

# European Organisation for Astronomical Research in the Southern Hemisphere

Organisation Européenne pour des Recherches Astronomiques dans l'Hémisphère Austral Europäische Organisation für astronomische Forschung in der südlichen Hemisphäre

## **Data Management and Operations Division**

## **Archive Department**

## **Archive Users Manual**

## Retrieval of data with the Download Manager and Data Access Delegation

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## 1 Introduction

## 1.1 Scope

Up until the beginning of 2011 electronic delivery of data from the ESO Science Archive was conducted through the use of ftp from a user dedicated staging area. The user would have access to publicly available data as well as their own proprietary data. This manual describes new services put into place – the ESO Archive Requests facility – to improve the electronic data access and also provide PIs with the option to delegate data access to their collaborators – the Data Access Control, also called Data Delegation. The manual describes how to use the new features in the context of the existing User Portal and Data Query forms.

The new services are at first deployed in parallel to the old ones that are rapidly approaching retirement due to the aging of the underlying hardware components and obsolete technologies in use.

The following diagrams provide an overview of the new features available in the ESO User Portal and Archive services. Details of how to fully use the applications are provided in Sections 4 through 6.



## 1.2 New download capability

Figure 1 Schematic illustrating use of the new download capability.

## 1.3 Data access delegation





## 2 List of OS, java licences and browsers needed to use the new ESO Archive Requests facility.

The OS, Java and Browsers fully supported for the use of the application are the following:

- o Java 1.6.0 patch level 18 and above
- o Scientific Linux 5.3: Firefox 3.6
- o MacOSX 10.6 (Snow Leopard): Safari 4, Firefox 3.6 and Google Chrome
- o MacOSX 10.5 (Leopard): Safari 5, Firefox 3.6
- o Windows (XP, Vista and 7): Internet Explorer 8, Firefox 3.6 and Google Chrome 9
- o Solaris 10: Firefox 3.6

Older versions are not recommended since unexpected behaviour may occur.

## 3 ESO Policies

All data obtained with ESO telescopes are property of ESO. This also applies to all data taken during ESO time on other facilities (e.g. APEX, GRANTECAN).

ESO grants PIs sole access to the data for a predefined "proprietary period" (usually one year from the moment the data were made available to the user). PIs may delegate access to data to one or more collaborators.

After the proprietary period has expired, the data are released to all users worldwide (current default), but ESO reserves the right to restrict access to some or all data to users from selected countries (for example users from ESO Member States, the default before 2004).

After the expiration of the proprietary period, the PIs, their delegates and Co-Is are considered to be regular users (more information to be found at the following link: http://archive.eso.org/cms/eso-data-access-policy.

The factor determining the user's country is their affiliation (and not, for example, the user's citizenship).

## 4 User Guide

### 4.1 Search Definition

There are several ways to submit a request of data depending on which query forms have been used.

From the entry point <u>http://www.eso.org</u>/sci the user can access the <u>http://archive.eso.org/</u> web page as can be seen from Figure 3 and 4.

+Europe Southe Observ	m			ý;		Science Users Information	
ESO Home	User Portal	Contact	Site Ma	ap Search	G	01	
Science Users Infor	mation	Science Users I	nformati	ion			
Future Facilities		These pages are aimed at the ESO community astronomers; they contain all the information required in order to prepare,					
Observing with ESO Te	elescopes	execute, process and exploit observations with the ESO facilities. They also contain information on the scientific activities taking place at ESO.					
Science Software							
Data Handling and Pro	ducts	The side menu will tak	e you direc	tly to the relevant pages:			
Science Archive Facility	у	ESO and HST Archives					
Science Activities		ESO Virtual Observatory La Silla Paranal Observatory and to the technical pages for the instruments and telescopes available at ind information on instrument development.					
Scientific Meetings		Data Products				eparing a proposal for observing time - from the proposal	
IT Services		preparation to su				or Service Mode. In addition, you will find here information	
Libraries		on observing policies and procedures and on observing time allocation.					
Publications		• Via ESO Scientific Software and Tools you have access to a collection of ESO-supported software products for data reduction and					
Job Opportunities		analysis and to Scisoft, a project within ESO to provide a collection of astronomical software utilities. You will also find various useful					
Public		tools and services for Phase I and Phase II preparation, like archives and catalogues, ETCs, weather information, and more.					

