

# Troubleshooting

Last Modified on 08/13/2025 3:42 pm EDT

## Application Closes with No Warning

- This is often due to licensing issues. Please contact Software Support.

## Tanks are Single Color Instead of Multi-Colored

- Refresh, zoom, or pan the map to bring back the colored shapes. If the problem persists, then the style configuration may be corrupted. Exiting the map program and opening it again should resolve this problem. Further issues will require assistance from Software Support.

## Map Not Displaying/No Available Layers

- This is likely caused by not having the permissions to view certain data. Check with your Energy Force administrator to confirm your Magic login name or Windows username has the proper permissions.

## Tank Not Showing on Map

- This would likely be caused by the filter options that you have set. Try adjusting your filters in order to show the symbol for the tank you are looking for.

## Placed Boundary Line in Wrong Location

- When in drawing mode for the boundary lines, if you place the end of a boundary line in the wrong location you can press Ctrl+Z to undo the last line. Subsequent presses of Ctrl+Z will continue to remove the boundary lines in the reverse order that they were drawn.