



Data Distribution

July 2006

Overview of Lesson



- **Introduction**
- **Distribution Concepts**
- **Logging in to System Hosts**
- **Launching the Data Distribution Operator and Storage Management Control GUIs**
- **Monitoring/Controlling Distribution Requests**
- **Modifying Preambles**
- **Configuring Storage Management Polling and Deleting Files from Cache**
- **Monitoring Storage Management Server Operations**

Overview of Lesson (Cont.)



- **Launching the Order Manager GUI**
- **Monitoring/Controlling Order Manager Operations**
- **Using the Order Manager Command Line Utility**
- **Using the OMS Configuration Script (OMS Configuration CI)**
- **Tuning Data Server Subsystem Parameters**
- **Tuning Order Manager Subsystem and Data Pool Parameters**
- **Troubleshooting DDIST and Order Manager GUI Problems**
- **Practical Exercise**

Objectives



- **OVERALL:**
 - Develop proficiency in the procedures that apply to data distribution operations
- **SPECIFIC:**
 - Describe the general functions and processes associated with data distribution
 - In the context of OMS and DDIST operations
 - Perform the steps involved in...
 - logging in to system hosts
 - launching the Data Distribution Operator and Storage Management Control GUIs
 - monitoring/controlling data distribution requests
 - modifying an e-mail preamble
 - configuring Storage Management polling functions

Objectives (Cont.)



- **SPECIFIC (Cont.):**
 - **Perform the steps involved in...**
 - deleting files from cache
 - viewing Storage Management Event Log information
 - monitoring Storage Management server operations
 - launching the Order Manager (OM) GUI
 - viewing open intervention information on the OM GUI
 - responding to an open intervention using the OM GUI
 - monitoring and controlling distribution requests on the OM GUI
 - changing the priority of a distribution request using the OM GUI
 - suspending, resuming, canceling, resubmitting, or stopping a distribution request using the OM GUI
 - editing values assigned to ftppush parameters
 - viewing open HEG intervention information on the OM GUI

Objectives (Cont.)



- **SPECIFIC (Cont.):**
 - **Perform the steps involved in...**
 - responding to an open HEG intervention using the OM GUI
 - viewing pending HEG granules on the OM GUI
 - viewing operator alerts on the OM GUI
 - viewing a completed intervention using the OM GUI
 - viewing and responding to suspended ftp push distribution destinations using the OM GUI
 - checking and modifying OM queue status using the OM GUI
 - checking and modifying HEG order status using the OM GUI
 - checking staging status
 - checking and modifying OM configuration parameters
 - adding a destination to the frequently used destinations list
 - viewing the OM GUI log

Objectives (Cont.)



- **SPECIFIC (Cont.):**
 - **Perform the steps involved in...**
 - viewing PMD open intervention information on the OM GUI
 - responding to a PMD open intervention using the OM GUI
 - checking and modifying PMD device configuration
 - monitoring and controlling PMD media creation on the OM GUI
 - preparing an input file for use with the OMS Configuration CI
 - processing an input file specified for Synergy III exceptions
 - configuring how long order-tracking information is kept in the OMS database
 - switching between Synergy IV and Synergy III operations
 - modifying system parameters in database tables
 - troubleshooting DDIST problems
 - troubleshooting Order Manager GUI problems

Objectives (Cont.)



- **STANDARDS:**
 - Lesson content (procedures in the lesson)
 - Mission Operation Procedures for the ECS Project (611-EMD-001)

Distribution Concepts



- **System Context**
 - **Data distribution is accomplished at the Distributed Active Archive Centers (DAACs)**
 - **People involved in data distribution activities are Distribution Technicians**
 - **Order Manager Subsystem (OMS) manages all the orders for data arriving via...**
 - **V0 Gateway (GTWAY)**
 - **Machine-to-Machine Gateway**
 - **Data Pool Web Access GUI**
 - **Spatial Subscription Server (NBSRV)**
 - **Science Data Server (SDSRV) Command Line Interface (SCLI)**

Distribution Concepts



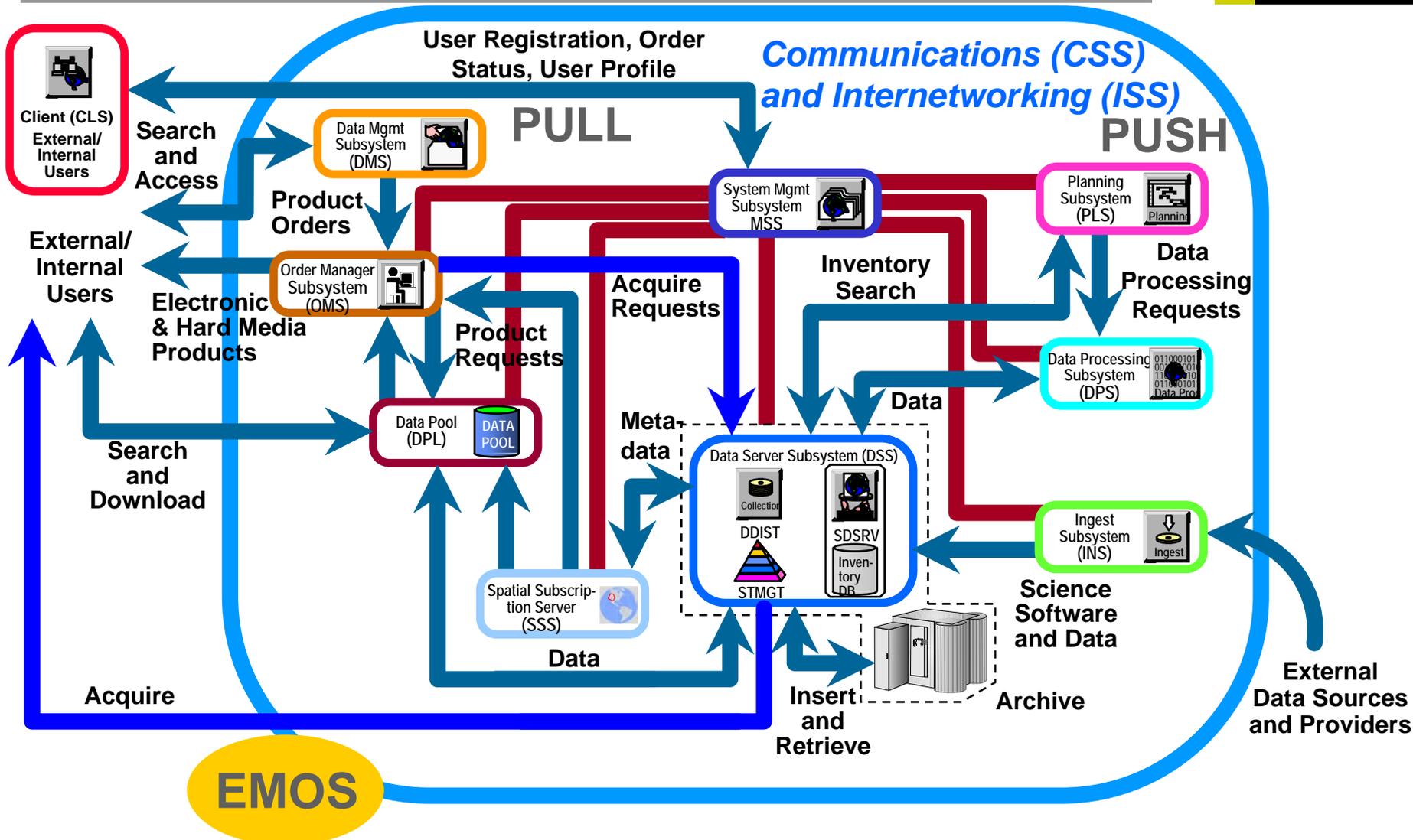
- **System Context (Cont.)**
 - **OMS performs validation of the orders it receives and dispatches each validated request to the appropriate order-fulfillment service**
 - **The OMS manages distribution of data from the Data Pool (DPL) by FtpPush, FtpPull, or the following types of physical media:**
 - **8mm tape cartridges**
 - **Digital Linear Tape (DLT)**
 - **Compact disk (CD)**
 - **DVD (formerly “digital video disk” or “digital versatile disk” now referred to as just "DVD")**

Distribution Concepts



- **System Context (Cont.)**
 - The DSS, which manages access to the data archive, is key to distribution of data that are not in the Data Pool as well as performing several other functions (e.g., inserting data into the archive)

System Context Diagram

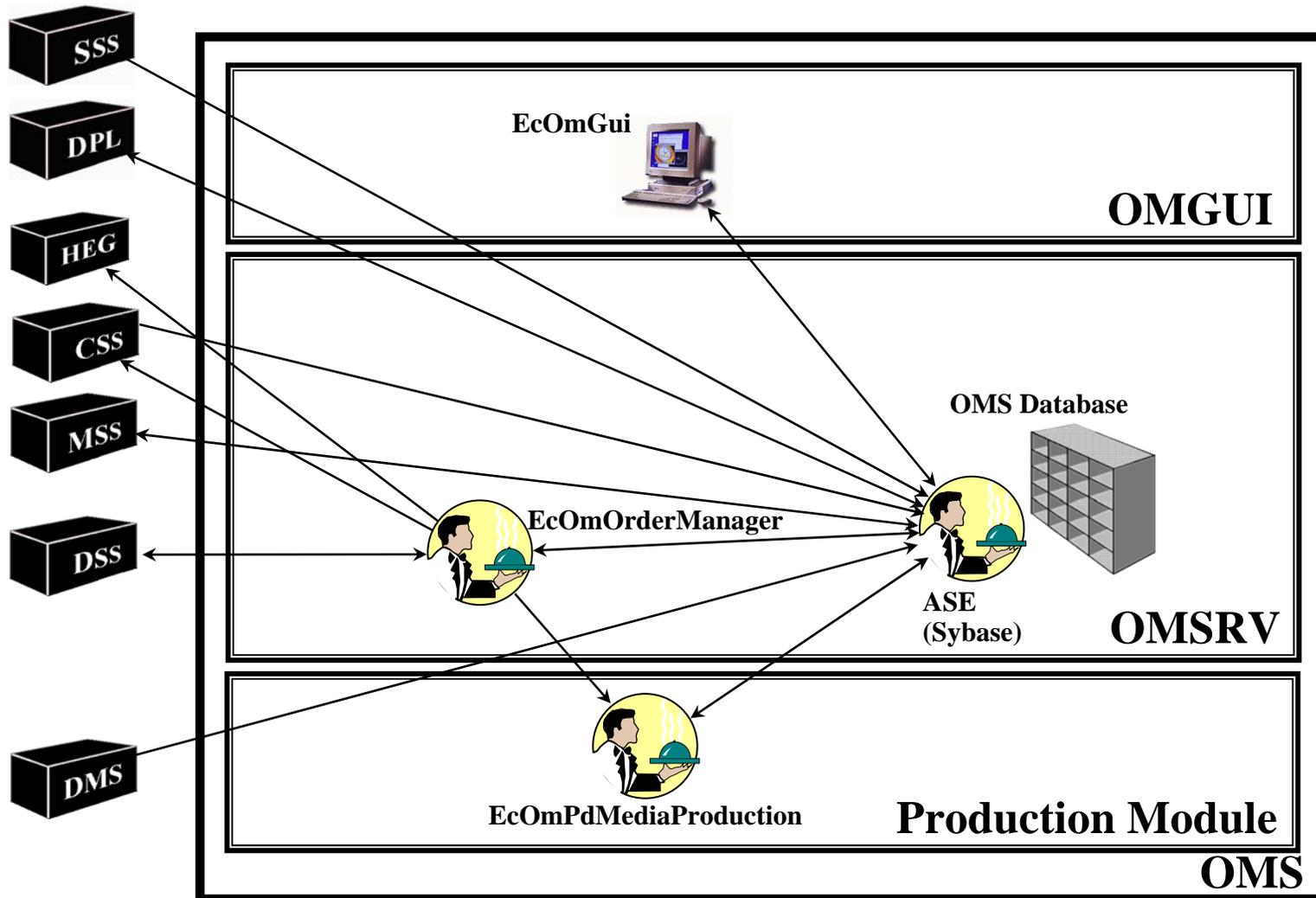


Distribution Concepts (Cont.)



- **OMS**
 - **Order Manager Server (OMSRV) CSCI**
 - Order Manager Server (EcOmOrderManager)
 - Sybase Adaptive Server Enterprise (ASE) Server
 - **Order Manager GUI (OMGUI) CSCI**
 - Order Manager GUI (EcOmGUI)
 - **Production Module CSCI**
 - EcOmPdMediaProduction
 - **OMS Bulk Browse Utility**
- **Order Manager GUI Start-Up**
 - **Web-based GUI – uses a web browser (e.g., Netscape)**

Order Manager Subsystem: Architecture and Interfaces



Distribution Concepts (Cont.)



- **OMS (Cont.)**

- **Examples of scripts that implement the Order Manager GUI (/usr/ecs/MODE/CUSTOM/WWW/OMS/cgi-bin directory on the Data Pool Server host) (not normally invoked directly by Distribution Technicians)**

- **EcOmGuiAgingConfig.pl**
 - **EcOmGuiCompletedInterv.pl**
 - **EcOmGuiConfigureFtpPushDetail.pl**
 - **EcOmGuiDistributionRequestDetail.pl**
 - **EcOmGuiEcsOrder.pl**
 - **EcOmGuiFtpPushDestinationsDetail.pl**
 - **EcOmGuiHome.pl**
 - **EcOmGuiMediaConfig.pl**
 - **EcOmGuiOpenIntervDetail.pl**
 - **EcOmGuiServerStatistics.pl**

Distribution Concepts (Cont.)



- **OMS (Cont.)**
 - **Distribution personnel start the OMS Configuration Command Line Interface (OMS Configuration CI) using the following start-up script that is available in the `/usr/ecs/MODE/CUSTOM/utilities` directory on the Sun Consolidation Internal Server host**
 - `EcOmConfig.pl`
 - **Distribution personnel start the Order Manager Command Line Utility using the following start-up script that is available in the `/usr/ecs/MODE/CUSTOM/utilities` directory on the Sun Consolidation Internal Server host:**
 - `EcOmSrCliDriverStart`

Distribution Concepts (Cont.)



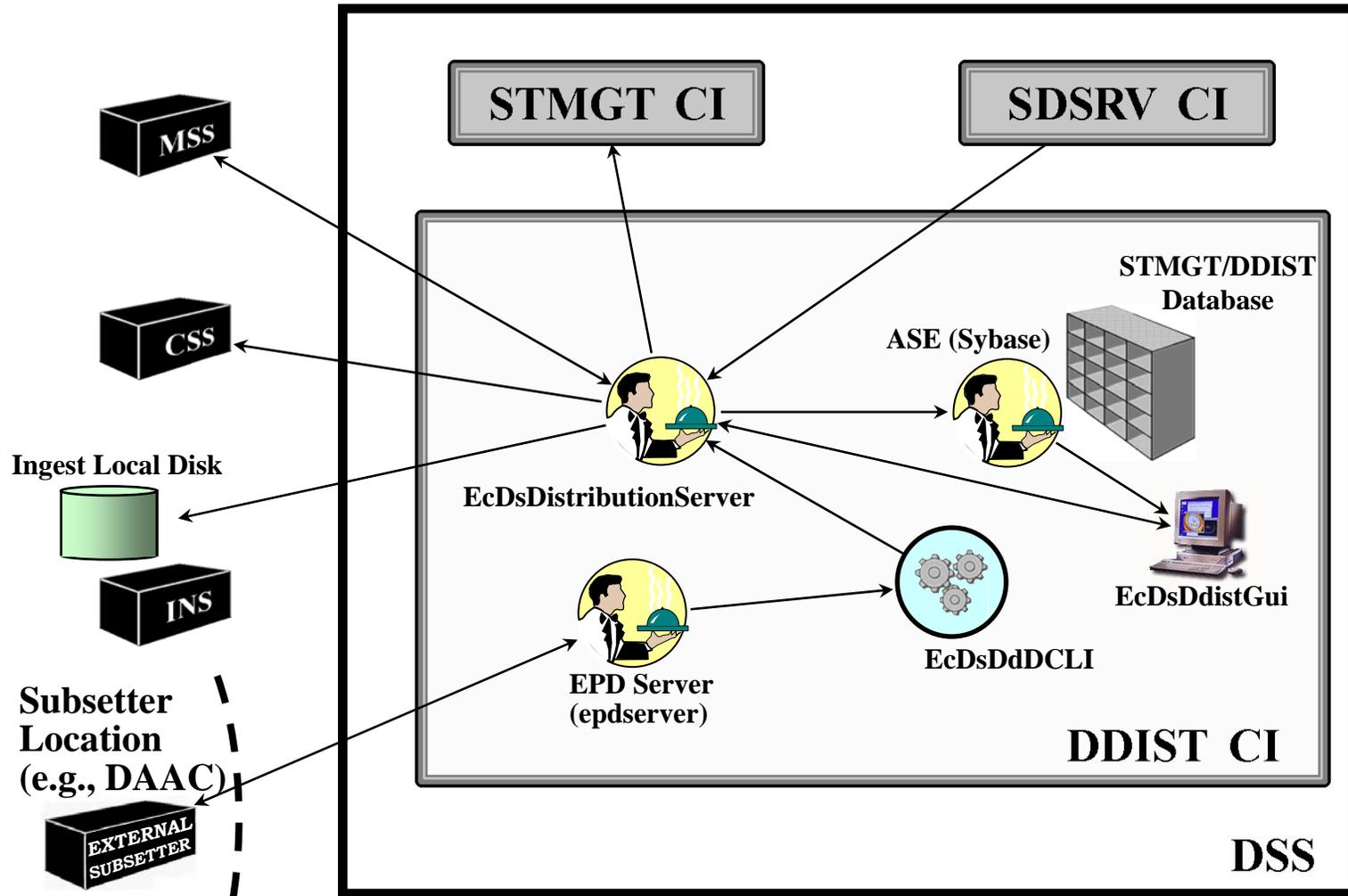
- **HDF-EOS to GeoTIFF Conversion Tool (HEG)**
- **Distribution of data from the Data Pool is supported by the HDF-EOS to GeoTIFF Conversion Tool (HEG). There are two versions of HEG:**
 - **Data Pool HEG**
 - **Standalone HEG**
- **Standalone HEG is a tool that an end user downloads and runs on his/her own workstation to convert EOS data products on the workstation from one format to another**
- **Data Pool HEG, which is accessed through the DAAC Data Pool Web Access GUI interface, is used to convert EOS data products before they are downloaded or shipped from the DAAC**

Distribution Concepts (Cont.)



- **DDIST**
 - **Data Distribution Operator GUI (EcDsDdistGui)**
 - **Distribution Server (EcDsDistributionServer)**
 - **Sybase Adaptive Server Enterprise (ASE) Server**
 - **External Product Dispatcher (EPD)**
 - **DDIST Command Line Interface (DCLI)**

Data Server Subsystem: DDIST Architecture and Interfaces



Distribution Concepts (Cont.)



- **DDIST (Cont.)**
 - **Start-up script used by Distribution Technicians (/usr/ecs/MODE/CUSTOM/utilities directory on the Operations Workstation)**
 - **EcDsDdistGuiStart**
 - **Start-up scripts called by other applications (not normally invoked directly by Distribution Technicians)**
 - **EcDsDataDistributionAppStart**
 - **EcDsDdStart**
 - **EcDsDistributionServerStart**
 - **Other scripts**
 - **DsDdSendMailPl.pl**
 - **EcDsDdPTEdit.pl [obsolete]**

Distribution Concepts (Cont.)



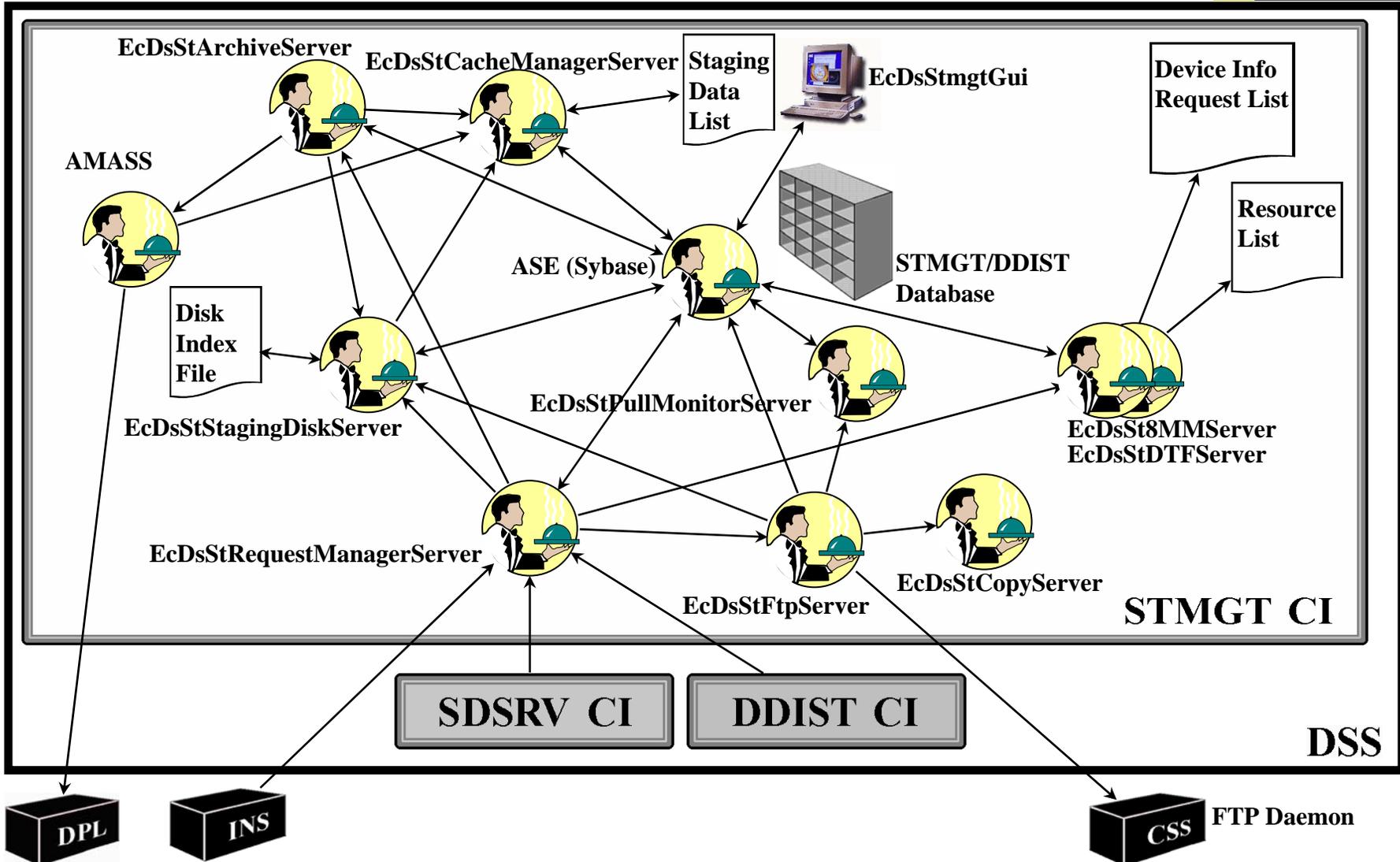
- **STMGT**
 - **Archive Server (EcDsStArchiveServer)**
 - **Staging Servers**
 - **Cache Manager Server (EcDsStCacheManagerServer)**
 - **Pull Monitor (EcDsStPullMonitorServer) [symbolic link to the Cache Manager Server]**
 - **Staging Disk Server (EcDsStStagingDiskServer)**
 - **Resource Managers**
 - **8mm Server (EcDsSt8MMServer)**
 - **DTF-2 Server (EcDsStDTFServer)**
 - **FTP Server (EcDsStFtpServer)**
 - **Copy Server (EcDsStCopyServer)**
 - **Storage Management Request Manager (EcDsStRequestManagerServer)**
 - **Storage Management Control GUI (EcDsStmgtGui)**

Distribution Concepts (Cont.)



- **STMGT (Cont.)**
 - **Sybase ASE Server**
 - **Archival Management and Storage System (AMASS)**

Data Server Subsystem: STMGT Architecture and Interfaces



Distribution Concepts (Cont.)



- **STMGT (Cont.)**
 - **Start-up script used by Distribution Technicians (/usr/ecs/MODE/CUSTOM/utilities directory on the Operations Workstation)**
 - **EcDsStmgtGuiStart**

Distribution Concepts (Cont.)



- **STMGT (Cont.)**

- **Start-up scripts called by other applications (not normally invoked directly by Distribution personnel)**

- **EcDsStFtpServerStart**
 - **EcDsStStagingDiskServerStart**
 - **EcDsStStart**
 - **EcDsStStorageMgmtAppStart**
 - **EcDsStArchiveServerStart**
 - **EcDsStCacheManagerServerStart**
 - **EcDsStRequestManagerServerStart**
 - **EcDsSt8MMServerStart**
 - **EcDsStDLTServerStart**
 - **EcDsStCDROMServerStart**

Distribution Concepts (Cont.)



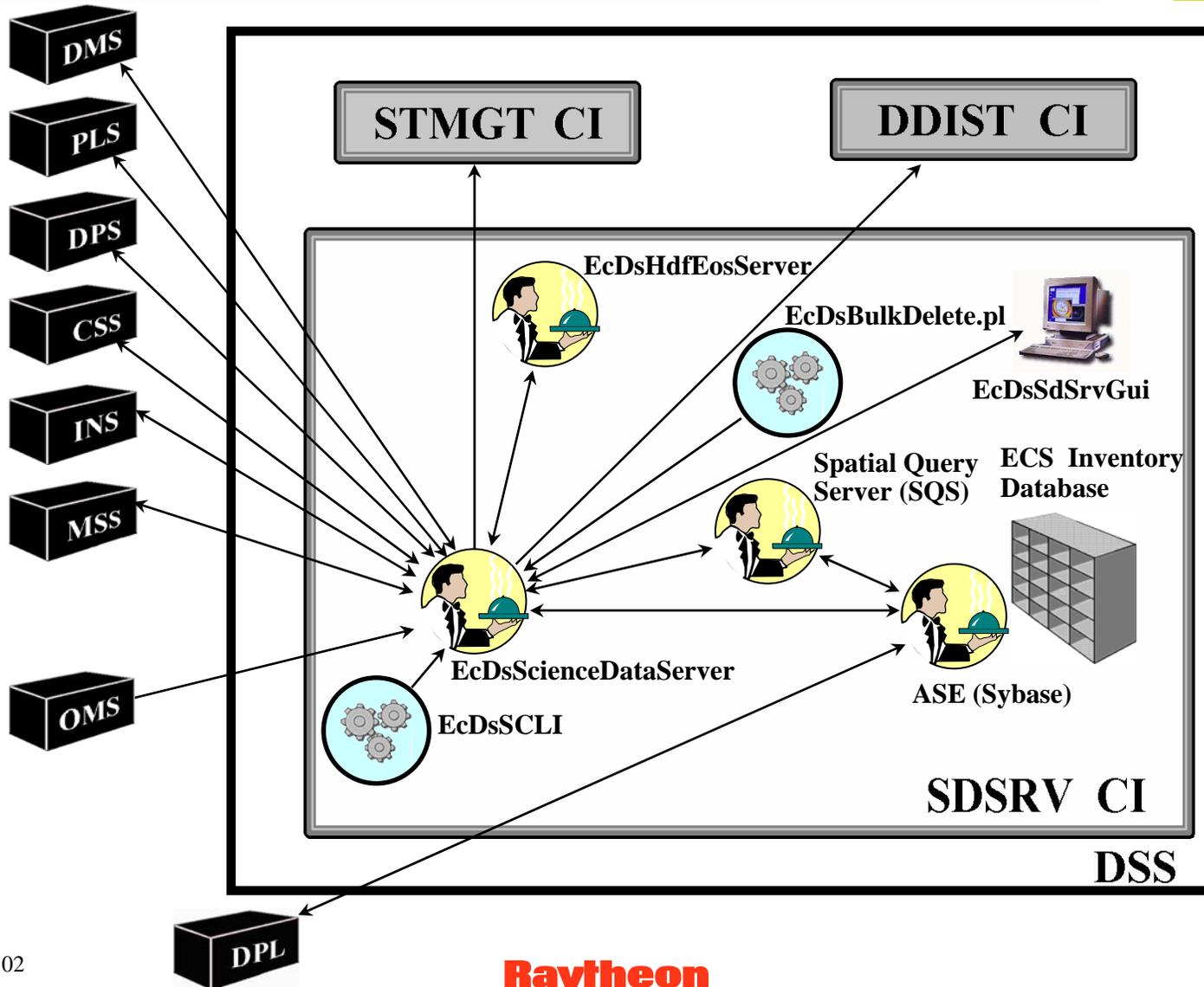
- **STMGT (Cont.)**
 - **Other scripts**
 - **EcDsCheckArchive**
 - **EcDsStConfigVolGrps**
 - **EcDsStDbBuild**
 - **EcDsStDbDrop**
 - **EcDsStDbDump**
 - **EcDsStDbDumpTrans**
 - **EcDsStDbLoad**
 - **EcDsStDbLoadTrans**
 - **EcDsStDbPatch**
 - **EcDsStFilesPerTapeUtility**
 - **EcDsStVolGrpCreateMain.pl**

Distribution Concepts (Cont.)



- **SDSRV**
 - **Among the services that SDSRV provides to other parts of the system is searching the inventory database to determine whether particular granules are available in the archive**
 - **For example, the Machine-to-Machine Gateway does searches through the Science Data Server even when it places its orders through the OMS instead of the SDSRV**
 - **That means the Science Data Server must be running in order for the Machine-to-Machine Gateway to operate correctly whether the Machine-to-Machine Gateway is configured to submit its orders to the OMS or SDSRV**

Data Server Subsystem: SDSRV Architecture and Interfaces



Distribution Concepts (Cont.)



- **SDSRV (Cont.)**
 - **Science Data Server (EcDsScienceDataServer)**
 - **Hierarchical Data Format (HDF) EOS Server (EcDsHdfEosServer)**
 - **Granule Deletion Administration Tool (EcDsGranuleDelete)**
 - **Science Data Server GUI (EcDsSdSrvGui)**
 - **Science Data Server (SDSRV) Command Line Interface (SCLI) (EcDsSCLI)**
 - **Autometric Spatial Query Server (SQS)**
 - **Sybase ASE Server**

Distribution Concepts (Cont.)



- **SDSRV (Cont.)**
 - **Start-up script (/usr/ecs/MODE/CUSTOM/utilities directory on the Operations Workstation)**
 - **EcDsSdSrvGuiStart**

Distribution Concepts (Cont.)



- **SDSRV (Cont.)**
 - **Other scripts**
 - **EcTsDsClientDriverStart**
 - **EcDsSrConvertEvt**
 - **EcDsSrDbBuild**
 - **EcDsSrDbDrop**
 - **EcDsSrDbDump**
 - **EcDsSrDbLoad**
 - **EcDsSrDbMigrate**
 - **EcDsSrDbPatch**
 - **EcDsSrDbValids**

Distribution Concepts (Cont.)



- **Data Distribution is a process of retrieving archived data and providing the data to requesters in response to the orders they submit**
 - external requesters
 - internal processes
- **Data retrieved from the archives can be distributed to requesters using either of the following three general methods:**
 - **Electronic pull**
 - **Electronic push**
 - **Hard (physical) media distribution on disks or tape cartridges**

Distribution Concepts (Cont.)



- **Method of data distribution is dictated by the nature of the data distribution request**
 - **Requester specifies the distribution method when ordering or subscribing to the data**

Distribution Concepts (Cont.)



- **Electronic Pull:**
 - Requester searches for a specific data product
 - Requester submits an order for a “pull” of the data using file transfer protocol (ftp)
 - OMS validates the request (e.g., determines whether the specified distribution medium is appropriate for the quantity of data)
 - OMS queues an insert action in the Data Pool database for each granule of a request that is not found to be on Data Pool disk
 - The Data Pool (DPL) queues a granule-staged action in the OMS database with status
 - DPL notifies OMS when each granule has been staged
 - OMS builds and sends an e-mail notification to the requester stating that the order has been filled

Distribution Concepts (Cont.)



- **Electronic Pull (Cont.):**
 - The requester pulls (transfers) the data by ftp from the Data Pool disk (from the location specified in the e-mail notification) to the requester's own system
 - User directories have links to staged granules

Distribution Concepts (Cont.)



- **Electronic Push:**
 - Requester searches for a specific data product
 - Requester submits an order for ftp “push” of the data
 - OMS validates the request
 - OMS queues an insert action in the Data Pool database for each granule of a request that is not found to be on Data Pool disk
 - Data Pool (DPL) queues a granule-staged action in the OMS database with status
 - DPL notifies OMS when each granule has been staged
 - OMS requests the ftp daemon to ftp the granule(s) to the requester
 - OMS builds and sends an e-mail notification to the requester stating that the order has been filled

Distribution Concepts (Cont.)



- **Physical Media Distribution:**
 - Requester searches for a specific data product
 - Requester submits an order for a shipment of specific data on a physical medium
 - OMS validates the request (e.g., determines whether the specified distribution medium is appropriate for the quantity of data)
 - OMS queues an insert action in the Data Pool database for each granule of a request that is not found to be on Data Pool disk
 - The Data Pool (DPL) queues a granule-staged action in the OMS database with status (DPL notifies OMS when each granule has been staged)
 - Order Manager Server forwards the order to the Production Module (EcOmPdMediaProduction)

Distribution Concepts (Cont.)



- **Physical Media Distribution (Cont.):**
 - The OMS production software (EcOmPdModule) runs twice during media production; i.e., once for media preparation and again for media creation
 - The production module transfers the data from the Data Pool to the specified physical medium
 - OMS e mails a data distribution notice (order shipment notification) to the user
 - The OMS updates the order-tracking database to completed status

Logging in to System Hosts



- **Logging in to system hosts is accomplished from a UNIX command line prompt**
 - It is an initial set of steps that is performed when accomplishing many other Data Distribution tasks
- **Procedure**
 - Access the command shell
 - Set the DISPLAY environmental variable
 - Log in to the specified host using secure shell and the specified user ID

Launching Data Distribution and Storage Management GUIs



- **Software applications associated with Data Distribution**
 - Data Distribution Operator GUI (EcDsDdistGui)
 - Distribution Server (EcDsDistributionServer)
 - Sybase ASE Server
- **Data Distribution depends on a number of related servers, especially...**
 - Science Data Server servers
 - Storage Management servers

Launching Data Distribution and Storage Management GUIs (Cont.)



- **Software applications associated with Storage Management**
 - **Storage Management Control GUI (EcDsStmgtGui)**
 - **Archive Server (EcDsStArchiveServer)**
 - **Cache Manager Server (EcDsStCacheManagerServer)**
 - **Pull Monitor (EcDsStPullMonitorServer)**
 - **Staging Disk Server (EcDsStStagingDiskServer)**
 - **8mm Server (EcDsSt8MMServer)**
 - **FTP Server (EcDsStFtpServer)**
 - **Storage Management Request Manager (EcDsStRequestManagerServer)**

Launching Data Distribution and Storage Management GUIs (Cont.)



- **Software applications associated with Storage Management (Cont.)**
 - **Sybase ASE Server**
 - **Archival Management and Storage System (AMASS)**

Launching Data Distribution and Storage Management GUIs (Cont.)



- **Use UNIX command line to gain access to GUIs**
- **Procedure (Launching the Data Distribution Operator and Storage Management Control GUIs)**
 - **Access a terminal window logged in to the Operations Workstation**
 - **Change directory to the utilities directory**
 - **Enter the command to start the Data Distribution Operator GUI**
 - **Enter the command to start the Storage Management Control GUI**

Data Distribution Operator GUI: Distrib'n Requests Tab



Data Distribution Operator GUI – TS2

File Selected Edit View Options Help

Distrib'n Requests System Requests Tape IDs Preamble Editor Event Logging

Data Distribution – Track Activity

Data Distribution Requests Items: 28

Mod	Request ID	Requester	Esdt Type	Media	Priority	St
<input type="checkbox"/>	18311339657957	cmshared	MOD01.001	FtpPush	Normal	Sus
<input type="checkbox"/>	1831161630910	cmshared	MOD01.001	FtpPush	Normal	Sus
<input type="checkbox"/>	186122654949935	cmshared	MOD01.001	FtpPush	Normal	Sus
<input type="checkbox"/>	186154947328507	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	186155010722901	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	18615501258878	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	186155013779322	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	186155014844059	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	186155017274633	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	186155021922735	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	186155022611660	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	18615502369123	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	186155023709057	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	186155023837510	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	186155023856991	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	186155029404326	cmshared	MOD01.001	FtpPush	Normal	Fa
<input type="checkbox"/>	186155031312558	cmshared	MOD01.001	FtpPush	Normal	Fa

Find

Change Priority:

Operator Messages

Storage Management Control GUI: Storage Config. Tab



Storage Management Control

File Options Backup Delete Help

Saturday August 30, 2003 02:49:25 PM Mode: OPS

Storage Config. VoI Grp Config. Resource Mngmt. Cache Stats. Storage Events Request Status

Configuration Parameter Reporting

Server Type	# of Servers	Description	# of Re-routes
SMM	1	SMM Stacker Server	1
ARCHIVE	5	Archive Server	
CACHE MANAGER	6	Cache Management Server	
CDROM	0	CDROM Device Server	1
DLT	0	DLT Stacker Server	1
DTF	1	DTF Device Server	1
FTP	6	FTP Server	

Times to Re-route: Apply to Server Type

Server Name	Status
-------------	--------

Add Server Modify Servers/View Stackers Delete Server

Operator Messages

Monitoring/Controlling Data Distribution Requests



- **Data Distribution activities are monitored and controlled using....**
 - **Data Distribution Operator GUI**
 - **Storage Management Control GUI**
- **DAAC Distribution Technician monitors and manages data distribution requests primarily via the Data Distribution - Track Activity window of the Data Distribution Operator GUI**

Monitoring/Controlling Data Distribution Requests (Cont.)



- **From the Data Distribution - Track Activity window the DAAC Distribution Technician can perform the following functions:**
 - **View data distribution requests**
 - **Change the priority of a selected request**
 - **Cancel, suspend, or resume processing of a request**
 - **Filter on all or specific requests by...**
 - **Request ID**
 - **Requester**
 - **Media Type**
 - **State (current status)**

Monitoring/Controlling Data Distribution Requests (Cont.)



- **The Data Distribution - Track Activity window displays the following information (plus additional information) for each data distribution request:**
 - Request ID
 - Requester
 - ESDT Type
 - Media type
 - Priority
 - State
 - Estimated # of Media
 - Total Size [of the request]
 - # of Files

Monitoring/Controlling Data Distribution Requests (Cont.)



- **Procedure**
 - **Configure data distribution polling (subordinate procedure)**
 - **Observe data distribution request information displayed in the Data Distribution Requests list**
 - **Filter requests as necessary (subordinate procedure)**
 - **Change the priority of distribution requests (subordinate procedures)**
 - **Change the status of distribution requests (subordinate procedures)**
 - **Suspend requests**
 - **Resume processing of suspended requests**
 - **Cancel requests**
 - **View open interventions on the OM GUI**
 - **Troubleshoot distribution problems as necessary**

Configuring Data Distribution Polling



- **Refresh Options Dialogue from the GUI Options menu is used for...**
 - **switching the Data Distribution database polling function on or off**
 - **modifying DDist Polling Rate**
 - specifies how often (in seconds) the system updates the information displayed in the Track Activity window
 - **modifying Error Retry Rate**
 - specifies the time (in seconds) that the system waits before trying to poll the Data Server after a failed try
 - **modifying Select Confirmation Min**
 - specifies the number of records that triggers a confirmation dialogue box for a selected action
 - **modifying the Overdue Limit**
 - specifies the time limit (in hours) for declaring requests “overdue”

Configuring Data Distribution Polling (Cont.)



- **Procedure**

- **Select Options → System Settings** from the pull-down menu of the **Data Distribution Operator GUI**
- **Click on the DDist Polling On button** to change the state of polling
- **Enter value for the polling rate (if applicable)**
 - default value is 30 seconds
- **Enter value for the error retry rate (if applicable)**
- **Enter value for Select Confirmation Min (if applicable)**
- **Enter value for Overdue Limit (if applicable)**
- **Click on the Ok button** to apply the values and dismiss the dialogue box

Refresh Options Dialogue Box

A screenshot of a software dialog box titled "Refresh Options". The dialog has a pink title bar and a light beige background. At the top left, there is a checked checkbox labeled "DDist Polling On". To the right of the checkbox are "Ok" and "Cancel" buttons. Below the checkbox, there are four rows of settings, each with a label, a numeric input field, and a unit. The settings are: "DDist Polling Rate:" with a value of 300 and unit "secs"; "Error Retry Rate:" with an empty input field; "Select Confirmation Min:" with a value of 100 and unit "records"; and "Overdue Limit:" with a value of 10 and unit "hours".

