| Order | Role                                   | Task                                                             | Section      |
|-------|----------------------------------------|------------------------------------------------------------------|--------------|
| 1     | Archive Manager/Database Administrator | Generating a GeoID File                                          | (P) 14.6.1.1 |
| 2     | Archive Manager/Database Administrator | Mark Granules for Deletion (Logical)                             | (P) 14.6.2.1 |
| 3     | Archive Manager/Database Administrator | Undelete Marked Granules for Deletion (Logical)                  | (P) 14.6.3.1 |
| 4     | Archive Manager/Database Administrator | Deleting Granules, Phase 2: Running the Deletion Cleanup Utility | (P) 14.6.4.1 |

### 14.6.1 Generating a GeoID File

A GeoID is the granule identification portion of a Universal Reference (UR); it contains the BaseType, SubType (ESDT ShortName and VersionID) and databaseID. For example, the GeoID SC:AST\_L1BT.001:5850 indicates BaseType SC (science granule), ShortName AST\_L1BT (ASTER Level 1B thermal infrared data) VersionID 001, and databaseID 5850. The GeoID is different for each granule in the system.

GeoID files are input files for scripts used in deleting (or “undeleting”) ECS granules from the inventory, archive, or Data Pool. A GeoID file consists of a list of GeoIDs for granules that are to be deleted (or “undeleted”). One way to generate a file of granule GeoIDs is to use the Bulk Search utility, which allows the operator to specify criteria for selecting granules on the basis of certain characteristics (e.g., ESDT, version, and date inserted in the archive). Subsequently, the GeoID file can be used as input to the Bulk Delete utility, the Bulk Undelete utility, or the Data Pool Cleanup Utility. Table 14.6.1-1 provides a description of the parameters used in executing the Bulk Search utility.

**Table 14.6.1-1. Command Line Parameters of the EcDsBulkSearch.pl (1 of 2)**

| Parameter Name | Mandatory | Description                                                                                                                          |
|----------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------|
| name           | No        | ESDT Short Name of the granules to delete.                                                                                           |
| version        | No        | ESDT Version ID of the granules to delete.                                                                                           |
| begindate      | No        | <mm/dd/yyyy> <hh:mm:ss><br>Search only for granules who's BeginningDateTime is greater than or equal to the specified date and time. |
| enddate        | No        | <mm/dd/yyyy> <hh:mm:ss><br>Search only for granules who's EndingDateTime is less than or equal to the specified date and time.       |

**Table 14.6.1-1. Command Line Parameters of the EcDsBulkSearch.pl (2 of 2)**

| Parameter Name   | Mandatory | Description                                                                                                                                                                                                                                                    |
|------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| acquirebegin     | No        | <mm/dd/yyyy> <hh:mm:ss><br>Search only for granules who's BeginningDateTime is greater than or equal to the specified date and time. This option is the same as '-begindate', except that it can be combined with 'acquireend' and used in a 'BETWEEN' clause. |
| acquireend       | No        | <mm/dd/yyyy> <hh:mm:ss><br>Search only for granules who's BeginningDateTime is less than or equal to the specified date and time. This option is usually used in conjunction with 'acquirebegin'.                                                              |
| insertbegin      | No        | <mm/dd/yyyy> <hh:mm:ss><br>Search only for granules who's insertTime is greater than or equal to the specified date and time                                                                                                                                   |
| insertend        | No        | <mm/dd/yyyy> <hh:mm:ss><br>Search only for granules who's insertTime is less than or equal to the specified data and time                                                                                                                                      |
| localgranulefile | No        | The name of a file containing Local Granule IDs to be converted into Geoids                                                                                                                                                                                    |
| geoidfile        | Yes       | Name of file containing geoids of the granules to delete.                                                                                                                                                                                                      |
| physical         | No        | Search only for deleted granules.                                                                                                                                                                                                                              |
| dfa              | No        | Search only for DFA'd granules                                                                                                                                                                                                                                 |
| mode             | Yes       | The ECS mode in which the program is to operate, this parameter can be omitted if the environment variable MODE is set.                                                                                                                                        |
| user             | Yes       | The user ID for database login                                                                                                                                                                                                                                 |
| server           | Yes       | The name of Sybase server. this parameter can be omitted if the environment variable SYB_SQL_SERVER is set                                                                                                                                                     |
| database         | Yes       | The name of the database, this parameter can be omitted if the environment variable SYB_DB_NAME is set                                                                                                                                                         |
| password         | No        | The name of the database login password, the utility will prompt user to enter the password if it is not specified in the command line (for security reason, not recommend to specify password in the command line)                                            |

Generic Bulk Search format:

**EcDsBulkSearch.pl -name <shortname> -version <version ID> -begindate <mm/dd/yyyy> <hh:mm:ss> -enddate <mm/dd/yyyy> <hh:mm:ss> -insertbegin <mm/dd/yyyy> <hh:mm:ss> -insertend <mm/dd/yyyy> <hh:mm:ss> -acquirebegin <mm/dd/yyyy> <hh:mm:ss> -acquireend <mm/dd/yyyy> <hh:mm:ss> -DFA -physical -localgranulefile <path/filename> -geoidfile <geoid file> -limit <granule limit> -mode <ECS mode> -server <SYBASE\_SERVER> -database <DB\_NAME> -user <db\_user> -password <database login password>**

### 14.6.1.1 Generating a Geoid File

---

- 1 Log in at the x4dpl01 host, where the Bulk Search utility is installed.
- 2 To change to the directory for starting the Bulk Search utility at the UNIX prompt enter:  
**cd /usr/ecs/<MODE>/CUSTOM/utilities**
  - The working directory is changed to **/usr/ecs/<MODE>/CUSTOM/utilities**.
- 3 To set up relevant environment the following commands would allow the Bulk Search utility to run using the OPS mode Inventory database at the DAAC:  
**setenv MODE OPS**  
**setenv SYB\_SQL\_SERVER x4dbl01\_srvr**  
**setenv SYB\_DB\_NAME EcInDb\_OPS**
  - The **<ECS mode>** value specified for the **MODE** parameter indicates the ECS mode (e.g., OPS, TS1, or TS2) to be searched.
    - If this environment variable is set, the **-mode** command line argument does not need to be given when starting the Bulk Search utility.
  - The **<Sybase server>** value specified for the **SYB\_SQL\_SERVER** parameter indicates the Sybase (database) server for the Inventory database.
    - If this environment variable is set, the **-server** command line argument does not need to be given when starting the Bulk Search utility.
  - The **<database name>** value specified for the **SYB\_DB\_NAME** parameter indicates which database (e.g., EcInDb, EcInDb\_TS1, or EcInDb\_OPS) is involved in the search.
    - If this environment variable is set, the **-database** command line argument does not need to be given when starting the Bulk Search utility.
- 4 Example 1:
  - Generate a file of GeoIDs deletion by shortname, versionid and inclusive temporal range:  
**EcDsBulksearch.pl -geoidfile </path/geofilename> -name <ESDT ShortName> -version <ESDT versionId> -begindate <mm/dd/yyyy> -user <db\_userid>**
- 5 Example 2:
  - Generate a file of GeoIDs for all MYD09GQ.001 granules marked “DFA” in the OPS mode.  
**EcDsBulkSearch.pl -DFA -name MYD09GQ -version 001 -password *password* -geoidfile MYD09GQ\_Dec23.geoid**
- 6 Example 3:
  - Generate a file of GeoIDs for all deleted (“physical” deletion) **MYD09GQ\_100** granules in the OPS mode at the DAAC.  
**EcDsBulkSearch.pl -physical -name MYD09GQ -version 100 -password <password> -geoidfile MYD09GQ\_Dec23.geoid**

- 7 When the Bulk Search utility has completed its run and the GeoID output file is available, at the UNIX prompt enter:
- vi <geoid file>**
- **<geoid file>** refers to the GeoID file to be reviewed
  - Although this procedure has been written for the **vi** editor, any UNIX editor can be used to edit the file.
- 8 Review the file entries to identify any problems that have occurred.
- The GeoID file must contain GeoIDs in the format **<BaseType>:<ESDT\_ShortName.VersionID>:<databaseID>**.
  - For example:  
**SC:PM1ATTNR.077:2013496393**
    - The GeoID in the example indicates BaseType SC (science granule), ShortName PM1ATTNR (AQUA attitude data in native format) VersionID 077, and databaseID 2013496393.
  - There may be no spaces or blank lines in the file.
- 9 Use UNIX editor commands to fix problems detected in the file.
- The following vi editor commands are useful:
    - **h** (move cursor left).
    - **j** (move cursor down).
    - **k** (move cursor up).
    - **l** (move cursor right).
    - **a** (append text).
    - **i** (insert text).
    - **r** (replace single character).
    - **x** (delete a character).
    - **dw** (delete a word).
    - **dd** (delete a line).
    - **ndd** (delete *n* lines).
    - **u** (undo previous change).
    - **Esc** (switch to command mode).
- 10 Press the **Esc** key.
- 11 At the **vi** prompt enter:
- ZZ**
- **vi** exits and the edited file is saved.
    - To exit **vi** without saving the new entries in the file type **:q!** then press **Return/Enter**.
  - UNIX command line prompt is displayed.
-

## 14.6.2 Deleting Granules, Phase 1: Mark Granules for Deletion (Logical)

Once granules have been identified/selected for deletion, the operator runs the Bulk Delete utility, a Perl script, **EcDsBulkDelete.pl**. There are two types of runs that can be performed with the Bulk Delete utility:

- Physical.
- DFA.

A “physical” deletion run results in marking granules in the geoidfile as logically deleted. Specifying “DFA” (not able to combine with physical) will mark the granules in the geoidfile as DFAed, meaning the metadata will be kept but the granule files will be removed from the archive.

As previously mentioned the Bulk Delete utility responds to operator-specified criteria for the deletion of granules by "logically" deleting from the Inventory Database those granules that meet the criteria. The granules are marked as “deleted” and can no longer be accessed, but their inventory entries are not removed yet. The logical “deletion” may specify the flagging of granule files to be deleted from the archive (*Delete From Archive*, or DFA) only, leaving the Inventory Database record intact, or it may specify *Physical Deletion*, which entails removal of the Inventory Database record from the database as well as removal of the files from the archive.

For each granule to be physically deleted an entry is made in the DsMdDeletedGranules table of the Inventory Database with a time stamp recording the logical deletion time. If applicable, the DFAFlag is set for the granule’s entry in the DsMdDeletedGranules table. Flagging DFA granules involves changing the value of the DeleteFromArchive entry in the DsMdGranules table from **N** to **Y**. Table 14.6.2-1 provides a description of the parameters used in executing the Bulk Delete utility.

**Table 14.6.2-1. Command Line Parameters for EcDsBulkDelete.pl (1 of 2)**

| Parameter Name | Mandatory | Description                                                                                                                                                                                                                                                 |
|----------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| geoidfile      | Yes       | Name of file containing geoids of the granules for deletion.                                                                                                                                                                                                |
| physical       | Yes       | Specifying this parameter will mark granules in the geoidfile logically deleted.                                                                                                                                                                            |
| DFA            | Yes       | Specifying this parameter (not able to combine with physical) will mark the granules in the geoidfile as DFAed, meaning the metadata will be kept but the granule files will be removed from the archive.                                                   |
| delref         | No        | Optional. When given, indicates that non SC/LM granule should be deleted even if it is associated to undeleted SC/LM granules<br>Note: This option has no effect on deleting SC/LM granules. They are always deleted regardless of being referenced or not. |
| noassoc        | No        | Optional. When given, indicates that associated granules (Browse granules etc.) will not be deleted.                                                                                                                                                        |

**Table 14.6.2-1. Command Line Parameters for EcDsBulkDelete.pl (2 of 2)**

| Parameter Name | Mandatory | Description                                                                                                                                                                                                         |
|----------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| mode           | Yes       | The ECS mode in which the program is to operate, this parameter can be omitted if the environment variable MODE is set.                                                                                             |
| user           | Yes       | The user ID for database login                                                                                                                                                                                      |
| server         | Yes       | The name of Sybase server. this parameter can be omitted if the environment variable SYB_SQL_SERVER is set                                                                                                          |
| database       | Yes       | The name of the database, this parameter can be omitted if the environment variable SYB_DB_NAME is set                                                                                                              |
| password       | No        | The name of the database login password, the utility will prompt user to enter the password if it is not specified in the command line (for security reason, not recommend to specify password in the command line) |
| log            | No        | The name of the log file to which a deletion report will be written. If this is not provided, it will default to /usr/ecs/<MODE>/CUSTOM/logs/                                                                       |

NOTE: A prerequisite to deleting granules is having a file of GeoIDs (corresponding to granules) for use as input to the Bulk Delete utility. Although it is possible to manually create a file of GeoIDs, an easier way is to use the Bulk Search utility to generate a list of GeoIDs based on criteria specified when running the Bulk Search utility (refer to the procedure for running the Bulk Search utility.)

Generic Bulk Delete format:

**EcDsBulkDelete.pl -physical | -DFA -delref -noassoc -user <db\_user> -password <passwd>-geoidfile <path/filename>-mode <MODE> -server <SYBASE\_SERVER> -database <DB\_NAME>-log <log\_file\_name>**

### 14.6.2.1 Mark Granules for Deletion (Logical)

- 1 Log in at the x4dpl01 host, where the Bulk Delete utility is installed.
- 2 To change to the directory for starting the Bulk Search utility at the UNIX prompt enter:  
**cd /usr/ecs/<MODE>/CUSTOM/utilities**
  - The working directory is changed to **/usr/ecs/<MODE>/CUSTOM/utilities**.
- 3 To set up relevant environment the following commands would allow the Bulk Search utility to run using the OPS mode Inventory database at the DAAC:  
**setenv MODE OPS**  
**setenv SYB\_SQL\_SERVER x4dbl01\_srvr**  
**setenv SYB\_DB\_NAME EcInDb\_OPS**

**NOTE:** There are two types of runs that can be performed with the Bulk Delete utility; i.e., “physical,” or “DFA.” A “physical” deletion run results in marking each specified granule and metadata as deleted from both inventory and archive. A “DFA” run involves deletion from the archive only.

- 4 To mark granules for logical “physical” deletion (i.e., granules plus associated granules such as Browse, QA and PH), at the UNIX prompt enter:
- EcDsBulkDelete.pl -physical -delref -noassoc -geoidfile <path/geoid\_name> -user -log <log\_file\_name.log>**
- The -delref option (i.e., delete granules that are referenced by other granules) indicates that a non-science/limited (non-SC/LM) granule should be deleted even if it is associated with “undeleted” SC/LM granules.
  - The -delref option has no effect on deleting SC/LM granules. They are always deleted regardless of whether or not they are referenced.
- 5 To mark granules for logical “DFA” deletion (i.e., meaning the metadata will be kept but the granule files will be removed from the archive), at the UNIX prompt enter:
- EcDsBulkDelete.pl -DFA -geoidfile <path/geoid\_name> -user -log <log\_file\_name.log>**
- The -DFA option indicates that the granules listed in the GeoID file are to be marked as “Delete From Archive” only (does not involve a “physical” deletion).
  - The Bulk Delete utility records information about utility events in the log file.
- 6 When the Bulk Delete utility has completed its run and the log file is available, at the UNIX prompt enter:
- more <log filename>**
- The contents of the log file is displayed.
- 

### 14.6.3 “Undeleting” Granules from the Archive and Inventory

Logically deleted or DFAed granule(s) can be undeleted by EcDsBulkUndelete utility.

The **BulkUndelete** utility requires a **geoid** file, in which all granules intended to be undeleted are properly listed (i.e., “physical” or –DFA).

The following command line format is used to **undelete** granules which have been marked for “physical” deletion or DFA deletion.

**EcDsBulkUndelete.pl -physical | -DFA -noassoc -user <db\_user>-password <passwd>-geoidfile <path/filename>-mode <MODE> -server <SYBASE\_SERVER> -database <DB\_NAME> -log <log\_file\_name>**

Table 14.6.3-1 provides a description of the parameters used in the Bulk Undelete utility.

**Table 14.6.3-1. Command Line Parameters for EcDsBulkUndelete.pl**

| Parameter Name | Mandatory | Description                                                                                                                                                                                                         |
|----------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| geoidfile      | Yes       | Name of file containing geoids of the granules for deletion.                                                                                                                                                        |
| physical       | Yes       | Specify this parameter will undelete granules specified in the geoid file which have been previously logically deleted.                                                                                             |
| DFA            | Yes       | Specify this parameter (not able to combine with physical) will undelete granules specified in the geoid file which have been previously marked as DFA.                                                             |
| noassoc        | No        | Optional. When given, indicates that associated granules (Browse granules etc.) will not be undeleted.                                                                                                              |
| mode           | Yes       | The ECS mode in which the program is to operate, this parameter can be omitted if the environment variable MODE is set.                                                                                             |
| user           | Yes       | The user ID for database login                                                                                                                                                                                      |
| server         | Yes       | The name of Sybase server. this parameter can be omitted if the environment variable SYB_SQL_SERVER is set                                                                                                          |
| database       | Yes       | The name of the database, this parameter can be omitted if the environment variable SYB_DB_NAME is set                                                                                                              |
| password       | No        | The name of the database login password, the utility will prompt user to enter the password if it is not specified in the command line (for security reason, not recommend to specify password in the command line) |
| log            | No        | The name of the log file to which an undeletion report will be written. If this is not provided, it will default to /usr/ecs/<MODE>/CUSTOM/logs/                                                                    |

**NOTE:** A prerequisite to “undeleting” is having a file of GeoIDs (corresponding to granules) for use as input to the Bulk Undelete utility. Although it is possible to manually create a file of GeoIDs, an easier way is to use the Bulk Search utility to generate a list of “deleted” GeoIDs based on criteria specified when running the Bulk Search utility (refer to the procedure for running the Bulk Search utility).

### 14.6.3.1 Undelete Marked Granules for Deletion (Logical)

- 1 Log in at the x4dpl01 host, where the Bulk Undelete utility is installed.
- 2 To change to the directory for starting the Bulk Search utility at the UNIX prompt enter:  

```
cd /usr/ecs/<MODE>/CUSTOM/utilities
```

  - The working directory is changed to /usr/ecs/<MODE>/CUSTOM/utilities.
- 3 To set up relevant environment the following commands would allow the Bulk Search utility to run using the OPS mode Inventory database at the DAAC:  

```
setenv MODE OPS
setenv SYB_SQL_SERVER x4dbl01_srvr
setenv SYB_DB_NAME EcInDb_OPS
```

**NOTE:** There are two types of runs that can be performed with the Bulk Undelete utility; i.e., “physical,” or “DFA.” A “physical undeletion” run results in removing

“deleted” markings for the granules/metadata in both inventory and archive. A “DFA undeletion” run involves removing “deleted” markings for the granules in the archive only.

4 To perform a “Physical” undeletion, at the UNIX prompt enter the following:

```
EcDsBulkUndelete.pl -physical -noassoc -geoidfile <path/geoid_name> -user
<database user ID >-log <log_file_name.log>
```

- The Bulk Undelete utility runs and removes “deleted” markings for the granules specified in the GeoID file in the archive.
- The Bulk Undelete utility records information about utility events in the log file.

5 To perform a “DFA undeletion,” at the UNIX prompt enter the following:

```
EcDsBulkUndelete.pl -DFA -geoidfile <geoid file>-user <database user ID> -log <log
filename>
```

- The -DFA option indicates that “deleted” markings are to be removed for the granules in the archive only.
  - The Bulk Undelete utility records information about utility events in the log file.
- 

#### 14.6.4 Deleting Granules, Phase 2: Running the Deletion Cleanup Utility

Once granules have been marked/flagged for deletion, the operator runs the Deletion Cleanup utility, **EcDsDeletionCleanup.pl**. As previously mentioned the Deletion Cleanup utility removes all inventory rows (in the Inventory Database) for granules that were flagged as “deleted,” including rows referencing related information (e.g., BR, PH, and QA). The database record is removed from DsMdGranules, DsMdFileStorage, DsMdXMLFile, DsMdBrowsGranuleXfer, DsMdBrowseFileStorage, DsMdQAGranule, DsMdQAGranuleXfer and DsMdQAGranuleFileStorage.

When the utility is executed, the utility checks for any unfinished work from a previous run(s). If found, the user will be prompted the following options:

- Rerun unfinished run only
- Start a new run which includes unfinished run(s)
- Quit

The EcDsDeletionCleanup requires user’s interactions during execution.

```
EcDsDeletionCleanup.pl -user <db_user>-mode <MODE> -server <SYBASE_SERVER> -
database <DB_NAME> -batch <number> -grbatch <number> -phbatch <number> -log
<log_file_name>
```

There are various command line parameters that are used in combination with each other. Table 14.6.4-1 provides a description of the parameters.

The operations staff can control the lag time between logical deletion and physical deletion. The lag time is entered into the Deletion Cleanup utility, which deletes inventory entries only for granules that have been logically deleted prior to that time period.

**Table 14.6.4-1. Command Line Parameters for EcDsDeletionCleanup**

| Parameter Name | Mandatory | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| mode           | Yes       | The ECS mode in which the program is to operate, this parameter can be omitted if the environment variable MODE is set.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| user           | Yes       | The user ID for database login                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| server         | Yes       | The name of Sybase server. this parameter can be omitted if the environment variable SYB_SQL_SERVER is set                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| database       | Yes       | The name of the database, this parameter can be omitted if the environment variable SYB_DB_NAME is set                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| log            | No        | The name of the log file to which an undeletion report will be written. If this is not provided, it will default to /usr/ecs/<MODE>/CUSTOM/logs/                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| batch          | No        | The batch size for populating DsStPendingDelete table in batch. This parameter can be omitted if the environment variable BATCH_SIZE_GRANULE is set.<br>If the environment variable BATCH_SIZE_GRANULE is set, <b>-batch &lt;number&gt;</b> is also specified, the value from command line parameter <b>-batch</b> will be used.<br>If neither the environment variable BATCH_SIZE_GRANULE is set nor <b>-batch</b> is specified, the user will be prompted to enter in runtime.                                                                                                                                                                                                  |
| grpatch        | No        | The batch size used for physical granule file cleanup. If it is not provided in the command line, the user will be prompted to enter in runtime.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| phpatch        | No        | The <b>phbatch</b> size for PH granule deletion. Because PH granule deletion could be time consuming, set a high batch size for PH granule deletion could lock the database too long, so this parameter can be specified separately and keep a small value such as 5.<br>This parameter can be omitted if the environment variable BATCH_SIZE_PH is set.<br>If the environment variable BATCH_SIZE_PH is set, <b>-phbatch &lt;number&gt;</b> is also specified, the value from command line parameter <b>-phbatch</b> will be taken.<br>If neither the environment variable BATCH_SIZE_PH is set nor <b>-phbatch</b> is specified, the user will be prompted to enter in runtime. |

#### 14.6.4.1 Deleting Granules, Phase 2: Running the Deletion Cleanup Utility

---

- 1 Log in at the x4dpl01 host, where the Deletion Cleanup utility is installed.
- 2 To change to the directory for starting the Deletion Cleanup utility at the UNIX prompt enter:

```
cd /usr/ecs/<MODE>/CUSTOM/utilities
```

- The working directory is changed to `/usr/ecs/<MODE>/CUSTOM/utilities`.
- 3 To set up relevant environment variables (if desired) at the UNIX prompt enter:

```
setenv MODE <ECS mode>
setenv SYB_SQL_SERVER <xdbl01>
setenv SYB_DB_NAME EcInDb_ <ECS mode>
```

- 4 To execute the Deletion Cleanup utility at the UNIX prompt enter:

```
EcDsDeletionCleanup.pl -user <db_user>-batch <number> -grbatch <number> -
phbatch <number> -log <log_file_name>
```

**NOTE:** Take care when increasing the `BATCH_SIZE_GRANULE` and `BATCH_SIZE_PH` values beyond the recommended default values. If the values are set too high, the database tables will be locked and all available Sybase locks will be used up.

- `<batch size granule>` represents the number of granules that will be deleted simultaneously from granule tables during granule cleanup. The default value is 50, which is accepted by pressing **Return/Enter** at the prompt without entering a value first.
- 5 Deletion Cleanup prepares to connect to the database and displays the following message is displayed:

**Ready to get into inventory database...**

- 6 After the Deletion Cleanup script connects to the database and checks for leftover granules that need to be processed. The following message is displayed:

*Previous run was not completed, you can choose to:*

1. *Rerun unfinished run only*
2. *Start a new run which include unfinished run(s)*
3. *Quit*

*Select 1, 2 or 3:*

- 7 Enter the appropriate number:  
`<number>`

- 8 If there are granules marked as deletion or DFAed, the following message will be displayed for user selection:

==== *Menu for Lag Time* ====

1. *Select granules for a specific day (lag<n> or date <mm/dd/yyyy> format)*

2. *Select all granules older than a specific day (lag<n> or date <mm/dd/yyyy> format)*

3. *Quit*

*Select 1, 2 or 3:*

9 Enter the appropriate number:

*<number>*

- Entering 1 will cleanup granules whose deletion date fall into a single day specified by lag time. The user will be prompted to enter a lag time in number (*integer*) of days or a date **<mm/dd/yyyy>**.
- Entering 2 will cleanup all granules whose effective deletion date is older than the date specified by lag time. The user will be prompted to enter a lag time in number (*integer*) of days or a date **<mm/dd/yyyy>**.
- Entering 3 will cause the script to exit (ie, nothing is cleaned up).

10 After the lag time is confirmed, the utility will display the following menu for user selection:

*==== Menu for Data Type ====*

*1. Specify datatype(s) and version for deletion by an input file*

*The file format : one ESDT.Version <AST\_LIBT.001 or AST\_LIB\*.001> per line*

*2. Select all datatypes for deletion*

*3. Quit*

*Select 1, 2 or 3: \_*

11 Enter 1, 2 or 3 as appropriate:

- Entering 1 will cause a subset of the listed ESDT.Version will be cleaned up by manual preparing an input file.
  - Entering 2 will cleanup all ESDT.version.
  - Entering 3 will cause the script to exit (ie, nothing is cleaned p).
  - The progress and failure information will be logged in the log file.
-

## 14.7 Backing Up the StorNext Application

StorNext provides the capability to perform both full and partial backups of metadata and database information. Full backups create backups of the full database dumps, snapshots of the file system metadata, and software configuration information. Partial backups create backups of the database journal files, metadata journal files, and software configuration information. Backups in SNSM version 2.8 are now written to a managed file system and stored off to media. When the data is stored to tape, the files are truncated to save room on disk. This is different than earlier releases where backup data was saved to a local disk before being written to tape. Backups are run in several different ways:

- **Automatically**
  - Nightly as configured through the Scheduler
- **Manually:**
  - From the command line by running `snbackup`
  - From the GUI

The *snbackup* command-line utility is used to create the backups. The usage of `snbackup` can be found in the man page, and the utility also incorporates a `-h` option which can be used to display usage. This utility when first run will identify available system resources (a managed file system) to use for temporary storage of backup files. The largest capacity managed file system will be used for this temporary storage area. The selected file system will be stored in the */usr/adic/TSM/config/fs\_sysparm* file

This setting will be used in subsequent backups. Once all backup files have been created, the files are stored to media. The files are immediately truncated upon a successful store of all copies. This frees up the disk space that was borrowed from the managed file system. The number of copies, type of storage, and other attributes can be modified from the StorNext Home page and clicking **Admin > Backups** tab

A complete set of backups is comprised of a full and all the subsequent partial backups. A set is identified by a unique identifier. This unique number is used during restores to tie all the backup elements together. Backups can be manually executed (command line or GUI) or they can be scheduled.

**NOTE:** By default, full backups are scheduled on Sundays. Partial backups are scheduled every day of the week except Sunday. When a backup completes, an e-mail notification is sent. The e-mail sent contains information about the backup. This backup information must be retained in order to successfully do a restore of the system in case of failure. If storage disks are used, the path of the storage disk media is shown.

### **IMPORTANT**

**DO NOT ATTEMPT RESTORE FROM THIS TAPE, OR ANY BACKUP UNLESS AUTHORIZED BY A CERTIFIED QUANTUM STORNEXT SUPPORT ENGINEER. EMD SUSTAINING ENGINEERING DOES NOT SUPPORT ANY SYSTEM RESTORATION THAT HAS NOT BEEN APPROVED, OR PERFORMED SOLELY BY A QUANTUM CUSTOMER SUPPORT ENGINEER.**

The following procedures describe how to run a manual backup. These backups are scheduled by default to run once a day. If a full backup already exists, you have the option to run either a full or partial backup.

By default, a full backup is run once a week. This backup includes:

- The StorNext database
- Configuration files
- File system metadata dump file (after journal files are applied)

A partial backup is run on all other days of the week (that the full backup is not run). This backup includes:

- StorNext database journals
- Configuration files
- File system journal files

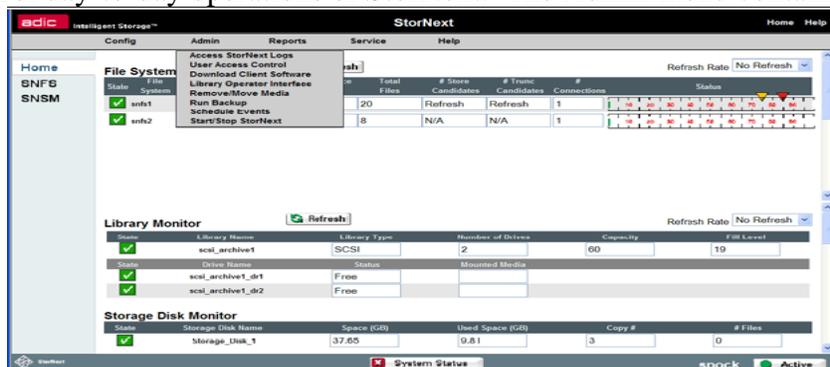
Table 14.7-1 provides an Activity Checklist for StorNext Backup procedures addressed in this section.

**Table 14.7-1. StorNext Backup Procedures - Activity Checklist**

| Order | Role            | Task                         | Section    | Complete? |
|-------|-----------------|------------------------------|------------|-----------|
| 1     | Archive Manager | Executing a StorNext Backup  | (P) 14.7.1 |           |
| 2     | Archive Manager | Scheduling a StorNext Backup | (P) 14.7.2 |           |

### 14.7.1 Executing a StorNext Backup

- 1 Connect to the StorNext web page using Firefox or Internet Explorer
- 2 From the StorNext home page click **Admin > Run Backup**.
  - The options for the Admin drop-down menu (see Figure 14.7-1) enable you to control day-to-day operations of StorNext. The Admin menu contains these options:

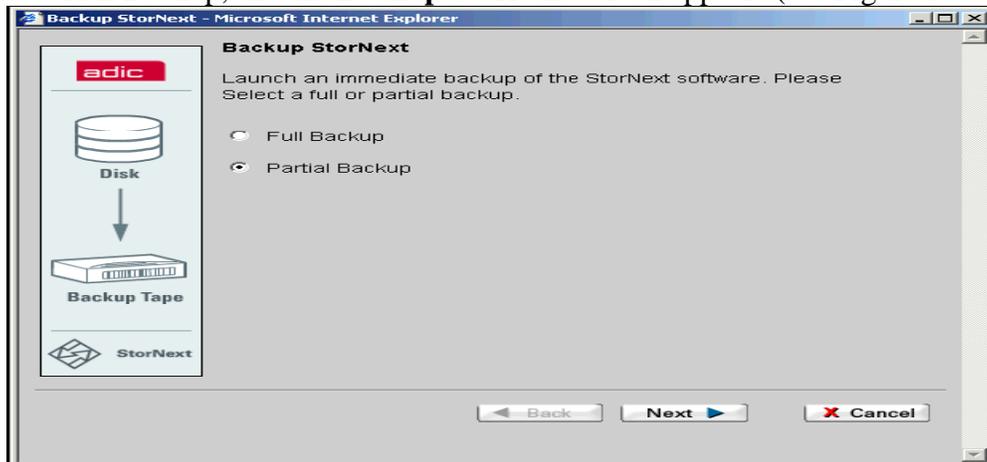


**Figure 14.7-1. StorNext Admin Pull- Down Screen**

- **Access StorNext Logs:** Access logs of StorNext operations
- **User Access Control:** Control user access to StorNext tasks
- **Download Client Software:** Download SNFS client software

- **Library Operator Interface:** Enter or eject media from the Library Operator Interface
- **Remove/Move Media:** Remove media from a library or move media from one library to another
- **Run Backup:** Run a backup of StorNext software
- **Schedule Events:** Schedule file system events including Clean Info, Clean Versions, Full Backup, Partial Backup, and Rebuild Policy
- **Start/Stop StorNext:** Start or stop the StorNext components

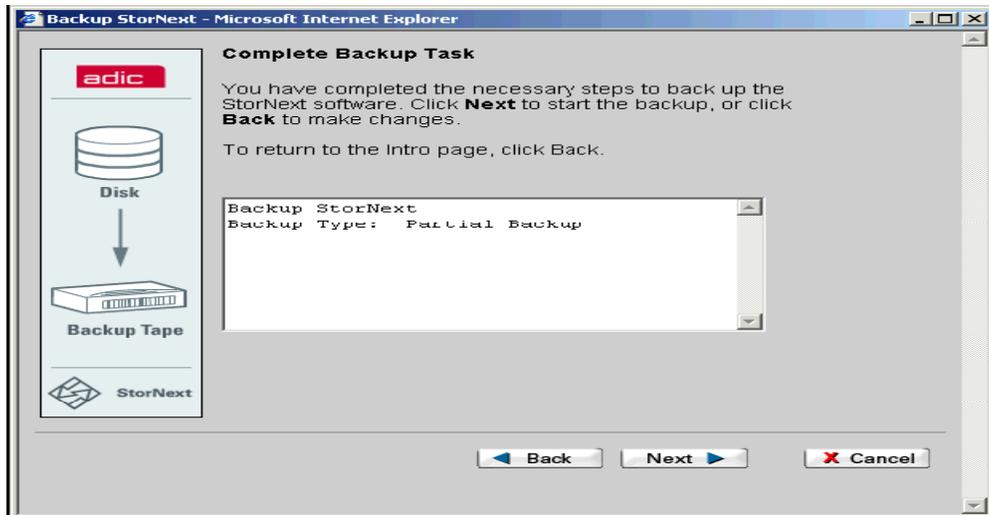
3 Select Run Backup, and the **Backup StorNext** screen appears (see Figure 14.7-2).



**Figure 14.7-2. Backup StorNext Screen**

4 Select the type of backup you want run, **Full** or **Partial**, and click **Next**. The Complete Backup Task screen appears (see Figure 14.7-3).

NOTE: These backups DO NOT backup user data.



**Figure 14.7-3. Complete Backup Screen**

- 5 Click **Next** to start the backup.
- 6 Click **Finish** when the Status screen displays success.

As stated previously, by default the StorNext Full Backup is set to execute once a week, and Partial Backups are performed on each day of the week that the full backups does not run on. To schedule a backup outside of the default setting, use the Scheduling StorNext Events screen. You can use this screen to schedule all StorNext events. The following is an explanation of how to schedule a new event, such as backups.

Events that can be scheduled are:

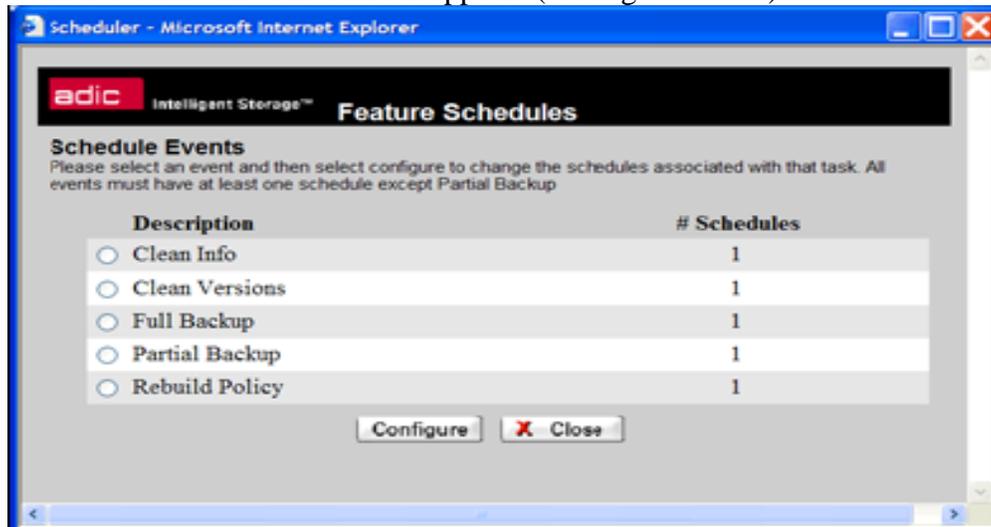
- **Clean Info:** Scheduled background operation for removing knowledge of media from StorNext
- **Clean Versions:** Clean old inactive versions of files
- **Full Backup:** By default, a full backup is run once a week to back up the entire database, configuration files, and the file system metadata dump file.
- **Partial Backup:** By default, a partial backup is run on all other days of the week (that the full backup is not run). This backup includes database journals; configuration files, and file system journal files.
- **Rebuild Policy: Rebuild** the internal candidate lists (for storing, truncation, and relocation) by scanning the file system for files that need to be stored
- 

NOTE: The **Scheduler** does not dynamically update when dates and times are changed greatly from the current setting. You must reboot the system to pick up the change.

Each of these events have a default schedules set, these procedures allow you to reconfigure the schedules to suit your system needs.

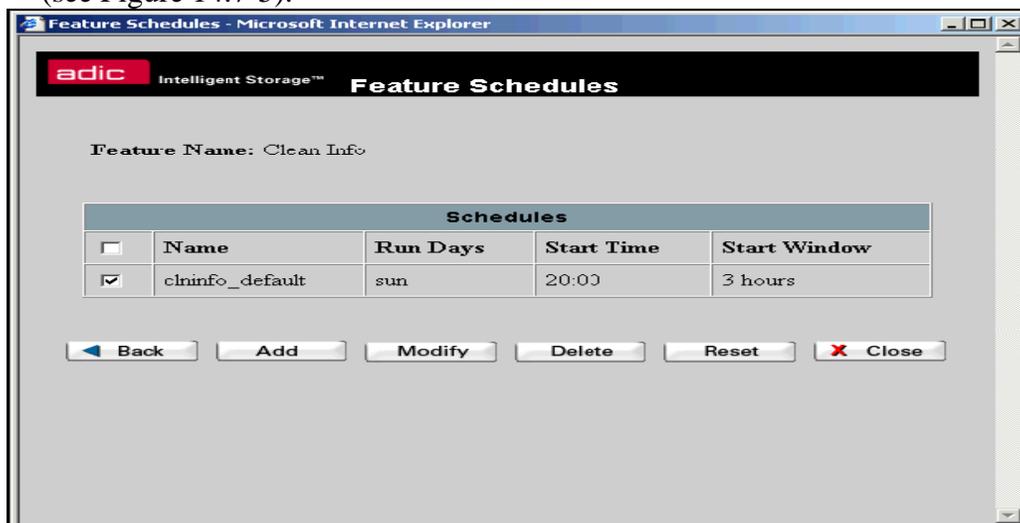
## 14.7.2 Scheduling a StorNext Backup

- 1 From the StorNext Home Page click **Admin > Schedule Events**.
  - The **Feature Schedules** screen appears (see Figure 14.7-4).



**Figure 14.7-4. Feature Schedules Screen**

- 2 Select a feature to schedule and click **Configure**.
  - The Feature Schedules screen displays the selected Feature and its current schedule (see Figure 14.7-5).



**Figure 14.7-5. Selected Feature Schedules Screen**

Select a schedule and click one of the following:

- **Back:** Go back to the previous screen
  - **Add:** Add a new schedule
  - **Modify:** Change an existing schedule
  - **Delete:** Delete an existing schedule
  - **Reset:** Reset the schedule to the default settings
  - **Close:** Close the window
- 

## 14.8 ACSLS Procedures

For the StorageTek Powderhorn, direct control of the tape storage and handling operations is managed by the *Automated Cartridge System Library Software (ACSL)*. Full guidance for using ACSLS is provided in the *Automated Cartridge System Library Software System Administrator's Guide*. Table 14.8-1 lists the commands covered in that *Guide*.

**Table 14.8-1. ACSLS Command Reference**

| Command    | Function                                                                         |
|------------|----------------------------------------------------------------------------------|
| Audit      | Creates or updates the database inventory of the volumes in a library component. |
| Cancel     | Cancel a current or pending request.                                             |
| clear lock | Removes all active and pending locks on transports or volumes.                   |
| Dismount   | Dismounts a volume.                                                              |
| Eject      | Ejects one or more volumes from the Automated Cartridge System (ACS).            |
| Enter      | Sets a Cartridge Access Port (CAP) to enter mode.                                |
| Idle       | Stops ACSLS from processing new requests.                                        |
| Lock       | Locks (dedicates) a volume or transport to a user.                               |
| Logoff     | Exits the command processor.                                                     |
| Mount      | Mounts a data or scratch volume.                                                 |
| Query      | Displays the status of a library component.                                      |
| Set        | Sets various attributes of different library components.                         |
| Show       | Displays your lock ID or user ID.                                                |
| Start      | Starts ACSLS request processing.                                                 |
| Unlock     | Removes active locks on volumes or transports.                                   |
| Vary       | Changes the state of an ACS, LSM, CAP, transport, or port.                       |
| Venter     | Enters one or more volumes with missing or unreadable labels into the ACS.       |

ACSL commands use the following general syntax:

**command type\_identifier state [options]**

where **type\_identifier** is the ACS component and its identifier (these are listed in the *System Administrator's Guide*), **state** is a device state for the **vary** command only, and **options** are command options (these are specified for each command in the *System Administrator's Guide*).

The two most useful commands in ACSLS are **query** and **vary**. Other frequently used commands are **enter** and **eject**, for inserting and removing cartridges, respectively. ACSLS does not have an online help facility, but if you enter a command (e.g., **vary**), it will prompt you for the parameters.

There are also several utilities provided with ACSLS. These are listed with their functions in Table 14.8-2.

**Table 14.8-2. ACSLS Utilities**

| Utility    | Function                            |
|------------|-------------------------------------|
| bdb.acsss  | Backs up the ACSLS database.        |
| kill.acsss | Terminates ACSLS.                   |
| rc.acsss   | Starts and recovers ACSLS.          |
| rdb.acsss  | Restores the ACSLS database.        |
| Volrpt     | Creates a volume report.            |
| db_command | Starts or stops the ACSLS database. |

To control and interact with ACSLS, you use the following user IDs:

- **acssa** lets you enter ACSLS commands from a command processor window.
- **acsss** lets you run ACSLS utilities from the UNIX command line prompt.

It is typical to log in as both user IDs to permit entering both ACSLS utilities and commands. You can, however, open a command processor window from the **acsss** user ID if you prefer to work from a single user ID. The *System Administrator's Guide* provides full details.

Table 14.8-3 provides an Activity Checklist for major ACSLS procedures addressed in this section.

**Table 14.8-3. ACSLS Procedures - Activity Checklist**

| Order | Role            | Task                                           | Section      | Complete? |
|-------|-----------------|------------------------------------------------|--------------|-----------|
| 1     | Archive Manager | Entering the Archive after StorNext is Started | (P) 14.8.1.1 |           |
| 2     | Archive Manager | Backing up the ACSLS Database                  | (P) 14.8.2.1 |           |
| 3     | Archive Manager | Restoring the ACSLS Database                   | (P) 14.8.3.1 |           |
| 4     | Archive Manager | Checking Cleaning Cartridges                   | (P) 14.8.4.1 |           |

### 14.8.1 Entering the Archive After StorNext is Started

There are circumstances in which it may be necessary to enter the archive after StorNext is started. For example, there may be a requirement for maintenance that necessitates access to the robot or other area inside the Powderhorn. Another example is that it may sometime be desirable to bypass the Cartridge Access Port (CAP) when inserting tape cartridges, if there is a need to

perform bulk loading of a large number of tapes, although usually this would be limited to initial loading of the volumes.

### 14.8.1.1 Entering the Archive After StorNext is Started

---

- 1 At the host for ACSLS (e.g., **e4sms03**, **n4sms03**), log in using the **acssa** user ID and password.
  - The **acssa** command-process window is displayed with the **ACSSA>** prompt.
- 2 Type **vary lsm 0,0 offline** and then press the **Return/Enter** key.
  - The access port is unlocked (audible unlatching sound).
- 3 Use the key to unlatch and open the access door.
  - A red **DO NOT ENTER** warning is visible inside the enclosure.

#### **Warning**

If it is necessary to enter the STK Powderhorn after StorNext is started, it is necessary to perform the following step to avoid hazard and ensure safety of personnel and equipment.

- 4 Remove the key from the door to ensure that no one inadvertently locks the enclosure with someone inside.
    - The red **DO NOT ENTER** warning is extinguished and a green **ENTER** message is displayed inside the enclosure.
  - 5 Upon leaving the enclosed area, insert the key in the access door and latch the door.
    - The LED display indicates that the door is locked.
  - 6 At the ACSLS host, type **vary lsm 0,0 online** and then press the **Return/Enter** key. After a few seconds, the archive robots execute an initialization sequence and the LSM is back online.
- 

### 14.8.2 Backing Up the ACSLS Database

ACSLs provides the **bdb.acsss** utility to back up the database. It is advisable to run this utility when there has been a change in the archive volume structure (e.g., upon addition or removal of volumes). In the event of database loss, it is possible to re-create the database even if there is no backup available, by using the **audit** command to inventory the archive. However, for a large storage facility, creating the database this way may take several hours. If there is a backup available, the database can be restored easily and quickly (refer to Section 14.8.3)

### 14.8.2.1 Backing Up the ACSLS Database

---

- 1 At the host for ACSLS (e.g., .., **e4sms03**, **n4sms03**), log in using the **acsss** user ID and password.
    - The **acsss** command-process window is displayed with the **ACSSS>** prompt.
  - 2 Ensure that there is a tape in the backup drive (device **dev/rmt/0**), a streaming tape drive attached to each ACSLS workstation.
  - 3 Type **bdb.acsss**, and then press the **Return/Enter** key.
    - If you enter **bdb.acsss** with no options, the backup utility defaults to the default tape device attached and configured to the ACSLS server.
    - The system displays the following message.  
Check tape device (/dev/rmt/0) to make sure you have a tape in the tape drive.  
[ Hit RETURN to continue or Ctrl-C to exit ]
  - 4 Press the **Return/Enter** key.
    - The **bdb.acsss** utility backs up the ACSLS database and miscellaneous library resource files.
- 

### 14.8.3 Restoring the ACSLS Database

ACSLs provides the **rdb.acsss** utility to restore the database in case of severe disk or data problems. If you have made regular backups, it should be possible to restore the database with little or no loss of data. Restoring the database is likely to be necessary if there has been a system crash, or if the database cannot be started or has a physical or logical error.

#### 14.8.3.1 Restoring the ACSLS Database

---

- 1 At the host for ACSLS (e.g., **e4sms03**, **n4sms03**), log in using the **acsss** user ID and password.
    - The **acsss** command-process window is displayed with the **ACSSS>** prompt.
  - 2 Load the restore tape into the backup drive.
  - 3 Type **rdb.acsss**, and then press the **Return/Enter** key.
    - If you enter **bdb.acsss** with no options, the backup utility defaults to the default tape device attached and configured to the ACSLS server.
    - The system displays the following message.  
Check tape device (/dev/rmt/0) to make sure you have a tape in the tape drive.  
[ Hit RETURN to continue or Ctrl-C to exit ]
  - 4 Press the **Return/Enter** key.
    - The **rdb.acsss** utility restores the ACSLS database and miscellaneous library resource files.
-

## 14.8.4 Checking Cleaning Cartridges

The Automated Cartridge System Library Software (ACSL) schedules and implements routine cleaning of the system tape drives after a set usage time tracked by the software, using cleaning volumes from a cleaning volume group designated for that purpose. The ACSL software also tracks the number of times a cleaning tape is used, and will not use a cleaning tape that has been used the maximum set number of times (usually set at 100 for the 9940 drives). It is the responsibility of the Archive Manager to monitor cleaning tape usage periodically, to ensure that usable cleaning tapes remain available to the system.

### 14.8.4.1 Checking Cleaning Cartridges

---

- 1 At the host for ACSL (e.g., **e4sms03**, **n4sms03**), log in using the **acssa** user ID and password.
  - The **acssa** command-process window is displayed with the **ACSSA>** prompt.
- 2 Type **query clean all**, and press the **Return/Enter** key.
  - *Note:* The command may be abbreviated to **qu cl a**.
  - ACSL displays information on the status of the cleaning volumes in format similar to the following:  
2001-10-04 08:50:54 Cleaning Cartridge Status  
Identifier Home Location Max Usage Current Usage Status Type  
9840C1 0, 0, 3, 2, 2 100 38 home STK1U  
9840C2 0, 0,13, 1, 3 100 0 home STK1U  
9940C1 0, 0, 1, 4,19 100 7 home STK2W

*Note:* If it is desirable or necessary to change the maximum number of uses permitted for a cleaning volume, the change can be accomplished with the command **set clean <max\_usage> <vol\_id>** where *max\_usage* (e.g. 100) is the maximum number of uses for that volume and *vol\_id* is the volume id of that cleaning cartridge.

---

## 14.9 Data Pool Maintenance Tasks

### 14.9.1 Features of the Data Pool Maintenance GUI

Most Archive or support personnel tasks for monitoring and maintaining the Data Pool require the use of the **Data Pool Maintenance (DPM) GUI**. The **DPM GUI** permits an operator to perform tasks in the following general areas:

- Monitoring Data Pool Active Insert Processes and Insert Actions.
- Managing Data Pool File Systems.
- Managing Cloud Cover Information.
- Checking the Status of Batch Inserts.
- Checking the Data Pool Insert Queue.

- Managing Data Pool Configuration Parameters and Data Pool Tuning.
- Managing Data Pool Collection Groups.
- Managing Data Pool Collections within Collection Groups.
- Managing Themes.

Other tasks are supported by scripts or utilities. For example, a Data Pool Update Expiration Script (Update Granule Utility) is available for extending the period of retention for selected science granules already in the Data Pool. There is a Data Pool cleanup utility that is typically run in a cron job, but may be invoked manually. Similarly, a utility for accumulating Data Pool access statistics is usually run in a cron job but may be invoked manually. There is a command line utility that permits operators to execute batch inserts of data from the archive into the Data Pool.

Distribution of data from the Data Pool is supported by the **HDF-EOS to GeoTIFF Conversion Tool (HEG)**. There are two versions of HEG:

- Data Pool HEG.
- Standalone HEG.

The Standalone HEG is a tool that an end user downloads and runs on his/her own workstation to convert EOS data products on the workstation from one format to another. The Data Pool HEG, which is accessed through the DAAC **Data Pool Web Access GUI** interface, is used to convert EOS data products before they are downloaded or shipped from the DAAC.

Finally, the **Spatial Subscription Server GUI** is a major Data Pool management tool. Although used primarily by User Services or science personnel, Archive or engineering support personnel may use it to extend the period of retention in a Data Pool insert subscription, and to view statistics on the processing of events and actions by the Spatial Subscription Server.

Both the **DPM GUI** and the **Spatial Subscription Server GUI** are web applications, accessed through the Mozilla Firefox 2.0 standard web browser.

Table 14.9-1 provides an Activity Checklist for Data Pool Maintenance Tasks addressed in this section.

**Table 14.9-1. Data Pool Maintenance Tasks - Activity Checklist**

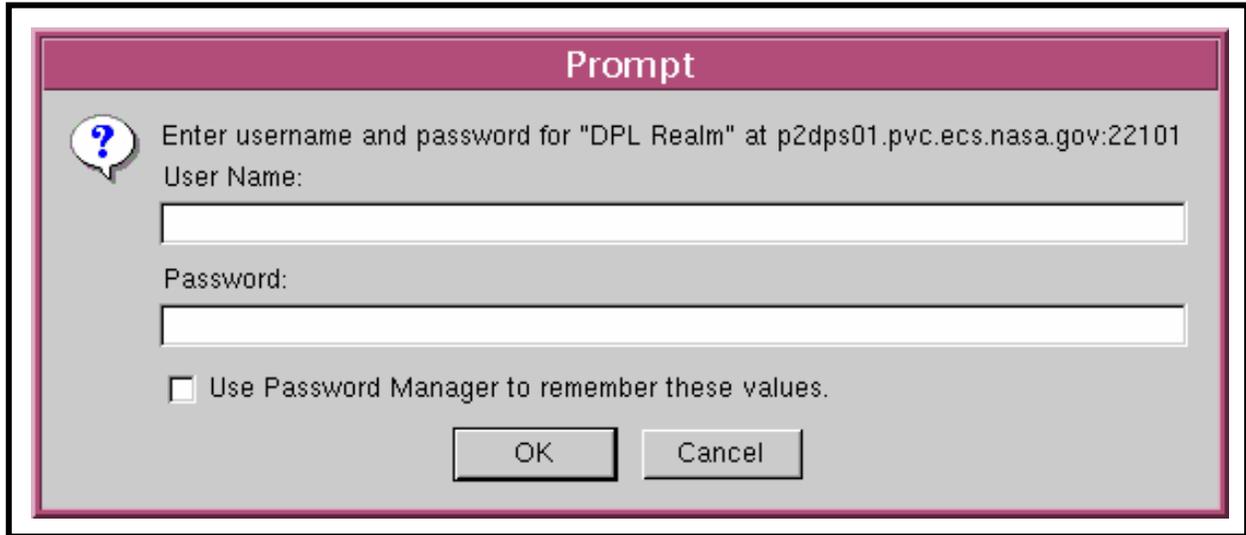
| Order | Role               | Task                                                                  | Section      | Complete? |
|-------|--------------------|-----------------------------------------------------------------------|--------------|-----------|
| 1     | Archive Technician | Launch the DPM GUI                                                    | (P) 14.9.1.1 |           |
| 2     | Archive Technician | Shut Down the DPM GUI                                                 | (P) 14.9.1.2 |           |
| 3     | Archive Technician | Monitor Data Pool Active Insert Processes                             | (P) 14.9.1.3 |           |
| 4     | Archive Technician | View a List of Data Pool File Systems                                 | (P) 14.9.2.1 |           |
| 5     | Archive Technician | Add a Data Pool File System                                           | (P) 14.9.2.2 |           |
| 6     | Archive Technician | Modify a Data Pool File System                                        | (P) 14.9.2.3 |           |
| 7     | Archive Technician | View cloud Cover Information                                          | (P) 14.9.3.1 |           |
| 8     | Archive Technician | Add New Cloud Cover Information                                       | (P) 14.9.3.2 |           |
| 9     | Archive Technician | Modify Cloud Cover Information                                        | (P) 14.9.3.3 |           |
| 10    | Archive Technician | Delete Cloud Cover Information                                        | (P) 14.9.3.4 |           |
| 11    | Archive Technician | Check the Status of Batch Inserts                                     | (P) 14.9.4.1 |           |
| 12    | Archive Technician | Check the Data Pool Insert Queue and Cancel a Data Pool Insert Action | (P) 14.9.5.1 |           |
| 13    | Archive Technician | View DPM Configuration Parameter Values                               | (P) 14.9.6.1 |           |
| 14    | Archive Technician | Modify DPM Configuration Parameter Values                             | (P) 14.9.6.2 |           |
| 15    | Archive Technician | View DPM Aging Parameter Values                                       | (P) 14.9.7.1 |           |
| 16    | Archive Technician | Modify DPM Aging Parameter Values                                     | (P) 14.9.7.2 |           |
| 17    | Archive Technician | View Collection Groups                                                | (P) 14.9.8.1 |           |
| 18    | Archive Technician | Modify Collection Groups                                              | (P) 14.9.8.2 |           |
| 19    | Archive Technician | Add a Collection Group                                                | (P) 14.9.8.3 |           |
| 20    | Archive Technician | Delete a Collection Group                                             | (P) 14.9.8.4 |           |
| 20    | Archive Technician | Add an ECS Collection to a Collection Group                           | (P) 14.9.8.5 |           |
| 21    | Archive Technician | Modify an ECS Collection                                              | (P) 14.9.8.6 |           |
| 22    | Archive Technician | View a List of Themes                                                 | (P) 14.9.9.1 |           |
| 23    | Archive Technician | Filter a List of Themes                                               | (P) 14.9.9.2 |           |
| 24    | Archive Technician | Modify a Theme                                                        | (P) 14.9.9.3 |           |
| 25    | Archive Technician | Add a Theme                                                           | (P) 14.9.9.4 |           |
| 26    | Archive Technician | Delete a Theme                                                        | (P) 14.9.9.5 |           |

Let's examine how the **DPM GUI** is used for Data Pool maintenance tasks. Of course, the first thing to do is launch the GUI. The procedure for launching the GUI is provided separately here and is referenced in other procedures. It applies to both full-capability and limited-capability operators. An operator's level of permission is determined when the operator logs in to the GUI using the security login prompt (Figure 14.9-1).

Full-capability operators have the ability to configure parameters and perform all other actions that can be accomplished with the GUIs. Limited-capability operators are able to view a lot of

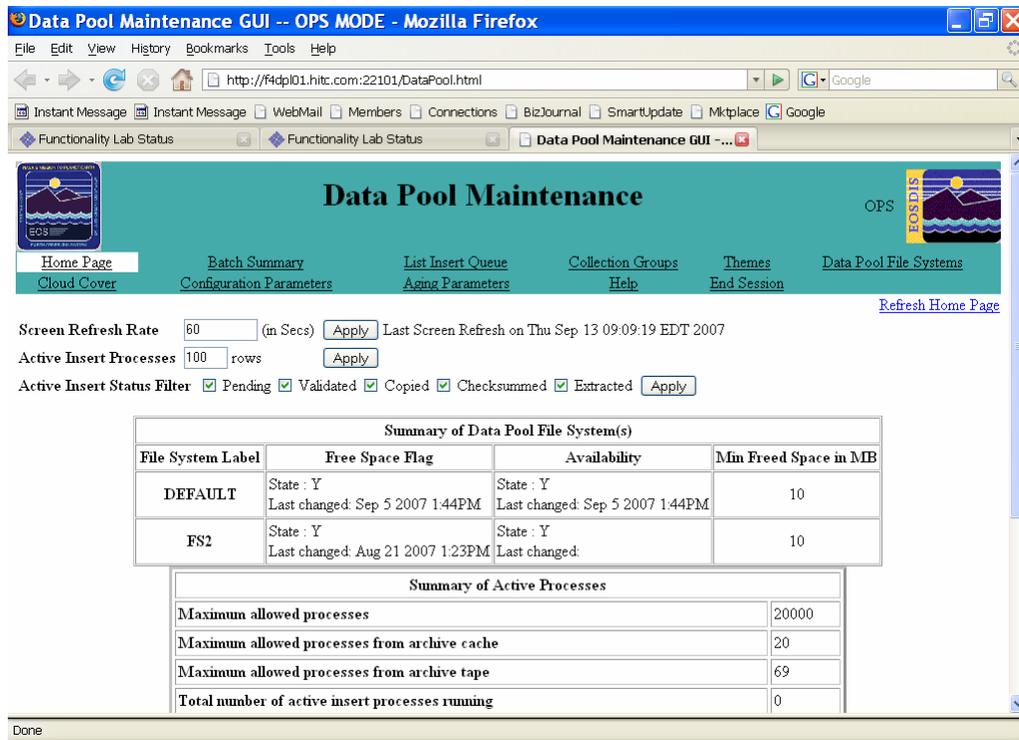
information; however, on the limited-capability GUI some buttons and links have been disabled so it is not possible to perform certain actions or access certain pages.

This lesson provides instruction in the full-capability version of the GUIs. However, the functions that are available to limited-capability operators as well as the functions that are not available to limited-capability operators are identified.



**Figure 14.9-1. Security Login Prompt**

Figure 14.9-2 illustrates the **DPM GUI Home Page**, from which the operator can perform some monitoring and maintenance tasks and from which there is access to other pages supporting other tasks.



**Figure 14.9-2. DPM GUI Home Page**

The **DPM GUI Home Page** (Figure 14.9-2) displays the state of several parameters and allows an operator to make changes. It also lists active insert processes. Near the top of the **Home Page** are links allowing an operator to access other functions including the following items:

- **Data Pool File Systems**
- **Cloud Cover**
- **List Insert Queue**
- **Batch Summary**
- **Collection Groups**
- **Themes**
- **Configuration Parameters**
- **Aging Parameters**

There is also a **Help** page for assistance in navigation of the GUI and an **End Session** link for logging out of the GUI.

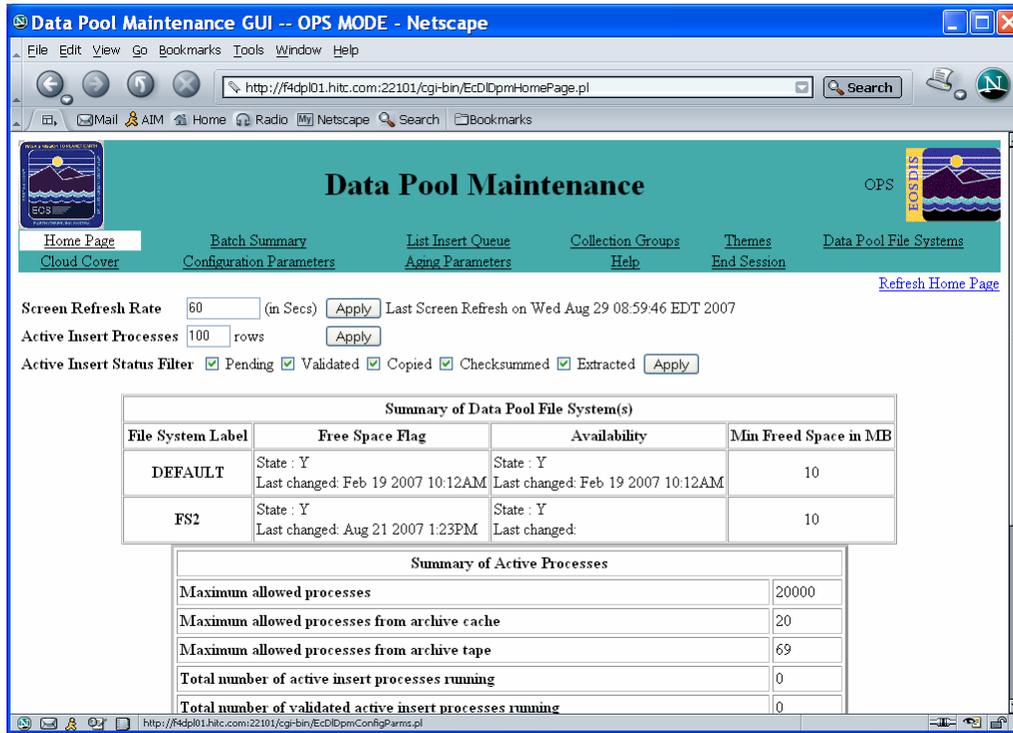
### 14.9.1.1 Launch the DPM GUI

---

- 1 At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Return/Enter** key.
  - For *clientname*, use either the local terminal/workstation IP address or its machine name.
- 2 Start the log-in to a Firefox host by typing **/tools/bin/ssh *hostname* (x4dpl01)** at the UNIX command shell prompt, and press the **Return/Enter** key.
  - If you receive the message, **Host key not found from the list of known hosts. Are you sure you want to continue connecting (yes/no)?** type **yes** (“y” alone does not work).
  - If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears; continue with Step 3.
  - If you have not previously set up a secure shell passphrase, go to Step 4.
- 3 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your **Passphrase** and then press the **Return/Enter** key. Go to Step 5.
- 4 At the **<user@remotehost>'s password:** prompt, type your **Password** and then press the **Return/Enter** key.
  - You are logged in and a UNIX command shell prompt is displayed.
- 5 Type **Firefox &** then press **Return/Enter**.
  - It may be necessary to type the path as well as the Firefox command (e.g., **/tools/bin/Firefox &**).
  - It may be necessary to respond to dialogue boxes, especially if the browser is already being used by someone else who has logged in with the same user ID.
  - The Firefox web browser is displayed.
- 6 If a bookmark has been created for the DPM GUI, select the appropriate bookmark from those listed on the browser's.
  - The security login **Prompt** is displayed.
- 7 If no bookmark has been created for the **DPM GUI**, type **http://host:port/path** in the browser's **Location (Go To)** field then press **Return/Enter**.
  - For example: **http://x4dpl01.daac.ecs.nasa.gov:54321/DataPool.html**
  - The security login **Prompt** is displayed.
- 8 Type the appropriate user name in the **User Name** box of the security login **Prompt**.
- 9 Type the appropriate password in the **Password** box of the security login **Prompt**.

**NOTE:** If the security login prompt reappears after the first time the user name and password have been entered (and the **OK** button has been clicked), it may not be due to a data entry problem. Try again to log in using the same user name and password. Sometimes it is necessary to enter the user name and password for the GUI more than once.

- 10 Click on the appropriate button from the following selections:
- **OK** - to complete the log-in and dismiss the dialogue box.
    - The dialogue box is dismissed.
    - The **DPM GUI Home Page** is displayed (see Figure 14.9-3).



**Figure 14.9-3. DPM GUI Home Page**

- **Cancel** - to dismiss the dialogue box without logging in.
  - The dialogue box is dismissed.
  - The Firefox web browser is displayed.

At some point it becomes necessary to shut down the **DPM GUI** (end a **DPM GUI** session). The procedure that follows is recommended and is applicable to both full-capability and limited-capability operators.

### 14.9.1.2 Shut Down the DPM GUI (End a DPM GUI Session)

- 1 Click on the **Home Page** link at the top of the **DPM GUI**.
- The **DPM GUI Home Page** is displayed.

- 2 Click on the **End Session** link at the top of the **Home Page**.
  - A log-out page containing the following message is displayed.

**Click on Button Below to End Session:**

**THIS WOULD ALSO SHUT DOWN THE BROWSER :**

**NOTE:** To abort the log-out and return to the **Home Page**, click on the browser **Back** button.

- 3 Click on the **ShutDown** button.
    - The Firefox browser is dismissed.
- 

You may wish to keep an instance of the **DPM GUI** displayed to monitor Data Pool Active Insert Processes. The procedure for using the **DPM GUI** to monitor Data Pool active insert processes is applicable to both full-capability and limited-capability operators.

#### **14.9.1.3 Monitor Data Pool Active Insert Processes**

---

- 1 Launch the **DPM GUI**.
  - The **Home Page** is displayed.
- 2 Observe information displayed on the **DPM GUI Home Page**.
  - The **Home Page** has the following links for access to Data Pool maintenance function pages:
    - **Data Pool File Systems**
    - **Cloud Cover**
    - **List Insert Queue**
    - **Batch Summary**
    - **Collection Groups**
    - **Themes**
    - **Configuration Parameters**
    - **Aging Parameters**
    - **End Session**
  - The **Home Page** has a **Summary of Data Pool File Systems** with the following columns:
    - **File System Label** (label representing an existing Data Pool file system).
    - **Free Space Flag** (if set to “Y,” free space is available for inserts; “N” means free space is not available).

- **Availability** (if set to “Y,” the file system is currently available for Data Pool insert; “N” means the file system is not available for Data Pool insert).
- **Min Freed Space in MB** (value that represents the minimum amount of freed space in the file system in megabytes; it is an amount of space must remain free in order to make the file system available for insert).
- The **Home Page** has a **Summary of Active Processes** with the following rows:
  - **Maximum allowed processes**
  - **Maximum allowed processes from cache**
  - **Maximum allowed processes from tape**
  - **Total number of active insert processes running**
  - **Total number of validated active insert processes running**
  - **Total number of pending active insert processes running**
  - **Number of active insert processes using cache**
  - **Number of active insert processes using tape**
- The **Home Page** has a table of **List of Active Insert Processes ( Rows X)** showing the following columns of detailed information for each process:
  - **Unix ProcessId** (UNIX process identifier).
  - **EcsID** (ECS identifier or Granule ID for the granule being processed).
  - **Collection** (to which the granule belongs).
  - **Version** (for the collection to which the granule belongs).
  - **StartTime** (time at which the insert processing started).
  - **StatusTime** (time at which the status listed in the Status column was achieved).
  - **Status** (current state of the insert process).
  - **Archive Cache** [availability (Y or N) of the granule being processed].
  - **Retries** [number of attempts by the process to recover from retryable errors (e.g., Data Pool disk temporarily unavailable, Data Pool directory does not exist, or Data Pool database temporarily unavailable)].

**NOTE:** The system is designed for rapid insertion of data into the Data Pool by quickly processing data that are available in cache, such as data that are staged for archiving. If the insert processing is delayed and the data are removed from cache, the Data Pool insert is likely to fail.

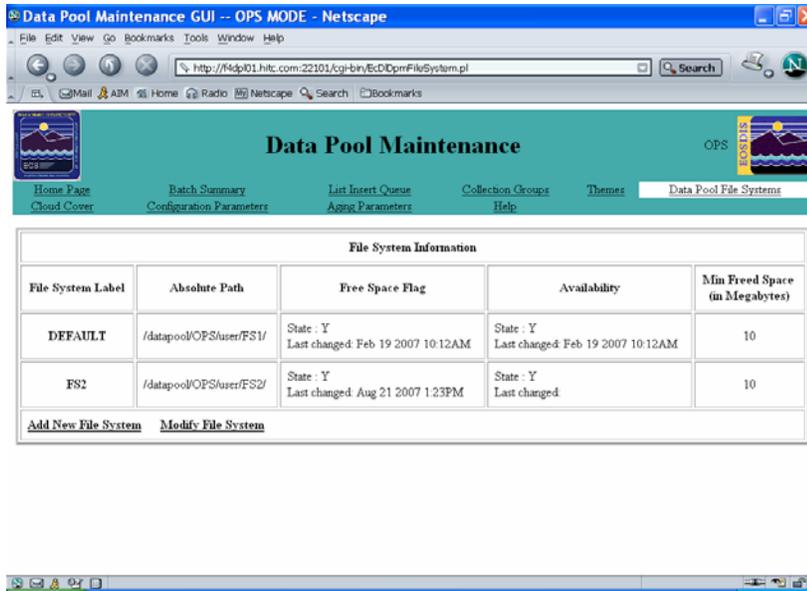
- 3 To obtain an immediate screen refresh, click on the **Refresh Home Page** link near the upper right corner of the display.
  - The displayed data are updated.

**NOTE:** The screen refreshes automatically at intervals determined by the number of seconds specified in the **Screen Refresh Rate** field.

- 4 To change the automatic screen refresh rate first type the desired number of seconds between refreshes in the **Screen Refresh Rate** text entry box.
  - 5 To complete changing the automatic screen refresh rate click on the **Apply** button adjacent to the **Screen Refresh Rate** text entry box.
    - The **Screen Refresh Rate** is changed to the new value.
  - 6 To change the number of active insert processes displayed at a time in the **List of Active Insert Processes** table on the **Home Page** first type the desired number of rows to be displayed in the **Active Insert Processes** text entry box.
  - 7 To complete changing the number of active insert processes displayed at a time in the **List of Active Insert Processes** table on the **Home Page** click on the **Apply** button adjacent to the **Active Insert Processes** text entry box.
    - The number of active insert processes displayed at a time in the **List of Active Insert Processes** table is changed to the new value.
- 

## 14.9.2 Data Pool File Systems

Figure 14.9-4 illustrates the Data Pool **File System Information** page that allows both full-capability and limited-capability operators to view a list of Data Pool file systems and obtain information on **Free Space Flag**, **Availability** for insert, and **Minimum Freed Space**. From this page, the full-capability operator is able to configure a new file system or modify an existing file system (which may include assigning Availability and/or No Free Space status).



**Figure 14.9-4. Data Pool File System Page**

### 14.9.2.1 View a List of Data Pool File Systems

- 1 Launch the **DPM GUI**.
  - The **DPM GUI Home page** is displayed.
- 2 Click on the **Data Pool File Systems** link.
  - The **File System Information** page is displayed (see Figure 14.9-4).
- 3 Observe data displayed on the **File System Information** page.
  - The table on the File System Information page has columns containing the following types of Data Pool file system information:
    - **File System Path**
    - **Ingest Status**
    - **DPL Insert Status**
    - **Free Space**
    - **Used Space Updated**
    - **Free Space Flag**
    - **Availability**
  - The following links are available on the **File System Information** page:
    - **Add New File System**

## – Modify File System

Clicking on the **Add New File System** link takes the full-capability operator to the **Add New File System** page shown in Figure 14.9-5. The operator needs to add data in the following five fields:

- 1) **[File System] Label:** a label representing an existing Data Pool file system;
- 2) **Absolute Path:** the path to the directory where the file system is located (the basic ftp root path is provided and the operator completes the path name if necessary);
- 3) **Free Space Flag:** a value that needs to be set to either “ON” or “OFF” (ON means free space is available for inserts; OFF means free space is not available);
- 4) **Availability:** a value that needs to be set to either “YES” or “NO” (YES means the file system is currently available for Data Pool insert; NO means the file system is not available for Data Pool insert);
- 5) **Min Freed Space (in Megabytes):** an integer value that represents the minimum amount of freed space in the file system in megabytes; it is an amount of space must remain free in order to make the file system available for insert.

The screenshot shows a Netscape browser window titled "Data Pool Maintenance GUI -- OPS MODE - Netscape". The address bar contains the URL "http://f4dpl01.hitc.com:22101/cgi-bin/EcDDpmFileSystem.pl?Add". The page header features the "Data Pool Maintenance" logo and navigation links: Home Page, Batch Summary, List Insert Queue, Collection Groups, Themes, and Data Pool File Systems. The main content area displays a form titled "Add New File System" with the following fields:

| Add New File System                     |                                             |
|-----------------------------------------|---------------------------------------------|
| Label                                   | <input type="text"/>                        |
| Absolute Path                           | /datapool/OPS/user <input type="text"/>     |
| Free Space Flag                         | ON <input type="button" value="v"/>         |
| Availability                            | YES <input type="button" value="v"/>        |
| Min Freed Space (in Megabytes)          | <input type="text"/> MB                     |
| <a href="#">Return to previous page</a> | <input type="button" value="Apply Change"/> |

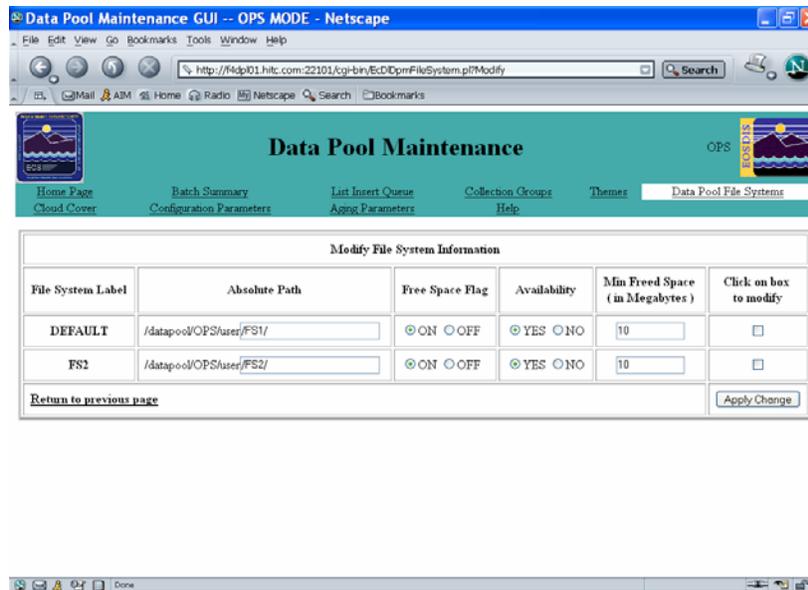
**Figure 14.9-5. Add New File System Page**

### 14.9.2.2 Add a Data Pool File System

---

- 1 Launch the **DPM GUI**.
    - The **DPM GUI Home page** is displayed.
  - 2 Click on the **Data Pool File Systems** link.
    - The **File System Information** page is displayed.
  - 3 Click on the **Add New File System** link at the bottom of the list of file systems (scrolling down if necessary).
    - The **Add New File System** page is displayed (see Figure 14.9-5).
  - 4 Type the desired file system label in the **Label** field.
    - Enter a unique name with no more than 25 characters.
  - 5 Type the desired path in the **Absolute Path** field.
    - The basic ftp root directory path is shown adjacent to the text entry box; data entered in the box will be appended to the base path shown.
  - 6 To display free space flag options click on the **Free Space Flag** option button.
    - **Free Space Flag** options are displayed (i.e., **ON** and **OFF**).
  - 7 To display availability options click on the **Availability** option button.
    - **Availability** options are displayed (i.e., **YES** and **NO**).
  - 8 To select an availability option click on the appropriate choice from the option list.
    - **YES** should be selected if the file system is currently available for inserts.
    - **NO** should be selected if the file system is not currently available for inserts.
  - 9 Type the desired value for minimum freed space (in megabytes) in the **Min Freed Space** (in Megabytes) field.
    - **Min Freed Space** indicates how much space needs to be available to keep the file system available for insert.
  - 10 Click on the **Apply Change** button.
    - The file system information is entered in the Data Pool database.
    - The **File System Information** page is displayed with the new file system information.
- 

The **DPM GUI** may be used to modify a Data Pool file system. This is useful if the Absolute Path, Free Space Flag, Availability (for Insert), and/or Min. Freed Space for a particular Data Pool file system need to be corrected or updated. Selecting the **Modify File System** link takes the full-capability operator to the **Modify File System Information** page shown in Figure 14.9-6. The operator can change the Absolute Path, Free Space Flag, Availability flag, or the Min Freed Space on this page. There are check boxes associated with each file system. The operator can change multiple file systems at one time by checking the desired file systems' checkboxes and clicking on the **Apply Change** button.



**Figure 14.9-6. Modify File System Information Page**

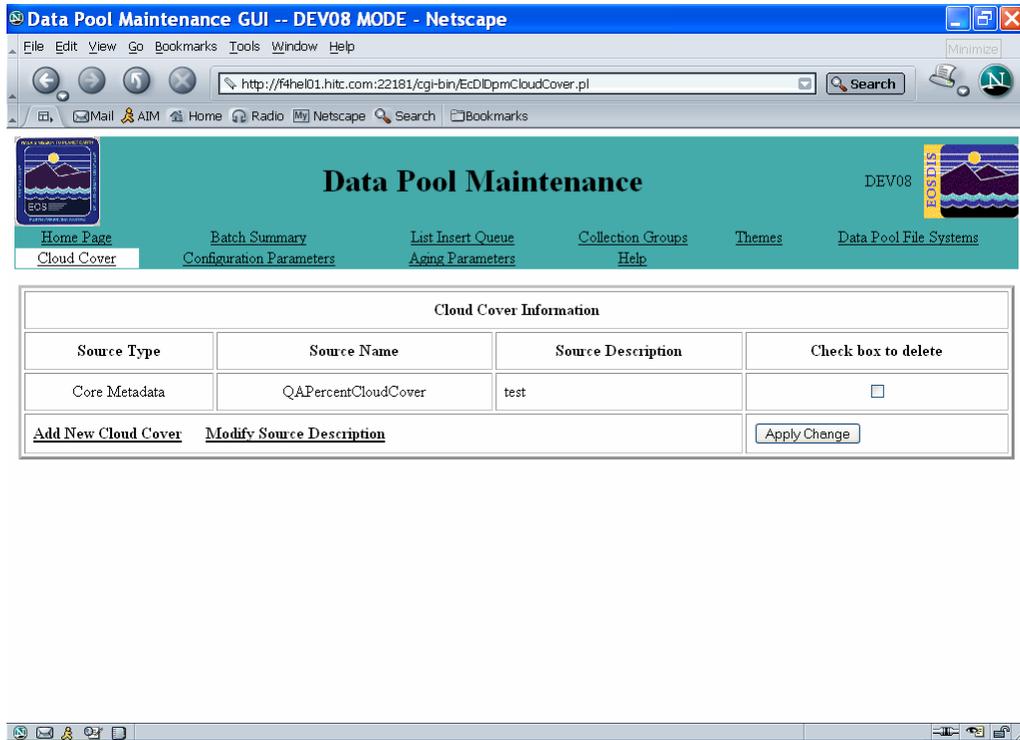
### 14.9.2.3 Modify a Data Pool File System

- 1 Launch the **DPM GUI**.
  - For detailed instructions refer to the Launch the DPM GUI procedure (previous section of this lesson).
  - The **DPM GUI Home page** is displayed.
- 2 Click on the **Data Pool File Systems** link.
  - The **File System Information** page is displayed.
- 3 Click on the **Modify File System** link at the bottom of the list of file systems (scrolling down if necessary).
  - The **Modify File System Information** page is displayed (see Figure 14.9-6).
- 4 To change the absolute path for a file system type the desired path in the **Absolute Path** field for the file system.
  - The basic ftp root directory path is shown above the text entry box; data entered in the box will be appended to the base path shown.
- 5 To change a file system's free space flag setting click on the appropriate button in the **Free Space Flag** column.
  - The following choices are available:
    - **ON**
    - **OFF**

- 6 To change the setting for a file system's availability for data insert click on the appropriate button in the **Availability** column.
    - The following choices are available:
      - YES
      - NO
  - 7 To change the minimum freed space for a file system type the desired value (in megabytes) in the appropriate **Min Free Space (in Megabytes)** field.
  - 8 Click in the check box at the end of the row containing file system information to be modified.
    - The selected file system information is marked for subsequent modification.
  - 9 Repeat Steps 4 through 8 for any additional file systems to be modified.
  - 10 Click on the **Apply Change** button.
    - The revised file system information is entered in the Data Pool database.
    - The **File System Information** page is displayed with the modified file system information.
- 

### 14.9.3 Cloud Cover

Both full-capability and limited-capability operators can view existing cloud cover information in the Data Pool database by clicking on the **Cloud Cover** link shown in Figure 14.9-2. The link takes the operator to the **Cloud Cover Information** page shown in Figure 14.9-7. The page displays the information concerning the sources of cloud cover; i.e., the **Source Type**, **Source Name**, and **Source Description**.



**Figure 14.9-7. Cloud Cover Information Page**

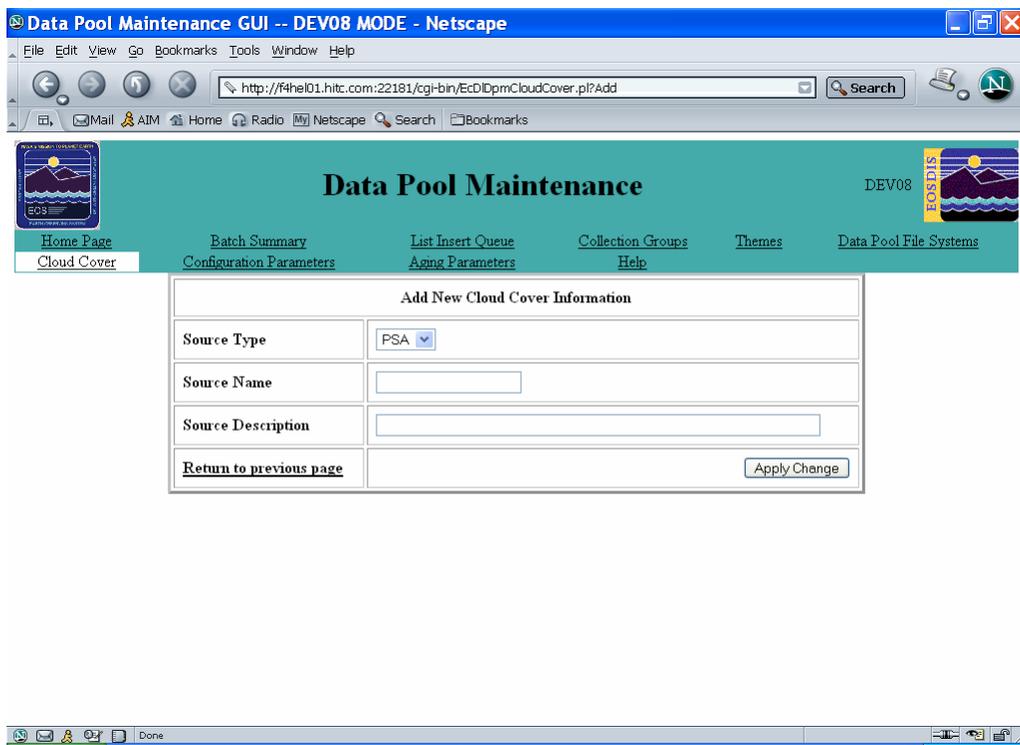
### 14.9.3.1 View Cloud Cover Information

- 1 Launch the **DPM GUI**.
  - The **DPM GUI Home page** is displayed.
- 2 Click on the **Cloud Cover** link.
  - The **Cloud Cover Information** page is displayed (see Figure 14.9-7).
- 3 Observe data displayed on the **Cloud Cover Information** page.
  - The table on the **Cloud Cover Information** page has columns containing the following types of cloud cover information:
    - **Source Type**
    - **Source Name**
    - **Source Description**
    - **Check box to delete**
  - The following links are available on the **Cloud Cover Information** page:
    - **Add New Cloud Cover**

– **Modify Source Description**

- An **Apply Change** button is available for deleting cloud cover information from the Data Pool database.

The full-capability operator can add a new cloud cover source by clicking on the **Add New Cloud Cover** link shown in Figure 14.9-7. The link takes the operator to the **Add New Cloud Cover Information** page shown in Figure 14.9-8. After selecting the Source Type from an option list and entering the Source Name and Source Description, the operator clicks on the **Apply Change** button. All Source Names are validated against the Inventory database. The new cloud cover source is added to the Data Pool database and the **Cloud Cover Information** page is refreshed.



