

# CAC8

# Nanaimo Water Aerodrome

USER GUIDE JULY 2018 v1.20





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# Thank you!

Orbx would like to thank you for trying **FTX AA CAC8 Nanaimo Water Aerodrome**.

Nanaimo Water Aerodrome, (IATA: ZNA, TC LID: CAC8) is a Seaplane Base roughly in the middle of the east coast of Vancouver Island, British Columbia. As such, it serves as a major point of departure for flights to Vancouver as well as a convenient port of entry for floatplanes arriving from the United States heading for Desolation Sound and beyond. CAC8 is managed by the Nanaimo Port Authority. Please find their instructions to pilots later in this document.

"The Nanaimo Water Aerodrome terminal was built in 1985 in the inner harbour and is under the control of the Nanaimo Port Authority. The terminal facility includes a restaurant and pub and provides airline offices and space for 12 aircraft at one time. Over 150,000 passenger per year fly in and out of this terminal. Current tenants are Harbour Air and Sunshine Coast Air."

Source <a href="http://portauthority.npa.ca/en/path-2025/nanaimo-water-aerodrome-seaplane-terminal/">http://portauthority.npa.ca/en/path-2025/nanaimo-water-aerodrome-seaplane-terminal/</a>

Note: CAC8 is also referred to as the Nanaimo Harbour Airport or the Nanaimo Harbour Water Airport.

#### **Facilities and aircraft**

The aerodrome consists of two areas of operation, Area A in Nanaimo Harbour and Area B in Departure Bay. Area A is used by Harbour Air <a href="http://www.harbourair.com/">http://www.harbourair.com/</a> and as of August 2015, Sunshine Coast Air. <a href="http://www.sunshinecoastair.com/">http://www.sunshinecoastair.com/</a> Harbour Air and Sunshine Coast Air maintain offices along the waterfront walkway. Area B serves the Seair terminal <a href="http://www.seairseaplanes.com/">http://www.seairseaplanes.com/</a> and Kenmore Air <a href="http://www.kenmoreair.com/">http://www.kenmoreair.com/</a>

The Area A seaplane docks are located within the large marina enclosure. Aircraft enter and exit on the north side of central breakwater and boats enter and exit on the south side. Look for the strobe to find the central breakwater. The seaplane dock is north of the marina docks.







Seaplane regulations from the Nanaimo Port Authority:

#### **Seaplane Operations**

The Nanaimo Port Authority, local seaplane operators and members of the public developed recommendations regarding seaplane operations in the Harbour.

The Port operates two water aerodromes. Area "A" is in the inner harbour adjacent to the W.E. Mills Landing and Area "B" is in Departure Bay adjacent to the BC Ferry Departure Bay Terminal.



#### Excerpt from Nanaimo Port Authority Practices and Procedures – May 7-2009

- 4.8.1 There are two designated water aerodromes in the harbour, "Area A" and "Area B" located as follows:
- a. "Area A" is located within Nanaimo Inner Harbour as defined on Canadian Hydrographic Services Chart 3447; and
- b. "Area B" is located in Departure Bay with boundaries as defined on the aforesaid Chart 3447 with the southern extremity in a line with Shaft Point and the northern extremity in a line with Tyne Point.
- 4.8.2 Unless prior written approval has been obtained from the Authority, no seaplane shall takeoff, land or step taxi in any area of the harbour except "Area A" or "Area B".



4.8.3 A seaplane on the water in the harbour shall comply with the applicable provisions of the Collision Regulations, as amended.

For boating safety, aircraft operated strobe lights have been installed. One is on the Central Breakwater next to the W.E. Mills Landing and covers Area "A", the other is set on top of a piling at the north entrance to Newcastle Island Channel.

Each strobe light operates independently and when flashing indicates that an aircraft is preparing for take-off or landing in the applicable water aerodrome.