Refresh Options

DDist Polling On Ok Cancel

DDist Polling Rate: 300 secs

Error Retry Rate: []

Select Confirmation Min: 100 records

Overdue Limit: 10 hours

Filtering Data Distribution Requests



- **Filtering Data Distribution Requests**
 - **Data distribution requests can be filtered with respect to the following criteria:**
 - request ID
 - requester
 - media type
 - state
 - **Procedure**
 - **Select View → Filter**
 - **Select filter criteria**
 - **Click on the OK button to implement the selections and dismiss the dialogue box**

Distribution Filter Requests Dialogue Box



Distribution Filter Requests

Request ID

Requester

All Requests

Media Type:

SMM
CDROM
DLT
DVD
FtpPull
FtpPush
scp

All

None

State:

Pending Suspended
 Active Suspended with Errors
 Staging Waiting for Shipment
 Transferring Shipped
 Cancelled Failed

All

None

OK Apply Cancel Help

Changing the Priority of Data Distribution Requests



- **Procedure**
 - **Highlight the distribution request to be assigned a different priority**
 - **Select the new priority using the Change Priority button**
 - **Click on the Apply button to implement the priority change**

Suspending/Resuming Data Distribution Requests



- **Under certain circumstances it may be advisable to suspend the processing of a data distribution request and resume it at a later time**
- **Procedure**
 - **Click on the Suspend New Requests button to suspend all new distribution requests**
 - **Select the individual distribution request to be suspended and click on the Suspend button to suspend a single distribution request**
 - **Click on the Resume New Requests button to resume processing of all new distribution requests**
 - **Select the individual distribution request for which processing is to be resumed and click on the Resume button to resume processing of a single distribution request**

Canceling Data Distribution Requests



- **Sometimes it may be necessary to cancel the processing of a data distribution request**
- **Procedure**
 - **Select the distribution request to be canceled**
 - **Click on the Cancel button**

Modifying Preambles



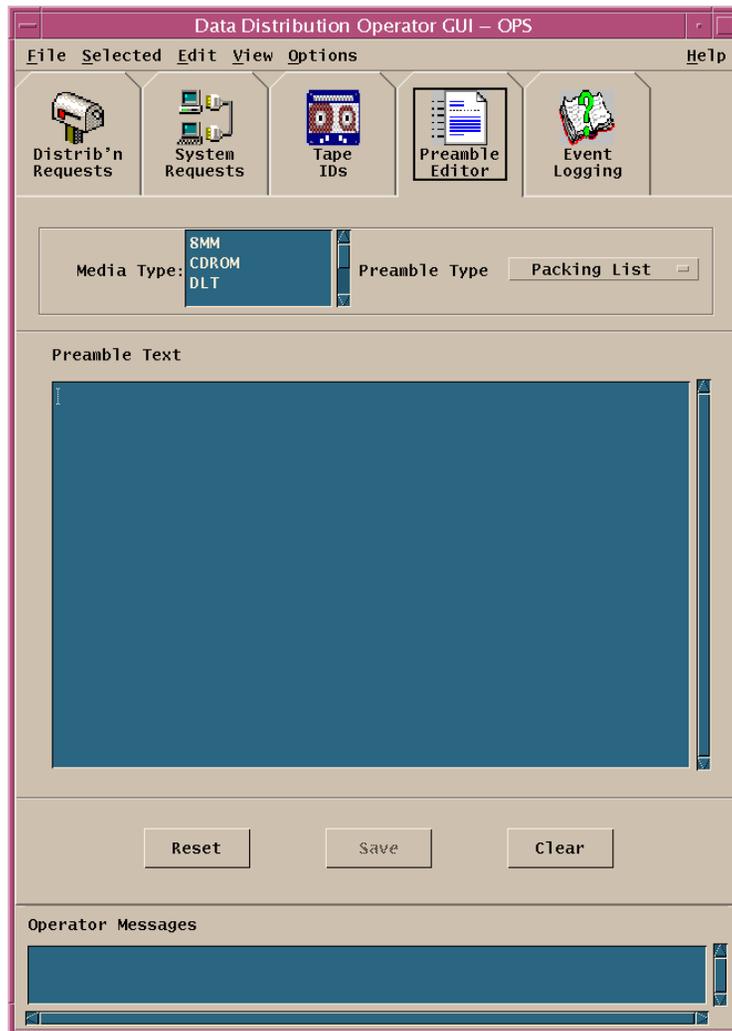
- **Preamble Editor tab on the Data Distribution Operator GUI allows the Distribution Technician to review and/or modify the text of preambles to the following types of documents:**
 - Packing list
 - Successful e-mail
 - Failed e-mail
- **Preambles for different types of distribution are accessible in the `/usr/ecs/MODE/CUSTOM/data/DSS` directory on the Distribution Server host (Sun internal server host)**

Modifying Preambles

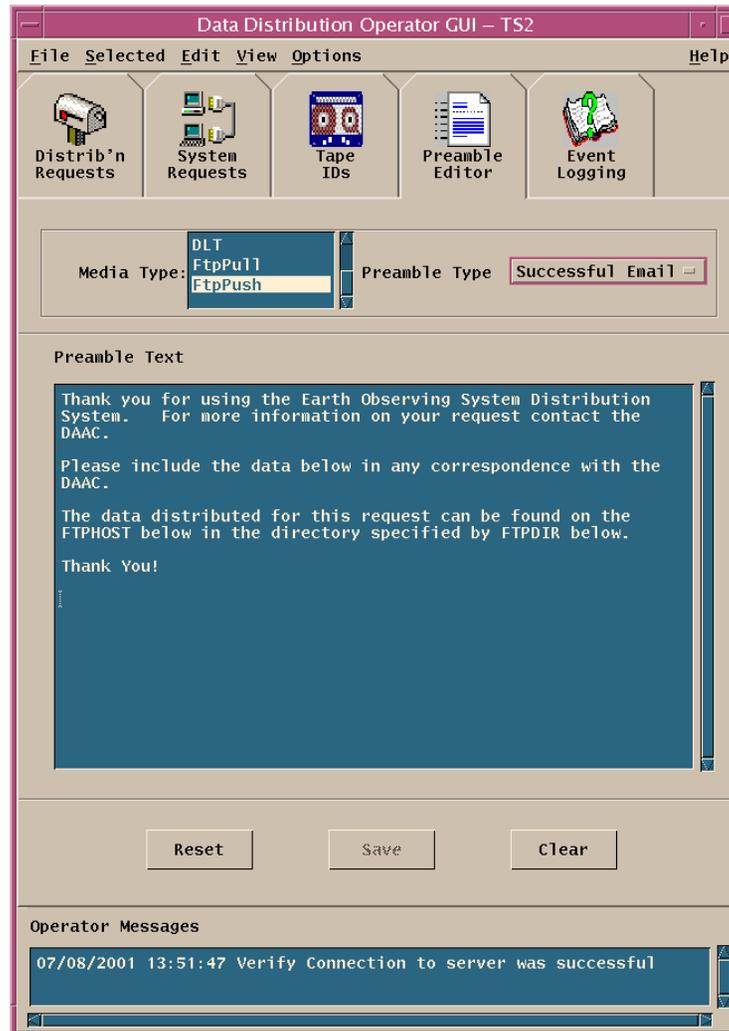


- **Types of media:**
 - 8MM
 - CDROM
 - DLT
 - DVD
 - Ftp pull
 - Ftp push
 - **Secure copy distribution (scp)**

Data Distribution Operator GUI: Preamble Editor Tab



Data Distribution Operator GUI: FTP Push Successful E-Mail



Modifying Preambles (Cont.)



- **Procedure**
 - **Select the Preamble Editor tab of the Data Distribution Operator GUI**
 - **Select the appropriate media type**
 - **Select the appropriate preamble type**
 - **Edit the preamble text**
 - **Save the edited preamble**

Preamble Save Confirmation Dialogue Box



Configuring STMGT Polling & Deleting Files from Cache



- **Configuring Storage Management Polling (Storage Management Control GUI Options menu)**
 - **Switch Operator Notification Timer polling on or off**
 - **Modify parameters**
 - **Database Polling Rate**
 - **Error Retry Rate**

Storage Management Control GUI: Session Settings Dialogue

A screenshot of the "Session Settings" dialog box. The dialog has a title bar with the text "Session Settings" and a close button. The main content area is titled "Operator Notification Timer" and contains the following settings:

- A checked checkbox labeled "Polling" followed by a text box containing "ON".
- A label "Database Polling Rate:" followed by a text box containing "30" and the unit "secs".
- A label "Error Retry Rate:" followed by a text box containing "300" and the unit "secs".

At the bottom of the dialog are three buttons: "Ok", "Apply", and "Cancel".

Configuring STMGT Polling & Deleting Files from Cache (Cont.)



- **Configuring Storage Management Polling: Procedure**
 - **Select Options → System Settings** from the pull-down menu on the **Storage Management Control GUI**
 - **Set the Operator Notification Timer** to the appropriate polling state (off or on) if applicable
 - **Enter the database polling rate** if applicable
 - **Set the error retry rate** if applicable
 - **Apply the modifications**

Configuring STMGT Polling & Deleting Files from Cache (Cont.)



- **Cache Stats. tab on the Storage Management Control GUI**
 - Displays all of the files that are in the cache areas, including the Pull Monitor and other staging areas
 - Displays general statistics on the selected cache
 - Allows the operator to manually delete expired files in cache areas
 - A just-enough-cache cleanup strategy has been implemented
 - Caches (including the Pull Area) generally remain full because each cache manager (including the cache manager that is configured as the Pull Monitor or Pull Area Manager) automatically identifies and removes just enough old files to accommodate new ones
 - Consequently, it is likely that manual cache cleanup will not be performed very often

Storage Management Control GUI: Cache Stats. Tab



Storage Management Control

File Options Backup Delete Help

Thursday May 22, 2003 07:45:36 AM Mode: TS1

Storage Config. Vol Grp Config. Resource Mngmt. **Cache Stats.** Storage Events Request Status

Cache: [] Text

Cache Statistics

Current Utilization:	[]	Number of Resident Files:	[]
Used Space (Blocks):	[]	Maximum File Size (Blocks):	[]
Free Space (Blocks):	[]	Minimum File Size (Blocks):	[]
Total Space (Blocks):	[]	Average File Size (Blocks):	[]

Max Rows Returned: [1000] Prev Next

Cache Information

File Filename	Last Size	Delete Expiration	Accessed Flag	State
[Empty Table]				

Mark Delete Unmark Delete Refresh

Operator Messages

05/22/03 07:43:34 GRCleanup began at May 22 2003 7:41AM Total Rows processed

Configuring STMGT Polling & Deleting Files from Cache (Cont.)



- **Deleting Files from Cache: Procedure**
 - **Select the Cache Stats. tab on the Storage Management Control GUI**
 - **Select the cache containing the files to be deleted**
 - **Select the file to be deleted from the cache**
 - **Click on the Mark Delete button**
 - **If any file has been inadvertently marked Delete, first click on the row corresponding to the file then click on the Unmark Delete button**

Configuring STMGT Polling & Deleting Files from Cache (Cont.)



- **Viewing Storage Management Event Log Information: Storage Events tab on the Storage Management Control GUI**
 - **Search the Event Log**
 - **Obtain reports on events that have occurred in Storage Management**
 - **Review information concerning a particular Storage Management event**
 - **Number**
 - **Date**
 - **Level**
 - **Type**
 - **Message**

Configuring STMGT Polling & Deleting Files from Cache (Cont.)



- **Storage Events tab (Cont.)**
 - **Search criteria (can be used individually or in combination to view entries in the Event Log)**
 - **Date Interval**
 - **Event Type**
 - **Event Level**
 - **Message**

Storage Management Control GUI: Storage Events Tab



Storage Management Control

File Options Backup Delete Help

Thursday May 22, 2003 07:48:10 AM Mode: TS1

Storage Config. Vol Grp Config. Resource Mngmt. Cache Stats. Storage Events Request Status

Event Log Search Parameters

Date Interval: Begin 05 / 22 / 2003 End 05 / 22 / 2003

Event Type: Any Event Level: Any

Message: [Text Box]

Max Rows Returned: 100

Search Clear Parameters

Search Records Found: 25

Number	Date	Level	Type	Message
1	05/22/03 03:41:49	INFO	6	CleanWhenPulled updated 0 files / 0 t
1	05/22/03 02:41:49	INFO	6	CleanWhenPulled updated 0 files / 0 t
1	05/22/03 06:41:49	INFO	6	CleanWhenPulled updated 0 files / 0 t
1	05/22/03 00:41:47	INFO	6	CleanWhenPulled updated 0 files / 0 t
1	05/22/03 05:41:49	INFO	6	CleanWhenPulled updated 0 files / 0 t
1	05/22/03 01:41:48	INFO	6	CleanWhenPulled updated 0 files / 0 t
1	05/22/03 01:41:48	INFO	6	CleanWhenPulled updated 0 files / 0 t

Purge Selected

Operator Messages

05/22/03 07:43:34 GRcleanup began at May 22 2003 7:41AM Total Rows processed

Configuring STMGT Polling & Deleting Files from Cache (Cont.)



- **Viewing Storage Management Event Log Information: Procedure**
 - **Select the Storage Events tab of the Storage Management Control GUI**
 - **Enter the defining characteristic(s) (e.g., time period, event type, event level) of the event**
 - **Click on the Search button to search the event log for events that meet the specified criteria**
 - **Observe event information displayed in the Event Log table**

Monitoring Storage Management Server Operations



- **The Request Status tab on the Storage Management Control GUI**
 - Makes it possible to monitor processing activity in all of the storage management servers for a given mode
- **Request Status Information table**
 - Lists the requests that are currently being serviced by storage management servers and those that have been completed within the last 24 hours
 - Using the Request Status tab the Distribution Technician can detect stalled requests or servers that appear to be idle

Monitoring Storage Management Server Operations (Cont.)



- **Request Status Information table contents**
 - **Operation** [type of operation]
 - **Request ID**
 - **Progress** [current stage of processing]
 - **Status**
 - **Priority**
 - **When Submitted** [time and date received by the server that is responsible for the request]
 - **Last Updated** [time and date status was last updated]

Monitoring Storage Management Server Operations (Cont.)



- **Procedure**

- **Click on the Storage Management Control GUI Request Status tab**
- **Observe information displayed on the Request Status tab of the Storage Management Control GUI**
- **If necessary, filter the list of Storage Management requests shown in the Request Status Information table by making the appropriate selection from the Filtering pull-down menu:**
 - **Server**
 - **Operation**
 - **Processing State**
 - **Submitter**
- **Observe the Storage Management requests displayed in the Request Status Information table**
- **To exit from the Storage Management Control GUI select File → Exit from the pull-down menu**

Launching the Order Manager GUI



- **Order Manager Subsystem (OMS)**
 - **Manages orders arriving via either...**
 - **V0 Gateway (V0 GTWAY)**
 - **Spatial Subscription Server (NBSRV)**
 - **Machine-to-Machine Gateway (MTMGW)**
 - **Data Pool Web GUI (DPL Web GUI)**
 - **Science Data Server (SDSRV) Command Line Interface (SCLI)**
 - **Does not manage orders from some other sources (e.g., input data for Data Processing)**
 - **Performs validation (e.g., limit checking) of the orders it receives before submitting the applicable requests to the order-fulfilling services**

Launching the Order Manager GUI (Cont.)



- **Order Manager Subsystem (OMS)**
 - If the media type or ESDTs of a request are configured as Synergy III processing mode or the request is pre-staged (i.e., ordered from the Data Pool Web GUI), the server dispatches each validated request to the appropriate order-fulfillment service; i.e., SDSRV
 - Otherwise, the server stages the order to Data Pool storage (and creates links from staged files to the FtpPull directory in Data Pool storage if the distribution type is FtpPull), dispatches the order to the appropriate service (i.e., OM Production Module or OMS Ftp Driver), then sends a Distribution Notice to the end user (when appropriate)

Launching the Order Manager GUI (Cont.)



- **Order Manager Subsystem (OMS) (Cont.)**
 - **Two modes of operation:**
 - **S4 (Synergy IV/Synergy V)**
 - **S3 (Synergy III)**
 - **Two levels of permissions for operation:**
 - **Full-capability**
 - **Limited-capability**

Launching the Order Manager GUI (Cont.)



- **Order Manager Subsystem (OMS) (Cont.)**
 - **Order Manager performs validation of the orders it receives before submitting the applicable requests to the order-fulfilling services**
 - **If a request does not pass validation, an “intervention” is created and the request is held until it has been reviewed by a DAAC technician**
 - **The intent is to catch many of the kinds of exceptions or errors that have caused requests to fail or be suspended during downstream request processing**
 - **Problems include very large orders and inappropriate media selections (given the size of the order)**
 - **A DAAC technician reviews each intervention and either modifies the request (if possible) or terminates the request (if necessary)**
 - **In either case negative effects on downstream processing are less likely to occur**

Launching the Order Manager GUI (Cont.)



- **Order Manager Subsystem (OMS) (Cont.)**
 - **Order Manager dispatches each validated request to the appropriate order fulfillment service (e.g., Production Module or OMS Ftp Driver) depending on whether the request is for physical media or electronic distribution**
 - **If errors are encountered during processing or shipping, the DAAC technician can resubmit the affected request using the Order Manager GUI**

Launching the Order Manager GUI (Cont.)



- **Order Manager Subsystem (OMS) (Cont.)**
 - **Order Manager generates an alert and sends an email to a pre-configured email address when it detects internal or external resource failure**
 - **Order Manager halts the dispatching of requests that are utilizing failed resources**
 - **Alerts indicate problems with resources (interventions indicate problems with requests)**

Launching the Order Manager GUI (Cont.)



- **The OM GUI provides system operators with access to the Order Manager database**
 - **Based on web standards**
 - **Performs most of its functions by accessing the database directly, in contrast to most current system operator GUIs, which interface with servers**
 - **Allows operators to view and modify requests that the Order Manager Server has placed on hold because they require operator intervention**
 - **Allows operators to resubmit requests or portions of a request that failed**
 - **The OM GUI incorporates much of the Data Distribution Operator GUI functionality with the expectation that the OM GUI can provide an efficient, centralized interface**
 - **The Data Distribution Operator GUI is still functional, as is the ECS Data Order Tracking GUI, which also shares functions with the OM GUI**

Launching the Order Manager GUI (Cont.)



- **OM GUI Permission Levels**
 - **Full-capability operators have the ability to configure parameters and perform all other actions that can be accomplished with the OM GUI**
 - **Limited-capability operators are able to view a lot of information; however, on the limited-capability GUI some buttons and links have been disabled so it is not possible to perform certain actions or access certain pages**

Launching the Order Manager GUI (Cont.)



- **Some OM GUI services (all operators)**
 - **Monitor for operator interventions and physical media distribution (PMD) interventions**
 - **View completed operator actions and interventions**
 - **View list of all distribution requests, ftp push distribution requests, staging distribution requests, or historical distribution requests**
 - **View detailed distribution request information**
 - **View details of an ECS Order**
 - **View suspended ftp push destinations**
 - **Monitor for operator alerts**
 - **Monitor processing queue states**
 - **Monitor the current staging status by media type or ftp push destination**
 - **View OM Server , OM database, and HEG parameters**

Launching the Order Manager GUI (Cont.)



- **Some OM GUI services (full-capability operators only)**
 - **Modify request parameters values associated with operator interventions and PMD interventions**
 - **Perform the following actions with respect to distribution requests (as appropriate):**
 - **Resubmit**
 - **Suspend**
 - **Resume**
 - **Cancel**
 - **Stop**
 - **Resume suspended ftp push destinations**
 - **Suspend/resume processing queue states**
 - **Suspend/resume staging states**
 - **Respond to open HEG interventions**

Launching the Order Manager GUI (Cont.)



- **Some OM GUI services (full-capability operators only)
(Cont.)**
 - **Modify HEG order status**
 - **Configure OM server, OM database, and HEG parameters**
 - **Configure the aging parameters for each ECS priority level**
 - **Configure settings for each media type**
 - **Define and configure ftp push destinations, as well as the “policies” for those destinations**
 - **Configure PMD devices, printers, and production modules**
 - **Perform the actions with respect to PMD requests (e.g., Activate, Fail, Annotate, Confirm mount media, Activate QC)**

Launching the Order Manager GUI (Cont.)



- **For Synergy V the OM GUI is certified for use with any browser supporting the Mozilla 5 standard**
 - **Many modern browsers support the standard, including Netscape 7+, Firefox, and others**
 - **The OMS GUI was not designed to work with MS Internet Explorer or older versions of Netscape**
 - **JavaScript is an integral part of the OM GUI, and as such it must be enabled in the client browser**

Launching the Order Manager GUI (Cont.)



- **Procedure**
 - **Log in to an appropriate host using secure shell**
 - **Enter the command to start the Netscape 7 browser**
 - **Select the bookmark or enter the URL to access the OM GUI in the specified mode**
 - **Perform the security log-in**

Netscape Web Browser



about: - Netscape

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop about: Search Print

Mail AIM Home Radio Netscape Search Bookmarks Members WebMail Connections BizJournal SmartUpdate Mktplac

about:

Netscape 7.0

Mozilla/5.0 (X11; U; SunOS sun4u; en-US; rv:1.0.1) Gecko/20020920 Netscape/7.0

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net2phone™

Start [Taskbar Icons] 11:07 AM

Security Login Prompt



Prompt

 Enter username and password for "OMS Realm" at p2dps01.pvc.ecs.nasa.gov:22421

User Name:

Password:

Use Password Manager to remember these values.

OM GUI: Order Manager Page [“Home” Page]



OM GUI – OPS MODE – Netscape

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navigation < >

Home

- + Request Management
- + FtpPush Monitor
- + Archive Data
- + OM Status Pages
- + OM Configuration
- + Help
- + Physical Media Distribution
- + Logs

You are logged in as:
ralphadmin (readWrite)

[Log Out](#)

Synergy V

Order Manager GUI

[The OMS Server is running in **S4** mode.]

Sat Apr 9 09:05:39 2005

The **Order Manager GUI** allows a DAAC operator to completely manage order distribution requests from a web browser and directly update the Order Manager Service (OMS) Database.

The OMS GUI has several features, some of which are new to the Synergy IV release. Here is a list of just some of the major functionalities of the OMS GUI:

- View Distribution Requests and associated granules
- Fix common problems with Requests
- Change Request attributes, change granules for a request
- Resubmit Requests
- View Operator Alerts
- Monitor FTP Push Distributions
- Monitor for suspended FTP Push destinations
- Configure the OMS database and performance-tune

If you are new to this GUI, feel free to visit the Help page, which contains complete details on operations scenarios and other useful topics.

*The Order Manager GUI (v2.0) is certified for use with **Netscape 7+** only.
You are currently using Mozilla/5.0 (X11; U; SunOS sun4u; en-US; rv:1.0.1) Gecko/20020920 Netscape/7.0*

Document: Done (6.822 secs)

Monitoring/Controlling Order Manager Operations



- **Order Manager Activities**
- **Distribution Technician activities involve the following OM GUI pages:**
 - **Request Management**
 - Open Interventions
 - HEG Interventions
 - Completed Actions & Interventions
 - Distribution Requests
 - FTP Push Requests
 - Staging Requests
 - Operator Alerts
 - **FtpPush Monitor**
 - FTP Push Distribution Requests
 - Suspended Destinations

Monitoring/Controlling Order Manager Operations



- **Distribution Technician activities involve the following OM GUI pages (Cont.):**
 - **Archive Data**
 - Historical Distribution Requests
 - **OM Status Pages**
 - OM Queue Status
 - HEG Order Status
 - Staging Status:
 - Media Type
 - FTP Push Destination
 - Pending HEG Granules

Monitoring/Controlling Order Manager Operations



- **Distribution Technician activities involve the following OM GUI pages (Cont.):**
 - **OM Configuration**
 - Aging Parameters
 - Server/Database
 - Media
 - Media Creation
 - FTP Push Policy
 - **Help**
 - About HelpOnDemand
 - Help

Monitoring/Controlling Order Manager Operations



- **Distribution Technician activities involve the following OM GUI pages (Cont.):**
 - **Physical Media Distribution**
 - Open Interventions
 - Device Configuration
 - Printer Configuration
 - PM Configuration
 - Reports
 - Media Creation Actions
 - **Logs**
 - OM GUI Log Viewer

Monitoring/Controlling Order Manager Operations (Cont.)



- **Order Manager Activities (Cont.)**
 - **The full-capability operator performs the following tasks when monitoring and controlling Order Manager operations using the OM GUI:**
 - **Viewing Open Intervention Information on the OM GUI**
 - **Setting Refresh Options on OM GUI Pages**
 - **Responding to an Open Intervention**
 - **Monitoring/Controlling Distribution Request Information on the OM GUI**
 - **Filtering Data Displayed on the Distribution Requests Pages**
 - **Changing the Priority of a Distribution Request Using the OM GUI**
 - **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI**
 - **Editing Values Assigned to FtpPush Parameters**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Order Manager Activities (Cont.)**
 - **Full-capability operator tasks (Cont.):**
 - **Annotating a Physical Media Distribution (PMD) Request from the Distribution Request Details Page**
 - **Viewing Open HEG Intervention Information on the OM GUI**
 - **Responding to an Open HEG Intervention**
 - **Viewing Pending HEG Granules**
 - **Viewing Operator Alerts on the OM GUI**
 - **Viewing Completed Operator Actions and Interventions on the OM GUI**
 - **Filtering Data Displayed on the Completed Operator Actions and Interventions Page**
 - **Viewing Historical Distribution Requests on the OM GUI**
 - **Viewing and Responding to Suspended FTP Push Distribution Destinations**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Order Manager Activities (Cont.)**
 - **Full-capability operator tasks (Cont.):**
 - Viewing and Responding to Destinations Details on the OM GUI
 - Checking/Modifying OM Queue Status
 - Checking/Modifying HEG Order Status
 - Checking Staging Status
 - Checking/Modifying Values Assigned to Aging Parameters
 - Checking/Modifying Values Assigned to OMS Server or Database Parameters
 - Checking/Modifying Values Assigned to Media Parameters
 - Checking/Modifying Values Assigned to Media Creation Parameters
 - Checking/Modifying FTP Push Policy Configuration
 - Adding Destinations to the Frequently Used Destinations List

Monitoring/Controlling Order Manager Operations (Cont.)



- **Order Manager Activities (Cont.)**
 - **Full-capability operator tasks (Cont.):**
 - **Modifying Values Assigned to Parameters of Frequently Used Destinations**
 - **Viewing the OM GUI Log**
 - **Viewing PMD Open Intervention Information on the OM GUI**
 - **Responding to a PMD Open Intervention**
 - **Checking/Modifying PMD Device Configuration**
 - **Filtering Data Displayed on the PMD Device Configuration Page**
 - **Checking/Modifying PMD Printer Configuration**
 - **Checking/Modifying PMD Production Module Configuration**
 - **Checking PMD Reports**
 - **Monitoring/Controlling PMD Media Creation Using the OM GUI**
 - **Activating PMD Requests**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Order Manager Activities (Cont.)**
 - **Full-capability operator tasks (Cont.):**
 - **Failing a PMD Request**
 - **Annotating a PMD Action**
 - **Confirming Mount Media for PMD**
 - **Failing Mount Media for PMD**
 - **Confirming Media Collection Complete for PMD**
 - **Failing PMD Media Collection**
 - **Activating QC for PMD Requests**
 - **Marking PMD Request Shipped**
 - **Confirming PMD Media Dismounted**
 - **Confirming PMD Package Assembled**
 - **Marking PMD Package Not Assembled**
 - **Printing PMD Outputs**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing Open Intervention Information on the OM GUI**
 - **The Open Interventions page provides the full-capability operator with a means of viewing and responding to open interventions**
 - **The limited-capability operator can view but cannot work on (respond to) open interventions.**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing Open Intervention Information on the OM GUI: Procedure**
 - **Select the Open Interventions link from the OM GUI**
 - **Observe information displayed in the Listing table of the Open Interventions page**
 - **Select the Open Intervention Detail page for the specified intervention**
 - **Observe information displayed on the Open Intervention Detail page**
 - **To work on the intervention being displayed on the Open Intervention Detail page, perform the procedure for Responding to an Open Intervention**

OM GUI: Open Interventions Page



OM GUI – OPS MODE – Netscape

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Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 10:23:10 2005

Open Interventions

Current Filters

Order ID: None Request ID: None Worked By: None
 Creation Time: Start: Apr 8 2004 10:24AM End: Apr 9 2005 10:24AM
 Media Type: ALL Explanation: ALL
 Intervention Type: ALL

Options

Change Filter Bulk Submit Bulk Fail
 Select All Select None

Click on a request ID to view more details.

Listing

Go directly to row of 3594 rows Show 50 rows at a time.

first | previous | Showing 1 – 50 of 3594 | next | last

Sel	Order ID	Request ID	MediaType	Request Size(MB)	Status	Worked By	Created	Acknowledged	Explanation(s)	IntervType
<input type="checkbox"/>	0402176657	0401572481	FtpPush	< .5	PENDING		Apr 8 2005 11:20AM		Granule failed staging Request suspended by Server	Operator Intervention
<input type="checkbox"/>	0402176646	0401572470	FtpPush	< .5	PENDING		Apr 8 2005 11:19AM		Granule failed staging Request suspended by Server	Operator Intervention
<input type="checkbox"/>	0402176631	0401572455	FtpPush	< .5	PENDING		Apr 8 2005 11:19AM		Granule failed staging Request suspended by Server	Operator Intervention
<input type="checkbox"/>	0402176640	0401572464	FtpPush	< .5	PENDING		Apr 8 2005 11:18AM		Granule failed staging Request suspended by Server	Operator Intervention
<input type="checkbox"/>	0402176633	0401572457	FtpPush	< .5	PENDING		Apr 8 2005 11:18AM		Granule failed staging Request suspended by Server	Operator Intervention
<input type="checkbox"/>	0402176643	0401572467	FtpPush	< .5	PENDING		Apr 8 2005 11:18AM		Granule failed staging Request suspended by Server	Operator Intervention
<input type="checkbox"/>	0402176639	0401572463	FtpPush	< .5	PENDING		Apr 8 2005 11:18AM		Granule failed staging Request suspended by Server	Operator Intervention
<input type="checkbox"/>	0402176610	0401572434	FtpPush	< .5	PENDING		Apr 8 2005 11:16AM		Granule failed staging Request suspended by Server	Operator Intervention

Document: Done (106.574 secs)

OM GUI: ECS Order Page



OM GUI – OPS MODE – Netscape

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 - [queue parms]
 - [cleanup parms]
 - [email parms]
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 - OM GUI Log Viewer

Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 11:21:43 2005

ECS ORDER 0402176657

Request ID:	0401572481	Start Date:	Not available
Order Type:	Regular	User ID:	PrivUser
Order Source:	SSS-845	Status:	Pending
Ext. RequestId	Not available	Ship Date:	Not available
Receive Date:	Apr 8 2005 11:18AM	Order Home DAAC:	PVC
Last Update:	Apr 8 2005 11:20AM		
Description:	Not available		

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (13.074 secs)

OM GUI: Open Intervention Detail Page



OM GUI – OPS MODE – Netscape

File Edit View Go Bookmarks Tools Window Help

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 - Staging Status:**
 - Media Type
 - FTP Push Destination
 - Pending HEG Granules
- OM Configuration**
 - Aging Parameters
 - Server/Database**
 - [All]
 - [queue parms]
 - [cleanup parms]
 - [email parms]
 - [staging parms]
 - [partition parms]
 - [misc. parms]
 - [HEG parms]
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- Help**
 - About HelpOnDemand...
 - Help
- Physical Media**
 - Distribution**
 - Open Interventions
 - Device Configuration
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- Logs**
 - OM GUI Log Viewer

Order Manager GUI

[The OMS Server is running in **S4 mode.**]

Sat Apr 9 11:28:02 2005

Intervention For Request 0401572481

Order ID: 0402176657 User ID: PrivUser (userops@p2ins02.pvc.ecs.nasa.gov)
 Request ID: 0401572481 Created: Apr 8 2005 11:20AM
 Input Size: < .5 estimated MB Acknowledged:
 Media Type: FtpPush Request Status: Operator Intervention
 Priority: HIGH User String:
 Explanation(s): Granule failed staging
 Worked by: - no worker assigned - [assign]

Granule List

Go directly to row of 1 row Show 20 rows at a time.

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

GranuleID	DPL ID	ESDT	Type	In Size (MB)	Out Size (MB)	Status	Explanation	Action
2019585240	<input type="text"/> Apply	n/a	MOD11A1.077	SC	0.095	FAILED	Request suspended by Server Manual fail required	Fail <input type="checkbox"/>

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

Request Attributes

Change Media to: Change Priority to:

Disable limit checking Update FtpPush Parameters

Request Level Disposition

Keep on hold
 Submit
 Fail Request
 Partition [Interval: day(s) and hours]

Operator Notes

0 of 255 max characters

Apply reset

Document: Done (7.274 secs)

OM GUI: Open Intervention Detail Page (Assign Worker)



OM GUI – OPS MODE – Netscape

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 - Staging Status:
 - Media Type
 - FTP Push Destination
 - Pending HEG Granules
- OM Configuration
 - Aging Parameters
 - Server/Database
 - [All]
 - [queue parms]
 - [cleanup parms]
 - [email parms]
 - [staging parms]
 - [partition parms]
 - [misc. parms]
 - [HEG parms]
 - Media
 - Media Creation
 - FTP Push Policy
- Help
 - About HelpOnDemand...
 - Help
- Physical Media
 - Distribution
 - Open Interventions
 - Device Configuration
 - Printer Configuration
 - PM Configuration
 - Reports
 - Media Creation Actions
- Logs

Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 11:28:02 2005

Intervention For Request 0401572481

Order ID: 0402176657 User ID: PrivUser (userops@p2ins02.pvc.ecs.nasa.gov)
 Request ID: 0401572481 Created: Apr 8 2005 11:20AM
 Input Size: < .5 estimated MB Acknowledged:
 Media Type: FtpPush Request Status: Operator Intervention
 Priority: HIGH User String:
 Explanation(s): Granule failed staging
 Worked by: – no worker assigned – [assign] ralphadmin [x]

Granule List

Go directly to row [] of 1 row Show 20 rows at a time.

first | previous | Showing 1 – 1 of 1 | next | last

GranuleId	DPL ID	ESDT	Type	In Size (MB)	Out Size (MB)	Status	Explanation	Action
2019585240	n/a	MOD11A1.077	SC	0.095		FAILED	Request suspended by Server <i>Manual fail required</i>	Fail <input type="checkbox"/>

Select all Submit Actions

first | previous | Showing 1 – 1 of 1 | next | last

Request Attributes

Change Media to: [] Change Priority to: []

Disable limit checking Partition [Interval: [] day(s) and [] hours]

Update FtpPush Parameters

Request Level Disposition

Keep on hold
 Submit
 Fail Request

Operator Notes

0 of 255 max characters

Apply reset

javascript:void()

Monitoring/Controlling Order Manager Operations (Cont.)



- **Setting Refresh Options on OM GUI Pages**
 - Buttons at the bottom of OM GUI pages provide the Distribution Technician (whether full-capability or limited capability operator) with a means of setting refresh options
- **Procedure**
 - Click on the appropriate AutoRefresh radio button at the bottom of the OM GUI page (if applicable)
 - on
 - off
 - To change the refresh rate (if AutoRefresh is ON), select the number of minutes from the Refresh screen every x minutes option button

Monitoring/Controlling Order Manager Operations (Cont.)



- **Responding to an Open Intervention**
 - **The Open Intervention Detail page provides the full-capability operator with a means of performing the following kinds of interventions (limited-capability operators are not allowed to work on open interventions):**
 - **Select a different granule to replace a granule that is unavailable**
 - **Fail selected granule(s)**
 - **Disable limit checking**
 - **Change the distribution medium for a request**
 - **Resubmit a request**
 - **Fail a request**
 - **Partition (divide) a request**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Responding to an Open Intervention (Cont.)**
 - **The response to an intervention may require coordination between the Distribution Technician and a User Services representative**
 - **Especially when determining a more suitable type of distribution medium, selecting a replacement granule, or taking any other action that would require contacting the person who submitted the order**
 - **Depending on the circumstances and DAAC policy it may be appropriate for User Services to assume responsibility for the eventual disposition of some interventions**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Responding to an Open Intervention: Procedure**
 - **Assign self to work on the intervention**
 - **Select the appropriate attributes of the intervention**
 - **Change granule DBID**
 - **Fail granule**
 - **Disable limit checking**
 - **Change media type**
 - **Change priority**
 - **Indicate that ftp push parameters should be updated**
 - **Resubmit request**
 - **Fail Request**
 - **Partition request**
 - **Enter operator notes concerning the request**
 - **Click on the Apply button**
 - **Confirm the disposition of the intervention**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Responding to an Open Intervention (Cont.)**
 - **Ensure that the person working on the intervention is specified**
 - **If the order is a bundled order (Order Type “Bundled Order” or “BO”), the Order page includes a link to the Spatial Subscription Server GUI**
 - **“Failing” a granule is a permanent action and cannot be canceled after having been confirmed**
 - **The Disable limit checking option makes it possible to override the standard media capacity limits for a particular media type and is most likely to be applied to a non-physical media type (i.e., ftp push, ftp pull, or scp)**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Responding to an Open Intervention (Cont.)**
 - **Placing an intervention on hold does not allow changing the request's attributes, but saves the operator notes and allows opening the intervention at a later time (“saves” the intervention)**
 - **There are Apply and Reset buttons at the bottom of the Intervention page**
 - **The Reset button does not cancel any changes made to the request or changes made to the DBIDs (changed or failed)**
 - **It simply resets the form buttons for the Request Level Disposition section to their original states**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Responding to an Open Intervention (Cont.)**
 - **The Update FtpPush Parameters option appears on the confirmation page when the media type for the request is ftp push**
 - **The Update FtpPush Parameters option provides a means of editing the existing ftp push information when the intervention is closed**
 - **If it was necessary to fail a request or granule(s) within a request, the confirmation page includes options for either appending additional text to the default e-mail message to be sent to the requester or choosing not to send an e-mail message**
 - **An Additional e-mail text text box for appending text (if desired) to the standard e-mail text is displayed on the confirmation page**
 - **A Don't send e-mail button (to suppress the sending of an e-mail message) is displayed on the confirmation page**

OM GUI: Open Intervention Detail Page



OM GUI – OPS MODE – Netscape

File Edit View Go Bookmarks Tools Window Help

navigation < > < >

Home

- Request Management**
 - Open Interventions
 - HEG Interventions
 - Completed Actions & Interventions
 - Distribution Requests
 - FtpPush Requests
 - Staging Requests
 - Operator Alerts
- FtpPush Monitor**
 - FtpPush Requests
 - Suspended Destinations
- Archive Data**
 - Historical Distribution Reques
- OM Status Pages**
 - OM Queue Status
 - HEG Order Status
 - Staging Status:**
 - Media Type
 - FTP Push Destination
 - Pending HEG Granules
- OM Configuration**
 - Aging Parameters
 - Server/Database**
 - [All]
 - [queue parms]
 - [cleanup parms]
 - [email parms]
 - [staging parms]
 - [partition parms]
 - [misc. parms]
 - [HEG parms]
 - Media
 - Media Creation
 - FTP Push Policy
- Help**
 - About HelpOnDemand...
 - Help
- Physical Media**
 - Distribution**
 - Open Interventions
 - Device Configuration
 - Printer Configuration
 - PM Configuration
 - Reports
 - Media Creation Actions
- Logs**
 - OM Queue Status

Order Manager GUI

[The OMS Server is running in **S4 mode.**]

Sat Apr 9 11:28:02 2005

Intervention For Request 0401572481

Order ID: 0402176657 User ID: PrivUser (userops@p2ins02.pvc.ecs.nasa.gov)
 Request ID: 0401572481 Created: Apr 8 2005 11:20AM
 Input Size: < .5 estimated MB Acknowledged:
 Media Type: FtpPush Request Status: Operator Intervention
 Priority: HIGH User String:
 Explanation(s): Granule failed staging
 Worked by: - no worker assigned - [assign]

Granule List

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

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

GranuleId	DPL ID	ESDT	Type	In Size (MB)	Out Size (MB)	Status	Explanation	Action
2019585240	<input type="text"/> <input type="button" value="Apply"/>	n/a	MOD11A1.077	SC	0.095	FAILED	Request suspended by Server Manual fail required	Fail <input type="checkbox"/>

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

Request Attributes

Change Media to: Change Priority to:

Disable limit checking Update FtpPush Parameters

Request Level Disposition

Keep on hold
 Submit
 Fail Request
 Partition [Interval: day(s) and hours]

Operator Notes

0 of 255 max characters

Document: Done (7.274 secs)

OM GUI: Close Confirmation for Intervention X Page (FTP Push)



OM GUI – OPS MODE – Netscape

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop http://p2dps01.pvc.ecs.nasa.gov:22401/cgi-bin/ Search Print

Mail Home Radio Netscape Search Bookmarks PVC Metrics GNU Emacs Referenc... esdis-proto.gsfc.nas... Members WebMail Connections BizJournal SmartU

Home

- Request Management
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 - Distribution Requests
 - FtpPush Distribution Requests
 - Staging Requests
 - Operator Alerts
- FtpPush Monitor
- OM Status Pages
- OM Configuration
- Help
- Logs

You are logged in as: **ralphadmin** (readWrite)
[[Log Out](#)]

Order Manager GUI 2.0 
[The OMS Server is running in S4 mode.] Sat Feb 7 10:44:32 2004

CLOSE CONFIRMATION FOR INTERVENTION 9000257

You are about to close this intervention.

The following actions will be taken:

Disposition	Limit Checking Disabled	New Media	New Priority
<input type="text" value="submit"/>	<input type="text" value="no"/>	<input type="text"/>	<input type="text"/>

IMPORTANT – Since you are updating the FTP Push parameters, please provide the new information pertaining to its destination:

Host Address

FTP User ?

Password

Confirm Password

User String

Destination Directory

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

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (2.915 secs)

OM GUI: Close Confirmation for Intervention X Page (PMD)



http://f0dps01.hitc.com:22451 - OM GUI - DEV05 MODE - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

navigation < >

Home

- Request Management
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 - HEG Interventions
 - Completed Actions & Interventions
 - Distribution Requests
 - FtpPush Requests
 - Staging Requests
 - Operator Alerts
- FtpPush Monitor
- Archive Data
- OM Status Pages
- OM Configuration
- Help
- Physical Media Distribution
- Logs

You are logged in as: **jpino** (readWrite)

[Log Out](#)

Done

Order Manager GUI

[The OMS Server is running in **S4** mode.]

Wed Apr 13 10:27:05 2005

CLOSE CONFIRMATION FOR INTERVENTION 5501426

You are about to close this intervention.

The following actions will be taken:

Disposition	Limit Checking Disabled	New Media	New Priority
submit	no	CDROM	HIGH

IMPORTANT - Since you are changing the media type from an electronic to a physical type (CDROM), please fill in or update the shipping information in the form below:

Address 1: 48934 Hathaway Street *

Address 2: Building 6

Address 3: Suite 100

City: College Park *

State/Province: MD

Country: USA *

Zip/Postal Code: 20780 *

*Required field

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

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

OM GUI: Close Confirmation Page with Additional E-Mail Text Box

A screenshot of a Netscape browser window displaying the 'Order Manager GUI' interface. The browser title is 'OM GUI - OPS MODE - Netscape' and the address bar shows 'http://p2dps01.pvc.ecs.nasa.gov:22401/cgi-bin/'. The page content includes a navigation menu on the left with options like 'Request Management', 'FtpPush Monitor', and 'OM Status Pages'. The main area is titled 'CLOSE CONFIRMATION FOR INTERVENTION 9000257' and contains the following text: 'You are about to close this intervention. The following actions will be taken:' followed by a table with columns 'Disposition', 'Limit Checking Disabled', 'New Media', and 'New Priority'. The 'Disposition' cell contains the text 'fail'. Below the table is a note: 'Note: For this action, you have the option of sending out an e-mail to the user. Please add any useful comments in the box below that will be appended to the standard e-mail preamble. You may also decline to send the email by checking the box below. This e-mail will be sent to at . Additional e-mail text' followed by a large empty text box. At the bottom of the form area, there is a checkbox labeled 'Don't send e-mail'. The page concludes with the question 'Are you sure you want to take the action(s) listed above?' and 'OK' and 'Cancel' buttons. The status bar at the bottom indicates 'Document: Done (2.645 secs)'.

