

## Aviatrix installation guide

11 December 2019

### User Note

This guide has been written to aid the user in facilitating the installation of Aviatrix and its component software. It is important to note that devices come with different pre-loaded software, and steps of the installation procedure detailed here may not be required for every device. The Aviatrix installer has been designed for a device without other software installed. Users operating devices with C++ already running may not require the verification steps and may skip them by selecting CANCEL and CLOSE when their respective windows appear.

### Compatibility

Aviatrix software has been designed and thoroughly tested by AeroScientific to operate with devices running Microsoft Windows operating systems. Aviatrix is NOT designed to operate with devices running other operating systems such as Apple Macintosh or Linux.

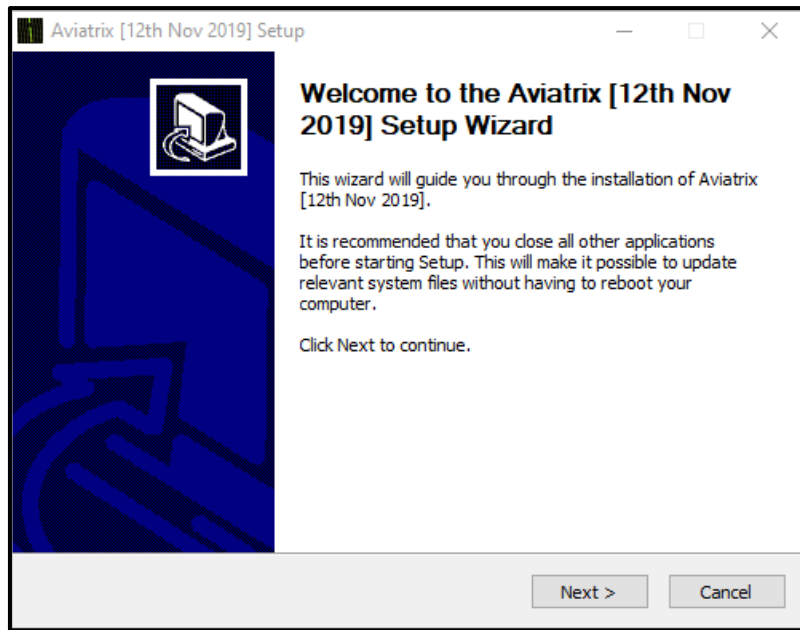
### Further Information

Further information concerning troubleshooting, documentation, software licensing and technical support can be found at the end of this document. For more information or to contact an AeroScientific technician, visit the AeroScientific website at <https://www.aerosci.info>.

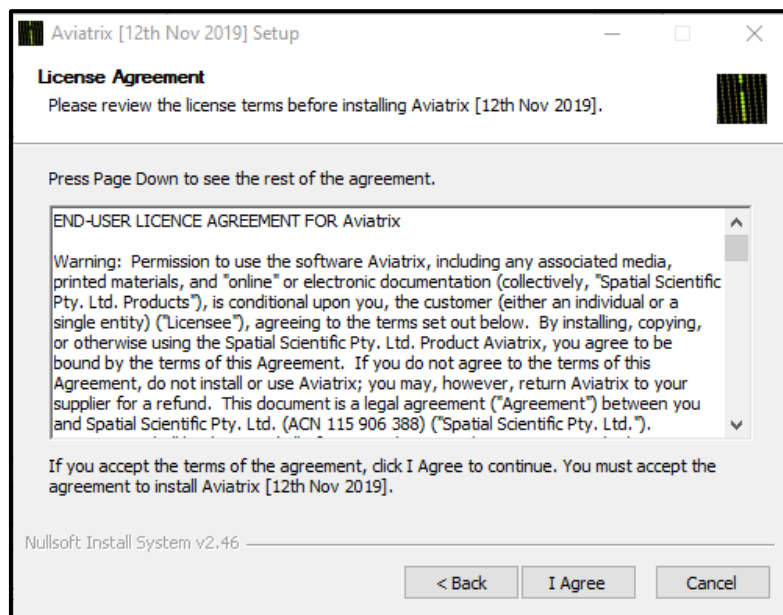
### Installation Guide

Prior to the installation window appearing, some users may see a security window appear. In order to begin the installation process for Aviatrix, the user must ALLOW the software to make changes to their device. These changes are required for the installation process.