#### Figure 3 Access to the ESO/HST Archive pages



Once on the Archive page (<u>http://archive.eso.org/cms/eso-data</u>) several query forms are accessible:

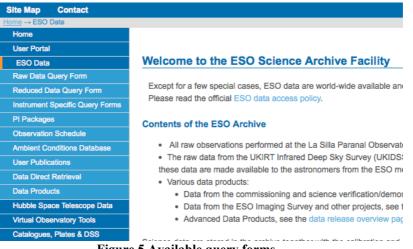


Figure 5 Available query forms

Specifically the ESO generic query form for example (at <u>http://archive.eso.org/eso/</u> eso archive main.html ):

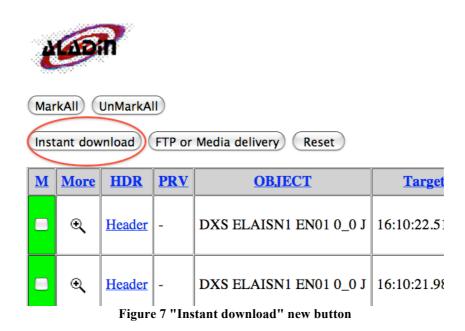
If you would like to query the Archive for instrument specific parameters, please use the <u>dedicated query</u>. To search for **reduced Data Products**, please have a look at the <u>ESO Data Products</u> page and the <u>Advane</u>

The checkboxes on th	ie right of the param	eters define wheth	her or not they w	vill be displayed on the	e query r
SEARCH ShowAll	ShowNone Reset	)			
		Target, I	Program and	d Scheduling Info	rmatio
Target Na	me 🗹	Resolved by SIM	BAD 🛟	Night 🖂	(
	RA	DEC	J2000	OR give a query	range ı
Search	<b>Box</b> 00 10 00	Input RA(h) DE	C(deg)	Start (	12 hrs [U
Outp	ut 🗹 Sexagesimal (h	, deg) 💠		Program ID 🗹	
				PI Col	
List of Ta	argets Choose File no	o file selected		<u>Title</u>	
			Observin	g Information	
Imaging	Spectroscopy	Interferometry	Other		
ALL NONE	ALL NONE	ALL NONE	ALL NONE	)	
VLT/FORS1					7
■VLT/ <u>FORS2</u>	■VLT/ <u>FORS1</u>		APEX/ <u>BOL</u>		L

Figure 6 ESO generic query form

## 4.2 Selecting retrieval options

Once the "Search button" is clicked an ESO Archive Query Results page is presented (<u>http://archive.eso.org/wdb/wdb/eso/eso\_archive\_main/query</u>). After marking the data/files to be requested, the user has now the choice between two buttons to retrieve the data: the "Instant Download" button and the "FTP or Media delivery" button.



If not yet authenticated via the User Portal you will be asked to do so when clicking either on "Instant download" or on "FTP or Media delivery" buttons.

+ + C + C + C + C + C S - S -	ESO User Pol
ESO Home User Porta	al Contact Site Map Search: Go!
ESO User Portal General Information and FAQ	Welcome to the ESO User Portal.
Science Users	For security reasons, please Log Out and Exit your web browser when you have finished accessing se authentication!
Public	Enter your ESO Username and Password.
Intranet	Enter your EGO Osemanie and Password.
	As of 25 August 2009, ESO User Portal usernames and passwords are both case-sensitive. Troubles logging in? Try using the "I forgot my" links below.
	Username
	LOGIN CLEAR
	I forgot my ESO User Portal password.
	I forgot my ESO User Portal username.     I would like to create a new account.

