Service Preparation Subsystem (SPS)

Getting Started with the SPS

Version 6.0 - dated 3/9/11
Items to be addressed:

1) JPL Accounts
   a) Individual Accounts
   b) Password Administration

2) Obtaining JPL accounts:
   a) Process
   b) ‘Application’ accounts
      i. Get an JPL LDAP Application Account
      ii. Get an SPS Application Account (of the same name)
   c) MIM Contact List

3) Role-Based authorization (upload only)
   a) SPS User Authorization Process
   b) Process Diagram.
   c) Authorization Request Form.

4) System requirements [PC, Mac, Sun]

5) Downloading SPS software

6) Graphical User Interface (GUI)

7) Project/Mission user script modifications
   a) 820-13, 0168-Service_Mgmt interface document
   b) 887-117, SPS Portal Operation Manual

8) Downloading from SPS Portal

9) E-mail notifications

10) Removing users from the SPS system

Appendix-A: JPL External User Request

Appendix-B: NCIC - 7030 Form
1) JPL Accounts:

   a) Individual accounts:

      i. All persons using the SPS Portal:
         https://spsweb.fltops.jpl.nasa.gov/portalappsops/Main.do must
         have an JPL (LDAP - Lightweight Directory Access Protocol)
         account. **This is a JPL Security requirement.**

      ii. You already have an account if:
          i. You are a JPL employee
          ii. You access JPL via VPN, Remote Access dial-up or Remote Browser
          iii. You have an account on Oscar-x or other computer inside the JPL
               Flight Operations Firewall.

   *Note: JPL IT Security requirements do not allow the use of
   group accounts.*
b) **Password Administration:**

i. Individual passwords will need to be reset every 90-days.
   a. Users are responsible for maintaining their own passwords and ensuring that they do not expire.
   b. The system currently does not send out an email message or any other type of notification to the users warning them of their passwords expiration date.

ii. It is recommended that users reset their passwords several days prior so that it does not expire.

iii. The JPL Directory Service has introduced a new self-service password reset capability for the JPL Password.

iv. In response to customer requests for simplified password management, the self-service option is now available 24x7 via the URL: [https://dir.jpl.nasa.gov/ui/](https://dir.jpl.nasa.gov/ui/).

v. Provides a secure, immediate solution if you happen to forget your password, eliminating the need to call 4-HELP [818-354-4357] for assistance.
b) Password Administration (Cont):
   vi. To use the reset capability, you must have logged into the URL above in advance and entered Challenge and Responses that will serve to authenticate/credibly identify you.
   vii. Following currently accepted industry standards, the JPL Directory now has one Challenge and Response of your own choosing and five institutionally selected Challenges for which you provide your personal answers. Please be aware that your answers don't have to be factually true, but must be easy for you to remember when you reply to the Challenges.
      a) Whenever you reset your JPL Password, you will always be presented with your self-chosen Challenge and two randomly selected institutional Challenges.
   viii. It is highly recommended that users take advantage of the password reset capability by setting your Challenge and Responses right away. It's quick, easy, secure, and can save you time in the future. As an alternative, assisted password resets continue to be provided when you call 4-HELP [818-354-4357].
      *Note: In order to have JPL Help set your password, you must have put a phone number in the system that has you alone announced on the voicemail.
   ix. A URL link to the JPL Directory Service password reset capability is located on the SPS Portal under “General Info”, submenu “Password Administration”.


2) Obtaining JPL Accounts:
   a) Process:
      If you do not have an account:
         – Contact your Mission Interface Manager (MIM) or NOPE, and ask the MIM for that project/mission to sponsor you.
      i. MIM then provides names & email address of personnel who want accounts to Cindy Jeffries, DSN Liaison.
      ii. Cindy will send user an email requesting proof of citizenship (scanned birth cert. or passport) and completion of Access Request form (7030) for NCIC Background Inquiry. Note: See Appendix B for example of 7030 form.
      iii. Once DSN Liaison receives this information she will submit it online.
      iv. When all approvals have been done, the DSN Liaison will send an email to the user with JPL ID number and JPL username with instructions on next steps.
      v. Go to http://dir.jpl.nasa.gov/ and click “Get Started“.
Setting Up “Application” Accounts

Obtaining JPL Accounts (Cont):
Setting Up SPS “Application” Accounts, specifically for use in software scripts to upload or download files from the SPS file server:

b. The process for setting up Application (aka “machine”) SPS accounts is as follows:
   i. Get an JPL LDAP Application Account:
      a) The team lead sends an email request for a JPL LDAP "application" account to the Mission Support Manager (MSM) susan.kurtik@jpl.nasa.gov
      b) The MSM gets the account setup with the appropriate JPL personnel
      c) The MSM assigns a name and lets the team lead know the application team account name and password.
   ii. Get an SPS Application Account (of the same name):
      a) The team lead needs to fill out the same SPS account “application” that they send in for an SPS "user" application but write in the "application" team account name under "user name" on the form and send it to the !DL-DSN-MPMULTI@dsn.nasa.gov
      b) !DL-DSN-MPMULTI will setup the application account in the SPS and put it into the SPS Wiki directory.
      c) !DL-DSN-MPMULTI will notify the team lead that the account has been setup.

