

Frequently Asked Questions (FAQ) data submission

General information

The system will never send you a password, only a link to change your password. To change your password please follow these steps:

- Go to <https://dataupload.wmda.info/>
- Click on the *Forgot your password* link
- Enter your email address (if valid)
- You will receive an email with a link which will lead you to the page where you can enter your new password. This link will be active for only 30 minutes, so if the link has expired you will have to generate a new password reset email by repeating the previous steps.
- Enter your new password

This password reset link will be active for only 30 minutes, so if the link has expired you will have to generate a new password reset email:

- Go to <https://dataupload.wmda.info/>
- Click on the *Forgot your password* link
- Enter your email address (if valid and do confirm that is the same email provided to WMDA)
- You will receive an email with a link which will lead you to the page where you can enter your new password
- Enter your new password

You may encounter issues below if the above normal steps do not solve your problem:

1. Password reset link opens the normal login page, but not password reset page. That is maybe your browser can not handle it correctly. Try to use Chrome if you do not use chrome.
2. Get the page that need fill the "verification code", be patient if see this page as you type in your credential wrong for more than 3 times. If you can not make it work, try to reset the password again and better remember your new password.

And if you still have issues, please send an email with screenshot of the issue to support@wmda.info.

This password reset link will be active for only 30 minutes, so if the link has expired you will have to generate a new password reset email:

- Go to <https://staging-dataupload.wmda.info/>
- Click on the *Forgot your password* link
- Enter your email address (if valid)
- You should receive an email with a link which will lead you to the page where you can enter your new password
- Enter your new password

If this does not solve the issue, please send an email to support@wmda.info.

A report of your file is saved in the WMDA XML Upload System (dataupload.wmda.info) and it is located in the Report folder of your workspace.

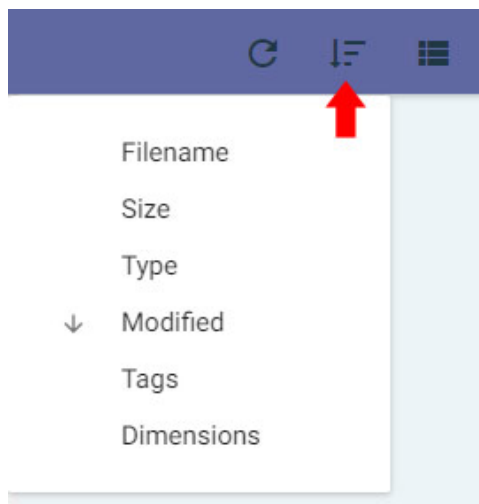
If you don't see a report related to your uploaded file it's possible the file is still being processed and a report still needs to be created. If you believe you've waited long enough for the file to be processed send us an email at support@wmda.info with your ION-number and we will investigate the issue.

Yes, it is possible to register multiple users to your work space. Please send your request to support@wmda.info.

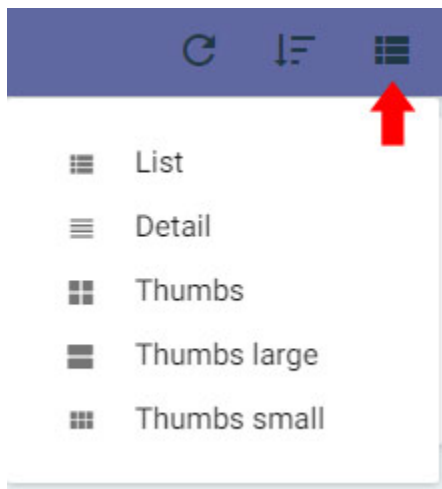
The system only accepts .zip or .xml file types which need to be .pgp or .gpg encrypted. More information can be found [here](#).

When you are logged in you can sort and order your files by choosing your preferred setting using the menu on the top right of the interface.

To change the order from ASC to DESC repeat the selection so the arrow next to the selection will change direction.



Yes, you can change the way your files are listed by using the menu in the top right area of the interface. You can choose between



It is not possible to change your report format. We are planning improvements for usability. Any feedback on this is welcome at support@wmda.info. It is not possible to change your email address (username) for the WMDA upload service yourself. If you need to change your email address please send your request by email to support@wmda.info.

To use the REST API Service for uploading you can use your regular WMDA upload account. If you need an (extra) account for uploading, please send your request to support@wmda.info. More information about the REST API Service can be found [here](#). In case you would like to do some more testing we recommend using <https://restlet.com/>. The WMDA Upload platform uses Pydio, there is more info on the API capabilities on <https://pydio.com/en/pydio-api-v2>.

You do not need to add HLA elements where you do not have values for. However, you should keep the same order of the elements. UPDATE_MODE is the way we update the data of the donors in the database. Currently, you can only use FULL. This means that when you send a file, we will remove all your inventory from the database and replace this by the content of the new file. The option DIFF is for the future. In that case, you only send records where something was changed; so for example new donors, deleted donors, or any elements/fields from existing donors.

If you have trouble understanding messages from the system or validation reports, please send us an email at support@wmda.info. More information about data validation rules can be found at <https://share.wmda.info/display/BMDWPUB/BMDW+Data+submission+information> (Data Validation tab). If values have been blanked after processing it is commonly caused by HLA/DNA related errors. For example if the value for DRB4 contains a slash (/), which is invalid, the allele values are blanked and processing of the record continues. This is a warning, and not an error that requires the record to be rejected! More information on this topic can be found at the bottom of <https://share.wmda.info/display/BMDWPUB/BMDW+Data+submission+information> (Data Validation tab).