OM GUI - OPS MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop http://p2dps01.pvc.ecs.nasa.gov:22401/cgi-bin/ Search Print

Mail Home Radio Netscape Search Bookmarks PVC Metrics GNU Emacs Referenc... esdis-proto.gsf.nasa.gov Members WebMail Connections BizJournal SmartU

Home

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 - Staging Requests
 - Operator Alerts
- + FtpPush Monitor
- + OM Status Pages
- + OM Configuration
- + Help
- + Logs

You are logged in as:
ralphadmin (readWrite)

[Log Out]

Order Manager GUI 2.0

The OMS Server is running in S4 mode.

Sat Feb 7 10:52:37 2004

CLOSE CONFIRMATION FOR INTERVENTION 9000257

You are about to close this intervention.

The following actions will be taken:

Disposition	Limit Checking Disabled	New Media	New Priority
fail			

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

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

This e-mail will be sent to at .

Additional e-mail text

Don't send e-mail

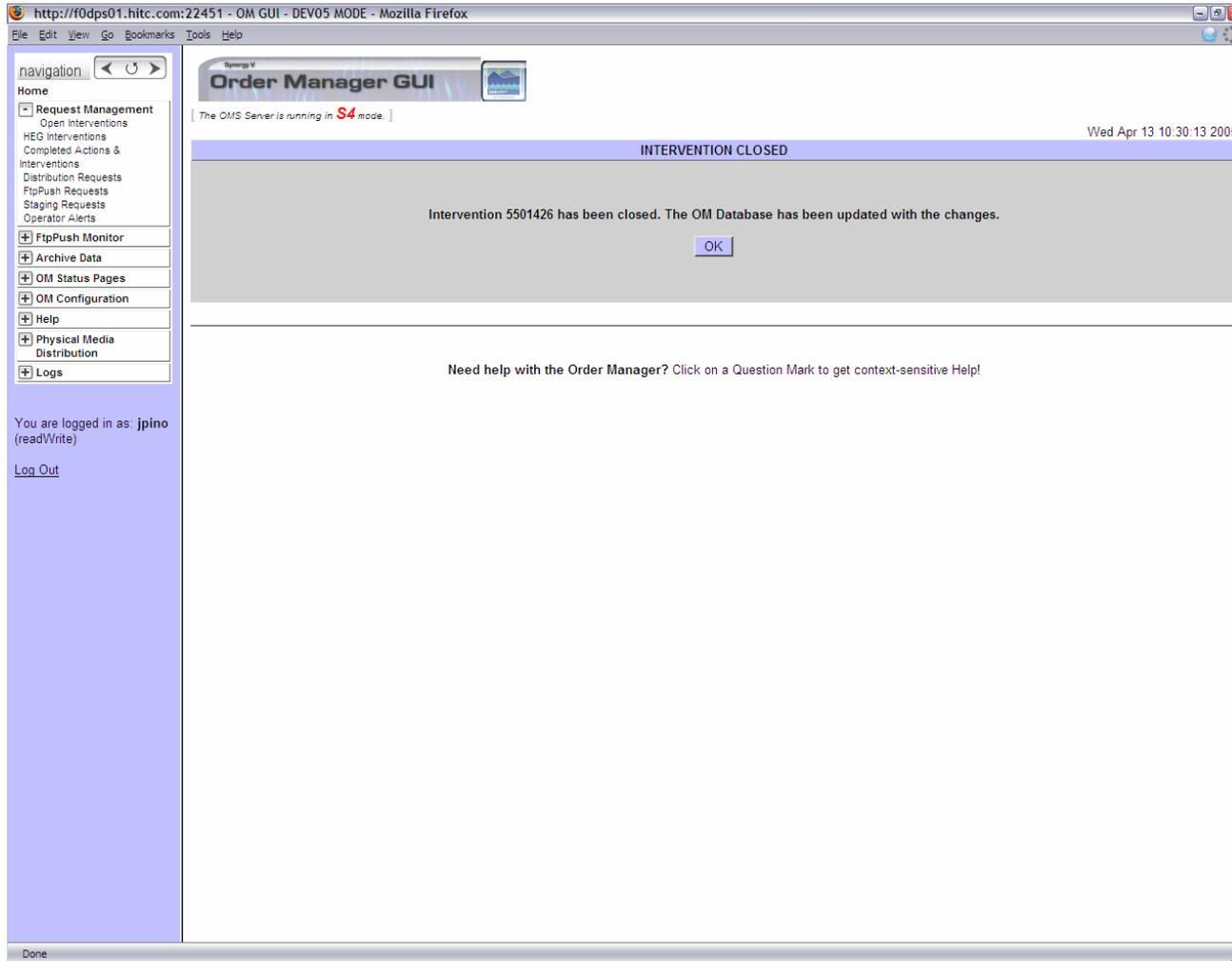
Are you sure you want to take the action(s) listed above?
(Clicking the Cancel button will bring you back to the Intervention Page for this intervention ID)

OK Cancel

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

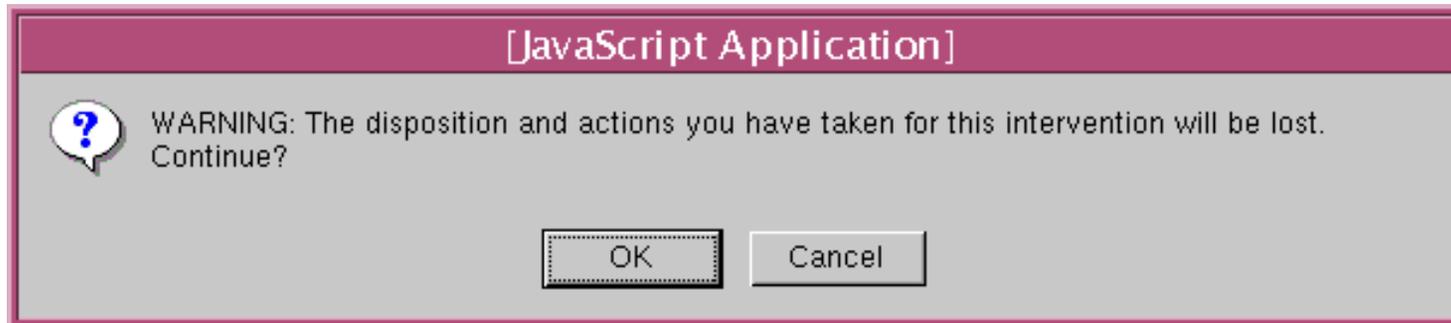
Document: Done (2.645 secs)

OM GUI: Intervention Disposition Page



The screenshot shows a web browser window with the URL `http://f0dps01.hitc.com:22451 - OM GUI - DEV05 MODE - Mozilla Firefox`. The browser's address bar and menu bar are visible. The main content area of the browser displays the Order Manager GUI. On the left side, there is a navigation menu with the following items: Home, Request Management (with sub-items: Open Interventions, HEG Interventions, Completed Actions & Interventions, Distribution Requests, FtpPush Requests, Staging Requests, Operator Alerts), FtpPush Monitor, Archive Data, OM Status Pages, OM Configuration, Help, Physical Media Distribution, and Logs. Below the navigation menu, it says "You are logged in as: **jpino** (readWrite)" and provides a "Log Out" link. The main content area features a header with the "Order Manager GUI" logo and a status message: "[The OMS Server is running in **S4** mode.]". A prominent purple banner reads "INTERVENTION CLOSED" with the date and time "Wed Apr 13 10:30:13 2005". Below this banner, a grey box contains the text: "Intervention 5501426 has been closed. The OM Database has been updated with the changes." and an "OK" button. At the bottom of the main content area, there is a link: "Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!". The browser's status bar at the bottom shows "Done".

OM GUI: Continue Question Dialogue Box



Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling Distribution Request Information on the OM GUI**
 - The following three OM GUI pages provide the full-capability operator with a means of viewing distribution request information on the OM GUI and a means of taking actions with respect to distribution requests:
 - Distribution Requests page
 - Staging Distribution Requests page
 - FtpPush Distribution Requests page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling Distribution Request Information on the OM GUI (Cont.)**
 - **The distribution requests pages allow the full-capability operator to take the following kinds of actions with respect to distribution requests:**
 - **Change the priority of a distribution request while granules for the request still need to be staged or while granules for the request still need to be pushed**
 - **Resubmit a request in a terminal state (e.g., aborted, cancelled, terminated, or shipped)**
 - **Suspend a request that still needs to be staged or while granules for the request still need to be pushed**
 - **Resume a request that was suspended by the OM GUI operator or while the processing of new requests by the OMS is suspended**
 - **Cancel a request that is not in a terminal state and while granules for the request still need to be staged or pushed**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling Distribution Request Information on the OM GUI (Cont.)**
 - **The limited-capability operator can use the distribution requests pages to view distribution request information but is not allowed to take action on distribution requests**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling Distribution Request Information on the OM GUI: Procedure**
 - **Select the Distribution Requests link on the OM GUI**
 - **Observe information displayed in the Listing table of the Distribution Requests page**
 - **Filter data displayed on the Distribution Requests page (if necessary)**
 - **Select the Bulk Cancel button (as necessary)**
 - **Select the Bulk Resubmit button (as necessary)**
 - **Perform associated procedures as necessary:**
 - **Changing the Priority of a Distribution Request Using the OM GUI**
 - **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling Distribution Request Information on the OM GUI: Procedure (Cont.)**
 - **Perform associated procedures as necessary (Cont.):**
 - Viewing Open Intervention Information on the OM GUI
 - Editing FtpPush Parameters
 - Annotating a Physical Media Distribution (PMD) Request from the Distribution Request Details Page
 - Viewing Operator Alerts on the OM GUI
 - Troubleshooting DDIST and Order Manager GUI Problems
 - **Select the Staging Requests link (as necessary)**
 - Observe information displayed in the Listing table of the Staging Distribution Requests page
 - **Select the FtpPush Distribution Requests link (as necessary)**
 - Observe information displayed in the Listing table of the FtpPush Distribution Requests page

OM GUI: Distribution Requests Page



OM GUI - TS2 MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

navigation Home

- Request Management
 - Open Interventions
 - HEG Interventions
 - Completed Actions & Interventions
 - Distribution Requests
 - FtpPush Requests
 - Staging Requests
 - Operator Alerts
- FtpPush Monitor
 - FtpPush Requests
 - Suspended Destinations
- Archive Data
 - Historical Distribution Requests
- OM Status Pages
 - OM Queue Status
 - HEG Order Status
 - Staging Status:
 - Media Type
 - FTP Push Destination
 - Pending HEG Granules
- OM Configuration
- Help
 - About HelpOnDemand...
 - Help
- Physical Media Distribution
 - Open Interventions
 - Device Configuration
 - Printer Configuration
 - PM Configuration
 - Reports
 - Media Creation Actions
- Logs

You are logged in as: **ralphadmin** (readWrite)

Log Out

Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 15:26:14 2005

Distribution Requests

Current Filters

Order ID: None Request ID: None E-Mail: None First Name: None Last Name: None
 Creation Time: Start: Apr 8 2005 03:26PM End: Apr 9 2005 03:26PM Order Type: ALL User ID: None
 Media Type: ALL Status: ALL

Options

Change Filter Bulk Cancel Bulk Resubmit

Select All Select None

Listing

Go directly to row of 5 rows Show 50 rows at a time.

first | previous | Showing 1 - 5 of 5 | next | last

Sel	Ord Typ	OrderID	Request Size(MB)	Gran Cnt	Media	Priority	Request Status	ESDT	UserID	Resub Cnt	Created	Last Update	Actions
<input type="checkbox"/>	Regular	0800014699 0800013286	335	5	CDROM	NORMAL Apply	Operator Intervention	AST_L1A.001	cmshared	0	Apr 8 2005 5:37PM	Apr 8 2005 5:37PM	Cancel
<input type="checkbox"/>	HEG	0800014688 0800013285	14	5	8MM		Processing	MOD43B1.004	ECSGuest	0	Apr 8 2005 4:47PM	Apr 8 2005 4:47PM	Submitted to PDS
<input type="checkbox"/>	HEG	0800014697 0800013284	3	1	FtpPull		Shipped	MOD43B1.004	ECSGuest	0	Apr 8 2005 4:44PM	Apr 8 2005 4:44PM	Resubmit
<input type="checkbox"/>	Regular	0800014696 0800013283	107	1	8MM		Shipped	MOD43B1.004	ECSGuest	0	Apr 8 2005 4:40PM	Apr 8 2005 4:45PM	Resubmit
<input type="checkbox"/>	HEG	0800014695 0800013282	14	5	8MM		Processing	MOD43B1.004	ECSGuest	0	Apr 8 2005 4:36PM	Apr 8 2005 4:39PM	Submitted to PDS

first | previous | Showing 1 - 5 of 5 | next | last

AutoRefresh Control Panel [OFF]

Refresh screen every 5 minutes

AutoRefresh: on off

Document: Done (5.07 secs)

OM GUI: Staging Distribution Requests Page



OM GUI – OPS MODE – Netscape

File Edit View Go Bookmarks Tools Window Help

navigation: [Back] [Refresh] [Forward]

Home

- Request Management**
 - Open Interventions
 - HEG Interventions
 - Completed Actions & Interventions
 - Distribution Requests
 - FtpPush Requests
 - Staging Requests
 - Operator Alerts
- FtpPush Monitor**
 - FtpPush Requests
 - Suspended Destinations
- Archive Data**
 - Historical Distribution Requests
- OM Status Pages**
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 - [All]
 - [queue parms]
 - [cleanup parms]
 - [email parms]
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 - [partition parms]
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 - Media
 - Media Creation
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- Help**
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 - Help
- Physical Media Distribution**
 - Open Interventions
 - Device Configuration
 - Printer Configuration
 - PM Configuration
 - Reports
 - Media Creation Actions
- Logs**

Order Manager GUI

[The OMS Server is running in **S4 mode.**]

Sat Apr 9 13:53:07 2005

Staging Distribution Requests – S4

Current Filters

Order ID: None Request ID: None E-Mail: None First Name: None Last Name: None
 Creation Time: Start: Apr 8 2005 01:53PM End: Apr 9 2005 01:53PM User ID: None
 Media Type: ALL
 Status: Active, Bundling, Expired, Not Found, Partitioned, Pending, Prep for Distribution, Queued, SDSRV Staging, Shipped, Staging, Subset Staging, Subsetting, Terminated, Transferring, Waiting for Shipment

Options

Change Filter

Listing

Go directly to row [] of 0 rows Show 50 rows at a time.
Warning: no rows to navigate!

first | previous | Showing 0 – 0 of 0 | next | last

Ord Typ	OrderID RequestID	Request Size(MB)	Gran Cnt Staging Complete	Media	Priority	Request Status	Resource Class	ESDT	UserID	Resub Cnt	Created	Last Update	Actions
first previous Showing 0 – 0 of 0 next last													

AutoRefresh Control Panel [OFF]
 Refresh screen every 5 minutes
 AutoRefresh: on off

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (4.137 secs)

OM GUI: FtpPush Distribution Requests



OM GUI – TS2 MODE – Netscape

File Edit View Go Bookmarks Tools Window Help

navigation Home

- Request Management
 - Open Interventions
 - HEG Interventions
 - Completed Actions & Interventions
 - Distribution Requests
 - FtpPush Requests
 - Staging Requests
 - Operator Alerts
- FtpPush Monitor
 - FtpPush Requests
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- Physical Media Distribution
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 - Device Configuration
 - Printer Configuration
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- Logs

You are logged in as: **ralphadmin** (readWrite)
Log Out

Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 15:29:30 2005

FTP Push Distribution Requests – S4

Current Filters
 Order ID: None Request ID: None E-Mail: None First Name: None Last Name: None
 Creation Time: Start: Mar 26 2004 12:18PM End: Apr 9 2005 03:29PM
 Status: Abort, Aborted, Active, Bundling, Canceled, Cancelled, Expired, Not Found, Operator Intervention, Partitioned, Pending, Prep for Distribution, Queued, SDSRV Staging, Shipped, Staging, Subset Staging, Subsetting, Terminated, Transferring, Waiting for Shipment

Options
Change Filter

Listing

Go directly to row of 123 rows Show 50 rows at a time.

first | previous | Showing 1 – 50 of 123 | next | last

Ord Typ	OrderID RequestID	Destination Host Name	Request Size(MB)	Gran Cnt FtpPush Complete	Priority	Request Status	Resource Class	ESDT	UserID	Resub Cnt	Created	Las Upd
HEG	0800014668 0800013256	OTHER p2dps01	684	2 2		Shipped	C	MOD43B1.004	ECSGuest	0	Apr 7 2005 10:07AM	Apr 200 10:26
HEG	0800014441 0800013028	OTHER p0tes03	32	1 0	NORMAL Apply	Operator Intervention	C	MOD10_L2.004	ECSGuest	0	Mar 24 2005 3:28PM	Mar 200 3:33F
Regular	0800014326 0800012913	OTHER p0tes02	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:30PM	Mar 200 6:26F
Regular	0800014325 0800012912	OTHER p0tes02	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:30PM	Mar 200 5:56F
Regular	0800014324 0800012911	OTHER p0tes02	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:29PM	Mar 200 5:29F
Regular	0800014323 0800012910	OTHER p0tes02	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:29PM	Mar 200 5:29F
Regular	0800014264 0800012851	OTHER p0tes02	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 15 2005 5:47PM	Mar 200 11:23
Regular	0800014263	OTHER	14	1	XPRESS	Operator	C	MOP01.001	cmts2	0	Mar 15 2005	Mar 200

Document: Done (37.095 secs)

OM GUI: Distribution Request Detail Page (Physical Media)



OM GUI - TS2 MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

navigation: Home

- + Request Management
- + FtpPush Monitor
- + Archive Data
- + OM Status Pages
- + OM Configuration
- + Help
- Physical Media Distribution
 - Open Interventions
 - Device Configuration
 - Printer Configuration
 - PM Configuration
 - Reports
 - Media Creation Actions
- + Logs

You are logged in as: **ralphadmin** (readWrite)

[Log Out](#)

Order Manager GUI

[The OMS Server is running in S4 mode.]

Sun Apr 17 10:21:43 2005

DISTRIBUTION REQUEST 0800013350

UserId	PrivUser	OrderId	0800014763
E-mail	jeff_gu@raytheon.com	Order Type	Regular
Request Size (MB)	96	Ext. RequestId	Not available
# Granules	2	Priority	NORMAL
# Granules Staged	2	Request Status	Transferring
Receive Date/Time	Apr 15 2005 1:48PM	Resubmit Count	0
Start Date/Time	Apr 15 2005 1:51PM	Media Type	CDROM
Last Update	Apr 15 2005 6:56PM	Resource Class	C
End Date/Time	Not available	Actions	<input type="button" value="Stop"/> <input type="button" value="Cancel"/>
Due Date	Apr 15 2005 9:51PM	User String	CDROM for practice - Syn V
Allocated Device	cdimage1	Device Allocated Date/Time	Apr 15 2005 6:56PM

Volume Name	Status	Action	Explanation	Production Module	Last Update
[1 granule...] VOL001	CREATED			ASTEROUT	n/a
[1 granule...] VOL002	CREATED			ASTEROUT	n/a

Request Notes

0 characters of 2040 maximum

	MAILING ADDRESS	SHIPPING ADDRESS	BILLING ADDRESS
Title	Mr	Mr	Mr
First Name	Jeff	Jeff	Jeff
Middle Initial			

Document: Done (4.968 secs)

OM GUI: Distribution Request Detail Page (Physical Media) (Cont.)



OM GUI - TS2 MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

Request Notes
 characters of 2040 maximum

	MAILING ADDRESS	SHIPPING ADDRESS	BILLING ADDRESS
Title	Mr	Mr	Mr
First Name	Jeff	Jeff	Jeff
Middle Initial			
Last Name	Gu	Gu	Gu
Email	jeff_gu@raytheon.com	jeff_gu@raytheon.com	jeff_gu@raytheon.com
Organization	ECS	ECS	ECS
Address	1616 McCormick Drive	1616 McCormick Drive	1616 McCormick Drive
City	Landover	Landover	Landover
State/Province	MD	MD	MD
Country	UNITED STATES	UNITED STATES	UNITED STATES
Zip/Postal Code	20774	20774	20774
Telephone	301-925-0529	301-925-0529	301-925-0529
Fax	301-925-0651	301-925-0651	301-925-0651

Failed Granules

Go directly to row of 0 rows
Warning: no rows to navigate! Show rows at a time.

[first](#) | [previous](#) | Showing 0 - 0 of 0 | [next](#) | [last](#)

DBID	ESDT Type	Size (MB)	Status	Explanation
first previous Showing 0 - 0 of 0 next last				

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (4.968 secs)

OM GUI: Distribution Request Detail Page (Non-Physical Media)



OM GUI - DEV05 MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

navigation < >

Home

- + Request Management
- FtpPush Monitor
 - FtpPush Requests
 - Suspended
 - Destinations
- + Archive Data
- + OM Status Pages
- + OM Configuration
- + Help
- + Physical Media Distribution
- + Logs

You are logged in as: **dcopelan** (readWrite)

[Log Out](#)

Order Manager GUI

[The OMS Server is running in **S4** mode.]

Wed May 11 17:23:57 2005

DISTRIBUTION REQUEST 0400003362

Userid	dnewman001	OrderId	0400003253
E-mail	Not available	Order Type	Regular
Request Size (MB)	< .5	Ext. RequestId	Not available
# Granules	1	Priority	VHIGH <input type="button" value="Apply"/>
# Granules Staged	0	Request Status	Queued
# Granules Ftp Pushed	0	<input type="button" value="Edit FtpPush Parameters"/>	
Destination	OTHER (Suspended)	Host Name	123.456.789
Receive Date/Time	Apr 13 2005 12:20PM	Resubmit Count	0
Start Date/Time	Jan 18 2005 8:00PM	Media Type	FtpPush
Last Update	Apr 13 2005 12:20PM	Resource Class	C
End Date/Time	Not available	Actions	<input type="button" value="Suspend"/> <input type="button" value="Cancel"/>

Request Notes

0 characters of 2040 maximum

	MAILING ADDRESS	SHIPPING ADDRESS	BILLING ADDRESS
Title	Mr.	Mr	Mr
First Name	Luke	Luke	Luke
Middle Initial	B	B	B
Last Name	Bateson	Bateson	Bateson
Email	lbateson@bgs.ac.uk	lbateson@bgs.ac.uk	lbateson@bgs.ac.uk
Organization	British Geological Survey	British Geological Survey	British Geological Survey

OM GUI: Distribution Request Detail Page (Non-Physical Media) (Cont.)



OM GUI - DEV05 MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

navigation < >

Home

- + Request Management
 - FtpPush Monitor
 - FtpPush Requests
 - Suspended
 - Destinations
 - + Archive Data
 - + OM Status Pages
 - + OM Configuration
 - + Help
 - + Physical Media Distribution
 - + Logs

You are logged in as: **dcopelan** (readWrite)

[Log Out](#)

	MAILING ADDRESS	SHIPPING ADDRESS	BILLING ADDRESS
Title	Mr.	Mr	Mr
First Name	Luke	Luke	Luke
Middle Initial	B	B	B
Last Name	Bateson	Bateson	Bateson
Email	lbateson@bgs.ac.uk	lbateson@bgs.ac.uk	lbateson@bgs.ac.uk
Organization	British Geological Survey		British Geological Survey
Address	1616 McCormick Dr.	Kingsley Dunham Centre Nicker Hill Keyworth	Kingsley Dunham Centre Nicker Hill Keyworth
City	Landover	Nottingham	Nottingham
State/Province	MD	NOTTINGHAMSHIRE	NOTTINGHAMSHIRE
Country	USA	GREAT BRITAIN	GREAT BRITAIN
Zip/Postal Code	20774	NG12 5GG	NG12 5GG
Telephone	301-925-0463		NULL
Fax			NULL

[Apply Address Change](#) [Reset](#)

Request Granules

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

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

DBID	ESDT Type	Size (MB)	Status	Explanation
7160	MOD03.001 SC	0.013		

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

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

OM GUI: Distribution Request Detail Page (HEG)



OM GUI - OMGUI MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

http://localhost:8094/cgi-bin/index.pl?openInNewWindow=1&referer=Header.js&platform=Win32

Navigation

Home

- Request Management
 - Open Interventions
 - HEG Interventions
 - Completed
 - Interventions
 - Distribution Requests
 - FtpPush Requests
 - Staging Requests
 - Operator Alerts
- FtpPush Monitor
- Archive Data
- OM Status Pages
- OM Configuration
- Help
- Physical Media Distribution
- Logs
- Other
 - Pending Line Items

You are logged in as: **dcopelan** (readWrite)

[Log Out](#)

Order Manager GUI v2.0

[The OMS Server is running in **S4** mode.]

Wed Oct 13 08:07:22 2004

DISTRIBUTION REQUEST 0800010912

Userid	ECSGuest	Orderid	0800004853
E-mail	labuser@eos.east.hitc.com	Order Type	HEG
Request Size (MB)	41	Ext. RequestId	Not available
# Granules	8	Priority	LOW <input type="button" value="Apply"/>
# Granules Staged	0	Request Status	Operator Intervention
Receive Date/Time	Oct 6 2004 1:58PM	Resubmit Count	0
Start Date/Time	Oct 6 2004 2:02PM	Media Type	DVD
Last Update	Oct 6 2004 2:03PM	Resource Class	C
End Date/Time	Not available	Actions	<input type="button" value="Cancel"/>
Production Module	prodmod01	User String Request	User string
Allocated Device	TAPE01	Annotate Request	
Volume List		0 of 255 max characters <input type="button" value="Apply"/>	
first previous Showing 1 - 2 of 2 next last			
Volume Name	Status	Explanation	Action
granules... VOL_12345_001	Completed	Media Creation	
granules... VOL_12345_002	Writing	Media Creation	<input type="button" value="Stop"/>
MAILING ADDRESS		SHIPPING ADDRESS	BILLING ADDRESS
Title	Mr.	Mr.	Mr.
First Name	Cheriyath	Cheriyath	Cheriyath
Middle Initial			
Last Name	Pradeep	Pradeep	Pradeep
Email	labuser@eos.east.hitc.com	labuser@eos.east.hitc.com	labuser@eos.east.hitc.com
Organization			
Address	232 any lane	232 any lane	232 any lane
City	laurel	laurel	laurel
State/Province	MD	MD	MD
Country	UNITED STATES	UNITED STATES	UNITED STATES
Zip/Postal Code			
Telephone	3019250459	3019250459	3019250459
Fax			

OM GUI: Distribution Request Detail Page (HEG) (Cont.)



OM GUI - OMGUI MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

http://localhost:8094/cgi-bin/index.pl?openInNewWindow=1&referer=Header.js&platform=Win32

Navigation Home Request Management Open Interventions HEG Interventions Completed Interventions Distribution Requests FtpPush Requests Staging Requests Operator Alerts FtpPush Monitor Archive Data OM Status Pages OM Configuration Help Physical Media Distribution Logs Other Pending Line Items

You are logged in as: **dcopelan** (readWrite)

Log Out

VOL_12345_001 Completed Creation granules... Writing Media VOL_12345_002 Creation Stop

	MAILING ADDRESS	SHIPPING ADDRESS	BILLING ADDRESS
Title	Mr.	Mr.	Mr.
First Name	Cheriyath	Cheriyath	Cheriyath
Middle Initial			
Last Name	Pradeep	Pradeep	Pradeep
Email	labuser@eos.east.hitc.com	labuser@eos.east.hitc.com	labuser@eos.east.hitc.com
Organization			
Address	232 any lane	232 any lane	232 any lane
City	laurel	laurel	laurel
State/Province	MD	MD	MD
Country	UNITED STATES	UNITED STATES	UNITED STATES
Zip/Postal Code			
Telephone	3019250459	3019250459	3019250459
Fax			

Apply Address Change

Failed Granules

>>>>>>

Go directly to row of 8 rows Show rows at a time.

first | previous | Showing 1 - 8 of 8 | next | last

DB ID	DPL ID	ESDT	Size(MB)	Proc Mode	HEG Line Item	Volume Name	Granule Status	Completion Time	Explanation
46502		AST_L1B.001	5.159	HEG	5_View...	Volume01	FAILED	Oct 6 2004 2:03PM	Failed staging (Fatal)
46497		AST_L1B.001	5.159	Regular			STAGING		
46498		AST_L1B.001	5.159				STAGING		
46499		AST_L1B.001	5.159				STAGING		
46500		AST_L1B.001	5.159				STAGING		
46501		AST_L1B.001	5.159				STAGING		
46503		AST_L1B.001	5.159				STAGING		
46504		AST_L1B.001	5.159				STAGING		

first | previous | Showing 1 - 8 of 8 | next | last

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help

Monitoring/Controlling Order Manager Operations (Cont.)



- **Filtering Data Displayed on the Distribution Requests Screen**
 - **The Change Filter button in the Options area of the distribution requests pages provides the Distribution Technician (whether full-capability or limited capability operator) with a means of filtering data displayed on the screen**
 - **By default, distribution requests are filtered by “creation time” within the last 24 hours are displayed at a time**
 - **Changes made to the filter settings tend to persist, even from one session to another**
 - **To restore the default filtering criteria, click on the Apply Defaults button in the filter pop-up window**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Filtering Data Displayed on the Distribution Requests Screen (Cont.)**
 - **The session ID provides a means of tracking which GUI pages are accessed and what filter options are used during a particular session**
 - **The session ID is especially important when several operators are using the OM GUI at the same time**
 - **For example, an individual operator's previously selected filter options can be retrieved from the session data so the filter options do not have to be reentered every time**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Filtering Data Displayed on the Distribution Requests Screen: Procedure**
 - Click on the Change Filter button in the Options area of the applicable distribution requests page
 - Select/specify filtering criteria for Individual Filters (as applicable)
 - Order ID
 - Request ID
 - E-Mail
 - First Name
 - Last Name
 - Click on the Apply Individual Filters button (if applicable)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Filtering Data Displayed on the Distribution Requests Screen: Procedure (Cont.)**
 - **Select/specify Creation Time (Start Month, Start Day, Start Year, etc.) (as applicable)**
 - **Select/specify filtering criteria for Other Filters (as applicable)**
 - [Request] Status
 - Media Type
 - Order Type
 - User ID
 - **Click on the Apply Combined Filters button (if applicable)**

OM GUI: Distribution Requests Filters



Distribution Requests Filters – Netscape

Distribution Requests Filters

Individual Filters

Enter only one of the individual filters

Order ID Request ID E-Mail

First Name Last Name

Clear Apply Individual Filters

Combined Filters

Request Creation Date Filters

Start Time Month Day Year Hour Min
 04 08 2005 13 36

End Time Month Day Year Hour Min
 04 09 2005 13 36

A selection must be made for orderTypeFilter and statusFilter and mediaFilter values

Status Select MediaType Select OrderType Select

All None All None All None

Abort
Aborted
Active
Bundling
Canceled

BMM
CDROM
DLT
DVD
FtpPull

BO
HEG
MM
Regular

User ID

Apply Combined Filters

Set Defaults Apply Defaults Close Window

Monitoring/Controlling Order Manager Operations (Cont.)



- **Changing the Priority of a Distribution Request Using the OM GUI**
 - The procedure for Changing the Priority of a Distribution Request Using the OM GUI is performed as part of the procedure for Monitoring/Controlling Distribution Request Information on the OM GUI
 - The priority of an S4 (Synergy IV) request can be changed while granules for the request still need to be staged or pushed
 - The Priority column in the Distribution Requests table of the distribution requests pages or the destination details pages on the OM GUI allows the full-capability operator to change the priority of distribution requests that are in a state that allows the priority to be changed

OM GUI: Destination Details Page (Suspended Destination)



OM GUI - TS2 MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

navigation < >

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- Request Management**
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 - Completed Actions & Interventions
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 - Operator Alerts
- FtpPush Monitor**
 - FtpPush Requests
 - Suspended Destinations
- Archive Data**
 - Historical Distribution Requests
- OM Status Pages**
 - OM Queue Status
 - HEG Order Status
 - Staging Status:**
 - Media Type
 - FTP Push Destination
 - Pending HEG Granules
- OM Configuration**
- Help**
 - About HelpOnDemand...
 - Help
- Physical Media Distribution**
 - Open Interventions
 - Device Configuration
 - Printer Configuration
 - PM Configuration
 - Reports
 - Media Creation Actions
- Logs**

You are logged in as: **ralphadmin** (readWrite)

[Log Out](#)

Document: Done (21.016 secs)

Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 15:37:23 2005

Ftp Push Monitor - Suspended Configured Destination S4
Destination Name **OTHER** Host Name **p0tes02**

[Resume Destination](#)

FTP Push Operations that Caused the Suspension

Request Id	ECS Granule Id	DPL Granule Id	Last Update	Size (MB)	Explanation
0800012744	126972	36509	Feb 25 2005 5:12PM	13.7139	Ftp Login Errors
0800012850	128871	36685	Mar 17 2005 10:35AM	13.7139	Ftp Login Errors
0800012851	128872	36684	Mar 17 2005 11:23AM	13.7139	Ftp Login Errors

FTP Push Requests That Are Not In A Terminal State

Listing

Go directly to row of 47 rows Show rows at a time.

first | previous | Showing 1 - 47 of 47 | next | last

Ord Typ	OrderID	Request Size(MB)	Gran Cnt	Priority	Request Status	Resource Class	ESDT	UserID	Resub Cnt	Created	Last Update	Actions
Prc Mod	RequestID		FtpPush Complete									
Regular	0800014326 0800012913	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:30PM	Mar 17 2005 6:26PM	Cancel
Regular	0800014325 0800012912	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:30PM	Mar 17 2005 5:56PM	Cancel
Regular	0800014324 0800012911	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:29PM	Mar 17 2005 5:29PM	Cancel
Regular	0800014323 0800012910	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:29PM	Mar 17 2005 5:29PM	Cancel
Regular	0800014264 0800012851	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 15 2005 5:47PM	Mar 17 2005 11:23AM	Cancel
Regular	0800014263	14	1	XPRESS	Operator	C	MOP01.001	cmts2	0	Mar 15 2005	Mar 17 2005	Cancel

Monitoring/Controlling Order Manager Operations (Cont.)



- **Changing the Priority of a Distribution Request Using the OM GUI (Cont.)**
 - The Priority line of the Distribution Request Details page provides the full-capability operator with an alternative means of changing the priority of the particular distribution request
 - The limited-capability operator is not allowed to change the priority of distribution requests

Monitoring/Controlling Order Manager Operations (Cont.)



- **Changing the Priority of a Distribution Request Using the OM GUI: Procedure**
 - **Select the priority from the option button in the Priority column of the row associated with the request**
 - **Click on the associated Apply button**
 - **“Priority changed” is displayed in the Priority column for the row associated with the request**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI**
 - **The Action column in the Distribution Requests table of the distribution requests pages or the destination details pages on the OM GUI provides the full-capability operator with a means of taking the following kinds of actions with respect to distribution requests:**
 - **Suspend a request that still needs to be staged or while granules for the request still need to be pushed**
 - **Resume a request that was suspended by the OM GUI operator or while the processing of new requests by the OMS is suspended**
 - **Cancel a request that is not in a terminal state and while granules for the request still need to be staged or pushed**
 - **Resubmit a request in a terminal state (e.g., aborted, cancelled, terminated, or shipped)**

Monitoring/Controlling Order Manager Operations (Cont.)



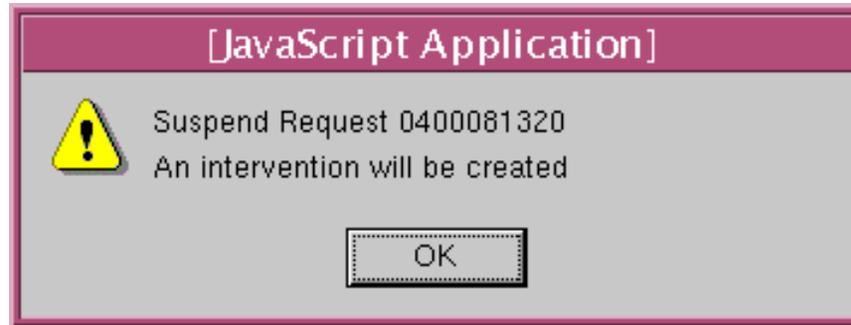
- **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI (Cont.)**
 - The Distribution Request Details page provides the full-capability operator with an alternative means of taking the preceding kinds of actions with respect to a particular distribution request
 - The limited-capability operator is not allowed to suspend, resume, cancel, or resubmit distribution requests

Monitoring/Controlling Order Manager Operations (Cont.)



- **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI: Procedure**
 - **Click on the appropriate button in the Action column of the row associated with the request (or the appropriate button in the Action row of the Distribution Request Detail page)**
 - **Buttons are available only for actions that are appropriate for the request**
 - **Respond to the applicable dialogue box**

OM GUI: Suspend Request Dialogue Box



OM GUI: Resume Request Confirmation Dialogue Box

A screenshot of a Netscape browser window displaying a confirmation dialogue box. The window title is "Netscape". The dialogue box has a light blue header with the text "Confirm Resume for Request ID 0400081320". Below the header, there are two text input fields: "Worker" and "Reason for Action". At the bottom of the dialogue box, there are two buttons: "Apply 'Resume' Action" and "Cancel 'Resume' Action".

Netscape

**Confirm Resume for
Request ID 0400081320**

Worker _____

Reason for Action _____

Apply "Resume" Action Cancel "Resume" Action

OM GUI: Cancel Request Confirmation Dialogue Box

A screenshot of a Netscape browser window displaying a confirmation dialog box. The window title is "Netscape". The dialog box has a light blue header with the text "Confirm Cancel for Request ID 0400081320". Below the header, there are two text input fields: "Worker" and "Reason for Action". At the bottom of the dialog box, there are two buttons: "Apply 'Cancel' Action" and "Cancel 'Cancel' Action".

Netscape

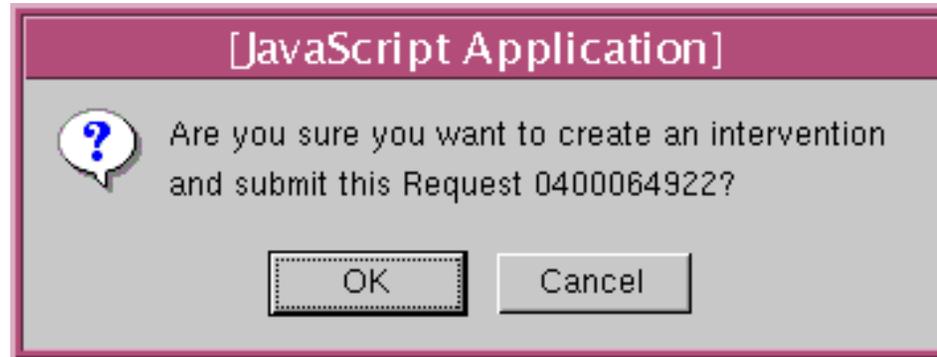
Confirm Cancel for Request ID 0400081320

Worker _____

Reason for Action _____

Apply "Cancel" Action Cancel "Cancel" Action

OM GUI: Resubmit Request Confirmation Dialogue Box



Monitoring/Controlling Order Manager Operations (Cont.)



- **Editing Values Assigned to FtpPush Parameters**
 - The procedure for Editing Values Assigned to FtpPush Parameters is performed as part of other procedures, for example...
 - Responding to an Open Intervention
 - Monitoring/Controlling Distribution Request Information on the OM GUI
 - The Edit FtpPush Parameters button on the Distribution Request Details page provides the full-capability operator with a means of editing the ftp push parameters for a particular distribution request
 - The limited-capability operator is not allowed to edit ftp push parameters for distribution requests using the OM GUI

Monitoring/Controlling Order Manager Operations (Cont.)



- **Editing Values Assigned to FtpPush Parameters: Procedure**
 - Click on the applicable Request ID in the Distribution Requests table (if necessary)
 - Click on the Edit FtpPush Parameters button on the Distribution Request Detail page (if necessary)
 - Type appropriate values in the following text boxes (as necessary):
 - Ftp node [Destination host name]
 - Ftp Address [FTP user name]
 - Password
 - Confirm Password
 - User String [message to be sent to the user]
 - Destination Directory [full path]
 - Click on either the Change This Request button or the Change All Requests button (as applicable)

OM GUI: Edit FtpPush Parameters Page



The screenshot shows a Netscape browser window titled 'OM GUI - DEV05 MODE - Netscape'. The browser's address bar and menu bar are visible. The main content area displays the 'Order Manager GUI' header and a sub-header 'Edit FTP Push Parameters for Request Id 0400003362'. A date stamp 'Wed May 11 17:25:06 2005' is in the top right. A red 'IMPORTANT' notice states: 'Since you are updating the FTP Push parameters, please provide the new information pertaining to its destination:'. Below this, a form contains the following fields: 'Destination Name' (OTHER), 'FTP Node' (123.456.789), 'FTP Address' (SomeotherUser), 'Password' (***), 'Confirm Password' (***), 'User String' (This is the user string), and 'Destination Directory' (/home/user/pusharea). At the bottom of the form, a confirmation message asks 'Are you sure you want to take the action(s) listed above?' with three buttons: 'Change This Request', 'Change All Requests', and 'Cancel'. A footer note says 'Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!'. The left sidebar contains a navigation menu with items like 'Request Management', 'FtpPush Monitor', 'Archive Data', 'OM Status Pages', 'OM Configuration', 'Help', 'Physical Media Distribution', and 'Logs'. The user is logged in as 'dcopelan'.

Monitoring/Controlling Order Manager Operations (Cont.)



- **Annotating a Physical Media Distribution (PMD) Request from the Distribution Request Details Page**
 - The procedure for Annotating a Physical Media Distribution (PMD) Request from the Distribution Request Details Page is performed as part of other procedures, for example...
 - Monitoring/Controlling Distribution Request Information on the OM GUI
 - The Request Notes area on the Distribution Request Details page provides the full-capability operator with a means of adding a comment to a particular physical media distribution request
 - The limited-capability operator is not allowed to annotate distribution requests using the OM GUI

Monitoring/Controlling Order Manager Operations (Cont.)



