

THEMIS User's Guide: Software Web Interface

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Distribution List

See: http://themis.ssl.berkeley.edu/team.shtml



Table of Contents

DOCUMENT REVISION RECORD	2
DISTRIBUTION LIST	2
1. INTRODUCTION	4
1.1 Purpose and Scope.	4
1.2 Supplementary Documents. 2. THEMIS WEB PAGE INTERFACE	5
2.1 THEMIS Web Site - Home Page	5
2.2 THEMIS Data Web Pages	7
2.3 THEMIS Science Software Web Page	26
2.4 THEMIS Science Software - For Developers Web Page	32
2.5 THEMIS Contact Us Web Page	34
3. THEMIS SCIENCE SUPPORT HELP SYSTEM	35
3.1 THEMIS Science Support Help Process	35
3.2 THEMIS Science Support Help Form - Web Form	36
3.3 THEMIS Science Support Help Form – GUI Interface	37



1. Introduction

1.1 Purpose and Scope.

The purpose of this document is to present to the worldwide scientific community the available tools for viewing, downloading, processing, calibrating and plotting THEMIS data and how to use these tools.

1.2 Supplementary Documents.

Various supplementary documents can be found on the THEMIS website. These include but are not limited to documentation for:

- Coordinate Systems
- Time Conventions
- Instrument Calibration
- Data Calibration and Processing
- Variable Naming (for data products)
- Software Documentation (including this user's guide)

These documents may be accessed from the THEMIS home page by selecting **Documentation** under the **Software** menu.

http://themis.ssl.berkeley.edu/index.shtml

They may also be accessed directly via the link below:

 $\frac{ftp://apollo.ssl.berkeley.edu/pub/THEMIS/3\%20Ground\%20Systems/3.2\%20Science\%20Operations/$



2. THEMIS Web Page Interface

2.1 THEMIS Web Site - Home Page

The THEMIS Home Web Page can be displayed by using the following URL: http://themis.ssl.berkeley.edu/. Across the top portion of this web page are a series of drop down menus (Home, The Mission, Data, Software, Publications, News & Events, Contact Us and For the Public). In this document we will be discussing the Data, Software and Contact Us Web Pages.

The THEMIS Data Drop Down Menu allows you to select the following options: *Overview, Data Policy/Credits, Summary Plots, Data Retrieval, Data Descriptions, Data Products, Event List, Data Processing* and *Collaboration Tools*. These options will be discussed in more detail in Section 0.

The THEMIS Software Drop Down Menu allows you to Select the following options: *Software, Documentation, Developers* and *Enhancements*. These options will be discussed in more detail in Section 2.3.

The THEMIS Contact Us automatically links you to a web page that allows you to send email to the THEMIS PI or THEMIS Instrument Scientists or send a Help Request to the THEMIS Science Support Team with Comments, Observations, Problems or Questions concerning data, a document, download, GUI, Plot, Software, Web Interface or any other issue not listed. This Help Request option will be discussed in more detail in Section 2.4.

<u>Please note:</u> Differences between the screen displays presented in this document and what you may see online are due to Web Page Upgrades not yet reflected in this document. The screen displays incorporated into this document are to give the reader a sense of the functionality of the Web Interface to THEMIS Science Software.

Please see copy of the THEMIS Home Web Page on the Next Page.



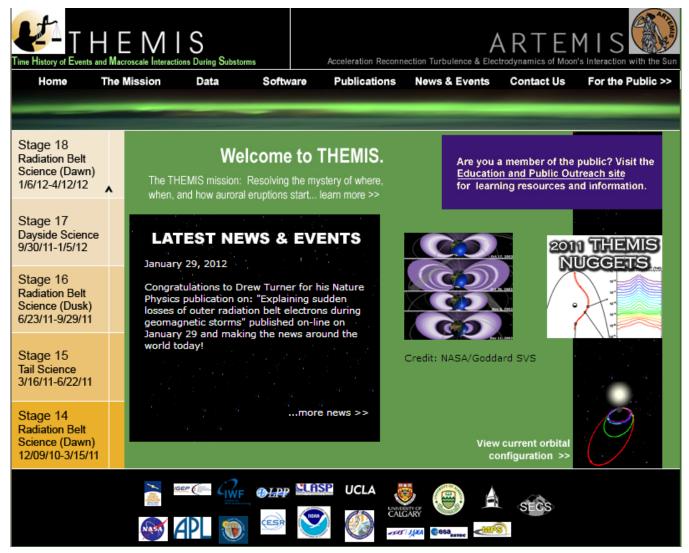


Figure 2.1a THEMIS Web Site - Home Page



2.2 THEMIS Data Web Pages

The THEMIS Data Drop Down Menu has the following options.

- Overview A Data Overview and convenient location to Instruments, Orbits, Data Descriptions and more.
- Data Policy/Credits displays the Rules for using the THEMIS Data website (Rules of the Road).
- Summary Plots which will allow you to look at Summary Plots of one Probe, Multiple Probes, Ground Magnetometer, All Sky Imager or Orbits Data. Download Data to Download THEMIS Data.
- Data Retrieval Menu of the following options:
 Data Files All -ftp site of all THEMIS data directories and data files
 Data Files By Platform allows selection to either a probe, gmag or flatsat data files
 Data Files By Group allows selection by Probe and Instrument
- Data Descriptions which will lead you to the documentation ftp site where the 'Science Data Variable
 Descriptions' document can be found.
- Data Products which has descriptions of Level 2 data products, and status of the data products.
- Event List which will display the Events ftp site.
- Data Processing containing descriptions of the data processing and status of the data processing.
- Collaboration Tools Menu of the following options:
 SSCWeb 3-D Orbit Viewer NASA GSFC Plots of orbital position in 3-D.
 CDAWeb NASA SPDF Data Access page.
 THEMIS Wiki Pages Useful THEMIS information in Wiki format.
 Magnetopause Crossing Database CDAWeb plots of data for Magnetopause crossings.

<u>Please note</u>: If using THEMIS Science Software Data Analysis Tools there is no need to use the Data Retrieval - Data Files By Group Option. Please see screen displays below for all options.



