



SeaDataNet

PAN-EUROPEAN INFRASTRUCTURE
FOR OCEAN & MARINE DATA
MANAGEMENT

Monitoring Services

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HCMR-HNODC

*2nd SeaDataNet Training Session,
20-22 May 2014 – UNESCO/IOC Project office for IODE, Ostend, Belgium*



SeaDataNet

PAN-EUROPEAN INFRASTRUCTURE
FOR OCEAN & MARINE DATA
MANAGEMENT

Outline

- Introduction to Network Monitoring
- Monitored Services
- Monitoring Portal
- Access Portal Web application
- Login as “SeaDataNet user”
- Portal’s Main menu
- Monitoring Network
- Current State -> Services
- Current State -> Service Groups
- State Reports -> Service(s) Availability Index
- State Reports -> State Breakdowns (Availability)
- State Reports -> State History (Trends)
- Alerts Reports -> Latest Critical Events
- Alerts Reports -> Alerts Summary
- Alerts Reports -> Alerts Histogram
- Add other service(s)-> Add your service
- Account
- Contact -> Send your request/comments
- Planned portal changes

Introduction to Network Monitoring

- The term **network monitoring** describes the use of a system that constantly monitors a computer network for slow or failing components and notifies (via email, SMS, e.t.c.) the network and local administrators in case of outages.
- In the framework of SeaDataNetII project a network monitoring system was developed in order to monitor the **SeaDataNet components** (Download Managers, Central Catalogues, Common Vocabularies, Central Authentication Service) that is based on **Nagios** software.
- To correct the SDN modules' malfunctions local administrators need more than a notification email, they need to have access to Nagios log files to get more detailed information about the source of the problem.
- A user friendly **Monitoring Portal** is designed and developed for local administrators who are responsible to maintain their services up and running.

Monitored Services

The SeaDataNet components that are monitored are divided into two groups of services:

- The **Core services**, which are centrally-based provided services:
 - Common Data Index (CDI) portal
 - European Directory of Marine Organisations (EDMO) portal
 - European Directory of the initial Ocean-observing Systems (EDIOS) portal
 - European Directory of Marine Environmental Research Projects (EDMERP) portal
 - European Directory of Marine Environmental Research Projects (EDMED) portal
 - Cruise Summary Reports (CSR) portal
 - SeaDataNet homepage
 - SDN Central Authentication Service
 - Common Vocabularies Web Services
- The **Local services**, which are services that are provided by the partners' infrastructures.
 - 85 Download Managers supporting SeaDataNet, GeoSeas, UBSS and EMODNet-Chemistry projects

Monitoring Portal

- The Monitoring Portal is an online web interface that is addressed to local administrators who are responsible to maintain their services up and running smoothly. The portal provides to users the capability:
 - to search and access a variety of detailed information about their own servers and services status and logs
 - to view all SeaDataNet's services status of operation (availability)
 - to record and show the history of their servers/services operation status
 - to calculate a percentage of their services uptime (availability indicator)
- In order to access the portal it is required to:
 - Be the responsible person for the maintenance of a local or core SDN service (e.g. SDN Download Manager)
 - Register as SeaDataNet user and obtain a SeaDataNet user ID (if not registered)
 - Send an email to cdi-support@maris.nl to add your download service at the monitoring system by providing the necessary information: name, edmo code and country of your organisation, person(s) notified by the system contact info (full name and email) and SeaDataNet user ID(s), if you have installed DM or other download service, URL of your download service, project(s) you are involved (SeaDataNet, GeoSeas, UBSS, EMODnet Chemistry)

Access Portal Web application

To access the portal open your web browser and type the following URL:

<http://seadatanetnm.hcmr.gr/portal>.

SeaDataNet license

User license Agreement for use of Database

The SeaDataNet Consortium and its suppliers own all intellectual property rights in the data, the user accepts the terms of use. PARTICULAR THE LIMITATIONS ON: USE CONTAINED IN SECTION 4; TRANSFERABILITY IN SECTION 5; WARRANTY AND FEEDBACK. AGREEMENT IS ENFORCEABLE LIKE ANY WRITTEN NEGOTIATED AGREEMENT IS ENFORCEABLE AGAINST YOU AND ANY LEGAL ENTITY WHOSE BEHALF IT IS USED. IF YOU DO NOT AGREE, DO NOT REGISTER.

