
European Space Agency

HERSCHEL

SGS SOV 1

Herschel KP & GT
Ground Segment System Test

Test Plan, Procedures
& Report

HERSCHEL-HSC-DOC-0871

Issue 2.0

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	Overall document		Summary
	Action	Information	
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CHANGE RECORD

New Version number	Date of new version	Pages changed in new version	Description of changes
0.9	30 th November 06	Document created	
1.0a	19 th December 06	All	Updated version for the 1 st ground segment system test
1.0	16 th January 07	Section 4.5 & Section 5	Insertion of results from 1 st test. Insertion of procedures for 2 nd test. Removal of procedures from 1 st test to avoid confusion (these shall be re-inserted in issue 2.0)
2.0	20 th April 07		<ul style="list-style-type: none"> - reinsertion of procedures from 1st test - Insertion of procedures for 3rd test - Insertion of results from 2nd & 3rd test. - Insertion of conclusion sections

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1. INTRODUCTION

This document corresponds to the test plan & procedure document related to the KP & GT Ground Segment System tests planned to be performed at the Herschel Science Centre. This document is written according to the requirements laid down in [AD 1] and [AD 3]. It describes the objectives, pre-requisites, requirements, outcomes and teams associated with the test.

These tests correspond to the System Overall Validation tests #1 defined in the SGS I&T Plan document [AD 3].

Test procedures are provided in section 5 of this test plan. Draft Issue 1.0 shall address those procedures relevant to 1st Test with the formal issue 1.0 containing the test report from the 1st test. Draft Issue 2.0 shall contain those procedures related to the second test while formal issue 2.0 shall contain the test report.

IMPORTANT NOTE :

This test plan/report document is not a living document. It is issued at issue 2.0 to contain the final test report. No further release of this document will be performed.

Tracking of Anomaly Reports raised during these system tests are performed using the existing SxR & configuration control mechanisms that are available for the HSC. Priorities as to which SxRs should be fixed first are given by the CCB.

It is for this reason that all Anomaly Reports that are tabulated in this document have been defined as CLOSED. In other words, they have been either fixed in time for the next ground segment system test or they have been recorded as an SxR (SPR or SCR) in the HSC system.

1.1 Test Context

Two tests will be performed from the 11th to 13th December 2006 and the 17th & 18th January 2007 to ensure readiness to support the call for Key Programme proposals that shall be made on the 1st February 2007.

The first test shall be 3 days long with the second being between 1-2 days depending on how much retesting due to problem fixing is required. This test will involve all of the PST team members as well as the science operations engineer and a number of HSCDT team members.

To be able to say that the HSC system is ready to support the AO call for proposals, it needs to be demonstrated that it can support the opening of the AO, the closing of the AO and finally the TAC process.

1.2 Test Report Conclusions

In the end, three tests were performed whereby the third test was held the day before the AO opened to provide a formal final confirmation that the objectives of this test campaign had been met i.e. that the HSC system was capable of fully supporting the AO call for KP GT proposals.

The overall conclusion to be reached is that on the 1st of February 2007, the HSC opened its system to the KP GT astronomer community. At the time of writing this report, the first Herschel call for proposals has closed without problems being experienced by the users.

The KP GT System test campaign has therefore been successfully completed. While it is clear that there will be regression tests performed, these will take advantage of existing HFOM procedures as well as making use of the SxR system that exists in the HSC.

This subsection provides a brief overview of the results of each of the above tests.

KPGT Ground Segment System Test #1 – Overall Results

The test was run on December 11th, 12th and the 19th (HOTAC procedures). It was concluded that the test was very successful, taking into account the large number of ARs raised against the system.

In total, 61 anomaly reports were raised on the system in the areas of the proposal handling system (HOTAC & Non-HOTAC), User Registration, Helpdesk & the s/w installation approach.

From the perspective of this report ALL are considered CLOSED as they were either resolved in time for the AO opening or an SPR/SCR was raised on the system which can be tracked further outside of this test plan.

KPGT Ground Segment System Test #2– Overall Results

The test was run on January 18th & 19th 2007. No HOTAC procedures were run in this system test as it was determined at the time that the emphasis should be placed on the AO opening/closing rather than the post-AO closure phase. The HOTAC procedures were rerun in April when the various SxRs raised were fixed.

This test was run to primarily confirm that the main interfaces between the KP & GT community and the HSC exist and function as expected. This objective was successfully met although again a number of Anomaly Reports were raised which required resolution before the AO could be opened. As a result, it was decided to run a third & final System Test (System Test #3) to confirm actual readiness of the system for the AO.

In this second test, a total of 41 Anomaly Report were raised against the System, the Proposal Handling System, the User Registration and the S/w Installation approach.

From the perspective of this report ALL are considered CLOSED as they were either resolved in time for the AO opening or an SPR/SCR was raised on the system which can be tracked further outside of this test plan.

KPGT Ground Segment System Test #2– Overall Results

The test was run on January 31st 2007.

In total, 27 Anomaly Report were raised against the system, the PHS, the web, Helpdesk, User Registration and the S/w installation approach.

The **overall objective** was to confirm readiness of the system for the AO opening. The 5 major ARs raised were addressed each in turn once the test finished from the perspective of whether the AO could go ahead or not.

The conclusion following the analysis was that the objective had been met and that the ARs raised were not considered showstoppers for the AO opening.

1.3 Applicable Documents

The following applicable documents have been identified.

AD	Document Title	Reference
1	Herschel/Planck Ground Segment System Test Plan (GSSTP)	PT-CMOC-MGT-PL-1201-OPS-ONV (draft) 1 April 2005
2	HCSS User Requirements Document	FIRST/FSC/DOC/0115, Issue 2.2
3	Herschel Science Ground Segment Integration & Test Plan	HERSCHEL-HSC-DOC-0589, Issue 1.1

1.4 Reference Documents

The following reference documents have been identified.

RD	Document Title	Reference
1	QMS Work Instruction for Test Planning and Reporting	QMS-ESOC-GSEG-WI-1301-OPS Issue 1.5, September 2004
2	Herschel Science Ground Segment System Data Flow TN	HSCDT-TN052
3	HCSS User Registration Scenario	HERSCHEL-HSC-DOC-0830

1.5 Acronym List

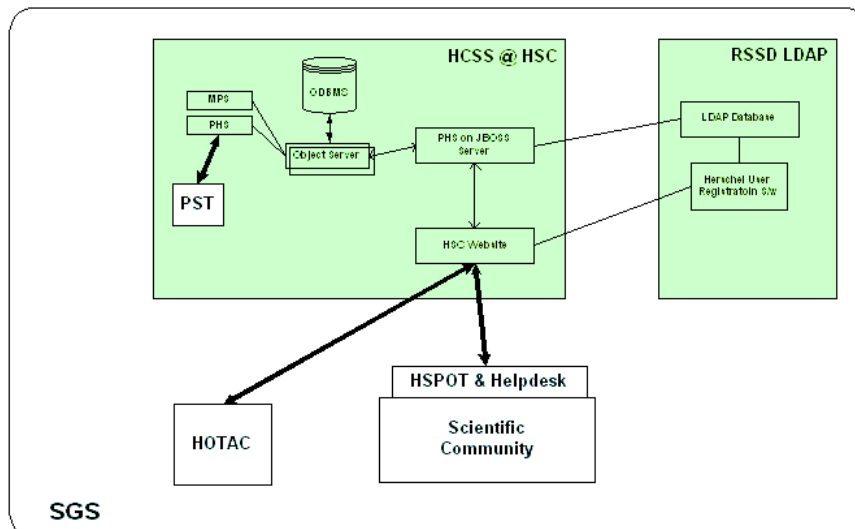
AO	Announcement of Opportunity
AOR	Astronomical Observing Request
AOT	Astronomical Observing Template
AR	Anomaly Report
CCB	Configuration Control Board
CSDT	Common Science Development Team
CUS	Common Uplink System
FIRST (ESA)	Far Infrared and Submillimetre Telescope (former name of Herschel)
GS	Ground Segment
GT	Guaranteed Time call for proposals
HSCDT	Herschel Science Centre Development Team
HCSS	Herschel Common Science System
HIFI	(Herschel) Heterodyne Instrument for the Far Infrared
HOTAC	Herschel Observing Time Allocation Committee
HSC	Herschel Science Centre
HSCOM	HSC Operations Manager
HSCOT	HSC Operations Team
H/W	Hardware
KP	Key Programme Call for proposals
OD	Operational Day
PACS	(Herschel) Photodetector Array Camera and Spectrometer
PHS	Proposal Handling System
PI	Principal Investigator
PS	Project Scientist
PST	Project Scientist Team
RID	Review Item Discrepancy
RSSD	(ESA) Research and Scientific Support Department
S/C	Spacecraft
SGS	Science Ground Segment
SOV	System Overall Verification (Test)
SPIRE	(Herschel) Spectral and Photometric Imaging Receiver
SPR	Software Problem Report
SSO	Solar System Objects
S/W	Software
TBC	To Be Confirmed
TBD	To Be Determined
TC	Telecommand
TOO	Target of Opportunity
TM	Telemetry

2. OVERVIEW OF THE KP & GT SYSTEM DATA FLOW CHAIN

2.1 System Data flow drawing related to the AO call for proposals

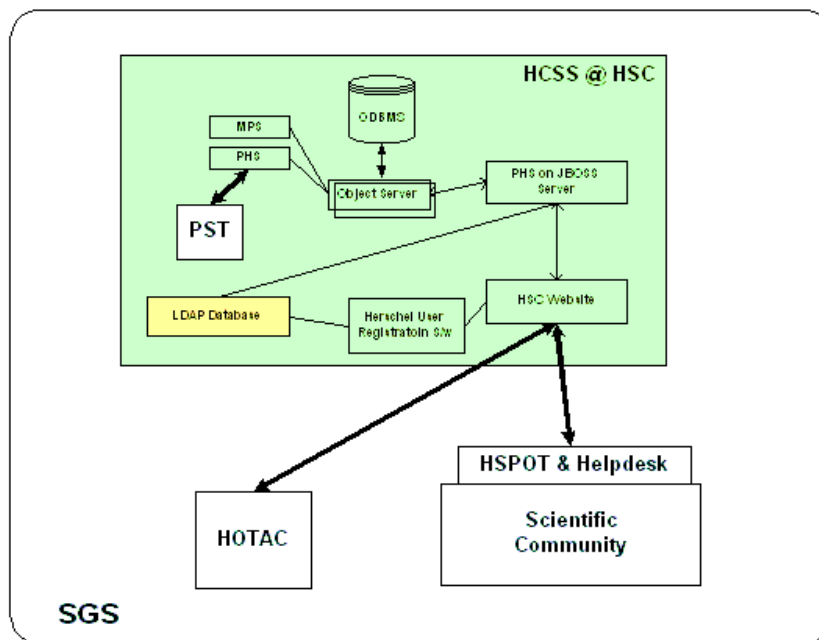
The drawings in RD 3 provide an overview of the data flow that is expected to take place in the science ground segment including that relevant to the KP & GT call for proposals. Two summary drawings of those interfaces identified in RD 3 are provided below as per the configuration that will exist for each of these system tests. The second drawing represents the configuration expected for the AO call for proposals.

KP & GT SGS System Test #1



Note : Web Server : includes AO documentation link, HSPOT S/w & Helpdesk & link to ESTEC User Registration S/W & ESTEC LDAP

KP & GT SGS System Test #2



Note : Web Server : includes AO documentation link, HSPOT S/W, Helpdesk, link to ESAC LDAP & link to ESAC User Registration s/w

From the perspective of breaking the above drawings into a more visible view of the workings of the full chain, the following data flows can be considered to be taking place:

1. The User Registration Scenario

(a) Accessing the Herschel Services

The policy in place is that anyone wishing to take advantage of the following Herschel services (Helpdesk, Proposal Handling, Archive) will need to register in the LDAP system.

As such there should be a link from the main Herschel web page for those users wishing to register.

(b) Updating your registration or forgotten password

RD 3 provides more details as to what the user should expect to do if he/she wishes to update their user registration details.

In addition, for those who have forgotten their password, RD3 also provides the information required.

2. The Proposal Handling Chain

(a) AO Documentation & HSPOT Software Download

This step involves the provision of a link on the Herschel main web page to a lower level web page containing (a) the list of the AO documentation and (b) a table showing the HSPOT software versions that can be installed by the KP & GT user.

(b) HSPOT proposals upload

In this case, the PHS option to effectively open the system to receive proposals will be selected.

Users uploading their proposals will automatically be imported in the Versant database, that is, without the need to log-in in the system to activate the account (**Note:** This will not be present for the 1st test).

In addition the proposals shall be stored in the Versant DB.

(b) Capability to change inserted proposals

As part of the standard HSPOT application, users will be able to change their uploaded proposals if they so desire it.

(d) Access to view proposals & their status

A web page shall be available which shall allow the users to perform the following tasks :

- Check the status of your proposal(s)/aor(s)
- Assign Co Users to your proposal(s)
- Remove Co Users from your proposal(s)
- Edit your notification levels

(e) HOTAC Applications

The PHS should be configured to allow a HOTAC board to view & provide the relevant inputs via the web. Updates to the proposal status after the HOTAC meeting will also be performed using the PHS.

3. The Helpdesk

(a) Access to the Helpdesk

A Herschel web page shall allow a user to be able to go directly to the helpdesk (with the information that this user shall register first before making use of it).

(b) Login to the Helpdesk

Login to the helpdesk shall be performed using the LDAP username & password only. Following the login then a user shall be able to see the status of his/her ticket. The PST shall also be able to access the helpdesk but shall have privileges which allows them to move, respond to or update the status of tickets,

3. TEST APPROACH & TEST DETAILS

3.1 Items/Features to be Tested

The following subsystems & procedures are to be tested in the KP & GT Ground Segment System tests.

- **Web site for Herschel with links to :**
 - General Herschel news & information
 - Proposal handling pages
 - Helpdesk page
 - User Registration page
 - AO documentation page
 - HSPOT software download page (expected to be same as AO page)
- **HSPOT**
 - HSPOT application running on different platforms
 - HSPOT uploading of proposals to HSC
 - Insertion of proposals into the Versant DB
 - Insertion of subset of LDAP user details e.g. username, email address and Country, into the Versant DB (2nd Test only)
- **Helpdesk**
 - User login to the Helpdesk (with LDAP login & password)
 - User visibility of relevant tickets in the Helpdesk
 - PST login as staff on the helpdesk with visibility of all emails received & capabilities to be able to update or respond to the emails received
- **Preparation of HOTAC**
 - Use of Proposal Handling System (PHS) to setup panels, referees etc
- **HOTAC**
 - HOTAC capability to access proposal information & provide comments via the web
 - Use of the PHS for the running of the HOTAC meeting
 - Use of the PHS to define the final conclusions for each proposal i.e. accepted, rejected + final comments
- **Test of procedures**
 - Use of HFOM procedures for AO preparation, AO close & HOTAC pre & post preparation
 - Use of HFOM procedures for access to the operational workstations
 - Use of HFOM procedures for the helpdesk

3.2 Test Data Transfer Tables

The following tables show the type of data that will be exchanged during this SOV.

Scientific Community Actors ⇔ HSC

From HSC to Scientific Community	From Scientific Community to HSC
Access to Website where they can - Register to LDAP - Download HSPOT Client - Download AO documentation - Access the Helpdesk - View their proposal status	- Test Proposals - Questions, emails to the Helpdesk

HSC (PST) ⇔ HOTAC

From HSC to HOTAC	From HOTAC to HSC
Set of Proposals including Abstract, Justification and scientific analysis from PST	Update the proposal rate/rank criteria

3.3 Test Objectives

KP & GT Ground Segment System Test #1

SGS I&TP Reference	HGS-VT-SGS-SOV1.0
Test Name	KP & GT Ground Segment System Test #1
Test Objectives	<p>To primarily confirm:</p> <ul style="list-style-type: none"> - That the main interfaces between the KP & GT community and the HSC exist and function as expected <p>In particular, to demonstrate during the three day test</p> <ul style="list-style-type: none"> - That the HSC (PHS) can function when receiving proposals from different users & different platforms at the same time. - That these proposals can be correctly stored and archived within the HSC database - That these proposals can be assessed by the Project Scientist Team and correctly analysed such that the relevant information expected by the HOTAC team members is available - That the Helpdesk & web server can be used by a wide audience and that the required interfaces with the PST e.g. responding to questions, functions as expected - That the procedures in place at the HSC are correct and cover all nominal scenarios expected to occur during the call for proposals - That the system performs nominally when many users connect & use the system at the same time in the different phases of the AO process
Test Description	This test shall be performed to verify that the HSC as a system is capable of supporting external use of the system from the <u>basic functional perspective</u> i.e. all interfaces set up & running, all links (intermediate in some cases) in place, all (not-final) software running (web pages not in their final state however).
Test Context	These tests represent a major system test of the full KP & GT System Chain
Test Inputs	Proposals, questions to helpdesk
Test Outputs	<ul style="list-style-type: none"> - New users created in the LDAP DB - Proposals stored in Operational DB & accessible & editable by the PHS tool - Questions stored & filed to the relevant directories in the Kayako helpdesk system with answers provided to each one
Applicable Constraints	<p>Availability of web interface</p> <p>LDAP in ESTEC up & running</p> <p>Access from PHS to LDAP up & running</p> <p>Access from Helpdesk to LDAP up & running (TBC)</p> <p>Access from PHS to Operational DB server up & running</p> <p>User must login to the PHS application after registering before proceeding to upload their proposals. This login allows the user details to be saved to the versant DB.</p> <p>Acceptance Test SPRs defined at the TRR</p>

KP & GT Ground Segment System Test #2

SGS I&TP Reference	HGS-VT-SGS-SOV1.1
Test Name	KP & GT Ground Segment System Test #2
Test Objectives	<p>In addition to testing new functionality, this second test shall be a regression test of the functionality that existed in the first ground Segment System Test.</p> <p>This second test shall primarily confirm:</p> <ul style="list-style-type: none"> - That the main interfaces between the KP & GT community and the HSC exist and function as expected - That the website web pages are correctly installed & readable - That the final links between the PHS & the Helpdesk to the ESAC LDAP work as expected - That a login from the main page will result in a user not having to re-login to the Helpdesk - That a login from the PHS will result in the user details being placed into the Versant DB <p>In particular, to demonstrate the same as for the 1st test but with the following additional steps</p> <ul style="list-style-type: none"> - That the procedures in place at the HSC are correct and cover both nominal & non-nominal scenarios expected to occur during & after the call for proposals - That the software in use by the system functions according to the requirements with all important SPRs/SCRs included within it - Regression tests will not result in new problems being raised - Anomaly Reports raised in the first test are confirmed closed in this test
Test Description	<p>This test shall be performed to verify that the HSC as a system is capable of supporting external use of the system from the <u>full functional perspective</u> i.e. all <u>final</u> interfaces set up & running, all <u>final</u> links in place, all <u>final</u> software running & web page contents in their <u>next to final</u> state.</p>
Test Context	These tests represent the second major system test of the full KP & GT System Chain
Test Inputs	Proposals, questions to helpdesk
Test Outputs	<ul style="list-style-type: none"> - New users created in the LDAP DB - Proposals stored in Operational DB & accessible & editable by the PHS tool - Questions stored & filed to the relevant directories in the Kayako helpdesk system with answers provided to each one
Applicable Constraints	<p>Availability of web interface</p> <p>LDAP in ESAC up & running</p> <p>Access from PHS to ESAC LDAP up & running</p> <p>Access from Helpdesk to ESAC LDAP up & running</p> <p>Access from PHS to Operational DB server up & running</p> <p>Acceptance Test SPRs/SCRs open from previous test closed</p> <p>Anomaly Reports raised from previous test resolved</p>

3.4 Test Management

Test Management	
Test Responsibility	Project Scientist Team & Operations Engineer
Test Managers	LO'Rourke
Test Support	<i>HSCDT, ESAC Computer Support Group, RSSD</i>

3.5 Re-Testing and AR Closure

The Second KP & GT ground segment system tests shall include a specific set of tests required to close out Anomaly Reports raised during the first test.