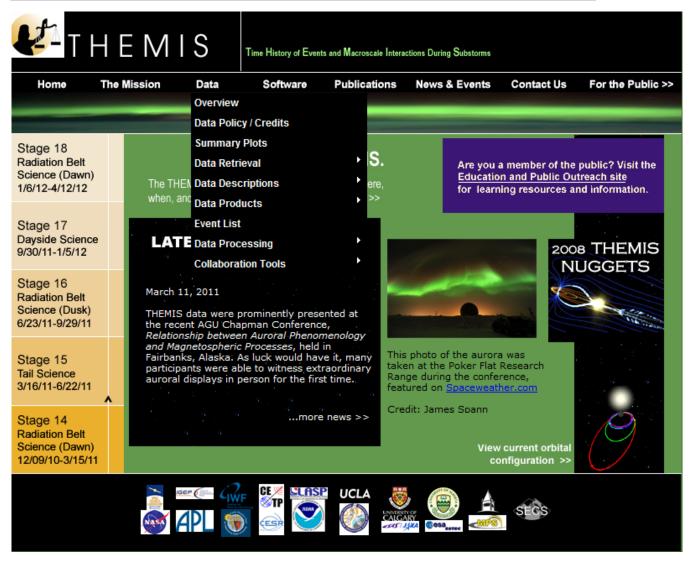


Figure 2.2a THEMIS Data Dropdown Menu



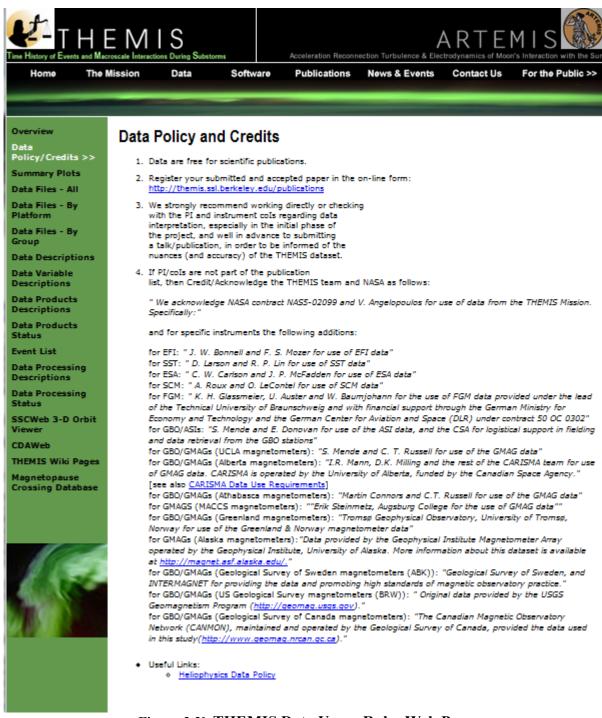


Figure 2.2b THEMIS Data Usage Rules Web Page



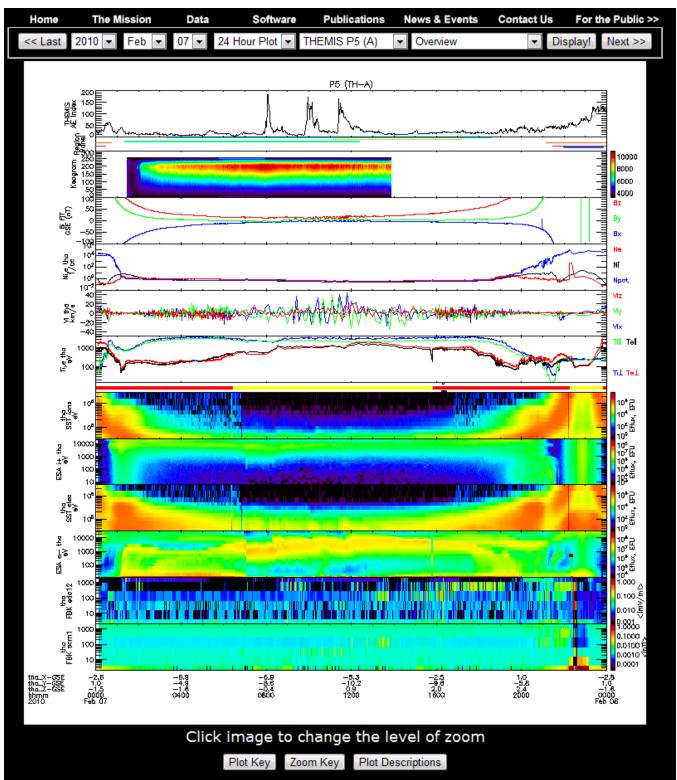


Figure 2.2c THEMIS Data Summary Plot Web Page



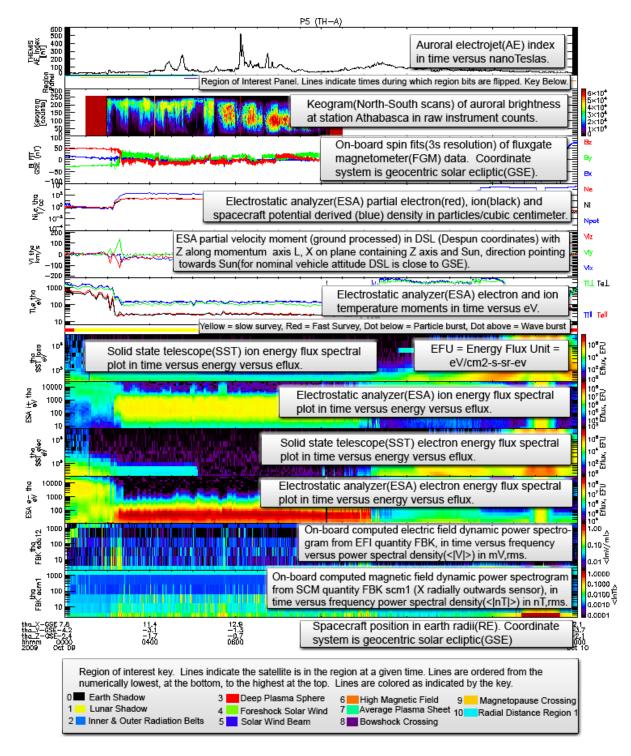


Figure 2.2d THEMIS Summary Web Page - View Plot Key Button



THEMIS Online Summary Plot Descriptions.

