



HEXAGON



APN-085

How to Subscribe to TerraStar Service Notifications



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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.

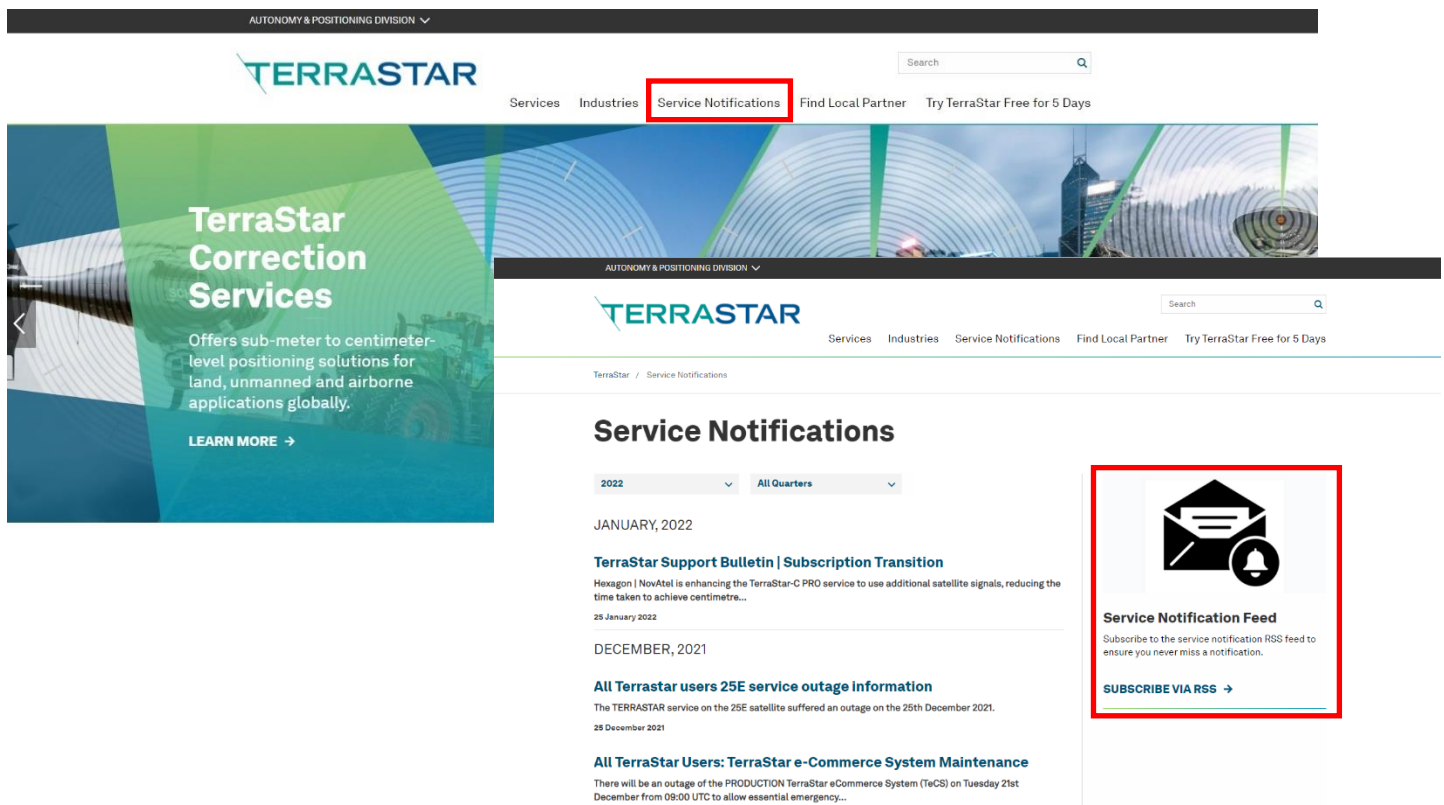
What is an RSS Feed

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 <http://www.terrastar.net/> and click on **Service Notifications** in the top menu. The RSS Feed link is then located on the right of the page.



The screenshot displays the TerraStar website interface. At the top, the navigation bar includes 'Services', 'Industries', 'Service Notifications' (highlighted with a red box), 'Find Local Partner', and 'Try TerraStar Free for 5 Days'. Below the navigation bar, the 'Service Notifications' page is shown. It features a list of recent updates, including 'TerraStar Support Bulletin | Subscription Transition' and 'All TerraStar users 25E service outage information'. On the right side of the page, there is a 'Service Notification Feed' section, also highlighted with a red box. This section includes a bell icon and a 'SUBSCRIBE VIA RSS' link.

Figure 1: TerraStar website RSS feed location

2. The TerraStar Service Notification RSS Feed is also linked within the [TerraStar Correction Services support page](#).



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:
<https://microsoftedge.microsoft.com/addons/search/rss>
 - b. Select **RSS Feed Reader** from *feeder*:
<https://microsoftedge.microsoft.com/addons/detail/feeder-rss-feed-reader/jlkhefogiibhgblliimeleiiiibkji>
 - c. Click **Get** and confirm by clicking **Add extension** in the pop-up.

