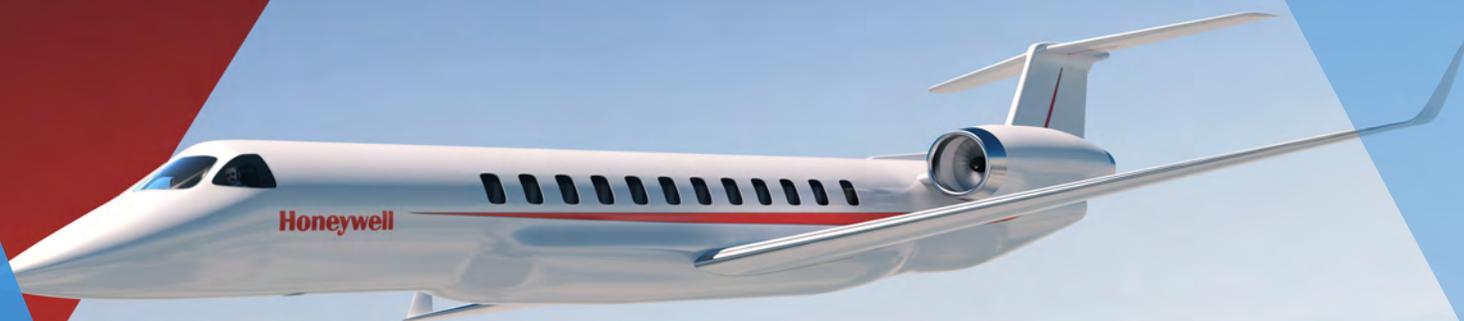


# INDS DATA MANAGER



## WIN USER GUIDE

*For WINDOWS Operating System 10 & 11*

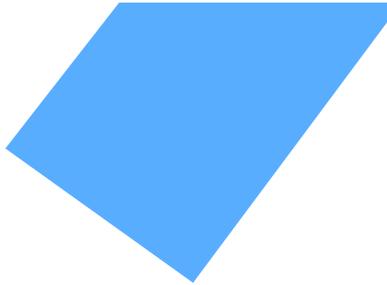
**Honeywell**

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# CONTENTS



## Chapter 1 About this Guide

Purpose.....	1-1
Scope .....	1-1
Intended Audience .....	1-1
Typographical Conventions .....	1-1

## Chapter 2 Downloading & Installing IDM

System Requirements & Prerequisites .....	2-1
Downloading IDM Installer .....	2-1
Installing IDM.....	2-2
Removing IDM .....	2-5
Using Apps and Features .....	2-5
Using IDM Installer (.MSI) .....	2-6

## Chapter 3 Getting Started

IDM Overview .....	3-1
Getting IDM Credentials .....	3-2
Creating & Associating Honeywell ID.....	3-2
Associating Honeywell ID.....	3-5
Installing Device Wi-Fi Certificate.....	3-7
Connecting to Device Network.....	3-10
Starting IDM.....	3-11
Login, Session Expiry, and Logout of IDM.....	3-12
Login to IDM.....	3-12
Setting Proxy for Secured Networks.....	3-13
Session Expiry.....	3-14
Logout of IDM .....	3-15

## Chapter 4 Familiarizing IDM

Familiarizing User Interface .....	4-1
Quick Links.....	4-1
About Page .....	4-2
Help .....	4-3
Notifications .....	4-3
Profile .....	4-3

Tab Panel .....	4-4
Downloads.....	4-4
Data Subscription.....	4-4
Primus Elite Services .....	4-5
Subset Charts .....	4-5
Recommended Size for Charts.....	4-6
Cycle Dates and Overlap Periods .....	4-7
Update Schedules .....	4-8
Downloads Page .....	4-8
Uploads .....	4-10
Network Connection.....	4-12
Upload From Options .....	4-12
Refresh.....	4-13
PC/Tablet Pane .....	4-13
Onboard Server Pane.....	4-14
Avionics Pane.....	4-15
User Interface Elements .....	4-16
Logs .....	4-17
Settings.....	4-17

## Chapter 5 Working with Databases

Downloading Databases .....	5-1
Subsetting Terminal Charts.....	5-1
Transferring Databases.....	5-3
Save to Drive .....	5-3
USB.....	5-5
DVD .....	5-6
CD.....	5-8
Loading Databases .....	5-10

## Chapter 6 Trouble Shooting

Purpose.....	6-1
Unable to view latest database subscription in IDM .....	6-1
Unable to upload database to the OBS.....	6-1
Unable to load database to the Avionics .....	6-2
Unsupported database upload .....	6-2
Database load failed during the load process.....	6-2
Signature file mismatch during database upload to device.....	6-3

## Chapter 7 Frequently Asked Questions

What is IDM?.....	7-1
What is significant about the IDM? .....	7-1
How does the IDM work?.....	7-1
What are the hardware requirements to install IDM?.....	7-1
Can Tablet be connected to cellular network when uploading to aircraft via	

IDM? ..... 7-1

- How do customers get IDM application? ..... 7-1
- How do i know if i have latest applications installed on my iPad?..... 7-1
- How much does IDM cost?..... 7-1
- Whom do i contact to get access credentials for IDM? ..... 7-2
- How do I confirm if the database is downloaded successfully on my Tablet?.. 7-2
- I am not able to see Edit Coverage link next to Database..... 7-2
- How do I clear subset that Is set on the charts database?..... 7-2
- How do I change subset that Is set on the charts database?..... 7-2
- Can I delete all downloaded databases in IDM? ..... 7-3
- Can I download all the databases from the Downloads page in IDM? ..... 7-3
- What does it mean if the Recommended Size indicator show the status Not Available ..... 7-3
  - What does it mean if the Recommended Size indicator show the status Exceeded ..... 7-3
  - What does it mean if the Recommended Size indicator show the status In Limits ..... 7-4
- Where can I find the support details in IDM? ..... 7-4
- Can I copy Subscription details in IDM? ..... 7-4
- What is Offline Login in IDM and how does it help? ..... 7-4
- Does the tablet on which the IDM application is installed need to stay connected after initiating the Load to Avionics? ..... 7-4
- I logged in to the IDM application with Internet. However, after some time I can see that the Downloads button next to subscriptions in Downloads page is disabled. Why? ..... 7-5
  - There are no LSAPs displayed in Uploads page. Why?..... 7-5
  - What is Effective Date and Issue Date in IDM? ..... 7-5
  - IDM application does not show the Login page. What shall i do?..... 7-5
  - Error 'This is not a valid Database' is displayed when I try to download Subscription. What shall I do?..... 7-6
  - How do I enable full control to ProgramData > Honeywell folder?..... 7-5

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# About this Guide

## 1.1 Purpose

The purpose of this guide is to provide information on the concepts, functionality, and the usage of the INDS Data Manager (IDM) application.

## 1.2 Scope

The scope of this guide is limited to the functionality and the usage of the **IDM** application. The technical and architectural information of the application is beyond the scope of this guide.

## 1.3 Intended Audience

This guide is intended for day-to-day users of **IDM** application. It is recommended to read this guide before getting started with the portal.

## 1.4 Typographical Conventions

Table 1-1 Typographical Conventions

Convention	Usage
Bold	Indicates Menus, Headings, User Interface (UI) elements
Cross Reference	Indicates a link that points to a different section/figure/table within the guide
Figure	Indicates a figure caption
Table	Indicates a table caption
<b>NOTE</b>	<i>Contains additional/important information related to a section/procedure</i>

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# Downloading & Installing IDM

## 2.1 System Requirements & Prerequisites

Following table lists the recommendation for a client system to install IDM application. You must have active INDS subscription and a windows based tablet with administrative privileges to install the application. The recommended configuration guarantees optimal performance of the application.

**Table 2-1 Recommended System Configuration**

Windows Tablet	
<b>Operating System</b>	Microsoft® Window 10 & Windows 11 (32 or 64 bit) with <b>Administrative Privilege</b>
<b>Browser</b>	Microsoft® Internet Explorer 11.0 / Google Chrome/ Mozilla Firefox
<b>Hard Disk Space</b>	2 GB or more space for multiple coverages and software installation. Required hard drive space shall vary based on your data subscription
<b>RAM</b>	Minimum 2 GB
<b>Internet Speed</b>	Minimum 5 MBPS speed within corporate network. A slow or intermittent connection can cause the download to fail
<b>External Devices</b>	USB-based removable media, DVD, CD
<b>Screen Resolution</b>	1280 / 800 pixels

## 2.2 Downloading IDM Installer

### To download IDM Installer on windows tablet

- Login to the EPIC-INDS website <https://inds.epicinds.com/epic/login>, click\tap **Support > Tools & Tech Info**, and click\tap the link **Download for Windows** in the **IDM** section.

The installation file is downloaded in the default **Downloads** folder on the Tablet. You can initiate the installation process by clicking\tapping the icon in the bottom left corner of the screen or by double clicking\tapping the **Installer** in the **Downloads** folder.

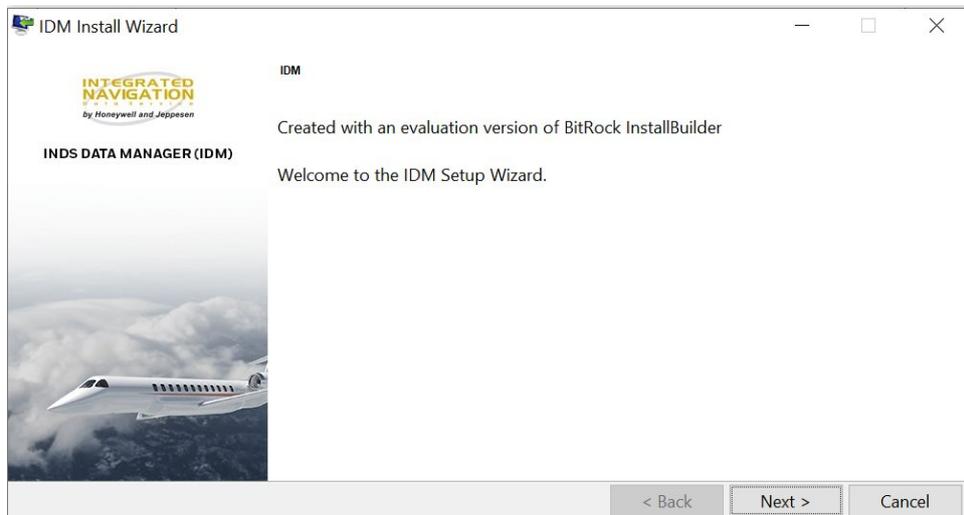
## 2.3 Installing IDM

**NOTE:**

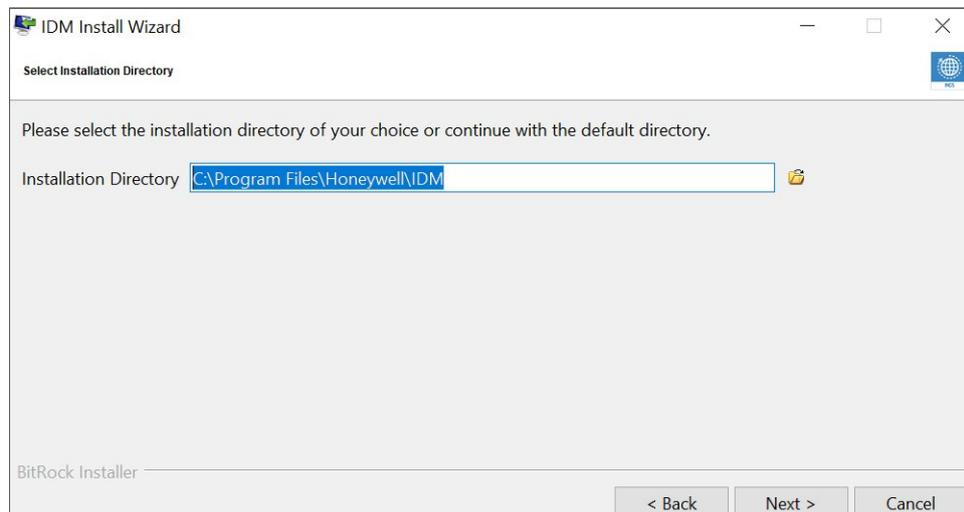
*You must have administrative privileges on the windows tablet to install this application or the corresponding application updates. Contact your IT department to get administrative privileges.*

**To install IDM on your windows tablet**

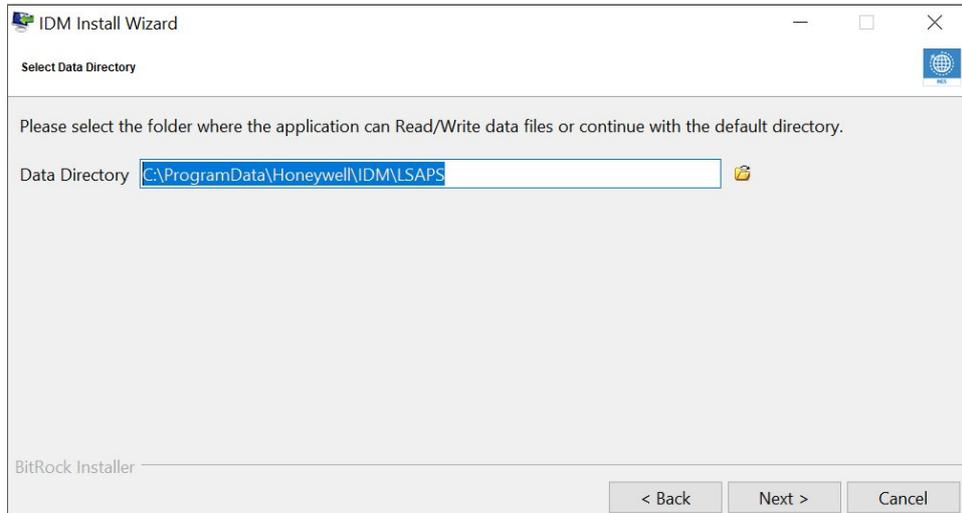
1. Navigate to the **IDM** installer and long press the installer file <File Name>. The context menu is displayed.
2. Click\tap **Run as Administrator** to begin the installation. The **IDM Setup Wizard** appears and displays the welcome page.



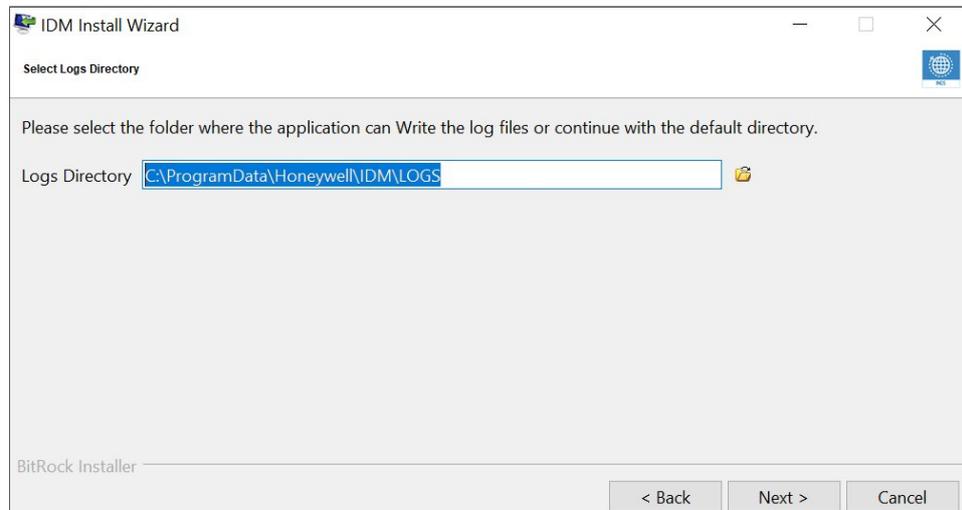
3. Click\tap **Next** to proceed further with the installation process. The **Select Installation Directory** page appears and displays the default installation directory.