Definitions

For the purpose of this licence:

1 "Database" means sets of marine observations, collected from various sources, standardised and disseminated in unified formats by one or more data providers.

2 "Intellectual Property Rights" means all patents, claims in patent applications for any of the foregoing and the right to apply for any of the foregoing database rights, design rights, inventions, confidential information, trademarks, similar or equivalent rights, whether registrable or not, subsisting in any country.

I agree
 I do not agree

Next Cancel

* Title

* Family Name

* First Name

* Country

* Organization

* Activity type

* Legal status

* Email

Phone

Address

Zip

City

Newsletters, conferences ...



* please enter the word above

Register Cancel



SeaDataNet

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Login as “SeaDataNet user”

Enter your NetID and Password

For security reasons, please Log Out and Exit
your web browser when you are done accessing
services that require authentication!

NetID: sb30fad

Password: ●●●●●●

Warn me before logging me into other sites.

LOGIN

CLEAR

EXTRANET

Ifremer

Portal's Main Menu

Monitoring Network

[About the portal](#)

[Document Library](#)

[View all services on map](#)

Current State

[Services](#)

[Service Groups](#)

State Reports

[Service\(s\) Availability Index](#)

[State Breakdowns
\(Availability\)](#)

[State History \(Trends\)](#)

Alerts Reports

[Latest Critical Events](#)

[Alerts Summary](#)

[Alerts Histograms](#)

Add other service(s)

[Add your Service](#)

Account

[Change your personal info](#)

[Sign-out user sb30fad!](#)

Contact

[Send your request/comments](#)

General Overview

In computer networks, **network management** refers to the activities, methods, procedures, and tools that pertain to the **operation, administration, maintenance, and provisioning** of networked systems. Network management is essential to command and control practices and is generally carried out of a network operations center.

- **Operation** deals with keeping the network (and the services that the network provides) up and running smoothly. It includes monitoring the network to spot problems as soon as possible, ideally before users are affected.
- **Administration** deals with keeping track of resources in the network and how they are assigned. It includes all the "housekeeping" that is necessary to keep the network under control.
- **Maintenance** is concerned with performing repairs and upgrades for example, when equipment must be replaced, when a router needs a patch for an operating system image, when a new switch is added to a network. Maintenance also involves corrective and preventive measures to make the managed network run "better", such as adjusting device configuration parameters.
- **Provisioning** is concerned with configuring resources in the network to support a given service.

In order to be an operationally robust and state-of-the-art infrastructure SeaDataNet system does **Network Monitoring**. It is the **operation part** of the **Network Management**. For **Network Monitoring** a system (e.g **Nagios**) is used that constantly monitors a computer network for slow or failing components and that notifies the network administrator (via email, SMS or other alarms) in case of outages.

HCMR-HNODC (**leader of the SDN Network Monitoring task**) has adopted an open source software **Nagios** which offers monitoring and alerting services for servers, switches, applications, and services. It alerts the users when things go wrong and alerts them a second time when the problem has been resolved.

The **portal is an online service** based on the **Nagios software** designed and developed so as all partners can view the infrastructure's **network monitoring**. This means that all portal users can be informed about the **operation (availability)** of all the system's services. They also have the capability to search and access a variety of detailed information about their own servers and services status and logs.

List of monitoring services

The **portal's services** are divided into two groups of services:

- The **Core services**, which are centrally-based provided services.
- The **Local services**, which are services that are provided by the partners' infrastructures. Such service is "Download Manager" (DM).

