Data Distribution and Management (DDM) Application Service Provider (ASP) User's Guide

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For information regarding DDM, contact the Jeppesen 24-hour Global Support Command Center (GSCC) at 1-800-375-4973.

This DDM ASP User's Guide supports the following applications and versions:
- Data Distribution and Management (DDM) Application Service Provider (ASP), version 4.1
- Content Delivery Agent for the Desktop (CDAD), version 4.1
- Content Delivery Agent for the Flight Bag (CDAF), version 4.1.1
- Content Delivery Agent for Jeppesen (CDAJ), version 4.1
- Content Delivery Agent for LoadStar (CDAL), version 4.1
- Content Delivery Agent for the Server (CDAS), version 4.1
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Introduction

This Data Distribution and Management (DDM) application helps airline personnel manage the secure delivery of content to recipients.

This chapter contains the following topics:

- Who Should Use this Guide
- How this Guide is Organized
- Document Conventions
- Additional References
- Product Support
Who Should Use this Guide

This DDM User’s Guide is written primarily for airline employees who use DDM to:

- Publish and deliver content to recipients
- Set up and manage the content delivery network (including recipients, checkpoints, and review devices)
- Send content from DDM to client applications
- Generate reports to monitor content delivery

Refer to Chapter 2. “Understanding DDM” for information about the user roles assigned in DDM.
# How this Guide is Organized

This *DDM User’s Guide* contains the chapters described in the following table.

## Document Chapters

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Introduction</td>
<td>Explains who this document is intended for, its organization and conventions, and where to find related information and product support.</td>
</tr>
<tr>
<td>2. Understanding DDM</td>
<td>Provides an overview of DDM and the package distribution process. Explains the functions available in DDM, role types, event types, and page conventions. Explains how to sort data, navigate through lists, and use the navigation menu. Describes task processing, checkpoints, recipients, and the review process. Provides a definition of formats for packages and loadable software airplane parts (LSAPs). Explains reporting and filtering. Describes the DDM archival process. Describes the DDM clients (CDAF, CDAD, CDAS, CDAL, and CDAJ).</td>
</tr>
<tr>
<td>3. Getting Started</td>
<td>Explains how to start, set up, and exit DDM.</td>
</tr>
<tr>
<td>4. Managing E-mail Rules</td>
<td>Describes how to create, view, edit, and delete an e-mail rule in DDM.</td>
</tr>
<tr>
<td>5. Managing Packages</td>
<td>Describes how to publish, view, edit, and delete a package in DDM. Explains how to remove a part from staging and approve or reject a package. Describes how to search for, archive, unarchive, and delete a package. Explains how to download an archive.zip file of an archived package.</td>
</tr>
<tr>
<td>6. Managing Recipients</td>
<td>Describes how to create, view, edit, and delete a recipient in DDM. Explains how to archive, unarchive, and delete a recipient. Explains how to convert a review device into a recipient. Explains how to download an archive.zip file of an archived recipient.</td>
</tr>
<tr>
<td>7. Managing Filters</td>
<td>Explains how to create, view, edit, and delete a filter in DDM. Also describes how to set default filters.</td>
</tr>
<tr>
<td>8. Managing Content Types</td>
<td>Describes how to create, view, edit, and delete a content type in DDM.</td>
</tr>
<tr>
<td>9. Manage Certificates</td>
<td>Describes how to convert and upload a certificate to DDM.</td>
</tr>
<tr>
<td>10. Managing Checkpoints</td>
<td>Explains how to create, view, edit, and delete a checkpoint in DDM.</td>
</tr>
<tr>
<td>11. Managing Tail Models</td>
<td>Describes how to create, edit, and delete a tail model in DDM.</td>
</tr>
<tr>
<td>12. Managing Tail Engines</td>
<td>Describes how to create, edit, and delete a tail engine in DDM.</td>
</tr>
</tbody>
</table>
### Document Chapters  (*continued*)

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>13. Managing Review Groups</td>
<td>Describes how to create, view, edit, and delete a review group in DDM.</td>
</tr>
<tr>
<td>14. Managing Review Devices</td>
<td>Describes how to create, view, edit, and delete a review device in DDM. Also explains how to convert a recipient into a review device.</td>
</tr>
<tr>
<td>15. Managing Reports</td>
<td>Describes how to generate, view, and print reports. Also explains how to export a report to an Excel spreadsheet.</td>
</tr>
<tr>
<td>16. Troubleshooting</td>
<td>Contains information that may be useful in troubleshooting problems with the DDM server and lists every error message that you may encounter while using DDM.</td>
</tr>
<tr>
<td>17. Glossary</td>
<td>Describes the terms and acronyms used in this guide.</td>
</tr>
</tbody>
</table>
Document Conventions

This document uses specific conventions as described in the following table.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold Text</strong></td>
<td>This convention is used to represent the proper name of buttons, fields, and tabs. This convention also represents text that you should type exactly as shown.</td>
</tr>
<tr>
<td><em>Italicized Text</em></td>
<td>This convention is used to represent the proper name of pages, screens, reports, and dialog boxes that display in the tool. This convention is also used to represent a word or acronym that is defined in the Glossary.</td>
</tr>
<tr>
<td>&lt; &gt;</td>
<td>This convention is used to represent a situation when you should press a specific key on the keyboard. For example: “Press &lt;Enter&gt;.” This convention is also used to represent a variable, with the variable name displaying between the brackets; for example, &lt;package name&gt;.</td>
</tr>
<tr>
<td>&lt; &gt;+n</td>
<td>This convention is used to represent a situation when you should press two keys consecutively on the keyboard. For example: “Press &lt;Ctrl&gt;+C.”</td>
</tr>
</tbody>
</table>
Additional References

Jeppesen offers detailed, task-oriented documentation to DDM customers. The documentation suite for DDM includes this user's guide as well as the following documents:

- *CDAL User's Guide*, version 4.1
- *CDAD User's Guide*, version 4.1
- *CDAS User's Guide*, version 4.1
- *CDAJ User's Guide*, version 4.1

**NOTE** CDAS was pulled from the DDM 4.1 release. However, information about this CDA remains in this guide to provide a comprehensive view of the DDM system.
Product Support

You can contact the Jeppesen 24-hour Global Support and Control Center (GSCC) at:

- 1-800-375-4973
- USA telephone: 303-328-4585
- E-mail: gsc@jeppesen.com
CHAPTER 2

Understanding DDM

This chapter covers the following topics:

• What is DDM?
• Understanding the Package Delivery Process
• Understanding the DDM Roles and Associated Functions
• Understanding the Types of Data Available
• Understanding Task Processing in DDM
• Viewing the Package Status in DDM
• Understanding DDM Reporting
• Understanding DDM Filtering
• Understanding Event Types
• Understanding the DDM Archival Process
• Understanding Package Formats
• Understanding Loadable Software Airplane Parts
What is DDM?

DDM is a web-based application that enables you to manage distribution and delivery of data and software used on board an aircraft. For example, you might deliver a package of terminal charts to an aircraft (recipient) equipped with a Class 3 EFB. Using DDM, you can also set up checkpoints and control the delivery of a package.

DDM consists of several functions that you can use to set up package delivery and publishing, as well as manage the delivery network. As a DDM user, you are assigned one or more roles that provide you with access to the appropriate DDM functions. Refer to Understanding the DDM Roles and Associated Functions in this chapter for more information.
Understanding the Package Delivery Process

The package delivery process is a sequential process that describes how a package progresses from publication to final delivery to a recipient.

The following diagram illustrates the package delivery process.
Package Delivery Process in DDM
The numbered steps in the diagram represent the following tasks and functions:

- **Step 1**: An external source publishes a package to the DDM server.
- **Step 2**: The user assigns delivery properties to the package.
- **Step 3**: The user associates the package with checkpoints and recipients.
- **Step 4**: The DDM server passes the package through applicable checkpoints.
- **Step 5**: The user receives the package from the DDM server. (If there are no reviewers assigned to the package, the package is autoapproved.)
- **Step 6**: The user reviews the contents of the package. If the package needs to have other reviewers verify the contents before delivery, the package returns to Step 4.
- **Step 7**: The DDM server sends the approved package to the DDM client installed on a recipient.
- **Step 8**: The recipient returns a status regarding the downloaded parts.

**Understanding the DDM Server**

The DDM server resides at Jeppesen’s operations center. Users publish packages from their local machine using a browser to the DDM server. The DDM server receives the packages and, if applicable, notifies any reviewers of pending reviews and sends the packages to any assigned review device(s). Packages that require approval must be reviewed and approved before being sent to recipients that are installed on DDM clients.

**Understanding Checkpoints**

A checkpoint is an inspection step in the sequential DDM workflow where reviewers and/or groups of reviewers can review and approve or reject a package. To evaluate a package, they use the assigned review device(s) to receive and review packages before they can be approved for delivery by another checkpoint associated with a particular recipient. Only after package content and package delivery are approved by package and recipient checkpoints can the package be delivered to recipients.

Checkpoints consist of reviewers (individual or groups) and/or the review device(s) that those reviewers use to view content. DDM enables you to insert one or more checkpoints into the delivery process for a package. Refer to *Chapter 10. “Managing Checkpoints”* for more information.
The following diagram illustrates the review process.

![Review Process Diagram]

When a checkpoint is associated with a package or recipient, DDM can send an e-mail notification to the reviewer(s) responsible for receiving the package content or its delivery to the recipient. This e-mail is sent only if a corresponding e-mail rule is created by the Airline Manager. Refer to *Understanding Event Types* in this chapter for more information about the events in DDM.

**Understanding the DDM Clients**

After a package is approved, the DDM server distributes it to the appropriate client (CDAD, CDAS, CDAF, CDAL, or CDAJ) that is installed on any EFB or other computer that is defined as a recipient for that package. The DDM clients are installed on the devices noted below. An airline may use any combination of DDM clients.

<table>
<thead>
<tr>
<th>DDM Clients</th>
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</thead>
<tbody>
<tr>
<td>Client</td>
</tr>
<tr>
<td>Content Delivery Agent for the Desktop (CDAD)</td>
</tr>
</tbody>
</table>
Understanding the Content Delivery Agent for the Flight Bag

CDAF is installed on Class 3 EFBs that are enabled for a Terminal Wireless LAN Unit (TWLU). CDAF interacts with other software installed on the EFB and with DDM to request, receive,
and manage packages and parts (LSAPs) extracted from them. The following diagram illustrates the CDAF process.
CDAF runs in the background and does not have a user interface. It is loaded onto the EFB as a Loadable Software Airplane Part (LSAP).

CDAF receives packages from the DDM server that are wrapped in 665 format, extracts LSAPs, and places them in a staging area on the EFB. Only those packages whose parts are not already loaded on the EFB are requested from the DDM server by CDAF.

The staging area stores the parts and their staging status. From the staging area, a mechanic loads only those parts that have a status of Complete onto the EFB. Parts with a status of Processing (set by CDAF during receiving, validating, and extracting LSAPs) cannot be loaded. Airline personnel can remove the parts from the staging area either using the EFB or DDM server. The DDM server provides a function to remove parts from the staging area. Based on a request from the DDM server, CDAF removes the LSAPs from the staging area.

CDAF only connects with DDM when the airplane on which the EFB resides is on the ground (indicated by Weight on Wheels [WOW]) and an established Internet connection exists to a TWLU. If the TWLU link is not available, CDAF will not communicate with DDM.

CDAF communicates to DDM which parts are staged or loaded on an EFB. This information displays in the Recipient Snapshot report. Refer to Chapter 15. “Managing Reports” for more information.

**Understanding the Content Delivery Agent for the Desktop**

CDAD is installed on your local desktop or any other computer that meets the hardware and software requirements. Typically, CDAD is used to transfer associated packages from the DDM server to a review device.

When a package is published and associated with a checkpoint that has review devices (running CDAD), the package is downloaded by CDAD to the review devices if the current date is between the package start and stop delivery dates. After reviewing the package on the devices, reviewers then log into DDM and approve or reject the package.

If a package is associated with a recipient, another review process follows based on the checkpoint associated with the recipient. This second checkpoint typically does not require the involvement of review devices. After the package is approved by both checkpoints, it is ready for delivery.
The following diagram illustrates the CDAD process, depicting both situations: on a review device and on a recipient.

When CDAD receives a package from DDM, it communicates a status back to DDM so that the Content Manager and Recipient Manager can determine the delivery status of the package as displayed on the DDM server. CDAD also displays a status of package delivery. Refer to the CDAD User’s Guide for more information.

Understanding the Content Delivery Agent for LoadStar

When you publish a package in DDM and that package passes through all checkpoints and is approved, the package is ready for delivery to all assigned recipients. If the package is intended for delivery to a Class 3 EFB that receives data via a PMAT or other device utilizing...
LoadStar,¹ the package can be downloaded by CDAL and automatically installed in LoadStar for delivery to all intended recipients (typically tails).

