19. User Services

19.1 ECS User Account Management

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

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

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

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

Order	Role	Task	Section	Complete?
1	US Rep	Retrieve User Account/Validate User	(P) 19.1.1	
2	US Rep	Create a User Account	(P) 19.1.2	
3	US Rep	Account Creation from URL	(P) 19.1.3	
4	US Rep	Edit/Modify an Existing Account	(P) 19.1.4	
5	US Rep	Delete an ECS Account	(P) 19.1.5	
6	US Rep	Cancel/Suspend an ECS Account	(P) 19.1.6	
7	US Rep	Change an ECS User Password	(P) 19.1.7	

19.1.1 Retrieve User Account/Validate a User

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

If you are already familiar with the procedure used to Retrieve/Validate a User, you may prefer to use the quick-step table (Table 19.1-2). If you are new to the system, you should use the following detailed procedures:

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

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

- At the “<*user@remotehost*>'s password:” prompt, type your ***Password*** and then press the **Enter** key.

- To change to the directory containing the utility scripts to start Account Management GUIs, type **cd /*path*** and then press the **Enter** key.

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

- Type **EcMsAcRegUserGUIStart *mode***, where *mode* is TS1, TS2, or OPS (or other) as se-lected in the previous step.

- The ECS User Account Management window is displayed.

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

2) **Click** the “**Profile Account**” folder tab.

   - Folders and fields applicable to existing accounts are displayed.

3) Retrieve the user’s profile information by entering search criteria in the “**Find**” field.

   - The “**Find**” field is located to the right of the **Find** button.

4) Enter the Search Criteria, then press **Return.**

   - You can create a search by entering the user’s Last Name, E-mail address, or user ID.

   - The scroll box displays a list of accounts that match the search criteria.

5) Scroll through the accounts listed until the desired account is **highlighted**, then **double click.**

   - Six folders are displayed that contain detailed information about the selected account: Personal Information, Mailing Address, Shipping Address, Billing Address, Account Information, and DAR Information.

6) **Click** on each folder you desire to display. The user account information that you need in order to validate the user is displayed.

Table 19.1-2. Validate a User - Quick-Step Procedures

Step	What to Enter or Select	Action to Take
1	Open the ECS User Account Management window	**UNIX** commands
2	Select the **Profile Account** folder tab	**Click** tab
3 & 4	Enter the search criteria in the “**Find**” field	**press return**
5	**Highlight** the desired account	**double Click**
6	**Review** the folders to validate user	**Click** on folders

19.1.2 Create a User Account

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

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

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

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

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

19.1.2.1 Personal Information

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

1) Click the "Personal Information" folder.
   - The "Personal Information" folder opens.
   - The cursor defaults to the "Title" field.
2) Enter the user's Title, then press Tab.
   - The title you have chosen appears in the "Title" field.
   - The cursor moves to the "First Name" field.
   - A dropdown menu may also be used :
     a) Point the mouse on the arrow to the right of the "Title" field.
     b) While holding the mouse down, highlight the Title you require.
     c) Release the mouse button.
3) Enter the user's first name, then press Tab.
   - The cursor moves to the "MI" field.
4) Enter the user's middle initial, then press Tab.
   - The cursor moves to the "Last Name" field.
5) Enter the user's last name, then press Tab.
   - The cursor moves to the "last name" field.
6) Enter the user's Email address, then press Tab.
   - The cursor moves to the "User ID" field.
7) Enter the User ID, then press Tab.
   - The cursor moves to the "Organization" field.
8) Enter the user's organization, then press Tab.
   - The cursor moves to the "Telephone" field.

9) Enter the user’s telephone number (area code first), then press Tab.

- The cursor moves to the User Verification key.

10) Enter the user’s verification key (e.g. Mother’s Maiden Name), then press Tab.

- The cursor moves to the “Affiliation” field.

11) Enter the user’s affiliation, then press Tab.

- A dropdown menu may also be used:

  a) Point the mouse on the arrow at the right of the “Affiliation” field.

  b) While holding the mouse button down, highlight the affiliation required.

  c) Release the mouse button.

  The highlighted affiliation appears in the “Affiliation” field.

- The cursor moves to the “Project” field.

12) Enter the user’s Project, then press Tab.

- The cursor moves to the “Home DAAC” field.

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

- A dropdown menu can also be used to select the Home DAAC.

  a) Point the mouse on the arrow to the right of the “Home DAAC” field.

  b) While holding the mouse button down, highlight the “Home DAAC.”

  c) Release the mouse button.

  The highlighted DAAC appears in the “Home DAAC” field.

- The cursor moves to the “Primary Area of Study” field.

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

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

19.1.2.2 Mailing Address

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

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

1) **Click** the "**Mailing Address**" folder tab.
   - The "**Mailing Address**" folder opens.
   - The cursor moves to the first "**Address**" field.
2) Enter the user's **mailing address**, then press **Tab**.
   - The cursor moves to the second "**Address**" field.
3) If a second address field is needed to complete the user's **mailing address**, enter the **mailing address**, then press **Tab**.
   - If a second address is not needed, press **Tab** to bypass the field.
   - The cursor moves to the "**City**" field.
4) Enter the **City** to which regular correspondence is sent, then press **Tab**.
   - The cursor moves to the "**State/Province**" field.
5) Enter the **State** or **Province** for the **mailing address**, then press **Tab**.
   - The cursor moves to the "**Zip/Postal Code**" field.

6) Enter the **Zip/Postal Code** for the **mailing address**, then press **Tab**.
   - The cursor moves to the "**Country**" field.
7) Enter the **Country** for the **mailing address**, then press **Tab**.
   - The cursor moves to the "**Telephone**" field.
8) Enter the **Telephone number** (area code first) used at the **mailing address**, then press **Tab.**
   - The cursor moves to the "**Fax**" field.
9) Enter the **Fax number** (area code first) used at the **mailing address**, then press **Tab.**
   - The "**Mailing Address**" folder is now complete.

19.1.2.3 Shipping Address

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

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

1) Click the "Shipping Address" folder tab.
   - The "Shipping Address" folder opens.
   - The cursor moves to the first "Address" field.
2) Enter the user's Shipping Address, then press Tab.
   - The cursor moves to the second "Address" field.
3) If a second address field is needed to complete the user's Shipping Address, enter the Shipping Address, then press Tab.
   - If a second address field is not needed, press Tab to bypass the field.
   - The cursor moves to the "City" field.
4) Enter the City to which the data will be shipped, then press Tab.
   - The cursor moves to the "State/Province" field.
5) Enter the State or Province for the shipping address, then press Tab.
   - The cursor moves to the "Zip/Postal Code" field.

6) Enter the Zip/Postal Code for the shipping address, then press Tab.
    - The cursor moves to the "Country" field.
7) Enter the Country to which the data will be shipped, then press Tab.
    - The cursor moves to the "Telephone" field.
8) Enter the Telephone number (area code first) used at the shipping address, then press Tab.
    - The cursor moves to the "Fax" field.
9) Enter the Fax number (area code first) used at the shipping address, then press Tab.
    - The "Shipping Address" folder is now complete.
    - Open the "Billing Address" folder.

19.1.2.4 Billing Address

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

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

1) Click the "Billing Address" folder tab.
    - The "Billing Address" folder opens.
    - The cursor moves to the first "Address" field.
2) Enter the user's Billing Address, then press Tab.
    - The cursor moves to the second "Address" field.
3) If a second address field is needed to complete the user's billing address, enter the Billing Address, then press Tab.
    - If the second address field is not needed, press Tab to bypass the field.
    - The cursor moves to the "City" field.
4) Enter the City to which the payment-due billings will be sent, then press Tab.
    - The cursor moves to the "State/Province" field.
5) Enter the State or Province for the billing address, then press Tab.
    - The cursor moves to the "Zip/Postal Code" field.
6) Enter the Zip/Postal Code for the billing address, then press Tab.
    - The cursor moves to the "Country" field.

7) Enter the Country to which the payment due billings will be sent, then press Tab.

- The cursor moves to the “Telephone” field.

8) Enter the Telephone number (area code first) used at the billing address, then press Tab.

- The cursor moves to the “Fax” field.

9) Enter the Fax number (area code first) used at the billing address, then press Tab.

- The “Billing Address” folder is now complete.
- Open the “Account Information” folder.

19.1.2.5 Account Information

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

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

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

- At the “<*user@remotehost*>'s password:” prompt, type your ***Password*** and then press the **Enter** key.

- To change to the directory containing the utility scripts to start Account Management GUIs, type **cd /*path*** and then press the **Enter** key.

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

- Type **EcMsAcRegUserGUIStart *mode***, where *mode* is TS1, TS2, or OPS (or other) as selected in the previous step.

- The ECS User Account Management window is displayed.

- The window shows two folders: “User Request” and “Profile Account”.

2) **Click** the “**User Request**” folder tab.

   - Six folders are displayed that contain detailed information about the selected user’s account: Personal Information, Mailing Address, Shipping Address, Billing Address, Account Information and DAR Information.

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

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

4) **Click** the “**Expiration Date**” field.

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

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

   - When the **Expiration Date** is reached, the system automatically deletes the account from the system.

   - The expiration date depends on the policies at each DAAC.

6) Click on the “Account Number” field. Enter a new Account Number, then press Tab.

   - DAAC policy will determine how new account numbers are assigned.

7) Click on the “Privilege Level” field. Enter the Privilege Level, then press Tab..

   - A dropdown menu can also be used to select the **Privilege Level.**

     a) Point the mouse on the arrow to the right of the “**Privilege Level**” field.

     b) While holding the mouse button down, **highlight** the “**Privilege Level**.”

     c) **Release** the mouse button.

        – The highlighted **Privilege Level** appears in the “**Privilege Level**” field.

        – The DAACs listed in the dropdown menu are high, medium and low.

8) Click on the "**NASA User**" field. Enter "Yes" or "No" for the **NASA User,** then press **Tab.**.

- A dropdown menu can also be used to select the **NASA User.**
  a) Point the mouse on the arrow to the right of the "**NASA User**" field.
  b) While holding the mouse button down, **highlight** the desired Option.
  c) **Release** the mouse button.
     – The highlighted **NASA User** option appears in the "**NASA User**" field.
     – The options listed in the dropdown menu are Yes and No.

9) Click on the "**DCE Password**" field. Enter a new password**,** then press **Tab.**

- DAAC policy will determine how DCE passwords are assigned.

10) Click on the "**DCE Group**" field. Enter a **DCE Group,** then press **Tab.**.

- DAAC policy will determine how users are assigned to DCE groups.

11) Click on the "**DCE Organization**" field. Enter the **DCE Organization,** then press **Tab.**.