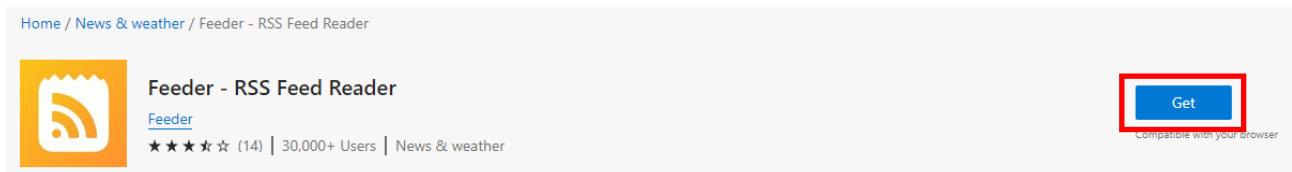


Figure 2: Microsoft Edge feeder RSS feed on web store

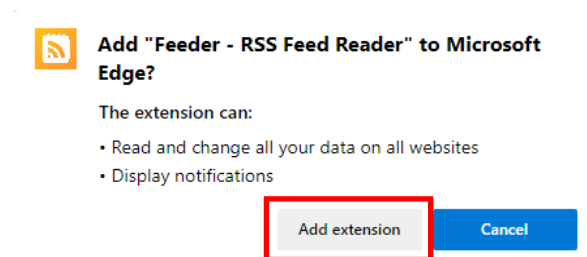


Figure 3: Add feeder extension to Microsoft Edge



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

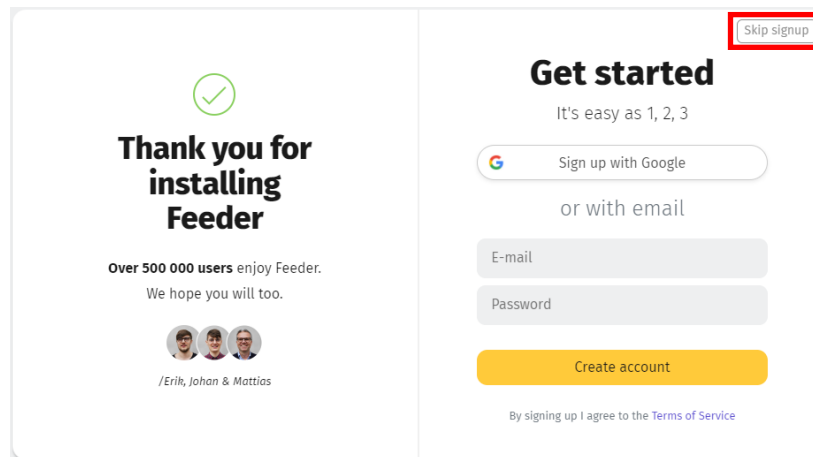


Figure 4: Microsoft Edge feeder sign up

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

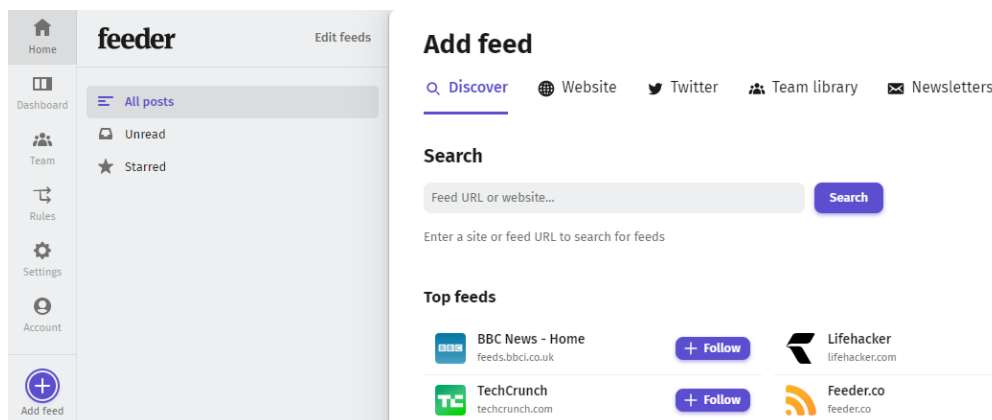


