

WELCOME TO

Widetraffic for P3D (64 bit edition)

Release 1.0 – July 2017

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Please take a look here: <http://www.wideview.it/faq.htm> for the last updated FAQ and important information not included in this user's guide.

Please check on <http://www.wideview.it/download.htm> for the latest patches and upgrades.

A discussion forum is available at <http://www.wideview.it/forum>

1 - INTRODUCTION

Thank you for your interest in this add-on for **Lockheed Martin Prepar3D, compatible with 64 bit release**. Widetraffic is a plug-in module that can be used to synchronize AI traffic (aircrafts and airport vehicles) throughout a LAN running the supported simulators. This module is very useful when used in conjunction with WidevieW to get synchronized traffic throughout the panoramic view.



Widetraffic reads the AI traffic in real time from a computer designed as “server” (typically, the computer where the input peripherals are connected and where you actually fly) and re-create the same AI traffic on any “client” computer running the flight simulation software and Widetraffic, throughout a local area network.

The typical use, is to keep the AI traffic perfectly synchronized on all the computers, when multiple computers are used to get large panoramic scenery view, via WidevieW. To know more about WidevieW, please consult the official website at <http://www.wideview.it>

Used in trial mode, Widetraffic works from 10 minutes since the flight simulation software was started, then the clients will be no longer synchronized. To get additional time, just restart the flight simulation software on the PC designed as server.

The software registration is necessary only on the computer acting as server. The clients are completely free of charge and unlimited in number.

WHAT’S NEW – UPDATE HISTORY

From version 1.8 to 64 bit release 1.0

- Module redesigned to ensure compatibility with Prepar3D v4 running at 64 bit

From version 1.6 to 1.8

- Added support for FSX Steam Edition (users not using FSX Steam Edition do not need to upgrade)

From version 1.5 to 1.6

- Added support for Prepar3D v.3 (users not using Prepar3D v3 or already having the product working fine in Prepar3D v3, don’t need to upgrade)

From version 1.4 to 1.5

- Added support for Prepar3D v.2 (users not using Prepar3D v2 or already having the product working fine in Prepar3D v2, don’t need to upgrade)

From version 1.3 to 1.4

- Added support for Microsoft ESP and Lockheed Martin Prepar3D from the same core DLL. Mixed configurations with LANs hosting FSX+ESP+P3D are supported also. Please be aware that Prepar3D already supports native multiple channels in a LAN, anyway Widetraffic has been made compatible with Prepar3D because of the many requests.

From version 1.2 to 1.3

- Added synchronization for spoilers, flaps and engines status (stop / run / reversers)
- Improved landing gear status synchronization
- Fixed a small bug causing parked AI aircrafts to move suddenly, if the server has wind and the weather is not identical on the clients
- Added network multicast transmission. Send data to all the network cards installed in your computer, or only to a specific interface
- **If you are coming from a version older than 1.2, to get the most from this release, upgrading users please select Add-ons | Widetraffic | Configure... and click "Default" to activate the recommended settings automatically. This is not necessary if you come from version 1.2**

From version 1.1 to 1.2

- Added traffic synchronization for generic airport vehicles in addition to aircrafts.
- Added support for landing lights and strobe synchronization on AI aircrafts.
- Optimized network transfer protocol, letting to synchronize an higher number of objects losing less performance.
- Aircrafts on the clients can be configured as non intelligent shapes (as the physics is actually calculated by the server), saving CPU resources
- Fixed a behaviour causing the Widetraffic Add-ons menu to stop responding after a while on some system.
- Improved Windows Vista (or later) UAC support.
- **To get the most from this release, upgrading users please select Add-ons | Widetraffic | Configure... and click "Default" to activate the recommended settings automatically.**

From pre-release 0.99 to version 1.1

- Added statistical report about traffic synchronization.
- Fixed a bug preventing proper startup on some system (no traffic synchronization), when used together with WidevieW.

2 – QUICK START GUIDE (BE SURE TO READ THIS AND THE FOLLOWING PAGE)

- During the setup process, it is recommended to use the flight simulation software in a window, rather than full screen, to make sure that all the configuration windows will be visible. Run The flight simulation software, put it in a window (press ALT+ENTER) then **exit** The flight simulation software (so the next time, it will start in a window)
- Check your network configuration having **IPX or TCP/IP protocol** bound to the network card that you wish to use for Widetraffic. The network protocol is used by Widetraffic to communicate and it can use either IPX or TCP/IP, included with your operative system, as you prefer (Windows Vista or later has TCP/IP **only**). If you have already a working network with shared files, it is very likely that the protocol is installed correctly (and it will be almost certainly the TCP/IP, as the IPX is less used today), so no further action is required.
- Install Widetraffic on all the computers using **SETUP.EXE** supplied into downloaded installation package. It is strongly recommended that you are logged as an **administrator** when Widetraffic is installed and later, when the flight simulation software is used.
- On the computers acting as clients, it is strongly recommended to disable the The flight simulation software's "Opening Screen" (the initial menu that you normally see as soon as the flight simulation software starts). This is done via the flight simulation software's menu Options | Settings | General | Show opening screen (uncheck it). Doing so, the flight simulation software on the clients will start "ready to fly", saving you to use the keyboard and mouse to start a flight.
- On the server, set the AI Traffic options as desired, via the flight simulation software's menu Options | General | TRAFFIC
- On the clients, open the flight simulation software menu Options | General | TRAFFIC, then set **all the traffic options to zero**. The traffic on clients will be automatically created and managed by Widetraffic. **DO NOT** set the parameters explained before to values different than zero and **DO NOT** use any other traffic generation tool on the clients, otherwise conflicts will arise with Widetraffic.
- Repeat the above operations on all the computers of the network, as applicable.
- If you are using WidevieW, make sure that it is started on server & clients and that the time of day is synchronized. If you are not using WidevieW, make sure that all the computers are on the same airport, at the same time of day.
- Widetraffic is located under "**Add-ons**" menu of the flight simulation software (press ALT if you don't see the menu). From here, all the functions of Widetraffic are available. In case you don't see the Add-ons menu, please check the troubleshoot chapter later in this user's guide.
- By default, Widetraffic starts always automatically, so **no further action is required**; the current status is displayed on the last line of the menu (Add-ons | Widetraffic). Providing that the "**Autostart**" option is active (by default it is always active), the AI Traffic synchronization starts automatically as soon as each computer is ready to fly,

otherwise, use menu Add-ons | Widetraffic | Start / Stop commands as required. If your network is working fine, you will already see the AI traffic synchronized throughout the network (be aware that the “first time” synchronization may be more critical, because you did the installation right now and the flight simulation software may be a bit “messed up” with options changed and a new add-on; if you notice strange behaviours, use menu Add-ons | Widetraffic | Re-generate remote traffic on the server, to reset and restart the synchronization.

