NASA Science Internet (NSI)

Overview of the NSI User Support Office

NSI USO

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Presentation to
NASA Science Internet User Working Group

February 12, 1991

Overview of the NSI/USO

- **Hot Line for User Questions**

- **NSI Database Updates**

- **Documentation**

- **Toolkit Distribution and other On-Line Services**

Overview of the NSI/USO

- **Hotline for NSI Questions**

    - **Phone calls, Electronic Mail Messages, FAX, and Walk-ins**

    - **Automated log of user Network Problems/Resolutions**

    - **NSI Network Information**

        - **E-Mail between networks (e.g., DECnet, BITNET, TCP, DECnet**

        - **Information clearinghouse for several NSI/DECnet database**

        - **Site contact information**

        - **Node contact information**

Overview of the NSI/USO

- **Available Documentation**

  - **NSI Cookbook (formerly SPAN Cookbook)**

  - **Management of NSI/DECnet (formerly SPAN)**

  - **Security Policies and Procedures**

  - **The Yellow Pages**

  - **Using - East - Gateway- E-Mail Syntax**

  - **Various NSI Publications**

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Overview of the NSI/USO

- **On-Line Services via NSI NIC**

  - **Documentation**

    - **Cookbook**

    - **E-Mail Syntax**

    - **DECnet Database Distribution**

    - **NPSS Access Via Marshall Network Control**

    - **Pass-Thru Account**

Overview of the NSI/USO

- **NSI Database Update and Distribution (DECnet/TCP)**

  - **Establish a working relationship with routing center liasons**

  - **Receive node additions and deletions from approved sources (DECnet)**

  - **Update internal files for office purposes**

  - **Run Genlist.com produces area US files**

  - **Run build.com produces-US DECnet database**
    - **Checks for duplicate nodenumber and/or nodename**
    - **Automatically deletes all extraneous information**

  - **Correct any discrepancy and re-run build com**

  - **The new DECnet SPAN - DB. is automatically moved to the DECnet Default directory where it is accessable to all DECnet Routing Center liasons and tail sites.**

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<u>WHO YOU GONNA CALL?</u>

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