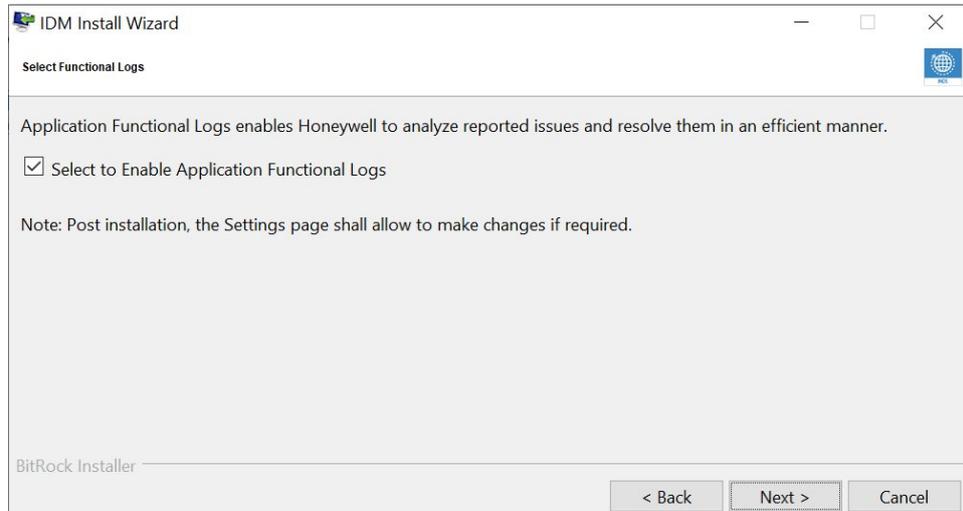
- Click\tap the folder icon next to the **Installation Directory** field to browse and select a new directory if required or click\tap **Next** to proceed further.  
The **Select Data Directory** page appears and displays the default directory where the data is stored.



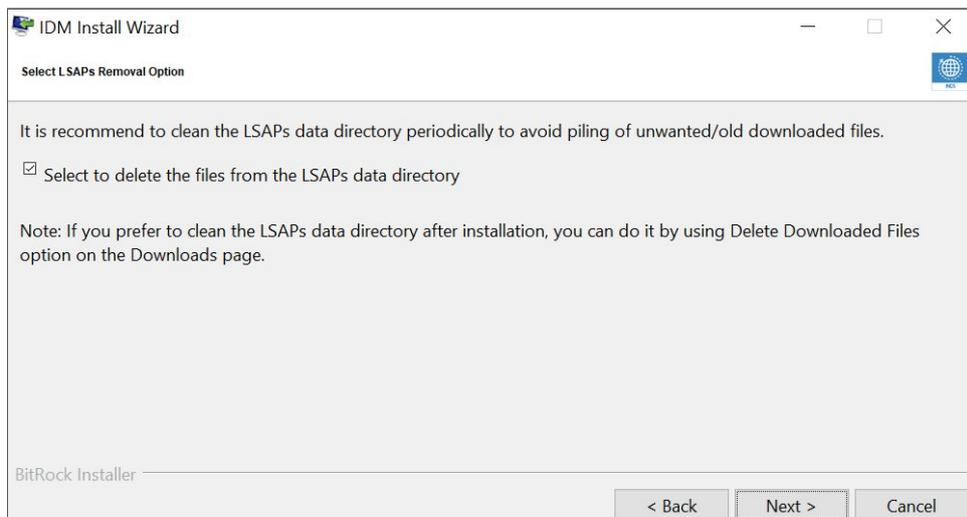
- Click\tap the folder icon next to the **Data Directory** field to browse and select a new directory if required or click\tap **Next** to proceed further.  
The **Select Logs Directory** page appears and displays the default directory where the logs are maintained.



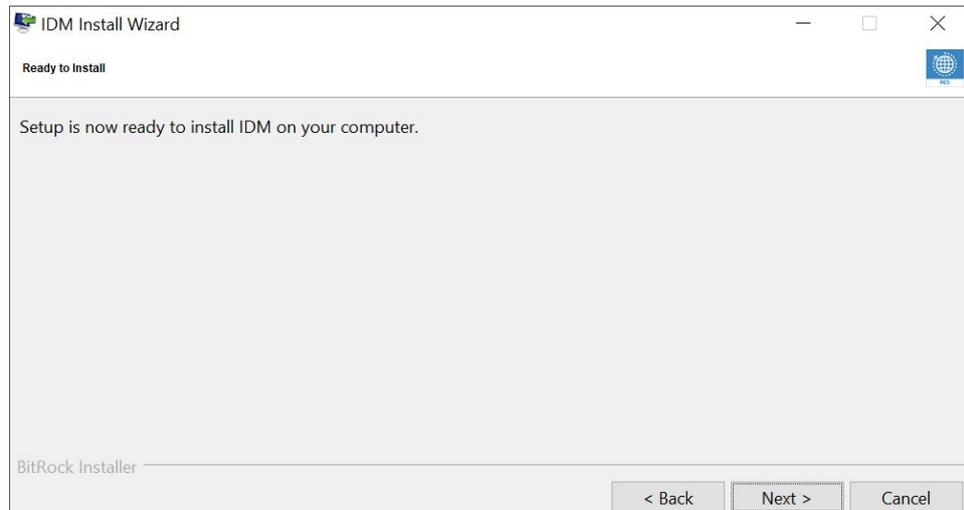
- Click\tap the folder icon next to the **Logs Directory** field to browse and select a new directory if required or click\tap **Next** to proceed further.  
The **Select Functional Logs** page is displayed.



7. Click\tap to select the check box next to the **Select to Enable Application Functional Logs** option and enable logging of functional logs or click\tap Next to proceed further.  
The **Select LSAPs Removal Options** page is displayed.

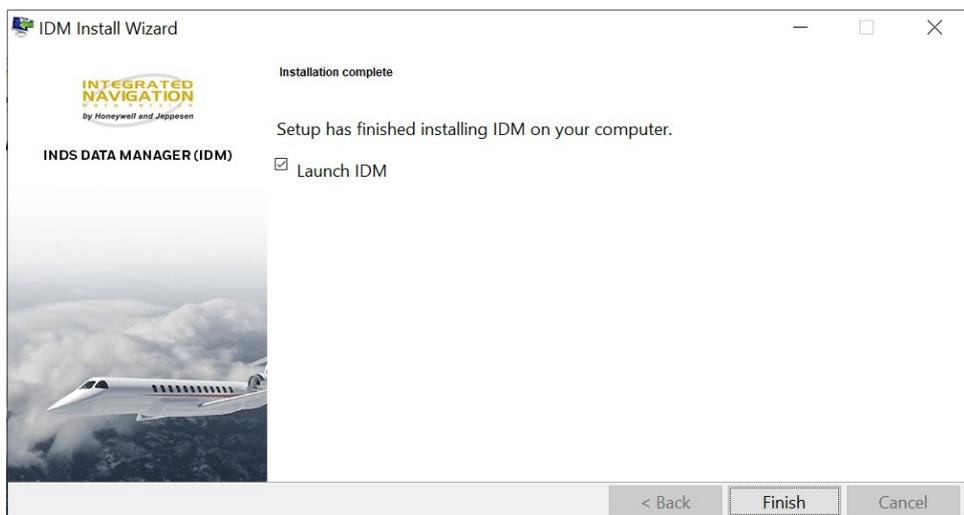


8. Click\tap to select the check box next to the **Select to delete files from the LSAPs data directory** option and enable deleting of files from the LSAP directory or click\tap Next to proceed further.  
The **Ready to Install** page is displayed.



9. Click\tap **Next**.

The status of installation is displayed. On successful installation of the application, the **Installation Complete** page is displayed.



10. Click\tap **Finish** to complete the installation and close the **Setup** wizard.

The shortcut **IDM** is created and the application is started by default.

## 2.4 Removing IDM

### Using Apps and Features

To remove IDM application installed on your tablet

1. On your tablet, click\tap **Start > Settings > Apps**.  
The **Apps & Features** page appears and displays various programs/  
applications installed on the tablet.

2. Click\tap to select **IDM** and then click\tap **Uninstall**.  
The confirmation dialog box to remove IDM appears.
3. Click\tap **Uninstall** to remove the program.

## **Using IDM Installer (.MSI)**

This option can be executed only if you have the IDM installer.**msi** file available on your programs.

### **To remove IDM application installed on your tablet**

1. Click\tap **start > IDM > Uninstall IDM**.  
The **Security Warning** dialog box appears.
2. Click\tap **Yes**.  
The **IDM Uninstall** confirmation dialog box appears.
3. Click\tap **Yes** to proceed further and remove the application.  
The application is removed from the tablet along with the shortcut icon from the desktop.

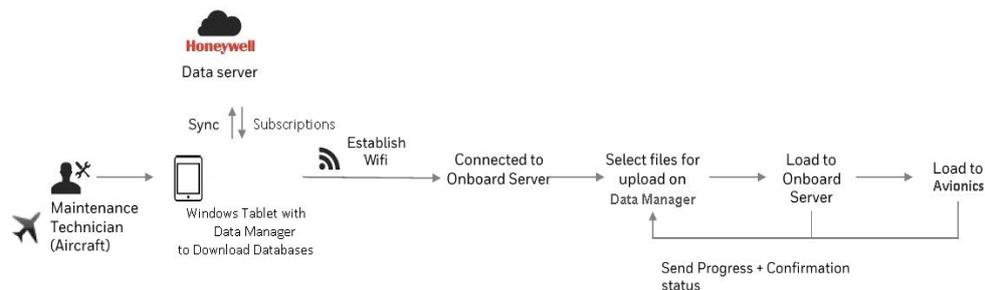
# Getting Started

## 3.1 IDM Overview

IDM is a powerful windows based application that allows you to view, manage, and download various INDS subscribed databases while managing your account. It incorporates smart NavData and chart loader along with other data types such as AMDB and terrain data. It offers numerous features that enables you to effectively and efficiently manage your data updates, subset your terminal charts to meet space constraints, view detailed information about your services, and transfer the data to your Primus Epic INAV<sup>(TM)</sup>.

The streamlined user interface of IDM application is comprised of several distinct areas and is quick and easy to use. These areas provide you with the ability to view or hide information about your services, status, and update options. In addition to the above, it enables to:

- Replace physical delivery of media with electronic delivery.
- Download single/multiple/all databases at a time.
- Quickly manage and download databases using the cloud over a secure network.
- Pause and resume database downloads.
- Access to chart serial numbers.
- Support wireless data loading interface, delta data loading, and customized sizing predictions based on available memory on aircraft.



## 3.2 Getting IDM Credentials

Honeywell aims at providing easy access to databases for both INDS web and IDM application users thus eliminating the need of multiple access credentials. As a part of solution, using a Honeywell ID enables you to access subscribed databases from both INDS website and IDM application.

If you are a new user and do not have a Honeywell ID, you can create AN ID from INDS website. Creating and associating Honeywell ID is only a one time activity. For more information see, [Creating & Associating Honeywell ID](#).

If you are an INDS user and also have an existing Honeywell ID, you can just associate the existing Honeywell ID with that of the INDS user ID and then start using Honeywell ID for both INDS website and IDM application. For more information see, [Associating Honeywell ID](#).

Should you require any help in creating a new ID or associating an existing ID, contact [Support Team](#).

### Creating & Associating Honeywell ID

#### To create a Honeywell ID

1. Open the web browser on your computer and access [INDS](#) website. The INDS website is displayed.



2. In the **INDS Login**, click\tap **Create Honeywell ID** link. The **Create Honeywell ID** page is displayed.

**Support** ▾ **Flight Info** ▾

### Create Honeywell ID

Please enter below details to create your Honeywell ID

**First Name**  
First Name

**Last Name**  
Last Name

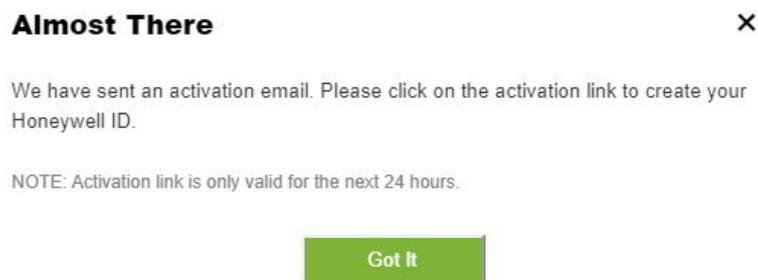
**Honeywell ID** ⓘ  
Email Address

You agree and consent to Honeywell's [Terms & Conditions](#) and have read and understood Honeywell's [Privacy Policy](#).

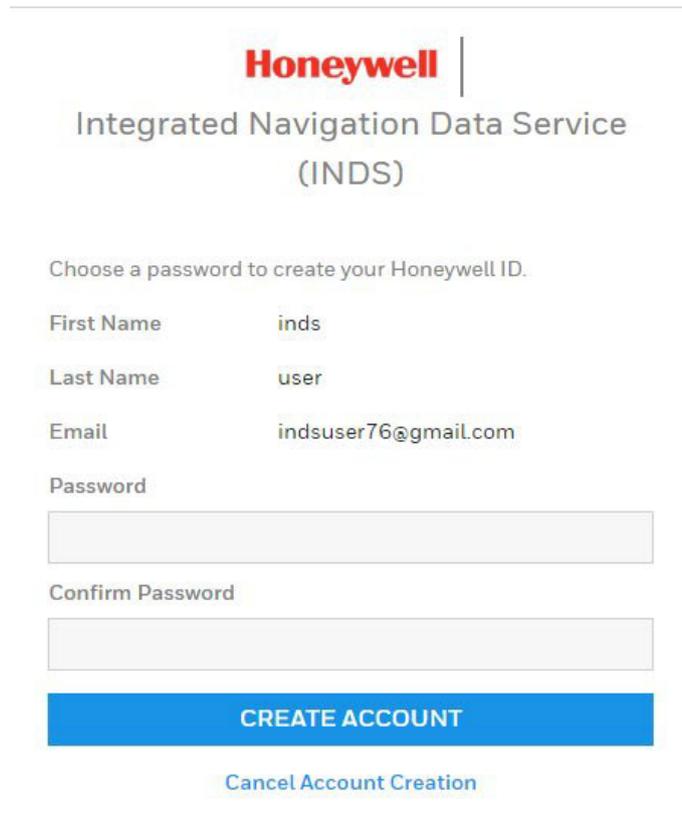
[Cancel](#) [Create](#)

If you are facing any issues, please contact Account Services or INDS Support [here](#)

3. Provide the required details as applicable, select the check box, and then click\ tap **Create**.  
The **Almost There** message is displayed which confirms that the activation link is sent to the given email ID and it is valid for the next 24 hours.



4. Click\ tap **Got it** to close the dialog box.  
The page refreshes to display the **INDS website**.
5. Navigate to the email ID and click\ tap the verification link sent from **IDAdministrator@honeywell.com** to proceed further.  
The **INDS** password form page is displayed.



**Honeywell** |  
Integrated Navigation Data Service  
(INDS)

Choose a password to create your Honeywell ID.

First Name inds

Last Name user

Email induser76@gmail.com

Password

Confirm Password

**CREATE ACCOUNT**

[Cancel Account Creation](#)

6. Type the password as applicable and click\tap **Create Account**. The ID activation message is displayed followed by the **Honeywell ID Association** page.

here'." data-bbox="324 596 783 882"/>

**Honeywell ID Association**

1 — 2  
Authentication Association

Congratulations on your new Honeywell ID, please associate it with your INDS account for various benefits.

