Getting started

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User Support

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ECMWF

- Accessing Member State systems via the RMDCN or the Internet

- Training IDs (tr?, passwords)

- Use of Member State IDs while here

ECMWF

Setup ssh trust

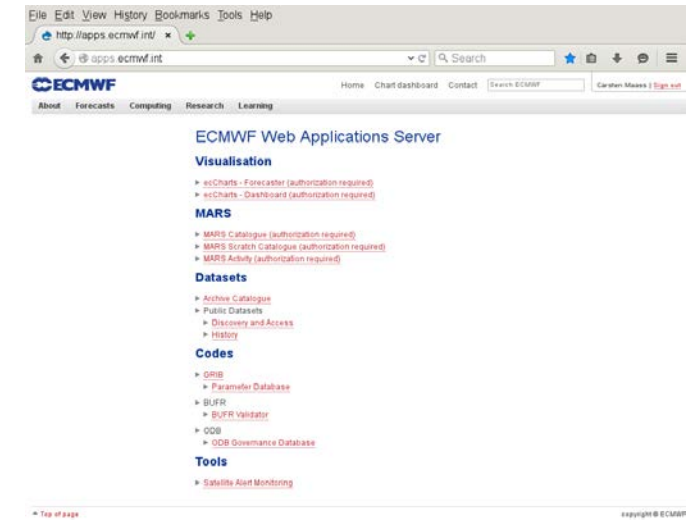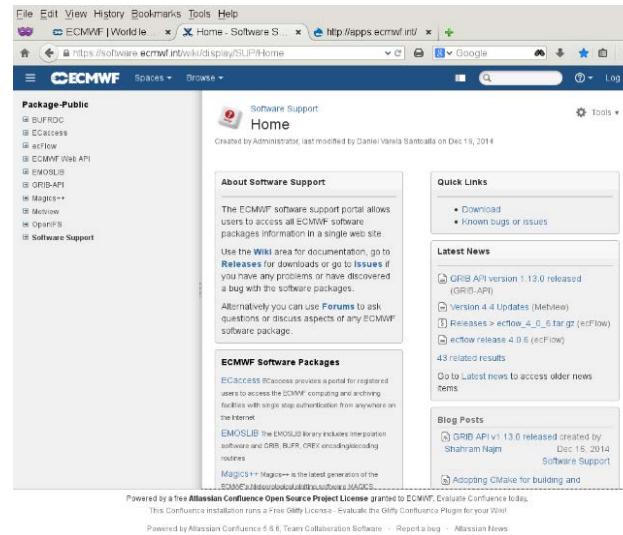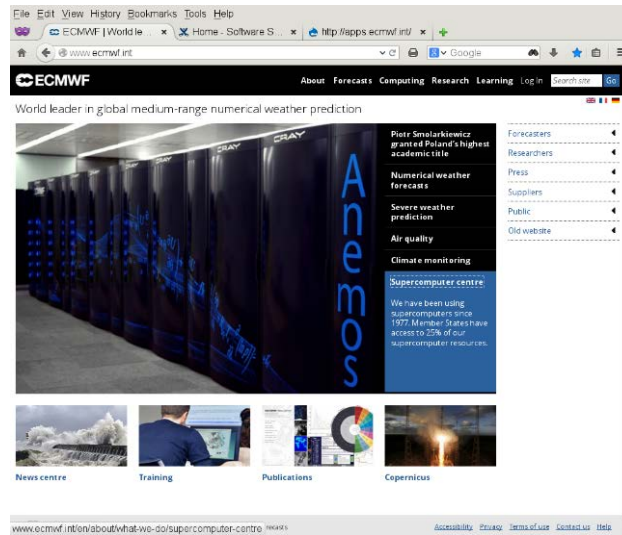- `cd ~/.ssh`

- Generate public/private dsa key pair

    `ssh-keygen -t dsa`

- Add public key into `~/.ssh/authorized_keys` on target host

    `cat id_dsa.pub >> ~/.ssh/authorized_keys`

How many websites?

