Getting started

Carsten Maass

User Support

advisory@ecmwf.int

ECMWF

© ECMWF February 20, 2017

- Use of Member State IDs while here
- Training IDs (tr?, passwords)
- Login
- modules
  - **`module list`**
  - **`module avail`**
  - **`module load`**
  - … see https://software.ecmwf.int/wiki/display/UDOC/Modules

Setup ssh trust

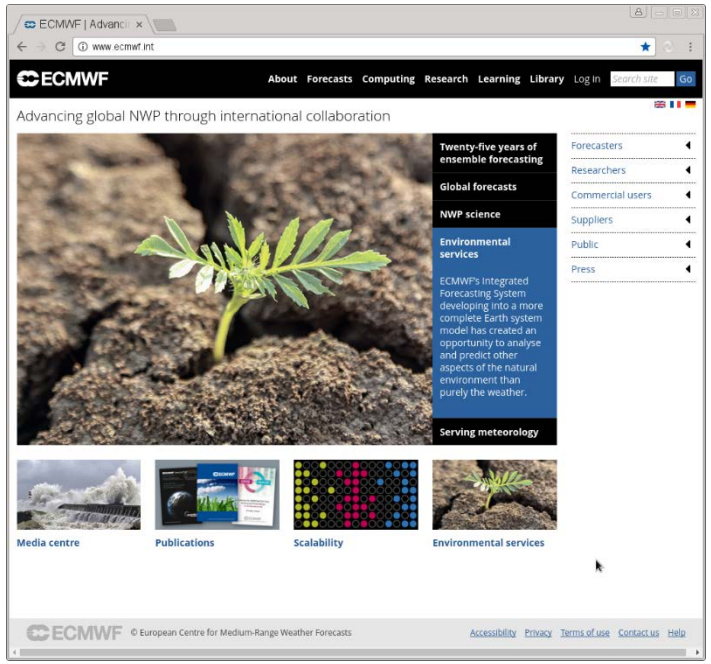
- **`cd ~/.ssh`**
- Generate public/private dsa key pair

```
ssh-keygen –t dsa
```

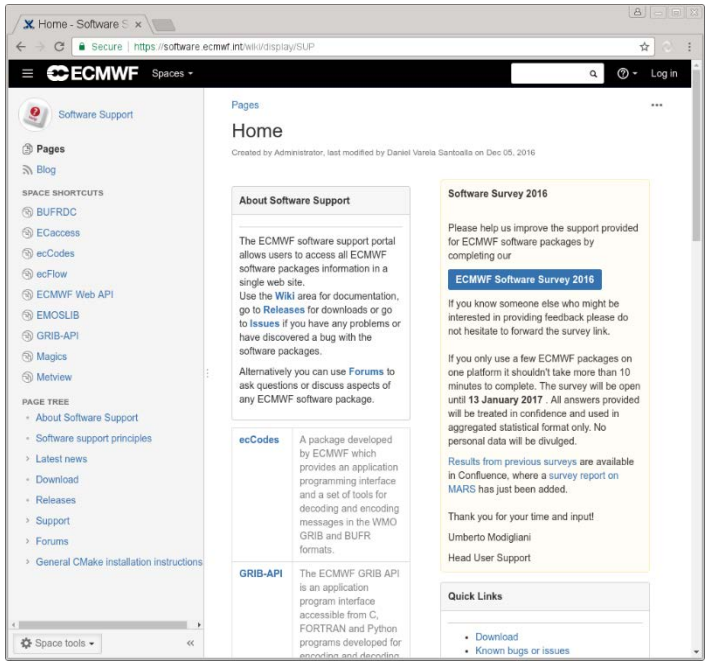
- Add public key into **`~/.ssh/authorized_keys`** on target host

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

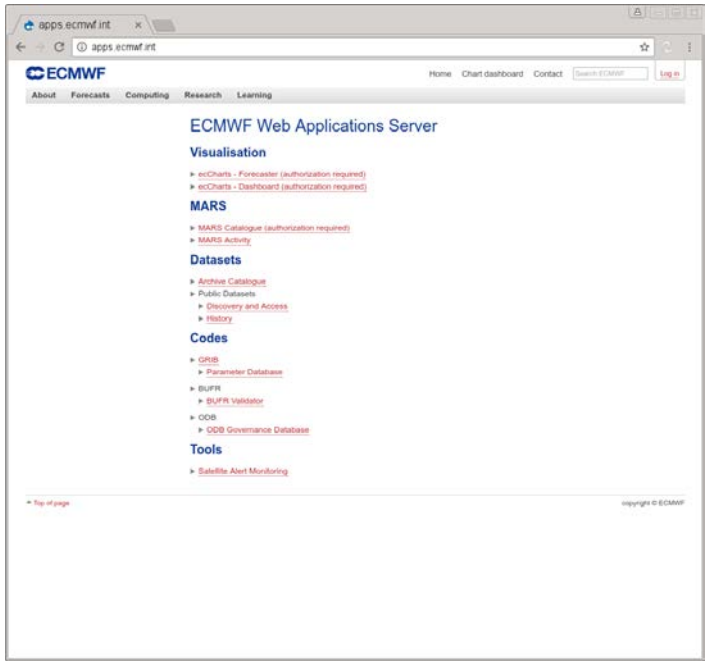
How many websites?



www.ecmwf.int



software.ecmwf.int



apps.ecmwf.int

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.