Figure 8 User Portal log-in screen

Then, depending on which button was chosen (see Figure 7), the user is redirected to one of two different pages:

#### FTP or Media delivery

• The "FTP or Media delivery" button gives access to the old delivery facility via LAN/FTP or on a medium (currently CDs, DVDs and USB disks). The "Request Submission Setup" page is presented then with all the options to choose the medium and opt for correction of the Headers:

+ES+ O STECF	REQUEST SUBMISSION SETUP			
+ SI-ECF		Archive Facility HOME ISSO HOME		
	Please select your data product(s)			
<ul> <li>✓ Raw data file</li> <li>✓ Updates will be applied to the FITS header</li> </ul>				
	Please select your output media			
Warning: Blu-ray discs for data distribution will be	introduced soon in the Science Archive Facility,			
<ul> <li>Local Area Network. Only for users with account v Transfer files yourself with ftp (limited to 30GB) CD-ROM, 700MB (Limited to requests between 30 DVD-R, 4 GB (Limited to requests between 1 and USB/FireWire Magnetic disk -has to be returned! (I USB/FireWire Magnetic disk -has to be returned!)</li> </ul>	0 GB)			
	(submit) (reset)			
You have marked the following datasets:				
<ul> <li>AMBER.2009-03-11T22:01:02.949</li> <li>AMBER.2009-03-11T22:00:31.668</li> </ul>				
	ESO HOME ST-ECF HOME Hele Surreb			

Figure 9 Old request submission page

Instant download

• The "Instant Download" button gives access to the new ESO Archive Requests facility.

+ES+ Southern Observatory				E	ESO Archive Requests
+ *		The state			SO — Reaching New Heights in Astronomy. ■ 【 ● 書 士 二 】 — 】 — ● 四 冊 冊 ● 第
ESO Home User Porta	al Contact	Site Map Sea	Irch:	Go!	
Science User Information > ESO U	ser Portal > ESO Archive	e Requests			Nathalie Fourniol   Logout
ESO User Portal					
Data Access Control	Submit Request	t			
ESO Query			Request Description		
Science Archive					
Archive Requests			Options	🗹 He	eader on the fly correction 📃 Add Iraf keyword
All Requests					
Recent Requests				Su	bmit
PI Pack Requests					
FAQ			Requested Datasets		ER.2009-03-11T22:01:02.949 ER.2009-03-11T22:00:31.668
NGRH-1_0beta8© ESO Data Flow In	frastructure				Send us your commental   Subscribe to Newsletter   Privacy Statement
					Doguests submission nego

Figure 10 ESO Archive Requests submission page

## 4.3 How to submit a request

It is recommended to specify an informative Description before submitting a request. The Request Description provides a label for the request in addition to the request number, which should facilitate identification of the requests in a later return visit to the archive pages, or to ease any enquiry to the archive heldpesk on a particular request.

The user can select the options "Header on the fly correction" and "Add IRAF keywords"<sup>1</sup>. Note that the addition of IRAF keywords is currently only possible to select if the "Header-on-the-fly correction" is also selected.

Note: WFCAM files can currently not be processed using the "Header on the fly correction" option. In this case, files must be requested without checking this feature. The system will be soon able to identify files that cannot be processed in this service and skip this feature while processing.

When accessing the new ESO Archive Requests interface for the first time the user is presented with the following page:

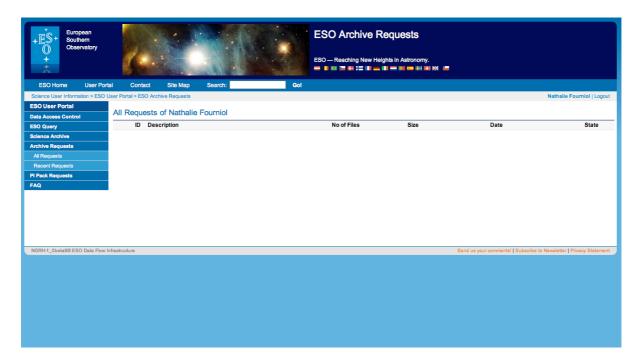


Figure 11 First Access to the ESO Archive Requests interface

1

A note on IRAF Keywords: ESO FITS frames store information about instrument setup and observing conditions in hierarchical keywords. As part of the request process, it is possible for some instruments to add some of this information to the frame header in standard, eight character keywords, such as AIRMASS, FILTERn, SLIT, GRISM, GRAT, UT, ST. These keywords are sometimes referred to as "IRAF keywords", since they present the information in a way understandable to popular IRAF tasks. The original hierarchical keywords remain in the header. This procedure works only for a subset of instruments. Users can convert any hierarchical keyword to the eight-character convention using the "hierarch28" tool, available from http://archive.eso.org/saft/hierarch28/.