The total 99 services and their starting date (being monitored for the first time) are the following:

Core Services			Local Services		
#	Service	Starting Date	#	Service	Starting Date
1	CDI homepage 1	2012-06-29 21:00:00	1	Ankara University Download Manager	2012-06-27 12:11:37

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“Monitoring Network”

The screenshot displays the NagVis web interface for the SeaDataNet Monitoring Network. On the left is a navigation sidebar with the following sections:

- Monitoring Network**
 - About the portal
 - Document Library
 - View all services on map
- Current State**
 - Services
 - Service Groups
- State Reports**
 - Service(s) Availability Index
 - State Breakdowns (Availability)
 - State History (Trends)
- Alerts Reports**
 - Latest Critical Events
 - Alerts Summary
 - Alerts Histograms
- Add other service(s)**
 - Add your Service
- Account**
 - Ask for a new password
 - Change your personal info
 - Sign-out user `sb30fad!`

The main area shows a map of Europe with numerous green checkmarks indicating service availability at various locations. The NagVis header includes the logo, navigation links (Open, Actions), and user options (User menu, Choose Language, Need Help?).

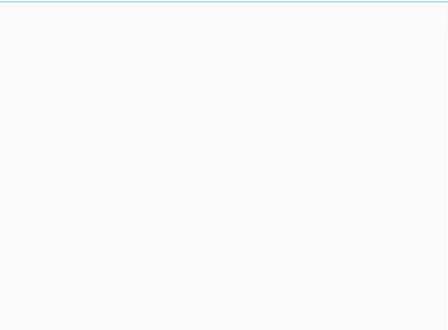
Clicking on a service
additional information about
its state is displayed

Current State -> Services

<p>About the portal</p>	<p>Service Information Last Updated: Wed May 14 12:44:54 EEST 2014 Updated every 90 seconds Nagios® Core™ 3.4.1 - www.nagios.org Logged in as sb30fad</p>	<p>Service VLIZ Download Manager On Host VLIZ Server (dlmgr.vliz.be)</p>	<p>Navigation icons: << < 1 2 > >> Results 0 - 100 of 108 Matching Services Status Information</p>
<p>Document Library</p>	<p>View Information For This Host View Status Detail For This Host View Alert History For This Service View Trends For This Service View Alert Histogram For This Service View Availability Report For This Service View Notifications For This Service</p>	<p>Member of EMODNet Chemistry Download Manager, SeaDataNet Download Manager</p>	<p>No route to host</p>
<p>View all services on map</p>		<p>193.191.134.45</p>	<p>HTTP OK: HTTP/1.1 200 OK - 276 bytes in 0.086 second response time</p>
<p>Current State</p>		<p>Service State Information</p>	<p>HTTP OK: HTTP/1.1 200 OK - 276 bytes in 0.158 second response time</p>
<p>Services</p>		<p>Current Status: OK (for 2d 0h 15m 26s) Status Information: HTTP OK: HTTP/1.1 200 OK - 276 bytes in 0.142 second response time Performance Data: time=0.141966s;;0.000000 size=276B;;0 Current Attempt: 1/30 (HARD state) Last Check Time: 05-14-2014 12:39:28 Check Type: ACTIVE Check Latency / Duration: 0.115 / 0.188 seconds Next Scheduled Check: 05-14-2014 12:49:28 Last State Change: 05-12-2014 12:29:28 Last Notification: N/A (notification 0) Is This Service Flapping? NO (0.00% state change) In Scheduled Downtime? NO Last Update: 05-14-2014 12:44:51 (0d 0h 0m 3s ago)</p>	<p>HTTP OK: HTTP/1.1 200 OK - 276 bytes in 0.180 second response time</p>
<p>Service Groups</p>		<p>Active Checks: ENABLED Passive Checks: ENABLED Obsessing: ENABLED Notifications: ENABLED Event Handler: ENABLED Flap Detection: ENABLED</p>	<p>HTTP OK: HTTP/1.1 200 OK - 254 bytes in 0.159 second response time</p>
<p>State Reports</p>			<p>HTTP OK: HTTP/1.1 200 OK - 328 bytes in 0.070 second response time</p>
<p>Service(s) Availability Index</p>			<p>HTTP OK: HTTP/1.1 200 OK - 276 bytes in 0.084 second response time</p>
<p>State Breakdowns (Availability)</p>			<p>HTTP OK: HTTP/1.1 200 OK - 203194 bytes in 1.196 second response time</p>
<p>State History (Trends)</p>			<p>HTTP OK: HTTP/1.1 200 OK - 276 bytes in 0.171 second response time</p>
<p>Alerts Reports</p>			
<p>Latest Critical Events</p>			
<p>Alerts Summary</p>			
<p>Alerts Histograms</p>			
<p>Add other service(s)</p>			
<p>Add your Service</p>			
<p>Account</p>			
<p>Change your personal info</p>			
<p>Sign-out user sb30fad!</p>			