3.6 Test Pass/Fail Criteria

Each subsystem to be used in this test shall be expected to comply with the requirements and objectives set down for this test.

3.7 Test Suspension Criteria and Requirements to Resume

The test shall be suspended under the following circumstances:

- Unavailability of all necessary test data
- Unavailability of key test personnel
- Hardware breakdown
- Serious network failure within ESAC affecting links with external world

3.8 Schedule

1 week before the test can be executed, the following tasks shall be completed:

- Second Test readiness Review shall take place to define remaining activities to be performed & open issues

2 days before this test can be executed, the following tasks shall be completed:

- Final Pre-test readiness review to be performed to confirm that test can proceed. This shall also include the list of all open SPRs/SCRs that affect the running of the system test

Note for the 1st test, the final TRR shall take place on the same day as the test.

4. KP & GT SYSTEM TEST #1 - TEST CONFIGURATION & PROCEDURES

4.1 General Overview of Test activities on a Day per Day basis

DAY #1 - OPENING THE AO & FIRST STEPS

- 1(a) All HSC software specific steps involved should make use of the relevant procedures defined in the HFOM document
- 1(b) Going through the steps involved in making the software & documentation visible to the community (well actually using internal HSC website)
- 1(b) Opening the Proposal handler reception tool at HSC
- 1(d) Downloading to various platforms of the PST the different versions of HSPOT & indeed of all required documentation
- 1(e) Confirming correct start-up and running of the software including making use of the visualization tool and running time estimation for each proposal.
- 1(f) Making use of the Herschel Service – Helpdesk, from the astronomer perspective & from a HSC perspective

DAY #2 - CLOSING THE AO:

- 2(a) All PST to generate test proposals during this day using their specific HSPOT version. These proposals must be linked to the KPOT call for proposals.
- 2(b) Again sending Helpdesk questions & receiving answers, accessing the website, registering with LDAP for new users as required, shall be performed during this day.
- 2(c) All proposals will be delivered at the same time of the day (note again, they must be linked to KPOT)
- 2(d) The HFOM procedures on monitoring the HSC system shall be followed for all HSC specific activities

DAY#3 - POST AO

- 3(a) Preparation of the HOTAC panels & assignation of the proposals to each one
- 3(b) Opening of the HOTAC panel access to the website & insertion by HOTAC of their comments
- 3(c) Closure of the HOTAC panel access to the website
- 3(d) Preparation for the HOTAC meeting
- 3(e) The HOTAC meeting itself i.e. Performance of a representative HOTAC meeting whereby the proposals will be quickly categorised and updated with appropriate times allocations etc.
- 3(f) Post-HOTAC activities

Note 1 – Both PHS & MPS are involved as these applications represent the final "user software" of the proposals. With their involvement, then and only then can it be confirmed that the proposals as generated by the astronomer have not been changed/alterd in any way up to the point where they can be scheduled.

4.2 Participation by the PST in the 1st test - who does what & when

(a) KPGT-PROC-TST1-001 - Opening the system for the AO (12am Monday 11th)

Mark Kidger, LO'Rourke, Pedro Lario Garcia, Eva Verdugo

(b) KPGT-PROC-TST1-002 – Downloading the Software & the Documentation (4pm onwards – Monday 11th December)

The full Project Scientist Team

(c) KPGT-PROC-TST1-003 – Confirming correct startup & running of the software (Monday/Tuesday morning 12th/13th December)

The full Project Scientist Team

Note : Mark Kidger shall use all three platforms available to him for this test.

(d) KPGT-PROC-TST1-004 – Creating a new user with User Registration (Monday 11th December)

Tim Lock, Ana Heras, Miguel Sanchez, LO'Rourke

(e) KPGT-PROC-TST1-005 – Logon to the helpdesk as an astronomer user (Monday & Tuesday 11th & 12th December)

Tim Lock, Ana Heras, Miguel Sanchez, LO'Rourke

(f) KPGT-PROC-TST1-006 – Logon to the helpdesk as a Herschel agent - PST members (Tuesday 12th December)

The following people shall be responsible for the questions that shall appear on the helpdesk:

- Ivan Valtchanov – SPIRE questions
- Roland Vavrek – PACS questions
- Tony Marston & David Teyssier – HIFI questions
- General questions – Charo Lorente
- Call for proposals – Mark Kidger

Note that other members of the PST are welcome to login to see how the questions have been answered (& filed where applicable).

(g) KPGT-PROC-TST1-007 – Submitting the proposals to the HSC (between 4 & 5pm – 12th December)

The full Project Scientist Team

Ana Heras, Larry O'Rourke & Miguel Sanchez using their test username/passwords

M.Kidger, I.Valtchanov & D.Teyssier attempt to submit proposals after the AO closure

(h) KPGT-PROC-TST1-008 – Closing the KP & GT proposal Submission (5pm – 12th December)

Mark Kidger, LO'Rourke, Pedro Lario Garcia, Eva Verdugo

(i) KPGT-PROC-TST1-009 – Setting up the HOTAC process (Monday morning 18th December)

Mark Kidger, LO'Rourke, Pedro Lario Garcia, Eva Verdugo, Goran Pilbratt (by phone)

(j) KPGT-PROC-TST1-010 – The HOTAC web review (Monday 18th Dec at 2pm until Tuesday 19th at 2pm)

HOTAC web review : Members of the PST who are available and who are defined to be in the appropriate panels as agreed with Goran Pilbratt.

Closing the web review process : M.Kidger, P.Garcia Lario, LO'Rourke, E.Verdugo

(k) KPGT-PROC-TST1-011 – The HOTAC meeting & final proposal update (Tuesday 19th at 3pm)

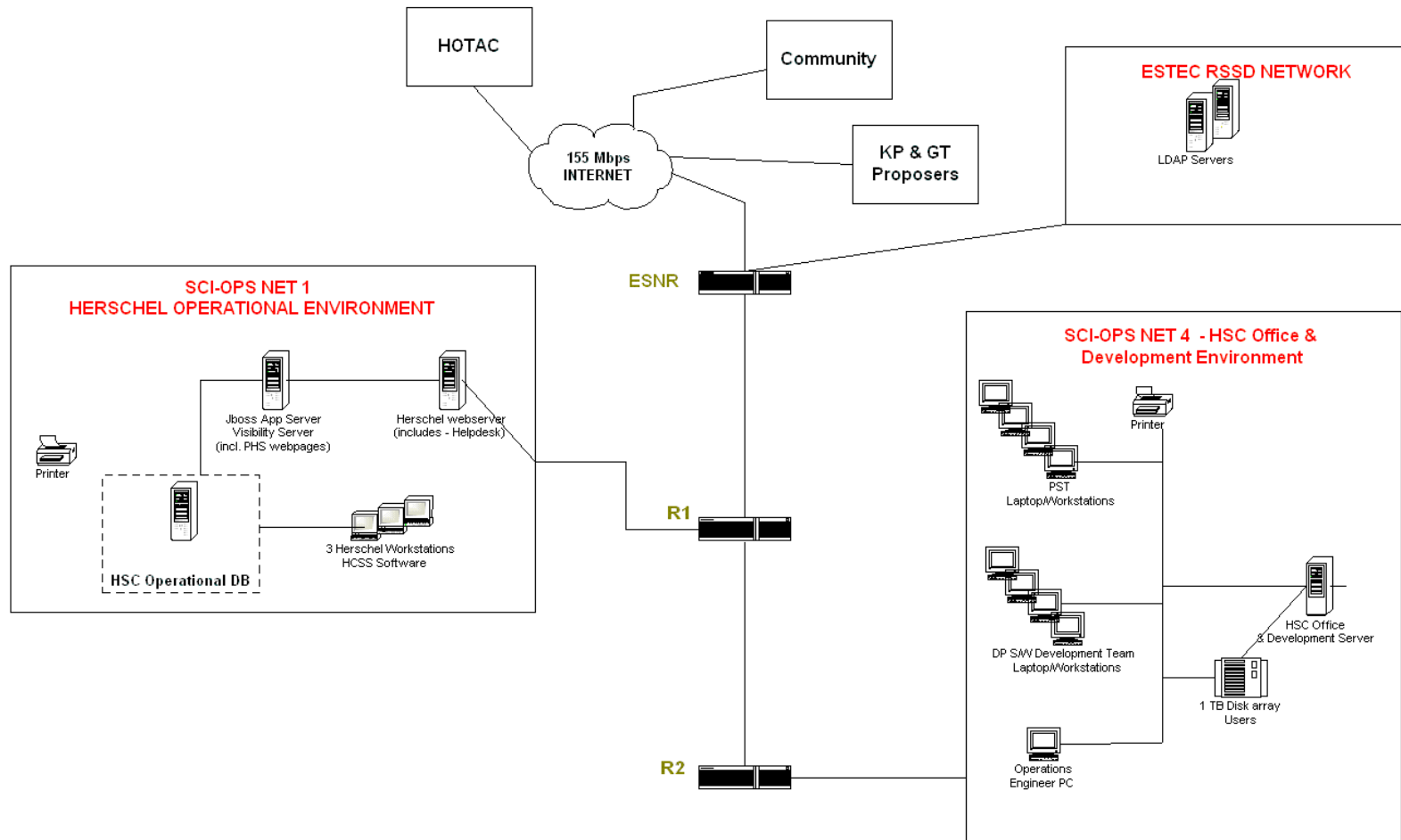
HOTAC meeting : Members of the PST who are available and who are defined to be in the appropriate panels as agreed with Goran Pilbratt.

Final proposal update process: M.Kidger, P.Garcia Lario, LO'Rourke, E.Verdugo

4.3 Test Configuration for KP & GT Ground Segment Test #1

The test configuration shall be as follows for the 1st test planned in mid December:

HSC Operational, Office & Development Environments KP & GT Ground Segment System Test Configuration



Hardware Configuration

- HCSS 0.4.0/PHS 1.9.0 is installed on DB operational server (Herdb01). Access to this release from the 3 Operational workstations i.e. heropl01, heropl02 and heropl03, is possible as the relevant disks containing this software is mounted on these workstations. A similar situation exists for the JBOSS server (herjb01)
- Kayako & Herschel.esac.esa.int web are installed on sciwww server.
- The LDAP software API is located on the ESTEC RSSD LDAP server with a link from the main HSC webpage
- The PHS web pages are located on the jboss server.

Software configuration

- HCSS 0.4.0 (build number 1063)
- PHS 1.9.0 (build number 391)
- The DB to be used at ESAC for the system test is the same as PST ATP - hsc_ops_pst_at_0sci1d
- RSSD LDAP version
- Kayako Helpdesk - v 3.0.0.32

Communications configuration

The Interface between the HSC and the outside world shall be via the public internet

Interface Setup

- HSPOT proposal upload link to the Herschel web & JBOSS server applications
- PHS link to the Operational DB server
- PHS login linked to the LDAP server in ESTEC
- User Registration linked to the LDAP server in ESTEC
- Helpdesk linked to the LDAP server in ESTEC

4.4 Test Procedures

KPGT-PROC-TST1-001 - Opening the system for the AO

(a) General Procedure Issues

Who runs this procedure:

Mark Kidger, LO'Rourke, Pedro Lario Garcia, Eva Verdugo

When shall this procedure be run:

12am on the 11TH December 06

(b) Verify that all links required for the test are in place & working

Procedure steps:

Verify that the following links are in place at the start of the test :

- **Main webpage**
 - This shall be located at <http://www.sciops.esa.int/Herschel/v3.1/>
 - This webpage is password protected and can be accessed with the username 'hscdev' and the same password as for the internal pages of the Herschel Science Centre

- **AO Software & Documentation :**
 - When logged in, the AO Software & Documentation can be accessed by clicking on the link “AO for Key Programme”.
 - This leads to a webpage which lists the documents available for the AO (& provides links to them such that they can be downloaded) and the software available for the various platforms relevant to the HSPOT users.
 - Verify that the links for the documents are correct
 - Verify that the links to the software is correct and that the html page containing these links is visible

- **User Registration**
 - When logged in to the main webpage, follow the link on the left hand side of the page which leads to “user registration”
 - This should lead to the user registration webpage

- **Helpdesk**
 - When logged in to the main webpage, follow the link on the left hand side of the page which leads to “helpdesk”
 - This should lead to the Helpdesk login webpage

- **Proposal Handling web login**
 - When logged in to the main webpage, follow the link on the left hand side of the page which leads to “proposers”
 - This should lead to the Proposal Handling login webpage

Pass/fail criteria: All links required for the test are accessible & working

(c) Opening the Proposal handler reception tool at HSC

Procedure steps:

- Run the following HFOM procedures
 - HSC-PROC-PHS-0001 : Logging onto the HSC Operational workstations as a PHS user
 - HSC-PROC-PHS-0003 : Setting the AO programme in the DB. Ensure that the programme KPOT exists in the DB for this test
 - HSC-PROC-PHS-0004 : Setting the Observation Programme to OPEN : This opens the KPOT AO programme

Pass/fail criteria:

- The Programme should be open and proposals should be allowed to be uploaded.

(d) Ensure that all the PST have their name registered in the VERSANT DB at ESAC

Procedure steps:

- Run procedure HSC-PROC-PHS-0001 to logon to the operational workstations as a Role Manager user. See also point (g) of that procedure
- Once logged in and the main Role Manager window is opened, click on the Users Tab of this window.
- Check which of the Project Scientist Team are defined as Users and which are not. For those which are not defined as users, proceed to add each one of them to the Users Panel
- In addition to the PST, place the following usernames hsctst40, hsctst41, hsctst42 and hsctst43 into the user window.
- Finally, ensure that each of the PST users & the test users above have been defined as Astronomer roles by clicking on the Role Tab of the Role Manager window. If not then assign them.

KPGT-PROC-TST1-002 - Downloading the Software & the Documentation

(a) General Procedure Issues

Who runs this procedure:

The full Project Scientist Team

When shall this procedure be run:

From 4pm onwards on the 11th December 06

(b) Initialisation of the

Procedure steps:

Downloading the software & documentation shall be possible by following the steps below:

- **Firstly access the Main webpage**
 - This shall be located at <http://www.sciops.esa.int/Herschel/v3.1/>
 - This webpage is password protected and can be accessed with the username 'hscdev' and the same password as for the internal pages of the Herschel Science Centre
- **Then go to where the AO Software & Documentation is located :**
 - When logged in, the AO Software & Documentation can be accessed by clicking on the link “AO for Key Programme”.
 - This leads to a webpage which lists the documents available for the AO (& provides links to them such that they can be downloaded) and the software available for the various platforms relevant to the HSPOT users.
- **Next download one of the documents**
 - For each document to be downloaded the username & password for the livelink will need to be inserted. This is a temporary measure for this test as in the final AO these will be direct links.
 - Download 2 of the documents shown and confirm that the file can be opened on your workstation/laptop/PC
 - Verify that the document contents are not corrupted or have errors within them due to the specific platform setup that you are using
 - Take note of the time required to download the documents to your platform
- **Finally download the software**
 - Next clicking on the HSPOT link, you will be led to a table where a list of the HSPOT version versus platform is available.
 - Select the HSPOT version to be downloaded for your platform and proceed to install it on your workstation/laptop or PC.
 - Take note of the time required to download the software to your platform

Pass/fail criteria:

- Download of a subset of the documentation package is successful with no errors being encountered either in the download nor in the documentation itself
- Download of the software is successful with no errors encountered

KPGT-PROC-TST1-003 - Confirming correct startup & running of the software

(a) General Procedure Issues

Who runs this procedure:

The full Project Scientist Team

Note : Mark Kidger shall use all three platforms available to him for this test.

When shall this procedure be run:

From 4pm onwards on the 11th December 06 – also can be done on the 12th December morning

(b) Confirming correct start-up and running of software

Procedure steps:

- Start the HSPOT software on your platform and confirm a correct start up.
- Open various windows and verify that they open as you would expect with no resultant errors
- Proceed now to generate different proposals making use of the visualization tool & Time estimation
- IMPORTANT NOTE : Proposals that are to be submitted shall be connected to the KPOT call for proposals only. If they are sent for e.g. KP, then they will not be allowed to be submitted by the PHS.
- Save these proposals as AORs in your system

Pass/fail criteria:

- Software starts up correctly
- Connection to the ESAC server for time estimation works correctly with a response received within an acceptable time period

KPGT-PROC-TST1-004 - Creating a new user with User Registration

(a) General Procedure Issues

Who runs this procedure:

Tim Lock, Ana Heras, Miguel Sanchez, LO'Rourke

When shall this procedure be run:

From 4pm onwards on the 11th December 06 – also can be done on the 12th December morning

(b) Registering a new user with the user registration tool

Procedure steps:

To connect to the User Registration then follow the steps below:

- **Firstly go to the Main webpage**
 - This shall be located at <http://www.sciops.esa.int/Herschel/v3.1/>
 - This webpage is password protected and can be accessed with the username 'hscdev' and the same password as for the internal pages of the Herschel Science Centre
- **Now go the User Registration webpage**
 - When logged in to the main webpage, follow the link on the left hand side of the page which leads to “user registration”
 - This should lead to the user registration webpage. Note that there may be an intermediate page where you may have to click on Register new user (TBC)
- **Next create a new user**
 - When you arrive to the user registration webpage then proceed to create the following new user :
 1. Ana shall create a new user with username hscst40 and password pleaseModify
 2. Tim shall create a new user with username hscst41 and password pleaseModify
 3. Miguel shall create a new user with username hscst42 and password pleaseModify
 4. Larry shall create a new user with username hscst43 and password pleaseModify
- **Additional User details**
 - Email address shall correspond to your own email address e.g. @rssd.esa.int or esa.int
 - Country should be your own country
 - Address can be a dummy address
 - Follow the instructions until the new user is confirmed to be created.
- Finally verify that your new username & password exists in the LDAP database
 - Go to www.rssd.esa.int and login with that new username & password. It should be possible to login.

Pass/fail criteria:

- Access to the user registration is possible
- The new test username account is created by following the instructions
- You can login to the rssd webpage using this new username & password

KPGT-PROC-TST1-005 - Logon to the helpdesk as an astronomer user

(a) General Procedure Issues

Who runs this procedure:

Tim Lock, Ana Heras, Miguel Sanchez, LO'Rourke

When shall this procedure be run:

From 4pm onwards on the 11th December 06 – also can be done on the 12th December morning

(b) The two user roles that will run in this test

- The idea of this test is that someone not belonging to the HSC shall be able to login to the helpdesk using their LDAP username & password and ask questions of the HSC.
- There will be two types of users for this test.
 - The first will be Tim, Ana, Miguel & Larry logged in using their own LDAP username & password. In this case the questions are submitted under their name.
 - The second user type shall be Tim, Ana, Miguel & Larry logged in using the new LDAP username & passwords that they each created as defined in KPGT-PROC-TST1-004 above i.e. hscst40 to 43.