- **Annotating a Physical Media Distribution (PMD) Request from the Distribution Request Details Page: Procedure**
 - Click on the applicable Request ID in the Distribution Requests table (if necessary)
 - Type appropriate text in the Request Notes text box
 - Click on the Apply button adjacent to the Request Notes text box

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing Open HEG Intervention Information on the OM GUI**
 - **New for Synergy V, the OMS GUI displays Operator Interventions involving HEG orders**
 - **Several new features have been added for HEG processing and HEG Interventions dispositions are different than previous types of interventions**
 - **Since HEG processing involves “line items,” these are displayed when viewing a HEG intervention**
 - **Although a HEG order may contain a mix of granule types (i.e., those with and without line items), if there are any to display, an additional column is shown in the granule list with the number of line items and a link to view the Line Item details**
 - **The Open HEG Interventions page provides the Distribution Technician (whether full-capability or limited capability operator) with a means of viewing HEG interventions**
 - **The page is hard-coded to display HEG interventions only**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing Open HEG Intervention Information on the OM GUI: Procedure**
 - Click on the HEG Interventions link in the navigation frame of the OM GUI
 - Click on a specific Request ID in the Listing table of the Open HEG Interventions page to bring up a detail page for the intervention for that particular request
 - To view the processing instructions for a particular granule ID click on the View... link associated with the specific GranuleID in the Input Granule List
 - To work on the intervention being displayed on the Open HEG Intervention Detail page, perform the procedure for Responding to an Open HEG Intervention

OM GUI: HEG Interventions Page



OM GUI – TS2 MODE – Netscape

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 - PM Configuration
 - Reports
 - Media Creation Actions
- Logs

You are logged in as: **ralphadmin** (readWrite)

[Log Out](#)

Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 15:19:45 2005

Open HEG Interventions

Current Filters

Order ID: None Request ID: None Worked By: None
Creation Time: Start: Apr 8 2004 03:19PM End: Apr 9 2005 03:19PM
Media Type: ALL Explanation: ALL

Options

Change Filter Bulk Submit Bulk Fail
 Select All Select None

Click on a request ID to view more details.

Listing

Go directly to row of 1 row Show 50 rows at a time.

first | previous | Showing 1 – 1 of 1 | next | last

Sel	Order ID	Request ID	Media Type	Request Size(MB)	Status	Worked By	Created	Acknowledged	Explanation(s)
<input type="checkbox"/>	0800014646	0800013233	CDROM	22	PENDING		Apr 5 2005 2:08PM		Heg Processing Error0800013213

first | previous | Showing 1 – 1 of 1 | next | last

AutoRefresh Control Panel [OFF]

Refresh screen every 5 minutes

AutoRefresh: on off

Tip: Interventions can also be sent as email to a configured address, but no address has been specified. Go to the [Server/Database Configuration Page](#) to specify an email address under *Global Configured Email*.

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (7.611 secs)

OM GUI: HEG Intervention Detail Page



OM GUI - TS2 MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

navigation < >

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 - Help
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 - Open Interventions
 - Device Configuration
 - Printer Configuration
 - PM Configuration
 - Reports
 - Media Creation Actions
- Logs**

You are logged in as: **ralphadmin** (readWrite)

[Log Out](#)

Order Manager GUI

[The OMS Server is running in **S4 mode.**]

Sat Apr 9 15:23:01 2005

Intervention For Request 0800013233

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

Input Granule List

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

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

GranuleID	DPL ID	ESDT	Type	Processing Instructions	In Size (MB)	Out Size (MB)	Status	Explanation	Action
121960	36718	MOD29.004	SC	[View...]	19.272		FAILED	Heg Processing Error Manual fail required	Fail <input type="checkbox"/>
121961	38468	MOD29.004	SC	[View...]	3.152	8.404	STAGED		

Select all

Submit Actions

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

Request Level Disposition

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

Operator Notes

0 of 255 max characters

Apply reset

Document: Done (3.659 secs)

OM GUI: HEG Processing Instructions



Processing Instructions for Request ID 0800013233::ECS Granule ID 121960::DPL Granule ID 36718 - N

close window Font size: - normal + 15pt B

XML Processing Instructions - clearXML v1.0

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<request xmlns="http://newsroom.gsfc.nasa.gov/sdptoolkit/toolkit.html">
  <requestInfo>
    <clientName>WebAccess</clientName>
    <metaFlag>true</metaFlag>
    <summaryFlag>true</summaryFlag>
  </requestInfo>
  <inputFiles>
    <file>
      <fileName>/datapool/TS2/user//FS1/MOAA/MOD29.004/2004.01.06//MOD29.A2004006
    </file>
  </inputFiles>
</request>
```

Monitoring/Controlling Order Manager Operations (Cont.)



- **Responding to an Open HEG Intervention**
 - **The Open HEG Intervention Detail page provides the full-capability operator with a means of performing the following kinds of interventions:**
 - **Fail selected granule(s)**
 - **Accept selected granule(s)**
 - **Fail a request**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Responding to an Open HEG Intervention: Procedure**
 - Assign oneself to work on the intervention
 - Click in the appropriate box(es) (i.e., Fail, Accept, or Select All) in the Action column of the Granule List
 - Click on the Submit Actions button
 - Type text in the OPERATOR NOTES text box (if applicable)
 - Click on the appropriate button to select the disposition for the request
 - Keep on hold
 - Submit
 - Resubmit and retry processing of failed granules
 - Fail Request
 - Click on the Apply button

OM GUI: Close Confirmation Page for a HEG Intervention



http://f0dps01:22421 - OM GUI - DEV02 MODE - Mozilla Firefox

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- Logs

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[Log Out](#)

Done

Order Manager GUI

The OMS Server is running in **S4** mode.

Thu May 12 13:20:09 2005

CLOSE CONFIRMATION FOR INTERVENTION 6500901

You are about to close this intervention.

The following actions will be taken:

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

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

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

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing Pending HEG Granules**
 - New for Synergy V, the OMS GUI displays pending HEG granules
- **Viewing Pending HEG Granules: Procedure**
 - Click on the Pending HEG Granules link in the navigation frame of the OM GUI
 - Click on a specific Request ID in the Listing table
 - To view the processing instructions for a particular granule click on the View... link in the Processing Instructions column
 - To cancel pending HEG granule(s) first click in either the Select All check box (if all pending HEG granules are to be failed) in the Options area or the individual check boxes in the Sel column associated with the specific pending HEG granules
 - Click on the Bulk Cancel button

OM GUI: Pending HEG Granules Page



OM GUI – OPS MODE – Netscape

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 - [email parms]
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- Logs
 - OM Queue Status

Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 10:11:09 2005

Pending HEG Granules

Options

Bulk Cancel Select All Select None

Listing

Go directly to row of 0 rows Show 20 rows at a time.

Warning: no rows to navigate!

first | previous | Showing 0 – 0 of 0 | next | last

Sel	HEG PID	RequestId	ECS GranuleId	DPL ID	ESDT	Gran Size(MB)	Submitted to HEG	Processing Instructions	Action
first	previous	Showing 0 – 0 of 0	next	last					

first | previous | Showing 0 – 0 of 0 | next | last

AutoRefresh Control Panel [OFF]

Refresh screen every 5 minutes

AutoRefresh: on off

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (11.47 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing Operator Alerts on the OM GUI**
 - **“Alerts” are non-fatal warnings or errors that do not cause an Operator Intervention, but do provide valuable information concerning distribution resources**
 - For example: a suspended FTP Push destination
 - **The Operator Alerts page provides the Distribution Technician (whether full-capability or limited capability operator) with a means of viewing operator alerts**
 - **Types of operator alerts:**
 - **FTP Push Destination Alerts (problems with the destination not sufficient to cause an Operator Intervention)**
 - **Data Pool File System Alerts**
 - **Archive Server Alerts**
 - **ECS Server Alerts (SDSRV or OMS resource errors)**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing Operator Alerts on the OM GUI: Procedure**
 - **Click on the Operator Alerts link**
 - **Observe information displayed in the Listing table of the Operator Alerts page**
 - **To view detailed information concerning the cause and/or requests affected by the alert, click on the corresponding details link in the Alert Info column**

OM GUI: Operator Alerts Page



OM GUI – TS2 MODE – Netscape

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ralphadmin (readWrite)

[Log Out](#)

Order Manager GUI

[The OMS Server is running in **S4** mode.]

Sat Apr 9 15:35:46 2005

Operator Alerts

Listing

Show 5 rows at a time. Display ALL alerts

first | previous | Showing 1 – 3 of 3 | next | last

Alert Info	Explanation	Creation Time
DESTINATION:HOST:p0tes02 details...	Ftp Login Errors	Mar 17 2005 5:30PM
SDSRV	Submission to SDSRV Suspended	Jan 14 2005 6:56PM
DESTINATION:NAME:300dest3 details...	Max Retry Reached	Jan 13 2005 6:48PM

first | previous | Showing 1 – 3 of 3 | next | last

AutoRefresh Control Panel [ON]

Refresh screen every 5 minutes

AutoRefresh: on off

Tip: Alerts can also be sent as email to a configured address, but no address has been specified.
Go to the [Server/Database Configuration Page](#) to specify an email address under *Global Configured Email*.

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (3.91 secs)

OM GUI: Suspended Host Detail Page



OM GUI - TS2 MODE - Netscape

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Document: Done (21.016 secs)

Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 15:37:23 2005

Ftp Push Monitor - Suspended Configured Destination S4
Destination Name **OTHER** Host Name **p0tes02**

[Resume Destination](#)

FTP Push Operations that Caused the Suspension

Request Id	ECS Granule Id	DPL Granule Id	Last Update	Size (MB)	Explanation
0800012744	126972	36509	Feb 25 2005 5:12PM	13.7139	Ftp Login Errors
0800012850	128871	36685	Mar 17 2005 10:35AM	13.7139	Ftp Login Errors
0800012851	128872	36684	Mar 17 2005 11:23AM	13.7139	Ftp Login Errors

FTP Push Requests That Are Not In A Terminal State

Listing

Go directly to row of 47 rows Show rows at a time.

first | previous | Showing 1 - 47 of 47 | next | last

Ord Typ	OrderID	Request Size(MB)	Gran Cnt	Priority	Request Status	Resource Class	ESDT	UserID	Resub Cnt	Created	Last Update	Actions
Prc Mod	RequestID		FtpPush Complete									
Regular	0800014326 0800012913	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:30PM	Mar 17 2005 6:26PM	Cancel
Regular	0800014325 0800012912	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:30PM	Mar 17 2005 5:56PM	Cancel
Regular	0800014324 0800012911	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:29PM	Mar 17 2005 5:29PM	Cancel
Regular	0800014323 0800012910	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:29PM	Mar 17 2005 5:29PM	Cancel
Regular	0800014264 0800012851	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 15 2005 5:47PM	Mar 17 2005 11:23AM	Cancel
Regular	0800014263	14	1	XPRESS	Operator	C	MOP01.001	cmts2	0	Mar 15 2005	Mar 17 2005	Cancel

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing Completed Operator Actions and Interventions on the OM GUI**
 - **The Completed Operator Actions and Interventions page provides the Distribution Technician (whether full-capability or limited capability operator) with a means of viewing completed intervention information on the OM GUI**
 - **By default, data concerning up to 50 requests with completed actions/interventions (and “creation time” within the last 24 hours) are displayed at a time**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing Completed Operator Actions and Interventions on the OM GUI: Procedure**
 - Click on the Request Management link
 - Click on the Completed Operator Actions & Interventions link
 - Observe information displayed in the Listing table of the Completed Operator Actions & Interventions page
 - Filter data displayed on the Completed Operator Actions & Interventions page (if necessary)
 - Observe information displayed on the Completed Operator Actions & Intervention Detail page
 - Click on a specific Request ID in the Completed Operator Actions & Interventions table to bring up a screen containing more detailed data concerning that particular request

OM GUI: Completed Operator Actions and Interventions Page



OM GUI - OPS MODE - Netscape

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Order Manager GUI

[The OMS Server is running in **S4** mode.]

Wed May 11 11:02:38 2005

Completed Operator Actions and Interventions

Filter

Intervention Type:
 Activate Media for QC
 Activate Request
 Assemble Package

Completion Time: Start Month: 05, Start Day: 10, Start Year: 2005, Start Hour: 11, Start Minute: 02
 End Month: 05, End Day: 11, End Year: 2005, End Hour: 11, End Minute: 02

Worked By: ALL

Go directly to row of 5 rows Show 50 rows at a time.

first | previous | Showing 1 - 5 of 5 | next | last

Order Id	Request Id	User ID	Size (MB)	Media	Worked By	Intervention Type	Created	Completed	Disposition
0300016993	0300018380	labuser	1,523	DLT		Mount Media For Production	May 11 2005 10:31AM	May 11 2005 10:38AM	Media mount confirmed
0300016997	0300018383	labuser	1,523	DLT		Mount Media For Production	May 11 2005 10:31AM	May 11 2005 10:38AM	Media mount confirmed
0300016983	0300018369	labuser	1,523	DLT	labuser	Media Creation Error	May 10 2005 5:03PM	May 11 2005 9:59AM	
0300016982	0300018367	labuser	1,523	DLT		Assemble Package	May 10 2005 4:57PM	May 11 2005 9:55AM	Request Shipped
0300016987	0300018373	labuser	1,523	DLT	labuser	Mount Media For Production	May 10 2005 4:52PM	May 11 2005 9:59AM	

first | previous | Showing 1 - 5 of 5 | next | last

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

OM GUI: Completed Intervention/Action Detail Page



OM GUI - DEV02 MODE - Netscape

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Order Manager GUI

[The OMS Server is running in **S4** mode.]

Wed May 11 11:47:01 2005

COMPLETED OPERATOR ACTION FOR REQUEST 0300004074

User Id: [ECSGuest](#) email: oladele_ogunsuyi@raytheon.com Priority: NORMAL

Order Id	Size (MB)	Media	Worked By	Intervention Type	Created	Completed	Disposition	Explanation
0300003691	49	CDROM		Activate Media for QC	Apr 15 2005 1:49PM		Request Activated	Waiting For device assignment

Granule List

Go directly to row of 2 rows Show rows at a time.

[first](#) | [previous](#) | Showing 1 - 2 of 2 | [next](#) | [last](#)

DBID	ESDT Type	Size (MB)	Status	Processing Instructions	Explanation
21221 DPL Granule ID: 1432	MOD13A2.004 SC	18.702	STAGED	View...	
21219 DPL Granule ID: 45	MOD13A2.004 SC	30.369	STAGED	View...	

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OPERATOR NOTES

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Monitoring/Controlling Order Manager Operations (Cont.)



- **Filtering Data Displayed on the Completed Operator Actions and Interventions Page**
 - Features at the top of the Completed Operator Actions and Interventions page provide the Distribution Technician (whether full-capability or limited capability operator) with a means of filtering data displayed on the Completed Interventions page
 - The session ID provides a means of tracking which GUI pages are accessed and what filter options are used during a particular session
 - The session ID is especially important when several operators are using the OM GUI in the same mode at the same time
 - For example, an individual operator's previously selected filter options can be retrieved

Monitoring/Controlling Order Manager Operations (Cont.)



- **Filtering Data Displayed on the Completed Interventions Page (Cont.)**
 - By default, completed operator actions and interventions are filtered by “completion time,” providing access to all interventions completed within the last 24 hours
 - However, changes made to the filter settings tend to persist, even from one session to another
 - To restore the default filtering criteria click on the Reset button in the Filter area near the top of the Completed Operator Actions and Interventions page
 - Completed operator actions and interventions are not permanently available on the Completed Operator Actions and Interventions page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Filtering Data Displayed on the Completed Interventions Page (Cont.)**
 - If filtering does not cause data concerning the desired intervention(s) to be displayed, check the **Delete Complete Interventions After** and **Delete Complete Actions After** parameters to see if the window of opportunity has already closed
- **Procedure**
 - **Select the filtering criteria (as applicable)**
 - Intervention type
 - Worked by
 - Completion time
 - **Click on the Apply button**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Historical Distribution Requests**
 - The Historical Distribution Requests page provides the Distribution Technician with a means of viewing historical distribution request information on the OM GUI
- **Historical Distribution Requests: Procedure**
 - Click on the Historical Distribution Requests link in the navigation frame of the OM GUI
 - Click on a specific Order ID or Request ID to bring up a screen containing more detailed data concerning that particular order or request
 - Filter the data displayed on the page if necessary

OM GUI: Historical Distribution Requests



OM GUI - DEV06 MODE - Netscape

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Order Manager GUI

The OMS Server is running in S4 mode.

Historical Distribution Requests

Current Filters

Order ID: None Request ID: None E-Mail: None First Name: None Last Name: None
 Creation Time: Start: Apr 12 2005 06:16PM End: May 12 2005 06:16PM Order Type: ALL User ID: None
 Media Type: ALL Status: ALL

Options

Change Filter

Listing

Go directly to row of 59 rows Show rows at a time.

first | previous | Showing 1 - 5 of 59 | next | last

Ord Typ	OrderID	Request Size(MB)	Gran Cnt	Media	Request Status	ESDT	UserID	Resub Cnt	Created	Last Update
Regular	0400001066 0400001076	254	21	CDROM	Shipped	MULTIPLE	labuser	0	May 5 2005 10:34AM	May 5 2005 11:06AM
Regular	0400001065 0400001075	25	1	DLT	Canceled	MOD11_L2.001	labuser	3	May 4 2005 12:12PM	May 10 2005 1:40PM
Regular	0400001055 0400001065	254	21	CDROM	Canceled	MULTIPLE	labuser	0	Apr 29 2005 9:29AM	May 12 2005 1:32PM
Regular	0400001053 0400001063	254	21	CDROM	Canceled	MULTIPLE	labuser	1	Apr 28 2005 5:11PM	Apr 29 2005 11:41AM
Regular	0400001052 0400001062	254	21	CDROM	Canceled	MULTIPLE	labuser	1	Apr 27 2005 10:35AM	Apr 27 2005 6:10PM

first | previous | Showing 1 - 5 of 59 | next | last

AutoRefresh Control Panel [OFF]

Refresh screen every minutes

AutoRefresh: on off

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing and Responding to Suspended FTP Push Distribution Destinations**
 - **The Suspended FTP Push Distribution Destinations page provides the full-capability operator with a means of viewing suspended FTP push destinations and a means of taking the following kinds of actions with respect to suspended FTP push destinations:**
 - **Resume suspended destinations**
 - **Suspend active destinations**
 - **View details of active or suspended destinations**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing and Responding to Suspended FTP Push Distribution Destinations: Procedure**
 - **Click on the FtpPush Monitor link**
 - **Click on the Suspended Destinations link**
 - **Observe information displayed on the Suspended Destinations page**
 - **To resume a suspended destination click on the Resume button**
 - **To suspend an active destination or view destination details...**
 - **Either type the destination name in the Destination Name text box or type the host name in the FTP Node text box**
 - **To suspend an active destination click on the Suspend button**
 - **To view ftp push requests associated with a destination click on the View Requests button**

OM GUI: Suspended Destinations Page



OM GUI - TS2 MODE - Netscape

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Spring V
Order Manager GUI

The OMS Server is running in **S4** mode.]

Sat Apr 9 15:39:33 2005

**- Ftp Push Monitor -
Suspended Destinations**

Destination Name	Host Name	Time of Suspension	Granules Queued Count	Granules Queued Size MB	Suspend Reason	Resume
OTHER	p0tes02	Mar 17 2005 5:31PM	0	0	Ftp Login Errors	Resume

Active Destinations

Destination Name FTP node [Suspend](#) [View Requests](#)

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (3.532 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing and Responding to Destination Details on the OM GUI**
 - **The Destination Details page provides the full-capability operator with a means of viewing detailed data concerning a particular destination and a means of taking the following kinds of actions:**
 - **Suspend an active destination**
 - **Resume a suspended destination**
 - **Change the priority of a distribution request associated with the destination**
 - **Suspend a request associated with the destination**
 - **Resume a request associated with the destination**
 - **Cancel a request associated with the destination**
 - **Stop a request associated with the destination**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing and Responding to Destination Details on the OM GUI: Procedure**
 - Perform the procedure for Viewing and Responding to Suspended FTP Push Distribution Destinations to display the Destination Details page
 - Observe information displayed on the Suspended Destinations page
 - To suspend an active destination click on the Suspend Destination button
 - To resume a suspended destination click on the Resume Destination button
 - Perform the procedure for Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI as necessary

OM GUI: Destination Details Page (Suspended Destination)



OM GUI - TS2 MODE - Netscape

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Document: Done (21.016 secs)

Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 15:37:23 2005

Ftp Push Monitor - Suspended Configured Destination S4
Destination Name OTHER Host Name p0tes02

[Resume Destination](#)

FTP Push Operations that Caused the Suspension

Request Id	ECS Granule Id	DPL Granule Id	Last Update	Size (MB)	Explanation
0800012744	126972	36509	Feb 25 2005 5:12PM	13.7139	Ftp Login Errors
0800012850	128871	36685	Mar 17 2005 10:35AM	13.7139	Ftp Login Errors
0800012851	128872	36684	Mar 17 2005 11:23AM	13.7139	Ftp Login Errors

FTP Push Requests That Are Not In A Terminal State

Listing

Go directly to row of 47 rows Show rows at a time.

first | previous | Showing 1 - 47 of 47 | next | last

Ord Typ	OrderID	Request Size(MB)	Gran Cnt	Priority	Request Status	Resource Class	ESDT	UserID	Resub Cnt	Created	Last Update	Actions
Prc Mod	RequestID		FtpPush Complete									
Regular	0800014326 0800012913	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:30PM	Mar 17 2005 6:26PM	Cancel
Regular	0800014325 0800012912	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:30PM	Mar 17 2005 5:56PM	Cancel
Regular	0800014324 0800012911	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:29PM	Mar 17 2005 5:29PM	Cancel
Regular	0800014323 0800012910	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 17 2005 5:29PM	Mar 17 2005 5:29PM	Cancel
Regular	0800014264 0800012851	14	1 0	XPRESS Apply	Operator Intervention	C	MOP01.001	cmts2	0	Mar 15 2005 5:47PM	Mar 17 2005 11:23AM	Cancel
Regular	0800014263	14	1	XPRESS	Operator	C	MOP01.001	cmts2	0	Mar 15 2005	Mar 17 2005	Cancel

OM GUI: Destination Details Page (Active Destination)



OM GUI – OPS MODE – Netscape

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop http://p2dps01.pvc.ecs.nasa.gov:22401/cgi-bin/ Search Print

Mail Home Radio Netscape Search Bookmarks PVC Metrics GNU Emacs Referenc... esdis-proto.gsfc.nas... Members WebMail Connections BizJournal SmartUp

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You are logged in as: **ralphadmin** (readWrite)

[Log Out]

Order Manager GUI v2.0

The OMS Server is running in **S4** mode.

Sat Feb 7 13:54:28 2004

Ftp Push Monitor – Active Destination Name OTHER

Suspend Destination

FTP Push Requests That Are Not In A Terminal State

Listing

Go directly to row of 1 row Show 50 rows at a time.

first | previous | Showing 1 – 1 of 1 | next | last Reload Page

Ord Typ	OrderID	RequestID	Request Size(MB)	Gran Cnt	Priority	Request Status	Resource Class	ESDT	UserID	Resub Cnt	Created	Last Update	Ac
Regular	0400081135	0400083286	0	0	NORMAL	Operator Intervention		AST_L1B.001	ECSGuest	0	Jan 28 2004 11:14AM	Jan 28 2004 11:10AM	

first | previous | Showing 1 – 1 of 1 | next | last Reload Page

Apply

AutoRefresh Control Panel [OFF]

Refresh screen every 5 minutes

AutoRefresh: on off

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (17.243 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying OM Queue Status**
 - The OM Queue Status page provides the full-capability operator with a means of checking and modifying OM queue status
 - The OM Queue Status page allows the full-capability operator to monitor and change the current status of request queues for all media as well as the request queues for OMS, SDSRV, e-mail, staging, and HEG
 - The limited-capability operator can monitor but cannot change the status of queues
 - In addition, the OM Queue Status page allows both full-capability and limited-capability operators to determine the status (“up” or “down”) of the Order Manager Server

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying OM Queue Status: Procedure**
 - Click on the OM Status Pages link
 - Click on the OM Queue Status link
 - If desired, click on the Text-only version link to bring up a text-only version of the page
 - Observe information displayed in the Current Request Processing States table
 - To change the state of a group of request queues or an individual request queue...
 - Click on the corresponding status indicator/button to initiate toggling of its state (from “activate” to “suspend” or vice versa)
 - Click on the OK button in the confirmation dialogue box

OM GUI: OM Queue Status Page



The screenshot shows the Order Manager GUI in Netscape browser. The title bar reads "OM GUI - OPS MODE - Netscape". The browser menu includes File, Edit, View, Go, Bookmarks, Tools, Window, and Help. The left sidebar contains a navigation menu with categories: Home, Request Management, FtpPush Monitor, Archive Data, OM Status Pages, OM Configuration, Help, Physical Media Distribution, and Logs. The main content area displays the "OM Queue Status" page, which includes a status bar indicating "The OMS Server is running in S4 mode." and the date "Sat Apr 9 11:59:04 2005". Below this is a section titled "OM Queue Status" with a sub-header "Current Request Processing States". A "Text-only version" link is provided. The main display shows "The OM Server is: NO STATE" and a grid of status buttons for various queues: ALL, PDS, OMS, SDSRV, EMAIL, STAGING, and Processing. Each queue has a green indicator light and a list of sub-queues with their own status lights. A legend explains the status lights: green for active, red for suspended by operator, and red with 'S' for suspended by server. An "AutoRefresh Control Panel" is set to "ON" with a refresh interval of 5 minutes. At the bottom, a message asks "Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!". The browser status bar at the bottom shows "Document: Done (6.585 secs)".

OM GUI: Queue Status Page (Text-Only Version)



http://f0dps01.hitc.com:22451 - OM GUI - DEV05 MODE - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

navigation < >

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- + Request Management
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- + OM Configuration
- + Help
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- + Logs

You are logged in as: **jpino**
(readWrite)

[Log Out](#)

Order Manager GUI

[The OMS Server is running in **S4** mode.]

Wed Apr 13 17:25:56 2005

OM Queue Status

Current Request Processing States

Normal version

The OM Server is: **UP**

ALL	PDS	OMS	SDSRV	EMAIL	STAGING	Processing
ALL Queue A	PDS A	OMS A	SDSRV A	EMAIL A	Archive1 A	HEG A
	CDROM A	DVD A	FtpPush A		Archive2 A	Accept HEG Req. A
		DLT A	FtpPull A		Archive3 A	
		8MM A	scp A		Archive4 A	
					f3drg01 A	
					f3acg01 A	

[Click on a status button to toggle its current state.]

Legend

- A** [active]
- O** [suspended by operator]
- S** [suspended by server]

AutoRefresh Control Panel [ON]

Refresh screen every 5 minutes

AutoRefresh: on off

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Transferring data from f0dps01.hitc.com...

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying HEG Order Status**
 - The HEG Order Status page allows the Distribution Technician to monitor the number of HEG requests and data volume currently in HEG processing
 - The information is arranged in the following three categories:
 - Total HEG requests queued
 - Total HEG granules queued
 - Total input data (MB)
- **Checking/Modifying HEG Order Status: Procedure**
 - Click on the HEG Order Status link in the navigation frame of the OM GUI
 - Observe information displayed in the table on the HEG Order Status page
 - To check or modify HEG queue status go to the procedure for Checking/Modifying OM Queue Status

OM GUI: HEG Order Status



OM GUI - OPS MODE - Netscape

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navigation: [refresh] [back] [forward]

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Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 12:03:37 2005

HEG Order Status

Total HEG Requests Queued	Total HEG Granules Queued	Total Input Data (MB)
0	0	0.000

AutoRefresh Control Panel [OFF]

Refresh screen every 1 minutes

AutoRefresh: on off

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (3.877 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking Staging Status**
 - The two Staging Status pages provide the Distribution Technician (whether full-capability or limited capability operator) with means of checking staging status in either of two ways; i.e., by....
 - Media Type
 - FTP Push Destination
 - The Staging Status pages allow the Distribution Technician to monitor the number of granules and data volume currently in staging (in four categories):
 - Granules waiting for staging
 - Granules in staging
 - Granules that have been staged but not yet shipped
 - Granules that have been staged and shipped

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking Staging Status (Cont.)**
 - In addition to the granule information, the data low and high water marks are shown on the Staging Status pages
 - **DHWM (Data High Water Mark)**
 - Maximum volume of data in staging or already staged but not yet shipped
 - If the data volume and number of requests is above the DHWM, it is assumed the media devices have plenty of work to keep them busy
 - **DLWM (Data Low Water Mark)**
 - Minimum volume of data that should be in staging or already staged but not yet shipped
 - If the data volume is below the DLWM, the media devices may soon become idle

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking Staging Status (Cont.)**
 - In general it is a good idea to keep the amount of work that is in staging or staged just below the high water mark of each output queue
 - This achieves a good balance among ftp output connections (or physical media output devices)
 - The data high water marks can be exceeded in the interest of optimizing the use of the archive drives or to get high priority work through distribution quickly
 - For example, an idle archive would be dispatched even if it means exceeding the DHWM

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking Staging Status (Cont.)**
 - **The DLWM is used mainly for dispatching high-priority work**
 - **Since it is a good idea to keep the queues at their high water marks, generally the output queues should be fairly full**
 - **As a result, a high-priority request might have to wait until some of the data gets worked off and the queue falls below that high water mark**
 - **But high-priority requests should go through at a fast pace**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking Staging Status: Procedure**
 - Click on the OM Status Pages link
 - To display staging status by media type, Click on the Media Type link
 - Observe information displayed on the Staging Status page
 - To display staging status by ftp push destination, click on the FTP Push Destination link
 - Observe information displayed on the Staging Status page
 - To check or modify OM queue status go to the procedure for Checking/Modifying OM Queue Status

OM GUI: Staging Status by Media Type Page



OM GUI – OPS MODE – Netscape

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Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 12:05:44 2005

Staging Status by Media Type

Media type: [dropdown]

Granule Count and Volume						
	DHWM	DLWM	Waiting for Staging	In Staging	Staged & NOT Shipped	Staged, Shipped & In DPL
8MM	1000000	0	0 0 MB	0 0 MB	0 0 MB	0 0 MB
CDROM	500000000	0	120 17915.579 MB	0 0 MB	140 2.242 MB	1 33.895 MB
DLT	1000000	20	0 0 MB	0 0 MB	0 0 MB	0 0 MB
DVD	1000000	20	0 0 MB	0 0 MB	212 22.578 MB	1656 184.413 MB
FtpPull	1000000000000	0	97 6080.963 MB	0 0 MB	474 45.204 MB	840 8.929 MB
SYSTEM TOTALS ?			395 25433.651 MB	0 0 MB	929 77.174 MB	2514 227.492 MB

AutoRefresh Control Panel [OFF]

Refresh screen every 1 minutes

AutoRefresh: on off

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (2.758 secs)

OM GUI: Staging Status by FTP Push Destination Page



OM GUI - OPS MODE - Netscape

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Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 12:07:55 2005

Staging Status by FTP Push Destination

FTP Push destination: [dropdown]

Granule Count and Volume						
	DHWM	DLWM	Waiting for Staging	In Staging	Staged & NOT Shipped	Staged, Shipped & In DPL
24 Hour EDC Subscription	100000000	1	0 0 MB	0 0 MB	0 0 MB	0 0 MB
24 Hour EDC Subscription2	100000000	1	0 0 MB	0 0 MB	0 0 MB	0 0 MB
24 Hour EDC Subscription3	100000000	1	0 0 MB	0 0 MB	0 0 MB	0 0 MB
24 Hour EDC Subscription4	100000000	1	0 0 MB	0 0 MB	0 0 MB	0 0 MB
Crit 270	100000	2	0 0 MB	0 0 MB	0 0 MB	0 0 MB
GSFC_Subscriptions	1000000	20	0 0 MB	0 0 MB	102 7.134 MB	0 0 MB
MTMPushes	1000000	20	166 0.351 MB	0 0 MB	1 0.016 MB	3 0.048 MB
OTHER	100000000	1	12 1436.758 MB	0 0 MB	0 0 MB	0 0 MB
Test1Destination	100000	150	0 0 MB	0 0 MB	0 0 MB	0 0 MB
Test7Destination	200	20	0 0 MB	0 0 MB	0 0 MB	0 0 MB
crit420	1000000	20	0 0 MB	0 0 MB	0 0 MB	0 0 MB
criteria_212_dest_A	1	0.2	0 0 MB	0 0 MB	0 0 MB	0 0 MB
criteria_212_dest_B	3	0.2	0 0 MB	0 0 MB	0 0 MB	0 0 MB
criteria_220_dest_A	1	0.2	0 0 MB	0 0 MB	0 0 MB	0 0 MB
criteria_220_dest_B	3	0.2	0 0 MB	0 0 MB	0 0 MB	0 0 MB

Document: Done (3.66 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to OM Configuration Parameters**
 - The OM Configuration pages provide the full-capability operator with a means of checking and modifying (if necessary) the values assigned to the following types of OM configuration parameters:
 - Aging Parameters
 - OM Server/Database Parameters
 - Media Parameters
 - Media Creation Parameters
 - FTP Push Policy
 - The limited-capability operator can use the OM Configuration page to view the values assigned to OM configuration parameters but is not allowed to change any parameter values

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to Aging Parameters**
 - The Aging Parameters page provides the full-capability operator with a means of checking and modifying aging parameter values
 - Aging parameters affect how Distribution Requests are aged over time
 - The following two aging parameters are configurable for each ECS Priority Level (i.e., XPRESS, VHIGH, HIGH, NORMAL, or LOW):
 - Age Step
 - Maximum Priority

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to Aging Parameters (Cont.)**

- **Age Step is the aging rate by which the effective priority of a request increases for every hour it has been waiting**
 - Range is 0-255, including decimal fractions
 - If the parameter is set to zero (0), waiting requests never increase in priority
 - For example, if the Age Step is set to 5.5 and a request with an initial priority of 100 waits 10 hours to be pushed, the request increases in priority by a factor of 5.5 every hour until it has been delivered:

Hour 0: priority = 100

Hour 1: priority = 105.5

Hour 2: priority = 111

.

.

.

Hour 10: priority = 155

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to Aging Parameters (Cont.)**
 - **Maximum Priority is the maximum priority a request can attain through the aging process**
 - For example, if Maximum Priority were set to 130, once the request had reached a priority of 130, it would not go any higher
 - If a Maximum Priority of 130 were applied to the previous example, at Hour 6 the priority would become 130 and at every hour thereafter (if not delivered) it would still be 130

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to Aging Parameters: Procedure**
 - Click on the OM Configuration link
 - Click on the Aging Parameters link
 - Observe information displayed on the Aging Parameters page
 - To modify Aging Parameter value(s)...
 - Enter the new value(s) in the text entry box(es) for the relevant parameter(s)
 - Click on the Apply button

OM GUI: Aging Parameters Page



OM GUI – OPS MODE – Netscape

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Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 12:11:43 2005

Aging Parameter Configuration

XPRESS	
Age Step ?	0
Maximum Priority ?	255
Starting Priority ?	255

VHIGH	
Age Step	0
Maximum Priority	235
Starting Priority	235

HIGH	
Age Step	0
Maximum Priority	220
Starting Priority	220

NORMAL	
Age Step	0
Maximum Priority	150
Starting Priority	150

LOW	
Age Step	0
Maximum Priority	60
Starting Priority	60

Apply Reset

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (2,544 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to OMS Server or Database Parameters**
 - The OMS Server and Database Configuration page provides the full-capability operator with a means of checking and modifying values assigned to OMS server or database parameters
 - OMS server and database parameters affect how the OM server and database run

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to OMS Server or Database Parameters (Cont.)**
 - **OMS server and database parameters are dynamically loaded from the OMS database into the configuration pages on the OM GUI**
 - If a configuration parameter is added to the database, it is subsequently displayed on the OM GUI when the applicable configuration page is requested
 - If a configuration parameter is deleted from the database, it is no longer displayed on the OM GUI
 - Consequently, the configuration parameters displayed on the OM GUI are variable

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to OMS Server or Database Parameters: Procedure**
 - Click on the OM Configuration link
 - Click on the appropriate link under the Server/Database header
 - Observe information displayed on the OMS Server and Database Configuration page
 - To modify server or database parameter value(s)...
 - Enter the new value(s) in the text entry box(es) for the relevant parameter(s)
 - Click on the Apply button

OM GUI: OMS Server and Database Configuration Page



OM GUI – OPS MODE – Netscape

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Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 12:13:30 2005

OMS Server and Database Configuration: All parameters

Parameter	Description	Units	Value
Num Of Allowed PDS Submissions	Max Number of concurrent submissions to PDS		50
Num Of Allowed SDSRV Submissions	Max Number of concurrent submissions to SDSRV		100
Num Of Allowed Email Submissions	Max Number of concurrent submissions to PDS		50
Child Process Time Limit	Amount of time to wait to kill child process before retrying action	seconds	10
Delete Complete Interventions After	Time in hours Completed Interventions are maintained	hours	48
Delete Complete Actions After	Time in hours Completed Actions are maintained	hours	48
Max Request Granules	Maximum number of granules a request may contain		2000
Max Subset Granules	Maximum number of granules a request may contain if it specifies subsetting		25
Delay Partition	Time delay in hours each successive partition is supposed to be dispatched	hours	1.0
Max Action Retries	Maximum number of times an action can be retried before the request is FAILED		2
Idle Sleep Time	Length of time between OM Server checks for config parameters	seconds	10
Action Retry Wait	Time in seconds the OmServer waits before attempting to re-dispatch an action	seconds	5
Num Of Allowed Validations	Number of threads the OMServer uses for performing request validations action	threads	20
Action Check Interval	Time in seconds the OmServer waits before checking on actions	seconds	5
Cleanup Check Interval	Time in seconds the OmServer waits before performing cleanup activities	seconds	600
Suspend Check Interval	Time in seconds the OmServer waits before performing checking suspended queues	seconds	10
Billing Agency Email Address	Name used by OmServer for DORRAN Emails, must be updated by EDC Personnel	none	cmshared@p2ins02.pvc.ecs.nasa.g
Billing Agency Name	Name used by OmServer for DORRAN Email Notifications must be updated by EDC Personnel	none	EDC
Max Concurrent Requests Processed	Number of concurrent requests the Om Server will process at one time	integer	300
Notify User For Partition Requests	Whether or not user want to recieve notification when partition happens yes or no	none	Y (Yes)

Document: Done (5.578 secs)

OM GUI: HEG Configuration Parameters



OM GUI – OPS MODE – Netscape

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Order Manager GUI

[The OMS Server is running in **S4 mode.**]

Sat Apr 9 12:18:40 2005

OMS Server and Database Configuration: HEG parameters

Parameter	Description	Units	Value
Max Num Of Concurrent HEG Process	The maximum number of HEG Service requests that may be processed concurrently.	number	3 [up] [down] [check]
Max Num Of Concur HEG Proc Per Req	The maximum number of HEG Service requests that may be processed concurrently for a single request.	number	3 [up] [down] [check]
HEG Process Retry Interval	Retry interval for automatic retry in case the queue is suspended automatically.	seconds	3 [up] [down] [check]

Apply Reset

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (2.427 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to Media Parameters**
 - The Media Configuration page provides the full-capability operator with a means of checking and modifying media parameter values
 - Media parameters are specific to each kind of distribution medium and affect such things as limit checking against standard media capacity limits (e.g., minimum request size and maximum request size) and the partitioning of requests (e.g., partition size)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to Media Parameters (Cont.)**
 - **Media parameters are dynamically loaded from the OMS database into the configuration pages on the OM GUI**
 - **If a configuration parameter is added to the database, it is subsequently displayed on the OM GUI when the applicable configuration page is requested**
 - **If a configuration parameter is deleted from the database, it is no longer displayed on the OM GUI**
 - **Consequently, the configuration parameters displayed on the OM GUI are variable**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to Media Parameters: Procedure**
 - Click on the OM Configuration link
 - Click on the Media link
 - Observe information displayed on the Media Configuration page
 - To modify media value(s)...
 - Enter the new value(s) in the text entry box(es) for the relevant parameter(s)
 - Click on the Apply button
 - Click on the appropriate button in the “Remember Values” confirmation dialogue box

OM GUI: Media Configuration Page



OM GUI – OPS MODE – Netscape

File Edit View Go Bookmarks Tools Window Help

navigation: [refresh] [back]

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- Logs**

Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 12:22:06 2005

Media Configuration

Parameter Name	Value
FtpPull [S4] <input checked="" type="checkbox"/> [rule]	
MinRequestSize (GB)	0.0000
MaxRequestSize (GB)	20.0000
MinBundleSize (GB)	36.0000
PartitionGranuleLimit	50
MediaCapacity (GB)	10.0000
PartitionSizeLimit (GB)	15.0000
Request High Water Mark	200000
Data High Water Mark (MB)	1000000000000
Pull Gran Dpl Time (days) [...]	1
Pull Gran Dpl Ret Pri (number) [...]	1
Min Pri To Preempt (number) [...]	235
FtpPush [S4] <input checked="" type="checkbox"/> [rule]	
MinRequestSize (GB)	0.0000
MaxRequestSize (GB)	200.0000
MinBundleSize (GB)	27.0000
PartitionGranuleLimit	50
MediaCapacity (GB)	100.0000
PartitionSizeLimit (GB)	125.0000
CDROM [S4] <input checked="" type="checkbox"/> [rule]	
MinRequestSize (GB)	0.0000
MaxRequestSize (GB)	4000.0000
MinBundleSize (GB)	0.0000
PartitionGranuleLimit	250
MediaCapacity (GB)	20.0000
PartitionSizeLimit (GB)	21.0000

Document: Done (5.325 secs)

OM GUI: “Remember Values” Confirmation Dialogue Box



Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to Media Creation Parameters**
 - The Media Creation Configuration page provides the full-capability operator with a means of checking and modifying media creation parameter values
 - Media creation parameters are specific to each kind of distribution medium and affect whether or not media orders are dispatched automatically
 - The parameters are dynamically loaded from the OMS database into the configuration pages on the OM GUI
 - If a configuration parameter is added to the database, it is subsequently displayed on the OM GUI when the applicable configuration page is requested
 - If a configuration parameter is deleted from the database, it is no longer displayed on the OM GUI
 - Consequently, parameters displayed on the OM GUI are variable

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying Values Assigned to Media Creation Parameters**
 - There are two configuration parameters on the Media Creation Configuration page for each type of physical distribution medium:
 - DispatchMode
 - MediaCreationType
- **Checking/Modifying Media Creation Configuration: Procedure**
 - Click on the OM Configuration Media Creation link
 - Observe information displayed on the Media Creation Configuration page
 - To modify media creation value(s)...
 - Select the appropriate choice from the option button in the row associated with the applicable distribution medium parameter
 - Click on the Apply button

OM GUI: Media Creation Configuration Page



The screenshot shows a Netscape browser window titled "OM GUI - OPS MODE - Netscape". The main content area is titled "Media Creation Configuration" and displays settings for four media types: CDROM, DLT, DVD, and BMM. Each media type has two rows of settings: "DispatchMode" (a dropdown menu set to "--") and "MediaCreationType" (a dropdown menu set to "PDS"). Below the settings are "Apply" and "Reset" buttons. A message at the bottom reads: "Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!". The left sidebar contains a navigation menu with categories like Request Management, FtpPush Monitor, Archive Data, OM Status Pages, OM Configuration, Help, and Physical Media Distribution. The status bar at the bottom indicates "Document: Done (3.229 secs)".

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying FTP Push Policy Configuration**
 - The FTP Push Policy Configuration page provides the full-capability operator with a means of defining and configuring the fine-tuning parameter values of ftp push destinations
 - Configuration parameters on the FTP Push Policy Configuration page are grouped in the following three areas:
 - Global Settings for All Destinations
 - Settings for Non-Configured Destinations
 - Frequently Used Destinations

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying FTP Push Policy Configuration (Cont.)**
 - All ftp push destinations belong to one of two groups:
 - Frequently Used group
 - Non-Configured (general) group
 - All ftp push destinations not specifically defined as Frequently Used Destinations are considered non-configured
 - They use the parameter values in the Settings for Non-Configured Destinations area
 - All new destinations use the Settings for Non-Configured Destinations as their default values until other values are specifically assigned

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying FTP Push Policy Configuration (Cont.)**
 - **Global Settings for All Destinations** are parameter values that apply to all destinations regardless of their individual settings
 - **Global settings** apply to both frequently used and non-configured destinations

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying FTP Push Policy Configuration: Procedure**
 - Click on the OM Configuration link
 - Click on the FTP Push Policy link
 - Observe information displayed on the FTP Push Policy Configuration page
 - To modify value(s) in either the Global Settings for All Destinations area or Settings for Non-Configured Destinations area ...
 - Enter the new value(s) in the text entry box(es) for the relevant parameter(s)
 - Click on the Apply button
 - To change the retry mode for a Frequently Used Destination select the mode from the option button

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying FTP Push Policy Configuration: Procedure (Cont.)**
 - **To remove (delete) destination(s) from the Frequently Used Destinations area...**
 - **Either click in the corresponding box(es) in the Del column or click in the Select all box**
 - **Click on the Remove Selected Destinations link**
 - **Click on the OK button**
 - **To add a new Frequently Used Destination perform the procedure for Adding Destinations to the Frequently Used Destinations Area**
 - **To modify parameter value(s) for Frequently Used Destination(s), perform the procedure for Modifying Values Assigned to Parameters of Frequently Used Destinations**

OM GUI: FTP Push Policy Configuration Page



OM GUI – OPS MODE – Netscape

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Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 12:28:47 2005

FTP Push Policy Configuration

Global Settings for All Destinations ?		Settings for Non-Configured Destinations ?			
Max Operations:	500 ?	RHWM:	500 ?	Time Out:	3000 ?
Max. FTP Failures	50 ?	DHWM:	1000000 ?	Min. Throughput	1 ?
		DLWM:	1 ?	Max. Operations	25 ?
		Retry Mode	Automatic ?	Retry Interval	5 ?

Apply Reset

Frequently Used Destinations

Add a Destination ? *Click on a destination to view/edit*

Destination Name (Alias)	Del	Host Address	Mode ?	Destination Directory
1 24 Hour EDC Subscription	<input type="checkbox"/>	p0tes02	S4	/raid2/ftp_push/mod09a1
2 24 Hour EDC Subscription2	<input type="checkbox"/>	p0tes02	S4	/raid2/ftp_push/mod13a1
3 24 Hour EDC Subscription3	<input type="checkbox"/>	p0tes02	S4	/raid2/ftp_push/mod43b1
4 24 Hour EDC Subscription4	<input type="checkbox"/>	p0tes02	S4	/raid2/ftp_push/ast11B
5 Crit 270	<input type="checkbox"/>	p0tes02	S4	/raid1/rstrub
6 GSFC Subscriptions	<input type="checkbox"/>	p0tes02	S4	/raid1/ftp_push/gsfcc/mod01
7 MTMPushes	<input type="checkbox"/>	p0tes02.pvc.ecs.nasa.gov	S4	/raid1/ftp_push/mtn_ftppush
8 S4PM AIRA AQUA R	<input type="checkbox"/>	p0spg07	S3	/usr/ecs/OPS/CUSTOM/s4ins/p0spg07/data/aqua_airs/reprocessing/DATA/INPUT
9 S4PM AIRS AQUA	<input type="checkbox"/>	p0spg07	S3	/usr/ecs/OPS/CUSTOM/s4ins/p0spg07/data/aqua_airs/forward/DATA/INPUT
10 S4PM DPREP FWD	<input type="checkbox"/>	p0spg01	S3	/usr/ecs/OPS/CUSTOM/s4ins/p0spg01/data/dprep/forward/DATA/INPUT

Document: Done (6.578 secs)

OM GUI: FTP Push Destination Details Page



http://f0dps01.hitc.com:22451 - OM GUI - DEV05 MODE - Mozilla Firefox

navigation < >

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You are logged in as: **jpino**
(readWrite)

[Log Out](#)

Order Manager GUI

[The OMS Server is running in **S4** mode.]

Wed Apr 13 17:34:28 2005

FTP Push Destination Details

Destination Details

Name (Alias):	ECSe40194 ?
Target Directory:	/devdata1/DEV01/PushArea ?
Host/IP Address:	origin.hitc.com ?
Processing Mode:	S4 ?

Settings for this Destination

Max. Operations:	2 ?	Time Out:	3000 ?
RHWM:	200 ?	Min. Throughput:	0 ?
DHWM:	101 ?	Retry Interval:	3 ?
DLWM:	57 ?	Retry Mode:	Automatic ▾

Notes
1 of 255 Max. characters

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Done

Monitoring/Controlling Order Manager Operations (Cont.)



- **Adding Destinations to the Frequently Used Destinations List**
 - The Add New Destination page provides the full-capability operator with a means of adding destinations to the Frequently Used Destinations list on the FTP Push Policy Configuration page
 - A destination on the Frequently Used Destinations list is defined by the following three attributes:
 - **Alias** – a unique descriptive name or handle by which the destination can be easily identified
 - **Target Directory** - the directory on the remote host to which files will be pushed
 - **Host Address** - the remote host machine name or IP address

Monitoring/Controlling Order Manager Operations (Cont.)



- **Adding Destinations to the Frequently Used Destinations List (Cont.)**
 - Each destination on the Frequently Used Destinations list must have exclusive attributes and an exclusive alias
 - Each new destination is initially assigned the same parameter values as are used by the non-configured destinations

Monitoring/Controlling Order Manager Operations (Cont.)



- **Adding Destinations to the Frequently Used Destinations List: Procedure**
 - Click on the OM Configuration link
 - Click on the FTP Push Policy Configuration link
 - Click on the Add a Destination button
 - Enter value(s) in the text entry box(es) for the relevant attribute(s)/parameter(s)
 - Select the retry mode from the option button
 - To enter a note concerning the destination, type the applicable text in the Notes text box
 - Click on the Apply button
 - Click on the appropriate button in the “Remember Values” confirmation dialogue box
 - Click on the Done button
 - Click on the OK button

OM GUI: Add New Destination Page

The screenshot shows the 'Add New Destination' page in the Order Manager GUI. The browser window title is 'OM GUI - OPS MODE - Netscape'. The page has a navigation sidebar on the left and a main content area. The main content area includes a status bar at the top right showing 'Sat Apr 9 12:36:28 2005'. Below this is the 'Add New Destination' title. The 'Destination Details' section contains fields for 'Name (Alias)', 'Target Directory', and 'Host/IP Address', each with a question mark icon. The 'Processing Mode' is set to 'New destinations are always created in S4 mode'. The 'Settings for this Destination' section includes a table of parameters: Max. Operations (25), Time Out (3000), RHW (500), Min. Throughput (1), DHW (1000), Retry Interval (5), and DLW (1). The 'Retry Mode' is set to 'Automatic'. Below the settings is a 'Notes' section with a text area and a character count of '0 of 255 Max. characters'. At the bottom of the settings section are 'Save', 'Reset', and 'Done' buttons. The footer of the page contains the text: 'Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!'. The browser's status bar at the bottom shows 'Document: Done (3.165 secs)'.

OM GUI - OPS MODE - Netscape

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navigation: [refresh] [back]

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Order Manager GUI

[The OMS Server is running in S4 mode.]

Sat Apr 9 12:36:28 2005

Add New Destination

Destination Details

Name (Alias):	<input type="text"/>
Target Directory:	<input type="text"/>
Host/IP Address:	<input type="text"/>
Processing Mode:	New destinations are always created in S4 mode

Settings for this Destination (Default values loaded)

Max. Operations:	<input type="text" value="25"/>	Time Out:	<input type="text" value="3000"/>
RHW:	<input type="text" value="500"/>	Min. Throughput:	<input type="text" value="1"/>
DHW:	<input type="text" value="1000"/>	Retry Interval:	<input type="text" value="5"/>
DLW:	<input type="text" value="1"/>	Retry Mode:	Automatic

Notes

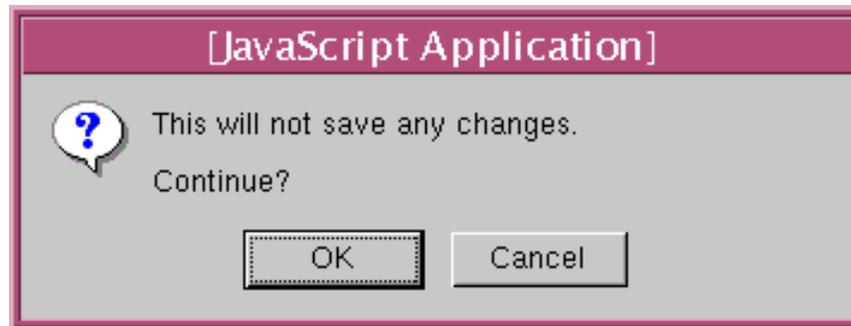
0 of 255 Max. characters

Save Reset Done

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (3.165 secs)

OM GUI: “Done” Confirmation Dialogue Box



Monitoring/Controlling Order Manager Operations (Cont.)



- **Modifying Values Assigned to Parameters of Frequently Used Destinations**
 - The FTP Push Destination Details page provides the full-capability operator with a means of modifying the values assigned to parameters of frequently used ftp push destinations (as listed in the Frequently Used Destinations area of the FTP Push Policy Configuration page)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Modifying Values Assigned to Parameters of Frequently Used Destinations: Procedure**
 - Click on the OM Configuration link
 - Click on the FTP Push Policy Configuration link
 - Click on the specific Destination Name
 - Observe information displayed on the FTP Push Destination Details page
 - Enter value(s) in the text entry box(es) for the relevant attribute(s)/parameter(s)
 - Select the retry mode from the option button
 - To enter a note concerning the destination, type the applicable text in the Notes text box
 - Click on the Apply button
 - Click on the Done button
 - Click on the OK button

Monitoring/Controlling Order Manager Operations (Cont.)



- **Using OM GUI Help**

- **There are several ways for the Distribution Technician to get access to help in using the OM GUI**
 - **Whenever there is little question mark next to a button or text field on an OM GUI page, clicking on the question mark opens a dialogue box that describes the item**
 - **The “HelpOnDemand” feature provides context-sensitive help for each page, particularly for controls or parameters that may not be entirely self-descriptive)**
 - **For help on a particular topic the Help link in the navigation frame of the OM GUI causes the Help page to be displayed**

Example of HelpOnDemand



[JavaScript Application]



HelpOnDemand is a feature that lets you get context-sensitive help for every page. Anywhere you see a question mark, simply click on it and a description of the control or parameter (and its purpose) will pop up.

OK

OM GUI Help Page

A screenshot of a Netscape browser window displaying the Order Manager GUI Help page. The browser title is 'OM GUI - TS2 MODE - Netscape'. The page content includes a navigation sidebar on the left with categories like 'Request Management', 'FtpPush Monitor', 'Archive Data', 'OM Status Pages', 'OM Configuration', 'Help', 'Physical Media Distribution', and 'Logs'. The main content area features a header 'Order Manager GUI Help' with a date 'Sat Apr 9 14:50:26 2005' and developers 'James Pino, Donna Copeland'. The text provides instructions for new users, a search tip, an index of links, and detailed information about the GUI's purpose and browser requirements. The status bar at the bottom shows 'Document: Done (3.174 secs)'.

OM GUI - TS2 MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

navigation < > ↻

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You are logged in as:
ralphadmin (readWrite)

[Log Out](#)

Order Manager GUI

[The OMS Server is running in **S4** mode.]

Sat Apr 9 14:50:26 2005

Order Manager GUI Help

GUI Developers: James Pino, Donna Copeland

New to the OMS GUI? Below are some guidelines on how to use this interface. For complete documentation, see the DID 609 document included with the installation package for this utility.

Search tip: Having trouble finding a topic or keyword? Use your Browser's search function! In Netscape, select Edit > "Find in Page..." from the menu or press Ctrl + F (or Alt + F in some UNIX OSs) to search for text within this page.

Index:

- [What is the Order Manager Page?](#)
- [Request Management](#)
 - [Operator Intervention Page](#)
- [OM Queue Status](#)
- [OM Configuration](#)
- [OM Server Statistics](#)
- [OM Log Viewer](#)

What is the Order Manager GUI?

The Oder Manager GUI is a graphical interface that allows a DAAC operator to manage distribution requests made through various order sources. It allows the operator to create "interventions" on requests which contain problems, causing the orders to be unfulfillable. Examples of such problems would be inaccessible granules, request size too large, granule too large for the particular media type, etc. The operator can then make a disposition on the entire request and can even edit or fail particular granules associated with that request.

In addition, the operator may view detailed information on created interventions, distribution requests, and ECS orders, among other things. PDS, SDSRV, and Staging queue states can also be monitored, and the operator can change the state of processing queues by media type or all media types simultaneously.

The operator may also configure the Order Manager Database and Server through this GUI. See [that section](#) for more details.

Do I need to use a particular browser?

Yes, but you have choices. Any Mozilla 5.0 based browser can be used with the OMS GUI. That is because the OMS GUI was built using the DOM standard currently supported in the Mozilla 5.0 specification. Mozilla 5.0-based browsers are:

- Netscape 7 or higher
- Firefox 0.9 or higher
- Generic "Mozilla" browsers for Linux or UNIX

Document: Done (3.174 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing the OM GUI Log**
 - The OM GUI Log Viewer page provides the Distribution Technician with a means of checking entries in the OM GUI log
 - The log file that the log viewer displays is located under the cgi-bin/logs directory where the OM GUI is installed
 - It is not the web server log or the SYSLOG
 - It is a log (EcOmGui.log) that is specifically generated by and for the OM GUI

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing the OM GUI Log: Procedure**
 - Click on the Logs link
 - Click on the OM GUI Log Viewer link
 - Observe information displayed in the Log Summary
 - In the “View the last ____ line(s) of the log file” text box type the appropriate number of lines to be displayed
 - Entering 0 (zero) or leaving the text box blank indicates that the entire log file should be displayed
 - Click on the OK button
 - Observe information displayed in the log file

OM GUI Log Viewer Page



The screenshot shows a Netscape browser window titled "OM GUI - OPS MODE - Netscape". The browser's menu bar includes File, Edit, View, Go, Bookmarks, Tools, Window, and Help. On the left side, there is a vertical navigation pane with a tree view containing the following categories:

- Completed Actions & Interventions
 - Distribution Requests
 - FtpPush Requests
 - Staging Requests
 - Operator Alerts
- FtpPush Monitor
 - FtpPush Requests
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 - OM GUI Log Viewer

At the bottom of the navigation pane, it displays "You are logged in as: **ralphadmin** (readWrite)" and a "Log Out" link.

The main content area of the browser displays the "Order Manager GUI" logo and a status message: "[The OMS Server is running in **S4** mode.]". The date and time "Sat Apr 9 13:16:35 2005" are shown in the top right. The page title is "OM GUI Log Viewer".

Log file statistics are shown:

- 3,300 MB
- 33746 lines
- Last modified on Sat Apr 9 13:16:16 2005

A dialog box is open with the text: "View the last line(s) of the log file. Leave blank to view entire log." and an "OK" button.

At the bottom of the main content area, there is a message: "Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!"

The browser's status bar at the bottom shows "Document: Done (2.676 secs)".

OM GUI Log Viewer Page (Showing Log File Entries)



OM GUI - OPS MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

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OM GUI Log Viewer

You are logged in as:
ralphadmin (readWrite)

Log Out

Order Manager GUI
[The OMS Server is running in S4 mode.]

Sat Apr 9 13:18:15 2005

OM GUI Log Viewer

3,300 MB
33746 lines
Last modified on Sat Apr 9 13:16:16 2005

View the last line(s) of the log file.
Leave blank to view entire log.

Viewing last 20 lines of the log file:
 show line numbers [last line]

