

# Getting started

Carsten Maass

User Support

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- Accessing Member State systems via the RMDCN or the Internet
- Training IDs ([tr?](#), passwords)
- Use of Member State IDs while here

## Setup ssh trust

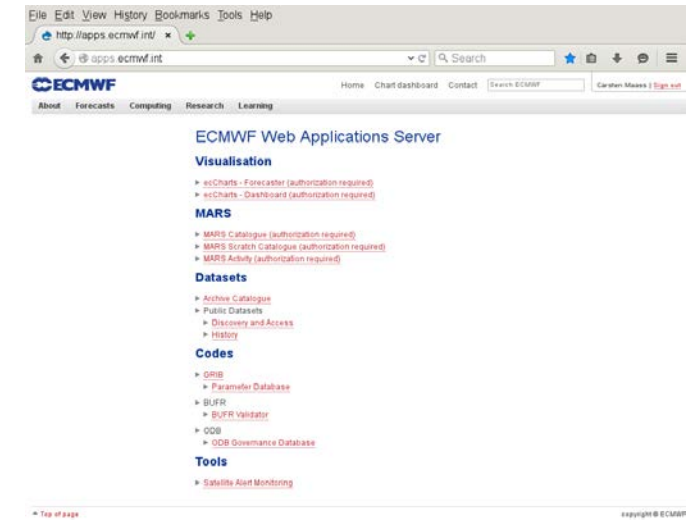
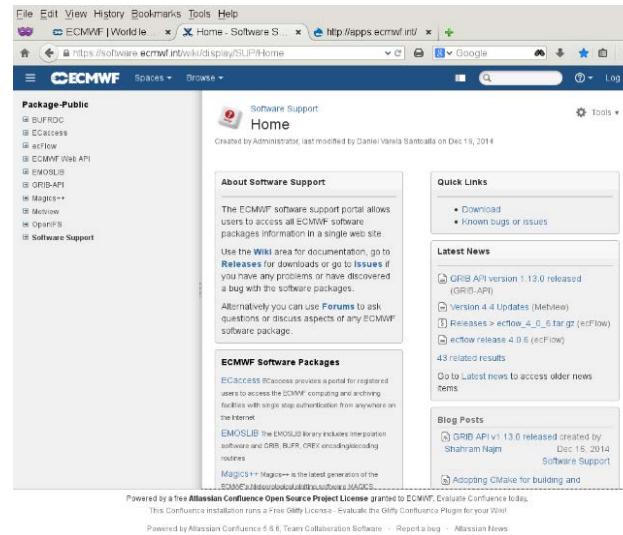
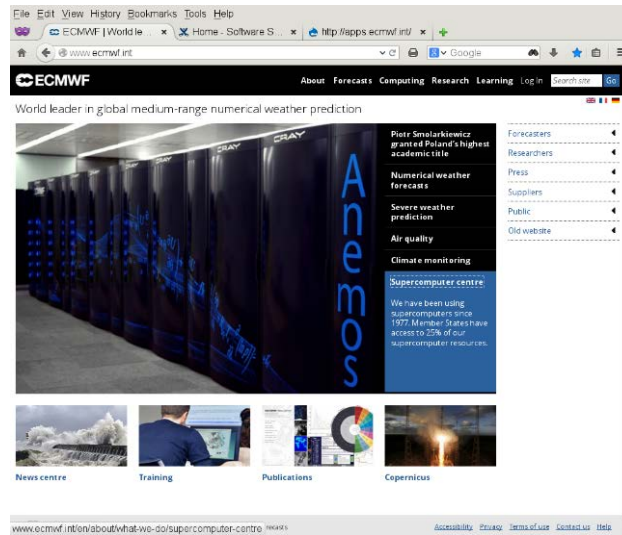
- `cd ~/.ssh`
- Generate public/private dsa key pair

```
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

<a href="http://www.ecmwf.int">www.ecmwf.int</a> – public pages/charts	no login required
<a href="http://www.ecmwf.int">www.ecmwf.int</a> – pages requiring login	web login required
<a href="http://www.ecmwf.int">www.ecmwf.int</a> – charts requiring login	web login and access required
<a href="http://software.ecmwf.int">software.ecmwf.int</a> – software packages	no login required
<a href="http://software.ecmwf.int">software.ecmwf.int</a> – user documentation	no login required
<a href="http://software.ecmwf.int">software.ecmwf.int</a> – collaboration	web login required