(c) Logon to the Herschel Helpdesk as a normal astronomer user

Procedure steps:

To connect to the Helpdesk then follow the steps below:

- **Firstly go to the Main webpage**
 - This shall be located at <http://www.sciops.esa.int/Herschel/v3.1/>
 - This webpage is password protected and can be accessed with the username 'hscdev' and the same password as for the internal pages of the Herschel Science Centre
- **Now go the Helpdesk**
 - When logged in to the main webpage, follow the link on the left hand side of the page which leads to "Helpdesk"
 - This should lead to the Helpdesk webpage.
- Logon in your own name first
 - Tim, Ana, Miguel & Larry shall each login to the Helpdesk using their own LDAP username & password.
 - Once inside then they should each proceed to ask a number of questions which touch upon one of the following topics (pull-down menu options)
 - Instrument specific i.e. SPIRE, PACS, HIFI
 - General
 - Call for Proposals
 - Once completed then you can logout
 - Please note that once your question has been submitted then you should receive an email with the reference number of the question plus a link to follow up on the answers provided to that question
- Logon in your hscst name first
 - Tim, Ana, Miguel & Larry shall each login to the Helpdesk using the hscst# username & password that they have created using the user registration tool
 - Once inside then they should each proceed to ask a number of questions which touch upon one of the following topics (pull-down menu options)
 - Instrument specific i.e. SPIRE, PACS, HIFI
 - General

- Call for Proposals
- Once completed then you can logout
- Please note that once your question has been submitted then you should receive an email with the reference number of the question plus a link to follow up on the answers provided to that question

Pass/fail criteria:

- Access to the helpdesk as an astronomer user is possible whereby your name exists in the LDAP database
- Successful reception of emails by the astronomer as to the status of the questions raised by him/her
- Confirmation that all relevant information is contained in these emails

KPGT-PROC-TST1-006 - Logon to the helpdesk as a Herschel agent (PST member)

(a) General Procedure Issues

Who runs this procedure:

The Helpdesk has many categories within it to which astronomers can link their questions to. These categories are for the following question types:

- Instrument specific questions – HIFI, SPIRE & PACS
- General questions
- Call for proposals questions

Based upon the above, the following people shall be responsible for the questions that shall appear on the helpdesk:

- Ivan Valtchanov – SPIRE questions
- Roland Vavrek – PACS questions
- Tony Marston & David Teyssier – HIFI questions
- General questions – Charo Lorente
- Call for proposals – Mark Kidger

Note that other members of the PST are welcome to login to see how the questions have been answered (& filed where applicable).

When shall this procedure be run:

From Tuesday 12th December in the morning until Wednesday 13th December evening. Note that the above individuals should login when time allows and check for questions which are applicable to their topic.

(b) Logging in to the Helpdesk as a Herschel agent (PST member)

Procedure steps:

To access the Helpdesk software as an HSC Authorised agent (also known as Kayako staff), then use HFOM procedure – HSC-PROC-HLP-0001

The username & password to login to the helpdesk shall be your short username e.g. tmarston, rvavrek

The password is the same as your username (TBC)

Proceed to answer the questions linked to your particular area.

Note it is TBC whether the questions will already have been filed to the appropriate folder. This is to be discussed with Charo Lorente.

Pass/fail criteria:

- Access as a Herschel Helpdesk agent is possible and update/review of the questions can be performed

KPGT-PROC-TST1-007 - Submitting the proposals to the HSC

(a) General Procedure Issues

Who runs this procedure:

The full Project Scientist Team

Ana Heras, Larry O'Rourke & Miguel Sanchez using their test username/passwords

M.Kidger, I.Valtchanov & D.Teyssier attempt to submit proposals after the AO closure

When shall this procedure be run:

Between 4pm & 5pm on the 12th December 06.

For those wishing to submit proposals and then perform updates, then you can of course submit the proposals earlier and test this.

At 5:15 pm the submission software at the HSC shall be disabled. The PST are encouraged to try to submit (or try to update) a proposal after that time to confirm that it is not allowed (take note of the error message that you receive).

(b) Generate AORs for the test

Procedure steps:

- As part of KPGT-PROC-TST1-0003, the PST will have generated example AORs using the software they have downloaded.
- These AORs should be saved to the system until 4pm on Tuesday 12th December
- LO'Rourke, M.Sanchez & Ana Heras shall produce AORs for the test users hscst40 and hscst43 respectively. These shall be uploaded also between 4 & 5pm.

IMPORTANT NOTE : Proposals that are to be submitted shall be connected to the KPOT call for proposals only. If they are sent for e.g. KP, then they will not be allowed to be submitted by the PHS.

(b) Submit the AORs between 4pm & 5pm

Procedure steps:

- Between 4pm and 5pm on Tuesday 12th December, using the HSPOT software, the team should proceed to submit their proposals to the system at ESAC.
- Final reminder – please ensure that the KPOT call for proposals is selected for each of the AORs.

(c) Submit AORs after 5:15pm

Procedure steps:

At 5pm, the AO submission process shall be over and the software disabled as defined in the next procedure. At 5:15 & beyond, M.Kidger, I.Valtchanov & D.Teyssier shall attempt to submit proposals to verify that they are not allowed. In addition, an attempt to try to edit your submitted proposals should also be performed.

Pass/fail criteria:

- AORs are correctly created & saved
- AORs can be submitted to the HSC without any problems during the period in question
- AORs are not allowed to be submitted after the AO closes.

KPGT-PROC-TST1-008 - Closing the KP & GT proposal Submission

(a) General Procedure Issues

Who runs this procedure:

Mark Kidger, LO'Rourke, Pedro Lario Garcia, Eva Verdugo

When shall this procedure be run:

At 5:05 pm on the 12th December 2006

(b) Generate AORs for the test

Procedure steps:

- Run HFOM procedure HSC-PROC-PHS-0006 : Setting the Observation Programme to CLOSED

Pass/fail criteria:

- Steps in the HFOM procedure are correct and the software performs as expected.

KPGT-PROC-TST1-009 - Setting up the HOTAC process

(a) General Procedure Issues

Who runs this procedure:

Mark Kidger, LO'Rourke, Pedro Lario Garcia, Eva Verdugo, Goran Pilbratt (by phone)

When shall this procedure be run:

Monday 18th December (with telecon held with Goran the week before)

(b) Setting up the HOTAC panels

Procedure steps:

- Run HFOM procedure HSC-PROC-PHS-0007 : Setting up the HOTAC panels
- Run also the first part of HSC-PROC-PHS-0008 : The HOTAC Proposal web review in order to allow HOTAC members to access & provide comments on the proposals

Pass/fail criteria:

- Steps in the HFOM procedure are correct and the software performs as expected.

KPGT-PROC-TST1-010 - The HOTAC web review

(a) General Procedure Issues

Who runs this procedure:

HOTAC web review : Members of the PST who are available and who are defined to be in the appropriate panels as agreed with Goran Pilbratt.

Closing the web review process : M.Kidger, P.Garcia Lario, LO'Rourke, E.Verdugo

When shall this procedure be run:

HOTAC web review = Monday afternoon 18th December & Tuesday morning 19th December

HOTAC web review closes at 2pm on Tuesday 19th December

(b) Opening the HOTAC web for review by the panels

Procedure steps:

- To access the HOTAC web review page, click on the following link :
 - www.herschel.esac.esa.int/phs/
- Login with your LDAP username & password
- Proceed to provide comments on the proposals visible to you.
- Send an email to P.Garcia Lario stating which panel you belong to and which proposals you can see. This is to confirm that the software is working as expected.

(c) Closing the HOTAC web review

Procedure steps:

- Run the second part of HSC-PROC-PHS-0008 : The HOTAC Proposal web review in order to close access to the HOTAC members to provide comments on the proposals

Pass/fail criteria:

- Access to the HOTAC web is possible
- Login and visibility & editing capability of the proposals assigned to the individual in question
- Confirmation that the individual only sees those proposals that he/she is supposed to see
- Steps in the HFOM procedure are correct and the software performs as expected.

KPGT-PROC-TST1-011 - The HOTAC meeting & final proposal update

(a) General Procedure Issues

Who runs this procedure:

HOTAC meeting : Members of the PST who are available and who are defined to be in the appropriate panels as agreed with Goran Pilbratt.

Final proposal update process: M.Kidger, P.Garcia Lario, LO'Rourke, E.Verdugo

When shall this procedure be run:

HOTAC meeting = Tuesday evening 19th December at 3pm

(b) The HOTAC meeting

Procedure steps:

- Run HFOM procedure HSC-PHS-PROC-0009 : The HOTAC meeting, and update the proposals as agreed at that meeting

(c) Final Proposal updates

Procedure steps:

- Run HFOM procedure HSC-PHS-PROC-0010 : Post HOTAC meeting activities, and update the proposals as defined in that procedure
- After Save all, proceed to check that the final Proposal comments appear correctly in the web i.e. ask various members of the PST to check their proposal status

(d) Check of the proposals with the Mission Planning System

This is a nice to have activity but once the procedures are finally accepted, then (with the help of J.Brumfitt) start the MPS software and confirm that these can be seen and can be scheduled.

4.5 KP & GT System Test #1 - Test Report

Overall Results

The test was run on December 11th, 12th and the 19th (HOTAC procedures). It can be concluded that the test was very successful with all objectives being achieved.

Excellent support was provided by the Project Scientist Team for this test resulting in the generation of a large number of anomaly reports on the PHS, Helpdesk, User Registration and Other areas.

Achievement of the Objectives

This test was run to primarily confirm that the main interfaces between the KP & GT community and the HSC exist and function as expected. This objective was met although it is understood that the interfaces in use for the 1st test were not to be the final ones.

The secondary objectives and their achievement status are now listed :

- (a) That the HSC (PHS) can function when receiving proposals from different users & different platforms at the same time.
Conclusion – A large number of anomaly reports were raised on the PHS which were then translated into associated SPRs & SCRs. From the perspective of the PHS, no major fault was found with its functionality thus this objective was considered to be met successfully.
- (b) That these proposals can be correctly stored and archived within the HSC database
Conclusion – All proposals were correctly received and archived in the HSC DB. No access problems to these proposals were found thus the objective was considered to be met successfully.
- (c) That these proposals can be assessed by the Project Scientist Team and correctly analysed such that the relevant information expected by the HOTAC team members is available
Conclusion – All proposals were correctly received and archived in the HSC DB. No access problems to these proposals were found thus the objective was considered to be met successfully.
- (d) That the Helpdesk & web server can be used by a wide audience and that the required interfaces with the PST e.g. responding to questions, functions as expected
Conclusion – objective met successfully. Note that this was the first time that the helpdesk was used in earnest by the PST thus it was considered a very useful learning experience.
- (e) That the procedures in place at the HSC are correct and cover all nominal scenarios expected to occur during the call for proposals
Conclusion – HFOM procedures were used where relevant and minor updates are to be performed.
- (f) That the system performs nominally when many users connect & use the system at the same time in the different phases of the AO process
Conclusion – Objective met successfully. Some ARs linked to user registration, to Versant DB update failures etc were recorded but these did not prevent the test from being successful.

List of Anomaly Reports Raised

These Anomaly Reports can be broken into five main areas :

1. Proposal Handling System – Non-HOTAC problems that were found - 19 ARs
2. Proposal Handling System –HOTAC problems that were found - 28 ARs
3. User Registration Software – 2 ARs
4. Helpdesk Software – 10 ARs

5. S/W installation issues – 2 ARs

From the perspective of this report ALL are considered CLOSED as they were either resolved in time for the AO opening or an SPR/SCR was raised on the system which can be tracked further outside of this test plan.

IMPORTANT NOTE :

This test plan/report document is not a living document. It is at issue 2.0 to contain the final test report – no further updates are to be performed. It is for this reason that the ARs defined in the following tables are listed as CLOSED as the intention is to ensure that they are tracked in a configuration controlled manner separate to this document.

Tracking of Anomaly Reports raised during these system tests are performed using the existing SxR & configuration control mechanisms that are available for the HSC. Priorities as to which SxRs should be fixed first are given by the CCB.

Proposal Handling System

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-1-1	(T.Marston) JBOSS Server lock problem - Are we sure that this is fully covered by the SPR that has been raised. If any user gets an exception stack trace from the web-based software then the server needs to be restarted	Update to existing HCSS SPR 2642 (KPGT-AR-PHS-0001) has been performed	CLOSED
KPGT-1-2	T.Marston was able to recompute all estimates on approximately 30 AORs at a time but ONLY at the second attempt. The first attempt had a server timeout error i.e. "Error messages - java.net.ConnectException: Connection timed out: connect" towards the end of the set of estimates. This occurred around 6:43pm. A couple of things to look at here. Are we going to have problems with timeouts if time estimates take some while to compute (e.g. long lists of AORs)? Anyone tried 1000 AORs at one go? Perhaps overkill, but there was at least one Spitzer proposal that had that many AORs	This was found to be very strange as the load test has tried this for e.g. 1000 proposals, without errors. Tony retried it and could not repeat the error. Decision was to monitor this for future KPGT system tests.	CLOSED
KPGT-1-3	P.Garcia - Another completely different issue that was already detected by Eva and me during the test last week and now it is confirmed is the version number assigned to proposals submitted using the PHS as installed here at ESAC. They get "version 0" rather than "version 1". The immediate consequence is that they do not get accounted in the statistics window of the PropHandler application (may be more..	Talking to Pedro this morning, he informed me that this is not a problem in fact	CLOSED
KPGT-1-4	P.Garcia - SIMBAD & NED errors - what is being done to prevent this in the AO	This was discussed in the Washup meeting. Various approaches are being applied to address these problems.	CLOSED
	R.Vavrek - The user name logged in should be shown on all pages of the personal area. Currently the text 'Main Menu Options for rvavrek' appears only on the main entry level. A short text like 'User rvavrek logged in' should appear in all pages in the same position (upper right corner for instance).	SCR 2684 (KPGT-AR-PHS-0002) was raised	CLOSED

KPGT-1-5	R.Vavrek - The 'Check the status of your proposal(s)/AOR(s)' page shows only the submitted AORs under the 'View' table cell. Besides the currently available fields I feel useful to provide access to <ul style="list-style-type: none"> - proposal title - abstract - scientific justification (PDF file) - science category information - extra text the user might had entered in HSpot - list of co-users (see below*) including ldap username + first name + last name. In order to avoid an oversized main table these additional items could be visualized under the 'View' page 	Following discussion with P.Garcia Lario whereby he stated that “ some of the above should ideally be included as an extension to SCR-3076. This is an SCR raised asking some changes to the web page where the list of AORs submitted by a given proposer are visualised. In particular, I agree that the proposal title and the PI name should be displayed at the top of the web page displaying the AORs, but I do not consider necessary to show in this page other items listed in Roland's e-mail. Conclusion – covered by SCR 3076	CLOSED
KPGT-1-6	Co-users list (*) assigned to a certain proposal can be obtained only through the 'Remove Co Users to your proposal(s)' link. The co-user list should be accessible through the proposal status page as well (see above). Currently the ldap registry username is shown only what could cause problems to recognize a colleague among hundreds of nicknames.	SCR 2685 (KPGT-AR-PHS-0003) has been raised which doesn't result in a new menu entry but rather edits the "Remove co-users..."entry such that it states "Viewing & Removing (if required) the Co-users of your proposal(s)"	CLOSED
KPGT-1-7	R.Vavrek - Resubmit proposal notification e-mail <ul style="list-style-type: none"> - does not contain a reference to the proposal ID which was re-submitted - the recipient e-mail address is included n times the submission occurred 	SCR 2686 (KPGT-AR-PHS-0004) has been raised	CLOSED
KPGT-1-8	R.Vavrek - - HSPOT doesn't allow space in the target name	SPR raised by Bruno	CLOSED
KPGT-1-9	I.Valtchanov - Creating new proposal in HSpot. added/modified Abstract, copy and paste from a text file, the paragraphs appear on one line, not being wrapped	SPR 2687 (KPGT-AR-PHS-0005) has been raised	CLOSED
KPGT-1-10	I.Valtchanov - Then tried to submit to HCSS: Note 1: after every unsuccessful submission it asks to save the proposal... a bit annoying. Note 2: in my window manager the title of the HSpot window in the task bar is the following: Com-zero-g-lax-LAX. This is not very informative especially when one has many windows open or minimized to the task bar. (SPR on HSpot?)	For Note 1 - no action. For Note 2, decided to live as is	CLOSED

KPGT-1-11	<p>P.Garcia Lario & E.Verdugo - i1 - Different versions of AORs are also visible but not comparison is possible. "Difference" tool in this case gives a java error: 12-Dec-06 17:21:53.006 ProposalHandler: Build frame:ProposalVersions Exception in thread "AWT-EventQueue-0" herschel.share.util.ConfigurationException: Factory class "herschel.mps.spacecraft.pointing.PointingFactoryImpl" not found...</p>	SPR 2688 (KPGT-AR-PHS-0006) has been raised	CLOSED
KPGT-1-12	<p>P.Garcia Lario & E.Verdugo - Scientific Justification files: for all users except Larry and Mark the PDF file can be opened. The system is reading it from acroread/tmp/ directory. However for Larry's and Mark's files the system is trying to access them from: acroread/tmp/C:\Documents and Settings\mrk\.... acroread/tmp/D:\My Documents\HERSCHEL\... A WINDOW's problem?</p>	SPR 2689 (KPGT-AR-PHS-0007) has been raised	CLOSED
KPGT-1-13	<p>P.Garcia Lario & E.Verdugo - k1. It is confirmed that the LDAP database attribute 'herschelcountry' is only set (to the value 'Finland' by the way...looks suspicious...) in the test users created for the load tests. All other users do not have this attribute set. The LDAP database is currently being changed to use different attributes. Should be OK after next release according to Andy. The problem has nothing to do with the version number, as initially suspected. Version numbers for proposals start with 0. The effect is that from the statistics window in propHandler application you can only see 5 proposals, all of them coming from Finland... while there are 36 successfully submitted.</p>	Problem has been explained. No SPR required	CLOSED
KPGT-1-14	<p>P.Garcia Lario & E.Verdugo - k2. Information on Observing Modes seems to be not properly transferred to the propHandler application tool. There is no way to perform queries among the observing requests received based on 'Observing Mode'.</p>		SPR 2690 (KPGT-AR-PHS-0008) has been raised

