

## Frequently Asked Questions

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### FAQ SatView 0001 SatView is not opening and hangs at the initial start-up splash screen

This is most likely an issue with one of the dependency, SQL LocalDB, missing in the machine. SatView needs SQL LocalDB to be installed in the machine as its one of the dependency required for SatView to work properly.

While installing SatView if you (or your IT administrator) have installed through setup.exe file then the setup would have automatically checked and installed the required dependencies. But if you have installed using setup.msi file, then that doesn't install or check for the missing dependencies.

Hence the simple solution is to re-run the installation setup using setup.exe and that should install the missing dependencies. If you don't want to rerun the installer exe file, then please download and install Microsoft's SQL LocalDB 2012, available for free, from the Microsoft's website (<https://www.microsoft.com/en-us/download/details.aspx?id=29062> ).

### FAQ SatView 0002 Bing Maps not showing

? **The Bing map background is not showing. I get a message saying "The remote name could not be resolved: 'ecn.t2.tiles.virtualearth.net'"**



- ✓ In order to use Bing Maps in SatView you must be online – do you have a network connection?
- ✓ If you have got an internet connection it may be that you need to open some ports in your firewall. On occasions the network administrator blocks access to the internet through some ports. The following domains must be allowed access through port 80:
  - ak.dynamic.t0.tiles.virtualearth.net
  - ak.dynamic.t1.tiles.virtualearth.net
  - ak.dynamic.t2.tiles.virtualearth.net
  - ak.dynamic.t3.tiles.virtualearth.net

## FAQ SatView 0003 Bing Maps taking time

? **The Bing map background sometimes loads slowly after scrolling or zooming in.**

- ✓ Under certain circumstances this phenomenon occurs. This may be related to connection speed, firewall settings and CPU.

## FAQ SatView 0004 Bing Maps satellite images disappearing

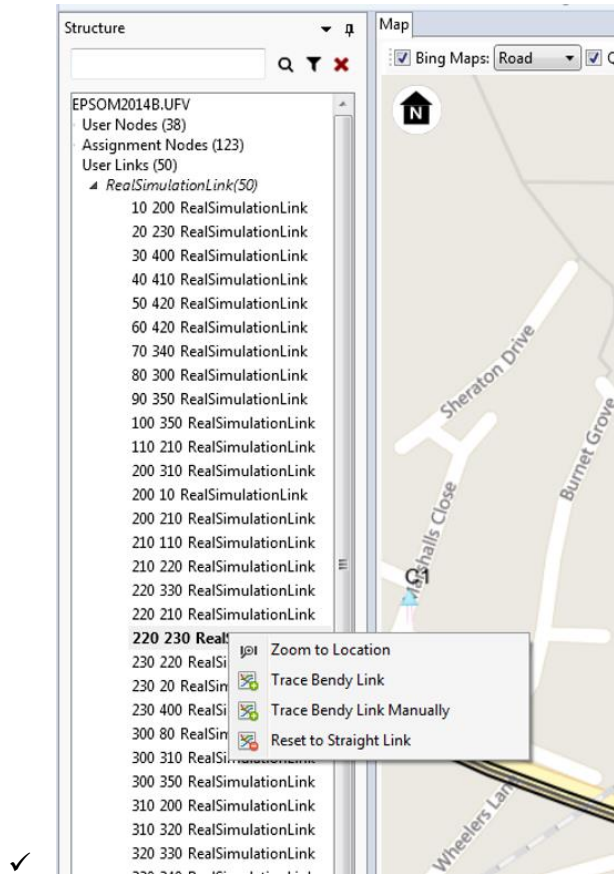
? **The Bing map aerial background doesn't appear after zooming in.**

- ✓ At very high zoom levels, Bing maps does not have aerial imageries for all places.