- The DCE Organization must be the one which corresponds to the selected DCE Group.
- *If the user needs access to the V0 Gateway, enter V0 Gateway User Type and V0 Gateway Password.*

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

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

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

19.1.2.6 DAR Information

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

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

- Open the command shell.
- Type **xhost <remote_workstation_name>** and then press the **Enter** key.

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

2) **Click** the “**Profile Account**” folder tab.

3) **Click** the “**DAR Information**” folder.
   - The “**DAR Information**” folder opens.

4) **Click** the “**DAR Expedited Data**” field.
   - The cursor moves to the “**DAR Expedited Data**” field. Enter “Yes” or “No” for the **DAR Expedited Data,** then press **Tab.**
   - A dropdown menu can also be used to select the **DAR Expedited Data.**
     a) Point the mouse on the arrow to the right of the “**DAR Expedited Data**” field.
     b) While holding the mouse button down, **highlight** the desired Option.
     c) **Release** the mouse button.

– The highlighted **DAR Expedited Data** option appears in "**DAR Expedited Data**" field.

– The options listed in the dropdown menu are Yes and No.

5) Click on the "**Aster Category**" field. Enter an **Aster Category,** then press **Tab.**

- A dropdown menu can also be used to select the **Aster Category.**

  a) Point the mouse on the arrow to the right of the "Aster Category" field.

  b) While holding the mouse button down, highlight the desired Option.

  c) Release the mouse button.

  The highlighted **Aster Category** option appears in "**Aster Category**" field.

- The five folders are now complete.

6 **Click** the "**Create Account**" button to complete the creation of the new account.

- The account is automatically logged into the database as an approved account.

7 Exit menu path **File→Exit**

8 Provide the user with his/her initial ECS account password.

- Follow local DAAC policy regarding password dissemination.

19.1.2.7 Create a User Account Quick-Steps

Table 19.1-4 provides quick-step procedures to create a user account. **Do not** use the quick step version of a procedure unless you are **already very familiar** with the procedure.

The "**User Request**" folder remains open throughout this process. If the US Rep is interrupted after the completion of two folders, he/she can press the "**Add Request**" button to save the two completed folders, but the remaining folders will have to be completed before an order can be placed. When the US Rep is ready to enter the information into the remaining three folders, he/she must open the "**Profile Account**" folder to make edits to an existing account (see section 19.1.4).

User information is entered into the six subordinate folders sequentially. As a guideline, Table 19.1-4 indicates which folder to open, and when to open it.

Table 19.1-4. Creating an ECS User Account Quick-Step Procedures (1 of 3)

Step	What to Enter or Select	Action to Take
1	Open the ECS User Account Management window	**UNIX** commands
******Open Personal Information folder******		
2	Select the **Personal Information** folder tab	**Click** tab

Step	What to Enter or Select	Action to Take
3	Enter the user's **Title**	**press tab**
4	Enter the user's **First Name**	**press tab**
5	Enter the user's **Middle Initial**	**press tab**
6	Enter the user's **Last Name**	**press tab**
7	Enter the user's **E-mail address**	**press tab**
8	Enter the user's **User ID**	**press tab**
9	Enter the user's **Organization**	**press tab**
10	Enter the user's **Telephone number**	**press tab**
11	Enter the user's **Mother's Maiden Name**	**press tab**
12	Enter the user's **Affiliation**	**press tab**
13	Enter the user's **Project**	**press tab**
14	Enter the user's **Home DAAC**	**press tab**
15	Enter the user's **Primary Area of Study**	**press tab**
	******Open Mailing Address Folder******	
16	Select the **Mailing Address** folder tab	**Click** tab
17	Enter the **Mailing Address**	**press tab**
18	Enter the **Mailing Address** on second line if needed	**press tab**
19	Enter the **City**	**press tab**
20	Enter the **State or Province**	**press tab**
21	Enter the **Zip/Postal Code**	**press tab**
22	Enter the **Country**	**press tab**
23	Enter the **Telephone number**	**press tab**
24	Enter the **Fax number**	**press tab**
	******Open Shipping Address Folder******	
25	Select the **Shipping Address** folder tab	**Click** tab

Table 19.1-4. Creating an ECS User Account Quick-Step Procedures (2 of 3)

Step	What to Enter or Select	Action to Take
****Open Billing Address Folder****		
26	Enter the user's **Address**	**press tab**
27	Enter the second **Address** line if needed	**press tab**
28	Enter the **City**	**press tab**
29	Enter the **State or Province**	**press tab**
30	Enter the **Zip/Postal Code**	**press tab**
31	Enter the **Country**	**press tab**
32	Enter the **Telephone number**	**press tab**
33	Enter the **Fax number**	**press tab**
34	Select the **Billing Address** folder tab	**Click** tab
35	Enter the **Billing Address**	**press tab**
36	Enter the **Billing Address** on second line if needed	**press tab**
37	Enter the **City**	**press tab**
36	Enter the **State or Province**	**press tab**
37	Enter the **Zip/Postal Code**	**press tab**
38	Enter the **Country**	**press tab**
39	Enter the **Telephone number**	**press tab**
40	Enter the **Fax number**	**press tab**
41	Select the **Request Account** folder tab	**Click** tab
****Open Account Information folder****		
42	Select the **Account Information** folder tab	**Click** tab
43	Defaults to **Expiration Date**	**N/A**
44	**Do Not** enter **Expiration Date** on setup	**press tab**
45	Enter the user's **Account Number**	**press tab**
46	Enter the user's **Privilege Level**	**press tab**
47	Enter **NASA User**	**press tab**
48	Enter **DCE Password**	**press tab**
49	Enter **DCE Group**	**press tab**
50	Enter **DCE Organization**	**press tab**
51	Enter **V0 Gateway User Type**	**press tab**
52	Enter **V0 Gateway Password**	**press tab**
	****Open DAR Information folder****	
53	Select the **Account Information** folder tab	**Click** tab

Table 19.1-4. Creating an ECS User Account Quick-Step Procedures (3 of 3)

Step	What to Enter or Select	Action to Take
54	Enter the user's **Account Number**	**press tab**
55	Enter the user's **Privilege Level**	**press tab**
56	Enter **User Expedited Data**	**press tab**
57	Enter **Aster Category**	**press tab**
58	Select the **Create Account** button	**Click** button
59	Select the **Close Window** button	**Click** button
60	Provide the user with the initial DCE account password	N/A

19.1.3 Account Creation from URL Registration

When a requester has notified the US Rep that he/she wishes to become a registered user, the US Rep can either enter the registration information on behalf of the user, or can give the requester the URL, which will give the user access to the WWW registration page. The requester can then enter all the information themselves through the WWW. Each morning the US Rep conducts a search to see how many users have filled out the ECS Registration page. This search is conducted through the ECS User Account Management tool. The users URL registration is listed on the system as a "**Pending**" account. The US Rep locates all "**Pending**" accounts, then inputs the user information into the "User Request" folder. The US Rep then creates the new accounts from the pending accounts.

If you are already familiar with the procedures, you may prefer to use the quick-step table below (Table 19.1-5). If you are new to the system or have not performed this task recently, you should use the detailed procedures that follow to create an account from the URL Registration page.

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

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

- If the following message appears: “Enter passphrase for RSA key '<*user@localhost*>'”, type your ***Passphrase*** and then press the **Enter** key. Skip the next step.
- At the “<*user@remotehost*>'s password:” prompt, type your ***Password*** and then press the **Enter** key.
- To change to the directory containing the utility scripts to start Account Management GUIs, type **cd /*path*** and then press the **Enter** key.
- For ***path***, use **/usr/ecs/*mode*/CUSTOM/utilities**, where *mode* will likely be TS1, TS2, or OPS.
- Type **EcMsAcRegUserGUIStart *mode***, where *mode* is TS1, TS2, or OPS (or other) as se-lected in the previous step.
- The ECS User Account Management window is displayed.
- The window shows two folders: “**User Request**” and “**Profile Account**”.

2) **Click** the “User Request” folder tab.
   - The window displays five folders.
   - Above the five folders are the search criteria:

     Sort by: “Submission Date” or “Last Name”

     Status: “Pending” or “Approved,” “Denied,” or “All”

3) **Click** the **Pending** button.
4) **Click** the **Retrieve** button.
   - The scroll box displays all the URL registration forms completed by the requesters, which are still pending.
   - The accounts are listed as pending until the US Rep completes the creation process.
5) Highlight one account and **Double Click** to display the account.
   - The user registration information is automatically transferred into the five user folders.
6) **Click** the “**Personal Information**” folder
   - The “**Personal Information**” folder is opened.
7) View the folder to verify that the information is complete.
   - If the information is not complete, contact the user, then complete the folder.
8) **Click** the “**Mailing Address**” folder.
   - The “**Mailing Address**” folder is opened.

9) View the folder to verify that the information is complete.

- If the information is not complete, contact the user, then complete the folder.

10) **Click** the “**Shipping Address**” folder.

- The “**Shipping Address**” folder is opened.

11) View the folder to verify that the information is complete.

- If the information is not complete, contact the user, then complete the folder.

12) **Click** the “**Billing Address**” folder.

- The “**Billing Address**” folder is opened.

13) View the folder to verify that the information is complete.

- If the information is not complete, contact the user, then complete the folder.

14) **Click** the “**Account Information**” folder

- The “**Account Information**” folder is opened.

15) View the folder to verify that the information is complete.

- If the information is not complete, contact the user, then complete the folder.

16) View the folder to verify that the information is complete.

- If the information is not complete, contact the user, then complete the folder.

17) If the information is complete, **Click** the “**Create Account**” button.

- The account is created, the entry moves from the pending list to the approved list.
- If there are more pending accounts, start with step 5 to continue creating additional accounts from the URL Registration list, or

18) Exit ECS User Account Management tool by;

    Exit menu path **File→Exit.**

19) Provide user with initial **ECS Password**.