CDAL can reside on a workstation, PMAT, or other device that is connected to the Internet and is running the LoadStar application programming interface. LoadStar enables you to manage and track the configuration of all LSAPs on a recipient.

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¹LoadStar is an external application from Demo Systems, LLC.
The following diagram illustrates how a published package is received by CDAL and passed to LoadStar.
In DDM, each Proxy recipient is typically associated with one or more Tail recipients. Packages are associated with Tail recipients, but are not associated directly with any Proxy recipient. When CDAL (installed on a Proxy recipient) queries the DDM server about packages it needs to receive and install in LoadStar, DDM sends a list of packages associated with Tail recipients that, in turn, are associated with this Proxy recipient.

CDAL receives packages from DDM and stages 665-wrapped parts in the LoadStar library. A mechanic then uses LoadStar to load the parts onto the EFB. When CDAL receives a package from DDM, it communicates a status back to DDM so that the delivery status of the package displays on the DDM server. Refer to the CDAL User’s Guide for more information.

In addition to retrieving packages from DDM, CDAL also logs and displays messages and provides information about which tails are associated with which part.

**Understanding the Content Delivery Agent for the Server**

**NOTE**  CDAS was definitively pulled from the DDM 4.1 release in June 2007. However, this section was left intact for informational purposes.

The CDAS client enables a supplier company to deliver a package to an external consumer company’s DDM server. CDAS is installed on the consumer company’s DDM server. The consumer company installs one CDAS client for every supplier company that will deliver packages to the consumer company.

The supplier company publishes a package on their DDM server and associates it with a Server recipient where the CDAS client is installed. The CDAS client receives the incoming package and verifies that the supplier company is authorized to send packages to the consumer company. CDAS also verifies that the content type assigned to the incoming package exists on the consumer company’s DDM server. CDAS publishes the package on the consumer company’s server if the following conditions exist:

- The supplier company is authorized
- The content type exists on the consumer company’s server and is associated with the supplier company on the consumer company’s DDM server
- The package is not yet delivered by the supplier to the consumer

If verification is not obtained or errors occur, CDAS rejects the incoming package. Refer to the CDAS User’s Guide for more information.
The following diagram illustrates the package delivery process between supplier and consumer companies.
For instructions on how to create a Server recipient, refer to *Chapter 6. “Managing Recipients”* for more information.

**Understanding the Content Delivery Agent for Jeppesen**

Packages intended for delivery to a Class 1 and 2 EFB must pass through the CDAJ for delivery to all intended recipients. The CDAJ interacts with the Jeppesen Update Manager (JUM) on the EFB as well as the DDM system installed on the DDM server to request and receive content packages (media sets).

CDAJ polls the DDM server for packages and communicates to the JUM that packages are available for delivery. The JUM confers with the onboard data loader to determine what parts it requires and relays the required parts to the CDAJ. CDAJ downloads the relevant BOM packages from the DDM server and stages them in a shared directory for a Tail or Proxy recipient. The JUM then retrieves and consumes the packages, stages the parts, and loads the parts onto the data loader.

After CDAJ retrieves a published package from DDM, CDAJ communicates a status back to DDM that enables the user to determine the delivery status of the published package. CDAJ displays this same package delivery status. The user cannot change this status in either DDM or CDAJ.

In addition to receiving published packages from DDM, CDAJ logs, formats, and sends configuration information associated with packages downloaded from DDM and loaded on the data loader. CDAJ also provides information about which tails and parts are associated with a package. From the DDM server, users can then specify and generate reports for CDAJ activities.
The following diagram illustrates how a package is published to DDM, reviewed, received in CDAJ, passed to the JUM, and delivered to the EFB.
In addition to receiving published packages from DDM, CDAJ logs and displays messages associated with packages being downloaded from DDM and installed on the EFB. CDAJ also provides information about which tails and parts are associated with a package.

Understanding Recipients

A recipient is an entity that receives packages. Recipients are defined using a set of metadata provided by the system.

A CDA installed on a recipient receives packages from the DDM server and performs one of the following tasks, depending on the type of client:

- Installs the packages on a Class 3 EFB when running CDAF
- Installs the packages in LoadStar when running CDAL
- Downloads the packages to a specific directory when running CDAD
- Publishes the packages to another DDM server when running CDAS
- Installs the packages on a Class 1 or 2 EFB when running CDAJ

DDM enables the Recipient Manager and Airline Manager roles to create and manage three types of recipients: Tail, Proxy, and Basic. DDM also recognizes a fourth recipient type, Server. DDM creates this recipient type automatically when your DDM System Administrator creates partner companies for you. The following table defines these recipient types.

<table>
<thead>
<tr>
<th>Recipient Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tail</td>
<td>A recipient directly associated with an aircraft, such as a Boeing EFB Class 3 device. This recipient type can use the CDAF client to send packages to the Class 3 EFB or the CDAJ client to send packages to the Class 1 or 2 EFB. Refer to the CDAJ User’s Guide for more information about the CDAJ.</td>
</tr>
<tr>
<td>Proxy</td>
<td>A recipient used to deliver content to other Tail recipients. This recipient type uses the CDAL client to send packages to LoadStar, which is installed on the recipient. Refer to the CDAL User’s Guide for more information. This recipient type can also use the CDAJ client to send packages to the Class 1 or 2 EFB. Refer to the CDAJ User’s Guide for more information about the CDAJ.</td>
</tr>
<tr>
<td>Server</td>
<td>A recipient used to deliver content to another DDM server used at a consumer company. This recipient type uses the CDAS client to receive packages from one DDM server and publish them to another. Refer to the CDAS User’s Guide for more information.</td>
</tr>
</tbody>
</table>
### Recipient Types (continued)

<table>
<thead>
<tr>
<th>Recipient Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic</td>
<td>A recipient or review device that is not a Tail, Server, or Proxy, and includes EFB Class 1 or 2, as well as general purpose devices. Refer to the <em>CDAD User’s Guide</em> for more information.</td>
</tr>
</tbody>
</table>
Understanding the DDM Roles and Associated Functions

As a DDM user, you are assigned one or more roles that enable you to use specific DDM functions. Your assigned role(s) also determines the fields that display on the DDM pages. Your DDM System Administrator is responsible for assigning roles to users. The following table describes the available DDM roles.

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline Manager</td>
<td>Typically assigned to airline employees who administer an airline’s DDM configuration. This role also has access to most functions in DDM with the exception of archiving and approving/rejecting packages.</td>
</tr>
<tr>
<td>Content Manager</td>
<td>Typically assigned to airline employees who associate packages and recipients and manage content types.</td>
</tr>
<tr>
<td>Content Publisher</td>
<td>Typically assigned to airline employees who upload and publish packages in DDM.</td>
</tr>
<tr>
<td>System Administrator</td>
<td>Typically assigned to employees of a host company who administer an airline’s DDM configuration. This role has access to all functions in DDM. Anyone assigned this role assumes the title “DDM System Administrator.”</td>
</tr>
<tr>
<td>Review Manager</td>
<td>Typically assigned to airline employees who manage review groups and checkpoints.</td>
</tr>
<tr>
<td>Reviewer</td>
<td>Typically assigned to airline employees who review packages and approve or reject delivery of packages to a particular recipient. A reviewer can perform a review only as a checkpoint member, or as a member of a review group that in turn is a checkpoint member.</td>
</tr>
<tr>
<td>Recipient Manager</td>
<td>Typically assigned to airline employees who administer DDM recipients.</td>
</tr>
<tr>
<td>Archiver</td>
<td>Typically assigned to airline employees who are responsible for archiving and unarchiving package and recipient data. This role can also delete archived packages and recipients.</td>
</tr>
<tr>
<td>All roles</td>
<td>All roles can manage reports. All roles except the Reviewer can manage filters.</td>
</tr>
</tbody>
</table>
The following table describes the different DDM roles that can be assigned to users and the available functions per role. DDM roles display down the left side of the table; DDM functions display across the top of the table.

### DDM Role Permissions

<table>
<thead>
<tr>
<th>Role</th>
<th>Package Management</th>
<th>Recipient Management</th>
<th>Review Management</th>
<th>Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Publish Packages</td>
<td>Find a Package</td>
<td>Manage Packages</td>
<td>Manage Reports</td>
</tr>
<tr>
<td>Content Publisher</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Content Manager</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X X</td>
</tr>
<tr>
<td>Recipient Manager</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X X X X</td>
</tr>
<tr>
<td>Review Manager</td>
<td></td>
<td></td>
<td>X</td>
<td>X X</td>
</tr>
<tr>
<td>Reviewer</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Airline Manager</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X X X X X X X X X X</td>
</tr>
<tr>
<td>Archiver</td>
<td></td>
<td></td>
<td></td>
<td>X X</td>
</tr>
<tr>
<td>System Administrator$^a$</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

$^a$The System Administrator role is not available to your company. While this role is exclusive to Jeppesen, it is useful to understand that it exists.

In addition to the role permissions shown above, the following permissions must be set to access functions from within several DDM pages:

- To use the Power Publish option available on the Publish Packages page, you must be dually assigned the Content Publisher and Content Manager roles.
- To access the Assign Packages tab on the Manage Recipients page, you must be dually assigned the Recipient Manager and Content Manager roles.
- If you are dually assigned the Content Manager and Recipient Manager roles, you will have access to a set of links on both the Edit Multiple Packages and Edit Multiple Recipients pages; these links enable you to toggle back and forth between these two pages.
- If you are assigned the Recipient Manager role, but not the Content Manager role, the links between the Edit Multiple Packages and Edit Multiple Recipients pages do not display.
- To remove parts from staging, you must be assigned the Airline Manager or Content Manager role only.
The System Administrator has access to all functions; the Airline Manager has access to most functions with the exception of those related to approving/rejecting a package and archiving. All permissions are lost if the connection between the DDM server and the user administration tool is lost.
Understanding the Types of Data Available

The EFB is a piece of hardware (either portable or in the cockpit) on which data is installed. Using the EFB, a pilot can obtain data that can assist them during flight operations. The types of data that display on the EFB depend on the installed applications.

The following table describes the data that can display and corresponding applications installed on the EFB. All of these applications, their data, and configuration files can be delivered and staged on the EFB via DDM.

<table>
<thead>
<tr>
<th>Application</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport Moving Maps</td>
<td>Airport maps that help orient flight crews as to their location at a particular airport</td>
</tr>
<tr>
<td>EFB Document Browser</td>
<td>Important documents such as flight operations</td>
</tr>
<tr>
<td>Performance</td>
<td>Performance data for real-time calculations of takeoff and landing information</td>
</tr>
<tr>
<td>Terminal Charts</td>
<td>Terminal charts, including airport, airspace, departure, arrival, and approach charts, as well as NOTAMs</td>
</tr>
<tr>
<td>Video</td>
<td>Video files such as CAT configuration files or updates to video software</td>
</tr>
</tbody>
</table>
Understanding Task Processing in DDM

Many of the tasks you can perform in DDM depend on whether or not other tasks have already been performed in the application. The following table lists the tasks that must be completed before performing other tasks.

