

EUROPEAN ORGANISATION FOR THE EXPLOITATION OF METEOROLOGICAL SATELLITES  
ORGANISATION EUROPEENNE POUR L'EXPLOITATION DE SATELLITES METEOROLOGIQUES

# MSG Knowledge Database

## **GEO - KBase**

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*The GEO - KBase is the Knowledgebase for the the EUMETSAT GEO satellite services to provide information for Eumetsat GEMS alarms.*

*Each alarm in the GEMS monitoring system can be identified by the facility, host and alarm message.*

# MSG Knowledge Database

*Version: 3.8.40*

All common GEMS alarms are included in the KB for facilities monitored in the Control Room and/or by Analysts

The KBase has been updated to cover all SMART MONITORING for Controllers.

SMART MONITORING is setup the same as the monitoring appears on the MASIF Terminals in the Control Room

Action for EUMETCAST > Overall monitoring is via system procedure 0N\_DIS01

Where applicable, the topics in the individual GEMS FACILITIES also refer to the SMART MONITORING topics

ANALYST MONITORING describes what is to be monitored and checked by the ANALYST on a a daily base.

The Knowledge Base should be followed after checking higher level instructions.

In addition the KB provides useful links to online versions of documents commonly used by controllers.

For comments, updates or additions to the KBase contact Thomas Spoerer

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All dissemination monitoring services are documented in following Excel spreadsheet:  
[Operational Service Specification](#) DM ID: 302979



## 3

**SMART MONITORING**

SMART GENERAL SETUP	ID
WORKSTATION LOGIN AND START MASIF OPERATIONAL PLATFORM <sup>8</sup>	SMART-GEN-001 <sup>8</sup>
SMART VIEWERS ALLOCATION TABLE <sup>9</sup>	SMART-GEN-002 <sup>9</sup>

SMART GEO	ID
GNOPS <sup>12</sup>	SMART-GEO-101 <sup>12</sup>
MSG PRIME SEVIRI <sup>15</sup>	SMART-GEO-102 <sup>15</sup>
MSG PRIME MPEF <sup>17</sup>	SMART-GEO-103 <sup>17</sup>
MSG IODC SEVIRI <sup>19</sup>	SMART-GEO-104 <sup>19</sup>
MSG IODC MPEF <sup>21</sup>	SMART-GEO-105 <sup>21</sup>
MSG RSS SEVIRI <sup>24</sup>	SMART-GEO-106 <sup>24</sup>
MSG RSS MPEF <sup>26</sup>	SMART-GEO-107 <sup>26</sup>
MSG DCP Monitoring <sup>30</sup>	SMART-GEO-112 <sup>30</sup>
MSG IDS ROLLING ARCHIVE <sup>37</sup>	SMART-GEO-108 <sup>37</sup>
UNEXPECTED EVENTS <sup>40</sup>	SMART-GEO-109 <sup>40</sup>
TIME CELL RED - incorrect timestamp <sup>41</sup>	SMART-GEO-110 <sup>41</sup>
Cell red but no segments missing <sup>43</sup>	SMART-GEO-111 <sup>43</sup>
UNS Alert Table <sup>45</sup>	SMART-GEO-UNS <sup>45</sup>

SMART GEONETCAST	ID
dbWinds <sup>47</sup>	SMART-GNC-101 <sup>47</sup>
CMA-FY2 <sup>73</sup>	SMART-GNC-102 <sup>73</sup>
CMA-FY3 <sup>48</sup>	SMART-GNC-103 <sup>48</sup>
Modis radiances products <sup>50</sup>	SMART-GNC-104 <sup>50</sup>
Modis Precip. Water products <sup>51</sup>	SMART-GNC-105 <sup>51</sup>
No NESDIS SSMIS data <sup>52</sup>	SMART-GNC-106 <sup>52</sup>

SMART EUMETCAST	ID
Dailylogs <sup>[54]</sup>	SMART-EUM-101 <sup>[54]</sup>
EUMETCast outages <sup>[56]</sup>	SMART-EUM-102 <sup>[56]</sup>

SMART EUMETCAST TERRESTRIAL	ID
Nominal SMART Monitoring <sup>[58]</sup>	Nominal SMART Monitoring <sup>[58]</sup>

SMART TPDS	ID
GOES16 and GOES17 products - Summary <sup>[61]</sup>	SMART-TPDS-101 <sup>[61]</sup>
Himawari <sup>[71]</sup>	SMART-TPDS-104 <sup>[61]</sup>

SMART SAF	ID
LSA SAF <sup>[77]</sup>	SMART-SAF-101 <sup>[77]</sup>
OSI SAF <sup>[79]</sup>	SMART-SAF-102 <sup>[79]</sup>
H SAF <sup>[83]</sup>	SMART-SAF-103 <sup>[83]</sup>

## 3.1

## GENERAL SETUP - LOGIN &amp; VIEWER

SMART GENERAL SETUP	ID
WORKSTATION LOGIN AND START MASIF OPERATIONAL PLATFORM <small>ገጽ 87</small>	SMART-GEN-001 <small>ገጽ 87</small>
SMART VIEWERS ALLOCATION TABLE <small>ገጽ 97</small>	SMART-GEN-002 <small>ገጽ 97</small>

### 3.1.1 **WORKSTATION LOGIN AND START MASIF OPERATIONAL PLATFORM**

- **Select Terminal (e.g. MASIF x - SMART) to be used from Video Control Table**
- **Login: grndcon**  
**PW is the known one**
- **IF no Workspace Switcher is available on the Task Bar then**
  - **right click on task bar**
  - **select Panel >> Add new Item**
  - **select Workspace Switcher from Menu and click Add**
- **right click on Workspace switcher**
- **untick "Show miniature Viewer" (THIS makes the workspace names visible)**
- **right click Workspace Settings and then double click on each Workspace to change name**  
**as given in the SMART VIEWER ALLOCATION TABLE in the KBase under SMART Monitoring**
- **For each Workspace open Google Chrome Browser and go to MASIF server**  
**omasif.eumetsat.int or**  
**omasif: 10.90.42.80**  
**vmasif: 10.90.42.82**
- **Open SMART Viewers according to the SMART VIEWER ALLOCATION TABLE in the KBase**

### 3.1.2 SMART VIEWERS ALLOCATION TABLE

Workstation Terminal	Workspace	Scenario	SMART Instance	Viewer Name / Viewer Group	Check time frequency
MASIF 1 – GEMS GCCMO243	<b>G E M S</b>				
	<b>K B A S E</b>				
MASIF2-SMART GCCMO251	EUMETCAST	AllEumetcast	EUMETCAST	EUMETCast TPZ Summary Viewer	permanent
	TERRESTRIAL	AllTerrestrial	EUMETCAST	EUMETCast Terrestrial > TER-1 Summary Viewer	Shiftstart
	UMARF	Multi-Service	UMARF	GEO viewers MSG RSS/FES *) <sup>1</sup> (Group of 6 viewers)	17:15 – 08:30
	DAILYLOGS	Multi-Service	EUMETCAST	DAILY LOGS	daily AM
	SPARE				
MASIF3-SMART GCCMO251	GEO 1	PRIME/RSS/IODC	GEO	MSG ControllerMonitoring 1 (Group of 6 viewers)	permanent
	GEO 2	GNOPS/DCP	GEO	MSG Controller Monitoring 2 (Group of 3 viewers)	2-hourly
	ROLLING ARCHIVE	PRIME/IODC	GEO	MSG MMDS to IDS - ROLLING ARCHIVE (Group of 4 viewers)	2-hourly
	SAF	Multi-Service	SAF	SAFs GEO monitored (Group of 5 viewers)	2-hourly
	TPDS	GOES Himawari-8	TPDS	GEO CONTROLLER MONITORING (Group of 5 viewers)	2-hourly
MASIF4-SMART GCCMO251	GEONET FY2	Multi-Service	GEONETCAS T TPDS	GNC – Controller Monitoring (SSMIS, Modis nrt) Third Party Data Services > GEO > FY2 Products	2-hourly
	GTS IN	Multi-Service	GTS	GTS IN (SSMIS) and ECMWF forecast data (MSG, E1,E6)	2-hourly
	GTS OUT open only when required	Multi-Service	GTS	DCP and MPEF to GTS (Group of 4 viewers) Note: this is now monitored in SMART GEO viewers in additional columns on GEO 1 MPEF viewers	only when required



## 3.2

## SMART GEO

SMART GEO	ID
GNOPS <sup>[12]</sup>	SMART-GEO-101 <sup>[12]</sup>
MSG PRIME SEVIRI <sup>[15]</sup>	SMART-GEO-102 <sup>[15]</sup>
MSG PRIME MPEF <sup>[17]</sup>	SMART-GEO-103 <sup>[17]</sup>
MSG IODC SEVIRI <sup>[19]</sup>	SMART-GEO-104 <sup>[19]</sup>
MSG IODC MPEF <sup>[21]</sup>	SMART-GEO-105 <sup>[21]</sup>
MSG RSS SEVIRI <sup>[24]</sup>	SMART-GEO-106 <sup>[24]</sup>
MSG RSS MPEF <sup>[26]</sup>	SMART-GEO-107 <sup>[26]</sup>
MSG DCP Monitoring <sup>[30]</sup>	SMART-GEO-112 <sup>[30]</sup>
MSG DCP MMDS-to-EOPORTAL <sup>[32]</sup>	SMART-GEO-113 <sup>[32]</sup>
MSG IDS ROLLING ARCHIVE <sup>[37]</sup>	SMART-GEO-108 <sup>[37]</sup>
UNEXPECTED EVENTS <sup>[40]</sup>	SMART-GEO-109 <sup>[40]</sup>
TIME CELL RED - incorrect timestamp <sup>[41]</sup>	SMART-GEO-110 <sup>[41]</sup>
INCOMPLETE Cell red but no segments missing <sup>[43]</sup>	SMART-GEO-111 <sup>[43]</sup>
MSG-UNS Template and Alert Table <sup>[80]</sup>	UNS-002 <sup>[80]</sup>

### 3.2.1 GNOPS

From GNOPS-2 there are 9 files per repeat cycle generated and disseminated.

- CRR, RDT, RDT015, RDT030, RDT045, RDT060 are disseminated to Africa
- CTTH, CT, CMa are disseminated to Europe in KU-Band

From GNOPS-IODC there are 4 files per repeat cycle generated and disseminated.

- CRR, RDT, RDT015, RDT030, RDT045, RDT060 are disseminated to Africa
- CMIC, CTTH, CT, CMa are disseminated to Eumetcast Terrestrial only.

Note: for better overview, the product names in SMART have a leading GNOPS2 identifier

e.g.: GNOPS2\_CTTH and IODC\_CTTH ... etc.

SMART viewer will show 9 files in total to be disseminated for PRIME MSG mission and 4 products for IODC MSG mission

A monitoring point for poll of the MSG HRIT source data has been added to identify if missing products are possibly caused by missing source data

GNOPS All Products : Total Duration [12 hours] / End [0 hours from now]										
Day	Repeat-Cycle	Mission	poll HRIT from MM...	GNOps server to ...	MMDS to EUMETC...	EUMETCast Timel...	KU Europe	C-AFR	C-Africa Timeliness	Terrestrial
22/03/08 067	10:45	PRIME	114 of 114	9 of 9	9 of 9	0h21m05s	3 of 3	6 of 6	0h21m25s	9 of 9
22/03/08 067	11:00	IODC	114 of 114	4 of 4	4 of 4	0h17m36s	0 of 0	0 of 0		4 of 4
22/03/08 067	11:00	PRIME	114 of 114	9 of 9	9 of 9	0h21m04s	3 of 3	6 of 6	0h21m27s	9 of 9
22/03/08 067	11:15	IODC	114 of 114	4 of 4	4 of 4	0h16m37s	0 of 0	0 of 0		4 of 4
22/03/08 067	11:15	PRIME	114 of 114	9 of 9	9 of 9	0h21m09s	3 of 3	6 of 6	0h21m32s	9 of 9
22/03/08 067	11:30	IODC	114 of 114	4 of 4	4 of 4	0h18m38s	0 of 0	0 of 0		4 of 4
22/03/08 067	11:30	PRIME	114 of 114	9 of 9	9 of 9	0h22m39s	3 of 3	6 of 6	0h23m02s	9 of 9



GNOPS - Expected Events : gnops-to-mmnds [gnops-all-cycle 2022-067-11:30:00.000 PRIME]										
product	time	offset	optional	file-name	satellite	region	event-time	timeliness	isLate	maxTi...
GNOPS2_CMa	2022-067-11:30:0...			S_NWC_CMA_MSG4_MSG-N-VISIR_20220308T113000Z.nc	MSG4	MSG-N-VISIR	2022-067-11:45:48.000	15m48.000s		30m0...
GNOPS2_CRR	2022-067-11:30:0...			S_NWC_CRR_MSG4_global-VISIR_20220308T113000Z.nc	MSG4	global	2022-067-11:46:48.000	16m48.000s		30m0...
GNOPS2_CT	2022-067-11:30:0...			S_NWC_CT_MSG4_MSG-N-VISIR_20220308T113000Z.nc	MSG4	MSG-N-VISIR	2022-067-11:45:48.000	15m48.000s		30m0...
GNOPS2_CTTH	2022-067-11:30:0...			S_NWC_CTTH_MSG4_MSG-N-VISIR_20220308T113000Z.nc	MSG4	MSG-N-VISIR	2022-067-11:45:48.000	15m48.000s		30m0...
GNOPS2_RDT	2022-067-11:30:0...			S_NWC_RDT-CW_MSG4_global-VISIR_20220308T113000Z.nc	MSG4	global	2022-067-11:51:49.000	21m49.000s		40m0...
GNOPS2_RDT015	2022-067-11:30:0...			S_NWC_RDT-CW_MSG4_global-VISIR_20220308T113000Z_015.nc	MSG4	global	2022-067-11:51:49.000	21m49.000s		40m0...
GNOPS2_RDT030	2022-067-11:30:0...			S_NWC_RDT-CW_MSG4_global-VISIR_20220308T113000Z_030.nc	MSG4	global	2022-067-11:51:49.000	21m49.000s		40m0...
GNOPS2_RDT045	2022-067-11:30:0...			S_NWC_RDT-CW_MSG4_global-VISIR_20220308T113000Z_045.nc	MSG4	global	2022-067-11:51:49.000	21m49.000s		40m0...
GNOPS2_RDT060	2022-067-11:30:0...			S_NWC_RDT-CW_MSG4_global-VISIR_20220308T113000Z_060.nc	MSG4	global	2022-067-11:51:49.000	21m49.000s		40m0...

GNOPS - Expected Events : gnops-to-mmnds [gnops-all-cycle 2022-067-11:30:00.000 IODC]										
product	time	offset	optional	file-name	satellite	region	event-time	timeliness	isLate	maxTimelin...
IODC_CMIC	2022-067-11:30:0...			S_NWC_CMIC_MSG1_IODC-VISIR_20220308T113000Z.nc	MSG1	IODC-VISIR	2022-067-11:48:14.000	18m14.000s		
IODC_CMa	2022-067-11:30:0...			S_NWC_CMA_MSG1_IODC-VISIR_20220308T113000Z.nc	MSG1	IODC-VISIR	2022-067-11:47:13.000	17m13.000s		
IODC_CT	2022-067-11:30:0...			S_NWC_CT_MSG1_IODC-VISIR_20220308T113000Z.nc	MSG1	IODC-VISIR	2022-067-11:47:13.000	17m13.000s		
IODC_CTTH	2022-067-11:30:0...			S_NWC_CTTH_MSG1_IODC-VISIR_20220308T113000Z.nc	MSG1	IODC-VISIR	2022-067-11:48:14.000	18m14.000s		

## GNOPS

### ACTION

- IF missing products in 'GNOPS server to MMDS' in one repeat cycle only then inform [OPS-DP@Eumetsat.int](mailto:OPS-DP@Eumetsat.int) and Dissemination On-Call by e-mail
- IF missing products start in 'GNOPS server to MMDS' > 1 repeat cycle and on-going then call OPS-DP On-Call (possible GNOPS server problem)
- IF missing products start in 'MMDS to EUMETCast' > 1 repeat cycle and on-going then call Dissemination On-Call
- IF missing products start in MMDS to EUMETCast, KU Europe or C-Afr in one repeat cycle only then inform Dissemination OnCall by e-mail

- IF missing products start in MMDS to EUMETCast, KU Europe or C-Afr > 1 repeat cycle and on-going then
  - ❖ call Dissemination On-Call
  - ❖ send a UNS alert. see example of various different product outages on link below

[UNS GNOPS Examples](#) 

**3.2.2 MSG PRIME SEVIRI**

Prime SEVIRI HRIT : Day Of Year [19.315] NON-UPDATING

Day	MSG Cycle	DADF Out	DADF T'liness	Ku Europe R.	Ku Eur T'line...	C Africa Rec...	Afr RX T'liness	Polled by NOAA
19/11/11 315	13:30	114 of 114	0h02m24s	114 of 114	0h03m41s	114 of 114	0h03m40s	114 of 114
19/11/11 315	13:45	114 of 114	0h02m23s	114 of 114	0h03m42s	114 of 114	0h03m46s	114 of 114
19/11/11 315	14:00	0 of 114		0 of 114		0 of 114		0 of 114
19/11/11 315	14:15	0 of 114		0 of 114		0 of 114		0 of 114
19/11/11 315	14:30	0 of 114		0 of 114		0 of 114		114 of 114
19/11/11 315	14:45	114 of 114	0h02m20s	114 of 114	0h03m30s	114 of 114	0h03m41s	114 of 114
19/11/11 315	15:00	114 of 114	0h02m19s	114 of 114	0h03m35s	114 of 114	0h03m31s	114 of 114
19/11/11 315	15:15	114 of 114	0h02m16s	114 of 114	0h03m25s	114 of 114	0h03m26s	114 of 114
19/11/11 315	15:30	114 of 114	0h02m13s	114 of 114	0h03m28s	114 of 114	0h03m36s	114 of 114

Opened Prime SEVIRI HRIT : Day Of Year [19.315]

**Action****Short Interruption: 1 to 15 missing segments only in 1 repeat cycle**

- Log Event.
- No UNS Alerts and no AR required
- If losses start in KU-Europe or C-Africa then a possible reason for short interruptions can be a line or uplink switch in EUMETCast. Check if other services are also affected.

**Medium/Long Interruption: > 15 missing segments or more than 1 consecutive RC affected**

- losses start in DADF-Out

- **IF no S/C, PGS or IMPF problem THEN**
    - check link DADF to IMPF
    - Check alarms from DADF,
    - if necessary call Dissemination On-Call
  - **IF no problem on DADF found and/or losses are ongoing THEN**
    - call Dissemination On-Call
  - continue with **offline action** below
- **losses start in KU-Band Europe or C-Band Africa**
- possible MMDS or EUMETCast problem (MMDS, uplink station, line)
    - Check if other services are also affected.
    - Check EUMETCast overall monitoring
    - If necessary use EUMETCast monitoring procedure 0N\_DIS01
  - If no other services affected, no EUMETCast problem could be identified THEN
    - IF losses are ongoing THEN call Dissemination On-Call and then continue with **offline action** below
    - IF dissemination has resumed THEN continue with **offline action** below
- **losses only in 'polled-by-NOAA'**
- open detailed SMART viewer group **MSG MMDS to IDS - ROLLING ARCHIVE**
  - goto [MSG IDS ROLLING ARCHIVE](#)<sup>37</sup>
- **offline action**
- report via e-mail to opsreport
  - raise UNS Alert according to [UNS Alert Table](#)<sup>45</sup>
  - raise MuMi Eumetcast AR if reason is not 'before' DADF
  - If the outage is expected to, or exceeds one hour THEN ensure that the duty analyst has informed the OPS on-call manager.

**3.2.3 MSG PRIME MPEF**

**INFO**

Since 20 OCT 2022 the MPEF products are not disseminated via DADF in LRIT format but are send directly from MPEF to MMDS and disseminated in WMO format.

Note: the AMV product is registered in the hh:45 cycle with a timestamp of hh:30 in Satellite dissemination. In GTS the AMV product is registered in the hh:30 cycle.

Prime MPEF WMO : Day Of Year [22.306]													
Day	MSG Cycle	MPEF to MMDS	MMDS RX	queued for Europe	MMDS to KU-Band	KU-Band Eur received	Tliness KU	queued for Africa	MMDS to C-Band	C-Band AFR received	Tliness AFR	MMDS to RMDCN PRIME	MMDS to RMDCN B/U
22/11/02 306	19:00	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m02s	6 of 6	6 of 6	6 of 6	0h17m41s	0 of 0	0 of 0
22/11/02 306	19:15	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h19m01s	6 of 6	6 of 6	6 of 6	0h18m42s	0 of 0	0 of 0
22/11/02 306	19:30	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m53s	6 of 6	6 of 6	6 of 6	0h18m28s	1 of 1	1 of 1
22/11/02 306	19:45	9 of 9	9 of 9	9 of 9	9 of 9	9 of 9	0h18m49s	8 of 8	8 of 8	8 of 8	0h18m46s	1 of 1	1 of 1
22/11/02 306	20:00	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m31s	6 of 6	6 of 6	6 of 6	0h17m58s	0 of 0	0 of 0
22/11/02 306	20:15	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m46s	6 of 6	6 of 6	6 of 6	0h18m43s	0 of 0	0 of 0
22/11/02 306	20:30	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m47s	6 of 6	6 of 6	6 of 6	0h18m29s	1 of 1	1 of 1
22/11/02 306	20:45	9 of 9	9 of 9	9 of 9	9 of 9	9 of 9	0h19m20s	8 of 8	8 of 8	8 of 8	0h18m55s	1 of 1	1 of 1
22/11/02 306	21:00	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m00s	6 of 6	6 of 6	6 of 6	0h17m57s	0 of 0	0 of 0
22/11/02 306	21:15	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m24s	6 of 6	6 of 6	6 of 6	0h18m27s	0 of 0	0 of 0
22/11/02 306	21:30	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m39s	6 of 6	6 of 6	6 of 6	0h18m29s	1 of 1	1 of 1
22/11/02 306	21:45	9 of 9	9 of 9	9 of 9	9 of 9	9 of 9	0h19m17s	8 of 8	8 of 8	8 of 8	0h18m39s	1 of 1	1 of 1
22/11/02 306	22:00	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h17m53s	6 of 6	6 of 6	6 of 6	0h17m57s	0 of 0	0 of 0
22/11/02 306	22:15	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m44s	6 of 6	6 of 6	6 of 6	0h18m41s	0 of 0	0 of 0
22/11/02 306	22:30	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m36s	6 of 6	6 of 6	6 of 6	0h18m28s	0 of 1	0 of 1
22/11/02 306	22:45	8 of 9	8 of 9	8 of 9	8 of 9	8 of 9	0h18m29s	7 of 8	7 of 8	7 of 8	0h18m27s	1 of 1	1 of 1
22/11/02 306	23:00	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m00s	6 of 6	6 of 6	6 of 6	0h17m42s	0 of 0	0 of 0
22/11/02 306	23:15	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m57s	6 of 6	6 of 6	6 of 6	0h18m32s	0 of 0	0 of 0
22/11/02 306	23:30	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h18m41s	6 of 6	6 of 6	6 of 6	0h18m26s	1 of 1	1 of 1
22/11/02 306	23:45	9 of 9	9 of 9	9 of 9	9 of 9	9 of 9	0h19m08s	8 of 8	8 of 8	8 of 8	0h18m43s	1 of 1	1 of 1

Opened Prime MPEF WMO : Day Of Year [22.306]

**Action**

- **IF losses start in 'MPEF to MMDS' and/or 'MMDS RX'**
  - check on MPEF if products are generated
  - if necessary call OPS-DP On-Call if ongoing otherwise send e-mail to OPS-DP

- **IF losses start in**
  - 'queued for Europe' and/or 'queued for Africa' and/or 'MMDS to KU-Band' and/or 'MMDS to C-Band Africa' and/or 'KU-Band RX' and/or 'C-Band Africa RX'
- possible MMDS or EUMETCast problem (MMDS, uplink station, line)
  - Check if other services are also affected.
  - Check EUMETCast overall monitoring
- If no other services affected, no EUMETCast problem could be identified THEN
  - if ongoing for more than 1 cycle and if necessary call Dissemination On-Call and then continue with **offline action** below
  - If not ongoing then send e-mail to Dissemination On-Call and opsreport
  - IF dissemination has resumed THEN continue with **offline action** below
- **losses start in MMDS to RMDCN**
  - possible connection problem to GTS (DWD)
    - Check for GEMS alarms - FTP connection to GTS
    - Check if RSS to GTS and/or IODC to GTS are also affected
    - If connection problem to DWD and ongoing then contact DWD
    - Check in SMART GTS viewer - EUM to GTS
    - If ongoing losses then call Dissemination ON-Call
- **offline action**
  - report via e-mail to opsreport
  - raise UNS Alert according to [UNS Alert Table](#) <sup>45</sup>
  - raise MuMi MMDS or Eumetcast AR if reason is MMDS or EUMETCast
  - If connection problem to DWD and ongoing then raise MMDS AR
  - If a complete outage is expected to, or exceeds one hour THEN ensure that the duty analyst has informed the OPS on-call manager.



**3.2.4 MSG IODC SEVIRI**

geo SMART - VAL

File Viewers Reports Window Help

IODC SEVIRI HRIT : Day Of Year [19.174] NON-UPDATING

Day	MSG Cycle	DADF Out	DADF T'liness	Ku Europe R.	Ku Eur T'liness	C Africa Rec.	Afr RX T'liness	Polled by NOAA
19/06/23 174	06:30	114 of 114	0h02m56s	114 of 114	0h04m15s	114 of 114	0h04m11s	114 of 114
19/06/23 174	06:45	114 of 114	0h02m56s	114 of 114	0h04m15s	114 of 114	0h04m11s	114 of 114
19/06/23 174	07:00	73 of 114	0h02m55s	73 of 114	0h04m06s	73 of 114	0h04m07s	73 of 114
19/06/23 174	07:15	0 of 114		0 of 114		0 of 114		0 of 114
19/06/23 174	07:30	0 of 114		0 of 114		0 of 114		0 of 114
19/06/23 174	07:45	0 of 114		0 of 114		0 of 114		0 of 114
19/06/23 174	07:30	0 of 114		0 of 114		0 of 114		0 of 114
19/06/23 174	08:00	0 of 114		0 of 114		0 of 114		0 of 114
19/06/23 174	08:15	0 of 114		0 of 114		0 of 114		114 of 114
19/06/23 174	08:30	114 of 114	0h02m47s	114 of 114	0h04m02s	114 of 114	0h04m05s	114 of 114

Opened IODC SEVIRI HRIT : Day Of Year [19.174]

**Action****Short Interruption: 1 to 15 missing segments only in 1 repeat cycle**

- Log Event.
- No UNS Alerts and no AR required
- If losses start in KU-Europe or C-Africa then a possible reason for short interruptions can be a line or uplink switch in EUMETCast. Check if other services are also affected.

**Medium/Long Interruption: > 15 missing segments or more than 1 consecutive RC affected**

- losses start in DADF-Out

- **IF no S/C, PGS or IMPF problem THEN**
    - check link DADF to IMPF
    - Check alarms from DADF,
    - if necessary call Dissemination On-Call
  - **IF no problem on DADF found and/or losses are ongoing THEN**
    - call Dissemination On-Call
  - continue with **offline action** below
- **losses start in KU-Band Europe or C-Band Africa**
- possible MMDS or EUMETCast problem (MMDS, uplink station, line)
    - Check if other services are also affected.
    - Check EUMETCast overall monitoring
    - If necessary use EUMETCast monitoring procedure 0N\_DIS01
  - If no other services affected, no EUMETCast problem could be identified THEN
- **IF losses are ongoing THEN call Dissemination On-Call and then continue with **offline action** below**
- IF dissemination has resumed THEN continue with **offline action** below
- **losses only in 'polled-by-NOAA'**
- open detailed SMART viewer group **MSG MMDS to IDS - ROLLING ARCHIVE**
  - goto [MSG IDS ROLLING ARCHIVE](#)<sup>37</sup>
- 
- **offline action**
- report via e-mail to opsreport
  - raise UNS Alert according to [UNS Alert Table](#)<sup>45</sup>
  - raise MuMi Eumetcast AR if reason is not 'before' DADF
  - If the outage is expected to, or exceeds one hour THEN ensure that the duty analyst has informed the OPS on-call manager.



3.2.5 **MSG IODC MPEF**

**INFO**

Since 20 OCT 2022 the MPEF products are not disseminated via DADF in LRIT format but are send directly from MPEF to MMDS and disseminated in WMO format.

IODC MPEF WMO : Total Duration [4 hours] / End [0 hours from now]													
Day	MSG Cycle	MPEF to MMDS	MMDS RX	queued for Europe	MMDS to KU-Band	KU-Band Eur received	Tliness KU	queued for Africa	MMDS to C-Band	C-Band AFR received	Tliness AFR	MMDS to RMDCN PR	MMDS to RMDCN BIU
22/11/03 307	11:30	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7	0h19m41s	7 of 7	7 of 7	7 of 7	0h19m29s	1 of 1	1 of 1
22/11/03 307	11:45	9 of 9	9 of 9	9 of 9	9 of 9	9 of 9	0h19m41s	9 of 9	9 of 9	9 of 9	0h19m41s	1 of 1	1 of 1
22/11/03 307	12:00	8 of 8	8 of 8	8 of 8	8 of 8	8 of 8	0h25m29s	8 of 8	8 of 8	8 of 8	0h25m03s	0 of 0	0 of 0
22/11/03 307	12:15	6 of 7	6 of 7	6 of 7	6 of 7	6 of 7	0h19m15s	6 of 7	6 of 7	6 of 7	0h18m47s	0 of 0	0 of 0
22/11/03 307	12:30	6 of 7	6 of 7	6 of 7	6 of 7	6 of 7	0h18m56s	6 of 7	6 of 7	6 of 7	0h18m59s	1 of 1	1 of 1
22/11/03 307	12:45	8 of 9	8 of 9	8 of 9	8 of 9	8 of 9	0h19m17s	8 of 9	8 of 9	8 of 9	0h19m28s	1 of 1	1 of 1
22/11/03 307	13:00	7 of 8	7 of 8	7 of 8	7 of 8	7 of 8	0h24m46s	7 of 8	7 of 8	7 of 8	0h23m49s	0 of 0	0 of 0
22/11/03 307	13:15	6 of 7	6 of 7	6 of 7	6 of 7	6 of 7	0h19m17s	6 of 7	6 of 7	6 of 7	0h19m01s	0 of 0	0 of 0
22/11/03 307	13:30	6 of 7	6 of 7	6 of 7	6 of 7	6 of 7	0h19m07s	6 of 7	6 of 7	6 of 7	0h19m15s	1 of 1	1 of 1
22/11/03 307	13:45	8 of 9	8 of 9	8 of 9	8 of 9	8 of 9	0h19m21s	8 of 9	8 of 9	8 of 9	0h19m14s	1 of 1	1 of 1
22/11/03 307	14:00	7 of 8	7 of 8	7 of 8	7 of 8	7 of 8	0h23m55s	7 of 8	7 of 8	7 of 8	0h23m41s	0 of 0	0 of 0
22/11/03 307	14:15	6 of 7	6 of 7	6 of 7	6 of 7	6 of 7	0h18m39s	6 of 7	6 of 7	6 of 7	0h18m42s	0 of 0	0 of 0
22/11/03 307	14:30	6 of 7	6 of 7	6 of 7	6 of 7	6 of 7	0h19m01s	6 of 7	6 of 7	6 of 7	0h18m56s	1 of 1	1 of 1
22/11/03 307	14:45	9 of 9	9 of 9	9 of 9	9 of 9	9 of 9	0h19m45s	9 of 9	9 of 9	9 of 9	0h19m22s	1 of 1	1 of 1
22/11/03 307	15:00	8 of 8	8 of 8	8 of 8	6 of 8	6 of 8	0h15m32s	8 of 8	6 of 8	6 of 8	0h15m31s	0 of 0	0 of 0
22/11/03 307	15:15	0 of 6	0 of 6	0 of 6	0 of 6	0 of 6		0 of 6	0 of 6	0 of 6		0 of 0	0 of 0

**Action**

- If only MPE products missing in 'MPEF toMMDS' and losses are due to missing SSMIS \*)

Note from Arthur de Smet:

I propose the following:

- ❖ We inform the users in the weekly UNS messages that they can expect gaps of irregular length in the availability of Meteosat-9 MPE products any

time. >> done

- ❖ The GEO controller will send specific UNS messages for severe cases only; that is for gaps with a length of at least 16 repeat cycles (4 hours).
- ❖ Moreover, the controller does not need to inform the OPS-DP on-call person anymore. The on-call person will see the UNS messages anyway and will also see the gaps in the daily monitoring reports.

If more than 16 repeat cycles are affected then raise a UNS ([see example under UNS-MSG MPEF MPE](#)<sup>813</sup>)

No AR and no Call-out is required to MPEF On-Call.

\*) most likely case > so assume it is due to SSMIS missing. This could also be indicated by a MPEF alarm like: [No data for more than 50% in image](#)<sup>485</sup>

➤ **For all other products (not MPE)**

➤ **IF losses start in 'MPEF to MMDS' and/or 'MMDS RX'**

- check on MPEF if products are generated
- if necessary call OPS-DP On-Call if ongoing otherwise send e-mail to OPS-DP

➤ **IF losses start in**

'queued for Europe' and/or 'queued for Africa' and/or 'MMDS to KU-Band' and/or 'MMDS to C-Band Africa' and/or 'KU-Band RX' and/or 'C-Band Africa RX'

- possible MMDS or EUMETCast problem (MMDS, uplink station, line)
  - Check if other services are also affected.
  - Check EUMETCast overall monitoring
- If no other services affected, no EUMETCast problem could be identified THEN
  - if ongoing for more than 1 cycle and if necessary call Dissemination On-Call

and then continue with **offline action** below

- If not ongoing then send e-mail to Dissemination On-Call and opsreport
- IF dissemination has resumed THEN continue with **offline action** below

➤ **losses start in MMDS to RMDCN**

- possible connection problem to GTS (DWD)
  - Check for GEMS alarms - FTP connection to GTS
  - Check if RSS to GTS and/or IODC to GTS are also affected
  - If connection problem to DWD and ongoing then contact DWD
  - Check in SMART GTS viewer - EUM to GTS
  - If ongoing losses then call Dissemination ON-Call

➤ **offline action**

- report via e-mail to opsreport
- raise UNS Alert according to [UNS Alert Table](#) 45
- raise MuMi MMDS or Eumetcast AR if reason is MMDS or EUMETCast
- If connection problem to DWD and ongoing then raise MMDS AR
- If a complete outage is expected to, or exceeds one hour THEN ensure that the duty analyst has informed the OPS on-call manager.

**3.2.6 MSG RSS SEVIRI**

geo SMART - VAL

File Viewers Reports Window Help

RSS SEVIRI HRIT - to DVB : Day Of Year [18.149] NON-UPDATING

Day	MSG Cycle	DADF Out	DADF Out Timeliness	Ku Europe Received	Ku Europe Timeliness
18/05/29 149	08:05	44 of 44	0h02m16s	44 of 44	0h03m14s
18/05/29 149	08:10	0 of 44		0 of 44	
18/05/29 149	08:15	44 of 44	0h01m15s	44 of 44	0h02m19s
18/05/29 149	08:20	44 of 44	0h02m14s	44 of 44	0h03m29s
18/05/29 149	08:25	43 of 44	0h03m09s	43 of 44	0h08m14s
18/05/29 149	08:30	44 of 44	0h01m15s	44 of 44	0h02m49s
18/05/29 149	08:35	44 of 44	0h02m09s	44 of 44	0h03m21s
18/05/29 149	08:40	44 of 44	0h02m09s	44 of 44	0h03m11s


Opened RSS SEVIRI HRIT - to DVB : Day Of Year [18.149]

**Action****Short Interruption: 1 to 15 missing segments only in 1 repeat cycle**

- Log Event.
- No UNS Alerts and no AR required
- If losses start in KU-Europe or C-Africa then a possible reason for short interruptions can be a line or uplink switch in EUMETCast. Check if other services are also affected.

**Medium/Long Interruption: > 15 missing segments or more than 1 consecutive RC affected**

- losses start in DADF-Out
  - IF no S/C, PGS or IMPF problem THEN

- check link DADF to IMPF
- Check alarms from DADF, if necessary call Dissemination On-Call
- IF no problem on DADF found and/or losses are ongoing THEN
  - call Dissemination On-Call
  - continue with **offline action** below
- **losses start in KU-Band Europe or C-Band Africa**
  - possible MMDS or EUMETCast problem (MMDS, uplink station, line)
    - Check if other services are also affected.
    - Check EUMETCast overall monitoring
    - If necessary use EUMETCast monitoring procedure 0N\_DIS01
  - If no other services affected, no EUMETCast problem could be identified THEN
- IF losses are ongoing THEN call Dissemination On-Call and then continue with **offline action** below
  - IF dissemination has resumed THEN continue with **offline action** below
  
- **offline action**
  - **report via e-mail to opsreport**
  - **raise UNS Alert according to UNS Alert Table** 
  - **raise MuMi Eumetcast AR if reason is not 'before' DADF**
  - **If the outage is expected to, or exceeds one hour THEN ensure that the duty analyst has informed the OPS on-call manager.**

## 3.2.7 MSG RSS MPEF

INFO

Since 20 OCT 2022 the MPEF products are not disseminated via DADF in LRIT format but are send directly from MPEF to MMDS and disseminated in WMO format.

Day	MSG Cycle	MPEF to MMDS	MMDS RX	queued for Europe	MMDS to KU-Band	KU-Band Eur receiv...	Tliness KU	MMDS to RMDCN...	MMDS to RMDC...
22/11/04 308	05:30	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m38s	1 of 1	1 of 1
22/11/04 308	05:50	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m40s	1 of 1	1 of 1
22/11/04 308	06:30	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m38s	1 of 1	1 of 1
22/11/04 308	06:50	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m38s	1 of 1	1 of 1
22/11/04 308	07:10	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m50s	1 of 1	1 of 1
22/11/04 308	07:30	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m36s	1 of 1	1 of 1
22/11/04 308	07:50	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m57s	1 of 1	1 of 1
22/11/04 308	08:10	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m47s	1 of 1	1 of 1
22/11/04 308	08:30	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m42s	1 of 1	1 of 1
22/11/04 308	08:50	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m43s	1 of 1	1 of 1
22/11/04 308	12:10	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m35s	1 of 1	1 of 1
22/11/04 308	12:30	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m18s	1 of 1	1 of 1
22/11/04 308	12:50	5 of 5	5 of 5	5 of 5	5 of 5	5 of 5	0h12m36s	1 of 1	1 of 1
22/11/04 308	06:10	4 of 5	4 of 5	4 of 5	4 of 5	4 of 5	0h07m33s	0 of 1	0 of 1
22/11/04 308	01:15	4 of 4	4 of 4	4 of 4	4 of 4	4 of 4	0h07m12s	0 of 0	0 of 0
22/11/04 308	01:20	4 of 4	4 of 4	4 of 4	4 of 4	4 of 4	0h07m09s	0 of 0	0 of 0
22/11/04 308	01:25	4 of 4	4 of 4	4 of 4	4 of 4	4 of 4	0h07m29s	0 of 0	0 of 0
22/11/04 308	01:35	4 of 4	4 of 4	4 of 4	4 of 4	4 of 4	0h07m24s	0 of 0	0 of 0
22/11/04 308	01:40	4 of 4	4 of 4	4 of 4	4 of 4	4 of 4	0h07m08s	0 of 0	0 of 0
22/11/04 308	01:45	4 of 4	4 of 4	4 of 4	4 of 4	4 of 4	0h07m24s	0 of 0	0 of 0
22/11/04 308	01:55	4 of 4	4 of 4	4 of 4	4 of 4	4 of 4	0h07m23s	0 of 0	0 of 0
22/11/04 308	02:00	4 of 4	4 of 4	4 of 4	4 of 4	4 of 4	0h07m09s	0 of 0	0 of 0
22/11/04 308	02:05	4 of 4	4 of 4	4 of 4	4 of 4	4 of 4	0h07m22s	0 of 0	0 of 0
22/11/04 308	02:15	4 of 4	4 of 4	4 of 4	4 of 4	4 of 4	0h07m23s	0 of 0	0 of 0
22/11/04 308	02:20	4 of 4	4 of 4	4 of 4	4 of 4	4 of 4	0h07m23s	0 of 0	0 of 0

after a RSS break : (for no RSS break issue then see below)

If MPE products are missing for more than 6 hours then an UNS announcement is to be sent out to the users. See UNS example below.

**EXAMPLE**

Type:	Service Alert
Ann Nr:	5659
Rev:	1
Start Time:	2020-02-17 09:00:00.0
Satellites:	MET-10
Subject:	ground-segment-anomaly
Impact:	data-unavailable
Detail:	The generation of the Multi-sensor Precipitation Estimate (MPE) products has not yet resumed after the end of the scheduled RSS interruption. This is not unusual and we expect the MPE product generation to resume in the next hours
Status:	ongoing
Issue Time:	2020-02-17 08:50:40.0
Services:	RSS Meteosat Meteorological Products RSS SEVIRI Level 1.5 Image Data

- **If the MPE product generation takes up to 15 hours to recover after the RSS interruption, then there is no need to inform the MPEF on-call person.**
- **If MPE product generation has not started after 15 hours, then inform OPS-DP by email. Please do not call the MPEF on-call person, because this will be in the middle of the night and there is nothing he/she can do anyway.**

**Action**

- **If only MPE products missing in 'MPEF toMMDS' and losses are due to missing SSMIS \*)**

**If only MPE products missing in 'MPEF to MMDS' and losses are due to missing SSMIS \*) :**

**If more than 12 repeat cycles are affected then raise a UNS (see example under UNS-MSG MPEF MPE and send an e-mail to ops-**




**dp@eumetsat.int. No AR and no Call-out is required to MPEF On-Call.**

\*) most likely case > so assume it is due to SSMIS missing. This could also be indicated by a MPEF alarm like: No data for more than 50% in image for more than 50% in image

- **For all other products (not MPE)**
- **IF losses start in 'MPEF to MMDS' and/or 'MMDS RX'**
  - check on MPEF if products are generated
  - **if necessary call OPS-DP On-Call if ongoing otherwise send e-mail to OPS-DP**
- **IF losses start in**
  - 'queued for Europe' and/or 'queued for Africa' and/or
  - 'MMDS to KU-Band' and/or 'MMDS to C-Band Africa' and/or
  - 'KU-Band RX' and/or 'C-Band Africa RX'
  - possible MMDS or EUMETCast problem (MMDS, uplink station, line)
    - Check if other services are also affected.
    - Check EUMETCast overall monitoring
  - If no other services affected, no EUMETCast problem could be identified THEN
    - if ongoing for more than 1 cycle and **if necessary** call Dissemination On-Call and then continue with **offline action** below
    - If not ongoing then send e-mail to Dissemination On-Call and opsreport
    - IF dissemination has resumed THEN continue with **offline action** below
- **losses start in MMDS to RMDCN**
  - possible connection problem to GTS (DWD)
    - Check for GEMS alarms - FTP connection to GTS
    - Check if RSS to GTS and/or IODC to GTS are also affected
    - If connection problem to DWD and ongoing then contact DWD
    - Check in SMART GTS viewer - EUM to GTS
    - If ongoing losses then call Dissemination ON-Call



➤ **offline action**

- report via e-mail to opsreport
- raise UNS Alert according to [UNS Alert Table](#) 
- raise MuMi MMDS or Eumetcast AR if reason is MMDS or EUMETCast
- If connection problem to DWD and ongoing then raise MMDS AR
- If a complete outage is expected to, or exceeds one hour THEN ensure that the duty analyst has informed the OPS on-call manager.

**3.2.8 MSG DCP to\_DVB****INFO**

Previously DCP messages were packed by DADF into LRIT files, each containing multiple DCP messages, for Eumetcast dissemination. As of 17 February 2022, DCP messages are disseminated via EUMETCast as individual files. The SMART “DCP Messages – to DVB” viewer has been updated accordingly. Prime Viewer is now under viewer 'DCP'. There are around 900 files sent in total for ODEG and IODC mission to the EUMETCast per hour.

DCP Messages - to DVB : Total Duration [12 hours] / End [0 hours from now]								
Date Day	Time	Mission	DCPF to MMDS	DCPF to MMDS Timeli...	Ku Europe	MME DCPF to Ku Euro...	C-Africa	Terrestrial
22/02/16 047	10:00	ODEG	884 of 884	0h00m08s	884 of 884	2m47.228s	884 of 884	884 of 884
22/02/16 047	10:00	IODC	73 of 73	0h00m07s	73 of 73	2m36.404s	73 of 73	73 of 73
22/02/16 047	11:00	ODEG	892 of 892	0h00m08s	892 of 892	2m57.777s	892 of 892	892 of 892
22/02/16 047	11:00	IODC	72 of 72	0h00m07s	72 of 72	3m03.444s	72 of 72	72 of 72
22/02/16 047	12:00	ODEG	901 of 901	0h00m08s	901 of 901	3m10.871s	901 of 901	901 of 901
22/02/16 047	12:00	IODC	78 of 78	0h00m07s	78 of 78	2m44.306s	78 of 78	78 of 78
22/02/16 047	13:00	ODEG	880 of 880	0h00m08s	880 of 880	2m47.771s	880 of 880	880 of 880
22/02/16 047	13:00	IODC	78 of 78	0h00m07s	78 of 78	2m43.260s	78 of 78	78 of 78
22/02/16 047	14:00	ODEG	878 of 878	0h00m08s	878 of 878	2m44.463s	878 of 878	878 of 878
22/02/16 047	14:00	IODC	81 of 81	0h00m07s	81 of 81	2m43.743s	81 of 81	81 of 81
22/02/16 047	15:00	ODEG	412 of 412	0h00m08s	394 of 412	3m07.246s	394 of 412	394 of 412
22/02/16 047	15:00	IODC	46 of 46	0h00m07s	46 of 46	2m58.247s	46 of 46	46 of 46

- **IF no DCPs for more than 1 hour or number of DCP files drops significantly or CheckEventAgent raised for missing DCP for more than 30 min:**
  - Check DCP Ground Segment chain (MME\_DCPF, PGS)
  - Contact GEO On-Call Analyst.

- Write an email to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int)
- If minor losses in a 1-hour cycle then:
  - Check DCP Ground Segment chain (MME\_DCPF, PGS)
  - Write an email to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int)
- UNS Alert should be raised if a long interruption in EUMETCast is confirmed, i.e. more than 1 hour.

**Example of UNS:**

**GOTO > [UNS- DCP-MMDS-to-DVB/DCSWEB/GTS](#)** 

### 3.2.9 MSG DCP MMDS to DCSWEB

#### INFO

The service is the DCS Web Service,

[http link: DCS Web Service \(Eumetsat\)](#)

DCPs are monitored on an hourly basis.

There are around 970 files sent in total for 0DEG and IODC mission to the DCS Web Service per hour.

DCP Messages - to DCSWEB : Total Duration [12 hours] / End [0 hours from now]							
Date - Day	Time	Mission	DCPF to MMDS	DCPF to MMDS Timeliness	MMDS distributed	Received at DCSWEB	Received at DCSWEB Timeliness
22/11/24 328	23:00	0DEG	901 of 901	0h00m08s	901 of 901	901 of 901	0h02m48s
22/11/24 328	23:00	IODC	74 of 74	0h00m08s	74 of 74	74 of 74	0h02m38s
22/11/25 329	00:00	0DEG	938 of 938	0h00m08s	938 of 938	938 of 938	0h03m31s
22/11/25 329	00:00	IODC	76 of 76	0h00m08s	76 of 76	76 of 76	0h03m10s
22/11/25 329	01:00	0DEG	923 of 923	0h00m08s	923 of 923	923 of 923	0h03m21s
22/11/25 329	01:00	IODC	72 of 72	0h00m08s	72 of 72	72 of 72	0h03m12s
22/11/25 329	02:00	0DEG	903 of 903	0h00m08s	903 of 903	903 of 903	0h02m59s
22/11/25 329	02:00	IODC	74 of 74	0h00m07s	74 of 74	74 of 74	0h02m40s
22/11/25 329	03:00	0DEG	907 of 907	0h00m09s	907 of 907	907 of 907	0h03m12s
22/11/25 329	03:00	IODC	72 of 72	0h00m07s	72 of 72	72 of 72	0h03m08s
22/11/25 329	04:00	0DEG	907 of 907	0h00m08s	907 of 907	907 of 907	0h03m10s
22/11/25 329	04:00	IODC	67 of 67	0h00m07s	67 of 67	67 of 67	0h03m08s
22/11/25 329	05:00	0DEG	890 of 890	0h00m08s	890 of 890	890 of 890	0h03m14s
22/11/25 329	05:00	IODC	67 of 67	0h00m08s	67 of 67	67 of 67	0h03m08s
22/11/25 329	06:00	0DEG	929 of 929	0h00m23s	929 of 929	929 of 929	0h02m43s
22/11/25 329	06:00	IODC	69 of 69	0h00m08s	69 of 69	69 of 69	0h02m31s
22/11/25 329	07:00	0DEG	891 of 891	0h00m08s	891 of 891	891 of 891	0h03m14s
22/11/25 329	07:00	IODC	70 of 70	0h00m07s	70 of 70	70 of 70	0h03m12s
22/11/25 329	08:00	0DEG	906 of 906	0h00m27s	906 of 906	902 of 902	0h03m20s
22/11/25 329	08:00	IODC	64 of 64	0h00m07s	64 of 64	64 of 64	0h02m37s
22/11/25 329	09:00	0DEG	20 of 20	0h00m06s	0 of 20	0 of 1	
22/11/25 329	09:00	IODC	2 of 2	0h00m04s	0 of 2	0 of 1	

Opened DCP Messages - to DCSWEB : Total Duration [12 hours] / End [0 hours from now]

Lifecycle of a DCP file is:

DCPF >> MMDS >> EOPORTAL|DCSWEB

Example Alarms:

22.314.08.10.11.686 MME\_DCSWEB\_OPE MAS-OPINTS00  
GEMS\_CheckEventsAgent A No MSG DCP files ingested at DCSWEB  
service for more than 30 minutes -> Matching GEMS event of severity [I],  
host [ANY], process [DCS.sddiCataloguer], msg regexp [^.  
\*sddi\_cataloguer.\*W\_XX.\*DCP\+REP.\*ingested.\*\$] not found for over  
[1800] seconds

#### ❑ Losses start in 'DCPF to MMDS'

- IF no DCPs for more than 1 hour or number of DCP files drops significantly and does not resume in the next cycle then:
  - Check DCP Ground Segment chain (MME\_DCPF, PGS)
  - Contact GEO On-Call Analyst.
  - Write an email to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int)
- If minor losses in a 1-hour cycle then:
  - Check DCP Ground Segment chain (MME\_DCPF, PGS)
  - Write an email to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int)

#### ❑ Losses start in 'MMDS distributed'

- There is an MMDS internal problem. DCP files are not distributed to the outgoing push directory. Call Dissemination On-Call immediately during office hours and outside office hours call during sociable hours (e.g. 08:00 - 22:00)

#### ❑ Losses start in 'Received at DCSWEB'

- Case 1: MMDS distributed OK + PushAgent alarm in MME\_EEDGE\_OPE that host 10.90.22.188 (EOPORTAL) not reachable

22.314.08.00.07.114 MME\_EEDGE\_OPE m2edds02  
EFTS\_PushAgent A Multimission Data to EO Portal: ftp\_edt Error:  
Host 10.90.22.188 is not reachable. Reason: java.io.IOException:  
AgentFtpClientEdtftpj:connect('10.90.22.188'): Control channel  
unexpectedly closed (" read so far)

EOPORTAL server is not reachable. email to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and

[opsreports@eumetsat.int](mailto:opsreports@eumetsat.int)

- **Case 2:** MMDS distributed OK + **No PushAgent** alarm that host 10.90.22.188 (EOPORTAL) not reachable

Possible hung of the PushAgent on MMDS :  
Call Dissemination On-Call immediately  
during office hours and outside office  
hours call during sociable hours (e.g. 08:00  
- 22:00)

**Note:**

- UNS Alert should be raised only if a long Ground Segment interruption is confirmed, i.e. more than 1 hour.

Example of UNS:

GOTO > [UNS- DCP-MMDS-to-DVB/DCSWEB/GTS](#) 

### 3.2.10 MSG DCP Bulletins - to GTS

#### INFO

DCP messages are processed into DCP bulletins and forwarded to the GTS Regional Telecommunication Hub (RTH) interface in Offenbach, Germany. DCP bulletins can contain more than one DCP message. There are around 10 DCP bulletins sent to GTS per hour..

DCP Bulletins - to GTS : Total Duration [12 hours] / End [0 hours from now]							
Day - Start Time	Mission	MME DCPF to MMDS	MMDS in from MME DCPF	DCP to RMDCN	RMDCN Timeliness	Closed Loop: DWD to IDS	DCP Headers
22/05/17 137 - 23:00	DCP	9 of 9	9 of 9	9 of 9	1m15.000s	9 of 9	9 of 9
22/05/18 138 - 00:00	DCP	10 of 10	10 of 10	10 of 10	1m06.000s	10 of 10	10 of 10
22/05/18 138 - 01:00	DCP	10 of 10	10 of 10	10 of 10	1m37.000s	10 of 10	10 of 10
22/05/18 138 - 02:00	DCP	9 of 9	9 of 9	9 of 9	36.000s	9 of 9	9 of 9
22/05/18 138 - 03:00	DCP	10 of 10	10 of 10	10 of 10	1m30.000s	10 of 10	10 of 10
22/05/18 138 - 04:00	DCP	10 of 10	10 of 10	10 of 10	1m20.000s	10 of 10	10 of 10
22/05/18 138 - 05:00	DCP	10 of 10	10 of 10	10 of 10	59.000s	10 of 10	10 of 10
22/05/18 138 - 06:00	DCP	9 of 9	9 of 9	9 of 9	1m04.000s	9 of 9	9 of 9
22/05/18 138 - 07:00	DCP	10 of 10	10 of 10	10 of 10	41.000s	10 of 10	10 of 10
22/05/18 138 - 08:00	DCP	10 of 10	10 of 10	10 of 10	1m00.000s	10 of 10	10 of 10
22/05/18 138 - 09:00	DCP	9 of 9	9 of 9	9 of 9	58.000s	9 of 9	9 of 9
22/05/18 138 - 10:00	DCP	7 of 7	6 of 7	6 of 7	1m00.000s	6 of 7	6 of 7

Opened DCP Bulletins - to GTS : Total Duration [12 hours] / End [0 hours from now]

- IF no DCP Bulletins for more than 1 hour or number of DCP Bulletins drops significantly and does not resume in the next cycle then:
  - Check DCP Ground Segment chain (MME\_DCPF, PGS)
  - Contact GEO On-Call Analyst.
  - Write an email to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int)
  
- If minor losses in a 1-hour cycle then:
  - Check DCP Ground Segment chain (MME\_DCPF, PGS)

- Write an email to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int)
- If ongoing losses then call Dissemination ON-Call
- UNS Alert should be raised only if a long Ground Segment interruption is confirmed, i.e. more than 1 hour.

Example of UNS:

GOTO > [UNS- DCP-MMDS-to-DVB/DCSWEB/GTS](#) 



**3.2.11** **MSG IDS ROLLING ARCHIVE****INFO:**

All MSG PRIME and IODC SEVIRI and MPEF data is pushed to the Rolling Archive on the MMDS IDS server. From there it will be polled by users (e.g. by NOAA)

The SMART viewer has following monitoring points:

MMDS to IDS: file is pushed to IDS

RX in IDS: file is received on IDS server

IDS Archived: file is received in the archive directory of IDS server

Polled by NOAA: file is successfully polled by NOAA PDA

**Note: that NOAA does not poll PRIME (never did) and IODC MPEF (since 04/01/2022) files. Therefore the expectation schedule is set to 0.**

The screenshot displays the 'geo SMART' application interface with four data tables arranged in a 2x2 grid. Each table is titled 'NON-UPDATING' and contains columns for Day, MSG Cycle, MMDS to I..., RX in IDS, IDS Archived, Polled by..., and timeliness... The data is organized into four panels:

- Top-Left Panel:** Prime SEVIRI HRIT - MMDS to IDS. Shows data for 20/01/15 0... with columns: Day, MSG Cycle, MMDS to I..., RX in IDS, IDS Archived, Polled by..., timeliness... Values include 114 of 114 for most columns, and 81 of 114 for Polled by... at 13:15.
- Top-Right Panel:** IODC SEVIRI HRIT - MMDS to IDS. Shows data for 20/01/15 0... with columns: Day, MSG Cycle, MMDS to I..., RX in IDS, IDS Archived, Polled by..., timeliness... Values include 114 of 114 for most columns, and 113 of 114 for Polled by... at 13:00.
- Bottom-Left Panel:** Prime MPEF LRIT - MMDS to IDS. Shows data for 20/01/16 0... with columns: Day, MSG Cycle, MMDS to I..., RX in IDS, IDS Archived, Polled by..., timeliness... Values include 41 of 41, 29 of 29, 51 of 51, and 0 of 41 for Polled by... at 10:45.
- Bottom-Right Panel:** IODC MPEF LRIT - MMDS to IDS. Shows data for 20/01/15 0... with columns: Day, MSG Cycle, MMDS to I..., RX in IDS, IDS Archived, Polled by..., timeliness... Values include 36 of 36, 23 of 23, 35 of 35, and 25 of 34 for Polled by... at 13:00.

At the bottom of the application window, a status bar reads: 'Opened IODC MPEF LRIT - MMDS to IDS : Total Duration [2 days] / End [0 days from now]'.

## Action

- IF losses start in 'MMDS to IDS' and ongoing for 1 hour
  - check that data is available in EUMETCast dissemination
  - IF data is available on IMPF/DADF/EUMETCast THEN
    - Possible crash of EFTS Push Agent
    - Call dissemination On-Call
  - ELSE investigate on IMPF or DADF side
- IF losses start in 'RX in IDS' or 'IDS Archived' and ongoing for 1 hour
  - Call dissemination On-Call. Possible IDS problem.
- IF intermittent losses start in 'Polled by NOAA' and ongoing for 1 hour **SEVIRI ONLY >>>**  
**No MPEF DATA is POLLED BY NOAA >>> EXPECTATION Is set to 0**

- Possible FTP configuration problem on NOAA or Eumetsat side.  
E.g. (DOY2020.015) intermittent losses due to problem with SSL application  
resulted in incorrect port ranges and firewall issues (EUM/MuMi/AR/3656)  
Call Dissemination On-Call
- IF 0 files polled start in 'Polled by NOAA' and ongoing for 1 hour **SEVIRI ONLY >>> No  
MPEF DATA is POLLED BY NOAA >>> EXPECTATION Is set to 0**
- Possible problem at NOAA PDA side. NOAA has stopped polling

### 3.2.12 UNEXPECTED EVENTS

Day	MSG Cy...	MPEF to DA...	DADF Out	DADF Tlin...	Ku Euro...	Ku Eur Tli...	C-Africa...	C-Africa ...	Afr RX Tliness	Polled by NOAA
19/06/23...	15:45	U 12 of 12	U 35 of 35	U 0h17m31s	35 of 35	0h19m51s	35 of 35	35 of 35	0h19m54s	U 35 of 35
19/06/23...	16:00	8 of 8	34 of 34	0h16m52s	34 of 34	0h25m07s	34 of 34	34 of 34	0h24m30s	34 of 34
19/06/23...	16:15	U 7 of 7	U 23 of 23	U 0h17m20s	23 of 23	0h19m06s	23 of 23	23 of 23	0h19m06s	U 23 of 23
19/06/23...	16:30	U 7 of 7	U 23 of 23	U 0h16m56s	23 of 23	0h18m48s	23 of 23	23 of 23	0h18m36s	U 23 of 23
19/06/23...	16:45	U 12 of 12	U 35 of 35	U 0h18m01s	35 of 35	0h20m28s	35 of 35	35 of 35	0h20m20s	U 35 of 35
19/06/23...	17:00	8 of 8	34 of 34	0h17m10s	34 of 34	0h25m06s	34 of 34	34 of 34	0h25m15s	34 of 34
19/06/23...	17:15	U 7 of 7	U 23 of 23	U 0h16m43s	23 of 23	0h18m27s	23 of 23	23 of 23	0h18m23s	U 23 of 23
19/06/23...	17:30	U 7 of 7	U 23 of 23	U 0h16m51s	23 of 23	0h18m32s	23 of 23	23 of 23	0h18m27s	U 23 of 23

Unexpected data/product can cause channel saturation. In this case not all files can be disseminated in the related EUMETCast Channel depending on the amount of unexpected files and their filesize.

#### Action

#### IF continuous THEN inform Dissemination team

- during office hours by phone
- outside office hours by to on-call diss engineer with cc opsreports and cc duty analyst
- report to opsreport
-

3.2.13 TIME CELL RED - incorrect timestamp

Day	MSG Cycle	DADF Out	DADF Timeliness	Ku Europe Received	Ku Europe Timelin...	C Africa Received	Polled by NOAA
19/08/19 231	12:45	114 of 114	0h02m41s	114 of 114	0h04m03s	114 of 114	114 of 114
19/08/19 231	13:00	114 of 114	0h02m44s	114 of 114	0h04m03s	114 of 114	114 of 114
19/08/19 231	13:15	114 of 114	0h02m47s	114 of 114	0h04m02s	114 of 114	114 of 114
19/08/19 231	13:30	114 of 114	0h02m54s	114 of 114	0h04m01s	114 of 114	114 of 114
19/08/19 231	13:45	113 of 114	0h03m49s	113 of 114	0h05m07s	113 of 114	113 of 114
19/08/19 231	14:00	0 of 114		0 of 114		0 of 114	114 of 114
19/08/19 231	14:15	113 of 114	0h03m29s	113 of 114	0h04m09s	113 of 114	113 of 114
19/08/19 231	14:30	0 of 114		0 of 114		0 of 114	114 of 114
19/08/19 231	14:45	114 of 114	0h02m52s	114 of 114	0h04m09s	114 of 114	114 of 114
19/08/19 231	15:00	114 of 114	0h02m53s	114 of 114	0h04m03s	114 of 114	114 of 114
19/08/19 231	15:15	114 of 114	0h02m54s	114 of 114	0h04m02s	114 of 114	114 of 114
19/08/19 231	15:30	114 of 114	0h02m55s	114 of 114	0h04m03s	114 of 114	114 of 114
19/08/19 231	15:45	114 of 114	0h02m58s	114 of 114	0h04m07s	114 of 114	114 of 114

Day	MSG Cycle	DADF Out	DADF Out Timeliness	Ku Europe Received	Ku Europe Timeliness
18/05/29 149	07:35	44 of 44	0h02m15s	44 of 44	0h03m16s
18/05/29 149	07:40	44 of 44	0h02m12s	44 of 44	0h03m26s
18/05/29 149	07:45	44 of 44	0h02m19s	44 of 44	0h03m17s
18/05/29 149	07:50	44 of 44	0h02m15s	44 of 44	0h03m18s
18/05/29 149	07:55	44 of 44	0h02m14s	44 of 44	0h03m32s
18/05/29 149	08:00	44 of 44	0h02m16s	44 of 44	0h03m34s
18/05/29 149	08:05	44 of 44	0h02m16s	44 of 44	0h03m14s
18/05/29 149	08:10	0 of 44		0 of 44	
18/05/29 149	08:15	44 of 44	0h01m15s	44 of 44	0h02m19s
18/05/29 149	08:20	44 of 44	0h02m14s	44 of 44	0h03m29s
18/05/29 149	08:25	43 of 44	0h03m09s	43 of 44	0h08m14s
18/05/29 149	08:30	44 of 44	0h01m15s	44 of 44	0h02m49s

INFO:

The time cell in the PRIME/IODC/RSS SEVIRI HRIT viewers will go red if one or more segments of the related repeat cycle have an incorrect timestamp in its filename. The timestamp (minutes) in the filename does not match the repeat cycle

pattern of (00|15|30|45) for 0degree/IODC, OR (00|05...50|55) for RSS within the full timestamp pattern of yyymmddhhMM due to a possible early or late start of image scan or sun-collinearity or RI failure.

In the case of RSS the files are disseminated, in case of PRIME and IODC mission the files are not disseminated. (see screenshots above)

Example:

H-000-MSG3\_\_-MSG3\_RSS\_\_\_\_\_-\_\_\_\_\_-EPI\_\_\_\_\_-20180529**0816**-\_\_

### Action

- **Log events**
- **Check on S/C side (if possible) for early or late start of imaging**  
**Identify the cause of a possible early/late scan start**  
(e.g. no commanding of S/C due to PGS or CF problems, PGS – S/C sun-collinearity)
- **Inform Analyst On-Call**
- **Inform SOE On-Call if required**
- **Raise AR as appropriate according to the cause of the problem**  
e.g.: early or late scanning start, sun-collinearity season with delayed reception of RI ...
  
- a UNS Alert should be sent for RSS with detail section as below:

-----  
Due to ground segment problems the repeat cycles from {hh:mm} to {hh:mm} were disseminated with incorrect timestamp.

### 3.2.14 INCOMPLETE -Cell red but no segments missing

IMPF can flag an image of a repeat cycle as incomplete although all segments have been generated and disseminated (e.g. '114 of 114' in 0degree/IODC and '44 of 44' in RSS). SMART will turn the affected cell in DADF-OUT column red.

Prime SEVIRI HRIT - DADF to DVB : Start [11.130.08.30] End [11.130.10.15] NON-UPDATING							
NON-UPDATING							
Day	MSG-Cycle	DADF Out to DVB	DADF Out Timelin	User Station Segm	User Station Tim	Ku Europe Received	C Africa Received
11/05/10 130	08:30	114 of 114	0h02m24s	114 of 114	0h03m27s	114 of 114	114 of 114
11/05/10 130	08:45	114 of 114	0h02m31s	114 of 114	0h03m25s	114 of 114	114 of 114
11/05/10 130	09:00	114 of 114	0h02m24s	114 of 114	0h03m42s	114 of 114	114 of 114
11/05/10 130	09:15	114 of 114	0h02m28s	0 of 114		0 of 114	0 of 114
11/05/10 130	09:30	114 of 114	0h02m21s	114 of 114	0h03m25s	114 of 114	114 of 114
11/05/10 130	09:45	114 of 114	0h02m25s	114 of 114	0h03m38s	114 of 114	114 of 114
11/05/10 130	10:00	114 of 114	0h02m27s	114 of 114	0h03m45s	114 of 114	114 of 114

Prime SEVIRI HRIT - Lost, Late, Incomplete or Bad Timestamp : Start [11.130.08.30] End [11.130.10.15] NON-UPDATING							
NON-UPDATING							
Day	MSG-Cycle	Offset Timestamp Flag	Incomplete Image Flag	User Station Segments	User Station	Ku Europe Received	C Africa Received
11/05/10 130	09:15		1	0 of 114		0 of 114	0 of 114

- Log events and expect the alerts in GEMS MME\_SMART\_OPE\_GEO when timeliness is reached.
- Check IMPF log and Quick Look Display for missing lines  
**Note:** Incomplete Image alarms are raised even if all segments have been disseminated (e.g. 114 of 114 or 44 of 44 in RSS).
- IF no missing lines found then the incomplete image is due to other rare event (see Comment) THEN Contact ops-dp On-Call if required.
- Inform Analyst On-Call if required.
- Raise AR as appropriate according to the cause of the problem.  
**Note:** No AR required for bad TF count and/or bad

**weather.**

Comment:

possible other rare causes for incomplete image are:

- wrong setting of the RSS scan window in IMPF
- wrong setting of the so called +60 window during FES
- distorted or chopped image due to rectification point setting when RSS spacecraft (MSGx) supports 0degree mission instead of nominal spacecraft for PRIME mission



### 3.2.15 UNS Alert Table

GOTO > [MSG-UNS Template and Alert Table](#)<sup>801</sup>

## 3.3

## SMART GEONETCAST

SMART GEONETCAST	ID
dbWinds <sup>47</sup>	SMART-GNC-101 <sup>47</sup>
CMA-FY2 <sup>73</sup>	SMART-GNC-102 <sup>73</sup>
CMA-FY3 <sup>48</sup>	SMART-GNC-103 <sup>48</sup>
Modis radiances products <sup>50</sup>	SMART-GNC-104 <sup>50</sup>
Modis Precip. Water products <sup>51</sup>	SMART-GNC-105 <sup>51</sup>
No NESDIS SSMIS data <sup>52</sup>	SMART-GNC-106 <sup>52</sup>

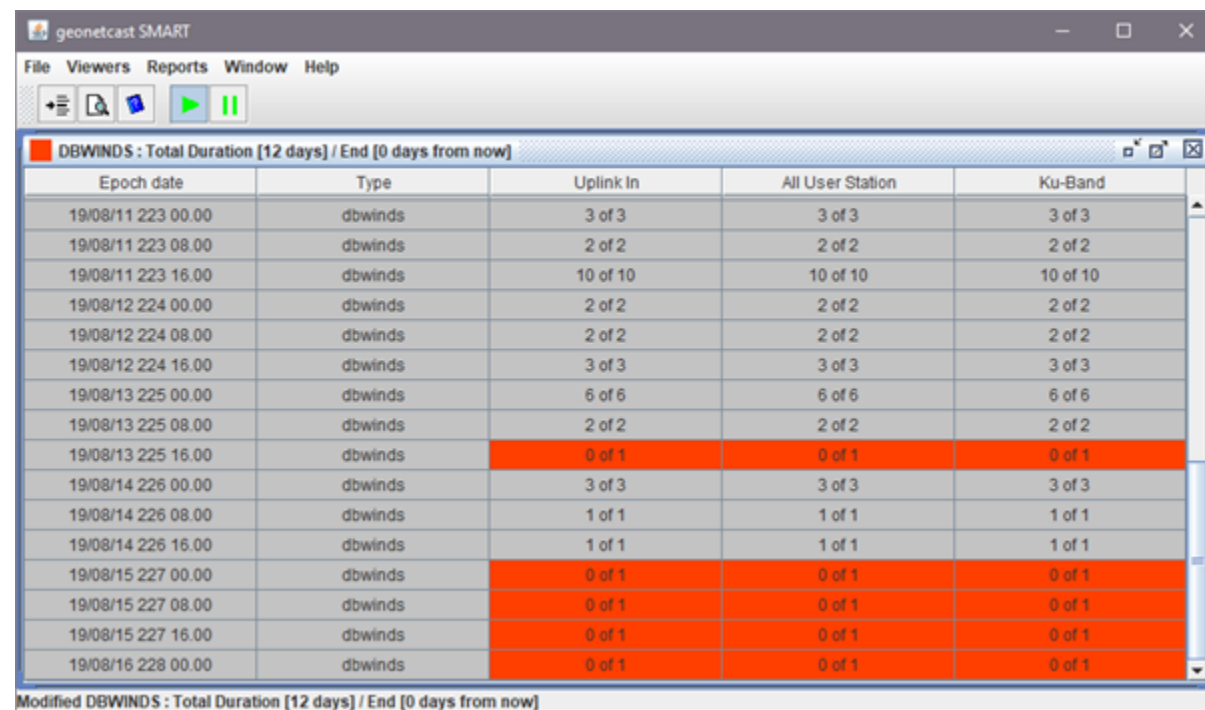
### 3.3.1 dbWinds

#### Info

This is an indication that the data provider (NOAA CIMSS) has stopped sending data to the Eumetsat. The CEA has been changed in July 2019 from 12 hours to 24 hours

SMART cycles are set to 8 hours. IF only 1 or 2 cycles missing then no action is required.

**Analyst monitoring since Q1 2021**



Epoch date	Type	Uplink In	All User Station	Ku-Band
19/08/11 223 00.00	dbwinds	3 of 3	3 of 3	3 of 3
19/08/11 223 08.00	dbwinds	2 of 2	2 of 2	2 of 2
19/08/11 223 16.00	dbwinds	10 of 10	10 of 10	10 of 10
19/08/12 224 00.00	dbwinds	2 of 2	2 of 2	2 of 2
19/08/12 224 08.00	dbwinds	2 of 2	2 of 2	2 of 2
19/08/12 224 16.00	dbwinds	3 of 3	3 of 3	3 of 3
19/08/13 225 00.00	dbwinds	6 of 6	6 of 6	6 of 6
19/08/13 225 08.00	dbwinds	2 of 2	2 of 2	2 of 2
19/08/13 225 16.00	dbwinds	0 of 1	0 of 1	0 of 1
19/08/14 226 00.00	dbwinds	3 of 3	3 of 3	3 of 3
19/08/14 226 08.00	dbwinds	1 of 1	1 of 1	1 of 1
19/08/14 226 16.00	dbwinds	1 of 1	1 of 1	1 of 1
19/08/15 227 00.00	dbwinds	0 of 1	0 of 1	0 of 1
19/08/15 227 08.00	dbwinds	0 of 1	0 of 1	0 of 1
19/08/15 227 16.00	dbwinds	0 of 1	0 of 1	0 of 1
19/08/16 228 00.00	dbwinds	0 of 1	0 of 1	0 of 1

#### Action

- No action is required if only 1-2 cycles are missing.
- see also CEA alarm [CEA alarm dbWinds](#)<sup>180</sup>

### 3.3.2 CMA-FY3

#### INFO:

FY3 products come with a timeliness delay of ~6-9 hours therefore an interruption can only be determined after about 9 hours after the last file received.

**However, sometimes FY3C products are even delayed by ~24 hours.**

FY3C is received via RMDCN and Internet. (only 1 product per cycle (MWHS))

FY3D is polled directly from CMA server.

FY3B service has stopped in 01.06.2020. End of life

Note: CMA reported that they have switched off MWRI instrument on board  
(see announcement: <http://www.nsmc.org.cn/en/NSMC/Contents/100334.html>)

FY3C MWRI and IRAS products have officially been stopped (instrument switched off)

Cycle Day	Cycle Time	Satellite	Poll from CMA	MMDS In (Pri.)	MMDS In (Int.)	TOTAL Rcvd	TOTAL Rcvd	Timeliness	NRT Rcvd at	NRT Rcvd K.	Timeliness o.	TOTAL-NRT
20/06/02 154	01:34	FY3C	0 of 0	1 of 1	1 of 1	1 of 1	1 of 1	0d 06h33m1...	1 of 1	1 of 1	0d 06h33m1...	0d 00h00m0...
20/06/02 154	02:17	FY3D	4 of 4	4 of 4	0 of 0	4 of 4	4 of 4	0d 03h19m5...	4 of 4	4 of 4	0d 03h19m5...	0d 00h00m0...
20/06/02 154	03:16	FY3C	0 of 0	0 of 1	0 of 1	0 of 1	0 of 1		0 of 1	0 of 1		
20/06/02 154	03:58	FY3D	4 of 4	4 of 4	0 of 0	4 of 4	4 of 4	0d 03h01m4...	4 of 4	4 of 4	0d 03h01m4...	0d 00h00m0...
20/06/02 154	04:57	FY3C	0 of 0	0 of 1	0 of 1	0 of 1	0 of 1		0 of 1	0 of 1		
20/06/02 154	05:40	FY3D	4 of 4	4 of 4	0 of 0	4 of 4	4 of 4	0d 03h22m3...	4 of 4	4 of 4	0d 03h22m3...	0d 00h00m0...
20/06/02 154	06:38	FY3C	0 of 0	0 of 1	0 of 1	0 of 1	0 of 1		0 of 1	0 of 1		
20/06/02 154	07:21	FY3D	10 of 10	10 of 10	0 of 0	10 of 10	10 of 10	0d 23h18m4...	D 4 of 4	4 of 4	0d 04h10m5...	0d 19h07m5...
20/06/02 154	08:20	FY3C	0 of 0	1 of 1	1 of 1	1 of 1	1 of 1	0d 06h12m0...	1 of 1	1 of 1	0d 06h12m0...	0d 00h00m0...
20/06/02 154	09:03	FY3D	6 of 6	6 of 6	0 of 0	6 of 6	6 of 6	0d 22h00m0...	D 4 of 4	4 of 4	0d 03h06m3...	0d 18h53m3...
20/06/02 154	10:01	FY3C	0 of 0	1 of 1	1 of 1	1 of 1	1 of 1	0d 06h12m1...	1 of 1	1 of 1	0d 06h12m1...	0d 00h00m0...

#### Action

**Note:** products nominally come in 6-9 hours after cycle time. SMART will go red after 9 hours of cycle time.

Therefore:

- Check CMA announcements on CMA web page:

<http://www.nsmc.org.cn/en/NSMC/Contents/100358.html>

**For FY3C:**

- **IF outage is ongoing for more than 5 cycles then**
  - inform CMA by e-mail with CC to [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int) and Diss On-Call
    - See [CMA OICD](#) \*) (EUM/OPS/ICD/07/2630) for PoC
    - Report on the type of outage, what products are missing and the time/duration of the outage

**For FY3D:**

- **IF outage is ongoing for more than 3 cycles then**  
**IF products are polled but not disseminated then call dissemination On-Call**  
**If products are not polled then**
  - inform CMA by e-mail with CC to [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int) and Diss On-Call
    - See [CMA OICD](#) \*) (EUM/OPS/ICD/07/2630) for PoC
    - Report on the type of outage, what products are missing and the time/duration of the outage

**For both cases:**

- **Raise Eumetcast AR if outage is longer than 24 hours**
  - **No UNS is to be raised as the data goes to restricted users only.**

### 3.3.3 Modis radiances products

click here:

[GEMS FACILITIES > DVB KU-Band > CheckEventAgent > No Modis Radiances products received on EUMETCast reception station for more than 6 hours](#) 178

### 3.3.4 Modis Precip. Water products

click here:

**GEMS FACILITIES > DVB KU-Band > CheckEventAgent > No Modis Precip. Water products received on EUMETCast reception station for more than 6 hours**

### 3.3.5 No NESDIS SSMIS data

click here:

[see GEMS FACILITIES > SMART-OPE-GEONETCAST >SmartServer-geonetcast >Service \[SSMIS\], first activity \[2012-062-03:15:37\], total alert duration \[0s\], F16 \(SA\) data missing.eMail to OPS Reports.](#)



## 3.4

## SMART EUMETCAST

SMART EUMETCAST	ID
Dailylogs <sup>(54)</sup>	SMART-EUM-101 <sup>(54)</sup>
EUMETCast outages <sup>(56)</sup>	SMART-EUM-102 <sup>(56)</sup>

### 3.4.1 Dailylogs

#### Info

Dailylogs are generated every morning by the various SMART instances on MASIF and then polled by MMDS for dissemination in EUMETCast.

Currently 48 daily logs for EUMETCast Europe and 13 dailylogs for EUMETCast Africa service are generated and disseminated.

The screenshot shows the 'eumetcast SMART - VAL' application window. The main content area displays a table titled 'Daily Logs : Total Duration [1 day] / End [1 day ago]'. The table has 10 columns: Daily Log Date, Mission, Polled from MASIF, OIS Timeliness, To Uplink, To Uplink Timeli..., Ku Europe, User Station Tim..., C-Africa, and User Station Tim... The data rows show various missions like EARS, EPS\_M01, EPS\_M02, EPS\_M03, EPS\_Mxx, EPS\_Nxx, MSG, MSG\_ODEG, MSG\_IODC, MSG\_RSS, MSG\_SAF, and TPDS, along with their respective performance metrics.

Daily Log Date	Mission	Polled from MASIF	OIS Timeliness	To Uplink	To Uplink Timeli...	Ku Europe	User Station Tim...	C-Africa	User Station Tim...
19/09/12 255	EARS	9 of 9	0h23m59s	4 of 4	0h23m59s	3 of 3	0h30m32s	1 of 1	0h30m03s
19/09/12 255	EPS_M01	20 of 20	0h19m15s	11 of 11	0h19m15s	9 of 9	0h23m59s	2 of 2	0h20m09s
19/09/12 255	EPS_M02	17 of 17	0h19m15s	9 of 9	0h19m15s	8 of 8	0h21m20s	1 of 1	-1h39m30s
19/09/12 255	EPS_M03	12 of 12	0h14m15s	6 of 6	0h14m15s	6 of 6	0h23m38s	0 of 0	
19/09/12 255	EPS_Mxx	6 of 6	-2h40m51s	U 3 of 3	U -2h40m51s	2 of 2	-2h39m38s	2 of 2	-2h39m35s
19/09/12 255	EPS_Nxx	11 of 11	0h19m15s	6 of 6	0h19m15s	5 of 5	0h20m51s	1 of 1	0h20m00s
19/09/12 255	MSG	3 of 3	-1h56m03s	2 of 2	-1h56m03s	1 of 1	-1h49m36s	1 of 1	-1h49m56s
19/09/12 255	MSG_ODEG	6 of 6	0h08m52s	4 of 4	0h08m52s	2 of 2	0h10m43s	2 of 2	0h10m13s
19/09/12 255	MSG_IODC	6 of 6	0h08m53s	4 of 4	0h08m53s	2 of 2	0h10m10s	2 of 2	0h10m21s
19/09/12 255	MSG_RSS	4 of 4	0h03m52s	2 of 2	0h03m52s	2 of 2	0h10m32s	0 of 0	
19/09/12 255	MSG_SAF	9 of 9	0h19m09s	5 of 5	0h19m08s	4 of 4	0h20m51s	1 of 1	0h20m14s
19/09/12 255	TPDS	8 of 8	-0h30m55s	4 of 4	-0h30m55s	4 of 4	-0h27m57s	0 of 0	

Modified Daily Logs : Total Duration [1 day] / End [1 day ago]

#### Action

- Log Event
- IF missing in 'Polled from MASIF' then contact MASIF support to check if

**the dailylogs are generated**

- **IF polling is OK but missing in KU Europe or C-Africa contact Dissemination Team during working hours.**

### 3.4.2 EUMETCast outages

For any losses in

- EUMETCast Europe Satellite ( KU-Band)
- EUMETCast Africa Satellite (C-Band)

Please refer to Dissemination Procedure 0N\_DIS01

[0N\\_DIS01 Dissemination Monitoring](#)

- EUMETCast Terrestrial > goto [Eumetcast-Terrestrial](#)

3.5

**EUMETCast Terrestrial**

SMART EUMETCAST TERRESTRIAL	ID
Terrestrial Monitoring <sup>(58)</sup>	Terrestrial Monitoring <sup>(58)</sup>

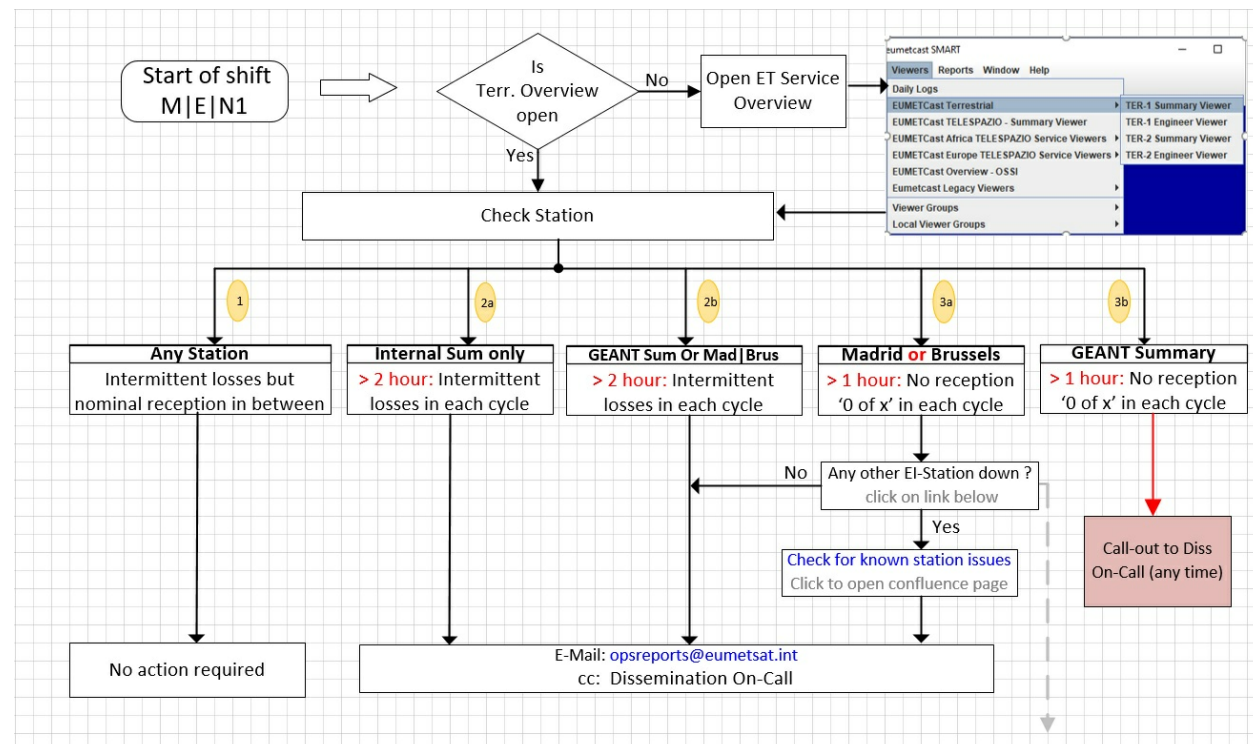
### 3.5.1 Terrestrial Monitoring

#### Info

EUMETCast Terrestrial is monitored via SMART EUMETCAST Terrestrial viewer on MASIF2 workstation under workspace TERRESTRIAL. Not all Terrestrial User stations are monitored in SMART but only the 2 internal Eumetsat stations and 4 external terrestrial reference stations.

Monitoring has been restructured to have one Summary Viewer for Controllers and one Engineer viewer to show individual reference stations. User Stations are monitored outside of SMART. See link [EI-User-Stations](#)

**Until dissemination procedure 0N\_DIS01 has been updated please use instructions here in the KBase below**



**Possible outage reasons**

- 2a temp. resource problem. Check after 2 hours
- 2b reference stations not added to a new service
- 3a Problem with Eumetcast terr. Internet (e.g. Overon)
- 3b GEANT network problem

scroll to right end of page

GEANT			INTERNET		
AWIDE	CMA	DANTE	EI-NMS_MF	EI-NMS_Hun	EI-NMS_It(G
21 of 21	0 of 436	644 of 644	89 of 89	120 of 120	130 of 130
8 of 8	0 of 935	1380 of 1380	154 of 154	186 of 186	295 of 295

<https://tcweb/~miladt/www/TERGusersAvailability.NRT.html>

[Check for known station issues](#)  
Click to open confluence page

## 3.6

## SMART TPDS

SMART TPDS	ID
GOES16 and GOES18 - Summary	SMART-TPDS-101
CMA-FY2	SMART-TPDS-102
Himawari	SMART-TPDS-104
GOES-16/18 ABI L1b KUBAND RX FAILED	SMART-TPDS-105
GOES-16/18 GLM L2 POLL FAILED	SMART-TPDS-106
GOES-16/18 GLM L2 KUBAND RX FAILED	SMART-TPDS-107



3.6.1 GOES16/18 Summary

The screenshot displays the tpds SMART interface with four data tables:

- GOES-16 ABI L1b L2 products:** Shows data for cycles 11:20 to 13:20. Product timeliness values range from 21m50.911s to 0 of 21.
- GOES-16 GLM:** Shows data for cycles 12:20 to 13:20. Product timeliness values range from 8m24.840s to 0 of 1.
- GOES-16 SpaceWeather:** Shows data for cycles 10:15 to 13:15. Product timeliness values range from 9m53.287s to 0 of 12.
- GOES-18 ABI L1b L2 products:** Shows data for cycles 11:20 to 13:20. Product timeliness values range from 17m11.753s to 0 of 18. Several cells in this table are highlighted in red, indicating issues.
- GOES-18 GLM:** Shows data for cycles 12:20 to 13:20. Product timeliness values range from 8m10.067s to 0 of 1.

Goto:

[GOES16/18 - ABI L1B \(2km resolution\)](#) <sup>642</sup>

(SMART Alert is raised after 1 hour)

[GOES16/18 - GLM \(Lightning product\)](#) <sup>645</sup>

(SMART Alert is raised after 45 min)

[GOES16 - SpaceWeather](#) <sup>648</sup>

(SMART Alert is raised after 1 hour)

[GOESxx - ABI L1B time column red](#) <sup>642</sup>

(this indicates a timestamp offset)

- For ongoing product timeliness for more than 1 hour raise UNS alert and inform about the delay.
- For ongoing product losses for more than 1 hour raise UNS alert

➤ **see also detailed instruction by using related Topic link(s) above**

**3.6.2 GOES-16/18 ABI L1b/L2 KUBAND RX FAILED OR LATE****Info:**

GOES-16/18 ABI nominal 2km resolution products are polled by MMDS from the NOAA PDA servers. Every 10 minutes 16 files (Channel 01 to Channel 16) are expected. These files are then disseminated in EUMETCast.

For GOES-16: Five L2 products are expected in the same viewer. All together ABI L1b/L2 viewer expects 21 files per 10 minute cycle.

For GOES-18: two L2 products (ASR/CSR) are expected. ABI L1b/L2 viewer expects 18 files per 10 minute cycle.

If 3 or more files are not available in one cycle then the following alarm is raised after 1 hour at the end of the end of the 10-min cycle + 45 min allowable timeliness.

**GOES-16/17 ABI L1B/L2 -nominal 2km resolution products**

[RD] - EUM/OPS/ICD/17/922849 NOAA ESPC -EUMETSAT MMDS Operations OICD

- **1. IF data is not polled for more than 1 hour then**
  - Check for e-mails from ESPC operations (NOAA) with information on PDA or GOES-16 issues.  
and/or check on NOAA Web side: <https://www.ospo.noaa.gov/Operations/messages.html>
  - Contact Dissemination On-Call to check the availability on PDA and to check possible EFTS Agent problems
- **2. IF data is polled but not processed by CPF for more than 1 hour then call dissemination On-Call.**
- **3. IF data is polled and processed but not received in KUBAND for more than 1 hour then call dissemination On-Call.**
- **4. IF data is polled late from PDA (e.g. Product Timeliness > 1 hour) for more than 1 hour and continuing then check for NOAA (ESPC) announcements and/or contact NOAA as per OICD and inform dissemination on-Call**
- **5. IF partial data is missing in 3 or more consecutive cycles then check for NOAA (ESPC)**

**announcements of possible failure of only L2 products or failure of only L1b single Band failure. If no explanation given by NOAA then Call dissemination On-Call. If failure is at NOAA side then send e-mail to opsreport**

➤ **In all 5 cases if losses  $\geq$  1 hour (6 cycles)**

- **raise MuMi AR**
  - **facility = EUMETcast if reason is unclear or at Eumetsat**
  - **facility= NOAA GS GEO if reason is at NOAA side (e.g. maintenance)**
- **Send UNS alert for products not available or for products delayed**

### 3.6.3 GOES-16/18 GLM L2 POLL FAILED

#### Info:

GOES-16/18 GLM products (Lightning products) are polled by MMDS CPF (Central Processing Facility) from the NOAA PDA servers. Every 5 minutes 15 files are expected. These files are then zipped to one file and disseminated in EUMETCast.

If one or more files are not available after 45 minutes then the following alarm is raised at the end of the 9th 5-min cycle after the problem has started.

SMART only raises alerts after 45 minutes due to the timeliness of the product.

DOY	Cycle	Satellite	Polled by M.	CPF Proce...	Rec'd at uplink	KU-Europ...	Product ti.	Turnaroun...
19/10/11	11:10	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	1h07m50	1h04m37...
19/10/11	11:15	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	1h02m52	59m16.47...
19/10/11	11:20	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	57m54.49	54m09.49...
19/10/11	11:25	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	52m56.25	48m58.25...
19/10/11	11:30	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	47m58.18	42m57.18...
19/10/11	11:35	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	43m00.17	37m43.17...
19/10/11	11:40	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	38m02.02	29m39.02...
19/10/11	11:45	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	33m03.94	25m44.94...
19/10/11	11:50	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	28m05.84	22m08.84...
19/10/11	11:55	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	23m07.64	17m29.64...
19/10/11	12:00	GOES-16	15 of 15	1 of 1	1 of 1	0 of 1		
19/10/11	12:05	GOES-16	15 of 15	1 of 1	1 of 1	0 of 1		
19/10/11	12:10	GOES-16	15 of 15	1 of 1	1 of 1	0 of 1		
19/10/11	12:15	GOES-16	15 of 15	0 of 1	0 of 1	0 of 1		
19/10/11	12:20	GOES-16	9 of 9	0 of 1	0 of 1	0 of 1		
19/10/11	12:25	GOES-16	0 of 1	0 of 1	0 of 1	0 of 1		

Opened GOES-16 GLM : Total Duration [1 day] / End [0 days from now]

Note that the alarm is repeated every 5 minutes (at the end of the cycle) until the data has resumed but no action is to be taken if the data resumes within 1 hours

**GOES-16 - GLM products**

[RD] - EUM/OPS/ICD/17/922849 NOAA ESPC -EUMETSAT MMDS Operations OICD

- **IF data is not polled or polled late from PDA (right click in column 'polled by ..' and check timeliness) for more than 1 hour then**
  - **Check for e-mails from ESPC operations (NOAA) with information on PDA or GOES-16 issues.**  
and/or check on NOAA Web side: <https://www.ospo.noaa.gov/Operations/messages.html>
  - **Contact Dissemination On-Call to check the availability on PDA and to check possible EFTS Agent problems**
- **IF data is polled but not processed by CPF then Call Dissemination On-Call**
- **IF data is polled from PDA and also processed by CPF but not received in KUBAND for more than 1 hour then call dissemination On-Call.**
- **In all 3 cases if losses  $\geq$  1 hour (12 cycles)**
  - **raise MuMi AR**
    - **facility = EUMETcast if reason is unclear or at Eumetsat**
    - **facility= NOAA GS GEO if reason is at NOAA side (e.g. maintenance)**
  - **Send UNS alert for products not available or for products delayed**

### 3.6.4 GOES-16/18 GLM L2 KUBAND RX FAILED

#### Info:

GOES-16/18 GLM products (Lightning products) are polled by MMDS CPF (Central Processing Facility) from the NOAA PDA servers. Every 5 minutes 15 files are expected. These files are then zipped to one file and disseminated in EUMETCast.

If one or more files are not available after 45 minutes then the following alarm is raised at the end of the 9th 5-min cycle after the problem has started.

SMART only raises alerts after 45 minutes due to the timeliness of the product.

DOY	Cycle	Satellite	Polled by M...	CPF Proce...	Rec'd at uplink	KU-Europ...	Product ti...	Turnaroun...
19/10/11	11:10	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	1h07m50	1h04m37...
19/10/11	11:15	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	1h02m52	59m16.47...
19/10/11	11:20	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	57m54.49	54m09.49...
19/10/11	11:25	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	52m56.25	48m58.25...
19/10/11	11:30	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	47m58.18	42m57.18...
19/10/11	11:35	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	43m00.17	37m43.17...
19/10/11	11:40	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	38m02.02	29m39.02...
19/10/11	11:45	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	33m03.94	25m44.94...
19/10/11	11:50	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	28m05.84	22m08.84...
19/10/11	11:55	GOES-16	15 of 15	1 of 1	1 of 1	1 of 1	23m07.64	17m29.64...
19/10/11	12:00	GOES-16	15 of 15	1 of 1	1 of 1	0 of 1		
19/10/11	12:05	GOES-16	15 of 15	1 of 1	1 of 1	0 of 1		
19/10/11	12:10	GOES-16	15 of 15	1 of 1	1 of 1	0 of 1		
19/10/11	12:15	GOES-16	15 of 15	0 of 1	0 of 1	0 of 1		
19/10/11	12:20	GOES-16	9 of 9	0 of 1	0 of 1	0 of 1		
19/10/11	12:25	GOES-16	0 of 1	0 of 1	0 of 1	0 of 1		

Note that the alarm is repeated every 5 minutes (at the end of the cycle) until the data has resumed but no action is to be taken if the data resumes within 1 hours

#### GOES-16 - GLM products

[RD] - EUM/OPS/ICD/17/922849 NOAA ESPC - EUMETSAT MMDS Operations OICD

- **IF data is not polled or polled late from PDA (right click in column 'polled by ..' and check timeliness) for more than 1 hour then**
  - **Check for e-mails from ESPC operations (NOAA) with information on PDA or GOES-16 issues.**  
**and/or check on NOAA Web side: <https://www.ospo.noaa.gov/Operations/messages.html>**
  - **Contact Dissemination On-Call to check the availability on PDA and to check possible EFTS Agent problems**
- **IF data is polled but not processed by CPF then Call Dissemination On-Call**
- **IF data is polled from PDA and also processed by CPF but not received in KUBAND for more than 1 hour then call dissemination On-Call.**
- **In all 3 cases if losses  $\geq$  1 hour (12 cycles)**
  - **raise MuMi AR**
    - **facility = EUMETcast if reason is unclear or at Eumetsat**
    - **facility= NOAA GS GEO if reason is at NOAA side (e.g. maintenance)**
  - **Send UNS alert for products not available or for products delayed**



### 3.6.5 GOES-TIMESTAMP OFFSET

#### Info:

In rare cases (e.g. DOY 2019.229) the timestamp given in the filename is slightly offset from the nominal hh:00, hh:10, ... hh:50 values. After D229 the MMDS was changed to allow an offset of 1-2 minutes to be disseminated.

If SMART detects an offset then the related cell in cycle time becomes red and a Smart Alert is raised.

Note: Even though MMDS disseminates only offsets up to 2 minutes SMART will report any offsets up to 9 minutes.

[RD] - EUM/OPS/ICD/17/922849 NOAA ESPC -EUMETSAT MMDS Operations OICD

- Check weekly schedule for GOES solar or desert calibration. If solar or desert calibration is scheduled then ignore the alarm.

during solar or desert calibration NOAA change the scanning from nominal mode 6 to mode 4 for one cycle only. mode timestamp is then hh:05

in this example 1605 for the 16:00 cycle

Example of filename of mode 4: OR\_ABI-L1b-RadF-M4C01\_G16\_s20230631605204\_e20230631610007\_c20230631610051-118900\_0.nc

Example filename of mode 6: OR\_ABI-L1b-RadF-M6C01\_G16\_s20230631610204\_e20230631619512\_c20230631619559-118900\_0.nc

GOES-16 ABI L1b L2 products : Total Duration [3 days] / End [0 days from now] NON-UPD.					
DOY	Cycle	Satellite	Polled by M...	Rec'd at upli...	KU-Europe Rec'd
23/03/0...	15:30	GOES-16	21 of 21	21 of 21	21 of 21
23/03/0...	15:40	GOES-16	21 of 21	21 of 21	21 of 21
23/03/0...	15:50	GOES-16	21 of 21	21 of 21	21 of 21
23/03/0...	16:00	GOES-16	21 of 21	21 of 21	21 of 21
23/03/0...	16:10	GOES-16	21 of 21	21 of 21	21 of 21
23/03/0...	16:20	GOES-16	21 of 21	21 of 21	21 of 21
23/03/0...	16:30	GOES-16	21 of 21	21 of 21	21 of 21

- IF a persistent offset for mode 6 products is detected by SMART then inform NOAA PoC by e-mail.

DOY	Cycle	Satellite	Polled by MMS	Rec'd at uplink	KU-Europe Rec'd	Product timeliness	Turnaround timeliness
19/08/17-229	05:50	GOES-16	16 of 16	16 of 16	16 of 16	55m04.592s	5m08.592s
19/08/17-229	06:00	GOES-16	16 of 16	0 of 16	0 of 16		
19/08/17-229	06:10	GOES-16	16 of 16	0 of 16	0 of 16		
19/08/17-229	06:20	GOES-16	16 of 16	0 of 16	0 of 16		
19/08/17-229	06:30	GOES-16	16 of 16	0 of 16	0 of 16		
19/08/17-229	06:40	GOES-16	16 of 16	0 of 16	0 of 16		
19/08/17-229	06:50	GOES-16	16 of 16	0 of 16	0 of 16		
19/08/17-229	07:00	GOES-16	16 of 16	0 of 16	0 of 16		
19/08/17-229	07:10	GOES-16	16 of 16	0 of 16	0 of 16		
19/08/17-229	07:20	GOES-16	16 of 16	0 of 16	0 of 16		
19/08/17-229	07:30	GOES-16	16 of 16	0 of 16	0 of 16		

- For mode 6 offsets inform Dissemination On-call by e-mail
- IF mode 6 product offset is ongoing for more than 2 cycles
  - If the offset is less than 3 minutes (products are disseminated then send UNS that GOS-xx ABI products are disseminated with an offset of x minutes.
  - If the offset is greater 2 minutes (not disseminated) then send UNS that ABI products are not available
- In both cases
  - raise MuMi AR
    - facility = EUMETcast if reason is unclear or at Eumetsat
    - facility= NOAA GS GEO if reason is at NOAA side (e.g. maintenance)

**3.6.6 HIMAWARI**

Himawari products are polled by MMDS from the JMA servers (from HimawariCloud). Every 10 minutes 128 files are polled. These files are then processed and then 160 files are pushed to MMDS for EUMETCast dissemination. The 02:40 and 14:40 cycles are not expected due to JMA daily housekeeping maintenance.

**Timeliness of Himawari products are set to 90 minutes.  
The first alarm would only be raised 90 minutes after the end of the first impacted cycle.**

**GOTO:**

[HIMAWARI POLL FAILED](#)  650

[HIMAWARI KUBAND RX FAILED](#)  652

tpds SMART

File Viewers Reports Window Help

HIMAWARI Service : Total Duration [2 days] / End [0 days from now] NON-UPDATING

NON-UPDATING

DOY	Cycle	Satellite	Polled by MM...	Uplink rec'd	KU Europe r...	Product Tim...
19/08/29 - 241	23:10	Himawari-8	128 of 128	160 of 160	160 of 160	15m09.802s
19/08/29 - 241	23:20	Himawari-8	128 of 128	160 of 160	160 of 160	14m54.787s
19/08/29 - 241	23:30	Himawari-8	0 of 128	0 of 160	0 of 160	
19/08/29 - 241	23:40	Himawari-8	128 of 128	160 of 160	160 of 160	13m51.215s
19/08/29 - 241	23:50	Himawari-8	128 of 128	160 of 160	160 of 160	13m41.727s
19/08/30 - 242	00:00	Himawari-8	128 of 128	160 of 160	160 of 160	13m55.962s
19/08/30 - 242	00:10	Himawari-8	128 of 128	160 of 160	160 of 160	14m05.367s
19/08/30 - 242	00:20	Himawari-8	128 of 128	160 of 160	160 of 160	13m42.798s
19/08/30 - 242	00:30	Himawari-8	128 of 128	160 of 160	160 of 160	14m38.064s
19/08/30 - 242	00:40	Himawari-8	128 of 128	160 of 160	160 of 160	14m52.383s

Opened HIMAWARI Service : Total Duration [2 days] / End [0 days from now]

**3.6.7**

**CMA-FY2**

**INFO:**

**Eclipse season: August/September/October**  
**17:00-18:00 cycle not available**

Cycle Day	Cycle Time	Satellite	MMDS In (RM...	MMDS In (Inte...	Received at U...	Ku-band	Ku Timeliness	C-band Africa
19/09/15 258	16:00	FY2G	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h47m2...	9 of 9
19/09/15 258	17:00	FY2G	0 of 11	0 of 11	0 of 11	0 of 11		0 of 11
19/09/15 258	18:00	FY2G	1 of 19	1 of 19	1 of 19	1 of 19	0d 00h53m3...	1 of 19
19/09/15 258	19:00	FY2G	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h49m3...	9 of 9
19/09/15 258	20:00	FY2G	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h50m4...	9 of 9
19/09/15 258	21:00	FY2G	18 of 18	18 of 18	18 of 18	18 of 18	0d 00h57m0...	18 of 18
19/09/15 258	22:00	FY2G	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h50m2...	9 of 9
19/09/15 258	23:00	FY2G	11 of 11	9 of 11	11 of 11	11 of 11	0d 01h30m1...	11 of 11
19/09/15 258	00:00	FY2H	26 of 28	26 of 28	26 of 28	26 of 28	0d 01h10m2...	26 of 28
19/09/15 258	01:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h54m4...	9 of 9
19/09/15 258	02:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h47m2...	9 of 9
19/09/15 258	03:00	FY2H	18 of 18	18 of 18	18 of 18	18 of 18	0d 00h59m5...	18 of 18
19/09/15 258	04:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h56m5...	9 of 9
19/09/15 258	05:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h56m4...	9 of 9
19/09/15 258	06:00	FY2H	21 of 21	21 of 21	21 of 21	21 of 21	0d 01h11m5...	21 of 21
19/09/15 258	07:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h50m5...	9 of 9
19/09/15 258	08:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h48m3...	9 of 9
19/09/15 258	09:00	FY2H	18 of 18	18 of 18	18 of 18	18 of 18	0d 00h59m1...	18 of 18
19/09/15 258	10:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h52m3...	9 of 9
19/09/15 258	11:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h52m1...	9 of 9
19/09/15 258	12:00	FY2H	21 of 21	21 of 21	21 of 21	21 of 21	0d 01h09m1...	21 of 21
19/09/15 258	13:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h49m1...	9 of 9
19/09/15 258	14:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h49m4...	9 of 9
19/09/15 258	15:00	FY2H	18 of 18	18 of 18	18 of 18	18 of 18	0d 00h49m0...	18 of 18
19/09/15 258	16:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h46m3...	9 of 9
19/09/15 258	17:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h43m3...	9 of 9
19/09/15 258	18:00	FY2H	1 of 21	1 of 21	1 of 21	1 of 21	0d 00h53m3...	1 of 21
19/09/15 258	19:00	FY2H	0 of 9	0 of 9	0 of 9	0 of 9		0 of 9
19/09/15 258	20:00	FY2H	9 of 9	9 of 9	9 of 9	9 of 9	0d 00h48m2...	9 of 9

Modified FY2 Products : Day Of Year [19.258] NON-UPDATING

**Action**

- No action required for short interruptions < 3 hours
- Check CMA announcements on CMA web page:  
<http://www.nsmc.org.cn/en/NSMC/Home/Index.html>
- IF outage is ongoing for more than 3 hours

- **inform CMA by e-mail with CC to [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int) and Diss On-Call**
  - See [CMA OICD](#) \*) (EUM/OPS/ICD/07/2630) for PoC
  - **Report on the type of outage (all or sub-set of products), what products are missing and the time/duration of the outage**
- **raise an UNS Alert message**
- **Raise Eumetcast AR**

## 3.7

## SMART SAF

SMART SAF	ID
LSA SAF <sup>77</sup>	SMART-SAF-101 <sup>77</sup>
OSI SAF <sup>79</sup>	SMART-SAF-102 <sup>79</sup>
H SAF <sup>83</sup>	SMART-SAF-103 <sup>83</sup>



**3.7.1 LSA SAF**

- For ongoing product losses for more than 1 hour raise UNS alert and inform about the products lost.
- For ongoing high product delay for more than 1 hour raise a UNS alert and inform about the product delay.
- In both cases contact LSA SAF using point of contacts from the LSA SAF OICD and raise a MuMi AR facility SAFs  
[LSA SAF OICD](#)
- If ongoing Unexpected events are received then send e-mail to [on-call diss engineer with cc opsreports and cc duty analyst](#)
- For losses less than 1 hour send e-mail to [on-call diss engineer with cc opsreports and cc duty analyst](#)

saf SMART

File Viewers Reports Window Help

GEO LSA SAF : Day Of Year [19.306] NON-UPDATING

NON-UPDATING

Day Start Time	SAF-Cycle	Type	Location	User Station ...	User Station T...	Ku band Rece...	C Africa Recei...
19/11/02 306	00:45	LSA	LSASAF	U 18 of 18	U 0d11h42m10s	U 18 of 18	U 10 of 10
19/11/02 306	01:00	LSA	LSASAF	U 28 of 28	U 0d11h26m59s	U 28 of 28	U 16 of 16
19/11/02 306	01:15	LSA	LSASAF	U 18 of 18	U 0d11h12m00s	U 18 of 18	U 10 of 10
19/11/02 306	01:30	LSA	LSASAF	26 of 27	0d11h13m46s	26 of 27	14 of 15
19/11/02 306	01:45	LSA	LSASAF	U 18 of 18	U 0d10h42m15s	U 18 of 18	U 10 of 10
19/11/02 306	02:00	LSA	LSASAF	27 of 28	0d10h46m24s	27 of 28	15 of 16
19/11/02 306	02:15	LSA	LSASAF	U 18 of 18	U 0d10h12m15s	U 18 of 18	U 10 of 10
19/11/02 306	02:30	LSA	LSASAF	26 of 27	0d10h18m40s	26 of 27	14 of 15
19/11/02 306	02:45	LSA	LSASAF	U 18 of 18	U 0d9h42m25s	U 18 of 18	U 10 of 10
19/11/02 306	03:00	LSA	LSASAF	27 of 28	0d9h51m02s	27 of 28	15 of 16
19/11/02 306	03:15	LSA	LSASAF	U 18 of 18	U 0d9h12m33s	U 18 of 18	U 10 of 10
19/11/02 306	03:30	LSA	LSASAF	26 of 27	0d9h23m39s	26 of 27	14 of 15
19/11/02 306	03:45	LSA	LSASAF	U 18 of 18	U 0d8h42m43s	U 18 of 18	U 10 of 10
19/11/02 306	04:00	LSA	LSASAF	27 of 28	0d8h55m44s	27 of 28	15 of 16
19/11/02 306	04:15	LSA	LSASAF	U 18 of 18	U 0d8h12m47s	U 18 of 18	U 10 of 10
19/11/02 306	04:30	LSA	LSASAF	26 of 27	0d8h28m14s	26 of 27	14 of 15
19/11/02 306	04:45	LSA	LSASAF	U 18 of 18	U 0d7h42m56s	U 18 of 18	U 10 of 10
19/11/02 306	05:00	LSA	LSASAF	27 of 28	0d8h00m35s	27 of 28	15 of 16
19/11/02 306	05:15	LSA	LSASAF	U 18 of 18	U 0d7h13m04s	U 18 of 18	U 10 of 10
19/11/02 306	05:30	LSA	LSASAF	26 of 27	0d7h33m00s	26 of 27	14 of 15
19/11/02 306	05:45	LSA	LSASAF	U 18 of 18	U 0d6h43m14s	U 18 of 18	U 10 of 10

Modified GEO LSA SAF : Day Of Year [19.306] NON-UPDATING

**3.7.2 OSI SAF**

- For ongoing product losses for more than 3 hour raise UNS alert and inform about the products lost.
- For ongoing high product delay for more than 3 hour raise a UNS alert and inform about the product delay.
- In both cases contact OSI SAF data provider (Meteo France, DMI or Norway) by using point of contacts from the [OSI SAF OICD](#) and raise a MuMi AR facility SAFs
- If ongoing Unexpected events are received then send e-mail to [on-call diss engineer with cc opsreports and cc duty analyst](#)
- No action is required for losses or timeliness for only 1-2 cycles

GEO OSI SAF : Total Duration [96 hours] / End [0 hours from now]									
Day Start Time	SAF-Cycle	Type	Location	RX'd at Uplink	RX'd at Uplink	User Station R...	User Station Ti...	Ku Europe	C Africa
17/10/05 278	20:00	OSI	FRA	8 of 8	0d1h36m31s	8 of 8	0d1h45m06s	8 of 8	8 of 8
17/10/05 278	21:00	OSI	FRA	8 of 8	0d1h35m54s	8 of 8	0d1h38m26s	8 of 8	8 of 8
17/10/05 278	22:00	OSI	FRA	8 of 8	0d1h34m53s	8 of 8	0d1h36m51s	8 of 8	8 of 8
17/10/05 278	23:00	OSI	FRA	8 of 8	0d1h35m18s	8 of 8	0d1h37m18s	8 of 8	8 of 8
17/10/06 279	00:00	OSI	FRA	8 of 8	0d2h08m07s	8 of 8	0d2h11m25s	8 of 8	8 of 8
17/10/06 279	00:00	OSI	NOR	0 of 4		0 of 4		0 of 4	0 of 4
17/10/06 279	01:00	OSI	FRA	0 of 4		0 of 4		0 of 4	0 of 4
17/10/06 279	02:00	OSI	FRA	0 of 28		0 of 28		0 of 28	0 of 28
17/10/06 279	03:00	OSI	FRA	0 of 6		0 of 6		0 of 6	0 of 6
17/10/06 279	04:00	OSI	FRA	0 of 4		0 of 4		0 of 4	0 of 4
17/10/06 279	05:00	OSI	FRA	0 of 6		0 of 6		0 of 6	0 of 6
17/10/06 279	06:00	OSI	FRA	0 of 4		0 of 4		0 of 4	0 of 4
17/10/06 279	07:00	OSI	FRA	0 of 6		0 of 6		0 of 6	0 of 6



### 3.7.3 OSI SAF - DMI LEO orbit

These OSI SAF products from DMI are based on SSMIS products from NOAA which is data from a LEO orbit satellite.

Normally 5 events are expected per cycle. see examples:

```
S-OSI_-DMI_---AMSR2_L2-CONC__-202111100231Z.nc.gz  
S-OSI_-DMI_---AMSR2_L2-CONC__-202111100320Z.nc.gz  
S-OSI_-DMI_-SSMIS16_L2-CONC__-202111100232Z.nc.gz  
S-OSI_-DMI_-SSMIS17_L2-CONC__-202111100339Z.nc.gz  
S-OSI_-DMI_-SSMIS18_L2-CONC__-202111100221Z.nc.gz
```

sometimes there are missing products in one cycle but then more than 5 expected in another cycle. This is a monitoring problem because of the drift of LEO orbit and its sensing time and adjustment in SMART. SMART then places the event in a 'wrong' cycle. You see the same behaviour in the monitoring of SSMIS data in GEONETCast viewer.

No action is required in such a case.

