

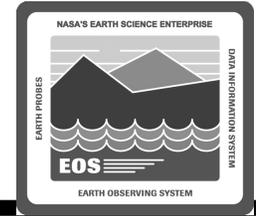
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# USER SERVICES

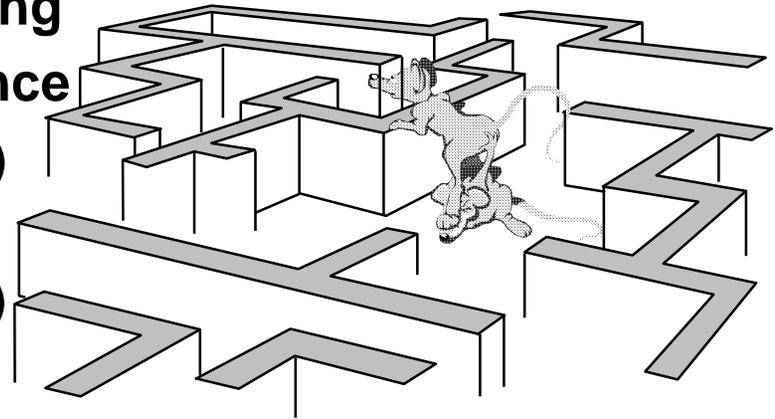
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**ECS Release 5B Training**

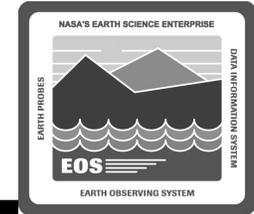
# Overview of Lesson



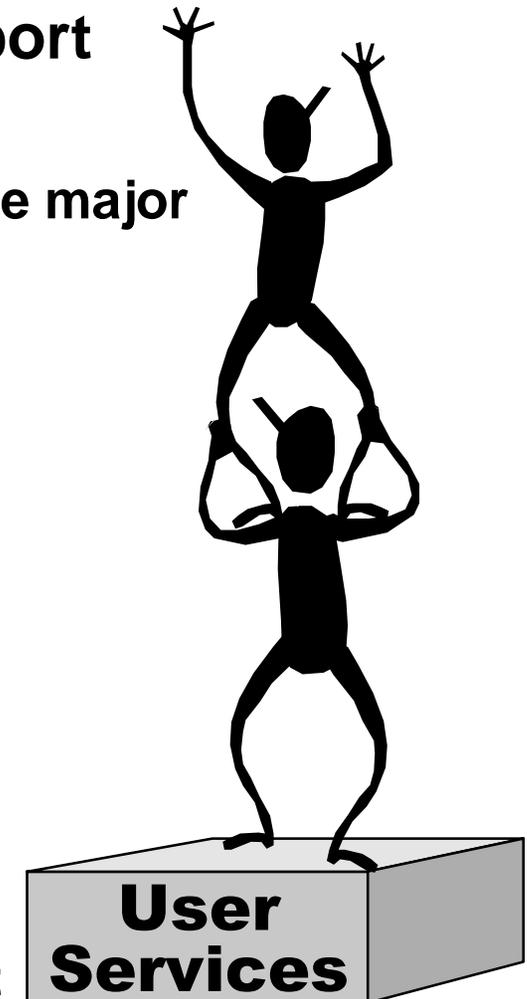
- **Introduction**
- **User Services Topics**
  - **User Services Role**
  - **ECS User Account Management**
  - **Processing an Order**
  - **Subscriptions**
  - **Cross-DAAC Referral**
  - **Cross-DAAC Order Tracking**
  - **Data Dictionary Maintenance**
  - **Java DAR Tool (EDC only)**
  - **On-Demand Form Request Manager (EDC only)**
- **Practical Exercise**



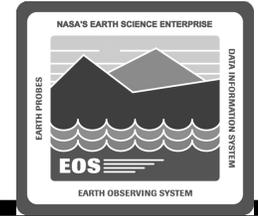
# Objectives



- **Overall: Proficiency in providing support to ECS users**
  - Describe the User Services role, stating five major responsibilities of User Services
  - Perform user account management
  - Process an order
  - Cancel/Track an order
  - Support subscription management
  - Support cross-DAAC referral
  - Support cross-DAAC order tracking
  - Update the Data Dictionary
  - Create a Data Acquisition Request (DAR) (EDC only)
  - Create an On-Demand Production Request (EDC only)



# Objectives (Cont.)

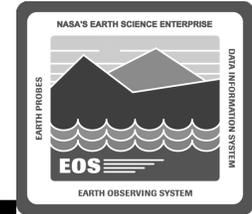


**Lesson helps prepare several DAAC roles for the User Services functions of assistance in order tracking, creation/management of user accounts, resolving user requests/problems, initiating and tracking system problem reports, and coordination with external/internal sources to resolve user problems:**

- User Services Representatives**
- System Engineers, System Test Engineers, Maintenance Engineers**

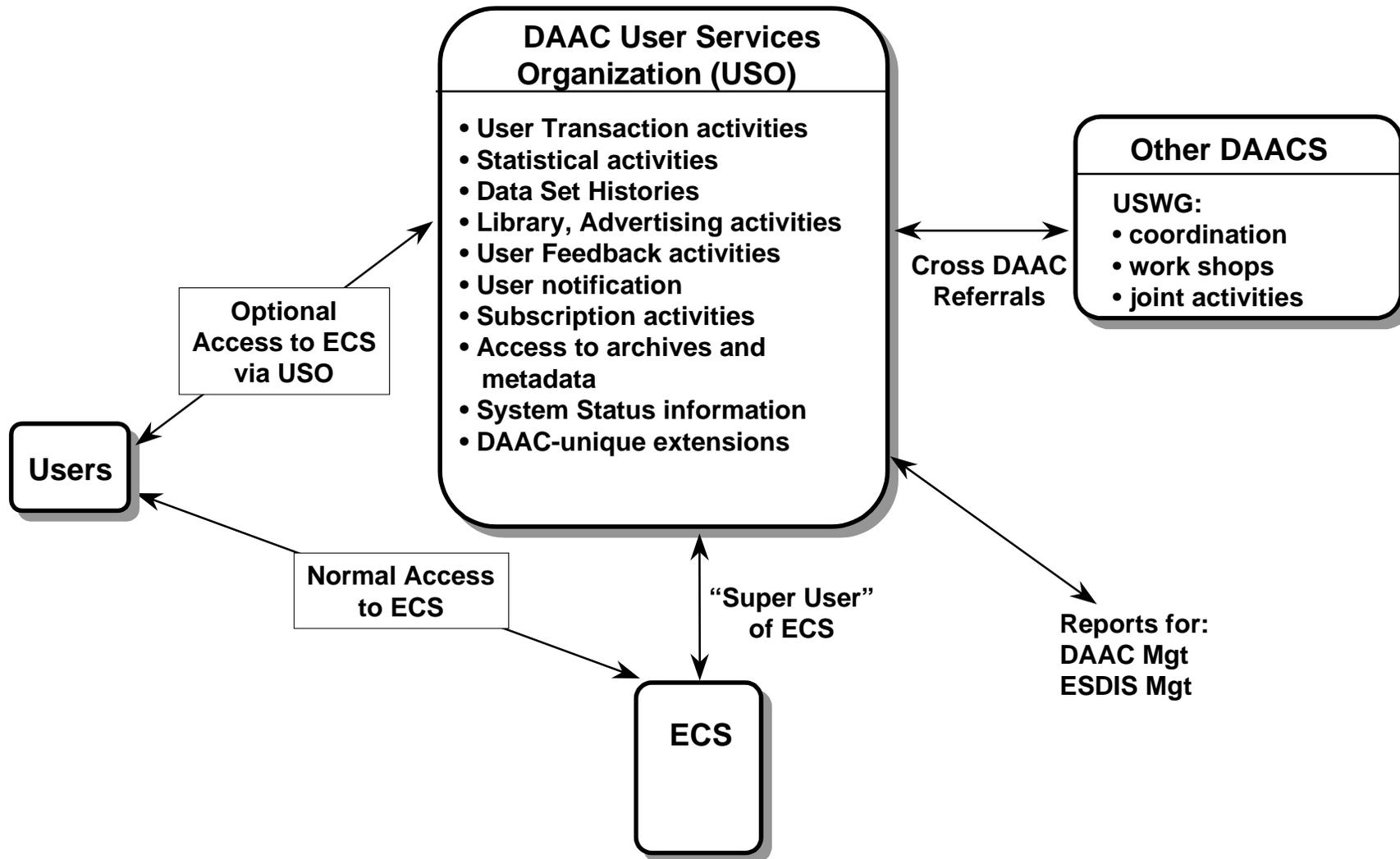
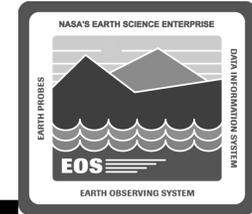


# User Services Role

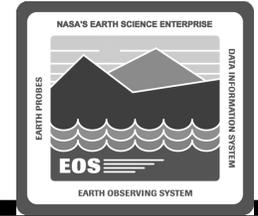


- **“Pull Users” encompasses the entire potential ECS user population, including scientists, graduate and undergraduate students, and students in grades K-12**
- **User Services is the arm of each DAAC providing extensive support services for each product archived at the DAAC**
- **Five major User Services responsibilities:**
  - Help create new users
  - Support order tracking
  - Resolve user requests/problems
  - Initiate/track problem reports
  - Coordinate external and internal sources to resolve user issues/problems

# User Services Role (Cont.)



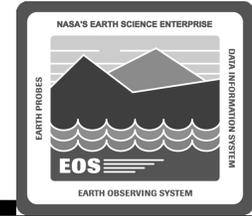
# Account Management



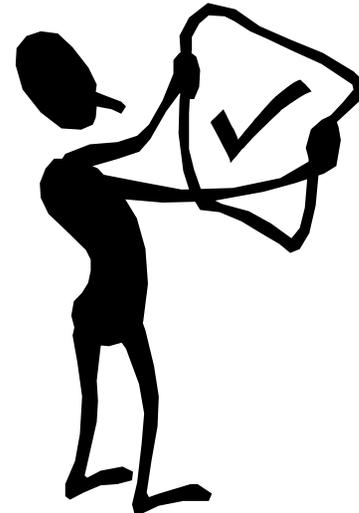
- **Use Account Management software local to the site to retrieve a user account**
- **Use remote access to Account Management software at the System Monitoring and Coordination Center (SMC) for other account management functions**
  - **Create a user account**
  - **Create an account from URL registration**
  - **Edit/modify an existing account**
  - **Delete an ECS account**
  - **Cancel an ECS account**
  - **Change an ECS user's password**



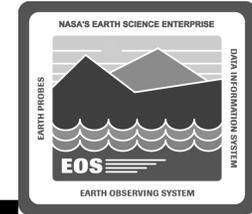
# Retrieving a User Account



- **First action when receiving any user request**
  - Validates user
  - Provides information that may be needed to respond
  - Separate procedure in 611-CD-510-001 *Mission Operation Procedures for the ECS Project*
- **Part of other procedures**
  - Processing an order
  - Canceling an order
  - Order tracking



# Profile Account Screens



ECS User Account Management—Mode: TS2

File Edit Help

Request Account Profile Account

Last Name	First Name	MI	User ID	Email Address	DAAC	Creation Date	Expiration Date
Gant	Lisa	O	lgant	cats2@t1ins01u.ecs.nasa.gov	VTC	02/24/00 12:15	02/24/02 00:00
Khatri	Vino	M	vkhatr	vkhatr@eos.hitc.com	VTC	02/24/00 11:00	02/24/02 00:00
Lamprey	e	O	elamprey	cats2@t1ins01u.ecs.nasa.gov	VTC	02/24/00 16:21	02/24/02 00:00
Miller	Kirk	F	VATC_OPS	EcInEmailGWServer_0PS@t1ins02u.ecs.nasa.gov	VTC	03/01/00 12:02	03/01/02 00:00
Miller	Kirk	F	VATC_TS1	EcInEmailGWServer_TS1@t1ins02u.ecs.nasa.gov	VTC	03/01/00 12:04	03/01/02 00:00
Miller	Kirk	F	VATC_TS2	EcInEmailGWServer_TS2@t1ins02u.ecs.nasa.gov	VTC	03/01/00 12:05	03/01/02 00:00
Parser	Email		ts2_aster_user		VTC	02/24/00 11:54	02/24/02 00:00
Rattigan	Joan	E	jrattiga	jrattiga@t1ins02.vatc.ecs.nasa.gov	VTC	02/28/00 12:19	02/25/00 00:00
Tran	Mal		cats2	cats2@t1ins02u.ecs.nasa.gov	VTC	02/24/00 12:14	02/24/02 00:00
Vickers	Patrick	M	pvickers	pvickers@t1ins02.vatc.ecs.nasa.gov	VTC	02/28/00 17:21	02/28/02 00:00

