

# Getting started

Carsten Maass

User Support

[advisory@ecmwf.int](mailto:advisory@ecmwf.int)



- 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

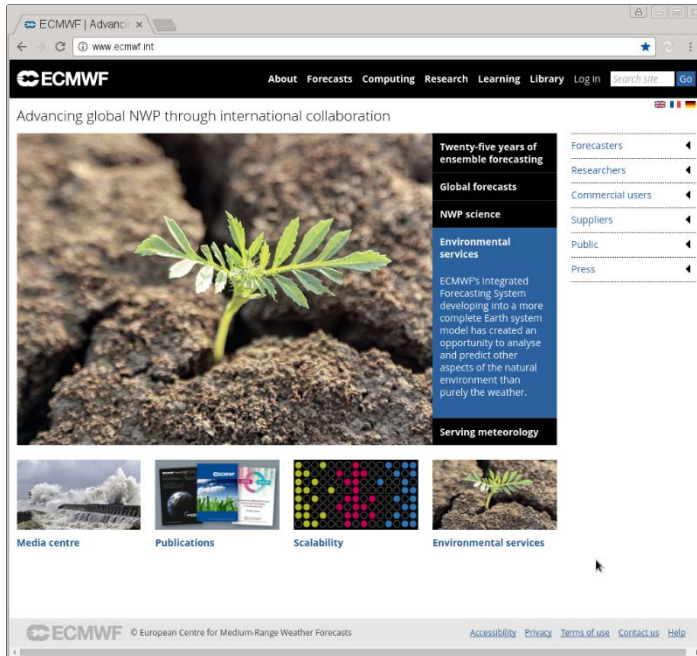
- `cd ~/.ssh`
- Generate public/private dsa key pair

```
ssh-keygen -t dsa
```

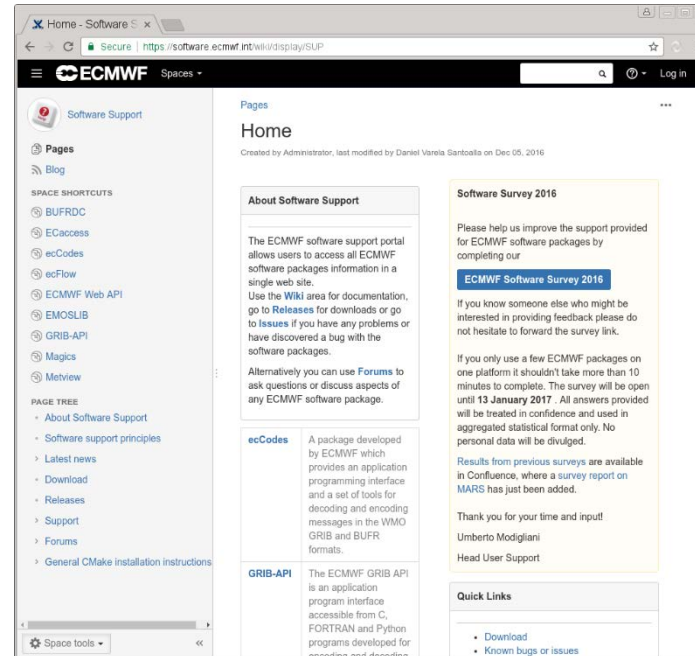
- Add public key into `~/.ssh/authorized_keys` on target host

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

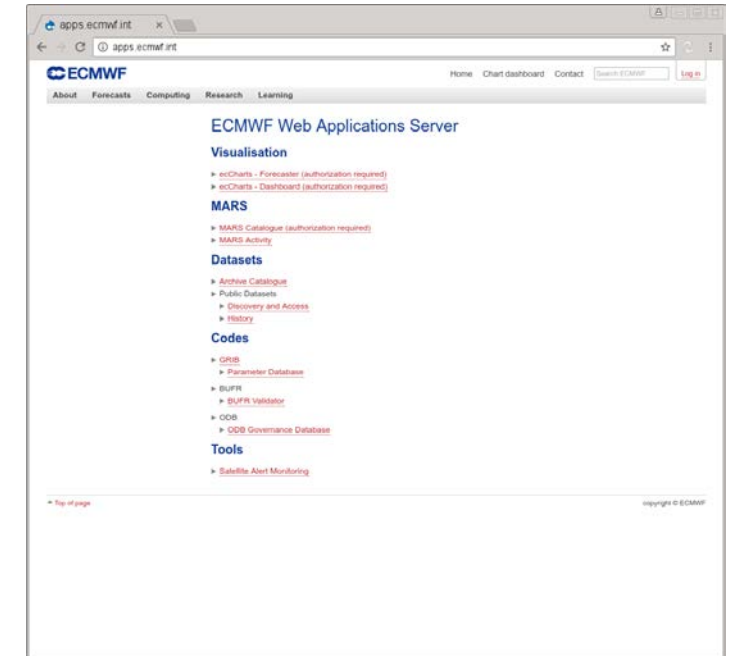
# How many websites?



