611-TD-600-001

**EOSDIS Core System Project**

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

Interim Update

January 2002

Raytheon Systems Company
Upper Marlboro, Maryland

# Preface

This document is an interim update to the Mission Operations Procedures Manual for the ECS Project, document number 611-CD-600-001. This document has not been submitted to NASA for approval, and should be considered unofficial.

This update has been prepared to improve the logical organization and format of the User Services procedures and to incorporate additional revisions appropriate for Release 6A and Synergy. It constitutes a complete rewriting of the User Services section.

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# Contents

# 19. User Services

User Services personnel at the DAACs provide support services to the scientists, graduate and undergraduate students, and students in grades K-12, as well as teachers, or commercial users who may use ECS to pull data products for their programs. In this role, User Services exercises five major responsibilities (at EDC, there are two additional responsibilities):

- help create new users – creating new accounts and performing other account management activities.
- support order tracking – keeping logs of user contacts, retrieving user information, and helping trace and report the status of order processing.
- resolve user requests/problems – respond to user requests and act on behalf of users to provide ECS services and products.
- initiate/track problem reports – initiate an ECS problem report based on a user called-in (or e-mailed) advice of a system problem (i.e., an instance in which the system does not conform to specified or advertised performance).
- coordinate external and internal sources to resolve user issues/problems – respond to user issues and resolve problems by identifying and energizing the necessary resources, both internal (e.g., DAAC operations personnel) and external (e.g., engineering from the Sustaining Engineering Organization, resources from the System Monitoring and Control Center, personnel from other DAACs).
- (EDC only) support users of the ASTER Data Acquisition Request (DAR) tool for preparing and submitting requests for acquisition of data by the ASTER instrument.
- (EDC only) support users of the ASTER On-Demand Form Request Manager (ODFRM) tool for preparing and submitting requests for production of ASTER on-demand products.

To fulfill their responsibilities, User Services personnel may use ECS custom software tools, including account management tools, an order tracking tool, ECS subscription tools, the Data Dictionary Maintenance Tool, the ASTER DAR tool, and the ODFRM tool. They may also use a customized commercial software, Remedy, to create and maintain user contact records. Finally, they may use the EOS Data Gateway tool for creating data searches and orders.

Subsequent sections related to User Services address procedures for the following functions:

- Section 19.1 ECS User Account Management.
- Section 19.2 Creating and Maintaining User Contact Log Records.
- Section 19.3 Processing an Order.
- Section 19.4 Working with the Spatial Subscription Server and Data Pool

- Section 19.5 Using the ECS Order Tracking Tool.
- Section 19.6 Using the Data Dictionary Maintenance Tool.
- Section 19.7 (EDC Only) Creating and Managing ASTER Data Acquisition Requests.
- Section 19.8 (EDC Only) Using the ASTER On-Demand Form Request Manager.

For each set of functions, an **Activity Checklist** table provides an overview of the tasks to be completed. The outline of the Activity Checklist is as follows:

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

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

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

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

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

## 19.1 ECS User Account Management

All registered users of the ECS have a personal "user account" that is maintained within the ECS User Profile database. The account contains 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. Table 19.1-1 provides an Activity Checklist for ECS User Account Management functions.

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

| Order | Role | Task | Section | Complete? |
|---|---|---|---|---|
| 1 | User Services | Launch Account Management Application using UNIX Commands | (P) 19.1.1 | |
| 2 | User Services | Retrieve Individual Account Screens on Local Read-Only GUI | (P) 19.1.2.1 | |
| 3 | User Services | Retrieve Full User Profile on SMC GUI | (P) 19.1.2.2 | |
| 4 | User Services | Enter Personal Information for Account | (P) 19.1.3.1 | |
| 5 | User Services | Enter Mailing Address for Account | (P) 19.1.3.2 | |
| 6 | User Services | Enter Shipping Address for Account | (P) 19.1.3.3 | |
| 7 | User Services | Enter Billing Address for Account | (P) 19.1.3.4 | |
| 8 | User Services | Enter Account Information and Create the User Account | (P) 19.1.3.5 | |
| 9 | User Services | Edit/Modify Personal Information | (P) 19.1.4.1 | |
| 10 | User Services | Edit/Modify Mailing Address | (P) 19.1.4.2 | |
| 11 | User Services | Edit/Modify Shipping Address | (P) 19.1.4.3 | |
| 12 | User Services | Edit/Modify Billing Address | (P) 19.1.4.4 | |
| 13 | User Services | Edit/Modify Account Information | (P) 19.1.4.5 | |
| 14 | User Services | Edit/Modify DAR Information | (P) 19.1.4.6 | |
| 15 | User Services | Delete an ECS Account | (P) 19.1.5 | |
| 16 | User Services | Cancel an ECS Account (Probation) | (P) 19.1.6 | |
| 17 | User Services | Troubleshooting: Check Log Files for Account Management | (P) 19.1.7 | |

### 19.1.1 Launch Account Management Application using UNIX Commands

The Account Management tool at the DAAC is read-only, permitting display of information in the local User Profile database. Changes to a user's profile are accomplished through use of the Account Management tool at the SMC; any changes made at the SMC are replicated for read-only access to the DAACs. Access to the Account Management functions at the DAAC or at the SMC is gained through the use of UNIX commands. Launching the Account Management application starts with the assumption that the applicable servers are running and the operator has logged in to the ECS system or has logged in remotely to the SMC. Table 19.1-2 presents the steps required to launch the Account Management application using UNIX commands. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Return/Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

**2** Start the log-in to the MSS client server by typing **/tools/bin/ssh *hostname*** *(e.g.*, g0mss21, l0mss21, e0mss21, n0mss21, m0mss16) 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 3.
- If you have not previously set up a secure shell passphrase; go to Step 4.

**3** If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Return/Enter** key. Go to Step 5.

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

**5** To change to the directory containing the utility scripts to start Account Management GUIs, type **cd /usr/ecs/*MODE*/CUSTOM/utilities**, where ***MODE*** will likely be **TS1**, **TS2**, or **OPS**, and then press the **Return/Enter** key.

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

**6** Type **EcMsAcDAACRegUserGUIStart *MODE*** (to launch the GUI at your local site) or **EcMsAcSMCRegUserGUIStart *MODE*** (to launch the GUI at the SMC), where ***MODE*** is **TS1**, **TS2**, or **OPS** (or other) as selected in Step 5, and then press the **Return/Enter** key.

- The **ECS User Account Management** window is displayed.
- On the SMC tool, the window shows two folders: **Request Account** and **Profile Account**; on the DAAC tool, only the **Profile Account** folder appears.

***Table 19.1-2. Launch Account Management Application Using UNIX Commands***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | **setenv DISPLAY *clientname*:0.0** | enter text; press **Return/Enter** |
| 2 | **/tools/bin/ssh *hostname*** | enter text; press **Return/Enter** |
| 3 | ***Passphrase*** (or Step 4) | enter text; press **Return/Enter** |
| 4 | ***Password*** | enter text; press **Return/Enter** |
| 5 | **cd /usr/ecs/*MODE*/CUSTOM/utilities** | enter text; press **Return/Enter** |
| 6 | **EcMsAcDAACRegUserGUIStart *MODE*** (at DAAC)<br>OR<br>**EcMsAcSMCRegUserGUIStart *MODE*** (at SMC) | enter text; press **Return/Enter** |

### 19.1.2 Retrieve a User Account/Validate a User

When a user contacts User Services with any request, it is typical for User Services to retrieve the user's account. User account information can be used to validate the user and/or provide information that will be needed to process the user's request. At the DAAC, to view all user profile data for an account it is necessary to retrieve (select tabs for) individual account screens (e.g., Personal Information, Mailing Address, Shipping Address, Account Information) one at a time. Although you are not likely to log into the SMC just to retrieve account information, if you are logged in there, the Account Management tool at the SMC provides for display of a screen showing the entire profile at once. If desired, it is also possible to retrieve individual screens at the SMC. A separate procedure is provided for each of the two different retrieval approaches.

#### 19.1.2.1 Retrieve Individual Account Screens on the Local Read-Only GUI

Table 19.1-3 presents the steps required to retrieve individual account screens on the local read-only GUI. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the local **ECS User Account Management** application GUI (refer to Procedure 19.1.1 **Launch Account Management Application Using UNIX Commands**).

- The **ECS User Account Management** window is displayed; at the DAAC, the only top-level tab displayed is **Profile Account**.
- Folders and fields applicable to existing accounts are displayed.

**2** Click on the **Retrieve by DAAC** option button and select your DAAC from the displayed list, or select **All**.

- The selected choice is displayed on the option button.

**3** Click on the **Retrieve** button.

- The account list field displays the list of accounts for the option selected in Step 2.

**4** If desired, enter a search criterion, either using the **Find** field (located to the right of the **Find** button just below the account listing box) and clicking **Find**, or by clicking on the **User ID** or **Last Name** button and entering an appropriate ID or name in the associated text field; click on the **Retrieve** button.

- Account(s) meeting the entered search criterion are displayed (***Note***: The search functions are case-sensitive.)

**5** Scroll through the accounts listed (if necessary) until the desired account is visible, then click on the account to highlight it.

- 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 on each folder to display desired information. The user account information needed in order to validate the user is displayed.

***Table 19.1-3. Retrieve Individual Account Screens on Local Read-Only GUI***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the **ECS User Account Management GUI** | use Procedure 19.1.1 |
| 2 | Select DAAC (**Retrieve by DAAC** option button) | **click option** |
| 3 | Activate **Retrieve** button | **single-click** |
| 4 | Filter with **Find** or search criterion field and **Retrieve** | enter text; **single-click** |
| 5 | Scroll and highlight desired account | **single-click** |
| 6 | Click tabs to review folders | **single-click** each tab |

### 19.1.2.2 Retrieve Full User Profile on the SMC GUI

Table 19.1-4 presents the steps required to retrieve a user's entire account profile on the SMC Account Management GUI. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the **ECS User Account Management** application GUI at the SMC (refer to Procedure 19.1.1 **Launch Account Management Application Using UNIX Commands**).

- The **ECS User Account Management** window is displayed; at the SMC, two top-level tabs are displayed: **Request Account** and **Profile Account**.

**2** Click on the **Profile Account** tab.

- Folders and fields applicable to existing accounts are displayed.

**3** Click on the **Retrieve by DAAC** option button and select your DAAC from the displayed list, or select **All**.

- The selected choice is displayed on the option button.

**4** Click on the **Retrieve** button.

- The account list field displays the list of accounts for the option selected in Step 2.

**5** If desired, enter a search criterion, either using the **Find** field (located to the right of the **Find** button just below the account listing box) and clicking **Find**, or by clicking on the **User ID** or **Last Name** button and entering an appropriate ID or name in the associated text field; click on the **Retrieve** button.

- Account(s) meeting the entered search criterion are displayed (***Note***: The search functions are case-sensitive.)

**6** Scroll through the accounts listed (if necessary) until the desired account is visible, then click on the account to highlight it.

- 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**.

**7** Click on the **View Entire Profile** button at the bottom of the window.

- 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, **Mailing Address** folder, and the **DAR Information** folder.

**8** After examining the displayed information to verify the user's account, click the **Close** button to exit from the User Profile screen.

***Table 19.1-4. Retrieve Full User Profile on SMC GUI***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the **ECS User Account Management GUI** | use Procedure 19.1.1 |
| 2 | Select **Profile Account** | **single-click** |
| 3 | Select DAAC (**Retrieve by DAAC** option button) | **click option** |
| 4 | Activate **Retrieve** button | **single-click** |
| 5 | Filter with **Find** or search criterion field and **Retrieve** | enter text; **single-click** |
| 6 | Scroll and highlight desired account | **single-click** |
| 7 | Activate **View Entire Profile** button | **single-click** |
| 8 | Activate **Close** button | **single-click** |

### 19.1.3 Create a User Account

If a user registers through the **Become a registered user** link on the EOS Data Gateway tool (URL: http://redhook.gsfc.nasa.gov/~imswww/pub/imswelcome/), a user account with basic privileges is created in the database at the SMC and replicated to the DAAC sites. However, it is possible to create an account for a user by entering user information in five subordinate folders under the **Request Account** tab on the ECS User Account Management tool at the SMC. If User Services is creating an account in this manner, it is essential to have the needed user information. This information should be obtained at the time the user requests assistance in registration. A separate procedure is provided for entering the data in each of the five required subfolders, and a sixth procedure is provided for entering data to authorize an approved user for submission of an ASTER Data Acquisition Request (DAR).

### 19.1.3.1 Enter Personal Information for Account

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. This procedure assumes that the operator has the ECS User Account Management tool opened at the SMC with the **Request Account** tab selected. Table 19.1-5 presents the steps required to enter personal information for an account. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Click the **Personal Information** folder.

- The **Personal Information** folder opens.

**2** Click on the **Title** field.

- The cursor moves to the **Title** field.

**3** Enter the user's **Title**, then press **Tab**.

- A pull-down menu is available and may be used instead of typing the **Title**:
  - a Point the mouse on the arrow to the right of the **Title** field.
  - b While holding the mouse pointer button down, **highlight** the **Title** you require.
  - c **Release** the mouse button.
    - The title you have chosen appears in the **Title** field.
    - The Titles in the drop-down box are **Dr**, **Mr**, **Ms**, **Miss**, **Mrs**, and **Rev**.
- The cursor moves to the **First Name** field.

**4** Enter the user's **first name**, then press **Tab**.

- The cursor moves to the **MI** field.

**5** Enter the user's **middle initial**, then press **Tab**.

- The cursor moves to the **Last Name** field.

**6** Enter the user's **last name**, then press **Tab**.

- The cursor moves to the **Email:** field.

**7** Enter the user's **Email:** address, then press **Tab**.

- The cursor moves to the **User ID:** field.

**8** Enter the **User ID:**, and then press **Tab**.

- The cursor moves to the **Organization:** field.

**9** Enter the user's **organization:**, and then press **Tab**.

- The cursor moves to pull-down arrow next to the **Affiliation:** field.

**10** Click on the pull-down arrow next to the **Affiliation:** field.

- A pull-down menu appears with choices of **K-12**, **Commercial**, **Government**, **University**, and **Other**.

**11** Click on the choice indicating the user's affiliation.

- The selected choice appears in the **Affiliation:** field.

**12** Click on the **User Verification Key:** field.

- The cursor moves to the **User Verification Key:** field.

**13** Enter the user's **User Verification Key:**, then press **Tab**.

- The cursor moves to the pull-down arrow next to the **Home DAAC:** field.

**14** Click on the pull-down arrow next to the **Home DAAC:** field.

- A pull-down menu appears with choices of **ASF**, **CSN**, **EDC**, **GSF**, **JPL**, **LAR**, **MDC**, **MSF**, **NSC**, **ORN**, **RBD**, **SMC**, and **VTC**.

**15** Click on the three-letter choice for the home DAAC.

- The selected three-letter choice appears in the **Home DAAC:** field.

**16** Click on the **Project:** field.

- The cursor moves to the **Project:** field.

**17** Enter the **Project:** and then press **Tab**.

- The cursor moves to the pull-down arrow next to the **Primary Area of Study:** field.

**18** Click on the pull-down arrow next to the **Primary Area of Study:** field.

- A pull-down menu appears with a number of choices.

**19** Click on the choice reflecting the user's Primary Area of Study.

- The **Personal Information** folder is complete.

***Table 19.1-5. Enter Personal Information for Account***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Select **Personal Information** folder | **single-click** |
| 2 | Move cursor to **Title:** field | **single-click** |
| 3 | Enter user's **Title** | enter text; press **Tab** |
| 4 | Enter user's **First Name** | enter text; press **Tab** |
| 5 | Enter user's **Middle Initial** | enter text; press **Tab** |
| 6 | Enter user's **Last Name** | enter text; press **Tab** |
| 7 | Enter user's **Email** address | enter text; press **Tab** |
| 8 | Enter the **User ID** | enter text; press **Tab** |
| 9 | Enter the user's **Organization** | enter text; press **Tab** |
| 10 | Open **Affiliation:** pull-down menu | **single-click** |
| 11 | Select the user's **Affiliation** | **single-click** |
| 12 | Move cursor to **User Verification Key:** field | **single-click** |
| 13 | Enter the user's **User Verification Key** | enter text; press **Tab** |
| 14 | Open **Home DAAC:** pull-down menu | **single-click** |
| 15 | Select the user's **Home DAAC** | **single-click** |
| 16 | Move cursor to **Project:** field | **single-click** |
| 17 | Enter the user's **Project** | enter text; press **Tab** |
| 18 | Open **Primary Area of Study:** pull-down menu | **single-click** |
| 19 | Select the user's **Primary Area of Study** | **single-click** |

#### 19.1.3.2 Enter Mailing Address for Account

The **Mailing Address** is used for normal correspondence, and may be different from the shipping and billing addresses. User Services is responsible for maintaining up-to-date mailing addresses. This procedure assumes that the operator has the ECS User Account Management tool opened at the SMC with the **Request Account** tab selected. Table 19.1-6 presents the steps required to enter the mailing address for an account. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Click the **Mailing Address** folder tab.

- The **Mailing Address** folder opens.

**2** Click on the first **Address:** field.

**3** Enter the user’s **mailing address**, then press **Tab**.

- The cursor moves to the second **Address:** field.

**4** 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 field is not needed, press **Tab** to bypass the field.
- The cursor moves to the third **Address:** field.

**5** If a third address field is needed to complete the user's **Mailing Address**, enter the **mailing address**, then press **Tab**.

- If a third address field is not needed, press **Tab** to bypass the field.
- The cursor moves to the **City:** field.

**6** Enter the **City:** to which regular correspondence is sent, then press **Tab**.

- The cursor moves to the pull-down arrow next to the **State/Province:** field.

**7** Click on the pull-down arrow next to the **State/Province:** field.

- A pull-down menu appears permitting choice among a list of states.

**8** Click on the choice for the user's **State** or **Province** for the **mailing address**, then press **Tab**.

- The cursor moves to the **Zip/Postal Code:** field.

**9** Enter the **Zip/Postal Code:** for the mailing address, then press **Tab**.

- The cursor moves to the pull-down arrow next to the **Country:** field.

**10** Click on the pull-down arrow next to the **Country:** field.

- A pull-down menu appears permitting choice among a list of countries.

**11** Click on the choice for the **Country:** for the **mailing address**, then press **Tab**.

- The cursor moves to the **Telephone:** field.

**12** Enter the **Telephone number** used at the mailing address, then press **Tab**.

- The cursor moves to the **Fax:** field.

**13** Enter the **Fax number** used at the mailing address, then press **Tab**.

- The **Mailing Address** folder is now complete.

*Table 19.1-6. Enter Mailing Address for Account*

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Select **Mailing Address** folder | **single-click** |
| 2 | Move cursor to first **Address:** field | **single-click** |
| 3 | Enter user's **mailing address** | enter text; press **Tab** |
| 4 | Enter any second line of user's **mailing address** | enter text; press **Tab** |
| 5 | Enter any third line of user's **mailing address** | enter text; press **Tab** |
| 6 | Enter **city** of user's mailing address | enter text; press **Tab** |
| 7 | Open **State/Province:** pull-down menu | **single-click** |
| 8 | Select **State/Province** of the user's mailing address | **single-click**; press **Tab** |
| 9 | Enter the **Zip/Postal Code** | enter text; press **Tab** |
| 10 | Open **Country:** pull-down menu | **single-click** |
| 11 | Select **Country** of the user's mailing address | **single-click**; press **Tab** |
| 12 | Enter **telephone number** | enter text; press **Tab** |
| 13 | Enter **fax number** | enter text; press **Tab** |

### 19.1.3.3 Enter Shipping Address for Account

The **Shipping Address** folder contains the address for shipping data and may be different from the mailing and billing addresses. User Services always confirms the shipping address with the user before shipping data. This procedure assumes that the operator has the ECS User Account Management tool opened at the SMC with the **Request Account** tab selected. Table 19.1-7 presents the steps required to enter the shipping address for an account. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Click the **Shipping Address** folder tab.

- The **Shipping Address** folder opens.

**2** Click on the **Title:** field.

- The cursor moves to the **Title:** field.

3 Enter the user's **Title**, then press **Tab**.

- A pull-down menu is available and may be used instead of typing the **Title**:
    a Point the mouse on the arrow to the right of the **Title:** field.
    b While holding the mouse pointer button down, **highlight** the **Title** you require.
    c **Release** the mouse button.
        - The title you have chosen appears in the **Title:** field.
        - The Titles in the drop-down box are **Dr**, **Mr**, **Ms**, **Miss**, **Mrs**, and **Rev**.
- The cursor moves to the **First Name:** field.

4 Enter the user's **first name**, then press **Tab**.

- The cursor moves to the **MI:** field.

5 Enter the user's **middle initial**, then press **Tab**.

- The cursor moves to the **Last Name:** field.

6 Enter the user's **last name**, then press **Tab**.

- The cursor moves to the first **Address:** field.

7 Enter the user's **Shipping Address**, then press **Tab**.

- The cursor moves to the second **Address:** field.

8 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 third **Address:** field.

9 If a third address field is needed to complete the user's **Shipping Address**, enter the **Shipping Address**, then press **Tab**.