User management

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

- Full registration
  - Access rights depend on registering organisation

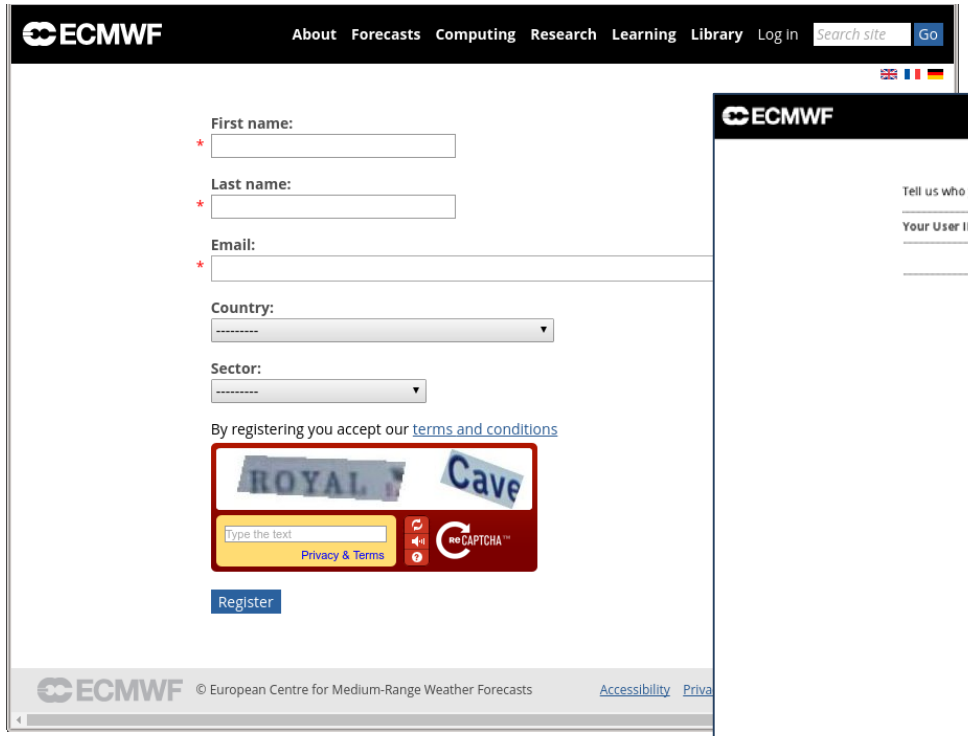
- Web passwords can be changed
  - You need to be logged in

- Web passwords can be reset
  - Need to know your User-ID or email

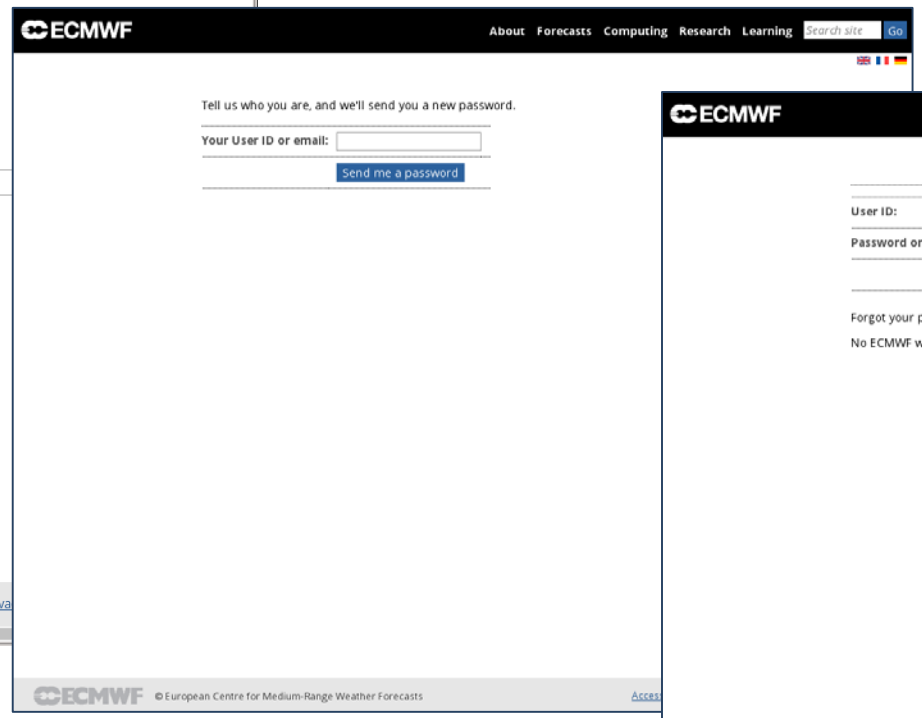
Web authentication methods

- Web password
  - Can be rest/changed
  - Does not expire
- Security token
- Login with password, token and certificate expires after 72 hours
- Api key for batch access to api.ecmwf.int
  - Api key does not expire

