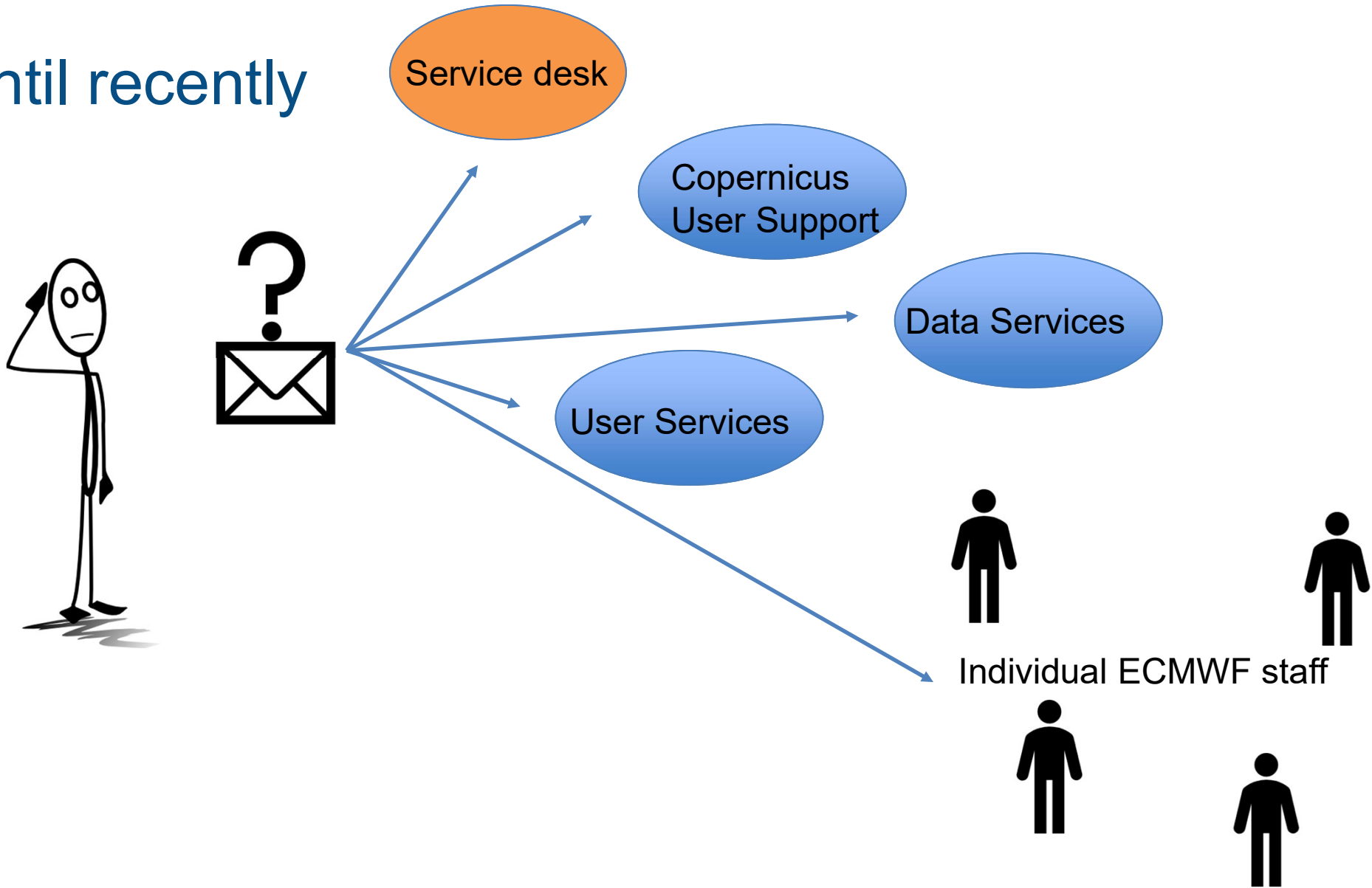

What's news in term of support at ECMWF? ECMWF Unified Support Portal

Helene Blanchonnet

Until recently



ECMWF Unified Support Portal provides one entry point for all support questions

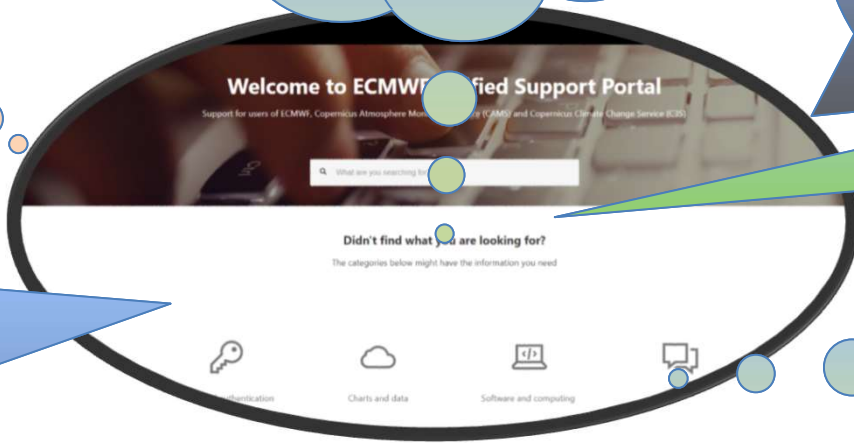


ERA5 data before 1979 using MARS requests

