Jeppesen Content Delivery Agent for the Desktop User Guide

Jeppesen

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This document supports version 1.0 of Jeppesen Content Delivery Agent for the Desktop 1.0 (CDAD).

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CHAPTER 1

Introduction

The *Jeppesen Content Delivery Agent for the Desktop User Guide* provides instructions for using Jeppesen Content Delivery Agent for the Desktop (CDAD), a web-based service that delivers data to mobile devices that run Jeppesen and Boeing mobile applications.

This chapter includes the following topics:

- About the User Guide
- Product Support
- Key Terminology

About the User Guide

This User Guide provides detailed instructions for using CDAD. It includes initial setup instructions, information about the various parts of the application, and steps to complete some common tasks.

Notes provide additional information about the topic.

Using the Online User Guide

Use these icons at the top of CDAD Help to locate topics and information:

Contents—Provides a hierarchy of each topic in the CDAD Help. Use the contents if you want more information about a particular area in CDAD.

Index—Provides a list of key terms. Use the index if you want to find a key word and do not want to scroll through a list of search results.

Glossary—Provides a list of terms and acronyms with their definitions.

Search—Enables you to search through all help topics for a particular search term. Use Search if you know the key word or phrase and want to see the results in multiple topics.

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Intended Audience

The primary audience for this document is Electronic Flight Bag (EFB) administrators who use CDAD to ensure that the mobile devices belonging to pilots contain the intended content.

Reference

You may find the following document useful:

- *JDM Pro User Guide*

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Product Support

Jeppesen provides technical support 24 hours a day, 7 days a week.

North America Toll-Free: 800-537-7225

United States Direct: 303-328-4170

United Kingdom: 44-1293-842407

Australia: 61-73105-9450

All Other International: 49-6102-507004

Email: navsupport@jeppesen.com

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Key Terminology

ADEL	Application data enhanced loading. A set of software functions implemented on multiple air and ground systems that: 1) transfers the role of loading frequently changing application data to the flight crew, rather than requiring line maintenance; 2) enhances the delivery of frequently changing read-only application data from the back-office to the EFB, and; 3) provides more reporting to airline maintenance engineering.
configuration	The content that is either assigned to the recipient (expected configuration) or that is actually in the recipient (real configuration).
content	Data items contained within packages, including delta sets, LSAPs, configuration files, and application software. The title, version, and type of content uniquely defines the content.
content rule	Defines the distribution groups intended to receive the content.
delta set	A set of files that describes the difference between two versions of the same content, as defined by its title and type of content.
distribution groups	A list of similar recipients and content. For example, you can group recipients into 787, 777, and 747 pilots.
expected configuration	The data or content that is intended for a recipient in CDAD.
real configuration	The content that is actually on the recipient and available for use by the application associated with the content.
recipient	A device running an application that can receive updated data from CDAD.

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recipient state	A condition that a recipient reports when it connects to CDAD. For example, Active, Initialized, In Configuration, or Out of Configuration. You can see the recipient state in the Current State column of the Recipients list.
versioned content	Content that includes frequently updated application data that can be delivered to an ADEL-enabled device as either an entire package or as a delta set. The inclusion of an ADEL metadata file identifies Versioned content.

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CHAPTER 2

Getting to Know CDAD

The Jeppesen Content Delivery Agent for the Desktop (CDAD) is a service that you install on your computer. It communicates with the JDM Pro server via an HTTP connection that uses a proxy server. When JDM Pro publishes content, CDAD receives the content on your computer or at a location that you specify.

CDAD runs as a service; it is not an application for JDM Pro.

When CDAD is open, it contacts JDM Pro for updated content at configurable intervals (every 30 minutes by default). For the service to remain active, CDAD must remain open.

In addition to retrieving published content from JDM Pro, CDAD also logs and displays messages that are associated with the content being received from the JDM Pro server. Figure 2.1 shows the CDAD content delivery process and products and depicts CDAD as both a download service and a recipient. This User Guide describes procedures within the orange shaded area.