Clicking on a service
additional information about
its state is displayed

Current State -> Service Groups

About the portal	Service Information Last Updated: Wed May 14 12:44:54 EEST 2014 Updated every 90 seconds Nagios® Core™ 3.4.1 - www.nagios.org Logged in as sb30fad	Service VLIZ Download Manager On Host VLIZ Server (dlmgr.vliz.be)																											
Document Library	View Information For This Host View Status Detail For This Host View Alert History For This Service View Trends For This Service View Alert Histogram For This Service View Availability Report For This Service View Notifications For This Service	Member of EMODNet Chemistry Download Manager, SeaDataNet Download Manager																											
View all services on map			193.191.134.45																										
Current State																													
Services																													
Service Groups																													
State Reports																													
Service(s) Availability Index	Service State Information																												
State Breakdowns (Availability)	<table border="1"> <tr> <td>Current Status:</td> <td>OK (for 2d 0h 15m 26s)</td> </tr> <tr> <td>Status Information:</td> <td>HTTP OK: HTTP/1.1 200 OK - 276 bytes in 0.142 second response time</td> </tr> <tr> <td>Performance Data:</td> <td>time=0.141966s;;0.000000 size=276B;;0</td> </tr> <tr> <td>Current Attempt:</td> <td>1/30 (HARD state)</td> </tr> <tr> <td>Last Check Time:</td> <td>05-14-2014 12:39:28</td> </tr> <tr> <td>Check Type:</td> <td>ACTIVE</td> </tr> <tr> <td>Check Latency / Duration:</td> <td>0.115 / 0.188 seconds</td> </tr> <tr> <td>Next Scheduled Check:</td> <td>05-14-2014 12:49:28</td> </tr> <tr> <td>Last State Change:</td> <td>05-12-2014 12:29:28</td> </tr> <tr> <td>Last Notification:</td> <td>N/A (notification 0)</td> </tr> <tr> <td>Is This Service Flapping?</td> <td>NO (0.00% state change)</td> </tr> <tr> <td>In Scheduled Downtime?</td> <td>NO</td> </tr> <tr> <td>Last Update:</td> <td>05-14-2014 12:44:51 (0d 0h 0m 3s ago)</td> </tr> </table>			Current Status:	OK (for 2d 0h 15m 26s)	Status Information:	HTTP OK: HTTP/1.1 200 OK - 276 bytes in 0.142 second response time	Performance Data:	time=0.141966s;;0.000000 size=276B;;0	Current Attempt:	1/30 (HARD state)	Last Check Time:	05-14-2014 12:39:28	Check Type:	ACTIVE	Check Latency / Duration:	0.115 / 0.188 seconds	Next Scheduled Check:	05-14-2014 12:49:28	Last State Change:	05-12-2014 12:29:28	Last Notification:	N/A (notification 0)	Is This Service Flapping?	NO (0.00% state change)	In Scheduled Downtime?	NO	Last Update:	05-14-2014 12:44:51 (0d 0h 0m 3s ago)
Current Status:	OK (for 2d 0h 15m 26s)																												
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Add other service(s)																													
Add your Service																													
Account																													
Change your personal info																													
Sign-out user sb30fad!																													

State Reports -> Service(s) Availability Index

About the portal

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View all services on map

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Calculate Availability Index

This form calculates in real-time the availability of a service in a specific period of time on percentage basis.