Double click the file marked "Aviatrix\_[DATE]\_Setup\_x64" to initiate the installation procedure. This should bring up the installation window, as shown below. This window will guide the user through the installation process required for Aviatrix. Press NEXT to continue.



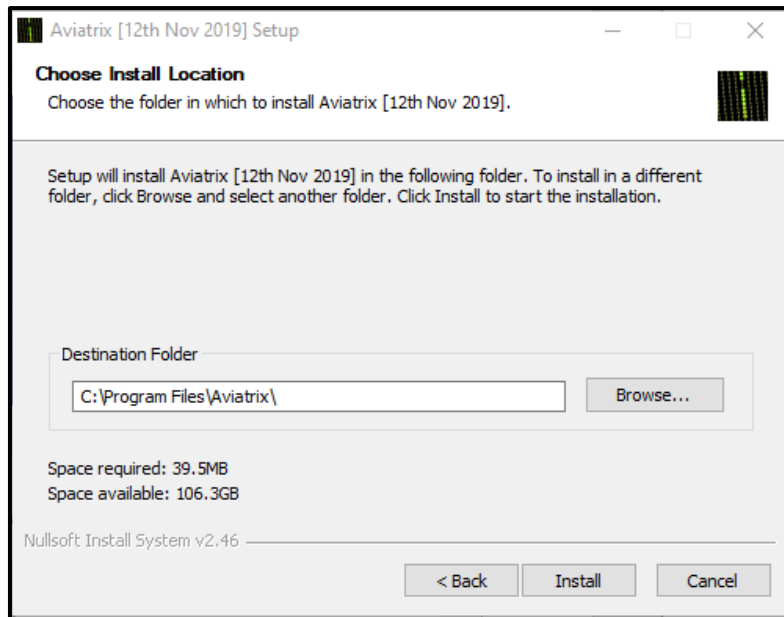
The next window is the licensing agreement. The user must select I AGREE to proceed with the installation.



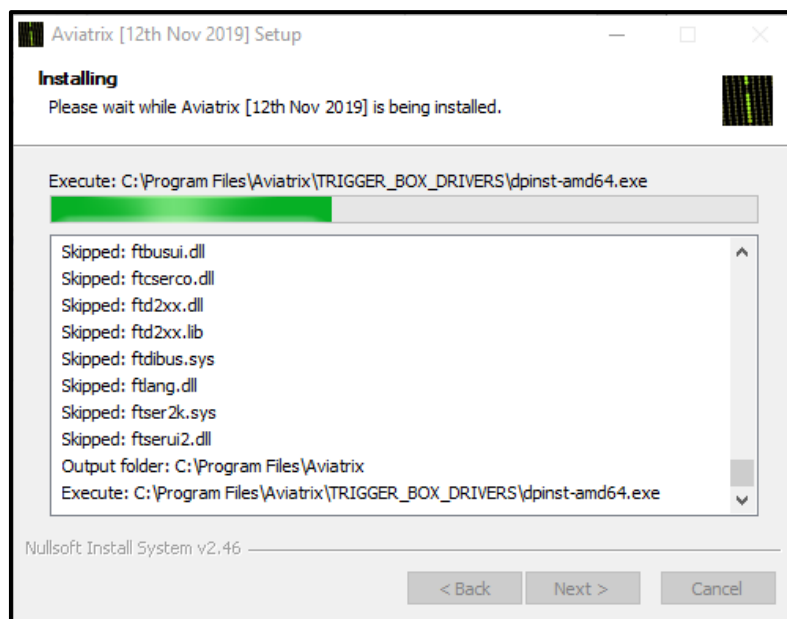
The next window allows the user to select the folder for installation. The default for most users will be the C drive, as shown.

The space available in the installation folder must exceed the space required for the Aviatrrix programme. Other folders may be selected by the user via the BROWSE option.

Once the correct folder has been located, proceed by selecting INSTALL.