Find: \_\_\_\_\_

Retrieve by DAAC: ALL  User ID  Last Name: \_\_\_\_\_ Retrieve

Personal Information Mailing Address Shipping Address Billing Address Account Information DAR Information

Title: Ms First Name: Joan MI: E Last Name: Rattigan

Email: jrattiga@t1ins02.vatc.ecs.nasa.gov User ID: jrattiga

Organization: ECS Affiliation: Government

User Verification Key: jrattiga Home DAAC: VTC

Project: ECS Primary Area of Study: Air-Sea Interaction JPL

Apply Edit Change VOW Password Delete Account View Entire Profile View Edit

ECS User Account Management—Mode: TS2

File Edit Help

Request Account Profile Account

Name	First Name	MI	User ID	Email Address	DAAC	Creation Date	Expiration Date
ri	Lisa	O	lgant	cats2@t1ins01u.ecs.nasa.gov	VTC	02/24/00 12:15	02/24/02 00:00
Vino	M	vkhatr	vkhatr@eos.hitc.com	VTC	02/24/00 11:00	02/24/02 00:00	
ey	e	O	elamprey	cats2@t1ins01u.ecs.nasa.gov	VTC	02/24/00 16:21	02/24/02 00:00
er	Kirk	F	VATC_OPS	EcInEmailGWServer_0PS@t1ins02u.ecs.nasa.gov	VTC	03/01/00 12:02	03/01/02 00:00
er	Kirk	F	VATC_TS1	EcInEmailGWServer_TS1@t1ins02u.ecs.nasa.gov	VTC	03/01/00 12:04	03/01/02 00:00
er	Kirk	F	VATC_TS2	EcInEmailGWServer_TS2@t1ins02u.ecs.nasa.gov	VTC	03/01/00 12:05	03/01/02 00:00
er	Email		ts2_aster_user		VTC	02/24/00 11:54	02/24/02 00:00
igan	Joan	E	jrattiga	jrattiga@t1ins02.vatc.ecs.nasa.gov	VTC	02/28/00 12:19	02/25/00 00:00
Mal			cats2	cats2@t1ins02u.ecs.nasa.gov	VTC	02/24/00 12:14	02/24/02 00:00
ers	Patrick	M	pvickers	pvickers@t1ins02.vatc.ecs.nasa.gov	VTC	02/28/00 17:21	02/28/02 00:00

Retrieve by DAAC: ALL  User ID  Last Name: \_\_\_\_\_ Retrieve

Personal Information Mailing Address Shipping Address Billing Address Account Information DAR Information

Creation Date: 02/28/00 VO Gateway Category: USA

Expiration Date: 02/25/00 VO Gateway User Type: DAACOPS

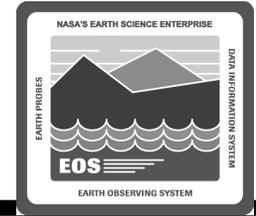
Privilege Level: High VO Gateway Password: \_\_\_\_\_

NASA User: Privileged  Authorize For ASTER L1B

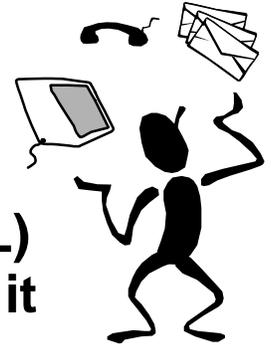
Apply Edit Change VOW Password Delete Account View Entire Profile View Edit

**Note:** Control buttons at the bottom of the screen appear do not appear on the tool accessed at the local site.

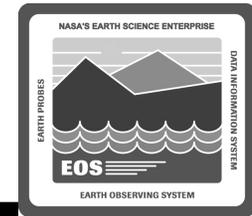
# Creating a User Account



- **User registration begins when a user requests ECS data services**
  - Request by mail, telephone, e-mail, fax, or in person
  - Can refer a user to Universal Reference Locator (URL) for registration help if it is available and user prefers it
    - <http://<x>0ins02u.ecs.nasa.gov:10000/EcsHome/.html>
    - <http://<x>0ins02u.ecs.nasa.gov:10600/cgi-bin/CLS/EcCIWbUr?action=request> (*Note: This is a workaround*)
  - Can enter registration data on behalf of user
  - Call user directly to obtain any missing data
- **User information is entered into the system in five categories:**
  - Personal Information
  - Mailing Address
  - Shipping Address
  - Billing Address
  - Account Information



# Request Account Screen Account Information



Last Name	First Name	MI	User ID	Home DAAC	Email Address	Submission Date	Status
VanHemel	Paul	E	pvan	VTC	pvan@eos.hitc.com	02/29/00 09:14:00.000	pending

Retrieve by status: Pending

Submission Date: 02/29/00

Expiration Date: 03/02/02

Privilege Level: NORMAL

NASA User: Non-NASA

VO Gateway Category: USA

VO Gateway User Type:

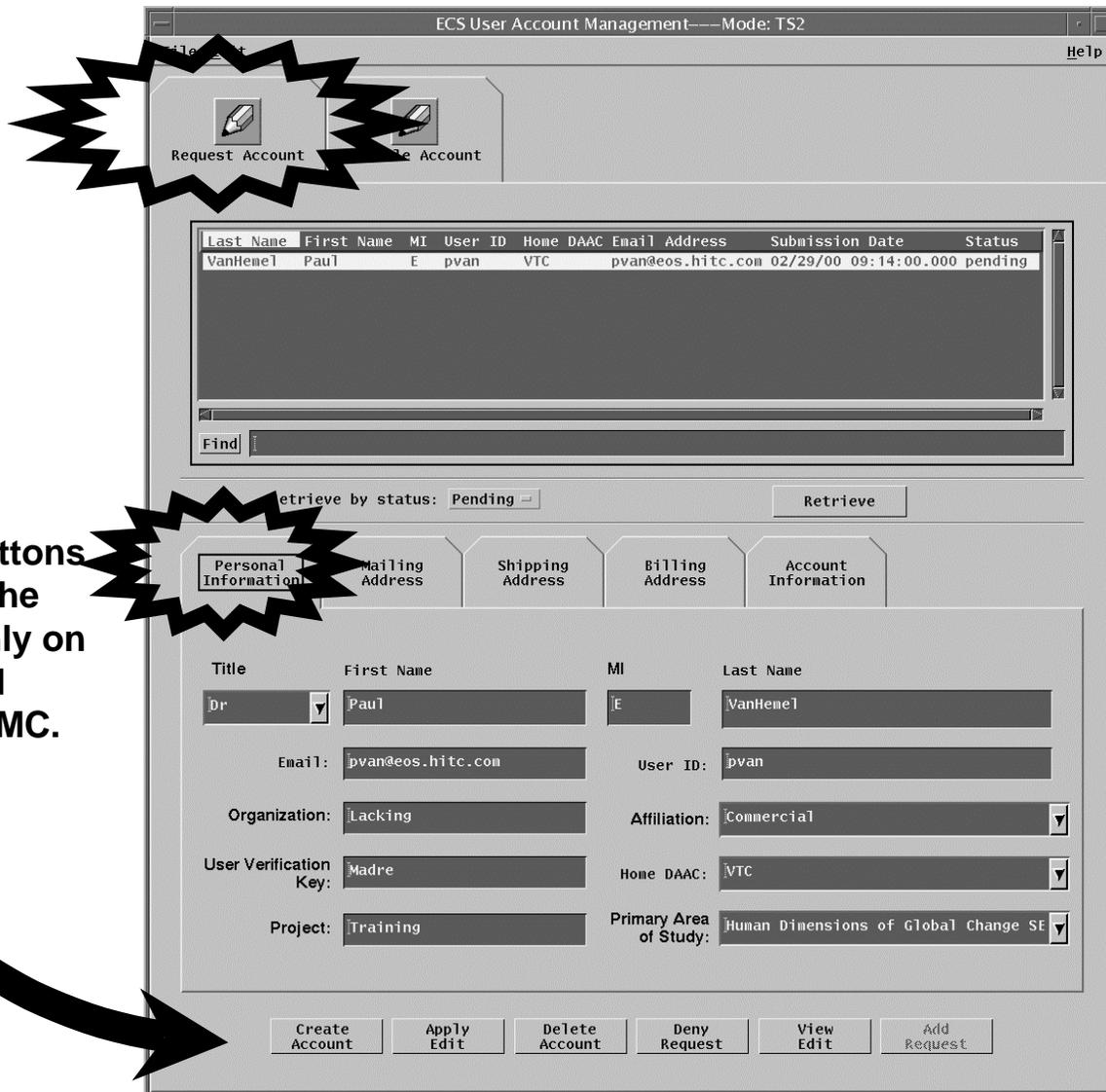
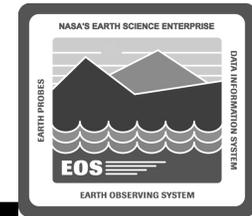
VO Gateway Password:

Authorize For ASTER L1B

Create Account Apply Edit Delete Account Deny Request View Edit Add Request

**Note:** Control buttons at the bottom of the screen appear only on the tool accessed remotely at the SMC.

# User Request Screen Personal Information



ECS User Account Management—Mode: TS2

Request Account    Delete Account

Last Name	First Name	MI	User ID	Home DAAC	Email Address	Submission Date	Status
VanHemel	Paul	E	pvan	VTC	pvan@eos.hitc.com	02/29/00 09:14:00.000	pending

Retrieve by status: Pending    Retrieve

Personal Information    Mailing Address    Shipping Address    Billing Address    Account Information

Title: Dr    First Name: Paul    MI: E    Last Name: VanHemel

Email: pvan@eos.hitc.com    User ID: pvan

Organization: Lacking    Affiliation: Commercial

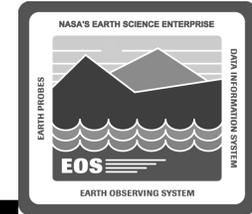
User Verification Key: Madre    Home DAAC: VTC

Project: Training    Primary Area of Study: Human Dimensions of Global Change SE

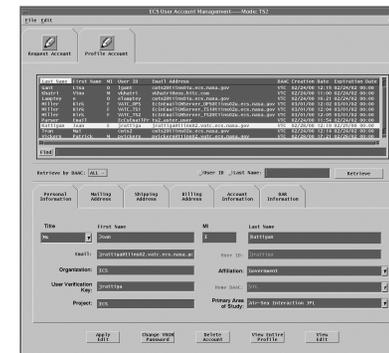
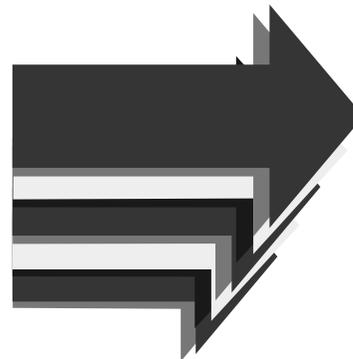
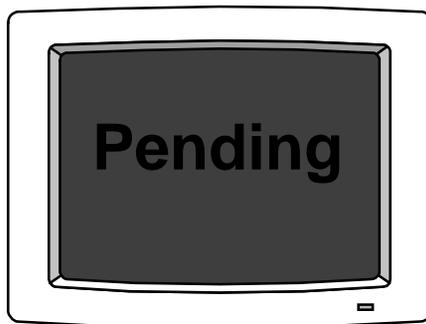
Create Account    Apply Edit    Delete Account    Deny Request    View Edit    Add Request