[www.ecmwf.int](http://www.ecmwf.int)



[software.ecmwf.int](http://software.ecmwf.int)



[apps.ecmwf.int](http://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

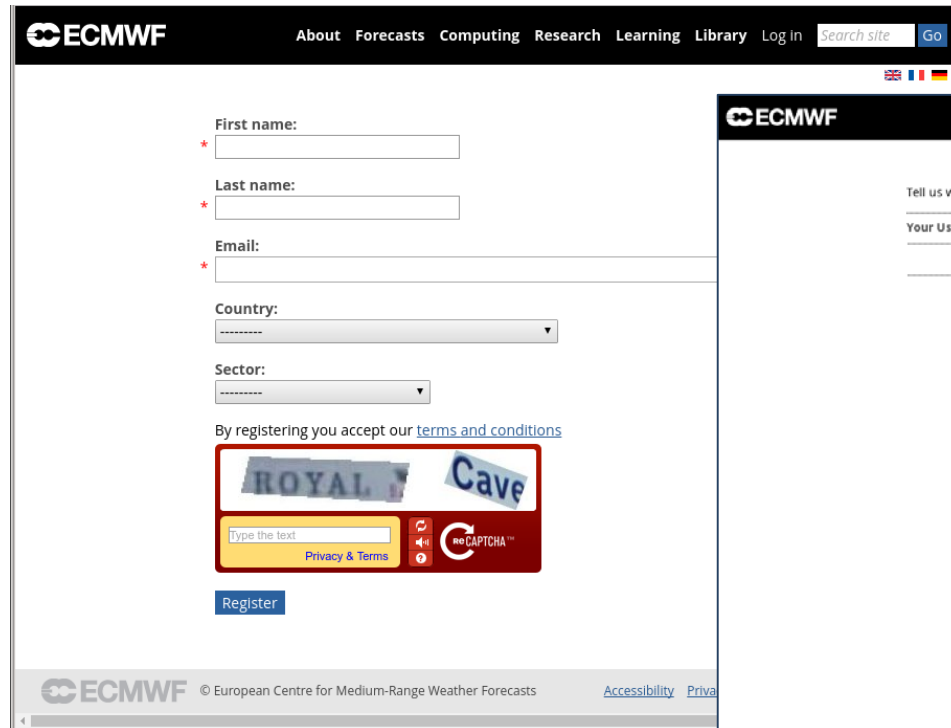
- Self registration
  - Needs a working email address to confirm details
  - Registering from within a recognised domain gives additional access rights
  - Registering from outside a recognised domain gives limited access rights (e.g. to see charts or download data)
- Full registration
  - Access rights 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](https://api.ecmwf.int)
  - Api key does not expire

