

JWST Help Desk

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JWST Help Desk Usage - jwsthhelp.stsci.edu

1. Search:

- Returns both JDOX and Knowledge Base articles



The screenshot displays the JWST Help Desk homepage. At the top, a yellow banner contains the text "How can we help?" and "Search JWST Knowledge Base and Documentation System (JDOX)". Below this is a search bar with the text "How can we help?" and a magnifying glass icon. A pink box highlights the search bar, and a blue arrow points to it from the text on the left. Below the search bar are two main navigation options: "Knowledge Base" (Browse our Frequently Asked Questions, Release Notes, and Known Issues) and "Get Help" (Contact support to make a request, or report a problem). At the bottom, there are three sections: "Announcements" (ETC 1.4 released! 9d ago), "Helpful Links" (James Webb Space Telescope, JWST User Documentation (JDOX)), and "My Requests" (Service Now sending duplicate emails INC0135754 • 2mo ago • Request).



JWST Help Desk Usage - jwsthhelp.stsci.edu

1. Search:

- Knowledge Base articles can be updated frequently (whereas JDoc articles freeze, these are flexible)

ETC Known Issues

[ETC 1.7 Known Issues - Accuracy](#)
Accuracy: (Be sure to read "Caveats & Limitations") Using the header keywords in any of the Download package will produce a uniformly-spaced wavelength array with the correct

Authored by Bryan Holler • 23 Views

[ETC 1.7 Known Issues - Mostly Harmless](#)
Mostly Harmless: There is a round-off error in the s (#1931) Most fields on the UI are validated before s

KB0010043 Actions ▾

APT - Time Accounting and Overheads Questions

Authored by Karla Peterson • 6mo ago • 484 Views • ★★★★★

Time Accounting and Overheads Questions

Time Accounting not working sometimes? FIXED!

g which has been fixed in APT 2022.1. Original description: After Smart Accounting gets reset in a given APT use of an edit for instance) it will always be reset from then on. The workaround is to make your edits, save and posal (just the proposal, not the APT session) and then reopen the proposal and then run Smart Accounting.

Charged 1800s initial slews for two observations which can be done back to back?

tations can be done at the same time, APT Visit Planner will notice this and only assign one initial slew. The part ous is that you have to run the Visit Planner on the **entire** proposal at once so that the "smart accounting" routine : what observations in the proposal can in fact be done together. After you run the whole proposal you can see an g File>Export>Smart Accounting which will show you what observations were grouped together for purposes of s.

Smart Accounting charging 1800s initial slews for ToO observations of the same generic target?

s of the way Smart Accounting works. If you want a better estimate for your Target of Opportunity, put in an l target and run Smart Accounting. Note the amount of time the proposal takes. When you are ready to submit put rget back. On the Proposal Information page (just below the allocation fields) click the "Request custom time nd enter the amount of time that you would like to request and the reason that it does not match the calculated

Additional Proposing Support

[Tips for Submission of Tickets to the JWST TTRB](#)
The JWST Telescope Time Review Board (TTRB) adjudicates requested Program Change Requests (PCRs) and Webb Operational Problem Reports (WOPRs) that affect accepted JWST programs. These requests are judged based on two important policy
Authored by William Blair • 16 Views • Today

[General Target Visibility Tool \(GTVT\) and Moving Target Visibility Tool \(MTVT\) FAQ](#)
The JWST Moving Target Visibility Tool (MTVT) comes packaged with the General Target Visibility Tool (GTVT). Installation instructions can be found here. Below are some common questions regarding the GTVT and the MTVT. 1. I just updated my version
Authored by Bryan Holler • 50 Views • 2y ago

[Long Range Plan and Visit Plan Windows Can Change](#)
Accepted JWST programs each cycle are entered into a Long Range Planning (LRP) process for the entire cycle, the goal of which is to balance resources, accommodate requirements, and provide schedulers with a weekly pool of visits to use in constructing the
Authored by William Blair • 55 Views • Today



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2. Announcements

- New APT/ETC releases, downtime, deadlines, etc.
- Could be used in the future for reposting other performance updates, releases, etc., for additional user visibility

The screenshot shows the JWST Help Desk website. At the top, there is a search bar with the text "How can we help?" and a magnifying glass icon. Below the search bar, there are two main navigation options: "Knowledge Base" with a document icon and the subtext "Browse our Frequently Asked Questions, Release Notes, and Known Issues", and "Get Help" with a person icon and the subtext "Contact support to make a request, or report a problem". Below these are three columns of content: "Announcements" (highlighted with a pink box), "Helpful Links", and "My Tickets".

