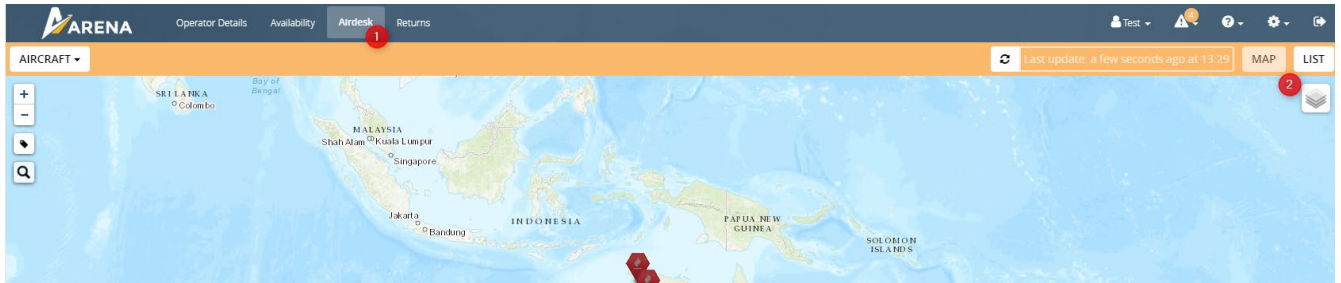**How to check your aircraft's tracking data is getting through to ARENA correctly**

Log into ARENA as an Operator

1. Click on the **Airdesk** tab,
2. If the display is in a **Map** view then click on the **List** button.

This will show your company's aircraft and their current status in a tabular view.

A lot of the data shown on this screen is linked to tracking data. The State column is generated primarily from tracking data. Items in **Green text** indicate recent data has been successfully received. **Red text** indicates errors have been identified. **Grey text** indicated no recent data has been received.

To test an aircraft tracking system is functioning correctly, it is best to power up the tracker – usually by powering the aircraft avionics and let it sit for enough time to get a good quality GPS fix and send a few messages. Be careful to avoid causing any flat batteries when doing this.

After your aircraft has sent some data reload the ARENA data with the reload button.
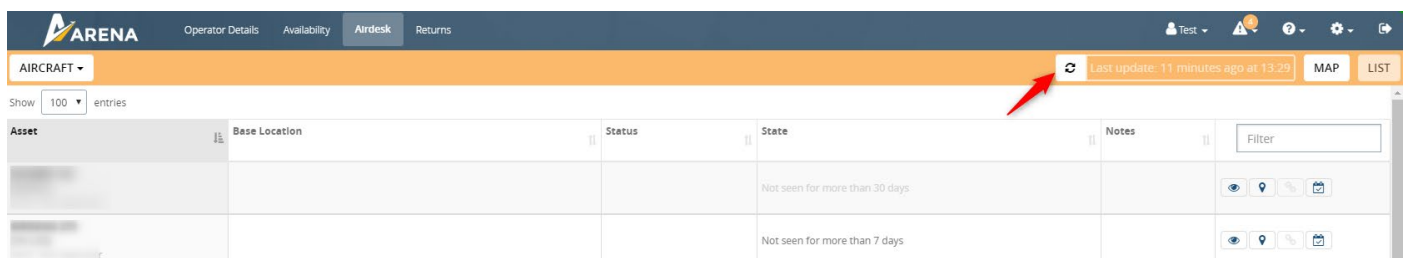
If your aircraft are showing **Parked** in green you are all good. If not, the common tracking errors are detailed below.

Identifying common tracking errors in ARENA

Reporting interval

The NAFC standard requires interval tracking reports every 120 seconds or less, anything longer than this will generate a red error message here

Flying [-30.522,151.630]
[179 km/h, 239°, 1150 feet]
Reporting Interval: 240s

Solution: Contact your avionics person, your tracking service provider or TracPlus on how to change the reporting interval of your tracker.

No IMEI data

This occurs when the IMEI number for the tracker in the aircraft has not been completed in ARENA.

ERROR
Aircraft has no IMEI data

Solution: Enter the IMEI for your aircraft in ARENA. See How to enter a tracker IMEI / Serial number in ARENA for help on how to do this.

No tracking data

This occurs when there is no tracking data received by ARENA for the IMEI you have specified for this aircraft

ERROR
No tracking data found

Solution: Enter the current IMEI for your aircraft in ARENA. See How to find and fix tracking problems – wrong IMEI for help on how to do this.

Duplicate IMEI entries

Currently ARENA has issues coping with two aircraft being allocated the same IMEI – this may cause one of the two aircraft to report 'No Tracking data'. To resolve this issue only the aircraft record that is currently in use should have the IMEI entered.

Hovering you mouse over the error message may give you more information about the error and how to resolve it.

[203 km/h, 192°, 1162 feet]

Parked [-

This aircraft has no tracking tracking data found in ARENA
This could be because:
1) the aircraft has not flown since 1 Jan 2016
2) the IMEI set in ARENA is wrong
IMEI currently:
3) the Operator has not configured TracPlus and / or their tracking providers systems to forward the data to NAFC.

Set the correct IMEI in Aircraft -> Avionics -> GPS & Tracking -> Tracking System IMEI or Serial Number

Contact TracPlus at support@tracplus.com

Flying [-3
[387 km/

ERROR
No track

ERROR
Aircraft h

ERROR
No track

No tracki

ERROR
Aircraft h

ERROR
Aircraft h

ERROR
Aircraft h

VH-

This aircraft has no tracking system IMEI or serial number recorded in ARENA

Set this in Aircraft -> Avionics -> GPS & Tracking -> Tracking System IMEI or Serial Number

Not seen for …

While not an error, this message indicates that ARENA hasn't received any messages from the tracker for the number of days indicated. If the aircraft has been flying, investigate and ensure that the tracker is properly installed, operational and the data is being shared with NAFC through TracPlus.

If you have an issue with tracking data that you are unable to resolve please contact TracPlus to ensure your data is being forwarded to NAFC, or contact NAFC via arena@nafc.org.au

More information on how to share tracking data with ARENA is available in this document in the Bookshelf:

How to share tracking and event data with ARENA

For further information or assistance please contact: arena@nafc.org.au