KPGT-1-15	P.Garcia Lario & E.Verdugo k3. HSpot does not perform any consistency check between the 'number of hours' requested entered by hand in the Proposal Submission Tool window and the total 'number of hours' estimated by the system in the AOR window and displayed in the bottom right corner of this window which comes from the 'Observing Time estimators'. [This is I think also the case for Spitzer] The effect is then that the statistics tool in the propHandler application only considers the number entered by hand by the proposer and not the other one, which Could be more realistic, especially if the proposer makes a mistake and writes 500 hours instead of 5...	Email from P.Garcia Lario on this matter : The idea of an SCR on this was abandoned since it was decided at a later stage that proposers do not need to submit the whole list of AORs. They are allowed to submit just template AORs; this means that consistency between the number of hours entered in the proposal submission tool and those calculated by HSpot is not a requirement any more.	CLOSED
KPGT-1-16	(m) LO'Rourke input - Remove programme names such that HSPOT only refers to KP OT & KP GT	SCR 2691 ((KPGT-AR-PHS-0009) has been raised	CLOSED
KPGT-1-17	(n) LO'Rourke input - Updates to the PHS GUIs are definitely required to make them operationally better	SCR 2692 ((KPGT-AR-PHS-00010) has been raised	CLOSED
KPGT-1-18	(T.Marston) Error messages sent to the astronomer when e.g. submitting their proposal but programme is closed, need to be made very clear. Currently they have to search in java text to find what is the problem	SPR 2696 (KPGT-AR-PHS-0011) was raised on this	CLOSED
KPGT-1-19	l) M.Sanchez input - AORs are stored by default in the directory .spotherschel which is a hidden directory. If you go to a different directory then you cannot "visually" click on anything to go back as it is hidden	LINUX specific feature - SCR 2697 ((KPGT-AR-PHS-00012) has been raised	CLOSED

HOTAC problems raised

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-1-20	Proposal cover sheet (pdf file) should be visible from propHandler under the 'Proposal' field	KPGT-AR-PHS-020 (SPR 2873) raised	CLOSED
KPGT-1-21	An option to generate a printed version (pdf file) of each proposal containing: cover sheet + scientific case + list of AORs associated to the proposal should be added to PropHandler under the 'Proposal' field (details tbd)	KPGT-AR-PHS-020 (SPR 2873) raised	CLOSED
KPGT-1-22	Implement printing facilities from hscphs1 account in heropl0n at ESAC	Request made to R.Alvarez - implemented	CLOSED
KPGT-1-23	The 'Proposal Statistics' window should be expanded to incorporate 'Time granted' as another column in propHandler	KPGT-AR-PHS-014 (SCR 2867) raised	CLOSED
KPGT-1-24	The 'Proposal Statistics' window should allow also to make statistics as a function of the 'Science Category' in propHandler (also 'per institution?')	KPGT-AR-PHS-014 (SCR 2867) raised	CLOSED
KPGT-1-25	"Alphabetical sorting" available by clicking on column name in 'Proposal Statistics' window of propHandler	KPGT-AR-PHS-023 (SCR 2897) raised	CLOSED
KPGT-1-26	'Remove panel' and 'Save to database' options shall be added as new buttons in the 'HOTAC panels' window of propHandler	KPGT-AR-PHS-017 (SCR 2870) raised	CLOSED
KPGT-1-27	Split the option 'View the proposals that are assigned to you' into two options: 'View the proposals that are assigned to you as primary referee' and 'View the proposals that are assigned to you as secondary referee' in HOTAC web tool	KPGT-AR-PHS-015 (SCR 2868) raised	CLOSED
KPGT-1-28	Time allocation in 'HOTAC time allocation' window in propHandler should be in 'hours' and not in 'seconds'. A explicit mention in the window to the units to be used would be desirable.	KPGT-AR-PHS-016 (SCR 2869) raised	CLOSED
KPGT-1-29	When leaving the 'HOTAC time allocation' window in propHandler after making any change ask always 'Do you want to save the changes made?' through a pop-up window.	KPGT-AR-PHS-016 (SCR 2869) raised	CLOSED
KPGT-1-30	When leaving the 'Programme Manager' window of propHandler after making any change ask always 'Do you want to save the changes made?' through a pop-up window.	KPGT-AR-PHS-010 (SCR 2692) raised	CLOSED
KPGT-1-31	Add 'Download all proposals belonging to my panel' link in the HOTAC web tool	KPGT-AR-PHS-015 (SCR 2868) raised	CLOSED
KPGT-1-32	The title of the proposal and the PI (at least) should be shown in the web	KPGT-AR-PHS-015 (SCR 2868) raised	CLOSED

	page when ratings, time allocated and comments are entered.		
KPGT-1-33	Allowed values in the 'Proposal rating' field of the HOTAC web tool should be 1-10 and not 0-10. Entering a '0' value in this field should generate an 'error message' as a non- acceptable value, or a 'warning message' explaining that '0's' are considered as abstentions.	KPGT-AR-PHS-013 (SPR 2767) raised KPGT-AR-PHS-018 (SCR 2871) raised	CLOSED
KPGT-1-34	Default initial value in 'Proposal rating' field of the HOTAC web tool should be left blank.	KPGT-AR-PHS-018 (SCR 2871) raised	CLOSED
KPGT-1-35	Change the field 'Recommended time (seconds)' to 'Recommended time (hours)' and proceed accordingly.	KPGT-AR-PHS-019 (SCR 2872) raised	CLOSED
KPGT-1-36	Default initial value in the 'Recommended Time' field of the HOTAC web tool should be left blank. In addition, the column name should be changed to: 'Recommended Time (in hours)'. This number does not need to be an integer (one decimal positive numbers should be allowed at least	KPGT-AR-PHS-019 (SCR 2872) raised	CLOSED
KPGT-1-37	A new column 'Requested Observations' should be added in the HOTAC web tool when the list of proposals to be evaluated is shown to an HOTAC member, where the 'number of hours (in decimal) as requested' field contents is transferred (as a non-editable number).	KPGT-AR-PHS-019 (SCR 2872) raised	CLOSED
KPGT-1-38	'Reset' button at the bottom of the web form to enter ratings/time allocation and comments does nothing in the HOTAC Web tool	Use or reset button clarified	CLOSED
KPGT-1-39	After logging-out from the HOTAC web tool the HOTAC member is redirected to the general HCSS user logon page; not to the HOTAC logon page	KPGT-AR-PHS-015 (SCR 2868) raised	CLOSED
KPGT-1-40	Enlarge the size of the initial 'Panel selection' window of the HOTAC rating tool	SCR 2978 raised	CLOSED
KPGT-1-41	Make sure that all time allocations are expressed in units of hours throughout all fields and calculations in the HOTAC rating tool. Specify these whenever possible in the column names or in the field names	KPGT-AR-PHS-013 (SPR 2767) raised	CLOSED
KPGT-1-42	Only positive integer numbers from 1 to 10 should be accepted as ratings for individual proposals in the HOTAC rating tool	KPGT-AR-PHS-022 (SCR 2877) raised.	CLOSED
KPGT-1-43	Truncate the mean ratings in HOTAC rating tool to just two decimal digits.	KPGT-AR-PHS-013 (SPR 2767) raised	CLOSED
KPGT-1-44	Truncate time requested and time allocated to individual proposals to the first decimal digit.	KPGT-AR-PHS-022 (SCR 2877) raised.	CLOSED
KPGT-1-45	Avoid considering as 'accepted' proposals those for which time allocation is '0' in the HOTAC rating tool.	KPGT-AR-PHS-013 (SPR 2767) raised	CLOSED

KPGT-1-46	Clicking on a specific proposal row in the 'Overview' window of the HOTAC rating tool should automatically select this proposal for further editing under the 'Proposal Panel' tab if this is immediately selected after that (this would be a very nice to have SPR because it will avoid a lot of potential errors; we had a lot of them!)	SCR 2979 raised	CLOSED
KPGT-1-47	Add panel field in 'HOTAC recommendations' window of propHandler, between the 'Programme' field and the 'Proposal' field.	SCR 2980 raised	CLOSED

User Registration

Problem #	Problem raised	Status of problem	CLOSED/Open
KPGT-1-48	a) Transfer of Country information from LDAP to the Versant DB	Discussed. This information is transferred to the Versant DB.	CLOSED
KPGT-1-49	(b) Some Anomalies on User Registration i.e country names, usernames with dashes not accepted, which need to be addressed but not by Andy	SPR 2693 (KPGT-AR-UR-0001) has been raised on update of Country Names, SPR 2694 (KPGT-AR-UR-0002) has been raised on Username with Dashes, SPR 2695 (KPGT-AR-UR-0003) has been raised on, Mandatory fields,	CLOSED

Helpdesk

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-1-50	KPGT-AR-HLP-001. The utility to insert automatically predefined replies was not working at the test start, but was already fixed by Jean.	Problem fixed during test	CLOSED
KPGT-1-51	KPGT-AR-HLP-002. The staff e-mail address appears in his replies. This is very inconvenient because the user can be tempted to answer directly to him.	Fix was made by AO opening	CLOSED
KPGT-1-52	KPGT-AR-HLP-003. The user receives the link of the ticket in the confirmation e-mail when opening the ticket, but not in the following replies. This is very annoying because to see the history of the ticket the user has to find the first e-mail	Fix was made by AO opening	CLOSED

KPGT-1-53	KPGT-AR-HLP-004. The attachments are not correctly handled by the system, since they are empty when saving them on disk	Fix was made by AO opening	CLOSED
KPGT-1-54	KPGT-AR-HLP-005. When the astronomer receives an email with the ticket reference and then clicks on the link, he is led back to the Helpdesk login page where the error message says that "ERROR: You do not have enough permissions to access this page. Please login by entering your Email and Password". This should say "...entering your username and Password" rather than email.	Fix was made by AO opening	CLOSED
KPGT-1-55	KPGT-AR-HLP-006. If the astronomer makes an error in typing username & password then you get an error message stating this. However, if the astronomer does finally login with the correct username & password, the error message does not disappear - it stays there.	SPR 2875 raised	CLOSED
KPGT-1-56	KPGT-AR-HLP-007. It is not clear how/when a ticket is locked by somebody else. (two staffs opened the same ticket at the same time and it was not flagged as locked)	Retests performed and issue clarified	CLOSED
KPGT-1-57	KPGT-AR-HLP-008 There are some functionalities that do not work fine in WINDOWS. For the time being these functionalities are only for staff, but we do not know if there are other bugs at users level	Problems have been addressed with R.Lorente	CLOSED
KPGT-1-58	KPGT-AR-HLP-009. When logging in as Staff, some of the folders on the left hand side have different colours but the reason for the colours is not given (or whether in fact they should have different colours).	Clarification was provided as to the colour status	CLOSED
KPGT-1-59	Tim Lock generated the same question but with three tickets being assigned to it.	LO'Rourke has observed that the tickets come one minute after the other so it is possible that he clicked a few times.	CLOSED

S/w Installation

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-1-60	Table for Software download - the Linux instructions are incorrect	LOR to provide the information to Andy. This has been done in time for the 2 nd G/S System Test	CLOSED
KPGT-1-61	A download should open a separate window rather than loading in the same window e.g Firefox window. Workaround was to "save as"	no action required	CLOSED

5 KP & GT SYSTEM TEST #2 - TEST CONFIGURATION & PROCEDURES

5.1 General Overview of Test activities on a Day per Day basis

DAY #1 - OPENING THE AO & FIRST STEPS

1(a) All HSC software specific steps involved should make use of the relevant procedures defined in the HFOM document

1(b) Going through the steps involved in making the software & documentation visible to the community (well actually using internal HSC website)

1(b) Opening the Proposal handler reception tool at HSC

1(d) Downloading to various platforms of the PST the different versions of HSPOT & indeed of all required documentation

1(e) Confirming correct start-up and running of the software including making use of the visualization tool and running time estimation for each proposal.

1(f) Making use of the Herschel Service – Helpdesk, from the astronomer perspective & from a HSC perspective

1(g) All PST to generate test proposals during this day & the next morning using their specific HSPOT version. These proposals must be linked to the KPOT call for proposals.

DAY #2 - CLOSING THE AO:

2(a) Again sending Helpdesk questions & receiving answers, accessing the website, registering with LDAP for new users as required, shall be performed during this day.

2(b) All proposals will be delivered at the same time of the day (note again, they must be linked to KPOT)

2(c) The HFOM procedures on monitoring the HSC system shall be followed for all HSC specific activities

5.2 Participation by the PST in the 2nd test - who does what & when

(a) KPGT-PROC-TST2-001 - Opening the system for the AO (9am Wednesday 17th)

Pedro Garcia Lario, Eva Verdugo

(b) KPGT-PROC-TST2-002 – Downloading the Software & the Documentation (09:30am onwards – Wednesday 17th January)

The full Project Scientist Team

(c) KPGT-PROC-TST2-003 – Confirming correct startup & running of the software (Wednesday 17th January)

The full Project Scientist Team

Note : Mark Kidger shall use all three platforms available to him for this test.

(d) KPGT-PROC-TST2-004 – Creating a new user with User Registration (Wednesday 17th)

Ana Heras, Miguel Sanchez, LO'Rourke, Bruno Altieri, Sarah Leeks

(e) KPGT-PROC-TST2-005 – Logon to the helpdesk as an astronomer user (Wednesday 17th)

Tim Lock, Ana Heras, Miguel Sanchez, LO'Rourke, Sarah Leeks

(f) KPGT-PROC-TST2-006 – Logon to the helpdesk as a Herschel agent - PST members (Wednesday 17th/Thursday 18th)

The following people shall be responsible for the questions that shall appear on the helpdesk:

- Ivan Valtchanov – SPIRE questions
- Roland Vavrek/Bruno Altieri (TBC) – PACS questions
- Tony Marston & David Teyssier – HIFI questions
- General questions – Charo Lorente
- Call for proposals – Mark Kidger

Note that other members of the PST are welcome to login to see how the questions have been answered (& filed where applicable).

(g) KPGT-PROC-TST2-007 – Submitting the proposals to the HSC (between 11am & 12am – 18th January)

The full Project Scientist Team

Ana Heras, Larry O'Rourke, Miguel Sanchez, Sarah Leeks and Bruno Altieri (TBC) using their test username/passwords

M.Kidger, I.Valtchanov & D.Teyssier attempt to submit proposals after the AO closure

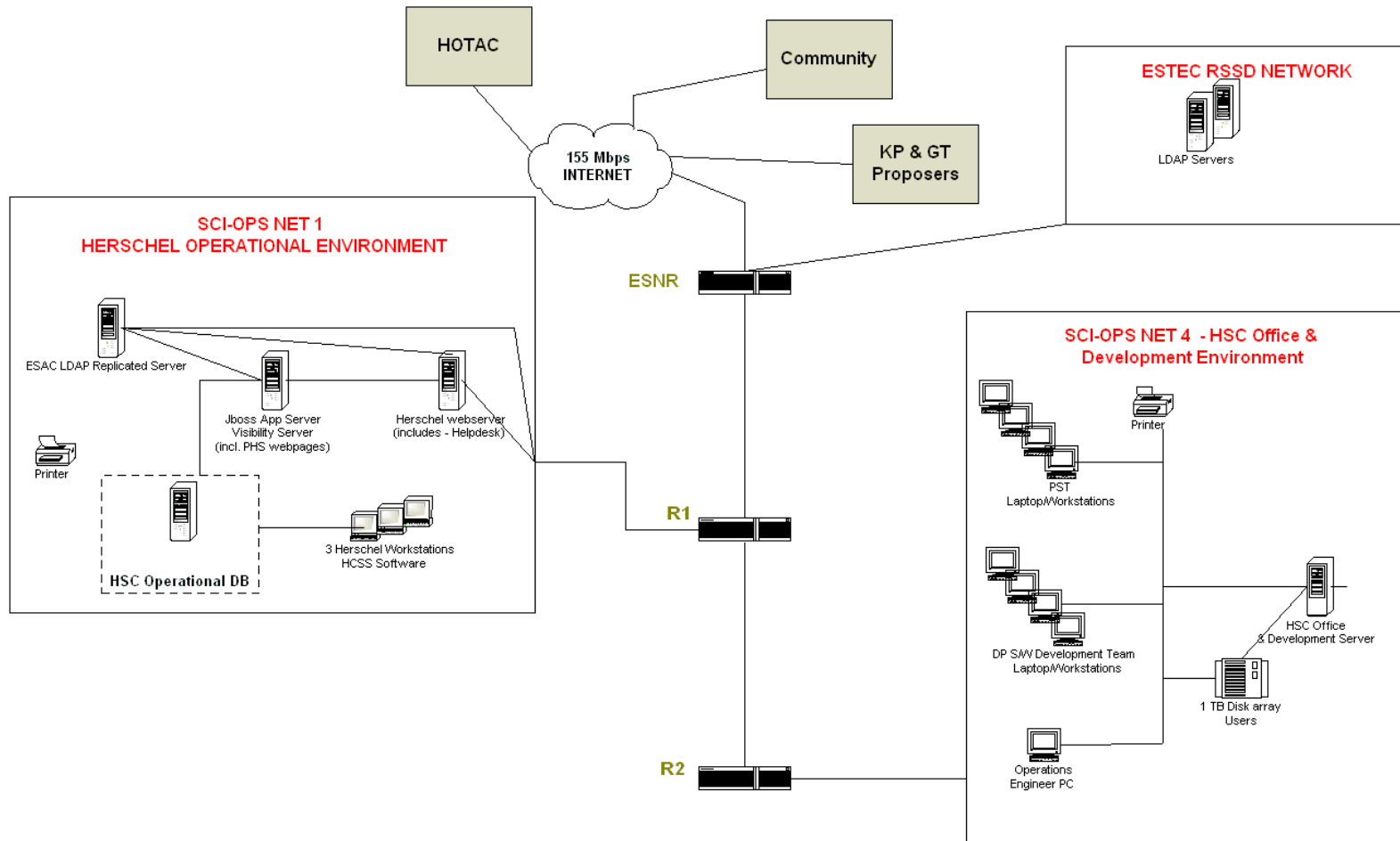
(h) KPGT-PROC-TST2-008 – Closing the Submission & Checking System (12:05am + – 18th January)

Mark Kidger, Pedro Garcia Lario, Eva Verdugo, LO'Rourke

5.3 Test Configuration for KP & GT Ground Segment Test #2

The test configuration shall be as follows for the 2nd test planned in mid January:

HSC Operational, Office & Development Environments KP & GT Ground Segment System Test #2 Configuration



Hardware Configuration

- HCSS 0.4.1/PHS 1.9.7 is installed on DB operational server (Herdb01). Access to this release from the 3 Operational workstations i.e. heropl01, heropl02 and heropl03, is possible as the relevant disks containing this software is mounted on these workstations. A similar situation exists for the JBOSS server (herjb01)
- Kayako & Herschel.esac.esa.int web are installed on sciwww server.
- The LDAP software API is located on the ESTEC RSSD LDAP server with a link from the main HSC webpage
- The PHS web pages are located on the jboss server.