Note that more queries can be posted from the Request Handler page following the "ESO Query" and the "Science Archive" links on the left hand menu.

→ with the "ESO query" link that gives access to the ESO main query form → with the "Science Archive" link that gives access to archive.eso.org web page

as can be seen from the figure below:

Science User Information > ESC	) User
ESO User Portal	
Data Access Control	R
ESO Query	
Science Archive	
Archive Requests	
All Requests	
Recent Requests	_
PI Pack Requests	
FAQ	

Figure 12 Accesses from the ESO Archive Requests application to ESO Archive

#### 4.4 How to retrieve data

Once the request is submitted the following result page is presented

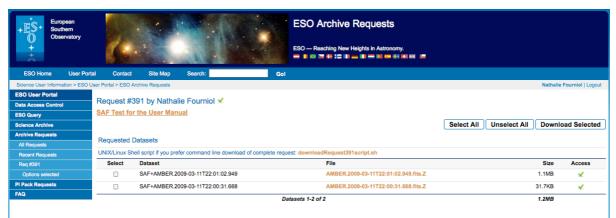


Figure 13 Request submitted

As illustrated the user can select one, several, or all the files as well as de-select all items to be downloaded. In the example, access to these files is granted to Archive User Nathalie Fourniol. A programmatic access is also available via the script downloadRequestxxscript.sh, a shell script consisting of a series of WGET command lines (i.e. the WGET utility is required on the User's machine to use the script directly. This package is usually installed by default in Linux, but not in MacOS X or Windows).).

Note also that on the interface the user can see the total size of the request and the number of files before performing the download.

In case the number of files exceeds 1000 pagination is carried out and a "Download Request" button appears in addition as visible below.



#### Figure 14 Download Request button

Depending on the request, especially if it requires processing, a message will appear during the processing as depicted in Figure 15. In addition the processing part can take a few minutes to be performed, depending on the size of the request and the process requested.

Test Request page refreshes automatically Requested Datasets	when request is completed		Select All	Unselect All Download Selected
Select	Dataset	File	Size	Access
		Please wait, Requested Datasets list under construction.		
	Datasets 1-0 o	f 0	-	

Figure 15 Request being processed message

After clicking on "Download Selected" or "Download Request", a java applet windows popsup to enter the directory where the data are to be downloaded.

000	Set destination directo	ry
	Request_Hanlder_tests_directory	Q search
► DEVICES	Name	Date Modified 🔍
► SHARED		
► PLACES		
New Folder	)	Cancel Choose

#### **Figure 16 Destination directory selection**

Once the directory destination is selected the download manager window will display the status and progress of the files being downloaded.

+ES·			
Filename	Status	Progress	
AMBER.2009-03-11T22:01:02.949.fits.Z	Completed	100% - 1.1MB of 1.1MB	3, 209.8KB/s
AMBER.2009-03-11T22:00:31.668.fits.Z	Completed	100% - 31.5KB of 31.5I	KB, 16.5KB/s
AMBER.2009-04-08T22:47:29.473.fits.Z	Completed	100% - 34.8KB of 34.8	(B, 11.9KB/s
AMBER.2009-03-11T22:00:41.533.fits.Z	Completed	100% - 34.6KB of 34.6I	KB, 13.3KB/s
AMBER.2009-03-11T22:00:45.479.fits.Z	Completed	100% - 32.5KB of 32.5I	KB, 21.2KB/s
AMBER.2009-04-08T22:46:53.881.fits.Z	Downloading	2% - 8.0KB of 37	4.4KB
х т Э8151158 АМДЕК.2009-04-08722146:53.881.flts.z	oueued> 08	152:05 Downloading	
<pre>18:52:03 AMBER.2009-03-11722:00:45.479.fits.z 18:52:03 AMBER.2009-03-11722:00:41.533.fits.z</pre>	Downloading> 08 Downloading> 08	:52:05 Completed 32.5KB :52:05 Completed 34.6KB	21.2KB/s 13.3KB/s
Retry failed Pause all	Speed: 59.1KB/s   Completed 5 of 6 files,	failed 0   1.3MB of 1.6MB	Conc. Downloads 15 2

