

# Frequently Asked Questions

## Troubleshooting



### Cartographic data layers in plan view background do not overlay, cannot fit or are not displayed correctly, where is the problem?

**EZTag CE** uses the active mapping system in its preferences to convert GPS positions received from the GPS receiver (geographic) to Cartesian coordinates (projected). This makes it possible to overlay the GPS positions coming from the GPS receiver on a cartographic background (using its own mapping system) in the plan view. The basic idea of overlaying GPS data on a cartographic data is to make sure that the mapping system used in your cartographic data is the same as the one used by **EZTag CE** to convert GPS lat/lon to mapping coordinates (X,Y).

**EZTag CE** supports cartographic data projected using a Cartesian mapping system only (X,Y). Cartographic data using lat/lon are not supported by **EZTag CE**. It is more reliable (over long distances) and relatively easier to compute a distance between two sets of Cartesian coordinates than between two sets of geographical coordinates; most cartographic data on the market are used with a standard Cartesian mapping system.

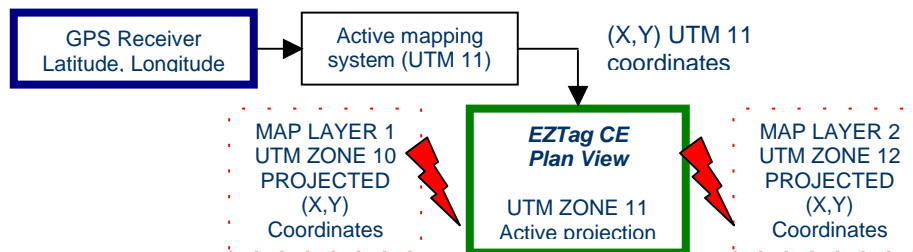
**EZTag CE** supports a multilayer environment where map data (vector and/or raster) can be displayed in the background to facilitate field operations. So, if you display multiple cartographic data files in your **EZTag CE** plan view, you must make sure that all of those data are using the same mapping system.

The **Mapping System Editor** module (in the **EZTagViewer** menu on the desktop) lets you create your own map projections to convert your GPS positions into the mapping system used by your cartographic data. When these mapping parameters are properly defined, you can install them in the mobile device (see **EZTag CE – Setting and Communication FAQ**). Although the **Mapping System Editor** module is user-friendly, we assume that you have a working knowledge of what a mapping system is.

**EZTag CE Layer Manager** must be used to enable cartographic data display. To display the layer manager dialog, click **Layer Manager** in the **View** menu. All layer-related files must be stored in a single path root directory; the layer manager will automatically search for files in sub-folders. Only supported files will be listed; i.e. vector data in **ESRI Shapefile** format and raster data in **Windows Bitmap** or **ECW (Enhanced Compressed Wavelet)** format.

Choose the search root directory using the **Browse** button; the layers list is automatically updated. To enable layers, check the **Visible** column for the desired layers, then click **OK**. Click **Plan view** in the **View** menu to open the plan view; typically if your files are correctly geo-referenced and all use the same mapping system reference as selected in the preferences, the plan view will display your GPS position on your cartographic data. If such is not the case, here are the common causes:

- Active layer geo-references have not been prepared or computed using the same mapping system (mix of mapping systems):



- Too great a distance between two sets of layers makes the plan look empty.
- The plan view active display scale is not set correctly; try to fit the plan view display (use **Fit All** command bar button).

FAQ\_EZTagCE\_Trouble\_EN

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- The polygon vector layer is hiding the point and line layers; rearrange the layer order to place polygon layers at the bottom of the list or remove filling (patterning) for polygonal data.
- Old or corrupted .dat, .eww, .bpw layer files (**EZTag CE** raster geo-reference working files), close **EZTag CE** then delete the files before enabling the layers display.
- **Windows Bitmap** format raster files are compressed using RLE Compression (4,8 bits), which is not supported; convert files to **ECW** format instead.