**Note:** Control buttons at the bottom of the screen appear only on the tool accessed remotely at the SMC.

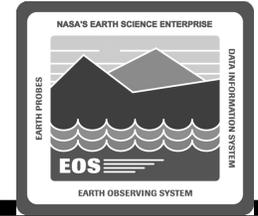
# Accounts from URL Registration



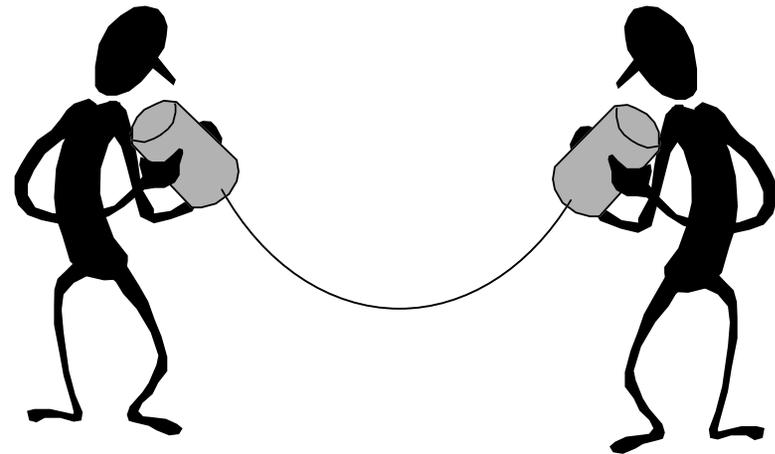
- User may enter registration data through WWW
  - Creates a “Pending” account in database
- User Services representative uses Account Management tool to check for pending registrations and create accounts
  - Select a pending account to move data automatically into the five information categories of the “Request Accounts” folder



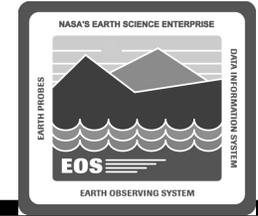
# Edit/Modify an Existing Account



- **User Services has responsibility to maintain ECS user accounts**
  - **Maintain contact with user to confirm continued accuracy of information**
  - **Verify applicability of address change notice; do not assume change applies to all**
    - **Billing address**
    - **Shipping address**
    - **Mailing address**
  - **Account information**
  - **Personal information**



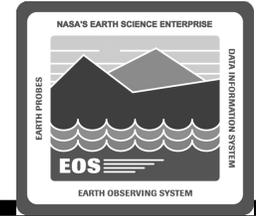
# Delete an ECS Account



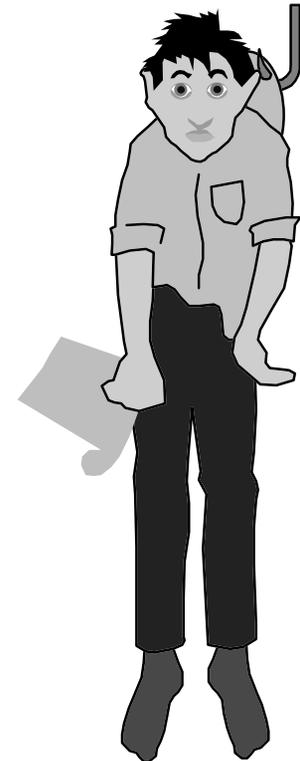
- **User Services representative may delete an ECS user account from the database, upon management instruction or user request**
  - Uses ECS User Account Management tool
  - Retrieve and verify account
  - Remove account from database



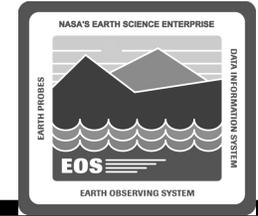
# Cancel an ECS Account



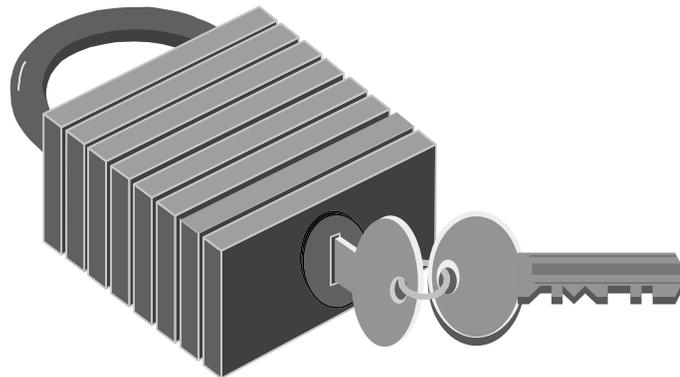
- **User Services representative may cancel an ECS user account**
  - Uses ECS User Account Management tool
  - Retrieve and verify account
  - Temporarily impose probation on user's privileges (for cause)
  - Establish an expiration date, upon which account will be deleted from database unless cause of probation is removed



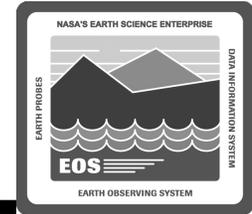
# Change an ECS User's Password



- **To replace a password forgotten by a user, User Services may need to provide a new one**
  - **Uses ECS User Account Management tool**
  - **Retrieve and verify account**
  - **Issue new password which must be changed on first use**

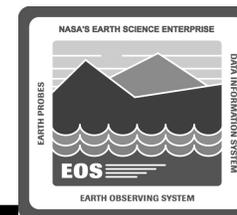


# Account Management Messages



Message Text	Impact	Cause/Corrective Action
Can Not Connect To The Server. Try again later.	Unable to retrieve a user request or user profile.	Notify the System Administrator that the User Profile Server needs to be started.
Can Not Connect To The Server. Please check DCE login.	Unable to retrieve a user request or user profile.	Login to DCE.
No data found in the database.	No user requests or registered users are entered in the database for the selected home DAAC.	None.
The V0GW password and Gate Way User Type can not be Empty.	Cannot complete action to create a user profile.	Ensure that all required fields have data entered.
Create Register User Failed Please check log file for error.	Cannot complete action to create a user profile.	Check User Profile Server log files for possible Sybase or DCE errors; notify DCE Administrator and/or Database Administrator of problem.

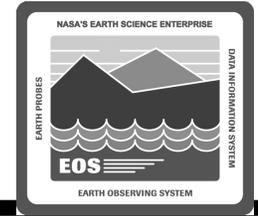
# Account Mgmt. Messages (Cont.)



Message Text	Impact	Cause/Corrective Action
Delete request user failed.	Unable to delete a user request.	Check User Profile Server log files for possible Sybase or DCE errors; notify DCE Administrator and/or Database Administrator of problem.
Update Failed for Register User Please try again.	Unable to update a user request.	Check User Profile Server log files for possible Sybase or DCE errors; notify DCE Administrator and/or Database Administrator of problem.
The First Name, Last Name, Telephone number and Email Address can not be Empty.	Cannot complete action to create a user profile.	Ensure that all required fields have data entered.
Insert has failed for Regist User, Please try again.	Cannot complete action to create a user profile.	Check User Profile Server log files for possible Sybase or DCE errors; notify DCE Administrator and/or Database Administrator of problem.
Delete failed for Register User Please try again.	Unable to delete a user request.	Check User Profile Server log files for possible Sybase or DCE errors; notify DCE Administrator and/or Database Administrator of problem.
Update failed for profile database Please try again.	Unable to update a user profile.	Check User Profile Server log files for possible Sybase or DCE errors; notify DCE Administrator and/or Database Administrator of problem.
DCE cell admin password can not be empty.	Cannot log in as DCE administrator.	Add entry in the appropriate field.
V0 GateWay password is empty. The password is not updated.	Unable to update V0 Gateway password.	Add entry in the appropriate field.
V0 GateWay password Failed. Please try again.	Unable to change V0 Gateway password.	Check User Profile Server log files for possible Sybase or DCE errors; notify DCE Administrator and/or Database Administrator of problem.
Delete failed for profile database Please try again.	Unable to delete user profile.	Check User Profile Server log files for possible Sybase or DCE errors; notify DCE Administrator and/or Database Administrator of problem.
No e-mail address.	Unable to change Aster category or delete a DAR privilege.	Add e-mail address in the configuration file.

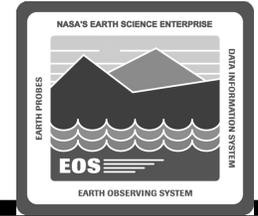
# Account Management Log Files

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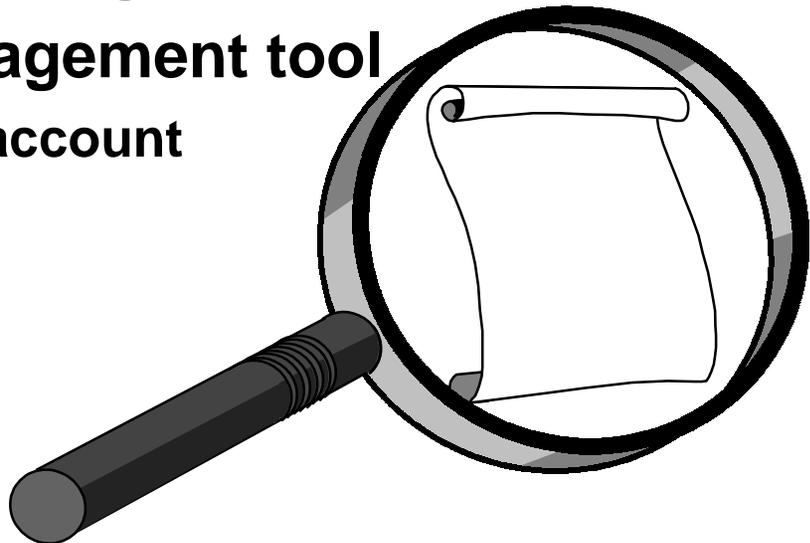


- **Check log files; review with UNIX editor (e.g., *pg*, *view*, *vi*, *more*, *tail*)**
  - EcMsAcRegUserSrvrDebug.log
  - EcMsAcRegUserSrvr.ALOG
- **If evidence of DCE error, notify System Administrator and/or DCE Administrator**
- **If evidence of Sybase error, notify Database Administrator**

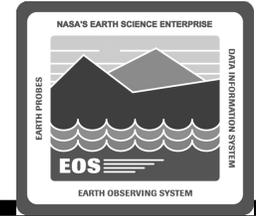
# Processing an Order



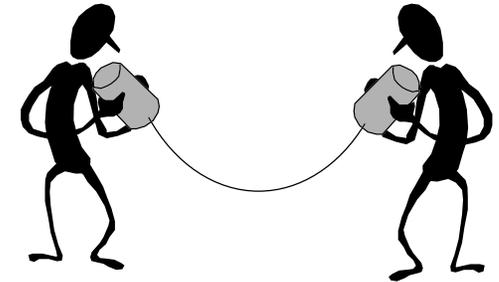
- **Some users may prefer not to use the Search and Order tool directly**
  - Orders by telephone projected to be a daily occurrence
  - User Services representative places order for the user
- **User Contact Log/Trouble Ticket tool**
  - Create/update user contact log record
- **ECS User Account Management tool**
  - Retrieve and verify user account
- **Search and Order tool**
  - Locate data
  - Order data



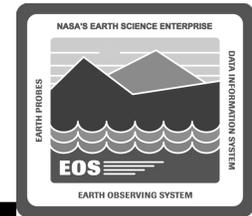
# Create User Contact Log Record



- **Any User Services event (user contact) is a cue for the User Services representative to create a record in the User Contact Log**
  - Each record is assigned a unique Log ID
  - Contact (user) data (e.g., name, telephone number, e-mail address, home DAAC, organization)
- **Four User Contact Log screens**
  - **Submit:** to create new records
  - **Display:** to display existing records and generate reports
  - **Edit:** to make changes to existing records
  - **Entry:** to access the other screens



# User Contact Log Entry Screen



Action Request System — ReIB-Contact Log (t1msh01)

File Edit Query Actions Macros Windows Help

Log-Id  Log Status  Contact Method

Short Description  Associated TT Id

Long Description

Comment Log

Contact Id (Required for TT)

Receiving Operator

Set Contact Information

Category

Set Received Time

Contact Name

Contact Phone

Contact E-mail

Contact Home DAAC

Contact Organization

Received Time

Entered Time

Modified-Date

Last-modified-by

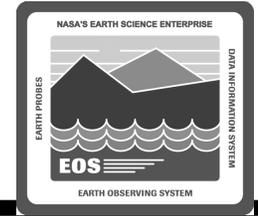
Create TT Goto TT

{ } " + - \* / % = < > <- >- >> LIKE AND OR NOT Fields

Query

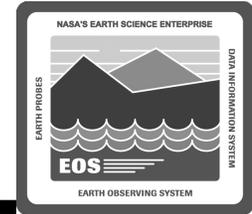
# Verify User Account

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- **ECS User Account Management Tool at SMC**
  - **Profile Accounts: Account Information or Personal Information**
  - **Profile Accounts: User Profile**
    - Summarizes all user data
    - Display only