<a href="http://apps.ecmwf.int/datasets">apps.ecmwf.int/datasets</a>	web login required to download
<a href="http://apps.ecmwf.int/archive-catalogue">apps.ecmwf.int/archive-catalogue</a>	no login required
<a href="http://apps.ecmwf.int/mars-catalogue">apps.ecmwf.int/mars-catalogue</a>	web login and access required
<a href="http://apps.ecmwf.int/codes">apps.ecmwf.int/codes</a>	no login required
<a href="http://apps.ecmwf.int/forecaster">apps.ecmwf.int/forecaster</a> (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](https://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

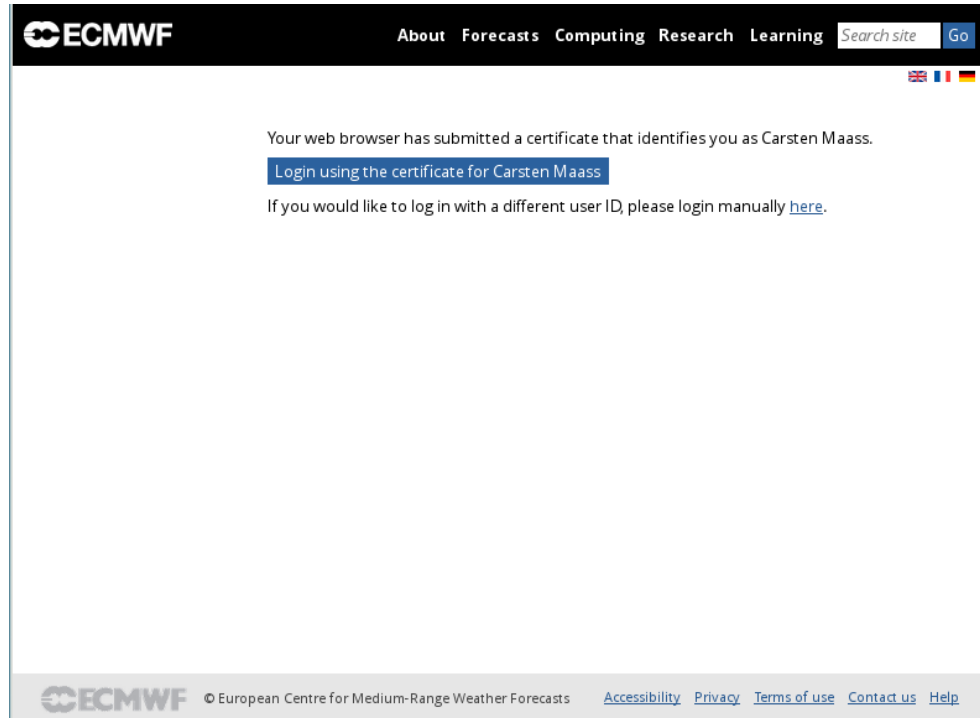




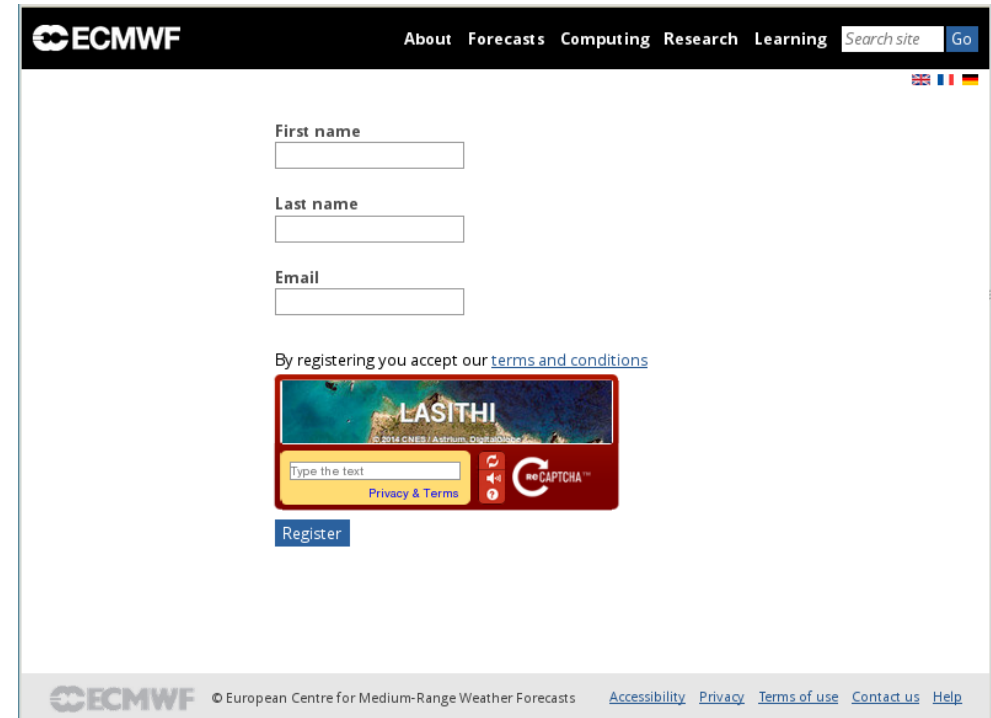
# User management

- Self registration
  - 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)
- Full registration
  - Access rights depend on registering organisation
- Web passwords can be reset
  - Need to know your userid or email
- Web passwords can be changed
  - 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

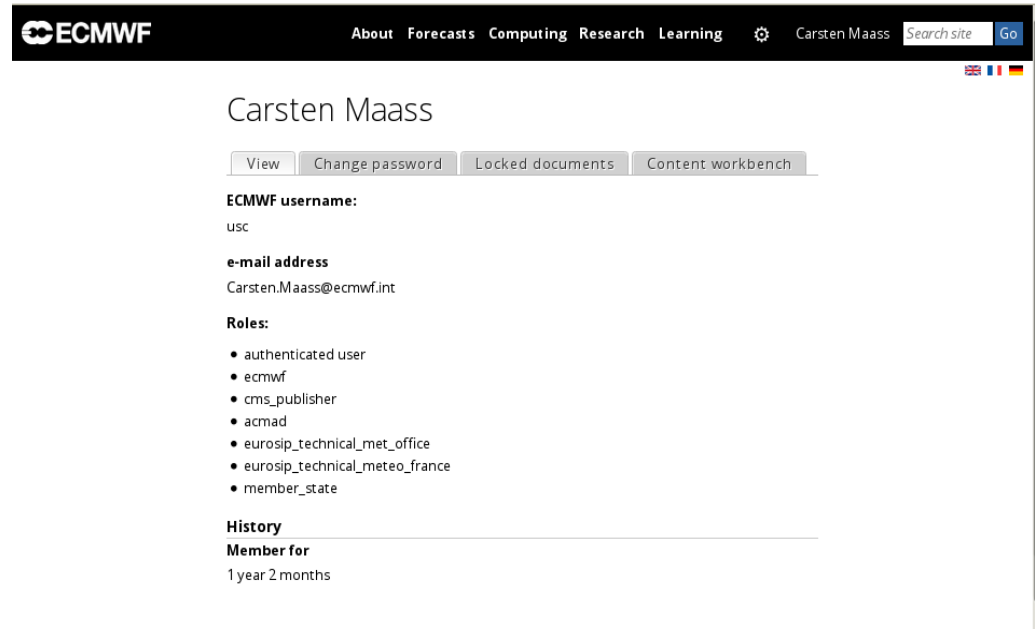
The screenshot shows the ECMWF website's password reset interface. At the top, there is a navigation bar with the ECMWF logo and links for 'About', 'Forecasts', 'Computing', 'Research', and 'Learning'. A search bar is also present. The main content area features the heading 'Tell us who you are, and we'll send you a new password.' Below this, there is a text input field labeled 'Your User ID or email:' and a blue button labeled 'Send me a password'. The footer contains the ECMWF logo, the text '© European Centre for Medium-Range Weather Forecasts', and links for 'Accessibility', 'Privacy', 'Terms of use', 'Contact us', and 'Help'.

**Web password reset**

The screenshot shows the ECMWF website's login interface. It features the same navigation bar as the password reset page. The main content area has two input fields: 'User ID:' and 'Password or Security Token:'. Below these fields is a blue 'Login' button. There are also two links: 'Forgot your password? [Reset it here.](#)' and 'No ECMWF web user ID yet? [Register now!](#)'. The footer is identical to the password reset page.