- If a third address field is not needed, press **Tab** to bypass the field.
    - The cursor moves to the **Organization:** field.

10 Enter the user's **Organization**, then press **Tab**.

- The cursor moves to the **State/Province:** field.

11 Click on the pull-down arrow next to the **State/Province:** field.

- A pull-down menu appears permitting choice among a list of states.

12 Click on the choice for the user's **State** or **Province** for the shipping address, then press **Tab**.

- The cursor moves to the **City:** field.

**13** Enter the **City:** to which the data will be shipped, then press **Tab**.

- The cursor moves to the pull-down arrow next to the **Zip/Postal Code:** field.

**14** Enter the **Zip/Postal Code:** for the shipping address, then press **Tab**.

- The cursor moves to the pull-down arrow next to the **Country:** field.

**15** Click on the pull-down arrow next to the **Country:** field.

- A pull-down menu appears permitting choice among a list of countries.

**16** Click on the choice for the **Country:** to which the data will be shipped, then press **Tab**.

- The cursor moves to the **Telephone:** field.

**17** Enter the **Telephone number** used at the shipping address, then press **Tab**.

- The cursor moves to the **Fax:** field.

**18** Enter the **Fax number** used at the shipping address, then press **Tab**.

- The **Shipping Address** folder is now complete.

***Table 19.1-7. Enter Shipping Address for Account***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Select **Shipping Address** folder | **single-click** |
| 2 | Move cursor to **Title:** field | **single-click** |
| 3 | Enter user's **Title** | enter text; press **Tab** |
| 4 | Enter user's **First Name** | enter text; press **Tab** |
| 5 | Enter user's **Middle Initial** | enter text; press **Tab** |
| 6 | Enter user's **Last Name** | enter text; press **Tab** |
| 7 | Enter user's **shipping address** | enter text; press **Tab** |
| 8 | Enter any second line of user's **shipping address** | enter text; press **Tab** |
| 9 | Enter any third line of user's **shipping address** | enter text; press **Tab** |
| 10 | Enter the user's **organization** | enter text; press **Tab** |
| 11 | Open **State/Province:** pull-down menu | **single-click** |
| 12 | Select **State/Province** of the user's shipping address | **single-click**; press **Tab** |
| 13 | Enter **city** of user's shipping address | enter text; press **Tab** |
| 14 | Enter the **Zip/Postal Code** | enter text; press **Tab** |
| 15 | Open **Country:** pull-down menu | **single-click** |
| 16 | Select **Country** of the user's shipping address | **single-click**; press **Tab** |
| 17 | Enter **telephone number** | enter text; press **Tab** |
| 18 | Enter **fax number** | enter text; press **Tab** |

### 19.1.3.4 Enter Billing Address for Account

The **Billing Address** is the address to which payment-due billings are sent and may be different from the mailing and shipping addresses. User Services is responsible for maintaining up-to-date billing addresses. This procedure assumes that the operator has the ECS User Account Management tool opened at the SMC with the **Request Account** tab selected. Table 19.1-8 presents the steps required to enter the billing address for an account. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Click the **Billing Address** folder tab.

- The **Billing Address** folder opens.

**2** Click on the **Title:** field.

- The cursor moves to the **Title:** field.

**3** Enter the user's **Title**, then press **Tab**.

- A pull-down menu is available and may be used instead of typing the **Title**:

  a Point the mouse on the arrow to the right of the **Title:** field.

  b While holding the mouse pointer button down, **highlight** the **Title** you require.

  c **Release** the mouse button.

    - The title you have chosen appears in the **Title:** field.
    - The Titles in the drop-down box are **Dr**, **Mr**, **Ms**, **Miss**, **Mrs**, and **Rev**.

- The cursor moves to the **First Name:** field.

**4** Enter the user's **first name**, then press **Tab**.

- The cursor moves to the **MI:** field.

**5** Enter the user's **middle initial**, then press **Tab**.

- The cursor moves to the **Last Name:** field.

**6** Enter the user's **last name**, then press **Tab**.

- The cursor moves to the first **Address:** field.

**7** Enter the user's **Billing Address**, then press **Tab**.

- The cursor moves to the second **Address:** field.

**8** If a second address field is needed to complete the user's **Billing Address**, enter the **Billing Address**, then press **Tab**.

- If a second address field is not needed, press **Tab** to bypass the field.
- The cursor moves to the third **Address:** field.

**9** If a third address field is needed to complete the user’s **Billing Address**, enter the **Billing Address**, then press **Tab**.

- If a third address field is not needed, press **Tab** to bypass the field.
- The cursor moves to the **Organization:** field.

**10** Enter the user's **Organization**, then press **Tab**.

- The cursor moves to the **City:** field.

**11** Enter the **City:** to which the payment due billings will be sent, then press **Tab**.

- The cursor moves to the pull-down arrow next to the **State/Province:** field.

**12** Click on the pull-down arrow next to the **State/Province:** field.

- A pull-down menu appears permitting choice among a list of states.

**13** Click on the choice for the user’s **State** or **Province** for the billing address, then press **Tab**.

- The cursor moves to the **Zip/Postal Code:** field.

**14** Enter the **Zip/Postal Code:** for the billing address, then press **Tab**.

- The cursor moves to the pull-down arrow next to the **Country:** field.

**15** Click on the pull-down arrow next to the **Country:** field.

- A pull-down menu appears permitting choice among a list of countries.

**16** Click on the choice for the **Country:** to which the payment due billings will be sent, then press **Tab**.

- The cursor moves to the **Telephone:** field.

**17** Enter the **Telephone number** used at the billing address, then press **Tab**.

- The cursor moves to the **Fax:** field.

**18** Enter the **Fax number** used at the billing address, then press **Tab**.

- The **Billing Address** folder is now complete.

### *Table 19.1-8. Enter Billing Address for Account*

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Select **Billing Address** folder | **single-click** |
| 2 | Move cursor to **Title:** field | **single-click** |
| 3 | Enter user's **Title** | enter text; press **Tab** |
| 4 | Enter user's **First Name** | enter text; press **Tab** |
| 5 | Enter user's **Middle Initial** | enter text; press **Tab** |
| 6 | Enter user's **Last Name** | enter text; press **Tab** |
| 7 | Enter user's **billing address** | enter text; press **Tab** |
| 8 | Enter any second line of user's **billing address** | enter text; press **Tab** |
| 9 | Enter any third line of user's **billing address** | enter text; press **Tab** |
| 10 | Enter the user's **organization** | enter text; press **Tab** |
| 11 | Enter **city** of user's billing address | enter text; press **Tab** |
| 12 | Open **State/Province:** pull-down menu | **single-click** |
| 13 | Select **State/Province** of the user's billing address | **single-click**; press **Tab** |
| 14 | Enter the **Zip/Postal Code** | enter text; press **Tab** |
| 15 | Open **Country:** pull-down menu | **single-click** |
| 16 | Select **Country** of the user's billing address | **single-click**; press **Tab** |
| 17 | Enter **telephone number** | enter text; press **Tab** |
| 18 | Enter **fax number** | enter text; press **Tab** |

### 19.1.3.5 Enter Account Information and Create the User Account

The **Account Information** folder contains the date the account was created, expiration date, account number, privilege level, NASA User designation, V0 Gateway User Category, V0 Gateway User Type, V0 Gateway Password, and indication whether the user is authorized to order ASTER L1B data. Once the information is entered in this folder, completing all required information in the five sub-folders under the **Request Account** tab, a click on the **Create Account** button at the bottom of the window establishes the 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 (in this special case where User Services is creating an account for a user; normally, when a user registers through access to the URL and web interface, the password is selected at that time by the user as part of the registration process). The password dissemination is done in accordance with local DAAC policy. The system deletes an account when the expiration date is reached. One week prior to the expiration date, an e-mail message is sent to the user and to User Services with notification that the account will be deleted on the expiration date. This date is ordinarily used when an account is "cancelled" (placed on probation due to non-payment of bills). This procedure assumes that the operator has the ECS User Account Management tool opened at the SMC with the **Request Account** tab selected. Table 19.1-9 presents the steps required to enter the account information. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Click the **Account Information** folder.

- The **Account Information** folder information is displayed.

**2** Click on the **Expiration Date:** field.

- The cursor moves to the **Expiration Date:** field.

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

- The cursor moves to the **Privilege Level:** field.

**4** 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**.

**5** Click on the appropriate choice for **Privilege Level**.

- The selected choice appears in the **Privilege Level:** field.

**6** 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**.

**7** Click on the appropriate choice for **NASA User**.

- The selected choice appears in the **NASA User:** field.

**8** 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**.

**9** Click on the appropriate choice for **V0 Gateway Category**.

- The selected choice appears in the **V0 Gateway Category:** field.

**10** Click on the pull-down arrow next to the **V0 Gateway User Type:** field.

- A pull-down menu appears with the choices of **DAACOPS**, **ECSDEV**, **V0CERES**, and **GUEST**.

**11** Click on the appropriate choice for **V0 Gateway User Type**.

- The selected choice appears in the **V0 Gateway User Type:** field.

**12** Click in the **V0 Gateway Password:** field.

- The cursor moves to the **V0 Gateway Password:** field.

**13** Enter a password that can be used temporarily with the account until the user changes it to a personally selected one, and note the password to be sent to the user.

- The typed entry appears in the **V0 Gateway Password:** field.

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

- The check button appears to be depressed.
- The **Account Information** folder is complete.

**15** When the information is complete, click the **Create Account** button.

- The account is created; a confirming email is sent to the user and the account and its information is now available in the approved list on the **Profile Account** folder.

***Table 19.1-9. Enter Account Information and Create the User Account***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Select **Account Information** folder | **single-click** |
| 2 | Move cursor to **Expiration Date:** field | **single-click** |
| 3 | If required by DAAC, enter **expiration date** | enter text; press **Tab** |
| 4 | Open **Privilege Level:** pull-down menu | **single-click** |
| 5 | Select appropriate **privilege level** | **single-click** |
| 6 | Open **NASA User:** pull-down menu | **single-click** |
| 7 | Select choice for **NASA User** | **single-click** |
| 8 | Open **V0 Gateway Category:** pull-down menu | **single-click** |
| 9 | Select choice for **V0 Gateway Category** | **single-click** |
| 10 | Open **V0 Gateway User Type:** pull-down menu | **single-click** |
| 11 | Select choice for **V0 Gateway User Type** | **single-click** |
| 12 | Move cursor to **V0 Gateway Password:** field | **single-click** |
| 13 | Enter ***Password*** | enter text |
| 14 | If appropriate, select check button to **Authorize for ASTER L1B** | **single-click** |
| 15 | Activate the **Create Account** button | **single-click** |

### 19.1.4 Edit/Modify an Existing Account

User Services has the responsibility of maintaining ECS user accounts. Part of this responsibility is to stay in close contact with the user to ensure that the records containing the users' 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, User Services must contact the user for this information. User Services may have reviewed the previous address folders and noticed that the three folders contained the same previous address; however, it is inappropriate to 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.

#### 19.1.4.1 Edit/Modify Personal Information

Table 19.1-10 presents the steps required to edit/modify personal information for a user's account. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the **ECS User Account Management** application GUI at the SMC (refer to Procedure 19.1.1 **Launch Account Management Application Using UNIX Commands**).

- The **ECS User Account Management** window is displayed; at the SMC, two top-level tabs are displayed: **Request Account** and **Profile Account**.

**2** Click on the **Profile Account** tab.

- Folders and fields applicable to existing accounts are displayed.

**3** Click on the **Retrieve by DAAC** option button and select your DAAC from the displayed list, or select **All**.

- The selected choice is displayed on the option button.

**4** Click on the **Retrieve** button.

- The account list field displays the list of accounts for the option selected in Step 2.

**5** If desired, enter a search criterion, either using the **Find** field (located to the right of the **Find** button just below the account listing box) and clicking **Find**, or by clicking on the **User ID** or **Last Name** button and entering an appropriate ID or name in the associated text field; click on the **Retrieve** button.

- Account(s) meeting the entered search criterion are displayed (***Note***: The search functions are case-sensitive.)

**6** Scroll through the accounts listed (if necessary) until the desired account is visible, then click on the account to highlight it.

- 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**.

**7** Click on the **Personal Information** tab.

- The **Personal Information** folder information is displayed.

8 Click in the field where the information is to be modified (e.g., if the organization with which the user is affiliated is to be changed, click in the **Organization:** field).

- The cursor moves to the selected field.

9 Enter the new information, and then press the **Tab** key.

- The cursor moves to the next field.

10 Repeat Steps 8 and 9 for any additional information to be changed.

11 Click the **Apply Edit** button to implement the change(s) to the **Personal Information** folder.

- A confirmation dialog is displayed asking **Do you really want to apply the edit?** and providing buttons labeled **Yes**, **No**, and **Help**.

12 Click on the **Yes** button in the dialog box.

- The edit is applied and the changed information is reflected in the account data.

***Table 19.1-10. Edit/Modify Personal Information***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the **ECS User Account Management GUI** at the SMC | use Procedure 19.1.1 |
| 2 | Select **Profile Account** tab | **single-click** |
| 3 | Select DAAC (**Retrieve by DAAC** option button) | **click option** |
| 4 | Activate **Retrieve** button | **single-click** |
| 5 | Filter with **Find** or search criterion field and **Retrieve** | enter text; **single-click** |
| 6 | Scroll and highlight desired account | **single-click** |
| 7 | Select **Personal Information** tab | **single-click** |
| 8 | Move cursor to field to be changed | **single-click** |
| 9 | Enter changes | enter text; press **Tab** |
| 10 | Repeat Steps 8 and 9 for any additional changes | |
| 11 | Activate the **Apply Edit** button | **single-click** |
| 12 | Activate the **Yes** button | **single-click** |

### 19.1.4.2 Edit/Modify Mailing Address

Table 19.1-11 presents the steps required to edit/modify the mailing address for a user's account. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

1 Launch the **ECS User Account Management** application GUI at the SMC (refer to Procedure 19.1.1 **Launch Account Management Application Using UNIX Commands**).

- The **ECS User Account Management** window is displayed; at the SMC, two top-level tabs are displayed: **Request Account** and **Profile Account**.

2 Click on the **Profile Account** tab.

- Folders and fields applicable to existing accounts are displayed.

3 Click on the **Retrieve by DAAC** option button and select your DAAC from the displayed list, or select **All**.

- The selected choice is displayed on the option button.

4 Click on the **Retrieve** button.

- The account list field displays the list of accounts for the option selected in Step 2.

5 If desired, enter a search criterion, either using the **Find** field (located to the right of the **Find** button just below the account listing box) and clicking **Find**, or by clicking on the **User ID** or **Last Name** button and entering an appropriate ID or name in the associated text field; click on the **Retrieve** button.

- Account(s) meeting the entered search criterion are displayed (***Note***: The search functions are case-sensitive.)

6 Scroll through the accounts listed (if necessary) until the desired account is visible, then click on the account to highlight it.

- 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**.

7 Click on the **Mailing Address** tab.

- The **Mailing Address** folder information is displayed.

8 Click in the field where the information is to be modified (e.g., if the city in the mailing address is to be changed, click in the **City:** field).

- The cursor moves to the selected field.

9 Enter the new information, and then press the **Tab** key.

- The cursor moves to the next field.

10 Repeat Steps 8 and 9 for any additional information to be changed.

11 Click the **Apply Edit** button to implement the change(s) to the **Mailing Address** folder.

- A confirmation dialog is displayed asking **Do you really want to apply the edit?** and providing buttons labeled **Yes**, **No**, and **Help**.

**12** Click on the **Yes** button in the dialog box.

- The edit is applied and the changed information is reflected in the account data.

***Table 19.1-11. Edit/Modify Mailing Address***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the **ECS User Account Management GUI** at the SMC | use Procedure 19.1.1 |
| 2 | Select **Profile Account** tab | **single-click** |
| 3 | Select DAAC (**Retrieve by DAAC** option button) | **click option** |
| 4 | Activate **Retrieve** button | **single-click** |
| 5 | Filter with **Find** or search criterion field and **Retrieve** | enter text; **single-click** |
| 6 | Scroll and highlight desired account | **single-click** |
| 7 | Select **Mailing Address** tab | **single-click** |
| 8 | Move cursor to field to be changed | **single-click** |
| 9 | Enter changes | enter text; press **Tab** |
| 10 | Repeat Steps 8 and 9 for any additional changes | |
| 11 | Activate the **Apply Edit** button | **single-click** |
| 12 | Activate the **Yes** button | **single-click** |

### 19.1.4.3 Edit/Modify Shipping Address

Table 19.1-12 presents the steps required to edit/modify the shipping address for a user's account. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the **ECS User Account Management** application GUI at the SMC (refer to Procedure 19.1.1 **Launch Account Management Application Using UNIX Commands**).

- The **ECS User Account Management** window is displayed; at the SMC, two top-level tabs are displayed: **Request Account** and **Profile Account**.

**2** Click on the **Profile Account** tab.

- Folders and fields applicable to existing accounts are displayed.

**3** Click on the **Retrieve by DAAC** option button and select your DAAC from the displayed list, or select **All**.

- The selected choice is displayed on the option button.

**4** Click on the **Retrieve** button.

- The account list field displays the list of accounts for the option selected in Step 2.

**5** If desired, enter a search criterion, either using the **Find** field (located to the right of the **Find** button just below the account listing box) and clicking **Find**, or by clicking on the **User ID** or **Last Name** button and entering an appropriate ID or name in the associated text field; click on the **Retrieve** button.

- Account(s) meeting the entered search criterion are displayed (***Note***: The search functions are case-sensitive.)

**6** Scroll through the accounts listed (if necessary) until the desired account is visible, then click on the account to highlight it.

- 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**.

**7** Click on the **Shipping Address** tab.

- The **Shipping Address** folder information is displayed.

**8** Click in the field where the information is to be modified (e.g., if the city in the shipping address is to be changed, click in the **City:** field).

- The cursor moves to the selected field.

**9** Enter the new information, and then press the **Tab** key.

- The cursor moves to the next field.

**10** Repeat Steps 8 and 9 for any additional information to be changed.

**11** Click the **Apply Edit** button to implement the change(s) to the **Shipping Address** folder.

- A confirmation dialog is displayed asking **Do you really want to apply the edit?** and providing buttons labeled **Yes**, **No**, and **Help**.

**12** Click on the **Yes** button in the dialog box.

- The edit is applied and the changed information is reflected in the account data.

**Table 19.1-12. Edit/Modify Shipping Address**

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the **ECS User Account Management GUI** at the SMC | use Procedure 19.1.1 |
| 2 | Select **Profile Account** tab | **single-click** |
| 3 | Select DAAC (**Retrieve by DAAC** option button) | **click option** |
| 4 | Activate **Retrieve** button | **single-click** |
| 5 | Filter with **Find** or search criterion field and **Retrieve** | enter text; **single-click** |
| 6 | Scroll and highlight desired account | **single-click** |
| 7 | Select **Shipping Address** tab | **single-click** |
| 8 | Move cursor to field to be changed | **single-click** |
| 9 | Enter changes | enter text; press **Tab** |
| 10 | Repeat Steps 8 and 9 for any additional changes | |
| 11 | Activate the **Apply Edit** button | **single-click** |
| 12 | Activate the **Yes** button | **single-click** |

### 19.1.4.4 Edit/Modify Billing Address

Table 19.1-13 presents the steps required to edit/modify the billing address for a user's account. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the **ECS User Account Management** application GUI at the SMC (refer to Procedure 19.1.1 **Launch Account Management Application Using UNIX Commands**).

- The **ECS User Account Management** window is displayed; at the SMC, two top-level tabs are displayed: **Request Account** and **Profile Account**.

**2** Click on the **Profile Account** tab.

- Folders and fields applicable to existing accounts are displayed.

**3** Click on the **Retrieve by DAAC** option button and select your DAAC from the displayed list, or select **All**.

- The selected choice is displayed on the option button.

**4** Click on the **Retrieve** button.

- The account list field displays the list of accounts for the option selected in Step 2.

**5** If desired, enter a search criterion, either using the **Find** field (located to the right of the **Find** button just below the account listing box) and clicking **Find**, or by clicking on the **User ID** or **Last Name** button and entering an appropriate ID or name in the associated text field; click on the **Retrieve** button.

- Account(s) meeting the entered search criterion are displayed (***Note***: The search functions are case-sensitive.)

**6** Scroll through the accounts listed (if necessary) until the desired account is visible, then click on the account to highlight it.

- 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**.

**7** Click on the **Billing Address** tab.

- The **Billing Address** folder information is displayed.

**8** Click in the field where the information is to be modified (e.g., if the city in the billing address is to be changed, click in the **City:** field).

- The cursor moves to the selected field.

**9** Enter the new information, and then press the **Tab** key.

- The cursor moves to the next field.

**10** Repeat Steps 8 and 9 for any additional information to be changed.

**11** Click the **Apply Edit** button to implement the change(s) to the **Billing Address** folder.

- A confirmation dialog is displayed asking **Do you really want to apply the edit?** and providing buttons labeled **Yes**, **No**, and **Help**.

