WISCORS Frequently Asked Questions

Q: How do I sign up for access to the WISCORS Real-Time Network?

All new users must register for access. Be sure to provide all the requested information and to remember your Password. New user requests are typically approved within 2 business days.

Upon approval of the received request, a confirmation email will be sent and will include:

1. Organization and User Name
2. IP Address and Port Number
3. A list of the network mountpoints currently available.

Your equipment vendor can help you with the setup of your device.

NOTE: WisDOT is responsible for developing, operating, and maintaining the WISCORS Network and its related Infrastructure. WisDOT does not have the resources to assist with all questions related to configuration or troubleshooting of End-User equipment.

Q: I am attempting to submit a new user registration request, but the Security Code on my screen is blank.

This can occur when the user-side web browser and the WISCORS Network Web application are not fully compatible. As a work-around, please attempt to submit the registration request using a different web browser (Chrome, Firefox, Edge, etc.).

Q: We are configuring new equipment and don't know the password.

If you don't know your password, the WISCORS Network Web application has a password tool Forgot your password?

The Organization and User Name was sent by email when the initial request for access was approved. It may also be visible in your device's graphic user interface as the NTRIP Login. ("Organization/User Name")

If you are not able to use the password reset tool, please contact the WISCORS Team.

Q: We have one WISCORS login, but we have recently added new rovers. How do we add Additional Logins for multiple devices?

If you have one device and several operators who might use it, you only need one login.

If you have multiple devices that will be connected to the WISCORS Network simultaneously, each device will need a unique login.

This can be accomplished by one of two ways:

1. Additional logins can be created by the WISCORS Team on your behalf.
     i. Benefits of one account holder, with multiple additional logins:

b. Allows for a single point of contact and requires only one email address.
c. Eliminates the need to reconfigure equipment with changes to field crews.
d. After the initial request for access has been approved, email the WISCORS Team with the total number of additional logins requested.
e. Additional email addresses can be added to the account by the user.
f. Additional email addresses can be added to the distribution list by the WISCORS Team.

2. Additional users within an Organization can register for access via the web app.
   a. Each registered user will be issued a unique login.
   b. Allows for multiple users with an organization, each with the ability to receive notifications regarding Network status and other announcements.

Q: What is the current Horizontal Reference Frame and Adjustment associated with WISCORS?

As of March 2013, the WISCORS Network base station coordinates are closely aligned with the North American Datum of 1983 (2011) epoch 2010.00.   NAD83(2011)

View the reference frame, datum tag, and horizontal coordinates via the Sensor Map.

Select the base station by using either the Sensor Map icon or the station pick list on the right side of the page. Then click "Info" for the individual details of each base station.

The coordinates for base stations in the WISCORS Network may be adjusted in the future.

Q: CORS Reference Station data and Virtual Reference Station data

To download Reference Data from the WISCORS web application, an active subscription to Reference Data Download services is required. Please contact the WISCORS Team and request Reference Data Shop Services be activated for your login.

Continuously Operating Reference Station (CORS) data may be available for 120 calendar days. Virtual Reference Station (VRS) data may be available for 50 calendar days. Reference Data Shop orders are retained for 45 calendar days.

Customizable Reference Data is not available after these thresholds have been surpassed.

Q: Does the WISCORS Network make available a Single Base mount point?

Yes. Users with a properly configured device can choose to receive Single Base corrections (RTCM31 or CMRplusGNSS data format). The selection of the nearest available single base station (from which all corrections are computed) is made automatically by the network software and is determined based upon the NMEA position provided by the rover during the login authentication process.   Depending on status and distance to the nearest available base station relative to the NMEA position, results between connection sessions may vary.

Consult with your equipment vendor for recommendations regarding the use of Single Base corrections to determine if it's appropriate for your application.

Q: Why doesn't the Sensor Map display in my computer's web browser?

The WISCORS Network web application is hosted by WisDOT using a secure web URL (https). The base map is hosted by a third party using a non-secure web URL (http).

As a default security setting, 'mixed content' is not allowed by most web browsers. The following tips and suggestions may enable web browsers to display the [Sensor Map](#).