Table 19.1-5. Completion of URL Registration - Quick-Step Procedures

Step	What to Enter or Select	Action to Take
1	Open the ECS User Account Management window	**UNIX** commands
2	Select the **Request Account** folder tab	**Click** tab
3	Select the **Pending** button	**Click** button
4	Select the **Retrieve** button	**Click** button
5	Highlight **One** of the **pending** accounts	**double click**
6	Select the **Personal Information** folder	**Click** folder tab

7	View the folder for completeness	N/A
8	Select the **Mailing Address** folder	**Click** folder tab
9	View the folder for completeness	N/A
10	Select the **Shipping Address** folder	**Click** folder tab
11	View the folder for completeness	N/A
12	Select the **Billing Address** folder	**Click** folder tab
13	View the folder for completeness	N/A
14	Select the **Account Information** folder	**Click** folder tab
15	View the folder for completeness	N/A
16	Select the **DAR Information** folder	**Click** folder tab
17	View the folder for completeness	N/A
18	Select the **Create Account** button	**Click** button
19	Drag mouse to **Exit**	**Release** mouse button
20	Provide user with initial **ECS password**	N/A

19.1.4 Edit/Modify an Existing Account

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

The Activity Checklist, Table19.1-6, provides an overview of the process used to edit/modify an existing ECS account. Column one (**Order**) shows the order in which tasks should be accomplished. Column two (**Role**) lists the Role/Manager/Operator responsible for performing the task. Column three (**Tasks**) provides a brief explanation of the task. Column four (**Section**) provides the Procedure (**P**) section number or Instruction (**I**) section number where details for performing the task can be found. Column five (**Complete?**) is used as a checklist to keep track of which task steps have been completed.

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

	Role	Task	Section	Complete?

1	US Rep	Edit/Modify Personal Information	(P) 19.1.4.1	
2	US Rep	Edit/Modify Mailing Address	(P) 19.1.4.2	
3	US Rep	Edit/Modify Shipping Address	(P) 19.1.4.3	
4	US Rep	Edit/Modify Billing Address	(P) 19.1.4.4	
5	US Rep	Edit/Modify Account Information	(P) 19.1.4.5	
6	US Rep	Edit/Modify DAR Information	(P) 19.1.4.6	

Sections 19.1.4.1 through 19.1.4.6 explain how to edit information in the six folders. If you are already familiar with the procedures, you may prefer to use the quick-step table, provided in Section 19.1.4.7, Table 19.1-7. In the following examples, the US Rep receives a notice from the user indicating that the Shipping, Billing and Mailing addresses have changed, as well as the E-mail address, the DCE Password and Aster category. The following sections explain how the US Rep retrieves a user account, then changes the address in three folders (in this example the same address is used in all the address folders), and also changes the e-mail Address, the Primary Area of Study, the V0 Gateway User Type and Aster category in three other folders.

19.1.4.1 Edit/Modify Personal Information

The "**Personal Information**" folder contains the user's Title, Name, E-mail address, Telephone Number, Organization, Affiliation, Sponsor, Home DAAC, Project, and the Primary Area of Study. Execute the following steps to change the E-mail address and the Primary Area of Study on an existing account.

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

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

- At the “<*user@remotehost*>'s password:” prompt, type your ***Password*** and then press the **Enter** key.
- To change to the directory containing the utility scripts to start Account Management GUIs, type **cd /*path*** and then press the **Enter** key.
- For ***path***, use **/usr/ecs/*mode*/CUSTOM/utilities**, where *mode* will likely be TS1, TS2, or OPS.
- Type **EcMsAcRegUserGUIStart *mode***, where *mode* is TS1, TS2, or OPS (or other) as se-lected in the previous step.
- The ECS User Account Management window is displayed.
- The window shows two folders: “**User Request**” and “**Profile Account**”.

2) **Click** the “**Profile Account**” folder tab.
   - Folders and fields applicable to existing accounts are displayed.
3) Retrieve the user’s profile information by entering the search criteria in the “**Find**” field.
   - The “**Find**” field is located to the right of the **Find** button.
4) Enter the Search Criteria, then **press Return**.
   - The scroll box displays a list of accounts which match the search criteria.
   - Create a search by entering the user’s **Last Name**, **E-mail address**, or **User ID**.
5) Scroll through the listed accounts until the desired account is **highlighted**, then **double Click.**
   - Six folders are displayed that contain detailed information about the selected user’s account; **Personal Information**, **Mailing Address, Shipping Address**, **Billing Address**, and **Account Information**.
6) **Click** the “**Personal Information**” folder.
   - The “**Personal Information**” folder opens.
7) **Click** the “**E-mail Address**” field.
   - The cursor moves to the **E-mail address**.
8) Enter the **E-mail Address,** then press **Tab**.
   - The cursor moves to the “**Telephone**” field.
9) **Tab** through each field until the “**Primary Area of Study**” field is reached.
   - The “**Primary Area of Study**” field can also be selected by using the mouse;
     – Click the “Primary Area of Study” field.
10) Enter **Primary Area of Study**, then press **Tab**.

- All changes have been entered for this folder.

11) **Click** the "**Apply Edits**" button to implement the changes to the "**Personal Information**" folder.

- **Click** another folder to continue editing, or
- Exit **ECS User Account Management** by:

  Exit menu path **File→Exit.**

19.1.4.2 Edit/Modify Mailing Address

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

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

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

- For ***path***, use **/usr/ecs/*mode*/CUSTOM/utilities**, where *mode* will likely be TS1, TS2, or OPS.
- Type **EcMsAcRegUserGUIStart *mode***, where *mode* is TS1, TS2, or OPS (or other) as se-lected in the previous step.
- The ECS User Account Management window is displayed.
- The window shows two folders: "**User Request**" and "**Profile Account**".

2) **Click** the "**Profile Account**" folder tab.
   - Folders and fields applicable to existing accounts are displayed.
3) Retrieve the user's profile information by entering search criteria in the "**Find**" field.
   - The "**Find**" field is located to the right of the **Find** button.
4) Enter the **Search Criteria**, then press **Return.**
   - Enter the user's **Last Name**, **E-mail**, or **User ID** to create the search.
   - The scroll box displays a list of accounts which match the search criteria.
5) Scroll through the accounts listed until the desired account is **highlighted**, then **double Click.**
   - Six folders are displayed that contain detailed information about the selected user's account: Personal Information, Mailing Address, Shipping Address, Billing Address, Account information and DAR Information
6) **Click** the "**Mailing Address**" folder.
   - The "**Mailing Address**" folder opens.
   - The cursor moves to the first "**Address**" field.
7) Enter the user's new **mailing address**, then press **Tab**.
   - The cursor moves to the second "**Address**" field.
8) If a second address field is needed to complete the user's new **mailing address**, enter the **Mailing Address**, then press **Tab**.
   - If a second address is not needed, press **Tab** to bypass the field.
   - The cursor moves to the "**City**" field.
9) Enter the new **City** to which the mail is sent, then press **Tab**.
   - The cursor moves to the "**State/Province**" field.
10) Enter the new **State** or **Province** for the new **mailing address**, then press **Tab**.
    - The cursor moves to the "**Zip/Postal Code**" field.

11) Enter the **Zip/Postal Code** for the new **mailing address**, then press **Tab**.

- The cursor moves the "**Country**" field.

12) Enter the **Country** for the new **mailing address**, then press **Tab**.

- Cursor moves to the "**Telephone**" field.

13) Enter the **Telephone number** (area code first) used at the new **mailing address**, then press **Tab**.

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

14) Enter the **Fax number** (area code first) used at the new **mailing address**, then press **Tab**.

- All changes have been entered for this folder.

15) **Click** the "**Apply Edits**" button to implement the changes to the "**Mailing Address**" folder.

- Edits to the folder are complete.
- Exit ECS User Account Management tool by:

  Exit menu path **File→Exit**

19.1.4.2 Edit/Modify Shipping Address

The "**Shipping Address**" folder contains the address for shipping data. This address is not necessarily the same as the mailing or billing addresses. The US Rep will always confirm the **shipping address** with the user before shipping data. Execute the following steps to edit/modify the "**Shipping Address**" folder. If the "**Profile Account**" folder of the **ECS User Account Management** icon is still open and the user's account is still displayed, skip steps 1 through 5; otherwise, begin with step 1 to execute your changes.

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

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

2) **Click** the “**Profile Account**” folder tab.

- Folders and fields applicable to existing accounts are displayed.

3) Retrieve the user’s profile information by entering the search criteria in the “**Find**” field.

- The “**Find**” field is located to the right of the **Find** button.

4) Enter the Search Criteria, then **press Return**.

- Enter the user’s **Last Name**, **E-mail address**, or **User ID** to create the search.
- The scroll box displays a list of accounts which match the search criteria.

5) Scroll through the accounts listed until the desired account is **highlighted**, then **double Click.**

- Six folders are displayed that contain detailed information about the selected user’s account: Personal Information, Mailing Address, Shipping Address, Billing Address, Account information and DAR Information.

6) **Click** the “**Shipping Address**” folder.

- The “Shipping Address” folder opens.
- The cursor moves to the first “Address” field.

7) Enter the user’s new **Shipping Address**, then press **Tab.**

- The cursor moves to the second “**Address**” field.

8) If a second address field is needed to complete the user’s **shipping address**, enter the **Shipping Address**, then press **Tab**.

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

9) Enter the new **City** to which the data will be shipped, then press **Tab**.

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

10) Enter the new **State** or **Province** for the shipping address, then press **Tab**.

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

11) Enter the new **Zip/Postal Code** for the shipping address, then press **Tab**.

- The cursor moves to the “**Country**” field.

12) Enter the **Country** to which the data will be shipped, then press **Tab**.

- The cursor moves to the “**Telephone**” field.

13) Enter the **Telephone number** (area code first) used at the new shipping address, then press **Tab.**

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

14) Enter the **Fax number** (area code first) used at the shipping address, then press **Tab.**

- All changes have been entered for this folder.

15) **Click** the "**Apply Edits**" button to implement the changes to the "**Shipping Address**" folder.

- If the **billing** and **mailing addresses** are the same, continue editing.
- **Click** another folder to continue editing, or
- Exit **ECS User Account Management** by:

  Exit menu path **File→Exit.**

19.1.4.4 Edit/Modify Billing Address

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

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

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

- At the "<*user@remotehost*>'s password:" prompt, type your ***Password*** and then press the **Enter** key.
- To change to the directory containing the utility scripts to start Account Management GUIs, type **cd /*path*** and then press the **Enter** key.
- For ***path***, use **/usr/ecs/*mode*/CUSTOM/utilities**, where *mode* will likely be TS1, TS2, or OPS.
- Type **EcMsAcRegUserGUIStart *mode***, where *mode* is TS1, TS2, or OPS (or other) as se-lected in the previous step.
- The ECS User Account Management window is displayed.
- The window shows two folders: "**User Request**" and "**Profile Account**".