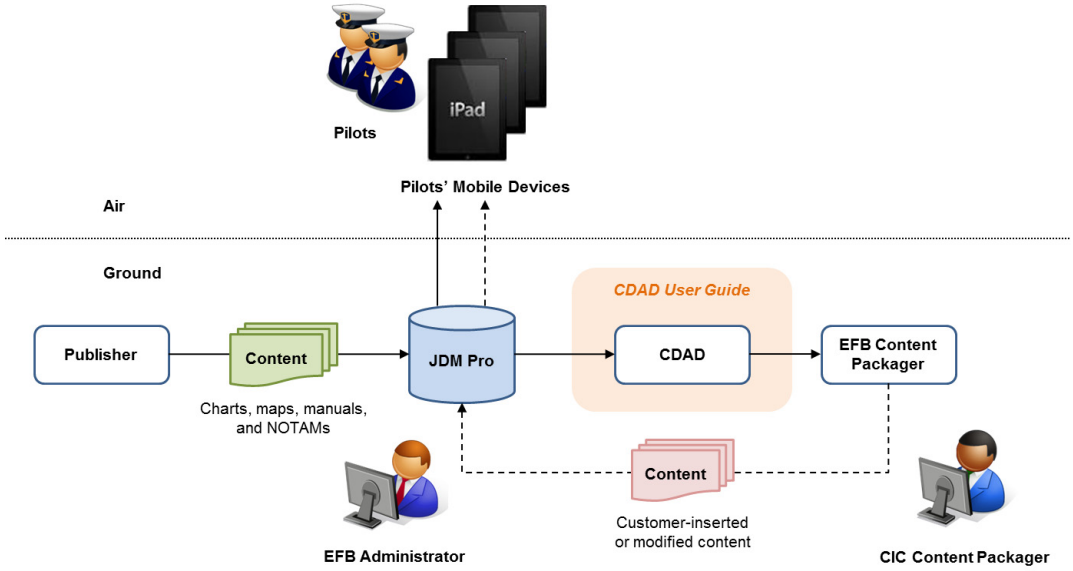

Figure 2.1. CDAD and the Content Delivery Process

About the CDAD User Interface

By default, CDAD displays the **Content** tab after you start CDAD. Other tabs in the interface are **Registration** and **Settings**, which lead to corresponding pages.

Figure 2.2. The Initial Page in Content Delivery Agent for the Desktop (CDAD)

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CHAPTER 3

Installing and Uninstalling CDAD

This chapter describes how to install CDAD, register CDAD as a recipient, and uninstall CDAD on your computer. This chapter contains the following topics:

- Verifying Prerequisites for Installation
- Installing CDAD
- Uninstalling CDAD

Verifying Prerequisites for Installation

Before you install CDAD, verify that the correct hardware and software have been installed and that the network has been configured to permit communication between the JDM Pro server and CDAD.

You must have administrative rights to the computer on which you install CDAD.

Do the following before you install CDAD:

- Review the most current *JDM Pro Release Notes.*
- Read the README.TXT file before installation to make sure that you have the most current information.
- Verify that the target system has sufficient free disk space for the installation.

Verifying Hardware Requirements

CDAD operates on any computer that uses one of the following operating systems:

- Windows 7
- Windows 8
- Windows RT 8
- Windows 2012 server

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The following list describes the minimum requirements for the Windows operating systems:

Table 3-1 Minimum Requirements for Windows Operating Systems

Platform	Requirements
Windows 7	- 32-bit: 1 GHz, 2 GB RAM or greater - 64-bit: 2 GHz, 4 GB RAM or greater - 40 GB free hard disk space or greater
Windows 8	- 32-bit: 1 GHz, 2 GB RAM or greater - 64-bit: 2 GHz, 4 GB RAM or greater - 40 GB free hard disk space or greater
Windows RT 8	- 64-bit: 4 GHz - 4 GB RAM or greater - At least 40 GB of hard disk space
Windows 2012 Server	- 32-bit: 2 GHz - 64-bit: 4 GHz - 6 GB of RAM recommended - 160 GB free hard disk space or greater

Verifying Software Requirements

CDAD uses Java Runtime Environment (JRE) 1.6.0 x32 or x64 or 1.7 x32 or x64.

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Installing CDAD

To install CDAD:

1. Download the CDAD attachment from the email message sent to you by Jeppesen.
2. Save the file in the Download folder on your computer.
3. Unzip the file in a folder on your computer.
4. Double-click the file `setup.bat` in the list of unzipped files. [Figure 3.1]

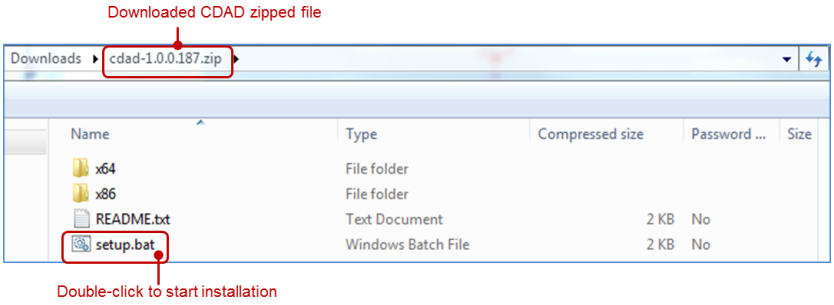

Figure 3.1. CDAD Executable in Unzipped Installation Files

CDAD displays the Welcome page.

5. Click **Next**.

   The *Choose Destination Folder* page appears.

   You can click **Change** and specify a different destination folder where you want to install CDAD. By default, CDAD is installed in `C:\Program Files\Jeppesen\Content Delivery Agent for Desktop\`.

6. Click **Next**.

   The *Ready to Install* page appears.

7. Click **Install**.

   When the installation completes, the *Setup Wizard Finish* page appears.