A single login database is used with multiple database replicas of user details in each web site

Key web services

www.ecmwf.int – public pages/charts	no login required
www.ecmwf.int – pages requiring login	web login required
www.ecmwf.int – charts requiring login	web login and access required
software.ecmwf.int – software packages	no login required
software.ecmwf.int – user documentation	no login required
software.ecmwf.int – collaboration	web login required
apps.ecmwf.int/datasets	web login required to download
apps.ecmwf.int/archive-catalogue	no login required
apps.ecmwf.int/mars-catalogue	web login and access required
apps.ecmwf.int/codes	no login required
apps.ecmwf.int/forecaster (eccharts)	web login and access required

How many access classes?

Unregistered

Unregistered users are anonymous users (i.e., users unknown to the ECMWF computer systems).

Self registered

Self-registered users have a unique web User ID and password. In this case the level of web access available also depends upon the internet domain from which the user registers on the ECMWF web site.

Fully registered

Fully-registered users have been registered by the Computing Representative for their Member or Co-operating State. They have a unique Web or computer User ID and may have a web login password or security token. Internal ECMWF users (e.g. training user-IDs) will also have a Unix password but this cannot be used to log in on the web sites.

Authentication methods

- Web password
    - Can be changed
    - Does not expire

- Security token

- SSL user certificate
    - Computer users can get certificate from https://w3cert.ecmwf.int/

- Login with password, token and certificate expires after 72 hours

- An api key for batch access to api.ecmwf.int
    - Api key does not expire

Web Services – Certificate request

1. Start Firefox and on old.ecmwf.int navigate to
   Login > ECMWF Certificate Authority

2. Create certificate

   - Do not remember password for this site

3. Install Certificate and CA

   - When asked to set a Master Password
     just press "Enter"

   - Trust CA to identify Web sites (only)

4. Quit Firefox

5. Restart Firefox and login to Website using your certificate

User management

- <u>Self registration</u>
    - Needs a working email address to confirm details
    - Registering from within a recognised domain gives additional access rights
    - Registering from outside gives limited access rights (e.g. to download data)

- <u>Full registration</u>
    - Access rights depend on registering organisation