Found at: http://themis.ssl.berkeley.edu/summary.shtml?autoload=1

Plot Type/Name	Description	Observatories	Time Intervals
Overview ¹	General snapshot of THEMIS spacecraft instruments and ground data.	Single Spacecraft ² Selected ASI site. Aggregated GMAGs ³	24hr,6 hr,2 hr
Space ESA moments.	Electron/Ion velocity, pressure, field aligned temperature vector, and energy eflux. 4 Values derived from high resolution ESA data on spacecraft before down sampling for transmission	Single Spacecraft.	24hr,6 hr,2 hr
Ground ESA moments.	Electron/Ion velocity, pressure, field aligned temperature vector, and energy eflux. ⁵ Values derived from ESA reduced distribution during ground processing.	Single Spacecraft	24 hr,6 hr,2 hr
ESA burst	Electron/Ion energy eflux spectrograms derived from ESA burst ⁷ distribution during ground processing and spacecraft mode indicator plots.	All Spacecraft	24 hr,6 hr,2 hr
ESA Full	Electron/Ion energy eflux spectrograms derived from ESA full ⁸ distribution during ground processing and spacecraft mode indicator plots.	All Spacecraft	24 hr,6 hr, 2 hr
ESA Reduced	Electron/Ion energy eflux spectrograms derived from ESA reduced distribution during ground processing and spacecraft mode indicator plots.	All Spacecraft	24 hr, 6 hr, 2 hr

^{1.} Detailed description at http://themis.ssl.berkeley.edu/key.png

^{2.} All single spacecraft plots are available for all THEMIS spacecraft when data is available, but displayed on separate plots.

^{3.} Aggregated using an algorithm like AE-index, but using THEMIS gmags rather than standard AE ground stations.

^{4.} Also for reference E= -VxB, spacecraft measured spin resolution magnetic field, and t89 model predicted magnetic field.

^{5.} Also for reference E= -VxB, spacecraft measured spin resolution magnetic field, and t89 model predicted magnetic field.

^{6.} ESA Reduced distribution has high temporal (~3 second) resolution but low angle (1-6 bins) resolution.

^{7.} ESA Burst distribution has high temporal (~3 second) and high angle (88 bins) resolution but limited availability.

^{8.} ESA Full distribution has low temporal (~395/~98 seconds) and high angle (88 bins) resolution.



SST Full	Electron/Ion energy eflux spectrograms derived from SST full ⁹ distribution during ground processing and spacecraft mode indicator plots.	All Spacecraft	24 hr, 6 hr, 2 hr
SST Reduced	Electron/Ion energy eflux spectrograms derived from SST reduced ¹⁰ distribution during ground processing and spacecraft mode indicator plots.	All Spacecraft	24 hr, 6 hr, 2 hr
FGM	Fluxgate Magnetometer FGS ¹¹ and FGL ¹² data. Spacecraft mode indicator plots.	All Spacecraft	24 hr,6 hr, 2 hr
Burst Memory	Burst memory segment fill level.	All Spacecraft	24 hr, 6 hr, 2 hr
Survey Memory	Survey memory segment fill level.	All Spacecraft	24 hr, 6 hr, 2 hr
GMAG High-H	Stacked plot of H component of HDZ ground magnetometer readings.	High Latitude THEMIS-GBO sites.	24 hr
GMAG High-D	Stacked plot of D component of HDZ ground magnetometer readings.	High Latitude THEMIS-GBO sites.	24 hr
GMAG High-Z	Stacked plot of Z component of HDZ ground magnetometer readings.	High Latitude GBO sites.	24 hr
GMAG Low-H	Stacked plot of H component of HDZ ground magnetometer readings.	Low Latitude GBO sites.	24 hr
GMAG Low-D	Stacked plot of D component of HDZ ground magnetometer readings.	Low Latitude GBO sites.	24 hr
GMAG Low-Z	Stacked plot of Z component of HDZ ground magnetometer readings.	Low Latitude GBO sites.	24 hr
ASI-Summary ¹³	Interactive grid of station versus hour/minute/second ASI thumbnails.	20 THEMIS ASI sites.	1 hr/1 minute/3 second.
ASI-Keograms	Interactive grid of station versus hour ASI Keograms.	20 THEMIS ASI sites.	1 hr
ASI-Averages	Interactive grid of station versus hour ASI averages.	20 THEMIS ASI sites.	1 hr

^{9.} SST Full distribution has low temporal and high angle(128 bins) resolution.
10. SST Reduced distribution has high temporal (~3 second) and low angle (1-6 bins) resolution.

^{11.} FGS data is at spin resolution (~3 second) and is continuously available for most of the mission.

^{12.} FGL data is at 1/4 second resolution and is available during configured regions.

^{13.} Map indicating ASI site locations and field of view provided for reference.



ASI-Mosaic	Map showing ASI station mosaic overlayed on map.	20 THEMIS ASI sites.	3 second.
Orbits-GSM	3 plots of THEMIS orbits over X/Y/Z axis of GSM coordinates, in an earth centered frame and 40 Re range in each dimension.	All Spacecraft	24 hr/6 hr
Orbits-GSE	3 plots of THEMIS orbits over X/Y/Z axis of GSE coordinates, in a moon centered frame and 120 Re range in each dimension.	All Spacecraft	24 hr/6 hr
Ground Tracks North	Plot of THEMIS footprints on map of northern polar region. Generated by tracing field lines from spacecraft position to the north using the T89 model.	All Spacecraft	24 hr/6 hr
Ground Tracks South	Plot of THEMIS footprints on map of southern polar region. Generated by tracing field lines from spacecraft position to the south using the T89 model.	All Spacecraft	24 hr/6 hr



Index of /data/themis

Name		Last modifie	<u>ed</u>	<u>Size</u>	Description
Parent	: Directory			_	
FAST 1	Images/	04-Feb-2009	12:04	_	
LZP/		03-May-2007	09:53	_	
_	p_apr16/	16-Apr-2008	16:36	_	
<pre>bad_f:</pre>	iles	21-Mar-2008	17:29	48K	
bfds/		26-Mar-2007	11:27	-	
cronwa	atch/	10-Jul-2008	10:18	-	
despil despil	ke_preserve/	08-Jul-2008	15:11	-	
ephem/	<u>′</u>	16-Jul-2008	17:16	-	
events	<u> </u>	27-Jan-2009	22:08	-	
idl_ct	tables/	30-Jul-2007	23:27	-	
incomi	ing/	21-Nov-2008	15:30	-	
index.	.html.091508	08-Aug-2008	16:27	1.3K	
	ebuild_7feb07/	03-Feb-2007	05:35	-	
<u> 10/</u>		03-Apr-2008	16:54	-	
11_rep	process_backup_20081020/	20-Oct-2008	20:26	-	
12_of	fline/	25-Apr-2008	12:16	-	
moc/		09-Apr-2007	16:59	-	
nios/		05-Mar-2007	10:55	-	
old_pi	roduction/	09-Jun-2008	10:39	-	
overpl	lots/	31-Dec-2008	23:43	-	
proces	ss_logs/	04-Feb-2009	13:38	-	
<u>qa/</u>		16-Jul-2008	11:55	-	