<table>
<thead>
<tr>
<th>In order to...</th>
<th>You must first...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publish a package</td>
<td>• Create a content type</td>
</tr>
</tbody>
</table>
| Deliver a package | • Publish a package  
• Create a checkpoint (to assign at the time of delivery)  
• Create a recipient (to assign via the checkpoint)  
  Optionally, you may want to create a review device (to assign at the time of delivery) |
| Find a package | • Publish a package  
• Create a recipient or review device  
  Optionally, you may want to:  
  • Create a delivered packages filter (to narrow search results)  
  • Create a recipient filter (to narrow search results) |
| Create a recipient | • Create a tail model (if creating a Tail recipient)  
• Create a tail engine (if creating a Tail recipient)  
  Optionally, you may want to:  
  • Create a checkpoint (to assign when creating the recipient)  
  • Publish a package (to assign when creating the recipient) |
| Archive a recipient | • Create a recipient |
| Delete a recipient | • Archive a recipient |
| Download an archived recipient file onto a desktop or other media | • Archive a recipient |
| Archive a package | • Publish a package |
| Delete a package | • Archive a package |
### Task Processing in DDM *(continued)*

<table>
<thead>
<tr>
<th>In order to…</th>
<th>You must first…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download an archived package file to a desktop or other media</td>
<td>• Archive a package</td>
</tr>
</tbody>
</table>
| Create a review device | • Create a tail model (if creating a Tail review device)  
  • Create a tail engine (if creating a Tail review device)  
  Optionally, you may want to:  
  • Publish a package (to assign when creating the review device) |
| Create an e-mail rule | • Create a content type (for certain e-mail rules)  
  • Create recipients (for certain e-mail rules) |
| Create a checkpoint | Optionally, you may want to create a review group. |
Viewing the Package Status in DDM

When you publish a package in DDM, the DDM server delivers the package to the DDM clients. While receiving a package, the DDM clients communicate a status back to DDM so that you can determine the delivery status of your published package. You cannot change this status. This delivery status displays in the Delivery Status column on the following pages:

- **Edit Package** page
  - **Assign Recipients** tab
  - **Assign Review Devices** tab
- **Edit Recipient** page
  - **Assign Packages** tab
- **Edit Review Device** page
  - **Assign Packages** tab
- **View Package** page
  - **View Assigned Recipients** tab
  - **View Assigned Review Devices** tab
- **View Recipient** page
  - **View Assigned Packages** tab
- **View Review Devices** page
  - **View Assigned Packages** tab

The following table describes the delivery statuses that can display on these pages/tabs.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blank (no status displays)</td>
<td>Indicates the package is not approved yet and cannot be delivered, or that it is not associated with this recipient or review device (if on an Edit page).</td>
</tr>
<tr>
<td>Available</td>
<td>Indicates the package is available for the CDA to receive.</td>
</tr>
</tbody>
</table>
### Delivery Statuses for Packages Published in DDM (continued)

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>&lt;%&gt;</code> Delivered as of <code>&lt;date&gt;</code></td>
<td>Indicates the package is in the process of being received by the CDA and shows what percentage of the package was received on the CDA.</td>
</tr>
<tr>
<td>Received on <code>&lt;time/date&gt;</code></td>
<td>Indicates the package was fully received and validated for integrity by the CDA. The specified date and time represent the date and time set on the server.</td>
</tr>
<tr>
<td>Served by <code>&lt;proxy name&gt;</code></td>
<td>Indicates the name of the Proxy to which the recipient is associated if the CDA of this recipient did not call DDM server directly.</td>
</tr>
</tbody>
</table>
Understanding DDM Reporting

DDM provides a robust reporting capability that enables you to create and run reports in order to analyze data and track the review process and content delivery. All roles can manage and generate reports.

Using DDM, you can create and save simple and complex queries that, when run, can generate customized reports. You can also create a report based on an existing filter.

If desired, you can view a DDM report on your computer screen, print a report, and/or export report content to a Microsoft Excel file. You can also view and edit existing reports.

Refer to Chapter 15. “Managing Reports” for information about the report types available in DDM and the process for generating and managing reports.
Understanding DDM Filtering

Filters enable you to control what information displays in the tables and on certain pages in DDM, thereby enabling you to access and view specific information. The Manage Filters function enables you to create and manage filters, as well as set default filters. You can create a filter for recipients, delivered packages, and published packages.

The following roles can create and manage filters:

- Content Publisher
- Content Manager
- Recipient Manager
- Review Manager
- Airline Manager
- Archiver

DDM enables you to create three types of filters: Recipient, Delivered Packages, and Published Packages. In addition, DDM provides a default Report filter, which you cannot modify. The Report filter enables you to filter the standard DDM reports that display when viewing current reports.

If desired, you can create a report in DDM based on the fields and conditions set up for an existing filter. You can then export the report results into Microsoft Excel and manipulate the report columns and resulting data as needed. This process can provide you with a robust reporting solution not available through conventional filtering and reporting.

Refer to Chapter 8. “Managing Filters” for additional information.
Understanding Event Types

An event type is a specific predefined event that occurs in DDM. An event type is used for auditing purposes and for creating e-mail rules; the e-mail rule defines who should receive an e-mail when the corresponding event occurs in DDM. When an event occurs, DDM automatically sends an e-mail according to the settings defined in the rule. If the e-mail rule is assigned a group of users, DDM sends an e-mail to all members belonging to the group informing them that the event occurred. If the event type is assigned to an individual e-mail address, DDM sends an e-mail to only that user.

The following table defines the event types used in DDM.

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Package Available for Delivery</td>
<td>This event occurs when a package is published to your company. This event also occurs for your non-hosted consumer companies when you publish to their CDAS.</td>
</tr>
</tbody>
</table>
| Package Determined Invalid  | This event can occur during package publishing using the browser, or a web service. A package can be rejected for any of the following reasons:  
  • The package does not pass the virus scan.  
  • The bom.xml is not compliant with BOM.DTD.  
  • The package is already published.  
  • Any exceptions occur during the validation process. |
| Publication Cancelled       | This event occurs when you click the Cancel and Remove File button on the Publish a Package or Power Publish pages. |
| Publication Completed       | This event occurs when either of the following events occur:  
  • A package is published using a web service.  
  • You click the Publish Now button on the Publish a Package or Power Publish page, the package is set in the content repository, and its metadata is stored in the database. |
| Package Content Auto Approved | This event occurs when any of the following events occur:  
  • You associated a package with an empty checkpoint.  
  • You edit a package checkpoint, so that it becomes empty before any checkpoint reviewer has a chance to approve or reject the package. |
### DDM Event Types (continued)

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Package Content Review Required</td>
<td>This event occurs when you associate a package with a checkpoint to which reviewers are assigned.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE</strong> During publishing, a checkpoint can be associated indirectly if a package is assigned a content type that is associated with a checkpoint.</td>
</tr>
<tr>
<td>Package Content Rejected</td>
<td>This event occurs when a reviewer associated with the package checkpoint rejects a package.</td>
</tr>
<tr>
<td>Package Content Approved by Reviewer</td>
<td>This event occurs when a reviewer associated with a package checkpoint approves a package.</td>
</tr>
<tr>
<td>Package Content Approved at Checkpoint</td>
<td>This event occurs after all members (reviewers and groups) from a package checkpoint approve a package, or when a package is approved by some reviewers, but is still pending at a package checkpoint, and the checkpoint reviewers that have not yet approved the package are removed. It also occurs when the event Package Content Auto Approved occurs.</td>
</tr>
<tr>
<td>Package Delivery Auto Approved</td>
<td>This event occurs if one of the following events occur:</td>
</tr>
<tr>
<td></td>
<td>• A package is approved while not associated with a recipient, then associated with a recipient that has a checkpoint with no reviewers</td>
</tr>
<tr>
<td></td>
<td>• An approved package is associated with a recipient that had no checkpoint, then the recipient is associated with a checkpoint with no reviewers</td>
</tr>
<tr>
<td></td>
<td>• An approved package was associated with a recipient that had a checkpoint containing a recipient or review device (so that the package was pending delivery approval), then the recipient checkpoint was edited and all reviewers were removed before they had a chance to approve the package delivery</td>
</tr>
<tr>
<td>Package Delivery Review Required</td>
<td>This event occurs when the following events occur:</td>
</tr>
<tr>
<td></td>
<td>• An approved package (content only) that is not associated with a recipient becomes associated with one that has a checkpoint with assigned reviewers</td>
</tr>
<tr>
<td></td>
<td>• An approved package (content only) is already associated with a recipient without a checkpoint, and that recipient then becomes associated with a checkpoint to which reviewers are assigned</td>
</tr>
<tr>
<td></td>
<td>• A package pending content approval was associated with a recipient that has a checkpoint with assigned reviewers, and then the package content was approved</td>
</tr>
</tbody>
</table>
### DDM Event Types (continued)

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Package Delivery Rejected</td>
<td>This event occurs when a reviewer from the recipient checkpoint rejects a package.</td>
</tr>
<tr>
<td>Package Delivery Approved by Reviewer</td>
<td>This event occurs when a reviewer approves a package at a recipient checkpoint.</td>
</tr>
<tr>
<td>Package Delivery Approved at Checkpoint</td>
<td>This event occurs when all members (reviewers and groups) from a recipient checkpoint approve a package delivery to this recipient. This event also occurs when the event Package Delivery Auto Approved occurs. When a package is pending at a recipient checkpoint, and the checkpoint reviewers that have not yet approved the package delivery are removed.</td>
</tr>
<tr>
<td>Part Stage Success</td>
<td>This event occurs when a part is successfully staged on the EFB by CDAF.</td>
</tr>
<tr>
<td>Part Stage Failure</td>
<td>This event occurs when a part cannot be successfully staged on the EFB by CDAF.</td>
</tr>
<tr>
<td>Part Removal Requested</td>
<td>This event occurs when you request to remove a part from an EFB staging area using the Remove Part from Staging function on the Deliver Packages page.</td>
</tr>
<tr>
<td>Part Removed Successfully</td>
<td>This event occurs when a part is successfully removed by CDAF from an EFB staging area using the Remove Part from Staging function, or using the Delete Part from Staging Area function on the EFB.</td>
</tr>
<tr>
<td>Part Removal Failure</td>
<td>This event occurs when a part cannot be successfully removed by CDAF from an EFB staging area using the Remove Part from Staging function, or using the Delete part from Staging Area function on the EFB.</td>
</tr>
<tr>
<td>Part Installed In Loadstar</td>
<td>This event occurs when a part is successfully installed on LoadStar by CDAL.</td>
</tr>
<tr>
<td>Part Installation in Loadstar Failed</td>
<td>This event occurs when a part cannot be successfully installed on LoadStar by CDAL.</td>
</tr>
</tbody>
</table>
Understanding the DDM Archival Process

DDM enables the Archiver role to archive, unarchive, and delete a package(s) and/or recipient(s). You can also download an archive.zip file from the DDM server to your computer.

The following subsections outline the archival process. Refer to Chapter 4, “Managing Packages” for information about archiving packages. Refer to Chapter 6, “Managing Recipients” for information about archiving recipients.

Understanding the Archive Process

The purpose of archiving a package or recipient is to remove package content or recipients and all associated metadata from the server so that disk space is used as efficiently as possible. Archived packages cannot be selected for delivery to recipients or review devices. Archived recipients cannot receive packages.

DDM archives packages and recipients to a predefined location.

Understanding the Unarchive Process

If needed, you can unarchive a package or recipient that was previously archived. Deleted packages or recipients cannot be unarchived.

After unarchiving a package, the package approval status changes to have no assigned checkpoint and no association with any recipients or review devices. After unarchiving a recipient, there is no association with any checkpoints or packages. The archive process removes all of the original associations with the package or recipients. You will need to re-establish these associations after you unarchive a package or recipient.

Understanding the archive.zip File Generated during an Archive

When you archive a package or recipient, DDM creates an archive.zip file that provides an audit trail for the package or recipient. This .zip file contains the package itself to support unarchiving a package. This audit trail contains the complete audit history for the package or recipient, including publication, review, approval, and anything else done to the package while it was in DDM. If desired, you can delete the .zip file or download the file to your computer.

Deleting a Package or Recipient

DDM does not delete archived packages or recipients from the database when you perform an archive. DDM only performs an actual deletion when you request the deletion, which results in
removing the package or recipient metadata from the database and, in the case of a package, removing it from the disk.

You should only delete an archived package or recipient if you are entirely sure that the package or recipient is no longer needed in DDM. Once deleted, an archived package or recipient cannot be unarchived and cannot be retrieved at a future date.
Understanding Package Formats

DDM uses specific package formats to wrap one or more parts into a package. A wrapped package is a package in which parts are included in a certain structure or format. DDM recognizes several types of package formats. Each package format is associated with a certain EFB class or aircraft type. The following table defines the package formats recognized by DDM.

<table>
<thead>
<tr>
<th>Package Formats</th>
<th>Recipient EFB Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill of Material (BOM)</td>
<td>Class 1 and Class 2 Jeppesen</td>
</tr>
<tr>
<td>ARINC 665-1</td>
<td>Class 3 Boeing BP0, BP1, BP2, BP3</td>
</tr>
<tr>
<td>ARINC 665-2</td>
<td>Class 3 Boeing BP0, BP1, BP2, BP3</td>
</tr>
<tr>
<td>ARINC 665-3</td>
<td>Class 3 Boeing BP0, BP1, BP2, BP3</td>
</tr>
</tbody>
</table>

DDM does not require that a package be wrapped if a package is being sent to the CDAD client. The package must, however, be zipped prior to being delivered to CDAD.

