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FMS Database Service Web-site Questions

1. Can I change my User Name and Password?

Password: To reset your Password you may call 1-888-721-3094 (U.S. and Canada) or + 1-800-721-3094 (all other locations) or select the "Forgot Password" link on the Rockwell Collins website. Rockwell Collins employees do not have access to your password.

User Name: There is no way to reset a user name. You may re-register with a different user name and have the new user name associated with your Rockwell Collins database download account by contacting fmssubs@rockwellcollins.com or calling 319-295-5000 and asking for the database subscriptions group.

2. Why am I unable to access the FMS Database Service Web-site?

The Rockwell Collins FMS Database Service Web-site does not support all browsers; ensure you are using Microsoft Internet Explorer 7 or 8, Google Chrome or Firefox. You may also try adding our site as a "trusted site" under your browser security options. Other common problems occur with the use of some antivirus software. You may wish to temporarily disable it. If your account has been disabled due to non-payment or if you need to reactivate your database subscription, contact Rockwell Collins Database Subscriptions at fmssubs@rockwellcollins.com or by telephone at 319.295.5000 and ask for "Database Subscriptions" 7:30 a.m. – 4:00 p.m., Monday - Friday.

3. When is the new Navigation Data released?

The data cycle is every 28 days. To see a complete list of cycle dates, please refer to the Database Effectivity Schedule listed at

http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/~/media/D677FA31228B47BA855368C38AB921CD.ashx

The database download is available approximately 13 days before the date it becomes effective (or the "Begin Date").

Subscription Questions

1. What is the price of a subscription?

Prices vary according to region. Subscription Forms can be found at

http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/~/link.aspx?id=96E76623B4854FC3AD1A8741902542AF&z=z

Select the database you are inquiring about and the prices are listed within the form. If you have further questions, call 319.295.5000 and ask for "Database Subscriptions" or e-mail fmssubs@rockwellcollins.com.

2. What geographic regions are covered?

Coverage Maps are located on the FMS Subscription Forms page, located at

http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/~/link.aspx?id=96E76623B4854FC3AD1A8741902542AF&z=z

3. What are custom databases?

For an additional fee, custom databases can be prepared. They may contain company routes, gates, selected geographic regions, and customized runway length limitations. These custom databases may or may not contain tailored records from a Type 1 LOA database supplier. If you would like to order a custom database, please contact fmssubs@rockwellcollins.com

4. What are tailored records?

Tailored records are customized database elements or processes such as SIDS or STARs that are coded by a Type 1 LOA database supplier and added to the data that Rockwell Collins receives on a 28-day basis.

- 5. How do I add information to the database?**
Start by contacting Database Technical Support at Collinsdatabasetech@rockwellcollins.com. Depending upon the nature of the request, a formal request may have to be processed through a Type 1 LOA provider. An FMS Navigation Database Specialist can help you determine how best to proceed.
- 6. What is the difference between database types?**
The different database types conform to the different Flight Management Computers (FMCs) that are certified to fly in a particular aircraft. Due to software limitations in the different FMCs, different database types may contain less information than other types.
- 7. Which database do I need? FMS Part Number, Type 4? Type 5?**
To determine which database you need, you must know the SCID number or Rockwell Collins Part Number of the Flight Management Computer (FMC). To locate the SCID number, turn on the aircraft avionics, select the "Status" button on CDU. The SCID number will be displayed at the bottom of the screen. To find the Rockwell Collins part number look at the FMC box in the IPAS cage on the airplane. The part number is written on the white locking tab. Once you have that information, logon to the following web-site
http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/~link.aspx?id=96E76623B4854FC3AD1A8741902542AF&z=z
and locate the List of Applicable FMC Part Numbers. Use this list to determine which database will load into your aircraft.
- 8. Where do I find the SCID number for my Flight Management Computer (FMC)?**
The SCID number is displayed two-thirds of the way down on the Status Page of the Control Display Unit (CDU), under the heading "Program."
- 9. Where do I find the Rockwell Collins part number for my Flight Management Computer (FMC)?**
On the outside casing of the FMC module, located on the white lever inside the IPAS cage.
- 10. What is meant by a "J" database and an "L" database?**
"J" databases are created with data received from Jeppesen. "L" databases are created with data received from Lufthansa. They both download from our web-site and upload into our data loader products in the exact same way.
- 11. Can you add a "diskette" or "USB" database to my web account?**
Yes, please contact Database Subscriptions at fmssubs@rockwellcollins.com or call 319.295.5000 and ask for "Database Subscriptions."