Figure 2.2e THEMIS Data Retrieval - ALL





Figure 2.2f THEMIS Data Retrieval - By Platform

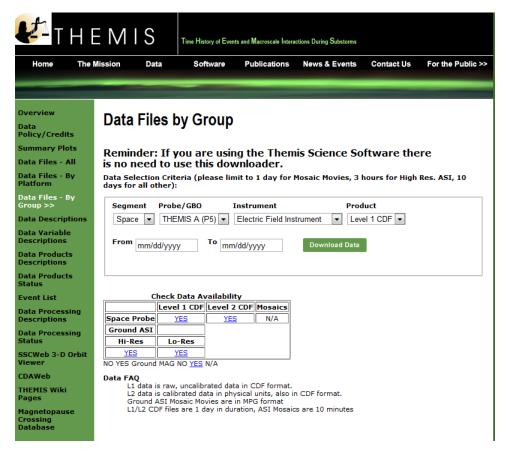


Figure 2.2g THEMIS Data Retrieval - By Group



Selecting Data Descriptions will display this web page. Click on the instrument or data type you wish to see. Note links at the bottom of the web page.

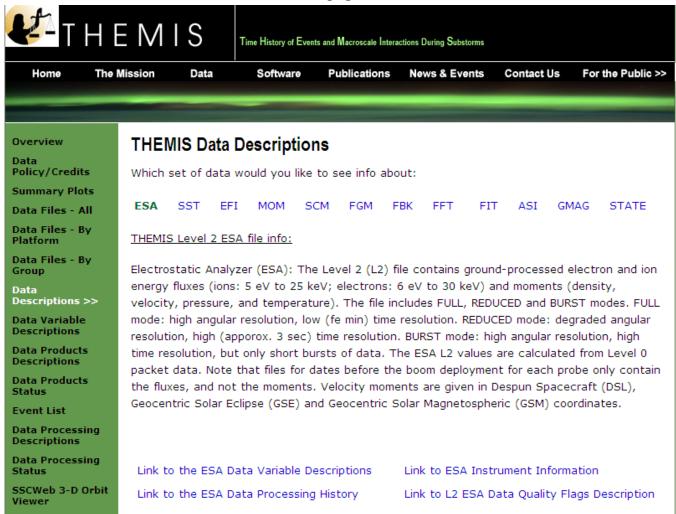


Figure 2.2h



Selecting GMAG on the Data Descriptions page will display information about the GMAG data, together with a list of available GMAG sites (partial list only shown below).

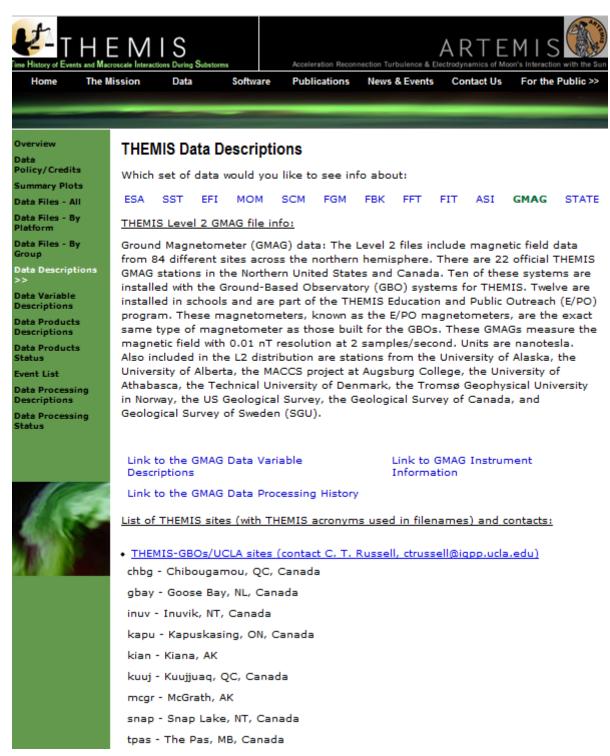


Figure 2.2i



Clicking on Data Variable Descriptions will display the current Data Variables Description Documents on the ftp site

To view this FTP site in Windows Explorer, click Page, and then click Open FTP Site in Windows Explorer.

You are user #1 of 50 simultaneous users allowed.

Up to higher level directory

01/26/2010 12:57PM	Directory	Previou	as Versi	ons		
01/26/2010 12:54PM	11,289	THEMIS	Science	Data	Variables	Descriptions.pdf
01/26/2010 12:55PM	39,936	THEMIS	Science	Data	Variables	Descriptions.xls

Figure 2.2j



Selecting Data Products Descriptions will display this web page and then click on data product you wish to see. Note links at the bottom of the web page.