# View Entire Profile Screen



ECS User Account Management—Mode: TS2

File Edit Security Help

Request Account Profile Account

**User Profile**

PERSONAL INFORMATION		ACCOUNT INFORMATION	
Name:	Ms Joan E Rattigan	Date Created:	02/28/00
E-mail Address:	jrattiga@tins02.vatc.ecs.n	Expiration Date:	02/25/00
Organization:	ECS	Privilege Level:	High
User ID:	jrattiga	NASA User:	Privileged
User Verification Key:	jrattiga	Access Privilege:	
Affiliation:	Government	VO Gateway User Type:	DAACOPS
Project:	ECS	VO Gateway Category:	USA
Home DAAC:	VTC		
Primary Area Of Study:	Air-Sea Interaction JPL		

MAILING ADDRESS		SHIPPING ADDRESS	
Address:	2222 Rose Lane	Address:	2222 Rose Lane
City:	Landover	City:	Landover
State/Province:	Maryland	State/Province:	Maryland
Country:	United States	Country:	United States
Zip/Postal Code:	22222	ZIP/Postal Code:	22222
Telephone:	(301)925-0771	Telephone:	(301)925-0771
Fax:		Fax:	

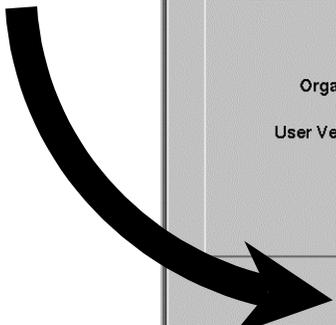
  

BILLING ADDRESS		BAR INFORMATION	
Address:	2222 Rose Lane	Bar Category:	No Privilege
City:	Landover	BAR Expedited Data:	No
State/Province:	Maryland		
Country:	United States		
ZIP/Postal Code:	22222		
Telephone:	(301)925-0771		
Fax:			

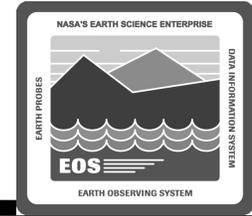
Close

Apply Edit Change DCE Password Change VOGW Password Delete Account View Entire Profile View Edit

**Note:** Available only on the tool accessed remotely at the SMC.

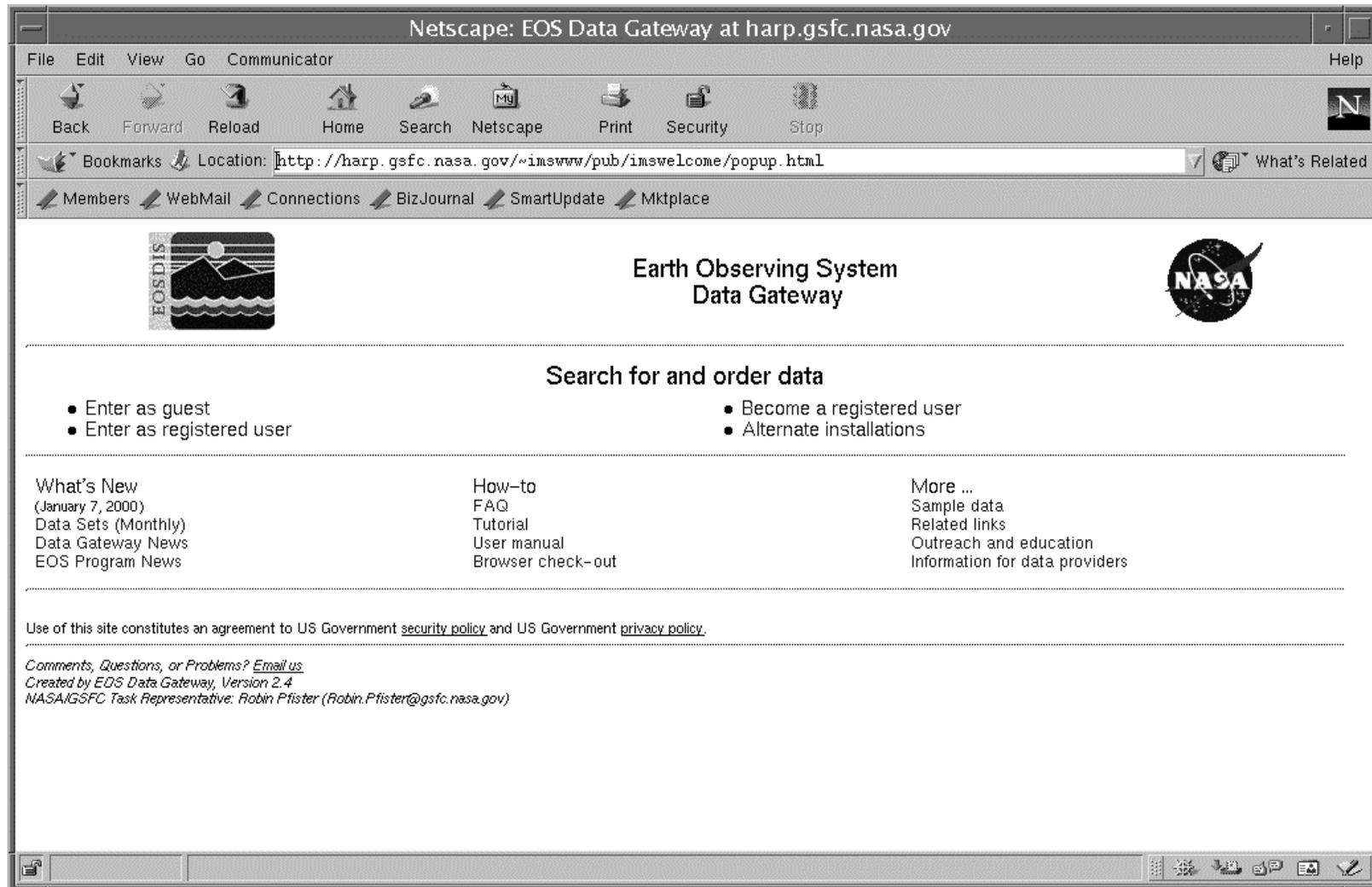
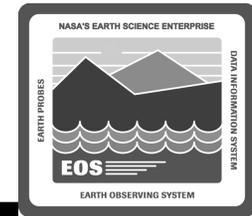


# Data Search and Order

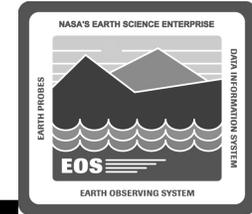


- **Guidance available on the WWW:**  
**<http://eos.nasa.gov/imswelcome>**
  - **Web Gateway Users' Manual:** technical information
  - **Frequently Asked Questions:** captures commonly sought information, terminology, search, data, and ordering
  - **Tutorial:** introduction to the tool and how to find and order data
- **Approaches available for user**
  - **Web-based Search and Order tool:**  
**<http://eos.nasa.gov/imswelcome>**
  - **Data center-specific searches:** specialized tools
  - **Let User Services do it:** EOS Data Gateway Web Client

# Search and Order Tool Welcome Screen



# Simple Search Screens



Netscape: EOS Data Gateway: Data Search and Order (Simple)

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Stop

Bookmarks Location: http://harp.gsfc.nasa.gov:80/ims-bin/pub/rph-ims.c What's Related

**Search Creation:**  
**Data Search and Order (Simple)**

User: guest

[User Preferences](#)  
[Search Creation](#)  
[Search Status](#)  
[Results Data Set](#)  
[Results Granule](#)  
[My Failure](#)  
[Shopping Cart](#)  
[Exit to Home](#)

[Help](#)  
[FAQ](#)

[Problems/Comments](#)  
[List of EDG Sites](#)  
[Check Order Status](#)  
[User Support](#)

Switch to...

**1. Search Data Set Catalog by Keyword:**

Type in keywords and/or pick from the list.

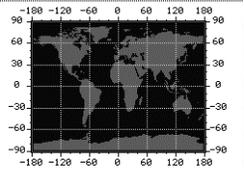
-----  
ACOUSTIC FREQUENCY  
AEROSOL BACKSCATTER  
AEROSOL EXTINCTION

Results accumulate unless you hit...

**Optional Search Criteria:**

**Geographic Region**  
[Edit \[Default\]](#)

RANGE:  
90.0000° to -90.0000° Lat  
-180.0000° to 180.0000° Lon



**Time Range** (The time period covered by the data.)  
[Edit \[Default\]](#)

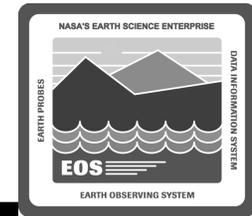
**Search Options...**  
[Edit](#)

Max number of data granules per data set: 100  
Only return data granules with images? NO  
Maximum search time: 45 minutes

Comments, Questions, or Problems? Email us.  
Created by EOS Data Gateway version 2.4

Document: Done

# Advanced Search Screen



Netscape: EOS Data Gateway: Data Search and Order (Advanced)

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Stop

Bookmarks Location: <http://harp.gsfc.nasa.gov:80/ims-bin/pub/nph-ims.cgi?endForm=1&u=695908&si/> What's Related

**Search Creation:  
Data Search and Order (Advanced)**

User: guest

[User Preferences](#)  
[Search Creation](#)  
[Search Status](#)  
[Results Data Set](#)  
[Results Granule](#)  
[My Folder](#)  
[Shopping Cart](#)  
[Exit to Home](#)

**1. Select search type**

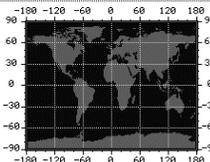
Summary Document Search: Search for summary information on collections of data products.  
 Detailed Document Search: Search for detailed information on collections of data products.  
 Data Search and Order: Search for and order data products.  
 Data Granule ID: Search for individual data products, using product or data granule IDs.

Switch to...

**2. Build search**

**Geographic Region**  
[Edit](#) [Delete](#) [Help](#)

RANGE:  
 90.0000° to -90.0000° Lat  
 -180.0000° to 180.0000° Lon



**Parameter**  
[Edit](#) [Delete](#) [Help](#) (A physical property being measured in the data (e.g., humidity))

**Data Set**  
[Edit](#) [Delete](#) [Help](#) (A named collection of data/observations.)

**Sensor**  
[Edit](#) [Delete](#) [Help](#) (An instrument used in gathering the data.)

**Data Center**  
[Edit](#) [Delete](#) [Help](#) (The place where the data are archived.)

**Source**  
[Edit](#) [Delete](#) [Help](#) (The spacecraft, airplane, etc. the sensor was located on.)

**Campaign**  
[Edit](#) [Delete](#) [Help](#) (The project or study that obtained the data.)

**Processing Level**  
[Edit](#) [Delete](#) [Help](#) (Amount of processing performed on the data (e.g., 0 = raw).)

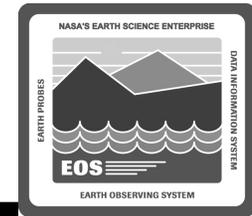
**Other search criteria...** (Choose up to 2 attributes.)  
 LANDSAT 7 BAND GAINS, LANDSAT 7 QUAD CLOUD COVER, LANDSAT 7 SCENE CLOUD COVER, LANDSAT 7 SCENE QUALITY,  
 LANDSAT 7 SUN ANGLES, LOCAL GRANULE ID, QUALITY FLAGS, X-SAR DATA TAKE IDENTIFICATION, X-SAR PRODUCT TYPE

**Time Range**  
[Edit](#) [Delete](#) [Help](#) (The time period covered by the data.)

**3. Set optional search criteria**

**Search Options...**  
[Edit](#) [Help](#)
 Max number of data granules per data set: 100  
 Only return data granules with browse products? NO  
 Only return datasets that were gathered during? DAY/NIGHT  
 Query name: UNTITLED

# Select Geographic Region



Netscape: EOS Data Gateway: Select: Geographic Region

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Stop

Bookmarks Location: <http://harp.gsfc.nasa.gov:80/ims-bin/pub/nph-ims.cgi/u685328#SCROLL> What's Related

Members WebMail Connections BizJournal SmartUpdate Mktplace

 **Search Form: Data Search and Order:  
Select: Geographic Region**

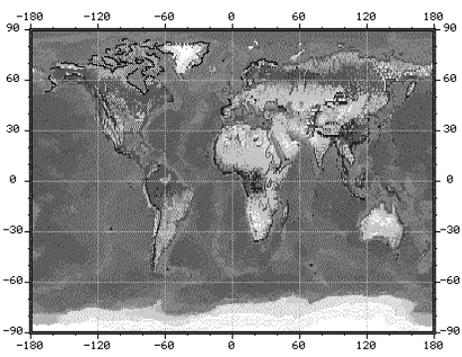
User: guest

[User Preferences](#)  
[Search Creation](#)  
[Search Status](#)  
[Results: Data Set](#)  
[Results: Granule](#)  
[My Folder](#)  
[Shopping Cart](#)  
[Exit to Home](#)

[Help](#)  
[FAQ](#)

[Problems/Comments](#)  
[List of EDG Sites](#)  
[Check Order Status](#)  
[User Support](#)

**Step 1: Select a western corner of your desired search rectangle:**



The map shows a world view with a grid. A search rectangle is drawn over the western United States, with its western corner at approximately 120°W, 30°N. The map axes range from -180 to 180 longitude and -90 to 90 latitude.