- **IMPORTANT:** should you get crashing or quitting the flight simulation software on the clients, make sure that the server is “ready to fly”, with Widetraffic already transmitting, before starting the flight simulation software on the clients. For additional troubleshoot information, see later on this guide.
- Register Widetraffic if you like and decide to keep it (required on **Server PC only**, see menu Add-ons | Widetraffic | About and Register). The clients are free of charge and unlimited in number.

IMPORTANT THINGS TO KNOW – READ CAREFULLY!

Widetraffic is a very complex application that has to deal with huge amount of data at high frequency speed. To ensure best synchronization, please consider these basic guidelines:

1. Make sure that EXACTLY the same airplanes, with EXACTLY the same liveries are installed in all the computers. If you install a third party aircraft on the server, repeat the installation on all the clients. If an airplane or a livery is missing on a client, unexpected behaviours will arise (for example, different aircraft model will be displayed). Same rule applies to generic vehicles and any other moving traffic “seen” as AI by the flight simulation software. Generally speaking, the **Simobject** and **Effects** folders (which can be found inside the folder where the flight simulation software is installed into), must be **identical** throughout the network (you may wish to **copy** these folders manually from the PC designed as server, **after the older folders were deleted in the destination client**, making sure that also PREPAR3D.CFG has the same “SimObjectPaths” listing inside the [Main] section, please see chapter 6 – configuring Widetraffic – later in this guide)
2. On the clients, DO NOT use any other traffic generation tool and keep the flight simulation software generated traffic to ZERO (see menu Options | General | TRAFFIC). If some other add-on or the flight simulation software itself generates traffic on the client, it will create conflicts with Widetraffic, with very unpredictable and odd results.
3. Widetraffic is guaranteed to work with default generated traffic. It may also work with custom AI Traffic packages or add-ons, providing that the previously explained rules are satisfied, but no explicit guarantee can be given. Thence, if you see unexpected behaviours in Widetraffic and you are using optional AI Traffic products, please try to disable them and check what happens (tests were made using Ultimate Traffic and the synchronization was always successfully, so with this add-on, there is no problem)
4. The amount of data injected into the LAN is huge and much higher if compared to that used by WidevieW. The higher is the number of objects to be synchronized, the less precise the synchronization is. In particular, when attempting to synchronize too many objects, you may get either stuttering objects if they aren’t handled as intelligent shapes

(see [Add-ons | Widetraffic | Configure...](#)) or get aircrafts bouncing back and forth in case they are handled as intelligent shapes. To reduce the number of synchronized objects, you may either configure the flight simulation software traffic (airplanes and vehicles) to lower settings, or reduce the range in nautical miles from own aircrafts where Widetraffic acts (see [Add-ons | Widetraffic | Configure...](#)). Please consider that, depending on airport's size and traffic, you may still get heavy traffic even when the flight simulation software is configured to display less traffic (for example, the same traffic density, say 30%, may be OK for a smaller airport like San Diego, California, but it may be too large for bigger airports like London Heathrow). **Normally, a reasonable quantity of objects to synchronize is between 50 and 100 on today hardware** (see [Add-ons | Widetraffic | Traffic statistics to know how many objects are being synchronized](#)). This target can be reached even with very high density traffic set in the flight simulation software, but with a reduced Widetraffic range (for example, to just 5 miles, as you wouldn't see in any case more distant aircrafts).

5. If you change some of the flight simulation software AI Traffic display option on the server (like traffic density) or **change the airport**, moving your airplane to another place, please use menu [Add-ons | Widetraffic | Re-generate remote traffic](#) to reset remote airplanes and ensure a more reliable synchronization.
6. Widetraffic synchronizes aircrafts and vehicles if they are "seen" by the flight simulation software as AI objects and if the requirements explained at point 1 are satisfied. It doesn't synchronize any other object different than AI objects, or objects injected by external running applications (instead, it may work generally well with custom AI aircrafts packages, when they are limited to just aircrafts model, livery, and schedule database).
7. Widetraffic synchronizes the aircraft's spatial position, heading, attitude, landing gear, landing lights and strobe. For vehicles, it synchronizes the spatial position and heading. It doesn't synchronize any other animation, special effect, or mobile part not mentioned here.
8. Widetraffic recognizes the airplanes by tail number. It will not work with airplanes not having a tail number or having duplicate tail numbers for some reason.
9. If the computer designed as server is not used to display an outside view, you can make this computer run much faster by replacing all the MDL files belonging to the objects to synchronize, with a simpler "dummy" version. In this way, the objects will be still sent to the clients and displayed normally there as simple moving shapes, but on the server they will be seen as transparent "ghosts", taking much less CPU/GPU resources. A faster server will make the clients faster too and this technique can be seen as a true network distributed process that uses all the power from the available computers, with better load balancement (the server handles the flight physic only, the clients display the shape only). Please see chapter 6 – configuring Widetraffic – later in this guide, to know more.
10. The standard pushback vehicle included in the flight simulation software (the big car with a fork in front, available in grey and blue colours and normally present ahead of parked aircrafts or somewhere throughout the airport), is not seen as an AI object by the flight simulation software itself, but it is rather a scenery generated object. For this reason, it is not possible to synchronize this vehicle by Widetraffic.

3 - REGISTERING THE SOFTWARE

(REQUIRED ONLY ON SERVER PC)

To register, activate and re-activate again after reinstallation, please proceed as indicated below:

- A) If you don't have a Serial Number, buy it on line from one of the followings links:
<http://store.esellerate.net/s.asp?s=STR6614395918> or
<http://www.wideview.it/>
The purchase can be easily done through any computer connected to Internet. Once purchased, a Serial Number is e-mailed to your e-mail box. Please store this e-mail properly, as the Serial Number is needed for future re-installations.
- B) Wait at least 15-20 minutes before proceeding below, to let the server to process your purchase accordingly (you must wait the indicated time, also if the Serial Number was already delivered to your e-mail box after purchase).
- C) If the software is still not installed, then install it now as indicated into Installation chapters.
- D) Run the flight simulation software. For added safety, please do not use the "Full Screen" mode during the activation process, but run in a window (press ALT+ENTER)
- E) Select the flight simulation software's Add-ons menu (press ALT if you don't see the menu), then Widetraffic | About and Register.... The window below will appear.

For PRICING and MORE details, please contact:
<http://www.wideview.it>
info@wideview.it

Software registration

- 1) For added safety, please make sure that FS is NOT full screen during the activation process
- 2) Buy a Serial Number from <http://www.wideview.it> OR if you are reinstalling, retrieve your Serial Number from the sale's receipt e-mailed on purchase.
- 3) Wait at least 15-20 minutes after purchase before proceeding below.
- 4) Insert the Serial Number in the box below, exactly as reported on the sale's receipt and including any " - ". If possible, use copy&paste to prevent errors.

