

**Weather Information Network
Business Innovation Center**

**Troubleshooting Guide
WINNView Weather Viewer**

For

General Distribution

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PRINTED IN U.S.A.

INITIAL RELEASE DATE: January, 2007
REVISION DATE: June 6th, 2007

CAGE CODE 58960

202V-00008 REV B

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1 Introduction

This document describes the customer support first responder troubleshooting procedures of the WINNView Weather Data Viewer EFB (Class 2, per AC 120-76A) PC Software for General Distribution.

The weather viewer requires connectivity with the Honeywell Global Data Center (GDC) to uplink current weather through the Internet. To uplink weather through satellite radio broadcast, a Honeywell Weather Information Network system Satellite Receiver (P/N 4092743-901) is required.

The Class A Release part number for this software product is PS4093384-101. The WINNView software version number can be found in the application ReadMe file. This file may be opened by clicking the Start button in the Task Bar, then Programs, then Honeywell WINN, then finally ReadMe.rtf.

2 General Overview

The weather viewer is a current weather uplinking and displaying application. The system offers its users the choice of viewing weather data from either satellite broadcast for US only operations, or from the Internet for worldwide operations. Honeywell proprietary weather data product files are uplinked from the Honeywell GDC Web server securely through SSL protocol or weather data is received from the Baron Services satellite broadcast service.

3 Intended Purpose

This document is intended to be a top level general troubleshooting guide for Honeywell customer support personal. It is a brief summation of other operator's guides, installation manuals (with diagnoses) and third party troubleshooting procedures. It is intended to be talking points and help guidance for customer support personal in their correspondence and directives with customers.

4 Document Scope

This product is intended for distribution to corporate jet operators and commercial airlines. Users will contact Honeywell customer support from time to time with inquiries other than the required subscription services with the GDC. This document's purpose is to assist customer support in troubleshooting the customer's problems in the field. The customer support first responder may or may not have intimate knowledge of the function of the software.

This troubleshooting guide will cover PC software installation, PC software operating and satellite receiver operating troubleshooting.

5 Software Installation Procedures

Complete software installation instructions are provided within the WINN Operators Guide which came with the installation media. These troubleshooting procedures can be preformed by the

application user on bequest of the customer support person. See the troubleshooting table in Appendix A for specifics.

6 Weather Data Receiver and Antenna Procedures

This section contains test procedures to assist qualified personnel in the on-aircraft maintenance of the Satellite Weather Data Receiver and Antenna. Refer to Appendix B for details. The customer support persons can request that such qualified personnel be present to perform the troubleshooting.

7 Software Operating Procedures

These procedures can be preformed by the application user. See the troubleshooting table in Appendix C for specifics. Some of the troubleshooting tips are Electronic Flight Bag (EFB) OEM specific.

Appendix A

Troubleshooting Common Software Installation Problems

Problem:	Action:
Installer informs that the .NET Framework is not installed on the computer (EFB).	1. Proceed with the prompts to install the required framework.
Installer informs that the Visual C++ Redistributable is not installed on the computer (EFB).	1. Proceed with the prompts to install the required software library.
Installer says a prior version with a higher version number exists.	1. Consider using the newer version. 2. ...or remove the newer version with the Add/Remove Programs utility. 3. Launch the installer again.
Installer informs a component could not be installed because of insufficient user privileges.	1. Contact the computer's administrator to receive adequate user rights.

Appendix B

Satellite Receiver System Test and Diagnosis

Power Up Test

This section contains information on power up check, test, and diagnosis of the Satellite Weather Data Receiver System. The system must be tested for connectivity after installation. Before power is applied to the system, do the following:

- Verify that the satellite receiver wiring harness is wired correctly (check the pin-outs) per the Receiver Installation Guide.
- Move the aircraft to an outdoor area. The area must have a clear view of the upper southern sky. Make sure the view is not blocked by buildings, trees, or other obstructions.
- Perform a continuity test.
- Make sure that all interconnects are fully made and installed.
- Make sure the aircraft power source is at the proper voltage. The proper voltage is from 24 to 30 Volts DC.

Apply power to the Satellite Weather Data Receiver System and any other applicable system. Power up the system and make sure the EFB has completed the booting operation. Proceed to operate the WINNView application.

Receiver Visual Test

NOTE: The XMRANT-01 (Antenna) must have a clear view of the upper southern sky.