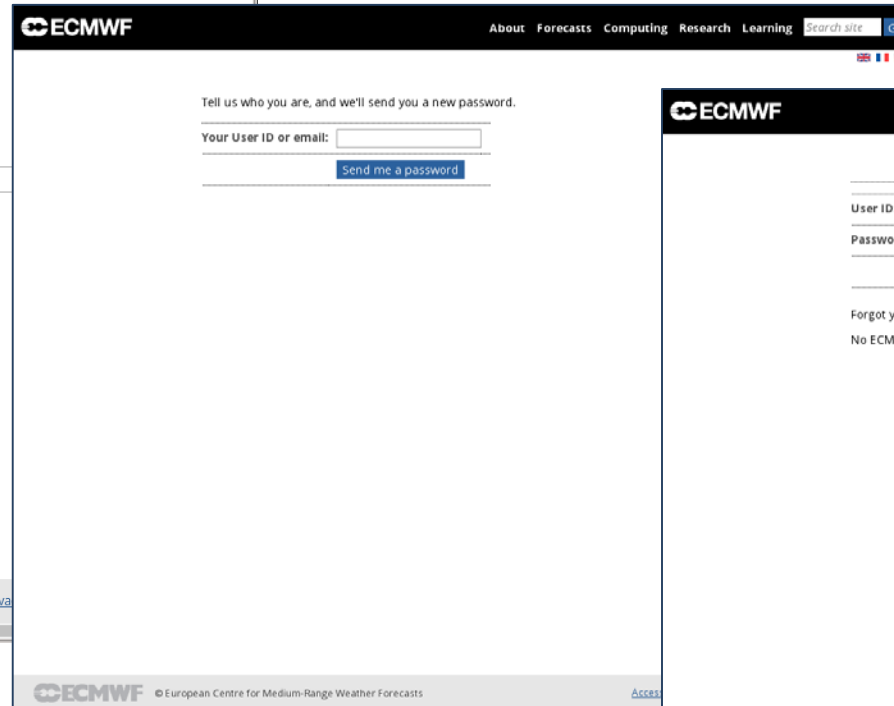


# Examples of login and page access



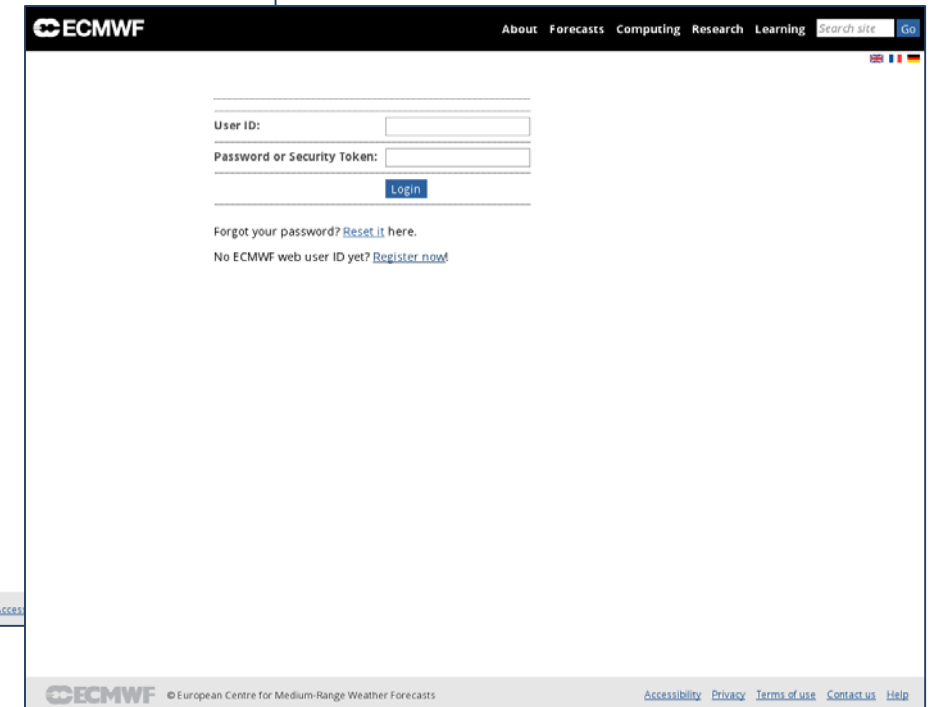
The screenshot shows the ECMWF self-registration page. At the top, there is a navigation bar with the ECMWF logo and links for 'About', 'Forecasts', 'Computing', 'Research', 'Learning', 'Library', and 'Log In'. A search bar is also present. The main content area contains a registration form with the following fields: 'First name:' (required), 'Last name:' (required), 'Email:' (required), 'Country:' (dropdown menu), and 'Sector:' (dropdown menu). Below these fields, there is a link to 'terms and conditions'. A CAPTCHA challenge is displayed with the text 'ROYAL Cave' and a 'Type the text' input field. A 'Register' button is located at the bottom of the form. The footer includes the ECMWF logo, copyright information, and links for 'Accessibility' and 'Privacy'.

**Self registration**



The screenshot shows the ECMWF web password reset page. The navigation bar is identical to the registration page. The main content area features the heading 'Tell us who you are, and we'll send you a new password.' Below this is a form with a single input field labeled 'Your User ID or email:' and a 'Send me a password' button. The footer contains the ECMWF logo, copyright information, and a link for 'Access'.