Please enter either your existing INDS Web Portal or IDM App credentials to Associate.

Username

Password

Cancel **Next**

If you are facing any issues, please contact Account Services or INDS Support [here](#)

7. Type the existing INDS\IDM **Username** and corresponding **Password**, and then click/tap **Next**.  
The details corresponding to the provided username are displayed along with option to associate newly created Honeywell ID.

**Honeywell ID Association**

1 ————— 2  
Authentication Association

---

Your details as per our records

Customer Number: 9440534  
Company Name: INC

---

To associate, please enter your Honeywell ID ⓘ

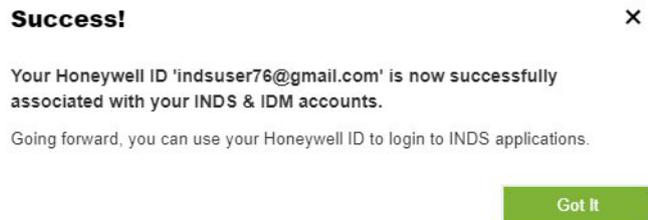
Honeywell ID

Don't have Honeywell ID? [Create Now](#)

[Back](#) [Associate](#)

If you have a mismatch with your 'Customer Number' or 'Company Name' or facing any additional issues, please contact Account Services or INDS Support [here](#)

8. Type the newly created Honeywell ID and click/tap **Associate**.  
The **Success** message is displayed with a confirmation on association of the newly created Honeywell ID.



9. Click\tap **Got it** to close the dialog box and get started using the newly created Honeywell ID for INDS web or IDM application.

## Associating Honeywell ID

### To associate an existing Honeywell ID

1. Open the web browser on your computer and access [INDS](#) website.  
The **INDS website** is displayed.



2. In the **INDS Login**, click\tap **Associate Honeywell ID** link.  
The **Honeywell ID Association** page is displayed.

here'." data-bbox="324 316 784 603"/>

3. Type the existing INDS\IDM **Username** and corresponding **Password**, and then click/tap **Next**.  
The details corresponding to the provided username are displayed along with option to associate newly created Honeywell ID.

**Honeywell ID Association**

1 ————— 2

Authentication Association

---

Your details as per our records

Customer Number: 9440534

Company Name: INC

---

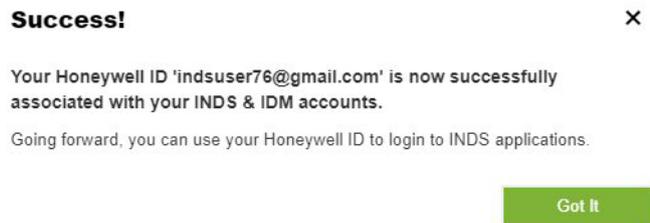
To associate, please enter your Honeywell ID [?](#)

Don't have Honeywell ID? [Create Now](#)

[Back](#) [Associate](#)

If you have a mismatch with your 'Customer Number' or 'Company Name' or facing any additional issues, please contact Account Services or INDS Support [here](#)

4. Type the existing Honeywell ID and click/tap **Associate**.  
The **Success** message is displayed with a confirmation on association of the newly created Honeywell ID.



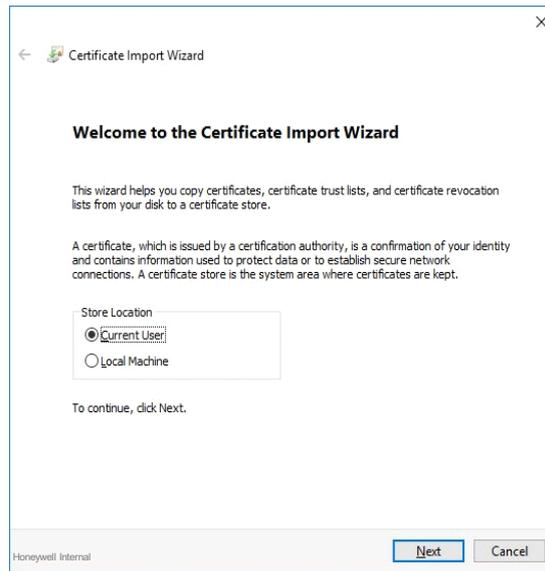
5. Click\|tap **Got it** to close the dialog box and get started using the Honeywell ID for INDS web or IDM application.

### 3.3 Installing Device Wi-Fi Certificate

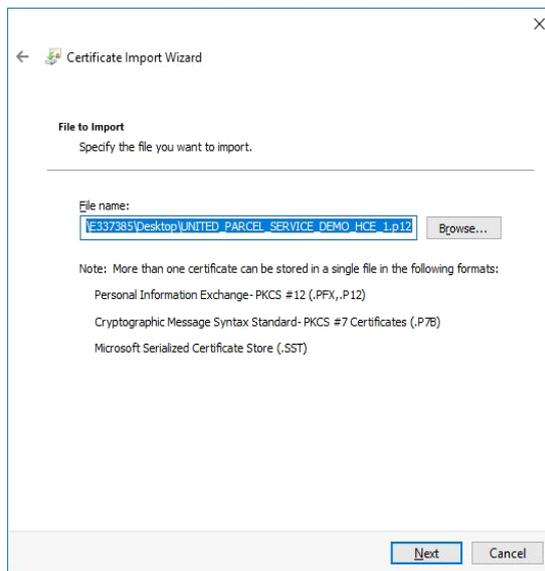
After installing the IDM application on the windows tablet, you must install the device Wi-Fi certificate that enables to connect the tablet to the device installed on the aircraft.

#### To install device Wi-Fi certificate on the windows tablet

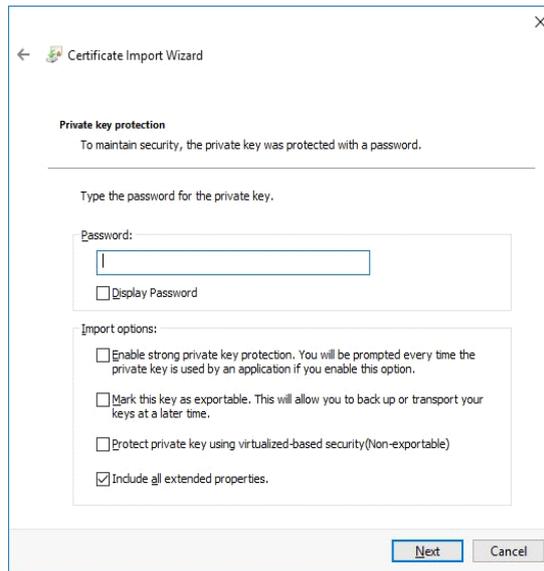
1. Download the device Wi-Fi certificate on to the tablet from the [ADS portal](#).  
The certificate is downloaded in the default **Downloads** path of the browser.
2. Double-click\|tap the downloaded certificate to start the installation.  
The **Certificate Import Wizard** appears and displays the **Welcome** page.



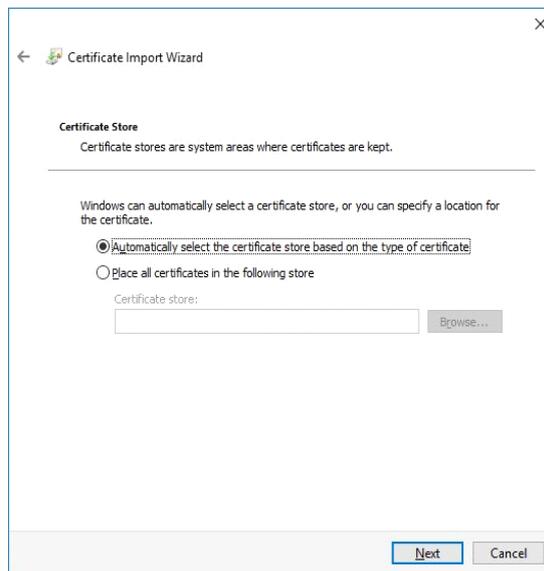
3. Click\tap **Next**.  
The **File to Import** page is displayed.



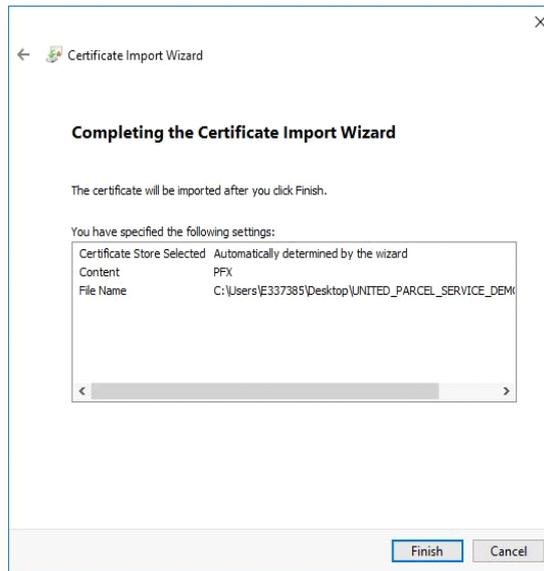
4. Click\tap **Browse** and navigate to the folder where the certificate is available in the tablet and then tap **Next**.  
The **Private Key Protection** page is displayed.



5. Type the password for the private key and click\tap **Next**.  
The **Certificate Store** page is displayed.



6. Confirm the default selection on the page and click\tap **Next**.  
The **Completing the Certificate Import Wizard** page is displayed.



7. View the settings that you selected and click\tap **Next** to complete the import process.  
The **Security Warning** dialog box is displayed.
8. Click\tap **Yes**.  
The **Certificate Import Wizard** displays the Import successful message.



9. Click\tap **Close** to close the wizard.

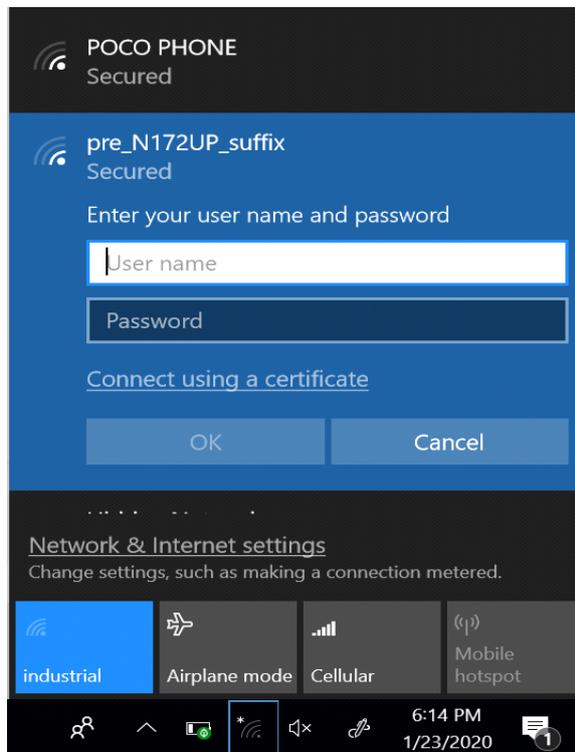
## 3.4 Connecting to Device Network

After successfully installing the device Wi-Fi certificate, the network corresponding to the installed certificate is displayed in the list of Wi-Fi networks on the tablet.

### To connect the tablet to a device Wi-Fi network

1. Click\tap the network icon in the system tray located on the bottom right of the tablet and then tap **Wi-Fi** option.  
The available **Wi-Fi** networks are displayed.
2. Scroll through the available network and click\tap the device network as applicable.

The network option expands to display options to connect using **Enter your user name and password**, and **Connect using a certificate**.



3. Click\tap **Connect using a certificate** option.  
The **Choose a certificate** list is displayed.
4. Select the certificate as applicable and then click\tap **OK** to proceed further.  
The tablet is connected to the selected network.

## 3.5 Starting IDM

### To start IDM application

- Double-click\tap the newly created **IDM** icon on your tablet to start the application.

### NOTE:

- *Ensure that you are connected to INTERNET when logging on to the application for the first time.*
- *If the tablet is not connected to INTERNET, the following message is displayed. Connect the tablet to INTERNET and then click **Try Again** to login in **Online** mode or click **Offline Mode** to login without INTERNET connection. For more information on Online and Offline mode, see [Login, Session Expiry, and Logout of IDM](#).*

## Login Page Error Occurred!

Please click on the below button to try again.

TRY AGAIN

or

Please click on below button to proceed offline login

OFFLINE LOGIN

[Proxy Settings](#)

### 3.6 Login, Session Auto-Refresh, and Logout of IDM

IDM enables you to login to the application with Internet (Online) or without Internet (Offline) connectivity. Logging on to the application with Internet enables you to view and download the subscriptions, and upload databases to the Onboard server.

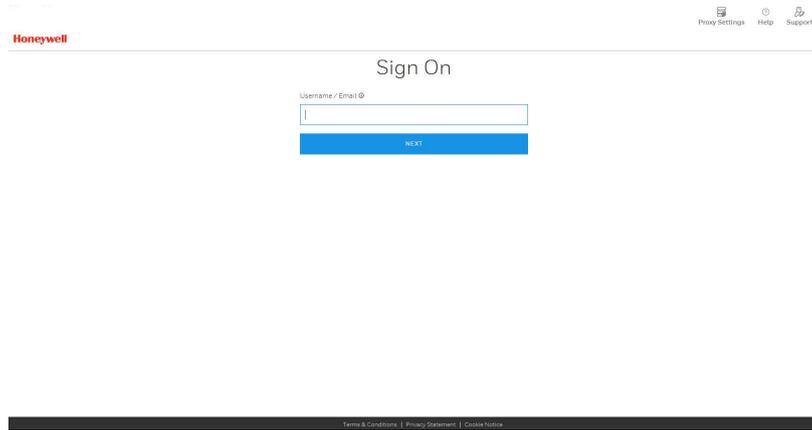
However, when logged in without Internet you can only view the subscriptions and upload the available databases to the connected Onboard server.

After logging in successfully with Internet connection, a backup of the downloaded databases from INDS is automatically maintained by the application thus enabling you to login to the application in the absence of Internet.

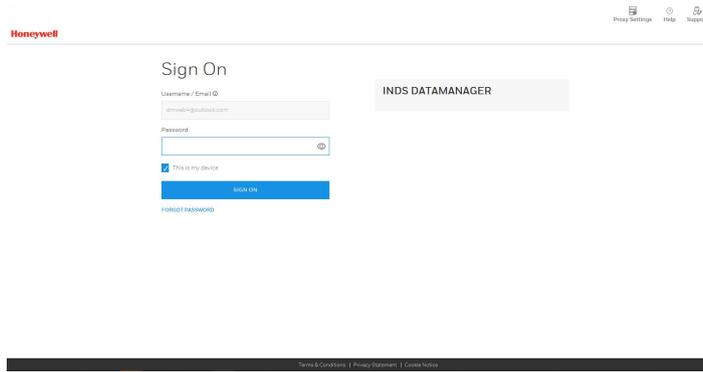
#### Login to IDM

##### To login to IDM application

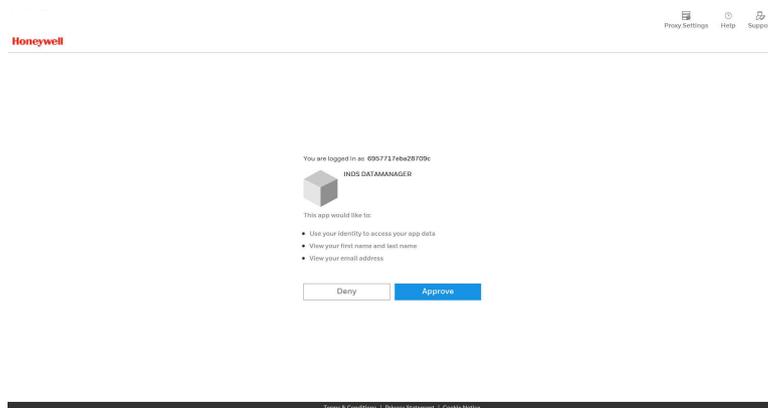
1. On your desktop, double-click\tap **IDM** shortcut icon.  
The **Sign On** page is displayed.