## How do I install a new mapping system on the mobile device?

See **EZTag CE Software – Using the Software**

## The plan view display refresh time slows down over time. How can I avoid this?

Here is a list of best practices that will help **EZTag CE** deliver optimal performance:

- If possible, split large data files into smaller files for faster operation. Even if there is virtually no limit on the file size allowed for map data display, you must keep in mind that on handheld computers, system resources can rapidly become a bottleneck in terms of system performance. For raster map data display, the **ECW** format is always recommended since it has been designed to load huge images using a limited quantity of program memory. For vector data display, the file size has less effect than the number of objects in the file. Displaying one theme per layer is a good technique to help improve system response time.
- Close unused programs to free up program memory.
- Clean up the file system by removing old data files and useless programs.
- Optimize or defrag the flash file system to reduce memory access time (monthly basis).
- Reduce the display scale when using dynamic plan view.
- Limit project duration to one or a few days only. Create new files for new jobs instead of trying to store too much information in a single file.
- Disable (strongly recommended) or reduce the auto-vertices insertion frequency (300 seconds or higher) in continuous line objects.
- Some Pocket PC devices are equipped with internal Flash storage memory mainly designed for backup purposes. Such integrated memory devices might not be suitable for real-time data logging or data streaming (intensive data reading) as they are for cartographic data display. The following device hardware combinations are not compatible with **EZTag CE** for recording real-time or display map data:
  - ✘ **Garmin** iQue M3/M5 devices/Built-in Storage;
  - ✘ **HP-Compaq** iPaq Pocket PC devices/iPAQ File Store.
- It is strongly recommended to format **Compact Flash** or **Secure Digital** memory cards using the **FAT16** file system when external flash memory is used to store data.
- Some handheld computers support USB memory drives (USB Key via USB Host function). In most cases, the USB bandwidth available on these devices is not sufficient to provide a reliable data link.

## The virtual keyboard is not displayed when the focus is entered in some entry fields. How can I enter text?

On a mobile device that does not have a hardware keyboard, if the on-screen keyboard is not displayed when you click some entry fields, it is possible to bring up a soft input panel (keyboard or **Transcriber**) by clicking the system tray icon.

## How do I reestablish the GPS connection when the “red stop” icon is displayed in the status bar?

This icon is displayed when the connection has failed or been lost. When the automatic connection process fails (when the maximum number of retries is reached), the icon will still be displayed. To reconnect with the GPS receiver, click **Connect** in the **File** menu.

The most common cause for this situation is that the serial port is already in use in another program such as **Microsoft ActiveSync**.

In rare cases, the handheld computer may have to be reset to resolve the situation; for example, if the computer crashed when the serial port was open.

### What is the impact of resetting the handheld computer while EZTag CE is in use?

When the handheld is reset, it turns off and the main memory is cleared. Any unsaved data (for example, any unsaved changes to documents) and any data in the main memory that have changed since the last main memory backup are lost. Logging data on a permanent flash storage memory is recommended since the data are maintained after the reset.

However, files that were open during the reset may be corrupted because the software did not quit normally. The **EZTag CE Auto-save** feature will ensure that the data can be recovered when the software is restarted. It is strongly recommended to restart **EZTag CE** after the software was killed by a system reset while a project was open.

### Can I open an existing project and continue my work?

The maximum file duration allowed is five (5) contiguous days. A project exceeding this duration cannot be processed automatically in **EZSurv Post Processor**. The base station data will have to be downloaded and merged manually. Although possible, for performance issues, it is not recommended to extend a project file up to 5 days.

### What can I do if a file gets corrupted or cannot be opened correctly?

If a VIASAT **.GPS** feature file cannot be opened normally, copy the project files (all files with same name) to the desktop computer using **Microsoft ActiveSync**, then submit your data and an information request to the VIASAT Technical Support team. Please give us all the details available to help us diagnose the problem.

#### E-mail Support

E-mail information requests can be sent to: [support@viasat-geo.com](mailto:support@viasat-geo.com)

If you include data with your RFI, please compress them with an appropriate application such as **WinZIP** and attach the compressed file to your message.

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#### Telephone Support

Our toll-free number is **(888) 495-6501 ext. 142** (Canada).

Customers outside the country must call **(514) 495-6500 ext. 142**.

Ask for our GPS technical support.

This service is available from 9:00 a.m. to 5:00 p.m. EST (US and Canada). After 5:00 p.m. please leave a short voice mail message for our technical support people, including your coordinates and a summary of your question.