

The unofficial IVAO Network Connection Troubleshooting Guide

Version 1.0

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The Unofficial IVAO Network Connection Troubleshooting Guide - Introduction

1 - Management summary:

This guide reflects my personal journey that I have made over the last 7 months, in order to solve one of the IVAO's network common errors: "online network disconnections". This guide is a collection of my personal ICT knowledge I have acquired over the last 35 years, working as an ICT professional and from being a long time flightsim enthusiast. The contents of this guide will help you to:

- Learn how you can find errors in your computer error log and fix them yourself.
- Learn how you can use Windows Update Service to correctly apply software-updates to your computer.
- Understand the theoretical "networking basics" behind TCP-IP, Local Areas Networks and the Internet.
- Understand how the IVAO network infrastructure is build.
- Troubleshoot any type of network connection towards the IVAO network servers.

This guide is intended to get you – as IVAO user - enough technical insights and knowledge, so you are able to troubleshoot most IVAO network connection errors yourself in the future.

2 - Disclaimer!

A - This guide has not been written by any IVAO Staff members from:

- IVAO Software Development team.
- IVAO Technical Support.
- or any other IVAO Staff departments.

You can find their solutions on the relevant IVAO forums, located at <http://forum.iviao.aero>.

B - My "Unofficial" guide is created on my own initiative, to share my knowledge with you all.

C - Use this information inside this guide..... at your own risk!

D - It is prohibited to spread this guide yourself:

Instead forward the download-link to the Flightsim.com library, so I can count the number of downloads.

Finally:

I hope that my guide will inspire *other - truly technically gifted individuals inside the IVAO community - to do the same*. I hope that more individuals are inspired by my guide and that they will use this guide as an example to write like-wise versions of it, that will cover different computer operating systems (like):

Windows XP, 8.1 and 10 / Linux / Apple MacOS.

This guide shows is proof of my intention to:

- Educate everyone into the "Networking basics of the Internet"
- Transfer (a part of my) my trouble-shootings-knowledge into the rest of IVAO community.

So that everyone can understand how the IVAO network infrastructure is build and how it works.

I hope that we all – as IVAO-community-members - start sharing our experiences, wisdom more amongst each-other, and to build an even better community that is willing to help each-other to get rid of IVAO network connection (and many other) computer - and software related errors once and for all. Together we can do it.

I wish you many insights and a very pleasant learning experience!

Best Regards,

Ronald Vermeij

VID:145185

VERY IMPORTANT NOTE!

Do **not** contact me for personal 1-on-1 technical support. I'm not "your personal IVAO helpdesk".

I'm just another IVAO community-member who has shared his hard-earned experience with the rest of us, in order to help solving some ongoing and structural IVAO network, connectivity (and other software) issues.

If you still have IVAO network connection troubles – despite my guides contents – report them in the proper IVAO forum section at <http://forum.iviao.aero>

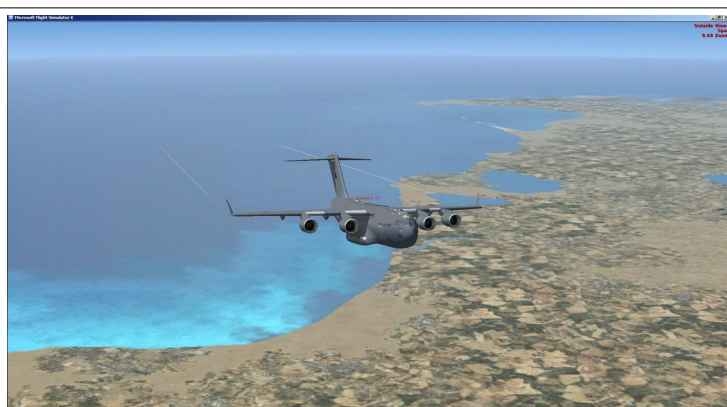
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3 - What inspired me to create this “Unofficial guide”?

It was on that sunny Friday-morning on the 31st of July 2015, during the 6th IFR-leg of the Special Ops World Tour 2015 from LELC(SP) to EGUN(UK).



1 - Taking off from LELC.



2 - Overhead VLC Vor, climbing to cruise altitude.