- <u>Web passwords can be reset</u>
    - Need to know your userid or email

- <u>Web passwords can be changed</u>
    - You need to be logged in

Examples of login and page access
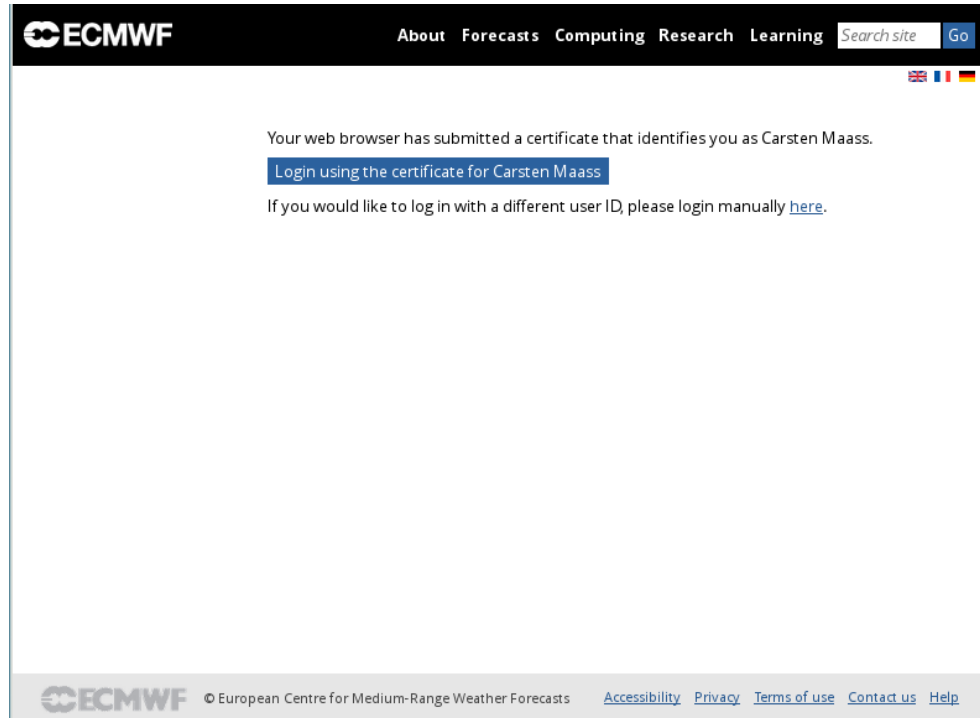
Login with SSL user certificate
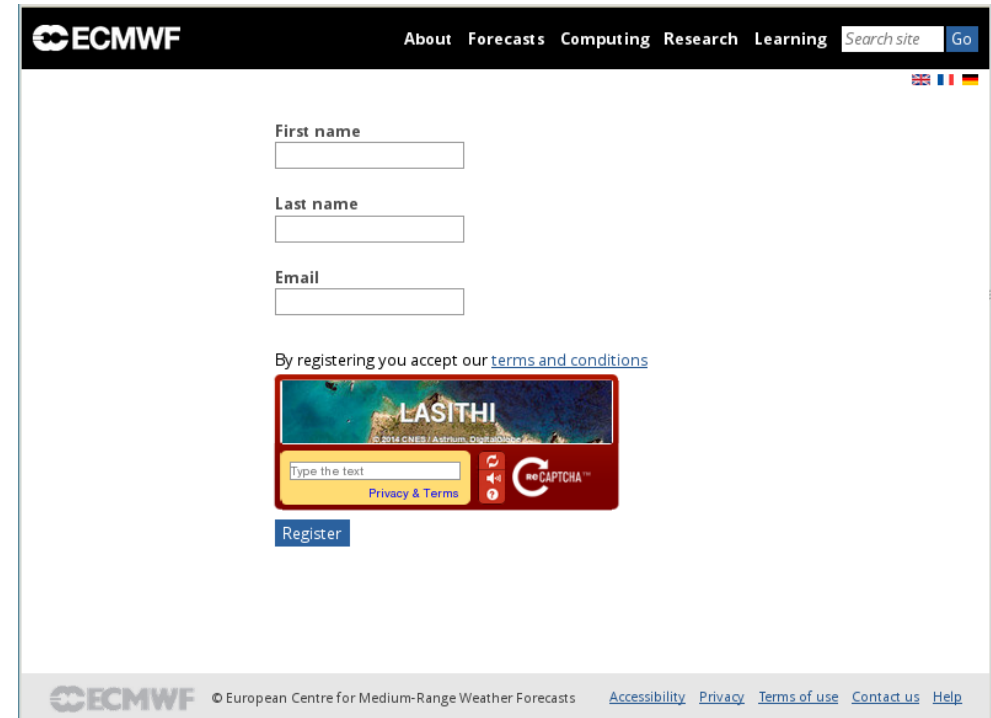
Self registration

Examples of login and page access

Web password reset

Login with user ID and Web password or token

Examples of login and page access

Click on "your logged in name" to get user details
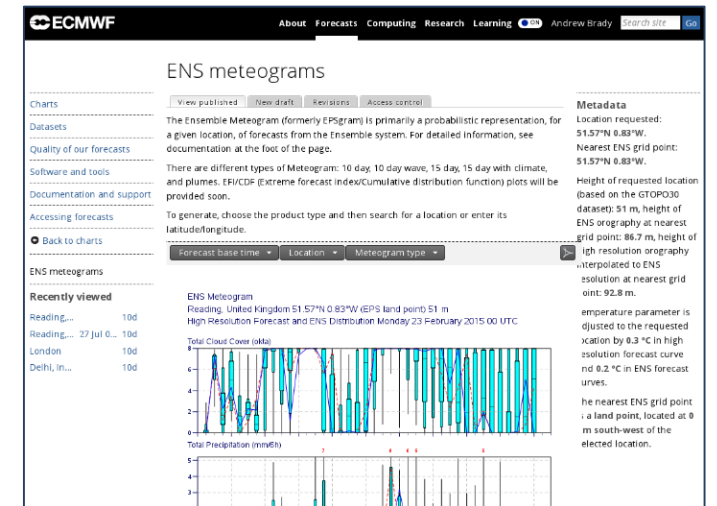