*Note-1: ’Application’ accounts will not give a user access to the SPS portal web page. It only works in a software script to upload/download files from the file server.
*Note-2: If you are using the command line in real-time or using the GUI, you must use your personal account.
*Note-3: JPL IT Security requirements do not allow the use of group accounts.
# Mission Interface Managers (MIMs)

<table>
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<tr>
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<tr>
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<td>Kurtik, Susan</td>
<td>WIND</td>
</tr>
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</table>

To e-mail the MIMs:  first.last@jpl.nasa.gov
3) Role-Based authorization (Upload Only):

**a) SPS User Authorization process:**

i. If you plan to submit files into the DSN, you are required to complete an SPS role-based authorization process in addition to obtaining an JPL account. *Note: Failing to do so will result in a rejection of the submission.*

ii. The form for obtaining this authorization is available from the SPS Portal home page. [https://spsweb.fltops.jpl.nasa.gov/portalappsops/Main.do](https://spsweb.fltops.jpl.nasa.gov/portalappsops/Main.do)

iii. The instructions to enter and submit the form are given on the form.

iv. Enter the required information into the user authorization form, e.g. your name, your JPL username, e-mail address (can be a group list), the role you are playing (can be multiple), and the projects/missions you are working with (can be multiple).

v. Email the completed form to: [IDL-DSN-MPMULTI@dsn.nasa.gov](mailto:IDL-DSN-MPMULTI@dsn.nasa.gov), or the NOPE or your JPL contact.

vi. The NOPE or JPL contact will process the form to obtain the users role authorization.

vii. Once you are approved by the project/mission NOPE, the user privilege will be recorded by the SPS DBA to the SPS user role database and you will be notified via email.

   a. Your file upload privileges will be checked against that in the SPS database when you upload mission files to the SPS portal.

   b. A message of success or failure status of the upload function will be sent to the e-mail address provided in the authorization form.

   c. *Note: You can put a distribution list e-mail address, if you want a list of personnel to get the notifications.*
Interplanetary Network Directorate
Service Preparation Subsystem

**Step 1**
Personnel requesting SPS access (upload or download) pull the **SPS Authorization Request Form** from the SPS Portal, complete the form then email the form to their respective NOPE, or JPL Contact or to:
IDL-DSN-MPMULTI@dsn.nasa.gov

**Step 2**
Upon receiving a **SPS Authorization Request Form**, the NOPE or JPL Contact will approve or disapprove the request. Requests that are approved will be sent to the SPS DBA.

**Step 3**
When the SPS DBA has received the approval of a user’s request, then the SPS DBA will update the SPS User Authorization database and send a message to the new user that SPS access has been approved.

---

**Legend**
- DBA - Database Administrator
- DSN - Deep Space Network
- MNGT – Management
- MSPE – Mission Support Product Engineering
- NOPE – Network Operations Project Engineer
- OE – Operations Engineer
- OPS – Operations
- SOE- Sequence Of Events
- SPS – Service Preparation Subsystem

**External DSN Users**
- Project Personnel
- Navigation Teams
- Other

**Internal DSNPO Users**
- SPS Analyst
  - Scheduling
  - Table Analyst
  - SOE
  - Predicts
- NOPEs
- Station Personnel
- Operations Engineers
- Control Center Personnel
- RMDC
- Other

**External and Internal DSN Users**
3. Role-Based authorization (Upload Only):
   
c) Example Authorization Request Form:
4) System Requirements:
   a) JAVA 1.4.2
   b) PC:
      i. Any OS starting with Windows 98
   c) Mac
      i. OS 10.3 and 10.4
      *Note: this may be a problem for some users. For example, some JPL Macs still have OS 10.2.*
   d) Sun
      i. Any OS starting with Solaris 7
   e) HP
      i. HP-UX 11.11
   f) Browsers
      i. Firefox 1.0.6
      ii. Netscape 7.0
      iii. Internet Explorer 6.0
      iv. Safari 1.2

*Note: Reference Section 2 of the 887-117, SPS Portal Operation Manual for software requirements.*
5) **Options to downloading SPS system software:**

a) Request your SA to install the Java Runtime Environment (JRE) 1.4.2 to your local workstation.

b) Do it yourself before you run the SPS portal application:
   
i. Log into SPS portal  
   ii. Select (click) the “Developer Resource” tab on the operations page  
   iii. Click on the “Java 1.4 Download” to download and install the JRE