Source <a href="http://portauthority.npa.ca/en/path-2025/nanaimo-water-aerodrome-seaplane-terminal/">http://portauthority.npa.ca/en/path-2025/nanaimo-water-aerodrome-seaplane-terminal/</a>



# Product requirements

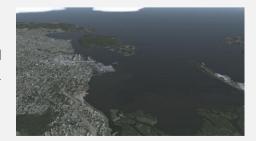
This scenery airport addon is designed to work in the following simulators: Microsoft Flight Simulator X, Lockheed Martin Prepar3D v2, Lockheed Martin Prepar3D v3 and Lockheed Martin Prepar3D v4.

#### **Orbx FTX PACIFIC NORTHWEST IS REQUIRED.**

Without FTX PNW you will see CAC8 surrounded by land.



With FTX PNW you will see CAC8 as it should be.





#### What else will you miss out on if you don't have Orbx FTX PNW installed?

- Blending of the aerodrome photoreal into the surrounding terrain
- Moving traffic on roads, aligned to the photoreal ground terrain
- Enhanced FTX Global 3D lighting system with improved FPS in urban/township streets around the airport
- Orbx's modified houses and trees which match North American houses and trees
- The FTX Central application, which is used to launch all of the Orbx tools and to update the Orbx Libraries that contain proprietary Orbx scenery objects.

Please visit <a href="https://orbxdirect.com/product/pnw">https://orbxdirect.com/product/pnw</a> to purchase your copy of FTX Pacific Northwest if you haven't already done so. FTX PNW should be installed and working properly before installing CAC8.

#### What's new in Service Pack 2 (version 1.20)

Service Pack 2 adds annotated PR (PhotoReal) coverage for Newcastle Island and Protection Island to the east of Nanaimo and a fair portion of the city of Nanaimo from the Departure Bay ferry terminal to south of town. There now is annotated PR coverage from the <a href="Harmac mill">Harmac mill</a> to Duke Point. The mill itself is emulated by a large 3D model that is intended to give the feel of the place as seen from a modest distance. The PR coverage includes the ferry terminal at Duke Point but for reasons of convenience, the ferry terminal model itself remains part of the PNW ferry system described <a href="below">below</a> which has been updated to be compatible with this version of CAC8.

A number of the low resolution default recreational boats have been replaced with higher resolution models, some quite detailed. A model of the ship *MV Ocean Hope*, a sistership of the *MV Ocean Wind* near Nanaimo is placed at the large Harmac Mill dock.

A large number of minor errors have been fixed. For example, the light at Gallows Point now works.

Limitations: These additions add a substantial amount to CAC8 and may impact performance depending on your setup. You may need to decrease the autogen sliders and or disable some features in the Control Panel. In P3D v4, even with the autogen sliders full right some of the autogen buildings will not appear. This appears to be a limitation of v4, a compromise that came with extending the autogen range.



You can force P3D v4 to display more of the autogen buildings by changing AUTOGEN\_BATCH\_LOD=2 (the default) to AUTOGEN\_BATCH\_LOD=1 in the Prepar3D.cfg. <u>If</u> your system can handle it, this is highly recommended. <u>More on this here</u>.

#### What's new in Service Pack 1

Service Pack 1 added the large area to the north of downtown Nanaimo including the Departure Bay ferry terminal and the Seair seaplane terminal and docks. <a href="http://www.seairseaplanes.com/">http://www.seairseaplanes.com/</a>

In addition, there are number authentic buildings in the area, high resolution models of a Kenmore Air DHC3, the fuel barge *Dr. Bonnie Ramsey* and the tug *Olympic Scout*, an Al racing sailboat under power plus a fair amount of other detail.

The Departure Bay ferry terminal is designed to work properly with the PNW ferry system described <a href="https://example.com/here">here</a>. With the ferry system installed, a static model of the *Spirit of British Columbia* will



appear at one of the slips and the AI ferry *Queen of Nanaimo* will go to and from Horseshoe Bay. The Nanaimo to Gabriola ferry route is now served by a detailed model of the *MV Quinsam*, the ferry now assigned to the route. (The ferry system is not an Orbx project.)