2. Type the Honeywell provided **Username/Email**, and click\tap **Next**. The **Sign On** page appears and displays the provided **Username/Email** along with the **Password** field.



3. Type the **Password** as applicable and then click\tap **Sign On** to proceed further with the login process. The **INDS Data Manager** confirmation dialog box is displayed.



**NOTE:**

After providing the correct login credentials, if you fail to login, verify your **Proxy Settings** ([Setting Proxy for Secured Networks](#)). It may be one of the scenario where your company network is blocking an external link. click\tap **Proxy Settings** and provide the required details (contact your network administrator) as applicable to proceed further with the login.

4. Click **Approve** to proceed further with the login process.  
The **Downloads** page is displayed by default.

**NOTE:**

Clicking **Deny** redirect you back to the **Sign On** page.

## Setting Proxy for Secured Networks

Proxy server is an intermediate network that resides between your device and the connected network. It is configured in corporate network environments to filter the web traffic going to and from your device. However, based on the network settings of the organization, you may require to provide the proxy settings for IDM to bypass the network restrictions if any and access the data.

### To set the proxy for secured networks

1. On the **Sign In** page, click\tap **Proxy Settings**.  
The **Proxy Settings** dialog box appears.

**PROXY SETTINGS** ?

**Use Proxy**  
Please provide the proxy information from your system administrator

**Proxy host**

**Authentication Required**

**Username:**

**Password:**

2. Click\|tap to select the **Use Proxy** check box.  
The **Proxy host** field is enabled along with the **Authentication Required** check box.
3. Type the IP address for the **Proxy host** and click\|tap to select the **Authentication Required** check box.  
The **Username** and **Password** field are enabled if any.

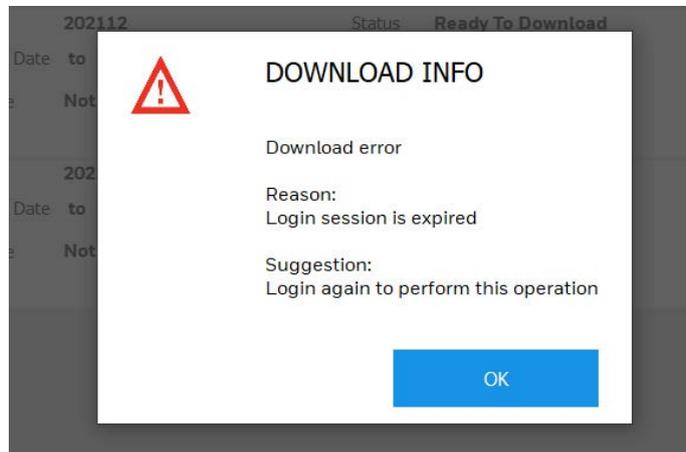
**NOTE:**

*IDM does not read the proxy information that is setup in a proxy auto-config (PAC) file configured for your site. You must type the required proxy information manually. The proxy information provided during the initial login for authentication is saved for subsequent logins. However, any change in the proxy access credentials (login and password) requires proxy update for new credentials to ensure that application works through proxy settings.*

4. Type the **Username** and **Password** as applicable and then click\|tap **Save**.  
The **Proxy Settings** dialog box closes and the **Sign In** page is displayed.

## Session Auto-Refresh

After successfully logging on to IDM, application auto-refreshes every two hours of login session to ensure that the login session does not expire. If the session expires the following message is displayed prompting you to login again to resume using the application.



## Logout of IDM

### To log out of IDM application

1. On the top right of the application, click\|tap the **user icon > Logout**.  
The **Logout** confirmation dialog box appears.
2. Click\|tap **Yes** to logout of the application.

## Getting Started

*Login, Session Auto-Refresh, and Logout of IDM*

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# Familiarizing IDM

## 4.1 Familiarizing User Interface

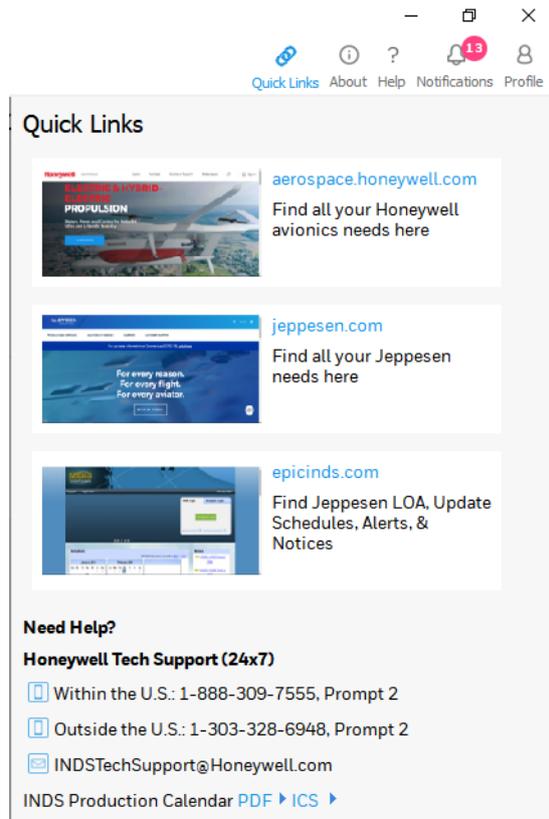
The IDM user interface follows a simple tabbed and pane layout that enables you to navigate between them and accomplish the task at ease. This application provides a mechanism to:

1. Login to the IDM with or without Internet (**Online** and **Offline**) connectivity.
2. View the list of subscribed INDS databases and download them.
3. Select a **PC/Tablet** (three pane) or **Onboard Server** (two pane) view.
4. Connect to the Onboard Server of the aircraft through a connected network on the tablet.
5. Access INDS databases that are downloaded successfully on the tablet.
6. View the available/existing databases and select the required databases.
7. Load the selected databases to the Onboard Server.
8. View the list of existing databases on the Onboard Server and Avionics if any.
9. Load single/multiple databases from the Onboard Server to the Avionics.
10. View the application logs if required.
11. Send the application error logs to Honeywell servers automatically.

## 4.2 Quick Links

The **Quick Links** pane displays the following good to know information starting from various web links (that may be required to navigate) to the support information.

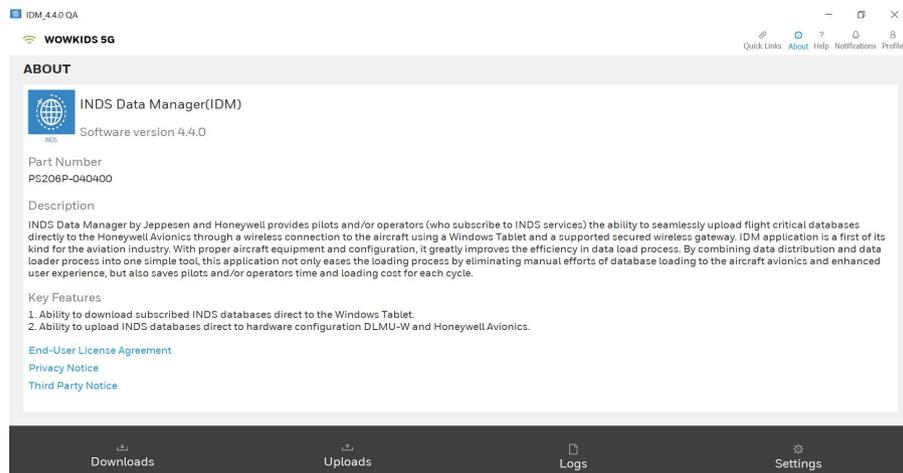
- Web links to Honeywell Aerospace, Jeppesen, and Epic INDS Portal
- Hypertext to INDS Production cycle calendar
- Support information (Call & Email)



## 4.3 About Page

This page provides the following information on the Data Manager application.

- Short overview of DM application
- Version of the Installed DM application
- Part Number details
- Links to End-user License Agreement & Privacy Document.



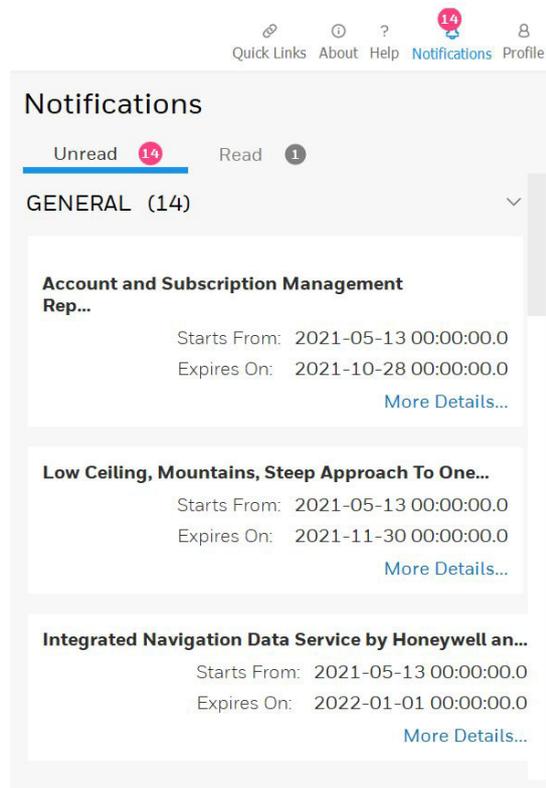
## 4.4 Help

Displays the PDF version of the help document that provides information on various concepts, functionalities and usage of the INDS Data Manager (IDM) application.

## 4.5 Notifications

Notification is a message that provide you information on reminders sent by Honeywell on current or upcoming application releases, communication on database releases, account and subscription management, and so on. These notifications enables you to manage IDM application and/or the subscriptions with Honeywell & Jeppesen in an efficient manner.

The **Notifications** icon on the top right of the application displays the **Notifications** pane with the list of is **Unread** and **Read** notifications. The **More info** link at the end of each notification displays the detailed view of the message. As and when you open and read a message from the **Unread** notifications section, the message is moved to **Read** notifications section. You can also mark a message as unread by selecting the **Mark as Unread** check box at the end of the message.



## 4.6 Profile

Displays the name of the logged in user along with the Logout option that enables you to logout of the application and close the login session.

## 4.7 Tab Panel

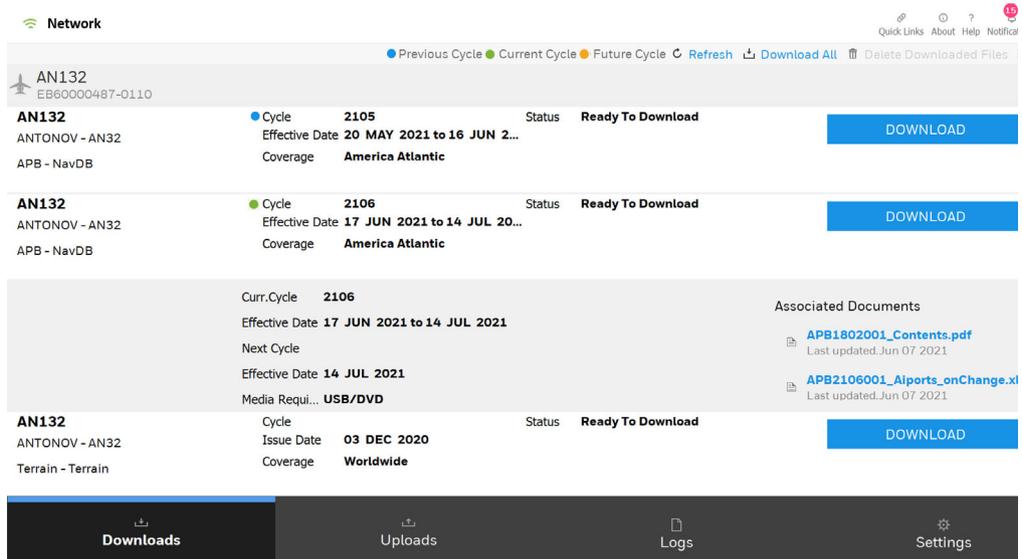
The **Tab Panel** appears on the bottom of the application and enables you to navigate between the [Downloads](#), [Uploads](#), [Logs](#), and [Settings](#) pages as required.



### Downloads

#### Data Subscription

After successfully logging on to IDM, all the database subscriptions associated with the logged in account are displayed in the **Downloads** page with the **Aircraft View** selected by default. If your aircraft information is listed as Aircraft [Unassigned], you can contact [IDM Technical Support](#) to have the information updated in your records.



Each database subscription is displayed in a separate service line. Terminal chart data coverages associated with a JeppView serial number are combined on one service line. For example, if the Canada/Alaska terminal chart coverage is subscribed with the Europe coverage, they are combined and displayed in on one line.

The database subscription records includes the Current Cycle, Issue, Coverage, and status. However, you can view additional details (such as DDL Capable, coverage map, associated documents and so on) apart from the one displayed in the service line, by clicking/tapping the expand icon next to **Download** button.

In addition to the above, You can refresh the list of database subscriptions by clicking/taping the **Refresh** option on the top of the page.

## Primus Elite Services

IDM has new functionality for processing Primus Elite databases. You can use IDM to download and transfer Primus Elite databases to a USB drive and load into the avionics using the dataloader per normal processes. If you use IDM, you no longer need to run the Primus Elite - Load Preprocessor tool. IDM does the preprocessing for you.

When you have a NavData update and a Charts update in the same cycle (every 28 days), transfer both to the same USB drive. IDM will append the databases together on the flash drive. Write once, read twice.

Primus Elite Advanced Features (PEAF) databases are also supported in IDM. IDM adjusts the format of the files to work with the dataloader and follow normal processes. Write both the NavData and Charts to same USB drive. Write once, read twice. PEAf terrain is not supported in IDM at this time.

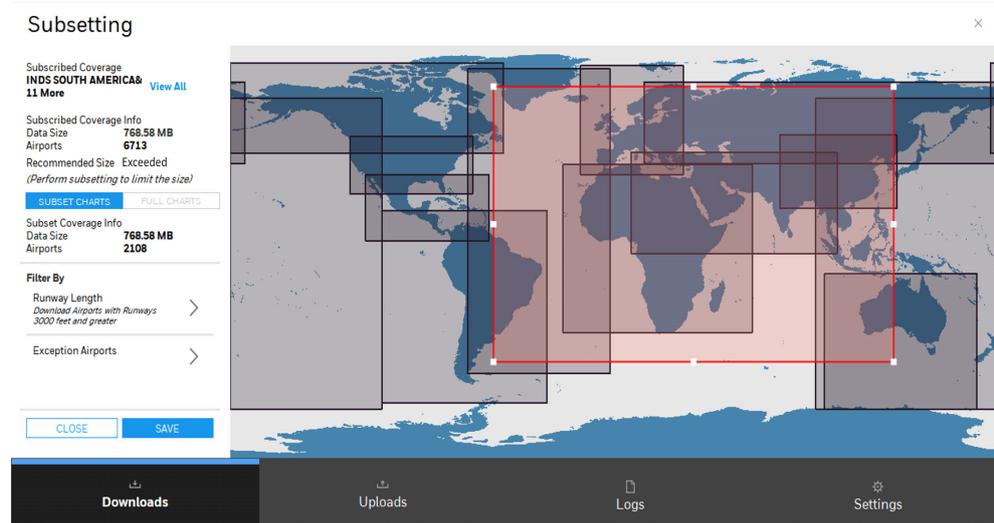
IDM can assist with customization and size management of your INDS charts. An important feature of IDM is its ability to reduce the charts database size based on your selections of geographic regions or runway length filters, so that both NavData and Charts files can be loaded to the avionics without oversizing. For more information, See [Subset Charts](#).