**Optional: if you don't want to select your region via the means shown above, simply select the map/method you want to use below, and hit the SELECT button.**

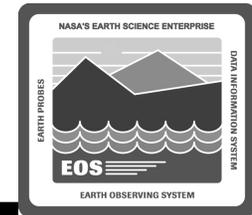
region using...

**Optional:** Normally when you're done with this screen (e.g., by clicking OK, Cancel, or Return), you'd go back to the main search form. However, you can use this menu to change your destination.

Go to  when I'm done with this screen.

*Comments, Questions, or Problems? [Email us](#)  
Created by EOS Data Gateway version 2.4  
NASA/GSFC Task Representative: Robin Pfister ([Robin.Pfister@gsfc.nasa.gov](mailto:Robin.Pfister@gsfc.nasa.gov))*

# Results Screen



Netscape: EOS Data Gateway: Listing

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Stop

Bookmarks Location: <http://harp.gsfc.nasa.gov:80/ins-bin/pub/nph-ins.cgi?endform=1&u=685860&sid=9476838614203628&mode=GRANLIST&submode=NEW&sdskey=2%2F376&AutoDisplay=1> What's Related

Members WebMail Connections BizJournal SmartUpdate Mktplace

**Results: Granule Listing**

User: guest You are automatically being shown the Granule list since there was only one Dataset returned.

No items are currently selected.  
(Note: If you want to display this list with different columns, select the User Preferences link to the left.)

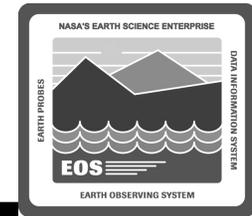
Select	Options...	Data Granule	Geo. Center	Start Date	Stop Date	Geo. Coverage	Data Center	Data Set
<input type="checkbox"/>	<input type="button" value="Granule attributes"/> <input type="button" value="Other links"/> <input type="button" value="View image"/> <input type="button" value="Request sample"/>	876999	Global	22 Aug 1991, 00:00:00	22 Aug 1991, 23:59:59	GLOBAL:	GSFC	TOMS LEVEL 3 DAILY GRIDDED DA
<input type="checkbox"/>	<input type="button" value="Granule attributes"/> <input type="button" value="Other links"/> <input type="button" value="View image"/> <input type="button" value="Request sample"/>	877000	Global	23 Aug 1991, 00:00:00	23 Aug 1991, 23:59:59	GLOBAL:	GSFC	TOMS LEVEL 3 DAILY GRIDDED DA
<input type="checkbox"/>	<input type="button" value="Granule attributes"/> <input type="button" value="Other links"/> <input type="button" value="View image"/> <input type="button" value="Request sample"/>	877001	Global	24 Aug 1991, 00:00:00	24 Aug 1991, 23:59:59	GLOBAL:	GSFC	TOMS LEVEL 3 DAILY GRIDDED DA
<input type="checkbox"/>	<input type="button" value="Granule attributes"/> <input type="button" value="Other links"/> <input type="button" value="View image"/> <input type="button" value="Request sample"/>	877002	Global	25 Aug 1991, 00:00:00	25 Aug 1991, 23:59:59	GLOBAL:	GSFC	TOMS LEVEL 3 DAILY GRIDDED DA
<input type="checkbox"/>	<input type="button" value="Granule attributes"/> <input type="button" value="Other links"/> <input type="button" value="View image"/> <input type="button" value="Request sample"/>	877003	Global	26 Aug 1991, 00:00:00	26 Aug 1991, 23:59:59	GLOBAL:	GSFC	TOMS LEVEL 3 DAILY GRIDDED DA
<input type="checkbox"/>	<input type="button" value="Granule attributes"/> <input type="button" value="Other links"/> <input type="button" value="View image"/> <input type="button" value="Request sample"/>	877004	Global	27 Aug 1991, 00:00:00	27 Aug 1991, 23:59:59	GLOBAL:	GSFC	TOMS LEVEL 3 DAILY GRIDDED DA
<input type="checkbox"/>	<input type="button" value="Granule attributes"/> <input type="button" value="Other links"/> <input type="button" value="View image"/> <input type="button" value="Request sample"/>	877005	Global	28 Aug 1991, 00:00:00	28 Aug 1991, 23:59:59	GLOBAL:	GSFC	TOMS LEVEL 3 DAILY GRIDDED DA
<input type="checkbox"/>	<input type="button" value="Granule attributes"/> <input type="button" value="Other links"/> <input type="button" value="View image"/> <input type="button" value="Request sample"/>	877006	Global	29 Aug 1991, 00:00:00	29 Aug 1991, 23:59:59	GLOBAL:	GSFC	TOMS LEVEL 3 DAILY GRIDDED DA
<input type="checkbox"/>	<input type="button" value="Granule attributes"/> <input type="button" value="Other links"/> <input type="button" value="View image"/> <input type="button" value="Request sample"/>	877007	Global	30 Aug 1991, 00:00:00	30 Aug 1991, 23:59:59	GLOBAL:	GSFC	TOMS LEVEL 3 DAILY GRIDDED DA
<input type="checkbox"/>	<input type="button" value="Granule attributes"/> <input type="button" value="Other links"/> <input type="button" value="View image"/> <input type="button" value="Request sample"/>	877008	Global	31 Aug 1991, 00:00:00	31 Aug 1991, 23:59:59	GLOBAL:	GSFC	TOMS LEVEL 3 DAILY GRIDDED DA

You are currently viewing items 1 through 10 out of 100 total.

then:
 
 then:

[Comments, Questions, or Problems? Email us](#)  
 Created by EOS Data Gateway version 2.4  
 NASA/GSFC Task Representative: Robin Pfister (Robin.Pfister@gsfc.nasa.gov)

# Granule Attributes Screen



Netscape: EOS Data Gateway: Data Granule Attributes

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Stop

Location: <http://harp.gsfc.nasa.gov:80/ins-bin/pub/nph-ins.cgi?endform=1&u=685863&aid=947683861&2D3628&mode=GRANA>

Members WebMail Connections BizJournal SmartUpdate Mktplace

**Data Granule Attributes**

User: guest

[User Preferences](#)  
[Search Creation](#)  
[Search Status](#)  
[Results Data Set](#)  
[Results Granule](#)  
[My Folder](#)  
[Shopping Cart](#)  
[Exit to Home](#)

**Data set attributes** **876999** [Previous Granule](#) [Next Granule](#)  
 1 of 100

**TOMS LEVEL 3 DAILY GRIDDED DATA**

**General information**

	Definition	Summary document	Detailed document
Campaign			TOMS
Data Center Id			GSFC
Dataset Id			TOMS LEVEL 3 DAILY GRIDDED DATA
Parameters			OZONE
			TRACE GASES
Sensor Names			TOMS
Source Names			METEOR-3

**Additional attribute information**

**Spatial/temporal information**

Netscape: EOS Data Gateway: Data Granule Attributes

Home Search Netscape Print Security Stop

Location: <http://harp.gsfc.nasa.gov:80/ins-bin/pub/nph-ins.cgi?endform=1&u=685863&aid=947683861&2D3628&mode=GRANA>

Members WebMail Connections BizJournal SmartUpdate Mktplace

Zoom: 1x Map Center: 0°Lat, 0°Long.

Your current search region is shown in this "color".

Geographic Center	Global
Geographic Extent	Global
Geographic Type	GLOBAL
Start Date	22 Aug 1991, 00:00:00
Stop Date	22 Aug 1991, 23:59:59

**Miscellaneous information**

Browse Type	N
Day or Night Time?	D
Data Granule Key	2/376/876999
Processing Level	3

[Summary document](#) This is the [directory](#) entry for this granule's data set, as maintained by the Global Change Master Directory (GCMD).

[Detailed document](#) This is the [guide](#) entry for this particular granule's data set, as provided by the [guide systems](#) at the individual data centers.

[View Browse](#) View the browse products for this data granule.

[Request Sample](#) Request the FTP browse product(s) for this data granule. Some products may be on-line now; others may take some time to stage.

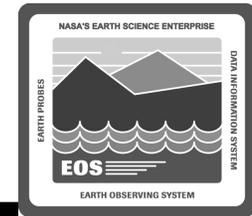
**The last search you submitted was for...**

- Data Set: TOMS LEVEL 3 DAILY GRIDDED DATA
- Geographic Region: -60 0000° to -90 0000° Lat, -180 0000° to 180 0000° Lon
- Parameter: OZONE
- Time Range: 01 Dec 1990, 00 00 00 to 31 Dec 1992, 23 59 59

If you gave this query to your machine, you can restore it later into the search form by entering its URL into the special field at the bottom of the search form.

[Comments, Questions, or Problems? Email us](#)  
 Created by EOS Data Gateway version 2.4  
 NASA/GSFC Task Representative: Robin Pfater (Robin.Pfater@gsfc.nasa.gov)

# Choose Ordering Options



Netscape: EOS Data Gateway: Step 1: Choose Ordering Options

Location: <http://harp.gsfc.nasa.gov/80/ims-bin/pub/nph-ims.cgi/6685863>

Members WebMail Connections BizJournal SmartUpdate Mktplace

**EOS Data Gateway**

**Shopping Cart:**  
**Step 1: Choose Ordering Options**

User: guest

You selected a total of 2 data granules. Of them ...

- 2 of your selections were added to your shopping cart.

There are currently 2 items in your shopping cart, 0 items are ready to be ordered.

Before you can go to **Step 2: Order Form** you must choose ordering options using the **Order Options** button next to each item that needs it.

Remove ALL items from shopping cart:

of a previous order.

(Note: If you want to display this list with different columns, select the User Preferences link to the left.)

Options...	Remove	Item	Geo. Center	Start Date	Stop Date	Geo. Coverage	Data Center	Data Set
<input type="button" value="Order options"/>	<input type="button" value="Remove"/>	876999	Global	22 Aug 1991, 00:00:00	22 Aug 1991, 23:59:59	GLOBAL:	GSFC	TOMS L
<input type="button" value="Order options"/>	<input type="button" value="Remove"/>	877000	Global	23 Aug 1991, 00:00:00	23 Aug 1991, 23:59:59	GLOBAL:	GSFC	TOMS L

Comments, Questions, or Problems? Email us  
Created by EOS Data Gateway version 2.4  
NASA/GSFC Task Representative: Robin Pfister (Robin.Pfister@gsfc.nasa.gov)

Netscape: EOS Data Gateway: Choose Ordering Options

Location: <http://harp.gsfc.nasa.gov/80/ims-bin/pub/nph-ims.cgi?endform=1&u=687392&sid=947683861&2D3628&mode=PK6SLC>

Members WebMail Connections BizJournal SmartUpdate Mktplace

**EOS Data Gateway**

**Shopping Cart:**  
**Choose Ordering Options**

User: guest

There are a total of 1 different Ordering Options available for this data granule. No user account is required for this data set.

**Data set attributes**  
**Granule attributes**

**TOMS LEVEL 3 DAILY GRIDDED DATA**

**Data Granule ID: 876999**

**Ordering Option: 1** (Contains just this data granule.)

Additional Info:

Select	Data Format	Media type	Media format	Package Size	Cost (US\$)
<input type="radio"/>	NATIVE FORMAT GRANULE	TEST	TAR COMPRESSED	80-620 KB	\$0.00
<input type="radio"/>	NATIVE FORMAT GRANULE	TEST	COMPRESSED	80-620 KB	\$0.00
<input type="radio"/>	NATIVE FORMAT GRANULE	FTP	TAR COMPRESSED	80-620 KB	\$0.00
<input type="radio"/>	NATIVE FORMAT GRANULE	FTP	COMPRESSED	80-620 KB	\$0.00
<input type="radio"/>	NATIVE FORMAT GRANULE	8MM 5GB CARTRIDGE	TAR UNCOMPRESSED	80-620 KB	\$0.00
<input type="radio"/>	NATIVE FORMAT GRANULE	8MM 5GB CARTRIDGE	UNCOMPRESSED	80-620 KB	\$0.00
<input type="radio"/>	NATIVE FORMAT GRANULE	8MM 2GB CARTRIDGE	TAR UNCOMPRESSED	80-620 KB	\$0.00
<input type="radio"/>	NATIVE FORMAT GRANULE	8MM 2GB CARTRIDGE	UNCOMPRESSED	80-620 KB	\$0.00
<input type="radio"/>	NATIVE FORMAT GRANULE	4MM CARTRIDGE	TAR UNCOMPRESSED	80-620 KB	\$0.00
<input type="radio"/>	NATIVE FORMAT GRANULE	4MM CARTRIDGE	UNCOMPRESSED	80-620 KB	\$0.00

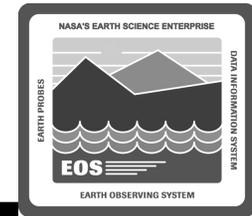
*\* I want no items from this option.*

I want these ordering options for every data granule that applies in data set TOMS LEVEL 3 DAILY GRIDDED DATA in the shopping cart.