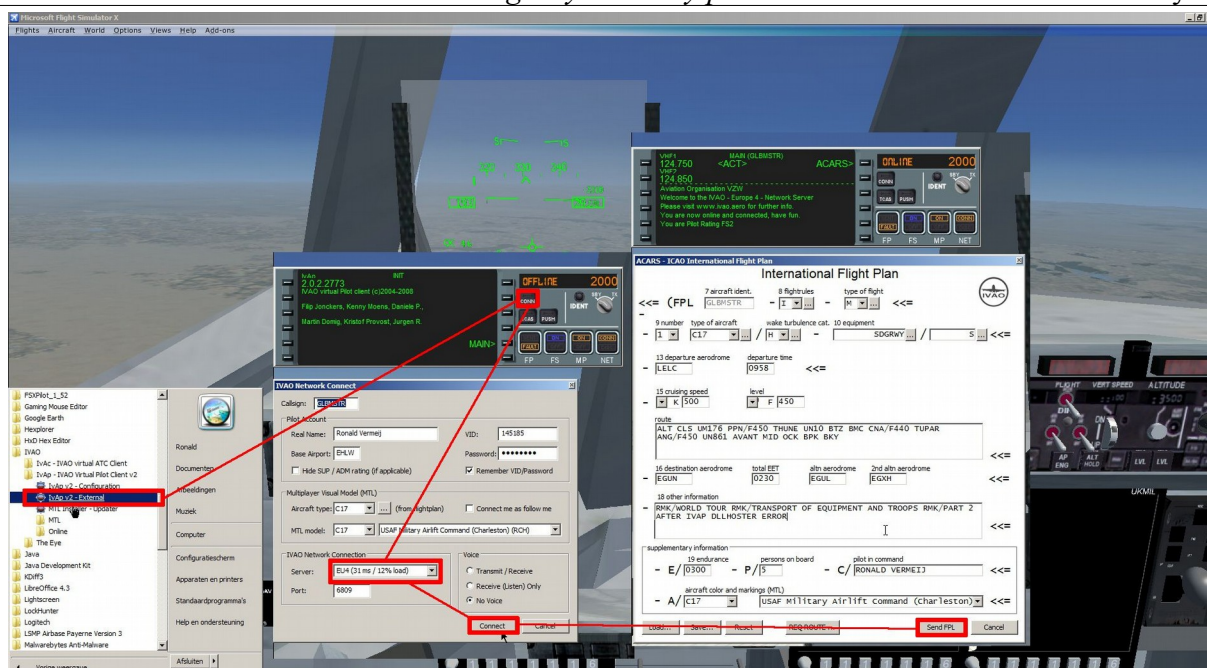
My UKMIL Boeing C17 “Globemaster” was gently climbing to her cruise-altitude, when suddenly - overhead the Valencia (VLC) VOR - the digital shit was hitting all of the four C17-turbofans at once.. :-}



3 - Murphy's Law in the cockpit... “[IvAp-DLL Hoster] crash”... aaargghhhh. MayDay! MayDay!

