

# Enhancement Reporting System X

For Ultimate Terrain X products

By Scenery Solutions

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## Reporting Process Overview

Scenery Solutions has been designing large-area, commercial terrain scenery products now for almost 3 years now. Over that time, we have fine-tuned our processes to provide better products, with fewer problems, starting with each initial product release.

Even with a decent sized beta team, and lengthy beta test periods, some visual anomalies are going to be missed by us due to the large coverage area.

Our products have continued to evolve due to all the terrific feedback, both good and bad, that we receive from our customers.

With our *Ultimate Terrain For FS9/FSX* product line, we began using an online reporting service provided by Elementool. The Elementool system we set up allowed customers report issues online and gave the ability to track the status of reported issues. The system was a step up. But, it was still not the optimal solution for either the users or us developers.

We wanted to find a better solution for both our developers and customers

## The New Enhancement Reporting System X

To coincide with our new *Ultimate Terrain X* product releases, we are also releasing a new custom-built system for reporting and tracking user enhancement requests and visual anomalies (or bugs if you want to call it that). We'll call the product *Enhancement Reporting System X* or *ERSX*.

We are VERY excited about this. The new system is very easy to be use, allows customers to view reported issues on digital maps, and allows the developers to quickly isolate and address any problems.

## Tools Needed To Use System

In order to use our new enhancement reporting system, you need to the following capabilities.

- An internet connection.
- An installed copy of Google Earth (free).
- The "ERSX Client Tool" software (free)
- Microsoft's Flight Simulator X

## Installing The "Enhancement Reporting System X"

Before using the new reporting system, you must install the software from Scenery Solutions. After installation, there will be 2 files that can be selected from the Windows Start menu.

"Start"

- "Flight One Software" Folder
  - "Enhancement Reporting System X" Folder
    - "User's Guide"
    - "ERSX Client Tool"

Do not start the "ERSX Client Tool" until you have read the rest of this document. You must have FSX up and running to use the client application.

## Quick Process Overview

Using the ERSX system is very intuitive and easy.

1. Check to see if the problem has already been reported using a graphical interface (Google Earth).
2. Start FSX and place the aircraft over the visual anomaly.
3. Start the *ERSX Client Tool* which gets the aircraft location.
4. Enter a short title and description of the problem using the client tool and submit the report.
5. At some point later on you can use Google Earth again to see if your issue has been reported.

Those are the very basic steps involved. We will go into more detail and give an example shortly.

## The “ERSX Client Tool” Overview

The *ERSX Client Tool* is a custom software application will be loaded and used to send enhancement/issue reports to Scenery Solutions. The application will work alongside FSX, so that it can read the aircraft coordinates to get the physical location of the problem area.

All the user has to do is:

- Position the aircraft over the visual anomaly.
- Click a button in the client tool to obtain the aircraft’s location.
- Type a short title and description of the problem into the client tool.
- Click a button to submit the report to Scenery Solutions over the internet.

At some point in time, an application called the “Enhancement Reporting System X - Server” at Scenery Solutions will gather up the issue requests and generate a special KML file that is uploaded to our website. KML is a file format used by Google Earth to display things like placemarks on top of a digital map. By selecting a KML link from our website, your web browser will automatically start Google Earth and load the map of reported issues generated by our server application.

## How The System Works – Quick Example

The new system is very simple to use. You can pause FSX in-flight, and submit a problem report, without exiting your current flight in most cases.

In this example, you are flying along and find a visual anomaly that does not look right. A small lake is sunk deeply in the terrain. You know this is not the way things are supposed to look, because you have researched the problem using a product like Google Earth or Microsoft Live.

### **Step 1 – See If The Problem Has Been Reported**

The first step is to make sure the issue has not already been reported.