8. Click **Finish**.

   CDAD places an icon on your desktop when the installation is complete.

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Starting CDAD on Your Desktop

CDAD automatically creates an icon on your desktop during the installation process as shown.

- Double-click the CDAD icon to start CDAD.

  CDAD opens to the **Content** tab.

CDAD has three blue tabs in the interface: **Content**, **Registration**, and **Settings**. The active tab is the darker of the blue tabs. [Figure 3.2.]

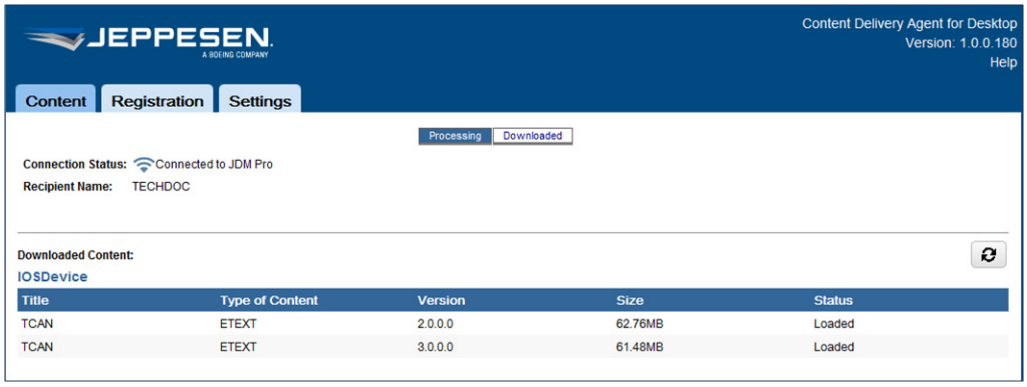

Figure 3.2. First Page in CDAD: Contents Tab

The **Content** tab shows the recipient name, your connection status, and all downloaded content. See Working with CDAD for information about downloading content.

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Uninstalling CDAD

If necessary, you can uninstall CDAD. Before you do so, first unregister the corresponding CDAD recipient in the JDM Pro server. Refer to the *JDM Pro User Guide* for more information.

You can preserve downloaded content even if you uninstall CDAD.

To uninstall CDAD on Windows 7 devices:

1. Click the Windows **Start** button, and then select the **Control Panel** option.
2. Click **Programs and Features**.
3. Click **CDAD** in the list on the *Uninstall or Change* window.
4. Click **Uninstall**.

   The Windows *Uninstall or Change a Program* page appears. [Figure 3.3]
5. Click *Content Delivery Agent for Desktop* in the list of installed programs to uninstall the product.

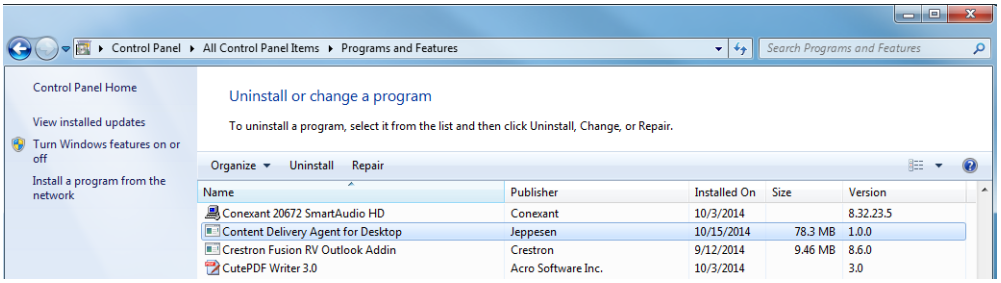

Figure 3.3. Uninstalling CDAD in Windows 7

The CDAD uninstaller wizard displays a dialog box that asks you if you want to keep any downloaded content.

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6. Confirm whether you want CDAD to delete the download directory, which, by default, is `/staging`.

   - If you select **Yes**, the uninstaller removes the directory where you downloaded or stored the content.
   - If you select **No**, the uninstaller finishes removing CDAD from your computer but leaves the data where CDAD downloaded it. You specify this location in the Storage Location field when you use CDAD. See Changing the Storage Location for Downloaded Content.

     The CDAD uninstaller wizard then finishes removing CDAD from your computer.

To uninstall CDAD on Windows 8 devices:

1. Locate CDAD on the Start screen.
2. Swipe down to select the app or right-click the app.
3. Choose the app from the list.
4. Tap or click **Uninstall**.
5. If you do not want to delete all associated content, clear the **Delete JDM Pro Content** check box.
6. Click **Remove**.
7. When the uninstall process is complete, click **Finish** on the displayed page.

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CHAPTER 4

Working with CDAD

After you have installed CDAD, you are ready to register it as a recipient with JDM Pro. Next, you define your content storage location, content refresh intervals, proxy settings, and authentication requirements. You can then start downloading content.