A package that does not comply with one of the formats listed above is identified in DDM as having a wrapping type of None.
BOM packages that are published in DDM must have a BOM.xml file that adheres to a specific XML format represented by the following BOM.dtd:

```xml
<?xml version='1.0' encoding='UTF-8'?>
<!ELEMENT BillOfMaterials   (package)>  
<!ELEMENT package           (metadata, parts?)>  
<!ATTLIST package
   id CDATA #REQUIRED
>
<!ELEMENT metadata          (name, description, stopDeliveryDate, replacementFor?)>  
<!ELEMENT name              (#PCDATA)>  
<!ELEMENT description       (#PCDATA)>  
<!ELEMENT stopDeliveryDate  (#PCDATA)>  
<!ELEMENT replacementFor    (#PCDATA)>  
<!ELEMENT parts             (part*)>  
<!ELEMENT part              (type, data?)>  
<!ATTLIST part
   id CDATA #REQUIRED
>
<!ELEMENT type              (#PCDATA)>  
<!ELEMENT data              (#PCDATA)>  
```

DDM imposes the following constraints on the values contained in the BOM.dtd:

- package id (interpreted by DDM as Package Name) cannot be longer than 25 characters
  - name (interpreted by DDM as Package Name) cannot be longer than 25 characters
  - description (interpreted in DDM as Package Description) cannot be longer than 256 characters
  - stopDeliveryDate (interpreted in DDM as Recommended Do Not Deliver After) must be in the format dd-MMM-yyyy and represent a date in the future
  - replacementFor (interpreted in DDM as Replaces Package Name) cannot be longer than 25 characters
- part id (interpreted in DDM as Part Number) cannot be longer than 16 characters
- type
- data
Understanding Loadable Software Airplane Parts

A Loadable Software Airplane Part (LSAP) is a component that is delivered to and loaded on an EFB to become part of the airplane’s configuration. An LSAP can be a configuration file, data file, or application. The following table describes the various types of LSAPs.

<table>
<thead>
<tr>
<th>LSAP</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration File</td>
<td>Describes how a component should be configured on an airplane. Configuration files determine the behavior of a system. A configuration file is generally created in the Common Administration Tool (CAT).</td>
</tr>
<tr>
<td>Data File</td>
<td>Consists of data being loaded to an airplane. A data file defines the data in a system.</td>
</tr>
<tr>
<td>Application</td>
<td>Represents a functional application that runs on a system within an airplane. Applications are created by the application’s author and converted into a LSAP, then packaged independently. Typically, they use the configuration file and data file LSAPs types loaded separately.</td>
</tr>
</tbody>
</table>

One or more LSAPs can be packaged and delivered simultaneously to an airplane using a package or media set. Packages and media sets can contain identical types of LSAPs; there are no restrictions to what types of LSAPs can be contained on a package or media set. The difference between a package and media set is that a package is always delivered electronically to an airplane; a media set is delivered using a type of media (such as a CD or disk) or electronically.

The Boeing EFB Class 3 uses ARINC 665-2 compliant part numbering for its LSAPs. Typically, you will build parts using configuration files to ensure that a part published to DDM is appropriately ARINC 665-wrapped.

The following table describes the application configuration files.

<table>
<thead>
<tr>
<th>Application</th>
<th>Configuration File</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport Moving Map</td>
<td>AM CUSTOMER CONFIG</td>
<td>Configuration file that is created using the CAT Airport Maps module</td>
</tr>
</tbody>
</table>

Proprietary and Confidential
### Description of Configuration Files (continued)

<table>
<thead>
<tr>
<th>Application</th>
<th>Configuration File</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Layout Files</td>
<td>SUPPLIER CONFIG</td>
<td>Configuration files created and installed by the manufacturer that define the type certification for the aircraft as it is delivered from Boeing. These parts are relatively small and unchanging and relate to the safety and airworthiness of the aircraft.</td>
</tr>
<tr>
<td>PART 25 LINUX</td>
<td></td>
<td>Configuration files created by the manufacturer for the Linux OS for each aircraft in the group for which configuration files are built.</td>
</tr>
<tr>
<td>PART 25 WINDOWS</td>
<td></td>
<td>Configuration files created by the manufacturer for the Windows OS for each aircraft in the group for which configuration files are built.</td>
</tr>
<tr>
<td>ADC CUSTOMER CONFIG</td>
<td></td>
<td>The Application Dispatch Controller (ADC) application is a controlling application for part 121 files and part 25 files which feeds information between the Windows and Linux operating systems. The ADC configuration files are read-only files that contain the type of EFB, kind of plane, and EFB configuration. The ADC configuration files help define how the EFB appears when it is activated. These files are created for all aircraft.</td>
</tr>
<tr>
<td>PART 121 LINUX</td>
<td></td>
<td>Configuration files created by the airline for the Linux OS for each aircraft in the group for which configuration files are built.</td>
</tr>
<tr>
<td>PART 121 WINDOWS</td>
<td></td>
<td>Configuration files created by the airline for the Windows OS for each aircraft in the group for which configuration files are built.</td>
</tr>
<tr>
<td>EFB Document Browser</td>
<td>EDOCS APPCONFIG</td>
<td>Configuration files that are created in CAT using the EFB Document Browser module.</td>
</tr>
<tr>
<td></td>
<td>EDOCS SETCONFIG</td>
<td>Dataset configuration files that are created using the CAT EFB Document Browser module.</td>
</tr>
</tbody>
</table>
# Description of Configuration Files (continued)

<table>
<thead>
<tr>
<th>Application</th>
<th>Configuration File</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance</td>
<td>GRP PERF PERF</td>
<td>Takeoff and landing performance database files.</td>
</tr>
<tr>
<td></td>
<td>GRP PERF POLICY</td>
<td>Policy database files containing performance calculations and data presentation.</td>
</tr>
<tr>
<td></td>
<td>GRP PERF AIRPORT</td>
<td>Airport database files containing airport and runway characteristics.</td>
</tr>
<tr>
<td></td>
<td>GRP PERF DDG</td>
<td>Database files containing the settings and corrections required for applying performance penalties resulting from selected MEL and CDL items.</td>
</tr>
<tr>
<td></td>
<td>GRP PERF CONFIG</td>
<td>Files containing application configuration information, such as directory paths, interface layout, and print formatting.</td>
</tr>
<tr>
<td>Terminal Chart</td>
<td>TERM CHARTS</td>
<td>Configuration files that is created using the CAT TerminalCharts module.</td>
</tr>
<tr>
<td></td>
<td>CUST CONFIC</td>
<td></td>
</tr>
</tbody>
</table>
CHAPTER 3

Getting Started

This chapter covers the following topics:

- Overview
- Logging into DDM
- Understanding the DDM Page Conventions
- Understanding the Navigation Menu
- Sorting Data in a Table
- Setting Up DDM for Initial Use
- Determine your business requirements for reviewing content delivered using DDM.
- Getting Help
- Exiting DDM
Overview

DDM is a web-based application that you can access from a browser window. To use DDM, you need to set up the application for proper use. The process of setting up DDM involves specifying information about:

- Aircraft (as explained in Chapter 11. “Managing Tail Models” and Chapter 12. “Managing Tail Engines”)
- Recipients (as explained in Chapter 6. “Managing Recipients”)
- Checkpoints (as explained in Chapter 10. “Managing Checkpoints”)
- Content types (as explained in Chapter 9. “Managing Content Types”)


Logging into DDM

To log into DDM, the DDM application must already be configured, the DDM server must be connected to the user administration tool, and the user profiles must be defined. If the connection between the DDM server and the user administration tool fails, contact your DDM System Administrator to correct the administrative credentials set during installation.

To start DDM, perform the following steps:

1. Open a browser window.

   The Jeppesen.com Login page displays similar to the following:
3. Under “Sign In” in the left navigation area, click on **Login**. The **Secure Login** page displays similar to the following:

4. In the **User Name** field, type your user login name.

5. In the **Password** field, type your password.

**NOTE** Contact your DDM System Administrator if you need help with your user name or password.
6. Click the **Log in** button.

   The *Jeppesen Welcome* page displays similar to the following:
7. Click the **Launch DDM** link.

The *DDM Home* page displays similar to the following:

![DDM Home Page](image)

**NOTE** The information that displays on this page depends on your assigned role(s). You may or may not see all of the information that displays in the previous figure. Association between DDM roles and user groups in the user administration tool can be established by the DDM System Administrator only. If no DDM role is assigned to any of the user groups to which you belong, you will only see the Manage Reports function in the navigation menu.

8. Click the menu links located in the left navigation area to access the DDM functions assigned to your role.

**NOTE** Refer to *Chapter 2. “Understanding DDM”* for information about the DDM functions assigned to your role.
Understanding the DDM Page Conventions

Every page in DDM adheres to the following conventions:

- The Welcome text indicates the name of the user who is currently logged in, their airline, and the airline’s three-letter company code.
- The Home link displays the DDM Home page.
- The Exit link closes your session and closes the browser window.
- The Help link provides you with online access to the DDM User’s Guide.
- The About link provides you with information about the current DDM version and its components.
- Required fields are marked with an asterisk (*).
- Sortable columns display white underlined text headings.
- Live links that take you to another page or tab display in red underlined text.
- The Navigation menu provides access to authorized DDM functions.
- Scrollbars enable you to view all data on a page.
- Buttons enable you to navigate and perform tasks.
- Checkboxes enable you to select one or more items.
- Radio buttons allow you to select one item only from a list of two or more items.
- Tabs group similar information together.
- Drop-down lists provide alphabetical or alphanumeric lists of available selections that exist in DDM.

1. Depending on how your account has been set up, your name may be your role. For example, if your first name has been set up as “Content” and your last name has been set up as “Publisher,” the welcome text will display “Welcome Content Publisher from...”
The following figure illustrates many of these conventions.

**NOTE** If you are working in the Package Management pages, and you click the package name, the resulting page will most often display a "Return to..." link that enables you to return to the previous page. Jeppesen recommends using this "Return to..." link instead of using the browser’s Back button.
The following figure illustrates the “Return to...” link.
Understanding the DDM Home Page

The DDM Home page is the first page that displays after launching DDM. This page displays graphics that represent the primary processes required to publish and deliver a package in DDM. This page can be accessed by clicking the Home link in the top-left corner of any page. The following figure illustrates the DDM Home page.

Each graphic on the DDM Home page is a hyperlink that, when clicked, provides detailed information about the corresponding process. For example, clicking the Deliver graphic...
expands the graphic to display details about setting up packages for delivery. The following figure illustrates this example.
Understanding the Navigation Menu

DDM contains a navigation menu that provides access to the functions available for your assigned role(s). The navigation menu displays along the left edge of all pages in DDM. The following figure illustrates an example of the navigation menu.

Sample Navigation Menu
The following table describes the functions in the navigation menu.

### Functions in the DDM Navigation Menu

<table>
<thead>
<tr>
<th>Function/Option</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Package Management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Publish Packages</td>
<td>• Content Publisher</td>
<td>• Upload a package on the DDM server</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td>• Define the properties of a package</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivered Packages</td>
<td>• Content Manager</td>
<td>• Assign recipients and review devices for package delivery</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td>• Add comments to a package</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Assign a checkpoint to the package</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Assign start and stop delivery dates</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• View package delivery status</td>
</tr>
<tr>
<td>Approve/Reject Packages</td>
<td>• Reviewer</td>
<td>• Approve or reject package content or package delivery to particular recipients</td>
</tr>
<tr>
<td>Find a Package</td>
<td>• Recipient Manager</td>
<td>• Find out whether or not a package can be delivered to a recipient or review device; if not, determine the reason why</td>
</tr>
<tr>
<td></td>
<td>• Reviewer</td>
<td>• Airline Manager</td>
</tr>
<tr>
<td></td>
<td>• Content Manager</td>
<td>• Content Manager</td>
</tr>
<tr>
<td>Archive Packages</td>
<td>• Archiver</td>
<td>• Archive a package on the DDM server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Unarchive a package from the DDM server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Delete a package that was archived on the DDM server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Retrieve an archive .zip file of an archived package</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Delete an archive .zip file</td>
</tr>
<tr>
<td>Recipient Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage Recipients</td>
<td>• Recipient Manager</td>
<td>• Recipient Manager</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td>• Create a recipient</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Edit an existing recipient</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• View information about an existing recipient</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Unregister a recipient</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Delete a recipient</td>
</tr>
<tr>
<td>Archive Recipients</td>
<td>• Archiver</td>
<td>• Archiver</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Archive a recipient on the DDM server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Unarchive a recipient from the DDM server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Delete a recipient that was archived on the DDM server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Retrieve an archive .zip file for an archived recipient</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Delete an archive .zip file</td>
</tr>
</tbody>
</table>
## Functions in the DDM Navigation Menu (continued)