#### **Additional Scenery Features**

In addition to the marina and seaplane docks, the major buildings near the marina on either side of Front Street, the large industrial area to the south and the ferry terminal to Gabriola Island, there are a number of additional features:

A static model of a Harbour Air DCH3 adapted from an FS9 model by Premier Aircraft Design with the kind permission of Bob May. <a href="http://premaircraft.com/">http://premaircraft.com/</a> Repaint by LR from a photo taken at Nanaimo, Sept 2015. *Note: this is an FSX – P3D .bgl and is fully compatible with P3D v4.* 

Two Al foot ferries; one going from the park just north of the marina to Newcastle Island, <a href="http://www.newcastleisland.ca/">http://www.newcastleisland.ca/</a>, and one ferry going from the Nanaimo Commercial Inlet Basin marina to the Dinghy Dock Pub, <a href="http://dinghydockpub.com/">http://dinghydockpub.com/</a> a locally famous institution. The Al foot ferries operate on an hourly schedule and serve as obstructions to unwary pilots.

A high-resolution model of the cargo ship *MV Ocean Wind* moored at a Nanaimo Port Authority dock. The mooring dolphins there are obstructions to be avoided.

High-resolution models of Seaspan barges and the fuel barge Dr. Bonnie Ramsey

A high-resolution static models of the tug *Seaspan Corsair* based on photos taken at Nanaimo, <a href="http://www.seaspan.com/fleet/coastal-tugs">http://www.seaspan.com/fleet/coastal-tugs</a> and the tug *Olympic Scout*.

A high-resolution AI model of the tug *Seaspan Cutlass* which follows a route to the booming grounds to the west of the Harmac Pacific mill. It uses a number of custom effects. <a href="http://harmacpacific.com/index.php">http://harmacpacific.com/index.php</a>

Log booms on the west side of Northumberland Channel and in the Harbour booming ground.

A static model of the Port Place building complex.

A model of a bathtub racer. The sport of bathtub racing was invented in Nanaimo and is a local institution <a href="https://en.wikipedia.org/wiki/Bathtub">https://en.wikipedia.org/wiki/Bathtub</a> racing

Models of a First Nations racing canoes. <a href="http://www.cbc.ca/news/canada/british-columbia/first-nations-war-canoe-races-return-to-victoria-s-harbour-1.3131210">http://www.cbc.ca/news/canada/british-columbia/first-nations-war-canoe-races-return-to-victoria-s-harbour-1.3131210</a>

A number of custom navigation aids. Included are the Collery range lights with custom light effects that can be seen at greater distances. These flashing green lights, one above the other serve as a guide past Gallows Point into the harbour.

#### **Orbx Trees HD**

The Orbx <u>FTX Global Trees HD</u> product is highly recommended. The enhanced textures greatly increase the realism of the PNW forests that surround CAC8 with coloration that closely approximates the real life view. Note: the colors that you see on your monitor depend on the panel type (TN or IPS) and your monitor calibration.









#### **Optional**

This scenery is also intended to work with the **PNW AI ferry system** available here: <a href="https://larobinson22.wordpress.com/">https://larobinson22.wordpress.com/</a> A discussion of this project is here: <a href="http://www.orbxsystems.com/forum/topic/85273-na-ai-ferries-and-terminals-for-southern-bc-and-puget-sound/">http://www.orbxsystems.com/forum/topic/85273-na-ai-ferries-and-terminals-for-southern-bc-and-puget-sound/</a>

Please note that the ferry system is not an Orbx project and is not supported by Orbx Simulation Systems. The ferry system can now be installed in P3D v4 using the xml addon method. It's easy.

What the ferry system does for CAC8: when the ship and ferry traffic slider is set above 37%, the default ship and ferry traffic file will cause a particularly inappropriate model of a Washington State Ferry to dock at the Nanaimo - Gabriola ferry dock just south of the seaplane base. With the ferry system installed, an accurate model of the BC Ferries *MV Quinsam* will appear instead, and dock precisely with the ferry terminal ramp modeled in CAC8. In addition, you will see detailed AI models of BC ferries at nearby Duke Point and Departure Bay. The entire ferry system replaces nearly all of the default ferries in Southern BC and Puget Sound with authentic models following authentic routes. A large number of terminals are also represented, including a model of the Duke Point ferry terminal. The PR for Duke Point is integrated into CAC8 v1.20. The Departure Bay terminal was previously added to the CAC8 Service Pack 1 scenery.