This chapter consists of the following topics:

- About the CDAD User Interface
- Downloading Content
- Registering CDAD as a Recipient
- Managing Connection, Proxy, and Log Settings

About the CDAD User Interface

By default, CDAD displays the **Content** tab whenever you open CDAD. Other tabs in the interface are **Registration** and **Settings,** which lead to corresponding pages. [Figure 4.1]

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Downloading Content

You must register your CDAD service as a recipient in JDM Pro before you can download content. See Registering CDAD as a Recipient.

The Content page shows the connection status, the content recipient name, the date and time when CDAD last refreshed the content, any delivery errors that occurred, and the specified refresh rate for the content. You can specify the refresh rate on the **Settings** page.

The **Content** page has two links: *Processing* and *Downloaded*. *Processing* displays what CDAD is doing at the current time. *Downloaded* shows what it has successfully downloaded. CDAD notifies you if the content is current in the lower pane.

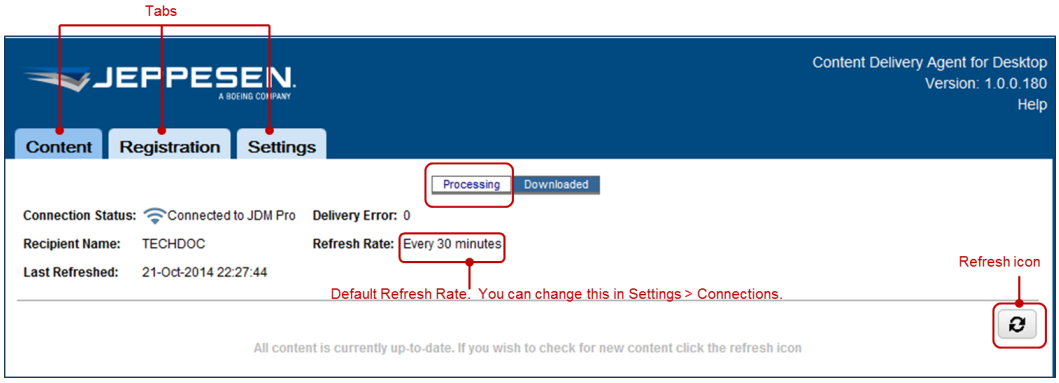

Figure 4.1. CDAD for JDM Pro User Interface Showing the Content Processing Page

Click the **Downloaded** link on the Content page to display the Downloaded Content page.

The Downloaded Content page shows the recipient name, your connection status, and any downloaded content.

You cannot change or edit the downloaded content. The Downloaded Content field is display only.

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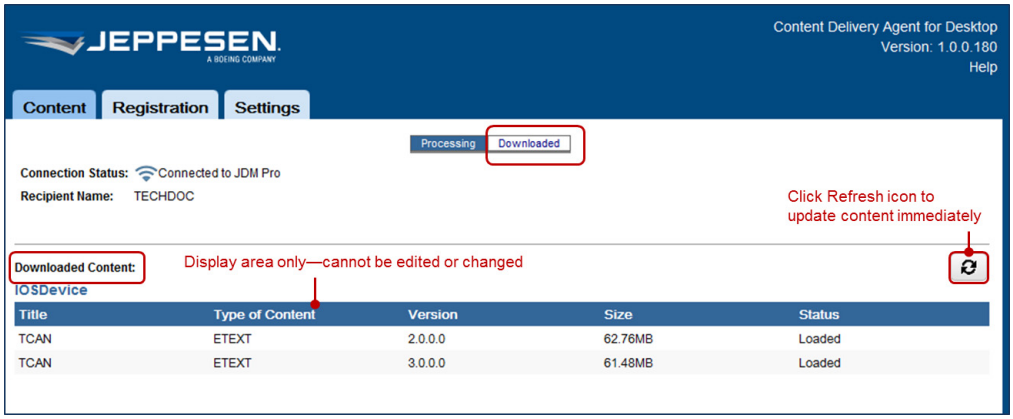

Figure 4.2. The Content Page with Downloaded Content

CDAD displays information about content that is available in JDM Pro and on your device. With CDAD, you can view content files that are available to be downloaded and the status of the files that are being downloaded or have already been downloaded. When CDAD retrieves published content from JDM Pro, it displays the delivery status of the downloaded content.

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Registering CDAD as a Recipient

Registering a recipient in CDAD enables CDAD (as a recipient within JDM Pro) to communicate with JDM Pro. You must register each CDAD installation if you have installed it on multiple computers.

You validate recipients in JDM Pro on the **Registration** page. CDAD requires you to validate the registration credential of each recipient in JDM Pro before the recipient can receive updated content from CDAD.

About the Registration Process

Even though CDAD is used primarily as a review device, you must first create a recipient on the JDM Pro server for CDAD and then verify the CDAD r*egistration credential* to establish communication. CDAD is not available for use unless it has been registered on the appropriate JDM Pro server.