Software configuration

- HCSS 0.4.1 (build number TBD)
- PHS 1.9.7 (build number 425)
- The DB to be used at ESAC for the system test is the same as PST ATP - hsc_ops_pst_at_0scile
- ESAC LDAP version (Replicated with ESTEC LDAP)
- Kayako Helpdesk - v 3.0.0.32

Communications configuration

The Interface between the HSC and the outside world shall be via the public internet

Interface Setup

- HSPOT proposal upload link to the Herschel web & JBOSS server applications
- PHS link to the Operational DB server
- PHS login linked to the LDAP server in ESAC
- User Registration linked to the LDAP server in ESAC
- Helpdesk linked to the LDAP server in ESAC

5.4 Test Procedures

KPGT-PROC-TST2-001 - Opening the system for the AO

(a) General Procedure Issues

Who runs this procedure:

Pedro Garcia Lario, Eva Verdugo

When shall this procedure be run:

9am on the 17th January

NOTE : PLEASE USE THE WORKSTATIONS IN THE OPERATIONAL AREA

Known Open/Fixed Anomaly Reports from Last Ground Segment System Test

SCR 2692 ((KPGT-AR-PHS-00010) -Updates to the PHS GUIs are definitely required to make them operationally better – Status – OPEN – to be fixed for HCSS 0.4.3

HCSS SPR 2642 (KPGT-AR-PHS-0001) - JBOSS Server lock problem – FIXED. Users that login to the PHS web page automatically get their name transferred to Versant.

(b) Verify that all links required for the test are in place & working

Procedure steps:

Verify that the following links are in place at the start of the test :

- **Main webpage**
 - This shall be located at <http://herschel.esac.esa.int/v3.2>
 - This webpage is password protected and can be accessed with the username 'hscdev' and the same password as for the internal pages of the Herschel Science Centre
- **AO Software & Documentation :**
 - When logged in, the AO Software & Documentation can be accessed by clicking on the link “AO for Observing Time”.
 - This leads to a webpage which lists the pdf & html versions of the documents available for the AO (& provides links to them such that they can be downloaded) and the software available for the various platforms relevant to the HSPOT users.
 - Verify that the links for the documents are correct
 - Verify that the links to the software is correct and that the html page containing these links is visible
- **User Registration**
 - When logged in to the main webpage, follow the link on the right hand side of the page which leads to “Registration”
 - This should lead to the user registration webpage

- **Helpdesk**
 - When logged in to the main webpage, follow the link on the right hand side of the page which leads to “helpdesk”
 - This should lead to the Helpdesk login webpage

- **Proposal Handling web login**
 - When logged in to the main webpage, follow the link on the right hand side of the page which leads to “proposal handling”
 - This should lead to the Proposal Handling login webpage

Pass/fail criteria: All links required for the test are accessible & working

(c) Opening the Proposal handler reception tool at HSC

Procedure steps:

- Run the following HFOM procedures (from the Operational Room)
 - HSC-PROC-PHS-0001 : Logging onto the HSC Operational workstations as a PHS user
 - HSC-PROC-PHS-0003 : Setting the AO programme in the DB. Ensure that the programme KPOT exists in the DB for this test & that HOTAC Approval Needed Button is clicked.
 - HSC-PROC-PHS-0004 : Setting the Observation Programme to OPEN : This opens the KPOT AO programme

Pass/fail criteria:

- The Programme should be open and proposals should be allowed to be uploaded.

KPGT-PROC-TST2-002 - Downloading the Software & the Documentation

(a) General Procedure Issues

Who runs this procedure:

The full Project Scientist Team

When shall this procedure be run:

From 9:30am onwards on the 17th January 2007

Known Open/Fixed Anomaly Reports from Last Ground Segment System Test

The HSPOT download table has been updated to fix the LINUX download instructions which were incorrect in the first system test.

(b) Downloading the software & documentation

Procedure steps:

Downloading the software & documentation shall be possible by following the steps below:

- **Firstly access the Main webpage**
 - This shall be located at <http://herschel.esac.esa.int/v3.2>
 - This webpage is password protected and can be accessed with the username 'hscdev' and the same password as for the internal pages of the Herschel Science Centre
- **Then go to where the AO Software & Documentation is located :**
 - When logged in, the AO Software & Documentation can be accessed by clicking on the link “AO for Observing Time”.
 - This leads to a webpage which lists the documents available for the AO (& provides links to them such that they can be downloaded) and the software available for the various platforms relevant to the HSPOT users.
- **Next download one of the documents**
 - For each document to be downloaded there is a pdf version and a Html version.
 - Download/view two of the documents shown (pdf & html versions) and confirm that the file can be opened on your workstation/laptop/PC
 - Verify that the document contents are not corrupted or have errors within them due to the specific platform setup that you are using
 - Take note of the time required to download the documents to your platform
- **Finally download the software**
 - Next clicking on the HSPOT link, you will be led to a table where a list of the HSPOT version versus platform is available.
 - Select the HSPOT version to be downloaded for your platform and proceed to install it on your workstation/laptop or PC.
 - Take note of the time required to download the software to your platform

Pass/fail criteria:

- Download of a subset of the documentation package is successful with no errors being encountered either in the download nor in the documentation itself
- Download of the software is successful with no errors encountered

KPGT-PROC-TST2-003 - Confirming correct startup & running of the software

(a) General Procedure Issues

Who runs this procedure:

The full Project Scientist Team

Note : Mark Kidger shall use all three platforms available to him for this test.

When shall this procedure be run:

From 9:30 am onwards on the 17th January 07

Known Open/Fixed Anomaly Reports from Last Ground Segment System Test

SCR 2691 ((KPGT-AR-PHS-0009) - Remove programme names such that HSPOT only refers to KP OT & KP GT - has been raised – Status : FIXED – Users of HSPOT shall now only be able to see these two programmes available.

SCR 2697 ((KPGT-AR-PHS-00012) - AORs are stored by default in the directory .spotherschel which is a hidden directory. If you go to a different directory then you cannot "visually" click on anything to go back as it is hidden. has been raised – Status – OPEN – To be fixed for HCSS 0.5.0 only.

SPR 2687 (KPGT-AR-PHS-0005) - Added/modified Abstract, copy and paste from a text file, the paragraphs appear on one line, not being wrapped. – OPEN – To be fixed for HCSS 0.5.0 only

(b) Confirming correct start-up and running of software

Procedure steps:

- Start the HSPOT software on your platform and confirm a correct start up.
- Open various windows and verify that they open as you would expect with no resultant errors
- Proceed now to generate different proposals making use of the visualization tool & Time estimation
- IMPORTANT NOTE : Proposals that are to be submitted shall be connected to the KPOT call for proposals only. If they are sent for e.g. KP, then they will not be allowed to be submitted by the PHS.
- Save these proposals as AORs in your system

Pass/fail criteria:

- Software starts up correctly
- Connection to the ESAC server for time estimation works correctly with a response received within an acceptable time period

KPGT-PROC-TST2-004 - Creating a new user with User Registration

(a) General Procedure Issues

Who runs this procedure:

Tim Lock, Ana Heras, Miguel Sanchez, LO'Rourke, Sarah Leeks, Bruno Altieri (TBC)

When shall this procedure be run:

From 9:30am onwards on the 17th January 07

Known Open/Fixed Anomaly Reports from Last Ground Segment System Test

SPR 2693 (KPGT-AR-UR-0001) has been raised on update of Country Names : Status : CLOSED – No change to the country names were performed as they were consistent with the international ISO standards.

SPR 2694 (KPGT-AR-UR-0002) has been raised on Username with Dashes – Status – Fixed – Usernames with Dashes should now be allowed

SPR 2695 (KPGT-AR-UR-0003) has been raised on, Mandatory fields – Status – OPEN – Email address is now required but country as a mandatory field (as well as other mandatory fields) has not yet been implemented.

(b) Registering a new user with the user registration tool

Procedure steps:

To connect to the User Registration then follow the steps below:

- **Firstly go to the Main webpage**
 - This shall be located at <http://herschel.esac.esa.int/v3.2/>
 - This webpage is password protected and can be accessed with the username 'hscdev' and the same password as for the internal pages of the Herschel Science Centre
- **Now go the User Registration webpage**
 - When logged in to the main webpage, follow the link on the right hand side of the page which leads to “Registration”
 - This should lead to an intermediate webpage whereby the user shall click on the button “Herschel User Registration”.
- **Next create a new user**
 - In the next webpage that appears, the new user must input the surname, name & email address such that the system can check that this person does not already exist in the system. Here is the information that each user should insert:
 1. Email Address – use an external valid email address e.g. your hotmail address
 2. Family Name & Given Name :
 1. Tim : Family name = sctst03 and Given Name = Henry
 2. Ana : Family name = sctst04 and Given Name = Henry
 3. Miguel : Family name = sctst05 and Given Name = Henry
 4. Larry : Family name = sctst06 and Given Name = Henry
 5. Sarah : Family name = sctst07 and Given Name = Henry
 6. Bruno : Family name = sctst08 and Given Name = Henry
 3. After clicking on Register me, then you arrive to the next page

- **Additional User details**
 - The password to be inserted shall be pleaseModify
 - Country should be your own country
 - Address can be a dummy address
 - Follow the instructions until the new user is confirmed to be created.
- Finally verify that your new username & password exists in the LDAP database
 - Go to www.rssd.esa.int and login with that new username & password. It should be possible to login.

Pass/fail criteria:

- Access to the user registration is possible
- The new test username account is created by following the instructions
- You can login to the rssd webpage using this new username & password

KPGT-PROC-TST2-005 - Logon to the helpdesk as an astronomer user

(a) General Procedure Issues

Who runs this procedure:

Tim Lock, Ana Heras, Miguel Sanchez, LO'Rourke, Sarah Leeks

When shall this procedure be run:

From 9:30am onwards on the 17th January 2007 – also can be done on the 18th January morning

Known Open/Fixed Anomaly Reports from Last Ground Segment System Test

KPGT-AR-HLP-001. The utility to insert automatically predefined replies was not working at the test start – Status = FIXED

KPGT-AR-HLP-002. The staff e-mail address appears in replies to the user. This is very inconvenient because the user can be tempted to answer directly to him : Status - FIXED

KPGT-AR-HLP-003. The user receives the link of the ticket in the confirmation e-mail when opening the ticket, but not in the following replies. This is very annoying because to see the history of the ticket the user has to find the first e-mail! – Status = FIXED (TBC)

KPGT-AR-HLP-005. When the astronomer receives an email with the ticket reference and then clicks on the link, he is led back to the Helpdesk login page where the error message says that "ERROR: You do not have enough permissions to access this page. Please login by entering your Email and Password". This should say "...entering your username and Password" rather than email. – Status = FIXED (TBC)

KPGT-AR-HLP-006. If the astronomer makes an error in typing username & password then you get an error message stating this. However, if the astronomer does finally login with the correct username & password, the error message does not disappear - it stays there. – Status = FIXED (TBC)

(b) The two user roles that will run in this test

- The idea of this test is that someone not belonging to the HSC shall be able to login to the helpdesk using their LDAP username & password and ask questions of the HSC.
- There will be two types of users for this test.
 - The first will be Tim, Ana, Miguel, Larry & Sarah logged in using their own LDAP username & password. In this case the questions are submitted under their name.
 - The second user type shall be Tim, Ana, Miguel, Larry & Sarah logged in using the new LDAP username & passwords that they each created as defined in KPGT-PROC-TST2-004 above.

(c) Logon to the Herschel Helpdesk as a normal astronomer user

Procedure steps:

To connect to the Helpdesk then follow the steps below:

- **Firstly go to the Main webpage**
 - This shall be located at <http://herschel.esac.esa.int/v3.2/>

- This webpage is password protected and can be accessed with the username 'hscdev' and the same password as for the internal pages of the Herschel Science Centre
- **Now go the Helpdesk**
 - When logged in to the main webpage, follow the link on the right hand side of the page which leads to “Helpdesk”
 - This should lead to the Helpdesk webpage.
- **Logging into the Helpdesk**
 - Important Note : Depending on the development status, login to the helpdesk may need to be done from the Helpdesk window that appears between the webpage main columns or may be possible from a small window visible in the right hand column menu. This remains TBC for the day of the test.
- **Logon with your own name**
 - Tim, Ana, Miguel, Larry & Sarah shall each login to the Helpdesk using their own LDAP username & password.
 - Once inside then they should each proceed to ask a number of questions which touch upon one of the following topics (pull-down menu options)
 - Instrument specific i.e. SPIRE, PACS, HIFI
 - General
 - Call for Proposals
 - Once completed then you can logout by clicking on the “Logoff” button that appears in the bottom of the right hand column.
 - Please note that once your question has been submitted then you should receive an email with the reference number of the question plus a link to follow up on the answers provided to that question
- **Logon with your hscstt name**
 - Tim, Ana, Miguel, Larry & Sarah shall each login to the Helpdesk using the hscstt# username & password that they have created using the user registration tool
 - Once inside then they should each proceed to ask a number of questions which touch upon one of the following topics (pull-down menu options)
 - Instrument specific i.e. SPIRE, PACS, HIFI
 - General
 - Call for Proposals
 - Once completed then you can logout using the logoff button that appears in the right hand side menu
 - Please note that once your question has been submitted then you should receive an email with the reference number of the question plus a link to follow up on the answers provided to that question

Pass/fail criteria:

- Access to the helpdesk as an astronomer user is possible whereby your name exists in the LDAP database
- Successful reception of emails by the astronomer as to the status of the questions raised by him/her
- Confirmation that all relevant information is contained in these emails

KPGT-PROC-TST2-006 - Logon to the helpdesk as a Herschel agent (PST member)

(a) General Procedure Issues

Who runs this procedure:

The Helpdesk has many categories within it to which astronomers can link their questions to. These categories are for the following question types:

- Instrument specific questions – HIFI, SPIRE & PACS
- General questions
- Call for proposals questions

Based upon the above, the following people shall be responsible for the questions that shall appear on the helpdesk:

- Sarah Leeks/Ivan Valtchanov – SPIRE questions
- Roland Vavrek & Bruno Altieri – PACS questions
- Tony Marston & David Teyssier – HIFI questions
- General questions – Charo Lorente
- Call for proposals – Mark Kidger

Note that other members of the PST are welcome to login to see how the questions have been answered (& filed where applicable).

When shall this procedure be run:

From Wednesday 17th January in the morning until Thursday 18th January evening. Note that the above individuals should login when time allows and check for questions which are applicable to their topic.

Known Open/Fixed Anomaly Reports from Last Ground Segment System Test

KPGT-AR-HLP-002. The staff e-mail address appears in replies. This is very inconvenient because the user can be tempted to answer directly to him : Status - FIXED

KPGT-AR-HLP-004. The attachments are not correctly handled by the system, since they are empty when saving them on disk. – Status : FIXED

KPGT-AR-HLP-007. It is not clear how/when a ticket is locked by somebody else. (two staffs opened the same ticket at the same time and it was not flagged as locked) – Status – CLOSED – A lock appears on the ticket when it is opened but this should be retested in this next ground segment system test.

KPGT-AR-HLP-008 There are some functionalities that do not work fine in WINDOWS. For the time being these functionalities are only for staff, but we do not know if there are other bugs at users level. – Status – OPEN (TBC)

KPGT-AR-HLP-009. When logging in as Staff, some of the folders on the left hand side have different colours but the reason for the colours is not given (or whether in fact they should have different colours). – Status – OPEN – information to be made available in Help (TBC)

(b) Logging in to the Helpdesk as a Herschel agent (PST member)

Procedure steps:

To access the Helpdesk software as an HSC Authorised agent (also known as Kayako staff), then use HFOM procedure – HSC-PROC-HLP-0001

The username & password to login to the helpdesk shall be as follows (note that for some individuals e.g. Mark, Charo, the password may be different but they should be aware of this).

Name	Username	Name	Username
Ana Heras Pastor	aheras	Mark Kidger	mkidger
Anthony Marston	tmarston	Miguel Sanchez Portal	msanchez
Bruno Altieri	baltieri	Pedro Garcia Lario	pgarcia
David Teyssier	dteyssie	Roland Vavrek	rvavrek
Eva Verdugo	everdugo	Rosario Lorente	rlorente
Göran Pilbratt	gpilbrat	Sarah Leeks	sleeks
Ivan Valtchanov	ivaltcha	Tim Lock	tlock
Jean Matagne	jmatagne		

The password is the same as CSDT internal pages password.

Proceed to answer the questions linked to your particular area.

Pass/fail criteria:

- Access as a Herschel Helpdesk agent is possible and update/review of the questions can be performed

KPGT-PROC-TST2-007 - Submitting the proposals to the HSC

(a) General Procedure Issues

Who runs this procedure:

The full Project Scientist Team

Ana Heras, Larry O'Rourke, Miguel Sanchez, Bruno Altieri & Sarah Leeks using their test username/passwords

M.Kidger, I.Valtchanov & D.Teyssier attempt to submit proposals after the AO closure

When shall this procedure be run:

Between 11am & 12am on the 18th January 2007.

For those wishing to submit proposals and then perform updates, then you can of course submit the proposals earlier and test this.

At 12:05 pm the submission software at the HSC shall be disabled. The PST are encouraged to try to submit (or try to update) a proposal after that time to confirm that it is not allowed (take note of the error message that you receive).

Known Open/Fixed Anomaly Reports from Last Ground Segment System Test

SPR 2696 (KPGT-AR-PHS-0011) : Error messages sent to the astronomer when e.g. submitting their proposal but programme is closed, need to be made very clear. Currently they have to search in java text to find what is the problem . Status : FIXED

SCR 2686 (KPGT-AR-PHS-0004) : Resubmit proposal notification e-mail does not contain a reference to the proposal ID which was re-submitted & the recipient e-mail address is included n times the submission occurred
Status – OPEN – to be fixed in 0.4.2

SCR 2684 (KPGT-AR-PHS-0002) - The user name logged in should be shown on all pages of the personal area –
Status : OPEN – to be fixed in 0.5.0

SCR 2685 (KPGT-AR-PHS-0003) Co-users list (*) assigned to a certain proposal can be obtained only through the 'Remove Co Users to your proposal(s)' link. SCR was raised it doesn't define having a new menu entry but rather edits the "Remove co-users..."entry such that it states "Viewing & Removing (if required) the Co-users of your proposal(s)" – Status : FIXED

(b) Generate AORs for the test

Procedure steps:

- As part of KPGT-PROC-TST2-0003, the PST will have generated example AORs using the software they have downloaded.
- These AORs should be saved to the system until 11am on Thursday 18th January.
- LO'Rourke, M.Sanchez, Ana Heras & Sarah Leeks shall produce AORs for the test users they created.

IMPORTANT NOTE : Proposals that are to be submitted shall be connected to the KPOT call for proposals only. If they are sent for e.g. KP, then they will not be allowed to be submitted by the PHS.

(b) Submit the AORs between 11am & 12am

Procedure steps:

- Between 11am & 12am on Thursday 18th January, using the HSPOT software, the team should proceed to submit their proposals to the system at ESAC.
- LO'Rourke, M.Sanchez, Ana Heras & Sarah Leeks shall upload the AORs they generated for the test users that they created.
- Final reminder – please ensure that the KPOT call for proposals is selected for each of the AORs.
- You can also try to resubmit your proposals if you wish whereby you make an update to them

(c) Viewing the Status of your AORs on the PHS webpage

- **Firstly go to the Main webpage**
 - This shall be located at <http://herschel.esac.esa.int/v3.2/>
 - This webpage is password protected and can be accessed with the username 'hscdev' and the same password as for the internal pages of the Herschel Science Centre
- **Now go the Proposal Handling Pages**
 - When logged in to the main webpage, follow the link on the right hand side of the page which leads to “Proposal Handling”
 - This should lead to the Proposal Handling login webpage.
- **Logging into the PHS**
 - Insert your username & password and this leads to the main PHS menu
 - Firstly, check your notification levels. Ensure that the “General” Notification level is clicked. NOTE: For the test users, please verify that the General Notification is already clicked when you login!!
 - Secondly check the proposal status and confirm that the proposals you see are the ones you submitted.

