APN-085





Application Note

How to Subscribe to TerraStar Service Notifications



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Contents

Background	4
What is an RSS Feed	4
Where to find the TerraStar Service Notifications RSS Feed	4
How to subscribe to the TerraStar Service Notifications RSS Feed	5
Microsoft Edge	5
Google Chrome	9
Microsoft Outlook	13
Support	16
Documentation	16





The TerraStar RSS feed will be replaced with the new Email Preference Centre notification system on the 12th of April 2024. To subscribe to the new Notification system please, click on the following link: <u>Email Preference</u> <u>Centre</u>.

Background

TerraStar has an RSS Feed service for disseminating notifications for TerraStar services. A user can subscribe to the RSS Feed in multiple ways to receive the real-time updates on TerraStar service outages.

What is an RSS Feed

RSS or "Rich Site Summary" feeds provide frequently updated content published via a website. When you subscribe, your browser automatically checks the website and downloads new content so you can see what is new since you last visited the feed.

To learn more about RSS feeds, please Click Here.

Where to find the TerraStar Service Notifications RSS Feed

1. Using an internet browser (e.g. Edge, Chrome, Firefox), visit <u>http://www.terrastar.net/</u> and click on **Service Notifications** in the top menu. The RSS Feed link is then located on the right of the page.



Figure 1: TerraStar website RSS feed location





2. The TerraStar Service Notification RSS Feed is also linked within the <u>TerraStar Correction Services</u> <u>support page</u>.

How to subscribe to the TerraStar Service Notifications RSS Feed

There are multiple ways to obtain the real-time information via an RSS feed. The following sections summarize two of the most commonly used methods:

- 1. Receive notifications via internet browser: In this application note, Microsoft Edge and Chrome are shown.
- 2. Receive notifications via Microsoft Outlook.

Microsoft Edge

The following steps are based on Microsoft Edge Version 99.0.1150.30:

- 1. Download an RSS Reader or RSS Extension for Microsoft Edge. In this example, RSS Feed Reader from *feeder* is used.
 - a. Search RSS in the Edge Web Store.
 - b. Select RSS Feed Reader from feeder.
 - c. Click Get and confirm by clicking Add extension in the pop-up.

Display notifications

Home / News & weather / Feeder - RSS Feed Reader



Add extension

Figure 3: Add feeder extension to Microsoft Edge

Cancel



d. feeder will open a new window and can be used without an account by pressing **Skip** signup.

G	It's easy as 1, 2, 3 Sign up with Google
G	Sign up with Google
	or with email
E-mail	
Passwo	ord
	Croato account
	create account
	Passwo

Figure 4: Microsoft Edge feeder sign up

e. Continue through the steps to set up *feeder* until the settings are completed and the following screen is reached:

ft Home	feeder	Edit feeds	Add feed
Dashboard			O, Discover 🔀 Website 🎔 Twitter 🎿 Team library 🖾 Newsletters
Team	 Unread Starred 		Search
Rules			Feed URL or website Search
C Settings			Enter a site of feed one to search for feeds
Q Account			BBC News - Home feeds.bbcl.co.uk + Follow Lifehacker lifehacker.com
Add feed			TEChCrunch techcrunch.com

Figure 5: Microsoft Edge feeder home screen

2. Visit the <u>RSS section</u> of the TerraStar website.





3. A pop up will automatically appear from the *feeder* RSS Feed Edge Extension as shown in the image below. Click **Subscribe**.



Figure 6: Microsoft Edge TerraStar feed subscribe

4. The Updates will appear up here! pop up will then appear.



Figure 7: Microsoft Edge TerraStar feed subscribed





5. By pressing the icon circled in the last step, the following menu will appear. Clicking on the circled icon below will show any unread RSS feed updates:

← → C බ 🖻 https://terrastar.ne	t/service-feed/rss		G 🕺 C 🖆 🔂 ·	
nis XML file does not appear to have any style info	rmation associated with it. Th	New dashboard Latest new	vs on Ukraine ux ×	
rrss xmlns:#10="http://www.w5.org/2005/Atom" v techannels	ersion="2.0">	🗘 Upgrade \Xi ★ 🖸		
	Get notified when	TS Service Notifications		
	This is a feed Subscribe to see whenever something new appears			
	About this feed		<pre>ter noreterrer netwinopener noreterrer formloads/a> pege, as well as receive a insware. colostamers are not required to g ted on 25/01/2022, UTC 19:00/description/</pre>	
	Title Service Notifications			
	Link https://terrastar.net/service-feed/rss			
	Latest posts			
	TerraStar Support Bulletin Subscription Transition			
All Terrastar users 25E service of		outage information		
	All TerraStar Users: TerraStar e.	Commerce System Maintenance		
	All Terre Cher Llever, Terre Cher e	Commerce Cystem Maintenance		
	All retrastar osers, retrastar e-commerce system maintenance		uesday 21st December from 09:00 UTC to allow to a period of outage of up to 30 minutes.C/	
	All TerraStar Users 98W & SP98W1 Planned Maintenance			
	All TerraStar Users 98W & SP98W1 Planned Maintenance			
	All TerraStar Users: 98W and SP98W1 Satellites Planned Maintenance CANCELLED			
	All TerraStar Users: 98W and Si Maintenance	d SP98W1 Satellites Planned		
	System will be taken offli (description) Date> -4704-8606-948606648567)c/=	ne for a short ten minute per		

Figure 8: Microsoft Edge TerraStar feed updates



Figure 9: Microsoft Edge TerraStar feed unread posts





Google Chrome

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The following steps are based on Google Chrome Version 75.0.3770.90:

- 1. Download an RSS Reader or RSS Extension for Google Chrome. In this example, RSS Feed Reader from *feeder* is used.
 - a. Search RSS in the Chrome Web Store.
 - b. Select RSS Feed Reader from feeder.
 - c. Click Add to Chrome and confirm by clicking Add extension in the pop-up.

