

ALMA Science

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Mark Lacy - 2020-09-21 - Archive & Data Retrieval

We do recommend the use of the download script for data-download from ALMA. Nevertheless sometimes problems with the data download can occur. Typically an error message "Error code 8" is obtained which translates to "Internal Server Error" and indicates a problem of the ARCs dataPortal server.

- Please try to run the download-script again. The downloads will continue from the point they were left off.
- In case an existing download-request has been used, please create a new download-request and try the download again
- Should this not work either, please try to download the data from a different ARC
 - EU: <https://almascience.eso.org/aq/>
 - EA: <https://almascience.nao.ac.jp/aq/>
 - NA: <https://almascience.nrao.edu/aq/>
- If none of these work, please try to download the file via 'right click' and 'save link as ...' of your browser or try the Java download manager
- If you are using the ALMA download manager, and Java 7 Update 51 or later, you may see the error "Missing permissions manifest attribute in main jar".
See <https://help.almascience.org/index.php?Knowledgebase/Article/View/262/0/ot-will-not-start-due-to-a-security-exception> for details. We recommend to use the download script instead

In case you cannot resolve the problem yourself please contact the ALMA Helpdesk.