#### Other seaplane bases

You may wish to install the other Orbx PNW seaplane bases; CAX6, CAG8 and YRC.





## Quick Installation Guide

Installing Orbx FTX CAC8 is all managed by our FTX Central application. This app is responsible for many aspects in maintaining your Orbx installation. Please visit the support forums to learn more.

Once you have added CAC8 to your account, you can have FTX Central download and install it for you. The appropriate scenery library entries will also be managed by FTX Central.

You may also manually download CAC8 and then have FTX Central manage the installation for you once downloaded.

#### An internet connection is required for FTX Central to validate your license.

Once CAC8 is installed, chose CAC8 in the sim. Set the starting location to 'N' to start your flight at the Seair dock in Area B, or choose 'S' to start your flight at the Area A seaplane dock. -You are now ready to fly!

Please note that the above refers to FTX Central 3. YRC is only available through Orbx Direct and FTXC 3.





# Scenery Coverage Area



Source: <a href="http://www.openstreetmap.org">http://www.openstreetmap.org</a>



## Airport Information and Charts

#### Welcome to Nanaimo Please Read These

# Seaplane Operating Procedures in Nanaimo Harbour

These procedures have been developed in conjunction with the local community and seaplane operators. Following these procedures is crucial to reducing unnecessary noise and ensuring the safe and harmonious operations of seaplanes in this harbour, wind and weather conditions permitting. Any questions or comments regarding these should be forwarded to The Nanaimo Port Authority at (250) 753-4146.

#### **General Procedures**

- 1. Aircraft operators within Nanaimo Harbour limits (including Departure Bay) should refrain from taking off and landing between 2200 PST and 0700 PST (Daylight Saving Time 2100 0600 PST). Prior approval should be obtained from the Harbour Commission to take off or land during this period.
- 2. No aircraft should take off nor land within 150m (490ft.) of any shoreline, wharf, or fixed object, except as noted below, or step taxi within 150m (490ft) of the shore.
- 3. No aircraft should overfly Newcastle Island Passage below 100 m (330 ft) except in transition for take-off and landing.
- 4. No flying training should be conducted within the Harbour.
- 5. No aircraft should overfly Pimbury Point tank farm.
- 6. No aircraft should overfly the City of Nanaimo, or the noise sensitive areas of Gabriola Island, Protection Island, or Departure Bay below 600 m (1,970 ft).
- 7. Aircraft should remain clear of B.C. Ferries manoeuvring in Departure Bay and Nanaimo Harbour.

#### Area 'A' (Inner Harbour) Operations

(See the map on the back of this handout.)

All take-offs and landings in the Inner Harbour should be carried out within Area 'A' consistent with wind, weather and boat traffic. Pilots should enter and exit the harbour via the routes shown and remain a minimum of 3/4 of a nautical mile offshore of Gabriola Island.

#### Area 'B' (Departure Bay) Operations

(See the map on the back of this handout.)

The majority of noise complaints in the Nanaimo region come from this area; following the outlined procedures is therefore crucial to harmonious seaplane operations in the region.

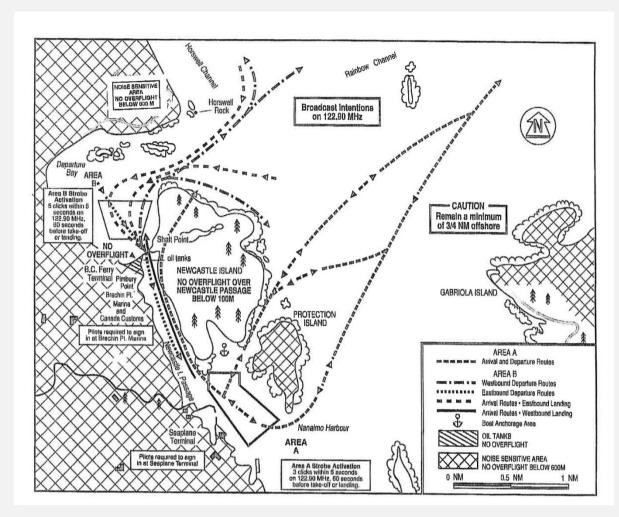
All take-offs and landings in Departure Bay should be carried out within Area 'B' consistent with wind, weather, and boat traffic. Pilots should enter and exit the harbour via the routes shown. In addition the following procedures apply