## FAQ SatView 0005 Bendy Links Revert to Straight

? **How do I convert bendy links to straight links?**

- ✓ Use the Links→Straighten Links button which will apply to your selection, view or entire network.
- ✓ First identify the A-node and B-node of that link that needs to be converted from bendy to straight link.
  - If working with huge networks that have hundreds or thousands of links, then this may be done by the following method.
    - Select the link from the map window. Ensure that you are selecting the User links (Hint – make only User Links Selectable through 'Selection Layers' button).
    - The link ID (A-node – B-node) will be displayed in the Summary Panel. At times, based on the screen resolution, it might be necessary to resize the Summary Panel window to display the A-node – B-node details correctly.
- ✓ In Structure browser,
  - Click on User Links and then Real Simulation links
  - From the list of links, select the links that you want to convert to straight link
    - For large networks, enter the A-node or B-node into the Search box and use the Filter option to limit the list to links o or from that node only, and then select from that list.
  - On selecting the link, the link will be highlighted on the Map Window.
  - Right click on the Link and select the option 'Reset to Straight Link'
  - This will reset only for one direction. If you need to reset both directions of a two way link, then you need to select the other direction link and follow the above steps.



## FAQ SatView 0006 UFS2UFV stops

? ***UFS2UFV doesn't work on my UFS, it just hangs***

- ✓ With SatView combined with SatWin 11 there is an updated version of UFS2UFV that can be copied to your SATURN programs folder by clicking a button in SatWin. This should solve the problem.
- ✓ It could be due to your network being a Buffer Only Network. With the installation bundle you downloaded is an updated UFS2UFV batch file with instructions on how to install. Please check that you've got that installed.
- ✓ If this does not solve your issue please contact support for help.

## FAQ SatView 0007 Attributes in Data Manager

? ***All my Data in the Data Manager is marked RED when I open from command line or from some sessions***

- ✓ Have you loaded a UFV network – or is it a UFS network? If UFS try with a UFV instead.
- ✓ This can happen in some circumstances. Try loading it anyway. If it loads then the data is present and you will be able to display the values or generate bands.

## FAQ SatView 0008 Moving Nodes

? **How do I move a group of nodes at once?**

- ✓ Currently there is no option to move a selection of nodes together in SatView. However you might use other GIS tools like MapInfo to move the nodes and then create Node card file (similar to the Node coordinate 55555 cards in Saturn Network dat file) and then load it using "Apply Node Coordinates from Dat" option under "Network Adjustment" Tab.

## FAQ SatView 0009 P1X does not load any bendy links from my GIS file exported from SatView

? **I've exported bendy links from SatView and want to use them in P1X. I specify the GIS file but no links are bendy. There are records in the GIS file under the 77777 card. How do I make it readable to P1X?**

- ✓ There is a bug in versions prior to SatView 1.16. To correct, please add a blank line above the 77777 line - this is a required 'Title' line which may be blank but has to be included.

## FAQ SatView 0010 Plotting Select Link Analysis data or any secondary analysis data in SatView

? **Can I do Select Link Analysis or any secondary analysis and plot the results in SatView similar to the way I do in P1X?**

- ✓ The current version of SatView doesn't have an option to do Select Link Analysis (SLA) or any other secondary analysis directly. However, they can be done in P1X and the output data brought into SatView for plotting.

The process is to take a UFV already prepared for display in SatView and update it using P1X to have the "additional" fields for the select link analysis data. This revised UFV can then be used to create plots in SatView.

A recommended step-by-step method of doing this is given below, though of course there are other ways of achieving the same result.

- 1) Convert the UFS to UFV using UFS2UFV batch process (if not already done)
- 2) Open the created UFV from step 1 in P1X
- 3) From P1X 'Master Menu' select 'Analysis Options' >> 'SLA; Basket'
- 4) Select the series of SLA's you wish to do and say 'yes' to all to continue
- 5) Once done selecting all the SLA's you want to perform click 'Return'
- 6) When asked click 'Yes' to perform SLA
- 7) Click 'No' when asked whether to close the graphics at the end of the calculations
- 8) Click 'No' to dump results to a text file.

Wait for it to perform the SLAs.