5) Click one of the followings options:

Activate automatically now
(Internet connection required, no firewall please)

Manual activation via web browser from any computer
(use if Internet is not available on this computer OR if the automatic activation fails. Two steps required, click this button to obtain an Installation ID, then return here once you have the Activation Key)

A Buy, Install & Reinstall tutorial is published at
<http://fsearch.fsutil.com/reghelp.htm>

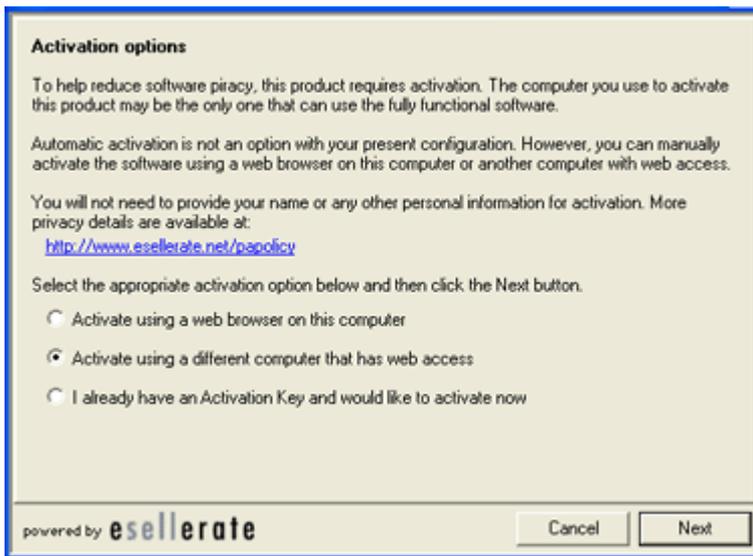
Register later / Close

F) Insert the **Serial Number** received by e-mail, in the provided box. When possible, to prevent errors, please copy&paste it from the sale's receipt, or take great care while typing it.

G) If your computer is connected to Internet, press "**Activate automatically now**", otherwise skip to next step. Once the automatic software activation is completed successfully, you will receive a notification message and the flight simulation software will have to be restarted. Should you get a "**Serial number not found**" error, make sure that the serial number was purchased at least 15-20 minutes ago and cross-check that you are typing the serial number correctly. Please note that this operation may require several minutes to complete, do not interrupt it for whatsoever reason. Moreover, it is warmly suggested to disable any firewall or any other software limiting the internet connection, throughout the procedure, to prevent **connection errors**.

H) If your computer is not connected to Internet, or in case the automatic activation fails for some reason (connection errors due to firewalls or other problems), click "**Manual activation via web browser from any computer**" and proceed as follows.

D) The following window will appear:



Select the appropriate option, depending if you would like to activate the software from this computer, or from another computer connected to Internet. Press **Next** once the selection is completed.

J) An “**Installation ID**” will be returned, as shown below:



For now, click “**Cancel**” and click “**Register later / close**”. The activation process will be resumed later, and you may also close the flight simulation software if necessary.

K) From a web browser, open <http://activate.esellerate.net>. Again, this operation can be performed on the same computer, or from any other computer connected to Internet. The following page will open, please type here the **Installation ID** obtained at the previous step and then click “**Submit**”:

After-Purchase Services

About eSellerate Product Activation

eSellerate Product Activation is an anti-piracy technology that helps ensure software is used only on the computer for which it was purchased.

During activation, the unique Installation ID for the target computer is sent to eSellerate's product activation servers. This Installation ID does not include any personal information, nor does it include any information about the software or the documents that reside on the computer. For details, see [eSellerate's Product Activation Privacy Policy](#).

Enter Installation ID

In the field below, enter the Installation ID supplied by the software you are activating. (In some cases, the field will be prefilled.)

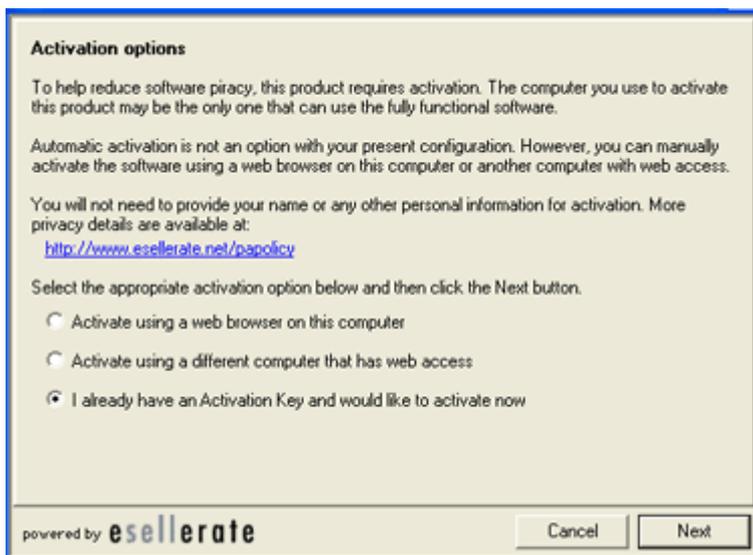
When you're finished, click the Submit button.

[Terms of Use](#) | [Privacy Policy](#) | ©2000-2005 eSellerate, Inc.

Should you get a “**Serial number not found**” error, make sure that the serial number was purchased at least 15-20 minutes ago and cross-check that it was typed correctly before obtaining the **Installation ID** (step F). Also, cross-check that the **Installation ID** was entered correctly as well.

As soon as your **Installation ID** has been validated by the server, an **Activation Key** is returned and visualized in the above page. The **Activation Key** is a long code, used to actually activate the software. Write down this code, making sure to not make any mistake. For your convenience, you may copy&paste it inside a text file and save it onto a floppy disk or e-mail it, to prevent errors.

- L) Select the flight simulation software's Add-ons menu (press ALT if you don't see the menu), then Widetraffic | About & Register. Click “**Manual activation via web browser from any computer**”. The following window will appear:



Activation options

To help reduce software piracy, this product requires activation. The computer you use to activate this product may be the only one that can use the fully functional software.

Automatic activation is not an option with your present configuration. However, you can manually activate the software using a web browser on this computer or another computer with web access.

You will not need to provide your name or any other personal information for activation. More privacy details are available at:
<http://www.esellerate.net/privacy>

Select the appropriate activation option below and then click the Next button.

- Activate using a web browser on this computer
- Activate using a different computer that has web access
- I already have an Activation Key and would like to activate now

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Select “**I already have an Activation Key and would like to activate now**”. Click next.

M) Insert the **Activation Key** obtained at step K.

Enter Activation Key

Enter your Activation Key in the fields below, using the Tab key to advance through the fields.

If you've copied the Activation Key to the Clipboard, you may paste the entire key in at once (using Ctrl+V).

When you're finished, click the Activate button.