Announcements

- [ETC 1.7 released!](#)
📅 28d ago
- [APT 2022.1 Released](#)
📅 about a month ago

Helpful Links

- [Help Desk Terms of Service](#)
- [James Webb Space Telescope](#)
- [JWST User Documentation \(JDox\)](#)

My Tickets

- [New name and text for Data Analysis Tools](#)
INC0170643 • 7mo ago • Request
- [Remove MAST card](#)
INC0170639 • 7mo ago • Request



JWST Help Desk Usage - jwsthhelp.stsci.edu

3. Terms of Service

- Help Desk Staff will respond within 2 business days
- Privacy and Proprietary Information
- We will be respectful to the users of the Help Desk, Help Desk users are required to do the same

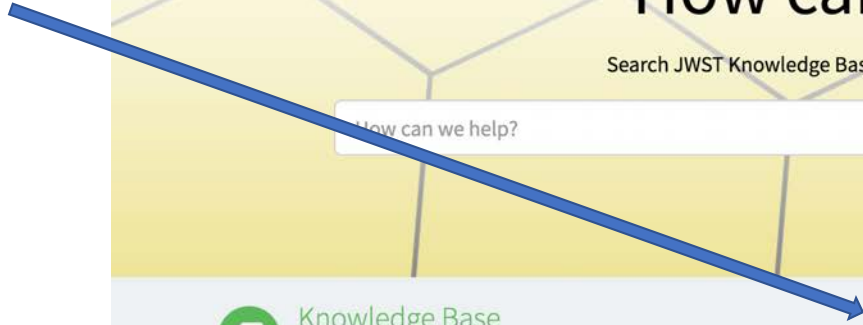
The screenshot displays the JWST Help Desk website interface. At the top, the heading "How can we help?" is centered, with the subtitle "Search JWST Knowledge Base and Documentation System (JDox)" below it. A search bar contains the text "How can we help?". Below the search bar, there are two main navigation options: "Knowledge Base" (Browse our Frequently Asked Questions, Release Notes, and Known Issues) and "Get Help" (Contact support to make a request, or report a problem). At the bottom, there are three columns of content: "Announcements" (ETC 1.7 released! 28d ago, APT 2022.1 Released about a month ago), "Helpful Links" (Help Desk Terms of Service, James Webb Space Telescope, JWST User Documentation (JDox)), and "My Tickets" (New name and text for Data Analysis Tools, Remove MAST card).



JWST Help Desk Usage - jwsthelphelp.stsci.edu

4. Get Help:

- Ask a question



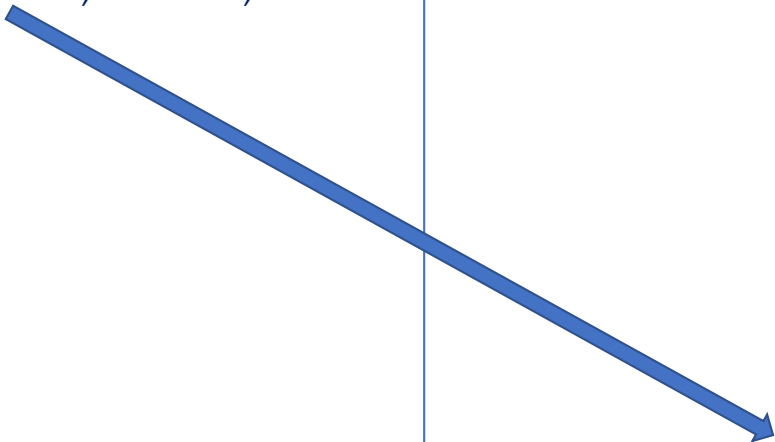
The screenshot displays the JWST Help Desk interface. At the top, a large yellow banner contains the text "How can we help?" and "Search JWST Knowledge Base and Documentation System (JDOX)". Below this is a search bar with the placeholder text "How can we help?". A blue arrow points from the text "Ask a question" to the "Get Help" button, which is highlighted with a pink box. The "Get Help" button features a person icon and the text "Get Help" and "Contact support to make a request, or report a problem". Other navigation options include "Knowledge Base" (Browse our Frequently Asked Questions, Release Notes, and Known Issues) and "My Requests" (Service Now sending duplicate emails INC0135754 • 2mo ago • Request). The bottom of the page features three columns: "Announcements" (ETC 1.4 released! 9d ago), "Helpful Links" (James Webb Space Telescope, JWST User Documentation (JDOX)), and "My Requests".