Figure 5: Microsoft Edge feeder home screen

2. Visit <https://www.terrastar.net/service-feed/rss>.



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

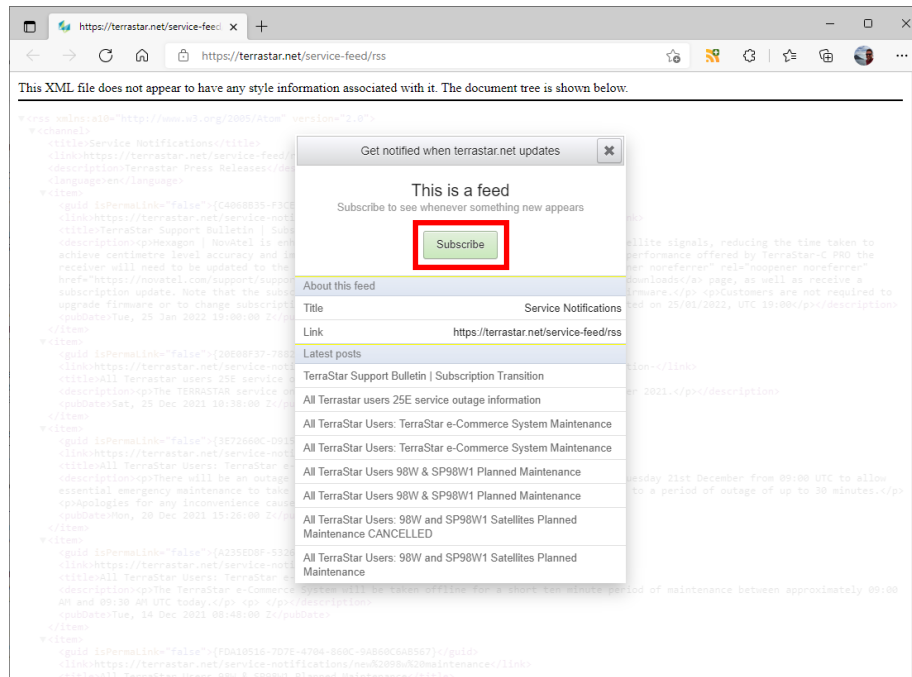


Figure 6: Microsoft Edge TerraStar feed subscribe

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

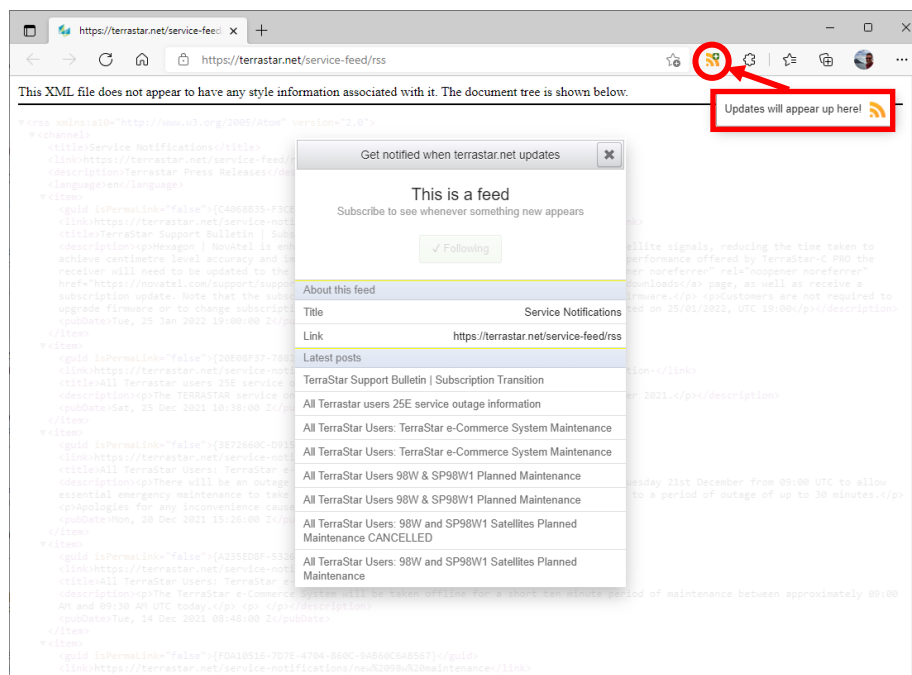


Figure 7: Microsoft Edge TerraStar feed subscribed

- 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:

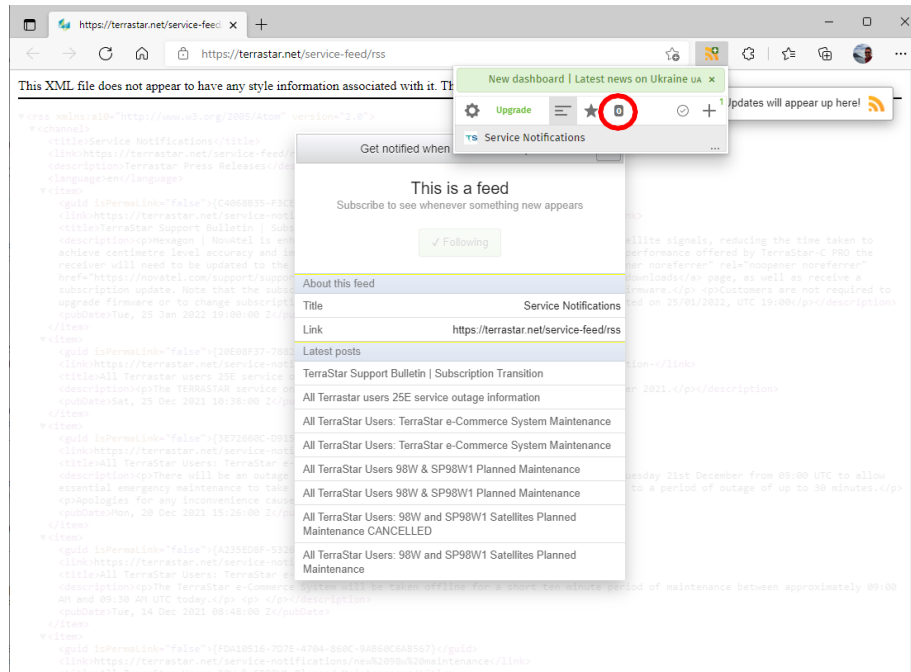


Figure 8: Microsoft Edge TerraStar feed updates

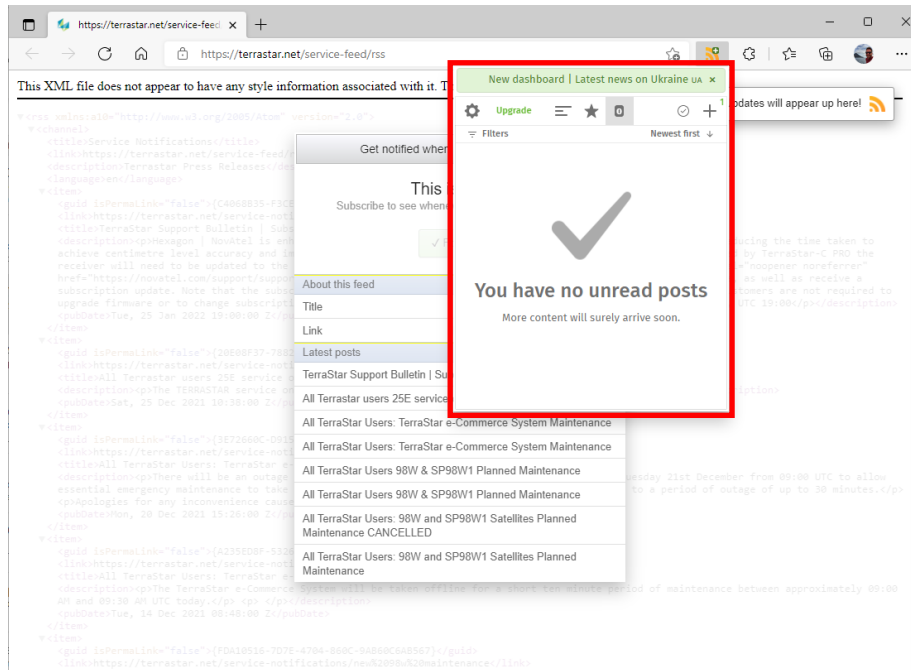


Figure 9: Microsoft Edge TerraStar feed unread posts

Google Chrome

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: <https://chrome.google.com/webstore/search/rss%20?hl=en>
 - b. Select **RSS Feed Reader** from *feeder*: <https://chrome.google.com/webstore/detail/rss-feed-reader/pnjaodmknaghhkoihejjehlcdlnohgmp?hl=en>
 - c. Click **Add to Chrome** and confirm by clicking **Add extension** in the pop-up.