For information about creating a recipient in JDM Pro, refer to the J*DM Pro User Guide.*

You can register multiple, unique CDAD clients with the JDM Pro server if each of them is installed on a different device. You can have only one recipient on the JDM Pro server per CDAD registration.

If you reinstall CDAD, you must unregister the existing CDAD recipient on the JDM Pro server and then recreate the recipient.

Reviewing Recipient Info in JDM Pro

Create a recipient for yourself in JDM Pro. After you create the recipient with the correct email address (yours), click the **Send Email** icon. When you do so, JDM Pro sends the appropriate registration credential to your email address.

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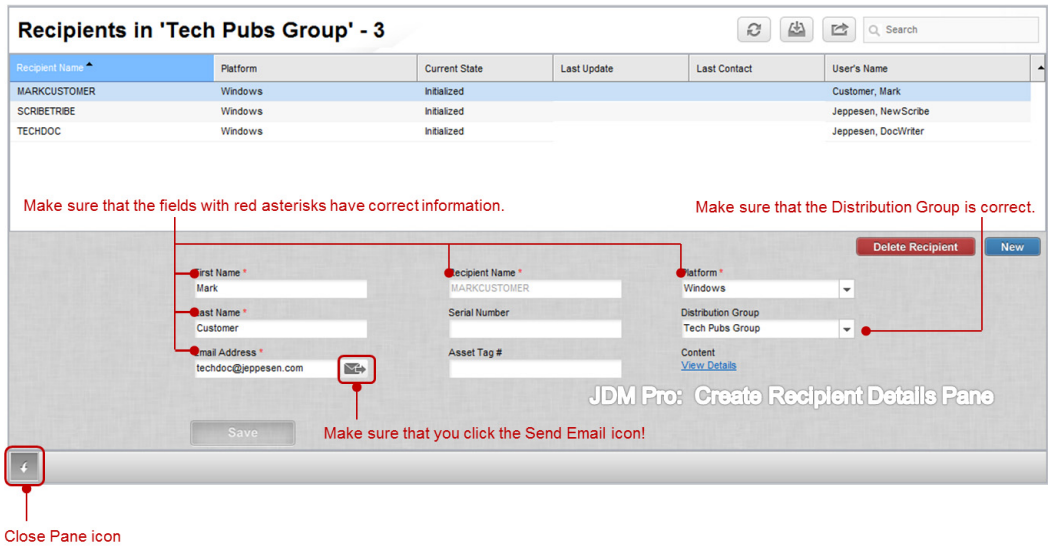

Figure 4.3. Creating Recipients in JDM Pro

To register your CDAD installation as a recipient:

1. Click the **Registration** tab in CDAD to open the Registration page.
2. Open the email message that you received for that recipient (you).
3. Copy the text string with the URL into the **Registration Credential** field on the CDAD Registration page.

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4. Click **Register.**

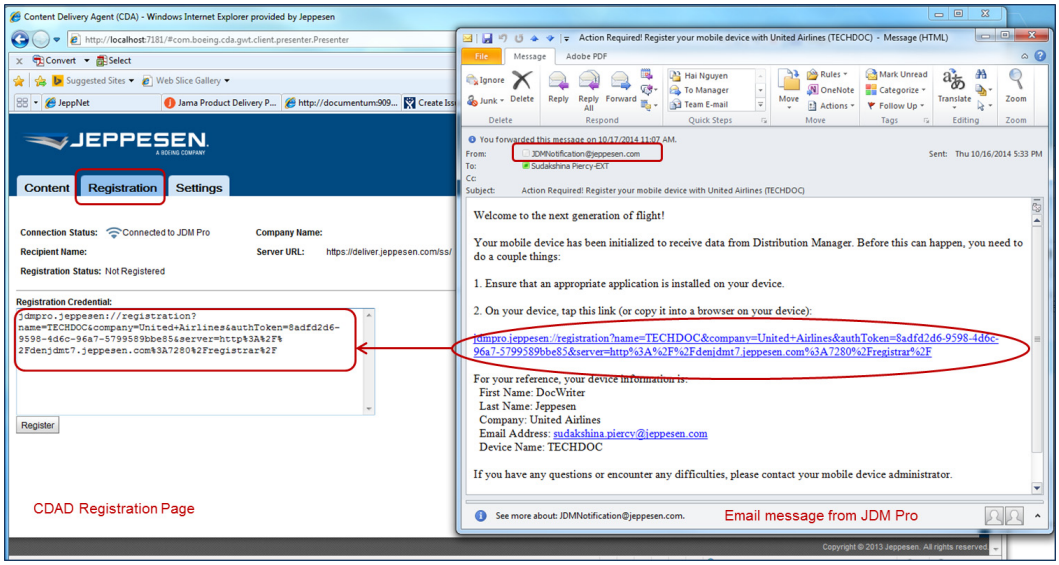

Figure 4.4. Entering a Recipient's Registration Credential

Registration settings are managed on each operation's JDM Pro server. Refer to the *JDM Pro User Guide* for information about managing registration settings.

