

1. Overview

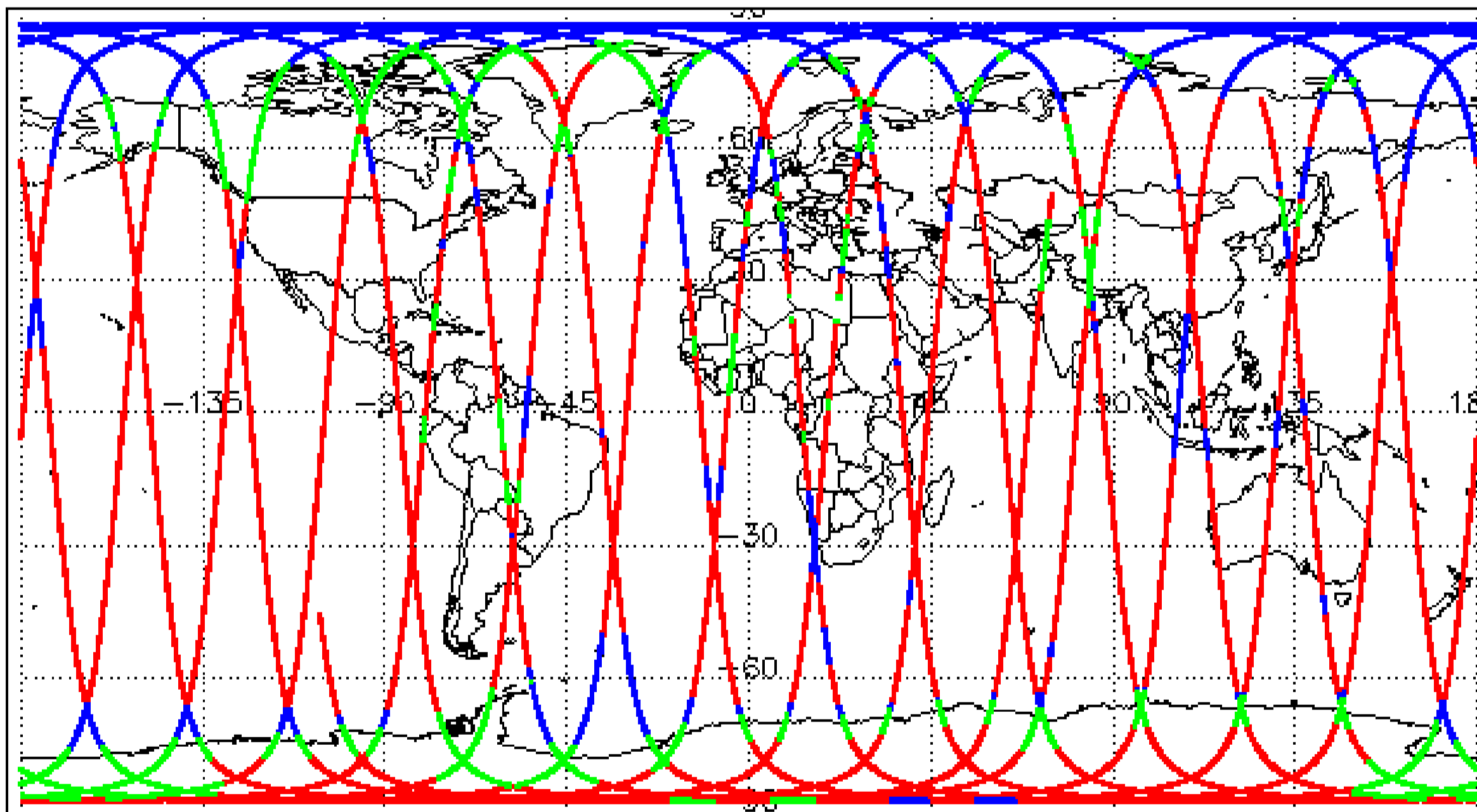
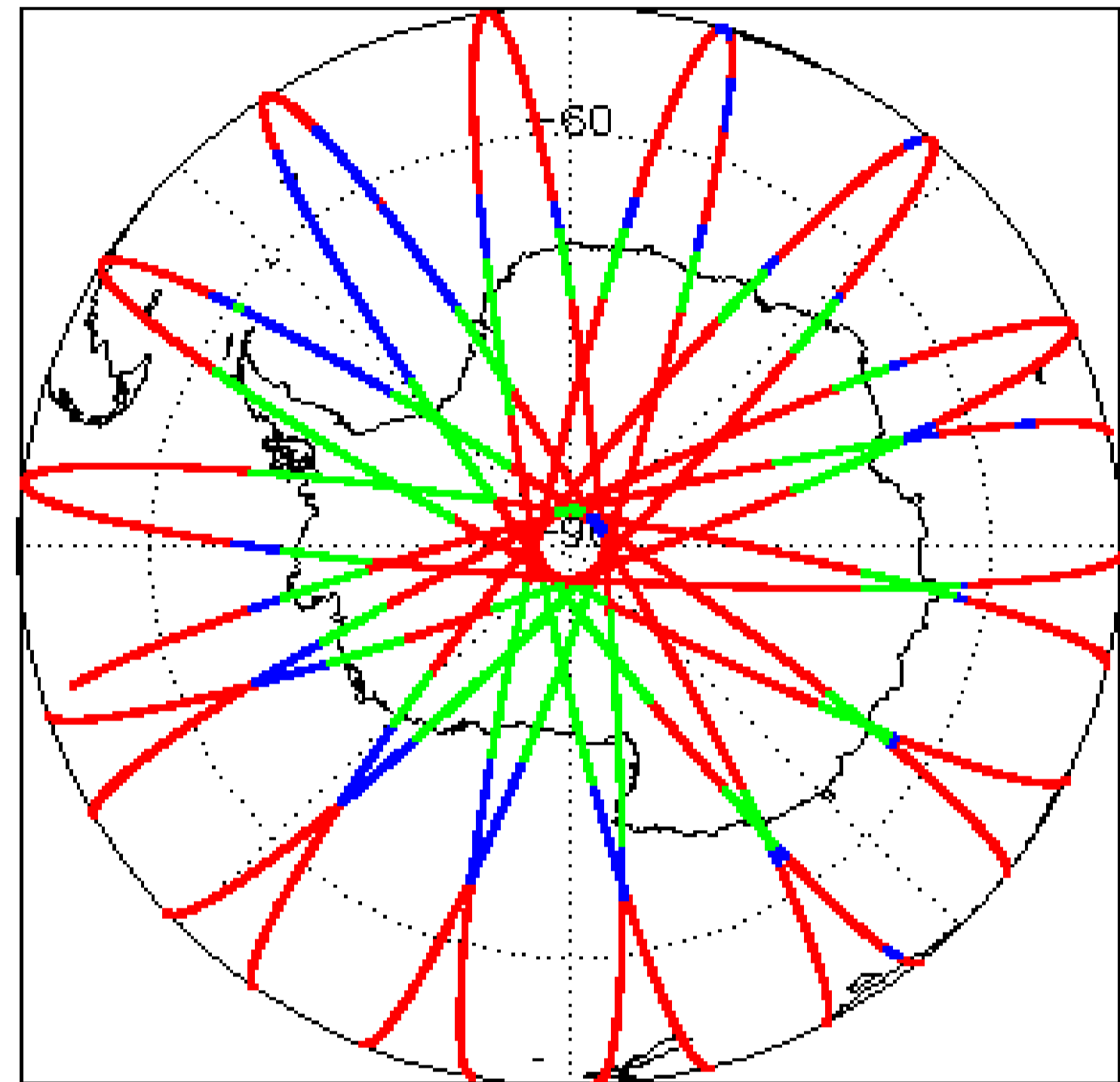