Jeppesen Chart Questions

- 1. What is the web address for Jeppesen Chart downloads?**
To download charts you must first download and install Jeppesen's JSUM tool. Follow this link to get the tool.
[http://ww1.jeppesen.com/support/technical_support_details.jsp?prodNameTxt2=Jeppesen%20Services%20Update%20Manager%20\(JSUM\)](http://ww1.jeppesen.com/support/technical_support_details.jsp?prodNameTxt2=Jeppesen%20Services%20Update%20Manager%20(JSUM))
- 2. What is Jeppesen's telephone number?**
You can contact Jeppesen Customer Support at 800.553.7750 or 303.328.4244.

Jeppesen Chart Questions, cont'd.

3. Can Rockwell Collins help with my Jeppesen subscription?

Rockwell Collins can help you load your Proline 21 Jeppesen Charts, but if you need information regarding a Jeppesen Key Subscription Number or region Access Code, or anything pertaining directly to your account, you must contact Jeppesen directly at 800.553.7750 or 303.328.4244.

4. Where do I get my Jeppesen chart codes?

You can contact Jeppesen Customer Support at 800.553.7750 or 303.328.4244.

5. What is a Jeppesen Key Subscription Number?

This number is also referred to as the Jeppesen Jepp View Serial Number. This number contains 16 characters (letters and numbers); 4 blocks of 4 each, no dashes between, no spaces, all "caps." (VJX8LX8MP1Z6FQDM)

6. What is a Jeppesen Access Code?

A Jeppesen Access Code allows the operator to enable different regions of the Jeppesen Charts. The access code is also referred to as the Jeppesen JeppView Subscription Code or Coverage Code. It contains 10 characters (letters and numbers); no dashes, no spaces, all "caps." (EGL98W2PVK)

7. How often are Jeppesen Charts released?

The Jeppesen Chart cycle is every two weeks. For a more specific schedule, please contact Jeppesen directly at 800.553.7750 or 303.328.4244.

8. When can I load my Jeppesen Charts?

According to Jeppesen, you can load your CD once you receive it. If loaded prior to the effective date, the dates on the MFD Database Effectivity page will be in yellow and there will be a cautionary note stating the charts are not current. This is completely normal. The charts are designed to include a certain degree of overlap. The new chart information will represent the most up to date available and the dates will change to white and current as soon as it becomes the effective date.

9. When I load new Jeppesen Charts successfully, why are the new dates not showing up?

There may be a problem with the upload or it could be your access code isn't being recognized by the aircraft. Contact the FSU Product Support Manager at 319.295.5000 or e-mail customerservices@rockwellcollins.com to help determine the nature of your problem.

10. What does the "File Server Configuration Default" message mean and / or how do I get it to disappear?

Contact the FSU Product Support Manager at 319.295.5000 or e-mail at customerservices@rockwellcollins.com

11. What should I do when my dates show up in yellow?

Yellow means the information is out of date; either early or late. The date will turn white when it becomes effective, if you have loaded it early. If it is past the effectivity date you will need to load the new data.

12. What should I do if my data expires in-flight?

We encourage operators to verify that they have a current database before they take off because you can not load your database if the aircraft wheels are not on the ground. In the rare event that data would expire during flight, follow your company standard operating procedures and load the current database at your earliest opportunity.

CPAS-3000 Questions

1. Is CPAS-3000 compatible with Microsoft Windows® Vista or Windows® 7?

Yes. However, it is recommended that you have CPAS-3000 Version 2.7 (CPN 810-0032-004) which was released in 2008.

2. How do I order the new version of CPAS?

Customers looking for a copy of CPAS 3000 software only should contact the Rockwell Collins Customer Response Center at 888-265-5467. Customers looking for a CPAS 3000 KIT should contact a Rockwell Collins Order Administrator at 319-295-8258.