I want these ordering options only for data granule 876999.

**Ok! Accept my choice & return to the shopping cart!**

# Order Form



Netscape: EOS Data Gateway: Step 2: Order Form

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Stop

Bookmarks Location: <http://harp.gsfc.nasa.gov:80/ims-bin/pub/nph-ims.cgi/u687886> What's Related

Members WebMail Connections BizJournal SmartUpdate Mkplace

**EOSDIS**

**Shopping Cart:**  
**Step 2: Order Form**

User: guest

[User Preferences](#)  
[Search Creation](#)  
[Search Status](#)  
[Results: Data Set](#)  
[Results: Granule](#)  
[My Folder](#)  
> [Shopping Cart](#)  
[Exit to Home](#)

**Order Options: 2**  
**Approx. Cost: US\$ 0.00**  
**Data Centers: GSFC**

**NOTE:** Costs shown are the *minimum estimated cost* for your order. If cost information was unavailable for some of the products you requested, or if there are per-order shipping charges, the *actual cost may be higher.*

**Your Contact Address:**

**Title:** (none)  **First Name:**  **Initial:**  **Last Name:**

**Organization:**  **Internet E-Mail Address:**

**Street Address:**

**City:**  **State/Province:**  **Zip/Postal Code:**

**Country:**

**Telephone:**  **Fax:**

Shipping Address: Same as contact address (above)  
Billing Address: Same as contact address (above)

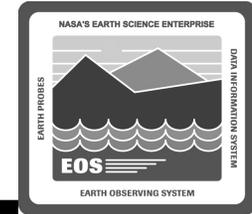
**Change Shipping/Billing Address**

**Your Affiliation:**

Type:  Choose one ...  Category:  Choose one ...

**Data Access Key (for Alaska SAR Facility customers only):**

# Order Confirmation



Netscape: EOS Data Gateway: Order Submitted

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Stop

Location: <http://harp.gsfc.nasa.gov:80/ims-bin/pub/nph-ims.cgi?endform=1&u=688611&sid=947683861%2D362> What's Related

Members WebMail Connections BizJournal SmartUpdate Mktplace



**Shopping Cart:**  
**Order Submitted**

User: guest

Your order has been submitted to the appropriate data centers, and a copy of the [shipping receipt](#) has been emailed to the account [pvan@eos.hitc.com](mailto:pvan@eos.hitc.com).

**Data Center:** GSFC  
**Order Tracking Number:** 947683861-3628-P1  
**Status/Comments:**  
Order Received/ Successful query. Total granules: 2, total size: 0.16 MB, total size: 0.45 MB

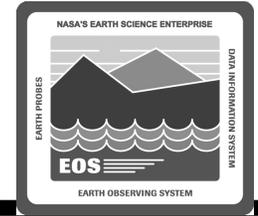
**Contact name:** User Services  
**Organization:** Goddard DAAC  
**Address:** NASA Goddard Space Flight Center  
Code 902.2  
Greenbelt, MD 20771 USA  
**Phone:** 301-614-5224  
**Fax:** 301-614-5268  
**Email:** [gsfc@eos.nasa.gov](mailto:gsfc@eos.nasa.gov)

If your order status shows "failed", please contact the data center immediately.

*Comments, Questions, or Problems? [Email us](#)*  
*Created by EOS Data Gateway version 2.4*  
*NASA/GSFC Task Representative: Robin Pfister ([Robin.Pfister@gsfc.nasa.gov](mailto:Robin.Pfister@gsfc.nasa.gov))*

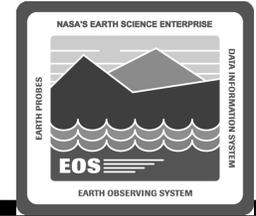
100%

# Update User Contact Log



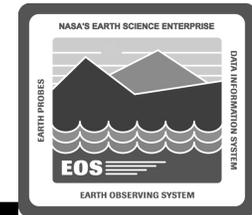
- **Show progress or resolution of the contact**
- **User Contact Log remains open until the request is completed**
- **User Contact Log record can be modified several times before the request is completed**
- **For each modification, the log displays:**
  - **the operator that made the modification**
  - **the date and time of the modification**

# Cancel/Track an Order



- **Create a User Contact Log record**
- **Validate the user**
- **ECS Order Tracking (New)**
- **Cancel Order (New)**
- **Update User Contact Log**

# ECS Order Tracking Screen



ECS Data Order Tracking—Mode: TS2

File Edit Help

Query by:

User Name: Last Name:  First Name:

Order Type  Aster On Demand  Normal

Order ID:

Request ID:

Filter by Status:

Pending  Aborted  SDSRV Staging  Expired

Operator Intervention  Canceled  Queued  Awaiting L1B

Staging  Terminated  Waiting For Data  L1B Received

Transferring  Subsetting  Waiting For Processing  Finished

Waiting for Shipment  Subsetting Staging  Being Processed

Shipped  Prep for Distribution  Completed Processing

Update

Items:  Status

Description

Order List

Order ID	Home DAAC	Order Date	Order Type	Order Status	Source
2300000002	VTC	02/25/00 17:48:00.000			
2300000003	VTC	02/25/00 18:27:00.000		Terminated	
2300000004	VTC	02/26/00 15:40:00.000		Terminated	
2300000005	VTC	02/26/00 15:45:00.000			
2300000006	VTC	02/26/00 15:48:00.000		Terminated	
2300000007	VTC	02/26/00 16:31:00.000		Terminated	
2300000008	VTC	02/26/00 16:38:00.000		Terminated	
2300000009	VTC	02/26/00 16:51:00.000		Terminated	
2300000010	VTC	02/26/00 17:09:00.000		Terminated	

Find:

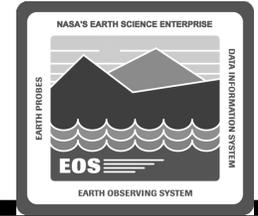
Request List

Order ID	Request ID	Processing DAAC	Request Type	#Files	Size	Media	Format
2300000002	2300000002	VTC		2	113639424	FtpPull	FILEFORM

Query Order

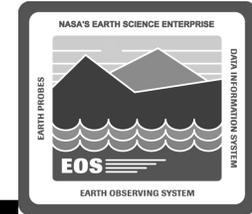
Query Request

# Order Tracking



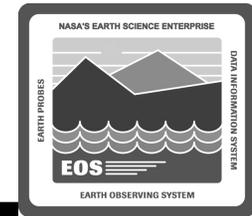
- **Order Tracking tool permits several query options**
  - **User Name (multiple hits bring Verify User Selection)**
  - **ASTER On Demand (Check box under User Name)**
  - **Order ID (unique ID assigned when order is placed)**
  - **Request ID (for large orders, Data Server may partition the order and assign more than one Request ID)**
- **Filters to reduce number of orders displayed**
- **To cancel a highlighted order, click on *Update Order* button and set status to *Canceled***

# Order Tracking Messages



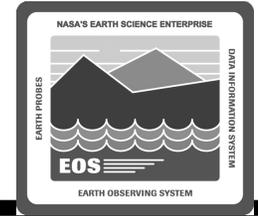
Message Text	Impact	Cause/Corrective Action
No requests found for the order.	A retrieved order has no specific requests.	None.
Unable to read from the Request Database. Try again later.	Unable to retrieve a specified request.	Check Order Tracking Server log files for possible DCE, network, or server errors; notify DCE Administrator, System/Network Administrator, and/or Database Administrator of problem.
Unable to read from the Order Database. Try again later.	Unable to retrieve a specified order.	Check Order Tracking Server log files for possible DCE, network, or server errors; notify DCE Administrator, System/Network Administrator, and/or Database Administrator of problem.
No orders were found.	A specified order number is not found in the database.	None.
Please select a request first.	Clicking on Update Request button or Delete Request button does not update or delete request.	Click on a request to select it before clicking on Update Request button or Delete Request button.
No orders match the request ID.	A specified request number is not found in the database.	None.
The order is no longer in the database.	A specified order number cannot retrieve an order.	None.

# Order Tracking Messages (Cont.)



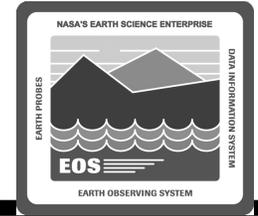
Message Text	Impact	Cause/Corrective Action
Please select an order first.	Clicking on Update Order button or Delete Order button does not update or delete order.	Click on an order to select it before clicking on Update Request button or Delete Request button.
Please delete the corresponding requests first!	Unable to delete a specified order.	The order to be deleted has some requests associated with it. Delete the requests first, and then delete the order.
Unable to delete order in the Order Database. Try again later.	A specified order cannot be deleted.	Check Order Tracking Server log files for possible DCE, network, or server errors; notify DCE Administrator, System/Network Administrator, and/or Database Administrator of problem.
Unable to delete request in the Order Database. Try again later.	A specified request cannot be deleted.	Check Order Tracking Server log files for possible DCE, network, or server errors; notify DCE Administrator, System/Network Administrator, and/or Database Administrator of problem.
Server error, can not update order.	A specified order cannot be updated.	Check Order Tracking Server log files for possible DCE, network, or server errors; notify DCE Administrator, System/Network Administrator, and/or Database Administrator of problem.

# Order Tracking Log Files



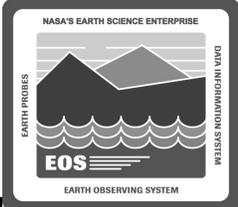
- **Check log files; review with UNIX editor (e.g., *pg*, *view*, *vi*, *more*, *tail*)**
  - **EcMsAcOrderSrvrDebug.log**
  - **EcMsAcOrdrSrvr.ALOG**
- **If evidence of DCE or network error, notify System Administrator and/or DCE Administrator**
- **If evidence of Sybase error, notify Database Administrator**

# ECS Subscriptions



- **Register new events**
  - Stored in subscription server database
- **Accept subscriptions**
  - Accept new subscription requests that specify an action and an event to initiate the action
  - Accept subscription update requests
  - Validate subscription requests
- **Process subscriptions upon event notification**
  - Identify all subscriptions to the specified event
  - Process the actions defined in the subscriptions
    - E-mail notification
    - Direct program interface to other service providers

# Subscription Editor: Initial Screen



ECS Subscription Service

File Help

subscriptions events

Subscriptions

Current DAAC... VTC Current Filter...

Subscription Information

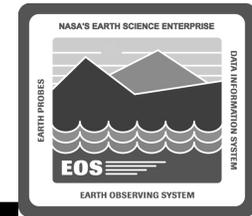
Subscription ID	Event ID	Requester ID	Start Date	Expiration Date	Email address	Email Text	Qualifiers	Action
2	10	dps	08/10/98	08/10/99	dps@tlins02u.ocs.nasa.gov	DAP_insert_TS1_4PL		
3	25	dps	08/11/98	08/11/99	dps	FIP PUSH for ASI_08	Y	
6	25	lpage	08/13/98	08/13/99	lpage	AST_08 Insert in TS1	Y	
13	72	SubsMgr	08/19/98	08/19/99		Subscription Notification:		
14	78	SubsMgr	08/19/98	08/19/99		Subscription Notification:		
15	37	SubsMgr	08/21/98	08/21/99		Subscription Notification:		
16	69	SubsMgr	08/21/98	08/21/99		Subscription Notification:		
17	72	SubsMgr	08/21/98	08/21/99		Subscription Notification:		
18	78	SubsMgr	08/21/98	08/21/99		Subscription Notification:		
19	37	SubsMgr	08/21/98	08/21/99		Subscription Notification:		
20	69	SubsMgr	08/21/98	08/21/99		Subscription Notification:		
21	72	SubsMgr	08/21/98	08/21/99		Subscription Notification:		
22	78	SubsMgr	08/21/98	08/21/99		Subscription Notification:		
24	37	SubsMgr	08/27/98	08/27/99		Subscription Notification:		

Find

Refresh Subscriptions... Set DAAC Filter Subscriptions

Add Subscription... Edit Subscription... Delete Subscription... Delete Multiple Subscriptions...