I can't access ECPDS using token

Is there a maximum limit of simultaneous download for TIGGE datasets

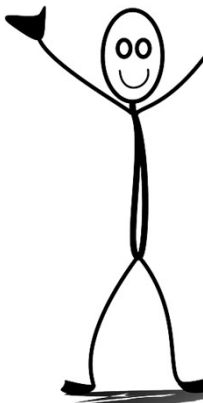
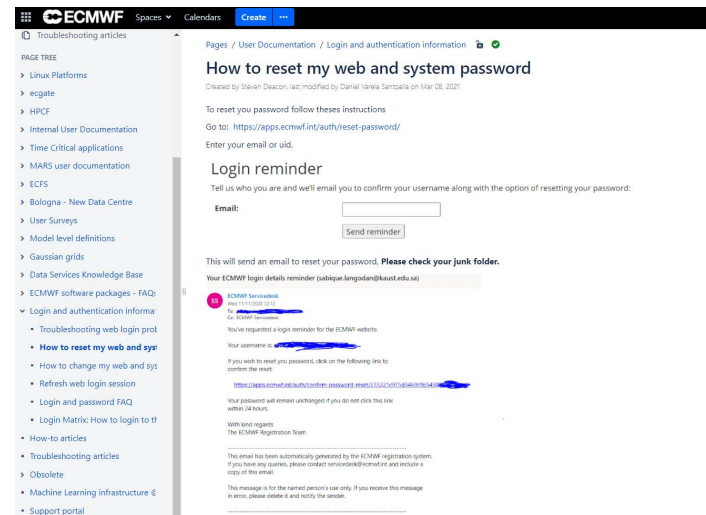
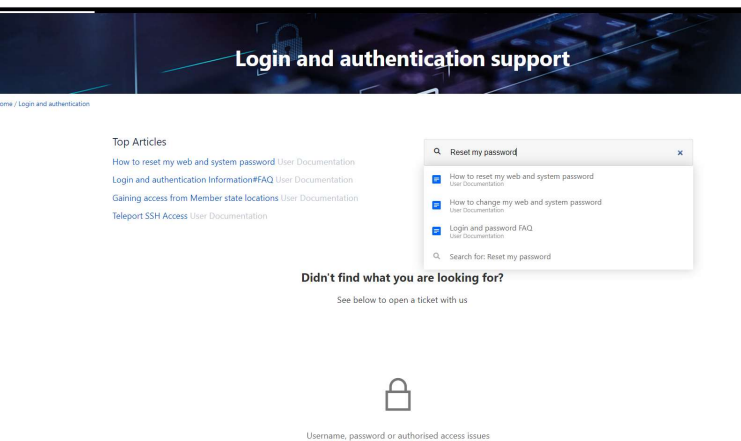
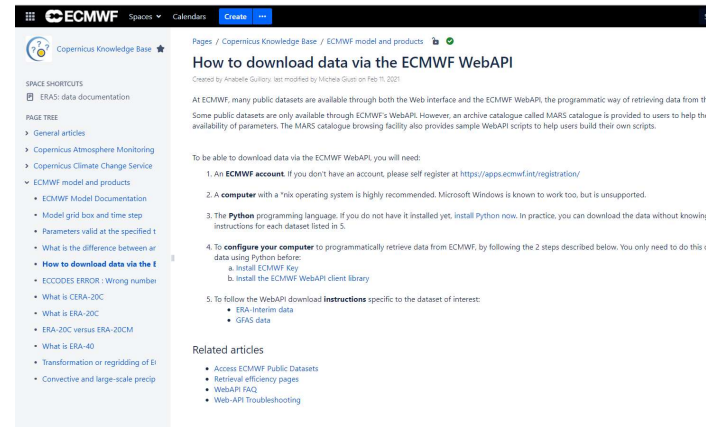
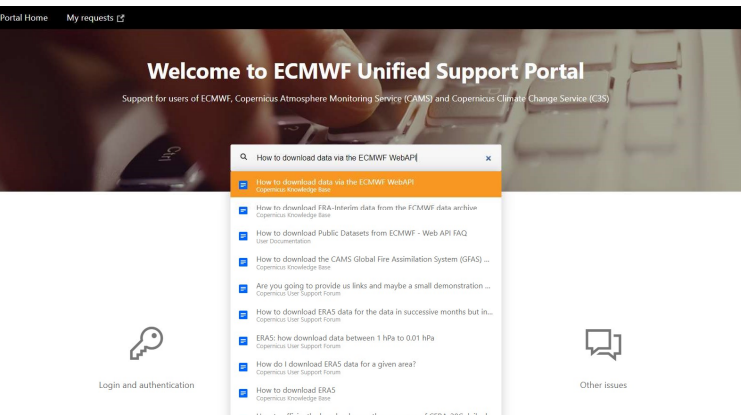
How to download data via the ECMWF Web