- **IF ongoing losses for 3 or more consecutive cycles: check if there are losses or announced outages for GEONETCast SSMIS data**
- **IF no losses in SSMIS data then**
  - For ongoing product losses for 3 or more consecutive cycles raise UNS alert ([see example](#)<sup>810</sup>) and inform about the products lost.
  - If losses start in 'To IDS' then contact OSI SAF data provider ( DMI ) by using point of contacts from the [OSI SAF OICD](#) and raise a MuMi AR facility SAFs
  - If losses start in 'Rx'd at uplink' then contact [Dissemination OnCall](#)
  - No action is required for losses or timeliness for only 1-2 cycles

saf SMART - VAL

File Viewers Reports Window Help

SSMIS-from-DMI : Total Duration [96 hours] / End [0 hours from now]

Day Start Time	SAF-Cycle	Type	Location	To IDS	RX'd at Uplink	RX'd at Uplink	User Station Re...	User Station Ti...	Ku Europe	C Africa
21/11/08 312	20:34	OSI	DMI	5 of 5	5 of 5	0d3h20m23s	5 of 5	0d3h21m01s	5 of 5	5 of 5
21/11/08 312	22:15	OSI	DMI	5 of 5	5 of 5	0d2h28m20s	5 of 5	0d2h28m50s	5 of 5	5 of 5
21/11/08 312	23:56	OSI	DMI	5 of 5	5 of 5	0d2h34m07s	5 of 5	0d2h34m52s	5 of 5	5 of 5
21/11/09 313	01:37	OSI	DMI	5 of 5	5 of 5	0d2h27m27s	5 of 5	0d2h28m01s	5 of 5	5 of 5
21/11/09 313	03:18	OSI	DMI	5 of 5	5 of 5	0d3h06m27s	5 of 5	0d3h07m04s	5 of 5	5 of 5
21/11/09 313	04:59	OSI	DMI	5 of 5	5 of 5	0d2h34m29s	5 of 5	0d2h35m08s	5 of 5	5 of 5
21/11/09 313	06:40	OSI	DMI	5 of 5	5 of 5	0d2h49m24s	5 of 5	0d2h49m55s	5 of 5	5 of 5
21/11/09 313	08:21	OSI	DMI	5 of 5	5 of 5	0d3h07m25s	5 of 5	0d3h08m16s	5 of 5	5 of 5
21/11/09 313	10:02	OSI	DMI	5 of 6	5 of 6	0d3h00m30s	5 of 6	0d3h01m18s	5 of 6	5 of 6
21/11/09 313	11:43	OSI	DMI	5 of 5	5 of 5	0d3h11m22s	5 of 5	0d3h12m06s	5 of 5	5 of 5
21/11/09 313	13:24	OSI	DMI	4 of 5	4 of 5	0d3h02m32s	4 of 5	0d3h03m23s	4 of 5	4 of 5
21/11/09 313	15:05	OSI	DMI	5 of 5	5 of 5	0d3h03m50s	5 of 5	0d3h04m42s	5 of 5	5 of 5
21/11/09 313	16:46	OSI	DMI	6 of 6	6 of 6	0d3h15m03s	6 of 6	0d3h15m57s	6 of 6	6 of 6
21/11/09 313	18:27	OSI	DMI	5 of 6	5 of 6	0d3h15m48s	5 of 6	0d3h16m36s	5 of 6	5 of 6
21/11/09 313	20:08	OSI	DMI	5 of 5	5 of 5	0d2h30m09s	5 of 5	0d2h30m54s	5 of 5	5 of 5
21/11/09 313	21:49	OSI	DMI	6 of 6	6 of 6	0d2h32m23s	6 of 6	0d2h33m17s	6 of 6	6 of 6
21/11/09 313	23:30	OSI	DMI	4 of 5	4 of 5	0d2h28m18s	4 of 5	0d2h29m16s	4 of 5	4 of 5
21/11/10 314	01:11	OSI	DMI	6 of 6	6 of 6	0d2h22m38s	6 of 6	0d2h23m13s	6 of 6	6 of 6
21/11/10 314	02:52	OSI	DMI	5 of 5	5 of 5	0d2h48m37s	5 of 5	0d2h49m20s	5 of 5	5 of 5
21/11/10 314	04:33	OSI	DMI	5 of 5	5 of 5	0d3h12m27s	5 of 5	0d3h13m20s	5 of 5	5 of 5
21/11/10 314	06:14	OSI	DMI	5 of 5	5 of 5	0d3h03m13s	5 of 5	0d3h04m03s	5 of 5	5 of 5
21/11/10 314	07:55	OSI	DMI	5 of 5	5 of 5	0d3h04m27s	5 of 5	0d3h05m15s	5 of 5	5 of 5
21/11/10 314	09:36	OSI	DMI	4 of 5	4 of 5	0d2h55m18s	4 of 5	0d2h56m04s	4 of 5	4 of 5
21/11/10 314	11:17	OSI	DMI	1 of 4	1 of 4	0d2h07m43s	1 of 4	0d2h08m37s	1 of 4	1 of 4
21/11/10 314	12:58	OSI	DMI	0 of 4	0 of 4		0 of 4		0 of 4	0 of 4

Opened SSMIS-from-DMI : Total Duration [96 hours] / End [0 hours from now]

### 3.7.4 H SAF

- For ongoing product losses (see table below) raise UNS alert and inform about the products lost.
- For ongoing high product delay of 15-minute products for more than 2 hours raise a UNS alert and inform about the product delay.
- If ongoing Unexpected events are received then send e-mail to [on-call diss engineer with cc opsreports and cc duty analyst](#)
- No action is required for losses or timeliness for only 1-2 cycles

15-minutes PRODUCTS		
h6 3	P-IN-SEVIRI_E: missing products for 2 hours	<ul style="list-style-type: none"> <li>• inform Data Provider using PoC details from <a href="#">H-SAF OICD</a> when the outage criteria is reached.</li> <li>• Raise SAF AR</li> </ul>
h6 0	P-IN-SEVIRI-PMW: missing products for 2 hours	
h0 3B	PR-OBS-3B: missing products for 2 hours	
h1 5	PR-OBS-6A: missing products for 2 hours	
30-minute PRODUCTS		
h6 8	P-IN-PMW: missing products for 4 hours	<ul style="list-style-type: none"> <li>• inform Data Provider using PoC details from <a href="#">H-SAF OICD</a> when the outage criteria is reached.</li> <li>• Raise SAF AR</li> </ul>
1-hourly PRODUCTS		
h9 0	P-AC-SEVIRI_E missing products for 6 hours	<ul style="list-style-type: none"> <li>• inform Data Provider using PoC details from <a href="#">H-SAF OICD</a> when the outage criteria is reached.</li> <li>• Raise SAF AR</li> </ul>
h6 1	P-AC-SEVIRI-PMW: missing products for 6 hours	
3-hourly PRODUCTS		

<b>15-minutes PRODUCTS</b>			
<b>h05 B</b>	<b>PR-OBS-5B: products for 6 hours</b>	<b>missing</b>	<b>inform Data Provider using PoC details from H-SAF OICD] when the outage criteria is reached. Raise SAF AR</b>
<b>DAILY PRODUCTS</b>			
<b>h6 4</b>	<b>P-AC-SM2RAIN: products for 2 days</b>	<b>missing</b>	<ul style="list-style-type: none"> <li>inform Data Provider using PoC details from <a href="#">H-SAF OICD</a> when missing for 2 consecutive passes (2 days)</li> <li>Raise SAF AR <u>only</u> when missing for 3 or more consecutive passes (<math>\geq</math> 3 days)</li> </ul>
	<b>SM-DAS-02: products for 2 days</b>	<b>missing</b>	
<b>h1 0</b>	<b>SM-OBS-01: products for 2 days</b>	<b>missing</b>	
<b>h0 8</b>	<b>SM-OBS-02: products for 2 days</b>	<b>missing</b>	
<b>h1 2</b>	<b>SM-OBS-03: products for 2 days</b>	<b>missing</b>	
<b>h1 3</b>	<b>SM-OBS-04: products for 2 days</b>	<b>missing</b>	
<b>h3 4</b>	<b>H34: products for 2 days</b>	<b>missing</b>	



## 3.8 SMART - Known Duplicate/Unexpected/timeliness/losses

This Page describes known Duplicate, Unexpected, late or lost files in SMART.  
This known problems can have several reasons like a temporary monitoring problem because products have been added or removed but SMART wasn't updated or the data provider sends duplicate files and the issue is dealt with but not solved yet.

All issues listed below are either currently dealt with by the dissemination team to get solved or are currently classified as limitation.

### SMART USER STATIONS



#### SMART GEO Instance

- Losses
  -
- timeliness

#### SMART GEONETCAST Instance

- Losses
  -
- timeliness

#### SMART TPD Instance

- Duplicate Events
  -

#### SMART EUMETCAST Instance

- Unexpected Events
  -

**SMART GTS Instance****SMART UMARF Instance**

- **Losses**
  -

**GEMS**

- None

### 3.8.1 SMART - Known Duplicate/Unexpected/timeliness/losses

This Page describes known Duplicate, Unexpected, late or lost files in SMART. This known problems can have several reasons like a temporary monitoring problem because products have been added or removed but SMART wasn't updated or the data provider sends duplicate files and the issue is dealt with but not solved yet.

All issues listed below are either currently dealt with by the dissemination team to get solved or are currently classified as limitation.

#### SMART USER STATIONS



#### SMART GEO Instance

- Losses
  -
- timeliness

#### SMART GEONETCAST Instance

- Losses
  -
- timeliness

#### SMART TPD Instance

- Duplicate Events
  -

#### SMART EUMETCAST Instance

- Unexpected Events
  - Dailylogs > MSG\_SAF > SAF\_LSA\_AF (diss service = E)

Unexpected in 'Polled from OIS'. This file is not yet disseminated.  
Can be ignored.

### **SMART GTS Instance**

### **SMART UMARF Instance**

#### ➤ **Losses**

- 

### **GEMS**

#### ➤ None

4



All dissemination monitoring services are documented in following Excel spreadsheet:  
[Operational Service Specification](#) DM ID: 302979

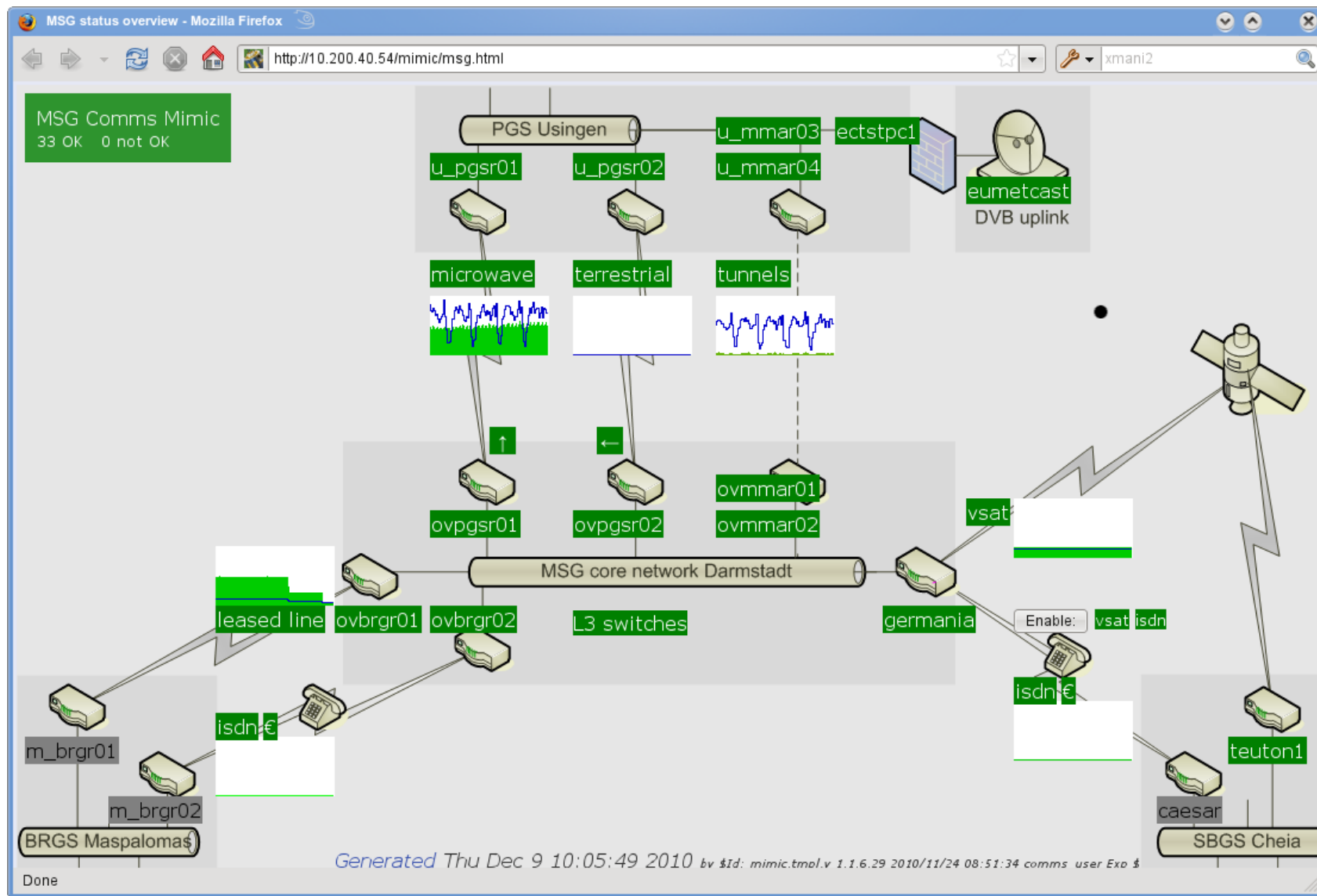
5

**GENERAL FACILITY INFO****M S G F A C I L I T I E S**

5.1

COMMS

### COMMS OVERVIEW



## 5.1.1 Link Monitoring Tool

The following information can be found on <http://xmand01/MTP/MimicReadme> \*)

\*) all blue Hyperlinks only work from the OCN PC of KBase. Hyperlinks from KBase on VMASIF will fail due to firewall restriction.

The MSG network mimic is based on the [Nagios](#) tool.

It is only accessible within the MSG ground segment.

- The MSG control room offline workstations [OFCE P02](#) and [VFCE P02](#) sport short-cuts in "Start" -> "Network mimic" which start a mozilla browser. It's home page points to the primary and secondary [Nagios](#) server.
- The MTP workstation [XMMAC02](#) points the browser to [ControllerHome](#).

See also:

- [Operator mimic user guide](#)
- [Nagiosmimicplugin](#)
- [Operator mimic 2-0](#) implementation details



## 5.1.2 Comms Equipment

### Control Center Network Switches

These switches **connect terminals in the control rooms** to one another and the MMIN. The Control Centre Network supports all programs. The switches are in pairs with end hosts connected to each redundant switch. There should be no operational impact unless both the primary and backup switch fail at the same time.

Switch	Location
045ccals11	Room 045
045ccals12	Room 045
047ccals11	Room 047
047ccals12	Room 047
060ccals11	Room 060
060ccals12	Room 060
060ccals21	Room 060
060ccals22	Room 060
g41ccals11	Room G41
g41ccals12	Room G41
g41ccals21	Room G41
g41ccals22	Room G41
g41ccals31	Room G41
g41ccals32	Room G41
g47ccals11	Room G47
g47ccals12	Room G47
g60ccals11	Room G60
g60ccals12	Room G60
g60ccals01	Room G60 Distribution Layer Switch
g60ccals02	Room G60 Distribution Layer Switch
iv009ccals11	Control Center Network Switch IV-009
iv009ccals12	Control Center Network Switch IV-009

### Firewalls

In addition to program specific firewalls, multi-mission firewalls exist to segregate traffic for shared infrastructure components. All firewalls work in redundant pairs. No operational impact should be observed unless both the primary and backup fail at the same time.

Firewalls	Purpose
mmfwib11	MMDS EGON fw
mmfwib12	MMDS EDIN fw
mmfwib13	Sentinel MME fw
mmfwib21	MMDS EGON fw (redundant)
mmfwib22	MMDS EDIN fw (redundant)
mmfwib23	Sentinel MME fw (redundant)

## TIB Server Network Switches

The TIB server network (SN) is a common infrastructure supporting all programs. The second floor is designed as a copy of the first floor for redundancy purposes. The TIB Server Network is designed to survive the failure of any single component.

Switch	Location
	TIB
snalsib101	
snalsib102	
snalsib103	
snalsib104	
snalsib201	
snalsib202	
snalsib203	
snalsib204	
snalsib301	
sndlsib101	
sndlsib201	
snslsib101	
snslsib102	
snslsib201	
snslsib202	

## WAN Routers and Switches

The following devices provide connectivity to remote locations. Failures of these devices can affect connectivity to remote sites. All of these devices are redundant. Operational impact can be determined by checking the appropriate mimic.

sweop4	provides connectivity to internet and DFN/GEANT
sweos4	provides connectivity to internet and DFN/GEANT (backup)
usa-clpk-r1	provides connectivity to NOAA
usa-denv-r1	provides connectivity to NOAA (backup)
rteop2	provides connectivity for EUMETCAST satellite broadcast
rteos2	provides connectivity for EUMETCAST satellite broadcast (backup)
rteop4	provides connectivity to internet and DFN/GEANT
rteos4	provides connectivity to internet and DFN/GEANT (backup)
rteop5	provides connectivity to NOAA and external partners
rteos5	provides connectivity to NOAA and external partners (backup)

### Abbreviations

CC: Control Center  
 SN: Server Network  
 IB: Infrastructure Building  
 ALS: Access Layer Switch  
 DLS: Distribution Layer Switch  
 SLS: Service Layer Switch  
 EO: External xxx ???  
 MM: Multi-Mission  
 FW: Firewall  
 RT: Router  
 SW: Switch

### 5.1.3 New MuMi WAN Link

## Monitoring of the new (01/2017) Multi-Mission WAN Link (JEUNO, JOint EUmetsat NOaa)

---

01/06/2017: Update to the JEUNO links:

- The backup link Paris-Denver (EUMET-JEUNO-PAR-DENV-16026) is now working and will be formally made operational in the next days. It will automatically take over in case of an outage of the prime London-CollegePark link (EUMET-JEUNO-LON-CLPK-16027, so a prime link outage is now less critical in that sense).
- GOES R data stream from NOAA to EUM has been added onto the link.
- For the prime link there are **updated actions** in case of alarms (which are covered in 0N\_MSG\_CLK01) and they are here below for informational purpose only until the procedure is updated:

**The primary path is RTEOP5 -> USA-CLPK-R1 -> NOAA. The provider up to our handover point is GEANT. If any of the following alarms occur, the primary line will be affected and traffic will fail over to the secondary line.**

**Three actions should be taken if the alarm does not clear on its own after 10 minutes;**

- 1. A ticket should be with GEANT. Include the line id of the affected circuit (College Park - Circuit ID: EUMET-JEUNO-LON- CLPK-16027**
- 2. Our partner NOAA should be notified. Send an email to [nwave-noc@noaa.gov](mailto:nwave-noc@noaa.gov) and [espcoperations@noaa.gov](mailto:espcoperations@noaa.gov) and include "NWAVE-S04279" in the subject line. A closing email should be sent at the end of the outage.**
- 3. COMMS should be contacted. During business hours, call Comms on-call. Outside of business hours, send an email to Comms. If traffic does not fail over to the backup line, call Comms immediately.**

- Contact Details

N-Wave Network Operations Center  
Email: [nwave-noc@noaa.gov](mailto:nwave-noc@noaa.gov)  
Phone: 812-856-7477

ESPC Operations Center  
Email: [espcoperations@noaa.gov](mailto:espcoperations@noaa.gov)

GEANT Operations Center  
Email: [support@oc.geant.net](mailto:support@oc.geant.net)  
Phone: +44 1223 733033

- Circuit IDs

College Park - Circuit ID: EUMET-JEUNO-LON- CLPK-16027 --> primary line  
Denver - Circuit ID: EUMET-JEUNO-PAR-DENV-16026 --> backup line  
CLPK to Denver – Circuit ID: EUMET-JEUNO-DENV-CLPK-16028 --> management traffic only, not interesting for OPS

---

JEUNO COMMS link info:

**A multi-mission Comms link between EUMETSAT and NOAA has been installed and will be monitored from the GEO control room.**

\* The primary link travels from EUMETSAT via router rteop5/s5 to another EUMETSAT router located in the US at College Park, Maryland (router usa-clpk-r1).

\* A redundant path starts at the same router pair (rteop5/s5) in EUMETSAT and goes to another EUMETSAT router located in the US at Denver (router usa-denv-r1). (March 2017: Not yet operational)

\* GEANT provides connectivity to both locations.

Existing data flows will be migrated to these links over the course of this year (and possibly into Q1 of 2018). Currently the only data are test flows and Met-8 IODC data for NOAA. This list will be updated as migrations take place. Some coordination will be required with other control rooms as the line becomes populated. In the future, all new data flows to NOAA will be added to these links.

**Other partners** will connect to EUMETSAT through these routers, generally via IPsec VPNs. Those partners currently include the following:

\* ISRO (Indian Space Research Organisation, <http://www.isro.gov.in/>)

\* FMI (Finnish Meteorological Institute, <http://en.ilmatieteenlaitos.fi/>)

\* NSOAS (China National Satellite Ocean Application Service, [http://www.nsoas.gov.cn/NSOAS\\_En/index.html](http://www.nsoas.gov.cn/NSOAS_En/index.html))

**Note:**

No contact details are available currently for these partners and no monitoring agreements have been reached. If you are contacted by any of them, please forward the information to the on call Comms engineer. No other actions are necessary for these partners and nothing needs to be monitored.

---

**OLD:**

The following actions are replaced with the above updated ones:

In case of problems with the prime College Park link, open a ticket with GEANT via email at [support@oc.geant.net](mailto:support@oc.geant.net), or via phone at +44 1223 733033. Please use the following ids to identify the appropriate link:

College Park - Circuit ID: EUMET-JEUNO-LON-CLPK-16027 --> the current link to NOAA

Denver - Circuit ID: EUMET-JEUNO-PAR-DENV-16026 --> not in use, will be the backup line  
EUMET-JEUNO-DENV-CLPK-16028 --> management traffic only, not interesting for OPS

There are no escalation points after the telephone call as we do not have any SLA (service level agreement) currently.

After these hand off points, the connections are the responsibility of NOAA. They monitor this through their N-Wave NOC. The main controller responsibilities are to monitor the lines to our routers in the US, and inform our partner NOAA in the event of an outage.

NOAA can be contacted by emailing the N-Wave NOC ([nwave-noc@noaa.gov](mailto:nwave-noc@noaa.gov)) and the NOAA ESPC NOC ([espcoperations@noaa.gov](mailto:espcoperations@noaa.gov)). Please include "N-Wave service id N-WAVE-S04279" in the subject. Inform them of the start time of the outage and inform them again when it has been cleared. Any emails received from these addresses can be forwarded onto Comms. If Comms is already on copy, no action needs to be taken by the controllers. Both sides have agreed to cooperate in troubleshooting in order to resolve issues as quickly as possible.

GEMS alarms for these lines will contain either "CLPK connection to NOAA" or "Denver connection to NOAA". Once the Denver backup line is operational, if one fails, the other line will take over automatically. If both fail, Comms needs to be called to take immediate action. NOAA will also need to be contacted at the email addresses above.

**5.2**

**CSM-ON-CALL**

**5.2.1 CSM Windows On-Call****MSG On-call Windows Operational Machines**

CF Operations	OCFHMS01 OCFRTS01 OCFSCS01 OCFOFS01 OCFMCW01 OCFMCW02 OCFMCW03 OCFMCW04 OCFMCW05 OCFMCW06 OCFMCW07 OCFMCW08 OCFMCW09 OCFMCW10 OCFMCW11 OCFMCW12 OCFMCW13 OCFMCW14 OCFMCW15 OCFOFW01 OCFOFW02 OCFOFW03 OCFOFW04 OCFOFW05
CF Validation	VCFHMS01 VCFRTS01 VCFSCS01 VCFOFS01 VCFMCW01 VCFMCW02 VCFMCW03 VCFMCW04 VCFMCW05 VCFMCW06 VCFMCW07 VCFMCW08 VCFMCW09 VCFMCW10

	VCFMCW11 VCFMCW12 VCFMCW13 VCFMCW14 VCFMCW15 VCFOFW01 VCFOFW02 VCFOFW03 VCFOFW04 VCFOFW05
IDRS Operations	OIDRSS01 OIDRSS02 OIDRSS03 OIDRSS04 OIDRSS05 OIDRSW01 OIDRSw02
GSCON Operations	O_FGCS01 O_FGCS02 OFGCS03 OFGCS04 OGSMCW01 OGSMCW02 OGSMCW03 OGSMCW04
TMPROPOGATOR Operations	OGOSEP01 OGOSEP02 OGOSEP05 OGOSEP10 OGOSEP11

## 5.3

## EUMETCAST

EUMETCast Data Provider e-mails	ID
DP-template-outage <sup>103</sup>	DP-template-1 <sup>103</sup>
DP-template-scheduled-maintenance <sup>105</sup>	DP-template-2 <sup>105</sup>



### 5.3.1 Service Provider

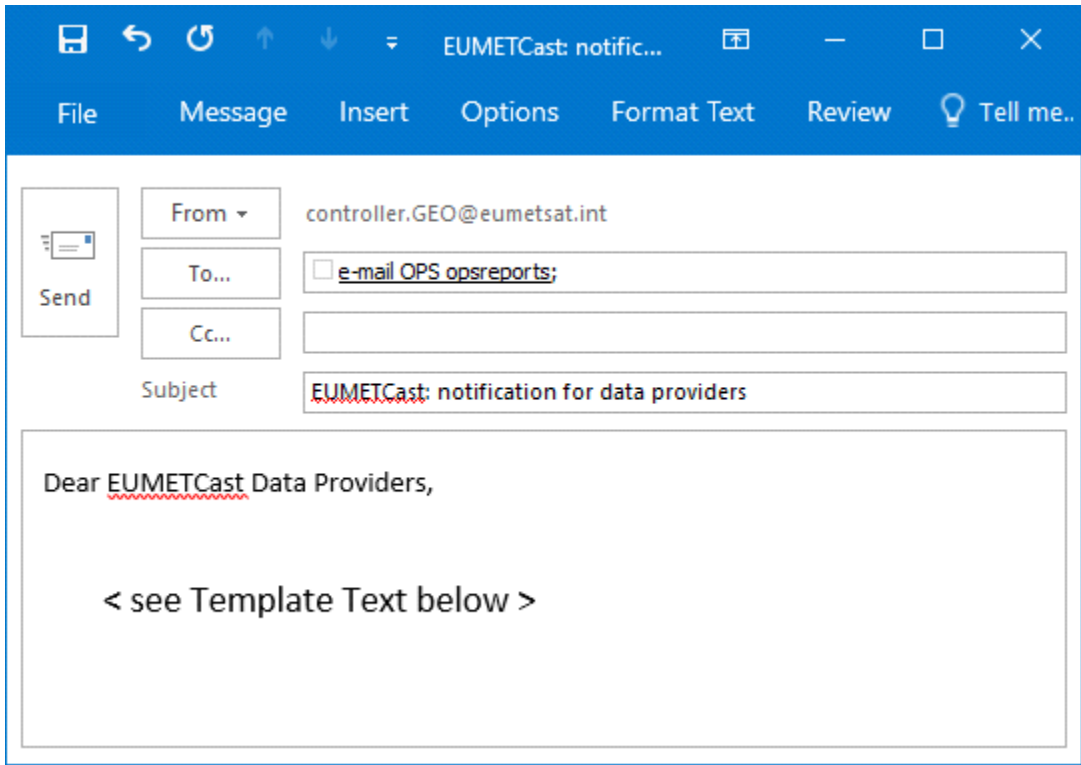
### 5.3.2 Data Provider e-mails

EUMETCast Data Provider e-mails	ID
DP-template-outage <sup>[103]</sup>	DP-template-1 <sup>[103]</sup>
DP-template-scheduled-maintenance <sup>[105]</sup>	DP-template-2 <sup>[105]</sup>

**DP-template-outage**

This templates can be used to inform the data providers on an unexpected outage e.g. of OIDS server and/or EUMETCast:

from 0N\_DIS01 - step emails

Step	Label	Responsibility	Location	Duration
e-mails	e-mail template for Data Provider	G/S Controller	MCC	
<b>Description</b>				
This step gives examples of e-mails to be send for EUMETCast outage				
<b>Action</b>				
				
<b>here some templates</b>				
<b>1. After first occurrence of interruption:</b>				
The EUMETCast service is interrupted until further notice.				

Data providers may have problems delivering files to EUMETCast.

**2. repeat message (after 1 hour)**

The EUMETCast service interruption continues Data providers may have problems delivering files to EUMETCast.

**3. end message (immediately after service is ok again)**

EUMETCast service is back to nominal

**See below for condition for sending**

condition for sending:

- the message must contain "EUMETCast: notification for data providers" in the subject
- the message must be sent to "opsreports" email
- only the following users can send the message (using a proxy account)
  - dissemination team, on behalf of; e-mail Dissemination-In
  - analysts, on behalf of; e-mail analyst GEO
  - controllers, on behalf of; e-mail controller GEO
- a "message successfully sent" email will be returned to the originating account with following text:
  - 'Message to data provider list server sent'
- the message will be distributed to the listserver which contains the data providers
- the message will be distributed to the EUMETCast list via the usual EUMETCast rule on opsreports

***End of step***

**DP-template-scheduled-maintenance**

This e-mail template can be used for scheduled EUMETCast/OIDS maintenance to inform the data providers

-----  
**From:** <name> on behalf of <group>  
**To:** e-mail OPS opsreports <opsreports@eumetsat.int>  
**Subject:** EUMETCast: notification for data providers  
-----

Dear Data Providers,  
Dear Users,

Due to essential ground segment maintenance on EUMETSAT site, an interruption of all data transfer of up to 30 minutes can be expected from and to our main ingestion and distribution servers on **DDD dd/MM/yyyy** between **hh:mm** UTC and **hh:mm** UTC including all EUMETCast distribution and the connection to/from RMDCN.

After the outage most of the backlog data will be disseminated in EUMETCast and to RMDCN where applicable.

-----  
{optional}

Between **hh:mm** UTC and **hh:mm** UTC an interruption to the operational Internet Data Service (OIDS) can be expected where data transfer to and from the Internet Data Server is not possible.

A further risk of interruptions can be expected during the maintenance period from **hh:mm** to **hh:mm** UTC

-----  
{optional - Include following message if required :}

{ Please note that the maintenance includes a swap to a new server. This could require a manual connection first to accept the new server for SFTP connections }

-----  
condition for sending:

- the message must contain "EUMETCast: notification for data providers" in the subject
- the message must be sent to "opsreports" email
- only the following users can send the message (using a proxy account)
  - \* dissemination team, on behalf of; e-mail Dissemination-In
  - \* analysts, on behalf of; e-mail analyst GEO
  - \* controllers, on behalf of; e-mail controller GEO
- a "message successfully sent" email will be returned to the originating account with following text:
  - 'Message to data provider list server sent'
- the message will be distributed to the listserver which contains the data providers
- the message will be distributed to the EUMETCast list via the usual EUMETCast rule on opsreports

=====  
=====

## 5.4

## GNC-US

## Info

**EUMETSAT pushes data to GEONETCast Americas known as GNC-US. The data is normally monitored by Analyst in SMART under: SMART GEONET > Eumetsat Push to Third Party > Pushed to GNC-US**

**The GEO.Controller e-mail and phone number are given as point of contact in the OICD to NOAA. This KBase entry is mainly for info in case Controllers get contacted by NOAA.**

5 different data types are pushed to GNC-US.

- H-SAF h03B 1 every 15 minutes
- MSG4 HRIT 3-hourly
- MSG4 MPEF (CLM, CTH, FIRC, FIRG, GII) every 15 minutes
- NOAA19 (ATOVS)
- OSI SAF GEO+LEO 594 per day

**Eumetsat has agreed with NOAA that this service should be monitored 24/7. The SMART viewer will not be opened in the Control Room but 5 CheckEventAgents will be in place to monitor the data transfer and raise an alarm if the transfer of one of the data streams will stop.**

**The alarms are covered under GEMS Facilities > MME\_EEDGE\_OPE > CheckEventAgents Currently 3 of 5 data streams are covered by CEA.**

CheckEventAgents are currently in place for

- MSG HRIT alarm after 4 hours
- MSG MPEF alarm after 3 hours >> due to be changed to 1 hour
- NOAA-19 alarm after 4 hours

**2 more will be added until end of Feb 2021.**

- H-SAF alarm after 1 hours
- OSI-SAF alarm after 1 hours



## 5.5

## MPEF

MPEF ALARMS (MPEF servers only)	ID
XMAR ...MARFTranxxx terminated <a href="#">↑</a>	MPEF-GEN-001 <a href="#">↑</a>
Label: GPTIT - TIT terminated <a href="#">↑</a>	MPEF-GEN-002a <a href="#">↑</a>
Many Alarms at 00:00 06:00 12:00 18:00 <a href="#">↑</a>	MPEF-GEN-002a <a href="#">↑</a>

**5.5.1 MPEF Alarms**

<b>MPEF ALARMS (MPEF servers only)</b>	<b>ID</b>
XMAR ...MARFTranxxx terminated <sup>111</sup>	MPEF-GEN-001 <sup>111</sup>
Label: GPTIT - TIT terminated <sup>112</sup>	MPEF-GEN-002a <sup>112</sup>
Many Alarms at 00:00 06:00 12:00 18:00 <sup>112</sup>	MPEF-GEN-002a <sup>112</sup>

**XMAR ...MARFTranxxxx terminated**

Note: this alarms are present since release 2.8 inadvertent. MPEF is working on a fix (in the next release).

The Label (SU, software unit) responsible for generating this alarm is XMAR and the message contains a string like "...MARFTranxxxx terminated..."

The Schedule Display (MMGNT) will show a red coloured activity for XMAR\_AMV\_VER, near the bottom of the display:

**these alarms occur usually at 05:00z, 17:00z, and 23:00z, but not always. They may occur at other times as well.**

The screenshot shows the MPEF Alarms interface. At the top, there are tabs for 'Events' and 'Alarms(4)'. Below the tabs is a table with the following columns: Time, Severity, Host, User, Label, Pid, and Message. Two alarm events are listed:

Time	Severity	Host	User	Label	Pid	Message
2019-08-06T05:00:08Z	ALARM	localhost	mpefuser	XMAR	27951	20190805204500Z MARFTran2045 terminated - started after 20190806050008Z
2019-08-05T23:00:10Z	ALARM	localhost	mpefuser	XMAR	27951	20190805144500Z MARFTran1445 terminated - started after 20190805230010Z

Below the table is a schedule display showing activity for various software units. The units listed are GPCAL\_FSD:GPCAL\_FSD, GPVER\_TH:GPVER\_TH, XMAR:XMAR\_TH\_VER, GPVER\_AMV:GPVER\_AMV, XMAR:XMAR\_AMV\_VER, and CLEANUP:CLEANUP. The XMAR:XMAR\_AMV\_VER unit shows a red bar, indicating an alarm event, while other units show green bars.

## Action

- These alarms do not indicate a serious problem and should be ignored..

**Label: GPTIT - TIT terminated****INFO**

It can happen that we don't receive the full set of forecast files from the ECMWF.

We have seen several cases of this last year (2019).

This will not always cause problems, but sometimes it will.

The next version of the MPEF will be more robust against this and will be able to fill the gaps in the forecast data in a more sophisticated way.

**Symptoms:**

- Many alarms, from many MPEF processes at the same time, starting at either 00:00, 06:00, 12:00, or 18:00z.
- The image reception is fine: the IDAC activity in the Schedule Display (MMGNT) is green.
- The temporal interpolation of the forecast and Radiative Transfer Model (RTM) data has failed: the GPTIT activity in MMGNT is red.
- Many other activities in MMGNT are red.

The smoking gun is the GPTIT alarm .

GPTIT is the process that performs the temporal interpolation of the forecast and the Radiative Transfer Model (RTM) data.

If it fails all MPEF production will stop.

MMCOM / mpefuser / VMPEFS02

File Tools

VALB MET09 FES E0000

EXEC TMAN SNAP LOGP MEVD

Labels Links

Label	PID	Port	Host	Log-Mode	Log-Level	State	Queued	Progress	Activity
ADFDA	2914	47951	VMPEFS02	Local	Error	Operational	0		
ADMDA	21067	58744	VMPEFS02	Local	Error	Operational	0	100	20200218141500Z,0,120,780,FALSE
CLEANUP	21069	55195	VMPEFS02	Local	Error	Operational	0	100	20200218141500Z,0,120,780,NULL
DPECO	21071	51510	VMPEFS02	Local	Error	Operational	0	100	20200218140000Z,0,120,180,OCAEncProd,FALSE
GPAER	21073	58949	VMPEFS02	Local	Error	Operational	0	100	20200218134500Z,0,120,780,FALSE
GPAMV02	21075	44360	VMPEFS02	Local	Error	Operational	0	100	20200218134500Z,0,120,780,4,TRUE
GPAMV05	21077	35098	VMPEFS02	Local	Error	Operational	0	100	20200218134500Z,0,120,780,4,TRUE
GPAMV06	21079	34354	VMPEFS02	Local	Error	Operational	0	100	20200218134500Z,0,120,780,4,TRUE
GPAMV09	21082	33267	VMPEFS02	Local	Error	Operational	0	100	20200218134500Z,0,120,780,4,TRUE
GPAMV12	21084	46761	VMPEFS02	Local	Error	Operational	0	100	20200218134500Z,0,120,780,4,TRUE
GPCAL_FSD	21086	55333	VMPEFS02	Local	Error	Operational	0	100	20200218140000Z,0,120,780,NULL
GPCAL_MON	21088	43246	VMPEFS02	Local	Error	Operational	0	100	20200218134500Z,0,120,780,NULL
GPCAL_VIC	21090	41697	VMPEFS02	Local	Error	Operational	0	100	20200218060000Z,0,120,780,NULL

Start Stop Start All Stop MPEF Stop All

Mode LocalLog Level Error

Events Alarms(14)

Time	Severity	Host	User	Label	Pid	Message
2020-02-18T14:13:19Z	ALARM	localhost	mpefuser	XDAD	21603	20200218140000Z DADFTran1400 terminated - started after 20200218141319Z
2020-02-18T14:13:19Z	ALARM	localhost	mpefuser	XMAR	21635	20200218140000Z MARFTran1400 terminated - started after 20200218141319Z
2020-02-18T14:13:14Z	ALARM	localhost	mpefuser	DPECO	21071	20200218140000Z ProdEnc1400 terminated - started after 20200218141314Z
2020-02-18T14:13:13Z	ALARM	localhost	mpefuser	DPECO	21071	20200218140000Z ProdEnc1400 terminated - started after 20200218141313Z
2020-02-18T14:13:13Z	ALARM	localhost	mpefuser	DPECO	21071	20200218140000Z ProdEnc1400 terminated - started after 20200218141313Z
2020-02-18T14:13:11Z	ALARM	localhost	mpefuser	GPGII03	21190	20200218140000Z GIIGen1400 terminated - started after 20200218141310Z
2020-02-18T14:13:11Z	ALARM	localhost	mpefuser	GPOCA02	21286	20200218140000Z OCAGen1400 terminated - started after 20200218141310Z
2020-02-18T14:13:10Z	ALARM	localhost	mpefuser	GPGII02	21174	20200218140000Z GIIGen1400 terminated - started after 20200218141310Z
2020-02-18T14:13:10Z	ALARM	localhost	mpefuser	GPGII01	21158	20200218140000Z GIIGen1400 terminated - started after 20200218141310Z
2020-02-18T14:13:10Z	ALARM	localhost	mpefuser	GPOCA03	21302	20200218140000Z OCAGen1400 terminated - started after 20200218141310Z
2020-02-18T14:13:10Z	ALARM	localhost	mpefuser	GPGII04	21206	20200218140000Z GIIGen1400 terminated - started after 20200218141310Z
2020-02-18T14:13:10Z	ALARM	localhost	mpefuser	GPOCA01	21270	20200218140000Z OCAGen1400 terminated - started after 20200218141310Z
2020-02-18T14:13:10Z	ALARM	localhost	mpefuser	GPOCA04	21318	20200218140000Z OCAGen1400 terminated - started after 20200218141310Z
2020-02-18T14:13:09Z	ALARM	localhost	mpefuser	GPTIT	21479	20200218140000Z TIT terminated - started after 20200218141308Z

Ack All Sound Off Limit 50

Alarms acknowledged

## Action

- **Call MPEF On-Call person immediately**
  
- **MPEF on-call actions, on-site:**
  - **Run the “init\_Fcst.sh” and “init\_RTM.sh” scripts from the command line.**
  - **This will usually fix the problem, assuming that the missing ECMWF forecast file(s) have arrived in the meantime, which is usually the case.**
  - **If the forecast file(s) have not arrived yet, it will be necessary to wait and retry later.**
  - **There is no need to stop and restart any processes.**

**Many Alarms at 00:00 06:00 12:00 18:00**

[GOTO: Label: GPTIT - TIT terminated](#) 

## 5.6

## MME\_DCPF

MPEF ALARMS (MPEF servers only)	ID
Local Monitoring Overview crash <sup>117</sup>	DCPF-GEN-001 <sup>117</sup>



## 5.6.1 Local Monitoring Overview crash

### Local Monitoring MMI elements have changed to orange

i.e.

- Latest Processed DCP Messages, Channel Alarms and # of DCPs per Instance.
- Local Monitoring Overview is blank and has 'HTTP 404 error'

If this happens, then one of the two troubleshooting actions can be done:

- Try refreshing the browser, if this doesn't remedy the issue then this can be due to the Local monitoring process crash or another issue.
- Then please open a Terminal and login to the current prime server using:  
ssh [dcpfmgr@10.13.1.24](mailto:dcpfmgr@10.13.1.24) (or 10.13.1.26 if the redundant server is prime)

<password> (use dcpfmgr password from password list)

- dcpf stop dcpf\_mon
- dcpf start dcpf\_mon

Then refresh the browser.

please clean the cache of Chrome as follow:

- On the Chrome browser (used for monitoring), please go to the menu found on top right corner (3 vertical dots)
  - Go to 'More Tools', then 'Clear Browsing History'
  - On the default select tab 'Basic', keep the 3 options selected, and in 'Time range' select 'All time'
  - Then click on 'Clear data'
  - Refresh the local monitoring web interface
- 
- **If the above workaround does not resolve the issue, then**
    - first inform the on-call analyst
    - In the same Terminal where you logged in to the Prime DCPF server you will have to stop and then restart the MME\_DCPF

- dcpf stop  
you will see messages, after the command executes, stating that the dcpf is stopping/stopped.  
Once the dcpf is stopped, then
- dcpf start  
you will see messages, after the command executes, stating that the dcpf is starting/started

Refresh the browser and check that the correct links are enabled and the incoming/outgoing message counts are populating and updating.

Should the browser not update using the bookmarked ip <http://10.13.1.30:8081/> then use <http://10.13.1.24:8081/>

## 5.7

## VAL\_SNI

**Info**

**VAL\_SNI** monitoring is activated and monitored on GEMS, in case an operations swap of the CF mission to VALI has been performed (and until CF operations are back on OPE). The **VAL\_SNI** facility is monitoring, additionally to CF VALI related equipment, also SNI equipment which is not used for operations and which therefore does not need call-outs or emails. Below is the list of **VAL\_SNI** equipment that does require proper logging and escalation in case of alarm.

**Only alarms on VAL\_SNI concerning the following systems are subject to emailing or calling the SNI oncall person (as per SNI KBase):**

MCIC connectivity:

- VSNPX10/20
- ISNSPE10/20
- ISNFCP10/11/20/21

Backup services:

- Netbackup events concerning CF machines (\*CF\* in the alarm text for <hostname>)
- Samfs events when becoming full
- Alarms for other VAL\_SNI equipment do not require logging, emails or call-outs (and can be filtered if continuous; please be careful and specific when setting filters)

**•NOTE: OPE SNI continues to be monitored as usual.**

The VAL\_SNI equipment allocation can be checked here: [http://omasif.eumetsat.int/sni-mon/valsni\\_clientreport.html](http://omasif.eumetsat.int/sni-mon/valsni_clientreport.html)

(this is a huge and slow page!)

VSNPXnn: VPLEX Storage managers / virtualization

ISNSPEnn: VMAX Storage arrays

ISNFCPnn: Fiber Channel Directors (Switch)

6



7

**GEMS FACILITIES****MASIF GEMS Main Page****Login:**     **grndcon****Password:** <the known one>

## 7.1

## COMMS

COMMS xmani01/xmane01	ID
xmani01/xmane01 <sup>[124]</sup>	COMMS-01 <sup>[124]</sup>

COMMS MME-TIB	ID
alarm node down fmc2500-1 <sup>[127]</sup>	COMMS-100 <sup>[126]</sup>
alarm node down fmc2500-2 <sup>[128]</sup>	COMMS-101 <sup>[128]</sup>
JEUNO-EUM-NOAA-WAN-Links <sup>[129]</sup>	COMMS-102 <sup>[129]</sup>
rteop04 - T-Systems link <sup>[135]</sup>	COMMS-103 <sup>[133]</sup>
rteos04 - T-Systems link <sup>[135]</sup>	COMMS-104 <sup>[135]</sup>
alarm node down inetfw1-ftd (Prime Internet EDGE Firewall FTD) <sup>[137]</sup>	COMMS-105 <sup>[137]</sup>
alarm node down inetfw1-fxos (Prime Internet EDGE Firewall Chassy) <sup>[138]</sup>	COMMS-106 <sup>[138]</sup>
alarm node inetfw1-fxos (Prime Internet EDGE Firewall Chassy) interface down port-channel1 (U: Uplink) <sup>[139]</sup>	COMMS-107 <sup>[139]</sup>
alarm node inetfw1-fxos (Prime Internet EDGE Firewall Chassy) interface down port-channel2 (U: Uplink) <sup>[140]</sup>	COMMS-108 <sup>[140]</sup>
alarm node down inetfw1-ftd (Secondary Internet EDGE Firewall FTD) <sup>[141]</sup>	COMMS-109 <sup>[141]</sup>
alarm node down inetfw1-fxos (Secondary Internet EDGE Firewall Chassy) <sup>[142]</sup>	COMMS-110 <sup>[142]</sup>
alarm node inetfw1-fxos (Secondary Internet EDGE Firewall Chassy) interface down port-channel1 (U: Uplink) <sup>[143]</sup>	COMMS-111 <sup>[143]</sup>
alarm node inetfw1-fxos (Secondary Internet EDGE Firewall Chassy) interface down port-channel2 (U: Uplink) <sup>[144]</sup>	COMMS-112 <sup>[144]</sup>
alarm node down wanfw1-admin (WAN Edge vASA Secondary Firewall Admin) <sup>[145]</sup>	COMMS-113 <sup>[145]</sup>
alarm node down wanrs1 (WAN Edge Secondary router) <sup>[146]</sup>	COMMS-114 <sup>[146]</sup>
alarm node wandlss1 (WAN Edge distribution switch) <sup>[147]</sup>	COMMS-115 <sup>[147]</sup>

## 7.1.1 xmani01/xmane01

### Info:

These were machines/nodes/interfaces that are only on the commercial power supply and aren't on the UPS (Uninterruptible Power Supply), and shouldn't be by design. So they're UMARF workstations/switches that are not operationally critical and in a development room.

### Example:

14.337.06.35.37.587	COMMS	xmane01	Exgate_external	A	:alarm sweip4/ GigabitEthernet0/2 interface down, down: SWEIP7/45 at Exgate MSG ER primary switch
14.337.06.36.19.853	COMMS	xmani01	MME,MSG	A	:alarm vumans05 node down, cricket snmpget failed 3 times: UMARF team room VAL switch. only workstations connected
14.337.06.38.03.019	COMMS	xmani01	MME,MSG	A	:alarm oumans05 node down, status from Nagios: UMARF team room OPE switch. only workstations connected
14.337.06.42.07.037	COMMS	xmane01	Exgate_external	A	:alarm sweip7 node down, cricket snmpget failed 3 times: SNIM&C, UMARF

### Action:

- During working hours contact COMMS



- **Outside working hours no need of call-out. Send an email to the on-call COMMS engineer**

## 7.1.2

## MME-TIB

COMMS MME-TIB	ID
alarm node down fmc2500-1 <sup>127</sup>	COMMS-100 <sup>126</sup>
alarm node down fmc2500-2 <sup>128</sup>	COMMS-101 <sup>128</sup>
JEUNO-EUM-NOAA-WAN-Links <sup>129</sup>	COMMS-102 <sup>129</sup>
rteop04 - T-Systems link <sup>135</sup>	COMMS-103 <sup>133</sup>
rteos04 - T-Systems link <sup>135</sup>	COMMS-104 <sup>135</sup>
alarm node down inetfw1-ftd (Prime Internet EDGE Firewall FTD) <sup>137</sup>	COMMS-105 <sup>137</sup>
alarm node down inetfw1-fxos (Prime Internet EDGE Firewall Chassy) <sup>138</sup>	COMMS-106 <sup>138</sup>
alarm node inetfw1-fxos (Prime Internet EDGE Firewall Chassy) interface down port-channel1 (U: Uplink) <sup>139</sup>	COMMS-107 <sup>139</sup>
alarm node inetfw1-fxos (Prime Internet EDGE Firewall Chassy) interface down port-channel2 (U: Uplink) <sup>140</sup>	COMMS-108 <sup>140</sup>
alarm node down inetfw1-ftd (Secondary Internet EDGE Firewall FTD) <sup>141</sup>	COMMS-109 <sup>141</sup>
alarm node down inetfw1-fxos (Secondary Internet EDGE Firewall Chassy) <sup>142</sup>	COMMS-110 <sup>142</sup>
alarm node inetfw1-fxos (Secondary Internet EDGE Firewall Chassy) interface down port-channel1 (U: Uplink) <sup>143</sup>	COMMS-111 <sup>143</sup>
alarm node inetfw1-fxos (Secondary Internet EDGE Firewall Chassy) interface down port-channel2 (U: Uplink) <sup>144</sup>	COMMS-112 <sup>144</sup>
alarm node down wanfws1-admin (WAN Edge vASA Secondary Firewall Admin) <sup>145</sup>	COMMS-113 <sup>145</sup>
alarm node down wanrs1 (WAN Edge Secondary router) <sup>146</sup>	COMMS-114 <sup>146</sup>
alarm node wandlss1 (WAN Edge distribution switch) <sup>147</sup>	COMMS-115 <sup>147</sup>

**alarm node down fmc2500-1****Info**

**Alarms for the Firepower Management Center (firewall manager)**

**Prime Internet EDGE Firewall FMC**

**These devices are not critical and can be investigated the next day.**

**A manual intervention is needed for the redundant device to take over.**

**Example****Action**

- **During office hours call COMMS On-Call**
- **outside office hours send e-mail to [comms@eumetsat.int](mailto:comms@eumetsat.int)**

## alarm node down fmc2500-2

### Info

Alarms for the Firepower Management Center (firewall manager)

Secondary Internet EDGE Firewall FMC

These devices are not critical and can be investigated the next day.

A manual intervention is needed for the redundant device to take over.

### Example

### Action

- During office hours call COMMS On-Call
- outside office hours send e-mail to [comms@eumetsat.int](mailto:comms@eumetsat.int)

**JEUNO-EUM-NOAA-WAN-Links****Info**

JEUNO COMMS links are new (2017) Eumetsat - NOAA MuMi links. There are more details under the "[New MuMi WAN Link](#)" entry (click to follow).

**The primary path is via Router RTEOP5 -> Router USA-CLPK-R1 -> NOAA. The provider is GEANT. If any of the following alarms for the prime link occur, the primary line will be affected and traffic will fail over to the secondary line.**

**The secondary path is RTEOS5 -> USA-DENV-R1 -> NOAA. The provider is GEANT. Under nominal conditions, a failure of the secondary link will have no direct impact on operations. If an outage persists longer than 10 minutes, open a ticket with GEANT (Denver - Circuit ID: EUMET-JEUNO-PAR-DENV-1602) and send an email to Comms.**

**If the primary path is also down, a failure of one of these elements will result in a complete outage for traffic over these lines. Call Comms immediately and open a ticket with GEANT.**

**Example alarms for prime link problems:****RTEOP5: Primary GEANT VPN Edge Router**

17.138.16.0 6.54.317	COMMS	xman b01	MME, TIB	A	_ : alarm node down <b>rteop5</b> (GEANT VPN Edge Primary router)
17.138.16.0 6.54.317	COMMS	xman b01	MME, TIB	A	_ : alarm node <b>rteop5</b> (GEANT VPN Edge Primary router) interface down TenGigabitEthernet0/0/0 (SNDSIB101/02/15 to RTEOP4)
17.138.16.0 6.54.317	COMMS	xman b01	MME, TIB	A	_ : alarm node <b>rteop5</b> (GEANT VPN Edge Primary router) interface down Port-channel63 (sndlsib101+sndlsib201 roadmap WAN access)

17.138.16.0 6.54.317	CO MM S	xman b01	MME, TIB	A	_ : alarm node <b>rteop5</b> (GEANT VPN Edge Primary router) interface down GigabitEthernet0/0/1 (SNDSIB101/1/40L3)
17.138.16.0 6.54.317	CO MM S	xman b01	MME, TIB	A	_ : alarm node <b>rteop5</b> (GEANT VPN Edge Primary router) interface down GigabitEthernet0/0/2 (SNDSIB201/2/40)

**USA-CLPK-R1: Primary EUM JEUNO router at NOAA**

17.132.10. 43.19.706	CO MM S	xman b01	MM E, TIB	A	_ : alarm node down <b>usa-clpk-r1</b> (NOAA College Park / Suitland GEANT VPN router)
17.132.10. 43.19.706	CO MM S	xman b01	MM E, TIB	A	_ : alarm node <b>usa-clpk-r1</b> (NOAA College Park / Suitland GEANT VPN router) interface down bgp_noaa
17.132.10. 43.19.706	CO MM S	xma nb01	MM E, TIB	A	_ : alarm node <b>usa-clpk-r1</b> (NOAA College Park / Suitland GEANT VPN router) interface down bgp_geant (NOAA College Park GEANT access line) [Will break multi-mission data flows to NOAA]
17.132.10. 43.19.706	CO MM S	xman b01	MM E, TIB	A	_ : alarm node <b>usa-clpk-r1</b> (NOAA College Park / Suitland GEANT VPN router) interface down Tunnel12 (RTEOP5 Partner EXTERNAL DMVPN)
17.132.10. 43.19.706	CO MM S	xman b01	MM E, TIB	A	_ : alarm node <b>usa-clpk-r1</b> (NOAA College Park / Suitland GEANT VPN router) interface down TenGigabitEthernet0/0/0 (Internet2 CPE to GEANT/London and NOAA/Denver)
17.132.10. 43.19.706	CO MM S	xman b01	MM E, TIB	A	_ : alarm node <b>usa-clpk-r1</b> (NOAA College Park / Suitland GEANT VPN router) interface down TenGigabitEthernet0/0/1 (brtr.clpk.nwave.noaa.gov/XE/0/0/6 campus network)

**Example alarms for secondary link problems:****RTEO5: Secondary GEANT VPN Edge Router**

17.138.16.0 6.54.317	CO MM S	xman b01	MME, TIB	A	_ : alarm node down <b>rteos5</b> (GEANT VPN Edge Secondary router)
17.138.16.0	CO	xman	MME,	A	_ : alarm node <b>rteos5</b> (GEANT VPN Edge

6.54.317	MM S	b01	TIB		Secondary router) interface down TenGigabitEthernet0/0/0 (SNDLSIB101/02/15 to RTEOS4)
17.138.16.0 6.54.317	CO MM S	xman b01	MME, TIB	A	_ : alarm node rteos5 (GEANT VPN Edge Secondary router) interface down Port- channel64 (sndlsib101+sndlsib201 roadmap WAN access)
17.138.16.0 6.54.317	CO MM S	xman b01	MME, TIB	A	_ : alarm node rteos5 (GEANT VPN Edge Secondary router) interface down GigabitEthernet0/0/1 (SNDLSIB101/1/40L3)
17.138.16.0 6.54.317	CO MM S	xman b01	MME, TIB	A	_ : alarm node rteos5 (GEANT VPN Edge Secondary router) interface down GigabitEthernet0/0/2 (SNDLSIB201/2/40)

USA-DENV-R1: EUM JEUNO router at Dever (NOAA)

17.132.10. 43.19.706	CO MM S	xman b01	MM E, TIB	A	-- CURRENTLY only INFO and WARNING events; no alarms --
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## Action

Please follow action in "ON\_CLK01 - MSG Comms Monitoring Procedure"

Until the procedure is updated, the actions here should be followed:

- Both links in error:

If the primary path and the secondary is down/alarming, this will result in a complete outage for traffic over these lines. Call Comms asap and open a ticket with GEANT.

- Prime link:

**Three actions should be taken if the alarm does not clear on its own after 10 minutes;  
A ticket should be opened with GEANT. Include the line id of the affected circuit (College Park  
- Circuit ID: EUMET-JEUNO-LON- CLPK-16027**

**Our partner NOAA should be notified. Send an email to [nwave-noc@noaa.gov](mailto:nwave-noc@noaa.gov) and  
[espcoperations@noaa.gov](mailto:espcoperations@noaa.gov) and include "NWAVE-S04279" in the subject line. A closing email  
should be sent at the end of the outage.**

**COMMS should be contacted. During business hours, call Comms on-call. Outside of business hours, send an email to Comms. If traffic does not fail over to the backup line, call Comms immediately.**

- Secondary link:

If an outage persists longer than 10 minutes, open a ticket with GEANT (Denver - Circuit ID: EUMET-JEUNO-PAR-DENV-1602) and send an email to Comms.

No further actions for the secondary link.



**RTEOP04\_PCCW\_Link****Info**

This alarm is about the Primary Internet link over the rteop04 Internet router. No service should be affected in nominal case, but COMMS should be informed if it stays down for longer. So they can get in touch with service provider for that.

**Example**

\_ : alarm node rteop4 (Internet Edge Primary router) interface down bgp\_pccw\_main\_peers (PCCW Internet Link peer routes count) [The number of routes served by this line is way off the usual 777000]

**Action**

- Log the alarm
- **IF both COMMS Internet Links are down at the same time then Call COMMS On-Call immediately**

20.079.09.04.16.719 COMMS xmanb01 MME,TIB A \_ : alarm node rteos4 (Internet Edge Secondary router) interface down bgp\_pccw\_backup\_peers (PCCW internet Link peer routes count) [The number of routes served by this line is way off the usual 777000]

20.079.09.04.26.524 COMMS xmanb01 MME,TIB A \_ : alarm node rteop4 (Internet Edge Primary router) interface down bgp\_pccw\_main\_peers (PCCW Internet Link peer routes count) [The number of routes served by this line is way off the usual 777000]

- **After 20-30 minutes check GEMS again for recovery, by searching on GEMS for the following info events:**

16.223.01.36.58.871 COMMS xmanb01 MME,TIB I \_ : info rteop4/TenGigabitEthernet0/0/1 interface up, linksignal: T-Systems link (LineID 443/T/61510/69000/1), was down xxx sec 16.223.01.37.42.481 COMMS xmanb01 MME,TIB I \_ : info rteos4/bgp\_telekom\_backup\_pop OK, Nagios service, SNMP OK - T-Systems

secondary internet PoP 87.128.239.69 is BGP state 6, was not ok xxx sec

- If **no recovery events** are present, please send the alarm to "E-Mail Comms" (cc: Geo Controller) saying that it is ongoing.
- If there are **recovery events** present, please send the alarm and recovery events to "E-Mail Comms" (cc: Geo Controller) saying that it is recovered.

## RTEOS04\_PCCW\_Link

### Info

This alarm is about the secondary Internet link over the rteos04 Internet router. No service should be affected in nominal case, but COMMS should be informed if it stays down for longer. So they can get in touch with service provider for that.

### Example

\_ : alarm node rteop4 (Internet Edge Secondary router) interface down bgp\_pccw\_main\_peers (PCCW Internet Link peer routes count) [The number of routes served by this line is way off the usual 777000]

### Action

- Log the alarm
- **IF both COMMS Internet Links are down at the same time then Call COMMS On-Call immediately**

20.079.09.04.16.719 COMMS xmanb01 MME,TIB A \_ : alarm node rteos4 (Internet Edge Secondary router) interface down bgp\_pccw\_backup\_peers (PCCW internet Link peer routes count) [The number of routes served by this line is way off the usual 777000]

20.079.09.04.26.524 COMMS xmanb01 MME,TIB A \_ : alarm node rteop4 (Internet Edge Primary router) interface down bgp\_pccw\_main\_peers (PCCW Internet Link peer routes count) [The number of routes served by this line is way off the usual 777000]

- **After 20-30 minutes check GEMS again for recovery, by searching on GEMS for the following info events:**

16.223.01.36.58.871 COMMS xmanb01 MME,TIB I \_ : info rteop4/TenGigabitEthernet0/0/1 interface up, linksignal: T-Systems link (LineID 443/T/61510/69000/1), was down xxx sec 16.223.01.37.42.481 COMMS xmanb01 MME,TIB I \_ : info rteos4/bgp\_telekom\_backup\_pop OK, Nagios service, SNMP OK - T-Systems

secondary internet PoP 87.128.239.69 is BGP state 6, was not ok xxx sec

- If **no recovery events** are present, please send the alarm to "E-Mail Comms" (cc: Geo Controller) saying that it is ongoing.
- If there are **recovery events** present, please send the alarm and recovery events to "E-Mail Comms" (cc: Geo Controller) saying that it is recovered.

**alarm node down inetfw1-ftd (Prime Internet EDGE Firewall FTD)****Info**

Alarms for Internet Edge Firewalls  
Prime Internet EDGE Firewall FTD

For alarms related the Internet Edge firewalls, call Comms on-call at any time that they are detected. The firewalls are redundant and the backup will take over without manual intervention. In the event that both units are down, all traffic flows to and from the internet will be blocked

**Example****Action**

- [Call](#) COMMS On-Call any time

## alarm node down inetfw1-fxos (Prime Internet EDGE Firewall Chassy)

### Info

Alarms for Internet Edge Firewalls

Prime Internet EDGE Firewall Chassy

For alarms related the Internet Edge firewalls, call Comms on-call at any time that they are detected. The firewalls are redundant and the backup will take over without manual intervention. In the event that both units are down, all traffic flows to and from the internet will be blocked

### Example

### Action

- [Call](#) COMMS On-Call any time

**alarm node inetfw1-fxos (Prime Internet EDGE Firewall Chassy)  
interface down port-channel1 (U: Uplink)**

### Info

**Alarms for Internet Edge Firewalls  
(Prime Internet EDGE Firewall Chassy) interface down port-channel1 (U: Uplink)**

**For alarms related the Internet Edge firewalls, call Comms on-call at any time that they are detected. The firewalls are redundant and the backup will take over without manual intervention. In the event that both units are down, all traffic flows to and from the internet will be blocked**

### Example

### Action

- **Call COMMS On-Call any time**

**alarm node inetfw1-fxos (Prime Internet EDGE Firewall Chassy)  
interface down port-channel2 (U: Uplink)**

### Info

**Alarms for Internet Edge Firewalls  
(Prime Internet EDGE Firewall Chassy) interface down port-channel2 (U: Uplink)**

**For alarms related the Internet Edge firewalls, call Comms on-call at any time that they are detected. The firewalls are redundant and the backup will take over without manual intervention. In the event that both units are down, all traffic flows to and from the internet will be blocked**

### Example

### Action

- **Call COMMS On-Call any time**



## alarm node down inetfw1-ftd (Secondary Internet EDGE Firewall FTD)

### Info

Alarms for Internet Edge Firewalls  
Prime Internet EDGE Firewall FTD

For alarms related the Internet Edge firewalls, call Comms on-call at any time that they are detected. The firewalls are redundant and the backup will take over without manual intervention. In the event that both units are down, all traffic flows to and from the internet will be blocked

### Example

### Action

- [Call](#) COMMS On-Call any time

## alarm node down inetfw1-fxos (Secondary Internet EDGE Firewall Chassy)

### Info

Alarms for Internet Edge Firewalls (Secondary Internet EDGE Firewall Chassy) interface down port-channel1 (U: Uplink)

For alarms related the Internet Edge firewalls, call Comms on-call at any time that they are detected. The firewalls are redundant and the backup will take over without manual intervention. In the event that both units are down, all traffic flows to and from the internet will be blocked

### Example

### Action

- [Call](#) COMMS On-Call any time

**alarm node inetfw1-fxos (Secondary Internet EDGE Firewall Chassy) interface down port-channel1 (U: Uplink)**

### Info

**Alarms for Internet Edge Firewalls  
(Prime Internet EDGE Firewall Chassy) interface down port-channel2 (U: Uplink)**

**For alarms related the Internet Edge firewalls, call Comms on-call at any time that they are detected. The firewalls are redundant and the backup will take over without manual intervention. In the event that both units are down, all traffic flows to and from the internet will be blocked**

### Example

### Action

- **Call COMMS On-Call any time**

**alarm node inetfw1-fxos (Secondary Internet EDGE Firewall Chassy) interface down port-channel2 (U: Uplink)**

### Info

**Alarms for Internet Edge Firewalls  
(Prime Internet EDGE Firewall Chassy) interface down port-channel2 (U: Uplink)**

**For alarms related the Internet Edge firewalls, call Comms on-call at any time that they are detected. The firewalls are redundant and the backup will take over without manual intervention. In the event that both units are down, all traffic flows to and from the internet will be blocked**

### Example

### Action

- **Call COMMS On-Call any time**

## alarm node down wanfws1-admin (WAN Edge vASA Secondary Firewall Admin)

### Info

The WAN EDGE is comprised of two subsystems, the Internet Edge and the WAN Edge. The WAN subsystem consists of three sets of devices, firewalls, routers, and switches. Please note that the Firewall Management Center nodes (FMC-2500-1 and FMC-2500-2) are shared by both subsystems. All devices are redundant and the failure of any single piece should result in an automatic failover to the backup. The first users of the WAN subsystem will be selected EARS stations. Other facilities will be on boarded during a dedicated project beginning in 2020.

### Firewalls

- FW-WANFWP1
- FW-WANFWS1
- FW-WANIPSP1
- FW-WANIPSS1

### Example

COMMS xmanb01 MME,TIB A \_: alarm node down wanfws1-admin (WAN Edge vASA Secondary Firewall Admin context)

### Action

- [Call](#) COMMS On-Call any time

## alarm node down wanrs1 (WAN Edge Secondary router)

### Info

The WAN EDGE is comprised of two subsystems, the Internet Edge and the WAN Edge. The WAN subsystem consists of three sets of devices, firewalls, routers, and switches. Please note that the Firewall Management Center nodes (FMC-2500-1 and FMC-2500-2) are shared by both subsystems.

All devices are redundant and the failure of any single piece should result in an automatic failover to the backup.

The first users of the WAN subsystem will be selected EARS stations. Other facilities will be on boarded during a dedicated project beginning in 2020.

### Routers

- ROU-WANRP1
- ROU-WANRS1
- ROU-WANVPNRP1
- ROU-WANVPNRS1

### Example

```
COMMS xmanb01 MME,TIB A _: alarm node down wanrs1 (WAN Edge Secondary router)
```

### Action

- [Call](#) COMMS On-Call any time

## alarm node wandlss1 (WAN Edge distribution switch)

### Info

The WAN EDGE is comprised of two subsystems, the Internet Edge and the WAN Edge. The WAN subsystem consists of three sets of devices, firewalls, routers, and switches. Please note that the Firewall Management Center nodes (FMC-2500-1 and FMC-2500-2) are shared by both subsystems.

All devices are redundant and the failure of any single piece should result in an automatic failover to the backup.

The first users of the WAN subsystem will be selected EARS stations. Other facilities will be on boarded during a dedicated project beginning in 2020.

### Switches

- SWI-WANALSP1
- SWI-WANALSS1
- SWI-WANDLSP1
- SWI-WANDLSS1
- SWI-WANSP1
- SWI-WANSS1

### Example

COMMS xmanb01 MME,TIB A \_ : alarm node wandlss1 (WAN Edge distribution switch) interface down port-channel102 (WANRS1/TE0)

### Action

- [Call](#) COMMS On-Call any time

## VPN Primary Router interface down wanvnp1-

### Info

Redundant VPN connections will be used for the EPS-SG and MTG LEOP connectivity to Telespazio. These links will only be used for testing activities until the first satellite is launched. Currently, the GEMS messages for this are only set to informational. They will be upgraded closer to the launch.

### Example

```
node wanvnp1 (WAN Edge VPN Primary router) interface down Tunnel41205 (PRTTSPLEOP-Prime VTI)
```

```
node wanvnp1 (WAN Edge VPN Primary router) interface down Tunnel41305 (PRTTSPLEOP-Cannes-MTG-Prime)
```

### Action

- Log the alarm
- e-mail [comms@Eumetsat.int](mailto:comms@Eumetsat.int) to notify them of the failure of either VPN link.



## VPN Secondary Router interface down wanvpnr1-

### Info

Redundant VPN connections will be used for the EPS-SG and MTG LEOP connectivity to Telespazio. These links will only be used for testing activities until the first satellite is launched. Currently, the GEMS messages for this are only set to informational. They will be upgraded closer to the launch.

### Example

```
node wanvpnrp1 (WAN Edge VPN Secondary router) interface down Tunnel41205 (PRTTSPLEOP-Prime VTI)
```

```
node wanvpnr1 (WAN Edge VPN Secondary router) interface down Tunnel51305
```

### Action

- Log the alarm
- e-mail [comms@Eumetsat.int](mailto:comms@Eumetsat.int) to notify them of the failure of either VPN link.

## alarm node wanvpnr1..XTTC Secondary Router/Link

### Info

This is a link for the EPS Ground Segment

### Example

23.151.22.59.24.221 COMMS xmanb01 MME,TIB A \_: alarm node wanvpnr1 (WAN Edge VPN Secondary router) interface down bgp\_prtxttc\_secondary (XTTC Secondary Link VPN)

### Action

- Log the alarm
- send e-mail to [XTTC\\_ops.leo@eumetsat.int](mailto:XTTC_ops.leo@eumetsat.int) with CC: [controller.LEO@eumetsat.int](mailto:controller.LEO@eumetsat.int)

## 7.2

## MME\_DCPF\_OPE

DCP - dcppe		ID
Memory usage too high on redundant server <sup>(158)</sup>		DCP-100 <sup>(158)</sup>
CPU too high on prime server <sup>(156)</sup>		DCP-101 <sup>(156)</sup>

DCP - dcpMSGPreProcessor		ID
DCP received on a none operational channel <sup>(158)</sup>		DCP-001 <sup>(158)</sup>
DCP indication when the number of corrupt DCP messages exceed the threshold <sup>(153)</sup>		DCP-002 <sup>(153)</sup>
Error: DCP Message Length <sup>(159)</sup>		DCP-003 <sup>(159)</sup>
srvDB DCP Break detected <sup>(160)</sup>		DCP-004 <sup>(160)</sup>
chMon DCP Channel Alarm <sup>(162)</sup>		DCP-005 <sup>(162)</sup>

dcpWeb		ID
Number of corrupted DCP-Messages <sup>(153)</sup>		DCP-002 <sup>(153)</sup>

## 7.2.1

## dcpWeb

dcpWeb	ID
Number of corrupted DCP-Messages <sup>153</sup>	DCP-002 <sup>153</sup>

## Number of corrupted DCP-Messages

### Info:

There is an alarm on DCPF which gives an indication when the number of corrupt DCP messages exceeds a predefined threshold. This alarm will generally occur late in the evening, if it is going to be triggered. It indicates possible beacon or receiver issue.

### Example:

```
21.312.12.55.51.500 MME_DCPF_OPE ODCPPES-  
S01 dcpfWeb A DCPFWeb.log:Entry detected:  
[ERROR] [2021-11-08 12:55:00,015] [DailyTableDOA]  
Number of corrupted DCP-Messages (755) over configured  
threshold!
```

### Action:

- Log the alarm
- Send an e-mail to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and cc [Ground\\_Station\\_Ops@eumetsat.int](mailto:Ground_Station_Ops@eumetsat.int)

## 7.2.2

## process\_dcppe

DCP - dcppe	ID
Memory usage too high on redundant server <sup>155</sup>	DCP-100 <sup>155</sup>
CPU too high on prime server <sup>156</sup>	DCP-101 <sup>156</sup>

**Memory usage too high on redundant server****Info:**

The following alarms may occur if memory usage is too high.

**Example:**

20.337.14.24.46.112 MME\_DCPF\_OPE ODCPPES-S01 process\_dcppe A Memory usage too high on redundant server with IP: 10.13.1.26

**Action:**

- Log the alarm
- Send e-mail to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and [Karim.Hajji@external.eumetsat.int](mailto:Karim.Hajji@external.eumetsat.int)

## CPU too high on prime server

### Info:

The following alarms may occur if CPU usage is too high

### Example:

```
02.337.14.26.46.916 MME_DCPF_OPE ODCPPES-S01 process_dcppe A  
CPU too high on prime server with IP: 10.13.1.24
```

### Action:

- Log the alarm
- Send e-mail to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and [Karim.Hajji@external.eumetsat.int](mailto:Karim.Hajji@external.eumetsat.int)



**7.2.3** **dcpMSGProcessor**

DCP-001

<b>DCP - dcpMSGPreProcessor</b>	<b>ID</b>
DCP received on a none operational channel <sup>158</sup>	DCP-001 <sup>158</sup>
Error: DCP Message lenght <sup>159</sup>	DCP-003 <sup>159</sup>
DCP Break detected / DCXP Delayed <sup>160</sup>	DCP-004 <sup>160</sup>
DCP Channel Alarm <sup>162</sup>	DCP-005 <sup>162</sup>

## DCP received on a none operational channel

### Info

The alarm is not important enough to warrant immediate action, and will be reduced to a warning in the next release of the DCPF DU. There are no controller actions relating to this event, so it can be filtered out.

### Example:

```
11.039.10.29.40 MSG_DCPF_OPE O_DCPS01 dcpMsgProcessor A dcpMsgProcessor.log.20110208: Entrydetected:A  
20110208102854.737613 0x0000000001732390 depIn DCP received on a none operational channel! Address:ChannelFreq:  
22DC86EC:402074500
```

### Action:

- log event
- filter alarm and update GEMS Filter DB to check for upcoming shifts if alarm has reoccurred within the last 24 hours.
- If alarm re-occurs more frequent then inform DADF On-Call by e-mail only and keep alarm filtered.
- If alarm did not re-occur then remove filter and close entry in thre GEMS Filter DB.

**Error: DCP Message Length****INFO:**

Alarm due to the addition of HRDCP receiver, where the message length is greater than the standard length. This will be fixed shortly.

**Example:**

```
15.286.08.36.07.223 MSG_DCPF_OPE O_DCPS02 dcpMsgProcessor A dcpMsgProcessor.  
log.20151013: Entry detected:A 20151013083550.9874577 Exception Exception: at: ../../  
common/encoderDecoder/DCPMessage.cpp, line: 288. Condition: m.messageLength >= sizeof  
(m.hrdcpHeader_) + sizeof(m.crcField_). Error: DCP message length { sizeof(m.  
DCPMessage)!!
```

```
15.286.08.36.07.224 MSG_DCPF_OPE O_DCPS02 dcpMsgProcessor A dcpMsgProcessor.  
log.20151013: Entry detected:A 20151013083550.9877747 dcpIn File processing exception!  
Error: DCP message length { sizeof(m.DCPMessage)!!
```

**Actions:**

- **Send an email to GEO Analysts.**
- **Alarm can be filtered out until further notice (no operational impact as no HRDCPs are transmitting).**

## DCP Break detected / Delay detected

### INFO

The alarms for DCP Service Break / Delay can occur when there is a comms issue between the ground station and the PEP, or there is a ground stations swap.

### Example

```
21.242.09.02.46.989 MME_DCPF_OPE ODCPPES-S02  
dcpMsgProcessor A dcpMsgProcessor.log.20210731.  
till.114427:Entry detected:A 20210830090147.793352  
7f269061770044 srvDB DCP Service Break detected, Service:  
'IODC'! Last message time: 2021-08-30T07:33:07.825000, reference  
message time: 2021-08-30T09:01:37.857000
```

```
21.242.11.36.54.440 MME_DCPF_OPE ODCPPES-S02  
dcpMsgProcessor A dcpMsgProcessor.log.20210731.  
till.114427:Entry detected:A 20210830113648.396996  
7f269061770000 srvDB DCP Service Delay detected, Service:  
'IODC'! Last reception time: 2021-08-30T09:34:18.999000, reference  
reception time: 2021-08-30T11:36:47.770000
```

### Action

- Please check, using the DCPF Analysis tool, if there was an actual DCP Service Break during the times mentioned in the GEMS alarm
- If messages were received during the time frame then no further action is required apart from sending an e-mail to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) along with a printout from the Analysis Tool.
- If no messages were received during the timeframe, and the service has resumed, then send an e-mail to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and he will

**check the next working day.**

- **If no messages were received and the issue is ongoing, then send an e-mail to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and cc [Ground\\_Station\\_Ops@eumetsat.int](mailto:Ground_Station_Ops@eumetsat.int)**

## DCP Channel Alarm

### Info

No DCP message from the specific channel has been received.

The probable reason for the alarm is down to two things:

- 1: The channel only has one user and they are not transmitting or transmitting intermittently
- 2: The Reference message has been stopped (assuming the Reference message is sent on the alarming channel).

### Example

```
21.242.01.11.22.872 MME_DCPF_OPE ODCPPES-S02 A  
dcpMsgProcessor.log.20210731.till.114427:Entry detected:A  
20210830011110.164311 7f26916197004a chMon DCP Channel  
Alarm, (Freq: 402215500, Channel Id: 121, Channel Name: R77,  
Alarm Interval: 30)
```

### Action

- For single occurrence, please log it.
- If it keeps going on:
  - Using the MME DCPF Mission analysis tool, check if any messages are, or have been received within the last 3 hours on the alarming channel.
  - Send an info e-mail to GEO Analyst on-call and [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int).

7.3

MME\_DCSWEB\_OPE

DCSWEB	ID
No MSG DCP files ingested at DCSWEB service for more than 30 minutes <sup>164</sup>	DCSWEB-001 <sup>164</sup>

### 7.3.1 No MSG DCP files ingested at DCSWEB service for more than 30 minutes

#### Info:

The service is the DCS Web Service,

[http link: DCS Web Service \(Eumetsat\)](#)

DCPs are monitored on an hourly basis.

There are around 900 files sent in total for ODEG and IODC mission to the DCS Web Service per hour.

#### Example:

```
22.314.08.10.11.686 MME_DCSWEB_OPE MAS-OPINTS00  
GEMS_CheckEventsAgent A No MSG DCP files ingested at DCSWEB  
service for more than 30 minutes -> Matching GEMS event of severity [I],  
host [ANY], process [DCS.sddiCataloguer], msg regexp [^.  
*sddi_cataloguer.*W_XX.*DCP\+REP.*ingested.*$] not found for over  
[1800] seconds
```

#### Action:

- Goto (click link here:) [SMART MONITORING > SMART GEO > MSG DCP MMDS to DCSWEB](#)



7.4

MSG\_GNOPS\_OPE

MSG_GNOPS_OPE		ID
Any GNOPS alarm <sup>166</sup>		GNOPS-010 <sup>166</sup>

## 7.4.1 Any GNOPS alarm

➤ Goto: [SMART MONITORING > SMART GEO > GNOPS](#) <sup>12</sup>

## 7.5

## MME\_ECAST\_OPE\_DL\_AFR1

MME_ECAST_OPE_DL_AFR1 CheckEventAgent Alarms	ID
The link margin of the EUMETCast Africa service for downlink Scanzano and/or Fucino dropped below 5 dB. <small>169</small>	MME_DL-200 <small>169</small>

MME_ECAST_OPE_DL_AFR1 LogFileAgent Alarms	ID
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)" <small>17</small>	MME_DL-300 <small>17</small>

## 7.5.1 CheckEventAgent

MME_ECAST_OPE_DL_AFR1 CheckEventAgent Alarms	ID
The link margin of the EUMETCast Africa service for downlink Scanzano and/or Fucino dropped below 5 dB. <small>169</small>	MME_DL-200 <small>169</small>

**The link margin of the EUMETCast Africa service for downlink Scanzano and/or Fucino dropped below 5 dB.**

## Info

### **EUMETCAST Africa Downlink margin drops below 5db**

**Reception could still work for reception stations. It depends how much the link margin drops. This is a first warning for awareness of possible losses**

```
21.064.13.37.33.083MME_ECAST_OPE_DL_AFR1x2g18.opscloud.eumetsat.int  
GEMS_CheckEventsAgent A The link margin of the EUMETCast Africa service for downlink  
Scanzano and/or Fucino dropped below 5 dB. -> Matching GEMS event of severity [I], host  
[eumcm08], process [LogFileAgent], msg regexp [^.*(FUC|SCA).DL.*linkMargin1.0:[5-9].*$] not  
found for over [600] seconds
```

## Action:

- **check if this is during co-linearity times (~ 12:40 - 13:05). log event and wait until outside of the co-linearity. E.g. after 13:00 UTC**
- **If no losses are seen in Africa service then log event and send an e-mail to on-call diss engineer with cc opsreports and cc duty analyst.**
- **If losses are seen in Africa service then call dissemination on-call**
- **If no recurrence of the alarm after 5 minutes then log alarm and send e-mail to opsreport**
- **If repetitive alarms every 5 minutes without losses then send an e-mail to on-call diss engineer with cc opsreports**
- **Continue to monitor the EUMETCast service very closely**

## 7.5.2 LogfileAgent

MME_ECAST_OPE_DL_AFR1 LogFileAgent Alarms	ID
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)" <small>171</small>	MME_DL-300 <small>171</small>

```
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"  
<topicref type="topic" id="398557402799829" build="ALL" modified="2009-02-11T16:15:59.806Z" icon="12" href="DVB-KU-008">  
  <caption translate="true">FATAL: Alive file not updated for nn msec. Process seems to be hanging and will be stopped.</caption>  
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"_2_2
```

**If GEMS alarm similar to following is detected on any EUMETCast reception station:**

```
"... WRN:yyyy-dd-mm hh:mm:ss.msec: Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"
```

## Info

Each service delivered via EUMETCast is assigned to a specific channel at the uplink provider site. The announcement channel is not encrypted and contains info for each user for upcoming data to be listened to for reception

This alarm can occur on any reception station for uplink or downlink.

## Action:

- **IF alarm is only for one User Station and single event then log event.**  
Check in GEMS that INFO events are available in the same facility after the alarm  
You can also check in SMART - Telespazio - Service Viewers if the host is updating again (see table [reception stations](#)<sup>819</sup>)  
No AR required.

### No e-mail to OnCall required

#### Example for an alarm of uplink. DL alarms are similar:

22.350.08.53.20.427 MME\_ECAST\_OPE\_UPL\_E1BAS EUMCE-FOC-RPC-UP  
 LogFileAgent A rcv\_bas.log: Entry detected:VRB:2022-12-16 08:52:52.210:Reconnecting to announcement channel 'TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)  
 22.350.08.53.20.427 MME\_ECAST\_OPE\_UPL\_E1HVS EUMCE-FOC-RPC-UP  
 LogFileAgent I rcv\_hvs-1.log: Entry detected:VRB:2022-12-16 08:51:59.990:Delivered file `data/eumetcast/hvs-1/default/OR\_ABI-L1b-RadF-M6C06\_G16\_s20223500840207\_e20223500849521\_c20223500849544.nc' id 639c3191011ee0a9 from channel `E1H-TPG-1' (created at sender side 2022-12-16 08:50:50 UTC, received at 2022-12-16 08:51:59 UTC, size 7,648,100 bytes)

The screenshot shows the 'eumetcast SMART' application window. A 'Viewers' menu is open, displaying a tree view of service viewers. Below the menu, a table displays the status of various reception stations. The table has two columns: 'Up eumcmt02' and 'Up FUCINO'. The 'Up FUCINO' column shows a significant drop in status for one station, highlighted in red.

Up eumcmt02	Up FUCINO
297 of 297	297 of 297
232 of 232	232 of 232
277 of 277	277 of 277
142 of 142	142 of 142
207 of 207	45 of 207
134 of 134	56 of 134
186 of 186	186 of 186
293 of 293	293 of 293
249 of 249	249 of 249
186 of 186	186 of 186
201 of 201	201 of 201

- **IF alarm occurs repeatedly/ongoing on one User Station only,**
- Check in SMART that other Reception Stations receiving services fine. see above under 'alarm is only for one User Station'
  - Check EUMETCast dissemination OK
  - Inform Analyst On-Call in normal office hours
  - IF no impact in EUMETCast dissemination THEN log event and send e-mail to opsreports@eumetsat.int.
  - IF an impact in EUMETCast dissemination can be seen THEN log event and \*\*\* raise Eumetcast AR \*\*\* and goto next check: alarm for multiple



## reception stations

Note: it is unlikely that a single user station problem causes a Eumetcast dissemination

loss. Check other User Stations of same service carefully.

- **IF alarm occurs for multiple or all Reception Stations per Europe or Africa downlink then log event.** (see table [reception stations](#)<sup>819</sup>)
  - **D/L Reception Stations Europe:** ecastm01,ecastm02, ecastm03, ecastm04, EUMCE-FOC-RPC-DW, EUMCE-LRO-RPC-DW, testRX
  - **D/L Reception Stations Africa:** ecastm01,ecastm02, ecastm05, ecastm06, TPL1NET-RCP-DOWN, TPL2NET-RCP-DOWN
  - **U/L Reception Stations Europe:** EUMCM01/02/3/4, eumcv01/2, eumcmt01/2, EUMCE-FOC-RPC-UP, EUMCE-LRO-RPC-UP
  - **U/L Reception Stations Africa:** EUMCM1/2, EUMCM07/8, TPL1NET-RCP-UP, TPL2NET-RCP-UP
- **Check dissemination for possible uplink problem**
- **IF an impact in EUMETCast dissemination can be seen THEN**
  - **log event and**
  - **raise Eumetcast AR**
  - **Follow instructions in system procedure [0N DIS01](#) for related Eumetcast outage**

## 7.6

## MME\_ECAST\_OPE\_DL\_E1BAS

MME_ECAST_OPE_DL_E1BAS CheckEventAgent Alarms	ID
No MSG DCP files received on EUMETCast DVB Reference station from EUMETCast dissemination <sup>[176]</sup>	MME_DL-103 <sup>[176]</sup>
No CTTM product from GNOPS was disseminated for more than 30 minutes <sup>[177]</sup>	MME_DL-104 <sup>[177]</sup>
No Modis Radiances products received on EUMETCast reception station for more than 6 hours <sup>[178]</sup>	MME_DL-105 <sup>[178]</sup>
No DB winds products received on EUMETCast reception station for more than 7 hours <sup>[180]</sup>	MME_DL-107 <sup>[180]</sup>
DWDSAT service interrupted. No files received at User Stations for more than 15 minutes. <sup>[181]</sup>	MME_DL-108 <sup>[181]</sup>
WMO-RA-VI data (BMD) service interrupted No files received at User Stations for more than 15 minutes <sup>[183]</sup>	MME_DL-118 <sup>[183]</sup>
-----	-----
No WMO-RA-VI data (BMD) from DWD has been received in EUMETCast reception staitons for more than 2 hour <sup>[186]</sup>	MME_DL-109 <sup>[186]</sup>
No WMO-RA-VI data (BMD) from ECMWF has been received in EUMETCast reception stations for more than 12 hour <sup>[188]</sup>	MME_DL-110 <sup>[188]</sup>
No WMO-RA-I data (MDD) from DWD has been received in EUMETCast reception staitons for more than 2 hour <sup>[190]</sup>	MME_DL-111 <sup>[190]</sup>
No WMO-RA-I data (MDD) from ECMWF has been received in EUMETCast reception stations for more than 12 hour <sup>[192]</sup>	MME_DL-112 <sup>[192]</sup>
No WMO-RA-I data (MDD) from UKMO has been received in EUMETCast reception stations for more than 2 hour <sup>[194]</sup>	MME_DL-113 <sup>[194]</sup>
No WMO-RA-I data (MDD) from MF has been received in EUMETCast reception stations for more than 12 hour <sup>[196]</sup>	MME_DL-114 <sup>[196]</sup>
No WMO-RA-I data (MDD) from NOAA NCEP has been received in EUMETCast reception stations for more than 24 hour <sup>[198]</sup>	MME_DL-115 <sup>[198]</sup>
No PRIME HRIT file received from EUMETCast for 300 seconds <sup>[200]</sup>	MME_DL-116 <sup>[200]</sup>

MME_ECAST_OPE_DL_E1BAS LogFileAgent Alarms	ID
Critical dongle error.... Restarting child. <sup>[203]</sup>	MME_DL-010 <sup>[203]</sup>
Critical dongle error... Dongle support deactivated <sup>[204]</sup>	MME_DL-011 <sup>[204]</sup>
ERROR - no data is being received via the DVB interface and the tellicast client is running. <sup>[205]</sup>	MME_DL-012 <sup>[205]</sup>
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)" <sup>[206]</sup>	MME_DL-013 <sup>[206]</sup>
FATAL: Alive file not updated for nnnn msec. Process seems to be hanging and will be stopped <sup>[209]</sup>	MME_DL-014 <sup>[209]</sup>

## 7.6.1 CheckEventAgent

MME_ECAST_OPE_DL_E1BAS	CheckEventAgent	Alarms	ID
No MSG DCP files received on EUMETCast DVB Reference station from EUMETCast dissemination		<sup>[176]</sup>	MME_DL-103 <sup>[176]</sup>
No CTTH product from GNOPS was disseminated for more than 30 minutes		<sup>[177]</sup>	MME_DL-104 <sup>[177]</sup>
No Modis Radiances products received on EUMETCast reception station for more than 6 hours		<sup>[178]</sup>	MME_DL-105 <sup>[178]</sup>
No DB winds products received on EUMETCast reception station for more than 7 hours		<sup>[180]</sup>	MME_DL-107 <sup>[180]</sup>
DWDSAT service interrupted. No files received at User Stations for more than 15 minutes.		<sup>[181]</sup>	MME_DL-108 <sup>[181]</sup>
WMO-RA-VI data (BMD) service interrupted No files received at User Stations for more than 15 minutes		<sup>[183]</sup>	MME_DL-118 <sup>[183]</sup>
-----			
No WMO-RA-VI data (BMD) from DWD has been received in EUMETCast reception staitons for more than 2 hour		<sup>[186]</sup>	MME_DL-109 <sup>[186]</sup>
No WMO-RA-VI data (BMD) from ECMWF has been received in EUMETCast reception stations for more than 12 hour		<sup>[188]</sup>	MME_DL-110 <sup>[188]</sup>
No WMO-RA-I data (MDD) from DWD has been received in EUMETCast reception staitons for more than 2 hour		<sup>[190]</sup>	MME_DL-111 <sup>[190]</sup>
No WMO-RA-I data (MDD) from ECMWF has been received in EUMETCast reception stations for more than 12 hour		<sup>[192]</sup>	MME_DL-112 <sup>[192]</sup>
No WMO-RA-I data (MDD) from UKMO has been received in EUMETCast reception stations for more than 2 hour		<sup>[194]</sup>	MME_DL-113 <sup>[194]</sup>
No WMO-RA-I data (MDD) from MF has been received in EUMETCast reception stations for more than 12 hour		<sup>[196]</sup>	MME_DL-114 <sup>[196]</sup>
No WMO-RA-I data (MDD) from NOAA NCEP has been received in EUMETCast reception stations for more than 24 hour		<sup>[198]</sup>	MME_DL-115 <sup>[198]</sup>
No PRIME HRIT file received from EUMETCast for 300 seconds		<sup>[200]</sup>	MME_DL-116 <sup>[200]</sup>

**No MSG DCP files received on EUMETCast DVB Reference station from EUMETCast dissemination**

### Info

**EUMETCAST MSG DCP messages missing for more than 30 minutes.**

filename example: W\_XX-EUMETSAT-Darmstadt,SURF+OCEAN,  
DCP+REP+0DEG+162096C4\_C\_EUMG\_20220607095630.bin

### Action:

- Check DCP chain from MSG PGS, MME\_DCPF to MMDS
- Goto (click link here:) [SMART MONITORING > SMART GEO > MSG DCP to DVB](#) 30

**No CTTH product from GNOPS was disseminated for more than 30 minutes**

### Info:

The GNOPS products are produced in house using NWC SAF software. There are 12 products. 3 from GNOPS-1 ( CMa, CT and CTTH) and 9 from GNOPS-2. The alarm is specifically for CTTH as this is based upon the others. Further details can be found in PN (Product Navigator). The products are considered part of the MPEF for the 0 degree mission in SMART, and are produced for every repeat cycle. Timeliness is 15 minutes from end of repeat cycle.

### Example:

```
15.056.03.25.41.839      MME_ECAST_OPE_DL_E1BAS      mas-opints00
GEMS_CheckEventsAgent A No CTTH product from GNOPS was disseminated for
more than 30 minutes. Please refer to KBase entry for further action. -> Matching GEMS
event of severity [I], host [ANY], process [LogFileAgent], msg regexp [^.*Delivered file.
*SAFNWC_MSG._CTTH_.*$] not found for over [1800] seconds
```

### Action:

➤ Goto: [SMART MONITORING > SMART GEO > GNOPS](#)

## No Modis radiances products received on EUMETCast reception station for more than 6 hours

### Info

This is an indication that there is a problem polling data from the NASA LANCE-MODIS servers nrt3 and/or nrt4.

Either the data is not available at the current server or the server is not reachable. For latter reason there should also be alarms in MME\_EEDGE\_OPE: (e.g.;; ...SEVERE: Error listing files at ...)

### Examples

```
23.210.18.54.59.161 MME_ECAST_OPE_DL_E1BAS MAS-OPINTS00 GEMS_CheckEventsAgent A No
Modis radiances products received on EUMETCast for more than 6 hours -> Matching GEMS event of severity [I],
host [ANY], process [ANY], msg regexp [^.*Delivered file.*M(Y|O)D021KM.A.*hdf.*$] not found for over [21600]
seconds
```

```
23.215.00.00.52.159 MME_EEDGE_OPE m2edds01 EFTS_JobAgent A MODIS: MODIS Radiances Terra
product retrieval from NASA: 20230803:00:00:52 SEVERE: Error listing files at [https://nrt4.modaps.eosdis.nasa.gov/
api/v2/content/archives/allData/61/MOD021KM/Recent/]: error[137]
```

### Action

#### Short interruption - outage < 6 hours

##### ➤ No action required

Note: First CheckEventAgent alarm is after 6 hours of missing data

#### Long interruption or Total Outage > 6 hours

- Log the alarm
- Check SMART GEONETCast ? Third Party - LEO ?  
MODIS ? Modis nrt
- Send an e-mail to Dissemination On-Call (CC: [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int)) with the alarm message and the affected files (e.g. Radiances from aqua and/or terra).
- raise a UNS message >> [see exemple under chapter UNS](#)<sup>816</sup>

- **During office hours:**
  - **IF the alarm persists (e.g. every 5 minutes) then contact Dissemination ON-call. They can check and if required coordinate server switch from nrt3 to nrt4 or vice versa**
  
- **During sociable hours (08:00-20:00 local time)**
  - **If service has not resumed then call dissemination on-call**
  
- **Outside sociable hours:**
  - **Filter the alarm(s) for the remainder of the shift or until sociable hours (e.g. 08:00 local)**
  - **Report the problem on shift handover if required to check the status of the alarms and resumption of data reception.**
  - **If service has still not resumed at shift handover then call dissemination on-call during sociable hours. (E.g. 08:00 - 20:00 local time)**

## No DB winds products received on EUMETCast reception station for more than 12 hours

### Info

This is an indication that the data provider (NOAA CIMSS) has stopped sending data to the Eumetsat. The CEA has been changed in July 2019 from 12 hours to 24 hours

Monitoring of dbWinds has changed from Controller monitoring to Analyst monitoring

### Action

- send e-mail to **send e-mail to on-call diss engineer with cc opsreports and cc duty analyst**. No further action required. The Dissemination Analyst will take care on next working day
  - dbWinds can be checked in SMART GEONETCast ? Third Party - LEO ? DBWINDS  
Data expectation is set to optional = no defined expectations but only count files as they come in.



**DWDSAT service interrupted. No files received at User Stations for more than 15 minutes.**

**Info:**

The DWDSAT data from DWD is now (Feb 2014) transferred via Eumetsat. Before it was transferred directly to the Uplink Server.

DWD --> IDS --> MMDS (poll from IDS)--> MMDS push --> A1 UPLINK.  
3 CheckEventAgents for 3 monitoring points have been installed to monitor the data flow via Eumetsat.

**Monitoring points:**

1. MMDS polling from IDS (alarm in MME\_EEDGE\_OPE)
2. User Station received (alarm in MME\_ECAST\_OPE\_DL\_E1BAS)

**Example:**

20.125.17.20.58.053 MME\_EEDGE\_OPE MAS-OPINTS00 GEMS\_CheckEventsAgent A  
DWDSAT service interrupted. No files polled from IDS for more than 15 minutes -> Matching GEMS event of severity [I], host [ANY], process [EFTS\_PollAgent], msg regexp [^.\*EUMETCast Relay Data from IDS.\*-DWD.\*\$] not found for over [900] seconds


20.125.17.20.58.060 MME\_EEDGE\_OPE MAS-OPINTS00 GEMS\_CheckEventsAgent A  
DWDSAT service interrupted. No files received at EUMETCast Platform for more than 15 minutes. -> Matching GEMS event of severity [I], host [ANY], process [EFTS\_PreProcessor], msg regexp [^.\*RELAY:. \*groups.DWD.\*\$] not found for over [900] seconds

20.125.17.20.59.489 MME\_ECAST\_OPE\_DL\_E1BAS MAS-OPINTS00  
GEMS\_CheckEventsAgent A DWDSAT service interrupted. No files received at User Stations for more than 15 minutes. -> Matching GEMS event of severity [I], host [ANY], process [LogFileAgent], msg regexp [^.\*Delivered file.\*from channel.\*DWDSAT.\*\$] not found for over [900] seconds

**Action:**

- **IF a total EUMETCAST outage then:  
IMMEDIATELY FOLLOW PROCEDURE 0N\_DIS01**

**IF NO TOTAL EUMETCAST OUTAGE:**

- **If no events available in the last 15 min then contact DWD to ask if they have problems to provide DWDSAT data to Eumetsat and send also e-mail to diss On-Call**
- **IF events available on IDS/MMDS but alarms in MME\_ECAST\_OPE\_DL\_E1BAS that files are not received at User Station then call Dissemination On-Call**
- **If not available for more than 1 hour and ongoing then raise a UNS . See example under: [UNS](#)  
> [GTS--DWD--WMO-RA-x](#) **

## WMO-RA-VI data (BMD) service interrupted No files received at User Stations for more than 15 minute

### Info:

There is a problem receiving WMO-RA-VI (BMD) data from DWD at the downlink. BMD = Basic Meteorological Data

DWD --> IDS --> MMDS (poll from IDS)--> MMDS push --> A1 UPLINK.

### Example:

```
20.125.17.20.59.488 MME_ECAST_OPE_DL_E1BAS MAS-OPINTS00 GEMS_CheckEventsAgent A WMO-RA-VI(BMD) service interrupted. No files received at User Stations for more than 15 minutes -> Matching GEMS event of severity [I], host [ANY], process [LogFileAgent], msg regexp [^.*Delivered file.*WMO-RA-VI.*$] not found for over [900] seconds
```

### Example files

```
20.126.13.00.31.765 MME_ECAST_OPE_DL_E1BAS ecastm03 LogFileAgent I recv_bas.log: Entry detected:VRB:2020-05-05 12:59:54.586:Delivered file `/dev/shm/data/eumetcast/bas/default/gts02-OPMET_Bulletins-2005051257-afsv--26-ia5' id 5eb1634704df7ab2 from channel `WMO-RA-VI' (created at sender side 2020-05-05 12:59:12 UTC, received at 2020-05-05 12:59:54 UTC, size 10,156 bytes)
```

```
20.126.13.01.18.068 MME_ECAST_OPE_DL_E1BAS ecastm04 LogFileAgent I recv_bas.log: Entry detected:VRB:2020-05-05 13:00:54.351:Delivered file `/dev/shm/data/eumetcast/bas/default/Z_C_EDZW_20200505125402_bda01,synop_buf9_999999_999999_MW_811.bin' id 5eb1638304df7bc6 from channel `WMO-RA-VI' (created at sender side 2020-05-05 13:00:18 UTC, received at 2020-05-05 13:00:54 UTC, size 4,402 bytes)
```

### Action:

- If single alarm then log event
- If continues (e.g. every 5 minutes) then contact DWD to check if they have a problem transferring files to Eumetsat. Also check if there are alarms for DWDSAT data interrupted.
- IF no problem at DWD side then contact Dissemination On-Call
- If not available for more than 5 days and ongoing then raise a UNS . See example under:

[UNS > GTS--DWD--WMO-RA-x](#)

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**No WMO-RA-VI data (BMD) from DWD has been received in EUMETCast reception staitons for more than 2 hour**

### Info:

There is a problem receiving WMO-RA-VI (BMD) data from DWD at the downlink. We receive MDD data for WMO-RA-I from 2 different data providers:

- DWD
- ECMWF

The data is also monitored in SMART, however in a daily activity cycle. Therefore these CEA have been created to check in more

### Example:

```
18.081.23.59.50.473 MME_ECAST_OPE_DL_E1BAS | xemtop003.at.inside | LogFileAgent | recv_bas.log: Entry detected: VRB:2018-03-22 23:59:45.969: Delivered file `data/eumetcast/received/default/gts06-SYNOPI_Bulletins-1803222357-afsv--69-ia5' id 5ab4436d00113124 from channel `WMO-RA-VI' (created at sender side 2018-03-22 23:59:07 UTC, received at 2018-03-22 23:59:45 UTC, size 6,700 bytes)
```

```
18.075.14.31.57.408 MME_ECAST_OPE_DL_E1BAS | x2g18.opscloud.eumetsat.int | GEMS_CheckEventsAgent A No WMO-RA-VI data (BMD) from DWD has been received in EUMETCast reception staitons for more than 2 hour - > Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.*Entry detected: VRB.*(EDZW|buf01|fx4|gts).*RA-VI.*$] not found for over [7200] seconds
```

### Action:


- **Check reception of WMO-RA-VI files on MME\_IDS\_OPE**  
21.019.12.37.13.964 MME\_IDS\_OPE | m1idis01 | LogFileAgent | xferlog: Entry detected in xferlog LogFile: Tue Jan 19 12:37:09 2021 0 141.38.1.11 7476 /global/mmds/users/wmora6/out/groups/wmo-ra6/<filename>.tmp b\_i r wmora6 ftp 0 \* c

in GEMS facility MME\_IDS\_OPE :

Search Text: xferlog:.\* i r wmora6

Severity: Info

regexp: yes

- Check in SMART GEONETCAST > Third Party Data - Other > WMO-RA-x
  - Check 'MMDS to Europe' for last event received
  - If last event is more than 2 hours ago and not received in IDS then contact data provider to inform them that we don't receive files for WMO-RA-VI. Provide a file example of last file received.
- If files are received on MMDS-IDS but not disseminated then contact Dissemination ON-Call immediately
- If not available for more than 5 days and ongoing then raise a UNS . See example under:  
[UNS > GTS--DWD--WMO-RA-x](#) 

**No WMO-RA-VI data (BMD) from ECMWF has been received in EUMETCast reception stations for more than 12 hour**

### Info:

There is a problem receiving WMO-RA-VI (BMD) data from DWD at the downlink. We receive MDD data for WMO-RA-I from 2 different data providers:

- DWD
- ECMWF

The data is also monitored in SMART, however in a daily activity cycle. Therefore these CEA have been created to check in more near real time.

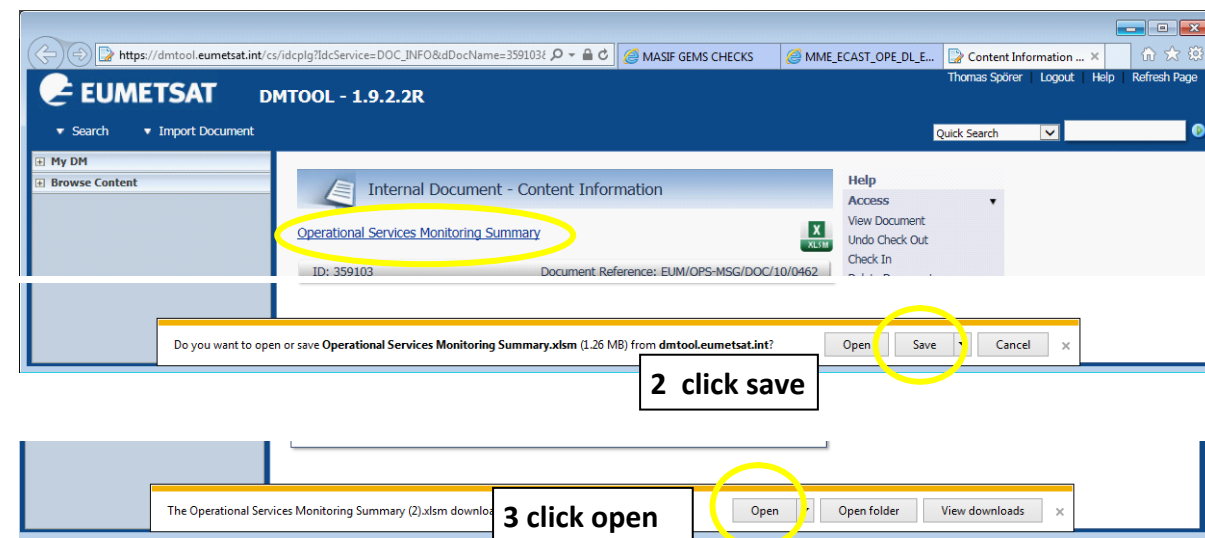
For OICD and monitoring information please see document:

[Operational Services Monitoring Summary](#) in **DMT ID: 359103**

Please Click on document then click save then open

When document opens then click on 'Enable Content'

WMO-RA-x can be found under NMS DATA DISTRIBUTION SERVICE



### Example:

18.081.19.52.26.295MME\_ECAST\_OPE\_DL\_E1BAS eumcp25 LogFileAgent Irecv\_bas.log: Entry detected:  
VRB:2018-03-22 19:51:42.516:Delivered file `data/eumetcast/bas/WMO-RA-VI/`



A\_HWXY85ECEM221200\_C\_ECMF\_20180322120000\_216h\_em\_ws\_850hPa\_global\_0p5deg\_grib2.bin'id  
5ab4093100101063 from channel `WMO-RA-VI' (created at sender side 2018-03-22 19:45:19 UTC, received at  
2018-03-22 19:51:42 UTC, size 93,261 bytes)

18.075.14.31.57.412MME\_ECAST\_OPE\_DL\_E1BASx2g18.opscloud.eumetsat.intGEMS\_CheckEventsAgent A  
No WMO-RA-VI data (BMD) from ECMWF has been received in EUMETCast reception stations for more than 12  
hour-> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*Entry detected:VRB.\*\_C  
(ECMF|ECMP)\_.\*RA-VI.\*\$] not found for over [43200] seconds

## Action:

- **Check reception of WMO-RA-VI files on MME\_IDS\_OPE**  
21.019.12.37.13.964 MME\_IDS\_OPE m1idis01 LogFileAgent l xferlog: Entry detected  
in xferlog LogFile: Tue Jan 19 12:37:09 2021 0 141.38.1.11 7476 /global/mmds/users/  
wmora6/out/groups/wmo-ra6/<filename>.tmp b\_i r wmora6 ftp 0 \* c  
  
in GEMS facility MME\_IDS\_OPE :  
Search Text: xferlog:.\* i r wmora6  
Severity: Info  
regexp: yes
- **Check in SMART GEONETCAST > Third Party Data - Other > WMO-RA-x**
  - Check 'MMDS to Europe' for last event received
  - If last event is more than 2 hours ago and not received in IDS then contact data provider to inform them that we don't receive files for WMO-RA-VI. Provide a file example of last file received.
- **If files are received on MMDS-IDS but not disseminated then contact Dissemination ON-Call immediately**
  - Note: that WMO\_RA-VI files from ECMWF are received similar to the forecast data only every 12 hours (e.g. at 5-7 UTC and 17-19 UTC)

**No WMO-RA-I data (MDD) from DWD has been received in EUMETCast reception stations for more than 2 hour**

### Info:

There is a problem receiving WMO-RA-I (MDD) data from DWD at the downlink. We receive MDD data for WMO-RA-I from 5 different data providers:

- DWD
- ECMWF
- UKMO (UK Met. Office)
- NCEP (NOAA)
- MF (Meteo France)

The data is also monitored in SMART, however in a daily activity cycle. Therefore these CEA have been created to check in more near real time.

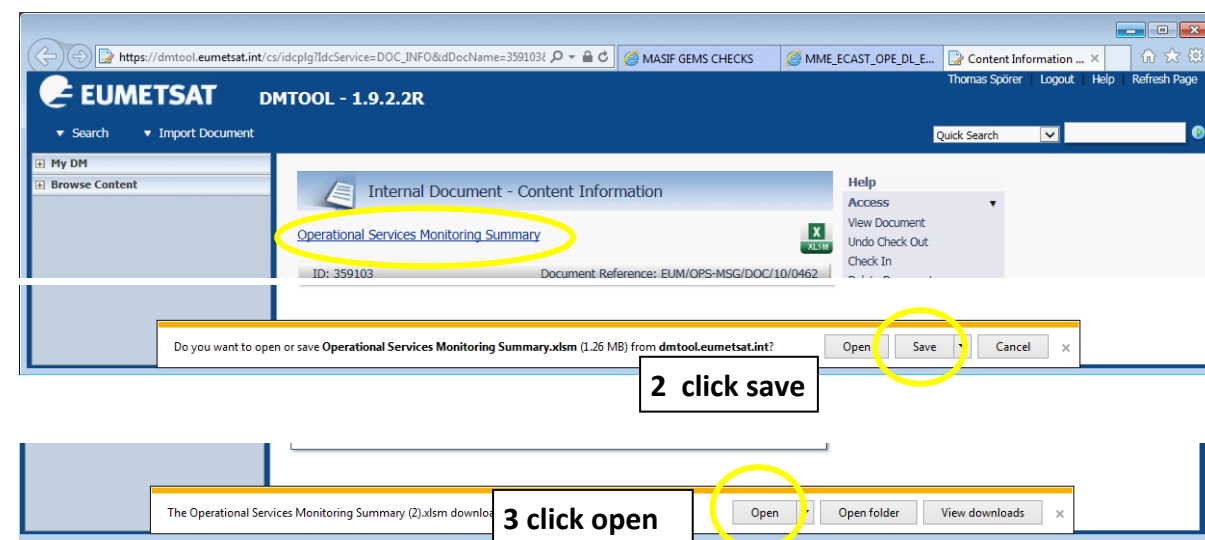
For OICD and monitoring information please see document:

[Operational Services Monitoring Summary](#) in **DMT ID: 359103**

Please Click on document then click save then open

When document opens then click on 'Enable Content'

WMO-RA-x can be found under **NMS DATA DISTRIBUTION SERVICE**



### Example:

18.082.09.41.26.086MME\_ECAST\_OPE\_DL\_E1BAS lxemtop004.at.insideLogFileAgentIrcv\_bas.log: Entry

detected:VRB:2018-03-23 09:40:30.247:Delivered file `data/eumetcast/received/default/  
Z\_C\_EDZW\_20180323093803\_gts99,alpha\_num\_msg\_MW\_454.txt'id 5ab4cb890013de07 from channel `WMO-  
RA-I' (created at sender side 2018-03-23 09:39:54 UTC, received at 2018-03-23 09:40:30 UTC, size 2,599 bytes)

18.075.14.36.57.448MME\_ECAST\_OPE\_DL\_E1BASx2g18.opscloud.eumetsat.intGEMS\_CheckEventsAgent A  
No WMO-RA-I data (MDD) from DWD has been received in EUMETCast reception staitons for more than 2 hour ->  
Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*Entry detected:VRB.\*EDZW\_  
\*RA-I.\*\$] not found for over [7200] seconds

## Action:

### ➤ Check reception of WMO-RA-VI files on MME\_IDS\_OPE


21.019.12.37.13.964 MME\_IDS\_OPE m1idis01 LogFileAgent l xferlog: Entry detected  
in xferlog LogFile:Tue Jan 19 12:37:09 2021 0 141.38.1.11 7476 /global/mmids/users/  
wmora6/out/groups/wmo-ra1/<filename>.tmp b \_i r wmora1 ftp 0 \* c

in GEMS facility MME\_IDS\_OPE :

Search Text: xferlog:.\* i r wmora1

Sevirity: Info

regexp: yes

- Check in SMART GEONETCAST > Third Party Data - Other > WMO-RA-x
  - Check 'MMDS to Europe' for last event received
  - If last event is more than 2 hours ago and not received in IDS then contact data provider to inform them that we don't receive files for WMO-RA-I. Provide a file example of last file received.
- If files are received on MMDS-IDS but not disseminated then contact Dissemination ON-Call immetiately
- If not available for more than 5 days and ongoing then raise a UNS . See example under:  
[UNS > GTS--DWD--WMO-RA-x](#) 

**No WMO-RA-I data (MDD) from ECMWF has been received in EUMETCast reception stations for more than 12 hour**

### Info:

There is a problem receiving WMO-RA-I (MDD) data from DWD at the downlink. We receive MDD data for WMO-RA-I from 5 different data providers:

- DWD
- ECMWF
- UKMO (UK Met. Office)
- NCEP (NOAA)
- MF (Meteo France)

The data is also monitored in SMART, however in a daily activity cycle. Therefore these CEA have been created to check in more near real time.

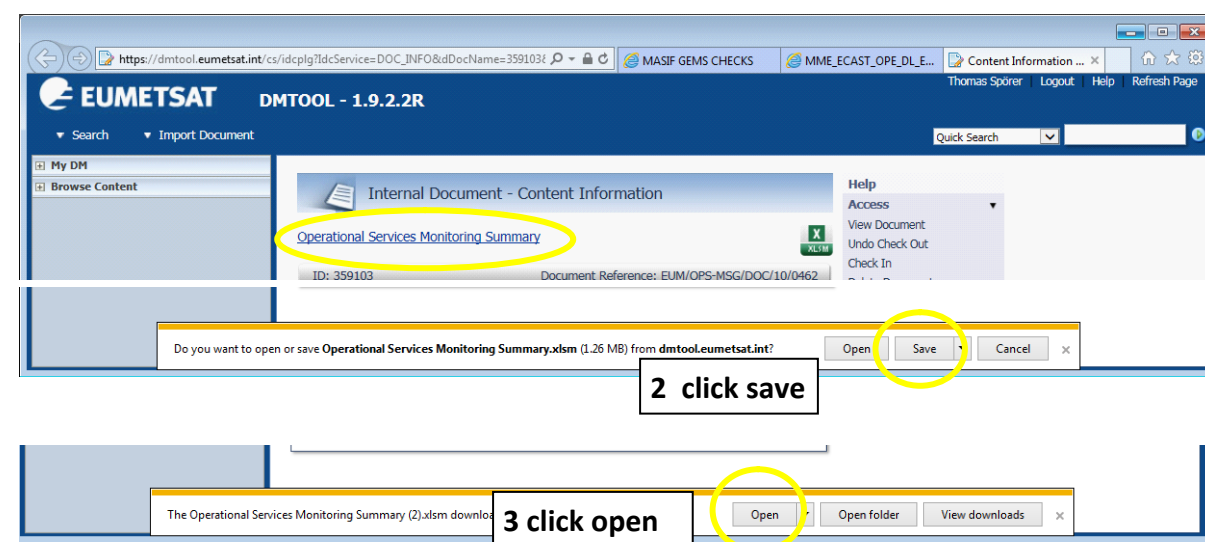
For OICD and monitoring information please see document:

[Operational Services Monitoring Summary](#) in **DMT ID: 359103**

Please Click on document then click save then open

When document opens then click on 'Enable Content'

WMO-RA-x can be found under NMS DATA DISTRIBUTION SERVICE



### Example:

18.082.07.46.59.790MME\_ECAST\_OPE\_DL\_E1BAS lxemtop003.at.insideLogFileAgentIrcv\_bas.log: Entry

detected:VRB:2018-03-23 07:46:15.222:Delivered file `data/eumetcast/received/default/A\_HWXY85ECM230000\_C\_ECMF\_20180323000000\_216h\_em\_ws\_850hPa\_global\_0p5deg\_grib2.bin'id 5ab4b0b500135e45 from channel `WMO-RA-I' (created at sender side 2018-03-23 07:44:45 UTC, received at 2018-03-23 07:46:15 UTC, size 93,208 bytes)

18.075.14.31.57.397MME\_ECAST\_OPE\_DL\_E1BASx2g18.opscloud.eumetsat.int GEMS\_CheckEventsAgent A  
No WMO-RA-I data (MDD) from ECMWF has been received in EUMETCast reception stations for more than 12  
hour -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*Entry detected:VRB.\*\_C\_ (ECMF|ECMP)\_.\*RA-I.\*\$] not found for over [43200] seconds

## Action:

### ➤ Check reception of WMO-RA-VI files on MME\_IDS\_OPE

21.019.12.37.13.964 MME\_IDS\_OPE m1idis01 LogFileAgent I xferlog: Entry detected in xferlog LogFile:Tue Jan 19 12:37:09 2021 0 141.38.1.11 7476 /global/mmids/users/wmora6/out/groups/wmo-ra1/<filename>.tmp b\_i r wmora1 ftp 0 \* c

in GEMS facility MME\_IDS\_OPE :

Search Text: xferlog:. \* i r wmora1

Severity: Info

regexp: yes

- Check in SMART GEONETCAST > Third Party Data - Other > WMO-RA-x
  - Check 'MMDS to Europe' for last event received
  - If last event is more than 2 hours ago and not received in IDS then contact data provider to inform them that we don't receive files for WMO-RA-I. Provide a file example of last file received.
- If files are received on MMDS-IDS but not disseminated then contact Dissemination ON-Call immediately

**No WMO-RA-I data (MDD) from UKMO has been received in EUMETCast reception stations for more than 2 hour**

### Info:

There is a problem receiving WMO-RA-I (MDD) data from DWD at the downlink. We receive MDD data for WMO-RA-I from 5 different data providers:

- DWD
- ECMWF
- UKMO (UK Met. Office)
- NCEP (NOAA)
- MF (Meteo France)

The data is also monitored in SMART, however in a daily activity cycle. Therefore these CEA have been created to check in more near real time.