```
33727:[Sat Apr 9 13:16:16 2005] EcOmGuiPmdActions.pl: Use of uninitialized value in concatenation (.) or st
33728:[Sat Apr 9 13:16:16 2005] EcOmGuiPmdActions.pl: Use of uninitialized value in concatenation (.) or st
33729:*** **** EcOmGuiPmdActions: Input Parameters on Entry ***
33730:autoRefresh => off
33731:refreshrate => 5
33732:sessionId => ralphadmin
33733:Sat Apr 9 13:16:15 2005 There are NO selected action types
33734:Sat Apr 9 13:16:15 2005 GetPhysicalMediaDataFromDB: sql is
33735: DECLARE @Total_Requests int
33736:
33737: declare @total_output int
33738:
33739: EXEC OmGetMediaActionList
33740:
33741: @sortAction="DueDate",
33742:@Request_Id_No = 1,
33743:@batchsize = 50,
33744:@screen_Action = "C",
33745:@InterventionTypeList = "ALL",
33746:@Total_Requests = @total_output output
```

Document: Done (2.767 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing Physical Media Distribution (PMD) Open Intervention Information on the OM GUI**
 - **Errors with Physical Media Distribution (PMD) are handled in much the same way as interventions for distribution requests are handled**
 - **An operator intervention is generated by the OMS Server and is displayed on the OMS GUI**
 - **The PMD Open Interventions page provides the full-capability operator with a means of viewing and responding to PMD open interventions**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Viewing Physical Media Distribution (PMD) Open Intervention Information on the OM GUI: Procedure**
 - **Select the Physical Media Distribution Open Interventions link from the OM GUI**
 - **Observe information displayed in the Listing table of the Open Physical Media Interventions page**
 - **Select the Open Intervention Detail page for the specified intervention**
 - **Observe information displayed on the Open Intervention Detail page**
 - **To work on the intervention being displayed on the Open Intervention Detail page, perform the procedure for Responding to PMD Open Interventions**

OM GUI: PMD Open Interventions Page



OM GUI - TS2 MODE - Netscape

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 - Device Configuration
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 - PM Configuration
 - Reports
 - Media Creation Actions
- + Logs

You are logged in as: **ralphadmin** (readWrite)

[Log Out](#)

Order Manager GUI

[The OMS Server is running in S4 mode]

Sat Apr 9 14:39:18 2005

Open Physical Media Interventions

Current Filters
 Order ID: None Request ID: None Worked By: None
 Creation Time: Start: Apr 8 2004 02:39PM End: Apr 9 2005 02:39PM
 Media Type: ALL Explanation: ALL

Options

Change Filter Bulk Submit Bulk Fail
 Select All Select None

Click on a request ID to view more details.

Listing

Go directly to row of 8 rows Show rows at a time.

first | previous | Showing 1 - 8 of 8 | next | last

Sel	Order ID	Request ID	Media Type	Request Size(MB)	Status	Worked By	Created	Acknowledged	Explanation(s)
<input type="checkbox"/>	0800014538	0800013125	8MM	112	PENDING		Apr 5 2005 2:56PM		Media Collection Failed
<input type="checkbox"/>	0800014610	0800013197	8MM	536	IN-WORK	leoadmin	Apr 1 2005 3:18PM	Apr 1 2005 3:29PM	Granule files missing Media Creation Error
<input type="checkbox"/>	0800014419	0800013006	8MM	154	PENDING		Mar 23 2005 4:42PM		Granule exceeds media capacity Synergy III request (not allowed)
<input type="checkbox"/>	0800014414	0800013001	DLT	154	PENDING		Mar 23 2005 3:30PM		Granule exceeds media capacity Synergy III request (not allowed)
<input type="checkbox"/>	0800014354	0800012941	DLT	154	PENDING		Mar 18 2005 5:22PM		Synergy III request (not allowed)
<input type="checkbox"/>	0800014338	0800012925	DVD	107	PENDING		Mar 18 2005 3:03PM		Granule files missing Media Creation Error
<input type="checkbox"/>	0800014329	0800012916	CDROM	44	PENDING		Mar 17 2005 7:21PM		Media Creation Error Missing entries in metadata file
<input type="checkbox"/>	0800014328	0800012915	CDROM	44	PENDING		Mar 17 2005 6:42PM		Media Creation Error Missing entries in metadata file

first | previous | Showing 1 - 8 of 8 | next | last

AutoRefresh Control Panel [OFF]
 Refresh screen every minutes

Document: Done (8.621 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Responding to a PMD Open Intervention**
 - **The PMD Open Intervention Detail page provides the full-capability operator with a means of performing the following kinds of interventions:**
 - **Change the status of any/all volumes (pass or fail them)**
 - **Fail or change any/all granules in a volume**
 - **Restart media creation**
 - **Continue media creation with selected volumes**
 - **The response to an intervention may require coordination between the Distribution Technician and a User Services representative**
 - **Especially when determining a more suitable type of distribution medium, selecting a replacement granule, or taking any other action that would require contacting the person who submitted the order**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Responding to a PMD Open Intervention: Procedure**
 - **Assign self to work on the intervention**
 - **Select the appropriate attributes of the intervention**
 - **Change granule DBID**
 - **Fail granule**
 - **Fail this distribution request**
 - **Retry media creation for entire distribution request**
 - **Retry media creation for volumes marked ... [e.g., Retry media creation for volumes marked Failed]**
 - **Retry QC for volumes marked ... [e.g., Retry QC for volumes marked Failed]**
 - **Enter operator notes concerning the request**
 - **Click on the Apply button**
 - **Confirm the disposition of the intervention**

OM GUI: PMD Open Intervention Details Page



OM GUI - TS2 MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

navigation < > < >

Home

- + Request Management
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 - Media Creation Actions
- + Logs

You are logged in as: **ralphadmin** (readWrite)

[Log Out](#)

Order Manager GUI

[The OMS Server is running in **S4** mode.]

Sat Apr 9 14:42:53 2005

Intervention For Request 0800013197

Order ID: 0800014610	User ID: ECSGuest (yli@p2ins02.pvc.ecs.nasa.gov)
Request ID: 0800013197	Created: Apr 1 2005 3:18PM
Input Size: 536 estimated MB	Acknowledged: Apr 1 2005 3:29PM
Media Type: 8MM	Request Status: Operator Intervention
Priority: NORMAL	
Current Device: none	
Explanation(s): Media Creation Error	
Worked by: leoadmin [change]	

Volume List

Volume Name	Status	Change to...	Explanation	Production Module
[5 granules...] VOL001	FAILED	<input type="checkbox"/> CREATED	Media Creation Error	MODISOUT

[Apply Volume Changes](#)

Request Level Disposition

- Keep on hold
- Fail this Distribution Request
- Retry media creation for entire Distribution Request
- Retry media creation for volumes marked **Failed**

Operator Notes

0 of 255 max characters

[Apply](#) [reset](#)

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (3.263 secs)

OM GUI: Volume List for Media Creation Error



Volume List					
	Volume Name	Status	Change to...	Explanation	Production Module
[5 granules...]	VOL001	CREATED	<input type="checkbox"/> FAILED		MODISOUT
[1 granule...]	VOL002	CREATED	<input type="checkbox"/> FAILED		MODISOUT
[2 granules...]	VOL003	CREATED	<input type="checkbox"/> FAILED		MODISOUT
[9 granules...]	VOL004	CREATED	<input type="checkbox"/> FAILED		MODISOUT
[5 granules...]	VOL005	CREATED	<input type="checkbox"/> FAILED		MODISOUT
[7 granules...]	VOL006	CREATED	<input type="checkbox"/> FAILED		Landsat 7 Level 0
[6 granules...]	VOL007	FAILED	<input type="checkbox"/> CREATED		GENERICOUT
[6 granules...]	VOL008	CREATED	<input type="checkbox"/> FAILED		MODISOUT

[Apply Volume Changes](#)

OM GUI: Volume List for Media Verification Error



Volume List				
Volume Name	Status	Change to...	Explanation	Production Module
[1 granule...] VOL001	VERIFIED	<input type="checkbox"/> CREATED <input type="checkbox"/> FAILED		MODISOUT
[1 granule...] VOL002	VERIFIED	<input type="checkbox"/> CREATED <input type="checkbox"/> FAILED		MODISOUT

[Apply Volume Changes](#)

OM GUI: Another PMD Open Intervention Details Page



OM GUI - OPS MODE - Mozilla Firefox

Navigation: Home, Request Management, FtpPush Monitor, Archive Data, OM Status Pages, OM Configuration, Help, Physical Media Distribution, Logs

Order Manager GUI

[The OMS Server is running in **S4** mode.]

Mon Feb 21 19:45:32 2005

Intervention For Request 0300017832

Order ID: [0300016443](#) User ID: [ECSGuest](#) (hliu@eos.hitc.com)
 Request ID: [0300017832](#) Created: Feb 21 2005 6:19PM
 Input Size: 59 estimated MB Acknowledged:
 Media Type: CDROM Request Status: Operator Intervention
 Priority: LOW
 Current Device: none
 Error Report: No QC error report was printed. [Print QC Report](#)
 Explanation(s): Package Not Assembled
 Worked by: - no worker assigned - [assign](#)

Volume List

Volume Name	Status	Change to...	Explanation	Production Module
[1 granule...] VOL001	VERIFIED	<input type="checkbox"/> CREATED <input type="checkbox"/> FAILED		MODISOUT
[1 granule...] VOL002	VERIFIED	<input type="checkbox"/> CREATED <input type="checkbox"/> FAILED		MODISOUT

[Apply Volume Changes](#)

Request Level Disposition

Keep on hold
 Fail this Distribution Request
 Retry media creation for entire Distribution Request
 Retry media creation for volumes marked **Failed**
 Re-verify QC for volumes marked **Failed**

Operator Notes

0 of 255 max characters

[Apply](#) [reset](#)

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

OM GUI: PMD Open Intervention Free-Up Device Dialogue Box



OM GUI: PMD Open Intervention Details Granule List



Granule List for Volume VOL001 of Request 0800013197 – Netscape

Granule List for Volume VOL001 of Request 0800013197

Granule List

Go directly to row of 5 rows Show rows at a time.

[first](#) | [previous](#) | Showing 1 – 5 of 5 | [next](#) | [last](#)

GranuleId	DPL ID	ESDT	Type	In Size (MB)	Out Size (MB)	Status	Explanation	Action
121107	41734	MOD43B1.004	SC	107.242		FAILED	Granule files missing <i>Manual fail required</i>	Fail <input type="checkbox"/>
121110	41732	MOD43B1.004	SC	107.242		FAILED	Granule files missing <i>Manual fail required</i>	Fail <input type="checkbox"/>
121105	41743	MOD43B1.004	SC	107.242		FAILED	Granule files missing <i>Manual fail required</i>	Fail <input type="checkbox"/>
121098	41744	MOD43B1.004	SC	107.242		FAILED	Granule files missing <i>Manual fail required</i>	Fail <input type="checkbox"/>
121109	41737	MOD43B1.004	SC	107.242		STAGED		

Select all

[first](#) | [previous](#) | Showing 1 – 5 of 5 | [next](#) | [last](#)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying PMD Device Configuration**
 - For Synergy V, the OMS GUI displays the configuration of devices used in physical media creation
 - Additional devices can be “added”

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying PMD Device Configuration**
 - The PMD Device Configuration page displays the following types of information on all the currently configured devices:
 - The given device label
 - The media type associated with the device
 - The “Free” or “Busy” status of the device
 - A tape device (8MM or DLT) is considered “Busy” if it is occupied by a PMD request
 - A tape device is considered “Free” if there is no Request allocated to it
 - A Rimage device is only considered “Busy” if it has reached 100% of its Job Allocation; otherwise, a Rimage device is always “Free”
 - The device’s On-Line status (“off-line” or “on-line”)
 - If the device is off-line, the reason is displayed in the “Off-Line” reason column

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying PMD Device Configuration**
 - The PMD Device Configuration page displays the following types of information on all the currently configured devices (Cont.):
 - The PMD Device Configuration page gives the operator a quick visual indicator of the load for each Rimage device (i.e., each drive for creating CD or DVD media)
 - It calculates the device's current load and shows the percentage based on the maximum number of jobs that device has been configured to handle
 - This is based on the Job Limit parameter

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying PMD Device Configuration: Procedure**
 - Click on the Device Configuration link in the navigation frame of the OM GUI
 - Filter data displayed on the PMD Device Configuration Page (if necessary)
 - To change the on-line or off-line status of a device, first click on the corresponding “light” in the Online Status column
 - Enter (in the text box) an explanation for taking the device off line
 - Click on the Apply button
 - To add a new device to the configuration first click on the Add New Device button
 - Select the Device Purpose (i.e., Production, QC, or Production and QC)
 - Enter/select values for device configuration parameters
 - Click on the OK button

OM GUI: PMD Device Configuration Page



OM GUI – OPS MODE – Netscape

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 OM GUI Log Viewer

You are logged in as:
ralphadmin (readWrite)

Log Out

Order Manager GUI
 [The OMS Server is running in **S4 mode.**]

Sat Apr 9 12:43:23 2005

Physical Media Distribution: Device Configuration

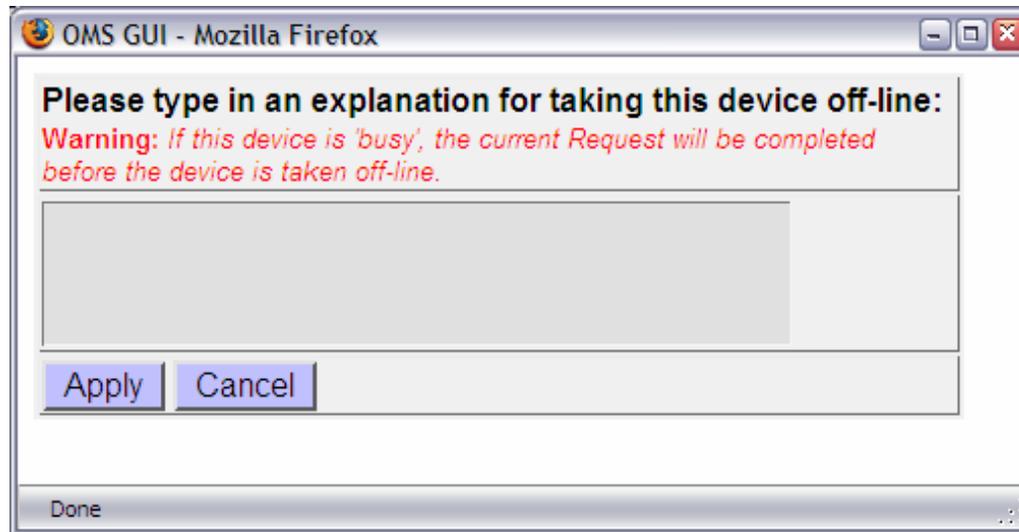
Add New Device...

Filter: -- media type -- -- online status -- -- device status -- Apply Clear

Device Label	Current Request	Media Type	Reserved For Mode	Used By Mode	Device Status	Online Status	Offline Reason
Production devices							
cdimage1 - cd		CDROM				on-line	
DVDSimulator - This device exits wi...		DVD	TS2			on-line	
dvdimage1 - dvd		DVD				on-line	
QC devices							
UnixCDQC - CDROM drive attatche...		CDROM, DVD			FREE	off-line	Not really available
NTPCQC - QC on PC		CDROM, DVD			FREE	on-line	
DVDQCSimulator - This device exits wi...		DVD	TS2		FREE	on-line	
Production/QC devices							
drive1 - irix_exabyte		8MM		TS2	BUSY	on-line	
drive2 - irix_exabyte		8MM		TS2	BUSY	on-line	
dlt2 - irix_scsl		DLT			FREE	on-line	
dlt1 - irix_scsl		DLT			FREE	on-line	
unclassified devices							
- no devices -							
RIMAGE Device Loads							
		0%		50%		100%	
cdimage1	Allocated Work Load	(-42.2 of 133 max MB)			-31.8%		
DVDSimulator	Actual Work Load	(0.7 of 40 max MB)			1.9%		

Document: Done (5,648 secs)

OM GUI: Taking a Device Off-Line (Pop-Up)



OM GUI: Add New Device Page



The screenshot shows a Netscape browser window titled "OM GUI - TS2 MODE - Netscape". The browser's menu bar includes "File", "Edit", "View", "Go", "Bookmarks", "Tools", "Window", and "Help". The main content area displays the "Order Manager GUI" header with a status message: "[The OMS Server is running in S4 mode.]" and a timestamp: "Sun Apr 17 09:55:34 2005". The page title is "Physical Media Distribution: Add New Device". A navigation bar contains a "[Back to Device List]" link and a "Device Purpose" dropdown menu currently set to "- ? -". Below this is a large text area with the message: "Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!".

Navigation Menu (Left Sidebar):

- Home
 - + Request Management
 - + FtpPush Monitor
 - + Archive Data
 - + OM Status Pages
 - + OM Configuration
 - + Help
 - Physical Media Distribution
 - Open Interventions
 - Device Configuration
 - Printer Configuration
 - PM Configuration
 - Reports
 - Media Creation Actions
 - + Logs

User Information:

You are logged in as: **ralphadmin** (readWrite)
[Log Out](#)

Browser Status Bar: Document: Done (2.267 secs)

OM GUI: Add New Device Page with Device Type Radio Buttons

A screenshot of the Order Manager GUI displayed in a Netscape browser window. The browser title is 'OM GUI - TS2 MODE - Netscape'. The page has a menu on the left with options like 'Request Management', 'FtpPush Monitor', 'Archive Data', 'OM Status Pages', 'OM Configuration', 'Help', 'Physical Media Distribution', and 'Logs'. The main content area is titled 'Physical Media Distribution: Add New Device' and includes a 'Device Purpose' dropdown menu set to 'Production' and 'Device Type' radio buttons for 'RIMAGE' and 'Tape'. A status bar at the bottom shows 'Document: Done (2.267 secs)'.

OM GUI - TS2 MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

navigation < >

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- + Request Management
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- + OM Configuration
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- Physical Media Distribution
 - Open Interventions
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- + Logs

You are logged in as: **ralphadmin** (readWrite)

[Log Out](#)

Order Manager GUI

[The OMS Server is running in **S4** mode.]

Sun Apr 17 09:55:34 2005

Physical Media Distribution: Add New Device

[Back to Device List]

Device Purpose

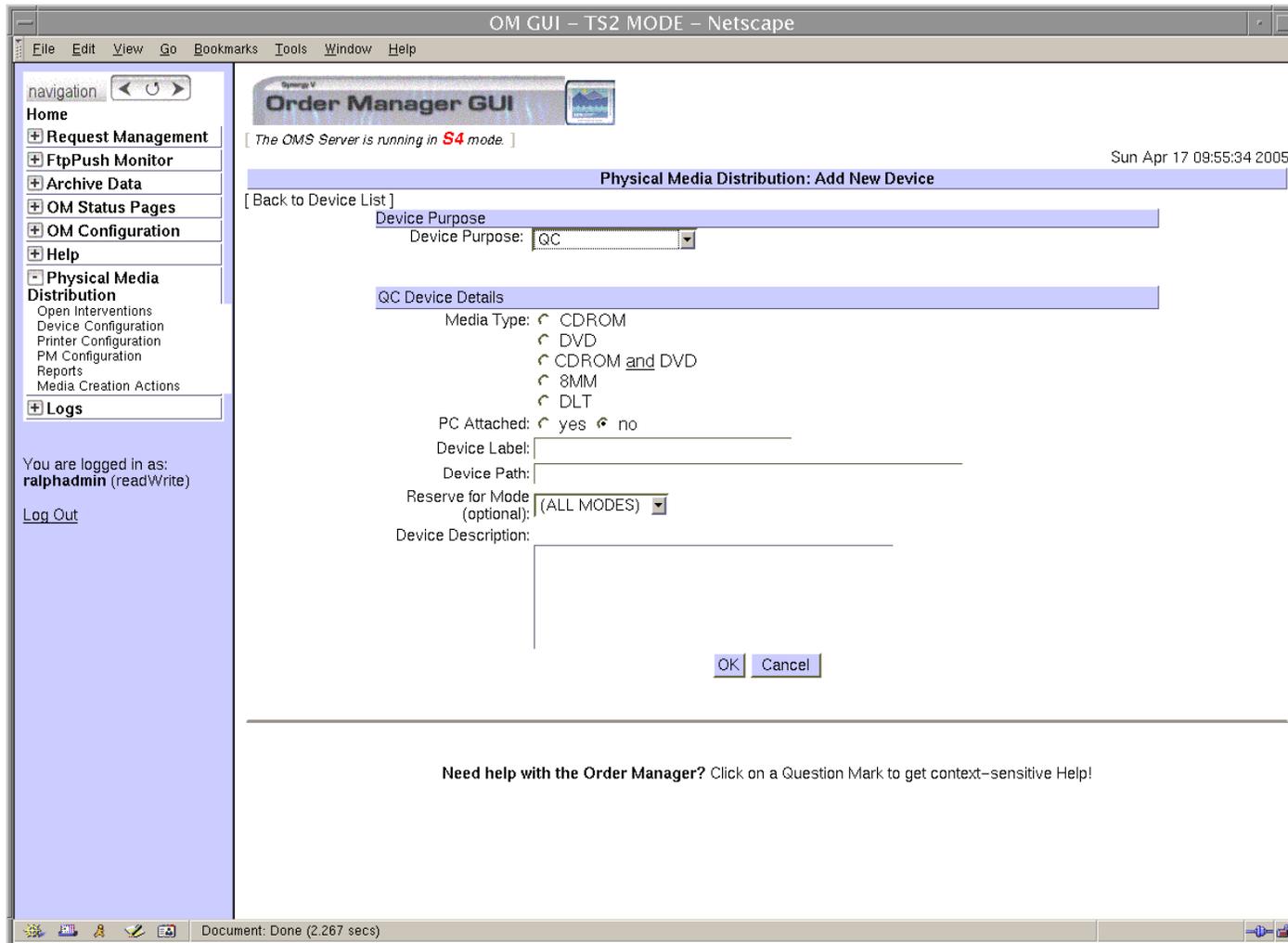
Device Purpose: Production

Device Type: RIMAGE Tape

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (2.267 secs)

OM GUI: Add New Device Page - QC



The screenshot shows a Netscape browser window titled "OM GUI - TS2 MODE - Netscape". The browser's menu bar includes "File", "Edit", "View", "Go", "Bookmarks", "Tools", "Window", and "Help". The main content area displays the "Order Manager GUI" header and a status message: "[The OMS Server is running in S4 mode.]". The date and time "Sun Apr 17 09:55:34 2005" are shown in the top right. The page title is "Physical Media Distribution: Add New Device". A link "[Back to Device List]" is provided. The "Device Purpose" is set to "QC" in a dropdown menu. The "QC Device Details" section includes radio buttons for "Media Type" (CDROM, DVD, CDROM and DVD, 8MM, DLT) and "PC Attached" (yes, no). There are input fields for "Device Label", "Device Path", and "Device Description". A "Reserve for Mode (optional)" dropdown is set to "(ALL MODES)". "OK" and "Cancel" buttons are at the bottom. A footer message reads: "Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!". The left sidebar contains a navigation menu with categories like "Home", "Request Management", "FtpPush Monitor", "Archive Data", "OM Status Pages", "OM Configuration", "Help", "Physical Media Distribution", and "Logs". The status bar at the bottom indicates "Document: Done (2.267 secs)".

OM GUI: Add New Device Page – Production and QC



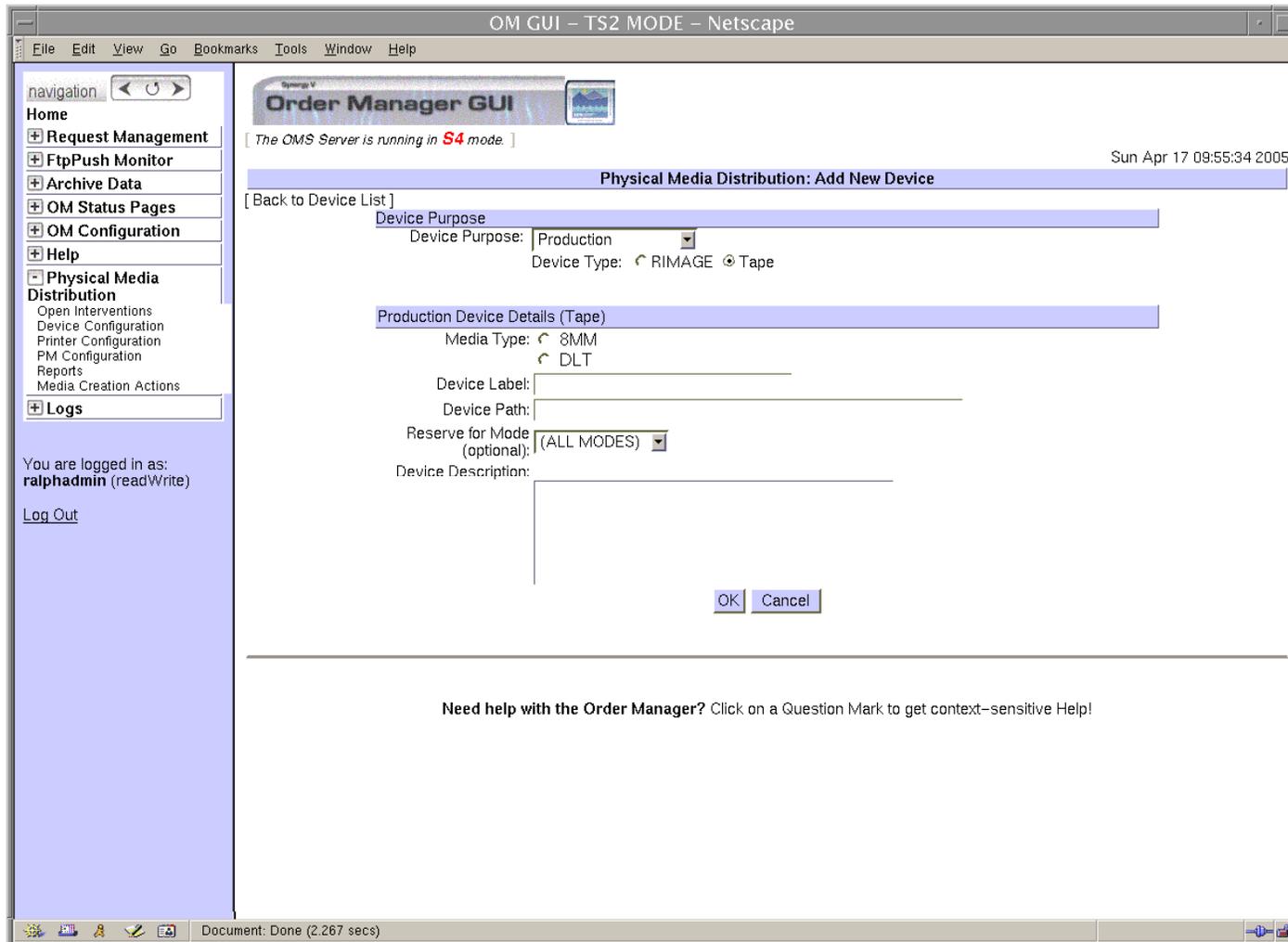
A screenshot of a Netscape browser window displaying the 'Order Manager GUI' in 'TS2 MODE'. The browser title bar reads 'OM GUI - TS2 MODE - Netscape'. The menu bar includes 'File', 'Edit', 'View', 'Go', 'Bookmarks', 'Tools', 'Window', and 'Help'. The main content area is titled 'Physical Media Distribution: Add New Device' and includes a timestamp 'Sun Apr 17 09:55:34 2005'. A status message at the top indicates 'The OMS Server is running in S4 mode.' The left sidebar contains a navigation menu with categories: 'Home' (Request Management, FtpPush Monitor, Archive Data, OM Status Pages, OM Configuration, Help), 'Physical Media Distribution' (Open Interventions, Device Configuration, Printer Configuration, PM Configuration, Reports, Media Creation Actions), and 'Logs'. The user is logged in as 'ralphadmin (readWrite)' with a 'Log Out' link. The main form area has sections for 'Device Purpose' (set to 'Production and QC'), 'Production/QC Device Details' (Media Type: 8MM, DLT), 'Device Label', 'Device Path', 'Reserve for Mode (optional): (ALL MODES)', and 'Device Description'. 'OK' and 'Cancel' buttons are at the bottom. A footer message asks for help: 'Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!'. The browser status bar shows 'Document: Done (2.267 secs)'.

OM GUI: Add New Device Page – Production (Rimage)



A screenshot of the Order Manager GUI in Netscape browser. The window title is "OM GUI - TS2 MODE - Netscape". The browser menu bar includes File, Edit, View, Go, Bookmarks, Tools, Window, and Help. On the left is a navigation sidebar with sections: Home (Request Management, FtpPush Monitor, Archive Data, OM Status Pages, OM Configuration, Help), Physical Media Distribution (Open Interventions, Device Configuration, Printer Configuration, PM Configuration, Reports, Media Creation Actions), and Logs. The main content area shows the "Physical Media Distribution: Add New Device" page. It includes a status bar "The OMS Server is running in S4 mode." and a timestamp "Sun Apr 17 09:55:34 2005". The form fields are: Device Purpose (Production), Device Type (RIMAGE), Production Device Details (RIMAGE) with Media Type (CDROM and DVD), Allocated Workload Limit, Actual Workload Limit, Device Label, Device Path, Reserve for Mode (optional) (ALL MODES), and Device Description. There are OK and Cancel buttons at the bottom. A footer message says "Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!". The browser status bar at the bottom shows "Document: Done (2.267 secs)".

OM GUI: Add New Device Page – Production (Tape)



OM GUI – TS2 MODE – Netscape

File Edit View Go Bookmarks Tools Window Help

navigation < > ↻

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You are logged in as: **ralphadmin** (readWrite)

[Log Out](#)

Order Manager GUI

[The OMS Server is running in S4 mode.]

Sun Apr 17 09:55:34 2005

Physical Media Distribution: Add New Device

[Back to Device List]

Device Purpose

Device Purpose: Production

Device Type: RIMAGE Tape

Production Device Details (Tape)

Media Type: 8MM
DLT

Device Label: _____

Device Path: _____

Reserve for Mode (optional): (ALL MODES)

Device Description: _____

OK Cancel

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (2.267 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Filtering Data Displayed on the PMD Device Configuration Page**
 - Features at the top of the PMD Device Configuration page provide a means of filtering data displayed on the PMD Device Configuration page
- **Filtering Data Displayed on the PMD Device Configuration Page: Procedure**
 - Select media type on which to filter (if applicable)
 - Select online status on which to filter (if applicable)
 - Select device status on which to filter (if applicable)
 - Click on the Apply button

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying PMD Printer Configuration**
 - For Synergy V, the OMS GUI handles the configuration of printers used in physical media creation
 - The printer configurations can be “edited”
 - The PMD Printer Configuration page displays the following types of information on all the currently configured printers:
 - Printer name
 - Type of printer [function(s) the printer supports in physical media distribution]
 - Network info (as applicable)
 - Status of the printer
 - Printer options

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying PMD Printer Configuration: Procedure**
 - Click on the Printer Configuration link in the navigation frame of the OM GUI
 - To change a printer's configuration first click on the edit... button next to the printer name to bring up a PMD Printer Configuration page with an Edit parameters area
 - Type the appropriate text in the corresponding text box (if applicable):
 - Name
 - Network Info
 - Select the appropriate "Option" (if applicable):
 - Always (print)
 - Never (print)
 - Click on the Apply button

OM GUI: PMD Printer Configuration Page



OM GUI – OPS MODE – Netscape

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Logs
 OM GUI Log Viewer

You are logged in as:
ralphadmin (readWrite)
 Log Out

Order Manager GUI

[The OMS Server is running in **S4** mode.]

Sat Apr 9 12:47:30 2005

Physical Media Distribution: Printer Configuration

Name	Type	Network Info	Status	Options
edit... p0dit09	Jewel Case			Always print ERROR: This printer has an option of "Always print" <i>Only Packing List and QC printers are allowed to have these options!</i>
edit... p0dpl07	Tape Label			Always print ERROR: This printer has an option of "Always print" <i>Only Packing List and QC printers are allowed to have these options!</i>
edit... p0dpl08	Shipping Label			Always print ERROR: This printer has an option of "Always print" <i>Only Packing List and QC printers are allowed to have these options!</i>
edit... p0vch06	QC			Always print
edit... p0vch06	Packing List			Always print

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (2.862 secs)

OM GUI: PMD Printer Configuration Page – Edit Parameters



OM GUI – OPS MODE – Netscape

File Edit View Go Bookmarks Tools Window Help

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 FtpPush Requests
 Suspended Destinations

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 HEG Order Status
Staging Status:
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 Pending HEG Granules

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Server/Database
 [All]
 [queue parms]
 [cleanup parms]
 [email parms]
 [staging parms]
 [partition parms]
 [misc. parms]
 [HEG parms]
 Media
 Media Creation
 FTP Push Policy

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You are logged in as:
ralphadmin (readWrite)
 Log Out

Order Manager GUI
 [The OMS Server is running in **S4 mode.**]

Sat Apr 9 12:47:30 2005

Physical Media Distribution: Printer Configuration

Edit parameters for **p0dit09**

Type:	Jewel Case
Name:	p0dit09
Network Info:	
Options:	<input checked="" type="radio"/> Always <input type="radio"/> Never
<input type="button" value="Apply"/> <input type="button" value="Cancel Edit"/>	

Name	Type	Network Info	Status	Options
edit... p0dit09	Jewel Case			Always print ERROR: This printer has an option of "Always print" Only Packing List and QC printers are allowed to have these options!
edit... p0dpl07	Tape Label			Always print ERROR: This printer has an option of "Always print" Only Packing List and QC printers are allowed to have these options!
edit... p0dpl08	Shipping Label			Always print ERROR: This printer has an option of "Always print" Only Packing List and QC printers are allowed to have these options!
edit... p0vch06	QC			Always print
edit... p0vch06	Packing List			Always print

http://p2dps01.pvc.ecs.nasa.gov:22401/cgi-bin/EcOmGuiPmdPrinterConfig.pl?sessionId=ralphadmin

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying PMD Production Module Configuration**
 - For Synergy V, the OMS GUI handles the configuration of production modules used in physical media creation
 - Production modules can be “added” and production module parameter values can be “edited”
 - The PMD Production Module Configuration page displays the following types of information on all the currently configured production modules:
 - Name
 - Date/time created
 - Date/time last updated
 - Path to image files
 - Path to text files
 - Name of the executable
 - Whether or not the production module is the default module

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying PMD Production Module Configuration: Procedure**
 - **Click on the PM Configuration link in the navigation frame of the OM GUI**
 - **Change values for the following three parameters for production modules (as applicable) :**
 - **Image File Path (type the value in the corresponding text box)**
 - **Text File Path (type the value in the corresponding text box)**
 - **Default Module (click on the “yes” or “no” radio button)**
 - **To implement changed values click on the Apply Changes button**
 - **To add a new production module first click on the Add New Production Module button**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking/Modifying PMD Production Module Configuration: Procedure (Cont.)**
 - Enter the appropriate information in the text boxes of the Add New Production Module table
 - Name
 - Image File Path
 - Text File Path
 - Click on the appropriate radio button (i.e., yes or no) in the Default Module area
 - To implement the new production module click on the Add This Production Module button

OM GUI: PMD Production Module Configuration Page



OM GUI – OPS MODE – Netscape

File Edit View Go Bookmarks Tools Window Help

Interventions
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 FtpPush Requests
 Staging Requests
 Operator Alerts

FtpPush Monitor
 FtpPush Requests
 Suspended Destinations

Archive Data
 Historical Distribution Requests

OM Status Pages
 OM Queue Status
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OM Configuration
 Aging Parameters
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 [cleanup parms]
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 Media
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 About HelpOnDemand...
 Help

Physical Media Distribution
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 OM GUI Log Viewer

You are logged in as:
ralphadmin (readWrite)
 Log Out

Order Manager GUI
 [The OMS Server is running in S4 mode.]

Sat Apr 9 12:51:25 2005

Physical Media Distribution: Production Module Configuration

Add New Production Module

ASTEROUT (ID: 5)

Name	ASTEROUT
Created	Mar 31 2005 3:45PM
Last Updated	Mar 31 2005 3:45PM
Image File Path	ASTEROUT_JCI_TEMPLATE
Text File Path	ASTGENDVD.txt
Executable	EcOmPdModule
Default Module	<input checked="" type="radio"/> yes <input type="radio"/> no

Apply Changes Reset

MODISOUT (ID: 6)

Name	MODISOUT
Created	Mar 31 2005 3:45PM
Last Updated	Mar 31 2005 3:45PM
Image File Path	MODISOUT_JCI_TEMPLATE
Text File Path	MODGENDVD.txt
Executable	EcOmPdModule
Default Module	<input checked="" type="radio"/> yes <input type="radio"/> no

Apply Changes Reset

GENERICOUT (ID: 7)

Name	GENERICOUT
Created	Mar 31 2005 3:45PM
Last Updated	Mar 31 2005 3:45PM
Image File Path	GENERIC_JCI_TEMPLATE
Text File Path	pdsgendaac.txt
Executable	EcOmPdModule
Default Module	<input type="radio"/> yes <input checked="" type="radio"/> no

Apply Changes Reset

Document: Done (2.85 secs)

OM GUI: PMD Add New Production Module Configuration Page



OM GUI – OPS MODE – Netscape

File Edit View Go Bookmarks Tools Window Help

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 FtpPush Requests
 Staging Requests
 Operator Alerts

FtpPush Monitor
 FtpPush Requests
 Suspended Destinations

Archive Data
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OM Status Pages
 OM Queue Status
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OM Configuration
 Aging Parameters
Server/Database
 [All]
 [queue parms]
 [cleanup parms]
 [email parms]
 [staging parms]
 [partition parms]
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Physical Media Distribution
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You are logged in as:
ralphadmin (readWrite)
 Log Out

Order Manager GUI
 [The OMS Server is running in **S4** mode.]
 Sat Apr 9 12:51:25 2005

Physical Media Distribution: Production Module Configuration

Add New Production Module

[Cancel]

Add New Production Module

Name	
Image File Path	
Text File Path	
Default Module	<input checked="" type="radio"/> yes <input type="radio"/> no

Add This Production Module

ASTEROUT (ID: 5)

Name	ASTEROUT
Created	Mar 31 2005 3:45PM
Last Updated	Mar 31 2005 3:45PM
Image File Path	ASTEROUT_JCI_TEMPLATE
Text File Path	ASTGENDVD.txt
Executable	EcOmPdModule
Default Module	<input checked="" type="radio"/> yes <input type="radio"/> no

Apply Changes Reset

MODISOUT (ID: 6)

Name	MODISOUT
Created	Mar 31 2005 3:45PM
Last Updated	Mar 31 2005 3:45PM
Image File Path	MODISOUT_JCI_TEMPLATE
Text File Path	MODGENDVD.txt
Executable	EcOmPdModule
Default Module	<input checked="" type="radio"/> yes <input type="radio"/> no

Apply Changes Reset

http://p2dps01.pvc.ecs.nasa.gov:22401/cgi-bin/EcOmGuiPmdPMConfig.pl?sessionId=ralphadmin

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking PMD Reports**

- **The PMD Report Summary page is located under the Physical Media Distribution menu**
 - **The reports are displayed in HTML through the browser**
 - **By using the browser's built-in and convenient print function, the reports can be printed out with the formatting intact**
- **The following types of reports are available:**
 - **Tape Device Report - Shows, by media type, the summary of off-line, on-line and free/busy tape devices**
 - **RIMAGE Device Report - Unlike the tape device report, this shows the number and volume (in MB) of jobs queued, since RIMAGE devices don't really become "Busy" unless their Job Limit has been reached**
 - **Job Request Summary - A quick summary of the PMD requests in their various states from waiting for a device to waiting for shipment**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Checking PMD Reports: Procedure**
 - Click on the Reports link in the navigation frame of the OM GUI
 - To print the PMD reports first select File → Print from the browser pull-down menu
 - To print the PMD reports click on the OK button

OM GUI: PMD Report Summary Page



OM GUI – OPS MODE – Netscape

File Edit View Go Bookmarks Tools Window Help

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 Staging Requests
 Operator Alerts

FtpPush Monitor
 FtpPush Requests
 Suspended Destinations

Archive Data
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Physical Media Distribution
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 OM GUI Log Viewer

You are logged in as:
ralphadmin (readWrite)
 Log Out

Order Manager GUI

The OMS Server is running in **S4 mode**.

Sat Apr 9 13:00:54 2005

DeviceCount => 1
 MediaType => CDROM
 Online_Status => N
 Status => FREE
 DeviceCount => 1
 MediaType => DVD
 Online_Status => N
 Status => FREE

Physical Media Distribution: Report Summary

Use your browser's print function to print this report (File > Print...)

DeviceCount => 1
 MediaType => CDROM
 Online_Status => N
 Status => FREE
 DeviceCount => 1
 MediaType => DVD
 Online_Status => N
 Status => FREE

Device Report				
	off-line devices	on-line devices	Free devices	Busy devices
EXAMPLE	1	3	3	1

Request Summary Report

Requests Waiting for Activation	Pending Volume of Media Production

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (6.145 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling PMD Media Creation Using the OM GUI**
 - **Monitoring/Controlling PMD Media Creation Using the OM GUI**
 - **The Media Creation Actions page provides the full-capability operator with a means of performing various types of media creation actions**
 - **If physical media creation for a type of physical distribution medium is dispatched manually, the operator must take action to activate each request on that type of physical distribution medium using the Media Creation Actions page**
 - **The OMS production software (EcOmPdModule) runs twice during media production; i.e., once for media preparation and again for media creation**
 - **Somewhat different activities occur for disk and tape preparation and creation**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling PMD Media Creation Using the OM GUI (Cont.)**
- **The following activities occur during disk and tape preparation:**
- **Disk (CD/DVD) preparation**
 - HDF and metadata file are read
 - Data is staged
 - Summary file is created
 - Summary file is copied
 - Jewel case insert is created
 - ISO image file is created
- **Tape preparation**
 - HDF and metadata file are read
 - Data is staged
 - Summary file is created
 - Summary file is copied
 - Tape label is created

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling PMD Media Creation Using the OM GUI (Cont.)**
- **The following activities occur during disk and tape creation:**
- **Disk (CD/DVD) creation**
 - Merge (label data) file is created
 - Rimage interface file is created
 - Rimage writes data to media
 - Jewel case insert is printed
 - ISO image and interface file are cleaned up
 - Staging directory is cleaned up
- **Tape creation**
 - Data is written to tape
 - Tape label is printed
 - Staging directory is cleaned up

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling PMD Media Creation Using the OM GUI (Cont.)**
- **The following activities occur during disk and tape QC/verification:**
 - The medium is inserted in a different drive than that used to create the disk or tape
 - QC of disks is typically done on a QC PC
 - The operator starts QC from the OM GUI
 - QC compares the summary file and a “tar -tvf” of a tape

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling PMD Media Creation Using the OM GUI (Cont.)**
- **On the OM GUI media creation is divided into the following “actions:”**
 - **Activate Request**
 - **Mount Media for Production**
 - **Collect Media for QC**
 - **Activate Media for QC**
 - **Mount Media for QC**
 - **Assemble Package**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling PMD Media Creation Using the OM GUI (Cont.)**
- **Entries in the Action Type column of the Media Creation Actions page indicate to the operator what general kind of action needs to be taken next**
- **The operator can select the appropriate choice from the alternatives listed in the Options column**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling PMD Media Creation Using the OM GUI: Procedure**
 - **Click on the Media Creation Actions link in the navigation frame of the OM GUI**
 - **Change the priority of distribution requests (if necessary)**
 - **Observe information displayed in the Listing table of the Media Creation Actions page**
 - **Perform subordinate procedures as necessary**
 - **Repeat preceding steps as necessary to monitor/control jobs**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling PMD Media Creation Using the OM GUI: Subordinate Procedures**
 - **Activate Request**
 - **Activating PMD Requests [to start the media creation process for PMD requests]**
 - **Failing a PMD Request [to manually fail a PMD request and (optionally) either enter additional text for the distribution notice (DN) or specify that no DN is to be sent]**
 - **Annotating a PMD Action [to add notes to any PMD action]**
 - **Mount Media for Production**
 - **Confirming Mount Media for PMD [to confirm media mounting for the next volume of the request]**
 - **Failing Mount Media for PMD [to notify OMS that the assigned drive currently cannot be used for media creation for a particular request and (optionally) to take the device off line]**
 - **Annotating a PMD Action [to add notes to any PMD action]**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling PMD Media Creation Using the OM GUI: Subordinate Procedures**
 - **Collect Media for QC**
 - **Confirming Media Collection Complete for PMD [to confirm media collection complete for PMD (i.e., the recently created volume(s) that was/were waiting for dismount has/have been dismounted)]**
 - **Failing PMD Media Collection [to indicate that the media collection or dismount failed]**
 - **Annotating a PMD Action [to add notes to any PMD action]**
 - **Activate Media for QC**
 - **Activating QC for PMD Requests [to start the media QC process for PMD requests]**
 - **Failing a PMD Request [to manually fail a PMD request and (optionally) either enter additional text for the distribution notice (DN) or specify that no DN is to be sent]**
 - **Annotating a PMD Action [to add notes to any PMD action]**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling PMD Media Creation Using the OM GUI: Subordinate Procedures**
 - **Mount Media for QC**
 - **Confirming Mount Media for PMD [to confirm media mounting for the next volume of the request]**
 - **Failing Mount Media for PMD [to notify OMS that the assigned drive currently cannot be used for media creation for a particular request and (optionally) to take the device off line]**
 - **Annotating a PMD Action [to add notes to any PMD action]**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Monitoring/Controlling PMD Media Creation Using the OM GUI: Subordinate Procedures**
 - **Assemble Package**
 - **Marking PMD Request Shipped** [to confirm media dismount for a particular request that has passed QC and mark it “shipped”]
 - **Confirming PMD Media Dismounted** [to confirm media dismount]
 - **Confirming PMD Package Assembled** [to confirm that the package was assembled for shipment]
 - **Marking PMD Package Not Assembled** [to indicate that the package was not assembled for shipment]
 - **Failing a PMD Request** [to manually fail a PMD request and (optionally) either enter additional text for the distribution notice (DN) or specify that no DN is to be sent]
 - **Printing PMD Outputs** [to reprint certain documents associated with PMD production, including shipping label, DN, and/or (in the case of CD-R/DVD-R) the jewel case insert]
 - **Annotating a PMD Action** [to add notes to any PMD action]

OM GUI: Media Creation Actions Page



OM GUI - TS2 MODE - Netscape

File Edit View Go Bookmarks Tools Window Help

navigation Home

- + Request Management
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- + Archive Data
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- Physical Media Distribution
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 - Printer Configuration
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 - Media Creation Actions
- + Logs

You are logged in as: **ralphadmin** (readWrite)

[Log Out](#)

Order Manager GUI

The OMS Server is running in **S4** mode.

Sat Apr 9 14:36:01 2005

