

611-TD-573-001

## **EOSDIS Core System Project**

# **M&O Procedures: Section 19 — User Services**

Interim Update

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Raytheon Systems Company  
Upper Marlboro, Maryland

# Preface

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This document is an interim update to the Mission Operations Procedures Manual for the ECS Project, document number 611-CD-500-001. This document has not been submitted to NASA for approval, and should be considered unofficial.

This is a complete revision including the materials formerly in Section 26 Earth Science On-Line Directory Administration which was largely deleted with the residual materials on search for advertisements incorporated here consistent with ECS design changes.

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# 19. User Services

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## 19.1 ECS User Account Management

All registered users of the ECS have a personal "user account" that is maintained within the ECS User Account database by the User Services Representative (US Rep). The account contains such information as the user's name, User ID, e-mail address, preferred shipping address, billing address, and other information regarding the user that is needed when processing user requests. This section provides a brief overview of the ECS User Account Management tool and gives a few examples of its use:

- Section 19.1.1 explains how to retrieve a user account to validate a user.
- Section 19.1.2 explains how to create a user account.
- Section 19.1.3 explains how to complete a user account from the Universal Resource Locator (URL) Registration.
- Section 19.1.4 explains how to edit/modify an existing account.
- Section 19.1.5 explains how to delete an account.
- Section 19.1.6 explains how to cancel/suspend an account.
- Section 19.1.7 explains how to change a user's password.

The Activity Checklist, Table 19.1-1, provides an overview of the User Verification process. Column one (Order) shows the order in which tasks should be accomplished. Column two (Role) lists the Role/Manager/Operator responsible for performing the task. Column three (Task) provides a brief explanation of the task. Column four (Section) provides the Procedure (P) section number or Instruction (I) section number where details for performing the task can be found. Column five (Complete?) is used as a checklist to keep track of which task steps have been completed.

**Table 19.1-1. ECS User Account Management - Activity Checklist**

Order	Role	Task	Section	Complete?
1	US Rep	Retrieve User Account/Validate User	(P) 19.1.1	
2	US Rep	Create a User Account	(P) 19.1.2	
3	US Rep	Account Creation from URL	(P) 19.1.3	
4	US Rep	Edit/Modify an Existing Account	(P) 19.1.4	
5	US Rep	Delete an ECS Account	(P) 19.1.5	
6	US Rep	Cancel/Suspend an ECS Account	(P) 19.1.6	

7	US Rep	Change an ECS User Password	(P) 19.1.7	
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### 19.1.1 Retrieve User Account/Validate a User

When a user contacts the User Services Representative (US Rep) with any request, the user's account is retrieved. User account information can be used to validate the user and/or provide information that will be needed to process the user's request.

Use the following detailed procedures:

- 1) The ECS User Account Management tool is launched with the execution of several UNIX commands:
  - Open the command shell.
  - Type `xhost <remote_workstation_name>` and then press the Enter key.
  - At the UNIX shell prompt, type `setenv DISPLAY clientname:0.0` and then press the Enter key. (Note: for "clientname", use either the IP address or machine name.)
  - At the UNIX shell prompt type `/tools/bin/ssh hostname` (e.g., `l0mss21`), and then press the Enter key, to start the log-in to the MSS client server.
    - If you receive the following message, "Host key not found from the list of known hosts. Are you sure you want to continue connecting? (yes/no)", type `yes`.
    - If you have previously set up a secure shell pass-phrase and executed `sshremote`, a prompt to enter the passphrase for RSA key '`<user@localhost>`' will appear. Go to the next step.
    - If you have not previously set up a secure shell pass-phrase, skip the next step.
  - If the following message appears: "Enter passphrase for RSA key '`<user@localhost>`'", type your Passphrase and then press the Enter key. Skip the next step.
  - At the "`<user@remotehost>`'s password:" prompt, type your Password and then press the Enter key.
  - To change to the directory containing the utility scripts to start Account Management GUIs, type `cd /path` and then press the Enter key.
  - For path, use `/usr/ecs/mode/CUSTOM/utilities`, where mode will likely be TS1, TS2, or OPS.
  - Type `EcMsAcRegUserGUIStart mode`, where mode is TS1, TS2, or OPS (or other) as selected in the previous step.
  - The ECS User Account Management window is displayed.
  - The window shows two folders: "User Request", and "Profile Account".

- 2) Click the "Profile Account" folder tab.
- Folders and fields applicable to existing accounts are displayed.
- 3) Retrieve the user's profile information by entering search criteria in the "Find" field.
- The "Find" field is located to the right of the Find button.
- 4) Enter the Search Criteria, then press Return.
- You can create a search by entering the user's Last Name, E-mail address, or user ID.
- The scroll box displays a list of accounts that match the search criteria.
- 5) Scroll through the accounts listed until the desired account is highlighted, then double click.
- Six folders are displayed that contain detailed information about the selected account: Personal Information, Mailing Address, Shipping Address, Billing Address, Account Information, and DAR Information.
- 6) Click on each folder you desire to display. The user account information that you need in order to validate the user is displayed.

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### **19.1.2 Create a User Account**

The User Registration process begins when the requester contacts User Services to request data. This request may be by mail, phone, e-mail, fax, or a user walk-in. The US Rep can either provide the user with the URL for registration help procedures, or the US Rep can enter the registration information on behalf of the user. This section describes how the US Rep would register a user. Most of the information needed to register the user should be contained within the fax or E-mail message, but if more information is needed, the US Rep calls the user directly.

To register a user the US Rep uses the "User Request" folder of the ECS User Account Management tool. User information is entered into five subordinate folders: the "Personal Information" folder, the "Mailing Address" folder, the "Shipping Address" folder, the "Billing Address" folder, and the "Account Information" folder. The US Rep will normally enter the information into the five folders sequentially, then press the "Add Request" button. The "User Request" folder remains open throughout this process. If the US Rep is interrupted after the completion of two folders, he/she can press the "Add Request" button to save the two completed folders, but the remaining folders will have to be completed before an order can be placed. Sections 19.1.2.1 through 19.1.2.6 explain how to enter user information into the six folders when the information is entered sequentially. The "User Request" folder will remain open until the five folders have been completed. If you are already familiar with the procedures, you may prefer to use the quick-step table in Section 19.1.2.7 (Table 19.1-4).

The Activity Checklist, Table 19.1-3, provides an overview of the process used to create an ECS user account. Column one (Order) shows the order in which tasks should be accomplished. Column two (Role) lists the Role/Manager/Operator responsible for performing the task. Column three (Tasks) provides a brief explanation of the task. Column four (Section) provides the Procedure (P) section number or Instruction (I) section number where details for performing the task can be found. Column five (Complete?) is used as a checklist to track the completed task steps.

**Table 19.1-3. Create an ECS User Account - Activity Checklist**

Order	Role	Task	Section	Complete?
1	US Rep	Personal Information folder	(P) 19.1.2.1	
2	US Rep	Mailing Address Folder	(P) 19.1.2.2	
3	US Rep	Shipping Address Folder	(P) 19.1.2.3	
4	US Rep	Billing Address Folder	(P) 19.1.2.4	
5	US Rep	Account Information folder	(P) 19.1.2.5	
6	US Rep	DAR Information	(P) 19.1.2.6	

### 19.1.2.1 Use Secure Shell to Perform a Remote Log in to the Account Management Host at the SMC

Launch the **ECS User Account Management** application GUIs.

- The **ECS User Account Management** window is displayed.
- The window shows two folders: “**Request Account**,” and “**Profile Account**.”

Click the “**Request Account**” folder tab.

- The window displays five folders.

Click the “**Account Information**” folder.

- The “**Account Information**” folder opens.

Click on the “**Expiration Date**” field.

- The cursor moves to the “**Expiration Date**” field.

Enter the **Expiration Date** only if required by the DAAC for new accounts, then press **Tab**.

- The cursor moves to the “**DCE Group**” field.

Click on the pull-down arrow next to the “**Privilege Level**” field.

- A pull-down menu appears with choices of **XPRESS**, **VHigh**, **HIGH**, **NORMAL**, and **LOW**.

Click on the choice **NORMAL**.

- **NORMAL** appears in the “**Privilege Level**” field.

Click on the pull-down arrow next to the “**NASA User**” field.

- A pull-down menu appears with choices of **Privileged**, **Regular**, and **Non-NASA**.

Click on the choice **Non-NASA**.

- **Non-NASA** appears in the “**NASA User**” field.

Click on the pull-down arrow next to the “**V0 Gateway Category**” field.

- A pull-down menu appears with the choices of **USA** and **Non-USA**.

Click on the choice **USA**.

- **USA** appears in the “**V0 Gateway Category**” field.

If the user is to be authorized for ASTER L1B requests, click on the check box next to **Authorize for ASTER L1B**.

- A check mark is displayed in the box.
- The **Account Information** folder is complete; go to next folder.

### 19.1.2.1 Personal Information

The "Personal Information" folder contains the user name, e-mail address, organization, telephone number, mother's maiden name, affiliation, project, home DAAC, and primary area of study. The user may need to be contacted in order to obtain all the information needed. The US Rep uses this information when validating a user at a later date. The "User Request" folder is still open. To add the user's personal information, execute the following steps:

- 1) Click the "Personal Information" folder.
  - The "Personal Information" folder opens.
  - The cursor defaults to the "Title" field.
- 2) Enter the user's Title, then press Tab.
  - The title you have chosen appears in the "Title" field.
  - The cursor moves to the "First Name" field.
  - A dropdown menu may also be used :
    - a) Point the mouse on the arrow to the right of the "Title" field.
    - b) While holding the mouse down, highlight the Title you require.

- c) Release the mouse button.
- 3) Enter the user's first name, then press Tab.
    - The cursor moves to the "MI" field.
  - 4) Enter the user's middle initial, then press Tab.
    - The cursor moves to the "Last Name" field.
  - 5) Enter the user's last name, then press Tab.
    - The cursor moves to the "last name" field.
  - 6) Enter the user's Email address, then press Tab.
    - The cursor moves to the "User ID" field.
  - 7) Enter the User ID, then press Tab.
    - The cursor moves to the "Organization" field.
  - 8) Enter the user's organization, then press Tab.
    - The cursor moves to the "Affiliation" field.
  - 9) deleted
  - 10) deleted
  - 11) Enter the user's affiliation, then press Tab.
    - A dropdown menu may also be used:
      - a) Point the mouse on the arrow at the right of the "Affiliation" field.
      - b) While holding the mouse button down, highlight the affiliation required.
      - c) Release the mouse button.
    - The highlighted affiliation appears in the "Affiliation" field.
  - The cursor moves to the "User verification field" field.
- 12) Click on the "**User Verification Key:**" field.
    - The cursor moves to the "**User Verification Key:**" field.
    - Enter the user's **User Verification Key:**, then press **Tab**.
    - The cursor moves to the pull-down arrow next to the "**Home DAAC:**" field.

13) Enter the user's Home DAAC, then press Tab.

- A dropdown menu can also be used to select the Home DAAC.
  - a) Point the mouse on the arrow to the right of the "Home DAAC" field.
  - b) While holding the mouse button down, highlight the "Home DAAC."
  - c) Release the mouse button.
    - The highlighted DAAC appears in the "Home DAAC" field.

13.5) Click on the Project field.

- The cursor moves to the Project field.
- Enter the Project and press tab.
- The cursor moves to the "Primary Area of Study" field.

14) Enter the user's Primary Area of Study, then press Tab.

- A dropdown menu can also be used to select the Primary Area of Study.
  - a) Point the mouse on the arrow to the right of the "Primary Area of Study" field.
  - b) While holding the mouse button down, highlight the "Primary Area of Study."
  - c) Release the mouse button.
- The highlighted Area of Study appears in the "Primary Area of Study" field.
- The Personal Information folder is complete.
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### **19.1.2.2 Mailing Address**

The "Mailing Address" is used for normal correspondence. The Mailing Address is not necessarily the same as the shipping or billing addresses. The US Rep is responsible for maintaining up-to-date mailing addresses.

The "User Request" folder is still open. Locate and open the "Mailing Address" folder. To add the Mailing Address, execute the following steps:

- 1) Click the "Mailing Address" folder tab.
  - The "Mailing Address" folder opens.
  - The cursor moves to the first "Address" field.
- 2) Enter the user's mailing address, then press Tab.

- The cursor moves to the second "Address" field.
  - 3) If a second address field is needed to complete the user's mailing address, enter the mailing address, then press Tab.
- If a second address is not needed, press Tab to bypass the field.
- The cursor moves to the "City" field.
  - 4) Enter the City to which regular correspondence is sent, then press Tab.
- The cursor moves to the "State/Province" field.
  - 5) Enter the State or Province for the mailing address, then press Tab.
- The cursor moves to the "Zip/Postal Code" field.
  - 6) Enter the Zip/Postal Code for the mailing address, then press Tab.
- The cursor moves to the "Country" field.
  - 7) Enter the Country for the mailing address, then press Tab.
- The cursor moves to the "Telephone" field.
  - 8) Enter the Telephone number (area code first) used at the mailing address, then press Tab.
- The cursor moves to the "Fax" field.
  - 9) Enter the Fax number (area code first) used at the mailing address, then press Tab.
- The "Mailing Address" folder is now complete.

### **19.1.2.3 Shipping Address**

The "Shipping Address" folder contains the address for shipping data. The Shipping Address is not necessarily the same as the mailing or billing addresses. The US Rep will always confirm the shipping address with the user before shipping data.

The "User Request" folder is still open. Locate and open the "Shipping Address" folder. To add the shipping address, execute the following steps:

- 1) Click the "Shipping Address" folder tab.
- The "Shipping Address" folder opens.
  - The cursor moves to the first "Address" field.
    - 2) Enter the user's Shipping Address, then press Tab.
  - The cursor moves to the second "Address" field.

- 3) If a second address field is needed to complete the user's Shipping Address, enter the Shipping Address, then press Tab.
- If a second address field is not needed, press Tab to bypass the field.
  - The cursor moves to the "City" field.
- 4) Enter the City to which the data will be shipped, then press Tab.
- The cursor moves to the "State/Province" field.
- 5) Enter the State or Province for the shipping address, then press Tab.
- The cursor moves to the "Zip/Postal Code" field.
- 6) Enter the Zip/Postal Code for the shipping address, then press Tab.
- The cursor moves to the "Country" field.
- 7) Enter the Country to which the data will be shipped, then press Tab.
- The cursor moves to the "Telephone" field.
- 8) Enter the Telephone number (area code first) used at the shipping address, then press Tab.
- The cursor moves to the "Fax" field.
- 9) Enter the Fax number (area code first) used at the shipping address, then press Tab.
- The "Shipping Address" folder is now complete.
  - Open the "Billing Address" folder.

#### **19.1.2.4 Billing Address**

The "Billing Address" is the address to which payment-due billings are sent. The billing address is not necessarily the same as the mailing and shipping addresses. The US Rep is responsible for maintaining up-to-date billing addresses.

The "User Request" folder is still open. Locate and open the "Billing Address" folder. To add the billing address, execute the following steps:

- 1) Click the "Billing Address" folder tab.
- The "Billing Address" folder opens.
  - The cursor moves to the first "Address" field.
- 2) Enter the user's Billing Address, then press Tab.
- The cursor moves to the second "Address" field.