Activation Key: A B C D E
 F G H I J

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Click **Activate** to complete the procedure and restart the flight simulation software.

Personal data and Credit Card number is securely handled through eSellerate servers, ensuring a smooth and safe transaction. On your Credit Card statement, you will see “wideview.it”, followed by some eSellerate’s code.

The payment can also be done sending the **cash in an envelope, by bank transfer or PayPal.** Please email info@wideview.it for the details.

Registering the software will also give **you top-priority technical support**, with precedence over not-registered users. Please be sure to insert the **Order Number anywhere in the Email’s subject** in order to be sure to receive this service.

In case you need to reinstall the software, it will be necessary to validate your original registration data. For this reason, please store your **sale receipt in a safe place**, as the procedure will ask for some specific data.

Before buying the software, please make sure that it is fully compatible with your systems and that you like it. The trial version works for 10 minutes per flight session (restart the simulator to get additional time). Should further assistance be required, please feel free to contact Luciano Napolitano at info@wideview.it or visit the official software’s Homepage at <http://www.wideview.it/>

-> **Tip:** A complete registration and re-installation tutorial is provided at <http://www.wideview.it/reghelp.htm>

4 – REQUIREMENTS & CONFIGURING YOUR NETWORK

In order to run, Widetraffic requires the following equipment:

- A.) At least 2 **networked PCs** capable of running the flight simulation software with all the options that you would like. I suggest a \geq 2400mhz CPU, a fast and modern 3D video card, and a big local hard drive. The clients may be keyboard-less and/or mouse-less (the shut-down can be made from the server).
- B.) The flight simulation software and all the **scenery, as well as third party aircrafts with all the liveries and optional traffic objects**, must be installed on the local hard drive (and/or on the local CD-ROM reader) of each PC. The scenery, the aircrafts and its related files, must be the same on every PC, otherwise the outside views may differ from PC to PC.
- C.) Widetraffic can be used alone to synchronize AI traffic only; if you wish to synchronize also your own aircraft, useful to get panoramic scenery views on the networked computers, WidevieW is also required, see <http://www.wideview.it/>
- D.) The **network cards** and the **IPX or TCP/IP protocol** must be installed and configured on each PC. A network cable (for example an RG58 / BNC or an RJ45 through an Hub) must wire every PC. The installation of those components may be very different from system to system, so it is difficult to help or give exact directions about this topic. Please consult the documentation shipped with your PC / network equipment / operating system / network software. If you already own computers sharing files via network, it is possible that your network and network protocol (typically the TCP/IP) are already installed and configured as required, so no further actions are necessary.
- D.) In order to communicate, **Widetraffic uses the IPX or TCP/IP protocol**. Widetraffic will not run if the same protocol is not installed on all the PCs and bound to the network cards used for Widetraffic (a single computer **may** have multiple network adapters, each used for different purposes). To verify the protocol installation, please follow the steps below:

Windows XP: Open My Computer and click Network resources, then Show network connections (the actual name of the menu changes with country and language). A list of the installed network adapters will appear (may be between one and... many!). Double click the network adapter that you wish to use for Widetraffic (typically, the network adapter where the cable linking all the computers used for Widetraffic, is connected) and then Properties: a list of the installed components will appear. Check if any **IPX or TCP/IP** protocol appears in the list, otherwise just ADD it/them (click install | protocol | IPX or TCP/IP). Now check if the protocol is **actually active and bound**: if it has a V on its left, then it is enabled and working, otherwise just activate it clicking on the appropriate check box. If you are going to use IPX for Widetraffic only and have multiple network adapters, **check the other network adapters for NOT having the IPX protocol bound to them**. (uncheck the box on the left of the protocol).

Important notice to ADSL and other Wide Band Internet users: In order to ensure a correct flow of the data stream over the network, it is recommended that **IPX is bound only to the network card used for Widetraffic** and TCP/IP only to the network card (typically a modem or a router masked as network card) used for Internet. IPX will be used for Widetraffic and TCP/IP for Internet. If IPX is bound to the Internet card too, Widetraffic may capture all the available bandwidth, preventing Internet (including Internet Explorer and Real Weather software) to work as expected. Please consult the previous paragraph to learn more

about how to bind a protocol to a specific network adapter. Read the *considerations on network protocol to use*, later in this chapter.

Windows Vista or later: The exact place where to check for network installation varies with the edition of Windows. Normally, the best place where to find this information is in *Windows Control Panel | Network and Internet / Network and Sharing Center*, then clicking on *Manage network connections*. A list of the installed network adapters will appear (may be between one and... many!). Double click the network adapter that you wish to use for Widetraffic (typically, the network adapter where the cable linking all the computers used for Widetraffic, is connected) and then *Properties*: a list of the installed components will appear. Check if the **TCP/IP** protocol appears in the list, otherwise just ADD it (click *install | protocol | TCP/IP*). Now check if the protocol is **actually active and bound**: if it has a V on its left, then it is enabled and working, otherwise just activate it clicking on the appropriate check box. Windows Vista (or later) has no IPX protocol, so only the TCP/IP can be actually used.

OPTIONAL:

A.) Regular file sharing between the PCs: it can be useful for maintenance purposes (copy scenery files, make backup copies, etc.).

CONSIDERATIONS ABOUT THE NETWORK PROTOCOL TO USE

Should I use IPX or TCP/IP? This is one of the most frequently asked question. There is probably no significant difference in performance between IPX or TCP/IP if your hardware and operative system is fully compatible with both of them and is configured as required. If the PC designed as Widetraffic “server” has an active connection to the Internet while flying, I strongly recommend to use IPX for Widetraffic and TCP/IP for Internet, because this configuration optimizes the network traffic, keeping it well separated (just “bind” the IPX only to the network adapter used for Widetraffic and the TCP/IP only to the network adapter used for Internet --- typically a modem or router masked as network card --- selecting IPX in Widetraffic configuration).

If you are using also WidevieW, you may consider to install two network cards in each computer and run the programs on physically separated networks. This is done by binding the IPX protocol only to one network card and TCP/IP to the other, then configuring WidevieW or Widetraffic to use IPX. The application working in IPX mode will use only the IPX network interface, while the other will use TCP/IP. This trick should give some additional performance in some case.

NOTE: Windows Vista (or later) currently hasn't IPX. Please select TCP/IP if you are using Windows Vista (or later). **In all the cases when you cannot use IPX for some reason, the network traffic can be still isolated when multiple network adapters are installed in the same computer.** Just select TCP/IP protocol normally, then in Widetraffic configuration dialog, enter the network interface to which you want Widetraffic to send data (Enter zero to attempt binding automatically to all the interfaces, otherwise, enter the desired interface. For example, in a network **192.168.0.x** with a subnet mask of **255.255.255.0**, enter **192.168.0.255**. It is advised to restart the system when this value is changed. Please consult your operative system's guide to know how to set IP addresses and subnet masks for a given network interface).