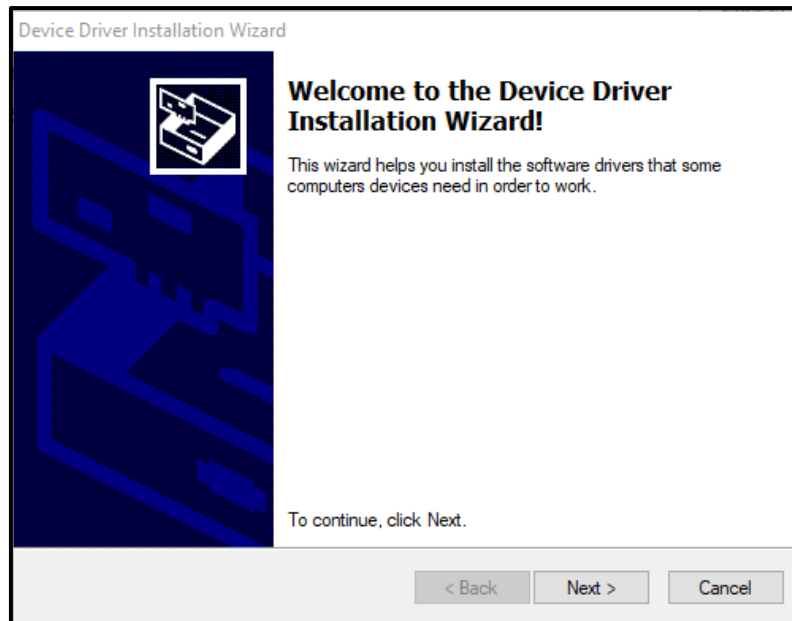


This will bring up a window with a progress bar. While the installation is underway the user will not be able to close this window.

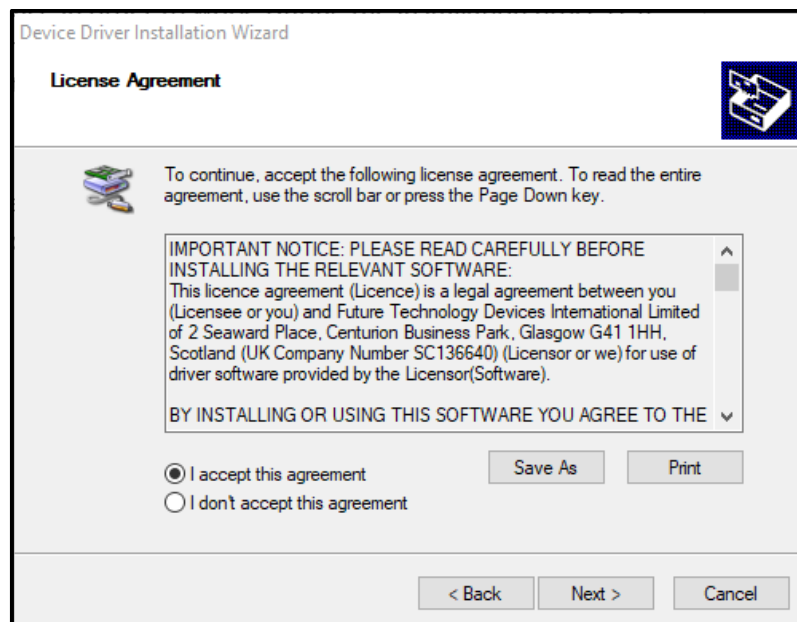


Aviatrix requires certain drivers be installed on the user's device in order to work. During the installation process, a window such as this may appear for these drivers to be installed.

The process for driver installation is much the same as the process for Aviatrix. Select NEXT to proceed.