Go to one of the appropriate websites below:

- <http://www.scenerysolutions.com/IssuesUsa.html> For Ultimate Terrain X – USA
- <http://www.scenerysolutions.com/IssuesCan.html> For Ultimate Terrain X – Canada
- <http://www.scenerysolutions.com/IssuesEur.html> For Ultimate Terrain X – Europe
- <http://www.scenerysolutions.com/IssuesAla.html> For Ultimate Terrain X – Alaska

Each site takes you to a very simple webpage that is created by our automated processes. The only pieces of information displayed on the page is the title, the link to the Google Earth KML file, and the date/time of the last KML file update.

On most systems, you should be able to successfully start other applications with FSX still running. Since FSX will be paused in the background, it should not impact your performance much if you have sufficient RAM.

## Step 2 – Report The Problem

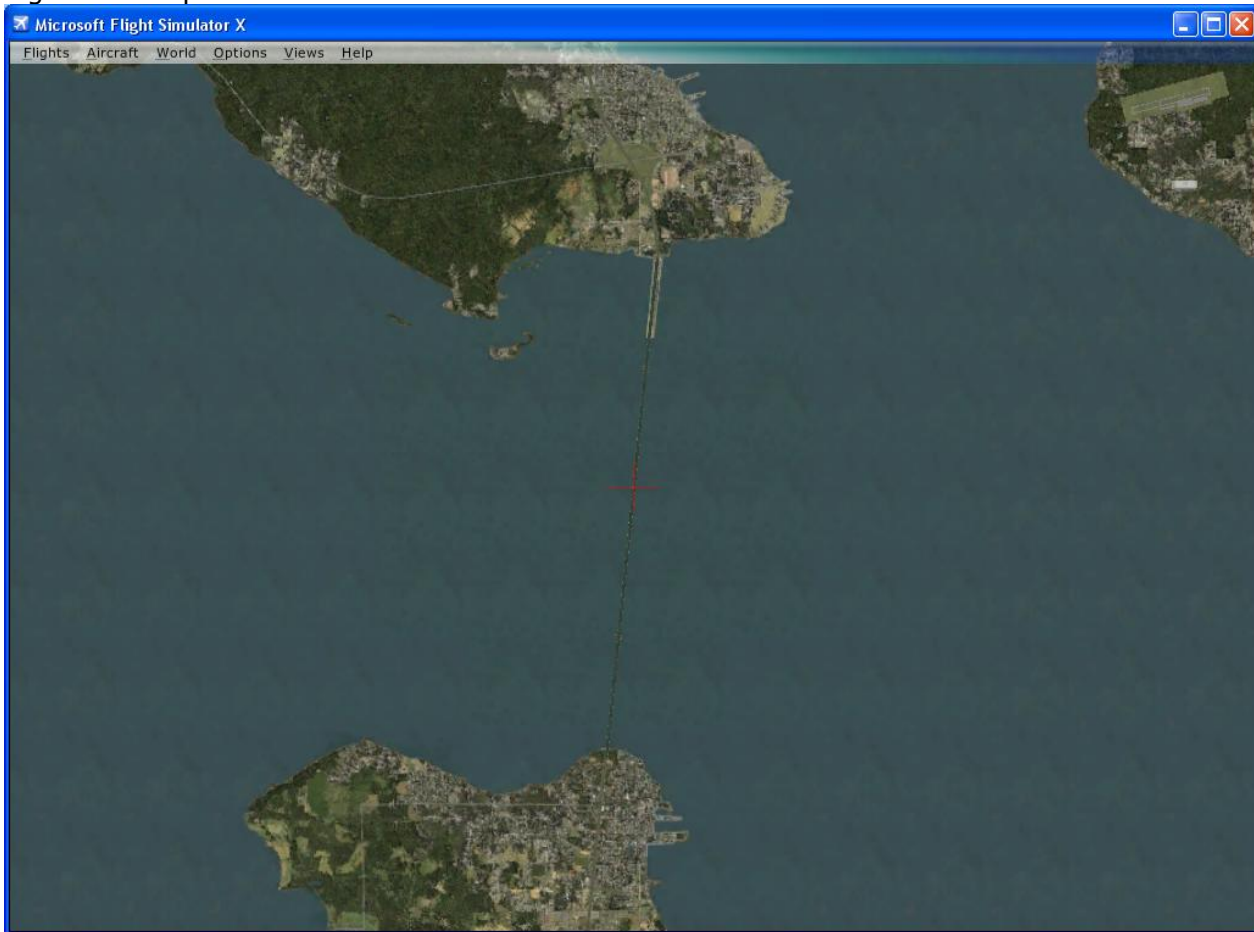
If your issue has not already been reported by another user for the area in question, you should submit a report using the following method.