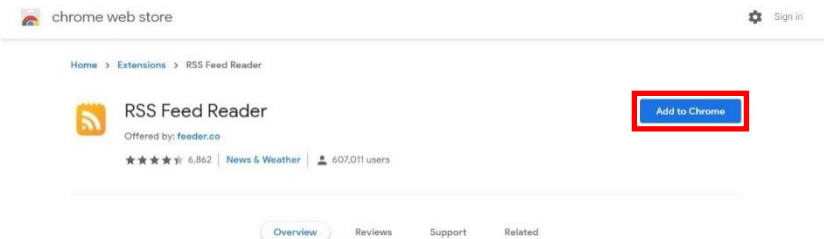


Figure 10: Google Chrome feeder RSS feed on web store

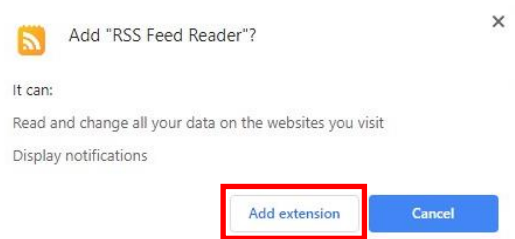


Figure 11: Add feeder extension to Google Chrome

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

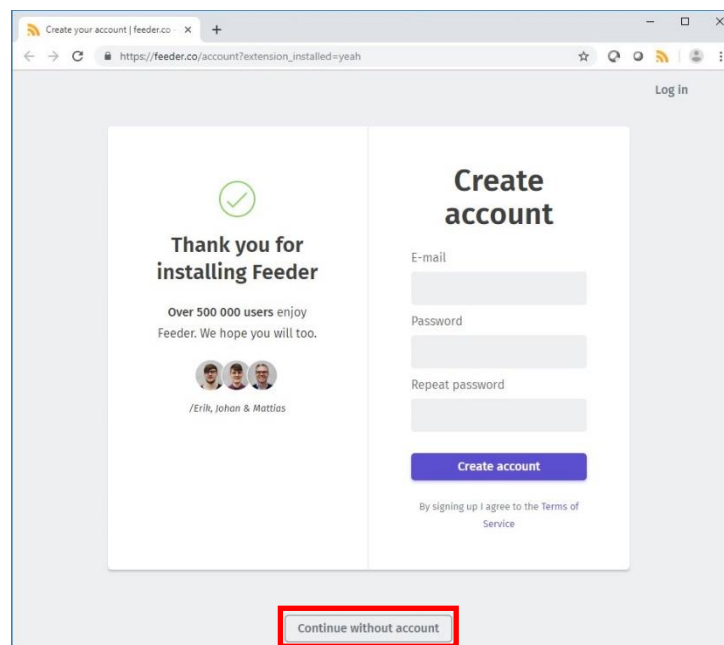


Figure 12: Google Chrome feeder sign up

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

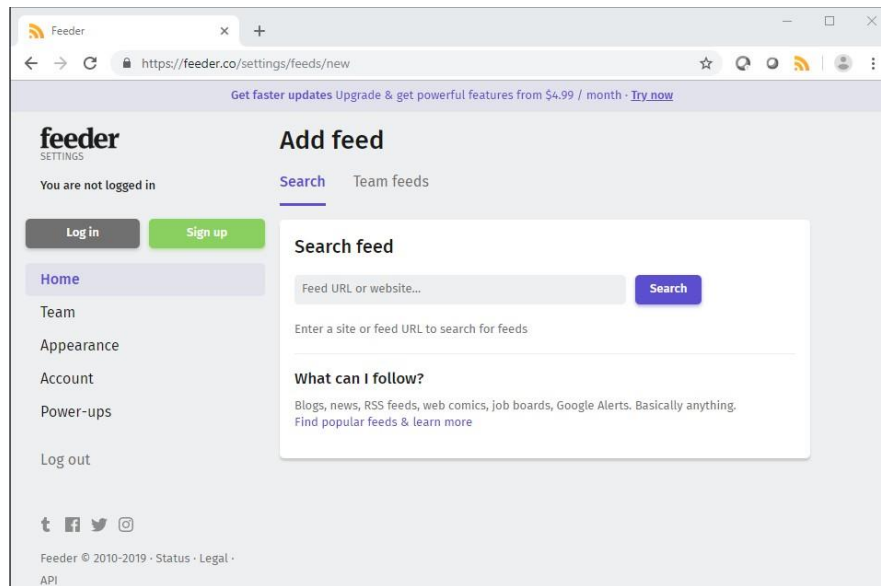


Figure 13: Google Chrome feeder home screen

2. Visit <https://www.terrarstar.net/service-feed/rss>.
3. A pop up will automatically appear from the *feeder* RSS Feed Chrome Extension as shown in the image below. Click **Subscribe**.