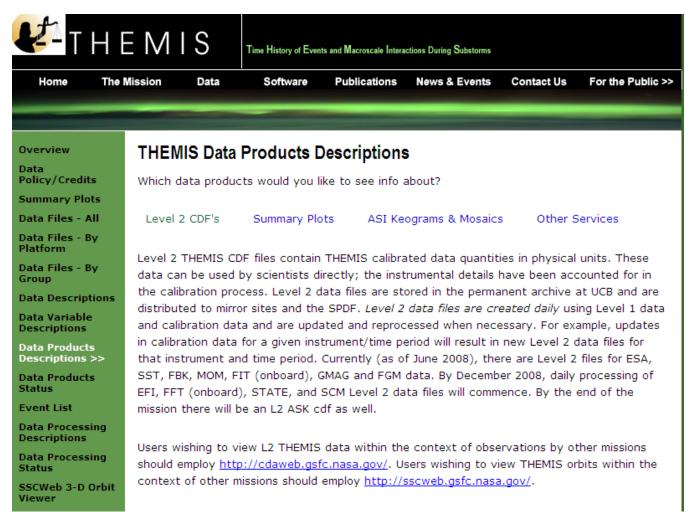


Figure 2.2k



Selecting Data Products Status will display this web page

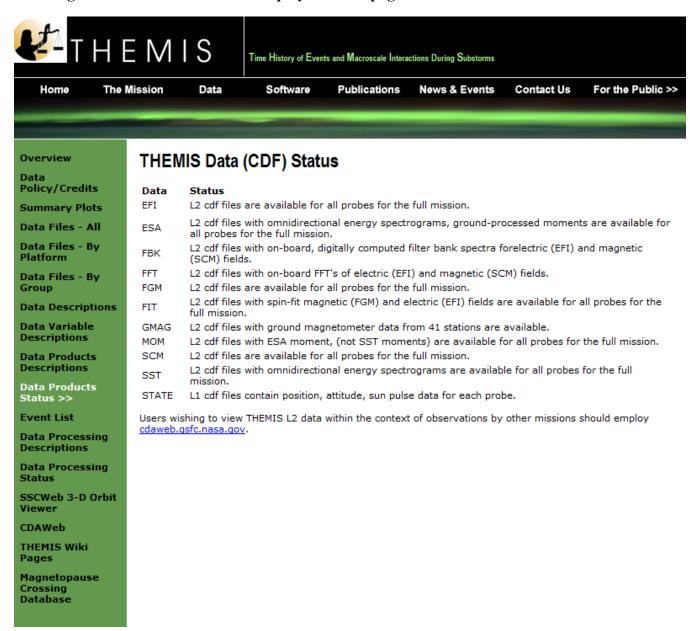


Figure 2.21



Selecting Event List will display this web page

FTP directory /events/ at justice.ssl.berkeley.edu

To view this FTP site in Windows Explorer, click Page, and then click Open FTP Site in Windows Explorer.

You are user #1 of 50 simultaneous users allowed.

Up to higher level directory

```
01/27/2009 12:00AM
                         784,560 Cluster 1 GBO conjunctions 2006.log
01/27/2009 12:00AM
                      1,145,760 Cluster 1 GBO conjunctions 2007.log
01/27/2009 12:00AM
01/27/2009 12:00AM
                       1,353,576 Cluster 1 GBO conjunctions 2008.log
                        723,492 Cluster 3 GBO conjunctions 2006.log
01/27/2009 12:00Am
01/27/2009 12:00AM
                       1,121,148 Cluster 3 GBO conjunctions 2007.log
01/27/2009 12:00AM
                      1,324,092 Cluster 3 GBO conjunctions 2008.log
01/21/2009 12:00AM
                         22,344 FAST-GBO conjunctions 2005 fall.log
01/21/2009 12:00AM
                         17,220 FAST-GBO conjunctions 2005 spring.log
01/02/2008 12:00AM
                         98,363 FAST-GBO conjunctions 2006 fall.log
01/02/2008 12:00AM
                         51,743 FAST-GBO conjunctions 2006 spring.log
01/02/2008 12:00AM
                        153,887 FAST-GBO conjunctions 2007 fall.log
01/02/2008 12:00AM
                         58,883 FAST-GBO conjunctions 2007 spring.log
01/13/2009 12:00AM
                         231,504 FAST-GBO conjunctions 2008 fall.log
                         99,119 FAST-GBO conjunctions 2008 spring.log
10/10/2008 12:00AM
01/12/2009 12:00AM
                          43,427 FAST-GBO conjunctions 2008 summer.log
12/26/2007 12:00AM
                         25,950 REIMEI themis-gbo conjunctions.txt
01/22/2009 12:00AM
                          2,104 THEMIS GBO Station List.txt
                         30,247 THEMIS GBO Station Map-2008-02.gif
12/19/2007 12:00AM
04/15/2008 12:00AM
                         30,234 THEMIS GBO Station Map-2008-03.gif
02/13/2009 12:00AM
                         29,855 THEMIS GBO Station Map-2009-01.gif
04/15/2008 12:00AM
                         55,990 THEMIS Substorm 2007-2008.log
04/27/2009 12:00AM
                         52,196 THEMIS Substorm 2008-2009.log
                         11,386 THEMIS Substorm 2009-2010.log
01/25/2010 03:13PM
```

Figure 2.2m THEMIS Event List - ftp site



Selecting Data Processing Descriptions will display this web page and then click on data processing description you wish to see.