3. Can you help me load my database into CPAS? This is the first (or second) time I've ever loaded it....

Yes, however first we encourage you to review the load instructions that came with the CPAS software. You may also review the CPAS-3000 Computer Based Training, Pocket Guide and Trouble Shooting List which can be added to your Database Download account or the Database Download Instructions located at

http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/~/~/link.aspx?id=A85E54218A4B450E9D2B327CC30B8917&z=z

4. My database is loaded into CPAS. Can you help me load to the aircraft?

For helping loading CPAS database to the aircraft, please contact the FMS Product Support Manager directly at 319.295.5000 or customerservices@rockwellcollins.com

5. Why is CPAS not making a connection when it has “always” worked before?

Verify that you are using the same cable that you have always used and double-check to make sure that all connections are secure. Double check all the steps to ensure the aircraft and computer are set up correctly, if so, contact FMS Product Support Manager at 319.295.5000 or e-mail customerservices@rockwellcollins.com for assistance.

6. Where is my “maintenance enable” switch on my aircraft?

Please refer to your aircraft specific Operators Guide.

Diskette Questions

1. How do I start my diskettes to load?

Step-by-Step instructions for loading data can be found on the “Database Download Instructions” link at

http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/~/~/link.aspx?id=A85E54218A4B450E9D2B327CC30B8917&z=z

You will find detailed instructions on how to load diskettes under the DBU-4000/4100 Data Loader (3.5 inch floppy discs).

2. Why does my database occasionally fail on diskette “number 7” or “number 2”?

Diskette failures are not uncommon and could be the result of bad diskettes or the beginnings of a failing DBU. If this occurs, please try using a set of new diskettes or re-formatting the diskettes that you have. If you are using a portable USB diskette drive, you may need to click "Retry" more than once.

PCD-3000 Questions

1. How do I load my databases into PCD-3000?

Please read the Database Download Instructions located at http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/~/~/link.aspx?id=A85E54218A4B450E9D2B327CC30B8917&z=z or contact Database Technical Support at fmstech@rockwellcollins.com

2. Once my database is loaded into PCD-3000, how do I load my databases into the aircraft?

If you have your database loaded into PCD-3000, make sure your cable is connected before you begin loading the database. If you need assistance with database loading, please contact the PCD-3000 Product Support Manager at 319.295.5000 or by e-mail at customerservices@rockwellcollins.com

3. Where can I order a PCD-3000 cable?

Customers looking for a PCD 3000 KIT should contact a Rockwell Collins Order Administrator at 319-295-8258.

4. I've misplaced my PCD-3000 software; can you ship me the software and / or make it available on my web account?

We do not provide the PCD-3000 software on the FMS Database Service web-site. Customers looking for a copy of PCD 3000 software only should contact the Rockwell Collins Customer Response Center at 888-265-5467. Customers looking for a PCD 3000 KIT should contact a Rockwell Collins Order Administrator at 319-295-8258

5. When was the last release of the PCD-3000?

Version 3.1 of PCD-3000 was released in early 2009.

Graphical Weather

1. What is the Weather Graphical Overlay and how often is it updated?

The Graphical Weather Overlay is the background map on which real time weather graphics are displayed. Graphical Weather Overlays are updated annually. Universal Weather Overlays are released prior to their annual expiration date of May 31. XM Weather Overlays are released prior to their annual expiration date of July 31.

2. My XM weather is not working?

Call XM weather 800.985.9200 to ensure your subscription is current, then contact Rockwell Collins Customer Service and ask for the FSU Product Support Manager, 319.295.5000 or e-mail at customerservices@rockwellcollins.com

3. What is the difference between the XM web-site data and the Rockwell Collins Weather Overlay on my Database Download Account?

The XM web site provides the weather service itself (the actual picture of the current weather conditions) as depicted by the multicolor blobs, whereas the Rockwell Collins XM Weather

download provides the state and regional boundary overlay that allows a pilot to know where the weather is occurring.

4. What is XM Weather's telephone number?

You can contact XM Weather's Customer Support at 800.985.9200

IFIS E-Map Questions

1. What's the difference between IFIS E-Maps and Jeppesen Charts

Jeppesen Charts are a graphical, digital representation of Jeppesen paper charts showing airport diagrams, approaches and departures for the areas to which the subscription is valid. IFIS E-Maps are graphical overlays containing world coverage of high and low level airways, and controlled / restricted airspace and world geographic and political boundaries and background maps.