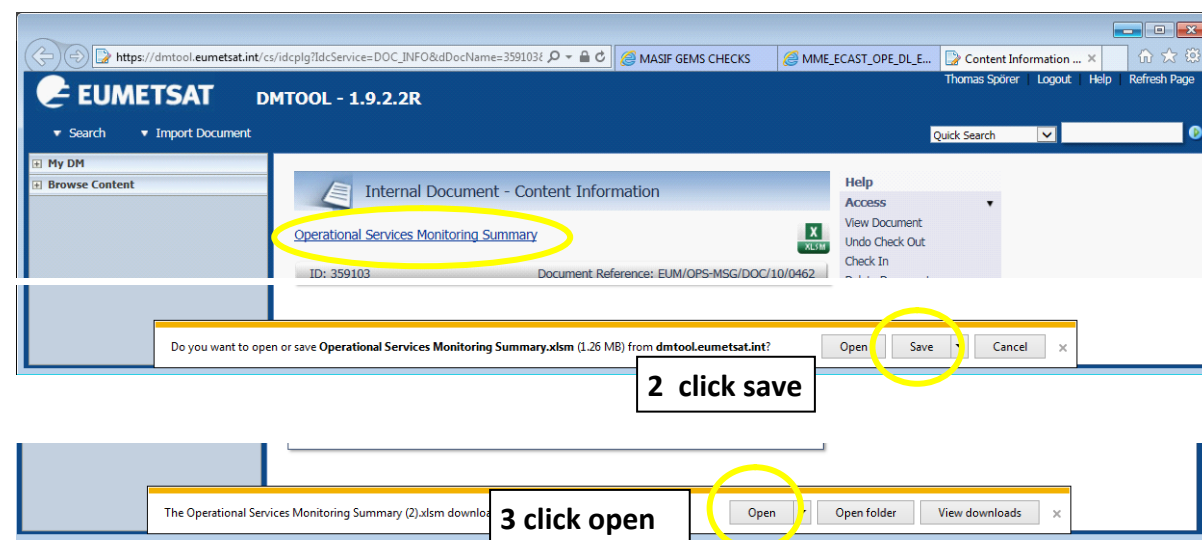
For OICD and monitoring information please see document:

[Operational Services Monitoring Summary](#) in DMT ID: 359103

Please Click on document then click save then open

When document opens then click on 'Enable Content'

WMO-RA-x can be found under NMS DATA DISTRIBUTION SERVICE



### Example:

18.082.09.35.01.865MME\_ECAST\_OPE\_DL\_E1BAS lxemtop003.at.insideLogFileAgentIrcv\_bas.log: Entry

detected:VRB:2018-03-23 09:34:20.508:Delivered file `data/eumetcast/received/default/W\_C\_ISFX04\_EGRR\_20180323093300\_UK-MetOffice-Sferics-Africa-BUFR-15minute\_concatenation.bin'id 5ab4ca150013d6f6 from channel `WMO-RA-I' (created at sender side 2018-03-23 09:33:40 UTC, received at 2018-03-23 09:34:20 UTC, size 13,414 bytes)

18.075.14.36.57.463 MME\_ECAST\_OPE\_DL\_E1BASx2g18.opscloud.eumetsat.int GEMS\_CheckEventsAgent A  
No WMO-RA-I data (MDD) from UKMO has been received in EUMETCast reception stations for more than 2 hour -  
> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*Entry detected:VRB.\*W\_.\*EGRR.\*RA-I.\*\$] not found for over [7200] seconds

## Action:

### ➤ Check reception of WMO-RA-VI files on MME\_IDS\_OPE

21.019.12.37.13.964 MME\_IDS\_OPE m1idis01 LogFileAgent l xferlog: Entry detected in xferlog LogFile:Tue Jan 19 12:37:09 2021 0 141.38.1.11 7476 /global/mmids/users/wmora6/out/groups/wmo-ra1/<filename>.tmp b \_ i r wmora1 ftp 0 \* c

in GEMS facility MME\_IDS\_OPE :

Search Text: xferlog:. \* i r wmora1

Severity: Info

regexp: yes

- Check in SMART GEONETCAST > Third Party Data - Other > WMO-RA-x
  - Check 'MMDS to Europe' for last event received
  - If last event is more than 2 hours ago and not received in IDS then contact data provider to inform them that we don't receive files for WMO-RA-I. Provide a file example of last file received.
- If files are received on MMDS-IDS but not disseminated then contact Dissemination ON-Call immediately
- If not available for more than 5 days and ongoing then raise a UNS . See example under:  
[UNS > GTS--DWD--WMO-RA-x](#) 815



**No WMO-RA-I data (MDD) from MF has been received in EUMETCast reception stations for more than 12 hour**

### Info:

There is a problem receiving WMO-RA-I (MDD) data from DWD at the downlink. We receive MDD data for WMO-RA-I from 5 different data providers:

- DWD
- ECMWF
- UKMO (UK Met. Office)
- NCEP (NOAA)
- MF (Meteo France)

The data is also monitored in SMART, however in a daily activity cycle. Therefore these CEA have been created to check in more near real time.

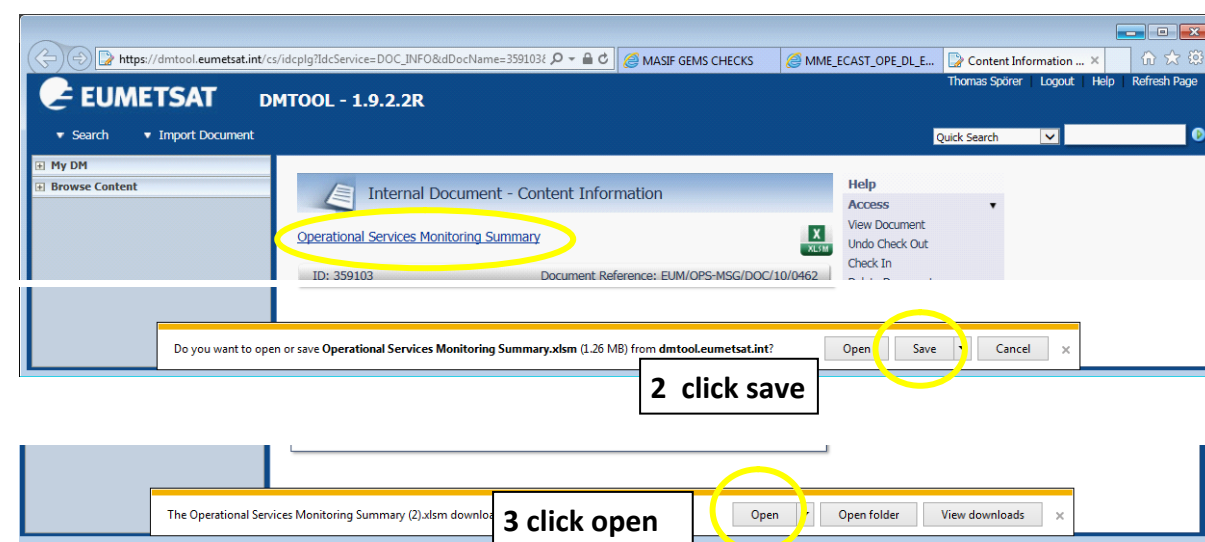
For OICD and monitoring information please see document:

[Operational Services Monitoring Summary](#) in **DMT ID: 359103**

Please Click on document then click save then open

When document opens then click on 'Enable Content'

WMO-RA-x can be found under **NMS DATA DISTRIBUTION SERVICE**



### Example:

18.082.03.32.18.471 MME\_ECAST\_OPE\_DL\_E1BAS lxemtop004.at.insideLogFileAgentIrecv\_bas.log: Entry



detected:VRB:2018-03-23 03:31:22.536:Delivered file `data/eumetcast/received/default/T\_YMLY41\_C\_LFPW\_20180323000000.bin` id 5ab474ce0012261b from channel `WMO-RA-I` (created at sender side 2018-03-23 03:28:47 UTC, received at 2018-03-23 03:31:22 UTC, size 7,261,149 bytes)

18.075.14.36.57.466MME\_ECAST\_OPE\_DL\_E1BASx2g18.opscloud.eumetsat.intGEMS\_CheckEventsAgent A  
No WMO-RA-I data (MDD) from MF has been received in EUMETCast reception stations for more than 12 hour ->  
Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*Entry detected:VRB.\*T\_YML.\*RA-I.\*\$] not found for over [43200] seconds

## Action:

### ➤ Check reception of WMO-RA-VI files on MME\_IDS\_OPE


21.019.12.37.13.964 MME\_IDS\_OPE m1idis01 LogFileAgent l xferlog: Entry detected in xferlog LogFile:Tue Jan 19 12:37:09 2021 0 141.38.1.11 7476 /global/mmids/users/wmora6/out/groups/wmo-ra1/<filename>.tmp b \_ i r wmora1 ftp 0 \* c

in GEMS facility MME\_IDS\_OPE :

Search Text: xferlog:.\* i r wmora1

Severity: Info

regexp: yes

- Check in SMART GEONETCAST > Third Party Data - Other > WMO-RA-x
  - Check 'MMDS to Europe' for last event received
  - If last event is more than 2 hours ago and not received in IDS then contact data provider to inform them that we don't receive files for WMO-RA-I. Provide a file example of last file received.
- If files are received on MMDS-IDS but not disseminated then contact Dissemination ON-Call immediately
- If not available for more than 5 days and ongoing then raise a UNS . See example under:  
[UNS > GTS--DWD--WMO-RA-x](#) 

**No WMO-RA-I data (MDD) from NOAA NCEP has been received in EUMETCast reception stations for more than 24 hour**

### Info:

There is a problem receiving WMO-RA-I (MDD) data from DWD at the downlink. We receive MDD data for WMO-RA-I from 5 different data providers:

- DWD
- ECMWF
- UKMO (UK Met. Office)
- NCEP (NOAA)
- MF (Meteo France)

The data is also monitored in SMART, however in a daily activity cycle. Therefore these CEA have been created to check in more near real time.

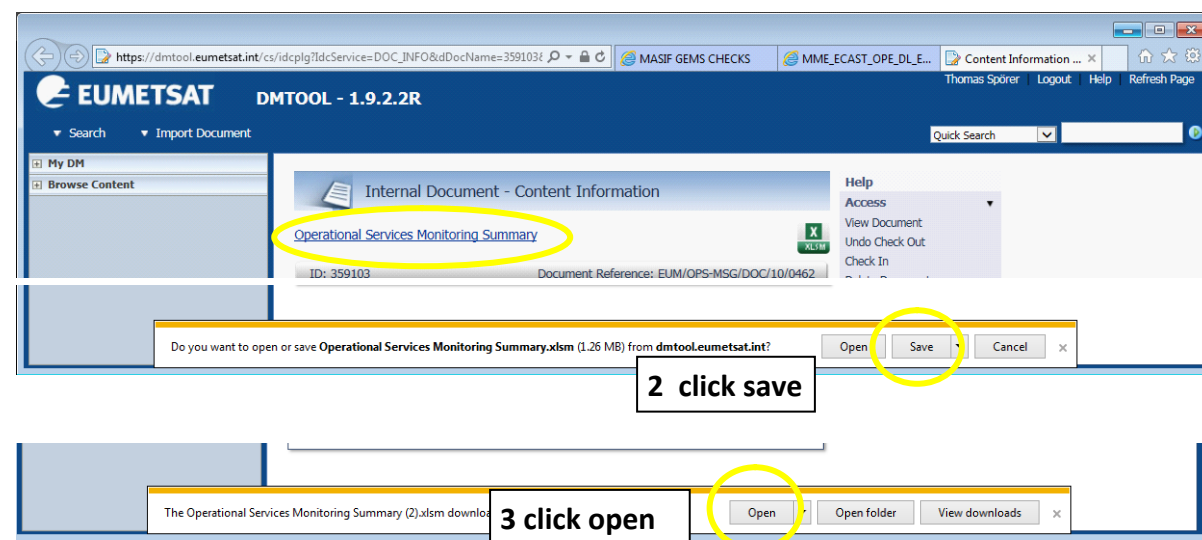
For OICD and monitoring information please see document:

[Operational Services Monitoring Summary](#) in **DMT ID: 359103**

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When document opens then click on 'Enable Content'

WMO-RA-x can be found under NMS DATA DISTRIBUTION SERVICE



### Example:

18.081.16.56.41.951MME\_ECAST\_OPE\_DL\_E1BAS lxemtop003.at.insideLogFileAgentIrcv\_bas.log: Entry

detected:VRB:2018-03-22 16:56:00.012:Delivered file `data/eumetcast/received/default/template\_africa.html' id 5ab39113000da9ce from channel `WMO-RA-I' (created at sender side 2018-03-22 11:02:27 UTC, received at 2018-03-22 16:56:00 UTC, size 95,961 bytes)

18.075.14.31.57.406MME\_ECAST\_OPE\_DL\_E1BASx2g18.opscloud.eumetsat.intGEMS\_CheckEventsAgent A  
No WMO-RA-I data (MDD) from NOAA NCEP has been received in EUMETCast reception stations for more than 24 hour -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*Entry detected:VRB.\*(ncep\_forecast|template\_\*.html).\*RA-I.\*\$] not found for over [86400]seconds

## Action:

**Note:** NCEP files are daily products and a set of 9 files is received every day around 02:00

- **send e-mail to send e-mail to on-call diss engineer with cc opsreports and cc duty analyst**

## No PRIME HRIT file received from EUMETCast for 300 seconds

### Info:

The CheckEventAgent (CEA) checks in MME\_ECAST\_OPE\_DL\_E1BAS for GEMS events from reception stations for MSG PRIME service files received.

If no events are present it raises an alarm every 5 minutes until GEMS events are present again.

Currently there is a problem with the CEA rule, which is too tight and does not pick up all events from all reception stations. E.g. it does only pick up events from reception stations (hosts9 top003 and top004 (D/L in Aflenz and Vienna) If these stations have a problem or send the GEMS events delayed (like happened on DOY 269) then the CEA creates a false alarm.

Normally SMART does not have the same problem and therefore should not go red.

See also EUM/MuMi/AR/2962

### Example:

```
18.269.00.02.02.670 MME_ECAST_OPE_DL_E1BAS MAS-OPINTS00 GEMS_CheckEventsAgent A No  
PRIME HRIT file received from EUMETCast for 300 seconds -> Matching GEMS event of severity [I], host [ANY],  
process [ANY], msg regexp [ .*Delivered file`data/eumetcast/received/default/H-000-MSG. -MSG. .*S ]  
not found for over [300] seconds
```

### Action:

- Check that SMART 0degree service is still updating
- Check in GEMS facility **MME\_ECAST\_OPE\_DL\_E1BAS** that GEMS events from other stations than top003 and top004 (e.g. ecastm03 and ecastm04) are present for the time before/after the alarm.  
(do not use the reg. expression given in the alarm msg. in [ ] brackets.

use following reg.expression:

**`^.*Delivered file.*/H-000-MSG.__-MSG.____.*$`**

- **IF SMART is till updating or resumes in next cycle then no callout is required.**
- **If SMART also shows missing segments and the service does not resume in next cycle call dissemination On-Call immediately.**

**7.6.2 LogfileAgent**

<b>MME_ECAST_OPE_DL_E1BAS</b>	<b>LogFileAgent</b>	<b>Alarms</b>	<b>ID</b>
Critical dongle error.... Restarting child.		<sup>[203]</sup>	MME_DL-010 <sup>[203]</sup>
Critical dongle error... Dongle support deactivated		<sup>[204]</sup>	MME_DL-011 <sup>[204]</sup>
ERROR - no data is being received via the DVB interface and the tellicast client is running.		<sup>[205]</sup>	MME_DL-012 <sup>[205]</sup>
Disconnecting from announcement channel 'TSL Announcement Channel', address 224.223.222.223:4711		<sup>[206]</sup>	MME_DL-013 <sup>[206]</sup>
FATAL: Alive file not updated for nnnn msec. Process seems to be hanging and will be stopped		<sup>[209]</sup>	MME_DL-014 <sup>[209]</sup>

**Critical dongle error.... Restarting child. ...****Critical dongle error (eToken transaction timed out). Restarting child****Info:**

This is a known problem with the EKUs (Encryption Key Units) There is a monitoring script that detects this issue and restarts the ECU services. The reception should automatically start after a few minutes.

**Action:**

- **Check SMART**
- **If the reception station continues to receive data after the GEMS alarm, then no controller action is necessary, record incident in log book).**
- **If the reception station no-longer receives data after the GEMS alarm, then the controller should send e-mail to **send e-mail to on-call diss engineer with cc opsreports and cc duty analyst**. The engineer shall then decide whether it is worth performing corrective maintenance on the machine.**

**Critical dongle error... Dongle support deactivated**

**Critical dongle error (eToken transaction timed out). Dongle support deactivated.**

**Info:**

The etoken (USB dongle) of the EUMETCast reception station has experienced a problem. This is a known problem with the EKUs (Encryption Key Units) There is a monitoring script that detects this issue and restarts the ECU services. The reception should automatically start after a few minutes.

**Action:**

- Check SMART
- If the reception station continues to receive data after the GEMS alarm, then no controller action is necessary (record incident in log book).
- If the reception station no-longer receives data after the GEMS alarm, then the controller should send e-mail to **send e-mail to on-call diss engineer with cc opsreports and cc duty analyst..** The engineer shall then decide whether it is worth performing corrective maintenance on the machine.



**ERROR - no data is being received via the DVB interface and the tellicast client is running.**

**ERROR - no data is being received via the DVB interface and the tellicast client is running**

**Reason:**

**Host: eumcp25, eumcp26, lxemtop003, lxemtop004**

**No data is being received on the reception station via the DVB interface, this could be due to one of the following conditions:**

- a local DVB driver problem**
- a local DVB reception problem (e.g. bad weather, miss-pointed antenna, etc.)**
- a uplink problem (e.g. bad weather, service outage, etc.)**

**Note: In the case that one of these conditions occur, the reception station will automatically restart the DVB driver.**

**Action:**

- **If this alarm occurs once on only one station then the problem was the local DVB driver and no further action is required.**
- **If this alarm occurs multiple times on only one station then the controller should send an e-mail to "e-mail OPS opsreports" and the problem will then be investigated further on the next working day. Be sure to include the word EUMETCast in the subject of the email or it will not be forwarded to the engineers.**
- **If this alarm occurs multiple times on multiple stations then the problem is obviously on the uplink side and further investigation is required. Check Eumetcast dissemination in SMART and follow instruction in procedure [0N SMT01](#) if required.**

```
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"  
<topicref type="topic" id="398557402799829" build="ALL" modified="2009-02-11T16:15:59.806Z" icon="12" href="DVB-KU-008">  
<caption translate="true">FATAL: Alive file not updated for nn msec. Process seems to be hanging and will be stopped.</caption>  
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"
```

If GEMS alarm similar to following is detected on any EUMETCast reception station:

```
"... WRN:yyyy-dd-mm hh:mm:ss.msec: Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"
```

## Info

Each service delivered via EUMETCast is assigned to a specific channel at the uplink provider site. The announcement channel is not encrypted and contains info for each user for upcoming data to be listened to for reception

This alarm can occur on any reception station for uplink or downlink.

## Action:

- **IF alarm is only for one User Station and single event then log event.**  
Check in GEMS that INFO events are available in the same facility after the alarm  
You can also check in SMART - Telespazio - Service Viewers if the host is updating again (see table [reception stations](#)<sup>819</sup>)  
No AR required.

**No e-mail to OnCall required****Example for an alarm of uplink. DL alarms are similar:**

22.350.08.53.20.427 MME\_ECAST\_OPE\_UPL\_E1BAS EUMCE-FOC-RPC-UP  
 LogFileAgent A rcv\_bas.log: Entry detected:VRB:2022-12-16 08:52:52.210:Reconnecting to announcement channel 'TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)  
 22.350.08.53.20.427 MME\_ECAST\_OPE\_UPL\_E1HVS EUMCE-FOC-RPC-UP  
 LogFileAgent I rcv\_hvs-1.log: Entry detected:VRB:2022-12-16 08:51:59.990:Delivered file `data/eumetcast/hvs-1/default/OR\_ABI-L1b-RadF-M6C06\_G16\_s20223500840207\_e20223500849521\_c20223500849544.nc' id 639c3191011ee0a9 from channel `E1H-TPG-1' (created at sender side 2022-12-16 08:50:50 UTC, received at 2022-12-16 08:51:59 UTC, size 7,648,100 bytes)

The screenshot shows the 'eumetcast SMART' application window. A 'Viewers' menu is open, displaying a tree structure of service viewers. Below the menu, a table displays the status of various reception stations. The table has two columns: 'Up eumcmt02' and 'Up FUCINO'. The 'Up eumcmt02' column shows '207 of 207' for the selected station, while the 'Up FUCINO' column shows '45 of 207', indicating a partial reception. Other stations show full reception (e.g., '297 of 297', '232 of 232').

Station	Up eumcmt02	Up FUCINO
	297 of 297	297 of 297
	232 of 232	232 of 232
	277 of 277	277 of 277
	142 of 142	142 of 142
	207 of 207	45 of 207
	134 of 134	56 of 134
	186 of 186	186 of 186
	293 of 293	293 of 293
	249 of 249	249 of 249
	186 of 186	186 of 186
	201 of 201	201 of 201

- **IF alarm occurs repeatedly/ongoing on one User Station only,**
- Check in SMART that other Reception Stations receiving services fine. see above under 'alarm is only for one User Station'
  - Check EUMETCast dissemination OK
  - Inform Analyst On-Call in normal office hours
  - IF no impact in EUMETCast dissemination THEN log event and send e-mail to opsreports@eumetsat.int.
  - IF an impact in EUMETCast dissemination can be seen THEN log event and \*\*\* raise Eumetcast AR \*\*\* and goto next check: alarm for multiple

### reception stations

Note: it is unlikely that a single user station problem causes a Eumetcast dissemination

loss. Check other User Stations of same service carefully.

- **IF alarm occurs for multiple or all Reception Stations per Europe or Africa downlink then log event.** (see table [reception stations](#)<sup>819</sup>)
  - **D/L Reception Stations Europe:** ecastm01,ecastm02, ecastm03, ecastm04, EUMCE-FOC-RPC-DW, EUMCE-LRO-RPC-DW, testRX
  - **D/L Reception Stations Africa:** ecastm01,ecastm02, ecastm05, ecastm06, TPL1NET-RCP-DOWN, TPL2NET-RCP-DOWN
  - **U/L Reception Stations Europe:** EUMCM01/02/3/4, eumcv01/2, eumcmt01/2, EUMCE-FOC-RPC-UP, EUMCE-LRO-RPC-UP
  - **U/L Reception Stations Africa:** EUMCM1/2, EUMCM07/8, TPL1NET-RCP-UP, TPL2NET-RCP-UP
- **Check dissemination for possible uplink problem**
- **IF an impact in EUMETCast dissemination can be seen THEN**
  - **log event and**
  - **raise Eumetcast AR**
  - **Follow instructions in system procedure [0N DIS01](#) for related Eumetcast outage**

**FATAL: Alive file not updated for nnnn msec. Process seems to be hanging and will be stopped**

### Explanation:

**This alarm is raised when the GEMS Sender on a host (e.g. Reception Station) died. It normally restarts automatically.**

**internal Reception Stations name: eumcp25, eumcp26**

### **Action:**

- **Ensure the host is logging messages by retrieving its logs in GEMS after the alarm timestamp occurred. Normally an Info event should be seen after the alarm saying 'GEMS Sender restarted'.**
- **Ensure the service is still monitored by other reception stations. This is normally the case if SMART does not report any service loss. Open the appropriate SMART User Station viewer for the service of interest if available and confirm that other User Stations monitor the service.**
- **IF GEMS Sender has not restarted and no event logs for the given host are present after the alarm THEN**
  - ◆ **During office hours inform On-Call Analyst or EXGATE support**
  - ◆ **Outside office hours send e-mail to Analyst and EXGATE/DADF support**
  - ◆ **Raise EUMETCast AR.**
- **IF service monitoring in SMART is affected call Analyst On-call**

## 7.7

## MME\_ECAST\_OPE\_DL\_E1HVS/E2HVS

MME_ECAST_OPE_DL_E2HVS LogFileAgent Alarms	ID
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)" <small>212</small>	MME_DL-400 <small>212</small>

**7.7.1**    **LogfileAgent**

<b>MME_ECAST_OPE_DL_E2HVS</b>	<b>LogFileAgent</b>	<b>Alarms</b>	<b>ID</b>
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"			MME_DL-400

```
Disconnecting from announcement channel `TSL Announcement
Channel', address 224.223.222.223:4711 (channel lost)"
<topicref type="topic" id="398557402799829" build="ALL"
modified="2009-02-11T16:15:59.806Z" icon="12"
href="DVB-KU-008">
  <caption translate="true">FATAL: Alive file not updated for nn
msec. Process seems to be hanging and will be
stopped.</caption>
Disconnecting from announcement channel `TSL Announcement
Channel', address 224.223.222.223:4711 (channel lost)"_2_2_2
```

If GEMS alarm similar to following is detected on any EUMETCast reception station:

```
"... WRN:yyyy-dd-mm hh:mm:ss.msec: Disconnecting from announcement channel
`TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"
```

## Info

Each service delivered via EUMETCast is assigned to a specific channel at the uplink provider site. The announcement channel is not encrypted and contains info for each user for upcoming data to be listened to for reception

This alarm can occur on any reception station for uplink or downlink.

## Action:

- **IF alarm is only for one User Station and single event then log event.**  
Check in GEMS that INFO events are available in the same facility after the alarm  
You can also check in SMART - Telespazio - Service Viewers if the host is updating again (see table [reception stations](#)<sup>819</sup>)  
No AR required.



**No e-mail to OnCall required****Example for an alarm of uplink. DL alarms are similar:**

22.350.08.53.20.427 MME\_ECAST\_OPE\_UPL\_E2HVS EUMCE-FOC-RPC-UP  
 LogFileAgent A rcv\_bas.log: Entry detected:VRB:2022-12-16 08:52:52.210:Reconnecting to announcement channel 'TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)  
 22.350.08.53.20.427 MME\_ECAST\_OPE\_UPL\_E1HVS EUMCE-FOC-RPC-UP  
 LogFileAgent I rcv\_hvs-1.log: Entry detected:VRB:2022-12-16 08:51:59.990:Delivered file `data/eumetcast/hvs-1/default/OR\_ABI-L1b-RadF-M6C06\_G16\_s20223500840207\_e20223500849521\_c20223500849544.nc' id 639c3191011ee0a9 from channel `E1H-TPG-1' (created at sender side 2022-12-16 08:50:50 UTC, received at 2022-12-16 08:51:59 UTC, size 7,648,100 bytes)

The screenshot shows the 'eumetcast SMART' application window. A 'Viewers' menu is open, displaying a tree structure of service viewers. Below the menu, a table displays the status of various reception stations. The table has two columns: 'Up eumcmt02' and 'Up FUCINO'. The 'Up eumcmt02' column shows '297 of 297' for all stations, while the 'Up FUCINO' column shows '45 of 207' for the station '207 of 207' and '56 of 134' for the station '134 of 134'. The other stations in the 'Up FUCINO' column show '186 of 186'.

Station	Up eumcmt02	Up FUCINO
297 of 297	297 of 297	297 of 297
232 of 232	232 of 232	232 of 232
277 of 277	277 of 277	277 of 277
142 of 142	142 of 142	142 of 142
207 of 207	207 of 207	45 of 207
134 of 134	134 of 134	56 of 134
186 of 186	186 of 186	186 of 186
293 of 293	293 of 293	293 of 293
249 of 249	249 of 249	249 of 249
186 of 186	186 of 186	186 of 186
201 of 201	201 of 201	201 of 201

- **IF alarm occurs repeatedly/ongoing on one User Station only,**
- **Check in SMART that other Reception Stations receiving services fine. see above under 'alarm is only for one User Station'**
  - **Check EUMETCast dissemination OK**
  - **Inform Analyst On-Call in normal office hours**
  - **IF no impact in EUMETCast dissemination THEN log event and send e-mail to opsreports@eumetsat.int.**
  - **IF an impact in EUMETCast dissemination can be seen THEN log event and \*\*\* raise Eumetcast AR \*\*\* and goto next check: alarm for multiple**

### reception stations

Note: it is unlikely that a single user station problem causes a Eumetcast dissemination

loss. Check other User Stations of same service carefully.

- **IF alarm occurs for multiple or all Reception Stations per Europe or Africa downlink then log event.** (see table [reception stations](#)<sup>819</sup>)
  - **D/L Reception Stations Europe:** ecastm01,ecastm02, ecastm03, ecastm04, EUMCE-FOC-RPC-DW, EUMCE-LRO-RPC-DW, testRX
  - **D/L Reception Stations Africa:** ecastm01,ecastm02, ecastm05, ecastm06, TPL1NET-RCP-DOWN, TPL2NET-RCP-DOWN
  - **U/L Reception Stations Europe:** EUMCM01/02/3/4, eumcv01/2, eumcmt01/2, EUMCE-FOC-RPC-UP, EUMCE-LRO-RPC-UP
  - **U/L Reception Stations Africa:** EUMCM1/2, EUMCM07/8, TPL1NET-RCP-UP, TPL2NET-RCP-UP
- **Check dissemination for possible uplink problem**
- **IF an impact in EUMETCast dissemination can be seen THEN**
  - **log event and**
  - **raise Eumetcast AR**
  - **Follow instructions in system procedure [0N DIS01](#) for related Eumetcast outage**

7.8

MME\_ECAST\_OPE\_UL\_AFR1

MME_ECAST_OPE_UL_E1HVS LogFileAgent Alarms	ID
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)" <small>217</small>	MME_UL-301 <small>217</small>

## 7.8.1 LogfileAgent

MME_ECAST_OPE_UL_AFR1 LogFileAgent Alarms	ID
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)" <small>217</small>	MME_UL-301 <small>217</small>

```
Disconnecting from announcement channel `TSL Announcement
Channel', address 224.223.222.223:4711 (channel lost)"
<topicref type="topic" id="398557402799829" build="ALL"
modified="2009-02-11T16:15:59.806Z" icon="12"
href="DVB-KU-008">
  <caption translate="true">FATAL: Alive file not updated for nn
msec. Process seems to be hanging and will be
stopped.</caption>
Disconnecting from announcement channel `TSL Announcement
Channel', address 224.223.222.223:4711 (channel lost)"_2_2_2_2
```

**If GEMS alarm similar to following is detected on any EUMETCast reception station:**

```
"... WRN:yyyy-dd-mm hh:mm:ss.msec: Disconnecting from announcement channel
`TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"
```

## Info

Each service delivered via EUMETCast is assigned to a specific channel at the uplink provider site. The announcement channel is not encrypted and contains info for each user for upcoming data to be listened to for reception

This alarm can occur on any reception station for uplink or downlink.

## Action:

- **IF alarm is only for one User Station and single event then log event.**  
Check in GEMS that INFO events are available in the same facility after the alarm  
You can also check in SMART - Telespazio - Service Viewers if the host is updating again (see table [reception stations](#)<sup>819</sup>)  
No AR required.

## No e-mail to OnCall required

### Example:

```
23.062.03.08.42.991 MME_ECAST_OPE_UPL_AFR1 TLP2NET-RPC-UP LogFileAgent A
recv_afri-1c.log: Entry detected SCA_UPL_DVB:VRB:2023-03-03 03:07:53.340:Reconnecting to
announcement channel `TSL-AFR-1', address 224.223.225.223:4711 (channel lost)
```

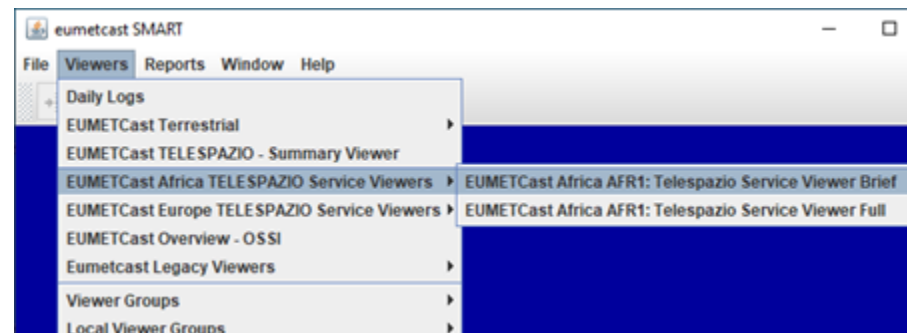
Note after a uplink switch from SCA to FUC or vice versa then the recovery should be seen at the target of the switch over: in this example it would be Fucino

TLP1NET-RPC-UP = FUCINO

TLP2NET-RPC-UP = SCANZANO

```
23.062.03.07.42.991 MME_ECAST_OPE_UPL_AFR1 TLP1NET-RPC-UP LogFileAgent I
recv_afri-1c.log: Entry detected FUC_UPL_DVB:VRB:2023-03-03 03:07:37.065:Delivered file `data/
eumetcast/afri-1/default/H-000-MSG4__-MSG4__-WV_073__-000004__-202303030300-
C_' id 64016462026f6928 from channel `A1C-GEO-3' (created at sender side 2023-03-03 03:06:55
UTC, received at 2023-03-03 03:07:37 UTC, size 790,419 bytes)
```

Check in detailed viewer for the related service . E.g. AFRICA



- **IF alarm occurs repeatedly/ongoing on one User Station only,**
  - Check in SMART that other Reception Stations receiving services fine. see above under 'alarm is only for one User Station'
  - Check EUMETCast dissemination OK
  - Inform Analyst On-Call in normal office hours
  - IF no impact in EUMETCast dissemination THEN log event and send e-mail to opsreports@eumetsat.int.
  - IF an impact in EUMETCast dissemination can be seen THEN log event and \*\*\* raise Eumetcast AR \*\*\* and goto next check: alarm for multiple reception stations

Note: it is unlikely that a single user station problem causes a Eumetcast dissemination

loss. Check other User Stations of same service carefully.

- **IF alarm occurs for multiple or all Reception Stations per Europe or Africa**

downlink then log event. (see table [reception stations](#)<sup>819</sup>)

- D/L Reception Stations Europe: ecastm01,ecastm02, ecastm03, ecastm04, EUMCE-FOC-RPC-DW, EUMCE-LRO-RPC-DW, testRX
  - D/L Reception Stations Africa: ecastm01,ecastm02, ecastm05, ecastm06, TPL1NET-RCP-DOWN, TPL2NET-RCP-DOWN
  - U/L Reception Stations Europe: EUMCM01/02/3/4, eumcv01/2, eumcmt01/2, EUMCE-FOC-RPC-UP, EUMCE-LRO-RPC-UP
  - U/L Reception Stations Africa: EUMCM1/2, EUMCM07/8, TPL1NET-RCP-UP, TPL2NET-RCP-UP
- **Check dissemination for possible uplink problem**
  - **IF an impact in EUMETCast dissemination can be seen THEN**
    - log event and
    - raise Eumetcast AR
    - Follow instructions in system procedure [0N\\_DIS01](#) for related Eumetcast outage

## 7.9

## MME\_ECAST\_OPE\_UL\_E1BAS

MME_ECAST_OPE_UL_E1BAS EFTS_JobAgent	ID
Multicast accounting file "/global/mmds/log/tellicast-server/tc-cast-server-1/accounting-mc.dat" closed <sup>[222]</sup>	MME_UL-001 <sup>[222]</sup>
Tellicast Server ... Parse error occurred while processing job file at ..... <sup>[223]</sup>	MME_UL-002 <sup>[223]</sup>
Tellicast Server ... Cannot send file...File not found <sup>[224]</sup>	MME_UL-003 <sup>[224]</sup>
Tellicast Server ...Zero length files are not supported <sup>[225]</sup>	MME_UL-004 <sup>[225]</sup>
Tellicast Server (xxxx) -> tc-cast-server: MSG: :tc-cast-server-x shutting down... <sup>[226]</sup>	MME_UL-005 <sup>[226]</sup>

MME_ECAST_OPE_UL_E1BAS LogFileAgent Alarms	ID
Critical dongle error.... Restarting child. <sup>[229]</sup>	MME_UL-010 <sup>[229]</sup>
Critical dongle error... Dongle support deactivated <sup>[230]</sup>	MME_UL-011 <sup>[230]</sup>
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 <sup>[231]</sup>	MME_UL-012 <sup>[231]</sup>



**7.9.1 EFTS\_JobAgent**

<b>MME_ECAST_OPE_UL_E1BAS EFTS_JobAgent</b>	<b>ID</b>
Multicast accounting file "/global/mmds/log/tellicast-server/tc-cast-server-1/accounting-mc.dat" closed <sup>[222]</sup>	MME_UL-001 <sup>[222]</sup>
Tellicast Server ... Parse error occurred while processing job file at ..... <sup>[223]</sup>	MME_UL-002 <sup>[223]</sup>
Tellicast Server ... Cannot send file...File not found <sup>[224]</sup>	MME_UL-003 <sup>[224]</sup>
Tellicast Server ...Zero length files are not supported <sup>[225]</sup>	MME_UL-004 <sup>[225]</sup>
Tellicast Server (xxxx) -> tc-cast-server: MSG: :tc-cast-server-x shutting down... <sup>[226]</sup>	MME_UL-005 <sup>[226]</sup>

**Multicast accounting file  
"/global/mmds/log/tellicast-server/tc-cast-server-1/accounting-mc.  
dat" closed**

**Example:**

**14.337.12.31.21.791 MME\_ECAST\_OPE\_UPL\_E1BAS opdiss10 EFTS\_JobAgent A Tellicast Server  
(Basic Rate Service): MSG:2014-12-03 12:31:21.529:Multicast accounting file "/global/mmds/log/  
tellicast-server/tc-cast-server-1/accounting-mc.dat" closed (File shifted).**

**Action:**

➤ **IGNORE**

**Tellicast Server ... Parse error occurred while processing job file at .....**

**Info: This is a rare alarm on MMDS. Normally only occurs around once every 10 days. EUM/MSG/AR/23450 was raised. Dissemination engineer contacted Company Newtec for further investigation**

**Example:**

**14.338.08.41.18.954 MME\_ECAST\_OPE\_UPL\_E1BAS opdiss10 EFTS\_JobAgent A Tellicast Server (Basic Rate Service): ERR:2014-12-04 08:40:58.153:Parse error occurred while processing job file at "/ nt/tmpfs/mmds/data/out/tellicast-server/tc-cast-server-1/jobs/scheduled/DWD-GDS-49035-2014-12-04-08-40-52-330.job".**

**Action:**

- **IF single occurrence THEN log event**
- **IF persistent or several alarms per hour then inform 'OPS opsreport'**

## Tellicast Server ... Cannot send file...File not found

### Info

Usually this type of alarm is due to bandwidth saturation or MMDS running slow. Files are transferred to the MMDS (Eumetcast Platform) but due to priority reason or the amount of files transferred (maybe old backlog data flooding the server for a specific channel or service) the files cannot be disseminated in time and were deleted before they could be disseminated.

### Examples:

```
15.107.11.50.31.207 MME_ECAST_OPE_UPL_E1BAS opdiss10 EFTS_JobAgent A Tellicast Server
(Base Rate Service): ERR:2015-04-17 11:50:12.046:FileBroadcast job "EPS-METOP-ASCA-L2-
COM-7669-2015-04-17-10-37-57-619.job" on channel "EPS-Africa": Cannot send file /global/mmds/
conf/tellicast-server/tc-dirmon-1/services/EPS-METOP-ASCA-L2-COM.conf/sending/EPS-METOP-
ASCA-L2-COM-7669-2015-04-17-10-37-57-619/W_XX-EUMETSAT-Darmstadt,
SOUNDING+SATELLITE,
METOPB+ASCAT_C_EUMP_20150417100600_13379_eps_o_250_ssm_l2.bin
(id=5530e8990122636a): File not found, ignoring file.
```

### Action:

- IF single occurrence THEN log event and send e-mail to opsreport
- IF persistent/ongoing or several alarms per hour then inform Call Dissemination On-Call as this could mean that data is lost in dissemination and send e-mail 'OPS opsreport'

**Tellicast Server ...Zero length files are not supported****Info:**

**A data provider has send a file with no content (zero length) to the uplink server.**

**Zero length files are not disseminated by MMDS. Therefore this should have no impact.**

```
15.315.14.33.01.489 MME_ECAST_OPE_UPL_E1BAS vadiss10 EFTS_JobAgent A Tellicast Server (Basic Rate Service) -> tc-cast-server: ERR:2015-11-11 14:32:46.758:Zero length files are not supported ("/mnt/tmpfs/mmds/conf/tellicast-server/tc-dirmon-1/services/devcocast-sam.conf/sending/devcocast-sam-45668-2015-11-11-14-32-42-175/INPE_RFS_201511111330.tif.gz").
```

**Action:**

- **If single occurrence THEN Log Event. This is picked up by the Analyst/Engineers on next working day.**
- **If alarms continue then contact Dissemination On-Call in sociable hours and e-mail to opsreport.**

## Tellicast Server (xxxx) -> tc-cast-server: MSG: :tc-cast-server-x shutting down...

### Info:

A watch dog can trigger the Tellicast server to restart if it encounters a problem. The alarm can also indicate a scheduled or unscheduled server failover. In both cases a set of alarms is triggered to indicate the shut down and restart of the tc-dirmon and tc-server.

There is a Tellicast server and dirmon per service:

Basic service: tellicast server/dirmon 1  
 HVS1: tellicast server/dirmon 2  
 Terrestrial: tellicast server/dirmon 3  
 HVS2: tellicast server/dirmon 4

### Example below is a restart of tellicast server of service HVS1:

```
17.244.20.22.22.150 Tellicast Server (High Volume Service 1) -> tc-cast-server: MSG:2017-09-01 20:21:55.368:tc-cast-server-2 shutting down... [446]
17.244.20.22.22.156 Tellicast Server (High Volume Service 1) -> tc-dirmon: MSG:2017-09-01 20:22:03.157:tc-dirmon-2 shutting down... [32515]
```

```
17.244.20.22.22.165 Tellicast Server (High Volume Service 1) -> watchdog: 20170901:20:21:55 WATCHDOG ERROR: multicast data not being sent
17.244.20.22.22.165 Tellicast Server (High Volume Service 1) -> watchdog: 20170901:20:21:55 WATCHDOG ERROR: Restarting the multicast service
```

```
17.244.20.22.52.196 Tellicast Server (High Volume Service 1) -> tc-dirmon: MSG:2017-09-01 20:22:22.372:tc-dirmon-2 starting... [28102]
17.244.20.22.52.198 Tellicast Server (High Volume Service 1) -> tc-dirmon: MSG:2017-09-01 20:22:22.372:tc-dirmon-2 version is 2.12.0 (201305171150391) revision 921744638526 linux2.6_deb4.0-i86pc (Linux 2.6.32-279.22.1.el6.x86_64 on a 12-processor (GenuineIntel, Intel(R) Xeon(R) CPU X5690 @ 3.47GHz (Model 44, Stepping 2)) system)
```

```
17.244.20.23.22.229 Tellicast Server (High Volume Service 1) -> tc-cast-server: MSG:2017-09-01 20:22:54.832:tc-cast-server-2 starting... [28896]
17.244.20.23.22.230 Tellicast Server (High Volume Service 1) -> tc-cast-server: MSG:2017-09-01 20:22:54.832:tc-cast-server-2 version is 2.12.0 (201305171149391) revision 921744638526 linux2.6_deb4.0-i86pc release (Linux 2.6.32-279.22.1.el6.x86_64 on a 12-processor (GenuineIntel, Intel(R) Xeon(R) CPU X5690 @ 3.47GHz (Model 44, Stepping 2)) system)
```

```
17.244.20.23.22.232 Tellicast Server (High Volume Service 1) -> tc-cast-server: MSG:2017-09-01 20:22:54.864:tc-cast-server-2 running [28896].
```

### Action:

- **IF service resumes nominally THEN log the event and send an e-mail to opsreport.**
  - **IF service does not resume or several restarts occur within the next hour then call dissemination on call.**

## 7.9.2 LogfileAgent

MME_ECAST_OPE_UL_E1BAS LogFileAgent Alarms	ID
Critical dongle error.... Restarting child. <sup>229</sup>	MME_UL-010 <sup>229</sup>
Critical dongle error... Dongle support deactivated <sup>230</sup>	MME_UL-011 <sup>230</sup>
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 <sup>231</sup>	MME_UL-012 <sup>231</sup>



**Critical dongle error.... Restarting child. ...****Critical dongle error (eToken transaction timed out). Restarting child****Info:**

This is a known problem with the EKUs (Encryption Key Units) There is a monitoring script that detects this issue and restarts the ECU services. The reception should automatically start after a few minutes.

**Action:**

- **Check SMART**
- **If the reception station continues to receive data after the GEMS alarm, then no controller action is necessary, record incident in log book).**
- **If the reception station no-longer receives data after the GEMS alarm, then the controller should send e-mail to [on-call diss engineer with cc opsreports and cc duty analyst](#).. The engineer shall then decide whether it is worth performing corrective maintenance on the machine.**

**Critical dongle error... Dongle support deactivated**

**Critical dongle error (eToken transaction timed out). Dongle support deactivated.**

**Info:**

The etoken (USB dongle) of the EUMETCast reception station has experienced a problem. This is a known problem with the EKUs (Encryption Key Units) There is a monitoring script that detects this issue and restarts the ECU services. The reception should automatically start after a few minutes.

**Action:**

- Check SMART
- If the reception station continues to receive data after the GEMS alarm, then no controller action is necessary (record incident in log book).
- If the reception station no-longer receives data after the GEMS alarm, then the controller should send e-mail to **on-call diss engineer with cc opsreports and cc duty analyst**. The engineer shall then decide whether it is worth performing corrective maintenance on the machine.

```
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"  
<topicref type="topic" id="398557402799829" build="ALL" modified="2009-02-11T16:15:59.806Z" icon="12" href="DVB-KU-008">  
<caption translate="true">FATAL: Alive file not updated for nn msec. Process seems to be hanging and will be stopped.</caption>  
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"_2
```

**If GEMS alarm similar to following is detected on any EUMETCast reception station:**

```
"... WRN:yyyy-dd-mm hh:mm:ss.msec: Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"
```

## Info

Each service delivered via EUMETCast is assigned to a specific channel at the uplink provider site. The announcement channel is not encrypted and contains info for each user for upcoming data to be listened to for reception

This alarm can occur on any reception station for uplink or downlink.

## Action:

- **IF alarm is only for one User Station and single event then log event.**  
Check in GEMS that INFO events are available in the same facility after the alarm  
You can also check in SMART - Telespazio - Service Viewers if the host is updating again (see table [reception stations](#)<sup>819</sup>)  
No AR required.

## No e-mail to OnCall required

### Example:

22.350.08.53.20.427 MME\_ECAST\_OPE\_UPL\_E1BAS EUMCE-FOC-RPC-UP  
 LogFileAgent A recv\_bas.log: Entry detected:VRB:2022-12-16 08:52:52.210:Reconnecting to announcement channel 'TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)  
 22.350.08.53.20.427 MME\_ECAST\_OPE\_UPL\_E1HVS EUMCE-FOC-RPC-UP  
 LogFileAgent I recv\_hvs-1.log: Entry detected:VRB:2022-12-16 08:51:59.990:Delivered file `data/eumetcast/hvs-1/default/OR\_ABI-L1b-RadF-M6C06\_G16\_s20223500840207\_e20223500849521\_c20223500849544.nc' id 639c3191011ee0a9 from channel `E1H-TPG-1' (created at sender side 2022-12-16 08:50:50 UTC, received at 2022-12-16 08:51:59 UTC, size 7,648,100 bytes)

The screenshot shows the 'eumetcast SMART' application window. A 'Viewers' menu is open, displaying a tree structure of service viewers. Below the menu, a table displays the status of various reception stations. The table has two columns: 'Up eumcmt02' and 'Up FUCINO'. The 'Up FUCINO' column shows a significant drop in status for one station, with only 45 of 207 stations up, highlighted in red.

Up eumcmt02	Up FUCINO
297 of 297	297 of 297
232 of 232	232 of 232
277 of 277	277 of 277
142 of 142	142 of 142
207 of 207	45 of 207
134 of 134	56 of 134
186 of 186	186 of 186
293 of 293	293 of 293
249 of 249	249 of 249
186 of 186	186 of 186
201 of 201	201 of 201

- **IF alarm occurs repeatedly/ongoing on one User Station only,**
- Check in SMART that other Reception Stations receiving services fine. see above under 'alarm is only for one User Station'
  - Check EUMETCast dissemination OK
  - Inform Analyst On-Call in normal office hours
  - IF no impact in EUMETCast dissemination THEN log event and send e-mail to opsreports@eumetsat.int.
  - IF an impact in EUMETCast dissemination can be seen THEN log event and \*\*\* raise Eumetcast AR \*\*\* and goto next check: alarm for multiple

## reception stations

Note: it is unlikely that a single user station problem causes a Eumetcast dissemination

loss. Check other User Stations of same service carefully.

- **IF alarm occurs for multiple or all Reception Stations per Europe or Africa downlink then log event.** (see table [reception stations](#)<sup>819</sup>)
  - **D/L Reception Stations Europe:** ecastm01,ecastm02, ecastm03, ecastm04, EUMCE-FOC-RPC-DW, EUMCE-LRO-RPC-DW, testRX
  - **D/L Reception Stations Africa:** ecastm01,ecastm02, ecastm05, ecastm06, TPL1NET-RCP-DOWN, TPL2NET-RCP-DOWN
  - **U/L Reception Stations Europe:** EUMCM01/02/3/4, eumcv01/2, eumcmt01/2, EUMCE-FOC-RPC-UP, EUMCE-LRO-RPC-UP
  - **U/L Reception Stations Africa:** EUMCM1/2, EUMCM07/8, TPL1NET-RCP-UP, TPL2NET-RCP-UP
- **Check dissemination for possible uplink problem**
- **IF an impact in EUMETCast dissemination can be seen THEN**
  - **log event and**
  - **raise Eumetcast AR**
  - **Follow instructions in system procedure [0N DIS01](#) for related Eumetcast outage**

**7.10** **MME\_ECAST\_OPE\_UL\_E1HVS**

<b>MME_ECAST_OPE_UL_E1HVS EFTS_JobAgent</b>	<b>ID</b>
send.log: Entry detected: MSG:.....:tc-send shutting down... <sup>[236]</sup>	MME_UL-100 <sup>[236]</sup>

<b>MME_ECAST_OPE_UL_E1HVS LogFileAgent Alarms</b>	<b>ID</b>
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)" <sup>[239]</sup>	MME_UL-101 <sup>[239]</sup>

**7.10.1 EFTS\_JobAgent**

<b>MME_ECAST_OPE_UL_E1HVS EFTS_JobAgent</b>	<b>ID</b>
send.log: Entry detected: MSG:.....:tc-send shutting down... <sup>236</sup>	MME_UL-100 <sup>236</sup>

## Tellicast Server (xxxx) -> tc-cast-server: MSG: :tc-cast-server-x shutting down...

### Info:

A watch dog can trigger the Tellicast server to restart if it encounters a problem. The alarm can also indicate a scheduled or unscheduled server failover. In both cases a set of alarms is triggered to indicate the shut down and restart of the tc-dirmon and tc-server.

There is a Tellicast server and dirmon per service:

Basic service: tellicast server/dirmon 1  
 HVS1: tellicast server/dirmon 2  
 Terrestrial: tellicast server/dirmon 3  
 HVS2: tellicast server/dirmon 4

### Example below is a restart of tellicast server of service HVS1:

```
17.244.20.22.22.150 Tellicast Server (High Volume Service 1) -> tc-cast-server: MSG:2017-09-01 20:21:55.368:tc-cast-server-2 shutting down... [446]
17.244.20.22.22.156 Tellicast Server (High Volume Service 1) -> tc-dirmon: MSG:2017-09-01 20:22:03.157:tc-dirmon-2 shutting down... [32515]
```

```
17.244.20.22.22.165 Tellicast Server (High Volume Service 1) -> watchdog: 20170901:20:21:55 WATCHDOG ERROR: multicast data not being sent
17.244.20.22.22.165 Tellicast Server (High Volume Service 1) -> watchdog: 20170901:20:21:55 WATCHDOG ERROR: Restarting the multicast service
```

```
17.244.20.22.52.196 Tellicast Server (High Volume Service 1) -> tc-dirmon: MSG:2017-09-01 20:22:22.372:tc-dirmon-2 starting... [28102]
17.244.20.22.52.198 Tellicast Server (High Volume Service 1) -> tc-dirmon: MSG:2017-09-01 20:22:22.372:tc-dirmon-2 version is 2.12.0 (201305171150391) revision 921744638526 linux2.6_deb4.0-i86pc (Linux 2.6.32-279.22.1.el6.x86_64 on a 12-processor (GenuineIntel, Intel(R) Xeon(R) CPU X5690 @ 3.47GHz (Model 44, Stepping 2)) system)
```

```
17.244.20.23.22.229 Tellicast Server (High Volume Service 1) -> tc-cast-server: MSG:2017-09-01 20:22:54.832:tc-cast-server-2 starting... [28896]
17.244.20.23.22.230 Tellicast Server (High Volume Service 1) -> tc-cast-server: MSG:2017-09-01 20:22:54.832:tc-cast-server-2 version is 2.12.0 (201305171149391) revision 921744638526 linux2.6_deb4.0-i86pc release (Linux 2.6.32-279.22.1.el6.x86_64 on a 12-processor (GenuineIntel, Intel(R) Xeon(R) CPU X5690 @ 3.47GHz (Model 44, Stepping 2)) system)
```

```
17.244.20.23.22.232 Tellicast Server (High Volume Service 1) -> tc-cast-server: MSG:2017-09-01 20:22:54.864:tc-cast-server-2 running [28896].
```

### Action:



- **IF service resumes nominally THEN log the event and send an e-mail to opsreport.**
  - **IF service does not resume or several restarts occur within the next hour then call dissemination on call.**

## 7.10.2 LogfileAgent

MME_ECAST_OPE_UL_E1HVS LogFileAgent Alarms	ID
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"	MME_UL-101

```
Disconnecting from announcement channel `TSL Announcement
Channel', address 224.223.222.223:4711 (channel lost)"
<topicref type="topic" id="398557402799829" build="ALL"
modified="2009-02-11T16:15:59.806Z" icon="12"
href="DVB-KU-008">
  <caption translate="true">FATAL: Alive file not updated for nn
msec. Process seems to be hanging and will be
stopped.</caption>
Disconnecting from announcement channel `TSL Announcement
Channel', address 224.223.222.223:4711 (channel lost)"_2_2_2
```

**If GEMS alarm similar to following is detected on any EUMETCast reception station:**

```
"... WRN:yyyy-dd-mm hh:mm:ss.msec: Disconnecting from announcement channel
`TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"
```

## Info

**Each service delivered via EUMETCast is assigned to a specific channel at the uplink provider site. The announcement channel is not encrypted and contains info for each user for upcoming data to be listened to for reception**

**This alarm can occur on any reception station for uplink or downlink.**

## Action:

- **IF alarm is only for one User Station and single event then log event.**  
**Check in GEMS that INFO events are available in the same facility after the alarm**  
**You can also check in SMART - Telespazio - Service Viewers if the host is updating again (see table [reception stations](#)<sup>819</sup>)**  
**No AR required.**

## No e-mail to OnCall required

### Example:

22.350.08.53.20.427 MME\_ECAST\_OPE\_UPL\_E1BAS EUMCE-FOC-RPC-UP  
 LogFileAgent A rcv\_bas.log: Entry detected:VRB:2022-12-16 08:52:52.210:Reconnecting to announcement channel 'TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)  
 22.350.08.53.20.427 MME\_ECAST\_OPE\_UPL\_E1HVS EUMCE-FOC-RPC-UP  
 LogFileAgent I rcv\_hvs-1.log: Entry detected:VRB:2022-12-16 08:51:59.990:Delivered file `data/eumetcast/hvs-1/default/OR\_ABI-L1b-RadF-M6C06\_G16\_s20223500840207\_e20223500849521\_c20223500849544.nc' id 639c3191011ee0a9 from channel `E1H-TPG-1' (created at sender side 2022-12-16 08:50:50 UTC, received at 2022-12-16 08:51:59 UTC, size 7,648,100 bytes)

The screenshot shows the 'eumetcast SMART' application window. A 'Viewers' menu is open, displaying a tree structure of service viewers. Below the menu, a table displays the status of various reception stations. The table has two columns: 'Up eumcmt02' and 'Up FUCINO'. The 'Up FUCINO' column shows a significant drop in status for one station, with only 45 of 207 stations up, highlighted in red.

Up eumcmt02	Up FUCINO
297 of 297	297 of 297
232 of 232	232 of 232
277 of 277	277 of 277
142 of 142	142 of 142
207 of 207	45 of 207
134 of 134	56 of 134
186 of 186	186 of 186
293 of 293	293 of 293
249 of 249	249 of 249
186 of 186	186 of 186
201 of 201	201 of 201

- **IF alarm occurs repeatedly/ongoing on one User Station only,**
- Check in SMART that other Reception Stations receiving services fine. see above under 'alarm is only for one User Station'
  - Check EUMETCast dissemination OK
  - Inform Analyst On-Call in normal office hours
  - IF no impact in EUMETCast dissemination THEN log event and send e-mail to opsreports@eumetsat.int.
  - IF an impact in EUMETCast dissemination can be seen THEN log event and \*\*\* raise Eumetcast AR \*\*\* and goto next check: alarm for multiple

### reception stations

Note: it is unlikely that a single user station problem causes a Eumetcast dissemination

loss. Check other User Stations of same service carefully.

- **IF alarm occurs for multiple or all Reception Stations per Europe or Africa downlink then log event.** (see table [reception stations](#)<sup>819</sup>)
  - **D/L Reception Stations Europe:** ecastm01,ecastm02, ecastm03, ecastm04, EUMCE-FOC-RPC-DW, EUMCE-LRO-RPC-DW, testRX
  - **D/L Reception Stations Africa:** ecastm01,ecastm02, ecastm05, ecastm06, TPL1NET-RCP-DOWN, TPL2NET-RCP-DOWN
  - **U/L Reception Stations Europe:** EUMCM01/02/3/4, eumcv01/2, eumcmt01/2, EUMCE-FOC-RPC-UP, EUMCE-LRO-RPC-UP
  - **U/L Reception Stations Africa:** EUMCM1/2, EUMCM07/8, TPL1NET-RCP-UP, TPL2NET-RCP-UP
- **Check dissemination for possible uplink problem**
- **IF an impact in EUMETCast dissemination can be seen THEN**
  - **log event and**
  - **raise Eumetcast AR**
  - **Follow instructions in system procedure [0N DIS01](#) for related Eumetcast outage**

**7.11 MME\_ECAST\_OPE\_UL\_E2HVS**

<b>MME_ECAST_OPE_UL_E2HVS EFTS_JobAgent</b>	<b>ID</b>
Multicast accounting file "/global/mmds/log/tellicast-server/tc-cast-server-1/accounting-mc.dat" closed <sup>[244]</sup>	MME_UL-200 <sup>[244]</sup>
Tellicast Server ... Parse error occurred while processing job file at ..... <sup>[245]</sup>	MME_UL-201 <sup>[245]</sup>
Tellicast Server ... Cannot send file...File not found <sup>[246]</sup>	MME_UL-202 <sup>[246]</sup>
Tellicast Server ...Zero length files are not supported <sup>[247]</sup>	MME_UL-203 <sup>[247]</sup>
Tellicast Server (xxxx) -> tc-cast-server: MSG: :tc-cast-server-x shutting down... <sup>[248]</sup>	MME_UL-204 <sup>[248]</sup>

**7.11.1 EFTS\_JobAgent**

<b>MME_ECAST_OPE_UL_E2HVS EFTS_JobAgent</b>	<b>ID</b>
Multicast accounting file "/global/mmds/log/tellicast-server/tc-cast-server-1/accounting-mc.dat" closed <sup>[244]</sup>	MME_UL-200 <sup>[244]</sup>
Tellicast Server ... Parse error occurred while processing job file at ..... <sup>[245]</sup>	MME_UL-201 <sup>[245]</sup>
Tellicast Server ... Cannot send file...File not found <sup>[246]</sup>	MME_UL-202 <sup>[246]</sup>
Tellicast Server ...Zero length files are not supported <sup>[247]</sup>	MME_UL-203 <sup>[247]</sup>
Tellicast Server (xxxx) -> tc-cast-server: MSG: :tc-cast-server-x shutting down... <sup>[248]</sup>	MME_UL-204 <sup>[248]</sup>

**Multicast accounting file  
"/global/mmds/log/tellicast-server/tc-cast-server-1/accounting-mc.  
dat" closed\_2**

**Example:**

**14.337.12.31.21.791 MME\_ECAST\_OPE\_UPL\_E2HVS opdiss10 EFTS\_JobAgent A Tellicast Server (High Volume Service 2): MSG:2014-12-03 12:31:21.529:Multicast accounting file "/global/mmds/log/tellicast-server/tc-cast-server-1/accounting-mc.dat" closed (File shifted).**

**Action:**

➤ **IGNORE**



**Tellicast Server ... Parse error occurred while processing job file at .....\_2**

**Info:** This is a rare alarm on MMDS. Normally only occurs around once every 10 days. EUM/MSG/AR/23450 was raised. Dissemination engineer contacted Company Newtec for further investigation

**Example:**

14.338.08.41.18.954 MME\_ECAST\_OPE\_UPL\_E2HVS opdiss10 EFTS\_JobAgent A Tellicast Server (High Volume Service 2): ERR:2014-12-04 08:40:58.153:Parse error occurred while processing job file at "/nt/tmpfs/mmds/data/out/tellicast-server/tc-cast-server-1/jobs/scheduled/DWD-GDS-49035-2014-12-04-08-40-52-330.job".

**Action:**

- **IF single occurrence THEN log event**
- **IF persistent or several alarms per hour then inform 'OPS opsreport'**

## Tellicast Server ... Cannot send file...File not found\_2

### Info

Usually this type of alarm is due to bandwidth saturation or MMDS running slow. Files are transferred to the MMDS (Eumetcast Platform) but due to priority reason or the amount of files transferred (maybe old backlog data flooding the server for a specific channel or service) the files cannot be disseminated in time and were deleted before they could be disseminated.

### Examples:

```
17.199.13.58.30.485 MME_ECAST_OPE_UPL_E2HVS vadiss24 EFTS_JobAgent A Tellicast Server (High Volume Service 2)-> tc-cast-server: ERR:2017-07-18 13:58:00.496:FileBroadcastjob "HVS2_S1-46300-2017-7-18-13-57-50-057.job" on channel "E2H-CH1": Cannot send file /mnt/tmpfs/mmds/conf/tellicast-server/tc-dirmon-4/services/HVS2_S1.conf/sending/HVS2_S1-46300-2017-07-18-13-57-50-057/HVS2_01_20170718T135720_20170718T135720_20170718T135720.DUM.tgz.YHxUrR (id=596e13e00000f54): File changed, ignoring file.
```

### Action:

- IF single occurrence THEN log event and send e-mail to opsreport
- IF persistent/ongoing or several alarms per hour for following file types:
  - OR\_ABI-L1b-RadF-M3C03\_G16\_s2017.....nc
- then inform Dissemination On-Call as this could mean that data of GOES-16 is lost in dissemination and send e-mail 'OPS opsreport'
- IF multiple files of types of HVS2.....DUM.tgz are lost then send an e-mail to opsreport. These are only dummy files to fill up the transponder.

**Tellicast Server ...Zero length files are not supported\_2****Info:**

**A data provider has send a file with no content (zero length) to the uplink server.**

**Zero length files are not disseminated by MMDS. Therefore this should have no impact.**

```
15.315.14.33.01.489 MME_ECAST_OPE_UPL_E2HVSvadiss10EFTS_JobAgent A Tellicast Server (High Volume Service 2)) -> tc-cast-server: ERR:2015-11-11 14:32:46.758:Zero length files are not supported ("/mnt/tmpfs/mmds/conf/tellicast-server/tc-dirmon-4/services/devcocast-sam.conf/sending/devcocast-sam-45668-2015-11-11-14-32-42-175/INPE_RFS_201511111330.tif.gz").
```

**Action:**

- **If single occurrence THEN Log Event. This is picked up by the Analyst/Engineers on next working day.**
- **If alarms continue then contact Dissemination On-Call in sociable hours and e-mail to opsreport.**

## Tellicast Server (xxxx) -> tc-cast-server: MSG: :tc-cast-server-x shutting down...

### Info:

A watch dog can trigger the Tellicast server to restart if it encounters a problem. The alarm can also indicate a scheduled or unscheduled server failover. In both cases a set of alarms is triggered to indicate the shut down and restart of the tc-dirmon and tc-server.

There is a Tellicast server and dirmon per service:

Basic service: tellicast server/dirmon 1  
 HVS1: tellicast server/dirmon 2  
 Terrestrial: tellicast server/dirmon 3  
 HVS2: tellicast server/dirmon 4

### Example below is a restart of tellicast server of service HVS1:

```
17.244.20.22.22.150 Tellicast Server (High Volume Service 1) -> tc-cast-server: MSG:2017-09-01 20:21:55.368:tc-cast-server-2 shutting down... [446]
```

```
17.244.20.22.22.156 Tellicast Server (High Volume Service 1) -> tc-dirmon: MSG:2017-09-01 20:22:03.157:tc-dirmon-2 shutting down... [32515]
```

```
17.244.20.22.22.165 Tellicast Server (High Volume Service 1) -> watchdog: 20170901:20:21:55 WATCHDOG ERROR: multicast data not being sent
```

```
17.244.20.22.22.165 Tellicast Server (High Volume Service 1) -> watchdog: 20170901:20:21:55 WATCHDOG ERROR: Restarting the multicast service
```

```
17.244.20.22.52.196 Tellicast Server (High Volume Service 1) -> tc-dirmon: MSG:2017-09-01 20:22:22.372:tc-dirmon-2 starting... [28102]
```

```
17.244.20.22.52.198 Tellicast Server (High Volume Service 1) -> tc-dirmon: MSG:2017-09-01 20:22:22.372:tc-dirmon-2 version is 2.12.0 (201305171150391) revision 921744638526 linux2.6_deb4.0-i86pc (Linux 2.6.32-279.22.1.el6.x86_64 on a 12-processor (GenuineIntel, Intel(R) Xeon(R) CPU X5690 @ 3.47GHz (Model 44, Stepping 2)) system)
```

```
17.244.20.23.22.229 Tellicast Server (High Volume Service 1) -> tc-cast-server: MSG:2017-09-01 20:22:54.832:tc-cast-server-2 starting... [28896]
```

```
17.244.20.23.22.230 Tellicast Server (High Volume Service 1) -> tc-cast-server: MSG:2017-09-01 20:22:54.832:tc-cast-server-2 version is 2.12.0 (201305171149391) revision 921744638526 linux2.6_deb4.0-i86pc release (Linux 2.6.32-279.22.1.el6.x86_64 on a 12-processor (GenuineIntel, Intel(R) Xeon(R) CPU X5690 @ 3.47GHz (Model 44, Stepping 2)) system)
```

```
17.244.20.23.22.232 Tellicast Server (High Volume Service 1) -> tc-cast-server: MSG:2017-09-01 20:22:54.864:tc-cast-server-2 running [28896].
```

### Action:

- **IF service resumes nominally THEN log the event and send an e-mail to opsreport.**
  - **IF service does not resume or several restarts occur within the next hour then call dissemination on call.**

## 7.11.2 LogfileAgent

MME_ECAST_OPE_UL_E2HVS LogFileAgent Alarms	ID
Disconnecting from announcement channel `TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)" <small>25f</small>	MME_UL-205 <small>25f</small>

```
Disconnecting from announcement channel `TSL Announcement
Channel', address 224.223.222.223:4711 (channel lost)"
<topicref type="topic" id="398557402799829" build="ALL"
modified="2009-02-11T16:15:59.806Z" icon="12"
href="DVB-KU-008">
  <caption translate="true">FATAL: Alive file not updated for nn
msec. Process seems to be hanging and will be
stopped.</caption>
Disconnecting from announcement channel `TSL Announcement
Channel', address 224.223.222.223:4711 (channel lost)"_2_2_2_2
```

**If GEMS alarm similar to following is detected on any EUMETCast reception station:**

```
"... WRN:yyyy-dd-mm hh:mm:ss.msec: Disconnecting from announcement channel
`TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)"
```

## Info

Each service delivered via EUMETCast is assigned to a specific channel at the uplink provider site. The announcement channel is not encrypted and contains info for each user for upcoming data to be listened to for reception

This alarm can occur on any reception station for uplink or downlink.

## Action:

- **IF alarm is only for one User Station and single event then log event.**  
Check in GEMS that INFO events are available in the same facility after the alarm  
You can also check in SMART - Telespazio - Service Viewers if the host is updating again (see table [reception stations](#)<sup>819</sup>)  
No AR required.

## No e-mail to OnCall required

### Example:

22.350.08.53.20.427 MME\_ECAST\_OPE\_UPL\_E1BAS EUMCE-FOC-RPC-UP  
 LogFileAgent A rcv\_bas.log: Entry detected:VRB:2022-12-16 08:52:52.210:Reconnecting to announcement channel 'TSL Announcement Channel', address 224.223.222.223:4711 (channel lost)  
 22.350.08.53.20.427 MME\_ECAST\_OPE\_UPL\_E1HVS EUMCE-FOC-RPC-UP  
 LogFileAgent I rcv\_hvs-1.log: Entry detected:VRB:2022-12-16 08:51:59.990:Delivered file `data/eumetcast/hvs-1/default/OR\_ABI-L1b-RadF-M6C06\_G16\_s20223500840207\_e20223500849521\_c20223500849544.nc' id 639c3191011ee0a9 from channel `E1H-TPG-1' (created at sender side 2022-12-16 08:50:50 UTC, received at 2022-12-16 08:51:59 UTC, size 7,648,100 bytes)

The screenshot shows the 'eumetcast SMART' application window. A 'Viewers' menu is open, displaying a tree structure of service viewers. Below the menu, a table displays the status of various reception stations. The table has columns for station names and their current status (e.g., 'Up eumcmt02', 'Up FUCINO').

Station Name	Status
Up eumcmt02	297 of 297
Up FUCINO	297 of 297
	232 of 232
	277 of 277
	142 of 142
	207 of 207
	45 of 207
	134 of 134
	56 of 134
	186 of 186
	293 of 293
	249 of 249
	186 of 186
	201 of 201

- **IF alarm occurs repeatedly/ongoing on one User Station only,**
- Check in SMART that other Reception Stations receiving services fine. see above under 'alarm is only for one User Station'
  - Check EUMETCast dissemination OK
  - Inform Analyst On-Call in normal office hours
  - IF no impact in EUMETCast dissemination THEN log event and send e-mail to opsreports@eumetsat.int.
  - IF an impact in EUMETCast dissemination can be seen THEN log event and \*\*\* raise Eumetcast AR \*\*\* and goto next check: alarm for multiple



## reception stations

Note: it is unlikely that a single user station problem causes a Eumetcast dissemination

loss. Check other User Stations of same service carefully.

- **IF alarm occurs for multiple or all Reception Stations per Europe or Africa downlink then log event.** (see table [reception stations](#)<sup>819</sup>)
  - **D/L Reception Stations Europe:** ecastm01,ecastm02, ecastm03, ecastm04, EUMCE-FOC-RPC-DW, EUMCE-LRO-RPC-DW, testRX
  - **D/L Reception Stations Africa:** ecastm01,ecastm02, ecastm05, ecastm06, TPL1NET-RCP-DOWN, TPL2NET-RCP-DOWN
  - **U/L Reception Stations Europe:** EUMCM01/02/3/4, eumcv01/2, eumcmt01/2, EUMCE-FOC-RPC-UP, EUMCE-LRO-RPC-UP
  - **U/L Reception Stations Africa:** EUMCM1/2, EUMCM07/8, TPL1NET-RCP-UP, TPL2NET-RCP-UP
  - **Check dissemination for possible uplink problem**
  - **IF an impact in EUMETCast dissemination can be seen THEN**
    - **log event and**
    - **raise Eumetcast AR**
    - **Follow instructions in system procedure [0N DIS01](#) for related Eumetcast outage**

**7.12 MME\_ECAST\_OPE\_TER\_GEANT**

MME_ECAST_OPE_TER_GEANT	CheckTERUsaersOutage	ID
Terrestrial GEANT: xyz Total Outage		TER-001

MME_ECAST_OPE_TER_GEANT	EFTS_JobAgent	ID
Tellicast Server ... Parse error occurred while processing job file at .....		TER-100

**7.12.1** **checkTERUsersOutage**

MME_ECAST_OPE_TER_GEANT	CheckTERUsaersOutage	ID
Terrestrial GEANT: xyz Total Outage		TER-001

MME_ECAST_OPE_TER_GEANT	EFTS JobAgent	ID
Tellicast Server ... Parse error occurred while processing job file at .....		TER-100
Announcing content failed for job - No such channel		TER-101

## Terrestrial GEANT: xyz Total Outage

### Info:

Several Terrestrial User Stations are monitored by a process (checkTERUsersOutage) on MMDS.

If no data has been received for 40 minutes then a GEMS alarm is raised for this station in GEMS facility MME\_ECAST\_OPE\_TER\_GEANT

Following User Stations are monitored:

User Name (Reception Station)	Organisation	Country	via
EI-NMS_MF	DWD	Germany	<b>Internet</b>  service with Overon is operational since August 2021
EI-NMS_Hun	NMS Hungary	Hungary	
EI-NMS_It (CNMCA-Rome)	NMS Italy	Italy	
AWIDE			<b>via</b>  <b>GEANT</b>  <b>Network</b>
CMA	Chinese Met. Agency	China	
DANTE	Eumetsat	GB/ London	
DWD	Deutscher Wetterdienst	Germany	
EUM_Austria	Austrian met	Austria	
IDM Portugal	Portugese met. Agency	Portugal	
INPE	National Institut for Space Rsearch	Brazil	
ISRO	Indian Space Rsearch	India	
JAXA	Japan Aerospace Exploration Agency	Japan	
JRC	European Comission		
KMA	NMS Korea	Korea	
KNMI	Netherland met Agency	Netherlands	
NCI	National Computation Infrastructure	Australia	
NCMRWF	National Centre for Madium Range Weather Forecasting	Japan	
NMS_No	Norway met. Agency	Norway	
NOAA-Star	NOAAA	USA	

checkTERUsersOutage

NSOAS	Chinese	China
UniBremen	University Bremen	Germany
UniOxford	University Oxford	England
UniWisconsin	University Wisconsin	USA

20.267.12.10.02.000 MME\_ECAST\_OPE\_TER\_GEANT m1edcs02  
 checkTERUsersOutage A Tellicast Server (Terrestrial GEANT):EI-MF:Total Outage:  
 Received 0% (0 of 442) in [2020-09-23-11-20 - 2020-09-23-11-59]

Cycle	Volume(MB)	Files	Retransmitted files	Retransmitted volume(MB)	AWIDE	CMA	DANTE	DWD	EUM_Austria	IDM_Portugal	INPE	ISRO	JAXA	JRC	KMA	KNMI	NCI	NCHRWF	NMS_No	NOAA-STAR	NSOAS	UniBremen	UniOxford	UniWisconsin	EI-NMS_MF	EI-NMS_Hun	EI-NMS_It(CNMCA-Rome)
2022-12-07-15-10	682.338	303	0	0	1 of 1	0 of 128	303 of 303	103 of 103	41 of 48	158 of 158	41 of 41	88 of 88	0 of 85	0 of 41	0 of 119	84 of 84	0 of 139	125 of 125	0 of 218	96 of 96	0 of 0	5 of 5	102 of 106	97 of 97	41 of 41	41 of 41	83 of 83
2022-12-07-15-00	4729.38	1340	5	0.490372	69 of 69	0 of 726	1340 of 1340	310 of 310	117 of 195	419 of 446	87 of 87	175 of 236	0 of 187	0 of 165	0 of 463	256 of 256	0 of 309	615 of 615	0 of 764	256 of 256	6 of 6	30 of 30	257 of 429	210 of 210	115 of 115	100 of 100	198 of 198
2022-12-07-14-50	6494.56	1265	0	0	58 of 58	0 of 680	1265 of 1265	234 of 234	123 of 211	258 of 282	9 of 9	210 of 307	0 of 198	0 of 157	0 of 350	336 of 336	0 of 231	490 of 490	0 of 652	307 of 307	7 of 7	62 of 62	84 of 271	74 of 74	175 of 175	109 of 109	206 of 206
2022-12-07-14-40	5075.82	1419	8	22.8426	13 of 13	0 of 812	1419 of 1419	325 of 325	166 of 281	358 of 383	10 of 10	135 of 348	0 of 199	0 of 98	0 of 370	438 of 438	0 of 179	663 of 663	0 of 830	252 of 252	17 of 17	110 of 110	289 of 443	100 of 100	212 of 212	96 of 96	239 of 239
2022-12-07-14-30	7455.05	1441	4	1.10394	31 of 31	0 of 892	1441 of 1441	350 of 350	208 of 375	363 of 399	11 of 11	232 of 483	0 of 151	0 of 141	0 of 381	483 of 483	0 of 194	647 of 647	0 of 817	184 of 184	6 of 6	89 of 89	301 of 476	175 of 175	142 of 142	99 of 99	256 of 256
2022-12-07-14-20	3835.9	1360	1	0.109055	44 of 44	0 of 772	1360 of 1360	340 of 340	185 of 296	392 of 425	9 of 9	240 of 387	0 of 172	0 of 146	0 of 259	412 of 412	0 of 163	540 of 540	0 of 728	188 of 188	5 of 5	150 of 150	310 of 503	191 of 191	134 of 134	109 of 109	292 of 292
2022-12-07-14-10	8677.97	1365	4	11.7712	43 of 43	0 of 750	1365 of 1365	381 of 381	137 of 219	395 of 426	51 of 51	201 of 292	0 of 156	0 of 151	0 of 166	358 of 358	0 of 273	589 of 589	0 of 754	198 of 198	14 of 14	49 of 49	289 of 449	209 of 209	149 of 149	96 of 96	237 of 237

A near realtime monitoring of several EUMETCast Terrestrial user stations has been set up

**Action:**

- **check status of other stations on:**  
<http://web.opscloud.eumetsat.int/~miladt/www/TERGusersAvailability.NRT.html>  
 There are two groups of stations: via Internet and via GEANT network
- **check/compare outages and intermittent losses with following confluence status page for know terrestrial station issues:** [EUMETCast Terrestrial Station - known issues](https://confluence.eumetsat.int/display/RSODT/EUMETCast+Terrestrial+station+current+status)  
<https://confluence.eumetsat.int/display/RSODT/EUMETCast+Terrestrial+station+current+status>
- **Only report new issues as follows:**
  - contact the **Diss on-call engineer** when all stations (in the same group) are not receiving any files for more than one cycle
  - when only one station is down for more than 3 **consecutive** cycles and is not yet in the status

page as a known issue then send an email to on-call dissemination engineer with cc opsreports and cc duty analyst

- filter the related station under [MME\\_ECAST\\_OPE\\_TER\\_GEANT](#)
- Send an email when one station is having intermittent losses (red) for more than 7 **consecutive** cycles and is not yet in the status page list.

**7.12.2** **EFTS\_JobAgent**

MME_ECAST_OPE_TER_GEANT EFTS_JobAgent	ID
Tellicast Server ... Parse error occurred while processing job file at ..... [260]	TER-100 [260]
Announcing content failed for job - No such channel [260]	TER-101 [260]

## Announcing content failed for job - No such channel

### Info:

#### Example:

22.177.20.49.51.283 MME\_ECAST\_OPE\_TER\_GEANT m2edcs02 EFTS\_JobAgent A Tellicast Server (Terrestrial GEANT) -> tc-cast-server: ERR:2022-06-26 20:49:47.794:Announcing content failed for job "DWD-WAFS-7291-2022-06-26-20-49-43-621-62b8c667000927da.job" on channel "T01-DWDSAT" (No such channel).

#### Action:

- If single a alarm then log it. No further action required
- If persistent alarms then call dissemination on-call



**Tellicast Server ... Parse error occurred while processing job file at .....\_**

**Info:** This is a rare alarm on MMDS. Normally only occurs around once every 10 days. EUM/MSG/AR/23450 was raised.

**This alarm is usually not causing any losses, for some reason tellicast is temporarily having issue parsing the job**

**Example:**

```
21.241.05.57.05.877 MME_ECAST_OPE_TER_GEANT m2edcs06 EFTS_JobAgent A
Tellicast Server (Terrestrial GEANT) -> tc-dirmon: ERR:2021-08-29 05:56:43.251:Parse error
occurred while processing job file at "/mnt/tmpfs/mmds/data/out/tellicast-server/tc-cast-server-3/jobs/
scheduled/EPS-METOPC-IASI-L2-6515-2021-08-29-05-18-26-718-612b18a200239684.job".
```

**Action:**

- **IF single occurrence THEN log event**
- **IF persistent or several alarms per hour then inform 'OPS opsreport'**

## 7.13 MME\_ICSI\_OPE\_FDS

MME_ICSI_OPE_FDS	GEMS Sender	ID
GEMS_Sender ALarms <sup>[264]</sup>		ICSI-200 <sup>[264]</sup>

MME_ICSI_OPE_FDS	CheckEventAgent	ID
No files have been transferred via the Internal/External File Exchange Component (VM1/VM2) <sup>[266]</sup>		ICSI-100 <sup>[266]</sup>
No files have been processed on the Internal/External File Distribution Component (Preprocessor/Service Mapper) <sup>[271]</sup>		ICSI-101 <sup>[271]</sup>
No S3 files have been processed/generated/sent from the NRT Data Dissemination Component <sup>[271]</sup>		ICSI-102 <sup>[271]</sup>

### For any other alarm and until further notice

#### Action:

- Report alarms via e-mail to [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int) and to the **On-Call dissemination engineer**.
- If alarms are persistent then filter the alarms until the end of the current shift.

**7.13.1** **GEMS Sender**

MME_ICSI_OPE_FDS	GEMS Sender	ID
GEMS_Sender ALarms <sup>[264]</sup>		ICSI-200 <sup>[264]</sup>

## GEMS\_Sender\_Alarms

### Info:

Possible restart of GEMS\_Sender process.

### Example:

```
21.195.05.24.01.304 MME_ICSI_VAL_FDS icsefrswebs01.icsi.eumetsat.int  
GEMS_Sender A GEMS.logging.sender:2021-07-14 05:23:13,389 ERROR -  
AgentFtpClientEdtftpj.disconnect(): Read timed out
```

```
21.195.05.24.01.304 MME_ICSI_VAL_FDS icsefrswebs01.icsi.eumetsat.int  
GEMS_Sender A GEMS.logging.sender:2021-07-14 05:23:13,389 ERROR -
```

```
21.195.05.24.01.304 MME_ICSI_VAL_FDS icsefrswebs01.icsi.eumetsat.int  
GEMS_Sender A GEMS.logging.sender:2021-07-14 05:23:13,389 ERROR -  
Transmission failed for manager LogFileManager[all-MME_ICSI_VAL_FDS-TO-  
MME_ICSI_VAL_FDS]. Clearing and retrying on the next run. Batch: EventBatch{36  
raw events read in 2ms, 36 events parsed in 0ms, transmitted in 0ms for  
LogFileManager[all-MME_ICSI_VAL_FDS-TO-MME_ICSI_VAL_FDS]}
```

### Action:

- Report alarms via email to [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int) and to the **On-Call dissemination engineer**.

**7.13.2** **CheckEventAgent**

MME_ICSI_OPE_FDS	CheckEventAgent	ID
No files have been transferred via the Internal/External File Exchange Component (VM1/VM2)		ICSI-100
No files have been processed on the Internal/External File Distribution Component (Preprocessor/Service Mapper)		ICSI-101
No S3 files have been processed/generated/sent from the NRT Data Dissemination Component		ICSI-102

## No files have been transferred via the Internal/External File Exchange Component (VM1/VM2)

### Info:

No data transferred via the ICSI Internal or External File Exchange Component, from a particular server.

The Internal File Exchange Component provides a file exchange service for the transfer of files between the ICSI platform and other in-house (i.e. internal) systems.

The External File Exchange Component provides a file exchange service for the transfer of files between the ICSI platform and other remote (i.e. external) systems.

### Example External:

```
yy.ddd.hh.mm.ss.SSS MME_ICSI_OPE_FDS MAS-OPINTS00  
GEMS_CheckEventsAgent A No files have been transferred via the External File  
Exchange Component (VM1) in the last 5 minutes. -> Matching GEMS event of  
severity [I], host [icsfds-efec-ope-1.icsi.eumetsat.int], process [xferlog], msg regexp  
[^\.*xferlog.*Entry detected.*$] not found for over [300] seconds
```

```
yy.ddd.hh.mm.ss.SSS MME_ICSI_OPE_FDS MAS-OPINTS00  
GEMS_CheckEventsAgent A No files have been transferred via the External File  
Exchange Component (VM2) in the last 5 minutes. -> Matching GEMS event of  
severity [I], host [icsfds-efec-ope-2.icsi.eumetsat.int], process [xferlog], msg regexp  
[^\.*xferlog.*Entry detected.*$] not found for over [300] seconds
```

### Example Internal:

```
yy.ddd.hh.mm.ss.SSS MME_ICSI_OPE_FDS MAS-OPINTS00  
GEMS_CheckEventsAgent A No files have been transferred via the Internal File  
Exchange Component (VM1) in the last 5 minutes. -> Matching GEMS event of  
severity [I], host [icsfds-efec-ope-1.icsi.eumetsat.int], process [xferlog], msg regexp  
[^\.*xferlog.*Entry detected.*$] not found for over [300] seconds
```

```
yy.ddd.hh.mm.ss.SSS MME_ICSI_OPE_FDS MAS-OPINTS00  
GEMS_CheckEventsAgent A No files have been transferred via the Internal File  
Exchange Component (VM2) in the last 5 minutes. -> Matching GEMS event of  
severity [I], host [icsfds-efec-ope-2.icsi.eumetsat.int], process [xferlog], msg regexp  
[^\.*xferlog.*Entry detected.*$] not found for over [300] seconds
```

yy.ddd.hh.mm.ss.SSS MME\_ICSI\_OPE\_FDS MAS-OPINTS00  
GEMS\_CheckEventsAgent A No files have been transferred via the **Internal File Exchange** Component (VM3) in the last 5 minutes. -> Matching GEMS event of severity [I], host [icsfds-efec-ope-3.icsi.eumetsat.int], process [xferlog], msg regexp [^.\*xferlog.\*Entry detected.\*\$] not found for over [300] seconds

yy.ddd.hh.mm.ss.SSS MME\_ICSI\_OPE\_FDS MAS-OPINTS00  
GEMS\_CheckEventsAgent A No files have been transferred via the **Internal File Exchange** Component (VM4) in the last 5 minutes. -> Matching GEMS event of severity [I], host [icsfds-efec-ope-4.icsi.eumetsat.int], process [xferlog], msg regexp [^.\*xferlog.\*Entry detected.\*\$] not found for over [300] seconds

yy.ddd.hh.mm.ss.SSS MME\_ICSI\_OPE\_FDS MAS-OPINTS00  
GEMS\_CheckEventsAgent A No files have been transferred via the **Internal File Exchange** Component (VM5) in the last 5 minutes. -> Matching GEMS event of severity [I], host [icsfds-efec-ope-5.icsi.eumetsat.int], process [xferlog], msg regexp [^.\*xferlog.\*Entry detected.\*\$] not found for over [300] seconds

#### Action:

- **If a single occurrence of the alarms or a set of different single alarms at the same time then ignore the alarm**

#### Example

23.208.09.29.17.368 MME\_ICSI\_OPE\_FDS MAS-OPINTS00  
GEMS\_CheckEventsAgent A No files have been **transferred via the Internal File Exchange** Component (VM1) in the last 5 minutes. -> Matching GEMS event of severity [I], host [icsfds-ifec-ope-1.icsi.eumetsat.int], process [xferlog], msg regexp [^.\*xferlog.\*Entry detected.\*\$] not found for over [300] seconds

23.208.09.29.17.375 MME\_ICSI\_OPE\_FDS MAS-OPINTS00  
GEMS\_CheckEventsAgent A No files have been **transferred via the Internal File Exchange** Component (VM2) in the last 5 minutes. -> Matching GEMS event of severity [I], host [icsfds-ifec-ope-2.icsi.eumetsat.int], process [xferlog], msg regexp [^.\*xferlog.\*Entry detected.\*\$] not found for over [300] seconds

23.208.09.29.17.376 MME\_ICSI\_OPE\_FDS MAS-OPINTS00  
GEMS\_CheckEventsAgent A No files have been **processed on the External File Distribution** Component (VM1/VM2 - ServiceMapper) in the last 5 minutes. -> Matching GEMS event of severity [I], host [ANY], process [EFTS\_JobAgent], msg regexp [^.\*ICSI EXTERNAL FILE DISTRIBUTION.\*Service Mapper.\*replicated to.\*\$] not found for over [300] seconds

- **If the alarm is ongoing (every 5 min) then Call Dissemination On-Call any time**
- **Report alarms via email to [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int) and to the **On-Call dissemination engineer**.**
- **If alarms are persistent then filter the alarms until**

**the end of the current shift.**

- **Raise an AR for the issue if it is persistent (>30 min)**



## No files have been processed on the Internal/External File Distribution Component (Preprocessor/Service Mapper)

### Info:

No data processed in the ICSI Internal or External File Distribution Component, from a particular server.

The Internal File Distribution Component provides a file distribution service for the clients/services hosted in SC3. (Security Class 3)

The External File Distribution Component provides a file distribution service for the clients/services hosted in SC4. (Security Class 4)

### Example Internal:

```
yy.ddd.hh.mm.ss.SSSMME_ICSI_OPE_FDSMAS-OPINTS00
GEMS_CheckEventsAgent A No files have been processed on the Internal File
Distribution Component (VM1/VM2 - PreProcessor) in the last 5 minutes. ->
Matching GEMS event of severity [I], host[ANY], process [EFTS_PreProcessor], msg
regex[^.*ICSI INTERNAL FILE DISTRIBUTION.*Received file.*$] not found for over
[300] seconds
```

```
yy.ddd.hh.mm.ss.SSSMME_ICSI_OPE_FDSMAS-OPINTS00
GEMS_CheckEventsAgent A No files have been processed on the Internal File
Distribution Component (VM1/VM2 - ServiceMapper) in the last 5 minutes. ->
Matching GEMS event of severity [I], host[ANY], process [EFTS_JobAgent], msg
regex[^.*ICSI INTERNAL FILE DISTRIBUTION.*Service Mapper.*replicated to.*$]
not found for over [300] seconds
```

### Example External:

```
yy.ddd.hh.mm.ss.SSSMME_ICSI_OPE_FDSMAS-OPINTS00
GEMS_CheckEventsAgent A No files have been processed on the External File
Distribution Component (VM1/VM2 - PreProcessor) in the last 5 minutes. ->
Matching GEMS event of severity [I], host[ANY], process [EFTS_PreProcessor], msg
regex[^.*ICSI INTERNAL FILE DISTRIBUTION.*Received file.*$] not found for over
[300] seconds
```

```
yy.ddd.hh.mm.ss.SSSMME_ICSI_OPE_FDSMAS-OPINTS00
GEMS_CheckEventsAgent A No files have been processed on the External File
Distribution Component (VM1/VM2 - ServiceMapper) in the last 5 minutes. ->
Matching GEMS event of severity [I], host[ANY], process [EFTS_JobAgent], msg
regex[^.*ICSI INTERNAL FILE DISTRIBUTION.*Service Mapper.*replicated to.*$]
```

not found for over [300] seconds

### **Action:**

- **If a single occurrence of the alarms or a set of different single alarms at the same time then ignore the alarm**

### **Example**

23.208.09.29.17.368 MME\_ICSI\_OPE\_FDS MAS-OPINTS00  
GEMS\_CheckEventsAgent A No files have been transferred via the Internal File Exchange Component (VM1) in the last 5 minutes. -> Matching GEMS event of severity [I], host [icsfds-ifec-ope-1.icsi.eumetsat.int], process [xferlog], msg regexp [^.\*xferlog.\*Entry detected.\*\$] not found for over [300] seconds

23.208.09.29.17.375 MME\_ICSI\_OPE\_FDS MAS-OPINTS00  
GEMS\_CheckEventsAgent A No files have been transferred via the Internal File Exchange Component (VM2) in the last 5 minutes. -> Matching GEMS event of severity [I], host [icsfds-ifec-ope-2.icsi.eumetsat.int], process [xferlog], msg regexp [^.\*xferlog.\*Entry detected.\*\$] not found for over [300] seconds

23.208.09.29.17.376 MME\_ICSI\_OPE\_FDS MAS-OPINTS00  
GEMS\_CheckEventsAgent A No files have been processed on the External File Distribution Component (VM1/VM2 - ServiceMapper) in the last 5 minutes. -> Matching GEMS event of severity [I], host [ANY], process [EFTS\_JobAgent], msg regexp [^.\*ICSI EXTERNAL FILE DISTRIBUTION.\*Service Mapper.\*replicated to.\*\$] not found for over [300] seconds

- **If the alarm is ongoing (every 5 min) then Call Dissemination On-Call any time**
- **Report alarms via email to [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int) and to the **On-Call dissemination engineer**.**
- **If alarms are persistent then filter the alarms until the end of the current shift.**
- **Raise an AR for the issue if it is persistent (>30 min)**

## No S3 files have been processed/generated/sent from the NRT Data Dissemination Component

### Info:

No Sentinel3 data processed / generated / sent from the ICSI NRT Data Dissemination Component, from a particular server.

The NRT Data Dissemination Component provides the mission-specific file handling services (e.g. in the case of S3, the creation of the product archive tar files) and the file transfer service between the Internal File Distribution Buffer and the External File Distribution Buffer, to be consumed by the different clients/services hosted in SC4 (i.e. EUMETView-NG and EFRS).

### Example:

```
yy.ddd.hh.mm.ss.SSSMME_ICSI_OPE_FDSMAS-OPINTS00
GEMS_CheckEventsAgent A No S3 files have been processed on the NRT Data
Dissemination Component (VM1/VM2 - S3 PreProcessor) in the last 5 minutes. ->
Matching GEMS event of severity [I], host[ANY], process [EFTS_PreProcessor], msg
regexp [^.*SENTINEL3.*Received file.*$] not found for over [300] seconds
```

```
yy.ddd.hh.mm.ss.SSSMME_ICSI_OPE_FDSMAS-OPINTS00
GEMS_CheckEventsAgent A No S3 product archives have been generated on the
NRT Data Dissemination Component (VM1/VM2 - S3 Product Archiver) in the last 5
minutes. -> Matching GEMS event of severity [I], host[ANY], process [tar], msg
regexp [^.*generated archive file.*SEN3.*$] not found for over [300] seconds
```

```
yy.ddd.hh.mm.ss.SSSMME_ICSI_OPE_FDSMAS-OPINTS00
GEMS_CheckEventsAgent A No files have been sent from the NRT Data
Dissemination Component (VM1/VM2 - PushAgent) in the last 5 minutes. ->
Matching GEMS event of severity [I], host[ANY], process [EFTS_PushAgent], msg
regexp [^.*External File Dist Buffer.*Sent file.*$] not found for over [300] seconds
```

### Action:

- If a single occurrence of the alarms or a set of

**different single alarms at the same time then ignore the alarm**

- **If the alarm is ongoing (every 5 min) then Call Dissemination On-Call any time**
- **Report alarms via email to [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int) and to the **On-Call dissemination engineer**.**
- **If alarms are persistent then filter the alarms until the end of the current shift.**
- **Raise an AR for the issue if it is persistent (>30 min)**

**7.14** **MME\_EFRS\_OPE**

<b>MME_EFRS_OPE</b>	<b>CheckEventAgent</b>	<b>ID</b>
The EFRS File Storage Process has not been active (VM1/VM2/VM3) <sup>[275]</sup>		EFRS-100 <sup>[275]</sup>
The EFRS File Transfer Service has not been active (VM1/VM2/VM3) <sup>[276]</sup>		EFRS-101 <sup>[276]</sup>
The EFRS File List Request has not been active (VM1/VM2/VM3) <sup>[277]</sup>		EFRS-102 <sup>[277]</sup>

<b>EFRS_OPE</b>	<b>EFRS_fts</b>	<b>ID</b>
Service Misuse <sup>[279]</sup>		EFRS-200 <sup>[279]</sup>
Exception occurred during file download <sup>[280]</sup>		EFRS-201 <sup>[280]</sup>

<b>EFRS_OPE</b>	<b>EFRS_fss</b>	<b>ID</b>
EFRS Configuration file user_downloads.csv.lock does not exist <sup>[282]</sup>		EFRS-300 <sup>[282]</sup>

**7.14.1** **CheckEventAgent**

<b>MME_EFRS_OPE</b>	<b>CheckEventAgent</b>	<b>ID</b>
The EFRS File Storage Process has not been active (VM1/VM2/VM3) <sup>[275]</sup>		EFRS-100 <sup>[275]</sup>
The EFRS File Transfer Service has not been active (VM1/VM2/VM3) <sup>[276]</sup>		EFRS-101 <sup>[276]</sup>
The EFRS File List Request has not been active (VM1/VM2/VM3) <sup>[277]</sup>		EFRS-102 <sup>[277]</sup>

## The EFRS File Storage Process has not been active (VM1/VM2/VM3)

### Info:

**INFO events from the process EFRS\_fss have not been produced by one of the EFRS servers (VM1/VM2/VM3).**

### Example:

```
yy.ddd.hh.mm.ss.SSS MME_EFRS_OPE MAS-OPINTS00  
GEMS_CheckEventsAgent A The EFRS File Storage Process has not been active  
(VM1) in the last 30 minutes. -> Matching GEMS event of severity [I], host  
[icsefrswebs01.icsi.eumetsat.int], process [EFRS_fss], msg regexp [^.*$] not found  
for over [1800] seconds
```

```
yy.ddd.hh.mm.ss.SSS MME_EFRS_OPE MAS-OPINTS00  
GEMS_CheckEventsAgent A The EFRS File Storage Process has not been active  
(VM2) in the last 30 minutes. -> Matching GEMS event of severity [I], host  
[icsefrswebs02.icsi.eumetsat.int], process [EFRS_fss], msg regexp [^.*$] not found  
for over [1800] seconds
```

```
yy.ddd.hh.mm.ss.SSS MME_EFRS_OPE MAS-OPINTS00  
GEMS_CheckEventsAgent A The EFRS File Storage Process has not been active  
(VM3) in the last 30 minutes. -> Matching GEMS event of severity [I], host  
[icsefrswebs03.icsi.eumetsat.int], process [EFRS_fss], msg regexp [^.*$] not found  
for over [1800] seconds
```

### Action:

- **Call Dissemination On-Call any time / immediately**
- **Report alarms via email to [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int) and to the **On-Call dissemination engineer**.**
- **If alarms are persistent then filter the alarms until the end of the current shift.**

## The EFRS File Transfer Service has not been active (VM1/VM2/VM3)

### Info:

No data has been distributed in ICSI file store.

### Example:

```
yy.ddd.hh.mm.ss.SSSMME_EFRS_OPE MAS-OPINTS00  
GEMS_CheckEventsAgent A The EFRS File Transfer Service has not been active  
(VM1) in the last 30 minutes. -> Matching GEMS event of severity [], host  
[icsefrswebs01.icsi.eumetsat.int], process [EFRS_fts], msg regexp [^.*$] not found  
for over [1800] seconds
```

```
yy.ddd.hh.mm.ss.SSSMME_EFRS_OPE MAS-OPINTS00  
GEMS_CheckEventsAgent A The EFRS File Transfer Service has not been active  
(VM2) in the last 30 minutes. -> Matching GEMS event of severity [], host  
[icsefrswebs02.icsi.eumetsat.int], process [EFRS_fts], msg regexp [^.*$] not found  
for over [1800] seconds
```

```
yy.ddd.hh.mm.ss.SSSMME_EFRS_OPE MAS-OPINTS00  
GEMS_CheckEventsAgent A The EFRS File Transfer Service has not been active  
(VM3) in the last 30 minutes. -> Matching GEMS event of severity [], host  
[icsefrswebs03.icsi.eumetsat.int], process [EFRS_fts], msg regexp [^.*$] not found  
for over [1800] seconds
```

### Action:

- Call Dissemination On-Call any time / immediately
- Report alarms via e-mail to [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int) and to the [On-Call dissemination engineer](#).
- If alarms are persistent then filter the alarms until the end of the current shift.



## The EFRS File List Request has not been active (VM1/VM2/VM3)

### Info:

INFO events from the process EFRS\_flis have not been produced by one of the EFRS servers (VM1/VM2/VM3).

### Example:

```
yy.ddd.hh.mm.ss.SSSMME_EFRS_OPE MAS-OPINTS00  
GEMS_CheckEventsAgent A The EFRS File List Request has not been active  
(VM1) in the last 30 minutes. -> Matching GEMS event of severity [], host  
[icsefrswebs01.icsi.eumetsat.int], process [EFRS_flis], msg regexp [^.*$] not found  
for over [1800] seconds
```

```
yy.ddd.hh.mm.ss.SSSMME_EFRS_OPE MAS-OPINTS00  
GEMS_CheckEventsAgent A The EFRS File List Request has not been active  
(VM2) in the last 30 minutes. -> Matching GEMS event of severity [], host  
[icsefrswebs02.icsi.eumetsat.int], process [EFRS_flis], msg regexp [^.*$] not found  
for over [1800] seconds
```

```
yy.ddd.hh.mm.ss.SSSMME_EFRS_OPE MAS-OPINTS00  
GEMS_CheckEventsAgent A The EFRS File List Request has not been active  
(VM3) in the last 30 minutes. -> Matching GEMS event of severity [], host  
[icsefrswebs03.icsi.eumetsat.int], process [EFRS_flis], msg regexp [^.*$] not found  
for over [1800] seconds
```

### Action:

- Call Dissemination On-Call any time / immediately
- Report alarms via e-mail to [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int) and to the **On-Call dissemination engineer**.
- If alarms are persistent then filter the alarms until the end of the current shift.

## 7.14.2

## EFRS\_fts

EFRS_OPE EFRS_fts	ID
Service Misuse <sup>[279]</sup>	EFRS-200 <sup>[279]</sup>
Exception occurred during file download <sup>[280]</sup>	EFRS-201 <sup>[280]</sup>

## Service Misuse

### Info:

A User Station of user xyz exceeds the number of files to be retransmitted

### Example:

```
22.127.13.00.26.013 MME_EFRS_OPE icsefrswebs01.icsi.eumetsat.int EFRS_fts  
A efrs_file_transfer.log:2022-05-07 14:59:41.154 : ERROR : efrs_server.icsi.  
efrs_file_transfer_service : Service Misuse - User [username:NwMtl  
IP:157.249.198.131] requested 203 downloads
```

### Action:

- **There is currently no requirement for MSG to monitor this process:**
- **- Filter the alarms.**
- **- In case filter has run out : Ignore alarms and set filter again.**

## Exception occurred during file download

### Info:

This error generally appears if a the user stopping the file download (of retransmission) on their station

### Example:

```
22.143.10.04.38.877 MME_EFRS_OPE icsefrswebs01.icsi.eumetsat.int  
EFRS_fts A efrs_file_transfer.log:2022-05-23 12:04:14.636 : ERROR : efrs_server.  
icsi.efrs_file_transfer_service : Exception occurred during file download: [Errno 32]  
Broken pipe
```

### Action:

- ignore single alarm .
- For continuous alarms call on-call .

7.14.3

EFRS\_fss

EFRS_OPE EFRS_fss	ID
EFRS Configuration file user_downloads.csv.lock does not exist <sup>[282]</sup>	EFRS-300 <sup>[282]</sup>

## **EFRS Configuration file user\_downloads.csv.lock does not exist**

### **Info:**

**This alarm generally refers to a missing configuration file in the global file system**

### **Example:**

```
22.143.01.31.00.205 MME_EFRS_OPE icsefrswebs03.icsi.eumetsat.int  
EFRS_fss A efrs_file_storage.log:2022-05-23 03:30:22.867 : ERROR :  
efrs_server.misc.efrs_server_mon : EFRS Configuration file user_downloads.csv.  
lock does not exist or is not readable! - /global1/services/efrs/cfg/
```

### **Action:**

- **ignore alarm if it is a single.**
  - **inform dissemination on-call by e-mail if it persists. It can be fixed the next working day.**
- Not urgent**

## 7.15

## MME\_IDS\_OPE

MME_IDS_OPE	40ineChecker	ID
Quarantine Checker - New object detected!		IDS-100

MME_IDS_OPE	CheckEventAgent	ID
No MSG SEVIRI data has been received in IDS Rolling Archive		IDS-200
No MSG SEVIRI data has been polled by NOAA from IDS Rolling Archive		IDS-201

## 7.15.1 Quarantine Checker - New object detected!

### Info

a check (running stand-alone on all ingestion servers) that in case of new virus detection will trigger the GEMS events as reported below .

### Example

#### Virus detected and moved to quarantine:

```
21.293.10.45.01.535 MME_IDS_OPE m2idis02 40ineChecker A Quarantine
Checker - New object detected! - Object ID: 1 Filename: /global/mmds/data/control/3/
scan/wmora1/groups/geonetcast-test/virus-test-3.txt Object type: Infected Danger level:
High Threat type: Virware Detect certainty: Sure Threat names: EICAR-Test-File
Compound object: no UID: 2030 GID: 804 Mode: 664 AddTime: 2021-10-20 10:33:12
Size: 69.
```

#### Virus still present under the quarantine inbox

```
21.293.11.00.01.592 MME_IDS_OPE m2idis01 40ineChecker I Quarantine Checker - No new object
detected - Quarantine list not empty.
```

#### Note:

The alarm for virus detection **will be reported only one time**, while the “quarantine list-not-empty” info message every 15 minutes until an action will be fulfilled (i.e. quarantine item deletion)

- **Single events:** Total less than 1 file per hour -> **email to opsreports cc. CERT(see on-call list)**
- **Recurring at moderate frequency:** total between 1 and 10 files per hour and not prime EUMETSAT missions -> DISS call-out.



➤ **Recurring and prime mission: DISS and CERT call-out**

**Prime missions:** 0°, RSS, IODC, METOP, S3/S6 and IJPS

**7.15.2** **CheckEventAgent**

MME_IDS_OPE	CheckEventAgent	ID
No MSG SEVIRI data has been received in IDS Rolling Archive		IDS-200
No MSG SEVIRI data has been polled by NOAA from IDS Rolling Archive		IDS-201

**No MSG SEVIRI data has been received in IDS Rolling Archive**

[GOTO SMART-GEO-108](#) 

**No MSG SEVIRI data has been polled by NOAA from IDS Rolling Archi**

[GOTO SMART-GEO-108](#) 

7.16

MME\_EOPORTAL\_OPE

EO-PORTAL All Alarms	ID
All alarms on EO PORTAL <small>297</small>	EOP-001 <small>297</small>

## 7.16.1

## ALL ALARMS

EO-PORTAL All Alarms	ID
All alarms on EO PORTAL <small>291</small>	EOP-001 <small>291</small>

**All Alarms on EO Portal****INFO:****EO PORTAL: EUMETSAT Earth Observation (EO) portal.**

The primary objective of the EO Portal is to implement a central service portal that provides EUMETSAT users a single point of online access to all EUMETSAT data and dissemination services. The EUMETSAT EO Portal will allow users to discover, search data and to order data or subscribe to dissemination services.

Furthermore, the EO Portal shall allow EUMETSAT users to discover, search, order/subscribe earth observation data from partner agencies, in particular CNES Altimetry products, NOAA data, data, GMES, etc.

**IPPS**

<b>FACILITY</b>	MME_EOPORTAL_OPE
<b>HOST</b>	OWISAPP01, OWISAPP02, OWISAPP03, OWISAPP04
<b>SEVERITY</b>	ALERT
<b>MESSAGE</b>	ERROR (prod_scheduler):
<b>DESCRIPTION</b>	Production error in IPPS.
<b>ACTION</b>	Send an e-mail to <a href="mailto:webservices@eumetsat.int">webservices@eumetsat.int</a> only in case of bursts of 10 (or more) alarms.

## Product Navigator

<b>FACILITY</b>	MME_EOPORTAL_OPE
<b>HOST</b>	OWISWEB03 or OWISWEB04
<b>SEVERITY</b>	ALERT
<b>PROCESS</b>	HTTPS_Server_Elasticsearch_health
<b>MESSAGE</b>	Connect to address *** and port 9200: Connection refused
<b>DESCRIPTION</b>	Elasticsearch ERROR
<b>ACTION</b>	Call CSM-on-call and ask to execute procedure EOP_C_PERS01 - Restart Elasticsearch Service. Ignore any new alarms from hosts OWISWEB03 or OWISWEB04 while the service is being restarted. If the issue persists, send an e-mail to <a href="mailto:webservices@eumetsat.int">webservices@eumetsat.int</a> and raise an AR.

<b>FACILITY</b>	MME_EOPORTAL_OPE
<b>HOST</b>	OWISWEB03 or OWISWEB04



<b>SEVERITY</b>	ALERT
<b>PROCESS</b>	Any except HTTPS_Server_Elasticsearch_health and Check_User_Management
<b>MESSAGE</b>	Any
<b>DESCRIPTION</b>	PN SERVICE ERROR
<b>ACTION</b>	Call CSM-on-call and ask to execute procedure EOP_C_PHRS01 - Restart PN Service. Ignore any new alarms from hosts OWISWEB03 or OWISWEB04 while the service is being restarted. If the issue persists, send an e-mail to <a href="mailto:webservices@eumetsat.int">webservices@eumetsat.int</a> and raise an AR.

## EO Portal

<b>FACILITY</b>	MME_EOPORTAL_OPE
<b>HOST</b>	OWISWEB03 or OWISWEB04
<b>SEVERITY</b>	ALERT

<b>PROCESS</b>	Check_User_Management
<b>MESSAGE</b>	Any
<b>DESCRIPTION</b>	User Management Service ERROR
<b>ACTION</b>	Call CSM-on-call and ask to execute procedure EOP_C_UHRS01 - Restart User Management Service. Ignore any new alarms from hosts OWISWEB03 or OWISWEB04 while the service is being restarted. If the issue persists, send an e-mail to <a href="mailto:webservices@eumetsat.int">webservices@eumetsat.int</a> and raise an AR.

<b>FACILITY</b>	MME_EOPORTAL_OPE
<b>HOST</b>	OWISSO01 or OWISSO02
<b>SEVERITY</b>	ALERT
<b>PROCESS</b>	Check_SSO_CAS_Login
<b>MESSAGE</b>	Any
<b>DESCRIPTION</b>	CAS SERVICE ERROR

<b>ON</b>	
<b>ACTION</b>	Call CSM-on-call and ask to execute procedure EOP_C_SHRS01 - Restart SSO Service. Ignore any new alarms from process Check_User_Management while the service is being restarted. If the issue persists, send an e-mail to <a href="mailto:webservices@eumetsat.int">webservices@eumetsat.int</a> and raise an AR.

<b>FACILITY</b>	MME_EOPORTAL_OPE
<b>HOST</b>	OWISDBS01 or OWISDBS02
<b>SEVERITY</b>	ALERT
<b>PROCESS</b>	Check_postgress_connection
<b>MESSAGE</b>	Any
<b>DESCRIPTION</b>	Postgress SERVICE ERROR
<b>ACTION</b>	Call CSM-on-call and ask to execute procedure EOP_C_DBRS01 – Restart EO Portal Database. Ignore any new alarms from processes

Check\_User\_Management and Check\_SSO\_CAS\_Login while the service is being restarted. If the issue persists, send an e-mail to [webservices@eumetsat.int](mailto:webservices@eumetsat.int) and raise an AR.

### Generic (in case the above do not apply)

<b>FACILITY</b>	MME_EOPORTAL_OPE
<b>HOST</b>	Any
<b>SEVERITY</b>	ALERT
<b>MESSAGE</b>	Any
<b>DESCRIPTION</b>	Miscellaneous EOPortal alarms.
<b>ACTION</b>	Send an e-mail to <a href="mailto:webservices@eumetsat.int">webservices@eumetsat.int</a> .

