MDR User’s Quick Tips Guide

**A quick reference guide for MDR Service Node users.**

1. **Resetting your Password**

**Password criteria:** Passwords should have two uppercase letters, two lowercase letters, two numbers, two special characters, and nothing can repeat more than twice. It should be 15 characters in length.

**Resetting your Service Node Password(s):** The MOST common issue users have is trying to log in when their password is expired. System passwords expire every 55 days so you should change your password prior to expiration. If you have issues logging into the Service Node try logging into the MDR/SCE password node (this is a different server than the Service Node) with your SSH client (i.e. PuTTY, Reflections). Be careful logging into the password node, as three failed attempts will lock you out. If you enter your new password twice and do not get an error message, then your password was successfully changed. It will prompt you again for your old password, but you can log out. Wait approximately 30 minutes before logging on to the Service Node to allow the password to propagate across the environment.

**Non-OOB password node IP address:** 152.229.239.47

**OOB VPN password node IP address:** 2.15.123.5 (The OOB is a virtual private network (VPN) some people need to use to connect to the network. If you do not know what OOB VPN is ignore this address.)

1. **The Service Node (2131)** is located at 152.229.239.35 (non-OOB) and 2.15.123.17 (OOB).
2. For connection issues, password lockout or questions contact:

[dha.buckley.dec-support.mbx.dsd-mdr-admin@mail.mil](mailto:dha.buckley.dec-support.mbx.dsd-mdr-admin@mail.mil).

1. Your home directory is /trailhome/<userid>. This is for storing your profile and an autoexec if you use one. Filling up /trailhome locks all users out of the server environment so DO NOT write or move data files to this directory, or all users will have issues logging in.
2. Users should only run 3 normal jobs at a time, or 2 big jobs. There is a limit to how many jobs can run concurrently, so please respect that many other users also need to run jobs.
3. sasbig should only be used when files are expected to be 10GB or larger.
4. Only 40 jobs can run concurrently, with a max of 48 normal and 4 big. If you submit your job and there is not space in the queue, your job will wait until there is a space. You can type llq to check its status.
5. To cancel a submitted job, use the sasstop command. It will list all the jobs you have currently running in the system and ask you which job you want to delete. If no jobs are running, it will inform you of that fact and exit.
6. Users are responsible for cancelling jobs that are unexpectedly running much longer than expected.
7. Downloads that include PHI of 10,000 rows or more require an Export Transmittal request emailed to [dha.buckley.dec-support.mbx.dsd-mdr-admin@mail.mil](mailto:dha.buckley.dec-support.mbx.dsd-mdr-admin@mail.mil) and approval before downloading the data.
8. **Your DD2875 must be current!** Anytime you have a career change, contract change, or a new security investigation, a new DISA Form DD2875 and Cyber Awareness certificate (previously called IA certificate) should be sent to [dha.buckley.dec-support.mbx.dsd-mdr-admin@mail.mil](mailto:dha.buckley.dec-support.mbx.dsd-mdr-admin@mail.mil). Having a current DD2875 and Cyber Awareness certificate on file, means in the event you need a password reset, you do not need to be delayed at that time by filling one out and getting signatures.
9. MDR table and field details can be found in the MDR Data dictionary located here: <http://health.mil/Military-Health-Topics/Technology/Support-Areas/MDR-M2-ICD-Functional-References-and-Specification-Documents>