When logged in can change password

Examples of login and page access
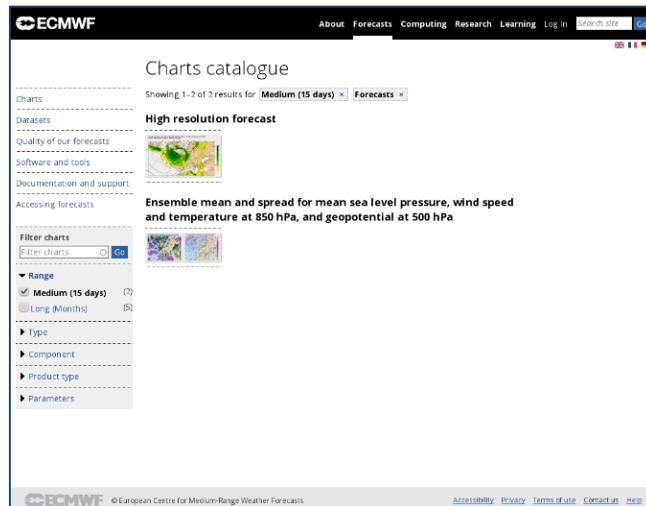
Not logged in: Public charts only
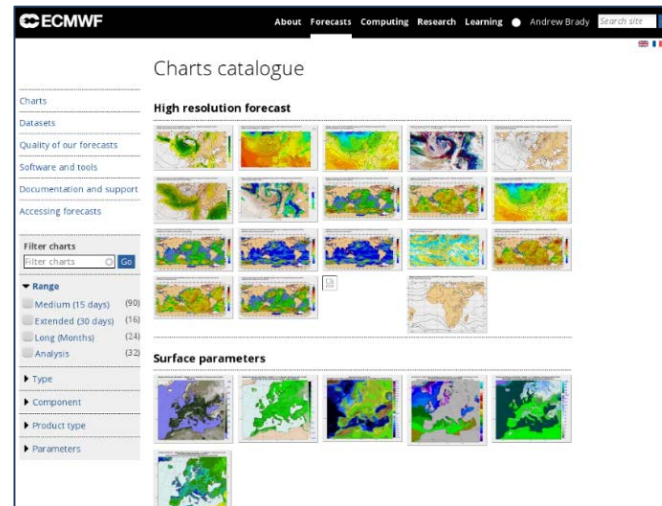
Logged in: Access to charts

Logged in: Access to ENS meteograms

Examples of login and page access

status.ecmwf.int: public

Logged in: Eccharts

Software Support – software.ecmwf.int

- Effort to improve the support ECMWF provides to MS for its software packages

- Dedicated first line of support, issue management, binary packages, moderated forums, etc.

software.ecmwf.int – other spaces

- Now also used beyond for user documentation, training material, …

Sources of information

- Service status

  - Linked from www.ecmwf.int or software.ecmwf.int or directly at http://status.ecmwf.int

  - less /etc/motd

- man/xman

  - print entries from on-line reference manuals
  - find man page entries by keyword
  - *beware* - different parameter options on different systems
  - `man man` will show what options are available
  - not all commands will have man pages on all systems (e.g. HPCF)

- mails

  - Official announcements sent to TAC Reps, Met. Contact points and Computing Representatives

  - Notifications to users

- ECMWF publications www.ecmwf.int/en/research/publications

  - Newsletters, Technical memoranda, proceedings, …

Who to contact

- CallDesk (24h/7d)   calldesk@ecmwf.int

  – General problems, connectivity issues, token problems

  – suspected fault

  – Operational/service queries

- Software Support   software.support@ecmwf.int

  – any suggestions for improvements or bug reports with *any* ECMWF software package

  – Software requests

- User Support (office hours)   advisory@ecmwf.int

  – advice on any aspect of the use of ECMWF computers

Who to contact

- Data Services (office hours)   data.services@ecmwf.int

  – Queries regarding access to data

- Member State Computing Representative (office hours)

  – registration / administration

  – ECMWF software installed locally (at national met service)

- Queries or feedback regarding the forecast products   forecast_user@ecmwf.int

  https://software.ecmwf.int/wiki/display/FCST/Forecast+User+Home

Contact details

- Phone/fax:

  – Switchboard: +44 (0) 118 9499 000

  – Fax: +44 (0) 118 9869 450

  – Individuals: +44 (0) 118 9499 XXX

- Individual e-mail address   FirstInitial.Lastname@ecmwf.int
                                                    I-I.Name-Name@ecmwf.int

- Postal address :   User Support (or Call Desk)
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                                   Reading
                                   RG2 9AX
                                   United Kingdom

Contact us