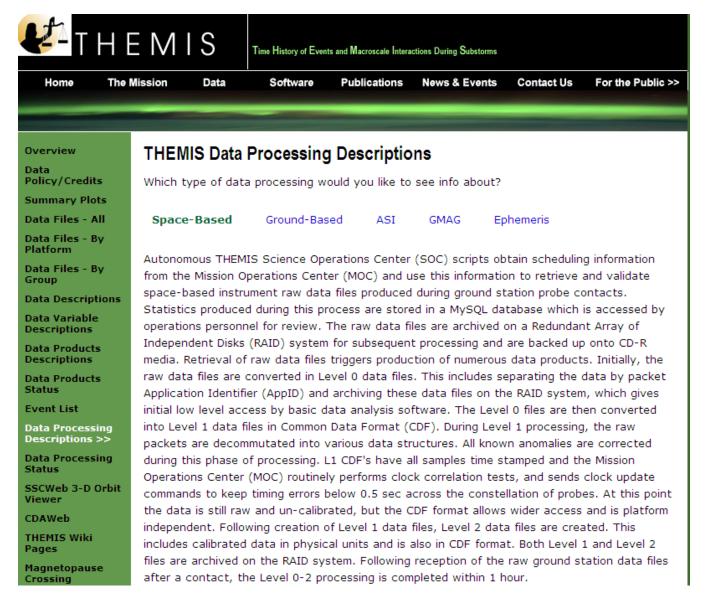


Figure 2.2n



Selecting Data Processing Status will display this web page

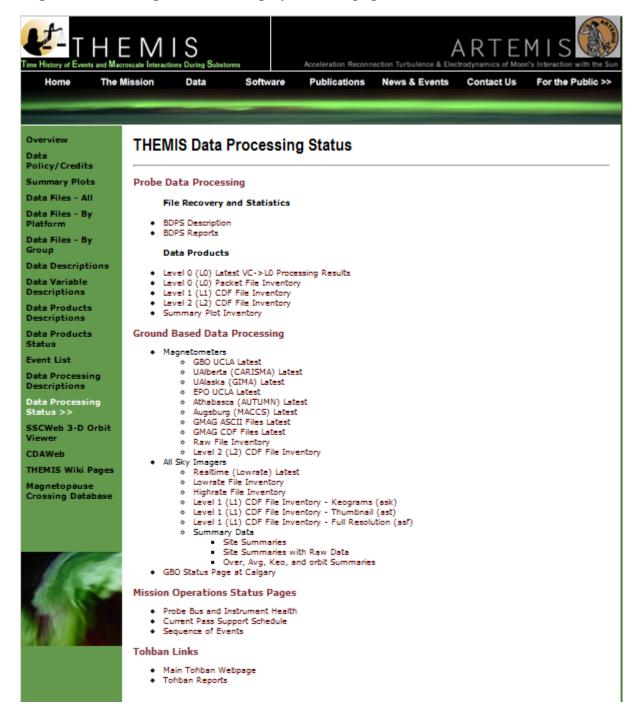


Figure 2.20



Selecting Collaboration tools will display this list of links



Figure 2.2p



2.3 THEMIS Science Software Web Page

The THEMIS Science Software Drop Down Menu has the following options. *Software* displays a web page for downloading the latest release of the THEMIS Science Software Data Analysis Tools, Documentation, Registering to be notified of Future Releases of the Software, Download not yet released Software and Contacting the THEMIS Science Support Team with Help Requests. *Developers*, options to read about how to develop and contribute Software to THEMIS Science Software. *Documentation* which provides a link to the THEMIS Science Software Documentation ftp site. Enhancements, which will display the latest Accomplishments and Enhancements (A&E). The previous month's A&E is available as well. **Please note:** If you download the not yet released Software, this Software may not have been tested (you are on your own). Please see screen displays below.

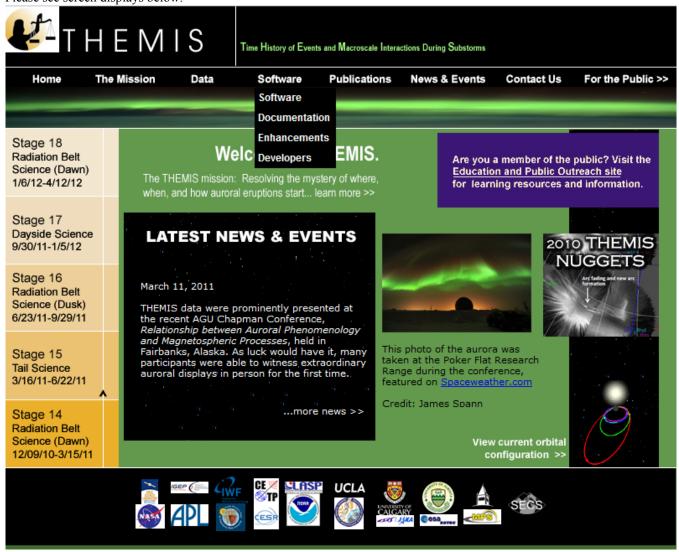
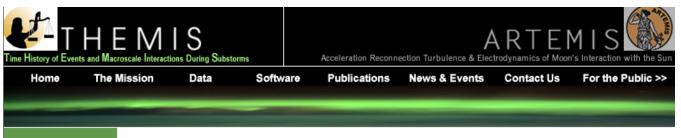


Figure 2.3a THEMIS Science Software Drop Down Menu





Software >> Documentation Enhancements Developers



THEMIS Software

The THEMIS Data Analysis Software Suite consists of IDL routines which read data in CDF format, as well as other less refined data sets. IDL routines can be used to download, open, analyze, and plot Level 1 (L1) and Level 2 (L2) data quantities. They can also be used transform L1 data into L2 data. L1 data is raw, uncalibrated data in CDF format. L2 data is calibrated in physical units These IDL routines were derived from those used by the Cluster, Wind, Polar, and FAST missions. In addition to command line invoked IDL routines, the software provides a graphical user interface for opening, analyzing, and plotting data. This interface was designed to facilitate use of the most useful IDL routines.

To begin:

- Download the latest release of the Software (TDAS Version 7.00, April 2012)
 Download the Quick Reference Guide directly from this website as a <u>DOC</u> or <u>PDF</u>.
 Download the THEMIS Software Web Interface Users' Guide as a <u>DOC</u> or <u>PDF</u>.
 Download the THEMIS Science Data Analysis Software (TDAS) Users' Guide as a <u>DOC</u> or <u>PDF</u>.
- After downloading a version of the software and the user's guide, open up the users guide and follow the instructions provided.
- You may also find the <u>HTML Docs</u> for the latest released version of the Software. You can also browse the IDL source.

Future Releases:

- You can receive emails notifying you of New Software Releases by <u>Registering</u> on the THEMIS Science Support Distribution List.
- Download not yet released future Software. Please Note this Software may not yet be fully tested and is not supported by the THEMIS Science Support Team.

IDL Geopack DLM:

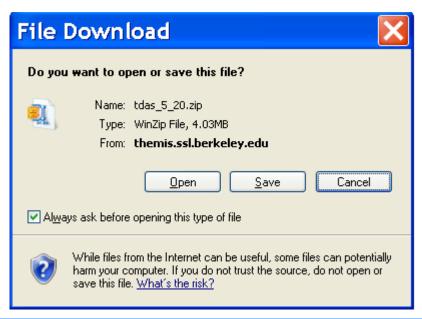
To use the Tsyganenko Model extensions to the THEMIS software you need to <u>Download</u> and install the interface between Tsyganenko's Fortran code and IDL. This interface was developed and provided for THEMIS as a courtesy by Haje Korth. Installation instructions can be found <u>here</u>.

For comments, observations, problems or questions about data access, software or web site content please contact the <u>Themis Science Support Team</u>.

Figure 2.3b THEMIS Science Software Web Page



When you click on Download the latest release on a Windows machine A File Download dialogue box will be displayed. Click on 'Open' and the WinZip box will appear. Select the Extract icon to download the unzipped versions of the THEMIS Science Software to your computer. Notice the Extract display will ask you where to put the downloaded files. Please see Screen displays on this and the next page.



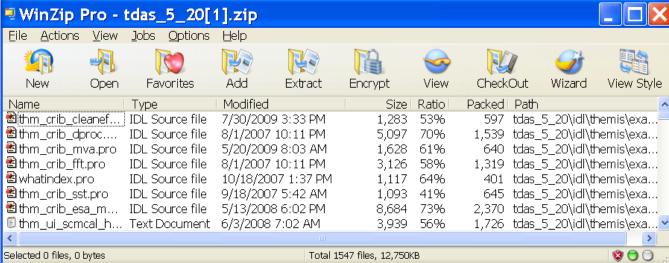


Figure 2.3c THEMIS Science Software - Download Software

Recommendation: put the Software where you can easily find it as you will need to set the IDL path.



