Aviator Pro failure checklist

Version 1.0.0.20 – Revised Jan-2020

Please, use procedures as described in this manual if Aviator is failing to work

Don't re-install Aviator and don't delete anything trying to fix the problem! read this document first and contact support if you cannot find the solution here.

Remember: Aviator is a web-based app, so after executing Aviator you have to open Chrome or other browser and type http://localhost:8778/ in the address. Aviator is not opening itself; you need to access Aviator from web browser as described in the user's manual.

Be sure you select and Aircraft and Airport in X-Plane and start flight. Aviator won't connect if you are in X-Plane menu or setting, only will connect when flight is started.

Problems with serial number or activation

Aviator will ask for the serial number on the first run and when you access from the browser to http://localhost:8778/

Please be sure you copy and paste the serial number in the activation screen correctly without blank spaces after or before.

Problem when updated from previous version

Sometimes, when updating Aviator from previous version there is a problem, the symptoms are Aviator instruments are displayed but not values or numbers, just ---.

If this could be the case, copy all files from\X-Plane 11\Aviator\Data\presets\acf\default to X-Plane 11\Aviator\Data\acf\default also overwriting any already executing files too.

Aviator is not starting or web browser can't reach Aviator.

1. Remember to access Aviator from web browser and type http://localhost:8778/
2. If you have Antivirus or Firewall enabled, is a good idea to disable them at least during this test.
3. Check if \X-Plane 11\Aviator\Aviator.exe or \X-Plane 11\Aviator\Server\AviatorServer.exe are blocked by Windows… usually this happens in Windows 10. There are lot of pages explaining how to do this, like this one: https://www.tenforums.com/tutorials/5357-unblock-file-windows-10-a.html
4. Try again after unblocking the files and disabling the Firewall and the Antivirus.

License failure

If Aviator is requesting for activation or entering directly in Free version mode, is because the license is not there or corrupted.

1. Check that the license file X-Plane 11\Aviator\Data\license.txt exist.
2. Open the file X-Plane 11\Aviator\Data\Log.txt with a text editor and find any line with reference to the license:

A. If there is a line saying LICENSE FILE NOT FOUND, is because the license.txt file is not in the right folder.

B. If there is a line saying LICENSE DATA IS WORNG OR CORRUPTED is because the license file is broken. If you installed Aviator again and removed a previous installation, license will not work anymore, unless you backed up X-Plane 11\Aviator\Data\ somewhere. Recover X-Plane 11\Aviator\Data\ folder from the backup if you did it, or request new license file if you forgot to copy Data folder.

Aviator is not connecting to X-Plane.

1. Reboot your computer, if you plan to access Aviator from external devices reboot your network switch too.
2. If you have Antivirus or Firewall enabled, is a good idea to disable them at least during this test.
3. Start X-Plane, go to Settings, Network tab, then click in Reset Networking configuration, then Reset UDP Ports, Done.
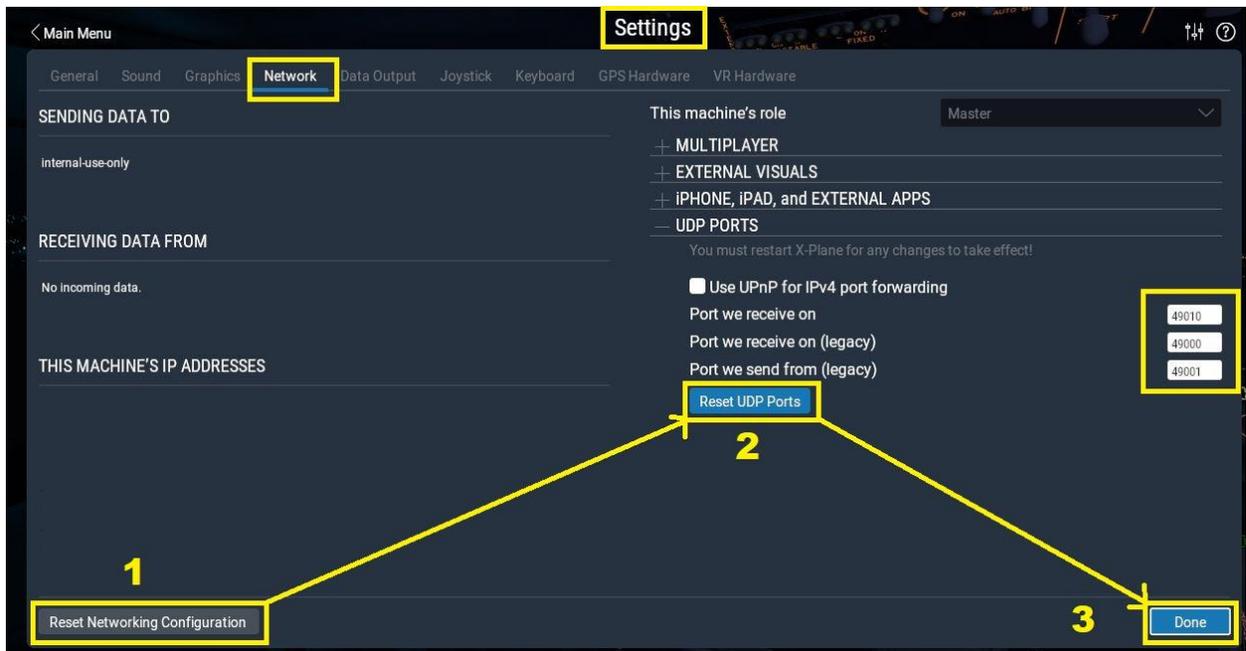
4. Select a plane, airport and start a flight.
5. Start Aviator as you normally do. Wait few seconds.
6. Access Aviator from a browser in the same computer X-Plane and Aviator are executed, not in external devices, tablets or iPad. We need to isolate where the problem is.
7. Clear your browser cache, in chrome there is "Clear browsing data" in tools, but it depends on the one you use, just google how to do this.
8. Be sure you access to the Aviator main landing page athttp://localhost:8778/ don't use other address to start like: http://localhost:8778/Aviator or anything else.
9. Try another browser if the one you use doesn't work. Just trying to isolate if this is browser-related issue.
10. Even if the browser is not reaching Aviator, leave it open for some seconds and try to refresh. Startup could take some time in some configurations.

Problems accessing Aviator from external computer, tablet or iPad

The only reported issues to access Aviator from additional computer or external iPad or Tablet are:

1. Firewall: be sure your firewall fully opens port 8778 to your X-Plane computer, or switch firewall off. (See page 8 of the manual)
2. IP address, from your external devices you have to use your X-Plane IP address as a part of the URL in the web browser, as an example http://192.168.1.3:8778/ where 192.168.1.3 is your x-plane IP. This is an example, to know what is your IP you can see that in X-Plane settings, network tab.
3. Any security issue in your external devices, some user iPad's have security restrictions.

The localhost cannot be used from iPad or Tablet, you need to know your IP address and replace localhost word by the IP.

Besides the potential issues described above, nothing else prevents to use Aviator from an external device or computer, in fact lot of users are using Aviator from tablet and iPad.

Checking if an error exists Log.txt

Open the file X-Plane 11\Aviator\Data\Log.txt with a text editor and find ERR or ERROR in the file, sometimes the error message helps to know what's going on.

If the problem persists

Then, please send me Aviator's log in X-Plane 11\Aviator\Data\Log.txt **via private message or to the support email provided in the manual.** Screenshots are always very welcome attached to same email, everything helps.

Thank you,

Aviator's Development Team