## Subset Charts

Sub-setting charts is used to apply custom runway filters and exception airports. You can customize your subscribed charts to add your home runway, include runways of any length, or even remove entire regions to reduce the file size and upload time on the aircraft.

An added feature of IDM is the ability to subset electronic charts coverage by specifying a smaller geographical area or by runway length before transferring it to the media. This is helpful if the media or avionics system has limited storage space. Subsetting affects only the amount of data copied to the media and loaded into the avionics. Subsetting requires you to first download the full subscribed charts to your windows tablet and then subset the required data. When charts are downloaded to your windows tablet, all the charts in the selected service are loaded regardless of

your subsetting selections. The subset settings preference is stored on a server and are synchronized with IDM when you sign in again.



IDM also allows you to include the list of required airports in your transferred electronic charts dataset. These airports might otherwise be filtered out when using subset by geographic regions or with the runway length filter.

The data size under **Subscription Coverage** is full coverage and there is no way to go above this size. Subsetting charts will change the final file size of the charts dataset. Different platforms have different memory limitations. To avoid complications when uploading, subset to a chart file size smaller than Rev A filtered charts posted on the INDS website (~569MB). For more information on subsetting charts, see [Subsetting Terminal Charts](#).

## Recommended Size for Charts

Recommended size indicator in IDM provides you information on the charts that are being loaded in the aircrafts are within/exceeds the size available in the Avionics. Further, based on the indication, you can perform the subset operation accordingly. For more information on performing subset operation, see [Subsetting Terminal Charts](#).

IDM provides the Recommended size indicator based on the requested details (EB/Part Number) shared by the OEMs. Following is the list of various indicators that guides you in the application.

- After downloading the Charts database:

If the downloaded charts database has recommended size enabled and the subset is within the recommended size, then the following indicator is displayed in the subscription next to the **Subset** label.

<b>F5SITS</b>	Cycle	21-2021	Status	Ready To Upload	<a href="#">TRANSFER TO MEDIA</a> <span>⌵</span> <span>Download Successful</span> <a href="#">Redownload</a>
DASSAULT - FALCON 5X	Issue Date	15 OCT 2021	Subset	Applied <a href="#">Edit Coverage</a>	
INDS DDL Capable - Electronic Charts	Coverage	REV SVC - JE... <a href="#">View</a>	Recommended Size	In Limits	
	Serial Number	VNX6-M9LD-NV9P-R68F			

If the downloaded charts database has recommended size indicator enabled and the subset exceeds the recommended size, the following indicator is displayed in the subscription next to the **Subset** label.

<b>AN132</b>	Cycle	19-2021	Status	Ready To Upload	<a href="#">TRANSFER TO MEDIA</a> <span>▼</span> <a href="#">Download Successful</a> <a href="#">Redownload</a>
ANTONOV - AN32	Issue Date	17 SEP 2021	Subset	Applied <a href="#">Edit Coverage</a>	
INDS - Electronic Charts	Coverage	INDS REVISIO... <a href="#">View</a>	Recommended Size	Exceeded <small>(Perform subsetting to limit the size)</small>	
	Serial Number	VNX2-T5UX-6XLQ-9QAN			

If the downloaded charts database do not have recommended size enabled, the following indicator is displayed in the subscription next to the **Subset** label.

**NOTE:**

*If you have not provided the EB/Part Number to Honeywell, Please refer to communication **Request to Update INDS Subscription Information** and send the details as appropriate.*

<b>F5SITS</b>	Cycle	21-2021	Status	Ready To Upload	<a href="#">TRANSFER TO MEDIA</a> <span>▼</span> <a href="#">Download Successful</a> <a href="#">Redownload</a>
DASSAULT - FALCON 5X	Issue Date	15 OCT 2021	Subset	Applied <a href="#">Edit Coverage</a>	
INDS DDL Capable - Electronic Charts	Coverage	REV SVC - JE... <a href="#">View</a>	Recommended Size Indicator	Not Available <small>(Not from to get it enabled)</small>	
	Serial Number	VNX6-M9LD-NV9P-R68F			

- When performing subset operation:

If the subset performed is within the limit, the subset tool is colored **Green**.



If the subset performed is exceeds the limit, the subset tool is colored **Red**.

Subsetting

Subscribed Coverage  
**INDS SOUTH AMERICA** [View All](#)  
11 More

Subscribed Coverage Info  
Data Size **768.58 MB**  
Airports **6713**  
⚠ Recommended Size Exceeded  
(Perform subsetting to limit the size)

[SUBSET CHARTS](#) [FULL CHARTS](#)

Subset Coverage Info  
Data Size **768.58 MB**  
Airports **2108**

Filter By

- Runway Length  
Download Airports with Runways 3000 feet and greater >
- Exception Airports >

### Cycle Dates and Overlap Periods

The current cycle dates are displayed in the **Downloads** page. You can get more information on cycle dates by clicking/taping the expand icon next to **Download** button. The current cycle effective date range and the next cycle are listed for data

services like navigation data. The current cycle issue date is displayed for terminal charts services, as well as the next cycle issue date. Since terminal charts do not have an effective date, they must be used as soon as they are available.

The same navigation data service is displayed twice during the cycles overlap. The current cycle is still effective and continues to display until the expiration date. The upcoming cycle is also displayed as it is available for download. If you observe the navigation data effective dates, you can observe the overlap between the expiration date and the next cycle download availability date. The overlap period extends for approximately 10 days. A green icon is displayed representing the current cycle and an orange icon is displayed for future cycle, see figure below.

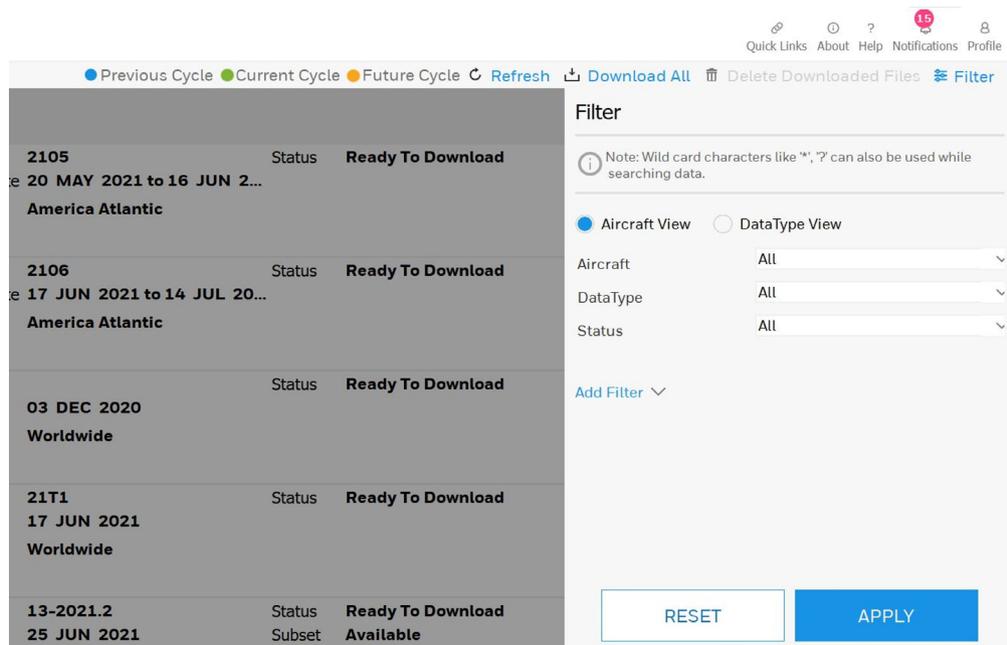
● Cycle	<b>2105</b>
Effective Date	<b>20 MAY 2021 to 16 JUN 2...</b>
Coverage	<b>Worldwide</b>
<hr/>	
● Cycle	<b>2106</b>
Effective Date	<b>17 JUN 2021 to 14 JUL 20...</b>
Coverage	<b>Worldwide</b>
<hr/>	
● Cycle	<b>2105</b>
Effective Date	<b>20 MAY 2021 to 16 JUN 2...</b>
Coverage	<b>Worldwide</b>

## Update Schedules

Plan ahead by marking your calendar with your next data update. The INDS [Production Schedule](#) can also be accessed from Quick Links in IDM application.

## Downloads Page

This page appears by default when you start the application and displays the list of subscribed databases. The view of the page can be controlled based on the following selection in the **Filter** pane that is displayed when **Filter** link is clicked the top right of the page.



- **View** - Displays the **All**, **Aircraft View** and **Data Type View** options. Clicking/Tapping **Aircraft View** displays the list based on various types of databases (Charts, INAV, EGPWS, and so on) subscribed by the logged in user. The Data Type View option displays the list of subscribed databases along with the aircraft on which the database is installed.
- **Aircraft** - Displays various tail numbers that are associated to the logged in user. You can click\tap **All** to view all the associated tails or click\tap each tail individually to view the details.
- **Status** - Displays the **All**, **Ready to Download**, **In Progress**, or **Ready to Upload** statuses. You can click\tap each option as required to view the details.
- **Add Filters** - Displays the list of filter elements (**Display Name**, **Model**, **Next Cycle**, and so on) corresponding to the subscriptions that can be selected and included when filtering the subscriptions.

You can click\tap downward arrow icon or **Download** buttons next to the databases on this page to view additional details (Current Cycle, Issue Date, Next Cycle, and so on) along with associated documents corresponding to the databases, or download multiple databases at a time from the server. After downloading a database, **Download Successful** status is displayed along with the **Transfer to Media**, **Subset** (if the database is subset capable), and **Re-Download** option appears next to the database. These buttons enables you to transfer the downloaded database to an external media (**USB**, **Save to Drive**, **CD**, and **DVD**: may vary based on the database supportive media type), subset the charts to reduce the size of the database, and download the database again. Additionally, you can click\tap **Download All**, **Refresh**, or **Delete Downloaded Files** links on the top right of the page to download all the databases at a time, refresh the page, or delete all the downloaded files if required.

## Familiarizing IDM Tab Panel

### NOTE:

- You can copy (click/tap **View** or **View All** link next to **Coverage** label and then click/tap **Copy** button in the dialog box) the contents of the subscription to the clipboard and further use it to share it while reporting issues to support team and so on as required.

- You can **Pause/Resume** the download operation by clicking\tapping the   buttons if required.
- You can **Cancel** the download in progress by clicking\tapping the  button next to the progress bar.
- Click **View** link next to a database to view the coverage map area corresponding to the database.

## Uploads

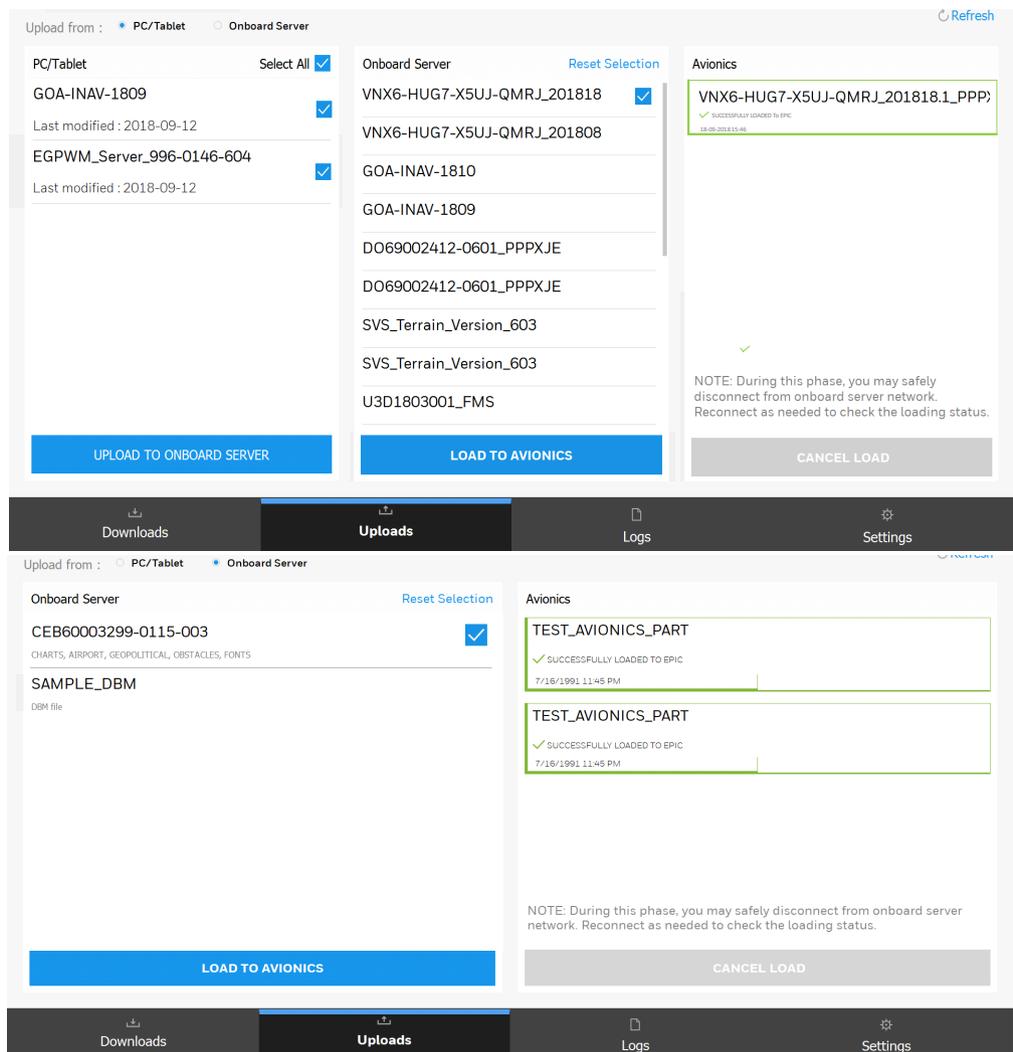
The **Uploads** page follows a three pane architecture which includes **PC/Tablet Pane**, **Onboard Server Pane**, and **Avionics Pane** and controls the process of uploading the selected or available databases from the **PC/Tablet** to the **Onboard Server** and then to the aircraft **Avionics** after completing the configuration check.

After navigating from **Downloads** page to the **Uploads** page, the application automatically starts connecting to the **Onboard Server** installed on the aircraft. On

successful connection the SSID corresponding to the Onboard Server and the Aircraft Tail Number is displayed next to the **Network Connection** icons on the top of the page, and the list of all the downloaded databases (using Downloads page) corresponding to the connected Aircraft are displayed in the **PC/Tablet Pane**. By default, the **PC/Tablet** view is selected when you open this page. However, you can toggle to the **Onboard Server** view by clicking/tapping the respective view option on the top of the page.

Following is the list of UI elements that are available on this page.