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

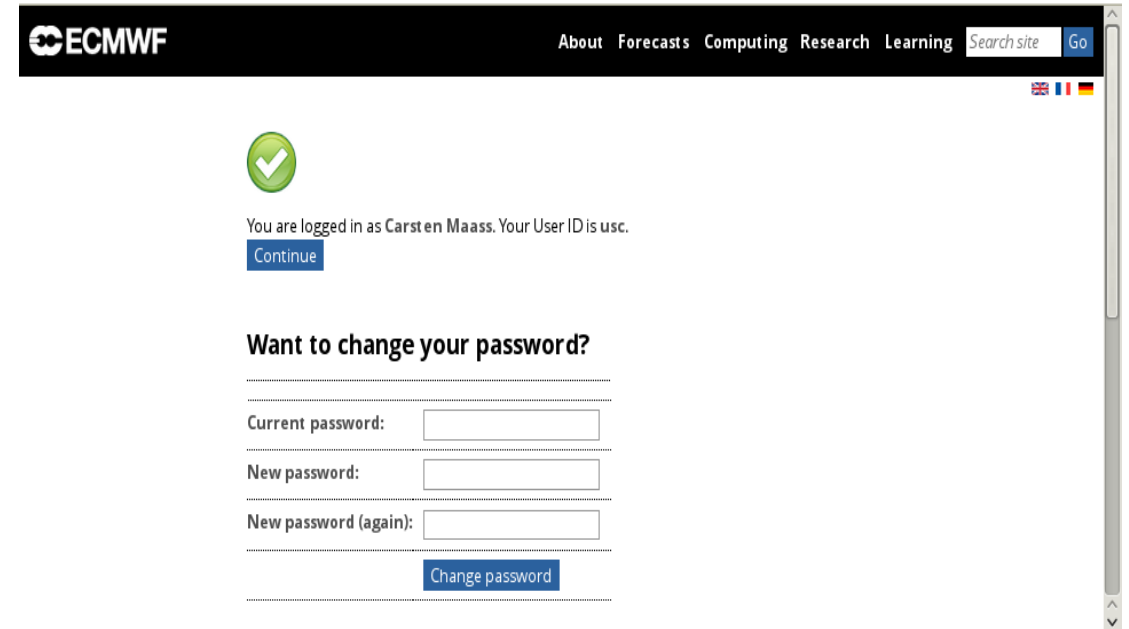
# Examples of login and page access



The screenshot shows the ECMWF user profile page for Carsten Maass. The page has a dark header with the ECMWF logo and navigation links: About, Forecasts, Computing, Research, Learning, and a search bar. Below the header, the user's name "Carsten Maass" is displayed. There are four tabs: "View", "Change password", "Locked documents", and "Content workbench". The "View" tab is active, showing user details:

- ECMWF username:** usc
- e-mail address:** Carsten.Maass@ecmwf.int
- Roles:**
  - authenticated user
  - ecmwf
  - cms\_publisher
  - acmad
  - eurosip\_technical\_met\_office
  - eurosip\_technical\_meteo\_france
  - member\_state
- History**
  - Member for**  
1 year 2 months

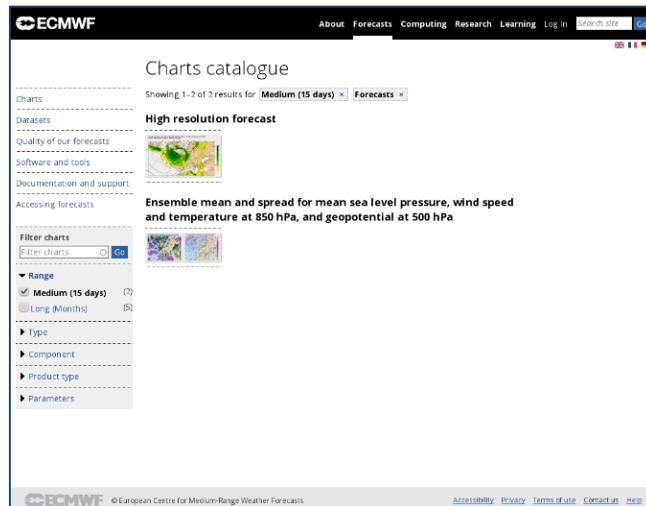
**Click on “your logged in name” to get user details**



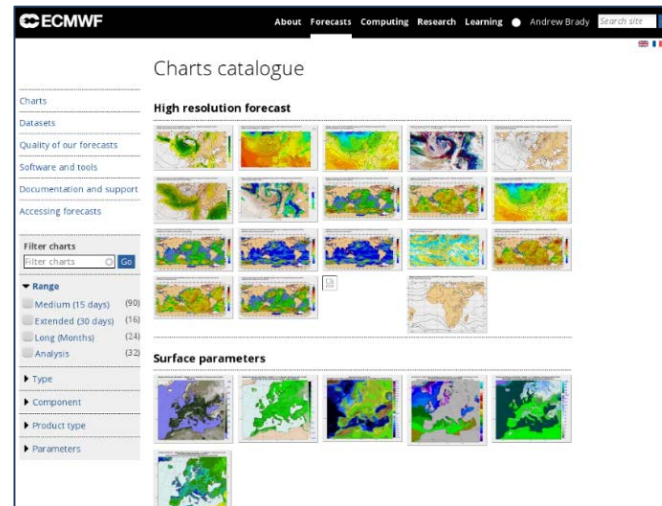
The screenshot shows the ECMWF password change page. The header is the same as the previous screenshot. A green checkmark icon is displayed, followed by the text: "You are logged in as Carsten Maass. Your User ID is usc." Below this is a "Continue" button. The main heading is "Want to change your password?". There are three input fields: "Current password:", "New password:", and "New password (again):". A "Change password" button is located below the input fields.