## 7.17

## MME\_EEDGE\_OPE

MME_EEDGE_OPE CheckEventAgent	ID
GNC-US: No MSG Image Data was transferred to GEONETCAST Americas (GNC-US) for more than 4 hours <sup>[305]</sup>	EEDGE-CEA-100 <sup>[305]</sup>
GNC-US: No General Data (METOP-B, NOAA-19, MET09-AMV) was transferred to GEONETCAST Americas (GNC-US) for more than 1 hour <sup>[303]</sup>	EEDGE-CEA-102 <sup>[303]</sup>
GNC-US: No MSG MPEF Data was transferred to GEONETCAST Americas (GNC-US) for more than 1 hour <sup>[302]</sup>	EEDGE-CEA-104 <sup>[302]</sup>
DWDSAT service interrupted. No files received at EUMETCast Platform for more than 15 minutes <sup>[312]</sup>	EEDGE-CEA-101 <sup>[312]</sup>
No SSMI/SSMIS files received from DWD <sup>[314]</sup>	EEDGE-CEA-103 <sup>[314]</sup>
No HY2A Scatterometer L1B data was received in Terrestrial Station DANTE <sup>[309]</sup>	EEDGE-CEA-105 <sup>[309]</sup>
No transfer of GTS files to DWD via the RMDCN <sup>[316]</sup>	EEDGE-CEA-106 <sup>[316]</sup>
No GTS data files received from DWD via the RMDCN <sup>[319]</sup>	EEDGE-CEA-107 <sup>[319]</sup>
No H-SAF products (h03B) were transferred to GEONETCAST Americas (GNC-US) for more than 1 hour <sup>[307]</sup>	EEDGE-CEA-108 <sup>[307]</sup>
No OSI-SAF products were transferred to GEONETCAST Americas (GNC-US) for more than 1 hour <sup>[308]</sup>	EEDGE-CEA-109 <sup>[308]</sup>
No MSG DCP Bulletins pushed to GTS for more than 30 minutes <sup>[318]</sup>	EEDGE-CEA-110 <sup>[318]</sup>

MME_EEDGE_OPE LogFileAgent	ID
monit: process ID changed from x to y <sup>[321]</sup>	EEDGE-400 <sup>[321]</sup>
GEMS Sender: AgentFtpClientEdtftpj error <sup>[324]</sup>	EEDGE-401 <sup>[324]</sup>
monit: action failed -- Other action already in progress <sup>[323]</sup>	EEDGE-402 <sup>[323]</sup>
monit.log error: kav4fs-wmconsole <sup>[322]</sup>	EEDGE-403 <sup>[322]</sup>
GEMS_Receiver.logging...ERROR - deleteFile: could not delete ... <sup>[329]</sup>	EEDGE-404 <sup>[329]</sup>
GEMS Sender.logging: GEMS LogFile.....:wasModified <sup>[327]</sup>	EEDGE-406 <sup>[327]</sup>
/terrestrial-monitoring/MME_ECAST_OPE_TER_GEANT.reprocessed.log does not exist <sup>[331]</sup>	EEDGE-407 <sup>[331]</sup>

monit: action failed -- Other action already in progress <sup>[323]</sup>	EEDGE-402 <sup>[323]</sup>
monit.log error: kav4fs-wmconsole <sup>[322]</sup>	EEDGE-403 <sup>[322]</sup>
GEMS_Receiver.logging...ERROR - deleteFile: could not delete ... <sup>[329]</sup>	EEDGE-404 <sup>[329]</sup>

MME_EEDGE_OPE EFTS_JobAgent	ID
Service Mapper: FATAL: error executing job [Service Mapper]Service Mapper: FATAL: error executing job [Service Mapper] <sup>[375]</sup>	EEDGE-901 <sup>[375]</sup>
MODIS: MODIS... product retrieval from NASA: ... Error listing files at ..nrt3/4 <sup>[374]</sup>	EEDGE-900 <sup>[374]</sup>
Charter: Value Added Products <sup>[376]</sup>	EEDGE-902 <sup>[376]</sup>

MME_EEDGE_OPE EFTS_PushAgent	ID
ALL_MET: FTP Error: Host 10.60.70.1 is not reachable <sup>[344]</sup>	EEDGE-Push-701 <sup>[344]</sup>
TCE: Problem connecting to host 10.11.8.10 <sup>[346]</sup>	EEDGE-Push-702 <sup>[346]</sup>
METOPA/METOPB/EARS CLS Toulouse/Washington <sup>[347]</sup>	EEDGE-Push-703 <sup>[347]</sup>
OSI SAF Data to GNC US <sup>[349]</sup>	EEDGE-Push-704 <sup>[349]</sup>
MSG_IMPFF-GGSPS: FTP Error: Host 130.246.191.87 is not reachable <sup>[350]</sup>	EEDGE-Push-705 <sup>[350]</sup>
MSG_IMPFF-GGSPS: MSG IMPF Data to GGSPS: sftp Error: Host 130.246.191.87 is not reachable <sup>[352]</sup>	EEDGE-Push-706 <sup>[352]</sup>
FTP Error -- Host xyz not reachable/responding -- TransferException -- Problem Connecting to Host <sup>[339]</sup>	EEDGE-Push-707 <sup>[339]</sup>
FTP Error: Host 10.90.22.188 is not reachable via FTP after 2 retries <sup>[341]</sup>	EEDGE-Push-708 <sup>[341]</sup>
GSICS: GSICS Data to GSICS Server Host 10.90.22.90 is not reachable <sup>[341]</sup>	EEDGE-Push-709 <sup>[343]</sup>
NRT Data to ICSI: ftp_edt Error: Host 10.12.86.31 is not reachable <sup>[354]</sup>	EEDGE-Push-710 <sup>[354]</sup>
Multimission Data to EO Portal: Problem connecting to host [10.90.22.188]: Read timed out <sup>[355]</sup>	EEDGE-Push-711 <sup>[355]</sup>
MSG_CF: MSG CF Config Data to ONETSAT: Host 172.16.130.81 not reachable <sup>[356]</sup>	EEDGE-Push-712 <sup>[356]</sup>
FTP Error: NRT Data to WIS2 Host 141.38.2.28 is not reachable via FTP <sup>[342]</sup>	EEDGE-Push-713 <sup>[342]</sup>

MME_EEDGE_OPE EFTS_PollAgent	ID
FTP Problem connecting to host [xx.xxx.xxx.xxx]	EEDGE-Poll-500 <sup>[358]</sup>
CMEMS: S3 L2P STC Data from CMEMS (Aviso+): ftp_edt Error <sup>[360]</sup>	EEDGE-Poll-501 <sup>[360]</sup>
FTP Error: Host ftp.star.nesdis.noaa.gov <sup>[361]</sup>	EEDGE-Poll-502 <sup>[361]</sup>
EPS FLIGHT DYNAMICS: SOLMAG Data from NOAA ftp_edt Error: Host ftp.sec.noaa.gov is not reachable. <sup>[364]</sup>	EEDGE-Poll-503 <sup>[364]</sup>
EARS: Aux Data from CIMSS: Problem connecting to host [ftp.ssec.wisc.edu]:... You are already logged in <sup>[365]</sup>	EEDGE-Poll-504 <sup>[365]</sup>
EARS: Aux Data from CIMSS: ftp_edt Error: Host ftp ssec.wisc.edu not reachable/connection timeout <sup>[366]</sup>	EEDGE-Poll-505 <sup>[366]</sup>
FY4,FY3,Tansat: ftp apache Error Host 163.208.127 not reachable <sup>[362]</sup>	EEDGE-Poll-508 <sup>[362]</sup>
AUX DATA: Aux Data from NOAA: ftp_edt Error: Host ftp.swpc.noaa.gov is not reachable <sup>[368]</sup>	EEDGE-Poll-509 <sup>[368]</sup>
GOSAT: sftp Error: Host is not reachable <sup>[369]</sup>	EEDGE-Poll-510 <sup>[369]</sup>
COMMERCIAL-RO: FTP Error: Host sftp.prod.ei.spire.com is not reachable <sup>[370]</sup>	EEDGE-Poll-511 <sup>[370]</sup>
AUX DATA: Aux Data from NASA CDDIS: ftpes Error: Host gdc.cddis.eosdis.nasa.gov is not reachable <sup>[372]</sup>	EEDGE-Poll-513 <sup>[372]</sup>

MME_EEDGE_OPE COMMERCIAL RADIO OCCULTATION	ID
COMMERCIAL RADIO OCCULTATION <sup>[388]</sup>	EEDGE-1000 <sup>[390]</sup>

MME_EEDGE_OPE Global NPP alarms	ID
Global <sup>[388]</sup> NPP	EEDGE-601 <sup>[388]</sup>

MME_EEDGE_OPE EFTS-Agents-Watchdog	ID
heartbeat file has not been updated for [x] secs and should be killed <sup>[378]</sup>	Watchdog-001 <sup>[378]</sup>

MME_EEDGE_OPE kav4fs-control	ID
Virus-Scanner [kav4fs-control] failed, error <sup>[333]</sup>	EEDGE-800 <sup>[333]</sup>

MME_EEDGE_OPE 40ineChecker	ID
Quarantine Checker - New object detected! <sup>[336]</sup>	EEDGE-1100 <sup>[336]</sup>

MME_EEDGE_OPE SENTINEL3 Alarms	ID
All SENTINEL3 alarms <sup>379</sup>	EEDGE-201 <sub>379</sub>

MME_EEDGE_OPE AMSUA1b_v* ASCAT2_v*  ATOVS2_v*   GRAS1b_v*   HIRS1b_v* - HIRS1b_v*   MHS1b_v* IASIL1c_v*   ASI2_v*   IASI_PCC_v*   PMAp_v*	ID
EPS related alarms after the migration to MMDS <sup>384</sup>	EEDGE-300 <sub>384</sub>



## 7.17.1 CheckEventAgent

MME_EEDGE_OPE CheckEventAgent	ID
GNC-US: No MSG Image Data was transferred to GEONETCAST Americas (GNC-US) for more than 4 hours <sup>[305]</sup>	EEDGE-CEA-100 <sup>[305]</sup>
GNC-US: No General Data (METOP-B, NOAA-19, MET09-AMV) was transferred to GEONETCAST Americas (GNC-US) for more than 1 hour <sup>[303]</sup>	EEDGE-CEA-102 <sup>[303]</sup>
GNC-US: No MSG MPEF Data was transferred to GEONETCAST Americas (GNC-US) for more than 1 hour <sup>[302]</sup>	EEDGE-CEA-104 <sup>[302]</sup>
DWDSAT service interrupted. No files received at EUMETCast Platform for more than 15 minutes <sup>[312]</sup>	EEDGE-CEA-101 <sup>[312]</sup>
No SSMI/SSMIS files received from DWD <sup>[314]</sup>	EEDGE-CEA-103 <sup>[314]</sup>
No HY2A Scatterometer L1B data was received in Terrestrial Station DANTE <sup>[309]</sup>	EEDGE-CEA-105 <sup>[309]</sup>
No transfer of GTS files to DWD via the RMDCN <sup>[316]</sup>	EEDGE-CEA-106 <sup>[316]</sup>
No GTS data files received from DWD via the RMDCN <sup>[319]</sup>	EEDGE-CEA-107 <sup>[319]</sup>
No H-SAF products (h03B) were transferred to GEONETCAST Americas (GNC-US) for more than 1 hour <sup>[307]</sup>	EEDGE-CEA-108 <sup>[307]</sup>
No OSI-SAF products were transferred to GEONETCAST Americas (GNC-US) for more than 1 hour <sup>[308]</sup>	EEDGE-CEA-109 <sup>[308]</sup>
No MSG DCP Bulletins pushed to GTS for more than 30 minutes <sup>[318]</sup>	EEDGE-CEA-110 <sup>[318]</sup>

## **GNC-US: No MSG MPEF Data was transferred to GEONETCAST Americas (GNC-US) for more than 1 hour**

### **Info:**

**MMDS transfers MSG MPEF products to GEONETCAST-Americas (GNC-US)**

**There are 5 more PushAgents which push data to GNC-US (server 66.205.44.19).**

please see also info for this service under [GNC-US](#)

**More information and OICD can be found in:**

[Operational Services Monitoring Summary](#) in **DMT ID: 359103**

### **Example:**

```
18.081.10.00.01.915 MME_EEDGE_OPE m1edds01 EFTS_PushAgent I EUMETSAT: MSG MPEF Data to GNC-US: Sent file L-000-MSG4_-MPEF_-CLM_-000002_-201803220945- at: 18.081.10.00.01 GMT+00:00, size: 574255 bytes, from m1edds01-EUMETSAT_TO_GNC_US to 66.205.44.19-MSG-0degree/MetProducts in 2 sec, 0 retries, 47 sec turnaround time.
```

```
18.075.14.31.57.418 MME_EEDGE_OPE x2g18.opscloud.eumetsat.int GEMS_CheckEventsAgent A No MSG MPEF Data was transferred to GEONETCAST Americas (GNC-US) for more than 1 hour -> Matching GEMS event of severity [I], host [ANY], process [EFTS_PushAgent], msg regexp [^.*MSG MPEF Data to GNC-US.*$] not found for over [3600] seconds
```

### **Action:**

- **Check if there is an general outage of MSG4 MPEF service. If so then log and filter alarm until shift handover**
- **Check for FTP error alarms (e.g. host 66.205.44.19 not reachable)**
- **Check if also other data transfer failing (H-SAF, OSI-SAF)**
- **If only push of MSG MPEF fails then call dissemination On-Call**
- **If all 3 '1-hour' pushes) fail and no FTP error can be seen then call dissemination On-Call**
  
- **If FTP error can be seen then it is likely to be a server problem on US-GNC side. (see also under EFTS\_PushAgent --> FTP error). Inform Dissemination On-Call and NOAA PoC (from OICD) by e-mail.**

**GNC-US: No General Data (NOAA-19) was transferred to GEONETCAST Americas (GNC-US) for more than 4 hour**

**Info:**

**MMDS transfers NOAA-19 products to GEONETCAST-Americas (GNC-US)**  
**There are 5 more PushAgents which push data to GNC-US (server 66.205.44.19).**

please see also info for this service under [GNC-US](#)

**More information and OICD can be found in:**

[Operational Services Monitoring Summary](#) in **DMT ID: 359103**

**Example:**

```
18.082.09.36.23.426MME_EEDGE_OPEm1edds01EFTS_PushAgentIEUMETSAT: General EUMETSAT Data to GNC-US: Sent file W_XX-EUMETSAT-Darmstadt,SOUNDING+SATELLITE,NOAA19 +ATOVS_C_EUMP_20180323074215_47005_eps_o_12.bin at: 18.082.09.36.23 GMT+00:00, size: 199278 bytes, from m1edds01-EUMETSAT_TO_GNC_US to 66.205.44.19-EUMETSAT in 1 sec, 0 retries, 86 sec turnaround time
```

```
8.075.14.36.57.484MME_EEDGE_OPEx2g18.opscloud.eumetsat.int GEMS_CheckEventsAgent A No General Data (METOP-B, NOAA-19) was transferred to GEONETCAST Americas (GNC-US) for more than 1 hour -> Matching GEMS event of severity [I], host [ANY], process [EFTS_PushAgent], msg regexp [^.*General EUMETSAT Data to GNC-US.*$] not found for over [14400] seconds
```

**Action:**

This alarm would only be raised if the data is not pushed for more than 4 hours

- **Check with EPS Controller if there is an outage on NOAA-19 data. If so then log and filter alarm until shift handover**
- **Check for FTP error alarms (e.g. host 66.205.44.19 not reachable)**
- **Check if also other data transfer to GNC-US failing (e.g. after 1 hour: MSG-MPEF,H-SAF, OSI-SAF)**
- **If only push of NOAA-19 fails then call dissemination On-Call**
- **If all 3 '1-hour' pushes fail and no FTP error can be seen then call dissemination On-Call**
  
- **If FTP error can be seen then it is likely to be a server problem on US-GNC side. (see also under EFTS\_PushAgent --> FTP error). Inform**

**Dissemination On-Call and NOAA PoC (from OICD) by e-mail.**

## GNC-US: No MSG Image Data was transferred to GEONETCAST Americas (GNC-US) for more than 4 hours

### Info:

**MMDS transfers 3-hourly MSG4 HRIT products to GEONETCAST-Americas (GNC-US)**

**There are 5 more PushAgents which push data to GNC-US (server 66.205.44.19).**

please see also info for this service under [GNC-US](#)

**More information and OICD can be found in:**

[Operational Services Monitoring Summary](#) in **DMT ID: 359103**

### Example:

```
18.081.00.15.45.884 MME_EEDGE_OPE m1edds01 EFTS_PushAgent I EUMETSAT: MSG Image Data to GNC-US: Sent file H-000-MSG4__-MSG4_____-_____-EPI_____-201803220000-__ at: 18.081.00.15.45 GMT+00:00, size: 380415 bytes, from m1edds01-EUMETSAT_TO_GNC_US to 66.205.44.19-MSG-0degree/IMG-3h in 1 sec, 0 retries, 139 sec turnaround time.
```

```
18.081.03.01.45.028 MME_EEDGE_OPE m1edds01 EFTS_PushAgent I EUMETSAT: MSG Image Data to GNC-US: Sent file H-000-MSG4__-MSG4_____-_____-PRO_____-201803220300-__ at: 18.081.03.01.45 GMT+00:00, size: 425551 bytes, from m1edds01-EUMETSAT_TO_GNC_US to 66.205.44.19-MSG-0degree/IMG-3h in 2 sec, 0 retries, 83 sec turnaround time
```

```
18.075.14.36.57.477 MME_EEDGE_OPE x2g18.opscloud.eumetsat.int GEMS_CheckEventsAgent A No MSG Image Data was transferred to GEONETCAST Americas (GNC-US) for more than 4 hours -> Matching GEMS event of severity [I], host [ANY], process [EFTS_PushAgent], msg regexp [^.*MSG Image Data to GNC-US.*$] not found for over [14400] seconds
```

### Action:

➤ **Action:**

This alarm would only be raised if the data is not pushed for more than 4 hours

- **Check with if there is an outage on MSG4 SEVIRI data. If so then log and filter alarm until shift handover**

- **Check for FTP error alarms (e.g. host 66.205.44.19 not reachable)**
- **Check if also other data transfer to GNC-US failing (e.g. after 1 hour: MSG-MPEF,H-SAF, OSI-SAF)**
- **If only push of MSG4 HRIT fails then call dissemination On-Call**
- **If all 3 '1-hour' - pushes fail and no FTP error can be seen then call dissemination On-Call**
  
- **If FTP error can be seen then it is likely to be a server problem on US-GNC side. (see also under EFTS\_PushAgent --> FTP error). Inform Dissemination On-Call and NOAA PoC (from OICD) by e-mail.**

**GNC-US: No H-SAF products (h03B) were transferred to GEONETCAST Americas (GNC-US) for more than 1 hour**

**Info:**

**MMDS transfers 3-hourly MSG4 HRIT products to GEONETCAST-Americas (GNC-US)**

**There are 5 more PushAgents which push data to GNC-US (server 66.205.44.19).**

please see also info for this service under [GNC-US](#)<sup>108</sup>

**More information and OICD can be found in:**

[Operational Services Monitoring Summary](#) in **DMT ID: 359103**

**Example:**

21.064.11.55.38.810MME\_EEDGE\_OPEx2g18.opscloud.eumetsat.int GEMS\_CheckEventsAgent A No H-SAF products (h03B) were transferred to GEONETCAST Americas (GNC-US) for more than 1 hour -> Matching GEMS event of severity [I], host [ANY], process [EFTS\_PushAgent], msg regexp [.\*EUMETSAT:.\*Data to GNC-US: Sent file S-HSAF-h03B.\*\$] not found for over [3600]seconds

**Action:**

- **Action:**
- **Check if there is an outage on H-SAF data. If so then log and filter alarm until shift handover**
- **Check for FTP error alarms (e.g. host 66.205.44.19 not reachable)**
- **Check if also other data transfer to GNC-US failing (e.g. after 1 hour: MSG-MPEF,H-SAF, OSI-SAF)**
- **If only push of H-SAF fails then call dissemination On-Call**
- **If all 3 '1-hour' - pushes fail and no FTP error can be seen then call dissemination On-Call**
- **If FTP error can be seen then it is likely to be a server problem on US-GNC side. (see also under EFTS\_PushAgent --> FTP error). Inform Dissemination On-Call and NOAA PoC (from OICD) by e-mail.**

## No OSI-SAF products were transferred to GEONETCAST Americas (GNC-US) for more than 1 hour

### Info:

**MMDS transfers 3-hourly MSG4 HRIT products to GEONETCAST-Americas (GNC-US)**

**There are 5 more PushAgents which push data to GNC-US (server 66.205.44.19).**

please see also info for this service under [GNC-US](#)

**More information and OICD can be found in:**

[Operational Services Monitoring Summary](#) in **DMT ID: 359103**

### Example:

```
21.064.11.55.38.810MME_EEDGE_OPEx2g18.opscloud.eumetsat.intGEMS_CheckEventsAgent A No OSI-SAF products were transferred to GEONETCAST Americas (GNC-US) for more than 1 hour -> Matching GEMS event of severity [I], host [ANY], process [EFTS_PushAgent], msg regexp [^.*RELAY-EUMETCAST.*Data to GNC US.*S-OSIS$] not found for over [3600] seconds
```

### Action:

- Action:
- **Check if there is an outage on OSI-SAF data. If so then log and filter alarm until shift handover**
- **Check for FTP error alarms (e.g. host 66.205.44.19 not reachable)**
- **Check if also other data transfer to GNC-US failing (e.g. after 1 hour: MSG-MPEF,H-SAF, OSI-SAF)**
- **If only push of OSI-SAF fails then call dissemination On-Call**
- **If all 3 '1-hour' - pushes fail and no FTP error can be seen then call dissemination On-Call**
  
- **If FTP error can be seen then it is likely to be a server problem on US-GNC side. (see also under EFTS\_PushAgent --> FTP error). Inform Dissemination On-Call and NOAA PoC (from OICD) by e-mail.**



**HY2A: No HY2A Scatterometer L1B data was received in Terrestrial Station DANTE****Info:**

**MMDS transfers HY2A Scatterometer L1B data to the Terrestrial Station from KNMI. This station is not monitored in GEMS and SMART Terrestrial service.**

**In order to still monitor the transfer to the KNMI station via Terrestrial service a CheckEventAgent has been put in place to monitor the reception of the data on the Terrestrial station 'DANTE'. If it is received on DANTE then this indicated that the data was correctly transferred on Terrestrial service.**

**If it is not received then further investigation has to be carried out. E.g. to check reception of data from data provider.**

**Note. The CheckEventAgent actually checks the GEMS Events in the GEMS facility ME\_ECAST\_OPE\_TER\_GEXT. As this facility is not monitored in the MCR the alarm is raised in MME\_EEDGE\_OPE instead.**

**Example:****Alarm on EEDGE:**

18.356.02.13.37.612 **MME\_EEDGE\_OPE** MAS-VAINTS00 GEMS\_CheckEventsAgent A No HY2A Scatterometer L1B data was received in Terrestrial Station DANTE for more than 36 hours -> Matching GEMS event of severity [I], host [EUMCP51], process [LogFileAgent], msg regexp [^.\*Delivered file.\*H2A\_SM1B.\*h5.\*\$] not found for over [129600]seconds

**Poll from OIS:** reg.expression: "H2A\_SM1B2019"

19.001.11.44.30.071 **EDS\_TPDS\_OPE\_HAIYANG** m1edds02 EFTS\_PollAgent I HAIYANG: HY-2 Scatterometer Data from OIS: Polled file H2A\_SM1B20190101\_13965.h5 at: 19.001.11.44.30 GMT+00:00, size: 46390296 bytes, from oisftp.eumetsat.int-/export/ftp\_root/home/nsoas/out to m1edds02-HY2\_SCATTEROMETER in 5 sec, 0 retries, 570 sec turnaround time.

**Reception on MMDS from OIS:** reg.expression: "H2A\_SM1B2019"

19.001.11.44.44.824 **EDS\_TPDS\_OPE\_HAIYANG** m1edds02 EFTS\_PreProcessor I HAIYANG: HY-2 Scatterometer L1 Data: Received file /global/mmds/data/in/HAIYANG/HY2\_SCATTEROMETER/H2A\_SM1B20190101\_13965.h5 at: 19.001.11.44.30 GMT+00:00, size: 46390296 bytes.

**Transfer to Terrestrial Service (content-3):** reg.expression: "H2A\_SM1B2019"

19.001.11.44.56.520 **MME\_EEDGE\_OPE** m1edds02 EFTS\_JobAgent I Service Mapper: 19/01/01 11:44:47.661-> INFO File [/global/mmds/data/in/service-mapper/haiyang/H2A\_SM1B20190101\_13965.h5], rule [hy2-scatterometer-restricted] id [tc-dirmon-3], replicated to [/global/mmds/data/out/tellicast-server/**content-3**/groups/hy2-scatterometer-restricted/H2A\_SM1B20190101\_13965.h5], modtime [19.001.11.44.30 UTC], size [46390296]

**Reception on DANTE (host: EUMCP51):** reg.expression: "H2A\_SM1B2019"

18.357.00.02.50.822 **MME\_ECAST\_OPE\_TER\_GEXT** EUMCP51 LogFileAgent I cast-client\_1.log: Entry detected: VRB:2018-12-23 00:02:11.795:Delivered file `dev/shm/data/eumetcast/ter-1/default/H2A\_SM1B20181222\_13831.h5' id 5c1ed00e008f8e76 from channel `T01-TPL-1' (created at sender side 2018-12-22 23:59:08 UTC, received at 2018-12-23 00:02:11 UTC, size 46,390,296 bytes)

### Action:

- **If alarm is persistent then please check in GEMS the reception and transfer of the Scatterometer L1B data in the related GEMS facilities as indicated above using the given reg. expression**
- **if no I-events are available for polling data from OIS then contact the Data Provider (NSOAS) and inform them that we don't receive the HY2A Scatterometer L1B data since [date, time]. please see e-mail examples below.**
- **if I-events are available for polling but no events on MMDS for transfer to Terrestrial then filter alarm and contact DISS On-Call during office hours or sociable hours.**

----- e-mail examples notification and reply -----

**From:** [Thomas Spörer](mailto:Thomas_Spörer)  
**Date:** 2018-12-10 17:36  
**To:** [sun-cr@mail.nsoas.org.cn](mailto:sun-cr@mail.nsoas.org.cn)  
**CC:** [opsreports@mail.nsoas.org.cn](mailto:opsreports@mail.nsoas.org.cn); [Georgios Potiriadis](mailto:Georgios.Potiriadis); **e-mail OPS opsreports**  
**Subject:** Missing L1b Scatterometer products from NSOAS

Dear Sun Congrong,  
 Dear NSOAS colleagues,

We usually receive a set of L1B Scatterometer products from you twice per day.

Please see last set of files from 21.11.2018

18.325.00.03.59.585 **H2A\_SM1B**20181120\_13392.h5  
 18.325.00.10.11.351 **H2A\_SM1B**20181120\_13390.h5  
 18.325.00.16.24.186 **H2A\_SM1B**20181120\_13389.h5  
 18.325.00.23.32.786 H2A\_SM1B20181120\_13388.h5  
 18.325.00.28.43.995 H2A\_SM1B20181120\_13393.h5  
 18.325.00.35.56.807 H2A\_SM1B20181120\_13391.h5  
 18.325.00.43.08.334 H2A\_SM1B20181120\_13387.h5

Since 21.11.2018 we have not received any L1B products of type SM1B anymore.

Could you please investigate and advice further.

**From:** langshuyan@mail.nsoas.org.cn

**Sent:** 14 December 2018 10:31

**To:** Thomas Spörer <Thomas.Spoerer@external.eumetsat.int>

**Cc:** eumetsat? ? ? <opsreports@mail.nsoas.org.cn>; Georgios Potiriadis <Georgios.Potiriadis@eumetsat.int>; e-mail OPS opsreports <opsreports@eumetsat.int>; ? ? ? <suncr@mail.nsoas.org.cn>; ? ? ? <lyg@mail.nsoas.org.cn>; ? ? ? <zoujuhong@mail.nsoas.org.cn>

**Subject:** Re:Missing L1b Scatterometer products from NSOAS

Dear colleagues,

Because data transmitting system is going on the test, so the test leads to the L1B Scatterometer products missing.

Now we have put the data on the server.

Please check the data and if you have any question, do not hesitate to contact us.

Best regards,

LANG Shuyan

## DWDSAT service interrupted. No files received at Uplink Server for more than 15 minutes

### Info:

The DWDSAT data from DWD is transferred via Eumetsat for EUMETcast dissemination

DWD --> IDS --> MMDS (poll from IDS)

3 CheckEventAgents for 3 monitoring points have been installed to monitor the data flow via Eumetsat.

### Monitoring points:

1. MMDS polling from IDS                      alarm in MME\_EEDGE\_OPE
2. MMDS received from IDS                  alarm in MME\_EEDGE\_OPE
3. User Station received                      alarm in MME\_ECAST\_OPE\_DL\_E1BAS

### Example:

```
20.125.17.20.58.053 MME_EEDGE_OPE MAS-OPINTS00 GEMS_CheckEventsAgent A
DWDSAT service interrupted. No files polled from IDS for more than 15 minutes -> Matching GEMS
event of severity [I], host [ANY], process [EFTS_PollAgent], msg regexp [^.*EUMETCast Relay Data
from IDS.*-DWD.*$] not found for over [900] seconds
```

```
20.125.17.20.58.060 MME_EEDGE_OPE MAS-OPINTS00 GEMS_CheckEventsAgent A
DWDSAT service interrupted. No files received at EUMETCast Platform for more than 15 minutes.
-> Matching GEMS event of severity [I], host [ANY], process [EFTS_PreProcessor], msg regexp [^.*
*RELAY:. *groups.DWD.*$] not found for over [900] seconds
```

```
20.125.17.20.59.489 MME_ECAST_OPE_DL_E1BAS MAS-OPINTS00
GEMS_CheckEventsAgent A DWDSAT service interrupted. No files received at User Stations for
more than 15 minutes. -> Matching GEMS event of severity [I], host [ANY], process [LogFileAgent],
msg regexp [^.*Delivered file.*from channel.*DWDSAT.*$] not found for over [900] seconds
```

### Action:



### Action:

- **IF a total EUMETCAST outage then:  
IMMEDIATELY FOLLOW PROCEDURE 0N\_DIS01**

**IF NO TOTAL EUMETCAST OUTAGE:**

- **If no events available in the last 15 min then contact DWD to ask if they have problems to provide DWDSAT data to Eumetsat and send also e-mail to diss On-Call**
- **IF events available on IDS/MMDS but alarms in MME\_ECAST\_OPE\_DL\_E1BAS that files are not received at User Station then call Dissemination On-Call**

## No SSMI/SSMIS files received from DWD

There is a problem receiving SSMIS files from DWD. These files will be named as "W\_GB.\*SSMIS\_C\_EGRR" for SSMI/S.

The SSMIS files are received in two different formats.

as native format unprocessed: E.g.:

NPR\_TDUP.S<ABC>\_D18016\_S0232\_E0427\_B5779091\_NS (example; 57790 = Orbit number of F17)

(A,B,C = files from F16=A, F17=B or F18=C)

processed at Exeter:

W\_GB-MetOffice-Exeter,IMAGE+SATELLITE,DMSP17  
+SSMIS\_C\_EGRR\_20180116065026\_B5779091\_11.bin

When contacting DWD the file name will help them understand what files you are talking about.

The SSMIS stands for Special Sensor Microwave Image Sounder and is provided by NASA to Exeter, relayed to DWD/GTS and then to EUMETSAT. SSMIS are used to produce the MPE products for RSS and IODC. **MPE product generation for PRIME mission has stopped in 2019.**

Expect MPEF Alarms if outage is 4 hours or more. MPE products might not be generated as a result.

SSMIS data is also polled from NOAA server for EUMETCast dissemination.

Basically this is the same source as Exeter uses for the files to GTS

These files directly polled are monitored in SMART GEONETCAST.

Example alarm:

```
8.016.04.59.34.897 MME_EEDGE_OPE MAS-OPINTS00 GEMS_CheckEventsAgent A No SSMI files received from DWD -> Matching GEMS event of severity [I], host [ANY], process [EFTS_PreProcessor], msg regexp [^GTS_IN: SSMI Data .Consolidated.: Received file.*$] not found for over [14400] seconds
```

Action:

- Check in SMART GEONETCAST viewer if SSMIS data is also missing on EUMETCAST

- Check for e-mails announcement from ESPC about SSMIS outage
- If no ESPC e-mails and SSMIS data is available in EUMETCast then contact/call DWD Offenbach using the DWD OICD PoC
- Inform ops-dp@eumetsat.int if the outage is more than 4 hours
- IF SSMIS data for EUMETCast dissemination in SMART GEONETCAST is not available for more than 4 hours then send UNS (see example under [chapter UNS >> UNS Templates >> SSMIS<sup>811</sup>](#))

## No transfer of GTS files to DWD via the RMDCN

No GTS files have been pushed by MMDS to DWD/RMDCN.

### Example:

Alarm on EEDGE:

```
19.004.03.24.31.655 MME_EEDGE_OPE MAS-OPINTS00 GEMS_CheckEventsAgent A No transfer of GTS files to DWD via the RMDCN -> Matching GEMS event of severity [I], host [ANY], process [EFTS_PushAgent], msg regexp [^GTS_OUT: GTS Data to RMDCN.*$] not found for over [900] seconds
```

### Action

- Check in SMART GTS viewer group 'DCP & MPEF to GTS' has missing products  
Check also in the 'Closed Loop' column if data is coming back to Eumetsat  
  
IF columns 'closed loop' shows all events which were received in MMDS then it is most likely a monitoring problem only  
Confirm with Diss On-Call to double check on the Dissemination Board on MASIF that data is pushed
- If a problem is seen also in closed 'loop' then call DWD and Analyst On-call if required
- If no faults are seen by DWD/ECMWF and the service does not resume within a further 10 minutes after the alarm, COMMS support should be called.
- If this alarm is accompanied by event "No GTS data files received from DWD via the RMDCN" a failure of the RMDCN is highly likely. If DWD and ECMWF see no problems call COMMS support immediately.



➤ For any issues with DCPs to GTS, send an info e-mail to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int)

## No MSG DCP Bulletins pushed to GTS for more than 30 minutes

No DCP files have been pushed by MMDS to DWD via RMDCN Prime or Backup.

### Example:

Alarm on EEDGE:

```
yy.ddd.hh.mm.ss.SSS      MME_EEDGE_OPE      MAS-OPINTS00
GEMS_CheckEventsAgent A No MSG DCP Bulletins pushed to GTS for more
than 30 minutes -> Matching GEMS event of severity [I], host [ANY], process
[EFTS_PushAgent], msg regexp [^.*GTS_OUT: .*GTS Data to RMDCN.*Sent
file.*W_XX.*DCP\+MSG.*.bin.bz2.*$] not found for over [1800] seconds
```

### Action

- Goto (click link here:) [SMART MONITORING > SMART GEO > MSG DCP Bulletins - to GTS](#)<sup>30</sup>
-

**No GTS data files received from DWD via the RMDCN**

**No GTS files have been received at MMDS from DWD/RMDCN for more than 30 minutes**

**Example:**

Alarm on EEDGE: **[GTS\_IN:.\* Data .RMDCN Delivery.: Received file]**

**Action**

- Check in SMART GTS viewer group 'DCP & MPEF to GTS' has missing products  
Check also in the 'Closed Loop' column if data is coming back to Eumetsat  
Check viewer for LEO missions outgoing files to GTS
- If a problem is seen also in closed 'loop' then call DWD and Analyst On-call if required
- If no faults are seen by DWD/ECMWF and the service does not resume within a further 10 minutes after the alarm, COMMS support should be called.
- If this alarm is accompanied by event "No transfer of GTS files to DWD via the RMDCN" a failure of the RMDCN is highly likely. If DWD and ECMWF see no problems call COMMS support immediately.
- For any issues with DCPs to GTS, send an info e-mail to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int)

**7.17.2**   **LogFileAgent**

<b>MME_EEDGE_OPE</b>	<b>LogFileAgent</b>	<b>ID</b>
monit: process ID changed from x to y <sup>[321]</sup>		EEDGE-400 <sup>[321]</sup>
GEMS Sender: AgentFtpClientEdtftpj error <sup>[324]</sup>		EEDGE-401 <sup>[324]</sup>
monit: action failed -- Other action already in progress <sup>[323]</sup>		EEDGE-402 <sup>[323]</sup>
monit.log error: kav4fs-wmconsole <sup>[322]</sup>		EEDGE-403 <sup>[322]</sup>
GEMS_Receiver.logging....ERROR - deleteFile: could not delete ... <sup>[329]</sup>		EEDGE-404 <sup>[329]</sup>
GEMS Sender.logging: GEMS LogFile.....:wasModified <sup>[327]</sup>		EEDGE-406 <sup>[327]</sup>
/terrestrial-monitoring/MME_ECAST_OPE_TER_GEANT.reprocessed.log does not exist <sup>[331]</sup>		EEDGE-407 <sup>[331]</sup>

**monit: process ID changed from x to y****Info**

"monit" process monitoring utility discovered an error (A process' PID changed out of Monit's control). This could be, e.g. related to maintenance activities.

**Example**

16.173.14.55.15.417	MME_EEDGE_OPE	vadiss24	LogFileAgent	A	monit.log: Entry detected in monit LogFile:[UTC Jun 21 14:54:17] error: 'tc-shape-server' process PID changed from 27275 to 24604
16.173.14.55.15.417	MME_EEDGE_OPE	vadiss24	LogFileAgent	A	monit.log: Entry detected in monit LogFile:[UTC Jun 21 14:54:17] error: 'tc-shape-server' process PPID changed from 1 to 19370
16.173.14.56.15.420	MME_EEDGE_OPE	vadiss24	LogFileAgent	A	monit.log: Entry detected in monit LogFile:[UTC Jun 21 14:55:17] error: 'tc-shape-server' process PID changed from 24604 to 27275
16.173.14.56.15.421	MME_EEDGE_OPE	vadiss24	LogFileAgent	A	monit.log: Entry detected in monit LogFile:[UTC Jun 21 14:55:17] error: 'tc-shape-server' process PPID changed from 19370 to 1

**Action**

- If you get a **single** 'burst' of alarms, then it requires no action.
- If the alarms **continue** for > 5 min then call the dissemination on-call engineer.

## monit.log error: kav4fs-wmconsole

### Info

**monit.log found a problem with the Kaspersky Virus checker  
This does not have an immediate impact on dissemination.**

### Example

```
18.143.08.57.33.412 MME_EEDGE_OPE m1edis01 LogFileAgent A monit.log: Entry detected in monit  
LogFile:[UTC May 23 08:57:22] error: 'kav4fs-wmconsole' process is not running
```

```
18.143.08.58.33.420 MME_EEDGE_OPE m1edis01 LogFileAgent A monit.log: Entry detected in monit  
LogFile:[UTC May 23 08:58:22] error: 'kav4fs-wmconsole' failed to start (exit status -1) -- Program /etc/init.d/  
kav4fs-wmconsole failed: File '/etc/init.d/kav4fs-wmconsole' does not exist
```

```
18.143.08.59.33.426 MME_EEDGE_OPE m1edis01 LogFileAgent A monit.log: Entry detected in monit  
LogFile:[UTC May 23 08:59:22] error: 'kav4fs-wmconsole' process is not running
```

### Action

- **During office hours call Dissemination On-Call**  
**The dissemination engineer can do a fail-over of the ingestion server to restart the Kaspersky process**
- **outside office hours call dissemination on-call during sociable hours**  
**(e.g. 08:00 - 22:00 local time)**  
**Outside of sociable hours send e-mail to dissemination on-call**

**monit: action failed****INFO:**

Process monitoring daemon was not able to perform an action since another action was still ongoing

**Example**

```
15.289.08.59.17.227 MME_EEDGE_OPE opmncs03 LogFileAgent A  
monit.log: Entry detected in monit LogFile:[UTC Oct 16 08:58:38] error: monit: action  
failed -- Other action already in progress -- please try again later
```

**Action:**

- Single alarm: send an e-mail to CSM Solaris and **on-call diss engineer with cc opsreports and cc duty analyst.**
- Continuous alarms or if you see impact on dissemination: Call CSM on-call and raise an AR.

## GEMS Sender: AgentFtpClientEdtftpj error

### Info

The GEMS Sender agent on MMDS was unable to establish a ftp connection to the MASIF server, to send the latest MMDS events. For a single occurrence this should have no impact (see exception), as the GEMS Sender will retry to send the events to the MASIF server. AR EUM/MuMi/AR/2770 are raised. If it is a more serious issue then the MME\_EEDGE\_OPE facility on GEMS and SMART might miss some or all events.

### Examples

```
18.199.01.34.50.006 MME_EEDGE_OPE m1edcs01 LogFileAgent A GEMS_Sender.logging: Entry detected  
in GEMS LogFile:2018-07-18 01:34:46,933 ERROR - doTransfer: Exception caught: java.io.IOException:  
AgentFtpClientEdtftpj.storeFile(): Read timed out
```

--> EUM/MuMi/AR/2770 is raised for this alarm

Further possible alarms include:

```
AgentFtpClientEdtftpj.storeFile(): Control channel unexpectedly closed (" read so far)  
AgentFtpClientEdtftpj.storeFile(): Unable to build data connection: Connection timed out  
AgentFtpClientEdtftpj.storeFile(): Idle timeout (600 seconds): closing control connection  
AgentFtpClientEdtftpj.storeFile(): Unable to build data connection: Address already in use  
AgentFtpClientEdtftpj.disconnect(): The FTP client has not yet connected to the server. The requested  
action cannot be performed until after a connection ...  
AgentFtpClientEdtftpj.login(): Could not process authd login.  
AgentFtpClientEdtftpj.login(): You are already logged in!  
AgentFtpClientEdtftpj.disconnect(): Broken pipe  
AgentFtpClientEdtftpj.login(): Login incorrect.
```

### Important Exception:

```
AgentFtpClientEdtftpj.storeFile(): <file>: No space left on device
```

This indicates that the GEMS agent on the facility cannot process and send events to the MASIF server, due lack of disk space (disk full) on the facility. This alarm will most likely occur only once, as all



**GEMS events from this facility are blocked then. SMART might go red for the columns related to that facility, and SMART related alarms for "no file/activity" might appear afterwards. The operational data flow should not be affected, only the facility related monitoring.**

## Action

**For the "No space left on device" alarm:**

- **Call the facility (Diss) on-call Engineer and inform him of disk space issue. Impact on operational data flow should be verified (e.g. via other SMART columns).**
  
- **For "Read timed out" please send an e-mail to Diss on-Call and CSM support.  
(e.g.: [Yevheniy.Malyuk@external.eumetsat.int](mailto:Yevheniy.Malyuk@external.eumetsat.int)).  
Refer to EUM/MuMi/AR/2770.**
  
- **For single alarms please log : "MME\_EEDGE\_OPE: Gems Sender: Edtftpj error"**
- **If you get several alarms in a row or in one hour, then please send an email to MASIF\_OPS, Comms on-call and GEO Analysts.**
- **If you get continuous alarms in short succession or you see a SMART monitoring impact related to that facility, then call the on-call Analyst (then COMMS on-call if necessary)**



## GEMS Sender.logging: GEMS LogFile.....:wasModified

### Info

these events are generated in the case where a fail-over is performed for a certain EFTS mission/project and that is started to run on a server where never run before, therefore creating for the first time the related GEMS Mission logfile.

### Example

```
21.146.12.32.08.511 MME_EEDGE_OPE m2edds04 LogFileAgent A GEMS_Sender.  
logging: Entry detected in GEMS LogFile:2021-05-26 12:31:35,364 ERROR -  
[FindLogFile.java]:wasModified(): Modfile for facility file /home/mmds/log/gems/out/  
MSG_GNOPS_OPE.log was corrupt, resetted it. This can lead to duplicated parsed prior  
this event! Reason: .mod file /home/mmds/log/gems/out/MSG_GNOPS_OPE.log.mod  
does not exist! Remark: This is normal if processed the first time for a facility. In this case  
no duplicate events are produced.
```

-

### Action

- If planned or contingency reboots are scheduled for that day / time then ignore these alarms during the announce maintenance window. Usually controllers will be informed before the start of scheduled server reboots.
- If alarms are 1 off for each mission/project these can be discarded, otherwise if persistent then call Dissemination on-call.

- e-mail to: **on-call diss engineer with cc opsreports and cc duty analyst.**

**GEMS\_Receiver.logging....ERROR - deleteFile: could not delete ...****Info**

It can happen that 2 instances of GEMS Receiver Processes on MMDS are running on two different servers (opemncs03/04) which lead into a race condition of both instances.

(see COMMS problem, IR85 EUM/MuMi/AR/3198).

In this case a log file is deleted by one instance while after the deletion the other GEMS Receiver instance from the other server is trying to delete the same file but cannot find it.

**Examples**

```
19.074.07.31.27.751 MME_EEDGE_OPE opmncs04 LogFileAgent A GEMS_Receiver.logging: Entry
detected in GEMS LogFile:2019-03-15 07:31:10,604 ERROR - deleteFile: could not delete /global/mmds/
data/monitor/gems/in/MME_ECAST_OPE_TER_GEANT_REP.opmncs04.10.100.43.32.
V3.8.2.19.074.07.30.43.806.log Manual delete necessary.
```

--> EUM/MuMi/AR/3198 refers

**Action**

- Call the Dissemination on-call Engineer any time and inform him of the issue. The problem is covered in the Dissemination On-Call guide.

## Abort command issued nexus

### Info

This message indicates a hardware problem with the MMDS blade server(s) in the TIB. E.g. problems on MMDS servers like m1edcsxx, m1edisxx, m1eddsxx ... A detailed look by CSM support engineer is required to identify the cause.

In most cases when this causes severe problems the blade with biggest number of abort messages could be powered off, this is a quickest and easiest temporary solution.

### Examples

```
19.310.13.04.06.892 MME_EEDGE_OPE m1edcs02 LogFileAgent A messages: Entry detected in
messages LogFile:Nov 6 13:03:19 m2edcs02 kernel: qla2xxx [0000:29:00.0]-801c:1: Abort command issued
nexus=1:0:4 -- 1 2002..
```

```
19.310.13.04.06.892 MME_EEDGE_VAL m2edcs02 LogFileAgent A messages: Entry detected in
messages LogFile:Nov 6 13:03:19 m2edcs02 kernel: qla2xxx [0000:29:00.0]-801c:1: Abort command issued
nexus=1:0:4 -- 1 2002..
```

### Action

- If a single alarm then ignore
- If more than 10 alarms around the same time from the same host then Call CSM Linux/Solaris On-Call and Dissemination On-Call any time.
- If less than 10 alarms around the same time then send e-mail to CSM On-Call and Dissemination On-Call

**/terrestrial-monitoring/MME\_ECAST\_OPE\_TER\_GEANT.reprocessed.log does not exist**

## Info

**This message reports that a local MMDS GEMS logfile is missing. There is no impact. Investigation of the root cause is ongoing**

## Examples

```
21.256.01.27.57.202 MME_EEDGE_OPE opmncs03 LogFileAgent A  
GEMS_LogFileAgent.logging: Entry detected in GEMS LogFile:2021-09-13 01:26:57,200 INFO - execute:  
File /home/mmds/log/terrestrial-monitoring/MME_ECAST_OPE_TER_GEANT.reprocessed.log does not  
exist. Check if file is being housekept or check properties and restart process.
```

## Action

- **ignore alarm until further notice, they have no operational impact**

**7.17.3 kav4fs-control**

MME_EEDGE_OPE kav4fs-control	ID
Virus-Scanner [kav4fs-control] failed, error <sup>[333]</sup>	EEDGE-800 <sup>[333]</sup>
Error occurred moving files from [dir-abc] to [dir-xyz] <sup>[334]</sup>	EEDGE-801 <sup>[334]</sup>



## Virus-Scanner [kav4fs-control] failed, error

### Info

kav4fs-control found a problem with the Kaspersky Virus checker  
This does not have an immediate impact on dissemination.  
Possible restart of the Kaspersky Virus Checker  
In the last 3 occurrences the alarm stopped themselves and the service recovered.

### Example

```
18.197.22.55.22.984MME_EEDGE_OPE m1edis01 kav4fs-control A Virus-Scanner[kav4fs-control] failed,  
error[Couldn't scan file/global/mmds/data/control/3/scan Description: Operation isn't allowed
```

### Action

- If alarms stop after 10-15 minutes then
  - send e-mail to dissemination on-call
- 
- If alarm is persistent for more than 15-20 minutes then
  - During office hours call Dissemination On-Call
  - outside office hours call dissemination on-call during sociable hours  
(e.g. 08:00 - 22:00 local time) in order to perform a failover of ingestion servers
  - Outside of sociable hours send e-mail to dissemination on-call

## Error occurred moving files from [dir-abc] to [dir-xyz]

### Info

kav4fs-control found a problem with the Kaspersky Virus checker to move files from incoming directory to scan directory

### Example

```
18.243.13.56.45.884 MME_EEDGE_OPE m1edis02 kav4fs-control A Error occurred moving files from [/global/mmds/data/control/3/in] to [/global/mmds/data/control/3/scan]
```

### Action

- single alarms can be ignored
- If alarm is persistent for more than 20 minutes then
  - During office hours call Dissemination On-Call
  - outside office hours call dissemination on-call during sociable hours (e.g. 08:00 - 22:00 local time)
  - Outside of sociable hours send e-mail to dissemination on-call

7.17.4

40ineChecker

MME_EEDGE_OPE	40ineChecker	ID
Quarantine Checker - New object detected!		EEDGE-1100

## Quarantine Checker - New object detected!

### Info

a check (running stand-alone on all ingestion servers) that in case of new virus detection will trigger the GEMS events as reported below .

### Example

#### Virus detected and moved to quarantine:

```
21.293.10.45.01.644 MME_EEDGE_OPE m2edis02 40ineChecker A Quarantine
Checker - New object detected! - Object ID: 2 Filename: /global/mmds/data/control/2/
scan/s3pdgs/toEmail/testFederico/virus-test-3.txt Object type: Infected Danger level:
High Threat type: Virware Detect certainty: Sure Threat names: EICAR-Test-File
Compound object: no UID: 2030 GID: 804 Mode: 664 AddTime: 2021-10-20 10:30:41
Size: 69.
```

```
21.293.10.45.02.194 MME_EEDGE_OPE m2edis01 40ineChecker A Quarantine
Checker - New object detected! - Object ID: 1 Filename: /global/mmds/data/control/3/
scan/eps_tst/testdir/virus-test-3.txt Object type: Infected Danger level: High Threat type:
Virware Detect certainty: Sure Threat names: EICAR-Test-File Compound object: no
UID: 2030 GID: 804 Mode: 664 AddTime: 2021-10-20 10:40:22 Size: 69.
Action
```

#### Virus still present under the quarantine inbox

```
21.293.11.00.01.983 MME_EEDGE_OPE m2edis01 40ineChecker I Quarantine Checker - No new
object detected - Quarantine list not empty.
21.293.11.00.02.170 MME_EEDGE_OPE m2edis02 40ineChecker I Quarantine Checker - No new
object detected - Quarantine list not empty.
```

#### Note:

The alarm for virus detection **will be reported only one time**, while the “quarantine list-not-empty” info message every 15 minutes until an action will be fulfilled (i.e. quarantine item deletion)

- **Single events:** Total less than 1 file per hour -> **email to opsreports cc. CERT(see on-call list)**
- **Recurring at moderate frequency:** total between 1 and 10 files per hour and not prime EUMETSAT missions -> DISS call-out.
- **Recurring and prime mission:** DISS and CERT call-out

**Prime missions:** 0°, RSS, IODC, METOP, S3/S6 and IJPS

## 7.17.5 EFTS\_PushAgent

MME_EEDGE_OPE	EFTS_PushAgent	ID
ALL_MET: FTP Error: Host 10.60.70.1 is not reachable <sup>[344]</sup>		EEDGE-Push-701 <sup>[344]</sup>
TCE: Problem connecting to host 10.11.8.10 <sup>[346]</sup>		EEDGE-Push-702 <sup>[346]</sup>
METOPA/METOPB/EARS CLS Toulouse/Washington <sup>[347]</sup>		EEDGE-Push-703 <sup>[347]</sup>
OSI SAF Data to GNC US <sup>[349]</sup>		EEDGE-Push-704 <sup>[349]</sup>
MSG_IMPF-GGSPS: FTP Error: Host 130.246.191.87 is not reachable <sup>[350]</sup>		EEDGE-Push-705 <sup>[350]</sup>
MSG_IMPF-GGSPS: MSG IMPF Data to GGSPS: sftp Error: Host 130.246.191.87 is not reachable <sup>[352]</sup>		EEDGE-Push-706 <sup>[352]</sup>
FTP Error -- Host xyz not reachable/responding -- TransferException -- Problem Connecting to Host <sup>[339]</sup>		EEDGE-Push-707 <sup>[339]</sup>
FTP Error: Host 10.90.22.188 is not reachable via FTP after 2 retries <sup>[341]</sup>		EEDGE-Push-708 <sup>[341]</sup>
GSICS: GSICS Data to GSICS Server Host 10.90.22.90 is not reachable <sup>[341]</sup>		EEDGE-Push-709 <sup>[343]</sup>
NRT Data to ICSI: ftp_edt Error: Host 10.12.86.31 is not reachable <sup>[354]</sup>		EEDGE-Push-710 <sup>[354]</sup>
Multimission Data to EO Portal: Problem connecting to host [10.90.22.188]: Read timed out <sup>[355]</sup>		EEDGE-Push-711 <sup>[355]</sup>
MSG_CF: MSG CF Config Data to ONETSAT: Host 172.16.130.81 not reachable <sup>[356]</sup>		EEDGE-Push-712 <sup>[356]</sup>
FTP Error: NRT Data to WIS2 Host 141.38.2.28 is not reachable via FTP <sup>[342]</sup>		EEDGE-Push-713 <sup>[342]</sup>

## FTP Error -- Host xyz not reachable/responding -- TransferException -- Problem Connecting to Host

### Info:

MMDS is trying to push s file to a destination host. E.g. to push to CMA via the RMDCN link (host 57.206.141.185)

This alarm can occur on many different services.

The messages are always the same but of course the host IP address is different, depending on the service and destination.

it usually indicates that there is a temporary network problem (internal or external) to reach the destination host or that the destination host is down.

### Examples

18.002.16.45.15.946 MME\_EEDGE\_OPE vadiss09 EFTS\_PushAgent A EUMETSAT: NOAA Data to CMA (Prime): Problem connecting to host [57.206.141.185]: AgentFtpClientEdtftpj:login(): ftpd: get\_auth\_methods() failed: No such file or directory

312.03.10.19.943 MME\_EEDGE\_OPE vadiss23 EFTS\_PushAgent A EUMETSAT: FTP Error: Host 57.206.141.185 is not reachable via FTP after 2 retries. Reason: TransferException: FTP Error: Host 57.206.141.185 is not responding to FTP connection attempt within 60000 msec. Possibly hangup.

17.312.03.12.24.704 MME\_EEDGE\_OPE vadiss23 EFTS\_PushAgent A EUMETSAT: NOAA Data to CMA (Prime): ftp\_edt Error: Host 57.206.141.185 is not reachable. Reason: com.enterprisedt.net.ftp.ControlChannelIOException: Read timed out

18.241.18.03.33.708 MME\_EEDGE\_OPE m1edds02 EFTS\_PushAgent A FTP Error: Host 10.90.22.188 is not reachable via FTP after 2 retries. Reason: TransferException: FTP Error: Host 10.90.22.188 is not responding to FTP connection attempt within 20000 msec. Possibly hangup.

### Action

- This type of alarm can occur as a result of a temporary network or destination host problem. Dissemination on call should only be called if the alarm is repeated 3 or more times within about a ten minute period and no recovery can be seen.
- check in GEMS for recovery messages of the transfer after the alarm has happened (Info events in green):

- wait 10 minutes
  - check in GEMS for I-events with process set to PushAgent and text search set to the project name if available or host IP (see example in blue in alarm text)
  - IF I-events are present after the alarm then log event and send e-mail to opsreport.
  - Check (e.g. in SMART if applicable) for possible losses of the related project or inform EPS or Sentinel-3 team if EPS or S3 related
- If alarm persists and no recovery can be observed then call Dissemination OnCall.



## FTP Error: Host 10.90.22.188 is not reachable via FTP after 2 retries

### Info:

MMDS is trying to push s file to EO-PORTAL servers (e.g. to - IPPS for EUMETView)

it usually indicates that there is a temporary network problem (internal or external) to reach the destination host or that the destination host is down.

### Examples

18.241.18.03.33.708 MME\_EEDGE\_OPE m1edds02 EFTS\_PushAgent A FTP Error: Host 10.90.22.188 is not reachable via FTP after 2 retries. Reason: TransferException: FTP Error: Host 10.90.22.188 is not responding to FTP connection attempt within 20000 msec. Possibly hangup.

### Action

- This type of alarm can occur as a result of a temporary network or destination host problem. log event. No action required if single alarm
- If alarm persists and no recovery can be observed within 20 minutes then send e-mail to dissemination on-call and [webservices@eumetsat.int](mailto:webservices@eumetsat.int)

**FTP Error: NRT Data to WIS2 Host 141.38.2.28 is not reachable via FTP**

### Info:

The host is the same as the DWD backup host (used for GTS dissemination). Only the "NRT Data to WIS2" alarms should be ignored.

### Examples

yy.DDD.hh.mm.ss.SSS MME\_EEDGE\_OPE m2edds02 EFTS\_PushAgent A NRT Data to WIS2: FTP Error: Host 141.38.2.38 is not reachable via FTP after 2 retries. Reason: TransferException: FTP Error: Host 10.90.22.188 is not responding to FTP connection attempt within 20000 msec. Possibly hangup.

### Action

- This type of alarm can occur as a result of a temporary network or destination host problem. log event. No action required for alarms of type "NRT Data to WIS2"

**GSICS: GSICS Data to GSICS ServerHost 10.90.22.90 is not reachable**

### Info:

This was a result of the FTP/SSH/HTTP applications on [gsics.eumetsat.int](https://gsics.eumetsat.int) refusing connections

### Examples

19.288.06.59.01.465 MME\_EEDGE\_OPE m1edds04 EFTS\_PushAgent A GSICS: GSICS Data to GSICS Server: ftp\_apache  
Error: Host 10.90.22.90 is not reachable. Reason: java.net.ConnectException: Connection refused.

### Action

- Action required  
Email [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int) for investigation and correction. Please ensure to have [peter.miu@eumetsat.int](mailto:peter.miu@eumetsat.int) and [Joaquin.RodriguezGuerra@eumetsat.int](mailto:Joaquin.RodriguezGuerra@eumetsat.int) in CC on the notification email.

**ALL\_MET: FTP Error: Host 10.60.70.1 is not reachable****Info**

The MSG HRIT data is transferred to NOAA every repeat cycle. (This data transfer was previously on Exgate and has been migrated to MMDS)

**Example**

17.037.22.5 2.06.391	MME_EED GE_OPE	vadiss09	EFTS_Pus hAgent	A	ALL_MET: HRIT 15M to NOAA: ftp_apache Error: Host 10.60.70.1 is not reachable. Reason: java.net.ConnectException: Connection timed out
17.037.22.5 3.04.708	MME_EED GE_OPE	vadiss09	EFTS_Pus hAgent	A	ALL_MET: HRIT 30M to NOAA: ftp_apache Error: Host 10.60.70.1 is not reachable. Reason: java.net.ConnectException: Connection timed out
17.037.22.5 3.27.403	MME_EED GE_OPE	vadiss09	EFTS_Pus hAgent	A	ALL_MET: FTP Error: Host 10.60.70.1 is not reachable via FTP after 2 retries. Reason: TransferException: FTP Error: Host 10.60.70.1 is not responding to FTP connection attempt within 60000 msec. Possibly hangup.
17.037.22.5 3.45.613	MME_EED GE_OPE	vadiss09	EFTS_Pus hAgent	A	ALL_MET: HRIT 15M to NOAA: Problem connecting to host [10.60.70.1]: Broken pipe
17.037.22.5 3.45.613	MME_EED GE_OPE	vadiss09	EFTS_Pus hAgent	A	ALL_MET: HRIT 30M to NOAA: Problem connecting to host [10.60.70.1]: Broken pipe

**Action**

- Call NOAA operator and clarify if there is a problem on their side.
  - If the problem is on NOAA side, then filter the alarm and send an e-mail to [opsreports@eumetsat.int](mailto:opsreports@eumetsat.int) about the problem.
- If NOAA sees no problem on their side, then please call COMMS on-call engineer to investigate if there are problems with the network/link.
- If also no network problem can be identified, then please call the dissemination on-call engineer to investigate.

The MET-x HRIT reception equipment is located on the GOES Operations floor and is staffed 24

hours a day.

The points of contact for NOAA at Wallops Operations are as per OICD:

ID:102064 EUM/OPS-MSG/ICD/04/0157 - EUMETSAT-NOAA Operations Interface Control Document.

Name	Responsibility	Availability	Tel: ++1 757 824
*Operations Personnel	Operational Issues	24/7	7452
Shift Supervisor	Operational Issues	24/7	7304
Philip Whaley	Wallops System Planning and Development	Office hours	7331 <a href="mailto:Philip.L.Whaley@NOAA.gov">Philip.L.Whaley@NOAA.gov</a>
Al McMath	Wallops System Planning and Development	Office hours	7316 <a href="mailto:Al.McMath@NOAA.gov">Al.McMath@NOAA.gov</a>

Please always cross check the contacts with the current published OICD.

**TCE: Problem connecting to host 10.11.8.10****Info**

Pushes from MMDS to TCE fails.

TCE is not considered as an operational facility.

**Example**

17.097.03.20.44.	MME_EEDGE_OPE	vadiss09	EFTS_PushAgent	A	Mission Data to TCE: Problem connecting to host [10.11.8.10]: AgentFtpClientEdtftpj:login(): Login incorrect.
17.097.05.39.52	MME_EEDGE_OPE	vadiss09	EFTS_PushAgent	A	SENTINEL3: EUMFOS Data Dissemination to TCE (AdHoc): Problem connecting to host [10.11.8.10]: AgentFtpClientEdtftpj:login(): Login incorrect.

**Action**

- If alarm is related to push to **TCE** only then no Call-out is required.
  - Send an e-mail notification to
    - [claudiuvasile.nagy@eumetsat.int](mailto:claudiuvasile.nagy@eumetsat.int)
    - [ignacio.gonzalezlopez@external.eumetsat.int](mailto:ignacio.gonzalezlopez@external.eumetsat.int)
    - with CC to Dissemination on-call
- If there are also continuous connection problems to operational hosts/ servers (ESOC, NOAA, NASA, MetOffice etc) then call Dissemination On-call.

**METOPA/METOPB/EARS CLS Toulouse/Washington****INFO**

This is a EPS related data transfer to CLS Argos Toulouse/Washington, that is having connection problems.

**Example**

17.171.08.32.58.282	MME_EEDGE_OPE	vadiss23	EFTS_PushAgent	A	METOPA: ADCS Mini Products to CLS Toulouse: Problem connecting to host [argoslut.ssa.cls.fr]: AgentFtpClientEdtftpj:login(): Login incorrect.
17.171.08.35.25.498	MME_EEDGE_OPE	vadiss23	EFTS_PushAgent	A	EARS: EARS Data for CLS Toulouse: Problem connecting to host [argoslut.ssa.cls.fr]: AgentFtpClientEdtftpj:login(): Login incorrect.
16.347.08.50.28.302	MME_EEDGE_OPE	vadiss09	EFTS_PushAgent	A	METOPB: FTP Error: Host argoslut.ssa.argosinc.com is not reachable via FTP after 2 retries. Reason: TransferException: FTP Error: Host argoslut.ssa.argosinc.com is not responding to FTP connection attempt within 60000 msec. Possibly hangup.
16.347.09.18.08.529	MME_EEDGE_OPE	vadiss09	EFTS_PushAgent	A	EARS: EARS Data for CLS Washington: ftp_edt Error: Host argoslut.ssa.argosinc.com is not reachable. Reason: java.net.UnknownHostException: argoslut.ssa.argosinc.com

**Action**

- A single occurrence of a few alarms can be ignored.
- If the alarms continue for more than 10 minutes, then please inform the EPS controller:
  - for him to follow his KBase instructions
  - ask him to notify you when the problem is fixed
- If the alarms continue, please set a GEMS filter for the alarm until notified



**OSI SAF Data to GNC US****Explanation:**

These transfers are from EXGATE to GNC-US, and are a terrestrial service (FTP over internet) as part of the GEONETCAST agreement

**Example:**

15.119.00.03.59.546 EXGATE ogats11 EFTS\_PushAgent A OSI\_SAF-EUMETCAST-EUMETCAST\_DATA: OSI SAF Data to GNC US: ftp\_edt Error: Host 66.205.44.19 is not reachable. Reason: com.enterprisedt.net.ftp.ControlChannelIOException: Control channel unexpectedly closed (" read so far).

17.219.03.56.56.882	MME_EEDGE_OPE	vadiss23	EFTS_PushAgent	A	RELAY-EUMETCAST-EUMETCAST_DATA: OSI SAF Data to GNC US: ftp_edtError: Host 66.205.44.19 is not reachable. Reason: java.net.ConnectException: Connection refused
---------------------	---------------	----------	----------------	---	---

**Action**

- **Log alarm and filter for 45 minutes and then check again**
- **IF the alarm has stopped then no further action required**
- **IF alarms are still present then**
  - **try manual ftp from a command line to 66.205.44.19**
- **If GNC-US are reachable and alarms present then a call to the dissemination engineer is required.**
- **IF the server is not reachable then send e-mail to opsreport and Analyst On-call who should make sure the issue is dealt with the next working day.**

## **MSG\_IMPFB-GGSPS: FTP Error: Host 130.246.191.87 is not reachable**

### **Explanation:**

The GERB data files are transferred from MMDS to the GGSPS directly using sftp, i.e. the files will be pushed by MMDS to the GGSPS. The files will be transferred to the GGSPS IP Address 130.246.191.87.

MMDS will disseminate all 3 streams and the flight dynamics files it receives from IMPF to one server and one target directory at RAL. It would be up to RAL to distribute the files at their end to the processing machines.

Following file types are pushed:

MSG\_IMPFB-GGSPS.\*\_TSOL\_JITTER.\*MSG[123]

MSG\_IMPFB-GGSPS.\*\_L15\_HDR\_MSG[123]

MSG\_IMPFB-GGSPS.\*\_L15\_TRL\_MSG[123]

MSG\_IMPFB-GGSPS.\*\_VAL\_GERB\_MSG[123]

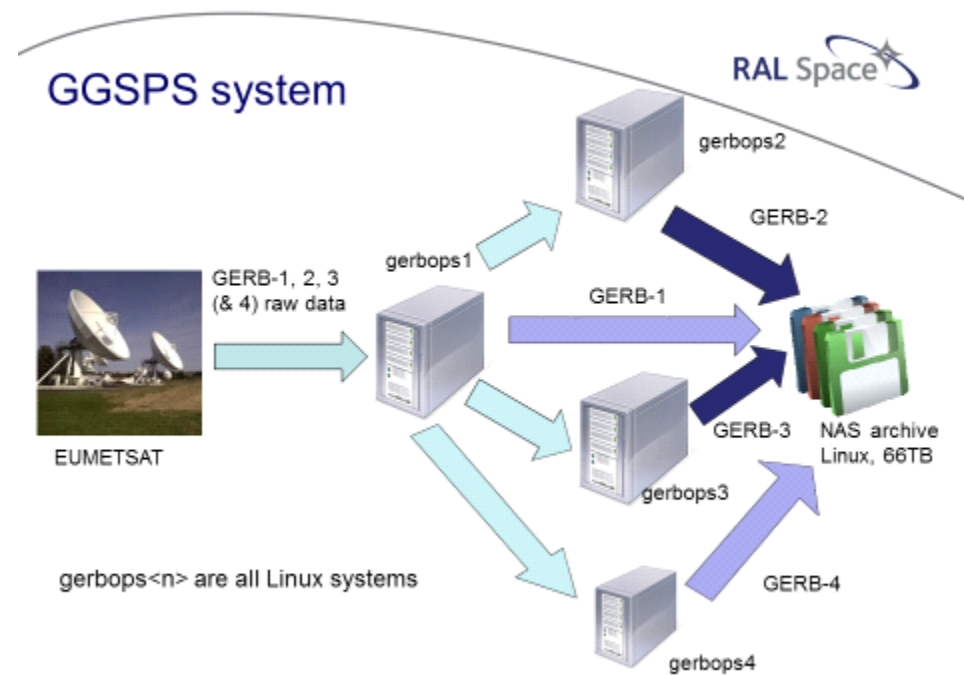
The ftp link connects directory to one server/target at RAL and distributes the data from there to users. (Transparent to us)

The responsibility for these links lies with RAL. Any connection errors are most likely due to a problem with “RAL Networks”.

However the problem can also be MMDS in rare cases or the the IMPF Send-Data-FTP-Client-Put-SU is down.

### **Example:**

17.324.12.26.47.719 MME\_EEDGE\_OPE vadiss23 EFTS\_PushAgent A MSG\_IMPFB-GGSPS\_PRIME-ALL\_GGSPS: FTP Error: Host 130.246.191.87 is not reachable via FTP after 2 retries. Reason: TransferException: FTP Error: Host 130.246.191.87 is not responding to FTP connection attempt within 60000 msec. Possibly hangup.



### Action

- If in working hours then confirm with On-call Analyst that the problem is not at our end, i.e. there is no MMDS or IMPF maintenance or the FTP SU at IMPF is down.

- For single occurrences no action is required (on RAL request).

For continuous alarms (e.g. over 5 minutes) follow actions below

- Record the problem in the **GERB outage Database** under the **MSG on Shift** on the **"Outages/Anomalies/Conjunction Warning"** tab and
- from there send a e-mail notification to RAL.

### Note:

If the GGSPS fails outside working hours then it is unlikely to be fixed until the next working day. The alarms can be filtered out but be sure that the filter is removed once the GGSPS comes back online.

**MSG\_IMPFF-GGSPS: MSG IMPF Data to GGSPS: sftp Error: Host 130.246.191.87 is not reachable**

### Explanation:

The GERB data files are transferred from MMDS to the GGSPS directly using sftp, i.e. the files will be pushed by MMDS to the GGSPS. The files will be transferred to the GGSPS IP Address 130.246.191.87.

MMDS will disseminate all 3 streams and the flight dynamics files it receives from IMPF to one server and one target directory at RAL. It would be up to RAL to distribute the files at their end to the processing machines.

Following file types are pushed:

MSG\_IMPFF-GGSPS.\*\_TSOL\_JITTER.\*MSG[123]

MSG\_IMPFF-GGSPS.\*\_L15\_HDR\_MSG[123]

MSG\_IMPFF-GGSPS.\*\_L15\_TRL\_MSG[123]

MSG\_IMPFF-GGSPS.\*\_VAL\_GERB\_MSG[123]

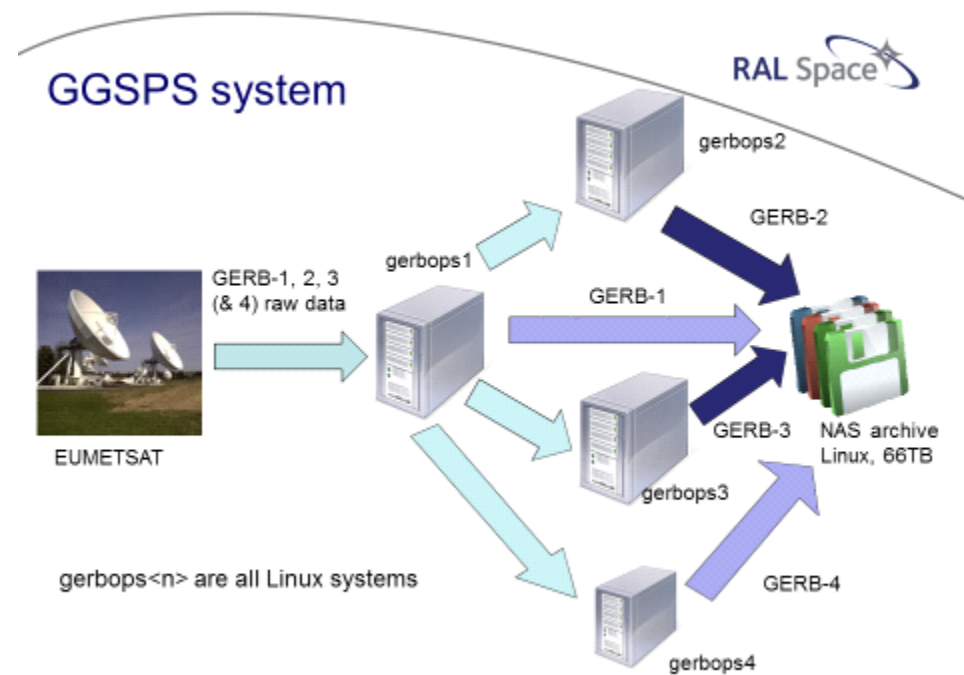
The ftp link connects directory to one server/target at RAL and distributes the data from there to users. (Transparent to us)

The responsibility for these links lies with RAL. Any connection errors are most likely due to a problem with “RAL Networks”.

However the problem can also be MMDS in rare cases or the the IMPF Send-Data-FTP-Client-Put-SU is down.

### Example:

17.324.12.26.47.719 MME\_EEDGE\_OPE vadiss23 EFTS\_PushAgent A MSG\_IMPFF-GGSPS\_PRIME-ALL\_GGSPS: FTP Error: Host 130.246.191.87 is not reachable via FTP after 2 retries. Reason: TransferException: FTP Error: Host 130.246.191.87 is not responding to FTP connection attempt within 60000 msec. Possibly hangup.



### Action

- If in working hours then confirm with On-call Analyst that the problem is not at our end, i.e. there is no MMDS or IMPF maintenance or the FTP SU at IMPF is down.
- For single occurrences no action is required (on RAL request).

#### For continuous alarms (e.g. over 5 minutes) follow actions below

- Record the problem in the **GERB outage Database** under the **MSG on Shift** on the **"Outages/Anomalies/Conjunction Warning"** tab and
- from there send a e-mail notification to RAL.

#### Note:

If the GGSPS fails outside working hours then it is unlikely to be fixed until the next working day. The alarms can be filtered out but be sure that the filter is removed once the GGSPS comes back online.

## **NRT Data to ICSI: ftp\_edt Error: Host 10.12.86.31 is not reachable**

### Explanation:

The target server (ICSI) is only a prototype at the moment , therefore no callout outside office hours is required

Corrective action can take place during working hours

### Example:

20.190.11.37.06.825 MME\_EEDGE\_OPE m1edds01 EFTS\_PushAgent A NRT Data to ICSI: ftp\_edt Error: Host 10.12.86.31 is not reachable. Reason: com.enterprisedt.net.ftp.ControlChannelIOException: Control channel unexpectedly closed (" read so far).

### Action

- **During office hours call Dissemination On-Call**
- **Outside office hours send an e-mail to on-call dissemination engineer with cc opsreports and cc duty analyst and filter the alarm**

**Data to EO-PORTAL 10.90.22.188****Explanation:**

**The target server on EO-PORTAL is not reachable**

**Example:**

20.219.13.04.18.196 MME\_EEDGE\_OPE m1edds04 EFTS\_PushAgent A  
Multimission Data to EO Portal: Problem connecting to host [10.90.22.188]: Read  
timed out

20.219.13.12.14.157 MME\_EEDGE\_OPE m1edds04 EFTS\_PushAgent A FTP  
Error: Host 10.90.22.188 is not reachable via FTP after 2 retries. Reason:  
TransferException: FTP Error: Host 10.90.22.188 is not responding to FTP  
connection attempt within 20000 msec. Possibly hangup.

**Action**

- **During office hours call**
- **Outside office hours send an e-mail to [webservices@eumetsat.int](mailto:webservices@eumetsat.int) and filter the alarm**

**MSG\_CF: MSG CF Config Data to ONETSAT: Host 172.16.130.81 not reachable**

Explanation:

The target server **NETSAT (Host 172.16.130.81)** is not reachable  
**EUM/MSG/AR/25982**

Example:

21.108.10.38.56.856 MME\_EEDGE\_OPE m2edds01 EFTS\_PushAgent ALARM  
MSG\_CF: MSG CF Config Data to ONETSAT: ftp\_edt Error: Host 172.16.130.81 is not reachable. Reason: java.net.SocketTimeoutException: connect timed out

Action

- Call CSM and ask to reboot NETSAT



## 7.17.6 EFTS\_PollAgent

MME_EEDGE_OPE EFTS_PollAgent	ID
FTP Problem connecting to host [xx.xxx.xxx.xxx]	EEDGE-Poll-500 <sup>[358]</sup>
CMEMS: S3 L2P STC Data from CMEMS (Aviso+): ftp_edt Error <sup>[360]</sup>	EEDGE-Poll-501 <sup>[360]</sup>
FTP Error: Host ftp.star.nesdis.noaa.gov <sup>[361]</sup>	EEDGE-Poll-502 <sup>[361]</sup>
EPS FLIGHT DYNAMICS: SOLMAG Data from NOAA ftp_edt Error: Host ftp.sec.noaa.gov is not reachable. <sup>[364]</sup>	EEDGE-Poll-503 <sup>[364]</sup>
EARS: Aux Data from CIMSS: Problem connecting to host [ftp.ssec.wisc.edu]:... You are already logged in <sup>[365]</sup>	EEDGE-Poll-504 <sup>[365]</sup>
EARS: Aux Data from CIMSS: ftp_edt Error: Host ftp.ssec.wisc.edu not reachable/connection timeout <sup>[366]</sup>	EEDGE-Poll-505 <sup>[366]</sup>
FY4,FY3,Tansat: ftp apache Error Host 163.208.127 not reachable <sup>[362]</sup>	EEDGE-Poll-508 <sup>[362]</sup>
AUX DATA: Aux Data from NOAA: ftp_edt Error: Host ftp.swpc.noaa.gov is not reachable <sup>[368]</sup>	EEDGE-Poll-509 <sup>[368]</sup>
GOSAT: sftp Error: Host is not reachable <sup>[369]</sup>	EEDGE-Poll-510 <sup>[369]</sup>
COMMERCIAL-RO: FTP Error: Host sftp.prod.ei.spire.com is not reachable <sup>[370]</sup>	EEDGE-Poll-511 <sup>[370]</sup>
ELECTRO-L: FTP Error: Host 194.85.213.11 is not reachable <sup>[371]</sup>	EEDGE-Poll-512 <sup>[371]</sup>
AUX DATA: Aux Data from NASA CDDIS: ftpes Error: Host gdc.cdis.eosdis.nasa.gov is not reachable <sup>[372]</sup>	EEDGE-Poll-513 <sup>[372]</sup>

**FTP Error -- Host xyz not reachable/responding --  
TransferException -- Problem Connecting to Host\_2**

### Info:

MMDS is trying to poll files from a remote host.

This alarm can occur on many different services.

The messages are always the same but of course the host IP address is different, depending on the service and destination.

it usually indicates that there is a temporary network problem (internal or external) to reach the destination host or that the destination host is down.

### Examples

21.323.02.10.32.986 MME\_EEDGE\_OPE m2edds04  
EFTS\_PollAgent A SENTINEL3: FTP Error: Host senxser.esoc.  
ops.esa.int is not reachable via FTP after 2 retries. Reason:  
TransferException: FTP Error: Host senxser.esoc.ops.esa.int is not  
responding to FTP connection attempt within 20000 msec.  
Possibly hangup

### Action

- This type of alarm can occur as a result of a temporary network or destination host problem. Dissemination on call should only be called if the alarm is repeated 3 or more times for the same host within about a ten minute period and no recovery can be seen.
- check in GEMS for recovery messages of the poll after the alarm has happened (Info events in green):
  - wait 10 minutes
  - check in GEMS for I-events with process set to PollAgent and text search set to the project name if available or host IP (see example in blue in alarm text)

- **IF I-events are present after the alarm then log event and send e-mail to opsreport.**
- **Check (e.g. in SMART if applicable) for possible losses of the related project or inform EPS or Sentinel-3 team if EPS or S3 related**
- **If alarm persists and no recovery can be observed then call Dissemination OnCall.**

## CMEMS: S3 L2P STC Data from CMEMS (Aviso+): ftp\_edt Error

### Info

A new dataflow on MMDS EDGE that generates GEMS alarms when the remote/pollled server is unavailable.

(These products are processed by the S3 Marine Altimetry Service (CNES/CLS) and disseminated on Eumetcast)

(Although the products are marked with an 'S3' description, the dataflow is not part of the SENTINEL3 EFTS Agents project.)

### Example

```
17.092.14.12.12.765 MME_EEDGE_OPE vadiss09 EFTS_PollAgent W CMEMS: S3 L2P STC
```

```
Data from CMEMS (Aviso+): ftp_edtError: Host ftp.aviso.altimetry.fr is not reachable. Reason: java.net.
```

```
UnknownHostException: ftp.aviso.altimetry.fr
```

```
17.092.14.12.16.767 MME_EEDGE_OPE vadiss09 EFTS_PollAgent A CMEMS: S3 L2P STC
```

```
Data from CMEMS (Aviso+): ftp_edtError: Host ftp.aviso.altimetry.fr is not reachable. Reason: java.net.
```

```
UnknownHostException: ftp.aviso.altimetry.fr
```

### Action

- Send an email to on-call dissemination engineer with cc opsreports and cc duty analyst and analyst S3 [analyst.S3@eumetsat.int](mailto:analyst.S3@eumetsat.int) (cc: Controller GEO)
- If the alarms are continuous (e.g. > 20 min), send a note about that and that the alarms will be filtered until next working day.

CMEMS: Copernicus Marine Environment Monitoring Service

File name, e.g.: dt\_global\_allsat\_msla\_h\_20130101\_20140704.nc.gz

**FTP Error: Host ftp.star.nesdis.noaa.gov****Info**

**FTP connection to NOAA Coast Watch is having connection issues (e.g ftp server, link, or ...)**

**Example**

17.173.05 .08.16.98 1	MME_EE DGE_OPE	vadi ss23	EFTS_P ollAgent	A	VIIRS OC from NOAA Star: Problem connecting to host [ftp.star.nesdis.noaa.gov]: AgentFtpClientEdtftpj.login(): Bad sequence of commands
17.173.05 .12.59.45 6	MME_EE DGE_OPE	vadi ss23	EFTS_P ollAgent	A	FTP Error: Host <a href="ftp://ftp.star.nesdis.noaa.gov">ftp.star.nesdis.noaa.gov</a> is not reachable via FTP after 2 retries. Reason: TransferException: FTP Error: Host <a href="ftp://ftp.star.nesdis.noaa.gov">ftp.star.nesdis.noaa.gov</a> is not responding to FTP connection attempt within 20000 msec. Possibly hangup
17.173.04 .03.07.69 6	MME_EE DGE_OPE	vadi ss23	EFTS_P ollAgent	A	VIIRS OC from NOAA Star: Problem connecting to host [ftp.star.nesdis.noaa.gov]: Read timed out

**Action**

- If you only get 1-3 alarms (within a few minutes) and then it stops, then the alarm can be ignored (FTP has a retry mechanism, and will try a few times to transfer the file)
- If you get several or continuous alarms (>5 per hour), then send email to **on-call dissemination engineer with cc opsreports and cc duty analyst**  
A GEMS filter can be set until next working hours.

## FY4,FY3,Tansat: ftp apache Error Host 163.208.127 not reachable

### Info

Host **163.208.127** at CMA side is down, not reachable.

We are polling following services from this server: **FY3D, FY4A**

**TANSAT alarms can be ignored. TANSAT service is dead since 2019**

### Example

```
20.293.13.25.38.814 MME_EEDGE_OPEm1edds02 EFTS_PollAgent A FY4A  
Retransmission: GIRS data from CMA: ftp_apache Error: Host 163.165.208.127 is not  
reachable. Reason: java.net.ConnectException: Connection timed out
```

```
20.293.13.28.28.063 MME_EEDGE_OPEm1edds04 EFTS_PollAgent A FY3D  
Retransmission: FY3D data from CMA: ftp_apache Error: Host 163.165.208.127 is not  
reachable. Reason: java.net.ConnectException: Connection timed out
```

### Action

- Wait 1 hour 30 minutes.
- IF alarms still present after 1 hour 30 minutes then inform **on-call dissemination engineer with cc opsreports and cc duty analyst** by e-mail out side of sociable hours (22:00 - 08:30)
- During office hours call Dissemination On-Call
- Inform CMA that the server is not reachable

## MSG\_CF: FDF Optical Tracking from Deimos sftp.elecnor-deimos.com

### Info

**FTP connection to host** sftp.elecnor-deimos.com **fails**

all WARNINGS and ALARMS relating to hostname [ftp2.deimos-space.com](#) can be ignored.

### Data provider contacts:

[dess@deimos-space.com](mailto:dess@deimos-space.com)

[noelia.sanchez@deimos-space.com](mailto:noelia.sanchez@deimos-space.com)

### Example

```
20.211.06.26.30.026 MME_EEDGE_OPE m1edds05 EFTS_PollAgent A MSG_CF: FDF  
Optical Tracking from Deimos: sftp Error: Host sftp.elecnor-deimos.com is not reachable.  
Reason: java.io.IOException: java.net.ConnectException: Connection timed out
```

### Action

- log event
- send e-mail to [FDyn\\_Geo@eumetsat.int](mailto:FDyn_Geo@eumetsat.int)

**EPS FLIGHT DYNAMICS: SOLMAG Data from NOAA ftp\_edt Error:  
Host ftp.sec.noaa.gov is not reachable.**

### Explanation:

The following alarms indicate connectivity problems to the remote server where the EPS flight dynamics SOLMAG data is retrieved from.

This file is released and available from NOAA usually every night around 22:00 UTC.

In general: isolated Poll agent or Push agent alarms which indicate connection or login problems to a remote host can be ignored for isolated cases. Only if there are repeated/multiple cases for a particular host should concerns be raised.

```
17.316.12.28.53.000 MME_EEDGE_OPE vadiss23 EFTS_PollAgent A EPS FLIGHT DYNAMICS: SOLMAG Data from NOAA: ftp_edt Error: Host ftp.sec.noaa.gov is not reachable. Reason: com.enterprisedt.net.ftp.ControlChannelIOException: Control channel unexpectedly closed ("read so far).
```

### Action

- This type of alarm often occurs once only, as a result of a temporary network problem.
- IF during working hours call dissemination On-Call
- IF outside working hours inform dissemination ON-Call by e-mail

Note: The poll frequency is 2 hours. usually one file is polled after 22:00 UTC

Example:

```
17.316.22.29.09.107 MME_EEDGE_OPE vadiss23 EFTS_PollAgent I EPS FLIGHT DYNAMICS: SOLMAG Data from NOAA: Polled file RSGA.txt at: 17.316.22.29.09 GMT+00:00, size: 1892 bytes, from ftp.sec.noaa.gov-pub/latest to vadiss23-SOLMAG in 0 sec, 0 retries, 1749 sec turnaround time.
```



**EARS: Aux Data from CIMSS: Problem Connecting to host****Explanation:**

This alarm is related to EARS but because MMDS polls the data the alarm comes up in MME\_EEDGE\_OPE, which is monitored in GEO control room.

Aux Data files are collected from CIMSS University of Wisconsin-Madison for use in processing NPP satellite data received by EARS stations.

**In general:** isolated Poll agent or Push agent alarms indicating connection or login problems to a remote host can be ignored for isolated cases. Only if there are repeated/multiple cases for a particular host should concerns be raised.

```
12.303.19.42.40.609 MME_EEDGE_OPE m1edds01 EFTS_PollAgent A EARS: Aux Data from CIMSS: Problem  
connecting to host [ftp.ssec.wisc.edu]: AgentFtpClientEdtftpj:login(): You are already logged in
```

**Action**

- the first occurrence of this alarm, log the alarm - there may be a short drop in the network or network monitoring information.
- Continue to monitor for further alarms.
- If a second instance of alarm occurs within 20 minutes then send an e-mail to [EARS\\_OPS@Eumetsat.int](mailto:EARS_OPS@Eumetsat.int)

## **EARS: Aux Data from CIMSS: ftp\_edt Error: Host ftp.ssec.wisc.edu not reachable/connection timeout\_2**

### Explanation:

This alarm is related to EARS but because MMDS polls the data the alarm comes up in MME\_EEDGE\_OPE, which is monitored in GEO control room.

Aux Data files are collected from CIMSS University of Wisconsin-Madison for use in processing NPP satellite data received by EARS stations.

In general: isolated Poll agent or Push agent alarms indicating connection or login problems to a remote host can be ignored for isolated cases. Only if there are repeated/multiple cases for a particular host should concerns be raised.

18.176.12.12.05.125 MME\_EEDGE\_OPE m1edds01 EFTS\_PollAgent A EARS: Aux Data from CIMSS (v3): ftp\_edt Error: Host ftp.ssec.wisc.edu is not reachable. Reason: java.net.SocketTimeoutException: connect timed out

### Action

- the first occurrence of this alarm, log the alarm - there may be a short drop in the network or network monitoring information.
- Continue to monitor for further alarms.
- If a second instance of alarm occurs within 20 minutes then send an e-mail to [EARS\\_OPS@Eumetsat.int](mailto:EARS_OPS@Eumetsat.int)

## FMI Retransmission: FTP Error: Host litdb.fmi.fi is not reachable via FTP

### Info

FTP connection to host `litdb.fmi.fi` in Finland is having connection issues (e.g. ftp server, link, or ...)

### Example

```
18.255.01.20.30.744 MME_EEDGE_OPE m1edds01 EFTS_PollAgent A FMI Retransmission:
FTP Error: Host litdb.fmi.fi is not reachable via FTP after 2 retries. Reason: TransferException: FTP
Error: Host litdb.fmi.fi is not responding to FTP connection attempt within 20000 msec. Possibly
hangup.
```

### Action

- If you only get ~1-5 alarms (within a few minutes) and then it stops, then the alarm can be ignored (FTP has a retry mechanism, and will try a few times to transfer the file)
  
- If you get several or continuous alarms (> ~10 per hour), then
  - ❑ Outside office hour: send email to [on-call dissemination engineer with cc opsreports and cc duty analyst](#)
  - ❑ During office hours: call dissemination on-call

**AUX DATA: Aux Data from NOAA: ftp\_edt Error: Host ftp.swpc.noaa.gov is not reachable**

### Info

**FTP connection to host ftp.swpc.noaa.gov is having connection issues (e.g ftp server, link, or ...)**

### Example

21.021.04.06.21.455 MME\_EEDGE\_OPE m1edds01 EFTS\_PollAgent A AUX DATA: Aux Data from NOAA: ftp\_edt Error: Host ftp.swpc.noaa.gov is not reachable. Reason: java.net.SocketTimeoutException: connect timed out.

### Action

- **If you only ~1-5 alarms (within a few minutes) and then it stops, then the alarm can be ignored (FTP has a retry mechanism, and will try a few times to transfer the file)**
  
- **recurrence of alarm every hour**
  - **Outside office hour: send email to [on-call dissemination engineer with cc opsreports and cc duty analyst](#)**
  - **During office hours: call dissemination on-call**

**GOSAT: sftp Error: Host is not reachable****EFTS\_PollAgentInfo**

**GOSAT - Greenhouse Gases Observing Satellite from Japanese provider JAXA is monitored by LEO Analyst on a daily basis.**

**Example**

21.154.03.50.15.106 MME\_EEDGE\_OPE m2edds06 EFTS\_PollAgent A GOSAT: L1X Data from GOSAT: sftp Error: Host 133.56.97.20 is not reachable. Reason: java.io.IOException: connection is closed by foreign host

**Action**

- **If you see only ~1-5 alarms (within a few minutes) and then it stops, then the alarm can be ignored (FTP has a retry mechanism, and will try a few times to transfer the file)**
  
- **recurrence of alarm**
  - **Outside office hour: send e-mail to opsreport**
  - **During office hours: call dissemination on-call**

**COMMERCIAL-RO: FTP Error: Host sftp.prod.ei.spire.com is not reachable**

## INFO

**A new service between NOAA and EUMETSAT started 30th August 2021 data exchange from NOAA to EUMETSAT is via sftp.prod.ei.spire.com .**

## Example

yy.ddd.hh.mm.ss.SSS MME\_EEDGE\_OPE m2edds01 EFTS\_PollAgent A COMMERCIAL-RO: FTP Error: Host sftp.prod.ei.spire.com is not reachable via FTP after 2 retries. Reason: TransferException: FTP Error: Host sftp.prod.ei.spire.com is not responding to FTP connection attempt within 20000 msec. Possibly hangup.

## Action

- **Report the above FTP connection alarms only if they are ongoing for more than 1 hour, or if the alarms keep re-occurring intermittently over several hours. To report, send email to [CommercialRO\\_OPS@eumetsat.int](mailto:CommercialRO_OPS@eumetsat.int)**
- **For any other MME\_EEDGE\_OPE alarms related to Commercial RO, report any occurrences by sending an email to [CommercialRO\\_OPS@eumetsat.int](mailto:CommercialRO_OPS@eumetsat.int)**

**ELECTRO-L: FTP Error: Host 194.85.213.11 is not reachable****INFO****Example**

22.208.02.00.28.436 MME\_EEDGE\_OPE m2edds05 EFTS\_PollAgent A  
ELECTRO-L: FTP Error: Host 194.85.213.11 is not reachable via FTP after 2 retries. Reason:  
TransferException: FTP Error: Host 194.85.213.11 is not responding to FTP connection attempt  
within 60000 msec. Possibly hangup.

22.208.02.01.30.621 MME\_EEDGE\_OPE m2edds05 EFTS\_PollAgent A  
ELECTRO-L: ELECTRO-L N3 Prologues from ROSHYDROMET: ftp\_edt Error: Host 194.85.213.11  
is not reachable. Reason: java.io.IOException: AgentFtpClientEdtftpj:connect('194.85.213.11');  
connect timed out

**Action**

- **Ignore alarms.**

**AUX DATA: Aux Data from NASA CDDIS: ftpes Error: Host gdc.cddis.eosdis.nasa.gov is not reachable**

## Info

**FTPES connection to host [gdc.cddis.nasa.gov](http://gdc.cddis.nasa.gov) is having connection issues (e.g. ftp server, link, etc.)**

## Example

22.223.04.03.18.377 MME\_EEDGE\_OPE m2edds06 EFTS\_PollAgent A AUXDATA: Aux Data from NASA CDDIS (GNSS): ftpes Error: Host gdc.cddis.eosdis.nasa.gov is not reachable. Reason: java.net.ConnectException: Connection timed out

22.223.04.06.33.415 MME\_EEDGE\_OPE m2edds06 EFTS\_PollAgent A AUXDATA: Aux Data from NASA CDDIS (GPS): ftpes Error: Host gdc.cddis.eosdis.nasa.gov is not reachable. Reason: java.net.ConnectException: Connection timed out

## Action

- This is an hourly poll for each type of data, so pairs of alarms (GNSS/GPS) every hour.
- On occurrence of either alarm(s):
  - Send email to [analyst.s6@eumetsat.int](mailto:analyst.s6@eumetsat.int) with cc opsreports and [S6-SYS-OPS@eumetsat.int](mailto:S6-SYS-OPS@eumetsat.int)
  - Filter alarms until requested by S6 controllers to resume monitoring.



**7.17.7 EFTS\_JobAgent**

MME_EEDGE_OPE EFTS_JobAgent	ID
Service Mapper: FATAL: error executing job [Service Mapper]Service Mapper: FATAL: error executing job [Service Mapper] <small>375</small>	EEDGE-901 <small>375</small>
MODIS: MODIS... product retrieval from NASA: ... Error listing files at ..nrt3/4 <small>374</small>	EEDGE-900 <small>374</small>
Charter: Value Added Products <small>376</small>	EEDGE-902 <small>376</small>

## MODIS: MODIS... product retrieval from NASA: ... Error listing files at ..nrt3/4

### Info

The polling of MODIS data (Radiances, Precip Water) (Aqua|Terra) has changed from FTP to http polling method. It can happen that the http poll loses connection to the NASA server and raises alarms

A burst of alarms can occur. E.g. 4 alarms within a few seconds

### Example

```
18.325.06.53.57.791 MME_EEDGE_OPE m1edds01 EFTS_JobAgent A MODIS: MODIS Precip Water Terra product retrieval from NASA: 20181121:06:53:57 SEVERE: Error listing files at [https://nrt3.modaps.eosdis.nasa.gov/api/v2/content/archives/allData/61/MOD05_L2/Recent/]: error [8]
```

```
18.325.06.53.58.310 MME_EEDGE_OPE 1edds01 EFTS_JobAgent A MODIS: MODIS Radiances Aqua product retrieval from NASA: 20181121:06:53:58 SEVERE: Error listing files at [https://nrt3.modaps.eosdis.nasa.gov/api/v2/content/archives/allData/61/MYD021KM/Recent/]: error [8]
```

### I-event

```
18.325.06.55.47.709 I MODIS: MODIS Precip Water Aqua product retrieval from NASA: 20181121:06:55:24 INFO: Retrieved file [https://nrt3.modaps.eosdis.nasa.gov/api/v2/content/archives/allData/61/MYD05_L2/Recent//MYD05_L2.A2018325.0435.061.NRT.hdf], size [4446185] bytes, transfer time [2] secs
```

### Action

- Log the alarm and wait 15-30 minutes
- Check in GEMS under MME\_EEDGE\_OPE for I-events that service has resumed
  - Use text search MODIS and look for I-Events MODIS....nrt3 or nrt4
- IF service has not resumed after 30 minutes and alarm continues then
  - filter the alarm until end of shift,
  - log the filter
  - Sent and e-mail to dissemination On-Call (CC opsreport)
- If service still not resumes at shift handover then call dissemination on-call during sociable hours. (E.g. 08:00 - 20:00 local time)

**Service Mapper: FATAL: error executing job****Info**

The Service Mapper on MMDS has an error  
The Mapper cannot access the Global Positioning File System.  
This can cause a EUMETCast outage as there are no files  
transferred from incoming file location to outgoing Service  
Directories for dissemination

**Example**

```
19.183.01.11.32.424 MME_EEDGE_OPE m1edds04 EFTS_JobAgent A ServiceMapper:FATAL:  
error executing job [Service Mapper], command [null]:/global/mmms/log/efts-agents/SERVICE_MAPPER/service-mapper.  
lock (Stale file handle)
```

**Action**

- Log the alarm
- Call Dissemination On-Call immediately, any time

## Charter: Value Added Products

### Info

The products of interest are called "Value Added Products" (VAP), and are retrieved from ESA's Charter hub over the Internet.

The data hub URL is:

<https://charter2.uat.esaportal.eu/cos-api/service/vap/list>

### Example

notavailable

### Action

- Log the alarm
- send e-mail to Dissemination Team and opsreport

**7.17.8 EFTS-Agents-Watchdog**

<b>MME_EEDGE_OPE EFTS-Agents-Watchdog</b>	<b>ID</b>
heartbeat file has not been updated for [x] secs and should be killed <sup>[378]</sup>	Watchdog-001 <sub>[378]</sub>

**heartbeat file has not been updated for [x] secs and should be killed**

### Info

This alarm was generated by the EFTS Agents watchdog on the MMDS EEDGE distribution server m1eddsxx. The watchdog detected that the heartbeat file of the <service> (e.g. ELECTRO-L, or CMA\_BACKUP) poll agent had not been updated recently – the Group agent controlling the poll agent was killed and restarted by the EFTS Agents server.

- The poll agent heartbeat file was not updated because of a hanging connection to the <service> remote server.

### Examples

18.174.00.30.11.794 MME\_EEDGE\_OPE m1edds01EFTS-Agents-Watchdog A Agent [/home/mmds/cfg/efts-agents/projects/GEONETCAST/EUMETSAT/group/Push\_EUMETSAT\_CMA\_BACKUP.xml] heartbeat file has not been updated for [2011] secs and should be killed, Process ID [20328]

18.177.06.30.11.530 MME\_EEDGE\_OPE m1edds01 EFTS-Agents-Watchdog A Agent [/home/mmds/cfg/efts-agents/projects/GEONETCAST/EUMETSAT/group/Push\_EUMETSAT\_CMA\_BACKUP.xml] heartbeat file has not been updated for [1127] secs and should be killed, Process ID [8605]

18.178.19.30.07.283 MME\_EEDGE\_OPE m1edds01 EFTS-Agents-Watchdog A Agent [/home/mmds/cfg/efts-agents/projects/ELECTRO-L/products/Poll\_ELECTRO-L.xml] heartbeat file has not been updated for [622] secs and should be killed, Process ID [22707]

### Action

- Send e-mail to **on-call dissemination engineer with cc opsreports and cc duty analyst**

## 7.17.9 SENTINEL3 Alarms

### Info

With Sentinel-3 becoming operational, there are new dataflows through MMDS (MME\_EEDGE\_OPE).

Alarms concerning those S3 data flows are flagged with "**SENTINEL3:**" at the start of the alarm text.

Those alarms are to be forwarded to the S3 controller (email+phone) for him to handle the problem.

Note also the **06:00** o'clock exception at the bottom.

### Example

```
16.057.22.03.18.60MME_EEDGE_EFTS_PollAg A      SENTINEL3: ADC Internet Data from OBSPM: ftp_edt Error: Host hpiers.  
8                OPE                ent      obspm.fr is not reachable.  
                                           Reason: java.net.SocketTimeoutException: connect timed out
```

### Action

- Send an **email** to the S3 Controller ('E-mail Controller S3') containing the GEMS alarm.
- **Phone** the S3 Controller (x7399 or x7499) to confirm, that you will set a GEMS filter for this alarm until further notice.  
Also inform him about the case where there is a general Multi-Mission problem affecting multiple missions (which will be handled by MSG).
- If agreed and necessary, set a GEMS filter for the alarm until further notice.
- (The S3 Controller now takes care about this issue. The S3 Controller or On-Call will keep monitoring this issue).
- The S3 Controller might report back and **ask for a coordinated escalation by the MSG Controller** (e.g. in case they think it is a general MMDS problem, not specific to S3).
- Once an S3 issue is solved:  
The S3 Controller or On-call Engineer will notify by **email and phone** back to the MSG Groundcon

that the (or an) issue is solved.

They will inform which GEMS filter should be removed.

## Exceptions

If at 06:00, you get only one time the following alarm, then it can be ignored:

16.154.06.00.18.045	MME_EEDGE_OPE	vadiss09	EFTS_PollAgent	A	SENTINEL3:PDGS Internet Data from NOAA: Problem connecting to host [ftp.swpc.noaa.gov]: AgentFtpClientEdtftpj:login(): You are already logged in!
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**7.17.10** GRAS1b\_v\* | HIRS1b\_v\* | HIRS1b\_v\* | MHS1b\_v\*

<b>MME_EEDGE_OPE</b> <b>GRAS1b_v*   HIRS1b_v* - HIRS1b_v*   MHS1b_v*</b>	<b>ID</b>
EPS related alarms after the migration to MMDS <sup>384</sup>	EEDGE-300 <sup>384</sup>

## EPS related alarms after the migration to MMDS

alarms related to this products and processes are now raised in MME\_EEDGE\_OPE facility.

The data of course is still monitored by EPS controllers in SMART. If there are any outages on the specific products then it should still be picked up from SMART monitoring.

Therefore all alarms from the GEMS processes in the table below can be filtered upstairs in GEMS MME\_EEDGE facility.

Process	Data source	Action
AMSUA1b_v*	EPS GS(1 or 2)	There is no requirement for MSG to monitor this process
ASCAT2_v*	EPS GS(1 or 2)	
ATOVS2_v*	EPS GS(1 or 2)	
AVHR_AMV_v*	EPS GS(1 or 2)	
GRAS1b_v*	EPS GS(1 or 2)	
HIRS1b_v*	EPS GS(1 or 2)	
IASIL1c_v*	EPS GS(1 or 2)	
IASI2_v*	EPS GS(1 or 2)	
IASI_PCC_v*	EPS GS(1 or 2)	
MHS1b_v*	EPS GS(1 or 2)	
PMAp_v*	EPS GS(1 or 2)	

### Action:

- In case filter has run out : Ignore alarms and set filter again.

7.17.11 AMSUA1b\_v\* | ASCAT2\_v\* | ATOVS2\_v\*

<b>MME_EEDGE_OPE AMSUA1b_v*   ASCAT2_v*   ATOVS2_v*</b>	<b>ID</b>
EPS related alarms after the migration to MMDS <sup>384</sup>	EEDGE-300 <sup>384</sup>

## EPS related alarms after the migration to MMDS

### Info:

After the migration of EXGATE/EPS\_EXGATE to MMDS the processing which was previously done on EPS\_EXGATE is now also done on MMDS. Therefore alarms related to this products and processes are now raised in MME\_EEDGE\_OPE facility.

The data of course is still monitored by EPS controllers in SMART. If there are any outages on the specific products then it should still be picked up from SMART monitoring.

Therefore all alarms from the GEMS processes in the table below can be filtered upstairs in GEMS MME\_EEDGE facility.

Process	Data source	Action
AMSUA1b_v*	EPS GS(1 or 2)	There is no requirement for MSG to monitor this process
ASCAT2_v*	EPS GS(1 or 2)	
ATOVS2_v*	EPS GS(1 or 2)	
AVHR_AMV_v*	EPS GS(1 or 2)	
GRAS1b_v*	EPS GS(1 or 2)	
HIRS1b_v*	EPS GS(1 or 2)	
IASIL1c_v*	EPS GS(1 or 2)	
IASI2_v*	EPS GS(1 or 2)	
IASI_PCC_v*	EPS GS(1 or 2)	
MHS1b_v*	EPS GS(1 or 2)	
PMAp_v*	EPS GS(1 or 2)	

### Action:

- In case filter has run out : Ignore alarms and set filter again.

7.17.12 IASIL1c\_v\* | IASI2\_v\* | IASI\_PCC\_v\* | PMAp\_v\*

MME_EEDGE_OPE IASIL1c_v*   IASI2_v*   IASI_PCC_v*   PMAp_v*	ID
EPS related alarms after the migration to MMDS <a href="#">↗</a>	EEDGE-300 <a href="#">↗</a>

## EPS related alarms after the migration to MMDS

alarms related to this products and processes are now raised in MME\_EEDGE\_OPE facility.

The data of course is still monitored by EPS controllers in SMART. If there are any outages on the specific products then it should still be picked up from SMART monitoring.

Therefore all alarms from the GEMS processes in the table below can be filtered upstairs in GEMS MME\_EEDGE facility.

Process	Data source	Action
AMSUA1b_v*	EPS GS(1 or 2)	There is no requirement for MSG to monitor this process
ASCAT2_v*	EPS GS(1 or 2)	
ATOVS2_v*	EPS GS(1 or 2)	
AVHR_AMV_v*	EPS GS(1 or 2)	
GRAS1b_v*	EPS GS(1 or 2)	
HIRS1b_v*	EPS GS(1 or 2)	
IASIL1c_v*	EPS GS(1 or 2)	
IASI2_v*	EPS GS(1 or 2)	
IASI_PCC_v*	EPS GS(1 or 2)	
MHS1b_v*	EPS GS(1 or 2)	
PMAp_v*	EPS GS(1 or 2)	

### Action:

- In case filter has run out : Ignore alarms and set filter again.

**7.17.13 Global NPP**

MME_EEDGE_OPE Global NPP	ID
Global NPP <small>388</small>	EEDGE-601 <small>388</small>

## Global NPP

### Info

This concerns data from NOAA's S-NPP satellite. It is received from NOAA on MMDS and sent out over EUMETCast and GTS/RMDCN. The alarm indicates, that something failed in the file reception or file processing on MMDS. The LEO controller might see a missing product on SMART S-NPP. (If the alarms continue for more than 30 minutes, please make sure that the LEO controller is informed).

### Example

17.172.03.07.19.716	MME_EEDGE_OPE	vadiss23	CrIS_GTS	A	GlobalNPP
17.172.03.07.21.076	MME_EEDGE_OPE	vadiss23	CrIS_ECast	A	GlobalNPP

### Action

- A single occurrence of one or both of the above alarms can be ignored.
- If you get multiple instances of the above alarms (e.g.  $\geq 3$  per hour) then send an email to **on-call dissemination engineer with cc opsreports and cc duty analyst** account and put GEO+LEO controllers in Cc.
- If you get continuous alarms then call then Dissemination on-call. Send an info email to **on-call dissemination engineer with cc opsreports and cc duty analyst** and put GEO+LEO controllers in Cc. Set a GEMS filter if necessary until the problem has been fixed.



7.17.14 COMMERCIAL RADIO OCCULTATION

MME_EEDGE_OPE COMMERCIAL RADIO OCCULTATION	ID
COMMERCIAL RADIO OCCULTATION <sup>388</sup>	EEDGE-1000 <sup>390</sup>

**Any Alarm****INFO**

**A new service between NOAA and EUMETSAT will start on 30th August 2021**  
**data exchange from NOAA to EUMETSAT is via <sftp.prod.ei.spire.com> .**

**Example****Any alarm****Action**

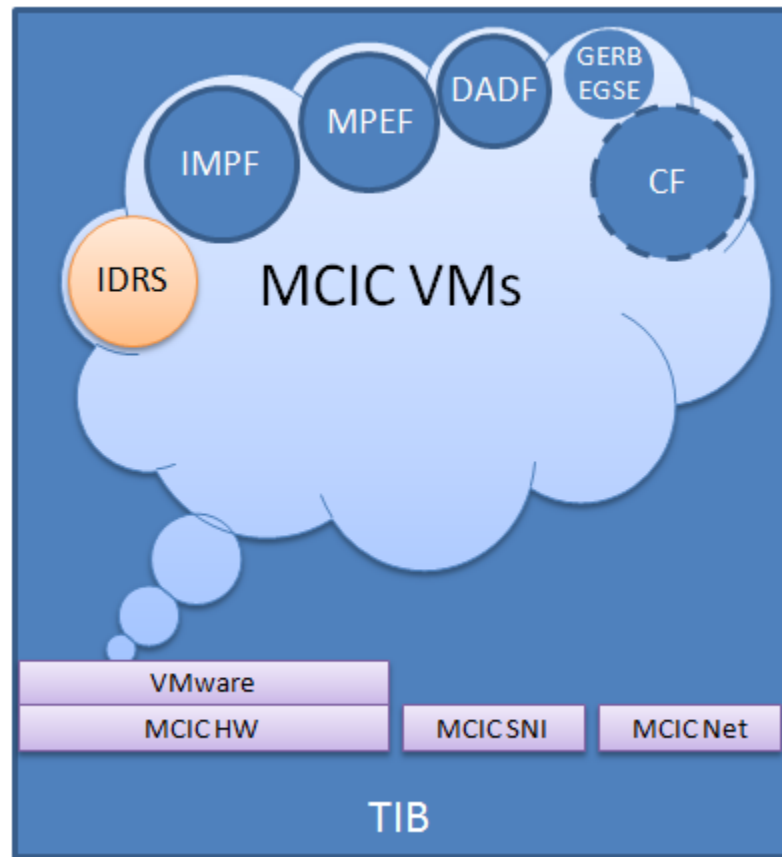
- **send email to [CommercialRO\\_OPS@eumetsat.int](mailto:CommercialRO_OPS@eumetsat.int)**

## 7.18 MME\_MCIC\_OPE

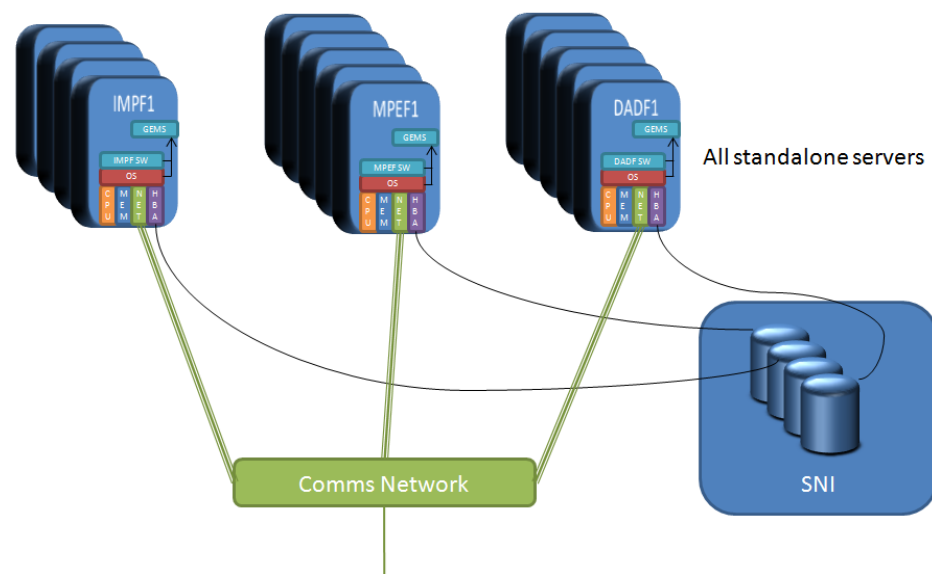
MME_MCIC_OPE Alarms	ID
Action-for-EPS-Host-(ECIUP)-Alarms <sup>[395]</sup>	MCIC-340 <sup>[395]</sup>
NTP-TIME <sup>[397]</sup>	MCIC-010 <sup>[397]</sup>
Virtual Machine Missing <sup>[398]</sup>	MCIC-020 <sup>[398]</sup>
CRIT messages: Faulting Application <sup>[399]</sup>	MCIC-030 <sup>[399]</sup>
CRIT messages: Windows-Security-Auditing <sup>[401]</sup>	MCIC-040 <sup>[401]</sup>
CRIT CPU load <sup>[403]</sup>	MCIC-050 <sup>[403]</sup>
Guest OS reboot <sup>[405]</sup>	MCIC-070 <sup>[405]</sup>
vSphere HA enabled VM reset <sup>[407]</sup>	MCIC-080 <sup>[407]</sup>
vSphere HA cannot reset VM <sup>[410]</sup>	MCIC-090 <sup>[410]</sup>
Cannot get data from TCP port <sup>[412]</sup>	MCIC-095 <sup>[412]</sup>
Ignorable Alarms <sup>[414]</sup>	MCIC-350 <sup>[414]</sup>
Other Alarms <sup>[415]</sup>	MCIC-360 <sup>[415]</sup>

## INFORMATION

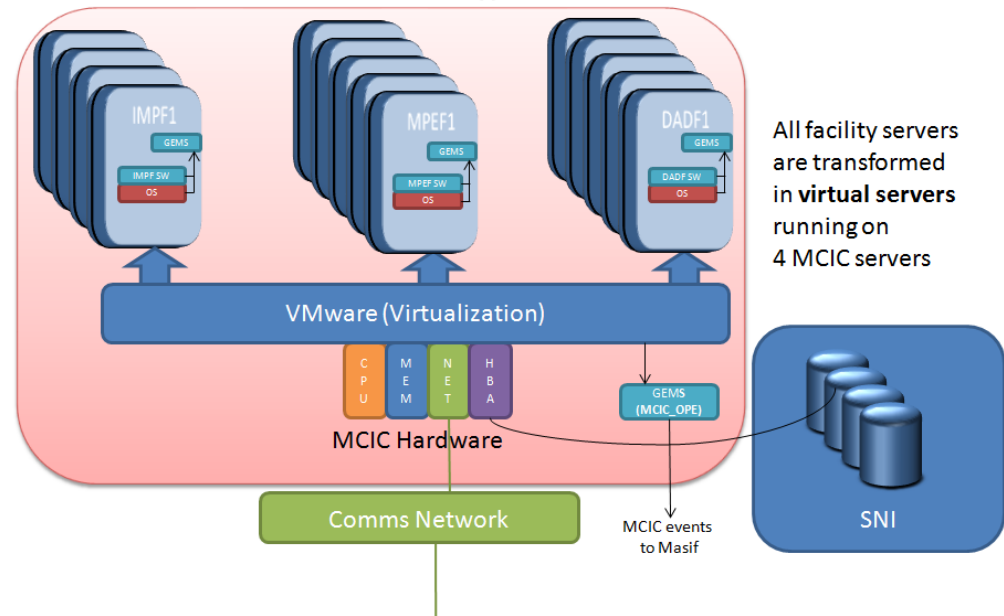
**MSG Computer Infrastructure Cluster (MCIC)** hosts all the servers and workstations of IDRS, IMPF, MPEF, DADF, GERB EGSE and CF. It consists of the HW, VMware and the virtualized Servers and Workstations running it. The facilities running on it are accessed via the (control room) terminals using remote desktop connections. It is maintained by CSM Maintenance.



Before MCIC: Lots of Hardware



# With MCIC: „The Cloud“



## 7.18.1 All-Alarms

MME_MCIC_OPE Alarms	ID
Action-for-EPS-Host-(ECIUP)-Alarms <sup>395</sup>	MCIC-340 <sup>395</sup>
NTP-TIME <sup>397</sup>	MCIC-010 <sup>397</sup>
Virtual Machine Missing <sup>398</sup>	MCIC-020 <sup>398</sup>
CRIT messages: Faulting Application <sup>399</sup>	MCIC-030 <sup>399</sup>
CRIT messages: Windows-Security-Auditing <sup>401</sup>	MCIC-040 <sup>401</sup>
CRIT CPU load <sup>403</sup>	MCIC-050 <sup>403</sup>
Guest OS reboot <sup>405</sup>	MCIC-070 <sup>405</sup>
vSphere HA enabled VM reset <sup>407</sup>	MCIC-080 <sup>407</sup>
vSphere HA cannot reset VM <sup>410</sup>	MCIC-090 <sup>410</sup>
Cannot get data from TCP port <sup>412</sup>	MCIC-095 <sup>412</sup>
Ignorable Alarms <sup>414</sup>	MCIC-350 <sup>414</sup>
Other Alarms <sup>415</sup>	MCIC-360 <sup>415</sup>

## Action-for-EPS-Host-(ECIC)-Alarms

### Info

The EPS upgrade project (ECIUP) is completed and "ECIC" operational since April 2017. It is using the same monitoring system as the MSG MCIC. Therefore, there could be alarms on MME\_MCIC\_OPE for EPS ECIC equipment.

If any alarms originating from EPS equipment then please forward them to CSM AIX, CSM Linux/Solaris and Leo Controllers.

### Example

```
16.118.11.53.26.600 MME_MCIC_OPE CMCCMK01 snmptrapd A CMCCMK01 10.10.1.17: Enterprise Specific Trap (.203) Uptime: 37 days, 0:08:29.25, SNMPv2-SMI::enterprises.6876.4.3.308.0=INTEGER: 3, SNMPv2-SMI::enterprises.6876.4.3.304.0=STRING: "Gray", SNMPv2-SMI::enterprises.6876.4.3.305.0=STRING: "Red", SNMPv2-SMI::enterprises.6876.4.3.306.0=STRING: "VM State - Event: vSphere HA enabled VM reset with screenshot (51192132) Summary: OGGIPF02 on cecics201. eps.eumetsat.int in cluster ECUIP-Cluster in EUMETSAT reset by vSphere HA. Reason: VMware Tools heartbeat failure. A screenshot is saved at [ECIC-G2] OGGIPF02/OGGIPF02-1.png. Date: 4/27/2016 11:53:04 AM VM: OGGIPF02 Host: cecics201.eps.eumetsat.int Resource pool: ECUIP-Cluster Data center: EUMETSAT Arguments: screenshotFilePath=[ECIC-G2] OGGIPF02/OGGIPF02-1.png ", SNMPv2-SMI::enterprises.6876.4.3.307.0=STRING: "OGGIPF02"
```

### Action

➤ MME\_MCIC\_OPE Alarms originating from the hosts starting with names from the list below belong to EPS ECIUP:

- OGC\*
- OGG\* (e.g. from the example: OGGIPF02)
- CEC\*
- CSN\*
- G1\*
- G2\*
- G3\*
- GxX\*

Please email the alarm(s) to on-call CSM-AIX-TEAM, CSM-SOLARIS-TEAM and LEO Controllers (cc: Geo Controllers)

- If the alarms continue, then call (or email) the LEO GroundCon and ask him to escalate (to LEO Analyst and possibly CSM AIX)
- Set a filter for the alarms and ask the LEO Controller to report back when the problem is solved. Be careful when setting filters to be specific.

➤ The full list of hosts is here:

CECDES02
CECHMC11
CECHMC12
CECPVC11
CECRRD01
CSNAMS01
CSNAMS02
G1LICS00
G1MCSW12
G1MCSW18
G1MCSW21
G2LICS00
G2MCSW12
G2MCSW18
G2MCSW21
G3LICS00
G3MCSW12
G3MCSW18
G3MCSW21
G3MOIS02
G3NAMS01
G3NAMS02
G3X2GO10
G3X2GO10 SLES12
G3X2GO11
G3X2GO11 SLES12
G3X2GO12
G3X2GO13
G3X2GO14
G3X2GO15
GxX2GO10
OGCVFS01
OGCVFS03
OGCVFW01
OGCVFW02
OGCVFW03
OGCVFW04
OGCVFW05
OGCVFW06
OGCVFW07
OGGIPF01
OGGIPF02



**NTP-TIME****Info:**

The host has a time synchronization issues (Process: NTP-Time).

This is a known problem and the latest AR on this is: [EUM/MSG/AR/23650](#)

**Examples**

15.172.06.46.20.691	MME_MCIC_OPE	oimpfw22	NTP-Time	A	oimpfw22 CRIT - found 1 peers, but none is suitable
15.174.10.18.16.881	MME_MCIC_OPE	odadfs02	NTP-Time	A	odadfs02 CRIT - critical offset sys.peer - stratum 3, offset 642.59 ms, jitter 2.82 ms, last reached 277 secs ago (synchronized on 10.15.1.254)

**Action**

- Single alarms can be ignored
- For continuous ongoing alarms:
  - Email GEO Analyst and CSM-Solaris-Team and
  - add an UI to the current open AR [EUM/MSG/AR/23650](#), or if impact is observed, raise a new one.

## Virtual Machine Missing

### Info:

The virtual machine has “vanished”. Most probably this virtual machine has been deleted by CSM.

### Example:

15.173.02.01. 25.308	MME_MCIC _OPE	cmcvcs 01	VM- CECHMC0 1	A	cmcvcs01 UNKNOWN - <b>Virtual machine CECHMC01 is missing</b>
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### Action

- Call CSM Linux/Solaris on-call and consult

**CRIT messages: Faulting Application****Info**

A critical log entry has been detected on VMWARE management host. If this happens during the day, then, most likely, CSM is working on something. It shall not happen during the night.