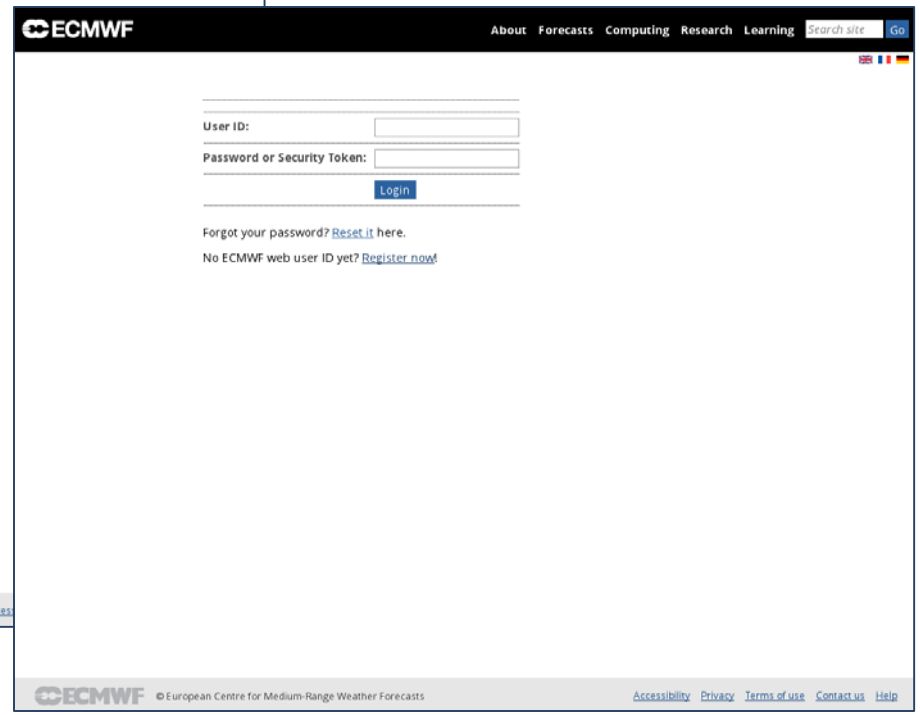
Examples of login and page access



Self registration

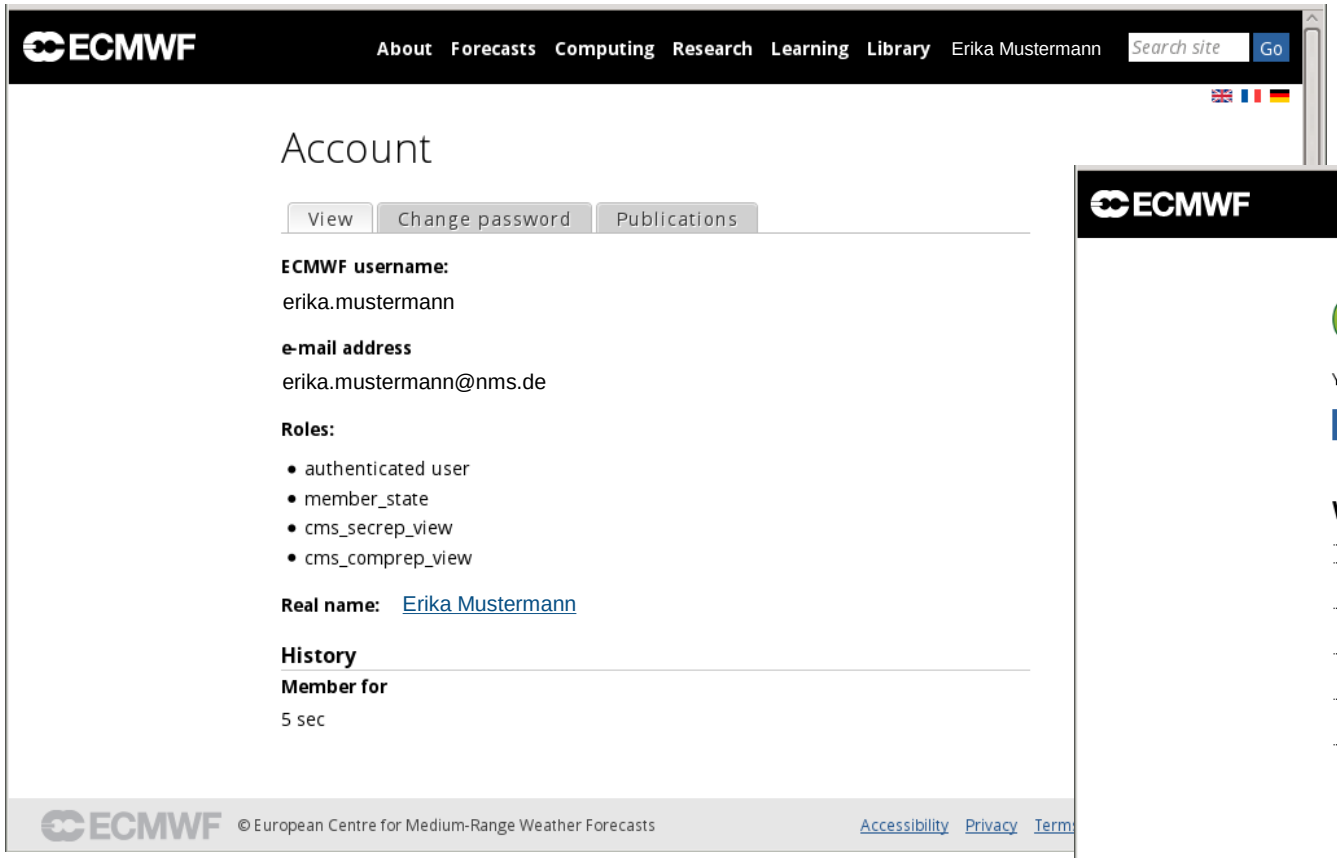


Web password reset

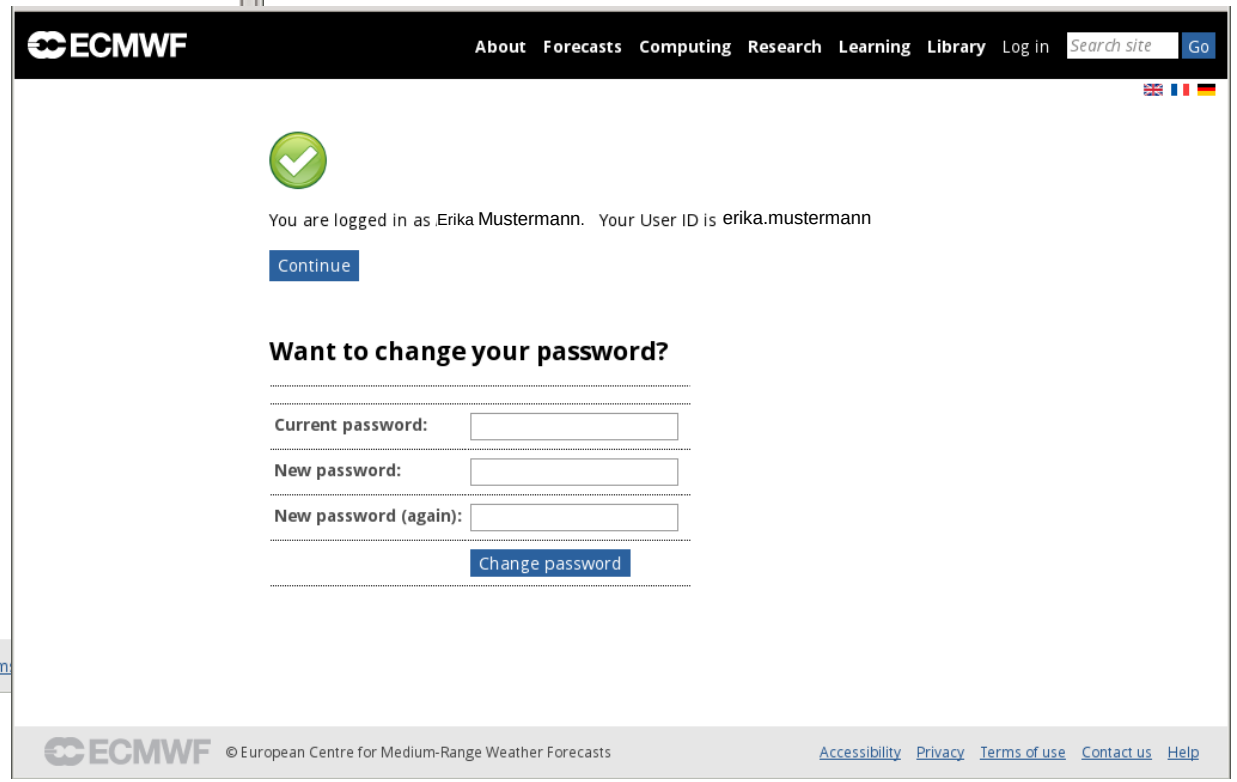


Login with user ID and Web password or token

