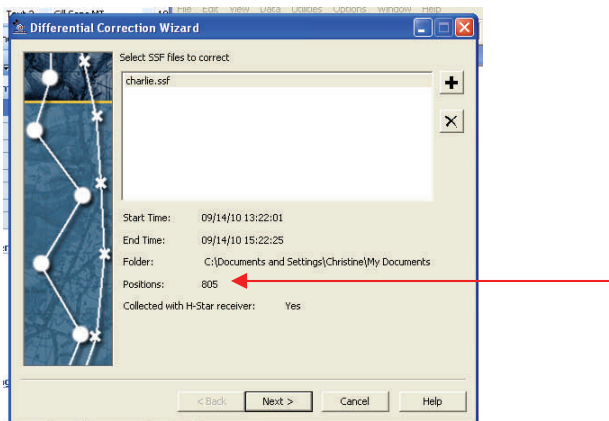


Cannot Retrieve Base Files from Base Provider(s) During Differential Correction

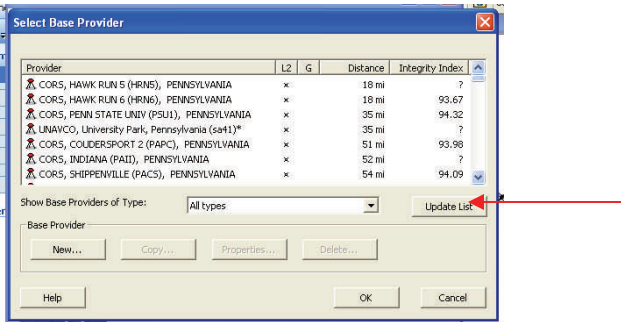
During differential correction the user may see the message “unable to download base files” or “0 of 1 file was downloaded.” The following lists solutions to some of the most common reasons this message appears.

1. Make sure you have internet connection on the computer being used for post-processing
2. Go to www.ngs.noaa.gov/ to verify that the site is up and running. If it is down you will not be able to post-process using a base provider.
3. Make sure you wait at least 1.5 hours after the data was collected before post-processing. Data files are updated and posted online every hour.
4. Make sure that the SSF file selected for post-processing contains positions. If there are no positions, then there is nothing to post-process.



5. If you are using an H-star receiver you have the ability to use multiple base providers for post-processing. If a base provider is available within 50 miles/ 80 km only 1 base provider should be used, as multiple providers can add error to the data. Also, if more than 1 provider is used it becomes more difficult to determine which of these providers may not be functioning properly.

6. Update the list of base providers. Choose the provider within 50 miles that has the highest integrity index, keeping in mind that the closer the provider the more accurate the results. Make sure not to choose any providers that have a “?” listed under the integrity index. In the example below Hawk Run 6 is the best option as the change in the integrity index to Penn State Univ is less than 2 points while the change in distance is 25 miles.



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