- 9) 'Return' to the 'Master Menu'. For each SLA you will have a new database column created and displayed in P1X.
- 10) Select SATDB options
- 11) Select option '16' to 'create new SATURN UF file'
- 12) Option '0' to carry on
- 13) For the first SLA DB column - Select option '1' to Export with changed parameter
- 14) Then input a DA code to have the new SLA column.

The fields specifically set up in SatView for holding SLA data (from SatView 1.20). are DAcodes ending in 8 from 3008 to 3298.

That is 30 fields:

3008	SLA1 - SLA flow 1
3018	SLA2 - SLA flow 2
3028	SLA3 - SLA flow 3
...	
3288	SLA29 - SLA flow 29
3298	SLA30 - SLA flow 30

- 15) Select option to retain the DA code type (Road, Node or Link) - 0 for default
- 16) Give new DA code header, ag "First Select Link"

Note – at the moment, this won't be displayed in the current SatView, but this may change in future releases.

- 17) Repeat steps 13 to 16 for each SLA DB columns
- 18) Select option '0' to Set the default value for missing links/turns to 0
- 19) Save File dialogue box will appear to get name for the output UF file.

Change file extension at bottom left corner to 'All Files (\*.\*)' and give a new filename with extension '.UFV'

- 20) Close P1X
- 21) Open the resulting new UFV file in SatView
- 22) Click 'Create Bands' >> scroll down the list of groups in first left column.
- 23) Select the group 'Select Link Analysis' and then the appropriate SLA that you wish to use.
- 24) Change properties for create bands as required and plot bands as you would do normally.

For other analysis, the data will need to be written to the standard DAcodes made available for the user. These now (from SatView 1.20) appear in the group 'User DA codes', and are in similar range to the SLA codes but with the trailing number 3 etc, ie:

3003 R\_USERDA1 - Real User calculated data 1  
3013 R\_USERDA2 - Real User calculated data 2  
3023 R\_USERDA3 - Real User calculated data 3  
...  
3283 R\_USERDA29 - Real User calculated data 29  
3293 R\_USERDA30 - Real User calculated data 30

and for completeness a corresponding integer set ending with 4 (less likely to be required).

## FAQ SatView 0011 Online Licence Checks

? ***Following on from FAQ 0002, are there any additional domains I need to provide access to when managing the licencing activations etc?***

- ✓ Yes. SatView needs to regularly check the validity of the activated user by contacting the licence server. The following domains (and specific ports if stated) must be allowed access for the software to function:
  - secure.softwarekey.com (port 443)
  - ocsp.comodoca.com

## Known Issues

### #Issue SatView 0001 – P1X setting may not always be saved.

The P1X settings set under “Set P1X Path” may at times not get saved properly and may cause problems while trying to view the node graphics in P1X. It is suggested to retry by setting the path again.

### #Issue SatView 0002 – Persistence of Straight Lines when Tracing Bendy Links

Occasionally, when Tracing Bendy Lines, straight line representations of the link may remain after the links have been made bendy. Attempts to select the link by clicking on the straight line fails as the link is no longer logically there.

Re-loading the network with a GIS file created from these bendy links (which can be achieved by closing SatView and restarting it with "Resume Last Session") should have the correct bendy links and not display the straight line.

This seems to happen when only one direction of a link has been coded to a bendy line, i.e. by using the pointer Select to select the link, and then using the "Trace Bendy Links" - "Selected Links" method. Even a successful correction of the reverse direction can leave the persistent straight line. This problem can be avoided by always selecting all the appropriate links by using the "Rectangular Select" option to draw a little box across the link (which will pick up both directions etc.).

Investigation of the problem and its resolution is on-going. If you have a good example of where it is happening, especially if the circumstances differ from above, please send us a Problem Report, recording step-by-step what has brought you to the situation.

### #Issue SatView 0003 – Progress Bar update may be erratic

While working with long performing tasks like trace bendy links for huge networks, then the percentage complete information displayed in the progress bar might be erratic and sometimes it might stop indicating any progress. However the process will be happening at the background and it is only that it is not updated correctly in the progress bar.