

Volans Troubleshooting Guide

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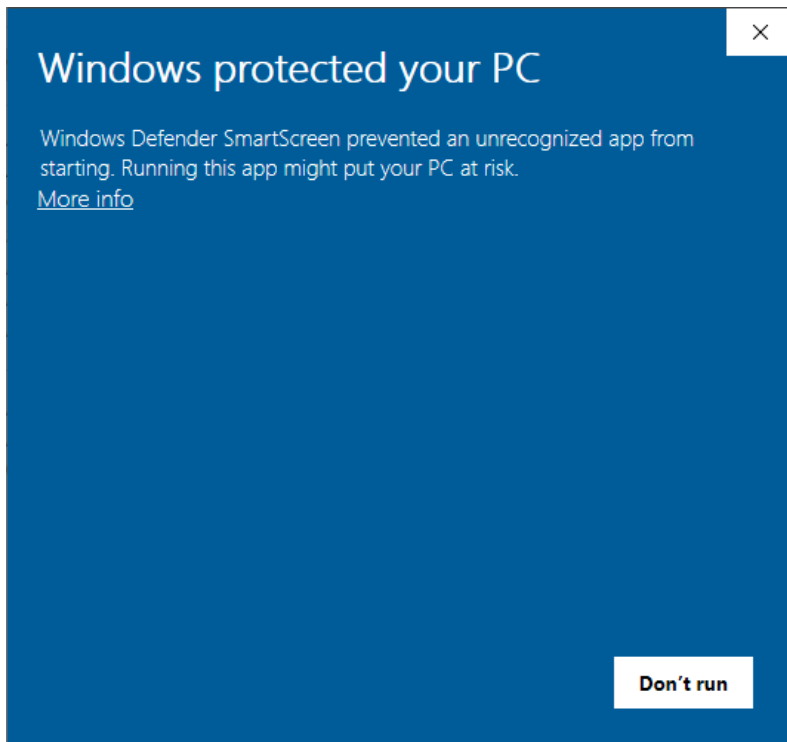
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Volans Intro and Installation

The Volans application is written using Java SE 12. Everything needed to run Volans including the necessary Java components are included in the installation package. A standalone version of Java is not installed on the client's computer. Instead it is packaged in the Volans application and referenced from inside the application. Therefore, the client does not need Java installed to run Volans. Furthermore, the existence of one or more versions of Java installations on the client machine does not pose a problem since Volans only uses the Java components that are part of the Volans installation.

Volans is installed by running a Windows executable file named "volans-installer-windows-x64.exe". This installer is designed to place the necessary files on the client's computer to support launching, updating and running Volans.

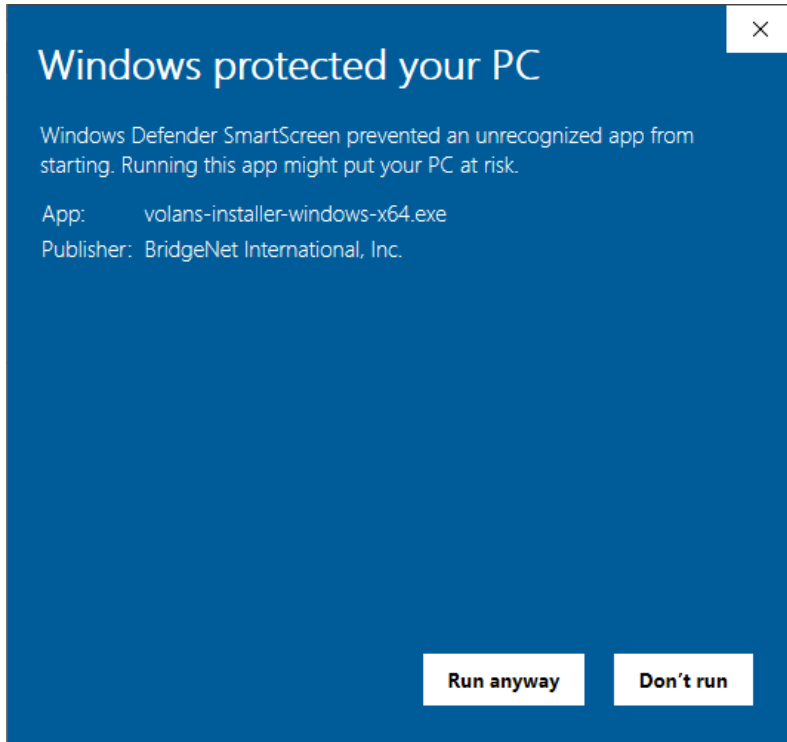
When running the Volans installer you may receive a warning from Windows that looks like this:



If you receive the warning shown above this is not indicative of a problem. Windows presents this warning for low volume installations that have not yet been installed enough times to be added to their recognized list of applications.

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Simply click the link that says “More info”, and you will be presented with the following dialog:



Finally, click the “Run anyway” button and the installation should proceed.

Upon first run after installation Volans will download additional application-specific files before launching. Every subsequent launch of Volans will begin with a check for any updated application files that may exist on the Volans server. If any files have been updated they will be downloaded to the client before Volans launches.

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Volans Minimum Requirements

Following are the recommended **minimum requirements** for running the Volans application:

Item	Min Requirement
Operating System	Windows 8*
Architecture	64 bit
CPU Speed	1.6 GHz
Total RAM	2 GB
Free RAM	250 MB
Total Disk Space	Greater than 2 GB
Free Disk Space	2 GB
Supported GL Version	2.1
Video Resolution	1024 x 768

* Certain display features related to High DPI displays and scaling may not work correctly on operating systems older than Windows 10.

Note: Processing large data files or taking advantage of more advanced features in Volans will benefit from more available RAM and disk space and a faster processor.

Corporate Users, Firewalls and Anti-Virus Software

The most common issues experienced by corporate users when trying to launch Volans have been related to corporate firewall and anti-virus settings. The best way to determine if the issue you are experiencing is related to these settings is...

Firewalls: Disconnect from the corporate network and attempt to run Volans from a network (internet connection) that does not have a corporate firewall. Try to use your home network, a public wi-fi, or a hotspot (such as your phone or a dedicated internet hotspot device).

If you can launch Volans from another network, then it is very likely that settings in the corporate network are preventing Volans from launching. Let your IT department know that you can launch Volans when you are not connected to the corporate network so that they can begin to troubleshoot network settings.

Anti-Virus: If possible turn off anti-virus software temporarily and attempt to run Volans. If Volans can be run when anti-virus is turned off, then it is very likely that the anti-virus software is the issue. Settings in the anti-virus software will need to be modified to allow Volans to run.

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Ports and Protocols

Volans communicates with several servers owned by BridgeNet which contain data utilized by the software (including flight and noise data, saved “Projects” and “Cases”, custom software settings, published and custom flight procedures, etc.). To avoid as many issues as possible with corporate firewall policies and anti-virus programs Volans only utilizes ports 80 (http) and 443 (https) for communicating and transferring data between the client and the Volans servers.

The IP addresses of the BridgeNet servers utilized by Volans are:

70.182.141.202

70.182.141.204

70.182.141.208

70.182.141.211

OpenGL

Volans is designed to provide 3D views of aircraft and other objects positioned over a 3D globe. To provide these 3D capabilities recent versions of OpenGL (Open Graphics Library) are utilized. OpenGL is continuing to add features and capabilities on a regular basis which are often pushed to existing computer video graphics cards through driver updates. The latest driver updates for your video card should be applied. See the website for the manufacturer of your video graphics card for updates.

Volans Console and Log File

There are times when the error messages provided by Java don’t contain enough information to troubleshoot a problem. Often there will be additional information written to the Volans console and Volans log file which can be useful. Volans writes the same information to both the console and the log file.

The console can be displayed by selecting Help -> Show Console from the main menu in Volans. The Volans log file is created/updated every time the Volans application is launched. The file is called “Volans.log” and is placed in the Volans cache directory. The Volans cache directory is located on the same drive as the operating system (usually “C” drive) at the following path: C:\Users\