- 3) If a second address field is needed to complete the user's billing address, enter the Billing Address, then press Tab.
- If the second address field is not needed, press Tab to bypass the field.
- The cursor moves to the "City" field.
- 4) Enter the City to which the payment-due billings will be sent, then press Tab.
- The cursor moves to the "State/Province" field.
- 5) Enter the State or Province for the billing address, then press Tab.
- The cursor moves to the "Zip/Postal Code" field.
- 6) Enter the Zip/Postal Code for the billing address, then press Tab.
- The cursor moves to the "Country" field.
- 7) Enter the Country to which the payment due billings will be sent, then press Tab.
- The cursor moves to the "Telephone" field.
- 8) Enter the Telephone number (area code first) used at the billing address, then press Tab.
- The cursor moves to the "Fax" field.
- 9) Enter the Fax number (area code first) used at the billing address, then press Tab.
- The "Billing Address" folder is now complete.
- Open the "Account Information" folder.

#### **19.1.2.5 Account Information**

The "Account Information" folder contains the date the account was created, , expiration date, Account Number, privilege level, NASA User, DCE password, DCE group , DCE Organization, V0 Gateway User Type, and V0 Gateway Password. There are no privilege restrictions until SeaWiFS data are available; the restriction levels will be determined at that time. The system deletes an account when the Expiration Date has been reached. One week prior to the expiration date, an e-mail message is sent to the user and US Rep saying the account will be deleted on the expiration date. This date is ordinarily used when an account is placed on restriction due to non-payment of bills. To enter Account Information, execute the following steps:

- 1) The ECS User Account Management tool is launched with the execution of several UNIX commands:
- Open the command shell.
- Type `xhost <remote_workstation_name>` and then press the Enter key.

- At the UNIX shell prompt, type `setenv DISPLAY clientname:0.0` and then press the Enter key. (Note: for "clientname", use either the IP address or machine name.)
- At the UNIX shell prompt type `/tools/bin/ssh hostname` (e.g., `l0mss21`), and then press the Enter key, to start the log-in to the MSS client server.
  - If you receive the following message, "Host key not found from the list of known hosts. Are you sure you want to continue connecting? (yes/no)", type yes.
  - If you have previously set up a secure shell pass-phrase and executed `sshremote`, a prompt to enter the passphrase for RSA key '`<user@localhost>`' will appear. Go to the next step.

If you have not previously set up a secure shell pass-phrase, skip the next step.

- If the following message appears: "Enter passphrase for RSA key '`<user@localhost>`'", type your Passphrase and then press the Enter key. Skip the next step.
- At the "`<user@remotehost>`'s password:" prompt, type your Password and then press the Enter key.
- To change to the directory containing the utility scripts to start Account Management GUIs, type `cd /path` and then press the Enter key.
- For path, use `/usr/ecs/mode/CUSTOM/utilities`, where mode will likely be TS1, TS2, or OPS.
- Type `EcMsAcRegUserGUIStart mode`, where mode is TS1, TS2, or OPS (or other) as selected in the previous step.
- The ECS User Account Management window is displayed.
- The window shows two folders: "User Request" and "Profile Account".
  - 2) Click the "User Request" folder tab.
- Six folders are displayed that contain detailed information about the selected user's account: Personal Information, Mailing Address, Shipping Address, Billing Address, Account Information and DAR Information.
  - 3) Click the "Account Information" folder.
- The "Account Information" folder opens.
  - 4) Click the "Expiration Date" field.
- The cursor moves to the "Expiration Date" field.
  - 5) Enter the Expiration Date only if required by the DAAC for new accounts, then press Tab.

- When the Expiration Date is reached, the system automatically deletes the account from the system.
- The expiration date depends on the policies at each DAAC.
  - 6) Click on the "Account Number" field. Enter a new Account Number, then press Tab.
- DAAC policy will determine how new account numbers are assigned.
  - 7) Click on the "Privilege Level" field. Enter the Privilege Level, then press Tab..
- A dropdown menu can also be used to select the Privilege Level.
  - a) Point the mouse on the arrow to the right of the "Privilege Level" field.
  - b) While holding the mouse button down, highlight the "Privilege Level."
  - c) Release the mouse button.
- The highlighted Privilege Level appears in the "Privilege Level" field.
- The DAACs listed in the dropdown menu are high, medium and low.
  - 8) Click on the "NASA User" field. Enter "Yes" or "No" for the NASA User, then press Tab..
- A dropdown menu can also be used to select the NASA User.
  - a) Point the mouse on the arrow to the right of the "NASA User" field.
  - b) While holding the mouse button down, highlight the desired Option.
  - c) Release the mouse button.
- The highlighted NASA User option appears in the "NASA User" field.
- The options listed in the dropdown menu are Yes and No.
  - 9) Click on the "DCE Password" field. Enter a new password, then press Tab.
- DAAC policy will determine how DCE passwords are assigned.
  - 10) Click on the "DCE Group" field. Enter a DCE Group, then press Tab..
- DAAC policy will determine how users are assigned to DCE groups.
  - 11) Click on the "DCE Organization" field. Enter the DCE Organization, then press Tab..
- The DCE Organization must be the one which corresponds to the selected DCE Group.
- If the user needs access to the V0 Gateway, enter V0 Gateway User Type and V0 Gateway Password.

12) Click on the "V0 Gateway User Type" field. Enter the V0 Gateway User Type, then press Tab..

13) Click on the "V0 Gateway Password" field. Enter the V0 Gateway Password, then press Tab.

- The six folders are now complete.
- The Account Information folder is complete.

### 19.1.2.6 DAR Information

The "DAR Information" folder contains an indication of user privileges for expedited requests and Aster categories. To enter DAR Information, execute the following steps:

1) The ECS User Account Management tool is launched with the execution of several UNIX commands:

- Open the command shell.
- Type `xhost <remote_workstation_name>` and then press the Enter key.
- At the UNIX shell prompt, type `setenv DISPLAY clientname:0.0` and then press the Enter key. (Note: for "clientname", use either the IP address or machine name.)
- At the UNIX shell prompt type `/tools/bin/ssh hostname` (e.g., `l0mss21`), and then press the Enter key, to start the log-in to the MSS client server.
- If you receive the following message, "Host key not found from the list of known hosts. Are you sure you want to continue connecting? (yes/no)", type yes.
- If you have previously set up a secure shell pass-phrase and executed `sshremote`, a prompt to enter the passphrase for RSA key '`<user@localhost>`' will appear. Go to the next step.
- If you have not previously set up a secure shell pass-phrase, skip the next step.
- If the following message appears: "Enter passphrase for RSA key '`<user@localhost>`'", type your Passphrase and then press the Enter key. Skip the next step.
- At the "`<user@remotehost>`'s password:" prompt, type your Password and then press the Enter key.
- To change to the directory containing the utility scripts to start Account Management GUIs, type `cd /path` and then press the Enter key.
- For path, use `/usr/ecs/mode/CUSTOM/utilities`, where mode will likely be TS1, TS2, or OPS.
- Type `EcMsAcRegUserGUIStart mode`, where mode is TS1, TS2, or OPS (or other) as selected in the previous step.

- The ECS User Account Management window is displayed.
- The window shows two folders: "User Request" and "Profile Account".
  - 2) Click the "Profile Account" folder tab.
  - 3) Click the "DAR Information" folder.
- The "DAR Information" folder opens.
  - 4) Click the "DAR Expedited Data" field.
- The cursor moves to the "DAR Expedited Data" field. Enter "Yes" or "No" for the DAR Expedited Data, then press Tab.
- A dropdown menu can also be used to select the DAR Expedited Data.
  - a) Point the mouse on the arrow to the right of the "DAR Expedited Data" field.
  - b) While holding the mouse button down, highlight the desired Option.
  - c) Release the mouse button.
- The highlighted DAR Expedited Data option appears in "DAR Expedited Data" field.
- The options listed in the dropdown menu are Yes and No.
  - 5) Click on the "Aster Category" field. Enter an Aster Category, then press Tab.
- A dropdown menu can also be used to select the Aster Category.
  - a) Point the mouse on the arrow to the right of the "Aster Category" field.
  - b) While holding the mouse button down, highlight the desired Option.
  - c) Release the mouse button.
- The highlighted Aster Category option appears in "Aster Category" field.
- The five folders are now complete.
  - 6) Click the "Create Account" button to complete the creation of the new account.
- The account is automatically logged into the database as an approved account.
  - 7) Exit menu path File\_Exit
  - 8) Provide the user with his/her initial ECS account password.
- Follow local DAAC policy regarding password dissemination.

### 19.1.2.7 deleted

### 19.1.3 Create a User Account

Once the five folders are complete, the next step in creation of the new account is achieved with selection of a button at the bottom of the Request Account screen. This action logs the account into the database as a pending account. Finally, to complete the creation of a new account, the pending account is selected and a click on the Create Account button results in the creation of the new account. It also results in automatic dispatch of an e-mail message to the user's e-mail address with notification that the account has been created. The User Services representative will complete the account registration process by providing the user with the initial ECS account password. The password dissemination is done in accordance with local DAAC policy.

1) Use secure shell to perform a remote log in to the Account Management host at the SMC.

- The ECS User Account Management window is displayed.
- The window shows two folders: "User Request" and "Profile Account".

2) Launch the **ECS User Account Management** application GUIs.

- The **ECS User Account Management** window is displayed.
- The window shows two folders: "**Request Account,**" and "**Profile Account.**"

3) Click the "**Request Account**" folder tab.

- The window displays five folders.
- Above the five folders are the search criteria:  
Sort by: "**Submission Date,**" or "**Last Name.**  
Retrieve by: "**Pending**" or "**Approved,**" "**Denied**" or "**All.**"

4) Click the **Pending** button.

5) Click the **Retrieve** button.

- The scroll box displays all the URL registration forms completed by the requesters that are still pending.

6) Highlight one account (in this case, for Dr. Paul Fingerman) and double click to display the account.

- The user registration information is automatically transferred into the five user folders.

7) Click the "**Personal Information**" folder.

- The “Personal Information” folder is opened.
  - View the folder to verify that the information is complete.
  - If the information is not complete, contact the user, then complete the folder.
- 8) Click the “**Account Information**” folder.
- The “**Account Information**” folder is opened.
  - View the folder to verify that the information is complete.
  - If the information is not complete, contact the user, then complete the folder.
- 9) Click the “**Shipping Address**” folder.
- The “**Shipping Address**” folder is opened.
  - View the folder to verify that the information is complete.
  - If the information is not complete, contact the user, then complete the folder.
- 10) Click the “**Billing Address**” folder.
- The “**Billing Address**” folder is opened.
  - View the folder to verify that the information is complete.
  - If the information is not complete, contact the user, then complete the folder.
- 11) Click the “**Mailing Address**” folder.
- The “**Mailing Address**” folder is opened.
  - View the folder to verify that the information is complete.
  - If the information is not complete, contact the user, then complete the folder.
- 12) If the information is complete, click the “**Create Account**” button.
- A **Create Account** dialog box is displayed, requesting the operator to **Choose one: DCE login and Profile Database Entry** or **Profile Database Entry**.
- 13) Click on the option button to the left of **Profile Database Entry**.
- The selected option button is filled to indicate its selection.
- 14) Click on the **OK** button in the dialog box.

- The account is created; the entry moves from the pending list to the approved list.
- A print dialog box is displayed.

15) Click in the **Printer** field and type **lp -d <printername>**.

- The typed entry is displayed in the **Printer** field.

16) Click on the **OK** button in the dialog box.

- The print dialog box is closed and a confirmation letter form with user information is printed on the designated printer.

***Table 19.1-5. deleted***

**19.1.4 Edit/Modify an Existing Account**

The US Rep has the responsibility of maintaining the ECS user accounts. Part of this responsibility is to stay in close contact with the user to ensure that the records containing the user's shipping and billing addresses, as well as the remainder of the information maintained in the user account folders, are up-to-date. There are six folders containing information about the user. The six folders are maintained in the ECS User Account Management tool. Three of the folders contain addresses: Mailing Address, Shipping Address, and Billing Address. All the addresses can be the same; however, some companies may have different addresses for accounts receivable, regular correspondence, and the shipment of data. When an address change requested by a user does not indicate which address folder to change, the US Rep must contact the user for this information. The US Rep may have reviewed the previous address folders and noticed that the three folders contained the same previous address; however, do not assume that the same circumstances apply now. Always contact the user to make sure. The remaining three folders contain "Personal Information," "Account Information" and "DAR Information." The "Profile Account" folder, which is located in the ECS User Account Management tool, is used for all editing and modifications.

The Activity Checklist, Table 19.1-6, provides an overview of the process used to edit/modify an existing ECS account. Column one (Order) shows the order in which tasks should be accomplished. Column two (Role) lists the Role/Manager/Operator responsible for performing the task. Column three (Tasks) provides a brief explanation of the task. Column four (Section) provides the Procedure (P) section number or Instruction (I) section number where details for performing the task can be found. Column five (Complete?) is used as a checklist to keep track of which task steps have been completed.

***Table 19.1-6. Edit/Modify and Existing Account - Activity Checklist***

	Role	Task	Section	Complete?
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1	US Rep	Edit/Modify Mailing Address	(P) 19.1.4.2	
2	US Rep	Edit/Modify Shipping Address	(P) 19.1.4.3	
3	US Rep	Edit/Modify Billing Address	(P) 19.1.4.4	
4	US Rep	Edit/Modify Account Information	(P) 19.1.4.5	
5	US Rep	Edit/Modify DAR Information	(P) 19.1.4.6	

Sections 19.1.4.2 through 19.1.4.6 explain how to edit information in the five folders. If you are already familiar with the procedures, you may prefer to use the quick-step table, provided in Section 19.1.4.7, Table 19.1-7. In the following examples, the US Rep receives a notice from the user indicating that the Shipping, Billing and Mailing addresses have changed, as well as the E-mail address, the DCE Password and Aster category. The following sections explain how the US Rep retrieves a user account, then changes the address in three folders (in this example the same address is used in all the address folders), and also changes the e-mail Address, the Primary Area of Study, the V0 Gateway User Type and Aster category in three other folders.

#### 19.1.4.1 deleted

#### 19.1.4.2 Edit/Modify Mailing Address

The "Mailing Address" is used for normal correspondence. The Mailing Address is not necessarily the same as the shipping or billing addresses. Execute the following steps to edit/modify the "Mailing Address" folder. If the "Profile Account" folder of the ECS User Account Management icon remains open and the user's account is still displayed, skip steps 1 through 5; otherwise, begin with step 1 to execute the changes.

- 1) Use secure shell to perform a remote log in to the Account Management host at the SMC.
  - Launch the **ECS User Account Management** application GUIs.
  - The **ECS User Account Management** window is displayed.
  - The window shows two folders: "**Request Account**," and "**Profile Account**."
- 2) Click the "**Profile Account**" folder tab.
  - Folders and fields applicable to existing accounts are displayed.
- 3) Retrieve the user's profile information by entering the search criteria (in this case, **Scientist**) in the "**Find**" field and then pressing **Return**.
  - The "**Find**" field is located to the right of the **Find** button.
  - Enter the user's **Last Name**, **E-mail address**, or **User ID** to create the search.
  - The scroll box displays a list of accounts which match the search criteria.

