

# Message Viewer 6.0: Frequently Asked Questions (FAQs)

The IPAWS Message Viewer enables Alerting Authorities to confirm successful alert message dissemination to the IPAWS Test/Demo Environment. Since the IPAWS Test/Demo environment mimics the live environment capabilities but is a closed/safe network, the Message Viewer can be used during your monthly proficiency demonstration, routine testing, and training – or even a full-scale exercise.

There is no equivalent Message Viewer for the IPAWS Live Production environment (alerts sent to the public), but we’re working on that. We currently recommend using [warn.pbs.org](https://warn.pbs.org) to view WEA messages sent via the IPAWS Live Production environment.

## How do you access the new Demo Lab Message Viewer?

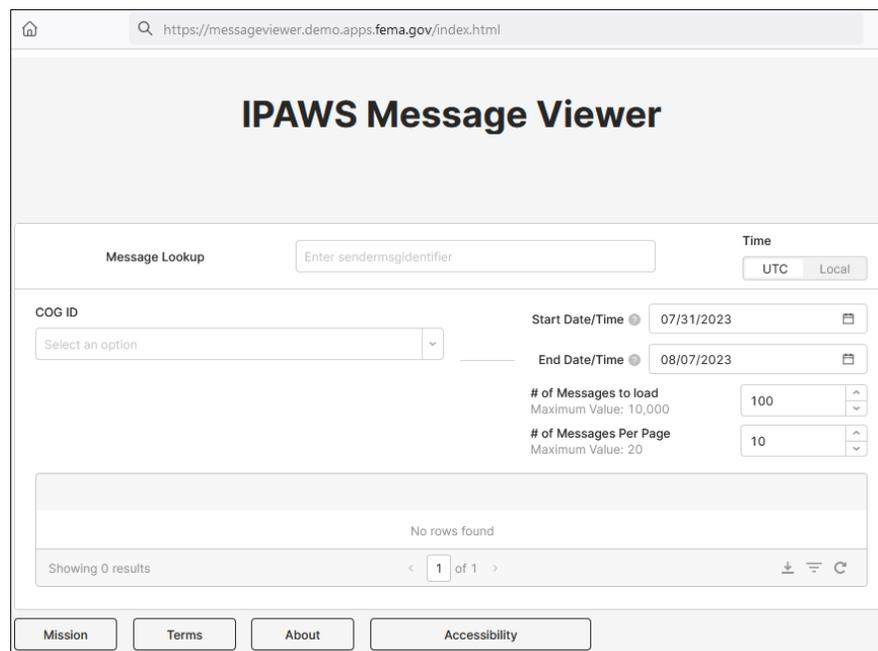
It will be available through the current URL you use now:

[https://messageviewer.demo.apps.fema.gov/ALERT\\_SERVICES/postedmessages.php?COGID=30XXXX](https://messageviewer.demo.apps.fema.gov/ALERT_SERVICES/postedmessages.php?COGID=30XXXX).

Beginning Aug. 23, 2023, the old URL will be automatically redirect to the new Message Viewer home page:

<https://messageviewer.demo.apps.fema.gov/index.html>. We encourage you to change any bookmarks or saved links to the new URL and clear your browser cache.

**Note:** Please expect a brief delay of approximately 10 seconds to allow the main page to load. Outside of the initial start-up, the message viewer should be quick and responsive.



The screenshot displays the IPAWS Message Viewer interface. At the top, the browser address bar shows the URL <https://messageviewer.demo.apps.fema.gov/index.html>. The main heading is "IPAWS Message Viewer". Below this, there is a "Message Lookup" section with a text input field for "Enter sendermsgidentifier" and a "Time" selector with "UTC" and "Local" options. A "COG ID" dropdown menu is set to "Select an option". To the right, there are date pickers for "Start Date/Time" (07/31/2023) and "End Date/Time" (08/07/2023). Below these are two numeric input fields: "# of Messages to load" (set to 100, with a maximum value of 10,000) and "# of Messages Per Page" (set to 10, with a maximum value of 20). The main content area shows "No rows found" and "Showing 0 results". At the bottom, there are navigation links for "Mission", "Terms", "About", and "Accessibility".