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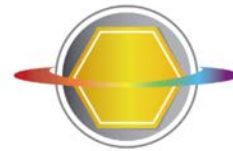
Card descriptions and FAQs:

- Teams include a description and add links to FAQs, JDox pages, know issues, tutorials, etc



ETC Support

Request assistance with the Exposure Time Calculator (ETC)



The JWST ETC uses preliminary calibrations to estimate integration times and signal-to-noise ratio for common modes of observation.

Typical requests include issues with:

- Problem reports
- Interpretation of results
- Advice in specifying inputs
- Help with user interface
- ETC/APT

Please include the workbook id and the affected calculation id(s), if any.

If reporting a problem, please include the date and time that the problem occurred, as well as the web browser, browser version, and operating system. This will assist us in investigating the problem.

Useful Links:

- [ETC JDox Pages](#)
- [ETC Video Tutorials on YouTube](#)
- [ETC Known Issues](#)
- [ETC FAQs](#)

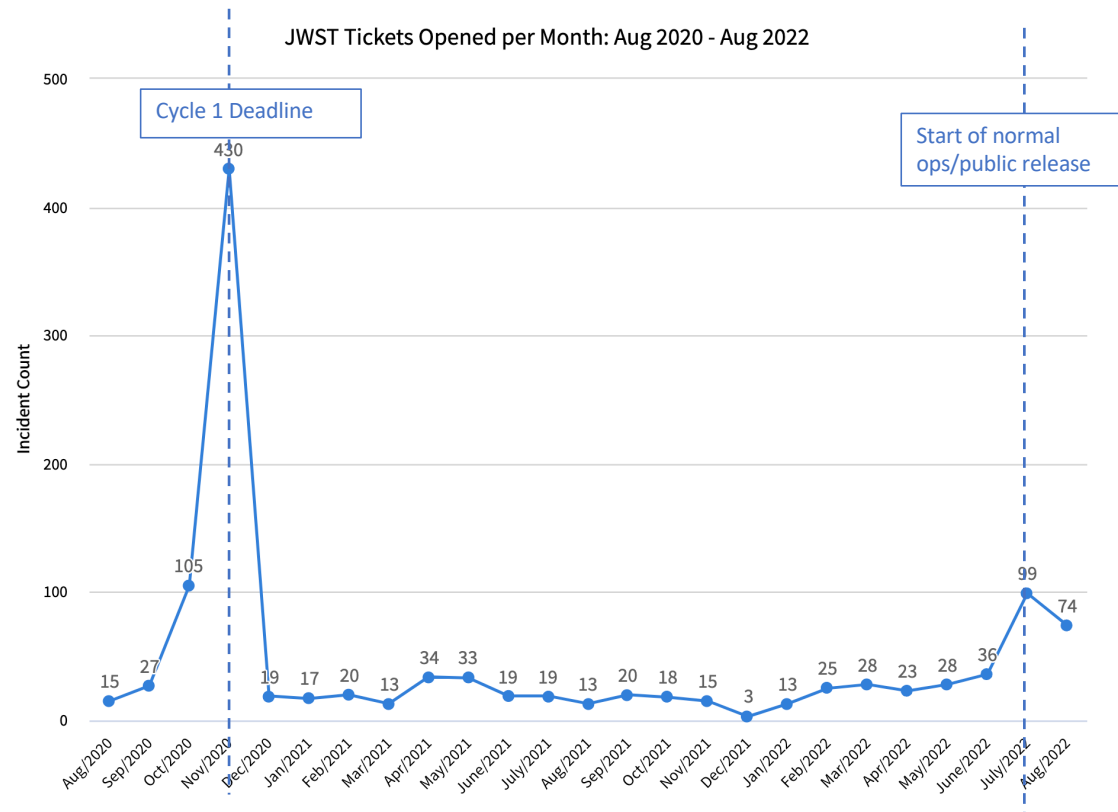
General questions and user feedback are also welcome.