**Example:**

15.173.11.51.18.536	MME_MCIC_OPE	cmcvcs01	LOG-Application	A	cmcvcs01 CRIT - 1 CRIT messages (Last worst: Jun 22 11:37:370.1000 <b>Application_Error Faulting application</b> name: vmware-vmrc.exe, version: 9.0.0.28537, time stamp: 0x520fabbf Faulting module name: vmwarecui.dll, version: 9.0.0.28537, time stamp: 0x520faac8 Exception code: 0xc0000005 Fault offset: 0x002f6bc3 Faulting process id: 0x1bd8 Faulting application start time: 0x01d0a8f9835ca9a5 Faulting application path: C:\Program Files (x86)\Common Files\VMware\VMware Remote Console Plug-in 5.5\Internet Explorer\vmware-vmrc.exe Faulting module path: C:\Program Files (x86)\Common Files\VMware\VMware Remote Console Plug-in 5.5\Internet Explorer\vmwarecui.dll Report Id: 14830d20-18d3-11e5-bfe6-
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A horizontal bar consisting of several red rectangular segments. The last segment on the right contains the alphanumeric string '000c2982bf51'.

## Action

- Call CSM Linux/Solaris on-call and consult.
  - Note: For alarms coming from CF machines (ocfxxxnn), please call CSM CF Windows on-call engineer instead.
  - During working hours, please also let the related Facility Engineer know. (If the facility can be identified from the alarm)

**CRIT messages: Windows-Security-Auditing****Info:**

Unsuccessful attempt to login to the management console has been detected. This time it was a software librarian trying to login (see marked yellow text) . If this happens during the day, then, most likely, CSM is working on something. It shall not happen during the night.

**Example:**

15.176.12.29.40.617	MME_MCIC_OPE	cmcvcs01	LOG-Security	<p>cmcvcs01 CRIT - 1 CRIT messages (Last worst: Jun 25 12:18:500.4625 <b>Microsoft-Windows-Security-Auditing An account failed to log on.</b> Subject: Security ID: S-1-5-18 Account Name: CMCVCS01 Account Domain: WORKGROUP Logon ID: 0x3e7 Logon Type: 3 Account For Which Logon Failed: Security ID: S-1-0-0 <b>Account Name: csmlib</b> Account Domain: CMCVCS01 Failure Information: Failure Reason: %%2313 Status: 0xc000006d Sub Status: 0xc000006a Process Information: Caller Process ID: 0xa90 Caller Process Name: C:\Program Files\VMware\Infrastructure\VMware\CI S\vmware-ss0\VMwareIdentityMgmtService.exe Network Information: Workstation Name: CMCVCS01 Source Network Address: - Source Port: - Detailed Authentication Information: Logon Process: Advapi Authentication Package: Negotiate Transited Services: - Package Name (NTLM only): - Key Length: 0 This event is generated when a logon request fails. It</p>
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is generated on the computer where access was attempted. The Subject fields indicate the account on the local system which requested the logon. This is most commonly a service such as the Server service, or a local process such as Winlogon.exe or Services.exe. The Logon Type field indicates the kind of logon that was requested. The most common types are 2 (interactive) and 3 (network). The Process Information fields indicate which account and process on the system requested the logon. The Network Information fields indicate where a remote logon request originated. Workstation name is not always available and may be left blank in some cases. The authentication information fields provide detailed information about this specific logon request. - Transited services indicate which intermediate services have participated in this logon request. - Package name indicates which sub-protocol was used among the NTLM protocols. - Key length indicates the length of the generated session key. This will be 0 if no session key was requested.)

## Action

- Email (or call during day) to CSM-Solaris-Team.

**CRIT CPU load**

**Info:**

Abnormally high CPU usage is detected.

**Examples**

15.180.10.09 .22.793	MME_MCI C_OPE	oimpf w42	<b>CPU- load</b>	A	oimpfw42 CRIT - 15min load 58003.30, (critical level at 10.00)
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15.186.01.3 4.50.645	MME_MCI C_OPE	CMCC MK01	snmptr apd	A	CMCCMK01 10.10.1.17: Enterprise Specific Trap (.203) Uptime: 19 days, 13:48:15.15,SNMPv2- SMI:: enterprises.6876.4.3.30 8.0 = INTEGER: 3, SNMPv2-SMI:: enterprises.6876.4.3.30 4.0 = STRING: "Green",SNMPv2- SMI:: enterprises.6876.4.3.30 5.0 = STRING: "Red",SNMPv2-SMI:: enterprises.6876.4.3.30 6.0 = STRING: "alarm." <b>VmCPUUsageAlarm</b> - Metric CPU Usage = 100%",SNMPv2- SMI::
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```
enterprises.6876.4.3.30  
7.0 = STRING: "  
OMPEFS01"
```

## Action

- Identify related facility in alarm message:  
Example1: IMPF (see above 1)  
Example2: MPEF (see above 2)
- If single alarm, ignore.
- If you get multiple CPU alarms for that operational facility in short succession or you see an impact on the that facility

**Then** call the related facility on-call engineer

- NOTE:  
**Call-out** is only required for CPU problems of operational facilities:
  - Facility name starting with an 'O': operational environment, example: **O**  
MPEFS01
  - Facility name starting with 'C': the MCIC servers itself,  
example: cmcics11 --> MCIC is handled by CSM on-call
  - See entry "[Action-for-EPS-Host-\(ECIC\)-Alarms](#)<sup>395</sup>" for EPS ECIC hosts starting with "O"  
or "G".

**No call-out** is necessary for:

- Facility names starting with 'V', which are in the VAL environment. Send an email to the facility team and GEO Analyst (analyst.GEO@Eumetsat.int).
- Facility names starting with 'G', which are the terminals in the control room. Send an email to CSM-Solaris-Team (CSM-Solaris-Team@Eumetsat.int) and GEO Analyst.
- Facility names starting with 'M' which are in the VER environment can be ignored.
- EPS Facility names starting with "G2" (=VAL) or "G3" (=VER)



**Guest OS reboot****Info:**

A virtual server reboot was detected (e.g. IMPF server has rebooted).

**Example:**

15.183.14.01.13.512	MME_MCIC_OPE	CMCCMK01	snmptrapd	A	CMCCMK01 10.10.1.17: Enterprise Specific Trap (.203) Uptime: 17 days, 2:14:39.45, SNMPv2-SMI:: enterprises.6876.4.3.308.0= INTEGER: 3, SNMPv2-SMI:: enterprises.6876.4.3.304.0= STRING: "Green", SNMPv2- SMI:: enterprises.6876.4.3.305.0= STRING: "Red", SNMPv2- SMI:: enterprises.6876.4.3.306.0= STRING: "VM State - Event: <b>Guest reboot (17826122)</b> <b>Summary: Guest OS reboot</b> for <b>OIMPFS02</b> on cmcics12. msg.eumetsat.int in EUMETSAT Date: 7/2/2015 2:01:12 PM Username: Analyst VM: OIMPFS02 Host: cmcics12.msg.eumetsat.int Resource pool: MSG-Cluster Data center: EUMETSAT OR
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**Action**

- Check the alarm is for an operational machine (in the example: OIMPFS02; for details see NOTE below) and which facility it is.

➤ For operational machines:

- Check the facility that has rebooted, e.g. if it is accessible again and if the nominal applications are running or not (or if you see an impact due to that facility).
- For a CF server - call the analyst (and if necessary swap to CF VALI)
- For DADF server - call Dissemination on-call
- For MPEF server - execute 6N\_STA03 - Start facility
- For IMPF server - execute 4N\_STA01 - Start Instance
- For IDRS server - if a spare IDRS is available swap to the spare IDRS
- If you have persisting problems with the facility then call the on-call engineer for the mentioned facility (e.g. in the example IMPF).
- Also raise or ask him to raise an AR, if this was not due to maintenance.

➤ For non-operational machines:

- Send an email to CSM-Solaris-Team, Facility on-call engineer, cc: GEO Analysts

➤ NOTE:

**Call-out** is only required for operational facilities:

- Facility name starting with an 'O': operational environment, example: **O**  
MPEFS01
- Facility name starting with 'C': the MCIC servers itself, example: **cmcics11**

**No call-out** is necessary for:

- See entry "[Action-for-EPS-Host-\(ECIC\)-Alarms](#)<sup>395</sup>" for alarms from EPS ECIC project.
- Facility names starting with 'V', which are in the VAL environment. Send an email to CSM-Solaris-Team, Facility on-call, cc: GEO Analysts
- Facility names starting with 'G', which are the terminals in the control room. Send an email to CSM-Solaris-Team, Facility on-call, cc: GEO Analysts
- Facility names starting with 'M' which are in the VER environment can be ignored.

**vSphere HA enabled VM reset****Info**

**VMware has triggered a restarted of a virtual machine which was unresponsive.**

**Example**

15.222.08.06.50.723	MME_MCIC_OPE	CMCCMK01	snmptrapd	A	CMCCMK01 10.10.1.17: Enterprise Specific Trap (.203) Uptime: 6 days,3:17:39.05, SNMPv2-SMI:: enterprises.6876.4.3.308.0= INTEGER: 3, SNMPv2-SMI:: enterprises.6876.4.3.304.0= STRING: "Gray", SNMPv2- SMI::enterprises.6876.4.3.305.0 = STRING: "Yellow", SNMPv2-SMI:: enterprises.6876.4.3.306.0= STRING: "alarm." HAvmMonitoringAction- Event: <b>vSphere HA enabled          VM reset with screenshot</b> (19818707) Summary: ODADFW12 on cmcics26.msg. eumetsat.int in cluster MSG- Cluster in EUMETSAT reset by vSphere HA. Reason: VMware Tools heartbeat failure. A screenshot is saved at [OPE- CF] ODADFW12/ ODADFW12-1.png. Date: 8/10/2015 8:06:48 AM [.....] SNMPv2-SMI:: enterprises.6876.4.3.307.0= STRING: "ODADFW12"
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**Action**

- Check the alarm is for an operational machine (in the example: OIMPFS02; for details see NOTE below) and which facility it is.
- For operational machines:
  - For a CF server - call the Analyst (and if necessary swap to CF VALI)
  - For DADF server - call Dissemination on-call
  - For IDRS server - if a spare IDRS is available swap to the spare IDRS
  - If IMPF/MPEF - if the server is accessible again:
    - For MPEF server - execute 6N\_STA03 - Start Processing instance
    - For IMPF server - execute 4N\_STA01 - Start Instance
    - (For the rebooted IDRS server - execute RN\_STA01 - Start the IDRS, after the swap to a spare or in case no spare available)
  - If the reset machine is not accessible, then check with the Facility on-call and if agreed run "OC\_MCI10 - MCIC Virtual Server Unresponsive"
  - If you continue to have an impact, then check with the Facility on-call.
  - Also raise (or ask the on-call to raise) an AR, if this was not due to maintenance
  - (Expect other related GEMS alarms and perform corresponding actions as per KB or contingency procedure.)
- For non-operational machines: Log alarm
- Send an email to CSM-Solaris-Team, cc: GEO Controllers and facility on-call about the problem
- NOTE:
  - **Call-out** is only required for operational facilities:
    - Facility name starting with an 'O': operational environment, example: **O**MPEFS01
    - Facility name starting with 'C': the MCIC servers itself, example: **cmcics11**
    - See entry "[Action-for-EPS-Host-\(ECIC\)-Alarms<sup>395</sup>](#)" for alarms from EPS machines.
  - **No call-out** is necessary for:
    - Facility names starting with 'V', (or 'G2') which are in the VAL environment.  
Send an email to CSM-Solaris-Team, cc: GEO Analysts
    - Facility names starting with 'G', which are the terminals in the control room.

Send an email to CSM-Solaris-Team, cc: GEO Analysts

- Facility names starting with 'M' (or 'G3') which are in the VER environment can be ignored.

## vSphere HA cannot reset VM

### Info:

VMware was unable to reset an unresponsive virtual machine

### Example

15.195.18.04.37.376	MME_MCIC_OPE	CMCCMK01	snmptrapd	A CMCCMK01 10.10.1.17: Enterprise Specific Trap (.203) Uptime: 29 days, 6:18:05.69, SNMPv2-SMI::enterprises.6876.4.3.308.0=INTEGER: 3, SNMPv2-SMI::enterprises.6876.4.3.304.0=STRING: "Gray", SNMPv2-SMI::enterprises.6876.4.3.305.0=STRING: "Red", SNMPv2-SMI::enterprises.6876.4.3.306.0=STRING: "alarm.HAvmMonitoringError - Event: vSphere HA cannot reset VM (18446320) Summary: vSphere HA cannot reset OIMPFW32 on cmcics12.msg.eumetsat.int in clusterMSG-Cluster in EUMETSAT Date: 7/14/2015 6:04:34 PM VM: OIMPFW32 Host: cmcics12.msg.eumetsat.int Resource pool: MSG-Cluster Data center: EUMETSAT", SNMPv2-SMI::enterprises.6876.4.3.307.0=STRING: "OIMPFW32"
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### Action

- Check the alarm is for an operational machine (in the example: OIMPFS02; for details see NOTE below) and which facility it is.
- For operational machines:
  - For a CF server - call the Analyst (and if necessary swap to CF VALI)
  - For DADF server - call Dissemination on-call
  - For IDRS server - if a spare IDRS is available swap to the spare IDRS

- If IMPF/MPEF - if the server is accessible again:
  - For MPEF server - execute 6N\_STA03 - Start Processing instance
  - For IMPF server - execute 4N\_STA01 - Start Instance
  - (For the rebooted IDRS server - execute RN\_STA01 - Start the IDRS, after the swap to a spare or in case no spare available)
  - If the reset machine is not accessible, then check with the Facility on-call and if agreed run "OC\_MCI10 - MCIC Virtual Server Unresponsive"
  - If you continue to have an impact, then check with the Facility on-call.
  - Also raise (or ask the on-call to raise) an AR, if this was not due to maintenance
  - (Expect other related GEMS alarms and perform corresponding actions as per KB or contingency procedure.)
- For non-operational machines: Log alarm
- Send an email to CSM-Solaris-Team, cc: GEO Controllers and facility on-call about the problem
- NOTE:
- Call-out** is only required for operational facilities:
- Facility name starting with an 'O': operational environment, example: **O**  
MPEFS01
  - Facility name starting with 'C': the MCIC servers itself, example: **cmcics11**
  - See entry "[Action-for-EPS-Host-\(ECIC\)-Alarms<sup>395</sup>](#)" for alarms from EPS machines.
- No call-out** is necessary for:
- Facility names starting with 'V', (or 'G2') which are in the VAL environment.  
Send an email to CSM-Solaris-Team, cc: GEO Analysts
  - Facility names starting with 'G', which are the terminals in the control room.  
Send an email to CSM-Solaris-Team, cc: GEO Analysts
  - Facility names starting with 'M' (or 'G3') which are in the VER environment  
can be ignored.

## Cannot get data from TCP port

### Info

The MCIC monitoring application (Nagios/Check\_MK) was not able to connect to a MCIC machine to get new monitoring data from it.

### Example

16.045.17.52.05.759	MME_MCIC_OPE	ocfhms01	Check_MK	A	ocfhms01 CRIT - Cannot get data from TCP port 10.15.2.5:6556: [Errno 111] Connection refused, execution time 0.0 sec
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### Action

- Check the alarm is for an operational machine (in the example: ocfhms01 --> not yet operational ; for details see NOTE below)
- A single alarm can be ignored.
- If you get this alarm frequent/regular then send an email to the facility team of the affected machine (example oCFhms01 --> CF), cc: CSM-Solaris-Team and cc: GEO analyst.
- If you get other MCIC alarms together with this one for an operational machine, then follow the instructions of the other alarm(s). If no instructions exist, then call Solaris/Linux On-call.

#### ➤ NOTE:

**Call-out** is only required for alarms of operational facilities:

- Facility name starting with an 'O': operational environment, example: **O** MPEFS01 --> Call CSM on-call
- Facility name starting with 'C': the MCIC servers itself, example: **cmcics11** --> Call CSM on-call

**No call-out** is necessary for:

- See entry "[Action-for-EPS-Host-\(ECIC\)-Alarms<sup>395</sup>](#)" for alarms from EPS ECIC project.



- Facility names starting with 'V', which are in the VAL environment.  
Send an email to the CSM-Solaris-Team (CSM-Solaris-Team@Eumetsat.int) and GEO Analyst (analyst.GEO@Eumetsat.int).
- Facility names starting with 'G', which are the terminals in the control room.  
Send an email to CSM-Solaris-Team (CSM-Solaris-Team@Eumetsat.int) and GEO Analyst.
- Facility names starting with 'M' which are in the VER environment can be ignored.

**Ignoreable alarms****MCIC Alarms that don't need any action:**

16.022.11.03.07.935	MME_MCIC_OPE	ocfhms01	LOG-System	A	ocfhms01 CRIT - 1 CRIT, 1 WARN messages (Last worst: Jan 22 11:02:23 0.1111 UmrdpServiceDriver Microsoft XPS Document Writer v4 required for printer Microsoft XPS Document Writer is unknown. Contact the administrator to install the driver before you log in again.)
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## Other Alarms

### For any other MME\_MCIC\_OPE alarm

- Call CSM Solaris/Linux on-call (see Note)
- Send an email to GEO Analysts, CSM-Solaris-Team and the related facility on-call person with the alarm text. Mention the alarm is not in the KB.

➤ NOTE:

**Call-out** is only required for alarms of operational facilities:

- See entry "[Action-for-EPS-Host-\(ECIC\)-Alarms<sup>395</sup>](#)" for alarms from EPS ECIC project.
- MSG Facility name starting with an 'O': operational environment, example: OMPEFS01 --> Call Solaris/Linux on-call
- MSG Facility name starting with 'C': the MCIC servers itself, example: cmcics11 --> Call CSM on-call

**No call-out** is necessary for:

- See entry "[Action-for-EPS-Host-\(ECIC\)-Alarms<sup>395</sup>](#)" for alarms from EPS ECIC project.
- MSG Facility names starting with 'V', which are in the VAL environment. Send an email to the CSM-Solaris-Team (CSM-Solaris-Team@Eumetsat.int) and GEO Analyst (analyst.GEO@Eumetsat.int).
- MSG Facility names starting with 'G', which are the terminals in the control room. Send an email to CSM-Solaris-Team (CSM-Solaris-Team@Eumetsat.int) and GEO Analyst.
- MSG Facility names starting with 'M' which are in the VER environment can be ignored.

## 7.19 MME\_MASIF\_OPE\_INT

MME_MASIF_OPE_INT SMARTsync_LEO/GEO	ID
SMARTsSmartsync_leo/geo/gts: syncing failed 4 timesync <sup>[419]</sup>	MAS-OPE-INT-001 <sup>[419]</sup>
Smartsync_EARS: syncing failed 4 times <sup>[420]</sup>	MAS-OPE-INT-002 <sup>[420]</sup>

MME_MASIF_OPE_INT LogFileAgent	ID
SMARTSYNICALARMS <sup>[422]</sup> : smartsync is disabled	MAS-OPE-INT-100 <sup>[422]</sup>
messages: month day hh:mm: mas-opexts00 proftpd[nnnn]: mas-opexts00 (relay.aper.net[xxx.xxx.xxx.xxx]) - no such user <name> <sup>[424]</sup>	MAS-OPE-INT-101 <sup>[424]</sup>
localhost [SPRS] readgraslog.py: ERROR FTP error occurred (aborting) <sup>[425]</sup>	MAS-OPE-INT-102 <sup>[425]</sup>
messages: month day hh:mm: mas-opints00 dailyreport: [ID 702911 daemon.error] awk error <sup>[426]</sup>	MAS-OPE-INT-103 <sup>[426]</sup>
messages: month day hh:mm: mas-opexts00 proftpd[nnnn]: mas-opints00 - error setting write fd ..... Bad file number <sup>[428]</sup>	MAS-OPE-INT-104 <sup>[428]</sup>
messages: month day hh:mm: mas-opexts00 proftpd[nnnn]: mas-opints00 - error setting read fd ..... Socket operation on non socket <sup>[429]</sup>	MAS-OPE-INT-105 <sup>[429]</sup>

MME_MASIF_OPE_INT SYSLOG	ID
mas-opints00 proftpd[17314] <sup>[431]</sup>	MAS-OPE-INT-200 <sup>[431]</sup>
kernel: hrtimer: interrupt took xxx ns <sup>[432]</sup>	MAS-OPE-INT-201 <sup>[432]</sup>
monit: 'xxx' process not running <sup>[433]</sup>	MAS-OPE-INT-202 <sup>[433]</sup>
Failure to retrieve client creds <sup>[434]</sup>	MAS-OPE-INT-203 <sup>[434]</sup>
error setting SO_OOINLINE: Invalid argument <sup>[435]</sup>	MAS-OPE-INT-204 <sup>[435]</sup>
DISK USE is WARNING <sup>[436]</sup>	MAS-OPE-INT-205 <sup>[436]</sup>

GEMS_Relay_MAS-OPEXTSxx	ID
FATAL: Exception caught <sup>[438]</sup>	MAS-OPE-INT-300 <sup>[438]</sup>
Transmission-failed-No-such-file <sup>[439]</sup>	MAS-OPE-INT-301 <sup>[439]</sup>

GEMS_Webapp	ID
Select at least one facility <sup>44↑</sup>	MAS-OPE-INT-400 <sup>44↑</sup>

**7.19.1 SMARTsync\_LEO/GEO/GTS/EARS syncing failed x times**

MAS-030

MME_MASIF_OPE_INT SMARTsync_LEO/GEO	ID
SMARTsSmartsync_leo/geo/gts: syncing failed 4 times <sup>419</sup>	MAS-OPE-INT-001 <sup>419</sup>
Smartsync_EARS: syncing failed 4 times <sup>420</sup>	MAS-OPE-INT-002 <sup>420</sup>

**Smartsync\_leo/geo/gts: syncing failed 4 times****Info:**

These alarms might be due to a comms problem between MASIF internal and external or a disk write issue on external. This can lead to "external" SMART not updating correctly (\* when opening from OCN/Internet PC)

**Example:**

```
13.046.07.08.20.609 MME_MASIF_OPE_INT mas-opints00 SMARTsync_LEO A smartsync_leo.log: [2013-02-15 07:07:34] - ERROR - SMARTSYNC: syncing of leo failed 4 times at 07:02:32
```

**Action:**

- Email MASIF\_OPS (cc: analyst on-call) if only one occurrence for each instance (geo or leo)
- Call the analyst on call if the alarms are persistent. And email MASIF\_OPS about the alarms.

## Smartsync\_EARS: syncing failed 4 times

### Info:

SMARTSYNC is also used to transfer EARS SMART schedules from the EARS servers to MASIF servers.

Transfers are normally every minute.

These alarms might be due to a comms problem between EARS and MASIF or a disk write issue. It may be also symptomatic of a EARS server side problem, e.g. no schedule activity has taken place.

This can lead to EARS SMART not updating correctly, when opening from MASIF.

### Example:

```
16.082.14.25.19.360 MME_MASIF_OPE_INT mas-opints00 SMARTsync_EARS A smartsync_ears.  
log:[2016-03-22 14:24:24]-ERROR-SMARTSYNC: syncing of ears failed 4 times at 14:24:23
```

- **If single alarm then log alarm. No further action required.**
- **If alarm repetitive (e.g. every minute)**
  - **log alarm**
  - **notify Analyst On-Call and MASIF\_OPS and EARS\_OPS by e-mail.**



**7.19.2 LogfileAgent**

MME_MASIF_OPE_INT LogFileAgent	ID
SMARTSYNCALARMS <sup>[422]</sup> : smartsync is disabled	MAS-OPE-INT-100 <sup>[422]</sup>
messages: month day hh:mm: mas-opexts00 proftpd[nnnn]: mas-opexts00 (relay.aper.net[xxx.xxx.xxx.xxx]) - no such user <name> <sup>[424]</sup>	MAS-OPE-INT-101 <sup>[424]</sup>
localhost [SPRS] readgraslog.py: ERROR FTP error occurred (aborting) <sup>[425]</sup>	MAS-OPE-INT-102 <sup>[425]</sup>
messages: month day hh:mm: mas-opints00 dailyreport: [ID 702911 daemon.error] awk error <sup>[426]</sup>	MAS-OPE-INT-103 <sup>[426]</sup>
messages: month day hh:mm: mas-opexts00 proftpd[nnnn]: mas-opints00 - error setting write fd ..... Bad file number <sup>[428]</sup>	MAS-OPE-INT-104 <sup>[428]</sup>
messages: month day hh:mm: mas-opexts00 proftpd[nnnn]: mas-opints00 - error setting read fd ..... Socket operation on non socket <sup>[429]</sup>	MAS-OPE-INT-105 <sup>[429]</sup>

## SMARTSYNC ALARMS: smartsync is disabled

### Info:

SMART SYNC is used to transfer SMART schedules and events for the various SMART instances (GEO, LEO, UMARF etc..) from MASIF Internal to MASIF external servers. SMARTSYNC is also used to transfer EARS schedules from the EARS servers to MASIF servers.

Transfers are normally every minute.

This alarm indicates that the SMARTSYNC for the mentioned SMART instance (e.g. GTS) is down.

This normally comes when there is maintenance on the SMARTSYNC service during normal working hours.

### SMARTSYNC services (e.g. GTS, GEO..) :

```
09.348.12.11.11.718 MME_MASIF_OPE_INT mas-opints00 LogFileAgent A messages: Dec 14 12:10:27 mas-opints00 NAGIOS: [ID 702911 daemon.error] PROBLEM on mas-opints10. Service: SMARTSYNC GTS is WARNING. Info: WARNING smartsync-gts: is in disabled
```

```
09.348.12.23.12.423 MME_MASIF_OPE_INT MAS-OPINTS00 LogFileAgent A messages: Dec 14 12:22:27 MAS-OPINTS00 NAGIOS: [ID 702911 daemon.error] RECOVERY on MAS-OPINTS10. Service: SMARTSYNC GTS is OK. Info: OK smartsync-gts: is online
```

- **IF first alarm THEN log alarm. Wait 15 minutes.**
- **IF second alarm (smartsync xxx OK) is not present THEN**
  - log alarm
  - during normal working hours call **MASIF\_OPS**
  - outside normal working hours notify Analyst On-Call and **MASIF\_OPS** by e-mail.
- **IF second alarm (smartsync xxx OK) is present THEN**
  - log alarm
- **IF alarm repetitive (e.g. every minute) THEN check the affected service on MASIF external server.**

**Start SMART service on your PC or by selecting MASIF external on a free workspace of a MASIF workstation.**

  - **IF SMART service is not updating on MASIF external but is updating on MASIF internal THEN log alarm and notify Analyst On-Call and MASIF\_OPS by e-mail.**
  - **IF the affected SMART service on MASIF Internal is not updating**

**then call analyst On-call .**

```
messages: month day hh:mm: mas-opexts00 proftpd[nnnn]:  
mas-opexts00 (relay.aper.net[xxx.xxx.xxx.xxx]) - no such user  
<name>
```

### Info:

This is a message which normally indicates a hacker attack from outside trying to guess passwords via ftp connection to the external MASIF servers

mas-opexts00 = virtual server for mas-opexts01/02

month: Jan - Dec

day: 1 - 31

name: guessing passwords (any word)

xxx.xxx.xxx.xxx: IP address of attacker

### Example:

```
10.063.05.22.42.180 MASIF-OPE-EXT mas-opexts00 LogFileAgent A messages: Mar 4 05:22:02 mas-opexts00  
proftpd[2276]: mas-opexts00 (relay.aper.net[190.139.106.194]) - no such user 'jerry'
```

- **Log alarm. No further action required.**
- **If you get multiple alarms in a short time, send e-mail to COMMS ON-CALL, MASIF\_OPS and [Guillaume.Textier@Eumetsat.int](mailto:Guillaume.Textier@Eumetsat.int), to inform them about a possible hacker attack.**

**localhost [SPRS] readgraslog.py: ERROR FTP error occurred (aborting)**

**Info:**

**This message is related to the SPRS database on MASIF exclusively used by EPS**

**Example:**

10.279.06.35.04.426 MASIF-OPE-EXT mas-opexts00 LogFileAgent A messages: Oct 6 06:35:00 localhost [SPRS] readgraslog.py: ERROR FTP error occurred (aborting)

➤ **Log alarm. No further action required.**

**messages: month day hh:mm: mas-opints00 dailyreport: [ID 702911 daemon.error] awk error**

### Info:

**This message is related to generation of daily reports on MASIF. Daily reports are usually generated by SMART for many services and are then forwarded to EUMETcast for dissemination to users. Daily Reports can be monitored in SMART Eumetcast instance.**

### Example:

10.286.03.02.28.907 MASIF-OPE-INT MAS-OPINTS00 LogFileAgent A messages: Oct 13 03:02:12 MAS-OPINTS00 dailyreport: [ID 702911 daemon.error] awk error

- **Log alarm.**
- **Identify from the SMART viewer in Eumetcast instance (see example below) which daily logs have failed. Note that reports for some services (e.g. EPS) are generated only during morning hours the next day (e.g. 06:00 - 08:00 UTC).  
Note: expected time can be found either by checking the reception time of previous days for the related service or by right click on the SMART cell - Select Expected Events and check the offset. Expected time = Daily Log Date (00:00:00 UTC) + the offset + 1 hour timeliness.  
Example: Date = 12/10/2011, service = MSG\_0DEG -H\_SEVIRI, offset = 1d02h00m00.000s  
Expected time: Date = 13/10/2011 at 02:00 UTC**
- **Raise an AR on MASIF after SMART goes red.**
- **Inform MASIF\_OPS during normal office hours**
- **Inform On-Call and MASIF\_OPS by e-mail outside normal office hours**

**Example of Daily Log viewer in SMART EUMETCast instance**

"EUMETCAST SMART - OPE EXTERNAL"

File Viewers Reports Window Help

Daily Logs : Total Duration [2 days] / End [1 day ago]

Daily Log Date	Mission	Received at Exgate	Exgate Timeliness	To Uplink
10/10/16 289	EARS	3 of 3	0h08m12s	3 of 3
10/10/16 289	EPS	1 of 1	0h08m28s	1 of 1
10/10/16 289	EPS_Mxx	12 of 12	0h08m40s	12 of 12
10/10/16 289	EPS_Nxx	5 of 5	0h08m29s	5 of 5
10/10/16 289	MSG	3 of 3	0h03m22s	3 of 3
10/10/16 289	MSG_0DEG	3 of 3	0h03m12s	3 of 3
10/10/16 289	MSG_RSS	2 of 2	0h08m08s	2 of 2
10/10/16 289	MSG_SAF	4 of 4	0h03m22s	4 of 4
10/10/16 289	MTP_JODC	1 of 1	0h03m11s	1 of 1
10/10/17 290	EARS	3 of 3	0h05m01s	3 of 3
10/10/17 290	EPS	1 of 1	0h05m18s	1 of 1
10/10/17 290	EPS_Mxx	12 of 12	0h05m29s	12 of 12
10/10/17 290	EPS_Nxx	5 of 5	0h05m19s	5 of 5
10/10/17 290	MSG	3 of 3	0h05m13s	3 of 3
10/10/17 290	MSG_0DEG	3 of 3	0h05m01s	3 of 3
10/10/17 290	MSG_RSS	2 of 2	0h04m55s	2 of 2
10/10/17 290	MSG_SAF	4 of 4	0h05m13s	4 of 4
10/10/17 290	MTP_JODC	1 of 1	0h05m01s	1 of 1

Daily Logs viewer created

**messages: month day hh:mm: mas-opexts00 proftpd[nnnn]:  
mas-opints00 - error setting write fd ..... Bad file number**

### Info:

**This message is related to ftp errors. They may result in FTP sessions being aborted as the errors are related to a particular session..**

**<session name> can be any name of a session running on MASIF,  
e.g. TCP\_NODELAY or IP\_TOS**

**The alarm might come in pairs for 'error setting write' and error setting read'**

### Example:

11.168.05.20.26.801 MME\_MASIF\_OPE\_INT MAS-OPINTS00LogFileAgent A messages: Jun 17 05:20:07 MAS-OPINTS00 proftpd[14162]: MAS-OPINTS00 - error setting write fd TCP\_NODELAY: Bad file number

11.168.05.20.26.804 MME\_MASIF\_OPE\_INT MAS-OPINTS00LogFileAgent A messages: Jun 17 05:20:07 MAS-OPINTS00 proftpd[14162]: MAS-OPINTS00 - error setting read fd TCP\_NODELAY: Socket operation on non-socket

- **If single set of alarm then log alarm. No further action required.**
- **If alarm repetitive (2 or more sets of alarms within one hour) then call analyst on-call.**



**messages: month day hh:mm: mas-opexts00 proftpd[nnnn]:  
mas-opints00 - error setting read fd ..... Socket operation on non  
socket**

### Info:

**This message is related to ftp errors. They may result in FTP sessions being aborted as the errors are related to a particular session..**

**<session name> can be any name of a session running on MASIF,  
e.g. TCP\_NODELAY or IP\_TOS**

**The alarm might come in pairs for 'error setting write' and error setting read'**

### Example:

11.168.05.20.26.801 MME\_MASIF\_OPE\_INT mas-opints00 LogFileAgent A messages: Jun 17 05:20:07 mas-opints00 proftpd[14162]:mas-opints00 - error setting write fdTCP\_NODELAY: Bad file number

11.168.05.20.26.804 MME\_MASIF\_OPE\_INT mas-opints00 LogFileAgent A messages: Jun 17 05:20:07 mas-opints00 proftpd[14162]:mas-opints00 - error setting read fdTCP\_NODELAY: Socket operation on non-socket

- **If single set of alarm then log alarm. No further action required.**
- **If alarm repetitive (2 or more sets of alarms within one hour) then call analyst on-call.**

**7.19.3**    **SYSLOG**

MME_MASIF_OPE_INT SYSLOG	ID
mas-opints00 proftpd[17314] <sup>431</sup>	MAS-OPE-INT-200 <sup>431</sup>
kernel: hrtimer: interrupt took xxx ns <sup>432</sup>	MAS-OPE-INT-201 <sup>432</sup>
monit: 'xxx' process not running <sup>433</sup>	MAS-OPE-INT-202 <sup>433</sup>
Failure to retrieve client creds <sup>434</sup>	MAS-OPE-INT-203 <sup>434</sup>
error setting SO_OOBINLINE: Invalid argument <sup>435</sup>	MAS-OPE-INT-204 <sup>435</sup>
DISK USE is WARNING <sup>436</sup>	MAS-OPE-INT-205 <sup>436</sup>

**mas-opints00 proftpd[17314]****Info:**

**These occur occasionally in MASIF. When the ftp server is about to set socket options, the socket, i.e. the connection, is not present any longer. Setting the options then fails, hence the error.**

**Example:**

```
13.065.10.01.08.860 MME_MASIF_OPE_INT mas-opints00 SYSLOG A messages: Mar 6 10:00:58 mas-opints00 proftpd[17314]: mas-opints00 - error setting write fd TCP_NODELAY: Bad file number 13.065.10.01.08.862
```

```
MME_MASIF_OPE_INT mas-opints00 SYSLOG A messages: Mar 6 10:00:58 mas-opints00 proftpd[17314]: mas-opints00 - error setting read fd TCP_NODELAY: Socket operation on non-socket 13.065.10.01.08.864
```

```
MME_MASIF_OPE_INT mas-opints00 SYSLOG A messages: Mar 6 10:00:58 mas-opints00 proftpd[17314]: mas-opints00 - error setting write fd IP_TOS: Bad file number 13.065.10.01.08.866
```

```
MME_MASIF_OPE_INT mas-opints00 SYSLOG A messages: Mar 6 10:00:58 mas-opints00 proftpd[17314]: mas-opints00 - error setting read fd IP_TOS: Socket operation on non-socket
```

**Action:**

- **If the set of alarms occurs just once, then log them**
- **If the set of alarms repeats several times, then call the analyst on-call**

**kernel: hrtimer: interrupt took xxx ns**

## INFO

A Kernel timer has reached its soft limit.

This alarm can be ignored, unless it appears continuously or you see an impact on the MASIF/GEMS/SMART performance. The alarm will possibly be downgraded to a warning.

## Example

```
17.048.00.01.35.697 MME_MASIF_OPE_INT MAS-OPINTS00 SYSLOG A messages:Feb 17  
00:01:16 MAS-OPINTS00Ikernel: hrtimer: interrupt took 14149118 ns
```

## Action

- This alarm can be ignored, unless it appears continuously or you see an impact on the MASIF/GEMS/SMART performance.

**monit: 'xxx' process is not running****INFO****One of the essential MASIF processes is not running.****Example**

16.201.09.12.08.691	MME_MASIF_OPE_INT	MAS-OPINTS00	SYSLOG	A	messages:Jul 19 09:11:16 MAS-OPINTS00I monit [16028]: 'gems-relay-mmds' process is not running
---------------------	-------------------	--------------	--------	---	--

17.198.20.49.51.057	MME_MASIF_OPE_EXT	MAS-OPEXTS00	SYSLOG	A	messages:Jul 17 20:49:12 MAS-OPEXTS00E monit[15489]: 'ossi-leo' process is not running
17.198.20.49.51.057	MME_MASIF_OPE_EXT	MAS-OPEXTS00	SYSLOG	I	messages:Jul 17 20:49:12 MAS-OPEXTS00E monit[15489]: 'ossi-leo' trying to restart
17.198.20.49.51.057	MME_MASIF_OPE_EXT	MAS-OPEXTS00	SYSLOG	I	messages:Jul 17 20:49:12 MAS-OPEXTS00E monit[15489]: 'ossi-leo' start: /etc/init.d/ossi-leo

**Action**

- For a single alarm, send email to MASIF OPS.
- Check in GEMS for Info-events that the related process has restarted itself
- Else if repetitive/continuous:
  - Check that GEMS and SMART is still updating and
  - During out-of-office hours call CSM Linux/Solaris on-call
  - Send an email to MASIF\_OPS (cc: Geo Controllers)

## Failure to retrieve client creds

### Info:

The following GEMS alarm is related to resource problem.

### Example:

```
13.039.05.02.59.926 MME_MASIF_OPE_INT mas-opints00 SYSLOG A messages: Feb 8  
05:02:42 mas-opints00 kcfid[3966]: [ID 140516 user.error] kcfid: Failed to retrieve client creds
```

### Action:

- If one occurrence of this alarm then log the alarm.
- If persistent occurrences of the alarm, call analyst on-call

**error setting SO\_OOBINLINE: Invalid argument****Info:**

The following GEMS alarm indicates a problem with proftpd on MASIF most likely related to the out-of-band settings of the sockets used underlying ftp

**Example:**

```
12.200.23.12.45.789 MME_MASIF_OPE_INT mas-opints00 SYSLOG A messages: Jul 18  
23:12:27 mas-opints00 proftpd[13166]:mas-opints00(10.100.40.98[10.100.40.98])-error setting  
SO_OOBINLINE:Invalidargument
```

**Action:**

- **Log Event**
- **Check if there are other GEMS alarms from other facilities related to ftp transfer problems. E.g. EXGATE cannot transfer files to RMDCN or to other external partners which could indicate that there is a problem with the OPS Internet.**
- **If problem with the OPS Internet then alarm can be ignored.**
- **If no problem with the OPS Internet and no other related ftp transfer alarms and the alarm is persistent then call analyst On-call**

**DISK USE is WARNING****Info:**

**The disk is getting full and old events need to be archived**

**Example:**

```
14.156.03.45.02.927 MME_MASIF_OPE_INT mas-opints00 SYSLOG A messages: Jun 5  
03:44:36 mas-opints00 NAGIOS: [ID 702911 daemon.error] PROBLEM on MAS-  
OPEXTS00. Service: DISK USE is WARNING. Info: DISK WARNING - 85% full on /data/  
public Free space left: 273626 MB
```

**Action:**

- **Send an e-mail to MASIF\_OPS (cc: GEO Analysts) with the copy of the alarm**
- **If the alarm is ongoing and MASIF\_OPS has already been informed and confirmed, then there is no action required.**



**7.19.4**    **GEMS\_Relay**

GEMS_Relay_MAS-OPEXTSxx	ID
FATAL: Exception caught <sup>438</sup>	MAS-OPE-INT-300 <sup>438</sup>
Transmission-failed-No-such-file <sup>439</sup>	MAS-OPE-INT-301 <sup>439</sup>

## FATAL: Exception caught

### INFO

The GEMS RELAY, which relays GEMS events from MASIF INTERNAL to MASIF EXTERNAL, has crashed.

No more GEMS events will be forwarded from the internal MASIF (MCC) to external MASIF (OCN+Sentinel3).

### Example

```
15.280.22.10.46.931 MME_MASIF_OPE_INT mas-opints00 GEMS_Relay_MAS-  
OPEXTS00 A GEMS.logging.relay.mas-opexts00:2015-10-07 22:10:40,270 ERROR  
[main]- FATAL: Exception caught: java.lang.NullPointerException
```

### Action:

Out off office hours:

- Call the GEO Analyst, and then CSM to check and restart the GEMS process in question. It is quite a serious problem.
- Send an E-Mail to MASIF\_OPS and LEO Controllers and inform them about the issue.
- Raise an AR.

During office hours:

- Call anyone from the MASIF team (Tristan, Adam, Chiara, Manfred).

## Transmission-failed-No-such-file

**Info: The GEMS relay had a problem with the transfer an event file from MASIF internal to MASIF external via ftp. It raises exception that it cannot delete the .tmp file created for transmission because it is already deleted. Possible impact could be missing or duplicate events on the external GEMS for the facility as indicated by the filename in the alarm. AR EUM/MuMi/NCR/1715 is raised.**

### Example

```
16.099.15.39.27.827 MME_MASIF_OPE_INT mas-opints00 GEMS_Relay_MAS-OPEXTS00 A GEMS.  
logging.relay.mas-opexts00:2016-04-08 15:38:48,052 ERROR [TransferWorker.pool-2-thread-1] - /var/GEMS/  
log_db/MME_ECAST_OPE_A1.mas-opints00.10.100.40.222.V4.6.2.16.099.15.38.17.976.log.tmp (No such file  
or directory)
```

```
16.099.15.39.27.828 MME_MASIF_OPE_INT mas-opints00 GEMS_Relay_MAS-OPEXTS00 A GEMS.  
logging.relay.mas-opexts00:2016-04-08 15:38:48,052 ERROR [TransferWorker.pool-2-thread-1] - Transmission  
failed for manager LogFileManager[MME_ECAST_OPE_A1-TO-MME_ECAST_OPE_A1]. Clearing and  
retrying on the next run. Batch: EventBatch {81 raw events read in 6ms, 81 events parsed in 4ms, transmitted in 0ms  
for LogFileManager[MME_ECAST_OPE_A1-TO-MME_ECAST_OPE_A1]}
```

### Action

- **For single occurrence, just log: "GEMS\_Relay error - No such file"**
- **If you get several in one hour then please send an e-mail to [MASIF\\_OPS@eumetsat.int](mailto:MASIF_OPS@eumetsat.int), cc: GEO Analysts.**

## 7.19.5

## GEMS\_Webapp

GEMS_Webapp	ID
Select at least one facility <sup>44†</sup>	MAS-OPE-INT-400 <sup>44†</sup>

Select at least one facility

## INFO

This alarm can be ignored (and will be removed in the future).

## Example

```
15.267.13.24.54.410 MME_MASIF-OPE-INT mas-opints00 GEMS_Webapp A  
GEMS_webapp.logging:2015-09-24 13:24:29,378 ERROR MMIbeans.FormValidator  
(line 293) - Please select at least one facility
```

## 7.20 MME\_MASIF\_OPE\_EXT

MME_MASIF_OPE_EXT Check Event Agent	ID
No EARS pass prediction files have been received in OIS for more than 36 hours <sup>[444]</sup>	MASIF-OPE-EXT-500 <sup>[444]</sup>
No UNS backup has been transferred to the OECR (BOP) <sup>[445]</sup>	MASIF-OPE-EXT-501 <sup>[445]</sup>

MME_MASIF_OPE_EXT SPRS_xxx Alarms	ID
Any alarm from Process <sup>[447]</sup> SPRS_xxx	MASIF-OPE-EXT-001 <sup>[447]</sup>

MME_MASIF_OPE_EXT OSSI_NRT Alarms	ID
Any alarm from Process OSSI_NRT <sup>[449]</sup>	MASIF-OPE-EXT-100 <sup>[449]</sup>

MME_MASIF_OPE_EXT GEMS_Webapp	ID
Select at least one facility <sup>[451]</sup>	MASIF-OPE-EXT-200 <sup>[451]</sup>

GEMS_Relay_MAS-OPEXTS00	ID
FATAL: Exception caught <sup>[453]</sup>	MAS-OPE-EXT-300 <sup>[453]</sup>

MME_MASIF_OPE_EXT SYSLOG	ID
monit: 'xxx' process not running <sup>[455]</sup>	MAS-OPE-EXT-400 <sup>[455]</sup>
kernel: hrtimer: interrupt took xxx ns <sup>[456]</sup>	MAS-OPE-EXT-401 <sup>[456]</sup>

**7.20.1 Check Event Agent**

<b>MME_MASIF_OPE_EXT Check Event Agent</b>	<b>ID</b>
No EARS pass prediction files have been received in OIS for more than 36 hours <sup>444</sup>	MASIF-OPE-EXT-500 <sup>444</sup>
No UNS backup has been transfered to the OECR (BOP) <sup>445</sup>	MASIF-OPE-EXT-501 <sup>445</sup>

**No EARS pass prediction files have been received in OIS for more than 36 hours**

**MASIF runs processes to retrieve pass prediction files for EARS service**

**Example:**

yy.ddd.hh.mm.ss. MASIF mas-opints00 GEMS\_CheckEventsAgent A No EARS pass prediction files have been received in MASIF for more than 36 hours. Inform EPS controller -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*file.\*ears\_.\*\_pass.\*\$] not found for over [129600] seconds

**Action:**

- **Log the message.**
- **Inform the EPS Controller and EARS support by e-mail:**
  - [controller.leo@Eumetsat.int](mailto:controller.leo@Eumetsat.int)
  - [EARS\\_OPS@Eumetsat.int](mailto:EARS_OPS@Eumetsat.int)



**No UNS backup has been transfered to the OECR (BOP)**

**UNS database transfer to OECR: The OECR has a server with a UNS application installed. Once a day, the OECR server picks up the current UNS Database (mysql dump) from MASIF server. If the OECR server does not pick up the DB for more than 2 days, then the below alarm is triggered.**

**Example:**

```
19.016.13.30.13.486 MME_MASIF_OPE_EXT MAS-OPINTS00 GEMS_CheckEventsAgent A No UNS backup has been transfered to the OECR (BOP). Check the Knowledge Base for further instructions. -> Matching GEMS event of severity [I], host [ANY], process [GEMS_FTP], msg regexp [^.*umsw-mysqldump-[^]*.... o .*c$] not found for over [200000] seconds
```

**Action:**

- **Log the message.**
- **Email to MASIF\_OPS and filter the alarm until further (e.g. next working day)**

## 7.20.2

## SPRS\_xxx

MAS-100

MME_MASIF_OPE_EXT SPRS_xxx Alarms	ID
Any alarm from Process <sup>447</sup> SPRS_xxx	MASIF-OPE-EXT-001 <sup>447</sup>

**SPRS\_xxx Any alarm from this process**

**Info:**  
**SPRS is an EPS Database**

- **Call MASIF\_OPS during office hours**
- **ELSE: send e-mail to [MASIF\\_OPS@Eumetsat.int](mailto:MASIF_OPS@Eumetsat.int)**
- **Filter the alarm if persistent**

## 7.20.3

## OSSI\_NRT

MAS-101

MME_MASIF_OPE_EXT OSSI_NRT Alarms	ID
Any alarm from Process OSSI_NRT <sup>[449]</sup>	MASIF-OPE-EXT-100 <sup>[449]</sup>

**OSSI\_NRT Any alarm from this process****Info:**

The OSSI NRT generates reports used for the Operational Service Status Indicator (OSSI) on the Eumetsat Web page. Any problem with the OSSI NRT will/can therefore indicate a problem with the operational indicator visible to all users on the EUM Web page (top left indicator)

Legend 		
0° Service	MET-9	
9.5° RSS	MET-8	
57.5° IODC	MET-7	
GDS-Metop	Metop-A	
GDS-NOAA	NOAA-19	
OSTM	Jason-2	

- Call MASIF\_OPS during working hours
- send e-mail to [MASIF\\_OPS@Eumetsat.int](mailto:MASIF_OPS@Eumetsat.int) outside working hours
- Filter the alarm if persistent

**7.20.4 GEMS\_Webapp**

MME_MASIF_OPE_EXT GEMS_Webapp	ID
Select at least one facility <sup>45†</sup>	MASIF-OPE-EXT-200 <sup>45†</sup>

Select at least one facility

## INFO

This alarm can be ignored (and will be removed in the future).

## Example

```
15.267.13.24.54.410 MME_MASIF_OPE_EXT mas-opexts00 GEMS_Webapp A  
GEMS_webapp.logging:2015-09-24 13:24:29,378 ERROR MMIbeans.FormValidator  
(line 293) - Please select at least one facility
```

**7.20.5 GEMS\_Relay\_MAS-OPEXTS00**

GEMS_Relay_MAS-OPEXTS00	ID
FATAL: Exception caught <sup>453</sup>	MAS-OPE- EXT-300 <sup>453</sup>



**FATAL: Exception caught****INFO**

The GEMS RELAY, which relays GEMS events from MASIF INTERNAL to MASIF EXTERNAL, has crashed.  
No more GEMS events will be forwarded from the internal MASIF (MCC) to external MASIF (OCN+Sentinel3).

**Example**

```
15.280.22.10.46.931 MASIF-OPE-INT mas-opints00 GEMS_Relay_MAS-  
OPEXTS00 A GEMS.logging.relay.mas-opexts00:2015-10-07 22:10:40,270 ERROR  
[main]- FATAL: Exception caught: java.lang.NullPointerException
```

**Action:**

Out off office hours:

- Call the GEO Analyst, and then CSM on-call to check and restart the GEMS process in question. It is quite a serious problem.
- Send an E-Mail to MASIF\_OPS and LEO Controllers and inform them about the issue.
- Raise an AR.

During office hours:

- Call anyone from the MASIF team (Tristan, Adam, Chiara, Manfred).

## 7.20.6

## SYSLOG

MME_MASIF_OPE_EXT LogFileAgent	ID
monit: 'xxx' process not running <sup>455</sup>	MAS-OPE- EXT-400 <sup>455</sup>
kernel: hrtimer: interrupt took xxx ns <sup>456</sup>	MAS-OPE- EXT-401 <sup>456</sup>

**monit: 'xxx' process is not running****INFO****One of the essential MASIF processes is not running.****Example**

16.201.09.12.08.691	MME_MASIF_OPE_INT	MAS-OPINTS00	SYSLOG	A	messages:Jul 19 09:11:16 MAS-OPINTS00I monit [16028]: 'gems-relay-mmds' process is not running
---------------------	-------------------	--------------	--------	---	--

17.198.20.49.51.057	MME_MASIF_OPE_EXT	MAS-OPEXTS00	SYSLOG	A	messages:Jul 17 20:49:12 MAS-OPEXTS00E monit[15489]: 'ossi-leo' process is not running
17.198.20.49.51.057	MME_MASIF_OPE_EXT	MAS-OPEXTS00	SYSLOG	I	messages:Jul 17 20:49:12 MAS-OPEXTS00E monit[15489]: 'ossi-leo' trying to restart
17.198.20.49.51.057	MME_MASIF_OPE_EXT	MAS-OPEXTS00	SYSLOG	I	messages:Jul 17 20:49:12 MAS-OPEXTS00E monit[15489]: 'ossi-leo' start: /etc/init.d/ossi-leo

**Action**

- For a single alarm, send email to MASIF OPS.
- Check in GEMS for Info-events that the related process has restarted itself
- Else if repetitive/continuous:
  - Check that GEMS and SMART is still updating and
  - During out-of-office hours call CSM Linux/Solaris on-call
  - Send an email to MASIF\_OPS (cc: Geo Controllers)

**kernel: hrtimer: interrupt took xxx ns\_2**

## INFO

**A Kernel timer has reached its soft limit.**

**This alarm can be ignored, unless it appears continuously or you see an impact on the MASIF/GEMS/SMART performance. The alarm will possibly be downgraded to a warning.**

## Example

```
17.048.00.01.35.697 MME_MASIF_OPE_EXT MAS-OPEXTS00 SYSLOG A messages:Feb 17  
00:01:16 MAS-OPEXTS00I kernel: hrtimer: interrupt took 14149118 ns
```

## Action

- This alarm can be ignored, unless it appears continuously or you see an impact on the MASIF/GEMS/SMART performance.

**7.21**    **MME\_SYSTEM\_OPE**

[GOTO new MME\\_SYSTEM\\_OPE](#) 

**7.22** **MSG\_CF\_OPER/VALI/BACK**

CF-001 - CF-003

<b>MSG CF - CheckEventAgent</b>	<b>ID</b>
No MSG CF OPER ..... MU files received on EXGATE in the last hour <sup>460</sup>	CF-001 <sup>460</sup>
No MSG CF VALI ..... MU files received on EXGATE in the last hour <sup>462</sup>	CF-002 <sup>462</sup>
No MSG_CF_OPER/VALI/BACK Alive Message has been generated <sup>464</sup>	CF-003 <sup>464</sup>

**7.22.1 CheckEventAgent**

CF-001 - CF-00x

CheckEventAgent	ID
No MSG CF OPER ..... MU files received on EXGATE in the last hour <sup>460</sup>	CF-001 <sup>460</sup>
No MSG CF VALI ..... MU files received on EXGATE in the last hour <sup>462</sup>	CF-002 <sup>462</sup>
No MSG_CF_OPER/VALI/BACK Alive Message has been generated <sup>464</sup>	CF-003 <sup>464</sup>

## No MSG CF OPER ..... MU files received on EXGATE in the last hour

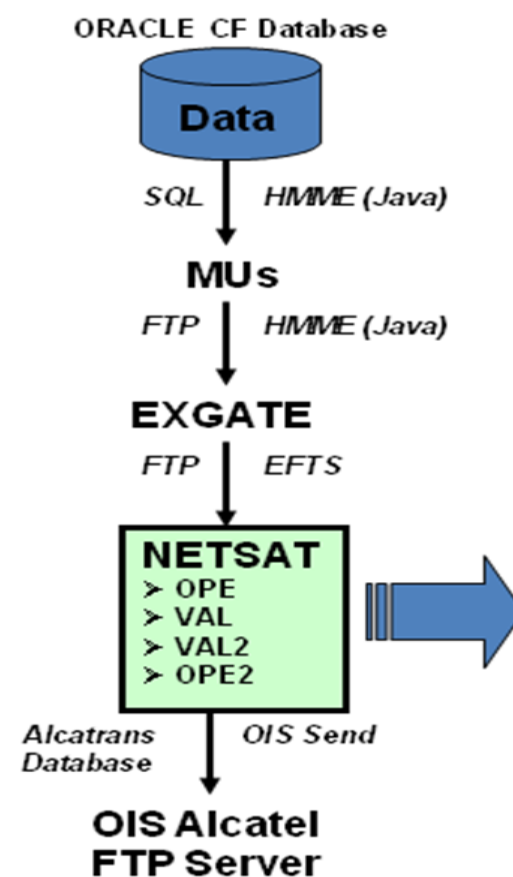
Please ignore until further notice (24.02.10 TSp)

### Info

The raw data for the ground segment facilities and spacecrafts is archived to the Oracle database in CF and also converted into so-called migration units (MU). Up to 5 Migration Units are available for following facilities per OPER/VALI environment:

Facilities		Migration Units (MU)
BRGS	➔	TC, CN, TM, EV, DP
PGS		
MSG1		
MSG2		
CF	➔	TM, EV, DP

Each of the Migration Unit files is transferred hourly from CF via Exgate to NETSAT. The files are then further transferred from NETSAT to Thales and also available for investigations e.g. on Pardet. All transfer per OPE/VALI is monitored by CheckEventAgents running on MASIF and checking the EXGATE GEMS facility logs. If any of the files is not transferred then the CheckEventAgent rule will create an alarm in MSG\_CF\_OPER facility in GEMS.



TM—Telemetry raw packets

TC—Telecommands raw packets

DP—Direct and Derived Parameters (processed raw TM)

EV—Events

CN—Command changes (Command status change, PTV, CEV etc)

Please ignore until further notice and filter alarms using filter available for MSG\_CF\_OPER (24.02.10 TSp)

### Action:

- If only one single alarm for one file then log event and send e-mail to Analyst and CF On-call  
Wait one hour and check if file was sent late.
- If repetitive alarms for several MU files then inform CF On- Call



**Note:** Files can be checked on:

**CF Offline workstation in:** **I:\Operation\PRIME\#\<MU>\<yyyy>\<ddd>\<sequ.-number>**

**NETSAT workstation in:** **I:\MSG\OPER\<yyyy>\<facility>\<MU>**

## No MSG CF VALI..... MU files received on EXGATE in the last hour

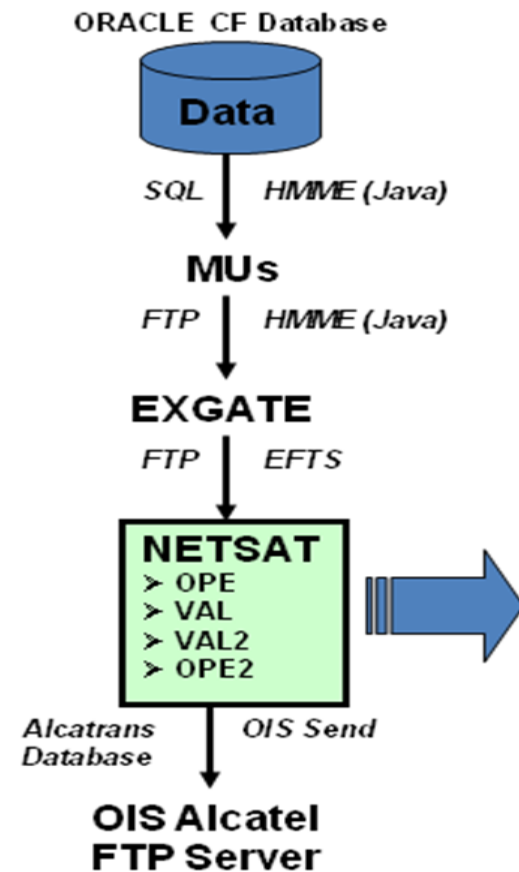
Please ignore until further notice (24.02.10 TSp)

### Info

The raw data for the ground segment facilities and spacecrafts is archived to the Oracle database in CF and also converted into so-called migration units (MU). Up to 5 Migration Units are available for following facilities per OPER/VALI environment:

Facilities		Migration Units
BRGS PGS MSG1 MSG2	➔	TC, CN, TM, EV, DP
CF	➔	TM, EV, DP

Each of the Migration Unit files is transferred hourly from CF via Exgate to NETSAT. The files are then further transferred from NETSAT to Thales and also available for investigations e.g. on Pardet. All transfer per OPE/VALI is monitored by CheckEventAgents running on MASIF and checking the EXGATE GEMS facility logs. If any of the files is not transferred then the CheckEventAgent rule will create an alarm in MSG\_CF\_OPER facility in GEMS.



TM—Telemetry raw packets

TC—Telecommands raw packets

DP—Direct and Derived Parameters (processed raw TM)

EV—Events

CN—Command changes (Command status change, PTV, CEV etc)

Please ignore until further notice (24.02.10 TSp)

### Action:

- **IF Operations is in VALI THEN**
  - If only one single alarm for one file then log event
  - send e-mail to Analyst and CF On-call
  - If repetitive alarms for several MU files then inform CF On- Call

**ELSE**

- **send e-mail to Analyst and CF On-call**

**No MSG\_CF\_OPER/VALI/BACK Alive Message has been generated**

### Explanation:

MSG\_CF\_OPER/VALI/BACK generate an GEMS event - 'Alive message' every day at 03:00 UTC.

A CheckEventAgent checks if an Alive Message Event is available in the dedicated GEMS facility (MSG\_CF\_OPER/VALI/BACK) and raises an alarm if it cannot find such an alive message within the last 24 hours.

**Note: the time limit has to be changed. Currently the time is too tight and there are alarms raised even though the Alive message is sent. It happened 3 times now that the CheckEvent agent raised an alarm and seconds later the alive message was generated.**

**Please check for alive message after the alarm**

**AR is raised no further action required until fix of AR, unless there is really no alive message**

### **Alive Message:**

13.250.03.00.12.635 MSG\_CF\_OPER ofef\_s01 HP\_SIM\_EVENT I Informational message. No action needed.

### **CheckEventAgent Alarm:**

13.251.03.00.21.365 MSG\_CF\_OPER mas-opints00 GEMS\_CheckEventsAgent A No MSG\_CF\_OPER Alive message has been sent for more than 24 hours. Raise AR, check KBase entry. -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*Informational message.\*No action needed.\$] not found for over [86400] seconds

### **Action:**

- **Log the alarm.**
- **raise an MSG AR on CF**

- **No call-out is required. CF support team will look into it the next working day.**

## 7.23 MSG\_DADF\_OPE

<b>MSG_DADF_OPE seviriToMMDS</b>	<b>ID</b>
SEVIRI: FTP Error: Host 10.100.43.50 is not reachable via FTP after 2 retries <sup>[473]</sup>	DA DF- 300 <sup>[473]</sup>
<b>MSG_DADF_OPE mpefToMMDS</b>	<b>ID</b>
MPEF: FTP Error: Host 10.100.43.50 is not reachable via FTP after 2 retries <sup>[476]</sup>	DA DF- 301 <sup>[476]</sup>
<b>MSG_DADF_OPE mpefXrit EUMETCast</b>	<b>ID</b>
Number of fixed segments is greater than number of bytes in file! <sup>[481]</sup>	DA DF- 400 <sup>[481]</sup>
<b>MSG_DADF_OPE David Taylor</b>	<b>ID</b>
David Taylor missing segments notification <sup>[469]</sup>	DA DF- 500 <sup>[469]</sup>
DT_NoData.log...MSG Prime LastFilePolled NOT updated for more than 1h <sup>[470]</sup>	DA DF- 501 <sup>[470]</sup>
DT_NoData.log...\Lastfilepolled.log file NOT found" <sup>[471]</sup>	DA DF- 502 <sup>[471]</sup>
<b>MSG_DADF_OPE mpefAcceptor</b>	<b>ID</b>
product <product name>, <product time>, not accepted! Received after its acceptance window <sup>[479]</sup>	DA DF- 601 <sup>[479]</sup>

### 7.23.1 CheckEventAgent

No CheckEventAgent alarms set up to report to MSG\_DADF\_OPE

**7.23.2** **David Taylor**

DVB-EUR-100 - DVB-EUR-101

MSG_DADF_OPE	David Taylor	ID
David Taylor missing segments notification		DADF-500
DT_NoData.log...MSG Prime LastFilePolled NOT updated for more than 1h		DADF-501
DT_NoData.log...\Lastfilepolled.log file NOT found"		DADF-502



## David Taylor missing segments notification

### Info:

Since Dec 2018 the David Taylor machines at the end of each repeat cycle check if all segments have been received.

For 0degree service David Taylor runs on DADF workstation ODADFW11 and for IODC- and RSS service DT runs on DADF workstation DADFW12.

Both machines are polling the data from reception stations ecastm11 / ecastm12.

Only one reception station is the active station at a time for all three services.

These reception stations are not anymore monitored in SMART.

The **Process name** indicates the service affected:

DavidTaylor\_0degree >> MSG4 0degree service

DavidTaylor\_RSS >> MSG3 RSS service

DavidTaylor\_IODC >> MSG1 IODC service

```
18.347.11.32.40.774MSG_DADF_OPE ODADFW11 DavidTaylor ADT_MsgNotify.log:"Thu
12/13/2018 11:32:13.76 DavidTaylor missing segments notification: []"
```

### Action:

- Check in IMPF for missing lines
- Check in SMART for missing segments of the reported service and repeat cycle
- If no other facility reports missing segments or missing lines then log the alarm. No further action required.
- If alarms for each repeat cycle but no losses can be seen in other facilities then there might be a problem with the Poll\_Agent of the David Taylor machine.
  - During office hours call Diss On-Call
  - Outside office hours send an e-mail to Diss On-Call

## **DT\_NoData.log...MSG Prime LastFilePolled NOT updated for more than 1h**

### **Info:**

**David Taylor machine (ODADFW11/12 polls data from EUMETCast monitoring stations ecasm11/12.**

**If htis polling fails for more than 1 hour then alarms are raised in the MSG\_DADF\_OPE facility**

19.036.10.40.36.903 MSG\_DADF\_OPE ODADFW11 DavidTaylor\_CheckerA DT\_NoData.log:"Tue 02/05/2019-10:39:51.20 DavidTaylor missing data alert notification – MSG Prime LastFilePolled NOT updated for more than 1h."

19.036.10.37.36.879 MSG\_DADF\_OPE ODADFW11 DavidTaylor\_CheckerA DT\_NoData.log:"Tue 02/05/2019-10:37:21.34 DavidTaylor missing data alert notification - C:\log\Poll\_MSG-DT\_bas\Poll\_MSG-DT\_bas>Lastfilepolled.log file NOT found"

### **Action:**

- **Log alarm**
- **send e-mail to Dissemiantion On-Call**
- **If there are re-occurring alarms then filter the alarm until next working day**

**DT\_NoData.log...\Lastfilepolled.log file NOT found"****Info:**

**David Taylor machine (ODADFW11/12 polls data from EUMETCast monitoring stations ecastm11/12.**

**If htis polling fails for more than 1 hour then alarms are raised in the MSG\_DADF\_OPE facility**

19.036.10.40.36.903 MSG\_DADF\_OPE ODADFW11 DavidTaylor\_Checker A DT\_NoData.log:"Tue 02/05/2019-10:39:51.20 DavidTaylor missing data alert notification – MSG Prime LastFilePolled NOT updated for more than 1h."

19.036.10.37.36.879 MSG\_DADF\_OPE ODADFW11 DavidTaylor\_Checker A DT\_NoData.log:"Tue 02/05/2019-10:37:21.34 DavidTaylor missing data alert notification - C:\log\Poll\_MSG-DT\_bas\Poll\_MSG-DT\_bas\Lastfilepolled.log file NOT found"

**Action:**

- **Log alarm**
- **send e-mail to Dissemiantion On-Call**
- **If there are re-occurring alarms then filter the alarm until next working day**

**7.23.3 seviriToMMDS**

MSG_DADF_OPE seviriToMMDS	ID
SEVIRI: FTP Error: Host 10.100.43.50 is not reachable via FTP after 2 retries <sup>473</sup>	DADF-300 <sup>473</sup>

**SEVIRI: FTP Error: Host 10.100.43.50 is not reachable via FTP after 2 retries**

### Info

FTP error from DADF to MMDS (for transferring Seviri data). Check for recovery.

### Example

17.052.10.37.21.691	MSG_DADF_OPE	ODADFS03	seviriToMMDS	A	SEVIRI: FTP Error: Host 10.100.43.50 is not reachable via FTP after 2 retries. Reason: TransferException: FTP Error: Host 10.100.43.50 is not responding to FTP connection attempt within 20000 msec. Possibly hangup.
17.052.10.37.21.744	MSG_DADF_OPE	ODADFS03	seviriToMMDS	I	SEVIRI: SEVIRI IR039 to MMDS: Sent file H-000-MSG3__ - MSG3_____ - IR_039__ - 000004__ - 201702211030-C_ at: 17.052.10.37.21 GMT+00:00, size: 1001893 bytes, from ODADFS03-out to 10.100.43.50
17.052.10.37.22.002	MSG_DADF_OPE	ODADFS03	seviriToMMDS	I	SEVIRI: SEVIRI WV062 to MMDS: Sent file H-000-MSG3__ - MSG3_____ - WV_....

### Action

- Please check in GEMS for recovery messages of the transfer after the alarm has happened, as shown in the example (Info events in green).
- If the transfer has recovered, then the alarm can be ignored.
- If no transfer recovery messages existing or if the alarms continue, then call the dissemination on-call engineer.

**7.23.4**    **mpefToMMDS**

MSG_DADF_OPE    mpefToMMDS	ID
MPEF: FTP Error: Host 10.100.43.50 is not reachable via FTP after 2 retries <sup>[476]</sup>	DADF-301 <sup>[476]</sup>

## MPEF: FTP Error: Host 10.100.43.50 is not reachable via FTP after 2 retries\_2

### Info

FTP error from DADF to MMDS (for transferring MPEF data). Check for recovery.

### Example

16.253.10.21.22.318	MSG_DADF_OPE	ODADFS02	mpefToMMDS	A	MPEF: FTPError: Host 10.100.43.50 is not reachable via FTP after 2 retries. Reason: TransferException: FTP Error: Host 10.100.43.50 is not responding to FTP connection attempt within 20000 msec. Possibly hangup.
16.253.10.21.23.467	MSG_DADF_OPE	ODADFS02	mpefToMMDS	I	MPEF: MPEF to MMDS: Sent file L-000-MSG2__ - MPEF_RSS__ - AMV__ - PRO__ - 201609091015-__ at: 16.253.10.21.23 GMT+00:00, size: 317 bytes, from ODADFS02-out to 10.100.43.50-msg_dadf in 0 sec, 0 retries, 21 sec turnaround time.
16.253.10.21.32.560	MSG_DADF_OPE	ODADFS02	mpefToMMDS	I	MPEF: MPEF to MMDS: Sent file L-000-MSG2__ - MPEF_RSS__ - AMV__ - 000001__ - 201609091015-__ at: 16.253.10.21.32



				GMT+00:00, size: 315149 bytes, from ODADFS02-out to 10.100.43.50-msg_dadf in 0 sec, 0 retries, 28 sec turnaround time.
--	--	--	--	---

## Action

- Please check in GEMS for recovery messages of the transfer after the alarm has happened, as shown in the example (Info events in green).
- If the transfer has recovered, then the alarm can be ignored.
- If no transfer recovery messages existing or if the alarms continue, then call the dissemination on-call engineer.

**7.23.5** **mpefAcceptor**

<b>MSG_DADF_OPE mpefAcceptor</b>	<b>ID</b>
product <product name>,<product time>, not accepted! Received after its acceptance window <sup>479</sup>	DADF-601 <sup>479</sup>

**product <product name>,<product time>, not accepted! Received after its acceptance window**

## Info

**A MPEF product was received outside of its acceptance window  
In most cases this alarm is raised when there is a mission swap from one spacecraft to another spacecraft (MPEF/DADF mission swaps)  
E.g. MET-09 takes over RSS service from MET-10 and there are still old MPEF files when the related MPEF server is going operational.**

## Example

```
19.344.07.50.33.974 MSG_DADF_OPE ODADFS02 mpefAcceptor A mpefAcceptor.log.20191210:Entry detected:A  
20191210074949.0283117fe4877fe70019 metAccpt MET product'W_XX-EUMETSAT-Darmstadt,SING+LEV+SAT,MET09  
+CTH_C_EUMG_20191209124500_2.bin', product-time: 20191209124500, not accepted! Received after its acceptance window (  
20191210073149-20191210074949).
```

In this case a product from 9th December was received but DADF expects only MPEF products from 10th December

## Action

- **IF expected mission swap then no action is required.**
- **IF no mission swap was carried and no other reason can be found then**
  - **if ongoing then call Dissemination On-Call**
  - **if single alarm then inform Dissemination On-Call by e-mail**

**7.23.6** **mpefXritEUMETCast**

<b>MSG_DADF_OPE mpefXrit EUMETCast</b>	<b>ID</b>
Number of fixed segments is greater than number of bytes in file! <sup>48†</sup>	DADF-400 <sup>48†</sup>

**Number of fixed segments is greater than number of bytes in file!****Info**

**This alarm is due to incoming corrupted files from MPEF  
Either empty data field or the data field is shorter than the size  
specified in the file header record.**

**Example**

```
17.355.19.02.48.160 MSG_DADF_OPE ODADFS03 mpefXritEUMETCast A  
mpefXritEUMETCast.log.20171221: Entry detected:A 20171221190235.189439  
7fad091c87000e Exception Exception: at: /subsystem/metProduct/metProductCommon/  
metProductXritInterface.cpp, line: 656. Condition: segmentSize > 0. Error: Number of  
fixed segments is greater than number of bytes in file!
```

```
17.355.19.02.48.160 MSG_DADF_OPE ODADFS03 mpefXritEUMETCast A  
mpefXritEUMETCast.log.20171221: Entry detected:A 20171221190235.189532  
7fad091c870011 metXrit Number of fixed segments is greater than number of bytes in  
file!
```

**Action**

- **Call MPEF support immediately**

**7.24** **MSG\_MPEF\_OPEX**

	ID
MPEF CRM outage <sup>483</sup>	MPEF-001 <sup>483</sup>
No data for more than 50% in image <sup>485</sup>	MPEF-002 <sup>485</sup>
MSG_FWSNAP: Process with label ... removed <sup>487</sup>	MPEF-003 <sup>487</sup>
GPCAL_VIC ... CALGenVic1800 Terminated <sup>488</sup>	MPEF-004 <sup>488</sup>
GEMS Sender: AgentFtpClientEdtftpj error <sup>489</sup>	MPEF-005 <sup>489</sup>

**7.24.1 MPEF CRM outage****Info**

The CRM process updates a number of CRM files that have been created during the previous 6 days. If it tries to update a product that does not exist, due to a planned or unplanned MPEF interruption a few days earlier, it will raise an alarm.

The CRM process is also rather irregular: it generates

- 1 product per day per mission on Mon, Tue, Thu, Fri, Sat, Sun:

PRIME/RSS: 12:00 UTC  
IODC: 09:00 UTC

- 7 products on Wed:

PRIME/RSS: 06:00, 08:00, 10:00, 12:00, 14:00, 16:00, 18:00 UTC  
IODC: 03:00 05:00, 07:00, 09:00, 11:00, 13:00, 15:00 UTC

MPEF has a long term memory and there may be alarms when there was an MPEF outage one week earlier. It doesn't matter what was the cause of the outage: planned or unplanned. On the other hand, the length of the outage makes a difference, because a short outage (up to several hours) will usually not cause alarms later on."

Many times, this can be an expected outage, thus there is no need for ARs or call out, but just to inform the MPEF engineer.

**Example:**

14.021.13.27.01.645	MSG_MPEF_OPEC	O_MPFS06	XDAD	A	DADFTran0644 timed out. ES 20140121132201Z AS 20140121132201Z LE 20140121132701Z. Args 'CRMEncProd,FALSE'
14.021.13.27.01.647	MSG_MPEF_OPEC	O_MPFS06	XDAD	A	DADFTran0644 Terminated - started after 20140121132201Z
14.021.13.27.01.648	MSG_MPEF_OPEC	O_MPFS06	XDAD	A	DADFTran0644 timed out. ES 20140121132201Z AS LE 20140121132701Z. Args 'CRMEncProd, FALSE'
14.021.13.27.01.649	MSG_MPEF_OPEC	O_MPFS06	XDAD	A	DADFTran0644 Terminated - started after 20140121132201Z
14.021.13.27.01.650	MSG_MPEF_OPEC	O_MPFS06	XDAD	A	Cmd 60015 Failed. Seq

**Action:**

- **Log the alarm and send e-mail notification to [ops-dp@eumetsat.int](mailto:ops-dp@eumetsat.int) with alarms in copy.**



## 7.24.2 No data for more than 50% in image - Missing MPE

### Info:

The production of the Multi-Sensor Precipitation Estimate (MPE) products on the MSG MPEF depends on the availability of sufficient Special Sensor Microwave Imager Sounder (SSMIS) data. While the data files are still coming in to EUMETSAT, they may be insufficient to produce the MPE products; the file size is available in the SMART monitoring and will have decreased before the GEMS alarm is received from the MSG MPEF:

```
FWMEVD_CENTRAL_EVENT.LOG: Entry detected:yyyy-mm-ddThh:mm:ssZ ALRM mpefuser GPMPE_GEN nnnnnOMPEFS0n 10.15.1.n "yyyymmddhhmmssZ No data for more than 50% in image."
```

In such a case the DPECO\_MPE\_GRIB and DPECO\_MPE\_JPEG products are no longer produced. The MPEF schedule display will indicate this by red blocks.

### Example:

```
15.216.03.44.11.132 MSG_MPEF_OPEA OMPEFS01 LogFileAgent A FWMEVD_CENTRAL_EVENT.  
LOG: Entry detected:2015-08-04T03:43:35Z ALRM mpefuser GPMPE_GEN 13951 OMPEFS01 10.15.1.1  
"20150804033000Z No data for more than 50% in image."
```

The following alarms are then expected as well:

```
ALRM mpefuser DPECO nnnnn OMPEFS0n 10.15.1.n "yyyymmddhhmmssZ ProdEnchhmm Terminated - started  
after yyyymmddhhmmssZ"  
ALRM mpefuser DPECO nnnnn OMPEFS0n 10.15.1.n "yyyymmddhhmmssZ SU state is now 5"  
ALRM mpefuser XOFL nnnnn OMPEFS0n 10.15.1.n "yyyymmddhhmmssZ OFL Tran1700 Terminated - started after  
yyyymmddhhmmssZ"  
ALRM mpefuser XOFL nnnnn OMPEFS0n 10.15.1.n "yyyymmddhhmmssZ SU state is now 5"
```

### Action

- Please ensure at the corresponding MPEF GUI that the DPECO and XOFL software units are still running. If not, consult the MPEF on-call person and e-mail to [ops-dp@eumetsat.int](mailto:ops-dp@eumetsat.int).
- Check in SMART that the SSMIS data files are still available. (It's another action when they are missing completely: [SMT-200](#)<sup>619</sup>)
- Inform the Users about the imminent unavailability of the MPE products. see UNS example under [MSG MPEF MPE products](#)<sup>813</sup>
- There is no further action required. No AR required. The MPE products will be generated as soon as enough SSMI data is available. This may be soon or take several hours.

**7.24.3 MSG\_FWSNAP: Process with label ... removed****INFO**

Due to a MPEF internal problem, the MPEF monitoring system believes that the process mentioned in the GEMS alarm text (e.g. GPCAL, GPRTM, SCHED etc..) is not running. But usually this is not correct and needs to be confirmed checking the MPEF OPEX Command Display (MMCOM). The summary button on the top of the display should be green when all processes are properly working. If one or more processes stopped, the summary button will be red and a restart of the failed processes is required.

**Examples**

15.314.22.30.55.192	MSG_MPEF_OPEC	OMPEFS03	LogFileAgent	A	FWMEVD_CENTRAL_EVENT.LOG: Entry detected:2015-11-10T22:30:51Z SYST mpefadm MSG_FWSNAP 9042 OMPEFS03 10.15.1.3 "PN4CORE9Fw_DaemonE:SNAP: Process with label GPCAL_FSD removed (pid 1980)"
15.314.22.30.55.192	MSG_MPEF_OPEC	OMPEFS03	LogFileAgent	A	FWMEVD_CENTRAL_EVENT.LOG: Entry detected:2015-11-10T22:30:51Z SYST mpefadm MSG_FWSNAP 9042 OMPEFS03 10.15.1.3 "PN4CORE9Fw_DaemonE:SNAP: Process with label SCHED removed (pid 25618)"

```
19.182.08.47.11.441 MSG_MPEF_OPEB OMPEFS02 LogFileAgent A FWMEVD_CENTRAL_EVENT.LOG:Entry
detected:2019-07-01T08:45:57Z SYST mpefadm MSG_FWSNAP 11287 OMPEFS02 10.15.1.2 "Process with label MSG_FWMEVD
removed from SNAP (pid 11283)"
```

**Action**

- Check the summary button on the top of the MMCOM display on the MPEF OPEX workstation.
- For a single alarm (and summary button is green): log the alarm and send an email to OPS-DP@eumetsat.int with the alarm details.
- For continuous alarms (summary button is red): call the on-call MPEF engineer to restart the failed processes.

## 7.24.4 GPCAL\_VIC ... CALGenVic1800 Terminated

### INFO

These alarms may occur around 06:00 and 18:00 UTC. They are related to the so-called “vicarious calibration” task, which derives calibration coefficients by comparing simulated radiances (from the ECMWF forecast model) with real radiances. The data files generated by this task are not disseminated to the user community.

The alarm usually indicates that there is not enough data to derive the calibration data. The alarm is normally accompanied by a "SU state is now x" alarms (as shown below).

### Example

15.279.18.05.25.313	MSG_MPEF_OPEX	OMPEFS02	LogFileAgent	A	FWMEVD_CENTRAL_EVENT. LOG: Entry detected:2015-10-06T18:05:02Z ALRM mpefuser GPCAL_VIC 21898 OMPEFS02 10.15.1.2 "20151006180000Z CALGenVic1800 Terminated- started after 20151006180502Z"
15.279.18.05.25.313	MSG_MPEF_OPEX	OMPEFS02	LogFileAgent	A	FWMEVD_CENTRAL_EVENT. LOG: Entry detected:2015-10-06T18:05:02Z ALRM mpefuser GPCAL_VIC 21898 OMPEFS02 10.15.1.2 "20151006180000Z SU state is now 5"

### Action

- Send an e-mail to [ops-dp@eumetsat.int](mailto:ops-dp@eumetsat.int), as well as to Arthur de Smet: Include a copy of the GEMS alarm and please indicate which missions were involved.
- Please also acknowledge the alarm(s) on the MPEF workstation(s).

## 7.24.5 GEMS Sender: No space left on device

### Info

This indicates that the GEMS agent on the facility cannot process and send events to the MASIF server, due lack of disk space (disk full) on the facility. This alarm will most likely occur only once, as all GEMS events from this facility are blocked then. SMART might go red for the columns related to that facility, and SMART related alarms for "no file/activity" might appear afterwards. The operational data flow should not be affected, only the facility related monitoring.

### Examples

MSG_MPEF_OPEA	OMPEFS01	Sender	A	GEMS.logging.sender:2016-03-26 07:16:57,144 ERROR - doTransfer: Exception caught: java.io.IOException: AgentFtpClientEdtftpj.storeFile():<file>: <b>No space left on device</b>
---------------	----------	--------	---	---

### Action

For the "No space left on device" alarm:

- Call the facility on-call Engineer and inform him of disk space issue. Impact on operational data flow should be verified (e.g. via other SMART columns).
- For other variants of this alarm please see the next entry ([MPEF-006](#)<sup>490</sup>).

## 7.24.6 GEMS Sender: Unable to build data connection

### Info

The GEMS Sender agent on IMPF was unable to establish a ftp connection to the MASIF server, to send the latest IMPF events. By the time you get this alarm the FTP connection between IMPF and MASIF must have recovered. So you might have seen some delays or missing events from IMPF just before the alarm.

### Examples

MSG_MPEF_OPEA	OMPEFS01	Sender	A	GEMS.logging.sender:2016-03-26 07:16:57,144 ERROR - doTransfer: Exception caught: java.io.IOException: AgentFtpClientEdtftpj:storeFile(): Unable to build data connection: Address already in use
---------------	----------	--------	---	---

Further possible alarms include:

AgentFtpClientEdtftpj:storeFile(): Control channel unexpectedly closed ("read so far")  
 AgentFtpClientEdtftpj:storeFile(): Unable to build data connection: Connection timed out  
 AgentFtpClientEdtftpj:storeFile(): Idle timeout (600 seconds): closing control connection  
 AgentFtpClientEdtftpj:storeFile(): Unable to build data connection: Address already in use  
 AgentFtpClientEdtftpj:disconnect(): The FTP client has not yet connected to the server. The requested action cannot be performed until after a connection...  
 AgentFtpClientEdtftpj:login(): Could not process authd login.  
 AgentFtpClientEdtftpj:login(): You are already logged in!  
 AgentFtpClientEdtftpj:disconnect(): Broken pipe  
 AgentFtpClientEdtftpj:login(): Login incorrect.

### Important Exception:

AgentFtpClientEdtftpj:storeFile(): <file>: No space left on device

This indicates that the GEMS agent on the facility cannot process and send events to the MASIF server, due lack of disk space (disk full) on the facility. This alarm will most likely occur only once, as all GEMS events from this facility are blocked then. SMART might go red for the columns related to that facility, and SMART related alarms for "no file/activity" might appear afterwards. The operational data flow should not be affected, only the facility related monitoring.

## Action

**For the "No space left on device" alarm:**

- **Call the facility on-call Engineer and inform him of disk space issue. Impact on operational data flow should be verified (e.g. via other SMART columns).**

**For all other alarm variants:**

- **For single alarms without any impact on MPEF SMART monitoring: can be ignored.**
- **If you get several alarms in a row or in one hour, then please send an email to MASIF\_OPS, Comms on-call and GEO Analysts.**
- **If you get continuing alarms in short succession or you see a SMART monitoring impact related to that facility, then call the on-call Analyst (then COMMS on-call if necessary)**

**7.25****MSG\_IDRS**

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**Image Data Relay System**

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**IDRS is the "Image Data Relay System". It is an MSG version of the USDF (user station display facility) but has a far more serious role. MSG only!**

**Alarms are raised for host OVIDRS0[1-4] process LogFileAgent when:**

**A link is disconnected from/to the IDRS.**

- **The MSG ground segment controller is responsible for further investigations if required.**

**An image packet has not arrived.**

- **Again the MSG ground segment controller is responsible for further investigations if required.**



## 7.26 MSG\_IMP\_F\_OPEX

MSG_IMP_F_OPEX CheckEventAgent	ID
No UTC correlation files for MSGx have been received from CF in IMPF <sup>[495]</sup>	IMPF-001 <sup>[495]</sup>
No Observability files for MSGx have been received from CF in IMPF OPE x for more than 20 min. Call IMPF On-Call immediately. <sup>[496]</sup>	IMPF-002 <sup>[496]</sup>
No Attitude file for MSG1 has been received from CF in IMPF OPE 1 for more than 48h. <sup>[499]</sup>	IMPF-003 <sup>[499]</sup>
No Ephemeris file for MSGx has been received from CF in IMPF OPE x for more than 48h. <sup>[498]</sup>	IMPF-004 <sup>[498]</sup>
No Orbit file for MSGx has been received from CF in IMPF OPE x for more than 48h. <sup>[497]</sup>	IMPF-005 <sup>[497]</sup>

MSG_IMP_F_OPEX LogFileAgent	ID
mod.file <sup>[501]</sup>	IMPF-101 <sup>[501]</sup>
Inconsistent delay buffer state <sup>[502]</sup>	IMPF-102 <sup>[502]</sup>
The RCAL_GCAL_TASK_SU now uses more than 4GB RAM <sup>[503]</sup>	IMPF-103 <sup>[503]</sup>

MSG_IMP_F_OPEX EMAC	ID
PGS sequence count jump on TCP link <sup>[505]</sup>	IMPF-201 <sup>[505]</sup>
Turning point detected <sup>[506]</sup>	IMPF-202 <sup>[506]</sup>
Tiny number of landmark found <sup>[508]</sup>	IMPF-203 <sup>[508]</sup>
FD Horizon detection fails <sup>[510]</sup>	IMPF-204 <sup>[510]</sup>
CPU load outside limits cpu load xx <sup>[511]</sup>	IMPF-205 <sup>[511]</sup>
MSP value different to OBS value - MirrorStartPosition computed from retrace is different from OBS file value <sup>[512]</sup>	IMPF-206 <sup>[512]</sup>
IMPF unable to push to TCE - Send_Data_FTP_Client_Put_SU,40029,FTP control connection failed service <sup>[513]</sup>	IMPF-207 <sup>[513]</sup>
FTP file rejected <sup>[515]</sup>	IMPF-208 <sup>[515]</sup>

MSG_IMP_F_OPEX Sender	ID
GEMS Sender: AgentFtpClientEdtftpj error: No space left on device <sup>[520]</sup>	IMPF-301 <sup>[520]</sup>
GEMS Sender: AgentFtpClientEdtftpj error: (other) <sup>[521]</sup>	IMPF-304 <sup>[521]</sup>

**7.26.1 CheckEventAgent**

MSG_IMP_F_OPEx CheckEventAgent	ID
No UTC correlation files for MSGx have been received from CF in IMPF <sup>495</sup>	IMPF-001 <sup>495</sup>
No Observability files for MSGx have been received from CF in IMPF OPE x for more than 20 min. Call IMPF On-Call immediately. <sup>496</sup>	IMPF-002 <sup>496</sup>
No Attitude file for MSG1 has been received from CF in IMPF OPE 1 for more than 48h. <sup>498</sup>	IMPF-003 <sup>498</sup>
No Ephemeris file for MSGx has been received from CF in IMPF OPE x for more than 48h. <sup>498</sup>	IMPF-004 <sup>498</sup>
No Orbit file for MSGx has been received from CF in IMPF OPE x for more than 48h. <sup>497</sup>	IMPF-005 <sup>497</sup>

**No UTC correlation files for MSGx have been received from CF in IMPF****Info:**

CF UTC files are send to IMPF normally every 10 min

**Example:**

```
12.215.13.24.58.235 MSG_IMP_F_OPE1 omais00 GEMS_CheckEventsAgent A No UTC correlation files for  
MSG1 have been received from CF in IMPF OPE 1 for more than 24h.. -> Matching GEMS event of severity [I],  
host [ANY], process [ANY], msg regexp [^.*EventLog.*Accept_Data_FTP_Server_SU.*FTP file  
CF_IMP_F_UTCCORRELATION_MSG1.*$] not found for over[86400] seconds
```

**Action:**

- **Log Event**
- **Contact IMPF On-Call during office hours**
- **Send e-mail to [ops-dp@eumetsat.int](mailto:ops-dp@eumetsat.int) outside office hours**

## No Observability files for MSGx have been received from CF in IMPF

### Info:

CF Observability files are sent to IMPF normally every 15 min for FES and every 5min for RSS

### Example:

```
12.215.13.24.58.235 MSG_IMP_F_OPE1 omasis00 GEMS_CheckEventsAgent A No Observability files for MSG1 have been received from CF in IMPF OPE 1 for more than 20 min. Call IMPF On-Call immediately -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.*EventLog.:.*Accept_Data_FTP_Server_SU.*FTP file CF_IMP_F_OBSERVABILITY_MSG1.*$] not found for over [1200] seconds
```

### Action:

- Log Event
- If alarm is also present on IMPF facility THEN
  - Contact IMPF On-Call immediately at 24/7
- ELSE
  - Check inb GEMS MSG\_IMP\_F\_MSGx facility for additional alarms or warnings indicating a GEMS issue. E.g. indication that GEMS sender stopped and cannot transfer GEMS events to MASIF.
- If no IMPF alarm and no GEMS issue on IMPF then contact Analyst On Call

**No Attitude file for MSGx has been received from CF in IMPF****Info:**

**CF Attitude files are send to IMPF normally once per day at around 08:00 UTC**

**Example:**

```
12.215.13.24.58.235 MSG_IMP_F_OPE1 omasis00 GEMS_CheckEventsAgent A No Attitude file for MSG1 has been received from CF in IMPF_OPE 1 for more than 48h. -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.*EventLog.*Accept_Data_FTP_Server_SU.*FTP file CF_IMP_F_ATTITUDE_MSG1.*$] not found for over [172800] seconds
```

**Action:**

- **Log Event**
- **Contact IMPF On-Call during office hours**
- **Send e-mail to [ops-dp@eumetsat.int](mailto:ops-dp@eumetsat.int) outside office hours**

## No Ephemeris file for MSGx has been received from CF in IMPF

### Info:

CF Ephemeris files are sent to IMPF normally once per day at around 08:00 UTC

### Example:

```
12.215.13.24.58.235 MSG_IMP_F_OPE1 omasis00 GEMS_CheckEventsAgent A No Ephemeris file for MSG1 has been received from CF in IMPF_OPE 1 for more than 48h. -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [.*EventLog.:.*Accept_Data_FTP_Server_SU.*FTP file CF_IMP_F_EPHEMERIS_MSG1.*$] not found for over [172800] seconds
```

### Action:

- Log Event
- Contact IMPF On-Call during office hours
- Send e-mail to [ops-dp@eumetsat.int](mailto:ops-dp@eumetsat.int) outside office hours

**No Orbit file for MSGx has been received from CF in IMPF****Info:**

CF Orbit files are send to IMPF normally once per day at around 08:00 UTC

**Example:**

```
12.215.13.24.58.235 MSG_IMP_F_OPE1 omais00 GEMS_CheckEventsAgent A No Orbit file for MSG1 has been received from CF in IMPF -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.*EventLog.*Accept_Data_FTP_Server_SU.*FTP file CF_IMP_F_ORBIT_MSG1.*$] not found for over [172800] seconds
```

**Action:**

- Log Event
- Contact IMPF On-Call during office hours
- Send e-mail to [ops-dp@eumetsat.int](mailto:ops-dp@eumetsat.int) outside office hours

## 7.26.2 LogFileAgent

MSG_IMP_F_OPEX	LogFileAgent	ID
mod.file		IMPF-101
Inconsistent delay buffer state		IMPF-102
The RCAL_GCAL_TASK_SU now uses more than 4GB RAM		IMPF-103



**mod.file****Info:**

**This is a bug in GEMS 4.5.3. There is an AR for this: EUM/MSG/AR/23306. The new GEMS version has been supplied by the software vendor, and it is being tested at the moment.**

**Example:**

15.047.07. 18.16.808	MSG_IM PF_OPE 2	OIM PFS0 2	LogFil eAge nt	A	GEMS.logging.logfileagent:2015-02-16 07:17:16,740 ERROR - Error loading mod file /export/home/GEMS/ mod/3f456bd9527513f56a17445a962f1 fd2dddb5093.mod. File either not there or corrupted. New file must be created.
-------------------------	-----------------------	------------------	----------------------	---	--

**Action:**

- **Log Event**
- **No further action is required.**

## Inconsistent delay buffer state

### Info:

The alarm is issued when the IMPF internal buffers were out-of-synch and have been automatically reset. The buffer reset leads to a incomplete repeat cycle on that IMPF.

### Example:

15.047.07, 18.16.808	MSG_IMP_F_OPEX 2	OIM_PFSO 2	LogFileAgent	A	GEMS.logging.logfileagent:2015-02-16 07:17:16,740 ERROR - Inconsistent delay buffer state encountered during rc id <P1> at Yoffset <P2> - Queues have been cleared. (<P1>: Repeat cycle, <P2>: an internal offset parameter)
-------------------------	---------------------	---------------	--------------	---	--

### Action:

- For single alarms, log in the logbook and send an email to OPS-DP@eumetsat.int with the alarm details.
- For multiple alarms within short succession or continuous alarms: Call the OPS-DP on-call engineer.

### NOTE:

Expect an incomplete or lost repeat cycle for the time and S/C of the alarm.

## The RCAL\_GCAL\_TASK\_SU now uses more than 4GB RAM

### INFO

The RCAL\_GCAL\_TASK\_SU has a memory leakage and slowly uses up more memory. If the size reaches 4GB, this alarm is raised. If the PIP is restarted, the process is terminated and restarts with the nominal memory consumption and this should clear the issue

### Example

```
16.319.21.58.09.701 MSG_IMP_F_OPE1 OIMPFS01 LogFileAgent A  
messages:Entry DetectedNov 14 21:58:05 OIMPFS01 xxxx: [ID 702911 user.alert] The  
RCAL_GCAL_TASK_SU now uses more than 4GB RAM. Consider a PIP restart to lower the  
memory usage.
```

### Action

- Consider a PIP restart during the Retrace phase on the IMPF in question.
- If there is any issues or concerns then please call OPS-DP on-call.
- Email an info email to [ops-dp@eumetsat.int](mailto:ops-dp@eumetsat.int), cc: GEO Analyst.

## 7.26.3

## EMAC

MSG_IMP_F_OPEX EMAC	ID
PGS sequence count jump on TCP link <sup>[505]</sup>	IMPF-201 <sup>[505]</sup>
Turning point detected <sup>[506]</sup>	IMPF-202 <sup>[506]</sup>
Tiny number of landmark found <sup>[508]</sup>	IMPF-203 <sup>[508]</sup>
FD Horizon detection fails <sup>[510]</sup>	IMPF-204 <sup>[510]</sup>
CPU load outside limits cpu load xx <sup>[511]</sup>	IMPF-205 <sup>[511]</sup>
MSP value different to OBS value - MirrorStartPosition computed from retrace is different from OBS file value <sup>[512]</sup>	IMPF-206 <sup>[512]</sup>
IMPF unable to push to TCE - Send_Data_FTP_Client_Put_SU,40029,FTP control connection failed service <sup>[513]</sup>	IMPF-207 <sup>[513]</sup>
FTP file rejected <sup>[515]</sup>	IMPF-208 <sup>[515]</sup>

**PGS sequence count jump on TCP link**

- to be completed -  
INFO:

The IMPF Accept\_Data SU detected a sequence number jump in the incoming data from IDRS/PGS.  
This could lead to missing lines in the current repeat cycle.

**Example:**

```
15.188.17.31.42.556 MSG_IMP_F_OPE3 OIMPFS03 EMAC A EventLog_25947#2015_188_Jul_Tue_07_17:30:10:
Entry Detected 9144165,2015 188 17:31:07.967,Alarm,S_VIRTUAL,Accept_Data_SEVIRI_SU,40024,PGS sequence
count jump on TCP link CLIENT service id SEVIRI target host 10.25.71.22 (idrs3) tcp port 23031 target facility PGS
(TCP_PGS_SEVIRI) data loss state 0 nb missing pkt 1 PGS sequence count 30837,ALL,MSG3,IMPF {END>
```

**Action**

- If it happens for unknown reasons or outside office hours, then send the an email to [OPS-DP@eumetsat.int](mailto:OPS-DP@eumetsat.int) (cc: Email Analyst GEO).

- to be completed -

## Turning point detected

### Info

One or several pixels at the image edge were clipped to the backside of the image by the IMPF algorithm. If there are several alarms, the IMPF on-call will need to check the Level 1.5 image for missing data on the image edge.

### Example

17.213.20.16.07.901	MSG_IMP_F_OPE1	OIMPFS01	EMAC	A	EventLog_106361#2017_213_Aug_Tue_01_20:15:10:Entry Detected35596236,201721320:15:19.186,Alarm,S_VIRTUAL,RCAL_GCAL_TASK_SU,40300,Turning point detected but RC not abandoned - RC: RC_105615#2017_213_Aug_Tue_01_20:15:10 - number ofTurning point 1,ALL,MSG1,IMPF{END>
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### Action

- If the alarm is appearing spuriously it can be ignored.
- If there are more than three alarms in a R/C, **send an email** to the IMPF on-call (ops-

- [dp@eumetsat.int](mailto:dp@eumetsat.int)) for information.  
If there are alarms in three consecutive R/C, **call out** to the IMPF on-call.

## Tiny number of landmark found

### INFO:

The IMPF could not detect the expected minimum number of landmarks to assess the image model. This occurs for various reasons, e.g. cloudiness, manoeuvres, after SEVIRI standby, etc. The alarm 40319 "Geometric Model Cannot Be Assessed And Updated" is often associated.

For RSS this happens when clouds occur all over the Mediterranean Sea coastal areas. Since most of the RSS landmarks are located on the coasts of the Mediterranean Sea, the landmarks cannot be detected and this alarm occurs.

As long as some landmarks (see alarm text) are found during cloudy weather conditions, then the RC may still be nominal and the situation may resolve in short time by itself but has to be closely monitored. This alarm often occurs in the RC of a manoeuvre or when resuming scanning after a standby; already the next RC should be in limits again, if not, then the RC may be non-nominal although it is not flagged as such. In any case, the RC is almost certainly non-nominal when no landmarks are found at all ("num of LM 0").

### Example:

```
18.100.19.20.03.616MSG_IMP_F_OPE3OIMPFS03EMACAEventLog_129143#2018_100_Apr_Tue_10_19:15:12:Entry
Detected45021606,2018_100_19:19:22.529,Alarm,S_VIRTUAL,RCAL_GCAL_TASK_SU,40299,Tiny number of landmark
found-RC:RC_128798#2018_100_Apr_Tue_10_19:15:12-Num ofLM 13-Threshold 16,ALL,MSG3,IMPF{END>
```

### Action

- In any case a visual inspection is necessary. Use the L1.5 Full Image Analysis Display and superimpose the coastlines to the image at 300% zoom level to verify that they are a good fit to the natural coastlines of the image.
- If they are NOT a good fit, i.e. if the coastline overlay is more than 3 pixel off, then this should immediately be a call-out to the IMPF OPS-DP engineer. -- The engineer will follow the "4C\_ADJ01 Manual



**Adjustment of the IMPF Image" procedure. In extreme cases a manual update of the SpinAxisCorrection and a warm start will be performed..**

- **If they are a good fit, the model should usually catch up. If the model doesn't catch up within few RCs, the IMPF OPS-DP engineer may decide to use the ANY\_ANY\_SetGeometricUpdateRate\_Fast macro to accelerate the recovery.**
- **As long as the "Tiny Number Of Landmark Found" alarm is repeated, a visual inspection has to be performed at least once an hour (FES) or twice an hour (RSS).**

## FD Horizon detection fails

### INFO:

The IMPF RCAL\_GCAL\_TASK\_SU is reporting alarm 40284 Non Nominal Geometric Quality. Reason FD Horizon detection fails.

### Example:

```
18.158.20.57.51.297 MSG_IMP_F_OPE2 OIMPFS02 EMAC A
EventLog_340011#2018_158_Jun_Thu_07_20:45:11:Entry Detected74365749,2018 158 20:57:45.361,Alarm,
S_VIRTUAL,RCAL_GCAL_TASK_SU,40284,Non Nominal Geometric Quality - RC:
RC_339210#2018_158_Jun_Thu_07_20:45:10 - Channel:VIS06 - Reason:because FD Horizon detection fails
(Geometric Quality is set to Non Nominal for all the channels).,ALL,MSG2,IMPF {END>
```

### Action

- Carry out image centering checks and ensure the north and south poles aren't being clipped. If clipping is present then a K3 adjustment will be required.
- Call the on call IMPF OPS-DP engineer and inform them of the situation

## CPU load outside limits cpu load xx

### INFO:

The MSG Event log monitors CPU usage and alarms if it is over the set threshold

### Example:

```
19.030.13.15.56.947 MSG_IMP_F_OPE1 OIMPFS01 EMAC A  
EventLog_158883#2019_030_Jan_Wed_30_13:15:10:Entry Detected54341772,2019030 13:15:42.660,Alarm,  
S_VIRTUAL,SMAC_SU,40007,CPU load outside limits cpu load 77 ,ALL,MSG1,IMP_F {END>
```

### Action

- In the case of a single occurrence, no action is required
- In case of repeated occurrences covering up to half an hour in duration, send an email to [OPS-DP@eumetsat.int](mailto:OPS-DP@eumetsat.int)
- If CPU load is consistently high for over 30 minutes, and there is no obvious reason for this, then call the OPS-DP on-call.

## **MSP value different to OBS value - MirrorStartPosition computed from retrace is different from OBS file value**

### **INFO:**

This alarm is generated when the calculated Mirror Scan Position (MSP), a theoretical value, does not agree with the OBServed file (OBS) or the L0 HKTM received from the spacecraft.

### **Example:**

```
19.030.01.00.19.770 MSG_IMP_F_OPE2 OIMPFS02 EMAC A  
EventLog_370558#2019_030_Jan_Wed_30_01:00:10:Entry Detected82609996,201903001:00:10.729,Alarm,  
S_VIRTUAL,RCAL_GCAL_TASK_SU,40272,MirrorStartPosition computed from retrace is different from OBS file  
value (RC id=RC_369470#2019_030_Jan_Wed_30_01:00:10 -- Value from OBS file=182 -- Value computed from  
retrace=183 -- Value from HKTM S0 packets=183 -- Final IMPF value=183),ALL,MSG2,IMPF {END>
```

### **Action**

- **Monitor the difference in the values – if the difference keeps increasing then call the spacecraft analyst**
- **If the difference remains constant then contact the spacecraft analyst and ask them about carrying out the “SVALGTHM” procedure (which runs every day at 06:00z).**

## FTP transfer/control connection failed

### INFO:

Sometimes due to issues on the FTP connections the IMPF is not able to push data to UMARF/GGSPS/TCE.

This will occur on one or all IMPF instances, and will generate large quantities of alarms since there are many data pushes.

For further information, see [EUM/MSG/AR/25176](#).

### Example:

```
22.320.12.14.41.865 MSG_IMPFF_OPE3 OIMPFS03 EMAC A
EventLog_569588#2022_320_Nov_Wed_16_12:10:09:Entry Detected146826996,2022 320 12:13:47.999,Alarm,
S_VIRTUAL,Send_Data_FTP_Client_Put_SU,40311,FTP Link Aborted - service id GERB server id MARF linkname
LINK4-IMPFF-MARF-OPE-GERB. Reason - Connection attempts exceeded - FTP session state going OFF,ALL,
MSG3,IMPFF {END>
```

```
22.322.21.46.35.381 MSG_IMPFF_OPE2 OIMPFS02 EMAC A
EventLog_518591#2022_322_Nov_Fri_18_21:45:12:Entry Detected127446454,2022 322 21:46:13.411,Alarm,
S_VIRTUAL,Send_Data_FTP_Client_Put_SU,40030,FTP transfer failed service id SEVIRI server id TCE linkname
LINK20-IMPFF-TCE-OPE-SEVIRI error code 2 (Broken data connection). Error Text - File put failed for file /
SERVER/storeBaseDir/OPE2/MSG2/PROD_Seviri1pt0_TCE_EndToBeSent/Current/MSG2-SEVI-MSG10-NA-NA-
20221118214512.157000000Z-NA.nat_OPE0. ErrCode: 425 - ErrTxt: 425 Unable to build data connection: Cannot
assign requested address,ALL,MSG2,IMPFF {END>
```

```
19.032.02.40.12.027 MSG_IMPFF_OPE1 OIMPFS01 EMAC A
EventLog_159032#2019_032_Feb_Fri_01_02:30:11:Entry Detected54395564,2019 032 02:39:46.862,Alarm,
S_VIRTUAL,Send_Data_FTP_Client_Put_SU,40029,FTP control connection failed service id MC_OUTPUT server id
TCE linkname LINK27-IMPFF-TCE-OPE-MC_OUTPUT error code 3 (Control connection failed),ALL,MSG1,IMPFF
{END>
```

### Action

- In case the FTP link(s) doesn't recover by itself, then the relevant facility's

traffic light will turn yellow (or red). If no problem on the relevant target facilities can be identified, or problem is fixed, follow the procedure 4N\_LNK01 – External link handling, first to disable the FTP link(s) (step 50) and then re-enable the link(s) (step 35).

- If the connection can't be recovered by the action above, then phone ops-dp on-call during social hours (08:00-22:00) otherwise send an email to ops-dp@eumetsat.int.

**FTP file rejected****INFO:**

This alarm normally indicates an issue on the current or the previous Black Body Calibration procedure. It needs to be investigated by the Data Processing Operations team..

**Example:**

```
20.149.06.58.56.314 MSG_IMP_F_OPE4 OIMPFS04 EMAC A  
EventLog_148227#2020_149_May_Thu_28_06:45:10:EntryDetected49928375,2020 14906:58:01.788,Alarm,  
S_VIRTUAL,Accept_Data_FTP_Server_SU,40233,FTP file  
CF_IMP_F_ORBIT_MSG4_20200528000000Z_20200528065659Z rejected date/time 05/28/20 06:58:01,ALL,  
MSG4,IMP_F {END>
```

**Action**

- Call DPO On-Call immediately

## Inconsistent gain change with respect to the previous BBCal

### INFO:

The IMPF is rejecting a file that has been received from the CF (any FD file, a UTC file or an OBS file) due to an inconsistency.

### Example:

```
19.008.17.58.21.271 MSG_IMP_F_OPE1 OIMPFS01 EMAC A  
EventLog_156787#2019_008_Jan_Tue_08_17:45:10:Entry  
Detected53583287,2019008 17:57:52.143,Alarm,S_VIRTUAL,  
RCAL_GCAL_TASK_SU,40131,Inconsistent gain change with respect to the  
previous BB calibration (maybe an erroneous gain data in obs file) rc id  
RC_156015#2019_008_Jan_Tue_08_17:45:10 channel name WV73 deviation  
0.209607 threshold 0.2,ALL,MSG1,IMPF {END>
```

### Action

- Call DPO On-Call immediately



## Black body time between readings too large

### INFO:

Following the MSG heated black body calibrations and rarely the ambient ones, IMPF may raise the following alarm "Black body time between readings too large". This is because the temperature of calibration is a bit higher than expected from IMPF for that period of the year..

### Example:

```
23.257.10.55.44.837 MSG_IMP_F_OPE4 OIMPFS04 EMAC A  
EventLog_293977#2023_257_Sep_Thu_14_10:55:09:Entry Detected98568278,2023 257 10:55:03.280,Alarm,  
S_VIRTUAL,RCAL_GCAL_TASK_SU,40134,Black body time between readings too large rc id  
RC 246316#2023_257_Sep_Thu_14_10:50:09,ALL,MSG4,IMPF{END}>>
```

### Action

- Email the alarm to [ops-dp@eumetsat.int](mailto:ops-dp@eumetsat.int).

## Disk use outside limits disk

### INFO:

This alarm is raised when the space disk limit of an IMPF directory reaches its threshold.

### Example:

```
23.019.07.12.21.874 MSG_IMP_F_VAL2 VIMPFS02 EMAC A  
EventLog_521868#2023_019_Jan_Thu_19_07:00:11:Entry Detected123540879,2023 019 07:11:25.430,Alarm,  
S_VIRTUAL,SMAC_SU,40011,Disk use outside limits disk id/disk usage 79,ALL,MSG2,IMPF{END>
```

### Action

- If the alarm occurs outside of any IMPF maintenance activities, email the alarm to [ops-dp@eumetsat.int](mailto:ops-dp@eumetsat.int)

**7.26.4** **Sender**

MSG_IMP_F_OPEX	Sender	ID
GEMS Sender: AgentFtpClientEdtftpj error: No space left on device		IMPf-301
GEMS Sender: AgentFtpClientEdtftpj error: (other)		IMPf-304

## GEMS Sender: AgentFtpClientEdtftpj error: no spcae left on device

### Info

This indicates that the GEMS agent on the facility cannot process and send events to the MASIF server, due lack of disk space (disk full) on the facility. This alarm will most likely occur only once, as all GEMS events from this facility are blocked then. SMART might go red for the columns related to that facility, and SMART related alarms for "no file/activity" might appear afterwards. The operational data flow should not be affected, only the facility related monitoring.

### Examples

MSG_IMP_F_OPE3	OIMPFS03	Sender	A	GEMS.logging.sender:2016-03-26 07:16:57,144 ERROR - doTransfer: Exception caught: java.io.IOException: AgentFtpClientEdtftpj.storeFile(): <file>: No space left on device
----------------	----------	--------	---	---

### Action

For the "No space left on device" alarm:

- Call the facility on-call Engineer and inform him of disk space issue. Impact on operational data flow should be verified (e.g. via other SMART columns).
- For other variants of this alarm please see the next entry ([IMP\\_F-304](#)<sup>521</sup>).

**GEMS Sender: AgentFtpClientEdtftpj error other****Info**

The GEMS Sender agent on IMPF was unable to establish a ftp connection to the MASIF server, to send the latest IMPF events. By the time you get this alarm the FTP connection between IMPF and MASIF must have recovered. So you might have seen some delays or missing events from IMPF just before the alarm.

**Examples**

MSG_IMP_F_OPE3	OIMPFS03	Sender	A	GEMS.logging.sender:2016-03-26 07:16:57,144 ERROR - doTransfer: Exception caught: java.io.IOException: AgentFtpClientEdtftpj:storeFile(): Unable to build data connection: Address already in use
----------------	----------	--------	---	---

Further possible alarms include:

AgentFtpClientEdtftpj:storeFile(): Control channel unexpectedly closed ("read so far)  
 AgentFtpClientEdtftpj:storeFile(): Unable to build data connection: Connection timed out  
 AgentFtpClientEdtftpj:storeFile(): Idle timeout (600 seconds): closing control connection  
 AgentFtpClientEdtftpj:storeFile(): Unable to build data connection: Address already in use  
 AgentFtpClientEdtftpj:disconnect(): The FTP client has not yet connected to the server. The requested action cannot be performed until after a connection ...  
 AgentFtpClientEdtftpj:login(): Could not process authd login.  
 AgentFtpClientEdtftpj:login(): You are already logged in!  
 AgentFtpClientEdtftpj:disconnect(): Broken pipe  
 AgentFtpClientEdtftpj:login(): Login incorrect.

**Important Exception (see also: [IMPF-301](#) <sup>520</sup>)**

AgentFtpClientEdtftpj:storeFile(): <file>: No space left on device

This indicates that the GEMS agent on the facility cannot process and send events to the MASIF server, due lack of disk space (disk full) on the facility. This alarm will most likely occur only once, as all GEMS events from this facility are blocked then. SMART might go red for the columns related to that facility, and SMART related alarms for "no file/activity" might appear afterwards. The operational data flow should not be affected, only the facility related monitoring.

## Action

**For the "No space left on device" alarm:**


- **Call the facility on-call Engineer and inform him of disk space issue. Impact on operational data flow should be verified (e.g. via other SMART columns).**
  
- **For single alarms without any impact on IMPF SMART monitoring: can be ignored.**
- **If you get several alarms in a row or in one hour, then please send an email to MASIF\_OPS, Comms on-call and GEO Analysts.**
- **If you get continuing alarms in short succession or you see a SMART monitoring impact related to that facility, then call the on-call Analyst (then COMMS on-call if necessary)**

**7.26.5 Kernel**

MSG_IMP_F_OPEX	Sender	ID
Unable to fork ... Not enough space		IMP-F-302
The RCAL_GCAL_TASK_SU now uses more than 4GB RAM		IMP-F-303
user.crit remove core file		IMP-F-305

## Unable to fork ... Not enough space

### INFO

The IMPF server has run out of RAM memory. This is possibly due to one process using up all memory and can lead to missing products or the whole server failing. (An additional check has been implemented in Dec. 2016, that should give an alarm before all memory is used up ... described [here](#) )

### Example

16.319.21.58.09.701	MSG_IMPF_OPE1	OIMPFS01	kernel	A	messages:Entry DetectedNov 14 21:58:05 OIMPFS01 inetd[647]: [ID 702911 daemon.error] Unable to fork inetd_startmethod of instance svc:/network/ftp:default: Not enough space
---------------------	---------------	----------	--------	---	--

### Action

- Call ops-dp on-call.
- Consider performing a PIP restart on the IMPF in question during the retrace phase (Please confirm with ops-dp on-call).
- Email an info email to [ops-dp@eumetsat.int](mailto:ops-dp@eumetsat.int), cc: GEO Analyst (if not done by OPS-DP on-call).



**user.crit remove core file****INFO**

This alarm is normally raised for several IMPF SUs at the same time (you should expect around 12 alarms at once).

**Example**

```
19.133.09.30.33.565 MSG_IMP_F_OPE1 OIMPFS01 kernel A messages:Entry DetectedMay 13 09:30:00  
OIMPFS01 root: [ID 702911 user.crit] remove core file ./OIMPFS01.6702.1000.1000.Send_Data_FTP_CI.1552401550
```

**Action**

- In the case of a single occurrence, please send an e-mail to [ops-dp@eumetsat.int](mailto:ops-dp@eumetsat.int)
- In case of repeated occurrences covering up to an hour in duration, please call the DPO on-call.

## The RCAL\_GCAL\_TASK\_SU now uses more than 4GB RAM\_2

### INFO

The RCAL\_GCAL\_TASK\_SU has a memory leakage and slowly uses up more memory. If the size reaches 4GB, this alarm is raised. If the PIP is restarted, the process is terminated and restarts with the nominal memory consumption and this should clear the issue

### Example