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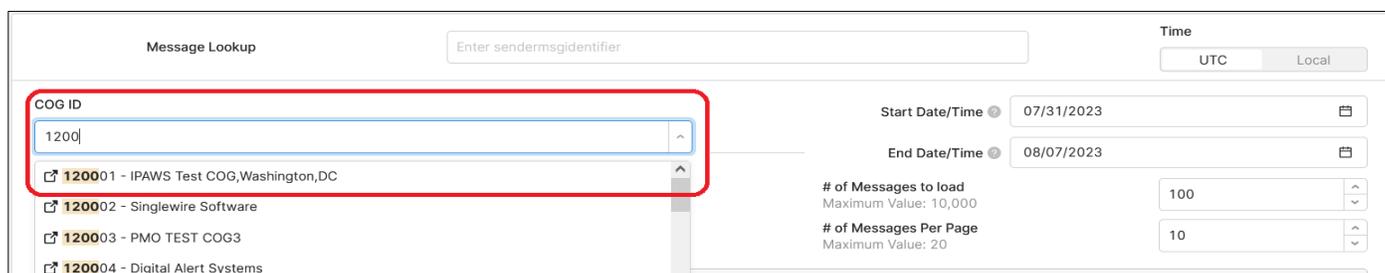
## How do you find your Test Collaborative Operating Group (COG) ID?

Every IPAWS Alerting Authority is assigned a test COG ID after signing a Memorandum of Agreement. It is provided along with your digital certificate and is meant only for the IPAWS Test/Demo Environment. All IPAWS Live COG IDs start with “20...” All IPAWS Test/Demo COG IDs start with “30...” The last four digits of your COG IDs will match. If you are not aware of your test COG ID, please email [ipaws@fema.dhs.gov](mailto:ipaws@fema.dhs.gov).

## How do you find your alerts?

### Option 1

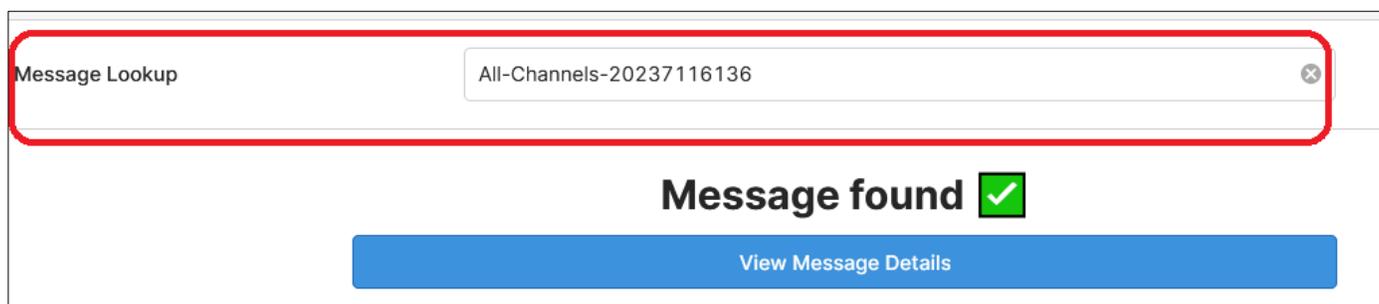
In the “COG ID” field, enter your COG ID or scroll to select it from the dropdown menu. Alerts during the time frame indicated will be shown.



The screenshot shows the 'Message Lookup' interface. At the top, there is a search field labeled 'Enter sendermsgidentifier'. To the right, there are 'Time' settings for 'UTC' and 'Local'. Below the search field, a 'COG ID' dropdown menu is open, showing a list of options: '1200', '120001 - IPAWS Test COG, Washington, DC', '120002 - Singlewire Software', '120003 - PMO TEST COG3', and '120004 - Digital Alert Systems'. The '120001' option is highlighted. To the right of the dropdown, there are date and time filters: 'Start Date/Time' set to '07/31/2023' and 'End Date/Time' set to '08/07/2023'. Below these are two numeric input fields: '# of Messages to load' (Maximum Value: 10,000) set to '100' and '# of Messages Per Page' (Maximum Value: 20) set to '10'.