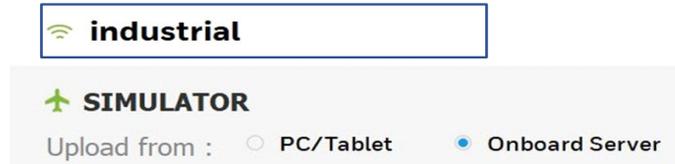
- [Network Connection](#)
- [Upload From Options](#)
- [Refresh](#)
- [PC/Tablet Pane](#)
- [Onboard Server Pane](#)
- [Avionics Pane](#)
- [User Interface Elements](#)



## Network Connection

### Wi-Fi Network

Displayed on the top left of the application and shows the name of the device Wi-Fi network to which the tablet is connected. In the event if the tablet is not connected to any device network, the status **No network connection Offline Mode** is displayed. Connecting the tablet to a device network is a one time activity and multiple device networks can be configured and connected if required.



### Aircraft Tail

This UI element is displayed below **Wi-Fi Network** and shows the tail number of the aircraft on which the connected device is installed.

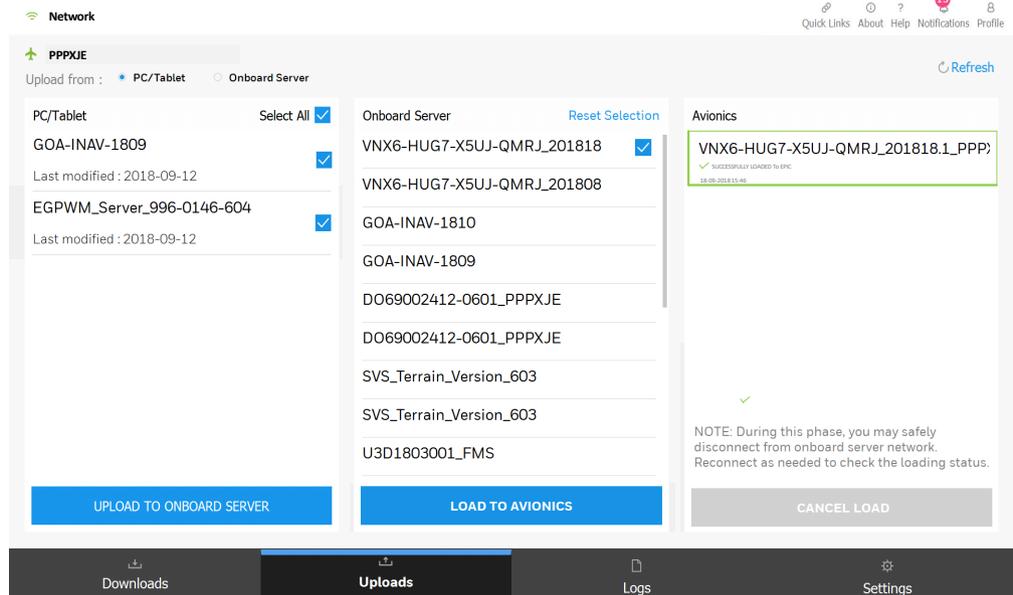


## Upload From Options

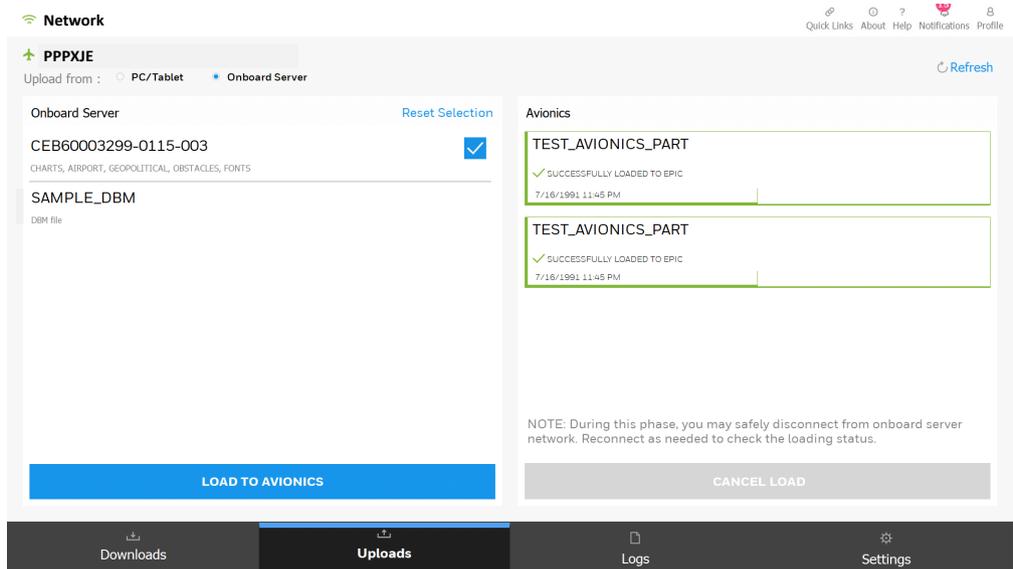
This option appears on the top left of the page and enables you to select **PC Tablet** or **Onboard Server** option to upload/load the database. By default, the upload form defaults to **Onboard Server** option.



- **PC/Tablet** - Selecting this option displays the **Uploads** page with [PC/Tablet Pane](#), [Onboard Server Pane](#), and [Avionics Pane](#).



- **Onboard Server** - Selecting this option displays the **Onboard Server Pane**, and **Avionics Pane** in the **Uploads** page.

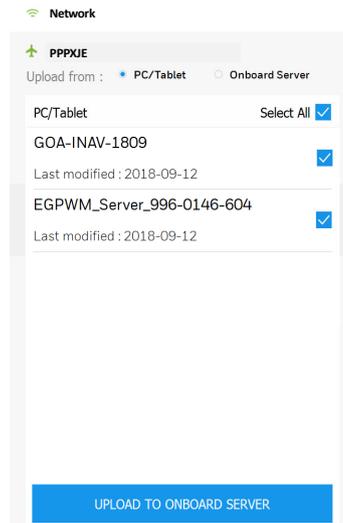


## Refresh

Appears on the top right of the page and enables you to refresh the **PC/Tablet** and **Onboard Server** panes in the **Uploads** page.

## PC/Tablet Pane

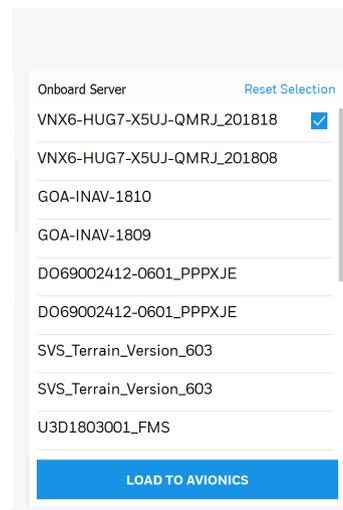
This pane appears on the left of the **Uploads** page and displays the list of available databases corresponding to the connected tail.



The **PC/Tablet** pane enables you to select all/multiple databases at a time using the **Select All** check box or by selecting each database individually, and loading them to the connected **Onboard Server**. By default, all the files in this pane are selected. Additionally, the scrollbar appears on the right of the pane if the available databases are more than the pane size and enables you to scroll down the pane and view the list of databases.

## Onboard Server Pane

This pane appears next to the **PC/Tablet** pane. By default, this pane is blank when you navigate to the **Uploads** pane for the first time or if the tablet is not connected to an **Onboard Server**.

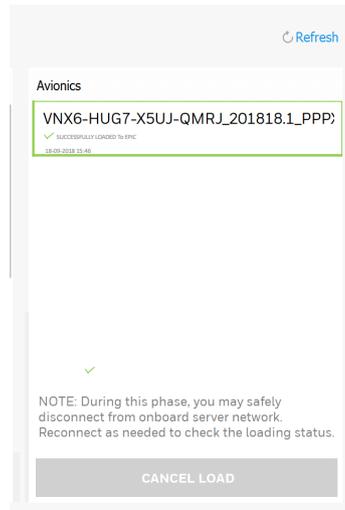


It enables you to select the required database individually and load them on to the aircraft avionics. The selected databases in this pane are assigned with a tick mark next to the database name. You can reset the selections using the **Reset Selection** option on the top of the pane. When uploading the databases from the **PC/Tablet**

pane, the upload progress of each database is displayed below it. Additionally, the scrollbar on the right of the pane enables you to scroll down the pane and view the list of available databases.

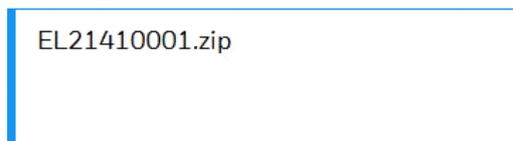
## Avionics Pane

This pane appears on the right of the **Uploads** page and displays the list of databases that are currently being loaded on to the avionics.



By default, this pane is blank when you navigate to the **Uploads** pane for the first time or if the windows tablet is not connected to an **Onboard Server**. When loading the databases from the **Onboard Server** pane, the following color codes are displayed along with the completion status of database that is currently being loaded.

- Load in progress and verifying - Blue



- Load Failed - Red



### NOTE:

*The loading status of the database is marked as failed if it is not successfully loaded on to the avionics.*

- Load successful - Green



Additionally, the scrollbar on the right of the pane enables you to scroll down the pane and view the list of uploaded databases.

## User Interface Elements

Following is the list of user interface elements that are available on the **Uploads** page.

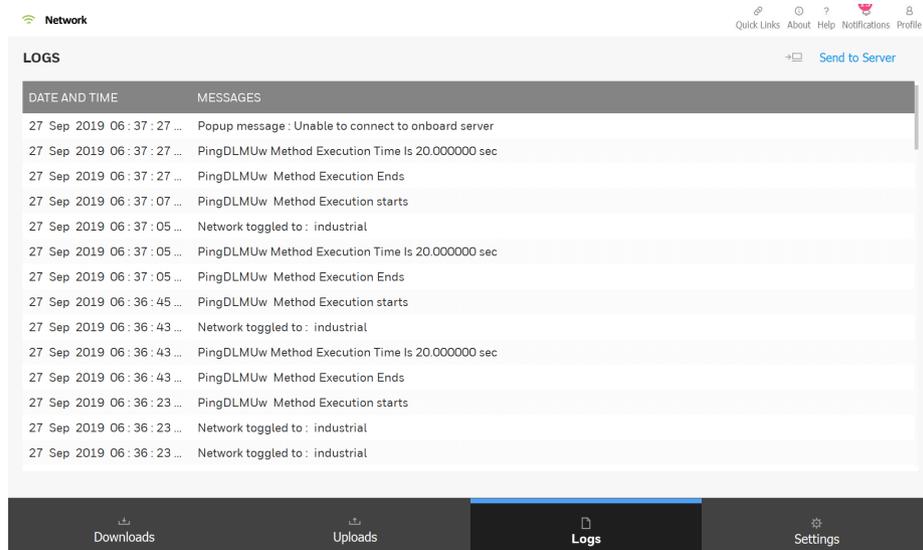
Button/Options	Description
PC/Tablet	Appears on the top left of the <b>Uploads</b> page and is select by default when you open this page.
Onboard Server	This option appears on the top left of the <b>Uploads</b> page and helps to transfer the available databases from the <b>Onboard Server</b> to the <b>Avionics</b> .
Refresh	Appears on the top right of the <b>Downloads</b> and <b>Uploads</b> page and enables you to refresh the displayed page.
Delete Downloaded Files	Appears on the top right of the <b>Downloads</b> page and enables to delete all the downloaded files at a time.
Upload to Onboard Server	Appears below the <b>PC/Tablet</b> pane. It enables you to Initiate the database upload process from the <b>PC/Tablet</b> to the <b>Onboard Server</b> .
Reset Selection	Appears on the top right of the <b>Onboard Server</b> pane. It enables you to clear the selections in the <b>Onboard Server</b> pane.
Load to Avionics	Appears below the <b>Onboard Server</b> pane. It enables you to initiate the database load process from the <b>Onboard Server</b> to <b>Avionics</b> .
Download	Appears next to all the databases displayed in the <b>Downloads</b> Page. You can click\ tap this button next to multiple databases and download them (default LSAP directory) at a time.
Redownload	Appears only on successful download of the database. You can click\ tap this link to download the database again.
Associated Docs	Displays the <b>Associated Docs</b> dialog box with the list of support documents corresponding to the database if any. You can click\ tap <b>Download</b> next to a document and download it in the default downloads directory.

Button/Options	Description
Transfer to Media	Enables you to transfer the database to a local drive ( <a href="#">Save to Drive</a> ) or a <a href="#">USB</a> , <a href="#">CD</a> , or a <a href="#">DVD</a> .
Subset	Enables you to view the charts for a specific region resulting in reduction of the database size when downloaded.

## Logs

This page appears only after selecting the **Logs** tab on the top of the **IDM** application. As soon as the application connects with the device (CG100/200) the logs from the device are downloaded in the Logs directory and the list of application logs are displayed in a tabular format with the following headers.

- **Date and Time**- Displays the date and time stamp on which the activity was performed.
- **Messages** - Displays the activity that was performed in the application.



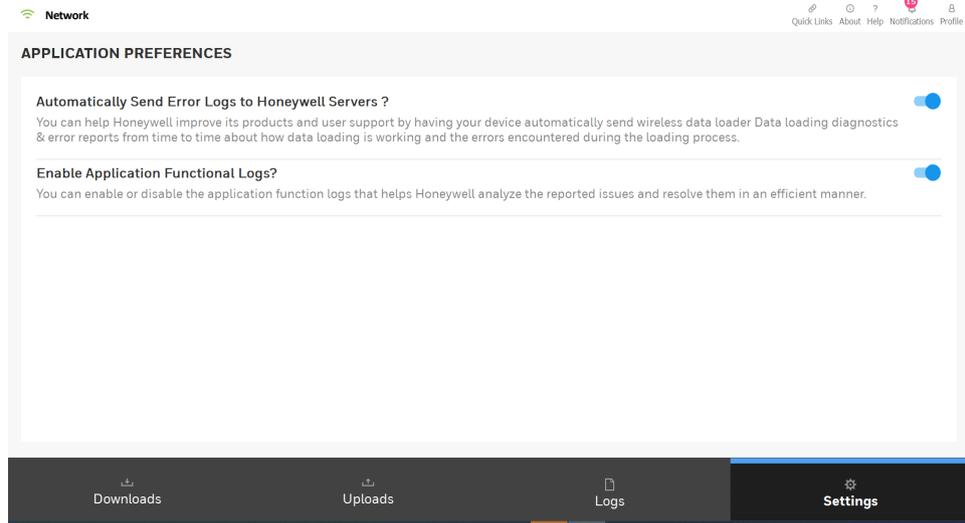
The application logs are created based on the various actions/activities performed in the **IDM** application and follows the **Last In First Out (LIFO)** approach. The latest logs appear on the top of the table. The vertical scroll bar on the right of the page helps you to view the logs. You can click\tap **Send to Server** on the top right of the page to push the logs to the server.

## Settings

This page enables you to send the application logs to Honeywell server. These logs helps Honeywell to further analyze them and enhance the product experience. You can move the slider to the right to enable sending the logs to Honeywell.

**NOTE:**

*You must have an active Internet connection to send the application logs.*



# Working with Databases

## 5.1 Downloading Databases

You must be connected to the Internet and logged into IDM before starting the download process for your data services. The **Download** option next to a database enables you to download it on to the windows tablet when Online and upload the downloaded database to the Onboard Server during the Offline mode also. After successfully downloading the database, the **Download Successful** status is displayed next to the database and the status is changed from **Available for Update** to **Ready to Upload**.