<table>
<thead>
<tr>
<th>Function/Option</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage Review Groups</td>
<td>• Review Manager</td>
<td>• Create a review group and assign one or more reviewers to the group</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td>• Define the approval criteria for each group</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Edit review group assignments</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• View information about a review group</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Delete a review group</td>
</tr>
<tr>
<td>Manage Review Devices</td>
<td>• Recipient Manager</td>
<td>• Create and manage which computers are used to review packages for quality of content</td>
</tr>
<tr>
<td></td>
<td>• Review Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td></td>
</tr>
<tr>
<td>Manage Checkpoints</td>
<td>• Review Manager</td>
<td>• Create and manage inspection points at which reviewers and review devices are assigned; used to review and either approve or reject a package prior to delivery</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td></td>
</tr>
<tr>
<td>Administration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage Content Types</td>
<td>• Content Manager</td>
<td>• Create and manage content types to help organize and describe packages before they are delivered to recipients, and to automate package checkpoint assignment</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td></td>
</tr>
<tr>
<td>Manage Certificates</td>
<td>• Airline Manager</td>
<td>• Upload static identity certificates from the EFB to the DDM database</td>
</tr>
<tr>
<td>Manage Tail Models</td>
<td>• Recipient Manager</td>
<td>• Create and manage major models and minor models for tail recipients</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td></td>
</tr>
<tr>
<td>Manage Tail Engines</td>
<td>• Recipient Manager</td>
<td>• Create and manage tail engines for tail recipients</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td></td>
</tr>
<tr>
<td>Manage E-mail Rules</td>
<td>• Airline Manager</td>
<td>• Create and manage rules that define who should receive e-mails about certain events</td>
</tr>
<tr>
<td>Manage Filters</td>
<td>• Content Publisher</td>
<td>• Create and manage filter rules by specifying the filtering values that are available when viewing information about recipients, published packages, and delivered packages</td>
</tr>
<tr>
<td></td>
<td>• Content Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Recipient Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Review Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Archiver</td>
<td></td>
</tr>
</tbody>
</table>
## Functions in the DDM Navigation Menu  (continued)

<table>
<thead>
<tr>
<th>Function/Option</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Reports</td>
<td>• Content Publisher</td>
<td>• Generate and print reports</td>
</tr>
<tr>
<td></td>
<td>• Content Manager</td>
<td>• Export reports to Excel spreadsheet</td>
</tr>
<tr>
<td></td>
<td>• Recipient Manager</td>
<td>• Delete reports</td>
</tr>
<tr>
<td></td>
<td>• Review Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Reviewer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Archiver</td>
<td></td>
</tr>
</tbody>
</table>
Sorting Data in a Table

Some columns in DDM tables enable you to sort the table content. The ability to sort by column content is indicated by column headings with white underlined text. DDM indicates which column is being used to sort data by displaying a small white arrow in the column header. An arrow pointing up indicates ascending order (A, B, C or 1, 2, 3); an arrow pointing down indicates descending order (C, B, A or 3, 2, 1). Numerical data takes priority over alphabetical data. The following figure illustrates a sample page where the table is being sorted by the **Package Name** column.

![Sample Column Sorted in Ascending Order](image)

To toggle between ascending and descending order, click the column header to display the desired order. When you click a column header, the position of the white arrow changes to the opposite position. To sort table data using a different column, click the desired column header.
Navigating through Multiple Rows of Table Data

While using DDM, you may encounter tables containing multiple rows of data that display beyond the bottom of the page. You may need to navigate through the rows of data to see all of the information available. DDM displays multiple rows of table data using either multiple pages of data or scrollable lists.

Viewing Multiple Pages of Data

When appropriate, DDM displays rows of table data on multiple pages containing 20 rows on each page. The bottom of the table contains links that enable you to select a specific page, the previous page, or the next page. The following example illustrates how DDM uses multiple pages to display data.

Sample of Multiple Pages of Table Data
Viewing Data in a Scrolling List

Often, DDM displays a vertical scrollbar in a table that enables you to navigate up and down through the rows of data. Generally, a vertical scrollbar displays if you can select one or more rows of data from the table. A horizontal scrollbar may also display if you can view data beyond the right edge of the page.

The following example illustrates scrollbars in a table with multiple rows of data.

**Example of a Scrollbar in a Table**

**NOTE** Some DDM pages enable you to filter the data that displays in a table, thereby allowing you to manage the length of a table. Refer to *Chapter 8. “Managing Filters”* for more information.
Setting Up DDM for Initial Use

Preparing to use DDM involves establishing your business practices, setting up your airline’s review processes, and then setting up DDM itself. Some tasks can be performed at your discretion without using DDM, while other tasks must be performed in DDM. Tasks that must be performed inside DDM are followed by a specific chapter reference. The following list outlines the recommended order in which to set up DDM for maximum efficiency:

1. Determine your business requirements for reviewing content delivered using DDM.

2. Specify your fleet information in DDM:
   - Create new tail models (see Chapter 11, “Managing Tail Models”)
   - Create new tail engines (see Chapter 12, “Managing Tail Engines”)

3. Determine business requirements for reviewing delivery of approved content to certain recipients.

4. Set up your review process in DDM:
   - Associate user groups with the Reviewer role
   - Create review groups (see Chapter 6, “Managing Review Groups”)
   - Create review devices (see Chapter 7, “Managing Review Devices”)
   - Create checkpoints (see Chapter 8, “Managing Checkpoints”)

5. Prepare for the delivery process in DDM:
   - Create content types (see Chapter 9, “Managing Content Types”)
   - Create recipients (see Chapter 5, “Managing Recipients”)
   - Create e-mail rules (see Chapter 13, “Managing E-mail Rules”)

6. Install the CDA on the review device(s).

After completing these tasks, you are ready to publish and deliver packages.
Determining Review Process Requirements

Before you create checkpoints, carefully consider your business requirements for reviewing content that will be delivered using DDM. Some questions to consider are:

- Who will you receive content from? Does all of the content you receive come from internal company resources, or are there outside companies publishing content as well?
- What do you know about the QA processes the content goes through before it reaches your DDM server? Do you trust the quality and validity of the content?
- If you want to review content before delivering it to recipients, what are you reviewing it for? Are you looking for certificates showing compliance with industry standards? Do you want to load content onto a machine and thoroughly examine it before delivering it to the rest of the company?
- How do your reviewers need to be organized and assigned to checkpoints? Do you have one group of people that can review content for the entire company? Do different types of content require different groups of people to review the content? Is there a specific group of people for every tail in your fleet that should be responsible for reviewing all content before it is loaded to those tails?

Questions such as these should help you determine the following about your review process requirements:

- At what level you need to implement checkpoints (the package level, recipient level, both levels, or neither level)
- How checkpoints should be organized in terms of the people who need to review content at each checkpoint. That is, whether or not you need one or two general checkpoints that can approve all of the incoming content, or if the reviewers need to be organized into many different checkpoints based on different content types and/or recipients.

Preparing for and Creating Checkpoints

After determining your requirements for the overall review process, the Airline Manager role should create the checkpoints that will be used in the review process. Checkpoints consist of three basic elements:

- A unique, user-defined name that reflects the purpose of the checkpoint
- A list of reviewers or review groups who are responsible for approving or rejecting content that comes through the checkpoint
- A list of review devices to which the content should be delivered so that reviewers can examine the content and make a judgment on its validity
Creating a checkpoint often requires some preparation. A typical process for preparing for and creating a checkpoint would proceed as follows:

1. Identify the checkpoint to be created.
   Is this a checkpoint for a particular package or type of content? Or, is it a checkpoint for a recipient or type of recipient? Or, is it for something more general?

2. Create review groups, if needed.
   If desired, you can organize the reviewers into review groups. Review groups are logical groupings of reviewers that are governed by an approval rule which may be one of the following:
   - **All** reviewers in a group must approve content before it is delivered
   - **Any one** reviewer in a group must approve content before it is delivered

   Review groups are an optional convenience mechanism and are not required. However, they provide a great deal of control and flexibility when encountered with situations such as:
   - A company has three managers in charge of content management. At least one of these managers must approve every package that comes through the system. Create a review group with these three managers, and give the group an "any one" rule. This group can then be inserted into all checkpoints.
   - A company has a set of five senior engineers in charge of content delivered to their 777 tails. Each engineer must review and approve content before it is loaded to any 777. Create a review group with these five users and give the group an "all" rule. This group can then be inserted into all recipient checkpoints that are assigned to 777 tails.

3. Create review devices, if needed.
   For this checkpoint, will the reviewers need to have the content packages on their computer in order to examine and validate them? If so, create a review device for every
machine that needs to have the content for review purposes. Some examples of review devices include:

- A reviewer’s laptop loaded with EFB Class 1 software that is used to conduct content reviews for all EFB Class 1 recipients in the company.

- A desktop computer situated in a computer lab that is shared by multiple reviewers. All content needing review is sent to this machine, and reviewers can take a look at the content when the machine is available.

- A test airplane or airplane simulator equipped with an EFB Class 3 device that receives all content packages before they are delivered to other tails. Content is installed and reviewed on this device, then delivered to real tails once it is approved.

Review devices can be:

- Tails
- Basic devices such as laptops, desktops, and so forth

4. Create the checkpoint.

After creating the necessary review groups and review devices, you can create the actual checkpoint within DDM.

**NOTE** Checkpoints associated with recipients typically do not need to have review devices.

---

**Adding Checkpoints to the Delivery Process**

After creating checkpoints, you can assign them to any new or existing recipients and packages in DDM. You can also assign them to content types.

**Adding Package Checkpoints**

When a new package is published, it can be assigned a checkpoint. Checkpoints can also be assigned to content types. In this case, the type of content in the package determines a checkpoint that will be automatically assigned to the package. After package content is approved at a package checkpoint, the corresponding recipient checkpoint must approve the package delivery to the recipient before it can be delivered.
Adding Recipient Checkpoints

When a recipient is created or modified, you can add or change the associated checkpoint. After assigning a checkpoint to a recipient, all packages that are sent to the recipient will be required to clear the checkpoint before being delivered to the recipient.

NOTE The recipient checkpoint review starts only after the package checkpoint has approved the package content.

Assigning Content Types

When you publish a package, you are required to assign a content type to the package. A content type describes the contents of a package, enabling you to better organize packages before they are delivered to recipients or consumer companies. Packages cannot be published unless they are assigned a content type.

When you create a content type, you can specify the associated checkpoint. Thus, whenever you assign a content type to a package, the associated checkpoint, if any, is also assigned.

If needed, you can change an automatically assigned checkpoint (based on content type) to any other checkpoint. See Chapter 8, “Managing Checkpoints” for more information.
Getting Help

All DDM pages display a Help link that provides you with quick access to this DDM ASP User’s Guide in PDF format. You must have Adobe Acrobat Reader\(^1\) installed on your computer to view the DDM ASP User’s Guide in PDF format.

When accessing Help, you can browse through the user’s guide or save the user’s guide to your computer.

The following example illustrates the location of the Help link.

Help Link

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\(^1\)http://www.adobe.com/products/acrobat/readstep2.html
Exiting DDM

To exit DDM, select **Exit** from the **File** menu. Or, click the **Exit** link above the left navigation area. The following example illustrates the **Exit** link.
CHAPTER 4

Managing Packages

This chapter covers the following topics:

• Overview
• Understanding DDM Functions Used to Publish and Manage a Package
• Naming a Package
• Assigning Checkpoints, Recipients, and/or Review Devices to a Published Package
• Publishing a Package
• Using Power Publish to Publish a Package
• Viewing a Published Package
• Editing Properties for a Published Package
• Viewing Package Delivery Properties
• Editing Delivery Properties for a Package
• Removing Parts from the Delivery Staging Area
• Approving or Rejecting a Package
• Finding a Package
• Archiving a Package
• Unarchiving a Package
• Deleting an Archived Package
• Downloading an archive.zip File for an Archived Package
• Deleting an archive.zip File for a Package
Overview

A *package* is a zipped file that contains data that has been successfully processed and imported into DDM for delivery to a recipient(s). Packages contain individual product components and other auxiliary components that support the receiving class of EFB(s). Some examples of package content are data, software, and configuration files.
Understanding DDM Functions Used to Publish and Manage a Package

DDM provides the following functions that support the process of publishing and managing a package. The functions available to you depend on your assigned role(s).

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publish Packages</td>
<td>• Upload a package onto the DDM server&lt;br&gt;• Edit the properties for a published package</td>
</tr>
<tr>
<td>Deliver Packages</td>
<td>• Assign delivery properties for a package such as delivery dates, recipients, and review devices&lt;br&gt;• Remove parts from staging area of EFB class 3</td>
</tr>
<tr>
<td>Approve/Reject a Package</td>
<td>• Approve or reject package content and/or delivery of that package</td>
</tr>
<tr>
<td>Find a Package</td>
<td>• Search for a published package to determine whether or not it can be delivered&lt;br&gt;• If not, determine why</td>
</tr>
<tr>
<td>Archive Packages</td>
<td>• Archive and unarchive a package&lt;br&gt;• Delete an archived package&lt;br&gt;• Download an archive.zip file for an archived package&lt;br&gt;• Delete an archive.zip file for an archived package&lt;br&gt;• Delete archive.zip file</td>
</tr>
</tbody>
</table>

The following figure illustrates the areas in the package delivery process related to the functions used to manage packages.
Areas Related to Functions used to Manage Packages
The numbered steps in the previous figure represent the following tasks and functions:

- **Step 1**: A Publisher uploads a package onto the DDM server from an external source. The Publisher uses the Publish Packages function to perform this step.