Pass/fail criteria:

- AORs are correctly created & saved
- AORs can be submitted to the HSC without any problems during the period in question
- AORs are not allowed to be submitted after the AO closes.
- PHS pages show the correct information
- New users have general notification ticked already when they login to the PHS page.

KPGT-PROC-TST2-008 - Closing the KP & GT proposal Submission & Checking the System

(a) General Procedure Issues

Who runs this procedure:

Pedro Garcia Lario, Eva Verdugo

When shall this procedure be run:

At 12:05 pm on the 18th January 2007 & afternoon of 18th January

Known Open/Fixed Anomaly Reports from Last Ground Segment System Test

SPR 2688 (KPGT-AR-PHS-0006) - Different versions of AORs are also visible but not comparison is possible. "Difference" tool in this case gives a java error: - Status - FIXED

SPR 2689 (KPGT-AR-PHS-0007) - Scientific Justification files: for all users except Larry and Mark the PDF file can be opened. – Status - FIXED

SPR 2690 (KPGT-AR-PHS-0008) - Information on Observing Modes seems to be not properly transferred to the propHandler application tool. There is no way to perform queries among the observing requests received based on 'Observing Mode'. – Status - FIXED

(b) Closing the Programme

Procedure steps:

- Run HFOM procedure HSC-PROC-PHS-0006 : Setting the Observation Programme to CLOSED

(c) Verify that the proposals are in the DB

Login to the PHS and confirm that all proposals are in the DB. Confirm that they are all linked to a country. Perform Comparisons & Differences between them to close out the Ground Segment ARs.

Pass/fail criteria:

- Steps in the HFOM procedure are correct and the software performs as expected.
- Anomaly Reports can be closed.

5.5 KP & GT System Test #2 - Test Report

Overall Results & Achievement of Objectives

The test was run on January 18th & 19th 2007. No HOTAC procedures were run in this system test as it was determined at the time that the emphasis should be placed on the AO opening/closing rather than the post-AO closure phase. The HOTAC procedures were rerun in April when the various SxRs raised were fixed.

It can be concluded that the test was very successful with all objectives being achieved.

Excellent support was provided by the Project Scientist Team for this test resulting in the generation of a large number of anomaly reports on the PHS, Helpdesk, User Registration and Other areas.

This test was run to primarily confirm that the main interfaces between the KP & GT community and the HSC exist and function as expected. This objective was successfully met although again a number of Anomaly Reports were raised which required resolution before the AO could be opened. As a result, it was decided to run a third & final System Test (System Test #3) to confirm actual readiness of the system for the AO.

A number of secondary objectives were also defined for this test. These are listed below with a summary status provided for each one as to whether or not it was successfully achieved.

- (a) That the main interfaces between the KP & GT community and the HSC exist and function as expected
Conclusion – This second test used the final interfaces. Some problems were encountered which required fixes before the third Ground Segment System test.
- (b) That the website web pages are correctly installed & readable
Conclusion – The final webpages were not yet available. An intermediate set of documentation was available which was used during the test. Again the final validation of this objective was made in the 3rd Ground Segment System test.
- (c) That the final links between the PHS & the Helpdesk to the ESAC LDAP work as expected
Conclusion – This objective was met
- (d) That a login from the main page will result in a user not having to re-login to the Helpdesk
Conclusion – the concept of a single login was tried in this test but could not be applied to all the Herschel services. It was only implemented for the Helpdesk as there was not sufficient time (and it was a lower priority in any case) to have the PHS updated to support this. This test concluded that the idea of a single login would be removed such that if you wished to use Herschel services then you would need to login to each one individually. This approach was tested in the 3rd Ground Segment system test.
- (e) That a login from the PHS will result in the user details being placed into the Versant DB
Conclusion – Confirmed successfully
- (f) That the procedures in place at the HSC are correct and cover both nominal & non-nominal scenarios expected to occur during & after the call for proposals
Conclusion – the procedures in the HFOM covered the nominal scenarios for this test only. The 3rd test addressed approaches to be applied where problems occur.
- (g) That the software in use by the system functions according to the requirements with all important SPRs/SCRs included within it

Conclusion – All ARs raised during the last test which were considered important to be resolved in time for the AO were tested in this ground segment system test.

(h) Regression tests will not result in new problems being raised

Conclusion – The system in place for this second test was not exactly the same as that for the first thus some regression tests could not be performed however for the system that had not changed then regression tests were successful.

(i) Anomaly Reports raised in the first test are confirmed closed in this test

Conclusion – those that were fixed for this Ground Segment system test were tested & confirmed to be closed where appropriate.

Anomaly Reports Raised during the test

In total, 41 Anomaly Report were raised. The 41 ARs raised during the test have the following statistics :

- System, web & policy issues – 11 ARs (8 major, 3 minor)
- Proposal Handling System – 14 ARs (2 major, 12 minor)
- User Registration – 8 ARs (1 major, 7 minor)
- S/w installation instructions – 8 ARs (all minor)

From the perspective of this report ALL are considered CLOSED as they were either resolved in time for the AO opening or an SPR/SCR was raised on the system which can be tracked further outside of this test plan.

IMPORTANT NOTE :

This test plan/report document is not a living document. It is at issue 2.0 to contain the final test report – No further issue of this document is to be performed. It is for this reason that the ARs defined in the following tables are listed as CLOSED as the intention is to ensure that they are tracked in a configuration controlled manner separate to this document.

Tracking of Anomaly Reports raised during these system tests are performed using the existing SxR & configuration control mechanisms that are available for the HSC. Priorities as to which SxRs should be fixed first are given by the CCB.

SYSTEM, WEB & POLICY ISSUES

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-2-9	<p>(a) FTP site at ESAC Larry1 - MAJOR - SYS - FTP site for HSpot download shall be at ESAC Mark3 - MAJOR - SYS - (see also Larry1) - Downloaded HSpot v1.9.7 Windows installer. Unable to connect. FAIL (RSSD server down????) - This morning I tried again to download HSpot from home. It got to 88% and, after 13m40s of download gave a timeout. David1 - MAJOR - SYS - it is now 9:34 pm and when I'm trying to get HSpot, I get a connection time out with the ftp site...is there some link voluntarily broken now ? Consequently, no download of HSpot possible at the present time.</p>	New FTP site created at ESAC by the 3 rd KP GT System test to avoid downtime of ESTEC servers which was what occurred in this occasion.	CLOSED
KPGT-2-10	<p>b) Web - System login & logout problems Larry2 - MAJOR - HLP & SYS - login & logout for helpdesk is very problematic i.e. trying to login but failed. Shut down explorer & brought it up again this time login works?? Is this because I was logged in already?</p>	This was very much linked to the attempt to have a single login approach. This approach was not ready so we moved back to a simpler approach for the 3 rd test.	CLOSED
KPGT-2-11	<p>(c) Making the AO visible on the Web Larry6 - MAJOR - POL - Currently no AO information on existing Herschel website. What is available is about the AO workshop - see mistake by Tim below : Tim1 - MINOR - SYS & POL - Registered for the Workshop by mistake first. I simply went to the web page and clicked on the first obvious looking 'register' link. Sarah2 - MAJOR - POL - I would have expected to see AO press here in big and bold for all to see... eventually I noticed AO for Observing Time (i know test plan told us that- will AO email tell astronomer that too???) Charo1 - MINOR - SYS - KPGT-PROC-TST2-002 says: "When logged in the AO software and Documentation..." I could access it without being logged in. The aim is to have documentation and tools protected or not?</p>	The AO information was not ready for this 2 nd test but was ready for the 3 rd test. As for Charo1 error, this is a feature of her explorer window.	CLOSED

KPGT-2-12	<p>(d) WEB - Links that don't lead anywhere should be shaded</p> <p>Pedro7 - MINOR - SYS There are still many links in the main web page which appear as apparently active, but they are simply pointing to the main web page. If the situation is not going to be changed for some of them by the time of the AO they should appear as non-activate links (shaded?)</p>	<p>Most missing links were resolved in time for the 3rd test. The remainder were resolved for the actual AO opening.</p>	CLOSED
KPGT-2-13	<p>(e) Policy on changes to HSPOT that affect existing aor files</p> <p>Pedro8 - MAJOR - POL & PHS - A policy is needed to be applied during the AO whenever there is a new version of HSpot released implying changes to be made in the input aor files. The bottom line I guess is to try to make all the necessary changes here at the HSC side, and in an automated way if possible, so that users are only requested to update their files if strictly necessary. For instance, is there any way now to update in a systematic (automated) way the load test files used by Andy?</p>	<p>Policy issue rather than a problem. Policy issues were addressed with the Project Scientist.</p>	CLOSED
KPGT-2-14	<p>(f) WEB - Viewing the helpdesk pages in the common look & feel</p> <p>Ana4 - MAJOR - SYS & HLP - (see also Ivan8 below) - Logon to the helpdesk as an astronomer user: * I agree with Ivan that the small helpdesk window shown between the two menu columns is not very nice. It is specially problematic when one wants to look at FAQ or previous tickets.</p> <p>Ivan8 - MAJOR - SYS -(see also Ana4 above) - if I access the helpdesk from the right-hand side menu of the AO page (herchel.esac.esa.int/v3.2) then the helpdesk screen is in a small sub-window and quite inconvenient. From herchel.esac.esa.int/esupport/staff it look all right.</p>	<p>This was very much linked to the attempt to have a single login approach. This approach was not ready so we moved back to a simpler approach for the 3rd test.</p>	CLOSED

<p>KPGT-2-15</p>	<p>(g) WEB - Helpdesk Login & Logout</p> <p>Charo4 - MAJOR - SYS - - Right side of the Herschel home page: - the 'Logoff Helpdesk' button is always visible, even if we are not logged in. As an example, the RSSD web is more explicit: the login/logout buttons appear only if you are logged out/logged in, respectively.</p> <p>Charo5 - MAJOR - SYS - the 'Logoff Helpdesk' button is not completely correct because you logout everything.</p> <p>Sarah18 - MAJOR - SYS - the log-off helpdesk button is not easy to find.</p> <p>Ana5 - MINOR - SYS & HLP - When I clicked in the link in the helpdesk message following a question, the helpdesk page that I get does not have any Herschel framework around.</p> <p>Sarah19 - MAJOR - HLP & SYS - *i got an email with links to access my questions. i clicked link. i used the back button. I cannot find anywhere to log out**</p>	<p>This was very much linked to the attempt to have a single login approach. This approach was not ready so we moved back to a simpler approach for the 3rd test.</p>	<p>CLOSED</p>
<p>KPGT-2-16</p>	<p>(h) WEB - Making the reset password capability more visible</p> <p>Ana6 - MINOR - SYS - I also agree with Tony that the information on what to do when the password is not known or forgotten, should be given in a high level menu, probably at the same level as helpdesk, log-off, etc. It is difficult to find it now inside the Registration menu, also it should also be there.</p> <p>Tony1 - MINOR - PHS & SYS & GEN- It would be very useful that the PHS message said where to go if you have forgotten</p>	<p>Reset password link was made available from main webpage in time for 3rd system test.</p>	<p>CLOSED</p>

KPGT-2-17	<p>i) Writing an email informing about opening of AO and what Astronomer should do</p> <p>Sarah1 - MAJOR - POL & GEN</p> <ul style="list-style-type: none"> - I think we need more info for the user as to what to do in what order : See below about the email that astronomers receive when they are told about the AO and also a list of things what they should do in what order especially when it comes to registration of helpdesk use etc. - Where do i down load the software from (i found page 34 of test plan eventually)?! Anyway I'm missing a pretend/draft AO issue email with the relevant links! We need to guarantee that the info sent in AO email is enough... - How do I know how to submit my proposal to the system? Do we have a basic sheet: get HSpot, install HSpot use HSpot to generate your observations and use, under Tools menu Proposal Submission Tool to submit your proposal. this should also say you need to register too - and first before trying to submit proposal.... and needs to say how... got to link Proposal Handling... use submission tool.select save proposal.print cover page you will get an email confirmation to say proposal uploaded/updated whatever ok.You can check the status of your proposal from the web page via link....Proposal Handling 	<p>The information on what the astronomer should do was posted on the web for the actual AO.</p> <p>For the 3rd System test, an email was sent to the participants stating that the AO was opened and that they should go to the main HSC webpage where they would find all the information they needed.</p>	CLOSED
KPGT-2-18	<p>(j) Completion of AO documentation (in particular Policies & procedures document)</p> <p>Pedro4 - MAJOR - POL/DOC - AO Documentation is NOT COMPLETE YET</p> <p>'Announcement of Opportunity for Key Programmes' is missing (probably not yet written?)</p> <p>'Policies and Procedures' (html version of this document does not exist); (in addition the document needs to be updated; under Timo's responsibility in the past; original document needed if delegate</p>	<p>AO documentation was available in final draft form for the 3rd system test.</p>	CLOSED
KPGT-2-19	<p>(k) Webmaster email address</p> <p>Larry4 - MINOR - GEN - Webmaster email address required for when network goes down</p>	<p>It was agreed that problems with network etc should be informed to the helpdesk. The webmaster is also responsible for the helpdesk software so he will then be made aware of these issues.</p>	CLOSED

Proposal Handling System

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-2-28	<p>(a) Versant Locking failure</p> <p>Ana2 - MAJOR - PHS & SYS - (see also b1 above) - SPR-2783 : Proposal submission does not work for userid not yet in Versant</p> <p>Pedro1 - MAJOR - PHS & SYS - SPR RAISED - KPOT AO was opened at 09:05 AM but... proposal submission was found to give 'server errors' for LDAP registered users not previously registered as Versant database users. Apparently, JBOSS server lock problems are still found. Registration in LDAP as a new PHS user does not automatically import the user into the Versant database, as expected from the closing of SPR 2642.</p> <p>Only using the RoleManager software it was possible to add users to the Versant database 'by hand'. Only these users will be able to submit proposals tomorrow until this problem is solved.</p> <p>[A new, high priority SPR 2783 has been raised by Ana today]</p>	<p>SPR 2783 has been raised - this corresponds to KPGT-2-AR-PHS-001</p>	CLOSED
KPGT-2-29	<p>(b) Submission to PHS of proposals from wrong HSpot version</p> <p>Ivan14 - MAJOR - PHS & SYS - 12:00 - DISCUSS WITH IVAN -SPR ON PHS - submitted new proposal after changing ivaltc01 e-mail address to my gmail.com e-mail address. Submission successful. Confirmation letter received.</p> <ul style="list-style-type: none"> - Retrieve last proposal from HCSS: shows only one proposal in the system. So apparently the previous one (submitted before 11:00am was not registered in the system). - Update the proposal and resubmit: PASSED. received a confirmation letter about the update. - 12:12pm, retrieve the last proposal, updated it. Successful. test FAILED as 12:05pm was announced as submission closure. <p>*** This is due to the HSpot version I am using, v1.9.8 and it is not to be used for this tests. However, the system should be intelligent enough to raise an error that I am using a version which is not allowed! Otherwise one can think that everything is just fine ("Proposal submitted") while it is not.</p>	<p>SCR 2794 has been raised to address how to ensure users know which HSPOT they are using. this corresponds to KPGT-2-AR-PHS-002.</p>	CLOSED

KPGT-2-30	<p>(c) Programme Manager SCR updates</p> <p>Pedro2 - MINOR - PHS - UPDATE SCR 2692 - 'Programme Manager' window in propHandler re-design is still pending. I know there is already an SPR 2692 on this by Larry, but I think it should be updated:</p> <p>I suggest to use the following terms: 'Observing Programme': 'Open/Closed' 'HOTAC approval needed': 'Yes/No' 'HOTAC pre-meeting': 'Initialized/Closed" 'HOTAC meeting': 'Initialized/Closed'</p> <p>We may need to discuss the implications of each of the steps above, Larry.</p> <p>Pedro3 - MINOR - PHS & SYS - UPDATE SCR 2692 - When I started the application this morning I found that both the KPOT and KPGT programmes were open. By default, all existing observing programmes should be initialized as: 'Observing Programme': 'Closed'. 'HOTAC approval needed': 'Yes' 'HOTAC pre-meeting': 'Closed' 'HOTAC meeting': 'Closed'</p>	SCR 2692 was updated	CLOSED
KPGT-2-31	<p>(d) New SCR relating to removing HCSS</p> <p>Sarah13 - MINOR - PHS - SPR to be raised - ****I made a proposal. I got the proposal submission tool up. I filled in stuff.i then selected "submit proposal to HCSS" what is the HCSS?????? General Astronomer doesn't know what that is... only what the HSC is. And i expect to submit it to the HSC - Similarly, Retrieve proposal from HCSS!</p>	SCR 2801 was raised which corresponds to KPGT-2-AR-PHS-003	CLOSED
KPGT-2-`32	<p>(e) Ivan problem provided before</p> <p>Ivan6 - MINOR - PHS - DISCUSS WITH IVAN - I got the same effect as from test #1, namely at one moment the window name on the taskbar changed to Com-zerog-LAX. I was able to reproduce it: open HerschelSpot, then open Tools -> Proposal submission:and see the name of the window at the taskbar panel. Maybe it is just another KDE effect?</p>	This was considered to be a "use-as-is" problem as it is purely cosmetic in nature	CLOSED

KPGT-2-33	<p>(f) Server Error during proposal submission</p> <p>Ivan13 - MINOR (TBC) - PHS & SYS - DISCUSS WITH IVAN - 11:48am, tried to retrieve my latest proposal, which I have submitted as ivaltc01. *** FAILED. The error is: Server error. The details saved in a text file. Is this to have something with the fact that the proposal was submitted before 11:00am?</p>	This is due to the locking error which is addressed in KPGT-2-AR-PHS-001 above.	CLOSED
KPGT-2-34	<p>(g) New normal (not urgent) SPR on PHS - the save button in the proposaul submission tool</p> <p>Tony2 - MINOR - PHS - SPR to be raised - Secondly, in saving the proposal the save button is barely visible (and the words certainly are not) in the proposal submission window on my Windows XP system -- and I can't make the window larger. Don't remember this from before. The window simply has to be made larger on the bottom line of information to allow the button to be inserted.</p> <p>From Mark : You are right. I have never noticed this button. The interesting thing is that it is not on either the Linux or MAC versions and does not depend on window size or screen resolution. Now that I know where to look, it's obvious.</p> <p>From Ivan - I can confirm that on Linux Redhat Enterprise 4 I cannot see <Save> button in the proposal submission tool with the following window managers:</p> <ul style="list-style-type: none"> - GNOME 2.8.0 - KDE 3.5.5 - XFCE 4.4 <p>Note that I did put some text in the proposal abstract and there was no change at all in the layout. I don't think it's a window manager problem though: it's more likely to be Java GUI related.</p>	SPR 2802 was - this corresponds to KPGT-2-AR-PHS-004	CLOSED