Media Creation Actions

Filter

Action Type: You must select at least one Action Type

Select:

Listing

Go directly to row of 2 rows Show 50 rows at a time.

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

OrderID	RequestID	Media Type	Device Name	Request Status	Due Date	Media Action Note	Action Type	Options
0800014598	0800013185	DVD	DVDSimulator	Transferring	Apr 1 2005 8:22PM		Collect Media For QC	Media Collection
0800014648	0800013235	8MM	drive2	Pending Media Prod	Apr 5 2005 10:55PM		Mount Media For Production	Confirm Mount Me

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

AutoRefresh Control Panel [OFF]

Refresh screen every 5 minutes

AutoRefresh: on off

Need help with the Order Manager? Click on a Question Mark to get context-sensitive Help!

Document: Done (4.283 secs)

Monitoring/Controlling Order Manager Operations (Cont.)



- **Activating PMD Requests**
- **The OMS queues an action (i.e., Activate Request) indicating to the operator (in the Action Type column of the Media Creation Actions page) to activate a distribution request by allocating it to a device**
 - **The “normal” operator response would be to select a device from the list of available devices and (in the case of a tape medium) confirm the presence of a blank tape in the device**
 - **However, activating the request is not the only possibility**
 - **When the Activate Request action for a particular request appears on the Media Creation Actions page, the operator has the following options:**
 - **Activate Request**
 - **Fail Request**
 - **Annotate Action**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Activating PMD Requests**
 - The procedure for Activating PMD Requests is used for activating distribution requests by allocating them to devices (tape or disk drives)
 - For tape media, the operator must confirm the presence of a blank tape in the device
 - The procedure is performed in response to an Activate Request action displayed in the Action Type column of the Media Creation Actions page
 - The Activate Request pages provide the full-capability operator with means of manually activating PMD requests
 - The full-capability operator has options for assigning a different device for creating the volume, confirming tape mounting (if applicable), and/or annotating the action
 - If physical media creation for a type of physical distribution medium is dispatched manually, the operator must take action to activate each request on that type of physical medium

Monitoring/Controlling Order Manager Operations (Cont.)



- **Activating PMD Requests: Procedure**
 - Click on the Media Creation Actions link in the navigation frame of the OM GUI
 - Select Activate Request from the option button in the Options column for the row associated with the request
 - Select a different device from the option button if necessary
 - Click in the Select ... Device to Allocate check box
 - If the device is a Rimage (disk) unit, ensure that the input bins of the Rimage unit contain blank disks
 - If the data are to be recorded on a tape, ensure that there is a blank tape in the drive to be used for recording the data
 - If the data are to be recorded on a tape, wait for the drive to come on line
 - Click in the check box labeled Confirm Mount of ... Volume ... on Device ...

Monitoring/Controlling Order Manager Operations (Cont.)



- **Activating PMD Requests: Procedure (Cont.)**
 - Enter notes if applicable
 - Click on the **Activate Request** button

OM GUI: Activate Request Page (Tape Media)



Action Type: Activate Request - Netscape

Activate Request for RequestID 0800010921

Select **8MM** Device to Allocate *(required)*
Recommended device is selected

Confirm Mount of volume **VOLUME01**
on device **TAPE01** *(required)*

Operator Notes for Action
0 of 255 max characters

Activate Request Cancel

OM GUI: Activate Request Page (Disk Media)



Action Type: Activate Request - Netscape

Activate Request for RequestID 0300015116

Select **CDROM** Device to Allocate (required)
Recommended device is selected

RIMAGE02

Rimage Workload

Device Name	Workload (MB)	Workload Limit
RIMAGE01	2,215	7,000
RIMAGE02	891	7,000

Operator Notes for Action

0 of 255 max characters

Activate Request Cancel

Monitoring/Controlling Order Manager Operations (Cont.)



- **Failing a PMD Request**
 - The procedure for Failing a PMD Request is used for notifying OMS that a request should be failed and (optionally) either adding text to the DN or suppressing the DN
 - The procedure is performed in response to an Activate Request, Activate Media for QC, or Assemble Package action displayed in the Action Type column of the Media Creation Actions page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Failing a PMD Request: Procedure**
 - **Click on the Media Creation Actions link in the navigation frame of the OM GUI**
 - **Select Fail Request from the option button in the Options column for the row associated with the relevant request**
 - **Enter additional text for the DN (if applicable)**
 - **If no DN is to be sent, click in the check box labeled Don't send DN**
 - **Enter notes if applicable**
 - **Click on the Fail Request button**

OM GUI: Fail Request Page



Action: Activate Request - Netscape

Fail Request for RequestID 0400003016

Don't send DN

Additional text for DN
0 of 255 max characters

Operator Notes for Action
0 of 255 max characters

Fail Request Cancel

Monitoring/Controlling Order Manager Operations (Cont.)



- **Annotating a PMD Action**
 - The procedure for Annotating a PMD Action is used for adding notes to PMD actions
 - The procedure is performed in response to any action (i.e., Activate Request, Mount Media for Production, Collect Media for QC, Activate Media for QC, Mount Media for QC, or Assemble Package) displayed in the Action Type column of the Media Creation Actions page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Annotating a PMD Action: Procedure**
 - Click on the Media Creation Actions link in the navigation frame of the OM GUI
 - Select Annotate Action from the option button in the Options column for the row associated with the relevant request
 - Type the appropriate text in the Operator Notes for Action text box of the Annotate Action dialogue box
 - Click on the Annotate Action button

OM GUI: Annotate Action Page

A screenshot of a Netscape browser window titled "Action: Mount Media For Production - Netscape". The main content area of the window is titled "Annotate Action for RequestID 0400002961". Below the title, the text "Operator Notes for Action" is displayed above a text input field. The input field contains the number "0" and is followed by the text "of 255 max characters". At the bottom of the dialog, there are two buttons: "Annotate Action" on the left and "Cancel" on the right.

Monitoring/Controlling Order Manager Operations (Cont.)



- **Mounting Media for PMD Production**
 - The OMS queues an action (i.e., Mount Media for PMD Production) indicating to the operator (in the Action Type column of the Media Creation Actions page) to mount media for the second (or subsequent) volume of a multi-volume request for media creation
 - The “normal” operator response would be to ensure that there is a blank tape in the drive to be used for recording the data and confirm media mounting; however, that is not the only possibility
 - When the Mount Media for PMD Production action for a particular request appears on the Media Creation Actions page, the operator has the following options:
 - Confirm mount media
 - Fail mount media
 - Annotate action

Monitoring/Controlling Order Manager Operations (Cont.)



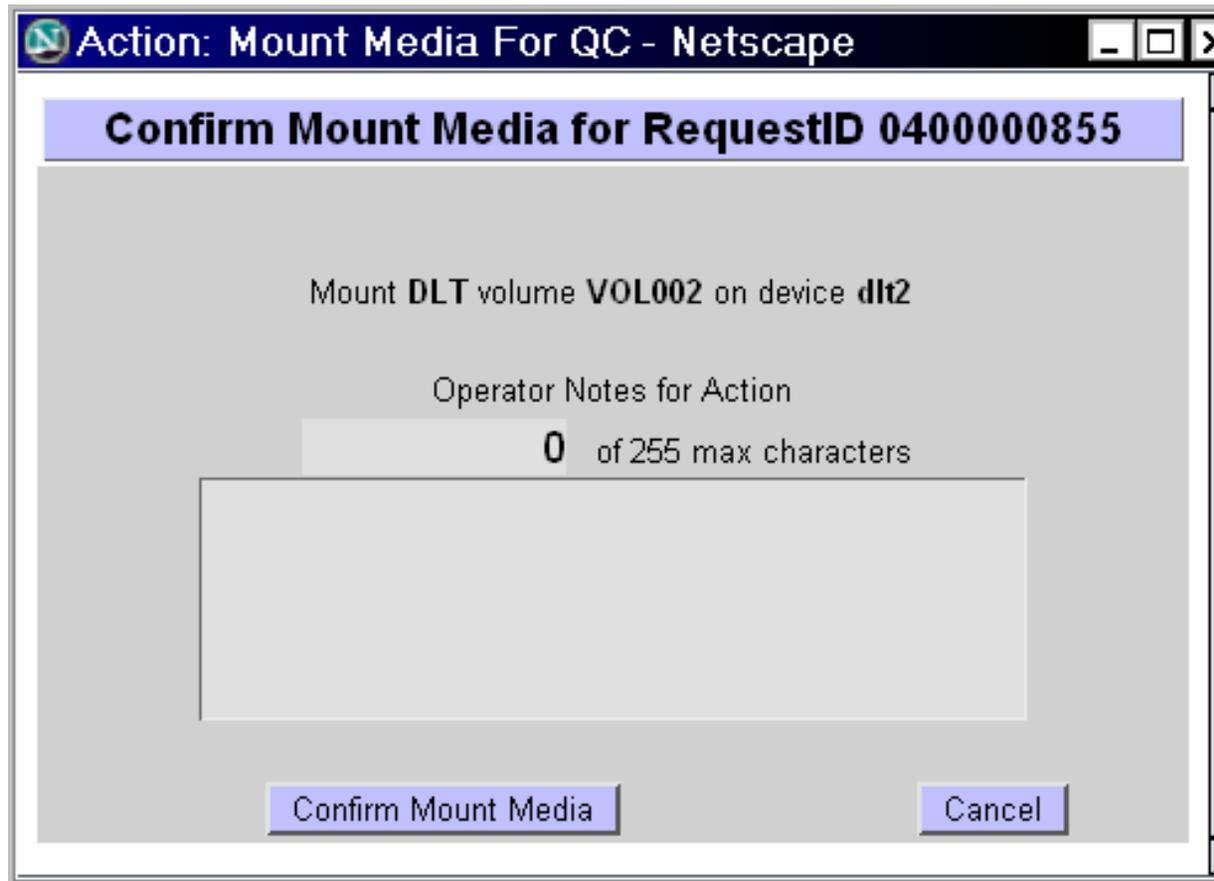
- **Confirming Mount Media for PMD Production**
 - The procedure for Confirming Mount Media for PMD is used for notifying OMS that the medium has been mounted for the next volume of a multi-volume request
 - The procedure is performed in response to a Mount Media for Production or Mount Media for QC action displayed in the Action Type column of the Media Creation Actions page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Confirming Mount Media for PMD Production: Procedure**
 - Click on the Media Creation Actions link in the navigation frame of the OM GUI
 - Select Confirm Mount Media from the option button in the Options column for the row associated with the request
 - If media mounting is for production purposes (rather than QC), ensure that there is a blank tape in the drive to be used for recording the data
 - If media mounting is for QC purposes (rather than production) put the tape or disk of the appropriate volume of the request into the drive to be used for QC
 - Wait for the drive to come on line
 - Enter notes if applicable
 - Click on the Confirm Mount Media button

OM GUI: Confirm Mount Media Page



Monitoring/Controlling Order Manager Operations (Cont.)



- **Failing Mount Media for PMD Production**
 - The procedure for Failing Mount Media for PMD is used for notifying OMS that the assigned drive currently cannot be used for media creation for a particular request and (optionally) to take the device off line
 - The procedure is performed in response to a Mount Media for Production or Mount Media for QC action displayed in the Action Type column of the Media Creation Actions page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Failing Mount Media for PMD Production: Procedure**
 - Click on the Media Creation Actions link in the navigation frame of the OM GUI
 - Select Fail Mount Media from the option button in the Options column for the row associated with the relevant request
 - Click in the Set currently assigned ... device ... off-line check box if the currently assigned device is to be taken off line
 - Enter an explanation for setting the device off line if the currently assigned device is to be taken off line
 - Enter notes if applicable
 - Click on the Fail Mount Media button

OM GUI: Fail Mount Media Page



Action: Mount Media For Production - Netscape

Fail Mount Media for RequestID 0400002998

Set currently assigned **FtpPull** device off-line.

Explanation for Set Device Off-line
0 of 255 max characters

Operator Notes for Action
0 of 255 max characters

Fail Mount Media Cancel

Monitoring/Controlling Order Manager Operations (Cont.)



- **Collecting Media for PMD QC**
 - The OMS queues an action (i.e., **Collect Media for QC**) indicating to the operator (in the **Action Type** column of the **Media Creation Actions** page) to collect the media (relevant to a particular request) for automatic QC
 - The “normal” operator response would be to dismount the specified volume(s) from the drive where it/they was/were produced and confirm that the collection of media for QC is complete; however, that is not the only possibility
 - When the **Collect Media for QC** action for a particular request appears on the **Media Creation Actions** page, the operator has the following options:
 - **Confirm media collection complete**
 - **Fail media collection**
 - **Annotate action**

Monitoring/Controlling Order Manager Operations (Cont.)



- **Confirming Media Collection Complete for PMD**
 - The procedure for Confirming Media Collection Complete for PMD is used for notifying OMS that the recently created volume(s) that was/were waiting for dismount has/have been dismounted
 - The procedure is performed in response to a Collect Media for QC action displayed in the Action Type column of the Media Creation Actions page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Confirming Media Collection Complete for PMD: Procedure**
 - Click on the Media Creation Actions link in the navigation frame of the OM GUI
 - Select Media Collection Complete from the option button in the Options column for the row associated with the request
 - Dismount the volume(s) identified as “waiting for dismount” in the Volumes Created table of the Media Collection Complete dialogue box
 - Click in the Confirm dismount of ... volume ... from device ... check box
 - Enter notes if applicable
 - Click on the Media Collection Complete button

OM GUI: Media Collection Complete Page



Action Type: Collect Media for QC - Netscape

Media Collection Complete for RequestID 0300015113

Confirm Dismount of volume **VOLUME02**
on device **TAPE02** (*required*)

Volumes Created

Volume Name	Volume Status	Production Module
VOLUME01	Complete	_test_pMod_ALPHA
VOLUME02	Waiting for Dismount	_test_pMod_ALPHA

Operator Notes for Action

0 of 255 max characters

Media Collection Complete Cancel

OM GUI: Another Media Collection Complete Page



Action: Collect Media For QC - Netscape

**Media Collection Complete for RequestID
0400000869**

Volumes Created

Volume Name	Volume Status
VOL001	CREATED
VOL002	CREATED

Operator Notes for Action

of 255 max characters

Monitoring/Controlling Order Manager Operations (Cont.)



- **Failing PMD Media Collection**
 - The procedure for Failing PMD Media Collection is used for notifying OMS that the media collection or dismount failed
 - The procedure is performed in response to a Collect Media for QC action displayed in the Action Type column of the Media Creation Actions page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Failing PMD Media Collection: Procedure**
 - Click on the Media Creation Actions link in the navigation frame of the OM GUI
 - Select Fail Media Collection from the option button in the Options column for the row associated with the request
 - Click in the Set currently assigned ... device off-line check box (if applicable)
 - Type the appropriate text in the Explanation for Set Device Off-line text box of the Fail Media Collection dialogue box (if applicable)
 - Enter notes if applicable
 - Click on the Fail Media Collection button

OM GUI: Fail Media Collection Page



Action: Collect Media For QC - Netscape

Fail Media Collection for RequestID 3400002849

Set currently assigned **DVD** device off-line.

Explanation for Set Device Off-line
0 of 255 max characters

Operator Notes for Action
0 of 255 max characters

Fail Media Collection Cancel

Monitoring/Controlling Order Manager Operations (Cont.)



- **Activating Media for QC**
 - The OMS queues an action (i.e., Activate Media for QC) indicating to the operator (in the Action Type column of the Media Creation Actions page) to activate QC for a request by allocating it to a device
 - The “normal” operator response would be to select a device from the list of available devices and confirm the presence of the appropriate tape or disk in the device; however, activating the request is not the only possibility
 - When the Activate Request action for a particular request appears on the Media Creation Actions page, the operator has the following options:
 - Activate QC
 - Fail request
 - Annotate action

Monitoring/Controlling Order Manager Operations (Cont.)



- **Activating QC for PMD Request**
 - The procedure for Activating QC for PMD Requests is used for activating QC by allocating distribution requests to devices (tape or disk drives)
 - The operator must confirm the presence of the appropriate tape or disk in the device
 - The procedure is performed in response to an Activate Media for QC action displayed in the Action Type column of the Media Creation Actions page
 - The following activities occur during disk/tape QC/verification:
 - The medium is inserted in a different drive than that used to create the disk or tape
 - QC of disks is typically done on a QC PC
 - The operator starts QC from the OM GUI
 - QC compares the summary file (generated when the data were set up for copying to the physical media) and a “tar –tvf” of the medium

Monitoring/Controlling Order Manager Operations (Cont.)



- **Activating QC for PMD Request: Procedure**
 - **Click on the Media Creation Actions link in the navigation frame of the OM GUI**
 - **Select Activate QC from the option button in the Options column for the row associated with the request**
 - **Select a different device from the option button if necessary**
 - **Click in the Select ... Device to Allocate check box**
 - **Put the tape or disk of the first volume of the request into the drive to be used for QC**
 - **Wait for the drive to come on line**
 - **Click in the check box labeled Confirm Mount of ... Volume ... on Device ...**
 - **Enter notes if applicable**
 - **Click on the Activate QC button**

OM GUI: Activate QC Page



Action: Activate Media for QC - Netscape

Activate QC for RequestID 0300018310

Select **CDROM** Device to Allocate *(required)* NEW_QC ▾
Recommended device is selected

Confirm Mount of first **CDROM** volume **VOL001** on device **NEW_QC** *(required)*

Operator Notes for Action
0 of 255 max characters

Activate QC Cancel

Monitoring/Controlling Order Manager Operations (Cont.)



- **Mounting Media for PMD QC**
 - The OMS queues an action (i.e., Mount Media for QC) indicating to the operator (in the Action Type column of the Media Creation Actions page) to mount the second and subsequent volumes of a multi-volume request for QC
 - The “normal” operator response would be to confirm the presence of the appropriate tape or disk in the drive to be used for performing QC; however, that is not the only possibility
 - When the Mount Media for QC action for a particular request appears on the Media Creation Actions page, the operator has the following options:
 - Confirm mount media
 - Fail mount media
 - Annotate action

Monitoring/Controlling Order Manager Operations (Cont.)



- **Assembling PMD Packages**
 - The OMS queues an action (i.e., Assemble Package) indicating to the operator (in the Action Type column of the Media Creation Actions page) to confirm that the package (relevant to a particular request) is assembled and ready for shipment
 - The “normal” operator response would be to collect all printed outputs, assemble the distribution package and confirm the successful completion of package assembly; however, that is not the only possibility
 - When the Assemble Package action for a particular request appears on the Media Creation Actions page, the operator has the following options:
 - Mark request shipped
 - Confirm media dismantled
 - Confirm package assembled
 - Package not assembled
 - Fail request
 - Print outputs
 - Annotate action

Monitoring/Controlling Order Manager Operations (Cont.)



- **Marking PMD Request Shipped**
 - The procedure for Marking PMD Request Shipped is used for notifying OMS that the volume(s) recently passed through QC and that was/were waiting for dismount has/have been dismounted and is/are ready to be marked “shipped”
 - The procedure is performed in response to an Assemble Package action displayed in the Action Type column of the Media Creation Actions page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Marking PMD Request Shipped: Procedure**
 - Click on the Media Creation Actions link in the navigation frame of the OM GUI
 - Select Mark Request Shipped from the option button in the Options column for the row associated with the request
 - Dismount the volume(s) identified as “waiting for dismount” in the Volumes Created table of the Mark Request Shipped dialogue box
 - Click in the Confirm dismount of ... volume ... from device ... check box
 - Click in the Confirm Package Assembled check box
 - If no DN is to be sent, click in the check box labeled Don't send DN
 - Enter notes if applicable
 - Click on the Mark Request Shipped button

OM GUI: Mark Request Shipped Page



Action: Assemble Package - Netscape

Mark Request Shipped for RequestID 040000848

Confirm Dismount of last DLT volume VOL001 from device *(required)*

Confirm Package Assembled *(required)*

Volumes Created

Volume Name	Volume Status	Production Module
VOL001	VERIFIED	MODISOUT

Printed Outputs

Output Name	Printer
Packing List (DN)	marlin
QC Reports	marlin
Shipping Labels	f2dpl08
Tape Labels	f2dpl07

Don't send DN

Operator Notes for Action

0 of 255 max characters

Mark Request Shipped Cancel

Monitoring/Controlling Order Manager Operations (Cont.)



- **Confirming PMD Media Dismounted**
 - The procedure for Confirming PMD Media Dismounted is used for notifying OMS that a volume has been dismounted from the applicable device
 - The procedure is performed in response to an Assemble Package action displayed in the Action Type column of the Media Creation Actions page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Confirming PMD Media Dismounted: Procedure**
 - Click on the Media Creation Actions link in the navigation frame of the OM GUI
 - Select Confirm Media Dismounted from the option button in the Options column for the row associated with the request
 - Dismount the volume(s) for the request
 - Click in the Confirm Package Assembled check box
 - Enter notes if applicable
 - Click on the Confirm Media Dismounted button

OM GUI: Confirm Media Dismounted Page



Action: Assemble Package - Netscape

Confirm Media Dismounted for RequestID 0400001003

Mount 8MM volume VOL001 on device qc3

Confirm Package Assembled (optional)

Volumes Created

Volume Name	Volume Status	Production Module
VOL001	VERIFIED	MODISOUT

Printed Outputs

Output Name	Printer
Packing List (DN)	marlin
QC Reports	marlin
Shipping Labels	f2dp108
Tape Labels	f2dp107

Operator Notes for Action

0 of 255 max characters

Monitoring/Controlling Order Manager Operations (Cont.)



- **Confirming PMD Package Assembled**
 - The procedure for Confirming PMD Package Assembled is used for notifying OMS that the last volume of a request passed QC and has been dismounted
 - The procedure is performed in response to an Assemble Package action displayed in the Action Type column of the Media Creation Actions page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Confirming PMD Package Assembled: Procedure**
 - Click on the Media Creation Actions link in the navigation frame of the OM GUI
 - Select Confirm Package Assembled from the option button in the Options column for the row associated with the request
 - Dismount the volume(s) identified as “waiting for dismount” in the Volumes Created table of the Confirm Package Assembled dialogue box
 - Click in the Confirm dismount of last ... volume ... from device ... check box
 - Enter notes if applicable
 - Click on the Confirm Package Assembled button

OM GUI: Confirm Package Assembled Page



Action: Assemble Package - Netscape

Confirm Package Assembled for RequestID 0400000848

Confirm Dismount of last **DLT** volume **VOL001** from device *(required)*

Volumes Created

Volume Name	Volume Status	Production Module
VOL001	VERIFIED	MODISOUT

Printed Outputs

Output Name	Printer
Packing List (DN)	marlin
QC Reports	marlin
Shipping Labels	f2dp108
Tape Labels	f2dp107

Operator Notes for Action

0 of 255 max characters

Monitoring/Controlling Order Manager Operations (Cont.)



- **Marking PMD Package Not Assembled**
 - The procedure for Marking PMD Package Not Assembled is used for notifying OMS that the package was not assembled for shipment
 - The procedure is performed in response to an Assemble Package action displayed in the Action Type column of the Media Creation Actions page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Marking PMD Package Not Assembled: Procedure**
 - Click on the Media Creation Actions link in the navigation frame of the OM GUI
 - Select Package Not Assembled from the option button in the Options column for the row associated with the request
 - Click in the Confirm dismount of last ... volume ... from device ... check box (if applicable)
 - Click in the Set currently assigned ... device off-line check box (if applicable)
 - Type the appropriate text in the Explanation for Set Device Off-line text box of the Fail Mount Media dialogue box (if applicable)
 - Enter notes if applicable
 - Click on the Package Not Assembled button

OM GUI: Package Not Assembled Page



Action: Assemble Package - Netscape

Package Not Assembled for RequestID 0400001003

Confirm Dismount of last **8MM** volume **VOL001** from device **qc3**
(required to set device off-line)

Set currently assigned **8MM** device **qc3** off-line.

Explanation for Set Device Off-line
0 of 255 max characters

Operator Notes for Action
0 of 255 max characters

Package Not Assembled Cancel

Monitoring/Controlling Order Manager Operations (Cont.)



- **Printing PMD Outputs**
 - The procedure for Printing PMD Outputs is used for reprinting certain documents associated with PMD production, including shipping label, DN, and/or (in the case of CD-R/DVD-R) the jewel case insert
 - The procedure is performed in response to an Assemble Package action displayed in the Action Type column of the Media Creation Actions page

Monitoring/Controlling Order Manager Operations (Cont.)



- **Printing PMD Outputs: Procedure**
 - Click on the Media Creation Actions link in the navigation frame of the OM GUI
 - Select Print Outputs from the option button in the Options column for the row associated with the request
 - To have a jewel case insert printed, click in the check box labeled Print Jewel Case Inserts in the Print Outputs dialogue box
 - To have a shipping label printed, click in the check box labeled Print Shipping Label in the Print Outputs dialogue box
 - To have a Packing List (DN) printed, click in the check box labeled Packing List(DN) in the Print Outputs dialogue box
 - To have a QC report printed, click in the check box labeled Print QC Report in the Print Outputs dialogue box
 - Click on the Print Outputs button

OM GUI: Print Outputs Page



Action: Assemble Package - Netscape

Print Outputs for RequestID 0400001000

Media Type CDROM

- Print Jewel Case Inserts
- Print Shipping Label
- Print Packing List(DN)
- Print QC Report

Print Outputs Cancel

Using the Order Manager Command Line Utility



- **Order Manager Command Line Utility**
 - Provides a mechanism by which the Operations staff can submit product requests to the Order Manager Subsystem (OMS) database directly regardless of whether the Order Manager Server is “up” or “down”
 - Product requests submitted using the OM Command Line Utility are in ODL format, consistent with the Product Request ODL protocol specified in 505-41-30, Interface Control Document Between EOSDIS Core System (ECS) and the Version 0 System for Interoperability (with a few extensions)
- **Running the OM Command Line Utility**
 - Before running the OM Command Line Utility, it may be necessary to prepare input files that are specified in optional arguments when starting the utility
 - Each input file represents a separate request for data

Using the Order Manager Command Line Utility (Cont.)



- **Preparing Input Files for Use with the OM Command Line Utility**
 - Input files for product requests to be submitted using the OM Command Line Utility must be created before the utility is started
 - The input files are normally created using templates
 - The templates may be either previously used input files or the model templates in the `/usr/ecs/MODE/CUSTOM/data/OMS/template` directory
 - The model templates in the `/usr/ecs/MODE/CUSTOM/data/OMS/template` directory provide templates for requests involving various types of distribution media (e.g., ftp pull, ftp push, 8mm tape, or DVD)
 - In addition, it is possible to submit a request for data to be inserted into the Data Pool

Using the Order Manager Command Line Utility (Cont.)



- **Preparing Input Files for Use with the OM Command Line Utility (Cont.)**
 - All requests to be submitted concurrently must have the same root name (e.g., “/usr/ecs/OPS/CUSTOM/data/OMS/request”) but different numerical suffixes, starting with 0 (zero)
 - For example, if three requests were to be submitted, input files with the following names would be prepared in advance:
 - /usr/ecs/OPS/CUSTOM/data/OMS/request.0
 - /usr/ecs/OPS/CUSTOM/data/OMS/request.1
 - /usr/ecs/OPS/CUSTOM/data/OMS/request.2
 - When the OM Command Line Utility is started, the operator specifies the root name and the number of files to be processed
 - The OM Command Line Utility automatically determines the suffixes

Using the Order Manager Command Line Utility (Cont.)



- **Preparing Input Files for Use with the OM Command Line Utility: Procedure**
 - Access a terminal window logged in to the Sun Consolidation Internal Server host
 - Enter `cd /usr/ecs/MODE/CUSTOM/data/OMS/template`
 - Save a copy of the relevant template under a new file name (`cp filename1 ../filename2`)
 - Change the file permissions to 777 (if necessary)
 - Enter `vi filename`
 - Using vi editor commands create a file that specifies the relevant request information to be sent to the OMS
 - Press the Esc key
 - Enter ZZ

Using the Order Manager Command Line Utility (Cont.)



- **Running the OM Command Line Utility**
 - Before running the OM Command Line Utility, any input files that are to be specified in optional arguments when starting the OM Command Line Utility must have been prepared
 - If such input files are used, the operator references the input file(s) in the command-line arguments when starting the OM Command Line Utility
- **Running the OM Command Line Utility: Procedure**
 - Access a terminal window logged in to the Sun Consolidation Internal Server host
 - Enter `cd /usr/ecs/MODE/CUSTOM/utilities`
 - Enter `EcOmSrCliDriverStart MODE rootname #requests [sub-interval] [dBretries] [retry-interval]`

Using the OMS Configuration Script (OMS Configuration CI)



- **OMS Configuration Script (OMS Configuration CI) Activities**
 - The OMS Configuration Script or OMS Command-Line Interface (OMS Configuration CI) allows full-capability operators to configure certain attributes of the OMS that are not configured using the OM GUI
 - For example, switching between Synergy IV and Synergy III operations
 - For the most part the attributes that are configured using the OMS Configuration CI do not require frequent modification
 - The OMS Configuration CI utility is intended for full-capability operators only
 - Because it is a UNIX utility, the OMS Configuration CI depends on standard UNIX permissions to restrict execution of the script to authorized users

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Starting the OMS Configuration CI**
 - **Before starting the OMS Configuration CI, it may be necessary to prepare input files that are specified in optional arguments when starting the OMS Configuration CI**
 - **If such input files are to be used the full-capability operator starts the OMS Configuration CI referencing the input file in the command-line arguments**

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Preparing Input Files for Use with the OMS Configuration CI**
 - There are two general types of input files used with the OMS Configuration CI:
 - Synergy III mode exception files
 - Order-tracking retention time data
 - If any Synergy III mode exceptions are to be applied using the OMS Configuration CI, the appropriate input file(s) must be prepared first so the file(s) can be included in arguments that are specified when the OMS Configuration CI is started
 - Each potential input is a “flat” file that contains one of the following types of data:
 - ESDT collection(s)
 - Media type(s)
 - Ftp push destination(s)

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Preparing Input Files for Use with the OMS Configuration CI (Cont.)**
 - **The Synergy III mode exception files can be used to specify either of the following dispositions for the data:**
 - Add the data in the file to the current types of data being processed in S3 mode
 - Delete the data in the file from the current types of data being processed in S3 mode
 - **Consequently, files may be created for the following six conditions:**
 - Add ESDT collection(s) to processing in S3 mode
 - Delete ESDT collection(s) from processing in S3 mode
 - Add media type(s) to processing in S3 mode
 - Delete media type(s) from processing in S3 mode
 - Add ftp push destination(s) to processing in S3 mode
 - Delete ftp push destination(s) from S3 processing

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Preparing Input Files for Use with the OMS Configuration CI (Cont.)**
 - **Each Synergy III mode exception file specified when starting the OMS Configuration CI must contain only one of the preceding types of data**
 - **For example, if a new ftp push destination is to be added and a current ftp push destination is to be deleted, two separate files must be created, one containing the destination to be added and the other containing the destination to be deleted**
 - **The same principle applies whether the additions or deletions relate to ftp push destinations, media types, or ESDTs**
 - **Once the capability to support the distribution of bulk browse (ECSBBR) granules through OMS (rather than SDSRV) has been implemented (e.g., with the installation of Release 7.11), Operations should change the OMS configuration to delete the ECSBBR collection from processing in Synergy III mode**

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Preparing Input Files for Use with the OMS Configuration CI (Cont.)**
 - If order-tracking retention time (how long order-tracking information is kept in the OMS database) is to be modified using the OMS Configuration CI, a file of data “imported” from the OMS database (using the OMS Configuration CI) must be edited so the file can be included in an argument that is specified when the OMS Configuration CI is started the next time
 - The “imported” file contains the following three types of data:
 - Order source [e.g., “D” (Data Pool), “S” (Spatial Subscription Server), “V” (V0 gateway), or “M” (machine-to-machine gateway)]
 - Distribution medium
 - Retention time period in days

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Preparing Input Files for Use with the OMS Configuration CI (Cont.)**
 - The “imported” order-tracking retention time file is edited to incorporate the new configuration information (i.e., retention time for each set of order source/medium)
 - The edited file is subsequently “exported” to the OMS database (using the OMS Configuration CI), where the new values are entered

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Preparing Input Files for Use with the OMS Configuration CI: Procedure**
 - Access a terminal window logged in to the Sun Consolidation Internal Server host
 - Enter `cd /usr/ecs/MODE/CUSTOM/utilities`
 - Enter `vi filename`
 - Using vi editor commands create a file that specifies the relevant values to be sent to the OMS
 - Press the Esc key
 - Enter ZZ

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Starting the OMS Configuration CI**
 - If any Synergy III mode exceptions are to be applied using the OMS Configuration CI, the appropriate input file(s) must have been prepared first so the file(s) can be included in arguments that are specified when the OMS Configuration CI is started
 - The OMS Configuration CI script can take several options to process input files for Synergy III mode exceptions
 - Each potential input is a “flat” file that contains one of the following types of data:
 - ESDT collection(s)
 - Media type(s)
 - Ftp push destination(s)

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Starting the OMS Configuration CI**
 - Based on the file names included in arguments when it is started, the OMS Configuration CI determines which file was specified for which purpose (media, ESDTs, or destinations) and requests confirmation
 - Then the OMS Configuration CI requests whether the file entries are to be added or deleted from the relevant list
- **Starting the OMS Configuration CI: Procedure**
 - Access a terminal window logged in to the Sun Consolidation Internal Server host
 - Enter `cd /usr/ecs/MODE/CUSTOM/utilities`
 - Enter `EcOmConfig.pl MODE [-s3col filename] [-s3media filename] [-s3dest filename] [-ot filename] [-help]`

OMS Configuration CI: Main Menu



OMS Configuration CI v1.0

MENU:

- 1) Synergy III Mode Exceptions
- 2) Configure MSS/OMS Order Tracking
- 3) Switch Server Mode
- 4) Help

Type "x" to exit

=>

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Using the OMS Configuration CI**
 - **The full-capability operator can perform the following tasks using the OMS Configuration CI:**
 - **Processing Input Files Specified for Synergy III Exceptions**
 - **Configuring How Long Order-Tracking Information is Kept in the OMS Database**
 - **Switching Between Synergy IV and Synergy III Operations**
 - **Getting OMS Configuration CI Help**
 - **Limited-capability operators should not be able to get access to the OMS Configuration CI**

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Processing Input Files Specified for Synergy III Exceptions**
 - If any Synergy III mode exceptions are to be applied using the OMS Configuration CI, the appropriate input file(s) must have been prepared first and the file name(s) must have been included in arguments that were specified when the OMS Configuration CI was started

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Processing Input Files Specified for Synergy III Exceptions (Cont.)**
 - **There may be as many as six Synergy III exception files to account for the following six conditions:**
 - **Add ESDT collection(s) to processing in Synergy III mode**
 - **Delete ESDT collection(s) from processing in Synergy III mode**
 - **Add media type(s) to processing in Synergy III mode**
 - **Delete media type(s) from processing in Synergy III mode**
 - **Add ftp push destination(s) to processing in Synergy III mode**
 - **Delete ftp push destination(s) from processing in Synergy III mode**

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Processing Input Files Specified for Synergy III Exceptions (Cont.)**
 - **The files can specify either types of data to be added to or types of data to be deleted from the current types of data being processed in Synergy III mode**
 - **For example, a file of media types can add to the media types processed in Synergy III mode or a file can specify media types to be deleted from the media types processed in Synergy III mode**
 - **The file specified when starting the OMS Configuration CI must contain either the one type of data or the other, not both**
 - **If both additions and deletions are to be made, two separate files must be created**
 - **The same principle applies whether additions or deletions of media types, ESDTs, or ftp push destinations are specified**

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Processing Input Files Specified for Synergy III Exceptions (Cont.)**
 - Based on the file names included in arguments when it is started, the OMS Configuration CI determines which file was specified for which purpose (media, ESDTs, or destinations) and requests confirmation
 - When the full-capability operator confirms the file and its content, the OMS Configuration CI requests whether the entries in the file are to be added or deleted from the relevant list

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Processing Input Files Specified for Synergy III Exceptions: Procedure**
 - At the OMS Configuration CI Main Menu prompt enter 1
 - At the Synergy III Mode Exceptions Menu prompt enter 1
 - At the Use this file? [y/n] prompt enter y
 - At the Synergy III Mode Actions Menu prompt, enter the appropriate number
 - 1 - to add the data in the file to the types of data to be processed in Synergy III mode
 - 2 - to remove add the data in the file from the types of data to be processed in Synergy III mode
 - 3 - to abort the process of processing the file
 - At the “Submission successful. Press <ENTER> to continue...” message, press Return/Enter
 - Repeat steps as necessary

OMS Configuration CI: Synergy III Mode Exceptions Menu



Synergy III Mode Exceptions:

- 1) Process input files...
- 2) Back to Main Menu

=>

OMS Configuration Cl: Synergy III Mode Actions Menu



Select an action to take:

- 1) ADD the media types specified in the file
- 2) DELETE the media types specified in the file
- 3) Back to main menu

=>

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Configuring How Long Order-Tracking Information is Kept in the OMS Database**
 - **The full-capability operator can configure how long order-tracking information is kept in the OMS database**
 - **The length of time can be different for each combination of media type and order source**
 - **The process of configuring how long order-tracking information is kept in the OMS database involves “importing” the current configuration to a local file, editing the file, and exporting it back into the OMS database**

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Configuring How Long Order-Tracking Information is Kept in the OMS Database (Cont.)**
 - When the full-capability operator requests the OMS Configuration CI to “import” the current configuration, the utility creates and saves a unique file in the current directory
 - The saved file contains the configuration for all media types and all order sources