**12** Click on the **Yes** button in the dialog box.

- The edit is applied and the changed information is reflected in the account data.

*Table 19.1-13. Edit/Modify Billing Address*

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the **ECS User Account Management GUI** at the SMC | use Procedure 19.1.1 |
| 2 | Select **Profile Account** tab | **single-click** |
| 3 | Select DAAC (**Retrieve by DAAC** option button) | **click option** |
| 4 | Activate **Retrieve** button | **single-click** |
| 5 | Filter with **Find** or search criterion field and **Retrieve** | enter text; **single-click** |
| 6 | Scroll and highlight desired account | **single-click** |
| 7 | Select **Billing Address** tab | **single-click** |
| 8 | Move cursor to field to be changed | **single-click** |
| 9 | Enter changes | enter text; press **Tab** |
| 10 | Repeat Steps 8 and 9 for any additional changes | |
| 11 | Activate the **Apply Edit** button | **single-click** |
| 12 | Activate the **Yes** button | **single-click** |

### 19.1.4.5 Edit/Modify Account Information

Table 19.1-14 presents the steps required to edit/modify the account information for a user's account. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the **ECS User Account Management** application GUI at the SMC (refer to Procedure 19.1.1 **Launch Account Management Application Using UNIX Commands**).

- The **ECS User Account Management** window is displayed; at the SMC, two top-level tabs are displayed: **Request Account** and **Profile Account**.

**2** Click on the **Profile Account** tab.

- Folders and fields applicable to existing accounts are displayed.

**3** Click on the **Retrieve by DAAC** option button and select your DAAC from the displayed list, or select **All**.

- The selected choice is displayed on the option button.

**4** Click on the **Retrieve** button.

- The account list field displays the list of accounts for the option selected in Step 2.

**5** If desired, enter a search criterion, either using the **Find** field (located to the right of the **Find** button just below the account listing box) and clicking **Find**, or by clicking on the **User ID** or **Last Name** button and entering an appropriate ID or name in the associated text field; click on the **Retrieve** button.

- Account(s) meeting the entered search criterion are displayed (***Note***: The search functions are case-sensitive.)

**6** Scroll through the accounts listed (if necessary) until the desired account is visible, then click on the account to highlight it.

- 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**.

**7** Click on the **Account Information** tab.

- The **Account Information** folder information is displayed.

**8** Click in the field where the information is to be modified (e.g., if the user's privilege level is to be changed, 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**.

**9** Click on the choice for the new privilege level, and then press the **Tab** key.

- The selected choice appears in the **Privilege Level:** field.

**10** Repeat Steps 8 and 9 for any additional information to be changed by use of pull-down menus.

- *Note*: The **V0 Gateway Password:** field is not available for change (grayed out). If a user forgets the password, there is a link on the EOS Data Gateway (EDG) start page for **Forgot My Password**, through which a user can have a new, system-generated password sent by email. There is no requirement for User Services to change a user's password.

**11** If the change is to authorize the user for ASTER L1B requests, or if the user is currently authorized for ASTER L1B requests but the authorization is to be removed, click on the check button next to **Authorize for ASTER L1B**.

- The check button appears to change state, from unselected to depressed or depressed to unselected, respectively.

**12** Click the **Apply Edit** button to implement the change(s) to the **Account Information** folder.

- A confirmation dialog is displayed asking **Do you really want to apply the edit?** and providing buttons labeled **Yes**, **No**, and **Help**.

**13** Click on the **Yes** button in the dialog box.

- The edit is applied and the changed information is reflected in the account data.

*Table 19.1-14. Edit/Modify Account Information*

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the **ECS User Account Management GUI** at the SMC | use Procedure 19.1.1 |
| 2 | Select **Profile Account** tab | **single-click** |
| 3 | Select DAAC (**Retrieve by DAAC** option button) | **click option** |
| 4 | Activate **Retrieve** button | **single-click** |
| 5 | Filter with **Find** or search criterion field and **Retrieve** | enter text; **single-click** |
| 6 | Scroll and highlight desired account | **single-click** |
| 7 | Select **Shipping Address** tab | **single-click** |
| 8 | Open pull-down menu in field to be changed by selection from pull-down menu | **single-click** |
| 9 | Select choice from pull-down menu | **single-click** |
| 10 | Repeat Steps 8 and 9 for any additional changes for fields with pull-down menus | |
| 11 | If ASTER L1B access is to be changed, activate check button for **Authorize for ASTER L1B** | **single-click** |
| 12 | Activate the **Apply Edit** button | **single-click** |
| 13 | Activate the **Yes** button | **single-click** |

### 19.1.4.6 Edit/Modify DAR Information for Account

The **DAR Information** folder contains an indication of user privileges for ASTER expedited data requests and ASTER categories. Such special privileges cannot be selected by a user when registering on the registration web page accessible from the EOS Data Gateway (EDG) tool. Instead the user who needs special privileges (e.g., permission to submit an ASTER Data Acquisition Request) must contact User Services to request the authorization. For a user approved for the special privilege, User Services then accesses the Account Management tool at the SMC and edits the **DAR Information** folder to provide the authorization. Table 19.1-15 presents the steps required to modify the DAR information for authorization. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the **ECS User Account Management** application GUI at the SMC (refer to Procedure 19.1.1 **Launch Account Management Application Using UNIX Commands**).

- The **ECS User Account Management** window is displayed; at the SMC, two top-level tabs are displayed: **Request Account** and **Profile Account**.

**2** Click on the **Profile Account** tab.

- Folders and fields applicable to existing accounts are displayed.

3 Click on the **Retrieve by DAAC** option button and select your DAAC from the displayed list, or select **All**.

- The selected choice is displayed on the option button.

4 Click on the **Retrieve** button.

- The account list field displays the list of accounts for the option selected in Step 2.

5 If desired, enter a search criterion, either using the **Find** field (located to the right of the **Find** button just below the account listing box) and clicking **Find**, or by clicking on the **User ID** or **Last Name** button and entering an appropriate ID or name in the associated text field; click on the **Retrieve** button.

- Account(s) meeting the entered search criterion are displayed (***Note***: The search functions are case-sensitive.)

6 Scroll through the accounts listed (if necessary) until the desired account is visible, then click on the account to highlight it.

- 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**.

7 Click the **DAR Information** folder.

- The **DAR Information** folder opens.
- The displayed fields indicate no ASTER privileges.

8 Click on the pull-down arrow to the right of the **Dar Expedited Data** field.

- A pull-down menu appears with choices of **Yes** and **No**.

9 Click on the choice to indicate whether the user is (**Yes**) or is not (**No**) approved for requesting expedited data, then press **Tab**.

- The selected choice appears in the **Dar Expedited Data** field and the cursor moves to the **Aster Category** field.

10 Click on the pull-down arrow to the right of the **Aster Category** field.

- A pull-down menu appears with numerous choices for ASTER DAR privileges.

11 Click on the choice to indicate the category for which the user has been approved.

- The **Aster Category** field displays the selected category.

12 Click the **Apply Edit** button to implement the change(s) to the **DAR Information** folder.

- A confirmation dialog is displayed asking **Do you really want to apply the edit?** and providing buttons labeled **Yes**, **No**, and **Help**.

13 Click on the **Yes** button in the dialog box.

- The edit is applied and the changed information is reflected in the account data.

*Table 19.1-15. Edit/Modify DAR Information*

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the **ECS User Account Management GUI** at the SMC | use Procedure 19.1.1 |
| 2 | Select **Profile Account** tab | **single-click** |
| 3 | Select DAAC (**Retrieve by DAAC** option button) | **click option** |
| 4 | Activate **Retrieve** button | **single-click** |
| 5 | Filter with **Find** or search criterion field and **Retrieve** | enter text; **single-click** |
| 6 | Scroll and highlight desired account | **single-click** |
| 7 | Select **DAR Information** tab | **single-click** |
| 8 | Open pull-down menu in **Dar Expedited Data** field | **single-click** |
| 9 | Select choice from pull-down menu | **single-click** |
| 10 | Open pull-down menu in **Aster Category** field | **single-click** |
| 11 | Select choice from pull-down menu | **single-click** |
| 12 | Activate **Apply Edit** button | **single-click** |
| 13 | Activate the **Yes** button | **single-click** |

### 19.1.5 Delete an ECS Account

An ECS user can be deleted from the ECS database through the ECS User Account Management tool. Upon receipt of instructions to delete a user, User Services retrieves the user's account, validates the account scheduled for deletion, then completes the deletion. The Personal Information folder is generally the folder used to validate an account because it has the most information about the user (e.g., Name, Title, E-mail address, Organization, Telephone Number). Table 19.1-16 presents the steps required to delete an ECS account. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the **ECS User Account Management** application GUI at the SMC (refer to Procedure 19.1.1 **Launch Account Management Application Using UNIX Commands**).

- The **ECS User Account Management** window is displayed; at the SMC, two top-level tabs are displayed: **Request Account** and **Profile Account**.

**2** Click on the **Profile Account** tab.

- Folders and fields applicable to existing accounts are displayed.

**3** Click on the **Retrieve by DAAC** option button and select your DAAC from the displayed list, or select **All**.

- The selected choice is displayed on the option button.

**4** Click on the **Retrieve** button.

- The account list field displays the list of accounts for the option selected in Step 2.

5 If desired, enter a search criterion, either using the **Find** field (located to the right of the **Find** button just below the account listing box) and clicking **Find**, or by clicking on the **User ID** or **Last Name** button and entering an appropriate ID or name in the associated text field; click on the **Retrieve** button.

- Account(s) meeting the entered search criterion are displayed (***Note***: The search functions are case-sensitive.)

6 Scroll through the accounts listed (if necessary) until the desired account is visible, then click on the account to highlight it.

- 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**.

7 Click the **View Entire Profile** button to review the account information and verify that the selected account is the one to be deleted.

- The User Profile screen displays the information contained in the **Personal Information** folder, **Account Information** folder, **Shipping Address** folder, **Billing Address** folder, **Mailing Address** folder, and the **DAR Information** folder.
- View the folder to validate the account scheduled for deletion.

8 After examining the displayed information to verify the user's account, click the **Close** button to exit from the User Profile screen.

- The User Profile screen is closed.

9 Click the **Delete Account** button.

- A confirmation dialog is displayed asking **Do you really want to delete the user account?** and providing buttons labeled **Yes**, **No**, and **Help**.

10 Click on the **Yes** button in the dialog box.

- The account is deleted and its entry is removed from the list of accounts.

*Table 19.1-16. Delete an ECS Account*

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the **ECS User Account Management GUI** at the SMC | use Procedure 19.1.1 |
| 2 | Select **Profile Account** tab | **single-click** |
| 3 | Select DAAC (**Retrieve by DAAC** option button) | **click option** |
| 4 | Activate **Retrieve** button | **single-click** |
| 5 | Filter with **Find** or search criterion field and **Retrieve** | enter text; **single-click** |
| 6 | Scroll and highlight desired account | **single-click** |
| 7 | Activate the **View Entire Profile** button | **single-click** |
| 8 | Activate the **Close** button | **single-click** |
| 9 | Activate the **Delete Account** button | **single-click** |
| 10 | Activate the **Yes** button | **single-click** |

### 19.1.6 Cancel an ECS Account (Probation)

User Services may cancel an ECS user account, which differs from deleting the account because it does not immediately remove the account from the database. It merely imposes a temporary probation period for the user's privileges, for an appropriate cause, such as failure to satisfy a payment due for services previously provided, or some other abuse of privileges. The process involves establishing an expiration date, upon which the account will be deleted from the database unless the cause of sanction is removed. If it becomes necessary to cancel an account, use the ECS User Account Management tool to retrieve and verify the account, and then proceed with the cancellation/sanction. Then contact the user with information that the account will be deleted and account privileges will be lost if the payment has not been received (or other cause has been rectified) by a specified date. Table 19.1-17 presents the steps required to cancel an ECS account (impose an expiration date). If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the **ECS User Account Management** application GUI at the SMC (refer to Procedure 19.1.1 **Launch Account Management Application Using UNIX Commands**).

- The **ECS User Account Management** window is displayed; at the SMC, two top-level tabs are displayed: **Request Account** and **Profile Account**.

**2** Click on the **Profile Account** tab.

- Folders and fields applicable to existing accounts are displayed.

**3** Click on the **Retrieve by DAAC** option button and select your DAAC from the displayed list, or select **All**.

- The selected choice is displayed on the option button.

**4** Click on the **Retrieve** button.

- The account list field displays the list of accounts for the option selected in Step 2.

**5** If desired, enter a search criterion, either using the **Find** field (located to the right of the **Find** button just below the account listing box) and clicking **Find**, or by clicking on the **User ID** or **Last Name** button and entering an appropriate ID or name in the associated text field; click on the **Retrieve** button.

- Account(s) meeting the entered search criterion are displayed (***Note***: The search functions are case-sensitive.)

**6** Scroll through the accounts listed (if necessary) until the desired account is visible, then click on the account to highlight it.

- 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**.

**7** Click the **View Entire Profile** button to review the account information and verify that the selected account is the one to be canceled (placed on probation).

- The User Profile screen displays the information contained in the **Personal Information** folder, **Account Information** folder, **Shipping Address** folder, **Billing Address** folder, **Mailing Address** folder, and the **DAR Information** folder.
- View the folder to validate the account scheduled for cancellation.

**8** After examining the displayed information to verify the user's account, click the **Close** button to exit from the User Profile screen.

- The User Profile screen is closed.

**9** Click the **Account Information** folder.

- The **Account Information** folder information is displayed.

**10** Click on the **Expiration Date:** field.

- The cursor moves to the **Expiration Date:** field.

**11** Enter an **Expiration Date** specifying the date on which the account is to be deleted if the user does not remove the cause for the probation.

- The entered date is displayed in the **Expiration Date:** field.

**12** Click the **Apply Edit** button to implement the change to the **Account Information** folder.

- A confirmation dialog is displayed asking **Do you really want to apply the edit?** and providing buttons labeled **Yes**, **No**, and **Help**.

**13** Click on the **Yes** button in the dialog box.

- The edit is applied and the changed information is reflected in the account data.
- When the expiration date is reached, the account is automatically deleted from the system.
- If the user takes action to resolve the issue before the expiration date is reached, the account may be reinstated by repeating this procedure, but at Step 11 removing the expiration date or setting it back to any limit specified by DAAC policy.

***Table 19.1-17. Cancel an ECS Account (Probation)***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the **ECS User Account Management GUI** at the SMC | use Procedure 19.1.1 |
| 2 | Select **Profile Account** tab | **single-click** |
| 3 | Select DAAC (**Retrieve by DAAC** option button) | **click option** |
| 4 | Activate **Retrieve** button | **single-click** |
| 5 | Filter with **Find** or search criterion field and **Retrieve** | enter text; **single-click** |
| 6 | Scroll and highlight desired account | **single-click** |
| 7 | Activate the **View Entire Profile** button | **single-click** |
| 8 | Activate the **Close** button | **single-click** |
| 9 | Select the **Account Information** tab | **single-click** |
| 10 | Move the cursor to the **Expiration Date:** field | **single-click** |
| 11 | Enter **Expiration Date** | enter text |
| 12 | Activate the **Apply Edit** button | **single-click** |
| 13 | Activate the **Yes** button | **single-click** |

### 19.1.7 Troubleshooting: Check Log Files for Account Management

Troubleshooting is a process of identifying the source of problems on the basis of observed trouble symptoms. The User Account Management tool is part of the ECS System Management Support Subsystem (MSS), and uses database functions in that subsystem. If the tool cannot be launched, or does not function (e.g., cannot retrieve accounts), you will need to ask the System Administrator to ensure that the User Registration/User Profile Server is functioning properly. It may be necessary to have the Database Administrator check to ensure that there are no problems with the database.

It is also possible to receive error messages when using the GUI while it is apparently functioning normally. Error messages and suggested corrective actions associated with the User Account Management tool are listed in Appendix A of the *Operations Tools Manual* (Document 609-CD-600-001).

Log files can often provide information that will identify possible sources of disruption in Account Management server function or communications, suggesting additional checks or actions that may help resolve the problem. Table 19.1-18 presents the steps required to check log files for account management. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**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 **<*x*>0mss21**, where **<*x*>** = **e** for EDC, **g** for GSFC, **l** for LaRC, or **n** for 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., **EcMs AcRegUserSrvr.ALOG**, **EcMsAcRegUserSrvrDebug.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 or errors at start up.

- The **EcMsAcRegUserSrvrDebug.log** file for the User Profile/User Registration server may contain an error message concerning **PF Init** or some connection error or problem (notify the System Administrator).
- The **EcMsAcRegUserSrvr.ALOG** file may contain evidence of a Sybase error (e.g., **SybaseErrorCode1 =92014;SybaseErrorMesage1 ="*x*0mss21_srvr"** or **SybaseErrorCode2 =16;SybaseErrorMesage2 =""**) (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.

***Table 19.1-18. Check Log Files for Account Management***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | **/tools/bin/ssh *hostname*** | enter text; press **Return/Enter** |
| 2 | ***Passphrase*** (or Step 3) | enter text; press **Return/Enter** |
| 3 | ***Password*** | enter text; press **Return/Enter** |
| 4 | **cd /usr/ecs/*MODE*/CUSTOM/logs** | enter text; press **Return/Enter** |
| 5 | **pg *filename*** | enter text; press **Return/Enter** |
| 6 | Review log file | read text |
| 7 | To exit, type **q** at the **:** prompt | enter text; press **Return/Enter** |

## 19.2 Create/Update a User Contact Log Record

Any User Services event (user contact for any reason) is a cue for the User Services representative to create a record in the User Contact Log. Each record is assigned a unique Log ID, which can be used later to retrieve the record for review or updating with new information. The record contains other information about the user, referred to as the “contact,” such as name, telephone number, e-mail address, home DAAC, and organization. It also documents the means of contact, the name of the person who received the contact, and the time of the contact, as well as descriptions of the reason for it.

There are four User Contact Log screens:

- Submit: a screen used to create new records.
- Display: a screen used to display existing records and generate reports.
- Edit: a screen used to make changes to existing records.

- Entry: a home screen for access to the other screens. The Entry screen can be used to create new record data for the log, but the actual creation of the log record must be accomplished from the Submit screen. Data can be moved from Entry to Submit by using the menu path **Actions** → **Copy to Submit**. However, it is better to leave the Entry screen free, permitting concurrent access to multiple other screens.

Table 19.2-1 provides an Activity Checklist for creating and updating User Contact Log entries.

***Table 19.2-1. Create/Update a User Contact Log Record - Activity Checklist***

| Order | Role | Task | Section | Complete? |
|---|---|---|---|---|
| 1 | User Services | Launch the Remedy User Contact Log Application | (P) 19.2.1 | |
| 2 | User Services | Create a User Contact Log Record | (P) 19.2.2 | |
| 3 | User Services | Update a User Contact Log Record | (P) 19.2.3 | |

### 19.2.1 Launch the Remedy User Contact Log Application

Table 19.2-2 presents the steps required to launch the Remedy User Contact Log application. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Return/Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

**2** Start the log-in to the MSS client server by typing **/tools/bin/ssh *hostname*** *(e.g.*, g0mss21, l0mss21, e0mss21, n0mss21) 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 3.
- If you have not previously set up a secure shell passphrase; go to Step 4.

**3** If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Return/Enter** key. Go to Step 5.

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

**5** To change to the directory containing the utility script to start the Remedy tool, type **cd /usr/ecs/*MODE*/COTS/remedy/bin**, where ***MODE*** will likely be **TS1**, **TS2**, or **OPS**, and then press the **Return/Enter** key.

- The working directory is changed to **/usr/ecs/*MODE*/COTS/remedy/bin**.

**6** Type **aruser &** and then press the **Return/Enter** key.

- The Remedy **Action Request System** window is displayed.

**7** Follow menu path **File** → **Open Schema**.

- The **Open Schema** dialog box is displayed, showing several choices (e.g., **RelB-Contact Log**, **RelB-TT-ForwardToSite**, **RelB-TroubleTickets**, and **TroubleTicket-Xfer**)

**8** Click on **RelB-Contact Log** to highlight it.

- The selected choice is highlighted.

**9** Click on the **Apply** button.

- The **User Contact Log** defaults to the **Entry** screen.

***Table 19.2-2. Launch the Remedy User Contact Log Application***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | **setenv DISPLAY *clientname*:0.0** | enter text; press **Return/Enter** |
| 2 | **/tools/bin/ssh *hostname*** | enter text; press **Return/Enter** |
| 3 | ***Passphrase*** (or Step 4) | enter text; press **Return/Enter** |
| 4 | ***Password*** | enter text; press **Return/Enter** |
| 5 | **cd /usr/ecs/*MODE*/COTS/remedy/bin** | enter text; press **Return/Enter** |
| 6 | **aruser &** | enter text; press **Return/Enter** |
| 7 | Menu path **File** → **Open Schema** | **click** option |
| 8 | Highlight **RelB-Contact Log** | **single-click** |
| 9 | Activate the **Apply** button | **single-click** |

### 19.2.2 Create a User Contact Log Record

Table 19.2-3 presents the steps required to create a User Contact Log record. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the **Remedy User Contact Log** application (refer to Procedure 19.2.1 **Launch the Remedy User Contact Log Application**).