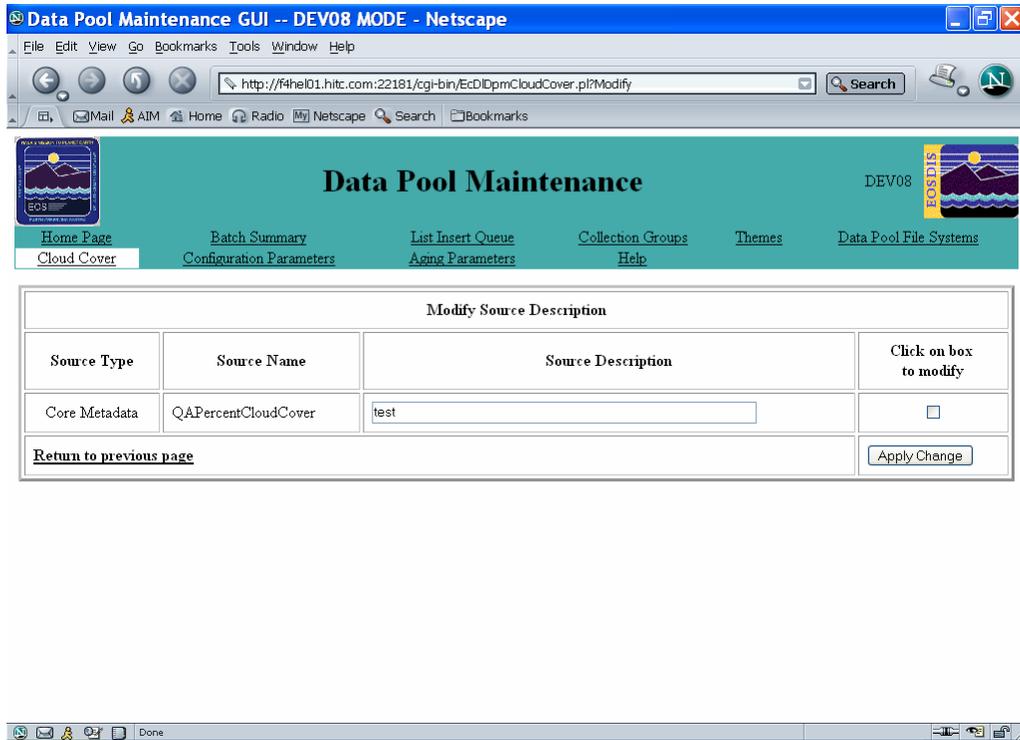
**Figure 14.9-8. Add New Cloud Cover Information Page**

### 14.9.3.2 Add New Cloud Cover Information

- 1 Launch the **DPM GUI**
  - The **DPM GUI Home Page** is displayed.

- 2 Click on the **Cloud Cover** link.
    - The **Cloud Cover Information** page is displayed.
  - 3 Click on the **Add New Cloud Cover** link at the bottom of the **Cloud Cover Information** page (scrolling down if necessary).
    - The **Add New Cloud Cover Information** page is displayed (see Figure 14.9-8).
  - 4 To view the source type options click on the **Source Type** option button.
    - Source type options are displayed (e.g., **Core Metadata** and **PSA**).
  - 5 To select a source type click on the appropriate source type from the option list.
    - If **Core Metadata** was selected, the **Source Name** field is automatically filled in.
  - 6 To specify a source name type the desired name in the **Source Name** field.
    - If **Core Metadata** was selected as the source type, the **Source Name** field is automatically filled in and cannot be edited.
  - 7 Type a description of the cloud cover information in the **Source Description** field.
    - The description may be up to 255 characters in length.
  - 8 Click on the **Apply Changes** button.
    - The source name is validated against the Inventory database.
    - The new cloud cover information is entered in the Data Pool database.
    - The **Cloud Cover Information** page is displayed with the new cloud cover information.
- 

The full-capability operator can modify an existing cloud cover Source Description by clicking on the **Modify Source Description** link shown in Figure 14.9-7. The link takes the operator to the **Modify Source Description** page shown in Figure 14.9-9. The operator can modify the Source Descriptions only. (To modify a Source Type or Source Name the operator must delete the applicable cloud cover information row and add a new one with the correct information.) After making desired changes, the operator clicks on the checkbox(es) adjacent to the source(s) to be modified and clicks on the **Apply Change** button. The changes are applied to the Data Pool database and the **Cloud Cover Information** page is refreshed.



**Figure 14.9-9. Modify Source Description Page**

### 14.9.3.3 Modify Cloud Cover Information

- 1 Launch the **DPM GUI**
  - For detailed instructions refer to the **Launch the DPM GUI** procedure (previous section of this lesson).
  - The **DPM GUI Home Page** is displayed.
- 2 Click on the **Cloud Cover** link.
  - The **Cloud Cover Information** page is displayed.
- 3 Click on the **Modify Source Description** link at the bottom of the **Cloud Cover Information** page (scrolling down if necessary).
  - The **Modify Source Description** page is displayed (see Figure 14.9-9).
- 4 To start the process of changing a source description type the desired description in the appropriate **Source Description** field.
- 5 Click in the check box at the end of the row containing modified source description information.
  - The source description is marked for subsequent modification. (A check mark is displayed in the selected check box.)

- 6 Repeat Steps 4 and 5 for any additional source descriptions to be modified.
  - 7 Click on the **Apply Change** button.
    - The revised source description information is entered in the Data Pool database.
    - The **Cloud Cover Information** page is displayed with the modified cloud cover information.
- 

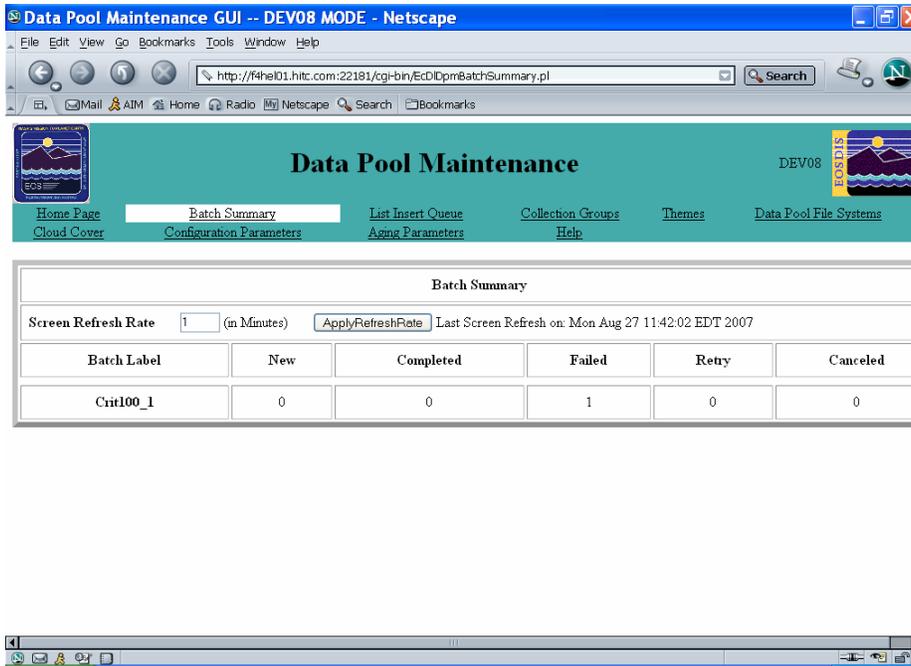
#### 14.9.3.4 Delete Cloud Cover Information

---

- 1 Launch the **DPM GUI**
    - The **DPM GUI Home Page** is displayed.
  - 2 Click on the **Cloud Cover** link.
    - The **Cloud Cover Information** page is displayed.
  - 3 Click in the check box(es) at the end of the row(s) containing the **Check box to delete**.
    - The selected source(s) is (are) marked for subsequent deletion.
  - 4 Click on the **Apply Change** button.
    - The selected source(s) is (are) deleted from the Data Pool database.
    - If any cloud cover information is associated with any collection, it will not be deleted.
    - The **Cloud Cover Information** page is displayed with the modified cloud cover information.
- 

#### 14.9.4 Batch Summary

Figure 14.9-10 illustrates the **Batch Summary** page, which is accessible from the **Batch Summary** link on the **DPM GUI Home Page** (Figure 14.9-2). The **Batch Summary** page displays information on inserts made with the command line utility that permits operators to execute batch inserts of data from the archive into the Data Pool. In addition, it displays a summary of the status of Data Pool inserts for each batch label. Insert statuses include “new,” “completed,” “failed,” “retry,” and “canceled.” The information is accessible to both full-capability and limited-capability operators.



**Figure 14.9-10. Batch Summary Page**

The **DPM GUI** provides a page to display a summary of the status of batch Data Pool inserts made using the Synergy batch insert utility. The procedure that follows is applicable to both full-capability and limited-capability operators.

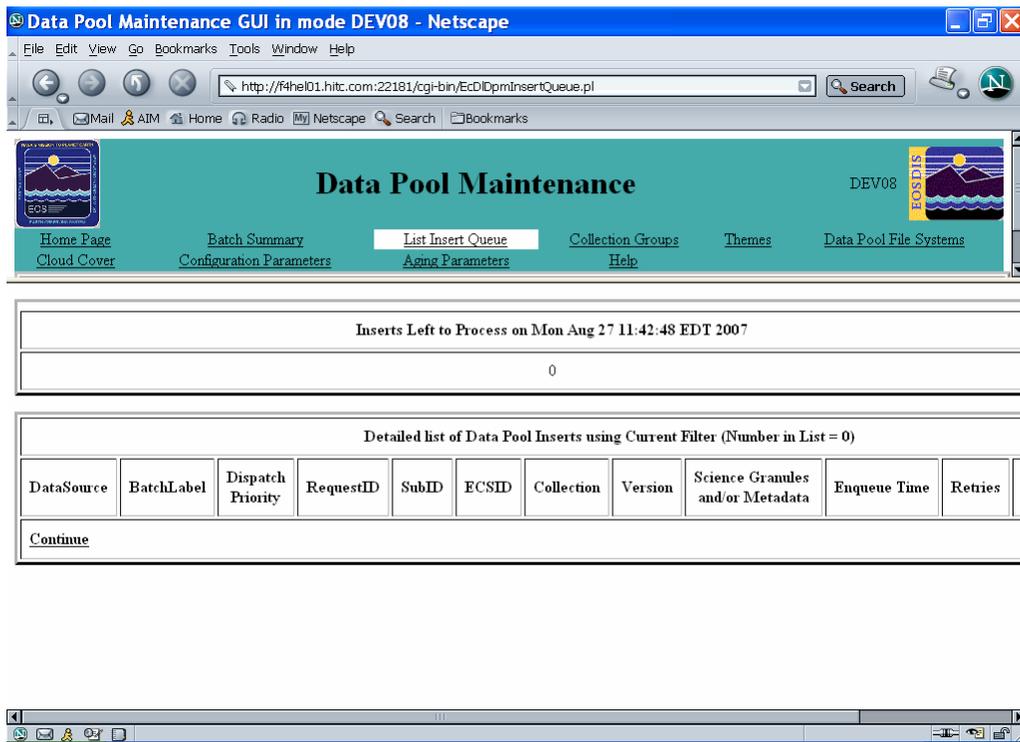
#### 14.9.4.1 Check the Status of Batch Inserts

- 1 Launch the **DPM GUI**
  - The **DPM GUI Home Page** is displayed.
- 2 Click on the **Batch Summary** link.
  - The **Batch Summary** page is displayed (see Figure 14.9-10).
- 3 Observe data displayed on the **Batch Summary** page.
  - The table on the **Batch Summary** page has columns containing the following types of information:
    - **Batch Label**
    - **New** (number of inserts for the label that are new)
    - **Completed** (number of inserts for the label that have been completed)
    - **Failed** (number of inserts for the label that have failed)
    - **Retry** (number of inserts for the label that have been retried)

- **Canceled** (number of inserts for the label that have been canceled)
- 4 To change the automatic screen refresh rate first type the desired number of minutes between refreshes in the **Screen Refresh Rate** text entry box.
  - 5 To complete changing the automatic screen refresh rate click on the **ApplyRefreshRate** button adjacent to the **Screen Refresh Rate** text entry box.
    - The **Screen Refresh Rate** is changed to the new value.
  - 6 Return to Step 3.
- 

### 14.9.5 List Insert Queue

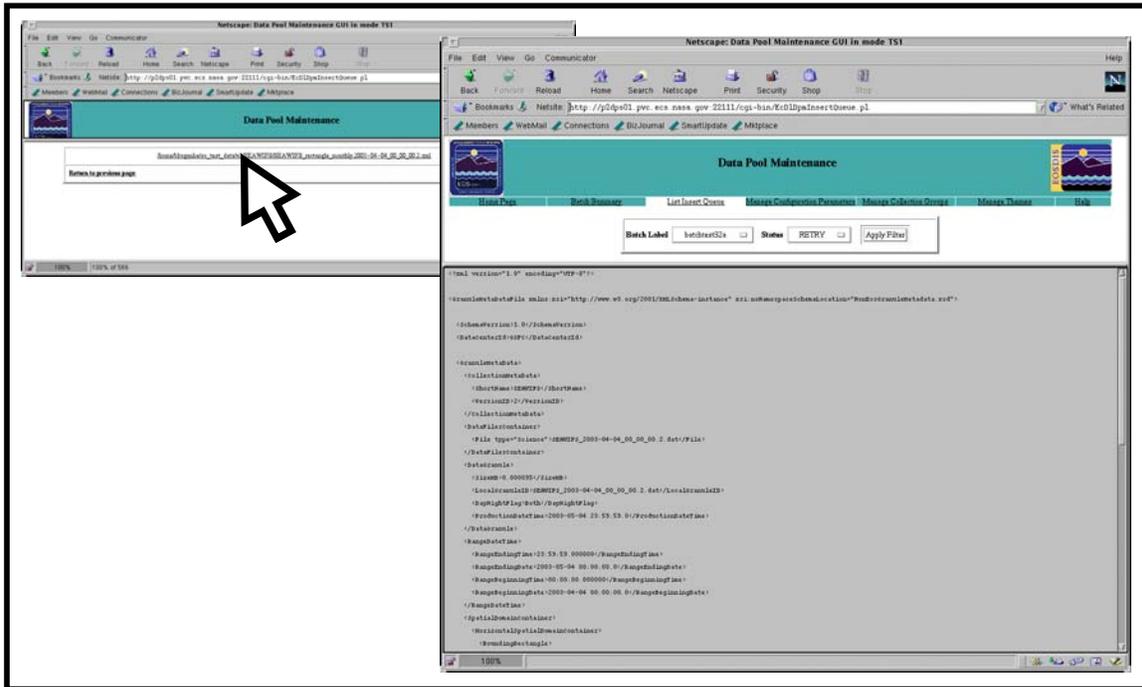
Figure 14.9-11 illustrates the **List Insert Queue** page, which is accessible from the **List Insert Queue** link on the **DPM GUI Home Page** (Figure 14.9-2). The page provides a list with detailed information on inserts left to process. The information is accessible to both full-capability and limited-capability operators.



**Figure 14.9-11. List Insert Queue Page**

The batch insert utility can be used to insert non-ECS data into the Data Pool. On the **DPM GUI List Insert Queue** page, non-ECS data insert actions are identified by the entry “NONECS” in the **Data Source** column. XML file and path name for a non-ECS granule insert action can be

viewed by clicking on "NONECS" in the **Data Source** column. Figure 14.9-12 shows the appearance of the pages displaying absolute .XML file path and file content.



**Figure 14.9-12. Sample DPM GUI Pages for .XML File Path and Content**

The **List Insert Queue** page of the DPM GUI provides a list of Data Pool inserts left to process that both full-capability and limited-capability operators can view. It also provides for each listed insert a check box permitting a full-capability operator to mark queued inserts for cancellation, and an **Apply Change** button to implement the cancellation.

#### 14.9.5.1 Check the Data Pool Insert Queue and Cancel a Data Pool Insert Action

- 1 Launch the **DPM GUI**
  - The **DPM GUI Home Page** is displayed.
- 2 Click on the **List Insert Queue** link.
  - The **List Insert Queue** page is displayed (see Figure 14.9-11).
- 3 Observe data displayed on the **List Insert Queue** page.
  - The **List Insert Queue** page shows how many inserts are left to process as of the current date.
  - The table on the **List Insert Queue** page has columns containing the following types of insert queue information:

- **Batch Label**
- **Dispatch Priority**
- **RequestID**
- **SubID** (subscription identifier of the subscription selected by the software for processing)
- **ECSID** (ECS identifier or Granule ID for the granule to be processed)
- **Collection** (to which the granule belongs)
- **Version** (for the collection to which the granule belongs)
- **Science Granules and/or Metadata** (indication of whether the insert is to include science granules and metadata or just the metadata)
- **Enqueue Time** (time when the insert was placed in the insert queue)
- **Retries** [number of attempts by the process to recover from retryable errors (e.g., Data Pool disk temporarily unavailable, Data Pool directory does not exist, Data Pool database temporarily unavailable)]
- **Status**
- **Click on Box to Cancel** (containing a check box to mark the insert for cancellation)

**NOTE:** There may be multiple subscriptions specifying insertion of specific data into the Data Pool, but only one insert is needed; therefore, only one of the subscriptions serves as the basis for the insert action. The **SubID** is of no particular significance to an operator and may safely be ignored.

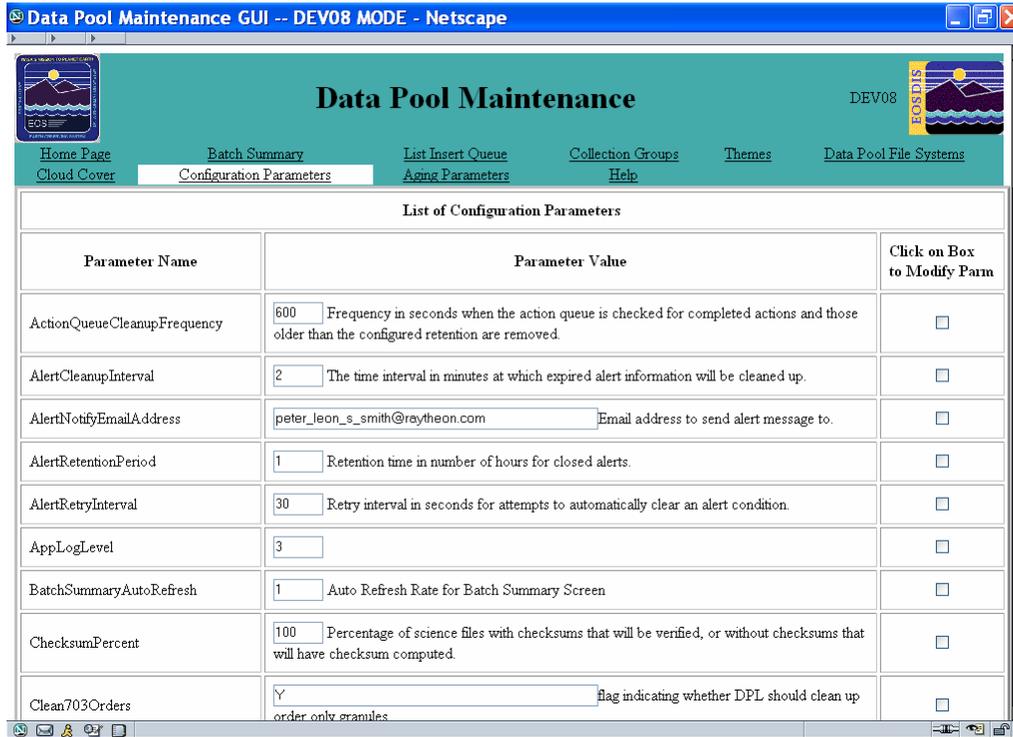
- There is an **Apply Change** button at the bottom of the page for implementing cancellations.
  - There is a **Continue** link at the bottom of the page; if there are more inserts than can be displayed in the space of one page, the **Continue** link displays the next page of the list.
- 4** To cancel an insert, first click on the check box at the end of the row of information for the insert to be canceled.
- The insert is marked for subsequent cancellation.
  - The check box for the selected insert is filled to indicate selection.
- 5** Repeat Step 4 for any additional insert to be canceled.
- 6** To implement the cancellation of insert(s) click on the **Apply Change** button.
- A confirmation message is displayed; it asks "**Are you ready to cancel the insert for . . .**" and there are links displayed for **Yes, cancel insert** and **No**, return to previous page.

- 7 To confirm cancellation, click on the **Yes, cancel insert** link.
  - The **List Insert Queue** page is displayed with the canceled insert(s) removed and the count of inserts left to process reduced by the number of inserts canceled.

## 14.9.6 Configuration Parameters

Figure 14.9-13 shows the **List of Configuration Parameters** page, which is accessible from the **Configuration Parameters** link on the **DPM GUI Home Page** (Figure 14.9-2). The page lists numerous Data Pool configuration parameters with their settings and a brief description of each. The information is accessible to both full-capability and limited-capability operators.

For each parameter there is a text box or option list in the **Parameter Value** column so the full-capability operator can assign a new value to the parameter when necessary. In addition, there is a check box that the full-capability operator uses to mark parameters with values to be modified. At the bottom of the page is an **Apply Change** button for implementing the change(s).



**Figure 14.9-13. List of Configuration Parameters Page**

The following parameters are examples of the types of parameters in the Data Pool database that the full-capability operator can modify:

- ActionQueueCleanupFrequency - frequency in seconds when the action queue is checked for completed actions and those older than the configured retention period are removed.
- BatchSummaryAutoRefresh – autorefresh rate for the Batch Summary page.
- DefaultRetentionPeriod - default retention period in days for all Data Pool Insert Actions.
- DefaultRetentionPriority - default retention priority for all Data Pool Inserts actions. The range of valid values is 1 – 255.
- DeleteCompletedActionsAfter - time in minutes that operators let completed actions stay in the insert action queue before making them eligible for removal. The delay is intended to provide the operator with some ability to check on past actions. The time period should not be too long.
- DisplayAIPChunkSize - number of rows to return per chunk for the Active Insert Processes list.
- HEGCleanupAge – HDF-EOS to GeoTIF Converter (HEG) cleanup age in days.
- IdleSleep - number of seconds to sleep when there is nothing to do.
- InCacheTimeLimit - maximum time in minutes that operators are willing to wait for a Data Pool Insert Utility (DPIU) process to complete when its files are in cache. When the time limit is reached, the Data Pool Action Driver (DPAD) kills the process and retries the action.
- InsertRetryWait - number of seconds to wait before an insert that failed should be resubmitted (if it can be retried).
- MAX\_READ\_DRIVES\_x0xxgmn – (multiple parameters as necessary) maximum number of simultaneous tape drives used for the specified archive.
- MFSONInsert – specifies whether or not (YES or NO) DPAD should use the Multiple File System table.
- MaxInsertRetries - maximum number of times an insert should be tried again (-1 means forever).
- MaxReadDrivesPerArchive - maximum number of tape drives in use simultaneously.
- MaxTapeMountPerRequest - maximum number of tape mounts allowed per request.
- NewActionCheckFrequency – number of seconds before checking for new actions. DPAD always checks to determine whether we are out of actions that can be dispatched, so unless getting things queued up in memory is urgent, this could be a time interval of minutes.
- NumOfAllowedCacheProcesses - maximum number of insert processes that require access to cache.

- NumOfAllowedInsertProcesses - maximum number of insert processes running at any time.
- NumOfAllowedNonCacheProcesses - maximum number of insert processes that require access to tape.
- OnTapeTimeLimit - maximum time in hours operators are willing to wait for a DPIU process to complete when its files are not in cache. After the time limit, DPAD kills the process and retries the action.
- OrderOnlyFSLabel - order-only file system label.
- RefreshRate - DPM Home Page refresh rate in seconds.
- RunAwayCheckFrequency – number of seconds before checking again for runaway processes. It is recommended that RunAwayCheckFrequency not be much less than InCacheTimeLimit.
- RunawayDuration - maximum number of seconds to wait for an insert to complete before considering it a runaway.
- SizeOfInsertQueueList - number of Data Pool Insert Queue entries that the DPM GUI can display on a page at any one time.
- StartUpWait - number of seconds to delay start-up while trying to clean out leftover DPIU processes.

#### 14.9.6.1 View DPM Configuration Parameter Values

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- 1 Launch the **DPM GUI**
  - The **DPM GUI Home Page** is displayed.
- 2 Click on the **Configuration Parameters** link.
  - The **List of Configuration Parameters** page is displayed (see Figure 14.9-13).
- 3 Observe data displayed on the **List of Configuration Parameters** page.
  - The table on the **List of Configuration Parameters** page has columns containing the following types of Data Pool configuration information:
    - **Parameter Name**
    - **Parameter Value** (including an entry field with current value, followed by a brief description of the parameter)
    - **Click on Box to Modify Parm** (containing a check box to mark the parameter for change)
  - The rows in the table indicate the current values and descriptions of the following types of parameters:
    - ActionQueueCleanupFrequency

- AlertCleanupInterval
- AlertNotifyEmailAddress
- AlertRetentionPeriod
- AlertRetryInterval
- AppLogLevel
- BatchSummaryAutoRefresh
- ChecksumPercent
- Clean703Orders
- DatabaseRetryCount
- DatabaseRetryInterval
- DefaultRetentionPeriod
- DefaultRetentionPriority
- DeleteCompletedActionsAfter
- DisplayAIPChunkSize
- FileSystemCheckInterval
- FilterChecksumAIP
- FilterCopiedAIP
- FilterExtractedAIP
- FilterPendingAIP
- FilterValidAIP
- FreeSpaceResumePercent
- GranuleLockRetentionPeriod
- GranuleOMLockRetentionPeriod
- HEGCleanupAge
- IdleSleep
- InCacheTimeLimit
- InsertRetryWait
- MAX\_READ\_DRIVES\_x0xxgmn
- MFSONInsert

- MaxConcurrentBandExtract
  - MaxConcurrentDPIUThreads
  - MaxConcurrentEventThreads
  - MaxConcurrentPublish
  - MaxConcurrentReadsPerTape
  - MaxConcurrentRegister
  - MaxConcurrentValidate
  - MaxConsecutiveErrors
  - MaxInsertRetries
  - MaxReadDrivesPerArchive
  - MaxTapeMountPerRequest
  - NewActionCheckFrequency
  - NumOfAllowedCacheProcesses
  - NumOfAllowedInsertProcesses
  - NumOfAllowedNonCacheProcesses
  - OnTapeTimeLimit
  - OrdersOnlyFSLabel
  - PerfLogLevel
  - RefreshRate
  - RunAwayCheckFrequency
  - RunawayDuration
  - SizeOfInsertQueueList
  - StartUpWait
  - There is an **Apply Change** button at the bottom of the page for implementing changes.
- 

Although most of the parameters managed on the **List of Configuration Parameters** page are not likely to be changed frequently, the operator may want to change some of them for tuning the Data Pool. Data Pool tuning parameters can be used to help meter the flow of data into the Data Pool and to adjust retention priority and duration to maintain optimum usage of Data Pool

storage. To determine the best settings, it is necessary to monitor Data Pool inserts and disk space and adjust the parameters based on experience and projected functioning.

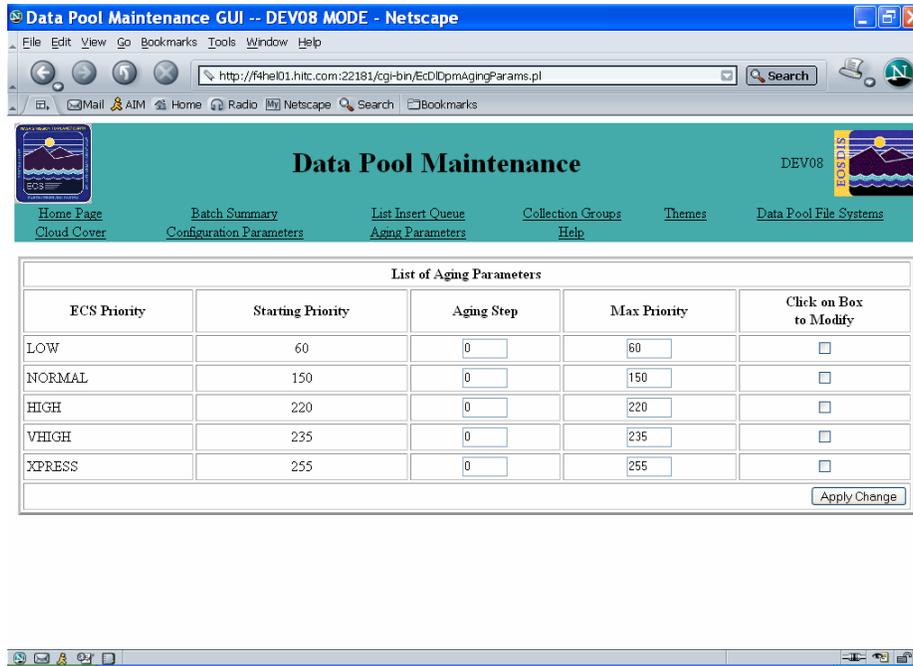
### 14.9.6.2 Modify DPM Configuration Parameter Values

---

- 1 Launch the **DPM GUI**.
    - The **DPM GUI Home Page** is displayed.
  - 2 Click on the **Configuration Parameters** link.
    - The **List of Configuration Parameters** page is displayed.
  - 3 If there is an option list for the parameter value to be changed, first click on the corresponding option button then click on the appropriate choice (e.g., **ON**)
    - Options are displayed (e.g., **ON** and **OFF**).
  - 4 If there is no option list for the parameter value to be changed, type the desired value in the corresponding text entry box.
  - 5 Click in the check box at the end of the row containing the parameter value to be modified.
    - The selected configuration information is marked for modification.
  - 6 Repeat Steps 3 through 5 for any additional parameter values to be modified.
  - 7 To implement the modification of parameter value(s) click on the **Apply Change** button.
    - The **List of Configuration Parameters** page is refreshed, the check box(es) is (are) unfilled, and the displayed **Parameter Value(s)** reflect(s) the change(s) implemented.
- 

### 14.9.7 Aging Parameters

Figure 14.9-14 shows the **List of Aging Parameters** page, which is accessible from the **Aging Parameters** link on the **DPM GUI Home Page** (Figure 14.9-2). The page lists the starting priority, aging step, and maximum priority associated with each ECS priority. The information is accessible to both full-capability and limited-capability operators.



**Figure 14.9-14. List of Aging Parameters Page**

### 14.9.7.1 View DPM Aging Parameter Values

- 1 Launch the **DPM GUI**.
  - For detailed instructions refer to the **Launch the DPM GUI** procedure (previous section of this lesson).
  - The **DPM GUI Home Page** is displayed.
- 2 Click on the **Aging Parameters** link.
  - The **List of Aging Parameters** page is displayed (see Figure 14.9-14).
- 3 Observe data displayed on the **List of Aging Parameters** page.
  - The table on the **List of Aging Parameters** page has columns containing the following types of Data Pool configuration information:
    - **ECS Priority** (list of all ECS priorities)
    - **Starting Priority** (cannot be changed using the GUI)
    - **Aging Step** (includes an entry field with current value)
    - **Max Priority** (includes an entry field with current value)
    - **Click on Box to Modify Parm** (containing a check box to mark the parameter for change)

- The rows in the table indicate the current values and descriptions of the various ECS priorities, from **LOW** to **XPRESS**.
  - There is an **Apply Change** button at the bottom of the page for implementing changes.
- 

For the aging step, and maximum priority associated with each ECS priority there is a text box so the full-capability operator can assign a new value to the parameter when necessary. In addition, there is a check box that the full-capability operator uses to mark parameters with values to be modified. At the bottom of the page is an **Apply Change** button for implementing the change(s).

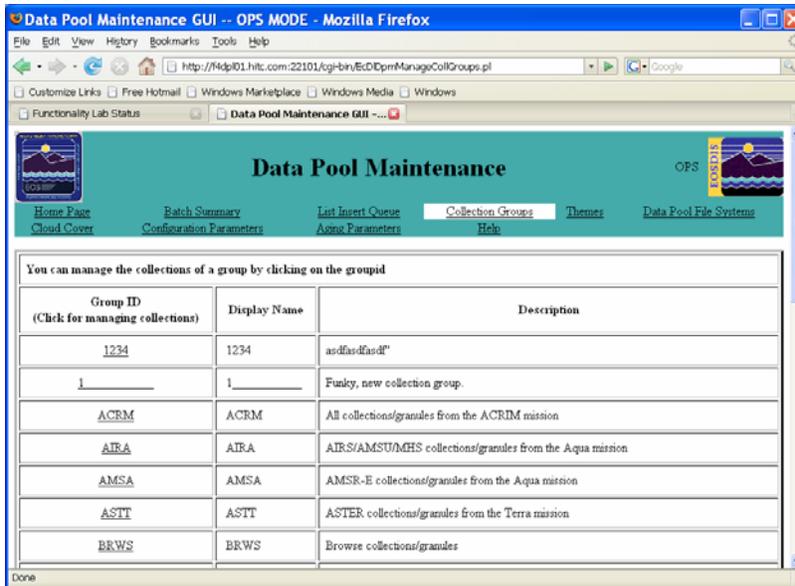
#### 14.9.7.2 Modify DPM Aging Parameter Values

---

- 1 Launch the **DPM GUI**.
    - The **DPM GUI Home Page** is displayed.
  - 2 Click on the **Aging Parameters** link.
    - The **List of Aging Parameters** page is displayed.
  - 3 To change the value associated with **Aging Step** and/or **Max Priority** for a particular ECS priority first type the desired value(s) in the corresponding text entry box(s).
  - 4 To continue the process of changing the value associated with **Aging Step** and/or **Max Priority** for a particular ECS priority click in the check box at the end of the row containing the parameter value(s) to be modified.
    - The selected configuration information is marked for modification.
  - 5 Repeat Steps 3 and 4 for any additional parameter values to be modified.
  - 6 To implement the modification of parameter value(s) click on the **Apply Change** button.
    - The **List of Aging Parameters** page is refreshed, the check box(es) is (are) unfilled, and the displayed **Aging Step** and **Max Priority** values reflect the change(s) implemented.
- 

#### 14.9.8 Collection Groups

Figure 14.9-15 illustrates the Collection Groups page and is accessible from the **Collection Groups** link on the **Home Page** (Figure 14.9-2). The page lists the collection groups, providing for each the **Group ID**, **Display Name**, and a brief **Description** of the collection group.

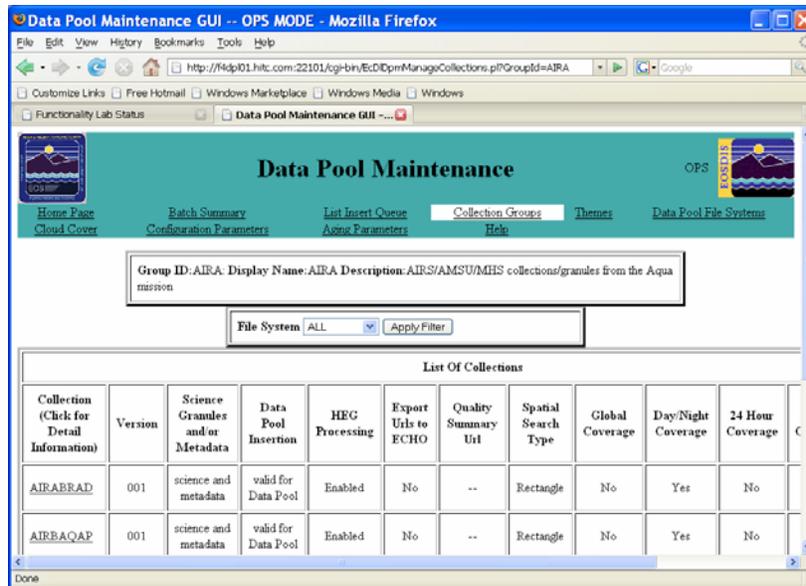


**Figure 14.9-15. Collection Groups Page**

The conceptual structure of the data pool is set up for each DAAC based on the collections and granules archived at the DAAC. Related collections are grouped in **Collection Groups** (e.g., ASTER collections and granules from the Terra mission, MODIS Oceans collections and granules from the Terra Mission, MISR collections and granules from the Terra mission, MODIS Snow and Ice collections and granules from the Terra mission). Each collection group initially consists of a number of collections that have been specified as valid for Data Pool insertion (i.e., granules of the data types in the collection may be inserted into the Data Pool).

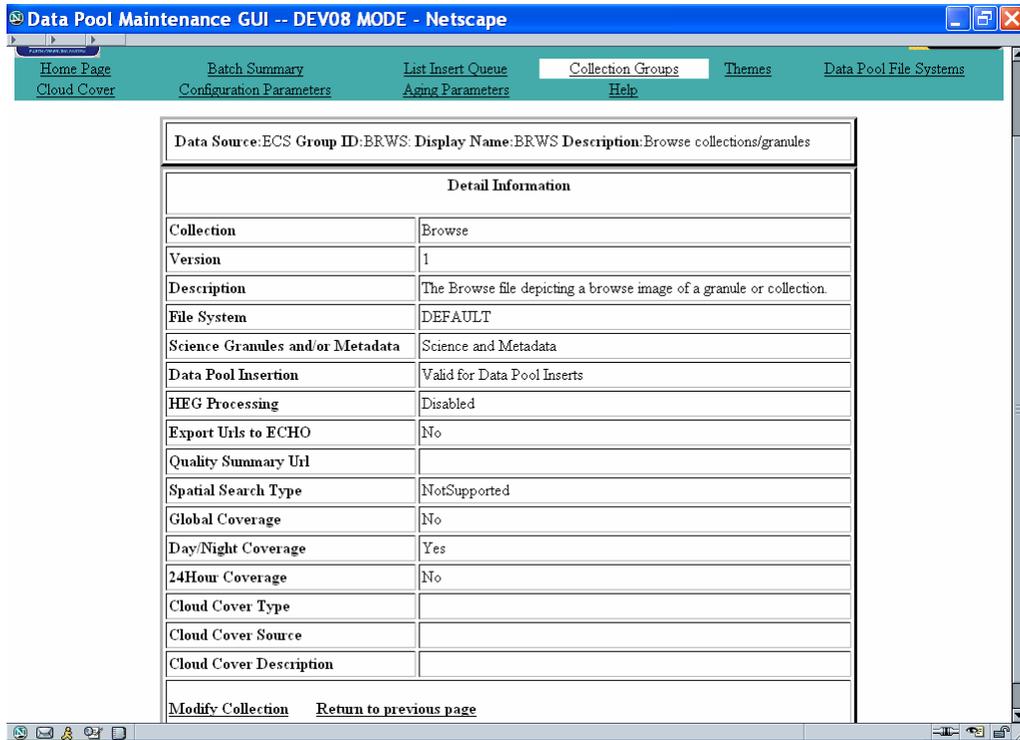
The Collection Groups page of the **DPM GUI** allows both full-capability operators and limited-capability operators to view collection groups. It also provides access to pages for viewing collections within a collection group. In addition, the page has links that allow a full-capability operator to modify or add a collection group or collection in the Data Pool database.

Figure 14.9-16 shows a **List of Collections** page obtained by clicking on one of the **Group ID** links on the Collection Groups page. The **List of Collections** page lists the collections in the collection group, providing for each collection information (as applicable) concerning the Version, Science Granules and/or Metadata, Data Pool Insertion, HDF-EOS to GeoTIFF Conversion Tool (HEG) Processing, Export URLs to ECHO, Quality Summary URL, Spatial Search Type, Global Coverage, Day/Night Coverage, 24-Hour Coverage, and Cloud Coverage characteristics of the collection.



**Figure 14.9-16. List of Collection Page**

At the bottom of the **List of Collections** page, there is a link that permits a full-capability operator to **Add New Collection** or **Delete a Collection Droup**. A click on one of the **Collection (Click for Detail Information)** ID links brings up a collection **Detail Information** page (Figure 14.9-17) listing the same information for the collection as was displayed on the **List of Collection** page plus some additional information. The additional information includes a **Description**, **File System**, **Cloud Cover Type**, **Cloud Cover Source**, and **Cloud Cover Description**.



**Figure 14.9-17. Collection Detail Information Page**

The collection **List of Collections** and **Detail Information** pages provide a means of determining what collections within a collection group have been designated valid for Data Pool insertion and whether the insertion is for science granules and metadata or metadata only.

At the bottom of the **Detail Information** page, there is a link that permits a full-capability operator to modify a collection.

### 14.9.8.1 View Collection Groups

- 1 Launch the **DPM GUI**.
  - The **DPM GUI Home Page** is displayed.
- 2 Click on the **Collection Groups** link.
  - The Collection Group page is displayed (see Figure 14.9-15).
- 3 Observe data displayed on the Collection Group page.
  - The table on the Collection Group page has columns containing the following types of collection group information:
    - **Group ID (Click for managing collections)**
    - **Display Name**

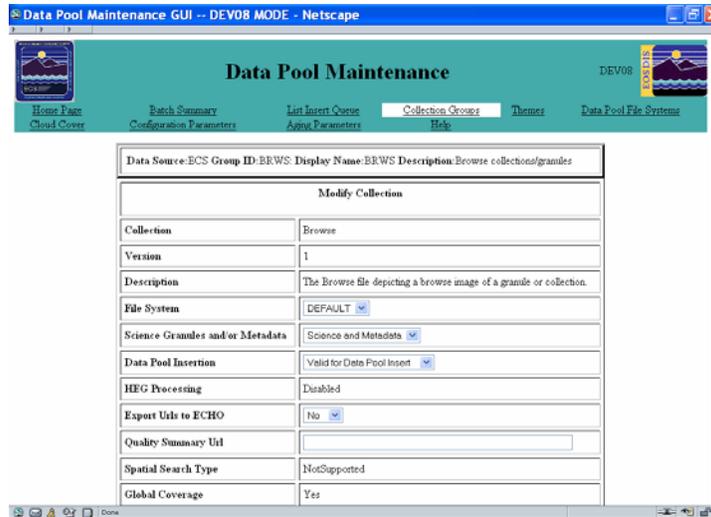
- **Description**
  - The following links are available on the Collection Groups page:
    - **Group ID (Click for managing collections)** - Links to a **List of Collections** contained in that group
    - **Add Collection Group**
    - **Modify Collection Group**
- 4** To obtain more information about the collections in one of the groups, click on its link in the **Group ID (Click for managing collections)** column.
- The **List of Collection** page is displayed (see Figure 14.9-16).
- 5** Observe data displayed on the **List of Collections** page.
- Near the top of the **List of Collections** page contains the following basic collection group information:
    - **Group ID**
    - **Display Name**
    - **Description**
  - There is a file system filter (and associated **Apply Filter** button) for displaying data on the **Collection (Click for Detail Information)** column for all file systems or by individual file system.
  - The **List of Collection** page has columns containing the following types of collection group information:
    - **Collection (Click for Detail Information)** link
    - **Version**
    - **Science Granules and/or Metadata**
    - **Data Pool Insertion**
    - **HEG Processing**
    - **Export Urls to ECHO**
    - **Quality Summary Url**
    - **Spatial Search Type**
    - **Global Coverage**
    - **Day/Night Coverage**
    - **24 Hour Coverage**
    - **Cloud Coverage**

- **Check the Box to Delete Collection**
  - The following links are available on the **List of Collection** page:
    - Each collection listed in the **Collection** column links to a **Collection Detail** page.
    - **Add New Collection**
    - **Return to previous page**
- 6** To filter data displayed on the **List of Collections** page, click on the **File System** filter option button.
- Options are displayed.
- 7** Select a file system filter option click on the appropriate choice from the option list.
- 8** To implement the filtering of data displayed on the **Collection Detail** link, click on the **Apply Filter** button.
- The **Collection (Click for Detail Information)** column is displayed with the filtered collection group information.
- 9** To obtain more information about one of the collections in the collection group, click on its link in the **Collection (Click for Detail Information )** column.
- The **Detail Information** page (see Figure 13.9-17) for the selected collection is displayed.
- 10** Observe data displayed on the **Detail Information** page.
- Near the top of the **Detail Information** page is the following basic collection group information:
    - **Group ID**
    - **Display Name**
    - **Description**
  - The **Detail Information** page has rows containing the following types of collection information:
    - **Collection**
    - **Version**
    - **Description**
    - **File System**
    - **Science Granules and/or Metadata**
    - **Data Pool Insertion**
    - **HEG Processing**
    - **Export Urls to ECHO**

- **Quality Summary Url**
  - **Spatial Search Type**
  - **Global Coverage**
  - **Day/Night Coverage**
  - **24 Hour Coverage**
  - **Cloud Cover Type**
  - **Cloud Cover Source**
  - **Cloud Cover Description**
- The following links are available on the Collection **Information Detail** page:
    - **Modify Collection**
    - **Return to previous page**
- 11** To view a description for another collection in the same group first click on the **Return to previous page** link.
- The **List of Collections** page is displayed again.
- 12** To view a description for another collection in the same group return to Step 9.
- 13** To view a description for another collection in another group return to Step 2.
- 

The collection **List of Collections** and **Detail Information** pages provide a means of determining what collections within a collection group have been designated valid for Data Pool insertion and whether the insertion is for science granules and metadata or metadata only.

At the bottom of the **Detail Information** page, there is a link that permits a full-capability operator to modify a collection. Figure 14.9-18 shows the **Modify Collection** page obtained by clicking on a **Modify Collection** link. On this page, a full-capability operator can modify many of the characteristics of the collection then implement the changes with a click on the **Apply Change** button at the bottom.



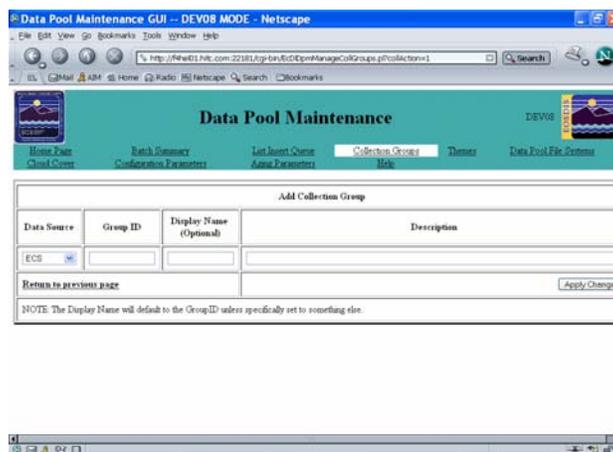
**Figure 14.9-18. Modify Collection Page**

From time to time, it may be necessary to add or modify a collection group (e.g., if a DAAC begins archiving data from a new instrument). If a collection group is to be added to the list of collection groups, it is necessary to use the **Add Collection Group** link at the bottom of the Collection Groups page. Full-capability operators (only) can use the procedure that follows to add a collection group (see Figure 14.9-19):

**NOTE:** Although the following procedure is applicable, most of the time new collection groups will be added only during releases of new software versions and you will not use this procedure often.

### Caution

The Add Collection Group function is to be exercised judiciously because the **DPM GUI** does not provide any means of deleting collection groups.



**Figure 14.9-19. Add Collection Group Page**

### 14.9.8.2 Modify Collection Groups

---

- 1 Launch the **DPM GUI**.
    - The **DPM GUI Home Page** is displayed.
  - 2 Click on the **Collection Groups** link.
    - The Collection Groups page is displayed.
  - 3 Click on the **Modify Collection Group** link at the bottom of the page.
    - The **Modify Collection Group** page is displayed (see Figure 14.9-18), providing a table of collection group information showing four columns **Group ID (Click to Manage Collections)**, **Display Name**, **Description**, and **Check box to Modify** (containing a check box to mark the collection group for change).
    - There is an **Apply Change** button at the bottom of the page for implementing changes.
  - 4 To change the display name for the collection group, type the desired name in the **Display Name** field for the group ID.
    - The **Display Name** may have no more than 12 characters.
      - Valid characters include A-Z, 0-9, underscore and space.
  - 5 To change the description of the collection group, type the desired description in the **Description** field for the group ID.
    - The **Description** may have no more than 255 characters.
  - 6 Click in the check box at the end of the row containing collection group information to be modified.
    - The selected collection group information is marked for modification.
  - 7 Repeat Steps 4 through 6 for any additional collection groups to be modified.
  - 8 Click on the **Apply Change** button.
    - The revised collection group information is entered in the Data Pool database.
    - The Collection Group page is displayed with the modified collection group information.
- 

### 14.9.8.3 Add a Collection Group

---

- 1 Launch the **DPM GUI**.
  - The **DPM GUI Home Page** is displayed.
- 2 Click on the **Collection Groups** link.
  - The Collection Groups page is displayed.
- 3 Click on the **Add Collection Group** link at the bottom of the page.
  - The **Add Collection Group** page is displayed (see Figure 14.9-19) providing a page with three columns of text-entry fields, **Group ID**, **Display Name**, and **Description**.

- 4 Type a unique identifier for the new collection group in the **Group ID** field.
    - The **Group ID** may have no more than 12 characters.
      - Valid characters include A-Z, 0-9, and underscore.
    - The **Group ID** will be compared with the existing **Group IDs** to ensure that it is not a duplicate of another ID.
  - 5 To provide a display name that is different from the **Group ID** type a name in the **Display Name** field.
    - The **Display Name** is the name for the collection as displayed on the **Data Pool Web Access GUI**.
    - If no **Display Name** is entered, the **Group ID** will be used as the **Display Name**.
    - The **Display Name** may have no more than 12 characters.
      - Valid characters include A-Z, 0-9, underscore and space.
  - 6 Type the description for the new collection group in the **Description** field.
    - The **Description** may have no more than 255 characters.
  - 7 Click on the **Apply Change** button.
    - The new collection group information is entered in the Data Pool database.
    - The Collection Group page is displayed with the new collection group information.
- 

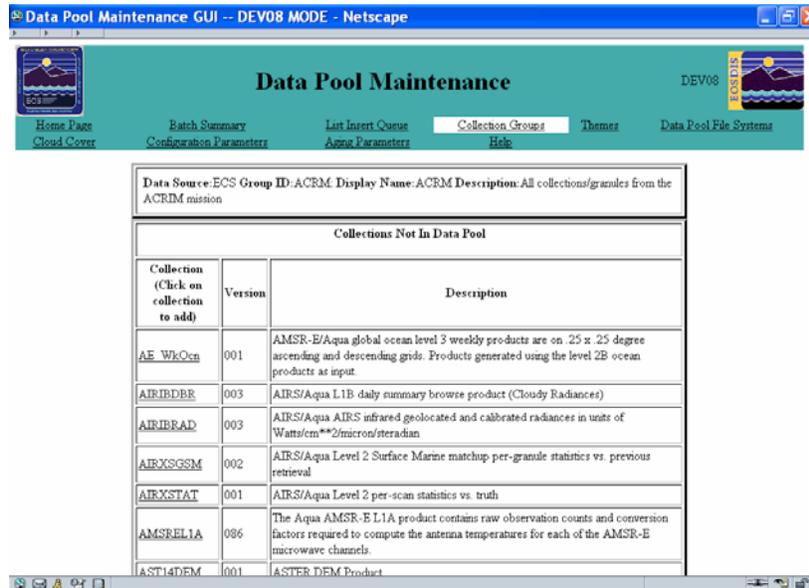
#### 14.9.8.4 Delete a Collection Group

---

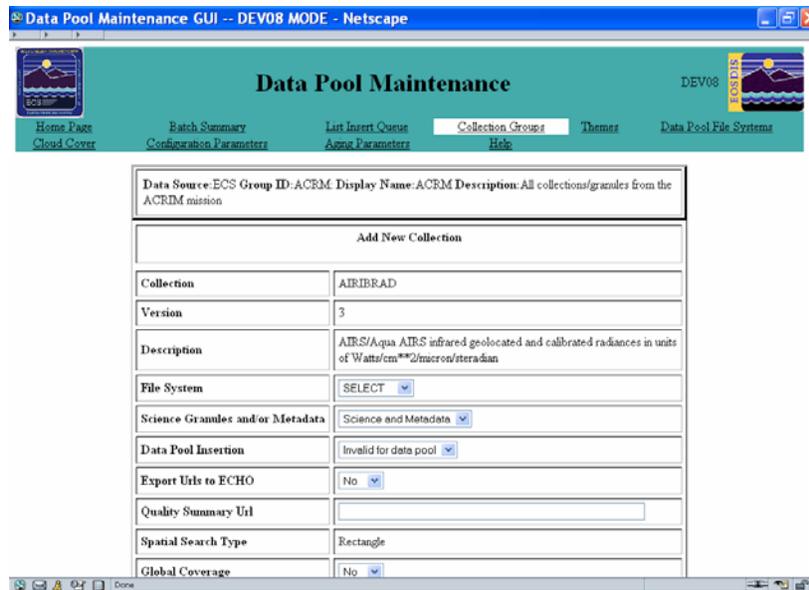
- 1 Launch the **DPM GUI**.
    - The **DPM GUI Home Page** is displayed.
  - 2 Click on the **Collection Groups** link.
    - The List of Collections page is displayed.
  - 3 Scroll to the far right of the screen, and click on the **Delete Collection** box of the collection group to be deleted.
    - A check mark is placed in the box..
  - 4 Click on the **Delete Collection** button (bottom of screen).
    - A confirmation window is displayed.
    - Select **OK** if you want to complete the delete process.
- 

Although an initial Data Pool structure is provided, not all collections are necessarily specified as eligible for Data Pool insertion. Based on experience, or on changes in demand, a DAAC may wish to add one or more collections to a data group. The procedure for adding ECS collections to a collection group is somewhat different from the procedure for adding a non-ECS

collection to a collection group. If a full-capability operator clicks on an **Add New Collection** link at the bottom of a **List of Collections** page for an ECS collection, a **Collections Not in Data Pool** page (Figure 14.9-20) is displayed. The page lists ECS collections that are not currently part of a Data Pool collection group. The operator can select an ECS collection to add to the collection group by clicking on the link in the **Collection (Click on collection to add)** column of the table on the page. That causes an **Add New Collection** page (Figure 14.8-21) to be displayed. The Collection, Version, Description, and Spatial Search Type fields are filled in when the page comes up. The page has fields and option lists for entering the remaining data concerning the collection (e.g., File System, and Science Granules and/or Metadata). After the operator enters the appropriate data concerning the ECS collection, clicking on the **Apply Change** button at the bottom of the page applies the changes to the Data Pool database and refreshes the **List of Collections Group** page.



**Figure 14.9-20. Collections Not in Data Pool Page**



**Figure 14.9-21. Add New [ECS] Collection Page**

#### 14.9.8.5 Add an ECS Collection to a Collection Group

- 1 Launch the **DPM GUI**.
  - The **DPM GUI Home Page** is displayed.
- 2 Click on the **Collection Groups** link.
  - The Collection Group page is displayed.
- 3 Click on the **Group ID** link for the ECS collection group to which the collection is to be added.
  - The **List of Collections** page is displayed.
- 4 Click on the **Add New Collection** link at the bottom of the **List of Collections** page.
  - The **Collections Not in Data Pool** page is displayed (see Figure 14.9-20).
- 5 Click on the link in the **Collection (Click on collection to add)** column of the collection to be added to the collection group.
  - The **Add New Collection** page is displayed (see Figure 14.9-21).

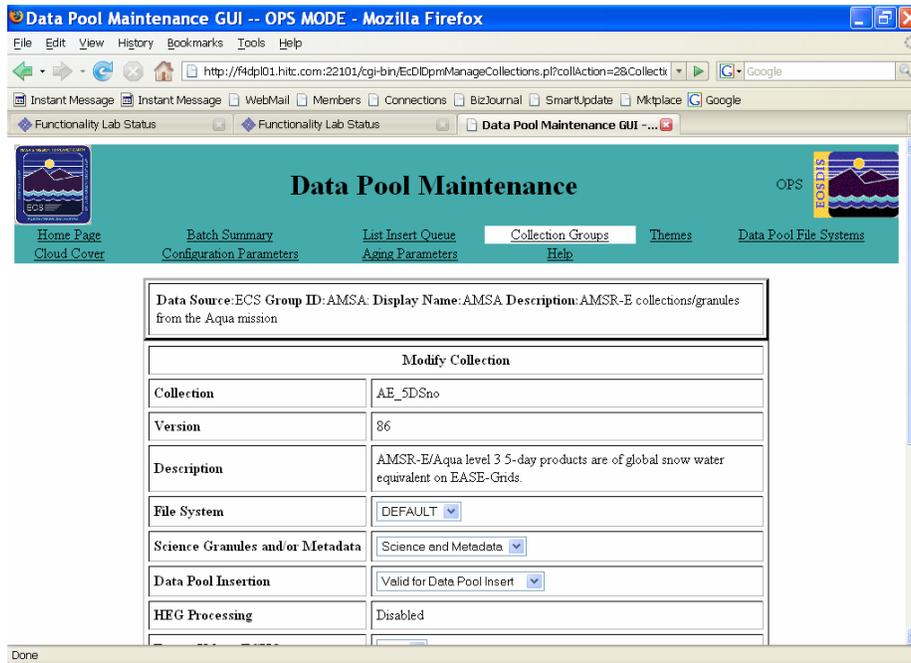
**NOTE:** On the ECS collection version of the **Add New Collection** page the **Collection**, **Version**, **Description**, and **Spatial Search Type** fields are already filled in using information from the Data Pool database.

- 6 To select a file system option (if applicable), click on the appropriate choice from the **File System** option list.

- 7 To select a Science Granules and/or Metadata option, click on the appropriate choice from the Science Granules and/or Metadata option list.
  - **Science and Metadata** is the default option.
- 8 To select a data pool insertion option, click on the appropriate choice from the Data Pool Insertion option list.
  - **Invalid for data pool** is the default option.
  - **Valid for data pool** must be selected if the collection is to be eligible for insertion into the Data Pool.
- 9 To select an ECHO export option, click on the appropriate choice from the **Export Urls to ECHO** option list.
  - **No** is the default option.
  - **Yes** must be selected if collection URLs are to be eligible for export to ECHO.
- 10 If the collection is to be linked to a quality summary web site, enter the URL in the **Quality Summary Url** text entry field.
  - Ensure that **http://** is included in the **Quality Summary Url** text entry field.
- 11 To select a global coverage option, click on the appropriate choice from the **Global Coverage** option list.
  - **Yes** indicates no spatial searches for the collection.
  - **No** indicates that spatial searches are allowed for the collection.
- 12 To select a day/night coverage option, click on the appropriate choice from the **Day/Night Coverage** option list.
  - **Yes** indicates that day/night searches are allowed for the collection.
  - **No** indicates that the collection is excluded from day/night searches.
- 13 To select a 24-hour coverage option, click on the appropriate choice from the **24 Hour Coverage** option list.
  - **Yes** indicates that the collection is excluded from time of day searches.
  - **No** indicates that time of day searches are allowed for the collection.
- 14 To select a cloud cover type and source option, click on the appropriate choice from the **Cloud Cover Type & Source** option list.
  - All cloud cover information in the Data Pool database is listed.
  - If the desired cloud cover type/source is not listed, it can be entered using the procedure **Add New Cloud Cover Information** (previous section of this lesson).
- 15 To view details of cloud cover type and source, click on the **View Details** link adjacent to the **Cloud Cover Type & Source** option list.
- 16 Click on the **Apply Change** button.
  - The new collection information is entered in the Data Pool database.

- The **List of Collection** page is displayed with the new collection information.

As part of managing the Data Pool storage and retention of data, making adjustments based on experience and/or changes in demand, it may be desirable to modify a collection. The modification may mean specifying that metadata only may continue to be inserted and science granules may no longer be inserted, or declaring the collection no longer valid for data pool insertion at all. Figure 14.9-22 shows the **Modify Collection Group** page that a full-capability operator obtains by clicking on the **Modify Collection Group** link at the bottom of the Collection Groups page. On the **Modify Collection Group** page, the full-capability operator can modify the Display Name and/or Description of one or more collection groups then mark the group for change by checking the box(es) in the last column of the table. The operator implements the change(s) with a click on the **Apply Change** button at the bottom of the page.



**Figure 14.9-22. Modify Collection Page**

#### 14.9.8.6 Modify an ECS Collection

- 1 Launch the **DPM GUI**.
  - The **DPM GUI Home Page** is displayed.
- 2 Click on the **Collection Groups** link.
  - The **Collection Group** page is displayed.

- 3 Click on the **Group ID** link for the ECS collection group to which the collection is to be added.
  - The **List of Collections** page is displayed.
- 4 Click on the desired link found in the **Collection (Click for Detail Information)** column.
  - The **Detail Information** page is displayed.
- 5 Click on the **Modify Collection** link.
  - The **Modify Collection** page is displayed (see Figure 14.9-22).

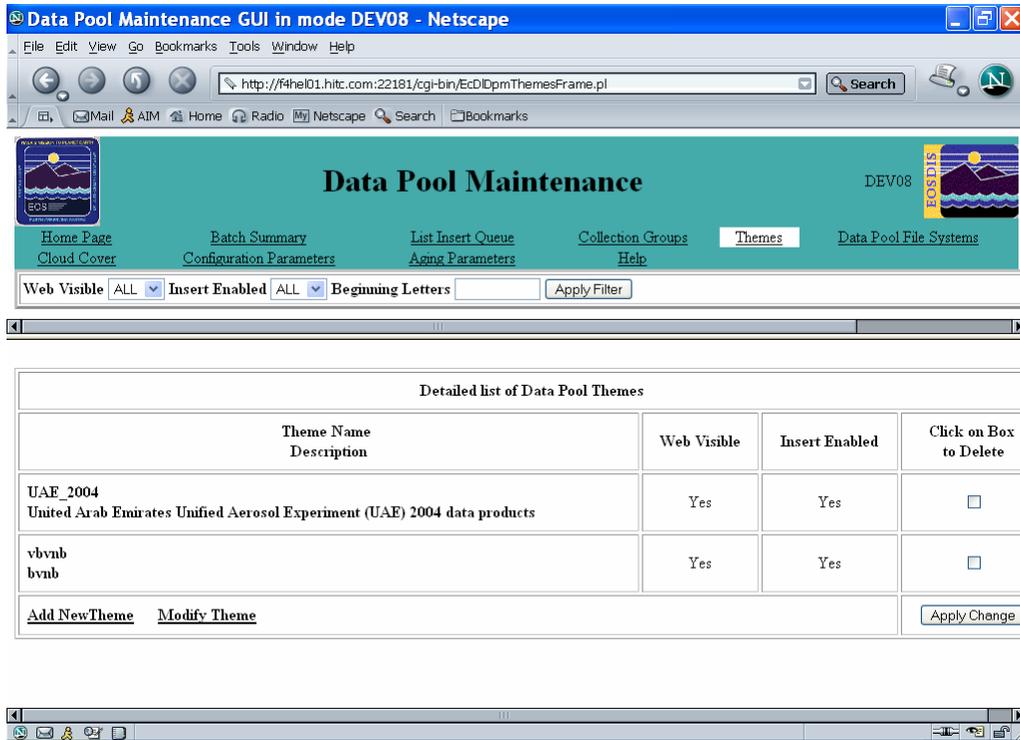
**NOTE:** On the ECS collection version of the **Modify Collection** page, the **Collection, Version, Description, Spatial Search Type, and HEG Processing** fields cannot be edited.

- 6 To select a file system option (if applicable), click on the appropriate choice from the **File System** option list.
- 7 To select a Science Granules and/or Metadata option, click on the appropriate choice from the Science Granules and/or Metadata option list.
  - **Science and Metadata** is the default option.
- 8 To select a data pool insertion option, click on the appropriate choice from the Data Pool Insertion option list.
  - **Invalid for Data Pool** is the default option.
  - **Valid for Data Pool** must be selected if the collection is to be eligible for insertion into the Data Pool.
- 9 To select an ECHO export option, click on the appropriate choice from the **Export Urls to ECHO** option list.
  - **No** is the default option.
  - **Yes** must be selected if collection URLs are to be eligible for export to ECHO.
- 10 If the collection is to be linked to a quality summary web site, enter the URL in the **Quality Summary Url** text entry field.
  - Ensure that **http://** is included in the **Quality Summary Url** text entry field.
- 11 To select a global coverage option, click on the appropriate choice from the **Global Coverage** option list.
  - **Yes** indicates no spatial searches for the collection.
  - **No** indicates that spatial searches are allowed for the collection.
- 12 To select a day/night coverage option, click on the appropriate choice from the **Day/Night Coverage** option list.
  - **Yes** indicates that day/night searches are allowed for the collection.
  - **No** indicates that the collection is excluded from day/night searches.

- 13 To select a 24-hour coverage option, click on the appropriate choice from the **24 Hour Coverage** option list.
    - **Yes** indicates that the collection is excluded from time of day searches.
    - **No** indicates that time of day searches are allowed for the collection.
  - 14 To select a cloud cover type and source option, click on the appropriate choice from the **Cloud Cover Type & Source** option list.
    - All cloud cover information in the Data Pool database is listed.
    - If the desired cloud cover type/source is not listed, it can be entered using the procedure **Add New Cloud Cover Information** (previous section of this lesson).
  - 15 To view details of cloud cover type and source, click on the **View Details** link adjacent to the **Cloud Cover Type & Source** option list.
  - 16 Click on the **Apply Change** button.
    - The new collection information is entered in the Data Pool database.
    - The **List of Collection** page is displayed with the new collection information.
- 

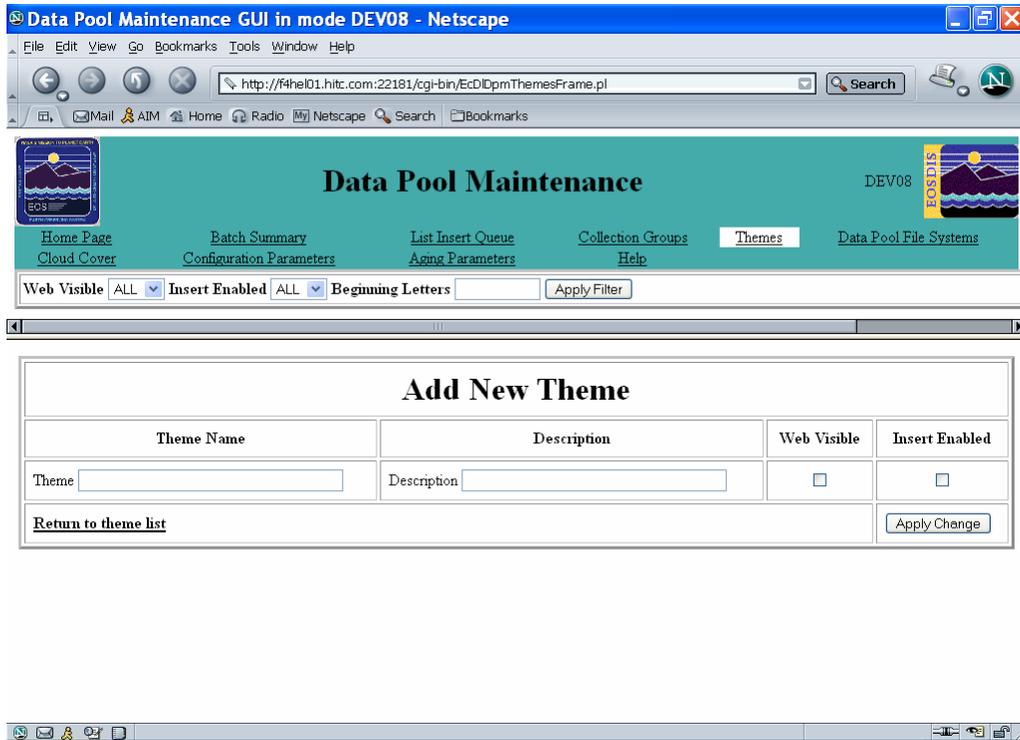
#### 14.9.9 Themes

Figure 14.9-23 illustrates the **Detailed List of Data Pool Themes** page. The page allows either the full-capability operator or the limited-capability operator to view a list of themes in alphabetical order. The list can be filtered using the option lists for **Web Visible** and **Insert Enabled**, and/or typing **Beginning Letters** (of the theme name). After selecting the options, a click on the **Apply Filter** button displays the filtered list of themes. The full-capability operator can delete a theme by selecting the corresponding check box and clicking on the **Apply Change** button. There are **Add New Theme** and **Modify Theme** links providing access to pages for managing those functions. After the operator completes adding a new theme or modifying a theme by clicking on the **Apply Change** button at the pages for those functions, the changes take effect in the Data Pool database and the changes are also reflected in the **Detailed List of Data Pool Themes** page.



**Figure 14.9-23. Detailed List of Data Pool Themes Page**

If a full-capability operator clicks on the **Add New Theme** link of the **Detailed List of Data Pool Themes** page shown in Figure 14.9-23, the **Add New Theme** page (Figure 14.9-24) is displayed. To specify a theme, the operator types information in the fields provided for the purpose. **Theme Name** and **Description** are text entry fields. There are check boxes to specify whether the theme is valid for various options (i.e., **Web Visible** and **Insert Enabled**) or not. A click on the **Apply Change** button commits the changes to the Data Pool database and updates the **Detailed List of Data Pool Themes** page shown in Figure 14.9-23.



**Figure 14.9-24. Add New Theme Page**

Users may search the Data Pool for data associated with themes. As data are inserted into the Data Pool, it is possible to associate the data with themes. The **DPM GUI Detailed List of Data Pool Themes** page permits both full-capability and limited-capability operators users to view a list of Data Pool themes. In addition it has links that allow full-capability operators to add new themes, modify existing themes, or delete themes.

### 14.9.9.1 View a List of Themes

- 1 Launch the **DPM GUI**.
  - The **DPM GUI Home Page** is displayed.
- 2 Click on the **Themes** link.
  - The **Detailed List of Data Pool Themes** page is displayed (see Figure 14.9-23).
- 3 Observe data displayed on the **Detailed List of Data Pool Themes** page.
  - The table on the Detailed List of Data Pool Themes page has columns containing the following types of Data Pool file system information:
    - **Theme Name/Description**
    - **Web Visible**

- **Insert Enabled**
  - **Click on Box to Delete** (containing a check box to mark the theme for deletion)
  - There are theme filters (and associated **Apply Filter** button) for displaying data on the **Detailed List of Data Pool Themes** page depending on whether or not the theme.
    - Are web visible
    - Are insert enabled
    - Have certain letters at the beginning of the theme name.
  - Filters can be applied individually or in any combination.
  - The following links are available on the **Detailed List of Data Pool Themes** page:
    - **Add New Theme**
    - **Modify Theme**
  - There is an **Apply Change** button at the bottom of the page to implement the deletion of selected themes.
- 4** To filter data displayed on the **Detailed List of Data Pool Themes** page use the **Filter a List of Themes** procedure (subsequent section of this lesson).
- 5** If data displayed on the Detailed List of Data Pool Themes page were filtered, return to Step 3.
- 

The procedure to **Filter a List of Themes** is subordinate to other theme-related procedures (i.e., **View a List of Themes** , **Modify a Theme** , and **Delete a Theme** ). Both full-capability and limited-capability operators users may filter data displayed on the Themes pages to which they have access.

#### **14.9.9.2 Filter a List of Themes**

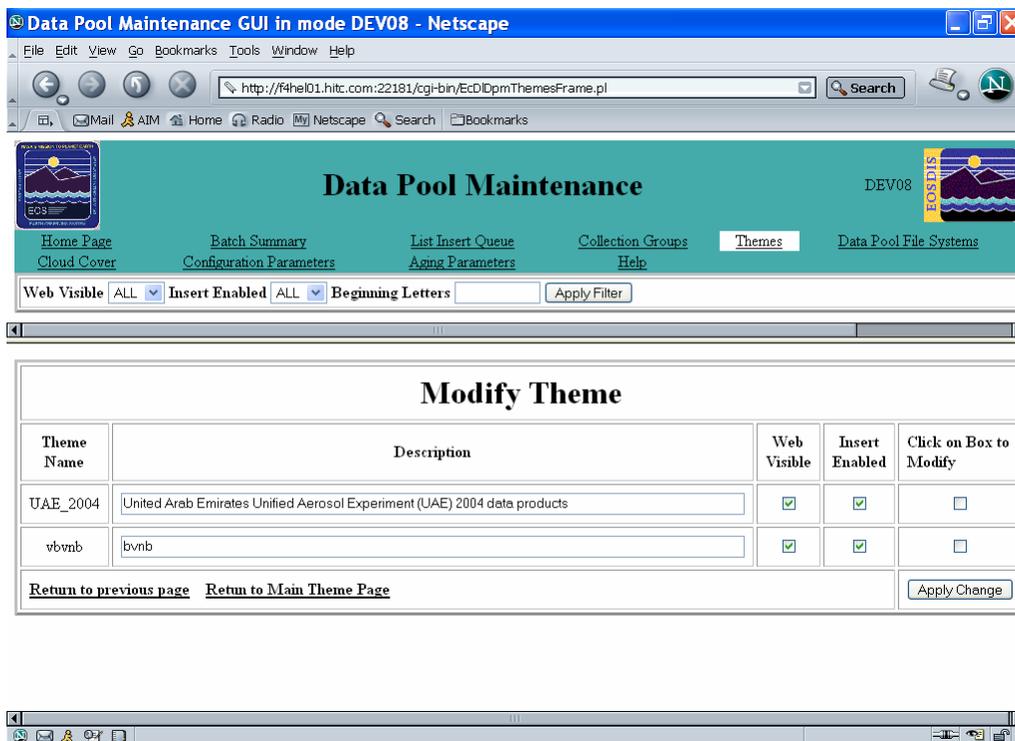
---

- 1** To filter data displayed on one of the **Themes** pages on the basis of whether or not the themes are enabled for web drill-down, insertion in to the Data Pool, WCS accessibility, WMS accessibility, file format preconversion first click on one of the option buttons (in the filter area of the page):
- **Web Visible**
  - **Insert Enabled**
- 2** To continue the process of selecting a theme filter option click on the appropriate choice from the option list.
- **Yes** (View all themes enabled for the selected option)
  - **No** (View all themes disabled for the selected option)
  - **ALL** (View all themes regardless of whether the selected option is enabled or disabled)

- 3 Repeat Steps 1 and 2 as necessary to select additional filter options.
  - 4 To select a theme filter option on the basis of the beginning letters of the theme (if applicable) type the beginning letter(s) of the theme in the Beginning Letters text entry field.
  - 5 To implement the filtering of data displayed on one of the Themes pages click on the **Apply Filter** button.
    - The page is displayed with the filtered theme information.
  - 6 Return to the procedure that specified the **Filter a List of Themes** procedure.
- 

Full-capability operators can use the **DPM GUI** to modify a theme. This can be useful if, for example, it is noted that access frequency for granules referencing a theme has declined to the point that the thematic collection should be removed from the Data Pool, but there are a few web users that still use it. In that case, it may be appropriate to change the description of the theme to alert users that the theme will be phased out soon.

If a full-capability operator clicks on the **Modify Theme** link of the **Detailed List of Data Pool Themes** page shown in Figure 14.9-23, the **Modify Theme** page (Figure 14.9-25) is displayed. **Theme Name** is the only field that is not editable. The operator can modify the description of a theme by simply retyping in the text area. The operator also can change the various options (i.e., **Web Visible** and **Insert Enabled**) by selecting or deselecting the appropriate boxes. A click on the **Apply Change** button commits the changes to the Data Pool database and updates the **Detailed List of Data Pool Themes** page shown in Figure 14.9-23.



**Figure 14.9-25. Modify Theme Page**

### 14.9.9.3 Modify a Theme

---

- 1 Launch the **DPM GUI**.
    - The **DPM GUI Home Page** is displayed.
  - 2 Click on the **Themes** link.
    - The **Detailed List of Data Pool Themes** page is displayed.
  - 3 Click on the **Modify Theme** link.
    - The **Modify Theme** page is displayed (see Figure 14.9-25).
  - 4 To filter data displayed on the **Modify Theme** page use the **Filter a List of Themes** procedure.
  - 5 To change the description of a theme (if applicable) type the desired description in the **Description** field for the theme name.
    - The **Description** may have no more than 255 characters.
  - 6 To change the theme from enabled to disabled (or vice versa) for one of the options (i.e., **Web Visible, Insert Enabled**) (if applicable) click on the toggle button box in the corresponding column in the row for the theme.
    - A check mark in the box indicates that the theme is enabled for the corresponding option.
    - The absence of a check mark in the box indicates that the theme is not enabled for the corresponding option.
  - 7 Click in the **Click on Box to Modify** check box at the end of the row containing the theme to be modified.
    - The selected theme is marked for modification.
  - 8 Repeat Steps 5 through 7 as necessary for any additional themes to be modified.
  - 9 To implement the modification of theme(s) click on the **Apply Change** button.
    - The theme information is entered in the Data Pool database.
    - The Detailed List of Data Pool Themes page is displayed with the modified theme information.
- 

Full-capability operators (only) can use the following procedure to add a theme:

### 14.9.9.4 Add a Theme

---

- 1 Launch the **DPM GUI**.
  - The **DPM GUI Home Page** is displayed.
- 2 Click on the **Themes** link.
  - The **Detailed List of Data Pool Themes** page is displayed.
- 3 Click on the **Add New Theme** link.
  - The **Add New Theme** page is displayed (see Figure 14.9-24).

- There are theme filters (and associated **Apply Filter** button) for displaying data on the **Modify Theme** page.
    - The filters serve no real function on this page (there is nothing to filter).
  - There is an **Apply Change** button at the bottom of the page for implementing changes.
  - The following link is available: **Return to theme list**.
- 4 Type a unique name for the theme in the **Theme Name** text entry field.
- The Theme Name may have no more than 40 characters.
  - The Theme Name may not start with a number.
  - The Theme Name may not duplicate the name of a collection, an ESDT, or another theme.
- 5 To enter a description of the theme type the desired description in the **Description** text entry field.
- The **Description** may have no more than 255 characters.
- 6 To enable the theme for one of the options (i.e., **Web Visible, Insert Enabled**) (if applicable) click on the toggle button box in the corresponding area of the form.
- A check mark in the box indicates that the theme is enabled for the corresponding option.
  - The absence of a check mark in the box indicates that the theme is not enabled for the corresponding option.
- 7 Repeat Step 6 as necessary to enable the theme for additional options.
- 8 Click on the **Apply Change** button.
- The new theme information is entered in the Data Pool database.
  - The Detailed **List of Data Pool Themes** page is displayed with the new theme information.
- 

Full-capability operators (only) can use the following procedure to delete a theme:

#### 14.9.9.5 Delete a Theme

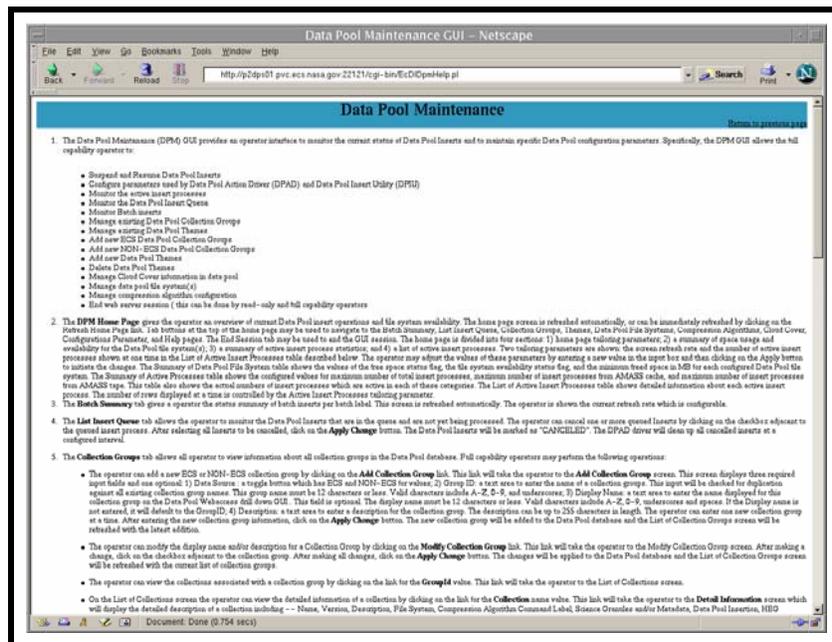
---

- 1 Launch the **DPM GUI**.
  - The **DPM GUI Home Page** is displayed.
- 2 Click on the **Themes** link.
  - The **Detailed List of Data Pool Themes** page is displayed.
- 3 To filter data displayed on the **Detailed List of Data Pool Themes** page use the **Filter a List of Themes** procedure (previous section of this lesson).

- 4 Click in the **Click on Box to Delete** check box at the end of the row containing the theme to be deleted.
  - The selected theme is marked for deletion.
- 5 Repeat Step 4 as necessary for any additional themes to be deleted.
- 6 To implement the deletion of theme(s) click on the **Apply Change** button.
  - The theme deletion information is entered in the Data Pool database.
  - The **Detailed List of Data Pool Themes** page is displayed with the modified theme information.

### 14.9.10 Help

Figure 14.9-26 illustrates the **Help** page that allows both full-capability and limited-capability operators to obtain information on using the **DPM GUI**. The **Help** page describes the features of the other pages of the **DPM GUI**.



**Figure 14.9-26. Help Page**

## 14.10 Working with Data Pool Scripts

There are several Data Pool scripts that provide the operator with utilities or applications for managing Data Pool maintenance. These include:

- Update Granule Utility: a script to update granule expiration (extend the period of retention) and, optionally, retention priority, for selected science granules already in the Data Pool. For Synergy III, the utility allows operators to extend the expiration of all granules associated with a particular thematic collection or upgrade their expiration priority.
- Data Pool Cleanup Utility: a script to remove expired granules from Data Pool disks and inventory and free up space in the Data Pool. For Synergy III, it allows operators to clean up a thematic collection. It permits unlinking granules from a thematic collection, and permits data pool removal of granules that belong to a given thematic collection if they meet the cleanup criteria specified by the other command line parameters.
- Data Pool Access Statistics Utility (DPASU): scripts for processing available Data Pool access logs to extract and summarize statistics on FTP and web access to data in the Data Pool. The statistics are stored in the Data Pool database to be used for producing tabular reports that can be loaded into a spreadsheet program for sorting, graphing, or other manipulation.
- Batch Insert Utility: a command-line utility for inserting non-ECS data and ECS data that are already in the archive into the Data Pool.
- Most Recent Data Pool Inserts Utility: normally runs as a cron job that lists the most recent additions to the Data Pool. If necessary, the utility can be run from the command line.
- Data Pool Collection-to-Group Remapping Utility: a command-line utility interface that is used for reassigning a Data Pool collection to a collection group other than the one to which it was originally assigned.
- Data Pool Move Collections Utility: a command-line interface to move collections from one file system to another. The file system move is implemented as a copy operation to the new collection directory, followed by removal of the old collection directory and its contents.
- Data Pool Hidden Scrambler Utility: a command-line utility for making the transition to or renaming (with encrypted names) hidden directories for order-only granules in the Data Pool.

Table 14.10-1 provides an Activity Checklist for Data Pool Scripts addressed in this section.

**Table 14.10-1. Data Pool Scripts - Activity Checklist**

| Order | Role               | Task                                                                                       | Section       | Complete? |
|-------|--------------------|--------------------------------------------------------------------------------------------|---------------|-----------|
| 1     | Archive Technician | Extend the Retention for Selected Science Granules Using the Update Granule Utility        | (P) 14.10.1.1 |           |
| 2     | Archive Technician | Invoke the Data Pool Cleanup Utility Manually                                              | (P) 14.10.2.1 |           |
| 3     | Archive Technician | Specify Data Pool Access Statistics Rollup Start Time and DPASU Execution with <i>cron</i> | (P) 14.10.3.1 |           |
| 4     | Archive Technician | Specify Data Pool Access Statistics Utility Execution from the Command Line                | (P) 14.10.3.2 |           |
| 5     | Archive Technician | Archive Access Statistics Using the Data Pool Archive Access Statistics Data Utility       | (P) 14.10.3.3 |           |
| 6     | Archive Technician | Delete Access Statistics Using the Data Pool Archive Access Statistics Data Utility        | (P) 14.10.3.4 |           |
| 7     | Archive Technician | Restore Access Statistics Using the Data Pool Archive Access Statistics Data Utility       | (P) 14.10.3.5 |           |
| 8     | Archive Technician | Perform Batch Insert of Data Into the Data Pool                                            | (P) 14.10.4.1 |           |
| 9     | Archive Technician | Running the Most Recent Data Pool Inserts Utility                                          | (P) 14.10.5.1 |           |
| 10    | Archive Technician | Running the Data Pool Collection-to-Group Remapping Utility                                | (P) 14.10.6.1 |           |
| 11    | Archive Technician | Running the Data Pool Move Collections Utility                                             | (P) 14.10.7.1 |           |
| 13    | Archive Technician | Running the Data Pool Hidden Scrambler Utility in Rename Mode                              | (P) 14.10.8.1 |           |

### 14.10.1 Extending the Period of Retention for Granules in the Data Pool

We have seen that a change in user interest in data from a particular location may arise because of unusual circumstances (e.g., weather, natural event) and that as a result it may be desirable to extend the period of retention in a Data Pool insert subscription. Such circumstances may also make it desirable to retain certain data already in the Data Pool for a longer period of time than originally specified. Data Pool maintenance personnel can run the Update Granule Utility to update the expiration date for selected science granules. This utility also permits modifying a granule's retention priority, which can affect how soon the Data Pool Cleanup Utility removes the granule from the Data Pool.