Access problem: Seas5 dataset on MARS which are not in the CDS.

Problem test-dissemination cy47r2

Searches ECMWF documentation and display links to relevant documentation articles



Offers links to documentation articles by topics



Port Home My requests

Charts and data support

Search charts and data documentation

Top Articles

- What data and maps are available through C3S (Copernicus Climate Change Service)? Copernicus Knowledge Base
- What data and charts are available through CAMS (Copernicus Atmosphere Monitoring Service)? Copernicus Knowledge Base
- What data and charts are available through ECMWF? ECMWF Web site
- Conversion table for accumulated variables (total precipitation/fluxes) Copernicus Knowledge Base

Didn't find what you are looking for?

Select a category below to open a ticket with us

- Get our products
- Scientific or technical question about our products
- Problem getting our products



ECMWF spaces Calendars Create

Copernicus Knowledge Base

Pages / Copernicus Knowledge Base / Copernicus Climate Change Service (C3S)

What data and maps are available through C3S (Copernicus Climate Change Service)?

Created by Inésula Galvany, last modified on Mar 10, 2021

C3S data is open and free of charge (see Copernicus Licence for details). For latest announcements on C3S new data releases, please visit the C3S User Forum Announcements.

Monthly State of Climate:

1. Average surface air temperature monthly maps from August 2015
2. Monthly sea ice maps from March 2017
3. Monthly assessments of precipitation, relative humidity and soil moisture from April 2017
4. Monthly and yearly State-of-the-European-climate reports

Global Climate Reanalysis data:

- ERA5 data (1950 to present) - hourly and monthly averaged
 - ERA5 Land documentation
 - ERA5 documentation
 - Download ERA5 data on the Climate Data Store (download over the web or via the CDS API)
- ERA5-Land data (1950 to present) - hourly and monthly averaged - 1981 to present available now - more data soon to be made available
 - ERA5-Land documentation
 - Download ERA5-Land data on the Climate Data Store
- ERA-Interim data (1979 to August 2019)
 - What is ERA-Interim
 - ERA-Interim documentation
 - Download ERA-Interim via the ECMWF web user interface or via the ECMWF Web-API

Conversion table for accumulated variables

Introduction

Accumulated variables are those which are aggregated over particular intervals. In this table you can find conversion tables for a number of C3S and CDS variables. As there can be small differences in the definition of the variables, the following table provides a reference for the conversion of the variables.