- The **User Contact Log** is displayed, showing the **Entry** screen.

2 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.

3 Click on the **Contact Method** field.

- The cursor moves to the **Contact Method** field.

4 Enter the **Contact Method** (optional).

- A drop-down menu may also be used:
  - Place the mouse pointer on the arrow to the right of the **Contact Method** field.
  - While holding the mouse pointer button down, drag to **highlight** the **Contact Method** of your choice.
  - **Release** the mouse button.
    - The highlighted contact method appears in the **Contact Method** field.
- The methods in the drop-down box are **Phone**, **E-mail**, **Fax**, **US Mail**, and **Walk-in**.

5 Click on the **Short Description** field.

- The cursor moves to the **Short Description** field, which 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.

6 Enter the **Short Description** (required).

- The typed entry appears in the **Short Description** field.

7 Click on the **Set Received Time** button (optional).

- The current time is displayed in the **Received Time** field.

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

- The cursor moves to the **Long Description** field (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.

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

- The typed entry appears in the **Long Description** field.

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

- The cursor moves to the **Contact Id** field.

11 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.

12 If a **Contact Id** was entered at **Step 11**, click the **Set Contact Information** button and then go to **Step 23**; otherwise, go to **Step 13**.

- 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 (go to **Step 23**).
- If the contact is not a registered Remedy user, the contact fields must be manually completed (go to **Step 13**).

13 If the contact information was not automatically entered at **Step 12**, click in the **Contact Name** field.

- The cursor moves to the **Contact Name** field.

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

- The typed entry appears in the **Contact Name** field.

15 Click in the **Contact Phone** field.

- The cursor moves to the **Contact Phone** field.

16 Enter the **Contact Phone** number (optional).

- The typed entry appears in the **Contact Phone** field.

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

- The cursor moves to the **Contact E-mail** field.

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

- The typed entry appears in the **Contact E-mail** field.

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

- The cursor moves to the **Contact Home DAAC** field.

20 Enter the **Contact Home DAAC** (optional).

- The typed entry appears in the **Contact Home DAAC** field.

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

- The cursor moves to the **Contact Organization** field.

22 Enter the **Contact Organization** (optional).

- The typed entry appears in the **Contact Organization** field.

23 When all contact information has been entered, click in the **Receiving Operator** field.

- The cursor moves to the **Receiving Operator** field.

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

- The typed entry appears in the **Receiving Operator** field.

25 Click in the **Category** field.

- The cursor moves to the **Category** field.

26 Enter the **Category**.

- A drop-down menu may also be used:
  - Place the mouse pointer on the arrow to the right of the **Category** field.
  - While holding the mouse pointer button down, drag to **highlight** the **Category** of your choice.
  - **Release** the mouse button.
    - The highlighted category appears in the **Category** field.
- The categories in the drop-down box are **Suggestion**, **Complaint**, **Concern**, **Order**, and **Subscription**.

27 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 **Apply** button is available and 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.

28 Click the **Clear** button.

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

### *Table 19.2-3. Create a User Contact Log Record*

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the **Remedy User Contact Log** application | use Procedure 19.2.1 |
| 2 | Menu path **File** → **Open Submit** | **click** option |
| 3 | Move cursor to **Contact Method** field | **single-click** |
| 4 | Enter **Contact Method** | enter text (or use drop-down menu) |
| 5 | Move cursor to **Short Description** field | **single-click** |
| 6 | Enter **Short Description** | enter text |
| 7 | Activate **Set Received Time** button | **single-click** |
| 8 | Move cursor to **Long Description** field | **single-click** |
| 9 | Enter **Long Description** | enter text |
| 10 | Move cursor to **Contact Id** field | **single-click** |
| 11 | Enter **Contact Id** (required for Trouble Ticket) | enter text |
| 12 | Activate **Set Contact Information** button (if **Id** entered at Step 11; Go to Step 23) | **single-click** |
| 13 | Move cursor to **Contact Name** field | **single-click** |
| 14 | Enter **Contact Name** | enter text |
| 15 | Move cursor to **Contact Phone** field | **single-click** |
| 16 | Enter **Contact Phone** | enter text |
| 17 | Move cursor to **Contact E-mail** field | **single-click** |
| 18 | Enter **Contact E-mail** | enter text |
| 19 | Move cursor to **Contact Home DAAC** field | **single-click** |
| 20 | Enter **Contact Home DAAC** | enter text |
| 21 | Move cursor to **Contact Organization** field | **single-click** |
| 22 | Enter **Contact Organization** | enter text |
| 23 | Move cursor to **Receiving Operator** field | **single-click** |
| 24 | Enter **Receiving Operator** | enter text |
| 25 | Move cursor to **Category** field | **single-click** |
| 26 | Enter **Category** | enter text (or use drop-down menu) |
| 27 | Activate **Apply** button | **single-click** |
| 28 | Activate **Clear** button | **single-click** |

### 19.2.3 Update a User Contact Log Record

When action is taken in relation to a user request for which there is an existing User Contact Log record, User Services updates the record. An update to the User Contact Log record therefore provides documentation of response to a request. The total record has several characteristics:

- It documents a user's initial request.
- It shows the progress or resolution of the contact that started the process.
- The User Contact Log record remains open until the request is completed.

- A User Contact Log record can be modified several times.
- For each modification, the log displays the operator that made the modification along with the date and time of the modification.

Table 19.2-4 presents the steps required to update a User Contact Log record. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the **Remedy User Contact Log** application (refer to Procedure 19.2.1 **Launch the Remedy User Contact Log Application**).

- The **User Contact Log** is displayed, showing the **Entry** screen.

**2** 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.

**3** 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.

**4** Follow menu path **Query** → **Modify Individual**.

- The display changes from the **Entry** screen to the **Modify** screen, with action buttons at the bottom of the screen..
- The User Contact Log record for the data request is displayed.

**5** Click on the **Comment Log** field.

- The cursor is displayed in the selected field.

**6** Enter a **Comment** describing the update.

- The comment should indicate the action(s) taken (e.g., **Order for data completed; 10 granules ordered.**).

**7** Click on the **Apply** button.

- Edits are not implemented until the **Apply** 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.

**8** To see the record of all comments registered with the **Apply** button, click on the large button to the right of the **Comment** field (this "Diary" button has an icon representing a diary, or open book).

- All comments, with date and time stamp, are displayed in a **Diary** window (which may be closed with a click on its **Dismiss** button).

**9** To close a User Contact Log record, select the **Log Status** option button and, while holding the mouse button down, drag to highlight **Close**; then release the mouse button.

- The User Contact Log record is now closed.

***Table 19.2-4. Update a User Contact Log Record***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the **Remedy User Contact Log** application | use Procedure 19.2.1 |
| 2 | Move cursor to field to be used for finding record | **single-click** |
| 3 | Enter search information | enter text |
| 4 | Menu path **Query** → **Modify Individual** | **click** option |
| 5 | Move cursor to **Comment Log** field | **single-click** |
| 6 | Enter **Comment** describing action taken for update | enter text |
| 7 | Activate **Apply** button | **single-click** |
| 8 | Activate **Diary** button to see all comments | **single-click** |
| 9 | To close a record, use **Log Status** button to select **Close** | **click-hold** and drag |

## 19.3 Process an Order

User Services may be called upon to assist a user in working with the EOS Data Gateway (EDG) Search and Order Tool to locate and order data from ECS archives. Under some circumstances, a user may need even more help, requesting User Services to perform the entire process of locating and ordering data on behalf of that user. User Services may also be called upon to provide user support for access to ECS data through the Data Pool, a repository of selected granules with associated metadata and, if available, browse granules accessible through use of a web browser to search and download by FTP. Table 19.3-1 provides an activity checklist for tasks associated with data search and order.

*Table 19.3-1. Process an Order - Activity Checklist*

| Order | Role | Task | Section | Complete? |
|---|---|---|---|---|
| 1 | Science User/ User Services | Search and Order Data using the EDG Search and Order Tool | (P) 19.3.1 | |
| 2 | Science User/ User Services | Locate and Download Data from the Data Pool using the Data Pool Web Access | (P) 19.3.2 | |

### 19.3.1 Search and Order Data using the EDG Search and Order Tool

As a general rule, users trying to locate and obtain data from ECS probably should be directed to the EOS Data Gateway (EDG) web site to conduct their own searches. However, User Services can provide assistance or conduct the search for the user if needed. General information about data search and order, as well as specific on-line instructions, are available as follows:

- Guidance for user (User Manual for EOS Data Gateway) available on the WWW at the following URL**: http://redhook.gsfc.nasa.gov/~imswww/pub/imswelcome/**.
  - User Support links and News: technical information.
  - Frequently Asked Questions (FAQ): captures commonly sought information on terminology, search, data, and ordering with the EOS Data Gateway.
  - Tutorial: introduction to the tool and how to find and order data.
- Several approaches are available to the user.
  - Web-based Search and Order tool, for quick data access using simple search criteria; also allows easy downloading of pre-selected popular data and images; available at location http://redhook.gsfc.nasa.gov/~imswww/pub/imswelcome/.
  - Data center-specific searches; if user knows where the desired data are stored, the specific center may have a specialized tool for ordering data. Furthermore, at http://redhook.gsfc.nasa.gov/~imswww/pub/imswelcome/, the initial page contains a link to "Other Data Gateway Sites" that offer access to the EDG tool at various DAACs with useful information and links specific to those sites.
  - User Services assistance; the user may elect to have User Services do the search instead of personally accessing one of the available tools; use the EDG Web Client Search and Order Tool.

If a user requests support from User Services to locate and order data, it is appropriate to retrieve the (registered) user's account profile (see Procedure 19.1.1.1 **Retrieve Individual Account Screens on Local Read-Only GUI**) and to create a User Contact Log record for the request (see Procedure 19.2.2 **Create a User Contact Log Record**). Table 19.3-2 presents the steps required to search and order data using the EDG search and order tool. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

1 At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Return/Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

2 Start the log-in to a 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 3.
- If you have not previously set up a secure shell passphrase; go to Step 4.

3 If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Return/Enter** key. Go to Step 5.

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

- You are logged in and a UNIX command shell prompt is displayed.

5 Type **netscape** and then press the **Return/Enter** key.

- The Netscape web browser is displayed.

6 Click in the **Netsite:** field.

- The field is highlighted.

7 Type **http://redhook.gsfc.nasa.gov/~imswww/pub/imswelcome** and then press the **Return/Enter** key.

- The EOS Data Gateway welcome screen is displayed, offering choices for types of entry, registration, news, user manual, sample data, and other information.

8 Click on the link for **Enter as guest**.

- If you are a registered user, you may instead click on the link for Enter as registered user and log in with your registered ID and password.
- The EOS Data Gateway Web Search and Order Tool initial Search Creation: Primary Data Search screen is displayed.
- Note: At various points in this procedure, you may encounter a security information warning. Unless you know of a specific potential danger that you must avoid, click on the **Continue submission** button when this warning is displayed.

9 In the **Method 2: Choose from at least 1 category:** field, click on **DATA SET** and then click on the **SELECT->** button.

- The **Keyword Selection: Data Set** screen is displayed.

10 On the **Keyword Selection: Data Set** screen, in the **Data Set List 1:** field, scroll down the list and select the data set of your choice, and then click on the **OK!** button.

- The primary search screen is displayed, indicating the selected choice as the selected data set.

11 In the **Method 2: Choose from at least 1 category:** field, click on **PARAMETER** and then click on the **SELECT->** button.

- The **Keyword Selection: Parameter** screen is displayed.
- ***Note***: The Primary Data Search screen **Method 1: Data Set Lookup:** field provides a user with a means of looking up data sets that are available as a first step in data search and order. The user may enter a keyword and look for data sets that match it, or enter multiple words and look for data sets that match any or all of them, or enter a data set name and determine if there is a data set available that matches the name exactly.

12 On the **Keyword Selection: Parameter** screen, in the **Parameters:** field, select the parameter of your choice, and then click on the **OK!** button.

- The primary search screen is displayed, indicating the selected choice as the selected parameter.
- ***Note***: The **Filters for Parameter:** field permits a reduction in the number of parameters from which to choose. For example, if you are searching for **OZONE** and know that it is an **ATMOSPHERIC CHEMISTRY** parameter, you can select **ATMOSPHERIC CHEMISTRY** in the **Filters for Parameter:** field and then click the **Apply** button so that only those parameters are displayed. You can even reduce the choice to one by using a wild card filter, e.g., **OZ***.

13 In the **Choose Search Area** section of the primary data search screen, click on the radio button at the left of **Type in Lat/Lon Range** field.

- The radio button is filled in to indicate selection.
- If you select a radio button for one of the map entries, a map window is displayed; to use the map, follow instructions on the screen to create a rectangle over the area of interest on the map (the corresponding lat/lon values will be displayed in the appropriate fields when you return to the primary search screen).

**14** In the Latitude and Longitude fields, enter values to define a rectangle corresponding to the requested area.

- The entered values appear in the fields.
- If desired, a click on the **<-Display lat/lon range on map** button will result in a rectangle corresponding to the selected area on the map on the left side of the **Choose Search Area** section.

**15** Click in the **Start Date:** field.

- The cursor moves to the **Start Date:** field.

**16** Type the date for the beginning of the time window desired for the acquisition of the desired data, in format **YYYY-MM-DD**.

- The typed entry is displayed in the field.

**17** Click in the **End Date:** field.

- The cursor moves to the **End Date:** field.

**18** Type the date for the end of the time window desired for the acquisition of the desired data in format **YYYY-MM-DD**.

- The typed entry is displayed in the field.

**19** If desired, in the **Choose Additional Options** block near the bottom of the screen, click in one or more of the available fields to enter data specifying additional restrictions on the search (i.e., number of granules to be returned per data set, limit returns to granules with browse products, limit search time).

- Entered restrictions are reflected in the fields.
- ***Note***: There is also an indication that default metadata are returned in the search results and a **CUSTOMIZE** button for access to a screen permitting a user to select specific metadata to be returned.
- ***Note***: At the bottom of the screen, there is a block permitting a user to save the specified search criteria, and to retrieve a previously saved set of search criteria.

**20** Click on the **Start Search!** Button.

- The search status screen is displayed, indicating **Search in progress . . . .**
- After a few moments, the **Results: Granule: Listing** screen is displayed.

**21** If desired, click on the **Granule Attributes** button next to one of the listed granules.

- A **Data Granule Attributes** screen is displayed.
- The system offers *Integrated Browse*; if a browse image is available, a **View Image** button is available near the bottom of the **Data Granule Attributes** screen, and also one level higher for each granule on the **Results: Granule: Listing** screen. A click on the **View Image** button results in the display of the available browse image.
- Attributes for additional granules may be reviewed by clicking on the right-pointing arrow at the top of the **Data Granule Attributes** screen, or by clicking the browser **Back** button and clicking on the **Granule Attributes** button next to other listed items.

**22** At the **Results: Granule: Listing** screen, click in the **Select** box(es) to select one or more granules to be ordered.

- The selected box(es) is/are filled in to indicate the selection(s).

**23** Click on the **Add to Cart** button near the top of the screen to add the *selected* data granules to the shopping cart.

- A **Data Quality Summary** screen may be displayed describing the quality status of any selected granule(s) and requiring a click on an **Accept** button at the bottom to proceed with the order.
- The **Step 1: Choose Ordering Options** screen is displayed with the list of items to be ordered (i.e., in the shopping cart).

**24** Click on the **Order Options** button next to one of the data granules selected for order.

- The **Choose Ordering Options** screen is displayed.

**25** Click on the **Select** button for the desired option (e.g., **FtpPull FILEFORMAT**).

- The **Select** button is filled to indicate selection of the option.

**26** Below the list of options, make a selection to indicate whether the selected packaging option is to apply to all items in the data set in the shopping cart, or just to the single granule. If just to the single granule, repeat Steps 24 - 26 for any additional granules.

- The radio (selection) button is filled in to indicate selection.

**27** Click on the **Ok! Accept my choice & return to the shopping cart!** button.

- The **Step 1: Choose Ordering Options** screen is displayed with indications that the selected granules are ready to order.

**28** Click on the **Go to Step 2: Order Form** button.

- The **Step 2: Order Form** screen is displayed.

**29** Click in the **First name:** field

- The cursor moves to the **First name:** field.

**30** Type the user's **first name**.

- The typed entry appears in the field.

**31** Click in the **Last name:** field.

- The cursor moves to the **Last name:** field.

**32** Type the user's **last name**.

- The typed entry appears in the field.

**33** Fill in the other required fields (**Internet email address:**, **Street Address:**, **City:**, **State/Province:**, **Country:**, and **Telephone:**) by clicking in each field and typing an appropriate entry.

- The typed entries are displayed in the fields.
- ***Note***: The user can save the entered information in a profile, and provide information about ECS access. This is accomplished by clicking on the **User Preferences** link in the "navigator" area on the left side of the screen, and making appropriate entries on the resulting **User Preferences** screen. At the bottom of this screen, a user who is registered as an ECS user can enter a user name and password for ECS access.

**34** Click on the option button to the right of the **Type:** field and select the appropriate type of organization or location for the user from the displayed list.

- The selected option is displayed in the field.

**35** Click on the option button to the right of the **Category:** field and select **USA** (or **Non-USA** if appropriate) from the displayed list.

- The selected option is displayed in the field.

**36** Click on the **Go to Step 3: Review Order Summary** button.

- The **Step 3: Order Summary** screen is displayed.

**37** When satisfied that the order information is correct, click on the **Go to Step 4: Submit Order!** button.

- The order is submitted and an **Order Submitted!** confirmation screen is displayed.

*Table 19.3-2. Search and Order Data Using the EDG Search and Order Tool*

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | **setenv DISPLAY *clientname*:0.0** | enter text; press **Return/Enter** |
| 2 | **/tools/bin/ssh *hostname*** | enter text; press **Return/Enter** |
| 3 | ***Passphrase*** (or Step 4) | enter text; press **Return/Enter** |
| 4 | ***Password*** | enter text; press **Return/Enter** |
| 5 | **netscape** | enter text; press **Return/Enter** |
| 6 | Move cursor to **Netsite:** field | **single-click** |
| 7 | **http://redhook.gsfc.nasa.gov/~imsww/pub/ imswelcome** | enter text; press **Return/Enter** |
| 8 | Select **Enter as guest** / **Enter as registered user**) | **single-click** |
| 9 | Highlight **DATA SET** (Method 2) and **SELECT->** | **click** choice and **click** button |
| 10 | Select Data Set and activate **OK!** button | **click** choice and **click** button |
| 11 | Highlight **PARAMETER** (Method 2) and **SELECT->** | **click** choice and **click** button |
| 12 | Select Parameter and activate **OK!** button | **click** choice and **click** button |
| 13 | Select **Type in Lat/Lon Range** (or map type) | **single-click** |
| 14 | Enter Lat/Lon values (or use map) | enter text |
| 15 | Move cursor to **Start Date:** field | **single-click** |
| 16 | Enter date (**YYYY-MM-DD**) | enter text |
| 17 | Move cursor to **End Date:** field | **single-click** |
| 18 | Enter date (**YYYY-MM-DD**) | enter text |
| 19 | Choose additional options; save search (optional) | **click(s)** and enter text |
| 20 | Activate **Start Search!** button | **single-click** |
| 21 | Review **Granule Attributes** / **Browse** image | **click(s)** |
| 22 | Choose (**Select**) granules to be ordered | **click(s)** |
| 23 | Activate **Add to Cart** button | **single-click** |
| 24 | Activate **Order Options** button for a granule | **single-click** |
| 25 | Activate **Select** button for desired option | **single-click** |
| 26 | Apply options to all granules or repeat Steps 24 - 26 | **single-click** |
| 27 | Activate **Ok! Accept my choice & return to shopping cart!** button | **single-click** |
| 28 | Activate **Go to Step 2: Order Form** button | **single-click** |
| 29 | Move cursor to **First name:** field | **single-click** |
| 30 | Enter **first name** | enter text |
| 31 | Move cursor to **Last name:** field | **single-click** |
| 32 | Enter **last name** | enter text |
| 33 | Move cursor and enter **Internet email address;**, **Street Address;**, **City;**, **State/Province;**, **Country;**, and **Telephone;**. | **single-click** and enter text; repeat for each entry |
| 34 | Select Type (**Type:** option button) | **click option** |
| 35 | Select Category (**Category:** option button) | **click option** |
| 36 | Activate **Go to Step 3: Review Order Summary** button | **single-click** |

| | | |
|---|---|---|
| 37 | Activate **Go to Step 4: Submit Order!** button | **single-click** |

### 19.3.2 Locate and Download Data from the Data Pool using the Data Pool Web Access

The Data Pool provides users with a rapid means to obtain granules with associated metadata and any available browse granules. The access is through a web browser and download by FTP. User Services must be familiar with the tool and able to provide user assistance and support. Table 19.3-3 presents the steps required to locate and download data from the Data Pool using the Data Pool web access. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Return/Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

**2** Start the log-in to a 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 3.
- If you have not previously set up a secure shell passphrase; go to Step 4.