- 1. On landing, touchdowns should be at least 100 m (330 ft) west of an imaginary line joining Pimbury and Shaft Points.
- 2. When circumstances permit, all aircraft should favour the Newcastle Island side of Departure Bay during arrivals and departures.
- 3. No circuits are to be conducted within Departure Bay.
- 4. Extreme caution should be taken when taking off or landing after the arrival or departure of a B.C. Ferry, due to swells and turbulence.

Version 2 2012-10-29 PSO	This document is valid only at time of printing.  Any copies made are considered uncontrolled.

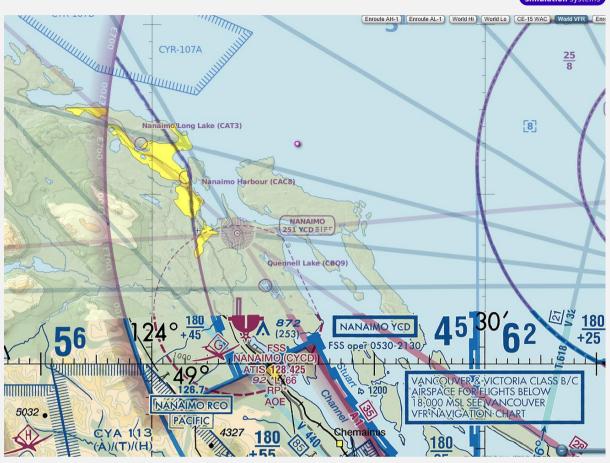
Source: <a href="http://deepsea.npa.ca/en/harbour-operations/seaplane-operations/">http://deepsea.npa.ca/en/harbour-operations/</a>seaplane-operations/











*Source:* https://skyvector.com/?ll=49.183,-123.95&chart=301&zoom=3

Note: there is a helipad located at  $49.158084^{\circ}$  -123.927488° near the railroad tracks south of the Seaplane Base.

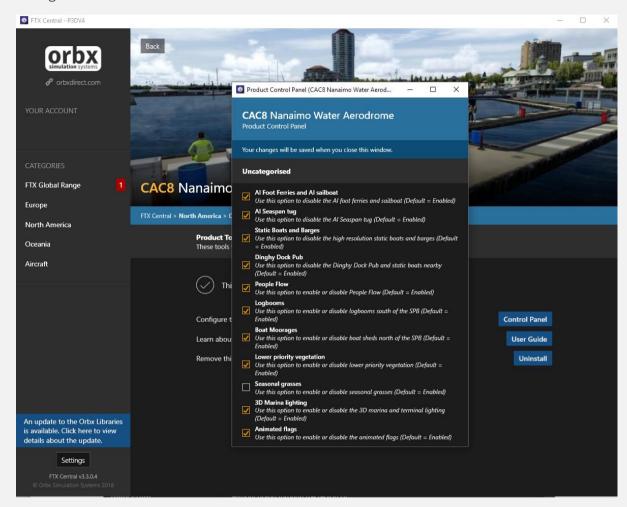
Note: Restricted Area CYR-107A marks the Whisky Golf torpedo testing range.

http://www.ccg-gcc.gc.ca/Pacific/MCTS/Canadian-Forces-Maritme-Experimental-Test-Ranges



### The CAC8 Control Panel

CAC8 Control Panel can be accessed from the main FTX Central interface by clicking the Configure button.



The Control Panel will enable you to disable or enable certain scenery features of the aerodrome to allow it to perform in accordance with the PC hardware you have. By default, all scenery options are enabled by the installer. If you have a high end PC, enable all the CP options. For low to mid-range PCs it is recommended that you try disabling some settings.

**Note:** The 3D marina lighting does not work properly in FSX and has not been implemented in that sim. If a solution is found it will be added in a future update.



