

Bulk Download FAQs

This document answers some of the frequently asked questions about the bulk download extension. For a detailed guide on how to use the extension, please click [here](#) or refer to the link at the end of this document.

How to Install the extension?

Please click [here](#) or refer to the link at the end of this document for a how to guide.

How to use temporal filters in the EarthData Website?

Please click [here](#) or refer to the link at the end of this document for a how to guide.

How to use spatial filters in the EarthData Website?

Please click [here](#) or refer to the link at the end of this document for a how to guide.

How to download multiple datasets at the same time?

Please click [here](#) or refer to the link at the end of this document for a how to guide.

Which browser(s) does the extension support?

The extension supports Chrome and Firefox browsers.

What do I require to use the extension?

The extension itself doesn't require anything from the user. However, to be able to download granules (files) from the earthdata website, you will require to register/login to the earthdata website. Please click [here](#) or refer to the link at the end of this document for a detailed guide on earthdata login.

How can I view/manage ongoing downloads?

The pop-up window of the extension works as a download manager can be used to manage downloads. The download manager includes the following features.

- pause/resume and cancel button
- Progress bar (displays the percentage of downloads completed)
- Download statistic (shows number of completed downloads, pending downloads, and failed downloads)
- Search feature (search for a downloaded granule)

- Error log (shows cause or type of error if any)
- Edit folder name (edit the name of the folder containing downloaded granules)
- Clear pop-up (clears pop-up window)
- Show downloads (open default download folder)

What does disabled bulk-download button mean?

In order to download a dataset or granules, we need to first locate it in our database. In some cases, we are unable to find them in our database or the files cannot be downloaded using our extension. In such cases, the download button is disabled.

Where are the downloaded granules (files) stored?

The downloaded granules can be located in a folder called “Earthdata-BulkDownloads” in your default download location. The default download folder by clicking on “Gear Icon > Show downloads” on the pop-up window. Inside the folder, the granules are organized by names of the dataset.

How can I understand the error that I am getting?

If there is any error during the download process, it will be logged in the pop-up window. Please check the error against the error guide by clicking [here](#) or following the link at the end of this document. **[To be worked on]**

Can I customize a dataset for download using Bulk Downloader?

It is beyond the scope of our tool to do any kind of customization to a dataset before downloading. Please use the default “Download-All” button built into the website for any type of customization.

Resources

- Bulk Download “How To” document
 - Document: https://docs.google.com/document/d/1n7dP__9x8yEG0SOcKqkNtG9EjblDf7Bfnd7vWHu3Hlo/edit
 - Installation guide: https://docs.google.com/document/d/1n7dP__9x8yEG0SOcKqkNtG9EjblDf7Bfnd7vWHu3Hlo/edit#heading=h.30j0zll

- Temporal filter guide:
https://docs.google.com/document/d/1n7dP__9x8yEG0SOcKqkNtG9EjblDf7Bfnd7vWHu3Hlo/edit#heading=h.2et92p0
- Spatial filter guide:
https://docs.google.com/document/d/1n7dP__9x8yEG0SOcKqkNtG9EjblDf7Bfnd7vWHu3Hlo/edit#heading=h.tyjcwt
- Multiple dataset guide:
https://docs.google.com/document/d/1n7dP__9x8yEG0SOcKqkNtG9EjblDf7Bfnd7vWHu3Hlo/edit#heading=h.3dy6vkm
- EarthData Login:
<https://urs.earthdata.nasa.gov/documentation>
- Error guide: [To be worked on]