Source	Variable	Unit	Scale factor	Target	Target unit	Conversion formula
CDS	precipitation	mm day ⁻¹	1.0	precipitation	mm day ⁻¹	1.0
	precipitation	mm day ⁻¹	1.0	precipitation	mm day ⁻¹	1.0
	precipitation	mm day ⁻¹	1.0	precipitation	mm day ⁻¹	1.0
CDS	precipitation	mm day ⁻¹	1.0	precipitation	mm day ⁻¹	1.0
	precipitation	mm day ⁻¹	1.0	precipitation	mm day ⁻¹	1.0
	precipitation	mm day ⁻¹	1.0	precipitation	mm day ⁻¹	1.0

Hydrological parameter tables

ERA5 data (1950 to present) - hourly and monthly averaged

ERA5-Land data (1950 to present) - hourly and monthly averaged - 1981 to present available now - more data soon to be made available

ERA-Interim data (1979 to August 2019)

What is ERA-Interim

ERA-Interim documentation

Download ERA-Interim via the ECMWF web user interface or via the ECMWF Web-API

data

We provide global forecasts, climate reanalyses and specific datasets, designed to meet different user requirements. These are available via the web, point to point observations, data servers and broadcasting.

ECMWF's operational forecasts aim to show how the weather in your area may evolve. To do this, the Centre produces an ensemble of predictions. Individually they are full descriptions of the evolution of the weather. Collectively they indicate the likelihood of a range of future weather scenarios.

Access and licences

Offers the option to create a support request

Top Articles

What data and maps are available through C3S (Copernicus Climate Change Service)? Copernicus Knowledge Base

What data and charts are available through CAMS (Copernicus Atmosphere Monitoring Service)? Copernicus Knowledge Base

What data and charts are available through ECMWF? ECMWF Web site

Conversion table for accumulated variables (total precipitation/fluxes) Copernicus Knowledge Base

Search charts and data documentation

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Select a category below to open a ticket with us

- Get our products
- Scientific or technical questions about our products
- Problem accessing our products

create new ticket (new window)



Manage all your existing support requests in one place



Support Home / My Requests

My Requests

Open requests ▾ Created by me ▾ Any request type ▾

ID	Subject	Created Date	Status
000001	Where should we find the support documentation?	2023-01-01	Waiting for Customer
000002	Getting data from the forecast service API	2023-01-02	Waiting for Support
000003	Attachments are not available to customers on ECMWF	2023-01-03	Waiting for Customer
000004	Can I request support for additional users - user feedback needed by user of forecast service	2023-01-04	Waiting for Customer

1 - 4 / 4

STATUS

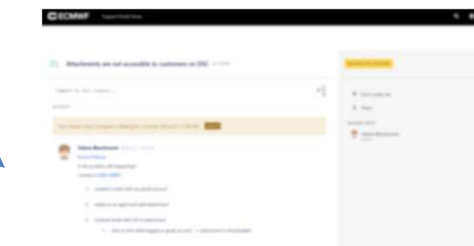
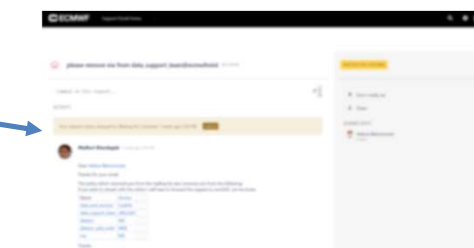
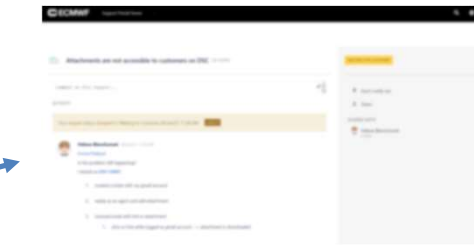
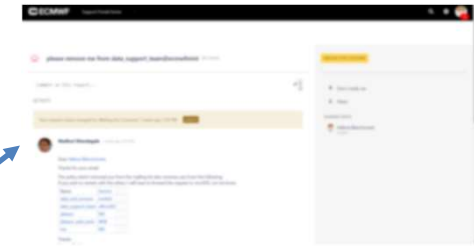
WAITING FOR CUSTOMER