```
16.319.21.58.09.701 MSG_IMP_F_OPE1 OIMPFS01 LogFileAgent A  
messages:Entry DetectedNov 14 21:58:05 OIMPFS01 xxxx: [ID 702911 user.alert] The  
RCAL_GCAL_TASK_SU now uses more than 4GB RAM. Consider a PIP restart to lower the  
memory usage.
```

### Action

- Consider a PIP restart during the Retrace phase on the IMPF in question.
- If there is any issues or concerns then please call OPS-DP on-call.
- Email an info email to [OPS-DP@Eumetsat.int](mailto:OPS-DP@Eumetsat.int) , cc: GEO Analyst.

## 7.27 MSG\_SYSTEM\_OPE

Starting Monday the 17/06/19, Op5 will be used to monitor the MSG machines replacing the CheckMK monitoring scripts. Alarms from Op5 will be redirected to facility: "MSG\_SYSTEM\_OPE".

In order to find the correct reaction, find the **Process** of the alarm listed below.

1	Call appropriate CSM on-call engineer
2	E-mail appropriate CSM team (cc. Analysts)
3	Call Facility/Application engineer (e.g. IMPF, DADF etc.)
4	Call Analyst On-Call

There are three CSM on-call teams:

- 1) CSM AIX
- 2) CSM Windows
- 3) CSM Linux, Solaris and OP5

**Note:** The CSM Linux, Solaris and OP5 team are not responsible for alarms that come via OP5. They are only responsible for alarms related to machines running Linux and Solaris as well as maintaining the OP5 monitoring tool.

The table below ([Tables-of-Machines<sup>530</sup>](#)) show which operating system is running on which machine. This will help you to identify the correct CSM on-call, if required.

### Table of Processes

Process	Actions	
	During Working Hours	Outside Working Hours
AIX Lpar home	2	2
AIX paging	1	1
All local disks	2	2
CPU Usage	2	2
Current users	2	2
Disk IO	1	2
Disk Read Average Latency	2	2
Disk usage/	1	1
Disk usage/admin	2	2

Disk usage/boot	1	2
Disk usage/boot/efi	1	1
Disk usage/dev	1	2
Disk usage/home	2	2
Disk usage/opt	1	2
Disk usage/tmp	1	2
Disk usage/usr	1	2
Disk usage/var	1	1
Disk usage/var/adm/ras/livedump	2	2
Disk usage for other application-specific filesystems not listed above. For example: /data/logs /DEW_DATA /mnt/DAE1 /GFT_DATA, ...etc	3	3
Disk Write Average Latency	2	2
Drive C	2	2
Error report 2	2	2
Linux kernel log process	1	2
Linux ntpd process	1	1
Linux syslog process	1	2
Memory Usage	2	2
Memory Usage - Physical	2	2
Memory Usage - Virtual	2	2
Mountpoint Checks	2	2
Multipath status	2	2
Multipath status 2	2	2
Network bandwidth	2	2
Network Status	2	2
Network traffic	2	2
Number of connections currently ESTABLISHED	2	2
Number of connections currently in CLOSE_WAIT status	2	2
Process cron	2	2
Process ntpd	2	2
Process syslogd	2	2
Process syslog-ng	2	2
SSH Server	2	2
Swap Usage	2	2
System Load	2	2
Telnet	2	2
Time Offset	2	2
Total processes	2	2

Uptime	1	1
Zombieprocess	2	2
Zombieprocesses	2	2

Windows Machines - GSCON Operations		
GSCON Operations	O_FGCS01 O_FGCS02 OFGCS03 OFGCS04 OGSMCW01 OGSMCW02 OGSMCW03 OGSMCW04	<p><b>email to the ground station analyst</b></p> <p><u>For single occurrence of alarm:</u></p> <p>"MSG_SYSTEM_OPE~OFGCS03---Memory_Usage_-_Physical":</p> <ul style="list-style-type: none"> <li>From Friday evening till Monday morning log the alarm (no need for an email)</li> <li>Outside the mentioned time send an e-mail to <b>groundstation analyst</b>.</li> </ul>

Where { x - y } is the range of machines

Windows Machines	SOLARIS Machines	SLES Machines	ESXi Machines
Contact "CSM CF Windows" (E-mail account CSM-Windows-Team)  <a href="#">see also second list of windows machines below this table</a> <sup>531</sup>	Contact "CSM Linux, Solaris" (E-mail account CSM-Solaris-Team)		
CMCADS01	CMCDES01	CMCCMK01	CMCICS {11-17} (ope)
CMCDES03	OIMPFS {01-04}	CMCDES {02,04}	CMCICS {21-27} (val)
CMCDEW {01-04}	OIMPFW {11-12}	CMCDNS {01-02}	
CMCHVS01	OIMPFW {21-21}	CMCDPS01	
CMCMDC {01-02}	OIMPFW31	CMCNFS {01-02}	
CMCODC {01-02}	OIMPGW32	CMCPSS {01-03}	
CMCTDC {01-02}	OIMPFW {41-42}	CMCX2G {00-05}	
CMCVCS01	VIMPFS {01-04}	CMCXSS01	
CMCVDC {01-02}	VIMPFW {11-12}	ODADFS {01-04}	
OCFHMS01	VIMPFW12	OMPEFS {01-04}	
OCFOFS01	VIMPFW {21-21}	ODADFW {01-10}	
OCFRTS01	VIMPFW {31-32}	FOEPPS01	
OCFSCS01	VIMPFW {41-42}	FVEPPS01	

OIDRSS {01-05}	MIMPFT {01-04}	MDADFS03	
OCFMCW {01-15}	MIMPFS {01-04}	VDADFS {01-04}	
OCFOFW {01-05}	MIMPFW {11-12}	VMPEFS {01-04}	
	MIMPFW {21-22}	VDADFW {01-08, 10, 11}	
ODADUS01	MIMPFW {31-32}	MDADFT01	
OIDRSW {01-02}	MIMPFW {41-42}	MDADFS {01-04}	
OGOSEP {01, 02, 05, 10, 11}	ODADFW {11-12}	MMPEFS {01-04}	
TCFHMS01	VDADFW09	MDADFW {01-08}	
TCFMCW {01-05}			
TCFOFS01			
TCFOFW {01-05}			
TCFRS01			
TCFSCS01			
VCFHMS01			
VCFOFS01			
VCFRS01			
VCFSCS01			
VCFMCW {01-15}			
VCFOFW {01-05}			
VDADUS01			
VGERBW {01-02}			
MCFHMS01			
MCFOFS01			
MCRFS01			
MCFSCS01			
MCFMCW {01-15}			
MCFOFW01-05			

### MSG On-call Windows Operational Machines

CF Operations	OCFHMS01 OCFRS01 OCFSCS01 OCFOFS01 OCFMCW01 OCFMCW02 OCFMCW03 OCFMCW04 OCFMCW05 OCFMCW06 OCFMCW07
---------------	---

	OCFMCW08 OCFMCW09 OCFMCW10 OCFMCW11 OCFMCW12 OCFMCW13 OCFMCW14 OCFMCW15 OCFOFW01 OCFOFW02 OCFOFW03 OCFOFW04 OCFOFW05
CF Validation	VCFHMS01 VCFRTS01 VCFSCS01 VCFOFS01 VCFMCW01 VCFMCW02 VCFMCW03 VCFMCW04 VCFMCW05 VCFMCW06 VCFMCW07 VCFMCW08 VCFMCW09 VCFMCW10 VCFMCW11 VCFMCW12 VCFMCW13 VCFMCW14 VCFMCW15 VCFOFW01 VCFOFW02 VCFOFW03 VCFOFW04 VCFOFW05
IDRS Operations	OIDRSS01 OIDRSS02 OIDRSS03 OIDRSS04 OIDRSS05 OIDRSW01 OIDRSw02
TMPROPOGATOR Operations	OGOSEP02 OGOSEP10 OGOSEP11



7.28

OIS

**OIS server has been decommissioned on 29th  
January 2021**

**All services have been migrated to MMDS-IDS  
server**

## 7.29

## SNI

VAL_SNI	ID
VAL_SNI Monitoring instructions (in case CF VALI is prime) <sup>119</sup>	VAL_SNI <sup>119</sup>

NEW SNI MONITORING SYSTEM osnsvr05, osnsvr06	ID
osnsvr05/06 - New SNI Monitoring System <sup>536</sup>	SNI <sup>536</sup>
Netbackup ERROR	SNI-001 <sup>537</sup>

SNI - UMARF Alarms	ID
OUMAHS01/OUMAHS02/OUMAHS03/OUMAHS04/OUMALC01 <sup>542</sup>	SNI-09 <sup>542</sup>

-----Old SNI Monitoring-----

SNI (server_name) or (switch_name) in the form OSNFCSnn	ID
LogFileAgent <sup>544</sup>	SNI-01 <sup>544</sup>
usrlocalbinGemsCXMon.pl <sup>544</sup>	SNI-02 <sup>544</sup>
usrlocalbinGemsNetbackupMon.pl <sup>546</sup>	SNI-03 <sup>546</sup>

SNI osnsvr01, osnsvr02, osnsvr21	ID
LogFileAgent <sup>548</sup>	SNI-04 <sup>548</sup>
usrlocalbinGemsCXMon.pl <sup>549</sup>	SNI-05 <sup>549</sup>
usrlocalbinGemsNetbackupMon.pl <sup>550</sup>	SNI-06 <sup>550</sup>
usrlocalbinEUMsamfsdump.ksh SAMFSdumps <sup>551</sup>	SNI-09 <sup>551</sup>

SNI osnmbu, oisnmbu	ID
/usr/local/bin/GemsNetbackupMon.pl <sup>553</sup>	SNI-07 <sup>553</sup>

SNI vsnsvr01, vsnsvr02	ID
/usr/local/bin/GemsNetbackupMon.pl <sup>555</sup>	SNI-08 <sup>555</sup>

SNI vsnsvr05/06/25/26	ID
vsnsvr05/06/25/26 <sup>556</sup>	SNI-10 <sup>556</sup>

**7.29.1 VAL\_SNI Monitoring instructions**

In case of a CF operations swap to VALI --> VAL\_SNI monitoring is required.

Please follow this link, to find out which equipment from VAL\_SNI needs monitoring and escalation : [VAL\\_SNI](#)<sup>119</sup>

(VAL\_SNI alarms for equipment not on that list does not require logging or call-outs)

## 7.29.2 osnsvr05/06 - New SNI Monitoring System

SNI has introduced a new monitoring system using Nagios software. Therefore all GEMS alarms have also been updated and a new Knowledge Base table exists reflecting this alarms and the associated actions. All alarms should come from SNI servers 05/06/25 and should replace the old alarms from servers 01/02/03/04/21

In addition there is now also a new Database/table available which gives the connection/relation of the various facilities and machines to there dedicated SNI switches. From there one can determine the service/machine impacted by an outage on a port of a SNI fabric switch. This table can be accessed by following link [SNI CLIENT REPORT](#)

One main difference in the new SNI KBase sheet is the alarm ID. Each alarm is associated with a unique **ID number** which is given in the message text (see example below ID = 1)

11.110.04.45.03.711 SNI osnsvr05/opt/EUMnagios/libexec/EUMnagCX.plA 1: osnspa10 Cannot check health of osnspa10 - cannot contact SP, Aborting!

**Action:** (if no separate alarm ID)

- Open the SNI KBase here [SNI Knowledge Base for Control Room \\*](#)) and identify the alarm by text or ID number  
(Use direct link to HB doc from the KBase on P-drive here: [SNI Knowledge Base for Control Room](#) )

**\*) Note: This file is also available in Hummingbird as an Excel Spreadsheet**

374247 - SNI Knowledge Base for Control Room - R - DOCSLIB.XLS.DRF

The link above is a link to a copy of the file as pdf available on VMASIF

It can happen that the file opens up and exceeds the size of the screen and all controls to move, resize or close the window do not work.... it also remains on top of other open windows. In this case please right click the GEO-KBase tag in the bottom Menu bar and close/reopen the KBase from there.

- Call SNI On-call  
they will possibly ask you to check on the [SNI CLIENT REPORT](#) for the service affected.

## Netbackup ERROR

### Explanation:

### Example:

```
11.338.14.32.02.443 SNI osnsvr06 /opt/EUMnagios/libexec/EUMnagNetbackupMon.pl A 5502:Netbackup ERROR  
and CRITICAL events for OSNNBU: 04/12/2011 14:25:07:1323008707 1 2 16 osnmbu 408150 408150 0  
OVNMSW01 bpbrm cannot connect to OVNMSW01, Operation now in progress (150) 04/12/2011  
14:25:08:1323008708 1 4 16 osnsvr02 408150 408150 0 OVNMSW01 nbpem backup of client OVNMSW01 exited  
with status 58 (cant connect to client)
```

### Action

- Contact SNI support during sociable hours.
- If facility in the SNI Client Report is EPS then inform the EPS Controller.

SNI KBase here [SNI Knowledge Base for Control Room](#) \*)

**7.29.3**



Dummy entry

**LogFileAgent\_2\_2**

**Process: LogFileAgent, Severity: Alarm , Message: (only keywords shown)**

**Action for below alarms: Call SNI on-call engineer.**

- **VxPE [CRITICAL] : Power supply #N has failed.**
- **VxPE [CRITICAL] \_ : PortStatus is PortDisabled.**
- **VxPE [CRITICAL] \_ : Port is experiencing encoding disparity errors**
- **VxPE [CRITICAL] \_ : Port is using a high percentage of its bandwidth.**
- **VxPE [CRITICAL] Status is FabricDeleted.**
- **VxPE [CRITICAL] \_ : Port is transmitting link reset requests**
- **VxPE [ERROR] SyncLossDetections on \_**
- **VxPE [CRITICAL] \_ : Port is losing signals**
- **VxPE [CRITICAL] \_ : Port is experiencing invalid transmission words**
- **VxPE [CRITICAL] \_ : Port is experiencing a high number of invalid transmission words**
- **VxPE [CRITICAL] \_ : Port is experiencing a high number of encoding disparity errors**
- **VxPE [CRITICAL] \_ : Port is experiencing a high number of link failures**
- **VxPE [CRITICAL] LinkFailures on**
- **VxPE [CRITICAL] \_ : Port is losing synchronization**
- **VxPE [CRITICAL] \_ : Port is losing synchronization at a high frequency**
- **VxPE [CRITICAL] <SWITCH\_NAME\_ : Port is discarding Class 3 frames**

The above group of alarms is generated by Veritas SANPoint Control management software and then picked up by GEMS log file agent. The alarms relate to fibre channel-switches, port and link status, performance. These events are important as they reveal link or switch problems, i.e. loss of a switch, loss of link, a computer reboot, broken cable, broken GBIC, congestion, etc. Current switches are OSNFCS01 - OSNFCS06, OSNFCS09, OSNFCS10, OSNFCS21, OSNFCS22

## usrlocalbinGemsCXMon.pl\_2\_2

---

### Process: /usr/local/bin/GemsCXMon.pl

---

Severity: Alarm Messages: (only keywords shown)

#### Action: Call SNI on-call engineer.

- Disk failure detected: Disk array , Disk , State ,
- LUN failure detected: Disk array , LUN , State ,
- Fan failure detected: Disk array , Fan , State ,
- SP failure detected: Disk array , SP , State
- Power failure detected: Disk array , Power , State
- LCC failure detected: Disk array , LCC , State
- SPS failure detected: Disk array , SPS , State
- SP: , Percentage busy [%]: N% (alarm if N% >50)

---

These alarms come from a custom program monitoring SNI disk arrays. Currently: OSNSPE01 (processor OSNSPA01, OSNSPB01), OSNSPE02 (processor OSNSPA02, OSNSPB02) OSNSPE21 (processor OSNSPA21, OSNSPB21). All the events are about disk arrays's components and their status. Note: SP Storage Processor (disk array processor), LUN Logical Unit Number (logical disk of RAID on disk array), SPS Stand-by Power Supply (batteries), LCC Link Controller Card (connects enclosures to each other)



**usrlocalbinGemsNetbackupMon.pl\_2\_2**

---

**Process: /usr/local/bin/GemsNetbackupMon.pl , Severity: Alarm**

---

**Message:Netbackup ERROR and CRITICAL events: TIME SERVER/CLIENT TEXT dd/mm/yyyy hh:mm:ss  
osnsvr21 - scheduler exiting - no storage units available for use (213)**

**Action: Ignore this alarm if it is the only Netbackup error or critical event on the GEMS alarm. If other  
Netbackup events are included with it, please report the alarm to SNI on-call engineer."**

#### 7.29.4 **UMARF Alarms in SNI, e.g. servers oumahs01, oumahs02, oumahs03, oumalc01**

**For any Alarms on the following UMARF servers : OUMAHS01, OUMAHS02, OUMAHS03, OUMAHS04 and OUMALC01**

**Action:**

- **Call SNI on-call Engineer**

**Example:**

13.154.09.02.23.962 SNI oumahs03 /opt/SUNWsamfs/goodies/EUMCheckSAMFS.pl A share files older than 1 day with Not archived or damaged copy copies in /sam/fs13 for device ms.13 (samfs13)

**7.29.5** (server\_name) or (switch\_name) in the form OSNFCSnn

SNI-01 - 03

Alarms	ID
LogFileAgent <sup>544</sup>	SNI-01 <sup>544</sup>
usrlocalbinGemsCXMon.pl <sup>544</sup>	SNI-02 <sup>544</sup>
usrlocalbinGemsNetbackupMon.pl <sup>546</sup>	SNI-03 <sup>546</sup>

**usrlocalbinGemsCXMon.pl**

---

**Process: /usr/local/bin/GemsCXMon.pl**

---

Severity: Alarm Messages: (only keywords shown)

**Action: Call SNI on-call engineer.**

- **Disk failure detected: Disk array , Disk , State ,**
- **LUN failure detected: Disk array , LUN , State ,**
- **Fan failure detected: Disk array , Fan , State ,**
- **SP failure detected: Disk array , SP , State**
- **Power failure detected: Disk array , Power , State**
- **LCC failure detected: Disk array , LCC , State**
- **SPS failure detected: Disk array , SPS , State**
- **SP: , Percentage busy [%]: N% (alarm if N% >50)**

---

These alarms come from a custom program monitoring SNI disk arrays. Currently: OSNSPE01 (processor OSNSPA01, OSNSPB01), OSNSPE02 (processor OSNSPA02, OSNSPB02) OSNSPE21 (processor OSNSPA21, OSNSPB21). All the events are about disk arrays's components and their status. Note: SP Storage Processor (disk array processor), LUN Logical Unit Number (logical disk of RAID on disk array), SPS Stand-by Power Supply (batteries), LCC Link Controller Card (connects enclosures to each other)

---

**Process: LogFileAgent, Severity: Alarm , Message: (only keywords shown)**

**Action for below alarms: Call SNI on-call engineer.**

---

- **VxPE [CRITICAL] : Power supply #N has failed.**
- **VxPE [CRITICAL] \_ : PortStatus is PortDisabled.**
- **VxPE [CRITICAL] \_ : Port is experiencing encoding disparity errors**

---

(server\_name) or (switch\_name) in the form OSNFCSnn

- **VxPE [CRITICAL] \_ : Port is using a high percentage of its bandwidth.**
- **VxPE [CRITICAL] Status is FabricDeleted.**
- **VxPE [CRITICAL] \_ : Port is transmitting link reset requests**
- **VxPE [ERROR] SyncLossDetections on \_**
- **VxPE [CRITICAL] \_ : Port is losing signals**
- **VxPE [CRITICAL] \_ : Port is experiencing invalid transmission words**
- **VxPE [CRITICAL] \_ : Port is experiencing a high number of invalid transmission words**
- **VxPE [CRITICAL] \_ : Port is experiencing a high number of encoding disparity errors**
- **VxPE [CRITICAL] \_ : Port is experiencing a high number of link failures**
- **VxPE [CRITICAL] LinkFailures on**
- **VxPE [CRITICAL] \_ : Port is losing synchronization**
- **VxPE [CRITICAL] \_ : Port is losing synchronization at a high frequency**
- **VxPE [CRITICAL] <SWITCH\_NAME\_ : Port is discarding Class 3 frames**

---

The above group of alarms is generated by Veritas SANPoint Control management software and then picked up by GEMS log file agent. The alarms relate to fibre channel-switches, port and link status, performance. These events are important as they reveal link or switch problems, i.e. loss of a switch, loss of link, a computer reboot, broken cable, broken GBIC, congestion, etc. Current switches are OSNFCS01 - OSNFCS06, OSNFCS09, OSNFCS10, OSNFCS21, OSNFCS22

**EUMnagNetbackupMon.pl**

---

**Process: /opt/EUMnagios/libexec/EUMnagNetbackupMon.pl, Severity: Alarm**

---

**Message:Netbackup ERROR and CRITICAL events: TIME SERVER/CLIENT TEXT dd/mm/yyyy hh:mm:ss  
osnsvr21 - scheduler exiting - no storage units available for use (213)****Action:****Ignore this alarm if it is the only Netbackup error or critical event in the GEMS alarm.****If other Netbackup events are included with it, please report the alarm to SNI on-call engineer."**

**7.29.6** osnsvr01, osnsvr02, osnsvr21

SNI-04 - 06

Alarms	ID
LogFileAgent <sup>548</sup>	SNI-04 <sup>548</sup>
usrlocalbinGemsCXMon.pl <sup>549</sup>	SNI-05 <sup>549</sup>
usrlocalbinGemsNetbackupMon.pl <sup>550</sup>	SNI-06 <sup>550</sup>
usr/localbinEUMsamfsdump.ksh SAMFSdumps <sup>551</sup>	SNI-09 <sup>551</sup>

## LogFileAgent

### Process: LogFileAgent, Severity: Alarm , Message: (only keywords shown)

**Action for below alarms: Call SNI on-call engineer.**

- VxPE [CRITICAL] : Power supply #N has failed.
- VxPE [CRITICAL] \_ : PortStatus is PortDisabled.
- VxPE [CRITICAL] \_ : Port is experiencing encoding disparity errors
- VxPE [CRITICAL] \_ : Port is using a high percentage of its bandwidth.
- VxPE [CRITICAL] Status is FabricDeleted.
- VxPE [CRITICAL] \_ : Port is transmitting link reset requests
- VxPE [ERROR] SyncLossDetections on \_
- VxPE [CRITICAL] \_ : Port is losing signals
- VxPE [CRITICAL] \_ : Port is experiencing invalid transmission words
- VxPE [CRITICAL] \_ : Port is experiencing a high number of invalid transmission words
- VxPE [CRITICAL] \_ : Port is experiencing a high number of encoding disparity errors
- VxPE [CRITICAL] \_ : Port is experiencing a high number of link failures
- VxPE [CRITICAL] LinkFailures on \_
- VxPE [CRITICAL] \_ : Port is losing synchronization
- VxPE [CRITICAL] \_ : Port is losing synchronization at a high frequency
- VxPE [CRITICAL] <SWITCH\_NAME\_ : Port is discarding Class 3 frames

The above group of alarms is generated by Veritas SANPoint Control management software and then picked up by GEMS log file agent. The alarms relate to fibre channel-switches, port and link status, performance. These events are important as they reveal link or switch problems, i.e. loss of a switch, loss of link, a computer reboot, broken cable, broken GBIC, congestion, etc. Current switches are OSNFCS01 - OSNFCS06, OSNFCS09, OSNFCS10, OSNFCS21, OSNFCS22



**/opt/EUMnagios/libexec/EUMnagCX.pl**

**Process:** /opt/EUMnagios/libexec/EUMnagCX.pl

**Severity: Alarm Messages: (only keywords shown)**

**Action: Call SNI on-call engineer.**

- LUN failure detected: Disk array , LUN , State ,
- Fan failure detected: Disk array , Fan , State ,
- SP failure detected: Disk array , SP , State
- Power failure detected: Disk array , Power , State
- LCC failure detected: Disk array , LCC , State
- SPS failure detected: Disk array , SPS , State
- SP: , Percentage busy [%]: N% (alarm if N% >50)

These alarms come from a custom program monitoring SNI disk arrays. Currently: OSNSPE01 (processor OSNSPA01, OSNSPB01), OSNSPE02 (processor OSNSPA02, OSNSPB02) OSNSPE21 (processor OSNSPA21, OSNSPB21). All the events are about disk arrays's components and their status. Note: SP Storage Processor (disk array processor), LUN Logical Unit Number (logical disk of RAID on disk array), SPS Stand-by Power Supply (batteries), LCC Link Controller Card (connects enclosures to each other)

**EUMnagNetbackupMon.pl**

---

**Process: /opt/EUMnagios/libexec/EUMnagNetbackupMon.pl, Severity: Alarm**

**Message: Netbackup ERROR and CRITICAL events: TIME SERVER/CLIENT TEXT dd/mm/yyyy hh:mm:ss osnsvr21 - scheduler exiting - no storage units available for use (213)**

---

**Action: Ignore this alarm if it is the only Netbackup error or critical event on the GEMS alarm. If other Netbackup events are included with it, please report the alarm to SNI on-call engineer**

---

**YY.DOY.HH.MM.SS.MSC SNI osnsvr21 /opt/EUMnagios/libexec/EUMnagNetbackupMon.pl A No volume, media or scratchpool details available.**

This new event is in response to EUM/MSG/AR/18328.2. If the Netbackup check runs at the same time as a cold catalogue backup, or more specifically, during the (short) time the Netbackup database is locked, then you will get this error rather than erroneous errors reporting that there are no scratchpool or catalogue backup tapes available.

**Action: A single such alarm, should be noted, but only if you get two or more of these alarms in succession should you contact support, as it then means that there is a genuine problem with the Netbackup SQLanyware database, and SNI support should be called.**

**/usr/local/bin/EUMsamfsdump.ksh****Info:****SAMFS configuration copy script failed. (To be completed)****Example**

15.276.19.31.36.628	SNI	osnsvr02	/usr/local/bin/EUMsamfsdump.ksh	A	ERROR: 1 on /var/tmp/SAMFSdumps/etc_opt_samfs_conf_151003_27203.cpio, see /var/tmp/SAMFSdumps/etc_opt_samfs_conf_151003_27203.cpio.log
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**Action**

Email to SNI (currently Belen, David R., Oemer) with cc: GEO Analysts.

7.29.7

osnmbu, oisnbu

SNI-07

Alarms	ID
/usr/local/bin/GemsNetbackupMon.pl	SNI-07

**/usr/local/bin/GemsNetbackupMon.pl**

---

The following alarms come from a custom program monitoring NetBackup software and backup sessions.

Process: /usr/local/bin/GemsNetbackupMon.pl , Severity: Alarm , Message: (only keywords shown)

- 
- **Netbackup ERROR and CRITICAL events:**
  - **Netbackup is not running on nor**
  - **Netbackup is not running!**
  - **There are only scratch pool volumes in the robot!**
  - **There are Catalogue tapes in the robot, should be**
  - **Status of is**
  - **No backup jobs have run on since**

---

**Action: Call SNI on-call engineer.**

7.29.8

vsnsvr01, vsnsvr02

SNI-08

Alarms	ID
/usr/local/bin/GemsNetbackupMon.pl <sup>555</sup>	SNI-08 <sup>555</sup>

**/usr/local/bin/GemsNetbackupMon.pl**

---

**Process: /usr/local/bin/GemsNetbackupMon.pl Severity: Alarm**

**Message: Netbackup ERROR and CRITICAL events: TIME SERVER/CLIENT TEXT dd/mm/yyyy hh:mm:ss osnsvr21 - scheduler exiting - no storage units available for use (213)**

**Action: Ignore this alarm if it is the only Netbackup error or critical event on the GEMS alarm. If other Netbackup events are included with it, please report the alarm to SNI on-call engineer."**

**7.29.9 vsnsvr05/06/25/26****INFO**

**vsnsvrnn** are SNI monitoring server for Multi-Mission SNI equipment (ISNxxxnn) (temporary) and for VAL SNI equipment.

**Example**

16.166.14.17.31.218 SNI vsnsvr06/opt/EUMnagios/libexec/EUMSANMonSNMP.plA 7: **ISNFCP11**  
(VF22)\_127 NOT Connected, PortStatus: Offline for host: CECVIO1111

16.167.07.04.46.361 SNI vsnsvr06/opt/EUMnagios/libexec/EUMProcSWStats.plA 1: **isnfcs42**  
ERROR: At execute DELETE in pHsDeleteOldRECENT\_NOTIFICATIONS1205:Lock wait timeout  
exceeded; try restarting transaction, Aborting!

**Action**

**For alarms on equipment ISNxxxnn or isnxxxnn, please follow actions for the alarm (ID) as per SNI KBase.**

➤ Open the SNI KBase here [SNI Knowledge Base for Control Room \\*](#)) and identify the alarm by text or ID number

**Note:**

ISNxxxnn is e.g. ISNFCP11 in the example above.

isnxxxnn is e.g. isnfcs42 in the exaple above

**FCP: Fibre Channel Backbone Director, 1x=1st floor in TIB, 2x=2nd floor in TIB**

**fcs: Fibre Channel Switch**

**VF: Virtual Fabric (~ group)**



## 7.30 MME-SMART-OPE-DAS

MME-SMART-OPE-DAS CheckEventAgent	ID
ALERT_IDKEY-PRODUCT-MSG1.5-NOT-RECEIVED <sup>[559]</sup>	SMT-DAS-001 <sup>[559]</sup>
ALERT_IDKEY-PRODUCT-MSG1.5-NOT-INGESTED <sup>[561]</sup>	SMT-DAS-002 <sup>[561]</sup>
ALERT_IDKEY-PRODUCT-MSGCLMK-NOT-RECEIVED <sup>[563]</sup>	SMT-DAS-003 <sup>[563]</sup>
ALERT_IDKEY-PRODUCT-MSGCLMK-NOT-INGESTED <sup>[565]</sup>	SMT-DAS-004 <sup>[565]</sup>
ALERT_IDKEY-PRODUCT-IASIL1C-NOT-RECEIVED <sup>[567]</sup>	SMT-DAS-005 <sup>[567]</sup>
ALERT_IDKEY-PRODUCT-IASIL1C-NOT-INGESTED <sup>[569]</sup>	SMT-DAS-006 <sup>[569]</sup>
ALERT_IDKEY-PRODUCT-OSI104-NOT-RECEIVED <sup>[571]</sup>	SMT-DAS-007 <sup>[571]</sup>
ALERT_IDKEY-PRODUCT-OSI104-NOT-INGESTED <sup>[573]</sup>	SMT-DAS-008 <sup>[573]</sup>
ALERT_IDKEY-PRODUCT-OL2WFR-NOT-RECEIVED <sup>[575]</sup>	SMT-DAS-009 <sup>[575]</sup>
ALERT_IDKEY-PRODUCT-OL2WFR-NOT-INGESTED <sup>[577]</sup>	SMT-DAS-010 <sup>[577]</sup>
ALERT_IDKEY-PRODUCT-SR2WAT-NOT-RECEIVED <sup>[579]</sup>	SMT-DAS-011 <sup>[579]</sup>
ALERT_IDKEY-PRODUCT-SR2WAT-NOT-INGESTED <sup>[581]</sup>	SMT-DAS-012 <sup>[581]</sup>
ALERT_IDKEY-PRODUCT-SL2WST-NOT-RECEIVED <sup>[583]</sup>	SMT-DAS-013 <sup>[583]</sup>
ALERT_IDKEY-PRODUCT-SL2WST-NOT-INGESTED <sup>[585]</sup>	SMT-DAS-014 <sup>[585]</sup>

MME-SMART-OPE-DAS nas_error_dtection_pilot	ID
Error with NFS Storage: Detected NAS error <sup>[588]</sup>	SMT-DAS-100 <sup>[588]</sup>

### 7.30.1 CheckEventAgent

MME-SMART-OPE-DAS CheckEventAgent	ID
ALERT_IDKEY-PRODUCT-MSG1.5-NOT-RECEIVED <sup>559</sup>	SMT-DAS-001 <sup>559</sup>
ALERT_IDKEY-PRODUCT-MSG1.5-NOT-INGESTED <sup>561</sup>	SMT-DAS-002 <sup>561</sup>
ALERT_IDKEY-PRODUCT-MSGCLMK-NOT-RECEIVED <sup>563</sup>	SMT-DAS-003 <sup>563</sup>
ALERT_IDKEY-PRODUCT-MSGCLMK-NOT-INGESTED <sup>565</sup>	SMT-DAS-004 <sup>565</sup>
ALERT_IDKEY-PRODUCT-IASIL1C-NOT-RECEIVED <sup>567</sup>	SMT-DAS-005 <sup>567</sup>
ALERT_IDKEY-PRODUCT-IASIL1C-NOT-INGESTED <sup>569</sup>	SMT-DAS-006 <sup>569</sup>
ALERT_IDKEY-PRODUCT-OSI104-NOT-RECEIVED <sup>571</sup>	SMT-DAS-007 <sup>571</sup>
ALERT_IDKEY-PRODUCT-OSI104-NOT-INGESTED <sup>573</sup>	SMT-DAS-008 <sup>573</sup>
ALERT_IDKEY-PRODUCT-OL2WFR-NOT-RECEIVED <sup>575</sup>	SMT-DAS-009 <sup>575</sup>
ALERT_IDKEY-PRODUCT-OL2WFR-NOT-INGESTED <sup>577</sup>	SMT-DAS-010 <sup>577</sup>
ALERT_IDKEY-PRODUCT-SR2WAT-NOT-RECEIVED <sup>579</sup>	SMT-DAS-011 <sup>579</sup>
ALERT_IDKEY-PRODUCT-SR2WAT-NOT-INGESTED <sup>581</sup>	SMT-DAS-012 <sup>581</sup>
ALERT_IDKEY-PRODUCT-SL2WST-NOT-RECEIVED <sup>583</sup>	SMT-DAS-013 <sup>583</sup>
ALERT_IDKEY-PRODUCT-SL2WST-NOT-INGESTED <sup>585</sup>	SMT-DAS-014 <sup>585</sup>

**ALERT\_ID KEY-PRODUCT-MSGL1.5-NOT-RECEIVED****Info:**

Triggered when no MSG L1.5 products for MSG-1, MSG-2, MSG-3 and/or MSG-4 have been received on the EDL ingestion servers during 30 minutes.

If no MSGx products are received then also the corresponding “No-products-ingested” alarms will trigger, and can be filtered until the problem has been fixed.

21.187.17.51.21.978 MME\_SMART\_OPE\_DAS MAS-OPINTS00 GEMS\_CheckEventsAgent A ALERT\_ID KEY-PRODUCT-MSGL1.5-NOT-RECEIVED: no MSG1 Level 1.5 data have been received on EDL from IMPF for 30 minutes. Refer to GEO KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*olda-ingestion-gateway-priority.\*INFO.\*Sip request to process ingestion.\*MSG15.\*received.\*\$] not found for over [1800] seconds..

21.187.17.52.21.978 MME\_SMART\_OPE\_DAS MAS-OPINTS00 GEMS\_CheckEventsAgent A ALERT\_ID KEY-PRODUCT-MSGL1.5-NOT-RECEIVED: no MSG2 and MSG3 Level 1.5 data have been received on EDL from IMPF for 30 minutes. Refer to GEO KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*olda-ingestion-gateway-priority.\*INFO.\*Sip request to process ingestion.\*MSG15.\*received.\*\$] not found for over [1800] seconds.

21.187.17.53.21.978 MME\_SMART\_OPE\_DAS MAS-OPINTS00 GEMS\_CheckEventsAgent A ALERT\_ID KEY-PRODUCT-MSGL1.5-NOT-RECEIVED: no MSG4 Level 1.5 data have been received on EDL from IMPF for 30 minutes. Refer to GEO KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*olda-ingestion-gateway-priority.\*INFO.\*Sip request to process ingestion.\*MSG15.\*received.\*\$] not found for over [1800] seconds.

**Action:**

- **If out-of-office hours:**
  - If you are aware of a current related planned/unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, wait for 2 consecutive alarms with the same format and satellite. Then send a UNS (“DAS – Data Store ingestion issues” template), specifying Data Store and Data Tailor as services affected.
  - Set a GEMS filter for the alarms until the upstream facility or EDL problem has been fixed.
  - Send an E-mail with the details and action taken to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc:

[dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).

- **If in-office hours:**
  - If you are aware of a current related planned/unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then email [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.

**ALERT\_ID KEY-PRODUCT-MSG1.5-NOT-INGESTED****Info:**

**Triggered when no MSG L1.5 products for MSG-1, MSG-2, MSG-3 and/or MSG-4 have been ingested into Data Store during 30 minutes, even though they have been received at the EDL ingestion servers..**

21.187.17.51.21.978MME\_SMART\_OPE\_DAS MAS-OPINTS00GEMS\_CheckEventsAgent A  
ALERT\_ID KEY-PRODUCT-MSG1.5-NOT-INGESTED: no MSG1 Level 1.5 data have been ingested on EDL for 30 minutes. Refer to GEO KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*olda-storage-manager-priority.\*INFO.\*Storage succeeded.\*MSG15.\*\$] not found for over [1800] seconds..

21.187.17.51.21.978MME\_SMART\_OPE\_DAS MAS-OPINTS00GEMS\_CheckEventsAgent A  
ALERT\_ID KEY-PRODUCT-MSG1.5-NOT-INGESTED: no MSG2 and MSG3 Level 1.5 data have been ingested on EDL for 30 minutes. Refer to GEO KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*olda-storage-manager-priority.\*INFO.\*Storage succeeded.\*MSG15.\*\$] not found for over [1800] seconds.

21.187.17.51.21.978MME\_SMART\_OPE\_DAS MAS-OPINTS00GEMS\_CheckEventsAgent A  
ALERT\_ID KEY-PRODUCT-MSG1.5-NOT-INGESTED: no MSG4 Level 1.5 data have been ingested on EDL for 30 minutes. Refer to GEO KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*olda-storage-manager-priority.\*INFO.\*Storage succeeded.\*MSG15.\*\$] not found for over [1800] seconds

**Action:**

- **If out-of-office hours:**
  - **If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.**
  - **If you are not aware of a related outage, wait for 2 consecutive alarms with the same format and satellite. Then send a UNS (“DAS – Data Store**

- ingestion issues” template), specifying Data Store and Data Tailor as services affected.
  - Set a GEMS filter for the alarms until the upstream facility or EDL problem has been fixed.
  - Send an E-mail with the details and action taken to dsops@eumetsat.int (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).
- **If in-office hours:**
- If you are aware of a current related planned/ unplanned product outage, then email the first alarm to dsops@eumetsat.int (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then email dsops@eumetsat.int (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate..

**ALERT\_ID KEY-PRODUCT-MSGCLMK-NOT-RECEIVED****Info:**

Triggered when no MSG Cloud Mask products for MSG-1, MSG-2, MSG-3 and/or MSG-4 have been received on the EDL ingestion servers during 60 minutes.

If no MSGx products are received, also the corresponding “No-products-ingested” alarms will trigger, and can be filtered until the problem has been fixed.

```
21.187.17.56.37.894 MME_SMART_OPE_DAS MAS-OPINTS00
GEMS_CheckEventsAgent A ALERT_ID KEY-PRODUCT-MSGCLMK-NOT-
RECEIVED: no MSG Cloud Mask data have been received on EDL from MPEF for 60 minutes.
Refer to GEO KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg
regexp [^.*olda-ingestion-gateway-priority.*INFO.*Sip request to process ingestion.*MSGCLMK.
*received.*$] not found for over [3600] seconds.
```

**Action:**

- **If out-of-office hours:**
  - **If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.**
  - **If you are not aware of a related outage, then send a UNS (“DAS – Data Store no ingestion” template), specifying Data Store and Data Tailor as services affected.**
  - **Set a GEMS filter for the alarms until the upstream**

- facility or EDL problem has been fixed.
  - Send an E-mail with the details and action taken to dsops@eumetsat.int (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).
- **If in-office hours:**
- If you are aware of a current related planned/ unplanned product outage, then email the first alarm to dsops@eumetsat.int (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then email dsops@eumetsat.int (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.



**ALERT\_ID KEY-PRODUCT-MSGCLMK-NOT-INGESTED****Info:**

Triggered when no MSG Cloud Mask products for MSG-1, MSG-2, MSG-3 and/or MSG-4 have been ingested into Data Store during 60 minutes, even though they have been received at the EDL ingestion servers.

```
21.187.17.51.21.979 MME_SMART_OPE_DAS MAS-OPINTS00  
GEMS_CheckEventsAgent A ALERT_ID KEY-PRODUCT-MSGCLMK-NOT-  
INGESTED: no MSG Cloud Mask data have been ingested on EDL for 60 minutes. Refer to GEO  
KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.*olda-  
storage-manager-priority.*INFO.*Storage succeeded.*MSGCLMK.*$] not found for over [1800]  
seconds
```

**Action:**

- **If out-of-office hours:**
  - If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then send a UNS (“DAS – Data Store no ingestion” template), specifying Data Store and Data Tailor as services affected.
  - Set a GEMS filter for the alarms until the upstream facility or EDL problem has been fixed.
  - Send an E-mail with the details and action taken to

**dsops@eumetsat.int** (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).

- **If in-office hours:**
  - If you are aware of a current related planned/unplanned product outage, then email the first alarm to **dsops@eumetsat.int** (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then email **dsops@eumetsat.int** (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.

**ALERT\_ID KEY-PRODUCT-IASIL1C-NOT-RECEIVED****Info:**

Triggered when no IASI L1C products for Metop-A, Metop-B and/or Metop-C have been received on the EDL ingestion servers during 300 minutes.

If no Metop-X products are received, also the corresponding “No-products-ingested” alarms will trigger, and can be filtered until the problem has been fixed.

```
21.187.22.34.04.760 MME_SMART_OPE_DAS MAS-OPINTS00
GEMS_CheckEventsAgent A ALERT_ID KEY-PRODUCT-IASIL1C-NOT-
RECEIVED: no METOP IASI Level 1C data have been received on EDL from DIF for more
than 1 orbit. Refer to GEO KB -> Matching GEMS event of severity [I], host [ANY], process
[ANY], msg regexp [^.*olda-ingestion-gateway-priority.*INFO.*Sip request to process
ingestion.*IASI_XXX_1C.*(M01|M02|M03).*received.*$] not found for over [18000] seconds
```

**Action:**

- **If out-of-office hours:**
  - If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then send a UNS (“DAS – Data Store no ingestion” template), specifying Data Store and Data Tailor as services affected.
  - Set a GEMS filter for the alarms until the upstream

facility or EDL problem has been fixed.

- Send an E-mail with the details and action taken to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).

➤ **If in-office hours:**

- If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
- If you are not aware of a related outage, then email [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.

**ALERT\_ID KEY-PRODUCT-IASIL1C-NOT-INGESTED****Info:**

Triggered when no IASI L1C products for Metop-A, Metop-B and/or Metop-C have been ingested into Data Store during 300 minutes, even though they have been received at the EDL ingestion servers..

```
21.187.22.28.45.589 MME_SMART_OPE_DAS MAS-OPINTS00  
GEMS_CheckEventsAgent A ALERT_ID KEY-PRODUCT-IASIL1C-NOT-  
INGESTED: no METOP IASIL1C data have been ingested on EDL for more than 1 orbit.  
Refer to GEO KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg  
regexp [^.*olda-storage-manager-priority.*INFO.*Storage succeeded.*IASI_XXX_1C.*(M01|  
M02|M03).*$] not found for over [18000] seconds
```

**Action:**

- **If out-of-office hours:**
  - **If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.**
  - **If you are not aware of a related outage, then send a UNS (“DAS – Data Store no ingestion” template), specifying Data Store and Data Tailor as services affected.**
  - **Set a GEMS filter for the alarms until the upstream facility or EDL problem has been fixed.**

- Send an E-mail with the details and action taken to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).
- If in-office hours:
  - If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then email [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.

**ALERT\_ID KEY-PRODUCT-OSI104-NOT-RECEIVED****Info:**

Triggered when no SAF OSI-104 products for Metop-A, Metop-B and/or Metop-C have been received on the EDL ingestion servers during 300 minutes.

If no Metop-X products are received, also the corresponding “No-products-ingested” alarms will trigger, and can be filtered until the problem has been fixed.

```
21.187.22.34.04.761 MME_SMART_OPE_DAS MAS-OPINTS00  
GEMS_CheckEventsAgent A ALERT_ID KEY-PRODUCT-OSI104-NOT-  
RECEIVED: no SAF OSI-104 data have been received on EDL from SAF for more than 1 orbit.  
Refer to GEO KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg  
regex [^.*olda-ingestion-gateway-priority.*INFO.*Sip request to process ingestion.*ascat.*  
(metopa|metopb|metopc).*ovw.l2.*received.*$] not found for over [18000] second
```

**Action:**

- **If out-of-office hours:**
  - **If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.**
  - **If you are not aware of a related outage, then send a UNS (“DAS – Data Store no ingestion” template), specifying Data Store and Data Tailor as services affected.**
  - **Set a GEMS filter for the alarms until the upstream facility or EDL problem has been fixed.**

- Send an E-mail with the details and action taken to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).
- If in-office hours:
  - If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then email [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.



**ALERT\_ID KEY-PRODUCT-OSI104-NOT-INGESTED****Info:**

Triggered when no SAF OSI-104 products for Metop-A, Metop-B and/or Metop-C have been ingested into Data Store during 300 minutes, even though they have been received at the EDL ingestion servers.

```
21.187.22.28.45.590 MME_SMART_OPE_DAS MAS-OPINTS00
GEMS_CheckEventsAgent A ALERT_ID KEY-PRODUCT-OSI104-NOT-
INGESTED: no SAF OSI-104 data have been ingested on EDL for more than 1 orbit. Refer to
GEO KB ->Matching GEMSEvent ofseverity [I], host [ANY], process [ANY], msg regexp [^
*olda-storage-manager-priority.*INFO.*Storage succeeded.*ascat.*(metopa|metopb|metopc).
*ovw.12.*$] not found for over [18000] seconds
```

**Action:**

- **If out-of-office hours:**
  - If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then send a UNS (“DAS – Data Store no ingestion” template), specifying Data Store and Data Tailor as services affected.
  - Set a GEMS filter for the alarms until the upstream facility or EDL problem has been fixed.
  - Send an E-mail with the details and action taken to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).

- **If in-office hours:**
  - **If you are aware of a current related planned/unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.**
  - **If you are not aware of a related outage, then email [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.**

**ALERT\_ID KEY-PRODUCT-OL2WFR-NOT-RECEIVED****Info:**

Triggered when no S3 OLCI L2 WFR data have been received on the EDL ingestion servers during 3 hours.

If no S3 products are received, also the corresponding “No-products-ingested” alarms will trigger, and can be filtered until the problem has been fixed.

```
21.187.17.51.21.978 MME_SMART_OPE_DAS MAS-OPINTS00
GEMS_CheckEventsAgent A ALERT_ID KEY-PRODUCT-OL2WFR-NOT-
RECEIVED: no S3 OLCI L2 WFR data have been received on EDL for 3 hours. Refer to GEO
KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^
*olda-ingestion-gateway-priority.*INFO.*Sip request to process ingestion.*MSG15.*received.
*$] not found for over [1800] seconds
```

**Action:****➤ If out-of-office hours:**

- If you are aware of a current related planned/unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
- If you are not aware of a related outage, then send a UNS (“DAS – Data Store no ingestion” template), specifying Data Store and Data Tailor as services affected.
- Set a GEMS filter for the alarms until the upstream facility or EDL problem has been fixed.
- Send an E-mail with the details and action taken to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).

**➤ If in-office hours:**

- If you are aware of a current related planned/unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.

- If you are not aware of a related outage, then email [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.

**ALERT\_ID KEY-PRODUCT-OL2WFR-NOT-INGESTED****Info:**

**Triggered when no S3 OLCI L2 WFR data have been ingested into Data Store during 3 hours, even though they have been received at the EDL ingestion servers.**

```
21.187.17.51.21.978 MME_SMART_OPE_DAS MAS-OPINTS00
GEMS_CheckEventsAgent A ALERT_ID KEY-PRODUCT-OL2WFR-NOT-
INGESTED: no S3 OLCI L2 WFR data have been ingested on EDL for 3 hours. Refer to GEO
KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^
*olda-storage-manager-priority.*INFO.*Storage succeeded.*MSG15.*$] not found for over
[1800] seconds
```

**Action:**

- **If out-of-office hours:**
  - If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then send a UNS (“DAS – Data Store no ingestion” template), specifying Data Store and Data Tailor as services affected.
  - Set a GEMS filter for the alarms until the upstream facility or EDL problem has been fixed.
  - Send an E-mail with the details and action taken to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).
- **If in-office hours:**
  - If you are aware of a current related planned/ unplanned product outage, then email the first

alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.

- If you are not aware of a related outage, then email [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.

**ALERT\_ID KEY-PRODUCT-SR2WAT-NOT-RECEIVED****Info:**

Triggered when no S3 SRAL L2 WAT have been received on the EDL ingestion servers during 3 hours.

If no S3 products are received, also the corresponding “No-products-ingested” alarms will trigger, and can be filtered until the problem has been fixed.

```
21.187.17.56.37.894 MME_SMART_OPE_DAS MAS-OPINTS00
GEMS_CheckEventsAgent A ALERT_ID KEY-PRODUCT-SR2WAT-NOT-
RECEIVED: no S3 SRAL L2 WAT data have been received on EDL for 3 hours. Refer to GEO
KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^
*olda-ingestion-gateway-priority.*INFO.*Sip request to process ingestion.*MSGCLMK.
*received.*$] not found for over [3600] seconds
```

**Action:**

- **If out-of-office hours:**
  - If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then send a UNS (“DAS – Data Store no ingestion” template), specifying Data Store and Data Tailor as services affected.
  - Set a GEMS filter for the alarms until the upstream facility or EDL problem has been fixed.
  - Send an E-mail with the details and action taken to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).
- **If in-office hours:**

- If you are aware of a current related planned/unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
- If you are not aware of a related outage, then email [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.



**ALERT\_ID KEY-PRODUCT-SR2WAT-NOT-INGESTED****Info:**

**Triggered when no S3 SRAL L2 WAT data have been ingested into Data Store during 3 hours, even though they have been received at the EDL ingestion servers.**

```
21.187.17.51.21.979 MME_SMART_OPE_DAS MAS-OPINTS00  
GEMS_CheckEventsAgent A ALERT_ID KEY-PRODUCT-SR2WAT-NOT-  
INGESTED: no S3 SRAL L2 WAT data have been ingested on EDL for 3 hours. Refer to GEO  
KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.  
*olda-storage-manager-priority.*INFO.*Storage succeeded.*MSGCLMK.*$] not found for  
over [1800]seconds
```

**Action:**

- **If out-of-office hours:**
  - If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then send a UNS (“DAS – Data Store no ingestion” template), specifying Data Store and Data Tailor as services affected.
  - Set a GEMS filter for the alarms until the upstream facility or EDL problem has been fixed.
  - Send an E-mail with the details and action taken to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).
- **If in-office hours:**
  - If you are aware of a current related planned/ unplanned product outage, then email the first

alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.

- If you are not aware of a related outage, then email [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.

**ALERT\_ID KEY-PRODUCT-SL2WST-NOT-RECEIVED****Info:**

Triggered when no S3 SLSTR L2 WST data have been received on the EDL ingestion servers during 3 hours.

If no S3 products are received, also the corresponding “No-products-ingested” alarms will trigger, and can be filtered until the problem has been fixed.

```
21.187.22.34.04.760 MME_SMART_OPE_DAS MAS-OPINTS00
GEMS_CheckEventsAgent A ALERT_ID KEY-PRODUCT-SL2WST-NOT-
RECEIVED: no S3 SLSTR L2 WST data have been received on EDL for 3 hours. Refer to
GEO KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp
[^\.*olda-ingestion-gateway-priority.*INFO.*Sip request to process ingestion.*IASI xxx 1C.*
(M01|M02|M03).*received.*$] not found for over [18000] seconds
```

**Action:**

- **If out-of-office hours:**
  - If you are aware of a current related planned/ unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
  - If you are not aware of a related outage, then send a UNS (“DAS – Data Store no ingestion” template), specifying Data Store and Data Tailor as services affected.
  - Set a GEMS filter for the alarms until the upstream facility or EDL problem has been fixed.
  - Send an E-mail with the details and action taken to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).
- **If in-office hours:**

- If you are aware of a current related planned/unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.
- If you are not aware of a related outage, then email [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.

**ALERT\_ID KEY-PRODUCT-SL2WST-NOT-INGESTED****Info:**

**Triggered when no S3 SLSTR L2 WST data have been ingested into Data Store during 3 hours, even though they have been received at the EDL ingestion servers..**

```
21.187.22.28.45.589 MME_SMART_OPE_DAS MAS-OPINTS00
GEMS_CheckEventsAgent A ALERT_ID KEY-PRODUCT-SL2WST-NOT-
INGESTED: no S3 SLSTR L2 WST data have been ingested on EDL for 3 hours. Refer to GEO
KB -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^
*olda-storage-manager-priority.*INFO.*Storage succeeded.*IASI_xxx_1C.*(M01|M02|M03).
*$] not found for over [18000] seconds
```

**Action:**

- **If out-of-office hours:**
  - **If you are aware of a current related planned/unplanned product outage, then email the first alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.**
  - **If you are not aware of a related outage, then send a UNS (“DAS – Data Store no ingestion” template), specifying Data Store and Data Tailor as services affected.**
  - **Set a GEMS filter for the alarms until the upstream facility or EDL problem has been fixed.**
  - **Send an E-mail with the details and action taken to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)).**
- **If in-office hours:**
  - **If you are aware of a current related planned/unplanned product outage, then email the first**

alarm to [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) with the reason.

- If you are not aware of a related outage, then email [dsops@eumetsat.int](mailto:dsops@eumetsat.int) (on cc: [dseng@eumetsat.int](mailto:dseng@eumetsat.int) and [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)) and ask them to investigate.

**7.30.2** nas\_error\_detection\_watchdog\_Pilot

SMT-100 - SMT-101

MME-SMART-OPE-DAS nas_error_dtection_pilot	ID
Error with NFS Storage: Detected NAS error <sup>[588]</sup>	SMT-DAS-100 <sup>[588]</sup>

## Error with NFS Storage: Detected NAS error

### Info:

Triggered when a failure in the Network File System (NFS) storage underlying EUMETView occurred.

If this issue persists during a certain period, EUMETView could show gaps to the users.

```
21.173.10.00.03.149 MME_DS_OPE_DAS ds-ope-log01
nas_error_detection_watchdog_Pilot A nas_error_detection.log:Detected NAS
error:2021-06-22T09:58:32+00:00 olda-v-w-1 wso2apim-pubstore-tm-2-6f87f4f695-gsrzh:
message:Caused by: java.io.FileNotFoundException: /home/wso2user/wso2am-2.1.0/repository/
deployment/server/eventstreams/DAS_MESSAGE_TRACE_1.0.0.json (Remote I/O error) .
```

### Action:

- Contact the CSM SNI on call support, requesting to check the *isilon-nfs.icsi.eumetsat.int* NAS, to temporarily take the problematic node out of servicing clients and to report about the status to Data Store and EUMETView teams (emails below).
- Send an E-mail with the details and action taken to Data Store and EUMETView teams (emails below).
- Data Store: [dsops@eumetsat.int](mailto:dsops@eumetsat.int) [dseng@eumetsat.int](mailto:dseng@eumetsat.int) [dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)
- EUMETView: [evops@eumetsat.int](mailto:evops@eumetsat.int) [eveng@eumetsat.int](mailto:eveng@eumetsat.int) [evmaint@eumetsat.int](mailto:evmaint@eumetsat.int)



## 7.31 MME-SMART-OPE-GEO

MME-SMART-OPE-GEO SmartServer-geo PRIME	ID
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-LATE: MSG HRIT segments are received late. <sup>[593]</sup>	SMT-GEO-001 <sup>[593]</sup>
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-ALL: MSG HRIT Missing segments on all EUMETCAST Reception Stations. Please follow system procedure ON_SMT01. <sup>[594]</sup>	SMT-GEO-008 <sup>[594]</sup>
Service [0Deg MPEF] ... Some or all 0degree MPEF products have not been received in MMDS for Eumetcast dissemination. <sup>[594]</sup>	SMT-GEO-005 <sup>[594]</sup>
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-AFR: MSG HRIT Missing segments only on C-AFRICA EUMETCAST Reception Stations. <sup>[15]</sup>	SMART-GEO-102 <sup>[15]</sup>
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-TIMESTAMP: MSG HRIT segments have incorrect timestamp. <sup>[41]</sup>	SMART-GEO-110 <sup>[41]</sup>
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-INCOMPLETE: MSG HRIT segments have an incomplete image. <sup>[43]</sup>	SMART-GEO-111 <sup>[43]</sup>

MME-SMART-OPE-GEO SmartServer-geo IODC	ID
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-IODC-LATE: MSG HRIT segments are received late. <sup>[596]</sup>	SMT-GEO-007 <sup>[596]</sup>
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-IODC: MSG IODC HRIT Missing segments on all EUMETCAST Reception Stations. Please follow system procedure ON_SMT01 - SMART Service. <sup>[597]</sup>	SMT-GEO-009 <sup>[597]</sup>
Some or all IODC MPEF products have not been received in MMDS for Eumetcast dissemination. <sup>[597]</sup>	SMT-GEO-011 <sup>[597]</sup>
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-AFR: MSG HRIT Missing segments only on C-AFRICA EUMETCAST Reception Stations. <sup>[15]</sup>	SMART-GEO-102 <sup>[15]</sup>
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-TIMESTAMP: MSG HRIT segments have incorrect timestamp. <sup>[41]</sup>	SMART-GEO-110 <sup>[41]</sup>
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-INCOMPLETE: MSG HRIT segments have an incomplete image. <sup>[43]</sup>	SMART-GEO-111 <sup>[43]</sup>

MME-SMART-OPE-GEO SmartServer-geo RSS	ID
Service [RSS Imaging], ...ALERT_ID HRIT-MSG-RSS: MSG RSS HRIT Missing segments on the DVB Europe KU BAND. <sup>[24]</sup>	SMarT-GEO-106 <sup>[24]</sup>
Service [RSS Imaging], ...ALERT_ID HRIT-MSG-RSS-TIMESTAMP: MSG HRIT segments have incorrect timestamp. <sup>[41]</sup>	SMART-GEO-110 <sup>[597]</sup>
Service [RSS Imaging], ... ALERT_ID HRIT-MSG-RSS-INCOMPLETE: MSG HRIT segments have an incomplete image. <sup>[43]</sup>	SMART-GEO-111 <sup>[43]</sup>
Service [RSS MPEF], ...Some or all IODC MPEF products have not been received in MMDS for Eumetcast dissemination. <sup>[599]</sup>	SMT-GEO-006 <sup>[599]</sup>
Service [RSS MPEF], ...ALERT_ID MPEF-MSG-RSS-DVB: RSS MSG MPEF Missing segments on all EUMETCAST Reception Stations. <sup>[26]</sup>	SMART-GEO-107 <sup>[26]</sup>

MME-SMART-OPE-GEO SmartServer-geo GNOPS		ID
GNOPS products not received in DVB User Stations for more than 30 minutes. <sup>[601]</sup>		SMT-GEO-003 <sup>[601]</sup>
GNOPS products not received from GNOPS server for more than 30 minutes <sup>[602]</sup>		SMT-GEO-004 <sup>[602]</sup>

MME-SMART-OPE-GEO SmartServer-geo ROLLING ARCHIVE		ID
ROLLING ARCHIVE (0deg/IODC) (HRIT/MPEF) to Rolling Archive <sup>[603]</sup>		SMT-GEO-015 <sup>[603]</sup>

MME-SMART-OPE-GEO SmartServer-geo DCP		ID
Number of IODC DCP messages is below threshold of 110 <sup>[605]</sup>		SMT-GEO-012 <sup>[605]</sup>
Number of 0DEG DCP messages is below threshold of 650 <sup>[606]</sup>		SMT-GEO-013 <sup>[606]</sup>

## 7.31.1 SmartServer-geo

MME-SMART-OPE-GEO SmartServer-geo PRIME	ID
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-LATE: MSG HRIT segments are received late <sup>[593]</sup>	SMT-GEO-001 <sup>[593]</sup>
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-ALL: MSG HRIT Missing segments on all EUMETCAST Reception Stations. Please follow system procedure ON_SMT01 <sup>[594]</sup>	SMT-GEO-008 <sup>[594]</sup>
Service [0Deg MPEF] ... Some or all 0degree MPEF products have not been received in DADF for Eumetcast dissemination <sup>[594]</sup>	SMT-GEO-005 <sup>[594]</sup>
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-AFR: MSG HRIT Missing segments only on C-AFRICA EUMETCAST Reception Stations. <sup>[15]</sup>	SMART-GEO-102 <sup>[15]</sup>
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-TIMESTAMP: MSG HRIT segments have incorrect timestamp. <sup>[41]</sup>	SMART-GEO-110 <sup>[41]</sup>
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-INCOMPLETE: MSG HRIT segments have an incomplete image. <sup>[43]</sup>	SMART-GEO-111 <sup>[43]</sup>

MME-SMART-OPE-GEO SmartServer-geo IODC	ID
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-IODC-LATE: MSG HRIT segments are received late <sup>[596]</sup>	SMT-GEO-007 <sup>[596]</sup>
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-IODC: MSG IODC HRIT Missing segments on all EUMETCAST Reception Stations. Please follow system procedure ON_SMT01 - SMART Service <sup>[597]</sup>	SMT-GEO-009 <sup>[597]</sup>
Some or all IODC MPEF products have not been received in DADF for Eumetcast dissemination <sup>[597]</sup>	SMT-GEO-011 <sup>[597]</sup>
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-AFR: MSG HRIT Missing segments only on C-AFRICA EUMETCAST Reception Stations. <sup>[15]</sup>	SMART-GEO-102 <sup>[15]</sup>
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-TIMESTAMP: MSG HRIT segments have incorrect timestamp. <sup>[41]</sup>	SMART-GEO-110 <sup>[41]</sup>
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-INCOMPLETE: MSG HRIT segments have an incomplete image <sup>[43]</sup>	SMART-GEO-111 <sup>[43]</sup>

MME-SMART-OPE-GEO SmartServer-geo RSS	ID
Service [RSS Imaging], ...ALERT_ID HRIT-MSG-RSS: MSG RSS HRIT Missing segments on the DVB Europe KU BAND <sup>[24]</sup>	SMarT-GEO-106 <sup>[24]</sup>
Service [RSS Imaging], ...ALERT_ID HRIT-MSG-RSS-TIMESTAMP: MSG HRIT segments have incorrect timestamp. <sup>[41]</sup>	SMART-GEO-110 <sup>[597]</sup>
Service [RSS Imaging], ... ALERT_ID HRIT-MSG-RSS-INCOMPLETE: MSG HRIT segments have an incomplete image. <sup>[43]</sup>	SMART-GEO-111 <sup>[43]</sup>
Service [RSS MPEF], ...Some or all IODC MPEF products have not been received in DADF for Eumetcast dissemination <sup>[599]</sup>	SMT-GEO-006 <sup>[599]</sup>
Service [RSS MPEF], ...ALERT_ID MPEF-MSG-RSS-DVB: RSS MSG MPEF Missing segments on all EUMETCAST Reception Stations. <sup>[26]</sup>	SMART-GEO-107 <sup>[26]</sup>

MME-SMART-OPE-GEO SmartServer-geo GNOPS		ID
GNOPS products not received in DVB User Stations for more than 30 minutes. <sup>[601]</sup>		SMT-GEO-003 <sup>[601]</sup>
GNOPS products not received from GNOPS server for more than 30 minutes <sup>[602]</sup>		SMT-GEO-004 <sup>[602]</sup>

MME-SMART-OPE-GEO SmartServer-geo ROLLING ARCHIVE		ID
ROLLING ARCHIVE (0deg/IODC) (HRIT/MPEF) to Rolling Archive <sup>[603]</sup>		SMT-GEO-015 <sup>[603]</sup>

MME-SMART-OPE-GEO SmartServer-geo DCP		ID
Number of IODC DCP messages is below threshold of 70 <sup>[605]</sup>		SMT-GEO-012 <sup>[605]</sup>
Number of 0DEG DCP messages is below threshold of 650 <sup>[606]</sup>		SMT-GEO-013 <sup>[606]</sup>

**PRIME Imaging & MPEF**

MME-SMART-OPE-GEO SmartServer-geo PRIME	ID
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-LATE: MSG HRIT segments are received late. <sup>[593]</sup>	SMT-GEO-001 <sup>[593]</sup>
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-ALL: MSG HRIT Missing segments on all EUMETCAST Reception Stations. Please follow system procedure ON SMT01. <sup>[594]</sup>	SMT-GEO-008 <sup>[594]</sup>
Service [0Deg MPEF] ... Some or all 0degree MPEF products have not been received in MMDS for Eumetcast dissemination. <sup>[594]</sup>	SMT-GEO-005 <sup>[594]</sup>
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-AFR: MSG HRIT Missing segments only on C-AFRICA EUMETCAST Reception Stations. <sup>[15]</sup>	SMART-GEO-102 <sup>[15]</sup>
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-TIMESTAMP: MSG HRIT segments have incorrect timestamp. <sup>[41]</sup>	SMART-GEO-110 <sup>[41]</sup>
Service [0Deg MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-INCOMPLETE: MSG HRIT segments have an incomplete image. <sup>[43]</sup>	SMART-GEO-111 <sup>[43]</sup>

18.046.14.49.27.366 MME\_SMART\_OPE\_GEO MAS-OPINTS00 SmartServer-geo A Service [0Deg MSG Imaging], activity [2018-046-14:15:00], total alert duration [0s], ALERT\_ID HRIT-MSG-DVB-LATE: MSG HRIT segments are received late, i.e over the 5 minutes timeliness, on at least one EUMETCAST Reception Stations.

**Info:**

This alarm is triggered by SMART when it detects one or more segments in EUMetcast HRIT MSG dissemination have been received late. The nominal timeliness allowed for segments in HRIT repeat cycles is 5 minutes.

Timeliness alarms can have various reasons.

- a) timeliness for outgoing from DADF
- b) timeliness due to delay on MMDS
- c) timeliness for reception in User Station

The GEMS alarm is triggered only if timeliness of at least one Reception Station within a repeat cycle is greater than 5 min. Timeliness > 5 minutes for DADF outgoing files will cause SMART to indicate the cell to go red in SMART but will not trigger an audible GEMS alarm, however a timeliness >

5min for outgoing from DADF will also lead to timeliness > 5 min in Reception Station and therefore a GEMS alarm is generated. User Station timeliness problem for more than one User Station in the same repeat cycle could point to a MMDS or uplink station problem .

#### **Action:**

- Log Event.
- IF single occurrence only and timelines is less than 6 minutes in one repeat cycle THEN
  - just log event (see above for known problem (EUM/MuMi/AR/3500))
- IF single occurrence only and timelines is greater than 6 minutes in one repeat cycle THEN
  - send e-mail to [on-call dissemination engineer with cc opsreports and cc duty analyst](#)
- IF problem continues in next repeat cycle THEN
  - Call Dissemination On-Call any time as there could be a dissemination problem
  -

#### **Info:**

#### **Action:**

- goto [SMART MONITORING > SMART GEO > PRIME SEVIRI](#) 

#### **Info:**

A monitoring point for MPEF data to MMDS for 0degree, RSS and IODC is in place. The monitoring is at MMDS reception side. There have been several cases where MPEF product generation has crashed without alarm on MPEF side. If this alarm is raised then the most likely reason is a failure at MPEF side

## Example:

15.064.11.47.43.045 SMART-OPE-GEO mas-opints00 SmartServer-geo A Service [0Deg MSG MPEF], activity [2015-064-11:15:00], total alert duration [0s], ALERT\_ID: MPEFtoDADF: Some or all 0degree MPEF products have not been received in DADF for Eumetcast dissemination

### Action:

➤ goto [SMART MONITORING > SMART GEO >PRIME MPEF](#)<sup>17</sup>

### Action:

➤ goto [SMART MONITORING > SMART GEO >PRIME AFRICA](#)<sup>15</sup>

### Action:

➤ goto [SMART MONITORING > SMART GEO >TIME CELL RED](#)<sup>41</sup>

### Action:

➤ goto [SMART MONITORING > SMART GEO >INCOMPLETE CELL RED...BUT](#)<sup>43</sup>

## IODC Imaging & MPEF

MME-SMART-OPE-GEO SmartServer-geo IODC ..	ID
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-IODC-LATE: MSG HRIT segments are received late <sup>[596]</sup>	SMT-GEO-007 <sup>[596]</sup>
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-IODC: MSG IODC HRIT Missing segments on all EUMETCAST Reception Stations. Please follow system procedure ON_SMT01 - SMART Service <sup>[597]</sup>	SMT-GEO-009 <sup>[597]</sup>
Some or all IODC MPEF products have not been received in MMDS for Eumetcast dissemination <sup>[597]</sup>	SMT-GEO-011 <sup>[597]</sup>
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-AFR: MSG HRIT Missing segments only on C-AFRICA EUMETCAST Reception Stations. <sup>[15]</sup>	SMART-GEO-102 <sup>[15]</sup>
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-TIMESTAMP: MSG HRIT segments have incorrect timestamp. <sup>[41]</sup>	SMART-GEO-110 <sup>[41]</sup>
Service [IODC MSG Imaging], ... ALERT_ID HRIT-MSG-DVB-INCOMPLETE: MSG HRIT segments have an incomplete image <sup>[43]</sup>	SMART-GEO-111 <sup>[43]</sup>

### Info:

This alarm is triggered by SMART when it detects one or more segments in EUMetcast HRIT MSG dissemination have been received late. The nominal timeliness allowed for segments in HRIT repeat cycles is 5 minutes.

Timeliness alarms can have various reasons.

- a) timeliness for outgoing from DADF
- b) timeliness due to delay on MMDS
- c) timeliness for reception in User Station

The GEMS alarm is triggered only if timeliness of at least one Reception Station within a repeat cycle is greater than 5 min. Timeliness > 5 minutes for DADF outgoing files will cause SMART to indicate the cell to go red in SMART but will not trigger an audible GEMS alarm, however a timeliness > 5min for outgoing from DADF will also lead to timeliness > 5 min in Reception Station and therefore a GEMS alarm is generated.

User Station timeliness problem for more than one User Station in the same



repeat cycle could point to a **MMDS or uplink station problem** .

yyddd.hh.mm.ss.SSS MME\_SMART\_OPE\_GEO MAS-OPINTS00 SmartServer-geo A Service [0Deg MSG Imaging], activity [2010-224-10:00:00], total alert duration [0], ALERT\_ID HRIT-MSG-IODC-LATE: MSG IODC HRIT segments are received late, i.e over the 5 minutes timeliness, on at least one EUMETCAST Reception Stations.

#### **Action:**

- **Log Event.**
- **IF single occurrence only and timelines is less than 6 minutes in one repeat cycle THEN**
  - **just log event (see above for known problem (EUM/MuMi/AR/3500))**
- **IF single occurrence only and timelines is greater than 6 minutes in one repeat cycle THEN**
  - **send e-mail to [on-call dissemination engineer with cc opsreports and cc duty analyst](#)**
- **IF problem continues in next repeat cycle THEN**
  - **Call Dissemination On-Call any time as there could be a dissemination problem**

#### **Info:**

#### **Action:**

- goto [SMART MONITORING > SMART GEO IO DC SEVIRI](#) 

#### **Info:**

#### **Info:**

A monitoring point for MPEF data to MMDS for 0degree, RSS and IO DC is in place. The monitoring is at MMDS reception side. There have been several cases where MPEF product generation has crashed without alarm on MPEF side. If this alarm is raised then the most likely reason is a failure at MPEF side

**Example:****Example:**

yy.ddd.hh.mm.ss.SSS MME-SMART-OPE-GEO mas-opints00 SmartServer-geo A Service [IODC MSG MPEF], activity [yyyy-ddd-hh:mm:ss], total alert duration [0s], ALERT\_ID: MPEFtoDADF: Some or all 0degree MPEF products have not been received in DADF for Eumetcast dissemination!

**Action:**

➤ goto [SMART MONITORING > SMART GEO > IODC MPEF](#) <sup>21</sup>

## RSS Imaging & MPEF

MME-SMART-OPE-GEO SmartServer-geo RSS	ID
Service [RSS Imaging], ...ALERT_ID HRIT-MSG-RSS: MSG RSS HRIT Missing segments on the DVB Europe KU BAND <sup>[24]</sup>	SMarT-GEO-106 <sup>[24]</sup>
Service [RSS Imaging], ...ALERT_ID HRIT-MSG-RSS-TIMESTAMP: MSG HRIT segments have incorrect timestamp. <sup>[41]</sup>	SMART-GEO-110 <sup>[59]</sup>
Service [RSS Imaging], ...ALERT_ID HRIT-MSG-RSS-INCOMPLETE: MSG HRIT segments have an incomplete image. <sup>[43]</sup>	SMART-GEO-111 <sup>[43]</sup>
Service [RSS MPEF], ...Some or all IODC MPEF products have not been received in MMDS for Eumetcast dissemination <sup>[59]</sup>	SMT-GEO-006 <sup>[59]</sup>
Service [RSS MPEF], ...ALERT_ID MPEF-MSG-RSS-DVB: RSS MSG MPEF Missing segments on all EUMETCAST Reception Stations. <sup>[26]</sup>	SMART-GEO-107 <sup>[26]</sup>

### Info:

A monitoring point for MPEF data to MMDS for 0degree, RSS and IODC is in place. The monitoring is at MMDS reception side. There have been several cases where MPEF product generation has crashed without alarm on MPEF side. If this alarm is raised then the most likely reason is a failure at MPEF side

### Example:

If MPE products are missing for more than 6 hours after a RSS break then an UNS announcement is to be sent out to the users. See UNS example below.

- **If the MPE product generation takes up to 15 hours to recover after the RSS interruption, then there is no need to inform the MPEF on-call person.**
- **If MPE product generation has not started after 15 hours, then inform OPS-DP by email. Please do not call the MPEF on-call person, because this will be in the middle of the night and there is nothing he/she can do anyway.**

### Example:

15.064.11.47.43.045 SMART-OPE-GEO mas-opints00 SmartServer-geo A Service [0Deg MSG MPEF], activity [2015-064-11:15:00], total alert duration [0s], ALERT\_ID: MPEFtoDADF: Some or no RSS MPEF products have been received in DADF for Eumetcast dissemination'

**Action:**

- If MPE products are missing for more than 6 hours after a RSS break then raise an UNS Alert
- goto [SMART MONITORING > SMART GEO > RSS MPEF](#) 

**GNOPS**

MME-SMART-OPE-GEO SmartServer-geo GNOPS	ID
GNOPS products not received in DVB User Stations for more than 30 minutes. <sup>[601]</sup>	SMT-GEO-003 <sup>[601]</sup>
GNOPS products not received from GNOPS server for more than 30 minutes. <sup>[602]</sup>	SMT-GEO-004 <sup>[602]</sup>

**Info:****Info:**

The GNOPS products are produced at Eumetsat using NWC SAF software. There are 9 products from GNOPS2 and 4 products from IODC GNOPS. The products are considered part of the MPEF for the 0 degree mission in SMART, and are produced for every repeat cycle. Timeliness is 15 minutes from end of repeat cycle.

Products from IODC GNOPS are only disseminated via EUMETCast Terrestrial

**Example:**

15.065.12.20.23.888 SMART-OPE-GEO mas-opints00 SmartServer-geo A Service [0Deg MSG MPEF], first activity [2015-065-11:15:00], total alert duration [0s], ALERT\_ID GNOPS-Dissemination: GNOPS products not received in DVB User Stations for more than 30 minutes. Check alarm in KBase..

**Action:**

➤ Goto: [SMART MONITORING > SMART GEO > GNOPS](#)<sup>[12]</sup>

**Info:**

The GNOPS products are produced at Eumetsat using NWC SAF software. There are 9 products from GNOPS2 and 4 products from IODC GNOPS. The products are considered part of the MPEF for the 0 degree mission in SMART, and are produced for every repeat cycle. Timeliness is 15 minutes from end of repeat cycle.

Products from IODC GNOPS are only disseminated via EUMETCast Terrestrial

**Example:**

15.065.11.47.25.225 SMART-OPE-GEO mas-opints00 SmartServer-geo A Service [0Deg MSG MPEF], first activity [2015-065-11:00:00], total alert duration [53m07s], ALERT\_ID GNOPS-Production: GNOPS products not received from GNOPS server for more than 30 minutes. If 0 degree imaging is nominal then call MPEF support immediately. Check alarm in KBase.

**Action:**

➤ Goto: [SMART MONITORING > SMART GEO > GNOPS](#) 

**ROLLING ARCHIVE**

MME-SMART-OPE-GEO SmartServer-geo ROLLING ARCHIVE	ID
ROLLING ARCHIVE (0deg/IODC) (HRIT/MPEF) to Rolling Archive <sup>[603]</sup>	SMT-GEO-015 <sup>[603]</sup>

**INFO**

The 0degree and IODC HRIT and MPEF data is disseminated via EUMETCast but also transferred to Rolling Archive (RA). Rolling Archive is a location on IDS from where the data can be polled/retrieved by users (e.g. NOAA).

SMART monitoring is setup for polling PRIME and IODC SEVIRI from RA by NOAA

PRIME MPEF products were never polled by NOAA.  
Since 04/01/2022 NOAA also stopped polling of IODC MPEF data.  
SMART GEO viewers and alarms will be updated accordingly.

**IF the alarm is about polling of IODC MPEF only then ignore the alarm**

**Example**

19.023.14.49.12.496 SMART-DEV-GEO x2g01.opscloud.eumetsat.int SmartServer-geo A Service [0Deg MSG Imaging], activity [2019-023-14:15:00], total alert duration [0s], ALERT\_ID: 0degree HRIT to Rolling Archive. No HRIT SEVIRI data was received in IDS ROLLING ARCHIVE for the last repeat cycle. If no general mission problem (e.g.: S/C, IMPF, DADF) then check KBase

or

19.023.14.49.29.164 SMART-DEV-GEO x2g01.opscloud.eumetsat.int SmartServer-geo A Service [0Deg MSG MPEF], activity [2019-023-14:15:00], total alert duration [0s], ALERT\_ID: 0degree MPEF to Rolling Archive. No 0degree MPEF data was received in IDS ROLLING ARCHIVE for the last repeat cycle. If no general mission problem (e.g.: S/C, IMPF, DADF, MPEF) then check KBase

or

19.023.14.49.39.135 SMART-DEV-GEO x2g01.opscloud.eumetsat.int SmartServer-geo A Service [IODC MSG MPEF], activity [2019-023-14:15:00], total alert duration [0s], ALERT\_ID: IODC MPEF to Rolling Archive. No IODC MPEF data was received in IDS ROLLING ARCHIVE for the last repeat cycle. If no general mission problem (e.g.: S/C, IMPF, DADF, MPEF) then check KBase

or

19.023.14.49.51.471 SMART-DEV-GEO x2g01.opscloud.eumetsat.int SmartServer-geo A Service [IODC MSG Imaging], activity [2019-023-14:15:00], total alert duration [0s], ALERT\_ID: IODC HRIT to Rolling Archive. No IODC HRIT SEVIRI data was received in IDS ROLLING ARCHIVE for the last repeat cycle. If no general mission problem (e.g.: S/C, IMPF, DADF) then check KBase

## Action

- **SMART Monitoring: SMART GEO > Viewer Groups > MMDS to IDs Rolling Archive**
- **If there is a mission problem (e.g. S/C, IMPF, MPEF) then ignore this alarms**
- **If there is no problem with the mission, e.g. data available from IMPF or MPEF and dissemination via EUMETCast is fine then**

**goto [SMART MONITORING > SMART GEO > MSG IDS ROLLING ARCHIVE](#)**





**DCP**

MME-SMART-OPE-GEO SmartServer-geo DCP	ID
Number of IODC DCP messages is below threshold of 70 <sup>[605]</sup>	SMT-GEO-012 <sup>[605]</sup>
Number of ODEG DCP messages is below threshold of 650 <sup>[606]</sup>	SMT-GEO-013 <sup>[606]</sup>

**Info:**

yy.ddd.hh.mm.ss MME\_SMART\_OPE\_GEO MAS-OPINTS00 SmartServer-geo A Service [DCP], activity [xxx], total alert duration [0s],ALERT\_ID DCPF-TO-MMDS: Number of IODC DCP messages is below threshold of 70. Check GEO SMART "Prime DCP Specific - DCPF to MMDS/EOPORTAL" viewer and consult KBASE.

**Action:**

- Check GEO SMART "Prime DCP Specific - MMDS to EOPORTAL" viewer. Follow procedure 0N\_DCP21 step10.
- Check the DCPF Analysis tool and filter for IODC and check that messages are coming in. If messages are coming it, it is possible that there is an issue with a

particular channel or a DCP.

- Log the alarm and Send an info e-mail to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and cc [Ground\\_Station\\_Ops@eumetsat.int](mailto:Ground_Station_Ops@eumetsat.int)
- If the alarm is re-occurring for more than an hour, contact GEO Analyst on-call

### Info:

yy.ddd.hh.mm.ss MME\_SMART\_OPE\_GEO MAS-OPINTS00 SmartServer-geo A Service [DCP], activity [xxx], total alert duration [0s],ALERT\_ID DCPF-TO-MMDS: Number of 0DEG DCP messages is below threshold of 650. Check GEO SMART "Prime DCP Specific - DCPF to MMDS/OPORTAL" viewer and consult KBASE.

### Action:

- Check GEO SMART "Prime DCP Specific - MMDS to EOPORTAL" viewer. Follow procedure 0N\_DCP21 step10.
- Check the DCPF Analysis tool and filter for IODC and check that messages are coming in. If messages are coming it, it is possible that there is an issue with a particular channel or a DCP.
- Log the alarm and Send an info e-mail to [DCS\\_OPS@eumetsat.int](mailto:DCS_OPS@eumetsat.int) and cc [Ground\\_Station\\_Ops@eumetsat.int](mailto:Ground_Station_Ops@eumetsat.int)

- **If the alarm is re-occurring for more than an hour, contact GEO Analyst on-call**

## OTHER ERROR

MME-SMART-OPE-GEO SmartServer-geo OTHER ERRORS	ID
Unexpected error processing GEO <sup>608</sup>	SMT-GEO-010 <sup>608</sup>
Error processing GEO-OPE-ACTIVITY: Unexpected error processing events: java.lang.StringIndexOutOfBoundsException <sup>609</sup>	SMT-GEO-002 <sup>609</sup>

## INFO

**SMART has most likely encountered events from old or corrupt data and is not able to process it. You will get errors as long as the old/corrupt data is coming in.**

## Example

16.025.16.36.36.350	SMART-OPE-GEO	mas-opints00	SmartServer-geo	A	Cycle 140: Unexpected error processing GEO: GC overhead limit exceeded: null. Please reprocess manually.
---------------------	---------------	--------------	-----------------	---	--

or

Cycle 16067: Error processing <SMART>: Out of memory processing events: java.lang.OutOfMemoryError: Java heap space. Please reprocess manually.

or

Cycle 16740: Error processing <SMART>: Unexpected error processing events: org.eumetsat.smart.server.lock.LockingFailedException: Protecting the lock context failed. One of the locks was invalidated. The complete context has been removed. Please acquire it again.. Please reprocess manually.

or

Cycle 4742: Error processing <SMART: Unexpected error processing events: org.eumetsat.smart.utils.ConfigurationException: <SMART: e.g. UMARF-VAL-S3.umarf-s3>-cycle[S3B,2016-054-18:15:37.230].product-received.expectation yields 25 duplicate events. Please reprocess manually.

## Action

- Check for SMART recovery:

Open the GEMS history window for SMART-OPE-GTS and look at all events for the last 10 minutes . If there are 'reading schedules' INFO events following the error which indicate that SMART continues to process events, e.g. like below

16.025.16.44.15.620	SMART-OPE-GEO	mas-opints00	SmartServer-geo	I	Cycle 141: GEO: Busy for 388s: 5s reading schedules. 83 new events : 21ms for 2158 filters, 196ms to register & 10s to save 1 events. Errors: 0 filter, 0 register, 0 memory, 0 misc.
---------------------	---------------	--------------	-----------------	---	---

then you can assume SMART has recovered.

There might be a couple of missing products around that time when the error occurred.

- Please send an email with the alarm and your findings to [MASIF\\_OPS@eumetsat.int](mailto:MASIF_OPS@eumetsat.int) and cc: Analyst-GEO.
- If you see continuing alarms and an outage in that SMART instance, then - out of office hours - contact CSM support and ask them to restart the SMART server process in question.

## Info:

### SMART processing Error

12.059.14.01.58.070 SMART-OPE-UMARF mas-opints00 SmartServer-umarf A Cycle 3378: Error processing UMARF-OPE-ACTIVITY: Unexpected error processing events: java.lang.StringIndexOutOfBoundsException: String index out of range: -1. Please reprocess manually.

## Action:

- **Log Event.**
- **Sent e-mail to [MASIF\\_OPS@Eumetsat.int](mailto:MASIF_OPS@Eumetsat.int)**

**7.32 MME-SMART-OPE-SAF**

SMT-100 - SMT-101

SMART-OPE-SAF SmartServer-saf	ID
Service [SAF-H], activity [yyyy-ddd-hh:mm:ss], total alert duration [0], ALERT_ID SAF: Hydrology SAF missing h0x files (PR-OBS-03 PR-ASS-01 SM-OBS-2). <sup>[612]</sup>	SMT-100 <sup>[612]</sup>
Error processing UMARF-OPE-ACTIVITY: Unexpected error processing events: java.lang. StringIndexOutOfBoundsException. <sup>[613]</sup>	SMT-101 <sup>[613]</sup>
Unexpected error processing SAF. <sup>[614]</sup>	SMT-105 <sup>[614]</sup>

**7.32.1 SmartServer-saf**

SMT-100 - SMT-101

SmartServer-saf	ID
Service [SAF-H], activity [yyyy-ddd-hh:mm:ss], total alert duration [0], ALERT_ID SAF: Hydrology SAF missing h0x files (PR-OBS-03 PR-ASS-01 SM-OBS-2). <sup>[612]</sup>	SMT-100 <sup>[612]</sup>
Error processing UMARF-OPE-ACTIVITY: Unexpected error processing events: java.lang.StringIndexOutOfBoundsException. <sup>[613]</sup>	SMT-101 <sup>[613]</sup>
Unexpected error processing SAF. <sup>[614]</sup>	SMT-105 <sup>[614]</sup>

**Service [SAF-H], activity [yyyy-ddd-hh:mm:ss], total alert duration [0], ALERT\_ID SAF: Hydrology SAF missing h0x files**

### **Info:**

The Hydrology SAF provides several types of product for EUMETCast dissemination. They send the data to OIS via ftp transfer. The files are then polled by EXGATE and transferred to MMDS. The products are all compressed prior to transfer, and are:

Example of files:

PR-OBS-03 - a precipitation rate at ground product produced from the MSG IR and Metop MW data. A typical file name would be h03\_20110506\_1012\_rom.grb.gz, and we expect 96 of these per day, one every 15 minutes.

SM-OBS-2 - small-scale surface soil moisture by radar scatterometer produced from Metop ASCAT and ENVISAT ASAR, limited to the H-SAF area. A typical file name is h08\_20110506\_091800\_metopa\_23579\_ZAMG.buf.gz, and the production varies from day to day. Expectations are open as production cannot be easily scheduled, but at least one per METOP orbit (14 - 15 per day) should be produced.

For more information please consult the PN <http://www.eumetsat.int/Home/Main/DataProducts/ProductNavigator/index.htm>

11.188.16.35.23.582 SMART-OPE-SAF mas-opints00 SmartServer A Service [saf\_h], activity [2011-188-16:00:00], total alert duration [0], ALERT\_ID SAF: Hydrology SAF missing h03 files (PR-OBS-03). Please consult the Knowledge base.

### **Action:**

➤ goto SMART-SAF >> H-SAF 



**Error processing SAF-OPE-ACTIVITY: Unexpected error processing events: java.lang.StringIndexOutOfBoundsException**

### Info:

#### SMART processing Error

12.059.14.01.58.070 SMART-OPE-UMARF mas-opints00 SmartServer-umarf A Cycle 3378: Error processing UMARF-OPE-ACTIVITY: Unexpected error processing events: java.lang.StringIndexOutOfBoundsException: String index out of range: -1. Please reprocess manually.

### Action:

- Log Event.
- Sent e-mail to [MASIF\\_OPS@Eumetsat.int](mailto:MASIF_OPS@Eumetsat.int)

## Unexpected error processing SAF

### INFO

**SMART has most likely encountered events from old or corrupt data and is not able to process it. You will get errors as long as the old/corrupt data is coming in.**

### Example

16.025.16.36.36.350	SMART-OPE-SAF	mas-opints00	SmartServer-saf	A	Cycle 140: Unexpected error processing SAF: GC overhead limit exceeded: null. Please reprocess manually.
---------------------	---------------	--------------	-----------------	---	--

or

Cycle 16067: Error processing <SMART>: Out of memory processing events: java.lang.OutOfMemoryError: Java heap space. Please reprocess manually.

or

Cycle 16740: Error processing <SMART>: Unexpected error processing events: org.eumetsat.smart.server.lock.LockingFailedException: Protecting the lock context failed. One of the locks was invalidated. The complete context has been removed. Please acquire it again.. Please reprocess manually.

or

Cycle 4742: Error processing <SMART>: Unexpected error processing events: org.eumetsat.smart.utils.ConfigurationException: <SMART: e.g. UMARF-VAL-S3.umarf-s3>-cycle[S3B,2016-054-18:15:37.230].product-received.expectation yields 25 duplicate events. Please reprocess manually.

### Action

- Check for SMART recovery:

Open the GEMS history window for SMART-OPE-SAF and look at all events for the last 10 minutes . If there are 'reading schedules' INFO events following the error which indicate that SMART continues to process events, e.g. like below

16.025.16.44.15.620	SMART-OPE-SAF	mas-opints00	SmartServer-saf	I	Cycle 141: SAF: Busy for 388s: 5s reading schedules. 83 new events : 21ms for 2158 filters, 196ms to register & 10s to save 1 events. Errors: 0 filter, 0 register, 0 memory, 0 misc.
---------------------	---------------	--------------	-----------------	---	---

then you can assume SMART has recovered.

There might be a couple of missing products around that time when the error occurred.

- Please send an email with the alarm and your findings to [MASIF\\_OPS@eumetsat.int](mailto:MASIF_OPS@eumetsat.int) and

cc: Analyst-GEO and SAF Eng. (Carlos Vincente).

- If you see continuing alarms and an outage in that SMART instance, then (out of office hours) contact CSM support and ask them to restart the SMART server process in question.
- For a continuing problem related to LEO SAF products, inform the LEO Groundcon of the problem and that the SMART instance might be not updating correctly.

**7.33 MME-SMART-OPE-GEONET**

SMT-200-201

SMART-OPE-GEONETCAST SmartServer	ID
CMA -FY2D/FY2E - FY3A/FY3B <sup>[618]</sup>	SMT-202 <sup>[618]</sup>
Service [SSMIS], first activity [2012-062-03:15:37], total alert duration [0s], F16 (SA) data missing.eMail to OPS Reports <sup>[619]</sup> , <sup>[619]</sup>	SMT-200 <sup>[619]</sup>
Error processing GEONETCAST-OPE-ACTIVITY: Unexpected error processing events: java.lang.StringIndexOutOfBoundsException <sup>[622]</sup>	SMT-201 <sup>[622]</sup>
Unexpected error processing GEONETCAST <sup>[623]</sup>	SMT-205 <sup>[623]</sup>

**7.33.1 SmartServer-geonetcast**

SMT-200 - SMT-201

SMART-OPE-GEONETCAST SmartServer	ID
CMA -FY2D/FY2E - FY3A/FY3B <sup>[618]</sup>	SMT-202 <sup>[618]</sup>
Service [SSMIS], first activity [2012-062-03:15:37], total alert duration [0s], F16 (SA) data missing.eMail to OPS Reports <sup>[619]</sup> , <sup>[619]</sup>	SMT-200 <sup>[619]</sup>
Error processing GEONETCAST-OPE-ACTIVITY: Unexpected error processing events: java.lang.StringIndexOutOfBoundsException <sup>[622]</sup>	SMT-201 <sup>[622]</sup>
Unexpected error processing GEONETCAST <sup>[623]</sup>	SMT-205 <sup>[623]</sup>

**CMA -FY2G/FY2H - FY3C/FY3D****Outage on Geonetcast CMA (Chinese Meteorological Association)****GEO satellites: FY2G and FY2H****LEO satellites: FY3C and FY3D****Examples:**

SMART-OPE-GEONETCAST History					
Timestamp	Facility	Host	Process	Sv	Event
13.162.10.54.16.331	SMART-OPE-GEONETCAST	omasis00	SmartServer-geonetcast	A	Service [CMA Geonetcast], first activity [2013-161-17:33:20], total alert duration [0s], ALERT_ID CMA-FY3A: 1 or more FY3A products from CMA have been missing for more than 12 hours, pls refer to KBase for further action
13.162.11.00.16.465	SMART-OPE-GEONETCAST	omasis00	SmartServer-geonetcast	A	Service [CMA Geonetcast], first activity [2013-161-17:33:20], total alert duration [0s], ALERT_ID CMA-FY3A: 1 or more FY3A products from CMA have been missing for more than 12 hours, pls refer to KBase for further action

**Action****see also :****[SMART-GEONETCAST-CMA-FY2](#)** **[SMART-GEONETCAST-CMA-FY3](#)** 

**Service [SSMIS], first activity [2012-062-03:15:37], total alert duration [0s], F16 (SA) data missing.eMail to OPS Reports.**

12.062.10.09.30.596 SMART-OPE-GEONETCAST mas-opints00 SmartServer-geonetcast A Service [SSMIS], first activity [2012-062-03:15:37], total alert duration [0s], F16 (SA) data missing.eMail to OPS Reports.

### Information

**Sensor data records (SDRN) from F16, F17 and F18 (and soon F19) satellites are polled from NOAA NESDIS by MMDS.**

**Each incoming SDRN file is processed on MMDS into four outgoing files (one for each instrument) which are disseminated via Eumetcast as SSMIS data.**

**A file is expected to be available every 102 minutes per satellite. Each satellite has a different reference time.**

**N.b.: The SSMI data from DWD, which is monitored in the GTS SMART viewer, is a product produced by the UK Met Office for the GTS. The provider, NOAA NESDIS is the same. This can be useful for analysis.**

### **Action:**

- **If the 'MMDS In' column on SMART indicates that one or more satellite(s) are missing for over three successive revolutions (check by counting the revolutions in the column 'Revolutions (Orbit)' for the affected time range and satellite - e.g. by sorting the SSMIS SMART viewer by 'Satellite').**
- **Then check here for a notification bulletin regarding an announced outage: <http://www.ssd.noaa.gov/PS/SATS/bulletins.html>**
  - **Search for 'DMSP/SSMI/S' bulletins (see example below) on that site**
  - **and/or SSMI related e-mails in opsreport from ESPC (NOAA)**
  - **If there is a matching DMSP/SSMI/S bulletin(s) that indicates that**

- **SDRN data are not available from NOAA**
  - Then there is nothing that EUMETSAT can or need to do to restore the service.  
In this case:
    - Log the alarm.
    - The GEMS alarms in this case may be filtered out until SMART shows the service has resumed.
  - Else: When there is no bulletins which could explain SSMI/S data unavailability at 'MMDS In'
  - then call the Duty analyst to inform him. If he finds it necessary, call the on-call dissemination engineer to check the issue.
  - If unsure on the above, call the Duty analyst.
- Else If 'MMDS In' is OK, but the **four output products are missing at Uplink/User-station** there could be a problem with the bufr-encoder on MMDS/CPF.
- Then  
Call the Duty analyst, and inform him. If he finds it necessary, call the on-call dissemination engineer for him to check the issue.
- **Example:**  
More than 2 time slots of F17 data missing

NON-UPDATING								
Cycle Day	Cycle Time	Satellite	Revolution (Orbit) Nr.	Egate In	Not Processed	To Uplink	Uplink In	User Station
120707 209	19:45	F17	29565	1 of 1	0	4 of 4	4 of 4	4 of 4
120707 209	20:33	F16	45276	1 of 1	0	4 of 4	4 of 4	4 of 4
120707 209	21:26	F17		0 of 1	0	0 of 4	0 of 4	0 of 4
120707 209	22:14	F16	45277	1 of 1	0	4 of 4	4 of 4	4 of 4
120707 209	23:08	F17		0 of 1	0	0 of 4	0 of 4	0 of 4
120707 209	23:56	F16	45278	1 of 1	0	4 of 4	4 of 4	4 of 4
120708 210	00:49	F17		0 of 1	0	0 of 4	0 of 4	0 of 4
120708 210	01:37	F16	45279	1 of 1	0	4 of 4	4 of 4	4 of 4
120708 210	02:31	F17		0 of 1	0	0 of 4	0 of 4	0 of 4
120708 210	03:19	F16		0 of 1	0	0 of 4	0 of 4	0 of 4
120708 210	04:12	F17	29566	1 of 1	0	4 of 4	4 of 4	4 of 4
120708 210	05:00	F16	45281	1 of 1	1	0 of 4	0 of 4	0 of 4
120708 210	05:54	F17	29561	1 of 1	0	4 of 4	4 of 4	4 of 4

The NOAA bulletins will look similar to this:

Subject: Product Outage/ Delay: DMSP/SSMI/S Issued: June 23,  
This is a multi-part message in MIME format.

--Boundary\_(ID\_4ymh/hhTJFn4hoyYdQl3ZA)



Content-type: text/plain; charset=windows-1252; format=flowed  
Content-transfer-encoding: 7BIT

\*Topic:\* DMSP/SSMI/S Data is not being received. from Monterey/FNMOC

\*Date/Time Issued: \* June 23, 2015 2230z

\*Product(s) or Data Impacted: \* TDRN, SDRN, EDRN, TDRR,SDRR,EDRR and TDUP files

\*Date/Time of Initial Impact:\* June 23,2015 2023z

\*Date/Time of Expected End:\* TBD

\*Length of Event: \*TBD

\*Details/Specifics of Change:\* ESPC is not receiving DMSP data from Monterey/FNMOC.

➔ This bulletin is telling us that DMSP/SSMI/S data (all satellites) are not available (stuck at Monterey/FNMOC.)

**Error processing GEONETCAST-OPE-ACTIVITY: Unexpected error processing events:  
java.lang.StringIndexOutOfBoundsException\_2**

### **Info:**

#### **SMART processing Error**

12.059.14.01.58.070 SMART-OPE-GEONETCAST mas-opints00 SmartServer-umarf A Cycle 3378: Error processing UMARF-OPE-ACTIVITY: Unexpected error processing events: java.lang.StringIndexOutOfBoundsException: String index out of range: -1. Please reprocess manually.

### **Action:**

- **Log Event.**
- **Sent e-mail to [MASIF\\_OPS@Eumetsat.int](mailto:MASIF_OPS@Eumetsat.int)**

## Unexpected error processing GEONETCAST

### INFO

**SMART has most likely encountered events from old or corrupt data and is not able to process it. You will get errors as long as the old/corrupt data is coming in.**

### Example

16.025.16.36.36.350	SMART-OPE-GEONETCAST	mas-opints00	SmartServer-geonetcast	A	Cycle 140: Unexpected error processing GEONETCAST: GC overhead limit exceeded: null. Please reprocess manually.
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or

Cycle 16067: Error processing <SMART>: Out of memory processing events: java.lang.OutOfMemoryError: Java heap space. Please reprocess manually.

or

Cycle 16740: Error processing <SMART>: Unexpected error processing events: org.eumetsat.smart.server.lock.LockingFailedException: Protecting the lock context failed. One of the locks was invalidated. The complete context has been removed. Please acquire it again.. Please reprocess manually.

or

Cycle 4742: Error processing <SMART>: Unexpected error processing events: org.eumetsat.smart.utils.ConfigurationException: <SMART: e.g. UMARF-VAL-S3.umarf-s3>-cycle[S3B,2016-054-18:15:37.230].product-received.expectation yields 25 duplicate events. Please reprocess manually.

### Action

- Check for SMART recovery:

Open the GEMS history window for SMART-OPE-GTS and look at all events for the last 10 minutes . If there are 'reading schedules' INFO events following the error which indicate that SMART continues to process events, e.g. like below

16.025.16.44.15.620	SMART-OPE-GEONETCAST	mas-opints00	SmartServer-geonetcast	I	Cycle 141: GEONETCAST: Busy for 388s: 5s reading schedules. 83 new events : 21ms for 2158 filters, 196ms to register & 10s to save 1 events. Errors: 0 filter, 0 register, 0 memory, 0 misc.
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then you can assume SMART has recovered.

There might be a couple of missing products around that time when the error occurred.

- Please send an email with the alarm and your findings to [MASIF\\_OPS@eumetsat.int](mailto:MASIF_OPS@eumetsat.int) and cc: Analyst-GEO.
- If you see continuing alarms and an outage in that SMART instance, then - out of office hours - contact CSM support and ask them to restart the SMART server process in question.

**7.34 MME-SMART-OPE-GTS**

SMT-400-401

SMART-OPE-GTS SmartServer	ID
One or more MTP forecast files have not been received from ECMWF	SMT-400
One or more MSG forecast files have not been received from ECMWF <sup>629</sup>	SMT-401 <sup>629</sup>
Unexpected error processing GTS <sup>631</sup>	SMT-405 <sup>631</sup>

**7.34.1 SmartServer-gts**

SMT-300

SMART-OPE-GTS SmartServer	ID
One or more MSG forecast files have not been received from ECMWF <sup>629</sup>	SMT-401 <sup>629</sup>
GTS_RSS_CLOSED_LOOP: RSS MPEF products have not been received from DWD <sup>627</sup>	SMT-402 <sup>627</sup>
Unexpected error processing GTS <sup>631</sup>	SMT-405 <sup>631</sup>

**GTS\_RSS\_CLOSED\_LOOP: RSS MPEF products have not been received from DWD**

## INFO

All files which are send to GTS/DWD via RMDCN Prime are looped back to EUMETSAT.

If the transfer via RMDCN prime link is slow then also the loop back of the files are delayed nd therefore SMART raises an alert that the file has not yet been received back from DWD.

An indication of a slow link can be seen in GEMS by checking the turnaround time of the PushAgent events around the time of the alert. If the turnaround time is in the order of hundreds or thousand then the link is the lin is too slow

Nominal event with nominal turnaround time:

```
22.158.10.01.45.609 MME_EEDGE_OPE m2edds06 EFTS_PushAgent | GTS_OUT: GTS
Data to RMDCN Prime: Sent file W_XX-EUMETSAT-Darmstadt,SURF+OCEAN,
DCP+MSG_C_EUMG_20220607100057.bin.bz2 at: 22.158.10.01.45 GMT+00:00, size: 6009
bytes, from m2edds06-GTS_OUT_ALL to 141.38.41.16-afd_ftp in 0 sec, 0 retries, 33 sec
turnaround time.
```

example of bad turnaround time indicating a slow link to GTS

```
22.158.18.39.35.061 MME_EEDGE_OPE m2edds06 EFTS_PushAgent | GTS_OUT: GTS
Data to RMDCN Prime: Sent file W_XX-EUMETSAT-Darmstadt,SURF+OCEAN,
DCP+MSG_C_EUMG_20220607181828.bin.bz2 at: 22.158.18.39.35 GMT+00:00, size: 6464
bytes, from m2edds06-GTS_OUT_ALL to 141.38.41.16-afd_ftp in 0 sec, 0 retries, 1228 sec
turnaround time.
```

## Action

- **Check for slow link:**
  - start and top times should be around +/- 2 hours of the alarm time
  - then check in the events if the turnaround time is higher than nominal (check the trend)

### GEMS History

Start Time:       Severity:  Alarm  
End Time:        Warning  
    Information

Facility:   
   MME\_ECAST\_VAL\_UPL\_E1HVS  
   MME\_ECAST\_VAL\_UPL\_E2HVS  
   MME\_ECAST\_VAL\_UPL\_E3HVS  
   MME\_EDL\_OPE  
   MME\_EDL\_VAL  
   MME\_EEDGE\_OPE  
   MME\_EEDGE\_VAL  
   MME\_EFRS\_OPE  
   MME\_EPORTAL\_OPE

Select/deselect multiple facilities by holding the Ctrl key and clicking on the facility names.

Host:   
Process:

Free Text Search:        Regular expression  
Number of results:  per page       Apply Filters to Search Results

[Help](#)

- Check also if the transfer via the Internet (RMDCN Backup) is nominal (use: Free Text Search: RMDCN Backup)
- If the transfer via Internet is nominal then inform Dissemination On-Call by e-mail
- If both links are slow then contact DWD and ask for a FTP server restart.
- If both links are slow and the server restart didn't work or could not be performed then call Dissemination On-Call.



## One or more MSG forecast files have not been received from ECMWF

### Info:

The ECMWF forecast files for MSG have not been received from ECMWF  
ECMWF forecast files are send twice a day: one set of files in the morning hours between 05:00 and 07:00 and one set in the Evening hours between 17:00 and 19:00

```
13.050.08.02.27.717 SMART-OPE-GTS mas-opints00 SmartServer-gts A Service  
[ECMWF], activity [2013-050-00:00:00], total alert duration [0s], ALERT_ID MSG  
ECMWF FORECAST: One or more MSG forecast files have not been received from  
ECMWF.
```

### Action:

- Log Event.
- **If two or more files are missing**

Contact ECMWF using OICD: EUMETSAT - ECMWF Operations ICD HB Ref# 301365 and request to resend the files right click on SMART and check filenames to be resend by ECMWF.

- **If only one file is missing**

Ignore the alarm.

### For your info when only one file is missing:

Sometimes there are GEMS events missing from EXGATE OPE1 to confirm reception of a ECMWF forecast files in EXGATE.

Due to the missing GEMS event SMART reports this file as missing and raises an alarm.

However, the missing GEMS event is then transferred about 10-12 hours later together with the next forecast files received from ECMWF.

This is then usually the next morning (05:00-07:00). if the event was missing for the Evening (17:00-20:00) forecast files coming in or the next Evening (17:00-20:00) if event was missing for Morning session (05:00-07:00).



## Unexpected error processing GTS

### INFO

**SMART has most likely encountered events from old or corrupt data and is not able to process it. You will get errors as long as the old/corrupt data is coming in.**

### Example

16.025.16.36.36.350	SMART-OPE-GTS	mas-opints00	SmartServer-gts	A	Cycle 140: Unexpected error processing GTS: GC overhead limit exceeded: null. Please reprocess manually.
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or

Cycle 16067: Error processing <SMART>: Out of memory processing events: java.lang.OutOfMemoryError: Java heap space. Please reprocess manually.

or

Cycle 16740: Error processing <SMART>: Unexpected error processing events: org.eumetsat.smart.server.lock.LockingFailedException: Protecting the lock context failed. One of the locks was invalidated. The complete context has been removed. Please acquire it again.. Please reprocess manually.

or

Cycle 4742: Error processing <SMART>: Unexpected error processing events: org.eumetsat.smart.utils.ConfigurationException: <SMART: e.g. UMARF-VAL-S3.umarf-s3>-cycle[S3B,2016-054-18:15:37.230].product-received.expectation yields 25 duplicate events. Please reprocess manually.

### Action

#### ➤ Check for SMART recovery:

Open the GEMS history window for SMART-OPE-GTS and look at all events for the last 10 minutes . If there are 'reading schedules' INFO events following the error which indicate that SMART continues to process events, e.g. like below

16.025.16.44.15.620	SMART-OPE-GTS	mas-opints00	SmartServer-gts	I	Cycle 141: GTS: Busy for 388s: 5s reading schedules. 83 new events : 21ms for 2158 filters, 196ms to register & 10s to save 1 events. Errors: 0 filter, 0 register, 0 memory, 0 misc.
---------------------	---------------	--------------	-----------------	---	---

then you can assume SMART has recovered.

There might be a couple of missing products around that time when the error occurred.

#### ➤ Please send an email with the alarm and your findings to [MASIF\\_OPS@eumetsat.int](mailto:MASIF_OPS@eumetsat.int) and

cc: Analyst-GEO.

- If you see continuing alarms and an outage in that SMART instance, then (out of office hours) contact CSM support and ask them to restart the SMART server process in question.

**7.35 MME-SMART-OPE-EUMETCAST**

SMT-400-401

SMART-OPE-EUMETCAST SmartServer	ID
Problem creating Activity filename <sup>635</sup>	SMT-EUM-001 <sup>635</sup>
Unexpected error processing EUMETCAST <sup>636</sup>	SMT-502 <sup>636</sup>

**7.35.1 SmartServer-EUMETCAST**

SMT-300

SMART-OPE-GTS SmartServer	ID
Problem creating Activity filename <sup>635</sup>	SMT-EUM-001 <sup>635</sup>
Unexpected error processing EUMETCAST <sup>636</sup>	SMT-502 <sup>636</sup>

**Problem creating Activity filename****Info:**

**SMART has problems to write events for SMART EUMETCAST. This could be e.g. after maintenance or due to issues with the SMART schedule for EUMETCAST. SMART EUMETCAST might show missing data, if it does not recover.**

Example

16.336.01.02.41.91 0	MME_SMART_OPE_EUMETCAS T	MAS- OPINTS0 0	SmartServer- eumetcast	A	Problem creating Activity filename for eumetcast-dvbs2. eumetcast-dvbs2-cycle [null,2016-336-00:00:00.000]: java.lang.NullPointerException
-------------------------	-----------------------------	----------------------	---------------------------	---	--

**Action:**

- Send and email to MASIF\_OPS, cc:GEO Analyst.
- For ongoing alarms and SMART EUMETCAST going red, call the on-call Analyst for advice.

SMART on VAL MASIF (<http://vmasif>) could be used to work around a possibly non-working OPE SMART EUMETCAST.

## Unexpected error processing EUMETCAST

### INFO

**SMART has most likely encountered events from old or corrupt data and is not able to process it. You will get errors as long as the old/corrupt data is coming in.**

### Example

16.025.16.36.36.350	SMART-OPE-EUMETCAST	mas-opints00	SmartServer-eumetcast	A	Cycle 140: Unexpected error processing EUMETCAST: GC overhead limit exceeded: null. Please reprocess manually.
---------------------	---------------------	--------------	-----------------------	---	--

or

Cycle 16067: Error processing <SMART>: Out of memory processing events: java.lang.OutOfMemoryError: Java heap space. Please reprocess manually.

or

Cycle 16740: Error processing <SMART>: Unexpected error processing events: org.eumetsat.smart.server.lock.LockingFailedException: Protecting the lock context failed. One of the locks was invalidated. The complete context has been removed. Please acquire it again.. Please reprocess manually.

or

Cycle 4742: Error processing <SMART>: Unexpected error processing events: org.eumetsat.smart.utils.ConfigurationException: <SMART: e.g. UMARF-VAL-S3.umarf-s3>-cycle[S3B,2016-054-18:15:37.230].product-received.expectation yields 25 duplicate events. Please reprocess manually.

### Action

#### ➤ Check for SMART recovery:

Open the GEMS history window for SMART-OPE-EUMETCAST and look at all events for the last 10 minutes . If there are 'reading schedules' INFO events following the error which indicate that SMART continues to process events, e.g. like below

16.025.16.44.15.620	SMART-OPE-EUMETCAST	mas-opints00	SmartServer-eumetcast	I	Cycle 141: <SMART>: Busy for 388s: 5s reading schedules. 83 new events : 21ms for 2158 filters, 196ms to register & 10s to save 1 events. Errors: 0 filter, 0 register, 0 memory, 0 misc.
---------------------	---------------------	--------------	-----------------------	---	---

then you can assume SMART has recovered.

There might be a couple of missing products around that time when the error occurred.



- Please send an email with the alarm and your findings to [MASIF\\_OPS@eumetsat.int](mailto:MASIF_OPS@eumetsat.int) and cc: Analyst-GEO.
- If you see continuing alarms and an outage in that SMART instance, then (out of office hours) contact CSM support and ask them to restart the SMART server process in question.

## 7.36 MME-SMART-OPE-TPDS

SMART-OPE-TPDS SmartServer	ID
GOES-16/17 ABI L1b POLL FAILED <sup>[640]</sup>	SMT-TPDS-001 <sup>[640]</sup>
GOES-16/17 ABI KUBAND RX FAILED <sup>[642]</sup>	SMT-TPDS-002 <sup>[642]</sup>
GOES-16 GLM POLL FAILED <sup>[644]</sup>	SMT-TPDS-005 <sup>[644]</sup>
GOES-16 GLM KUBAND RX FAILED <sup>[645]</sup>	SMT-TPDS-006 <sup>[645]</sup>
GOES-16 SPW POLL FAILED <sup>[646]</sup>	SMT-TPDS-007 <sup>[646]</sup>
GOES-16SPW KUBAND RX FAILED <sup>[648]</sup>	SMT-TPDS-008 <sup>[648]</sup>
GOES-TIMESTAMP OFFSET <sup>[649]</sup>	SMT-TPDS-011 <sup>[649]</sup>
HIMAWARI POLL FAILED <sup>[640]</sup>	SMT-TPDS-003 <sup>[650]</sup>
HIMAWARI KUBAND RX FAILED <sup>[640]</sup>	SMT-TPDS-004 <sup>[652]</sup>

MME-SMART-OPE-TPDS OssiUpdate	ID
...update failed: java.io.IOException Couldn't rename .... <sup>[655]</sup>	SMT-TPDS-100 <sup>[655]</sup>

**7.36.1 SmartServer-tpds**

SMART-OPE-TPDS SmartServer	ID
GOES-16/17 ABI L1b POLL FAILED <sup>640</sup>	SMT-TPDS-001 <sup>640</sup>
GOES-16/17 ABI KUBAND RX FAILED <sup>642</sup>	SMT-TPDS-002 <sup>642</sup>
GOES-16 GLM POLL FAILED <sup>644</sup>	SMT-TPDS-005 <sup>644</sup>
GOES-16 GLM KUBAND RX FAILED <sup>645</sup>	SMT-TPDS-006 <sup>645</sup>
GOES-16 SPW POLL FAILED <sup>646</sup>	SMT-TPDS-007 <sup>646</sup>
GOES-16SPW KUBAND RX FAILED <sup>648</sup>	SMT-TPDS-008 <sup>648</sup>
GOES-TIMESTAMP OFFSET <sup>649</sup>	SMT-TPDS-011 <sup>649</sup>
HIMAWARI POLL FAILED <sup>640</sup>	SMT-TPDS-003 <sup>650</sup>
HIMAWARI KUBAND RX FAILED <sup>640</sup>	SMT-TPDS-004 <sup>652</sup>

## GOES-16/18 ABI L1b/L2 POLL FAILED

### Info:

GOES-16/18 ABI nominal 2km resolution products are polled by MMDS from the NOAA PDA servers. Every 10 minutes 16 files (Channel 01 to Channel 16) are expected. These files are then disseminated in EUMETCast.

For GOES-16: Five L2 products are expected in the same viewer. All together ABI L1b/L2 viewer expects 21 files per 10 minute cycle.

For GOES-18: two L2 products (ASR/CSR) are expected. ABI L1b/L2 viewer expects 18 files per 10 minute cycle.

If 3 or more files are not available in one cycle then the following alarm is raised after 1 hour at the end of the end of the 10-min cycle + 45 min allowable timeliness.