The Update Granule Utility permits updating granule information using a command-line interface. The following options may be used:

**-noprompt:** suppressing prompts and detailed information display.

**-theme:** specifies a valid theme name (i.e., a character string that matches an existing theme name in the Data Pool inventory).

A single granule may be updated using manual input. Multiple granule updates can be handled using an input file containing a list of granules to be updated, or by specifying a theme. The input file must be structured as a list of granules to be processed, one per line. Each line contains a granule ID (reflecting the Sybase entry in the Data Pool database), an expiration date, and (optionally) a new retention priority, the value of which may be null (i.e., left blank). The fields are separated by a single space. There should be no blank lines before the first or after the last granule in the list. The file contents should be similar to the following example.

```
GRANULE_ID_4832 EXP_DATE=2002/2/28 RETENTION=255
GRANULE_ID_4876 EXP_DATE=2002/2/28 RETENTION=200
GRANULE_ID_4883 EXP_DATE=2002/2/28 RETENTION=
GRANULE_ID_4937 EXP_DATE=2002/2/28
GRANULE_ID_4966 EXP_DATE=2002/2/28 RETENTION=255
```

When updating the granules associated with a theme, the utility updates the expiration date of a granule associated with that theme if and only if the new expiration date specified is later than the current expiration date of the granule. It updates the retention priority of a granule associated with that theme if and only if the new expiration priority specified is higher than the current retention priority of the granule.

The Update Granule Utility connects to the Data Pool database and calls Sybase stored procedures to perform the requested updates. Therefore, the utility runs only if the Data Pool database server is running and if the database is available. It also assumes the stored procedures are present. The Granule Update Utility may be run as a background process, with suppression of all warning/error messages and confirmation prompts if desired. When the utility is run, it writes information, any warnings, any errors, and messages to a log file about granules as they are updated.

Assume that a user contacts the DAAC with a request to update (extend) the expiration date to the end of February 2002 for selected granules in the Data Pool, and provides a list of granule IDs for the selected granules. The following procedure is applicable.

#### **14.10.1.1 Extend the Retention for Selected Science Granules Using the Update Granule Utility**

---

- 1 Log in at the machine on which the Update Granule Utility is installed (e.g., e4dpl01, l4dpl01, n4dpl01).
- 2 To change to the directory for starting the Update Granule Utility, type:  
**cd /usr/ecs/<MODE>/CUSTOM/utilities** and then press the **Return/Enter** key.
  - The working directory is changed to **/usr/ecs/<MODE>/CUSTOM/utilities**.
- 3 At the UNIX prompt, type the command to start the Update Granule Utility, in the form **EcDIUpdateGranule.pl <command line parameters>** then press the **Return/Enter** key.
  - For this exercise, use the following command:

**EcDIUpdateGranule.pl <MODE> -file <tr\_list>**

The first command-line parameter specified must be <MODE>, a valid, existing Data Pool mode (e.g., OPS, TS1, TS2).

- The following six permutations are valid command-line entries for initiating the Update Granule utility:
  - **EcDIUpdateGranule.pl <MODE> -file <filename>** (to update granules listed in an input file named <filename> while displaying all summary information to the operator, and asking confirmation of the update).
  - **Ec DIUpdateGranule.pl <MODE> -grnid <granuleID> -exp <expiration date> [-ret <retention priority>]** (to update a granule identified by its <granuleID> with a new expiration date and, optionally, a new retention priority while displaying all summary information to the operator, and asking confirmation of the update).
  - **EcDIUpdateGranule.pl <MODE> -noprompt -file <filename>** (to update granules listed in an input file named <filename> with no confirmation or information displayed to the operator).
  - **EcDIUpdateGranule.pl <MODE> -noprompt -grnid <granuleID> -exp <expiration date> [-ret <retention priority>]** (to update a granule identified by its <granuleID> with a new expiration date and, optionally, a new retention priority with no confirmation or information displayed to the operator).
  - **EcDIUpdateGranule.pl <MODE> -theme <themename> -exp <expiration date> [-ret <retention priority>]** (to update a granule identified by its <themename> with a new expiration date and, optionally, a new retention priority while displaying all summary information to the operator, and asking confirmation of the update).
  - **EcDIUpdateGranule.pl <MODE> -noprompt -theme <themename> -exp <expiration date> [-ret <retention priority>]** (to update a granule identified by its <themename> with a new expiration date and, optionally, a new retention priority with no confirmation or information displayed to the operator).

- The utility executes and displays a confirmation prompt similar to the following:

**You are about to start updating granules.**

-----

**Total number of granules: 11**

**Total size of granules: 8.61339673772454 MB**

**Do you wish to continue processing the update? [y/n]y**

4 Type y and then press the **Return/Enter** key.

- The utility completes execution and displays output similar to the following:

**Update completed.**

**Please check the database to ensure proper completion.**

## Update took 2 seconds to complete

### Gracefully exiting...

- To check the database, have the Database Administrator use isql commands on the Data Pool database host to query the DIGranuleExpirationPriority table. It may also be useful to examine the Update Granule Utility log file to determine whether there were any problems with the execution. To examine that log file, go to Steps 5 and 6.
- 5** To change to the directory containing the Update Granule Utility log file and other log files, type the following:  
**cd /usr/ecs/<MODE>/CUSTOM/logs** and then press the **Return/Enter** key.
- The working directory is changed to /usr/ecs/<MODE>/CUSTOM/logs.
- 6** To examine the Update Granule Utility log file, type **pg EcDIUpdateGranule.log** and then press the **Return/Enter** key.
- The first page of the log file is displayed; additional sequential pages can be displayed by pressing the **Return/Enter** key at the **:** prompt. It is also possible to search forward by typing **/<search item>**. For example, to search the log file for reference to one of the granules updated, type **/<granuleID>** and then press the **Return/Enter** key.
  - Although this procedure is written for the **pg** command, any UNIX editor or visualizing command (e.g., **vi**, **view**, **more**, or **tail**) can be used to review the log.
  - The log entries have a time and date stamp; about the time that the update was executed, the log should show entries similar to the following:  
**2001/11/29 15:52:50.814:Update started...**  
**2001/11/29 15:52:50.964:Granule 4871 updated**  
**2001/11/29 15:52:51.083:Granule 4954 updated**  
**2001/11/29 15:52:51.212:Granule 4955 updated**  
**2001/11/29 15:52:51.346:Granule 4956 updated**  
**2001/11/29 15:52:51.409:Granule 4957 updated**  
**2001/11/29 15:52:51.688:Granule 4959 updated**  
**2001/11/29 15:52:51.778:Granule 4961 updated**  
**2001/11/29 15:52:51.998:Granule 4963 updated**  
**2001/11/29 15:52:52.107:Granule 4963 updated**  
**2001/11/29 15:52:52.394:Granule 4964 updated**  
**2001/11/29 15:52:52.569:Granule 4966 updated**  
**2001/11/29 15:52:52.590:Update ended.**  
**2001/11/29 15:52:52.608:This update took approximately 2 seconds**
  - If the log indicates errors or warnings, it may be necessary to correct the condition identified in the entry (e.g., edit the data in the granule list in the input file) and run the utility again. Specific error entries depend on the error that occurred; examples of error entries in the log may be similar to the following:  
**4959 AST\_04 1 0.03962299 Jul 30 2001 12:00AM Feb 2 1998 11:59PM**  
**255 2**

**Warning: The new expiration date for the above granule is less than or equal to today's date.**

**DATABASE ERROR:Server message number=120001 severity=16 state=1**

**line=33 server= x4oml01\_srvr procedure=ProcSelectGrExpiration**

**text=ProcSelectGrExpiration: Requested granule id not in database.**

**2001/11/29 15:50:36.647:Sybase Lookup ==> ERRORS WERE FOUND WITH GRANULE "4654". (It may not exist or contains the wrong format).**

**2001/11/29 15:50:36.663:**

**EcDIUpdateGranule\_1.pl aborted due to insufficient processing data: All the granule triplets had errors.**

---

### 14.10.2 Running the Data Pool Cleanup Utility

The Data Pool Cleanup utility provides a mechanism by which the ECS Operations Staff can remove granules and their associated metadata and browse files from the Data Pool disks and corresponding Data Pool database inventory. Qualification of a granule for cleanup is usually based on two criteria: expiration date/time and retention priority. If a granule's expiration date is prior to midnight of the previous day (plus or minus a specified optional offset), and its priority is less than a specified threshold, it will be eligible for removal. ECS Operations Staff may wish to run Data Pool Cleanup at regular intervals via a cron job, removing granules which have expired and have a retention priority below a certain threshold. With the proper options, this would enable ECS Operations Staff to prevent the Data Pool file systems from filling up with little to no intervention by the Operator.

In addition to the nominal, non-interactive scenario outlined above, ECS Operations Staff may wish to run the utility manually, perhaps with more control over what granules are removed. To this end, the Operator may provide a file to the Data Pool Cleanup utility containing either geoids (Datatype:Shortname.Versionid:dbID entries) or Data Pool granule IDs of the granules they wish to remove. In addition, they may desire to remove from the Data Pool any granules which are scheduled for deletion from the ECS Archive. The Data Pool Cleanup utility can automatically find and remove such granules, optionally along with expired or specified granules. The Data Pool Cleanup utility can also be run in "validation" mode to clean up orphan or phantom granules, which are present on disk or in the database, but not both. These inconsistencies accumulate over time for many reasons, such as granules being cleaned up by Order Manager, and must be removed periodically. The Cleanup utility will also remove "Most Recent Data Pool" utility files prefaced with naming convention *DPRecentInserts* that exist in the top level and collection-level directories of each Data Pool file system.

When a granule is removed from Data Pool, ECHO must be informed that the granule is no longer available for ftp download. The Data Pool Cleanup utility provides two options for doing this. First, the utility can be run in "deleteall" mode, which will remove the granules and export their deletion all at once. Since this would likely leave a short window between the granule being deleted, and ECHO processing the deletion, the utility offers a second option. The Data Pool Cleanup utility can be run in "predelete" mode, which will mark the granules for deletion, and export their deletion to ECHO, but not actually complete the deletion. The utility must then

be run in “finishdelete” mode to complete the deletion. Splitting the cleanup up into two operations allows ECS Operations Staff to remove the granules from the ECHO list of granules available for FTP download, and then delete them at a later time to minimize the likelihood of broken links.

If as a result of granules being deleted by the Data Pool Cleanup utility, the free space in a file system flagged as full is caused to exceed an operator configured limit, the utility will set the freeSpaceFlag in the DIFileSystems table. The filesystem on which a given granule resides is transparent to the Operator, so the granules being cleaned up or validated may reside on any number of different file systems. If a file system is marked as unavailable, the utility will automatically skip the cleanup or validation of any granules belonging to collections residing on that file system, and log a message explaining why the collection was skipped in the log file. Table 14.10-2 list the parameters and their descriptions used in the CleanupDataPool script.

**Table 14.10-2. Command Line Parameters (1 of 3)**

| Parameter Name                            | Required                                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| noprompt                                  | No                                                               | Suppresses all confirmations and warnings normally displayed on the screen. Requires no value. May be used with any other option.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Parameters specific to performing cleanup |                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| echomode                                  | Yes<br>(for cleanup and clean/validate, not for validation only) | Specifies the method by which the Cleanup utility will report deletion candidates to the ECS Clearing House (ECHO). The <b>echomode</b> parameter can take 3 values: <b>predelete</b> , <b>finishdelete</b> or <b>deleteall</b> . A value of <b>predelete</b> signifies that the cleanup utility will only build the list of items to clean up from the Data Pool and will report them to ECHO through the BMGT utility. No actual data will be cleaned up from the disks or database inventory using <b>predelete</b> . A value of <b>finishdelete</b> signifies that the cleanup utility will now delete all of the data that was marked for deletion during a previous run with the <b>predelete</b> parameter. A third value of <b>deleteall</b> will indicate that the Cleanup utility should build its list of items to cleanup, actually clean them up and to <i>also</i> notify ECHO via the BMGT utility. The <b>deleteall</b> command does not allow for a time lag between Cleanup deleting the granules and ECHO performing its own clean up of URLs. The <b>predelete/finishdelete</b> run sequence can be viewed as a logical run done in two parts. The normal sequence will be to run Cleanup first with <b>predelete</b> and then with <b>finishdelete</b> . Note that an <b>echomode</b> parameter with a value of <b>finishdelete</b> can only be specified by itself since the list of items to delete will have already been determined by the previous run. If a <b>predelete</b> run is performed, the subsequent run <i>must</i> specify <b>finishdelete</b> in order to perform the actual deletions. This requirement is enforced by the utility to avoid operator error and end-user confusion. The values of <b>predelete</b> and <b>deleteall</b> may be used with each of the other parameters specific to performing Cleanup except themexref (see themexref parameter description). |

**Table 14.10-2. Command Line Parameters (2 of 3)**

| Parameter Name | Required | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| offset         | No       | Specifies hours before (negative) or after (positive) midnight of the previous day from which to delete. Defaults to zero.<br>(Some examples:<br><b>-offset 5</b> would delete all granules which had expired as of 5 AM of the current day;<br><b>-offset -5</b> would delete all granules which had expired as of 7 PM yesterday<br><b>-offset 72</b> would delete all granules which will be expiring in 72 hours measured from the previous day's midnight).                                                                                                                                                                                                                   |
| limit          | No       | Specifies limiting value used for determining which granules will be deleted. Will delete all granules with priority less than or equal to the specified limit. Must be within the range 1–255, 1 being the lowest priority and 255 being the highest priority. Defaults to value specified in configuration file.                                                                                                                                                                                                                                                                                                                                                                 |
| file           | No       | Specifies name of file containing Data Pool granule ids to be deleted. May not be used with any other options other than the <i>noprompt</i> option.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| geoidfile      | No       | Specifies the name of the file containing geoids which are a combination of science type, esdt short name and version id and ECS Inventory database id. Granules in this file whose ECS id match those in the data pool are candidates for data pool cleanup if specified by this option. May not be used in conjunction with any other options other than the <i>noprompt</i> option. The input value for this parameter is logically defined to be the output of any phase 1 (EcDsBulkDelete.pl) granule deletion run. This will cause the Data Pool cleanup utility to clean up any Inventory granules found in the geoid input file to be removed from the Data Pool database. |
| ecsgrandel     | No       | Indicates that only granules removed in the ECS system from the inventory will be removed from the data pool if they exist. This option may not be used in conjunction with any other options other than the <i>noprompt</i> option. No other cleanup will occur.                                                                                                                                                                                                                                                                                                                                                                                                                  |
| theme          | No       | Specifies the name of a theme for which cleanup is to be performed. The Cleanup Utility will clean up granules that would otherwise qualify for cleanup only if the granules are associated with that theme, and remove the granules entirely if they are not associated with any other theme, otherwise only remove the cross references with that theme. The theme name must be enclosed in quotes (").                                                                                                                                                                                                                                                                          |
| themexref      | No       | Specifies the name of a theme all cross-references of which are to be removed from the Data Pool inventory. This option is specified to remove the theme cross references only. It does not remove any granules. This command line option cannot be used with any other options other than the <i>noprompt</i> option. The theme name must be enclosed in quotes (").                                                                                                                                                                                                                                                                                                              |

**Table 14.10-2. Command Line Parameters (3 of 3)**

| Parameter Name                               | Required | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parameters specific to performing validation |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| orphan                                       | No       | Specifies that Data Pool validation be performed by performing orphan checking. Orphans are defined as files that are on disk but are no longer part of the Data Pool inventory in the database.<br>The Data Pool inventory validation function will remove all orphan files and links from the Data pool disks unless <i>nofix</i> option was specified.<br>(In order to perform validation either <i>orphan</i> or <i>phantom</i> or both <b>must</b> be provided on command line.)                            |
| phantom                                      | No       | Specifies that phantom checking be performed. Phantoms are defined as files that exist in the Data Pool inventory in the database, but do not exist on disk.<br>The Data Pool inventory validation function will remove granules affected by any phantom from the inventory and all its remaining files and links from the Data pool disks unless <i>nofix</i> option was specified.<br>(In order to perform validation either <i>orphan</i> or <i>phantom</i> or both <b>must</b> be provided on command line.) |
| maxorphanage                                 | No       | Specifies the maximum orphan age in days. The value specified must be greater than or equal to 10 days. The Data Pool inventory validation function will consider only those files on disk as orphans whose age is equal to or larger than the maximum orphan age specified. If this parameter is omitted, a default value specified in the configuration file will be used.                                                                                                                                     |
| nofix                                        | No       | Specifies that a Data Pool validation be performed, but do not attempt to reconcile the discrepancies found. The validation results will be logged.                                                                                                                                                                                                                                                                                                                                                              |
| collgroup                                    | No       | Limit the Data Pool validation to the collection group(s) specified. Single or multiple collection groups can be specified on the command line. Multiple collection groups if provided must be separated by commas, with the string enclosed in double quotes ("), e.g. "MOAT, ASTT".<br>By default, all collection groups in the Data Pool inventory will be included in the validation if this option is not specified.                                                                                        |
| cleanvalidate                                | No       | Specifies that a cleanup run should be followed by a validation run.                                                                                                                                                                                                                                                                                                                                                                                                                                             |

The Data Pool Cleanup utility performs the following as part of the "cleanup" processing:

- Removes all data pool granules along with the associated browse files (if no other granules are cross-referenced to them) and the browse links that meet the specified cleanup criteria, from both the Data Pool inventory and the disks. This occurs when the echomode parameter has a value of **finishdelete** or **deleteall**.
- Removes all recent insert files prefixed with *DPRRecentInsert* that are older than 7 days. These files are found in /datapool/<fs1>/<mode>/user/ and /datapool/<fs1>/<mode>/user/<group>/<esdt>.
- Exports a list of deleted granules for ECHO accessibility by initiating a BMGT export cycle in the inventory database if the **echomode** parameter is set to **predelete** or **deleteall**. If there are granules that are being deleted that qualify for ECHO export, this BMGT "CLEANUP" cycle generates an XML file containing a list of those granules, packages it into a zipped package file, and exports it to ECHO. If the Data Pool cleanup utility is run with **echomode finishdelete** then a BMGT cycle is not created, as any granules being physically removed should have been exported in a previous **predelete** run. Any granules which have been deleted through means other than the Cleanup utility, or which have been changed from public to hidden, will also be exported by BMGT.
- Removes all HEG conversion files associated with the HEG order IDs that have the status of "DONE" or "FAILED" and a timestamp older than a certain cleanup age. The HEG order IDs are provided in the DICartOrder table and the cleanup age is specified by the "HEGCleanupAge" parameter in the DIConfig table. The HEG conversion files for each order ID are stored in the /datapool/<mode>/user/downloads/<orderID> directory. (HEG orders and conversion files are generated when end users request HEG-converted data via Data Pool Web Access.)

The Data Pool Cleanup utility performs the following as part of the "validation" processing:

- Validates the Data Pool inventory and disk content by checking for the existence of orphans and/or phantoms and removing or just logging them depending on the command line options specified.

In normal operations, the Cleanup Utility will be run once a day as a cron job as a "cleanup only" run executing with **-echomode predelete**. This will build the list of cleanup candidates (based on the expiration date and retention priority) that will be reported to ECHO as those which will be deleted in the next run of cleanup. On a subsequent run within the same 24-hour period, the cleanup utility will be run with **-echomode finishdelete** to perform the actual cleanup processing that was reported to ECHO in the **predelete** mode. A validation run can be time consuming and should not be run as often, since it potentially involves the checking of all files in the entire Data Pool inventory against those on the Data Pool disk in order to find and remove the discrepancies. It is advised that the validation function be run using *collgroup* option whenever possible to limit the validation to the user specified collection groups.

### 14.10.2.1 Invoke the Data Pool Cleanup Utility Manually

---

- 1 Log in at the machine where the Data Pool Cleanup Utility is installed (e.g., x4dpl01).
  - The operator who is executing the script must have privileges for removing science, metadata, and browse files from the Data Pool disks.
- 2 To change to the directory for starting the Data Pool Cleanup Utility, type **cd /usr/ecs/<MODE>/CUSTOM/utilities** and then press the **Return/Enter** key.
  - The working directory is changed to **/usr/ecs/<MODE>/CUSTOM/utilities**.

**NOTE:** The normal sequence for cleanup is to run the Cleanup Utility twice: specifying **predelete** for the first run and **finishdelete** for the second run. Note that an **-echomode** parameter with a value of **finishdelete** can only be specified by itself because the list of items to delete will have already been determined by the previous (**predelete**) run.

- 3 Enter the predelete/finishdelete run sequence. In this case, two runs are required to perform a cleanup. The first with **-echomode predelete** and the second with **-echomode finishdelete**.

Example 1: Initiate a cleanup using a list of granules:

```
EcDlCleanupDataPool.pl <mode> -echomode <predelete> -file <fileName>
```

and

```
EcDlCleanupDataPool.pl <mode> -echomode finishdelete -noprompt
```

Example 2: Initiate a Cleanup using a list of geoids:

```
EcDlCleanupDataPool.pl <MODE> -echomode <predelete> -geoidfile <geoidfile>
```

and

```
EcDlCleanupDataPool.pl <mode> -echomode finishdelete
```

- 4 To perform a “validation only” run, at the UNIX prompt enter:  

```
EcDlCleanupDataPool.pl <MODE> -orphan |-phantom -noprompt -collgroup <groupList> -maxorphanage <days> -nofix
```

  - For validation either the **-orphan** parameter or the **-phantom** parameter or both must be specified.
  - **<groupList>** is the name of the collection group(s) to be validated (e.g., “MOAT, ASTT”). The collection group(s) must be enclosed in quotes and if there are multiple groups, they must be separated by commas. If the **-collgroup** option is not specified, all collection groups in the Data Pool inventory are included in the validation.
  - **<days>** is the number of days (at least 3) after which files on the Data Pool disks are considered orphans if they do not have corresponding entries in the Data Pool inventory. The default value in the configuration file (e.g., 3) is used if the **-maxorphanage** option is not specified.
  - The **-nofix** option prevents reconciling any discrepancies found during validation. The validation results are logged.

- 5 To perform a “cleanup followed by validation” run, at the UNIX prompt enter a command line with valid options plus the **-cleanvalidate** parameter.
- For example:  
**EcDlCleanupDataPool.pl OPS -echomode predelete -offset 5 -limit 200 -orphan -phantom -cleanvalidate**  
and  
**EcDlCleanupDataPool.pl <mode> -echomode finishdelete**
- 

### 14.10.3 Running the Data Pool Access Statistics Utility

The Data Pool Access Statistics Utility (DPASU) parses logs of the Data Pool Web Access service and the FTP access service and stores the results in tables in the Data Pool database. The DPASU is a command-line utility that permits an option of entering input parameters. It is intended to be run with *cron* to cover an arbitrary 24-hour period starting at a time specified as a configuration parameter in a configuration file. However, an operator may run the utility from the command line specifying a start date as an input parameter to cover a period other than the normal 24-hour period addressed by *cron* or to cover that normal period if *cron* failed to process the logs for that period.

There are two versions of the DPASU, one for each type of log processed. The script named **EcDIRollupWebLogs.pl** runs on the Data Pool Web Access server and processes its log; its configuration file is **EcDIRollupWebLogs.CFG**. The script named **EcDIRollupFwFtpLogs.pl** runs on a server with access to SYSLOG with FTP access entries; its configuration file is **EcDIRollupFwFtpLogs.CFG**. These scripts capture data on downloads from the Data Pool, including date and time of access, path and file name of the file, and size of the file. The captured data are written to a temporary "flat file" -- a tab-delimited text file -- stored in the directory `<ECS_HOME>/<MODE>/CUSTOM/data/DPL/`. The flat file is then exported to Sybase and stored in a table. The DPASU calls Sybase stored procedures to generate a separate rollup table, removes the flat file, and enters a record in a separate table identifying which periods have been rolled up in order to prevent inadvertent reprocessing of that period.

To prevent potential table locking, *cron* runs of the DPASU scripts should be separated so that they are not both running concurrently (e.g., separate their start times by at least 20 minutes). Use the following procedure to specify a 1:00 a.m. start time for the rollup and add a line to the *crontab* files to run the DPASU for the OPS mode beginning at 2:00 a.m. every day with a 20-minute separation between the scripts.

#### 14.10.3.1 Specify Data Pool Access Statistics Rollup Start Time and DPASU Execution with *cron*

---

- 1 Log in at the host for **EcDIRollupWebLogs.pl** and its configuration file (e.g., `x4dpl01`).
- 2 To change to the directory containing the configuration file, type the following command: **cd /usr/ecs/OPS/CUSTOM/cfg** and then press the **Return/Enter** key.
  - The working directory is changed to **/usr/ecs/OPS/CUSTOM/cfg**.

- 3 To look at the Rollup Start Time specified in the configuration file, type **vi EcDIWebRollup.CFG** and then press the **Return/Enter** key.
  - The contents of the file are displayed, and the last line of the file indicates the start time in format similar to the following:  
**ROLLUP\_START\_TIME=3:00**
  - If the start time is correct, exit **vi** by typing **:q!** and pressing the **Return/Enter** key; then go to Step 10. Otherwise, to change the time, execute Steps 4 - 9.
- 4 Use the arrow keys on the keyboard to move the cursor down to the line specifying the **ROLLUP\_START\_TIME** and to move it to the right until it is located over the first character in the time value.
  - The cursor is moved to the start time location; the line should look similar to the following:  
**ROLLUP\_START\_TIME=3:00**
- 5 Type **x** to delete the number under the cursor.
  - The number is deleted; the line should look similar to the following.  
**ROLLUP\_START\_TIME= :00**
  - If more characters in the time value are to be changed, you can type **x** repeatedly to delete additional characters. For this exercise, you need only delete one character.
- 6 Type **i** to put the **vi** editor into the insert mode.
  - The **vi** editor is in the insert mode, but no feedback is provided.
- 7 Type **1**.
  - The typed entry appears to the left of the cursor.
- 8 Press the **Esc** key.
  - The cursor moves one character to the left and the **vi** editor is in the command mode.
- 9 Type **ZZ** (be sure to use upper case).
  - The file is saved and the UNIX prompt is displayed.
- 10 To ensure that the **crontab** command launches the **vi** editor, type **setenv EDITOR vi** and then press the **Return/Enter** key.
  - It may be desirable to include this command in the operator's **.cshrc** file to set the **crontab** editor to **vi** as part of the environmental settings normally used routinely.
- 11 Type **crontab -e** and then press the **Return/Enter** key.
  - The contents of the file are displayed, and the cursor is displayed on the first character at the upper left corner of the file.
  - If the operator has no **crontab** file on the current platform, this command opens a new one for editing.
- 12 If necessary, use the down arrow key on the keyboard to move the cursor down to a blank line.
  - The cursor is displayed at the beginning of the selected line.

- 13 Type **i** to put the **vi** editor into the insert mode.
- The **vi** editor is in the insert mode, but no feedback is provided.
- 14 Type **0 2 \* \* \* /usr/ecs/OPS/CUSTOM/utilities/EcDIRollupWebLogs.pl OPS -noprompt**.
- 15 Press the **Esc** key.
- The cursor moves one character to the left and the **vi** editor is in the command mode.
- 16 Type **:wq** and then press the **Return/Enter** key.
- UNIX displays a message identifying the number of lines and characters in the **crontab** file (stored in the directory **/var/spool/cron/crontabs**) and then displays the UNIX prompt.
- 17 Log in at the host for **EcDIRollupFtpLogs.pl** and its configuration file (e.g., **x4eil01**).
- 18 To change to the directory containing the configuration file, type the following command:
- cd /usr/ecs/OPS/CUSTOM/cfg** and then press the **Return/Enter** key.
- The working directory is changed to **/usr/ecs/OPS/CUSTOM/cfg**.
- 19 To look at the Rollup Start Time specified in the configuration file, type the following: **vi EcDIRollupWuFtpLogs.CFG** and then press the **Return/Enter** key.
- The contents of the file are displayed, and the last line of the file indicates the start time in format similar to the following:  
**ROLLUP\_START\_TIME=3:00**
  - If the start time is correct, exit **vi** by typing **:q!** and pressing the **Return/Enter** key; then go to Step 21. Otherwise, to change the time, execute Step 20.
- 20 Repeat Steps 4-9 to change the time in **EcDIRollupWuFtpLogs.CFG**.
- 21 To ensure that the **crontab** command launches the **vi** editor, type **setenv EDITOR vi** and then press the **Return/Enter** key.
- It may be desirable to include this command in the operator's **.cshrc** file to set the **crontab** editor to **vi** as part of the environmental settings normally used routinely.
- 22 Type **crontab -e** and then press the **Return/Enter** key.
- The contents of the file are displayed, and the cursor is displayed on the first character at the upper left corner of the file.
  - If the operator has no **crontab** file on the current platform, this command opens a new one for editing.
- 23 If necessary, use the down arrow key on the keyboard to move the cursor down to a blank line.
- The cursor is displayed at the beginning of the selected line.
- 24 Type **i** to put the **vi** editor into the insert mode.
- The **vi** editor is in the insert mode, but no feedback is provided.

- 25 Type **20 2 \* \* \* /usr/ecs/OPS/CUSTOM/utilities/EcDIRollupWuFtpLogs.pl OPS -noprompt**.
- The typed entry appears to the left of the cursor.
- 26 Press the **Esc** key.
- The cursor moves one character to the left and the **vi** editor is in the command mode.
- 27 Type **:wq** and then press the **Return/Enter** key.
- UNIX displays a message identifying the number of lines and characters in the **crontab** file (stored in the directory **/var/spool/cron/crontabs**) and then displays the UNIX prompt.
- 

Although the Data Pool Access Statistics Utility scripts are intended to be run with **cron**, if it is necessary to run them from the command line, it is possible to do so. For example, if **cron** fails to complete successfully for any reason, no entry is made into the record table to indicate that a period was processed. In that event, the statistics can be captured for the missing interval by running the utility manually.

There are seven command-line parameters for use with the utility scripts (see 609 document information):

- The **<MODE>** parameter indicates the mode (must specify a valid directory path) in which the script is to run; it is mandatory, unlabeled, and must be the first parameter following the command.
- The **-noprompt** parameter optionally specifies suppression of output to the screen.
- The **-nodelete** parameter optionally prevents the flat file from being deleted upon completion of the run.
- The **-flatfile <path/file>** parameter optionally provides an alternative path/file name for the flat file produced by the parser (useful only with the **-nodelete** option).
- The **-ftp <path/file>** parameter optionally indicates an alternative ftp log path/file(s) to be used instead of the configured default path/file (for the **EcDIRollupWuFtpLogs.pl** script only). Wildcards may be used, but must be escaped (i.e., preceded with a **\**).
- The **-web <path/file>** parameter optionally indicates an alternative web log path/file(s) to be used instead of the configured default path/file (for the **EcDIRollupWebLogs.pl** script only). Wildcards may be used, but must be escaped (i.e., preceded with a **\**).
- The **-start <date>** parameter optionally indicates an alternative start date for the rollup period, using the format **MM/DD**, and may be used to process a previously uncovered period.

With the exception of the mandatory **<MODE>** parameter, which must appear first after the command, the other parameters may be used in various orders and combinations. For example, to run without screen prompts or information, starting from December 22, and to retain the flat file, the command for accumulating statistics on web access should be entered as follows:





### 14.10.3.3 Archive Access Statistics Using the Data Pool Archive Access Statistics Data Utility

---

- 1 Log in at the host for the Data Pool database (e.g., x4dbl01).
  - 2 To change directory to the directory containing the Data Pool Archive Access Statistics Data Utility, type the following:  
**cd /usr/ecs/<MODE>/CUSTOM/dbms/DPL** and then press the **Return/Enter** key.
    - The working directory is changed to **cd /usr/ecs/<MODE>/CUSTOM/dbms/DPL**.
  - 3 Type the following:  
**DIbArchiveAccessStat <MODE> <STARTDATE> <STOPDATE> <ARCHIVEDIR> <USERNAME> <SERVER> <DBNAME>** and then press the **Return/Enter** key.
    - **<MODE>** is the mode in which the utility is being executed (e.g., OPS, TS1, TS2).
    - **<STARTDATE>** is the start date time range, in format **yyyymmdd**, for the data to be archived.
    - **<STOPDATE>** is the stop date time range, in format **yyyymmdd**, for the data to be archived.
    - **<ARCHIVEDIR>** is the absolute path where the generated ASCII files are to be stored.
    - **<USERNAME>** is the Sybase login name.
    - **<SERVER>** is the Sybase Server for the Data Pool database (e.g., x4dbl01\_srvr).
    - **<DBNAME>** is the name of the Data Pool database (e.g., DataPool OPS).
    - The script displays a prompt for entry of the password for the Sybase login.
- NOTE:** The step that follows may require input from the Database Administrator.
- 4 Type **<password>** and then press the **Return/Enter** key.
    - The script runs and the Archive Access Statistics Utility log file **DIbArchiveAccessStat.log** records errors, warnings, and information about utility events. The log is written to the directory **/usr/ecs/<MODE>/CUSTOM/logs**.
- 

To run the Data Pool Delete Access Statistics Data Utility, use the following procedure.

### 14.10.3.4 Delete Access Statistics Using the Data Pool Delete Access Statistics Data Utility

---

- 1 Log in at the host for the Data Pool database (e.g., x4dbl01).
- 2 To change directory to the directory containing the Data Pool Delete Access Statistics Data Utility, type the following:  
**cd /usr/ecs/<MODE>/CUSTOM/dbms/DPL** and then press the **Return/Enter** key.
  - The working directory is changed to **cd /usr/ecs/<MODE>/CUSTOM/dbms/DPL**.

- 3 Type the following:  
**DIDbDeleteAccessStat** <MODE> <STARTDATE> <STOPDATE> <USERNAME>  
 <SERVER> <DBNAME> and then press the **Return/Enter** key.
- <MODE> is the mode in which the utility is being executed (e.g., OPS, TS1, TS2).
  - <STARTDATE> is the start date time range, in format *yyyymmdd*, for the data to be deleted.
  - <STOPDATE> is the stop date time range, in format *yyyymmdd*, for the data to be deleted.
  - <USERNAME> is the Sybase login name.
  - <SERVER> is the Sybase Server for the Data Pool database (e.g., x4dbl01\_srvr).
  - <DBNAME> is the name of the Data Pool database (e.g., DataPool\_OPS).
  - The script displays a prompt for entry of the password for the Sybase login.

**NOTE:** The step that follows may require input from the Database Administrator.

- 4 Type <password> and then press the **Return/Enter** key.
- The script runs and the Delete Access Statistics Utility log file **DIDbDeleteAccessStat.log** records errors, warnings, and information about utility events. The log is written to the directory **/usr/ecs/<MODE>/CUSTOM/logs**.
- 

To run the Data Pool Restore Access Statistics Data Utility, use the following procedure.

### 14.10.3.5 Restore Access Statistics Using the Data Pool Restore Access Statistics Data Utility

---

- 1 Log in at the host for the Data Pool database (e.g., x4dbl01).
- 2 To change directory to the directory containing the Data Pool Restore Access Statistics Data Utility, type **cd /usr/ecs/<MODE>/CUSTOM/dbms/DPL** and then press the **Return/Enter** key.
- The working directory is changed to **cd /usr/ecs/<MODE>/CUSTOM/dbms/DPL**.
- 3 Type **DIDbRestoreAccessStat** <MODE> <STARTDATE> <STOPDATE> <ARCHIVEDIR> <USERNAME> <SERVER> <DBNAME> and then press the **Return/Enter** key.
- <MODE> is the mode in which the utility is being executed (e.g., OPS, TS1, TS2).
  - <STARTDATE> is the start date time range, in format *yyyymmdd*, for the data to be restored.
  - <STOPDATE> is the stop date time range, in format *yyyymmdd*, for the data to be restored.
  - <ARCHIVEDIR> is the absolute path of the storage location for the ASCII files containing the data to be restored.

- *<USERNAME>* is the Sybase login name.
- *<SERVER>* is the Sybase Server for the Data Pool database (e.g., x4dbl01\_srvr).
- *<DBNAME>* is the name of the Data Pool database (e.g., DataPool\_OPS).
- The script displays a prompt for entry of the password for the Sybase login.

**NOTE:** The step that follows may require input from the Database Administrator.

**4** Type *<password>* and then press the **Return/Enter** key.

- The script runs and the Archive Access Statistics Utility log file **DIDbRestoreAccessStat.log** records errors, warnings, and information about utility events. The log is written to the directory */usr/ecs/<MODE>/CUSTOM/logs*.
- 

#### 14.10.4 Using the Batch Insert Utility

The Batch Insert Utility allows operators to specify Data Pool insert for granules residing in the ECS archive, as well as data from outside ECS (non-ECS granules). The utility queues the granules up for dispatch by the Data Pool Action Dispatcher (DPAD) for insertion by the Data Pool Insert Utility (DPIU). It accepts either a list of ECS granule identifiers or a list of non-ECS names; the list can be provided either as an input file or as standard input. A label identifying a batch of granules is specified as a command-line parameter, using the option **-label**, so that operators can monitor a batch with the DPM GUI.

Granules to be inserted can also be linked to a theme, using the option **-theme**. In fact, the Batch Insert Utility can also be used with that option to link granules already present in the Data Pool to a theme, or to additional themes. However, it is important to note that if the granules were originally inserted into the Data Pool using the Batch Insert Utility, you must use a different batch label when linking the granules to the theme than was used for the original insert. This is necessary because the Batch Insert Utility is designed to reject inserts that are in a batch with a label identical to one for which granules are already being processed. So, even if the batch has been inserted, if the inserts are still in the queue (e.g., with a status of **Completed**), you cannot run another batch with the same label to link them to a theme.

The following procedure is applicable.

##### 14.10.4.1 Perform Batch Insert of Data into the Data Pool

---

**1** Log in at the machine where the Data Pool Batch Insert Utility is installed (e.g., x4dpl01

**NOTE:** The login must be as either **cmshared** or **allmode** to ensure correct permissions.

**2** To change to the directory for starting the Batch Insert Utility, type the following:  
**cd /usr/ecs/<MODE>/CUSTOM/utilities** and then press the **Return/Enter** key.

- The working directory is changed to */usr/ecs/<MODE>/CUSTOM/utilities*.

3 At the UNIX prompt, type the command to start the Batch Insert Utility, in the form of the following.

**EcDIBatchInsert.pl** <MODE> **-ecs -nonecs -file** <pathname> *options* then press the **Return/Enter** key.

- The following examples show valid command-line entries for initiating the Batch Insert Utility:
  - **EcDIBatchInsert.pl** <MODE> **-ecs -file** /home/cmshared/<filename> (to add actions to the action insert queue for all ECS granules specified by granule IDs in the specified file. Because the command does not specify a **-label** parameter, the label is formed from the first 16 characters of the input file name).
  - **EcDIBatchInsert.pl** <MODE> **-nonecs -file** /home/cmshared/<filename> **-label Chig\_volcano -theme “Chiginagak Volcano 2002”** (to add actions to the insert action queue for all non-ECS granules specified by XML pathnames in the specified input file, with all granules linked with the theme name **“Chiginagak Volcano 2002”** in the Data Pool database).
  - The theme name must already be in the Data Pool database in the DIThemes table; if necessary, use the DPM GUI Manage Themes tab to define the theme before running the batch insert.
  - You can use Batch Insert with the **-theme** option to link granules already in the Data Pool to a theme, but if the granules were originally inserted using the Batch Insert Utility, you must use a different batch label than was used for the original insert; otherwise, the insert of the theme links may be rejected.
  - **EcDIBatchInsert.pl** <MODE> **-ecs -file** /home/cmshared/<filename> **-mdonly** (to add actions to the action insert queue for all ECS granules specified by granule IDs in the specified file, but insert metadata only. Because the command does not specify a **-label** parameter, the label is formed from the first 16 characters of the input file name).
  - **EcDIBatchInsert.pl** <MODE> **-ecs -file** /home/cmshared/<filename> **-rpriority 255** (to add actions to the action insert queue for all ECS granules specified by granule IDs in the specified file, and to set their retention priority to 255. Because the command does not specify a **-label** parameter, the label is formed from the first 16 characters of the input file name).
  - **EcDIBatchInsert.pl** <MODE> **-ecs -file** /home/cmshared/<filename> **-rpriority 255 -rperiod 10 -dpriority 5** to add actions to the action insert queue for all ECS granules specified by granule IDs in the specified file, and to set their retention priority to 255 and their retention period to 10 days, with dispatch priority set to 5. Because the command does not specify a **-label** parameter, the label is formed from the first 16 characters of the input file name).

- The Batch Insert Utility runs and events and errors are recorded in the Batch Insert Utility log file **EcDIBatchInsert.log**.
- 

### 14.10.5 Running the Most Recent Data Pool Inserts Utility

The **Most Recent Data Pool Insert Utility (EcDIMostRecentInsert)** lists the most recent additions to the Data Pool. The output of the utility is a set of files that a user could download and quickly inspect to identify recent additions to the Data Pool.

The utility takes in a date command-line parameter indicating the day of interest to the user. Files inserted into Data pool on the specified day are subsequently listed in the output files. If no date is provided, the utility uses the preceding day as a default with a time range of midnight to midnight.

The Most Recent Data Pool Insert Utility normally runs as a cron job. However, if it is necessary to run the utility from the command line it is possible to do so.

The procedure for running the Most Recent Data Pool Insert Utility is based on the following assumptions:

- Data Pool database server is running.
- Data Pool database is available.
- Stored procedures are present.

#### 14.10.5.1 Running the Most Recent Data Pool Inserts Utility

---

- 1 Log in at the host where the Most Recent Data Pool Inserts Utility is installed (e.g. x4dpl01).
- 2 Type `cd /usr/ecs/<MODE>/CUSTOM/utilities`, then press the **Return/Enter** key.
- 3 Type `EcDIMostRecentInsert.pl <MODE> -insertDate <YYYY/MM/DD>` and then press the **Return/Enter** key.
  - `<MODE>` is the mode in which the utility is being executed (e.g., OPS, TS1, or TS2).
  - `-insertDate` is an optional parameter specifying date of user's interest . If the date parameter is not specified, the preceding day's date is used as the default value.
  - For example, if today were July 11, 2005, the following command:`EcDIMostRecentInsert.pl OPS` would generate files concerning additions to the Data Pool between midnight July 9, 2005 and midnight July 10, 2005.
  - The Most Recent Data Pool Inserts Utility runs and generates a set of files:
  - One file, named `DPrecentInserts_<YYYYMMDD>`, is located at the top-level Data Pool directory. It contains distinct GroupID, ShortName, and VersionID. For example, the file `DPrecentInserts_20051102` in directory `/datapool/OPS/user` might contain the following types of entries:

```

START_FILE: Entries:: 7
GROUP_ID SHORT_NAME VERSION_ID
MOAT MOD02QKM 077
MOAT MYD02OBC 077
MOAT MYD02QKM 077
MOAT MYD35_L2 077
TEST3 MOD35_L2 077
END_FILE: Written 7

```

- There is a file in each of the collection-level directories named `DPrecentInserts_<ShortName>_<VersionID>_<YYYYMMDD>`. The files contain `SHORTNAME`, `VERSION_ID`, and `RELATIVE_PATH`. For example, the file `DPrecentInserts_MYD35_L2_077_20051102` in directory `/datapool/OPS/user/MOAT/MYD35_L2.077` might contain the following types of entries:

```

START_FILE: FileEntries:: 616
SHORTNAME VERSION_ID RELATIVE_PATH
MYD35_L2 077 /MYD35_L2.077/2001.07.01/labtest_2019099138
MYD35_L2 077 /MYD35_L2.077/2001.07.01/labtest_2019099140
MYD35_L2 077 /MYD35_L2.077/2001.07.01/labtest_2019099237
MYD35_L2 077 /MYD35_L2.077/2001.07.01/labtest_2019099247
MYD35_L2 077 /MYD35_L2.077/2001.07.01/labtest_2019099263
[...]

```

- If it is unable to create a file at the top-level Data Pool directory, the Most Recent Data Pool Inserts Utility shuts down and logs an error message.
- If it is unable to create a file at a collection level directory, the Most Recent Data Pool Inserts Utility logs an error message and continues processing other valid directories.
- When the Most Recent Data Pool Inserts Utility runs, it creates a log file, `EcDlMostRecentInsert.log`, which records errors, warnings, and information about utility events.
- The Most Recent Data Pool Inserts Utility does not perform automatic recovery operations. If there is an execution failure as a result of database server or system shut down, rerun the script. This will create a new set of files (overwriting previous ones) listing additions to Data Pool for the specified insert date.

### 14.10.6 Running the Data Pool Collection-to-Group Remapping Utility

The **Data Pool Collection-to-Group Remapping Utility (EcDIRemap)** is a command-line utility interface that is used for reassigning a Data Pool collection to a collection group other than the one to which it was originally assigned.

The procedure for running the Data Pool Collection-to-Group Remapping Utility is based on the following assumptions:

- “Insert Enabled Flag” for the source collection has been turned off using the Data Pool Maintenance GUI
- The group to which the user is mapping the collection already exists in the Data Pool database.
- The group to which the user is mapping the collection is not the BRWS (browse) group.
- The collection to be remapped is not the Browse (Browse.001) collection.
- Data Pool database server is running.
- Data Pool database is available.
- Stored procedures are present.

There are several assumptions expected of the Data Pool Collection-to-Group Remapping Utility. The utility expects the exists of the collection in the Data Pool to which the user is mapping; it assumes that the browse collection is always located in the group “BRWS”; it also assumes the stored procedures are present. The Group Mapping utility runs only if the Data Pool database server is running and if the database is available.

#### 14.10.6.1 Running the Data Pool Collection-to-Group Remapping Utility

---

- 1 Ensure that the “Insert Enabled Flag” for the source collection has been turned off.
  - For detailed instructions refer to the **Modify an ECS Collection Using the DPM GUI** procedure (previous section of this lesson).
- 2 Log in at the host where the Data Pool Collection-to-Group Remapping Utility is installed (e.g., x4dp101).
- 3 Type `cd /usr/ecs/<MODE>/CUSTOM/utilities`, then press the **Return/Enter** key.
- 4 Type the following:  
**EcDIRemap.pl <MODE> -esdt <name> -version <version> -oldgrp <old group> -newgrp <new group >** and then press the **Return/Enter** key.
  - <MODE> is the mode in which the utility is being executed (e.g., OPS, TS1, or TS2).
  - <name> is the name of the source collection being remapped.
  - <version> is the version of the source collection version being remapped.
  - <old group> is the name of the collection group name that currently contains the collection.
  - <new group> is the name of the collection group to which the source collection is being remapped.

- 5 Example: To remap collection MOD29, Version 4, (i.e., MOD29.004) from collection group MOST to collection group MOSS, enter the following:

```
EcDIRemap.pl OPS -esdt MOD29 -version 4 -oldgrp MOST -newgrp MOSS
```

- The Data Pool database inventory would be updated to reflect the new location of the files.
  - The Data Pool Collection-to-Group Remapping Utility runs and the log file, **EcDIRemap.log**, records errors, warnings, and information about utility events.
  - The Data Pool Collection-to-Group Remapping Utility is able to recover from aborted runs by using the DIRcoveryParameters table to checkpoint its progress. In the event of an aborted run, the utility reads the recovery parameters table to determine at which point the utility left off when it aborted. This ensures that remappings that were taking place prior to the abort finish correctly. After recovery processing takes place, the utility processes the current run by acting on the latest input parameters.
- 

#### 14.10.7 Running the Data Pool Move Collections Utility

The **Data Pool Move Collections Utility (EcDIMoveCollection)** provides the DAAC Operations Staff with a command-line interface to move collections from one file system to another. The file system move is implemented as a copy operation to the new collection directory (destination), followed by removal of the old collection directory (origination) and its contents. The utility then establishes a link to the new location in place of the old directory. As a result, existing URLs are not invalidated by the move and no updated URLs need to be exported to ECHO. However, any existing URLs and file pointers become invalid from the time when the utility starts deleting the existing directories until the time the link is established. During that time the following errors could be encountered with respect to the collection being moved:

- A Data Pool ftp user clicking on a URL might experience a temporary error when trying to access files and directories. File transfers already in progress at the beginning of the deletion should complete normally.
- FTP Pull users could experience similar temporary problems trying to access links in FTP Pull directories that were established by the OMS and that point to granules in the moving collection.
- The Data Pool Web GUI returns an error if a user tries to access the collection via a bookmark. It flags the collection and does not display it as an active link on the collection drill down web page, thus temporarily preventing drill down access to the collection.
- The Data Pool insert service looks up the collection path in the Data Pool database during the insert process. The collection path is updated once the copy step is complete. Any Data Pool insert processes that looked up the copy path before it was

updated insert their granules into the old directory location. If those granules are not copied but are then removed, they become phantoms and could trigger additional errors downstream, e.g., in distribution. Alternatively, if they were not removed, they would cause the move process to fail, as the Data Pool insert service would re-create the deleted directories.

- The OMS looks up granule file locations immediately before performing an FTP Push operation. If the lookup occurs just before the collection information in the Data Pool database is updated, but the copy operation starts after the file was deleted, the FTP Push operation fails and causes an operator intervention. Since the time window between file location look up and ftp push start is small, the chances for that occurring are very small. In such cases the operator would need to resubmit the request, and since the directory entry would now have been updated, the ftp push operation would succeed.

If the preceding impacts are not acceptable, operators can suspend inserts and web access for the original file system by marking it as "unavailable" in the DPM GUI. This would also halt staging operations for that file system in OMS.

The procedure for running the Data Pool Move Collections Utility is based on the following assumptions:

- Data Pool database server is running.
- Data Pool database is available.
- Stored procedures are present.

#### 14.10.7.1 Running the Data Pool Move Collections Utility

---

- 1 Log in at the host where the Data Pool Move Collections Utility is installed (e.g., f4dpl01).
- 2 Type the following:  
**cd /usr/ecs/<MODE>/CUSTOM/utilities**, then press the **Return/Enter** key.
3. Type the following:  
**EcDIMoveCollection.pl <MODE> -shortname <shortname> -versionid <versionID> -targetfs <path> [ -verbose ]** and then press the **Return/Enter** key.
  - **<MODE>** is the mode in which the utility is being executed (e.g., OPS, TS1, or TS2).

**NOTE:** When the utility is run in OPS mode an operator prompt is displayed to prevent any accidental loss of data.

- **<shortname>** is the shortname of the collection being moved. It is a mandatory parameter.
- **<versionID>** is the version identifier of the collection being moved. Leading zeros must **not** be included. **-versionid** is a mandatory parameter.

- *<path>* is the relative path to the target file system (the file system to which the collection is being moved). Note that all Data Pool file systems must be mounted under the Data Pool root (e.g., /datapool/OPS/user). This parameter is mandatory.
- **-verbose** is an optional parameter. When **-verbose** is specified, some information is displayed on the screen and detailed information is written to the utility's log. Nonverbose is the default.

4 Example 1: Move collection MODVOLC, Version 1, (i.e., MODVOLC.001) from its current directory as specified in the database to the new filesystem fs1. The collection would be moved from /datapool/OPS/user/MOAT to /datapool/OPS/user/fs1/MOAT

**EcDIMoveCollection.pl OPS -shortname MODVOLC -versionid 1 -targetfs fs1 -verbose**

- The Data Pool Move Collections Utility runs and the log file, **EcDIMoveCollection.log**, records errors, warnings, and information about utility events.
- The Data Pool Move Collections Utility is from an execution failure caused by situations such as system faults or database errors leaving all or some of the file moves unprocessed.
  - At startup the utility determines whether or not an execution failure has occurred. If there has been an execution failure, the utility prompts the operator as to whether or not to attempt recovery. If the operator chooses to recover, the utility completes the processing of file moves that were left unprocessed in the previous run. Upon completion of the recovery, the utility runs again with the current command-line parameters.
  - An operator may not wish to recover (e.g. if the target filesystem has become corrupted or full). In this case, recovery is not attempted, and the utility runs with the current command-line parameters. The moveFlag is automatically reset to “N”. Any files that were copied to the target file system that experienced the failure would have to be deleted manually.

#### 14.10.8 Running the Data Pool Hidden Scrambler Utility in Rename Mode

In Synergy V a new capability was introduced whereby the Data Pool Insert Service stores granules that are staged to the Data Pool for ordering purposes only in separate directories whose contents are not visible to anonymous ftp users. Order-only granules were accessible by the general public.

When an order-only granule is subsequently inserted via a “normal” Data Pool insert, it becomes a normal Data Pool granule, and the Data Pool Insert Service moves it from the hidden directory to the appropriate place in the public directory structure. Of course, such transfers are not allowed for billable or restricted granules. DAACs should not and generally do not insert granules from billable collections into the Data Pool, and the Data Pool Insert Service performs

various checks (including examination of the DFA flag) to prevent the insert of granules that are flagged as “Hidden” or “Restricted” in ECS.

To decouple Data Pool and OMS file references, ordered granules are always represented in the hidden directory structure, either by files (if the granule is not in the public Data Pool) or by links pointing to the public files (if the granule is in the public Data Pool). Whenever a granule is converted from an order-only to a public Data Pool granule, its files are moved and links are left behind in the order only directories. Although a “metadata only” granule would be considered public, its science file would remain inaccessible (i.e., it would never be in the public Data Pool).

The hidden directory structure is below the FTP root because of the need to support FTP Pull access to ordered data. To hide the directories, the FTP root contains a directory that serves as the root for the hidden directory structure. (The directory is directly below the file system level, i.e., at the level of the Data Pool collection groups.) While it is impossible to hide that directory from view, it and all directories below it are configured in such a manner that their contents cannot be listed via ftp, in effect hiding all lower-level directories as well as their contents from public view.

The hidden directory structure mimics the public Data Pool directory structure (i.e., it is organized by collection group and collection); however, the hidden directory structure uses encrypted directory names so the pathnames cannot be guessed, preventing anonymous ftp users from switching into a hidden directory via the `cd` command. The Data Pool Hidden Scrambler Utility (EcDIHiddenScrambler.pl) allows the DAAC to re-encrypt directory names during system maintenance periods (i.e., during Data Pool down time), either on a regular basis or when intrusion is suspected.

Other Data Pool utilities (e.g., Data Pool collection move and re-map utilities) have been changed to the extent that they rely on the pre-Synergy V directory naming conventions so they can deal with granules in the hidden directory structure.

In Synergy V, OMS takes responsibility for removing order-only data from the Data Pool when they are no longer needed. However, the responsibility for cleaning up the public Data Pool remains with the Data Pool Cleanup Utility.

It is essential that the names of the hidden directory names do not become public knowledge. An external user could use knowledge of directory names and clever guessing of file names to download from them via anonymous ftp. The Data Pool cannot prevent this because it is necessary to allow ftp pull download from the directories via anonymous ftp. However, the Data Pool log analyzer will detect any attempt to access the hidden directories directly and will send an e-mail message to a DAAC-configured address to report security breaches. When that occurs, the DAAC should shut down ftp access to the Data Pool as soon as possible and run the Data Pool Hidden Scrambler Utility, which generates a new set of hidden directory names and updates the existing data holdings.

The Data Pool Collection-to-Group Remapping Utility will move the hidden collection directories when it moves the public collection directories. The Data Pool Move Collections Utility may also move the hidden directories for a collection depending on whether the order-

only files are in the same file system as the public collection or are in a designated file system of their own.

The Data Pool Hidden Scrambler Utility (EcDIHiddenScrambler.pl) can be run in either of the following two modes:

- Transition.
- Rename.

In transition mode the utility generates hidden directory names and corresponding database entries for every collection defined for Data Pool in the affected operating mode. The transition mode can be used while Data Pool is up. The utility should be run in transition mode only once; i.e., the first time the utility is run in any given operating mode. Because transition mode is not used during normal operation, it is not described in any detail in this section.

In rename mode the utility re-encrypts all of the hidden directory names. This involves updates to the directory in the file system and to the database. Links from the FtpPull area (and elsewhere) are preserved. Re-encryption must be done during DAAC downtime only.

If the Data Pool Hidden Scrambler Utility is interrupted during execution, upon restart it detects failures from the previous run and continues processing the directories and files that were left unprocessed in the previous run. The operator is given no choice as to recovery. Recovery proceeds so that the Data Pool inventory and disk files will not be left in a corrupted state.

The procedure for running the Data Pool Hidden Scrambler Utility in rename mode starts with the assumption that the Data Pool is down for maintenance (no orders being processed, no external access to the Data Pool for downloading data, etc.).

**THE DATA POOL HIDDEN SCRAMBLER UTILITY SHOULD BE RUN IN TRANSITION MODE ONLY ONCE; I.E., THE FIRST TIME THE UTILITY IS RUN IN ANY GIVEN OPERATING MODE. IN NORMAL OPERATIONS, THE DATA POOL HIDDEN SCRAMBLER UTILITY IS RUN IN RENAME MODE.**

#### **14.10.8.1 Running the Data Pool Hidden Scrambler Utility in Rename Mode**

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**NOTE:** In normal operations, the Data Pool Hidden Scrambler Utility is run in rename mode whenever hidden directory intrusion is detected/suspected. In addition, it is recommended that the Data Pool Hidden Scrambler Utility be run in rename mode on a scheduled basis (e.g., monthly) at the DAAC's discretion.

- 1** Log in at the machine where the Data Pool Hidden Scrambler Utility is installed (e.g., x4dpl01).
  - The script must be run from a user account with privileges to rename directories on the Data Pool.
- 2** Type `cd /usr/ecs/<MODE>/CUSTOM/utilities` then press **Return/Enter**.
  - Change directory to the directory containing the Data Pool Hidden Scrambler Utility script (e.g., EcDIHiddenScramblerDataPool.pl).

- **<MODE>** will most likely be one of the following operating modes:
  - OPS (for normal operation).
  - TS1 (for SSI&T).
  - TS2 (new version checkout).
- Note that the separate subdirectories under /usr/ecs apply to different operating modes.

**3** To perform a “rename” run, at the UNIX prompt enter:

**EcDIHiddenScramblerDataPool.pl <MODE>**

OR

**EcDIHiddenScramblerDataPool.pl <MODE> -collgroup <collgroup>**

OR

**EcDIHiddenScramblerDataPool.pl <MODE> -shortname <shortname> -versionid <versionid>**

- **<collgroup>** is a particular Data Pool collection group with collection directories to be renamed using the Hidden Scrambler Utility. If the **–collgroup** parameter is specified, the **-shortname** and **–versionid** parameters may not be used. If not all directories for collections within a collection group are to be renamed, run the Hidden Scrambler Utility using the **–shortname** and **–versionid** parameters to rename the directory for each affected collection.
- **<shortname>** is the name of a particular Data Pool collection, the directory for which is to be renamed using the Hidden Scrambler Utility. If the **–shortname** parameter is specified, the **-versionid** parameter must be specified too. If the **–shortname** parameter is specified, the **-collgroup** parameter may not be used.
- **<versionid>** is the version ID of a particular Data Pool collection, the directory for which is to be renamed using the Hidden Scrambler Utility. If the **-versionid** parameter is specified, the **–shortname** parameter must be specified too. If the **-versionid** parameter is specified, the **-collgroup** parameter may not be used.
- The following examples show valid command-line entries for a “rename” run of the Hidden Scrambler Utility:

**EcDIHiddenScramblerDataPool.pl OPS**

- The Hidden Scrambler Utility performs rename processing (re-encrypts the hidden directory names) for all collection groups and all collections in the Data Pool in OPS mode.

**EcDIHiddenScramblerDataPool.pl OPS -collgroup MOAT**

- The Hidden Scrambler Utility performs rename processing (re-encrypts the hidden directory names) in OPS mode for the MOAT collection group, including all collections in the MOAT collection group.

**EcDIHiddenScramblerDataPool.pl OPS -shortname AST\_L1B  
-versionid 3**

- The Hidden Scrambler Utility performs rename processing (re-encrypts the hidden directory names) in OPS mode for the AST\_L1B.003 collection. [Note that the hidden directory name of the corresponding collection group (ASTT) would not be re-encrypted.]
  - If applicable, usage errors (e.g., failure to specify a mode) are displayed on the terminal screen.
  - The Data Pool Hidden Scrambler Utility records events and errors in the **EcDIHiddenScrambler.log** (in the /usr/ecs/<MODE>/CUSTOM/logs directory). If the log file exists already, the new information is automatically appended. If there is no existing log file named EcDIHiddenScrambler.log, the utility creates a new log file with that name.
  - The Data Pool Hidden Scrambler Utility provides a capability to recover from interruptions caused by situations such as the system faults or database errors that leave all or some of the directories unprocessed. The utility detects such failure upon the next run and continues processing the directories and files that were left unprocessed in the previous run. The operator is given no choice as to recovery. Recovery proceeds so that the Data Pool inventory and disk files will not be left in a corrupted state.
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# 15. Distribution Concepts

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## 15.1 System Overview

Data distribution is accomplished at the Distributed Active Archive Centers (DAACs). The Order Manager Subsystem (OMS) manages all orders arriving via the EWOC [EOSDIS ClearingHouse (ECHO) Web Service Distribution Language (WSDL) Ordering Component (OC)]. All data order requests received into the OMS subsystem are validated by the server, then staged in the Data Pool (DPL) storage area. The OMS manages distribution of data in two ways:

- 1 - Electronically (FTPSCP Push, FtpPull)
- 2 - Physical Media (DLT, DVD or CD)

Ftp (file transfer protocol) Pull requests, links are created from the staged files to the directory in the Data Pool storage while waiting for Ftp/Scp Push requests, the OMS Ftp Push driver directly distributes the staged data.

Physical media requests are created on the physical media by the Production Module Device (PMD). Upon successful shipment, OMS sends a Distribution Notice (DN) to the end user for both request types.

An order is considered complete when it becomes “Shipped”:

- FtpPull orders - The request status is updated to “Shipped” after the order is staged (order expires as configured by DAAC’s FtpPull retention time) and file links are made in the Data Pool storage. The DN includes an ftp link to the files.
- FtpPush and SCP orders – The request status is “Shipped” after Order Manager Server finishes pushing all the order’s associated data to its destination.
- Physical media orders - The order is shipped when the Operator updates the request status to “Shipped” through the OMS GUI.

Special orders, such as HEG (HDF-EOS to GeoTIFF) conversion tool and External Subsetter orders require further processing by the HEG Server or the External Subsetter:

- HEG orders - The Order Manager creates HEG requests, per granule, based on the original HEG order processing instructions. It then submits order to the HEG Server through the HEG API. The HEG requests are processed and returns the final output to the Order Manager Server, which then distributes the final output to the end user.
- External Subsetter Orders - The External Subsetter creates output granules which are associated with the EPD Server order. The Order Manager Server will later distribute the output granules.

The context diagram (Figure 15.1-1) shows a generalized (high-level) view of the system. The Order Manager Subsystem (OMS) architecture diagram (Figure 15.1-2) illustrates the relationship of the Order Manager with the various subsystems on both the input (order-receiving) and output (order-dispatching) sides of order management.

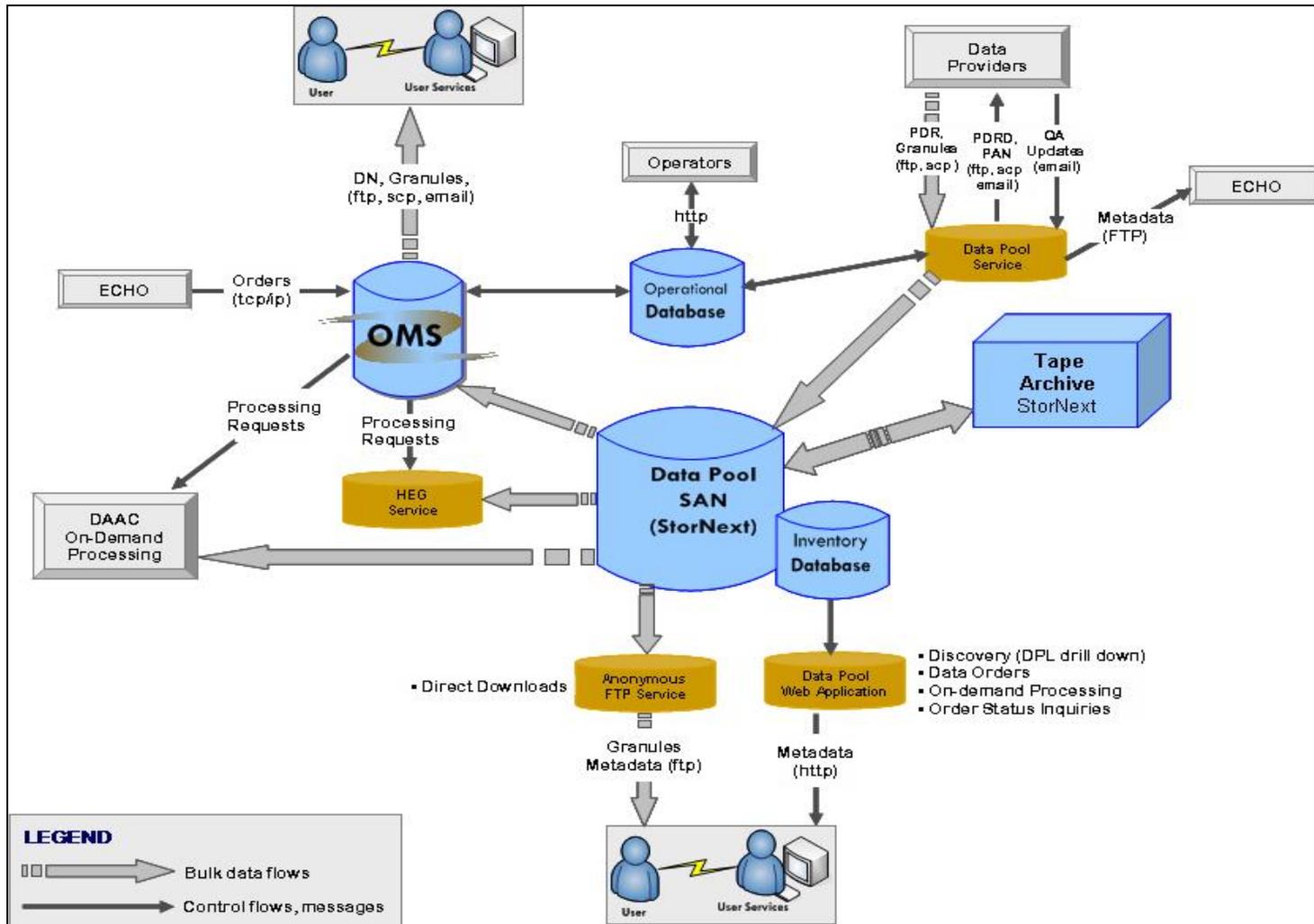


Figure 15.1-1. System Context Diagram

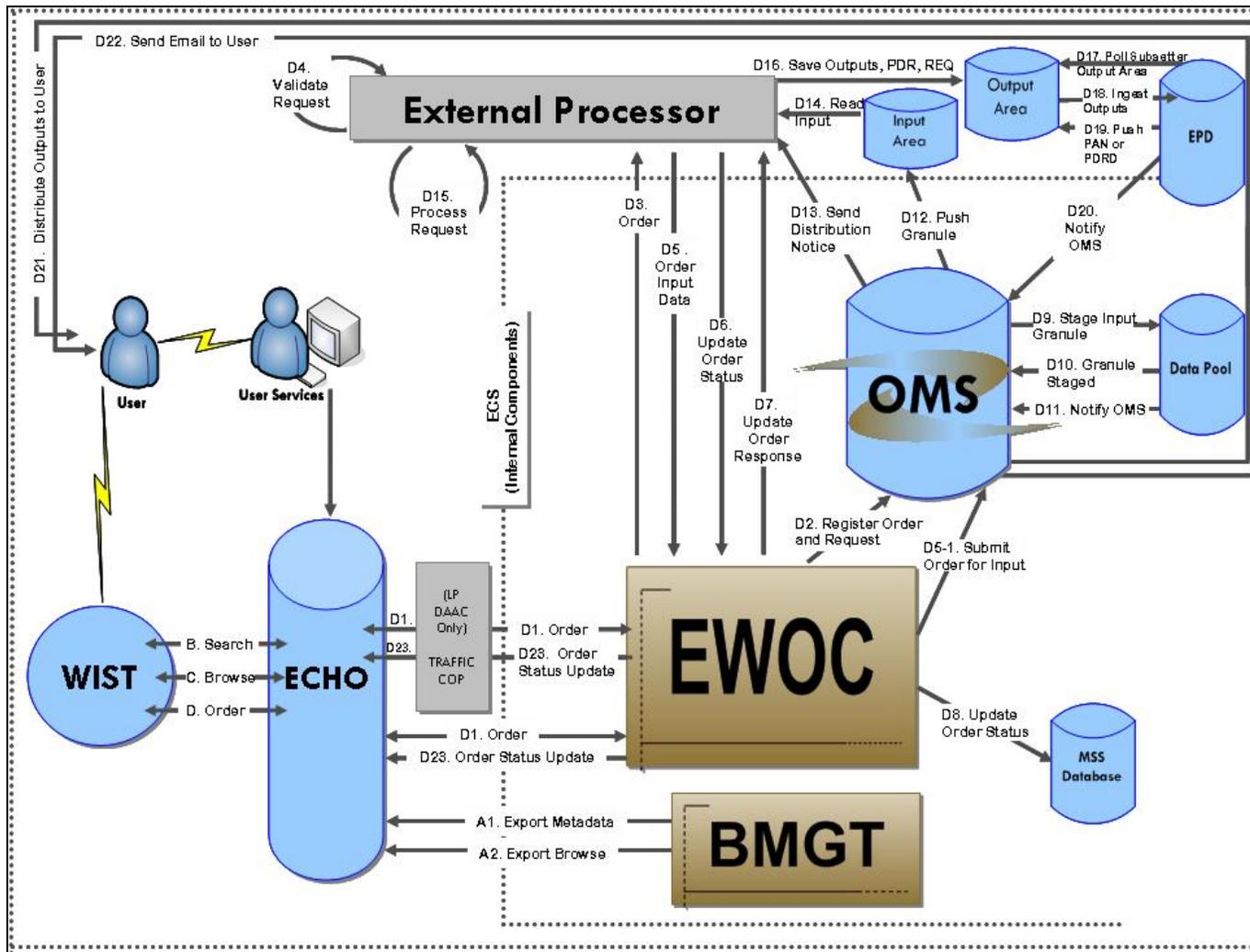


Figure 15.1-2. Order Manager Subsystem (OMS) Context Diagram

## 15.2 Order Manager Subsystem (OMS)

The Order Manager Subsystem (OMS) performs the following functions:

- Manages all the orders arriving from Warehouse Inventory Search Tool (WIST), ECHO and the External Processor via the EWOC, and the Data Pool Ingest [including hard-media orders and HDF-EOS to GeoTIFF Conversion Tool (HEG) orders.
- Performs validation of the orders it receives before submitting the applicable requests to the order-fulfilling services.
- Queues HEG requests and dispatches individual line items to HEG services, which subset the individual line items.
- OMS stages each order to Data Pool (DPL) storage (and creates links from staged files to the FtpPull directory in the Data Pool storage if the distribution type is FtpPull), distributes the order to the appropriate service depending on whether distribution type is media or Ftp/ScpPush, then sends a Distribution Notice to the end user when the order is considered shipped.
- If the distribution type is FtpPull, OMS stages each order to Data Pool storage and creates links from staged files to the FtpPull directory in the Data Pool storage.
- The OMS Bulk Browse Utility extracts the browse cross-reference and copies into the Data Pool Storage Area Network (SAN) any relevant browse granule files that don't reside there already.
  - The Bulk Browse Utility updates the file list for the granule in OMS to include the new files. Then OMS performs the remainder of the distribution as usual. To OMS the granule looks no different than any other multi-file granule. The orders that arrive via the EWOC are those that have been submitted by WIST, ECHO, or ASTER Ground Data System (GDS) users.
    - EWOC registers external processing orders with OMS.
    - EPD registers external processing outputs with OMS.
    - OMS distributes external processing outputs like any other data.
    - OMS displays external processing orders.

Order Manager Server has four major components:

- 1 - Sybase ASE Server:
  - COTS software application that handles order management-related interactions (including insertion and retrieval of data) with the Order Management database.
- 2 - Order Manager (OM) GUI:
  - GUI that allows operators to view and modify requests that the Order Manager Server has suspended that requires operator intervention.
  - In addition, the GUI allows operators to suspend, resume, cancel, resubmit, or change the priority of requests.
- 3 - Physical Media Device (Luminex):
  - Transfers products electronically via:

- FtpPush
  - FtpPull
  - SCP Requests
  - Transfers digital products to any of the following physical media types:
    - CD-ROM (compact disk)
    - DVD-ROM (digital video disk)
    - DLT (digital linear tape)
  - Prints labels and inserts for physical media distribution:
    - Tape labels.
    - CD-ROM and DVD-ROM labels (printed on the disks).
- 4 - OMS Bulk Browse Utility (ECSBBR):
- Extracts the browse cross-reference (after Data Pool has staged the ECSBBR cross-reference file in the Data Pool hidden directory structure) and copies into the Data Pool (SAN) any browse granule files that are not there already.
    - Browse granule files are copied in the original Browse format (i.e., HDF not jpeg).
  - Updates the file list for the granule in OMS to include the files copied to the Data Pool.

### **15.3 OM GUI Operator Security**

The OM GUI allows DAAC Operators to completely manage order distribution requests from a web browser. Operator GUI security offers two levels of permissions, Full and Limited Capability, for OM GUI operations. Table 15.3-1 Operator GUI Security Capabilities defines the allowable security level capabilities of the Operators within the OM GUI.

**Table 15.3-1. OM GUI Operator Security Capabilities**

| ROLE                             | CAPABILITY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Full-Capability Operator (FC)    | <ul style="list-style-type: none"> <li>• Ability to configure parameters and perform all other actions (i.e., resubmit, suspend, resume, cancel, stop distribution requests) that can be accomplished with the OM GUI.</li> <li>• Modify request parameter values associated with Operator interventions and PMD.</li> <li>• Configure, view and monitor OM's server, database and HEG parameters and orders.</li> <li>• Configure PMD devices, printers, production modules and define each media type settings.</li> <li>• Performs PMD requests actions e.g., activate, fail, annotate, confirm/fail mount media; confirm/fail media collection; activate quality check (QC); mark shipped and confirm media dismounted; confirm/mark package assembled/not assembled; print output.</li> <li>• Suspend/Resume and monitor processing queue states, staging states, current status by media type or FtpPush/SCP destination.</li> <li>• Resume suspended, define and configure ftppush/scp destinations, as well as the "policies" for those destinations.</li> </ul>                                                                         |
| Limited-Capability Operator (LC) | <ul style="list-style-type: none"> <li>• Can view most information; however some buttons and links have been disabled so it is impossible to perform certain actions or access certain pages. Capabilities are limited to basic functionality i.e., view the Distribution Request page, but can take no action.</li> <li>• View and monitor OM's server, database and HEG parameters.</li> <li>• Monitor current status, processing queue and staging states by media type or FtpPush/SCP destination.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| FC or LC Operators               | <ul style="list-style-type: none"> <li>• View and monitor for operator interventions and actions, including physical media distribution (PMD) interventions, device, printer, and production module configurations and each media type settings.</li> <li>• View lists of all detailed distribution requests i.e., ftppush/scp distribution, staging distribution, or historical distribution requests and status (suspended, shipped, staged, not in terminal state, etc).</li> <li>• Filter distribution requests by combinations of available named data fields.</li> <li>• Monitor for interventions associated with HDF-EOS to GeoTIFF Conversion Tool (HEG) processing, pending HEG granules and order status.</li> <li>• Monitor operator alerts (i.e., ftppush operations, dpl file system errors, archive server or tape errors), monitor processing queue and staging states (including by media type or ftppush/scp destination).</li> <li>• Monitor current status, processing queue and staging states by media type or FtpPush/SCP destination.</li> <li>• Get general and context-based help for all OM GUI functions.</li> </ul> |

## 15.4 Order Manager GUI

There are several key features that describe the general functionality of the Order Manager (OM) Graphic User Interface (GUI):

- The GUI is accessed through a web browser.

- 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.
- The GUI incorporates processing of physical media requests and management of HEG orders.
- The OM GUI allows operators to configure ODL metadata users, external subsetter and SCP policy.

OM GUI is certified for use with any Mozilla 5.0 based browser, e.g., Netscape 7+, Firefox 0.9+, generic “Mozilla” browsers for Linux or UNIX. 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. The ability to create popup windows must be enabled.

**Table 15.4-1. Launch Order Manager GUI - Activity Checklist**

| Order | Role                    | Task                            | Section    | Complete? |
|-------|-------------------------|---------------------------------|------------|-----------|
| 1     | Distribution Technician | Launching the Order Manager GUI | (P) 15.4.1 | 15.4.1    |

### 15.4.1 Launching the Order Manager GUI

1 To activate the OM GUI, access a terminal and logon to a host that has access to a recommended web browser:

- ▶ Type <URL> and press <Enter>
- Example URL: http://x4iil01.<DAAC\_extension>:<port>

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

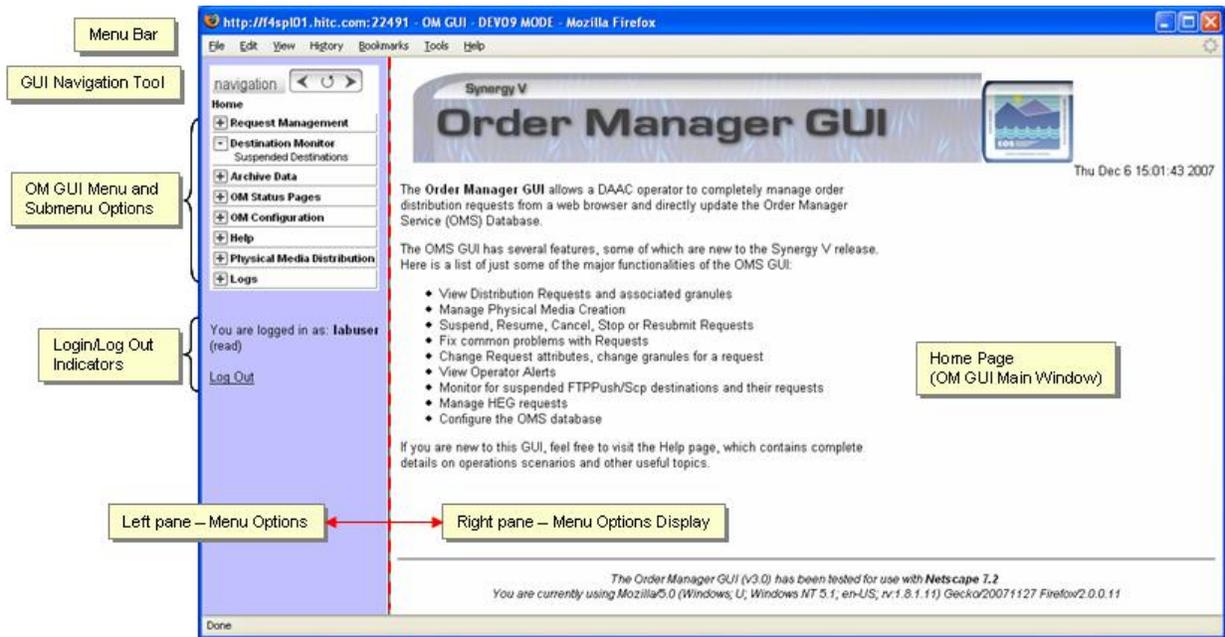
2 Type the appropriate security information in the Security Login Prompt dialog box:

- ▶ Type <User Name>, then **tab**
- ▶ Type <Password>.
- The **security login Prompt** (Figure 15.4-1) dialog box displays.



**Figure 15.4-1. Security Login Prompt**

- 3 Select the appropriate button to continue/discontinue the login process:
  - ▶ Click **OK** - to complete the log-in and dismiss the dialog box.
  - ▶ The **Order Manager GUI Home Page** (Figure 15.4-2) displays.
  - ▶ Click **Cancel** - to dismiss the dialog box without logging in



**Figure 15.4-2. Order Manager Home Page**

## 15.5 Order Manager GUI Operations

Activities (Table 15.5-1 Operator GUI Security Capabilities) for Order Management are performed using the OM GUI.

**Table 15.5-1. Operator GUI Security Capabilities**

| ORDER MANAGER GUI MENUS                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Navigation Menu Options                                                                                                                                                                                                                                                                                                                                   | Submenu Options                                                                                                                                                                                                                                                   |                                                                                                                                                                                                   |
| <b>Request Management</b> – provide options to manage all validated requests; provide interventions capabilities; and process subsetting. It also allows Operators to fix common problems with requests within the OMS GUI.                                                                                                                               | <ul style="list-style-type: none"> <li>• Open Interventions</li> <li>• HEG Interventions</li> <li>• Completed Actions &amp; Interventions</li> <li>• Distribution Requests [filter]</li> </ul>                                                                    | <ul style="list-style-type: none"> <li>• Processing Service Requests [filter]</li> <li>• FtpPush/SCP Requests [filter]</li> <li>• Staging Requests [filter]</li> <li>• Operator Alerts</li> </ul> |
| <b>Destination Monitor</b> – provide monitoring capability to suspend distributions and resume them.                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>• Suspended Destinations</li> </ul>                                                                                                                                                                                        |                                                                                                                                                                                                   |
| <b>Archive Data</b> – is the repository for all historical distributed and processed requests.                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>• Historical Distribution Requests [filter]</li> </ul>                                                                                                                                                                     | <ul style="list-style-type: none"> <li>• Historical Processing Requests [filter]</li> </ul>                                                                                                       |
| <b>OM Status Pages</b> – displays summary information of current request processing stats, i.e., suspended or active, for each media server or email. It also displays each archive server's staging status. If an incorrectly installed or unregistered server with the name service, a «No State Available» is displayed.                               | <ul style="list-style-type: none"> <li>• OM Queue Status</li> <li>• HEG Order Status</li> <li>Staging Status: <ul style="list-style-type: none"> <li>• Media Type</li> <li>• FTP Push Destination</li> <li>• SCP Destination</li> </ul> </li> </ul>               | <ul style="list-style-type: none"> <li>• Pending HEG Granules</li> <li>• DPL File System Status</li> </ul>                                                                                        |
| <b>OM Configuration</b> – allows Operator to configure aging rules for each priority level – Aging Parameters; to fine tune database and events to set database and server parameters, of which affects the entire system except partial media types – Server/Database Configuration; and to set and adjust media types attributes – Media Configuration. | <ul style="list-style-type: none"> <li>• Aging Parameters</li> <li><b>Server/Database</b> <ul style="list-style-type: none"> <li>• [All]</li> <li>• [queue], [cleanup], [email]</li> <li>• [media], [staging], [partition], [misc.], [HEG]</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Media</li> <li>• Media Creation</li> <li>• ODL Metadata Users</li> <li>• External Processing</li> <li>• FtpPush/SCP Policy</li> </ul>                    |
| <b>Help</b> – provides guidelines to using the OMS GUI.                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• About HelpOnDemand...</li> <li>• Help</li> </ul>                                                                                                                                                                         |                                                                                                                                                                                                   |
| <b>Physical Media Distribution</b> – Controls and some configurations for creating and distributing Physical Media.                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Media Creation Console</li> <li>• Device Configuration</li> <li>• Open Interventions</li> <li>• Printer Configuration</li> </ul>                                                                                         | <ul style="list-style-type: none"> <li>• PM Configuration</li> <li>• Reports</li> <li>• ESDT Configuration</li> </ul>                                                                             |
| <b>Logs</b> – A log viewer – a convenient diagnostic tool that displays all current activity in the OM GUI. Records of every running page and stored procedure are recorded in the log file located under «cgi-bin/logs» directory.                                                                                                                       | <ul style="list-style-type: none"> <li>• OM GUI Log Viewer</li> </ul>                                                                                                                                                                                             |                                                                                                                                                                                                   |

## 15.6 OM GUI – Request Management

The Operator is provided with the options to manage, monitor and control open/completed interventions. Allowing the means to provide intervention capabilities help to ensure eligible

requests from varying order sources are distributed or handled appropriately. The action to process subsetting is also available. Non-fatal errors and warnings related to data space/storage, ftppush/scp destination, and server warnings are functions handled within the OM GUI.