**3** If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Return/Enter** key. Go to Step 5.

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

- You are logged in and a UNIX command shell prompt is displayed.

**5** Type **netscape** and then press the **Return/Enter** key.

- The Netscape web browser is displayed.

**6** Click in the **Netsite:** field.

- The field is highlighted.

**7** Type the Universal Resource Locator (URL) for the data pool at the local site and then press the **Return/Enter** key.

- The **DataPool@*DAACsite*** welcome screen is displayed, offering a brief description of the data holdings and a list of links to data groups for selection to start the search.

**8** Click on the link for the **Data Group** to be searched for appropriate or desired data.

- The screen displays the selected **Data Group** criteria and a list of links to Earth Science Data Types (**ESDT**s) for selection to narrow the search, along with information about the number of granules and volume of data available in the selected **Data Group**.

**9** Click on the link for the **ESDT** to be searched for appropriate or desired data.

- The screen displays the selected criteria through **ESDT**, a calendar tool (for selecting a **day**, **week**, or **month** for which active links indicate the availability of data), and, as an alternative means for selecting a date range, fields with pop-up menu buttons for specifying the **Start** year, month, and day and **End** year, month, and day to narrow the search.
- The screen also displays information about the number of granules and volume of data available in the selected **ESDT**. It offers a link permitting an immediate **search for granules** based on the criteria narrowing the search to those granules and a link concerning any selected date range permitting you to **add it to your search criteria**, and continue to narrow the search.

**10** If desired, click on a **day**, **week**, or **month** on the calendar tool, or click on pop-up menu buttons and select a **Start** year, month, and day and **End** year, month, and day. (***Note***: If you click on a month in the shaded box at the left of the calendar tool, the selected month is displayed on the tool.)

- The screen displays the selected criteria through **Date**, a matrix permitting the user to **Select a Time of Day**, and, as an alternative means for selecting a time range, fields with pop-up menu buttons for specifying a **Start Time** hour and minute and an **End Time:** hour and minute to narrow the search.
- The screen also displays information about the number of granules and volume of data available in the selected **Date Range**. It offers a link permitting an immediate **search for granules** based on the criteria narrowing the search to those granules and a link concerning any selected time range permitting you to **add it to your search criteria**, and continue to narrow the search. There is also a link permitting the user to skip to the next criterion.

11 If desired, click on a specific **time** (hour) on the matrix, or click on pop-up menu buttons and select a **Start Time:** hour and minute and **End Time:** hour and minute. (***Note***: If you click on the link at the top of the matrix, the times displayed in the matrix can be toggled between starting **On the Hour** and starting **On the Half Hour**.)

- The screen displays the selected criteria through **Time of Day**, a map permitting the user to **Select from Map** (for Java-enabled browsers) to create a spatial search region, and, as an alternative means for creating a spatial search region, fields for specifying **North Latitude**, **South Latitude**, **West Longitude**, and **East Longitude** to select a bounding rectangle to narrow the search.
- The screen also displays information about the number of granules and volume of data available in the selected **Time Range**. It offers a link permitting an immediate **search for granules** based on the criteria narrowing the search to those granules and an **Add to Constraints** button to add any selected bounding rectangle in continuing to narrow the search. There is also a link permitting the user to skip to the next criterion.

12 If desired (and if using a Java-enabled browser), click on the map and drag the cursor to create the boundaries of a desired spatial search region, or drag the mouse to highlight a tile on the map, or sequentially click in the four latitude and longitude fields and type the coordinates for a desired spatial search region.

- The bounding rectangle or tile appears on the map display, and/or the typed entries appear in the latitude and longitude fields.

13 Click on the **Add to Constraints** button.

- The screen displays the selected criteria through **Spatial Coverage** and a table with links permitting the user to **Select a Day/Night Flag** to narrow the search.
- The screen also displays information about the number of granules and volume of data available in the selected **Spatial Search Region**. It offers a link permitting an immediate **search for granules** based on the criteria narrowing the search to those granules. There is also a link permitting the user to skip to the next criterion.

14 If desired, click on one of the links in the **Day/Night** column of the table.

- The screen displays the selected criteria through **Day/Night Flag**, a **Select Science QA for this *Data Type* Parameter** field with a pop-up menu button permitting the user to specify a parameter on which to select QA values, and a table with links permitting the user to select a QA value for the specified parameter.
- The screen also displays information about the number of granules and volume of data available in the selected **Day/Night Flag** category. It offers a link permitting the user to skip selection of a Science QA value, starting an immediate **search for granules** based on the criteria narrowing the search to those granules.

15 If desired, click on the pop-up menu button in the **Select Science QA for this *Data Type* Parameter** field.

- A pop-up menu displays available parameters.

16 Click on the desired parameter.

- The selected parameter name is displayed in the **Select Science QA for this *Data Type* Parameter** field and the QA links and information in the table reflect the selected parameter.

17 Click on one of the value links in the **QA for *Parameter*** column of the table.

- The search for granules is executed and the screen displays the selected criteria through selected **Science QA** value along with the results of the search. The located granules are listed in a table showing metadata on **Size**, **Date** and **Time**, and **Day/Night** flag. There are **Metadata Display** links providing access to **Science QA** metadata and **% Cloud Cover** metadata.
- The **Granule** identification column in the results table displays for each listed granule an icon for obtaining the **HDF** data, and icon for displaying metadata in a separate **Granule Metadata Viewer** window, and an icon for displaying associated browse images in a separate **Browse Viewer** window.

18 If desired, click on the **Science QA** link or **% Cloud Cover** link for different **Metadata Display**.

- Columns of the selected metadata are displayed in the results table, and availability of additional columns is indicated by the appearance of navigational arrow(s) on either side of the attribute name above the column labels.

19 If desired, click on one of the navigational arrows to display other columns of the selected metadata.

- Additional columns are displayed.

20 If desired, in the **Granule** identification column, click on an icon for the **Granule Metadata Viewer** for one of the granules.

- The **Granule Metadata Viewer** is displayed in a separate window, showing metadata for the selected granule; a scroll bar permits scrolling through the displayed metadata.

21 If desired, in the **Granule** identification column, click on an icon for the **Browse Viewer** for one of the granules.

- The **Browse Viewer** is displayed in a separate window, showing any available browse image for the selected granule; a scroll bar permits scrolling of the image.

22 If desired, in the **Granule** identification column, click on the **HDF** folder icon (or on the granule identification link) to initiate download of the granule.

- The save dialog is displayed.

**23** Enter any desired path specification for the download and click on the **OK** button.

- The selected granule is downloaded to the specified location.

***Table 19.3-3. Locate and Download Data from the Data Pool using the Data Pool Web Access***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | **setenv DISPLAY *clientname*:0.0** | enter text; press **Return/Enter** |
| 2 | **/tools/bin/ssh *hostname*** | enter text; press **Return/Enter** |
| 3 | ***Passphrase*** (or Step 4) | enter text; press **Return/Enter** |
| 4 | ***Password*** | enter text; press **Return/Enter** |
| 5 | **netscape** | enter text; press **Return/Enter** |
| 6 | Move cursor to **Netsite:** field | **single-click** |
| 7 | Enter URL for Data Pool Web Access | enter text; press **Return/Enter** |
| 8 | Select **Data Group** | **single-click** |
| 9 | Select **ESDT** | **single-click** |
| 10 | Select **Date** (or specify **Date Range**) | **single-click** (or **click** options) |
| 11 | Select **Time** (or specify **Start Time** and **End Time**) | **single-click** (or **click** options) |
| 12 | Create spatial search region | **click-drag** or **click** and enter latitude and longitude |
| 13 | Activate **Add Constraints** button | **single-click** |
| 14 | Select **Day/Night** flag | **single-click** |
| 15 | Open **Select Science QA for this *Data Type* Parameter** pop-up menu | **single-click** |
| 16 | Select **Parameter** | **single-click** |
| 17 | Select **QA for *Parameter*** value | **single-click** |
| 18 | Select **Metadata Display** category | **single-click** |
| 19 | Use navigational arrow(s) for more metadata columns | **click(s)** |
| 20 | Display metadata in **Granule Metadata Viewer** | **single-click** |
| 21 | Display browse image in **Browse Viewer** | **single-click** |
| 22 | Select **HDF** download | **single-click** |
| 23 | (Specify any desired path and) activate **OK** button | enter text; **single-click** |

## 19.4 Working with the Spatial Subscription Server and Data Pool

User Services and Science Data Specialists use the Spatial Subscription Server (NBSRV) GUI to create subscriptions for inserting data into the Data Pool and to perform other tasks necessary to manage the Data Pool. Table 19.4-1 provides an activity checklist for tasks using the NBSRV GUI for Data Pool Management.

*Table 19.4-1. Use the NBSRV GUI for Data Pool Management - Activity Checklist*

| Order | Role | Task | Section | Complete? |
|---|---|---|---|---|
| 1 | User Services/ Science Data Specialist | Launch the NBSRV GUI | (P) 19.4.1 | |
| 2 | User Services/ Science Data Specialist | Use the NBSRV GUI to List Subscribable Events | (P) 19.4.2 | |
| 3 | User Services/ Science Data Specialist | Use the NBSRV GUI to List and View Subscriptions in the NBSRV Database | (P) 19.4.3 | |
| 4 | User Services/ Science Data Specialist | Use the NBSRV GUI to Add a Subscription for Data Pool Insert | (P) 19.4.4 | |
| 5 | User Services/ Science Data Specialist | Use the NBSRV GUI to Create a Standard Subscription for Distribution/ Notification | (P) 19.4.5 | |
| 6 | User Services/ Science Data Specialist | Use the NBSRV GUI to Extend the Period of Retention in a Data Pool Insert Subscription | (P) 19.4.6 | |
| 7 | User Services/ Science Data Specialist | Use the NBSRV GUI to Delete (Cancel) a Subscription in the NBSRV Database | (P) 19.4.7 | |
| 8 | User Services/ Science Data Specialist | Use the NBSRV GUI to View the Acquire and Notification Actions Being Processed | (P) 19.4.8 | |
| 9 | User Services/ Science Data Specialist | Use the NBSRV GUI to View Statistics on Processing of Events and Actions by the NBSRV | (P) 19.4.9 | |

### 19.4.1 Launch the NBSRV GUI

Table 19.4-2 presents the steps required to launch the NBSRV GUI. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Return/Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

**2** Start the log-in to a 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 3.
- If you have not previously set up a secure shell passphrase; go to Step 4.

**3** If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Return/Enter** key. Go to Step 5.

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

- You are logged in and a UNIX command shell prompt is displayed.

**5** Type **netscape** and then press the **Return/Enter** key.

- The Netscape web browser is displayed.

**6** Click in the **Netsite:** field.

- The field is highlighted.

**7** Type the Universal Resource Locator (URL) for the NBSRV GUI and then press the **Return/Enter** key.

- The NBSRV **Home Page** is displayed, offering access to NBSRV functions (**List Events**, **Manage Subscriptions**, **List Action Queue**, and **List Statistics**) as well as a tab for **Help** in navigating the GUI.

***Table 19.4-2. Launch the NBSRV GUI***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | **setenv DISPLAY *clientname*:0.0** | enter text; press **Return/Enter** |
| 2 | **/tools/bin/ssh *hostname*** | enter text; press **Return/Enter** |
| 3 | ***Passphrase*** (or Step 4) | enter text; press **Return/Enter** |
| 4 | ***Password*** | enter text; press **Return/Enter** |
| 5 | **netscape** | enter text; press **Return/Enter** |
| 6 | Move cursor to **Netsite:** field | **single-click** |
| 7 | **http://<*URL*>** | enter text; press **Return/Enter** |

### 19.4.2 Use the NBSRV GUI to List Subscribable Events

Table 19.4-3 presents the steps required to use the NBSRV GUI to list subscribable events. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the NBSRV GUI (refer to procedure 19.4.1 **Launch the NBSRV GUI**).

**2** Click on the **List Events** tab.

- The **List Events** page is displayed with a table of all ECS events for which a subscription can be created.
- The column headers in the table are links for sorting the list. There are also buttons for filtering the list.

**3** To sort the list by **Event Type**, click on the **Event Type** link.

- The list is displayed with the events grouped by type; **DELETE** events are listed first, followed by **INSERT** events, and then **UPDATE METADATA** events.
- ***Note***: You can now scroll down to review only **INSERT** events. However, in a long list with all the events included, it may still be cumbersome to locate the events of interest.

**4** To filter the list for display of only events for a specific collection, click on the **Collection** option button and then scroll and click to select the desired collection.

- The selected choice is displayed on the option button.

**5** Click on the **Filter** button to implement the selected filter.

- A list is displayed showing only events for the selected collection.

***Table 19.4-3. Use the NBSRV GUI to List Subscribable Events***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the NBSRV GUI | use Procedure 19.4.1 |
| 2 | Select **List Events** tab | **single-click** |
| 3 | Use **Event Type** link to sort list | **single-click** |
| 4 | If desired, use **Collection** option button to select a collection on which to filter the list | **click option** |
| 5 | Use the **Filter** button to implement the selected filter | **single-click** |

### 19.4.3 Use the NBSRV GUI to List and View Subscriptions in the NBSRV Database

Table 19.4-4 presents the steps required to use the NBSRV GUI to list and view subscriptions in the NBSRV database. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the NBSRV GUI (refer to procedure 19.4.1 **Launch the NBSRV GUI**).

**2** Click on the **Manage Subscriptions** tab.

- The **Manage Subscriptions** page is displayed with a table listing all subscriptions in the NBSRV database.
- The column headers in the table, except for **Version** and **Event Type**, are links for sorting the list. There are also buttons for filtering the list.

**3** To filter the list for display of only subscriptions for a specific collection, click on the **Collection** option button and then scroll and click to select the desired collection.

- The selected choice is displayed on the option button.

**4** Click on the **Filter** button to implement the selected filter.

- A list is displayed showing only subscriptions for the selected collection.

**5** It may be desirable to filter the list further. For example, if you are looking for a subscription created for a specific user, click on the **User** option button and then scroll and click to select the appropriate User Id.

- The selected choice is displayed on the option button.

**6** Click on the **Filter** button to implement the selected filter.

- A list is displayed showing only subscriptions for the selected Collection and any further selected filter option.

**7** Scroll if necessary to reach the sought subscription and click on the **View** radio button for that subscription in the last column.

- The button is filled to indicate selection of the **View** option.

**8** Click on the **Apply** button for the subscription.

- Detailed information for the selected subscription is displayed in a separate window.

**_Table 19.4-4. Use the NBSRV GUI to List and View Subscriptions in the NBSRV Database_**

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the NBSRV GUI | use Procedure 19.4.1 |
| 2 | Select **Manage Subscriptions** tab | **single-click** |
| 3 | If desired, use **Collection** option button to select a collection on which to filter the list | **click option** |
| 4 | Use the **Filter** button to implement the selected filter | **single-click** |
| 5 | If desired, use another option button to filter the list further | **click option** |
| 6 | Use the **Filter** button to implement any selected filter | **single-click** |
| 7 | Select the **View** radio button for the desired subscription | **single-click** |
| 8 | Use the **Apply** button to implement the selected option | **single-click** |

### 19.4.4 Use the NBSRV GUI to Add a Subscription for Data Pool Insert

A user who wants to have data made available for downloading through the Data Pool must contact the DAAC to request that a subscription be placed so that when data of the specified type are inserted in ECS, a copy is inserted in the Data Pool. User Services or Science Data Specialists then create the subscription, adding Data Pool qualification and retention criteria to meet the user's requirement within any constraints imposed for the Data Pool at the DAAC. Table 19.4-5 presents the steps required to use the NBSRV GUI to add a subscription for Data Pool insert. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the NBSRV GUI (refer to procedure 19.4.1 **Launch the NBSRV GUI**).

- ***Note***: At various points in this procedure, you may encounter a security information warning. Unless you know of a specific potential danger that you must avoid, click on the **Continue submission** button when this warning is displayed.

**2** Click on the **Manage Subscriptions** tab.

- The **Manage Subscriptions** page is displayed with a table listing all subscriptions in the NBSRV database.

**3** Click on the **Add Subscriptions** tab.

- The **Add Subscriptions** page is displayed.

**4** Click in the **User Id** field.

- The cursor is displayed in the **User Id** field.

5 Type the User Id for the requesting user.

- ***Note***: The entered User Id must be a valid registered user (i.e., must be listed in the User Profile database).
- The typed entry is displayed in the **User Id** field.

6 If it is necessary to set the subscription status (typically, it is left at the **Active** default setting), click on the **Status** option button and click on the desired choice (**Active** or **Inactive**).

- The selected choice is displayed on the option button.

7 If it is necessary to set the **Expiration Date** (normally defaulted to one year from the current date), click at the end of the **Expiration Date** field and backspace to delete the default information.

- The cursor is displayed in the **Expiration Date** field.

8 In the **Expiration Date** field emptied in Step 7, type an appropriate expiration date in the format **mm/dd/yyyy**.

- The typed entry is displayed in the **Expiration Date** field.

9 Click in the **ESDT Short Name** field.

- The cursor is displayed in the **ESDT Short Name** field.

10 Type the first few characters of the name of the collection for which the subscription is to be created (e.g., **ASTL1**, **MOD04**, **MISL0**, **MOD10**).

- The typed entry is displayed in the **ESDT Short Name** field.

11 Click on the **Apply** button.

- A **SELECT Short Name/Version/Event Type** option button is displayed, along with an **Apply** button.

12 Click on the **SELECT Short Name/Version/Event Type** option button and then drag the cursor to select the event for which the subscription is to be created.

- The selected choice is displayed on the option button.

**13** Click on the **Apply** button.

- A block of option buttons and fields is displayed to permit selection of **Attribute Name/Type** and entry of **Min Value** and **Max Value** for any valid **Integer/Float/Date** qualifiers, string **Value** qualifiers, and **Latitude** and **Longitude** coordinates to define a bounding rectangle spatial qualifier for the subscription to be created. It may be necessary to use a scroll bar to reveal all qualifier entry fields.
- Scrolling also reveals three buttons for selection of one or more **Actions** and a block with option buttons, fields, and links for defining the selected action(s) to be taken upon occurrence of the event for which the subscription is to be created.
- At the bottom, there is an **Add Subscription** button for submitting the subscription.

**14** Click on an option button for any **Integer/Float/Date** qualifiers and then scroll (if necessary) and click to select an **Attribute Name/Type** for which a qualifier is to be defined.

- The selected choice is displayed on the option button.
- ***Note***: If the operator selects an attribute that is associated with a measured parameter that can be specified, a pop-up window appears with an entry field and a prompt to **Enter Parameter Name:**. It is necessary to enter a valid parameter name (i.e., one with which the attribute is associated in the Science Data Server); type the name and click on the **OK** button in the pop-up window. For the first delivery of the NBSRV, the attribute **QAPercentCloudCover**, available for some data types, is the only attribute that requires this entry.

**15** Click in the **Min Value** field to the right of the option button for the specified **Attribute Name/Type**.

- The cursor is displayed in the field.

**16** Type the minimum value for the qualifier.

- The typed entry is displayed in the field.

**17** Click in the **Max Value** field to the right of the just-completed **Min Value** field.

- The cursor is displayed in the field.

**18** Type the maximum value for the qualifier.

- The typed entry is displayed in the field.

**19** Repeat Steps 14 - 18 for any additional **Integer/Float/Date** qualifiers to be entered.

**20** Click on an option button for **String** qualifiers and then scroll (if necessary) and click to select an **Attribute Name/Type** for which a qualifier is to be defined.

- The selected choice is displayed on the option button.

**21** Click in the **Value** field to the right of the option button for the specified **Attribute Name/Type**.

- The cursor is displayed in the field.

**22** Type the string value for the qualifier.

- The typed entry is displayed in the field.

**23** Repeat Steps 20 - 22 for any additional **String** qualifiers to be entered.

**24** Click in the **North Latitude** field.

- The cursor is displayed in the field.

**25** Type the **North Latitude** coordinate for any bounding rectangle to be specified.

- The typed entry is displayed in the field.

**26** Click in the **East Longitude** field.

- The cursor is displayed in the field.

**27** Type the **East Longitude** coordinate for any bounding rectangle to be specified.

- The typed entry is displayed in the field.

**28** Click in the **South Latitude** field.

- The cursor is displayed in the field.

**29** Type the **South Latitude** coordinate for any bounding rectangle to be specified.

- The typed entry is displayed in the field.

**30** Click in the **West Longitude** field.

- The cursor is displayed in the field.

**31** Type the **West Longitude** coordinate for any bounding rectangle to be specified.

- The typed entry is displayed in the field.

**1** ***Note***: Every subscription must have at least one action specified and may have more than one. For a Data Pool Insert subscription, the operator must click the **Data Pool** action selection button and enter data in the **Data Pool Information** portion of the **Actions** block.

**32** Click the **Data Pool** action selection button and the **E-Mail Notification** action selection button.

- Each button appearance changes to depressed to indicate its selection as it is clicked.

**33** Click in the **Retention Period** field in the **Data Pool Information** portion of the **Actions** block.

- The cursor is displayed in the field.

**34** Type the desired retention period (within any Data Pool constraints imposed by the DAAC).

- The typed entry is displayed in the field.