*Note: Reference the instructions for downloading SPS software, which are documented in the 887-117, SPS Portal Operation Manual, Section 3.2.*
6) SPS Graphical User Interface (GUI):

a) Test Portal: https://spsweb.fltops.jpl.nasa.gov/portalappsprj/
   i. The main purpose of this website is to provide an environment for mission users to:
      • try out the mission file uploading GUI
      • unit test the file upload script development.
   ii. No operational data is loaded; no real-time operation function is maintained in this environment
   iii. Test username is the same as the password for testing.
   iv. The test username is “seq” for mission sequencing users, “nav” for mission navigation users, and “sched” for mission scheduler

b) Operational Portal: https://spsweb.fltops.jpl.nasa.gov
   i. Use this portal to upload submissions for SPS Engineering Demo tests or Project Interface Tests (PIT).
7) Project/Mission user script modifications:
   a) The SPS task provides for three mechanisms for uploading files into the SPS Portal:
      1. GUI
      2. Command Line Interface
      3. SOAP API
   b) The SPS Portal Operation Manual, 887-117, describes how these interfaces work and how users can use them to interact with the SPS Portal.
   c) 820-13, 0168-Service_Mgmt interface document describes the external interface specifications to the SPS Portal.
   d) Users will need to learn and understand both of these documents in conjunction with each other.
   e) Project/Mission users who currently have scripted interfaces for providing inputs into the DSN, must modify their scripts choosing either the command line interface or SOAP API option provided by the SPS.
8) Downloading files from the SPS Portal:

a) Download by GUI interface
   i. Login to SPS portal.
   ii. Select (click) the “Access SPS Products” tab.
   iii. Select the mission from the “by Projects” mission list
   iv. Select the support data package. The file naming convention is <mission #><dss #><pass #>-<SPS package id>
   v. Select the support data file. The file naming convention is <mission #><dss #><pass #>-<SPS package id>.file type

b) Download by automatic script
   i. Develop your own script
      1. formulating a proper SOAP message and sending it to the SPS portal.
      2. receiving the reply SOAP message from the SPS portal and parsing it to extract the desired information
   ii. Reference the SPS Portal User Manual in the SPS portal for file download script interface and samples
      1. Select (click) the “Developer Resource” tab on the operations page
      2. Click “Docs” under the Developer Resource
      3. Download the document

*Note: Reference the instructions on how to setup automation scripts for the downloading of files, which is documented in the 887-117, SPS Portal Operation Manual, Section 3.
9) **E-mail notifications:**
   a) The e-mail address you provide on the role authorization form will be used for e-mail notifications related to file uploads or submissions to the Portal.
      *Note: Group email addresses should not be used as users will receive multiple email messages.*
   
   b) E-mail notifications will go to all personnel in the same role authorization category as the submitter.
   
   c) **If you want email notifications, please submit an SPS role authorization form, even if you do not plan to submit files.**
   
   d) If submission of files is done using the role-based JPL account, make sure that the account is authorized for the desired role-based SPS category.
10). Removing Users from the SPS system:

a) **Internal Users:**
   i. Internal Users who no longer need access to the SPS due to leaving their job, termination, retirement, etc., will be removed from the SPS Authorization database immediately.
   ii. The SPS SA and SPS DBA will need to be notified to remove a user from the system.

b) **External Users:**
   i. For sponsored external users, the DSN Liaison Cindy Jeffries, needs to be notified when a sponsored external user access needs to be terminated.
   ii. The sponsoring MIM or NOPE for that project or mission will contact the DSN Liaison to terminate access to the SPS.
   iii. The DSN Liaison will complete online termination form.
Step 1
Personnel who no longer need SPS access will be removed promptly from the system. External or internal users will notify via email their respective NOPE, or JPL Contact or to JDL-DSN-MPMULTI@dsn.nasa.gov that a user no longer needs SPS access.

Step 2
Upon receiving an email, the NOPE or JPL Contact will verify that the user no longer needs access to the SPS. Once this has been verified, the NOPE or JPL contact will send an email to the SPS DBA requesting that the user be removed from the system.

Step 3
When the SPS DBA has received the email, then the SPS DBA will remove the user from the SPS User Authorization database and send an email message to the DSN Liaison, and the NOPE or JPL contact that the user has been removed from SPS access.

Legend
DBA – Database Administrator
DSN – Deep Space Network
DSNPO – DSN Project Office
MNGT – Management
MSPE – Mission Support Product Engineering
NOPE – Network Operations Project Engineer
OE – Operations Engineer
OPS – Operations
SOE – Sequence Of Events
SPS – Service Preparation Subsystem

External DSN Users
- Project Personnel
- Navigation Teams
- Other
Note: For sponsored external users, the DSN Liaison needs to be notified to terminate sponsored user access.