NOTE: Consult with your organization's IT policies and other available resources for more information regarding web browser security settings. Depending on software version and other settings, the images depicted and exact steps required may vary.
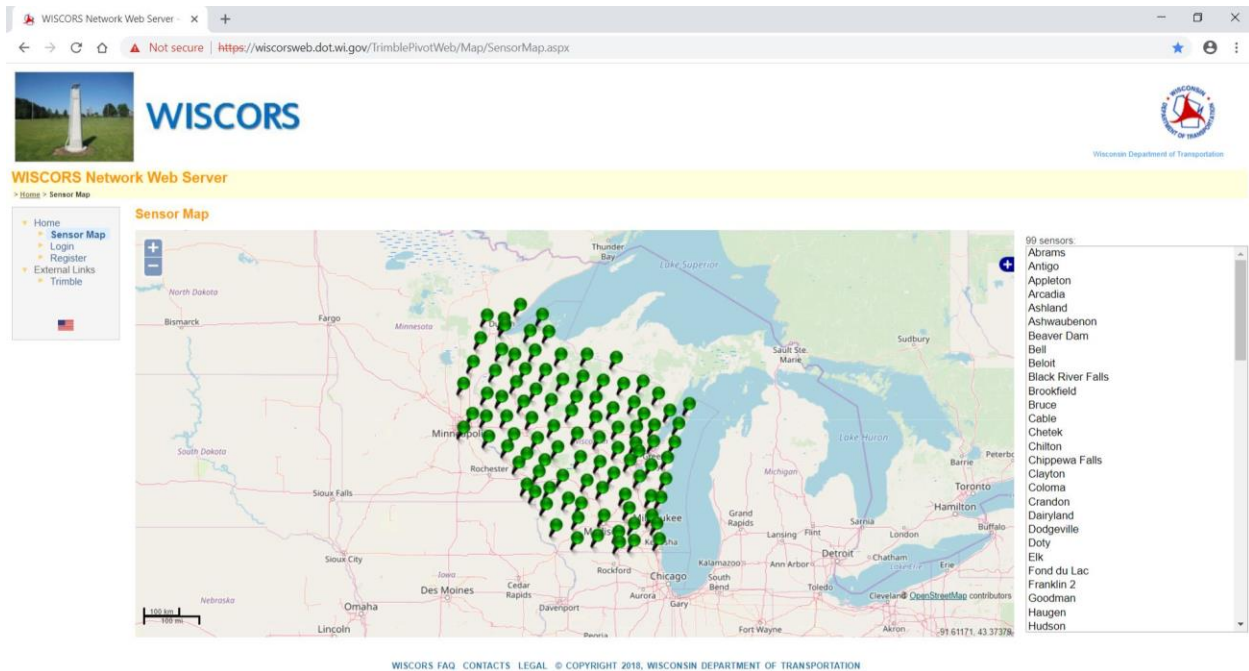
Google Chrome:

Launch web browser and navigate to the WISCORS Network <u>Sensor Map</u>.
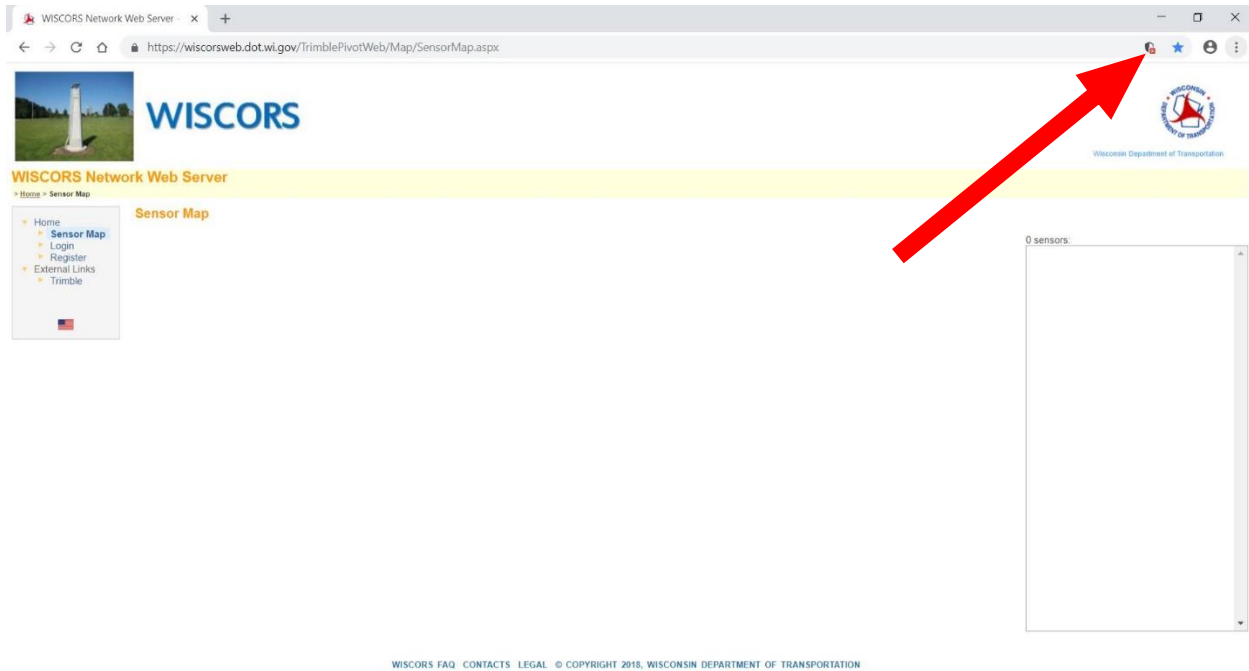
If the map is blocked, click the small red X near right side of the address bar (left of the star icon).   Next, click the hyperlinked text near center of smaller popup window to 'Load unsafe scripts'. The map will load and left side of the address bar will indicate site is 'not secure'.
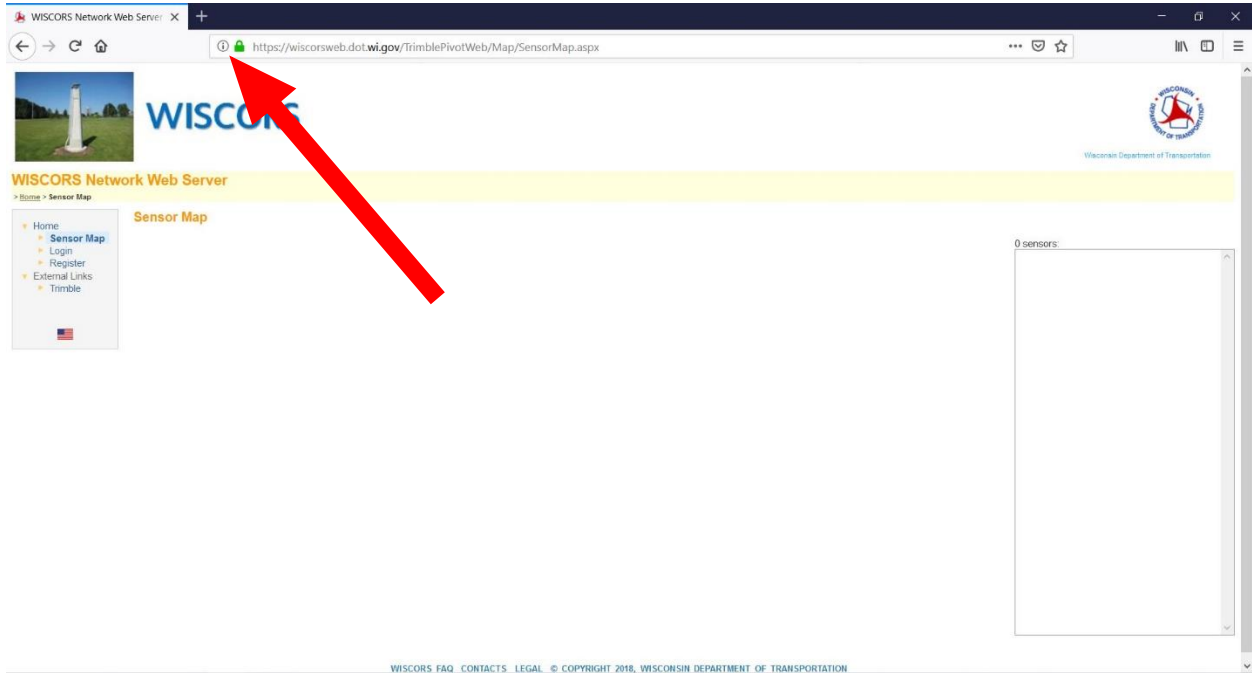