# Quick Reference Simulator Settings

The table below lists in a handy reference the minimum recommended settings required in your simulator to enjoy CAC8 the way Orbx designed it. These settings will run well on most PCs and take particular advantage of the custom mesh and photoreal imagery used in the scenery area.

If you use the settings below you will be guaranteed the highest fidelity experience and the best balanced performance.

Setting	Value	Why?
Level of detail radius	Large	Reduces blurring of textures.
Global texture resolution	Max	Displays photoreal textures best.
Mesh complexity	100	Better terrain definition.
Mesh resolution	5m	5 m is required for CAC8.
Texture resolution	7 cm	Sharpest roads and freeways.
Scenery complexity	Extremely Dense	How Orbx designed FTX CAC8.
Autogen density	Normal	Best FPS vs detail.
GA Al traffic	16-50%	Recommended for this scenery.
Road vehicle traffic	16%	No need to set higher for FTX.
Leisure Boats	1-16%	Keep leisure boats below 16% to avoid excessive numbers of leisure boats.
Ships and Ferries	26% to 36%	In order to see the AI foot ferries and the AI Seaspan tug, set to greater than 25%  To prevent seeing the inappropriate default WSF ferry set to less than 37% unless you are using the PNW ferries



## The Autogen Density Slider

Because FTX uses much denser, more accurately placed autogen objects in its annotation, having it set to Extremely Dense in large cities like Seattle or San Francisco will bring even the most powerful PC to its knees. We won't mince our words – FTX is not designed to give you a 60 FPS experience will all sliders maxed.

They key thing to remember is that CAC8 is designed to be used both today and in the future, meaning that we did not cripple the product on release to cater for a broad range of PCs, but rather created a standard that will be enjoyed by most people as hardware catches up.

Here's a simple table which should be used as a guide for the Autogen Density slider. This has been indexed to PCs as at September 2013, which means this table will become dated rather quickly. We expect the 'Extreme' spec PC to be the entry level by mid-2014, so of course as the simulator gets older, your PCs are likely to get faster.

That said, if you adhere to these slider settings in CAC8 you will get a good balance between visuals and performance.

Note: this table is now dated. Search the Orbx forums for solutions various users have found successful. You will find a wide variety of opinion; there is no magic answer that suits everyone.

PC Specifications (circa Sep 2013)	CAC8 Urban Areas	CAC8 Rural Areas
Entry Level Quad Core >= 2.8Ghz   512MB+ GPU	Normal	Dense
Mid Range Intel i5   i7 < 4Ghz (not OC)   1GB GPU	Normal	Very Dense
High End Intel i7 9xx >= 4 Ghz (OC) 1-2 GB GPU	Dense	Very Dense
Extreme Intel i7 2xxx @ 4-6 GHz 1-2 GB GPU	Dense	Extremely Dense

# Troubleshooting / Additional Info

#### CAC8 "does not work"

Before requesting support, make sure you have covered the basics. Make sure Orbx PNW is installed properly and is functioning. A fresh install of PNW will install an old version of the Orbx libraries so you must update the Orbx lib to the latest version. Make sure Orbx ObjectFlow or Orbx ObjectFlow2 (for P3D v4) is working. In FTXC3, make sure your 'insertion point' is correct.



Forcing a re-install of CAC8 is easy and will often solve otherwise obscure problems. To do this, go to your **\ORBX\User Documents\Versions** folder and delete the file **FTX\_CA\_CAC8.TXT** 

Now use FTXC3 to install CAC8. FTXC3 will check all your existing CAC8 files and replace defective or missing ones.

#### I don't see anything

Important parts of CAC8 are based on large models. There are two variants, one with snow on the ground and one without. The models are swapped out at the right times using Orbx ObjectFlow technology, which is installed with the Orbx Libraries. Make sure you have the latest version.

For **P3D v4** in order to get the latest version of ObjectFlow2 (the one used for v4) you may need to opt into Fastlane. See the forum for more information. Make sure ObjectFlow2 is enabled in the P3D v4 Options>Add-ons section.