- **Step 2**: A Publisher assigns package properties to the package that was uploaded onto the DDM server. The Publisher uses the Publish Packages function to name the package, assign a content type, and specify recommended start and end dates for delivery.

- **Step 3**: The Content Manager or Recipient Manager uses the Deliver Packages function to assign a recipient and/or review device, checkpoint, and start delivery date to a package.

- **Step 4**: The package moves through the delivery process where the DDM server identifies whether or not the package is assigned a checkpoint. If no, the package remains idle on the server until a checkpoint is assigned or the package is archived. If yes, the package progresses to Step 5.

- **Step 5**: The DDM server identifies whether or not the package is assigned a Reviewer(s). If no, the package becomes automatically approved (AutoApprove) and progresses to Step 6. If yes, the package proceeds to step 6.

- **Step 6**: The DDM server sends an e-mail to the associated Reviewer(s). The Reviewer(s) uses the Approve/Reject Packages function to either approve or reject the package. If approved, the package progresses to Step 7. If the package must be reviewed by another Reviewer, the package returns to Step 5. If rejected, the package delivery process ends.

- **Step 7**: The DDM server delivers an approved package to the assigned recipient using the Deliver Packages function.

- **Step 8**: The recipient returns a status of package delivery to the DDM server.
Naming a Package

DDM only uses package names that are all upper-case characters. If you publish a package using lower-case characters in the package name, DDM converts the lower-case characters to upper-case.

DDM does not allow users in the same company to publish multiple packages using duplicate package names. In addition, users in the same company cannot publish a package more than one time and use the same package name. Archived packages cannot be deleted and republished using the original package name. Names used for packages cannot be reused.

BOM and 665-wrapped packages carry the package name inside the file. These package names are preserved in DDM as read only.

Unwrapped packages can be named in DDM during publishing. For convenience, DDM prepopulates the package name on the Publish a Package page based on the zip file name. The publisher can modify this name, if needed, before completing the publication process.
Publishing a Package

The Publish Packages function is used to send a .zip file to the DDM server. The process of publishing a package merely uploads a file onto the DDM server; no delivery information, such as the recipients to whom the package should be delivered, is specified. You can assign recipient information at a later time using the Deliver Packages or Manage Recipients function.

The Content Publisher and Airline Manager roles can publish a package.

Prior to publishing a package, you must create the appropriate content type for the package. Refer to Chapter 9. “Managing Content Types” for more information.

The process for publishing a package includes the tasks shown in the following figure.

![Process for Publishing a Package](image)
To publish a package, perform the following steps:

1. Under the Package Management option in the left navigation area, click the Publish Packages function.

   The Publish Packages page displays similar to the following example.

   ![Publish Packages Page](image)

2. If needed, click the down-arrow button in the Published Packages Filter field and select the desired filtering option.

   The data in the table changes to match the selected filter.

   **NOTE** The filter must exist in DDM in order to display as a Published Packages filter. Filters available in the Published Packages Filter field are created using the Manage Filters function. See Chapter 14, “Managing Filters” for information about creating or editing a filter.
3. Click the **Publish a Package** button.

   Step 1 on the *Publish a Package* page displays similar to the following example.

   ![Publish a Package Page (Step 1: Select File)](image)

   **NOTE** If the virus scanner function is not enabled, a message displays as shown in the sample page above. This message will not interfere with publishing a package. Contact your DDM System Administrator for more information.

4. To select the package to publish, use one of the following methods:

   - Click the down-arrow button in the **Select Uploaded File** field and select a package that was already uploaded onto the DDM server (for example, by using FTP or by clicking the **Publish Later** button in a previous session), or;
   
   - In the **Find New File** field, type the path where the package resides, or;
   
   - Click the **Browse** button, select the file to upload, and click the **Open** button on the popup window that displays.

   **NOTE** The package must be in .zip file format.
5. Click the **Continue** button.

Step 2 on the *Publish a Package* page displays similar to the following example. By default, the **Define Properties** tab displays.

6. If the package is not wrapped, type a new name in the **Package Name** field. For unwrapped packages, this field defaults to the name of the zip file being published. This field is required.

   **NOTE** If the package is wrapped, the **Package Name** field is set inside the zip file and is read-only.

   **NOTE** Although you can type both upper and lowercase letters in the **Package Name** field, DDM converts the package name to all uppercase letters. See *Naming a Package* in this chapter for more information.

7. If desired, type a description of the package in the **Description** field.
8. Click the down-arrow button in the **Content Type** field and select a package content type. This field is required.

**NOTE** If the selected content type has an associated checkpoint, the checkpoint becomes automatically selected in the Package Checkpoint drop-down list.

**NOTE** The content types available in the **Content Type** field are created using the Manage Content Types function. Refer to *Chapter 9. “Managing Content Types”* for information about creating a content type.

9. If applicable, type the name of the package that this package replaces in the **Replaces Package** field.

This field is required and defaults to **NONE**.

**NOTE** For a BOM-wrapped package, the **Replaces Package** field is specified in the BOM.xml file and is display only.

10. In the **Recommended Start Delivery** field, type the date to make the package available for delivery to recipients.

    The date specified must be equal to or greater than the current date. The default in this field is the current date. The format for this field is **DD-MMM-YYYY**.

    **IMPORTANT** When entering any date value, use the calendar icon ( ).

    Entering the date manually in the text field may cause errors.
11. In the **Recommended Do Not Deliver After** field, type the date after which to stop delivery of the package through DDM. The date specified must occur after the date specified in the **Recommended Start Delivery Date** field. The format for this field is DD-MMM-YYYY.

**IMPORTANT**
When entering any date value, use the calendar icon ( ).
Entering the date manually in the text field may cause errors.

**NOTE**
For a BOM-wrapped package, the **Recommended Do Not Deliver After** field is pre-populated with the date specified in the BOM.xml file.

12. Click on the **Publish To** tab.
The **Publish To** tab displays similar to the following example.

**Publish To Tab on the Publish a Package Page (Step 2: Define Properties)**
This tab lists all of the companies to which the publisher can publish the package. At the very least, this page lists the publishing company itself. When the content type for this package is selected, this tab shows all of the companies that share this content type.

13. Click the check box(es) for the company or companies to which you want to publish the package.
14. Click one of the following buttons:

- Click the **Publish Now** button to immediately publish the package.
- Click the **Publish Later** button to save the package on the DDM server, so that you can define its properties later by selecting it using the Select Uploaded File option; clicking this button does not publish the package.

**NOTE** If you click the **Cancel and Remove File** button, the package is not published and is not saved on the DDM server.
Using Power Publish to Publish a Package

Users assigned both the Content Publisher and Content Manager roles can use the Power Publish option available in the Publish Packages function. The Power Publish option enables you to publish packages and assign recipients and review devices in one step. The process for using the Power Publish option includes the steps shown in the following figure.

To publish a package using the Power Publish option, perform the following steps:

1. Under the Package Management option in the left navigation area, click the Publish Packages function.

   The Publish Packages page displays similar to the following example.
2. Click the **Power Publish** button.

   Step 1 on the *Publish a Package* page displays similar to the following example.

   ![Publish a Package Page (Step 1: Select File)](image)

   **NOTE** If the virus scanner function is not enabled, a message displays as shown in the sample page above. This message will not interfere with publishing a package. Contact your DDM System Administrator for more information.

3. To select the file to publish, use **one** of the following methods:

   - Click the down-arrow button in the **Select Uploaded File** field and select a zipped file that has already been loaded to the DDM server (for example, by using FTP).

   - In the **or Find New File** field, type the path where the package resides.

   - Click the **Browse** button, select the file to upload, and click the **Open** button on the popup window that displays.

   **NOTE** The package must be in .zip file format.
4. Click the **Continue** button.

The **Power Publish** page displays similar to the following example. By default, the **Define Properties** tab displays.

5. If the package is not wrapped, type a new name in the **Package Name** field. For unwrapped packages, this field defaults to the name of the zip file being published. This field is required.

   **NOTE** If the package is wrapped, the **Package Name** field is set inside the zip file and is read-only.

   **NOTE** Although you can type both upper and lowercase letters in the **Package Name** field, DDM converts the package name to all uppercase letters. See **Naming a Package** in this chapter for more information.

6. If desired, type a description of the package in the **Description** field.
7. Click the down-arrow button in the **Content Type** field and select a package content type. This field is required.

**NOTE** If the selected content type has an associated checkpoint, the checkpoint becomes automatically selected in the Package Checkpoint drop-down list.

**NOTE** The content types available in the **Content Type** field are created using the Manage Content Types function. Refer to *Chapter 9. “Managing Content Types”* for information about creating a content type.

8. If applicable, type the name of the package that this package replaces in the **Replaces Package** field.

   This field is required and defaults to **NONE**.

   **NOTE** For a BOM-wrapped package, the **Replaces Package** field is specified in the BOM.xml file and is display only.

9. If needed, click the down-arrow button in the **Package Checkpoint** field and select the appropriate checkpoint for the package. Because only an approved package can be delivered and the package can only be approved if it has an assigned checkpoint, this selection is required if the package eventually has to be delivered to a recipient(s).

   **NOTE** The checkpoints available in the **Package Checkpoint** field are created using the Manage Checkpoints function. Refer to *Chapter 10. “Managing Checkpoints”* for information about creating or changing checkpoints.

10. In the **Recommended Start Delivery** field, type the date to make the package available for delivery to recipients.

    The date specified must be equal to or greater than the current date. The default in this field is the current date. The format for this field is DD-MMM-YYYY.

    **IMPORTANT** When entering any date value, use the calendar icon ( ).

    Entering the date manually in the text field may cause errors.
11. In the **Recommended Do Not Deliver After** field, type the date after which to stop delivery of the package through DDM. The date specified must occur after the date specified in the **Recommended Start Delivery Date** field. The format for this field is DD-MMM-YYYY. If this date is not set, the package never expires.

**IMPORTANT** When entering any date value, use the calendar icon ( ). Entering the date manually in the text field may cause errors.

**NOTE** For a BOM package, the **Recommended Do Not Deliver After** field is pre-populated with the date specified in the BOM.xml file.

12. If needed, type any comments about the package being published in the **Add Comment** field.

13. Click the **Assign Recipients** tab.

The **Assign Recipients** tab on the **Power Publish page** displays similar to the following example.

---

**Assign Recipients Tab on the Power Publish Page**
14. If needed, click the down-arrow button in the **Recipient Filter** field and select the desired filtering option.

   The data on the **Assign Recipients** tab changes to match the selected filter.

   **NOTE**   The filters available in the **Recipient Filter** field are created using the Manage Filters function. Refer to *Chapter 8. "Managing Filters"* for information about creating or changing a filter.

15. In the **Select** column, click the check box for those recipients you want to assign to this package.

   **NOTE**   If the consumer company that corresponds to the recipient does not include the same content type as the package, the check box for that recipient will be disabled.

   **CAUTION**   When assigning recipients, make sure they match the associated packages. Otherwise, you may send a part to the wrong airplane.
16. If needed, click the **Assign Review Devices** tab.

   The **Assign Review Devices** tab on the *Power Publish* page displays similar to the following example.

![Assign Review Devices Tab on the Power Publish Page](image)

17. If needed, click the down-arrow button in the **Recipient Filter** field and select the desired filtering option.

   The data on the **Assign Review Devices** tab changes to match the selected filter.

---

**NOTE** The filters available in the **Recipient Filter** field are created using the Manage Filters function. Refer to Chapter 8. “Managing Filters” for information about creating or changing a filter.
18. In the Select column, click the check box for each review device you want to assign to this package.

**NOTE** Review devices from associated checkpoints are already selected. You can uncheck the selected check boxes, if needed.

**NOTE** Any review devices assigned here receive the package immediately, bypassing any checkpoints.

19. Click one of the following buttons:
- Click the Publish Now button to immediately publish the package.
- Click the Publish Later button to save the package on the DDM server so that you can define its properties later by selecting it using the Select Uploaded File option; clicking this button does not publish the package.

**NOTE** If you click the Cancel and Remove File button, the package is not published and is not saved on the DDM server.
Viewing a Published Package

The Content Publisher and Airline Manager roles can view properties for a published package. When you view a published package, the information about the package is for display only and cannot be changed. The process for viewing a published package includes the steps shown in the following figure.

To view information for a published package, perform the following steps:

1. Under the Package Management option in the left navigation area, click the Publish Packages function.

The Publish Packages page displays similar to the following example.
2. If needed, click the down-arrow button in the **Published Packages Filter** field and select the desired filtering option.