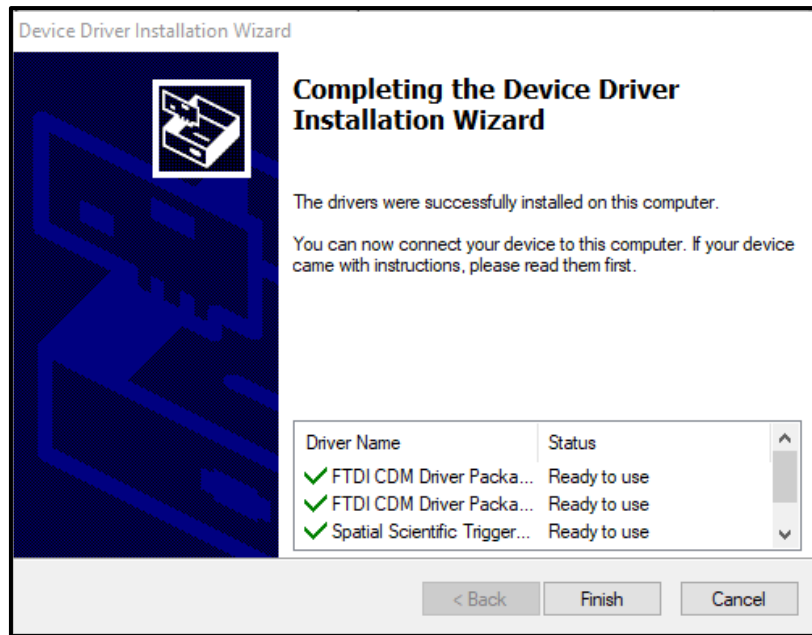


The next window is the licensing agreement. This may be printed or saved to a specific folder by using either of the SAVE AS or PRINT options. To proceed with the installation, select the "I ACCEPT THIS AGREEMENT" radio button, and then select NEXT.

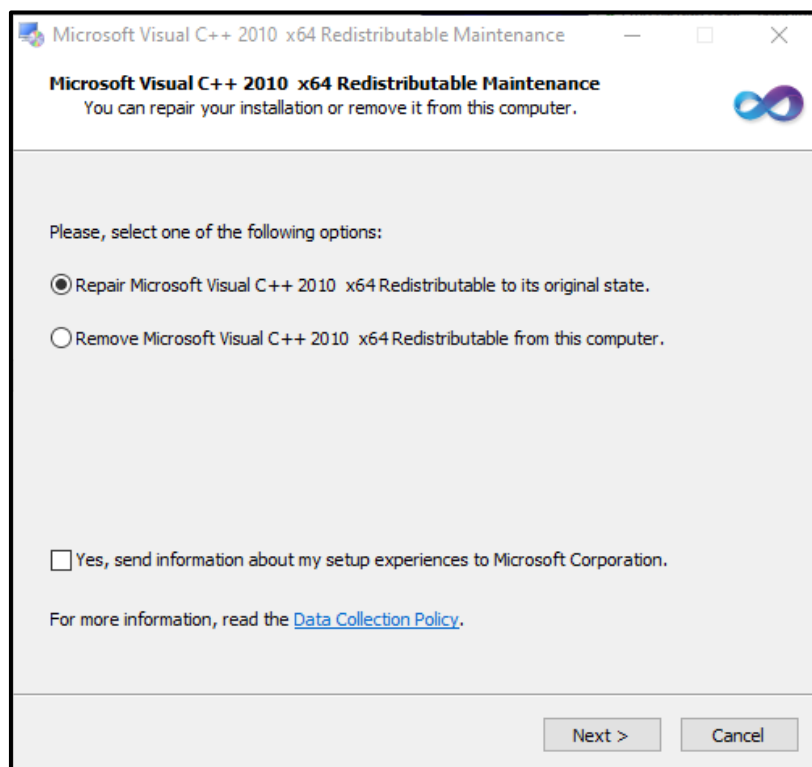


The programme will now install the required drivers. Some users may encounter a security window. Select INSTALL to continue the installation of the driver software

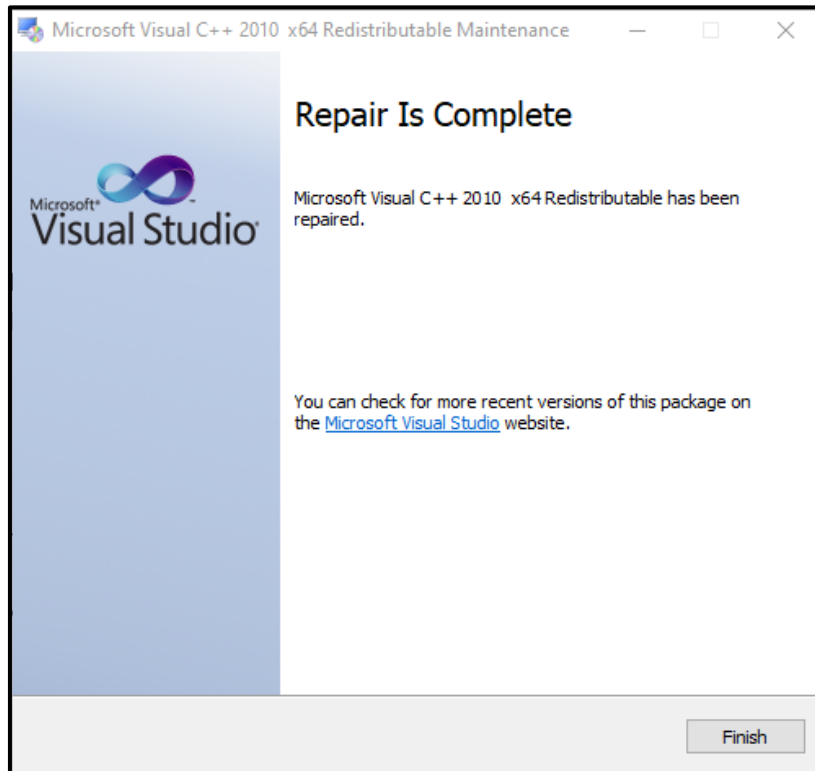
Once the installation is complete the user will be presented with this screen. The driver installation is complete and the installation for Aviatrix may now proceed. Select FINISH to continue.