- 4) Scroll through the accounts listed until the desired account is **highlighted**, then double click.
  - Six folders are displayed that contain detailed information about the selected account: **Account Information, Personal Information, Shipping Address, Billing Address, Mailing Address, and DAR Information.**
- 5) Click the “**Mailing Address**” folder.
  - The “Shipping Address” folder opens.
  - The cursor moves to the first “Address” field.
- 6) Enter the user’s new **Mailing Address**, then press **Tab**.
  - The cursor moves to the second “**Address**” field.
  - Because this completes the edit for the only part of the address that changed, there is no need to make any additional changes in this folder.
- 7) Click the “**Apply Edits**” button to implement the change to the “**Mailing Address**” folder.

#### **19.1.4.3 Edit/Modify Shipping Address**

The "Shipping Address" folder contains the address for shipping data. This address is not necessarily the same as the mailing or billing addresses. The US Rep will always confirm the shipping address with the user before shipping data. Execute the following steps to edit/modify the "Shipping Address" folder. If the "Profile Account" folder of the ECS User Account Management icon is still open and the user's account is still displayed, skip steps 1 through 4; otherwise, begin with step 1 to execute your changes.

- 1) Use secure shell to perform a remote log in to the Account Management host at the SMC.
  - Launch the **ECS User Account Management** application GUIs.
  - The **ECS User Account Management** window is displayed.
  - The window shows two folders: “**Request Account,**” and “**Profile Account.**”
- 2) Click the “**Profile Account**” folder tab.
  - Folders and fields applicable to existing accounts are displayed.
- 3) Retrieve the user’s profile information by entering the search criteria (in this case, **Scientist**) in the “**Find**” field and then pressing **Return**.

- The “**Find**” field is located to the right of the **Find** button.
  - Enter the user’s **Last Name**, **E-mail address**, or **User ID** to create the search.
  - The scroll box displays a list of accounts which match the search criteria.
- 4) Scroll through the accounts listed until the desired account is **highlighted**, then double click.
- Six folders are displayed that contain detailed information about the selected account: **Account Information**, **Personal Information**, **Shipping Address**, **Billing Address**, **Mailing Address**, and **DAR Information**.
- 5) Click the “**Shipping Address**” folder.
- The “Shipping Address” folder opens.
  - The cursor moves to the first “Address” field.
- 6) Enter the user’s new **Shipping Address**, then press **Tab**.
- The cursor moves to the second “**Address**” field.
  - Because this completes the edit for the only part of the address that changed, there is no need to make any additional changes in this folder.
- 7) Click the “**Apply Edits**” button to implement the change to the “**Shipping Address**” folder.

#### 19.1.4.4 Edit/Modify Billing Address

The "Billing Address" is not necessarily the same as the mailing and shipping addresses. This is the address to which payment-due billings are sent. The US Rep is responsible for maintaining up-to-date billing addresses. You must execute the following steps to edit/modify the "Billing Address" folder. If the "Profile Account" folder of the ECS User Account Management icon remains open and the user's account is still displayed, skip steps 1 through 5; otherwise, begin with step 1 to execute your changes.

- 1) Use secure shell to perform a remote log in to the Account Management host at the SMC.
  - Launch the **ECS User Account Management** application GUIs.
  - The **ECS User Account Management** window is displayed.
  - The window shows two folders: “**Request Account**,” and “**Profile Account**.”
- 2) Click the “**Profile Account**” folder tab.
  - Folders and fields applicable to existing accounts are displayed.

- 3) Retrieve the user's profile information by entering the search criteria in the "**Find**" field and then pressing **Return**.
  - The "**Find**" field is located to the right of the **Find** button.
  - Enter the user's **Last Name, E-mail address, or User ID** to create the search.
  - The scroll box displays a list of accounts which match the search criteria.
- 4) Scroll through the accounts listed until the desired account is **highlighted**, then double click.
  - Six folders are displayed that contain detailed information about the selected account: **Account Information, Personal Information, Shipping Address, Billing Address, Mailing Address, and DAR Information**.
- 5) Click the "**Billing Address**" folder.
  - The "Billing Address" folder opens.
  - The cursor moves to the first "Address" field.
- 6) Enter the user's new **Billing Address**, then press **Tab**.
  - The cursor moves to the second "**Address**" field.
  - Because this completes the edit for the only part of the address that changed, there is no need to make any additional changes in this folder.
- 7) Click the "**Apply Edits**" button to implement the change to the "**Billing Address**" folder.

#### **19.1.4.5 Edit/Modify Account Information**

The "Account Information" folder contains the date the account was created, expiration date, Account Number, privilege level, NASA User, DCE password, DCE group, DCE Organization, V0 Gateway User Type, and V0 Gateway Password. The following steps are required to change the V0 Gateway User Type. If the "Profile Account" folder of the ECS User Account Management icon is still open and the user's account is still displayed, skip steps 1 through 5; otherwise, begin with step 1 to execute your changes.

- 1) Use secure shell to perform a remote log in to the Account Management host at the SMC.
- 2) Launch the **ECS User Account Management** application GUIs.
  - The **ECS User Account Management** window is displayed.
  - The window shows two folders: "**Request Account,**" and "**Profile Account.**"
- 3) Click the "**Profile Account**" folder tab.

- Folders and fields applicable to existing accounts are displayed.
- 4) Retrieve the user's profile information by entering the search criteria in the "**Find**" field and then pressing **Return**.
    - The "**Find**" field is located to the right of the **Find** button.
    - Enter the user's **Last Name, E-mail address, or User ID** to create the search.
    - The scroll box displays a list of accounts which match the search criteria.
  - 5) Scroll through the accounts listed until the desired account is **highlighted**, then double click.
    - Six folders are displayed that contain detailed information about the selected account: **Account Information, Personal Information, Shipping Address, Billing Address, Mailing Address, and DAR Information**.
  - 6) Click the "**Personal Information**" folder.
    - The "**Personal Information**" folder is displayed.
  - 7) Click the "**Telephone**" field.
    - The cursor moves to the "**Telephone**" field.
  - 8) Enter the new **telephone number**, then press **Tab**.
    - All changes for this folder have been completed.
  - 9) Click the "**Apply Edits**" button to implement the change to the "**Personal Information**" folder.

#### 19.1.4.6 Edit/Modify DAR Information

The "DAR Information" folder contains an indication of user privileges for expedited requests and Aster categories. Execute the following steps to change the Aster Category on an existing account.

- 1) The ECS User Account Management tool is launched with the execution of several UNIX commands:
  - Open the command shell.
  - Type `xhost <remote_workstation_name>` and then press the Enter key.
  - At the UNIX shell prompt, type `setenv DISPLAY clientname:0.0` and then press the Enter key. (Note: for "clientname", use either the IP address or machine name.)
  - At the UNIX shell prompt type `/tools/bin/ssh hostname` (e.g., `l0mss21`), and then press the Enter key, to start the log-in to the MSS client server.

- If you receive the following message, "Host key not found from the list of known hosts. Are you sure you want to continue connecting? (yes/no)", type yes.
  - If you have previously set up a secure shell pass-phrase and executed sshremote, a prompt to enter the passphrase for RSA key '<user@localhost>' will appear. Go to the next step.
  - If you have not previously set up a secure shell pass-phrase, skip the next step.
- If the following message appears: "Enter passphrase for RSA key '<user@localhost>'", type your Passphrase and then press the Enter key. Skip the next step.
  - At the "<user@remotehost>'s password:" prompt, type your Password and then press the Enter key.
  - To change to the directory containing the utility scripts to start Account Management GUIs, type `cd /path` and then press the Enter key.
  - For path, use `/usr/ecs/mode/CUSTOM/utilities`, where mode will likely be TS1, TS2, or OPS.
  - Type `EcMsAcRegUserGUIStart mode`, where mode is TS1, TS2, or OPS (or other) as selected in the previous step.
  - The ECS User Account Management window is displayed.
  - The window shows two folders: "User Request" and "Profile Account".
    - 2) Click the "Profile Account" folder tab.
  - Folders and fields applicable to existing accounts are displayed.
    - 3) Retrieve the user's profile information by entering the search criteria in the "Find" field.
  - The "Find" field is located to the right of the Find button.
    - 4) Enter the Search Criteria, then press Return.
  - The scroll box displays a list of accounts which match the search criteria.
  - Create a search by entering the user's Last Name, E-mail address, or User ID.
    - 5) Scroll through the listed accounts until the desired account is highlighted, then double Click.
  - Six folders are displayed that contain detailed information about the selected user's account; Personal Information, Mailing Address, Shipping Address, Billing Address, and Account Information.
    - 6) Click the "DAR Information" folder.

- The "DAR Information" folder opens.
  - 7) Click the "Aster Category" field.
- The cursor moves to the Aster Category.
  - 8) Enter the Aster Category, then press Tab.
  - 9) Click the "Apply Edits" button to implement the changes to the "DAR Information" folder.
- Click another folder to continue editing, or
- Exit ECS User Account Management by:
  - Exit menu path File\_Exit.

#### 19.1.4.7 deleted

### 19.1.5 Deleting an ECS Account

An ECS user can be deleted from the ECS database through the ECS User Account Management tool. When the US Rep receives instructions to delete a user, he/she will retrieve the user's account, validate the account scheduled for deletion, then complete the deletion. The Personal Information folder is generally the folder used to validate an account because it has the most information about the user, such as Name, Title, E-mail address, Organization, Telephone Number, etc.

- 1) Use secure shell to perform a remote log in to the Account Management host at the SMC.
- 2) Launch the **ECS User Account Management** application GUIs.
  - The **ECS User Account Management** window is displayed.
  - The window shows two folders: "**Request Account**," and "**Profile Account**."
- 3) Click the "**Profile Account**" folder tab.
  - Folders and fields applicable to existing accounts are displayed.
- 4) retrieve the user's profile information by entering the search criteria (in this case, **Scientist**) in the "**Find**" field and then pressing **Return**.
  - The "**Find**" field is located to the right of the **Find** button.
  - Enter the user's **Last Name**, **E-mail address**, or **User ID** to create the search.
  - The scroll box displays a list of accounts that match the search criteria.
- 5) Scroll through the accounts listed until the desired account (for **Phyllis Scientist**) is **highlighted**, then double click.

- Six folders are displayed that contain detailed information about the selected account: **Account Information, Personal Information, Shipping Address, Billing Address, Mailing Address, and DAR Information.**
- 6) Click the “**Personal Information**” folder.
    - The “Personal Information” folder opens.
    - View the folder to validate the account scheduled for deletion.
  - 7) Click the “**Delete Account**” button.
    - The account is deleted.

### 19.1.6 Canceling an ECS Account

When the US Rep receives instructions to suspend a user's privileges, he/she will retrieve the user's account through the Profile Account folder of the ECS User Account Management icon. The US Rep must first review the account information to validate the account scheduled for suspension. The Personal Information folder has the most information about the user, such as Name, Title, E-mail address, Organization, Telephone Number, etc.; therefore, the Personal Information folder is the folder generally used to validate an account. The suspension of an account is ordinarily due to a non payment of some type, such as payment due for services previously rendered. The US Rep will send the user an E-mail or letter, informing the user that the account privileges have been temporarily suspended and the account will be deleted if the payment has not been received by a specified date.

If you are already familiar with the procedures to Cancel/Suspend an ECS Account, you may prefer to use the quick-step table below (Table 19.1-9). If you are new to the system or have not performed this task recently, you should use the following detailed procedures:

- 1) Use secure shell to perform a remote log in to the Account Management host at the SMC.
- 2) Launch the **ECS User Account Management** application GUIs.
  - The **ECS User Account Management** window is displayed.
  - The window shows two folders: “**Request Account,**” and “**Profile Account.**”

- 3) Click the “**Profile Account**” folder tab.
  - Folders and fields applicable to existing accounts are displayed.
- 4) Retrieve the user’s profile information by entering the search criteria (in this case, **Fingerman**) in the “**Find**” field and then pressing **Return**.
  - The “**Find**” field is located to the right of the **Find** button.
  - Enter the user’s **Last Name, E-mail address, or User ID** to create the search.
  - The scroll box displays a list of accounts which match the search criteria.
- 5) Scroll through the accounts listed until the desired account (for **Paul Fingerman**) is **highlighted**, then **double click**.
  - Six folders are displayed that contain detailed information about the selected account: **Account Information, Personal Information, Shipping Address, Billing Address, Mailing Address, and DAR Information**.
- 6) Click the “Personal Information” folder tab.
  - The “Personal Information” folder opens.
  - View the folder to validate the account scheduled for cancellation.
- 7) Click the “Account Information” folder tab.
  - The “**Account Information**” folder opens.
- 8) Click the “Expiration Date” field.
  - The cursor moves to the “**Expiration Date**” field.
- 9) Enter the **Expiration Date** (in this case, one month from the current date), then press **Tab**.
  - When the expiration date is reached, the system automatically deletes the account from the system.
- 10) Click the **Apply Edit** button.
  - An expiration date is established for the privileges on this account.
  - The sanction on the account privileges can be rescinded at any time up until the expiration date has been reached.
  - The sanction can be rescinded by removing the expiration date.

Canceling an account suspends the user's access until further notice. At the time that the user’s privileges are suspended, the US Rep must enter an Expiration date. If the account is not reinstated before the expiration date, it will be deleted from the system.

### 19.1.7 Changing an ECS User's Password

The user has notified the US Rep that he/she has forgotten his/her password. The US Rep uses the "Profile Account" folder of the ECS User Account Management tool to change a password. The US Rep retrieves the user's account, then reviews the information contained in the folders to validate the user. The "Personal Information" folder is generally the folder used to validate a user because it contains information about the user, such as name, title, e-mail address, organization, telephone number, etc. The US Rep would then issue a new password to the user. The user would be informed that it is a "one time" password only; therefore, the user must change the password the first time he/she enters the system.

- 1) Use secure shell to perform a remote log in to the Account Management host at the SMC.
- 2) Launch the **ECS User Account Management** application GUIs.
  - The **ECS User Account Management** window is displayed.
  - The window shows two folders: "**Request Account,**" and "**Profile Account.**"
- 3) Click the **Profile Account** folder tab.
  - Folders and fields applicable to existing accounts are displayed.
- 4) Retrieve the user's profile information by entering the search criteria (in this case, **Fingerman**) in the "**Find**" field and then pressing **Return**.
  - The "**Find**" field is located to the right of the **Find** button.
  - Enter the user's **Last Name, E-mail address, or User ID** to create the search.
  - The scroll box displays a list of accounts that match the search criteria.
- 5) Scroll through the accounts listed until the desired account (for **Paul Fingerman**) is reached, then click on the account listing.
  - Six folders are displayed that contain detailed information about the selected account: **Account Information, Personal Information, Shipping Address, Billing Address, Mailing Address, and DAR Information.**
- 6) Click the **Personal Information** folder tab.
  - The **Personal Information** folder opens.
  - View the folder to verify the user requesting the password change.
- 7) Click the **Account Information** folder tab.
  - The **Account Information** folder opens.
- 8) Click the Change V0GW Password button.
  - A **Change V0 Gateway Password** dialog is displayed.

- 9) Click in the **V0 Gateway Password** field in the dialog.
  - The cursor moves to the “**V0 Gateway Password**” field.
- 10) Enter *V0Passw*, noting carefully what you enter, then press **OK**.
  - Inform the user of the new password, with instructions to change the password when next entering the system.
- 11) Click the **Apply Edits** button to implement the change to the **Account Information** folder.

## 19.2 Processing an Order

This section describes how a User Services Representative (US Rep) might process an order from a user. The specific order of activities may vary from what is suggested here due to Operator preference or local DAAC policy; however, the procedures themselves will be the same for any order processed.