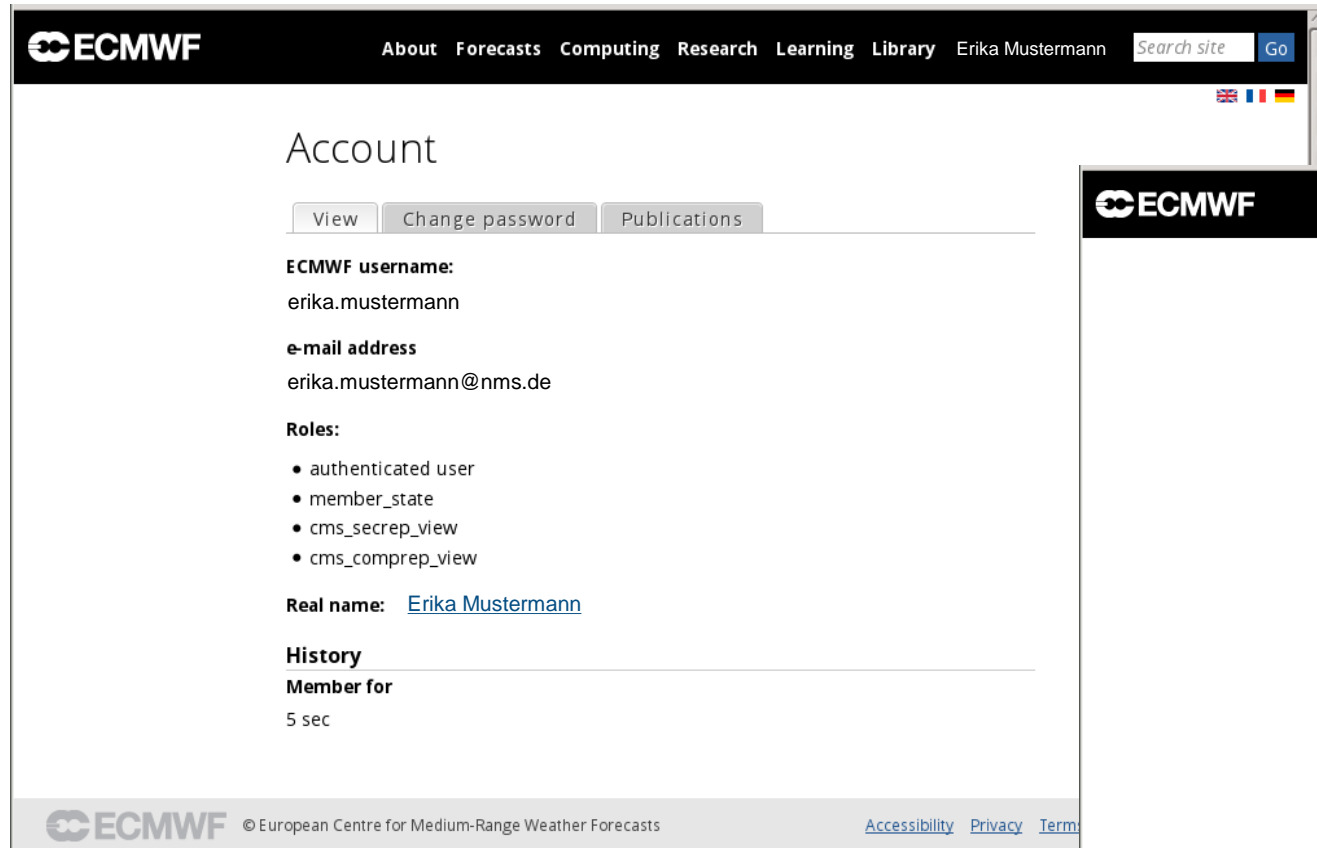
**Web password reset**



The screenshot shows the ECMWF login page. The navigation bar is consistent with the other pages. The main content area has a heading 'Tell us who you are, and we'll send you a new password.' (which appears to be a placeholder or error message). Below this is a login form with two input fields: 'User ID:' and 'Password or Security Token:'. A 'Login' button is positioned below the second field. There are two links: 'Forgot your password? Reset it here.' and 'No ECMWF web user ID yet? Register now!'. The footer includes the ECMWF logo, copyright information, and links for 'Accessibility', 'Privacy', 'Terms of use', 'Contact us', and 'Help'.