5 – INSTALLATION AND UNINSTALLATION

During the setup process, it is recommended to use the flight simulation software in a window, rather than full screen, to make sure that all the configuration windows will be visible. Run the flight simulation software, put it in a window (press ALT+ENTER) then **exit** the flight simulation software (so the next time, it will start in a window)

Widetraffic can be installed automatically through the included setup. The downloaded ZIP file containing Widetraffic must be extracted to a temporary directory, from where you will operate. Just double click the ZIP file and, depending on the shell in use, move all its content to a temporary folder, then double-click setup.exe.

To **uninstall** Widetraffic, open Windows START menu | Programs | Widetraffic and select “uninstall Widetraffic”

IMPORTANT!

It is recommended to log into your operative system as an administrator with full rights, when Widetraffic is installed and later when it is used. This applies particularly to users of Windows Vista (or later).

Please consult the Quick Start chapter, as well as the next chapter, to know more about software installation and how to prepare the flight simulation software to work with Widetraffic.

6 - CONFIGURING WIDETRAFFIC AND OPTIMIZING PERFORMANCE

First time execution

The first time that the flight simulation software is launched, after the installation of Widetraffic, it may ask to accept Widetraffic as a trusted module. Additionally, the Windows Firewall may ask you to authorize the flight simulation software and Widetraffic to access the network card. Just authorize all.

Later, as soon as Widetraffic initializes for the first time, the configuration window opens automatically, letting to select the role of the workstation (server or client) and the protocol in use (IPX or TCP/IP). For added safety, it is recommended to run the flight simulation software in a window, rather than full screen during this step, otherwise the message windows may not be displayed properly (because of particular threading existing in Widetraffic, it isn't always possible to display dialog boxes in full-screen mode).

After these simple steps, under normal circumstances, Widetraffic should be already capable of synchronizing all the computers throughout the network. However, please read the remaining part of this chapter for important information on system optimization and to discover the many hidden aspects of Widetraffic. This info will be useful also for troubleshooting purposes, should you get no synchronization after installation and first-time setup.

Configuring Widetraffic

To configure Widetraffic, open flight simulation software's "Add-ons" menu (press ALT if you don't see the menu) and select Widetraffic | Configuration. If you still cannot see an "Add-ons" menu, or Widetraffic inside the Add-ons menu, please consult the troubleshoot chapter. The options available in the configuration window are the followings:

Start Widetraffic automatically when the simulator starts: If activated, starts the communications automatically as soon as the flight simulation software starts. If not activated, Widetraffic must be started manually, selecting Add-ons | Widetraffic | Start (applies to server and clients).

Protocol: Sets the protocol used by Widetraffic and can be IPX or TCP/IP. All the PCs must use the same protocol. The selected protocol must be bound to the same network card used for Widetraffic (see previous chapter).

Socket ID: The default value of 8001 is usually appropriate for most situations. It should be changed only if another software is already using it, preventing Widetraffic to connect. It **must be the same** on all the PCs and identifies the channel on which the PCs communicate. Be aware that WidevieW uses socket 8000 by default, thence do not use 8000 with Widetraffic.

Buffers: The default value of 10000 is usually appropriate for most situations. It represents the size of the network buffer in bytes. Higher settings may reduce stutters but will also delay the communication between server and client, leaving the clients "behind". It is usually not necessary to change this setting, provided only for experimental purposes.

Priority can be used to set the priority of Widetraffic over the other running processes. Widetraffic is a time-critical application: this means that its code **MUST** be executed at a very regular interval

and many times per second. If this condition is not satisfied, the clients will not be smooth. Widetraffic is an application that share time and resources with many other running processes (including the flight simulation software itself). The priority can be:

Low - minimum: Widetraffic is executed only when the other running applications are not performing any other important / heavy task

Norm - normal: Widetraffic thread is executed with the same priority of all the other "normal" applications with which it shares time and resources. Flight simulation software and almost any other application runs using this priority.

Higher / Highest: in this case all the other running processes having a lower priority are suspended when Widetraffic have to execute its code. This ensure that Widetraffic is executed at regular intervals, even when some other application needs to complete or to begin an important task

Max – maximum: This is the highest possible priority. In this case the entire operating system could be suspended when Widetraffic needs to execute its code. When this option is used, Widetraffic is executed at very regular intervals, and the operating system will suspend its activity, even if it needs to perform other vital tasks, such as flushing the disk's cache, or updating the mouse's position.

-> **TIP:** *although priorities higher than normal let Widetraffic to run faster, the global performance of the system **may result decreased** because Widetraffic may get too much resources, **subtracting** them to the system and to the flight simulation software itself. This may sometime produce jitters or stutters, depending on many factors, including how Flight Simulator is configured (scenery detail, target frame rate etc.) and how the system is globally configured, optimized and balanced. To prevent this to happen, another parameter, "**Interval**" is present in the configuration dialog.*

Interval works in conjunction with the **Priority** and can be used to set for how many cycles Widetraffic must stop its execution, giving time to the flight simulation software to perform its own stuff. **Decreasing** the update rate, **increases** the Widetraffic speed, but **decreases** the speed of **the flight simulation software** and may also generate too high network traffic, that will make the clients very slow. Increasing the update rate too much, will give **more speed to the flight simulation software for scenery rendering** and will save a lot of network bandwidth, making the clients faster, but will decrease the number of updates per second, perhaps producing stutters. The situation may be reversed if an **Interval of zero** has been entered, but a **Low priority** was selected. In this case Widetraffic will still execute itself at the highest possible speed, but the operative system will give more time and resources to the flight simulation software (because of the lower priority of Widetraffic) , preventing the keyboard to stop working.

It is clear that the combination of Priority and Update Rate is the key factor determining how the flight simulation software and Widetraffic perform and only a correct balance between them will give a perfectly smooth movement on the clients. **Please note that, if the server sends too many updates per second, the frame rate on the clients may drop dramatically. In such case, increase the interval on the server.**

Unfortunately, it isn't easy to give **exact "default" parameters** (for example, some system may require a Max priority and an higher Update Rate of 5 or 10, while others may work better with a Normal priority but a lower update rate of 1), anyway, if you fully understood the previous paragraphs, you will be surely able to configure Widetraffic after experimenting a bit.

-> PANIC! I've modified the configuration of Widetraffic and the flight simulation software doesn't start anymore, preventing me to change the settings back to safe values.