Note: This setting will have to be enabled each time the web browser is launched.
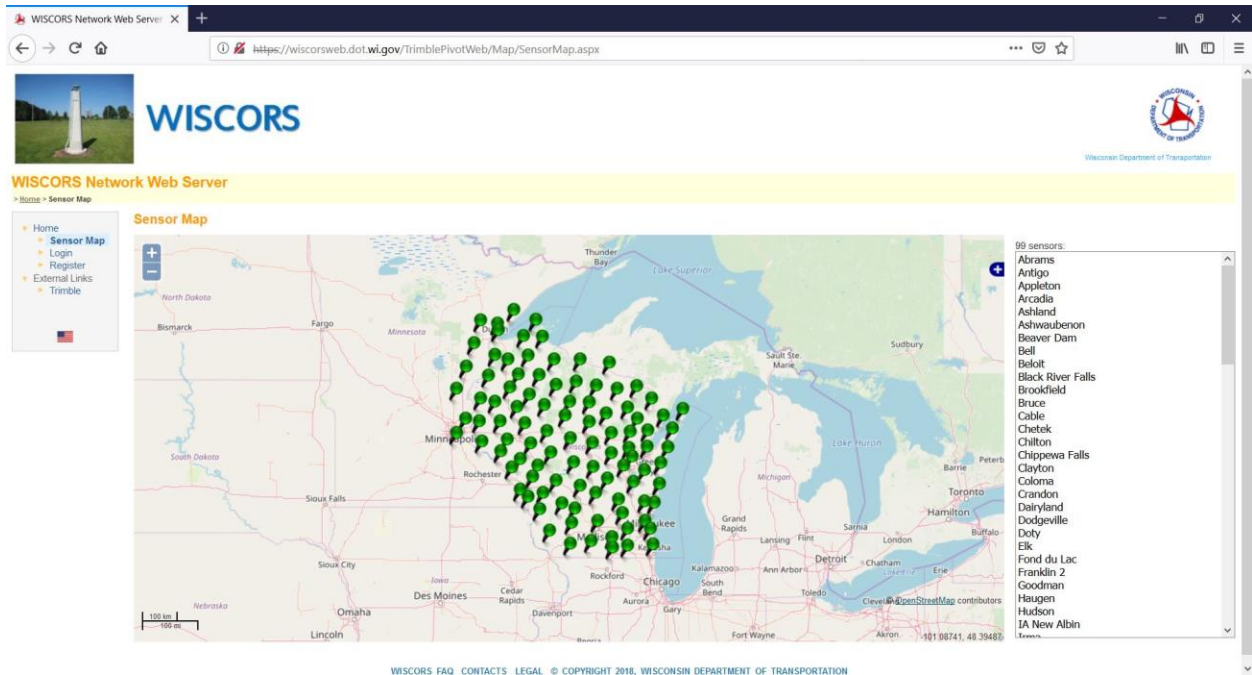
Firefox:

Launch web browser and navigate to the WISCORS Network [Sensor Map].