The Request Management submenu options will be examined using the following checklist:

**Table 15.6-1. Request Management - Activity Checklist**

| Order | Role                           | Task                                                                                                                                                                                                                                                                                                                                                                            | Section       | Complete ? |
|-------|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| 1     | <b>Distribution Technician</b> | Setting Refresh Option                                                                                                                                                                                                                                                                                                                                                          | (P)15.6.1.1.1 |            |
| 2     | <b>Distribution Technician</b> | Viewing and Responding to Open Interventions: <ul style="list-style-type: none"> <li>• Assignment of Worker</li> <li>• Manual Fail of Granule</li> <li>• Specifying a Replacement Granule</li> <li>• Changing Granule Attributes</li> <li>• Changing Granule Media Type, Priority and Formats</li> <li>• Changing Request Disposition</li> <li>• Close Interventions</li> </ul> | (P) 15.6.1.2  |            |
| 3     | <b>Distribution Technician</b> | Viewing and Responding to Open HEG Interventions: <ul style="list-style-type: none"> <li>• Assign/Change Worker</li> <li>• Fail Action on Request</li> <li>• Fail Request</li> </ul>                                                                                                                                                                                            | (P) 15.6.2.1  |            |
| 4     | <b>Distribution Technician</b> | Filtering Data on Completed Actions and Interventions Page                                                                                                                                                                                                                                                                                                                      | (P) 15.6.3.1  |            |
| 5     | <b>Distribution Technician</b> | Filtering Data on Distribution Requests Page                                                                                                                                                                                                                                                                                                                                    | (P) 15.6.4.1  |            |
| 6     | <b>Distribution Technician</b> | Filtering FtpPush/SCP Requests or Staging Distribution Requests Page                                                                                                                                                                                                                                                                                                            | (P) 15.6.5.1  |            |
| 7     | <b>Distribution Technician</b> | Filtering Processing Service Requests Page                                                                                                                                                                                                                                                                                                                                      | (P) 15.6.6.1  |            |
| 8     | <b>Distribution Technician</b> | Handling Operator Alerts                                                                                                                                                                                                                                                                                                                                                        | (P) 15.6.7.1  |            |
| 9     | <b>Distribution Technician</b> | Logging Out of OM GUI                                                                                                                                                                                                                                                                                                                                                           | (P) 15.6.8.1  |            |

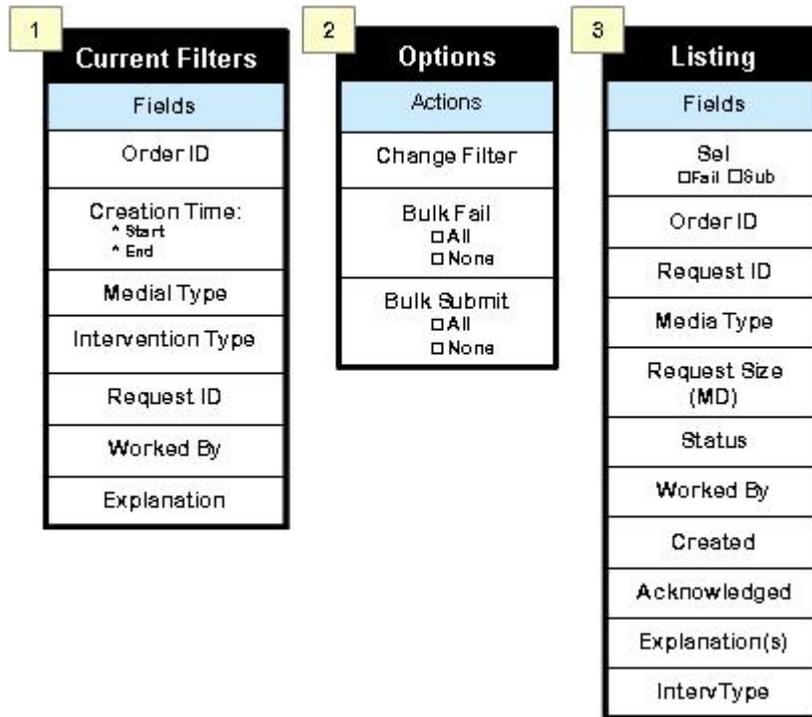
### 15.6.1 Request Management Submenu Page – Open Interventions

The **Open Interventions Page** (Figure 15.6-3) provides the full-capability Operator with a means of performing the following kinds of interventions (limited-capability operator can view, but cannot work on (respond to) open interventions.):

- Select a different granule to replace an unavailable granule.
- Fail selected granule(s).
- Disable limit checking.
- Change the distribution medium for a request.
- Resubmit, Fail, or Partition (divide) a request.

The **Open Interventions** page has three working parts:

- 1 - **Current Filters** – describes the set of pre-defined criteria (Figure 15.6-1, Frame 1) on which the list of distribution requests are to display.
- 2 - **Options** – has three features (Figure 15.6-1, Frame 2) to allow operator to:
  - **Change Filter** – define or redefine the criteria for displaying the list of distribution request on a page.
  - **Bulk Fail** – provides capability to fail “All” or “None” (checkbox) of the eligible selected intervention(s) requests on a page.
  - **Bulk Submit** – provides capability to submit “All” or “None” (checkbox) of the eligible selected intervention(s) requests on a page.
- 3 - **Listing** – captures the requested distribution output (Figure 15.6-1, Frame 3) of what is being filter.
  - The **Sel Fail Sub** column provides checkboxes to mark a single request to be submitted or failed.
  - It displays several underscored **column headings** that if clicked, will display additional information regarding the request.



**Figure 15.6-1. Open Interventions Page – Fields and Options**

The procedure for viewing request management submenu pages information on the OM GUI starts with the following assumptions:

- The OM GUI has been launched.
- The browser menu option, **Edit, Find in this Page (Ctrl+F)** features a keyword search of the data within the currently screen (page) display. When active, the Find tool (Figure 15.6-2 OM GUI Tools, Frame A) is accessible at the lower panel of page.



**Figure 15.6-2. Order Manager GUI Tools: Find (A), Navigation (B), and Refresh (C)**

### 15.6.1.1 Refresh Options on OM GUI Pages

The OM GUI pages data can be manually refreshed (updated) using the “refresh (↻)” icon on the OM GUI Navigation tool. Several OM GUI pages refreshes automatically, if “AutoRefresh” is set to the “ON” position, as often as specified by the “Refresh screen every <number> minutes” tool.

**NOTE:** This tool is found at the lower-left bottom of most OM GUI pages.

#### 15.6.1.1.1 Setting Refresh Option

---

- 1 Click **Request Management** menu option to expand its submenu.
  - 2 Click **Open Interventions** submenu option to display its page (Figure 15.6-3). Locate the **AutoRefresh Control Panel** at bottom of **Open Interventions** page.
  - 3 If applicable, click on appropriate option button of the **AutoRefresh Control Panel** to toggle control “on” or “off”.
    - **on** – useful when working with current orders/requests with frequent changes in status and most current updates are desirable.
    - **off** – useful to suspend the refresh option when processing large volume of orders/requests and it is desirable to preserve the current screen’s display.
  - 4 Change the refresh rate (assuming **AutoRefresh** is **on**):
    - ▶ Click **Refresh screen every <number> minutes** option on list arrow to display minute option.
    - ▶ Click on the desired **refresh minutes** (range 1 – 45) from list.
-

### 15.6.1.2 Viewing and Responding to Open Interventions Page

- 1 Click **Request Management** menu option to expand its submenu.
- 2 Click **Open Interventions** submenu option to display its page (Figure 15.6-3).
- 3 Observe information displayed under the **Listing** section of the page.
- 4 To set the number of rows to display on the page, modify the **Show <number>** rows at a time option:
  - ▶ Select **20** to specify the number of rows to display.

The screenshot shows the 'Open Interventions' page. At the top, there are 'Current Filters' for Order ID, Request ID, Worked By, Creation Time, Start, End, Media Type, Explanation, and Intervention Type. Below this is an 'Options' section with buttons for 'Change Filter', 'Bulk Fail', and 'Bulk Submit', along with radio buttons for 'All' and 'None'. A 'Listing' section follows, with a search bar and a 'Show 50 rows at a time' dropdown. The main part of the page is a table with 12 columns: Sel, Fail, Sub, Order ID, Request ID, Media Type, Request Size (MB), Status, Worked By, Created, Acknowledged, Explanation(s), and IntervType. The table contains 10 rows of data, each representing an intervention record.

| Sel                      | Fail                     | Sub | Order ID                   | Request ID                 | Media Type | Request Size (MB) | Status  | Worked By | Created             | Acknowledged        | Explanation(s)                                                          | IntervType            |
|--------------------------|--------------------------|-----|----------------------------|----------------------------|------------|-------------------|---------|-----------|---------------------|---------------------|-------------------------------------------------------------------------|-----------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |     | <a href="#">2000013584</a> | <a href="#">2000013940</a> | FtpPush    | 2                 | PENDING |           | Jan 9 2008 3:16PM   |                     | Failed transferring Request Canceled Transfer failed                    | Operator Intervention |
| <input type="checkbox"/> | <input type="checkbox"/> |     | <a href="#">2000013582</a> | <a href="#">2000013938</a> | FtpPush    | 2                 | PENDING |           | Jan 9 2008 12:14PM  |                     | Ftp Login Errors Request Canceled Transfer failed                       | Operator Intervention |
| <input type="checkbox"/> | <input type="checkbox"/> |     | <a href="#">2000013577</a> | <a href="#">2000013933</a> | FtpPush    | < .5              | IN-WORK | omsadmin  | Jan 9 2008 11:22AM  | Jan 9 2008 11:38AM  | FtpPush Directory does not Exist or No Write Permission Transfer failed | Operator Intervention |
| <input type="checkbox"/> | <input type="checkbox"/> |     | <a href="#">2000013566</a> | <a href="#">2000013922</a> | FtpPush    | 154               | PENDING |           | Dec 18 2007 12:48PM |                     | Request Resubmitted                                                     | Operator Intervention |
| <input type="checkbox"/> | <input type="checkbox"/> |     | <a href="#">2000013464</a> | <a href="#">2000013820</a> | DLT        | 11                | PENDING |           | Dec 18 2007 12:42PM |                     | Media Creation Stopped                                                  | Media Creation Error  |
| <input type="checkbox"/> | <input type="checkbox"/> |     | <a href="#">2000013561</a> | <a href="#">2000013917</a> | FtpPush    | < .5              | PENDING |           | Nov 27 2007 1:38PM  |                     | Ftp Login Errors Transfer failed                                        | Operator Intervention |
| <input type="checkbox"/> | <input type="checkbox"/> |     | <a href="#">2000013560</a> | <a href="#">2000013916</a> | FtpPush    | < .5              | IN-WORK | omsadmin  | Oct 18 2007 4:16PM  | Oct 25 2007 12:05PM | Failed by Operator Transfer failed                                      | Operator Intervention |
| <input type="checkbox"/> | <input type="checkbox"/> |     | <a href="#">2000013559</a> | <a href="#">2000013915</a> | FtpPush    | < .5              | PENDING |           | Oct 18 2007 4:11PM  |                     | Failed transferring Transfer failed                                     | Operator Intervention |
| <input type="checkbox"/> | <input type="checkbox"/> |     | <a href="#">2000009817</a> | <a href="#">2000010182</a> | DVD        | 154               | PENDING |           | Oct 16 2007 9:24AM  |                     | Media Creation Error                                                    | Media Creation Error  |

**Figure 15.6-3. Open Interventions Page**

- 5 Change the page display order by clicking on an underscored column heading (label):
  - ▶ Click **Created** to organize page by Creation Time, in ascending order.
  - ▶ Click a specific **Order ID** <number> to display more detailed data concerning that particular order number.
  - The **ECS Order** <number> details page (Figure 15.6-4) displays.
  - If a bundled order (where **Order Type** is **Bundled Order or BO**), the ECS Order Page includes a link to the Spatial Subscription Server GUI.

| ECS ORDER 0300083268 |                    |                  |               |
|----------------------|--------------------|------------------|---------------|
| Request ID:          | 0300081491         |                  |               |
| Order Type:          | Regular            | Start Date:      | Not available |
| Order Source:        | OmSrCliDriver      | User ID:         | ECSGuest      |
| Ext. RequestId       | Not available      | Status:          | Pending       |
| Receive Date:        | Jan 16 2007 2:07PM | Ship Date:       | Not available |
| Last Update:         | Jan 19 2007 3:58PM | Order Home DAAC: | RBD           |
| Description:         | Not available      |                  |               |

**Figure 15.6-4. ECS Order <ID> Details Page**

- ▶ Click the navigation tool **Previous Page** (◀) button, to return to the **Open Interventions** page.
- ▶ Click **Request ID** <number> to view open **Interventions For Request** <ID> details page (Figure 15.6-5), which displays additional intervention related data for the request.

Intervention For Request 0300082129

|                                             |                                        |
|---------------------------------------------|----------------------------------------|
| Order ID: 0300083871                        | User ID: labuser(labuser@eos.hitc.com) |
| Request ID: 0300082129                      | Created: Apr 17 2007 11:04AM           |
| Input Size: 119 estimated MB                | Acknowledged:                          |
| Media Type: scp                             | Request Status: Operator Intervention  |
| Priority: VHIGH                             | Metadata Format: XML                   |
| Explanation(s): Transfer failed             |                                        |
| Worked by: -no worker assigned - [ assign ] |                                        |

**Granule List**

Go directly to row  of 1 row Show  rows at a time.

[first](#) | [previous](#) | Showing 1 - 1 of 1 | [next](#) | [last](#)

| GranuleId | DPL ID               | ESDT   | Type        | In Size (MB) | Out Size (MB) | Status | Explanation                                     | Action                        |
|-----------|----------------------|--------|-------------|--------------|---------------|--------|-------------------------------------------------|-------------------------------|
| 124258    | <input type="text"/> | 157831 | AST_L1B.003 | SC           | 118.753       | FAILED | scp Copy Server is down<br>Manual fail required | Fail <input type="checkbox"/> |

Select all

**Submit Actions**

[first](#) | [previous](#) | Showing 1 - 1 of 1 | [next](#) | [last](#)

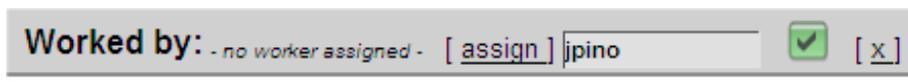
|                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p style="text-align: center; border: 1px solid red;">Request Attributes</p> <p>Change Priority to:</p> <p><input type="text" value="--"/></p> <p><input type="checkbox"/> Disable limit checking</p> <p><input type="checkbox"/> Change XML to ODL</p> <p><input type="checkbox"/> Update SCP Parameters</p> | <p style="text-align: center; border: 1px solid red;">Request Level Disposition</p> <p><input checked="" type="radio"/> Keep on hold</p> <p><input type="radio"/> Submit</p> <p><input type="radio"/> Fail Request</p> <p><input type="radio"/> Partition [ Interval: <input type="text"/> day(s) and <input type="text"/> hours ]</p> |
| <p style="text-align: center;">Operator Notes</p> <p style="text-align: center;">0 of 255 max characters</p> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div> <p style="text-align: center;"><input type="button" value="Apply"/> <input type="button" value="reset"/></p>              |                                                                                                                                                                                                                                                                                                                                        |

**Figure 15.6-5. Open Intervention For Request <ID> Page**

- 6 The **Open Intervention For Request <ID>** page (Figure 15.6-5) has four working parts:
- 1 - **Intervention For Request <number>** – provide details of the Request ID, its size, type, status, format, etc.
  - 2 - **Granule List** – details technical data of the requested granule, including its type of download (secure copy or ftp).
  - 3 - **Request Attributes** – available options to modify the characteristic of the granule being requested.
  - 4 - **Request Level Disposition** – available options to determine disposition of request.
- 7 To view the details of another Open Interventions page:
- ▶ Select the **Request Management submenu** option, **Open Interventions**.
  - The **Open Interventions detail page** dismisses.
  - The **new Open Interventions page** displays.

Request ID: Assignment of Worker

- 8 Select the underscored **Request ID <number>** on the **Open Intervention** page.
- The **Interventions For Request <ID>** page displays.
- 9 Observe the **Worked by** column information displayed in the **Open Intervention For Request <ID>** page (Figure 15.6-5):
- If User is currently working on the intervention, that userid appears in the **Worked by** field on the **Open Intervention For Request <ID>** page (Figure 15.6-5).
  - In general, working on an intervention is the responsibility of the assigned worker, unless the change is coordinated with the assignee or the assignee is unavailable (e.g., due to illness or vacation).
  - If necessary (e.g., due to illness, vacation, or prior coordination), it is possible to override the assignment of an intervention.
- 10 To assign or change worker to the **Worked by** field (Figure 15.6-6, Worker Assignment) on the Intervention For Request <ID> page perform one of the following:



**Figure 15.6-6. Worker Assignment**

- ▶ If no worker is assigned, click the **assign** link (input box displays).
- ▶ To modify/change current worker, click the **change** link (input box displays).
- ▶ Enter worker's **<employeeID>** in the input box.
- ▶ Click the **green-checked button** to confirm entry (or to cancel input).

Grandule List: Manual Fail of Granule

- 11 Observe information in the **Explanation** column of the **Granules List**. Locate a row that indicated that a **Manual fail required** by Operated is necessary. Several reasons for a fail request action may include:
- **Invalid UR/Granule Not Found** – Transfer Failed.
  - **scp Copy Server is down** – Granule failed Staging.
  - **Max Retry Reached** – Granule failed Staging.
  - **FtpPush Directory does not Exist or No Write Permission** – FtpPush Transfer failed.
  - **Archive Host Cannot be Reached** – Transfer failed.
- 12 If a granule **Explanation** column indicates, “Manual fail required”:
- ▶ Click the **Fail** checkbox (in **Action** column of the failed granule row) from the list.
  - ▶ Click the **Submit Actions** button.
  - A dialog box displays to confirm the change to the granule.

**NOTE:** “Failing” a granule is a permanent action and cannot be canceled after having been confirmed.

- ▶ Click **Ok** to confirm action.

#### Granule List: Specifying a Replacement Granule

- 13 If a granule is to be **replaced** (e.g., because of an “Invalid UR/Granule Not Found” entry in the **Explanation** column of the **Granule List**):
- ▶ Type replacement granule **Database ID (DBID)** in “**DBID**” text box

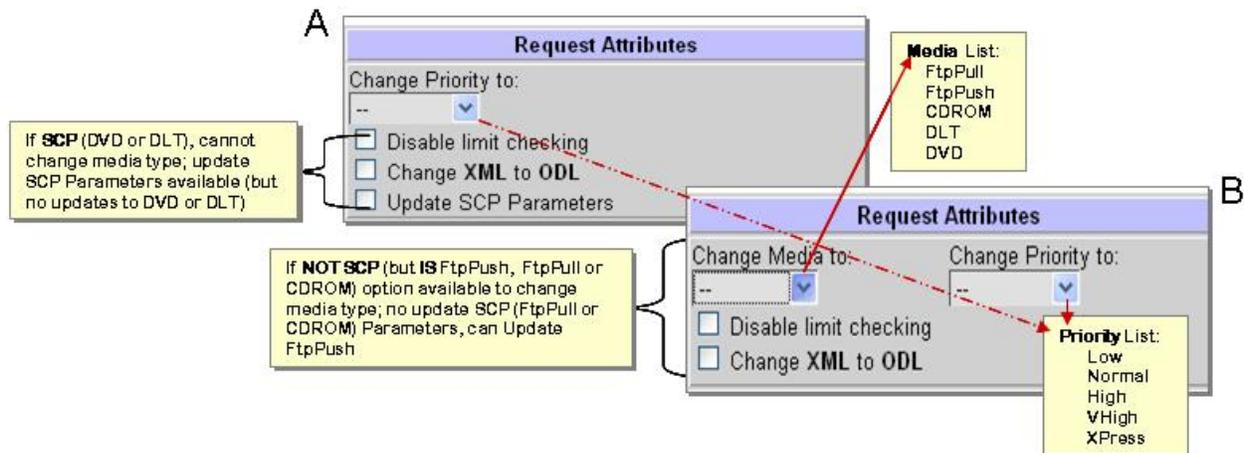
**NOTE:** Locate the replacement granule DBID.

- ▶ Click the **Apply** button (associated with the DBID)
- A dialog box displays to confirm change to granule.
- ▶ Click **OK** to confirm change.

#### Request Attributes: Changing Granule Attributes

- 14 Changing attributes (Figure 15.6-7 Request Attributes) of a granule will alter its characterization or features. Several changes to a granule attributes includes:
- **Change Priority to** – Processing order of Low, High, VHigh (VeryHigh), XPress (Express or Expedite).
  - **Change Media To** – This option allow for selection one of six (6) medium types (Figure 15.6-7B Request Attributes).
  - **Disable limit checking** – Disables/Overrides the standard media capability limits for a particular media type, specifically the non-physical medial types (i.e., ftpPush, ftpPull, SCP). This option can bypass the request size checks if the request is too small or too large.

- **Change XML to ODL** – data type conversion; the Operator will receive metadata in XML format which is the default metadata format. If changed to ODL TO XML option, then conversion to ODL format is received.
- **Update <media type> Parameters** – option allows for editing of existing selected media type when the intervention is closed. This option varies according to type of media e.g., if media type is SCP or FtpPush, this option is available; otherwise no action to update media parameters can be performed or is displayed. Example displays variation in Frames A and B of Figure 15.6-7 Request Attributes.



**Figure 15.6-7. Request Attributes**

Request Attributes: Changing Granule Media Type, Priority and Formats

- 15 If the distribution medium/media should be changed for those distribution types that are types other than SCP (Secure Copy Protocol), a list of available media types (Figure 15.6-7B Request Attributes) will display under the “Request Attributes” section:
  - ▶ Click the **Change Media to** listbox arrow to review those choices:
    - **FtpPull** (File transfer protocol – Pull Technology)
    - **FtpPush** (File transfer protocol – Push Technology)
    - **CDROM** (Compact Disk Random Operating Memory)
    - **DLT** (Digital Linear Tape)
    - **DVD** (Digital Video Display)
      - ▶ Select <medium> from list.
- 16 To change the priority of the request, a list of priorities is available in the “Change Priority to” listbox (Figure 15.6-7B):
  - ▶ Click the **Change Priority to** listbox arrow to review choices.
  - ▶ Select **Priority** from list.
- 17 To **Disable size limit** checking attribute:

- ▶ Click the Disable limit checking checkbox.
- 18 To **change the values** assigned to FtpPush parameters:
- ▶ Click the **Update FtpPush Parameters** checkbox.

**NOTE:** This option will only appear if SCP was the originally media type. When this option is checked, the operator will be prompted to change the existing SCP parameters on the next page.

Request Level Disposition: Changing Request Disposition

- 19 Changing a request disposition (Figure 15.6-8) will alter the queuing of its distribution or how it is handled. There are several options to change the level disposition:
- **Keep on hold** – Delays applying any intervention action (keeps open the intervention) and dismiss the “Open Intervention Detail” page. This action does not allow changes to the request’s attributes, but saves Operator notes and allows intervention to open at a later time (essentially, the intervention is being “saved”).
  - **Submit** – Applies any actions or changes to the intervention specified in the “Granule List” and “Request Attributes” sections of the “Open Intervention Detail” page and then dismisses the page.
  - **Fail Request** – Fails the entire request (including all associated granules) and dismiss the “Open Intervention Detail” page.
  - **Partition** – This option will start the process of partitioning a request that exceeds maximum request size. The process will perform the distribution of granules in Intervals (days and hours) over a period of time (Figure 15.6-8 Request Level Disposition).



**Figure 15.6-8. Request Level Disposition**

- 20 To **select a disposition**, click the option button (Ⓒ) from the list of dispositions.
- ▶ To Fail Request, click the **Fail Request** option button.
  - ▶ Click the **Apply** button to commit change.

**NOTE:** The Apply and Reset buttons at bottom of the Open Intervention Detail page will commit change. The “Reset” button does not cancel any changes made to the request or changes made to the DBIDs (changed or failed). It simply resets the form’s option buttons for the Request Level Disposition section to its original state.

- **Close Confirmation for Intervention** (Figure 15.6-9, Frame A) page displays.

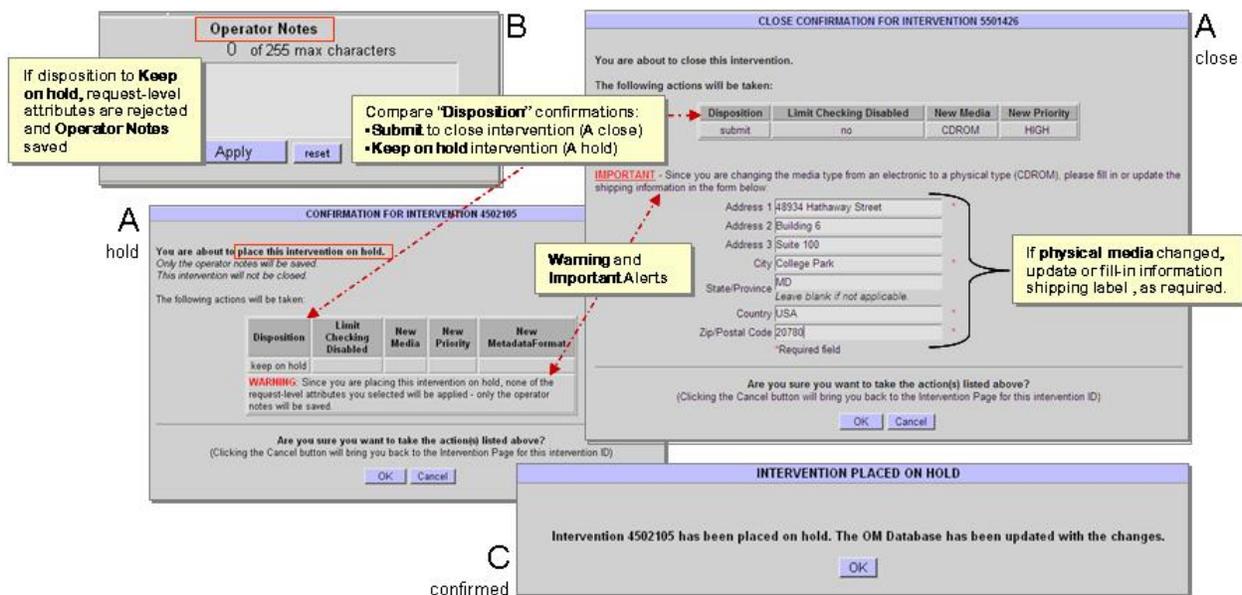
## Request Level Operator Notes: Close Interventions

**NOTE:** The Close Confirmation page displays varying actions to be taken; for example, the following types of actions may be displayed:

- **Disposition** [e.g., keep on hold, submit, fail, or partition]
- **Limit Checking Disabled** [yes, no, or blank]
- **New Media** [no, yes: (type), or blank]
- **New Priority** [no, yes: (type), or blank].

**NOTE:** If the intervention involved changing the medium from electronic to physical media, text boxes for entering shipping information displays on the Close Confirmation for Intervention page (shown in Figure 15.6-9, Frame A close). The display will indicate “placed on hold” for suspended interventions (shown in Figure 15.6-9, Frame B hold).

The Operator Notes are saved when confirmation is accepted, but will lose all noted/changed attributes.



**Figure 15.6-9. Close Confirmation for Intervention (FTP/SCP Push & Hold)**

21 If the intervention involved **changing the medium to FTP push/SCP or updating the values assigned to FtpPush/SCP parameters**, textboxes for the following FtpPush/SCP parameters are displayed on the Close Confirmation page:

- **Ftp or SCP node** [Destination host name].
- **Ftp Address** [FTP user name].
- **Password**.
- **Confirm Password**.

- **User String** [message to be sent to the user].
- **Destination Directory** [full path].

22 If a **failed request or granule(s) within a request’s partition or to modify granules in a request**, the **Close Confirmation** page (Figure 15.6-10) includes two options:

- ▶ **To append additional text** to the default e-mail message sent to the requester:
  - An **Additional e-mail text** textbox for appending text (if desired) to the standard (default notification of failure) e-mail text is displayed on the **Close Confirmation** page (shown in Figure 15.6-10).
  - ▶ **To choose not to send an e-mail message** to the requester:
    - A **Don’t send e-mail** box to suppress the sending of an e-mail message indicating request/granule failure is displayed on the **Close Confirmation** page (Figure 15.6-10).

23 If the intervention involved **changing the medium from an electronic medium to a physical medium**:

- ▶ Type **<appropriate values>** in the required text boxes for input/update to mailing/delivery label (Figure 15.6-9, Frame A close).

**CLOSE CONFIRMATION FOR INTERVENTION 9000257**

You are about to close this intervention.

The following actions will be taken:

| Disposition | Limit Checking Disabled | New Media | New Priority |
|-------------|-------------------------|-----------|--------------|
| fail        |                         |           |              |

---

**Note:** For this action, you have the option of sending out an e-mail to the user. Please add any useful comments in the box below that will be appended to the standard e-mail preamble.

You may also decline to send the email by checking the box below.

This e-mail will be sent to at .

Additional e-mail text

Don't send e-mail

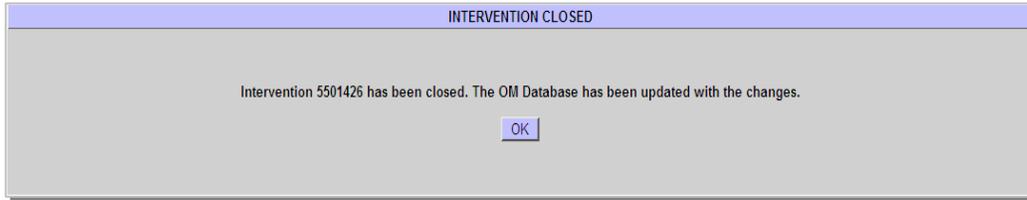
---

**Are you sure you want to take the action(s) listed above?**  
(Clicking the Cancel button will bring you back to the Intervention Page for this intervention ID)

**Figure 15.6-10. Close Confirmation for Intervention <ID> with E-Mail**

- 24 To **Close the Intervention**, click on the appropriate button from the following selections:
- ▶ **OK** - to apply the specified intervention actions (if any) and dismiss the “Intervention Closed” dialog box.
  - An **Intervention Closed** dialog box (Figure 15.6-11) displays.
    - ▶ **Cancel** - to dismiss the **Intervention Close** dialog box, without applying the specified intervention actions.

**NOTE:** A warning dialog box is displayed with the message “WARNING: The disposition and actions you have taken for this intervention will be lost. Continue?”



**Figure 15.6-11. Intervention Closed**

- 25 If a warning dialog box is displayed with the message “WARNING: The disposition and actions you have taken for this intervention will be lost. Continue?”
- ▶ **OK** - to dismiss the warning dialog box and the close confirmation.
  - The **Open Interventions** detail page returns.
- 26 To exit the **Intervention Closed** prompt and display the **Open Interventions** detail page:
- ▶ Click the **OK** button.
- 27 On the OM GUI left pane menu options, click the **Home** link to return to the **Order Manager Home** page.
- The **Order Manager Home** page (Figure 15.4-2) displays.
- 

### 15.6.2 Request Management submenu page – HEG Interventions

**HEG Interventions** processing involve “line items” and associated detail links. Although a HEG order may contain a mix of granule types (i.e., those with and without line items), an additional column will show in the granule list containing the number of line items and its details link. The **Open HEG Interventions** page (Figure 15.6-12) is a hard-coded display that provides the Operators (either full-capability or limited-capability) the option to only view HEG interventions. The **HEG Intervention For Request <ID>** page (Figure 15.6-14) provides the full-capability operator with a means of performing the following kinds of interventions:

- Assign/Change Worker
- Fail selected granule(s)
- Fail a request

## 15.6.2.1 Viewing and Responding Open HEG Interventions

- 1 Click **Request Management** menu option to expand its submenu.
- 2 Click **HEG Interventions** submenu option to display the **Open HEG Interventions** page (Figure 15.6-12).
  - The **Open HEG Interventions** page (Figure 15.6-12) displays.

| Sel                      | Fail                     | Sub | Order ID   | Request ID | Media Type | Request Size(MB) | States  | Worked By | Created            | Acknowledged | Explanation(s)                              |
|--------------------------|--------------------------|-----|------------|------------|------------|------------------|---------|-----------|--------------------|--------------|---------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |     | 0800000087 | 0800000091 | FtpPull    | 30               | PENDING |           | Sep 7 2006 1:58PM  |              | Heg Processing Error                        |
| <input type="checkbox"/> | <input type="checkbox"/> |     | 0800000088 | 0800000092 | FtpPull    | 58               | PENDING |           | Sep 7 2006 3:10PM  |              | Heg Processing Error                        |
| <input type="checkbox"/> | <input type="checkbox"/> |     | 0800000089 | 0800000093 | FtpPull    | 30               | PENDING |           | Sep 11 2006 3:04PM |              | Heg Processing Error<br>Duplicate Req. Ids: |

**Figure 15.6-12. Open HEG Interventions Page**

The **Open HEG Interventions** page has three working parts:

- 1 - **Current Filters** – describes the set of pre-defined criteria (Figure 15.6-13, Frame 1) on which the list of distribution requests are to display.
- 2 - **Options** – has three features (Figure 15.6-13, Frame 2) to allow operator to:
  - **Change Filter** – define or redefine the criteria for displaying the list of distribution request on a page.
  - **Bulk Fail** – provides capability to fail “All” or “None” (checkbox) of the eligible selected intervention(s) requests on a page.
  - **Bulk Submit** – provides capability to submit “All” or “None” (checkbox) of the eligible selected intervention(s) requests on a page.
- 3 - **Listing** – captures the requested distribution output (Figure 15.6-13, Frame 3) of what is being filtered.

- The **Sel Fail Sub** column provides checkboxes to mark request to be submitted or failed.
- It displays several **underscored column headings** that if clicked, will display additional information regarding the request.

**NOTE:** It is important to check the filter settings when opening the Open HEG Interventions page to clear filter settings from one session to another.

| 1                                  | 2                                                                            | 3                                                                 |
|------------------------------------|------------------------------------------------------------------------------|-------------------------------------------------------------------|
| <b>Current Filters</b>             | <b>Options</b>                                                               | <b>Listing</b>                                                    |
| Fields                             | Actions                                                                      | Fields                                                            |
| Order ID                           | Change Filter                                                                | Sel<br><input type="checkbox"/> Fail <input type="checkbox"/> Sub |
| Creation Time:<br>* Start<br>* End | Bulk Fail<br><input type="checkbox"/> All<br><input type="checkbox"/> None   | Order ID                                                          |
| Media Type                         | Bulk Submit<br><input type="checkbox"/> All<br><input type="checkbox"/> None | Request ID                                                        |
| Request ID                         |                                                                              | Media Type                                                        |
| Worked By                          |                                                                              | Request Size (MD)                                                 |
| Explanation                        |                                                                              | Status                                                            |
|                                    |                                                                              | Worked By                                                         |
|                                    |                                                                              | Created                                                           |
|                                    |                                                                              | Acknowledged                                                      |
|                                    |                                                                              | Explanation(s)                                                    |

**Figure 15.6-13. Open HEG Interventions – Fields and Options**

- 3 Observe information in the **Listing** section of the **Open HEG Interventions** (Figure 15.6-12) page:
  - ▶ Set the **Show <number> rows at a time** to equal **20**.
  - ▶ If **AutoRefresh** is **ON**, the **Open HEG Interventions** page refreshes automatically as often as specified in the **Refresh screen every x minutes** window. Click on the **U** icon, on the **OM GUI** navigation tool, to manually refresh.
  - ▶ The Netscape browser **Edit** → **Find in Page** menu provides keyword searches of the currently displayed data.
  - ▶ Click on an **underscored column header** of the table to sort column's content.
    - **Order ID** to sort data and line items in ascending order.
- 4 To observe detailed information for particular line item on the **Open HEG Interventions** page, click on the **associated detail link** under the column header:
  - **Order ID <number>** to display detailed data related to that particular order number.

- **Request ID <number>** to display detailed data related to the intervention for that particular request.
- The **Open HEG Intervention For Request <ID>** detail page (Figure 15.6-14) displays.

**Intervention For Request 0800013233**

Order ID: 0800014646      User ID: ECSGuest (y4@p2ins02.pvc.ecs.nasa.gov)  
 Request ID: 0800013233      Created: Apr 5 2005 2:08PM  
 Input Size: 22 estimated MB      Acknowledged:  
 Media Type: CDROM      Request Status: Operator Intervention  
 Priority: NORMAL  
 Explanation(s): HEG Processing Error  
 Worked by: - no worker assigned - [ assign ]

**Input Granule List**

Go directly to row:  of 2 rows      Show: 20 rows at a time

first | previous | Showing 1 - 2 of 2 | next | last

| GranuleID | DPL ID | ESDT      | Type | Processing Instructions | In Size (MB) | Out Size (MB) | Status | Explanation                                  | Action                        |
|-----------|--------|-----------|------|-------------------------|--------------|---------------|--------|----------------------------------------------|-------------------------------|
| 121860    | 36718  | MOD29.004 | SC   | [ View... ]             | 19.272       |               | FAILED | HEG Processing Error<br>Manual fail required | Fail <input type="checkbox"/> |
| 121861    | 38468  | MOD29.004 | SC   | [ View... ]             | 3.152        | 8.404         | STAGED |                                              |                               |

Select all       Submit Actions

first | previous | Showing 1 - 2 of 2 | next | last

**Request Level Disposition**

Keep on hold  
 Submit  
 Resubmit and retry processing of failed granules  
 Fail Request

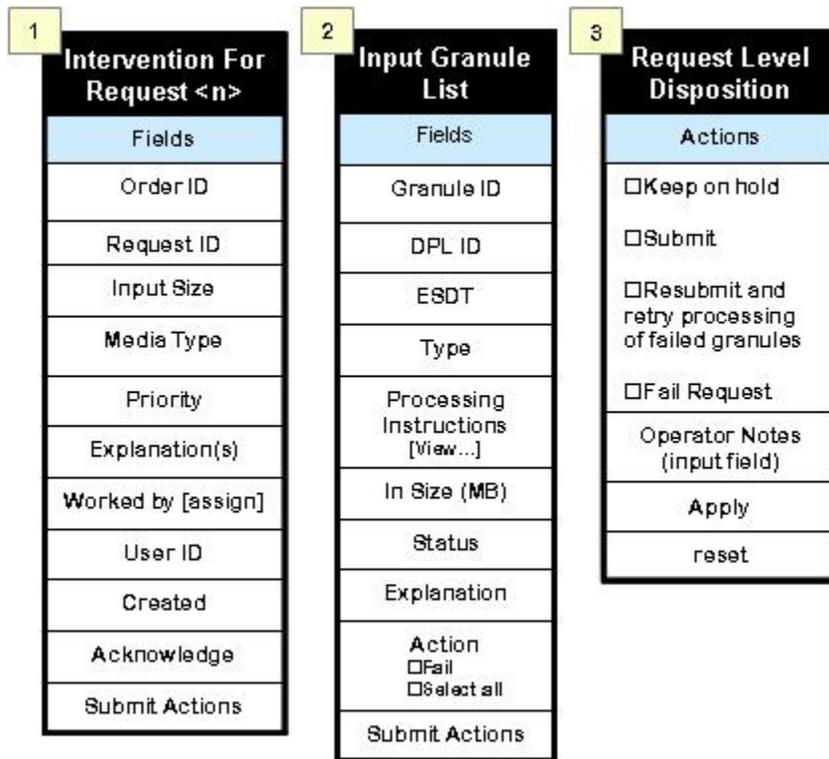
**Operator Notes**  
 0 of 255 max characters

Apply      reset

**Figure 15.6-14. Open HEG Intervention For Request <ID> Detail Page**

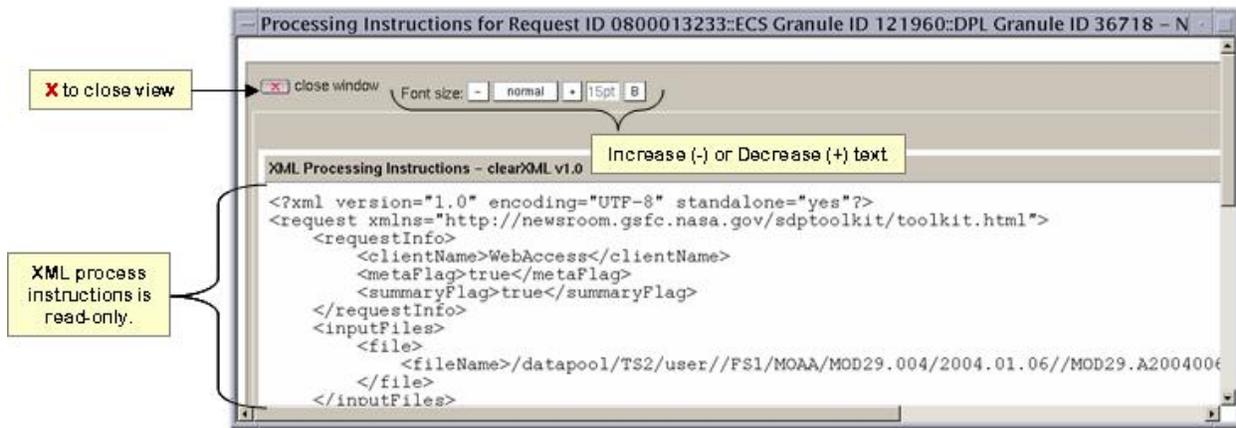
The **Interventions For Request <ID>** detail Page has three working parts:

- 1 - **Intervention For Request <number>** – displays data (Figure 15.6-15, Frame 1) that identify the attributes of the specified (filtered) request.
- 2 - **Input Granule List** – features a read-only list of input granules (Figure 15.6-15, Frame 2) which allows operator to submit action against on or more granules in list.
- 3 - **Request Level Disposition** – provides several disposition options which include the collection of Operator notes and ability to set/reset disposition of granules (Figure 15.6-15, Frame 3).



**Figure 15.6-15. Open HEG Interventions For Request <ID> Detail – Fields and Options**

- 5 From the OM GUI menu, click the **previous page icon** (◀) to return to the **Open HEG Interventions** page.
  - The **Open HEG Interventions** page (Figure 15.6-12) displays.
- 6 To view processing instructions detailed data related to a particular granule ID:
  - ▶ Click **[View...]** link associated with the specific GranuleID, under the column heading “Processing Instructions” in the **Input Granule List** section of the **Open HEG Intervention Detail** page.
  - The **Processing Instructions for Request ID** <number> displays (Figure 15.6-16).



**Figure 15.6-16. Processing Instructions Window**

- The Processing Instructions is read-only, using clearXML application.
  - Operator can use the Font size tool to increase or decrease text size of the instructions. Although the text is not modifiable, Operator can highlight text, copy and paste into a software editor.
  - To close the **Processing Instructions for Request ID <number>** window, click on the **close window** button.
- 7 Click the red **X** close window button to **close the processing instructions window** and return to the **Open HEG Interventions for Request <ID>** detail page.

Intervention For Request <number>: Assign/Change Worker

- 8 From the **Open Interventions** page, click on the desired **Request< ID>**:
- Observe the information displayed in **Worked by** input box, of the **Open HEG Intervention For Request <ID>** detail page:
  - The userid of the user currently working on the intervention appears in the **Worked by** field of the **Open HEG Intervention for Request <ID>** detail page.
  - Ensure appropriate User is assigned to work on the intervention.
- 9 To assign or reassign user to work on the intervention:
- ▶ Click on the **assign** or **change** link of the **Worked by** (input box displays).
  - ▶ Click the **change** link, to modify/change current user (input box displays).
  - ▶ Enter **appropriate worker's id** in the input box.
  - ▶ Click the **green checked button** to confirm entry (or to cancel input).

Input Granule List: Fail Action on Request

- 10 The operator can fail intervention(s) using the **checkbox** options located under the **Action** column of the **Input Granule List** section. If “fail” and/or “accept” actions are to be taken, with respect to one or more granules in the request (e.g., “fail” a granule

because of an “Invalid UR” entry in the Explanation column of the Granule List). There are two possible checkbox options that can be implemented from this section:

- **Fail** – fails an individual granule in the specified row.
- **Select All** – fails all actions for granules with Accept/Fail options.

11 To implement one or all action(s) to fail intervention(s) on the **Open HEG Interventions For Request <ID>** page:

- ▶ Select the **Fail** checkbox, on the row of a specific granule, to fail “individual” granules.
- ▶ Select the **Select all** (bulk fail) checkbox to fail “all” interventions displayed on the page.

**NOTE:** Set options in the Request Level Disposition section before submitting action.

Request Level Disposition: Fail Request

12 Select one or more of the of the following requests in the **Request Level Disposition** section:

- **Submit** - to apply any changes of failing granule(s), which are not reprocessed.
- **Keep on hold** – to delay applying any intervention action (retain as open).

**NOTE:** Placing an intervention on hold does not allow changing the request's attributes, but saves the operator notes and allows opening the intervention at a later time (essentially, the intervention is being “saved”).

- **Resubmit and retry processing of failed granules** – to submit the request with any changes and retry HEG processing of failed granules.
- **Fail Request** – to fail the entire request (including all granules) and dismiss the Open HEG Intervention Detail page.

13 Enter **Operator Notes**, if more details should be communicated concerning the request (e.g., the reason for making a particular type of intervention).

14 Click **Apply** to commit/submit action.

**NOTE:** The reset button does not cancel any changes made to the request (changed or failed). It simply resets the form buttons for the Request Level Disposition section to their original states.

- The **Close Confirmation for Intervention <ID>** displays (Figure 15.6-17)

**CLOSE CONFIRMATION FOR INTERVENTION 6500901**

You are about to close this intervention.

The following actions will be taken:

| Disposition                        | Limit Checking Disabled | New Media | New Priority |
|------------------------------------|-------------------------|-----------|--------------|
| Resubmit, retrying failed granules | no                      |           |              |

**PLEASE NOTE:** Any granules marked "failed by operator" will attempt to be reprocessed. If this is not what you wanted, go back and select the "Submit" disposition, which will permanently remove any "failed by operator" granules from the request.

---

**Are you sure you want to take the action(s) listed above?**  
 (Clicking the Cancel button will bring you back to the Intervention Page for this intervention ID)

**Figure 15.6-17. Close Confirmation for Intervention <ID> Page**

- 15 Click **OK** to complete and confirm the process of failing intervention(s) or to take action(s) listed on the closed confirmation:
  - **Intervention Closed** confirmation displays.
- 16 Click **OK** to acknowledge confirmation.
  - The **Open HEG Interventions** page is returned.

**NOTE:** Granule replacement is not permitted for a HEG intervention.

### 15.6.3 Request Management Submenu Page – Completed Actions and Interventions Filter

The Completed Action and Interventions page displays all Operators (either full-capability or limited-capability) recently closed interventions, including those that have been resubmitted, partitioned, or failed.

The **Completed Action and Interventions** page (Figure 15.6-19) displays filter results of the Operator defined options and fields (Figure 15.6-18):

| 1 | Filter                                                                                                                                                                                                                                                                                                 | 2 | filter display    |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-------------------|
|   | Options                                                                                                                                                                                                                                                                                                |   | Fields            |
|   | Intervention Type:<br><input type="checkbox"/> All<br><input type="checkbox"/> None                                                                                                                                                                                                                    |   | Order Id          |
|   | ▼ Intervention Types :<br>▪ Activate Media for QC<br>▪ Activate Request<br>▪ Assemble Package<br>▪ Collect Media for QC<br>▪ Dismount Media from Production<br>▪ HEG Error<br>▪ Media Creation Error<br>▪ Mount Media for Production<br>▪ Mount Media for QC<br>▪ Operator Intervention<br>▪ QC Failed |   | Request Id        |
|   | Worked By                                                                                                                                                                                                                                                                                              |   | User ID           |
|   | Completion Time:<br><input type="checkbox"/> Apply<br><input type="checkbox"/> Reset                                                                                                                                                                                                                   |   | Size (MB)         |
|   |                                                                                                                                                                                                                                                                                                        |   | Media             |
|   |                                                                                                                                                                                                                                                                                                        |   | Worked By         |
|   |                                                                                                                                                                                                                                                                                                        |   | Intervention Type |
|   |                                                                                                                                                                                                                                                                                                        |   | Created           |
|   |                                                                                                                                                                                                                                                                                                        |   | Completed         |
|   |                                                                                                                                                                                                                                                                                                        |   | Disposition       |

**Figure 15.6-18. Completed Action and Interventions – Fields and Options**

#### 15.6.3.1 Filtering Data on Completed Actions and Interventions Page

- 1 Click **Request Management** menu option to expand its submenu.
- 2 Click **Completed Actions and Interventions** submenu option to display its page (Figure 15.6-19).
- 3 Define the **filter criteria** as follows:
  - ▶ Select one or more **Intervention Type** from the filter section list.
  - ▶ Select an available User or All Users from the **Worked By** listbox.
  - ▶ Define the **Completion Time**.
- 4 To apply the filter, click the **Apply** button.

- The **Completed Operator Actions and Interventions** page refreshes with results.

**Figure 15.6-19. Completed Action and Interventions Page**

#### 15.6.4 Request Management Submenu Page – Distribution Requests [filter]

The Distribution Request page allows Operators (either full-capability or limited-capability) the ability to filter and view lists of all currently distributed requests processed through Order Manager from all order sources. The data distribution function will also allow the Operator to perform the following actions (on eligible requests):

- suspend new request processing
- suspend or cancel individual requests
- and change the priority of any request.

In addition to these capabilities, the Operator can view extensive details of FTP Push distribution and staging requests by selecting column links of the order id or request id.

**NOTE:** Filter settings can persist from session to session when opening the Distribution Request page.

##### 15.6.4.1 Filtering Data on Distribution Requests Page

- 1 Click **Request Management** menu option to expand its submenu.
- 2 Click **Distribution Requests [filter]** submenu option to display its.
  - The **Distribution Requests [filter]** page (Figure 15.6-20, Frame A) displays.

**RequestID displays:**

1. Distribution Request <ID> Data
2. Request Notes (↑ 2040 characters)
3. Profile Information
4. Request Granules information:
  - a) DBID
  - b) ESDT Type
  - c) Processing Instructions

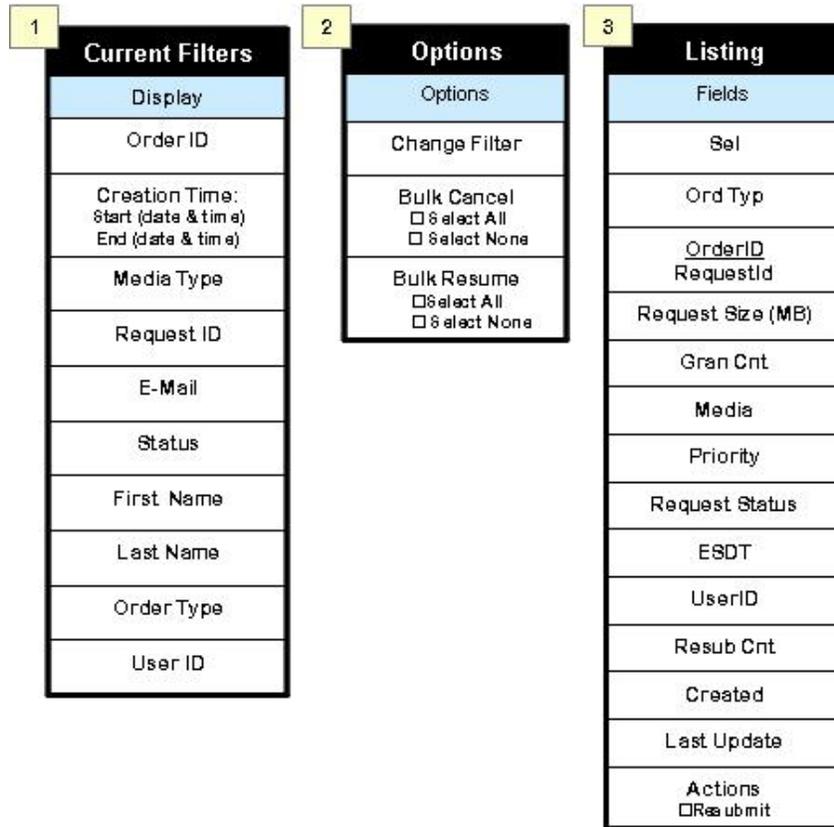
**Individual or combined filtering capability.**

**Priority:**  
 Low  
 Normal  
 High  
 WHigh  
 XPress

**Figure 15.6-20. Distribution Requests Page and Filter Window**

- 3 Observe the **Distribution Requests** page, which has three working parts:
  - 1 - **Current Filters** – displays data (Figure 15.6-21, Frame 1) by the set of pre-defined criteria specified (Figure 15.6-20, Frame B) by the Operator.
  - 2 - **Options** – has three features (Figure 15.6-21, Frame 2) to allow operator to:
    - **Change Filter** – define or redefine the criteria for displaying the list of distribution request on a page.
    - **Bulk Cancel** – provides capability to cancel “All” or “None” (checkbox) of the eligible selected requests on a page.
    - **Bulk Resume** – provides capability to submit “All” or “None” (checkbox) of the eligible selected requests on a page.
  - 3 - **Listing** – captures the distribution requests filter output (Figure 15.6-21, Frame 3):
    - The **Sel** column provides checkboxes to mark or select a single request (row) to be resubmitted, suspended or canceled.
    - **Ord Typ/Prc Mod** represents the Order Type or Processing Mode.
    - Several underscored column headings, when clicked, displays additional information regarding the details of a request.

- The **Priority** column allows Operator to change a request priority using the options listed in the drop-down listbox on a row.
- The **Actions** checkbox permits Operator to resubmit, cancel, suspend or resume eligible request(s).



**Figure 15.6-21. Distribution Requests Page – Fields and Options**

- 4 To define the filter criteria:
- Click the **Change Filter** button, in the Options area (Figure 15.6-20, Frame A).
- The **Distribution Requests Filters** window appears

- 5 Observe the **Distribution Request Filter** window, which has two working parts:
- 1 - **Individual Filters** – displays limited options (Figure 15.6-20, Frame B) to set a defined criterion specific to a request (Figure 15.6-20, Frame B). Those options are:
    - **Order ID**
    - **Request ID**
    - **E-Mail**
    - **First Name**
    - **Last Name**
- NOTE:** Operator can apply only one option of the individual filter.
- 2 - **Combined Filters** – has several options (Figure 15.6-20, Frame B) to allow operator to combine multiple criteria to define the filter.
- 6 Create a **combined filter** by performing the following:
- ▶ Select a **Start Time** (Month, Day, Year)
  - ▶ Select an **End Time** (Month, Day, Year) ensuring different that start time
  - ▶ Depressing the <Ctrl> keep, make multiple **Status Select** selections: **Cancelled, Completed processing, Pending, Shipped**
  - ▶ Select **All** for **Media Type Select** (can include CDROM, DLT, DVD, FtpPull, FtpPush, SCP (Secure Copy Protocol).
  - ▶ Select **HEG** for **Order Type Select** (can include Order types include “Regular,” “BO” (Bundled Order), and “HEG” (HDF-EOS to GeoTIFF Conversion).
  - ▶ Click **Apply Combined Filters** button to generate filter.
  - The **Distribution Requests Filters** window closes and the Distribution Requests window displays with the applied combined filter results.
- 7 Click **ECSGuest** under the UserID column to view profile information for request.
- The **PROFILE FOR ECSGuest OrderId <ID>** displays six parts of information (Figure 15.6-22).

| PROFILE FOR ECSGuest OrderId 0800001509 |                                                                                                                                                                                                                                                                                                            |                     |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Contact Information                     | <p><b>CONTACT INFORMATION</b></p> <p>Name: F Parris<br/> E-Mail address: Faye_E_Parris@raytheon.com<br/> Organization:<br/> User Verification Key:<br/> Affiliation:<br/> Project:<br/> Home DAAC:<br/> Primary area of study:</p>                                                                         | Account Information |
| Contact Address                         | <p><b>CONTACT ADDRESS</b></p> <p>Address:<br/><br/> City:<br/> State/Province:<br/> Country:<br/> Zip/Postal code:<br/> Telephone: 123-456-7890<br/> Fax:</p>                                                                                                                                              | DAR Information     |
| Shipping Address                        | <p><b>SHIPPING ADDRESS</b></p> <p>Title:<br/> First Name: F<br/> Middle Initial:<br/> Last Name: Parris<br/> Email: Faye_E_Parris@raytheon.com<br/> Address:<br/><br/> City: not supplied<br/> State/Province:<br/> Country: not supplied<br/> Zip/Postal code:<br/> Telephone: 123-456-7890<br/> Fax:</p> | Billing Address     |
|                                         | <p><b>ACCOUNT INFORMATION</b></p> <p>Date created:<br/> Expiration date:<br/> Privilege level:<br/> NASA user:<br/> Access privilege:<br/> V0 Gateway user type:<br/> V0 Gateway category:</p>                                                                                                             |                     |
|                                         | <p><b>DAR INFORMATION</b></p> <p>Aster category:<br/> DAR expedited data:</p>                                                                                                                                                                                                                              |                     |
|                                         | <p><b>BILLING ADDRESS</b></p> <p>Title:<br/> First Name:<br/> Middle Initial:<br/> Last Name:<br/> Email:<br/> Organization:<br/> Address:<br/><br/> City:<br/> State/Province:<br/> Country:<br/> Zip/Postal code:<br/> Telephone:<br/> Fax:</p>                                                          |                     |

**Figure 15.6-22. Profile for ECSGuest OrderID <ID>**

- 8 Click the navigation tool **Previous Page** (◀) button, to return to the **Distribution Requests Page**.
- 9 Click the **request <ID>** under the **Request ID** column to view the distribution request profile information, request notes, addresses (mailing, shipping, billing) and granule information for the request.
  - The **Distribution Request <ID> Profile** appears displaying its multiple parts of information (Figure 15.6-23).

| DISTRIBUTION REQUEST 2000010420 |                            |                |               |
|---------------------------------|----------------------------|----------------|---------------|
| Userid                          | ECSGuest                   | Orderid        | 2000010047    |
| E-mail                          | Faye_E_Parris@raytheon.com | Order Type     | HEG           |
| Request Size (MB)               | 0                          | Ext. Requestid | Not available |
| # Granules                      | 1                          | Priority       |               |
| # Granules Staged               | 1                          | Request Status | Shipped       |
| Receive Date/Time               | Jun 13 2007 7:55AM         | Resubmit Count | 1             |
| Start Date/Time                 | Jun 13 2007 11:32AM        | Media Type     | FtpPull       |
| Metadata Format                 | XML                        |                |               |
| Last Update                     | Jun 13 2007 11:33AM        | Resource Class | C             |
| End Date/Time                   | Jun 13 2007 11:33AM        | Actions        |               |

**RequestID** profiles specific information related to the request.

**Request Notes**

157 characters of 2040 maximum

[Operator Intervention] Date Closed: Jun 13 2007 11:31AM Worked By: omsadmin Outcome: Submit Operator/Notes: [None]

**Request Notes** displays notes up to 2040 characters.

| MAILING ADDRESS                                                                                                                                                                                                                         | SHIPPING ADDRESS                                                                                                                                                                                                                                                  | BILLING ADDRESS                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title:<br>First Name: Faye<br>Middle Initial:<br>Last Name: Parris<br>Email: Faye_E_Parris@raytheon.com<br>Organization:<br>Address:<br><br>City:<br>State/Province:<br>Country:<br>Zip/Postal code:<br>Telephone: 301-925-0776<br>Fax: | Title:<br>First Name: Faye<br>Middle Initial:<br>Last Name: Parris<br>Email: Faye_E_Parris@raytheon.com<br>Organization:<br>Address:<br><br>City: not supplied<br>State/Province:<br>Country: not supplied<br>Zip/Postal code:<br>Telephone: 301-925-0776<br>Fax: | Title:<br>First Name:<br>Middle Initial:<br>Last Name:<br>Email:<br>Organization:<br>Address:<br><br>City:<br>State/Province:<br>Country:<br>Zip/Postal code:<br>Telephone:<br>Fax: |

**Addresses** displayed for mailing, shipping and billing information.

| Request Granules                                    |                    |              |           |         |                         |  |
|-----------------------------------------------------|--------------------|--------------|-----------|---------|-------------------------|--|
| Show 20 rows at a time                              |                    |              |           |         |                         |  |
| DBID                                                | ESOT Type          | Input/Output | Size (MB) | Status  | Processing Instructions |  |
| 8983<br>DPL Granule ID: 5434                        | MOD29P1D.086<br>SC | N/A          | 0.000     | SHIPPED | View...                 |  |
| first   previous   Showing 1 - 1 of 1   next   last |                    |              |           |         |                         |  |

**Request Granules** displays attributes of the request granules.

**Figure 15.6-23. Distribution Requests <ID> Profile**

**NOTE:** The Profile For ECSGuest can also be reviewed from this window by selecting the ECSGuestID.

10 Click the **Home** link on the left pane of the OM GUI menu option to return to the **Order Manager Home** page.

- The **Order Manager Home** page (Figure 15.4-2) displays.

## 15.6.5 Request Management Submenu Page – FtpPush/SCP Requests Filters and Staging Requests Filters

The distribution requests filtering allow Operators (either full-capability or limited-capability) the ability to view extensive details of FtpPush/SCP and Staging distribution requests currently processed through Order Manager from all order sources. The limited-capability Operator is not allowed to edit FtpPush parameter values for distribution requests using the OM GUI.

The FtpPush/SCP and Staging distribution requests pages allows the Operator to:

- Change the priority of or suspend a distribution request while the requested granules are in a staged or pushed waiting state.
- Resume a request that was suspended by the OM GUI operator or while the processing of new requests by the OMS is suspended.
- Resubmit a request in a terminal state (e.g., aborted, cancelled, terminated, or shipped).
- Cancel a request that is not in a terminal state and while the requested granules are in a staged or pushed waiting state.

### 15.6.5.1 Filtering FtpPush/SCP Requests or Staging Requests Page

---

- 1 Click **Request Management** menu option to expand its submenu.
- 2 Click **FtpPush/SCP Requests [filter]** submenu option to display its page.
  - The **FtpPush/SCP Distribution Requests** page (Figure 15.6-24) displays.  
(Or to view **Staging Distribution Requests** page:
    - ▶ Click **Staging Requests [filter]** submenu option to display its page.
  - The **Staging Distribution Requests** page displays.)
- 3 To define the **filter criteria**:
  - ▶ Click on the **Change Filter** button, from the Options section of the FtpPush/SCP (or Staging) Distribution Requests page.
  - The **FtpPush/SCP (or Staging) Distribution Requests Filters** window (Figure 15.6-24, Frame A (or Frame B) appears.

4 Observe the **FtpPush/SCP (or Staging) Distribution Requests Filters** window, which has two working parts:

1 - **Individual Filters** – displays limited options (Figure 15.6-24, Frame A (or B) to set a defined criteria specific to a distribution request. Those options are:

- **Order ID**
- **Request ID**
- **E-Mail**
- **First Name**
- **Last Name**

**NOTE:** Operator can apply only one option of the individual filter.

2 - **Combined Filters** – has several options (Figure 15.6-24, Frame A (or B) to allow operator to combine multiple criteria to define the filter.

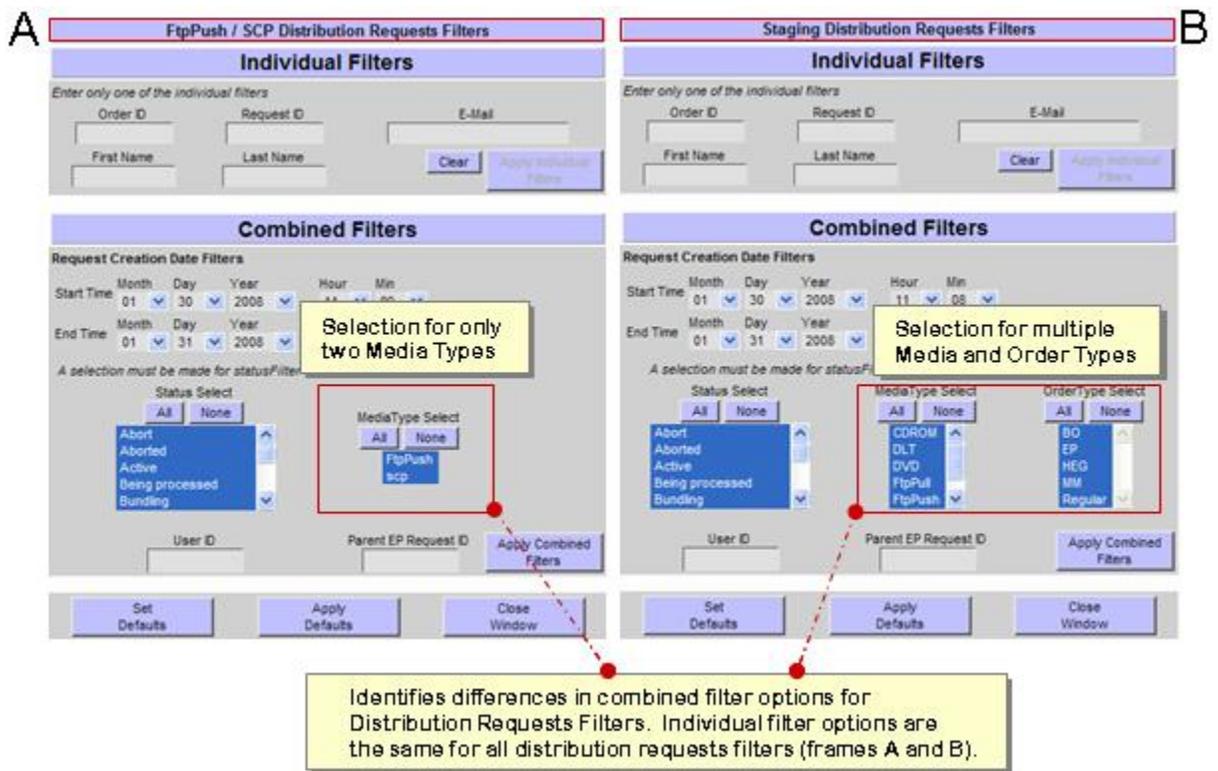
5 Create a **combined filter** by performing the following:

- ▶ Select a **Start Time** (Month, Day, Year)
- ▶ Select an End Time (Month, Day, Year) ensuring different that start time
- ▶ Depressing the <Ctrl> keep, make multiple **Status Select** selections: **Cancelled, Completed processing, Pending, Shipped**
- ▶ Select **All** for **Media Type Select** option:
- For **FtpPush/SCP** distribution requests, media options include FtpPush or SCP (Secure Copy Protocol), Figure 15.6-24, Frame A.
- For **Staging** distribution requests, media options include CDROM, DLT, DVD, FtpPull, FtpPush, SCP (Secure Copy Protocol), Figure 15.6-24, Frame B.
- ▶ Select **HEG** for **Order Type Select** option:
- For **Staging** distribution requests, order type options include, “Regular,” “BO” (Bundled Order), “EP” (Extended Play), “HEG” (HDF-EOS to GeoTIFF Conversion), Figure 15.6-24, Frame B.

**NOTE:** FtpPush/SCP distribution requests do not support Order Type options.

6 Click **Apply Combined Filters** button to generate filter.

- The **FtpPush/SCP (or Staging) Distribution Requests Filters** window closes and the **FtpPush/SCP (or Staging) Distribution Requests** page displays with the applied combined filter results.



**Figure 15.6-24. FtpPush/SCP (A) and Staging (B) Distribution Requests Filters**

## 15.6.6 Request Management Submenu Page – Processing Service Requests [filter]

The Processing Services Request [Filter] page (Figure 15.6-25, Frame A) allows an Operator to cancel or suspend the external processing requests while those requests are under OMS control. The external processing requests do not have any actions (cancel or suspend) while under the control of the external system. The processing services filter includes HEG, all external subsetter requests and a “Processor” column which indicates the processor name (which includes HEG). The Processing Service Request page does not include filter for media type and order type. It has a processing filter instead. The “Actions” column in the Listing section of the page displays an “InActive” button.

### 15.6.6.1 Filtering Processing Service Requests Page

---

The Processing Services Filter page now reflects options allowing the operator to filter on external processing service or HEG in addition to the offered selections. The operator can filter any selected external processing service or HEG.

To filter external processing service requests perform the following:

- 1 Click **Request Management** menu option to expand its submenu.
- 2 Click **Processing Service Requests [filter]** submenu option to display it’s page (Figure 15.6-25, Frame A).
- 3 Observe the **Processing Service Request** page, which has three working parts:
  - **Current Filters** – describes the set of pre-defined criteria.
  - **Options** – has a “Change Filter” button to allow operator to define display criteria for the page (Figure 15.6-25, Frame B).
  - **Listing** – captures the requested output of what is being filtered.
- 4 To define the **filter criteria**:
  - ▶ Click the **Change Filter** button from the Options section of the page.
  - ▶ Under the **Combined Filter** section, change the **Request Creation Date** year to equal “01 01 2007”.
  - ▶ Select **All** options from the listboxes:
    - Status
    - Media Type
    - Process Service
- 5 To apply the combined filters, select the **Apply Combined Filters** button.
  - The **Processing Service Requests** page refreshes with results.

A

Processing Service Requests

Current Filters  
 OrderID: None RequestID: None EMail: None Parent Name: None  
 Creation Date: Start: Mar 19 2007 10:26:48 End: May 1 2007 04:52:08 User ID: None

Options

Listing  
 Go directly to row  of 63 rows Show  rows at a time.  
[first](#) | [previous](#) | Showing 37 - 20 of 63 | [next](#) | [last](#)

| OrderID<br>RequestID     | Processor               | Request Size(MB) | Gran Cnt | Media   | Priority                      | Request Status           | ESDT        | UserID   | Resub Cnt | Created                | Last Update            | Actions  |
|--------------------------|-------------------------|------------------|----------|---------|-------------------------------|--------------------------|-------------|----------|-----------|------------------------|------------------------|----------|
| 0800011037<br>0800017024 | external<br>subsetter 1 | 0                | 1        | FtpPull | NO PRIORITY<br>Apply          | Operator<br>Intervention | MULTIPLE    | ECSGuest | 0         | Apr 25 2007<br>1:14PM  | Apr 25 2007<br>1:17PM  | Inactive |
| 0800011032<br>0800017020 | external<br>subsetter 1 | 0                | 1        | FtpPull | NO PRIORITY<br>Apply          | Operator<br>Intervention | MULTIPLE    | ECSGuest | 0         | Apr 25 2007<br>10:45AM | Apr 25 2007<br>10:48AM | Inactive |
| 0800011030<br>0800017018 | external<br>subsetter 1 | 0                | 1        | FtpPull | Options to<br>change priority | Operator<br>Intervention | MULTIPLE    | ECSGuest | 0         | Apr 25 2007<br>10:45AM | Apr 25 2007<br>10:48AM | Inactive |
| 0800010997<br>0800016985 | external<br>subsetter 1 | 0                | 1        | FtpPull |                               | Shipped                  | MULTIPLE    | ECSGuest | 0         | Apr 25 2007<br>10:45AM | Apr 25 2007<br>10:48AM | Inactive |
| 0800010995<br>0800016983 | external<br>subsetter 1 | 0                | 1        | FtpPull |                               | Shipped                  | MULTIPLE    | ECSGuest | 0         | Apr 25 2007<br>10:45AM | Apr 25 2007<br>10:48AM | Inactive |
| 0800010993<br>0800016981 | external<br>subsetter 1 | 0                | 1        | FtpPull |                               | Shipped                  | MULTIPLE    | ECSGuest | 0         | Apr 25 2007<br>10:45AM | Apr 25 2007<br>10:48AM | Inactive |
| 0800010987<br>0800016976 | external<br>subsetter 1 | 0                | 1        | FtpPull |                               | Terminated               | MOD13A2.004 | ECSGuest | 0         | Apr 25 2007<br>10:45AM | Apr 25 2007<br>10:48AM | Inactive |
| 0800010985<br>0800016973 | external<br>subsetter 1 | 0                | 1        | FtpPull |                               | Terminated               | MOD13A2.004 | ECSGuest | 0         | Apr 25 2007<br>10:45AM | Apr 25 2007<br>10:48AM | Inactive |
| 0800010979<br>0800016967 | external<br>subsetter 1 | 0                | 1        | FtpPull | NO PRIORITY<br>Apply          | Waiting for<br>data      | MOD13A2.004 | ECSGuest | 0         | Apr 25 2007<br>10:45AM | Apr 25 2007<br>10:48AM | Inactive |

B

Processing Service Requests Filters

Individual Filters  
 Enter only one of the individual filters:  
 Order ID:  Request ID:  E-Mail:   
 First Name:  Last Name:  Clear

Combined Filters  
 Request Creation Date Filters  
 Start Time: Month: 01 Day: 01 Year: 2007 Hour: 02 Min: 35  
 End Time: Month: 02 Day: 20 Year: 2008 Hour: 02 Min: 39  
 Status Select: All None  
 Abort Aborted Active Being processed Canceled  
 MediaType Select: All None  
 FtpPull FtpPush  
 ProcessService Select: All None  
 HDG OTHER Subsetter1  
 User ID:  Parent EP Request ID:

Figure 15.6-25. Processing Services Requests Page and Filter

### 15.6.7 Request Management submenu page – Operator Alerts

The Operator Alerts are valuable non-fatal warnings or errors concerning distribution resources and will not cause an Operator Intervention. Once the error is corrected, the alert automatically clears the alerts page.

The Operator Alerts page (Figure 15.6-26) allows the Operator (full or limited capability) to view four alert types detected by the Order Manager Server:

- 1 - **FtpPush/SCP Destination Alerts** – destination problems not sufficient to cause an Operator Intervention.
- 2 - **Data Pool File System Alerts** – generated warnings regarding malfunctions of the DPL file system:
  - **Unavailability (down).**
  - **No free space.**

**NOTE:** The alerts clears automatically after system functions are up or space is freed.

3 - **Archive Server (Quick Server) Alerts** – detected warnings regarding the Quick Server malfunctions that suspends the archive server and queues the alerts displaying:

- **Unavailability (down); i.e., “Access to SNSM file system Failed”.**
- **Exceeds configured staging capacity; i.e., “Max Retry Reached”.**

**NOTE:** The alerts clears automatically after the quick server resumes functionally, but the archive server must be manually resumed on the OM Queue Status page to clear alerts.

4 - **ECS Server Alerts** (AIM database errors warnings) – detected warnings regarding the AIM malfunctions or OMS resources:

- **Unavailability (down).**

### 15.6.7.1 Handling Operator Alerts

1 Click **Request Management** menu option to expand its submenu.

2 Click **Operator Alerts** submenu option to display its page.

- The **Operator Alerts** page displays.

**Operator Alerts**

Listing

Show 10 rows at a time. Display ALL alerts

first | previous | Showing 1 - 4 of 4 | next | last

| Alert Type | Alert Info                               | Explanation                            | Creation Time       |
|------------|------------------------------------------|----------------------------------------|---------------------|
| DS         | DESTINATION.HOST:f2acs01                 | Max time allowed for Ftp Push Exceeded | May 9 2006 11:13AM  |
| PS         |                                          | PDS Submission to PDS Suspended        | Jan 26 2006 10:15AM |
| FtpPush    | FtpPush DESTINATION.HOST:xserv01         | Ftp Login Errors                       | Jan 9 2008 11:14AM  |
| FtpPush    | FtpPush DESTINATION.HOST:198.117.128.135 | FtpPush Host not reachable             | Nov 8 2007 10:05AM  |

Note: All operator alerts are also sent as email to: eostest.mail@gmail.com [ Change ]

“details...” links to expanded information on cause of alert

“[Change]” links to OMS Server and Database Configuration Parameters

**Ftp Push Monitor - Active Configured Destination**  
Destination Name OTHER Host Name f2acs01

**Ftp Push Monitor - Suspended Configured Destination**  
Destination Name OTHER Host Name xserv01

**Destination Failed Request List**

| Request Id | ECS Granule Id | DPL Granule Id | Last Update        | Size (MB) | Explanation       |
|------------|----------------|----------------|--------------------|-----------|-------------------|
| 2000013938 | 19729          | 16617          | Jan 9 2008 12:14PM | 0.2554    | Request Cancelled |
| 2000013938 | 19730          | 16616          | Jan 9 2008 12:14PM | 0.2075    | Request Cancelled |
| 2000013938 | 19731          | 16615          | Jan 9 2008 12:14PM | 0.1457    | Request Cancelled |
| 2000013938 | 19732          | 16618          | Jan 9 2008 12:14PM | 0.1310    | Request Cancelled |
| 2000013938 | 19733          | 16624          | Jan 9 2008 12:14PM | 0.1981    | Request Cancelled |
| 2000013938 | 19734          | 16614          | Jan 9 2008 12:14PM | 0.1209    | Request Cancelled |
| 2000013938 | 19735          | 16621          | Jan 9 2008 12:14PM | 0.2699    | Request Cancelled |
| 2000013938 | 19736          | 16613          | Jan 9 2008 12:14PM | 0.1726    | Request Cancelled |
| 2000013938 | 19737          | 16626          | Jan 9 2008 12:14PM | 0.2826    | Request Cancelled |
| 2000013938 | 19738          | 16630          | Jan 9 2008 12:14PM | 0.1405    | Ftp Login Errors  |

**FtpPush Requests List For this Destination**

| Order Type | OrderID    | Request Size(MB) | Granule Complete | Priority | Request Status | Response Class | ESDT         | UserID   | Result Cnt | Created            | Last Update         | Actions |
|------------|------------|------------------|------------------|----------|----------------|----------------|--------------|----------|------------|--------------------|---------------------|---------|
| Regular    | 2000010010 | < 5              | 1                | 0        | Cancelled      | C              | ECSBRR 001   | ECSQuest | 0          | Jun 7 2007 10:21AM | Jan 11 2008 11:36AM |         |
| Regular    | 2000010011 | < 5              | 1                | 0        | Cancelled      | C              | ECSBRR 001   | ECSQuest | 0          | Jun 7 2007 10:21AM | Jan 11 2008 11:36AM |         |
| Regular    | 2000010009 | < 5              | 1                | 0        | Cancelled      | C              | ECSBRR 001   | ECSQuest | 0          | Jun 7 2007 10:15AM | Jan 11 2008 11:36AM |         |
| Regular    | 2000010008 | < 5              | 1                | 0        | Cancelled      | C              | ECSBRR 001   | ECSQuest | 0          | Jun 7 2007 8:46AM  | Jan 11 2008 11:36AM |         |
| Regular    | 2000009477 | 25               | 1                | 0        | Cancelled      | C              | MOD11_L2_001 | ECSQuest | 0          | Mar 23 2007 2:07PM | Jan 11 2008 11:22AM |         |

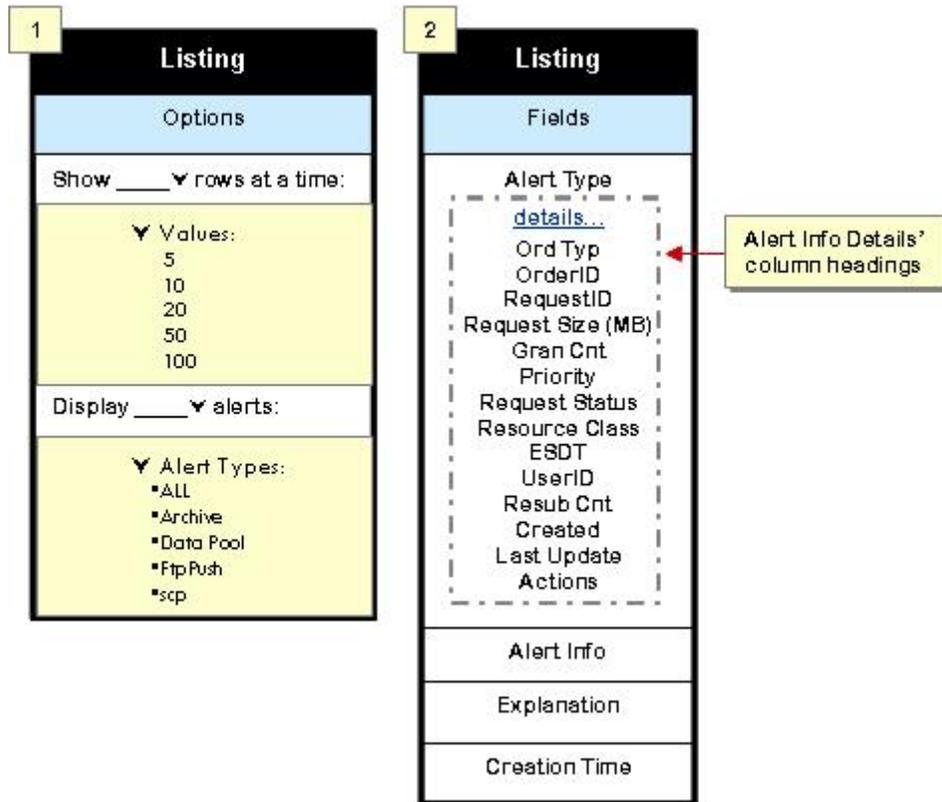
**FtpPush Requests List For this Destination**

| Order Type | OrderID    | Request Size(MB) | Granule Complete | Priority | Request Status        | Resource Class | ESDT      | UserID   | Result Cnt | Created            | Last Update        | Actions |
|------------|------------|------------------|------------------|----------|-----------------------|----------------|-----------|----------|------------|--------------------|--------------------|---------|
| Regular    | 2000010002 | 2                | 10               | 0        | Operator Intervention | C              | MOD11_005 | ECSQuest | 2          | Jan 9 2008 11:14AM | Jan 9 2008 12:14PM |         |

**Figure 15.6-26. Operator Alerts Page (A) and Alert Details Page (B-C)**

3 Observe the alerts listed on the **Operator Alerts** page (Figure 15.6-26, Frame A). It displays the Order Manager Server’s detected system malfunctions in the following fields (Figure 15.6-27, Frame 1 Operator Alerts Page – Fields and Options) of the **Listing** section. This section has two display options:

- 1 - **Show <number> rows at a time** – displays limited records (values 5 to 100) on the Operator Alerts Page.
  - 2 - **Display <list> alerts** – displays selection of several alerts types by groups.
- 4 At the bottom of the Operator Alerts Page, a note indicates, “All operator alerts are also sent as email to :<email address> [Change]” when an alert or intervention is generated. This email address is configured using the “OMS Server and Database Configuration: Email parameters” page, under the OMS Configuration submenu.
- ▶ Click [**Change**] to view the configured Operator Alert Email address.
  - The **OMS Server and database Configuration: Email** parameters page displays.
    - ▶ Click the navigation **Previous Page** (◀) button, to return to the **Operator Alerts Page**.



**Figure 15.6-27. Operator Alerts Page – Fields and Options**

- 5 Select **FtpPush** using from the **display <list> alerts** option to display all FtpPush Requests.

**NOTE:** Operator Alerts are displayed in ascending order by Creation Time. Operator can use the browser (Edit, Find in Page) menu option to perform keyword searches on displayed data on current page.

- 6 Select **details...** under the **Alert Info** column to display extended details affecting the request (Figure 15.6-26 Alert Details Page, Frame B-C).

**NOTE:** Unlike an Operator Intervention, no specific action can be taken to close an alert. The Order Manager Server automatically clears each alert when the condition(s) causing the infarction is satisfied or is in a satisfactory state.

---

### 15.6.8 Exiting the OM GUI

The procedure for closing Request Management submenu pages on the **OM GUI** will log-out the Operator. This is necessary for meeting security requirements. The Operator can still view the pages of the submenus, but will not be able to perform any actions. The Operator will use the log out option found in the left-panel of the menu to invoke the following:

- Operator is logged out from the OM GUI.

#### 15.6.8.1 Logging Out of OM GUI

---

- 1 To logout of the OM GUI, locate the **Log Out** link on the left-pane navigation frame:
    - ▶ Click the **Log Out** link
    - ▶ A log-out dialog box message, “**Are you sure you want to log out?** This will close your browser displays.
    - ▶ Click **OK** - to dismiss the dialog box and to complete the log-out.
    - ▶ Click **Cancel** – to dismiss the dialog box without logging out.
- 

## 15.7 OM GUI – Destination Monitor

The OM GUI menu, Destination Monitor page provides the full-capability Operator with monitoring capability to suspend distributions.

The Destination Monitor submenu options will be examined using to the following checklist:

**Table 15.7-1. Destination Monitor - Activity Checklist**

| Order | Role                    | Task                                                                   | Section      | Complete? |
|-------|-------------------------|------------------------------------------------------------------------|--------------|-----------|
| 1     | Distribution Technician | Viewing and Responding to Suspended FTP Push Distribution Destinations | (P) 15.7.1.1 |           |
| 2     | Distribution Technician | Viewing and Responding to Destination Details                          | (P) 15.7.1.2 |           |

## 15.7.1 Destination Monitor submenu page – Suspended Destinations

The “Suspended Destinations” (Monitor) page provides the full-capability operator with a means of viewing suspended FTP Push/SCP Destinations and performing several kinds of actions, with respect to suspended FTP Push/SCP Destinations:

- Resume suspended destinations.
- Suspend active destinations.
- View details of active or suspended destinations.

### 15.7.1.1 Viewing and Responding to Suspended FTP Push Distribution Destinations

---

- 1 Click **Destination Monitor** menu option to expand its submenu.
- 2 Click **Suspended Destinations** submenu option to display its page.
- 3 Observe information displayed on the **Suspended Destination Monitor** page (Figure 15.7-1, Frame A).
  - The **Suspended Destinations** page has the following columns:
    - **Media Type**
    - **Destination Name.**
    - **Host Name.**
    - **Time of Suspension** (if applicable, date and time when the destination was suspended).
    - **Granules Queued Count** (number of granules that are queued).
    - **Granules Queued Size MB** (total size in MB of all granules that are queued).
    - **Suspend Reason** (why the destination was suspended).
    - **Resume** (buttons for resuming the destination).