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Managing Connection, Proxy, and Log Settings

CDAD provides an easy way to manage the refresh rate for your content and connect a proxy server if CDAD uses a proxy server to connect to the JDM Pro server through the Internet.

1. In the CDAD interface, select the **Settings** tab.
   You manage connections settings and proxy settings on this page. This page also has links to other Settings pages (Storage and Log).

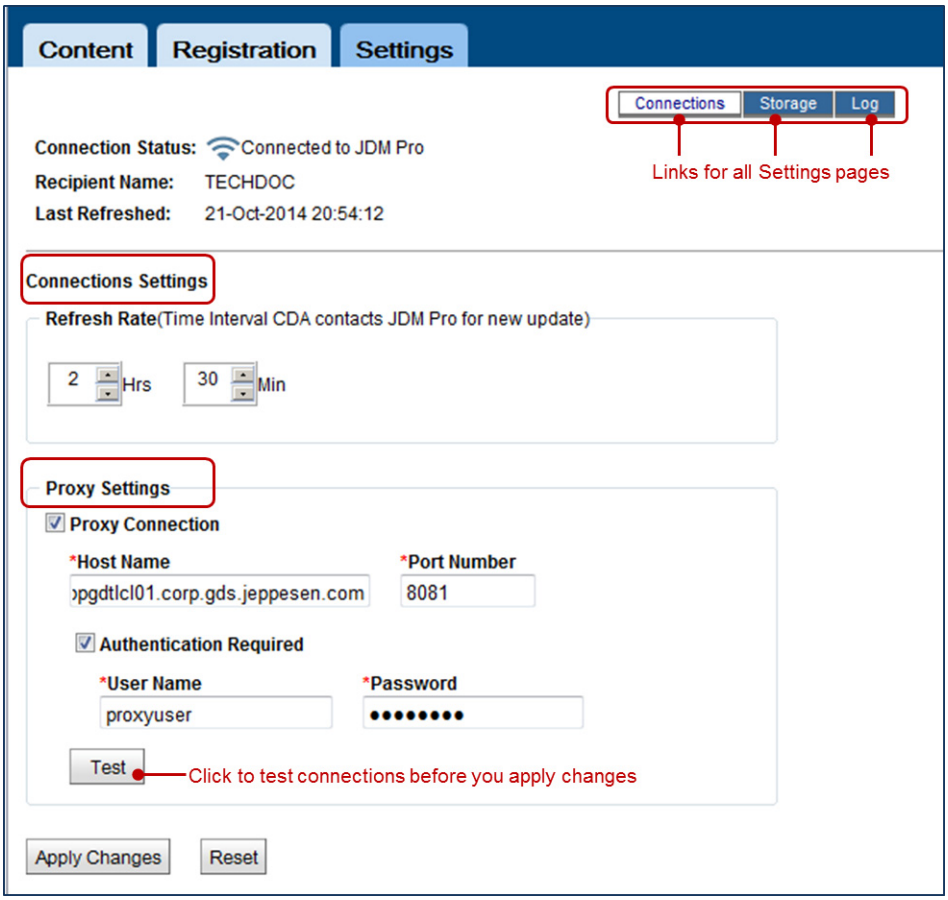

Figure 4.5. The Settings Page

2. In Connection Settings, select the hours and minutes to specify the refresh rate at which you want to update content from JDM Pro. The default refresh rate is 30 minutes.

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3. In Proxy Settings, select the **Proxy Connection** check box to enable the **Host Name** and **Port Number** fields.
    - Type the proxy server name in the **Host Name** field.
    - Type the port number that the proxy server uses to listen for HTTP requests in the **Port Number** field.
4. If the proxy server requires authentication, click the **Authentication Required** check box.

    The **User Name** and **Password** fields are now active. Complete the following fields:
    - In the **Username** field, type the user name for the proxy server.
    - In the **Password** field, type the password for the proxy server.
5. To test your connections before you save the information, click **Test**.

    The Test field becomes active when you enter a user name and password. If your connections test is successful, CDAD displays a Success message.
6. Click **Apply Changes** for your changes to take effect or click **Reset** to revert to the default settings.

Changing the Storage Location for Downloaded Content

You can specify the location at which you want to store downloaded content.

1. On the Settings page, click **Storage** to change the location of your downloaded content.

    CDAD downloads content to the `\staging` directory by default.