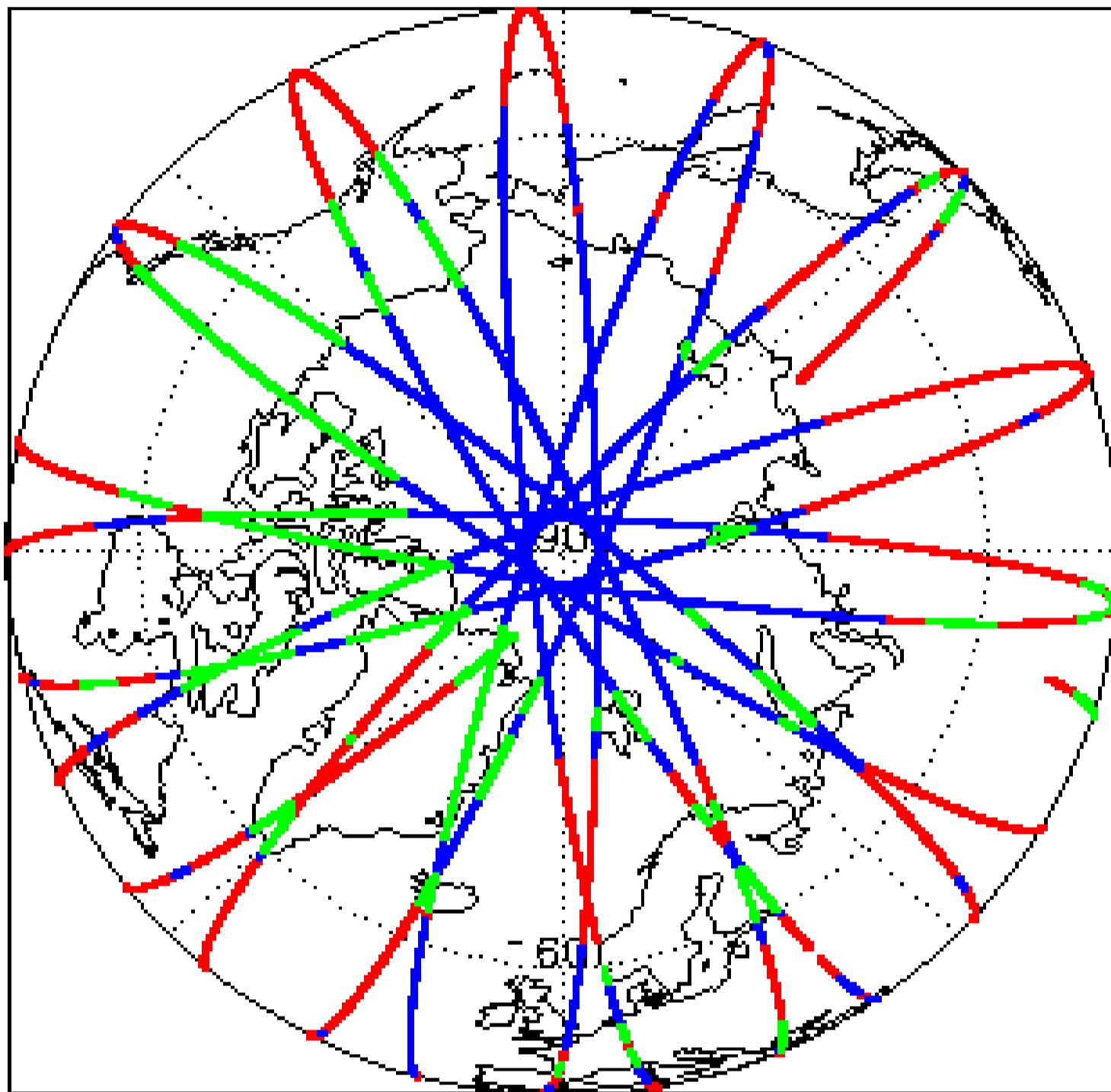
Report Production Date:	11-May-2020
Processor Used:	CryoSat Ice Processor
Data Used:	L1B and L2 OFFLINE Data