Solution: Just open "Widetraffic.ini" located in %appdata%\widetraffic (you can browse to this folder by typing %appdata% in Internet Explorer, as you would do for a website), and modify it manually as follows (this is the "safest" possible configuration):

```
[Settings]
SocketID=8001
MaxQueuedPackets=10000
Priority=1
Interval=10
Autostart=0
```

Run Widetraffic on the followings CPU/cores if you are using a processor with multiple cores and/or a motherboard with multiple CPUs, you can select the CPUs and cores where Widetraffic must be executed. Currently, a maximum of eight CPUs / cores are supported. Widetraffic may perform better if it runs on multiple CPUs / cores and you can select any combination of them (for example: 1+2+3+4+5+6+7+8 or 1+2 or 1+4 or just 2 or 3 alone...). Further performance may be obtained if the CPUs or cores where Widetraffic runs, do not have other processes attached (you may use Windows Task Manager to check actual load for each processor and core and to set the affinity for each of them, when needed; if you are not expert about this, just search for affinity setting on multiple processors and Windows Task Manager over the internet).

Send data to the following network interface: Can be used to isolate your Widetraffic network when multiple network interfaces (multiple network cards) are installed in your computer. In order to do so, just assign different IP addresses to each network card (this is done from Windows network configuration, please consult your operative system user's guide to know more). For example, assign 10.0.0.1 to network card #1 and 192.168.0.1 to network card #2 (both the networks will have 255.255.255.0 as subnet mask). To let Widetraffic send data only to network card #2, just type in this box "192.168.0.255" (where "255" means "all the computers on the same IP address mask", thence the computers from 1 to 254). This option has effect only on the computer acting as server and only if Widetraffic is set to TCP/IP mode. If, for whatsoever reason, you want to send Widetraffic data to all the networks, or you are unsure about how to set this parameter correctly, just enter "0" (zero), which is the safest possible configuration, working always.

Synchronize vehicles and other traffic in addition to aircrafts If activated, generic vehicles (like the airport ground traffic) is synchronized in addition to aircrafts. The same rules already explained for aircrafts apply for vehicles (they must be "seen" by the flight simulation software as AI objects, they must be installed in the flight simulation software throughout the network and on clients they must be set to zero via the flight simulation software traffic options).

Send only traffic within this option is very useful because lets to synchronize only the aircrafts present in a small range around own aircraft (definitely, only the aircrafts that you are actually able to see visually), rather than the default flight simulation software's "bubble" that is about 200kms wide. This, lets to reduce the network traffic to minimum, without overloading the server and the clients, getting a huge performance boost, but still having in a visual distance around your aircraft,

all the AI objects that you would have with a much larger radius. This is the most important parameter used to optimize the performance and to virtually eliminate all the stutters affecting objects on the clients. If used correctly, it can give top performance also with the traffic set at 100%, thanks to the distributed processes, a performance impossible to get when using flight simulation software on a single computer. Please see the performance optimization chapter later in this manual for additional information.

Force static objects refresh every To keep the network traffic to the minimum, object's spatial position information is sent to the clients only when the position of an object (aircraft or airport vehicle) changes from the last scanning cycle. With this parameter, you can decide every how many seconds, the position information must be sent, even if the object's position didn't change. Lower values ensure more consistent synchronization, but decrease performance. The default value is 60 seconds. You may notice additional stutters while the objects are refreshing (thence, the lower is this value, the more frequent stutters you will see)

Keep static objects refreshing for Works in conjunction with **Force static objects refresh every** and is used to determine for how many seconds the objects are kept refreshing each time the **Force static objects refresh every** counter expires. Lower values decrease the stutters that may appear while a refresh cycle is in progress, but may cause not all the objects to be actually refreshed. The default suggested value is 2.

All the aircrafts are always handled as intelligent shapes With this option enabled, a client handles the aircrafts coming from server as full "AI" objects, having own flight physics. This may give smoother AI aircraft movement, because if the updated position comes too late from server, the client tries to "fly" the aircraft towards the next possible position. However, this causes an additional CPU load on the client, because it has to calculate the flight dynamics for each AI aircraft. Moreover, the "predicted" new position may be still slightly different from the real one, yet causing a slight stutter (or aircraft bouncing back & forth) as soon as new data comes from the server. The advantage of this option is that in most cases, the special effects affecting the aircrafts will be mostly likely operative (for example smoke on touchdown or cone trails in the sky --- please be aware that, in any case, both the mentioned special effects, as well as other special effects are **not** guaranteed to work with Widetraffic). This option affects aircrafts only, not vehicles, instead always handled as non intelligent shapes.

Only aircrafts flying above the specified altitude threshold are handled as intelligent shapes. Non intelligent aircrafts are "seen" by flight simulation software as just fixed shapes, without a flight dynamic. This lets to save CPU load on the clients, as there isn't any flight physics anymore, however the aircrafts may appear more stuttering, because their position is updated only when new position information comes from server. This option prevents also aircrafts special effects, like smoke on touchdown and trails, to be triggered as expected. However, the extra performance saved, may let to display a much higher number of airplanes, normally impossible to get when the flight simulation software runs on a single computer. This is particularly evident when the server has just "ghost" aircraft models (in such case the server calculates the flight physics, while the clients display the shape). Vehicles are always handled as non intelligent shapes, even when this option is not activated. **You can specify an altitude threshold above which the aircrafts are seen as intelligent shapes, for example to preserve some special effect that Widetraffic may be able to handle (like cone trails).**

Optimizing performance

Configuring Widetraffic and the flight simulation software in a proper way, lets to save extra performance that can be used to display a larger number of aircrafts, otherwise difficult to get when using a single computer. This is possible thanks a kind of “distributed” process through the network, where the server handles the flight physics and the clients display the aircrafts’ shape. This particular technique requires the followings conditions:

- The server doesn’t have windows showing scenery, but is used just for the instrument panels, only the clients are used to display the scenery, via WidevieW
- You are not flying an aircraft that is also used by the flight simulation software to generate AI Traffic
- You don’t take care about renouncing to special effects on the clients (like smoke on touchdown and sky trails, in any case **not** guaranteed to work with Widetraffic)

If the above conditions can be met, proceed as explained below to setup this interesting technique. Please note: some minor ability to search for files, copy and rename them is required. Moreover, it can be destructive in case of mistakes, so please make a backup copy of the Simobject folder before proceeding. No explicit support is given on this matter, you must be able to handle your operative system and to different tasks accordingly!