In the example provided here, when the user contacts the US Rep with a request for data, the US Rep logs the request in the User Contact Log (Section 19.2.1), then launches the ECS User Account Management tool to validate the user (Section 19.2.2). Next, the US Rep uses the Search and Order tool to locate the requested data (Section 19.2.3). Once the data is located, the US Rep obtains a price estimate, if applicable (Section 19.2.4) and confirms the order with the user. After the user has approved the order, the US Rep places the order (Section 19.2.5), then notifies the user that the order is being processed. The US Rep then completes the process by updating the User Contact Log record to indicate that the order has been placed (Section 19.2.6).

The Activity Checklist, Table 19.2-1, provides an overview of the process used when an order for data is received. Column One (Order) shows the order in which task should be accomplished. Column two (Role) lists the Role/Manager/Operator responsible for performing the task. Column three (Task) provides a brief explanation of the task. Column four (Section) provides the Procedure (P) section number or Instruction (I) section number where details for performing the task can be found. Column five (Complete?) is used as a checklist to keep track of which task steps have been completed.

**Table 19.2-1. Processing an Order - Activity Checklist**

Order	Role	Task	Section	Complete?
1	US Rep	Create a User Contact Log Record	(P) 19.2.1	
2	US Rep	Retrieve User Information	(P) 19.2.2	
3	US Rep	Locate Data via Search & Order tool	(P) 19.2.3	
4	US Rep	Request Price Estimate/Confirm Order	(P) 19.2.4	
5	US Rep	Specify Order Details	(P) 19.2.5	
6	US Rep	Update User Contact Log	(P) 19.2.6	

### 19.2.1 Create a User Contact Log Record

A User Contact Log record is created for each unique User Services event. An "event" can be a registration request, a request for data, a request to track the status of an order, a complaint, a comment, or other. If a user contacts the US Rep for any reason, the US Rep must log the contact into the User Contact Log. The User Contact Log, which is located on the User Services Desktop, is kept as a running record of all user interactions. The US Rep uses the User Contact Log so frequently that, once it is launched, it is likely to be kept open during an entire shift/working session.

A unique "Log-Id" is assigned to each User Contact Log record. Once the record has been created, if the US Rep wants to add new information to the record or review previous entries, he/she can retrieve the record by using the Log-Id. The record continues to be updated to show a chronology of activities relating to the event, until such time as the event is closed out. Once closed, the record can be retrieved for historical purposes, but new information cannot be added. How long closed records stay on the system is determined by a combination of system capacity and DAAC policy.

In the User Contact Log, the person who contacted User Services is referred to as the "Contact." A log entry contains the Contact's name, phone number, E-mail address, Home DAAC, and Organization. Other window fields include the Contact Method, Receiving Operator, and Received Time. The User Contact Log also contains Short and Long description fields for recording the contact's reasons for placing the call. To create a User Contact Log the "Bolded" fields must be completed. Local DAAC policy will determine which of the remaining fields are to be completed. The window also contains fields that permit the US Rep to initiate a trouble ticket, if a trouble ticket is required. Trouble tickets are not discussed in this section; therefore, fields that relate only to trouble tickets will not be used in this procedure. For information about trouble tickets, refer to Section 8 of this document, "Problem Management."

There are four User Contact Log screens: the "Submit" screen, the "Display" screen, the "Edit" screen, and the "Entry" Screen. The Submit screen is used to create new User Contact Log records, the Display screen is used to display already existing Contact Log records and to generate reports, the Edit screen is used to make changes to existing User Contact Log records, and the Entry screen is used as a path to the previous screens. When the User Contact Log is opened, it defaults to the Entry screen. An existing record can be displayed or modified by entering its unique Log-ID then using the menu at the top of the screen and following menu path Query \_\_\_Display or Modify Individual. It is also possible to enter new account information into the Entry screen, but the information must be transferred to the Submit screen before the log record can be created. This is accomplished by using the menu at the top of the screen and following menu path **Action \_ Copy to Submit.**

Although it is fairly easy to copy information from the Entry screen to the Submit screen, it is recommended that the Submit screen always be used when creating new records in order to leave the Entry screen available for other activities. If the US Rep receives a phone call regarding a different activity while in the middle of creating a new User Contact Log record, he/she can switch to the Entry screen and query the Log for information about the other situation without disturbing the data already entered into the Submit screen. As long as the Entry screen remains available, it can be used as a pathway for opening several Submit screens or Edit screens at one time. When the US Rep has finished with the other activity, he/she can return to the Submit screen and finish creating the new log record.

### 19.2.1.1 How to Create a User Contact Log Record

The procedure that follows explains how to create a User Contact Log. This procedure will assume that all of the "Contact" information is needed.

#### 1 Access the command shell

- The command shell prompt is displayed.

#### 2 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.

#### 3 Start the log-in to the MSS client server by typing **/tools/bin/ssh *hostname*** (e.g., 10msh03) at the UNIX command shell prompt, and then 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 4.

- If you have not previously set up a secure shell passphrase; go to Step 5.

#### 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your *Passphrase* and then press the **Return/Enter** key. Go to Step 6.

#### 5 At the *<user@remotehost>*'s **password:** prompt, type your *Password* and then press the **Return/Enter** key.

#### 6 To change to the directory containing the Remedy application, type **cd /path** and then press the **Return/Enter** key.

- For *path*, use **/usr/ecs/OPS/COTS/remedy/bin**.

- 7 Type **aruser &** to launch Remedy.
  - Remedy Action Request System Window is displayed, showing default to **Trouble Ticket** screen.
- 8 Follow menu path **File**→**Open Schema**.
  - The **Open Schema** dialog box is displayed, showing four choices: **RelB-Contact Log**, **RelB-TT-ForwardToSite**, **RelB-TroubleTickets**, and **TroubleTicket-Xfer**.
- 9 Click on **RelB-Contact Log** to highlight it and then click on the **Apply** button.
  - The **User Contact Log** defaults to the **Entry** screen.
- 10 From the Menu Bar, follow menu path **File** → **Open Submit**.
  - The display changes from the **Entry** to the **Submit** screen.
  - The screens look the same except for the action buttons on the bottom of the screen.
- 11 Click on the “Contact Method” field.
- 12 Enter the **Contact Method** (optional).
  - A drop-down menu may also be used:
    - a Point the mouse on the arrow to the right of the **Contact Method** field.
    - b While holding the mouse pointer button down, **highlight** the **Contact Method** you require (in this case, “**Fax**”).
    - c **Release** the mouse button.
      - The highlighted affiliation appears in the “ **Contact Method**” field.
      - The Titles in the drop-down box are “**Phone**,” “**E-mail**,” “**Fax**,” “**US Mail**,” and “**Walk-in**.”
- 14 Click on the **Short Description** field.
  - The **Short Description** field is 128 characters long.
  - A **Query** field at the bottom of the main Trouble Ticket screen may be used to locate existing User Contact Log records and/or Trouble Tickets associated with specific problems/subjects. When a search string is entered into the **Query** field, it is the **Short Description** field of individual records that is searched. Therefore, when you enter a short description, enter it with “search criteria” in mind.
- 15 Enter the **Short Description** (required).
- 16 Click on the **Set Received Time** button (optional).
  - The current time is displayed in the **Received Time** field.

**17** Click on the **Long Description** field.

- The **Long Description** field is used when the description requires more detail than the **Short Description** field will allow.
- The **Long Description** field is often used when a problem exists: it can help with the resolution of Trouble Tickets.

**18** Enter a **Long Description** if needed (optional).

**19** Click on the **Contact Id** field.

**20** Enter the **Id** (User ID) of the person who contacted User Services.

- The **Contact Id** is not required unless a Trouble Ticket is being created from the User Contact Log.

**21** If a **Contact Id** was entered at **Step 12**, click the **Set Contact Information** button and then go to **Step 32**; otherwise, move to **Step 22**.

- The system will automatically complete the **Contact Name**, **Contact Phone**, **Contact E-mail**, **Contact Home DAAC**, and **Contact Organization** fields, if the **Contact Id** has been entered.
- If the contact is not a registered Remedy user, the contact fields must be manually completed.

**22** If the contact information was not automatically entered at **Step 12**, click on **Contact Name**.

**23** Enter the **Contact's Name** (optional).

**24** Click on the **Contact Phone** field.

**25** Enter the **Contact's Phone** number (optional).

**26** Click on the **Contact E-mail** field.

**27** Enter the **Contact's E-mail address** (optional).

**28** Click on the **Contact Home DAAC** field.

**29** Enter the **Contact's Home DAAC** (optional).

**30** Click on the **Contact Organization** field.

**31** Enter the **Contact's Organization** (optional).

**32** When all contact information has been entered, click on the **Receiving Operator** field.

**33** In the **Receiving Operator** field, enter the name of the operator (User Services Representative) who is creating the User Contact Log record.

**34** Click on the **Category** field.

### 35 Enter the **Category**.

- A drop-down menu may also be used:
  - a Point the mouse on the arrow to the right of the **Category** field.
  - b While holding the mouse pointer button down, **highlight** the **Category** you require (in this case, **Order**).
  - c **Release** the mouse button.
    - The highlighted category appears in the **Category** field.
- The Titles in the drop-down box are **Suggestion, Complaint, Concern, Order, and Subscription**.

### 36 Click the **Apply** button.

- If you are not using the **Submit** screen, you must transfer to the submit screen now. The information you entered must be moved to the **Submit** screen before the log record can be created. This is accomplished by using the menu at the top of the screen and following menu path **Actions** → **Copy to Submit**. Once the information has been transferred to the **Submit** screen, click the **Apply** button.
- The User Contact Log record is created and submitted to the database.
- A unique Id is generated for the record and entered into the **Log Id** field.
- The time and date that the User Contact Log was completed are displayed in the **Entered Time** field.

### 37 Click the **Clear** button.

- The screen is cleared without closing the User Contact Log.
- A new User Contact Log record can now be created.

### NOTES:

**Note 1:** The US Rep can use the "**Query**" field located at the bottom of the screen to locate existing User Contact Log records and/or Trouble Tickets associated with specific problems/subjects. When a search string is entered into the "**Query**" field, it is the "**Short Description**" field of individual records that is searched. Therefore, when you enter a short description, enter it with "search criteria" in mind.

### 19.2.2 Retrieve User Information

This section describes how a User Services Representative (US Rep) might retrieve a User's Profile to validate a user. When a User places a call to the US Rep, the event is logged into the User Contact Log. The US Rep then retrieves the User's profile to validate the user. The User's Profile screen contains all the vital information about the user. The User's Profile is located in the ECS User Account Management tool, which is located on the User Services Desktop.

The information needed from the User may vary depending on local DAAC policies. It is recommended that the US Rep verify the following fields in the event that additional information is needed to complete the order: User Id; Name; Shipping Address for mailing hard media; Email Address for an ftp pull; Privilege Level, if ordering restricted data; and a Contact Phone Number. When the User Profile screen is opened, the information contained in the six account management folders is displayed on one screen. If modifications are required, see Section 19.1.4.

1) The ECS User Account Management tool is launched with the execution of several UNIX commands:

- Open the command shell.
  - Type `xhost <remote_workstation_name>` and then press the Enter key.
  - At the UNIX shell prompt, type `setenv DISPLAY clientname:0.0` and then press the Enter key. (Note: for "clientname", use either the IP address or machine name.)
  - At the UNIX shell prompt type `/tools/bin/ssh hostname` (e.g., `l0mss21`), and then press the Enter key, to start the log-in to the MSS client server.
    - If you receive the following message, "Host key not found from the list of known hosts. Are you sure you want to continue connecting? (yes/no)", type `yes`.
    - If you have previously set up a secure shell pass-phrase and executed `sshremote`, a prompt to enter the passphrase for RSA key '`<user@localhost>`' will appear. Go to the next step.
    - If you have not previously set up a secure shell pass-phrase, skip the next step.
  - If the following message appears: "Enter passphrase for RSA key '`<user@localhost>`'", type your Passphrase and then press the Enter key. Skip the next step.
  - At the "`<user@remotehost>`'s password:" prompt, type your Password and then press the Enter key.
  - To change to the directory containing the utility scripts to start Account Management GUIs, type `cd /path` and then press the Enter key.
  - For path, use `/usr/ecs/mode/CUSTOM/utilities`, where mode will likely be TS1, TS2, or OPS.
  - Type `EcMsAcRegUserGUIStart mode`, where mode is TS1, TS2, or OPS (or other) as selected in the previous step.
  - The ECS User Account Management window is displayed.
  - The window shows two folders: "User Request" and "Profile Account".
- 2) Click the "Profile Account" folder tab.

- Folders and fields applicable to existing accounts are displayed.
  - 3) Retrieve the user's profile information by entering a search criteria in the "Find" field.
- The "Find" field is located to the right of the Find button.
  - 4) Enter the Search Criteria, then press Return.
- The scroll box displays a list of accounts that match the search criteria.
- You can create a search by entering the user's Last Name, E-mail address, or User Id.
  - 5) Scroll through the accounts listed until the desired account is highlighted, then double click.
- Six folders are displayed that contain detailed information about the selected account: Personal Information, Mailing Address, Shipping Address, Billing Address, Account Information and DAR Information,.
  - 6) Click on the "View Entire Profile" option button at the bottom of the screen.
- The User Profile screen is displayed.
- This is a read-only screen; no changes can be made without going to each individual folder.
- The User Profile screen, displays the information contained in the Personal Information folder, Account Information folder, Shipping Address folder, Billing Address folder, and the Mailing Address folder.
  - 7) Click the Close button, to exit from the User Profile screen.
  - 8) Exit the ECS User Account Management tool by following menu path File \_\_Exit.

### 19.2.3 Locate Data Via Search and Order Tool

When a User Services Representative (US Rep) receives a mail message from a user who needs help placing an order, he/she can place the order on the user's behalf. This section provides an example of how the US Rep might place an order on behalf of a user. The US Rep begins by creating a **User Contact Log** (Section 19.2.1) entry, into which he/she records that a request for help was received from the user. The US Rep next looks up the requester's **User Profile** (Section 19.2.2) to verify that the person is a registered user. After looking at the mail message from the user, the US Rep decides to create a search to determine if the data is held at his/her home DAAC. The US Rep launches the EOS Data Gateway (URL: <http://lyta.gsfc.nasa.gov/~imswww/pub/imswelcome/>.)

**Table 19.2-4. Locate Data Via EOS Data Gateway - Activity Checklist**

Order	Role	Task	Complete ?
1	US Rep	Obtain a Spatial Summary	
2	US Rep	Obtain a Temporal Summary	
3	US Rep	Obtain a Discrete Attribute Summary	
4	US Rep	Browse the Search Results	
5	US Rep	Select Granules to Order	
6	US Rep	Request Price Estimate	
7	US Rep	Specify Order Details	

#### **19.2.4 Request Price Estimate**

There is no charge for data at this time. If the time ever comes that NASA resources cannot meet the user demand, a standard price table shall be established across all DAACs, see (Policy #96.01). In general, the policy provides that the Federal Government should recoup only those costs associated with the dissemination of information and not those associated with its creation or collection. NASA Headquarters is responsible for specifying the policy with input from GSFC Code 170, the EOSDIS Project, and the DAACs.