Select:

From:

To:

Availability of **VLIZ Download Manager** service for the specified period is **99.89%**

The calculated availability index is the percentage of the UP state for a single service

The Availability report displays the time frame the report covered, a table including the time period a service was at a state type as percentage and some criteria to filter the resulted table

State Reports -> State Breakdowns or Availability

Y

on map

Availability Index

is

ends)

ents

is

Service Availability Report

Last Updated: Wed May 14 14:08:28 EEST 2014
Nagios® Core™ 3.4.1 - www.nagios.org
Logged in as an312d4

All Services

01-01-2014 00:00:00 to 05-14-2014 14:08:28
Duration: 133d 13h 8m 28s

First assumed service state: Unspecified

Report period: [Current time range] -

Backtracked archives: 4

[Update]

[Availability report completed in 0 min 1 sec]

Service State Breakdowns:

Host	Service	% Time OK	% Time Warning	% Time Unknown	% Time Critical	% Time Undetermined
109.69.1.121	IGEWE Download Manager	41.467% (73.302%)	0.000% (0.000%)	0.000% (0.000%)	15.103% (26.698%)	43.430%
150.145.136.19	CNR Download Manager	98.961% (98.961%)	0.000% (0.000%)	0.000% (0.000%)	1.039% (1.039%)	0.000%
153.19.95.2	IMGW Download Manager	99.662% (99.662%)	0.000% (0.000%)	0.000% (0.000%)	0.338% (0.338%)	0.000%
192.107.65.6	ENEA Download Manager	92.605% (92.605%)	0.000% (0.000%)	0.000% (0.000%)	7.395% (7.395%)	0.000%
192.167.185.229	ISMAR Ancona Download Manager	52.077% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	47.923%
192.171.196.70	Common Vocabularies	99.056% (99.056%)	0.000% (0.000%)	0.000% (0.000%)	0.944% (0.944%)	0.000%
193.188.45.233	IOI Download Manager	99.772% (99.772%)	0.000% (0.000%)	0.000% (0.000%)	0.228% (0.228%)	0.000%
193.42.157.76	IBSS Download Manager	99.628% (99.628%)	0.000% (0.000%)	0.000% (0.000%)	0.372% (0.372%)	0.000%
193.68.190.38	BGODC-IOBAS Download Manager	99.787% (99.787%)	0.000% (0.000%)	0.000% (0.000%)	0.213% (0.213%)	0.000%

This graph shows the service's state over time, along with markings of time for when the state changed, and a percentage breakdown of the relative states on the right.

A healthy service might look similar to the above screenshot, with a few blips or none at all.

State Reports -> State History (T)

Monitoring Network

About the portal

Document Library

View all services on map

Current State

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Service(s) Availability Index

State Breakdowns
(Availability)

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Alerts Histograms

Add other service(s)

Add your Service

Service State Trends

Last Updated: Wed May 14 16:49:34 EEST 2014
Nagios® Core™ 3.4.1 - www.nagios.org
Configured in as sb30fad