Check	Status
Server check: science-pds.cryosat.esa.int	Nominal
Server check: calval-pds.cryosat.esa.int	Nominal
Product Software Check	Nominal
Product Format Check	Nominal
Product Header Analysis	Nominal
Star Tracker Usage Check	Nominal
L1B Tracking Flag Check	See Section 4.4
L1B Calibration Usage Check	Nominal
L1B & L2 Auxiliary Data File Usage Check	Nominal
L1B & L2 Auxiliary Correction Error Check	Nominal
L1B & L2 Measurement Confidence Data Check	See Section 4.8 and 5.5

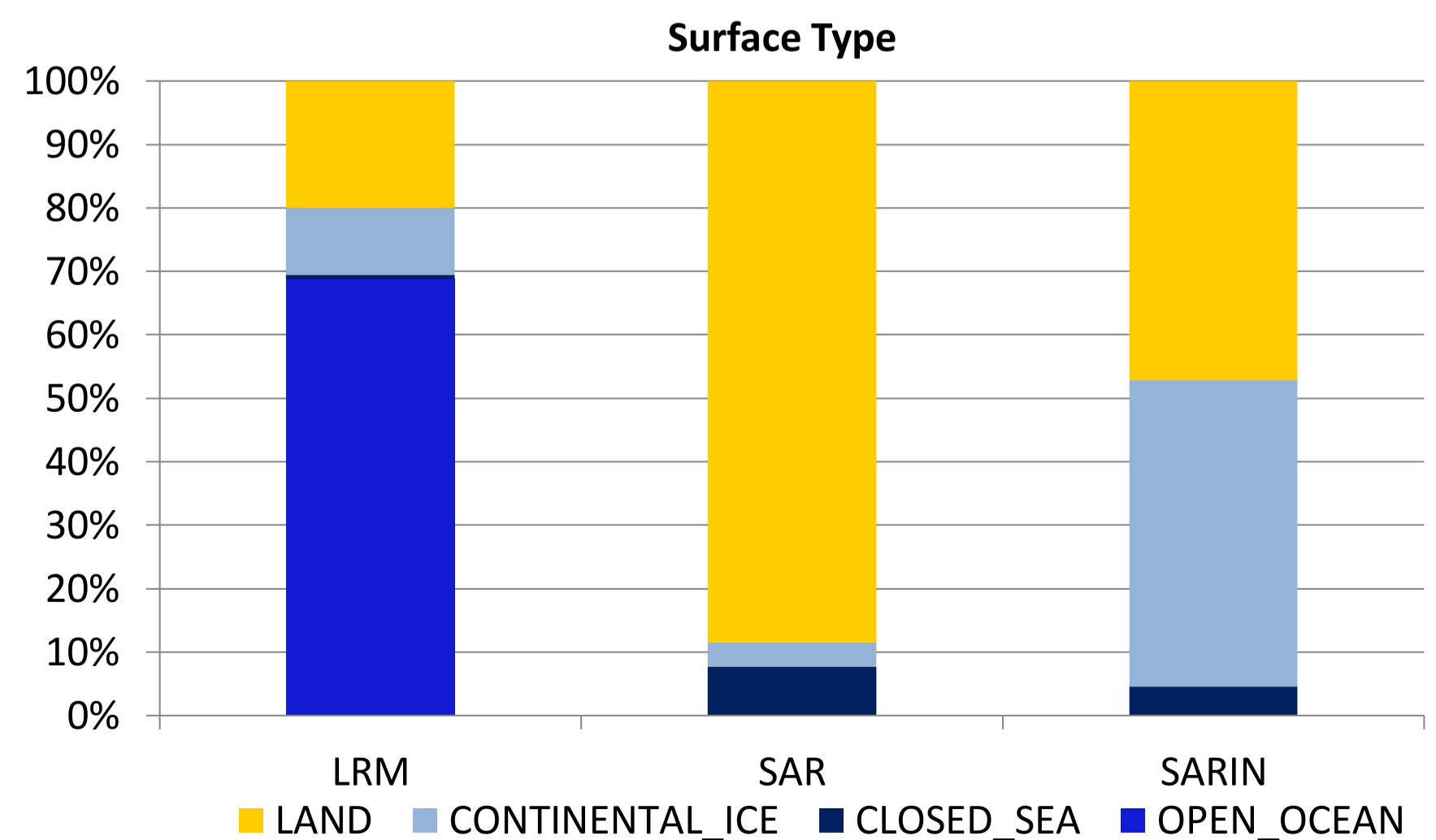
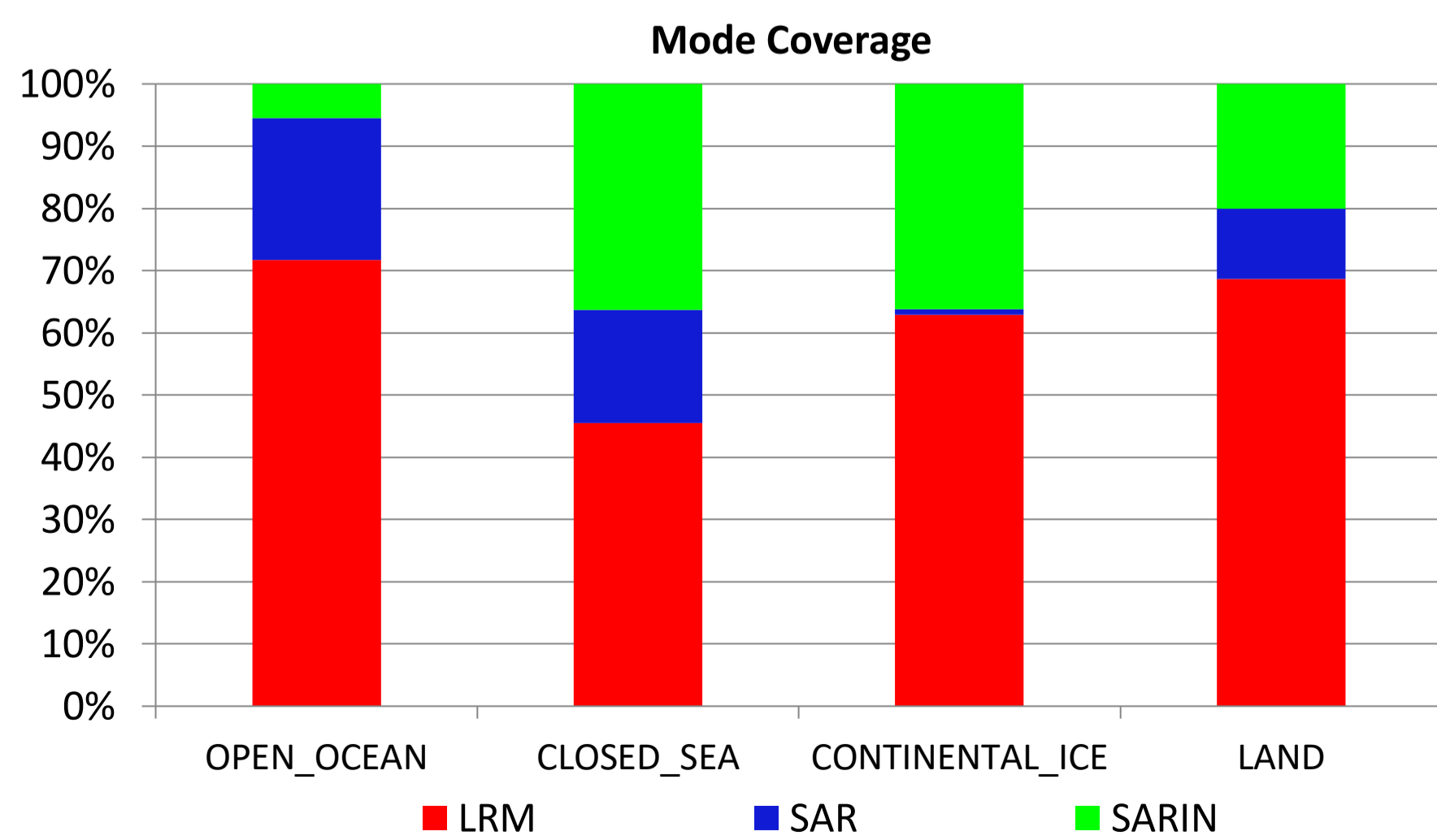
Mission / Instrument News