### Positioning The Aircraft In FSX

The first step, is to position the aircraft in FSX over the visual anomaly. To do this, you should put the aircraft in top-down view. To align the aircraft over the anomaly, you should hit the 'Y' key to put FSX in slew mode. While in slew mode, you can move the aircraft around using the arrow keys on the keypad. Press the middle '5' key at anytime to stop the aircraft from slewing.

Once the aircraft is positioned over the visual anomaly, you are ready to report the issue.

Figure 1 – Top down view in FSX



## Starting The “ERSX Client Tool”

Without exiting FSX, you should start the “ERSX Client Tool” from the windows “Start” menu. If you are running FSX in full screen mode like most people, you can bring up the “Start” menu in windows by pressing CTRL+ESC.

Figure 2 ERSX Client Tool

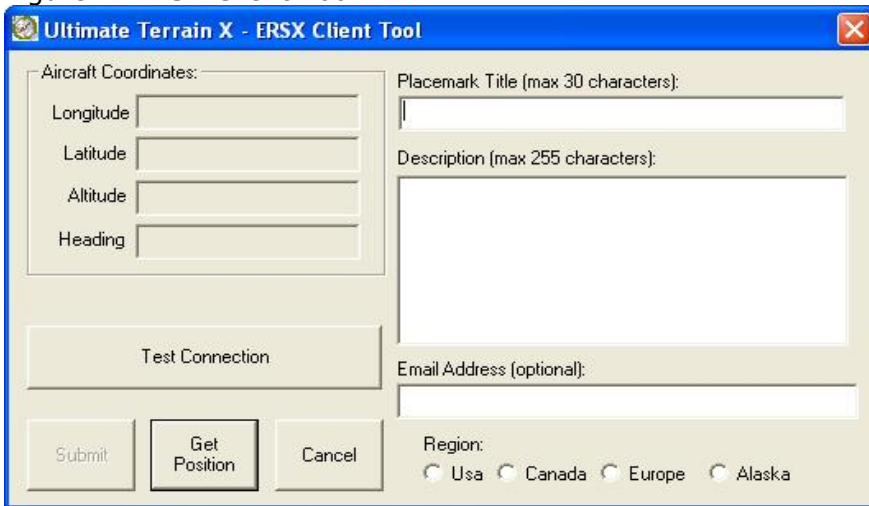
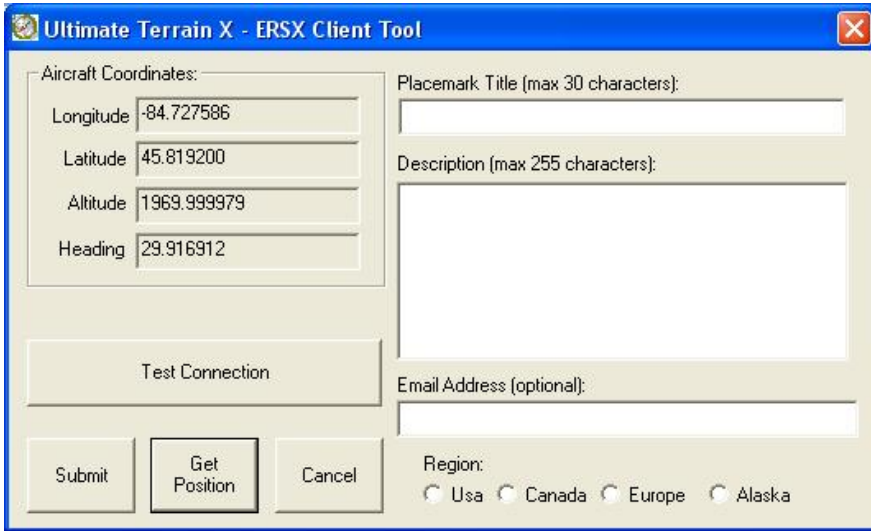