### Option 2

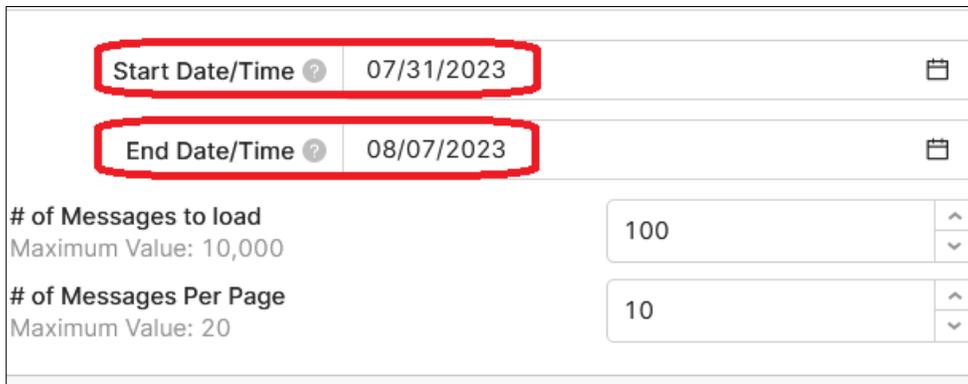
In the “Message Lookup” field, enter a known Sender Message Identifier (sendermsgidentifier). If the system finds a match, a green check mark will display and allow you to click on “View Message Details.”



The screenshot shows the 'Message Lookup' interface with a search field containing 'All-Channels-20237116136'. Below the search field, the text 'Message found' is displayed in bold black font, followed by a green checkmark icon. Below this, there is a blue button labeled 'View Message Details'.

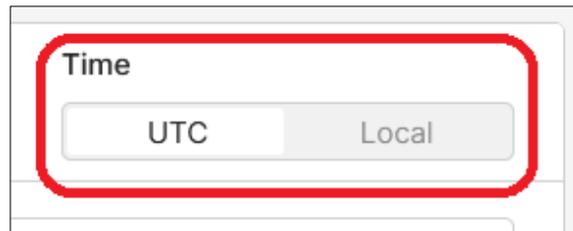
## What is new in Message Viewer v6.0?

In the past, only alerts sent to the IPAWS Test/Demo environment in the previous 24 hours were available to review on the IPAWS Message Viewer. You will now be able to select a date and time range and the number of messages to display at once, up to the last 10,000 messages.



The screenshot shows a web interface for selecting message parameters. Two date fields are highlighted with red boxes: 'Start Date/Time' with a help icon and the value '07/31/2023', and 'End Date/Time' with a help icon and the value '08/07/2023'. Below these are two numeric input fields: '# of Messages to load' with a maximum value of 10,000 and a current value of 100, and '# of Messages Per Page' with a maximum value of 20 and a current value of 10. Both numeric fields have up and down arrow buttons.

Message Viewer allows you to select Time Zone: GMT or Local Time.



The screenshot shows a dropdown menu titled 'Time'. The menu is open, showing two options: 'UTC' and 'Local'. The 'Local' option is currently selected and highlighted in a darker grey.

## What are the benefits of using the IPAWS Message Viewer?

- Available 24/7
- User-friendly web interface
- Verify alert dissemination
- View status/error codes
- Troubleshoot common issues
- No need to schedule time with IPAWS Technical Support Services personnel

## What Does the IPAWS Message Viewer Show?

- All dissemination pathways (EAS, WEA, NOAA Weather Radio, IPAWS All-Hazards Information Feed)
- Polygon(s) created
- FIPS codes selected
- Event code selected
- English and Spanish language versions of the WEA and EAS alerts
- A link to the MP3 if used for EAS
- Raw XML data