Examples of login and page access

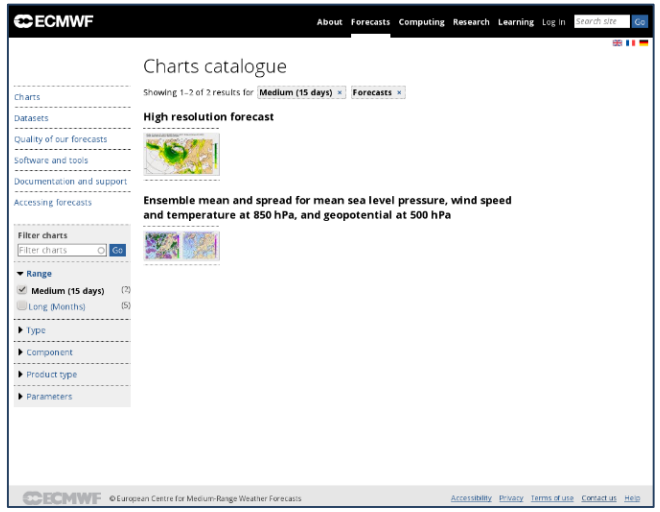


Click on “your logged in name” to get user details

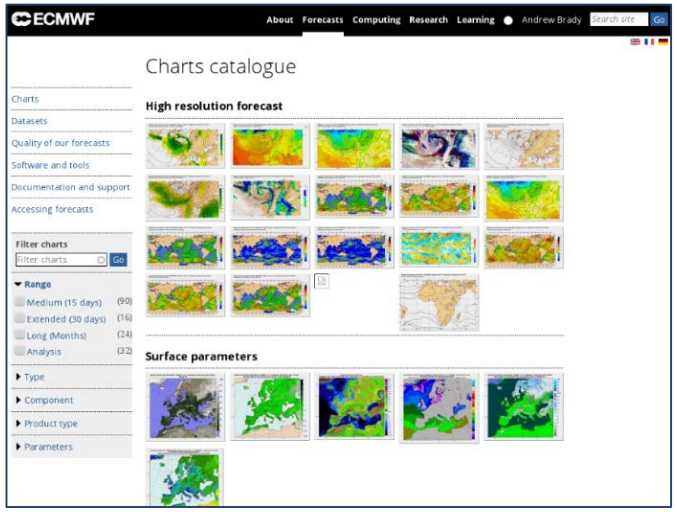


When logged in, you can change password