**A**

| Suspended Destinations Monitor |                  |                 |                    |                       |                         |                        |               |
|--------------------------------|------------------|-----------------|--------------------|-----------------------|-------------------------|------------------------|---------------|
| Media Type                     | Destination Name | Host Name       | Time of Suspension | Granules Queued Count | Granules Queued Size MB | Suspend Reason         | Resume        |
| FtpPush                        | OTHER            | xserv01         | Jan 9 2008 11:15AM | 10                    | 2                       | Ftp Login Errors       | Resume        |
| FtpPush                        | OTHER            | 198.117.129.135 | Nov 8 2007 10:05AM | 0                     | 0                       | FtpPush Host reachable | Resume option |

<host name> link to Ftp Push Monitor

**Active Destinations**

Destination Name  Configured name Host Name  The destination host name

Suspend option View Requests

**B**

Ftp Push Monitor -- Suspended Configured Destination  
Destination Name OTHER Host Name xserv01

| Destination Failed Request List |                |                |                    |           |                  |  |
|---------------------------------|----------------|----------------|--------------------|-----------|------------------|--|
| Request Id                      | ECS Granule Id | DPL Granule Id | Last Update        | Size (MB) | Explanation      |  |
| 2000013938                      | 19729          | 16617          | Jan 9 2008 12:14PM | 0.2554    | Request Canceled |  |
| 2000013938                      | 19730          | 16616          | Jan 9 2008 12:14PM | 0.2070    | Request Canceled |  |
| 2000013938                      | 19731          | 16615          | Jan 9 2008 12:14PM | 0.1457    | Request Canceled |  |
| 2000013938                      | 19732          | 16618          | Jan 9 2008 12:14PM | 0.1310    | Request Canceled |  |
| 2000013938                      | 19733          | 16624          | Jan 9 2008 12:14PM | 0.6161    | Request Canceled |  |
| 2000013938                      | 19734          | 16614          | Jan 9 2008 12:14PM | 0.1220    | Request Canceled |  |
| 2000013938                      | 19735          | 16621          | Jan 9 2008 12:14PM | 0.2699    | Request Canceled |  |
| 2000013938                      | 19736          | 16613          | Jan 9 2008 12:14PM | 0.1735    | Request Canceled |  |
| 2000013938                      | 19737          | 16620          | Jan 9 2008 12:14PM | 0.2826    | Request Canceled |  |
| 2000013938                      | 19738          | 16630          | Jan 9 2008 12:14PM | 0.1455    | Ftp Login Errors |  |

FtpPush Requests List For this Destination

Listing

Go directly to row  of 1 row Show 50 rows at a time

| Ord Typ | OrderID                  | Request Size(MB) | Gran Cnt Complete | Priority | Request Status        | Resource Class | ESDT      | UserID   | Resub Cnt | Created            | Last Update        | Actions       |
|---------|--------------------------|------------------|-------------------|----------|-----------------------|----------------|-----------|----------|-----------|--------------------|--------------------|---------------|
| Regular | 2000013582<br>2000013938 | 2                | 10<br>0           |          | Operator Intervention | C              | MOD14.005 | ECSGuest | 2         | Jan 9 2008 11:14AM | Jan 9 2008 12:15PM | Cancel option |

Apply button

**Figure 15.7-1. Suspended Destinations Monitor (A) and Ftp Push Monitor-Suspended Configured Destination (B) Pages**

- 4 To resume a **suspended destination**:
- ▶ Click the **Resume** button in the destination's **Resume** column (if applicable).
  - The destination is resumed.
  - The **Suspended Destinations** page refreshes and the resumed destination is no longer on the list of suspended destinations.

- 5 To suspend an **active destination** or view **destination** details for an active or suspended destination:
  - ▶ In the Active Destination section of the screen, enter the **Destination Name** or the destination **Host Name (FTP Node)** in appropriate text field.
  - ▶ Click applicable button:
    - **Suspend** – to suspend an active destination and refresh the page. The suspended destination is included in the list of suspended destinations.
    - **View Request** - to view ftp push requests associated with an active destination or a suspended destination.
      - The **FtpPush Requests List For this Destination** page (Figure 15.7-1, Frame B) displays.

**NOTE:** The data displayed in the Ftp Push Requests List For this Destination section are not in a terminal state.

---

The **Host Name Details** (Destination Details) page (Figure 15.7-1, Frame B) provides the full-capability Operator the ability to view detailed data of a particular destination and can perform the following actions:

- Suspend an active destination.
- Resume a suspended destination.
- Change the priority of a distribution request associated with the FtpPush destination while granules for the request still need to be staged or while granules for the request still need to be pushed.
- Suspend a request that still needs to be staged or while granules for the request still need to be pushed.
- Resume a request that was suspended by the **OM GUI** operator or while the processing of new requests by the OMS is suspended.
- Cancel a request that is not in a terminal state and while granules for the request still need to be staged or while granules for the request still need to be pushed.

### **15.7.1.2 Viewing and Responding to Destination Details**

---

- 1 Click the **Host Name** link on the **Suspended Destinations Monitor** page to display the Destination Details page (if not already being displayed).
  - The **Ftp Push Monitor-Suspended Configured Destination** page displays (Figure 15.7-1, Frame B).

- 2 Observe information displayed on the **Ftp Push Monitor-Suspended Configured Destination** page.
    - The page displays the **associated destination and host names** in its title.
    - The **Destination Failed Request List** section has the following columns:
      - **Request Id.**
      - **ECS Granule Id.**
      - **DPL Granule Id.**
      - **Last Update.**
      - **Size (MB).**
      - **Explanation.**
    - Click the underscored **column header** causes table contents to be sorted on that column.
      - For example, clicking on the **Last Update** link causes the table to be organized in numerical order by last date updated.
    - The **FtpPush Requests List For This Destination Listing** has the following:
    - The **Show <number> rows at a time** window to minimize or maximize number of data rows to be displayed at a time.
      - For example, if a **Show <number> row at a time** is being displayed, selecting **50** from the option button would result in the display of a page of data containing up to 50 rows of data.
    - The **Go directly to row...** window provides a means of displaying a page of data starting with a particular row of the table.
      - For example, if **Go directly to row <number> of 415 rows** is being displayed, typing **315** in the window and clicking on the **ok** button would result in the display of a page of data containing rows 315 through 364.
  - 3 To **suspend an active destination** (if applicable), click on the **Suspend** button:
    - The destination is suspended.
    - The **Suspend Destination** button becomes a **Resume Destination** button.
  - 4 To **resume a suspended destination**, click on the **Resume Destination** button:
    - The destination is resumed.
    - The **Resume Destination** button becomes a **Suspend Destination** button.
  - 5 Click **Home** link on the OM GUI menu, to return to the home page.
-

## 15.8 OM GUI – Archive Data

The Operator (whether full-capability or limited capability) is provided with the option of viewing the repository for all historical distributed and processed requests on the OM GUI using filters.

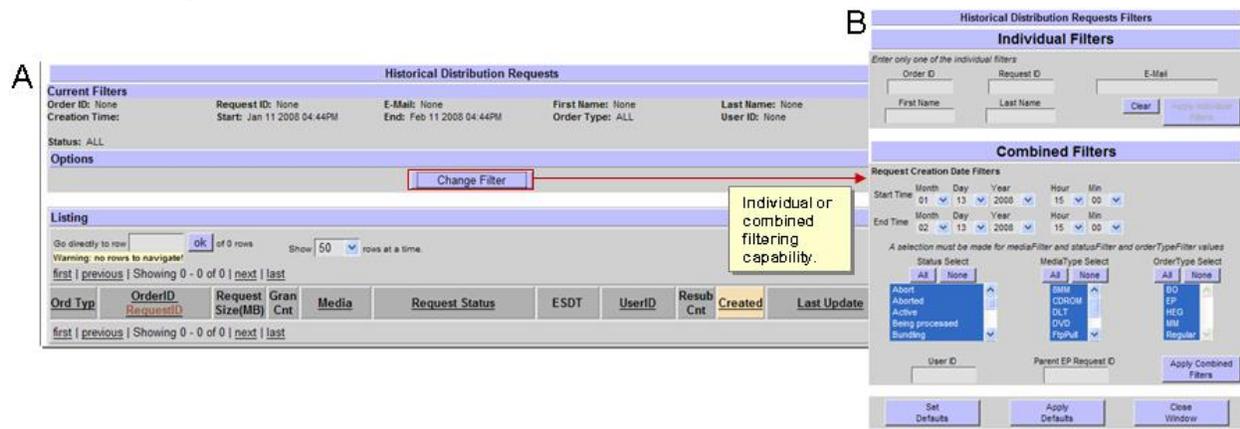
The Archive Data submenu options will be examined using to the following checklist:

**Table 15.8-1. Archive Data - Activity Checklist**

| Order | Role                    | Task                                       | Section      | Complete? |
|-------|-------------------------|--------------------------------------------|--------------|-----------|
| 1     | Distribution Technician | Filtering Historical Distribution Requests | (P) 15.8.1.1 |           |
| 2     | Distribution Technician | Filtering Historical Processing Requests   | (P) 15.8.2.1 |           |

### 15.8.1 Archive Data Submenu Page – Historical Distribution Requests Filter

The Historical Distribution Requests page (Figure 15.8-1, Frame A) provides the full-capability or limited capability operator the tool to view, by filtering (Figure 15.8-1, Frame B), archived distributed requests information on the OM GUI.

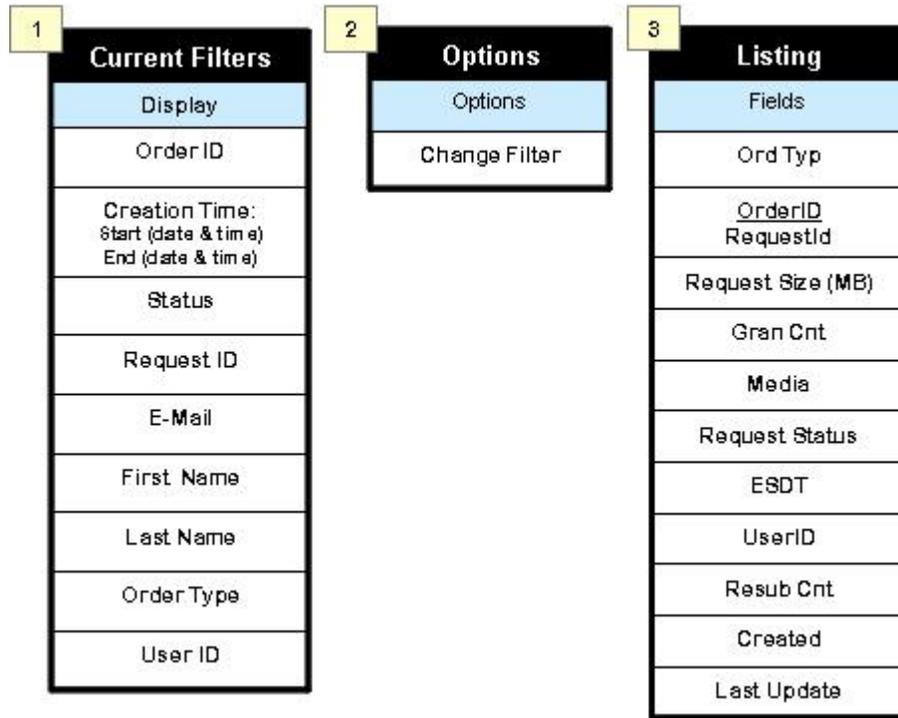


**Figure 15.8-1. Historical Distribution Requests Page (A) and Filter (B)**

#### 15.8.1.1 Filtering Historical Distribution Requests

- 1 Click **Archive Data** menu option to expand its submenu.
- 2 Click **Historical Distribution Requests [filter]** submenu option to display the **Historical Distribution Requests** page (Figure 15.8-1, Frame A).
  - The **Historical Distribution Requests** page displays.

- 3 Observe the historical information displayed in the three working parts of the **Historical Distribution Requests** page (Figure 15.8-2):



**Figure 15.8-2. Historical Distribution Requests Page – Fields and Options**

- 4 Click on an underscored **column header** to sort page by that column:
- ▶ Click the **Request Status** to organize the table, alphabetically by the status of the requests in the list.
  - ▶ Click on a specific **Order ID** or **Request ID** to display more detailed data concerning that particular order or request on another page.
- 5 To filter the **Historical Distribution Requests Listing** to display details of a desired request(s), perform the following:
- ▶ Click the **Change Filter** button, in the **Options** section of the page.
  - The **Historical Distribution Requests Filters** window (Figure 15.8-1, Frame B) displays.

- ▶ Define **filter criteria**:
  - Enter search data for any one field of the **Individual Filter**.
  - Select multiple options for one or more fields of the **Combined Filter**.
- ▶ Click **Apply Combined Filter** (or Apply Individual Filter) button to apply the filter criteria.
  - The **Historical Distribution Requests** page displays.

6 Observe results of the filter change on the **Historical Distribution Requests** page.

## 15.8.2 Archive Data Submenu Page – Historical Processing Requests Filter

The **Historical Processing Requests** page (Figure 15.8-3, Frame A) provides the full-capability or limited capability operator the tool to identify the archived external processing requests, by filtering (Figure 15.8-3, Frame B), archived processing requests information on the OM GUI. The Operator can filter any specific external processing services or HEG through the historical processing services request filter.

**Figure 15.8-3. Historical Processing Requests Page (A) and Filter (B)**

**Frame A: Historical Processing Requests**

**Current Filters**  
 Order ID: None    Request ID: None    E-Mail: None    First Name: None    Last Name: None  
 Creation Time:    Start: Mar 9 2006 06:32PM    End: Apr 17 2007 10:56PM    User ID: None

**Options**  
 Change Filter

**Listing**  
 Go directly to row: [ ] ok of 14 rows    Show: 20 rows at a time.  
 first | previous | Showing 1 - 14 of 14 | next | last

| OrderID<br><small>RequestID</small> | Processor  | Request Size(MB) | Gran Cnt | Media   | Request Status        | ESDT        | UserID         | Resub Cnt | Created             | Last Update         |
|-------------------------------------|------------|------------------|----------|---------|-----------------------|-------------|----------------|-----------|---------------------|---------------------|
| 0300076633<br>0300074956            | Subsetter1 | < .5             | 1        | FtpPush | Shipped               | MOD11A1.004 | ECSGuest       | 0         | Sep 21 2006 4:29PM  | Sep 21 200 4:32PM   |
| 0300076626<br>0300074847            | OTHER      | 6                | 1        | FtpPull | Operator Intervention | MOD11A1.004 | ECSGuest       | 0         | Sep 21 2006 4:14PM  | Sep 21 200 4:21PM   |
| 0300076604<br>0300074823            | OTHER      | 0                | 1        | FtpPull | Aborted               | MOD11A1.004 | ECSGuest       | 0         | Sep 21 2006 3:16PM  | Sep 21 200 3:41PM   |
| 0300076598<br>0300074817            | OTHER      | 0                | 1        | FtpPull | Abort                 | MOD11A1.004 | ECSGuest       | 0         | Sep 21 2006 1:27PM  | Sep 21 2006 1:27PM  |
| 0300076209<br>0300074424            | OTHER      | < .5             | 1        | FtpPull | Canceled              | MOD11A1.004 | ECSGuest       | 0         | Sep 14 2006 10:30AM | Sep 14 2006 11:31AM |
| 0300076202<br>0300074417            | Subsetter1 | 0                | 1        | FtpPull | Terminated            | MOD11A1.004 | ECSGuest       | 0         | Sep 13 2006 2:39PM  | Sep 13 2006 2:42PM  |
| 0300076200<br>0300074416            | Subsetter1 | < .5             | 1        | FtpPull | Operator Intervention | MOD11A1.004 | ECSGuest       | 0         | Sep 13 2006 2:32PM  | Sep 13 2006 2:34PM  |
| 0300076195<br>0300074410            | Subsetter1 | 3                | 1        | FtpPush | Operator Intervention | MOD11A1.004 | dd7c88526a35ad | 0         | Sep 13 2006 2:26PM  | Sep 13 2006 2:29PM  |

**Frame B: Historical Processing Requests Filters**

**Individual Filters**  
 Enter only one of the individual filters  
 Order ID:    Request ID:    E-Mail:    First Name:    Last Name:    Clear    Apply Individual Filter

**Combined Filters**  
 Request Creation Date Filters  
 Start Time: Month: 01, Day: 11, Year: 2008, Hour: 16, Min: 54  
 End Time: Month: 02, Day: 11, Year: 2008, Hour: 16, Min: 54  
 Status Select: All, None  
 MediaType Select: All, None, FtpPull, FtpPush  
 ProcessService Select: All, None  
 User ID:    Parent EP Request ID:    Apply Combined Filters  
 Set Defaults    Apply Defaults    Close Window

**Figure 15.8-3. Historical Processing Requests Page (A) and Filter (B)**

### 15.8.2.1 Filtering Historical Processing Requests

- 1 Click **Historical Processing Requests [filter]** submenu option to display the **Historical Distribution Requests** page.
  - The **Historical Processing Requests** page (Figure 15.8-3, Frame A) displays.
- 2 Observe the historical information displayed in the three working parts of the **Historical Processing Requests** page and its options (Figure 15.8-4).

| 1 | Current Filters                                            | 2 | Options       | 3 | Listing                     |
|---|------------------------------------------------------------|---|---------------|---|-----------------------------|
|   | Display                                                    |   | Options       |   | Fields                      |
|   | Order ID                                                   |   | Change Filter |   | <u>OrderID</u><br>RequestID |
|   | Creation Time:<br>Start (date & time)<br>End (date & time) |   |               |   | Processor                   |
|   | Status                                                     |   |               |   | Request Size (MB)           |
|   | Request ID                                                 |   |               |   | Gran Cnt                    |
|   | E-Mail                                                     |   |               |   | Media                       |
|   | First Name                                                 |   |               |   | Request Status              |
|   | Last Name                                                  |   |               |   | ESDT                        |
|   | Order Type                                                 |   |               |   | UserID                      |
|   | User ID                                                    |   |               |   | Resub Cnt                   |
|   |                                                            |   |               |   | Created                     |
|   |                                                            |   |               |   | Last Update                 |

**Figure 15.8-4. Historical Processing Requests Page – Fields and Options**

- 3 Click on an underscored **column header** to sort page by that column.
  - 4 To filter the **Historical Processing Requests Listing** to display details of a desired request(s), perform the following:
    - ▶ Click the **Change Filter** button, in the Options section of the page, to define the filter criteria.
      - The **Historical Processing Requests Filters** window (Figure 15.8-3, Frame B) displays.
    - ▶ Define **filter criteria**:
      - Enter search data for any one field of the **Individual Filter**.
      - Select multiple options for one or more fields of the **Combined Filter**.
    - ▶ Click **Apply Combined Filter** (or Apply Individual Filter) button to apply filter criteria.
      - The **Historical Processing Requests** page displays.
  - 5 Observe results of the defined filter criteria on the **Historical Distribution Requests** page.
-

## 15.9 OM GUI – OM Status Pages

The Operator (full or limited capability) is provided summary information on current requests processing states, with the option of invoking queries to view the statuses on the on the OM Status pages. The parameters for these status pages are modifiable using the OM Configuration Server/Database submenu options.

**NOTE:** Use the Server/Database Configuration menu to set database and server parameters to "fine tune" the Order Manager Server and the database. These are general parameters that affect the entire system, but not particular media types.

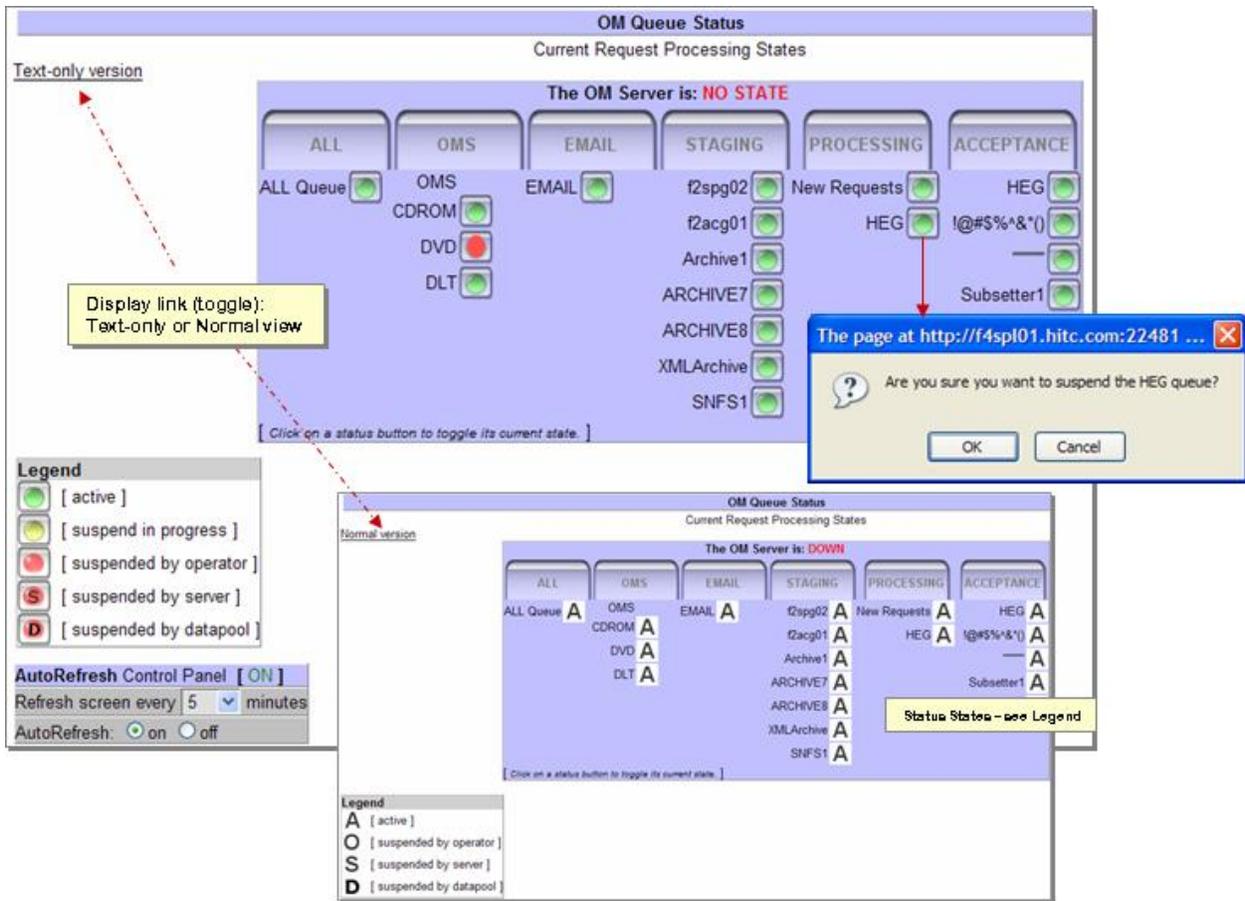
The OM Status Pages submenu options will be examined using to the following checklist:

**Table 15.9-1. OM Status Pages - Activity Checklist**

| Order | Role                    | Task                                 | Section      | Complete? |
|-------|-------------------------|--------------------------------------|--------------|-----------|
| 1     | Distribution Technician | Viewing/Modifying OM Queue Status    | (P) 15.9.1.1 |           |
| 2     | Distribution Technician | Viewing HEG Order Status             | (P) 15.9.2.1 |           |
| 3     | Distribution Technician | Viewing Staging Status               | (P) 15.9.3.1 |           |
| 4     | Distribution Technician | Viewing Pending HEG Granules         | (P) 15.9.4.1 |           |
| 5     | Distributed Technician  | Viewing Data Pool File System Status | (P) 15.9.5.1 |           |

### 15.9.1 OM Status Pages Submenu Page – OM Queue Status

The **OM Queue Status** page (Figure 15.9-1) provides the full-capability operator with a means to monitor and modify the current status of request queues for all media as well as the request queues for OMS, e-mail, staging, and HEG. (The limited-capability operator can monitor but cannot change the status of queues.) In addition, the **OM Queue Status** page allows both full-capability and limited-capability Operators to determine the status (“up” or “down”) of the Order Manager Server.



**Figure 15.9-1. OM Queue Status Page**

### 15.9.1.1 Viewing/Modifying OM Queue Status

- 1 Click **OM Status Pages** menu option to expand its submenu.
- 2 Click **OM Queue Status** submenu option to display its page (Figure 15.9-1).
  - If the **OM Queue Status** page is not displayed within a minute, it is likely that the OM Server is not operating properly.
    - For example, it may have stalled while trying to process requests.
  - The **OM Queue Status** page displays in **Text-only version**.
- 3 Observe displayed information in **Text-only version** (default) of the page.
  - ▶ Click the **Text-only** link to toggle the view to Normal.

**NOTE:** The Text-only version was intended for visually impaired Operators.

- 4 Observe information displayed in the **Current Request Processing States** table.
- The OM Server status is indicated by one of two states:
    - 1 - **The OM Server is:** (green) **UP** [OM Server is currently operating].
    - 2 - **The OM Server is:** (red) **DOWN** [OM Server is not currently operating].

**NOTE:** The status of the OM Server is determined by a program called “Sweeper,” which makes an attempt to connect with the OM Server. If a connection cannot be made, it is assumed that the OM Server is down. If Sweeper was not installed correctly, either the error screen is displayed with a Sweeper error message or the Sweeper error message is displayed right on the OM Queue Status page itself. This does not necessarily mean that the OM Server is down.

- The status indicators (legend colors or letters) on the **Current Request Processing States** page are labeled (by color circles or a letter, based on display version) to indicate the status of the request queues. If clicked, the Operator can toggle states from “activate” to “suspend” or vice versa. The Text-only versions indicators represents:
    - **Green (no letter or A)** – the queue is active (or resumed). The queue is currently active or was resumed by either Operator or Server (automatic) intervention.
    - **Red (no letter or O)** – indicates that the queue was manually suspended by Operator or if yellow, that the queue is suspend in progress.
    - **Red (S)** – indicates that the queue was automatically suspended by OM Server. This is a non-Operator controlled event.
    - **Red (D)** – indicates that the queue has been suspended by Datapool.
- 5 To toggle the queue state, click on the **queue status indicator/button**:
- A confirmation dialog box displays asking, **Are you sure you want to <state> the <queue type> queue?** (Figure 15.9-1)
    - ▶ Click **OK** to change the state of the queue and dismiss the dialog box.
- 

### 15.9.2 OM Status Pages submenu page – HEG Order Status

The **HEG Order Status** page (Figure 15.9-2) allows the full-capability Operator to monitor the number of HEG requests and data volume currently in HEG processing. The information is displayed on the HEG Order Status page is as follows:

- **Total HEG Requests Queued.**
- **Total HEG Granules Queued.**
- **Total Input Data (MB).**

| HEG Order Status          |                           |                       |
|---------------------------|---------------------------|-----------------------|
| Total HEG Requests Queued | Total HEG Granules Queued | Total Input Data (MB) |
| 0                         | 0                         | 0.000                 |

**Figure 15.9-2. HEG Order Status Page**

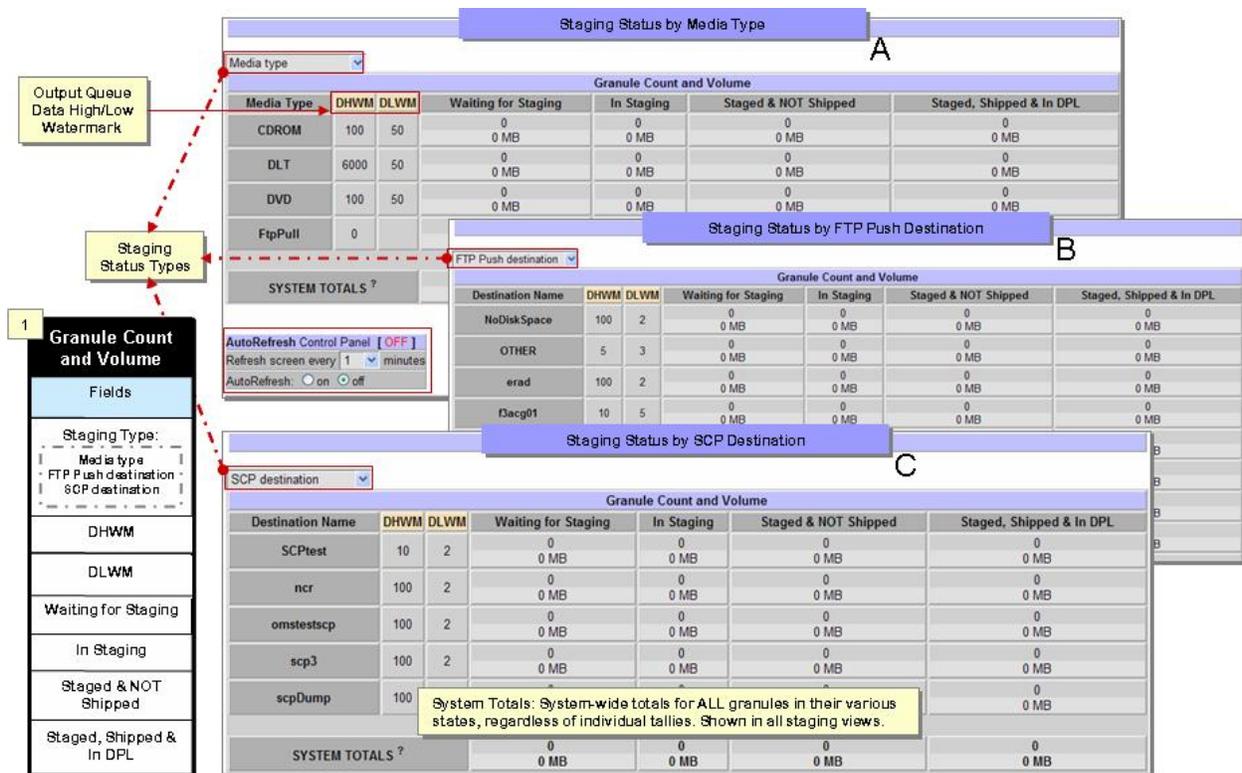
### 15.9.2.1 Viewing HEG Order Status

---

- 1 Click **HEG Order Status** submenu option to display its page (Figure 15.9-2).
    - The **HEG Order Status** page displays.
  - 2 Observe information displayed on the **HEG Order Status** page.
    - The **HEG Order Status** page has the following columns:
      - **Total HEG Requests Queued.**
      - **Total HEG Granules Queued.**
      - **Total Input Data (MB).**
    - If **AutoRefresh** is **ON**, the HEG Order Status page refreshes automatically as often as specified in the “Refresh screen every <number> minutes” window.
- 

### 15.9.3 OM Status Pages submenu page – Staging Status (Media Type, FTP Push Destination and SCP Destination)

The **Staging Status** pages (three types), shown in Figure 15.9-3, allows the Operator (full or limited capability) to monitor the number of granules and data volume currently in staging states.



**Figure 15.9-3. Staging Status Pages and Table (Fields)**

Staging Status pages (Figures 15.9-3, Frames A, B, C) displays status in ALL or three ways:

- 1 - **Media Type** (Figures 15.9-3, Frames A).
- 2 - **FTP Push Destination** (Figures 15.9-3, Frames B).
- 3 - **SCP Destination** (Figures 15.9-3, Frames C).

The granules staging information (Figure 15.9-3 Staging Status Pages and Table (Fields)) is arranged in four categories:

- 1 - Granules **Waiting for Staging**.
- 2 - Granules **In Staging**.
- 3 - Granules that have been **Staged and NOT Shipped**.
- 4 - Granules that have been **Staged, Shipped and In DPL**.

In addition to the preceding granule information, the data low and high watermarks are shown on the **Staging Status** pages:

- **DHWM** – The Data High Watermark is 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.

- **DLWM** – The Data Low Watermark is 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.

In general, keeping the amount of work that is in staging or staged below the high watermark of each output queue will achieve 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 it means exceeding the DHWM.

The DLWM is mainly used for dispatching high-priority work. Since it is a good idea to keep the queues at their high watermarks, generally the output queues should be fairly full. As a result, a high-priority request might have to wait until some of the data gets worked off and the queue falls below that high watermark, not affecting fast paced high-priority requests.

### 15.9.3.1 Viewing Staging Status

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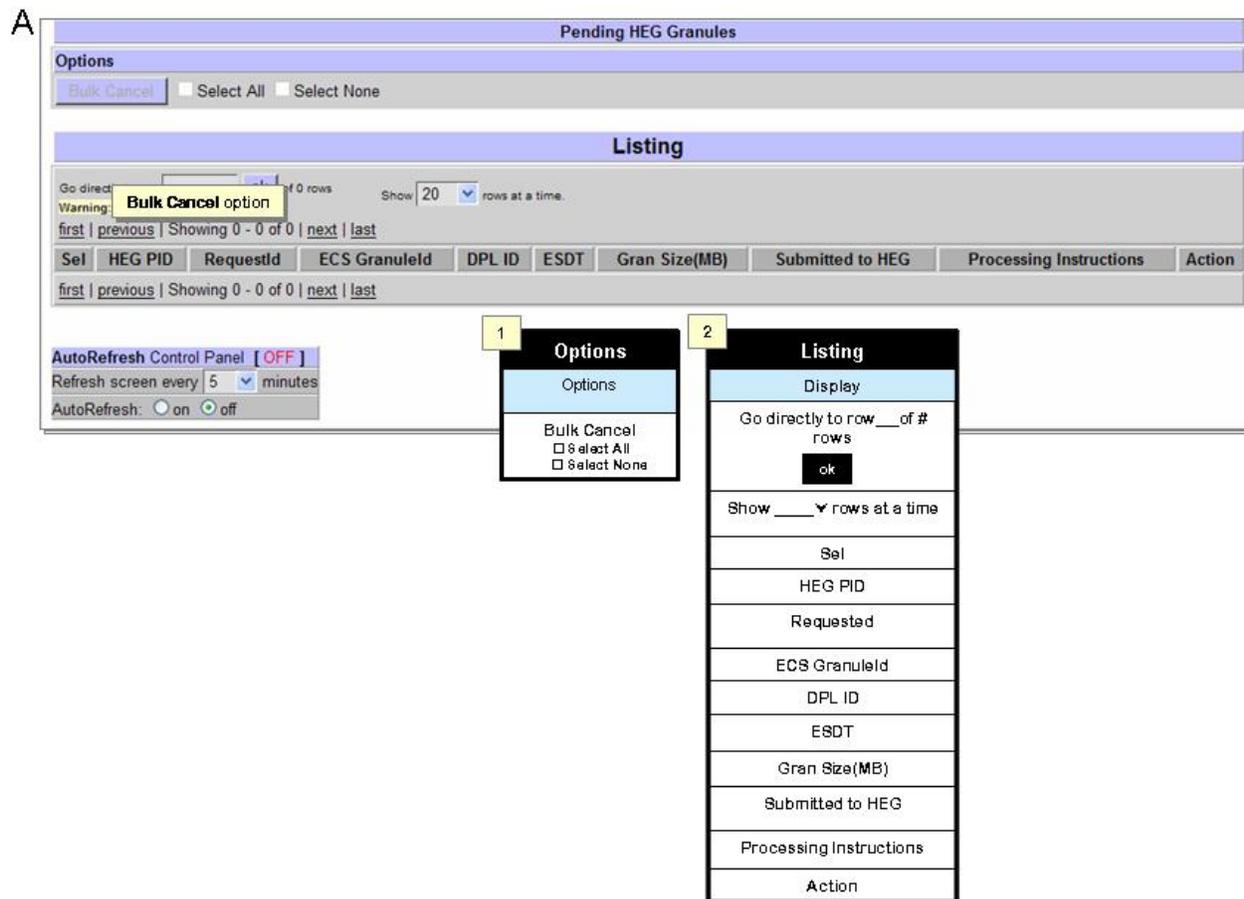
- 1 Click **one of three Staging Status** submenu options (Media Type, FTP Push Destination or SCP Destination) to display its page (Figure 15.9-3: Frame A-Media Type; Frame B-FTP Push Destination; Frame C-SCP Destination).
    - The **Staging Status by <staging type>** status page displays.
  - 2 To view another staging status page, select **staging type** from the list box on the currently displayed page.
  - 3 Observe displayed information (Figure 15.9-3) of the Granule Count and Volume section on the **Staging Status** page as follows:
    - The **Staging Status** pages, each displays same information columns, except that data is either media or destination generated.
    - **The System Totals** are system-wide totals for ALL granules in their various states, regardless of individual tallies.
    - If **AutoRefresh** is **ON**, the **Staging Status by <staging type>** page refreshes automatically as often as specified in the **Refresh screen every <n> minutes**.
-

## 15.9.4 OM Status Pages submenu page – Pending HEG Granules

The OM GUI displays pending HEG granules. The **Pending HEG Granules** (Figure 15.9-4, Frame A) page provides Operator (with either full or limited capability) with a means of viewing pending HEG granules.

### 15.9.4.1 Viewing Pending HEG Granules

- 1 From the OM GUI Home Page, select the **OM Status Page** link.
- 2 Click **Pending HEG Granules** submenu option to display its page (Figure 15.9-4, Frame A).
  - The **Pending HEG Granules** page displays.



**Figure 15.9-4. Pending HEG Granules Page (Frame A) and Tables (Frames 1-2)**

- 3 Observe information displayed on the **Pending HEG Granules** page and its sections:
  - The **Options** section of the **Pending HEG Granules** page has the following button and selection boxes (Figure 15.9-4, Table 1):
    - **Bulk Cancel** button [for canceling selected pending HEG granule(s)].

- **Select All** box [for selecting all eligible items for **Bulk Cancel**].
  - **Select None** box [for selecting none of the eligible items for **Bulk Cancel**].
- 4 Observe the information displayed in the **Listing** section (Figure 15.9-4, Table 2) of the **Pending HEG Granules** page:
- ▶ Click on a specific **Request ID** in the Listing table of the **Pending HEG Granules** page to bring up a screen containing detailed data concerning that particular request.
  - ▶ To view the processing instructions for a particular granule, click on the **View...** link in the **Processing Instructions** column in the **Pending HEG Granules** page to bring up a **Processing Instructions** window to view the processing instructions for the line item.
  - ▶ Click the **Close Window** button to **close the Processing Instructions** window.
- 4 To **cancel pending** HEG granule(s):
- ▶ In the **Options** section, select either the **Select All** check box (if all pending HEG granules are to be failed) or the individual check boxes in the **Sel** column associated with the specific pending HEG granules.
  - ▶ Click the **Bulk Cancel** button in the **Options** section of the **Pending HEG Granules** page, to complete the cancel pending HEG granule(s) process.
    - The specified pending HEG granules are failed.
- 

### 15.9.5 OM Status Pages submenu page – DPL File System Status

The OM Status menu option provides Operator (full or limited capability) the ability to view-only the ongoing activities of the Data Pool (DPL) File System (Figure 15.9-5). This status page displays the Data Pool File System Status in two categories:

- 1 - Data Pool File Systems
- 2 - Archive File Systems

The sections display activity for data pool files' data space (free or used) usage/availability; cache threshold (alerts and suspended); granules file size and processing status.

**NOTE:** This status page is Read-Only.

#### 15.9.5.1 Viewing Data Pool File System Status

---

- 1 Click **OM Status Pages** menu option to expand its submenu.
- 2 Click **DPL file System Status** submenu option to display the **Data Pool File System Status** page (Figure 15.9-5).
  - The **DPL File System Status** page displays.

| Read-Only view                                      |        | Data Pool File System Status |                                              |                            |                              |                              |                     |
|-----------------------------------------------------|--------|------------------------------|----------------------------------------------|----------------------------|------------------------------|------------------------------|---------------------|
| Data Pool File Systems                              |        |                              |                                              |                            |                              |                              |                     |
| Name                                                | Status | Free Space                   | Used Space<br><small>(last checked)</small>  | Cache Used Alert Threshold | Queued Granules              | Granules Processing          |                     |
| DEFAULT<br><small>/datapool/DEV08/user/FS1/</small> | active | 110 GB                       | 69%<br><small>( Feb 14 2008 4:29PM )</small> | 92%                        | 0<br><small>0.000 MB</small> | 0<br><small>0.000 MB</small> |                     |
| FS2<br><small>/datapool/DEV08/user/FS2/</small>     | active | 205 GB                       | 44%<br><small>( Feb 14 2008 4:29PM )</small> | 92%                        | 0<br><small>0.000 MB</small> | 0<br><small>0.000 MB</small> |                     |
| Archive File Systems                                |        |                              |                                              |                            |                              |                              |                     |
| Name                                                | Status | Free Space                   | Used Space<br><small>(last checked)</small>  | Cache Used Alert Threshold | Cache Used Suspend Threshold | Queued Granules              | Granules Processing |
| AMFS1<br><small>/storax/amsf1/</small>              | active | 62 GB                        | 74%<br><small>( Feb 14 2008 4:24PM )</small> | 95%                        | 100%                         | MB                           | MB                  |
| BROWFS<br><small>/storax/browfs/</small>            | active | 199 GB                       | 20%<br><small>( Feb 14 2008 4:24PM )</small> | 95%                        | 100%                         | MB                           | MB                  |
| SNFS1<br><small>/storax/snfs1/</small>              | active | 60 GB                        | 75%<br><small>( Feb 14 2008 4:24PM )</small> | 80%                        | 99%                          | MB                           | MB                  |
| XMLArchive<br><small>/storax/smallfiles/</small>    | active | 249 GB                       | 2%<br><small>( Feb 14 2008 4:24PM )</small>  | 95%                        | 100%                         | MB                           | MB                  |

**Figure 15.9-5. Data Pool File System Status Page**

- 3 Observe both sections of the **Data Pool file System Status** page, noting that the Archive File Systems section provides an additional “Suspend Threshold” display.
- 4 Set the **AutoRefresh** to **ON**, the **Data Pool file System Status** page refreshes automatically as often as specified in the **Refresh screen every x minutes** window.

## 15.10 OM GUI – OM Configuration

The OM Configuration menu option provides Operator (full or limited capability) the ability to configure the OM GUI parameters values.

This section contains a description of how to check and modify OM configuration parameter values.

The **OM Configuration** submenu pages provide the full-capability Operator with features to check and modify (if necessary) the values assigned to the following types of OM configuration parameters:

- **Aging Parameters.**
- **OM Server/Database Parameters:**
  - Queue
  - Cleanup
  - Email
  - Media
  - Staging
  - Partition

- Misc.
- HEG.
- **Media Parameters.**
- **Media Creation.**
- **ODL Metadata Users**
- **External Processing**
- **FtpPush/SCP Policy**

The limited-capability Operator can use the **OM Configuration** page to view the values assigned to OM configuration parameters, but can not change any parameter values.

The OM Configuration submenu options will be examined using to the following checklist:

**Table 15.10-1. OM Configuration - Activity Checklist**

| Order | Role                    | Task                                                                                                                                                                                                              | Section       | Complete? |
|-------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------|
| 1     | Distribution Technician | Checking/Modifying Assigned Values of Aging Parameters                                                                                                                                                            | (P) 15.10.1.1 |           |
| 2     | Distribution Technician | Checking/Modifying the Configuration of the Assigned Values of OMS Server and Database Parameters                                                                                                                 | (P) 15.10.2.1 |           |
| 3     | Distribution Technician | Checking/Modifying Assigned Values of Media Parameters                                                                                                                                                            | (P) 15.10.3.1 |           |
| 4     | Distribution Technician | Checking/Modifying Assigned Values of Media Creation Parameters                                                                                                                                                   | (P) 15.10.4.1 |           |
| 5     | Distribution Technician | Adding/Deleting User Email Address to/from the ODL Metadata File <ul style="list-style-type: none"> <li>• Adding User Email Address(es)</li> <li>• Deleting User Email Address(es)</li> </ul>                     | (P) 15.10.5.1 |           |
| 6     | Distribution Technician | Checking/Modifying External Processing Services Configurations <ul style="list-style-type: none"> <li>• Add New (or Edit) External Processing Service</li> <li>• Delete an External Processing Service</li> </ul> | (P) 15.10.6.1 |           |
| 7     | Distribution Technician | Viewing/Modifying FTP Push/SCP Policy Configuration                                                                                                                                                               | (P) 15.10.7.1 |           |

### 15.10.1 OM Configuration submenu page – Aging Parameters

The **Aging Parameters** submenu option allows the full-capability Operator to configure the aging parameter (rules) for each priority level using the **Aging Parameters Configuration** page (Figure 15.10-1).

Aging parameters affect how Distribution Requests are aged over time. There are three aging parameters, however only two are configurable for each ECS Priority Level (i.e., XPRESS, VHIGH, HIGH, NORMAL, or LOW):

- 1 - **Age Step** – is the aging rate (range is 0-255, including decimal fractions) by which the effective priority of a request increases for every hour it has been waiting. If the parameter is set to zero (0), waiting requests never increase in priority. However, the priority will not exceed the “Maximum 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, the request increases 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   |

- 2 - **Maximum Priority** – is the maximum priority a request can attain through the aging process. For example, if Maximum Priority were set to 130, once the request had reached a priority of 130, it would not go any higher [e.g., if a Maximum Priority of 130 were applied to the previous example, at Hour 6 the priority would become 130 and at every hour thereafter (if not delivered) it would still be 130].
- 3 - **Starting Priority** – is a non-configurable arbitrary value that represents the priority.

| Aging Parameter Configuration |     |
|-------------------------------|-----|
| <b>XPRESS</b>                 |     |
| Age Step ?                    | 0   |
| Maximum Priority ?            | 255 |
| Starting Priority ?           | 255 |
| <b>VHIGH</b>                  |     |
| Age Step                      | 0   |
| Maximum Priority              | 235 |
| Starting Priority             | 235 |
| <b>HIGH</b>                   |     |
| Age Step                      | 0   |
| Maximum Priority              | 220 |
| Starting Priority             | 220 |
| <b>NORMAL</b>                 |     |
| Age Step                      | 0   |
| Maximum Priority              | 150 |
| Starting Priority             | 150 |
| <b>LOW</b>                    |     |
| Age Step                      | 0   |
| Maximum Priority              | 60  |
| Starting Priority             | 60  |

Each priority level has a non-configurable "Starting Priority" value:

- XPRESS = 255
- VHIGH = 235
- HIGH = 220
- NORMAL = 150
- LOW = 60

**Figure 15.10-1. Aging Parameters Page**

### **15.10.1.1 Checking/Modifying Assigned Values of Aging Parameters**

- 1 Click **OM Configuration** menu option to expand its submenu.
- 2 Click **Aging Parameters** submenu option to display the **Aging Parameters Configuration** page (Figure 15.10-1).
  - The **Aging Parameters Configuration** page displays.
- 3 Observe the **Aging Parameters Configuration** page aging steps and priority levels values.
  - The table is divided into sections for the various distribution request priorities (e.g., XPRESS) and within each section there are rows that indicate the identity and value of each of the following parameters associated with the priority:
    - **Age Step.**
    - **Maximum Priority.**
    - **Starting Priority** (cannot be changed).

- 4 If aging parameter value(s) is modified (and is authorized):
    - ▶ Type the new value(s) in the text entry box(s) for the relevant parameter(s).
    - ▶ Click the appropriate button:
      - **Apply** - to apply the new value(s) to the parameter(s).
      - **Reset** - to clear the new value(s) from the text entry box(s) without changing the current value(s). The original value(s) is retained.
- 

### 15.10.2 OM Configuration submenu page – Server/Database

The **OMS Server and Database Configuration** page (Figure 15.10-2) provides the full-capability operator with the capability to check and modify OMS server or database parameter values.

OMS server and database parameters affect functionality of the OM server and database. The parameters are dynamically loaded from the OMS database into the configuration pages on the OM GUI. If a configuration parameter is added to the database, it is subsequently displayed on the OM GUI when the applicable configuration page is requested. If a configuration parameter is deleted from the database, it is no longer displayed on the OM GUI. Consequently, the configuration parameters displayed on the OM GUI are variable.

| OMS Server and Database Configuration: All parameters |                                                                                          |         |                                                                                             |
|-------------------------------------------------------|------------------------------------------------------------------------------------------|---------|---------------------------------------------------------------------------------------------|
| Parameter                                             | Description                                                                              | Units   | Value                                                                                       |
| Num Of Allowed Email Submissions                      | Max Number of concurrent submissions to PDS                                              |         | 111 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>  |
| Child Process Time Limit                              | Amount of time to wait to kill child process before retrying action                      | seconds | 30 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>   |
| Delete Complete Interventions After                   | Time in hours Completed Interventions are maintained                                     | hours   | 10 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>   |
| Delete Complete Actions After                         | Time in hours Completed Actions are maintained                                           | hours   | 10 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>   |
| Max Request Granules                                  | Maximum number of granules a request may contain                                         |         | 3000 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/> |
| Max Subset Granules                                   | Maximum number of granules a request may contain if it specifies subsetting              |         | 3 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>    |
| Delay Partition                                       | Time delay in hours each successive partition is supposed to be dispatched               | hours   | 24.0 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/> |
| Max Action Retries                                    | Maximum number of times an action can be retried before the request is FAILED            |         | 20 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>   |
| Idle Sleep Time                                       | Length of time between OM Server checks for config parameters                            | seconds | 10 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>   |
| Action Retry Wait                                     | Time in seconds the OmServer waits before attempting to re-dispatch an action            | seconds | 10 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>   |
| Num Of Allowed Validations                            | Number of threads the OMServer uses for performing request validations action            | threads | 100 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>  |
| Action Check Interval                                 | Time in seconds the OmServer waits before checking on actions                            | seconds | 30 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>   |
| Cleanup Check Interval                                | Time in seconds the OmServer waits before performing cleanup activities                  | seconds | 300 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>  |
| Suspend Check Interval                                | Time in seconds the OmServer waits before performing checking suspended queues           | seconds | 30 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>   |
| Max Concurrent Requests Processed                     | Number of concurrent requests the Om Server will process at one time                     | integer | 100 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>  |
| Notify User For Partition Requests                    | Whether or not user want to recieve notification when partition happens yes or no        | none    | Y (Yes) <input type="button" value="↓"/> <input type="button" value="✓"/>                   |
| Global Staging Status                                 | Synergy IV Staging Mode Status                                                           | none    | A (Active) <input type="button" value="↓"/> <input type="button" value="✓"/>                |
| Min Moderate Request                                  | min number of tape mounts classified Moderate                                            | number  | 500 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>  |
| Min Expensive Request                                 | min number of tape mounts classified Expensive                                           | number  | 100 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>  |
| Max Cheap Requests                                    | Max number of Concurrent requests classified as Cheap that can be promoted to staging    | number  | 500 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>  |
| Max Moderate Requests                                 | Max number of Concurrent requests classified as Moderate that can be promoted to staging | number  | 500 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>  |
| Staging Action Retries                                | No of Retries for Staging Action                                                         | number  | 1 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>    |
| Staging Action Retry Interval                         | Interval for Retry of Staging Actions                                                    | seconds | 601 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>  |
| Fsstat Interval                                       | Minimum amount of time allowed between fsstat calls                                      | seconds | 6 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>    |
| Fsstat Timeout                                        | The maximum time fsstat is allowed to run before timing out                              | seconds | 122 <input type="text"/> <input type="button" value="←"/> <input type="button" value="✓"/>  |

**Figure 15.10-2. OMS Server and Database Configuration Page**

### 15.10.2.1 Checking/Modifying the Configuration of the Assigned Values of OMS Server and Database Parameters

- 1 Click **OM Configuration** menu option to expand its submenu.
- 2 Click **[All]** submenu option, listed under the **Server/Database** header, to display its page (Figure 15.10-2). To view individual parameter's page click on its associated link:
  - To display the **OMS Server and Database Configuration: <name> parameters** page (Figure 15.10-2), click on one of the links listed under the **Server/Database** header of the **OM Configuration** submenu (Example: **[All]**, **[queue parms]**, etc...)

- Links under the **Server/Database** header in the navigation frame of the **OM Configuration** submenu includes the following categories of parameters:
  - **[All]**
  - **[queue parms]**
  - **[cleanup parms]**
  - **[email parms]**
  - **[media parms]**
  - **[staging parms]**
  - **[partition parms]**
  - **[misc. parms]**
  - **[HEG parms].**

**NOTE:** OMS configuration parameters are dynamically loaded from the OMS database into the configuration pages on the OM GUI. If a configuration parameter is added to the database, it is subsequently displayed on the OM GUI when the applicable configuration page is requested. If a configuration parameter is deleted from the database, it is no longer displayed on the OM GUI. Consequently, the configuration parameters displayed on the OM GUI are variable.

3 Observe information displayed in the table on the **OMS Server and Database Configuration: <name> parameters** page:

- The table on the **OMS Server and Database Configuration: <name> parameters** page has the following columns:
  - **Parameter**
  - **Description**
  - **Units**
  - **Value.**
- The rows in the table indicate the parameter's current values (Figure 15.10-3) and descriptions of the following types of parameters:

| Parameters |                                     | Parameters (cont) |                                    | Parameters (cont) |                                          |
|------------|-------------------------------------|-------------------|------------------------------------|-------------------|------------------------------------------|
| Type       | Name                                | Type              | Name                               | Type              | Name                                     |
| queue      | Num Of Allowed Email Submissions    | staging           | Global Staging Status              | media             | Due Date for Media Request               |
| queue      | Child Process Time Limit            | staging           | Min Moderate Request               | email             | Global Configured Operator Actions Email |
| cleanup    | Delete Complete Interventions After | staging           | Min Expensive Request              | media             | Qc Timeout                               |
| cleanup    | Delete Complete Actions After       | staging           | Max Cheap Requests                 | media             | Production Timeout                       |
| partition  | Max Request Granules                | staging           | Max Moderate Requests              | media             | Media Prep Timeout                       |
| partition  | Max Subset Granules                 | staging           | Max Expensive Requests             | media             | Rimage Order Pull Time                   |
| partition  | Delay Partition                     | misc.             | Max Failure Archive                | misc.             | Max Order History Days                   |
| misc.      | Max Action Retries                  | email             | Global Configured Email            | media             | Luminex Timeout                          |
| misc.      | Idle Sleep Time                     | cleanup           | Max Orphan Req Age                 | media             | Media Device Check Interval              |
| misc.      | Action Retry Wait                   | cleanup           | Cleanup Orphan Req Period          | staging           | Staging Action Retries                   |
| queue      | Num of Allowed Validations          | email             | Forward Dn Email                   | staging           | Staging Action Retry Interval            |
| misc.      | Action Check Interval               | cleanup           | Unsuccess Req Ret Time             | staging           | Fsstate Interval                         |
| misc.      | Cleanup Check Interval              | HEG               | Max Num of Concurrent HEG Process  | staging           | Stornext Timeout                         |
| misc.      | Suspend Check Interval              | HEG               | Max Num of Concur HEG Proc Per Req |                   |                                          |
| queue      | Max Concurrent Requests Processed   | HEG               | HEG Process Retry Interval         |                   |                                          |
| email      | Notify User for Partition Request   | cleanup           | Cleanup Delay Interval             |                   |                                          |

**Figure 15.10-3. OM Server/Database Configuration - Parameters**

- To manually update (refresh) the data on the screen, click on the **reload**  icon in the **OM GUI** navigation frame.
  - The Netscape browser **Edit** → **Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.
- 4 If server or database parameter value(s) is (are) to be modified (and there is authorization to do so), type the new value(s) in the text entry box(es) for the relevant parameter(s).
- NOTE:** Server parameters cannot be set to 0 (zero).
- 5 Once all desired parameters are updated, click on the **Apply** button to apply new value(s) to the modified parameter(s):
- The **OMS Server and Database Configuration** page refreshes and displays the modified value(s).
  - To retain the original value, select the **Reset** button. The new value(s) from the text entry box(es) will be reset to the current value(s).

### 15.10.3 OM Configuration submenu page – Media

The **Media** submenu option (Figure 15.10-4) provides the full-capability operator with a means of checking and modifying media parameter values.

Media parameters are specific to each kind of distribution medium and affect such things as limit checking against standard media capacity limits (e.g., minimum request size and maximum request size) and the partitioning of requests (e.g., partition size). The parameters are dynamically loaded from the OMS database into the configuration pages on the OM GUI. If a configuration parameter is added to the database, it is subsequently displayed on the OM GUI when the applicable configuration page is requested. If a configuration parameter is deleted from the database, it is no longer displayed on the OM GUI. Consequently, the configuration parameters displayed on the OM GUI are variables.

The screenshot displays the 'Media Configuration' page with several parameter tables. A red arrow points from the 'MediaCapacity' field in the 'FtpPush' table to a JavaScript error dialog box. The dialog box contains the following text:

```

[JavaScript Application]
! Rule for configuring media types:
MaxRequestSize < PartitionSizeLimit > MediaCapacity
MaxRequestSize must be less than PartitionSizeLimit, which must be greater than MediaCapacity.
OK

```

At the bottom right, there are two buttons: 'Submit Media Configuration Changes' and 'Rest Media Configuration Changes'. Below these buttons is a yellow box containing the following text:

```

Apply Changes to all parameters. [checked]
Reset this parameter back to its original value. [button]
Rule for configuring medial types. [rule]

```

Figure 15.10-4. Media Configuration Page

### 15.10.3.1 Checking/Modifying Assigned Values of Media Parameters

---

- 1 Click **OM Configuration** menu option to expand its submenu.
- 2 Click **Media** submenu option to display its page (Figure 15.10-4).

**NOTE:** OMS configuration parameters are dynamically loaded from the OMS database into the configuration pages on the **OM GUI**. If a configuration parameter is added to the database, it is subsequently displayed on the **OM GUI** when the applicable configuration page is requested. If a configuration parameter is deleted from the database, it is no longer displayed on the **OM GUI**. Consequently, the configuration parameters displayed on the **OM GUI** are variable.

- 3 Observe information displayed on the **Media Configuration** page.
  - The **Media Configuration** page has the following columns:
    - **Parameter Name.**
    - **Value.**
  - Each of the parameters applies to the following distribution media:
    - **FtpPull.**
    - **FtpPush.**
    - **CDROM.**
    - **DLT.**
    - **DVD.**
    - **scp.**
  - The rows in the table indicate the current assigned values to the following types of parameters for each type of distribution medium:
    - **MediaCapacity (GB)** – should initially be set to the maximum capacity (in gigabytes) for the type of medium, but later should be adjusted to a lower or higher value depending on whether or not data compression is used.
    - **PartitionGranuleLimit** – is the maximum number of granules that may be partitioned for the type of medium.
    - **PartitionSizeLimit (GB)** – should be the size (in GB) at which point partitioning of a request can occur.
    - **MinRequestSize (GB)** – is the minimum number of gigabytes that can be requested for the type of medium.
    - **MaxRequestSize (GB)** – should be the maximum total number of gigabytes that can be requested for that type of medium, regardless of whether or not it can be partitioned.
    - **MinBundleSize (GB)** – is the minimum number of gigabytes in a bundle for the type of medium.

- **Request High Water Mark** – The Request High Watermark [RHWM] is the desired maximum number of requests that may be in the Staging state, or that have completed Staging but are not yet in a terminal state (e.g., Shipped).
  - **Data High Water Mark (MB)** – The Data High Watermark [DHWM] is the maximum volume (in MB) 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.
  - **Request Low Water Mark** – The Request Low Watermark [RLWM] is the desired minimum number of requests that may be in the Staging state or that completed staging, but are not in a terminal state (e.g., Shipped).
  - **Data Low Water Mark (MB)** – The Data Low Watermark [DLWM] is the minimum volume (in MB) 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.
  - **Pull Gran Dpl Time (days) [...]** – The pull granule Data Pool time is the number of days a granule for an FtpPull request would normally remain in the Data Pool.
  - **Pull Gran Dpl Ret Pri (number) [...]** – The pull granule Data Pool retention priority is the normal retention priority for a granule for an FtpPull request.
  - **Min Pri To Preempt (number) [...]** – The minimum priority to preempt applies to granules put in the Data Pool for an FtpPull request.
- To manually update (refresh) the data on the screen, click on the **reload**  icon on the **OM GUI** navigation frame.
  - The Netscape browser **Edit** → **Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.
- 4 If media parameter value(s) is (are) to be modified, type the **new value(s)** in the text entry box(es) for the relevant parameter(s).
- 5 After all desired parameters have been updated; select the **Apply** button to submit the media configuration changes.
- Select the **Reset** button to clear the new value(s) from the text entry box(es) and reset the parameter(s) back to its original value(s).
    - The value(s) displayed in the text entry boxes return to the original value(s).
- 

#### 15.10.4 OM Configuration submenu page – Media Creation

The **Media Creation Configuration** page (Figure 15.10-5) provides the full-capability Operator with a means of checking and modifying media creation parameter values.

Media creation parameters are specific to each kind of distribution medium and affect whether or not media orders are dispatched automatically. The parameters are dynamically loaded from the OMS database into the configuration pages on the OM GUI. If a configuration parameter is added to the database, it is subsequently displayed on the OM GUI when the applicable

configuration page is requested. If a configuration parameter is deleted from the database, it is no longer displayed on the OM GUI. Consequently, the configuration parameters displayed on the OM GUI are variable.

### 15.10.4.1 Checking/Modifying Assigned Values of Media Creation Parameters

- 1 Click **OM Configuration** menu option to expand its submenu
- 2 Click **Media Creation** submenu option to display the **Media Creation Configuration** page (Figure 15.10-5).
  - The **Media Creation Configuration** page displays.

The screenshot shows the 'Media Creation Configuration' page with three sections: CDROM, DLT, and DVD. Each section has three rows of configuration parameters. The DVD section's 'DispatchMode' dropdown menu is open, showing a list of options: 'Manual', 'Automatic', and 'Manual'. A yellow callout box points to the dropdown with the text 'DispatchMode Options list box'. At the bottom of the page are 'Apply' and 'Reset' buttons.

| Media Creation Configuration                                  |                                                                 |
|---------------------------------------------------------------|-----------------------------------------------------------------|
| <b>CDROM</b>                                                  |                                                                 |
| DispatchMode                                                  | Manual                                                          |
| Max number of QC devices per Request (Automatic Mode)         | 2                                                               |
| Default QC Volume Selection                                   | <input type="radio"/> All <input checked="" type="radio"/> None |
| <b>DLT</b>                                                    |                                                                 |
| DispatchMode                                                  | Manual                                                          |
| Max number of Production devices per Request (Automatic Mode) | 2                                                               |
| Max number of QC devices per Request (Automatic Mode)         | 2                                                               |
| Default QC Volume Selection                                   | <input checked="" type="radio"/> All <input type="radio"/> None |
| <b>DVD</b>                                                    |                                                                 |
| DispatchMode                                                  | Manual                                                          |
| Max number of QC devices per Request (Automatic Mode)         | -                                                               |
| Default QC Volume Selection                                   | <input type="radio"/> All <input type="radio"/> None            |

**Figure 15.10-5. Media Creation Configuration Page**

**NOTE:** OMS configuration parameters are dynamically loaded from the OMS database into the configuration pages on the OM GUI. If a configuration parameter is added to the database, it is subsequently displayed on the OM GUI when the applicable configuration page is requested. If a configuration parameter is deleted from the database, it is no longer displayed on the OM GUI. Consequently, the configuration parameters displayed on the OM GUI are variable.

- 3 Observe information displayed on the **Media Creation Configuration** page.
  - The **Media Creation Configuration** has two columns that shows the following types of information:
    - **Parameter**

- **Current value.**
  - The rows in the table indicate the current values assigned to the following types of parameters for each type of distribution medium:
    - **DispatchMode.**
    - **Max number of QC devices per Request (Automatic Mode).**
    - **Max number of Production devices per Request (Automatic Mode).**
    - **Default QC Volume Selection.**
  - Each of the preceding parameters applies to each of the following distribution media:
    - **CDROM**
    - **DLT**
    - **DVD.**
- 4 To modify the media creation parameter value(s):
- ▶ Highlight and delete **current value.**
  - ▶ Enter **new value.**

**NOTE:** The **DispatchMode** can be set to either **Automatic** or **Manual** by the full-capability Operator.

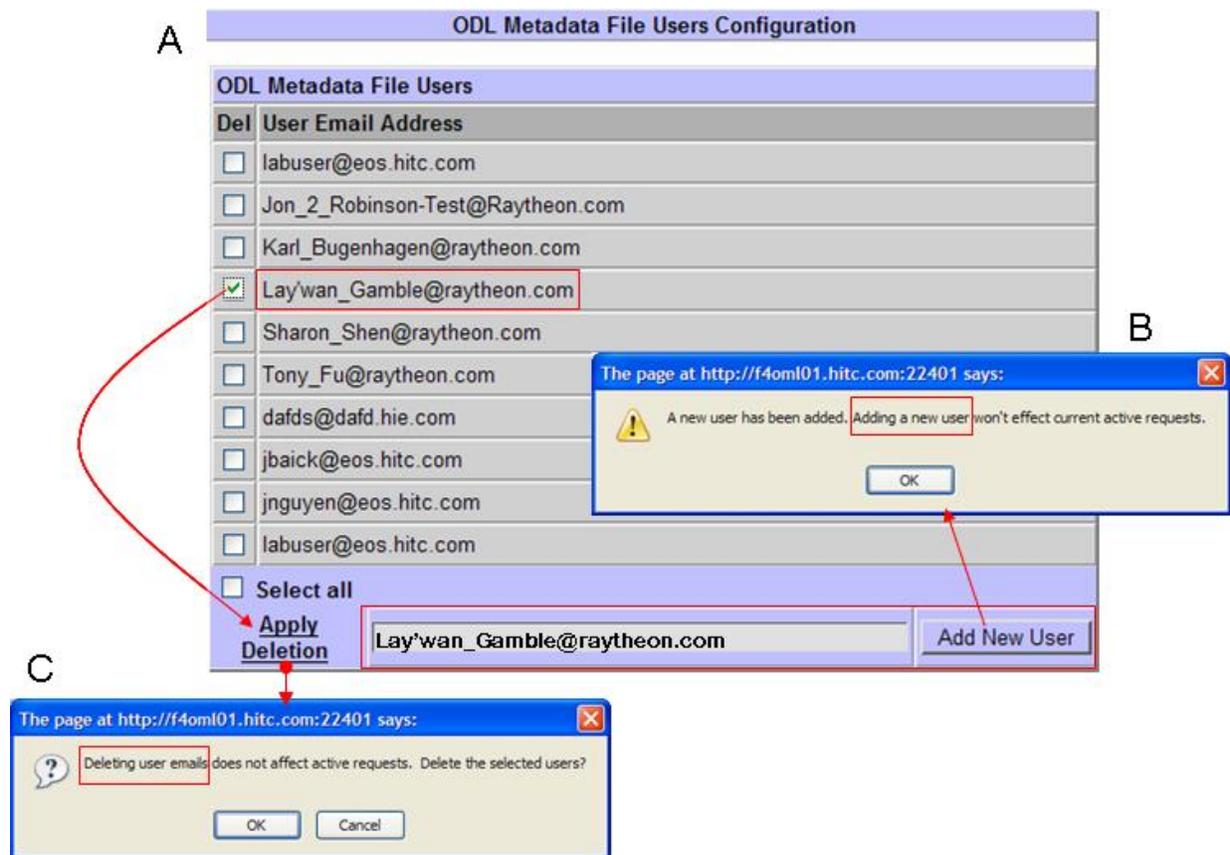
- ▶ Click on the appropriate button from the following selections:
    - **Apply** - to submit the configuration changes with the parameter(s) new value(s).
    - **Reset** - to reset the value(s) back to original value(s).
- 

### 15.10.5 OM Configuration submenu page – ODL Metadata Users

Limited-capability Operator is limited to viewing Metadata File Users configuration only. The Operator cannot add, or delete email addresses.

The **ODL Metadata File Users Configuration** page (Figure 15.10-6) allows the full-capability Operator 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.

**NOTE:** 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 15.10-6. ODL Metadata File Users Configuration Page**

### 15.10.5.1 Adding/Deleting User Email Address to/from the ODL Metadata File

- 1 Click **OM Configuration** menu option to expand its submenu.
- 2 Click **ODL Metadata Users** submenu option to display the **ODL Metadata File Users Configuration** page (Figure 15.10-6, Frame A).
  - The **ODL Metadata File Users Configuration** page displays.

#### Adding User Email Address(es)

- 3 Enter the new user's **email address** to the **add new user textbox**.
- 4 Click the **Add New User** button to submit the change to the database.
  - The confirmation dialog box (Figure 15.10-6, Frame B) confirming the change displays.
- 5 Click **OK** to acknowledge the change.

#### Deleting User Email Address(es)

- 6 To delete User email address(es), click on the **Del** (or **Select all**) check box next to the user(s) to be deleted.

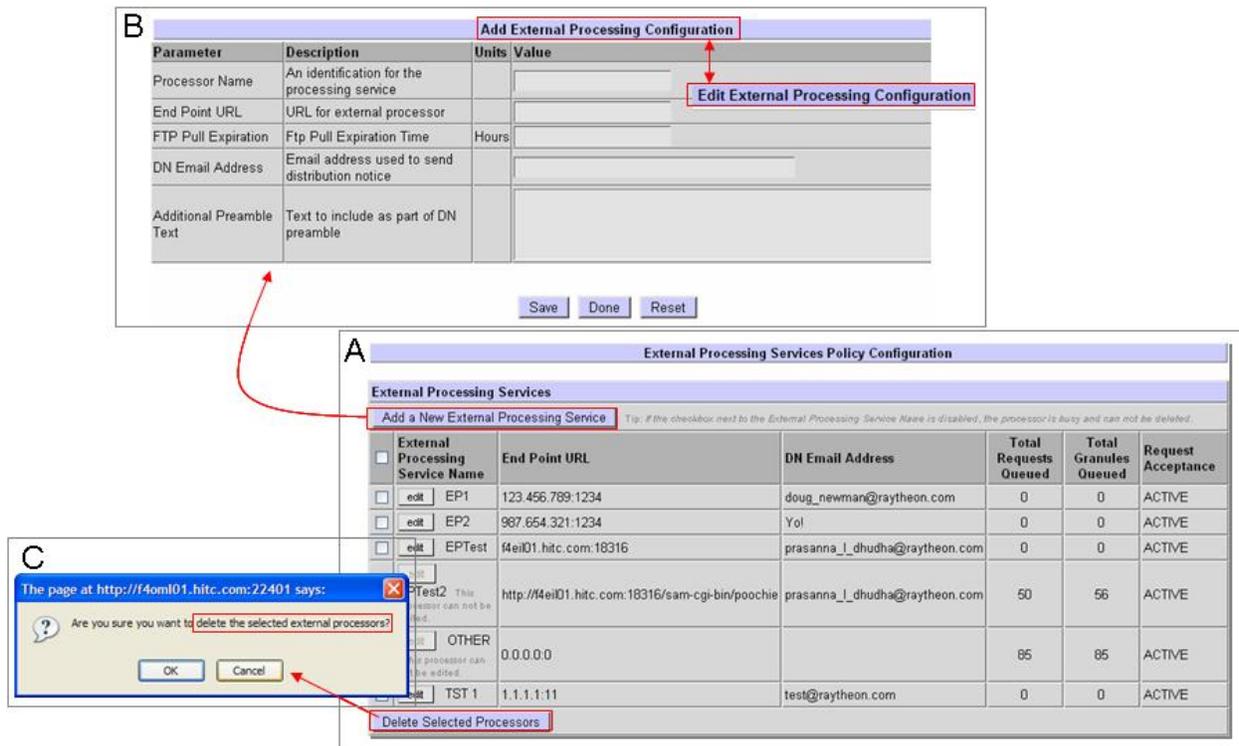
- A green check mark displays in the box(es).
- 7 Select the **Apply Deletion** link to submit change(s) to the database.
- The confirmation dialog box (Figure 15.10-6, Frame C) confirming the change displays.
- 8 Click **OK** acknowledge the deletion.

### 15.10.6 OM Configuration Submenu Page – External Processing

Limited-capability Operator is limited to only viewing External Processing Configuration. The Operator cannot edit, add, or delete destinations. This page allows the full-capability Operator to define and configure the parameters of an external processing service as follows:

- View the external processing services parameters.
- Delete a selected external processing service that has no pending requests for an external processing service.
- Add a new external processing service.
- Edit existing processing service configuration.

Special configuration parameters that control external processing requests are displayed on the **External Processing Services Policy Configuration** page (Figure 15.10-7, Frame A).



**Figure 15.10-7. External Processing Services Policy Configuration Page**

The descriptive listing for External Processing Services parameters are described in the following table (Table 15.10-2):

**Table 15.10-2. External Processing Services Parameters**

| PARAMETER                              | DESCRIPTION                                                                                |
|----------------------------------------|--------------------------------------------------------------------------------------------|
| <b>External Processor Service Name</b> | <b>A unique name for the external processing service.</b>                                  |
| <b>End Point URL</b>                   | <b>Host URL address for external processing service as configured in the ECS registry.</b> |
| <b>DN Email Address</b>                | <b>DN Email Address used by the external processing service.</b>                           |
| <b>Total Requests Queued</b>           | <b>Total number of queued requests.</b>                                                    |
| <b>Total Granules Queued</b>           | <b>Total number of queued granules.</b>                                                    |
| <b>Request Acceptance</b>              | <b>The acceptance of the request.</b>                                                      |

### **15.10.6.1 Checking/Modifying External Processing Services Configurations**

- 1 Click **OM Configuration** menu option to expand its submenu.
- 2 Click **External Processing** submenu option to display its **External Processing Services Policy Configuration** page (Figure 15.10-7, Frame A).
- 3 Observe the **External Processing Services Policy Configuration** page:

#### Add New (or Edit) External Processing Service

- 4 Select the **Add a New External Processing Service** button, (or if editing, select the **edit** button next to the processing service to be edited).
  - The **Add External Processing Configuration** page (Figure 15.10-7, Frame B) displays (if editing, the **Edit External Processing Configuration** page displays).
- 5 Add/Edit required data of the **External Processing Configuration parameters**, as needed.
- 6 Click **Save** to submit the input.
- 7 Click **Done** to return to the **External Processing Services Policy Configuration** page

#### Delete an External Processing Service

- 8 To delete and external processing service, select the **checkbox** of the **External Processing Service** to be deleted.
- 9 Click the **Delete Selected Processors** button at bottom of the page.
- 10 Click **OK** to confirm deletion, at the deletion prompt (Figure 15.10-7, Frame C) dialog box and to delete selected external processors.

## 15.10.7 OM Configuration Submenu Page – FtpPush/SCP Policy

The **FtpPush/SCP Policy Configuration** page (Figure 15.10-8, Frame A) provides the full-capability Operator the ability to define, configure and fine-tune parameter values of FtpPush/SCP destinations.

The screenshot displays the **FtpPush / SCP Policy Configuration** interface, divided into several sections:

- Global Settings for All Destinations:** A table of configuration parameters for all destinations, including:
 

|                         |    |             |           |                  |      |
|-------------------------|----|-------------|-----------|------------------|------|
| FtpPush Max Operations: | 1  | RHWM:       | 30        | Time Out:        | 1800 |
| Max. FTP Failures:      | 3  | DHWM:       | 30        | Min. Throughput: | 1    |
| SCP Max Operations:     | 10 | DLWM:       | 2         | Max. Operations: | 5    |
| Max. SCP Failures:      | 5  | Retry Mode: | Automatic | Retry Interval:  | 1    |
- Frequently Used Destinations:** A table listing destinations with columns for Name (Alias), Del, Media Type, Host Address, Destination Directory, and Retry Mode. Destinations include 'NDPAD', 'OM SCP Distribution Area1', 'origin', 'scp origin', and 'scp3'. A 'Details link' is present for the 'NDPAD' entry.
- Add New Destination (Frame B):** A form for creating a new destination, including fields for Name (Alias), Target Directory, Host/IP Address, Media Type (FtpPush/SCP), and various settings like Max. Operations, RHWM, DHWM, DLWM, Time Out, Min. Throughput, and Retry Interval. It also features a 'Notes' section and 'Save', 'Reset', and 'Done' buttons.
- FTPPush / SCP Destination Details (Frame D):** A detailed view of a destination's configuration, mirroring the settings in Frame B.

Annotations in the image include a red arrow pointing from the 'Details link' in the 'Frequently Used Destinations' table to the 'Add New Destination' form, and a yellow callout box stating: "The 'Add New Destination' and the 'FTPPush/SCP Destination Details' pages display identical fields, although their functions serves two different purposes (frames B and D)."

**Figure 15.10-8. FtpPush/SCP Policy Configuration Page**

Configuration parameters on the **FtpPush/SCP Policy Configuration** page are grouped in the following three working parts (Figure 15.10-9, Frames 1, 2, 3):

- 1 - **Global Settings for All Destinations** (Figure 15.10-9, Frame 1)).
- 2 - **Non-Configured Destinations [Only apply to FtpPush destinations]** (Figure 15.10-9, Frame 2).
- 3 - **Frequently Used Destinations** (Figure 15.10-9, Frame 3).

All FtpPush destinations belong to either the Frequently Used group or the Non-Configured (general) group. All FtpPush destinations not specifically defined as **Frequently Used**

**Destinations** (Figure 15.10-9, Frame 3) are considered “non-configured”. Non-configured groups use the parameter values in the **Settings for Non-Configured Destinations [Only apply to FtpPush destinations]** section (Figure 15.10-9, Frame 2). All “new” destinations use the Settings for Non-Configured Destinations [Only apply to FtpPush destinations] as their default values until other values are specifically assigned.

**Global Settings for All Destinations** (Figure 15.10-9, Frame 1) are parameters that apply to all destinations (both frequently used and non-configured), regardless of their individual settings.

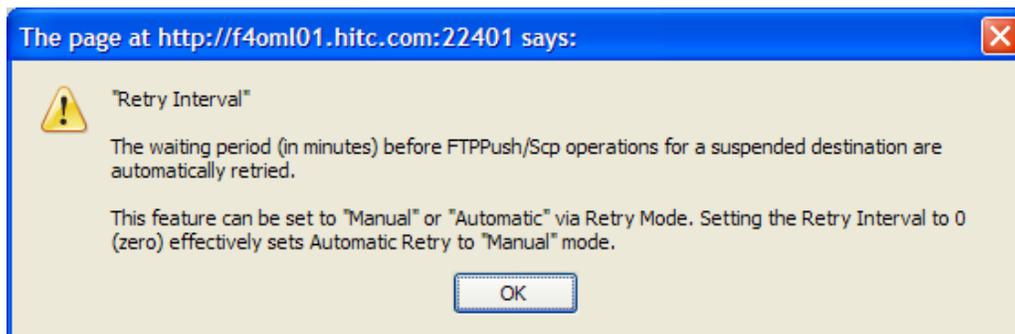
| 1                                            | 2                                                                                    | 3                                                                               |
|----------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| <b>Global Settings for All Destinations?</b> | <b>Settings for Non-Configured Destinations [Only apply to FtpPush destination]</b>  | <b>Frequently Used Destinations</b>                                             |
| Fields                                       | Fields                                                                               | Fields                                                                          |
| FtpPush Max Operations                       | RHWM                                                                                 | Destination Name (Alias)                                                        |
| Max. FTP Failures                            | DHWM                                                                                 | Del                                                                             |
| SCP Max Operations                           | DLWM                                                                                 | Media Type:<br><input type="checkbox"/> FtpPush<br><input type="checkbox"/> SCP |
| Max. SCP Failures                            | Retry Mode:<br><input type="checkbox"/> Automatic<br><input type="checkbox"/> Manual | Host Address                                                                    |
| Options                                      | Time Out                                                                             | Destination Directory                                                           |
| Apply                                        | Min. Throughput                                                                      | Retry Mode                                                                      |
| Reset                                        | Max. Operations                                                                      | Options                                                                         |
|                                              | Retry Interval                                                                       | Add a Destination                                                               |
|                                              | Options                                                                              | Delete Selected Destinations                                                    |
|                                              | Apply                                                                                | Select all (Del)                                                                |
|                                              | Reset                                                                                |                                                                                 |

**Figure 15.10-9. FtpPush/SCP Policy Configuration Page – Fields and Options**

### 15.10.7.1 Viewing/Modifying FtpPush/SCP Policy Configuration

- 1 Click **OM Configuration** menu option to expand its submenu.
- 2 Click **FtpPush/SCP Policy** submenu option to display the **FtpPush/SCP Policy Configuration** page (Figure 15.10-8).

- 3 Observe/Modify settings displayed on the **FtpPush/SCP Policy Configuration** page:
- ▶ If parameter value(s) in either the **Global Settings for All Destinations** section or **Settings for Non-Configured Destinations** section is (are) to be modified, click the Apply button to submit the change.
  - ▶ Click the **Reset** button to reset values back original entry.
  - ▶ If the retry mode for a destination in the **Frequently Used Destinations** section should be changed, click on the **option button** (in the **Retry Mode** column) associated with the destination to display a menu of retry modes, then click the **mode**:
    - **Automatic.**
    - **Manual.**
    - Selected mode displays in the **Retry Mode** column.
- NOTE:** The Retry Mode for the “OTHER” FTPPush Destination group is always “Automatic”.
- 4 Click the **context-sensitive help** icon (?) of the **Retry Interval parameter** label, to review the information and description about the Retry Interval parameter.
- The parameter description dialog box displays (Figure 15.10-10).



**Figure 15.10-10. Context-Sensitive Help for Retry Interval Parameter**

- 5 To review **details of a destination**, click the underscored **Destination Name (Alias)**.
- The **FTPPush/SCP Destination Details** page displays (Figure 15.10-8, Frame D).
    - ▶ Observe the **detailed information** of the selected alias.
    - ▶ Click the **Done** button to return to the **FTPPush/SCP Policy Configuration** page without saving any possible changes.
- 6 To **Delete (remove) destination(s)** from the **Frequently Used Destinations** section:
- ▶ Click the Del checkbox next the destination(s) (or select the Select all destinations checkbox to select all listed destinations).
  - ▶ Click the Delete Selected Destinations link near the bottom of the Frequently Used Destinations section.
  - The “**Are you sure you want to delete the selected destinations?**” dialog box displays (Figure 15.10-8, Frame C).
    - ▶ Click **OK** to confirm deletion(s).

**NOTE:** Removing a destination from the Frequently Used Destinations section does not actually delete the destination; it moves the destination(s) to the non-configured group and erases its individual configuration parameter values.

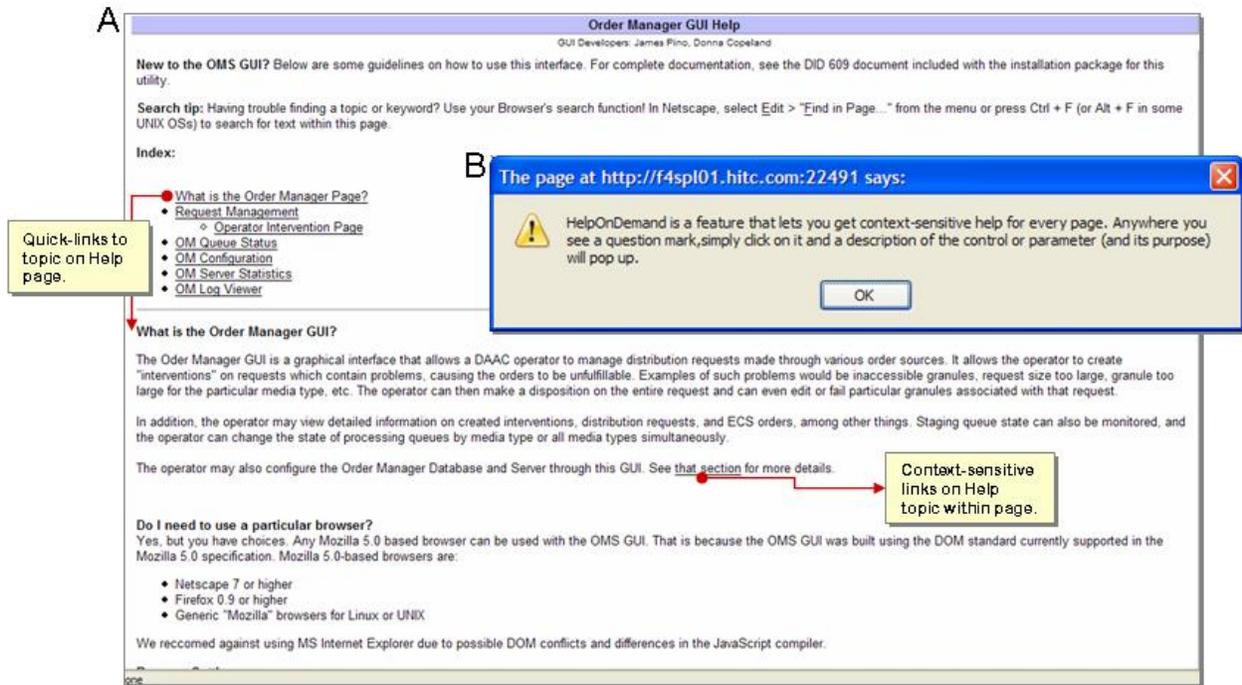
- 7 To **Add a new destination** to the **Frequently Used Destinations** section:
- ▶ Click the **Add a Destination** button.
  - The **Add New Destination** page displays (Figure 15.10-8, Frame B).
    - ▶ Enter appropriate **values/data** to the fields/parameters (Figure 15.10-9, Frame 1, 2, 3) as follows:
  - The **Destination Name (Alias)** is a unique descriptive name which easily identified the destination. For example: **Norford University**
  - The **Target Directory** is the directory path of the remote host to which data is to be pushed by ftp. For example: **/sci/data/push**
  - The **Host/IP Address** text box is the remote host machine name or IP address where data are to be pushed by ftp. For example: **dsc@nu.edu**.
  - The **Max. Operations** value is the maximum number of concurrent FtpPush operations for a particular destination (exclusive of but subject to the global Max Operations). For example: **2**.
  - The **RHWM** (Request High Watermark) value is the maximum number of requests that may be in the Staging state or that has completed Staging, but is not in a terminal state (e.g., Shipped). For example: **10**.
  - The **DHWM** (Data High Watermark) value is the maximum volume of data (in GB) in Staging or has been staged, but not yet pushed. For example: **10**.
  - The **DLWM** (Data Low Watermark) value is the minimum volume of data (in GB) in Staging or has been staged, but not yet pushed. For example: **2**.