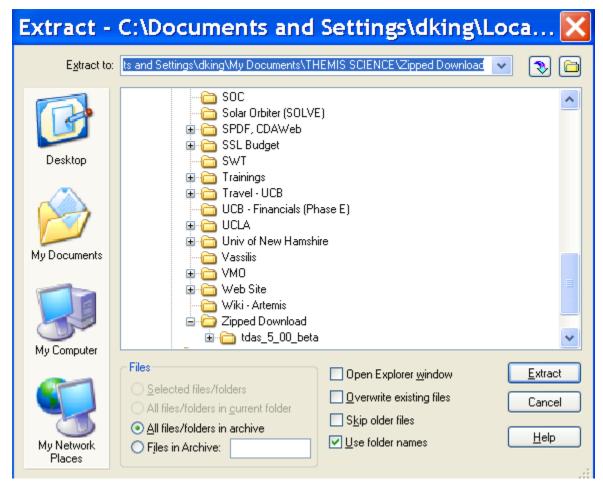


Figure 2.3d THEMIS Science Software - Download Software





Directories Searched:

- ssl general/CDF
- ssl general/cotrans
- ssl general/davin/wind
- ssl general/examples
- · ssl general/key param
- ssl general/misc
- ssl general/misc/SSW
- ssl general/misc/system
- · ssl general/science
- ssl general/tools/fitting
- ssl_general/tools/misc
- ssl_general/tools/tplot

Figure 2.3e THEMIS Science Software - HTML Docs



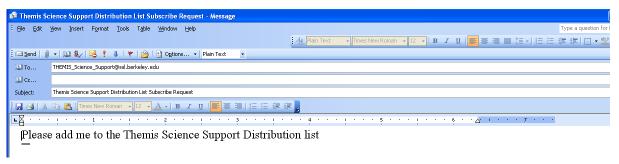


Figure 2.3f THEMIS Science Software - Registration for Notification

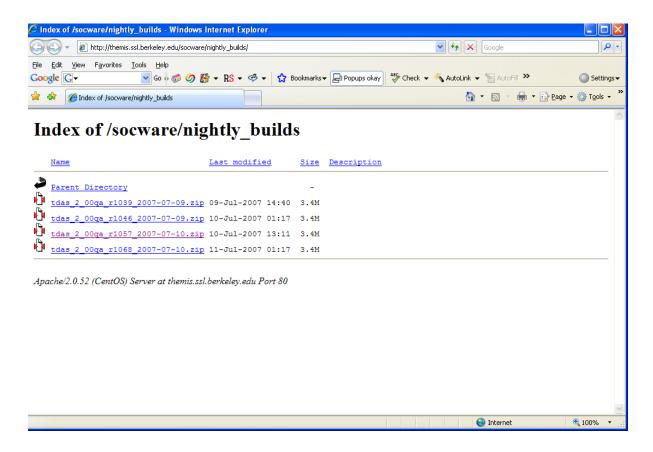


Figure 2.3g THEMIS Science Software - Download Not Yet Released Software



2.4 THEMIS Science Software - For Developers Web Page

The THEMIS Science Software for Developers Web Page has links to aide software developers in developing and contributing software to the THEMIS Science Software library. The 'Additional Documentation' option will link you to the ftp site where current THEMIS Science Software documentation can be found.



Figure 2.4a THEMIS Software - For Developers Web Page



When you click on the Documentation Option on the THEMIS Software Dropdown menu you will be transferred to the THEMIS Document ftp site.

Index of ftp://apollo.ssl.berkeley.edu/pub/THEMIS/3 Ground Systems/3.2 Science Operations/Science Operations Documents/

Name	Size	Last Mo	odified
Science Data Variable Descriptions		1/26/2010	12:00:00 AN
Science Software Data Analysis Releases		1/13/2010	12:00:00 AN
Science Software Data Analysis Software Presentation - 200707		9/28/2007	12:00:00 AN
Science Software Data Analysis Software Presentation - 200712 GEM		12/7/2007	12:00:00 AN
Science Software Data Analysis Software Presentation - 200806 GEM		6/20/2008	12:00:00 Al
Science Software Data Analysis Software Presentation - 200809 SWT UNH		9/22/2008	12:00:00 Al
Science Software Data Analysis Software Presentation - 200812 GEM		12/11/2008	12:00:00 AI
Science Software Data Analysis Software Presentation - 201006 GEM		6/16/2010	12:00:00 AI
Science software Data Analysis Software Presentation - 200906 GEM		6/23/2009	12:00:00 AI
Science software Data Analysis Software Presentation - 200912 GEM		12/8/2009	12:00:00 AI
Software Developers Guide		5/24/2007	12:00:00 AI
Software Users Guides		3/22/2011	11:33:00 AI
Software Users Quick Reference Guides		3/22/2011	11:31:00 AI
SpinFits Documents		6/15/2007	12:00:00 A
THEMIS - ARTEMIS Instrument Information Available on Web Pages		3/3/2010	12:00:00 A
THEMIS Documentation Status Lists		2/26/2010	12:00:00 A
THEMIS Science Parameters		3/3/2010	12:00:00 A
THEMIS Science Software (TDAS) Release Enhancement Lists		3/21/2011	2:26:00 PM
THEMIS Summary Plot Description Tables		2/23/2010	12:00:00 AI
THEMIS Tips of the Month		4/7/2010	12:00:00 A
THEMIS-ARTEMIS Adminstrators Guide		3/21/2011	2:51:00 PM
magstations.txt	5 KB	8/29/2008	12:00:00 A
thm_ogs_431m_ephemeris_format_definition.doc	145 KB	4/24/2007	12:00:00 A
thm_ogs_431m_ephemeris_format_definition.pdf	204 KB	6/15/2007	12:00:00 A
thm_soc_101_TIME_20070120.doc	128 KB	6/15/2007	12:00:00 A
thm_soc_101_TIME_20070120.pdf	226 KB	6/15/2007	12:00:00 A
thm_soc_102_STATEFILE_20070420.doc	127 KB	6/15/2007	12:00:00 A
thm_soc_102_STATEFILE_20070420.pdf	226 KB	6/15/2007	12:00:00 AI
thm_soc_103_HSK_VARNAMES_20070129.doc	227 KB	6/15/2007	12:00:00 AI
thm_soc_103_HSK_VARNAMES_20070129.pdf	351 KB	6/15/2007	12:00:00 AI
thm_soc_105_FIELDS_VARNAMES_20060929.doc	172 KB	6/15/2007	12:00:00 Al
thm_soc_105_FIELDS_VARNAMES_20060929.pdf	199 KB	6/15/2007	12:00:00 AI
∰ thm_soc_106_PARTICLES_VARNAMES_20061102.doc ∰ thm_soc_106_PARTICLES_VARNAMES_20061102.pdf	115 KB 149 KB	6/15/2007 6/15/2007	12:00:00 AI 12:00:00 AI
MINITED TOOL TOOL THE TECHNICAL TOOL TOOL TOOL TOOL TOOL TOOL TOOL TO	535 KB	6/15/2007	12:00:00 AI

Figure 2.4b THEMIS Documentation ftp site



2.5 THEMIS Contact Us Web Page

The THEMIS Contact Us Web Page lists the contact information for the THEMIS Principal Investigator as well as the Co-Investigators for each THEMIS Instrument. In addition there is an option to send a Help Request to the THEMIS Science Support Coordinator with comments, observations, problems or questions. The Help Request form and process will be explained in more detail in Section 3. Please see the screen display below.