Examples of login and page access



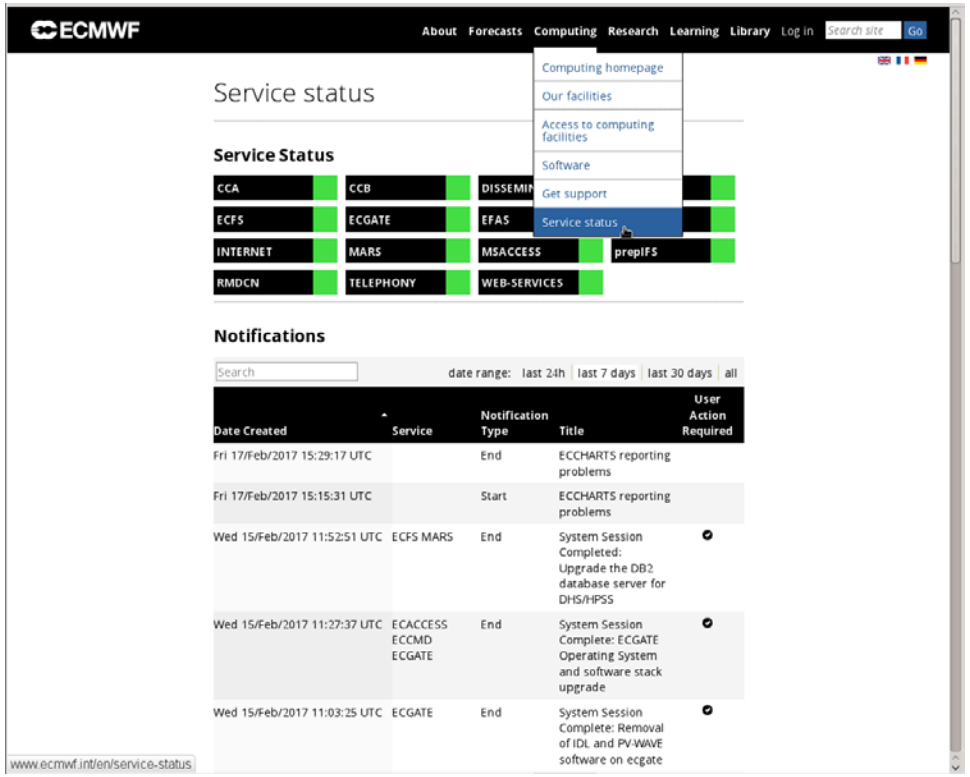
Not logged in: Public charts only



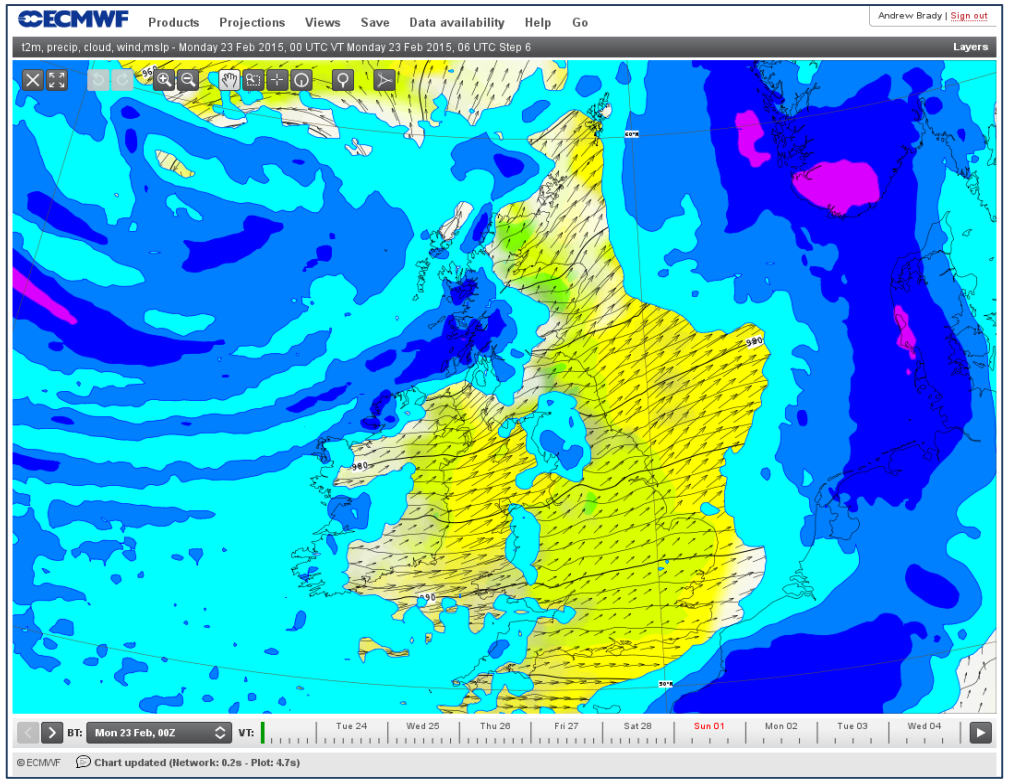
Logged in: Access to charts

Logged in: Access to ENS meteograms