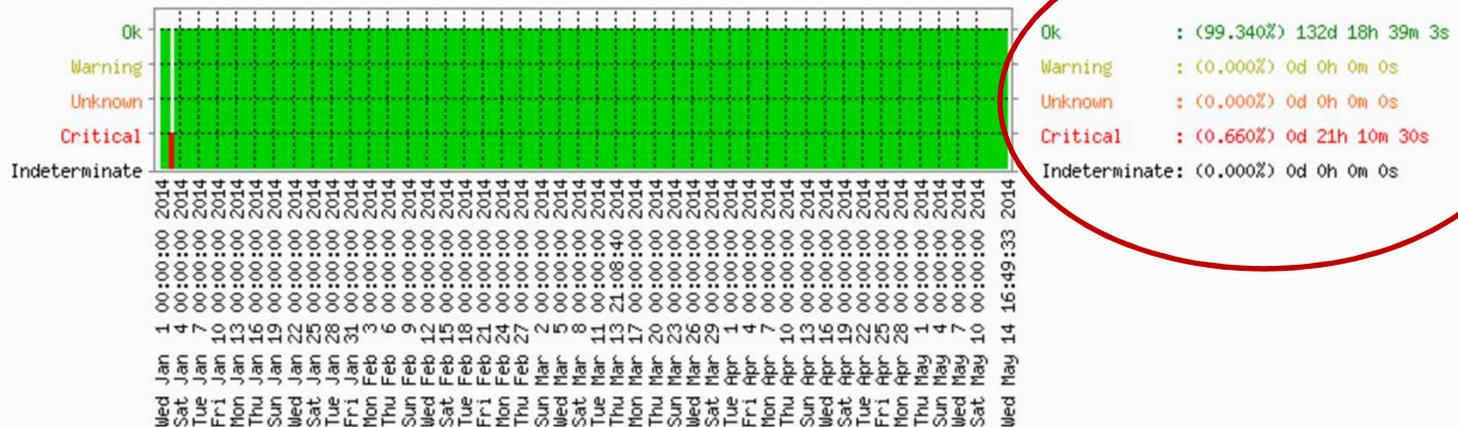
View Trends For This Host
View Availability Report For This Service
View Alert Histogram For This Service
View Alert History For This Service
View Notifications For This Service

Service 'VLIZ Download Manager' On Host 'dlmgr.vliz.be'


01-01-2014 00:00:00 to 05-14-2014 16:49:33
Duration: 133d 15h 49m 33s

First assumed service state: Service Ok
Backtracked archives: 4
Report period: [Current time range]
Zoom factor: 4

State History For Service 'VLIZ Download Manager' On Host 'dlmgr.vliz.be'
Wed Jan 1 00:00:00 2014 to Wed May 14 16:49:33 2014



Alerts Reports -> Latest Critical Events



Monitoring Network

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Alerts Reports

- Latest Critical Events
- Alerts Summary

Select service:

Latest Alerts Details

Number of Latest Alerts: 16

Service	Date Event Started	Date Event Ended	Status Information	
NIOO Download Manager	2014-05-15 02:29:10		CRITICAL - Socket timeout after 10 seconds	
RSHU Download Manager	2014-05-14 15:41:47		CRITICAL - Socket timeout after 10 seconds	
HNODC Download Manager	2014-05-14 11:37:41	2014-05-14 12:16:11	Connection refused	00:38:30
MUMM Download Manager	2014-05-14 08:51:07	2014-05-14 09:01:04	CRITICAL - Socket timeout after 10 seconds	00:09:57
IZOR Download	2014-05-13 17:27:04	2014-05-13 20:06:54	CRITICAL - Socket timeout after 10 seconds	02:39:50

The latest critical events report shows:

- ✓ the total number of these events
- ✓ the service that was in a critical state for the last seven days
- ✓ the start and end date of each recorded event
- ✓ the event duration
- ✓ detailed information about the cause of the event

The alerts summary report shows:

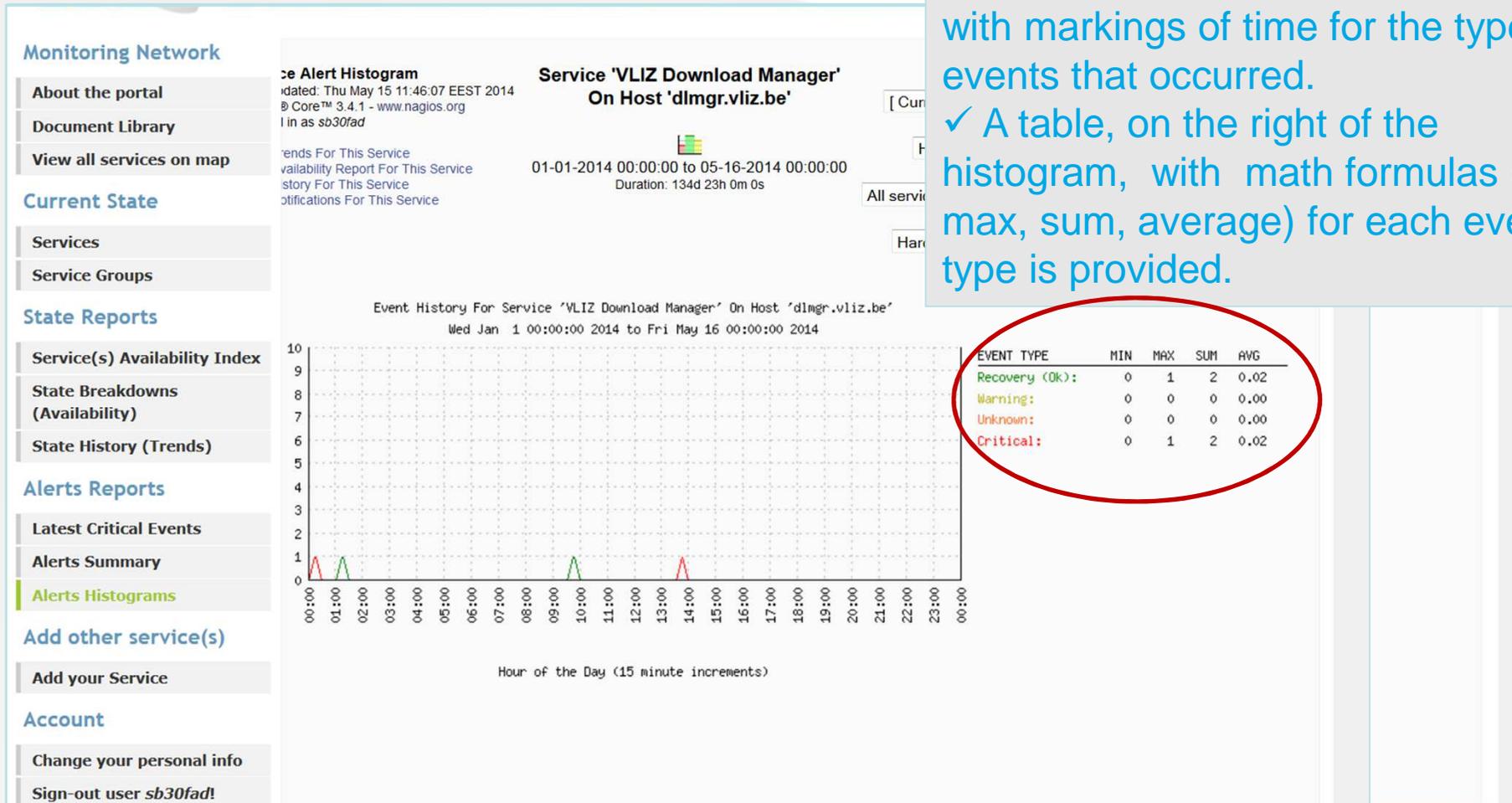
- ✓ the total number critical events
- ✓ the service that was in a critical state for the specified period of time
- ✓ the start and end date of each recorded event
- ✓ the event duration
- ✓ detailed information about the cause of the event

Alerts Reports -> Alerts Summary

State Reports	Alerts Details			
Service(s) Availability Index State Breakdowns (Availability) State History (Trends) Alerts Reports Latest Critical Events Alerts Summary Alerts Histograms Add other service(s) Add your Service Account Change your personal info Sign-out user sb30fad! Contact Send your request/comments	Number of Alerts: 81			
Service	Date Event Started	Date Event Ended	Status Information	Duration
RSHU Download Manager	2014-05-14 15:41:47		CRITICAL - Socket timeout after 10 seconds	
HNODC Download Manager	2014-05-14 11:37:41	2014-05-14 12:16:11	Connection refused	00:38:30
MUMM Download Manager	2014-05-14 08:51:07	2014-05-14 09:01:04	CRITICAL - Socket timeout after 10 seconds	00:09:57
IZOR Download Manager	2014-05-13 17:27:04	2014-05-13 20:06:54	CRITICAL - Socket timeout after 10 seconds	02:39:50
cas_service	2014-05-13 10:06:41	2014-05-13 12:16:41	CRITICAL - Cannot access to CAS login page (HTTP/1.1 400 Bad Request)	02:10:00
nagios service	2014-05-13 10:01:45	2014-05-13 12:11:31	CRITICAL - Socket timeout after 10 seconds	02:09:46
IGEWE Download Manager	2014-05-12 12:13:34	2014-05-15 07:33:30	No route to host	67:19:56
Common Vocabularies	2014-05-11 01:59:16	2014-05-11 02:29:12	CRITICAL - Socket timeout after 10 seconds	00:29:56
RSHU Download	2014-05-10 02:31:39	2014-05-13 10:01:37	Connection refused	79:29:58