KPGT-2-35	<p>h) Continuously asking to be saved</p> <p>Charo6 - MINOR - PHS - The tool always asks you to save the proposal even if you have just saved it</p>	Decided to live with it	CLOSED
KPGT-2-36	<p>Existing SCRs that require updates or can be closed</p> <p>i4 - Larry3 - MINOR - PHS - SCR-2691:PHS:KPGT-AR-PHS-009 : reduce HSPOT number of programmes to two : KP OT and KP GT : - KP OT selection appears as KP .. in the XP version of HSpot.</p> <p>i5 - Sarah19 - PHS - SPR-2696 Title: KPGT-AR-PHS-011: Submit failure messages sent to Astronomer are not useful : tried to update proposal after deadline: title:Error: Server Problem ; Submit failed due to deadline Details are nasty for user. Should it say Update instead of Submit? It isn't really a server problem... but most errors if not all say that as the title.</p> <p>i6 - miguel1 - MINOR - PHS - Possible Update to SCR 2686 - note this SCR covers resubmission but not submission but implementation is more than likely the same !-Note: I received the e-mail of confirmation of succesful submission twice.</p>	<p>I4 – new SPR 3101 raised</p> <p>I5 – decided to live as is</p> <p>I6 – SPR was updated</p>	CLOSED
KPGT-2-37	<p>(j) SCR raised already - windows on windows</p> <p>Sarah14 - MINOR - PHS - CLOSED - SCR RAISED - cause of larry needing to get me on ldap submission didn't work... it kept trying.*****So i pressed the help button on the login window in HSpot. the help came up but i can't do anything with it - probably it is cause of the number of levels of windows. If i select the "proposal submit" window again i can press cancel. Then I can use the help. I expect we can't do anything about the freezing, other than tell user how to get round it or move button to somewhere else...Andy's reply: We have a policy of not putting help buttons on windows that are modal (always on top).Otherwise you get the behaviour that you described.SCR 2787 was raised to remove the button from the submit and retrieve dialogs</p>	scr-2787 was raised	CLOSED

KPGT-2-38	<p>(k) Proposals for KP GT - should be > 100 hours</p> <p>Sarah15 - MINOR - PHS - SPR on PHS?-- NOTE, my proposal is only for about 20 hours, it has not complained about that.</p> <p>Status - OPEN - to be discussed with Mark & Ana</p>	Information is contained in the policies document thus no software update required	CLOSED
KPGT-2-39	<p>(l) Coversheet updates</p> <p>Sarah16 - MINOR - PHS - Also i printed the coversheet- it does not contain my name, only the co-investigator's name! Also I included Parallel Mode observations, technically that uses SpirePhot cus code BUT I expect it to be listed in the cover-sheet - do you agree?? Also names aren't consistent: PacsPhoto, SpirePhoto, SpireSpectrometer..... why are they using these? Why aren't they written nicely like PACS Photometer or SPIRE Photometer, SPIRE Spectrometer.....</p>	SCR 2806 was created to address cover sheet and the comments provided by Sarah that were agreed were included into that SCR	CLOSED
KPGT-2-40	<p>(m) HOTAC comments</p> <p>Sarah21 - MINOR - PHS - - i don't see a comment from the HOTAC yet - HOTAC hasn't commented yet - should link be active yet?? should it say - after pressing link - that HOTAC hasn't made comment yet?</p>	Clarification provided	CLOSED
KPGT-2-41	<p>(n) Co-Users & their email addresses</p> <p>Sarah23 - MINOR - PHS - - I added Tim as a co-user to my proposal AFTER submission deadline.*** does Tim (hsctst03) get told about this by email???? How does he know? Maybe he doesn't want his name associated with my crazy proposal....</p> <p>Sarah24 - MINOR - PHS - CO-I email addresses - what can you do if they change</p>	Clarification provided about co-users & approach to email address changes.	CLOSED

USER REGISTRATION

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-2-20	Larry7 - MINOR - UR - Services page should say that you should put in your country as it is not a mandatory field in UR software at present	This was done	CLOSED
KPGT-2-21	Ana3 - MINOR - UR - Registering a new user: The only note is that the account created from the name Henry Sctst04, was hscst03. Since I do not know exactly the rules to generate the userids, I cannot say that this is a problem, specially because there are numbers involved, when normally there are not. Anyway, to keep in mind in case we see that this causes a problem.	Discussed with Kevin Salt. User Registration software requires 8 characters in username. It takes the 1st letter from the Name and then checks for repetition in the first 4 or 5 letters of the Family Name. If there is repetition then it assigns a number at the end corresponding to the next in sequence.	CLOSED
KPGT-2-22	Tim2 - MINOR - UR - - having checked the test plan I found the user registration button and registered, but got a User Registration Existing User message, (see print out, paper only) I guess this came because of registering for the workshop first by mistake !	Registration was performed in both cases but somehow the UR system recognised that your email address was already in the system.	CLOSED
KPGT-2-23	Sarah9 - MINOR - UR - - formatting of where the password input boxes are is bad. Both boxes should be level or below the bit that says user password. currently one of them is above. - in fact it should state that both boxes correspond to passwords	UR software has been updated such that if you click on the question mark it now says that you need to insert 2 passwords.	CLOSED
KPGT-2-24	Sarah10 - MINOR - UR - - DISCUSS WITH ANA - I am not impressed with the Institute list - it looks like an exclusive club!!! Remove it.	The institute list is updated as a result of people inserting a new institute. If your institute is not on the list then it will update that list.	CLOSED
KPGT-2-25	Sarah11 - MINOR - UR - - where is the link to get me back to the main page?	Effectively, the UR page should open in a separate page and the Herschel main webpage should not be closed. This was done in time for the 3 rd system test.	CLOSED
KPGT-2-26	Sarah12 - MAJOR - UR - i have not got an email to say i'm registired. i expect one.	It was discussed and concluded that Herschel will not use this feature	CLOSED
KPGT-2-27	Ivan7 - MINOR - GEN - - it is not quite clear from the test plan & procedures whether I need to submit the proposal. However, I cannot submit a proposal if I am not registered and I am not. Tried with one of the users from KPGT-PROC-TST2-004 (Sarah: sctst07), but failed as perhaps the user is still not registered (10:33am).	Certainly registration is required for users who wish to use Herschel services. At the time that Ivan tried to use hscst07, Sarah had not yet created that user.	CLOSED

S/w Installation Instructions

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-2-1	<p>Pedro6 - MINOR - INS - Installation instructions - The new HSPOT LINUX (and SOLARIS) download instructions (I think they have directly been cut & pasted from the HSpot manual) are to me now more confusing than the old SOLARIS ones (which were valid also for LINUX, and I found them OK). They now give too many details for non-standard installations which may be not necessary here (although useful to have in the HSpot manual).</p> <p>As other people has already reported, some instructions are not clear; others are simply wrong, like (h) (see Eva's report).</p>	New instructions put together in time for the 3 rd KP & GT System test to resolve this issue.	CLOSED
KPGT-2-2	<p>Ivan4 - MINOR - INS - (see also Pedro 6 above) - the instructions for the Linux version are not well written. Here they are with my comments:</p> <p>(c) Open a terminal and type: sh PHS_name_of_version *** this should be: sh ./PHS_version_operatingsystem_Installer.bin (following from point (a))</p> <p>(d) Return and the installer will guide you through the process, including installing in a default directory in the disk (/home/username/HerschelSpot). *** this should be "Press <Return>", otherwise it's a bit confusing where to return... to the web page?</p>	New instructions put together in time for the 3 rd KP & GT System test to resolve this issue	CLOSED
KPGT-2-3	Ivan5 - MINOR - INS - the table cell of the instructions spans out of the window and it is necessary to scroll left-right to read it. Can the whole table be fit and adjust automatically to the window width?	Html code updated such that the table fits automatically into webpage	CLOSED
KPGT-2-4	<p>Charo2 - MINOR - INS - (see also Pedro4 & Ivan6 & Eva2) - The HSPOT for Linux loading instructions say:</p> <p>"c) Open a terminal and type: sh PHS_name_of_version" it should say: "c) Open a terminal and type: sh PHS_version_operatingsystem_Installer.bin" (already reported by Ivan)</p>	New instructions put together in time for the 3 rd KP & GT System test to resolve this issue	CLOSED

KPGT-2-5	Eva1 - MINOR - INS - Download HSpot HSpot 1.9.7 for Linux. Download time: 7 min to see it in my browser (for some reason it is not saved directly to my disk) plus one minute to save it on disk. BTW, the size of the new version is not 68Mb any more (as is written in the webpage) but 78Mb.	Table updated to reflect actual file sizes. Download time was dependent on the network speed at that time.	CLOSED
KPGT-2-6	Eva2 - MINOR - INS - (see also Pedro4 & Ivan6 & Charo2) - Install HSpot. A few minor problems: - When installing I chose my directory /home2/everdugo/HERSCHEL/HerschelSpot for the installation. If I choose the same directory for making the links, it does not work: error message is "Too many levels of symbolic links". If I choose one directory up, i.e, /home2/everdugo/HERSCHEL/ it works. Is it clear for everybody? - runHerschelSpot (as it is written in the instructions webpage) does not work for me. I have to still type ./runHerschelSpot (as it was written in the previous version of the page)	New instructions put together in time for the 3 rd KP & GT System test to resolve this issue. This issue of too many symbolic links is explained in the HSpot user manual and was therefore decided not to change the table but rather just refer people who have problems to that document.	CLOSED
KPGT-2-7	Sarah6 - MINOR - INS - HSpot dowload page. Lines are very long and i have to scroll sideways - annoying	Html code updated such that the table fits automatically into webpage	CLOSED
KPGT-2-8	Sarah7 - MINOR - INS - (see also pedro4, Ivan6 & Charo2 & Eva2) not sure if the instructions are ok - i doubled clicked on icon. saved the file rather than selecting run... but user should now to find file icon in directory and double click on it. i installed s/w actually i found behind the web page with the different HSpots... another installation window! I cancelled that	New instructions put together in time for the 3 rd KP & GT System test to resolve this issue.	CLOSED

6 KP & GT SYSTEM TEST #3 - THE HERSCHEL CHALLENGE - TEST CONFIGURATION & PROCEDURES

6.1 General Overview of Test activities

The concept behind this test was to provide a conclusive statement that the HSC system was ready to support the AO opening & closing.

Following the experience obtained from the last test, it was decided not to provide the testers with procedures but rather to treat them as if they were new users to the system.

The nominal way in which new users will be informed of how to & when to use the system will be through an email sent to them informing them that the AO is open, informing them of the HSC website and providing them with the director of science AO opening letter.

This was the approach to be applied for this final test. A number of new “outside Herschel” users were brought in for this test.

The test took place on the 31st January. The day before the AO opened.

6.2 Preparation for the Herschel challenge

Preparing the participants for the test

The day before the test began all testers were provided with the email below:

=====
Dear "Challenger",

the Herschel Key Programme Guaranteed Time AO is open on the 1st February. The Final Ground segment System test is to be performed tomorrow (Wednesday the 31st January). The test procedure corresponds to this email and the final email to be sent tomorrow giving the web address to access.

(a) When does the "Test" (Challenge) begin

The test begins at 2pm tomorrow whereby the "KP OT" programme will be opened to allow proposals to be submitted. It will close at 4pm (also tomorrow) after which no further proposals will be submitted.

Tomorrow just before lunch you will receive the email which gives you the web address that you should access for the challenge. You can do everything you want from the time you receive the email except send a proposal which can only happen between 2pm & 4pm.

(b) What is the challenge

The challenge is that you are required to perform the following steps :

- Download the PDF version of one of the Observers Manual and confirm that you can open it OK
- Open up the html version of the one of the manuals & confirm that you can view it OK
- Download the AO version of HSPOT to your platform & install it
- Login to the Helpdesk and submit 2 questions - 1 related to an instrument topic (select either HIFI, SPIRE or PACS) and 1 related to a General topic

- Submit a proposal to the HSC
- Update your proposal at the HSC
- Logon to the PHS and view your proposal
- Update your notification level such that you can receive a notification about one of the instruments

(c) Some important hints

If you are registered in the RSSD LDAP system, then you should check the registration page as to the steps you should follow to become a Herschel person.

You may find the web page "AO how to step by step" a useful help in the above tasks.

Try to submit your proposal as soon as possible after 2pm so that at least that part of the test is out of the way.

Finally, the last hint is that you should ensure that you submit proposals to the KP OT programme & NOT the KP GT programme.

(d) What happens afterwards

If you fail to meet the challenge then please provide the reasons why not. I am interested in all errors you encounter as well as where some things may have confused you. If you think things could be improved then I want to know about it.

Your feedback is required by 17:00 tomorrow. I can ring you if you have no time to write an email.

Do you think you can rise to this challenge?
I hope so
Larry

=====

Beginning the test – 31st January 2pm

The test was finally opened with the following email sent to the participants:

=====

Dear all,

the formal email to the scientific community will in fact be sent to the Science community by ESA HQ. The idea is that they will inform the users about the call and attach the Director of Science signed announcement.

As a result, I attach below the announcement for the call. For the AO challenge, rather than using the website that is defined in that announcement, you must use the following web link:

<http://herschel.esac.esa.int/vxxxx/>

The username is xxxxxx and the pwd is xxxxx

Please be aware that the main page will be updated with the call information only this afternoon so don't be surprised if you see it change. The main page (when updated) shall inform the users that for the AO they should proceed to the page "AO "how to" step-by step". **This is what you should do to start the challenge.**

The submission of proposals shall be possible from 2pm through to 4pm this afternoon.

Good luck with the challenge and let me know as soon as you can how you get on. I have re-attached below the instructions that I sent yesterday.

regards,

Larry

6.3 Test Configuration for KP & GT Ground Segment Test #3

The test configuration shall be as follows for the 3rd test planned in end January:

Hardware Configuration

- HCSS 0.4.2/PHS 2.0.0 is installed on DB operational server (Herdb01). Access to this release from the 3 Operational workstations i.e. heropl01, heropl02 and heropl03, is possible as the relevant disks containing this software is mounted on these workstations. A similar situation exists for the JBOSS server (herjb01)
- Kayako & Herschel.esac.esa.int web are installed on sciwww server.
- The LDAP software API is located on the ESAC LDAP server with a link from the main HSC webpage
- The PHS web pages are located on the jboss server.

Software configuration

- HCSS 0.4.2 – AO version
- PHS 1.9.7 (build number 436)
- The DB to be used at ESAC for the system test is the hsc_ops_operations_1
- ESAC LDAP version (Replicated with ESTEC LDAP)
- Kayako Helpdesk - v 3.0.0.32

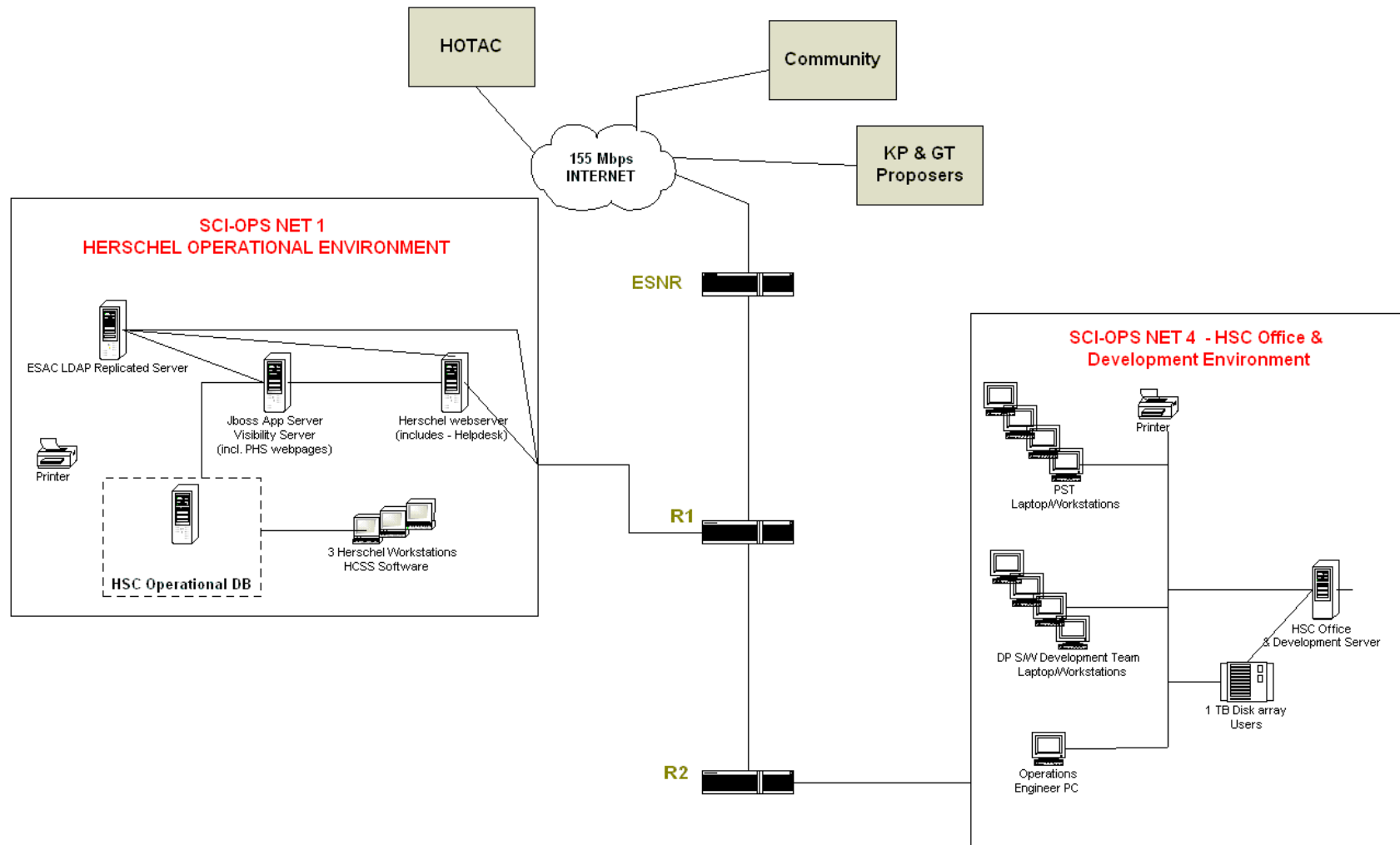
Communications configuration

The Interface between the HSC and the outside world shall be via the public internet

Interface Setup

- HSPOT proposal upload link to the Herschel web & JBOSS server applications
- PHS link to the Operational DB server
- PHS login linked to the LDAP server in ESAC
- User Registration linked to the LDAP server in ESAC
- Helpdesk linked to the LDAP server in ESAC

HSC Operational, Office & Development Environments KP & GT Ground Segment System Test #3 Configuration



6.4 KP & GT System Test #3 - Test Report

Overall Results & Status of Test Objectives

The test was run on January 31st 2007.

Excellent support was provided by the Project Scientist Team for this test resulting in the generation of a large number of anomaly reports on the PHS, Helpdesk, User Registration and Other areas.

Support was also provided by three non-Herschel people who volunteered to represent the general astronomer. These were Erik Kuulkers, Andy Pollock & John Hoar.

The **overall objective** was to confirm readiness of the system for the AO opening. The major ARs were addressed each in turn once the test finished from the perspective of whether the AO could go ahead or not. The conclusion following the analysis was that the objective had been met and that the ARs raised were not considered showstoppers for the AO opening.