2) **Click** the "**Profile Account**" folder tab.
   - Folders and fields applicable to existing accounts are displayed.
3) Retrieve the user's profile information by entering the search criteria in the "**Find**" field.
   - The "**Find**" field is located to the right of the **Find** button.
4) Enter the **Search Criteria**, then press **Return**.
   - The scroll box displays a list of accounts that match the search criteria.
   - Enter the user's **Last Name**, **E-mail address**, or **User ID** to create the search.
5) Scroll through the accounts listed until the desired account is **highlighted**, then **double Click.**
   - Six folders are displayed that contain detailed information about the selected user's account: **Personal Information**, **Mailing Address**, **Shipping Address**, **Billing Address**, **Account Information** and **DAR Information.**
6) **Click** the "**Billing Address**" folder.
   - The "**Billing Address**" folder opens.
   - The cursor moves to the first "**Address**" field.
7) Enter the user's new **billing address**, then press **Tab**.
   - The cursor moves to the second "**Address**" field.
8) If the second address field is needed to complete the user's **billing address**, enter the **billing address**, then press **Tab**.
   - If the second address field is not needed, press **Tab** to bypass the field.
   - The cursor moves to the "**City**" field.
9) Enter the **City** to which the payment-due billings will be sent, then press **Tab**.

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

10) Enter the **State** or **Province** for the new billing address, then press **Tab**.

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

11) Enter the **Zip/Postal Code** for the new billing address, then press **Tab**.

    - The cursor moves to the "**Country**" field.

12) Enter the **Country** to which the payment-due billings will be sent, then press **Tab**.

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

13) Enter the **Telephone number** (area code first) used at the new billing address, then press **Tab.**

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

14) Enter the **Fax number** (area code first) used at the new billing address, then press **Tab**.

    - All changes have been entered for this folder.

15) **Click** the "**Apply Edits**" button to implement the changes to the "**Billing Address**" folder.

    - If the **mailing address** is the same, continue editing.
    - **Click** another folder to continue editing, or
    - Exit **ECS User Account Management** by:

      Exit menu path **File→Exit.**

19.1.4.5 Edit/Modify Account Information

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

If you are already familiar with the procedures, you may prefer to use the quick-step table (Table 19.1-7 in Section 19.1.4.6). If you are new to the system or have not modified an account recently, you should execute the following detailed procedures:

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

    - Open the command shell.
    - Type **xhost <remote_workstation_name>** and then press the **Enter** key.

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

2) **Click** the “**Profile Account**” folder tab.
   - Folders and fields applicable to existing accounts are displayed.
3) Retrieve the user’s profile information by entering the search criteria in the “**Find**” field.
   - The “**Find**” field is located to the right of the **Find** button.
4) Enter the Search Criteria, then **press Return.**
   - Enter the user’s **Last Name**, **E-mail address**, or **User ID** to create the search.
   - The scroll box displays a list of accounts which match the search criteria.
5) Scroll through the accounts listed until the desired account is **highlighted**, then **double click.**

- Six folders are displayed that contain detailed information about the selected user's account: Personal Information, Mailing Address, Shipping Address, Billing Address, Account Information and DAR Information

6) **Click** the "**Account Information**" folder.

   - The "**Account Information**" folder opens.

7) **Click** the "**V0 Gateway User Type**" field.

   - The cursor moves to the **V0 Gateway User Type**.

8) Enter the **V0 Gateway User Type,** then press **Tab**.

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

9) **Click** the "**Apply Edit**" button to implement the changes to the **DCE Password** in the "**Account Information**" folder.

   - Continue editing another folder by **Clicking** on the folder, or
   - Exit **ECS User Account Management** by:

     Exit menu path **File**→**Exit**.

19.1.4.6 Edit/Modify DAR Information

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

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

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

- If the following message appears: “Enter passphrase for RSA key '<*user@localhost*>'”, type your ***Passphrase*** and then press the **Enter** key. Skip the next step.
- At the “<*user@remotehost*>'s password:” prompt, type your ***Password*** and then press the **Enter** key.
- To change to the directory containing the utility scripts to start Account Management GUIs, type **cd /*path*** and then press the **Enter** key.
- For ***path***, use **/usr/ecs/*mode*/CUSTOM/utilities**, where *mode* will likely be TS1, TS2, or OPS.
- Type **EcMsAcRegUserGUIStart *mode***, where *mode* is TS1, TS2, or OPS (or other) as se-lected in the previous step.
- The ECS User Account Management window is displayed.
- The window shows two folders: “**User Request**” and “**Profile Account**”.

2) **Click** the “**Profile Account**” folder tab.

- Folders and fields applicable to existing accounts are displayed.

3) Retrieve the user's profile information by entering the search criteria in the "**Find**" field.

   - The "**Find**" field is located to the right of the **Find** button.

4) Enter the Search Criteria, then **press Return**.

   - The scroll box displays a list of accounts which match the search criteria.
   - Create a search by entering the user's **Last Name**, **E-mail address**, or **User ID**.

5) Scroll through the listed accounts until the desired account is **highlighted**, then **double Click.**

   - Six folders are displayed that contain detailed information about the selected user's account; **Personal Information**, **Mailing Address, Shipping Address**, **Billing Address**, and **Account Information**.

6) **Click** the "**DAR Information**" folder.

   - The "**DAR Information**" folder opens.

7) **Click** the "**Aster Category**" field.

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

8) Enter the **Aster Category,** then press **Tab**.

9) **Click** the "**Apply Edits**" button to implement the changes to the "**DAR Information**" folder.

   - **Click** another folder to continue editing, or
   - Exit **ECS User Account Management** by:

     Exit menu path **File→Exit.**

19.1.4.7 Edit/Modify an Existing Account Quick-Steps

To **Edit/Modify** an account, execute the steps provided in Table 19.1-7. **Do not** use the quick step version of this procedure unless you are already **very familiar** with the procedure. The table is a quick-step procedure that assumes all the changes to the six subordinate folders will be entered simultaneously, eliminating the first five steps when opening a new folder. The Quick-Step table indicates when and what folder to open when making all the changes sequentially.

Table 19.1-7. Edit/Modify an Account - Quick-Step Procedures (1 of 2)

Step	What to Enter or Select	Action to Take
1	Open the ECS User Account Management window	**UNIX** commands
2	Select the **Profile Account** folder tab	**Click** tab
3	Select to the **Find** field criteria	**Click**
4	Enter the **Last Name**	**press Return**
5	**Highlight** the account required	**double Click**
	******Open Personal Information Folder******	
6	Select the **Personal Information** folder	**Click**
7	Select to the **E-mail address** field	**Click**
8	Enter the **E-mail address**	**press Tab**
9	Select the **Primary Area of Study** field	**Click**
10	Enter the **Primary Area of Study**	**press Tab**
11	Select the **Apply Edits** button	**Click**
	******Open the Mailing Address folder******	
12	Select the **Mailing Address** folder tab	**Click** folder tab
13	Enter the new **Mailing Address** in the first address field	**press Tab**
14	Complete the **Address** on the second address field if needed	**press Tab**
15	Enter the **City**	**press Tab**
16	Enter the **State** or **Province**	**press Tab**
17	Enter the **Zip/Postal Code**	**press Tab**
18	Enter the **Country**	**press Tab**
19	Enter the **Telephone number**	**press Tab**
20	Enter the **Fax number**	**press Tab**
21	Select the **Apply Edits** button	**Click**
	******Open the Shipping Address folder******	
22	Select to the **Shipping Address** folder tab	**Click** folder tab
23	Enter the new **Shipping Address** in first address field	**press Tab**
24	Complete the **Address** on second address field if needed	**press Tab**
25	Enter the **City**	**press Tab**
26	Enter the **State** or **Province**	**press Tab**
27	Enter the **Zip/Postal Code**	**press Tab**
28	Enter the **Country**	**press Tab**

Table 19.1-7. Edit/Modify an Account - Quick-Step Procedures (2 of 2)

Step	What to Enter or Select	Action to Take
29	Enter the **Telephone number**	**press Tab**
30	Enter the **Fax number**	**press Tab**
31	Select the **Apply Edits** button	**Click**
	******Open the Billing Address folder******	
32	Select the **Billing Address** folder	**Click** folder tab
33	Enter the new **Billing address** in first address field	**press tab**
34	Complete the **Address** on second address field if needed	**press tab**
35	Enter the **City**	**press Tab**
36	Enter the **State** or **Province**	**press Tab**
37	Enter the **Zip/Postal Code**	**press Tab**
38	Enter the **Country**	**press Tab**
39	Enter the **Telephone number**	**press Tab**
40	Enter the **Fax number**	**press Tab**
41	Select the **Apply Edits** button	**Click** button
	****** Open the Account Information ******	
42	Select the **Account Information** folder	**Click** folder tab
43	Enter the new **V0 Gateway User Type**	**press tab**
44	Select the **Apply Edits** button	**Click** button
	******Open the DAR Information******	
45	Select the **DAR Information** folder	**Click** folder tab
46	Enter the new **Aster Category**	**press tab**
47	Select the **Apply Edits** button	**Click** button
48	Select to the **File menu**	**Hold** button **down**
49	Drag the mouse to **Exit**	**Release** mouse **button**

19.1.5 Deleting an ECS Account

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

If you are already familiar with the procedure to delete an account, you may prefer to use the quick-step table below (Table 19.1-8). If you are new to the system, you should use the following detailed procedures:

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

4) Enter the **Search Criteria**, then press **Return.**

   - Enter the user's **Last Name**, **E-mail**, or **User ID** to create the search.
   - The scroll box displays a list of accounts which match the search criteria.

5) Scroll through the accounts listed until the desired account is **highlighted**, then **double Click.**

   - Six folders are displayed that contain detailed information about the selected user's account: Personal Information, Mailing Address, Shipping Address, Billing Address, Account Information and DAR Information

6) **Click** the "**Personal Information**" folder

   - The "**Personal Information**" folder opens.
   - View the folder to validate the account scheduled for deletion.

7) **Click** the "**Delete Account**" button

   - The account is deleted.

8) Exit the **ECS User Account Management** tool by;

   Exit menu path **File→Exit.**

Table 19.1-8. *Deleting an ECS Account - Quick-Step Procedures*

Step	What to Enter or Select	Action to Take
1	Open the ECS User Account Management window	**UNIX** commands
2	Select the **Profile Account** folder tab	**Click** tab
3	Select the **Find** field	**Click**
4	Enter the user **Name, E-mail** or **User ID**	**press Return**
5	**Highlight** the account needed	**double Click**
6	Select the **Personal Information** folder tab	**Click** tab
6	Verify the users account information	N/A
7	Select the **Delete** button	**Click** button
8	Select the **File** menu	**Hold mouse button**
8	Drag the mouse to **Exit**	**Release mouse button**

19.1.6 Canceling an ECS Account

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

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

1) The ECS User Account Management tool is launched with the execution of several UNIX commands:
   - Open the command shell.
   - Type **xhost <remote_workstation_name>** and then press the **Enter** key.
   - At the UNIX shell prompt, type **setenv DISPLAY** ***clientname*****:0.0** and then press the **Enter** key. (Note: for "clientname", use either the IP address or machine name.)
   - At the UNIX shell prompt type **/tools/bin/ssh** ***hostname*** *(e.g.*, l0mss21), and then press the **Enter** key, to start the log-in to the MSS client server.
     – If you receive the following message, "Host key not found from the list of known hosts. Are you sure you want to continue connecting? (yes/no)", type **yes**.