**Login with user ID and Web password or token**

# Examples of login and page access

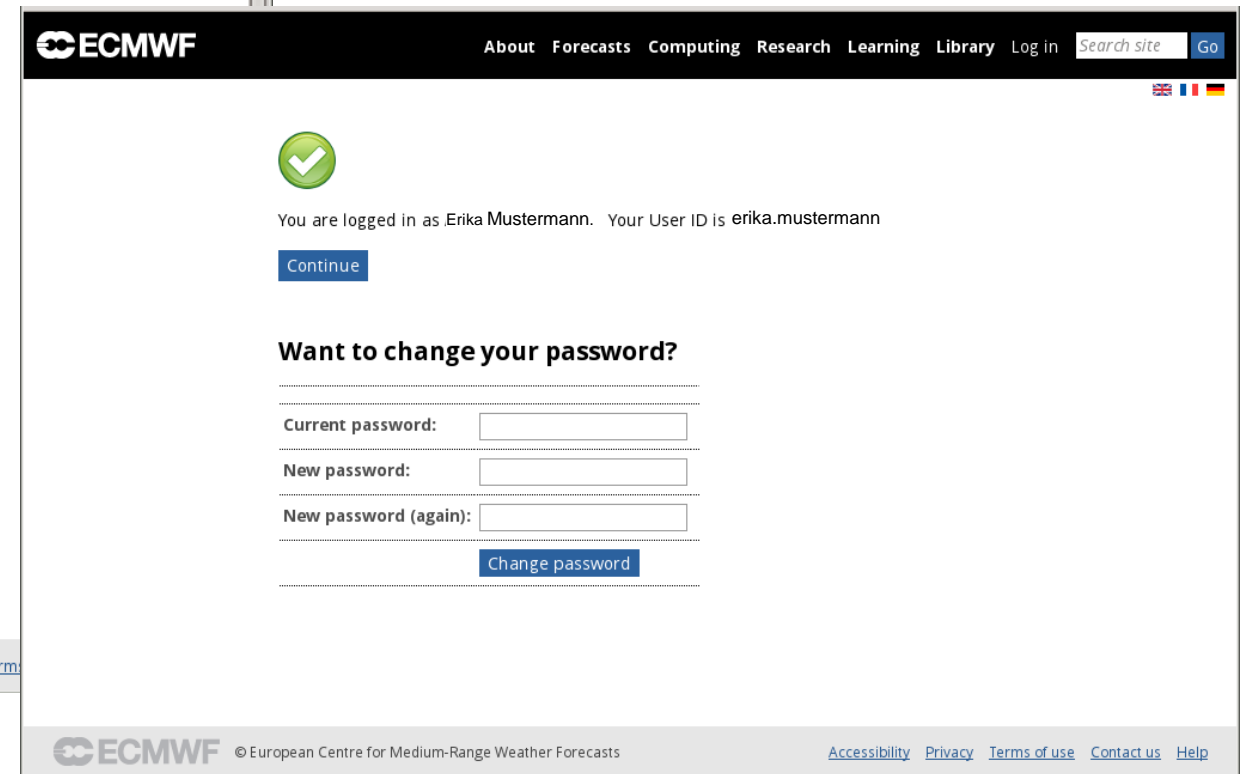


The screenshot shows the ECMWF user account page. The header includes the ECMWF logo, navigation links (About, Forecasts, Computing, Research, Learning, Library), the user's name (Erika Mustermann), a search bar, and language flags. The main content area is titled "Account" and has three tabs: "View", "Change password", and "Publications". The "View" tab is active, displaying the following information:

- ECMWF username:** erika.mustermann
- e-mail address:** erika.mustermann@nms.de
- Roles:**
  - authenticated user
  - member\_state
  - cms\_secprep\_view
  - cms\_comprep\_view
- Real name:** [Erika Mustermann](#)
- History**
- Member for**  
5 sec

The footer contains the ECMWF logo, copyright information, and links for Accessibility, Privacy, and Terms.

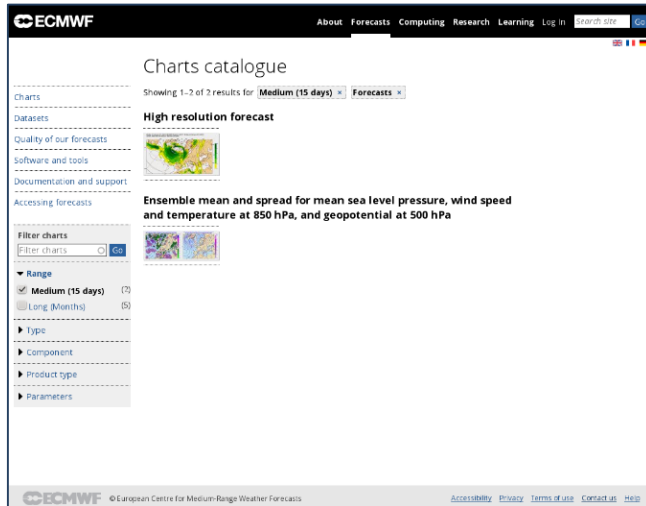
Click on “your logged in name” to get user details