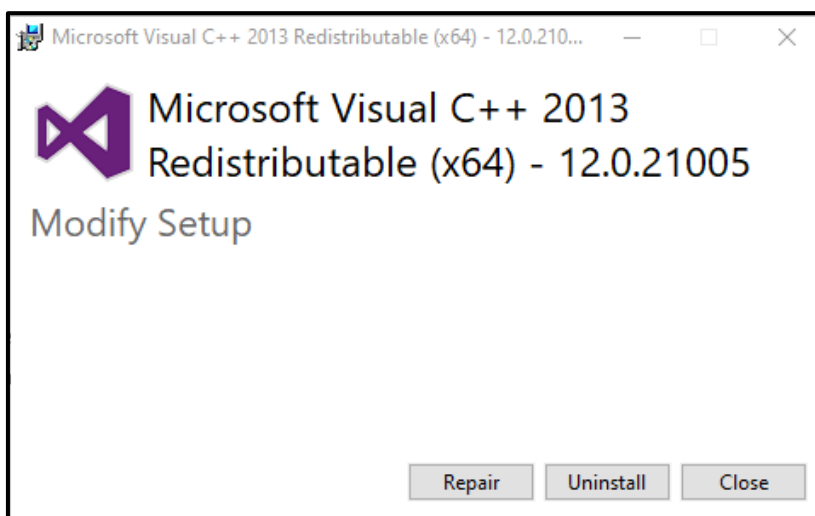
The Aviatrix installation will proceed. Some users may have the window shown below appear. Like the drivers, Aviatrix requires Visual C++ software on the user's device to run properly. Select the REPAIR option to verify the software is running as it should. It is not necessary to select the YES option or take note of the Data Collection Policy – these are not associated with Aviatrix. To proceed select NEXT.



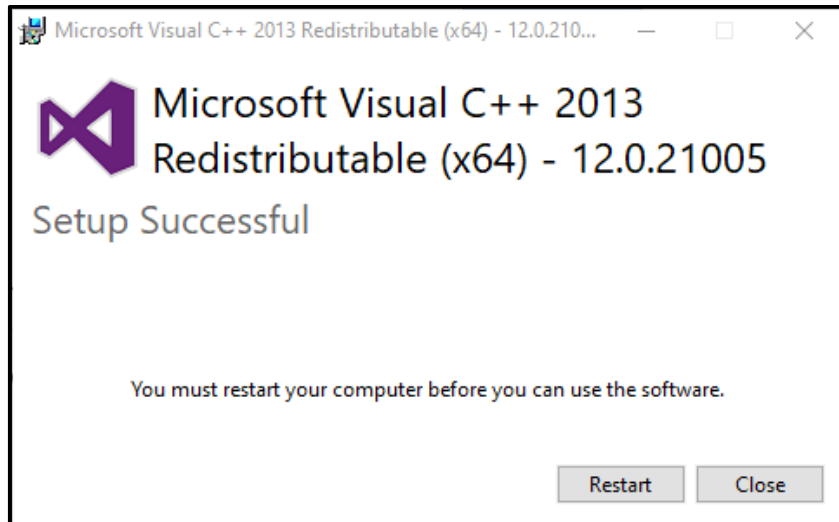
Once the software files have been verified, the completion screen should appear. Note: while the term 'repair' is used, there may have been no issues with the device's software. To proceed with the installation for Aviatrix, select FINISH.