The screenshot shows the WOWKIDS interface with the following details:

- Top Bar:** WOWKIDS logo, Quick Links, About, Help, Notifications, Profile.
- Database 1:** F7SITS, DASSAULT - FALCON 7X. Cycle: 21-2021. Issue Date: 17 JUN 2021. Coverage: Worldwide. Status: Ready to Upload. Action: DOWNLOAD.
- Database 2:** F7SITS, DASSAULT - FALCON 7X. Cycle: 21-2021. Issue Date: 15 OCT 2021. Coverage: REV SVC - JE... Action: TRANSFER TO MEDIA.
- Database 3:** INDS - Electronic Charts. Serial Number: VNX1-2DLN-TT5L-HTC7. Status: Ready to Upload. Action: Redownload.
- Database 4:** G650DDLVFR, EB7036683-00106. Cycle: 21-2021. Issue Date: 15 OCT 2021. Next Cycle: 22-2021. Issue Date: 29 OCT 2021. Media Required: USB/DVD. Subscription Renewal: 05 JUN 2022.
- Bottom Bar:** Downloads, Uploads, Logs, Settings.

The **Download** option next to terminal charts helps to download the full set of data and prepare your terminal chart service for subsetting. After the terminal charts are downloaded to your windows tablet, you can subset your coverage(s) into smaller region as required.

### To download a database

- On the **Downloads** page, click\tap **Download** next to a service.

## 5.2 Subsetting Terminal Charts

### NOTE:

*The data size under **Subscription Coverage** is full coverage and there is no way to go above this size. Subsetting charts will change the final file size of the charts dataset.*

Different platforms have different memory limitations. To avoid complications when uploading, subset to a chart file size smaller than Rev A filtered charts posted on the INDS website (~569MB). Recommended Size feature guides you on the charts size while subsetting charts, see [Recommended Size for Charts](#).

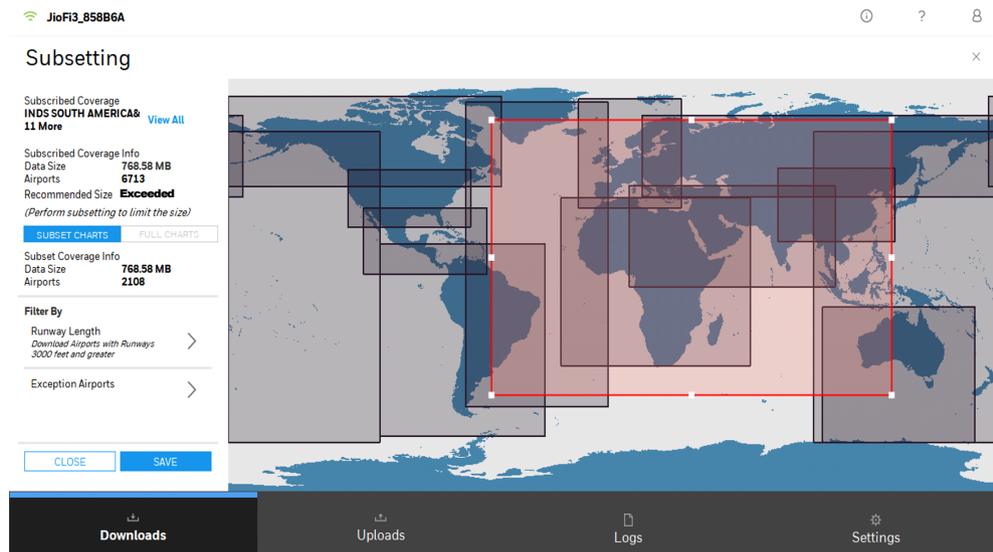
### To subset terminal charts and exception airports

1. In the **Downloads** page, after downloading the charts database, click\tap **Edit Coverage** (option displayed if the subset is already performed for the selected database) or **Select Coverage** (option displayed if the subset is never performed for the selected database) next to database.

The **Subsetting** page appears and displays the subscription coverage area marked with a transparent box (grey) along with a movable transparent box (orange).

#### NOTE:

- If **Edit Coverage** is selected next to a database, by default, the map view displays the subset coverage with the **Subset Chart** option selected in the left pane.
- If **Select Coverage** is selected next to a database, by default, the map view displays the full coverage with the **Full Chart** option selected in the left pane.



2. Select the coverage area by resizing and positioning the subset tool within the subscription coverage area, and then click\tap **Save** on the bottom left of the page.

The **Data Size** and **Airports** under **Subset Coverage Info** are updated based on the applied selection.

#### NOTE:

If the selection goes out of the subscribed area, IDM displays the error message on the top of the map view.



3. Click\Tap > next to **Runway Length** under **Filter By** in the left pane and modify the runway length using the **Specify Runway Length** list as applicable.
4. Click\Tap **Exception Airports** in the left pane and modify exception airports by adding new airports using the **Search Airport** or deleting the existing exception airports as applicable.
5. Click\Tap **Save** to save the changes.  
The status of subsetting save operation is displayed.
6. After successful saving the subset chart, click\Tap **Close** to close the **Subsetting** page.  
The status of the subset chart is **Ready to Upload** and is also ready to transfer to media.

## 5.3 Transferring Databases

You can transfer the required database from IDM to the various media using the following **Transfer to Media** options.

- [Save to Drive](#)
- [USB](#)
- [DVD](#)
- [CD](#)

### Save to Drive

**To write database to the hard drive on your tablet**

1. On the **Downloads** page, click\Tap **Transfer to Media** next to a database.  
The **Write to Media** dialog box appears and displays **Media Type** list with various transfer option which may vary based on the selected database type.

### WRITE TO MEDIA

Media Type

### WRITE TO MEDIA

Media Type

- Select
- USB
- Save To Drive
- CD
- DVD

2. Click\Tap **Save to Drive** from the **Media Type** list and then click\Tap **Continue**. The **Open Directory** dialog box appears.
3. Browse to the folder as required and then click\Tap **Select Folder** to proceed further.  
The **<Aircraft Tail> Transfer to Media** dialog box appears and displays the list of downloaded databases corresponding to the tail.

**AN132 Transfer to Media** ×

3 out of 3 downloaded databases from the **AN132** package are selected for media transfer. Please select/deselect as applicable and proceed for media transfer.

- Electronic Charts - INDS - 23-2021 - (33.3544 MB )
- NavDB - APB - 2109 - (42.6826 MB )
- Terrain - Terrain - 20T2 - (451.447 MB )

Media Storage Capacity **7445.71 MB**

Selected Database Size **527.484 MB**

**NOTE:**

*The **Media Storage Capacity** option displays the space available in the drive and the **Selected Database Size** displays the consolidated size of the selected databases. The selected database size is dynamically updated based on databases selection.*

4. Select the check box next to the databases as required and then click\Tap **Transfer to Media**.  
The process of the media writing is displayed and after successfully

completing the write operation, the **IDM Media Writing** dialog box is displayed with the confirmation message and **Show Details** option to view the list of databases written to the media.

5. Click\Tap **OK** to close the dialog box and verify the databases in the selected folder.

## USB

### To write a database to the USB device connected to your tablet

1. On the **Downloads** page, click\tap **Transfer to Media** next to a database. The **Write to Media** dialog box appears and displays **Media Type** list with various transfer option which may vary based on the selected database type.

#### WRITE TO MEDIA

Media Type

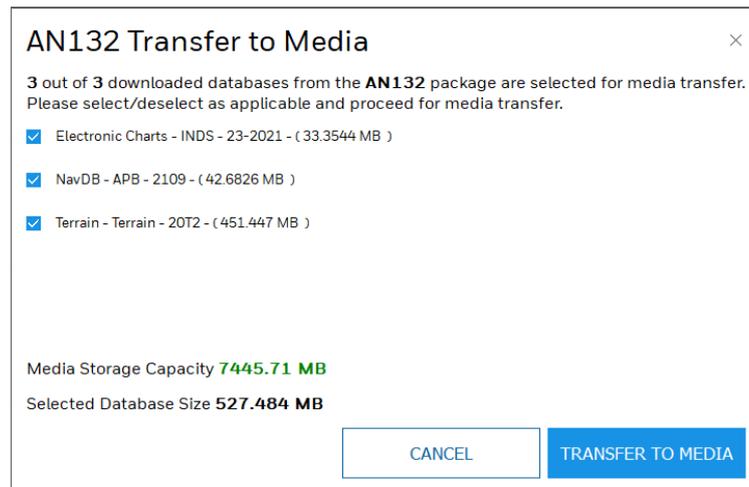
#### WRITE TO MEDIA

Media Type

- Select
- USB
- Save To Drive
- CD
- DVD

2. Click\Tap **USB** from the **Media Type** list and then click\tap **Continue**. The **USB Drive** dialog box appears and displays the list of USB drives that are connected to your computer/tablet along with the **Browse** option to navigate and select the required folder corresponding to the selected USB drive.
3. Perform the following as applicable and then click\tap **Select Folder** to proceed further
  - a. Select the USB drive as applicable.
  - b. Browse to the folder as required and select the same

The **<Aircraft Tail> Transfer to Media** dialog box appears and displays the list of downloaded databases corresponding to the tail.



**NOTE:**

*The **Media Storage Capacity** option displays the space available in the drive and the **Selected Database Size** displays the consolidated size of the selected databases. The selected database size is dynamically updated based on databases selection.*

4. Select the check box next to the databases as required and then click\Tap **Transfer to Media**.  
The process of the media writing is displayed and after successfully completing the write operation, the **IDM Media Writing** dialog box is displayed with the confirmation message and **Show Details** option to view the list of databases written to the media.
5. Click\Tap **OK** to close the dialog box and verify the databases in the selected folder.

## DVD

IDM allows you to transfer your data directly to a DVD. When inserting a DVD, a Windows message is displayed offering blank disc options. Please disregard this message. IDM formats the disc for you to ensure it can be read by the end system.

### To transfer a service to a DVD

1. Connect the DVD writer with a DVD inside it to the tablet.  
On successfully connected to the tablet, the DVD drive letter is displayed in **This PC**.
2. On the **Downloads** page, click\Tap **Transfer to Media** next to a database.  
The **Write to Media** dialog box appears and displays **Media Type** list with various transfer option which may vary based on the selected database type.

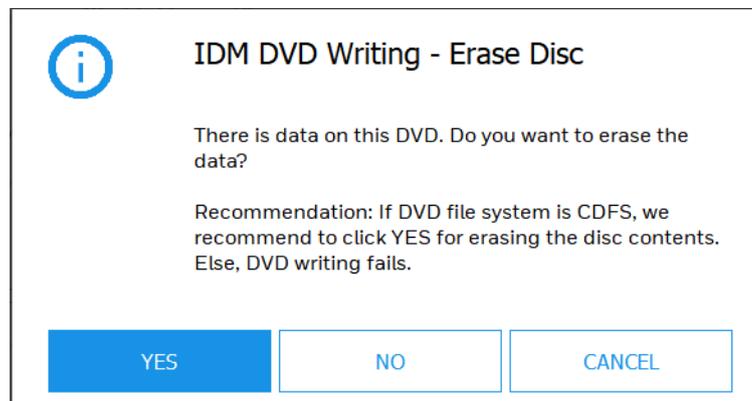
## WRITE TO MEDIA

Media Type

## WRITE TO MEDIA

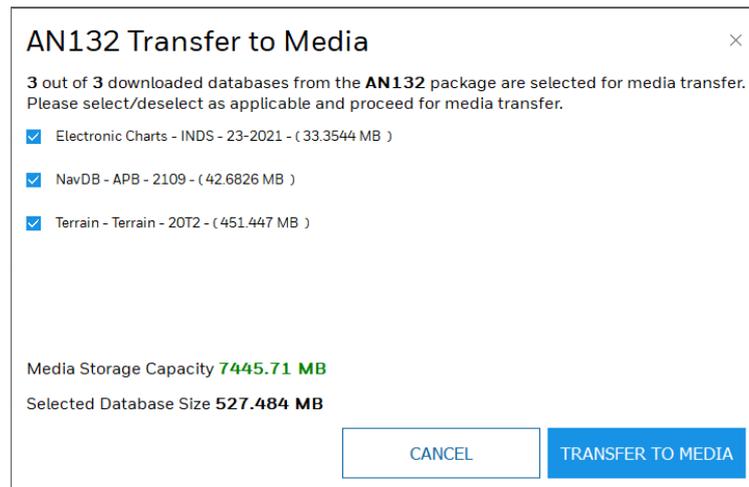
Media Type   
Select  
USB  
Save To Drive  
CD  
DVD

3. Click\Tap **DVD** from the **Media Type** list and then click\Tap **Continue**.  
If the DVD has contents in it, the following message is displayed asking for confirmation to overwrite the existing contents with that of the selected database.



4. Click\Tap one of the following to close the message and proceed further with the write operation.
  - **YES:** Erases existing contents in the DVD and proceed to write new contents.
  - **NO:** Retains existing contents in the DVD and proceed adding new contents.
  - **CANCEL:** Aborts the DVD write operation and closes the dialog box. A message is displayed during the write operation.

The <Aircraft Tail> **Transfer to Media** dialog box appears and displays the list of downloaded databases corresponding to the tail.



**NOTE:**

The **Media Storage Capacity** option displays the space available in the drive and the **Selected Database Size** displays the consolidated size of the selected databases. The selected database size is dynamically updated based on databases selection.

5. Select the check box next to the databases as required and then click\Tap **Transfer to Media**.

The process of the media writing is displayed and after successfully completing the write operation, the **IDM Media Writing** dialog box is displayed with the confirmation message and **Show Details** option to view the list of databases written to the media.

6. Click\Tap **OK** to close the dialog box and verify the saved files in the DVD.

## CD

IDM allows you to transfer your data directly to a CD. When inserting a new CD, a Windows message is displayed offering blank disc options. Please disregard this message. IDM formats the disc for you to ensure it can be read by the end system.

**NOTE:**

*Ensure that you use a blank CD to begin the write operation to CD.*

### To transfer a service to a CD

1. Connect the CD writer with a CD inside it to the tablet.  
On successfully connected to the tablet, the CD drive letter is displayed in **This PC**.
2. On the **Downloads** page, click\Tap **Transfer to Media** next to a database.  
The **Write to Media** dialog box appears and displays **Media Type** list with various transfer option which may vary based on the selected database type.

## WRITE TO MEDIA

Media Type

## WRITE TO MEDIA

Media Type

- Select
- USB
- Save To Drive
- CD
- DVD

3. Click\Tap **CD** from the **Media Type** list and then click\Tap **Continue**. The **<Aircraft Tail> Transfer to Media** dialog box appears and displays the list of downloaded databases corresponding to the tail.

**AN132 Transfer to Media** ×

3 out of 3 downloaded databases from the **AN132** package are selected for media transfer. Please select/deselect as applicable and proceed for media transfer.

- Electronic Charts - INDS - 23-2021 - ( 33.3544 MB )
- NavDB - APB - 2109 - ( 42.6826 MB )
- Terrain - Terrain - 20T2 - ( 451.447 MB )

Media Storage Capacity **7445.71 MB**

Selected Database Size **527.484 MB**

**NOTE:**

*The **Media Storage Capacity** option displays the space available in the drive and the **Selected Database Size** displays the consolidated size of the selected databases. The selected database size is dynamically updated based on databases selection.*

4. Select the check box next to the databases as required and then click\Tap **Transfer to Media**. The process of the media writing is displayed and after successfully completing the write operation, the **IDM Media Writing** dialog box is displayed with the confirmation message and **Show Details** option to view the list of databases written to the media.

5. Click\Tap **OK** to close the dialog box and verify the saved files in the CD.

## 5.4 Loading Databases

All the activities in the IDM starts after logging on to the application and there are new cycle databases available to download. IDM has a simple pane based user interface that helps to navigate between various features and accomplish the task at ease. Following is the list of activities that gives an idea on the basic workflow in the application.

1. Start **IDM** application and login using the access credentials. For more information, see [Login, Session Expiry, and Logout of IDM](#).  
On successfully logging on to the application, the [Downloads](#) page appears and displays the list of subscribed INDS databases. For more information on various panes and UI elements in IDM, see [Familiarizing User Interface](#).
2. Click\Tap **Download** next to the database as applicable.