09-Apr-2020	None
10-Apr-2020	None
11-Apr-2020	Nothing planned

2. Global Coverage



Mode Coverage (%)		
	LRM	69.8
	SAR	17.8
	SARIn	12.4



3. Instrument Configuration

The SIRAL instrument configuration for the day of acquisition is provided below.

SIRAL instrument(s) in use:	SIRAL - A
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4. Level 1B Data Quality Check

4.1 L1B Product Format Check

Each product, retrieved and unpacked from the science server, is checked to ensure it consists of both an XML header file (.HDR) and a product file (.DBL).

Number of products with errors: 0

4.2 L1B Product Header Analysis

For all products, a series of pre-defined checks are carried out on the MPH and SPH in order to identify any inconsistencies and/or errors raised by the ground-segment processing chain.

Number of products with errors: 0

4.3 Star Tracker Usage Check

Each product is checked in order to ensure a valid star tracker file has been used in processing.

Number of products with errors: 0

4.4 L1B Tracking Flags Check

CryoSat L1B data includes a tracking flag for each measurement record. The bit value of this flag indicates any problems when set.

Loss of Echo Flag: This flag is currently set for some products over land, but this is to be expected.

Number of products with errors: 97

Product	Test Failed	Description
CS_OFFL_SIR_LRM_1B_20200409T235634_20200410T000109_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T000520_20200410T003042_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T003752_20200410T004117_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T013422_20200410T013926_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T014016_20200410T014155_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T014157_20200410T020255_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T021216_20200410T022024_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T031218_20200410T031259_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T031538_20200410T031836_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T031838_20200410T031919_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T031936_20200410T032013_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T032554_20200410T033050_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T033112_20200410T033833_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T043928_20200410T043943_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T045903_20200410T050024_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T050108_20200410T050600_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T054228_20200410T060929_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T061739_20200410T061754_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T061757_20200410T061809_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T061814_20200410T061817_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T061820_20200410T061938_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T071324_20200410T071518_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T072810_20200410T073831_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T073833_20200410T073839_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T073842_20200410T073842_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T073845_20200410T073942_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T074025_20200410T074926_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T075300_20200410T075347_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T075356_20200410T075459_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T075504_20200410T075536_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T075540_20200410T075735_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T075737_20200410T075744_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T075746_20200410T075750_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T075753_20200410T075756_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T075804_20200410T075804_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T075806_20200410T075813_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T075817_20200410T075919_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T083035_20200410T083335_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T083441_20200410T084625_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T085206_20200410T085434_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T090119_20200410T091610_D001	Loss of echo	The tracking echo is missing for one or more records

CS_OFFL_SIR_LRM_1B_20200410T091750_20200410T092842_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T092845_20200410T093305_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T093337_20200410T093353_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T093355_20200410T093405_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T093408_20200410T093930_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T095158_20200410T095317_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T095439_20200410T095744_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T095800_20200410T100149_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T100311_20200410T100842_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T110347_20200410T110440_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T111050_20200410T111105_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T111107_20200410T111419_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T112928_20200410T113027_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T113148_20200410T113942_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T113944_20200410T120608_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T121950_20200410T124740_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T124742_20200410T125521_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T131347_20200410T131622_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T135844_20200410T141808_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T141810_20200410T141941_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T141953_20200410T142507_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T142644_20200410T142758_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T142936_20200410T143055_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T155055_20200410T155414_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T155436_20200410T160131_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T160314_20200410T160558_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T160848_20200410T160933_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T164111_20200410T170325_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T173135_20200410T173852_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T180609_20200410T180628_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T180631_20200410T180701_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T180958_20200410T184203_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T184941_20200410T185219_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T190024_20200410T191255_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T194439_20200410T194459_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T194502_20200410T194524_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T194528_20200410T194544_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T194546_20200410T194619_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T194625_20200410T194627_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T194631_20200410T194702_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T194704_20200410T194721_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T195019_20200410T195038_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T195040_20200410T195052_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T195159_20200410T200344_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T200547_20200410T202124_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T203732_20200410T204552_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T204908_20200410T205119_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T205420_20200410T210633_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T210727_20200410T210908_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T212317_20200410T212938_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T212940_20200410T213658_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T221351_20200410T224751_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T230159_20200410T230815_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T230817_20200410T230854_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T230856_20200410T230941_D001	Loss of echo	The tracking echo is missing for one or more records
CS_OFFL_SIR_LRM_1B_20200410T231534_20200410T233645_D001	Loss of echo	The tracking echo is missing for one or more records

4.5 L1B Calibration Usage Check

Each product is checked in order to ensure that the necessary calibration files have been used in processing.