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5. Usage:

- Determining the new normal
- Respond within 2 business days
 - Resolution may take longer depending on difficulty of question and back and forth with the user
 - Avg resolution time is less than a week from submitting the question



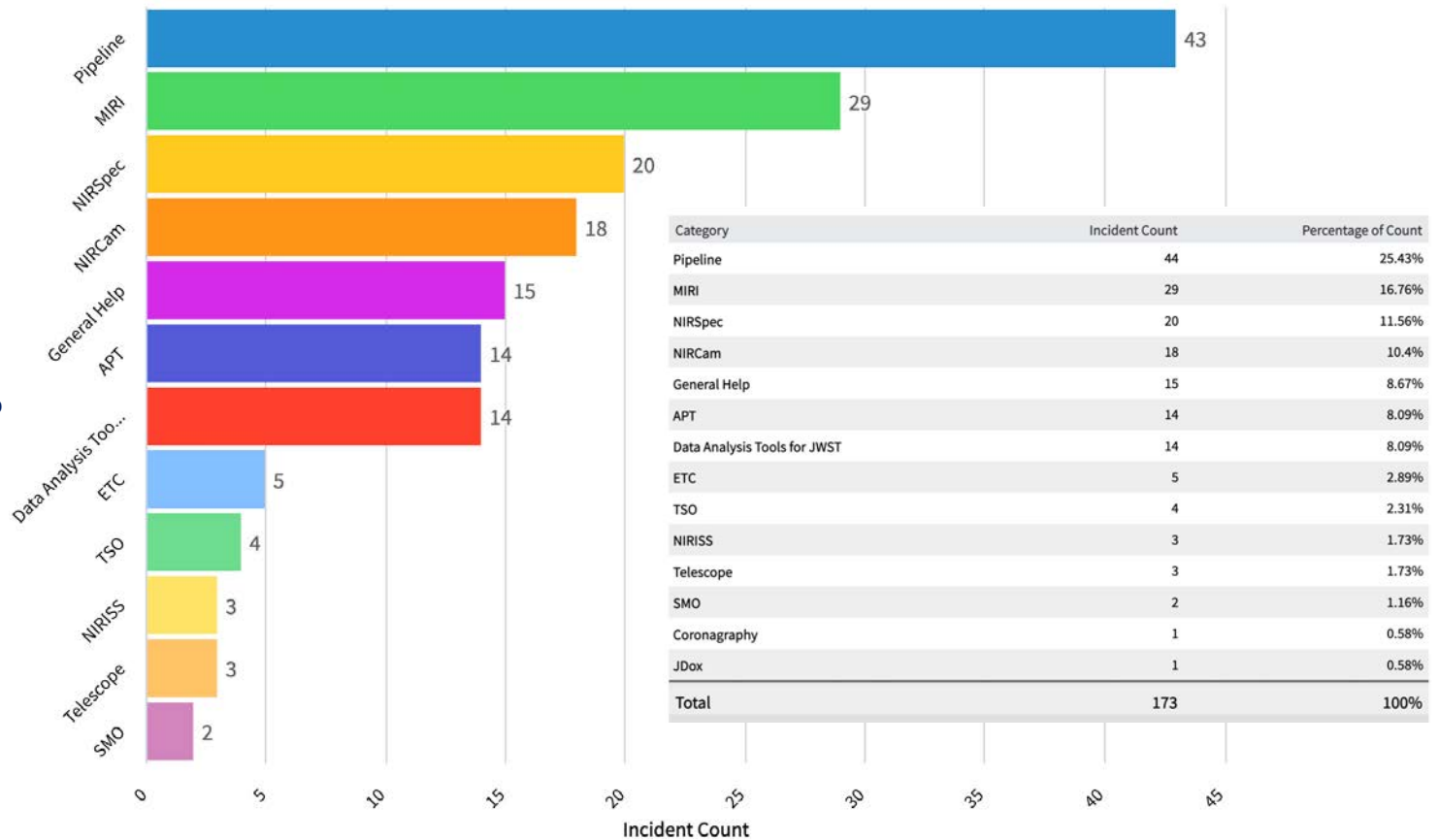


JWST Help Desk Usage - jwsthelphelp.stsci.edu

JWST Help Desk Tickets per Category: Jul-Aug 2022

5. Usage:

- Pipeline accounts for 25% of all questions during July and August 2022
- MIRI has the most questions of the 4 instrument teams (17% of questions)





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5. FAQ:

- Calibration Reference files: where to find them, how to navigate, CRDS environment, permissions, etc
- Debugging Pipeline errors, e.g. installation, defaults, setting parameters, datamodels, Image3
- Accessing Data on MAST – (MAST has their own Help Desk as well).
- Data product names, header keywords, DQ flags
- Artifacts/detector performance (across all instruments): ghosts, hot pixels, stripes, saturation, persistence, etc
- Early stage/pre-flight reference files in use (and constantly being improved)
- Setting up observations (approved programs working with PC and Instrument Scientists)
- Data Analysis Tools: loading data, installing, launching software
- General Documentation

Dear STScI,

I would like to check JWST/MIRI F1280W and F1800W images of NGC 3132, part of the first images. It seems that some detectors are saturated in F1800W image, and possibly in F1280W. Would you kindly advise me how to check saturations, please?

I was thinking that the raw image data (uncal files) would give some information, however, these files are not publicly available, if I am correct (or I might be cricking a wrong button somewhere in MAST archive?)

Thank you for your help.

I am getting an error when trying to run the calwebb_image3 pipeline. It's with the CRDS permissions:

```