**35** Click in the **Retention Priority** field in the **Data Pool Information** portion of the **Actions** block.

- The cursor is displayed in the field.

**36** Type the desired priority (or leave the default value).

- The typed entry is displayed in the field.

**37** Click on the **Science Granules and/or Metadata** option button in the **Data Pool Information** portion of the **Actions** block and click to select **science and metadata** (if the Data Pool insert is to include both the science granule and its metadata) or **metadata only** (if the insert is to be metadata only -- for example, if the data have an associated cost that must be handled with a billing and accounting function).

- The selected choice is displayed on the button.

**38** If the user wants notification, examine the **Action Address** field in the **E-Mail Notification Information** portion of the **Actions** block.

- The user's E-Mail address from the User Profile database is displayed in the field.

**39** Click in the **User String** field in the **E-Mail Notification** portion of the **Actions** block.

- The cursor is displayed in the field.

**40** Type a secondary qualifier string to distinguish this request from others by users with the same user profile. (***Note***: This step is optional.)

- The typed entry is displayed in the field.

**41** Click on the **Metadata** option button in the **E-Mail Notification** portion of the **Actions** block and click on **Qualifying Metadata Only** or **All Metadata** to indicate whether only qualifying metadata or all metadata are to be included in the email notification.

- The selected choice is displayed on the option button.

**42** Click on the **Add Subscription** button.

- A message is displayed confirming that the subscription was added to the database and buttons permit **Add another subscription** or **Return to Home Page**.

*Table 19.4-5. Use the NBSRV GUI to Add a Subscription for Data Pool Insert*

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the NBSRV GUI | use Procedure 19.4.1 |
| 2 | Select **Manage Subscriptions** tab | **single-click** |
| 3 | Select **Add Subscriptions** tab | **single-click** |
| 4 | Place cursor in the **User Id** field | **single-click** |
| 5 | Type the **User Id** | enter text |
| 6 | To change subscription status, use **Status** option button | **click option** |
| 7 | If necessary, remove incorrect **Expiration Date** | **click** and **backspace** |
| 8 | If necessary, type desired **Expiration Date** | enter text |
| 9 | Move cursor to **ESDT Short Name** field | **single-click** |
| 10 | Type first few characters of collection name | enter text |
| 11 | Activate the **Apply** button | **single-click** |
| 12 | Use the **Short Name/Version/Event Type** option button to select event | **click option** |
| 13 | Activate the **Apply** button | **single-click** |
| 14 | If available, use an option button for **Integer/Float/Date** qualifiers to select an **Attribute Name/Type** | **click option** |
| 15 | Move cursor to accompanying **Min Value** field | **single-click** |
| 16 | Type the minimum value | enter text |
| 17 | Move cursor to accompanying **Max Value** field | **single-click** |
| 18 | Type the maximum value | enter text |
| 19 | Repeat Steps 14 - 18 as appropriate | |
| 20 | If available, use an option button for **String** qualifiers to select an **Attribute Name/Type** | **click option** |
| 21 | Move cursor to accompanying **Value** field | **single-click** |
| 22 | Type the string value | enter text |
| 23 | Repeat Steps 20 - 22 as appropriate | |
| 24 | Move cursor to **North Latitude** field | **single-click** |
| 25 | Type the **North Latitude** coordinate for any bounding rectangle | enter text |
| 26 | Move cursor to **East Longitude** field | **single-click** |
| 27 | Type the **East Longitude** coordinate for any bounding rectangle | enter text |
| 28 | Move cursor to **South Latitude** field | **single-click** |
| 29 | Type the **South Latitude** coordinate for any bounding rectangle | enter text |
| 30 | Move cursor to **West Longitude** field | **single-click** |
| 31 | Type the **West Longitude** coordinate for any bounding rectangle | enter text |
| 32 | Select action(s) in **Choose one or more actions** block | **click(s)** |

**Table 19.4-5 (Cont.).**
**Use the NBSRV GUI to Add a Subscription for Data Pool Insert**

| | | |
|---|---|---|
| 33 | Move cursor to **Retention Period** field | **single-click** |
| 34 | Type desired retention period | enter text |
| 35 | Move cursor to **Retention Priority** field | **single-click** |
| 36 | Type desired priority (or leave default) | enter text |
| 37 | Use **Science Granules and/or Metadata** option button to select **science and metadata** or **metadata only** | **click option** |
| 38 | If appropriate, examine **Action Address** field for user's e-mail address | read text |
| 39 | Optional: Move cursor to **User String** field | **single-click** |
| 40 | Optional: Type secondary qualifier string | enter text |
| 41 | Use **Metadata** option button to select **Qualifying Metadata Only** or **All Metadata** | **click option** |
| 42 | Activate the **Add Subscription** button | **single-click** |

### 19.4.5 Use the NBSRV GUI to Create a Standard Subscription for Distribution/ Notification

The Spatial Subscription Server was designed to replace the Subscription Server originally deployed as part of ECS. Accordingly, it offers capabilities parallel to those of the original ECS Subscription Server. Table 19.4-6 presents the steps required to use the NBSRV GUI to create a standard subscription for distribution/notification. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the NBSRV GUI (refer to procedure 19.4.1 **Launch the NBSRV GUI**).

- ***Note***: At various points in this procedure, you may encounter a security information warning. Unless you know of a specific potential danger that you must avoid, click on the **Continue submission** button when this warning is displayed.

**2** Click on the **Manage Subscriptions** tab.

- The **Manage Subscriptions** page is displayed with a table listing all subscriptions in the NBSRV database.

**3** Click on the **Add Subscriptions** tab.

- The **Add Subscriptions** page is displayed.

**4** Click in the **User Id** field.

- The cursor is displayed in the **User Id** field.

**5** Type the User Id for the requesting user.

- ***Note***: The entered User Id must be a valid registered user (i.e., must be listed in the User Profile database).
- The typed entry is displayed in the **User Id** field.

**6** If it is necessary to set the subscription status (typically, it is left at the **Active** default setting), click on the **Status** option button and click on the desired choice (**Active** or **Inactive**).

- The selected choice is displayed on the option button.

**7** If it is necessary to set the **Expiration Date** (normally defaulted to one year from the current date), click at the end of the **Expiration Date** field and backspace to delete the default information.

- The cursor is displayed in the **Expiration Date** field.

**8** In the **Expiration Date** field emptied in Step 7, type an appropriate expiration date in the format **mm/dd/yyyy**.

- The typed entry is displayed in the **Expiration Date** field.

**9** Click in the **ESDT Short Name** field.

- The cursor is displayed in the **ESDT Short Name** field.

**10** Type the first few characters of the name of the collection for which the subscription is to be created (e.g., **ASTL1**, **MOD04**, **MISL0**, **MOD10**).

- The typed entry is displayed in the **ESDT Short Name** field.

**11** Click on the **Apply** button.

- A **SELECT Short Name/Version/Event Type** option button is displayed, along with an **Apply** button.

**12** Click on the **SELECT Short Name/Version/Event Type** option button and then drag the cursor to select the event for which the subscription is to be created.

- The selected choice is displayed on the option button.

**13** Click on the **Apply** button.

- A block of option buttons and fields is displayed to permit selection of **Attribute Name/Type** and entry of **Min Value** and **Max Value** for any valid **Integer/Float/Date** qualifiers, string **Value** qualifiers, and **Latitude** and **Longitude** coordinates to define a bounding rectangle spatial qualifier for the subscription to be created. It may be necessary to use a scroll bar to reveal all qualifier entry fields.
- Scrolling also reveals three buttons for selection of one or more **Actions** and a block with option buttons, fields, and links for defining the selected action(s) to be taken upon occurrence of the event for which the subscription is to be created.
- At the bottom, there is an **Add Subscription** button for submitting the subscription.

**14** Click on an option button for any **Integer/Float/Date** qualifiers and then scroll (if necessary) and click to select an **Attribute Name/Type** for which a qualifier is to be defined.

- The selected choice is displayed on the option button.
- ***Note***: If the operator selects an attribute that is associated with a measured parameter that can be specified, a pop-up window appears with an entry field and a prompt to **Enter Parameter Name:**. It is necessary to enter a valid parameter name (i.e., one with which the attribute is associated in the Science Data Server); type the name and click on the **OK** button in the pop-up window. For the first delivery of the NBSRV, the attribute **QAPercentCloudCover**, available for some data types, is the only attribute that requires this entry.

**15** Click in the **Min Value** field to the right of the option button for the specified **Attribute Name/Type**.

- The cursor is displayed in the field.

**16** Type the minimum value for the qualifier.

- The typed entry is displayed in the field.

**17** Click in the **Max Value** field to the right of the just-completed **Min Value** field.

- The cursor is displayed in the field.

**18** Type the maximum value for the qualifier.

- The typed entry is displayed in the field.

**19** Repeat Steps 14 - 18 for any additional **Integer/Float/Date** qualifiers to be entered.

**20** Click on an option button for **String** qualifiers and then scroll (if necessary) and click to select an **Attribute Name/Type** for which a qualifier is to be defined.

- The selected choice is displayed on the option button.

**21** Click in the **Value** field to the right of the option button for the specified **Attribute Name/Type**.

- The cursor is displayed in the field.

**22** Type the string value for the qualifier.

- The typed entry is displayed in the field.

**23** Repeat Steps 20 - 22 for any additional **String** qualifiers to be entered.

**24** Click in the **North Latitude** field.

- The cursor is displayed in the field.

**25** Type the **North Latitude** coordinate for any bounding rectangle to be specified.

- The typed entry is displayed in the field.

**26** Click in the **East Longitude** field.

- The cursor is displayed in the field.

**27** Type the **East Longitude** coordinate for any bounding rectangle to be specified.

- The typed entry is displayed in the field.

**28** Click in the **South Latitude** field.

- The cursor is displayed in the field.

**29** Type the **South Latitude** coordinate for any bounding rectangle to be specified.

- The typed entry is displayed in the field.

**30** Click in the **West Longitude** field.

- The cursor is displayed in the field.

**31** Type the **West Longitude** coordinate for any bounding rectangle to be specified.

- The typed entry is displayed in the field.

**2** ***Note***: Every subscription must have at least one action specified and may have more than one. For an acquire subscription, the operator must click the **Acquire** action selection button and enter data in the **Acquire Information** portion of the **Actions** block (see Steps 33 - 45). An acquire action includes e-mail notification when data are sent. For an e-mail notification action upon insert, the operator must click the **E-Mail Notification** action selection button and enter data in the **E-Mail Notification Information** portion of the **Actions** block (see Steps 46 - 49).

**32** Click the **Acquire** action selection button and/or the **E-Mail Notification** action selection button.

- The appearance of any selected action selection button changes to depressed to indicate its selection as it is clicked.

**33** For an **Acquire** action, examine the **Email Address** field in the **Acquire Information** block.

- The user's E-Mail address from the User Profile database is displayed in the field.

**34** Click on the **Media Type** option button and select the media type for the distribution.

- The selected choice is displayed on the option button.

**35** Click on the **Priority** option button and select the priority for the acquire.

- The selected choice is displayed on the option button.

**3** ***Note***: Steps 36 - 45 are to be performed only if the **Media Type** selected in Step 34 was **FtpPush**.

**36** Click in the **FTP User** field.

- The cursor is displayed in the field.

**37** Type the UNIX log in for the requesting user on the destination system for the push.

- The typed entry is displayed in the field.

**38** Click in the **FTP Password** field.

- The cursor is displayed in the field.

**39** Type the UNIX password for the requesting user on the destination system for the push.

- Asterisks are displayed in the field.

**40** Click in the **Enter password again for verification** field.

- The cursor is displayed in the field.

**41** Type the UNIX password for the requesting user on the destination system for the push.

- Asterisks are displayed in the field.

**42** Click in the **FTP Host** field.

- The cursor is displayed in the field.

**43** Type the UNIX host name for the destination system for the push.

- The typed entry is displayed in the field.

**44** Click in the **FTP Directory** field.

- The cursor is displayed in the field.

**45** Type the pathname of the UNIX directory on the destination system where the acquired files are to be stored.

- The typed entry is displayed in the field.

**46** For an **E-Mail Notification** action, examine the **Action Address** field in the **E-Mail Notification Information** portion of the **Actions** block.

- The user's E-Mail address from the User Profile database is displayed in the field.

**47** Optional: For an **E-Mail Notification** action, click in the **User String** field in the **E-Mail Notification Information** portion of the **Actions** block.

- The cursor is displayed in the field.

**48** Type a secondary qualifier string to distinguish this request from others by users with the same user profile. (***Note***: This step is optional.)

- The typed entry is displayed in the field.

**49** Click on the **Metadata** option button in the **E-Mail Notification** portion of the **Actions** block and click on **Qualifying Metadata Only** or **All Metadata** to indicate whether only qualifying metadata or all metadata are to be included in the email notification.

- The selected choice is displayed on the option button.

**50** Click on the **Add Subscription** button.

- A message is displayed confirming that the subscription was added to the database and buttons permit **Add another subscription** or **Return to Home Page**.

***Table 19.4-6. Use the NBSRV GUI to Create a Standard Subscription for Distribution/Notification***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the NBSRV GUI | use Procedure 19.4.1 |
| 2 | Select **Manage Subscriptions** tab | **single-click** |
| 3 | Select **Add Subscriptions** tab | **single-click** |
| 4 | Place cursor in the **User Id** field | **single-click** |
| 5 | Type the **User Id** | enter text |
| 6 | To change subscription status, use **Status** option button | **click option** |
| 7 | If necessary, remove incorrect **Expiration Date** | **click** and **backspace** |
| 8 | If necessary, type desired **Expiration Date** | enter text |
| 9 | Move cursor to **ESDT Short Name** field | **single-click** |
| 10 | Type first few characters of collection name | enter text |
| 11 | Activate the **Apply** button | **single-click** |
| 12 | Use the **Short Name/Version/Event Type** option button to select event | **click option** |
| 13 | Activate the **Apply** button | **single-click** |
| 14 | If available, use an option button for **Integer/Float/Date** qualifiers to select an **Attribute Name/Type** | **click option** |

***Table 19.4-6 (Cont.). Use the NBSRV GUI to Create a Standard Subscription for Distribution/Notification***

| | | |
|---|---|---|
| 15 | Move cursor to accompanying **Min Value** field | **single-click** |
| 16 | Type the minimum value | enter text |
| 17 | Move cursor to accompanying **Max Value** field | **single-click** |
| 18 | Type the maximum value | enter text |
| 19 | Repeat Steps 14 **-** 18 as appropriate | |
| 20 | If available, use an option button for **String** qualifiers to select an **Attribute Name/Type** | **click option** |
| 21 | Move cursor to accompanying **Value** field | **single-click** |
| 22 | Type the string value | enter text |
| 23 | Repeat Steps 20 **-** 22 as appropriate | |
| 24 | Move cursor to **North Latitude** field | **single-click** |
| 25 | Type the **North Latitude** coordinate for any bounding rectangle | enter text |
| 26 | Move cursor to **East Longitude** field | **single-click** |
| 27 | Type the **East Longitude** coordinate for any bounding rectangle | enter text |
| 28 | Move cursor to **South Latitude** field | **single-click** |
| 29 | Type the **South Latitude** coordinate for any bounding rectangle | enter text |
| 30 | Move cursor to **West Longitude** field | **single-click** |
| 31 | Type the **West Longitude** coordinate for any bounding rectangle | enter text |
| 32 | Select action(s) in **Choose one or more actions** block | **click(s)** |
| 33 | Examine **Email Address** field | read text |
| 34 | Use **Media Type** option button to select media type | **click option** |
| 35 | Use **Priority** option button to select priority for acquire | **click option** |
| 36 | Move cursor to **FTP User** field | **single-click** |
| 37 | Type UNIX log in for user on destination system | enter text |
| 38 | Move cursor to **FTP Password** field | **single-click** |
| 39 | Type UNIX password for user on destination system | enter text |
| 40 | Move cursor to **Enter password again for verification** field | **single-click** |
| 41 | Type UNIX password for user on destination system | enter text |
| 42 | Move cursor to **FTP Host** field | **single-click** |
| 43 | Type UNIX host name for destination system | enter text |
| 44 | Move cursor to **FTP Directory** field | **single-click** |
| 45 | Type pathname of the UNIX directory on destination system where the acquired files are to be stored | enter text |

**Table 19.4-6 (Cont.). Use the NBSRV GUI to Create a Standard Subscription for Distribution/Notification**

| | | |
|---|---|---|
| 46 | Examine **Action Address** field | read text |
| 47 | Optional:  Move cursor to **User String** field | **single-click** |
| 48 | Optional:  Type secondary qualifier string | enter text |
| 49 | Use **Metadata** option button to select **Qualifying Metadata Only** or **All Metadata** | **click option** |
| 50 | Activate the **Add Subscription** button | **single-click** |

### 19.4.6 Use the NBSRV GUI to Extend the Period of Retention in a Data Pool Insert Subscription

Table 19.4-7 presents the steps required to use the NBSRV GUI to extend the period of retention in a Data Pool insert subscription.  If you are already familiar with the procedure, you may prefer to use this quick-step table.  If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the NBSRV GUI (refer to procedure 19.4.1 **Launch the NBSRV GUI**).

- ***Note***:  At various points in this procedure, you may encounter a security information warning.  Unless you know of a specific potential danger that you must avoid, click on the **Continue submission** button when this warning is displayed.

**2** Click on the **Manage Subscriptions** tab.

- The **Manage Subscriptions** page is displayed with a table listing all subscriptions in the NBSRV database.

**3** Click on the **User** option button and then scroll and click to select the appropriate User Id.

- The selected choice is displayed on the option button.

**4** Click on the **Filter** button to implement the selected filter.

- A list is displayed showing only subscriptions for the selected User Id.

**5** Scroll if necessary to reach the sought subscription and click on the **Update** radio button for that subscription in the last column.

- The button is filled to indicate selection of the **Update** option.

**6** Click on the **Apply** button for the subscription.

- A page for the subscription is displayed with a block of option buttons and fields to permit updating available qualifiers, **Latitude** and **Longitude** coordinates, and **Actions** information.  It may be necessary to use a scroll bar to reveal all entry areas.
- At the bottom, there is an **Update Subscription** button for submitting the changes.

**7** To change the retention period, click at the end of the **Retention Period** field in the **Data Pool Information** portion of the **Actions** block and backspace to delete the displayed number.

- The cursor is displayed in the field.

**8** Type the desired extended retention period (within any Data Pool constraints imposed by the DAAC).

- The typed entry is displayed in the field.

**9** Click on the **Update Subscription** button.

- A message is displayed confirming that the subscription was updated and buttons permit **Add another subscription** or **Return to Home Page**.

***Table 19.4-7. Use the NBSRV GUI to Extend the Period of Retention in a Data Pool Insert Subscription***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the NBSRV GUI | use Procedure 19.4.1 |
| 2 | Select **Manage Subscriptions** tab | **single-click** |
| 3 | Use the **User** option button to select User Id filter | **click option** |
| 4 | Use the **Filter** button to implement the selected filter | **single-click** |
| 5 | Select **Update** radio button for subscription to be changed | **single-click** |
| 6 | Activate **Apply** button | **single-click** |
| 7 | Remove incorrect **Retention Period** | **click** and **backspace** |
| 8 | Type desired **Retention Period** | enter text |
| 9 | Activate **Update Subscription** button | **single-click** |

### 19.4.7 Use the NBSRV GUI to Delete (Cancel) a Subscription in the NBSRV Database

Table 19.4-8 presents the steps required to use the NBSRV GUI to delete (cancel) a subscription in the NBSRV database. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the NBSRV GUI (refer to procedure 19.4.1 **Launch the NBSRV GUI**).

- ***Note***: At various points in this procedure, you may encounter a security information warning. Unless you know of a specific potential danger that you must avoid, click on the **Continue submission** button when this warning is displayed.

**2** Click on the **Manage Subscriptions** tab.

- The **Manage Subscriptions** page is displayed with a table listing all subscriptions in the NBSRV database.

**3** Click on the **User** option button and then scroll and click to select the appropriate User Id.

- The selected choice is displayed on the option button.

**4** Click on the **Filter** button to implement the selected filter.

- A list is displayed showing only subscriptions for the selected User Id.

**5** Scroll if necessary to reach the sought subscription and click on the **Delete** radio button for that subscription in the last column.

- The button is filled to indicate selection of the **Delete** option.

**6** Click on the **Apply** button for the subscription.

- A confirmation screen is displayed; a message **Are you sure that you want to delete the subscription?** appears above two buttons, one labeled **Yes** and one labeled **No**.

**7** Click on the **Yes** button.

- A message is displayed confirming that the subscription was deleted from the database and buttons permit **Delete another subscription** or **Return to Home Page**.

***Table 19.4-8. Use the NBSRV GUI to Delete (Cancel) a Subscription in the NBSRV Database***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the NBSRV GUI | use Procedure 19.4.1 |
| 2 | Select **Manage Subscriptions** tab | **single-click** |
| 3 | Use the **User** option button to select User Id filter | **click option** |
| 4 | Use the **Filter** button to implement the selected filter | **single-click** |
| 5 | Select **Delete** radio button for subscription to be deleted | **single-click** |
| 6 | Activate **Apply** button | **single-click** |
| 7 | Activate **Yes** button to confirm deletion | **single-click** |

### 19.4.8 Use the NBSRV GUI to View the Acquire and Notification Actions Being Processed

Table 19.4-9 presents the steps required to use the NBSRV GUI to view the acquire and notification actions being processed. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the NBSRV GUI (refer to procedure 19.4.1 **Launch the NBSRV GUI**).