- For the AI aircrafts and ground vehicles, removing the MDL files is complicated, because you cannot just delete them, otherwise the AI aircraft wouldn’t work anymore as expected, but instead you have to replace the .MDL files with a “dummy” version, having much less polygons.
 - o First of all, search for a small MDL file (size below 10kb) to be used as dummy model. I suggest to use the following file: Veh_Land_Car_Transparent.mdl that can be found into <YOUR FLIGHT SIM INSTALLATION FOLDER>\SimObjects\GroundVehicles\Veh_Land_Car_Transparent\model. This file is 3kb long (if not altered by optional add-on products). Copy this file on your desktop, to have it readily available.
 - o Now, you have to identify in what folders the AI objects that you are using, are present. If no add-ons were installed, it is very likely that they are into: <YOUR FLIGHT SIM INSTALLATION FOLDER>\SimObjects divided into several subfolders. Be warned that this folder probably contains also the aircraft that you fly, so you have to skip it if you want to save the shape, otherwise you will lose the Spot Plane view (aircraft seen from outside). If add-on AI aircrafts were installed, open Prepar3D.CFG** and check the [Main] section. You will see a series of **SimObjectPaths.n** (where n is a progressive number), specifying the relative path for all the AI objects installed in your system. Be sure to check if there are additional statements where the [Main] section finishes, as the statements can be scattered randomly inside the section.
**Prepar3D.CFG can be found into %appdata%\Roaming\Lockheed Martin\Prepar3D (type %appdata% into an Internet Explorer window, as you would do for a web address)
 - o Once the folders are identified, enter into them, enter into each subfolder and then into “Model” folder. Here you will find a “model.cfg” file. Double click it and check the name that appears into [Models] section, under “normal=”. This is the MDL file to be replaced with the dummy version.

- Copy the dummy MDL file from your desktop to each model folder, renaming it as specified into “model=” statement.
 - Delete any “texture.cfg” file, “texture” and “texture.n” subfolders if present (“n” is a progressive number)
 - The operation can be long, but once completed, you can set the AI traffic and ground vehicles in Flight Simulator also to 100%, but still keeping a huge frame rate because the server have to calculate the physics only, not to display the model and render the textures. A faster server will be able to send more FPS to the clients via both WidevieW and Widetraffic, ensuring higher FPS to all the clients too. Please note that on server, you will not see AI aircrafts anymore, although they are still really there and normally detected by the ATC and TCAS.
- The recommended configuration of Widetraffic clients is the factory default, so just open the configuration window and click Reset to default. With default configuration the aircrafts will be seen just as non-intelligent shapes (this is fine, as the physics is actually calculated by the server) and only the aircraft within a range of 5 nm are synchronized (it is useless to synchronize the aircrafts further away, as you wouldn't see them).

Installing AI traffic add-ons properly

In order to work, Widetraffic requires that the same AI object library is identical in all the computers throughout the network. This can be ensured in two different ways:

- Install the same add-on packages using their installers, on each computer OR
- Synchronize the AI object library manually. To do this, proceed as indicated below:
 - Choose a computer that will be used as source to replicate the installed AI objects. This can be the server, but only if you didn't alter the MDL files to make them dummy

On the source PC, open Prepar3D.CFG** and scroll down to the [**Main**] section. Annotate all the **SimObjectPaths.n** statements, where **n** is a progressive number. Check carefully the entire section, as the “n” order may be very sparse.

****Prepar3D.CFG** can be found into %appdata%\Roaming\Lockheed Martin\Prepar3D (type %appdata% into an Internet Explorer window, as you would do for a web address)

- In the destination computers, delete all the folders that you have previously annotated on the source PC. This will prevent that files are added rather than completely replaced.
- Copy all the annotated folders from source to destination computers.
- To prevent missing textures and special effects, copy also the Texture and Effects folders from source to destinations (these folders can be found into Flight Simulator main installation folder)

- In the destination computers, open Prepar3D.CFG and make sure that the [Main] section has exactly the same SimObjectPaths entries. Please do this very carefully, otherwise the flight simulation software will not detect the object libraries as expected
- If you have chosen to make the aircrafts dummy on server, make sure that you do not make messes with dummy MDL files (do not copy them into clients!!!) and also make sure that you don't overwrite server's dummies with real models. For new installed models, proceed as explained in the previous paragraph, to make them dummy as well (if required).

Please note that the above procedure has been tested with a few AI Traffic add-ons (for example Ultimate Traffic), but the actual procedure can be different depending on add-ons actually used. It will be required some expertise from yourself about how to copy and identify files properly, depending on situations, specific configurations and installed things. **No explicit support can be given on this matter**, because there are hundreds of flight simulation software's add-ons, each different from each other, and impossible for me to know all of them. Moreover, please remember that is impossible to guarantee the full compatibility of Widetraffic with every existing add-on.

Be warned that the **AI object library can be changed also by add-ons other than AI traffic packages**. For example, a scenery add-on may add custom airports vehicles, which need to be synchronized as well.

Before copying files, please check if the EULA of the product that you are replicating offers the possibility to install the it over a network, or if multiple licenses are required.

7 – ADDITIONAL FUNCTIONS INCLUDED IN WIDETRAFFIC

All the functions available in Widetraffic are contained into flight simulation software's menu Add-ons | Widetraffic (press ALT if you don't see the menu).

- Start*** Is used to start Widetraffic in case the “Autostart” option is disabled. Applies to server and clients (also the clients must be started manually, one by one, if the Autostart option is disabled locally).
- Stop*** Is used to stop Widetraffic, should it be necessary for whatsoever reason. Can be used on clients (data will be no longer processed locally) or on server (data will be no longer sent to any computer).
- Configure...*** Opens the configuration window of Widetraffic, where operating parameters are set. Please consult the previous chapter to know more about available parameters.
- Traffic statistics...*** Shows details about the processed objects and synchronization errors; it may help to identify problems in case of missing airplanes on the clients.
- About and register...*** Gives information on version of Widetraffic in use and opens the registration window, if necessary.
- Status*** The last entry of the menu gives status information about selected mode (server or client), if Widetraffic is actually started or is inactive, and trial mode.

8 - FAQ AND TROUBLESHOOTING

Please take a look here: <http://www.wideview.it/faq.htm> for the last updated FAQ and important information not included in this user's guide.

Quick Troubleshoot guide

- **Occasional or constant crash on client start up or quitting the flight simulation software**
 - Please make sure that your server is “ready to fly”, with Widetraffic already started and sending data, before running the flight simulation software on the clients.

- **The clients don't follow the server, no synchronization occurs**
 - Keep in mind that the trial version stops to works after 10 minutes since the flight simulation software was started.
 - Remember that, if the Autostart option is deactivated, you must start Widetraffic manually via Add-ons | Widetraffic | Start menu.
 - Make sure that Widetraffic id actually started, check Add-ons | Widetraffic | Start
 - Make sure you installed IPX or TCP/IP in your Windows configuration
 - Make sure Widetraffic is communicating using a protocol (IPX or TCP/IP) actually installed in your O.S.
 - Make sure that all the Widetraffic are configured to communicate using the same protocol and the same Socket ID throughout the network (default socket ID value is 8001; make sure that no other program is using the same socket used by Widetraffic)
 - If a network interface different than zero is specified into Widetraffic configuration box, make sure that the clients are actually connected to the specified network interface and that such network interface actually exists in the server
 - Check menu Add-ons | Widetraffic | status (last line of the menu, press ALT if you don't see the menu) where status information about Widetraffic is supplied.
 - Make sure that the server is actually configured as SERVER in Widetraffic, and the clients as CLIENT.
 - Check if the computers can see each other
 - Check if firewalls or antivirus are blocking Widetraffic
 - Make sure your network is configured as required and shows data flow when Widetraffic is started (observe the lights blinking on the hub / switch)

- **On clients I get either stuttering objects or objects moving back and forth**
 - There are too many objects being synchronized in relation to computers' power and available frame rate on server & clients. Possible actions are:
 - Reduce the airline, general aviation and vehicle traffic quantity in the flight simulation software. Keep in mind that a value good for smaller airports (say 50%) may be still too much high for larger airports where there is more traffic. Just in case, adjust the sliders depending on the area where you are flying.
 - Reduce the range in nautical miles where Widetraffic acts (see “**Send only traffic within**” parameter). Default value is 5, which should be fine for most situations.