When and if NASA begins charging to recoup their costs, the DAAC User Service Representative (US Rep) will be responsible for direct interaction with users regarding pricing, billing, refunds, or any other matter regarding data costs. The DAAC User Services Representatives will be able to establish single accounts, or group accounts in which a number of users are allowed to charge a common account.

For more information regarding the **Pricing and Billing Policy** see "Data and Information Policy," published in the 1995 MTPE/EOS Reference Handbook , EOS Project Plan (5/95).

#### **19.2.5 Specify Order Details**

Once data has been marked for order, the media and format options must be selected. Select the Package Options button on the Order Data screen to display the Media Type and Media Format options screen. Each Processing Option has associated Media types and corresponding Media Format choices. Detailed instructions for selecting the media type can be found in the BOSOT Client Tutorial and the EOSDIS Users Manual, (located by the following URL: <http://eos.nasa.gov/imswelcome>).

#### **19.2.6 Update User Contact Log**

When a User contacts the US Rep with a request for data, the US Rep creates a User Contact Log record of the event. The User Contact Log remains open until the request has been completed, at which time the US Rep updates, then closes the log record. The User Contact Log record can be modified several times before the request is completed. Each time a Contact Log is modified,

the log will display the operator that made the modification as well as the date and time of the modification.

There are four User Contact Log screens: the Submit screen, the Display screen, the Edit screen, and the Entry Screen. The Submit screen is used to create new User Contact Log records, the Display screen is used to display already existing Contact Log records and to generate reports, the Edit screen is used to make changes to existing User Contact Log records, and the Entry screen is used as a path to the previous screens. When the User Contact Log is opened, it defaults to the Entry screen.

To launch the User Contact Log and to retrieve/modify an individual screen, see Section 19.2.2.

Two different methods can be used to retrieve accounts that require modifications. The US Rep can Modify an Individual User Contact Log record by using the menu at the top of the screen and following menu path Query \_\_Modify Individual to obtain the "Edit" screen. Then he/she must enter the unique Log-Id, Contact Name, E-mail address, or the Short Description field to retrieve the individual User Contact Log record. If the US Rep needs to modify several log records he/she can retrieve all of the User Contact Log records created during his/her shift by following menu path Query \_\_Modify all. The screen will default to the first User Contact Log record entered during his/her shift. At the bottom of the screen are "Previous" and "Next" action buttons, which can be used to toggle through the log records without inputting individual retrieval information. Pressing the next button will display the second User contact log record that was opened during the shift, and then the third, etc. Pressing the Previous button will go backwards, it will display the last User contact log record created during the shift. If there were 30 User Contact Log records created during the shift, the User Rep may not wish to toggle through 30 accounts; therefore, the Modify Individual would be more efficient.

The procedure that follows explains how to Modify a User Contact Log record. This procedure will modify an individual User Contact Log. This procedure will change the contact E-mail address and will note in the "Comments Log" that the data requested has been shipped, then the record will be closed.

- 1 1) Launch the **User Contact Log/Trouble Ticket** application.
  - The **User Contact Log** defaults to the **Entry** screen.
- 2 From the Menu Bar, follow menu path **Query**→**Modify Individual**.
  - The display changes from the **Entry** screen to the **Modify** screen.
  - The screen looks the same except the action buttons on the bottom of the screen.
- 3 Click on the field to be used for finding the User Contact Log record to be updated (i.e., **Log Id** field, **Contact Name** field, **E-mail Address** field, or the **Short Description** field).
  - The cursor is displayed in the selected field.
- 4 Enter the information appropriate for the selected field (i.e., **Log Id**, **Contact Name**, **E-mail Address**, or something remembered from the **Short Description**).
  - The typed entry is displayed in the field.

- 5 Follow menu path **Query**→**Display**.
  - The User Contact Log record for the data request is displayed.
- 6 Click on the **Comment Log** field.
- 7 Enter a **Comment** describing the update.
  - The comment should indicate the action(s) taken (e.g., **Order for data completed; 10 granules ordered.**).
- 8 Click on the **Apply Edits** button.
  - Edits are not implemented until the **Apply Edits** button is pressed.
  - The **Modified-date** field will display the date and time of the modification.
  - The **Last-Modified-by** field will display the name of the User Services Representative under whose log-in the edit is made.
- 9 To close a User Contact Log record, select the **Log Status** button, while holding the mouse button down, drag it to **Close**, then release the mouse button.
  - The User Contact Log record is now closed.

### 19.3 Canceling an Order

A user may choose to cancel a data order for any of a number of reasons. User Services may be called upon to assist by performing the cancellation on behalf of the user. The procedures for cancellation of an order are:

- Create a User Contact Log record
- Validate the User
- ECS Order Tracking
- Cancel Order
- Update the User Contact Log

Assume a user calls to cancel an order for previously ordered data. As we have seen, this requires the creation of a User Contact Log record, and necessitates using the ECS User Account Management tool (Profile Accounts) to verify that the user is registered. Only then can you proceed to the next step.

#### 19.3.1 ECS Order Tracking and Cancellation

To locate an order, either because a user wants to cancel it or for some other reason (e.g., a user wants to check on an order that has not been received), use the Order Tracking tool.

The order Tracking tool is a view only tool. To assist you in finding an existing order, it has several query options:

- User Name - If there is more than one order under the same first and last name, the system offers a Verify User Selection screen to display additional data about each order, including the date it was placed, to help in the verification.
- Order ID - The Order ID is the unique identification number generated when the order was placed.
- Request ID - For large orders, the Data Server may partition the order and assign more than one Request ID. If you use this query option, the unique Order ID will also be displayed to assist in tracking all parts of the order.

The number of orders displayed can be reduced by use of the Filter by Status option. You may select from several status filters:

- Pending
- Operator Intervention
- Staging
- Transferring
- Not found
- Waiting for Shipment
- Shipped
- Aborted
- Canceled
- Terminated

Use the following procedure to find the user's order for previously ordered data, beginning with a search using the **User Name** query option.

### **ECS Order Tracking**

#### **1** Access the command shell

- The command shell prompt is displayed.

#### **2** 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.

- 3 Start the log-in to the MSS client server by typing either `/tools/bin/ssh hostname` (e.g., `g0mss21`) at the UNIX command shell prompt, and then 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 4.
  - If you have not previously set up a secure shell passphrase; go to Step 5.
- 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your *Passphrase* and then press the **Return/Enter** key. Go to Step 6.
- 5 At the `<user@remotehost>`'s **password:** prompt, type your *Password* and then press the **Return/Enter** key.
- 6 To change to the directory containing the utility scripts to start MSS accountability GUIs, type `cd /path` and then press the **Return/Enter** key.
  - For *path*, use `/usr/ecs/mode/CUSTOM/utilities`, where *mode* will likely be **TS1**, **TS2**, or **OPS**.
- 7 Type `EcMsAcOrderGUIstart mode`, where *mode* is **TS1**, **TS2**, or **OPS** (or other) as selected in Step 6.
  - The **ECS Order Tracking** window is displayed.
- 8 Click the **Radio Box** to the left of the **User Name**.
  - The cursor moves to the **Last Name** field.
- 9 Enter the **Last Name**, then press **Tab**.
  - The cursor moves to the **First Name** field.
- 10 Enter the **First Name**, then press **Tab**.
- 11 Click on the **Select All** button.
  - All of the status filters are selected.
- 12 Press the **Return/Enter** key or click on the **Query Order** button.
  - The order is displayed in the **Order List** box in the **ECS Data Order Tracking** screen.
  - The **Order ID**, **Home DAAC**, **Order Date**, **Order Type**, **Order Source**, **Status**, **Description**, and **Start Date** are displayed.

**13** If there are multiple requests, click on the order to highlight it in the **Order List** box, then click on the **Query Request** button.

- Every request number relating to the highlighted Order is displayed.
- The **Order ID, Request ID, Processing DAAC, Request Type, # Files, Size, Media, Format, Status, Ship Date,** and **Description** are displayed.

**14** Click on the order or the specific request to be canceled to highlight it.

**15** To cancel a highlighted request, click on the **Delete Request** button.

- The request is deleted from the system.

**16** To cancel a highlighted order, first click on the **Update Order** button.

- The **Update** dialog box is displayed.

**17** In the **Update** dialog box, make sure the **Status** checkbox has a check in it (click in the checkbox if necessary).

- The **Status** checkbox displays a check mark.

**18** Click on the pull-down arrow to the right of the **Status New Values** text field, hold the left mouse button and dragging to select the value "Canceled."

- The **Status New Values** text field displays **Canceled**.

**19** Click on the **Update** button.

- The order status is changed to **Canceled**.

### **19.3.2 deleted**

## **19.4 Fulfilling a Subscription**

User Services may be called upon to support users in ECS functions related to subscriptions. The ECS subscription capability supports users' requirement to have actions taken based on the occurrence of future events (i.e., to be notified or have data transferred when certain conditions are met, such as data becoming available, or a new advertisement occurring). The ECS design provides the following subscription service capabilities:

- register new events
  - stored persistently
  - made available through Advertisement Service
- accept subscriptions

- accept new subscription requests that specify an action to be taken and an event to initiate the action
- accept subscription update requests to update stored subscriptions
- 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

The initial screen of the subscription services tool lists existing subscriptions and displays subscription identification data and other information associated with subscriptions. From the initial screen, the operator can access other screens that permit adding or deleting subscriptions, as well as screens for editing existing subscriptions. The screens for adding and editing subscriptions are essentially identical. The main screen for adding/editing a subscription may be accessed in two ways. To add a subscription, the screen may be accessed by clicking on the Add Subscription button. To edit a subscription, the screen may be populated with data from an existing subscription and accessed by first clicking on a subscription in the Subscription Information window and then clicking on the Edit Subscription button.

Two major elements of a subscription are its event, or triggering circumstance, and the action to be taken by ECS upon occurrence of the event. The subscription service lets you identify subscribable events and specify actions to be taken on behalf of a user upon the occurrence of an identified subscribable event. Normally, the action will be to send email notification of the occurrence of the event. A click on the Browse Events button displays the Browse Events screen. This screen permits review and selection from a list of subscribable events to specify the triggering circumstance of a subscription being added.

A click on the Actions button on the Add/Edit Subscriptions screen displays the Actions screen. This screen is employed when a user wishes to acquire a data product associated with the occurrence of an event. It permits entry of parameters necessary to specify an acquire action (e.g., ftp push, tape distribution) to be taken when the subscribable event occurs.

Finally, a user may wish to restrict a subscription to only those instances of an event that fall within certain boundary constraints. For example, a science user may wish to receive notice of the availability of a certain type of data on a particular geographic range of the earth's surface, but only if the cloud cover was less than 20% when the data collection occurred. The cloud cover restriction is a Qualifier that may be placed on the event using the subscription service screen. A click on the Qualifiers button on the Add/Edit Subscriptions screen displays this screen, which permits the operator to specify event qualifiers.

The following subsections and procedures illustrate the use of the subscription service to accommodate various user needs for subscription support.

### 19.4.1 Fulfilling a Need for a One-Time Subscription

Suppose a user has used the DAR Tool to submit a request for ASTER expedited data, and contacts you with a request to acquire the data via FTP push to a specific disk directory as soon as the data are received at the archive. The relevant data for the necessary subscription are:

- User ID
- Email Address
- Email Text
- Start Date
- Expiration Date
- Event ID
- Event Description
- Event Name
- Acquire
  - User Profile/ID
  - User Name
  - User Password
  - Host Name
  - Destination
- Qualifiers

The following procedure can be used to create the necessary subscription:

#### Creating a One-time Subscription with Acquire

- 1) Access the command shell
  - The command shell prompt is displayed.
- 2) 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.

- 3) Start the log-in to the interface server by typing `/tools/bin/ssh hostname` (e.g., l0dms01, g0dms03, e0dms03, n0dms04), 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 4.
  - If you have not previously set up a secure shell passphrase; go to Step 5.
- 4) If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your **Passphrase** and then press the **Return/Enter** key. Go to Step 6.
- 5) At the **<user@remotehost>'s password:** prompt, type your **Password** and then press the **Return/Enter** key.
  - NOTE: To access the Subscription Service, you will also need to perform a DCE login (see Steps 6 and 7).
- 6) At the UNIX prompt, type **DCE\_login User ID**, and then press the **Return/Enter** key.
  - A **Password:** prompt is displayed.
- 7) At the **Password:** prompt, type **DCEPassw**.
  - A UNIX prompt is displayed.
  - NOTE: You can check that the DCE login is successful by typing **klist**, and the pressing the **Return/Enter** key; if the DCE login is successful, the logged in principal will be displayed, along with other DCE information.
- 8) To change to the directory containing the utility scripts to start the Subscription Server GUI, type **cd /path** and then press the **Return/Enter** key.
  - For *path*, use `/usr/ecs/<mode>/CUSTOM/utilities`, where *<mode>* will likely be TS1, TS2, or OPS.
- 9) Type **setenv MODE <mode>** and then press the **Return/Enter** key, where *<mode>* is that selected for the *path* in Step 8.
- 10) Type **source EcCoEnvCsh** and then press the **Return/Enter** key.
- 11) Type **EcSbSubServerGUIStart <mode>**, where *<mode>* is that selected in Step 10, and then press the **Return/Enter** key.
  - The initial screen of the **Subscription Service** is displayed.
- 12) Click on the **Add Subscription** button.
  - The **Add/Edit Subscriptions** screen is displayed.

- 13) Click on the **Browse Events** button.
- The **Browse Events** screen is displayed.
- 14) Click on the **Find** field.
- The cursor appears in the **Find** entry field.
- 15) Type **ASTER DAR ID 123456789** and then click on the **Find** button.
- The desired event (in this case, **Event 109**) is highlighted in the **Event Information** window.
- 16) Click on the **OK** button.
- The **Browse Events** screen is closed.
  - On the **Add/Edit Subscriptions** screen, **109** is shown as the Event ID: and Insertion of ASTER data is shown as the Event Description:.
  - The cursor is in the User ID: field.
- 17) Type dsaster and then press the Enter key.
- The cursor moves to the Email Address: field.
- 18) Type dsaster@unh.edu and then press the Enter key.
- The cursor moves to the Email Text: field.
- 19) Type Requested data sent by ftp push to /home/dsaster/ftppush and then press the Enter key.
- The cursor moves to the first window in the Start Date: field.
- 20) Type in the current date, reflecting the format mm/dd/yyyy.
- 21) Click on the first window of the Expiration Date: field to place the cursor there, and type in data to set the expiration date to 12/31/1998.
- Set the expiration date so that the subscription duration covers the period in which the data are likely to reach the archive. When the user requests the subscription, it may be helpful to determine information about the data capture (e.g., in this case, the duration of the requested ASTER data acquisition).
- 22) Click on the Actions button.
- The Actions screen is displayed.
- 23) Click on the ftp Push toggle button.
- The ftp Push button shows as depressed.
- 24) Click on the User Profile: field.

- The cursor appears in the User Profile: field.  
25) Type in dsaster and then press the Enter key.
- The cursor moves to the User Name: field.  
26) Type in D.S. Aster and then press the Enter key.
- The cursor moves to the User Password: field.  
27) Type in the password (in this case, sbpass1) and then press the Enter key.
- The cursor moves to the Verify Password: field.  
28) Type in the password again (in this case, sbpass1) and then press the Enter key.
- The cursor moves to the Host Name: field.  
29) Type in the host name (in this case, science.lib.unh.edu) and then press the Enter key.
- The cursor moves to the Destination: field.  
30) Type in the directory to which the file is to be pushed (in this case, /home/dsaster/ftppush).  
31) Click on the OK button.
- The Actions screen is closed and the Add/Edit Subscriptions screen is accessible.  
32) Click on the Submit button.
- The Add/Edit Subscriptions screen is closed and the initial screen of the Subscription Service is accessible.
- The new subscription is displayed in the Subscription Information window.  
33) Follow menu path File(Exit).
- The Subscription Service screen is closed.