Home > Extensions > RSS Feed Reader		add RSS Feed Reader ?	
		It can:	
RSS Feed Reader	Add to Chron	Read and change all your data on the websites you visit	
t t t t t t t t t t t t t t t t t t t	607,011 users	Display notifications	
Overview	Reviews Support Related	Add extension	Cancel
Figure 10: Google	Chrome feeder RSS feed on web store	Figure 11: Add feeder extension to Google (Chrome

d. *feeder* will open a new window and can be used without an account by pressing **Continue without account**.



Figure 12: Google Chrome feeder sign up





e. Continue through the steps to set up *feeder* until the settings are complete and the following screen is reached:



Figure 13: Google Chrome feeder home screen

- 2. Visit the <u>RSS section</u> of the TerraStar website.
- 3. A pop up will automatically appear from the *feeder* RSS Feed Chrome Extension as shown in the image below. Click **Subscribe**.



Figure 14: Google Chrome TerraStar feed subscribe





4. The Updates will appear up here! pop up will then appear.



5. By pressing the icon circled in the last step, the following menu will appear. Clicking on the circled icon below will show any unread RSS feed updates:



Figure 16: Google Chrome TerraStar feed updates







Figure 17: Google Chrome TerraStar feed unread posts





Microsoft Outlook

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The steps described below will add the TerraStar RSS feed to Microsoft Outlook.

- 1. Copy the RSS feed ("Service Notification Feed") link from the TerraStar homepage using one of these options:
 - Visit <u>TerraStar Service Notifications</u>, right-click on the **Service Notification Feed** link then **Copy link address** as shown in the image below.
 - Or, copy this link: <u>https://www.terrastar.net/service-feed/rss</u>.



- 2. In Microsoft Outlook, find the RSS Subscriptions folder as shown on the right.
- 3. Right-click on **RSS Subscriptions** and click on **Add a New RSS Feed**.



Figure 19: Microsoft Outlook add new feed





4. Paste the TerraStar RSS feed link in the New RSS Feed dialog box.



Figure 20: Microsoft Outlook TerraStar feed link

- 5. Click Add to open the Add this Feed to Outlook? window.
- 6. Click Advanced to show options available to customize (content, Outlook folder location, etc.).



Figure 21: Microsoft Outlook TerraStar feed options

- 7. Update the options as necessary and click **OK** to close the window.
- 8. Click **Yes** in **Add this Feed to Outlook?** to add the "TerraStar Service Notifications" folderwithin the RSS Subscriptions folder.

Micros	soft Outlook		×
Add this RSS Feed to Outlook? You should only add subscriptions from sources you know and trust https://www.terrastar.net/service-feed/rss To configure this RSS Feed, click Advanced.			
	Advanced	Yes	No

Figure 22: Microsoft Outlook TerraStar feed confirm

Conversation History	
Junk Email [1]	
Outbox	
 RSS Subscriptions 	
TerraStar Service Notifications 20	
Search Folders	

Figure 23: Microsoft Outlook TerraStar feed notifications





9. Once configured, Outlook synchronizes with the TerraStar website for RSS feed content updates and downloads the notification messages within the RSS Subscriptions folder.

0 9 F			TerraStar Service	Notifications -
File Home Send / Receive Fo	lder View Help	Q Tell me what you want to do		
New New Email Items *	ore an Up + k +	Reply Reply Forward All	Image: Move to: ? → To Manager Image: Team Email ✓ Done Image: Reply & Delete ✓ Create New	Mov
New WebEx	Delete	Respond	Quick Steps	Ga .
▲ Favorites <	Search TerraStar Sen	ice Notifications	0	Current Fold
Inbox	Startinendstar Serv		/-	current role
Sent Items	TerraStar Servic	e Notifications		By Date 🗸
Deleted items 3 🔺 Last Week				
RSS Subscriptions TerraStar Serv		e Notifications		
TerraStar Service Notifications 19	Planned Maintenance: TECs 11th June 2019 There will be outpute of the PPODUCTION Terrestor of Commerce System (TeCS) on Tuesday 11th June 2019			Tue 6/11
Drafts [2]	Last Month			

Figure 24: Microsoft Outlook TerraStar feed notification message





Support

To help answer questions and/or diagnose any technical issues that may occur, the <u>NovAtel Support website</u> is a first resource.

Remaining questions or issues, including requests for test subscriptions or activation resends, can be directed to <u>NovAtel Support</u>.

Before contacting Support, it is helpful to collect data from the receiver to help investigate and diagnose any performance-related issues. A list of appropriate troubleshooting logs can be found on the <u>OEM7 Documentation</u> <u>Portal</u> (the LOG command with the recommended trigger and data rate is included with each log).

The data can also be collected using NovAtel Application Suite.

Documentation

- Information on how to configure your receiver to receive TerraStar corrections can be found within the <u>TerraStar on OEM7</u> application note.
- For any questions on logs and command, please visit the <u>OEM7 Documentation Portal</u>.

Contact Hexagon | NovAtel

support.novatel@hexagon.com 1-800-NOVATEL (U.S. and Canada) or 1-403-295-4900 For more contact information, please visit <u>novatel.com/contact-us</u>