Figure 2 shows the *ERSX Client Tool* interface. If this is your first time running the application, you will want to check to see that your internet connection is capable of making the connection to the Scenery Solutions servers. To test this connection, press the “Test Connection” button. *If the test is not successful, you may have some Firewall or other security issues that prevent you from making an FTP file transfer.*

To report an issue, the first thing you want to do is have the *ERSX Client Tool* read the aircraft coordinates from FSX. To do this, press the “Get Position” button. You should then see the current aircraft coordinates appear in the client tool window as in figure 3.

Figure 3 - ERSX Client Tool With Current Aircraft Coordinates



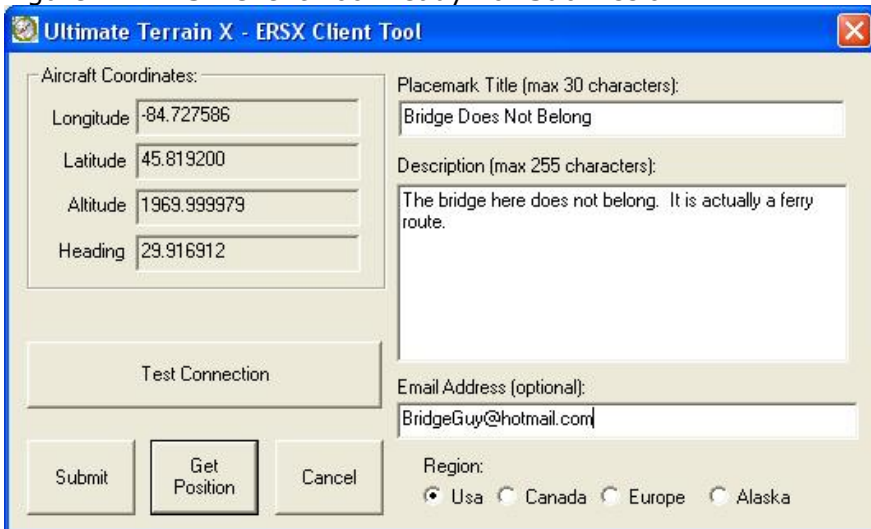
The screenshot shows the 'Ultimate Terrain X - ERSX Client Tool' window. It features a blue title bar with a close button. The main area is divided into two columns. The left column, titled 'Aircraft Coordinates:', contains four input fields: 'Longitude' with the value '-84.727586', 'Latitude' with '45.819200', 'Altitude' with '1969.999979', and 'Heading' with '29.916912'. Below these is a 'Test Connection' button. The right column has a 'Placemark Title (max 30 characters):' field, a larger 'Description (max 255 characters):' text area, and an 'Email Address (optional):' field. At the bottom, there are three buttons: 'Submit', 'Get Position' (which is highlighted), and 'Cancel'. To the right of these buttons is a 'Region:' section with four radio buttons: 'Usa', 'Canada', 'Europe', and 'Alaska'.

Type a very short title into the "Placemark Title" box. You are only allowed 30 characters for a title. The short title keeps things looking nice later on when a placemark is displayed within Google Earth.

You can also enter a short description, up to 255 characters.

If you want, you can enter your email address also. Your email address will NOT be published. We will only use this address for personal feedback if necessary.

