Q: We have downloaded the <cart download>. Do we need an API-key to be allowed to download the data?

A: Yes. You can anonymously discover and browse the products, but download requires authentication. Depending on your license, your might be able to download NRT products, not available to the general public

Q: How do we inform the users about downtimes, missing items (safe mode), etc... using UNS or else?

A: The Data Services mega provides a link to the page "Service Status - Pilot Service Outages", which informs users on downtimes, missing items, etc. UNS will be used instead once the services become operational.

In the future, the Data Store UI will show a banner on top to inform users about upcoming maintenance activities, downtime or any other issues going on

Q: How is the service monitored?

A: This is described in our internal Confluence pages. Data Store -> https://confluence.eumetsat.int/pages/viewpage.action?pageId=76707396 Data Tailor -> https://confluence.eumetsat.int/display/MMEDTOS/a.+Service+Monitoring

During the pilot phase, UpTimeRobert and the Data Services Monitoring tool send probes every 5-15 min to the different data services API end point and UIs and alerts the operations team in case of unexpected downtimes

There are plans to set up OP5 in the future for performing these checks and integrate with GEMS

Once the services are operations, the ingestion will be monitored with SMART as usual

In addition, Kibana dashboards have been set to monitor the user activity.

Q: Will HRIT be added as a download format from the Data Tailor?

A: The HRIT output format was made available at the beginning of the year

Q: Is there SEVIRI data in NetCDF format?

A: The Data Store only provides Native format, however your Data Store cart can be customised with the Data Tailor, and netCDF is one of the available output formats

Q: Can you give a link to the notebook?

A: https://gitlab.eumetsat.int/eumetlab/data-services/eumetsat_python_for_data_services.

Q: Will the data service include Himarawi data? If yes: When can I expect it to be include?

A: The priority is to offer first all the EUMETSAT data. MSG level 1.5 and 2, ESP level 1B, 1C and 2 and Sentinel 3, followed by Sentinel 6. It will take some time until all this data is copied across from the EUMETSAT archive to this new service, around 1 year. Only then, and based on user feedback like this one, this option will be considered :)

Q: Do we have to select found products page by page or can we select all at once?

A: Currently the user interface only allows users to do this page by page, however this will be improved in the next version. For bulk orders, users are encouraged to use the API access.

Q: Would MFG HRI data (before 2004) be available through the API and the web interface or only MSG SEVIRI data is contemplated? Is there a possibility to obtain the TIFF file directly with the API?

A: The reprocessed MFG HRI data is already on the Data Store (in NetCDF).

Yes, the API access allows users to combine the Data Store and Data Tailor requests in a singly script to download data in different formats

Q: Does Data Tailor provide the possibility to change the cloud cyan colour to grayscale?

A: I will check with the RGB engineer and get back to you on this one.

Q: Does the Data tailor provide the possibilty to create RGB products like Airmass etc? if not is there any suggestion on how to do it?

A: The Data Tailor offers this functionality for MSG High Rate Seviri L1.5, under the screen "Quicklook". In addition, EUMETView (view.eumetsat.int) offers pre-built RGBs like the Airmass and some other, for view and download

Q: Is it possible to download only EPI or PRO files via data tailor?

A: These files are delivered when selecting HRIT as output delivery format.

Q: What is the validity of API key ? and how frequently we can request API key?

A: The validity is currently set to 1 hour. Users are encouraged to request a token before every request. Note, if your current token is still valid, the service will provide you with the same token.

Q: Are the jupiter notebook demostrated by Ms Loveday avaliable for download?

A: The training material, including Jupiter Notebooks, is available at
https://gitlab.eumetsat.int/eumetlab/data-services/eumetsat_python_for_data_services

However Mr Loveday has used a very recent version of the notebooks in this presentation, where has has introduced an API client.

This latest version is not yet available but will be released very soon.

Q: Is the data ID used in API available also in the product navigator?

A: Yes, in the "Additional Information" panel right at the bottom, under the tag Collection ID. There are plans to improve the integration between the Product Navigator and the new Data Services. In the future, users will be able to access the Data Store collections from the Product Navigator catalogue.

Q: In the Data Store order page, there is only the chance to push "Select all in the page" but not something like "Select all". Do you plan to add this choice?

A: Yes! the user interface will be improved in the next version to include this functionality.

Q: is it possible to download the subset data into .nat format ?

A: Not currently, but this is under development

Q: Does the generation of the image formats use directly or indirectly EUMETView NG Image generation services?

A: The image generation of the 2 services is independent, and so the implementations might not be fully the same.

Q: Are any aspects of the current way to access data going to disappear? If so, can you explain what, and on what time scale?

A: Eventually user quotas will be put in place to ensure a fair distribution of the data

Q: Did I understand it correctly that there is no latency in download(between order and delivery), while using the api client ?

A: That is right, the latency will be very low... few minutes. However, for time critical applications we recommend EUMETCast, since the requirements on the availability of the Data Store are not as high.

Q: I tried to use the Data Taylor web interface to download seviri data in hdf5 format, but it give me some errors. Is there any bugs in this processing?

A: Sorry to hear. We are not aware of any issues. Please send us your output to ops@eumetsat.int and we will have a look. Thanks for reporting the issue.

Q: Is it possible to select geographical subregions? For instance, regions by latitude – longitude

A: Yes, the Data Tailor supports the ROI or regional subsetting of products

Q: Is there a chance to convert native into NetCDF4 file to have the same attributes and variables than from Data Centre?

A: The "NetCDF4 - satellite" format currently supported by the Data Tailor delivers the netCDF4 implementation offered by the Data Centre

http://usc.tools.eumetsat.int/docs/Data%20Centre%20netCDF%20format%20v2_0%20Changelog.xlsx

The mapping between the native and the netCDF4 format is provided in the link above

Q: Each projection requires some set of parameters. Is it possible to set up any region, projection center and image resolution?

A: Some of these options can be customised under the "Reprojection" panel in the Data Tailor

Q: Is it possible to download data by using ReST calls (not Python)?

A: Yes it is, CURL or any other HTTP clients can be used

There are plans to provide training material on this.