Internal DSN Users
- SPS Analyst
- Scheduling
- Table Analyst
- SOE
- Predicts
- NOPEs
- Station Personnel
- Operations Engineers
- Control Center Personnel
- RMDC
- Other
You have been nominated to have external access to the JPL Network by Cynthia Jeffries.

In order to process this request, we will need additional information from you. Please log into the JPL Sponsored External User Access system at:
https://eis.jpl.nasa.gov/sponsoreduser/extuser/login.cfm

Use your last name and 3264 as your case number to log in.

After you have submitted the above information, you will receive a second e-mail with instructions for sending a Visit Authorization Letter or Citizenship Memorandum. Please be prepared to respond to this quickly so that your access authorization will not be delayed.

If you experience problems contact your JPL Sponsor or Chris Cornwell at (818) 354-6109 or chris.cornwell@jpl.nasa.gov

Thank you,
JPL Security Office
Interplanetary Network Directorate
Service Preparation Subsystem
Getting Started with the SPS

Online
JPL-Sponsored
External User Access
Form
Online JPL-Sponsored External User Access Form
APPENDIX B
NCIC - 7030 Form
## NCIC - 7030 Form

### ACCESS REQUEST

A National Crime Information Center (NCIC) background inquiry with fingerprints is used to establish that individuals are eligible for accessing NASA facilities, systems, and receive a One NASA Badge. Use the form to begin the NCIC background inquiry process. Agreeing to an NCIC background inquiry is voluntary. However, failure to provide the information may result in denying you access to NASA facilities and systems.

A One NASA Badge will be provided 3 days after submission of your NCIC inquiry unless there are unfavorable results. During the process, you will receive a JPL Temporary Pass that will grant you escorted access on lab. Until Personnel Security is informed that your NCIC results are positive your One NASA Badge will only be programmed for general lab access. If you require access through a MEI facility you must contact your direct supervisor. If Personnel Security is subsequently notified by NASA that your NCIC results are negative, the One NASA badge previously provided to you will be revoked and your lab access terminated.

### 2. REQUEST TYPE:
- **Badge**
- **Remote**
- **New Hire**
- **One NASA**
- **Affiliate**
- **Public Access**
- **Conversion**

### 3. SPECIAL TYPE:
- **Emergency Response**
- **Safety**
- **Retiree**

### 4. EMPLOYEE NO.

### 5. TO BE COMPLETED BY EMPLOYEE, AFFILIATE OR SUBCONTRACTOR

- **Legal Name (Last, First, M.I.)**
- **Primary Telephone**
- **Home Address**
- **City**
- **State**
- **Zip Code**
- **Social Security No.**
- **Date of Birth**
- **Place of Birth (City & State)**
- **Gender**
- **Ethnicity**
- **Black**
- **Latino**
- **Asian**
- **Other**
- **List All Countries of Citizenship**
- ** Alien Registration No. or Visa Type (if applicable)**

### 6. TO BE COMPLETED BY HUMAN RESOURCES OR HOST SPONSOR

- **Company Name**
- **Contract No. (if applicable)**
- **Org. No.**
- **Badge Expiration Date (if applicable)**
- **Requester Name (if applicable)**
- **Position Title (See OR Letter)**

### OFFICE OF PROTECTIVE SERVICES USE ONLY

- **Badge Eligible**
- **Yes**
- **No**
- **OPS Authorizer**

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*All Foreign Nationals/Legal Permanent Residents (FN/LPR) seeking remote access must complete the following access request form in lieu of the NAC Check request form in order to gain remote access. Please indicate above in the remote access check box and submit to the Center International Visitor Coordinator for processing. This will still require an electronic copy of Passport or Green Card sent to the Center International Visit Coordinator for validation and submission of an ES2100.*
NCIC - 7030 Form

INSTRUCTIONS: The Biographic, employer and physical access portion of the enrollment request form must be completed before a badge will be issued.

1. "Risk Level Assigned" (high, medium or low) to be determined by Human Resources and/or section manager.
2. Check the appropriate Request type.
3. Check appropriate box as applicable.
4. Provide Employee Number
5. To be completed by Employee, Affiliate or Subcontractor
   - Legal Name (Last, First, M.I.)
   - Primary Telephone No.
   - Home address, City, State and Zip Code
   - Social Security No.
   - Date of Birth
   - Place of Birth (City & State)
   - Gender Check the appropriate box
   - Ethnicity Check the appropriate box
   - List all Countries of Citizenship
   - Alien Registration No. or Visa type (if applicable)
   - Naturalization No. (if applicable)
   - Place/Date of Naturalization (if applicable)
6. To be completed by Human Resources or Host Sponsor
   - Company Name
   - Contract No. (if applicable)
   - Org. No.
   - Badge Expiration Date (if applicable)
   - Requester Name (if applicable)
   - Position Title (See Offer Letter)