# Subscriptions: Add Subscription



**Add/Edit Subscription**

Event ID:

Event Description:

User ID:

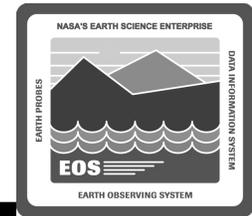
Email Address:

Email Text:

Start Date:  /  /

Expiration Date:  /  /

# Subscriptions: Browse Events



Browse Events

Select Event from the following list:

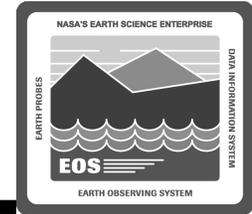
Event Information

Event ID	Description	Name
2	A granule of AST_ANC type was deleted from the DataServer's holdings	AST_ANC.001:DELETE
3	A granule of AST_ANC type was added to the DataServer's holdings	AST_ANC.001:INSERT
4	The metadata for this granule (of type AST_ANC) has been modified	AST_ANC.001:UPDATEMETADATA
5	A granule of type PGEEEXE was added to the DataServer's holdings	PGEEEXE.001:INSERT
6	The metadata for a granule of type PGEEEXE has been modified	PGEEEXE.001:UPDATEMETADATA
7	A granule of FAILPGE type was deleted from the DataServer's holdings	FAILPGE.001:DELETE
8	A granule of FAILPGE type was added to the DataServer's holdings	FAILPGE.001:INSERT
9	The metadata for this granule (of type FAILPGE) has been modified	FAILPGE.001:UPDATEMETADATA
10	A granule of DAP type was added to the DataServer's holdings	DAP.001:INSERT
11	The metadata for this granule (of type DAP) has been modified	DAP.001:UPDATEMETADATA
12	A granule of SSAPC type was added to the DataServer's holdings	SSAPC.001:INSERT

Find

OK Cancel

# Subscriptions: Actions Screen



Actions

Acquire Information

Ftp Push

8 MM tape

User Profile:

User Name:

User Password:

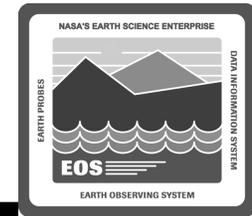
Verify Password:

Host Name:

Destination:

OK Cancel

# Subscriptions: Qualifiers Screen



Qualifiers

Qualifier Information

Name	Operators	Value
TimeofDay		
CalendarDate		
GenerationDateandTime		
SceneCloudCoverage		
UpperLeftQuadCloudCoverage		
UpperRightQuadCloudCoverage		
LowerLeftQuadCloudCoverage		
LowerRightQuadCloudCoverage		
VNIR1_ObservationMode		
VNIR2_ObservationMode		
SWIR_ObservationMode		

Find

Operators

Value

Qualifiers

Qualifier Information

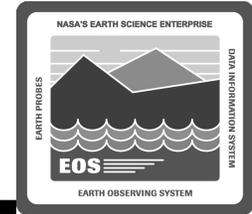
Name	Operators	Value
TimeofDay		
CalendarDate		
GenerationDateandTime		
SceneCloudCoverage	<	20%
UpperLeftQuadCloudCoverage		
UpperRightQuadCloudCoverage		
LowerLeftQuadCloudCoverage		
LowerRightQuadCloudCoverage		
VNIR1_ObservationMode		
VNIR2_ObservationMode		
SWIR_ObservationMode		

Find

Operators

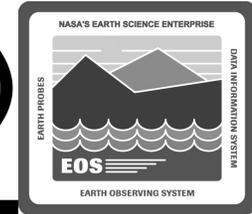
Value

# Subscription Service Messages



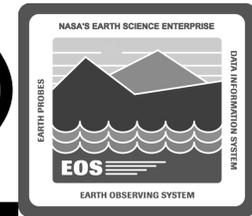
Message Text	Impact	Cause/Corrective Action
Failed to create subscription.	The Edit Subscription window is not populated and therefore no edits can be made.	Message appears when operator clicks on "Edit Subscription" button without first selecting a subscription to edit. Select a subscription before clicking on "Edit Subscription" button.
Refresh Subscription Failed.	Subscriptions will not be refreshed or retrieved from the database.	Subscription server may be down. Ask Operations Supervisor or System Administrator to check and ensure that the server is running. Then try again.
MSS server is not running, enter email address.	User profile cannot be retrieved.	MSS user profile server needed to provide the user's email address is down. Enter the email address manually.
Enter the Email Address (Message).	Cannot communicate with the MSS server.	MSS server is running but some communications problem prevents transmission of the necessary information. Enter the email address manually.
Modification of qualifiers is not supported (Message).	Cannot update the qualifiers of an existing subscription.	Update of qualifiers is not implemented; no corrective action possible, except to delete subscription and enter a new one with the desired qualifiers.
Couldn't connect to the server.	Event Browser will not come up.	Event server is down. Ask Operations Supervisor or System Administrator to restart the server. Then try again.
Error refreshing events.	Event Browser will not come up.	Event server may be down. Ask Operations Supervisor or System Administrator to check and ensure that the server is running. Then try again.

# Subscription Service Messages (Cont.)



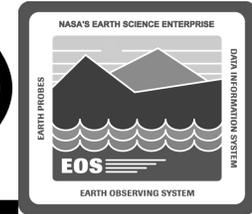
Message Text	Impact	Cause/Corrective Action
Invalid Start Date.	Subscription will not be submitted.	Entered start date for subscription is invalid. Enter valid date and re-submit the subscription.
Fill all the fields on the form.	Subscription will not be submitted.	Operator did not fill out all the required fields in the Add Subscription form. Fill in all the fields and re-submit the subscription.
Error in creating subscription.	Subscription will not be submitted.	Some invalid data entered for the subscription. Make sure the fields are filled in correctly and try again to submit the subscription.
Error in submitting subscription.	Subscription will not be submitted.	Subscription server may be down. Ask Operations Supervisor or System Administrator to check and ensure that the server is running. Then try again.
Failed to create subscription.	Subscription will not be updated.	Message appears when operator clicks on "Submit" button of Add/Edit Subscription window without providing data needed to update a subscription. When editing a subscription, provide the right data for updating.
There is no subscription to submit.	Subscription will not be submitted.	Operator clicked on "Submit" button of Add/Edit Subscription window without first entering any subscription information. Enter information and try again.
Invalid expiration date.	Subscription will not be updated.	Entered expiration date for subscription is invalid. Enter valid date and re-submit the subscription.
Couldn't update the selected subscription.	Subscription will not be updated.	Subscription server may be down. Ask Operations Supervisor or System Administrator to check and ensure that the server is running. Then try again.
Error Selecting Subscription.	Subscription will not be selected.	Subscription cannot be selected on the main screen. Subscription server may be down or slow. Ask Operations Supervisor or System Administrator to check and ensure that the server is running. Then try again.
Can't filter, collector is empty.	Clicking on "Filter Subscriptions" does not result in display of requested information.	Subscription server may be down. Ask Operations Supervisor or System Administrator to check and ensure that the server is running. If server is running, there could be a database problem. Check Subscription Server logs for evidence of Sybase error; notify Database Administrator of any indicated problem.
Must fill in valid Event ID.	Subscription will not be deleted.	Operator tried to cancel a subscription for a particular event without making an entry in the Event ID field. Enter a valid event ID and try again.
Must fill in User ID field.	Subscription will not be deleted.	Operator tried to cancel a subscription for a particular user without making an entry in the User ID field. Enter a valid user ID and try again.
Must fill in proper date.	Subscription will not be deleted.	Operator tried to cancel a subscription expiring on a particular date without making an entry in the Date field. Enter a valid date and try again.

# Subscription Service Messages (Cont.)



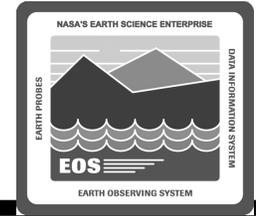
Message Text	Impact	Cause/Corrective Action
Must select a category to delete events from.	Subscription will not be deleted.	Operator tried to delete a subscription without selecting an event, a user, or an expiration date. Make an appropriate selection and try again.
Error in canceling the subscriptions.	Subscription will not be deleted.	Subscription server may be down. Ask Operations Supervisor or System Administrator to check and ensure that the server is running. Then try again.
Enter the passwords again.	Action for the subscription will not be created.	Entries in "User Password:" and "Verify Password:" fields of Actions window did not match. Try again.
Must fill in user profile.	Action for the subscription will not be created.	Operator clicked on "OK" button of Actions window without filling in required user profile information. Enter required information and try again.
Must fill in all the required fields.	Action for the subscription will not be created.	Operator clicked on "OK" button of Actions window without filling in required fields. Enter required information and try again.
Must choose a distribution method.	Action for the subscription will not be created.	Operator clicked on "OK" button of Actions window without selecting a distribution method. Make selection and try again.
Couldn't get the Event ID.	Selection of an event from the browser failed.	Operator clicked on "Submit" button of Add/Edit Subscription window without making an entry in the "Event ID:" field. Select and enter an event and try again.
Must fill in operator and value fields to add.	Subscription will not have qualifiers.	Operator clicked on "Add to the List" button on the Qualifiers window without first entering required data in the "Operators" and "Value" fields. Make required entries and try again.
Couldn't select qualifiers.	Can't build a qualifier list for the subscription.	Operator clicked on "Add to the List" button on the Qualifiers window after making entry in the "Operators" field but without first selecting a qualifier from the list. Select a qualifier from the provided list before adding operators, and then try again.
Could not create a known subscription to delete.	Subscription will not be deleted.	Subscription server may be down. Ask Operations Supervisor or System Administrator to check and ensure that the server is running. If server is running, there could be a database problem. Check Subscription Server logs for evidence of Sybase error; notify Database Administrator of any indicated problem.
Unable to get the event server ur.	Couldn't connect to the event server.	Event server may be down. Ask Operations Supervisor or System Administrator to check and ensure that the server is running. Then try again.
Unable to get the Subscription server ur.	Couldn't connect to the subscription server.	Subscription server may be down. Ask Operations Supervisor or System Administrator to check and ensure that the server is running. Then try again.

# Subscription Service Messages (Cont.)



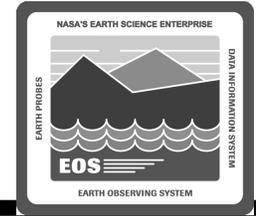
Message Text	Impact	Cause/Corrective Action
Unable to connect to Subscription server.	Can't initialize the GUI for start up.	Subscription server is down. Ask Operations Supervisor or System Administrator to restart the server. Then try again.
Make sure you have logged into dce and the subscription server is running.	GUI cannot come up.	Either the operator did not execute a dce_login or the server is not up. Ensure successful dce_login and then try again to launch the GUI. If GUI still does not come up, ask Operations Supervisor or System Administrator to check and ensure that the server is running. Then try again.

# Checking Subscription Server Logs



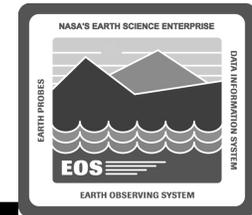
- Check log files; review with UNIX editor (e.g., *pg*, *view*, *vi*, *more*, *tail*)
- Path: `/usr/ecs/<mode>/CUSTOM/logs`
- **EcSbSubServer.ALOG**
  - May reflect Sybase error; notify Database Administrator
- **EcSbSubServerDebug.log**
  - May reflect start-up error (e.g., PF Init or DCE error); notify System Administrator and/or DCE Administrator

# Data Dictionary Maintenance



- **V0 Requests to ECS are sent to ECS V0 Gateway**
- **ECS V0 Gateway reads the ECS Data Dictionary containing the terminology mapping information**
- **EOS Data Gateway client must have ECS Valid terminology for searchable attributes**
  - source
  - sensor
  - geophysical parameter
  - data set name
  - data center ID
  - campaign
  - processing level
  - geographical coordinates
  - temporal intervals
- **EOSDIS V0 IMS has a two-week valids update cycle**
- **Tool permits mapping (must be done when ESDDT is loaded or reloaded) and export of valids**

# Data Dictionary Maintenance Tool



Data Dictionary Maintenance Tool

File Selected Edit Help

Modify Data Import Valids File Map Attributes Keywords Export Valids File

1. Select Data Type

Data Type: Collection

Selection Criteria...