Examples of login and page access

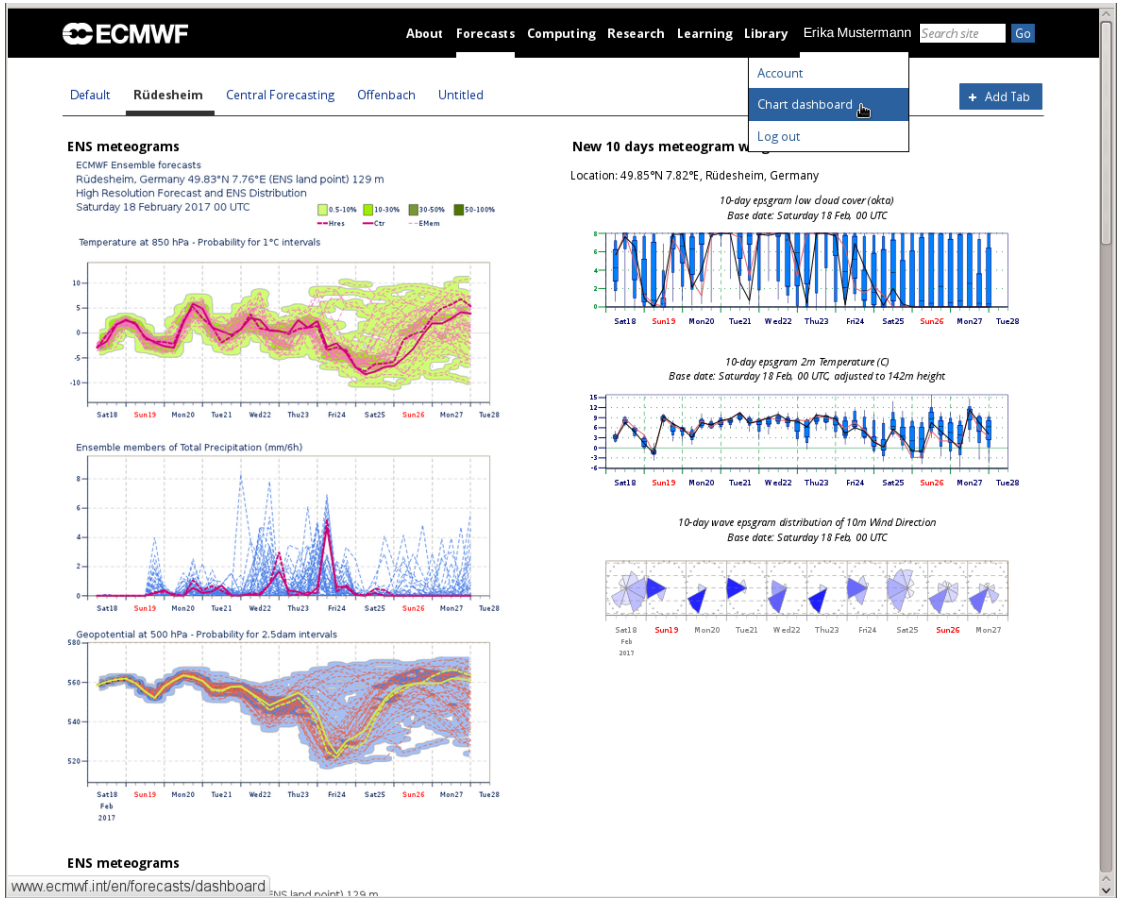


www.ecmwf.int/en/service-status: public



Logged in: Eccharts

Dashboard



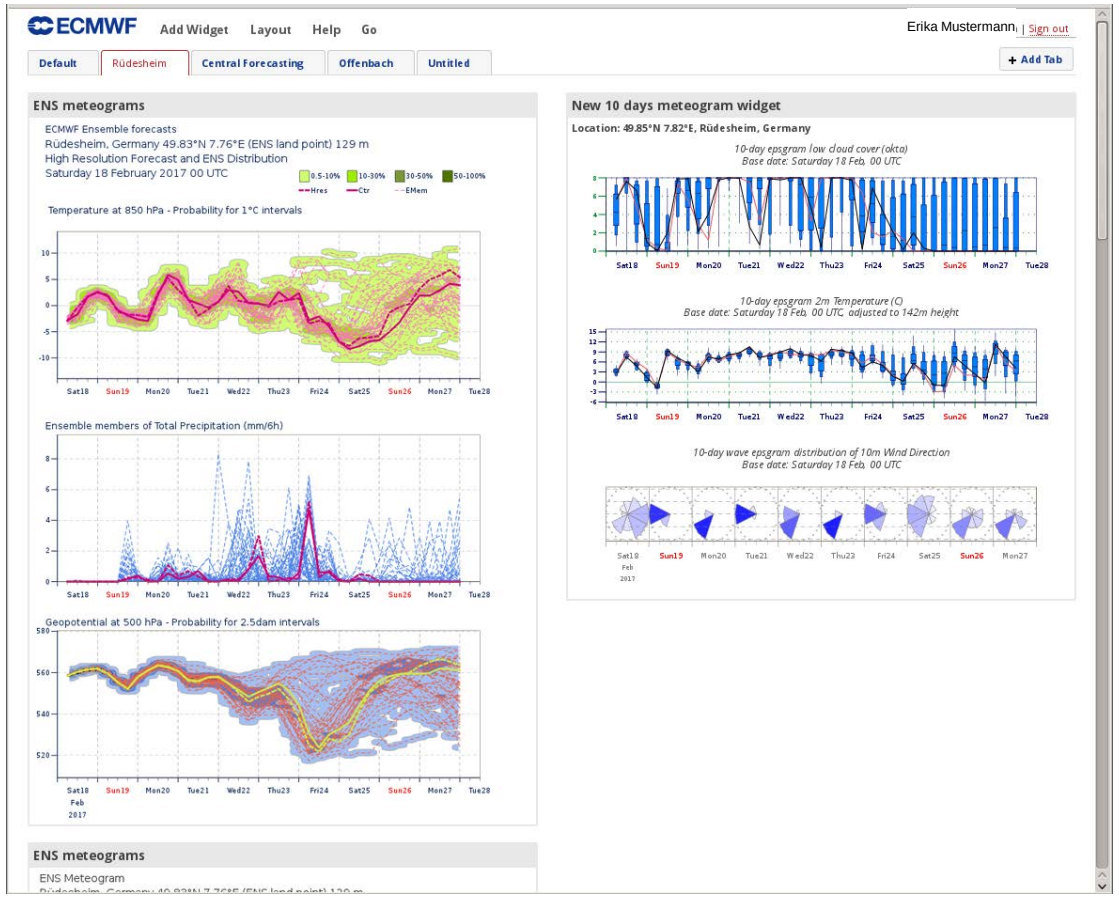
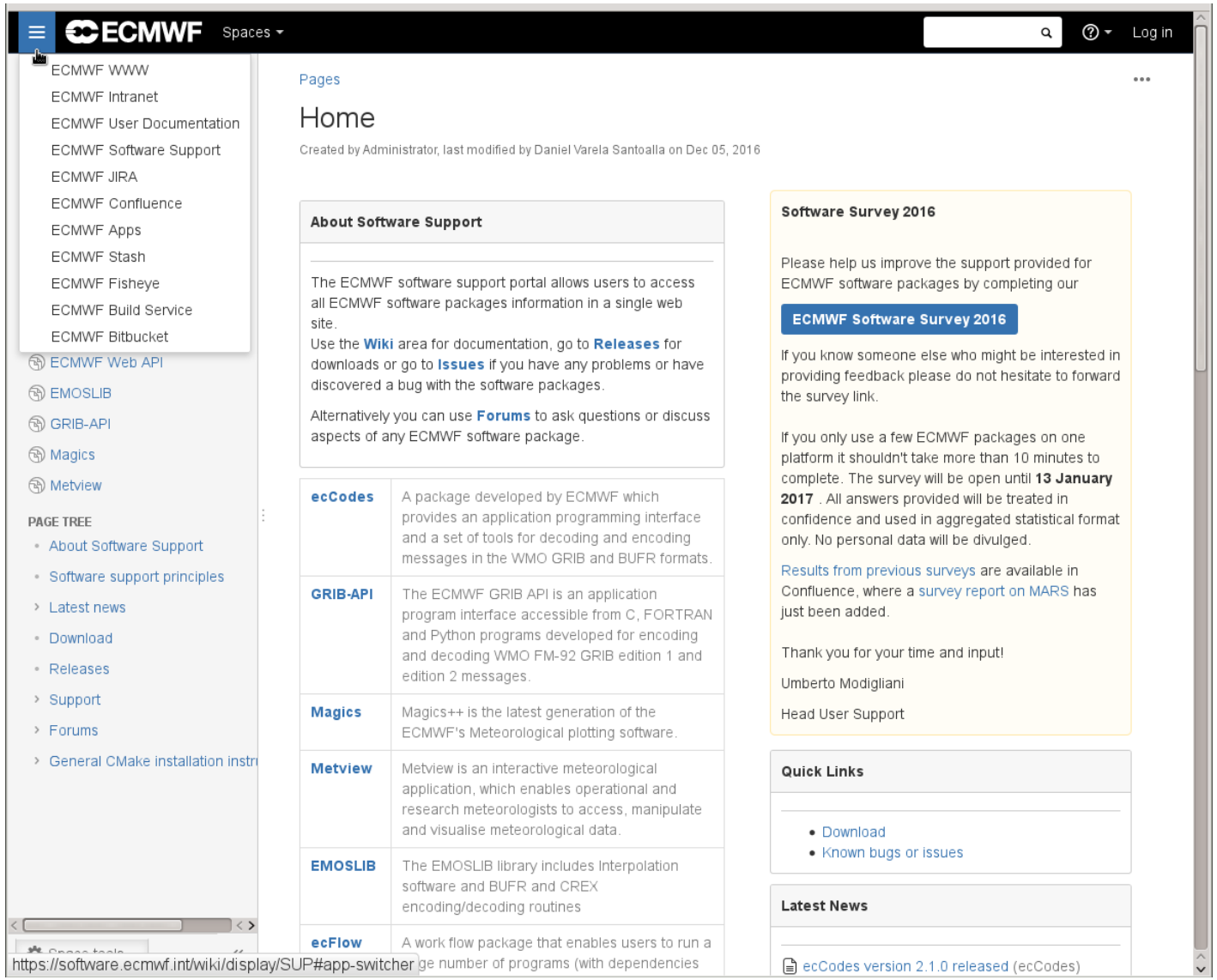