**When logged in can change password**

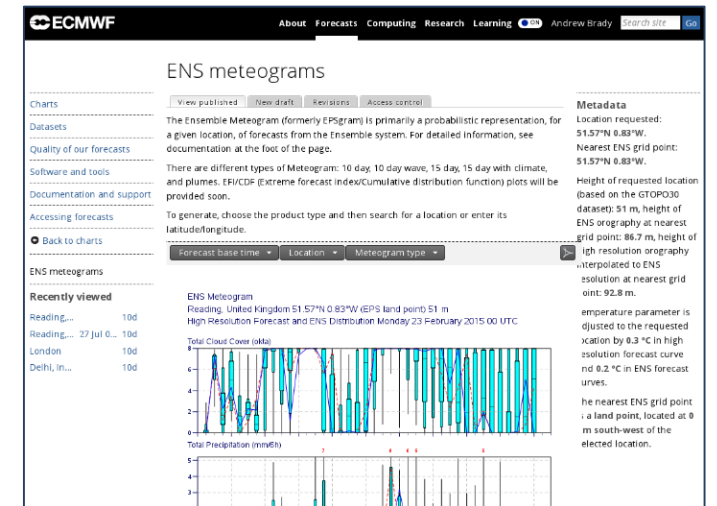
# Examples of login and page access



**Not logged in: Public charts only**



**Logged in: Access to charts**



**Logged in: Access to ENS meteograms**

# Examples of login and page access

**Service status**

**Service Status**

CCA	CCB	DISSEMINATION
ECACCESS	ECFS	ECGATE
EFAS	EMAIL	INTERNET
MARS	MSACCESS	prepIFS
RMDCN	TELEPHONY	WEB-SERVICES

**Notifications**

Search:  date range: last 24h | last 7 days | last 30 days | all

Date Created	Service	Notification Type	Title	User Action Required
Mon 23/Feb/2015 10:00:20 UTC	ECFS	End	MarsRD and ECFS services recovered.	
Fri 20/Feb/2015 14:54:30 UTC	ECFS	Start	MarsRD and ECFS services degraded	
Thu 19/Feb/2015 15:09:43 UTC	ECGATE	End	System Session Ended: ECGB: slurm configuration change	🗖
Thu 19/Feb/2015 14:38:21 UTC	ECGATE	Start	System Session Starts: ECGB:	🗖

status.ecmwf.int: public

**ECMWF** Products Projections Views Save Data availability Help Go

12m, precip, cloud, wind, mslp - Monday 23 Feb 2015, 00 UTC VT Monday 23 Feb 2015, 06 UTC Step 6

Andrew Brady | Sign out

Layers

BT: Mon 23 Feb, 06Z VT: [Timeline]

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

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.

The screenshot shows the ECMWF Software Support website. The browser address bar displays <https://software.ecmwf.int/wiki/display/SUP/Home>. The page features a navigation menu on the left with categories like 'Package-Public', 'User Guide', 'Releases', 'Forums', and 'Software Support'. The main content area includes an 'About Software Support' section, 'Quick Links' for 'Download' and 'Known bugs or issues', 'Latest News' with entries for 'ecCodes version 0.13.0 released' and 'GRIB API version 1.14.5 released', and 'Blog Posts' for 'Data analysis and visualisation using Metview' and 'December 2015 software releases'. The footer contains licensing information for Atlassian Confluence and Gliffy.

# software.ecmwf.int – other spaces

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

The screenshot displays two overlapping browser windows from the software.ecmwf.int website. 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 a page titled 'ECMWF Training activities' with the URL <https://software.ecmwf.int/wiki/display/OPTR/ECMWF+Training+activities>. The page content includes 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://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](http://www.ecmwf.int/en/research/publications)
  - Newsletters, Technical memoranda, proceedings, ...

# Who to contact

- CallDesk (24h/7d)

[calldesk@ecmwf.int](mailto:calldesk@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 computers

## Who to contact

- Data Services (office hours)

[data.services@ecmwf.int](mailto: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](mailto: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)  
   ECMWF  
   Shinfield Park  
   Reading  
   RG2 9AX  
   United Kingdom

# Contact us

File Edit View History Bookmarks Tools Help

Contact us | ECMWF x +

www.ecmwf.int/en/about/contact-us

Search

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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