

If MarsFlight runs the animations but won't run the simulation due to an error and system crash, you should first check to see that your computer meets our required minimum specifications as follows ...

PC Minimum Specifications

- 1) Pentium 4, 1.8 GHZ with 512 MB RAM running Windows-XP (Windows-Vista does not work at this time)
- 2) A dedicated (Not shared) Open-GL Graphics board with a minimum of 128 MB graphics memory
- 3) A Soundblaster-compatible sound card
- 4) Quicktime must be installed for the animations to work.
- 5) A joystick is optional but highly recommended.

Macintosh Minimum Specifications

- 1) An Intel-based Macintosh Computer, 1.8 GHZ with 512 MB RAM Running OS-X (A PowerPC-based Mac doesn't work at this time).
- 2) A dedicated (Not shared) Open-GL Graphics board with a minimum of 128 MB graphics memory
- 3) A Soundblaster-compatible sound card
- 4) Quicktime must be installed for the animations to work.
- 5) A joystick is optional but highly recommended.

If you have the minimum computer hardware and your system still won't run MarsFlight, you can create a log file at the moment of failure and then send that log file to William.t.dedula@nasa.gov for analysis. We'll get back to you and let you know what caused your failure and how to correct it. And you may help us discover a new bug. Creating a log file is very easy. Step by step instructions are included next. These instructions apply to the PC platform but the Macintosh should be similar.

Creating a MarsFlight log file to help determine the cause of a failure

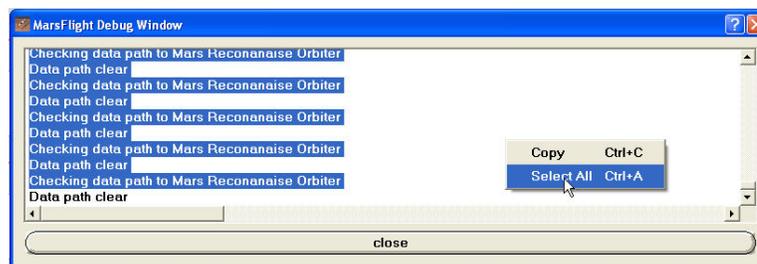
- 1) First, Start MarsFlight. You will see the NASA Meatball Animation and then the Marsflight Main Menu as shown at right. Look at the "Configuration" button. It will probably be grayed out (Lighter than the text on the button above it). If it is grayed out, press the "Ctrl" button –and- "A" button at the same time and it should appear (Ie.no longer be grayed out). Once the "Configuration button appears (Ie. Is no longer grayed out), left-click it to enter the configuration menu.



- When the Configuration menu is displayed, left-click on the “Advanced” tab. Then in about the middle of the page, click the box next to the “debug” option to place a checkmark there. Now left-click on the drop-down menu to the right of “Log Level”. Select “info”. out of all of the choices. This is the highest level of log reporting that MarsFlight will do and will give us the most information. Finally, left-click the “OK” button to return to the Main Menu and then left-click the “Exit” button.



- Now Start MarsFlight again and continue up until the program fails. When MarsFlight fails, a window will be displayed (See below) that shows everything MarsFlight did up to that point. While you probably won't be able to understand anything that is displayed, our programming team should be able to determine exactly what caused your failure.



Now Right-Click within that window and select “Select All”, then Right-Click again within that window and select “copy”. The contents of that log window are copied to your clipboard.

- Next, open notepad by left-clicking Start – Programs – Accessories – Notepad. After Notepad opens, left-click Edit – Paste. Then click File – Save and save the Notepad file to a place where you'll be able to find it easily like C:\.
- Finally, compose an Email to William.t.dedula@nasa.gov. Attach the file you just saved in the previous step, and provide basic information (As much as you're able) on your computer specifications that include Computer type (PC or Macintosh), Operating System (Windows-XP, OS-X Tiger, etc ...), Amount of RAM memory you have installed, and your

type of graphics chipset (ATI, Nvidia, Intel, etc...), the amount of graphics memory (128 MB, 256 MB, etc ...) and whether it's shared or dedicated.

Be sure to send the Email once you're finished composing it and have attached the notepad document. We'll email you back with a solution or to ask additional questions.

Thanks for helping us improve MarsFlight.