 - The full-capability operator exits the OMS Configuration CI and edits the import file to incorporate changes
 - The full-capability operator starts the OMS Configuration CI using the `-ot` option and specifying the edited file
 - The full-capability operator uses the OMS Configuration CI to export the data in the file to the database
 - The OMS Configuration CI parses the file and submits the changes to the OMS database

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Configuring How Long Order-Tracking Information is Kept in the OMS Database: Procedure**
 - At the OMS Configuration CI Main Menu prompt enter **2**
 - At the Configure Order Tracking Data Menu prompt enter the appropriate number
 - **1** - to import the current order-tracking retention time configuration (from the OMS database) into a file
 - **2** - to export an edited order-tracking retention time file to the OMS database
 - **3** - to view the current configuration
 - **4** - to return to the OMS Configuration CI Main Menu
 - If the current order-tracking retention time was imported into a file, exit from the OMS Configuration CI
 - If applicable, edit the import file as described in Preparing Input Files for Use with the OMS Configuration CI

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Configuring How Long Order-Tracking Information is Kept in the OMS Database: Procedure (Cont.)**
 - After editing the order-tracking retention time file, start the OMS Configuration CI using the -ot option and the file name as an argument
 - After starting the OMS Configuration CI with reference to the edited file, at the Configure Order Tracking Data Menu prompt enter 2
 - To export an edited order-tracking retention time file to the OMS database, at the Do you want to use this one? [y/n] prompt enter y
 - To continue exporting an edited order-tracking retention time file to the OMS database, at the Continue? [y/n] prompt enter y
 - At the “Export OK. Press <ENTER> to continue...” message, press Return/Enter

OMS Configuration CI: Configure Order Tracking Data Menu



Configure Order Tracking Data

- 1) Import current configuration to file...
- 2) Export new configuration to database...
- 3) View current configuration
- 4) Back to main menu

=>

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Switching Between Synergy IV and Synergy III Operations**
 - The option to switch server (processing) mode allows the full-capability operator to switch the OMS Server processing between S4 (Synergy IV) operations and S3 (Synergy III) operations
 - The feature works like a toggle:
 - If the current mode is S3, the only option is to switch to S4 and vice versa
 - Invoking the option to switch server (processing) mode allows also causes the current status of the OMS Server (i.e., “up” or “down”) to be displayed
 - Because the processing mode is kept as a parameter in the OMS database, it can be changed regardless of OMS server status

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Switching Between Synergy IV and Synergy III Operations (Cont.)**
 - The OMS Server must be shut down before switching the OMS Server mode
- **Switching Between Synergy IV and Synergy III Operations: Procedure**
 - At the OMS Configuration CI Main Menu prompt enter 3
 - At the Switch Processing Mode Menu prompt enter 1

OMS Configuration Cl: Switch Processing Mode Menu



- 1) Switch Processing mode to S3
 - 2) Back to main menu
 - 3) Exit
- =>

Using the OMS Configuration Script (OMS Configuration CI) (Cont.)



- **Getting OMS Configuration CI Help**
 - The “help” function of the OMS Configuration CI allows the full-capability operator to display a complete synopsis of the options and all available functions of the CI
- **Getting OMS Configuration CI Help: Procedure**
 - At the OMS Configuration CI Main Menu prompt enter 4
 - To view additional help information press Return/Enter
 - To exit from Help enter q

OMS Configuration CI: Help



OMS Configuration CI 1.0 HELP

Type "q" at any time to quit help.

Usage:

EcOmConfig.pl [options]

-ot <file>	Order tracking export file
-s3col <file>	File containing Synergy III ESDT collections
-s3media <file>	File containing Synergy III media types
-s3dest <file>	File containing Synergy III FTP destinations

SWITCH SERVER MODE

This function toggles the server mode between "S3" and "S4". It sets a parameter in the database that the OMS Server picks up the next time it is started. It does not set the mode directly in the server.

--MORE--

Tuning Data Server Subsystem Parameters



- **System parameters may be subject to control by Configuration Management (CM)**
 - When making or requesting a change to system parameters, the CM process at the particular site must be followed (if applicable)
- **Two databases where parameters can be set:**
 - Configuration Registry database
 - Storage Management and Data Distribution database
- **For Storage Management servers the Registry has database connectivity information only**
 - All other configuration information is in the Storage Management and Data Distribution database and is typically entered or modified using the Storage Management Control GUI

Tuning Data Server Subsystem Parameters (Cont.)



- **Configuration Registry**
 - **Configuration Registry Server provides a single interface (via a Sybase server) for retrieving configuration attribute-value pairs for system servers from the Configuration Registry database**
 - **When system servers are started they access the Configuration Registry database to obtain needed configuration parameters**
 - **Database Administrator has access to a Configuration Registry GUI for viewing and editing configuration data in the database**
 - **It is necessary to coordinate with the Database Administrator when changes to configuration parameters are needed**
 - **Changes to configuration-controlled parameters are subject to approval through the site CM process**

Tuning Data Server Subsystem Parameters (Cont.)



- **Default and adjusted values assigned to system parameters vary from site to site**
 - **For guidance concerning the assignment of values to parameters included in the Configuration Registry refer to document 910-TDA-022, Custom Code Configuration Parameters for ECS**
 - Document is available at <http://cmdm ldo.raytheon.com/baseline/> under “Technical Documents”

Tuning Data Server Subsystem Parameters (Cont.)



- **Parameters whose values may be modified to enhance system functioning or performance**
 - **AppLogSize [parameter applies to all servers]**
 - Maximum size of the application log (ALOG) file for a particular application
 - Recommended size varies considerably depending the nature of the application for which the file is being written
 - **AppLogLevel [parameter applies to all servers]**
 - Level of detail provided in the ALOG file for a particular application
 - Acceptable values are 0, 1, 2, or 3
 - A setting of “0” provides the most data

Tuning Data Server Subsystem Parameters (Cont.)



- **Tuning parameters (Cont.)**
 - **DebugLevel [parameter applies to all servers]**
 - Level of detail provided in the debug log file for a particular application
 - Normally acceptable values are 0, 1, 2, or 3
 - A setting of "0" turns off logging; a setting of "3" provides a significant amount of data
 - STMGIT offers "enhanced" debugging based on bitmaps [Level 7 (the 4 bit) provides detailed database debugging; Level 15 (the 8 bit) frequently dumps the in-memory request queue (in the Request Manager)]
 - Both Level 7 and Level 15 quickly create enormous log files

Tuning Data Server Subsystem Parameters (Cont.)



- **Tuning parameters (Cont.)**
 - **DBMaxConnections** [EcDsDistributionServer and EcDsDdistGui parameter]
 - Maximum number of database open connections (e.g., 15) allowed a particular application
 - Increasing the assigned value may prevent other applications from getting access to the database
 - **FtpPushThreshold** [EcDsDistributionServer parameter]
 - Maximum number of bytes (e.g., 15000000000) per distribution request via ftp push
 - The FtpPushThreshold should always be greater than the size of the largest input granule used by the Planning and Data Processing Subsystems (PDPS)
 - When a distribution request exceeds the threshold the request is suspended in DDIST

Tuning Data Server Subsystem Parameters (Cont.)



- **Tuning parameters (Cont.)**
 - **FtpPullThreshold [EcDsDistributionServer parameter]**
 - Maximum number of bytes (e.g., 20000000000) per distribution request via ftp pull
 - When a distribution request exceeds the threshold the request is suspended in DDIST
 - **MaxThreads [EcDsDistributionServer parameter]**
 - Worker threads (created at start up) used to process active requests
 - Needs to be greater than or equal to the sum of all priority thread limits

Tuning Data Server Subsystem Parameters (Cont.)



- **Tuning parameters (Cont.)**
 - **RETRIEVAL_CHUNK_SIZE [EcDsDistributionServer parameter]**
 - Number of per-request archived files (e.g., 40) to be retrieved from the archive server
 - Must be greater than zero (0)
 - Should not be greater than half the number of service threads used by the STMGT cache managers for archive reading
 - **SocketLimit [EcDsDistributionServer parameter]**
 - Number of connections (e.g., 620) to a server through the Hubble Space Telescope (HST) sockets middleware
 - Too low a number misses connections
 - Too high a number may adversely affect the memory of the server's host

Tuning Data Server Subsystem Parameters (Cont.)



- **Tuning parameters (Cont.)**
 - **ChecksumStoreFreq [EcDsStArchiveServer parameter]**
 - Percentage of StoreFile requests to be checksummed
 - **ChecksumRetrieveFreq [EcDsStCacheManagerServer parameter]**
 - Percentage of checksummed files to be checksummed for file retrieve requests

Tuning Data Server Subsystem Parameters (Cont.)



- **When the value assigned to a parameter has been changed and saved in the Configuration Registry, the modified value does not take effect until the affected server has been restarted**
- **Example**
 - **Debug level for the Distribution Server log has been changed from “2” to “3” in the Configuration Registry**
 - **Modification does not affect the recording of data in the log until after a warm restart of the Distribution Server (at which time the server would read the parameters in the Configuration Registry)**

Tuning Data Server Subsystem Parameters (Cont.)



- **Checksum Status**

- It is possible to have a checksum calculated for each file stored (inserted) in the archive
- There is an option for having a checksum computed for each file retrieved from the archive and validating it by comparing it with the checksum previously computed
- The extent of check-summing is determined by the values assigned to the following two configuration parameters in the Configuration Registry:
 - CheckSumStoreFreq
 - CheckSumRetrieveFreq

Tuning Data Server Subsystem Parameters (Cont.)



- **Checksum Status (Cont.)**
 - **CheckSumStoreFreq** is an archive server (**EcDsStArchiveServer**) parameter that specifies the percentage of **StoreFile** requests to be checksummed
 - **CheckSumRetrieveFreq** is a cache manager server (**EcDsStCacheManagerServer**) parameter that specifies the percentage of file retrieve requests to be checksummed
 - The recommended value for both parameters is 100 (i.e., calculate a checksum for 100% of requests)
 - If either value needs to be modified, coordinate the change with the Database Administrator

Modifying System Parameters in the STMGT/DDIST Database



- **Staging Area Size and Read-Only Cache Size**
 - Cache and staging disk space requirements are defined in separate columns in different database tables in the Storage Management and Data Distribution Database
 - The TotalStagingSpace column in the DsStStagingDiskServer table contains the overall size of the space (in blocks) available for a staging disk
 - The TotalCacheSpace column in the DsStCache table contains the overall size (in blocks) of a cache

Modifying System Parameters in the STMGT/DDIST Database



- **Staging Area Size and Read-Only Cache Size (Cont.)**
 - The **TotalStagingSpace** column should reflect the available disk space in the file partition that is configured
 - The **TotalCacheSpace** column is seen as "Original Cache Space" from the Storage Management Control GUI
 - The value assigned to the cache manager that is configured as the Pull Monitor (Pull Area Manager) should be the size (in blocks) of the partition that houses the Pull Area
 - If the value assigned to the Pull Monitor (Pull Area Manager) is changed while there are files in the Pull Area, the value should be higher than the cumulative size of files in the cache

Modifying System Parameters in the STMGT/DDIST Database



- **Staging Area Size and Read-Only Cache Size (Cont.)**
 - **In Storage Management configurations...**
 - **Capacity ("space") is consistently specified in blocks**
 - **File size is specified in bytes**
 - **Each cache has its own path**

Modifying System Parameters in the STMGT/DDIST Database



- **Staging Area Size and Read-Only Cache Size (Cont.)**
 - **Comparison of staging disk and cache paths:**
 - **EcDsStCacheManagerServerACM1 cache path:**
 - **/usr/ecs/OPS/CUSTOM/apc/x0acg01/data/staging/cache**
 - **[The cache area used to be identified as "user1"]**
 - **EcDsStStagingDiskServerACM1 root path:**
 - **/usr/ecs/OPS/CUSTOM/apc/x0acg01/data/staging//disks**
 - **[Each staging disk has a unique number (e.g., disk1132), even across servers]**
 - **Cache and staging disk space parameters are modified using the Storage Management Control GUI**

Modifying System Parameters in the STMGT/DDIST Database



- **Setting Expiration Thresholds for Cache Managers**
 - **A just-enough-cache cleanup strategy is used in Storage Management**
 - **Caches (including the Pull Area) generally remain full because each cache manager identifies and removes just enough old files to accommodate new ones**
 - **In the DsStCache database table there is an ExpirationThreshold column that contains the number of hours it takes for files to expire in the cache area managed by each cache manager**
 - **The ExpirationThreshold for the cache manager configured as the Pull Monitor specifies the number of hours it takes for files to expire in the Pull Area**

Modifying System Parameters in the STMGT/DDIST Database



- **Setting Expiration Thresholds for Cache Managers (Cont.)**
 - **Factors considered when setting the ExpirationThreshold for each cache manager:**
 - **ExpirationThreshold specifies the number of hours a lien will be held against a cached file**
 - **If a lien expires and space is required, the lien will be automatically removed unless the ConfirmDelete flag (for expired files) is set to "Yes"**
 - **ExpirationThreshold entries are typically set at 72 (hours) but may be set at some other value (usually in the range of 24 - 72)**
 - **Too short a time limits the ability of users to get their data before it is deleted (if ConfirmDelete is set to "No")**
 - **Too long a time increases the chance of filling up the cache**

Modifying System Parameters in the STMGT/DDIST Database



- **Setting Expiration Thresholds for Cache Managers (Cont.)**
 - The **ConfirmDelete** column in the **DsStCache** table is a flag that indicates whether to automatically delete upon reaching the **ExpirationThreshold**
 - **ConfirmDelete** is typically set to "No" (do not require confirmation before deleting)
 - Files are pulled to the Pull Area by the Pull Monitor (Pull Area Manager); they are not pushed there by the ftp server
 - The **Fault Level** and **Warning Level** parameters are ignored
 - Expiration thresholds and **ConfirmDelete** flags for expired files are modified using the **Storage Management Control GUI**

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Storage Management Service Thread Allocation**
 - **Service threads process requests submitted to the applicable server, for example...**
 - **EcDsStRequestManagerServer**
 - **EcDsStArchiveServer**
 - **EcDsStCacheManagerServer**
 - **EcDsStStagingDiskServer**
 - **EcDsStFtpServer**
 - **The number of service threads assigned to a server should be set on the basis of the resources available and the server throughput**

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Storage Management Service Thread Allocation (Cont.)**
 - The `DsStServiceThreadConfig` database table contains the number, types, and priorities of service threads for Storage Management servers
 - The following columns indicate the number of service threads assigned to each priority:
 - `XpressThreads`
 - `VhighThreads`
 - `HighThreads`
 - `NormalThreads`
 - `LowThreads`

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Storage Management Service Thread Allocation (Cont.)**
 - The PoolType column (DsStServiceThreadConfig database table) identifies the type of threads within a certain pool applicable to the server
 - Service Threads
 - Read Threads
 - Write Threads
 - In Storage Management Read Threads and Write Threads apply to the archive servers only
 - The NumThreads column contains the number of threads in a particular pool
 - Storage Management service thread-related values are modified using the Storage Management Control GUI

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



Representative Default Values Listed in the DsStServiceThreadConfig Database Table

ServerId	PoolType	Num Threads	Xpress Threads	Vhigh Threads	High Threads	Normal Threads	Low Threads
1	ReadThreadPool	30	0	10	10	0	10
1	ThreadPool	30	0	10	10	0	10
1	WriteThreadPool	30	0	10	10	0	10
2	ReadThreadPool	10	0	0	0	0	10
2	ThreadPool	50	0	10	10	0	30
2	WriteThreadPool	100	0	20	70	0	10

- **ServerId 1** refers to **EcDsStArchiveServerACM4**
- **ServerId 2** refers to **EcDsStArchiveServerDRP3**

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Data Distribution Priority Thread Allocation**
 - **Data Distribution (DDIST) has been enhanced to support a DAAC-configurable number of thread pools with each pool having a separate thread limit**
 - **The pools are defined in a DDIST database table called DsDdThreadPool**
 - **Each row in the table contains a unique pool identifier, a thread pool name, and the number of threads (thread limit) associated with the pool**

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



Example of DsDdThreadPool Table Contents

ThreadPoolId	ThreadPoolName	ThreadLimit
13	SUB_LARCINGMGR	15
14	DEFAULT	10
15	PRODUCTION	20
16	SUB_ASTERGDS	10
17	SUB_NOAASOAP	20
18	SUB_JSMITH	20
19	PDS	30
20	USER_FTPPUSH	35
21	USER_FTPPULL	10
22	S4POPS	20
23	SUB_PRIVUSER	80
24	SUB_REGUSER	60

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- There is always a DEFAULT pool in the DsDdThreadPool table
 - A distribution request that fails to match any of the other rules for assigning requests to thread pools is automatically assigned to the DEFAULT pool
- Rules for assigning requests to thread pools are specified in the DsDdAssignmentRule table
 - Rules are DAAC-configurable and are based on request attributes
 - Attributes involved in thread pool assignments:
 - ECSUserId
 - Priority
 - EsdtType
 - MediaType
- Each row in the table defines an assignment rule

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



Example of DsDdAssignmentRule Table Contents

SeqNum	Thread PoolId	ECSUserId	Priority	Esdt Type	Media Type	EmailAddress	NumberOf Granules
50	14	ANY	ANY	ANY	scp	ANY	ANY
100	15	\$EcDpPrEM	ANY	ANY	ANY	ANY	ANY
200	16	Aster_gds	NORMAL	ANY	ANY	ANY	ANY
300	13	LarInngMgr	NORMAL	ANY	ANY	ANY	ANY
400	17	NOAA/SOAP	ANY	ANY	ANY	ANY	ANY
500	18	jsmith	NORMAL	ANY	ANY	ANY	ANY
600	19	\$PDS3	ANY	ANY	ANY	ANY	ANY
900	22	s4opsaaf	ANY	ANY	ANY	ANY	ANY
1000	22	s4opsaar	ANY	ANY	ANY	ANY	ANY
1100	22	s4opsamf	ANY	ANY	ANY	ANY	ANY
1200	22	s4opsamr	ANY	ANY	ANY	ANY	ANY
1300	22	s4opsdpf	ANY	ANY	ANY	ANY	ANY
1400	22	s4opstmf	ANY	ANY	ANY	ANY	ANY
1500	22	s4opstmr	ANY	ANY	ANY	ANY	ANY
1600	23	PrivUser	ANY	ANY	FtpPush	userops@x0ins02. daac.ecs.nasa.gov	2
1700	24	RegUser	ANY	ANY	ANY	ANY	ANY
1800	17	NoneUser	ANY	ANY	ANY	ANY	ANY
1900	20	ANY	ANY	ANY	FtpPush	ANY	ANY
2000	21	ANY	ANY	ANY	FtpPull	ANY	ANY

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **For each new request, the rules (in the DsDdAssignmentRule table) are evaluated in order by SeqNum**
 - **When a rule is found where all conditions evaluate to true, the request is assigned to the pool specified in the ThreadPoolId column**
 - **A rule evaluates to true if the values of all request attributes (i.e., ECSUserId, Priority, EsdtType, MediaType, EmailAddress, and NumberOfGranules) match the values contained in the rule's row in the table**
 - **A value of "ANY" automatically evaluates to true for that attribute**
 - **Any requests that fail to match any of the rules are assigned to the DEFAULT thread pool**

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Dynamic FTP server assignment**
 - In addition to enforcing rules for assigning requests to thread pools (as specified in the DsDdAssignmentRule table) Data Distribution uses dynamic FTP server assignment as a means of preventing certain types of requests from monopolizing distribution resources
 - Dynamic FTP server assignment involves using a set of rules in the DsDdAssignmentRuleHWCI table to evaluate each distribution request and allocate it to the appropriate Data Distribution FTP server
 - The rules for assigning a distribution request to a specific FTP server (identified by HWCI) are DAAC-configurable and are based on request attributes

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Dynamic FTP server assignment (Cont.)**
 - The following attributes are used for making an HWCI assignment:
 - ECSUserId
 - SeniorClient
 - MediaType
 - EsdtType
 - PushDest
 - EmailAddress
 - Each row in the DsDdAssignmentRuleHWCI table defines an HWCI assignment rule

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



Example of DsDdAssignmentRuleHWCI Table Contents

SeqNum	HWCI	ECSUserId	Senior Client	Media Type	Esdt Type	PushDest	EmailAddress
100	DRP1	\$PDS	ANY	ANY	ANY	ANY	ANY
200	DRP1	ANY	PD	ANY	ANY	ANY	ANY
300	DRP1	ANY	IN	ANY	ANY	ANY	ANY
400	DRP1	\$PDS3	ANY	ANY	ANY	ANY	ANY
500	DRP2	PrivUser	ANY	FtpPush	ANY	ANY	ANY
600	DRP1	RegUser	ANY	FtpPush	ANY	ANY	ANY
700	DRP1	s4opsaaf	ANY	FtpPush	ANY	ANY	ANY
800	DRP1	s4opsaar	ANY	FtpPush	ANY	ANY	ANY
900	DRP1	s4opsamf	ANY	FtpPush	ANY	ANY	ANY
1000	DRP1	s4opsamr	ANY	FtpPush	ANY	ANY	ANY
1100	DRP2	s4opsdpf	ANY	FtpPush	ANY	ANY	ANY
1200	DRP1	s4opstmf	ANY	FtpPush	ANY	ANY	ANY
1400	DRP1	s4opstmr	ANY	FtpPush	ANY	ANY	ANY
1500	DRP1_auto	ANY	ANY	scp	ANY	ANY	ANY

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **When DDIST receives a request, a stored procedure executes to assign the request to the appropriate thread pool based on the rules contained in the DsDdAssignmentRule table**
 - **Once all threads in a given thread pool have been allocated, new requests assigned to that pool are put in a "pending" state until a thread becomes available**
 - **Requests are no longer automatically assigned to threads in other pools if there are no available threads in their assigned pool**
 - **Pending requests for each pool are activated in first-in-first-out order by request priority**
- **Another stored procedure executes to map the request to an HWCI based on the rules contained in the DsDdAssignmentRuleHWCI table**

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **DAACs may adjust configurations by updating the following tables:**
 - **DsDdThreadPool**
 - **DsDdAssignmentRule**
 - **DsDdAssignmentRuleHWCI**
- **Assignment rules may be added, deleted or updated at any time without warm-starting DDIST**
 - **Changes to assignment rules take effect immediately upon being entered in the database**
 - **All new requests entering DDIST are subject to the updated rules**

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **The ThreadLimit attribute in the DsDdThreadPool table may be dynamically changed as well**
 - **The DDIST server reloads thread limits every 90 seconds so thread limit changes take effect within 90 seconds after being entered**
 - **New thread pools can be added by inserting rows in the DsDdThreadPool table; however, they are not used until the DDIST server is warm-started**
- **A thread pool can be deleted as long as ...**
 - **There are no rules in the DsDdAssignmentRule table that point to the thread pool**
 - **AND**
 - **All requests that have been assigned to the thread pool have been completed and have migrated out of the DDIST database**

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **When DDIST is warm-started, all requests are reassigned to thread pools based on the current set of rules**
- **If necessary, it is possible to reassign requests after they have been assigned to a thread pool**
 - **Update the rules in the DsDdAssignmentRule table as necessary to ensure that the request will be assigned to the desired thread pool**
 - **Warm-start DDIST (EcDsDistributionServer)**
- **There is no GUI support for making changes to either the thread pool configuration or the FTP server assignment**
 - **Thread pool configuration or FTP server assignment changes are made by a DAAC DBA using the isql interface to update the DsDdThreadPool, DsDdAssignmentRule and/or DsDdAssignmentRuleHWCI tables in the database**

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Guidelines for tuning DDIST priority thread allocation:**
 - In most cases, each FtpPush destination site should have its own thread pool
 - For each FtpPush destination, the DAAC should determine the number of concurrent file transfers it takes to fully utilize the available network bandwidth
 - The number represents a parameter called "MaxTransfers"
 - For subscription-based FtpPush distribution, the thread limit for the associated thread pool should be set to 130% of MaxTransfers (rounded up)
 - This should provide a sufficient number of threads to utilize the available network bandwidth plus allow for one or more threads to be concurrently staging data out of the AMASS cache

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Guidelines for tuning DDIST priority thread allocation (Cont.):**
 - **For non-subscription-based FtpPush distribution, the thread limit for the associated thread pool should be set to 200% of MaxTransfers (rounded up)**
 - This should provide sufficient threads to utilize the available network bandwidth plus allow for staging of data from archive tapes
 - **The total number of threads in DsDdThreadPool (i.e., sum of ThreadLimit for all rows) represents the maximum number of threads that can be active concurrently in DDIST**
 - The total must be less than the number of worker threads configured for DDIST
 - The default number of worker threads configured for DDIST is 228

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Guidelines for tuning DDIST priority thread allocation (Cont.):**
 - **Although DDIST thread pools can be configured around request attributes other than priority, it is important to remember that STMGT CacheManager thread pools are organized by priority**
 - **Consequently, it is important to ensure that STMGT thread pools are configured to optimally handle the likely mix of request priorities**
 - **During warm-start, it takes DDIST 0.83 second to recover each active or pending request**
 - **Consequently, for a 2000-request backlog, it takes DDIST approximately 28 minutes to reach the end of start monitoring and begin accepting new requests**
 - **However, note that DDIST immediately begins to work off its request backlog as requests are assigned to thread pools**

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Modifying System Parameters in the Database Using the Storage Management Control GUI**
 - As previously mentioned the effects on system functioning and performance must be considered before modifying system parameters
 - When making or requesting a change to system parameters, the CM process at the particular site must be followed (if applicable)
 - Depending on circumstances (e.g., operator permissions) at a particular site, it may be necessary to request that someone else make parameter modifications using the Storage Management Control GUI

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Modifying System Parameters in the Database Using the Storage Management Control GUI: Procedure**
 - Click on the appropriate server type in the Server Type Information window on the Storage Config. tab
 - Click on the appropriate server in the server information window
 - Click on the Modify Server/View Stackers button
 - Enter modified data in relevant field(s) as necessary
 - If service threads are to be allocated by priority, type the desired values in the appropriate fields in the Service Threads: Allocate by Priority window
 - When new values have been entered in all fields to be modified, click on the OK button

Cache Manager Server Configuration Dialogue



Cache Manager Server Configuration

Server Name: CacheManagerServer RPC Tag:

Original Cache Space (blocks): <input type="text" value="5000000"/>	Disk Capacity Fault Level: <input type="text" value="80.000000"/> ▲▼ Warning Level: <input type="text" value="40.000000"/> ▲▼
Available Cache Space (blocks): <input type="text" value="4789662"/>	
Allocation Block Size (bytes): <input type="text" value="1024"/>	
Description: <input type="text" value="Cache Manager"/>	

Expiration Threshold (hours): ▲▼

File I/O Block Size (bytes):

Expired Files Confirm Delete:

Retries: ▲▼

Sleeptime (seconds): ▲▼

Service Threads:

Cache Path:

User Request Directory:

FTP Notification File:

FTP Notification Freq (Sec): ▲▼

Service Threads: Allocate Threads by Priority Window



Service Threads

Allocate Threads by Priority

XPress:	0
V-High:	0
High:	0
Normal:	0
Low:	40
Total:	40

OK Cancel

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Modifying System Parameters in the Storage Management and Data Distribution Database Using ISQL**
 - Effects on system functioning and performance must be considered before modifying system parameters
 - When making or requesting a change to system parameters, the CM process at the particular site must be followed (if applicable)
 - Depending on circumstances at a particular site, it may be necessary to request that the Database Administrator modify database parameters

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Modifying System Parameters in the Storage Management and Data Distribution Database Using ISQL (Cont.)**
 - The procedures vary somewhat depending on what database table is to be modified
 - Modifications can be made to the **DsDdAssignmentRule** or **DsDdAssignmentRuleHWCI** table at any time
 - As described in the procedure for Modifying System Parameters in the Storage Management and Data Distribution Database Using ISQL
 - If the Distribution Server is running when the table is updated, the changes will take effect immediately (i.e., any new distribution requests will be allocated to a thread pool using the updated rules)
 - Consequently, rule changes to one of the tables must be self-consistent and are typically made within the scope of a single Sybase transaction

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Modifying System Parameters in the Storage Management and Data Distribution Database Using ISQL (Cont.)**
 - **Modifications to the DsDdThreadPool table must be made while the Distribution Server is idle**
 - **As described in the procedure for Modifying Parameters in the DsDdThreadPool Table Using ISQL**

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Modifying System Parameters in the Database Using ISQL: Procedure**
 - **Access a terminal window logged in to the Access/Process Coordinators (APC) Server**
 - **Log in to isql**
 - **Specify the proper database name**
 - **Check the current contents of the relevant table**
 - **Update/delete/add the appropriate row(s) in the relevant table**
 - **Verify modifications to the database by checking the current contents of the relevant columns in the appropriate table**
 - **Quit isql**

Modifying System Parameters in the STMGT/DDIST Database (Cont.)



- **Modifying Parameters in the DsDdThreadPool Table Using ISQL: Procedure**
 - If applicable, update the rules in the DsDdAssignmentRule table
 - If applicable, wait until all requests in the thread pool have been completed before continuing
 - Make a request to the Operations Controller/System Administrator to stop the Distribution Server
 - If applicable, use isql to set the ThreadLimit in the DsDdThreadPool table to zero
 - If applicable, modify the DsDdThreadPool table using isql
 - Make a request for a warm start of the Distribution Server
 - If applicable, use isql to delete the relevant row from DsDdThreadPool table

Tuning Order Manager Subsystem and Data Pool Parameters



- **Tuning Order Manager Subsystem and Data Pool Configuration Parameters**
 - **When operating in Synergy IV mode the OMS has responsibility for most orders, i.e., for staging data from the archive into the Data Pool in preparation for distribution and for completing ftp pull and ftp push orders**
 - **The OMS handles orders for distribution on physical media and the data required for completing the physical media orders get staged to the Data Pool**

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **The following rules apply to the staging of data:**
 - **If an ordered granule is in the Data Pool, it is considered staged**
 - **If an ordered granule is in AMASS cache, a request for inserting it into the Data Pool is sent immediately to the DPL insert service and the granule is copied from the cache into the Data Pool as quickly as possible via a separate Data Pool in-cache queue**
 - **If a distribution request references any additional granules that are not in either the Data Pool or AMASS cache, the request is eventually promoted into the “Staging” state and its granules are queued for Data Pool insert**
 - **The DPL insert service places the granules in the from-tape queue**

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **The following rules apply to order/request completion:**
 - **An ftp pull order is considered complete when all its granules are in the Data Pool; however, the granules are retained in the Data Pool until the ftp pull order expires (according to the DAAC configured ftp pull retention time)**
 - **For an ftp push order, the OMS queues an ftp push operation for each granule as soon as the granule is available in the Data Pool, provided the order has either reached the Staging state or requires no staging**
 - **The ftp push order is considered complete when all granules have been pushed**
 - **The OMS submits each physical media distribution request to the Production Module after all the relevant granules are in the Data Pool**

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **To support orders/requests that cannot be processed in Synergy IV mode each DAAC configures DDIST and STMGT thread pools to regulate how the available archive bandwidth is made available to the orders that are being queued up**
- **In Synergy IV mode it is irrelevant whether a granule is in the read-only cache, the AMASS cache, or needs to be fetched from tape because OMS schedules archive operations in a different manner**
- **Granules that do not require actual tape access are processed in an expedited fashion**
- **The OMS and the DPL insert service allocate the archive resources (i.e., tape mounts) to the remaining granules using a set of staging policies**

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Staging Policies**

- The tape archive is one of the critical limited resources for data distribution
- Each archive has a limited number of tape drives and not all of them can be used for data distribution because some of them have to be reserved for other purposes (e.g., ingest)
- The most time-consuming operations in the archive include the mounting and dismounting of a tape and advancing the tape to the beginning of the requested file
- Consequently, the OMS and Data Pool services implement a number of policies to optimize the use of archive resources
- In some cases, a DAAC can influence the OMS behavior via tuning parameters; in other cases, the behavior is fully automatic and requires no tuning

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Staging policy goals:**
 - **Do not let a small set of distribution requests occupy a large number of archive tape drives for extended time periods**
 - **Adjust the pace of staging for a given device (or ftp connection) to slow down if the device or connection cannot keep up with the staging rate**
 - **Do not let the staging rate significantly outstrip the pace of request completion**
 - **Throttle the archive staging activity for output devices and ftp connections to prevent consuming a lot of disk space for orders that cannot be completed**
 - **Ensure that even low-priority requests move through the staging state at a reasonable pace**
 - **Ensure that high-priority requests are processed in an expedited fashion**

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Staging policy goals (Cont.):**
 - **Ensure that enough archive tape drives remain available for non-OMS/non-DPL-related activities**
 - **Manage Data Pool in-cache and from-tape insert processes efficiently**
 - **Ensure that throughput keeps up with demand so granules are retrieved before AMASS removes them from its cache**
 - **Ensure that additional insert processes can be dispatched in the eventuality that an archive tape that is mounted contains several requested granules**

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Staging policy goals (Cont.):**
 - **Optimize the use of tape archive resources as much as possible:**
 - **Use a single tape mount to read all granules that are currently on order and that reside on the same tape**
 - **Do not let the drives of an archive become idle as long as there are granules from the archive on order that still need to be staged, regardless of where the corresponding order is in the distribution queue**
 - **If an order includes granules that are currently in an archive cache, copy the granules to the Data Pool as soon as possible to preclude the eventual need for a tape mount**

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Preventing a Set of Distribution Requests from Monopolizing Archive Tape Drives**
 - **A small set of distribution requests should not be allowed to occupy a large number of archive tape drives for extended time periods**
 - **The effect would be to block other distribution requests that also require tape mounts**
 - **The following tuning parameters can be used to prevent a set of distribution requests from occupying a large number of archive tape drives for extended time periods:**
 - **MaxTapeMountPerRequest parameter on the Data Pool Maintenance GUI (DPM GUI)**
 - **Max Cheap Requests parameter on the OM GUI**
 - **Max Moderate Requests parameter on the OM GUI**
 - **Max Expensive Requests parameter on the OM GUI**

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Adjusting the Pace of Staging**
 - **Simply servicing orders in the sequence in which they are submitted may result in poor utilization of media devices or ftp connections**
 - **For example, assume that the DAAC receives a large number of medium-sized orders to be distributed on 8mm tape and all of them need to have their data staged from the archive**
 - **Since the individual orders are not very large, the preceding limits would not prevent them from going into staging and subsequently keeping all the archive drives busy for some time**
 - **However, because 8mm tape drives are slow, most of the data would pile up in the Data Pool waiting for access to an 8mm tape drive**
 - **On the other hand, orders for other media types might get only sporadic service or no service and their output devices could eventually sit idle**
 - **The result is poor utilization of output devices**

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Adjusting the Pace of Staging (Cont.)**
 - To prevent the preceding type of situation OMS has the following two types of tuning parameters for adjusting the pace of staging for a given device or ftp connection (to slow down if the device or connection cannot keep up with the staging rate):
 - RHWM (Request High Water Mark) parameters on the OM GUI
 - DHWM (Data Volume High Water Mark) parameters on the OM GUI

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Throttling Archive Staging for Output Devices and FTP Connections**
 - Under normal circumstances the archive drives are the key distribution bottleneck
 - In many cases the output devices and ftp connections are able to distribute data as quickly as it can be staged