CrdsDownloadError: Failed caching mapping files: Error fetching data for 'jwst_system_data/lvl_0002.rmap' at CRDS server 'https://jwst-crds-pub.stsci.edu' with mode 'http': [Errno 30] Read-only file system: '/User'
```

I already have tried running the two lines of code that need to be run for CRDS to work outside of STScI, but when they are typed into the terminal it doesn't do anything. I tried adding them to my .zshrc file too but that also didn't work. It doesn't say anywhere what to do with those lines of code specifically.

Thank you,

How do I find the definition of the GROUPDQ flags? The documentation states "GROUPDQ flags are 8-bit integers. The meaning of each bit is specified in a separate binary table extension called DQ_DEF.", but I cannot find such an extension after the jump step or anything in the data model that has it. I have attached an example jump step output.

I've downloaded the full release for jw02736 and installed jdaviz, confirming that imviz works correctly. I'm trying to launch mosviz, where I've put in various permutations like 'jdaviz mosviz ./L3/s/' or 'jdaviz mosviz ./L3/' or 'jdaviz mosviz ./L3/s/filename' to reach different errors each time and nothing actually launching. I'm wondering if I am inputting the command correctly. Note that I am doing this via command line.



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5. Usage:

- Documentation
 - Users seem to be having a hard time finding available articles/resources
 - We are working to add more links and updates to KB articles and Cards so users can better find resources
 - We are tracking the usage of JDox articles in answers and the need for updates/new articles
 - ▶ will implement similar tracking info for Pipeline documentation and updates (the Pipeline team already tracks HD tickets in their workflow)
- Implementation and feedback to teams
 - Each team has a Help Desk lead that tracks tickets and ensures info is reported back to their team
 - Feedback/FAQ from users are used for updating proposal reviews, writing JDox articles, notebooks, debugging, etc.

