

# Troubleshooting - tm.log

The most important resource for troubleshooting is the simulator's log file

C:\Users\%USERNAME%\Documents\Aerofly FS 2\tm.log inside the [user-folder](#) of the Aerofly FS 2.

On Mac it should be located in Macintosh

HD\Users\...\Library\Containers\com.aerofly.aerofly-fs-2-mac\Data\Library/Application Support/Aerofly FS 2

This file is a [text file](#) that logs all events during the Aerofly FS 2 Flight Simulator execution. It contains warnings and errors that might be generated when the new aircraft is loaded.

## Simulator Crashes

The tm.log file can be opened by any text-editor and will contain important information about the cause of the crash, usually towards the end of the file. Any "WARNING:" or "ERROR:" messages should be paid attention to, sometimes the issue can be solved by the user by doing so.

When the Aerofly FS 2 Flight Simulator application crashes the IPACS support team ([mail \(at\) ipacs.de](mailto:mail@ipacs.de)) can help better when a copy of the tm.log is attached to an e-mail to them.

## Simulator Not Starting

Delete the main.mcf file to restore default settings. Then try starting the simulator again. Please see the [Main Configuration File](#) wiki page.

Make sure your **graphics card drivers** are up to date. You can find the latest graphics card drivers on the webpages of your graphics card manufacturer. The automatic driver search of Windows may not return the latest drivers.

- [NVIDIA Drivers](#)
- [AMD Drivers](#)

## Support

You can contact our support team via: [Contact Form](#) on our official website or via mail ([mail \(at\) ipacs.de](mailto:mail@ipacs.de)). Please include the tm.log file is possible and your system specifications, Aerofly FS version so that we can locate issues faster.

From:

<https://www.aerofly.com/dokuwiki/> - **Aerofly FS Wiki**

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