- The **Time Out** (extra time allotment (in minutes) is applied to the expected throughput; such expected throughput equals minimum throughput plus timeout. For example: **60**.
  - The **Min. Throughput** value (megabytes per second) represents the minimum data throughput (in MB/sec) for a particular destination. For example: **100**.
  - The **Retry Interval** value (in minutes) represents the waiting period before FtpPush operations for a suspended destination are automatically retried. For example: **60**.
  - The **Notes** is general information about the destination (e.g., the justification for adding the new destination, etc.)
  - Use the listboxes to select the available options for **Media Type** and **Retry Mode**.
  - ▶ Click the **Save** button to submit the new destination and to **refresh the FTP Push/SCP Policy Configuration** page.
  - The **new destination** displays on the FTP Push/SCP Policy Configuration page.
- 

## 15.11 OM GUI – Help

There are several ways to get access to help in using the **OM GUI**:

- **HelpOnDemand** –features context-sensitive help for each page, particularly for controls or parameters that may not be entirely self-descriptive. Depicted by a question mark (?) located next to a button or text field on an **OM GUI** page, whenever clicked, a dialog box (Figure 15.11-1, Frame B) opens that describes the item in question.
- **Help** – features help on various topics covering usage of the Order Manager GUI. The **Help** submenu option is access from the **OM GUI** menu home page. (Figure 15.11-1, Frame A) to be displayed.



**Figure 15.11-1. Help Page (A) and HelpOnDemand Example (B)**

### 15.11.1 Help Submenu Page – About HelpOnDemand...

The **About HelpOnDemand...** allow Operator to get context-sensitive help on every OM GUI page. Signified by a question mark (?), the Operator simply clicks the question mark to get descriptive context of the control or parameter in a pop-up window (Figure 15.11-1, Frame B).

### 15.11.2 Help Submenu Page – Help

The Order Manager GUI **Help** (Figure 15.11-1, Frame A) submenu feature provides Operator with several guidelines on how to use the OMS GUI. Complete documentation can be found in the DID 609 document which was included with the installation package for the OMS utility.

The submenu features active search function using the current browser (i.e., using Netscape, select Edit > "Find in Page..." from the menu or press Ctrl + F (or Alt + F in some UNIX OSs) from within the OM GUI page).

The Help submenu (Figure 15.11-1, Figure A) hypertext-index features the following topics:

- **What is the Order Manager Page?**
- **Request Management**
  - Operator Intervention Page
- **OM Queue Status**
- **OM Configuration**
- **OM Server Statistics**
- **OM Log Viewer**

---

## 15.12 OM GUI – Physical Media Distribution

The OM GUI Physical Media Distribution (PMD) feature provides the Operator the tool to perform media distribution of OM GUI requests.

Errors with Physical Media Distribution are handled in much the same way as interventions for distribution requests are handled. An Operator intervention is generated by the OMS Server and is displayed on the OM GUI.

The Physical Media Distribution submenu options will be examined using to the following checklist:

**Table 15.12-1. Physical Media Distribution - Activity Checklist**

| Order | Role                    | Task                                                 | Section         | Complete? |
|-------|-------------------------|------------------------------------------------------|-----------------|-----------|
| 1     | Distribution Technician | Monitoring/Controlling PMD Media Creation Console    | (P) 15.12.1.1   |           |
| 2     | Distribution Technician | Confirming Media Collection Complete for PMD         | (P) 15.12.1.2.1 |           |
| 3     | Distribution Technician | Failing PMD Media Collection                         | (P) 15.12.1.3.1 |           |
| 4     | Distribution Technician | Marking PMD Request Shipped                          | (P) 15.12.1.4.1 |           |
| 5     | Distribution Technician | Confirming PMD Package Assembled                     | (P) 15.12.1.5.1 |           |
| 6     | Distribution Technician | Marking PMD Package Not Assembled                    | (P) 15.12.1.6.1 |           |
| 7     | Distribution Technician | Printing PMD Outputs                                 | (P) 15.12.1.7.1 |           |
| 8     | Distribution Technician | Filtering/Modifying PMD Device Configuration         | (P) 15.12.2.1   |           |
| 9     | Distribution Technician | Viewing/Responding to PMD Open Intervention          | (P) 15.12.3.1   |           |
| 10    | Distribution Technician | Checking/Modifying PMD Printer Configuration         | (P) 15.12.4.1   |           |
| 11    | Distribution Technician | Adding/Modifying PMD Production Module Configuration | (P) 15.12.5.1   |           |
| 12    | Distribution Technician | Printing PMD Reports                                 | (P) 15.12.6.1   |           |
| 13    | Distribution Technician | Handling Compressed Format ESDTs                     | (P) 15.12.7.1   |           |

### 15.12.1 Physical Media Distribution Submenu Page – Media Creation Console

The **Media Creation Console** page (Figure 15.12-1, Frames A-A3) provides the full-capability Operator with the ability to perform various types of media creation actions from one interactive console.

The screenshot displays the **Media Creation Console** interface. It is divided into several sections:

- Request Actions (A1):** A table listing media creation requests with columns for OrderID, RequestID, Media Type, Vol Cnt, Request Status, Due Date, Note, Action Type, and Options. A dropdown menu is open for the 'Options' column of the first row, showing options like 'Activate Request', 'Fail Request', and 'Annotate Action'.
- Device Actions (A2):** A table listing media devices with columns for Media Type, Device, Production, QC, and Status. A dropdown menu is open for the 'Production' column, showing options like '1', '2', '3', '4', '5', '10', 'All', and 'All'.
- Filter (A3):** A section for filtering actions, with a dropdown menu showing options like '50', '100', and '1000'.
- Legend:** A section at the bottom right explaining the status of devices and volumes, such as 'Assigned', 'Mount', 'Dismount', and 'Legend'.

Callouts A, A1, A2, and A3 point to specific areas of the interface. Callout A points to the top header. Callout A1 points to the Request Actions table. Callout A2 points to the Device Actions table. Callout A3 points to the Filter section. A red arrow points from the 'MADEUP' device in the Device Actions table to the 'Assigned' checkbox in the Legend section. A yellow box with a red arrow points to the 'Assign' button in the Legend section, with the text: 'Click to change the specified volume of the selected device to Assign or to Mount.'

**Figure 15.12-1. Media Creation Console Page**

If physical media creation for a type of physical distribution medium is dispatched manually, the Operator must take action to activate each request on that type of physical distribution medium using the **Media Creation Console** page.

The OMS production software (EcOmPdModule) runs twice during media production; i.e., once for media preparation and again for media creation. Somewhat different activities occur for disk and tape preparation and creation (Figure 15.12-2, Frames 1, 2, 3).

The PMD Disk and Tape (Table 15.12-2, Frame 1) displays the activities that occur during disk (CD/DVD) and tape (DLT) preparation; Table 15.12-2, Frame 2 displays the disk and tape creation activities; and Table 15.12-2, Frame 3 displays the disk and tape QC/Verification activities:

| 1 | Preparation Activities         | 2 | Creation Activities                         | 3 | QC/Verification Activities                                                                                                       |
|---|--------------------------------|---|---------------------------------------------|---|----------------------------------------------------------------------------------------------------------------------------------|
|   | Disk (CD/DVD)                  |   | Disk (CD/DVD)                               |   | Disk (CD/DVD) and Tape (DLT)                                                                                                     |
|   | HDF and metadata file are read |   | Merge (label data) file is created          |   | The medium is inserted in a different drive than that used to create the disk or tape (QC of disks is typically done on a QC PC) |
|   | Data is staged                 |   | Luminex interface file is created           |   | The operator starts QC from the OM GUI                                                                                           |
|   | Summary file is created        |   | Luminex writes data to media                |   | QC compares the summary file and the "tar -tvf" (tape) or "ls" (disk) of the medium                                              |
|   | Summary file is copied         |   | Jewel case insert is printed                |   |                                                                                                                                  |
|   | Jewel case insert is created   |   | ISO image and interface file are cleaned up |   |                                                                                                                                  |
|   | ISO image file is created      |   | Staging directory is cleaned up             |   |                                                                                                                                  |
|   | Tape (DLT)                     |   | Tape (DLT)                                  |   |                                                                                                                                  |
|   | HDF and metadata file are read |   | Data written to tape                        |   |                                                                                                                                  |
|   | Data is staged                 |   | Tape label is printed                       |   |                                                                                                                                  |
|   | Summary file is created        |   | Staging directory cleaned up                |   |                                                                                                                                  |
|   | Summary file is copied         |   |                                             |   |                                                                                                                                  |
|   | Tape label is created          |   |                                             |   |                                                                                                                                  |

**Figure 15.12-2. PMD Disk and Tape – Activity List**

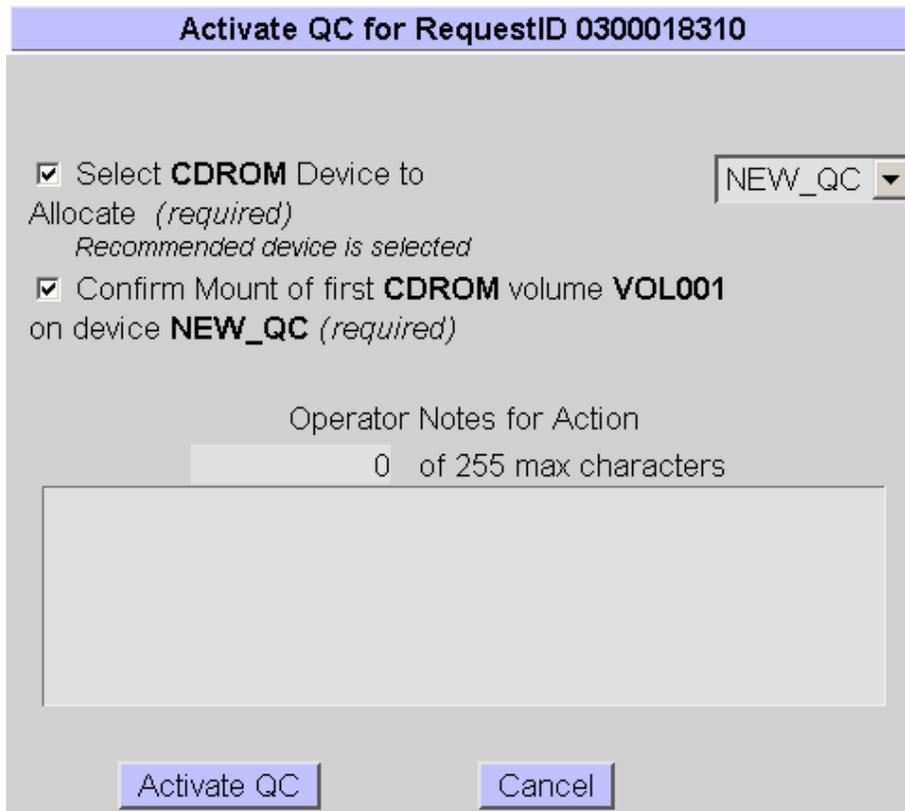
### 15.12.1.1 Monitoring/Controlling PMD Media Creation Console

- 1 Click **Physical Media Distribution** menu option to expand its submenu.
- 2 Click **Media Creation Actions** submenu option to display its page.
  - The **Media Creation Console** page (Figure 15.12-1, Frame A) displays.
- 3 Observe information displayed in the sections of the **Media Creation Console** page:
  - The **Request Actions** section (Frame A1) displays the following columns:
    - **OrderID** – details ECS Order <number> information.
    - **RequestID** – details Distribution Request <number> information and Volume List data.
    - **Media Type**.
    - **Volume Count (Vol Cnt)**.
    - **Request Status** – The status of the request. If the status is “Operator Intervention” and an OMS intervention exists, the status is a link to the Intervention Detail page for the intervention.
    - **Due Date** – date/time the request is due to be shipped.
    - **Note** – "Y" indicates that there is a note associated with the request. To see the note click the "Y."

- **Action Type** – type of action in the media creation process that OMS has queued and the operator can take.
- **Options** – options available to the operator in response to the queued action (in the Action Type column).
- The **Device Actions** section (Frame A2) displays the following columns:
  - **Media Type Device** – are active links that displays PMD Device Configuration page details.
  - **Production** – options to change device status to Assign and/or Mount.
  - **QC.**
  - **Status** – indicates whether the device in on-line (green) or off-line (red).
- The **Filter** section (Frame A3) allows the operator to select the type(s) of action(s) to display on the page. The following **Action Types** can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**

4 The **Action Type** column entries of the **Media Creation Console** page indicate to the next action to be administered by the Operator. The Operator can select the appropriate choice from the corresponding list in the **Options** column:

- If **Activate Media for QC** is displayed, the full-capability Operator can activate QC for a request by allocating distribution requests to a device (tape or drives). The “normal” Operator response would be to select a device from the list of available devices and confirm the presence of the appropriate tape or disk in the device. The following activities occur during disk/tape QC/verification:
  - The medium is inserted in a different drive than that used to create the disk or tape.
  - QC of disks is typically done on a QC PC.
  - The operator starts QC from the OM GUI.
  - QC compares the summary file (generated when the data were set up for copying to the physical media) and a “tar –tvf” of the medium.
- The following actions can be performed:
  - In **Filter** section, select **Activate Media for QC** from the **Action Type**.
  - Click the **Apply** button to display all active requests.
  - In the **Request Actions** section, click the Options button for the associated request to **Activate QC**.
- The **Activate QC for RequestID** dialog box displays (Figure 15.12-3).



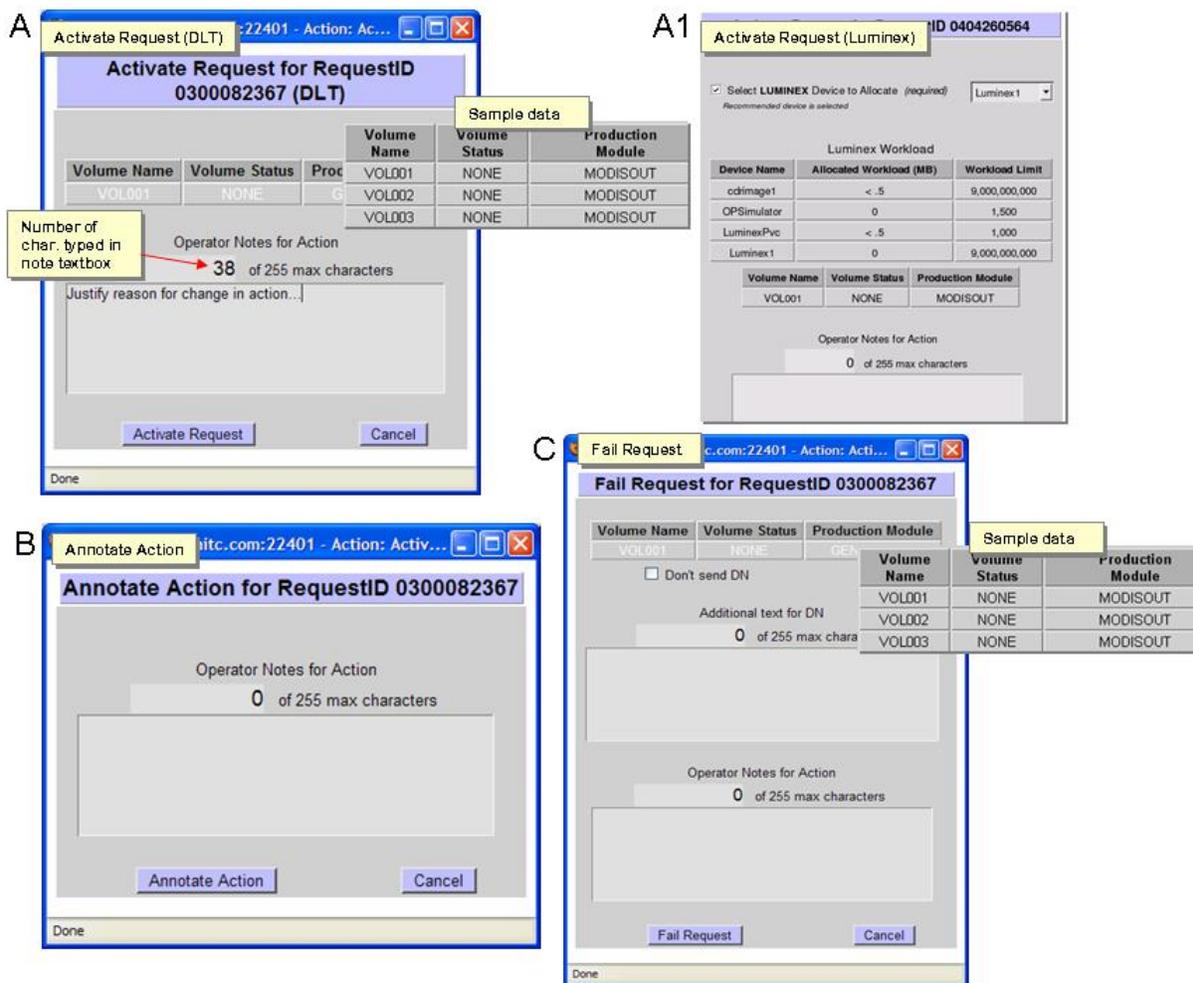
**Figure 15.12-3. Activate QC Dialog Box**

- ▶ Select checkbox to **Allocate Device**.
- ▶ Put **first volume tape or disk** of the request into the drive to be used for QC.
- ▶ Wait for the **drive to come on-line** before confirming media mounting using the Activate QC dialog box.
- ▶ Wait for light to **stop flashing**.
- ▶ Select checkbox to **Confirm Mount** of first <media> volume <vol#>on device.
- ▶ Input text **Operator Notes for Action** textbox, as necessary.
- ▶ Click the **Activate QC** button to complete the process.
- If **Activate Request** is displayed, the full-capability Operator can activate a distribution request by allocating it to a device for creating the volume, confirming tape mounting (if applicable), and/or annotating the action:
  - ▶ In Filter section, select Activate Request from the Action Type.
  - ▶ Click the Apply button to display all active requests.
  - ▶ In the Request Actions section, select one of the three Options for a request:
    - 1 - **Activate Request**

## 2 - Fail Request

## 3 - Annotate Action

- One of several **dialog boxes will appear** requesting input/confirmation.
  - ▶ Input notes or make changes into appropriate dialog box.
  - ▶ Select button to Activate (Figure 15.12-4, Frame A, A1) or Annotate (Figure 15.12-4, Frame B) or Fail (Figure 15.12-4, Frame C) Actions.



**Figure 15.12-4. Activate (A, A1); Annotate (B); Fail (C) Requests Dialog Boxes**

- If **Assemble Package** is displayed, the full-capability Operator can confirm (notify OMS) the assembly of the PMD package for shipment (i.e., the last volume of a request passed QC and has been dismantled). In addition, the full-capability Operator has the option of annotating the action. The following is performed in response to an Assemble Package action:
  - ▶ In Filter section, select Assemble Package from the Action Type.

- ▶ Click the Apply button to display all assemble package requests.
- ▶ In the Options column of the Request Actions section, select Confirm Package Assembled from the option list.
- The **Confirm Package Assembled for RequestID** dialog box displays (Figure 15.12-5).

**Confirm Package Assembled for RequestID**  
**0400000848**

Confirm Dismount of last DLT volume VOL001 from device *(required)*

Volumes Created

| Volume Name | Volume Status | Production Module |
|-------------|---------------|-------------------|
| VOL001      | VERIFIED      | MODISOUT          |

Printed Outputs

| Output Name       | Printer |
|-------------------|---------|
| Packing List (DN) | marlin  |
| QC Reports        | marlin  |
| Shipping Labels   | f2dp108 |
| Tape Labels       | f2dp107 |

Operator Notes for Action

0 of 255 max characters

Confirm Package Assembled
Cancel

**Figure 15.12-5. Confirm Package Assembled for RequestID Dialog Box**

- **Confirming Media Collection Complete for PMD** [to confirm media collection complete for PMD (i.e., the recently created volume(s) that was/were waiting for dismount has/have been dismounted)] (subsequent section of this lesson).
  - **Failing PMD Media Collection** [to indicate that the media collection or dismount failed] (subsequent section of this lesson).
  - **Annotating a PMD Action** [to add notes to any PMD action] (subsequent section of this lesson).
- 5 If **Assemble Package** is displayed in the **Action Type** column for a request on the **Media Creation Console** page, go to the appropriate procedure (from the list that follows) for responding to the action type associated with the request.
- **Marking PMD Request Shipped** [to confirm media dismount for a particular request that has passed QC and is ready to be marked “shipped”] (subsequent section

of this lesson).

- **Confirming PMD Media Dismounted** [to confirm media dismount for a particular request] (subsequent section of this lesson).
  - **Confirming PMD Package Assembled** [to confirm that the package was assembled for shipment] (subsequent section of this lesson).
  - **Marking PMD Package Not Assembled** [to indicate that the package was **not** assembled for shipment] (subsequent section of this lesson).
  - **Failing a PMD Request** [to manually fail a PMD request and (optionally) either enter additional text for the distribution notice (DN) or specify that no DN is to be sent] (subsequent section of this lesson).
  - **Printing PMD Outputs** [to reprint certain documents associated with PMD production, including shipping label, DN, and/or (in the case of CD-R/DVD-R) the jewel case insert] (subsequent section of this lesson).
  - **Annotating a PMD Action** [to add notes to any PMD action] (subsequent section of this lesson).
- 

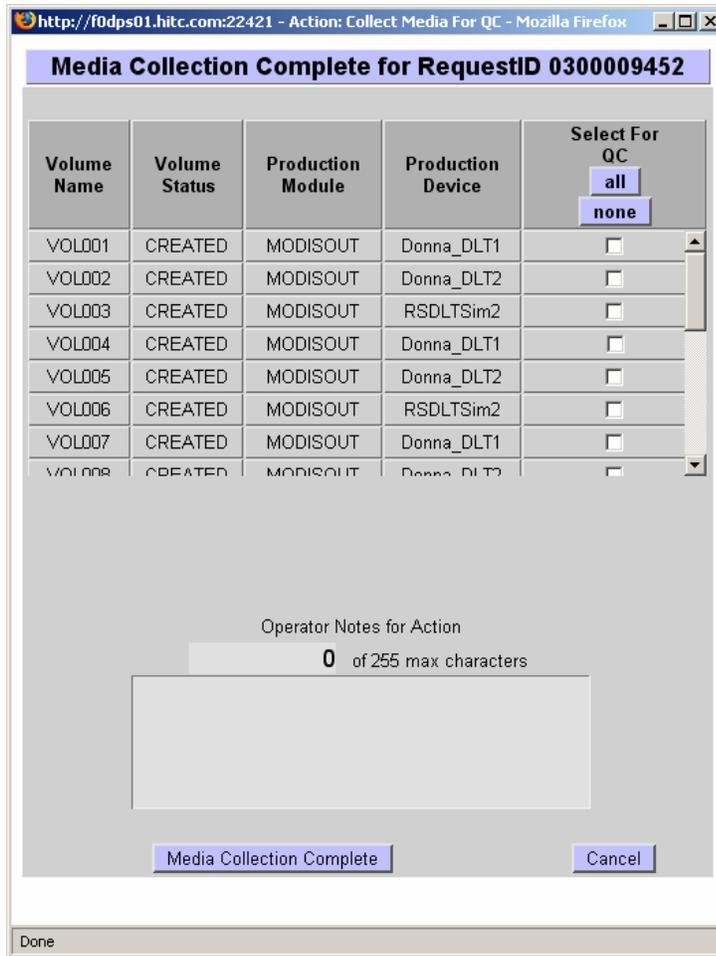
### 15.12.1.2 Collecting Media for PMD QC

The OMS queues an action (i.e., **Collect Media for QC**) indicating to the operator (in the **Action Type** column of the **Media Creation Console** page) to collect the media (relevant to a particular request) for automatic QC. The “normal” operator response would be to dismount the specified volume(s) from the drive where it/they was/were produced and confirm that the collection of media for QC is complete. However, that is not the only possibility. When the **Collect Media for QC** action for a particular request appears on the **Media Creation Console** page, the operator has the following options:

- Confirm media collection complete [Refer to the **Confirming Media Collection Complete for PMD** procedure (subsequent section of this lesson).]
- Fail media collection [Refer to the **Failing PMD Media Collection** procedure (subsequent section of this lesson).]
- Annotate action [Refer to the **Annotating a PMD Action** procedure (previous section of this lesson).]

The procedure for **Confirming Media Collection Complete for PMD** is used for notifying OMS that the recently created volume(s) that was/were waiting for dismount has/have been dismounted. The procedure is performed in response to a **Collect Media for QC** action displayed in the **Action Type** column of the **Media Creation Console** page. **Confirming Media Collection Complete for PMD** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Media Collection Complete** page (Figure 15.12-6) provides the full-capability operator with a means of confirming media collection complete for PMD (i.e., the recently created volume(s) that was/were waiting for dismount has/have been dismounted). The full-capability operator has the option of annotating the action.



**Figure 15.12-6. Media Collection Complete Page**

### 15.12.1.2.1 Confirming Media Collection Complete for PMD

---

- 1 Click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.
    - The **Physical Media Distribution** menu is expanded.
  - 2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.
    - The **Media Creation Console** page is displayed.
  - 3 Observe information displayed in the **Listing** table of the **Media Creation Console** page.  
NOTE: In order to confirm media collection complete the entry in the **Action Type** column for that request must be **Collect Media for QC**.
  - 4 To start the process of confirming media collection complete, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Media Collection Complete** (highlighting it), then release the mouse button.
    - A **Media Collection Complete** dialog box is displayed.
      - The **Media Collection Complete** dialog box displays the following information concerning each volume created for the request:
    - **Volume Name.**
    - **Volume Status.**
  - 5 Dismount the volume(s) identified as “waiting for dismount” in the **Volumes Created** table of the **Media Collection Complete** dialog box.
  - 6 Click in the **Confirm dismount of ... volume ... from device ...** check box.
    - A checkmark is displayed in the **Confirm dismount of ... volume ... from device ...** check box.
  - 7 If notes are to be entered for the “collection” action, type the appropriate text in the **Operator Notes for Action** text box of the **Media Collection Complete** dialog box.
    - Text is displayed in the **Operator Notes for Action** text box of the **Media Collection Complete** dialog box.
  - 8 To complete the process of confirming media collection complete click on the appropriate button from the following selections:
    - **Media Collection Complete** - to dismiss the dialog box and confirm media collection complete.
      - The dialog box is dismissed.
      - The **Media Creation Console page** is displayed.
    - **Cancel** - to dismiss the dialog box without confirming media collection complete.
      - The dialog box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialog box.
      - The **Media Creation Console page** is displayed.
-

### 15.12.1.3 Failing PMD Media Collection

The procedure for **Failing PMD Media Collection** is used for notifying OMS that the media collection or dismount failed. The procedure is performed in response to a **Collect Media for QC** action displayed in the **Action Type** column of the **Media Creation Console** page. **Failing PMD Media Collection** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Fail Media Collection** page (Figure 15.12-7) provides the full-capability operator with a means of indicating that the media collection or dismount failed. The full-capability operator has the option of annotating the action.

#### 15.12.1.3.1 Failing PMD Media Collection

- 1 Click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.
  - The **Physical Media Distribution** menu is expanded.
- 2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.
  - The **Media Creation Console** page is displayed.
- 3 Observe information displayed in the **Listing** table of the **Media Creation Console** page.

**NOTE:** In order to fail media collection the entry in the **Action Type** column for that request must be **Collect Media for QC**.

- 4 To start the process of failing media collection, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Fail Media Collection** (highlighting it), then release the mouse button.
  - A **Fail Media Collection** dialog box is displayed (Figure 15.12-7).



**Figure 15.12-7. Fail Media Collection Page**

- 5 If the currently assigned device is to be taken off line, first click in the **Set currently assigned ... device off-line** check box.
    - A checkmark is displayed in the **Set currently assigned device off-line** check box.
    - The mount can be failed without taking the currently assigned device off line.
  - 6 If the currently assigned device is to be taken off line, type the appropriate text in the **Explanation for Set Device Off-line** text box of the **Fail Media Collection** dialog box.
    - Text is displayed in the **Explanation for Set Device Off-line** text box of the **Fail Media Collection** dialog box.
  - 7 If notes are to be entered for the “fail media collection” action, type the appropriate text in the **Operator Notes for Action** text box of the **Fail Media Collection** dialog box.
    - Text is displayed in the **Operator Notes for Action** text box of the **Fail Media Collection** dialog box.
  - 8 To complete the process of failing media collection click on the appropriate button from the following selections:
    - **Fail Media Collection** - to dismiss the dialog box and fail media collection.
      - The dialog box is dismissed.
      - The Media Creation Console page is displayed.
      - If media collection is failed, OMS generates a QC error (due to media collection problems); however, it does not flag a volume as having passed or failed QC. The operator must identify which media are missing or appear to be damaged.
    - **Cancel** - to dismiss the dialog box without failing media collection.
      - The dialog box is dismissed unless the Operator Notes have changed, in which case the Cancel button provides an opportunity to save the updated notes before dismissing the dialog box.
      - The Media Creation Console page is displayed.
- 

#### 15.12.1.4 Assembling PMD Packages

The OMS queues an action (i.e., **Assemble Package**) indicating to the operator (in the **Action Type** column of the **Media Creation Console** page) to confirm that the package (relevant to a particular request) is assembled and ready for shipment. The “normal” operator response would be to collect all printed outputs, assemble the distribution package and confirm the successful completion of package assembly. However, that is not the only possibility. When the **Assemble Package** action for a particular request appears on the **Media Creation Console page**, the operator has the following options:

- Mark request shipped [Refer to the **Marking PMD Request Shipped** procedure (subsequent section of this lesson).]
- Confirm media dismounted [Refer to the **Confirming PMD Media Dismounted** procedure (previous section of this lesson).]

- Confirm package assembled [Refer to the **Confirming PMD Package Assembled** procedure (subsequent section of this lesson).]
- Package not assembled [Refer to the **Marking PMD Package Not Assembled** procedure (subsequent section of this lesson).]
- Fail request [Refer to the **Failing a PMD Request** procedure (previous section of this lesson).]
- Print outputs [Refer to the **Printing PMD Outputs** procedure (subsequent section of this lesson).]
- Annotate action [Refer to the **Annotating a PMD Action** procedure (previous section of this lesson).]

The procedure for **Marking PMD Request Shipped** is used for notifying OMS that the volume(s) recently passed through QC and that was/were waiting for dismount has/have been dismounted and is/are ready to be marked “shipped.” The procedure is performed in response to an **Assemble Package** action displayed in the **Action Type** column of the **Media Creation Console** page. **Marking PMD Request Shipped** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Mark Request Shipped** page (Figure 15.12-8) provides the full-capability operator with a means of confirming the assembly of the PMD package for shipment (i.e., the volume(s) that successfully passed QC and was/were waiting for dismount has/have been dismounted and is/are ready to be marked “shipped”). In addition, the full-capability operator has options for suppressing the DN and/or annotating the action.

#### 15.12.1.4.1 Marking PMD Request Shipped

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- 1 Click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.
  - The **Physical Media Distribution** menu is expanded.
- 2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.
  - The **Media Creation Console page** is displayed.
- 3 Observe information displayed in the **Listing** table of the **Media Creation Console page**.

**NOTE:** In order to mark a PMD request shipped the entry in the **Action Type** column for that request must be **Assemble Package**.

- 4 To start the process of confirming PMD package assembly, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Mark Request Shipped** (highlighting it), then release the mouse button.

- A **Mark Request Shipped** dialog box is displayed (Figure 15.12-8).



**Figure 15.12-8. Mark Request Shipped Page**

- The **Mark Request Shipped** dialog box displays the following information concerning each volume created for the request:
    - **Volume Name.**
    - **Volume Status.**
    - **Production Module.**
  - In addition, the **Mark Request Shipped** dialog box displays the following information concerning the outputs printed for the request:
    - Output Name.
    - Printer.
- 5** Dismount the volume(s) identified as “waiting for dismount” in the **Volumes Created** table of the **Mark Request Shipped** dialog box.

- 6 Click in the **Confirm dismount of last ... volume ... from device** check box.
    - A checkmark is displayed in the **Confirm dismount of last ... volume ... from device** check box.
  - 7 Click in the **Confirm Package Assembled** check box.
    - A checkmark is displayed in the **Confirm Package Assembled** check box.
  - 8 If no DN is to be sent, click in the check box labeled **Don't send DN**.
    - A checkmark is displayed in the **Don't send DN** check box.
  - 9 If notes are to be entered for the “mark shipped” action, type the appropriate text in the **Operator Notes for Action** text box of the **Mark Request Shipped** dialog box.
    - Text is displayed in the **Operator Notes for Action** text box of the **Mark Request Shipped** dialog box.
  - 10 To complete the process of confirming PMD package assembly click on the appropriate button from the following selections:
    - **Mark Request Shipped** - to dismiss the dialog box and confirm PMD package assembled.
    - The dialog box is dismissed.
      - The **Media Creation Console page** is displayed.
    - **Cancel** - to dismiss the dialog box without confirming PMD package assembly.
    - The dialog box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialog box.
      - The **Media Creation Console page** is displayed.
- 

### 15.12.1.5 Confirming PMD Package Assembled

The procedure for **Confirming PMD Package Assembled** is used for notifying OMS that the last volume of a request passed QC and has been dismounted. The procedure is performed in response to an **Assemble Package** action displayed in the **Action Type** column of the **Media Creation Console page**. **Confirming PMD Package Assembled** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

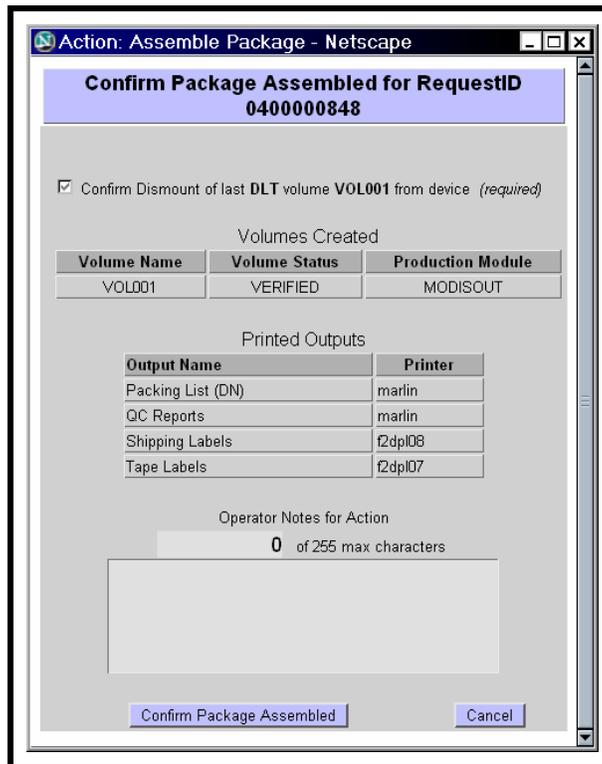
The **Confirm Package Assembled** page (Figure 15.12-9) provides the full-capability operator with a means of confirming the assembly of the PMD package for shipment (i.e., the last volume of a request passed QC and has been dismounted). In addition, the full-capability operator has the option of annotating the action.

### 15.12.1.5.1 Confirming PMD Package Assembled

- 1 Click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.
  - The **Physical Media Distribution** menu is expanded.
- 2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.
  - The **Media Creation Console** page is displayed.
- 3 Observe information displayed in the **Listing** table of the **Media Creation Console** page.

**NOTE:** In order to confirm PMD package assembled the entry in the **Action Type** column for that request must be **Assemble Package**.

- 4 To start the process of confirming PMD package assembly, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Confirm Package Assembled** (highlighting it), then release the mouse button.
  - A **Confirm Package Assembled** dialog box is displayed (Figure 15.12-9).



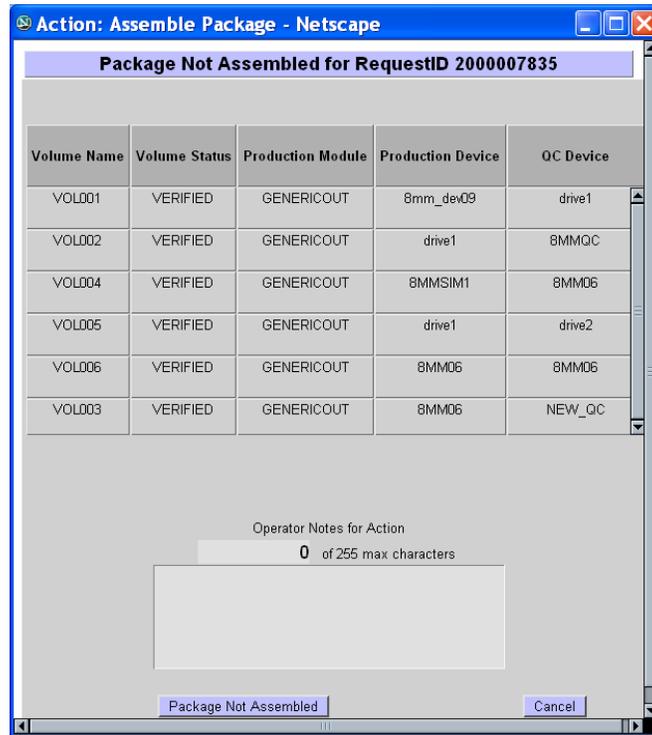
**Figure 15.12-9. Confirm Package Assembled Page**

- The **Confirm Package Assembled** dialog box displays the following information concerning each volume created for the request:
    - **Volume Name.**
    - **Volume Status.**
    - **Production Module.**
  - In addition, the **Confirm Package Assembled** dialog box displays the following information concerning the outputs printed for the request:
    - **Output Name.**
    - **Printer.**
- 5 Dismount the volume(s) identified as “waiting for dismount” in the **Volumes Created** table of the **Confirm Package Assembled** dialog box.
- 6 Click in the **Confirm dismount of last ... volume ... from device** check box.
- A checkmark is displayed in the **Confirm dismount of last ... volume ... from device** check box.
- 7 If notes are to be entered for the “assemble” action, type the appropriate text in the **Operator Notes for Action** text box of the **Confirm Package Assembled** dialog box.
- Text is displayed in the **Operator Notes for Action** text box of the **Confirm Package Assembled** dialog box.
- 8 To complete the process of confirming PMD package assembly, click on the appropriate button from the following selections:
- **Confirm Package Assembled** - to dismiss the dialog box and confirm PMD package assembled.
    - The dialog box is dismissed.
    - The Media Creation Console page is displayed.
  - **Cancel** - to dismiss the dialog box without confirming PMD package assembly.
    - The dialog box is dismissed unless the Operator Notes have changed, in which case the Cancel button provides an opportunity to save the updated notes before dismissing the dialog box.
    - The Media Creation Console page is displayed.
- 

### 15.12.1.6 Marking PMD Package Not Assembled

The procedure for **Marking PMD Package Not Assembled** is used for notifying OMS that the package was **not** assembled for shipment. The procedure is performed in response to an **Assemble Package** action displayed in the **Action Type** column of the **Media Creation Console page**. **Marking PMD Package Not Assembled** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Package Not Assembled** page (Figure 15.12-10) provides the full-capability operator with a means of indicating that the package was **not** assembled for shipment. The full-capability operator has the option of annotating the action.



**Figure 15.12-10. Package Not Assembled Page**

#### 15.12.1.6.1 Marking PMD Package Not Assembled

- 1 Click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.
    - The **Physical Media Distribution** menu is expanded.
  - 2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.
    - The **Media Creation Console** page displayed.
  - 3 Observe information displayed in the **Listing** table of the **Media Creation Console** page.
- NOTE:** In order to mark a PMD package “not assembled” the entry in the **Action Type** column for that request must be **Assemble Package**.
- 4 To start the process of marking a PMD package “not assembled,” click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Package Not Assembled** (highlighting it), then release the mouse button.
    - A **Package Not Assembled** dialog box is displayed (Figure 15.12-10).

- 5 If possible, dismount the volume identified in the **Confirm dismount of last ... volume ... from device** statement on the **Package Not Assembled** dialog box.
  - 6 If applicable, click in the **Confirm dismount of last ... volume ... from device ...** check box.
    - A checkmark is displayed in the **Confirm dismount of last ... volume ... from device ...** check box.
    - Confirmation of the dismount of the last volume is required if the device is to be taken off line.
  - 7 If the currently assigned device is to be taken off line, click in the **Set currently assigned ... device off-line** check box.
    - A checkmark is displayed in the **Set currently assigned ... device off-line** check box.
  - 8 If the currently assigned device is to be taken off line, type the appropriate text in the **Explanation for Set Device Off-line** text box of the **Fail Mount Media** dialog box.
    - Text is displayed in the **Explanation for Set Device Off-line** text box of the **Fail Mount Media** dialog box.
  - 9 If notes are to be entered for the “package not assembled” action, type the appropriate text in the **Operator Notes for Action** text box of the **Package Not Assembled** dialog box.
    - Text is displayed in the **Operator Notes for Action** text box of the **Package Not Assembled** dialog box.
  - 10 To complete the process of marking the PMD package “not assembled” click on the appropriate button from the following selections:
    - **Package Not Assembled** - to dismiss the dialog box and mark the PMD package “not assembled.”
      - The dialog box is dismissed.
      - The Media Creation Console page is displayed.
    - If the PMD package is marked “not assembled,” OMS generates a QC error, which results in a QC intervention that offers the operator a range of options for responding to the problem.
    - **Cancel** - to dismiss the dialog box without marking the PMD package “not assembled.”
      - The dialog box is dismissed unless the Operator Notes have changed, in which case the Cancel button provides an opportunity to save the updated notes before dismissing the dialog box.
      - The Media Creation Console page is displayed.
-

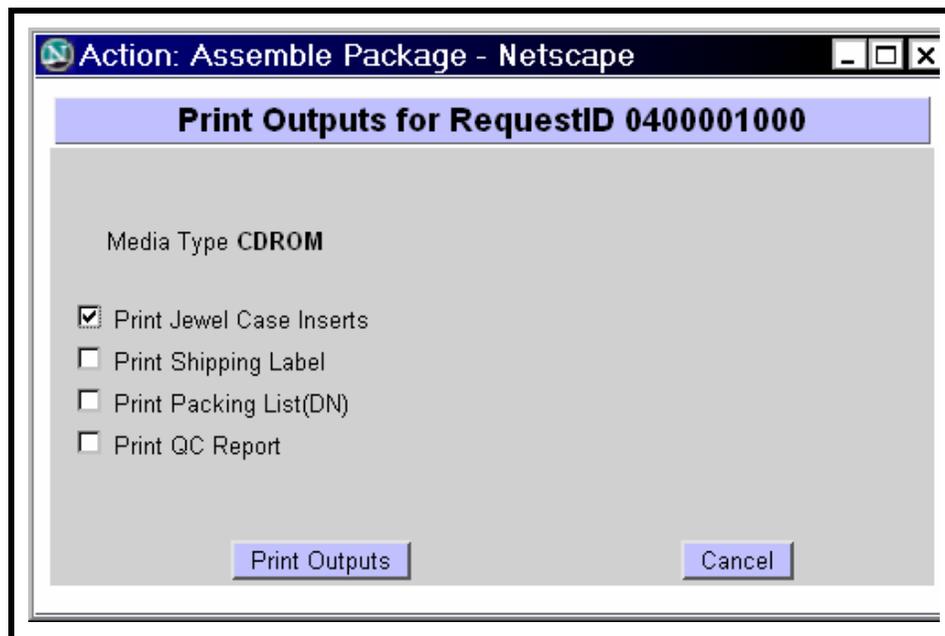
### 15.12.1.7 Printing PMD Outputs

The procedure for **Printing PMD Outputs** (Figure 15.12-11) is used for reprinting certain documents associated with PMD production, including shipping label, DN, and/or (in the case of CD-R/DVD-R) the jewel case insert. The procedure is performed in response to an **Assemble Package** action displayed in the **Action Type** column of the **Media Creation Console** page. **Printing PMD Outputs** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Print Outputs** page provides the full-capability operator with a means of reprinting certain documents associated with PMD production.

#### 15.12.1.7.1 Printing PMD Outputs

- 1 Click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.
    - The **Physical Media Distribution** menu is expanded.
  - 2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.
    - The **Media Creation Console** page is displayed.
  - 3 Observe information displayed in the **Listing** table of the **Media Creation Console** page.
- NOTE:** In order to reprint PMD outputs the entry in the **Action Type** column for that request must be **Assemble Package**.
- 4 To start the process of reprinting PMD outputs, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Print Outputs** (highlighting it), then release the mouse button.
    - A **Print Outputs** dialog box is displayed. (Figure 15.12-11).



**Figure 15.12-11. Print Outputs Page**

- The **Print Outputs** dialog box allows printing any/all of the following documents:
    - **Jewel case inserts.**
    - **Shipping label.**
    - **Packing List (DN).**
    - **QC Report.**
  - 5 To have jewel case insert(s) printed, click in the check box labeled **Print Jewel Case Inserts** in the **Print Outputs** dialog box.
    - A checkmark is displayed in the **Print Jewel Case Inserts** check box.
  - 6 To have a shipping label printed, click in the check box labeled **Print Shipping Label** in the **Print Outputs** dialog box.
    - A checkmark is displayed in the **Print Shipping Label** check box.
  - 7 To have a packing list (DN) printed, click in the check box labeled **Print Packing List(DN)** in the **Print Outputs** dialog box.
    - A checkmark is displayed in the **Print Packing List(DN)** check box.
  - 8 To have a QC report printed, click in the check box labeled **Print QC Report** in the **Print Outputs** dialog box.
    - A checkmark is displayed in the **Print QC Report** check box.
  - 9 To complete the process of reprinting outputs click on the appropriate button from the following selections:
    - **Print Outputs** - to dismiss the dialog box and reprint the selected document(s).
      - The dialog box is dismissed.
      - The **Media Creation Console** page is displayed.
      - The selected document(s) is/are reprinted on the applicable printer(s).
    - **Cancel** - to dismiss the dialog box without reprinting any documents.
      - The dialog box is dismissed.
      - The **Media Creation Console page** is displayed.
- 

### 15.12.2 Physical Media Distribution Submenu Page – Device Configuration

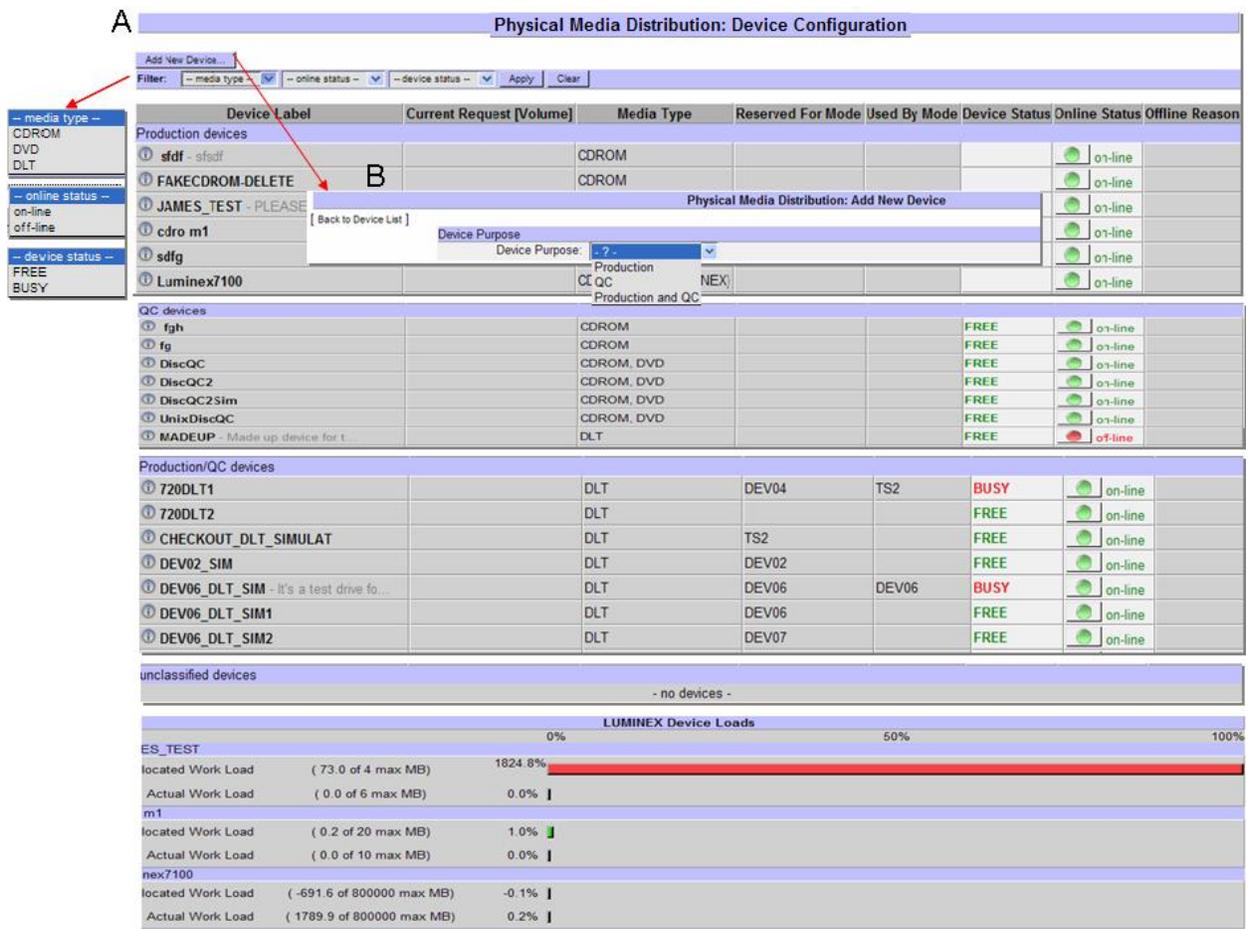
The Device Configuration page (Figure 15.12-12, Frame A) displays the configuration of devices used in the Physical Media Creation Console. Additional devices can be “added.” It provides the Operator with a quick visual indicator of the load for each Luminex device (i.e., each drive for creating CD or DVD media). It calculates the device’s current load and shows the percentage based on the maximum number of jobs that device has been configured to handle. This is based on the Job Limit parameter.

The Physical Media Distribution: Device Configuration page displays its device information in five sections:

- 1 - **Production devices**
- 2 - **QC devices**
- 3 - **Production/QC devices**
- 4 - **Unclassified devices**
- 5 - **LUMINEX Device Loads**

The Device Configuration page displays the following information (columns) for all the currently configured devices:

- **Device label** – name given to the device
- **Current Request [Volume]** – current volume occupying the device. This is only applicable to tape and QC devices. The current request for a CD/DVD production device is not depicted.
- **Media Type** – describes media type (CDROM, DVD, DLT or combinations) of the device.
- **Reserved For Mode** – describes the mode the device is being used or is reserved to use. A device can be used by one or all modes.
- **Used By Mode** – describes the actual mode the device is being used. This mode is applicable to a device that is available for all modes.
- **Device Status (FREE or BUSY):**
  - A tape device (DLT) is considered (red) **BUSY**, if it is occupied by a Media Distribution request.
  - A tape device is considered (green) **FREE**, if there is no Request allocated to it.
  - A Luminex device is only considered **BUSY**, if it has reached 100% of its Job Allocation; otherwise, a Luminex device is always **FREE**.
  - A CD/DVD production device is **NOT** marked **FREE** or **BUSY**. It can however, reach its Allocated and/or Actual Workload Limit, on which no requests can be allocated to the device.
- **Online Status (off-line or on-line)** – If the device is (red) **off-line**, the reason is displayed in the Off-Line Reason column. Otherwise, the device is (green) **on-line**.
- **Offline Reason** – justification for taking the device off-line. Text that is captured in the dialog box when processing the off-line action.

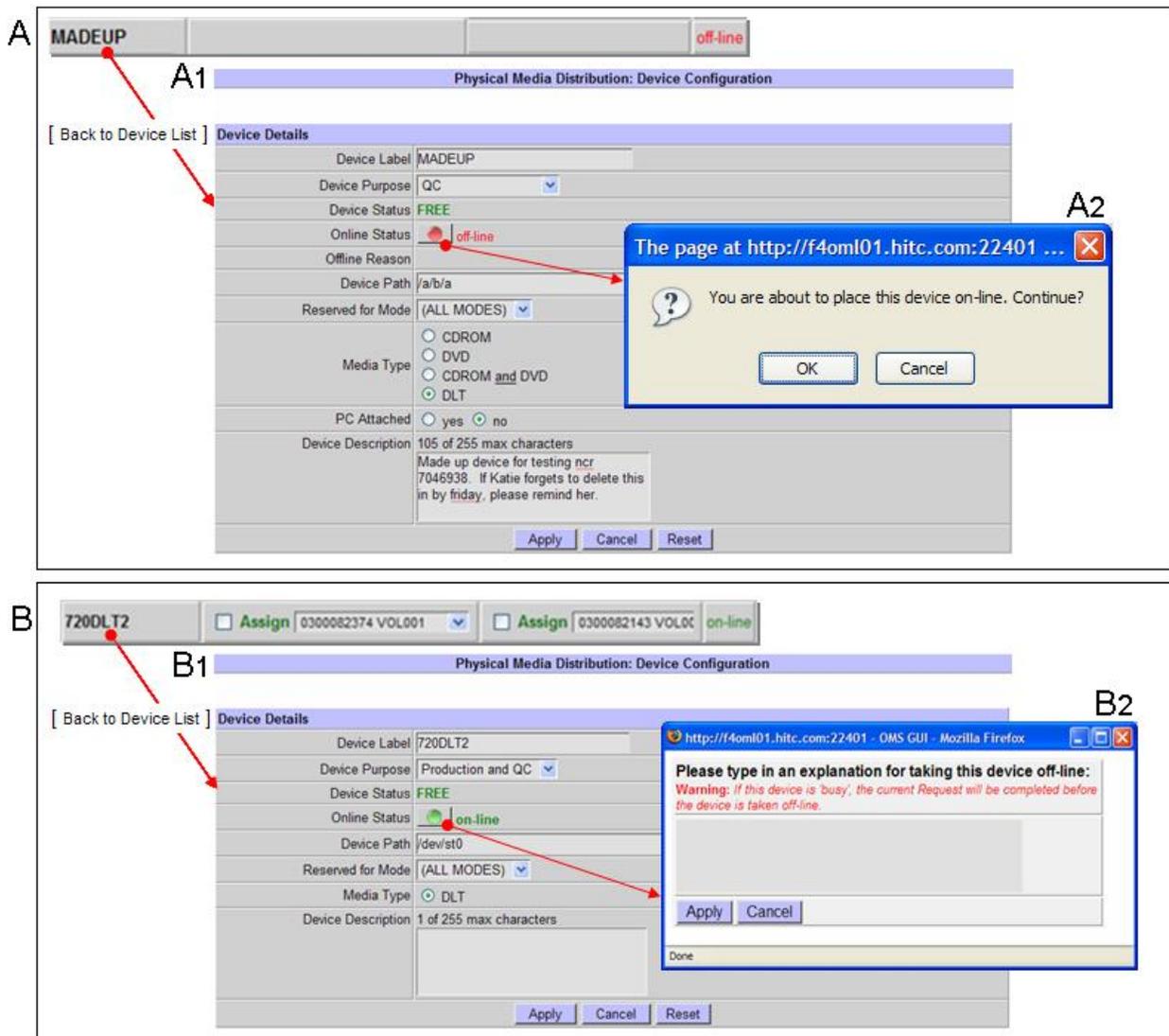


**Figure 15.12-12. PMD Device Configuration Page**

### 15.12.2.1 Filtering/Modifying PMD Device Configurations

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- 1 Click **Physical Media Distribution (PMD)** menu option to expand its submenu.
- 2 Click **Device Configuration** submenu option to display the **Physical Media Distribution: Device Configuration** page.
  - The **PMD: Device Configuration** page displays.
- 3 Observe the information displayed on the **PMD: Device Configuration** page:
  - The **Filter** section of the page features filtering by media type, online status and/or device status. To view this options and filter the page:
    - ▶ Click the **Filter** listbox (media type, online status and/or device).
    - ▶ Click **Apply** button to filter the page with the selected criteria.
  - The **PMD: Device Configuration** page refreshes with specified criteria data.
  - The **LUMINEX Device Loads** section, located at the bottom of the page, shows the following types of information (Read-only) for each LUMINEX device:
    - Allocated Work Load (displays percentage of each limit based on the maximum number of jobs that device has been configured to handle and provides a corresponding bar graph).
    - Actual Work Load (displays percentage of each limit based on the maximum number of jobs that device has been configured to handle and provides a corresponding bar graph).
- 4 To **change on-line or off-line status** of a device:
  - ▶ Click the **Device Label** (Figure 15.12-13, Frame A or B) of the device on the **PMD: Device Configuration** page.
  - The **PMD: Device Configuration Details** page (Figure 15.13-13, Frame A1-offline or B1-online) displays for the device.
    - ▶ Click the **Online Status** status button (green or red).
  - A dialog box displays **confirmation to place device on-line** (Figure 15.12-13, Frame A2) or displays a **request for taking this device off-line** (Figure 15.12-13, Frame B2).

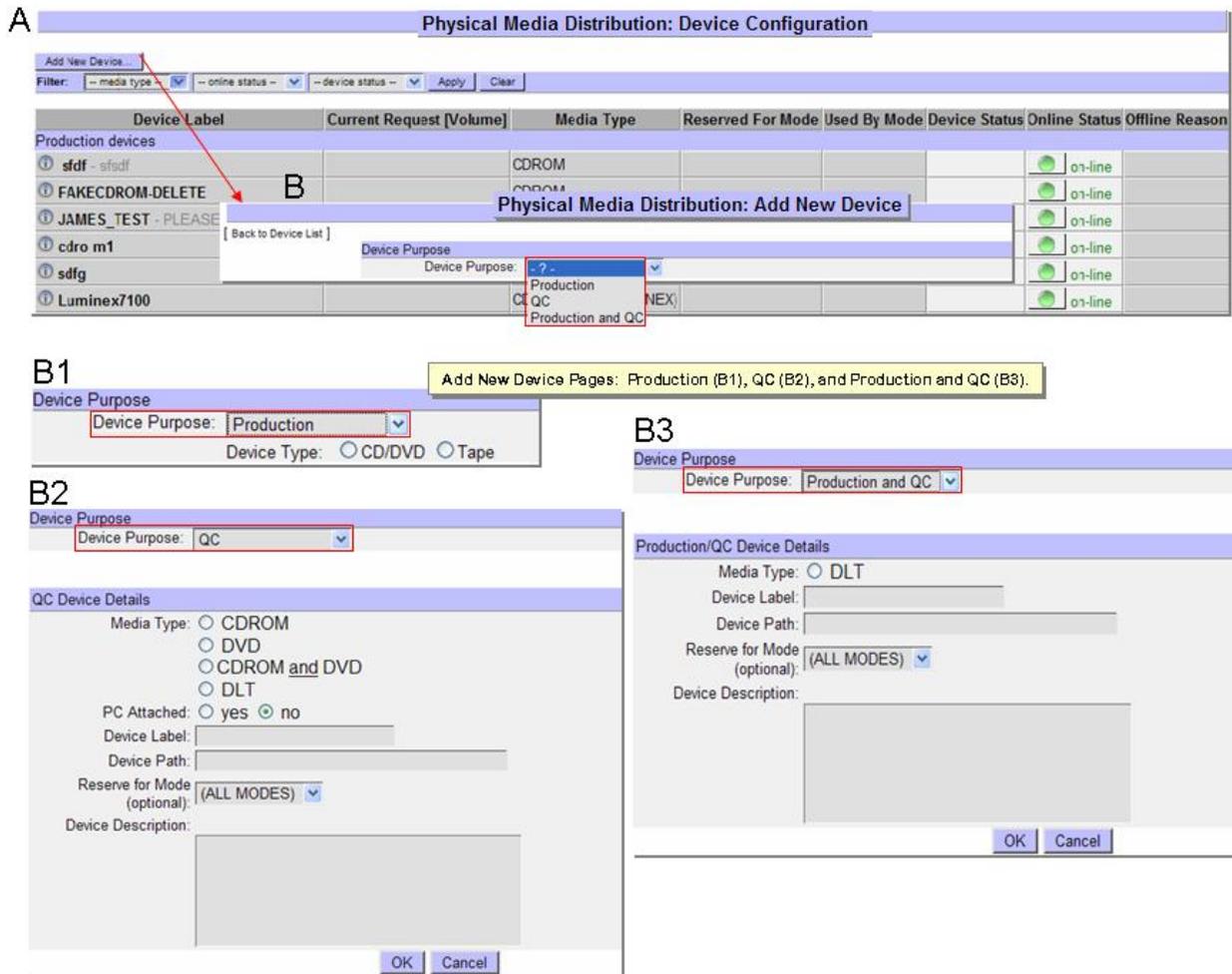


**Figure 15.12-13. PMD Device Details Page**

- If **taking device off-line**, type **justification for taking device off-line** in the textbox:
- If the device is not busy and is to be taken off line, the dialog box requests an explanation for taking the device off line.
- If the device is busy and is to be taken off line, a warning is provided. The current allocated request completes; thereafter, the device will be taken off-line.
- Click Apply - to change the off-line status and dismiss the dialog box.
  - ▶ If **placing device on-line**:
- Click **OK** to dismiss the dialog box.
  - ▶ Click Apply button to return back to the **PMD: Device Configuration** page.

- 5 To **add a new device** to the PMD: Device Configuration page:
- Click the **Add New Device...** button, at top of the **PMD: Device Configuration** page (Figure 15.12-14, Frame A).
    - The **PMD: Add New Device** page (Figure 15.12-14, Frame B) displays.
  - Click the **Device Purpose** listbox to display its options:
    - **Production**
    - **QC**
    - **Production and QC**
  - Click desired **Device Purpose** options from the listbox:
  - If **Production** selected, the **Device Type** options (Figure 15.12-14, Frame B1) are available for selection:
    - CD/DVD
    - Tape
  - If **QC** selected, several options and input fields (Figure 15.12-14, Frame B2) are available:
    - **Media Type** (CDROM, DVD, CDROM and DVD, DLT)
    - **PC Attached** (yes/no)
    - **Device Label**
    - **Reserve for Mode** (optional)
    - **Device Description**
  - If **Production and QC** selected, several options and input fields (Figure 15.12-14, Frame B3) are available:
    - **Media Type** (DLT)
    - **Device Label**
    - **Device Path**
    - **Reserve for Mode** (optional)
    - **Device Description**

- Click **OK**, to add the new device.



**Figure 15.12-14. Frames B-B3 Add New Device Pages**

### 15.12.3 Physical Media Distribution submenu page – Open Interventions

The Open Physical Media (PM) Interventions page (Figure 15.12-15, Frame A) allows the full-capability Operator to view and respond to Open PM Interventions. There are several kinds of interventions that the Operator can perform:

- Change the status of any/all volumes (pass or fail them).
- Fail or change any/all granules in a volume.
- Restart media creation.
- Continue media creation with selected volumes.

**NOTE:** The response to an intervention may require coordination between the Distribution Technician and a User Services representative, especially when determining a more suitable type of distribution medium, selecting a replacement granule, or taking any other action that would require contacting the person who submitted the order.

**A**

**Open Physical Media Interventions**

**Current Filters**  
 Order ID: None      Request ID: None      Worked By: None  
 Creation Time:      Start: Mar 31 2007 05:09PM      End: Mar 31 2008 05:09PM

**Media Type:**      **Explanation:** ALL      **Explanation:** ALL

**Options**

Change Filter      Bulk Fail      Bulk Submit

All    None       All    None

Click on a request ID to view more details.

**Listing**

Go directly to row:   of 13 rows      Show 50 rows at a time.

first | previous | Showing 1 - 13 of 13 | next | last

| Sel Fail Sub                        | Order ID   | Request ID | Media Type | Request Size(MB) | Status  | Worked By | Created             | Acknowledged | Explanation(s)                                       |
|-------------------------------------|------------|------------|------------|------------------|---------|-----------|---------------------|--------------|------------------------------------------------------|
| <input checked="" type="checkbox"/> | 0300084004 | 0300082263 | CDROM      | 933              | PENDING |           | Jan 28 2008 11:39AM |              | File not found in Archive<br>Media Collection Failed |
| <input type="checkbox"/>            | 0300084003 | 0300082262 | CDROM      | 933              | PENDING |           | Jan 28 2008 11:38AM |              | Media Collection Failed                              |
| <input checked="" type="checkbox"/> | 0300084002 | 0300082261 | CDROM      | 933              | PENDING |           | Jan 28 2008 11:38AM |              | Media Collection Failed                              |
| <input type="checkbox"/>            | 0300083964 | 0300082222 | CDROM      | < .5             | PENDING |           | Jan 28 2008 11:38AM |              | Media Collection Failed                              |
| <input type="checkbox"/>            | 0300084069 | 0300082328 | CDROM      | < .5             | PENDING |           | Jan 18 2008 9:37AM  |              | Media Creation Error                                 |
| <input type="checkbox"/>            | 0300084009 | 0300082268 | CDROM      | 933              | PENDING |           | Jul 20 2007 2:08PM  |              | File not found in Archive<br>Media Creation Error    |
| <input type="checkbox"/>            | 0300084006 | 0300082265 | CDROM      | 933              | PENDING |           | Jul 20 2007 1:59PM  |              | File not found in Archive<br>Media Creation Error    |
| <input type="checkbox"/>            | 0300084005 | 0300082264 | CDROM      | 933              | PENDING |           | Jul 20 2007 1:59PM  |              | File not found in Archive<br>Media Creation Error    |
| <input type="checkbox"/>            | 0300083974 | 0300082233 | DLT        | 75               | PENDING |           | May 11 2007 11:46AM |              | Media Creation Error                                 |
| <input checked="" type="checkbox"/> | 0300083973 | 0300082232 | DLT        | 75               | PENDING |           | May 11 2007 11:41AM |              | Media Creation Error                                 |
| <input type="checkbox"/>            | 0300083442 | 0300081700 | DLT        | 18               | PENDING |           | Apr 30 2007 12:51PM |              | Media Creation Stopped                               |
| <input type="checkbox"/>            | 0300083883 | 0300082141 | CDROM      | < .5             | PENDING |           | Apr 18 2007 3:45PM  |              | Media Creation Error                                 |
| <input type="checkbox"/>            | 0300083492 | 0300081750 | DLT        | 6                | PENDING |           | Apr 17 2007 10:24AM |              | Granule files missing<br>Media Creation Error        |

**B**

http://f4omf01.hitc.com:22401 - Bulk Fail Request - Mozilla FI...

**Confirm Bulk Fail Action**

Worker: jomsadmin

Operator Notes:

Additional e-mail text:

Send email to users whose requests are being failed?  
 Send email  
 Don't send email

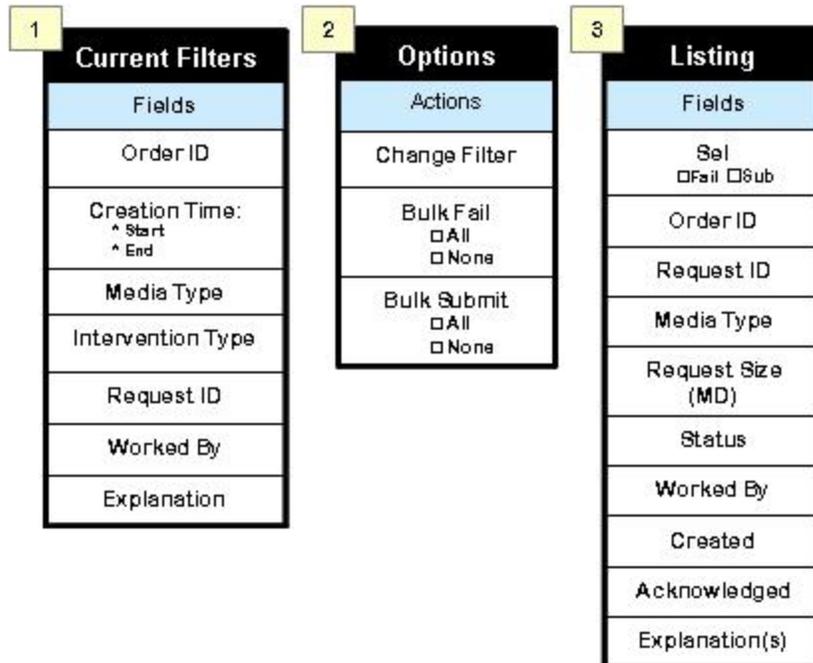
 

**Figure 15.12-15. Open Physical Media Interventions Page (A) and Bulk Action (B)**

The **Open PM Interventions** page has three working parts:

- 1 - **Current Filters** – describes the set of pre-defined criteria (Figure 15.12-16, Frame 1) on which the list of distribution requests are to display.
- 2 - **Options** – has three features (Figure 15.12-16, Frame 2) to allow Operator to:
  - **Change Filter** – define or redefine the criteria for displaying the list of distribution request on a page.

- **Bulk Fail** – provides capability to fail “All” or “None” (checkbox) of the eligible selected intervention(s) requests on a page.
  - **Bulk Submit** – provides capability to submit “All” or “None” (checkbox) of the eligible selected intervention(s) requests on a page.
- 3 - **Listing** – captures the requested distribution output (Figure 15.12-16, Frame 3) of what is being filter.
- The **Sel Fail Sub** column provides checkboxes to mark a single request to be submitted or failed.
  - It displays several underscored **column headings** that if clicked, will display additional information regarding the request.



**Figure 15.12-16. Open PM Interventions Page – Fields and Options**

### 15.12.3.1 Viewing/Responding to PMD Open Intervention

---

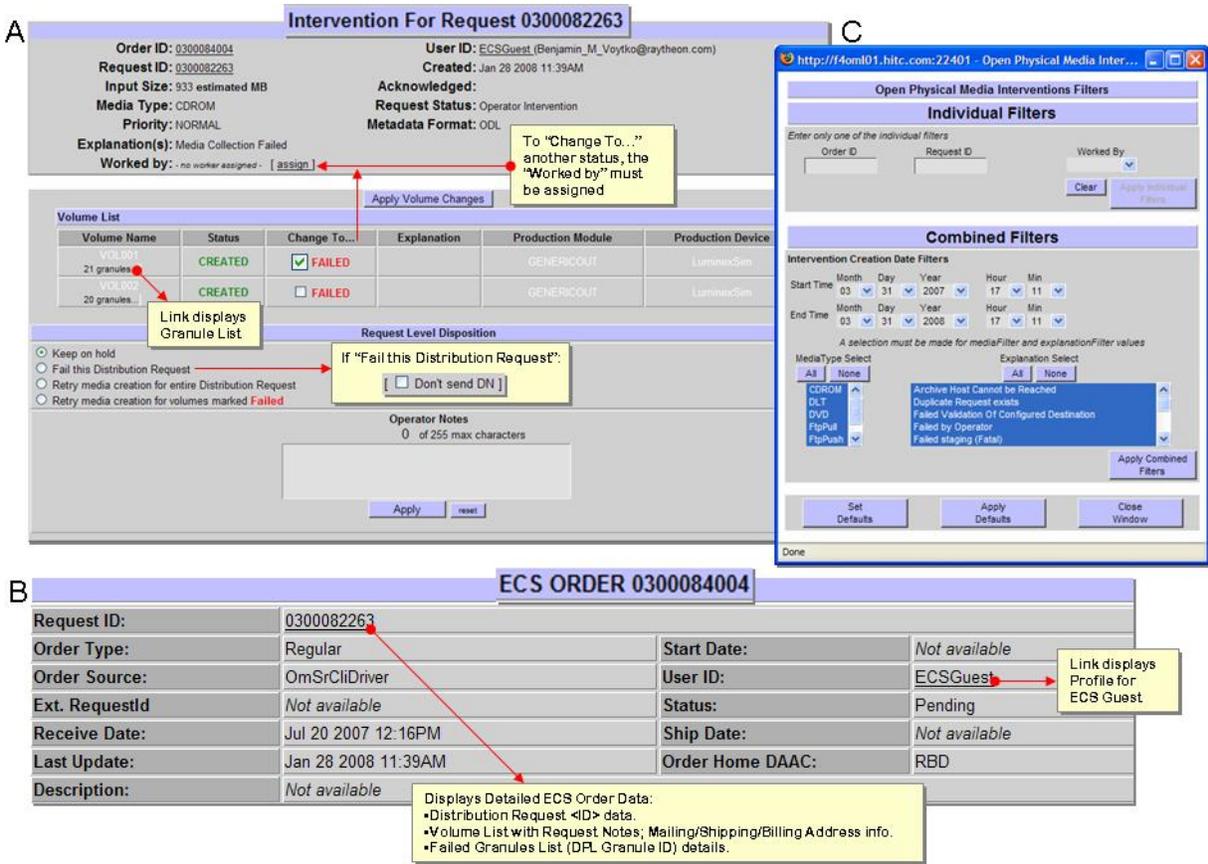
- 1 Click **Physical Media Distribution** menu option to expand its submenu.
- 2 Click **Open Interventions** submenu option to display the **Open Physical Media Interventions** page (Figure 15.12-15, Frame A).
- 3 Observe information displayed on the **Open Physical Media Interventions** page. Under the **Listing** section of the page, additional pages of detailed information (Figure 15.12-17, Frames A, B, C) are available as options are selected:
  - To **set the number of rows** to display on the page, modify the **Show <number>** rows at a time option:
    - ▶ Select 20 (to specify number of rows to display).
    - ▶ Click on a specific underscored Order ID<number> to examine more detailed data (Figure 15.12-17, Frame B) concerning that particular order.
    - ▶ Click the navigation tool Previous Page (◀) button, to return to the Open Physical Media Interventions page.
    - ▶ Click on a specific underscored Request ID<number> to examine more detailed data (Figure 15.12-17, Frame A) concerning the intervention for that particular request.
- 4 Observe the information displayed in the **Worked by:** field of the **Intervention For Request <number>** details page:
  - If someone is working on the intervention, that user is identified in the **Worked by:** field.

**NOTE:** In general, working on an intervention is left to the person who has already been assigned to work it, unless the change is coordinated with that assignee or due to other circumstances (e.g., due to illness or vacation).

- 5 To **assign/reassign** User to work on the intervention:

**NOTE:** If someone has been assigned to work on the intervention a change link is displayed; if no one has been assigned to work on the intervention an assign link is displayed.

- ▶ Click the [assign] or [change] link in the Worked by: field on the Intervention For Request <number> details page.
  - ▶ Click the assign (or change) link to display assign text box.
  - ▶ Type the appropriate User ID in the textbox of the Worked by: field.
  - ▶ Click the green check mark button next to the text.
  - User has been assigned/reassigned
- 6 Click the navigation tool **Previous Page** (◀) button, to return to the **Open Physical Media Interventions** page.



**Figure 15.12-17. Open PM Interventions For Request ID Details (A), Order ID Details (B), and Filters (C)**

- 7 To fail intervention(s), under the **Options** section of the **Interventions For Request ID** details page (Figure 15.12-15, Frame A), perform the following:
- ▶ Click either the All check box, under the Bulk Fail button (if all interventions are to be bulk failed) or the individual checkbox(es) in the Sel column associated with specific intervention(s).
  - ▶ Click the Bulk Fail button.
  - The **Confirm Bulk Fail Action** dialog box (Figure 15.12-15, Frame B) displays
    - ▶ Enter Operator Notes (up to 255 characters) in textbox, stating reason for failing interventions, as necessary.
    - ▶ Enter Additional e-mail text (up to 255 characters), as necessary.
    - ▶ Select Send email to users... options.
    - ▶ Click Apply "Bulk Fail" button.
  - The selected intervention(s) is/are failed.

8 To **submit intervention(s)**, under the **Options** section of the **Interventions For Request ID** details page (Figure 15.12-15, Frame A), perform the following:

- ▶ Click either the All checkbox, under the Bulk Submit button (if all interventions are to be submitted) or the individual checkbox(es) in the Sel column associated with specific intervention(s).
- ▶ Click the Bulk Submit.
- The selected intervention(s) is/are submitted.

**NOTE:** When a PMD request goes into Intervention, the device allocated for the request is not automatically freed up/released; it is still allocated to the request.

9 If there is a device listed in the **Production Device** field of the **Interventions For Request ID** details page (Figure 15.12-17), the device should be made available for processing other requests, while the current request is in Intervention. To free up the device:

- ▶ Click **deallocate this device...** link, adjacent to the **Current Device** entry.
- A **confirmation dialog box** is displayed with the message **“WARNING: This will deallocate device ... from Media Distribution request .... Do you want to continue?”**
- ▶ Click **OK** (or **Cancel** to dismiss the dialog box without freeing up the device.)
- The **Interventions For Request ID** detail page reloads and “none” is displayed for Current Device.

10 View/Check the **granules in a volume**:

- ▶ Click on the [**<number> granule...**] link associated with the Volume Name under the **Volume List** section (Interventions For Request ID, Figure 15.12-18, Frame A).
- The **Granule List for Volume <VOLnumber> of Request<ID>** window (Figure 15.12-18) displays.

| GranuleID | DPL ID | ESDT         | Type | In Size (MB) | Out Size (MB) | Status | Explanation | Action                        |
|-----------|--------|--------------|------|--------------|---------------|--------|-------------|-------------------------------|
| 124378    | 158041 | AE_PMSCI.001 | SC   | 75.002       |               | STAGED |             | Fail <input type="checkbox"/> |
| 124389    | 158052 | AE_PMSCI.001 | SC   | 75.002       |               | STAGED |             | Fail <input type="checkbox"/> |
| 124388    | 158051 | AE_PMSCI.001 | SC   | 75.002       |               | STAGED |             | Fail <input type="checkbox"/> |
| 124428    | 158122 | MOD29P1D.004 | SC   | 6.117        |               | STAGED |             | Fail <input type="checkbox"/> |
| 124444    | 158128 | MOD29P1D.004 | SC   | 6.117        |               | STAGED |             | Fail <input type="checkbox"/> |
| 124425    | 158089 | MOD11A1.086  | SC   | 0.104        |               | STAGED |             | Fail <input type="checkbox"/> |

**Figure 15.12-18. Granule List for Volume <VolNumber> of Request <ID>**

- 11** If a **granule is to be replaced** (e.g., because of an “Invalid UR/Granule Not Found” entry in the **Explanation** column of the Granule List):
- ▶ Type the Database ID (DBID) of the replacement granule in the DBID text box.
  - ▶ Click on the Apply button associated with the DBID.
  - A dialog box displays to confirm the change to the granule.
    - ▶ Click **OK** to confirm the specification of a replacement granule and dismiss the dialog box.
  - The **Granule List for Volume <VOLnumber> of Request <ID>** window displays.
- 12** If a **granule is to be “failed”** (e.g., because of an “Invalid UR/Granule Not Found” entry in the Explanation column of the Granule List):
- ▶ Click Fail check box in the Action column of associated granule in the Granule List.
  - ▶ Click Submit Actions button, to fail the granule.

**NOTE:** Failing” a granule is a permanent action and cannot be canceled after confirmed.

- The **Granule List for Volume <VOLnumber> of Request<ID>** window refreshes.
    - ▶ Click red **X close window** button, to close the Granule List... window.
  - The **Intervention For Request <ID>** details page displays.
- 13** If an individual volume in the **Volume List** is to be marked for change to another status (e.g., **Created** or **Failed**) as listed in the **Change to...** column:
- ▶ Click the corresponding check box.
  - ▶ Type the applicable text in the Operator Notes text box, as needed concerning the request (e.g., the reason for making a particular type of intervention).
  - ▶ Select Request Level Disposition option for the request:
  - **Keep on hold** – Saves the Operator Notes and keeps the intervention in its current state. No dispositions are applied.
  - **Fail this Distribution Request** - to fail the entire request (including all volumes).
  - **Retry media creation for entire Distribution Request** - to restart media creation. This option “resets” the request to create the physical media. All volumes are subsequently retried (and QC’ed).
  - **Retry media creation for volumes marked <Status>, [e.g., Retry media creation for volumes marked Failed]** - to continue media creation with the volumes that are marked as indicated (e.g., **Failed**) in the **Volume List**. The request is not reset; the OMS tries to recreate the selected volumes.
  - **Retry QC for volumes marked <Status>, [e.g., Retry QC for volumes marked Failed]** - to retry QC for the volumes that are marked as indicated in the **Volume List**. This is useful in cases where a QC error was recorded in the database but it is suspected that the volume creation was actually successful or where it is desirable to verify that a volume is truly corrupt.

**NOTE:** There are **Apply** and **reset** buttons at the bottom of the **Intervention For Request <ID>** details page. The **reset** button does not cancel any changes made to the request. It simply resets the form buttons for the Request Level Disposition section to their original states.

- ▶ Click **Apply** button.
- A **Close Confirmation** page displays the actions to be taken. The following actions types may be listed/available:
  - **Disposition** [e.g., Keep on hold, Fail this Distribution Request].
    - If it was necessary to fail a request or granule(s) within a request, or modify the granules in a request, the **Close Confirmation** page includes options for either appending additional text to the default e-mail message to be sent to the requester or not to send an e-mail message to the requester.
  - An **Additional e-mail text**, text box for appending text (if desired) to the standard e-mail text.
  - A **Don't send e-mail** box to suppress the sending of an e-mail message.
    - ▶ Type the appropriate text in the **Additional e-mail** text text box on the **Close Confirmation** page.
  - If the intervention involved failing a request or granule(s) within a request, or modifying the granules in a request, and no e-mail message is to be sent, click on the **Don't send e-mail** box on the **Close Confirmation** page to suppress the sending of an e-mail message indicating request/granule failure.

**NOTE:** Unless the Don't send e-mail box is checked, an e-mail message indicating request/granule failure will be sent to the requester.

- ▶ Click **OK** to apply the specified intervention actions (if any) and to **dismiss the Close Confirmation page**.

**NOTE:** If a warning dialog box is displayed with the message “WARNING: The disposition and actions you have taken for this intervention will be lost. Continue?” click on the appropriate button from the following selections.

---

#### 15.12.4 Physical Media Distribution submenu page – Printer Configuration

The Printer Configuration page handles the configuration of printers used in physical media distribution. Printer can be “added” and their parameter can be “edited” on this page. The **PMD Printer Configuration** page (Figure 15.12-19) displays the following information for all currently configured printers:

- **Name** – assigned name of printer
- **Type** – type of functions (packing, case, label or QC) printer support.
- **Network Info** – attributes associated with the printer make and/or model.
- **Status** – printer status.
- **Options** – “Always print” options is allowed for “Packing List” and “QC” printers, otherwise an error message displays.

### 15.12.4.1 Checking/Modifying PMD Printer Configuration

- 1 Click **Production Media Distribution** menu option to expand its submenu.
- 2 Click **Printer Configuration** submenu option to display the **Physical Media Distribution: Printer Configuration** page (Figure 15.12-19).

The screenshot displays the 'Physical Media Distribution: Printer Configuration' page. At the top, there is a header bar with the title. Below it is a table listing printer configurations. The table has columns for Name, Type, Network Info, Status, and Options. One printer, 'bw-1151', is selected, and its configuration details are shown in a form above the table. The form includes fields for Name, Type, Network Info, and Options. A 'Cancel Edit' button is highlighted with a callout box stating 'Cancel Edit button, toggles "Edit parameters..." fields on/off page.' A yellow callout box points to the 'edit...' button in the table, stating 'edit... button displays the "Edit parameters..." fields on the page.' A yellow callout box points to a message box that says 'The configuration has been updated.'

| Name               | Type           | Network Info                      | Status | Options                                                                                                                                  |
|--------------------|----------------|-----------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------|
| edit...   bw-1151  | Packing List   | normal printer                    |        | Always print                                                                                                                             |
| edit...   bw-1151  | QC             | normal printer                    |        | Always print                                                                                                                             |
| edit...   f2dp108  | Shipping Label | wider of the two label printer... |        | Always print<br>ERROR: This printer has an option of "Always print" Only Packing List and QC printers are allowed to have these options! |
| edit...   f2tek750 | Jewel Case     | eventually we will use f2tek75... |        | Always print<br>ERROR: This printer has an option of "Always print" Only Packing List and QC printers are allowed to have these options! |
| edit...   f2dp107  | Tape Label     | has smaller label roll. The on... |        | Always print<br>ERROR: This printer has an option of "Always print" Only Packing List and QC printers are allowed to have these options! |
| edit...   bw-1151  |                |                                   |        | Always print                                                                                                                             |
| edit...   marlin   |                |                                   |        | Always print                                                                                                                             |

**Figure 15.12-19. PMD Printer Configuration Page**

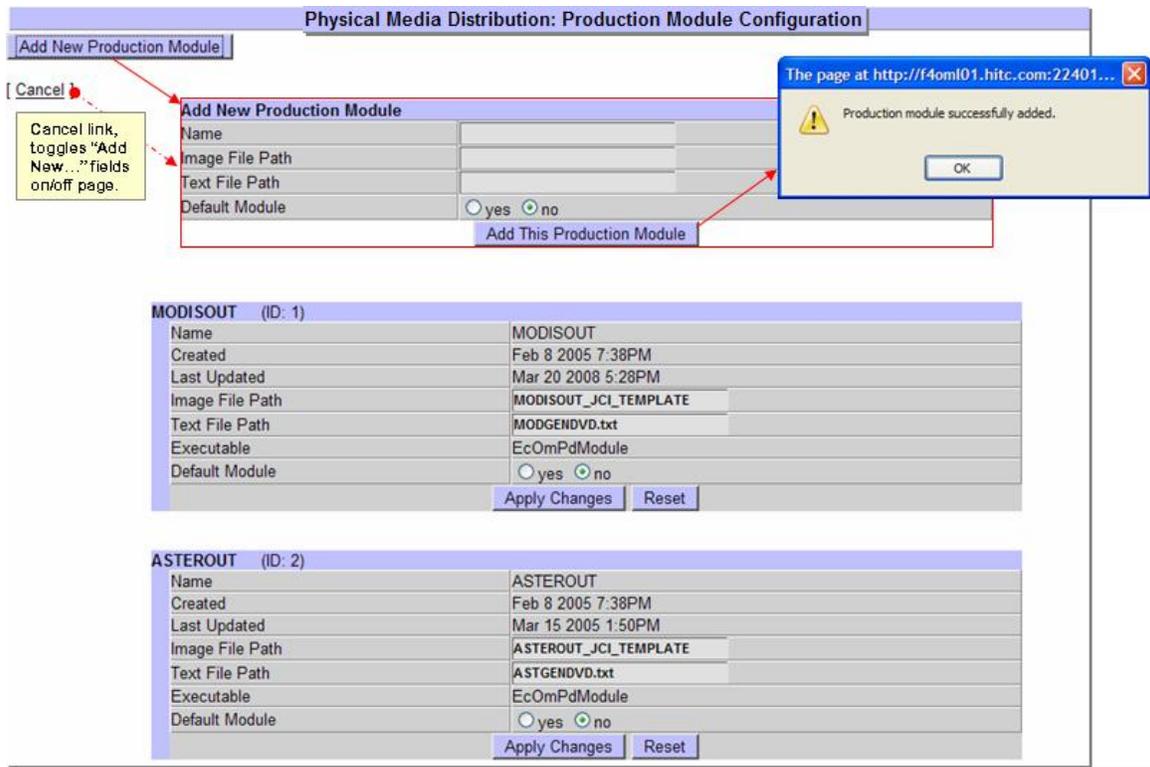
- 3 Observe the information displayed on the **PMD: Printer Configuration** page.
- 4 To **edit the values assigned to parameters** for a particular printer:
  - ▶ Click the **edit...** button
  - The Edit parameters for <printer name> entry fields displays at top of page.
- 5 **Change the values** for the following parameters:
  - ▶ Type the new value for the printer **Name** in the corresponding textbox.
  - ▶ Type the new value for the **Network Info** in the corresponding textbox.
  - ▶ Click appropriate **Options**:
    - **Always** - to designate a production module as the default module.
    - **Never** - to designate a production module as not being the default module.