   The data in the table changes to match the selected filter.

   **NOTE** The filters available in the **Published Packages Filter** field are created using the Manage Filters function. See Chapter 14, “Managing Filters” for information about creating or changing a filter.

3. In the **Package Name** column, click the name of the package that you want to view.

   The **View Published Packages** page displays similar to the following example.

4. Review the package information on the **View Properties** tab and the **Published To** tab.
Editing Properties for a Published Package

The Content Publisher and Airline Manager roles can edit properties for a published package. You can change only a limited amount of information for a published package because the package has already been made available for delivery. The process of editing properties for a published package includes the tasks shown in the following figure.

![Process for Editing Properties for a Published Package](image-url)

Process for Editing Properties for a Published Package
To edit properties for a published package, perform the following steps:

1. Under the Package Management option in the left navigation area, click the Publish Packages function.

The Publish Packages page displays similar to the following example.

Publish Packages Page

2. If needed, click the down-arrow button in the Published Packages Filter field and select the desired filtering option.

The data in the table changes to match the selected filter.

NOTE  The filters available in the Published Packages Filter field are created using the Manage Filters function. See Chapter 14, “Managing Filters” for information about creating or changing a filter.
3. In the **Edit** column, click the **Edit** link for the package that you want to edit.

   The *Edit Published Package* page displays similar to the following example. By default, the *Edit Properties* tab displays.

   ![Edit Published Package Page](image)

   **Edit Published Package Page**

4. Make the desired changes on this page. For field definitions, see *Publishing a Package*. 
5. Click on the **Publish To** tab. The *Publish To* tab displays similar to the following example.

![Publish To Tab on the Edit Published Package Page](image)

6. Make the desired changes on this page. For an explanation of this feature, see *Publishing a Package*.

7. Click the **Save Changes** button. DDM saves the changes made to the package.
Assigning Checkpoints, Recipients, and/or Review Devices to a Published Package

After publishing a package, you are ready to specify whether or not the package should be reviewed, who should perform the review (if any), and who should receive the package. You can specify these delivery properties using the Deliver Packages function.

The Deliver Packages function enables you to view and edit information such as assigned checkpoints, delivery dates, assigned recipients, and/or assigned review devices. You cannot assign these parameters at the time publishing a package. You can also use this function to view a status of any associated checkpoints. The Content Manager and Airline Manager roles can use the Deliver Packages function.

Prior to assigning a checkpoint, recipient, and/or review device to a package, you must first create those records in DDM. Refer to Chapter 10. “Managing Checkpoints” for information about creating a checkpoint. Refer to Chapter 6. “Managing Recipients” for information about creating a recipient. Refer to Chapter 14. “Managing Review Devices” for information about creating a review device.
Viewing Package Delivery Properties

The Content Manager and Airline Manager roles can use the Deliver Packages function to view properties that have been assigned to a published package. The process for viewing delivery properties for a package includes the tasks shown in the following figure.

![Process for Viewing Package Delivery Properties](image)

NOTE Several other roles can also view package delivery properties from DDM pages to which they have access. In this case, package names display red and underlined, indicating a link that, when clicked, displays delivery properties for the selected package. If you click the package name, the resulting page will most often display a “Return to...” link that enables you to return to the previous page. Jeppesen recommends using this “Return to...” link instead of using the browser’s Back button.
To view the delivery properties for a package, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Deliver Packages** function.

   The **Deliver Packages** page displays similar to the following example.

   ![Deliver Packages Page](image)

2. If needed, click the **Delivered Packages Filter** field and select the desired filtering option.

   The data on the page changes to match the selected filter.

---

**NOTE** The filters available in the **Delivered Packages Filter** field are created using the Manage Filters function. Refer to **Chapter 8. “Managing Filters”** for information about creating or changing a filter.
3. In the **Package Name** column, click the name of the package you want to view.

The **View Package** page displays similar to the following example. By default, the **View Properties** tab displays.

![View Package Page](image)

**View Properties Tab on the View Package Page**

4. Review the information on the **View Properties** tab.
5. Click the **View Assigned Recipients** tab.

The **View Assigned Recipients** tab displays on the **View Package** page similar to the following example.

6. Review the information.
7. Click the **View Assigned Review Devices** tab.

The **View Assigned Review Devices** tab displays on the **View Package** page similar to the following example.

8. Review the information.
Editing Delivery Properties for a Package

DDM enables you to edit the checkpoints and delivery dates for a package. You can also change which recipients and review devices are assigned to a published package. You can select to edit one package or multiple packages according to package or recipient name. You must be assigned both the Content Manager and Recipient Manager roles to be able to edit multiple packages.

Editing Delivery Properties for an Individual Package

The process for editing delivery properties for an individual package includes the tasks shown in the following figure.

[Diagram of process for editing delivery properties for an individual package]

Process for Editing Delivery Properties for an Individual Package
To edit the properties for an individual package, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Deliver Packages** function.

   The **Deliver Packages** page displays similar to the following example.

   ![Deliver Packages Page](image)

2. If needed, click the down-arrow button in the **Delivered Packages Filter** field and select the desired filtering option.

   The data on the page changes to match the selected filter.

   **NOTE** The filters available in the **Delivered Packages Filter** field are created using the Manage Filters function. Refer to Chapter 8, “Managing Filters” for information about creating or changing a filter.
3. Click the **Edit** link next to the name of the package you want to edit.
   The **Edit Package** page displays similar to the following example. By default, the **Edit Properties** tab displays.

   ![Edit Properties Tab on the Edit Package Page](image)

   **Edit Properties Tab on the Edit Package Page**

4. If needed, click the down-arrow button in the **Recipients Filter** field and select the desired filtering option.
   The **Assign Recipients** tab displays the filtered recipients according to the selected filter.

   **NOTE** The filters available in the **Recipient Filter** field are created using the Manage Filters function. Refer to Chapter 8. "Managing Filters" for information about creating or changing a filter.
5. If desired, click the down-arrow button in the **Package Checkpoint** field and select a different package checkpoint.

**NOTE** Changing the selected package checkpoint will restart the review process, thereby voiding all previous reviews and approvals.

6. If desired, change the delivery start date in the **Start Delivery** field and the last date of delivery in the **Do Not Deliver After** field. The format for these fields is DD/MMM/YYYY.

**IMPORTANT** When entering any date value, use the calendar icon ( ). Entering the date manually in the text field may cause errors.

**NOTE** The **Start Delivery** and **Do Not Deliver After** fields are populated with the dates that were set when the package was first published. You can override these dates if appropriate.

7. If desired, type comments about the package delivery in the **Add Comments** field.
8. Click the **Assign Recipients** tab.

   The **Assign Recipients** tab displays similar to the following example.

   ![Assign Recipients Tab on the Edit Package Page](image)

9. If desired, click the appropriate check boxes in the **Select** column to assign and unassign recipients to the package.

   **NOTE**  
   If the consumer company that corresponds to the recipient does not include the same content type as the package, the check box for that recipient will be disabled.

   **CAUTION**  
   When assigning recipients, make sure they match the associated packages. Otherwise, you may send a part to the wrong airplane.
10. Click the **Assign Review Devices** tab. The **Assign Review Devices** tab displays similar to the following example.

Assign Review Devices Tab on the Edit Package Page

11. If desired, click the appropriate check boxes under the **Select** column to assign a review device(s) to the package.

12. Click the **Save Changes** button.

**NOTE** You can toggle between the tabs on the **Edit Package** page without losing data, but if you navigate off the page, your changes will not be saved. Click the **Save Changes** button when you are finished editing or at any time while editing data on the tabs.
Editing Delivery Properties for Multiple Packages

The process for editing delivery properties for multiple packages includes the tasks shown in the following figure.

![Process for Editing Delivery Properties for Multiple Packages](image)
To edit the delivery properties for multiple packages, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Deliver Packages** function.

The **Deliver Packages** page displays similar to the following example.

![Deliver Packages Page](image-url)
2. Click the **Edit Multiple** button.

   The *Edit Multiple Packages* page displays similar to the following example. By default, the *Edit Properties* tab displays.

3. If needed, click the **Delivered Packages Filter** field and select the desired filtering option.

   **NOTE** The filters available in the *Delivered Packages Filter* field are created using the Manage Filters function. Refer to *Chapter 8, “Managing Filters”* for information about creating or changing a filter.
4. If the **By Package** link displays and is not already selected, click this link.

**NOTE** The **By Package** and **By Recipient** links only display when you select to edit multiple packages. To edit multiple packages by recipient, refer to Chapter 6. "Managing Recipients."

5. Click the down-arrow button in the **Select Package** field and select the package that you want to edit.

6. If desired, click the down-arrow button in the **Package Checkpoint** field and select a different package checkpoint.

**NOTE** Changing the selected package checkpoint will restart the review process, thereby voiding all previous reviews and approvals.

7. If desired, change the delivery start date in the **Start Delivery** field and the last date of delivery in the **Do Not Deliver After** field. The format of this field is DD/MMM/YYYY.

**IMPORTANT** When entering any date value, use the calendar icon ( ).

Entering the date manually in the text field may cause errors.

**NOTE** The **Start Delivery** and **Do Not Deliver After** fields are populated with the dates that were set when the package was first published. You can override these dates if appropriate.

8. If desired, type comments about the package delivery in the **Add Comment** field.
9. Click the Assign Recipients tab.
   The Assign Recipients tab displays similar to the following example.

   ![Assign Recipients Tab on the Edit Multiple Packages Page]

   10. If needed, click the Recipient Filter field and select the desired filtering option.
       The Assign Recipients tab displays the recipients according to the selected filter.

       **NOTE** The filters available in the Recipient Filter field are created using the Manage Filters function. Refer to Chapter 8, "Managing Filters" for information about creating or changing a filter.

   11. If desired, click the appropriate check boxes in the Select column to assign and unassign recipients to the package.

       **CAUTION** When assigning recipients, make sure they match the associated packages. Otherwise, you may send a part to the wrong airplane.
12. Click the **Assign Review Devices** tab.

The **Assign Review Devices** tab displays similar to the following example.

![Assign Review Devices Tab on the Edit Multiple Packages](image)

13. If desired, click the appropriate check boxes in the **Select** column to assign and unassign review devices to the package.

14. Click the **Save Changes** button.

**NOTE** You can toggle between the tabs on the **Edit Multiple Packages** page without losing data, but if you navigate off the page without clicking the **Save Changes** button, your changes will not be saved. Click the **Save Changes** button when you are finished editing or at any time while editing data on the tabs.
Removing Parts from the Delivery Staging Area

The staging area is a location on the EFB into which parts that belong within a package are temporarily placed before being uploaded to the Class 3 EFB recipient. The staging area is used by any Class 3 EFB recipients that are Terminal Wireless LAN Unit-enabled (TWLU).

Occasionally, the staging area may need to be cleaned out. The Remove Parts from Staging option enables the Content Manager and Airline Manager roles to identify which parts are in the staging area and to remove one or more part from the staging area on a specific tail to keep it from becoming cluttered. The Remove Parts from Staging option is available in the Deliver Packages function.

Removing parts from the staging area does not remove the parts from the EFB load, nor does removal affect associated packages in DDM. Parts that are selected for removal are not removed until the CDAF connects to DDM.

The following process illustrates the steps for removing parts from staging.

1. Select Deliver Packages Function
2. Select to Remove Parts from Staging
3. Select Parts to Remove
4. Save Changes

Process for Removing Parts from the Delivery Staging Area
To remove parts from the staging area, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Deliver Packages** function.

The **Deliver Packages** page displays similar to the following example.
2. Click the **Remove Parts from Staging** button.

   The **Remove Parts from Staging** page displays similar to the following example.

   ![Remove Parts from Staging Page](image)

3. Under the **Remove Parts from Staging** column, click the **Remove Parts** link for the TWLU recipient name for which you want to remove parts.

   The **Remove Parts from Staging** page displays similar to the following example. By default, the **Remove Parts** tab displays.

   ![Remove Parts Tab on the Remove Parts from Staging Page](image)
4. In the **Select to Remove** column, click the check box for each part that you want to remove from the staging area.

5. Click the **Save Changes** button.

   If CDAF has not yet confirmed the deletion occurred, DDM displays a trash can icon to indicate that removal of the part is in progress.

   If CDAF has already confirmed the deletion occurred, or after CDAF reports configuration of the staging area (and the part is already removed), DDM removes the part from the **Remove Parts** tab.

   **NOTE** If you are fully uninstalling a part from the EFB and already removed it from the EFB load area, first unassign packages with this part from the tail, then remove the part from the EFB. This action ensures that a removed part in a package is not re-delivered to a recipient.