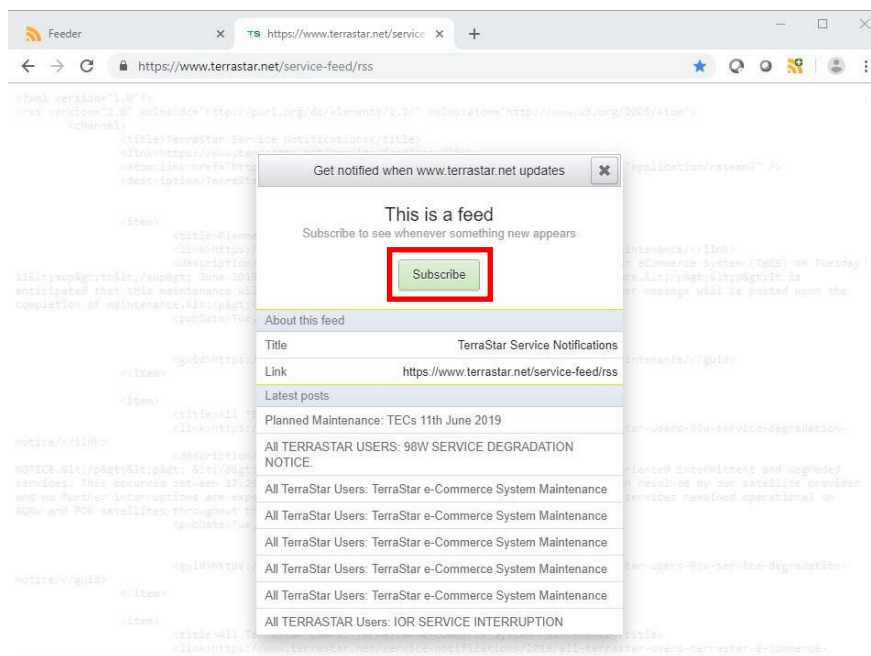


Figure 14: Google Chrome TerraStar feed subscribe

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

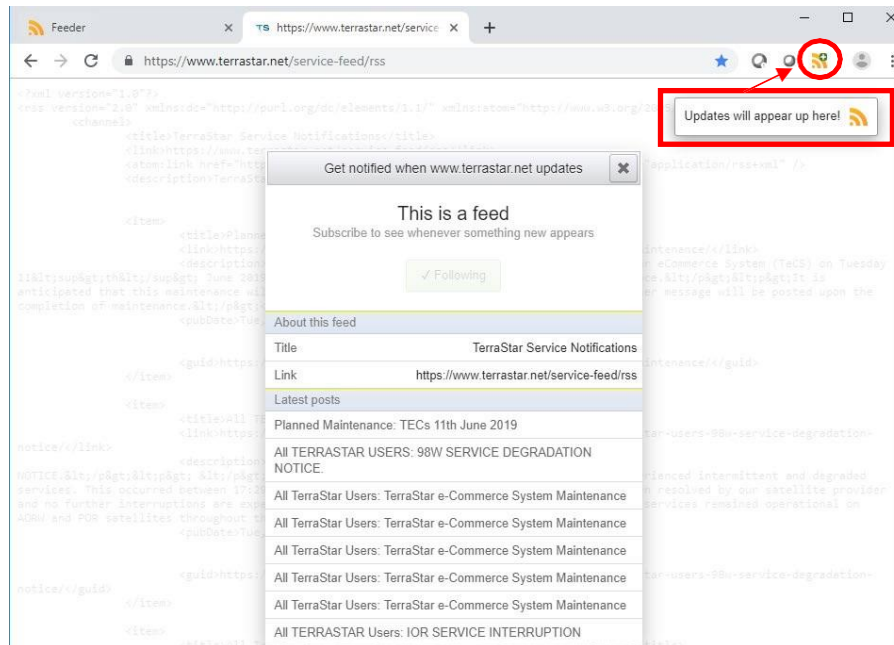


Figure 15: Google Chrome TerraStar feed subscribed

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:

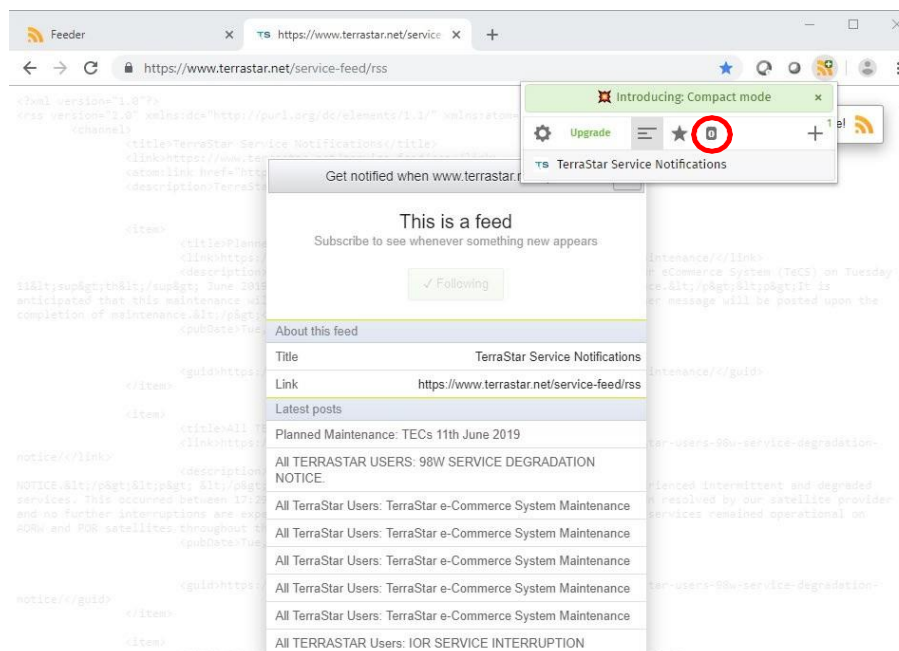


Figure 16: Google Chrome TerraStar feed updates

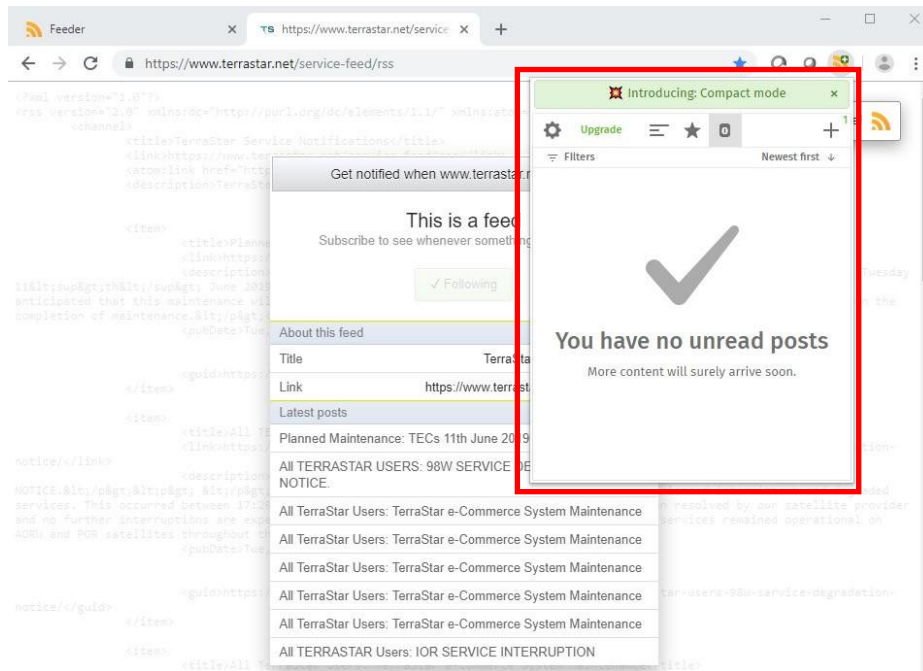


Figure 17: Google Chrome TerraStar feed unread posts

Microsoft Outlook

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 <https://terrastar.net/service-notifications> and right-click on the **Service Notification Feed** link then **Copy link address**, as shown in the image below.
 - Or, copy this link: <https://www.terrastar.net/service-feed/rss>.

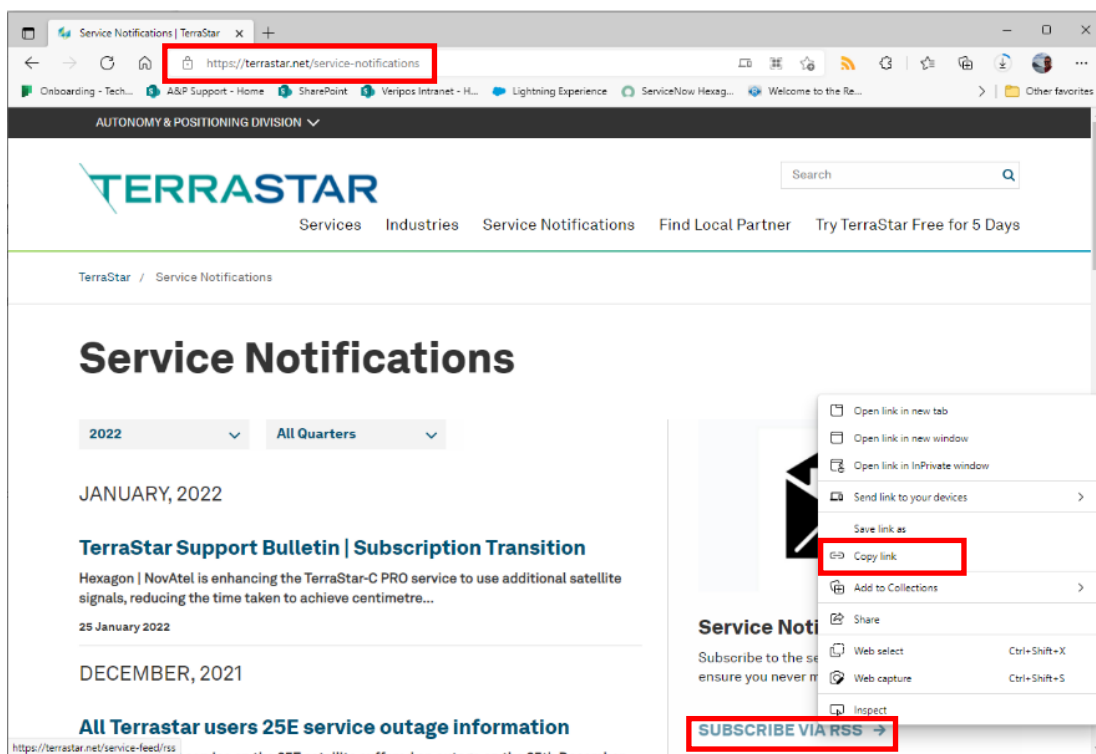


Figure 18: TerraStar website copy RSS link

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**.