Chart dashboard
http://www.ecmwf.int/en/forecasts/dashboard

ecCharts dashboard
http://apps.ecmwf.int/dashboard/

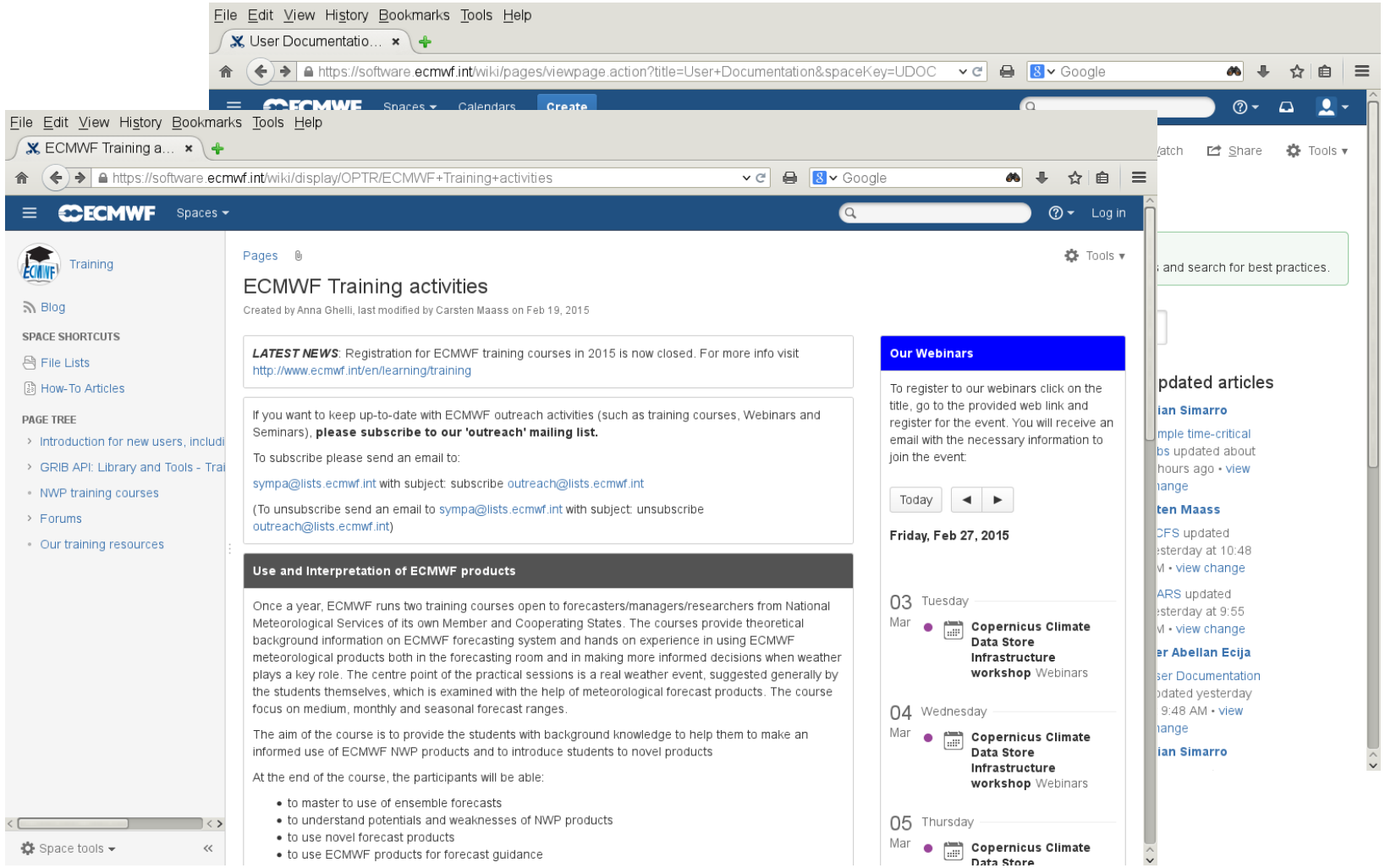
Software Support – software.ecmwf.int

- 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://www.ecmwf.int/en/service-status
  - From ecgate command line: **`less /etc/motd`**
- Unix 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