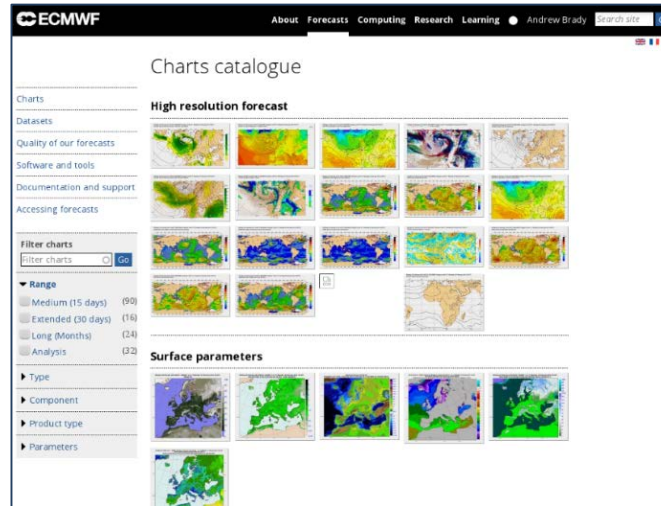
The screenshot shows the ECMWF login confirmation and password change page. The header is identical to the previous screenshot. The main content area features a green checkmark icon and the text: "You are logged in as Erika Mustermann. Your User ID is erika.mustermann". Below this is a "Continue" button. A section titled "Want to change your password?" contains three input fields: "Current password:", "New password:", and "New password (again):". A "Change password" button is located below the input fields. The footer is identical to the previous screenshot.

When logged in, you can change password

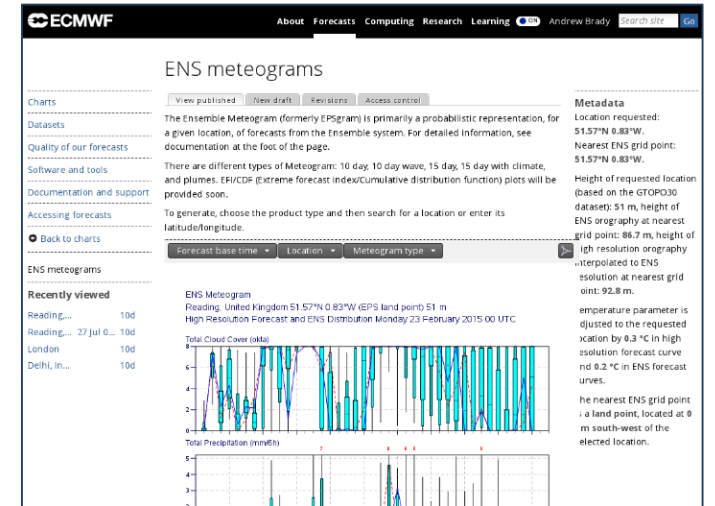
# Examples of login and page access



**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

Date Created	Service	Notification Type	Title	User Action Required
Fri 17/Feb/2017 15:29:17 UTC		End	ECCHARTS reporting problems	
Fri 17/Feb/2017 15:15:31 UTC		Start	ECCHARTS reporting problems	
Wed 15/Feb/2017 11:52:51 UTC	ECFS MARS	End	System Session Completed: Upgrade the DB2 database server for DHS/HPSS	✔
Wed 15/Feb/2017 11:27:37 UTC	ECACCESS ECCMD ECGATE	End	System Session Complete: ECGATE Operating System and software stack upgrade	✔
Wed 15/Feb/2017 11:03:25 UTC	ECGATE	End	System Session Complete: Removal of IDL and PV-WAVE software on ecgate	✔

