

## MAG Frequently Asked Questions

### Why am I not seeing the updated version of the website? Why is the website not working correctly?

After a new MAG release, it is possible that your browser is caching all or part of the old version of the website and needs to be forced to download the latest version.

In Firefox, you may need to reload the page and clear your cache.

First, try to force a refresh of the page. Here are several websites with instructions for a variety of browsers:

<http://www.wikihow.com/Force-Refresh-in-Your-Internet-Browser>  
[https://wiki.scratch.mit.edu/wiki/Help:Hard\\_Refresh](https://wiki.scratch.mit.edu/wiki/Help:Hard_Refresh)

If this does not work, clear your browser cache. Here are several websites that have instructions for most every browser:

<http://www.wikihow.com/Clear-Your-Browser's-Cache>  
<http://www.refreshyourcache.com>

### Where are the GFS files? Why doesn't my GFS filename URL path work anymore?

With the implementation of MAG v3.10, the GFS directory was split into multiple subdirectory levels to improve performance during periods of peak performance. Temporary rerouting was in place to allow a transition period to the new path. *This rerouting was removed with the implementation of MAG v3.11.* Formal announcement was made through a Technical Information Notice:

[http://www.nws.noaa.gov/os/notification/tin16-21mag\\_web.htm](http://www.nws.noaa.gov/os/notification/tin16-21mag_web.htm)

To find the URL for a gif file, display it via the MAG interface and look at the URL displayed at the top of the page, next to **Image URL:**.

Prior to MAG v3.10, a typical URL for an image follows this pattern:

<http://mag.ncep.noaa.gov/data/<model>/<cycle>/<filename>>

For example:

[http://mag.ncep.noaa.gov/data/gfs/12/gfs\\_namer\\_012\\_200\\_wnd\\_ht.gif](http://mag.ncep.noaa.gov/data/gfs/12/gfs_namer_012_200_wnd_ht.gif)

As of MAG v3.10, *for GFS only*, two subdirectories were introduced under the cycle level:

<http://mag.ncep.noaa.gov/data/gfs/<cycle>/<area>/<parameter>/<filename>>

So, the example above would now be found here:

[http://mag.ncep.noaa.gov/data/gfs/12/namer/200\\_wnd\\_ht/gfs\\_namer\\_012\\_200\\_wnd\\_ht.gif](http://mag.ncep.noaa.gov/data/gfs/12/namer/200_wnd_ht/gfs_namer_012_200_wnd_ht.gif)

The area and parameter names are the same as the choices made via the MAG web interface to identify and display the image, and are also used in the filename of the product. In general, the filenames follow this pattern:  
<model>\_<area>\_<forecast hour>\_<parameter>.gif

### **Where are the RAP files? Why doesn't my RAP filename URL path work anymore?**

With the implementation of MAG v3.12, the RAP NAMER area was renamed to CONUS to better reflect the actual geographic coverage.

Files that were previously found with this pattern:

[http://mag.ncep.noaa.gov/data/rap/<cycle>/rap\\_namer\\_<fhr>\\_<param>](http://mag.ncep.noaa.gov/data/rap/<cycle>/rap_namer_<fhr>_<param>)

are now named:

[http://mag.ncep.noaa.gov/data/rap/<cycle>/rap\\_conus\\_<fhr>\\_<param>](http://mag.ncep.noaa.gov/data/rap/<cycle>/rap_conus_<fhr>_<param>)

### **Why do loop images “flicker” when I view them?**

We have found that using the large (1280 x 1024) image size option when animating (looping) images on Firefox in Windows; can produce a flickering effect that causes the images not to be displayed correctly. To avoid this problem, use either Google Chrome or Microsoft Internet Explorer when animating using the large image size, or use the medium size if constrained to Firefox.

### **When zoomed into loop animation, why can't I pan the image?**

When viewing the loops on a mobile device, such as as iPad, if you have zoomed in using the two-finger “pinch” method, you must use 2 fingers to pan the image (move side to side, or up and down). One finger will not work.

Alternatively, you can touch the Zoom button to activate zooming of the image. Then

touching and dragging the image with one finger will move the image. Touching and dragging outside the image will move the entire page.