If the map is blocked, click the small information circle on left side of the address bar (left of green padlock). Next, click the right arrow near top-right of smaller popup window to 'show connection details'.   Finally, click box to 'Disable protections for now'.   The map will load.
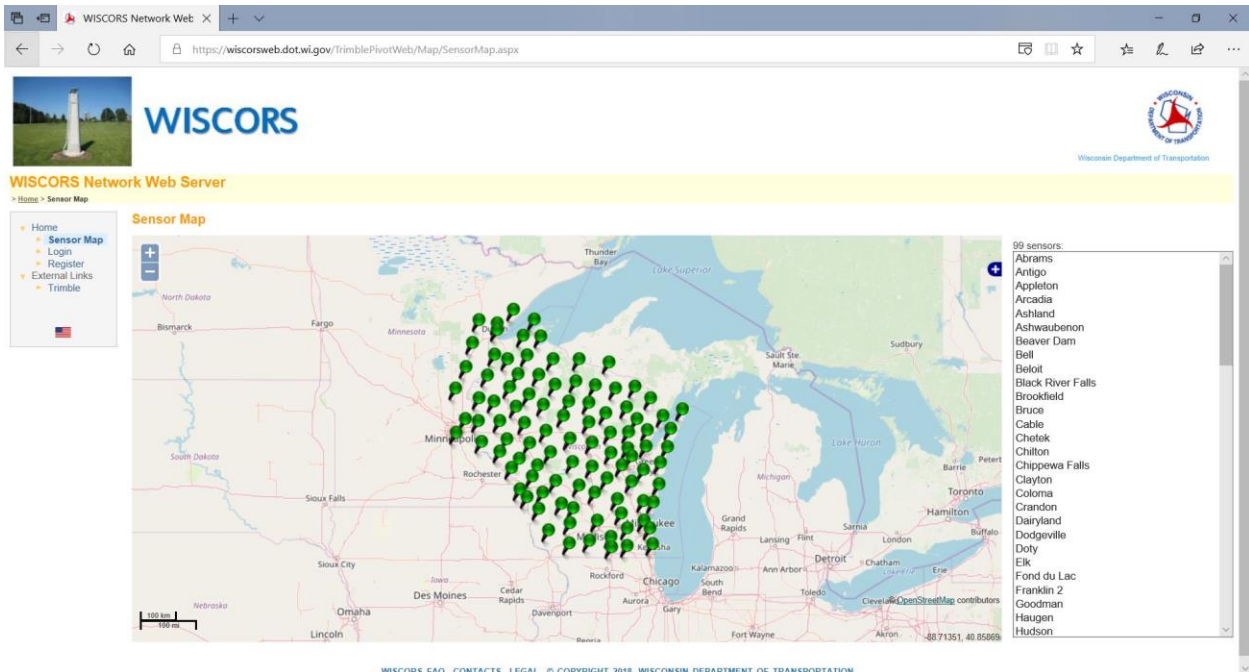

Note: This setting will have to be enabled each time the web browser is launched.