#### **19.4.2 Fulfilling a Need for an Open-Ended Subscription**

Suppose a user notes an advertisement for quarterly updates on an ocean biology model based on data obtained in the Sea-viewing Wide Field-of-view Sensor (SeaWiFS) program. She requests an ongoing, regular E-mail notification when an update is available. The relevant data for the subscription are:

- User ID
- Email Address
- Email Text

- Start Date
- Expiration Date
- Event ID
- Event Description
- Event Name
- Acquire
- Qualifiers Use the following procedure to establish an ongoing subscription for the requested notification:

### Creating an Open-Ended Subscription

- 1) Access the command shell
  - The command shell prompt is displayed.
- 2) 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.
- 3) Start the log-in to the interface server by typing **/tools/bin/ssh *hostname*** (*e.g.*, 10dms01, g0dms03, e0dms03, n0dms04), 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 4.
  - If you have not previously set up a secure shell passphrase; go to Step 5.
- 4) If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your **Passphrase** and then press the **Return/Enter** key. Go to Step 6.
- 5) At the **<user@remotehost>'s password:** prompt, type your **Password** and then press the **Return/Enter** key.
  - NOTE: To access the Subscription Service, you will also need to perform a DCE login (see Steps 6 and 7).
- 6) At the UNIX prompt, type **DCE\_login *User ID***, and then press the **Return/Enter** key.

- A **Password:** prompt is displayed.
- 7) At the **Password:** prompt, type *DCEPassw*.
- A UNIX prompt is displayed.
  - NOTE: You can check that the DCE login is successful by typing **klist**, and the pressing the **Return/Enter** key; if the DCE login is successful, the logged in principal will be displayed, along with other DCE information.
- 8) To change to the directory containing the utility scripts to start the Subscription Server GUI, type **cd /path** and then press the **Return/Enter** key.
- For *path*, use */usr/ecs/<mode>/CUSTOM/utilities*, where *<mode>* will likely be TS1, TS2, or OPS.
- 9) Type **setenv MODE <mode>** and then press the **Return/Enter** key, where *<mode>* is that selected for the *path* in Step 8.
- 10) Type **source EcCoEnvCsh** and then press the **Return/Enter** key.
- 11) Type **EcSbSubServerGUIStart <mode>**, where *<mode>* is that selected in Step 10, and then press the **Return/Enter** key.
- The initial screen of the **Subscription Service** is displayed.
- 12) Click on the Add Subscription button.
- The Add/Edit Subscriptions screen is displayed.
- 13) Click on the Browse Events button.
- The Browse Events screen is displayed.
- 14) Click on the Find field.
- The cursor appears in the Find entry field.
- 15) Type SeaWiFS Model Update and then click on the Find button.
- The desired event (in this case, Event 153) is highlighted in the Event Information window.
- 16) Click on the OK button.
- The Browse Events screen is closed.
  - On the Add/Edit Subscriptions screen, 153 is shown as the Event ID: and Ocean Biology Model Update Insertion is shown as the Event Description:.
  - The cursor is in the User ID: field.
- 17) Type **pascient** and then press the **Enter** key.
- The cursor moves to the **Email Address:** field.

18) Type `pascient@engr.1.engr.hamptonu.edu` and then press the Enter key.

- The cursor moves to the Email Text: field.

19) Type `Ocean biology model quarterly update is available` and then press the Enter key.

- The cursor moves to the first window in the Start Date: field.

20) Type in data to set the start date to `07/01/1998`.

21) Click on the first window of the Expiration Date: field to place the cursor there, and type in data to set the expiration date to `12/31/2005`.

- Set the expiration date so that the subscription duration covers a period satisfactory to the user and/or reflecting DAAC policy on maximum duration for subscriptions. The duration and any policy governing restrictions on duration should be discussed when the user requests the subscription.

22) Click on the Submit button.

- The Add/Edit Subscriptions screen is closed and the initial screen of the Subscription Service is accessible.

- The new subscription is displayed in the Subscription Information window.

23) Follow menu path `File(Exit)`.

- The Subscription Service screen is closed.

### **19.4.3 Returning a List of Subscriptions**

The initial screen of the Subscription Service provides a list of subscriptions and information about them. This screen provides a useful resource for answering user queries concerning their subscriptions. The Find function may be used to search and highlight an individual subscription. Use the following procedure to obtain a list of subscriptions.

#### **Display a List of Subscriptions and Subscription Information**

1) Open the Subscription Service via the following UNIX commands.

- Open the command shell.
- Type `xhost <remote_workstation_name>` and then press the Enter key.
- At the UNIX shell prompt, type `setenv DISPLAY clientname:0.0` and then press the Enter key. (Note: for "clientname", use either the IP address or machine name.)
- Open the command shell.
- Type `xhost <remote_workstation_name>` and then press the Enter key.

- At the UNIX shell prompt, type `setenv DISPLAY clientname:0.0` and then press the Enter key. (Note: for "clientname", use either the IP address or machine name.)
- Start the log-in to the interface server by typing `/tools/bin/ssh hostname` (e.g., `l0dms01`, `g0dms03`, `e0dms03`), at the UNIX command shell prompt, and press the Enter key.
- If you have previously set up a secure shell passphrase and executed `sshremote`, a prompt to Enter passphrase for RSA key '`<user@localhost>`' appears, go to the next step; if you have not previously set up a secure shell passphrase, skip the next step.
- If a prompt to Enter passphrase for RSA key '`<user@localhost>`' appears, type your Passphrase and then press the Enter key; skip the next step
- At the `<user@remotehost>`'s password: prompt, type your Password and then press the Enter key. (NOTE: To access the Subscription Service, you will also need to perform a DCE login).
- At the UNIX prompt, type `DCE_login User ID`, and then press the Enter key.
- A Password: prompt is displayed; `DCEPassw`.
- A UNIX prompt is displayed.
- To change to the directory containing the utility scripts to start the Subscription Server GUI, type `cd /path` and then press the Enter key.
- For path, use `/usr/ecs/<mode>/CUSTOM/utilities`, where `<mode>` will likely be `TS1`, `TS2`, or `OPS`.
- Type `setenv MODE <mode>` and then press the Enter key, where `<mode>` is that selected for the path in the previous step.
- Type `source EcCoEnvCsh` and then press the Enter key.
- Type `EcSbSubServerGUIStart <mode>`, where `<mode>` is that selected in the previous step and then press the Enter key.
- The initial screen of the Subscription Service is displayed.
- Click on the Add Subscription button.
- The Add/Edit Subscription screen is displayed.
- Click on the Browse Events button.
- The initial screen of the Subscription Service is displayed.
  - 2) Click on the Find field.
- The cursor appears in the Find entry field.

- 3) Type in the User ID for the user whose subscription(s) are of interest.
- Any subscription for the entered User ID is highlighted.

#### 19.4.4 Canceling a Subscription

Canceling a subscription is accomplished using the initial screen of the Subscription Service. Suppose you are a User Services representative and receive a call from a user requesting you to cancel her subscription for notification of Ocean Biology Model updates. The following procedure is applicable.

##### Cancel a Subscription

- 1) Access the command shell
  - The command shell prompt is displayed.
- 2) 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.
- 3) Start the log-in to the interface server by typing **/tools/bin/ssh *hostname*** (*e.g.*, 10dms01, g0dms03, e0dms03, n0dms04), 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 4.
  - If you have not previously set up a secure shell passphrase; go to Step 5.
- 4) If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your **Passphrase** and then press the **Return/Enter** key. Go to Step 6.
- 5) At the **<user@remotehost>'s password:** prompt, type your **Password** and then press the **Return/Enter** key.
  - NOTE: To access the Subscription Service, you will also need to perform a DCE login (see Steps 6 and 7).
- 6) At the UNIX prompt, type **DCE\_login *User ID***, and then press the **Return/Enter** key.
  - A **Password:** prompt is displayed.
- 7) At the **Password:** prompt, type **DCEPassw**.

- A UNIX prompt is displayed.
  - NOTE: You can check that the DCE login is successful by typing **klist**, and the pressing the **Return/Enter** key; if the DCE login is successful, the logged in principal will be displayed, along with other DCE information.
- 8) To change to the directory containing the utility scripts to start the Subscription Server GUI, type **cd /path** and then press the **Return/Enter** key.
    - For *path*, use /usr/ecs/<mode>/CUSTOM/utilities, where <mode> will likely be TS1, TS2, or OPS.
  - 9) Type **setenv MODE <mode>** and then press the **Return/Enter** key, where <mode> is that selected for the *path* in Step 8.
  - 10) Type **source EcCoEnvCsh** and then press the **Return/Enter** key.
  - 11) Type **EcSbSubServerGUIStart <mode>**, where <mode> is that selected in Step 10, and then press the **Return/Enter** key.
    - The initial screen of the **Subscription Service** is displayed.
  - 12) Click on the Find field.
    - The cursor appears in the Find entry field.
  - 13) Type in the User ID for the user whose subscription(s) are of interest (in this case, pascient).
    - Any subscription for the entered User ID is highlighted.
  - 14) If the subscription requested for cancellation is not the highlighted one (in this case, Event ID 153), click on it.
    - The selected subscription information is highlighted.
  - 15) Click on the Delete Subscription button.
    - The highlighted subscription is cancelled.
  - 16) Follow menu path File(Exit).
    - The Subscription Service screen is closed.

## 19.5 Data Dictionary Maintenance

Requests for ECS services may come from the EOS Data Gateway (EDG) Web Client of Version 0 (V0). For example, users, including those from the ASTER Ground Data System (GDS), will submit requests for data searches and product orders using the EDG Search and Order Tool. Requests for ECS products or services (e.g., Directory Search requests, Inventory Search requests, Browse requests, Product requests) are sent to the ECS V0 Gateway. To accommodate mapping of terminology between the ECS and the V0 system, the ECS V0 Gateway reads the ECS Data Dictionary containing the terminology mapping information, ensuring that the request can be directed to the appropriate science data server. A Data

Dictionary Administrator builds the ECS Data Dictionary V0 System search parameters, ECS schema, and metadata. The V0 client must have ECS Valid terminology for searchable attributes (e.g., source, sensor, geophysical parameter, data set name, data center ID, campaign, processing level, geographical coordinates, and temporal intervals) in order to search ECS holdings. Accordingly, upon establishment of a new ECS data set, valids for the data set must be made available to V0. EOSDIS V0 IMS has a two-week valids update cycle:

- Data centers (sites) submit their new valids, definitions, and/or package Object Description Language (ODL) file(s). An ODL file is a formatted ASCII text file that contains the keyword descriptions for the data sets.
- Valid ODL files are transferred to the V0 IMS using anonymous FTP.
- The IMS team acknowledges receipt of the new valids submission and runs a syntax checker on the files.
- The files are processed and the valids are tested.

More detailed information on the cycle and the update process may be obtained at [http://harp.gsfc.nasa.gov/v0ims/valids/valids\\_procedures.html](http://harp.gsfc.nasa.gov/v0ims/valids/valids_procedures.html).

There is two-way interoperability with the ASTER GDS for product search and orders. This means that ASTER GDS users can search, browse, and order ECS products, and ECS users can search, browse, and order products available at GDS. Information is also exchanged concerning price estimates and order status. ASTER GDS access to ECS products and services is through the EROS Data Center (EDC). Therefore, all ECS collection information must be available at EDC. Furthermore, ECS must be able to use ASTER GDS dataset valids.

Use the following procedure to launch the Data Dictionary Maintenance Tool.

## Launch Data Dictionary Maintenance Tool

### 1 Access the command shell

- The command shell prompt is displayed.

### 2 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.

### 3 Start the log-in to the interface server by typing **/tools/bin/ssh *hostname*** (e.g., g0ins02) 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 4.
- If you have not previously set up a secure shell passphrase; go to Step 5.

- 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your *Passphrase* and then press the **Return/Enter** key. Go to Step 6.
- 5 At the *<user@remotehost>'s password:* prompt, type your *Password* and then press the **Return/Enter** key.
- 6 To change to the directory containing the utility scripts to start the Data Dictionary Maintenance Tool GUI, type **cd /path** and then press the **Return/Enter** key.
  - For *path*, use **/usr/ecs/<mode>/CUSTOM/utilities**, where *<mode>* will likely be **TS1**, **TS2**, or **OPS**.
- 7 Type **EcDmDdMaintenanceToolStart <mode>**, where *<mode>* is that selected in Step 7, and then press the **Return/Enter** key.
  - The initial screen of the **Data Dictionary Maintenance Tool** is displayed.Use the following procedure to launch the Data Dictionary Maintenance Tool.

### Launch Data Dictionary Maintenance Tool

- 8 Access the command shell
  - The command shell prompt is displayed.
- 9 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.
- 10 Start the log-in to the interface server by typing **/tools/bin/ssh hostname** (*e.g.*, **g0ins02**) 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 4.
  - If you have not previously set up a secure shell passphrase; go to Step 5.
- 11 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your *Passphrase* and then press the **Return/Enter** key. Go to Step 6.
- 12 At the *<user@remotehost>'s password:* prompt, type your *Password* and then press the **Return/Enter** key.

**13** To change to the directory containing the utility scripts to start the Data Dictionary Maintenance Tool GUI, type **cd /path** and then press the **Return/Enter** key.

- For *path*, use **/usr/ecs/<mode>/CUSTOM/utilities**, where *<mode>* will likely be **TS1**, **TS2**, or **OPS**.

**14** Type **EcDmDdMaintenanceToolStart <mode>**, where *<mode>* is that selected in Step 7, and then press the **Return/Enter** key.

- The initial screen of the **Data Dictionary Maintenance Tool** is displayed.

Use the following procedure to launch the Data Dictionary Maintenance Tool.

### **Launch Data Dictionary Maintenance Tool**

**15** Access the command shell

- The command shell prompt is displayed.

**16** 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.

**17** Start the log-in to the interface server by typing **/tools/bin/ssh hostname** (*e.g.*, **g0ins02**) 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 4.
- If you have not previously set up a secure shell passphrase; go to Step 5.

**18** If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your *Passphrase* and then press the **Return/Enter** key. Go to Step 6.

**19** At the *<user@remotehost>*'s **password:** prompt, type your *Password* and then press the **Return/Enter** key.

**20** To change to the directory containing the utility scripts to start the Data Dictionary Maintenance Tool GUI, type **cd /path** and then press the **Return/Enter** key.

- For *path*, use **/usr/ecs/<mode>/CUSTOM/utilities**, where *<mode>* will likely be **TS1**, **TS2**, or **OPS**.

**21** Type **EcDmDdMaintenanceToolStart** *<mode>*, where *<mode>* is that selected in Step 7, and then press the **Return/Enter** key.

- The initial screen of the **Data Dictionary Maintenance Tool** is displayed.

Use the following procedure for import of ASTER dataset valids.

### **Import Valids**

**1** Launch the Data Dictionary Maintenance Tool.

**2** Click on the **Import Valids File** tab.

- The **Import Valids File** screen is displayed.