**2** Click on the **List Action Queue** tab.

- The **List Action Queue** information is displayed in a table listing acquire and notification actions that are being processed. On this page, the **Action Type** and **Subscription Id** column headers are links for sorting the list, and there are also **Action Type**, **Subscription**, and **Status** option buttons and a filter button for filtering the list.

***Table 19.4-9. Use the NBSRV GUI to View the Acquire and Notification Actions Being Processed***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the NBSRV GUI | use Procedure 19.4.1 |
| 2 | Select **List Action Queue** tab | **single-click** |

### 19.4.9 Use the NBSRV GUI to View Statistics on Processing of Events and Actions by the NBSRV

Table 19.4-10 presents the steps required to use the NBSRV GUI to view statistics on processing of events and actions by the NBSRV. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the NBSRV GUI (refer to procedure 19.4.1 **Launch the NBSRV GUI**).

**2** Click on the **List Statistics** tab.

- The **List Statistics** information is displayed, showing **Subscription Events Left to Dequeue**, **Actions Left to Dequeue**, a **Summary of the Processing Time for Subscriptions Evaluated against Events in the Event Queue**, a **Summary of the Processing Time for E-Mail Notification Actions in Action Queue**, and a **Summary of the Processing Time for Distribution Actions in Action Queue**.

**Table 19.4-10. Use the NBSRV GUI to View Statistics on Processing of Events and Actions by the NBSRV**

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the NBSRV GUI | use Procedure 19.4.1 |
| 2 | Select **List Statistics** tab | **single-click** |

## 19.5 Using the ECS Order Tracking Tool

The ECS Order Tracking GUI provides a convenient tool 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, or it is necessary to delete one or more requests from an order). Table 19.5-1 provides an activity checklist for tasks using the ECS Order Tracking Tool.

**Table 19.5-1. Use the ECS Order Tracking Tool - Activity Checklist**

| Order | Role | Task | Section | Complete? |
|---|---|---|---|---|
| 1 | User Services | Launch the ECS Order Tracking GUI | (P) 19.5.1 | |
| 2 | User Services | Use the ECS Order Tracking GUI to Find and Review a User's Order and Request Information | (P) 19.5.2 | |
| 3 | User Services | Use the ECS Order Tracking GUI to Cancel an Order or Request | (P) 19.5.3 | |
| 4 | User Services | Troubleshooting: Check Log Files for ECS Order Tracking | (P) 19.5.4 | |

### 19.5.1 Launch the ECS Order Tracking GUI

Table 19.5-2 presents the steps required to launch the NBSRV GUI. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Return/Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

**2** Start the log-in to the MSS client server by typing **/tools/bin/ssh** ***hostname*** (*e.g.*, g0mss21, l0mss21, e0mss21, n0mss21) 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 3.
- If you have not previously set up a secure shell passphrase; go to Step 4.

**3** If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Return/Enter** key. Go to Step 5.

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

**5** To change to the directory containing the utility scripts to start Account Management GUIs, type **cd /usr/ecs/*MODE*/CUSTOM/utilities**, where ***MODE*** will likely be **TS1**, **TS2**, or **OPS**, and then press the **Return/Enter** key.

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

**6** Type **EcMsAcOrderGUIStart *MODE***, where ***MODE*** is **TS1**, **TS2**, or **OPS** (or other) as selected in Step 5, and then press the **Return/Enter** key.

- The **ECS Order Tracking** window is displayed.

***Table 19.5-2. Launch the ECS Order Tracking GUI***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | **setenv DISPLAY *clientname*:0.0** | enter text; press **Return/Enter** |
| 2 | **/tools/bin/ssh *hostname*** | enter text; press **Return/Enter** |
| 3 | ***Passphrase*** (or Step 4) | enter text; press **Return/Enter** |
| 4 | ***Password*** | enter text; press **Return/Enter** |
| 5 | **cd /usr/ecs/*MODE*/CUSTOM/utilities** | enter text; press **Return/Enter** |
| 6 | **EcMsAcOrderGUIStart *MODE*** | enter text; press **Return/Enter** |

### 19.5.2 Use the ECS Order Tracking GUI to Find and Review a User's Order and Request Information

Table 19.5-3 presents the steps required to use the ECS Order Tracking GUI to find and review a user's order and request information. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the ECS Order Tracking GUI (refer to Procedure 19.5.1 Launch ECS Order Tracking GUI).

**2** Click the selection button to the left of one of the **Query by:** options.

- The options are **User Name:**, **Order ID:**, **Request ID:**, **MTMGW Request:**, and **Order Type:**.
- The button appearance changes to depressed to indicate its selection, and the cursor moves to the first entry field associated with the selection. ***Note***: For the **Order Type:** option, the cursor moves to highlight a pull-down arrow at the end of the entry field.

**3** Type a search criterion appropriate to the selected **Query by:** option (e.g., user's last name, order or request ID, Machine-to-Machine Gateway External Request ID), or, for the **Order Type:** option click on the pull-down arrow and click on the desired option.

- The typed or selected entry appears in the entry field.
- ***Note***: The search is case-sensitive.

**4** If a selected **Query by:** option has a second entry field and it is desirable to enter information there to narrow the search further (i.e., a user's first name or a Machine-to-Machine Gateway User ID), click in that second field.

- The cursor moves to the clicked field.

**5** To enter information in the selected second entry field, type a search criterion appropriate to the selected **Query by:** option (e.g., user's first name, Machine-to-Machine Gateway User ID).

- The typed entry appears in the entry field.
- ***Note***: The search is case-sensitive.

**6** In the **Filter by Status:** area, click to select status options for the filter.

- Selection buttons for selected options indicate selection by the appearance of being depressed.
- ***Note***: All status options are selected by default. A click on the selection button for an option deselects it. A click on the **Deselect All** button deselects all options to permit selection of one or a few by clicks on the appropriate selection button(s). If all or some options are deselected, a click on the **Select All** button selects all options.

7 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.

8 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.

9 Click on the **Shipping Information** button.

- A **Shipping Information** window pops up to display information about the order, including the name of the user, order ID, shipping address, phone and fax numbers, and email address.

10 To close the **Shipping Information** window, click on the **Close** button.

- The **Shipping Information** window is closed.

***Table 19.5-3. Use the ECS Order Tracking GUI to Find and Review a User's Order and Request Information***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the ECS Order Tracking GUI | use Procedure 19.5.1 |
| 2 | Select **Query by:** option | **single-click** |
| 3 | Type or select search criterion | enter text or **click option** |
| 4 | Optional: Move cursor to second entry field | **single-click** |
| 5 | Optional: Type or select search criterion | enter text |
| 6 | Select status options for **Filter by Status:** | **click(s)** |
| 7 | Activate **Query Order** button (or press **Return/Enter**) | **single-click** (or press key) |
| 8 | Highlight order and list requests | **click-select** and **single-click** |
| 9 | Activate the **Shipping Information** button | **single-click** |
| 10 | Activate the **Close** button | **single-click** |

### 19.5.3 Use the ECS Order Tracking GUI to Cancel an Order or Request

Table 19.5-4 presents the steps required to use the ECS Order Tracking GUI to cancel an order. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Find and review the order or request to be canceled (refer to Procedure 19.5.2 **Use the ECS Order Tracking GUI to Find and Review a User's Order and Request Information**).

**2** If necessary, click on the order or the specific request to be canceled to highlight it.

- The selected item is highlighted.

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

- The request is deleted from the system.

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

- The Update dialog box is displayed.

**5** 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.

**6** 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**.

**7** Click on the **Update** button.

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

*Table 19.5-4. Use the ECS Order Tracking GUI to Cancel an Order or Request*

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Find and review the order or request to be canceled | use Procedure 19.5.2 |
| 2 | Highlight the order or request to be deleted | **single-click** |
| 3 | To cancel highlighted request, activate the **Delete Request** button | **single-click** |
| 4 | To cancel a highlighted order, activate the **Update Order** button | **single-click** |
| 5 | In the **Update** dialog box, select **Status** | **single-click** |
| 6 | In the **Status New Values** field, select **Canceled** | **click and drag** |
| 7 | Activate **Update** button | **single-click** |

### 19.5.4 Troubleshooting: Check Log Files for ECS Order Tracking

The ECS Order Tracking tool is part of the ECS System Management Support Subsystem (MSS), and uses database functions in that subsystem. If the tool cannot be launched, or does not function (e.g., cannot retrieve orders), you will need to ask the System Administrator to ensure that the Order Tracking Server is functioning properly. It may be necessary to have the Database Administrator check to ensure that there are no problems with the database.

It is also possible to receive error messages when using the GUI while it is apparently functioning normally. Error messages associated with the ECS Order Tracking tool are listed in Appendix A of the *Operations Tools Manual* (Document 609-CD-600-001).

Log files can often provide information that will identify possible sources of disruption in Order Tracking server function or communications, suggesting additional checks or actions that may help resolve the problem. Table 19.5-5 presents the steps required to check log files for ECS order tracking. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**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 **<*x*>0mss21**, where **<*x*>** = **e** for EDC, **g** for GSFC, **l** for LaRC, or **n** for 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., **EcMs AcOrderSrvr.ALOG**, **EcMsAcOrderSrvrDebug.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 or errors at start up.

- The **EcMsAcOrderSrvrDebug.log** file for the User Profile/User Registration server may contain an error message concerning **PF Init** error or problem (notify the System Administrator).
- The **EcMsAcOrderSrvr.ALOG** file may contain evidence of a Sybase error (e.g., **SybaseErrorCode1 =92014;SybaseErrorMesage1 ="*x*0mss21_srvr"** or **SybaseErrorCode2 =16;SybaseErrorMesage2 =""**) (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.

***Table 19.5-5. Check Log Files for ECS Order Tracking***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | **/tools/bin/ssh *hostname*** | enter text; press **Return/Enter** |
| 2 | ***Passphrase*** (or Step 3) | enter text; press **Return/Enter** |
| 3 | ***Password*** | enter text; press **Return/Enter** |
| 4 | **cd /usr/ecs/*MODE*/CUSTOM/logs** | enter text; press **Return/Enter** |
| 5 | **pg *filename*** | enter text; press **Return/Enter** |
| 6 | Review log file | read text |
| 7 | To exit, type **q** at the **:** prompt | enter text; press **Return/Enter** |

## 19.6 Using the Data Dictionary Maintenance Tool

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.
- Valids 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.

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.

The Data Dictionary Maintenance Tool (DDMT) is an ECS tool to support management of ECS valids and mapping of ECS metadata to V0 attributes and values, as well as to ASTER GDS attributes and values. It supports import of ASTER GDS dataset valids, and it supports export of ECS dataset valids. Table 19.6-1 provides an activity checklist for tasks using the DDMT.

***Table 19.6-1. Use the Data Dictionary Maintenance Tool - Activity Checklist***

| Order | Role | Task | Section | Complete? |
|---|---|---|---|---|
| 1 | User Services/ Science Data Specialist | Launch the Data Dictionary Maintenance Tool GUI | (P) 19.6.1 | |
| 2 | User Services/ Science Data Specialist | Use the DDMT GUI to Export Valids | (P) 19.6.2 | |
| 3 | User Services/ Science Data Specialist | Use the DDMT GUI to Import Valids | (P) 19.6.3 | |
| 4 | User Services/ Science Data Specialist | Troubleshooting: Check Data Dictionary Server Log Files | (P) 19.6.4 | |

### 19.6.1 Launch the Data Dictionary Maintenance Tool GUI

Table 19.6-2 presents the steps required to launch the Data Dictionary Maintenance Tool GUI. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Return/Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

**2** Start the log-in to the interface server by typing **/tools/bin/ssh *hostname*** *(e.g.*, e0ins02, g0ins02, l0ins02, n0ins02) 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 3.
- If you have not previously set up a secure shell passphrase; go to Step 4.

**3** If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Return/Enter** key. Go to Step 5.

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

**5** To change to the directory containing the utility scripts to start Account Management GUIs, type **cd /usr/ecs/*MODE*/CUSTOM/utilities**, where ***MODE*** will likely be **TS1**, **TS2**, or **OPS**, and then press the **Return/Enter** key.

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

**6** Type **EcDmDdMaintenanceToolStart *MODE***, where ***MODE*** is **TS1**, **TS2**, or **OPS** (or other) as selected in Step 5, and then press the **Return/Enter** key.

- The **Data Dictionary Maintenance Tool** window is displayed.

***Table 19.6-2. Launch the Data Dictionary Maintenance Tool GUI***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | **setenv DISPLAY *clientname*:0.0** | enter text; press **Return/Enter** |
| 2 | **/tools/bin/ssh *hostname*** | enter text; press **Return/Enter** |
| 3 | ***Passphrase*** (or Step 4) | enter text; press **Return/Enter** |
| 4 | ***Password*** | enter text; press **Return/Enter** |
| 5 | **cd /usr/ecs/*MODE*/CUSTOM/utilities** | enter text; press **Return/Enter** |
| 6 | **EcDmDdMaintenanceToolStart *MODE*** | enter text; press **Return/Enter** |

### 19.6.2 Use the DDMT GUI to Export Valids

Periodically, and as new products/ESDTs are added to ECS, information about the valid attributes and values for them must be made available to the V0 IMS and to ASTER GDS, so that the information can be used to search and order ECS data, including those new products/ESDTs. Table 19.6-3 presents the steps required to use the DDMT GUI to export valids. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the **DDMT GUI** (refer to Procedure 19.6.1 **Launch the Data Dictionary Maintenance Tool GUI**).

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

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

**3** Click on the **Selection Criteria . . .** button in the **1. Get list of collections** area.

- A **Database List (Export Collections)** dialog box is displayed

4 In the **Database List (Export Collections)** dialog box, click on the pull-down arrow to the right of the **Characteristic Type:** field.

- Criteria displayed in a drop-down list include: **Export Collection**, **Attribute**, **Instrument**, **Keyword**, **Platform**, **Sensor**, and **Information Manager**.

5 Click on **Export Collection** in the drop-down list.

- The selected item appears in the **Characteristic Type:** field.

6 In the **Database List (Export Collections)** dialog box, click on the pull-down arrow to the right of the **Characteristic Name:** field.

- A drop-down list of names is displayed.

7 Click on **Archive Center** in the drop-down list.

- The selected item appears in the **Characteristic Name:** field.

8 Click on the **Predicate:** option button and select **Is Equal To**.

- The selected option is displayed on the button.

9 Click in the **Value:** field.

- The cursor is displayed in the **Value:** field.

10 Type **<*Center*>**, where **<*Center*>** is the designation for your site (e.g., **GSFC**, **EDC**, **LARC**, **NSIDC**).

- The typed entry appears in the field.

11 Click on the **OK** button.

- The **Database List (Export Collections)** dialog box is closed and a list of **Collections** is displayed in the **2. Select collections to export** area of the **Export Valids File** screen.

12 Double click on one of the collections for which valids are to be exported.

- The selected collection is highlighted and **Export** is displayed in the **Status** column next to the highlighted selection.
- Note: Multiple collections may be selected by use of the **Shift** and/or **Control** keys. Contiguous items in the list may be selected by holding down the **Shift** key while double clicking on additional items. Non-contiguous items in the list may be selected by holding down the **Control** key while double clicking on an additional item.

13 Click in the **File name for export:** field in the **3. Export collections to file** area.

- The cursor moves to the **File name for export:** field.

14 Type the path to specify a directory and name for the export file to be saved.

- The typed entry is displayed in the **File name for export:** field.

**15** Click on the **Save** button.

- An "error" dialog box is displayed with the message **The Query Succeeded for all the collections**, indicating that the export file was saved.

***Table 19.6-3. Use the DDMT to Export Valids***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the Data Dictionary Maintenance Tool GUI | use Procedure 19.6.1 |
| 2 | Select the **Export Valids File** tab | **single-click** |
| 3 | Activate the **Selection Criteria . . .** button in the **1. Get list of collections** area | **single-click** |
| 4 | In the **Database List (Export Collections)** dialog box, use the pull-down arrow to display the **Characteristic Type:** list | **single-click** |
| 5 | From the drop-down list, select the desired characteristic type | **single-click** |
| 6 | In the **Database List (Export Collections)** dialog box, use the pull-down arrow to display the **Characteristic Name:** list | **single-click** |
| 7 | From the drop-down list, select **Archive Center** | **single-click** |
| 8 | Use the **Predicate:** option button to select **Is Equal To** | **click option** |
| 9 | Move the cursor to the **Value:** field | **single-click** |
| 10 | Type the designation for your site | enter text |
| 11 | Activate the **OK** button | **single-click** |
| 12 | Select collection(s) for which valids are to be exported | **double-click(s)** |
| 13 | Move cursor to the **File name for export:** field in the **3. Export collections to file** area | **single-click** |
| 14 | Specify path for the export file to be saved | enter text |
| 15 | Activate **Save** button | **single-click** |

### 19.6.3 Use the DDMT GUI to Import Valids

The **Import Valids File** tab of the DDMT GUI is used for import of ASTER dataset valids. Table 19.6-4 presents the steps required to use the DDMT GUI to import valids. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the **DDMT GUI** (refer to Procedure 19.6.1 **Launch the Data Dictionary Maintenance Tool GUI**).

**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.

- The cursor is displayed in the **File Name:** field.

**4** 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.

**5** Click on the **Check** button.

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

**6** Under **Save Syntax Error File.**, click in the **File Name:** field.

- The cursor is displayed in the **File Name:** field.

**7** 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.

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

- The file is saved.

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

- The collection is inserted.

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

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

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

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

**_Table 19.6-4. Use the DDMT to Import Valids_**

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the Data Dictionary Maintenance Tool GUI | use Procedure 19.6.1 |
| 2 | Select the **Import Valids File** tab | **single-click** |
| 3 | Move cursor to **File Name:** field under **Load Valids File.** | **single-click** |
| 4 | Type the full path for the file to be imported (or select file using **Browse . . .** button). | enter text (or **click select**) |
| 5 | Activate the **Check** button | **single-click** |
| 6 | Move cursor to **File Name:** field under **Save Syntax Error File.** | **single-click** |
| 7 | Type the full path for the file to be saved (or select file using **Browse . . .** button). | enter text (or **click select**) |
| 8 | Activate the **Save** button | **single-click** |
| 9 | Activate the **Update** button | **single-click** |
| 10 | Select the **Map Attributes/Keywords** tab | **single-click** |
| 11 | Activate the **Update All Collections** button | **single-click** |

### 19.6.4 Troubleshooting: Check Data Dictionary Server Log Files

The Data Dictionary Maintenance Tool (DDMT) is part of the ECS Data Management Subsystem (DMS), and uses database functions in that subsystem. If the tool cannot be launched, or does not function (e.g., cannot retrieve orders), you will need to ask the System Administrator to ensure that the Data Dictionary (DDICT) Server is functioning properly. It may be necessary to have the Database Administrator check to ensure that there are no problems with the database.

It is also possible to receive error messages when using the GUI while it is apparently functioning normally. Error messages associated with the DDMT are listed in Appendix A of the *Operations Tools Manual* (Document 609-CD-600-001).

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. Table 19.6-5 presents the steps required to launch the Data Dictionary Maintenance Tool GUI. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

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., **EcDm DictServer.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;SybaseErrorMesage1 ="*x*0ins01_srvr"** or **SybaseErrorCode2 =16;SybaseErrorMesage2 =""**) (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.

***Table 19.6-5. Check Data Dictionary Server Log Files***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | **/tools/bin/ssh *hostname*** | enter text; press **Return/Enter** |
| 2 | ***Passphrase*** (or Step 3) | enter text; press **Return/Enter** |
| 3 | ***Password*** | enter text; press **Return/Enter** |
| 4 | **cd /usr/ecs/*MODE*/CUSTOM/logs** | enter text; press **Return/Enter** |
| 5 | **pg *filename*** | enter text; press **Return/Enter** |
| 6 | Review log file | read text |
| 7 | To exit, type **q** at the **:** prompt | enter text; press **Return/Enter** |

## 19.7 (EDC Only) Creating and Managing ASTER Data Acquisition Requests

At the EROS Data Center (EDC), User Services may receive requests from users for assistance with the ASTER Data Acquisition Request (DAR) Tool or the On-Demand Form Request Manager, ECS client tools used in reference to ASTER data products and services. It is essential, therefore, that EDC User Services representatives be familiar with the tools, and be able to perform the functions necessary to create and submit a DAR, to create and submit a query to the XAR database, and to create requests for on-demand production of ASTER products.

The ASTER DAR tool permits authorized 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. Table 19.7-1 provides an activity checklist for tasks using the ASTER DAR Tool.