#### Figure 17 Download Manager

It is possible to pause the download or retry a failed download by clicking on the corresponding buttons on the bottom left-hand side of the window. In addition, the number of

concurrent downloads can be increased up to 5 simultaneous downloads as visible on the bottom right-hand side of the window.

When the files have been downloaded to the User's directory the "Completed" status is visible on the download manager.

+ES+ Q		
Filename	Status	Progress
AMBER.2008-12-05T21:55:29.796.fits.Z	Completed	100% - 999.2KB of 999.2KB, 7.8MB/s
AMBER.2008-12-05T21:55:18.021.fits.Z	Completed	100% - 835.3KB of 835.3KB, 3.5MB/s
Figure 18 Download Ma	nager comn	leted request

Figure 18 Download Manager completed request

It is to be noted that repeating a download of the same file in the same directory will not imply the overwriting of the file: the Download Manager will recognize the file and will not copy it again.

The User receives an email at the completion time of the request of the following form:

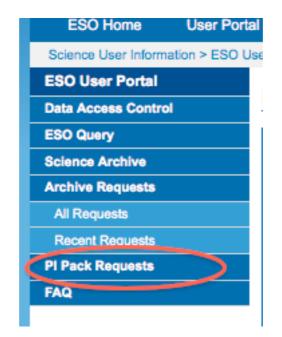
Dear Dr. Nathalie Fourniol,
Thank you for using our Archive services!
The archive files (21.4MB) that you have requested are ready for you to download at the following link <u>http://dataportal.eso.org/rh/requests/HSTCD/393</u> .
Summary: a) 4 Files (18.1MB) available for download, b) 1 Files (3.3MB) under proprietary period, c) 0 Files (-) not available.
Please note the following detailed listing: a) files available for download: - AMBER.2011-01-01T02:41:04.851 : AUTHORIZED - AMBER.2011-01-01T02:43:39.093 : AUTHORIZED - AMBER.2011-01-01T02:45:05.637 : AUTHORIZED - AMBER.2011-01-01T02:46:33.530 : AUTHORIZED
b) files under proprietary status: - AMBER.2011-01-01T02:32:57.945 : DENIED
c) files not available: NONE
If it does not correspond to your expectations, please send a mail to <u>archive@eso.org</u> .
All publications based on ESO archive data should carry the following acknowledgement:
"Based on data obtained from the ESO Science Archive Facility under request number <name><number>."</number></name>

where <name> is the archive user name of the requester. Alternatively users can also cite the ESO programme ID given to all successful proposals in the form: "Based on observations made with ESO Telescopes at the La Silla Paranal Observatory under programme ID <ppp>.<c-nnnn>." where the <ppp>.<c-nnnn> (period.category-number) is the ID of the ESO observing programme." Please notify ESO Library at <u>esolib@eso.org</u> upon acceptance or publication of a paper based on ESO data, including the bibliographic reference (article title, authors, journal title, volume, year, pages). All the best for a successful completion of your scientific program and best regards,

ESO Archive

## 4.5 Request and Retrieval of PI Packs

An additional option, or process, available to the PIs (and/or their delegates, see section 5) is accessible via the "PI Packs Requests" menu item, as visible on the Figure 19 below, which gives access to the former service known as "PI Packages", allowing PIs to access the raw and reduced data of their programmes.