Number of products with errors: 0

4.6 L1B Auxiliary Data File Usage Check

Each product is checked for missing Data Set Descriptors with respect to a pre-determined baseline and also to check the validity of Auxiliary Data Files is correct.

Number of products with errors: 0

4.7 L1B Auxiliary Correction Error Check

CryoSat L1B data includes a correction error flag (field 54) for each measurement record. The bit value of this flag indicates any problems when set.

Number of products with errors: 0

4.8 L1B Measurement Confidence Data Check

CryoSat L1B data includes a measurement confidence flag (field 18) for each measurement record. The bit value of this flag indicates any problems when set.

Currently, there are several common error flags raised in the Level 1B products which are expected due to operational mode or surface type. All common flags are summarised in the list below, followed by a table of any additional issues arising from this test.

Block Degraded Flag: This flag is currently set for a number of individual records generally at the start or end of products (all modes), but this is to be expected.

Phase Perturbation Flag: This flag is currently set for all L1B SARIn products, indicating that the ADC correction application is deactivated, but this is in line with the current configuration.

Number of products with errors: 2

Product	Test Failed	Description
CS_OFFL_SIR_LRM_1B_20200410T212940_20200410T213658_D001	Echo error, TRK echo error	The tracking echo has returned an error and the Rx1 Echo Error flag is set, indicating a degraded echo
CS_OFFL_SIR_LRM_1B_20200410T221351_20200410T224751_D001	Echo error, TRK echo error	The tracking echo has returned an error and the Rx1 Echo Error flag is set, indicating a degraded echo

5. Level 2 Data Quality Check

5.1 L2 Product Format Check

Each product, retrieved and unpacked from the science server, is checked to ensure it consists of both an XML header file (.HDR) and a product file (.DBL).

Number of products with errors: 0

5.2 L2 Product Header Analysis

For all products, a series of pre-defined checks are carried out on the MPH and SPH in order to identify any inconsistencies and/or errors raised by the ground-segment processing chain.

Number of products with errors: 0

5.3 L2 Auxiliary Data File Usage Check

Each product is checked for missing Data Set Descriptors with respect to a pre-determined baseline and also to check the validity of Auxiliary Data Files is correct.

Number of products with errors: 0

5.4 L2 Auxiliary Correction Error Check

CryoSat L2 data includes a correction error flag (field 30) for each measurement record. The bit value of this flag indicates any problems when set.

Number of products with errors: 0

5.5 L2 Measurement Quality Flag Check

CryoSat L2 data includes a quality flag (field 50) for each 20-Hz measurement record. The bit value of this flag indicates any problems when set.

Currently, there are several common error flags raised in the Level 2 products which are expected due to operational mode or surface type. All common flags are summarised in the list below, followed by a table of any additional issues arising from this test.

Freeboard error: This flag is correctly set in all L2 SAR products that are not discriminated as sea-ice, and for which freeboard cannot be calculated.

Height and Backscatter errors: These flags are currently set for products over land, but this is to be expected. Retracker 1 Height and Backscatter error flags are also set for products over sea-ice, but this is to be expected.

Peakiness error: This flag is currently set for products over sea-ice, but this is to be expected.

SARIn X-Track Angle Error: This flag is set when the difference between the computed surface elevation and the DEM is >50 m. The DEM is only available over Greenland and Antarctica and as a result this flag is set for L2 SARIn products in all other locations as expected.

SSHA interpolation error: This flag is currently set for a number of SAR products occurring at surface type boundaries, but this is to be expected.