If your ObjectFlow is not working, the models will not appear.

#### CAC8 looks funny in P3D with 'clouds cast shadows on ground' enabled

In P3D, if you choose to have clouds cast shadows on the ground, you have to enable 'receive shadows' for buildings because the ground surface of downtown Nanaimo and the Departure Bay ferry terminal are parts of large 3D models.

#### In FSX, I don't see the night harbour lighting I see in the screenshots

This feature does not work properly in FSX and has been disabled.

#### In FSX, the animated Canadian flags don't work properly on my machine

Turn them off in the Control Panel until a solution is found.

#### The AI tug, sailboat and foot ferries are not working

Make sure your ships and ferries slider is set to greater than 25%. Please see this <u>document</u> if that does not solve the issue.

#### I don't see any animated people (FSX)

Make sure 'advanced animations' are enabled in the sim.

#### **Conflict with My Traffic - CAM7**

My Traffic adds a fake Seaplane Base at CAC8 Area B with the designator CAM7 presumably to increase seaplane traffic there. Besides leading to confusion, the seaplane traffic may interfere with the AI sailboat, and if you install the PNW ferry system, there may be interference with the AI Queen of Nanaimo. To disable CAM7, in the **My Traffic\scenery** folder, rename *AF2\_CAM7.bgl* to *AF2\_CAM7.bgl.OFF*.

#### What I see in FSX or FSX - SE does not look as good as the screenshots

FSX simply does not do good a job with the high resolution textures used in CAC8. If you have sufficient video memory you can try adding the line TEXTURE\_MAX\_LOAD=4096 to the [Graphics] section of the fsx.cfg. The default is 1024 meaning without this addition; you will see many of the



textures in CAC8 at one quarter of their native resolution. Note: the numbers 1024, 2048, 4096 etc. refer to the pixel dimensions of the textures.

You also might consider migrating to P3D v3 or v4.

#### In FSX, sometimes things disappear when behind railings or other transparencies

In FSX DX9 mode, some transparencies may disappear, or what's behind them will disappear.

Using FSX in DX10 preview mode with Steve's DX10 Fixer (required) should largely solve this problem. Under 'Legacy' in the DX10 Fixer, tick 'V2 Transparency Logic'

FSX does not deal with transparent textures behind other transparent textures as well as P3D. If a better solution is found, it will be included in a service pack.

#### Why no AI floatplane traffic?

Experiments with AI floatplanes were rather unrealistic and they interfere with the AI boats.

#### I have Larry's PNW ferry system; should I update it?

As of the CAC8 v1.20 release date, yes. See the thread on the Orbx Community Scenery forum.

#### I see black boats; what's wrong?

This was caused by an extra file in the initial release of CAX6 Ganges SPB. If updating to the most recent version of CAX6 does not solve the issue, see <a href="here">here</a>

# At night, the ground surfaces of the main models disappear at certain viewing angles if a night light is in front of it.

This is an inherent problem when a so called 'bgl' light is in front of a transparent texture. You can see this by looking at an Orbx streetlight that has a cloud behind it. So that the ground surfaces of the main models will blend with the shoreline, the textures for them are in DXT5 format which allows transparencies. When there is a light that uses a DXT5 texture in front of a DXT5 texture, problems result. There is no good solution at this point.

#### About AUTOGEN\_BATCH\_LOD=2 and AUTOGEN\_TREE\_LOD=2 in P3D v4

#### From the LM Team:

The updates to the auto-gen system allow us to render greater numbers of buildings and trees without the same performance hit they used to have, which is what enables the pop-free auto-gen. When the new system is enabled, scenery tiles are loaded at the LOD specified by that config option. The numbers go from 9 to 1, with one being the highest. Don't set it to zero, as that might blow up in some areas. As a few folks have noted, the auto-gen directly below the plane is a little less dense by default, because the system only loads the second highest LOD. Experimenting with the LOD in the config just provides another way to adjust the density of scenery loaded, but since both the slider and the config option do similar things, we left one in the config for our more adventurous users to play with if they wished. Be warned that increasing that setting to 1 will in many cases double the number of buildings and trees again, making it potentially very expensive.