#### **Figure 19 PI Pack Requests**

When requesting PI Packs one must choose among the Run\_Id in the pull-down menu and one have the choice to either enter no dates, in that case the PI will be able to retrieve all the raw and reduced data accumulated in the archive for the whole program so far, or enter a start and end dates in the fields "acquired between" and "and (not included)". The format of the dates must be **yyyy-mm-dd**.

ncremental Delivery of PI Packages (What is this?)						
Define PI Pack						
Select one of your own runs or one for which you have been delegated Data Access Rights, and search to see if files were added to the PI Pack for the specified acquisition time interval.						
Run ID	086.D-0165(A) / FORS2 -					
acquired between						
and (not included)	2010-12-25					
	Search					

Figure 20 PI Pack Run and dates selection

Clicking on the "Search" button will have the effect of displaying the list of raw files available for the run and dates chosen:

European Southern Observatory		ESO Archive Requests					
+		ESO — Reaching New Heights in Astronomy.					
ESO Home User Port		1					
Science User Information > ESO L	ser Portal > ESO Archive Requests	Archive Department   Logout					
ESO User Portal	Incremental Delivery of PI Packages (What is this?)						
Data Access Control	-Define PI Pack						
ESO Query	Puerine r i rack Select one of your own runs or one for which you have been delegated Data Access Rights, and search to see if files were added to the PI Pack for the specified acquisition time interval.						
Science Archive Archive Requests							
All Requests	086.D-0165(A) / FORS2 -						
Recent Requests							
PI Pack Requests	acquired between						
FAQ	and (not included)	2010-12-25					
		Search					
	Package contains 75 files, until 2010-12-25 of which 4 are raw science data,	shown below. The size of the selected package slice is 93.1 MB.					
	Package 086.D-0165(A) / FORS2	Request Files					
	Raw Science File	Acquisition Night					
	520926/sci_raw/FORS2.2010-12-10T08:56:43.068.fits	Thursday, December 9, 2010					
	520926/sci_raw/FORS2.2010-12-10T08:56:43.069.fits	Thursday, December 9, 2010					
	504393/sci_raw/FORS2.2010-10-23T23:38:41.912.fits	Saturday, October 23, 2010					
	504393/sci_raw/FORS2.2010-10-23T23:38:41.913.fits	Saturday, October 23, 2010					

Figure 21 List of raw files available for a given PI Pack request

Clicking on the "Request Files" button will lead you to the page listing the files to get downloaded as depicted in Figure 15.

## 4.6 Displaying Information on Requests

To display information on Requests submitted or carried out the user has to access the ESO Archive Requests interface and choose the "All Requests" or "Recent Requests" buttons ("Recent Requests" means the last 5 requests):

Request Handler	ID	Descrip
All Requests	27	SAF TE
Recent Requests	26	SAF Te
Figure 22 Requests to be di	snlavad	

Figure 22 Requests to be displayed

The general information for each requests are the following: the ID, the Description entered at submission time, the total number of files, the size, the date of submission, and the state of the request. If no information is submitted at request time the Description displayed defaults to "SAF".

D	Description	No of Files	Size	Date	State
7	SAF TEST as HSTCD 2 non-proprietary	2	67.64KB	Dec 1, 2010 at 13:03 UTC	✓
6	SAF Test as HSTCD	2	1.16MB	Dec 1, 2010 at 13:01 UTC	✓

Figure 23 Displayed information on requests

On the detailed page of a request (see Figure 13) the user can click on the "Options selected" attached to a request, which are currently as already mentioned "Header on-the-fly correction", together or not with "Add IRAF Keyword", or "PI Pack Requests":

ESO Query	5
Science Archive	
Archive Requests	
All Requests	
Recent Requests	
Req #391	
Options selected	
PI Pack Requests	
FAQ	-

Figure 24 Link to the Options attached to a request

And the next window will show the state of the process:

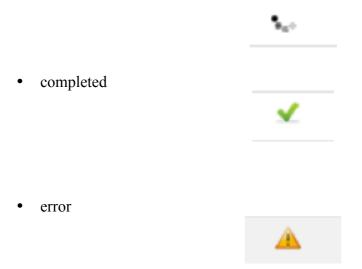
Process ID	Command	State
9	HOTFLY	✓
		-

Figure 25 State of a process

## 4.7 Possible state of a request and/or a process

The possible states of a request and/or a process are the following:

• Submitted: this should only shortly be visible since the request submission time is very small



## 5 The Use of Data Access Control

From the ESO Archive Requests interface one can access the "Data Access Control" facility, which allows "Data Delegation" from a PI to whoever s/he wants assuming the latter is registered in the ESO User Portal:

Guerree Gaer mormation > 200 0	aor Fortais
ESO User Portal	
Data Access Control	All Re
ESO Query	
Science Archive	;
Archive Requests	
All Requests	· .
Recent Requests	
PI Pack Requests	
FAQ	

#### Figure 26 Data Access Delegation

Runs can be delegated as long as they contain proprietary data, or have the potential to acquire proprietary data (that is, the run is still viable). These are visible on the first page corresponding to the menu item "Admin Data Access" (<u>http://www.eso.org/ace</u>):

ESO		ESO	ESO User Portal		ESO User Portal ACE - Access Control	
+ES+ Observ	em				ACE - Access	Control ESO
+		•			ESO — Reaching New Hele	
ESO Home U	Iser Portal C	Contact Site Map	Search:	Gol		
Science User Information	> ESO User Portal	> Access Control				Carlos De Breuck   Logout
ESO User Portal	Creat/Dave	ka Data Asasas Diah	to for Dransistany Duna			
Access Control	Grant/Revo	oke Data Access Righ	ts for Proprietary Runs			
Admin Data Access	004 0 0004 0		adio galaxies: Quantifying the in			
View Data Access	Streets was seen and seen				• 04-539 00 Dece	
Phase 3 Access	Run	Instrument	Mode Month	Delegated/H	Revoked Users	Delegate to
Science Archive	084.A-0324(A)	SINFONI	Service			enter email address
Archive Requests						delegate
FAQ						

Figure 27 1st page of Data Access Delegation facility

To delegate access enter the email address of the delegate and then press the delegate button. The user to whom the data has been delegated (in this case Nathalie Fourniol) is then clearly indicated in the display:

ESO		ESO	ESC	User Portal	ESO User Portal	ACE - Access Control ESO
+ES+ Southern Observatory						Control ESO
+					ESO — Reaching New He	eights in Astronomy
ESO Home Us	ser Portal C	ontact Site M	ap Search:	Gol		
Science User Information	> ESO User Portal	> Access Control				Carlos De Breuck   Logout
ESO User Portal	0					
Access Control	Grant/Revo	ke Data Acces	ss Rights for Prop	rietary Runs		
Admin Data Access						
View Data Access	Deeperson			Quantifying the impact of r		
Phase 3 Access	Run	Instrument	Mode	Month Delega	ted/Revoked Users	Delegate to
Science Archive	084.A-0324(A)	SINFONI	Service	user a		55034@nodomain.org
Archive Requests				55034	alle Fourniol I@nodomain.org	delegate
FAQ				26-11	-2010 11:26 UT	
		Figure	98 Entering th	a amail of the	delegated user	

The User Nathalie Fourniol can immediately log into the User Portal to access the ESO Archive Requests application and via the "Data Access Control" menu, under "View Data Access", see which run\_id has been delegated to her and submit a request to download the corresponding data.

Portal	Contact	Site Map	Search:		Gol			
SO User P	O User Portal > Access Control Nathalie Fourniol   Logout							
ata Ac	ata Access Rights Report for Public and Proprietary Runs							
My privat	My private delegated runs (0) Private runs delegated to me (1)							
	084.A-0324 - AGN-driven feedback in high-z radio galaxies: Quantifying the impact of radio power							
Run		Instrument	Mode	Month	Delegator			
084.A-032	24(A)	SINFONI	Service		Carlos De Breuck mr_eso_user@eso.org Granted: 26-11-2010 11:26			

Figure 29 Private runs delegated to a user

It is also possible at any time to revoke the access granted by clicking the revoke button. The corresponding user from whom the access has been revoked will be highlighted in gray.

