Desktop Application FAQs

Q: What will be the observed fault on IDM?

A: Operators will be able to login to IDM, but will be unable to download any data from Honeywell. They will still be able to create media with data downloaded prior to the system update.

Q: What version of IDM resolves this outage?

A: IDM Version 4.0.8 will resolve this issue. An alert will be released notifying current IDM users that it is available and how to download it. If you used version 4.0.X previously, no further action is required. If you are upgrading from version 3.X, and do not have a Honeywell login or are unable to login to version 4.0.8, please call 1-800-601-3099 or international 1-602-365-3099 (opt 2).

Q: How do I find the current version of IDM that I am using?

A: Launch IDM from the laptop/desktop and the version is listed on the top left-hand corner of the program
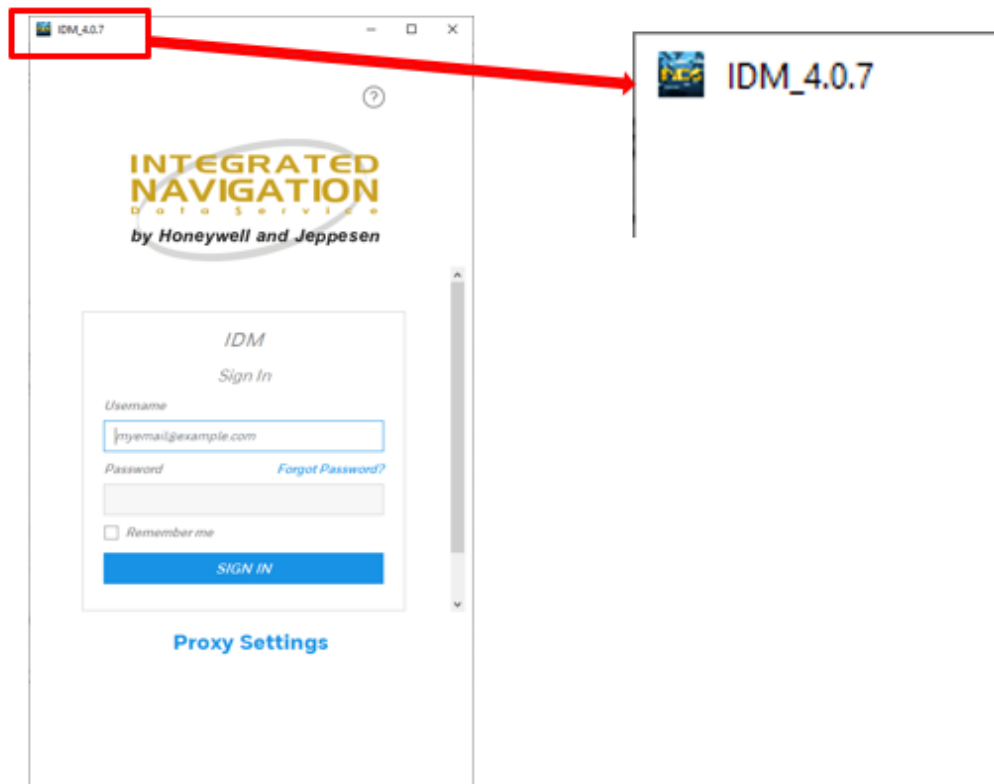
Q: If I need to download a new database from Honeywell during this update period and I use desktop IDM Version 4.0.X, how can I do this?

A: The answer depends on which database you require:

1) For charts database, if a subset chart (smaller size) is required, you may install IDM 3.X (link here; if you do not have a Honeywell login for INDS (inds.epicinds.com) please call 1-800-601-3099 or international 1-602-365-3099 (opt 2)). The sub-setting selection will not auto-populate from 4.0.X and will need to be configured by the user. If you are unable to login once IDM 3.Xis installed, please contact Jeppesen Technical Support:

   Within the U.S.: 1-800-732-2800 Opt 2
   International: 303-328-4587 Opt 2
   pctechsupport@Jeppesen.com

2) For the navigation database or the terrain database, you may use the EPIC INDS website and download directly, or you may install IDM 3.X as referenced above to download your databases.

Q: Will I still be able to change my charts coverage (i.e. change the sub-setting) if I have already downloaded prior to March 30th?

A: Yes, provided the charts database has been downloaded prior to March 30th, a change to the sub-set and creation of the database will still be available to operators. IDM 3.X may be installed if required to download the databases from INDS (Note that the sub-setting selection will not auto-populate from 4.0.X and will need to be configured by the user).

Q: Is JDM (Jeppesen Data Manager) impacted by this?

A: No, JDM will continue to operate as normal as will IDM Version 3.X.

Q: Who do I contact if I'm unable to sign-in to a previous version (3.X) of IDM?

A: Please contact Jeppesen Technical Support:

   Within the U.S.: 1-800-732-2800 Opt 2
   International: 303-328-4587 Opt 2
   pctechsupport@Jeppesen.com

Q: How will I know the new version of IDM is available and is there a charge for the new version?

A: When available, users will be emailed and instructions will be posted on Aerospace.Honeywell.com and inds.epicinds.com. The new version will be available for download at no charge.