- If you have previously set up a secure shell pass-phrase and executed sshremote, a prompt to enter the passphrase for RSA key '<*user@localhost*>' will appear. Go to the next step.
- If you have not previously set up a secure shell pass-phrase, skip the next step.

- If the following message appears: "Enter passphrase for RSA key '<*user@localhost*>'", type your ***Passphrase*** and then press the **Enter** key. Skip the next step.
- At the "<*user@remotehost*>'s password:" prompt, type your ***Password*** and then press the **Enter** key.
- To change to the directory containing the utility scripts to start Account Management GUIs, type **cd /*path*** and then press the **Enter** key.
- For ***path***, use **/usr/ecs/*mode*/CUSTOM/utilities**, where *mode* will likely be TS1, TS2, or OPS.
- Type **EcMsAcRegUserGUIStart *mode***, where *mode* is TS1, TS2, or OPS (or other) as se-lected in the previous step.
- The ECS User Account Management window is displayed.
- The window shows two folders: "**User Request**" and "**Profile Account**".

2) Click the "**Profile Account**" folder tab.
   - Folders and fields applicable to existing accounts are displayed.
3) Retrieve the user's profile information by entering a search criteria in the "**Find**" field.
   - The "Find" field is located to the right of the Find button.

4) Enter the **Search Criteria**, then press Return.
   - Enter the user's Last Name, E-mail address, or User ID to create a search.
   - The scroll box displays a list of accounts which match the search criteria.
5) Scroll through the accounts listed until the desired **account is highlighted**, then double Click.
   - Six folders are displayed that contain detailed information about the selected user's account: Personal Information, Mailing Address, Shipping Address, Billing Address, Account Information and DAR Information
6) Click the "**Personal Information**" folder tab.
   - The "Personal Information" folder opens.
   - View the folder to verify the account scheduled for suspension.
7) Click the "**Account Information**" folder tab.
   - The "Account Information" folder opens.
8) Click the "**Expiration Date**" field.
   - The cursor moved to the Expiration Date field.
9) Enter the **Expiration Date**, then press Tab.
   - When the "Expiration Date" is reached, the system automatically deletes the accounts from the system.
10) Click the **Cancel Account** button.
    - The privileges on this account are suspended.
    - The account privileges can be reinstated until the expiration date has been reached.
    - An account can be reinstated by removing the expiration date.
11) Exit the ECS User Account Management tool by:

    Exit file menu File→Exit.

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

Table 19.1-9. Canceling an ECS Account - Quick-Step Procedures

Step	What to Enter or Select	Action to Take
1	Open the **ECS User Account Management** window	**UNIX** commands
2	Select the **Profile Account** folder tab	**Click** tab
3	Select the **Find** field	**Click**
4	Enter the users **Name, E-mail address** or **User ID**	**press Return**
5	**Highlight** the account	**double Click**
6	Select the **Personal Account** folder	**Click**
7	Select to the **Account Information** folder	**Click**
8 & 9	Enter the **Expiration Date**	**press Tab**
10	Select the **Cancel Account** button	**Click**
11	Select the **File Menu;** Drag the mouse to **Exit**	**hold mouse down; Release mouse**

19.1.7 Changing an ECS User's Password

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

If you are already familiar with the procedures, you may prefer to use the quick-step table (Table 19.1-10). If you are new to the system or have not performed this task recently, you should use the detailed procedures that follow:

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

   - Open the command shell.
   - Type **xhost <remote_workstation_name>** and then press the **Enter** key.
   - At the UNIX shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Enter** key. (Note: for "clientname", use either the IP address or machine name.)
   - At the UNIX shell prompt type **/tools/bin/ssh *hostname*** *(e.g.*, l0mss21), and then press the **Enter** key, to start the log-in to the MSS client server.
     - If you receive the following message, "Host key not found from the list of known hosts. Are you sure you want to continue connecting? (yes/no)", type **yes**.

– If you have previously set up a secure shell pass-phrase and executed sshremote, a prompt to enter the passphrase for RSA key '<*user@localhost*>' will appear. Go to the next step.

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

- If the following message appears: "Enter passphrase for RSA key '<*user@localhost*>'", type your ***Passphrase*** and then press the **Enter** key. Skip the next step.
- At the "<*user@remotehost*>'s password:" prompt, type your ***Password*** and then press the **Enter** key.
- To change to the directory containing the utility scripts to start Account Management GUIs, type **cd /*path*** and then press the **Enter** key.
- For ***path***, use **/usr/ecs/*mode*/CUSTOM/utilities**, where *mode* will likely be TS1, TS2, or OPS.
- Type **EcMsAcRegUserGUIStart *mode***, where *mode* is TS1, TS2, or OPS (or other) as se-lected in the previous step.
- The ECS User Account Management window is displayed.
- The window shows two folders: "**User Request**" and "**Profile Account**".

2) **Click** the "**Profile Account**" folder tab.

- Folders and fields applicable to existing accounts are displayed.

3) Retrieve the user's profile information by entering search criteria in the "**Find**" field.

- The "**Find**" field is located to the right of the **Find** button.

4) Enter the Search Criteria, then press **Return.**

- You can create a search by entering the user's Last Name, E-mail address, or User ID.
- The scroll box displays a list of accounts which match the search criteria.

5) Scroll through the accounts listed until the desired account is **highlighted**, then **double Click.**

- Six folders are displayed that contain detailed information about the selected user's account: Personal Information, Mailing Address, Shipping Address, Billing Address, Account Information and DAR Information

6) **Click** the "**Personal Information**" folder tab.

- The "**Personal Information**" folder opens.
- Review the folder to verify the user requesting the password change.

7) **Click** the "**Change DCE Password**" folder tab.

- The "**Change DCE Password**" window opens.

8) **Click** the "**DCE Password**" field.

- The cursor moves to the "**DCE Password**" field.

9) Enter the **DCE Password**, then press **Tab**.

- Inform the user of the new password, with instructions to change the password when they enter the system.

10) **Click** the "**OK**" button.

11) Exit the **ECS User Account Management** tool by:

- Exit menu path **File→Exit.**

Table 19.1-10. Changing an ECS User's Password - Quick-Step Procedures

Step	What to Enter or Select	Action to Take
1	Open the ECS User Account Management window	**UNIX** commands
2	Select the **Manage Existing Account** folder tab	**Click** tab
3	Select the **Find** field	**Click**
4	Enter the user's **Name, E-mail address** or **User ID**	**press Return**
5	**Highlight** the account	**double Click**
6	Select the **Personal Information** folder tab	**Click** tab
7	Select the **Change DCE Password** button	**Click**
8	Select the **DCE Password** field	**Click**
9	Enter the new **DCE Password**	**press Tab**
10	Select the **OK** button	**Click**
11	Notify the user of the new Password	N/A
12	Select the **File** menu	**hold mouse down**
13	Drag the mouse to **Exit**	**Release mouse**

19.2 Processing an Order

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

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

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

Table 19.2-1. Processing an Order - Activity Checklist

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

19.2.1 Create a User Contact Log Record

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

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

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

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

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

19.2.1.1 How to Create a User Contact Log Record

The procedure that follows explains how to create a User Contact Log. This procedure will assume that all of the "Contact" information is needed. If you are already familiar with the procedure, you may prefer to use the quick-steps table at the end of the procedure (Table 19.2-2). If you are new to the system, you should use the following detailed procedures:

1) The User Contact Log is opened through Remedy, which is launched with the execution of several UNIX commands:

- Open the command shell.
- Type **xhost <remote_workstation_name>** and then press the **Enter** key.
- At the UNIX shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Enter** key. (Note: for "clientname", use either the IP address or machine name.)
- Start the log-in to the MSS client server by typing /tools/bin/ssh *hostname (e.g.*, l0msh03) at the UNIX command shell prompt, and then press the **Enter** key.
- If you have previously set up a secure shell passphrase and executed sshremote, a prompt to Enter passphrase for RSA key '<*user@localhost*>' appears, go to the next step; if you have not previously set up a secure shell passphrase, skip the next step.
- If a prompt to Enter passphrase for RSA key '<*user@localhost*>' appears, type your *Passphrase* and then press the Enter key; skip the next step.
- At the <*user@remotehost*>'s password: prompt, type your *Password* and then press the Enter key.
- To change to the directory containing the Remedy application, type cd /*path* and then press the Enter key.
- For *path*, use /usr/ecs/*mode*/COTS/arsystem/bin, where *mode* will likely be TS1, TS2, or OPS.

- Type aruser & to launch Remedy.
- Remedy Action Request System Window is displayed, showing default to Trouble Ticket screen.
- Follow menu path File∅Open Schema.
- The Open Schema dialog box is displayed, showing four choices: RelB-Contact Log, RelB-TT-ForwardToSite, RelB-TroubleTickets, and TroubleTicket-Xfer.
- Click on RelB-Contact Log to highlight it and then click on the Apply button.
- The User Contact Log defaults to the Entry screen.
- On the User Services Desktop, Click the User Contact Log/Trouble Ticket icon.
- The User Contact Log defaults to the Entry screen.

2) From the Menu Bar, follow menu path **File→ Open Submit.**
   - The display changes from the **Entry** screen to the **Submit** Screen.
   - The screens look the same except for the action buttons on the bottom of the screen.
3) **Click** on the "**Contact Method"** field.
4) **Enter** the **Contact Method.**
   - A dropdown menu can also be used to enter the contact method. To access the menu, point the mouse to the right of the "**Contact Method**" field. Select a contact method by holding the mouse down and highlighting the appropriate method. When the mouse is released, the contact method selected will be displayed in the "**Contact Method**" field. The contact methods listed in the dropdown menu are "**Telephone**," "**E-mail**," " **Fax**," "**US Mail**," and "**Walk-in**."
5) **Click** on the **Short Description** field.
   - The "**Short Description**" field is 128 characters long.
   - Please see **Note 1** at the end of this procedure.
6) **Enter** the **Short Description.**
7) **Click** on the "**Set Received Time**" button.
   - The current time and date are displayed.
8) Click on the "Long Description" field.
   - The "**Long Description**" field is used when the description requires more detail than **Short Description**" field will allow.
   - The "**Long Description**" field is often used when a problem exists; it can help with the resolution of Trouble Tickets.

9) Enter a Long Description if needed.