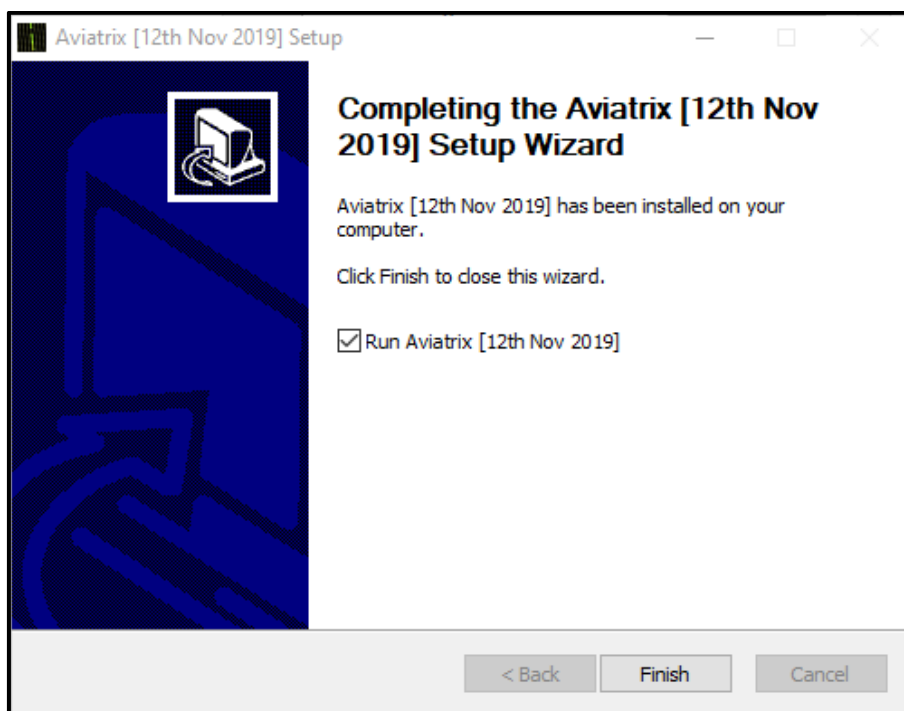
The Aviatrix installation will proceed. Some users may have the window shown below appear. For most users we recommend selecting the CLOSE option however some devices may require software verification. For this option select REPAIR. The verification procedure will now proceed.



The user may receive a message stating that 'Computer must be restarted.' This is not necessary to proceed with the Aviatrix installation. Select CLOSE to continue.



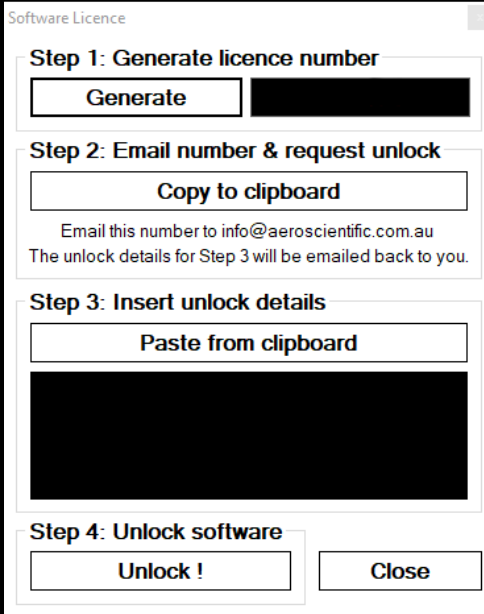
The installation will now continue. When it is finished this window will appear. Select FINISH to complete the installation.



The installation window will now close and Aviatrix will launch. For information and guidance on using Aviatrix, consult the Aviatrix software manual.

## Software licence

Once Installation is complete and the user has opened Aviatrix, a window will appear requesting the software licence. This window is shown here:



The screenshot shows a window titled "Software Licence" with four distinct steps:

- Step 1: Generate licence number**: Contains a "Generate" button and a small black box for the licence number.
- Step 2: Email number & request unlock**: Contains a "Copy to clipboard" button, followed by the text: "Email this number to info@aeroscientific.com.au" and "The unlock details for Step 3 will be emailed back to you."
- Step 3: Insert unlock details**: Contains a "Paste from clipboard" button and a large black box for pasting the unlock details.
- Step 4: Unlock software**: Contains an "Unlock !" button and a "Close" button.