If you see this message within your processing report this means that the code that you have provided is deprecated and has been renamed. The processing report provides you exactly which code has been deprecated and its associated new code name. To conform to the HLA guidance rule any deprecated codes that have passed their grace replacement period shouldn't be accepted hence the system "Blanks" that value.

Please ensure that you keep your data up to date by ensuring you rename deprecated codes within their grace period to avoid them being blanked if they pass the grace period.

Instructions and more information on how to update your deprecated codes are [in the guidelines](#)

You might also find the [MAC tool](#) helpful to validate if your codes are deprecated or not. Instructions on how to use the Mac UI can be found [HERE](#). The uploaded XML data is updated and synchronized between 20:00-2:00 daily Amsterdam (CEST/CET) time. And the data uploaded before 20:00 should be available after that in Search and Match.

In the dot20 system records were allowed that had no donor-ID given. Therefore a dummy donor-ID was created that started with a "#" sign. We do not generate dummy donor-ID's in the XML pipeline.

In XML the donor-ID or GRID is obligatory.

If you find donor-ID's that start with "#", it means that the data still originates from a processed dot20 file, that not yet has been updated by an XML file.

It is possible that you encounter records without an donor-ID, this is related to specific data protection regulation for some countries.

Technical support

A file will be rejected (even if your data is correct) if your uploaded file contains 10% less records compared to the total records you have uploaded previously into the database. Please make sure the number of record you are uploading is correct. If you believe the number is correct and you still get this message please send an email to support@wmda.info to address this issue.

It is not possible to view the reports with a PDF viewer. If you need to review the processing report TXT file you can use the Preview button in your Report folder or you can download the TXT file and open it in any Text Editor (like Notepad). We recommend either Firefox or Chrome.

As part of the transition from dot20 to XML we can no longer accept values like for example "24" in a DNA field. To get this accepted, you have to add "XX" to the value, so you will get the value "24:XX" (without the quotes).

The data submission platform is only compatible with Internet explorer and Google Chrome. Please DO NOT use Safari as the system doesn't render properly. We are looking to see how these UI changes be made so the system renders on Safari too.

This is the expected behaviour. Every 10 minutes the system picks up all of the files that have been uploaded by registries in their workspaces for processing. A copy of the file is then moved to the Archive folder where users can use later when they receive a processing report to reference back to the file they uploaded..

This is the expected behaviour. Every day the system will delete all the Archive files and its associated Report file that are over 30 days old. This is to manage the Archive and Report folder files so they do not become cumbersome.

The maximum allowed file size is currently 800 MB (Megabyte).

The file to be uploaded has to meet a particular file name convention: **ION-[number]-[type].[file type].[encryption type]** or **ION-[number]-[type].[encryption type]**

- The file name has to begin ION, than a dash and followed by the 4-digit ION number (ION-xxxx) : For example **ION-9999-D.xml.pgp** or **ION-9999-D.pgp**
- Following the ION number you have to specify the type (C or D), starting with a dash and ending with a dot: For example **ION-9999-D.xml.pgp** or **ION-9999-D.pgp**
- Following the type you may specify the format (.zip or .xml), separated with dots: For example **ION-9999-D.xml.pgp**
- At the end you have to specify the encryption file format (.pgp or .pgp): For example **ION-9999-D.xml.pgp** or **ION-9999-D.pgp**

The end result should look something like these examples: ION-6666-C.zip.pgp, ION-0999-D.xml.pgp or ION-9999-D.xml.pgp

It is not allowed to upload a single a file for both donor (D) and cord (C) records. Also the file name must align with the file content types within, otherwise the file will be rejected.

All the instructions on how to encrypt a file can be found after clicking the Encrypt File tab on [this page](#).

You can find the correct public key and instructions on the *Encrypt tab* at [Search & Match Service \(formerly BMDW\) Data submission information](#).

In case you have an issue connecting to the API, please double check all the settings in the [API documentation](#). If you still have issues please send an email to support@wmda.info.

In the old WMDA system serology (search determinants) was needed. When there was no serology/search determinants, WMDA generated these itself. However we have now moved to a new algorithm provide by Optimas which is working differently and doesn't need search determinants. Also we need user to conform to the new nomenclature which means user should provide data in the format of xx:xx. Therefore, our HLA validation no longer accepts values like 24 in a DNA field. To get this accepted, you have to add yourself :XX so you get the value 24:XX. If you still have issues please send an email to support@wmda.info.

If you have recently uploaded a file and you can't see it your workspace or the Archive folder something may have gone wrong. Please send us an email at support@wmda.info and we will investigate the issue as soon as possible.

If your file is rejected due to an XSD validation error, the XML structure may be wrong:

Common errors are :

- XML is not wellformed (e.g. missing closing tags)
- You may have accidentally added an XSD reference : these may get added by some XML editors.
 <?xml version="1.0" encoding="UTF-8"?>
 - <INVENTORIES CREATION_TIME="2018-02-09T14:47:18Z" xmlns="Inventories.xsd">

You may use an XML editor to check for these errors, or run a validation tool like xmllint. More information can be found here : [Search & Match Service \(formerly BMDW\) Data submission information](#)