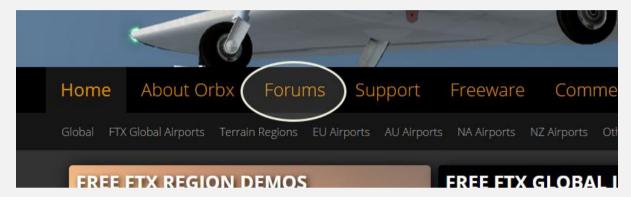
Zach Heylmun

Software Engineer - Prepar3D® Team



## Product Technical Support

Orbx has a very simple support policy: no question unanswered. That means, should you have any questions about CAC8 or its use, please feel free to register on the forums at fullterrain.com and then log a support question in the FTX Freeware Support Forum section. Orbx FTX experts will be available to review your support questions and you will usually get a reply on the forums within 12 hours, often much sooner than that.



To visit our support forums, click on the "Forums" button shown on the homepage of fullterrain.com.

### Please do NOT email support requests

Orbx provides world-class support on our forums, and it's the only way in which you can receive support for CAC8. Provided you adhere to the forum terms of use and have a legitimate copy of CAC8, you will always be offered our support at no cost as we work toward a resolution to your problem each time.

#### Use the forum search function

Before you post a question, please try searching for the answer first, using the forum's built in search function located on the forum menu bar.

### What to include in your support requests

If at all possible, this is what we'd like to see provided for each request you log:

- A separate post on the FTX support forums for each issue (don't tag new issue reports onto existing threads).
- A screenshot to highlight what you are talking about.
- A descriptive post title which clearly states what the issue is.
- Detailed comments in your post about what you are reporting on.

The Orbx support team is always on standby to assist you with any problems you may have, or will comment on your issue reports. Please remember, our priority is fixing any urgent issues first, and addressing bug reports second. Clearly though, any "show stopper" bugs will be given top priority though.



## FTX Community Forums

FTX already has quite a thriving and active user community on the forums, with over 33,000 members as of March 2015. To visit the forums, just point your web browser to fullterrain.com and from the front page click the "Forums" menu item.

You don't need a user account to view other people's posts and information posted by Orbx staff, but if you'd like to join in on the discussion there, simply create an account. It's instant and no validation email is required. We like to keep things simple.

We hope to see you there soon!

# Thanks for reading!

You've stuck with us through all these pages of information, and we appreciate you taking the time to read the user guide. We hope it gave you some tips and insights. See you on the forums!





### The FTX CAC8 Team

### Lead Developer

• **Larry Robinson**: photos, 3D modeling of downtown Nanaimo the Departure Bay terminal including the seaplane bases and many custom objects, texturing, ground imagery, ground polys, flattens, custom Al boats and routes, custom effects

### Additional Orbx Developers

- Holger Sandmann: Roads/traffic adjustments, shorelines, mill photos
- Tore Stranden: solution to crashes caused by ground surface hardening
- Orbx Team: Orbxlibs objects
- Ben McClintock: FTX Central and website

### **Specialist Roles**

- **John Venema**: Business management
- Ed Correia: Production Management
- Ben McClintock: FTX Central and OrbxDirect website

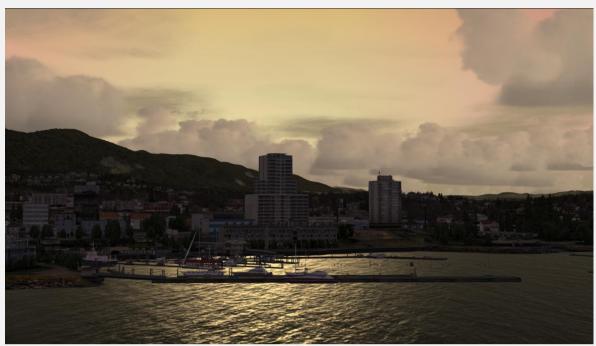
### **Beta Testing Team**

Eberhard Haberkorn, Friedi Gulder, Rob Abernathy, Voyager, Phil Manhart, Scott Harmes, Matt McGee

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