*Table 19.7-1. Use the ASTER DAR Tool - Activity Checklist*

| Order | Role | Task | Section | Complete? |
|---|---|---|---|---|
| 1 | User Services/ Science Data Specialist | Launch the ASTER DAR Tool | (P) 19.7.1 | |
| 2 | User Services/ Science Data Specialist | Use the ASTER DAR Tool to Prepare and Submit an ASTER Data Acquisition Request | (P) 19.7.2 | |

### 19.7.1 Launch the ASTER DAR Tool

The ASTER DAR Tool is a web-based application. Table 19.7-2 presents the steps required to launch the ASTER DAR Tool. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Return/Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

**2** Start the log-in to the client server by typing **/tools/bin/ssh e0ins02** at the UNIX command shell prompt, and press the **Return/Enter** key.

- If you receive the message, **Host key not found from the list of known hosts. Are you sure you want to continue connecting (yes/no)?** type **yes** ("**y**" alone does not work).
- If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears; continue with Step 3.
- If you have not previously set up a secure shell passphrase; go to Step 4.

**3** If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Return/Enter** key. Go to Step 5.

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

**5** Type **netscape** and then press the **Return/Enter** key.

- The **Netscape** browser window is displayed.

**6** Click in the **Netsite:** field on the Netscape window.

- The cursor is displayed in the **Netsite:** field and its contents are highlighted to indicate that typing will replace them.

**7** Type the entry for the ASTER DAR Tool (ADT) Uniform Resource Locator (URL) (http://e0ins02u.ecs.nasa.gov:10400/) directly into the **Netsite:** field, and then press the **Return/Enter** key.

- An ASTER DAR Tool - Netscape window is displayed with the ASTER DAR Tool Welcome page.

**8** Click on the **Launch the ASTER DAR Tool** link at the bottom of the page.

- 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.

**9** Click on the **Username:** field in the log-in dialog box.

- The cursor is displayed in the **Username:** field.

**10** Type ***<DAAC_login_name>***.

- The typed entry is displayed in the **Username:** field.
- ***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 ASTER 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.

**11** Click on the **Password:** field in the log-in dialog box.

- The cursor is displayed in the **Password:** field.

**12** Type ***<DAAC_password>*.**

- Asterisks are displayed in the **Password:** field.

**13** Click the **OK** button or press the **Return/Enter** key.

- An ASTER 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.

**14** Click on the **OK** button in the "Welcome" dialog box.

- The dialog box is removed.
- A large new window, **The ASTER 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.

**Table 19.7-2. Launch the ASTER DAR Tool**

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | **setenv DISPLAY *clientname*:0.0** | enter text; press **Return/Enter** |
| 2 | **/tools/bin/ssh e0ins02** | enter text; press **Return/Enter** |
| 3 | ***Passphrase*** (or Step 4) | enter text; press **Return/Enter** |
| 4 | ***Password*** | enter text; press **Return/Enter** |
| 5 | **netscape** | enter text; press **Return/Enter** |
| 6 | Move cursor to **Netsite:** field | **single-click** |
| 7 | **http://e0ins02u.ecs.nasa.gov:10400/** | enter text; press **Return/Enter** |
| 8 | Activate **Launch the ASTER DAR Tool** link | **single-click** |
| 9 | Move the cursor to the **Username:** field | **single-click** |
| 10 | Type ***<DAAC_login_name>*** | enter text |
| 11 | Move the cursor to the **Password:** field | **single-click** |
| 12 | Type ***<DAAC_password>*** | enter text |
| 13 | Activate the **OK** button (or press **Return/Enter** key | **single-click** (or press key) |
| 14 | Activate the **OK** button in the "Welcome" dialog box | **single-click** |

### 19.7.2 Use the ASTER DAR Tool to Prepare and Submit an ASTER Data Acquisition Request

Table 19.7-3 presents the steps required to use the ASTER DAR Tool to prepare and submit an ASTER Data Acquisition Request. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the ASTER DAR Tool (refer to Procedure 19.7.1 **Launch the ASTER DAR Tool**).

**2** Click on the **Create/Edit DAR** tab.

- The **Create/Edit DAR** functions are displayed, with the **General** nested tab displayed as default and **Untitled DAR** showing as the default in the **DAR Title:** field.

**3** Highlight the title **Untitled DAR** in the **DAR Title:** field and type a name for the DAR to be created (***Note***: It is a good idea to incorporate the current date in the name, e.g., **JDARC/O_<*date*>**).

- The typed title appears in the **DAR Title:** field.

**4** Click on the **Science Classification:** option button and click-select the classification appropriate for the DAR.

- ***Note***: The appropriate classification should be provided by the scientist for whom the DAR is being created.

- The selected option is displayed on the **Science Classification:** button.

**5** Click in the **Science Objective:** field.

- The cursor is displayed in the **Science Objective:** field.

**6** Type a science objective.

- ***Note***: Information to be entered in this field should be obtained from the scientist for whom the DAR is being created.
- The typed information appears in the field.

**7** Click on the **Maximum Cloud Coverage (%):** option button and click-select the desired value.

- The selected value (***Note***: obtained from the scientist for whom the DAR is being created) is displayed on the option button.

**8** Click on the option button for **Day/Night Settings:** and click-select the desired setting.

- The selected setting (***Note***: obtained from the scientist for whom the DAR is being created) is displayed on the option button.

**9** Click on the **Yes** or **No** selection button to indicate the **Avoid Clouds Flag:** preference.

- The selection (***Note***: obtained from the scientist for whom the DAR is being created) is indicated by the filled appearance of the selected button.

**10** Click on the option button for **Telescope Selection:** and click-select the desired mode.

- The selection (***Note***: obtained from the scientist for whom the DAR is being created) is displayed on the option button.

**11** If desired (as specified by the scientist for whom the DAR is being created), click on the **Show Gain Settings** check box and use the revealed option buttons to change any specified gain settings for the **VNIR** and **SWIR** telescopes.

- Option buttons are displayed for **VNIR** and **SWIR** telescopes and any selected options are displayed on the option buttons.

**12** C lick 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 ***<Name>*** as the default name, where ***<Name>*** is the name specified for the **DAR Title:** in Step 3.

**13** Click on the **OK** button of the **New Name** dialog box.

- ***Note*** If desired, the name may be changed by editing the **New Name:** field before clicking on the **OK** button.
- 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.

**14** Click on the **Spatial** nested tab.

- The **Spatial** nested tab is displayed with a map showing no designated areas of interest (AOIs).
- The **Pan the map** button is displayed in the depressed position.  ***Note***:  A button name is displayed when the cursor is moved over the button; the **Pan the map** button is the one with the hand icon.

**15** If desirable or necessary to pan the map, move the cursor to a spot on the map to be designated as the center point for the map and click the left mouse button.

- The map is updated to bring the designated point to the center.  During the update, the **Stop update** button indicates map rotation, and may be clicked to stop the update and leave the current center point unmoved.
- ***Note***:  This step may be repeated as necessary to center the map at a desired point.

**16** Click on the **Select Area of Interest (AOI) coordinates using the map** button.

- ***Note***:  A button name is displayed when the cursor is moved over the button.  The **Select Area of Interest (AOI) coordinates using the map** button is the one with the irregularly-shaped polygon icon.
- The button is displayed in the depressed position and the cursor changes to the crosshairs shape when moved into the map area.

**17** Add points to the map by clicking sequentially on the map to form a polygon.

- The clicked points are displayed on the map, connected with red lines.

**18** Click on the **Edit Area of Interest (AOI) coordinate table** button (just below the **Select Area of Interest (AOI) coordinates using the map** button).

- An **Area of Interest (AOI)** dialog box is displayed with lat/long coordinates entered for the points selected in Step 17.
- ***Note***:  An AOI may be created with precise coordinates by entering the coordinates in the **Area of Interest (AOI)** box instead of clicking the points on the map.

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

- The changed spatial parameters are updated in the DAR Summary display area under the **Spatial** heading.

**20** Click on the **Temporal** nested tab

- The **Temporal** nested tab is displayed.

**21** In the **DAR Lifetime:** area, highlight one of the numbers in the **Start:** field and use the arrow keys or type an entry to specify a desired number; then do the same for other numbers in the **Start:** field until the desired beginning date is identified.

- ***Note***: The fields represent Month, Day, and Year.
- The **Start:** date is displayed as entered.

**22** In the **DAR 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.
- The **End** date is displayed as entered.

**23** Click on the first **Repeat Interval (Note 1)** field and use the arrow buttons or type an entry to change the number to the desired number of days for the repeat interval. If the field hours are to be changed (not normally used, as stated in Note 1 on the window), click in the second **Repeat Interval (Note 1)** field and use the arrow buttons or type an entry to change the number to the desired number of hours for the repeat interval.

- The **Repeat Interval (Note 1)** field displays the entered number(s).

**24** Click on the first **Acquisition Window (Note 1)** field and use the arrow buttons or type an entry to indicate the desired number of days for the length of the window. If the field hours are to be changed (not normally used, as stated in Note 1 on the window), click in the second **Acquisition Window (Note 1)** field and use the arrow buttons or type an entry to indicate the desired number of hours for the length of the window.

- The **Acquisition Window (Note 1)** field displays the entered number(s).

**25** Click on the **Update DAR >>>** button.

- The changed spatial parameters are updated in the DAR Summary display area under the **Temporal** heading.

**26** If the scientist for whom the DAR is being created has specified coverage options, click on the **Coverage** nested tab.

- The **Coverage** nested tab is displayed.

**27** Click on any selection button(s) necessary to indicate the scientist's preference(s) for coverage options.

- Any selection is indicated by the filled appearance of the selected button.
- ***Note***: It is necessary to specify the **Yes** selection for **Multi-Temporal Observations:** if the scientist wants complete coverage of the AOI for each acquisition window specified on the **Temporal** nested tab.

**28** Click on the **Update DAR >>>** button.

- The changed spatial parameters are updated in the DAR Summary display area under the **Coverage** heading.

**29** If the scientist specifies a telescope look angle or an acceptable sun elevation constraint for the DAR, click on the **Geometry** nested tab and enter the specified values.

- The **Geometry** nested tab displays the specified values.

**30** Click on the **Update DAR >>>** button.

- The changed spatial parameters are updated in the DAR Summary display area under the **Geometry** heading.

**31** If the scientist specifies any need and justification for special treatment for the DAR, click on the **Priority** nested tab and specify the treatment and justification.

- The **Priority** nested tab displays the specified information.

**32** Click on the **Update DAR >>>** button.

- The changed spatial parameters are updated in the DAR Summary display area under the **Priority** heading.

**33** On the **Create/Edit DAR** tab, click on the **Submit DAR >>>** button.

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

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

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

**35** Click on the **OK** button in the **DAR ID** dialog box.

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

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

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

### *Table 19.7-3. Use the ASTER DAR Tool to Prepare and Submit an ASTER Data Acquisition Request*

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the ASTER DAR Tool | use Procedure 19.7.1 |
| 2 | Select **Create/Edit DAR** tab | **single-click** |
| 3 | Replace **Untitled DAR** with a name for the DAR | drag cursor (highlight); enter text |
| 4 | Use **Science Classification:** option button to select appropriate classification | **click option** |
| 5 | Move the cursor to the **Science Objective:** field | **single-click** |
| 6 | Type a science objective | enter text |
| 7 | Use the **Maximum Cloud Coverage (%):** option button to select a value for maximum cloud coverage | **click option** |
| 8 | Use the **Day/Night Settings:** option button to select a Day/Night setting | **click option** |
| 9 | Select **Yes** or **No** for **Avoid Clouds Flag:** | **single-click** |
| 10 | Use the **Telescope Selection:** option button to select a telescope mode | **click option** |
| 11 | Optional: **Show Gain Settings** and select options | **single-click**; **click options** |
| 12 | Activate **Update DAR >>>** button | **single-click** |
| 13 | Activate **OK** button in **New Name** dialog box | **single-click** |
| 14 | Select **Spatial** nested tab | **single-click** |
| 15 | To pan the map, select new center point | **single-click** |
| 16 | Select **Select Area of Interest (AOI) coordinates using the map** mode | **single-click** |
| 17 | Add points to form a polygon on the map | **sequential clicks** |
| 18 | Optional: Select **Edit Area of Interest (AOI) coordinate table** mode | **single-click** |
| 19 | Activate **Update DAR >>>** button | **single-click** |
| 20 | Select **Temporal** nested tab | **single-click** |
| 21 | In the **DAR Lifetime:** area, replace number(s) in the **Start:** field with value(s) to designate the desired beginning date | drag cursor (highlight); enter text |
| 22 | In the **DAR Lifetime:** area, replace number(s) in the **End:** field with value(s) to designate the desired ending date | drag cursor (highlight); enter text |
| 23 | Type a value in the **Repeat Interval (Note 1)** field to designate the desired number of days for the repeat interval (or use the arrow buttons) | enter text |
| 24 | Type a value in the **Acquisition Window (Note 1)** field to indicate the desired number of days for the length of the window (or use the arrow buttons) | enter text |
| 25 | Activate **Update DAR >>>** button | **single-click** |

***Table 19.7-3. Use the ASTER DAR Tool to Prepare and Submit an ASTER Data Acquisition Request (Cont.)***

| Step | What to Do | Action to Take |
|---|---|---|
| 26 | Select **Coverage** nested tab | **single-click** |
| 27 | Use selection button(s) to indicate the scientist's preference(s) for coverage options. | **click(s)** |
| 28 | Activate **Update DAR >>>** button | **single-click** |
| 29 | Select **Geometry** nested tab and enter any specified data | **single-click; enter values** |
| 30 | Activate **Update DAR >>>** button | **single-click** |
| 31 | Select **Priority** nested tab and enter any specified data to indicate treatment and justification | **single-click; enter text** |
| 32 | Activate **Update DAR >>>** button | **single-click** |
| 33 | On the **Create/Edit DAR** tab, activate the **Submit DAR>>>** button | **single click** |
| 34 | Activate the **Yes** button in the confirmation warning | **single-click** |
| 35 | Activate the **OK** button in the **DAR ID** dialog box | **single-click** |
| 36 | In the **Netscape** window, follow menu path **File→Exit** | **clicks** |

## 19.8 (EDC Only) Using the ASTER On-Demand Form Request Manager

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. User Services at the EROS Data Center (EDC) may be called upon to assist users in use of this interface, the On-Demand Form Request Manager (ODFRM), and to use the Data Order Tracking Tool to provide the status of on-demand product requests or cancel them. Table 19.8-1 provides an activity checklist for tasks using the ASTER DAR Tool.

***Table 19.8-1. Use of the On-Demand Form Request Manager - Activity Checklist***

| Order | Role | Task | Section | Complete? |
|---|---|---|---|---|
| 1 | User Services/ Science Data Specialist | Launch the ODFRM Tool | (P) 19.8.1 | |
| 2 | User Services/ Science Data Specialist | Use the ODFRM Tool to Prepare an On-Demand Product Request | (P) 19.8.2 | |
| 3 | User Services/ Science Data Specialist | Attach an On-Demand Product Request to an ASTER Data Acquisition Request | (P) 19.8.3 | |

### 19.8.1 Launch the On-Demand Form Request Manager (ODFRM) Tool

The ODFRM Tool is a web-based application. Table 19.8-2 presents the steps required to launch the ODFRM Tool. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Return/Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

**2** Start the log-in to a Netscape host by typing **/tools/bin/ssh e0ins02** at the UNIX command shell prompt, and press the **Return/Enter** key.

- If you receive the message, **Host key not found from the list of known hosts. Are you sure you want to continue connecting (yes/no)?** type **yes** (“**y**” alone does not work).
- If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears; continue with Step 3.
- If you have not previously set up a secure shell passphrase; go to Step 4.

**3** If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Return/Enter** key. Go to Step 5.

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

- You are logged in and a UNIX command shell prompt is displayed.

**5** Type **netscape** and then press the **Return/Enter** key.

- The Netscape web browser is displayed.

**6** Click in the **Netsite:** field.

- The cursor is displayed in the **Netsite:** field and its contents are highlighted to indicate that typing will replace them.

**7** Type http://e0ins02u.ecs.nasa.gov:10000/ClOdHome.html and then press the **Return/Enter** key.

- The ASTER On-Demand Form Request Manager page is displayed.

**Table 19.8-2. Launch the On-Demand Form Request Manager (ODFRM) Tool**

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | **setenv DISPLAY *clientname*:0.0** | enter text; press **Return/Enter** |
| 2 | **/tools/bin/ssh e0ins02** | enter text; press **Return/Enter** |
| 3 | ***Passphrase*** (or Step 4) | enter text; press **Return/Enter** |
| 4 | ***Password*** | enter text; press **Return/Enter** |
| 5 | **netscape** | enter text; press **Return/Enter** |
| 6 | Move cursor to **Netsite:** field | **single-click** |
| 7 | **http://e0ins02u.ecs.nasa.gov:10000/ClOdHome.html** | enter text; press **Return/Enter** |

### 19.8.2 Use the ODFRM Tool to Prepare an On-Demand Product Request

Table 19.8-3 presents the steps required to use the ODFRM Tool to prepare an on-demand product request. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the ODFRM Tool [refer to Procedure 19.8.1 **Launch the On-Demand Form Request Manager (ODFRM) Tool**].

**2** If ordering a product requiring special authorization, log in as a registered ECS user authorized to order the 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.

**3** Click on the **Continue** button to continue.

- The **Select Products** page appears.

**4** Select the product to be requested by clicking on the selection button to the left of the product name.

- The selection is indicated.

**5** Click in the **Identify Inputs:** text box.

- The **cursor** is displayed in the **Identify Inputs:** box.

**6** The granule ID for the relevant input granule may now be typed, or, more appropriately, if you have used the EOS 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.

**7** Click on the **Continue** button to continue.

- The ODFRM page displays valid parameter values and defaults for the product.

**8** Click on the **Continue** button to accept the defaults and continue.

- A **Shipping Information** page is displayed permitting selection of media options.

**9** 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 selection is indicated.

**10** Click on the **Continue** button to accept the selected transfer method and display the **Order Review** page.

- The **Order Review** page is displayed.

**11** 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.

**12** To exit from Netscape, follow menu path **File→Exit**.

***Table 19.8-3. Use the ODFRM Tool to Prepare an On-Demand Product Request***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Launch the ODFRM Tool | use Procedure 19.8.1 |
| 2 | Type User ID in the **User ID:** field and password in the **Password:** field. | **click** and enter text in each field |
| 3 | Activate the **Continue** button | **single-click** |
| 4 | Use selection button at left of desired product name to select desired product | **single-click** |
| 5 | Move the cursor to the **Identify Inputs:** text box | **single-click** |
| 6 | Type the granule ID for the input granule (or copy and paste it from the EDG inventory search result screen) | enter text (or use **Copy** and **Paste** functions) |
| 7 | Activate the **Continue** button to display parameters | **single-click** |
| 8 | Activate the **Continue** button to accept defaults | **single-click** |
| 9 | Use selection button to identify the preferred method for transferring the product | **single-click** |
| 10 | Activate the **Continue** button to accept transfer method and display the **Order Review** page | **single-click** |
| 11 | Activate the **Submit** button | **single-click** |
| 12 | In the **Netscape** window, follow menu path **File→Exit** | **clicks** |

### 19.8.3 Attach an On-Demand Product Request to an ASTER Data Acquisition Request

presents the steps required to launch the ODFRM Tool. If you are already familiar with the procedure, you may prefer to use this quick-step table. If you are new to the system, or have not performed this task recently, you should use the following detailed procedure:

**1** Launch the ASTER DAR Tool and submit an ASTER Data Acquisition Request which will result in collection and ingest of data to be used as input for the attached on-demand product request (refer to Procedure 19.7.2 **Use the ASTER DAR Tool to Prepare and Submit an ASTER Data Acquisition Request**).

- The DAR ID for the submitted DAR appears on the ASTER DAR Tool **Organizer Tab**.

**2** Click on the DAR ID for the created Data Acquisition Request.

- The selected DAR ID is highlighted to indicate its selection.
- The **Launch ODFRM** button (with icon of three-column table) on the toolbar of the **Organizer Tab** is sensitized, and, on the **Organizer** pull-down menu the choice **Attach DPR to Selected DAR** is sensitized.

**3** Click on the **Launch ODFRM** button on the toolbar (or follow menu path **Organizer→Attach DPR to Selected DAR**).

- The ODFRM Tool is launched in a separate browser window, and the window reflects correct parameters for the **DAR ID** and **DAR expiration date** (for the selected DAR) and for the **User ID**, **password**, and **email address**.

**4** Execute steps 3 - 12 of the procedure to create an on-demand product request (refer to Procedure 19.8.2 **Use the ODFRM Tool to Prepare an On-Demand Product Request**).

***Table 19.8-4. Attach an On-Demand Product Request to an ASTER DAR***

| Step | What to Do | Action to Take |
|---|---|---|
| 1 | Create a DAR to which the on-demand request will be attached | use Procedure 19.7.2 |
| 2 | Select the **DAR ID** of the created DAR | **single-click** |
| 3 | Click on the **Launch ODFRM** button (or follow menu path **Organizer→Attach DPR to Selected DAR**) | **single-click** (or **menu clicks**) |
| 4 | Using ODFRM Tool, create the on-demand product request | refer to Procedure 19.8.2 |