**3** Under **Load Valids File.**, click in the **File Name:** field and type *<validsfilename>*.

- *<validsfilename>* is the full path for the file to be imported. It is possible to click on the **Browse . . .** button and click to select the file.
- The typed or selected entry is displayed in the **File Name:** field.

**4** Click on the **Check** button.

- The system checks the syntax of the valids file and generates any collection messages.

**5** Under **Save Syntax Error File**, click in the **File Name:** field and type *<errorfilename>*.

- *<errorfilename>* is the full path for the file to be saved. It is possible to click on the **Browse . . .** button and click to select a file.

**6** To save the statistics or warnings to the named statistics/warning file, click on the **Save** button.

- The file is saved.

**7** To submit the collection to the Data Dictionary, click on the **Update** button.

- The collection is inserted.

**8** Click on the **Map Attributes/Keywords** tab.

- The **Map Attributes/Keywords** screen is displayed.

**9** Click on the **Update All Collections** button.

- The ECS collections are updated with the new mappings. (*Note:* This update may take several minutes.)

### **Checking Data Dictionary Server Log Files**

Log files can often provide information that will identify possible sources of disruption in Data Dictionary server function or communications, suggesting additional checks or actions that may

help resolve the problem. The procedure for checking a log file starts with the assumption that the operator has logged in to ECS.

## Checking Data Dictionary Server Log Files

- 1 To log in to the host for the server and log(s) to be examined, type `/tools/bin/ssh <hostname>` and then press the **Return/Enter** key.
  - For `<hostname>`, use **e0ins02** at EDC, **g0ins02** at GSFC, **l0ins02** at LaRC, and **n0ins02** at NSIDC.
  - 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 2.
  - If you have not previously set up a secure shell passphrase; go to Step 3.
- 2 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 4.
  - The prompt reflects the login to the selected host.
- 3 At the `<user@remotehost>`'s **password:** prompt, type your *Password* and then press the **Return/Enter** key.
  - The prompt reflects the login to the selected host.
- 4 Type `cd /usr/ecs/<MODE>/CUSTOM/logs` and then press the **Return/Enter** key.
  - The prompt reflects the change to directory `/usr/ecs/<MODE>/CUSTOM/logs`.
- 5 To view a server log, type `pg filename` and then press the **Return/Enter** key.
  - *filename* refers to the account management log file to be reviewed (e.g., **EcDmDictServer.ALOG**, **EcDmDictServerDebug.log**).
  - The first page of the log file is displayed; additional sequential pages can be displayed by pressing the **Return/Enter** key at the `:` prompt.
  - Although this procedure has been written for the **pg** command, any UNIX editor or visualizing command (e.g., **vi**, **more**, **tail**) can be used to review the log file.
  - Typically, the `<server>Debug.log` captures more detailed information than the `<server>.ALOG`. However, for some servers (e.g., **SDSRV**), there may be significant detail in the `<server>.ALOG`. It is also important to note that the **DebugLevel** setting in the `<server>.CFG` file determines the level of detail captured in the `<server>Debug.log` (**0** is off, a setting of **1** captures status and errors, a setting

of **2** captures major events, and a setting of **3** is a full trace recording of all activity). If the **DebugLevel** has been set to one of the lower levels during operations, the System Administrator may set it to **3** during troubleshooting.

- 6** Review the log file(s) to determine if there are any indications of connection problems (DCE) or errors at start up.
  - The **EcDmDictServerDebug.log** file for the User Profile/User Registration server may contain an error message concerning **PF Init** or some **DCE** error or problem (notify the System Administrator/DCE Administrator).
  - The **EcDmDictServer.ALOG** file may contain evidence of a Sybase error (e.g., **SybaseErrorCode1 =92014;SybaseErrorMessage1 ="x0ins01\_srvr"** or **SybaseErrorCode2 =16;SybaseErrorMessage2 =""**) (notify the Database Administrator).
- 7** To exit the **pg** review of the log file, type **q** at the **:** prompt and then press the **Return/Enter** key.

## 19.6 Cross-DAAC Referral Processing

Sometimes a user may request your help in placing an order for data that are not available at your DAAC. Similarly, a User Services representative at another DAAC may receive a request for help in placing an order for data that are held at your DAAC, with the result that you receive a referred request.

### Referral to Another DAAC

Suppose, for example, that User Services receives an E-mail request from Dr. Ima D. Geologist for help in finding Landsat images of an area in Africa from the NASA Landsat Data Collection. The User Services representative follows an established approach in response:

- User Contact Log record – document the request.
- User Profile – verify that the requester is a registered user.
- Data Search and Order tool – locate the requested data.

When the search results indicate that the data are held at the Earth Resources Observation System (EROS) Data Center (EDC), the User Services representative refers the request to that site. The referral is accomplished by

- forwarding the original E-mail request to User Services at EDC.
- adding some forwarding information to explain the origin of the request.
- including the preliminary search as a desktop object attached to the E-mail.
- including the original Contact Log Id record as an attachment to assist in any backtracking that may be necessary.

- sending the requester an E-mail message explaining that the request for help has been forwarded to EDC and providing a contact name and phone number at EDC.

The action is completed by updating the User Contact Log record to document the referral, and, because there should be no requirement for further interaction between the home DAAC and the requester, closing the User Contact Log.

## **19.7 Receiving a Referral from Another DAAC**

You may receive a cross-DAAC referral from a User Services representative at another DAAC who has received a request for help in locating and ordering data that is stored at your DAAC. In that case, you follow an established procedure that should seem familiar by now:

- 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.

## **19.8 Cross-DAAC Order Tracking**

If a user has placed an order that required a cross-DAAC referral, there may arise a requirement for order tracking that involves more than one DAAC. For example, you may have referred an order to another DAAC, and if you receive a request for help from the user in tracking the status of the order, you may have to contact the other DAAC to provide the needed help. Similarly, you may be requested by another DAAC to provide the status of an order that has been referred.

## **19.9 Tracking to Another DAAC**

Suppose you receive a request from Dr. Ima D. Geologist to provide the status of her order for Landsat Images. You may recall having referred the order to EDC, but you may not, or, if another User Services representative handled the initial request and referral, you may not know about it. Just as with any user contact, you follow established steps in providing the requested assistance:

- User Contact Log record – document the request.
- User Profile – verify that the requester is a registered user.

Now, however, if you do not recall or know about the referral, you may try to trace the order using the ECS Order Tracking Tool, without success because it is not pending in the system at your DAAC. The user has assured you that an order was placed. As a resourceful User Services representative, your next thought could be that the order has been fulfilled by your DAAC, and therefore has a status of completed. A reasonable check, then, is to examine the User Contact log records for a closed action related to the user's request. Use the following procedure.

## Query User Contact Log

- 1 Launch the **User Contact Log** application GUI.
  - The **User Contact Log** defaults to the **Entry** screen.
- 2 Click on the **Query** field.
- 3 Click on the **Fields** button, highlight **Contact Name**, and release the mouse button.
  - The **Query** field shows '**Contact Name**'.
- 4 Click the = button.
  - The **Query** field shows '**Contact Name**' =.
- 5 Enter the **Contact Name**, using quotation marks (in this case, "**Geologist**").
  - The **Query** field shows '**Contact Name**' = "**Geologist**".
- 6 Click the **AND** button.
  - The **Query** field shows '**Contact Name**' = "**Geologist**" **AND**.
- 7 Click on the **Fields** button, highlight "**Log Status**," and release the mouse button.
  - The **Query** field shows '**Contact Name**' = "**Geologist**" **AND** '**Log Status**'.
- 8 Click the = button.
  - The **Query** field shows '**Contact Name**' = "**Geologist**" **AND** '**Log Status**' =.
- 9 Enter "'**Closed**'" (using quotation marks).
  - The **Query** field shows '**Contact Name**' = "**Geologist**" **AND** '**Log Status**' = "**Closed**".
- 10 Choose **List** from the **Query** menu (follow menu path **Query**→**List**).
  - A list box is displayed showing the User Contact Log records that match the Query conditions.
- 11 Highlight the desired record and follow menu path **Query**→**Display . . . .**
  - The **Entry** screen fields display the data for the selected record.
  - The **Comment Log** field displays the comment that the request was forwarded to another DAAC (in this case, EDC).

## 19.10 Responding to a Tracking Request from Another DAAC

Given that the Comment Log in the User Contact Log record indicates that the request was forwarded, the next step is to use the telephone or E-mail to contact the DAAC to which the

request was forwarded to check on the status of the request. That DAAC will then proceed with established steps to determine the status of the order:

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

### **19.11 On-Demand Product Requests**

As of Release 5B, authorized users can use an HTML interface to submit requests for the creation of ASTER high-level products, Digital Elevation Models (DEMs), and non-standard Level 1B products. To provide these on-demand products, the Client, Planning, Data Processing, and System Management Subsystems of ECS at the EROS Data Center (EDC) include specific support capabilities.

- Client (CLS) provides an On-Demand Form Request Manager (ODFRM), which is an HTML interface to collect the user-specified parameters for the ASTER on-demand request.
- Planning (PLS) provides a server, the On-Demand Product Request Manager (ODPRM), for creating and queuing on-demand production requests.
- Data Processing (DPS) updates the status for high-level processing of on-demand requests.
- System Management Subsystem (MSS) includes on-demand requests in its Order Tracking Database and Data Order Tracking Tool.

User Services at EDC may be called upon to assist users in use of the ODFRM, and to use the Data Order Tracking Tool to provide the status of on-demand product requests or cancel them. **Error! Reference source not found.** illustrates the Welcome screen of the ODFRM, which is used to log in as a registered user authorized to use the ODFRM. For those users who need the authorization, it is granted using the User Registration GUI as part of the user registration process.

### **Using the On-Demand Form Request Manager (ODFRM)**

The following procedure is applicable for using the ODFRM to prepare an On-Demand Product Request.

## Using the On-Demand Form Request Manager (ODFRM)

- 1 Access the command shell.
  - The command shell prompt is displayed.
- 2 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.
- 3 Start the log-in to a Netscape host by typing **/tools/bin/ssh *hostname*** (*e.g.*, g0ins02, e0ins02, l0ins02, n0ins02) 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 4.
  - If you have not previously set up a secure shell passphrase; go to Step 5.
- 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your *Passphrase* and then press the **Return/Enter** key. Go to Step 6.
- 5 At the *<user@remotehost>*'s **password:** prompt, type your *Password* and then press the **Return/Enter** key.
  - You are logged in and a UNIX command shell prompt is displayed.
- 6 Type **netscape** and then press the **Return/Enter** key.
  - The Netscape web browser is displayed.
- 7 Click in the **Netsite:** field.
  - The field is highlighted.
- 8 Type <http://<x>0ins02u.ecs.nasa.gov:10000/CI0dHome.html> and then press the **Return/Enter** key.
  - The **ASTER On-Demand Form Request Manager** page is displayed.
- 9 Log in as a registered ECS user authorized to order an ASTER L1B product by typing a valid user ID in the **User ID:** field and a valid password in the **Password:** field. (*Note:* Leave the **E-mail Address:** field blank; E-mail Address is not required for an ECS user.)
  - The typed entries appear in the fields.

- 10 Click on the **Continue** button to continue.
  - The **Select Products** page appears.
- 11 Select the product to be requested (for this exercise, select **AST\_09T Surface Radiance -- TIR**) by clicking on the selection button to the left of the product name.
  - The selection is indicated.
- 12 Click in the **Identify Inputs:** text box.
  - The cursor is displayed in the **Identify Inputs:** box.
- 13 The granule ID for the relevant input granule may now be typed, or, more appropriately, if you have used the ECS Data Gateway (EDG) web client to search and locate the input granule, the granule ID may be entered by using the **Copy** and **Paste** functions to copy it from the EDG inventory search result screen.
  - The granule ID of the input granule is displayed in the **Identify Inputs:** text box.
- 14 Click on the **Continue** button to continue.
  - The ODFRM page displays valid values and defaults for AST\_09T processing parameters.
- 15 Click on the **Continue** button to accept the defaults and continue.
  - A **Shipping Information** page is displayed permitting selection of media options.
- 16 Click on the appropriate selection button to identify the preferred method for transferring the product (no click is needed to accept the default) and then click on the **Continue** button.
  - The **Order Review** page is displayed.
- 17 When satisfied with the selections indicated on the Order Review page, click on the **Submit** button.
  - The **Product Results** window is displayed showing that the order was submitted and providing tracking information.
- 18 To exit from Netscape, follow menu path **File**→**Exit**.

## 19.12 Data Acquisition Request (DAR) Tool

This topic addresses the Data Acquisition Request (DAR) tool, an ECS client tool for which science users may request assistance from User Services at the EROS Data Center (EDC). It is essential, therefore, that EDC User Services representatives be familiar with the tool, and be able to perform the functions necessary to create and submit a DAR, as well as to create and submit a query to the XAR database.

### **19.12.1 Purpose of the DAR Tool**

The DAR tool permits users to submit DARs, or requests for scheduling data acquisitions by the Advanced Spaceborne Thermal Emissions and Reflection (ASTER) Radiometer. The requests are submitted through the ECS client to the ASTER Ground Data System (GDS), located in Japan. The ASTER GDS controls scheduling of the ASTER instrument and provides the collected data as level 1A and level 1B data to the EDC.

### **19.12.2 The DAR Tool User Interface**

The window of the DAR tool is a screen with three tabs. When the DAR Tool is initially launched from the desktop, the DART tool opens with the first tab, called Summary, selected. There are two main functional areas on the Summary tab, which allows the user to view a condensed presentation of DAR work, query parameters, and the returned results of submitted DAR request that are stored locally (on a hard drive or LAN):

- the Project Folders area, and
- the Parameters area.

The Project Folders area is intended to function as a file manager. In this area, DAR work that is stored locally (a hard drive or LAN) is displayed. This includes DAR requests upon which a user is still working, the parameters of DARs that have been sent, and the header data for DARs that have been returned from previous requests or DAR Database searches. It is intended that when a user selects a particular DAR, the Parameters field becomes populated with data entries that are relevant to the highlighted request.

If the user wishes to edit the contents of a DAR stored locally (i.e., finish an incomplete DAR that was saved or edit a previous DAR for which the parameters had been saved), the user can select the desired item from the Project Folders list by clicking on it and then on the pushbutton below the

Project Folders area labeled "Copy parameters of highlighted item to Create/Edit Request Tab." The action will cause all parameters stored for the highlighted item to populate the appropriate fields in the "Create/Edit Request" functional group where the user can inspect and/or edit them.

### **19.11.3 Create/Edit Request**

To edit the parameters, or to create a new DAR, the user clicks on the Create/Edit Request tab, bringing up the screen which provides access to all the functions necessary to create a new DAR or to edit existing DAR parameters. Some of these are immediately available, and others are in secondary dialog screens launched from pushbuttons at the right (i.e., Spatial Requirements, Temporal Requirements, Advanced Viewing Geometry, and Special Requests. Spatial and Temporal requirements must be entered to complete a DAR. Advanced Viewing Geometry and Special Requests options are not required. When a user visits one of these screens, makes entries or edits, and accepts the changes in that screen, a checkmark is placed in a box next to the pushbutton on the Create/Edit Request screen, providing a visual aid reminding the user of completed actions in preparing the DAR.