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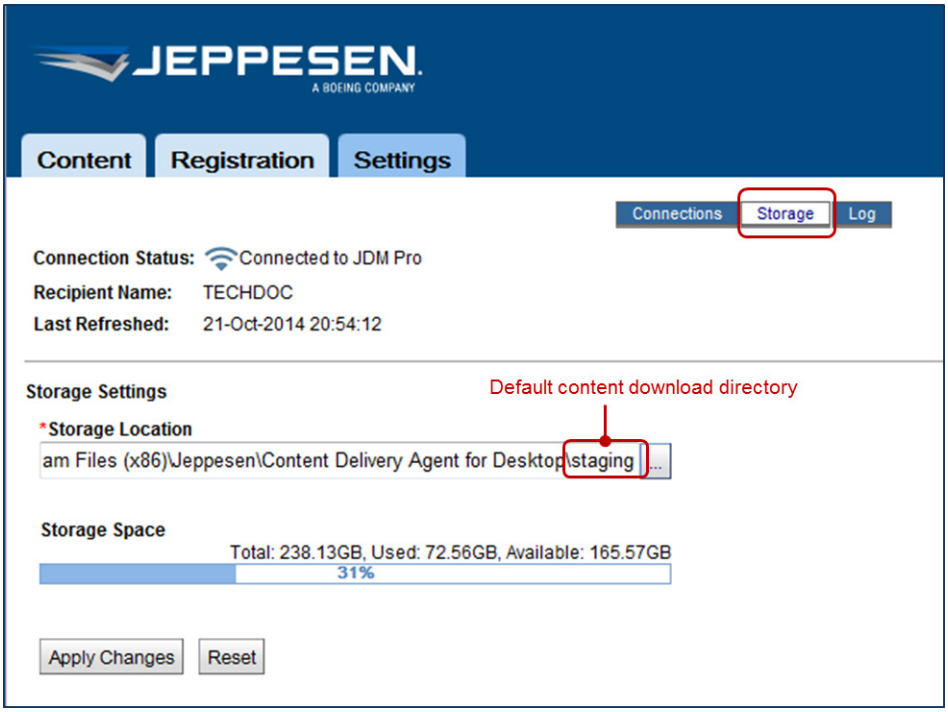

Figure 4.6. Storage Settings Page

CDAD displays available and used storage in the **Storage Space** field for the **Storage Location** you specify. The storage location can be a directory on your own computer or on an external device.

Before you can enter a valid external storage location in the Storage Location field, you must have created a symbolic link between the external storage device and CDAD on your computer for CDAD to recognize the device. For information about how to create a symbolic link, see Appendix A, Creating a Symbolic Link for an External Storage Device.

2. Click **Apply Changes** to save your information or click **Reset** to revert to the default directory (`\staging`).

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Managing Log Settings

CDAD captures and logs events that occur when it retrieves content from JDM Pro. CDAD stores these events as messages in a log that appears on the **Logging** page. The messages can pertain to errors or non-error-related events.

- On the Settings page, click the **Log** link to access the Logging page.

  The Log Settings (logging parameters) that you can specify include:

  – The location of the message log in the **Log Storage Location** field. The default log storage directory is `\logs`.

  – The number of historical logs to keep in the **Number of Log Files to Keep** field. The default is 3 and the maximum is 10.

  – The maximum size that a log can become before a new log is created in the **Max Log File Size** field. The default is 5 MB and the maximum is 50 MB.

  – The logging level that identifies what types of messages to log in the **Log Level** field. The default logging level is ERROR.

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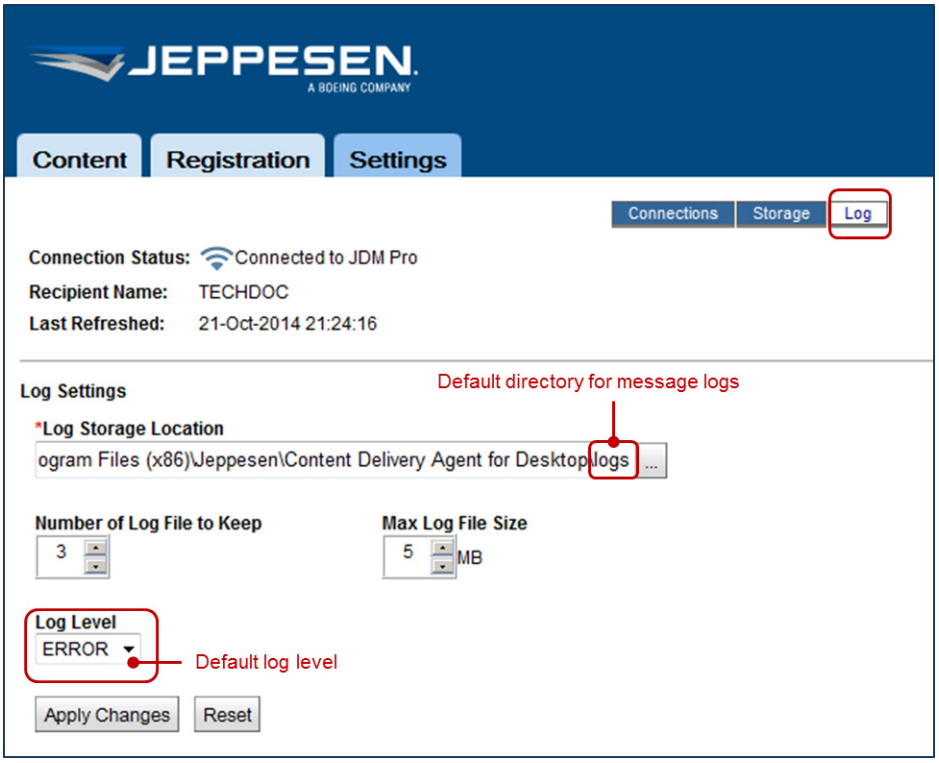

