DataDoors™ Frequently Asked Questions

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Copyright Information

1-800-4SATDAT

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DataDoors™ Web FAQs:

- **How do I set up a user account?**

  The web-based service can be used without any formal login. Guest users of DataDoors™ enjoy all of the functionality of account holders, but are asked to make payment for any purchases with a credit card at the time they are made. Typically, accounts are set up for multi-user businesses who like the convenience of drawing from a purchase order in our accounting department, and the formality of a single monthly invoice for the combined purchases of all of their employees. If you are using DataDoors™ for the exploration and occasional purchase of global and domestic imagery, then the guest login may be a better and less cumbersome fit for you. If you feel like a business account is more appropriate for your planned usage, please contact our sales department at 970-482-4400 or sales@i3.com

- **What is the origination or source date of the imagery I ordered?**

  We do not provide any metadata attributes as part of the DataDoorsWeb™ streaming service. We are currently working toward the implementation of displaying dynamic metadata information. This service can be provided on an individual basis for our USA Nationwide Prime and USA Nationwide Select imagery only. Please contact support@datadoors.net with a metadata request for a specific region of interest. i-cubed will provide the following information for each metadata request: the source date (year/month/day), absolute accuracy in meters, and the down sampled resolution of the imagery in meters.

- **What products are available for my Area of Interest (AOI)?**

  - To view a list of available products within your AOI go to: https://www.datadoors.net/DataDoorsWeb/Order.aspx
  - Draw an AOI in the streaming map window using the Area of Interest (AOI) Tools provided. Draw a rectangle, draw a polygon, enter specific Latitude/Longitude coordinates, or load a shapefile. The “Select a Product” panel will populate with image products available for your AOI.
  - If a specific imagery product does not appear in the list, then it is not available for the AOI you have drawn. Feel free to contact support@datadoors.net with any questions

- **How do I find imagery with the highest resolution for my Area of Interest (AOI)?**

    - To view a list of available products within your AOI go to: https://www.datadoors.net/DataDoorsWeb/Order.aspx
    - Draw an AOI in the streaming map window using the Area of Interest (AOI) Tools provided, Draw a rectangle, draw a polygon, enter specific Latitude/Longitude coordinates, or load a shapefile. The "Select a Product" panel will populate with image products available for your AOI.
    - Resolution information is contained within the name of most products. Clicking the "i" next to the product name will provide more detail about each product.
        - USA Nationwide Select: USA Nationwide Select is a 1m seamless, color-balanced mosaic for lower 48 states. The mosaic consists of i-cubed Aerials (2005), USGS High Resolution Orthoimagery (2002-2006), NAIP (2004-2007) and ceDOQQs.

- **I chose the wrong file format when I ordered my data. How can I change it?**

    Once an order has been submitted, it is in the queue for immediate processing. A new order with the correct file format should be submitted.

- **What projections and datum do you support?**

    All UTM, State Plane, and Lat/Long projections are supported. The supported datum are WGS84, WGS72, NAD27, and NAD83.

- **What types of data can I host?**

    All standard types of data (.tif, .sid, .ecw, .pix, etc.) can be hosted.

- **What email notifications should I receive when I submit an order?**

    A confirmation email is immediately sent once an order has been submitted. After the job has finished processing, a delivery or shipment email is also sent providing details about the delivery of the data and its availability. It may be immediately available for FTP, or shipped overnight.

- **I received a delivery notice from DataDoors. How can I download data from the FTP site?**

Several third party FTP software options can be used, including WS-FTP, CuteFTP, AceFTP and CoffeeCup. The easiest method is to use an internet browser. **Please note, that clicking on the link in the email will not work if Internet Explorer 7 is the default internet browser**

Note, the job will be available on the site for 7 days

Mozilla Firefox Option
1. Open **Firefox**
2. **Copy** the URL for file link from the email.
3. **Paste** the URL into the Address section.
4. Hit **enter** on the keyboard.
5. Click **Save** and drive to the location to save the file
6. Click save

Internet Explorer 7
1. Click on the **URL for directory** link from the email.
2. An IE7 browser will load saying Internet Explorer cannot display the webpage. This error is OK, continue to the next step.
3. In the upper right section of the **IE7 toolbar**, select **Page**.
4. Select **Open FTP Site in Windows Explorer**.
5. A Microsoft Internet Explorer will load.
6. Click on the **zip** file.
7. Click **Save** and drive to the location to save the file.
8. Click **Save**.

My Computer Option
1. **Copy** the **URL for file** link from the email.
2. Go to **Start menu**.
3. Select **My Computer**. *Quick open for My Computer is to click the Windows key and E on the keyboard at the same time.*
4. **Paste** the URL into the Address section.
5. Hit **enter** on the keyboard.
6. Click **Save** and drive to the location to save the file.
7. Click **Save**.