A Resource Estimate button, labeled Calculate & Display, executes an algorithm that estimates the number of good scenes that will be returned from the XAR request in progress, and a Submit button initiates sending the DAR to the ASTER Ground Data System (GDS) in Japan.

The Create/Edit Request screen permits selection of one or a combination of the telescopes that are part of the ASTER instrument. The three telescopes are:

- VNIR (Visible and Near-Infrared spectrum).
- SWIR (Short-wave and Infrared spectrum).
- TIR (Thermal Infrared spectrum).

Five possible selections are available through activation of an option button:

- Full Mode -- The full activation of the all bands of the VNIR, SWIR, and TIR telescopes together.
- VNIR Only -- The activation of all bands of the VNIR telescope only.
- V3N/V3B Stereo -- The activation of the V3N & V3B bands (a stereo pair) of the VNIR telescope. In this mode, V1 and V2 are not activated.
- SWIR & TIR -- The activation of all bands of the SWIR and TIR telescopes. In this mode, no bands of the VNIR telescope are activated.
- TIR Only -- The activation of the TIR telescope only. In this mode, no bands of the VNIR and SWIR telescopes are activated.

The user may click to choose to display or not to display Gain Settings for the available bands of each telescope. For each band of the VNIR telescope, the user can use the option button to select high, normal, or low gain settings. For each band of the SWIR telescope, the user can use the option button to select high, normal, low, or very low gain settings. These option buttons are desensitized when the telescope to which the affected bands belong is not selected.

#### **19.11.4 Spatial Requirements**

The Spatial Requirements screen allows the user to define an Area of Interest (AOI) and specify coverage criteria such as sampling, cross track fragmentation and area of interest duration for the query. The user can pan the map by dragging it with the mouse or by using the controls on the Pan & Zoom tab at the right side of the screen. Zoom controls are also found on this tab.

Immediately below the map display is a group of widgets labeled Area of Interest Polygon Selection. Clicking on the Create AOI button enables the user to enter data adding four geographic points in sequence to define a polygon on the map, either using data entry fields or using the mouse to click on the desired points on the map. Clicking on Apply and then Dismiss completes the entry of Spatial Requirements and returns to the Create/Edit Request screen.

### **19.11.5 Temporal Requirements**

The Temporal Requirements screen allows the user to select the times at which observations for a specific DAR are to occur. First, the user must enter the start and end dates/times for the DAR Lifetime (the time over which all observations for the DAR are taken, within the year specified at the top of the screen). The next two parameters, "repeat interval" and "acquisition window" are somewhat interdependent. If the user decides that it is not necessary to have a steady stream of data about a particular AOI, but wants image data from the same AOI at regular time intervals, then the user must use the repeat interval and acquisition window controls to specify the number of evenly spaced intervals or the duration of time between the starts of evenly spaced intervals and the duration of those intervals. Clicking on Apply and then Dismiss completes the entry of Temporal Requirements and returns to the Create/Edit Request screen.

### **19.11.6 Optional Screens**

Two other screens of the DAR Tool provide capability for the user to specify additional requirements for the ASTER data acquisition request. The Advanced Viewing Geometry screen allows the user to specify an Acceptable Sun Angle Range and either the Look Angle or View Swath for the query. The user may specify an instrument Look Angle in degrees relative to nadir or select a View Swath from up to 40 possible choices, or alternatively, specify an Acceptable Look Angle Range. For the Sun Angle and Look Angle, minimum and maximum degree angles can be specified. This is done by either numeric text entry or by using the arrow buttons to the right of the text field to set numeric values within the field. Clicking on Apply and then Dismiss completes the entry of Advanced Viewing Geometry Requirements and returns to the Create/Edit Request screen.

The Special Requests screen allows the user to identify any need and justification for special treatment of the request being prepared. Here the user can note any planned Ground Campaign (signifying a need to assign priority to the request to assure collection of data by satellite concurrent with data collection by scientists on the ground), identify any implementation urgency for the request, or request that the delivery of data be expedited and/or that data be delivered via a direct downlink. Text areas are provided to permit entry of appropriate justification for these special requests. Clicking on Apply and then Dismiss completes the entry of Special Requests and returns to the Create/Edit Request screen.

### **19.11.7 Resource Estimate**

The Resource Estimate option executes an algorithm that estimates the number of good scenes that will be returned from the DAR being prepared. The result of the calculation is displayed in an information dialog. After viewing the results, the user can click OK to dismiss the dialog.

Clicking on the Submit button on the Create/Edit Request screen initiates the submission of the request. However, if the user has not visited and/or applied data entries for all of the screens of the DAR Tool, a warning dialog informs the user of the items for which parameters or data have not been entered and asks whether to submit the request anyway. If the user elects to continue the submit operation and the mandatory DAR request parameters have been supplied, a DAR ID is returned from Ground Data System several seconds later.

The following procedure illustrates an example DAR preparation and submission for collection of thermal infrared imagery of the Lake Tahoe area:

### Prepare and Submit a Data Acquisition Request (DAR)

- 1 Access the command shell
  - The command shell prompt is displayed.
- 2 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.
- 3 Start the log-in to the client server by typing **/tools/bin/ssh *hostname*** (e.g., e0ins02, g0ins02, l0ins02, n0ins02), 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 4.
  - If you have not previously set up a secure shell passphrase; go to Step 5.
- 4 If a prompt to **Enter passphrase for RSA key '<user@localhost>'** appears, type your *Passphrase* and then press the **Return/Enter** key. Go to Step 6.
- 5 At the *<user@remotehost>*'s **password:** prompt, type your *Password* and then press the **Return/Enter** key.
- 6 Type **netscape** and then press the **Return/Enter** key.
  - The **Netscape** browser window is displayed.
- 7 Type the entry for the Java DAR Tool (JDT) Uniform Resource Locator (URL) ([http://e0ins02.ecs.nasa.gov:10402/JDTApplet\\_plugin.html](http://e0ins02.ecs.nasa.gov:10402/JDTApplet_plugin.html)) directly into the **Location:** field, and then press the **Return/Enter** key.
  - A Netscape: The Java DAR Tool window is displayed.
  - A Java Console dialog box with scrolling information is displayed.
  - A dialog box is displayed with **Username:** and **Password:** fields.
  - **Note:** If you have not loaded the latest Java plugin for your browser, you will be prompted to do so. Download the plugin and follow the instructions. On UNIX, run

- <(sh plugin\_file\_name.sh) on the plugin file and answer the questions. Once the plugin is installed, restart the browser.
- 8 Click on the **Username:** field and type <*DAAC\_login\_name*>, click on the **Password:** field and type <*DAAC\_password*>, and then click the **OK** button or press the **Return/Enter** key.
    - **Note:** An ECS DAAC account username and password allowing submission of a DAR must be created prior to performing this procedure. As an alternative, it is possible to access the Java DAR tool as "ECSGuest" to explore how most of the screens work, but it will not be possible to submit a DAR or receive a DAR ID.
    - A Java DAR tool "Welcome to the Data Acquisition Tool" dialog is displayed, with introductory information to the user. If the login is as "ECSGuest," the information indicates that submission of a DAR is not authorized, and information is given on how to apply for authorization.
  - 9 Click on the **OK** button in the "Welcome" dialog box.
    - The dialog box is removed.
    - A large new window, **The Java DAR Tool** window, is displayed, with the **Organizer** tab as the default, showing a list of folders and the names of any previously saved or submitted DARs.
  - 10 Click on the **Create/Edit DAR** tab.
    - The **Create/Edit DAR** functions are displayed, with the **General** nested tab displayed as default and **Untitled xAR** showing as the default in the **XAR Title:** field.
  - 11 Highlight the title **Untitled xAR** in the **XAR Title:** field and type **JDARC/O\_<date>**.
    - The typed title appears in the **XAR Title:** field.
  - 12 Click on the arrow to the right of the **Investigation Class:** field.
    - A pop-up window displays valid classes.
  - 13 Click on **Soils** in the pop-up window.
    - The pop-up window disappears and the selection (**Soils**) is displayed in the **Investigation Class:** field.
  - 14 Click in the **Scientific Objective:** field and type a scientific objective.
    - **Note:** Information to be entered in this field should be obtained from the scientist for whom the DAR is being created.

- 15 Verify that the **Maximum Cloud Coverage** is <20% (if necessary, click on the option button to display a pop-up window and, holding down the left mouse button, drag the cursor to select <20%).
  - The selected value is displayed on the option button.
- 16 Click on the option button for **Telescope Selection** and, holding down the left mouse button, drag the cursor to select **TIR Only**.
  - The selection is displayed on the option button.
- 17 Click on the **Update DAR >>>** button at the bottom of the window.
  - A dialog box is displayed with a field for naming the new DAR, and showing **Copy of JDARC/O\_<date>** as the default name.
- 18 Highlight the words **Copy of** in the **New Name:** text entry field and press the **Delete** key.
  - The name **JDARC/O\_<date>** is displayed in the field.
- 19 Click on the **OK** button of the **New Name** dialog box.
  - The **New Name** window is removed and the parameters are saved.
  - *Note:* The new values of parameters may be observed by clicking on the **Primary Attribute** toggle icon in the **DAR Summary** window on the right side of the form.
- 20 Click on the **Spatial** nested tab.
  - The **Spatial** nested tab is displayed with a map showing no designated areas of interest (AOIs).
- 21 Click on the **AOI Mode** button.
  - *Note:* A button name is displayed when the cursor is moved over the button. The **AOI Mode** button is the one with the irregularly-shaped polygon icon.
  - The button is displayed in the depressed position.
- 22 Move the cursor into the map area.
  - The cursor changes to the crosshairs shape when moved into the map area.
- 23 Click on the **View Coordinates** button (just to the right of the **AOI Mode** button).
  - A **View Coordinates** dialog box is displayed with no lat/long coordinates entered.
- 24 Add four points to the map by clicking on the map four times to form a small, four-sided polygon.
  - Four points are displayed on the map, connected with red lines.

- Lat/long coordinates for the selected points are displayed in the **View Coordinates** box. *Note:* An AOI may be created with precise coordinates by entering the coordinates in the **View Coordinates** box instead of clicking the points on the map.
- 25 Click on the **Update DAR >>>** button.
- The changed spatial parameters are updated in the DAR Summary display area under the **Spatial** heading.
- 26 Click on the **Temporal** nested tab
- The **Temporal** nested tab is displayed.
- 27 In the **XAR Lifetime:** area, highlight one of the numbers in the **Begin** field and use the arrow keys or type an entry to specify a desired number; then do the same for other numbers in the **Begin** field until the desired beginning date is identified.
- *Note:* The fields represent Month, Day, and Year. For this exercise, change the date to the **current date plus one day**.
  - The **Begin** date is displayed as the current date plus one day.
- 28 In the **XAR Lifetime:** area, highlight one of the numbers in the **End** field and use the arrow keys or type an entry to specify a desired number; then do the same for other numbers in the **End** field until the desired ending date is identified.
- *Note:* The fields represent Month, Day, and Year. For this exercise, change the date to the **current date plus ten days**.
  - The **End** date is displayed as the current date plus ten days.
- 29 Click on the **Repeat Interval (Days)** field and use the arrow keys or type an entry to change the number to the desired number of days for the repeat interval.
- For this exercise, change the number to **2** days.
  - The numeral **2** is displayed in the **Repeat Interval (Days)** field.
- 30 Click on the **Update DAR >>>** button.
- The changed spatial parameters are updated in the DAR Summary display area under the **Temporal** heading.
- 31 (See **important note below!**) On the **Create/Edit DAR** tab, click on the **Submit DAR >>>** button.
- *Note - Important:* If you are logged in with authorization to submit a DAR, for this training exercise you must check with the System Administrator to ensure that this JDAR will be sent to the local simulator unless prior coordination has been made with

ASTER. The IP address and port are set in the EcGwDARServer.CFG file on the CSS primary server (e0ins01).

- A confirmation dialog box is displayed with the information that "The DAR is about to be submitted to GDS."

**32** To confirm the DAR submit action, click on the **Yes** button in the warning box.

- The confirmation dialog box is removed.
- The ASTER reply **XAR ID** dialog box is displayed.

**33** Click on the **OK** button in the **XAR ID** dialog box.

- The **XAR ID** dialog box is removed and the **Java DAR Tool** window is displayed as the active window.
- The user receives email confirming that the DAR was received and containing a subscription ID.

**34** To exit from the **Java DAR Tool**, select the **Netscape** window; then follow menu path **File→Exit**.

- The **Java DAR Tool** windows and the browser window are removed.

### **19.11.8 Modifying a DAR**

After a DAR has been submitted and prior to its fulfillment, it is possible to submit a modification for limited changes to the request. The modification is accomplished using the DAR Modify Request screen.

There are only two modifications that are permitted. One is to specify a less restrictive specification of the maximum cloud cover that will be tolerated (it is not possible to specify a lower percentage for maximum cloud cover than submitted for the original request). The other is to change the status of the DAR. You may change the status of an active request from Active to Suspended, or change the status of a suspended request from Suspended to Active. That is, a DAR will not be removed from the system, but it may be suspended indefinitely if the data is no longer wanted, or a suspended DAR may be reactivated. Presume that the DAR you submitted for the Lake Tahoe area thermal infrared imagery is active, and that you wish to modify it by changing the maximum cloud cover percentage to 40%. Use the following procedure:

#### **Modify an Active DAR**

- Double click on the icon for the DAR Tool on the desktop.
- The DAR Tool window is displayed, with the Project Folders field listing any DARs for which you have DAR IDs, including the Tahoe one you created.
- Click on the Modify Request tab.

- The Modify Request functions are displayed, with the Tahoe DAR ID displayed in the xAR ID: display field and the Maximum Cloud Coverage (%): option button showing <20%.
- Click on the Maximum Cloud Coverage (%): option button.
- A pop-down menu is displayed with additional percentage choices.
- Drag the cursor to 40% and release the mouse button.
- The Maximum Cloud Coverage (%): option button shows <40%.
- Optional: To change the status of the DAR, click on the Suspended toggle button.
- The Active toggle button is deselected and the Suspended toggle button is selected.
- To activate a suspended DAR, click on the Active toggle button.
- The Suspended toggle button is deselected and the Active toggle button is selected.
- To provide an explanation or justification for the change, click in the Requester Comments: field to place the cursor there, and then type the desired comments to explain or justify the change.
- Click on the Submit button.
- The DAR modification is submitted to the Ground Data System (GDS) in Japan.
- After a few seconds, another window is displayed confirming receipt of the modification.
- Click on the OK button in the confirmation window.
- The confirmation window is closed.
- Click on the Summary tab.
- The Summary functions are displayed.
- Follow menu path File (Exit).
- The DAR tool is closed.

## 19.12 Earth Science On-Line Directory

The Earth Science On-Line Directory (ESOD) is a combination of HTML web pages and a number of Common Gateway Interface (CGI) programs that are called from the HTML web pages in order to communicate through the Advertising Server to Data Server and Communications subsystems within the ECS. The web pages provide an interface that allows users to **Search for advertisements**. General users can search for Earth Science related data and services through the web interfaces of the ESOD. Searches can be done in a variety of ways that include wild card text searches.

ESOD permits users to query the on-line directory over the World Wide Web. Users can download an installable advertised service directly to their supported Unix workstations.

**NOTE:** Special care should be taken to guard against computer viruses when accepting installable advertised services.

On-site M& O is responsible for ESOD Administration to ensure that ESOD runs smoothly and that users can access the information they want.

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