 - However, this can change if one of the output channels experiences problems; for example, if media drives fail or the throughput for some ftp connection suddenly deteriorates
 - If staging were to continue regardless of such problems, a lot of disk space might be consumed by orders that could not be completed and (consequently) could not have their data removed
 - At a minimum, it is desirable to throttle the archive staging activity for such devices or connections

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Throttling Archive Staging for Output Devices and FTP Connections (Cont.)**
 - The applicable tuning parameters are the same as those used in adjusting the pace of staging, specifically:
 - RHWM (Request High Water Mark) parameters on the OM GUI
 - DHWM (Data Volume High Water Mark) parameters on the OM GUI
 - Note that the OMS stops dispatching distribution requests that require resources that have been suspended
 - This behavior is automatic and there are no related tuning parameters apart from the retry behavior

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Ensuring the Staging of Low-Priority Requests at a Reasonable Pace**
 - If the archive staging workload is close to the archive capacity for extended periods of time, requests that have a low priority could wait for a long time before being serviced
 - Once they are submitted to staging their tape-mount requests may be serviced infrequently and intermittently because higher-priority requests that get promoted into staging would be given preference
 - As a result, low-priority requests may have to wait for a long time to get into the staging state and then stay in staging for a very long time
 - Eventually, a backlog of low-priority requests could build up and the response time would be very poor

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Ensuring the Staging of Low-Priority Requests at a Reasonable Pace (Cont.)**
 - Furthermore, once such a low-priority request got in staging, its data would accumulate in the Data Pool and could not be removed until the request completed
 - So it could end up blocking disk resources for an extended period of time
 - To alleviate the problem of low-priority requests seeming to hang in Queued or Staging forever one can implement request aging, which is implemented through the following two types of aging parameters:
 - OMS Age Step parameters on the OM GUI
 - OMS Maximum Priority parameters on the OM GUI
 - DPL Age Step parameters (agingStep column in the DPL database)
 - DPL Maximum Priority parameters (MaxPriLevel column in the DPL database)

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Ensuring That High-Priority Requests Are Expedited**
 - The mechanisms described in **Adjusting the Pace of Staging and Throttling Archive Staging for Output Devices and FTP Connections** limit the number of requests that are submitted for staging from the archive
 - However, occasionally high-priority requests are received and should be processed in an expedited fashion
 - The following tuning parameters affect the expedited processing of high-priority requests:
 - RLWM (Request Low Water Mark) parameters on the OM GUI
 - DLWM (Data Volume Low Water Mark) parameters on the OM GUI
 - Min Pri to Preempt parameter on the OM GUI

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Reserving Enough Tape Drives for Non-OMS/Non-DPL-Related Activities**
 - The DAAC must be able to limit the number of tape drives that are made available for DPL staging in each archive. This ensures that there is a sufficient number of tape drives available for other, non-OMS/non-DPL-related activities. The following tuning parameters affect the number of available tape drives:
 - MAX_READ_DRIVES_x0xxgnn parameters on the List of Configuration Parameters page of the DPM GUI
 - (e.g., MAX_READ_DRIVES_e0acg11, MAX_READ_DRIVES_e0drg11, and MAX_READ_DRIVES_e0drg12)

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Managing Data Pool In-Cache and From-Tape Insert Processes Efficiently**
 - Managing Data Pool insert processes efficiently involves configuring the maximum number of concurrent Data Pool insert processes
 - The number of concurrent insert processes can be configured separately for data that is found in AMASS cache and data that needs to be read from archive tapes
 - The following tuning parameters affect the management of Data Pool insert processes:
 - NumOfAllowedCacheProcesses parameter on the DPM GUI
 - NumOfAllowedInsertProcesses parameter on the DPM GUI
 - NumOfAllowedNonCacheProcesses parameter on the DPM GUI

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **Optimizing Tape Archive Resources**
 - **Since the tape archive is the most likely distribution bottleneck, it is desirable to optimize the use of this resource as much as possible**
 - **The following features optimize tape archive resources:**
 - **Using a single tape mount to read all granules currently on order that reside on the same tape**
 - **Not letting the drives of an archive go idle as long as there are granules from the archive on order that still need to be staged, regardless of where the corresponding order is in the distribution queue**
 - **Copying ordered granules from archive cache to the Data Pool as soon as possible to preclude the eventual need for a tape mount**
 - **There are no configuration parameters associated with the behaviors listed**
 - **They do not require tuning because they are automatic**

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **OMS Database Cleanup Guidelines**
 - From the perspective of system performance it is very important to clean up the OMS database and MSS order-tracking tables on a regular basis
 - Not cleaning up the database tables would have the following effects:
 - Overall order-processing throughput would slow down due to the deterioration of OMS/MSS response times
 - Response time of the OMS GUI would increase
 - If order information must be kept for extended periods of time (e.g., for reporting purposes), it is recommended that on a regular basis information be copied (via scripts or Sybase replication) from the operational tables to a separate set of historical tables
 - The OMS database itself is an operational database and is not suited for long-term retention of order information

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **OMS Database Cleanup Guidelines (Cont.)**
 - **To assist with database cleanup, the OMS provides the following two levels of cleanup:**
 - **Removal of completed OMS actions, interventions and notifications**
 - **Removal of order-tracking information for completed orders**
 - **Order-tracking information for completed orders includes order, request, and granule information**

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **OMS Database Cleanup Guidelines (Cont.)**
 - The removal of completed OMS actions, interventions and notifications is configured by setting the values of the following parameters on the OM GUI:
 - Delete Complete Interventions After
 - Delete Complete Actions After
 - Except for special circumstances when the DAAC needs to retain information for subsequent analysis by system support staff or DAAC performance engineers, the parameter settings should be as short as possible (e.g., two hours)

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **OMS Database Cleanup Guidelines (Cont.)**
 - The removal of order-tracking information for completed orders is configured using the OMS Configuration CI
 - It is possible to configure separate retention time periods (in days) for each combination of the following factors:
 - Order source (e.g., Data Pool, Spatial Subscription Server, V0 Gateway, or Machine-to-Machine Gateway)
 - Distribution medium
 - Order-tracking information is not removed until all distribution requests that belong to a particular order have been completed
 - Note that in this context an ftp pull request is considered “completed” when the time for retaining its granules in the ftp pull area has expired
 - At that time the order-tracking retention time begins

Tuning Order Manager Subsystem and Data Pool Parameters (Cont.)



- **OMS Database Cleanup Guidelines (Cont.)**
 - **The following order-tracking retention settings are recommended (but each DAAC should make adjustments based on local conditions/needs):**
 - **Successful ftp push subscriptions: one day**
 - **Successful media and ftp pull subscriptions: no more than 7 days**
 - **Successful Machine-to-Machine Gateway orders: one day**
 - **Successful orders submitted via the V0 Gateway: no more than 120 days**
 - **Successful Data Pool Web GUI orders: no more than 120 days**
 - **All failed orders: no more than 120 days**

Troubleshooting DDIST and Order Manager GUI Problems



- **Troubleshooting:**

process of identifying the source of problems on the basis of observed trouble symptoms

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Problems with data distribution can usually be traced to...**
 - **some part of the Data Server Subsystem**
 - Data Server Subsystem (DSS)
 - Science Data Server
 - Storage Management
 - **problems in other subsystems, including (but not necessarily limited to):**
 - Communications Subsystem (CSS)
 - System Management Subsystem (MSS)
 - Order Manager Subsystem (OMS)

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery**

- Each request that crosses a client/server boundary is assigned a system-unique identifier referred to as an RPC ID
- The RPC ID facilitates the automatic fault recovery events that occur whenever there is a client or server failure
- As a request propagates through the system, each associated client/server exchange is assigned a unique RPC ID
 - The RPC ID for each interaction is derived from the previous RPC ID received by the client for the request; consequently, all RPC IDs associated with a given request have a common portion that relates the various client/server calls to one another
 - Given the previous RPC ID, clients consistently reproduce the same RPC ID that was submitted to the server on the subsequent event

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery (Cont.)**

- **The concept of reproducible RPC IDs is central to the system fault recovery capability**
 - **When requests are retried from client to server, they are always submitted with the same RPC ID that was used in the original submission of the request, even if either client or server has crashed between retries**
- **The RPC ID is also central to the check-pointing aspect of fault recovery**
 - **As requests arrive at fault recovery-enabled servers, they are recorded in a persistent store (typically a database), tagged with the RPC ID**
 - **As the request is serviced, check-pointing state information may be updated in the persistent store, up to and including the request's completion status**
 - **This allows the servers to resume servicing from the last check-pointed state, particularly upon resubmission from a client**

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery (Cont.)**

- **DSS and OMS components check-point the following types of information:**

- **EcDsScienceDataServer - Asynchronous “acquire” requests that have been accepted for processing and subscription server event notifications**
 - **EcDsHdfEosServer - None**
 - **EcDsDistributionServer - Requests (which have been accepted for processing)**
 - **EcDsStArchiveServer - “Store” and “retrieve” request state information**
 - **EcDsStStagingDiskServer - Resource allocation and ownership for staging disks**
 - **EcDsStFtpServer - Request state information**
 - **EcDsStCacheManagerServer - None**
 - **EcDsStDTFServer - None**

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery (Cont.)**

- **DSS and OMS components check-point the following types of information (Cont.):**
 - **EcDsStRequestManagerServer - None**
 - **EcOmOrderManager - Requests (which have been submitted)**

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Fault Handling**
 - **Failure events are classified according to the following three severity levels:**
 - **Fatal error**
 - **Retry error**
 - **Warning**

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Fault Handling (Cont.)**
 - **Fatal error is returned when a request cannot be serviced, even with operator intervention**
 - For example, if a request is made to distribute data via ftp to a non-existent host, the request is failed
 - **Retry error is a potentially recoverable error**
 - Normally, a retry error would be returned to the client only when the server cannot recover from the error automatically
 - A retry error may require operator assistance
 - For example, the Distribution Technician would use the DDIST GUI to manually request resumption of a request that had been “suspended with errors”
 - **Warning is provided when operations can proceed but an unexpected circumstance was detected**
 - For example, if a client requests removal of a file but the file does not exist

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Fault Handling (Cont.)**
 - **Transient errors (such as network errors) are always retry errors**
 - In general, clients and servers that experience transient retry errors first attempt to recover by retrying the operation automatically
 - One special case of this is “rebinding,” which refers to the process by which a client automatically attempts to re-establish communication with a server in the event communication is disrupted
 - The disruption may be caused by transient network failure, or by the server crashing or being brought down
 - In any case, the client automatically attempts to reconnect to the server for a configurable period of time on a client-by-client basis

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Fault Handling (Cont.)**
 - **System processes encountering an error or receiving an error from a server request can either pass the error back to a higher-level client or present it to the operator for operator intervention**
 - **The specific fault handling policies for DSS and OMS client processes are shown in the table that follows**

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



DSS and OMS Fault Handling Policies

Client Process	Fault Handling Policy
<p>EcDsScienceDataServer EcDsHdfEosServer</p>	<p>Retry errors: Errors are retried a configurable number of times, then passed back to the calling client process unchanged. The default retry policy for Science Data Servers is “retry forever.” For asynchronous “acquire” requests involving subsetting, retry errors encountered with the HDF servers are not returned to the client. Instead, the request is queued for future execution.</p> <p>Fatal errors: Errors are passed back to the calling client process.</p> <p>NOTE: Errors associated with asynchronous requests are logged but do not appear on any GUI. The Operator restarts HDF servers manually.</p>
<p>EcDsDistributionServer</p>	<p>Errors are presented to the operator via the Data Distribution Operator GUI.</p> <p>Retry errors: Errors are presented as “Suspended with Errors” and can be resumed by the operator.</p> <p>Fatal errors: Errors are presented as “Failed.” For synchronous requests, fatal errors are also passed back to the calling client process. For asynchronous requests, fatal errors are sent as part of the e-mail notification.</p>
<p>EcDsStRequestManagerServer EcDsStDTFServer</p>	<p>Retry errors: Errors are passed back to the calling client process.</p> <p>Fatal errors: Errors are passed back to the calling client process.</p>

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



DSS and OMS Fault Handling Policies (Cont.)

Client Process	Fault Handling Policy
EcOmOrderManager	Retry errors: Errors are retried a configurable number of times and then the request status is changed to "Operator Intervention" in the MSS database.

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Client Crash and Restart**
 - When a client of a SDSRV or DDIST server crashes, the server (i.e., EcDsScienceDataServer, EcDsHdfEosServer, or EcDsDistributionServer) continues to service the requests that were in process at the time of the client's crash
 - When a client of a STMGT server (i.e., EcDsStArchiveServer, EcDsStRequestManagerServer, EcDsStCacheManagerServer, EcDsStPullMonitorServer, EcDsStFtpServer, EcDsStDTFServer, or EcDsStStagingDiskServer) crashes, the requests that were in process are cancelled by another client process and there is no impact to the outside requester server
 - The EcOmOrderManager does not care whether or not a client crashes

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Client Crash and Restart (Cont.)**
 - **When a client restarts in the system, it sends a restart notification to each server with which it interacts**
 - **Clients notify servers that they have come up either “cold” or “warm”**
 - **Generally, the notification temperature sent to the server matches the temperature at which the client process is restarted**
 - **However, there are some exceptions; for example:**
 - EcDsScienceDataServer always notifies EcDsDistributionServer that it has performed a warm restart**
 - The default behavior for both EcDsHdfEosServer and EcDsStDTFServer is to send EcDsStRequestManagerServer cold restart notification**

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Client Crash and Restart (Cont.)**
 - **When a client sends restart notification to the EcDsStRequestManagerServer, the server calls a stored procedure to clean up the old request and staging disk (if any) created by the client, based on whether it was a cold or warm start**
 - **The Storage Management Servers are not directly notified when a restart has occurred**
 - **The Storage Management Servers respond to the event according to the fact that a previous request has been marked as failed and any staging disk resources they have allocated have been released**

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Client Crash and Restart (Cont.)**
 - **Default server behavior in response to “warm” startup notification from a client:**
 - **Outstanding requests for the restarted clients remain available in the persistent store**
 - **The outstanding requests may be resubmitted by the client, and are serviced to completion upon resubmission**
 - **Associated resources are left allocated until the requests are completed**

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Client Crash and Restart (Cont.)**
 - **Default server behavior in response to “cold” startup notification from a client:**
 - **All outstanding requests for the restarted client are cancelled**
 - **If the client resubmits any cancelled request using the same RPC ID (e.g., by pressing the Retry button from an operator GUI), it is failed with a fatal error due to the client cold startup notification**
 - **Any resources associated with the cancelled requests are released and reclaimed by the system**

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Client Crash and Restart (Cont.)**
 - **The following servers have some non-standard responses to startup notification:**
 - **EcDsStArchiveServer**

Warm Notification: Default server behavior (as previously described)

Cold Notification: For partially completed Ingest operations, all files stored are removed (Partial granules are never permitted in the archive)
 - **EcDsStStagingDiskServer**

Warm Notification: All staging disks owned by the restarted client are retained, including temporary staging disks

Cold Notification: All staging disks owned by the restarted client are released

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Server Crash and Restart**
 - When a server crashes, clients cannot continue to submit requests for processing
 - Synchronous requests in progress result in a Distributed Computing Environment (DCE) exception being thrown back to the client process, which enters a rebinding failure recovery mode (as previously mentioned)
 - Attempts to submit requests while the server is down result in the client blocking until a communication timeout has been reached
 - Although DCE has been replaced by socket-based library calls (i.e., CCS Middleware), the DCE exception code is handled by the CCS Middleware

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Server Crash and Restart (Cont.)**
 - When a server restarts, it may perform various resynchronization activities in order to recover from an unexpected termination
 - In the event of a server cold start or cold restart, the server typically cancels all outstanding requests and reclaims all associated resources
 - In general, existing request queues are retained for warm restarts and cleared for cold starts or cold restarts

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Server Crash and Restart (Cont.)**
 - **EcDsScienceDataServer- and EcDsHdfEosServer-specific activities upon start/restart:**
 - **Warm Restart:** Restart asynchronous “acquire” requests that were in progress before the crash; retain the queue of asynchronous “acquire” requests; it is expected that synchronous requests would be resubmitted by the respective senior client applications (i.e., PRONG or INGST); send event notifications to the Subscription Server for any services completed before the crash for which a subscribed event is registered but has not been sent to the Subscription Server
 - **Cold Start or Cold Restart:** Purge the queue of asynchronous “acquire” requests; purge the queue of Subscription Server Event Notifications

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Server Crash and Restart (Cont.)**
 - **EcDsDistributionServer-specific activities upon start/restart:**
 - **Warm Restart:** Request Processing is restarted from the last check-pointed state
 - **Cold Start or Cold Restart:** STMGT CI is informed of a cold start; EcDsDistributionServer deletes all (prior) request information from its database
 - **EcDsStArchiveServer-specific activities upon start/restart:**
 - **Warm Restart:** Retains existing request queues
 - **Cold Start or Cold Restart:** For partially completed “store” requests, the files copied into the archive are removed; for partially completed “retrieve” requests, the access count is decremented in the read-only cache

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Server Crash and Restart (Cont.)**
 - **EcDsStCacheManagerServer-specific activities upon start/restart:**
 - **Warm Restart:** The contents of the read-only cache are synchronized with the database; discrepancies are logged and removed
 - **Cold Start or Cold Restart:** All files are removed from the read-only cache
 - **EcDsStStagingDiskServer-specific activities upon start/restart:**
 - **Warm Restart:** The set of staging disks in the staging area is synchronized with the database; discrepancies are logged and removed; existing request queues are cleared
 - **Cold Start or Cold Restart:** All staging disks are removed

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Server Crash and Restart (Cont.)**
 - **EcDsStPullMonitorServer-specific activities upon start/restart:**
 - **Warm Restart:** The contents of the Pull Area and user request areas are synchronized with the database; discrepancies are logged and removed
 - **Cold Start or Cold Restart:** All files in the Pull Area and all user request areas are removed
 - **EcDsStFtpServer-specific activities upon start/restart:**
 - **Warm Restart:** Existing request queues are retained
 - **Cold Start or Cold Restart:** Existing request queues are cleared

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Request Resubmission**
 - Upon restarting a crashed client or server, requests are typically resubmitted
 - If the restarted process was started warm, the fault-recovery capabilities permit the server to resume processing of the request from its last check-pointed state
 - This prevents needless repetition of potentially time-consuming activities

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Request Resubmission (Cont.)**
 - **EcDsScienceDataServer- and EcDsHdfEosServer-specific activities upon upon resubmission of a request:**
 - All requests are serviced as if they are new requests
 - RPC IDs are generated automatically and reproducibly; consequently, the Science Data Server typically recreates the same allocation requests on a resubmission; this can trigger special logic to handle requests for which an allocated staging disk has been transferred to the Data Distribution Server

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Request Resubmission (Cont.)**
 - **EcDsDistributionServer-specific activities upon upon resubmission of a request:**
 - If previously submitted and completed with the same RPCId, the request status is returned based on the check-pointed request status; if previously submitted and completed with different RPCIds, the request is re-executed
 - Otherwise, the client request thread is synchronized with the worker thread actually servicing the request
 - **EcDsStArchiveServer-specific activities upon upon resubmission of a request:**
 - The request is restored from the last check-pointed state
 - For “store” requests, copies into the archive are resumed from the last file copied
 - For “retrieve” requests, the entire “retrieve” request is reprocessed; however, files previously retrieved for the request are, in all likelihood, still in the read-only cache

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Request Resubmission (Cont.)**
 - **EcDsStCacheManagerServer- and EcDsStFtpServer-specific activities upon upon resubmission of a request:**
 - If previously submitted and completed, the request status is returned based on the check-pointed request status
 - Otherwise, the request is processed anew
 - **EcDsStStagingDiskServer-specific activities upon upon resubmission of a request:**
 - For staging disk allocation, the results are returned to the client if the client resubmits the allocation request under which the disk was created
 - **EcDsStPullMonitorServer- and EcDsStDTFServer-specific activities upon upon resubmission of a request:**
 - The resubmitted request is processed as if it were a new request

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Fault Recovery: Request Resubmission (Cont.)**
 - **EcOmOrderManager-specific activities upon upon resubmission of a request:**
 - **EcOmOrderManager uses a different RPC ID for request resubmission**

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Trouble Symptoms**
 - Review the trouble symptoms
 - Check the status of relevant hosts/servers (as necessary)
 - Check log files (as necessary)
 - Take action to correct the problem(s)
 - If the problem cannot be identified and fixed without help within a reasonable period of time, the appropriate response is to call the help desk and submit a trouble ticket in accordance with site Problem Management policy

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Troubleshooting table**
 - describes actions to be taken in response to some common Data Distribution and Order Manager GUI problems
 - if the problem cannot be identified and fixed without help within a reasonable period of time, call the help desk and submit a trouble ticket in accordance with site Problem Management policy

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



Symptom	Response
Unable to log in to any host (e.g., Operations Workstation, g0acs02).	Check with the Operations Controller/System Administrator to ensure that the host is "up."
GUI or web browser (as applicable) not displayed when the start-up script/command has been properly invoked.	Ensure that the DISPLAY variable was set properly. [For detailed instructions refer to the procedure for Launching the Data Distribution Operator and Storage Management Control GUIs (previous section of this lesson).]
Error message associated with the Data Distribution Operator GUI.	Refer to Table 7, Data Distribution Operator GUI User Messages (adapted from the corresponding table in 609-EMD-001, <i>Release 7.10 Operations Tools Manual for the EMD Project</i>) and Table 8, Storage Management User Messages (adapted from DsShErrorMessage.txt and DsStErrorMessage.txt in the /usr/ecs/MODE/CUSTOM/data/DSS directory on the DSS hosts).
Error message associated with the Storage Management Control GUI.	Refer to Table 8, Storage Management User Messages (adapted from DsShErrorMessage.txt and DsStErrorMessage.txt in the /usr/ecs/MODE/CUSTOM/data/DSS directory on the DSS hosts).
Error message associated with the Order Manager GUI.	Refer to Table 9, Order Manager GUI User Messages (adapted from the corresponding table in 609-EMD-001, <i>Release 7.10 Operations Tools Manual for the EMD Project</i>).

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



Symptom	Response
<p>Request status change to "Suspended with Errors," indicating a data distribution failure.</p>	<ol style="list-style-type: none">1. If a suspended request is an FtpPush request to a remote host (e.g., ftp.averstar.com), check the connection to the remote host. [For detailed instructions refer to the procedure for Checking the Connection to the Remote FTP Host (subsequent section of this lesson).]2. Ensure (e.g., using EcCslidPingServers) that it is possible to connect to the necessary hosts and servers (listed in Table 10). [For detailed instructions refer to the procedure for Checking Connections to Hosts/Servers (subsequent section of this lesson).]3. If it is not possible to connect to any needed host(s)/server(s), notify the Operations Controller/System Administrator to check the hosts/servers and bring them back up if necessary.4. If hosts/servers are all "up," notify the Operations Controller/System Administrator to have the STMGT servers bounced (shut down and immediately restarted).5. When all relevant servers are "up," resume processing of the suspended request. [For detailed instructions refer to the procedure for Suspending/Resuming Data Distribution Requests (previous section of this lesson).]6. If processing does not resume, refer to the procedure for Recovering from a Data Distribution Failure (subsequent section of this lesson).

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



Symptom	Response
Other problems.	Check the log files (e.g., EcDsDdistGui.ALOG, EcDsDistributionServer.ALOG, EcDsStRequestManagerServer.ALOG, EcDsStStagingDiskServerDIP1.ALOG) in the /usr/ecs/MODE/CUSTOM/logs directory of the applicable host for error messages. [For detailed instructions refer to the procedure for Checking Log Files (subsequent section of this lesson).]

Hosts, Servers, Clients etc. Relevant to DDIS and OM



HOST	SERVER/CLIENT/OTHER SOFTWARE
Sun internal server (e.g., x0acs06)	Distribution Server (EcDsDistribution Server) 8mm Server (EcDsSt8MMServer) Storage Management Request Manager (EcDsStRequestManagerServer) Staging Disk Server (EcDsStStagingDiskServer) Granule Deletion Process (EcDsGranuleDelete) Science Data Server (EcDsScienceDataServer) Science Data Server Client (EcDsScienceDataServerClient) Subscription Server (EcSbSubServer)
Operations Workstation (e.g., x0acs02)	Data Distribution Operator GUI (EcDsDdistGui) Storage Management Control GUI (EcDsStmgtGui) Science Data Server GUI (EcDsSdSrvGui)
Access/Process Coordinators (APC) Server (e.g., x0acg01)	Archive Server (EcDsStArchiveServer) Cache Manager Servers (EcDsStCacheManagerServer) (including Pull Area Manager) FTP Server (EcDsStFtpServer) Staging Disk Server (EcDsStStagingDiskServer)
FSMS Server (e.g., x0drg01)	HDF EOS Server (EcDsHdfEosServer) Archive Server (EcDsStArchiveServer) Cache Manager Server (EcDsStCacheManagerServer) FTP Server (EcDsStFtpServer) Staging Disk Server (EcDsStStagingDiskServer)

Hosts, Servers, Clients, etc. Relevant to DDIS and OM (Cont.)



HOST	SERVER/CLIENT/OTHER SOFTWARE
Ingest Server (e.g., x0icg01)	Name Server (EcCsIdNameServer) Registry Server (EcCsRegistry)
Data Pool Server (e.g., x0dps01)	Order Manager GUI (EcOmGuiHomePage.pl)

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **DDIST Troubleshooting Procedures**
 - **Checking Connections to Hosts/Servers**
 - **Recovering from a Data Distribution Failure**
 - **Responding to Requests that Exceed the Distribution Request Threshold**
 - **Checking the Request Manager Server Debug Log**
 - **Checking the Science Data Server Log Files**
 - **Checking the Archive Server Log Files**
 - **Checking the Staging Disk**
 - **Checking the Staging Disk ALOG File**
 - **Checking the Space Available in the Staging Area**
 - **Checking Log Files**
 - **Checking Database Connections**

Troubleshooting DDIST and Order Manager GUI Problems (Cont.)



- **Procedure (Checking Connections to Hosts/Servers):**
 - Access a terminal window logged in to the Distribution Server host (Sun internal server host)
 - Change directory to the utilities directory (`/usr/ecs/MODE/CUSTOM/utilities`)
 - At the command line prompt enter `EcCsldPingServers MODE`
 - Observe the results displayed on the screen to determine whether connections can be made with the necessary hosts and servers
 - Ping the servers again (`EcCsldPingServers MODE`)
 - If it is not possible to connect to any needed local host(s)/server(s), notify the Operations Controller/System Administrator to check the hosts/servers and bring them back up if necessary

Recovering from a Data Distribution Failure



- **Recovering from a data distribution failure**
 - **Operator intervention may be required when there is a data distribution fault or error (e.g., failure of storage management to acquire granules from the archive)**
 - **Distribution Technician may use several sources for troubleshooting information**
 - **Data Distribution Operator GUI Distrib'n Requests tab**
 - **log files on various host machines**

Recovering from a Data Distribution Failure (Cont.)



- **Procedure**
 - Review the trouble symptoms
 - Check for requests that exceed the distribution request threshold
 - Check the connection to the remote host (if applicable)
 - Check for an acquire failure
 - Check appropriate log files as necessary
 - Take action to correct the problem(s)
 - Verify that distribution request processing has resumed

Responding to Requests that Exceed the Dist. Request Threshold



- **When a distribution request exceeds the corresponding distribution request threshold (e.g., FtpPushThreshold or FtpPullThreshold), the request is suspended in DDIST with the following error mnemonic:
 - DsEDdXLargeRequest**

Responding to Requests that Exceed the Dist. Request Threshold



- **Procedure**
 - Record (e.g., write down) the Request ID (as displayed on the Distrib'n Requests tab of the Data Distribution Operator GUI) for the request that exceeds the distribution request threshold
 - Cancel the request
 - Contact User Services to determine whether or not the user's request should be processed
 - If the request should be completed, determine whether User Services or Distribution will partition and resubmit the request
 - If the request should be completed and Distribution should partition the request, partition and resubmit the request

Checking the Connection to the Remote FTP Host



- **A distribution request for FtpPush of data to a remote host (e.g., ftp.averstar.com) shows a status of “Suspended with Errors”**
 - **It is suspected that it may not be possible to connect to the remote ftp host**

Checking the Connection to the Remote FTP Host (Cont.)



- **Procedure**
 - **Access a terminal window logged in to the appropriate host**
 - **Use the appropriate script to ping the remote ftp host**
 - **Make an anonymous ftp connection to the remote ftp host**
 - **Notify the remote system's point of contact of any problem (if applicable)**
 - **Wait until the communication problem has been resolved (if applicable)**
 - **Return to Step 1 (if applicable)**
 - **Resume the affected distribution request(s) (after successful ftp test)**

Handling an Acquire Failure



- **Procedure**
 - **Check the Request Manager Server Debug Log**
 - **Check the Science Data Server ALOG File**
 - **Check the Archive Server ALOG File**
 - **Check the Staging Disk**
 - **Check the Staging Disk ALOG File**
 - **Check the Space Available in the Staging Area**

Checking Log Files



- **Log files can provide indications of the following types of problems:**
 - **DDIST- or STMGT-related problems**
 - **Communication problems**
 - **Database problems**
 - **Lack of disk space**

Checking Log Files (Cont.)



- **Procedure**
 - **Access a terminal window logged in to the appropriate host**
 - **Change directory to the directory containing the data distribution log files**
 - */usr/ecs/MODE/CUSTOM/logs*
 - **Review log file to identify problems**
 - **Respond to problems**

Checking Database Connections



- **Storage management/data distribution shared database**
 - Repository of data concerning data distribution requests
 - If applications are unable to connect to the database, the data distribution request data cannot be retrieved or displayed on the GUI
 - Checking the database connections is a logical step in trying to isolate the following types of problems:
 - GUI does not display data
 - Display does not refresh

Checking Database Connections



- **Procedure**
 - **Submit a request to the Database Administrator to identify the values for the following parameters associated with the EcDsDistributionServer:**
 - **DBName**
 - **DBServer**
 - **DBMaxConnections**
 - **Use the interactive structured query language (isql) sp_who command to obtain a list of connections**
 - **Use the isql sp_configure command to obtain a list of the number of connections for which the database has been configured**
 - **Compare the number of actual connections (results of sp_who) with the number of connections for which the database has been configured (results of sp_configure "user connections")**
 - **Notify the Database Administrator of problems**

Recovering from an Order Manager Failure



- **Responding to a Request That Is Hanging in Queued Status**
 - **There are many reasons that could cause a request to stay in “Queued” status**
 - **Global Staging Status Parameter**
 - **Archive Server status**
 - **Media type specific staging parameters**
 - **Number of requests in the request resource category hits the limit**
 - **RHWP/DHWP exceeds RHWM/DHWM in the staging pool of the media type**
 - **All archive tape drivers are busy**
 - **DPL file system is down/not available**
 - **Queue status**

Recovering from an Order Manager Failure (Cont.)



- **Responding to a Request That Is Hanging in Staging**
 - **There are many reasons that could cause a request to stay in “Staging” status**
 - **Granules of the request are stuck in “Staging”**
 - **Global Staging Status Parameter**
 - **Archive Sever status**

Recovering from an Order Manager Failure (Cont.)



- **Responding to a Request That Goes to Operator Intervention from Staging**
 - Usually this happens when there is a bad granule in the request
 - On the Open Interventions page click on the request ID
 - Fail the bad granule or replace it with a good one
 - Then resubmit the request
- **Responding to a Request That Is Hanging in Transferring**
 - A request usually stays in “Transferring” for one of the following reasons:
 - Ftp Push login/password failure
 - Destination host not reachable
 - Destination disk space is full
 - Ftp Push operation timed out
 - Number consecutive failure for that destination exceeds configured maximum number

Recovering from an Order Manager Failure (Cont.)



- **Responding to a Request That Goes to Operator Intervention from Transferring**
 - A request usually goes to “Operator Intervention” from “Transferring” when a granule of the request failed ftp push for a reason other than those previously listed
 - On the Open Interventions page click on the request ID
 - Fail the bad request or replace it with a good one
 - Then resubmit the request
- **Responding to an Ftp Pull Request That Goes Wrong**
 - If an ftp pull request is retried by Order Manager Server until it exceeds the maximum number of retries, it goes into “Operator Intervention”
 - One of the following conditions is the likely cause:
 - Quick Server on the acg box is down
 - Permission for creating a sub-directory is denied the on acg box

Recovering from an Order Manager Failure (Cont.)



- **Notes About the OMS Database**

- **The OMS database contains a wealth of information, most of which can be accessed from the GUI; however, to see system wide issues clearly it sometimes helps to use SQL queries**

Warning

Do not update the OMS database using SQL commands because it is very easy to get the database out of sync

Recovering from HEG Failures



- **Troubleshooting a HEG Failure (Procedure)**
 - View information concerning the pertinent open HEG intervention on the OM GUI
 - Retry processing of the request
 - Check the log files for error codes
 - Check the files in the HEG tempfiles directory