## Why don't my old URL paths work anymore?

The MAG web site has changed the main path in its direct access urls. For customers that used to access images directly with a url formatted like this:

`http://mag.ncep.noaa.gov/GemPakTier/MagGemPakImages/gfs/12/gfs_namer_015_250_wnd_ht.gif`

The new direct image url is formatted like this:

`http://mag.ncep.noaa.gov/data/gfs/12/gfs_namer_015_250_wnd_ht.gif`

- Notice /GemPakTier/MagGemPakImages is replaced with /data
- Also from the older site: remove any references to /NCOMAGWEB/appcontroller

To assist with the transition, there were entries in our server tables to automatically redirect requests using the old URLs (that contain GemPakTier/MagGemPakImages) to use the updated links.. **We have removed the automatic redirections as of release of MAGv3.4, in June of 2014.**

## Why don't the shortcut keys 'j' and 'k' work anymore in Firefox?

You may have inadvertently turned on the Firefox option to automatically start searching for text when you type.

Navigate to:

Firefox > Options > Advanced

Uncheck the box "Search for text when I start typing"

## Why doesn't clicking the 'zoom' button on the looping page enlarge the image?

To use the zoom feature in the looping module:

- Click on the zoom button once to enable zoom mode (button now displays 'un-zoom').
- Click on map to zoom. Continue to click on the map until desired magnification is reached.
- View any sections of the image the move outside the frame by dragging the image across the frame.
- Click on the un-zoom button once to exit zoom mode and return image back to its original size (button now displays 'zoom').

The [Javascript animation module](#) used by MAG, jsani, was developed at the University of Wisconsin-Madison Space Science and Engineering Center (SSEC).

### **How can I create a bookmark for the latest version of a particular cycle and forecast hour of a product?**

For instance, you want to bookmark a link to the GFS NAMER 10m\_wnd\_precip image for the latest 12z cycle, forecast hour 012.

Navigate to the image. Above the image, a URL is displayed. In this case:

[http://mag.ncep.noaa.gov/data/gfs/12/gfs\\_namer\\_012\\_10m\\_wnd\\_precip.gif](http://mag.ncep.noaa.gov/data/gfs/12/gfs_namer_012_10m_wnd_precip.gif)

Copy this into your browser and bookmark it.

If large and small images are available for this product, the filenames will end in “\_l.gif” for the large files and “\_s.gif” for the small ones. Edit the url filename and bookmark it.

### **How can I create a bookmark for the forecast hours available for the latest cycle of a particular product?**

For instance, you want to bookmark a link to the NAM WNATL 850\_pw\_ht forecast hours available for the latest cycle.

Navigate to the parameter page (choose MODEL GUIDANCE -> NAM -> WNATL -> 850\_pw\_ht). Examine the URL to your browser window, it will look similar to this:

[http://mag.ncep.noaa.gov/model-guidance-model-parameter.php?group=Model%20Guidance&model=nam&area=wnatl&cycle=20140114%2018%20UTC&param=850\\_pw\\_ht&fourpan=no&imageSize=M](http://mag.ncep.noaa.gov/model-guidance-model-parameter.php?group=Model%20Guidance&model=nam&area=wnatl&cycle=20140114%2018%20UTC&param=850_pw_ht&fourpan=no&imageSize=M)

Edit the URL to remove the cycle portion (in **bold**). Bookmark it.

If large and small images are available than the imageSize field will present. You may specify large files by changing “imageSize=M” to “imageSize=L” for large files and “imageSize=S” for small ones.

## **Known Issues**

### **Intermittent table rendering issue in Internet Explorer 10**

An occasional problem has been seen regarding rendering tables in IE10 where a value will be missing in the table of forecast hours displayed for a model cycle. Reloading the page will display the missing hour.

### **“Assert Failure” window displayed in Firefox 25.**

An ‘Assert Failure’ error window has been seen when clicking on the Frequently Asked Questions link in Firefox 25. This has not been reproduced.

**If you experience problems while using the Model Analysis and Guidance web site, [please let us know](#) . We test as much as possible, but it is not possible to test every operation on every browser and every Operating System. If you experience a recurring problem, please try to send us as much detail as possible surrounding the problem, what exactly happened, and the steps to reproduce the problem. We will try to address the issue or acknowledge its existence in this section.**