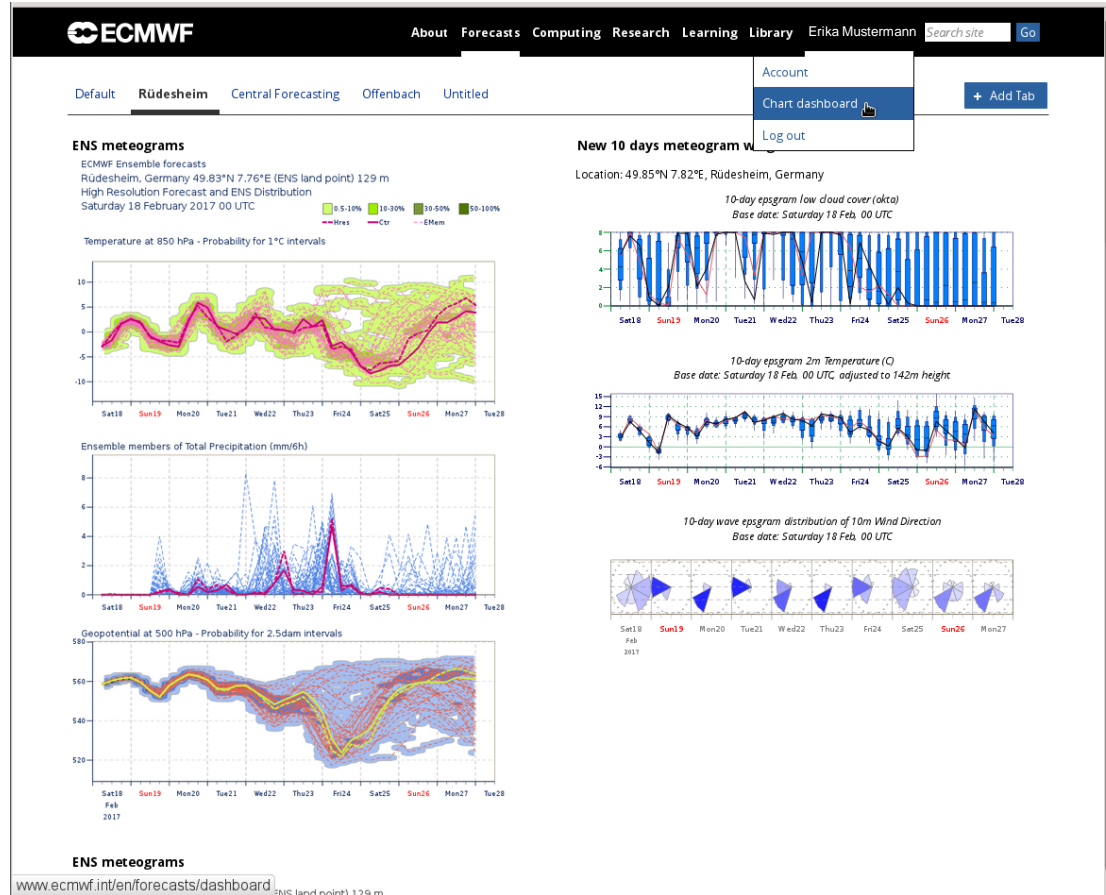
www.ecmwf.int/en/service-status: public

Andrew Brady | Sign out

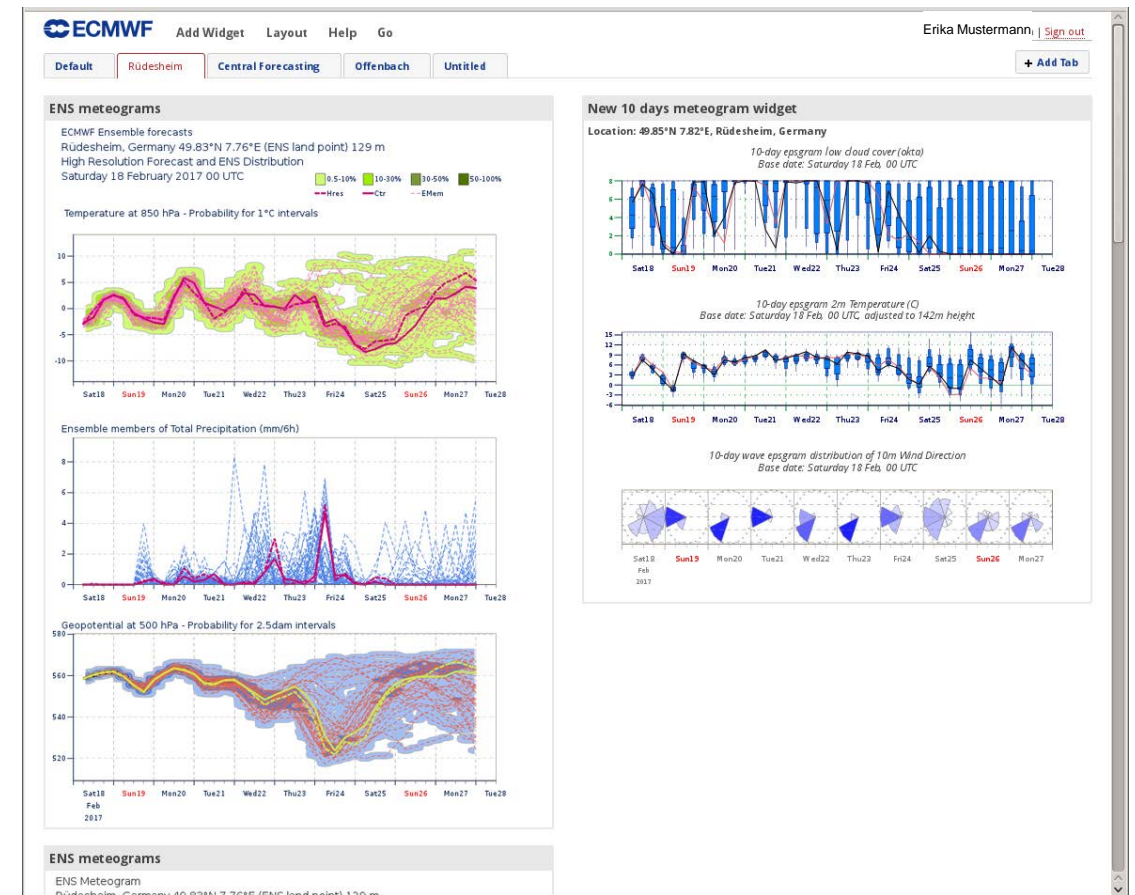
Chart updated (Network: 0.2s - Plot: 4.7s)

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.

The screenshot displays the ECMWF Software Support portal. On the left, a navigation menu lists various resources: ECMWF WWW, Intranet, User Documentation, Software Support, JIRA, Confluence, Apps, Stash, Fisheye, Build Service, and Bitbucket. Below this is a 'PAGE TREE' section with links to 'About Software Support', 'Software support principles', 'Latest news', 'Download', 'Releases', 'Support', 'Forums', and 'General CMake installation instr...'. The main content area features a 'Home' page with an 'About Software Support' section explaining the portal's purpose and providing links to 'Wiki', 'Releases', 'Issues', and 'Forums'. A table lists software packages: ecCodes, GRIB-API, Magics, Metview, EMOSLIB, and ecFlow. On the right, a yellow box contains a 'Software Survey 2016' announcement, including a 'ECMWF Software Survey 2016' button and a 'Quick Links' section with 'Download' and 'Known bugs or issues' links. A 'Latest News' section at the bottom right mentions 'ecCodes version 2.1.0 released (ecCodes)'. The browser's address bar shows the URL: https://software.ecmwf.int/wiki/display/SUP#app-switcher.

# software.ecmwf.int – other spaces

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