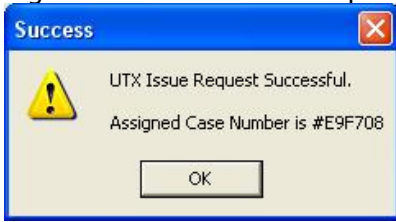
Figure 4 - ERSX Client Tool Ready For Submission



This screenshot shows the same 'Ultimate Terrain X - ERSX Client Tool' window as Figure 3, but with the form fields filled out. The 'Placemark Title' field now contains the text 'Bridge Does Not Belong'. The 'Description' text area contains the text 'The bridge here does not belong. It is actually a ferry route.' The 'Email Address (optional):' field contains 'BridgeGuy@hotmail.com'. The 'Get Position' button remains highlighted, and the 'Region' radio buttons are still present, with 'Usa' selected.

When you are ready to submit the issue, press the "Submit" button. If the issue request is successfully received, you will be assigned a 6 digit case number. This is your reference number if you ever need to discuss the matter in the public forums for Ultimate Terrain. A sample message is shown in figure 5.

Figure 5 – Successful Response With Reference Number



If you are running Windows XP or Vista, the firewall will probably try and block the transmission. It is OK to allow the transmission to take place. This is normal. Figure 6 shows the message in Windows XP.

Figure 6 – Windows XP Firewall Message



After your issue transmission, the request will be added to a database on the Scenery Solutions servers. Periodically, a process on our servers will generate a new KML file for Google Earth containing your reported issue. The frequency of the KML file generation has not yet been determined. It could be every few minutes or a few hours, depending on the necessity. The time will be adjusted as necessary.

To view the current reports, see the methods described in Step 1.

# The Google Earth Map

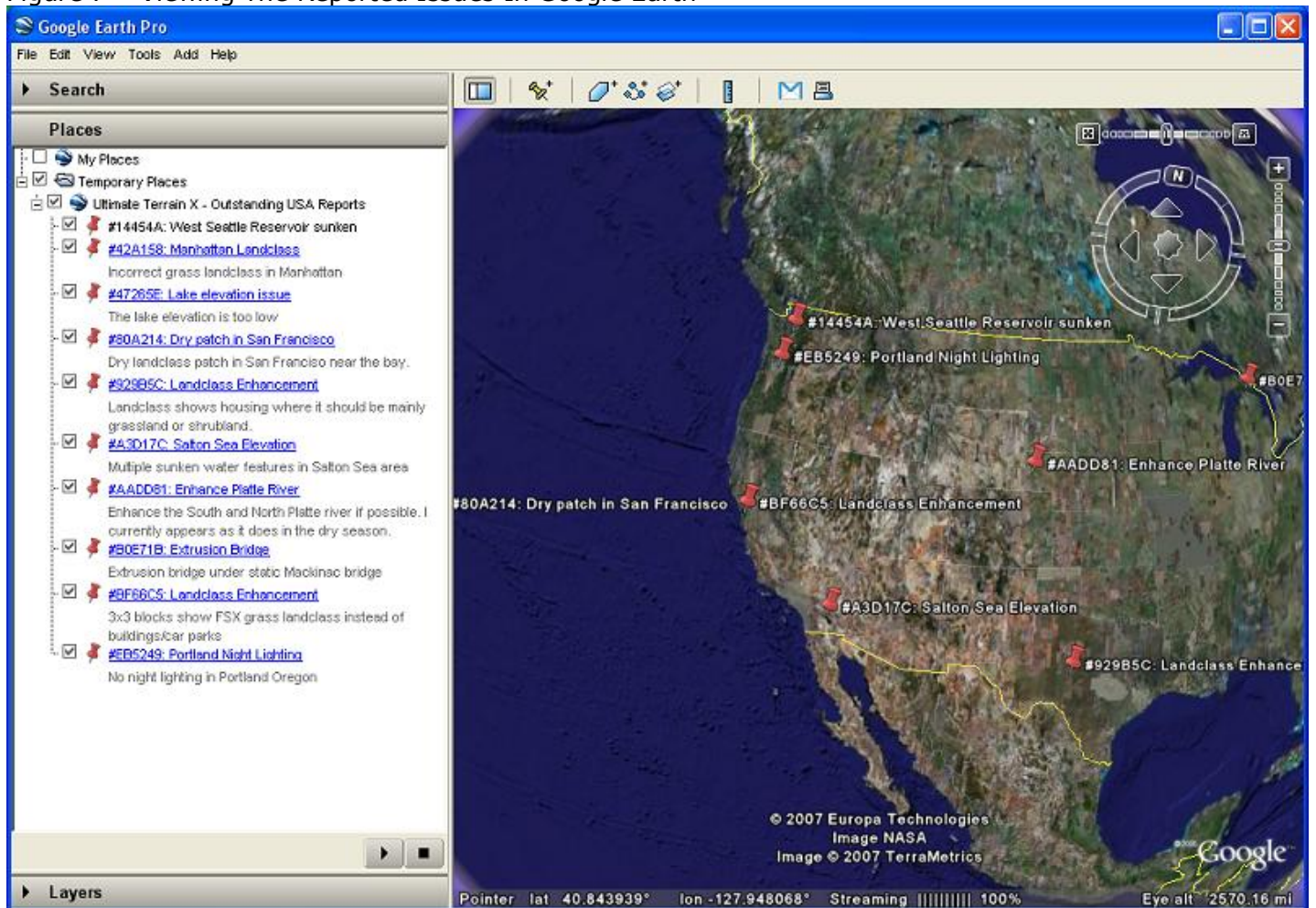
\*\* See Step 1, Page 3 for information on viewing the reported issues in Google Earth \*\*