10) Click on the “Contact Id.”

11) Enter the Id (User Id) of the person who contacted User Services.

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

12) If a **Contact Id** was entered at **Step 11**, click the “**Set Contact Information**” button; otherwise, move to **Step 13**.

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

13) If the contact information was not automatically entered at **Step 11**, **Click** on **Contact Name.**

14) **Enter** the **Contact’s Name.**

15) **Click** on the **Contact Phone** field.

16) **Enter** the **Contact’s Phone** number.

17) **Click** on the **Contact E-Mail** field.

18) **Enter** the **Contact’s E-mail** address.

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

20) **Enter** the **Contact’s Home DAAC.**

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

22) **Enter** the **Contact’s Organization.**

23) When all contact information has been entered, **Click** on the **“Receiving Operator**” field.

24) In the “**Receiving Operator**” field, enter the name of the operator (US Rep) who is creating the User Contact Log record.

25) **Click** on the **Category** field.

26) **Enter** the **Category.**

- A dropdown menu can also be used to enter the category. To access the menu, point the mouse to the right of the “**Category**” field. Select a category by holding the mouse down and highlighting the appropriate category. When the mouse is released, the category selected will be displayed in the “**Category**” field. The categories listed in the dropdown menu are “**Data Request**,” “**Complaint**,” “**Information**,” and “**Registration Request**.”

27) Click the **Apply Submit** button.

- If you are not using the **Submit** screen, you must transfer to the submit screen now. The information you entered must be moved to the **Submit** screen before the log record can be created. This is accomplished by using the menu at the top of the screen and following menu path **Action -> Copy to Submit**. Once the information has been transferred to the **Submit** screen, click the **Apply Submit** button..

- The User Contact Log record is created and submitted to the database.

- A unique Id is generated for the record and entered into the "**Log Id**" field.

- The time and date that the User Contact Log was completed is displayed in the "**Entered Time**" field.

28) Click the **Clear** button.

- The screen is cleared without closing the User Contact Log.

- A new User Contact Log record can now be created.

NOTES:

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

Table 19.2-2. Creating a User Contact Log - Quick-Step Procedures

Step	What to Enter or Select	Action to Take
1	**Open User Contact Log** through Remedy	**UNIX** commands
2	**File -> Open Submit**	Follow menu path
3	**Contact Method** field	**Click**
4	**Contact Method**	**Enter**
5	**Short Description** field	**Click**
6	**Short Description**	**Enter**
7	**Set Received Time**	**Click** button
8	**Long Description** field	**Click**
9	**Contact's Long Description**	**Enter**
10	**Contact Id** field	**Click**
11	**Contact's Id** (User Id)	**Enter**
12	**Set Contact Information** field	**Click** only if Contact is a registered **Remedy** user
13	**Contact Name** field	**Click**
14	**Contact's Name**	**Enter**
15	**Contact Phone** field	**Click**
16	**Contact's Phone**	**Enter**
17	**Contact E-mail** field	**Click**
18	**Contact's E-mail**	**Enter**
19	**Contact Home DAAC** field	**Click**
20	**Contact's Home DAAC**	**Enter**
21	**Contact Organization** field	**Click**
22	**Contact's Organization**	**Enter**
23	**Receiving Operator** field	**Click**
24	**Receiving Operator's Name**	**Enter**
25	**Category** field	**Click**
26	**Category**	**Enter**
27	**Apply Submit**	**Click** button
28	**Clear**	**Click** Button

19.2.2 Retrieve User Information

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

The information needed from the User may vary depending on local DAAC policies. It is recommended that the US Rep verify the following fields in the event that additional information is needed to complete the order: **User Id**; **Name**; **Shipping Address** for mailing hard media; **Email Address** for an ftp pull; **Privilege Level**, if ordering restricted data; and a **Contact Phone Number**. When the User Profile screen is opened, the information contained in the six account management folders is displayed on one screen. If modifications are required, see Section 19.1.4. If you are already familiar with the procedure, you may prefer to use the quick-steps table at the end of the procedure (Table 19.2-3). If you are new to the system, you should use the following detailed procedures:

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

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

2) Click the "Profile Account" folder tab.

- Folders and fields applicable to existing accounts are displayed.

3) Retrieve the user's profile information by entering a search criteria in the "Find" field.

- The "Find" field is located to the right of the Find button.

4) Enter the Search Criteria, then press Return.

- The scroll box displays a list of accounts that match the search criteria.
- You can create a search by entering the user's Last Name, E-mail address, or User Id.

5) Scroll through the accounts listed until the desired account is highlighted, then double click.

- Six folders are displayed that contain detailed information about the selected account: Personal Information, Mailing Address, Shipping Address, Billing Address, Account Information and DAR Information,.

6) Click on the "View Entire Profile" option button at the bottom of the screen.

- The User Profile screen is displayed.
- This is a read-only screen; no changes can be made without going to each individual folder.
- The User Profile screen, displays the information contained in the Personal Information folder, Account Information folder, Shipping Address folder, Billing Address folder, and the Mailing Address folder.

7) Click the Close button, to exit from the User Profile screen.

8) Exit the ECS User Account Management tool by following menu path File → Exit.

Table 19.2-3. Retrieve User Account - Quick-Step Procedures

Step	What to Enter or Select	Action to Take
1	Open **ECS User Account Management Window**	**UNIX** commands
2	**Profile Account** folder	**Click** folder tab
3	**Select "Find"** field	**Click**
4	Enter the **Search Criteria**	**press Return**
5	**Highlight** desired account	**double click**
6	Select **View Entire Account** options button	**Click**
7	Select **Close** button	**Click**
8	Follow menu path	**File → Exit**

19.2.3 Locate Data Via Search and Order Tool

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

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

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

19.2.4 Request Price Estimate

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

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

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

19.2.5 Specify Order Details

Once data has been marked for order, the media and format options must be selected. Select the **Package Options** button on the **Order Data** screen to display the **Media Type** and **Media Format** options screen. Each Processing Option has associated Media types and corresponding

Media Format choices. Detailed instructions for selecting the media type can be found in the **B0SOT Client Tutorial** and the **EOSDIS Users Manual**, (located by the following URL: http://eos.nasa.gov/imswelcome).

19.2.6 Update User Contact Log

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

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

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

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

The procedure that follows explains how to Modify a User Contact Log record. This procedure will modify an individual User Contact Log. This procedure will change the contact E-mail address and will note in the "Comments Log" that the data requested has been shipped, then the record will be closed. If you are already familiar with the procedure, you may prefer to use the quick-step table at the end of the procedure (Table 19.2-5). If you are new to the system, you should use the following detailed procedures:

1) The User Contact Log is opened through Remedy, which is launched with the execution of several UNIX commands:

- Open the command shell.
- Type **xhost <remote_workstation_name>** and then press the **Enter** key.
- At the UNIX shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Enter** key. (Note: for "clientname", use either the IP address or machine name.)
- Start the log-in to the MSS client server by typing /tools/bin/ssh *hostname (e.g.*, l0msh03) at the UNIX command shell prompt, and then press the **Enter** key.
- If you have previously set up a secure shell passphrase and executed sshremote, a prompt to Enter passphrase for RSA key '<*user@localhost*>' appears, go to the next step; if you have not previously set up a secure shell passphrase, skip the next step.
- If a prompt to Enter passphrase for RSA key '<*user@localhost*>' appears, type your *Passphrase* and then press the Enter key; skip the next step.
- At the <*user@remotehost*>'s password: prompt, type your *Password* and then press the Enter key.
- To change to the directory containing the Remedy application, type cd /*path* and then press the Enter key.
- For *path*, use /usr/ecs/*mode*/COTS/arsystem/bin, where *mode* will likely be TS1, TS2, or OPS.
- Type aruser & to launch Remedy.
- Remedy Action Request System Window is displayed, showing default to Trouble Ticket screen.
- Follow menu path File∅Open Schema.
- The Open Schema dialog box is displayed, showing four choices: RelB-Contact Log, RelB-TT-ForwardToSite, RelB-TroubleTickets, and TroubleTicket-Xfer.
- Click on RelB-Contact Log to highlight it and then click on the Apply button.
- The User Contact Log defaults to the Entry screen.
- On the User Services Desktop, Click the User Contact Log/Trouble Ticket icon.

- The User Contact Log defaults to the Entry screen.

2) From the Menu Bar, follow menu path **Query** → **Modify Individual.**
   - The display changes from the **Entry** screen to the **Modify** screen.
   - The screen looks the same except for the action buttons on the bottom of the screen.
3) **Click** on the **Log Id** field.
4) **Enter** the **Log Id.**
   - The User Contact Log record for the unique **Log Id** is displayed.
5) **Click** on the **Contact E-mail** field.
6) **Enter** the new **E-mail address.**
7) **Click** on the **Comment Log** field.
8) **Enter** a **Comment** describing update.
   - The comment should indicate the action taken.
     a) Changed contact e-mail address.
     b) Order for data has been completed.
9) **Click** on the **Apply Edits** button.
   - Edits are not implemented until the "Apply Edits" button is pressed.
   - The "Modified-date" field will display the date and time of the modification.
   - The "Last-Modified-by" field will display the name of the US Rep.
10) To close a User Contact Log record**, select** the **"Log Status"** button, while **holding** the mouse button down, drag it to **Close,** then **Release** the mouse button.
    - The User contact Log is now closed.

Table 19.2-5. Update User Contact Log Record - Quick-Step Procedures

Step	What to Enter or Select	Action to Take
1	**Open Contact Log/Trouble Ticket** window through Remedy	**Unix** commands
2	**Query** → **Modify Individual**	Follow menu path
3	**Log Id** field	**Click**
4	**Log Id**	**Enter**
5	**Contact E-mail** field	**Click**
6	**E-mail address**	**Enter**
7	**Comment Log**	**Click**
8	**Comment** (action taken)	**Enter**
9	**Apply Edits**	**Click**
10	**Log Status** → **Close**	follow Log Status menu path

19.3 Canceling an Order

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

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

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

19.3.1 ECS Order Tracking

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

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

- User Name – If there is more than one order under the same first and last name, the system offers a Verify User Selection screen to display additional data about each order, including the date it was placed, to help in the verification.

- Order ID – The Order ID is the unique identification number generated when the order was placed.
- Request ID – For large orders, the Data Server may partition the order and assign more than one Request ID. If you use this query option, the unique Order ID will also be displayed to assist in tracking all parts of the order.