ECSAAttribute Name	Status
AM1ATTF	1
AM1A1111	1
AM1ATTVO	1
AM1A11N1	1
AM1DIAG1	1
AM1DIAG2	1
AM1EPHO	1
AM1EPHNO	1
AM1Ephem	1
AM1GDTrik	1
AM11IK	1
AM1HS	1
AM1OrNum	1
AM1ST	1
AP	1
ASF00001	1

Find:

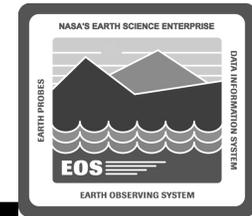
2. Edit Selected Data Type Instance

Edit... Delete Cancel

3. Update Database

Update Cancel

# Data Dictionary Maintenance Tool (Cont.)



Data Dictionary Maintenance Tool in Mode, TS2

File Selected Edit Help

Modify Data Import Valids File Map Attributes/Keywords Export Valids File

ECS To V0 Mapping

1. ECS Attributes

Attribute
InstrumentGuidePointer
InstrumentLongName
InstrumentShortName
InstrumentTechnique

Find

2. ECS Keywords

Keyword
FM2
MISR
MODIS
MOPITT

Find

3. Equivalent Attributes

Attribute
CAMPAIGN
DATA_CENTER_ID
PARAMETER
PROCESSING_LEVEL

Find

4. Equivalent Keywords

Keyword	Status	State
No mapping	Not Mapped	Done

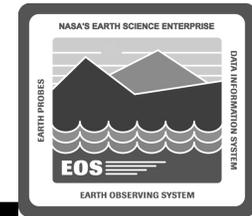
Find

Add

Update Cancel

Update All Collections

# Data Dictionary Maintenance Tool (Cont.)



Data Dictionary Maintenance Tool in Mode, TS2

File Selected Edit Help

Modify Data Import Valids File Map Attributes/ Keywords Export Valids File

1. Select Export Protocol VO-IMS

2. Get list of collections Selection Criteria...

3. Select collections to export

Collections

Short Name	Version Id	Status
MOD01	1	Export

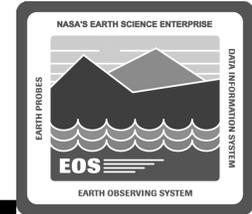
Find

4. Export collections to file

File name for export : /home/cmts2/mod01.va1id or Browse...

Save Cancel

# Data Dictionary Maintenance Tool (Cont.)



Data Dictionary Maintenance Tool in Mode, TS2

File Selected Edit Help

Modify Data Import Valids File Map Attributes/ Keywords Export Valids File

1. Select Import Protocol

2. Load Valids File. File Name :  or

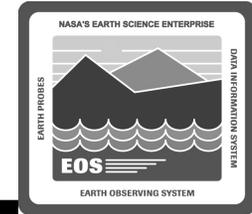
3. Check File Syntax.

3. Save Syntax Error File Name :  or

4. Available Collections.

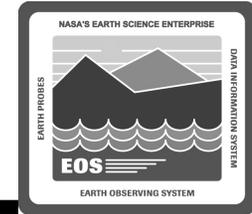
5. Update Database.

# DDMT User Messages



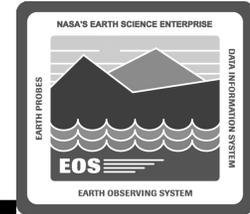
Message Text	Impact	Cause/Corrective Action
Acronym Editor will not be available.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with entries for Acronym Editor.
Duplicate names in name mapping section of config file.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with no duplicate entries in it.
Duplicate names or syntax errors in required values section of config file.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File and check the syntax of entries.
Missing name mappings.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with entries in the name mapping section.
The following required items are missing <item list>.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File and have the syntax of its entries checked.
Attribute Editor will not be available.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with entries for Attribute Editor.
Collection Editor will not be available.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with entries for Collection Editor.

# DDMT User Messages (Cont.)



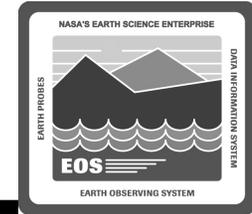
Message Text	Impact	Cause/Corrective Action
Failed.	Cannot proceed with the subsequent and corresponding actions.	Operator action did not result in the desired program function. Check prior entries before action entries.
Can't undo.	Cannot cancel previous action.	Cancellation is not possible. No corrective action available.
The Query failed for all the collections.	Query cannot be performed.	Could not perform the query for all the collections. Check the DDICT server log files for possible connectivity or Sybase errors and, if indicated, contact the System Administrator or Database Administrator to correct identified problems. Then try again.
The Query failed for some of the collections.	Query cannot be completely performed..	Could not perform the query for some of the collections. Check the DDICT server log files for possible connectivity or Sybase errors and, if indicated, contact the System Administrator or Database Administrator to correct identified problems. Then try again.
The Query succeeded for all the collections.	N/A.	Informational message.
The Query succeeded for some collections.	N/A.	Informational message.
Error connecting to Data Dictionary Server.	Data Dictionary Server not connected.	Contact System Administrator/Operations Supervisor to ensure that the server is running and to check for connectivity problems.
Querying database.	N/A.	Informational message.
Updating database.	N/A.	Informational message.
The update was successful.	N/A.	Informational message.
The update failed.	Database cannot be updated.	Updating the database did not work. Check the DDICT server log files for possible connectivity or Sybase errors and, if indicated, contact the System Administrator or Database Administrator to correct identified problems. Then try again.
No attribute has been specified.	No further action on attributes will occur.	Attributes are not specified. Specify the attributes and try again.
A valid value has not been specified.	No further action will occur.	A value was not specified. Specify a value and try again.

# DDMT User Messages (Cont.)



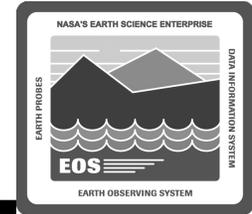
Message Text	Impact	Cause/Corrective Action
Unable to connect to Data Dictionary Server. Please try later.	Data Dictionary Server not connected.	Contact System Administrator/Operations Supervisor to ensure that the server is running and to check for connectivity problems.
The query matched no items in database.	N/A.	Informational message.
The query failed.	Query cannot be performed.	Could not perform the query. Check the DDICT server log files for possible connectivity or Sybase errors and, if indicated, contact the System Administrator or Database Administrator to correct identified problems. Then try again.
Unknown internal error.	The connection to the server is not available.	Contact System Administrator/Operations Supervisor to ensure that the server is running and to check for connectivity problems.
Glossary Editor will not be available.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with entries for Glossary Editor.
Information Manager Editor will not be available.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with entries for Information Manager Editor.
Instrument Editor will not be available.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with entries for Instrument Editor.
Keyword Editor will not be available.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with entries for Keyword Editor.
First select a database type from the database Type field at top.	No database access is available.	Operator tried to access the database before selecting its type. Select Database Type and then try again.
Cannot open valids file <valids filename>.	Valids file will not be available.	The valids file specified does not exist. Specify the correct valids file and try again.
Saved file <file-name>.	N/A.	Informational message.
Data Dictionary and Advertising updated.	N/A.	Informational message.
Data Dictionary updated.	N/A.	Informational message.
You have pending actions, which will be lost if you exit. Do you really want to exit?	Loss of pending actions.	Operator trying to exit before confirmation of database changes. Confirm before exiting.

# DDMT User Messages (Cont.)



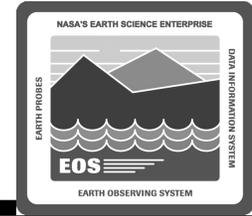
Message Text	Impact	Cause/Corrective Action
Do you really want to exit?	Seeks confirmation.	Operator confirmation required before exiting. Confirm before exiting.
Cannot edit unknown type: <database type>.	No database access available.	Specify the correct database type and try again.
Unable to open specified file. Try another filename.	File specified will not be available.	The file specified by the operator cannot be opened. Specify correct file name and try again.
You have made changes to <item name>, which will be lost if you proceed. Do you want to continue?	Loss of current changes.	Operator confirmation required before exiting the current action. Confirm before exiting.
The object was deleted. Undo delete?	Specified object not available.	Referring to a deleted object. Check before referring again.
Query failed.	N/A.	Database search resulted in no selections.
The query failed, possibly due to a server problem.	Connection to DDICT server not available.	Contact System Administrator/Operations Supervisor to ensure that the server is running and to check for connectivity problems.
Unable to open output file <filename>.	Output file not available.	Specified output file does not exist. Check for its presence. Create file if necessary and try again.
Cannot delete unknown type: <database type>.	No database access available.	Specify the correct database type and try again.
Platform Editor will not be available.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with entries for Platform Editor.
Sensor Editor will not be available.	Cannot use the tool properly.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with entries for Sensor Editor.
Not available <List of items not available>.	File is not available.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with all the entries required.
No file specified. Please select or type a file name.	File not available.	A filename has not been specified. Select the proper filename and try again.
<filename> does not exist. Please try again.	File not available.	File selected does not exist. Select a file that is present and try again.
Unable to access <filename>. Please try again.	File not available.	Cannot access the specified file. Check for the presence of the specified file.

# DDMT User Messages (Cont.)



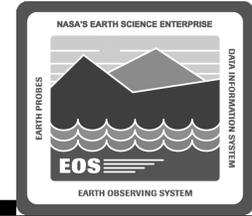
Message Text	Impact	Cause/Corrective Action
<filename> is a directory. Please also specify a file.	File not available.	File selected does not exist. Specify a filename instead of the directory.
<filename> is not a proper file. Please try again.	File not available.	File selected is not proper. Specify a proper filename.
<filename> already exists and will be overwritten. Do you want to continue?	A file will be overwritten.	Operator has used an existing filename. Use a different filename to avoid overwriting an existing file.
Value missing for required field. Please specify a value.	Cannot proceed with the action.	Improper entry in the desired field. Make a proper entry and try again.
Elements in valids section of data file not understood.	The data file is not usable.	The valids file is not correct. Use the proper valids file and try again.

# Data Dictionary Server Log Files



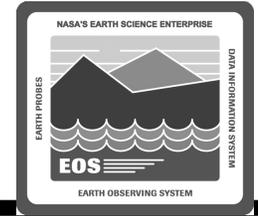
- Check log files; review with UNIX editor (e.g., *pg*, *view*, *vi*, *more*, *tail*)
- Path: `/usr/ecs/<mode>/CUSTOM/logs`
- **EcDmDictServerDebug.log**
  - If evidence of DCE or network error, notify System Administrator and/or DCE Administrator
- **EcDmDictServer.ALOG**
  - If evidence of Sybase error, notify Database Administrator

# Cross-DAAC Referral



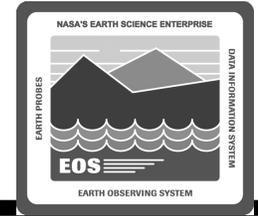
- **Referral to another DAAC**
  - **User Contact Log record – document the request**
  - **User Profile – verify user registration**
  - **Data Search and Order tool – locate the requested data**
  - **Forward original request to the other DAAC**
  - **Add explanatory information**
  - **Attach preliminary search as a desktop object**
  - **Attach original Contact Log Id record**
  - **Send the requester E-mail explaining that the request for help has been forwarded**

# Cross-DAAC Referral (Cont.)



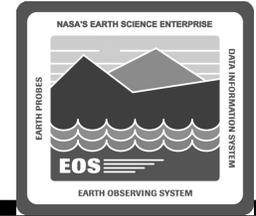
- **Receive referral from another DAAC**
  - **User Contact Log record – document receipt of the referral**
  - **User Profile – verify for yourself that the requester is a registered user**
  - **Data Search and Order tool – locate the requested data**
  - **Review the E-mail – verify that the search is complete or add search parameters, contacting the user if more information is necessary**
  - **Submit the order**
  - **Update User Contact Log record – indicate completion of order; close the record**

# Cross-DAAC Tracking



- **Tracking to another DAAC**
  - **User Contact Log record: document the request**
  - **User Profile: verify that the requester is a registered user**
  - **Query User Contract Log: search for closed record concerning user request**

# Cross-DAAC Tracking (Cont.)



- **Responding to tracking request from another DAAC**
  - **User Contact Log record – update record to document current status check**
  - **User Profile – verify that requester is still registered**
  - **ECS Order Tracking tool – check on status of user's data request**
  - **telephone or E-mail to the user – provide status of data request**
  - **telephone or E-mail to the original DAAC – permit closing of User Contact Log record there**
  - **User Contact Log record – update record to document that status was provided**