- **On QC Error Only** – whenever
    - ▶ To implement the changes, click the **Apply** button.
      - The prompt, “The configuration has been updated.” displays,
    - ▶ Click **OK**.
  - The **printer configuration** is updated and displays on the page.
  - Toggle the “Edit parameters for <printer name>” entry fields on/off the page, click the **Cancel Edit** button.
- 

### 15.12.5 Physical Media Distribution submenu page – PM Configuration

The **OM GUI** handles the configuration of production modules used in physical media creation. Production modules can be “added” and production module parameter values can be “edited.” The **PMD Module Configuration** page (Figure 15.12-20) displays the following information for all currently configured production modules:

- **Name** – assigned name of module.
- **Created – Date/time module was created.**
- **Last Updated – Date/time of current update.**
- **Image File Path** – Path of image files.
- **Text File Path** – Path to text files.
- **Executable** – Name of the executable module.
- **Default Module** – options (yes or no) indicating whether or not the production module is the default module.



**Figure 15.12-20. PMD Production Module Configuration Page**

### 15.12.5.1 Adding/Modifying PMD Production Module Configuration

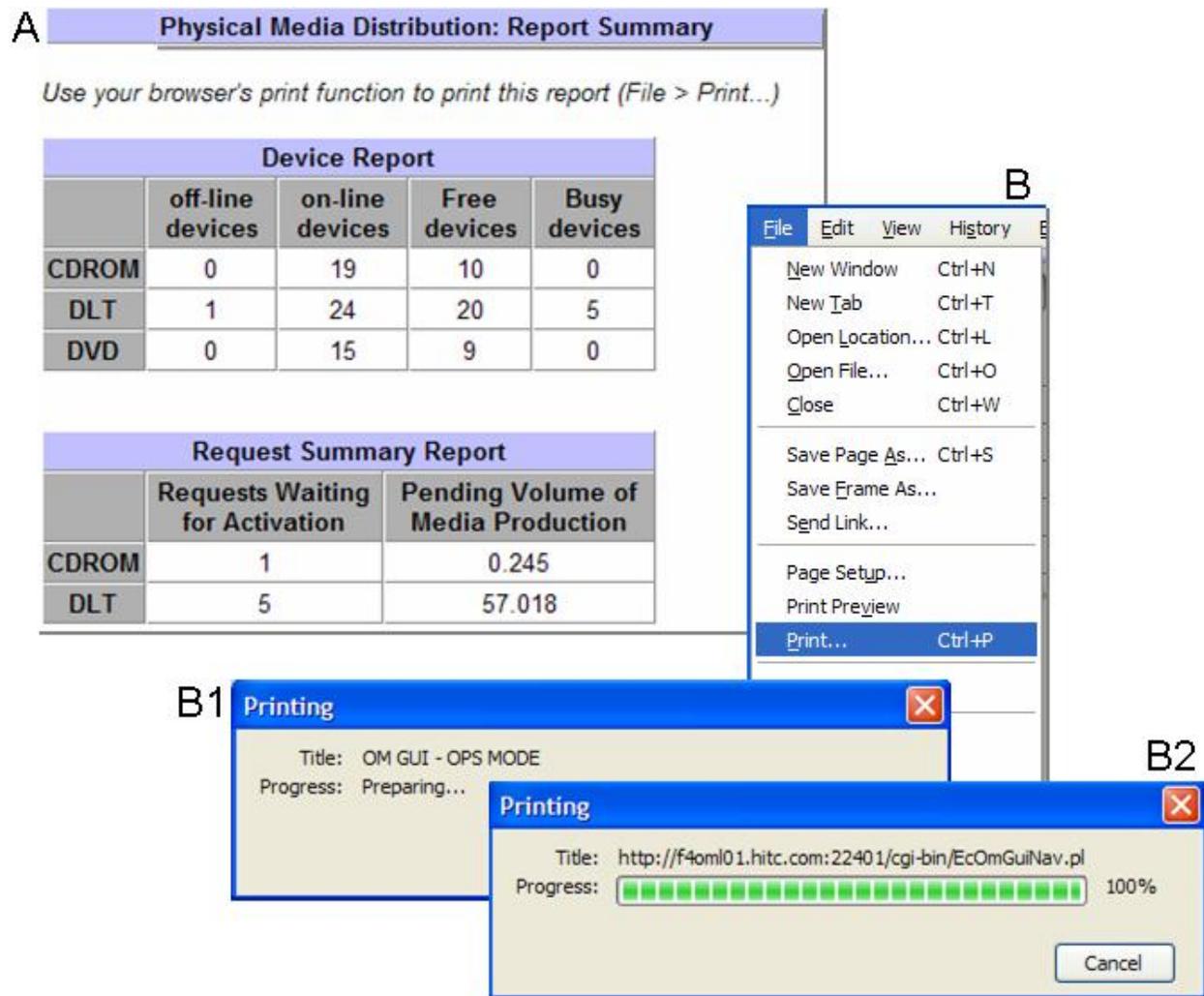
- 1 Click **Production Media Distribution** menu option to expand its submenu.
- 2 Click **PM Configuration** submenu option to display the **Physical Media Distribution: Production Module Configuration** page (Figure 15.12-20).
- 3 Observe the information displayed in the **Production Modules** listed on the page.
- 4 To edit the values assigned to parameters for a particular production module, change the values for the following parameters:
  - ▶ Type the new value for the **Image File Path** in the corresponding textbox.
  - ▶ Type the new value for the **Text File Path** in the corresponding textbox.
  - ▶ To change production module default, click appropriate option:
    - **yes** - to designate a production module as the default module.
    - **no** - to designate a production module as not being the default module.
  - ▶ To implement the changes, click the **Apply Changes** button.

**NOTE:** The process of adding a new production module to the PMD configuration assumes that the production module is currently/properly installed.

- 5 To add a **new production module**:
- ▶ Click the **Add New Production Module** button on the **PMD Production Module Configuration** page (Figure 15.12-20).
    - The blank **Add New Production Module** entry fields displays at top of page.
  - ▶ Add **appropriate information/values** in textboxes.
  - ▶ Select **appropriate default** option.
  - ▶ Click the **Add This Production Module** button to add the new production module.
    - The prompt, “Production module successfully added.” displays,
  - ▶ Click **OK**.
    - The **New Production Module** is added and displays at the bottom of the page.
    - Toggle the Add New Production Module from the page, click the Cancel link.
-

### 15.12.6 Physical Media Distribution Submenu Page – Reports

The **PMD Report Summary** page (Figure 15.12-21) is displayed in HTML using the web browser print menu function. By using the browser's built-in and convenient print function, the reports can be printed with the formatting intact.



**Figure 15.12-21. PMD Report Summary Page**

The following two types of reports are available:

- 1 - **Device Report** - Shows, by media type, the summary of device statuses: on-line/off-line and free/busy.
- 2 - **Request Summary Report** - A quick summary of the PMD requests in their various states from waiting for a device to waiting for shipment.

### 15.12.6.1 Printing PMD Reports

---

- 1 Click **Physical Media Distribution** menu option to expand its submenu.
  - 2 Click **Reports** submenu option to display the **PMD: Report Summary** page (Figure 15.12-21, Frame A).
    - The **Physical Media Distribution: Report Summary** page displays.
  - 3 Observe information displayed in the **PMD: Report Summary** table.
    - **Device Report** table displays the following format:
      - **Rows** – names the type of devices and associated status values.
      - **Columns** – describes the characteristics of the devices.
    - **Request Summary Report** table displays the following format:
      - **Rows** – names the type of devices and associated status values.
      - **Columns** – describes the characteristics of the devices.
    - To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- NOTE:** To get the most up-to-date statistics, reload the page just before printing. Because the **OM GUI** has a time stamp on every page, it shows when the report was generated, giving an idea of the report's accuracy.
- 4 To **print the PMD Reports** using the web browser:
    - ▶ Select **File, Print** (or Ctrl+P) from the menu (Figure 15.12-21, Frame B).
      - A Print dialog box displays.
    - ▶ Select **printer** (and **set printer properties**, as needed).
    - ▶ Click **OK** to print
      - Prompt indicating printing in queuing to print displays (Figure 15.12-21, Frames B1, B2)
- 

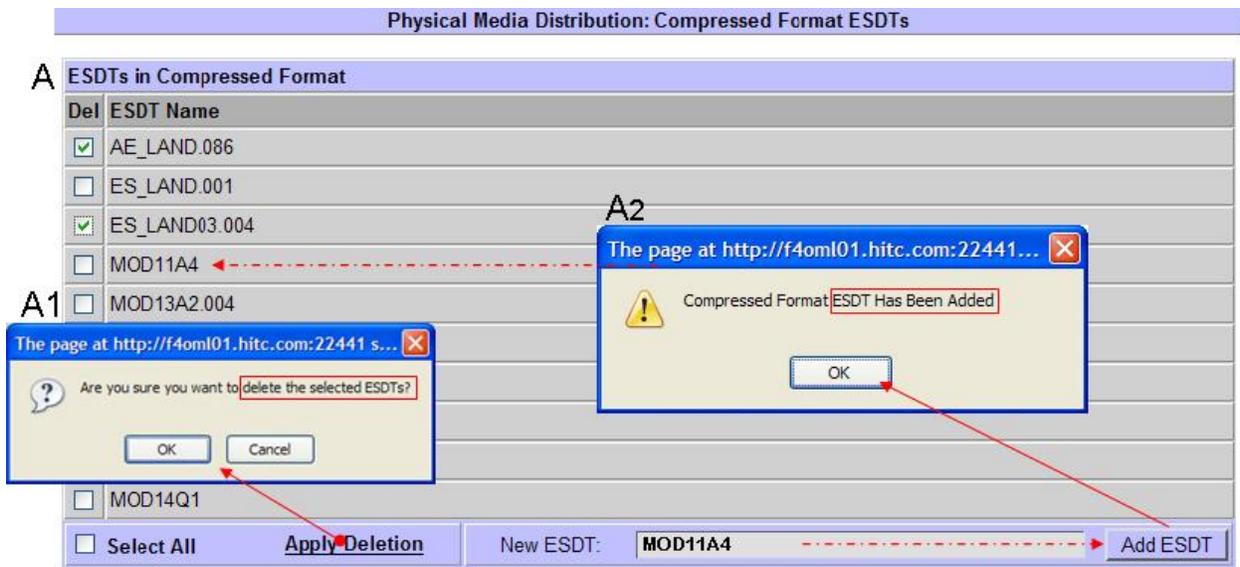
### 15.12.7 Physical Media Distribution Submenu Page – ESDT Configuration

The “ESDT Configuration” page allows the full-capacity Operator to add or remove compressed format ESDTs to/from the PMD ESDTs page.

#### 15.12.7.1 Handling Compressed Format ESDTs

---

- 1 Click **Physical Media Distribution** menu option to expand its submenu.
- 2 Click **ESDT Configuration** submenu option to display its page (Figure 15.12-22, Frame A).
  - The **Physical Media Distribution: Compressed Format ESDTs** page displays.



**Figure 15.12-22. PMD Compressed Format ESDTs Page**

#### Adding ESDTs

- 3 To **add ESDT** to the PMD ESDT list:
  - ▶ Enter the <new\_ESDT\_name> in New ESDT textbox.
  - ▶ Click the **Add ESDT** button.
    - The “**Compressed Format ESDT Has Been Added**” dialog box (Figure 15.12-22, Frame A2) appears.
  - ▶ Click the **OK** button to acknowledge the update.
    - The new compressed format ESDT is added to the list.

#### Deleting ESDTs

- 4 To **delete ESDT** from the PMD ESDT list:
  - ▶ Check the checkbox(es) of one or more ESDTs on the list.
  - ▶ Click the **Apply Deletion** link.
    - The “**Are you sure....delete the selected ESDT?**” dialog box (Figure 15.12-22, Frame A1) appears.
  - ▶ Click the **OK** button to acknowledge the update.
    - The compressed format ESDT is deleted from the list.

## 15.13 OM GUI – Logs

The **OM GUI Log** keeps a record of every page that runs and every stored procedure that is called within those pages. It is proven helpful when encountering an error and can aid the System Administrator in fixing the problem.

- The actual log file (EcOmGui.log) is typically located in the /usr/ecs/MODE/CUSTOM/WWW/OMS/cgi-bin/logs directory on the Data Pool Server host (x0dps01) where the OM GUI is installed.

The **OM GUI Log Viewer** page (Figure 15.13-1, Frame A) provides the Operator the capability to view entries captured in the OM GUI log file.

### 15.13.1 Logs Submenu Page – OM GUI Log Viewer

The **OM GUI Log Viewer** log file is located under the “cgi-bin/logs” install directory of the OM GUI. It is neither the web server log nor SYSLOG, but a log specifically generated by/for the OM GUI. It works similar to the UNIX <tail> command. If preferred, the log file can be viewed with any UNIX editor or visualizing command (e.g., **pg, vi, view, more**).

The OM GUI Log Viewer submenu options will be examined using to the following checklist (Table 15.13-1):

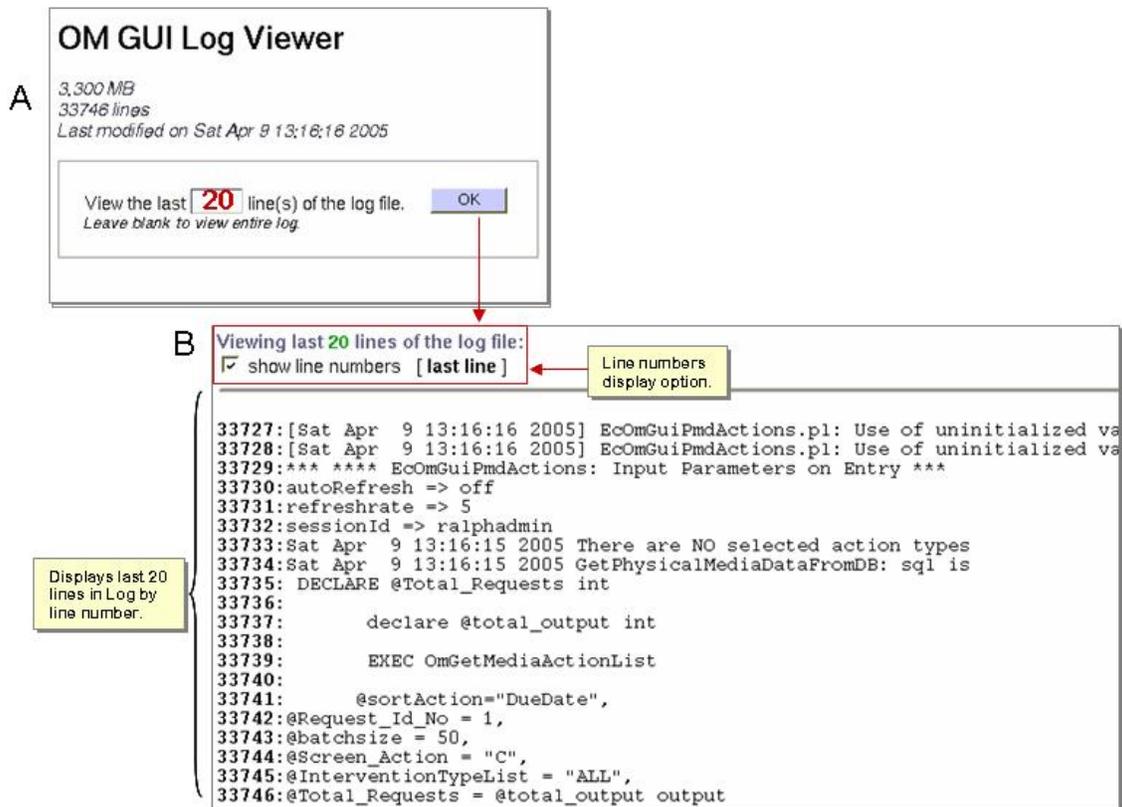
**Table 15.13-1. OM GUI Log Viewer - Activity Checklist**

| Order | Role                    | Task                   | Section       | Complete? |
|-------|-------------------------|------------------------|---------------|-----------|
| 1     | Distribution Technician | Viewing the OM GUI Log | (P) 15.13.1.1 |           |

#### 15.13.1.1 Viewing the OM GUI Log

---

- 1 Click **Logs** menu option to expand its submenu.
- 2 Click **OM GUI Log Viewer** submenu option to display its page.
  - The **OM GUI Log Viewer** (Figure 15.13-1, Frame A) page displays.



**Figure 15.13-1. OM GUI Log Viewer Page**

- 3 To view the log file:
  - ▶ Enter **20** in the **View the last \_\_\_ line(s) of the log file** text box.
  - ▶ Click **OK**.
    - The OM GUI Log Viewer 20 line “log file” (Figure 15.13-1, Frame B) displays.
- 4 Observe information displayed in the **Log File** such as:
  - Size (size of the log file).
  - Lines (number of lines in the log file).
  - Last Modified (when the log file was last modified).
  - Action Taken within the OM GUI.
  - The log viewer’s functioning is similar to that of the UNIX "tail" command: to see a particular number of lines at the end of the log, specify the number of lines in the **View the last \_\_\_ line(s) of the log file** text box.
  - Entering 0 (zero) or leaving the text box blank indicates that the entire log file should be displayed.

- It is possible to specify a number that is equal to or greater than the total number of lines in the log file.
  - After long periods of usage, the log file may grow to considerable size and it may take some time to load the entire log into the **OM GUI Log Viewer** page.
    - In most cases, viewing the last 100 - 500 lines would be adequate to assess recent activity and would greatly decrease the amount of time to load the file.
- 5 On the OM GUI left pane menu options, click the **Home** link to return to the **Order Manager Home** page.
- The **Order Manager Home** page (Figure 15.4-2) display.
- 

## 15.14 Using the Order Manager Command Line Utility

### 15.14.1 Order Manager Command Line Utility

The **Order Manager (OM) Command Line Utility** provides a mechanism by which the Operations staff can submit product requests to the Order Manager Subsystem (OMS) database directly regardless of whether the Order Manager Server is “up” or “down.” Product requests submitted using the **OM Command Line Utility** are in ODL format, consistent with the Product Request ODL protocol specified in 505-41-30, Interface Control Document Between EOSDIS Core System (ECS) and the Version 0 System for Interoperability (with a few extensions).

### 15.14.2 Running the OM Command Line Utility

Before running the **OM Command Line Utility**, it may be necessary to prepare input files that are specified in optional arguments when starting the utility. Each input file represents a separate request for data.

Preparing input files for use with the **OM Command Line Utility** starts with the assumption that the operator has logged in to the system. Limited-capability operators should not be able to access the **OMS Configuration CI**.

Each input file represents a separate request for data. If such input files are used, the operator references the input file(s) in the command-line arguments when starting the **OM Command Line Utility**.

**Table 15.14-1. Using Order Manager Command Line Utility - Activity Checklist**

| Order | Role                    | Task                                                                        | Section       | Complete? |
|-------|-------------------------|-----------------------------------------------------------------------------|---------------|-----------|
| 1     | Distribution Technician | Prepare Input Files for Use with the OM Command Line Utility                | (P) 15.14.2.1 |           |
| 2     | Distribution Technician | Run the Order Manager from the Command Line Interface/Command Line Utility  | (P) 15.14.2.2 |           |
| 3     | Distribution Technician | Preparing Input Files for Use with the OMS Configuration CI                 | (P) 15.14.3.1 |           |
| 4     | Distribution Technician | Starting the OMS Configuration CI                                           | (P) 15.14.3.2 |           |
| 5     | Distribution Technician | Configuring How Long Order-Tracking Information is Kept in the OMS Database | (P) 15.14.4.1 |           |
| 6     | Distribution Technician | Getting OMS Configuration CI Help                                           | (P) 15.14.5.1 |           |
| 7     | Distribution Technician | Prepare Input Files for Use with the SCLI                                   | (P) 15.14.6.1 |           |
| 8     | Distribution Technician | Run the OMS SCLI                                                            | (P) 15.14.6.2 |           |

### **15.14.2.1 Preparing Input Files for Use with the OM Command Line Utility**

- 1 Access a terminal window logged into the host where Order Manager is installed e.g n4oml01, e4oml01.
- 2 Copy the template from `/usr/ecs/MODE/CUSTOM/data/OMS/template` to a working directory;
- 3 Change directory to the directory containing the copy of the Product Request ODL templates (e.g., prod.0, prod.1, prod.2, and prod.3).
- 4 Open the file using the vi command
  - There are brackets ([ ]), and braces ( { } ) around some of the lines and groups
  - Brackets indicate optional entries containing content that is subject to change.
  - Braces indicate entries that are required but the content is subject to change.

The operator can :

- 5 Customize the lines and groups using the brackets or braces in the new file
- 6 Remove the brackets and braces around the lines and groups from the new file.
  - The brackets mean it is optional and subject to change its contents.
  - The braces mean it is not optional but subject to change its contents.
  - The lines or group of lines with no brackets or braces around them means: “do not change them.”

## Sample file:

### ODL Template File for "FtpPull" Media Type

```
GROUP = PRODUCT_REQUEST
MESSAGE_ID = "B1027711830"
[REQUEST_ID = "37475:27364"]
```

The above line is optional. If it is there, the value part must be in the format of "order id:request id" which you retrieve from the database, in this case <order id>=37475 and <request id>=27364. If it is not there, command line utility creates an order id and request id for this request.

```
DATA_CENTER_ID = "ECS-TEST"
[ECS_AUTHENTICATOR = "labuser"]
```

The above line is optional. If it is there, the value ought to be a valid ECS user in the ECS User Registration Database. If it is not there, this request is regarded as an "ECSGuest" user.

```
GROUP = USER_AFFILIATION
CATEGORY = "USA"
TYPE = "GOVERNMENT"
END_GROUP = USER_AFFILIATION
```

```
{
GROUP = CONTACT_ADDRESS
TITLE = ""
FIRST_NAME = "Yu"
MIDDLE_INITIAL = ""
LAST_NAME = "Zhongfei"
ORGANIZATION = ""
ADDRESS = ("abcd")
CITY = "Landover"
STATE = "MD"
ZIP = ""
COUNTRY = "UNITED STATES"
PHONE = "301-925-1042"
FAX = ""
EMAIL = "zyu@eos.hitc.com"
END_GROUP = CONTACT_ADDRESS
}
```

The above group is not optional, but the contents of each line could be customized.

```
{
GROUP = SHIPPING_ADDRESS
TITLE = ""
FIRST_NAME = "Yu"
MIDDLE_INITIAL = ""
LAST_NAME = "Zhongfei"
ORGANIZATION = ""
ADDRESS = ("abcd")
CITY = "Landover"
STATE = "MD"
ZIP = ""
COUNTRY = "UNITED STATES"
PHONE = "301-925-1042"
FAX = ""
EMAIL = "zyu@eos.hitc.com"
END_GROUP = SHIPPING_ADDRESS
}
```

The above group is not optional, but the contents of each line could be customized.

```
{
GROUP = BILLING_ADDRESS
```

```

TITLE = ""
FIRST_NAME = "Yu"
MIDDLE_INITIAL = ""
LAST_NAME = "Zhongfei"
ORGANIZATION = ""
ADDRESS = ("abcd")
CITY = "Landover"
STATE = "MD"
ZIP = ""
COUNTRY = "UNITED STATES"
PHONE = "301-925-1042"
FAX = ""
EMAIL = "zyu@eos.hitc.com"
END_GROUP = BILLING_ADDRESS
}

```

The above group is not optional, but the contents of each line could be customized.

```

GROUP = LINE_ITEM
{DATASET_ID = "LANDSAT-7 LEVEL-0R FLOATING SCENES V002"}

```

This line could be changed to the ESDT long name matching with the granule given in the next line.

```
{PACKAGE_ID = "SC:L70R.002:23420"}
```

This line could be customized in the format of "granule type:ESDT shortname:ESDT version id:db id."

```
PROCESSING_OPTIONS = "Native Granule"
```

```
{MEDIA_TYPE = "FtpPull"}
```

This line could be customized to any media type such as CDROM, DVD, DLT, or DLT.

```
{MEDIA_FORMAT = "FILEFORMAT"}
```

This line could be changed to match the media type given in the above line.

```
EST_COST = 777.88
```

```
[
```

```
GROUP = SUBSET_SPEC
```

```
GROUP = SPECIALIZED_CRITERIA
```

```
CRITERIA_NAME = "Band Subsetting"
```

```
CRITERIA_TYPE = "STRING"
```

```
CRITERIA_VALUE = ("QA_BAND2_PRESENT", "QA_BAND3_PRESENT",
"QA_BAND4_PRESENT", "QA_BAND5_PRESENT", "QA_BAND6_PRESENT_F1",
"QA_BAND6_PRESENT_F2", "QA_BAND7_PRESENT", "QA_BAND8_PRESENT")
```

```
END_GROUP = SPECIALIZED_CRITERIA
```

```
GROUP = SPECIALIZED_CRITERIA
```

```
CRITERIA_NAME = "Spatial Subsetting"
```

```
CRITERIA_TYPE = "GEO"
```

```
CRITERIA_VALUE = "BY_POLYGON_LOC"
```

```
GROUP = POLYGON_LOC
```

```
TANGENT_LATITUDE = 81.8895
```

```
TANGENT_LONGITUDE = 158.423
```

```
MAP_PROJECTION_TYPE = "ORTHOGRAPHIC"
```

```
LATITUDE = (83.2017, 81.4847, 80.4686, 81.8274)
```

```
LONGITUDE = (-175.078, -176.234, 155.986, 151.309)
```

```
WG_ZOOM = 2
```

```
END_GROUP = POLYGON_LOC
```

```
END_GROUP = SPECIALIZED_CRITERIA
```

```
GROUP = SPECIALIZED_CRITERIA
```

```
CRITERIA_NAME = "Scan Line Size"
```

```
CRITERIA_TYPE = "INTEGER"
```

```
CRITERIA_VALUE = 1104
```

```
END_GROUP = SPECIALIZED_CRITERIA
```

```
END_GROUP = SUBSET_SPEC
```

```

]
This group is optional, indicates the subset option goes along with this granule.
GROUP = PATH_ROW_LOC
 PATH = (119)
 ROW = (233)
END_GROUP = PATH_ROW_LOC
GROUP = POLYGON_LOC
 LATITUDE = (70.31, 69.6, 64.78, 65.36)
 LONGITUDE = (-80.91, -85.44, 136.97, 133.18)
 CENTROID_LAT = 81.94
 CENTROID_LON = -170.59
 POLE_INCLUDED = "X"
END_GROUP = POLYGON_LOC
END_GROUP = LINE_ITEM
The LINE_ITEM group could be repeated if there are more granules to be ordered in one request.
GROUP = MONITOR
 SESSION_ID = "cheyenne.hitc.com:24496:20020726:153027"
 TX_CLIENT = ("1027711832", "939137")
END_GROUP = MONITOR
GROUP = VERSION
 SENDER_VERSION = "imswww-3_4b_6"
 PROTOCOL_VERSION = 3.2
 IMS_STAFF = "1"
END_GROUP = VERSION
[PRIORITY = "HIGH"]
This line is optional. The default is LOW with the possible values being LOW, NORMAL, HIGH, VHIGH and XPRESS.
[USERSTRING = "TESTFOR"]
This line is optional. But if it is there, the length must be less than 80 characters.
[NOTIFY = "zyu@eos.hitc.com"]
This line is optional. But if it is there, the length must be less than 255 characters.
[DDISTNOTIFYTYPE = "MAIL"]
This line is optional.
END_GROUP = PRODUCT_REQUEST
END

```

- Edited files will specify the request information to be sent to the OMS.
    - A UNIX editor can be used to edit the file.
- 7** Using vi editor commands create a file that specifies the relevant request information to be sent to the OMS.
- In the template files there are brackets ([ ]), and braces ( { } ) around some of the lines and groups.
    - Brackets indicate optional entries containing content that is subject to change.
    - Braces indicate entries that are required but the content is subject to change.
    - Lines or groups of lines with no brackets or braces around them should not be changed.
- 8** Remove the brackets and braces around the lines and groups in the file being edited.
- The following vi editor commands are useful: Any UNIX editor can be used to edit the file.
    - **h** (move cursor left).
    - **j** (move cursor down).

- **k** (move cursor up).
- **l** (move cursor right).
- **a** (append text).
- **i** (insert text).
- **r** (replace single character).
- **x** (delete a character).
- **dw** (delete a word).
- **dd** (delete a line).
- **ndd** (delete *n* lines).
- **u** (undo previous change).
- **Esc** (switch to command mode).

**9 Press the Esc key to save and exit**

**10 Type ZZ**

- **vi** exits and the edited file is saved.
  - To exit **vi** without saving the new entries in the file type **:q!**
  - Press **Return/Enter**.
- The UNIX command line prompt is displayed.

### 15.14.2.2 Running the Order Manager from the Command Line Interface/ Command Line Utility

- 1** Access a terminal window logged in a host.
- 2** Type **cd /usr/ecs/MODE/CUSTOM/utilities** then press **Return/Enter**.
  - Change directory to the directory containing the Order Manager scripts (e.g., **EcOmSrCliDriverStart**).
  - The **MODE** will most likely be one of the following operating modes:
    - OPS
    - TS1
    - TS2
- 3** Type **EcOmSrCliDriverStart MODE rootname numRequests [ sub-interval ] [ dBretries ] [ retry-interval ]** then press **Return/Enter**.
  - The utility enters the request information (from the input files) in the OMS database.
  - **rootname** is a required argument; it specifies the full path name of root name of the input (request) files.
    - For example:  
**/usr/ecs/MODE/CUSTOM/data/OMS/request**

- All input files to be submitted concurrently must have the same root name but different numerical suffixes, starting with 0 (zero). For example, if three requests were to be submitted, input files with the following names would have been prepared in advance:
  - `/usr/ecs/OPS/CUSTOM/data/OMS/request.0`
  - `/usr/ecs/OPS/CUSTOM/data/OMS/request.1`
  - `/usr/ecs/OPS/CUSTOM/data/OMS/request.2`
- Each file has the same root name (i.e., “`/usr/ecs/OPS/CUSTOM/data/OMS/request`”) and each has a different numerical suffix. When the **OM Command Line Utility** is started, it automatically determines the suffixes.
- ***#requests*** is a required argument; it specifies the number of requests the **OM Command Line Utility** submits concurrently. The utility uses the number to determine the suffixes of the file names to be read.
- ***sub-interval*** is an optional argument; it specifies how many seconds apart the requests are submitted. If no value is specified, the default value of zero is used. When the value is zero, all requests are submitted with no submission interval (i.e., all at the same time).
- ***dBretries*** is an optional argument; it specifies how many times the utility tries to connect to the OMS database. If no value is specified, the default value of two times is used.
- ***retry-interval*** is an optional argument; it specifies the number of seconds between retries when the utility is trying to connect to the OMS database. If no value is specified, the default value of 10 seconds is used.
- Examples:

**EcOmSrCliDriverStart OPS /usr/ecs/OPS/CUSTOM/data/OMS/request 7**

- The example indicates that EcOmSrCliDriver should process the ten files named request.0, request.1, request.2, request.3, request.4, request.5, and request.6 in directory `/usr/ecs/OPS/CUSTOM/data/OMS`. Default conditions apply to when the requests are to be submitted (all at the same time), the number of retries for connecting to the database (two retries), and the retry interval (10 seconds).

**EcOmSrCliDriverStart OPS /usr/ecs/OPS/CUSTOM/data/OMS/item 3 5 4 15**

- The example indicates that EcOmSrCliDriver should process the three files named item.0, item.1, and item.2 in directory `/usr/ecs/OPS/CUSTOM/data/OMS`. The requests are to be submitted at five-second intervals. Four retries may be made to connect to the database. The retries would occur at 15-second intervals.

### 15.14.3 OMS Configuration Script (OMS Configuration CI) Activities

The OMS Configuration Command Line Interface (hereafter referred to as the OMS Configuration CI) provides DAAC operators with the ability to configure specific parameters for the OMS Server and Database that are not configurable via the OMS GUI.

The **OMS Configuration CI** utility is intended for full-capability operators only. Because it is a UNIX utility, the **OMS Configuration CI** depends on standard UNIX permissions to restrict execution of the script to authorized users.

Before starting the **OMS Configuration CI**, it may be necessary to prepare input files that are specified in optional arguments when starting the **OMS Configuration CI**. If such input files are used, the full-capability operator references the input file(s) in the command-line arguments when starting the **OMS Configuration CI**.

There are two general types of input files used with the **OMS Configuration CI**:

- Order-tracking retention time data.

Each potential input is a “flat” file that contains one of the following types of data:

- ESDT collection(s).
- Media type(s).
- FTP Push/SCP Destination(s).

The files can be used to specify either of the following dispositions for the data:

- Add the data in the file to the current types of data being processed.
- Delete the data in the file from the current types of data being processed .

Files may be created for the following six conditions:

- Add ESDT collection(s) to processing.
- Delete ESDT collection(s) from processing.
- Add media type(s) to processing .
- Delete media type(s) from processing.
- Add FTP Push/SCP Destination(s).
- Delete FTP Push/SCP Destination(s).

If order-tracking retention time (how long order-tracking information is kept in the OMS database) is to be modified using the **OMS Configuration CI**, a file of data “imported” from the OMS database (using the **OMS Configuration CI**) must be edited so the file can be included in an argument that is specified when the **OMS Configuration CI** is started the next time. The “imported” file contains the following three types of data:

- Order source [e.g., “D” (Data Pool), “S” (Spatial Subscription Server)].
- Distribution medium.
- Retention time period in days.

The “imported” order-tracking retention time file is edited to incorporate the new configuration information (i.e., retention time for each set of order source/medium). The edited file is

subsequently “exported” to the OMS database (using the **OMS Configuration CI**), where the new values are entered.

For information concerning the reasons for modifying order-tracking retention time, refer to the **OMS Database Cleanup Guidelines** subsection of the **Tuning Order Manager Subsystem Parameters** section (subsequent section of this lesson).

Preparing input files for use with the **OMS Configuration CI** starts with the assumption that the full-capability operator has logged in to the system.

### **15.14.3.1 Preparing Input Files for Use with the OMS Configuration CI**

---

- 1** Access a terminal window logged in to the Linux Server host.
- 2** Type `cd /usr/ecs/MODE/CUSTOM/utilities` then press **Return/Enter**.
  - Change directory to the directory containing the Order Manager scripts (e.g., `EcOmConfig.pl`).
  - The *MODE* will most likely be one of the following operating modes:
    - OPS, TS1, TS2
  - Note that the separate subdirectories under `/usr/ecs` apply to different operating modes.
- 3** Type `vi filename` then press **Return/Enter**.
  - *filename* is the name of a file to be opened.
  - It may be either the name of an existing file (e.g., a file of order-tracking retention time data “imported” from the OMS database) or the name of a new file. For example:  
**X4oml01{cmops}[10]->vi ESDT20040109.dat**  
  
**"ESDT20040109.dat" [New file]**
    - Many blank lines have been deleted from the example.
  - The new file will specify the values to be sent to the OMS.
  - Although this procedure has been written for the `vi` editor, any UNIX editor can be used to create the file.
- 4** Using `vi` editor commands create a file that specifies the relevant values to be sent to the OMS.
  - White space is ignored, so multiple lines can separate groups of collection.
  - For example the following entries are included in an ESDT collection file:  
**MOD11\_L2.001**  
**MOD11\_L2.002**  
**GDAS\_OZF.001**  
**GDAS\_OZF.002**

- Another example shows entries included in a media file:

**DLT**

**scp**

- Another example shows entries included in an FTP Push Destination file:

**“Fordham University”**

**“Yale University”**

**ftp.hbc.md.edu**

**223.516.34.14**

- A destination may be a configured “Name” as created by the **OMS GUI** or a host/IP address.
- If the configured name is used, it must be enclosed in double quotes (e.g., “Fordham University”).
- Each line in an order-tracking retention time file contains an order source code, a distribution medium, and the retention time period in days.
  - For example, the following entries are included in an order-tracking retention time file:
- Order source codes include “D” (Data Pool), “S” (Spatial Subscription Server), “V”
- The following vi editor commands are useful:
  - **h** (move cursor left).
  - **j** (move cursor down).
  - **k** (move cursor up).
  - **l** (move cursor right).
  - **a** (append text).
  - **i** (insert text).
  - **r** (replace single character).
  - **x** (delete a character).
  - **dw** (delete a word).
  - **dd** (delete a line).
  - **n dd** (delete *n* lines).
  - **u** (undo previous change).
  - **Esc** (switch to command mode).

**5** Press the **Esc** key.

**6** Type **ZZ**.

- **vi** exits and the new or edited file is saved.
  - To exit **vi** without saving the new entries in the file type **:q!** then press **Return/Enter**.

- UNIX command line prompt is displayed.
- 

### 15.14.3.2 Starting the OMS Configuration CI

---

- 1 Access a terminal window logged in to a host.
  - For detailed instructions refer to the procedure for **Logging in to System Hosts** (preceding section of this lesson).
- 2 Type `cd /usr/ecs/MODE/CUSTOM/utilities` then press **Return/Enter**.
  - Change directory to the directory containing the Order Manager scripts (e.g., `EcOmConfig.pl`).
  - The *MODE* will most likely be one of the following operating modes:
    - OPS
    - TS1
    - TS2
  - Note that the separate subdirectories under `/usr/ecs` apply to different operating modes.
- 3 Type `EcOmConfig.pl MODE [ -s3col filename ] [ -s3media filename ] [ -s3dest filename ] [ -ot filename ] [ -help ]` then press **Return/Enter**.
  - The **OMS Configuration CI Main Menu** (Figure 15.14-1) is displayed.

```
OMS Configuration CI v1.0

MENU:

1) Synergy III Mode Exceptions
2) Configure MSS/OMS Order Tracking
3) Switch Server Mode
4) Help

Type "x" to exit

=>
```

**Figure 15.14-1. OMS Configuration CI Main Menu**

- **-s4col *filename*** is an optional argument that specifies a flat file (*filename*) containing a list of ESDT collections to be added or deleted for processing in Synergy III mode, depending on the selection made by the operator.
  - **-s4media *filename*** is an optional argument that specifies a flat file (*filename*) containing a list of media types to be added or deleted for processing in Synergy III mode, depending on the selection made by the operator.
  - **-s4dest *filename*** is an optional argument that specifies a flat file (*filename*) containing a list of Ftp/SCPPush destinations to be added or deleted for processing in Synergy III mode, depending on the selection made by the operator.
  - **-ot *filename*** is an optional argument that specifies a flat file (*filename*) containing edited order-tracking retention times for update in the OMS database.
  - **-help** is an optional argument that provides a brief overview of the input options that can be used with the **OMS Configuration CI** utility.
- 4** To perform another task using the **OMS Configuration CI** go to the applicable procedure from the following list:
- **Configuring How Long Order-Tracking Information is Kept in the OMS Database** (to configure how long order-tracking information is kept in the OMS database).
  - **Getting OMS Configuration CI Help** (to display help information for the **OMS Configuration CI**).
- 5** To exit from the **OMS Configuration CI** (when applicable) at the **OMS Configuration CI Main Menu** prompt type **x** then press **Return/Enter**.
- The **OMS Configuration CI** is closed.
- 

#### 15.14.4 Configuring How Long Order-Tracking Information is Kept in the OMS Database

The full-capability operator can configure how long order-tracking information is kept in the OMS database. The length of time can be different for each combination of media type and order source.

The process of configuring how long order-tracking information is kept in the OMS database involves “importing” the current configuration to a local file, editing the file, and exporting it back into the OMS database.

- When the full-capability operator requests the **OMS Configuration CI** to “import” the current configuration, the utility creates and saves a unique file in the current directory.
- The saved file contains the configuration for all media types and all order sources.
- The full-capability operator exits the **OMS Configuration CI** and edits the import file to incorporate changes.

- The full-capability operator starts the **OMS Configuration CI** using the **-ot** option and specifying the edited file.
- The full-capability operator uses the **OMS Configuration CI** to export the data in the file to the database.
- The **OMS Configuration CI** parses the file and submits the changes to the OMS database.

The procedure for configuring how long order-tracking information is kept in the OMS database starts with the following assumptions:

- The **OMS Configuration CI** has been started.
- If applicable, the appropriate input file for configuring how long order-tracking information is kept in the OMS database has been prepared and placed in the appropriate directory [e.g., as described in the procedure for **Preparing Input Files for Use with the OMS Configuration CI** (preceding section of this lesson)].

#### 15.14.4.1 Configuring How Long Order-Tracking Information is Kept in the OMS Database

---

- 1 If it has not been started already, start the **OMS Configuration CI**.
  - For detailed instructions refer to the procedure for **Starting the OMS Configuration CI** (preceding section of this lesson).
- 2 At the **OMS Configuration CI Main Menu** prompt type **2** then press **Return/Enter**.
  - The **Configure Order Tracking Data Menu** (Figure 15.14-2) is displayed.

```

Configure Order Tracking Data

1) Import current configuration to file...
2) Export new configuration to database...
3) View current configuration
4) Back to main menu
=>

```

**Figure 15.14-2. Configure Order Tracking Data Menu**

- 3** At the **Configure Order Tracking Data Menu** prompt, type the appropriate number from the following list then press **Return/Enter**:
- Enter **1** - to import the current order-tracking retention time configuration (from the OMS database) into a file.
  - The following type of message is displayed:
    - Importing to local file "MssOmsOrderTracking.1067729076"...**
    - Import OK. Please edit this file and use this utility to export the new configuration.**
  - The utility creates and saves a unique file (containing the current order-tracking retention time configuration from the OMS database) in the current directory.
  - The “imported” order-tracking retention time file would be edited to incorporate the new configuration information. The edited file would subsequently be “exported” to the OMS database, where the new order-tracking retention time values would be applied.
    - Press **Return/Enter**.
  - The **OMS Configuration CI Main Menu** is displayed.
  - Go to Step 4.
  - Enter **2** - to export an edited order-tracking retention time file to the OMS database.
    - The following type of message is displayed:
      - You are about to export an edited configuration file. Please make sure the fields are properly edited. These changes will be submitted to the OMS database.**
      - "MssOmsOrderTracking.1067729243" was specified as the export file. Do you want to use this one? [y/n]**
  - The “exported” file would be used to update the OMS database, where the new order-tracking retention time values would be applied.
    - If the file specified in the confirmation message is not the proper file, go to Step 8.
    - If the file specified in the confirmation message is the proper file, go to Step 12.
  - Enter **3** - to view the current configuration.
    - The current order-tracking retention time configuration (from the OMS database) is displayed.
    - Each line of the order-tracking retention time configuration contains the following three items:
      - Order source code [e.g., “D” (Data Pool), “S” (Spatial Subscription Server)]
      - Distribution medium.
      - Retention time period in days.
        - For example:

| Order Source | Media Type | Ret. Time Period (Hours) |
|--------------|------------|--------------------------|
|--------------|------------|--------------------------|

```

D FtpPull 0
S FtpPull 0
V FtpPull 0
M FtpPull 0
D FtpPush 0
S FtpPush 0
V FtpPush 0
M FtpPush 0
D CDROM 0
S CDROM 0
V CDROM 0
M CDROM 0
D DLT 0
S DLT 0
V DLT 0
M DLT 0
D DVD 0
S DVD 0
V DVD 0
M DVD 0
D DLT 0
S DLT 0
V DLT 0
M DLT 0
D scp 0
S scp 0
V scp 0
M scp 0

```

Press <enter> to return to main menu...

- Press **Return/Enter**.
  - The **OMS Configuration CI Main Menu** is displayed.
  - Return to Step 2.
  - Enter **4** - to return to the **OMS Configuration CI Main Menu**.
    - The **OMS Configuration CI Main Menu** is displayed.
    - Return to Step 2.
- 4** After importing the current order-tracking retention time configuration into a file, at the **OMS Configuration CI Main Menu** prompt, type **x** then press **Return/Enter**.
- The **OMS Configuration CI** is closed.

- 5 After importing the current order-tracking retention time configuration into a file and closing the **OMS Configuration CI**, edit the import file (to incorporate changes) as described in the procedure for **Preparing Input Files for Use with the OMS Configuration CI** (preceding section of this lesson).
- 6 After editing the order-tracking retention time file (to incorporate changes), start the **OMS Configuration CI** using the **-ot** option and the file name of the edited file as an argument.
  - For detailed instructions refer to the procedure for **Starting the OMS Configuration CI** (preceding section of this lesson).
- 7 After starting the **OMS Configuration CI** with reference to the edited file, return to Step 2 of this procedure to start the process of exporting the edited order-tracking retention time file to the OMS database.
- 8 If the file specified in the confirmation message is not the proper file, at the **Do you want to use this one? [y/n]** prompt type **n** then press **Return/Enter**.
  - The **OMS Configuration CI Main Menu** is displayed.
  - A likely cause of the problem is having mistyped the file name when starting the **OMS Configuration CI**.
- 9 If the file specified in the confirmation message is not the proper file, at the **OMS Configuration CI Main Menu** prompt, type **x** then press **Return/Enter**.
- 10 If the file specified in the confirmation message is not the proper file, start the **OMS Configuration CI** using the **-ot** option and the proper file name as an argument.
  - For detailed instructions refer to the procedure for **Starting the OMS Configuration CI** (preceding section of this lesson).
- 11 If the file specified in the confirmation message is not the proper file, return to Step 2 of this procedure to start the process of exporting the edited order-tracking retention time file to the OMS database.
- 12 To export an edited order-tracking retention time file to the OMS database, at the **Do you want to use this one? [y/n]** prompt type **y** then press **Return/Enter**.
  - The following prompt is displayed:  
**You are about to export file "<filename>". Continue? [y/n]**
- 13 To continue the process of exporting an edited order-tracking retention time file to the OMS database, at the **Continue? [y/n]** prompt type **y** then press **Return/Enter**.
  - If there is no problem exporting the file to the OMS database, the following messages are displayed:  
**Submitting file to database...**  
**Syntax checking the input file...**  
**Export OK. Press <ENTER> to continue...**
    - The edited order-tracking retention time file was successfully exported to the OMS database

**14** Press **Return/Enter**.

- The **OMS Configuration CI Main Menu** is displayed.
- 

### **15.14.5 Getting OMS Configuration CI Help**

The “help” function of the **OMS Configuration CI** allows the full-capability operator to display a complete synopsis of the options and all available functions of the CI.

The procedure for getting **OMS Configuration CI** help starts with the assumption that the **OMS Configuration CI** has been started.

#### **15.14.5.1 Getting OMS Configuration CI Help**

---

- 1** If it has not been started already, start the **OMS Configuration CI**.
    - For detailed instructions refer to the procedure for **Starting the OMS Configuration CI** (preceding section of this lesson).
  - 2** At the **OMS Configuration CI Main Menu** prompt type **4** then press **Return/Enter**.
    - The first page of the **OMS Configuration CI Help** is displayed.
  - 3** To view additional help information press either **Return/Enter** or the space bar.
    - Another line of the **OMS Configuration CI Help** is displayed if **Return/Enter** is pressed.
  - 4** To exit from the **OMS Configuration CI** (when applicable) at the **OMS Configuration CI Main Menu** prompt type **x** then press **Return/Enter**.
    - The **OMS Configuration CI** is closed.
    - A UNIX command line prompt is displayed.
  - 5** To exit from the **OMS Configuration CI** (when applicable) at the **OMS Configuration CI Main Menu** prompt type **x** then press **Return/Enter**.
    - The **OMS Configuration CI** is closed.
    - A UNIX command line prompt is displayed.
- 

### **15.14.6 Science Command Line Interface (SCLI) in OMS**

The Science Command Line Interface (OmSCLI) allows the operator to acquire products by sending orders to the Order Manager Server given a operator’s file of granule identifiers and a file of media options. The operator can request products by FtpPush, FtpPull, and secure copies specified in the media parameter file. The OmSCLI will not generate Metadata Control Files (MCFs) since that functionality is performed by the ESDT Maintenance GUI.

The OmSCLI is installed on the same host as the Order Manager Server. It includes a wrapper script acquire, a perl module containing database connection functionality, and a C++ -based executable which interfaces with the OrderManager client. It has its own configuration file

containing database environment parameters. It is invoked with arguments that are described in the following section.

There are four/five command line parameters and they are used in combination with each other. Table 15.14-2 describes these parameters.

**Table 15.14-2. Command Line Parameters of the SCLI Tool**

| Parameter Name | Description                                                                                              |
|----------------|----------------------------------------------------------------------------------------------------------|
| mode           | The mode in which the tool runs (i.e. OPS, TS1)                                                          |
| parameterfile  | A file containing all of the information required to acquire and distribute the request submitted.       |
| file           | A file that can contain up to 100 granules to be acquired.                                               |
| tag            | Unique request identification, used to track request in system.                                          |
| decrypt        | An optional flag to indicate that the password passed in is encrypted and needs to be decrypted in SCLI. |

### 15.14.6.1 Preparing Input Files for Use with the SCLI

- 1 Access a terminal window logged into the host where Order Manager is installed x4oml01.
- 2 Create the Parameter File using vi editor commands.
  - There are brackets ([ ]), and braces ( { } ) around some of the lines and groups
  - Brackets indicate optional entries containing content that is subject to change.
  - Braces indicate entries that are required but the content is subject to change.

#### Sample Parameter File:

Example 1: PullMediaParameterFile:

```
ECSUSERPROFILE = ECSGuest
PRIORITY = NORMAL
DDISTMEDIATYPE = FtpPull
DDISTMEDIAFMT = FILEFORMAT
USERSTRING = JoeUser_PULL
DDISTNOTIFYTYPE = MAIL
NOTIFY = email@raytheon.com
```

Example 2: PushMediaParameterFile.input is:

```
ECSUSERPROFILE = labuser
FTPUSER = labuser
FTPPASSWORD = Feb7A02
FTPHOST = f4eil01
FTPPUSHDEST = /usr/ecs/formal/<MODE>/CUSTOM/scli/PushArea
PRIORITY = HIGH
DDISTMEDIATYPE = FtpPush
```

DDISTMEDIAFMT = FILEFORMAT  
USERSTRING = TomRoegner\_Push  
DDISTNOTIFYTYPE = MAIL  
NOTIFY = user@eos.hitc.com

Example 3: SCPMediaParameterFile.input is:

PRIORITY=VHIGH  
DDISTMEDIATYPE=scp  
DDISTNOTIFYTYPE=MAIL  
DDISTMEDIAFMT=FILEFORMAT  
ECSUSERPROFILE=labuser  
FTPUSER=labuser  
FTPHOST=f4spl01  
USERSTRING=scp\_Request\_by\_User\_XXXX  
FTPPUSHDEST=/home/labuser/tomr/scp  
FTPPASSWORD=<password>  
NOTIFY=email@raytheon.com

### 3 Type ZZ

- **vi** exits and the edited file is saved.
  - To exit **vi** without saving the new entries in the file type **:q!**
  - Press **Return/Enter**.
- The UNIX command line prompt is displayed.

4 Create the Granule File using vi editor commands. This file can contain up to 100 granules and should adhere to the following format:

- **The ListOfGranules can be include one granule per line in the file. There are two types:**
  - 1) **geoid - a specific granule <data type>:<ShortName>.<VersionId>:<dbID>**
  - 2) **LocalGranuleId - looks like the file name of the data before it was ingested in ECS**

**Sample Granule File:**

**SC:MOD02HKM.002:2020633145** (a geoID)

**MYD29P1N.A2007266.h10v08.005.2007267221028.hdf** (a Local Granule Id)

Etc....

### 5 Type ZZ

- **vi** exits and the edited file is saved.
    - To exit **vi** without saving the new entries in the file type **:q!**
    - Press **Return/Enter**.
-

### 15.14.6.2 Run the OMS SCLI

---

- 1 Access a terminal window logged in a host.
- 2 Type `cd /usr/ecs/MODE/CUSTOM/utilities` then press **Return/Enter**.
  - The *MODE* will most likely be one of the following operating modes:
    - OPS
    - TS1
    - TS2

- 3 Enter the following command:

*acquire* <mode> -p <parameterfile> -f <file> -t <tag> [-decrypt]

- The -p parameter file is the file containing media options.
- The -f <file> is the file containing the granule identifiers.
- The -t <tag> is the unique request identification to the Order Manager.

Note: For each LocalGranuleId listed in the file, the OmSCLI will invoke a search for that LocalGranuleId in the AIM inventory database (via a EcOmDb stored procedure) and return all rows in a format that is a geoID.

---

### 15.15 Tuning Order Manager Subsystem and Data Pool Parameters

- Work when there is either an unusual peak in the orders for that destination or a bandwidth problem.
- For detailed instructions on how to modify ftp push parameter values refer to the procedure for Checking/Modifying FTP Push/SCP Policy Configuration (previous section of this lesson).
- Set the RHWM to DHWM divided by the average request size (or set RHWM to the number of requests that typically need to be processed in a 30-minute interval).
- Some FTP Push/SCP Destinations are connected to the system via high-throughput networks. Unless such destinations receive large amounts of data from AMASS cache, they never have a significant ftp push queue because data is distributed as quickly as it can be staged. So DHWM and RHWM serve as throttles only when the connection experiences problems. Under normal circumstances, such destinations receive archive resources as quickly as their priority and the competing archive workload permit.
- Ftp push requests that do not match any of the explicitly configured FTP Push/SCP Destinations are collected into a general ftp push group. The ftp hosts in the group vary from day to day, and the connection bandwidth to the hosts is generally unpredictable.
- Set the RHWM to twice the number of ftp connections that the DAAC is willing to devote to these orders

- Set the DHWM to the hourly amount of data that typically needs to be pushed for such orders. Ensure that the limit is several [e.g., five (5)] times larger than the configured maximum size for a single un-partitioned ftp push distribution request (so OMS can make full use of the configured number of connections).
- For ftp pull:
- Start out by setting DHWM to the current size of the ftp pull area.
- For detailed instructions on how to modify media parameter values refer to the procedure for Checking/Modifying Values Assigned to Media Parameters (previous section of this lesson).
- Adjust the ftp pull DHWM parameter as necessary to accommodate the current user demand for ftp pull.
- For example, the DHWM could be set to the expected maximum daily ftp pull order volume times one day more than the number of days of ftp pull retention.
- Adjust the parameters based on experience.
- For example, if it turns out that most of the orders are fairly large, the DHWM may need to be raised so it does not act as a throttle for normal distribution workloads.

### 15.15.1 Throttling Archive Staging for Output Devices and FTP Connections

Under normal circumstances the archive drives are the key distribution bottleneck. In many cases the output devices and ftp connections are able to distribute data as quickly as it can be staged. However, this can change if one of the output channels experiences problems; for example, if media drives fail or the throughput for some ftp connection suddenly deteriorates. If staging were to continue regardless of such problems, a lot of disk space might be consumed by orders that could not be completed and (consequently) could not have their data removed. At a minimum, it is desirable to throttle the archive staging activity for such devices or connections. The applicable tuning parameters are the same as those used in adjusting the pace of staging, specifically:

- **RHWM** (Request High Watermark) parameters on the **OM GUI**.
- **DHWM** (Data Volume High Watermark) parameters on the **OM GUI**.

Note that the OMS stops dispatching distribution requests that require resources that have been suspended. This behavior is automatic and there are no related tuning parameters apart from the retry behavior.

For additional information on RHWM/DHWM refer to the section on **Adjusting the Pace of Staging** (previous section of this lesson).

### 15.15.2 Ensuring the Staging of Low-Priority Requests at a Reasonable Pace

If the archive staging workload is close to the archive capacity for extended periods of time, requests that have a low priority could wait for a long time before being serviced. Once they are submitted to staging their tape-mount requests may be serviced infrequently and intermittently because higher-priority requests that get promoted into staging would be given preference. As a result, low-priority requests may have to wait for a long time to get into the staging state and

then stay in staging for a very long time. Eventually, a backlog of low-priority requests could build up and the response time would be very poor. Furthermore, once such a low-priority request got in staging, its data would accumulate in the Data Pool and could not be removed until the request completed. So it could end up blocking disk resources for an extended period of time.

To alleviate the problem of low-priority requests seeming to hang in Queued or Staging forever one can implement request aging, which is implemented through the following two types of aging parameters:

- OMS **Age Step** parameters on the **OM GUI**.
- OMS **Maximum Priority** parameters on the **OM GUI**.
- DPL **Age Step** parameters (**agingStep** column in the DPL database).
- DPL **Maximum Priority** parameters (**MaxPriLevel** column in the DPL database).

OMS aging parameters (**Age Step** and **Maximum Priority**) cause OMS to increase the priority of a distribution request as it waits for promotion into the Staging state. This can help reduce the order completion time for low-priority requests.

DPL aging parameters raise the priority of requests that are in staging but have had long waits for tape mounts. By implementing DPL aging even low-priority requests can be made to move through the Staging state at a reasonable pace.

So OMS aging parameters are useful in increasing the priority of low-priority requests so the eventually get into the Staging state. DPL aging parameters raise the priority of requests so they get access to tape mounts and get out of the Staging state.

When request aging is in effect, OMS and DPL update request priorities regularly. The DAAC can enable or disable aging for each ECS priority level separately (e.g., aging may be in effect for LOW priority requests but not for any others); and the DAAC can set the hourly rate of priority increase and the maximum priority a request can achieve.

The OMS configuration parameters **Age Step** and **Maximum Priority** can be configured separately for each ECS priority level on the **Aging Parameters** page of the **OM GUI**.

The DPL **Age Step** and **Maximum Priority** configuration parameters are set by changing values of entries in the **agingStep** and **MaxPriLevel** columns in the **DIagingConfig** table of the DPL database. Values for **agingStep** and **MaxPriLevel** can be set in the DPL database for each ECS priority level (**ECSPriority** column) using isql commands.

Use the following guidelines to determine the appropriate values for the parameters:

- Settings are at the discretion of each DAAC; however, it is recommended that OMS request aging be turned off initially.
  - For detailed instructions on how to modify aging parameter values refer to the procedure for **Checking/Modifying Values Assigned to Aging Parameters** (previous section of this lesson).

- It is recommended that request aging be turned on for the DPL insert service for LOW and NORMAL priority requests to ensure that they complete staging promptly once they have started.
  - For example, a LOW or NORMAL priority request should attain the next higher ECS priority level after one or two hours of remaining in staging (but not go beyond that).
  - To change the DPL aging parameters notify the Database Administrator that values need to be modified in the DPL database and specify [for each ECS priority level (in the **ECSPriority** column)] the values for **agingStep** (how many points the priority should be raised every hour) and **MaxPriLevel** (maximum priority value for the ECS priority).
- Adjust the aging parameters as necessary to accommodate the current user demand.

### 15.15.3 Ensuring That High-Priority Requests Are Expedited

The mechanisms described in the preceding sections on **Adjusting the Pace of Staging** and **Throttling Archive Staging for Output Devices and FTP Connections** limit the number of requests that are submitted for staging from the archive. However, occasionally high-priority requests are received and should be processed in an expedited fashion. The following tuning parameters affect the expedited processing of high-priority requests:

- **RLWM** (Request Low Watermark) parameters on the **OM GUI**.
- **DLWM** (Data Volume Low Watermark) parameters on the **OM GUI**.
- **Min Pri to Preempt** parameter on the **OM GUI**.

It is possible to mark a point in the distribution queue where new requests that are queued below RLWM or DLWM values become eligible for preemptive dispatching, even if the requests/data in work are at RHWM/DHWM. An RLWM can be set for physical media only; a DLWM is available for physical media and each FTP Push/SCP Destination. Neither RLWM nor DLWM has much relevance to ftp pull, which has a special preemptive dispatching parameter, **Min Pri to Preempt**.

RLWM and DLWM are OMS configuration parameters that are set using the **OM GUI**. RLWM and DLWM for physical media are configured on the **Media Configuration** page of the **OM GUI**. For FTP Push/SCP Destinations, DLWM (only) can be configured on the **FTP Push/SCP Destination Details** page of the **OM GUI**.

The OMS and the DPL dispatch work in priority order and within the same priority on a first-in-first-out basis. This normally ensures that within a given output queue, higher-priority requests are serviced before lower-priority requests unless request aging is configured. However, if the output channel for some queue is fairly slow (e.g., tape or slow ftp connections), then the amount of work in progress usually will be at RHWM/DHWM. High-priority requests might be dispatched next as soon as other work completes, but this could be viewed as an unacceptable delay. It may be preferable for OMS to dispatch such requests in a preemptive manner, i.e., regardless of how much work is currently in progress (even if RHWM and DHWM have been reached or exceeded).

Use the following guidelines to determine the appropriate values for the parameters:

- No general recommendation is made; the settings for RLWM and DLWM are at the discretion of each DAAC.
  - A low setting for RLWM/DLWM requires most high-priority requests in the applicable output queue to wait for normal dispatching, i.e., until the work that is in progress drops below RHWM and DHWM.
- That waiting time may be negligible if the output channel is fast.
  - If the amount of work in progress is hardly ever at RHWM and DHWM, configuring low watermarks is superfluous except to account for unusual circumstances.
- For example, if some temporary device or connection problems caused a significant amount of data to be staged that is now waiting for ftp or transfer to a device (i.e., in a backlog situation).
  - For detailed instructions on how to modify ftp push parameter values refer to the procedure for **Checking/Modifying FTP Push/SCP Policy Configuration** (previous section of this lesson).
  - For detailed instructions on how to modify other media parameter values refer to the procedure for **Checking/Modifying Values Assigned to Media Parameters** (previous section of this lesson).
- Adjust the RLWM/DLWM parameters as necessary to accommodate the current user demand.

**Min Pri to Preempt** is the preemptive dispatch priority for ftp pull requests. When an ftp pull request has the **Min Pri to Preempt** or a higher priority, it is dispatched even if the disk space currently consumed by unexpired ftp pull requests is at or above the HWM. So the **Min Pri to Preempt** parameter makes it possible to service high-priority ftp pull requests while lower-priority requests have to wait for disk space to become available.

**Min Pri to Preempt** is an OMS configuration parameter that is configured on the **OMS Server and Database Configuration** page of the **OM GUI**.

Use the following guidelines to determine the appropriate value for the parameter:

- No general recommendation is made; the setting for **Min Pri to Preempt** is at the discretion of each DAAC.
- Adjust the **Min Pri to Preempt** parameter as necessary to accommodate the current user demand for ftp pull.
  - For detailed instructions on how to modify OMS parameter values refer to the procedure for **Checking/Modifying Values Assigned to OMS Server or Database Parameters** (previous section of this lesson).

## 15.16 OMS Database Cleanup Guidelines

From the perspective of system performance it is very important to clean up the OMS database on a regular basis. Not cleaning up the database tables would have the following effects:

- Overall order-processing throughput would slow down due to the deterioration of OMS response times.
- Response time of the OMS GUI would increase.

If order information must be kept for extended periods of time (e.g., for reporting purposes), it is recommended that on a regular basis information be copied (via scripts or Sybase replication) from the operational tables to a separate set of historical tables. The OMS database itself is an operational database and is not suited for long-term retention of order information.

To assist with database cleanup, the OMS provides the following two levels of cleanup:

- Removal of completed OMS actions, interventions and notifications.
- Removal of order-tracking information for completed orders.
  - Order-tracking information for completed orders includes order, request, and granule information.

### **15.16.1 Removal of Completed OMS Actions, Interventions and Notifications**

The removal of completed OMS actions, interventions and notifications is configured by setting the values of the following parameters on the **OM GUI**:

- **Delete Complete Interventions After.**
- **Delete Complete Actions After.**

Except for special circumstances when the DAAC needs to retain information for subsequent analysis by system support staff or DAAC performance engineers, the parameter settings should be as short as possible (e.g., two hours).

For detailed instructions on how to modify OMS parameter values using the **OM GUI** refer to the procedure for **Checking/Modifying Values Assigned to OMS Server or Database Parameters** (previous section of this lesson).

### **15.16.2 Removal of Order-Tracking Information for Completed Orders**

The removal of order-tracking information for completed orders is configured using the **OMS Configuration CI**.

It is possible to configure separate retention time periods (in days) for each combination of the following factors:

- Order source (e.g., Data Pool, Spatial Subscription Server),.
- Distribution medium.

Order-tracking information is not removed until all distribution requests that belong to a particular order have been completed. Note that in this context an ftp pull request is considered “completed” when the time for retaining its granules in the ftp pull area has expired. At that time the order-tracking retention time begins. (In other words the ftp pull retention time should not be considered when determining the order-tracking information retention time for ftp pull because the latter is calculated from the end of the ftp pull retention time.)

The main purpose of retaining order-tracking information in the OMS database past order completion time is to allow DAAC Operations/User Services to use the OM GUI to investigate

the history of distribution requests when responding to user inquiries or complaints. The retention time period should be the minimum necessary or there could be negative effects on OMS throughput.

The following order-tracking retention settings are recommended (but each DAAC should make adjustments based on local conditions/needs):

- Successful ftp push subscriptions: one day.
- Successful media and ftp pull subscriptions: no more than 7 days.

### 15.16.3 Fault Handling

Failure events are classified according to the following three severity levels:

- Fatal error.
  - Returned when a request cannot be serviced, even with operator intervention.
  - For example, if a request is made to distribute data via ftp to a non-existent host, the request is failed with a fatal error.
- Retry error.
  - Potentially recoverable error.
  - Normally, a retry error would be returned to the client only when the server cannot recover from the error automatically.
  - A retry error may require operator assistance during recovery.
- Warning.
  - Provided when operations can proceed without interruption, but an unexpected circumstance was detected.
  - For example, if a client requests a file to be removed but the file does not exist, there is no error per se; however, a warning is generated to caution the client that the file to be removed did not exist in the first place.

Transient errors (such as network errors) are always retry errors.

- In general, clients and servers that experience transient retry errors first attempt to recover by retrying the operation automatically.
- One special case of this is “rebinding,” which refers to the process by which a client automatically attempts to re-establish communication with a server in the event communication is disrupted.
  - The disruption may be caused by transient network failure, or by the server crashing or being brought down.
  - In any case, the client automatically attempts to reconnect to the server for a configurable period of time on a client-by-client basis.

System processes encountering an error or receiving an error from a server request can either pass the error back to a higher-level client or present it to the operator for operator intervention.

## 15.17 Troubleshooting a Order Manager GUI Failure

Table 15.17-1 contains the activity checklist for Troubleshooting the Order Manager. Actions to be taken in response to some common OM GUI problems are described in Table 15.17-2 Order Manager GUI User Messages.

If the problem cannot be identified and fixed without help within a reasonable period of time, the appropriate response is to call the help desk and submit a trouble ticket in accordance with site Problem Management policy.

**Table 15.17-1. Troubleshooting Order Manager - Activity Checklist**

| Order | Role                    | Task                                                              | Section       | Complete? |
|-------|-------------------------|-------------------------------------------------------------------|---------------|-----------|
| 1     | Distribution Technician | Checking Log Files                                                | (P) 15.17.1.1 |           |
| 2     | Distribution Technician | Checking Database Connections                                     | (P) 15.17.2.1 |           |
| 3     | Distribution Technician | Recovering from Order Manager Failures                            | (P) 15.17.3   |           |
| 3     | Distribution Technician | Determining the Permissions for Creating an FTP Pull Subdirectory | (P) 15.17.4.1 |           |
| 4     | Distribution Technician | Troubleshooting a HEG Failure                                     | (P) 15.17.5.1 |           |
| 5     | Distribution Technician | Checking HEG Server Log Files                                     | (P) 15.17.6.1 |           |
| 6     | Distribution Technician | Checking Files in the HEG Tempfiles Directory                     | (P) 15.17.7.1 |           |

**Table 15.17-2. Order Manager GUI User Messages (1 of 12)**

| Message Text                                                                                                                                                                                                                                                                                                                     | Impact                                  | Cause and Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>!!! ERROR: It appears that all granules have been failed. You can not submit or partition a request with all FAILED granules. This request should be failed. To do this, Select "Fail Request" from the Request Disposition section and try again.<br/>[Displayed in a dialog box]</p>                                        | <p>Intervention cannot be resolved.</p> | <p>The message appears on the <b>Open Intervention Detail</b> page.<br/>If all the granules in a request have been failed, the request can no longer be submitted or partitioned. The only corrective action is to fail the entire request or place it on hold.<br/>1. Click on the <b>OK</b> button to dismiss the dialog box.<br/>2. Either fail the entire request or place it on hold.<br/>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                                            |
| <p>All of the granules for this request have been failed. You can not submit or partition the request because the submission will fail and another operator intervention will be created for it. This request should be failed. Return to the previous page and select "Fail Request" under the Request Disposition section.</p> | <p>Intervention cannot be resolved.</p> | <p>The operator failed all the granules for a particular request and tried to submit or partition it. Since there are no granules, there is nothing to submit or partition. The entire request should be failed.<br/>1. Click on the  icon in the <b>OM GUI</b> navigation frame to redisplay the <b>Open Intervention Detail (Intervention for Request x)</b> page.<br/>2. Fail the entire request.<br/>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p> |
| <p>An error has occurred with the page you are requesting.<br/>Error Message:<br/>&lt;message&gt;</p>                                                                                                                                                                                                                            | <p>Various.</p>                         | <p>The message appears on the <b>Error</b> page and is displayed in response to a stored procedure or system fault. Although the previously attempted operation can be retried, in most cases the error is a fatal one (e.g., a binary was installed incorrectly or is missing).<br/>1. If feasible, retry the operation that resulted in the error message.<br/>2. If repeated attempts to perform the operation fail, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</p>                                                                                                     |

**Table 15.17-2. Order Manager GUI User Messages (2 of 12)**

| Message Text                                                                                        | Impact                                                                                                                    | Cause and Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| An error message was not available. Please contact the system administrator for further assistance. | Various.                                                                                                                  | The message appears on the <b>Error</b> page when there is a problem with the Perl code or a stored procedure that did not give a specific reason as to why it failed. There is no operator-level corrective action to take in this case. Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                     |
| An undefined error occurred executing the stored procedure                                          | Various.                                                                                                                  | The problem is an internal error due to a bad database connection, incorrect stored procedure arguments, or a system fault. It is not due to operator error. The first possible solution is to resubmit the changes for the Intervention (essentially retrying the database connection).<br>1. Resubmit the changes for the intervention.<br>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]<br>2. If resubmitting the changes for the intervention is not successful, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                    |
| Error executing SweeperStart:<br><message>                                                          | Server Statistics or Queue Status page does not display correct information, or the affected pages do not display at all. | The message appears either on the <b>Error</b> page, <b>OM Queue Status</b> page, or <b>OM Server Statistics</b> page. <b>SweeperStart</b> is a shell script that runs the Sweeper binary, which tells the system whether or not certain servers are up and running. If either the shell script or the Sweeper binary is corrupt, missing, not executable, or has the wrong permissions, the error message is displayed. The <b>OM GUI</b> must be reinstalled or the binary or shell script must be manually copied to its proper location and given the proper permissions. Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| Error: <VALUE> is an invalid number for this parameter."<br>[Displayed in a dialog box]             | A parameter value does not get modified.                                                                                  | The error message can appear on the <b>Media Configuration</b> page or <b>Server Configuration</b> page. It is probably the result of trying to change a parameter value (which requires a number) to a value that either contains non-numeric characters, is outside the valid range for the parameter, or contains a decimal point when the value should be an integer.<br>1. Click on the <b>OK</b> button to dismiss the dialog box.<br>2. Enter a valid value for the parameter.<br>[For detailed instructions refer to the procedure for <b>Checking/Modifying OM Configuration Parameters</b> (previous section of this lesson).]                                        |

**Table 15.17-2. Order Manager GUI User Messages (3 of 12)**

| Message Text                                                                                                                  | Impact                                                                                              | Cause and Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Error: A worker must be assigned to this intervention before any actions may be taken.<br/>[Displayed in a dialog box]</p> | <p>Actions cannot be taken on an intervention.</p>                                                  | <p>The message appears on the <b>Open Intervention Detail</b> page if the operator attempted to take an action on an open intervention before assigning a name in the <b>Worked by:</b> text box. (No worker name is required to view the intervention without taking any action.) A real name or a user ID must be entered in the field. Numbers and spaces are allowed.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. Enter a valid name in the <b>Worked by:</b> text entry box on the <b>Open Intervention Detail</b> page.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                          |
| <p>ERROR: An [sic] database error was encountered: deadlock could not be resolved after &lt;NUMBER&gt; tries</p>              | <p>An action requiring a call to a stored procedure or access to a database table is not taken.</p> | <p>The message appears on the <b>Error</b> page after a stored procedure could not be executed due to a database (or table) deadlock. The command is retried a number of times (depending on the DEADLOCK_RETRIES parameter in the configuration file) before the message is displayed. Retrying later may be successful. However, it may be that the OMS database is experiencing a heavy load or is corrupt in some way. If the problem cannot be quickly resolved, there might be a performance issue or the stored procedure may contain an error.</p> <ol style="list-style-type: none"> <li>1. At a later time retry the operation that resulted in the error message.</li> <li>2. If the operation fails again, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| <p>ERROR: Can't open session file: &lt;message&gt;</p>                                                                        | <p>Requested page does not display.</p>                                                             | <p>This error message can occur on any page. The session file is like a cookie – it can expire or become corrupt. For this reason, bookmarks should not be saved for specific <b>OM GUI</b> pages. If a session is more than five (5) days old, and the GUI has not been restarted in that amount of time, the error is certain to occur.</p> <ol style="list-style-type: none"> <li>1. Reload the GUI by starting it from a bookmark or manually typing the base URL (without a session ID).</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Launching the Order Manager GUI</b> (previous section of this lesson).]</p>                                                                                                                                                                                    |

**Table 15.17-2. Order Manager GUI User Messages (4 of 12)**

| Message Text                                                                                                                                                                                                                                                                          | Impact                                                                     | Cause and Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>ERROR: Invalid name entered into Worked by field. You must enter a name into this field before proceeding.<br/>[Displayed in a dialog box]</p>                                                                                                                                     | <p>Actions cannot be taken on an intervention.</p>                         | <p>The message appears on the <b>Open Intervention Detail</b> page when the operator attempts to enter non-alphanumeric characters, nothing, or just white space into the <b>Worked by:</b> field. A real name or a user ID must be entered in the field. Numbers and spaces are allowed.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. Enter a valid name in the <b>Worked by:</b> text entry box on the <b>Open Intervention Detail</b> page.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                                                                                                  |
| <p>ERROR: It appears that all granules have been failed. You can not submit or partition a request with all FAILED granules. This request should be failed. To do this, Select "Fail Request" from the Request Disposition section and try again.<br/>[Displayed in a dialog box]</p> | <p>Intervention cannot be resolved.</p>                                    | <p>The message appears on the <b>Open Intervention Detail</b> page.</p> <p>If all the granules in a request have been failed, the request can no longer be submitted or partitioned. The only corrective action is to fail the entire request or place it on hold.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. Either fail the entire request or place it on hold.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                                                                                                                                                                             |
| <p>Error: Not that many rows or invalid row number.<br/>[Displayed in a dialog box]</p>                                                                                                                                                                                               | <p>The Operator is unable to navigate through rows (on various pages).</p> | <p>An invalid row number was entered in the navigation box at the top of a listing. The error can appear on any page with the navigation feature.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. In the navigation box type a row number within the range of rows displayed on the GUI screen.</li> <li>3. Click on the <b>ok</b> button.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>ERROR: Partition days must be an integer.<br/>[Displayed in a dialog box]</p>                                                                                                                                                                                                      | <p>Intervention cannot be resolved.</p>                                    | <p>The message appears on the <b>Open Intervention Detail</b> page if the operator was partitioning the request and entered a fractional number (or some garbage characters) in the <b>days</b> field. The number of days should be entered as a whole number only.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. Verify that the <b>Partition (current size is x MB)</b> button has been selected (click on the button if necessary).</li> <li>3. Type the appropriate value (as a whole number) in the <b>days</b> text box to specify the time period.</li> <li>4. Complete the intervention.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p> |

**Table 15.17-2. Order Manager GUI User Messages (5 of 12)**

| Message Text                                                                                                        | Impact                                  | Cause and Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>ERROR: Partition hours must be an integer.<br/>[Displayed in a dialog box]</p>                                   | <p>Intervention cannot be resolved.</p> | <p>The message appears on the <b>Open Intervention Detail</b> page if the operator was partitioning the request and entered a fractional number (or some garbage characters) in the <b>hours</b> field. The number of hours should be entered as a whole number only.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. Verify that the <b>Partition (current size is x MB)</b> box has been selected (click on the box if necessary).</li> <li>3. Type the appropriate value (as a whole number) in the <b>hours</b> text box to specify the time period.</li> <li>4. Complete the intervention.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                                                                                                                                                                                                                                                                                                                                          |
| <p>ERROR: You can not change the media type and update the FTP Push parameters.<br/>[Displayed in a dialog box]</p> | <p>Intervention cannot be resolved.</p> | <p>The message appears on the <b>Open Intervention Detail</b> page, probably due to inadvertently checking the <b>Update FtpPush Parameters</b> box. Either the button should be un-checked or the distribution medium should be changed the proper way.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. If the <b>Update FtpPush Parameters</b> box was inadvertently checked, click on the box to uncheck it.</li> <li>3. If the <b>Update FtpPush Parameters</b> box was checked on purpose, verify that the <b>Change Media to:</b> box is not checked. (Click on it if necessary).</li> <li>4. If the <b>Update FtpPush Parameters</b> box was checked on purpose, verify that the <b>New Medium</b> option button is displaying "-". [If necessary, click and <b>hold</b> the <b>New Medium</b> option button to display a menu of media, move the mouse cursor to the desired selection (highlighting it), then release the mouse button.]</li> <li>5. Complete the intervention.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p> |

**Table 15.17-2. Order Manager GUI User Messages (6 of 12)**

| Message Text                                                                                                                                        | Impact                                  | Cause and Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>ERROR: You can not change the media type from &lt;MEDIA&gt; to &lt;MEDIA&gt; - the media types are the same.<br/>[Displayed in a dialog box]</p> | <p>Intervention cannot be resolved.</p> | <p>The message appears on the <b>Open Intervention Detail</b> page if the operator tried to change the media type to whatever it already is. If the media type should not be changed, the <b>New Medium</b> option button should be set to "- -".</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. Verify that the <b>Change Media to:</b> box is not checked. (Click on it if necessary).</li> <li>3. Verify that the <b>New Medium</b> option button is displaying "- -". [If necessary, click and <b>hold</b> the <b>New Medium</b> option button to display a menu of media, move the mouse cursor to the desired selection (highlighting it), then release the mouse button.]</li> <li>4. Complete the intervention.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                                                         |
| <p>ERROR: You can not modify request-level attributes and place the intervention on hold.<br/>[Displayed in a dialog box]</p>                       | <p>Intervention cannot be resolved.</p> | <p>The message appears on the <b>Open Intervention Detail</b> page if the operator attempted to modify request-level attributes (e.g., change the media type, update ftp push parameters, or disable limit checking) and then tried to place the intervention on hold. If the selected request-level attribute(s) should be implemented, the request should either be submitted or partitioned. If the selected request-level attribute(s) should not be implemented, the intervention may be placed on hold.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. If the selected request-level attribute(s) should be implemented, either submit or partition the request.</li> <li>3. If the selected request-level attribute(s) should not be implemented, click on the <b>Reset</b> button, then place the intervention on hold.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p> |

**Table 15.17-2. Order Manager GUI User Messages (7 of 12)**

| Message Text                                                                                                              | Impact                                             | Cause and Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>ERROR: You can not modify request-level attributes if you are failing the request.<br/>[Displayed in a dialog box]</p> | <p>Intervention cannot be resolved.</p>            | <p>The message appears on the <b>Open Intervention Detail</b> page if the operator attempted to modify request-level attributes (e.g., change the media type, update ftp push parameters, or disable limit checking), then tried to fail the entire request. If the request should be failed, the request-level attribute changes should be deselected, then the request can be failed.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. If the selected request-level attribute(s) should be implemented, either submit or partition the request.</li> <li>3. If the request should be failed, first deselect the request-level attribute(s), then fail the request.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p> |
| <p>ERROR: You must assign a worker to this intervention before proceeding.<br/>[Displayed in a dialog box]</p>            | <p>Actions cannot be taken on an intervention.</p> | <p>The message appears on the <b>Open Intervention Detail</b> page if the operator attempted to take an action on an open intervention before assigning a name in the <b>Worked by:</b> text box. (No worker name is required to view the intervention without taking any action.) A real name or a user ID must be entered in the field. Numbers and spaces are allowed.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. Enter a valid name in the <b>Worked by:</b> text entry box on the <b>Open Intervention Detail</b> page.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                                                                                    |
| <p>ERROR: You must enter a name into the Worked by field before proceeding.<br/>[Displayed in a dialog box]</p>           | <p>Actions cannot be taken on an intervention.</p> | <p>The message appears on the <b>Open Intervention Detail</b> page if the operator attempted to take an action on an open intervention before assigning a name in the <b>Worked by:</b> text box. (No worker name is required to view the intervention without taking any action.) A real name or a user ID must be entered in the field. Numbers and spaces are allowed.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. Enter a valid name in the <b>Worked by:</b> text entry box on the <b>Open Intervention Detail</b> page.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                                                                                    |

**Table 15.17-2. Order Manager GUI User Messages (8 of 12)**

| Message Text                                                                                                                                             | Impact                                                        | Cause and Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>INPUT ERROR:<br/>There was a problem with the input parameter for a User Profile. Please contact your system's administrator to fix this problem.</p> | <p>Information about a User profile is not displayed.</p>     | <p>The error message is rare; it appears when the UserId parameter (usually embedded in the URL) is empty. It indicates that the page was probably accessed directly (i.e., the operator did not arrive at the page via a link). If the operator did arrive at the page through a link, there could be a serious database error or a problem with the Perl code, since the User ID associated with the order was not passed to the page.</p> <ol style="list-style-type: none"> <li>1. Click on the  icon in the <b>OM GUI</b> navigation frame to redisplay the previous page.</li> <li>2. Attempt to access the desired page by clicking on the appropriate link.</li> <li>3. If the same error message is displayed again, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| <p>INPUT ERROR:<br/>There was a problem with the input parameter for ECS Order. Please contact your system's administrator to fix this problem.</p>      | <p>Information about an ECS Order does not get displayed.</p> | <p>The error message is rare; it appears when the ecs_order parameter (usually embedded in the URL) is empty. It indicates that the page was accessed directly (i.e., the operator did not arrive at the page via a link). If the operator did arrive at that page through a link, there could be a serious database error or a problem with the Perl code, since the ECS Order ID was not passed to the page.</p> <ol style="list-style-type: none"> <li>1. Click on the  icon in the <b>OM GUI</b> navigation frame to redisplay the previous page.</li> <li>2. Attempt to access the desired page by clicking on the appropriate link.</li> <li>3. If the same error message is displayed again, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                         |
| <p>Please hit your browser's Back button and enter a valid name into the "worked by" field and click on "Override Current Worker</p>                     | <p>Intervention cannot be resolved.</p>                       | <p>No name has been entered in the <b>Worked by:</b> field on the <b>Open Intervention Detail</b> page . Before any action on the intervention will be accepted, a name must be entered.</p> <ol style="list-style-type: none"> <li>1. Click on the  icon in the <b>OM GUI</b> navigation frame to redisplay the <b>Open Intervention Detail</b> page.</li> <li>2. Enter a valid name in the <b>Worked by:</b> text entry box on the <b>Open Intervention Detail</b> page.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                                                                                                                                                         |

**Table 15.17-2. Order Manager GUI User Messages (9 of 12)**

| Message Text                                                                                                                                  | Impact                                                                                                                    | Cause and Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Please hit your browser's Back button and select a disposition.                                                                               | Intervention cannot be resolved.                                                                                          | <p>No disposition was selected on the <b>Open Intervention Detail</b> page. Go to the previous page and select a disposition.</p> <ol style="list-style-type: none"> <li>1. Click on the  icon in the <b>OM GUI</b> navigation frame to redisplay the <b>Open Intervention Detail</b> page.</li> <li>2. Select an appropriate disposition on the <b>Open Intervention Detail</b> page.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                                                                                                                        |
| Sweeper error:<br><message>                                                                                                                   | Server Statistics or Queue Status page does not display correct information, or the affected pages do not display at all. | <p>The message appears either on the <b>Error</b> page, <b>Queue Status</b> page, or <b>OM Server Statistics</b> page. <b>SweeperStart</b> is a shell script that runs the Sweeper binary, which tells the system whether or not certain servers are up and running. If either the shell script or the Sweeper binary is corrupt, missing, not executable, or has the wrong permissions, the error message is displayed. The <b>OM GUI</b> must be reinstalled or the binary or shell script must be manually copied to its proper location and given the proper permissions. Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</p>                                                                                                                  |
| The e-mail text box is empty – it should contain a message to the user if you want e-mail sent out.<br>[Displayed in a dialog box]            | Intervention resolution cannot be submitted.                                                                              | <p>The message appears if there is an e-mail text box on the <b>Close Confirmation</b> page and the operator did not enter any message text. Some text should be entered and the form should be resubmitted.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>OK</b> button to dismiss the dialog box.</li> <li>2. Enter appropriate text in the e-mail text box or click on the <b>Don't send e-mail</b> box (as applicable).</li> <li>3. Complete the intervention.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                                                                                                             |
| You can not change the FTP Push parameters and change the media type at the same time. Please hit your browser's Back button and correct this | Intervention cannot be resolved.                                                                                          | <p>The message appears if the media type for the request is ftp push. The operator probably elected to change the media type and checked the <b>Update FtpPush Parameters</b> box at the same time. The operator should go back to the previous page and uncheck the box.</p> <ol style="list-style-type: none"> <li>1. Click on the  icon in the <b>OM GUI</b> navigation frame to redisplay the <b>Open Intervention Detail</b> page.</li> <li>2. Click on the <b>Update FtpPush Parameters</b> box to uncheck it.</li> <li>3. Complete the intervention.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p> |

**Table 15.17-2. Order Manager GUI User Messages (10 of 12)**

| Message Text                                                                                                                                                                                                                   | Impact                                  | Cause and Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>You can not update the FTP Push parameters for this request because the media type is &lt;old media&gt;. Please hit your browser's Back button and correct this.</p>                                                        | <p>Intervention cannot be resolved.</p> | <p>This message appears if the operator inadvertently checked the <b>Update FtpPush Parameters</b> box, even though the media type for the request is not ftp push. The operator should go back and uncheck this box. The error message should be quite rare, because normally the <b>Update FtpPush Parameters</b> box does not appear if the media type is not ftp push.</p> <ol style="list-style-type: none"> <li>1. Click on the  icon in the <b>OM GUI</b> navigation frame to redisplay the <b>Open Intervention Detail</b> page.</li> <li>2. Click on the <b>Update FtpPush Parameters</b> box to uncheck it.</li> <li>3. Complete the intervention.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p> |
| <p>You have entered partitioning days/hours, but have not indicated that you want to spread the request over this time period! (you probably forgot to check the AND box). Hit your browser's Back button to correct this.</p> | <p>Intervention cannot be resolved.</p> | <p>The operator probably intended to partition the request but forgot to check the "and" box. The redundancy is intended to ensure that the correct action is taken.</p> <ol style="list-style-type: none"> <li>1. Click on the  icon in the <b>OM GUI</b> navigation frame to redisplay the <b>Open Intervention Detail</b> page.</li> <li>2. Click on the box in front of <b>and spread request over</b>.</li> <li>3. Complete the intervention.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                                                                                                                                                           |

**Table 15.17-2. Order Manager GUI User Messages (11 of 12)**

| Message Text                                                                                                                              | Impact                                  | Cause and Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>You have indicated you want to change the media, but did not select the media type. Hit your browser's Back button to correct this</p> | <p>Intervention cannot be resolved.</p> | <p>The operator checked the <b>Change Media to:</b> but did not select a different medium from the <b>New Medium</b> option button. The operator should go back to the previous page and either select a new medium or uncheck the <b>Change Media to:</b> box and ensure that the <b>New Medium</b> option button is set to "- -".</p> <ol style="list-style-type: none"> <li>1. Click on the  icon in the <b>OM GUI</b> navigation frame to redisplay the <b>Open Intervention Detail</b> page.</li> <li>2. If a new distribution medium is being selected, verify that the <b>Change Media to:</b> box is checked. (Click on it if necessary).</li> <li>3. If a new distribution medium is being selected, verify that the <b>New Medium</b> option button is displaying the appropriate medium. [If necessary, click and <b>hold</b> the <b>New Medium</b> option button to display a menu of media, move the mouse cursor to the desired selection (highlighting it), then release the mouse button.]</li> <li>4. If the old distribution medium is being retained, verify that the <b>Change Media to:</b> box is not checked. (Click on it if necessary).</li> <li>5. If the old distribution medium is being retained, verify that the <b>New Medium</b> option button is displaying "- -". [If necessary, click and <b>hold</b> the <b>New Medium</b> option button to display a menu of media, move the mouse cursor to the desired selection (highlighting it), then release the mouse button.]</li> <li>6. Complete the intervention.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p> |

**Table 15.17-2. Order Manager GUI User Messages (12 of 12)**

| Message Text                                                                                                                                           | Impact                                  | Cause and Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>You have selected a new media type, but not did indicate you actually wanted the media changed. Hit your browser's Back button to correct this.</p> | <p>Intervention cannot be resolved.</p> | <p>The operator changed the distribution medium for the request on the <b>Open Intervention Detail</b> page but did not check the <b>Change Media to:</b> box. The redundancy is intended to ensure that the operator does indeed want to change the distribution medium. The operator should go back to the previous page and either check the <b>Change Media to:</b> box or ensure that the <b>New Medium</b> option button is set to "- -". (indicating no change).</p> <ol style="list-style-type: none"> <li>1. Click on the  icon in the <b>OM GUI</b> navigation frame to redisplay the <b>Open Intervention Detail</b> page.</li> <li>2. If a new distribution medium is being selected, verify that the <b>Change Media to:</b> box is checked. (Click on it if necessary).</li> <li>3. If a new distribution medium is being selected, verify that the <b>New Medium</b> option button is displaying the appropriate medium. [If necessary, click and <b>hold</b> the <b>New Medium</b> option button to display a menu of media, move the mouse cursor to the desired selection (highlighting it), then release the mouse button.]</li> <li>4. If the old distribution medium is to be retained, verify that the <b>Change Media to:</b> box is not checked. (Click on it if necessary).</li> <li>5. If the old distribution medium is to be retained, verify that the <b>New Medium</b> option button is displaying "- -". [If necessary, click and <b>hold</b> the <b>New Medium</b> option button to display a menu of media, move the mouse cursor to the desired selection (highlighting it), then release the mouse button.]</li> <li>6. Complete the intervention.</li> </ol> <p>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p> |

### 15.17.1 Checking Log Files

Log files can provide indications of the following types of problems:

- Communication problems.
- Database problems.
- Lack of disk space.

