Frequently Asked Questions (FAQs), FlamMap

This compilation of frequently asked questions (FAQs) provides answers to common questions about the FlamMap fire modeling system. Please check these FAQs and the [Known Bugs](#) page for answers to your questions before contacting the Fire Applications Help Desk.

Contents

1   Support

1.1   How is FlamMap supported?

The online help system (contained in the file **HelpForFlamMap.msi**) is your first source of support along with the FlamMap Release Notes. Both documents are included in the FlamMap installation package. Your second source of support is to contact the Fire Applications Help Desk.

If you think you have discovered a problem with the software, please submit a Bug Report (see the Known Bugs page for more information).

1.2   Who do I contact for help?

The first level of technical support is provided through your local support channels.

Primary user support for FlamMap installation and use is provided by the U.S. Forest Service Fire and Aviation Management Fire Applications Help Desk.

- Phone: (866) 224-7677 or (616) 323-1667,

- Fax: (616) 323-1665

- E-mail: IIA-Helpdesk@fs.fed.us

- Website: https://iia-hd.peckham-enclave.us/

The Fire Applications Help Desk is available for help with software issues only and cannot answer fire behavior questions.

1.3   Are there any training materials available?

See the Training Section for information regarding the availability of FlamMap training and tutorial information.

1.4   How do I know when there is an update?

You can check the FlamMap Software page or subscribe to receive news items (see FAQ 1.8).

1.5   How do I subscribe to the News?

On the menu at the top of www.firelab.org, navigate to **APPS & PRODUCTS > FIRE BEHAVIOR**. On the right-hand side of the page, there is a subscription box to receive email about all three fire behavior systems (BehavePlus, FlamMap, and *FARSITE*). Emails are sent regarding program releases, training updates, and other information, but generally no more than one / month.

2   Where can I get the GIS data to run FlamMap?

FlamMap uses the same Landscape (.LCP) Files used by FARSITE. The LANDFIRE project has LCP ready data available for the Continental United States, Alaska, and Hawaii. This data can be accessed at http://www.landfire.gov.

When creating a landscape from scratch the only data generally available are DEMs (Digital Elevation Model). A geographic information system (GIS) can create the slope, aspect, and elevation themes from a DEM. All fuel-related data must be produced using a GIS - essentially mapping the different fuel layers over the landscape. Typical data sources for the mapping of fuel layer and canopy characteristics layers include:

1. existing vegetation maps that can be cross-walked to fuels;
2. satellite image analysis along with ground-truth data; and
3. aerial photography and manual interpretation.

3   Installing FlamMap

3.1   How do I install FlamMap?

Installing FlamMap is very simple. First, download the installer from the FlamMap Downloads page and save it to your computer. Then, double-click on the installer in this saved location. Follow the installation instructions on the window that opens. When the installation is

finished, use the desktop shortcut to start FlamMap.

3.2   Is there a 32-bit version of FlamMap?

No. Only a 64-bit Windows OS version of the program is available.

4   Are MAC or LINUX versions of FlamMap available?

Not currently. However, users have successfully installed and run FlamMap on Apple computers using a Windows emulator such as Boot Camp, VMware, or Parallels. There is NO SUPPORT for the installation or use of FlamMap in this manner.