Figure 4.7. The Log Settings Page

About Logging Levels

CDAD provides the following logging levels:

- **ERROR**: Any error that you or the Jeppesen developers need to know about. This level is the default logging level.
- **FATAL**: Any error that causes a system failure or a shutdown. A normal shutdown is not logged as FATAL.
- **INFO**: Any normal event or occurrence that you or the Jeppesen developers want to be notified about—for example, when content was delivered, a delta set was created, or a CDAD recipient was connected.

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- **WARN:** This level shows allowable occurrences, but they might be mistakes. A legitimate action likely occurred to generate a Warn, but a Warn might also indicate an unexpected occurrence—for example, asking for a delta set that does not exist is an occurrence that might be a mistake. In this example, the absence of a delta set might be valid, or the absence might mean that Jeppesen was supposed to create a delta set but failed to do so.
- **DEBUG**: At this level, CDAD logs anything that the Jeppesen developers need in order to troubleshoot a problem but is of little value to anyone else. Setting the logging to this level is not common practice.

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APPENDIX A

Creating a Symbolic Link for an External Storage Device

You might need to save your content to a larger or safer repository than your local desktop or computer hard drive. This appendix describes how to create a symbolic link to an external storage device where you can store downloaded content. You cannot specify this storage location information during the CDAD installation process.

For the CDAD service to be able to map its storage location to something non-local such as a shared network directory or another computer, you need to create a symbolic link to that device in the underlying operating system (DOS). Operating system security prohibits services from manipulating files outside the local machine.

You need to create a symbolic link for each external device that you want to use before you can define its path in the Storage Location field in Settings. See Working with CDAD.

To create a symbolic link to an external device:

1. Select **Start** > **Run in Windows**.
2. Type `cmd` in the text field in the Run dialog box.
3. When the DOS window appears, change directories so that you are at the root C: directory by typing the command `cd`.

4. At the DOS command prompt in the root directory, type:

   ```
   mklink /D C:\CDAD_Test_Dir \\<primary share>\<secondary share>\<tertiary share>\<etc share>
   ```

   Example:

   ```
   mklink /D C:\CDAD_Test_Dir "\\pyramid\ProdTrng\CDAD Content Storage"
   ```

   Note that you must use double quotes ("") if you use blank spaces within the location name.

5. Click the Windows button at the bottom left of your screen.
6. Type `services.msc` in the Run or Search field.
7. Locate the **Content Delivery Agent for Desktop** service in the list and right-click it.
8. Select **Properties**.
9. Click the **Log-on** tab.
10. Click the **This account** radio button and enter credentials that have permission to access the desired network share.
11. Restart the CDAD service.

The new symbolic link is now available in the Directory Browsing dialog box that appears after you click the Ellipsis button in the **Storage Location** field in CDAD.

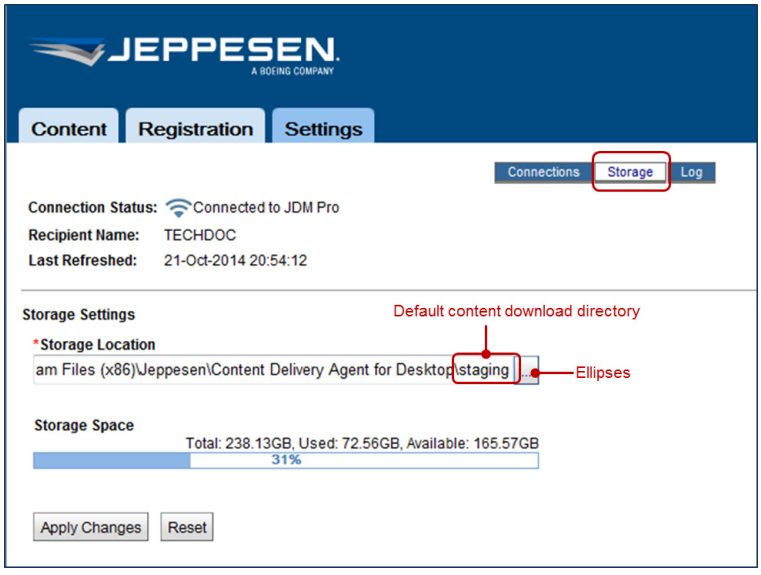

Figure A.1. The Storage Location field on the Settings Page

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