WAITING FOR SUPPORT

WAITING FOR CUSTOMER

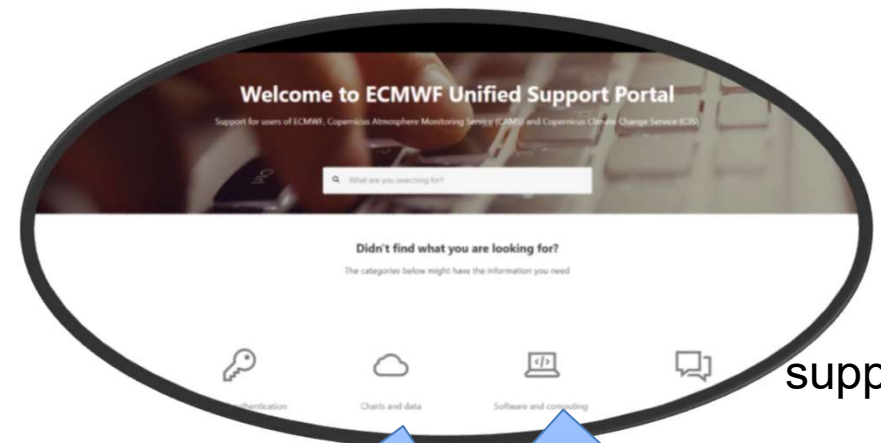
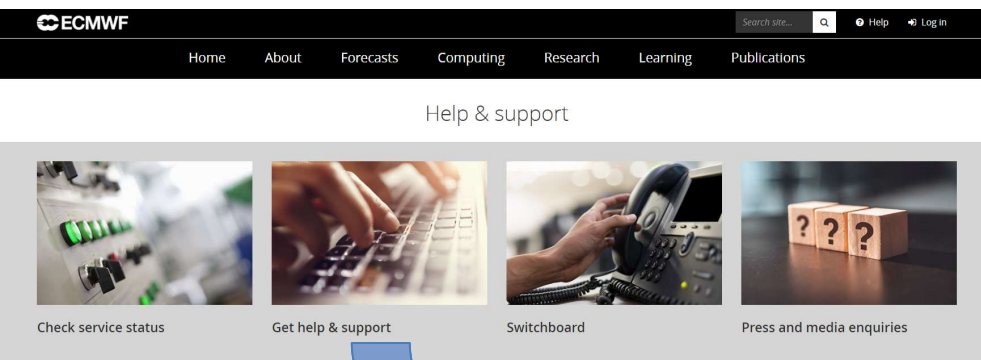
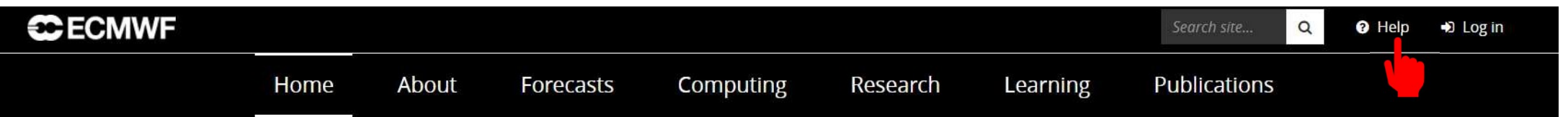
WAITING FOR CUSTOMER

1



How to find ECMWF Unified Support Portal

From www.ecmwf.int



Going forward...

- **Stop email ingestion**
 - Email to servicedesk, data.service, Copernicus support will no longer be accepted
 - Instead users will receive a reply advising them to use the portal
 - Replies to subsequent Jira notification will still work
 - Once requests are close, it will not be possible to send emails to add comments
- **Improve documentation**
- **Improve and adapt the user journey**



Thank you