Microsoft Edge:
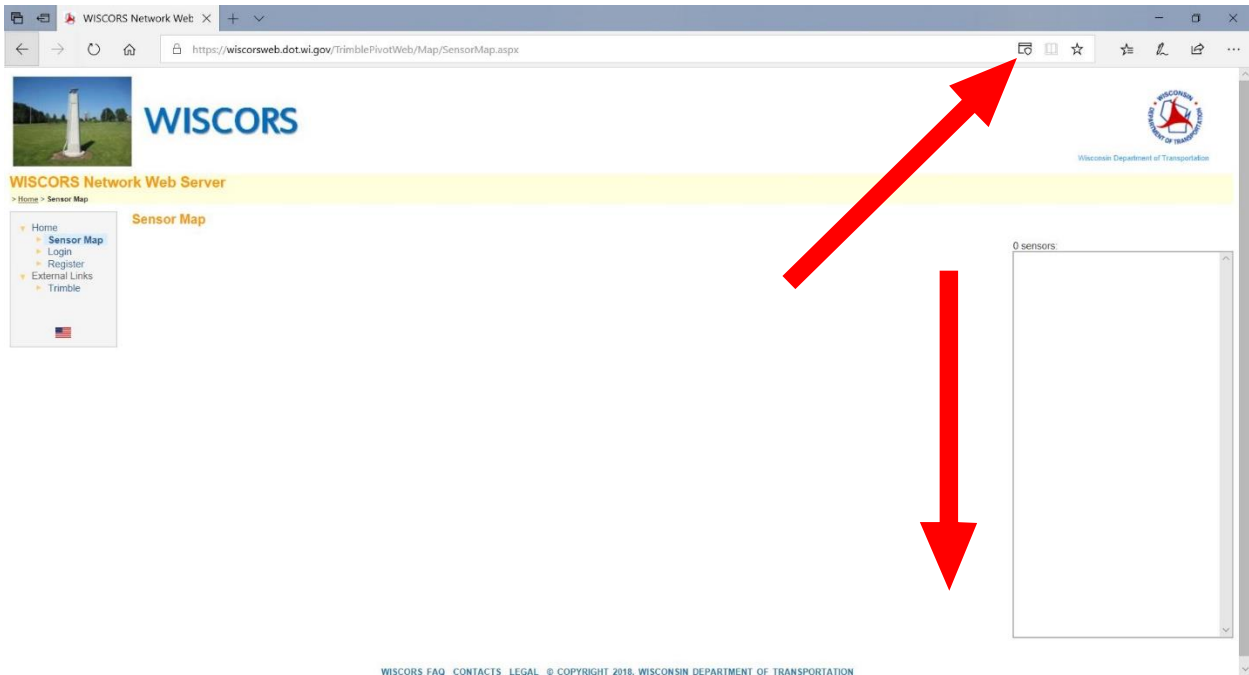
If the map is blocked, click the 'Blocked content' icon near the right side of the address bar. Next, click the 'See all content' box at bottom of small popup window. The map will load.

Note: The 'Blocked content' icon and 'See all content' box may have to be acknowledged each time the sensor map is requested to display.

Q: If you are having problems accessing the WISCORS Network, before attempting to contact WisDOT, please consider the following:

Login activation, Login renewal, & Login deactivation

1. New logins are activated with a 3-year service term and are renewed for continued access automatically, typically within weeks of the service start date anniversary.
2. Logins must remain associated with a valid email address throughout the term.
3. If your email address has changed or the primary Point of Contact person has left your organization, the login may have been deactivated due to an invalid email address.
4. If a login is no longer able to connect and your email address or Point of Contact person for your organization has changed, email the WISCORS Team to update this information.

Other possible causes and suggestions (in no particular order):

1. Every device connected to the network requires a unique login. Confirm that another device with your organization is not already connected to the network using the same login credentials.
2. Power cycle your equipment. A 'Power down' and 'Power up' of the equipment may resolve some connectivity and communication issues.
3. Verify the login and password credentials, and IP Address and Port Number configured for the device.
   a. The WISCORS Network Web application can be used for password management. Using your primary login and password as the User Name, log in to the WISCORS Network Web application and go to My Account -> Logins
   b. If you don't know your password, the WISCORS Network Web application now has a Password Self-Reset tool Forgot your password?
   c. The Organization and User Name was sent by email when the initial request for access was approved. It may also be visible in your device's graphic user interface as the NTRIP Login. ("Organization/User Name")
4. Confirm that your device can access the Internet by navigating to a web site or another IP Address.
5. Inconsistent connectivity to the WISCORS network may suggest a wireless service provider issue (not an issue with the WISCORS Network).
   a. Behavior is characterized by an initial successful connection, followed by an unexpected disconnection and subsequent difficulty re-connecting.
   b. Be knowledgeable of your wireless service provider expected coverage areas and the technical support services offered by the wireless service provider.
6. The NMEA position provided by the rover must be within 100 kilometers (about 62 miles) of the nearest base station to authenticate on the WISCORS Network. Attempts to field test equipment configurations from locations outside of Wisconsin may fail for this reason.
7. The equipment vendor remains your best resource for support for your specific equipment and application.

Q: User Fee

Please direct any questions, concerns, and comments regarding WisDOT's previously proposed [User Fee](#) to David Layton (WisDOT Chief Surveying and Mapping Engineer) and Jacob Rockweiler (WisDOT Height Modernization Program Manager).