Each reported issue appears in the Google Earth map as a pushpin icon. The pushpin color represents the current status of the issue:

- Red – Issue reported by user and not reviewed or addressed yet by the Scenery Solutions staff.
- Green – Issue has been fixed and will appear in the next product patch.
- Yellow – Issue is on hold for one reason or another. Or it is out of scope for now.
- White – The issue has been researched and is not a problem

You can click on each pushpin to view the title and description. The title is always preceded by the 6-letter case number assigned to the user.

Figure 7 – Viewing The Reported Issues In Google Earth



Each time a new UTX patch is released for a product, the map of current issues will be removed and a new one will be started. The current map will be archived on the Scenery Solutions website, so that it can be viewed at a later time if necessary.

## Issues Due To 3<sup>rd</sup> Party Scenery Conflicts

If you see a UTX visual anomaly, and you have some 3<sup>rd</sup> party scenery installed near the same area, please make sure that the problem is not due to a conflict with the 3<sup>rd</sup> party scenery. If there is any doubt, please post your question to the Ultimate Terrain support forum before submitting it to us using this interface.

This interface should not be used to report 3<sup>rd</sup> party scenery conflicts with UTX.

## Types Of Things That You Should Report

In order to keep the Google Earth map of free of clutter, we will strip out any issue requests that are not appropriate. This system should only be used for visual issues found related to UTX. It should not and cannot be used for any kind of two-way product support.

Also, please do not use the system for landclass improvements, unless a major flaw is found (like a missing significant town). Scenery Solutions has something special in mind for handling landclass enhancements in the near future.

### ***Examples Of Acceptable Things To Report:***

- Extrusion bridge anomalies like broken bridges or bridges placed when a static bridge is present.
- Sections of road anomalies.
- Roads in water.
- Poorly drawn water features or coastlines.
- Water Elevation problems.
- Important missing water features can be submitted or enhancement.
- Misplaced objects.
- Anything else seen as being important to the flight simulator community.

### ***Please do not report:***

- A user's favorite minor road. Our roads are provided by a commercial data set. They are not meant to be enhanced, nor should they really need to be.
- Spikes in the terrain that are mesh related (test FSX without UTX to prove this).
- Minor landclass enhancements (we have future plans here).
- Any kind of installer or setup tool problems. Please use our support forum to report these issues.
- Product Border anomalies due to poor scenery on the opposite side of the UTX coverage area.

Again, this new system should be a terrific tool for both our developers and users.

Thanks for your continued support and feedback. Enjoy the new tool.

Allen Kriesman  
Managing member – Scenery Solutions LLC