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

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

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

ECS Order Tracking

- Open the command shell.
- Type **xhost <remote_workstation_name>** and then press the **Enter** key.
- At the UNIX shell prompt, type **setenv DISPLAY** ***clientname*****:0.0** and then press the **Enter** key. (Note: for "clientname", use either the IP address or machine name.)
- Start the log-in to the MSS client server by typing either **/tools/bin/ssh** ***hostname*** *(e.g.*, g0mss21) at the UNIX command shell prompt, and then press the **Enter** key.
- If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, go to the next step; if you have not previously set up a secure shell passphrase, skip the next step
- If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Enter** key, skip the next step.
- At the **<*user@remotehost*>'s password:** prompt, type your ***Password*** and then press the **Enter** key.
- To change to the directory containing the utility scripts to start MSS accountability GUIs, type **cd /*path*** and then press the **Enter** key.
- For ***path***, use **/usr/ecs/*mode*/CUSTOM/utilities**, where ***mode*** will likely be **TS1**, **TS2**, or **OPS**.
- Type **EcMsAcOrderGUIStart** ***mode***, where ***mode*** is **TS1**, **TS2**, or **OPS** (or other).

- The ECS Order Tracking window is displayed.

2) Click the **Radio Box** to the left of the **User Name**.
   - The cursor moves to the **Last Name** field.
3) Enter the **Last Name**, then press **Tab**.
   - The cursor moves to the **First Name** field.
4) Enter the **First Name**, then press **Tab**.
5) Click on the **Select All** button.
   - All of the status filters are selected.
6) Click on the **Query Orders** button.
   - The order is displayed in the box at the bottom of the **ECS Data Order Tracking** screen.
   - The Order ID, Order Date, Status, # of Requests, Description, and Start Date are displayed.

7) Click on the **Show Requests** button if there are multiple requests.

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

19.3.2 Canceling the Order

Cancellation of an order requires the following procedures:

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

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

19.4 Fulfilling a Subscription

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

- register new events
  - stored persistently
  - made available through Advertisement Service
- accept subscriptions
  - accept new subscription requests that specify an action to be taken and an event to initiate the action
  - accept subscription update requests to update stored subscriptions
  - validate subscription requests
- process subscriptions upon event notification

– identify all subscriptions to the specified event

– process the actions defined in the subscriptions

  - E-mail notification

  - direct program interface to other service providers

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

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

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

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

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

19.4.1 Fulfilling a Need for a One-Time Subscription

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

- User ID

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

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

Creating a One-time Subscription with Acquire

- Open the command shell.
- Type **xhost <remote_workstation_name>** and then press the **Enter** key.
- At the UNIX shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Enter** key. (Note: for "clientname", use either the IP address or machine name.)
- Start the log-in to the interface server by typing **/tools/bin/ssh *hostname*** *(e.g.*, l0dms01, g0dms03, e0dms03), at the UNIX command shell prompt, and press the **Enter** key.
- If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, go to the next step; if you have not previously set up a secure shell passphrase, skip the next step.
- If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Enter** key; skip the next step
- At the **<*user@remotehost*>'s password:** prompt, type your ***Password*** and then press the **Enter** key. (NOTE: To access the Subscription Service, you will also need to perform a DCE login).

- At the UNIX prompt, type **DCE_login *User ID***, and then press the **Enter** key.
- A **Password:** prompt is displayed; ***DCEPassw***.
- A UNIX prompt is displayed.
- To change to the directory containing the utility scripts to start the Subscription Server GUI, type **cd /*path*** and then press the **Enter** key.
- For ***path***, use **/usr/ecs/<*mode*>/CUSTOM/utilities**, where **<*mode*>** will likely be **TS1**, **TS2**, or **OPS**.
- Type **setenv MODE <*mode*>** and then press the **Enter** key, where **<*mode*>** is that selected for the ***path*** in the previous step.
- Type **source EcCoEnvCsh** and then press the **Enter** key.
- Type **EcSbSubServerGUIStart <*mode*>**, where **<*mode*>** is that selected in the previous step and then press the **Enter** key.
- The initial screen of the **Subscription Service** is displayed.
- Click on the **Add Subscription** button.
- The **Add/Edit Subscription** screen is displayed.
- Click on the **Browse Events** button.
- The initial screen of the Subscription Service is displayed.

2) Click on the **Add Subscription** button.
   - The **Add/Edit Subscriptions** screen is displayed.
3) Click on the **Browse Events** button.
   - The **Browse Events** screen is displayed.

4) Click on the **Find** field.

    - The cursor appears in the **Find** entry field.

5) Type **ASTER DAR ID 123456789** and then click on the **Find** button.

    - The desired event (in this case, **Event 109**) is highlighted in the **Event Information** window.

6) Click on the **OK** button.

    - The **Browse Events** screen is closed.
    - On the **Add/Edit Subscriptions** screen, **109** is shown as the **Event ID:** and **Insertion of ASTER data** is shown as the **Event Description:**.
    - The cursor is in the **User ID:** field.

7) Type **dsaster** and then press the **Enter** key.

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

8) Type **dsaster@unh.edu** and then press the **Enter** key.

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

9) Type **Requested data sent by ftp push to /home/dsaster/ftppush** and then press the **Enter** key.

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

10) Type in the current date, reflecting the format mm/dd/yyyy.

11) Click on the first window of the **Expiration Date:** field to place the cursor there, and type in data to set the expiration date to 12/31/1998.

    - Set the expiration date so that the subscription duration covers the period in which the data are likely to reach the archive. When the user requests the subscription, it may be helpful to determine information about the data capture (e.g., in this case, the duration of the requested ASTER data acquisition).

12) Click on the **Actions** button.

    - The **Actions** screen is displayed.

13) Click on the **ftp Push** toggle button.

    - The **ftp Push** button shows as depressed.

14) Click on the **User Profile:** field.

    - The cursor appears in the **User Profile:** field.

15) Type in **dsaster** and then press the **Enter** key.

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

16) Type in **D.S. Aster** and then press the **Enter** key.

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

17) Type in the password (in this case, **sbpass1**) and then press the **Enter** key.

- The cursor moves to the **Verify Password:** field.

18) Type in the password again (in this case, **sbpass1**) and then press the **Enter** key.

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

19) Type in the host name (in this case, **science.lib.unh.edu**) and then press the **Enter** key.

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

20) Type in the directory to which the file is to be pushed (in this case, **/home/dsaster/ftppush**).

21) Click on the **OK** button.

- The **Actions** screen is closed and the **Add/Edit Subscriptions** screen is accessible.

22) Click on the **Submit** button.

- The **Add/Edit Subscriptions** screen is closed and the initial screen of the **Subscription Service** is accessible.
- The new subscription is displayed in the **Subscription Information** window.

23) Follow menu path **File→Exit**.

- The **Subscription Service** screen is closed.

19.4.2 Fulfilling a Need for an Open-Ended Subscription

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

- User ID
- Email Address
- Email Text
- Start Date
- Expiration Date

- Event ID
- Event Description
- Event Name
- Acquire
- Qualifiers

Use the following procedure to establish an ongoing subscription for the requested notification:

Creating an Open-Ended Subscription

1) Open the **Subscription Service** via the following UNIX commands.
   - Open the command shell.
   - Type **xhost <remote_workstation_name>** and then press the **Enter** key.
   - At the UNIX shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Enter** key. (Note: for "clientname", use either the IP address or machine name.)
   - Open the command shell.
   - Type **xhost <remote_workstation_name>** and then press the **Enter** key.
   - At the UNIX shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Enter** key. (Note: for "clientname", use either the IP address or machine name.)
   - Start the log-in to the interface server by typing **/tools/bin/ssh *hostname*** *(e.g.*, l0dms01, g0dms03, e0dms03), at the UNIX command shell prompt, and press the **Enter** key.
   - If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, go to the next step; if you have not previously set up a secure shell passphrase, skip the next step.
   - If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Enter** key; skip the next step
   - At the **<*user@remotehost*>'s password:** prompt, type your ***Password*** and then press the **Enter** key. (NOTE: To access the Subscription Service, you will also need to perform a DCE login).
   - At the UNIX prompt, type **DCE_login *User ID***, and then press the **Enter** key.
   - A **Password:** prompt is displayed; ***DCEPassw***.
   - A UNIX prompt is displayed.

- To change to the directory containing the utility scripts to start the Subscription Server GUI, type **cd /*path*** and then press the **Enter** key.
- For ***path***, use **/usr/ecs/<*mode*>/CUSTOM/utilities**, where **<*mode*>** will likely be **TS1**, **TS2**, or **OPS**.
- Type **setenv MODE <*mode*>** and then press the **Enter** key, where **<*mode*>** is that selected for the ***path*** in the previous step.
- Type **source EcCoEnvCsh** and then press the **Enter** key.
- Type **EcSbSubServerGUIStart <*mode*>**, where **<*mode*>** is that selected in the previous step and then press the **Enter** key.
- The initial screen of the **Subscription Service** is displayed.
- Click on the **Add Subscription** button.
- The **Add/Edit Subscription** screen is displayed.
- Click on the **Browse Events** button.
- The initial screen of the Subscription Service is displayed.

2) Click on the **Add Subscription** button.
   - The **Add/Edit Subscriptions** screen is displayed.
3) Click on the **Browse Events** button.
   - The **Browse Events** screen is displayed.
4) Click on the **Find** field.
   - The cursor appears in the **Find** entry field.
5) Type **SeaWiFS Model Update** and then click on the **Find** button.
   - The desired event (in this case, **Event 153**) is highlighted in the **Event Information** window.
6) Click on the **OK** button.
   - The **Browse Events** screen is closed.
   - On the **Add/Edit Subscriptions** screen, **153** is shown as the **Event ID:** and **Ocean Biology Model Update Insertion** is shown as the **Event Description:**.
   - The cursor is in the **User ID:** field.
7) Type **pascient** and then press the **Enter** key.
   - The cursor moves to the **Email Address:** field.
8) Type **pascient@engr.1.engr.hamptonu.edu** and then press the **Enter** key.

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

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

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

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

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

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

12) Click on the **Submit** button.

    - The **Add/Edit Subscriptions** screen is closed and the initial screen of the **Subscription Service** is accessible.
    - The new subscription is displayed in the **Subscription Information** window.

13) Follow menu path **File→Exit**.

    - The **Subscription Service** screen is closed.

19.4.3 Returning a List of Subscriptions

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

Display a List of Subscriptions and Subscription Information

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

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

- Start the log-in to the interface server by typing **/tools/bin/ssh** ***hostname*** *(e.g.*, l0dms01, g0dms03, e0dms03), at the UNIX command shell prompt, and press the **Enter** key.

- If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, go to the next step; if you have not previously set up a secure shell passphrase, skip the next step.

- If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Enter** key; skip the next step

- At the **<*user@remotehost*>'s password:** prompt, type your ***Password*** and then press the **Enter** key. (NOTE: To access the Subscription Service, you will also need to perform a DCE login).