- **I have not received any emails about my order. What should I do?**

If you have not received an email confirmation within one hour, please check your junk email folders or spam filters that have possibly caught the DataDoors™ automated confirmation email. If no email messages regarding your order appear, please contact us at support@datadoors.net.

- **My orders are usually finished in a few minutes. Why is this one taking so long?**

  Processing time and duration depends on the size of the order placed and the DataDoors™ queue. Orders with multiple high-resolution tiles will need more time to process than a single low-resolution tile. The size of the AOI does not necessarily determine the length of time the order will take to process.

- **I have questions about my order, whom should I contact?**

  Direct questions regarding DataDoors™ orders should go to support:
  - support@datadoors.net
  - Phone: 970-482-4400

  Questions are responded to in the order, which they are received, during business hours within the same working day or the next.

DataDoors Administration Website FAQs:

- **How do I add a new user account to my organization?**
  - Go to – "**Administration → Organization Index"**
  - Click the link for your organization in the list
  - Click the link for "**View Users"**
  - Click the button for "**Add User"**
  - Fill in fields with new user information
  - Click the link for "**Add User"**, and new account will be added to the organization

- **How do I view the coverage map of a specific product?**
  - Go to – "**Administration → Archives → My Archives** "
  - Select your organization from the drop-down menu
  - Select the appropriate Archive from the "**Archives**" drop-down menu
  - Select the appropriate Product from the "**Products**" drop-down menu
  - Click the "**Get Map**" button

- **How can I see what archives have been assigned to an organization?**
  - Go to – "**Administration → Archives → Assign Archives** "
  - Select the organization from the drop-down menu
  - The archives that appear in the list with a checked box are assigned to the organization chosen from the drop-down menu

- **How can I see what organization has access to my archive(s)?**
  - Go to – "**Administration → Archives → Provided Archives**"
  - Select a specific archive from the "**Archives**" drop-down menu
  - Those in the list have access to the selected archive

- **How do I assign archives to an organization?**
  - Go to – "**Administration → Archives → Assign Archives** "
  - Select an organization from the drop-down menu
  - In the "**D?**" column, check the boxes for those companies you would like to grant direct access to your archives

- **How do I add a new archive**
  - Go to "**Administration → Archives → Add/Edit Archives**"
  - Click "**Add An Archive**" button
  - Check the **Private** check box to prevent outside organizations from viewing your new archive
  - Enter the appropriate information and click the "**Update**" link

- **How can I prevent all organizations from viewing my archive?**
    - This can only be done when an archive is created, see above question

- **How do I change the name or description of an archive?**
    - Go to “**Administration → Archives → Add/Edit Archives**”
    - Click the “**Edit**” link next to the **Archive** and **Provider** combination that you would like to edit
    - Changes to the **Name**, **Description**, and **Extra Info** may be edited

- **How do I create a product?**
    - Go to “**Administration → Archives → Manage Archive”**
    - Select the **Provider** and **Archive** from the drop-down lists to filter for your products
    - Click the “**Create a Product**” button

- **How do I change the information (name, description, product code) on a product?**
    - Go to “**Administration → Archives → Manage Archive”**
    - Select the **Provider** and **Archive** from the drop-down lists to filter for your products
    - Choose the product from the list provided, and click the name of the product, or the “**Edit Vault**” link
    - Click the “**Edit**” link under the Product Details section, make the needed changes and click “**Update**”

- **How do I add an Info URL or Sample Image File for a product?**
    - Go to “**Administration → Archives → Manage Archive”**
    - Select the **Provider** and **Archive** from the drop-down lists to filter by product
    - Select the name of the product from the list provided
    - Click the “**Edit**” link provided at the bottom of the **Product Details** section
    - Type the full path to the **Sample Image File**, or **Info URL**
    - Click the “**Update**” link to save changes

- **How do I turn off/on a product or make the product not available?**
    - Go to “**Administration → Archives → Manage Archive”**
    - Select a **Provider** and **Archive** from the drop-down list
    - Select the name of the product to edit
    - Check the **Available** box to enable access, or uncheck the box prevent access

- **How do I exclude a media option on a specific product?**
    - Go to “**Administration → Archives → Manage Archive”**
    - Select a **Provider** and **Archive** from the drop-down list

- Select the name of the product to edit
- Select a media option from the **Excluded Media** drop-down box
- Click the "**Exclude**" link to enforce changes

- **How do I change the information (name, description, product code) on a vault?**
  - Go to "**Administration → Archives → Manage Archive"**
  - Select a **Provider** and **Archive** from the drop-down list
  - Then select the "**Edit Vault**" link to edit
  - Click the "**Edit**" link in the **Vault Details** section
  - Make the necessary changes and click the "**Update**" link to save

- **How do I see information on the footprints ingested for a specific vault?**
  - Go to "**Administration → Archives → Manage Archive"**
  - Select a **Provider** and **Archive** from the drop-down list
  - Then select the "**Edit Vault**" link to edit
  - The Footprint Information section contains information about the cataloging status of your footprints