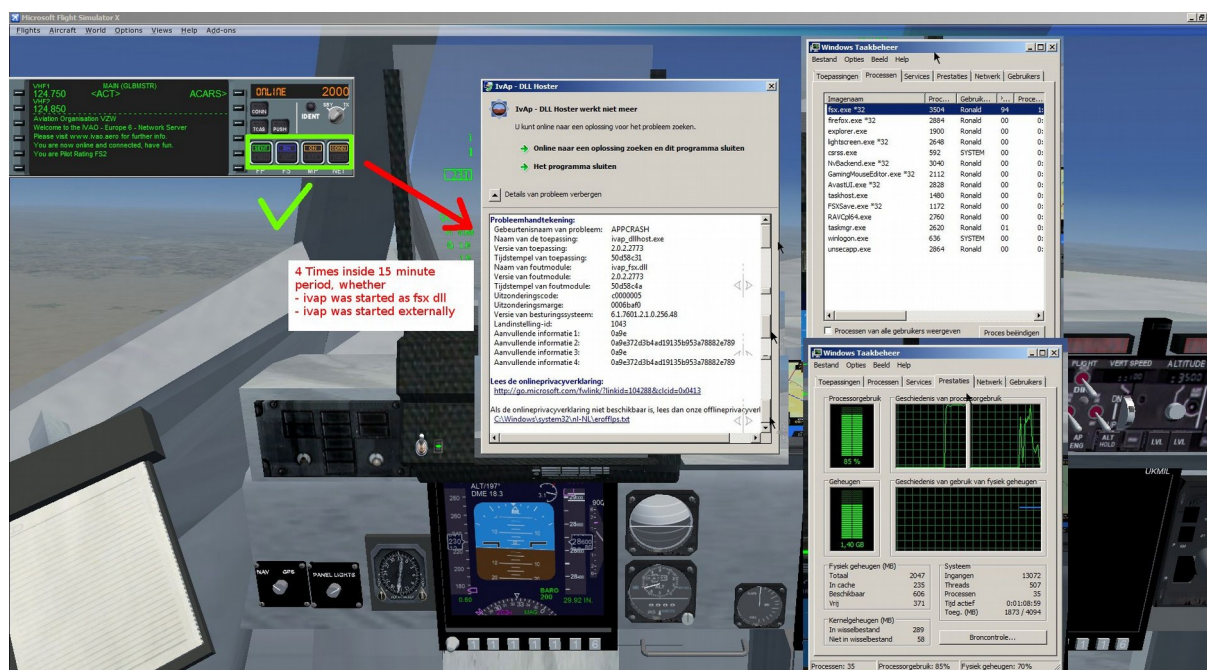
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I quickly executed “*IVAO's standard online emergency recovery procedure*” to be able to continue my flight.



4 - “IVAO standard emergency reconnection procedure”:

- A - Kill the [IvAp_dllhoster.exe] task in the Windows taskmanager. (to kill the old IVAO network connection)
- B - Always start IvAp up externally (again) with “administrative permissions”. (for better stability)
- C - Reconnect IvAp to the IVAO network again.
- D - Resend my flightplan. (with an extra remark to indicate the previous IvAp crash)



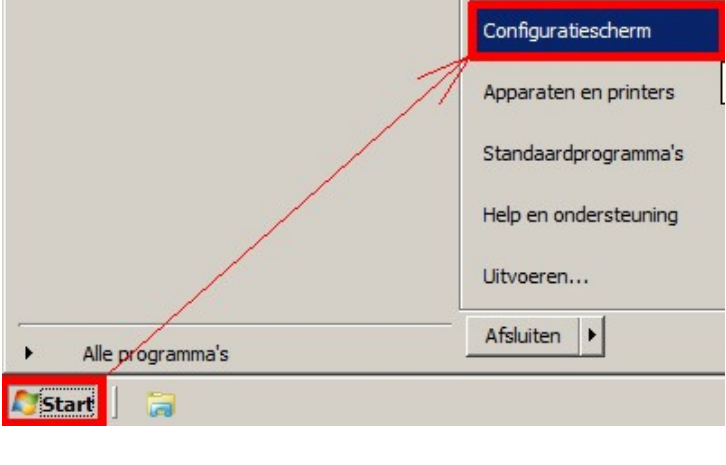
5. BUT.. Murphy – yes that guy from “Murphy's law” - was apparently riding the jump-seat in my C17 cockpit and caused “[IvAp-DLLHoster]-crash to happen again 4 more times in a 15 minutes time-frame.

Needless to say that this was enough connection-related-trouble for me to abort this flight, back to the hanger.

This event was for me *the trigger* to go on a quest to find out what could have caused this to happen.

This guide is a report of that personal quest to find the true and underlying cause of the IvAp disconnections.

4 - Examples of this guide's syntax:

	<p>When you read something like this:</p> <p>"[Start],[Configuration],[Windows Update],...</p> <p>You need to do this on your own computer:</p> <ul style="list-style-type: none">- first click the [Start] button,- then click the [Configuration] menu option,- then click the [Windows Update icon], <p>and so on..</p> <p>This notation helps me to get you quickly where you need to be inside the Windows 7 Operating system.</p>
<p>6 – The Windows 7 [Start] menu.</p>	

This syntax / notation also helps me to overcome the international language barrier since I personally own a legal copy of Windows 7, 64 bits, OEM, Professional version that came with the Dutch language only.

My own Windows 7 "Professional" version does not allow itself to be equipped with another user interface language.

So I use this notation to help you get around inside your own localized copy of Windows.

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IVAO computer start-up checklist.