- At the UNIX prompt, type **DCE_login *User ID***, and then press the **Enter** key.

- A **Password:** prompt is displayed; ***DCEPassw***.

- A UNIX prompt is displayed.

- To change to the directory containing the utility scripts to start the Subscription Server GUI, type **cd /*path*** and then press the **Enter** key.

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

- Type **setenv MODE <*mode*>** and then press the **Enter** key, where **<*mode*>** is that selected for the ***path*** in the previous step.

- Type **source EcCoEnvCsh** and then press the **Enter** key.

- Type **EcSbSubServerGUIStart <*mode*>**, where **<*mode*>** is that selected in the previous step and then press the **Enter** key.

- The initial screen of the **Subscription Service** is displayed.

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

- The **Add/Edit Subscription** screen is displayed.

- Click on the **Browse Events** button.

- The initial screen of the Subscription Service is displayed.

2) Click on the **Find** field.

   - The cursor appears in the **Find** entry field.

3) Type in the **User ID** for the user whose subscription(s) are of interest.

   - Any subscription for the entered **User ID** is highlighted.

19.4.4 Canceling a Subscription

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

Cancel a Subscription

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

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

- Type **setenv MODE <*mode*>** and then press the **Enter** key, where **<*mode*>** is that selected for the ***path*** in the previous step.
- Type **source EcCoEnvCsh** and then press the **Enter** key.
- Type **EcSbSubServerGUIStart <*mode*>**, where **<*mode*>** is that selected in the previous step and then press the **Enter** key.
- The initial screen of the **Subscription Service** is displayed.
- Click on the **Add Subscription** button.
- The **Add/Edit Subscription** screen is displayed.
- Click on the **Browse Events** button.
- The initial screen of the Subscription Service is displayed.

2) Click on the **Find** field.
   - The cursor appears in the **Find** entry field.
3) Type in the **User ID** for the user whose subscription(s) are of interest (in this case, **pascient**).
   - Any subscription for the entered **User ID** is highlighted.
4) If the subscription requested for cancellation is not the highlighted one (in this case, **Event ID 153**), click on it.
   - The selected subscription information is highlighted.
5) Click on the **Delete Subscription** button.
   - The highlighted subscription is cancelled.
6) Follow menu path **File→Exit**.
   - The **Subscription Service** screen is closed.

19.5 Data Acquisition Request (DAR) Tool

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

19.5.1 Purpose of the DAR Tool

The DAR tool permits users to submit DARs, or requests for scheduling data acquisitions by the Advanced Spaceborne Thermal Emissions and Reflection (ASTER) Radiometer. The requests are submitted through the ECS client to the ASTER Ground Data System (GDS), located in Japan.

The ASTER GDS controls scheduling of the ASTER instrument and provides the collected data as level 1A and level 1B data to the EDC.

19.5.2 The DAR Tool User Interface

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

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

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

If the user wishes to edit the contents of a DAR stored locally (i.e., finish an incomplete DAR that was saved or edit a previous DAR for which the parameters had been saved), the user can select the desired item from the Project Folders list by clicking on it and then on the pushbutton below the Project Folders area labeled "Copy parameters of highlighted item to Create/Edit Request Tab." The action will cause all parameters stored for the highlighted item to populate the appropriate fields in the "Create/Edit Request" functional group where the user can inspect and/or edit them.

19.5.3 Create/Edit Request

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

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

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

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

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

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

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

19.5.4 Spatial Requirements

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

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

19.5.5 Temporal Requirements

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

19.5.6 Optional Screens

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

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

19.5.7 Resource Estimate

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

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

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

Prepare and Submit a Data Acquisition Request (DAR)

- Double click on the icon for the DAR Tool on the desktop.

    - The **DAR Tool** window is displayed.
- Click on the **Create/Edit Request** tab.
    - The **Create/Edit Request** functions are displayed.
- Click on the **xAR Title** field.
    - A selection border around the field indicates that the field is selected, and the edit cursor flashes in the field.
- Type **Tahoe**.
    - The typed entry is displayed in the **xAR Title** field.
- Click on the arrow to the right of the **Investigation Class** field.
    - A pop-up window displays valid classes.
- Click on **Soils** in the pop-up window.
    - The pop-up window disappears and the selection (**Soils**) is displayed in the **Investigation Class** field.
- Verify that the **Maximum Cloud Coverage** is **<20%** (if necessary, click on the option button to display a pop-up window and, holding down the left mouse button, drag the cursor to select **<20%**).
    - The selected value is displayed on the option button.
- Click on the option button for **Telescope Selection** and, holding down the left mouse button, drag the cursor to select **TIR Only**.
    - The selection is displayed on the option button.
- Click on the **Apply** button.
    - A selection border around the button blinks, indicating its activation.
- Click on the **Spatial Requirements** button (in the **Basic Features (Required):** section at the right side of the screen).
    - The **Spatial Requirements** screen is displayed.
- Click on the **Create AOI** button.
    - The text in the **Add a Point:** area becomes black, indicating availability of function.
- For the first point, click on the left **Latitude: (degrees)** field and type **40**.
    - **40** is displayed in the field and the cursor moves to the middle field (**Latitude: (mins)**).
- Click on the left **Longitude: (degrees)** field and type **-120**.

- **-120** is displayed in the field and the cursor moves to the middle field (**Longitude: (mins)**).

- Click on the **Add Point** button.
  - The list box displays **1 040:0:0 -120:0:0**.
- For the second point, click on the left **Latitude: (degrees)** field, drag the cursor across the text to highlight it, and type **39**.
  - **39** is displayed in the field and the cursor moves to the middle field (**Latitude: (mins)**).
- Click on the **Add Point** button.
  - The list box displays **1 040:0:0 -120:0:0**

    2 039:0:0 -120:0:0
- For the third point, click on the left **Longitude: (degrees)** field, drag the cursor across the text to highlight it, and type **-121**.
  - **-121** is displayed in the field and the cursor moves to the middle field (**Longitude: (mins)**).

7) Click on the **Add Point** button.
   - The list box displays **1 040:0:0 -120:0:0**

     2 039:0:0 -120:0:0

     3 039:0:0 -121:0:0

19) For the fourth point, click on the left **Latitude: (degrees)** field, drag the cursor across the text to highlight it, and type **40**.
    - **40** is displayed in the field and the cursor moves to the middle field (**Latitude: (mins)**).

20) Click on the **Add Point** button.

    The list box displays **1 040:0:0 -120:0:0**

    2 039:0:0 -120:0:0

    3 039:0:0 -121:0:0

    4 040:0:0 -121:0:0

21) Click on the **Apply** button.
    - A selection border around the button blinks, indicating its activation.

22) Click on the **Dismiss** button.

- The **Spatial Requirements** screen is closed.
- On the **Create/Edit Request** screen, a checkmark is displayed in the box to the left of the **Spatial Requirements** button.

23) Click on the **Temporal Requirements** button (in the **Basic Features (Required):** section at the right side of the screen).

- The **Temporal Requirements** screen is displayed.

24) In the **Repeat Interval** area, click in the **(days)** field and type **90**.

- Toggle buttons (**OK** and **Cancel**) appear to the right of the **Repeat Interval** entry fields.

25) Click on the **OK** button.

- Cross lines are displayed on the **Repeat Interval** timeline bar at 90-day intervals.
- *Note*: The same result may be obtained by moving the cursor into the timeline display area instead of clicking on the **OK** button.

26) In the **Acquisition Window** area, click in the **(days)** field and type **60**.

- Toggle buttons (**OK** and **Cancel**) appear to the right of the **Acquisition Window** entry fields.

27) Click on the **OK** button.

- Black bars indicating 60-day periods are displayed on the **Acquisition Window** timeline bar at the 90-day intervals.
- *Note*: The same result may be obtained by moving the cursor into the timeline display area instead of clicking on the **OK** button.

28) Click on the **Apply** button.

- A selection border around the button blinks, indicating its activation.

29) Click on the **Dismiss** button.

- The **Temporal Requirements** screen is closed.
- On the **Create/Edit Request** screen, a checkmark is displayed in the box to the left of the **Temporal Requirements** button.

30) Perform the following optional actions/entries as desired.

- Click on the **Advanced Viewing Geometry** button in the **Advanced Features** section to display the **Advanced Viewing Geometry** window, make desired entries, and then click in sequence on the **Apply** and **Dismiss** buttons. This option is likely to be exercised only by scientists with specific special viewing requirements and the knowledge to apply detailed orbital information to the request.

- Click on the **Special Requests** button in the **Advanced Features** section to display the **Special Requests** window, make desired entries, and then click in sequence on the **Apply** and **Dismiss** buttons. This option is likely to be exercised only by scientists with specific justification to have their requests include special handling, such as coordination with a ground data collection campaign or urgent data treatment.

- Click on the **Calculate & Display** button in the **Resource Estimate** section to display the **Resource Estimate Algorithm** window, review the **Result**, and then click on the **OK** button (to dismiss the window). This option is likely to be exercised routinely in the creation of a DAR as a "sanity check" on the estimated amount of data to be returned as a result of the request.

31) Click on the **Submit** button.

- A **Warning Dialog** window is displayed noting any of the basic (required) features or advanced (optional) features for which parameters have not been set and requesting confirmation of the action to submit the request.

32) Click on **OK** in the **Warning Dialog** window.

- The **Warning Dialog** window is closed and the DAR is submitted to the Ground Data System (GDS) in Japan.
- After a few seconds, an **XAR ID** window is displayed with a DAR identification number returned by the DAR Gateway server.

33) Click on the **OK** button in the **XAR ID** window.

- The **XAR ID** window is closed.

34) Click on the **Summary** tab.

- The **Summary** functions are displayed.
- The new DAR title with DAR identification number is displayed in the **Project Folders** list.

35) Follow menu path **File→Exit**.

- The DAR tool is closed.

19.5.8 Modifying a DAR

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

There are only two modifications that are permitted. One is to specify a less restrictive specification of the maximum cloud cover that will be tolerated (it is not possible to specify a lower percentage for maximum cloud cover than submitted for the original request). The other is to change the status of the DAR. You may change the status of an active request from **Active** to

Suspended, or change the status of a suspended request from **Suspended** to **Active**. That is, a DAR will not be removed from the system, but it may be suspended indefinitely if the data is no longer wanted, or a suspended DAR may be reactivated. Presume that the DAR you submitted for the Lake Tahoe area thermal infrared imagery is active, and that you wish to modify it by changing the maximum cloud cover percentage to 40%. Use the following procedure:

Modify an Active DAR

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

- The DAR tool is closed.

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