```
21.070.10.31.18.677 MME_SMART_OPE_TPDS MAS-OINAS00 SmartServer.Alarming ALARM
Service [TPDS-GOES], goes-cycle(2021-070-09:40:00.000)[GOES-16], total alert duration [2d19h55m57s], ALERT_ID:
GOES-16 POLL FAILED: Three or more GOES-16 L1b/L2 product cycles were not polled from PDA.
```

```
21.070.10.31.18.862 MME_SMART_OPE_TPDS MAS-OINAS00 SmartServer.Alarming ALARM
Service [TPDS-GOES], goes-cycle(2021-070-09:40:00.000)[GOES-17], total alert duration [2d19h55m57s], ALERT_ID:
GOES-17 POLL FAILED: Three or more GOES-17 L1b/L2 product cycles were not polled from PDA.
```

Note that the alarm is repeated every 10 minutes (at the end of the cycle) until the data has resumed but no action is to be taken if the data has resumes within 1 hours

GOES-16 Channel 02 1km resolution is also polled from PDA but then transferred to EUMETSAT IDS Rolling archive

```
17.355.03.00.58.843 MME_SMART_VAL_TPDS MAS-VAINTS00 SmartServer-tpds A Service [GOES], first activity [2017-
355-01:30:00], total alert duration [0s], ALERT_ID: GOES-16 1km ARCHIVE FAILED: One or more GOES-16 1km resolution
products were not archived in IDS Rollingarchive in each of the last three 15-min cycles
```

### ACTION:

Goto [SMART MONITORING > SMART TPDS > GOES16 ABI](#)



**GOES-16/18 ABI L1b/L2 KUBAND RX FAILED****Info:**

**GOES-16/18 ABI nominal 2km resolution products are polled by MMDS from the NOAA PDA servers. Every 10 minutes 16 files (Channel 01 to Channel 16) are expected. These files are then disseminated in EUMETCast.**

**For GOES-16: Five L2 products are expected in the same viewer. All together ABI L1b/L2 viewer expects 21 files per 10 minute cycle.**

**For GOES-18: two L2 products (ASR/CSR) are expected. ABI L1b/L2 viewer expects 18 files per 10 minute cycle.**

**If 3 or more files are not available in one cycle then the following alarm is raised after 1 hour at the end of the end of the 10-min cycle + 45 min allowable timeliness.**

21.070.10.32.18.860 MME\_SMART\_OPE\_TPDS MAS-OINAS00 SmartServer.Alarming ALARM Service [TPDS-GOES], goes-cycle(2021-070-09:40:00.000)[GOES-16], total alert duration [2d19h56m57s], ALERT\_ID: GOES-16 KUBAND RX FAILED: Three or more GOES-16 L1b/L2 product cycles were not received in KUBAND Reception Station.

21.070.10.33.19.058 MME\_SMART\_OPE\_TPDS MAS-OINAS00 SmartServer.Alarming ALARM Service [TPDS-GOES], goes-cycle(2021-070-09:40:00.000)[GOES-17], total alert duration [2d19h57m57s], ALERT\_ID: GOES-17 KUBAND RX FAILED: Three or more GOES-17 L1b/L2 product cycles were not received in KUBAND Reception Station.

**Note that the alarm is repeated every 15 minutes (at the end of the cycle) until the data has resumed but no action is to be taken if the data has resumed within 1 hour**

**If 1 or more files are not available in 3 consecutive cycle then the following alarm is raised after the end of the third 10-min cycle + 45 min allowable timeliness.**

21.070.10.33.19.049 MME\_SMART\_OPE\_TPDS MAS-OINAS00 SmartServer.Alarming ALARM Service [TPDS-GOES], first goes-cycle(2021-070-09:40:00.000)[GOES-16], total alert duration [2d23h44m41s], ALERT\_ID: GOES-16 KUBAND RX FAILED: One or more GOES-16 L1b/L2 product cycles were not received in KUBAND Reception Station for 3 consecutive cycles.

21.070.10.33.19.051 MME\_SMART\_OPE\_TPDS MAS-OINAS00 SmartServer.Alarming ALARM Service [TPDS-GOES], first goes-cycle(2021-070-09:40:00.000)[GOES-17], total alert duration [18m04s], ALERT\_ID: GOES-17 KUBAND RX FAILED: One or more GOES-17 L1b/L2 product cycles were not received in KUBAND Reception Station in 3 consecutive cycles

## **GOES-16 Channel 02 1km resolution is also polled form PDA but then transferred to EUMETSAT IDS Rolling archive**

17.355.03.00.58.843 MME\_SMART\_VAL\_TPDS MAS-VAINTS00 SmartServer-tpds A Service [GOES], first activity [2017-355-01:30:00], total alert duration [0s], ALERT\_ID: GOES-16 1km ARCHIVE FAILED: One or more GOES-16 1km resolution products were not archived in IDS Rollingarchive in each of the last three 15-min cycles

### **ACTION:**

**Goto** [SMART MONITORING > SMART TPDS > GOES16/18 ABI](#) 

**GOES-16/18 GLM L2 POLL FAILED****Info:**

GOES-16/18 GLM products (Lightning products) are polled by MMDS CPF (Central Processing Facility) from the NOAA PDA servers. Every 5 minutes 15 files are expected. These files are then zipped to one file and disseminated in EUMETCast.

If one or more files are not available after 45 minutes then the following alarm is raised at the end of the 9th 5-min cycle after the problem has started.

SMART only raises alerts after 45 minutes due to the timeliness of the product.

SMART-DEV-TPDS.log:19.282.12.47.31.075 SMART-DEV-TPDS x2g35.opscloud.eumetsat.int SmartServer-tpds A Service [GOES], activity [2019-282-12:00:00], total alert duration [0s], ALERT\_ID: GOES-16 GLM POLL FAILED: One or more GOES-16 GLM L2 product cycles were not polled from PDA.

**Note that the alarm is repeated every 5 minutes (at the end of the cycle) until the data has resumed but no action is to be taken if the data has resumes within 1 hours**

**ACTION:**

**Goto [SMART MONITORING > SMART TPDS > GOES16/18 GLM L2 POLL Failed](#)**



**GOES-16/18 GLM L2 KUBAND RX FAILED****Info:**

GOES-16/18 GLM products (Lightning products) are polled by MMDS CPF (Central Processing Facility) from the NOAA PDA servers. Every 5 minutes 15 files are expected. These files are then zipped to one file and disseminated in EUMETCast.

If one or more files are not available after 45 minutes then the following alarm is raised at the end of the 9th 5-min cycle after the problem has started.

SMART only raises alerts after 45 minutes due to the timeliness of the product.

SMART-DEV-TPDS.log:19.282.12.41.31.095 SMART-DEV-TPDS x2g35.opscloud.eumetsat.int SmartServer-tpds A Service [GOES], activity [2019-282-11:55:00], total alert duration [0s], ALERT\_ID: GOES-16 GLM KUBAND RX FAILED: One or more GOES-16 GLM L2 product cycles were not received in KUBAND Reception Stationion

**Note that the alarm is repeated every 5 minutes (at the end of the cycle) until the data has resumed but no action is to be taken if the data resumes within 1 hours**

**ACTION:**

**Goto [SMART MONITORING > SMART TPDS > GOES16/18 GLM L2 KUBAND](#)** 

## GOES-16 SPW POLL FAILED

### Info:

GOES-16 SPW products (Space Weather) are polled by MMDS from the NOAA PDA servers. Every 15 minutes 78 files are expected. These files are then disseminated in EUMETCast.

If one or more files are not available after 1 hour then the following alarm is raised at the end of the 4th 15-min cycle. SMART only raises alerts after one hour due to the timeliness of the product.

17.355.02.30.53.229 MME\_SMART\_OPE\_TPDS MAS-OPINTS00 SmartServer-tpds A Service [GOES], activity yyyy-ddd-hh:mm:00], total alert duration [0s], GOES-16 SPW POLL FAILED: One or more GOES-16 Space Weather products were not polled from PDA in the last 60-min cycle

Note that the alarm is repeated every 15 minutes (at the end of the cycle) until the data has resumed but no action is to be taken if the data has resumes within 1 hours

### GOES-16 -SPW products

[RD] - EUM/OPS/ICD/17/922849 NOAA ESPC -EUMETSAT MMDS Operations OICD

- IF data is not polled for more than 1 hour then
  - Check for e-mails from ESPC operations (NOAA) with information on PDA or GOES-16 issues.
  - Contact Dissemination On-Call to check the availability on PDA and to check possible EFTS Agent problems
- IF data is polled but not received in KUBAND for more than 1 hour then call dissemination On-Call.
- In both cases
  - raise MuMi EUMETCast AR
  - raise UNS Alert that GOES-16 Space Weather products are not available until further notice



## GOES-16 SPW KUBAND RX FAILED

### Info:

GOES-16 SPW products (Space Weather) are polled by MMDS from the NOAA PDA servers. Every 15 minutes 78 files are expected. These files are then disseminated in EUMETCast.

If one or more files are not available after 1 hour then the following alarm is raised at the end of the 4th 15-min cycle. SMART only raises alerts after one hour due to the timeliness of the product.

```
yy.ddd.hh.mm.ss.SSS MME_SMART_VAL_TPDS MAS-VAINTS00 SmartServer-tpds A Service [GOES], activity [yyyy-  
dddhh:mm:ss], total alert duration [0s], ALERT_ID: GOES-16 SPW KUBAND RX FAILED: One or more GOES-16 Space  
Weather products were not received in KUBAND Reception Station in the last 60-min cycle
```

Note that the alarm is repeated every 15 minutes (at the end of the cycle) until the data has resumed but no action is to be taken if the data resumes within 1 hours

### GOES-16 -SPW products

[RD] - EUM/OPS/ICD/17/922849 NOAAESPC -EUMETSAT MMDS Operations OICD

- IF data is not polled for more than 1 hour then
  - Check for e-mails from ESPC operations (NOAA) with information on PDA or GOES-16 issues.
  - Contact Dissemination On-Call to check the availability on PDA and to check possible EFTS Agent problems
- IF data is polled but not received in KUBAND for more than 1 hour then call dissemination On-Call.
- In both cases
  - raise MuMi EUMETCast AR
  - raise UNS Alert that GOES-16 Space Weather products are not available until further notice

## GOES-TIMESTAMP-OFFSET

### Info:

GOTO:

[SMART MONITORING > TPDS > GOES TIMESTAMP OFFSET](#) 

yy.ddd.hh.mm.ss.SSS MME\_SMART\_OPE\_TPDS MAS-VAINTS00 SmartServer-tpds A Service [GOES], activity [yyyy-  
dddhh:mm:ss], total alert duration [0s],ALERT\_ID: GOES-16 TIMESTAMP OFFSET: One or more GOES-16 ABI product have  
a timestamp offset of at least 1 minute

## HIMAWARI POLL FAILED

### Info:

Himawari products are polled by MMDS from the JMA servers. Every 10 minutes 128 files are polled. These files are then processed and then 160 files are pushed to MMDS for EUMETCast dissemination.

The 02:40 and 14:40 cycles are expected to be missing due to JMA daily housekeeping maintenance.

**Timeliness of Himawari products are set to 90 minutes.**

**The first alarm would only be raised 90 minutes after the end of the first impacted cycle.**

**Therefore the alert message is currently misleading.**

**It will be changed to:**

... One or more Himawari-8 products were not polled from JMA in a 10-min cycles at least 90 minutes ago

17.353.11.01.10.157 SMART-DEV-TPDS sefduu01 SmartServer-tpds A Service [HIMAWARI], activity [2017-353-10:30:00], total alert duration [1h05m59s], ALERT\_ID: 'HIMAWARI-8 POLL FAILED': One or more Himawari-8 products were not polled from JMA in the last 30-min cycle

**Note that the alarm is repeated every 10 minutes (at the end of the cycle) until the data has resumed but no action is to be taken if the data resumed within the 90 minutes after the first impacted cycle and the first alarm (90 minutes later)**

### HIMAWARI

[RD] - EUM/OPS/ICD/15/832086 EUMETCast, JMA Himawari Cloud -EUMETSAT OICD

- **IF data is not polled for more than 90 minutes then**
  - **contact JMA Help Desk (only during JMA office hours) by e-mail**
- **IF data is polled but not received in KUBAND for more than 90 minutes then call dissemination On-Call. Possible CPF or MMDS problem.**
- **If data is delayed (e.g. polled slowly with high timeliness > 1 hour) since and after the first alarm then raise an UNS Alert with description that Himawari products are delayed until further notice**

- **In both cases**
  - **raise MuMi EUMETCast AR**
  - **raise UNS Alert that Himawari products are not available until further notice**

## HIMAWARI KUBAND RX FAILED

### Info:

Himawari products are polled by MMDS from the JMA servers. Every 10 minutes 128 files are polled. These files are then processed and then 160 files are pushed to MMDS for EUMETCast dissemination.

The 02:40 and 14:40 cycles are expected to be missing due to JMA daily housekeeping maintenance.

**Timeliness of Himawari products are set to 90 minutes.**

**The first alarm would only be raised 90 minutes after the end of the first impacted cycle.**

**Therefore the alert message is currently misleading.**

**It will be changed to:**

... One or more Himawari products were not received in KUBAND Reception in a 10-min cycles at least 90 minutes ago

17.353.11.01.10.165 SMART-DEV-TPDS sefduu01 SmartServer-tpds A Service [HIMAWARI], activity [2017-353-10:30:00], total alert duration [1h05m59s], ALERT\_ID: 'HIMAWARI RX KUBAND FAILED': One or more Himawari products were not received in KUBAND Reception Station in the last 30-min cycle

**Note that the alarm is repeated every 10 minutes (at the end of the cycle) until the data has resumed but no action is to be taken if the data resumed within the 90 minutes after the first impacted cycle and the first alarm (90 minutes later)**

### HIMAWARI

[RD] - EUM/OPS/ICD/15/832086 EUMETCast, JMA Himawari Cloud -EUMETSAT OICD

- **IF data is not polled for more than 90 minutes then**
  - **contact JMA Help Desk (only during JMA office hours) by e-mail**
- **IF data is polled but not received in KUBAND for more than 90 minutes then call dissemination On-Call. Possible CPF or MMDS problem.**
- **If data is delayed (e.g. polled slowly with high timeliness > 1 hour) since and after the first alarm then raise an UNS Alert with description that Himawari products are delayed until further notice**



- **In both cases**
  - **raise MuMi EUMETCast AR**
  - **raise UNS Alert that Himawari products are not available until further notice**

**7.36.2 OssiUpdate-tpds**

MME-SMART-OPE-TPDS OssiUpdate	ID
...update failed: java.io.IOException Couldn't rename ... <sup>655</sup>	SMT-TPDS-100 <sup>655</sup>

**...update failed: java.io.IOException****Info:**

This alarm occurs when the OSSI cannot produce a report in time or has issues renaming the temporary file. If there are only a few occurrences of this and they stop shortly after then normally it isn't a problem as it will be updated on the next OSSI cycle (every 60 seconds).

```
19.226.08.15.05.226 MME_SMART_OPE_TPDS MAS-OPEXTS00 OssiUpdate-tpds A OssiService  
3rd_party_data_goes17_abi:: update failed: java.io.IOException: Couldn't rename /var/web/new/ossi/  
tpds/3rd_party_goes17_abi.xml.tmp to /var/web/new/ossi/tpds/3rd_party_goes17_abi.xml
```

- **IF only a few occurrences of this alarm THEN email to [MASIF\\_OPS](#)**
- **IF alarms are ongoing then call MASIF OPS during working hours or CSM On-Call outside working hours**

## 7.37 MME-SMART-OPE-UMARF

SMT-300

MME-SMART-OPE-UMARF SMART Alerts SMARTserver	ID
NO-PRODUCTS-RECEIVED <sup>[658]</sup>	SMT-310 <sup>[658]</sup>
NO-PRODUCTS-ARCHIVED <sup>[659]</sup>	SMT-315 <sup>[659]</sup>
KEY-PRODUCT-MSGL1.0-NOT-RECEIVED <sup>[660]</sup>	SMT-320 <sup>[660]</sup>
KEY-PRODUCT-IASIxxx00-NOT-RECEIVED <sup>[661]</sup>	SMT-330 <sup>[661]</sup>
KEY-PRODUCT-(S3A/B)-NOT-RECEIVED <sup>[663]</sup>	SMT-335 <sup>[663]</sup>
KEY-PRODUCT-(S6)-NOT-RECEIVED <sup>[666]</sup>	SMT-336 <sup>[666]</sup>
KEY-PRODUCT-OASWC12-NOT-RECEIVED <sup>[668]</sup>	SMT-337 <sup>[668]</sup>
KEY-PRODUCT-MSGL1.0-NOT-ARCHIVED <sup>[669]</sup>	SMT-340 <sup>[669]</sup>
KEY-PRODUCT-IASIxxx00-NOT-ARCHIVED <sup>[670]</sup>	SMT-345 <sup>[670]</sup>
KEY-PRODUCT-(S3A/B)-NOT-ARCHIVED <sup>[671]</sup>	SMT-350 <sup>[671]</sup>
KEY-PRODUCT-(S6)-NOT-ARCHIVED <sup>[673]</sup>	SMT-351 <sup>[673]</sup>
KEY-PRODUCT-OASWC12-NOT-ARCHIVED <sup>[675]</sup>	SMT-352 <sup>[675]</sup>
Error processing GEO-OPE-ACTIVITY: Unexpected error processing events: java.lang.StringIndexOutOfBoundsException <sup>[676]</sup>	SMT-300 <sup>[676]</sup>
Unexpected error processing UMARF-OPE-xxx <sup>[677]</sup>	SMT-305 <sup>[677]</sup>

**7.37.1 SmartServer-umarf**

SMT-300

<b>MME-SMART-OPE-UMARF SMART Alerts SMARTserver</b>	<b>ID</b>
NO-PRODUCTS-RECEIVED <sup>[658]</sup>	SMT-310 <sup>[658]</sup>
NO-PRODUCTS-ARCHIVED <sup>[659]</sup>	SMT-315 <sup>[659]</sup>
KEY-PRODUCT-MSGL1.0-NOT-RECEIVED <sup>[660]</sup>	SMT-320 <sup>[660]</sup>
KEY-PRODUCT-IASIxxx00-NOT-RECEIVED <sup>[661]</sup>	SMT-330 <sup>[661]</sup>
KEY-PRODUCT-(S3A/B)-NOT-RECEIVED <sup>[663]</sup>	SMT-335 <sup>[663]</sup>
KEY-PRODUCT-(S6)-NOT-RECEIVED <sup>[666]</sup>	SMT-336 <sup>[666]</sup>
KEY-PRODUCT-OASWC12-NOT-RECEIVED <sup>[668]</sup>	SMT-337 <sup>[668]</sup>
KEY-PRODUCT-MSGL1.0-NOT-ARCHIVED <sup>[669]</sup>	SMT-340 <sup>[669]</sup>
KEY-PRODUCT-IASIxxx00-NOT-ARCHIVED <sup>[670]</sup>	SMT-345 <sup>[670]</sup>
KEY-PRODUCT-(S3A/B)-NOT-ARCHIVED <sup>[671]</sup>	SMT-350 <sup>[671]</sup>
KEY-PRODUCT-(S6)-NOT-ARCHIVED <sup>[673]</sup>	SMT-351 <sup>[673]</sup>
KEY-PRODUCT-OASWC12-NOT-ARCHIVED <sup>[675]</sup>	SMT-352 <sup>[675]</sup>
Error processing GEO-OPE-ACTIVITY: Unexpected error processing events: java.lang.StringIndexOutOfBoundsException <sup>[676]</sup>	SMT-300 <sup>[676]</sup>
Unexpected error processing UMARF-OPE-xxx <sup>[677]</sup>	SMT-305 <sup>[677]</sup>

## NO-PRODUCTS-RECEIVED

### Info

Triggered when NO products from all EUMETSAT missions (MSG/EPS/S3/EARS/SAF/...) have been received on the UMARF ingestion servers (oumafe\*, oumafis\*, oumafimm\*) or the backup server (oumabs) during 6 slots of 5 minutes each (30 minutes). This indicates a system/infrastructure problem (e.g. COMMS problem) or less likely a UMARF problem. If there are no other alarms on GEMS indicating the source of the problem, then it should initially be investigated by COMMS or checked with the Analyst.

If no products go to the UMARF, also the mission specific (Key-Product) alarms will raise. First the MSG-Not-Received alarms and later on, if it is not recovered, also the EPS/SAF/S3/S6 - Not-Received alarms. The actions for those mission specific alarms don't need to be executed additionally, but this should be handled as one common problem.

If no products are received, also the 'No-Products-Archived/Not-Archived' alarms will trigger, and can be filtered until the problem has been fixed.

### Example

"ALERT\_ID NO-PRODUCTS-RECEIVED: no data have been received on UMARF for 30 minutes. Refer to procedure OC\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms"

### Action

➤ Refer to procedure OC\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

## NO-PRODUCTS-ARCHIVED

### Info

Triggered when **NO** products at all from all EUMETSAT missions (MSG/ EPS/S3/EARS/SAF/...) have been archived by the UMARF ingestion servers (oumafe\*) during 6 slots of 5 minutes each (30 minutes), although they have been received at the ingestion servers.

This indicates a UMARF problem and a failover to the backup ingestion server is advised.

If no products are archived on the UMARF, also the mission specific (Key-Product-Not-Archived) alarms will raise. First MSG-Not-Archived alarms and later on, if it is not recovered, also the EPS/SAF/S3/S6 - Not-Archived alarms. The actions for those mission specific alarms don't need to be executed additionally, but this should be handled as one common problem.

(This will not trigger if we are on the backup server, as the backup server does not archive by design).

### Example

“ALERT\_ID NO-PRODUCTS-ARCHIVED: no data have been archived on UMARF for 30 minutes. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms”

### Action

- Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

## KEY-PRODUCT-MSGL1.0-NOT-RECEIVED

### INFO

Triggered when no MSG L1.0 products for MSG-2, MSG-3 and/or MSG-4 have been received on the MSG/EPS ingestion servers (oumafe\* / oumafimm01/02) or the backup server (oumabs) during 6 slots of 5 minutes each, that is 30 minutes.

If no MSGx products are received, also the corresponding 'No-Products-Archived' alarms will trigger, and can be filtered until the problem has been fixed.

### Example

“ALERT\_IDKEY-PRODUCT-MSGL1.0-NOT-RECEIVED: no MSG Level 1.0 data for MSG2 have been received on UMARF from IMPF for 30 minutes. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms”

“ALERT\_IDKEY-PRODUCT-MSGL1.0-NOT-RECEIVED: no MSG Level 1.0 data for MSG3 have been received on UMARF from IMPF for 30 minutes. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms”

“ALERT\_IDKEY-PRODUCT-MSGL1.0-NOT-RECEIVED: no MSG Level 1.0 data for MSG4 have been received on UMARF from IMPF for 30 minutes. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms”

### Action

- If out-of-office hours:
  - Please follow system procedure "0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms"
- If in-office hours:
  - If you are aware of a current related planned/unplanned product outage, then email the first alarm to [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int), with the reason.
  - The issue will be dealt with by the UMARF team, and they should contact the relevant production team (and you as MSG Controllers)
  - If you want confirmation (especially close to EOB hours), then contact the UMARF team ([umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int))



**KEY-PRODUCT-IASxxx00-NOT-RECEIVED****Info**

Triggered when no METOP IASI L0 products for MetOp-B or MetOp-C have been received on the UMARF MSG/EPS ingestion servers (oumafe\*) or the backup server (oumabs) during more than 1 slot/orbit (1 orbit = ~1h40; current setting is 4 hours).

If no IASI products are received, also the corresponding 'No-Products-Archived' alarms will trigger, and can be filtered until the problem has been fixed.

**Example**

"ALERT\_IDKEY-PRODUCT-IASxxx00-NOT-RECEIVED: no IASI GDS L0 data for MetOp-C have been received on UMARF from EPS-GS for more than 1 orbit. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms"

"ALERT\_IDKEY-PRODUCT-IASxxx00-NOT-RECEIVED: no IASI GDS L0 data for MetOp-B have been received on UMARF from EPS-GS for more than 1 orbit. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms"

**Action**

- If out-of-office hours:
- Please follow system procedure "0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms"
- When you e-mail the EPS controller about the alarms, instead of just sending the alarm, please be more specific and e.g. use a format like following:

*Dear EPS controllers,*

*we received the following GEMS alarms, that the Metop-[B/C] IASI L0 product is no longer received at the UMARF:*

*< paste alarm here >*

*Are you aware of any current planned or unplanned product outages? If not, please e.g. check your weekly operations schedules (paper or UNS), your monitoring and/or check with your on-call Analyst and if necessary*

*with on-call Engineers (e.g. COMMS, Dissemination, Production).*

*Please report back to us on the problem (also once the problem has been fixed, so we can remove the GEMS filters).*

*If the problem cannot be identified within e.g. 1-2 hours, please also report back to us, as we will then inform UMARF on-call and we may need to swap to the UMARF backup server.*

*Thank you for your support.*

*Best regards,*

*MSGGroundCon*

- If in-office hours:
- The issue will be dealt with by the UMARF team, and they should contact the relevant production team or the relevant Controllers
- If you want confirmation (especially close to EOB hours), then contact the UMARF team ([umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int))

**KEY-PRODUCT-(S3A/B)-NOT-RECEIVED**

No S3A or S3B TM0NAT, MW0MWR, OL0EFR, SL0SLT, SR0SRA and/or TMHKM2 products have been received on the UMARF S3 ingestion servers (oumafis301/302) or the backup server (oumabs) for more than 4 hours.

**Any S3 data check:**

Additional to the above individual product checks there is a general "any S3" data check with a shorter time threshold (Currently: 30 minutes). This was implemented to have shorter reaction times on a general S6 reception issue.

If no S3A or S3B product of one or more types are received, also the corresponding 'No-Products-Archived' alarms will trigger, and can be filtered until the problem has been fixed.

**Example**

ALERT\_ID KEY-PRODUCT-TM0NAT-NOT-RECEIVED: no TM0NAT L0 data for S3A have been received on UMARF from S3-PDGS for more than 4 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

ALERT\_ID KEY-PRODUCT-MW0MWR-NOT-RECEIVED: no MWRL0 data for S3A have been received on UMARF from S3-PDGS for more than 4 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

ALERT\_ID KEY-PRODUCT-OL0EFR-NOT-RECEIVED: no OLCIL0 data for S3A have been received on UMARF from S3-PDGS for more than 4 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

ALERT\_ID KEY-PRODUCT-SL0SLT-NOT-RECEIVED: no SLSTR L0 data for S3A have been received on UMARF from S3-PDGS for more than 4 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

ALERT\_ID KEY-PRODUCT-SR0SRA-NOT-RECEIVED: no SRAL L0 data for S3A have been received on UMARF from S3-PDGS for more than 4 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

ALERT\_ID KEY-PRODUCT-TMHKM2-NOT-RECEIVED: no TMHKM2 L0 data for S3A have been received on UMARF from S3-PDGS for more than 4 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

S3-ANY

ALERT\_IDKEY-PRODUCT-S3ANY-NOT-RECEIVED: no S3 data have been received on UMARF from S3-PDGS for more than 30 minutes. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

## Action

- If out-of-office hours:
- Please follow system procedure "0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms"
  
- When you e-mail the S3 controller about the alarms, instead of just sending the alarm, please be more specific and e.g. use a format like following:

*Dear S3 controller,*

*we received the following GEMS alarms, that the indicated S3A/B LO product(s) are no longer received at the UMARF:*

*< paste alarm here >*

*Are you aware of any current planned or unplanned product outages? If not, please e.g. check your weekly operations schedules (paper or UNS), your monitoring and/or check with your on-call Analyst and if necessary with on-call Engineers (e.g. COMMS, Dissemination, Production).*

*Please report back to us on the problem (also once the problem has been fixed, so we can remove the GEMS filters).*

*If the problem cannot be identified within e.g. 1-2 hours, please also report back to us, as we will then inform UMARF on-call and we may need to swap to the UMARF backup server.*

*Thank you for your support.*

*Best regards,*

*MSG GroundCon*

- If in-office hours:
- The issue will be dealt with by the UMARF team, and they should contact the relevant production team or the relevant Controllers

- If you want confirmation (especially close to EOB hours), then contact the UMARF team ([umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int))

## KEY-PRODUCT-(S6)-NOT-RECEIVED\_2

No S6 TMHKM, TMNAT, DODOP, DONAV, GNGNS, STSTR, MWAMR, ROGNSSO, P4CAL, P4LR, P4HR and/or P4ACQ products have been received on the UMARF S6 ingestion servers (oumafis601/602) or the backup server (oumabs) for more than 6 hours.

**Any S6 data check:**

Additional to the above individual product checks there is a general "any S6" data check with a shorter time threshold (Currently: 75 minutes). This was implemented to have shorter reaction times on a general S6 ingestion issue.

If no S6 product of one or more types are received, also the corresponding 'No-Products-Archived' alarms will trigger, and can be filtered until the problem has been fixed.

### Example

ALERT\_ID KEY-PRODUCT-TM0NAT-NOT-RECEIVED: no TMNAT L0 data for S& have been received on UMARF from S6-PDP for more than 4 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

ALERT\_ID KEY-PRODUCT-MW0MWR-NOT-RECEIVED: no DODOPL0 data for S3A have been received on UMARF from S6-PDP for more than 4 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

ALERT\_ID KEY-PRODUCT-OL0EFR-NOT-RECEIVED: no DONAV L0 data for S3A have been received on UMARF from S6-PDP for more than 4 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

S6-ANY-NOT-RECEIVED

ALERT\_ID KEY-PRODUCT-S6ANY-NOT-RECEIVED: no data for S6 have been received on UMARF from S6-PDP for more than 75 minutes. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

### Action

- If out-of-office hours:
- Please follow system procedure "OC\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms"
  
- When you e-mail the S6 controller about the alarms, instead of just sending the alarm, please be more specific and e.g. use a format like following:

*Dear S6 controller,*

*we received the following GEMS alarms, that the indicated S6 L0 product(s) are no longer received at the UMARF:*

*< paste alarm here >*

*Are you aware of any current planned or unplanned product outages? If not, please e.g. check your weekly operations schedules (paper or UNS), your monitoring and/or check with your on-call Analyst and if necessary with on-call Engineers (e.g. COMMS, Dissemination, Production).*

*Please report back to us on the problem (also once the problem has been fixed, so we can remove the GEMS filters).*

*If the problem cannot be identified within e.g. 1-2 hours, please also report back to us, as we will then inform UMARF on-call and we may need to swap to the UMARF backup server.*

*Thank you for your support.*

*Best regards,*

*MSG GroundCon*

- If in-office hours:
- The issue will be dealt with by the UMARF team, and they should contact the relevant production team or the relevant Controllers
- If you want confirmation (especially close to EOB hours), then contact the UMARF team ([umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int))

## KEY-PRODUCT-OASWC12-NOT-RECEIVED\_2\_2

No OSI SAF OASWC12 product for M01 or M03 has been received on the UMARF MME ingestion servers (oumafimm01/02) or the backup server (oumabs) for more than 1 orbit (Current threshold: 3 hours).

If no OASWC12 products are received, also the corresponding 'No-Products-Archived' alarms will trigger, and can be filtered until the problem has been fixed.

### Example

ALERT\_ID KEY-PRODUCT-M01-OASWC12-NOT-RECEIVED: no OSI SAF OASWC12 data for M01 have been received on UMARF from EPS-GS for more than 3 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

### Action

- If out-of-office hours:
  - Please email [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int) and ask them to investigate.
- If in-office hours:
  - The issue will be dealt with by the UMARF team, and they should contact the relevant production team or the relevant Controllers
  - If you want confirmation (especially close to EOB hours), then contact the UMARF team ([umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int))



## KEY-PRODUCT-MSGL1.0-NOT-ARCHIVED

### Info

Triggered when no MSG L1.0 products for MSG-2, MSG-3 or MSG-4 have been archived by the UMARF MSG/EPS ingestion servers (oumafe\* / oumafimm01/02 ) during 6 slots of 5 minutes each, that is 30 minutes, although they have been received at the ingestion servers.

### Example

“ALERT\_ID KEY-PRODUCT-MSGL1.0-NOT-ARCHIVED: no MSG Level 1.0 data for MSG2 have been ARCHIVED on UMARF from IMPF for 30 minutes.”

“ALERT\_ID KEY-PRODUCT-MSGL1.0-NOT-ARCHIVED: no MSG Level 1.0 data for MSG3 have been ARCHIVED on UMARF from IMPF for 30 minutes.”

“ALERT\_ID KEY-PRODUCT-MSGL1.0-NOT-ARCHIVED: no MSG Level 1.0 data for MSG4 have been ARCHIVED on UMARF from IMPF for 30 minutes.”

### Action

- If out-of-office hours:
  - Please follow system procedure "OC\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms
- If in-office hours:
  - Email [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int) and ask them to investigate.
  - The issue will be dealt with by the UMARF team
  - If you want confirmation (especially close to EOB hours), then contact the UMARF team ( [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int) )

**KEY-PRODUCT-IASxxx00-NOT-ARCHIVED****Info**

Triggered when no METOP IASI L0 products for MetOp-B or MetOp-C have been archived by the UMARF MSG/EPS ingestion servers (oumafe\* / oumafimm01/02) during more than 1 slot/orbit, although they have been received at the UMARF ingestion servers. (1 orbit = ~1h40; current threshold setting is 4 hours).

**Example**

"ALERT\_IDKEY-PRODUCT-IASxxx00-NOT-ARCHIVED: no IASIGDS L0 data for MetOp-C have been archived on UMARF for more than 1 orbit. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms"

"ALERT\_IDKEY-PRODUCT-IASxxx00-NOT-ARCHIVED: no IASIGDS L0 data for MetOp-B have been archived on UMARF for more than 1 orbit. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms"

**Action**

- If out-of-office hours:
- Please follow system procedure "0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms"
- If in-office hours:
- The issue will be dealt with by the UMARF team
- If you want confirmation (especially close to EOB hours), then contact the UMARF team ([umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int))

**KEY-PRODUCT-(S3A/B)-NOT-ARCHIVED****Info**

No S3A or S3B TM0NAT, MW0MWR, OL0EFR, SL0SLT, SR0SRA and/or TMHKM2 products have been archived by the UMARF S3 ingestion servers (oumafis301/302) for more than one orbit, although they have been received at the UMARF ingestion servers. (Current threshold: > 4 hours [08.2022])

**Any S3 data check:**

Additional to the above individual product checks there is a general "any S3" data check with a shorter time threshold (Currently: 30 minutes). This was implemented to have shorter reaction times on a general S3 archiving issue.

**Example**

ALERT\_IDKEY-PRODUCT-TM0NAT-NOT-ARCHIVED: no TM0NAT L0 data for S3A have been archived on UMARF for more than 12 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

ALERT\_IDKEY-PRODUCT-MW0MWR-NOT-ARCHIVED: no MWR L0 data for S3A have been archived on UMARF for more than 12 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

ALERT\_IDKEY-PRODUCT-OL0EFR-NOT-ARCHIVED: no OLCIL0 data for S3A have been archived on UMARF for more than 12 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

ALERT\_IDKEY-PRODUCT-SL0SLT-NOT-ARCHIVED: no SLSTR L0 data for S3A have been archived on UMARF for more than 12 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

ALERT\_IDKEY-PRODUCT-SR0SRA-NOT-ARCHIVED: no SRAL L0 data for S3A have been archived on UMARF for more than 12 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

ALERT\_IDKEY-PRODUCT-TMHKM2-NOT-ARCHIVED: no TMHKM2 L0 data for S3A have been archived on UMARF for more than 12 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

**S3-ANY-NOT-ARCHIVED**

ALERT\_IDKEY-PRODUCT-S3ANY-NOT-ARCHIVED: no S3 data have been archived on UMARF for more than 30 minutes. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

**Action**

- If out-of-office hours:
- Please follow system procedure "0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS

## Alarms"

- If in-office hours:
- The issue will be dealt with by the UMARF team
- If you want confirmation (especially close to EOB hours), then contact the UMARF team ([umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int)).

## KEY-PRODUCT-(S6)-NOT-ARCHIVED\_2

### Info

No TMHKM, TMNAT, DODOP, DONAV, GNGNS, STSTR, MWAMR, ROGNSSO, P4CAL, P4LR, P4HR and/or P4ACQ products have been archived by the UMARF S6 ingestion servers (oumafis601/602) for more than one orbit, although they have been received at the UMARF ingestion servers. (Current threshold: > 6 hours [08.2022])

### Any S6 data check:

Additional to the above individual product checks there is a general "any S6" data check with a shorter time threshold (Currently: 75 minutes). This was implemented to have shorter reaction times on a general S6 archiving issue.

### Example

ALERT\_IDKEY-PRODUCT-TM0NAT-NOT-ARCHIVED: no TMNAT L0 data for S6 have been archived on UMARF for more than 12 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms  
ALERT\_IDKEY-PRODUCT-MW0MWR-NOT-ARCHIVED: no DODOP L0 data for S3A have been archived on UMARF for more than 12 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms  
ALERT\_IDKEY-PRODUCT-OL0EFR-NOT-ARCHIVED: no DONAV L0 data for S3A have been archived on UMARF for more than 12 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

### S6ANY-NOT-ARCHIVED

ALERT\_IDKEY-PRODUCT-S6ANY-NOT-ARCHIVED: no data for S6 have been archived on UMARF for more than 75 minutes. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

### Action

- If out-of-office hours:
  - Please follow system procedure "0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms"
- If in-office hours:

- The issue will be dealt with by the UMARF team
- If you want confirmation (especially close to EOB hours), then contact the UMARF team ([umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int)).

## KEY-PRODUCT-OASWC12-NOT-ARCHIVED\_2\_2

### Info

No OSI SAF OASWC12 products from M01 or M03 has been archived by the UMARF MME ingestion servers (oumafimm01/02) for more than one orbit, although they have been received at the UMARF ingestion servers. (Current threshold: > 3 hours [08.2022])

### Example

ALERT\_ID KEY-PRODUCT-M01-OASWC12-NOT-ARCHIVED: no OSI SAF OASWC12 data for M01 have been archived on UMARF from EPS-GS for more than 3 hours. Refer to procedure 0C\_UMA01 - Dealing with SMART-OPE-UMARF GEMS Alarms

### Action

- If out-of-office hours:
- **No failover necessary for this product alarm.** Please email [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int) and ask them to investigate.
- If in-office hours:
- The issue will be dealt with by the UMARF team
- If you want confirmation (especially close to EOB hours), then contact the UMARF team ([umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int))

**Error processing UMARF-OPE-ACTIVITY: Unexpected error processing events: java.lang.StringIndexOutOfBoundsException**

### Info:

#### SMART processing Error

12.059.14.01.58.070 SMART-OPE-UMARF mas-opints00 SmartServer-umarf A Cycle 3378: Error processing UMARF-OPE-ACTIVITY: Unexpected error processing events: java.lang.StringIndexOutOfBoundsException: String index out of range: -1. Please reprocess manually.

### Action:

- Log Event.
- Sent e-mail to [MASIF\\_OPS@Eumetsat.int](mailto:MASIF_OPS@Eumetsat.int)



## Unexpected error processing UMARF-OPE-xxx

### INFO

SMART has most likely encountered events from old or corrupt data and is not able to process it. You will get errors as long as the old/corrupt data is coming in.

### Example

16.021.14.13.08.793	SMART-OPE-UMARF	mas-opints00	SmartServer-umarf	A	Cycle 82: Unexpected error processing UMARF-OPE-EPS-METOP: GC overhead limit exceeded: null. Please reprocess manually.
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or:

16.021.14.17.04.852	SMART-OPE-UMARF	mas-opints00	SmartServer-umarf	A	Cycle 28383 Unexpected exception in ProcessNewEvents()
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or

Cycle 16067: Error processing <SMART>: Out of memory processing events: java.lang.OutOfMemoryError: Java heap space. Please reprocess manually.

or

Cycle 16740: Error processing <SMART>: Unexpected error processing events: org.eumetsat.smart.server.lock.LockingFailedException: Protecting the lock context failed. One of the locks was invalidated. The complete context has been removed. Please acquire it again.. Please reprocess manually.

or

Cycle 4742: Error processing <SMART: Unexpected error processing events: org.eumetsat.smart.utils.ConfigurationException: <SMART: e.g. UMARF-VAL-S3.umarf-s3>-cycle[S3B,2016-054-18:15:37.230].product-received.expectation yields 25 duplicate events. Please reprocess manually.

### Action

#### ➤ Check for SMART recovery:

Open the GEMS history window for SMART-OPE-UMARF and look at all events for the last 10 minutes . If there are 'reading schedules' INFO events following the error which indicate that SMART continues to process events, e.g. like below

16.021.16.22.55.538	SMART-OPE-UMARF	mas-opints00	SmartServer-umarf	I	Cycle 140: UMARF-OPE-SAF-O3M: Busy for 87ms: 59ms reading schedules. 599 new events : 22ms for 2396 filters, 0ms to register & 6ms to save 1 events. Errors: 0 filter, 0 register, 0 memory, 0
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misc.

then you can assume SMART has recovered.

There might be a couple of missing products around that time when the error occurred.

- Please send an email with the alarm and your findings to [MASIF\\_OPS@eumetsat.int](mailto:MASIF_OPS@eumetsat.int) and cc: Controller-GEO, UMARFENG and Image Operations on-call.
- If you see continuing alarms and an outage in that SMART instance, then (out of office hours) contact CSM support and ask them to restart the SMART server process in question.

## Unexpected error processing UMARF-xxx-S3

### INFO

SMART has most likely encountered events from old or corrupt data and is not able to process it. There is currently a open AR on the S3 Production facility PDGS (EUM/Sen3/AR/2648). You will get errors as long as the old/corrupt data is coming in.

### Example

16.342.11.17.4 4.505	MME_SMART_OPE_UMARF	MAS-OPINTS00	SmartServer-umarf	A	Attempted to write schedule file without lock.
16.342.11.17.4 4.506	MME_SMART_OPE_UMARF	MAS-OPINTS00	SmartServer-umarf	A	LockingFailedException while persisting the Schedule.
16.342.11.17.4 4.506	MME_SMART_OPE_UMARF	MAS-OPINTS00	SmartServer-umarf	A	Cycle 7236: Error processing UMARF-VAL-S3: Unexpected error processing events: org.eumetsat.smart.server.lock.LockingFailedException: Attempted to write the schedule file between Tue Dec 06 00:00:00 UTC 2016 and Tue Dec 06 06:00:00 UTC 2016 without a WriteLock!. Please reprocess manually.

### Action

#### ➤ Check for SMART recovery:

If time permits, open the GEMS history window for SMART-OPE-UMARF and look at all events for the last 10 minutes . If there are 'reading schedules' INFO events following the error which indicate that SMART continues to process events, e.g. like below

16.021.16.22.55.538	SMART-OPE-UMARF	mas-opints00	SmartServer-umarf	I	Cycle 140: UMARF-OPE-SAF-O3M: Busy for 87ms: 59ms reading schedules. 599 new events : 22ms for 2396 filters, 0ms to register & 6ms to save 1 events. Errors: 0 filter, 0 register, 0 memory, 0 misc.
---------------------	-----------------	--------------	-------------------	---	--

then you can assume SMART has recovered.

- Please send an email with the initial alarm to [MASIF\\_OPS@eumetsat.int](mailto:MASIF_OPS@eumetsat.int), UMARFENG and cc: Controller-GEO.
- If you see continuing alarms and an outage in that SMART instance, then please send an update to your email with that information. There might be missing products on SMART UMARF for S3 due to that.

## 7.38 UMARF - obsolete-from-11-08-2017

UMARF IGNORABLE ALARMS	ID
IGNORABLE UMARF ALARMS <sup>(683)</sup>	UMRF15 <sup>(683)</sup>
UMARF oumahs01/02/03	ID
Log File Agent <sup>(687)</sup>	UMRF34 <sup>(687)</sup>
UMARF oumalc01/oumalc02	ID
Log File Agent <sup>(692)</sup>	UMRF01 <sup>(692)</sup>
UMARF mas-opints00	ID
CheckEventAgent-No products have been archived on the Main Server <sup>(689)</sup>	UMRF-020 <sup>(689)</sup>
<a href="#">ALERT_ID EPS-MetOpA/B: 1 orbit of MetOp-A/B data not received.</a> <sup>(690)</sup>	UMRF-021 <sup>(690)</sup>
UMARF oumams01/oumams02	ID
Log File Agent <sup>(696)</sup>	UMRF02 <sup>(696)</sup>
LogFileAgent (GranuleBrowse failed) <sup>(697)</sup>	UMRF03 <sup>(697)</sup>
getAmassRWCheck.scp <sup>(698)</sup>	UMRF04 <sup>(698)</sup>
CheckEventsAgent <sup>(694)</sup>	UMRF05 <sup>(694)</sup>
GEMS_CheckProcessAgent <sup>(699)</sup>	UMRF06 <sup>(699)</sup>
UMARF oumacs01/02/03/04	ID
Log File Agent <sup>(705)</sup>	UMRF07 <sup>(705)</sup>
LogFileAgent (Error in addGranuleBrowse) <sup>(705)</sup>	UMRF08 <sup>(705)</sup>
CheckEventsAgent <sup>(701)</sup>	UMRF09 <sup>(701)</sup>
Any <sup>(707)</sup>	UMRF10 <sup>(707)</sup>
UMARF oumabs01	ID
Log File Agent <sup>(709)</sup>	UMRF11 <sup>(709)</sup>
Check Events Agent <sup>(710)</sup>	UMRF12 <sup>(710)</sup>
UMARF oumabs01	ID
Log File Agent <sup>(709)</sup>	UMRF11 <sup>(709)</sup>
Check Events Agent <sup>(710)</sup>	UMRF12 <sup>(710)</sup>

<b>oumais05 - LogFileAgent</b>		<b>ID</b>
ERROR MD_HOUSE_KEEP INFO <sup>[715]</sup>		UMRF017 <sup>[715]</sup>
RFE>VAL>ERROR>SYST>WSDoAllReceiver <sup>[716]</sup>		UMRF019 <sup>[716]</sup>
UEO_Importer File xxx still not in sequence <sup>[716]</sup>		UMRF24 <sup>[716]</sup>
alert_UMARFOCO.log: ORA-07445: exception encountered: core dump <sup>[717]</sup>		UMRF29 <sup>[717]</sup>
alert_UMARFOCO.log: ORA-xxxx <sup>[718]</sup> errors		UMRF30 <sup>[718]</sup>

<b>UMARF oumafe01/02/21/22</b>		<b>ID</b>
EFTS_PollFtpAgent <sup>[720]</sup>		UMRF22 <sup>[720]</sup>
GFE>NOM>MAJOR>SYST>CAT lost the granule <sup>[722]</sup>		UMRF25 <sup>[722]</sup>
oumafeXX: File system status <sup>[723]</sup>		UMRF35 <sup>[723]</sup>
CAT does not answer .. system exception .. CORBA error <sup>[724]</sup>		UMRF36 <sup>[724]</sup>

<b>UMARF HW alarms - /SYS/FM1 - SPT-8000 -- SPX86-8000</b>		<b>ID</b>
UMARF HW Alarm - SYS/FM1 - SPT-8000 <sup>[727]</sup>		UMRF27 <sup>[727]</sup>
UMARF HW Alarm - SYS/FM1 - SPX86-8000 <sup>[728]</sup>		UMRF28 <sup>[728]</sup>

**7.38.1 Ignorable****UMARF IGNORABLE ALARMS**

These alarms are for GEMS events raised by the UMARF. The following alarms can be ignored as they related to ordering and other non-critical issues: Host: *oumacs01/02/03, oumams01/02, oumaps01/02/04, oumabs01/02*, Process: *LogFileAgent*

- **MPF>NOM>MAJOR>SYST>/ingestion/umarf/NOM/mfe/TEST\_INPUTS/msg/impf/stream/ope2/GERB\_200810040700011.541001500Z>FILE ERROR**
- **\*>NOM>CRITICAL>SYST>MMI cannot be launched [mc\_\*]**
- **Host:oumacs01 USA>NOM>INFO>ORDR>ORDER NUMBER>NEW STATUS>ERROR**
- **Host:oumacs01 USA>NOM>MAJOR>SYST>PFD request FAILED**
- **Host:oumacs01 USA>NOM>WARNING>SYST>Going to update the orderstatus to ERROR.  
ID: ORDER NUMBER Seq: 0**
- **STO>NOM>MAJOR>SYST>\*exist in archive**
- **STO>NOM>MAJOR>SYST>[WORKER of type All\*]\*\_HELD\*No such file or directory**
- **STO>NOM>MAJOR>SYST>[WORKER of type All\*]ret\_ftp\_rcv\***
- **STO>NOM>MAJOR>SYST>[WORKER of type RETRIEVAL\***
- **STO>NOM>MAJOR>SYST>ERROR MESSAGE: [Cancellation failed: transfer process already ended.]**
- **STO>NOM>MAJOR>SYST>Request is not correctly defined\***
- **USA>NOM>MAJOR>SYST>PFD\***
- **USA>NOM>MAJOR>SYST>STO request FAILED**

---

**Host:oumahs01.eumetsat.lan ERROR: 3 on /local/tmp/oumahs01.etc\_opt\_samfs\_conf.YYYYMMDD\_HHMM.nnnnn.cpio**

---

**Host:oumacs01 EFTS\_PollFtpAgent A File /appli/cots/GEMS/ftp-in/UMARF.oumaps04.20.48.9.11.V2.8.0.yy.doy.hh.mm.ss.mmm.log.tmp has exceeded its maximum life time of 172800000 msec and was deleted.**

Host: **oumams02 EFTS\_PollFtpAgent** A File /var/GEMS\_server/ftp-in/UMARF. oumams02.20.48.9.2.V2.8.0.10.053.13.31.01.127.log.tmp has exceeded its maximum life time of 172800000 msec and was deleted.

Hosts: **oumafe21/oumafe22 EFTS\_PollFtpAgent** A File /ingestion/umarf/NOM/rfe/fromExternal/OAS025\_20150608\_125700\_14120\_M01.bufr has exceeded its maximum life time of 172800000 msec and was deleted.

Host: **oumams02 LogFileAgent** A in.mpathd[198]: [ID 594170 daemon.error] NIC failure detected on nxge2 of group interna.

Host: **oumacs02 LogFileAgent** A in.mpathd[198]: [ID 594170 daemon.error] NIC failure detected on nxge2 of group interna.

Hosts: **oumams02/oumafe21/oumafe22 LogFileAgent** A syslog.local0: Apr 15 19:00:10 oumams02 : [ID 827741 local0.crit] GFE>NOM>MAJOR>SYST>CAT reported that metadata version is too high: user exception, ID 'IDL:UMARFCatalogueModule/UMARFCatalogueException:1.0' **granule discarded** because version limit is exceeded

Host: **oumacs03 LogFileAgent** A syslog.local0: Apr 15 19:00:10 oumacs3 : CAT>NOM>MAJOR>PROD>MSG1/MSGAMVV/20150415103000Z> **granule discarded** because version limit is exceeded

**oumafe02/21/22 LogFileAgent** A syslog.local0: Dec 16 19:46:55 oumafe02 : [ID 951871 local0.crit] GFE>NOM>MAJOR>SYST>CAT lost the granule: user exception, ID 'IDL:UMARFCatalogueModule/UMARFCatalogueException:1.0' granule not found in **setGranuleStatus()**

**oumacs01/02/03/04 LogFileAgent** A syslog.local0: Dec 21 00:44:04 oumacs03 : CAT>NOM>MAJOR>SYST>S3A/SL\_1\_RBT\_\_\_/20161220215600Z>Error in **SetGranuleStatus** IDL:UMARFCatalogueModule/UMARFCatalogueException:1.0

#### NOTE:

Any alarm pertaining to AC power or PSU (Power Supply Unit) requires a call out to UMARF support. In most cases the support will tell you "it can wait until



the next day", but this depends on the equipment the alarm relates to.

An example of an alarm is shown below:

```
UMARF oumabs01 LogFileAgent A messages: entry Detected:MMM dd hh:mm:ss oumabs01 rmclomv: [ID492637 kern.error] AC power unavailable for PSU @ PS1.
```

7.38.2

oumahs01/02/03/04

UMARF oumahs01/02/03/04	ID
Log File Agent <small>687</small>	UMRF34 <small>687</small>

## LogFileAgent

UMARF oumahs01/02/03/04	ID
Log File Agent <sup>(687)</sup>	UMRF34 <sup>(687)</sup>

**Info: A tape drive or disk on the UMARF server went offline. (Due to redundancy there is no direct impact expected).**

### Example

```
16.123.05.48.09.634  UMARF  oumahs03  LogFileAgent  A  messages: May 2 05:47:22 oumahs03
fctl: [ID 517869 kern.warning] WARNING: fp(20)::N_xPort with D_ID=290c00,PWWN=500104f000bbf610
disappeared from fabric
16.123.05.48.09.641  UMARF  oumahs03  LogFileAgent  A  messages: May 2 05:47:41 oumahs03
offlining lun=0 (trace=0), target=290c00 (trace=2800004)
```

### Action

- Please send an email to CSM-Solaris-Team, UMARF USC, SNI on-call and Controller Geo.
- Filter the alarms until the problem is fixed. Please note that the filter should also contain the **PWWN number/target** specified in the event
- If you get further possibly related UMARF alarms, then follow the actions for those alarms.

## 7.38.3

## omasis00

UMARF mas-opints00	ID
CheckEventAgent-No products have been archived on the Main Server <small>689</small>	UMRF-020 <small>689</small>
ALERT_ID EPS-MetOpA/B: 1 orbit of MetOp-A/B data not received. <small>690</small>	UMRF-021 <small>690</small>

## No products have been archived on the Main Server

**Host: mas-opints00 Process: CheckEventsAgent**

### Example:

```
13.077.09.49.00.657UMARF mas-opints00 GEMS_CheckEventsAgent A No products have been archived on  
the Main Server -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.*ouma.  
*Archived.*$] not found for over [1800]seconds
```

### Action:

- **If UMARF is on backup server, filter alarms out until UMFARF is back to main server**
- **If UMARF is on main server, call UMARF support**

**EPS-MetOpA/B: 1 orbit of MetOp-A/B data not received.****INFO****Example**

15.255.23.12.21.406	UMARF	mas-opints00	SmartServer-umarf	A	Service [UMARF-OPE-EPS-METOP], activity [2015-255-17:09:57], total alert duration [0s], ALERT_ID EPS-MetOpA: 1 orbit of MetOp-A data not received.
---------------------	-------	--------------	-------------------	---	--

**Action**

- Send and email to E-mail Controller LEO (cc: E-mail USC UMARF and Analyst GEO), to check if there is reason for this alarm.
- Log the alarm.

7.38.4

oumalc01

Alarms		ID
Log File Agent <small>692</small>		UMRF01

## Log File Agent

### Host: oumalc01 Process: LogFileAgent

\* Port not responding \*

\*Termination \*

\* library error \*

\* LSM is not ready\*

\* Library error\*

\*LMU error: \*

\*LSM hardware error: \*

\* logical error: \*

\*General procedure error: \*

#### Action:

- Send an email to 'e-mail USC UMARF [umarfeng@eumetsat.int]' (cc: CSM Solaris and Analyst GEO)
- Call UMARF on call support and report problem.



**7.38.5** **oumams01/oumams02**

Alarms	ID
Log File Agent <sup>696</sup>	UMRF02
LogFileAgent (GranuleBrowse failed) <sup>697</sup>	UMRF03
getAmassRWCheck.scpl <sup>698</sup>	UMRF04
CheckEventsAgent <sup>694</sup>	UMRF05
GEMS_CheckProcessAgent <sup>699</sup>	UMRF06

## CheckEventsAgent

**Host: oumams01/02, oumams01/02 Process: CheckEventsAgent**

---

**No products have been archived on the Main Server**  
**No products have been archived on the Backup Server**

**Action:**

- **Outside normal office hours wait 1 hour and check if the system recovers by itself.**  
**IF it recovers THEN send an e-mail to USC UMARF [[umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int)]**  
**IF it does not recover THEN Contact UMARF On-call by phone.**
- **During normal office hours Contact UMARF Engineers.**

---

**No MSG IMPF OPE1 Level 1.5 ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE1 Level 1.0 ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE1 HKTM ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE1 GERB ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE2 Level 1.5 ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE2 Level 1.0 ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE2 HKTM ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE2 GERB ingested in UMARF for 30 minutes**

**Action:**

- **Check links are connected. If links are not connected, connect them. If they do not connect call UMARF support**

---

**No MSG MPEF OPE1 Products ingested in UMARF for 30 minutes**

**Action:**

- **Check first if MSG1 MPEF products are generated.**
  - **Check if process XMAR is running on MPEF schedule**  
**If in doubt call MPEF support.**
  - **If products are generated and transferred then call UMARF Support**
-

**No MSG MPEF OPE2 Products ingested in UMARF for 30 minutes****Action:**

- Check first if MSG2 MPEF products are generated.
  - Check if process XMAR is running on MPEF schedule  
If in doubt call MPEF support.
  - If products are generated and transferred then call UMARF Support
- 

**No SAF products ingested in UMARF for 3 hours****Action:**

Contact UMARF On-call

---

**No EPS products ingested in UMARF for 110 minutes****Action:**

- Check first with EPS Controllers if any dump missed in the last 110 minutes which would explain the alarm. If no dump missed, then call UMARF On-call .
- 

**No MTP ingestion in UMARF for 45 minutes****Action:**

- Check first MET7 is imaging (not in eclipse) and links connection with MTP Controller. Contact UMARF On-call.
- 

**No MTP Images ingested in UMARF for 45 minutes****Action:**

- Check first MET7 is imaging (not in eclipse) and IPS links connection with MTP Controller. Contact UMARF On-call.
- 

**No MTP MPEF products ingested in UMARF for 45 minutes****Action:**

- Check first MET7 is imaging (not in eclipse) and MPEF links connection with MTP Controller. Call UMARF and MTP MPEF On-call

## LogFileAgent

Host: oumams01, oumams01 Process: LogFileAgent

syslog: mmm d hh:mm:ss oumams01 : [ID xxxxx local0.crit] STO>NOM>MAJOR>SYST> mmm d hh:mm:ss oumams01 : INFO ARCR Fault or Exception "No such device"

### Action:

- Call UMARF on call support

10.341.03.40.01.017 UMARF oumams02 LogFileAgent A syslog.local0: Dec 7 03:39:53 oumams02 [ID 512267 local0.crit] GFE>NOM>MAJOR>SYST>CAT does not answer: the call timed out

### Action:

- Outside normal office hours wait 1 hour and check if the system recovers by itself.  
IF it recovers THEN send an e-mail to USC UMARF (cc: David Berry, Michael Schick and GEO Analysts)  
IF it does not recover THEN Contact UMARF On-call
- During normal office hours Contact UMARF support.

**LogFileAgent (GranuleBrowse failed)**

```
YY.DOY.HH.MM.SS.MMS UMARF oumams01 LogFileAgent A syslog.local0: mmm dd  
hh:mm:ss oumams01 : [ID 522354 local0.crit] GFE>NOM>MAJOR>SYST>CAT::  
addGranuleBrowse failed: user exception, ID 'IDL:UMARFCatalogueModule/  
UMARFCatalogueException:1.0' UMARFCatalogueModule.UMARFCatalogueException:  
IDL:UMARFCatalogueModule/UMARFCatalogueException:1.0
```

```
YY.DOY.HH.MM.SS.MMS UMARF oumams01 LogFileAgent A syslog.local0: mmm dd  
hh:mm:ss oumams : CAT>NOM>MAJOR>SYST>METEOSAT7/MTP15/  
O/20080910233000Z>Error in addGranuleBrowse ORA-01013: user requested cancel  
of current operation
```

**Action:**

- **Outside of normal working hours please log the event and send an email to E-Mail USC UMARF (cc: GEO Analysts).**

**getAmassRWCheck.scp**

**Host: oumams01 Process: getAmassRWCheck.scp**

**Alarm: AMASS seems to be hanging.**

**Action:**

- **Call UMARF support**

## **GEMS\_CheckProcessAgent**

**Host: oumams01 Process: GEMS\_CheckProcessAgent**

**Process [/appli/umarf/NOM/efe/exe/process/browse\_generation/IASI\_xxx\_1B\_6\_6\_BrowseGeneral]Username[integ] Args[/appli/umarf/NOM/efe/exe/process/browse\_generation/IASI\_xxx\_1B\_6\_6\_BrowseGeneral] PID[18817] %CPU[100.0] has exceeded its maximum average % CPU allocation of [85.0]**

### **Action:**

- **The CPU can run quite high for a minute or two and then go back down. If this is the case it can be ignored..**
- **If it does not recover (>30 min), send an email to E-mail USC UMARF (cc: GEO Analysts)**

**7.38.6** **oumacs01/02/03/04**

<b>UMARF oumacs0x CheckEventAgent</b>		<b>ID</b>
oumacs01-oumacs02_CheckEventsAgent <sup>[701]</sup>		UMRF091 <sup>[701]</sup>
USA probe NOK <sup>[703]</sup>		UMRF092 <sup>[703]</sup>

<b>UMARF oumacs0x LogFileAgent</b>		<b>ID</b>
Error in addGranuleBrowse <sup>[705]</sup>		UMRF08 <sup>[705]</sup>
ARCR Fault or Exception no such device <sup>[705]</sup>		UMRF07 <sup>[705]</sup>
Error in SetGranuleStatus IDL <sup>[706]</sup>		UMRF26 <sup>[706]</sup>

<b>UMARF oumacs0x Any process</b>		<b>ID</b>
Any <sup>[707]</sup>		UMRF10 <sup>[707]</sup>



**CheckEventsAgent**

Alarms	ID
oumacs01-oumacs02_CheckEventsAgent <sup>[70†]</sup>	UMRF091 <sup>[70†]</sup>
USA probe NOK <sup>[703]</sup>	UMRF092 <sup>[703]</sup>

**Host: oumams01/02, oumacs01/02 Process: CheckEventsAgent**

**No products have been archived on the Main Server**  
**No products have been archived on the Backup Server**

**Action:**

- **Contact UMARF support**

**No MSG IMPF OPE1 Level 1.5 ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE1 Level 1.0 ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE1 HKTM ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE1 GERB ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE2 Level 1.5 ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE2 Level 1.0 ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE2 HKTM ingested in UMARF for 30 minutes**  
**No MSG IMPF OPE2 GERB ingested in UMARF for 30 minutes**

**Action:**

- **Check links are connected. If links are not connected, connect them. If they do not connect call UMARF support**

**No MSG MPEF OPE1 Products ingested in UMARF for 30 minutes****Action:**

- Check first if MSG1 MPEF products are generated.
  - Check if process XMAR is running on MPEF schedule  
If in doubt call MPEF support.
  - If products are generated and transferred then call UMARF Support
- 

**No MSG MPEF OPE2 Products ingested in UMARF for 30 minutes****Action:**

- Check first if MSG2 MPEF products are generated.
  - Check if process XMAR is running on MPEF schedule  
If in doubt call MPEF support.
  - If products are generated and transferred then call UMARF Support
- 
- 

**No SAF products ingested in UMARF for 3 hours****Action:**

Contact UMARF support

---

**No EPS products ingested in UMARF for 110 minutes****Action:**

- Check first with EPS Controllers if any dump missed in the last 110 minutes which would explain the alarm. If no dump missed, then call UMARF support.
- 

**No MTP ingestion in UMARF for 45 minutes****Action:**

- Check first MET7 is imaging (not in eclipse) and links connection with MTP Controller. Contact UMARF Support .
- 

**No MTP Images ingested in UMARF for 45 minutes**

**Action:**

- Check first MET7 is imaging (not in eclipse) and IPS links connection with MTP Controller. Contact UMARF Support
- 

**No MTP MPEF products ingested in UMARF for 45 minutes****Action:**

- Check first MET7 is imaging (not in eclipse) and MPEF links connection with MTP Controller. Call UMARF and MTP MPEF On-call

**Info:**

This will not affect the ingestion of new products, only the retrieval and the order completion on UMARF.

**Impact:**

The only impact is that some users will received the data with a couple of hours delay

**Example:**

13.311.02.56.26.672 UMARF oumacs02 GEMS\_CheckEventsAgent A USA probe NOK: ordering application seems to hang. Please, contact UMARF on-call support by email -> Matching GEMS event of severity [I], host [ANY], process [LogFileAgent],msg regexp [.\* USA>NOM>INFO.\*] not found for over [3600] seconds

**New alarm**

16.109.15.37.36.845 UMARF oumacs04 GEMS\_CheckEventsAgent A USA probe NOK: ordering application seems to hang. -> Matching GEMS event of severity [I], host [ANY], process [LogFileAgent],msg regexp [.\* USA>NOM>INFO.\*] not found for over [3600] seconds

**Action:**

- Send an email to 'e-mail USC UMARF' (cc: Analysts GEO) as info on first detection of the alarm.
- Further alarms can be ignored during the off hours and weekends.



**LogFileAgent**

UMARF oumacs0x LogFileAgent	ID
Error in addGranuleBrowse	UMRF08
ARCR Fault or Exception no such device	UMRF07
Error in SetGranuleStatus IDL	UMRF26

YY.DOY.HH.MM.SS.MMS UMARF oumams01 LogFileAgent A syslog.local0: mmm  
dd hh:mm:ss oumams01 : [ID 522354 local0.crit]  
GFE>NOM>MAJOR>SYST>CAT::addGranuleBrowse failed: user exception, ID  
'IDL:UMARFCatalogueModule/UMARFCatalogueException:1.0'  
UMARFCatalogueModule.UMARFCatalogueException: IDL:  
UMARFCatalogueModule/UMARFCatalogueException:1.0

YY.DOY.HH.MM.SS.MMS UMARF oumacs01 LogFileAgent A syslog.local0: mmm  
dd hh:mm:ss oumacs : CAT>NOM>MAJOR>SYST>METEOSAT7/MTP15/  
O/20080910233000Z>Error in addGranuleBrowse ORA-01013: user requested  
cancel of current operation

**Action:**

- During normal working hours please call UMARF support.
- Outside of normal working hours please log the event and send an email to E-mail USC UMARF (cc: GEO Analysts)

**Host: oumams01, oumacs01 Process: LogFileAgent**

```
syslog: mmm d hh:mm:ss oumams01 : [ID xxxxx local0.crit]
STO>NOM>MAJOR>SYST> mmm d hh:mm:ss oumams01 : INFO ARCR Fault
or Exception "No such device"
```

### Action:

- **Call UMARF support**

### Info:

**Error in cataloguing a product (=granule, in this case a Sentinel 3 product) in the UMARF product inventory (Catalogue) by the Catalogue Server (oumacsx:CAT), (In this case the product was received duplicated). (The alarm is normally accompanied by an alarm from the Front End, e.g. oumafe02, as shown in the example)**

### Example

16.081.10.15.3 1.104	UMARF	oumacs03	LogFileAgent	A	syslog.local0: Mar21 10:15:31 oumacs3 : CAT>NOM>MAJOR>SYST>S3A/ SL_0_SLT___/20160321082048Z>Error in SetGranuleStatusIDL:UMARFCatalogueModule/ UMARFCatalogueException:1.0
16.081.10.15.4 5.546	UMARF	oumafe02	LogFileAgent	A	syslog.local0: Mar21 10:15:31 oumafe02 : [ID951871 local0.crit] GFE>NOM>MAJOR>SYST>CAT lost the granule: user exception, ID 'IDL: UMARFCatalogueModule/ UMARFCatalogueException:1.0' granule not found in setGranuleStatus()

### Action

- This alarm can be filtered and ignored. Please filter for e.g.: "etGranuleStatus" (it's common to both messages)

(The UMARF Engineers will check it as part of their daily check).

**Any**

**Host: oumacs01/ 02/ 03/ 04 Process: any**

**Remote backup of Oracle Data Files to SNI Netbackup Failed. Non-zero return code (RC:??) returned from bpbakup. Backup aborted.**

**Action:**

- Call SNI support immediately.

**Note:**

- Only those messages that contain "bpbakup" are reported to SNI support.
- All others should continue to be reported to UMARF support.
- This is because the above error signifies problems with Netbackup, while any others indicate errors with the UMARF server or database.

**7.38.7****oumabs01**

Alarms		ID
Log File Agent <sup>709</sup>		UMRF11
Check Events Agent <sup>710</sup>		UMRF12



## Log File Agent

**Host: oumabs01 Process: LogFileAgent**

**syslog: mmm d hh:mm:ss oumabs01 : [ID 434761 local0.alert]**

**MFE>BCK>CRITICAL>SYST>MMI cannot be launched [mc\_mfe -mmi]**

### Action:

- **This can be ignored if the backup MMI works for your workstation. If the backup MMI doesn't start on your workstation, phone on-call support.**

## Check Events Agent

No products have been ingested on the Backup Server -> Matching GEMS event of severity [I], host [ANY], process [ANY], msg regexp [^.\*UMARF.ouma.\*Archived.\*\$] not found for over [1800] seconds

### Action:

- Contact UMARF support

7.38.8

oumais01

oumais01		ID
all	<sup>712</sup>	UMRF13
UMARF runAIDE A AIDE found differences between database and file system. Notify support		<sup>713</sup> UMRF14

**All****Action:**

- All alarms on oumais01 are important, phone UMARF support .

**UMARF runAIDE A AIDE found differences between database and file system. Notify support**

**yy.doy.hh.mm.ss.mms UMARF oumais01 runAIDE A AIDE found differences between database and file system. Notify support.**

**Action:**

- **During normal working hours please call UMARF support.**
- **Outside of normal working hours please log the event. Support does not need to be contacted.**

## 7.38.9

## oumais05

oumais05 - LogFileAgent	ID
ERROR MD_HOUSE_KEEP INFO <sup>715</sup>	UMRF017 <sup>715</sup>
RFE>VAL>ERROR>SYST>WSDoAllReceiver <sup>716</sup>	UMRF019 <sup>716</sup>
UEO_Importer File xxx still not in sequence <sup>716</sup>	UMRF24 <sup>716</sup>
alert_UMARFOCO.log: ORA-07445: exception encountered: core dump <sup>717</sup>	UMRF29 <sup>717</sup>
alert_UMARFOCO.log: ORA-xxxx <sup>718</sup> errors	UMRF30 <sup>718</sup>

**LogFileAgent**

oumais05 - LogFileAgent		ID
ERROR MD_HOUSE_KEEP INFO		UMRF017
RFE>VAL>ERROR>SYST>WSDoAllReceiver		UMRF019
UEO_Importer File xxx still not in sequence		UMRF24
alert_UMARFOCO.log: ORA-07445: exception encountered: core dump		UMRF29
alert_UMARFOCO.log: ORA-xxxx errors		UMRF30

**Info:**

These alarms appears when there is an error on the SAF metadata ingestion. The error can be for several reasons: wrong products, lost of files while transferring to the main server, applications not running ok, products on the manual queue.

On the morning there is a check between the file system and the data base. If products that arrive on the file system, has not be stored on the DB correctly, these alarms are raise to investigate the reason.

**Example:**

14.180.08.45.33.928	UMARF	oumais05	LogFileAgent	A	syslog.local0: Jun 29 08:45:11 localhost Jun 29 2014 08:45:11 ERROR MD_HOUSE_KEEP INFO: NO PRODUCT FOR: LEO M01 DP O3MOHP 6.0 1.11 2014-06-24T00:31:57.466 NOT PROCESSED! CSAFFunc Root Thread
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**Action:**

### If next working day is =<5 days

- Log and send an e-mail to [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int), [umarfops@eumetsat.int](mailto:umarfops@eumetsat.int), cc: GEO Analyst.
- Filter alarm in GEMS for 3 days. Send an email reminder after 3 days and set GEMS filter again.

Note that this will happen only once per day, and always on the morning. If this happens on Saturday, same alarm will appear on Sunday at the same time, and every day before it is fix.

### If next working day is >5 days

- Call UMARF on-call.
- (Send an e-mail to [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int), [umarfops@eumetsat.int](mailto:umarfops@eumetsat.int), cc: GEO Analyst. for with the result of the phone call)

## INFO

### Problem with the UMARF ingestion (TBC)

### Example

15.314.19.23.56.134	UMARF	oumais05	LogFileAgent	A	syslog.local0: Nov 10 19:23:39 oumais04: RFE>VAL>ERROR>SYST> WSDoAllReceiver: Incoming message does not contain required Security header
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### Action:

- Send an e-mail to [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int), [umarfops@eumetsat.int](mailto:umarfops@eumetsat.int), cc: GEO Analyst.
- Filter alarm in GEMS for 3 days. Then repeat this action if necessary.

## Info

- The UEO is the UMARF External Ordering interface (a historical name) which is actually used for the synchronization of the UMARF external



**(user-accessible) and internal databases.**

- **If you get only this type of alarm then it can wait till next working day**

## Example

```
16.076.04.52.30.042 UMARF oumais05 LogFileAgent A syslog.local0: Mar 16 04:52:13 oumais05
[Thread-0] ERROR UEO_Importer - File 435967_20160315_130617732_S3_PRODUCTS_UEO.sql
still not in sequence, please call software support
```

## Action

- If you get this alarm only from UMARF facility, then please
  - send an email to [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int), David Berry, Michael Schick and cc: Geo Analysts.
  - Filter the alarms till afternoon next working day.
- If you get other UMARF alarms together with this one - e.g. for file system problems or Oracle problems (e.g. ORA-00600: internal error code),
  - then either follow the actions for those alarms, or
  - if there are no instructions available, then (out-of-office hours) call UMARF on-call
  - send an email to [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int), David Berry, Michael Schick, cc: Geo Analysts with the alarms and any additional info about the problem.

## Info

**UMARF Online Customer Order application error. It normally self-recovers.**

## Example

16.185.11.28.0 5.754	UMARF	oumais05	LogFileAgent	A	alert_UMARFOCO.log: ORA-07445: exception encountered: core dump [strncmp()+34][SIGSEGV] [ADDR:0xFFFFFD80FC8C9003] [PC:0xFFFFFD7FFCE16EC2][Address not mapped to object][[]]
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## Action

- send an email to [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int), David Berry, Michael Schick and cc: Geo Analysts

- if the alarms are repeating frequently (several within 30 minutes) then send an info email about that, and filter the alarm till next working day.

## Info

**UMARF Online Customer Order application error. It normally self-recovers.**

## Example

16.343.21.00.22.88 4	UMARF	oumais05	LogFileAgent	A	alert_UMARFOCO.log: ORA-1653: unable to extend table PERFSTAT.STATS\$\$SQLTEXT by 128 in tablespace PERFSTAT
16.343.21.00.22.88 4	UMARF	oumais05	LogFileAgent	A	alert_UMARFOCO.log: ORA-1653: unable to extend table PERFSTAT.STATS\$\$SQLTEXT by 8192 in tablespace PERFSTAT
16.343.21.00.22.88 4	UMARF	oumais05	LogFileAgent	A	alert_UMARFOCO.log: ORA-12012: error on auto execute of job "PERFSTAT"."EUM_P_PERFSTAT_SNAP_JOB"
16.343.21.00.22.88 4	UMARF	oumais05	LogFileAgent	A	alert_UMARFOCO.log: ORA-01653: unable to extend table PERFSTAT.STATS\$\$SQLTEXT by 8192 in tablespace PERFSTAT
16.343.21.00.22.88 4	UMARF	oumais05	LogFileAgent	A	alert_UMARFOCO.log: ORA-06512: at "PERFSTAT.STATSPACK", line 4598
16.343.21.00.22.88 4	UMARF	oumais05	LogFileAgent	A	alert_UMARFOCO.log: ORA-06512: at "PERFSTAT.STATSPACK", line 5697
16.343.21.00.22.88 4	UMARF	oumais05	LogFileAgent	A	alert_UMARFOCO.log: ORA-06512: at "PERFSTAT.STATSPACK", line 105
16.343.21.00.22.88 4	UMARF	oumais05	LogFileAgent	A	alert_UMARFOCO.log: ORA-06512: at line 1

## Action

- send an email to [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int), David Berry, Michael Schick and cc: Geo Analysts
- if the alarms are repeating frequently (several within 30 minutes) then send an info email about that, and filter the alarm till next working day.

**7.38.10** **oumafe01/02/21/22**

UMARF oumafe01/02/21/22 EFTS_PollFtpAgent	ID
fromExternal/S-OIS <sup>[720]</sup>	UMRF22 <sup>[720]</sup>

UMARF oumafe01/02/21/22 LogFileAgent	ID
GFE>NOM>MAJOR>SYST>STO raises too many exceptions <sup>[721]</sup>	UMRF23 <sup>[721]</sup>
GFE>NOM>MAJOR>SYST>CAT lost the granule <sup>[722]</sup>	UMRF25 <sup>[722]</sup>
oumafeXX: File system status <sup>[723]</sup>	UMRF35 <sup>[723]</sup>
CAT does not answer .. system exception .. CORBA error <sup>[724]</sup>	UMRF36 <sup>[724]</sup>

**EFTS\_PollFtpAgent**

UMARF oumafe21/22	ID
fromExternal/S-OSI	UMRF22

**Info**

This type of issues are related to the provision of OSI SAF products and ingestion of them. The alarm is generated either, because UMARF receive the same files more than once via FTP or the first attempt failed to transfer. All Alarms of this nature with string "fromExternal/S-OSI" should just be reported via e-mail. No need to go to the backup server. UMARF can have a look at it the next working day.

**Example**

16.046.04.29.38.4 97	UMARF	oumafe22	EFTS_PollFtpAgent	A	File/ingestion/umarf/NOM/rfe/ fromExternal/S-OSI_-NOR_-MULT- NH_LRSIDRIFT-201602121200Z.jpg has exceeded its maximum life time of 172800000 msec and was deleted.
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**Action**

- Send an email to "[umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int)" (with cc: GEO Analysts) with the alarm(s) you received and state that you will filter the alarms until further notice.
- Set an UMARF GEMS filter for `"/ingestion/umarf/NOM/rfe/fromExternal/S-OSI"` (e.g. until afternoon of next working day).

## LogFileAgent

UMARF oumafe02/21/22 LogFileAgent	ID
GFE>NOM>MAJOR>SYST>STO raises too many exceptions <sup>[721]</sup>	UMRF23 <sup>[721]</sup>
GFE>NOM>MAJOR>SYST>CAT lost the granule <sup>[722]</sup>	UMRF25 <sup>[722]</sup>
oumafeXX: File system status <sup>[723]</sup>	UMRF35 <sup>[723]</sup>
CAT does not answer .. system exception .. CORBA error <sup>[724]</sup>	UMRF36 <sup>[724]</sup>

### Info

**Problem with the ingestion and archiving of product(s), e.g. due to unexpected or damaged product.**

**If we only get a (reasonable) amount of those alarms (i.e. <25 per 3 minutes) then it can be handled later during working hours.**

**If it is combined with other alarms, like disk full alarms, or on SMART UMARF products are not archived any longer, then a swap to the backup server should be performed by UMARF on-call.**

### Example

16.068.21.41.31.006	UMARF	oumafe22	LogFileAgent	A	syslog.local0: Mar 8 21:41:28 oumafe22: [ID 300286 local0.crit] GFE>NOM>MAJOR>SYST>STO raises too many exceptions.
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### Action

- Look at SMART UMARF displays, if ingestion and archiving continues to be working ok, then an e-mail is sufficient:
  - Send e-mail to "[umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int)" (with cc: GEO Analysts).
- If you get additional UMARF alarms together with the above ('too many exceptions'), like for disk full, and the exception alarms continue,
  - then out-of-working hours please call UMARF on-call and ask them to switch UMARF ingestion to the backup server (Please send an info-email about this).
- If you see on SMART that the ingestion and archiving stopped working,
  - then please call UMARF on-call and ask them to switch UMARF ingestion to the backup server. (Please send an info-email about this).

- If the exception alarms continue throughout your shift - without visible impact - then:
  - Set an GEMS filter for "GFE>NOM>MAJOR>SYST>STO raises too many exceptions." until e.g. next working day afternoon.
  - Continue to keep an eye on SMART UMARF.
  - Please send an email to [umarfeng@eumetsat.int](mailto:umarfeng@eumetsat.int), David Berry, Michael Schick, [GEO Analysts](#) before the end of your shift with a summary (e.g. alarms still ongoing or alarms stopped at xx:xx, SMART UMARF shows ...).

Note: UMARF ingestion front ends:

- GFE: general/common front-end
- MFE: MSG
- TFE: MTP
- EFE: EPS
- SFE: Sentinel
- RFE: Remote/SAF

### Info:

**Error in cataloguing a product (=granule, in this case a Sentinel 3 product) in the UMARF product inventory (Catalogue) by the GFE (General Front End), which performs quality and consistency checks. (In this case the product was received duplicated).**

**(The alarm is normally accompanied by an alarm from the Catalogue Server, e.g. oumacs03, as shown in the example)**

### Example

16.081.10.15.31.104	UMARF	oumacs03	LogFileAgent	A	syslog.local0: Mar21 10:15:31 oumacs3 : CAT>NOM>MAJOR>SYST>S3A/SL_0_SLT___/20160321082048Z>Error in SetGranuleStatusIDL:UMARFCatalogueModule/UMARFCatalogueException:1.0
16.081.10.15.45.546	UMARF	oumafe02	LogFileAgent	A	syslog.local0: Mar21 10:15:31 oumafe02 : [ID951871 local0.crit] GFE>NOM>MAJOR>SYST>CAT lost the granule: user exception, ID 'IDL:UMARFCatalogueModule/UMARFCatalogueException:1.0' granule not found in setGranuleStatus()

## Action

- This alarm can be filtered and ignored. Please filter for e.g.: "etGranuleStatus" (it's common to both messages)

(The UMARF Engineers will check it as part of their daily check).

Note: UMARF ingestion front ends:

- GFE: general/common front-end
- MFE: MSG
- TFE: MTP
- EFE: EPS
- SFE: Sentinel
- RFE: Remote/SAF

## Info

**The ingestion storage space on UMARF is filling up and needs to be checked and the reason for the filling up removed.**

## Example

16.327.00.00.14.852	UMARF	oumafe21	LogFileAgent	A	messages: Nov 22 00:00:00 oumafe21 GEMS_adm: [ID 702911 user.error] _ALARM_ File system status: host: oumafe21, filesystem: /ingestion/umarf/NOM/ gfe, capacity: 50%. Please, contact CSM Solaris on-call support
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## Action

- Send an email with the alarm to UMARFENG, David Berry, Michael Schick, GEO analyst
- Until next working day afternoon, set a GEMS filter, e.g. for the above:  
"oumafe21, filesystem: /ingestion/umarf/NOM/gfe, capacity"
- If the GEMS alarms appear again (or before), then please send a reminder email and set the filter again.
- If the usage reaches 99%, then please call UMARF on-call.

**INFO**

The UMARF ingestion front end has issues to communicate with the catalogue server.

**Example**

16.319.17.13.37.3 67	UMARF	oumafe22	LogFileAgent	A	syslog.local0: Nov 14 17:13:25 oumafe22 : [ID 107470 local0.crit] GFE>NOM>MAJOR>SYST>CAT does not answer: system exception, ID 'IDL:omg.org/CORBA/TRANSIENT:1.0'
16.319.17.13.37.3 68	UMARF	oumafe22	LogFileAgent	A	syslog.local0: Nov 14 17:13:27 oumafe22 : [ID 107470 local0.crit] GFE>NOM>MAJOR>SYST>CAT does not answer: system exception, ID 'IDL:omg.org/CORBA/TRANSIENT:1.0'
16.319.17.14.11.4 93	UMARF	oumafe02	LogFileAgent	A	syslog.local0: Nov 14 17:14:07 oumafe02 : [ID 748751 local0.crit] GFE>NOM>MAJOR>SYST>CAT does not answer: system exception, ID 'IDL:omg.org/CORBA/OBJECT_NOT_EXIST:1.0'
16.319.17.17.21.7 03	UMARF	oumafe21	LogFileAgent	A	messages: Nov 14 17:17:19 oumafe21 : [ID 174599 local0.error] MFE>NOM>MINOR>SYST>CORBA:: SystemException:-UMARF.*.GFE.GFE system exception, ID 'IDL:omg.org/CORBA/COMM_FAILURE:1.0'
16.319.17.17.51.7 15	UMARF	oumafe21	LogFileAgent	A	syslog.local0: Nov 14 17:17:45 oumafe21 : [ID 748751 local0.crit] GFE>NOM>MAJOR>SYST>CAT does not answer: system exception, ID 'IDL:omg.org/CORBA/OBJECT_NOT_EXIST:1.0'
16.319.17.17.51.7 15	UMARF	oumafe21	LogFileAgent	A	syslog.local0: Nov 14 17:17:45 oumafe21 : [ID 748751 local0.crit] GFE>NOM>MAJOR>SYST>CAT does not answer: system exception, ID 'IDL:omg.org/CORBA/OBJECT_NOT_EXIST:1.0'

**Action**

- Send an email with the alarm to UMARFENG, David Berry, Michael Schick, GEO analyst
- If the alarms continue and you seen an impact on SMART UMARF then call UMARF on-call.

Note: UMARF ingestion front ends:

- GEF: general
- MFE: MSG



- TFE: MTP
- EFE: EPS
- SFE: Sentinel
- RFE: Remote/SAF

**7.38.11** **UMARF HW Alarms - SYS/FM1 - SPT - SPX86**

UMARF HW alarms - /SYS/FM1 - SPT-8000 -- SPX86-8000	ID
UMARF HW Alarm - SYS/FM1 - SPT-8000 <small>727</small>	UMRF27 <small>727</small>
UMARF HW Alarm - SYS/FM1 - SPX86-8000 <small>728</small>	UMRF28 <small>728</small>

**UMARF HW Alarm - SYS/FM1 - SPT-8000****Info**

This alarm indicates a hardware problem, like a fan, power supply, CPU, network card, etc., which was discovered by the Solaris Fault Management. It can originate from any UMARF host.

**Example**

16.118.22.47.46.708	UMARF	oumafe22	LogFileAgent	A	messages: Apr 27 22:47:34 oumafe22 SC Alert: [ID 341526 daemon.alert] Sensor  critical: Fan: /SYS/FM1/ERR: Predictive Failure Asserted
16.118.22.47.46.709	UMARF	oumafe22	LogFileAgent	A	messages: Apr 27 22:47:35 oumafe22 SC Alert: [ID 967920 daemon.alert] Fault  critical: Fault detected at time = Wed Apr 27 22:20:57 2016. The suspect component: /SYS/FM1 has fault.chassis.device.fan.fail with probability=100. Refer to <a href="http://support.oracle.com/msg/SPT-8000-3R">http://support.oracle.com/msg/SPT-8000-3R</a> for details.

**Action**

- Send an email to CSM-Solaris-Team (cc: E-Mail USC UMARF and GEO Analysts) asking to raise a call with the vendor immediately (the next working day) to replace the broken part.
- If you see problems with the ingestion on SMART UMARF, then call UMARF support. If the UMARF ingestion stopped, it would be necessary to fail over to the UMARF backup server.
- If the alarms come frequently, but without impact on the UMARF ingestion, then filter the alarm till next working day lunch time, and keep an eye on the UMARF ingestion.

## UMARF HW Alarm - SPTX86-8000

### Info

This alarm indicates a hardware problem, like a fan, power supply, CPU, network card, etc., which was discovered by the Solaris Fault Management. It can originate from any UMARF host. No immediate impact might be observed, if redundancy is available.

### Example

16.118.22.44.32.972	UMARF	oumaps14	LogFileAgent	A	messages: Apr 27 22:44:25 oumaps14 fmd: [ID 377184 daemon.error] SUNW-MSG-ID: SPX86-8000-33, TYPE: Fault, VER: 1, SEVERITY: Major
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### Action

- Send an email to CSM-Solaris-Team (cc: E-Mail USC UMARF and GEO Analysts) asking to raise a call with the vendor immediately (the next working day) to replace the broken part.
- If you see problems with the ingestion on SMART UMARF, then call UMARF support. If the UMARF ingestion stopped, it would be necessary to fail over to the UMARF backup server.
- If the alarms come frequently, but without impact on the UMARF ingestion, then filter the alarm till next working day lunch time, and keep an eye on the UMARF ingestion.

8



9

**MME\_SYSTEM-OPE-->HOSTS**

**1. Identify the Host (or facility) from which the alarm is raised (e.g. MMDS, MASIF, GNOPS, OP5 itself, etc)**

Either search (see step 2) or find the right host in the tables listed below.

**2. Search for the host name with the prefix `host::` followed by `<host name>` without any trailing numbers**

**Or select the host table of the identified facility manually**

Note: the prefix ensures that you will always find the correct entry because this is a unique name in the KBase. without prefix search would return more results

**Examples:**

Host = m1edds01      >> search for '`host::m1edds`'  
 Host = MAS-OPINTS00      >> search for '`host::MAS-OPINTS`'  
 Host = OPNGMS01      >> search for '`host::opngms`'

Host	Goto	Function	Origin Facility	IP Address
host::m2edcs	<a href="#">mmds-processes</a> <sup>734</sup>	Tellicast server	EEDGE	
host::m2edds	<a href="#">mmds-processes</a> <sup>734</sup>	Distribution server	EEDGE	
host::m2edis	<a href="#">mmds-processes</a> <sup>734</sup>	Ingestion server	EEDGE	
host::m2edqs	<a href="#">mmds-processes</a> <sup>734</sup>			
host::m2idis	<a href="#">mmds-processes</a> <sup>734</sup>	Ingestion server	IDS	
host::m2idqs	<a href="#">mmds-processes</a> <sup>734</sup>		IDS	
host::opmncs	<a href="#">mmds-processes</a> <sup>734</sup>	Monitoring and Control OPE	EEDGE	
host::opldbs	<a href="#">mmds-processes</a> <sup>734</sup>	Load	EEDGE	

Host	Goto	Function	Origin Facility	IP Address
		balancer OPE		
host::m1edcs	<a href="#">action-for-m1</a> <sup>741</sup>	Tellicast server	EEDGE	
host::m1edds	<a href="#">action-for-m1</a> <sup>741</sup>	Distribution server	EEDGE	
host::m1edis	<a href="#">action-for-m1</a> <sup>741</sup>	Ingestion server	EEDGE	
host::m1edqs	<a href="#">action-for-m1</a> <sup>741</sup>			
host::m1idis	<a href="#">action-for-m1</a> <sup>741</sup>	Ingestion server	IDS	
host::m1idqs	<a href="#">action-for-m1</a> <sup>741</sup>		IDS	
host::vamncs	<a href="#">action-for-m1</a> <sup>741</sup>	Monitoring and Control VAL	EEDGE	
host::valdb	<a href="#">action-for-m1</a> <sup>741</sup>	Load balancer VAL	EEDGE	

Host	Goto	Function	Origin Facility	IP Address
host::MAS-OPEXTS00	<a href="#">MASIF-processes</a> <sup>743</sup>	External server OPE	MME_MASIF_OPE_EXT	10.90.22.80
host::MAS-OPINTS00	<a href="#">MASIF-processes</a> <sup>743</sup>	Internal server OPE	MME_MASIF_OPE_INT	10.90.42.80
host::MAS-VAEXTS00	<a href="#">MASIF-processes</a> <sup>743</sup>	External server VAL	MME_MASIF_VAL_EXT	10.90.22.82
host::MAS-VAINTS00	<a href="#">MASIF-processes</a> <sup>743</sup>	Internal server VAL	MME_MASIF_VAL_INT	10.90.42.82

Host	Goto	Function	Origin Facility	IP Address
host::CPF-OP-COP	<a href="#">CPF-OP_COP-processes</a> <sup>748</sup>		MME_CPF_OPE_xxx	

Host	Goto	Function	Origin Facility	IP Address
host::CPF_OPE_HA-CRO	<a href="#">CPF_OPE_HA-CRO-processes</a> <sup>752</sup>		CPF_OPE_HA-CRO_xxx	

Host	Goto	Function	Origin Facility	IP Address
host::CPF_VA-CRO-N	<a href="#">CPF_VA-CRO-N-processes</a> <small>756</small>		CPF_VA-CRO-N	10.44.1.58 10.44.1.59

Host	Goto	Function	Origin Facility	IP Address
host::CPF-OP-GNOPS	<a href="#">CPF-OPE_GNOPS-processes</a> <small>760</small>			

Host	Goto	Function	Origin Facility	IP Address
host::opngos	<a href="#">OP5-opngos-processes</a> <small>764</small>	OP5 servers		

Host	Goto	Function	Origin Facility	IP Address
host::OGOSEP	<a href="#">OP5-ogosep-processes</a> <small>776</small>	TM Propagator		

Host	Goto	Function	Origin Facility	IP Address
host::opngms01	<a href="#">OP5-opngms-processes</a> <small>770</small>	OP5 Master 1		10.100.42.200 10.90.42.200
host::opngms02	<a href="#">OP5-opngms-processes</a> <small>771</small>	OP5 Master 2		10.100.42.201 10.90.42.201



## 9.1

## MMDS

Host	Goto	Function	Origin Facility	IP Address
host::m2edcs	<a href="#">mmds-processes</a> <sup>734</sup>	Tellicast server	EEDGE	
host::m2edds	<a href="#">mmds-processes</a> <sup>734</sup>	Distribution server	EEDGE	
host::m2edis	<a href="#">mmds-processes</a> <sup>734</sup>	Ingestion server	EEDGE	
host::m2edqs	<a href="#">mmds-processes</a> <sup>734</sup>			
host::m2idis	<a href="#">mmds-processes</a> <sup>734</sup>	Ingestion server	IDS	
host::m2idqs	<a href="#">mmds-processes</a> <sup>734</sup>		IDS	
host::opmncs	<a href="#">mmds-processes</a> <sup>734</sup>	Monitoring and Control OPE	EEDGE	
host::oplddb	<a href="#">mmds-processes</a> <sup>734</sup>	Load balancer OPE	EEDGE	
host::m1edcs	<a href="#">action-for-m1</a> <sup>741</sup>	Tellicast server	EEDGE	
host::m1edds	<a href="#">action-for-m1</a> <sup>741</sup>	Distribution server	EEDGE	
host::m1edis	<a href="#">action-for-m1</a> <sup>741</sup>	Ingestion server	EEDGE	
host::m1edqs	<a href="#">action-for-m1</a> <sup>741</sup>			
host::m1idis	<a href="#">action-for-m1</a> <sup>741</sup>	Ingestion server	IDS	
host::m1idqs	<a href="#">action-for-m1</a> <sup>741</sup>		IDS	
host::vamncs	<a href="#">action-for-m1</a> <sup>741</sup>	Monitoring and Control VAL	EEDGE	
host::valddb	<a href="#">action-for-m1</a> <sup>741</sup>	Load balancer VAL	EEDGE	

## 9.1.1 MMDS-Processes

Process	Message	Condition	Action
Disk_Usage Disk usage /	DISK CRITICAL - free space: /opt 0 MB (0% inode=98%):	partition='/var' or '/opt'	Call out CSM Linux/Op5
	DISK CRITICAL - free space: / 1358 MB (26% inode=70%):	partition='/home' or '/global'	Call out CSM Linux/Op5 and Dissemination On-Call immediately
	DISK CRITICAL - /global is not accessible: Stale file handle	partition='/global'	Call Dissemination On-Call Call out CSM Linux/Op5 immediately
Disk_IO	ALL Disk Status: M2_NEW_SNI_EDGE_meta 02 state warning IO/s (1500) M2_NEW_SNI_EDGE_meta 01 state critical IO/s (2000)		Email the ServiceDesk and <b>cc opsreports</b>
Memory_Usage	CRITICAL: Used Memory 97% 95%		Call Diss On-Call during sociable hours (08:00 - 21:00 local) Send e-mail to <b>on-call diss engineer with cc opsreports and cc duty analyst</b>
Swap usage	SWAP CRITICAL - x% free		Call Dissemination On-Call
CPU_Usage	CRITICAL ->CPU Usage	if no recovery event seen within 30 min MME_SYSTEM_OPE xxxxx CPU_Usage I OK - CPU Usage	Call Dissemination On-Call Call out CSM Linux/Op5
MultiPath	CRITICAL: LUN eEdgedata05: less than 0 paths 0/4).br/	If multiple alarms from multiple hosts	Call out CSM Linux/Op5
		if single host with 0/4 path	Email the ServiceDesk and <b>on-call diss engineer with cc</b>

Process	Message	Condition	Action
			<a href="#">opsreports and cc duty analyst</a>
Process_GEMS_Sender	PROCS CRITICAL: 0 processes with regex args GEMS_Sender		Call Dissemination On-Call immediately
	PROCS CRITICAL: 0 processes with regex args GEMS_LogFileAgent		
GPFS_Status	CRITICAL : Daemon mmfsd not active		Call Dissemination On-Call immediately
host	10.90.43.85 is DOWN - Host unreachable @ 10.90.42.202: rta: nan, lost 100%		Call Dissemination On-Call
All VMFS Storages	CHECK_VMWARE_API CRITICAL - There are x alerts		Email the ServiceDesk
Cron process	PROCS CRITICAL: 0 process with command name 'crond'		Call out CSM Linux/Op5
Current users	USERS CRITICAL - 10 users currently logged in		Email the ServiceDesk
HP Hardware	Compaq/HP Agent Check: overall system state CRITICAL		Email the ServiceDesk
HTTP Server	HTTP CRITICAL: HTTP/1.1 402 Found - 465 bytes in 0.002 second response time		Call out CSM Linux/Op5
HTTPS Server	HTTP CRITICAL: HTTP/1.1 400 CRITICAL - 5316 bytes in 0.012 second response time		Call out CSM Linux/Op5
IF 1_eth0 Errors	CRITICAL: Errors/sec = 3.00 :: IN - discards: 10.00, errors: 5.00 :: OUT - discards: 3.00, errors: 5.00		Email the ServiceDesk
IF 1_eth0 Status	CRITICAL: Interface eth0 (index 1) is down.		Call out CSM Linux/Op5
IF 1_eth0 Traffic	CRITICAL: Avg Traffic: 3.42kbps (0.00% / 1Gbps) in, 5.26kbps (0.00% / 1Gbps) out		Email the ServiceDesk
IF 1_HP Flex-10 10Gb 2-port 530FLB Adapter Errors	CRITICAL: Errors/sec = 0.00 :: IN - discards: 0.00, errors: 0.00 :: OUT - discards: 0.00, errors: 0.00		Email the ServiceDesk

Process	Message	Condition	Action
IF 1_ HP Flex-10 10Gb 2-port 530FLB Adapter Status	CRITICAL: Interface HP Flex-10 10Gb 2-port 530FLB Adapter (index 1) is down		Call out CSM Linux/Op5
IF 1_ HP Flex-10 10Gb 2-port 530FLB Adapter Traffic	CRITICAL: Avg Traffic: 31.50kbps (100.00% / 100Gbps) in, 1.50kbps (0.00% / 100Gbps) out		Email the ServiceDesk
Interface eth0 error	CRITICAL: Stats: eth0(0/0) (in/out errors)		Email the ServiceDesk
Interface eth0 link	CRITICAL: Interface eth0 link at 100Mb/s		Call out CSM Linux/Op5
Interface eth0 traffic	CRITICAL: Stats: eth0(168/0) (in/out in bits/s)		Email the ServiceDesk
Network traffic	NET USAGE CRITICAL eth2:0.00B eth3:128.00B bond0:406.00KB lo:200.00B eth1:391.18KB eth0:14.83KB		Email the ServiceDesk
NTP Sync	NTP CRITICAL: Offset -0.002274990082 secs		Email the ServiceDesk
NTPD process	PROCS CRITICAL: 0 process with command name 'ntpd'		Email the ServiceDesk
PING	CRITICAL - 10.90.22.80: rta 0.514ms, lost 100%		Email the ServiceDesk
Process COTS httpd	PROCS CRITICAL: 44 processes with args 'httpd'		Call out CSM Linux/Op5
Process COTS monit	PROCS CRITICAL: 0 process with args 'monit'		Call out CSM Linux/Op5
Process COTS mysqld	PROCS CRITICAL: 0 process with args '/usr/libexec/mysqld'		Call out CSM Linux/Op5
Process COTS ntpd	PROCS CRITICAL: 0 process with args 'ntpd'		Email the ServiceDesk
process COTS proftpd	PROCS CRITICAL: 0 process with args 'proftpd: (accepting)'		Call out CSM Linux/Op5
Process COTS rsync	PROCS CRITICAL: 0 process with args 'smartsync-daemon'		Call out CSM Linux/Op5
Process COTS rsyslog	PROCS CRITICAL: 0 process with command name 'rsyslogd'		Call out CSM Linux/Op5
Process COTS tomcat6	PROCS CRITICAL: 0 process with args 'tomcat6'		Call out CSM Linux/Op5

Process	Message	Condition	Action
Process syslog-ng	PROCS CRITICAL: 2 processes with command name 'syslog-ng'		Call out CSM Linux/Op5
SSH Server	SSH CRITICAL - OpenSSH_5.3 (protocol 2.0)		Email the ServiceDesk
System Load	LOAD AVERAGE CRITICAL : 10.53,10.54,11.54		Email the ServiceDesk
Time Offset	NTP CRITICAL: Offset 0.3981977701secs		Email the ServiceDesk
Total processes	PROCS CRITICAL : count 905		Email the ServiceDesk
Uptime	CRITICAL : up 0 days, 23:13:09	Expect other issues due to machine reboot.	Email the ServiceDesk.
vCenter Server CPU Usage	CHECK_VMWARE_API CRITICAL - cpu usage=99.43 %		Email the ServiceDesk
vCenter Server Memory Usage	CHECK_VMWARE_API CRITICAL - mem usage=83.48 %		Email the ServiceDesk
VMware Cluster CPF-OPE Hosts	CHECK_VMWARE_API CRITICAL - 1/2 Hosts up: 10.44.2.22(DOWN), 10.44.2.24(UP)		Email the ServiceDesk
VMware Cluster CPF-OPE Issues	CHECK_VMWARE_API CRITICAL - x config issues		Email the ServiceDesk
VMware Cluster CPF-OPE Status	CHECK_VMWARE_API CRITICAL - overall status=red/failed		Email the ServiceDesk
VMware Cluster CPF-OPE Storage	CHECK_VMWARE_API CRITICAL - There are alerts		Email the ServiceDesk
VMware Cluster CPF-VAL VMs	CHECK_VMWARE_API CRITICAL - 5/6 VMs up: vSphere Data Protection 6.1 (CRITICAL), CPF-VSCA01 (OK), CPF-VA-GNAS(OK), CPF-VA-TT03(OK), CPF-VA-TT04(OK), CPF-VA-TT05(OK)		Email the ServiceDesk
VMware CPU	CHECK_VMWARE_API CRITICAL - cpu usage=0.32 %		Email the ServiceDesk
VMware Host	CHECK_VMWARE_API		Email the

Process	Message	Condition	Action
Hardware status	CRITICAL - All 1 temperature checks is failed: CRITICAL : Other 6 33-Sys Exhaust --- Normal = 32 C, CRITICAL : Other 5 32-Sys		ServiceDesk
VMware IO Read	CHECK_VMWARE_API CRITICAL - io read latency=505 ms		Email the ServiceDesk
VMware IO Write	CHECK_VMWARE_API CRITICAL - io write latency=500 ms		Email the ServiceDesk
VMware Issues	CHECK_VMWARE_API CRITICAL - config issues		Email the ServiceDesk
VMware Memory	CHECK_VMWARE_API CRITICAL - mem usage=92.57 %		Email the ServiceDesk
VMware Memory Ballooning	CHECK_VMWARE_API CRITICAL - memctl=1000.00 MB		Email the ServiceDesk
VMware Network Link	CHECK_VMWARE_API CRITICAL - 1 NICs is not connected		Email the ServiceDesk
VMware Network Traffic	CHECK_VMWARE_API CRITICAL - net usage=8937.00 KBps		Email the ServiceDesk
VMware Overall Status	CHECK_VMWARE_API CRITICAL - overall status=red/failed		Email the ServiceDesk
VMware Storage Paths	CHECK_VMWARE_API_EUM ETSAT.PL CRITICAL - vmhba0:C0:T0:L1		Email the ServiceDesk
VMware SWAP	CHECK_VMWARE_API CRITICAL - swap usage=1000.00MB		Email the ServiceDesk
Zombie processes	PROCS CRITICAL: 1 processe+F23s with STATE = Z		Email the ServiceDesk

## 9.1.2 MMDS-Hosts

Host	Goto	Function	Origin Facility	IP Address
host::m2edcs	<a href="#">mmds-processes</a> <sup>734</sup>	Tellicast server	EEDGE	
host::m2edds	<a href="#">mmds-processes</a> <sup>734</sup>	Distribution server	EEDGE	
host::m2edis	<a href="#">mmds-processes</a> <sup>734</sup>	Ingestion server	EEDGE	
host::m2edqs	<a href="#">mmds-processes</a> <sup>734</sup>			
host::m2idis	<a href="#">mmds-processes</a> <sup>734</sup>	Ingestion server	IDS	
host::m2idqs	<a href="#">mmds-processes</a> <sup>734</sup>		IDS	
host::opmncs	<a href="#">mmds-processes</a> <sup>734</sup>	Monitoring and Control OPE	EEDGE	
host::opl dbs	<a href="#">mmds-processes</a> <sup>734</sup>	Load balancer OPE	EEDGE	
host::m1edcs	<a href="#">action-for-m1</a> <sup>741</sup>	Tellicast server	EEDGE	
host::m1edds	<a href="#">action-for-m1</a> <sup>741</sup>	Distribution server	EEDGE	
host::m1edis	<a href="#">action-for-m1</a> <sup>741</sup>	Ingestion server	EEDGE	
host::m1edqs	<a href="#">action-for-m1</a> <sup>741</sup>			
host::m1idis	<a href="#">action-for-m1</a> <sup>741</sup>	Ingestion server	IDS	
host::m1idqs	<a href="#">action-for-m1</a> <sup>741</sup>		IDS	
host::vamncs	<a href="#">action-for-m1</a> <sup>741</sup>	Monitoring and Control VAL	EEDGE	
host::val dbs	<a href="#">action-for-m1</a> <sup>741</sup>	Load balancer VAL	EEDGE	





**9.1.3**    **MMDS-Other**





Action for all MMDS m1 hosts    [GOTO Host table](#) <sup>739</sup>

**INFO:** On 17th Feb 2021 a permanent OPE/VAL swap was performed on MMDS since then: m1 platform is VAL and m2 platform is OPE

- **IF host is a MMDS machine starting m1xxxxxy Then**
  - verify if MMDS VAL (m1) maintenance was scheduled/ announced (e.g. check Logbook)
  - check that there is no impact on **operational dissemination** by either GEMS alarms (e.g. m1xxxxy) and/or SMART EUMETCast
  
- **Until further notice:**  
Log event and send an e-mail to: [on-call dissemination engineer with cc opsreports and cc duty analyst](#)

## 9.2

## MASIF





Host	Goto	Function	Origin Facility	IP Address
host::MAS-OPEXTS00	<a href="#">MASIF-processes</a> 	External server OPE	MME_MASIF_OPE_EXT	10.90.22.80
host::MAS-OPINTS00	<a href="#">MASIF-processes</a> 	Internal server OPE	MME_MASIF_OPE_INT	10.90.42.80
host::MAS-VAEXTS00	<a href="#">MASIF-processes</a> 	External server VAL	MME_MASIF_VAL_EXT	10.90.22.82
host::MAS-VAINTS00	<a href="#">MASIF-processes</a> 	Internal server VAL	MME_MASIF_VAL_INT	10.90.42.82

9.2.1 MASIF-Processes

Process	Message	Condition	Action
Disk_Usage Disk usage /	DISK CRITICAL - free space: /opt 0 MB (0% inode=98%):	partition='/var' or '/opt'	Call out CSM Linux/Op5
	DISK CRITICAL - free space: / 1358 MB (26% inode=70%):	partition='/home' or '/global'	Call out CSM Linux/Op5 and Dissemination On-Call immediately
	DISK CRITICAL - /global is not accessible: Stale file handle	partition= '/global'	Call out CSM Linux/Op5 immediately
Memory_Usage	CRITICAL: Used Memory 97% 95%		Call out CSM Linux/Op5
CPU_Usage	CRITICAL ->CPU Usage	if no recovery event seen within 30 min MME_SYSTEM_OPE xxxxx CPU_Usage   OK - CPU Usage	Call out CSM Linux/Op5
MultiPath	CRITICAL: LUN eEdgedata05: less than 0 paths 0/4).br/	If multiple alarms from multiple hosts	Call out CSM Linux/Op5
		if single host with 0/4 path	Email the ServiceDesk and <b>on-call diss engineer with cc opsreports and cc duty analyst</b>
host	10.90.22.80 is DOWN - rta: nan, lost 100%	If the alarm is for a MASIF server	- check if the machine (IP address see host table) in the alarm text is reachable via browser
		If the machine is not reachable	Call out CSM Linux/Op5
		If the alarm is for a workstation <a href="#">(see also here)</a> 746	Call out CSM Linux/Op5 (office hours) outside office hours: Email the ServiceDesk +

Process	Message	Condition	Action
			MASIF_OPS
Process_GE MS_check_fa cility_log_cou nt	CHECK_NRPE: Socket timeout after 10 seconds.	for single alarm	No action
		continuously every couple of minutes	Email the ServiceDesk
	Examples: GEMS LOG FILE COUNT CRITICALDOY258: MME_EEDGE_OPE 56 MME_ICSI_OPE_FDS 32  GEMS LOG FILE COUNT CRITICALDOY217: S3_MRN_OPE_CODA 22		- Log the first occurrence - Send an e-mail with copy of the alarm to MASIF_OPS - Ignore further occurrences for the rest of shift
Check_Tomc at alive	TTP CRITICAL: HTTP/1.1 503 Service Temporarily Unavailable HTTP CRITICAL - Unable to open TCP socket	during office hours	e-mail MASIF_OPS
		outside office hours	Call out CSM Linux/ Op5 to restart "tomcat6" on that machine ("monit restart tomcat6") and email MASIF_OPS
System Load	CRITICAL - load average: 1.92, 2.05, 1.79	during office hours	Call MASIF support
		outside office hours if no recovery event seen within 15 min	Call out CSM Linux/ Op5

**9.2.2**    **MASIF-Hosts**

Host	Goto	Function	Origin Facility	IP Address
host::MAS-OPEXTS00	<a href="#">MASIF-processes</a> 	External server OPE	MME_MASIF_OPE_EXT	10.90.22.80
host::MAS-OPINTS00	<a href="#">MASIF-processes</a> 	Internal server OPE	MME_MASIF_OPE_INT	10.90.42.80
host::MAS-VAEXTS00	<a href="#">MASIF-processes</a> 	External server VAL	MME_MASIF_VAL_EXT	10.90.22.82
host::MAS-VAINTS00	<a href="#">MASIF-processes</a> 	Internal server VAL	MME_MASIF_VAL_INT	10.90.42.82

### 9.2.3 MASIF-Other

#### Special Action for MASIF hosts      [GOTO Process table](#)<sup>743</sup>

➤ **If the alarm is for a workstation**

**MASIF Workstations:**

MSG Control Room

OMASM01 - 03 (OPE area) (10.90.20.201 - 10.90.20.203)

OMASM04 - 06 (VAL area) (10.90.20.204 - 10.90.20.206)

EPS Control Room

OMASM11 - 21 (10.90.20.207 - 10.90.20.219)

- Check if MSG or EPS workstation
- Check state of workstation or contact EPS to check accordingly.
- If workstation is hung attempt to reboot:
  - identify location of the workstation in the Console
  - press reset button on front panel of workstation

## 9.3

## CPF-OP-COP

Host	Goto	Function	Origin Facility	IP Address
host::CPF-OP-COP	<a href="#">CPF-OP_COP-processes</a> <small>748</small>		MME_CPF_OPE _xxx	

### 9.3.1 CPF\_OP\_COP-Processes

Process	Message	Condition	Action
CPU Usage	Critical CPU Usage	If no recovery event seen within 30 minutes	Call out CSM Linux/Op5 E-mail to <a href="mailto:OPS-S3-Team@eumetsat.int">OPS-S3-Team@eumetsat.int</a>
Disk Usage	DISK CRITICAL - free space: /opt 0 MB (0% inode=98%):		Call out CSM Linux/Op5 E-mail to <a href="mailto:OPS-S3-Team@eumetsat.int">OPS-S3-Team@eumetsat.int</a>
		IF partition = '/s3africa', '/sral' or '/s1'	Send and E-mail to Diss On-Call with copy to <a href="mailto:OPS-S3-Team@eumetsat.int">OPS-S3-Team@eumetsat.int</a> and <a href="mailto:analyst.S3@eumetsat.int">analyst.S3@eumetsat.int</a>
		Any other partition	Call out CSM Linux/Op5 E-mail to <a href="mailto:OPS-S3-Team@eumetsat.int">OPS-S3-Team@eumetsat.int</a>
Memory Usage	CRITICAL:Used Memory 97% 95%		Call out CSM Linux/Op5 E-mail to <a href="mailto:OPS-S3-Team@eumetsat.int">OPS-S3-Team@eumetsat.int</a>



**9.3.2** **CPF\_OP\_COP-Hosts**

Host	Goto	Function	Origin Facility	IP Address
host::CPF-OP-COP	<a href="#">CPF-OP_COP-processes</a> <sup>748</sup>		MME_CPF_OP E_xxx	

### 9.3.3 CPF\_OP\_COP-Others

Special Action for CPF-OPE COP hosts

[GOTO Process table](#)  748



## 9.4

## CPF-OPE-HA-CRO

Host	Goto	Function	Origin Facility	IP Address
host::CPF_OPE_HA-CRO	<a href="#">CPF_OPE_HA-CRO-processes</a> <sup>752</sup>		CPF_OPE_HA-CRO_xxx	

**9.4.1 CPF\_OPE\_HA-CRO-Processes**

Process	Message	Condition	Action
CPU Usage			send e-mail to:
Disk Usage			<a href="mailto:CommercialRO_OPS@eumetsat.int">CommercialRO_OPS@eumetsat.int</a>
Memory Usage			
Any Other Alarm			for further investigation

**9.4.2** **CPF\_OPE\_HA-CRO-Hosts**

Host	Goto	Function	Origin Facility	IP Address
host: CPF_OPE_HA- CRO	<a href="#">CPF_OPE_HA-CRO- processes</a> <small>752</small>		CPF_OPE_HA- CRO_xxx	

### 9.4.3 CPF\_OPE\_HA-CRO-Others

Special Action for CPF-OPE HA-CRO hosts

[GOTO Process table](#) 752



## 9.5

## CPF-VA-CRO-N

Host	Goto	Function	Origin Facility	IP Address
host::CPF-VA-CRO-N	<a href="#">CPF-VA-CRO-N-processes</a> <sup>756</sup>		CPF_VA-CRO-N	10.44.1.58 10.44.1.58

## 9.5.1

## CPF-VA-CRO-N-Processes

Process	Message	Condition	Action
CPU Usage			send e-mail to:
Disk Usage			<a href="mailto:CommercialRO_OPS@eumetsat.int">CommercialRO_OPS@eumetsat.int</a>
Memory Usage			
Any Other Alarm			for further investigation



**9.5.2** **CPF-VA-CRO-N-Hosts**

Host	Goto	Function	Origin Facility	IP Address
host: CPF_OPE_HA- CRO	<a href="#">CPF-VA-CRO-N-processes</a> <small>756</small>		CPF_VA-CRO-N	

### 9.5.3 CPF-VA-CRO-N-Others

Special Action for CPF-VA-CRO-N hosts

[GOTO Process table](#) 756



## 9.6

## CPF-OP-GNOPS

Host	Goto	Function	Origin Facility	IP Address
host::CPF-OP-GNOPS	<a href="#">CPF-OPE_GNOPS-processes</a> 760			

**9.6.1 CPF\_OP\_GNOPS-Processes**

Process	Message	Condition	Action
Mountpoint_C hecks	(Service check timed out after 60.00 seconds)		Call out CSM Linux/Op5
	CRITICAL: Unable to find 10.44.1.42 in op5		
Disk_IO	ALL Disk Status: vg01-lvol07 state critical read sectors/s (100000000), sdb state critical read sectors/s (100000000),		Call out CSM Linux/Op5
Time_Offset	NTP CRITICAL: Offset x secs		Call out CSM Linux/Op5

**9.6.2** **CPF\_OP\_GNOPS-Hosts**

Host	Goto	Function	Origin Facility	IP Address
host::CPF-OP-GNOPS	<a href="#">CPF-OPE GNOPS-processes</a> <sup>760</sup>			

### 9.6.3 CPF\_OP\_GNOPS-Others

Special Action for CPF-OP GNOPS hosts >>>> No special action : [GOTO](#)  
[Process table](#)<sup>760</sup>



9.7

## OP5-opngos

Host	Goto	Function	Origin Facility	IP Address
host::opngos	<a href="#">OP5-opngos-processes</a> <sup>764</sup>	OP5 servers		

## 9.7.1 OP5-opngos-Processes

Process	Event	Action	
		Working Hours	After Hours
CPU Usage	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Current users	Any	Email the ServiceDesk	Email the ServiceDesk
Disk IO	Any	Email the ServiceDesk	Email the ServiceDesk
Disk Usage	Any	Email the ServiceDesk	Email the ServiceDesk
Disk usage /	Any	Email the ServiceDesk	Email the ServiceDesk
Disk usage /boot	Any	Email the ServiceDesk	Email the ServiceDesk
Disk usage /opt/monitor	Any	Email the ServiceDesk	Email the ServiceDesk
Disk usage /var	Any	Email the ServiceDesk	Email the ServiceDesk
HP Hardware status	Any	Email the ServiceDesk	Email the ServiceDesk
Host check execution time	Any	Email the ServiceDesk	Email the ServiceDesk
Host check latency	Any	Email the ServiceDesk	Email the ServiceDesk
Host check orphans	Any	Email the ServiceDesk	Email the ServiceDesk



## OP5-opngos-Processes

Memory Usage	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Merlin daemon cpu usage	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Merlin daemon process	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Merlin daemon virtual mem usage	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Merlin program status	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Monitor distribution status	Any	Email the ServiceDesk	Email the ServiceDesk
Monitor processes	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Monitor processes cpu usage	Any	Email the ServiceDesk	Email the ServiceDesk
Mountpoint Checks	Any	Email the ServiceDesk	Email the ServiceDesk
Mysql	Any	Email the ServiceDesk	Email the ServiceDesk
Network Status	Any	Email the ServiceDesk	Email the ServiceDesk
Network traffic	Any	Email the ServiceDesk	Email the ServiceDesk
Process crond	Any	Email the ServiceDesk	Email the ServiceDesk
Process ntpd	Any	Email the ServiceDesk	Email the ServiceDesk
Process rrdcached	Any	Email the ServiceDesk	Email the ServiceDesk
Process syslog-ng	Any	Email the ServiceDesk	Email the ServiceDesk
SSH Server	Any	Email the ServiceDesk	Email the ServiceDesk
Service check execution time	Any	Email the ServiceDesk	Email the ServiceDesk

Service check latency	Any	Email the ServiceDesk	Email the ServiceDesk
Service check orphans	Any	Email the ServiceDesk	Email the ServiceDesk
Swap Usage	Any	Email the ServiceDesk	Email the ServiceDesk
System Load	Any	Email the ServiceDesk	Email the ServiceDesk
Time Offset	Any	Email the ServiceDesk	Email the ServiceDesk
Total processes	Any	Email the ServiceDesk	Email the ServiceDesk
Uptime	Any	Email the ServiceDesk	Email the ServiceDesk
Zombie processes	Any	Email the ServiceDesk	Email the ServiceDesk

**9.7.2** **OP5-opngos-Hosts**

Host	Goto	Function	Origin Facility	IP Address
host::opngos	<a href="#">OP5-opngos-processes</a> <small>764</small>	OP5 servers		



### 9.7.3 OP5-opngos-Others

Special Action for OP5-opngos hosts >>> No special action: [GOTO](#)  
[Process table](#)<sup>764</sup>



## 9.8

## OP5-opngms

Host	Goto	Function	Origin Facility	IP Address
host::opngms01	<a href="#">OP5-opngms-processes</a>  <sup>770</sup>	OP5 Master 1		10.100.42.200 10.90.42.200
host::opngms02	<a href="#">OP5-opngms-processes</a>  <sup>771</sup>	OP5 Master 2		10.100.42.201 10.90.42.201

## 9.8.1 OP5-opngms-Processes

opngms01			
Process	Event	Action	
		Working hours	After Hours
CPU Usage	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Current users	Any	Email the ServiceDesk	Email ServiceDesk
Disk IO	Any	Email the ServiceDesk	Email ServiceDesk
Disk Usage	Any	Email the ServiceDesk	Email ServiceDesk
Disk usage /	Any	Email the ServiceDesk	Email ServiceDesk
Disk usage /boot	Any	Email the ServiceDesk	Email ServiceDesk
Disk usage /opt/monitor	Any	Email the ServiceDesk	Email ServiceDesk
Disk usage /var	Any	Email the ServiceDesk	Email ServiceDesk
HP Hardware status	Any	Email the ServiceDesk	Email ServiceDesk
Host check execution time	Any	Email the ServiceDesk	Email ServiceDesk
Host check latency	Any	Email the ServiceDesk	Email ServiceDesk
Host check orphans	Any	Email the ServiceDesk	Email ServiceDesk
Memory Usage	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Merlin daemon cpu usage	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Merlin daemon process	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Merlin daemon virtual mem usage	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Merlin program status	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Monitor distribution status	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Monitor processes	Any	Call out CSM Linux/Op5	Call out CSM Linux/Op5
Monitor processes cpu usage	Any	Email the ServiceDesk	Email ServiceDesk
Mountpoint Checks	Any	Email the ServiceDesk	Email ServiceDesk
Mysql	Any	Email the ServiceDesk	Email ServiceDesk
Network Status	Any	Email the ServiceDesk	Email ServiceDesk
Network traffic	Any	Email the ServiceDesk	Email ServiceDesk
Process crond	Any	Email the ServiceDesk	Email ServiceDesk
Process ntpd	Any	Email the ServiceDesk	Email ServiceDesk
Process rrdcached	Any	Email the ServiceDesk	Email ServiceDesk
Process syslog-ng	Any	Email the ServiceDesk	Email ServiceDesk
SSH Server	Any	Email the ServiceDesk	Email ServiceDesk
Service check execution time	Any	Email the ServiceDesk	Email ServiceDesk
Service check latency	Any	Email the ServiceDesk	Email ServiceDesk
Service check orphans	Any	Email the ServiceDesk	Email ServiceDesk

## OP5-opngms-Processes

Swap Usage	Any	Email the	ServiceDesk	Email	ServiceDesk
System Load	Any	Email the	ServiceDesk	Email	ServiceDesk
Time Offset	Any	Email the	ServiceDesk	Email	ServiceDesk
Total processes	Any	Email the	ServiceDesk	Email	ServiceDesk
Uptime	Any	Email the	ServiceDesk	Email	ServiceDesk
Zombie processes	Any	Email the	ServiceDesk	Email	ServiceDesk
op5 Masters OPE	Any	Email the	ServiceDesk	Email	ServiceDesk
op5backup state	Any	Email the	ServiceDesk	Email	ServiceDesk



opngms02				
Process	Event	Action		
		Working hours	After Hours	
CPU Usage	Any	Call out	CSM Linux/Op5	Call out CSM Linux/Op5
Current users	Any	Email the	ServiceDesk	Email ServiceDesk
Disk IO	Any	Email the	ServiceDesk	Email ServiceDesk
Disk Usage	Any	Email the	ServiceDesk	Email ServiceDesk
Disk usage /	Any	Email the	ServiceDesk	Email ServiceDesk
Disk usage /boot	Any	Email the	ServiceDesk	Email ServiceDesk
Disk usage /opt/monitor	Any	Email the	ServiceDesk	Email ServiceDesk
Disk usage /var	Any	Email the	ServiceDesk	Email ServiceDesk
HP Hardware status	Any	Email the	ServiceDesk	Email ServiceDesk
Host check execution time	Any	Email the	ServiceDesk	Email ServiceDesk
Host check latency	Any	Email the	ServiceDesk	Email ServiceDesk
Host check orphans	Any	Email the	ServiceDesk	Email ServiceDesk
Memory Usage	Any	Call out	CSM Linux/Op5	Call out CSM Linux/Op5
Merlin daemon cpu usage	Any	Call out	CSM Linux/Op5	Call out CSM Linux/Op5
Merlin daemon process	Any	Call out	CSM Linux/Op5	Call out CSM Linux/Op5
Merlin daemon virtual mem usage	Any	Call out	CSM Linux/Op5	Call out CSM Linux/Op5
Merlin program status	Any	Call out	CSM Linux/Op5	Call out CSM Linux/Op5
Monitor distribution status	Any	Call out	CSM Linux/Op5	Call out CSM Linux/Op5
Monitor processes	Any	Call out	CSM Linux/Op5	Call out CSM Linux/Op5
Monitor processes cpu usage	Any	Email the	ServiceDesk	Email ServiceDesk
Mountpoint Checks	Any	Email the	ServiceDesk	Email ServiceDesk
Mysql	Any	Email the	ServiceDesk	Email ServiceDesk
Network Status	Any	Email the	ServiceDesk	Email ServiceDesk
Network traffic	Any	Email the	ServiceDesk	Email ServiceDesk
Process crond	Any	Email the	ServiceDesk	Email ServiceDesk
Process ntpd	Any	Email the	ServiceDesk	Email ServiceDesk
Process rrdcached	Any	Email the	ServiceDesk	Email ServiceDesk
Process syslog-ng	Any	Email the	ServiceDesk	Email ServiceDesk
SSH Server	Any	Email the	ServiceDesk	Email ServiceDesk
Service check execution time	Any	Email the	ServiceDesk	Email ServiceDesk

## OP5-opngms-Processes

Service check latency	Any	Email the	ServiceDesk	Email	ServiceDesk
Service check orphans	Any	Email the	ServiceDesk	Email	ServiceDesk
Swap Usage	Any	Email the	ServiceDesk	Email	ServiceDesk
System Load	Any	Email the	ServiceDesk	Email	ServiceDesk
Time Offset	Any	Email the	ServiceDesk	Email	ServiceDesk
Total processes	Any	Email the	ServiceDesk	Email	ServiceDesk
Uptime	Any	Email the	ServiceDesk	Email	ServiceDesk
Zombie processes	Any	Email the	ServiceDesk	Email	ServiceDesk
op5 Masters OPE	Any	Email the	ServiceDesk	Email	ServiceDesk
op5backup state	Any	Email the	ServiceDesk	Email	ServiceDesk



**9.8.2** **OP5-opngms-Hosts**

Host	Goto	Function	Origin Facility	IP Address
host::opngms01	<a href="#">OP5-opngms-processes</a> 	OP5 Master 1		10.100.42.200 10.90.42.200
host::opngms02	<a href="#">OP5-opngms-processes</a> 	OP5 Master 2		10.100.42.201 10.90.42.201

**9.8.3** **OP5-opngms-Others**

Special Action for OP5-opngms hosts >>>> No special action: [GOTO](#)  
[Process table](#)<sup>[770]</sup>



## 9.9

## OP5-ogosep (MME TM Propagator Host)

Host	Goto	Function	Origin Facility	IP Address
host::OGOSEP	<a href="#">OP5-ogosep-processes</a> <sup>776</sup>	TM Propagator		

## 9.9.1 OP5-ogosep--Processes

These machines are Windows Machines therefore the responsible CSM on Call engineer is the **CSM Windows** on-call

hosts: OGOSEP01 and OGOSEP05 (MME TM Propagator Hosts)

Process	Action		Notes
	Working Hours	After Hours	
CPU Usage	Call CSM windows on-call	Email ServiceDesk	<a href="mailto:MCAT_TMPROP_Maintenance@Eumetsat.int">MCAT_TMPROP_Maintenance@Eumetsat.int</a>
Check EFTS Agent	E-mail Roberto Marrodan and MCAT MPMT		
Check Service ServerController	E-mail Roberto Marrodan and MCAT MPMT		
Check TCP Port 80	E-mail Roberto Marrodan and MCAT MPMT		
Check TCP Port 8080	E-mail Roberto Marrodan and MCAT MPMT		
Check TCP Port 8090	E-mail Roberto Marrodan and MCAT MPMT		
Disk Read Average Latency	Call CSM windows on-call	Email ServiceDesk	
Disk usage	E-mail Roberto Marrodan and MCAT MPMT		

Disk Write Average Latency	Call CSM windows on-call	Email ServiceDesk
HTTP Server cgstm1.eumetsat.org	E-mail Roberto Marrodan and MCAT MPMT	
Memory Usage Physical	Call CSM windows on-call	Call out CSM Linux/Op5
Memory Usage Virtual	Call CSM windows on-call	Call out CSM Linux/Op5
Network traffic	Call CSM windows on-call	Email ServiceDesk
Time Offset	Call CSM windows on-call	Email ServiceDesk
Uptime	Log in shift report	Log in shift report
Host Down	Call CSM windows on-call	Call CSM windows on-call

**9.9.2** **OP5-ogosep--Hosts**

Host	Goto	Function	Origin Facility	IP Address
host::OGOSEP	<a href="#">OP5-ogosep-processes</a> <small>776</small>	TM Propagator		

### 9.9.3 OP5--ogosep-Others

Special Action for OP5-ogosep hosts

[GOTO Process table](#) 775



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## 11 EMAIL NOTIFICATION

Enter topic text here.

## 11.1 Uptime ROBOT - Service is DOWN

### INFO

Triggered when the UI (User Interface) of the Data Store, EUMETView and/or Data Tailor Web Service is down. When the users try to access the service, they will get a HTTP 503 - Service Unavailable message.

The email comes from UptimeRobot ([alert@uptimerobot.com](mailto:alert@uptimerobot.com)), which is a third-party application similar to OP5. This email indicates that the monitor of Data Store, EUMETView and/or Data Tailor Web Service UI is down or back up (in that case, see “Recovery actions”).

Note that the email also indicates which of the three services is impacted.

### Examples:

Hi,

The monitor OPE Data Store UI (<https://odata.eumetsat.int>) is currently DOWN (HTTP 503 - Service Unavailable)

Event timestamp: 2021-06-22 11:10:43 UTC+0

Uptime Robot will alert you when it is back up.

Sincerely,

Uptime Robot

Hi,

The monitor OPE Data Tailor UI (<https://tailor.eumetsat.int/>) is currently DOWN (Connection Timeout)

Event timestamp: 2021-07-26 13:57:25 UTC+0

Uptime Robot will alert you when it is back up.

Sincerely,

Uptime Robot

Hi,

The monitor OPE EUMETView UI (<https://oview.eumetsat.int>) is currently DOWN (Connection Timeout)

Event timestamp: 2021-07-19 12:45:39 UTC+0

*Uptime Robot will alert you when it is back up.*

*Sincerely,  
Uptime Robot*

**Action:**

- If out-of-office hours:
  - Wait for **20 minutes** after reception of the email. If you receive another email from UptimeRobot indicating that the service is back up, no further action required.
  - If no recovery email is received after 20 minutes, send a UNS message ("DAS – xxx Access issues" template), specifying the corresponding service affected (Data Store, EUMETView and/or Data Tailor Web Service).
- **Important note:**
  - If Uptime Robot is sending multiple emails (in the same out-of-office period) indicating that the service is down and back up intermittently, send a new UNS message (as in previous step) and keep it open.
  - Send email to Data Store, Data Tailor and/or EUMETView (emails below) and inform them about this behaviour and the ongoing UNS.
- If in-office hours:
  - No action

**Emails:**

- Data Store: [dsops@eumetsat.int](mailto:dsops@eumetsat.int) [dseng@eumetsat.int](mailto:dseng@eumetsat.int)  
[dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)
- Data Tailor: [dtops@eumetsat.int](mailto:dtops@eumetsat.int) [dteng@eumetsat.int](mailto:dteng@eumetsat.int)  
[dtmaint@eumetsat.int](mailto:dtmaint@eumetsat.int)
- EUMETView: [evops@eumetsat.int](mailto:evops@eumetsat.int) [eveng@eumetsat.int](mailto:eveng@eumetsat.int)  
[evmaint@eumetsat.int](mailto:evmaint@eumetsat.int)

**Recovery actions:**

Once you receive the Uptime Robot email indicating that the service is now recovered ("service is back UP"), wait another 20 minutes to ensure the service is stable. If more emails are received during this waiting time, see "**Important note**" above.

If, after waiting 20 minutes, no more emails from Uptime Robot are received (for the particular service), follow actions below:

- If out-of-office hours:
  - Update the UNS for the related service outage (time of recovery, status: recovered) and send it as a new revision.
- If in-office hours:
  - No action

**Examples (recovery email):**

Hi,

The monitor OPE Data Store UI (<https://odata.eumetsat.int>) is back UP (HTTP 200 - OK) (It was down for 9 minutes and 22 seconds).

Event timestamp: 2021-06-22 11:10:43 UTC+0

Uptime Robot will alert you when it is back up.

Sincerely,

Uptime Robot

Hi,

The monitor OPE Data Tailor UI (<https://tailor.eumetsat.int/>) is back UP (HTTP 200 - OK) (It was down for 9 minutes and 22 seconds).

Event timestamp: 2021-07-26 13:57:25 UTC+0

Uptime Robot will alert you when it is back up.

Sincerely,

Uptime Robot

Hi,

The monitor OPE EUMETView UI (<https://oview.eumetsat.int>) is back UP (HTTP 200 - OK) (It was down for 9 minutes and 22 seconds).

Event timestamp: 2021-07-19 12:45:39 UTC+0

Uptime Robot will alert you when it is back up.

Sincerely,

Uptime Robot

## 11.2 DAS Monitoring Tool emails

### INFO

Triggered when any monitored endpoint of any of the Data Services (Data Store, Data Tailor, EUMETView) is not successfully responding. This may be caused by the endpoint not being accessible (404 errors), an API problem (40X errors) or an internal server error (50X errors).

When the users try to access the service, they might observe a variety of anomalous behaviours, ranging from system unavailability to unexpected interactions with the GUIs.

The email is sent from [dasmontool@eumetsat.int](mailto:dasmontool@eumetsat.int) by the Data Services Monitoring Tool (<http://tcdcss2.opscloud.eumetsat.int:8889/>), which is an internally developed system for synthetic monitoring.

This email indicates:

- Which monitor of which service is not working properly
- The logged reason and error message as reported by the service
- The timestamp of the check
- The duration of the check

You can find the information highlighted with the above colours in the examples below.

### Examples:

```
From: dasmontool@eumetsat.int  
About: ERROR in OPE - Data Tailor  
Customization MSG15  
Reprojected Geotiff with ROI  
Body:  
  
Dear recipient,  
  
status: 400  
reason: Bad Request  
error: Cannot POST Data Tailor  
customisation chain!
```

```
content: b'{"title": "invalid value for
parameter", "description": "invalid
product path or Data Store URL:
https://noapi.eumetsat.int/data/
download/products/MSG4-SEVI-
MSG15-0100-NA-
20200901135743.369000000Z-
NA"}'
```

passed: False

timestamp: 2021-08-02  
07:56:12.634255

monitor: OPE - Data Tailor  
Customization MSG15  
Reprojected Geotiff with ROI

duration: 0:00:02.654517

Kind regards,  
dasmonuser

**From:** [dasmontool@eumetsat.int](mailto:dasmontool@eumetsat.int)

**About:** ERROR in OPE - Data Store UI

**Body:**

Dear recipient,

```
exception: ClientConnectorError
(ConnectionKey(host='nodata.
eumetsat.int', port=443,
is_ssl=True, ssl=<ssl.
SSLContext object at
0x7f88104b2050>, proxy=None,
proxy_auth=None,
proxy_headers_hash=None),
gaierror(-2, 'Name or service not
known'))
```

passed: False

timestamp: 2021-08-02  
07:56:12.633674

monitor: OPE - Data Store UI  
duration: 0:00:00.046533

Kind regards,  
dasmonuser

**From:** [dasmontool@eumetsat.int](mailto:dasmontool@eumetsat.int)  
**About:** ERROR in OPE - EUMETView  
WMS getMap Live Feed MSG15  
RGB

**Body:**

Dear recipient,

status: 200  
elapsed: 0:00:00.133846  
content\_type: text/xml;charset=UTF-8  
passed: False  
timestamp: 2021-08-02  
08:33:28.570834  
monitor: OPE - EUMETView WMS  
getMap Live Feed MSG15 RGB  
duration: 0:00:00.140186

Kind regards,  
dasmonuser

**Action:**

- If out-of-office hours:
  - Make a note of the failing monitor name and time of failure (note that times in the tool are in UTC).
  - Wait for **20 minutes** after the reception of the email.
  - Connect to the **DAS Monitoring Tool** application (<http://tcdcss2.opscloud.eumetsat.int:8889/>) and verify the status of the monitor that failed by clicking in the “Last 24 hours” button of the appropriate row.

- That will show the **Reporting Page** for the monitor.
  - In the Statistics graph, locate the reported error:
    - It will be shown as an orange dot at the appropriate timestamp
    - Details for the error are shown in the table below the graph indexed by time
  - Check what is reported after the error:
    - If, after 20 minutes, there are more error orange dots, the endpoint has not recovered:
      - Send a UNS message ("DAS – xxx Access issuess" template), specifying the corresponding service affected (Data Store, EUMETView and/or Data Tailor Web Service).
      - Keep monitoring the endpoint (see **Recovery actions** below). To monitor it, leave the monitor open and check every 15-20 minutes (or when possible).
    - If, after 20 minutes, there are blue lines (meaning all is nominal), the endpoint has recovered and no action is needed.
  - **Important note:**
    - If the **Reporting Page** is showing alternating errors (orange dots) and successes (blue lines) in the same out-of-office period, it means that the service is down and back up intermittently. Send a new UNS message (as in previous step) and keep it open.
    - Send email to Data Store, Data Tailor and/or EUMETView (emails below) and inform them about this behaviour and the ongoing UNS.
- If in-office hours:
- No action.

**Emails:**

- Data Store: [dsops@eumetsat.int](mailto:dsops@eumetsat.int) [dseng@eumetsat.int](mailto:dseng@eumetsat.int)  
[dsmaint@eumetsat.int](mailto:dsmaint@eumetsat.int)
- Data Tailor: [dtops@eumetsat.int](mailto:dtops@eumetsat.int) [dteng@eumetsat.int](mailto:dteng@eumetsat.int)  
[dtmaint@eumetsat.int](mailto:dtmaint@eumetsat.int)



- EUMETView: [evops@eumetsat.int](mailto:evops@eumetsat.int) [eveng@eumetsat.int](mailto:eveng@eumetsat.int)  
[evmaint@eumetsat.int](mailto:evmaint@eumetsat.int)

### Recovery actions:

Note that the DAS Monitoring Tool will not send an email when the endpoint recovers. Manual monitoring using the tool is required.

In the **Reporting Page** of the monitor, press the arrow button located at the top of the page to get the latest data. You can see its location in the figure below.

The screenshot shows a configuration interface for a monitor. At the top, there is a label 'monitor' followed by a text input field containing 'OPE - EUMETView WMS getMapLi...'. To the right of this field are two date-time input fields: 'start' with the value '2021-07-26 08:53:50' and 'stop' with the value '2021-08-02 08:53:50'. A blue 'Submit' button is located to the right of the 'stop' field. Below these fields is a row of controls. On the left, there is a 'select interval' button followed by four buttons: 'Hour', 'Day', 'Week', and 'Month'. To the right of these is a 'move interval' button, followed by a left arrow '<', the text 'Week', a right arrow '>', and a double right arrow '>>'. The double right arrow button is circled in red.

- If orange dots indicating errors keep being shown, keep the UNS open.
- If blue lines are being **consistently** shown (see **Important notice** above) and no new emails for the affected endpoint are received:
  - If out-of-office hours:
    - Update the UNS for the related service outage (time of recovery, status: recovered) and send it as a new revision.
  - If in-office hours:
    - No action

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**13 ANALYST Monitoring****Analyst Monitoring**

Dissemination Analyst	ID
SMART viewers <sup>793</sup>	DissAnalyst-Mon-1 <sup>793</sup>
GEMS <sup>796</sup>	DissAnalyst-Mon2 <sup>796</sup>
A1 Link Monitoring <sup>797</sup>	DissAnalyst-Mon3 <sup>797</sup>

## 13.1 Dissemination Analyst

Dissemination Analyst Monitoring	ID
SMART viewers <sup>793</sup>	DissAnalyst-Mon-1 <sup>793</sup>
GEMS <sup>796</sup>	DissAnalyst-Mon2 <sup>796</sup>
Link Monitoring to Uplink Stations <sup>797</sup>	DissAnalyst-Mon3 <sup>797</sup>

## 13.1.1

## SMART viewers

- **Dissemination Checks - Main Page**  
[P:\groups\OPS\Dissemination\Operational Service Monitoring\MM-Reporting\dissMorningChecks](#)
- **Start SMART Instances:**
  - GEO, GEONETCAST, EUMETCAST, SAF, TPDS
- **GEO**
  - Viewer Groups > MSG Prime Eumetcast - Lost or Late Summary
  - Viewer Groups > MSG RSS Eumetcast - Lost or Late Summary
  - Viewer Groups > MSG IODC Eumetcast - Lost or Late Summary
  - Viewer Groups > MMDS to IDS Rolling Archive
- **GEONETCAST**
  - Viewer Groups > Controller Monitoring (MODIS nrt, SSMI, dbwinds)
    - >> Ignore minor losses on SSMI. This could be monitoring issue only.
  - Viewer Groups > Analyst nrt Monitoring 1 (WMO-RA All, Chloro Alpha, OSFAC)
    - >> note: WMO-RA All includes RA-I, RA-VI (BMD and MMD from DWD, ECMWF, UKMO, NCEP)
    - >> ignore OSFAC. This is down since May
  - Viewer Groups > Analyst nrt Monitoring 2 (PML&UCT, VITO SWI, Push to CMA, Pushed to GNC-US)
    - >> ignore missing MSG files in push to CMA in particular on RMDCN. over Internet is fine.
    - >> if Push to CMA is down or push to GNC-US is down inform Diss engineer during day time
- **EUMETCAST**
  - >> **note split uplink: BAS + HVS1 from A1 and HVS2 from Telespazio (Fucino) Monitoring: Best is to check from VMASIF from DVBS2 Summary and if required from detailed viewers**
  - Summary viewer from MASIF OPE can also be used
    - >> open detailed viewer on VMASIF if losses in BASIC or HVS1
      - Viewer EUMETCast DVBS2 Europe >> E1BAS / E1HVS / A1 Service Viewer

- **Viewer EUMETCast Africa AFR1: Telespazio Service Viewer Full**
  - >>> ignore red columns for eumcm01/02 , eumcm08 and FCO/SCZ\_UPL\_TLP1/2
- **OMASIF: Viewer EUMETCast HVS2 : Telespazio Service Viewer Full**
- **Daily Logs**
- **Viewer EUMETCast Terrestrial - TER1 Summary Viewer**
  - >>>> ignore both Overon stations (Brussels, Madrid)
  - >>>> ignore TER2 monitoring (S6 data only)
- **SAF**
  - **Viewer Groups > SAFs GEO monitored (OSI, LSA, H 15/30 min, H 3h, H daily, DMI Sea Ice)**
    - in general only major losses to be reported. Controller should contact data provider as per KBase
    - >>> minor timeliness in OSI SAF 12:00 cycle every day >>> ignore
    - >>> minor timeliness in H-SAF around every 6 hours >>> known issue >>> ignore
    - >>> ignore minor losses of PR-OBS-3B and PR-OBS-6A
    - >>> DMI is based on SSMI therefore expect and ignore also minor losses
- **TPDS**
  - **Viewer Groups > GEO Analyst Checks (Forecast, INSAT, ELECTRO-L N2, FY4A, GOES-18)**
    - >>> ignore Electro Service >> russian data >>> no contact to russian data provider ufn
    - >>> GOES-18 ABI L1b and ABI L2 is in trial mode. normally stable >> major losses check with diss and Karolina
    - >>> for INSAT there are sometimes gaps or intermittent losses. E.g. SGP product missing. do not report
    - >>> FY4 data is polled from CMA and disseminated on terrestrial only.
      - SMART viewer monitors reception of Eumetsat station 'DANTE',
      - hostname = EUMCP51 which is located in London
      - If losses inform Dissemination On-Call
  - **Viewers > Third Party > GEO > GOES > GOES-18 > GLM**
    - >>> GOES-18 GLM is in trial mode. normally stable >>> nothing to report >> major losses check with diss and Karolina
  - **Viewer Groups > GEO Controller Monitoring (GOES-16 GOES-17 ABI, GOES-17 Himawari-9)**
    - >>> due to spacecraft anomaly GOES-17 L2 products (CSR/ASR) can be missing between around 11:00 - 16:00. Limitation.



**13.1.2 GEMS facilities**

- 
- **Dissemination Checks - Main Page**
- **<P:\groups\OPS\Dissemination\Operational Service Monitoring\MM-Reporting\dissMorningChecks>**
- **Start GEMS viewers:**
  - **26/72 hour of KUBAND, C-Afr, C-SAM and E1BAS|HVS|AFR1 - All Alarms**
  - **26/72 hour of DADF OPE All Alarms**
  - **26/72 hours MMDS Uplink - All Alarms**



### 13.1.3 Link Monitoring to Uplink

#### **AFRICA line/uplink monitoring**

- [Fedes Africa Line Monitoring](#) (for dissemination Team)
- [Fedes Africa Uplink Monitoring](#)

**Note: Use Chrome Browser**

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## UNS

UNS Templates and criteria	ID
GNOPS <sup>803</sup>	UNS-001 <sup>803</sup>
CRITERIA - MSG UNS Alert Table <sup>804</sup>	UNS-002 <sup>804</sup>
S/C RI loss - All impacted - SEVIRI, MPEF, DCP, GNOPS <sup>806</sup>	UNS-003 <sup>806</sup>
MSG-UNS DCP-MMDS-to-DVP/DCSWEB <sup>808</sup>	UNS-004 <sup>808</sup>
OSI-SAF-from-DMI <sup>810</sup>	UNS-005 <sup>810</sup>
SSMIS <sup>811</sup>	UNS-006 <sup>811</sup>
MSG MPEF MPE products RSS & IODC <sup>813</sup>	UNS-007 <sup>813</sup>

**15.1 UNS-Templates - criteria**

UNS Templates and criteria	ID
GNOPS <sup>[803]</sup>	UNS-001 <sup>[803]</sup>
CRITERIA - MSG UNS Alert Table <sup>[807]</sup>	UNS-002 <sup>[807]</sup>
S/C RI loss - All impacted - SEVIRI, MPEF, DCP, GNOPS <sup>[806]</sup>	UNS-003 <sup>[806]</sup>
MSG-UNS DCP-MMDS-to-DVP/DCSWEB <sup>[808]</sup>	UNS-004 <sup>[808]</sup>
OSI-SAF-from-DMI <sup>[810]</sup>	UNS-005 <sup>[810]</sup>
SSMIS <sup>[811]</sup>	UNS-006 <sup>[811]</sup>
MSG MPEF MPE products RSS & IODC <sup>[813]</sup>	UNS-007 <sup>[813]</sup>

**15.1.1 CRITERIA MSG-UNS Seviri & MPEF**

The following table defines the outage criteria per MSG service before a UNS alert is to be sent to the user community. The UNS alert should be considered as a high priority task to be executed at the earliest opportunity after the criteria was met.

If the anticipated outage time at the start of the losses will meet the criteria in the table below then the corresponding UNS Alert can already be sent 5 -10 minutes into the event (E.g. outage following a S/C safe mode etc.).

Service	Losses per service and severity <sup>1*)</sup>			NEWS ALERT
	intermittent lost <sup>2*)</sup> segm. spanning over	total loss 0 of x segments	RC incomplete due to miss. lines (IMPF)	
0 degree HRIT (High Rate) IODC HRIT (High Rate)	= 2 rc affected	= 2 rc affected	= 2 rc affected	<b>Follow UNS procedure UNS N_SYS01 User Notification System Phase2.</b>  Document Reference: EUM/OPS/PRC/15/796036
0 degree LRIT (Multi Service) IODC LRIT (Multi Service)	= 2 rc affected if only IODC MPE missing then > 4 rc	= 2 rc affected	= 2 rc affected	
RSS HRIT (High Rate)	= 4 rc affected if only RSS MPE missing then > 12 rc	= 4 rc affected	= 4 rc affected	
RSS LRIT (Multi Service)	= 4 rc affected	= 4 rc affected	= 4 rc affected	
RSS MPE product after RSSS break	-	= 24 rc affected	-	see UNS Alert example below
For a single service failure an update UNS Alert is to be sent after 6 hours outage time.				
A closing UNS Alert should be send for the affected service after service has been resumed.				
No UNS Alert are sent for image quality issues (unless the outage is very severe and the IMPF engineer requests a UNS Alert)				

**Table: UNS ALERTS**

- 1\*) If any doubt and uncertainty about UNS Alerts then contact On-Call Analyst**
- 2\*) more than 7 segments per repeat cycle**

## 15.1.2

## GNOPS

**If all GNOPS-2 products are missing:**

<b>Type:</b>	Service Alert
<b>Ann Nr:</b>	
<b>Rev:</b>	1
<b>Start Time:</b>	yyyy-MM-dd HH:mm:ss
<b>End Time:</b>	yyyy-MM-dd HH:mm:ss
<b>Subject:</b>	ground-segment-anomaly
<b>Impact:</b>	data-unavailable
<b>Detail:</b>	Europe and North Atlantic Geostationary Nowcasting Cloud products, Rapidly Developing Thunderstorm products and Convective Rain Rate products are unavailable.
<b>Status:</b>	ongoing
<b>Issue Time:</b>	yyyy-MM-dd HH:mm:ss
<b>Services:</b>	0° Meteosat Meteorological Products

**If only GNOPS-2 Cloud products (CMA, CT, CTTH) are missing:**

<b>Type:</b>	Service Alert
<b>Ann Nr:</b>	
<b>Rev:</b>	1
<b>Start Time:</b>	yyyy-MM-dd HH:mm:ss
<b>End Time:</b>	yyyy-MM-dd HH:mm:ss
<b>Subject:</b>	ground-segment-anomaly
<b>Impact:</b>	data-unavailable
<b>Detail:</b>	Europe and North Atlantic Geostationary Nowcasting Cloud products products are unavailable.
<b>Status:</b>	ongoing
<b>Issue Time:</b>	yyyy-MM-dd HH:mm:ss

Services:	0° Meteosat Meteorological Products
-----------	-------------------------------------

**If only GNOPS-2 RDT products are missing:**

Type:	Service Alert
Ann Nr:	
Rev:	1
Start Time:	yyyy-MM-dd HH:mm:ss
End Time:	yyyy-MM-dd HH:mm:ss
Subject:	ground-segment-anomaly
Impact:	data-unavailable
Detail:	Rapidly Developing Thunderstorm products are unavailable.
Status:	ongoing
Issue Time:	yyyy-MM-dd HH:mm:ss
Services:	0° Meteosat Meteorological Products

**If only GNOPS-2 CRR products are missing:**

Type:	Service Alert
Ann Nr:	
Rev:	1
Start Time:	yyyy-MM-dd HH:mm:ss
End Time:	yyyy-MM-dd HH:mm:ss
Subject:	ground-segment-anomaly
Impact:	data-unavailable
Detail:	Convective Rain Rate products are unavailable.
Status:	ongoing
Issue Time:	yyyy-MM-dd HH:mm:ss
Services:	0° Meteosat Meteorological Products

**If only IODC GNOPS products are missing:**

Type:	Service Alert
Ann Nr:	



<b>Rev:</b>	1
<b>Start Time:</b>	yyyy-MM-dd HH:mm:ss
<b>End Time:</b>	yyyy-MM-dd HH:mm:ss
<b>Subject:</b>	ground-segment-anomaly
<b>Impact:</b>	data-unavailable
<b>Detail:</b>	IODC Geostationary Nowcasting Cloud products are unavailable.
<b>Status:</b>	ongoing
<b>Issue Time:</b>	yyyy-MM-dd HH:mm:ss
<b>Services:</b>	IODC Meteosat Meteorological Products

Acronym	Meaning	GNOPS-2	IODC
CMa	Cloud Mask	Europe and North Atlantic	IODC Geostationary Nowcasting Cloud products
CT	Cloud Type	Geostationary Nowcasting Cloud products	
CTTH	Cloud Top-Temperature and -Height		
CMIC	Cloud MICROphysical parameters (IODC only)		
CRR	Convective Rain Rate		
GNOps	GEO Nowcasting Operations Note: GNOPS should never appear in user notifications as this is a purely internal terminology.		
RDT	Rapidly Developing Thunderstorms		

**15.1.3 S/C RI loss - All impacted - SEVIRI, MPEF, DCP, GNOPS**

**Below an example for RI losses of one spacecraft which impacts all services: Seviri, MPEF, DCS and GNOPS  
Add or remove services under 'Detail' and under 'Services' as required**

<b>Type:</b>	Service Alert
<b>Ann Nr:</b>	7200
<b>Rev:</b>	0
<b>Start Time:</b>	2022-07-25 10:44:00.0
<b>Satellites:</b>	MET-11
<b>Subject:</b>	ground-segment-anomaly
<b>Impact:</b>	data-unavailable
<b>Detail:</b>	Meteosat-11 SEVIRI 1.5 data, meteorological products, Data Collection Service (DCS) and Europe and North Atlantic Geostationary Nowcasting Cloud products, Rapidly Developing Thunderstorm products and Convective Rain Rate products are not available. Investigation is ongoing
<b>Revision History:</b>	
<b>Status:</b>	ongoing
<b>Issue Time:</b>	2022-07-25 14:47:01.0
<b>Services:</b>	0° SEVIRI Level 1.5 Image Data 0° Meteosat Meteorological Products Meteosat 0° DCP

Similar UNS can be raised for MET-09 RI losses which impacts all products

<b>Type:</b>	Service Alert
<b>Ann Nr:</b>	7200
<b>Rev:</b>	0
<b>Start Time:</b>	2022-07-27 09:55:00.0
<b>Satellites:</b>	MET-9
<b>Subject:</b>	ground-segment-anomaly
<b>Impact:</b>	data-unavailable
<b>Detail:</b>	Meteosat-09 SEVIRI 1.5 data, meteorological products, IODC Data Collection Service (DCS) and IODC Geostationary Nowcasting Cloud products are not available. Investigation is ongoing
<b>Revision History:</b>	
<b>Status:</b>	ongoing
<b>Issue Time:</b>	2022-07-27 09:57:44.0
<b>Services:</b>	IODC SEVIRI Level 1.5 Image Data IODC Meteosat Meteorological Products Meteosat IODC DCP



## 15.1.4 MSG-UNS DCP-MMDS-to-DVB/DCSWEB

for the Detailed Text:

Verify that DCP are missing in all of the listed services. Otherwise modify text.

There is an ongoing interruption to the Data Collection Service (DCS) data dissemination via {EUMETCast Satellite, EUMETCast Terrestrial, GTS, DCS Web Service}.

Investigation is ongoing

- add the services (from the brackets) affected.
- if GTS service is affected then please also select 'e-mail GTS' in the destination menu
- If only GTS service is affected then only select only 'e-mail' and 'GTS' in the destination menu
- Likewise if only EUMETCast is affected the select only 'e-mail' and 'EUMETCast' in the destination menu



➤

### Examples

Use GEOCON - Free Text in TemplateTitle and copy text as required.

Type:	Service Alert
Ann Nr:	7878
Rev:	1
Start Time:	2021-11-30 12:00:00.0

Subject:	ground-segment-anomaly
Impact:	data-unavailable
Detail:	There is an ongoing interruption to the Data Collection Service (DCS) data dissemination via {...} Investigation is ongoing
Revision History:	
Status:	ongoing
Issue Time:	2021-11-30 12:24:30.0
Services:	Meteosat 0° DCP Meteosat IODC DCP

Type:	Service Alert
Ann Nr:	7877
Rev:	0
Start Time:	2022-02-17 10:00:00.0
Subject:	ground-segment-anomaly
Impact:	risk-of-interruption
Detail:	Interruption to the DCS Web Service
Revision History:	
Status:	ongoing
Issue Time:	2022-02-16 16:07:13.0
Services:	Meteosat 0° DCP Meteosat IODC DCP

## 15.1.5

## OSI-SAF-from-DMI

Type:	Service Alert
Ann Nr:	7549
Rev:	1
Start Time:	2021-11-10 15:03:00.0
Subject:	ground-segment-anomaly
Impact:	data-unavailable
Detail:	OSI SAF L2 PMW Sea ice concentration products on satellite swath for SSMS and AMSR-2 instruments are not available until further notice.
Status:	scheduled
Issue Time:	2021-11-10 15:06:21.0
Services:	SSMS Products GCOM-W1 AMSR-2 Products

**15.1.6 SSMIS****IF NOAA announces a reception problem**

<b>Type:</b>	Service Alert
<b>Ann Nr:</b>	7792
<b>Rev:</b>	1
<b>Start Time:</b>	2022-01-01 00:00:00.0
<b>End Time:</b>	2022-01-01 00:00:00.0
<b>Subject:</b>	ground-segment-anomaly
<b>Impact:</b>	data-unavailable
<b>Detail:</b>	Due to ground segment reception problems at NOAA NESDIS DMSP for the source data of Special Sensor Microwave Image Sounder products (SSMIS products), the SSMIS products are not available until further notice.
<b>Status:</b>	ongoing
<b>Issue Time:</b>	2022-01-24 15:38:20.0
<b>Services:</b>	SSMIS Products

**IF no reason given**

<b>Type:</b>	Service Alert
<b>Ann Nr:</b>	7792
<b>Rev:</b>	1
<b>Start Time:</b>	2022-01-01 00:00:00.0
<b>End Time:</b>	2022-01-01 00:00:00.0

<b>Subject:</b>	ground-segment-anomaly
<b>Impact:</b>	data-unavailable
<b>Detail:</b>	The Special Sensor Microwave Image Sounder products (SSMIS products) are not available until further notice.
<b>Status:</b>	ongoing
<b>Issue Time:</b>	2022-01-24 15:38:20.0
<b>Services:</b>	SSMIS Products



**15.1.7** **MSG MPEF MPE products RSS & IODC**

1. [EXAMPLE for MPE not generated in IODC](#) <sup>813</sup>
2. [EXAMPLE for MPE not generated in RSS](#) <sup>813</sup>
3. [EXAMPLE for MPE not generated after RSS break longer than 6 hours](#) <sup>814</sup>

-----

**1. EXAMPLE for MPE not generated in IODC - > 4 repeat cycle affected**

<b>Type:</b>	Service Alert
<b>Ann Nr:</b>	
<b>Rev:</b>	-1
<b>Start Time:</b>	
<b>Satellites:</b>	MET-8
<b>Subject:</b>	ground-segment-anomaly
<b>Impact:</b>	data-unavailable
<b>Detail:</b>	Multi-sensor Precipitation Estimate (MPE) products are not available until further notice
<b>Status:</b>	ongoing
<b>Issue Time:</b>	
<b>Services:</b>	IODC Meteosat Meteorological Products

**2. EXAMPLE for MPE not generated in RSS - > 12 repeat cycle affected**

<b>Type:</b>	Service Alert
<b>Ann Nr:</b>	
<b>Rev:</b>	-1

<b>Start Time:</b>	
<b>Satellites:</b>	MET-10
<b>Subject:</b>	ground-segment-anomaly
<b>Impact:</b>	data-unavailable
<b>Detail:</b>	Multi-sensor Precipitation Estimate (MPE) products are not available until further notice
<b>Status:</b>	ongoing
<b>Issue Time:</b>	
<b>Services:</b>	RSS Meteosat Meteorological Products

### **3. EXAMPLE for MPE not generated after RSS break longer than 6 hours**

<b>Type:</b>	Service Alert
<b>Ann Nr:</b>	5659
<b>Rev:</b>	1
<b>Start Time:</b>	
<b>Satellites:</b>	MET-10
<b>Subject:</b>	ground-segment-anomaly
<b>Impact:</b>	data-unavailable
<b>Detail:</b>	The generation of the Multi-sensor Precipitation Estimate (MPE) products has not yet resumed after the end of the scheduled RSS interruption. This is not unusual and we expect the MPE product generation to resume in the next hours
<b>Status:</b>	ongoing
<b>Issue Time:</b>	
<b>Services:</b>	RSS Meteosat Meteorological Products

## 15.1.8

## GTS--DWD--WMO-RA-x

Type:	Service Alert
Ann Nr:	xxxx
Rev:	0
Start Time:	2023-07-11 12:32:00.0
End Time:	2023-07-11 14:04:00.0
Impact:	data-unavailable
Detail:	Due to a ground segment problem at DWD (Deutscher Wetterdienst) the Basic Meteorological Data (WMO-RA-VI) from the Global Telecommunication System GTS and DWDSAT data from DWD are not available until further notice. Investigation is ongoing.
Revision History:	
Status:	ongoing
Issue Time:	2023-07-12 08:20:31.0
Services:	WMO RA VI Products DWDSAT Products GTSRMDCN

Please change template accordingly to data provider (DWD, UKMO, ECMWF, Meteo France) and type of data WMO-RA\_(I or VI) as required

note: For service level 3, OSS indicates 'UNS only when service is down for an extended period e.g. 5-days +',

**15.1.9**    **MODIS from AQUA/TERRA**

Type:	Service Alert
Ann Nr:	xxxx
Rev:	0
Start Time:	2023-08-04 11:29:00.0
Satellites:	Aqua, Terra
Subject:	ground-segment-anomaly
Impact:	data-unavailable
Detail:	MODIS Thinned Level 1 Radiances Products from {TERRA AQUA} satellite are not available from data provider. Investigation is ongoing
Revision History:	
Status:	ongoing
Issue Time:	2023-08-04 11:30:02.0
Services:	MODISProducts

Please change Details and spacecraft as required

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**Container Pages are not dedicated to a specific GEMS Facility but support pages from various facilities**

## 17.1 Reception Stations

### Individual Reception Station monitoring EUROPE

SMART EUMETCast > Viewers > EUMETCast Europe Telespazio Service Viewers  
>\_E1BAS | E1HVS | 2HVS

Host Name (in GEMS)	SMART Column Name	Location	Status
EUMCM03	EUMCM03	DA internal (routers)	currently GEMS for HVS2 disabled
EUMCM04	EUMCM04	DA internal (routers)	
eumcv01	Up eumcv01	DA internal (routers)	
eumcv02	Up eumcv02	DA internal (routers)	
eumcmt01	Up eumcmt01	DA internal (routers)	
eumcmt02	Up eumcmt02	DA internal (routers)	
EUMCE-FOC-RPC-UP	Up FUCINO	Fucino	down when uplink not from FUC
EUMCE-LRO-RPC-UP	Up LARIO	Lario	down when uplink not from LRO
ecastm03	down DA ecastm03	Darmstadt	
ecastm04	down DA ecastm04	Darmstadt	
EUMCE-FOC-RPC-DW	down FUCINO	Fucino	
EUMCE-LRO-RPC-DW	down LARIO	Lario	

### Individual Reception Station monitoring AFRICA

SMART EUMETCast > Viewers > EUMETCast Europe Telespazio Service Viewers >  
AFR1 brief

Host Name (in GEMS)	SMART Column Name	Location	Status
EUMCM01	EUMCM01	DA internal (routers)	

Host Name (in GEMS)	SMART Column Name	Location	Status
EUMCM02	EUMCM02	DA internal (routers)	
eumcm07	EUMCM07 Tel-Co	DA line Telekom - Colt	
eumcm07	EUMCM07 Ent-Cen	DA line Entega - Century	
eumcm08	EUMCM08 Tel-Cent	DA line Telekom - Century	permanent down
eumcm08	EUMCM08 Ent-Co	DA line Entega - Colt	permanent down
EUMCE-FOC-RPC-UP	FCO_UPL TLP1_DVB	Fucino	down when uplink not from FUC
EUMCE-SCA-RPC-UP	SCA_UPL TLP2_DVB	Scanzano	down when uplink not from SCA
TLP1NET-RPC-DOWN	FCO_Down TLP1	Darmstadt	
TLP2NET-RPC-DOWN	SCZ_Down TLP2	Darmstadt	
ecastm05	EUM down ecastm05	Darmstadt	
ecastm06	EUM down ecastm06	Darmstadt	



## 18 Useful Links

- **MASIF SMART**
- **MASIF GEMS**
- **UNS Website**  
(only available from pdf /ebook version on OCN and MASIF external)
- **MSG ON SHIFT**  
(only available from OCN PC)
- **Satellite eclipse calculations**  
(only available from OCN PC)
- **All dissemination monitoring services are documented in following Excel spreadsheet:**  
[Operational Service Specification](#) DM ID: 302979

\*) Hyperlink only available from KBase on P-drive

## 19

**Useful Info**

This section contains additional info which is useful to more than one facility or sub-facility.

Drawings, pictures and diagrams are added here which would not fit into the alarm/action description sections or would make them unreadable.

Each info is placed here as a separate page to which a link is created from the relevant alarm pages in the related facilities and sub-facilities.

Useful Info	ID

## Events to be reviewed

Please click on the link below to add information about an Event (GEMS alarm) to be updated or to be added to the KBase.

You can also send an e-mail to analysts in charge of the KBase by click on 'Send Mail' and then input your request.

Events to update

(only available from versions on OCN PC)

Opens the text file 'events-to-be-updated' where you can input your change request. This file will regularly be reviewed by the Analysts in charge and can also help to pass on information about planned updates to the shift team.

Send Mail

(only available from versions on OCN PC)

Send an e-mail to the analysts in charge of the KBase

## 21

## Update History

Changes made to the KBase should be logged here in descending order.

Date	Description	Comments	Version	Initials
19/10/2023	correction of IMPF alarms	IMPF-208 and IMPF-209	3.8.40	TSp
19/10/2023	added 2 new IMPF EMAC alarms	IMPF-210, IMPF-211	3.8.40	TSp
20/09/2023	update of MME_SYSTEM_OPE >> CPF-OPE-GNOPS host	MME_SYS_OPE-CPF OP GNOPS-Processes	3.8.39	TSp
04/08/2023	update MODIS alarm and added UNS example for MODIS	MME_DL-105, UNS-009	3.8.38	TSp
31/07/2023	update ICSI alarms	ICSI-100-ICSO-102	3.8.37	TSp
28/07/2023	replace old ICSI alarms by new alarms	ICSI-100-ICSO-102	3.8.36	TSp
20/07/2023	rename topic for IMPEF >> EMAC	IMPF-207	3.8.34	TSp
12/07/2023	updated SMART VIEWERS ALLOCATION TABLE	SMART-GEN-002	3.8.33	TSp
12/07/2023	updated CEA in D/L Basic for WMO-RA-x to add link to UNS example added UNS example for WMO-RA-x losses	MME_DL-108 - 114,118	3.8.33	TSp
04/07/2023	added 4 more alarms with different hostname to MME ICSI OPE FDS CEA	ICSI-101, ICSI-102	3.8.32	TSp
22/06/2023	added new OP5 host CPF-VA-CRO-N	MME_SYSTEM_OPE-CPF-VA-CRO-N	3.8.31	TSp
22/06/2023	alarm node wanvpnr1..XTTC Secondary Router/Link	COMMS-118	3.8.31	TSp
15/06/2023	update SMART>GEO>GNOPS	SMART-GEO-101	3.8.30	TSp
01/06/2023	update of EUMETCast terrestrial diagram	Eumetcast-Terr-SMART	3.8.29	TSp
10/05/2023	update for ground segment Windows machines	MSG SYSTEM OPE	3.8.28	TSp
22/03/2023	cleanup of MME_SYSTEM-OPE_HOSTS		3.8.27	TSp
21/01/2023	added hosts opngms01/02 to MME_System-OPE-->HOSTS	MME_SYS_OPE-OP5-opngms	3.8.26	TSp
06/03/2023	update og GOES oFFSET alarm	SMART-TPDS-110	3.8.25	TSp
03/03/2023	added 'reconnect announcement channel ' alarm for Africa Uplink	MME_ECAST_OPE_UL_AFR1	3.8.24	TSp
22/02/2023	update Abort command issued nexus=	EEDGE-405	3.8.23	TSp
26/01/2023	changed title and content (info and action) for IMPF unable to sent data	IMPF-207	3.8.22	TSp
13/01/2023	changed email address for pb with hosts OGOSEP01 and OGOSEP05	MME_SYS_OPE-OP5-ogosep--Processes	3.8.21	TSp
13/01/2023	updated announcement channel alarm, added E1HVS and E2HVS	MME_DL-400	3.8.21	TSp
16/12/2022	added table for reception stations with host name and SMART name	under Container >> Reception Stations	3.8.19	TSp
16/12/2022	added Announcement channel alarm to all MME facilities uplink and downlink		3.8.19	TSp
07/12/2022	update of Terrestrial monitoring: Terrestrial GEANT: xyz Total Outage	TER-001	3.8.18	TSp
07/12/2022	update of Himawari topics to use only generic name	SMT-TPDS-003/4 + SMART-	3.8.18	TSp

Date	Description	Comments	Version	Initials
	Himawari. no number	TPDS-104		
07/12/2022	update of GOES alerts and SMART pages for upcoming GOES-18 removed topics for GOES-17	SMT-TPDS-001/2/5/6 SMART-TPDS-105/106/107	3.8.18	TSp
25/11/2022	update of DCSWEB Irm and SMART viewer	SMART-GEO-113	3.8.17	TSp
14/11/2022	Corrected times in SMART DAS Key Product alarms (30 min -> 3H)	SMART-DAS-009-014	3.8.16	MRo
11/11/2022	update of DCSWEB Irm and SMART viewer	SMART-GEO-113	3.8.15	TSp
04/11/2022	update SMART Viewer Allocation Table , added TPDS for FY2	SMART-GEN-002	3.8.14	TSp
04/11/2022	updated all SMART MPEF topics for new WMO format	SMART-GEO-103/5/7	3.8.14	TSp
11/10/2022	added 6 new CEA to MME-SMART-OPE-DASSMART	SMT-DAS-009-14	3.8.13	TSp
15/09/2022	Updated SMART DAS MSG1.5 key alarm instructions Updated EFRS Service misuse instructions	SMT-DAS-001/002 EFRS-200	3.8.12	MRo
16/08/2022	Added AUX Data entry in EEDGE PollAgent	EEDGE-Poll-513	3.8.11	AnCa
08/08/2022	updated UMARF checks and added entries for S3-ANY, S6-ANY and OASWC12 checks	SMT-335/6/7, SMT-350/1/2	3.8.10	MRo
27/07/2022	added PollAgent alarm for Electro Roshydromet	EEDGE-Poll-512	3.8.09	TSp
27/07/2022	added UNS for MSG RI losses with impact to II services Seviri, MPEF, DCS and GNOPS	UNS-03	3.8.09	TSp
21/07/2022	added EEDGE Push-Agent FTP alarm for <b>NRT Data to WIS2</b>	EEDGE-Push-713	3.8.08	TSp
27/06/2022	adding TER alarm for No such channel	TER-101	3.8.07	TSp
22/06/2022	update of Africa link Margin CEA	MME_DL-200	3.8.06	TSp
10/06/2022	added new H-SAF products h60,h61,h63,h64,h68,h90	SMT-SAF	3.8.05	TSp
09/06/2022	re-added ICSI CEA alarms	ICSI-CEA		TSp
09/06/2022	added RSS closed loop alarms	SMT-402	3.8.04	TSp
23/05/2022	added 2 EFRS alarms	EFRS-201, EFRS-300	3.8.03	TSP
18/05/2022	added SMART DCP Bulletins to GTS	SMART-GEO-114	3.8.02	TSp
17/05/2022	added MME EFRS OPE alarms	EFRS-10x, EFRS-200	3.8.01	TSp
28/04/2022	update of EOPORTAL topics	EOP-001	3.7.27	TSp
04/04/2022	changd criteria for UNS for missing MPE to 'greater 4/12 cycles	UNS-002, UNS-006, SMART-GEO-105, SMART-GEO-107	3.7.26	TSp
30/03/2022	added DISK_IO alarm to MME_SYS_OPE-MMDS-processes	MME_SYS_OPE-MMDS-processes	3.7.25	TSp
11/03/2022	update of MSG MPEF RSS and IODC. no AR for MPE	SMART-GEO-105/107, MPEF-002, UNS-006	3.7.24	TSp
08/03/2022	removal of GNOPS-1	UNS-001, SMART-GEO-101	3.7.23	TSp
17/02/2022	update DCP topics	SMART-GEO-112/113	3.7.22	TSp
02/02/2022	Charter: Value Added Products	EEDGE-902	3.7.21	TSp
31/01/2022	minor update for scheduled server reboots	EEDGE-406	3.7.20	TSp
20/01/2022	update CRO FTP pollAgent alarm	EEDGE-511	3.7.19	TSp
06/01/2022	update of SSMI CEA topic. corrected typo for ops-dp mail address	EEDGE-CEA-103	3.7.17	TSp
06/01/2022	update of GNOPS topics. added new screen shots and Info for IODC	SMT-GEO-003, SMT-GEO-004	3.7.17	TSp
05/01/2022	update <b>ROLLING ARCHIVE (0deg/IODC) (HRIT/MPEF) to Rolling Archive</b>	SMT-GEO-001, SMART-GEO-108, SMART-GEO-101	3.7.16	TSp
05/01/2022	update MME-SMART-OPE-DAS CEA topics	SMT-DAS-001, SMT-DAS-002	3.7.16	TSp
14/12/2021	update GOES topics for action when losses > 1 hour		3.7.15	TSp
02/12/2021	updated ICSI alarm action to call CSM on-call	ICSI-101, ICSI-102	3.7.14	TSp.

Date	Description	Comments	Version	Initials
30/11/2021	update of all DCP topics after review by Karolina/Wil		3.7.13	TSp
10/11/2021	added MME_IDS_OPE_Rolling Archive CEA	IDS-200 + IDS-201	3.7.12	TSp
10/11/2021	added OSI-SAF-410	SMART-SAF-104 + UNS-004	3.7.12	TSp
03/11/2021	added Quarantine alarms for EEDGE and IDS	EEDGE-1100 + IDS-100	3.7.11	TSp
25/10/2021	added GEO DCP MMDS-to-EOPORTAL + UNS alrt example	SMART-GEO-113	3.7.10	TSp
14/10/2021	update FY3 instructions	SMART-GNC-103	3.7.09	TSp
23/09/2021	added new chapter for UNS - UNS Templates and criteria		3.7.08	TSp
23/09/2021	update Facility Count alarm in MME_SYSTEM_OPE MASIF host		3.7.08	TSP
23/09/2021	update GNOPS due to restructure of SMART	SMART-GEO-101	3.7.08	TSP
23/09/2021	update action MME_SYSTEM_OPE--CPF_OPE_COP	MME_SYSTEM_OPE-- CPF_OPE_COP MME_EEDGE_OPE_PollAgent	3.7.08	TSp
13/09/2021	added reprocessed.log does not exist	EEDGE-407	3.7.06	TSp
10/09/2021	added host CPF-OPE-HA-CRO		3.7.05	TSp
03/09/2021	add TER EFTS_JobAgent alarm for parse error	TER 100	3.7.04	TSp
23/08/2021	change in ICSI CheckEventAgent		3.7.03	TSp
18/08/2021	added MME_ICSI_OPE_FDS facility		3.7.02	TSp
04/08/2021	clean up of: Useful Info and Useful Llnks. delete Limitation DB		3.7.01	TSp
04/08/2021	added new chapter e-mail notification monitoring	EMAIL_NOTIFICATION	3.7.01	TSp
04/08/2021	added MME-SMART-OPE-DAS monitoring	SMART-OPE-DAS	3.7.1	TSp
27/07/2021	update GOES-17 ABI topic to explain about mising ASR/CSR	SMART-TPDS-102	3.6.03	TSp
25/06/2021	changed MPEF RSS outages after RSS break	SMART-GEO-107	3.6.02	TSp
25/06/2021	changed EUMETCast Terrestrial monitoring after restructure of service	Eumetcast-Terr-SMART	3.6.02	TSp
15/06/2021	added action for send e-mail to diss team by send e-mail to <a href="#">send e-mail to on-call diss engineer with cc opsreports and cc duty analyst.</a>	multiple topics	3.6.01	TSp
08/06/2021	added GOSAT FTP error	EEDGE-510	3.5.25	TSp
28/05/2021	added alarm for GEMS Sender logfile does not exist	EEDGE-406	3.5.24	TSp
27/05/2021	update action for m2 processes : Memory Usage alarm	MME_SYS_OPE-MMDS-processes	3.5.23	TSp
17/05/2021	added alarm for NETSAT server not reachable	MME-Push-712	3.5.22	TSp
26/04/2021	change MSG_SYSTEM_OPE for GSCON hosts		3.5.21	TSp
21/04/2021	added MME_SYSTEM_OPE OP5 TM Propagator hosts <b>OGOSEP01</b>	MME_SYS_OPE-OP5-ogosep	3.5.20	TSp
13/04/2021	review services for creation of UNS announcement	all SMART topics	3.5.20	TSp
08/04/2021	update COMMS MME-TIB for MTG-LEO		3.5.19	TSp
18/03/2021	update CEA for Africa link margin	MME_DL-200	3.5.17	TSp
12/03/2021	added Africa link margin CEA alarms	MME_DL-200	3.5.16	TSp
23/02/2021	added Data Provider e-mail templates under GENERAL FACILITY INFO	DP-template-1/2	3.5.16	TSp
19/02/2021	updated GNC-US CheckEvent Agent and added info page under General Facility INFO	EEDGE-CEA-100, GNC-US	3.5.15	TSp
17/02/2021	changed MMDS m1/m2 hosts and links due to OPE/VAL swap	MME_SYSTEM_OPE_new	3.5.15	TSp
21/01/2021	add poll agent alarm for MME_EEDGE_OPE >> AUX DATA Host ftp.swpc.noaa.gov	EEDGE-509	3.5.14	TSp

Date	Description	Comments	Version	Initials
19/01/2021	update of all CEA for WMO-RA-x under ECAST OPE DL E1BAS		3.5.13	TSp
19/01/2021	removed all processes/topics under OIS	OIS shutdown on 29/01/2021	3.5.13	TSp
15/01/2021	update of CEA for dbWinds DL E1BAS	MME DL-107	3.5.12	TSp
21/12/2021	update of DCPF facility chrash - added clear Bro'wser info after action performance	DCPF-GEN-001	3.5.11	TSp
21/12/2021	update of Terrestrial Monitoring	checkTERUsdrsOutage	3.5.11	TSp
22/10/2020	added PollAgent alarm in EEDGE for host <b>163.208.127</b>	EEDGE-508	3.5.09	TSp
22/10/2020	update of PRIME and IODC SEVIRI Late	SMT-GEO-007, SMT-GEO-001	3.5.09	TSp
25/09/2020	added MME ECAST OPE TER GEANT	TER-001	3.5.08	TSp
15/09/2020	removed mpefTolngate under MSG DADF OPE		3.5.07	TSp
06/08/2020	added EO-PORTAL alarms for IPPS, Product Navigator, Eumetview	EOP-001	3.5.05	TSp
30/07/2020	updated MME EEDGE ftp error Deimos server	EEDGE-507	3.5.05	TSp
15/07/2020	update of GENERAL FACILITY DCPF	DCPF-GEN-001	3.5.04	TSp
15/07/2020	updated action for m2 servers	MME SYS OPE-MMDS-other	3.5.04	TSp
09/07/2020	update of SMART GeO monitoring for 0deg, IODC,RSS MPEF viewer- added new screenshot and action with MMDS-to-RMDCN monitoromg	SMART-GEO-103 5 7	3.5.03	TSp
07/07/2020	added EUMETCast Terrestrial under SMART Monitoring	Eumetcast Terrestrial Backup	3.5.03	TSp
03/06/2020	added new IMPF EMAC alarm (on Ruben request)	IMPF-208	3.4.12	TSp
27/05/2020	created new section MME_SYSTEM_OPE for new concept	added MMDS hosts	3.4.11	TSp
27/05/2020	update SMART SAF H-SAF --> no ARs until furhter notice	SMART-SAF-103	3.4.11	TSp
08/05/2020	CRITICAL: LUN xxxx: less than 0 paths 0/4	MME-SYS-700		TSp
08/05/2020	DISK CRITICAL - free space: /xxx	MME-SYS-400		TSp
15/05/2020	Tomcat	MME-SYSTEM-OPE-Tomcat		TSp
20/05/2020	MMDS	MME-SYS-1101		TSp
15/05/2020	MASIF	MME-SYS-1100		TSp
20/05/2020	HTTP CRITICAL: HTTP/1.1 503 Service Temporarily Unavailable	MME-SYS-1200		TSp
24/04/2020	update info for COMMS VPN Router	COMMS-116/117	3.4.9	TSp
27/03/2020	renamed all old DCPF entries to MME_DCPF entries under GEMS Facilities	alarms from MME_DCPF are same as from old MSG DCPF	3.4.8	TSp
27/03/2020	added MME_DCPF topich under GENERAL FACILITIES for Monitoring crash	DCPF-GEN-001	3.4.8	TSp
26/03/2020	added new topic fOP5 alarms from host <b>CPF-OP-GNOPS</b>	MME-SYSTEM-OPE: Host GNOPS	3.4.7	TSp
19/03/2020	added topics for COMMS VPN primary/secondary router for EPS-SG	COMMS-116, COMMS-117	3.4.6	TSp
19/03/2020	replaced e-mail to IMPF or MPEF oncall by mail to ops-dp.eumetsat.int	in all topics applicable for IMPF and MPEF	3.4.6	TSp
19/03/2020	update of COMMS topic RTEOP04 and RTEOS04	COMMS-13, COMMS-104	3.4.6	TSp
27/02/2020	added monitoring of FY4D to Terrestrial to Analyst Monitoring page	ANALYST_THIRD_PARTY_Monitoring	3.4.6	TSp
19/02/2020	added OP5 opngosXX	OP5opngosXX	3.4.6	TSp
18/02/2020	add CPU CRITICAL-Merlin_daemon_cpu_usage	MME_SYSTEM_OPE MME-SYS-501	3.4.5	TSp
18/02/2020	add info about GOES17-GLM bug EUM/MuMi/AR/3542	SMART-TPDS-108	3.4.5	TSp
17/02/2020	added UNS example for GNOPS losses	SMART-GEO-101, Con-001	3.4.4	TSp
17/02/2020	changes in MPEF topics for UNS ifMPE missing>	SMT-GEO-006, SMART-GEO-107	3.4.4	TSp



Date	Description	Comments	Version	Initials
	6hours			
14/02/2020	added to ignore alarms from MMDS m2xxx	ME_SYSTEM_OPE	3.4.3	TSp
05/02/2020	FTP error Poll Agent: MSG_CF: FDF Optical Tracking from Deimos	EEDGE-504	3.4.2	TSp
30/01/2020	update Action in MME_EEDGE poll- CMEMS to add S3 analyst e-mail	EEDGE-501	3.4.1	TSp
29/01/2020	update of of MME-SMART-GEO Smart Server	added all Smart alerts and rearranged topic order, linked topics to SMART MONITORING topics where applicable	3.4.1	TSp
23/01/2020	added SMART GEO viewers for MSG PRIME/IODC/RSS SEVIRI/MPEF/UNEXPECTED DCP , TIMESTAMP and INCOMPLETE	SMART-GEO-102- 112 SMART-GEO-UNS	3.3.21	TSp
20/12/2019	added topic for EUMETCast outages to refer to ON DIS01	SMART-EUM-102	3.3.20	TSp
18/12/2019	added inf for known GNOPS-1 problem added Con-001 and deleted old Container topics.	changes in: SMART-GEO-101, SMT-GEO-003, SMT-GEO-004	3.3.19	TSp
18/12/2019	added mpefAcceptor in MSG DADF_OPE	DADF-601	3.3.19	TSp
06/12/2019	update of all GOES topics under SMART Monitoring to raise NOAA GS GEO AR if required	SMART-TPDS-xxxx	3.3.18	TSp
22/11/2019	update of action for GNOPS SMART monitoring (callout to Diss team)	SMART-GEO-101	3.3.17	TSp
08/11/2019	added SAF (H,LSA,OSI to SMART Monitoring	SMART-SAF-100-103	3.3.16	TSp
06/11/2019	added new alarm for EEDGE hardware problem -- Abort command ....	EEDGE-405	3.3.15	TSp
01/11/2019	added COMMS alarms for WAN EDGE (MME-TIB	COMMS-113, COMMS-114, COMMS-115	3.3.14	TSp
28/10/2019	update of MSG_SYSTE_OPE - added CSM Windows host table	MSG_SYSTEM_OPE	3.3.13	TSp
22/10/2019	added GOES Timestamp offset monitoring	SMART-TPDS-110	3.3.12	TSp
22/10/2019	GSICS: GSICS Data to GSICS Server Host 10.90.22.90 is not reachable	EEDGE-Push-709	3.3.12	TSp
09/10/2019	update of GOES-16 and GOES-17 topics	SMART-TPDS-105,100,102,103 SMT-TPDS-001,002	3.3.9	TSp
16/09/2019	added CMA to SMART MONITOI RNG	SMART-GNC-102, SMART-GNC-103	3.3.8	TSp
13/09/2019	added MSG_SYSTEM_OPE facility 1-to-1 copy of MuMi SOI from Adam)	MSG-SYSTEM_OPE	3.3.7	TSp
06/09/2019	added SMART VIEWERS ALLOCATION TABLE to SMART MONITORING	SMART-GEN-002	3.3.6	TSp
23/08/19	update of SMART Monitoring-> dbWinds	informed about data provider to stop service	3.3.4	TSp
16/08/2019	updated dbWinds and added dbWinds to SMART MONITORING	MME_DL-107, SMART-GNC-101	3.3.3	TSp
14/08/2019	added OssiUpdate alarm to SMART TPDS services	SMT-TPDS-100	3.3.2	TSp
06/08/2019	added MPEF to General Facilities for MPEF alarms but no GEMS alarms	MPEF-GEN-001	3.3.1	TSp
05/08/2019	update MME_SYSTEM_OPE CPU_Usage + CPU CRITICAL idle	MME-SYS-202	3.2.4	TSp
19/07/2019	removed FSD CEA for MTSAT/GOES alarms in E1BAS_DL	MME_DL-102	3.2.3	TSp
18/07/2019	Update GNOPS CEA in E1BAS_DL to redirect to new	MME_DL-104	3.2.3	TSp



Date	Description	Comments	Version	Initials
	SMART topics			
18/07/2019	Update of MODIS JobAgent and CEA alarms	EEDGE-900, MME_DL-105/106	3.2.3	TSp
02/07/2019	DISK CRITICAL -/global is not accessible: Stale file handle	MME-SYS-401	3.2.2	TSp
02/07/2019	Service Mapper: FATAL: error executing job	EEDGE-901	3.2.2	TSp
12/06/2019	added SMART GEO --> GNOPS	SMART-100 + SMART-101	3.0.00	TSp
12/06/2019	added new top content: SMART MONITORING for all SMART instances	to replace SMART procedure ON SMT01 (SMART-000)	3.0.00	TSp
23/05/2019	update SDDI Cataloguer alarms. merged alarms in OIS-120	OIS-120	2.6.59	TSp
23/05/2019	added MSG IMPF OPEx > Kernel > remove core file	IMPF-305	2.6.59	TSp
14/05/2019	update Disk space alarm on MME_SYSTEM_OPE request from Ana	MME-SYS-400	2.6.58	TSp
03/05/2019	update Disk space alarm on MME_SYSTEM_OPE request from Ana	MME-SYS-400	2.6.57	TSp
03/05/2019	update SDDI Cataloguer alarms. merged alarms in OIS-120 and OIS-121	OIS-120	2.6.57	TSp
03/05/2019	replaced DPO by OPS-DP in all related topics under:	MSG_MPEF_OPEx MSG IMPF OPEx	2.6.57	TSp
22/03/2019	addeed GEMS Receiver alarm for 2 instances running at hte same time	EEDGE-404	2.6.56	TSp
22/03/2019	added David Taylor poll alarms	DADF-502, DADF-501	2.6.56	TSp
11/03/2019	added IMPF-EMAC unable to push to TCE	IMPF-207	2.6.55	TSp
13/02/2019	added GEO SMART alerts for Rolling Archive	SMT-GEO-015	2.6.54	TSp
01/02/2019	added IMPF EMAC alarms for CPU load and Mirror StartPosition	IMPF-205, IMPF-206	2.6.53	TSp
29/01/2019	added CEA alarm on MASIF-OPE EXT for UNS to OECR	MASIF-OPE-EXT-501	2.6.52	TSp
04/01/2019	added CEA alarm on MME_EDGE_OPE for push to KNMI Terrestrial	EEDGE-CEA-105	2.6.51	TSp
04/01/2019	added CEA alarm on MME_EDGE_OPE for reception from GTS	EEDGE-CEA-107	2.6.51	TSp
04/01/2019	added CEA alarm on MME_EDGE_OPE for push to GTS	EEDGE-CEA-106	2.6.51	TSp
13/12/2018	added new DADF David Taylor alarm for misisng lines	DADF-500	2.6.50	TSp
07/12/2018	added changes for Ana Perez in MME_SYSTEM_OPE	MME_SYS 500 etc etc	2.6.49	TSp
12/12/2018	added new EOPortal/EUMETVIEW facility	MME EOP 100 200 300 400	2.6.49	TSp
22/11/2018	added new topic under MME_EEDGE_OPE JobAgent for MODIS polling alarm - file listing	EEDGE-900	2.6.48	TSp
22/11/2018	added entries for MME_SYSTEM_OPE host CPF_OP_COP	update: MME-SYS-400, MME-SYS-500 new: MME-SYS-900 MME-SYSTEM-OPE-Host CPF	2.6.48	TSp
12/10/2018	added 2 new Smart TPDS alerts for Space Weather	SMT-TPDS-007/008	2.6.47	TSp
27/09/2018	Insert CEA for MSG PRIME losses	MME_DL-116	2.6.46	TSp
25/09/2018	Number of IODC ODEG DCP messages is below threshold of 110 650	SMT-GEO-012/13	2.6.45	TSp
25/09/2018	correction of COMMS alarms MME-TIB	COMMS-105 - COMMS-112	2.6.44	TSp
25/09/2018	update of kaspersky alarm to ignore single alarm	EEDGE-801	2.6.44	TSp
21/09/2018	added CSM on-call under General Facility Info		2.6.43	TSp
12/09/2018	added MME_EEDGE PollAgent alarm for FMI	EEDGE-506	2.6.42	TSp
07/09/2018	added COMMS alarms	COMMS-100-112	2.6.41	TSp
03/09/2018	added MME_EEDGE_OPE kav4fs-control - error moving file	EEDGE-801	2.6.40	TSp

Date	Description	Comments	Version	Initials
14/08/2018	added MASIF_EXT CEA for ears pass prediction (copy from OIS)	MASIF_OPE_EXT-500	2.6.39	TSp
20/07/2018	update SMART known issues --> FY2G is back to operations		2.6.38	TSp
18/07/2018	update Analyst Monitoring		2.6.37	TSp
17/07/2018	added kav4fs under MME EEDGE OPE		2.6.36	TSp
29/06/2018	added EFTS-Agents-Watchdog	EFTS-Watchdog-001	2.6.35	TSp
27/06/2018	add IMPF alarm in MSG IMPF OPEx EMAC	IMPF-204	2.6.34	TSp
27/06/2018	added EARS alarms in MME EEDGE OPE Poll Agent	EEDGE-504 + EEDGE-505	2.6.34	TSp
25/05/2018	added MME EEDGE Kaspersky alarm	EEDGE-403	2.6.33	TSp
20/04/2018	change for CEA in MME_EEDGE_OPE for push to GNC-US		2.6.32	TSp
16/04/2018	added IMPF alarm for 'Tiny number of landmark	IMPF-203	2.6.31	TSp
16/04/2018	update of 'SMART Know, unexpected ....' for FY-2G not diss from 99.5°		2.6.31	TSp
16/04/2018	update of SMART TPDS GOES-16 GLM products		2.6.31	TSp
26/03/2018	updated UMARF Key Product entries added MASIF-OPE-EXTERNAL kernel entry	SMT-310 to SMT-350 MAS-OPE-EXT-401	2.6.29	PCo
23/03/2018	added 10 new CEA alarms (3 for GNC-US + 7 for WMO-RA-I/VI)	EEDGE-100/102/104, MME_DL 109-115	2.6.28	TSp
20/03/2018	added GOES-16 GLM alertsfor poll and rx in kuband	SMT-TPDS-005/6	2.6.27	TSp
16/03/2018	added MME SYSTEM OPE alarms from OP5	MME-SYS-400 - MME-SYS-800	2.6.26	TSp
23/02/2018	removed instruction in SMART-OPE-UMARF>Smart Server UMARF for calling UMARF On-Call when swap to backup server. on request by PH		2.6.25	TSp
23/02/2018	clean up re-arrange MME_MASIF_OPE_INT/EXT and MME_SYSTEM_OPE	sorted all alarms by facility>process>msg	2.6.25	TSp
23/02/2018	added MME SYSTEM OPE alarms	MME SYS 400	2.6.25	TSp
16/02/2018	added IODC SMART alerts	SMT-GEO-007/8/9/11	2.6.24	TSp
16/01/2018	added CEA SSMI/SSMIS alarm to MME EEDGE OPE	EEDGE-103	2.6.23	TSp
16/01/2018	added MAS-38 to MASIF External	MAS-038	2.6.23	MRO
05/01/2018	added general FPT push alarm -- EEDGE-707		2.6.22	TSp
02/01/2018	update of poll_chlor_data.pl topic due to link changes to https	OIS-090	2.6.21	TSp
22/12/2017	added DADF alarms for corrupted MPEF files - mpefXritEUMETCast--> Number of fixed segments ...	DADF-400	2.6.20	TSp
22/12/2017	added GOES-16 and Himawari-8 poll alarms and KUBand RX alarms in SMART xxx TPDS	SMT-TPDS-001 to SMT-TPDS-004	2.6.20	TSp
15/12/2017	S3 Key Product alarm threshold is 12h now	SMT-335, SMT350	2.6.19	MRO
20/11/2017	added EEDGE PushAgent alarms ftp connection fail for GERB data	EEDGE-505, EEDGE-506	2.6.18	TSp
17/11/2017	added EEDGE EPS Flight Dynamics alarm	EEDGE-503	2.6.17	TSp
07/11/2017	changed IMPF CEA entry for No Observability	IMPF-002	2.6.16	TSp
07/11/2017	changed IMPF CEA entry for UTC correlation alarm	IMPF-001	2.6.16	TSp
20/09/2017	changed UMARF alarms from 1 orbit to 24 hours	SMT-335, SMT-350	2.6.15	TSp
15/09/2017	Removed temporary action for S3 SMART OPE UMARF alarm	SMT-330	2.6.14	MRO
05/09/2017	Added tc-server/dirmon restart alarms in E1HVS, E1BAS, E2HVS	MME_UPL-100, MME_UPL-204, MME_UPL-105	2.6.13	TSp
29/08/2017	Added "Out of memory processing events" and 2 other SMART alarms	SMT-205 - SMT-502 EXPECTED_SMART_OUTAGES	2.6.13	MRO

Date	Description	Comments	Version	Initials
	Added MSGFIRC expected outage			
25/08/2017	Changed information part on Arthur deSmet request	MSG_MPEF_OPEx -- MPEF CRM outage , MPEF-001	2.6.12	TSp
24/08/2016	SMART-OPE-UMARF: Update to actions on S3 Not-Received alarms	SMT-335	2.6.11	MRO
09/08/2017	SMART-OPE-UMARF: - added S3 key product alarm entries, removed the MTP one and - updated all other key product alarms for the go live (end of test phase) UMARF: marked as obsolete  GEMS Log file Count Critical alarm added in MME-SYSTEM-OPE (and removed old entry in MASIF-OPE-INT)  OSI SAF data to GNC US moved from Exgate to EEDGE  MASIF: step MAS-37 improved	SMT-310-350  UMRFxx  MME-SYS-015  EEDGE-405 (old Exg-086)  MAS-037	2.6.10	MRO
03/08/2017	IMPF: added Number of Turning point	IMPF-202	2.6.9	MRO
18/07/2017	added MME_ECAST_OPE_UPL_E2HVS alarms	4 alarms (e.g. file timeout (GOES16) MME-UL-100 to MME-UL-103	2.6.8	TSp
18/07/2017	MME_MASIF_OPE_EXT, MME_MASIF_OPE_INT	added SYSLOG to Logfileagent caption and updated entry for monit process restart on EXT and INT	2.6.7	TSp
20/06/2017	MME_EEDGE_OPE: added - EPS CLS alarms - FTP Error: Host ftp.star.nesdis.noaa.gov - Global NPP	EEDGE-404 EEDGE-502 EEDGE-503	2.6.6	MRO
08/06/2017	MSG_DADF_OPE: xritMonitor, reception or decryption problem on US	DADF-201	2.6.5	TSp
01/06/2017	COMMS: Update to JEUNO Info COMMS: Added JEUNO alarm messages	New MuMI_WAN_Links COMMS-04	2.6.4	MRO
09/05/2017	DCP: chMon DCP Channel Alarm added	DCP-005	2.6.3	MRO
25/04/2017	SYSTEM: added a list of OP5/Nagios alarms	MME-SYS-014	2.6.2	MRO
12/04/2017	DADF: FSD to MMDS ftp error (or any other xxxToMMDS) MCIC: EPS ECIUP operational MCIC: VM reboot/reset: Updated with specific actions per Facility	DADF-303 MCIC-340 MCIC-70/80/90	2.6.1	MRO
07/04/2017	added MME_EEDGE push_Agent aalrms for problems to push to TCE	EEDGE-403	2.6.0	TSp
05/04/2017	Deleted old MASIF entries (for omases00/omasis00, not used anymore)	Old-MASIF-EXT/INT	2.6.0	MRO
17/03/2017	Updated DADF FTP error to ignore if recovered + added mpefToINGATE MASIF: Added host down alarm IMPF/MPEF: EDTFTPJ alarm update and a separate no space left one DCP: Added srvDB DCP Break detected	DADF-302 MME-SYS-013 IMPF-301/304, MPEF-005/006 DCP-004	2.5.16	MRO
09/03/2017	DADF:FTP error to MMDS: updated action + added mpefToMMDS	DADF-300, DADF-301 New MuMi WAN Link	2.5.15	MRO

Date	Description	Comments	Version	Initials
	New MuMi WAN Link: Link IDs updated (JEUNO) MME_SYSTEM_OPE: CHECK_NRPE: Socket timeout after 10 seconds.	MME-SYS-012		
03/03/2017	DADF: FTP error to MMDS added	DADF-300	2.5.14	MRO
23/02/2017	SNI_VAL: update of equipment to monitor ECAST: Added critical dongle error to Uplink section	SNI_VAL MME-UL-10/11	2.5.12	MRO
17/02/2017	General Info - COMMS: Added "Comms Equipment" and "New MuMi WAN link" info UMARF: ignore: Error in SetGranuleStatus (same as UMRF25 in v2.5.7) MASIF: kernel: hrtimer: interrupt took xxx ns	Comms_Equipment New_MuMi_WAN_Link UMRF26 MAS-038	2.5.11	MRO
17/02/2017	(Analyst monitoring update)		2.5.10	TSp
10/02/2017	EEDGE: ALL_MET: FTP Error: Host 10.60.70.1 is not reachable OIS: sddiCataloguer.log: ORA-01401: inserted value too large for column/Could not synchronize database/Could not execute JDBC	EEDGE-402 OIS-121	2.5.9	MRO
04/01/2017	Updated Edtftpj alarm for IMPF and MPEF: no space left Added above Edtftpj alarm to MME EEDGE OPE	IMPF-301, MPEF-005 EEDGE-401	2.5.8	MRO
21/12/2016	UMARF: Set granule status alarm can be ignore and filtered	UMRF25, (added to UMRF15 - Ignorable)	2.5.7	MRO
19/12/2016	IMPF: renamed + added other variations of Edtftpj alarms IMPF: Unable to fork ... Not enough space IMPF:The RCAL_GCAL_TASK_SU uses >4GB RAM MPEF: added GEMS Sender: AgentFtpClientEdtftpj error SMART: added Unexpected error for S3 data UMARF: oumafe21: File system status UMARF: alert_UMARFOCO.log: ORA-xxxx errors UMARF: CAT does not answer exception .. CORBA error SMART: added: Problem creating Activity filename CSM Solaris: removed or changed references to CSM Solaris as they are not on-call anymore	IMPF-301 IMPF-302 IMPF-103, IMPF-303 MPEF-005 SMT-306 UMRF35 UMRF30 UMRF36 SMT-EUM-001 <divers>	2.5.6	MRO
01/11/2016	MPEF: IODC added to CRM outage alarm; removed AR ref from FWSNAP SMART-OPE-UMARF: IASI alarm can filtered UFN	MPEF-001, MPEF-003 SMT-330/345	2.5.5	MRO
24/10/2016	COMMS: added internet link outage alarm SMART-OPE-UMARF: MTP, MSG section slightly adjusted	COMMS-02/03 SMT-3xx	2.5.5	MRO
07/10/2016	Updated SMART UMARF alarms regarding LEO Controllers, now LEO A.	SMT-330, SMT345	2.5.3	MRO
26/08/2016	added OIS CEA for MET7 MPE GRIB2 reception on OIS	OIS-003	2.5.2	TSp
26/08/2016	changed OIS CEA for MSG MPE GRIB2 reception on OIS	OIS-001	2.5.2	TSp
04/08/2016	SMART-OPE-UMARF: added info for planned outages		2.5.1	MRO
02/08/2016 22/07/2016 (2.4.15)	Migration to new MASIF old MASIF entries moved to OLD--MASIF... New MASIF: new facilites: MME_MASIF_... Monit alarm for relay not running MME_SYSTEM_OPE (MASIF) facility added and 2 alarms	MAS-xxx MAS-xxx_2 MAS-37 MME-SYS-010/-011	2.5.0	MRO
08/07/2016	Minor update: about GEMS filter, inform CSM CF engineer for CF alarm	SMT-330, MCIC-030	2.4.14	MRO

Date	Description	Comments	Version	Initials
04/07/2016	UMARF/SNI: added server oumahs04 UMARF: UMARF OCO core dump alarm EEDGE: added monit: id changed alarm	UMARF_Alarms__, oumahs01_ UMRF29 EEDGE 400	2.4.13	MRO
01/07/2016	added EPS related alarms (processes) after EPS migration to MMDS	EEDGE-300 - EEDGE-302	2.4.12	MRO
27/06/2016	SMART-OPE-UMARF: Added Not-Archived alarms; Flagged new alarms as under test	SMT-335-345	2.4.11	MRO
16/06/2016	SMART-OPE-UMARF: Moved Smart alerts to the right section: SMART-OPE-UMARF SNI: Added entry for vsnsvr05/06/25/26 --> temporary MUMI monitoring	UMRF29-33 --> SMT-310-330 SNI-10	2.4.10	MRO
14/06/2016	UMARF SMART alarm texts slightly changed--> updated MASIF: Small changes/corrections for CPU alarms EEDGE S3: added exception for frequent 06:00 ftp interruption	UMRF31,UMRF32 MAS-002 EEDGE-201	2.4.9	MRO
07/06/2016	UMARF: added new SMART alert messages (Draft)	UMRF29-UMRF33	2.4.8	MRO
17/05/2016	updated EXGATE CEA alarm for MSG LRIT not received from DADF for SDDI	EXG-004	2.4.7	TSp
04/05/2016	update Chlorophyll alpha pooling alarm for new address (EUM/MuMi/AR/1688)	OIS-090	2.4.6	TSp
29/04/2016	update EXGATE CEA for HIRS	EXG-032	2.4.5	TSp
19/04/2016 28/04/2016	UMARF: USA probe alarm text updated (MME_SWET_1985) UMARF: Hosts oumaps04/oumacs03 added to Ignorable section UMARF: added entry for hardware alarms (SPT-8000, SPX86-8000) MCIC: Added entry for ignoring ECIUP alarms	UMRF092 UMRF15 UMRF27+UMRF28 MCIC-340	2.4.5	MRO
18/04/2016	General/SNI: Added VAL_SNI monitoring instructions MASIF: added 'probe timed out' alarm to MASIF-EXT UMARF: added oumafe01 to oumafe02/21/22 MASIF: added Transmission-failed-No-such-file IMPF: added Sender: Unable to build data connection	VAL_SNI MAS-004_2 OUMAFE MAS-203 IMPF-301	2.4.4	MRO
22/03/16 16/03/16	MASIF: Clarified SMARTsync alarms, added extra EARS (MAS-041) UMARF: added UMR26: Error in SetGranuleStatus IDL UMARF:Added UMR25: GFE>NOM>MAJOR>SYST>CAT lost the granu UMARF:Added UMR24: UEO_Importer File xxx still not in sequence <sup>[716]</sup>	MAS-001/MAS-040/MAS-041 UMRF26 UMRF25 UMRF24	2.4.3	MRO
10/03/16	UMARF: Added UMR22: fromExternal/S-OSI alarms -> email UMARF: GFE>NOM>MAJOR>SYST>STO raises too many exceptions MCIC: Cannot get data from TCP port	UMRF22 UMRF23 MCIC-095	2.4.2	MRO
03/03/16	MME EEDGE OPE: added handling of S3 flagged alarms	EEDGE 201	2.4.1	MRO
24/02/16	Replaced email: 'UMARF on-call' -> 'E-mail USC UMARF + CSM Solaris' UMARF: USA probe action text - cosmetic update	UMRFxxx UMRF092	2.4.0	MRO
03/02/16	changed Disconnect/Reconnect of ANnouncement channel alarm for DV-Afr and DVB-SAM to have same actions as in DVB KUBAND		2.3.45	TSp



Date	Description	Comments	Version	Initials
26/01/16	Added 'Unexpected error processing GEO' SMART error Added 'Unexpected error processing SAF' SMART error Added 'Unexpected error processing GEONETCAST' SMART error Added 'Unexpected error processing UMARF-OPE-xxx' SMART error Added 'Unexpected error processing GTS' SMART error Added ignorable alarm 'Microsoft XPS' in MCIC CF Updated MCIC CF email recipient list (Volker, Chris Palfrey)	SMT-GEO-010 SMT-105 SMT-205 SMT-305 SMT-405 MCIC-350 MCIC-360	2.3.44	MRO
14/01/16	Added MPEF alarm: GPCAL VIC	MPEF-004	2.3.43	MRO
11/01/16	Added oumafe22 host to UMARF ingestion alarm (Ignorables)	UMRF15	2.3.42	MRO
11/01/16	updated EXGATE - OSI SAF Data to GNC US according to e-mail from Peter Hancock on 01/06/15	EXG-501	2.3.41	TSp
07/01/16	added 2 SMART RETIM alerts in MME_ECAST_OPE_DL_E1BAS	MME_DL-200 + MME_DL-201	2.3.40	TSp
15/12/15	added EXGATE PollAgent EARS alarm for CMISS Connection refused	EXG-406	2.3.39	TSp
11/12/15	added/changed OIS checkfilesystem.sh filesystem no callout /var full but callout for other partitions full changed ID to OIS-006	OIS-006	2.3.38	TSp
16/11/15	added MPEF entry for: MSG_FWSNAP: Process with label ... removed added UMARF RFE alarm (TBC)	MPEF-003 UMRF019	2.3.37	MRO
12/11/15	added Zero length file alarm in MME_ECAST_OPE_UPL	MME_UL-004	2.3.36	TSp
05/11/15	MME_MCIC_OPE: added info that MCIC CF is not yet operational COMMS-01: corrected xman01 to xmani01	MCIC-xxx COMMS-01	2.3.35	MRO
30/10/15	added OIS checkfilesystem.sh filesystem /var full: no callout updated OIS-UNS-003: no email required updated MCIC-010 NTP time: known problem, AR is open, send email added MAS-010/011: SCSI errors	OIS-007 OIS-UNS-003 MCIC-010 MAS-010, MAS-011	2.3.34	TSp MRO
16/10/2015	added: EEDGE-102: monit: action failed	EEDGE-102	2.3.33	MRO
13/10/2015	added: DCP-003 Error DCP message length (will be fixed soon) updated title of DCP-002 (MSG-DCPF to Number of corrupt DCP-Mess.)	DCP-003 DCP-002	2.3.32	MRO
06/10/2015	added: FATAL: Exception to MASIF INT and MASIF EXT updated UMRF092 (USA probe not ok) email: " 'e-mail' UMARF on-call"	MAS-202 UMRF092	2.3.31	MRO
28/092015	remove FY2D in favor of FY2G added host oumafe21/22 to granule alarm added: PGS sequence count jump on TCP link (draft version) added: Select at least one facility (to MASIF INT+EXT) added: ALERT_ID EPS-MetOpA: 1 orbit of MetOp-A data not received. added: No GTS files received on EXGATE from EARS added: /usr/local/bin/EUMsamfsdump.ksh	SMT-202, CTPM-001 UMRF15 IMPF-201 MAS-201, MAS-340 UMRF-021 EXG-301 SNI-09 UMRF10 UInf-001	2.3.30	MRO

Date	Description	Comments	Version	Initials
	updated: UMARF - Any : hostnames added corrected: UInf-001 Eumetcast drawing included, (link to DMTool not avail)			
25/08/2015	update of H-SAF actions	Smart-OPE-SAF > SMT-100	2.3.28	TSp
24/08/2015	Corrected and simplified MASIF disk usage Updated MASIF swap alarm to no action on Monday morning Corrected SMARTsynch section hierarchy naming Corrected some links and missing table entries for MASIF entries	MAS-034 MAS-003 MAS-40 MAS-001/003/036/...	2.3.28	MRo
20/08/2015	New: No WMO-RA-I (MDD) file received from EUMETCast for 1500 seconds Eumetcast drawing: added link to DM Document	MME_DL-111 UI-001	2.3.27	MRo
18/08/2015	Additional MCIC alarms added SNI NetbackupMon alarm - updated process name Changed email from MuMi Analyst to opsreports Added UNS alarm 'MMAM_GENERATED' Servername corrected No data for more than 50% in image	MCIC-070, MCIC-080, MCIC-090 SNI-03, SNI06 MME-DL-013 OIS-UNS-004, OIS-UNS-005 MSG_IDRS MPEF-002	2.3.26	MRo
10/08/2015	Updated SMART GEONETCAST - SSMIS with info from Peter Hancock	SMT-200	2.3.26	MRo
06/08/2015	removed GENERAL FACILITY - DADF UNS	obsolete after migration to new UMS	2.3.25	TSp
06/08/2015	OIS UNS alarm :Error while storing file to Database ..ears atovs	OIS-UNS-003	2.3.25	TSp
31/07/2015	- MASIF section: added 'email MASIF OPS'	MAS-xxx	2.3.24	MRo
10/07/2015	added new DADF encryptor alarm for failure to sku	DADF-200	2.3.23	TSp
03/07/2015	Changed MCIC CPU alarm to call only if several alarms	MCIC-050	2.3.23	MRo
02/07/2015	added new GEMS section for MME_MCIC_OPE alarms (with infos from Borys)	MME-MCIC_OPE: MCIC-10 MCIC-60	2.3.22	MRo
29/06/2015	new Alarm on IMPF added new ignorable alarm for UMARF	IMPF-102 UMRF15	2.3.21	CC
27/05/2015	new EARS alarm on EXGATE new OSI SAF alarm on EXGATE	EXG-500 EXG-501	2.3.20	CC
08/05/2015	update of RETIM CheckEventAgents to clarify confusion with monitoring vs. reporting facility	DVB-110, MME-DL-109	2.3.19	TSp
30/04/2015	added EXGATE PushAgent alarm for OSI-SAF to GNC-US	EXG-084	2.3.18	TSp
17/04/2015	added Uplink alarm for files timing out	MME_UL_003	2.3.17	TSp
16/04/2015	added two ignorable alarms to the list of UMARF	UMRF15	2.3.16	CC
10/04/2015	updated C-AFR and KUBAND RETIM alarms	DVB-120, DVB-110	2.3.15	TSp
09/03/2015	added SMART-OPE-GEO SMARTServer alerts for MPEF to DADF	SMT-GEO-0035 + SMT-GEO-006	2.3.13	TSp
09/03/2015	added SMART-OPE-GEO SMARTServer alerts for GNOPS	SMT-GEO-003 + SMT-GEO-004	2.3.13	TSp
25/02/2015	added new MME_OPE_UPL_E1BAS alarm	MME_UL_002	2.3.12	TSp
16/02/2015	added folder for GNOPS CheckEventsAgent for later use	GNOPS_020	2.3.11	TSp
16/02/2015	added folder and alarm for file lifetime for GNOPS EFTS PushAgent	GNOPS_010	2.3.11	TSp
16/02/2015	changed facility GNOPS to MSG_GNOPS_OPE and restructured folders and inputs		2.3.11	TSp
16/02/2015	add LogFileAgent entry in MSG IMPF	IMPF-101	2.3.11	CC
06/02/2015	add GNOPS facility	GNOPS-001	2.3.10	CC

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04/02/2015	new COMMS alarms	COMMS-01	2.3.9	CC
26/01/2015	update of alarms from OIS pollAgent for MODIS	OIS-110 to OIS-112	2.3.8	TSp
15/01/2015	- updated SMART - known/duplicate/unexpected		2.3.7	TSp
14/01/2015	- Moved all the entries of LogFileAgent to SYSLOG under MASIF-OPE-INT - Added entry for FACILITYLOGS is CRITICAL - Modified instructions for MODIS problems connecting to host - Modified numbers of workstations for NAGIOS alarms	MAS-034 OIS-110 OIS-111 MAS-003 MAS-012	2.3.6	CC
19/12/2014	updated SMART - known ....	CMA scheduled maintenance	2.3.5	TSp
19/12/2014	updated Reception Station Drawings - internal/external	Useful Info	2.3.5	TSp
12/12/2014	updated SMART - Known DUPLICATE/Unexpected/.....		2.3.4	TSp
04/12/2014	added DADF alarm for mmdAcceptor (acceptance window)	DADF-100	2.3.3	TSp
04/12/2014	added new facility MME ECAST UL OPE E1BAS	EFTS JobAgent	2.3.3	TSp
03/12/2014	Remove SNI Disk failure, as it has been lowered to warning.	SNI-05	2.3.2	CC
02/12/2014	added new MME... facilities and alarms		2.3.1	TSp
03/11/2014	Update instructions for Disk Usage Warning	MAS-034	2.2.3	CC
25/09/2014	Update instructions for missing ECMWF in EXGATE	EXG-025 .. EXG-029	2.2.2	CC
16/07/2014	Update instructions for MAS-003	MAS-003	2.2.1	CC
30/06/2014	New alarm on UMARF	UMRF-015	2.2.0	CC
12/06/2014	New alarm for Disk warning in MASIF	MAS-034	2.1.98	CC
12/06/2014	Eliminate the masif on-call from the KBase	masif	2.1.98	CC
11/06/14	update Eumetcast - Overon Online - to use Google Chrome	Overon_Login	2.1.97	TSp
26/05/2014	Insert new entry for DVB EUR UPLINK	DVB-EUR-300	2.1.96	CC
06/05/2014	- updated GENERAL FACILITY>DADF>UNS	DADF-UNS-001 + DADF-UNS-002	2.1.95	TSp
12/03/2014	- Added CheckEventAgent Alarms in DVB_EUR_UPLINK and EXGATE for BMD and DWDSAT data routed via OIS-EXGATE-UPLINK - modified existing CheckEventAgents in DVB_KUBAND for BMD and DWDSAT data - renamed all DVB_EUR_UPLINK LogfileAgent alarms from DVB-xxx to DVB-EUR-xxx	DVB-EUR-100,DVB-EUR-101, EXG-001, EXG-003	2.1.94	TSp
07/03/2014	Update information for missing UTC correlation files when in Cheia or Fucino	IMPF-001	2.93	CC
05/03/2014	Add new alarm for MSG DCPF OPE	DCP-002	2.92	CC
24/02/2014	update SMART-GNC-FY2-FY3 alarm to remove comment about product WMTSX	SMT-202	2.91	TSp
27/01/2014	Update action DVB-111	DVB-111	2.89	CC
27/01/2014	Update ACTION DVB-101	DVB-101	2.89	CC
27/01/2014	New entry for CRM outages under MPEF	MPEF-001	2.1.89	CC
27/01/2014	Insert new Facility: MSG MPEF OPEX	MSG MPEF OPEX	2.1.89	CC
20/12/2013	updated RMDCN-Usingen EXGATE alarm to add reference of DM doc for OPS-TSS On-Call arrangements	EXG-067	2.1.88	TSp
11/12/13	NEW ENTRY FOR send.log: on channel DWDSAT	DVB-210	2.1.87	CC
07/11/13	New entry for UMARF: USA probe NOK	UMRF092	2.1.85	CC
21/10/2013	New entry for ELECTRO satellite	EXG-405	2.1.84	CC



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13/09/2013	added CheckEventAgent alarm for Alive message from CF OPER/VALI/BACK	CF-003	2.1.83	TSp
10/09/2013	updated RMDCN-Usingen EXGATE alarm	EXG-067	2.1.83	TSp
10/09/2013	removed Jason1 PollAgent Alarm	EXG-400	2.1.83	TSp
10/09/2013	removed SAWS from ANALYST Mon. due to removal from SMART (GNC DU 3.9.1)	ATPM-002,	2.1.83	TSp
10/09/2013	removed Jason 1 folders from ANALYST Monitoring + from	ATPM-02-022,ATPM_OTHER,	2.1.83	TSp
10/09/2013	removed INPE CeckEventAgents (GEMS DU 4.38) from C-AFR, C-SAM, ATPM.	DVB-022,DVB-041, ATPM-012	2.1.83	TSp
10/09/2013	moved RETIM CheckEventAgent for C-Afr from KUBAND to C-Africa folder	DVB-110	2.1.83	TSp
20/08/2013	Update alarm on EXGATE for GTS_OUT_GTS_GLOBAL_NPP	EXG-153	2.1.82	CC
08/07/2013	Update CMA alarm for MWSTX product that is not sent anymore	SMT-202	2.1.81	CC
01/07/2013	added EO PORTAL as new facility --> all alarms	EOP-001	2.1.80	TSp
25/06/2013	New alarm on EXGATE	EXG-154	2.1.79	CC
11/06/2013	Insert new alarm for SMART-OPE-GEONETCAST	SMT-202	2.1.78	CC
03/06/2013	Update SNI-UMARF alarm, adding host server oumahs03	UMARF Alarms in SNI	2.1.77	CC
28/05/2013	Add new alarm in EXGATE for SARAL to contact EPS controllers	EXG-097	2.1.76	CC
15/05/2013	AUpdate OIS alarm with the New DM tool	OIS-090	2.1.75	CC
03/05/2013	Update EXGATE-CheckEventAgent, to notify also multi mission analyst when contacting ECMWF	EXG-025-EXG-029	2.1.74	CC
02/05/2013	Updated H-SAF products and time of reaction	SMT-100	2.1.73	CC
25/04/2013	Insert new alarm in UMARF	UMRF-020	2.1.72	CC
24/04/2013	Update inserting the alarm example	EXG-013	2.1.70	CC
22/04/2013	Insert New Alarm in DVB KU-Band	DVB-080	2.1.69	CC
08/04/2013	Update SMART-OPE-GTS to ignore alarms for one file missing	SMT-400 and SMT-401	2.1.68	CC
03/04/2013	Insert escalation process for EUMETCAST outage, with reference to 0N SMT01 procedure	EUMOUT-001	2.1.67	CC
28/03/2013	Updated KB for CMA from 3 hours to 9 hours for FY3A/B	DVB-208, CPTM-001	2.1.66	CC
25/03/2013	Added expected outage for C Afr in the SMART view	SMRT-001	2.1.65	CC
25/03/2013	Added alarm on EXGATE for ECMWF connection problmes.	EXG-099	2.1.64	CC
25/03/2013	Added alarm on OIS for atuomatic restart of Tomcat	OIS-038	2.1.63	CC
07/03/2013	update alarm in EXGATE	EXG-096	2.1.62	CC
06/03/2013	insert a new set of alarms for MAIS-OPE-INT	MAS-033	2.1.61	CC
19/02/2013	change action for SNI Alarm 5502:NetBackup Error	SNI-001	2.1.60	CC
15-02-2013	added alarm on MASIF-OPE-INT	MAS-040	2.1.59	CC
13/02/2013	added alarm in EXGATE	EXG-153	2.1.58	CC
08/02/13	added alarm in MASIF-OPE-INT about kdcs	MAS-032	2.1.57	CC
01/02/2013	update action for MODIS alarms in DVB KU-BAND	DVB- 105,106,107	2.1.56	CC
30/01/13	added info and instruction on UNS failure	DADF-UNS-002	2.1.56	TSp
22/0113	corrected Overon assword miss-spelling with Int. Alphabet	added 'delta'	2.1.55	TSp
08/01/2013	added NPP info for DVB EUR UPLINK LogFileAgent	EPS informed DVB-208	2.1.54	PHa
14/11/2012	added EXGATE poll-Agent alarm for EARS CIMSS	EXG-403	2.1.53	TSp
26/10/2012	updated EXGATE>EFTS_PollAgent>Jason1	changed to inform Analyst but not EXGATE	2.1.52	TSp
04/10/2012	added General Facility: DADF > UNS	DADF-UNS-001 to describe UNS tool on DADF PC	2.1.51	TSp
19/09/2012	replaced o_edrp01 in DVB_KUBAND (Logfile and	DVB-012, DVB-60-64	2.1.50	TSp

Date	Description	Comments	Version	Initials
	PushAgent) by o edrp11			

update SMART Vie  
and UNS example  
RTEOP  
> remove core file

### Older Changes in ascending order - before 19/09/2012

Date	Description	Comments	Version	Initials
01/02/10	Version 1.0	Initial official version	1.0	TSp
10/02/10	Changed alarms for TSL announcement channel for no AR if only one Reception Station affected	DVB KU-BAND, C-AFR, C-SAM	1.1	TSp
17/02/10	Added link to SNI Topology drawing	pdf Drawing on VMASIF KBASE/ GEO	1.2	TSp
18/02/10	CheckEventAgents removed in DVB-KU BAND: QS 25km + QS 100km Wind		1.3	TSp
19/02/10	CheckEventAgents added: DevoCast INPE DevoCast PML DevoCast VITO (CSIR)	(KU,AFR,SAM) (KU, AFR) (KU, AFR)	1.4	TSp
23/02/10	added CheckEventAgents for MSG CF_OPER -- CF MU file transfer	not finished wait for AR fix 20092	1.5	TSp
24/02/10	added UMARF ignorable alarm: Host:oumams02 EFTS PollFtpAgent	File exceeded .. was deleted	1.5	TSp
05/03/10	updated DevcoCast Vito action to clarify that 2 VITO OICDs exist		1.6	TSp
15/03/10	Added MASIF LogfileAgent alarm MAS-005	security alarm for hacker attack	1.7	TSp
18/03/10	Edited EXGATE EFTS_PUSHFTPAgent EXG-088	changed MET8 to MET9	1.7	TSP
01/04/10	Changed CheckEvent Agents for OIS -- deleted existing entries due to nont existing in GEMS DU added entry for MPEF MPE transfer IPPS to OIS		1.8	TSP
16/04/10	update of EXGATE - EFTS Is.scp to add action for OPE-4 alarm	request by Tony	1.9	TSp
16/04/10	update DVB-KU and C-AFR for AIDA Modis Aqua missing	no e-mail required until further notice		
22/04/10	added OIS process: /epsreports/ingest.sh	Any Alarm send e-mail outside office hours	1.10	TSp
04/05/10	changed CheckEventAgent for CSIR AIDA	added new released OICD	1.11	TSp
05/05/10	added/updated EXGATE alarm in PushFTPAgent for data transfer to TCE	added to send e-mail to EXGATE support and inform EPS controller	1.12	TSP
06/05/10	added new EXGATE process _TransferDaemon:: processList	alarm for clean up after 24 h	1.13	TSp
17/05/10	Update EXGATE EFTSPOLLFTPAgent for exceptions	Don't call support for NOAA host down	1.14	TSp
17/05/10	Added RETIM service		1.15	TSp
19/05/10	added 2 new OIS processes with 3 OIS alarms for	OIS-060 - OIS-062 and OIS-70 -	1.16	TSp

Date	Description	Comments	Version	Initials
	EARS	OIS-72		
19/05/10	added ignorable alrms in UMARF (AR 20133)	(AR 20133)	1.16	TSp
26/05/10	updated RETIM CheckEventAgent alarms and aded Pushagent alarm info		1.17	TSp
31/05/10	update RETIM CheckEventAgents for e-mail addresses to be used	only opsreport and first 2 entries in RETIM PoC	1.18	TSp
15/06/10	added new alarm for MODIS-FIRE in EXGATE EFTS PreProcessor	request by Oriol E.	1.20	TSp
16/06/10	added EXgate link monitoring for RMDCN/Uplink Server IP 57.206.139.69	for RETIM service	1.20	TSp
21/06/10	added MASIF - EXGATE ftp link monitoring		1.21	TSp
21/06/10	deleted Exgate CheckEventAgent entries IDs: EXT-001,003,005,007	No CCheckEventAgent rule exist	1.21	TSp
21/06/10	update EXGATE CheckEventAgent alarm for MET7 MPEF MPE	info about missing orbits on SSMI satellites	1.21	TSp
29/06/10	update for RETIM checkEventAgents	removed '120sec' info from action	1.22	TSp
05/07/10	update EXGATE FTP_PushAgent alarm for GGSPS files to RAL	alarm text more generic for all 4 addresses	1.23	TSp
12/07/10	added link to Limitation DB		1.24	TSp
12/08/10	added OIS alarm --> process = poll_chlor_data.pl	alarm = Error GETing http://oceansdata.sci.gsfc.nasa.gov/MODISA/Mapped/Daily/4km/chlor/2010/	1.26	TSp
17/08/10	added RETIM overall alarm to KU-Band/C-AFR CheckEventAgents	new alarms to replace all previous RETIM alarms in RETIM_DVB_EUR and RETIM_DVB_AFR	1.28	TSp
17/08/10	changed all alarms under RETIM_DVB_EUR and AFR to be ignored		1.28	TSp
17/08/10	update of DVB_KUBABAND No Modis SERVIR alarm	specified service to be checked in SMART viewer	1.28	TSp
01/09/10	re-linked Limitation log DB due to problems with P-drive		1.29	TSp
09/09/10	MAS-005 updated to send e-mail to COMMS on-call and SYS-OPS team when MASIF hacker attack alarm in GEMS	AR 20126	1.30	TSp
13/09/10	EXGATE alarm for IMPF GGSPSx hosts not reachable via FTP	EXG-096 and EXG-097	1.31	TSp
13/09/10	MAS-005 updated to send e-mail to COMMS on-call and Jörg Schmittroth when MASIF hacker attack alarm in GEMS	AR 20126	1.31	TSp
24/09/10	Added Eclipse time sched. for foreign satellites in Useful Info (UInf-004)	GOES11, GOES13, MTSAT, FY-2Y	1.32	TSp
30.09.10	Info about corrupted time stamp on EFTS link Monitoring Page	all EXGATE > EFTS monitor.scp alarms	1.33	TSp
06/10/10	added new MASIF alarm about FTP error on SPRS database	MASIF LogfileAgent MAS-006	1.34	TSp
18/10/10	added MASIF alarm for daily log awk error	MASIF LogfileAgent MAS-007	1.35	TSp
28/10/10	added Controller and Analyst Third Party Monitoring section	CONTROLLER_THIRD_PARTY_Monitoring ANALYST_THIRD_PARTY_Monitoring	2.0	TSp
28/10/10	added new GEMS facility alarms for Analyst Third Party Monitoring	SDAC + SDAC_CheckEventAgent	2.0	TSp
19/11/10	added DVB_EUR_UPLINK facility	DVB-200-203 alarms for server	2.1	TSp

Date	Description	Comments	Version	Initials
		failover		
07/12/10	added 1 hour wait time for UMARF alarms: No products archived	on Anastasia Adres request	2.03	TSp
07/12/10	update GGSPS alarms in EXGATE PushFTPAgent for better filtering of alarm	to include host address and to check regularly if transfer resumed.	2.03	TSp
09/12/10	updated Aviso links for Jason1 IGDR and OSDR file servers	DVB-KU CCheckEventAgent - Jason1	2.04	TSp
27/12/10	TSL disconnect does not require AR when no impact in dissemination	DVB KU LogfileAgent: Disconnect of TSL Announcement	2.05	TSp
21/01/10	update for action if server/file is not available	DVB KU, CheckEventAgent-Jason1	2.07	TSp
26/01/11	update for Chlorophyll alpha poll - to check NASA server and files	OIS-poll_chlor_data_pl-Error getting http:..	2.08	TSp
09/02/11	added new GEMS facility DCPF	added process: dcpMSGPreProcessor - DCP-001	2.1.0	TSp
21/02/11 22/02/11	Update to all CheckEventAgent references (actual or possible) to EUMETCAST service interruptions in DVB KU-Band, DVB C-BAND AFR and DVB C-BAND SAM.	Incident 43	2.1.1	PHa TSp
22/02/11	Update OIS Facility - new Process and alarm on volcanic ashes	alarm on volcanic ashes	2.1.1	TSp
02/03/11	Added new Topic Page: 'EXPECTED OUTAGES IN SMART MONITORING'	For Controller On-shift check	2.1.2	TSp
19/4/11	added link to new SNI-Knowledgebase and new SNI client Report file file on VMASIF	under SNI --> osnsvr05/06	2.1.3	TSp
27/05/11	updated SDAC/004-006 for new OICD name change to NASA/LANCE	former NOAA/NESDIS	2.1.4	TSp
17/06/11	updated RAL links table in all related alarms	on EFTS PushFtoAgent	2.1.5	TSp
17/06/11	added MASIF-LogFileAgent-alarms for FTP failures	MAS-008, MAS-009	2.1.6	TSp
17/06/11	update MASIF-Logfile-Agent alarm for awk error (Daily Log generation)	to explain current problem with DCP Log failure (MuMi/AR/13)	2.1.6	TSp
22/06/11	added MASIF alarm about Workstation down	MASIF-->LogFileAgent-->MAS-012	2.1.7	TSp
05/07/11	changed links to check Aviso Jason-1 data server	added help pages in a new Container directory for J1-IGDR and J1-OSDR check	2.1.8	TSp
07/07/11	added SMART-OPE SAF facility + H-SAF alarm		2.1.9	TSp
08/07/11	updated EXGATE-EFTS_PushFtpAgent-METx-NOAA L15 HRIT added alarm EXGATE-EFTS-FtpConnectionChecker for NOAA link	added info about new routing via EPS link	2.1.10	TSp
21/07/11	added UMARF alarms in SNI facility		2.1.12	JCA
04/08/11	added Parse error alarm in DVB-EUR UPLINK facility	DVB-204	2.1.13	TSp
01/09/11	added EXGATE OPE4 alarm - EXTERNAL ORDER Failure	EXG-098 - EFTS-PushFTPAgent	2.1.15	TSp
01/09/11	updated EXGATE -CheckEventAgent alarm for DCP WMO Wrapper	EXG-010	2.1.15	TSp
13/10/11	updated MASIF daily log awk alarm to give example of expected time	MAS-007	2.1.16	TSp
14/10/11	updated DVB_EUR_UPLINK LgfileAgent - tc-send problem	DVB-200 - DVB-203	2.1.17	TSp
21/10/11	updated EXGATE - EFTS-Push agenT ral7gerb ALARMS	EXG-081-084, EXG-096-97	2.1.18	TSp
28/10/11	updated DVB-KU CheckEventAgent for BMD service	DVB-101	2.1.19	TSp

Date	Description	Comments	Version	Initials
30/11/11	updated CheckEventAgent OIS to raise AR when MPE products lost	OIS-001	2.1..20	TSp
05/12/11	added SNI NetBackup Error alarm as seperate entry	SNI-001	2.1.21	TSp
06/12/11	deleted EXGATE alarm EXG-014 alarm No GTS files from IMASH	EXG-014 deleted	2.1.22	TSp
06/12/11	updated EXGATE alarm No GTS files from SMASH	EXG-036	2.1.22	TSp
13/12/11	added OIS OgFileAgent alarm OIS-037 for catalogue problem	OIS-037	2.1.23	TSp
09/02/12	added NOAA/NESDIS SSMI alarms for EXGATE and DVB-KUBAND	EXG-001, DVB-118	2.1.24	TSp
13/02/12	added EXG-300 FTP-connection checker of EUMetcast tunnel 10.10.10.130	EXG-300	2.1.25	TSp
14/02/12	added OIS alarm for EARS pass predicition check	OIS-002	2.1.26	TSp
15/02/12	added OIS alarm about sddiCataloguer alarm for IDDS DCP	OIS-120	2.1.27	TSp
16/02/12	changed JASON1 alarms OSDR and IGDR for better wording when to escalate to DWD or EXGATE respectively.	DVB-113/114/115	2.128	TSp
02/03/12	remove SSMIS in EXGATE and DVB-KUBAND	DVB-118, EXG-001	2.1.28	TSp
02/03/12	added SSMIS alarm in SMART-GEO-NETCAST	SMT-200	2.1.28	TSp
	added MASIF-OPE-EXT SPRS xxx	MAS-100	2.1.28	TSp
	added MASIF-OPE-EXT OSSI NRT	MAS-101	2.1.28	TSp
05/03/12	added new EXGATE EFTS_PollAgent and Jason1 alarm	EXG-400	2.1.29	TSp
05/03/12	added SMART-OPE-GEO/SAF/GEONETCAST/UMARF OutOfBoundsException	SMT-002, SMT-101, SMT-201, SMT-301	2.1.29	TSp
13/03/12	updated TSOL Jitter alarm to include Header/Trailer/GERB files removed EXG-024 as same as EXG-023	EXG-023	2.1.31	TSp
23/03/12	added new EXGATE PollAgent alarms for EPS Flight dynamic file poll	EXG-401, EXG-402	2.1.32	TSp
23/03/12	changed EXGATE PushFTPAgent alarms for RAL Deleted EXG-097 + EXG-084	EXG-081-83 + EXG-096	2.1.33	TSp
30/03/12	added Uplink Server alarm dirmon: Could not read from...	DVB-205	2.1.34	TSp
20/04/12	added 2 Smart-gts alarms from ECMWF forecast outage	SMT-400, SMT-401	2.1.35	TSp
11/05/12	changed action for RETIM alarms in DVB-KU checkEventAgent		2.1.36	TSp
14/05/12	added alarms for large file violation on Uplink server	DVB 206, DVB-207	2.1.37	TSp
25/05/12	changed MASIF CPU alarm to 'no action' during SMART schedules	MAS-002	2.1.38	TSp
14/06/12	added COMMS Link Monitoring tool to General Facility > COMMS	Link_Monitoring	2.1.39	TSp
14/06/12	updated Expected SMART outages	added o edrp11/12	2.1.39	TSp
21/06/12	added General facility 'EUMETCAST' with sub 'Service Provider' and		2.1.40	TSp
27/07/12	added MASIF-OPE-INT alarm for SYSLOG - ZONECHECK	MAS-030	2.1.41	TSp
01/08/12	removed Topic ANALYST-THIRDPARTY-DEVCOCAST DMI	ATPM-010	2.1.42	TSp
01/08/12	removed Topic DVB_KUBAND - No EPS based LSAS SAF	DVB-105	2.1.42	TSp
01/08/12	moved modis fire/radiances/Precip..water from SDAC to	DVB-105/106/107	2.1.42	TSp

Date	Description	Comments	Version	Initials
	DVB KUBAND			
01/08/12	moved Jason1 topics from DVB KUBAND to SDAC	SDAC-011/012/013	2.1.42	TSp
03/08/12	added MSG_IMP_F_OPE facility and topics for CF files missing in IMPF	IMPF-001 - IMPF-005	2.1.43	TSp
03/08/12	added DWDSAT topic in DVB KU CheckEventAgent	DVB-111	2.1.43	TSp
03/08/12	added MASIF OPE alarms	MAS-030, MAS-031, MAS-200	2.1.43	TSp
08/08/12	added ECMWF topics to Controller monitoring and included DRAPSO, NWC-SAF	CTPM-100 - 107	2.1.44	TSp
08/08/12	updated SNI and OIS Modis Poll topics		2.1.44	TSp
21/08/12	updated expected SMART/GEMS outages	removed CheckEventAgent problem for CF files	2.1.46	TSp
27/08/12	updated EPS FSD poll Agent alarm	EXG-401, EXG-402	2.1.46	TSp
30/08/12	update SMART expected outages	added FY2 eclipses	2.1.47	TSp
04/09/12	added FSDS - CMS Lannion to General Facility Info	FSDS Problem, Lannion PoC	2.1.48	TSp
17/09/12	added Uplink server alarm about Files deleted due to saturation	DVB-208	2.1.49	TSp



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