The procedure for checking log files starts with the assumption that the operator has logged in to the system and the appropriate host.

#### 15.17.1.1 Checking Log Files

---

- 1 Access a terminal window logged in to the appropriate host.
  - Linux internal server (e.g., x4oml01) host has the following data distribution and Order Manager ALOG files:
    - EcOmOrderManager.ALOG
  - Data Pool Server (e.g., x4dpl01) host has the following Data Pool and Spatial Subscription Server log files:
    - EcDIActionDriver.ALOG.
    - EcDIInsertUtility.log.
    - EcDINewInsertUtilityDPAD.log.
    - EcDIDpmDataPoolGUI.log.
  - WebAccess (e.g., x4eil01) host has the following log files:
    - EcDIWebaccess.DEBUGLOG.
    - EcDIRollupWebLogs.log.
    - ECDmEwoc.debug.log
- 2 Type `cd /usr/ecs/MODE/CUSTOM/logs` then press **Return/Enter**.
- 3 Type `pg filename` then press **Return/Enter**.
  - *filename* refers to the data distribution, log file to be reviewed (e.g., EcDsDdistGui.ALOG, EcDsDistributionServer.ALOG).
  - The first page of the log file is displayed.
  - Although this procedure has been written for the `pg` command, any UNIX editor or visualizing command (e.g., `vi`, `view`, `more`) can be used to review the log file.
- 4 Review the log file to identify problems that have occurred.
- 5 Respond to problems as follows:
  - Communication problems.
    - Notify the Operations Controller/System Administrator of suspected communication problems.
  - Database problems.
    - Verify that relevant database servers are running.

- Check for lack of (or corruption of) data in the database using either a database browser or isql commands.
  - Notify the Database Administrator of suspected database problems.
  - Lack of disk space.
    - Remove unnecessary files.
    - Notify the Operations Controller/System Administrator of recurring disk space problems.
- 

## 15.17.2 Checking Database Connections

The data distribution database is the repository of data concerning data distribution requests. If applications (including the Data Distribution Operator GUI) are unable to connect to the database, the data distribution request data cannot be retrieved or (in the case of the GUI) displayed. Consequently, if the GUI does not display data or if the display does not refresh, checking the database connections is a logical step in trying to isolate the problem.

The procedure for checking database connections starts with the assumption that the operator has logged in to the system.

### 15.17.2.1 Checking Database Connections

---

- 1 Submit a request to the Database Administrator to identify the values for the following parameters associated with the EcDsDistributionServer:
  - **DBName.**
  - **DBServer.**
  - **DBMaxConnections.**
- 2 Access a terminal window logged in to the APC Server host.
  - Examples of APC Server host names include **e4eil01,n4eil01**
  - For detailed instructions refer to the procedure for **Logging in to System Hosts** (preceding section of this lesson).
  - APC Server typically hosts Sybase for the data distribution shared database.
- 3 Type **isql -UserID -SDBServer** then press **Return/Enter**.
  - For example:
 

```
isql -Sx00ml01_srvr
```
- 4 At the **Password:** prompt type **dbpassword** then press **Return/Enter**.
  - The **dbpassword** is the password for logging in to the database using the specified **userID**.
- 5 Type **sp\_who** at the **1>** prompt then press **Return/Enter**.

- 6 Type **go** at the **2>** prompt then press **Return/Enter**.
  - 7 Type **sp\_configure "user connections"** at the **1>** prompt then press **Return/Enter**.
  - 8 Type **go** at the **2>** prompt then press **Return/Enter**.
  - 9 Type **quit** at the **1>** prompt then press **Return/Enter**.
  - 10 Compare the number of actual connections (results of **sp\_who**) with the number of connections for which the database has been configured (results of **sp\_configure "user connections"**).
  - 11 If the number of actual connections is very close to the number of connections for which the database has been configured, notify the Database Administrator of the fact.
  - 12 If the number of actual connections is **not** very close to the number of connections for which the database has been configured, compare the number of actual connections with the value for **DBMaxConnections** that the Database Administrator specified (Step 1).
  - 13 If the number of actual connections is very close to the value for **DBMaxConnections**, notify the Database Administrator of the fact.
    - It may be advisable to increase the value assigned to the **DBMaxConnections** parameter in the Configuration Registry.
- 

### 15.17.3 Recovering from Order Manager Failures

Actions to be taken when recovering from some common Order Manager problems are described in Table 15.17-3.

**Table 15.17-3. Recovering from Order Manager Failures (1 of 6)**

| Symptom                             | Likely Cause(s)                                | Response                                                                                                                                                                                                                                                                                           |
|-------------------------------------|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Request is hanging in Queued status | Global Staging Status parameter is set to "S." | On the <b>OMS Server and Database Configuration</b> page determine whether or not Global Staging Status is set to "S."<br>[For detailed instructions refer to the procedure for <b>Checking/Modifying Values Assigned to OMS Server or Database Parameters</b> (previous section of this lesson).] |
|                                     | Archive Server queue is suspended.             | On the <b>OM Queue Status</b> page determine whether or not the archive server queue where the data comes from is suspended.<br>[For detailed instructions refer to the procedure for <b>Checking/Modifying OM Queue Status</b> (previous section of this lesson).]                                |

**Table 15.17-3. Recovering from Order Manager Failures (2 of 6)**

| Symptom                                     | Likely Cause(s)                                                     | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Request is hanging in Queued status (Cont.) | Media type specific staging parameter(s) set to 0.                  | <p>1. For a hard media or ftp pull request, on the <b>Media Configuration</b> page check the two parameters under the media type of the request. (If either of the two sets to 0, the request cannot be promoted to "Staging.") [For detailed instructions refer to the procedure for <b>Checking/Modifying Values Assigned to Media Parameters</b> (previous section of this lesson).]</p> <p>2. For an ftp push request, check the configuration on the <b>FTP Push/SCP Policy Configuration</b> page (If it is a request for the general group, check the RHWM and DHWM. If it is a request for a configured destination, click into that destination to check its RHWM and DHWM.) [For detailed instructions refer to the procedure for <b>Checking/Modifying FTP Push/SCP Policy Configuration</b> (previous section of this lesson).]</p>                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                             | Number of requests in the request resource category hits the limit. | <p>1. On the <b>Staging Distribution Requests</b> page determine the request category for the request (in the "Resource Class" column). [For detailed instructions refer to the procedure for <b>Monitoring/Controlling Distribution Request Information on the OM GUI</b> (previous section of this lesson).]</p> <p>2. On the <b>OMS Server and Database Configuration</b> page determine the maximum number of requests in the appropriate category (i.e., Max Cheap Requests, Max Moderate Requests, or Max Expensive Requests) that could be processed concurrently by OMS. [For detailed instructions refer to the procedure for <b>Checking/Modifying Values Assigned to OMS Server or Database Parameters</b> (previous section of this lesson).]</p> <p>3. Count the number of requests in the appropriate resource class in "Staging." If the number is greater than or equal to the value of the maximum number of requests for the category, that is why the request is stuck in "Queued." (The system has to work off its load before it gets to process the request.) [For detailed instructions refer to the procedure for <b>Monitoring/Controlling Distribution Request Information on the OM GUI</b> (previous section of this lesson).]</p> |

**Table 15.17-3. Recovering from Order Manager Failures (3 of 6)**

| Symptom                                     | Likely Cause(s)                                                    | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Request is hanging in Queued status (Cont.) | RHWP/DHWP exceeds RHWM/DHWM in the staging pool of the media type. | If the Order Manager Server is running at DebugLogLevel 3, open the server debug log, search for the following keywords:<br>OmSrStagingPool(FtpPull)::UpdateWaterMarks Adding ReqId=XXX ReqSize=XXX ReqPriority=XXX pending=xxx, active=xxx, RHWP=aaa RHWM=bbb DHWP=ddd DHWM=eee. (RHWP is the number of requests currently active in the staging pool. DHWP is the amount of data currently being staging in the staging pool. Usually both RHWP and DHWP must be lower than the corresponding RHWM and DHWM. (NOTE: There are some exceptions.) This could be the reason why the request is stuck in "Queued;" the system has to work off its load before it gets to process the request. [For detailed instructions refer to the procedure for <b>Checking Log Files</b> (previous section of this lesson).] |
|                                             | All archive tape drivers are busy.                                 | Determine whether all archive tape drivers are busy. (The number of archive tape drivers per archive that OMS could use is maintained by the Data Pool Maintenance GUI. The OM Server could not dispatch more granules to DPL if all the archive tape drivers are busy for the archive. So the system has to work off its load before it gets to process the request.) [For detailed instructions refer to the <b>Monitor Data Pool Active Insert Processes Using the DPM GUI</b> procedure in the Archive Processing lesson (625-EMD-110).]                                                                                                                                                                                                                                                                    |
|                                             | DPL file system is down/not available.                             | On the <b>Operator Alerts</b> page determine whether a specific file system alert has been generated. (If one of DPL file systems is down or not available, ESDTs that are configured for staging to that file system are suspended for staging in OMS.) [For detailed instructions refer to the procedure for <b>Viewing Operator Alerts on the OM GUI</b> (previous section of this lesson).]                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                             | Queue is suspended.                                                | On the <b>OM Queue Status</b> page determine whether or not the corresponding queue has been suspended. (If so, the request is not going to be worked off until the queue is reactivated.) [For detailed instructions refer to the procedure for <b>Checking/Modifying OM Queue Status</b> (previous section of this lesson).]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

**Table 15.17-3. Recovering from Order Manager Failures (4 of 6)**

| Symptom                                            | Likely Cause(s)                                                                                  | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Request is hanging in Staging status (Cont.)       | Granule(s) of the request is (are) stuck in "Staging."                                           | <p>1. On the <b>Distribution Requests</b> page click on the request ID to bring up the <b>Distribution Request Detail</b> page.<br/>                     [For detailed instructions refer to the procedure for <b>Monitoring/Controlling Distribution Request Information on the OM GUI</b> (previous section of this lesson).]</p> <p>2. Check the status of each individual granule in the request. (If one of them stays in "Staging," the whole request will remain in "Staging" until the granule finishes staging.)<br/>                     [For detailed instructions refer to the procedure for <b>Monitoring/Controlling Distribution Request Information on the OM GUI</b> (previous section of this lesson).]</p> <p>3. If at least one of the granules in the request is still in "Staging," check the DPL DIActionDriver log and DIInsertUtility log to determine why the granule has not completed staging yet.<br/>                     [For detailed instructions refer to the procedure for <b>Checking Log Files</b> (previous section of this lesson).]</p> |
|                                                    | Global Staging Status Parameter flag is suspended while the request is in the middle of staging. | <p>Check the Global Staging Status parameter. (If the flag is suspended while the request is in the middle of staging, the request will stay in "Staging" until the suspension is lifted.)<br/>                     [For detailed instructions refer to the procedure for <b>Checking/Modifying Values Assigned to OMS Server or Database Parameters</b> (previous section of this lesson).]</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                                    | Archive Sever queue is suspended while the request is in the middle of staging.                  | <p>On the <b>OM Queue Status</b> page determine whether or not the Archive Server queue has been suspended. (If the archive is suspended while the request is in the middle of staging, the request will remain in that status until the suspension is lifted.)<br/>                     [For detailed instructions refer to the procedure for <b>Checking/Modifying OM Queue Status</b> (previous section of this lesson).]</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Request goes to Operator Intervention from Staging | There is a bad granule in the request.                                                           | <p>On the <b>Open Interventions Detail</b> page fail the bad granule (or replace it with a good one) then resubmit the request.<br/>                     [For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

**Table 15.17-3. Recovering from Order Manager Failures (5 of 6)**

| Symptom                                                        | Likely Cause(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Request is hanging in Transferring status                      | <p>A request usually stays in “Transferring” for one of the following reasons:</p> <ul style="list-style-type: none"> <li>· Ftp Push login/password failure.</li> <li>· Destination host not reachable.</li> <li>· Destination disk space is full.</li> <li>· Ftp Push operation timed out.</li> <li>· Number consecutive failure for that destination exceeds configured maximum number.</li> </ul> <p>If one of the preceding situations occurs, the destination of the request is suspended.</p> | <ol style="list-style-type: none"> <li>1. On the <b>Operator Alerts</b> page or <b>Suspended Destinations</b> page get access to the detailed explanation for the alert associated with the FTP Push/SCP Destination name/target host. (Ftp push operations that caused the suspension of destination are listed.)<br/>[For detailed instructions refer to the procedure for <b>Viewing Operator Alerts on the OM GUI</b> (previous section of this lesson).]</li> <li>2. If there is a large ftp push load within a certain period of time and it seems that the request stays in “Transferring” for a very long time check the configuration on the <b>FTP Push/SCP Policy Configuration</b> page (The number of concurrent ftp push requests for the destination may be set too low.)<br/>[For detailed instructions refer to the procedure for <b>Checking/Modifying FTP Push/SCP Policy Configuration</b> (previous section of this lesson).]</li> <li>3. If it is a request for a configured destination, first check Max Operations on the upper left corner. (If its value is 0, there is no ftp push operation allowed for the configured destination. If the value is too low, the workload will be worked off very slowly.)<br/>[For detailed instructions refer to the procedure for <b>Checking/Modifying FTP Push/SCP Policy Configuration</b> (previous section of this lesson).]</li> <li>4. If it is a request for the general group, check the Max Operations.<br/>[For detailed instructions refer to the procedure for <b>Checking/Modifying FTP Push/SCP Policy Configuration</b> (previous section of this lesson).]</li> </ol> |
| Request goes to Operator Intervention from Transferring status | <p>A granule of the request failed ftp push for a reason other than those listed under “Request is hanging in Transferring status.”</p>                                                                                                                                                                                                                                                                                                                                                             | <ol style="list-style-type: none"> <li>1. On the <b>Open Interventions Detail</b> page fail the bad request (or replace it with a good one) then resubmit the request.<br/>[For detailed instructions refer to the procedure for <b>Responding to an Open Intervention</b> (previous section of this lesson).]</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Ftp pull request goes to Operator Intervention                 | <p>Quick Server on the APC Server host (e.g., e0acg11, g0acg01, l0acg02, or n0acg01) is down.</p>                                                                                                                                                                                                                                                                                                                                                                                                   | <p>On the APC Server host (e.g., x4oml01) determine the status (up or down) of the Quick Server.<br/>[For detailed instructions refer to the procedure for <b>Checking Connections to Hosts/Servers</b> (previous section of this lesson).]</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

**Table 15.17-3. Recovering from Order Manager Failures (6 of 6)**

| Symptom                                                | Likely Cause(s)                                                          | Response                                                                                                                                                                                                                                                       |
|--------------------------------------------------------|--------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ftp pull request goes to Operator Intervention (Cont.) | Permission for creating a subdirectory is denied on the APC Server host. | On the APC Server host determine the permissions for creating an Ftp Pull subdirectory.<br>[For detailed instructions refer to the procedure for <b>Determining the Permissions for Creating an FtpPull Subdirectory</b> (subsequent section of this lesson).] |

### 15.17.4 Determining the Permissions for Creating an Ftp Pull Subdirectory

One of the criteria for a successful Ftp Pull distribution is the creation of an Ftp Pull subdirectory for staging the data to be distributed. If permission for creating a subdirectory is denied on the host, the Ftp Pull distribution cannot be accomplished.

The procedure for determining the permissions for creating an Ftp Pull subdirectory starts with the assumption that the operator has logged in to the system.

#### 15.17.4.1 Determining the Permissions for Creating an Ftp Pull Subdirectory

- 1 Access a terminal window logged in to the appropriate host.
  - For example APC Server host names include **e4eil01,n4eil01**
  - For detailed instructions refer to the procedure for **Logging in to System Hosts** (preceding section of this lesson).
- 2 At the command line prompt type **cd path** then press **Return/Enter**.
  - **path** indicates the path to the directory with the permissions to be checked.
  - For example:  

```
cd /usr/ecs/OPS/CUSTOM/acm/x0acg01/data/PullDisk/user
```
- 3 Type **ls -al** then press **Return/Enter**.
  - The following type of result is obtained:  

```
total 32
drwxrwxr-x 30 cmops cmops 4096 Mar 21 2005 ./
drwxrwxr-x 4 cmops cmops 88 Nov 9 2002 ../
drwxr-xr-x 2 cmshared cmshared 135 Jun 7 2004 0800011693bFwLJA/
drwxr-xr-x 2 cmshared cmshared 135 Jul 7 2004 0800011693rPWeDb/
[...]
```
- 4 Observe the results of the **ls -al** command.
  - In the example in Step 3 the permissions for the current directory (represented by **./** at the end of the end of the line) allow user **cmops** and other members of the same group (including **cmshared**, **cmts1**, and **cmts2**) but no others to write to the directory. So **cmshared** could create a subdirectory in the current directory.

- In the example that follows the permissions for the current directory allow the owner (i.e., cmops) only to write to the directory. So cmshared could not create a subdirectory in the current directory.

total 960

drwxr-xr-x 5 cmops 4096 Jul 30 2004 .

drwxr-xr-x 37 cmops 28672 Oct 7 10:48 ..

-rw-r--r-- 1 cmops 20210 Jul 30 2004

MISR\_AM1\_AS\_AEROSOL\_P015\_O008407\_F06\_0013.hdf

-rw-r--r-- 1 cmops 78009 Jul 30 2004

MISR\_AM1\_AS\_AEROSOL\_P015\_O008407\_F06\_0013.hdf.met

[...]

---

### 15.17.5 HEG Failures

A common means of detecting a HEG failure is the appearance of an intervention on the **OM GUI** [refer to the procedure for **Viewing Open HEG Intervention Information on the OM GUI** (previous section of this lesson)]. Another means of detecting a HEG failure is receiving notification from a user (i.e., via User Services) that the order has not been shipped.

#### 15.17.5.1 Troubleshooting a HEG Failure

---

- 1 View information concerning the pertinent open HEG intervention on the **OM GUI**.
  - For detailed instructions refer to the procedure for **Viewing Open HEG Intervention Information on the OM GUI** (previous section of this lesson).
  - On the **Open HEG Intervention Detail** page there is a link for viewing the HEG processing instructions (XML file).
    - The XML processing instructions may provide indications as to why the request could not be completed.
- 2 If review of the HEG information on the **OM GUI** indicates that there are no impediments to completing the HEG request, retry processing of the request.
  - For detailed instructions refer to the procedure for **Responding to an Open HEG Intervention** (previous section of this lesson).
- 3 If additional information is needed before taking action, check the log files for error codes.
  - Log files include the following files:
    - HEG Server operations log (HegServer.ops.log).
    - HEG Server debug log (HegServer.debug.log).
    - HEG Server performance log (HegServer.perf.log), if available (typically turned off in normal operations)
  - Log files are located in the /usr/ecs/*MODE*/CUSTOM/logs directory.
  - Error codes and the appropriate responses to them are described in Table 15.17-3.

- For detailed instructions refer to the **Checking HEG Server Log Files** procedure (subsequent section of this lesson).
- 4** If further information is needed before taking action, check the files in the HEG tempfiles directory.
- The tempfiles directory contains the following types of files:
    - Converter logs.
  - resample.log.
  - swtif.log.
  - gdtif.log.
    - Parameter file (.prm).
    - EcHgHEGConversion.log.
  - If debug is on (HegServer.application.debugFlag = true in the EcHgServerConfig.properties file in the /usr/ecs/*MODE*/CUSTOM/cfg directory), a tempfiles directory containing pertinent files is created at the configurable location *tempDirRoot/MODE/tempDirTop/outputdirectory/tempfiles*.
    - *tempDirRoot* and *tempDirTop* are specified in the EcHgServerConfig.properties file in the /usr/ecs/*MODE*/CUSTOM/cfg directory.
    - *outputdirectory* is specified in the HEG request XML file.
  - For detailed instructions refer to the procedure for **Checking Files in the HEG Tempfiles Directory** (subsequent section of this lesson).
- 5** If the problem cannot be identified and fixed without help within a reasonable period of time, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.
-

**Table 15.17-4. Troubleshooting HEG Problems (1 of 17)**

| Error Code/String                  | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -3 ClientDown                      | Ensure that the client is up.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| -2 Rejected                        | <p>1. Ensure that the MAX_NUM_OF_CONCURRENT_HEG_PROCESS value in the OMS Database OmConfigParameter table (Max Num of Concurrent HEG Process parameter as displayed on the <b>OM GUI</b>) is configured to be less than the configured value of HegServer.application.maxClientRequests in HEG server configuration file (/usr/ecs/MODE/CUSTOM/cfg/EcHgServerConfig.properties). [For detailed instructions refer to the procedure for <b>Checking Files in the HEG Tempfiles Directory</b> (subsequent section of this lesson) and the procedure for <b>Checking/Modifying Values Assigned to OMS Server or Database Parameters</b> (previous section of this lesson).]</p> <p>2. If the value assigned to the configuration parameter is correct and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</p> |
| -1 Cancelled                       | [No action necessary.]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 0 HegConversionSuccessful          | [No action necessary.]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 200 InputXmlValidationErr          | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 201 ErrCreateWorkingDirectory      | <p>1. Verify that cmshared has write permission ("drwxrwxr-x") to the working directory (/datapool/MODE/user/FS#/HEGWorking).</p> <p>2. If the write permission is correct, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 202 InvalidInputInBandContainerErr | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 203 CreateSummaryFileErr           | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 204 MoveOutputErr                  | <p>1. Verify that there is enough space to move the TIF/HDF/MET files from the working directory (/datapool/MODE/user/FS#/HEGWorking) to the destination directory (/datapool/MODE/user/FS#.orderdata/OUTPUTSencrypted/HEGO UT.001 encrypted/HEG/requestID.granuleID).</p> <p>2. Ensure that cmshared has write permission ("drwxrwxr-x") to the destination directory (/datapool/MODE/user/FS#.orderdata/OUTPUTSencrypted/HEGO UT.001 encrypted/HEG/requestID.granuleID).</p> <p>3. If cmshared has write permission to the destination directory and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</p>                                                                                                                                                                                                 |

**Table 15.17-4. Troubleshooting HEG Problems (2 of 17)**

| Error Code/String            | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 205 CreateTempFilesDirErr    | <ol style="list-style-type: none"> <li>1. Verify that cmshared has write permission ("drwxrwxr-x") to the temp files directory (/datapool/MODE/user/FS#/HEGTemp/datapool/MODE/user/FS#.orderdata/OUTPUTSencrypted/HEGOUT.001encrypted/HEG/requestID.granuleID/tempfiles).</li> <li>2. If cmshared has write permission to the tempfiles directory and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 206 RunConverterExceptionErr | <ol style="list-style-type: none"> <li>1. Verify that the HEG converters and jar file (bandtool, swtif, gdtif, resample, hegtool, and HEG.jar) exist in the correct location (/usr/ecs/MODE/CUSTOM/bin/HEG).</li> <li>2. If the HEG converters and jar file are in the correct location and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                           |
| 207 OutputDirIsNotADirErr    | <ol style="list-style-type: none"> <li>1. Verify that the output directory (/datapool/MODE/user/FS#.orderdata/OUTPUTSencrypted/HEGOUT.001encrypted/HEG/requestID.granuleID) is a directory.</li> <li>2. If there is an appropriate output directory and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                               |
| 208 OutputDirUnwritableErr   | <ol style="list-style-type: none"> <li>1. Verify that cmshared has write permission ("drwxrwxr-x") to the output directory (/datapool/MODE/user/FS#.orderdata/OUTPUTSencrypted/HEGOUT.001encrypted/HEG/requestID.granuleID).</li> <li>2. If cmshared has write permission to the output directory and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                 |
| 209 OutputDirCreateErr       | <ol style="list-style-type: none"> <li>1. Verify that cmshared has permission ("drwxrwxr-x") to create the output directory (/datapool/MODE/user/FS#.orderdata/OUTPUTSencrypted/HEGOUT.001encrypted/HEG/requestID.granuleID).</li> <li>2. If cmshared has permission to create the output directory and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                               |
| 210 WorkingDirIsNotADirErr   | <ol style="list-style-type: none"> <li>1. Verify that the working directory (/datapool/MODE/user/FS#/HEGWorking) is a directory.</li> <li>2. If there is an appropriate working directory and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                         |
| 211 WorkingDirUnwritableErr  | <ol style="list-style-type: none"> <li>1. Verify that cmshared has write permission ("drwxrwxr-x") in the working directory (/datapool/MODE/user/FS#/HEGWorking).</li> <li>2. If cmshared has write permission in the working directory and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                           |

**Table 15.17-4. Troubleshooting HEG Problems (3 of 17)**

| Error Code/String               | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 212 ConversionLogCreateErr      | <ol style="list-style-type: none"> <li>1. Verify that cmshared has permission ("drwxrwxr-x") to create/write the EcHgHEGConversion.log file in the working directory (/datapool/MODE/user/FS#/HEGWorking).</li> <li>2. If cmshared has permission to create/write the EcHgHEGConversion.log file in the working directory and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                 |
| 213 InputHDFEOSFileNotExistErr  | <ol style="list-style-type: none"> <li>1. Verify that the hdfeos file exists in the datapool.</li> <li>2. If the hdfeos file exists in the datapool and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 214 ErrDeleteExistingWorkingDir | <ol style="list-style-type: none"> <li>1. Verify that cmshared has permission ("drwxrwxr-x") to delete the working directory (/datapool/MODE/user/FS#/HEGWorking).</li> <li>2. Determine whether the debug flag in the HEG Server cfg file (/usr/ecs/MODE/CUSTOM/cfg/EcHgServerConfig.properties) is set to false for the server to remove the working directory. (If the debug flag isn't set to false, this error won't occur because the working directory will be preserved.)</li> <li>3. If the debug flag is set to false, cmshared has delete permission, and an error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                           |
| 500 CantRunHegtool              | <ol style="list-style-type: none"> <li>1. Verify that the hegtool executable exists in the correct location (/usr/ecs/MODE/CUSTOM/bin/HEG).</li> <li>2. Check the /usr/ecs/MODE/CUSTOM/utilities/EcHgServerStart script to ensure that the environment variables MTDDATADIR, MRTDATADIR, PGSHOME are set correctly; i.e.,<br/> MTDDATADIR=/usr/ecs/\$MODE/CUSTOM/data/HEG<br/> MRTDATADIR=/usr/ecs/\$MODE/CUSTOM/data/HEG<br/> PGSHOME=/usr/ecs/\$MODE/CUSTOM/data/HEG/TOOLKIT_MTD</li> <li>3. If the hegtool executable is present in the correct location, the environment variables are set correctly, and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 501 ErrReadingProperties        | <ol style="list-style-type: none"> <li>1. Verify that the HEG Server properties file exists in the correct location (/usr/ecs/MODE/CUSTOM/cfg/EcHgServerConfig.properties).</li> <li>2. If the HEG Server properties file is present in the correct location and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                                                                              |
| 502 ErrReadingHdfeos            | <ol style="list-style-type: none"> <li>1. Verify that the hdfeos file exists in the datapool.</li> <li>2. If the hdfeos file is present in the datapool and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

**Table 15.17-4. Troubleshooting HEG Problems (4 of 17)**

| Error Code/String              | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 503 InputFileNotHdfeos         | <ol style="list-style-type: none"> <li>1. Verify that the input file is an hdfs file.</li> <li>2. If the input file is an hdfs file and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                                      |
| 504 ErrLoadingDataInArray      | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 505 ErrWritingParameterFile    | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 506 ConverterExecuteErr        | <ol style="list-style-type: none"> <li>1. Verify that the HEG converters and HEG jar file (bandtool, hegtool, swtif, gdtif, resample, HEG.jar) exist in the correct location (/usr/ecs/MODE/CUSTOM/bin/HEG).</li> <li>2. If the HEG converters and HEG jar file are present in the correct location and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                      |
| 508 NoParameterFile            | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 509 ErrCopyCompressedFile      | <ol style="list-style-type: none"> <li>1. Verify that the compressed file exists in the datapool.</li> <li>2. Verify that cmshred has write permission ("drwxrwxr-x") to the destination directory (/datapool/MODE/user/FS#.orderdata/OUTPUTSencrypted/HEGO UT.001encrypted/HEG/requestID.granuleID).</li> <li>3. If the compressed file is in the datapool, cmshred has write permission to the destination directory, and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                  |
| 510 ErrDecompressingFile       | <ol style="list-style-type: none"> <li>1. Verify that the correct decompression utility is specified in the HEG Server cfg file (/usr/ecs/MODE/CUSTOM/cfg/EcHgServerConfig.properties) and that it exists in the operating system.</li> <li>2. Verify that the compressed file exists in the datapool.</li> <li>3. If the correct decompression utility is specified in the HEG Server cfg file, the compressed file is in the datapool, and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 511 DecompressCommandFormatErr | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 512 SubsetAreaNotInMISRFile    | <ol style="list-style-type: none"> <li>1. Verify that the geographic extent of the spatial subset area entered by the user intersects the granule.</li> <li>2. If the geographic extent of the spatial subset area intersects the granule and an error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                 |
| 600 NO ERROR - SUCCESSFUL      | [No action necessary.]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 601 GeneralProcessingErr       | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

**Table 15.17-4. Troubleshooting HEG Problems (5 of 17)**

| Error Code/String                  | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 602 AssertErr                      | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 603 EnvironmentVariableNotFound    | <ol style="list-style-type: none"> <li>1. Verify that the environment variables are set correctly (i.e., MTDDATADIR=/usr/ecs/\$MODE/CUSTOM/data/HEG MRTDATADIR=/usr/ecs/\$MODE/CUSTOM/data/HEG PGSHOME=/usr/ecs/\$MODE/CUSTOM/data/HEG/TOOLKIT_MTD ) in the EcHgServerStart script, which is located at /usr/ecs/MODE/CUSTOM/utilities.</li> <li>2. If the environment variables are set correctly and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 604 MemoryAllocationErr            | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 605 ErrWaitingForThreadTermination | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 606 SemaphoreErr                   | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 607 MutexErr                       | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 608 ErrSpaceInName                 | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 609 ErrCommandLineUsage            | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 610 ErrOpenInputParameterFile      | <ol style="list-style-type: none"> <li>1. Verify that the parameter file (.prm) exists in the working directory (/datapool/MODE/user/FS#/HEGWorking).</li> <li>2. If the parameter file exists in the working directory and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                            |
| 611 ErrReadInputParameterFile      | <ol style="list-style-type: none"> <li>1. Verify that the input parameter file (.prm) in the working directory (/datapool/MODE/user/FS#/HEGWorking) is a valid file.</li> <li>2. If the input parameter file is a valid file and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                       |
| 612 ErrOpenOutputParameterFile     | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 613 ErrWriteOutputParameterFile    | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 614 ErrOpenInputImageFile          | <ol style="list-style-type: none"> <li>1. Verify that the input image file (hdfeos file) exists in the datapool.</li> <li>2. If the input image file is in the datapool and the error still occurs, submit a trouble ticket.</li> </ol>                                                                                                                                                                                                                                                                                                     |
| 615 ErrReadInputImageFile          | <ol style="list-style-type: none"> <li>1. Verify that the input image file (hdfeos file) read in is valid.</li> <li>2. If the input image file read in is valid and the error still occurs, submit a trouble ticket.</li> </ol>                                                                                                                                                                                                                                                                                                             |

**Table 15.17-4. Troubleshooting HEG Problems (6 of 17)**

| Error Code/String                      | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 616 ErrOpenOutputImageFile             | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 617 ErrWriteOutputImageFile            | <ol style="list-style-type: none"> <li>1. Verify that cmshared has write permission ("drwxrwxr-x") in the working directory (/datapool/MODE/user/FS#/HEGWorking)</li> <li>2. Verify that there is enough space to write the output image file to the working directory.</li> <li>3. If cmshared has write permission, there is enough space to write the output image file to the working directory, and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 618 ErrOpenInputHeaderFile             | <ol style="list-style-type: none"> <li>1. Verify that the HegHdr.hdr file exists in the working directory (/datapool/MODE/user/FS#/HEGWorking).</li> <li>2. If HegHdr.hdr file is in the working directory and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                           |
| 619 ErrReadInputHeaderFile             | <ol style="list-style-type: none"> <li>1. Verify that the HegHdr.hdr file [in the working directory (/datapool/MODE/user/FS#/HEGWorking)] is a valid file.</li> <li>2. If the HegHdr.hdr file is a valid file and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                        |
| 620 ErrOpenOutputHeaderFile            | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 621 ErrWriteOutputHeaderFile           | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 622 NoCommandLineArgument              | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 623 MissingOrBadParameterFile          | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 624 UnknownCommandLineArgument         | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 625 BadOrMissingInputFileNameExtension | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the INPUT_FILENAME contains an hdf file with a .hdf extension.</li> <li>2. If the value assigned to INPUT_FILENAME contains a .hdf file and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                       |

**Table 15.17-4. Troubleshooting HEG Problems (7 of 17)**

| Error Code/String                          | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 626<br>BadOrMissingOutputFileNameExtension | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the OUTPUT_FILENAME parameter contains a filename with either a .hdf or .tif extension.</li> <li>2. If the value assigned to OUTPUT_FILENAME contains a .hdf file or a .tif file and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                      |
| 627 BadOrMissingResampleType               | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the RESAMPLING_TYPE parameter is NN, BI, or CC.</li> <li>2. If the value assigned to RESAMPLING_TYPE is NN, BI, or CC and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                 |
| 628 BadOrMissingProjectionType             | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the OUTPUT_PROJECTION_TYPE parameter is one that works for that particular hdfs (granule) file.</li> <li>2. If the value assigned to OUTPUT_PROJECTION_TYPE is one that works for that particular hdfs (granule) file and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 629<br>BadOrMissingInputFileNameField      | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the INPUT_FILENAME parameter specifies an hdfs file from the datapool.</li> <li>2. If the value assigned to INPUT_FILENAME specifies an hdfs file from the datapool and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                   |
| 630<br>BadOrMissingSpectralSubsetField     | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 631<br>BadOrMissingSpatialSubsetField      | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the values assigned to the SPATIAL_SUBSET_UL_CORNER and SPATIAL_SUBSET_LR_CORNER parameters are valid.</li> <li>2. If the values assigned to the SPATIAL_SUBSET_UL_CORNER and SPATIAL_SUBSET_LR_CORNER parameters are valid and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                 |

**Table 15.17-4. Troubleshooting HEG Problems (8 of 17)**

| Error Code/String                                  | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 632<br>BadOrMissingOutputFileNameField             | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the OUTPUT_FILENAME parameter has the correct file extension.</li> <li>2. If the value assigned to OUTPUT_FILENAME has the correct file extension and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                     |
| 633<br>BadOrMissingResampleTypeField               | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the RESAMPLING_TYPE parameter is NN, BI, or CC.</li> <li>2. If the value assigned to RESAMPLING_TYPE is NN, BI, or CC and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                 |
| 634<br>BadOrMissingOutputProjectionField           | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the OUTPUT_PROJECTION_TYPE parameter is one that works for that particular hdfs (granule) file.</li> <li>2. If the value assigned to OUTPUT_PROJECTION_TYPE is one that works for that particular hdfs (granule) file and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 635<br>BadOrMissingOutputProjectionParametersField | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the values assigned to the OUTPUT_PROJECTION_PARAMETERS parameter are valid.</li> <li>2. If the values assigned to OUTPUT_PROJECTION_PARAMETERS are valid and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                   |
| 636 BadOrMissingDataTypeField                      | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

**Table 15.17-4. Troubleshooting HEG Problems (9 of 17)**

| Error Code/String                                | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 637<br>BadOrMissingProjectionParameters<br>Field | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that each of the following parameters: INPUT_FILENAME, OBJECT_NAME, FIELD_NAME, BAND_NUMBER, OUTPUT_PIXEL_SIZE_X, OUTPUT_PIXEL_SIZE_Y, SPATIAL_SUBSET_UL_CORNER, SPATIAL_SUBSET_LR_CORNER, RESAMPLING_TYPE, OUTPUT_PROJECTION_TYPE, OUTPUT_PROJECTION_PARAMETERS, OUTPUT_FILENAME, and OUTPUT_TYPE is enclosed in a BEGIN and END block.</li> <li>2. Ensure that the first line of the parameter file has a value assigned to the NUM_RUNS parameter that is equal to the number of BEGIN and END blocks in the file.</li> <li>3. If the parameters are formatted properly, the NUM_RUNS parameter has a value that is equal to the number of BEGIN and END blocks in the file, and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 638<br>BadOrMissingProjectionParameters<br>Value | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that values assigne to the following parameters: INPUT_FILENAME, OBJECT_NAME, FIELD_NAME, BAND_NUMBER, OUTPUT_PIXEL_SIZE_X, OUTPUT_PIXEL_SIZE_Y, SPATIAL_SUBSET_UL_CORNER, SPATIAL_SUBSET_LR_CORNER, RESAMPLING_TYPE, OUTPUT_PROJECTION_TYPE, OUTPUT_PROJECTION_PARAMETERS, OUTPUT_FILENAME, and OUTPUT_TYPE are valid.</li> <li>2. If the parameters are valid and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                                                 |
| 639<br>BadOrMissingSpatialExtentsCorner          | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the values assigned to the SPATIAL_SUBSET_UL_CORNER and SPATIAL_SUBSET_LR_CORNER parameters are valid.</li> <li>2. If the spatial subsetting values are valid and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 640 BadOrMissingNBANDSField                      | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that there is a BAND_NUMBER parameter.</li> <li>2. If there is a BAND_NUMBER parameter and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

**Table 15.17-4. Troubleshooting HEG Problems (10 of 17)**

| Error Code/String                 | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 641 BadOrMissingNBANDSValue       | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the BAND_NUMBER parameter is valid.</li> <li>2. If the value assigned to the BAND_NUMBER parameter is valid and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                 |
| 642<br>BadOrMissingBANDNAMESField | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that there is a BANDNAMES parameter.</li> <li>2. If there is a BANDNAMES parameter and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                     |
| 643<br>BadOrMissingBANDNAMESValue | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the BANDNAMES parameter is valid.</li> <li>2. If the value assigned to the BANDNAMES parameter is valid and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                     |
| 644 BadOrMissingDATATYPEField     | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                           |
| 645 BadOrMissingDATATYPEValue     | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                           |
| 646 BadOrMissingNLINESField       | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                           |
| 647 BadOrMissingNLINESValue       | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                           |
| 648 BadOrMissingNSAMPLESField     | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                           |
| 649<br>BadOrMissingNSAMPLESValue  | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                           |
| 650 BadOrMissingPIXEL_SIZEField   | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that there are OUTPUT_PIXEL_SIZE_X and OUTPUT_PIXEL_SIZE_Y parameters.</li> <li>2. If there are OUTPUT_PIXEL_SIZE_X and OUTPUT_PIXEL_SIZE_Y parameters and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |

**Table 15.17-4. Troubleshooting HEG Problems (11 of 17)**

| Error Code/String                                | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 651<br>BadOrMissingPIXEL_SIZEValue               | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the values assigned to the OUTPUT_PIXEL_SIZE_X and OUTPUT_PIXEL_SIZE_Y parameters are valid.</li> <li>2. Ensure that the correct units are specified for the parameters (either meters or degree decimal). [If Geographic projection is selected, the pixel sizes should be in degree decimal (DD) units. For all other projections, the pixel size should be in meters.]</li> <li>3. If the parameter values are valid and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 652 BadOrMissingMINVALUEField                    | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 653 BadOrMissingMINVALUEValue                    | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 654 BadOrMissingMAXVALUEField                    | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 655<br>BadOrMissingMAXVALUEValue                 | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 656<br>BadOrMissingBACKGROUND_FILL<br>Field      | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 657<br>BadOrMissingBACKGROUND_FILL<br>Value      | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 658<br>TotalBandsFoundInconsistentWithN<br>BANDS | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 659 NoBandsSelectedForOutput                     | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 660 BadOrMissingUTMZoneField                     | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that there is a UTM_ZONE parameter.</li> <li>2. If there is a UTM_ZONE parameter and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                                                                             |
| 661 BadOrMissingUTMZoneValue                     | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the UTM_ZONE parameter is valid.</li> <li>2. If the value assigned to the UTM_ZONE parameter is valid and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                             |

**Table 15.17-4. Troubleshooting HEG Problems (12 of 17)**

| Error Code/String                            | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 662<br>BadOrMissingELLIPSOID_CODEField       | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that there is a ELLIPSOID_CODE parameter.</li> <li>2. If there is a ELLIPSOID_CODE parameter and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 663<br>BadOrMissingELLIPSOID_CODEValue       | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the ELLIPSOID_CODE parameter is valid.</li> <li>2. If the value assigned to the ELLIPSOID_CODE parameter is valid and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                       |
| 664<br>MissingBoundingRectangularCoordinates | <p>Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 665 ErrPixelSizeLessThanMinimum              | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the values assigned to the pixel size parameters (e.g., OUTPUT_PIXEL_SIZE_X and OUTPUT_PIXEL_SIZE_Y) are not less than the minimum value.</li> <li>2. Ensure that the correct units are specified for the parameters (either meters or degree decimal). [If Geographic projection is selected, the pixel sizes should be in degree decimal (DD) units. For all other projections, the pixel size should be in meters.]</li> <li>3. If the parameter values are not less than the minimum value, are expressed in the appropriate units, and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>       |
| 666<br>ErrPixelSizeGreaterThanMaximum        | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the values assigned to the pixel size parameters (e.g., OUTPUT_PIXEL_SIZE_X and OUTPUT_PIXEL_SIZE_Y) are not greater than the maximum value.</li> <li>2. Ensure that the correct units are specified for the parameters (either meters or degree decimal). [If Geographic projection is selected, the pixel sizes should be in degree decimal (DD) units. For all other projections, the pixel size should be in meters.]</li> <li>3. If the parameter values are not greater than the maximum value, are expressed in the appropriate units, and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 667 ErrCommandLineUsage                      | <p>Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 668 ErrOpenLogFile                           | <p>Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

**Table 15.17-4. Troubleshooting HEG Problems (13 of 17)**

| Error Code/String                             | Response                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 669 ErrOpenGeoTemp                            | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 670 ProjectionProcessingErr                   | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 671 OpenDatumFileErr                          | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 672 OpenSpheroidFileErr                       | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 673 ProjectionMathErr                         | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 674 PointLiesInBreakErr                       | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 675<br>OutputFileNameNotSpecifiedErr          | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that a value is specified for the OUTPUT_FILENAME parameter.</li> <li>2. If a value is specified for the OUTPUT_FILENAME parameter and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 676 ProjectionTransformationFailed            | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 677<br>FailedToConvergeAfterManyIterations    | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 678<br>TooManyIterationsForInverseRobinson    | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 679 TooManyIterationsInInverse                | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 680 InputDataErr                              | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 681 IllegalDMSField                           | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 682<br>InconsistentUnitAndSystemCodesForInput | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 683 IllegalInputSystemCode                    | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 684 IllegalInputUnitCode                      | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |
| 685 IllegalInputZoneCode                      | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                       |

**Table 15.17-4. Troubleshooting HEG Problems (14 of 17)**

| Error Code/String                                         | Response                                                                                          |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 686 PointProjectsIntoInfinity                             | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 687 LatitudeFailedToConvergeAfterManyIterations           | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 688 InconsistentUnitAndSystemCodesForOutput               | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 689 IllegalOutputSystemCode                               | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 690 IllegalOutputUnitCode                                 | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 691 IllegalOutputZoneCode                                 | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 692 TransformationCantBeComputedAtThePoles                | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 693 PointCantBeProjected                                  | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 694 PointProjectsIntoACircleOfUnacceptableRadius          | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 695 FiftyIterationsPerformedWithoutConvergence            | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 696 SpheroidCodeResetToDefault                            | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 697 EqualLatitudesForStdParallelsOnOppositeSidesOfEquator | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 698 IllegalZoneNumber                                     | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 699 ErrOpenStatePlaneParameterFile                        | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 700 IllegalSourceOrTargetUnitCode                         | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 701 MissingProjectionParameters                           | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 702 InvalidCornerCoordinatesForInputImage                 | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |

**Table 15.17-4. Troubleshooting HEG Problems (15 of 17)**

| Error Code/String                              | Response                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 703<br>OutputWindowFallsOutsideMapping<br>Grid | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                           |
| 704 NUM_RUNSFieldIncorrect                     | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                           |
| 705 ErrorWithBEGIN_ENDFields                   | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                           |
| 706<br>BadOrMissingOBJECT_NAMEField            | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that a valid value is specified for the OBJECT_NAME parameter.</li> <li>2. If a valid value is specified for the OBJECT_NAME parameter and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 707<br>BadOrMissingFIELD_NAMEField             | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that a valid value is specified for the FIELD_NAME parameter.</li> <li>2. If a valid value is specified for the FIELD_NAME parameter and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>   |
| 708<br>BadOrMissingOUTPUT_TYPEField            | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that there is an OUTPUT_TYPE parameter.</li> <li>2. If there is an OUTPUT_TYPE parameter and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                               |
| 709<br>BadOrMissingOUTPUT_TYPEValue            | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the OUTPUT_TYPE parameter is valid.</li> <li>2. If the value assigned to the OUTPUT_TYPE parameter is valid and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 710<br>BadOrMissingBAND_NUMValue               | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that a valid value is specified for the BAND_NUMBER parameter.</li> <li>2. If a valid value is specified for the BAND_NUMBER parameter and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 711 SubsetAreaNotInFile                        | <ol style="list-style-type: none"> <li>1. Verify that the geographic extent of the spatial subset area entered by the user intersects the granule.</li> <li>2. If the geographic extent of the spatial subset area intersects the granule and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                          |

**Table 15.17-4. Troubleshooting HEG Problems (16 of 17)**

| Error Code/String                                  | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 712 BadOrMissingSTPZoneField                       | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that there is an STP_ZONE parameter.</li> <li>2. If there is an STP_ZONE parameter and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 713 BadOrMissingSTPZoneValue                       | <ol style="list-style-type: none"> <li>1. In the parameter file (.prm) that is located in the working directory (/datapool/MODE/user/FS#/HEGWorking) ensure that the value assigned to the STP_ZONE parameter is valid.</li> <li>2. If the value assigned to the STP_ZONE parameter is valid and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 714 UnableToOpenSTPZoneFile                        | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 715 GranuleOutsideUSCantFindDefault StatePlaneZone | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 716 ErrorGettingAlaskanSTPZone                     | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 720 ErrorOpenInputHDFFile                          | <ol style="list-style-type: none"> <li>1. Verify that the the input hdf (granule) file exists in the datapool.</li> <li>2. Ensure that cmshred has read permission on the input hdf file.</li> <li>3. In the HEG Server debug log file (/usr/ecs/MODE/CUSTOM/logs/ HegServer.debug.log) verify that the hegtool is called correctly. [The hegtool call should look like this: /usr/ecs/MODE/CUSTOM/utilities/EcHgHEGStart MODE hegtool -h &lt;location of the hdf file in the datapool&gt;.] [For detailed instructions refer to the procedure for <b>Checking HEG Server Log Files</b> (subsequent section of this lesson).]</li> <li>4. If the input hdf file is in the datapool, cmshred has read permission on the input hdf file, the hegtool was called correctly, and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol> |
| 721 ErrorReadingInputHDFFile                       | <ol style="list-style-type: none"> <li>1. Verify that the the input hdf (granule) file is in hdfs format.</li> <li>2. Ensure that cmshred has read permission on the input hdf file.</li> <li>3. In the HEG Server debug log file (/usr/ecs/MODE/CUSTOM/logs/ HegServer.debug.log) verify that the hegtool is called correctly. [The hegtool call should look like this: /usr/ecs/MODE/CUSTOM/utilities/EcHgHEGStart MODE hegtool -h &lt;location of the hdf file in the datapool&gt;.] [For detailed instructions refer to the procedure for <b>Checking HEG Server Log Files</b> (subsequent section of this lesson).]</li> <li>4. If the input hdf file is in hdfs format, cmshred has read permission on the input hdf file, the hegtool was called correctly, and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy.</li> </ol>       |

**Table 15.17-4. Troubleshooting HEG Problems (17 of 17)**

| Error Code/String          | Response                                                                                                                                                                                                                                                                                            |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 722 UnableToOpenHeaderFile | 1. Verify that there is a HegHdr.hdr file in the working directory (/datapool/MODE/user/FS#/HEGWorking).<br>2. If there is a HegHdr.hdr file in the working directory and the error still occurs, call the help desk and submit a trouble ticket in accordance with site Problem Management policy. |
| 723 UnableToFindShortName  | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                   |
| 724 UnableToOpenGEOFile    | Call the help desk and submit a trouble ticket in accordance with site Problem Management policy.                                                                                                                                                                                                   |

### 15.17.6 Checking HEG Server Log Files

HEG server log files show the activities involved in processing each HEG request. The following types of HEG server log files can be generated:

- HEG Server operations log (HegServer.ops.log).
- HEG Server debug log (HegServer.debug.log).
- HEG Server performance log (HegServer.perf.log), if available (typically turned off in normal operations).

The amount of information provided in logs varies with the type of log being viewed and the level of logging configured for the type of log. In general most of the entries in the operations log are duplicated in the debug log. The HEG Server logs can be set to record data at any of the following levels of detail (listed from most-detailed to no logging):

- XVERBOSE.
- VERBOSE.
- INFORMATION.
- NONE.

In normal operation the HEG Server logs are typically set (in the EcHgServerConfig.properties file in the /usr/ecs/MODE/CUSTOM/cfg directory) to record data at the following levels of detail:

- HEG Server operations log (HegServer.ops.log) - INFORMATION.
- HEG Server debug log (HegServer.debug.log) – INFORMATION.
- HEG Server performance log (HegServer.perf.log) – NONE.

The HEG Server can manage several concurrent activities. This is accomplished through the use of threads. Information concerning HEG Server processing of requests (identified by thread) is recorded in the HEG Server logs (assuming some level of log recording is specified in the corresponding configuration file).

The procedure for checking HEG server log files starts with the assumption that the operator has logged in to the system and the appropriate host.

### 15.17.6.1 Checking HEG Server Log Files

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- 1 If the level of logging should be adjusted to assist in troubleshooting, notify the Operations Controller/System Administrator to have the adjustment made.
  - Detailed levels of logging may have negative effects on system performance.
- 2 Access a terminal window logged in to the appropriate host.
  - HEG Server (e.g., x4hel01) host has the following HEG server log files:
    - HegServer.ops.log.
    - HegServer.debug.log.
  - For detailed instructions refer to the procedure for **Logging in to System Hosts** (preceding section of this lesson).
- 3 Type `cd /usr/ecs/MODE/CUSTOM/logs` then press **Return/Enter**.
  - Change directory to the directory containing the HEG server log files (e.g., HegServer.ops.log, HegServer.debug.log).
- 4 Type `more filename` then press **Return/Enter**.
  - *filename* refers to the HEG log file to be reviewed (e.g., HegServer.ops.log, HegServer.debug.log).
  - The first page of the log file is displayed.
  - Although this procedure has been written for the **more** command, other UNIX visualizing commands (e.g., **view**) can be used to review the log file.
  - The following **more** commands (at the **--More--** prompt) are useful:
    - **Return/Enter** (go down one line).
    - **nReturn/Enter** (go down *n* number of lines).
    - **nSpace bar** (go down *n* number of lines).
    - Space bar (go down one screenful).
    - **z** (go down one screenful).
    - **nz** (go down *n* number of screensful; *n* becomes the default for subsequent **z** commands).
    - **nb** (go back *n* number of screensful).
    - **nCTRL-B** (go back *n* number of screensful).
    - **nd** (go down *n* number of lines; *n* becomes the default for subsequent **d** commands).
    - **nCTRL-D** (go down *n* number of lines; *n* becomes the default for subsequent **d** commands).
    - **nf** (skip *n* screens full and then display a screenful).
    - **ns** (skip *n* lines and then display a screenful).
    - **h** (help - display a description of all the **more** commands).

- **CTRL-L** (refresh the screen).
- **n/pattern** (search forward for the *n*th occurrence of the *pattern* and display a screenful starting two lines before the line that contains the specified pattern match).
- **nn** (search for the *n*th occurrence of the last pattern entered).
- **v** (drop into the **vi** editor at the current line of the current file).
- **=** (display the current line number).
- **:f** (display the name of the current file and the current line number).
- **q** (exit from **more**).
- **Q** (exit from **more**).
- **!command** (invoke a shell to execute *command*).

**5** At the **--More--** prompt type */requestID* then press **Return/Enter**:

- *requestID* is the HEG Request ID from the **OM GUI** [refer to the procedure for **Viewing Pending HEG Granules** or the procedure for **Viewing Open HEG Intervention Information on the OM GUI** (previous sections of this lesson)].
  - The XML processing instructions for each HEG request are included in the HEG Server debug log if the log.debug.level is set to XVERBOSE.
- For example, type:
  - /0403300996**
    - The file is searched for the specified text.
- If the specified text is in the log file, the following type of response is displayed.
 

```
...skipping
12.14.2005 14:22:19.667 : Thread ID [21161] : XVERBOSE : Monitor thread
created.
12.14.2005 14:22:19.680 : Thread ID [21161] : VERBOSE : input xml validation
succeeded for Request 10576
12.14.2005 14:22:19.680 : Thread ID [21161] : INFORMATION : Incoming
request from client: OMS with uid: 0403300996.85000004172274.3312040939 is
assigned serverRequestId: 10576
[...]
--More--(16%)
```
- If the specified text is not in the log file, the following type of response is displayed.
 

```
Pattern not found
```
- The **Thread ID** (21161 in the preceding example) and **Server Request ID** (10576 in the preceding example) can be used to track entries concerning the specific request in the log file.

**NOTE:** Thread IDs are reused frequently. There may be multiple processes with the same thread ID in any particular log file. It is important to follow the correct instance of the thread (i.e., the one with the desired Server Request ID).

**NOTE:** It is likely that HEG would try again to process a failed request. Subsequent request processing may use the same thread ID or a different thread ID. However, it could be found through the Order Manager (OM GUI) Request ID.

**6** If checking the operations log file, at the **--More--** prompt type **/: 0 for Request: *ServerRequestID*** then press **Return/Enter**:

- *ServerRequestID* is the Server Request ID discovered in Step 5.

- For example, type:

**/: 0 for Request: 10576**

- The file is searched for the specified text.
- The following type of response is displayed.

**...skipping**

**12.14.2005 14:22:34.138 : Thread ID [21178] : XVERBOSE : poller thread terminated for request: 10582**

**12.14.2005 14:22:34.139 : Thread ID [21161] : VERBOSE : Move output successfully for Request 10576**

**12.14.2005 14:22:34.139 : Thread ID [21161] : java.lang.String :**

**INFORMATION : HEGConvProcessor.convert() returned status code: 0 for Request: 10576**

**12.14.2005 14:22:34.139 : Thread ID [21179] : XVERBOSE : poller thread terminated for request: 10576**

**[...]**

**--More--(18%)**

- If the specified text is not in the log file, the following type of response is displayed.  
**Pattern not found**
- If a status code of 0 (zero) or 600 for a particular Server Request ID is found in the log, HEG processing was successful. This statement should be in the both the operations log and debug log regardless of the level of detail specified in the configuration file (unless logging is turned off; i.e., log level is NONE for a particular type of log).
  - Of course, there could still be problems with the request; e.g., failure to move the output files to the output directory.
- If a status code of 0 (zero) or 600 for a particular Server Request ID is **not** found in the log, HEG processing was either unsuccessful or is incomplete.

**7** If checking the debug log file, at the **--More--** prompt type **/: 0 for Request *ServerRequestID*** then press **Return/Enter**:

- *ServerRequestID* is the Server Request ID discovered in Step 5.

- For example, type:

**/: 0 for Request 10576**

- The file is searched for the specified text.

- The following type of response is displayed.

**...skipping**

**12.14.2005 14:22:33.771 : Thread ID [21161] : XVERBOSE : Request 10576  
converter execution time: 10 seconds.**

**12.14.2005 14:22:33.771 : Thread ID [21167] : XVERBOSE : Request 10582  
converter execution time: 10 seconds.**

**12.14.2005 14:22:33.772 : Thread ID [21161] : INFORMATION : Conversion  
process returned status: 0 for Request 10576**

**12.14.2005 14:22:33.772 : Thread ID [21167] : INFORMATION : Conversion  
process returned status: 0 for Request 10582**

**[...]**

**--More--(32%)**

- If the specified text is not in the log file, the following type of response is displayed.

**Pattern not found**

- If a status code of 0 (zero) or 600 for a particular Server Request ID is found in the log, HEG processing was successful. This statement should be in the both the operations log and debug log regardless of the level of detail specified in the configuration file (unless logging is turned off; i.e., log level is NONE for a particular type of log).

- Of course, there could still be problems with the request; e.g., failure to move the output files to the output directory.

- If a status code of 0 (zero) or 600 for a particular Server Request ID is **not** found in the log, HEG processing was either unsuccessful or is incomplete.

**8** Examine the contents of the log file(s) to determine whether there were errors in processing the HEG request.

- If a status code other than 0 (zero) or 600 for the particular Server Request ID is found in the log(s), go to Step 9.
- A successful HEG request should result in the following types of entries being made in the operations log:

**12.14.2005 14:22:19.667 : Thread ID [21161] : XVERBOSE : Monitor thread  
created.**

**12.14.2005 14:22:19.680 : Thread ID [21161] : VERBOSE : input xml validation  
succeeded for Request 10576**

**12.14.2005 14:22:19.680 : Thread ID [21161] : INFORMATION : Incoming  
request from client: OMS with uid: 0403300996.85000004172274.3312040939 is  
assigned serverRequestId: 10576**

**12.14.2005 14:22:19.685 : Thread ID [21161] : VERBOSE : working directory:  
/datapool/OPS/user/FS1/HEGWorking/10576 created successfully for Request  
10576**

**12.14.2005 14:22:19.686 : Thread ID [21161] : VERBOSE : ConversionItem  
created successfully for Request 10576**

**12.14.2005 14:22:23.654 : Thread ID [21161] : XVERBOSE : Getting properties**

12.14.2005 14:22:23.673 : Thread ID [21161] : VERBOSE : parameter file created successfully for Request 10576  
 12.14.2005 14:22:23.884 : Thread ID [21161] : INFORMATION : Sent pid: 5542 back to client for Request 10576  
 12.14.2005 14:22:23.884 : Thread ID [21161] : INFORMATION : Heg converter is running with pid: 5542 for Request 10576  
 12.14.2005 14:22:33.772 : Thread ID [21161] : INFORMATION : Conversion process returned status: 0 for Request 10576  
 12.14.2005 14:22:33.772 : Thread ID [21161] : INFORMATION : Run heg converter executable successfully for Request 10576  
 12.14.2005 14:22:33.824 : Thread ID [21161] : VERBOSE : summary file created successfully for Request 10576  
 12.14.2005 14:22:33.931 : Thread ID [21161] : XVERBOSE : Create temp directory:  
 /datapool/OPS/user/FS1/HEGTemp//datapool/OPS/user/FS1//.orderdata/OUTP  
 UTSDDWmmfGD/HEGOUT.001hMEzILJI//HEG/0403300996.85000004172274//  
 tempfiles successfully for Request 10576  
 12.14.2005 14:22:34.139 : Thread ID [21161] : VERBOSE : Move output successfully for Request 10576  
 12.14.2005 14:22:34.139 : Thread ID [21161] : java.lang.String :  
 INFORMATION : HEGConvProcessor.convert() returned status code: 0 for  
 Request: 10576

- A successful HEG request should result in the following types of entries being made in the debug log:

12.14.2005 14:22:19.666 : Thread ID [21161] : XVERBOSE : Connection from /198.115.220.179  
 12.14.2005 14:22:19.666 : Thread ID [21161] : XVERBOSE : client processing mode is: 1  
 12.14.2005 14:22:19.666 : Thread ID [21161] : XVERBOSE : Start processing request: 10576  
 12.14.2005 14:22:19.667 : Thread ID [21161] : XVERBOSE : client input xml:  
 <?xml version="1.0" encoding="UTF-8" standalone="yes"?>  
 <request xmlns="http://newsroom.gsfc.nasa.gov/sdptoolkit/toolkit.html">  
 <requestInfo>  
 <clientName>OMS</clientName>  
 <uId>0403300996.85000004172274.3312040939</uId>  
 <metaFlag>>false</metaFlag>  
 <summaryFlag>>true</summaryFlag>  
 </requestInfo>  
 <inputFiles>  
 <file>  
  
 <fileName>/datapool/OPS/user//FS1/MOGT/MOD02HKM.004/2002.01.01//labtest\_2017250970</fileName>

```

</file>
</inputFiles>
<outputData>

<outputPath>/datapool/OPS/user/FS1//.orderdata/OUTPUTSDDWmmfGD/HE
GOUT.001hMEzILJI//HEG/0403300996.85000004172274/</outputPath>
 <format>GEO</format>
 <projection>
 <projectionType>GEOGRAPHIC</projectionType>
 </projection>
 <spatialSubsetBoundingBox>
 <upperLeftCornerPoint>
 <latitude>10</latitude>
 <longitude>-50</longitude>
 </upperLeftCornerPoint>
 <lowerRightCornerPoint>
 <latitude>-10</latitude>
 <longitude>50</longitude>
 </lowerRightCornerPoint>
 </spatialSubsetBoundingBox>
 <bandContainer>
 <object>
 <objectName>MODIS_SWATH_Type_L1B</objectName>
 <field>
 <fieldName>EV_500_RefSB</fieldName>
 <dim3>
 <dim3Name>Band_500M</dim3Name>
 <dim3Number>1</dim3Number>
 </dim3>
 </field>
 </object>
 </bandContainer>
</outputData>
</request>

```

12.14.2005 14:22:19.667 : Thread ID [21161] : XVERBOSE : Monitor thread created.

12.14.2005 14:22:19.680 : Thread ID [21161] : VERBOSE : input xml validation succeeded for Request 10576

12.14.2005 14:22:19.680 : Thread ID [21161] : INFORMATION : Incoming request from client: OMS with uid: 0403300996.85000004172274.3312040939 is assigned serverRequestId: 10576

12.14.2005 14:22:19.680 : Thread ID [21161] : XVERBOSE : InputXml content: <?xml version="1.0" encoding="UTF-8" standalone="yes"?>

```

<request xmlns="http://newsroom.gsfc.nasa.gov/sdptoolkit/toolkit.html">
 <requestInfo>
 <clientName>OMS</clientName>
 <uId>0403300996.85000004172274.3312040939</uId>
 <metaFlag>>false</metaFlag>
 <summaryFlag>>true</summaryFlag>
 </requestInfo>
 <inputFiles>
 <file>

<fileName>/datapool/OPS/user//FS1/MOGT/MOD02HKM.004/2002.01.01/labte
st_2017250970</fileName>
 </file>
 </inputFiles>
 <outputData>

<outputPath>/datapool/OPS/user/FS1//.orderdata/OUTPUTSDDWmmfGD/HE
GOUT.001hMEzILJI//HEG/0403300996.85000004172274/</outputPath>
 <format>GEO</format>
 <projection>
 <projectionType>GEOGRAPHIC</projectionType>
 </projection>
 <spatialSubsetBoundingBox>
 <upperLeftCornerPoint>
 <latitude>10</latitude>
 <longitude>-50</longitude>
 </upperLeftCornerPoint>
 <lowerRightCornerPoint>
 <latitude>-10</latitude>
 <longitude>50</longitude>
 </lowerRightCornerPoint>
 </spatialSubsetBoundingBox>
 <bandContainer>
 <object>
 <objectName>MODIS_SWATH_Type_L1B</objectName>
 <field>
 <fieldName>EV_500_RefSB</fieldName>
 <dim3>
 <dim3Name>Band_500M</dim3Name>
 <dim3Number>1</dim3Number>
 </dim3>
 </field>
 </object>
 </bandContainer>

```

**</outputData>**  
**</request>**

**12.14.2005 14:22:19.680 : Thread ID [21161] : XVERBOSE :  
currentClientRequestCount = 0, MaxClientRequestCount = 20**

**12.14.2005 14:22:19.680 : Thread ID [21161] : XVERBOSE : continue  
processing the request.**

**12.14.2005 14:22:19.685 : Thread ID [21161] : VERBOSE : working directory:  
/datapool/OPS/user/FS1/HEGWorking/10576 created successfully for Request  
10576**

**12.14.2005 14:22:19.685 : Thread ID [21161] : XVERBOSE : metaFlag = false,  
summaryFlag = true for Request 10576**

**12.14.2005 14:22:19.685 : Thread ID [21161] : XVERBOSE : Request 10576  
decompression command is: null**

**12.14.2005 14:22:19.686 : Thread ID [21161] : VERBOSE : ConversionItem  
created successfully for Request 10576**

**12.14.2005 14:22:19.686 : Thread ID [21161] : XVERBOSE : Startup hegtool:  
/usr/ecs/OPS/CUSTOM/utilities/EcHgHEGStart OPS hegtool -h  
/datapool/OPS/user//FS1/MOGT/MOD02HKM.004/2002.01.01//labtest\_2017250  
970**

**12.14.2005 14:22:19.686 : Thread ID [21161] : XVERBOSE : cwd is:  
/datapool/OPS/user/FS1/HEGWorking/10576**

**12.14.2005 14:22:23.654 : Thread ID [21161] : VERBOSE : hegtool ran OK**

**12.14.2005 14:22:23.657 : Thread ID [21161] : XVERBOSE : We have 1 swaths**

**12.14.2005 14:22:23.657 : Thread ID [21161] : XVERBOSE : Loading swath  
MODIS\_SWATH\_Type\_L1B into output info list**

**12.14.2005 14:22:23.663 : Thread ID [21161] : XVERBOSE :  
ParameterFileMaker: createAnOutFileName(): usefulInFileName =  
labtest\_2017250970**

**12.14.2005 14:22:23.663 : Thread ID [21161] : XVERBOSE :  
ParameterFileMaker: createAnOutFileName(): usefulInFileName =  
labtest\_2017250970**

**12.14.2005 14:22:23.664 : Thread ID [21161] : XVERBOSE :  
ParameterFileMaker: createAnOutFileName(): usefulInFileName =  
labtest\_2017250970**

**12.14.2005 14:22:23.669 : Thread ID [21161] : XVERBOSE : Preparing to write  
parameters to  
/datapool/OPS/user/FS1/HEGWorking/10576/labtest\_2017250970\_37282773432  
866145\_swath.prm**

**12.14.2005 14:22:23.670 : Thread ID [21161] : XVERBOSE : Band #1:  
objectName = MODIS\_SWATH\_Type\_L1B, fieldName = EV\_500\_RefSB,  
dim3Name = Band\_500M, dim3Num = 1, dim4Name = null, dim4Num = -9,  
bandOutputFileName = null**

**12.14.2005 14:22:23.670 : Thread ID [21161] : XVERBOSE : within method**

loadARangeOfConversions().

12.14.2005 14:22:23.673 : Thread ID [21161] : VERBOSE : parameter file created successfully for Request 10576

12.14.2005 14:22:23.673 : Thread ID [21161] : VERBOSE : Request 10576 constructed conversion command:

/usr/ecs/OPS/CUSTOM/utilities/EcHgHEGStart OPS swtif -p

/datapool/OPS/user/FS1/HEGWorking/10576/labtest\_2017250970\_37282773432866145\_swath.prm -d -noMetadata

12.14.2005 14:22:23.684 : Thread ID [21161] : XVERBOSE : About to start heg converter execution for Request 10576

12.14.2005 14:22:23.884 : Thread ID [21161] : INFORMATION : Sent pid: 5542 back to client for Request 10576

12.14.2005 14:22:23.884 : Thread ID [21161] : INFORMATION : Heg converter is running with pid: 5542 for Request 10576

12.14.2005 14:22:33.771 : Thread ID [21161] : XVERBOSE : heg converter execution finished for Request 10576

12.14.2005 14:22:33.771 : Thread ID [21161] : XVERBOSE : Request 10576 converter execution time: 10 seconds.

12.14.2005 14:22:33.772 : Thread ID [21161] : INFORMATION : Conversion process returned status: 0 for Request 10576

12.14.2005 14:22:33.772 : Thread ID [21161] : INFORMATION : Run heg converter executable successfully for Request 10576

12.14.2005 14:22:33.825 : Thread ID [21161] : VERBOSE : summary file created successfully for Request 10576

12.14.2005 14:22:33.931 : Thread ID [21161] : XVERBOSE : Create temp directory:

/datapool/OPS/user/FS1/HEGTemp//datapool/OPS/user/FS1//.orderdata/OUTPUTSDDWmmfGD/HEGOUT.001hMEzIIJI//HEG/0403300996.85000004172274//tempfiles successfully for Request 10576

12.14.2005 14:22:34.139 : Thread ID [21161] : VERBOSE : Move output successfully for Request 10576

12.14.2005 14:22:34.139 : Thread ID [21161] : java.lang.String :

INFORMATION : HEGConvProcessor.convert() returned

/datapool/OPS/user//FS1/MOGT/MOD02HKM.004/2002.01.01//labtest\_2017250970|0|HegConversionSuccessful/datapool/OPS/user/FS1//.orderdata/OUTPUTSDDWmmfGD/HEGOUT.001hMEzIIJI//HEG/0403300996.85000004172274//labtest\_2017250970\_0403300996\_ConverterSynopsis.txt

/datapool/OPS/user/FS1//.orderdata/OUTPUTSDDWmmfGD/HEGOUT.001hMEzIIJI//HEG/0403300996.85000004172274//labtest\_2017250970\_EV\_500\_RefSB\_\_1\_0403300996.tif for Request: 10576

12.14.2005 14:22:34.139 : Thread ID [21161] : XVERBOSE : About to send conversion result back to client.

12.14.2005 14:22:34.139 : Thread ID [21161] : INFORMATION : Finished sending conversion result back to client.

**12.14.2005 14:22:34.139 : Thread ID [21161] : INFORMATION : Finish processing request: 10576**

- 9 If a status code other than 0 (zero) or 600 for a particular Server Request ID is found in the log(s), take the appropriate action as indicated in Table 12, Troubleshooting HEG Problems.
  - 10 If HEG request processing of a particular request is suspected of being incomplete (rather than failed), at the shell prompt type **xterm -n 'HEG Server Log' -sl 5000 -sb &** then press **Return/Enter**.
    - A new xterm window is opened.
  - 11 If HEG request processing of a particular request is suspected of being incomplete (rather than failed), at the shell prompt in the new xterm window type **tail -f filename | grep 'ServerRequestID'** then press **Return/Enter**.
    - *filename* refers to the HEG log file to be reviewed (e.g., HegServer.ops.log, HegServer.debug.log).
    - *ServerRequestID* is the Server Request ID discovered in Step 5.
    - For example:  
**tail -f HegServer.ops.log | grep '10576'**
    - If new entries with the particular Server Request ID are being posted to the log, the operation has not finished yet.
      - If the same entries continue to be repeated over and over, there could be a problem with the server/converter.
      - Notify the Operations Controller/System Administrator of suspected server problems.
    - If it is necessary to exit from a tailed log, type **^c** [Ctrl c] then press **Return/Enter**.
  - 12 If the operation has not finished yet, monitor the tailed log for a while.
    - If a status code other than 0 (zero) or 600 for the particular Server Request ID is found in the log(s), go to Step 9.
    - If the operation does not seem to finish (i.e., if entries continue to be made to the tailed log) after a reasonable period of time (e.g., 30 minutes), notify the Operations Controller/System Administrator of the problem.
    - If it is necessary to exit from a tailed log, type **^c** [Ctrl c] then press **Return/Enter**.
  - 13 If errors/problems with HEG request processing of a particular request were detected in the HEG Server log(s), check for a corresponding open HEG intervention (by HEG Request ID) on the **OM GUI**.
    - Go to the procedure for **Viewing Open HEG Intervention Information on the OM GUI**. (previous section of this lesson).
-

### 15.17.7 Checking Files in the HEG Tempfiles Directory

The HEG Server and the HEG converters create temporary files in the HEG Server working directory while processing each HEG request. If the HEG Server debug flag is on (HegServer.application.debugFlag = true in the HEG Server cfg file), the temporary files are saved in a temporary file directory when the request completes.

The tempfiles directory contains the following types of files:

- Converter logs.
  - resample.log.
  - swtif.log.
  - gdtif.log
- Parameter file (.prm).
- EcHgHEGConversion.log.

The procedure for checking files in the HEG tempfiles directory starts with the assumption that the operator has logged in to the appropriate host.

#### 15.17.7.1 Checking Files in the HEG Tempfiles Directory

---

- 1 Access a terminal window logged in to the appropriate host (e.g., x4hel01).
  - For detailed instructions refer to the procedure for **Logging in to System Hosts** (preceding section of this lesson).
- 2 Type **cd /usr/ecs/MODE/CUSTOM/cfg** then press **Return/Enter**.
  - Change directory to the directory containing the HEG configuration files (e.g., EcHgServerConfig.properties).
- 3 Type **more filename** then press **Return/Enter**.
  - **filename** refers to the HEG configuration file to be reviewed (e.g., EcHgServerConfig.properties).
  - The first page of the configuration file is displayed.
  - Although this procedure has been written for the **more** command, other UNIX visualizing commands (e.g., **view**) can be used to review the log file.
  - The following **more** commands (at the **--More--** prompt) are useful:
    - **Return/Enter** (go down one line).
    - **nReturn/Enter** (go down **n** number of lines).
    - **nSpace bar** (go down **n** number of lines).
    - Space bar (go down one screenful).
    - **z** (go down one screenful).
    - **nz** (go down **n** number of screensful; **n** becomes the default for subsequent **z** commands).
    - **nb** (go back **n** number of screensful).

- **nCTRL-B** (go back *n* number of screensful).
- **nd** (go down *n* number of lines; *n* becomes the default for subsequent **d** commands).
- **nCTRL-D** (go down *n* number of lines; *n* becomes the default for subsequent **d** commands).
- **nf** (skip *n* screens full and then display a screenful).
- **ns** (skip *n* lines and then display a screenful).
- **h** (help - display a description of all the **more** commands).
- **CTRL-L** (refresh the screen).
- **n/pattern** (search forward for the *n*th occurrence of the *pattern* and display a screenful starting two lines before the line that contains the specified pattern match.
- **nn** (search for the *n*th occurrence of the last pattern entered).
- **v** (drop into the **vi** editor at the current line of the current file).
- **=** (display the current line number).
- **:f** (display the name of the current file and the current line number).
- **q** (exit from **more**).
- **Q** (exit from **more**).
- **!command** (invoke a shell to execute *command*).

**4** Record (e.g., write down) the values corresponding to the following parameters in the configuration file:

**HegServer.application.workDirRoot**

**HegServer.application.workDirTop**

**HegServer.application.tempDirRoot**

**HegServer.application.tempDirTop**

- For example:

**HegServer.application.workDirRoot = /datapool**

**HegServer.application.workDirTop = user/FS1/HEGWorking**

**HegServer.application.tempDirRoot = /datapool**

**HegServer.application.tempDirTop = user/FS1/HEGTemp**

**5** Type **cd /path** then press **Return/Enter**.

- Change directory to the HEG tempfiles directory for the HEG request.

- *path* refers to the path to the HEG tempfiles directory for the HEG request. The tempfiles directory is created at the following configurable location:  
***tempDirRoot/MODE/tempDirTop/outputdirectory/tempfiles.***
  - *tempDirRoot* and *tempDirTop* are specified in the EcHgServerConfig.properties file in the /usr/ecs/MODE/CUSTOM/cfg directory.
  - *outputdirectory* is specified in the HEG request XML file.
- The HEG request XML file (processing instructions) can be viewed using the **OM GUI** [e.g., refer to the procedure for **Viewing Pending HEG Granules** or the procedure for **Viewing Open HEG Intervention Information on the OM GUI** (previous sections of this lesson)].
- If the HEG Server debug log level is set at XVERBOSE, the HEG request information (processing instructions) can be viewed in the log file.
  - In the following example:  

```

/datapool/OPS/user/FS1/HEGTemp/datapool/OPS/user/FS1/.orderdata/
OUTPUTSDDWmmfGD/HEGOUT.001hMEzIJJI/HEG/
0403300996.85000004172274/tempfiles

```
- /datapool is the *tempDirRoot*.
- OPS/user/FS1/HEGTemp is the *tempDirTop*.
- datapool/OPS/user/FS1/.orderdata/OUTPUTSDDWmmfGD/HEGOUT.001hMEzIJJI/HEG/0403300996.85000004172274 is the *outputdirectory*.

6 In the terminal window type **ls** then press **Return/Enter**.

- A listing of the directory is displayed, for example:  

```

EcHgHEGConversion.log
HegHdr.hdr
labtest_2017250970_37282773432866145_swath.prm
FileNameLog_0403300996.log
hegtool.log
- OR -
EcHgHEGConversion.log
HegHdr.hdr
resample.log
FileNameLog_0403398929.log
hegtool.log
filetable.temp_3698
labtest_2017201550_2167927653420515_grid.prm

```

7 Review the contents of the HEG request's tempfile directory to determine whether the expected types of files are listed.

- The examples in the preceding step have the expected types of files.

- 8** Type **more** *filename* then press **Return/Enter**.
- *filename* refers to a file (in the HEG tempfile directory) to be reviewed (e.g., FileNameLog\_0403300996.log).
  - The first page of the specified file is displayed.
  - Although this procedure has been written for the **more** command, other UNIX visualizing commands (e.g., **view**) can be used to review the log file.
  - The FileNameLog... contains the names of the output file and the input file; for example:  
**OUTPUT FILE: labtest\_2017250970\_EV\_500\_RefSB\_\_1\_0403300996.tif**  
**INPUT FILE: labtest\_2017250970**
  - The parameter file (e.g., labtest\_2017250970\_37282773432866145\_swath.prm) contains the names of the output file and the input file (including the directory paths); for example:  
**INPUT\_FILENAME =**  
**/datapool/OPS/user//FS1/MOGT/MOD02HKM.004/2002.01.01//labtest\_2017250970**  
**[...]**  
**OUTPUT\_FILENAME =**  
**/datapool/OPS/user/FS1/HEGWorking/10576/labtest\_2017250970\_EV\_500\_RefSB\_\_1\_0403300996.tif**
- 9** Examine the contents of the file to determine whether there were errors in processing the HEG request.
- 10** Repeat Steps 9 and 10 as necessary.
-

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