2. Why do my Geographic and Political Dates not match my Airspace and Airways dates on the Database Effectivity screen?

Airspace, Airways, Geographic and Political data are packaged together in the IFIS E-Maps download. The Geographic and Political data is updated annually and always expire on September 30 of the given year. The Airspace and Airways are updated every 28 days on the same schedule as the navigation database. As long as your dates are current on the MFD Effectivity Screen, your data is loaded correctly.

3. When are the new IFIS E-Maps and Graphical Weather overlays released?

IFIS E-Maps come out every 28 days with the navigation database cycle. Universal Weather Overlays are released prior to their annual expiration date of May 31. XM Weather Overlays are released prior to their annual expiration date of July 31.

Contact Questions

1. Where is my nearest Rockwell Collins Dealer?

Contact 319.295.5000 and a Customer Service Representative will be able to assist you

2. Who is the Salesperson for my location?

Contact 319.295.5000 and a Customer Service Representative will be able to assist you

Certification Questions

1. Are you DO-200A certified?

Yes, Rockwell Collins holds a Type 2 LOA from the FAA.

2. Where is a copy of the Type 2 LOA?

You can locate a copy of the Type 2 LOA on our web page at http://www.rockwellcollins.com/Services_and_Support/Database_and_Software_Updates/~/~/link.aspx?id=A85E54218A4B450E9D2B327CC30B8917&z=z at the bottom of the page under the heading DO-200A/AC20-153 Compliance.

3. What is the new database effectivity date?

Go to www.rockwellcollins.com/fms and select the FMS Database Support link and then Database Effectivity Schedule.

1. **What do I tell the FAA if I have an inspection and my new dates are not yet showing on my FSU?** The cycle dates on the CDU must be changed manually, however the FSU dates switch automatically so they will not appear until the actual day of effectivity. If the correct dates are not present, see your operators guide or contact the IFIS Product Support Manager.

Microsoft Windows Security Feature Questions

1. **How do I disable security features on Windows XP?**
Refer to your Microsoft Windows XP Users Guide.
2. **How do I disable security features on Windows Vista or Windows 7?**
Refer to your Microsoft Windows Vista Users or Windows 7 Users Guide.
3. **How do I disable User Account Controls on Windows Vista?**
Refer to your Microsoft Windows Vista Users Guide.

Miscellaneous Product Questions

1. **May I get the GPS Predictor Tool added to my web account?**
Please contact GPS Product Support Manager, Scott Mich, 319.295.5000 or e-mail at customerservices@rockwellcollins.com at to make arrangements to receive the GPS Predictor Tool.
2. **How do I load the database into the GPS Predictor Tool?**
Unzip the GPS Navigation Database on the same computer that contains the GPS Predictor Tool and it will automatically update the software.
3. **What is the web address for the GPS Almanac update?**
The Coast Guard publishes this information on the following web-site:
<http://www.navcen.uscg.gov/?pageName=gpsAlmanacs> Rockwell Collins does not have control of this web-site, and changes to it may affect users of the GPS Predictor Tool. Recently the web-site address and format changed and requires an update to the GPS Predictor Tool configuration settings. For more information, please go to IDOC 0017-07R1 located at:
<http://www3.rockwellcollins.com/fms/techupdates.asp>
4. **How do I subscribe to Checklist Editor?**
Go to <https://www.shopcollins.com/portal/server.pt> and click on the Maintenance Diagnostic Computer link which is located beneath "Need Help Finding Something? If you are a returning user, enter your e-mail address and follow the prompts. If you are a new user, places "Create a new account." If you need further assistance, please contact the Checklist Product Support Manager at 319.295.5000.
5. **How long are you going to support the AMS-850?**
Rockwell Collins is continually evaluating how long the AMS-850 database can be supported and will communicate an official end of life as soon as that decision is made. The AMS-850 databases will be produced until the time that current database limits are exceeded. We are already getting close to exceeding the limits of some of these databases.

6. What does RNAV mean?

Area Navigation (RNAV) can be defined as a method of navigation that permits aircraft operation on any desired course within the coverage of station-referenced navigation signals or within the limits of a self contained system capability, or a combination of these.

7. How do I load this database into a simulator?

Database Technical Support does not support the loading of navigation software into simulators. We recommend you contact the simulator manufacturer.