- Service Desk (24h/7d) servicedesk@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 computing services

Who to contact

- Data Services (office hours) data.services@ecmwf.int
  - Queries regarding access to data
- Copernicus Support (including queries about Reanalyses data) copernicus-support@ecmwf.int

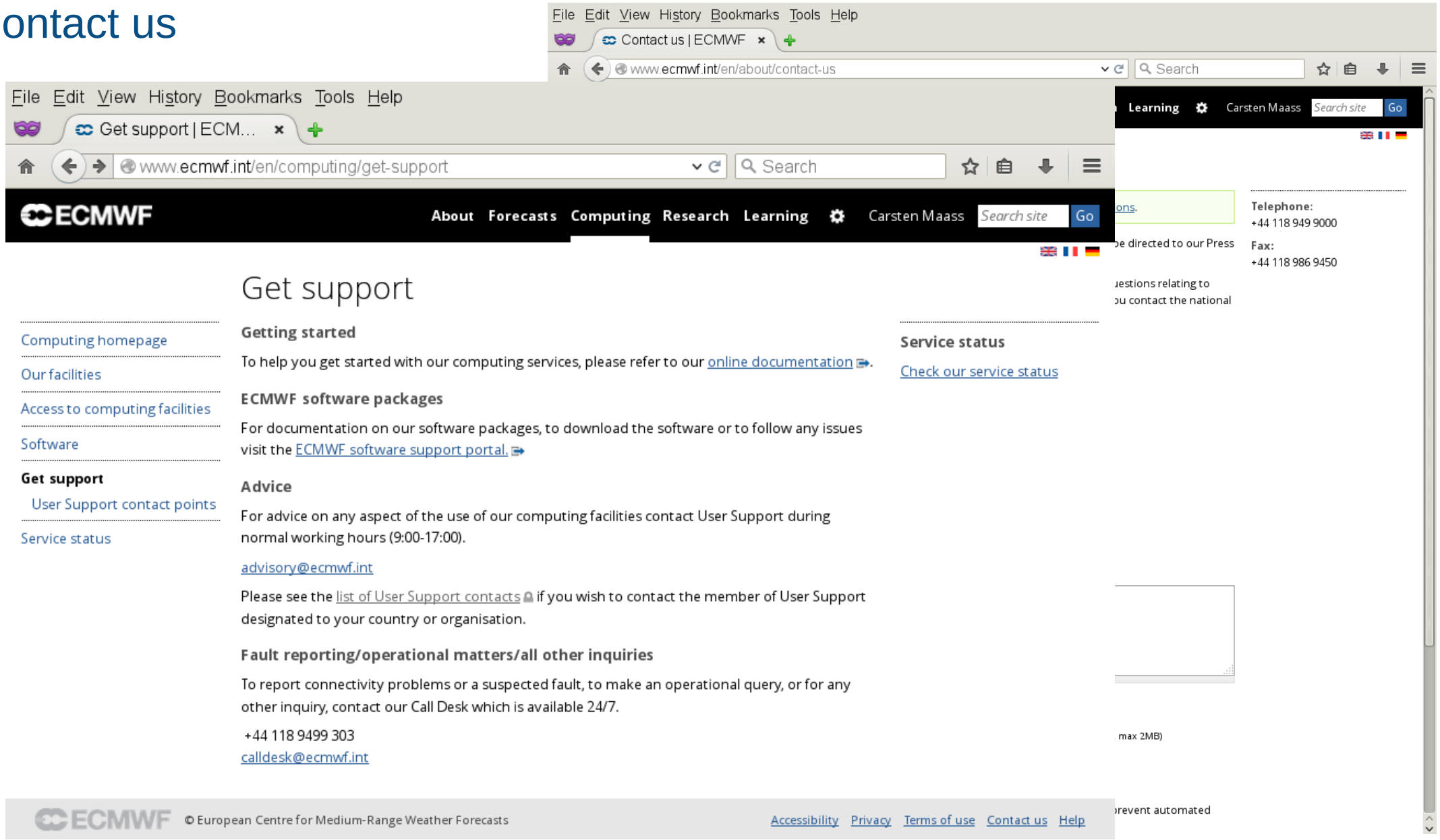
  http://climate.copernicus.eu/c3s-user-service-desk
- Queries or feedback regarding the forecast products forecast_user@ecmwf.int

  https://software.ecmwf.int/wiki/display/FCST/Forecast+User+Home
- Member State Computing Representative (office hours)
  - registration / administration
  - ECMWF software installed locally (at national met service)

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 Service Desk)
  ECMWF
  Shinfield Park
  Reading
  RG2 9AX
  United Kingdom

Contact us


File Edit View History Bookmarks Tools Help
Contact us | ECMWF
www.ecmwf.int/en/about/contact-us
Search
File Edit View History Bookmarks Tools Help
Get support | ECM...
www.ecmwf.int/en/computing/get-support
Search
ECMWF
About Forecasts Computing Research Learning
Carsten Maass
Search site
Go
Get support
Computing homepage
Our facilities
Access to computing facilities
Software
Get support
User Support contact points
Service status
Getting started
To help you get started with our computing services, please refer to our online documentation.
ECMWF software packages
For documentation on our software packages, to download the software or to follow any issues visit the ECMWF software support portal.
Advice
For advice on any aspect of the use of our computing facilities contact User Support during normal working hours (9:00-17:00).
advisory@ecmwf.int
Please see the list of User Support contacts if you wish to contact the member of User Support designated to your country or organisation.
Fault reporting/operational matters/all other inquiries
To report connectivity problems or a suspected fault, to make an operational query, or for any other inquiry, contact our Call Desk which is available 24/7.
+44 118 9499 303
calldesk@ecmwf.int
Service status
Check our service status
Telephone:
+44 118 949 9000
Fax:
+44 118 986 9450
ECMWF © European Centre for Medium-Range Weather Forecasts
Accessibility Privacy Terms of use Contact us Help