Grant/Revoke Data Access Rights for Proprietary Runs

084.A-0324 - AGN-driv	en feedback in high-z ra	dio galaxies: Qua	antifying the imp	pact of radio power	
Run	Instrument	Mode	Month	Delegated/Revoked Users	Delegate to
084.A-0324(A)	SINFONI	Service		user removed Nathalie Fourniol	enter email address delegate
				55034@nodomain.org Revoked 28-11-2010 17:48 UT	

Figure 30 Revoking access to the data

*Note: the Data Access Control service is only available together with the Instant Download facility.* 

## 6 In case of a failure in retrieving the data

## 6.1 Failed download

In the case of a failed download, that may occur if the user does not have write access to the specified download directory for instance, a "Failed" status message is displayed on the Download Manager:

Filename	Status	Progress	
WFCAM.2010-01-31T03:50:44.736.fits	Failed	0% - 0.0bytes of 501.0bytes	. 🕑 🚡
WFCAM.2010-02-04T04:56:43.584.fits	Downloading	69% - 8.2MB of 11.8MB	
WFCAM.2010-10-08T01:17:24.000.fits	Downloading	46% - 3.9MB of 8.4MB	
WFCAM.2010-09-20T04:20:19.392.fits	Downloading	68% - 6.8MB of 9.9MB	
Fig	ura 31 Failad da	wnload	

Figure 31 Failed download

It is possible to try again with the "Retry failed downloads" button. Another option is to close the download manager window and re-start the download again, but this time a new destination directory should be selected.

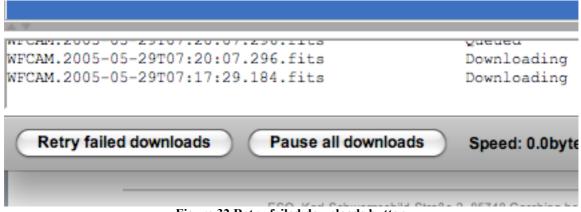


Figure 32 Retry failed downloads button

It may also happen that the Download Manager does not work for other reason than platform/browser/java versions incompatibilities. A solution to download the files, in this case, only one at a time, is to click on them. If this still does not work please contact the Archive team at archive@eso.org who will be happy to assist you.

### 6.2 Failed process

As mentioned before, for each request processes – or options - like "Header on-the-fly correction", "Add IRAF keywords", or "PI Pack Requests" are currently available.

In the case of a failed process, the whole request state should be the error one.

At the level of the detailed page of the request, the interface will display an error message:

Select	Dataset	File	Size	Access
		Your request could not be processed.		
	SAF+WFCAM.2010-09-19T04:32:03.552	WFCAM.2010-09-19T04:32:03.552.fits	10.0MB	✓
	SAF+WFCAM.2010-01-31T03:50:44.736	WFCAM.2010-01-31T03:50:44.736.fits	12.7MB	✓
	SAF+WFCAM.2010-02-04T04:56:43.584	WFCAM.2010-02-04T04:56:43.584.fits	11.8MB	✓
	SAF+WFCAM.2010-10-08T01:17:24.000	WFCAM.2010-10-08T01:17:24.000.fits	8.4MB	✓
0	CAE UNECAM 2040 00 00T04-00-40 000	Figure 33 Failed process	0.040	

And by clicking on the left-hand side menu at "Processes", the same "error" state will appear as indicated by the error icon.

Process ID	Job ID	Command	State	Action
3,197	449	SuccessfulRemoteRequestProcess	<u> </u>	Resubmit



The "Resubmit" button allows the user to re-start the failed process, which could have been due to a temporary hiccup in the system.

At the same time and according to the type of error an automatic e-mail will be sent to the archive operators, who will fix the problem. During this process the file/request should remain in an "error" state (see section 4.7) so that the user does not try to download the file, up to the point where it is fixed and its flag is turned back to "OK".