The screenshot displays two overlapping browser windows. The top window shows a page titled 'User Documentation' with the URL <https://software.ecmwf.int/wiki/pages/viewpage.action?title=User+Documentation&spaceKey=UDOC>. The bottom window shows the 'ECMWF Training activities' page, which includes a sidebar with navigation links like 'Training', 'Blog', and 'SPACE SHORTCUTS'. The main content area features a 'LATEST NEWS' section about training course registration, a 'Use and Interpretation of ECMWF products' section, and a 'Our Webinars' section listing events like 'Copernicus Climate Data Store Infrastructure workshop'.

# Sources of information

- Service status
  - Linked from [www.ecmwf.int](http://www.ecmwf.int) or [software.ecmwf.int](http://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](http://www.ecmwf.int/en/research/publications)
  - Newsletters, Technical memoranda, proceedings, ...



# Who to contact

- Service Desk (24h/7d)

[servicedesk@ecmwf.int](mailto:servicedesk@ecmwf.int)

- general problems, connectivity issues, token problems
- suspected fault
- operational/service queries

- Software Support

[software.support@ecmwf.int](mailto: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](mailto: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

Learning Carsten Maass Search site Go

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](mailto: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](mailto:calldesk@ecmwf.int)

### Service status

[Check our service status](#)

Telephone: +44 118 949 9000

Fax: +44 118 986 9450

max 2MB)

prevent automated

ECMWF European Centre for Medium-Range Weather Forecasts

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