There are four steps to unlocking the software. They are as follows:

1. **Generate licence number.** This generates a unique code for the user's software that allows it to be licensed by AeroScientific. Aviatrix creates a licence number upon first launch. If this number does not appear select GENERATE. This will create a new licence number for the user's software. The user's unique licence number will appear as a string of red numbers in the smaller black box.
2. **Email number and request unlock.** This allows AeroScientific to license their software for the user. Copy the number generated in the previous step and send it in an email to [info@aerosci.info](mailto:info@aerosci.info). The user may utilise the 'Copy to clipboard' option for ease of use when copying and pasting the licence number to email.
3. **Insert unlock details.** Details on unlocking the software will be sent back to the user from AeroScientific. Copy and paste these details into the black box to continue. The user may utilise the 'Paste from clipboard' option for ease of use when copying from email. Note: these details may appear as a long string of letters and numbers which must ALL be copied exactly to unlock the software.
4. **Unlock Software.** Once these steps are complete the software has been licensed to the user and it may be unlocked for use. Select the UNLOCK! option to complete the software licensing procedure. Aviatrix will now load on the user's device.



## Troubleshooting and Issues

### Cancel Option

Selecting CANCEL at any point of the installation in the Aviatrix Setup window will cause the window to close and installation progress to be lost. To resume installation after selecting CANCEL the user must launch the file marked "Aviatrix\_[DATE]\_Setup\_x64" again.

### Insufficient Privileges

To install Aviatrix and its component software, the user must have sufficient privileges to make changes to their device. If, during any part of the installation procedure, a message window appears saying the user has insufficient privileges to make changes to their device, the installation for Aviatrix cannot proceed. The user must receive administrator privileges from the device's administrator to continue the installation procedure. Once these privileges have been granted, it is recommended that the installation be started again from the first screen.

### Older Devices and Operating Systems

Older devices may be incompatible with Aviatrix if they are running 32-bit operating systems (OS). Aviatrix has been compiled for 64-bit computers only. This means that it is ONLY compatible with devices running 64-bit OS and NOT compatible with devices running 32-bit OS. It is NOT possible to install Aviatrix on a 32-bit system. To identify if a device is running a 32-bit OS, see Microsoft Support.

### Installation Failure

If the software fails to install or the user is presented with an 'Installation Failure' message, close all windows and reboot the device. If this issue is persistent after rebooting the device several times, contact technical support through the AeroScientific website.

### Slow Installation Progress

If the user finds that the installation is progressing at a very slow rate, there are steps that can be taken to speed up the process. Firstly, check that no windows related to the installation are open and requiring action. During the installation process for Aviatrix, windows such as the C++ verification window may open in separate tabs and require action before the installation can proceed. If there are no other installation windows open and the installation is still progressing at a very slow rate, close any other non-essential windows open on the device. Installation procedures require access to a large amount of the device's RAM (Random Access Memory) and can progress much more slowly when other programmes are open and accessing the device's RAM.

### OS Settings and System Problems

It is possible that OS or system settings on the user's device may conflict with the Aviatrix installation procedure. To determine if this is the case, boot the device in Safe Mode (on a Windows device this is done by holding the F8 key as the system boots) and run the installation procedure again. If the installation works while the device is in Safe Mode, it is recommended the user review their system

settings. Safe mode disables non-essential processes the device runs when it boots, running the installation while the device is in Safe Mode helps to isolate possible problems.

#### Firewall Conflict

Firewalls installed on the user's device may attempt to block parts of the Aviatrix installation procedure. Most commonly the firewall will bring up a window asking the user whether to proceed with the installation. The user must select the YES or 'Proceed with Installation' option when this window appears. To check whether the firewall is blocking the software from running, check the firewall settings and list of blocked programmes.

#### Latest Software Version

Before contacting an AeroScientific technician, it is recommended that the user ensure they are running the latest version of Aviatrix on their device. Aviatrix is updated regularly to fix software issues and maintain compatibility with the latest camera and aerial survey systems as well as with devices. It is important for the user to keep their software updated to maintain this compatibility. A link to the latest version of Aviatrix can be requested on the 'Support' section of the AeroScientific website.

#### **Technical Support and Documentation**

Information concerning technical notes, documentation describing the annual technical support arrangements (including the annual fee) and documentation for licensing arrangements may be found at <https://www.aerosci.info/support>. It is highly recommended that the user reviews all relevant documentation carefully first before contacting an AeroScientific technician for support. Information on contacting an AeroScientific technician may be found on the support section of the AeroScientific website.