In addition to this overall objective, the following lower level objectives were set for this test (in addition to those which were performed in the G/S System test #2) :

- (a) Download the PDF version of one of the Observers Manual and confirm that you can open it OK
Conclusion – Objective achieved successfully
- (b) Open up the html version of the one of the manuals & confirm that you can view it OK
Conclusion – Objective achieved successfully.
- (c) Download the AO version of HSPOT to your plattform & install it
Conclusion – The s/w installation table & download instructions were still unclear. A final update was made to the table & the software called by it to ensure that the relevant problems were closed in time for the AO.
- (d) Login to the Helpdesk and submit 2 questions - 1 related to an instrument topic (select either HIFI, SPIRE or PACS) and 1 related to a General topic
Conclusion – Objective achieved however it was clear that clearer instructions needed to be provided on how a person could register & how they could access the helpdesk. These instructions were provided in time for the AO opening.
- (e) Submit a proposal to the HSC
Conclusion – Objective achieved successfully although parallel submission showed timing problems on the backend server. An SPR was raised and was later fixed in a release made before the AO closure.
- (f) Update your proposal at the HSC
Conclusion – Objective was not achieved during this test due to a problem related to the DB. Once this problem was resolved then a retest was performed of resubmission and this objective passed successfully.
- (g) Logon to the PHS and view your proposal
Conclusion – Objective achieved successfully
- (h) Update your notification level such that you can receive a notification about one of the instruments

Conclusion – Objective achieved successfully

Description of Anomaly Reports Raised

In total, 27 Anomaly Report were raised. The 27 ARs raised during the test have the following statistics :

- System problems – 2 ARs (1 major, 1 minor)
- Proposal Handling System – 6 ARs (3 major, 3 minor)
- Webserver problems – 7 ARs (all minor)
- Helpdesk – 5 ARs (1 major, 4 minor)
- User Registration – 4 ARs (all minor)
- S/w download table – 3 ARs (all minor)

From the perspective of this report ALL are considered CLOSED as they were either fixed in time for the AO opening or an SPR/SCR was raised on the system which can be tracked further outside of this test plan.

IMPORTANT NOTE :

This test plan/report document is not a living document. It is at issue 2.0 to contain the final test report – no further update to this document shall be performed. It is for this reason that the ARs defined in the following tables are listed as CLOSED as the intention is to ensure that they are tracked in a configuration controlled manner separate to this document.

Tracking of Anomaly Reports raised during these system tests are performed using the existing SxR & configuration control mechanisms that are available for the HSC. Priorities as to which SxRs should be fixed first are given by the CCB.

System Problems & Issues

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-3-1	Larry3 – SYS– MAJOR - Database used for the test was not created in the same way as all other DBs used for ESTEC HSCDT system tests, PST acceptance tests & Ground Segment System tests.	DB was found to have some properties not set. After properties were set another test was performed and the problems encountered were found to be resolved. After a number of discussions, it has been confirmed that the DB remains as is and is acceptable for this AO.	CLOSED
KPGT-3-2	Erik7 – MINOR – SYS - This whole username/password business is a bit weird and cumbersome... Why is this needed?	This is a policy issue. Herschel requires people to have a username and password to use their services.	CLOSED

PHS Problems & Issues

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-3-3	<p>(a) Update of proposal fails</p> <p>Miguel 2 – MAJOR - PHS - Update your proposal at the HSC: FAILED in the first trial. PASSED in the second attempt (as you know...)</p> <p>Larry2 – PHS - MAJOR - Proposal update & resubmission failed with the first proposal submitted</p>	SPR 2848 raised and analysed.	CLOSED

<p>KPGT-3-4</p>	<p>(b) Resubmission Duration & affect on the HSPOT User</p> <p>Eva 3 – PHS – Resubmission duration - 3 proposals were submitted very fast and without problems. Retrievals/updates were possible; no problem. The last one contained 68 AORs. Submission was very fast. I retrieved it, changed it and resubmitted at 15:59. At 16:00 KPOT was closed (by myself, so I know). The resubmission took 7 minutes but at 16:06 I got the message of successfully resubmitted. The new version is certainly in the database and I got the e-mail confirmation. So, I think this is good.</p> <p>Charo1 – MAJOR – PHS – Resubmission Duration - just one point to report: I started to submit my proposal at 15:58, then I was waiting for almost 15 minutes without getting any error message! I aborted it, tried again and failed because the call was closed.</p> <p>Erik6 – MAJOR – PHS – Proposal submission - It takes ages to submit.... Even when I use a wrong username/password! The latter I did before 16:00. Then I tried after 16:00 and it still is busy doing something.... I aborted it...! For sure I aborted the submission, but I got the message that the submission was successful.</p> <p>Mark5 – MINOR – PHS – Proposal Submission - Submitted at about 16:03 - took more than a minute to connect and then told me that the submit had failed due to deadline closure.</p>	<p>SPR xxx raised</p> <p>Mark5 - AO closed at exactly 16:00. The minute delay is linked to AORs being inserted just before the AO closed which were still being processed by the PHS.</p>	<p>CLOSED</p>
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<p>KPGT-3-5</p>	<p>(c) Download Errors of HSPOT</p> <p>Erik4 – MAJOR – PHS [30]intl03.net4.lan> sh PHS_V2_0_0_Linux_Installer.bin Preparing to install...Extracting the JRE from the installer archive... The included VM could not be extracted. Please try to download the installer again and make sure that you download using 'binary' mode. Please do not attempt to install this currently downloaded copy."</p> <p>I'm using Red Hat. Note: When I clicked on the link directly (without "Right click") my browser freezes..... Annoying.</p> <p>It goes ok, when I do anonymous ftp manually: ftp ida.esac.esa.int cd /pub/hscftp/bin get PHS_V2_0_0_Linux_Installer.bin</p>	<p>Problem was found to be in the HSPOT download table. Files were created once more for this table and a retest performed demonstrating that the problem was fixed.</p>	<p>CLOSED</p>
<p>KPGT-3-6</p>	<p>(d) Visibility & Background Dialog Dates – Resolve after AO opens</p> <p>JohnHoar2 – MINOR – PHS - The dates are not remembered between the 'visibility' and 'background' dialogs, which is sub-optimal</p>	<p>Discussed within the team – no SxR raised</p>	<p>CLOSED</p>
<p>KPGT-3-7</p>	<p>(e) Approach to HSPOT software design</p> <p>JohnHoar1- MINOR – PHS - The HSPOT developers should go and read about ISO-8601. The date format is a bit non-standard and frankly you shouldn't be making that sort of mistake.</p> <p>JohnHoar4 – MINOR – PHS - The observing mode dialog is non-intuitive. Unless you've read the bit of the manual which tells you that you select the observing mode by merely selecting the correct tab, you'd never work it out. It's also completely non-standard UI design - i.e no other UI I've worked with functions in that way; tabs are a mechanism to organise components, not functional components in themselves.</p>	<p>Comments were passed on to HSCDT manager. The fact that we are using an already existing JPL developed software probably limits what we can actually do with regards to following appropriate standards.</p> <p>Observing mode dialog tab being more intuitive was discussed with PST. Opinion on UI design to be passed on to the HSCDT Manager.</p>	<p>CLOSED</p>

<p>KPGT-3-8</p>	<p>(f) Others</p> <p>JohnHoar3 – MINOR – PHS - When looking at my AORs, the first is marked as 'submitted' and the second as 'new'. Bit odd.</p> <p>Sarah11 – MINOR – PHS – Proposal Submission tool - eventually says science justification file does not exist - but this text doesn't correspond to the options of what to add ... i.e. add proposal PDF file...</p> <p>Sarah13– MINOR – PHS - edit notification on PHS webpage - the one we want everyone to be signed up to should probably be first.</p> <p>Sarah14 – MINOR – PHS - the proposal menu link at bottom of main menu is redundant - we are on that page!</p> <p>Sarah15 – MINOR – PHS – PHS webpage - i logged off. - i pressed backwards. i pressed check Status. i got html error (glad i didn't get access to my proposal though):</p> <p>Sarah16 – MINOR – PHS – Saving of a proposal in HSPOT does not save the AOR, only the cover sheet. This would mean that the AOR is lost.</p> <p>Erik5 - MINOR – PHS - Isn't there a button which would say "verify proposal"? I typed in things at random, but nowhere it says whether I'm wrong or not. In the end I first would like to see if all inputs to my proposal were ok.</p> <p>Sarah10 – MINOR – PHS - i wonder exactly what is saved when save proposal - does it save all the aors and the text etc that i put in.</p> <p>Eva 4 – PHS – Minor - Logon to the PHS and view your proposal. I see my proposals plus one from Larry for which I am Co-User (I guess).</p>	<p>JohnHoar3 – newly submitted AORs appear as new while when they are updated then they change to submitted.</p> <p>Sarah11 – decided to use as is</p> <p>Sarah13 – decided to leave as is</p> <p>Sarah14 – decided to leave as is</p> <p>Sarah15 – decided to leave as is</p> <p>Sarah 16 – When closing the sessions the user is asked to save their AORs. Conclusion – decided to leave as is</p> <p>Erik5 - There are many checks performed in HSPOT thus if you had put in something inconsistent with the requirements an error would have been raised immediately.</p> <p>Sarah10 - – check the HSPOT Users' guide for this information</p> <p>Eva4 - Larry confirms that Eva was made a co-user</p>	<p>All CLOSED</p>

Web Problems & Issues

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-3-9	Erik1 – MINOR - WEB –A lot of the text on the AO pages is too flowerish, i.e., trying to be sort of funny, if you see what I mean. I would not do this, since the scientific community expects ESA to be serious and as a scientist I do not like to read manuals, pages, etc, and the more text there is, the more it puts me off. Try to be concise and serious.	webpages updated to remove flowery language	CLOSED
KPGT-3-10	Sarah12 – MINOR – SYS - check Status of proposals in Prop Handler web interface - info too big for window - doesn't look good.	Nothing that can be done for this AO. This is dependent also no the browser & the window size settings.	CLOSED
KPGT-3-11	<p>(a) Latest News Webpage</p> <p>Mark1 – MINOR - WEB - Checked the web pages and information. Impressed to see that the "Latest News" section says that the AO was issued at 12:02 UT on Feb 1st. Whose time machine did you use?</p> <p>Sarah4 – MINOR –Web – Latest news webpage - The AO has been issued on 1 February 2007 at 12:02 UT - why at 12:02?.</p>	Webpages updated	CLOSED
KPGT-3-12	<p>(b) AO Documentation Webpage</p> <p>Sarah3 – MINOR – WEB - AO documentation webpage 3(a) - Executive Summary, PDF (xKb) change X to whatever. 3(b) - SPIRE/PACS Parallel Mode Observers' Manual, PDF (369Kb) or HTML. The SPIRE/PACS Parallel - remove the / twice. Status – To be discussed with Goran</p> <p>Mark2 – MINOR - WEB - The AO letter gave me a broken link. It is also only a PDF.</p>	<p>WebPages updated.</p> <p>AO letter was able to be opened on a number of other platforms thus the problem was specific to this user.</p>	CLOSED

<p>KPGT-3-13</p>	<p>(c) Step by Step Webpage</p> <p>Sarah1 – Minor - WEB – in how to step by step webpage 1(a) there is a typo - The OT proposals are then due the in the period 5 July - 25 October 2007. paragraph isn't great either. Also, this is what you do. -> should do?</p> <p>1(b)No other version of HSpot can be used to submit proposals - can or should?????</p> <p>1(c) – In HSpot click 'Help' then 'About', you want 'Version 2.0 AO version'. In my version - HSpot says Version 2.0 Final Key Programme AO version</p> <p>1(d) - HSpot Users' Manual -> mark's version still says Users' Guide...</p> <p>1(e) - (under Tools menu choose Proposal Submission Tool inside HSpot) : - mention HSpot first.</p> <p>Sarah16 – MINOR –Web – Step by step webpage - step by step guide doesn't say much about the helpdesk!!! - only mentioned it as a benefit of being registered</p>	<p>1(a) webpage updated</p> <p>1(b) "Can" is correct. We are doing our best that the software available for the AO is the only one that can submit proposals. No other HSPOT version (besides your earlier acceptance test versions) is able to submit proposals to the system</p> <p>1(c) webpage & Hspot user manual updated</p> <p>1(d) Webpages updated & user manual updated</p> <p>1(e) Webpage updated</p> <p>Sarah16 – helpdesk is visible on main page. Step by step guide doesn't need to mention helpdesk</p>	<p>CLOSED</p>
<p>KPGT-3-14</p>	<p>(d) AO Introduction Webpage</p> <p>Sarah 2 – MINOR –WEB – AO introduction webpage –</p> <p>2(a) - Submission deadline for GT KP proposals. ..of final GT KP 'Reserved... , for KP OT..... - should GT/OT or KP be written first? in HSpot it is KP OT KP GT.</p> <p>2(b) - the line about the last update of the webpage should be made a bit lower.</p>	<p>2(a) - issue was clarified</p> <p>2(b) - updated</p>	<p>CLOSED</p>

KPGT-3-15	<p>(e) User Registration Webpage</p> <p>Sarah5 – MINOR –WEB – User registration webpage - Please take note of point (a) above as to the mandatory fields that you should fill - "in."</p> <p>Status – to be inserted if time allows</p> <p>Larry1 –Web – MINOR – typo in User registration page in point (b) i.e. Personal details Editory"</p> <p>Status – Typo should be removed</p>	Webpages updated	CLOSED
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Helpdesk Problems & Issues

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-3-16	<p>(a) User not able to view files submitted – Resolve after AO opens</p> <p>Miguel 1 – MINOR - HLP - Login to the Helpdesk and submit 2 questions - 1 related to an instrument topic (select either HIFI, SPIRE or PACS) and 1 related to a General topic. PASSED. Just a note: when viewing my tickets, I was not able (should I?) to display the figure attached to one of the tickets. It was a GIF file.</p> <p>AndyPollock7 – MINOR – HLP - I submitted 2 HelpDesk questions. One had an eps attachment. When I tried to open the attachment, nothing happened. I expected to see the plot in a ggv window.</p>	This is standard practice as it avoids that users can submit virus executables and then open & run them.	CLOSED
KPGT-3-17	<p>(b) Missing Question in Helpdesk? - to be checked</p> <p>Eva 2 – MINOR – HLP - 3 questions raised: one for SPIRE on the password protected link I found in the manual and 2 on General. One of them about the message you got when submitting a ticket.</p>	Problem was not repeatable. Use of the helpdesk in operations has not seen this problem re-appear.	CLOSED

<p>KPGT-3-18</p>	<p>(c) Helpdesk needs to give message to user that they must register</p> <p>Erik3 – MAJOR – HLP - How do I register for the Herschel Helpdesk? I need to do this if I want to send questions, or not?</p> <p>AndyPollock5 – MAJOR – HLP - is registration required for the HelpDesk ?</p>	<p>The AO step by step guide states that you need to register as a Herschel user to use Herschel services. The Services Overview webpage provides the same information. However the front page of the helpdesk should state the same point so an update will be made to it if possible.</p> <p>This update was made!!</p>	<p>CLOSED</p>
<p>KPGT-3-19</p>	<p>(d) Error Message which doesn't disappear</p> <p>Sarah17 – MAJOR – HLP - I tried to log on to helpdesk it say invalid username or password... using one i just created. it said invalid username or password. i try again. i notice that the login button it not very obvious now. now i got in but on the left it still says 'invalid username or password'</p> <p>AndyPollock6 – MAJOR – HLP - I first logged in with the wrong username and got this message "Invalid Username or Password" which didn't disappear when I finally logged in</p>	<p>Known error that has been recorded previously. SPR 2875 raised</p>	<p>CLOSED</p>
<p>KPGT-3-20</p>	<p>(e) Others - Resolve after AO opens</p> <p>Charo 2 – MINOR – HLP - the automatic e-mail reply when the ticket is submitted says: name_of_the_user, bla bla bla... - could it be changed to: Dear name_of_the_user,</p> <p>Charo 3 – MINOR – HLP - when the user wants to post a new reply to a ticket, he loses the history of the ticket. Could it be possible to open a new window when clicking on the 'post reply'?</p> <p>Charo 4 – MINOR – HLP - the internal Helpdesk clock seems to be UT, which is OK but it is not indicated and can lead to misunderstandings.</p>	<p>Charo 2 – SPR 2851 raised on helpdesk</p> <p>Charo 3 – SPR 2852 raised</p> <p>Charo 4 – SPR 2853 raised</p>	<p>CLOSED</p>

User Registration Problems & Issues

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-3-21	<p>(a) Personal Details Editor close window error</p> <p>Erik2 – MINOR – UR - Herschel Personal Details Editor: "Close the Window" does not work</p> <p>Sarah8 – MINOR – UR - then i went in to modify my details ... then i realised i didn't want to change anything and pressed the close the window button- nothing happened.</p>	Problem was resolved	CLOSED
KPGT-3-22	<p>(b) New Password errors</p> <p>Sarah7 – MINOR – UR - i entered what i said. i put in new password. then i got a page staying "user password fixer (part 2) and nothing else!!!!</p>	Problem was resolved	CLOSED
KPGT-3-23	<p>(c) User Registration actions upon successful registration</p> <p>AndyPollock3 – MINOR – UR – When the user has been successfully registered, he gets a message stating that "Your details have now been registered in our directory. Your new user ID is apollo01 and any e-mails from us will be sent to Andy.Pollock@esa.int. You are now fully registered, and able to log in to any applications for which you are authorised, using the user ID above and the password you provided" - Recommendation is to have a link from the browser back to the Herschel pages at this point</p> <p>Status –</p> <p>AndyPollock4 – MINOR – UR - I have not received notification of my username by e-mail. This would seem essential as you make up the name.</p>	<p>AndyPollock3 - The main point is that user registration opens in a separate window so that you don't lose the original Herschel webpages. This has been implemented</p> <p>AndyPollock4 – user is informed on the screen of the username. The decision was taken within the Herschel project not to use the email notification</p>	CLOSED
KPGT-3-24	<p>Sarah9 – MINOR – UR - make a new users. - the user password boxes are still rubbish as no information is provided as to what they are</p>	There is a question mark placed beside these boxes which explain what they are.	CLOSED

S/W Installation problems & Issues

Problem #	Problem raised	Status of problem	Closed/Open
KPGT-3-25	<p>Erik4 – MINOR – S/W Download - I downloaded the HSPOT thing by:</p> <p>(a) Right click on the link and Save As... and then</p> <p>(b) Run the installer: from the directory where you have saved the file: type sh PHS_V2_0_0_Linux_Installer.bin It should be "... where you have saved the file, type: `sh PHS_V2_0_0_Linux_Installer.bin"`. I first typed in `type sh PHS_V2_0_0_Linux_Installer.bin' ...</p> <p>Right click and save is not very helpful:</p>	Table was updated	CLOSED
KPGT-3-26	AndyPollock1 – MINOR – S/W Installation – Why is the download file called PHS in its title.	Table was updated	CLOSED
KPGT-3-27	AndyPollock2 – MAJOR – S/W Installation – Failed due to errors of too many levels of symbolic links	This is an error raised due to a particular hardware setup. The text above the table has been updated to state that where problems arise then the person should go to the HSPOT Users Manual	CLOSED