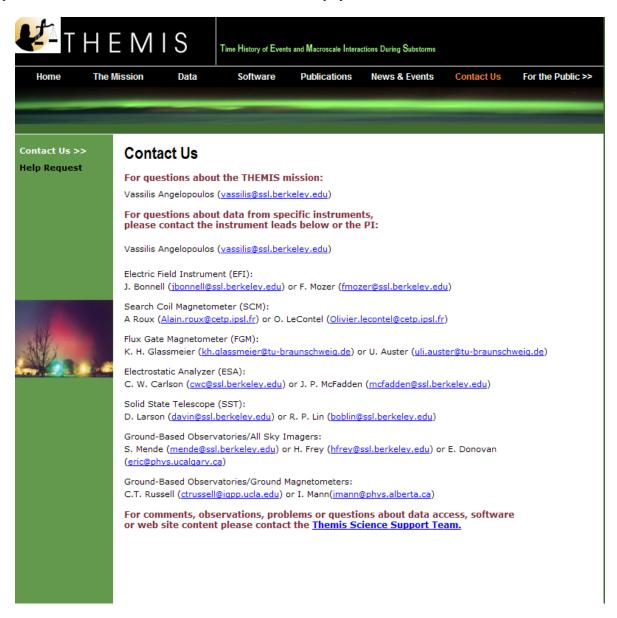


Figure 2.5 THEMIS Software Contact Us Web Page



3. THEMIS Science Support Help System

3.1 THEMIS Science Support Help Process

The THEMIS Science Support Help Process exists for users who have Comments, Observations, Problems or Questions concerning data, a document, download, GUI, Plot, Software, Web Interface or any other issue not listed. The Help Process is a bit different for <u>Step 1</u> if you are using the Web or the GUI Interface.

For the Web to Help Request Form Interface:

From either the Software or Contact Us Web Pages (example on previous page) the user will see the following: For comments, observations, problems or questions about data access, software or web site content please contact the THEMIS Science Support Team.

If you click on THEMIS Science Support Team a THEMIS Science Support Help Request Form (example in Section 3.2) will be displayed. The user fills out the form and hits 'Submit'. Depending on your computer and email application the processing will be different for the email to be sent. For some computers the form is sent automatically. If you have a PC running Windows a box asks you which email Application you use. If you use a desktop email application like Outlook, Outlook Express, select that button, hit OK and the Form will be automatically sent to the Support Coordinator. If you choose either of the two other options (Internet Email or Other) Windows will guide you through a three step process to send your email. Again, if not using windows (e.g. Mac, Linux or Unix) the process maybe different. Yet the main goal is for the Help Request Form to be sent to THEMIS Science Support@ssl.berkeley.edu.

For the GUI to the Help Request Form Interface:

If you select the "HELP" drop down menu on the THEMIS Science Software GUI Main window or if the GUI detects an error, a Help Request Form is displayed (see example in Section 3.3). Fill out the form and then click on 'Save'. (Be sure to save it somewhere you can find it.) If reporting a bug please save and send your history file. Do this by first selecting "History Window" on the "View" drop down menu and then clicking on "Save" at the bottom of the History window. We suggest that you put your Help Request Form and Saved History file in the same location. At this point you can address your email to THEMIS Science Support Team, attach your Help Request Form and your History file and send.

The remaining steps are the same for either the Web or GUI Interface.

Step 2: User sends any additional information (logs, error messages, etc) to THEMIS Science Support@ssl.berkeley.edu.

<u>Step 3</u>: The Support Coordinator logs in your help request, and sends back an email confirming receipt of your help request with your Help Request Number. The Support Coordinator will also forward your Help Request and any attachments to the person (Actionee) who will investigate and answer your Help Request.

Step 4: The Actionee will contact the User to respond to the comment, observation, problem or question.

Step 5: Feel free at any time to send an email to the Support Coordinator requesting status of your request.



3.2 THEMIS Science Support Help Form - Web Form

₽ THE	EMIS	Time History of	Events and Macroscale	Interactions During Substorms		
Home The N	Mission Data	Software	Publication	s News & Events	Contact Us	For the Public >>
		_	_			
Contact Us Help Request>>	THEMIS Scie	nce Help	Request			
	Request Type: Comment Cob. Category: Data Docume Plot Software	nt © Downlo	ad © Gui © Ins	strument		
W	Request Title:	Web Cont	ent Other O	Not Sure		
	Requestor Info: Name: Email:		Office Phone:			
	Help Request Deta If Problem or Obse		se fill in as comp	etely as you can):		
	Date Occurred:					
	Operating System: CDF Version:			(e.g. Linux,Unix,W	•	
	Version of Software:			(See Software dov	•	me)
	Version of IDL:			(See IDL help butt		
	For all types, plea (If applicable, include	e IDL error me	essages, crib shee		to run, and the o	2

Figure 3.2



3.3 THEMIS Science Support Help Form – GUI Interface

₹. THEMIS: Help Request Form	X
THEMIS Science Help Request Form	
thm_sci_help_request_xxxx (xxx number will be sent back to you)	
Date Submitted:	
Request Type: (C-Comment, O-Observation, P-Problem, Q-Question)	
Category: (Data, Document, Download, Gui, Instrument, Plot, Software, Web Content, Other, Not Sure)	
Title:	
Requestor Info: Name: Office Phone: Email:	
Help Request Details (fill in as much as you can):	Ε
If a Problem or Observation: Date Occurred: (e.g. Linux, Unix, Windows) CDF Version Version of Software Version of IDL	
Detail Description of Comment, Observation, Problem or Question:	
(before starting a new GUI session, please also attach the GUI history file located here on your system: C:\Users\philpott\thm_gui_running_history.txt)	
Please email any supportive materials that would help in researching your request to:THEMIS_Science_Support@ssl.berkeley.edu with the Help Request Title above in the subject line.	
<	Þ
Save Close	

Figure 3.3