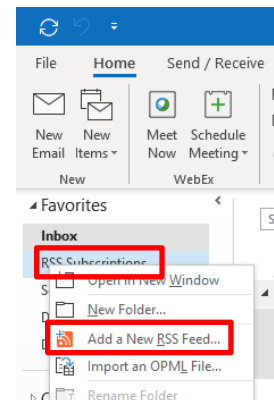


Figure 19: Microsoft Outlook add new feed



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

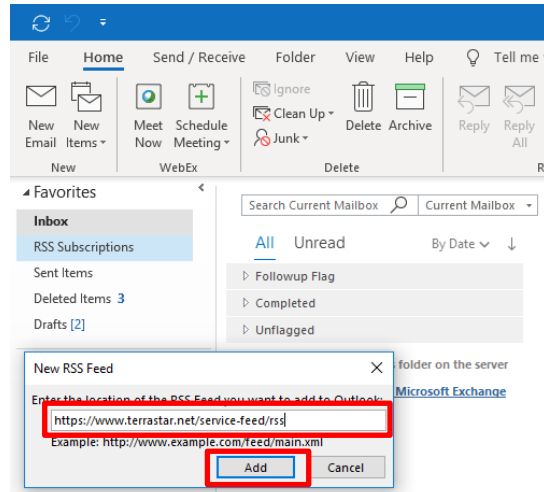


Figure 20: Microsoft Outlook TerraStar feed link

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

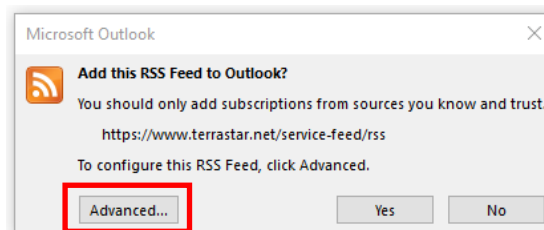


Figure 21: Microsoft Outlook TerraStar feed options

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

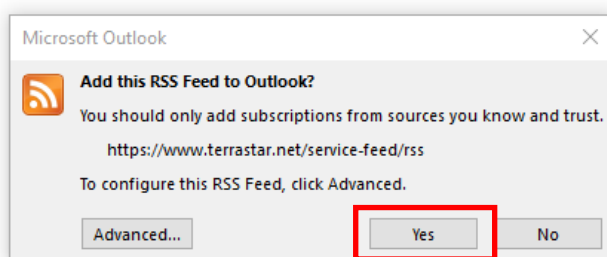


Figure 22: Microsoft Outlook TerraStar feed confirm

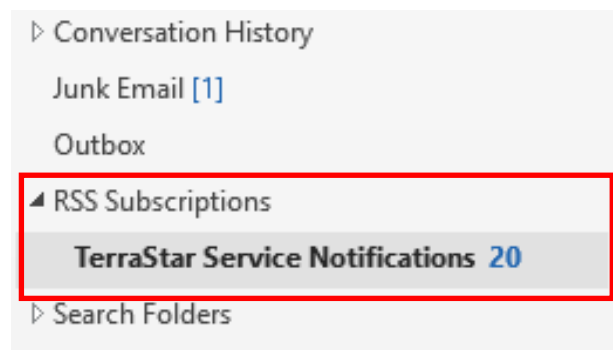


Figure 23: Microsoft Outlook TerraStar feed notifications



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

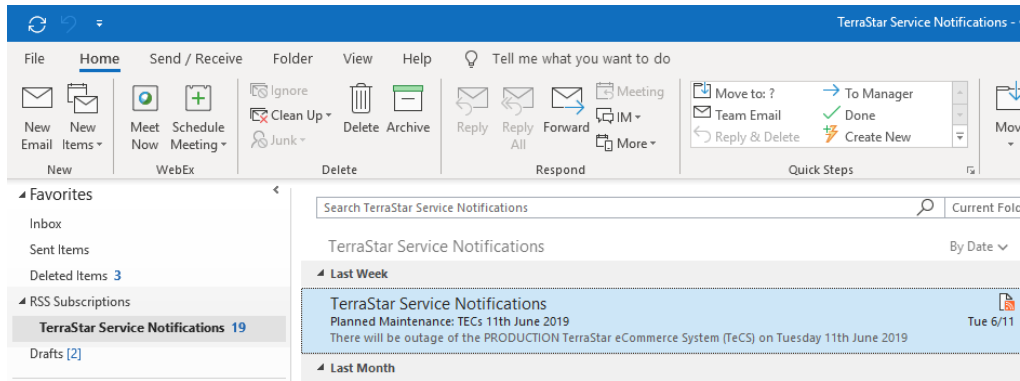


Figure 24: Microsoft Outlook TerraStar feed notification message



Support

To help answer questions and/or diagnose any technical issues that may occur, the [NovAtel Support website](#) is a first resource.

Remaining questions or issues, including requests for test subscriptions or activation resends, can be directed to [NovAtel Support](#).

Before contacting Support, it is helpful to collect data from the receiver to help investigate and diagnose any performance-related issues. In those cases, collect the following list of logs (the LOG command with the recommended trigger and data rate is included):

```
LOG VERSIONA ONCE
LOG RXSTATUSA ONCHANGED
LOG RAWEPHEMB ONCHANGED
LOG ALMANACB ONCHANGED
LOG IONUTCb ONCHANGED
LOG GLORAWEPHEMB ONCHANGED
LOG GLORAWALMB ONCHANGED
LOG GLOCLOCKB ONCHANGED
LOG RANGEb ONTIME 1
LOG BESTPOSb ONTIME 1
LOG RXCONFIGA ONCE
LOG LBANDTRACKSTATb ONTIME 1
```

The data described above can be collected using the [NovAtel Application Suite](#).

Documentation

- Information on how to configure your receiver to receive TerraStar corrections can be found within the [APN-087 TerraStar on OEM7](#) application note.
- For any questions on logs and command, please visit the [OEM7 Documentation Portal](#).

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 [novatel.com/contact-us](#)

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