Number of products with errors: 59

Product	Test Failed	Description
CS_OFFL_SIR_LRM_2__20200409T235634_20200410T000109_D001	Surface Model Unavailable	No DEM or Slope Model was used for the location of one or more records
CS_OFFL_SIR_LRM_2__20200410T000520_20200410T003042_D001	Height Error (Retracker 2), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 for one or more records
CS_OFFL_SIR_LRM_2__20200410T004418_20200410T011650_D001	Height Error (Retracker 2), Height Error (Retracker 3), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 and a height error for Retracker 3 for one or more records
CS_OFFL_SIR_LRM_2__20200410T014157_20200410T020255_D001	Height Error (Retracker 2), Height Error (Retracker 3), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 and a height error for Retracker 3 for one or more records
CS_OFFL_SIR_LRM_2__20200410T022336_20200410T025751_D001	Height Error (Retracker 2), Height Error (Retracker 3), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 and a height error for Retracker 3 for one or more records
CS_OFFL_SIR_LRM_2__20200410T031218_20200410T031259_D001	Height Error (Retracker 2), Height Error (Retracker 3), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 and a height error for Retracker 3 for one or more records
CS_OFFL_SIR_LRM_2__20200410T040301_20200410T042524_D001	Height Error (Retracker 2), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 for one or more records
CS_OFFL_SIR_LRM_2__20200410T042810_20200410T043726_D001	Height Error (Retracker 2), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 for one or more records
CS_OFFL_SIR_LRM_2__20200410T050932_20200410T051414_D001	Height Error (Retracker 2), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 for one or more records
CS_OFFL_SIR_LRM_2__20200410T051602_20200410T052841_D001	Height Error (Retracker 2), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 for one or more records

CS_OFFL_SIR_LRM_2__20200410T175317_20200410T175327_D001	Height Error (Retracker 2), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 for one or more records
CS_OFFL_SIR_LRM_2__20200410T180958_20200410T184203_D001	Height Error (Retracker 2), Height Error (Retracker 3), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 and a height error for Retracker 3 for one or more records
CS_OFFL_SIR_LRM_2__20200410T190024_20200410T191255_D001	Height Error (Retracker 2), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 for one or more records
CS_OFFL_SIR_LRM_2__20200410T191310_20200410T193026_D001	Height Error (Retracker 2), Height Error (Retracker 3), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 and a height error for Retracker 3 for one or more records
CS_OFFL_SIR_LRM_2__20200410T194528_20200410T194544_D001	Surface Model Unavailable	No DEM or Slope Model was used for the location of one or more records
CS_OFFL_SIR_LRM_2__20200410T195159_20200410T200344_D001	Height Error (Retracker 2), Height Error (Retracker 3), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 and a height error for Retracker 3 for one or more records
CS_OFFL_SIR_LRM_2__20200410T200547_20200410T202124_D001	Height Error (Retracker 2), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 for one or more records
CS_OFFL_SIR_LRM_2__20200410T203732_20200410T204552_D001	Height Error (Retracker 2), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 for one or more records
CS_OFFL_SIR_LRM_2__20200410T205420_20200410T210633_D001	Height Error (Retracker 2), Height Error (Retracker 3), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 and a height error for Retracker 3 for one or more records
CS_OFFL_SIR_LRM_2__20200410T210727_20200410T210908_D001	Surface Model Unavailable	No DEM or Slope Model was used for the location of one or more records
CS_OFFL_SIR_LRM_2__20200410T214539_20200410T220015_D001	Height Error (Retracker 2), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 for one or more records
CS_OFFL_SIR_LRM_2__20200410T221351_20200410T224751_D001	Height Error (Retracker 2), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 for one or more records
CS_OFFL_SIR_LRM_2__20200410T230159_20200410T230815_D001	Surface Model Unavailable	No DEM or Slope Model was used for the location of one or more records
CS_OFFL_SIR_LRM_2__20200410T230817_20200410T230854_D001	Surface Model Unavailable	No DEM or Slope Model was used for the location of one or more records
CS_OFFL_SIR_LRM_2__20200410T231534_20200410T233645_D001	Height Error (Retracker 2), Height Error (Retracker 3), Backscatter Error (Retracker 2)	There is a height and backscatter error for Retracker 2 and a height error for Retracker 3 for one or more records