

Common Issues with RailPlanner

If you find that RailPlanner is not working as expected, please review the following before contacting support (updates@travelinfosystems.com):

1. Is your subscription still valid?

You can determine if your subscription is still valid by clicking Help --> About from the menu bar in RailPlanner. The subscription expiry date is on the right-hand side of the dialogue box.

2. Is RailPlanner up to date?

To determine whether the latest update has been applied, click Help --> About. You should see the release date of the update being applied on the left-hand side, and the date range for the Timetable Data on the right.

3. What options are you using?

If RailPlanner is not returning search results as you expect, this may be due to the options your colleague has selected – for example not including train as a mode of transport in your searches.

To check the options in use, click Options --> Settings from the menu bar.

You can reset the options to their defaults by clicking Options --> Reset Options.

4. Are you restricting searches by Operator?

It is possible to limit searches to specific Train Operating Companies (TOCs) by using the Operators tab from the Options --> Settings dialogue. If the TOC you require for a journey is not selected, the search will not find any results. Check that all the required TOCs are selected from the Operators tab. Note that resetting options from the menu does not change which TOCs are selected. You must select them again yourself.