1. Turn ON power to the XMD100-01.
2. Visual Inspection of the XMD100-01:

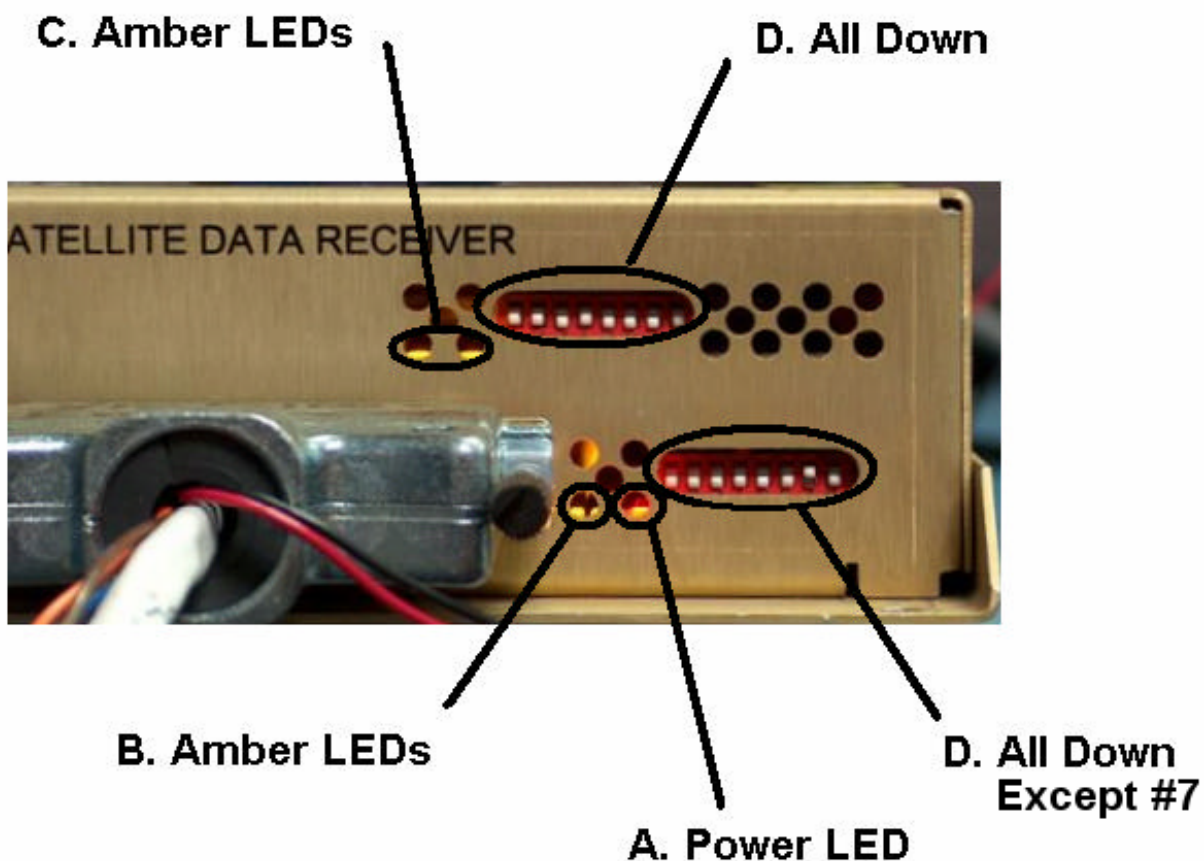


Figure 1, LEDs/DIP Switch setting

- A. Red LED between connector J1 and DIP Switch is ON. Indicates power to the Unit.
- B. Two Amber LEDs to the right of connector J1 (DB37) are ON and steady.
- C. Two Amber LEDs above connector J1 (DB37) are ON and steady.
- D. Both DIP Switches are all down (00000000) except #7 on the lower switch row which should be up (depicted in Figure 1). This configures 115200 baud rate.

If the LEDs are not illuminated as described above, verify the power and power enable to the XMD100-01. If the switches are not set as described in **D**, set the switches and power cycle the unit.

Appendix C

Troubleshooting Common Software Operational Problems

Problem:	Action:
<p>When connected to the Satellite Radio receiver via USB cable, there is no connectivity, and "No Signal" is seen in the Link Manager Satellite Radio status.</p>	<ol style="list-style-type: none"> 1. Exit WINNView. 2. Verify that the Satellite Radio wiring harness is wired correctly (check the pin-outs) per the Receiver Installation Guide. 3. Ensure that the Satellite Radio receiver is connected to the Data Port (via RS-422). 4. Ensure a good USB cable connection between the Data Port and the EFB. 5. Re-boot the EFB. If the "Found New Hardware Wizard" window appears, follow the prompts. 6. The required drivers are located at "C:\Program Files\Common Files\VCP_Drivers" 7. One may have to execute the steps of the new hardware wizard twice, to configure all necessary drivers.
<p>When using a CMC PilotView™ EFB, there is intermittent satellite signal.</p>	<ol style="list-style-type: none"> 1. CMC's ARINC/RS-422 port connection defaults to COM Port 5. Choose this option when installing*.
<p>When using an ADR FG 7000 EFB (Fujitsu Lifebook), there is no satellite signal.</p>	<ol style="list-style-type: none"> 1. One of the USB ports defaults to COM3 which is also where the modem is and causes a conflict. Use the other USB port - it should default to COM8 which is open. 2. If it too points at COM3, go into the Device Manager and click on "Ports" and double click the one associated with FTDI drivers. Click "Port Settings" then click "Advanced." Change the COM Port Number to 8, and OK all the way back out.
<p>When using a Flight Deck Resources SkyTab™ 1100, there is no satellite signal.</p>	<ol style="list-style-type: none"> 1. Uninstall and re-install the driver on COM2 (RS-422) even if the operating system says it's

	functioning correctly. Access the “Ports” through the operating system Device Manager in Computer Management.
After WINNView application launch, a dialog asks for the installation media.	1. An application component has been corrupted. Make the installation media available in the requested location for repairs.
The viewer does not fit the monitor size.	<ol style="list-style-type: none"> 1. Open the “WINNView.ini” configuration file in the “C:\Program Files\Honeywell\WINN\WinnClient” directory with “Notepad.exe.” 2. Within the [Display] section, change ScreenWidth and ScreenHeight to the monitor’s actual pixel size. 3. Restart the viewer.
The screen shows only part of the WINNView display.	<ol style="list-style-type: none"> 1. Ensure that the video card screen resolution is as least as big as the WINNView screen size selected during installation*. 2. The viewer frame is truncatable at the edges. Move the edge with the cursor if needed to restore full view.
A dialog box labeled “XmLink - Radio” or “Set Communication Port for Radio” appears asking the user to select a COM Port. This process is not related to WINN and will interfere with the operation of WINN.	<ol style="list-style-type: none"> 1. Open the operating system Task Manager by right clicking on the Task Bar. 2. End the “XmLink.exe” process**.

* Software version 12.2.8 and later.

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