- **On a computer, I see the aircrafts with different livery from the same airplane flying on another computer**
 - This behaviour may happen when you move your aircraft to a different airport, via flight simulation software's menu, or when AI Traffic display options are changed. In such case, use the command Add-ons | Widetraffic | Re-generate remote traffic to reset remote airplanes.
 - Check also everything already said on the previous FAQ.

- **I'm having difficulties registering or reinstalling Widetraffic**
 - Please take a look at the on-line tutorial published at <http://www.wideview.it/reghelp.htm> and read it carefully. If the problem persists, please send an e-mail to info@wideview.it communicating your order number, at what step # the problem arises and a description of the error that you get.

- **I cannot see the Add-ons menu in flight simulation software or the Add-ons menu doesn't contain Widetraffic**
 - Make sure that Widetraffic was installed while logged as a system administrator, and you are still logged as an administrator while the flight simulation software is used (otherwise, reinstall Widetraffic by logging correctly before)
 - Perhaps the Simconnect subsystem included in the flight simulation software is not working as Widetraffic expects. To attempt a fix, download the SDK from simulator's official web site and install it.
 - Make sure that no antivirus, spyware or any other software is preventing Widetraffic to copy the files to the proper locations (just in case, disable any tool like this that you are using)
 - Open Microsoft Internet Explorer, go in the Internet options, Security, and set all the options to factory default.

- **I've modified the configuration of Widetraffic and Widetraffic doesn't start anymore, preventing me to change the settings back to safe values.**
 - Just open "Widetraffic.ini" located in %appdata%\widetraffic (you can browse to this folder by typing %appdata% in Internet Explorer, as you would do for a website) and modify it manually as follows.

```
[Settings]
SocketID=8001
MaxQueuedPackets=10000
Priority=1
Interval=10
```

- **Widetraffic creates conflicts with Internet, when Internet is accessed through the same network (shared ADSL, cable modem, etc.)**
 - o If the Internet access is masked through a virtual network adapter (like an ADSL modem), please make sure that **TCP/IP is bound only to that adapter and IPX is bound only to the network card used by Widetraffic (select IPX in Widetraffic)**. In any case I prefer to keep the network separated using two network boards per PC, one for Internet and file sharing, and another for Widetraffic (just bind TCP/IP and IPX to the proper network board as explained before). If no IPX is available on your computer, or it doesn't work as expected, Widetraffic's network traffic can be still isolated even in TCP/IP mode, by forcing Widetraffic to send data only to the specified network interface (just assign different IP addresses to each network interface board in your computer, then tell Widetraffic to what interface it must send data, please see *Add-ons | Widetraffic | Configure...*)

MORE FAQ

Can I connect the PCs using a serial cable, or an actual network board must be installed in each computer ?

Widetraffic requires the IPX or TCP/IP protocol, and usually those protocols require an actual network adapter in order to run smoothly and trouble-free. The PCs must be wired using a network cable, like the RG58 or the RJ45 through an hub, or other types. I've heard about some software driver capable to bound the IPX into a serial or a parallel cable, but I've never tried (and I'm not very optimistic about it).

Can I use keyboard-less, mouse-less, and floppy-less clients ?

It's up to you. As soon as you have installed and configured everything, you can uninstall the floppy drive, the keyboard and the mouse: the simulator should work fine without those components (depending on the role assigned to it, of course). The shut-down can be made from the server by Widetraffic.

Can I share the scenery on the server's hard drive, or a big hard disk must be installed in each client ?

I think that a big hard drive installed on each client, containing a full copy of the flight simulation software and the required scenery is a basic requirement. Alternatively you may try to install only a "bare-bone" Windows/flight simulation software on each client (so only a very small hard drive is required), then you may use the Windows built in network subsystem to share the common files (like the scenery), which will be installed on the server only. But I've never tested this kind of installation. I've also heard about a totally diskless client (it can start with a floppy or with a boot EPROM on the network card, then it runs everything from the server).

9 - TERMS OF LICENSE

1. **GRANT OF LICENSE.** Luciano Napolitano, as Licensor, grants to you, the Licensee, a non-exclusive license to use Widetraffic, here defined as the SOFTWARE, in accordance with the terms contained in this license.

2. **REFUND POLICY.** Requests for charge back and refunds will not be accepted once the SOFTWARE activation occurred. Before buying, please test the trial version in order to ensure that the SOFTWARE is fully compatible with your systems and satisfies your needs.

3. **MAXIMUM INSTALLATIONS.** The registration and license is valid for one computer acting as Widetraffic "Server"; Widetraffic "Clients" are instead FREE OF CHARGE, REGISTRATION-FREE and UNLIMITED in number. If multiple servers are used, a registration for each PC where Widetraffic runs as "Server", is required. In case you need to reinstall the program after an hardware or a software upgrade, please keep the order's number and the email address used to purchase, ready at your hand. Order's receipts WILL NOT BE REISSUED if they are lost, so please print all the e-mails and store them in a safe place.

4. **NO REVERSE ENGINEERING.** You may not modify, disassemble or decompile the SOFTWARE or its installation program, in whole or in part.

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10 - HOW TO CONTACT THE AUTHOR

For any question, comments, technical support, suggestions and special requests, please do not hesitate to contact me at info@wideview.it or to visit my web page at <http://www.wideview.it/>

Registered users will get priority technical support over non-registered users, please just make sure that the **Email's subject contains your order number** to be sure that you will receive this service. "Blackout" dates will be announced in advance on WidevieW website at <http://www.wideview.it/> (I'm sometime outside my country), anyway, technical support will be still available through the discussion forum at <http://www.wideview.it/forum>

I always answer all the e-mails. If you get no response in the next 1-3 working days, it is likely that I either didn't receive your message or you didn't receive my answer because of some e-mail trouble. If you are using SPAM blocking filters, please make sure that wideview.it domain is added to the "friend list". If your e-mail provider is using SPAM blockers, please make sure they are not blocking wideview.it

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- **Everyone** who sent me messages with comments and suggestions.