Alerts Reports -> Alerts Histogram

- This report's components are:
- ✓ The variables used to configure the report, such as the time frame covered and the time taken to generate the report are displayed.
 - ✓ An histogram showing the service's number of events over time, along with markings of time for the types of events that occurred.
 - ✓ A table, on the right of the histogram, with math formulas (min, max, sum, average) for each event type is provided.



Request directly for a new service to be monitored by Nagios. The portal team will examine the case and will notify the user by email if and when the service will be added to the system, and therefore can be viewed by the portal interface.

Add other service(s) -> Add your service


MANAGEMENT

Monitoring Network

- About the portal
- Document Library
- View all services on map

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Alerts Reports

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Add other service(s)

- Add your Service

Account

Request to add service to the monitoring system

Please describe in the fields below the service your centre wishes to be monitored.

*** Service**

*** Type:**

*** Title of the service:**

*** URL:**

*** IP Address:**

*** Choose the project in which the service belongs to:**

*** Email:**

Type the technical contact person's email

Comments about the service:

This is an online web application that provides information about the availability of the services monitored by Nagios system .

Web page

A sort descriptive text

Type the URL of the service

Type the IP address of the service host

Account

- ✓ Change your personal info page
- ✓ Logout

* Title	Mrs ▾
* Family Name	Balopoulou
* First Name	Stavroula
* Country	Greece ▾
Organization	HCMR
* Activity type	REC - Research ▾
* Legal status	GOV - Governmental ▾
* Email	smpalop@ath.hcmr.gr
Phone	
Address	
Zip	
City	
<input checked="" type="checkbox"/> Newsletters, conferences ...	
<input type="button" value="Validate"/> <input type="button" value="Cancel"/>	



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FOR OCEAN & MARINE DATA
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Contact -> Send your request/comments

About the portal	Send Request Form Please describe in the fields below your request to change the IP or address of your service/host or your comments or e.t.c.
Document Library	
View all services on map	
Current State	* Full Name: <input type="text" value="Stavroula Balopoulou"/>
Services	* Email: <input type="text" value="smpalop@hcmr.gr"/>
Service Groups	* Organization: <input type="text" value="HCMR-HNODC"/>
State Reports	* Choose the type of your request: <input type="text" value="Schedule Downtime Event"/>
Service(s) Availability Index	* Describe your request as free text <input type="text" value="On the 28th of May from 9:00 to 13:00 GMT time the HNODC Download Manager will be down because of database maintenance."/>
State Breakdowns (Availability)	<input type="button" value="Send your request"/>
State History (Trends)	
Alerts Reports	
Latest Critical Events	
Alerts Summary	
Alerts Histograms	
Add other service(s)	
Add your Service	
Account	
Change your personal info	
Sign-out user sb30fad!	
Contact	
Send your request/comments	

- Portal users can send their requests for:
- ✓ changing the IP or address of service
 - ✓ scheduling downtime events
 - ✓ making comments
 - ✓ other



Planned portal changes

- ✓ Confirmation that any request you made through the portal's "Send your request/comments" capability is sent to the monitoring team
- ✓ Addition of Download Manager's installed version in the list of local monitored services
- ✓ A user manual for the Monitoring Portal will be available soon at the portal's Document Library



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Thank you!

