

Troubleshooting

Asking staff for help? Click the connection status at the far left of the status bar to open the **Debug log**, click **Copy log**, and paste it into your message. It shows staff what happened.

Connecting to your simulator

Nothing responds when I scan for my simulator. Confirm the simulator is running, confirm the setup step for your specific simulator (see [Connecting your simulator](#): MSFS needs nothing, FSX/Prepar3D and X-Plane both need a manual step), and check that a firewall on the simulator's PC isn't blocking the port. If CAVacars 2 and the simulator are on different PCs, make sure both are on the same home network (not, for example, one on a Wi-Fi guest network and one on the main network).

The scan found more than one simulator. Pick the correct address from the list manually. This usually means more than one PC on your network answered on that port.

My aircraft type shows as a generic code instead of its real name. This depends on what your simulator can report. X-Plane's connection can't read aircraft identity at all today, so the app falls back to whatever aircraft your dispatch says you're flying.

During a flight

"File PIREP" is greyed out. It only becomes available once you're on the ground with either your engines off or your parking brake set.

I closed the app or crashed mid-flight. Not a problem. See [Flight tracking](#): you have 12 hours to resume from where you left off. If you'd rather start over, cancel the flight from the **Dispatched** tab.

My sim crashed and I restarted somewhere else. Use **Recover** above the tracking map to move your aircraft back to its last tracked position (Microsoft Flight Simulator only). See [Flight tracking](#).

My PIREP is waiting for staff review. Something in the flight needs a human to look at it, such as a hard landing, a sim rate change or fuel added in flight. See [Filing your PIREP](#) for the full list.

Maps

The map background is blank or shows error tiles. Try a different style in [Changing your map style](#), then restart CAVacars 2. If it's still blank, check your internet connection and post the debug log in Discord.

Airspace, airports or nav aids don't show. Turn on a data source in the Layers panel and zoom in closer. See [Map layers](#).

Browser access

My tablet can't open CAVacars 2. See the troubleshooting section of [Using CAVacars 2 in a browser or on an iPad](#).

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