DataDoors Frequently Asked Questions

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Copyright Information

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DataDoors™ Web FAQs:

- **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.

- **Can I order Mr. SID?**

  As of now, Mr. SID format is not an option available for an output format. We are still working on options for supporting Mr. SID as an output option. Please contact support@datadoors.net if this is business critical.

- **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 haven't 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, who 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