Or

Click\Tap **Download All** on the top of the [Downloads](#) page to download all the databases at a time.

The download progress of the database is displayed along with the **Pause/Resume** and **Cancel** options. Tap the options as required during the download process. After successfully downloading the database, the **Download Successful** status is displayed along with the **Transfer to Media**, **Subset** (if the database is subset capable), and **Re-Download** option appears next to the database. For more information on various UI elements in IDM, see [User Interface Elements](#) and media writing [USB](#), [Save to Drive](#), [CD](#), and [DVD](#).

### NOTE:

*You can subset the database if required. For more information on subsetting databases, see [Subsetting Terminal Charts](#).*

3. Click\Tap [Uploads](#) tab to proceed further with the loading operation.  
The application starts establishing the connection with the Onboard Server installed on the aircraft. For more information, see [Connecting to CG100 & CG200 Network](#). After connecting successfully to the device network, the **Wi-Fi** and **Aircraft** icons on the top of the page displays the SSID of the device network and aircraft tail numbers next to them along with the list of downloaded subscriptions corresponding to the connected aircraft. For more information, see [Upload](#).
4. Click\Tap [Uploads](#) tab to establish a connection between the windows tablet and the aircraft's Onboard Server.  
On successfully establishing the connection with the Onboard server, the **Wi-Fi icon<SSID>** option on the top left of the IDM displays the connected name of the Wi-Fi network.

5. Click\Tap **Uploads** tab to view the downloaded databases based on the configured tail in the **PC/Tablet Pane** that are ready to be uploaded on to the **Onboard Server Pane** based on the connected tail.
6. Select single or multiple databases in the **PC/Tablet Pane** and then click\Tap **Upload to Onboard Server**.  
The progress of the upload is displayed and on completion the selected databases are displayed in the **Onboard Server Pane**.
7. Select a database in the **Onboard Server Pane** and then click\Tap **Load to Avionics**.  
The **Load to Avionics** dialog box is displayed which enables you to perform the configuration check based on Force or Target load selection as applicable.
8. After successful completion of the configuration check, click\Tap **Load to Avionics**.  
The progress of the load is displayed and on successful completion a confirmation message is displayed and the selected databases are loaded on to the avionics.

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# Trouble Shooting

## 6.1 Purpose

The section provides information on how to troubleshoot various issues that you may encounter while using the IDM application.

## 6.2 Unable to view latest database subscription in IDM

After logging on to the IDM application, the **Downloads** page is not displaying the latest subscribed database.

**Solution** - Please click **Refresh** on the top right of the IDM application to refresh the page and view the latest cycle databases. If the issue still persists, it may be a subscription issue. Please contact [INDS Accounts or Support Team](#) to get a resolution for this issue.

## 6.3 Unable to upload database to the OBS

The following warning is displayed when you try to initiate the database upload process from the **PC/Tablet** to the **Onboard Server**.

**WARNING**  
No LSAP(s) selected to upload  
NOTE : Please select a LSAP to upload

OK

**Solution** - This warning is displayed when you click\tap the **Upload to Onboard Server** button without selecting the database from the respective **PC/Tablet** pane. Select the databases and then click\tap the **Upload to Onboard Server** button to proceed further with the database upload process.

## 6.4 Unable to load database to the Avionics

The following warning is displayed when you try to initiate the database load from the **Onboard Server** to the **Avionics**.

**WARNING**  
No LSAP(s) selected to load  
NOTE : Please select a LSAP to load

OK

**Solution** - This warning is displayed when you click\tap the **Load to Avionics** button without selecting the database from the respective **Onboard Server** pane. Select the database and then click\tap the **Load to Avionics** button to proceed further with the database load process.

## 6.5 Unsupported database upload

The following error is displayed when you try to upload the LSAPs from the **PC/Tablet** pane to the **Onboard Server** pane.

**ERROR**  
LSAP(s) upload to OnBoard Server has been stopped  
Unsupported LSAP(s)  
Redownload the LSAP(s)

OK

**Solution** - This error is displayed when an unsupported file format is supported from the **PC/Tablet** pane to the **Onboard Server** pane. Select a valid file format as applicable.

## 6.6 Database load failed during the load process

The following error is displayed due to one of the following reasons.

1. Network Connectivity between the tablet and the OBS is lost.
2. Load failure on the avionics.

### COMMUNICATION FAILED

Description:

Unable to connect to onboard server

Reason:

Invalid network connection or invalid app version or wrong configuration file on onboard server

Suggestion:

1. Verify the connectivity to onboard server. Go to your Wi-Fi Settings on this computer and select the network with format "dlmuw\_AircraftTailNumber". Ex: dlmuw\_N998H
2. Try installing latest version of app
3. Reload configuration on to onboard server
4. For configurations and Wi-Fi connection certificates visit <https://ads.honeywell.com>



### ERROR

Description : Data loading has been stopped

Reason : Load Failed - [agm2:"FTP Communication Failure" - Low-level socket error preventing ftp communication with module.][agm4:"FTP Communication Failure" - Low-level socket error preventing ftp communication with module.]

Suggestion : Recycle Aircraft Power to Re - Upload



**Solution** - Ensure to perform one of the following.

1. Verify if you are in the network range.
2. See the activity logs for a detailed log on the issue.

## 6.7 Signature file mismatch during database upload to device

The following warning message is displayed when the application is unable to find a valid signature file during the database upload to the Onboard Server (device).

## Trouble Shooting

*Signature file mismatch during database upload to device*

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### **WARNING**

Signature file(s) are not valid for GOA-INA\_V\_PPPXJE database. Please re-download the database.

Click OK to upload the remaining selected databases if any.

OK

**Solution** - Please re-download the databases for which the signature files are not valid.

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# Frequently Asked Questions

## What is IDM?

It is a windows based application that provides wireless navigation, charts and terrain database updates to the aircraft.

## What is significant about the IDM?

This application eliminates manual onboard loading of flight data and allows for a quicker update routine all through a few taps of a finger on-screen.

## How does the IDM work?

The IDM downloads the data from the INDS website using a Wi-Fi connection from your iPad. It then wirelessly transfers data into the Honeywell avionics using the connected aircraft onboard server.

## What are the hardware requirements to install IDM?

See [System Requirements & Prerequisites](#) for information.

## Can Tablet be connected to cellular network when uploading to aircraft via IDM?

No you must not. Ensure to turnoff the cellular network while connected to an aircraft gateway.

## How do customers get IDM application?

See [Downloading IDM Installer](#).

## How do i know if i have latest applications installed on my iPad?

A formal communication from Honeywell on the release of new application version shall be sent which can be viewed in **Notifications** section of IDM application. Download the application installer from the **App Store** by searching for INDS IDM or IDM Honeywell.

## How much does IDM cost?

Application can be downloaded for FREE from the App Store.

## Whom do i contact to get access credentials for IDM?

For information on varied support we provide, see [https://inds.epicinds.com/epic/newsroom/Customer\\_Support.jsp](https://inds.epicinds.com/epic/newsroom/Customer_Support.jsp)

## How do I confirm if the database is downloaded successfully on my Tablet?

On clicking the **Download** button next to a database, the progress of the download is displayed. On successful download, the **Download Successful** status is displayed along with the **Re-download** link which can be further used to download the database again if needed. Also, the following status next in each subscription item confirms the status of the database.

- **Ready To Download** - Displayed when the database is available to be downloaded and the **Download** button is displayed for the subscription.
- **In Progress** - Displayed after the **Downloads** button is clicked, and the download is in progress.
- **Ready to Upload** - Displayed after the selected database is downloaded successfully and it is ready to be uploaded on to the aircraft.
- **Unavailable** - Displayed for the databases that are not available to be downloaded by the customer and the **Download** button next to this subscription will be disabled. User need to contact **Account Services** team to check on the details.

## I am not able to see Edit Coverage link next to Database

The **Edit Coverage** link is available only after downloading the database. Please click **Download** to download the database. On successfully download, the **Re-download** option is displayed along with the **Edit Coverage** link next to the database.

## How do I clear subset that is set on the charts database?

You can clear the previously set subset criteria by performing the following:

1. Download the charts database from the **Downloads** page.
2. Click **Edit Coverage** next to the downloaded charts database.
3. On the **Subset** window, select **Full Charts** option under **Subscribed Coverage Info** in the left pane and then click **Save**.
4. Close the **Subset** window and click **Edit Coverage** again to verify that subsetting is cleared.

## How do I change subset that is set on the charts database?

You can change the previously set subset criteria by performing the following:

1. Download the charts database from the **Downloads** page.
2. Click **Edit Coverage** next to the downloaded charts database.

3. On the **Subset** window, use the subset tool and perform the subset again as required, and then click **Save**.
4. Close the **Subset** window and click **Edit Coverage** again to verify that subsetting is cleared.

### Can I delete all downloaded databases in IDM?

Yes, all the downloaded databases from the **Downloads** page on the tablet can be deleted at a time by just clicking the **Delete Downloaded Files** option on top of the application. However, the logged in user must have **Administrative** privilege for the same.

### Can I download all the databases from the Downloads page in IDM?

Yes, all the databases from the **Downloads** page can be downloaded at a time by just clicking the **Download All** option on top of the application.

### What does it mean if the Recommended Size indicator show the status Not Available

If the downloaded charts database do not have recommended size enabled, the **Not Available** indicator is displayed in the subscription next to the **Subset** label. This means that the EB/Part Number corresponding to the Avionics is not updated on INDS website portal. Please refer to communication **Subject: Request to Update INDS Subscription Information** sent earlier and send the details to **Account Services** team as appropriate.

**NOTE:**

*This indicator just provides information on the status and never stops you to neither **Download** a charts database nor **Subset** downloaded charts as needed. For more information on Recommended Size feature, please see [Recommended Size for Charts](#).*

### What does it mean if the Recommended Size indicator show the status Exceeded

If the downloaded charts database has recommended size indicator enabled and the subset exceeds the recommended size, the **Exceeded** indicator is displayed in the subscription next to the **Subset** label. You can prefer to either subset the charts further to get the size **In Limits** before loading the charts, or try loading the charts on to the avionics neglecting the indicator status.

**NOTE:**

*This indicator just provides information on the status and never stops you to neither **Download** a charts database nor **Subset** downloaded charts as needed. For more information on Recommended Size feature, please see [Recommended Size for Charts](#).*

## What does it mean if the Recommended Size indicator show the status In Limits

If the downloaded charts database has recommended size indicator enabled and the subset applied is within the recommended size, the **In Limits** indicator is displayed in the subscription next to the **Subset** label. This mean that the downloaded charts database fits within the space available in the avionics and you can directly load the charts database without performing any further subsetting.

### NOTE:

*This indicator just provides information on the status and never stops you to neither **Download** a charts database nor **Subset** downloaded charts as needed. For more information on Recommended Size feature, please see [Recommended Size for Charts](#).*

## Where can I find the support details in IDM?

You can find support information in the following screens:

- **Before Sign In** - Click Support icon on the top right of the Sign In page.
- **After Sign In** - Click Quick Links on top if the application to view support contact numbers and email addresses.

## Can I copy Subscription details in IDM?

Yes. Click **View** link next to Coverage. The service details dialog box is displayed. Clicking the **Copy** button in the dialog box copies the subscription details to the clipboard and can be further used to share the same through email to support team when required.

## What is Offline Login in IDM and how does it help?

When the tablet on which the IDM is installed has no INTERNET access, the application displays **No Network Connection Available** page with **Try Again** and **Offline Login** buttons.

Offline login refers to the process of logging into the application without the INTERNET connectivity. This option enables to:

- View the subscriptions that are already downloaded earlier in the **Downloads** page when Online.
- View the list of downloaded subscriptions corresponding to the connected aircraft/tail in the **Uploads** page and then load them (single, multiple, or all) to the Onboard Server and then to the Avionics as required.

## Does the tablet on which the IDM application is installed need to stay connected after initiating the Load to Avionics?

No, the load process will be continued though the application is not connected.

## I logged in to the IDM application with Internet. However, after some time I can see that the Downloads button next to subscriptions in Downloads page is disabled. Why?

The scenario arises due to interim/unstable network connectivity. As and when the network is lost, IDM goes in Offline mode disabling the **Download** button next to subscriptions.

## There are no LSAPs displayed in Uploads page. Why?

Following could be one of the reason for this issue:

- Either the iPad on which IDM application is installed is not connected to the CG device installed on the aircraft. Try connecting the iPad to the aircraft to view the downloaded subscriptions.

or

- Subscriptions corresponding to the connected tail were not downloaded on the connected iPad. Download subscriptions in the Downloads page and then navigate to Uploads page to view the downloaded subscription corresponding to the connected tail.

## What is Effective Date and Issue Date in IDM?

Effective date field is applicable only for **NavDB** and **AMDB** databases and indicates that these databases must be loaded on the aircraft within the specific period.

Issue date field is applicable for **Charts**, **Terrain**, **Threat** and **ENV\_MOD** databases. These can be loaded on the aircraft as and when available to download in IDM though the issue date is in future.

## IDM application does not show the Login page. What shall i do?

Verify your Proxy Settings ([Setting Proxy for Secured Networks](#)). It may be one of the scenario where your company network is blocking an external link. Click\tap Proxy Settings and provide the required details. If the issue still persists, contact your network administrator and get the following URLs white-listed on the network.

- <https://cwa.honeywell.com>
- <https://aero.api.honeywell.com>
- <https://jsm.jeppesen.com>
- <https://inds.epicinds.com>
- <https://aerospace6.honeywell.com>

## Error 'This is not a valid Database' is displayed when I try to download Subscription. What shall I do?

Perform the following to resolve the issue.

- Delete the earlier downloaded subscriptions on the PC/Tablet by clicking **Deleted Downloaded Files** on the top right of the application and then try downloading the subscription again.

If the issue still persists, perform the following:

1. Browse the below path using This PC option on Desktop:  
C:\Users\\VirtualStore
  2. Delete ProgramData folder if exist.
  3. Delete all the contents inside the below mentioned folder:  
C:\ProgramData\Honeywell\DataManager\LSAPS
  4. Open IDM app, Login, and download the database.
- If the issue still persists, please share the application logs with us by clicking **Send to Server** link on the **Logs** page and let us know.

### How do I enable full control to ProgramData > Honeywell folder?

1. Browse C:\ProgramData and right-click **Honeywell** folder.
2. Click **Properties** and then navigate to **Security** tab.
3. Under **Group or user names** section, select the user through which logged in Windows 10 and then click **Edit** to change the permissions.
4. In the **Permissions for Honeywell** dialog box, select the check box next to **Full Control** and click **Apply**.
5. Click **OK** to save changes and close the **Honeywell Properties** dialog box.

# SUPPORT & CONTACT INFORMATION

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We at Honeywell are committed to providing world-class support (Technical and Customer) to our partners and customers. Our centralized dedicated team ensures to deliver the best and help you overcome any issues you face.

## IDM Support

### **Honeywell Technical Support (24x7)**

**Within the U.S.:** 1-888-309-7555, Prompt 2

**Outside the U.S.:** 1-303-328-6948, Prompt 2

### **Support Email ID**

**Tech Support:** [INDSTechSupport@Honeywell.com](mailto:INDSTechSupport@Honeywell.com)

**Account Support:** [AccountServices@epicinds.com](mailto:AccountServices@epicinds.com)

When contacting technical support, please provide the following information:

- IDM problem you are experiencing and the steps to reproduce it
- Operating system version on which the application is installed
- IDM application version which is available by clicking **Help > About**

You might need to provide your customer number when contacting Account Management or Technical Support.