6. If desired, click the **View Properties** tab.

   The **View Properties** tab on the **Remove Parts from Staging** displays similar to the following example.
Approving or Rejecting a Package

Packages assigned a checkpoint with reviewers, as well as packages associated with a recipient (that is, a checkpoint with reviewers) must be reviewed and either approved or rejected. The Reviewer role can approve or reject package content at the package checkpoint, as well as package delivery to particular recipients at the recipient checkpoint.

A package assigned a checkpoint is assigned the Pending status and sent to the associated review devices for review. Only approved packages can be sent to the assigned recipients; rejected or pending packages are not sent to recipients.

The typical review process is as follows:

1. A package is assigned a checkpoint that contains reviewers.

2. A reviewer assigned to that checkpoint receives an e-mail notifying them that a package is available for review if an e-mail rule is created.

3. The reviewer logs into DDM and views a list of the packages needing content review on the Approve/Reject Packages: Package Checkpoints page.

4. When a package is received by the review device, the reviewer uses the appropriate tools to verify that the package content is correct and can be delivered to a recipient.

5. From the Approve/Reject Packages: Package Checkpoints page, the reviewer returns to DDM and either approves or rejects the package.

6. If the package is approved at the associated checkpoint and is associated with a recipient that is assigned a checkpoint with reviewers, then recipient checkpoint reviewers receive e-mail notifications that a package is available for review of its delivery to this recipient. This e-mail notification is only generated if the corresponding e-mail rule exists.

7. A reviewer from the recipient checkpoint logs into DDM and views a list of packages on the Approve/Reject Packages: Recipient Checkpoints page. These packages need to be delivered to certain recipients for review.

8. The reviewer either approves or rejects package delivery to certain recipients on the Approve/Reject Package: Recipient Checkpoints page.

The Approve/Reject Packages: Package Checkpoints page displays the packages that are currently available for review and approval. From this page, you can perform the following tasks:

- View package properties
- View the Certificate of Conformity (COC) for the package (for 665 compliant packages intended for a Boeing EFB only)
- Add comments to a package
• Approve or reject a package

The Approve/Reject Packages: Recipient Checkpoints page displays the package deliveries that are currently available for review and approval. From this page, you can perform the following tasks:

• Select the recipient
• View package properties
• View the Certificate of Conformity (COC) for the package delivery (for 665 compliant packages intended for a Boeing EFB only)
• Add comments to a package delivery
• Approve or reject a package delivery

Viewing a Certificate of Conformity

The Reviewer role can link directly from the Approve/Reject Packages: Package Checkpoints page to view a COC document for a checkpoint. COC documents display in PDF format. You must have Adobe Reader installed for this process to work. Not all parts have a COC. When DDM cannot identify which PDF file is COC, it shows a link to all PDF files inside the part. If there is no PDF file, DDM displays the message No COC found for the part.

To view a COC for a package checkpoint, perform the following steps:

1. Under the Package Management option in the left navigation area, click the Approve/Reject Packages function.
   Two additional selections display: Package Checkpoints and Recipient Checkpoints.
2. Click the **Package Checkpoints** option.

   The **Approve/Reject Packages: Package Checkpoints** page displays similar to the following example.

3. Click the desired COC link.

   The PDF document opens in Adobe Reader.

### Approving Package Content

To approve the contents of a package for delivery, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Approve/Reject Packages** function.

   Two additional selections display: **Package Checkpoints** and **Recipient Checkpoints**.
2. Click the **Package Checkpoints** option.

   The *Approve/Reject Packages: Package Checkpoints* page displays similar to the following example.

![Approve/Reject Packages: Package Checkpoints Page](image)

   3. Locate the package to approve.
   4. Click the **Approve** radio button.
   5. If desired, type comments about your review in the **Comment** field.
   6. Click the **Submit Changes** button.

   **NOTE** If desired, you can approve multiple packages and click the **Submit Changes** button to submit all of the packages at the same time.

---

### Rejecting Package Content

To reject the contents of a package, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Approve/Reject Packages** function.

   Two additional selections display: **Package Checkpoints** and **Recipient Checkpoints**.

2. Click the Package Checkpoints option.

The Approve/Reject Packages: Package Checkpoints page displays similar to the following example.

3. Locate the package to reject.

4. Click the Reject radio button.

5. Type the reason for the rejection in the Comment field. This field is required when a package is rejected.

6. Click the Submit Changes button.

**NOTE** If desired, you can reject, approve, and/or set to pending multiple packages and click the Submit Changes button to submit all of your settings at the same time.

**Changing a Package Review Status**

Users assigned the Airline Manager or Content Manager role can change the review status for a package that has already been approved or rejected. For example, you may need to change
a Rejected status for a package to Approved by unassigning the current checkpoint and assigning a checkpoint without reviewers so that the package is automatically approved.

To change a review status for a package, perform the following steps:

1. Under the Package Management option in the left navigation area, click the Deliver Packages function.

The Deliver Packages page displays similar to the following example.

2. If needed, click the Delivered Packages Filter field and select the desired filtering option.

The data in the table changes according to the selected filter.

**NOTE** The filters available in the Delivered Packages Filter field are created using the Manage Filters function. Refer to Chapter 8, “Managing Filters” for information about creating or changing a filter.
3. Click the **Edit** link next to the package whose status you want to change.

The *Edit Package* page displays similar to the following example. By default, the **Edit Properties** tab displays.

4. Click the down-arrow button in the **Package Checkpoint** field and click the "None" option.

5. Click the **Save Changes** button.

   The *Deliver Packages* page redisplay. The status for the package changes to "No Checkpoint Assigned."

6. Click the **Edit** link again next to the package whose status you changed.

   The *Edit Package* page displays.

7. Click the down-arrow button in the **Package Checkpoint** field and click the checkpoint you want to assign to the package.
8. Click the **Save Changes** button.

   DDM resets the package review status as follows:
   
   - To **Pending** if the new checkpoint has reviewers.
   - To **Approved** if the new checkpoint does not have reviewers
   - To **No Checkpoint Assigned** if None... was selected instead of a checkpoint in the **Package Checkpoint** field

   Each time a different checkpoint is assigned to a package, the package status becomes either **Approved** if there are not reviewers in the checkpoint, or **Pending**. If the status becomes **Pending**, the package review process has to begin again according to the new checkpoint.

### Approving Package Delivery to a Recipient

To approve the delivery of a package to a recipient, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Approve/Reject Packages** function.
   
   Two additional selections display: **Package Checkpoints** and **Recipient Checkpoints**.
2. Click the **Recipient Checkpoints** option.

The **Approve/Reject Packages: Recipient Checkpoints** page displays similar to the following example.

3. Click the down-arrow button in the **Recipient Name** field and select the desired recipient. This is the recipient scheduled to receive the package delivery.

4. Locate the package to approve.

5. Click the **Approve** radio button.

6. If desired, type comments about your review in the **Comment** field.

7. Click the **Submit Changes** button.

**NOTE** If desired, you can approve, reject, or set to pending multiple packages and click the **Submit Changes** button to submit all of your settings at the same time.
Rejecting Package Delivery to a Recipient

To reject the delivery of a package to a recipient, perform the following steps:

1. Under the Package Management option in the left navigation area, click the Approve/Reject Packages function.
   Two additional selections display: Package Checkpoints and Recipient Checkpoints.

2. Click the Recipient Checkpoints option.
   The Approve/Reject Packages: Recipient Checkpoints page displays similar to the following example.

3. Click the down-arrow button in the Recipient Name field and select the desired recipient. This is the recipient scheduled to receive the package delivery.

4. Locate the package whose delivery you want to reject.

5. Click the Reject radio button.

6. Type the reason for the rejection in the Comments field. This field is required when a package delivery is rejected.
7. Click the **Submit Changes** button.

**NOTE** If desired, you can reject, approve, and/or set to pending multiple packages and click the **Submit Changes** button to submit all of your settings at the same time.
Finding a Package

The Find a Package function enables you to locate a package to determine whether or not a package can be delivered to a recipient or review device. When you search for a package, DDM performs a series of checks to determine why delivery has not occurred and provides instructions for fixing the issue. If a reason is not discovered, DDM provides additional steps that you can take to find a reason on your own. The Content Manager, Recipient Manager, Reviewer, or Airline Manager roles can use this function.

A package must be published in order to be included in possible search results. Optionally, you can create a Delivered Packages filter or Recipient filter to narrow the results in the corresponding drop-down list. Refer to Chapter 8. “Managing Filters” for information about creating a filter.

You can also view a package’s delivery status on the View Package and View Recipient pages to determine why a certain package was not delivered to a recipient. Refer to Viewing Package Delivery Properties in this chapter and Chapter 6. “Manage Recipients” for information about viewing a package’s delivery status.

The following process illustrates the steps for finding a package.

Select Find Package Function ➔ Select Filters, Package, and Recipient or Review Device

Process for Finding a Package
To determine if a package can be delivered to a recipient in DDM, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Find a Package** function.

   The *Find a Package* page displays similar to the following example.

   ![Find a Package Page](image)

   **Find a Package**

   If a package hasn't been delivered to a recipient or review device as expected, DDM can help identify the reason. Select a package and recipient or review device below to begin the find process.

   Delivered Packages Filter: None | Recipient Filters: None

   Select Package and Recipient (or Review Device)

   Fields marked with an asterisk(*) are required.

   * Package: JAM 71(01/29/07) | Recipient: JAM 5712

   Find Package | Cancel

   **NOTE** The filters available in the **Delivered Packages Filter** field are created using the Manage Filters function. Refer to *Chapter 8, “Managing Filters”* for information about creating or changing a filter.

2. If needed, click the down-arrow button in the **Delivered Packages Filter** field and select the desired filtering option.

   The data in the **Package** drop-down list changes to match the selected filter.
3. If needed, click the down-arrow button in the **Recipient Filter** field and select the desired filtering option.

   The data in the **Delivering to Recipient** drop-down list changes to match the selected filter.

   **NOTE** If the value in the Recipient filter drop-down list is anything other than **None...**, the **Delivering to Recipient** drop-down list will include only the recipient’s name and not review device names.

   **NOTE** The filters available in the **Recipient Filter** field are created using the Manage Filters function. Refer to Chapter 8. “Managing Filters” for information about creating or changing a filter.

4. Click the down-arrow button in the **Package** field and select the package you want to find.

5. Click the down-arrow button in the **Delivering to Recipient (or Review Device)** field and select the name of the recipient that is scheduled to receive the package.
6. Click the **Find Package** button.

   The *Find a Package Results* page displays similar to the following example.

   **Find a Package Results Page**

   This page may display any of the following information:
   - A reason why the package was not delivered
   - A link to the appropriate page to address the reason why the package was not delivered
   - Details about what you can do to address the reason why the package was not delivered

7. Review the information.

8. If appropriate, do the following:
   - Click the package name link to view the package information.
   - Click the recipient name link to view the recipient information.
Archiving a Package

The purpose of archiving packages is to prepare the package itself and related information for removal from the server so that disk and database space is used as efficiently as possible. The Archiver role can archive a package. Once archived, these same roles can download and delete a package and its related information from the server.

Before a package can be archived, the following criteria must be met:

- The package cannot already be archived.
- The package is no longer being consumed by another company.
- There are no active consumers of the package, and
  - your company is the supplier of the package, or
  - the supplier company of the package is not hosted.
- The package is no longer assigned to a recipient or recipients.

While archiving a package, DDM automatically removes any associations with checkpoints and/or recipients. You will need to re-establish these associations if you select to unarchive a package.

When you archive a package, DDM generates an XML file. The XML file contains information about the package at the time it was archived. This file captures the package audit history within DDM, including recipient associations. DDM places a copy of the package and the XML file in an archive.zip file that can be downloaded for offline storage. The name of the archive.zip file is preceded by the package name, for example PKG123.zip.

DDM does not delete archived packages from the database when you perform an archive. If desired, you can delete packages that are archived from the database using the Unarchive/Delete Packages tab.

Archived packages are not available for delivery to recipients. In addition, archived and deleted package names cannot be reused when publishing new packages.

The following process illustrates the steps for archiving a package.

![Diagram of process for archiving a package]

After archiving, you can select the Manage Files tab on the Archive Packages page and download and/or delete files from the archiving location. Performing these tasks affects the packages themselves and their audit trail data.
To archive a package, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Archive Packages** function.

   The **Archive Packages** page displays similar to the following example. By default, the **Archive Packages** tab displays.

2. If needed, click one of the column headers to sort the table in ascending or descending order by the contents of that column.

3. If needed, type comments about the package(s) being archived in the **Comments** field.

4. Click the desired check box(es) under the **Select** column to specify which package(s) you want to archive.
5. Click the **Archive Packages** button.

   DDM archives the selected package(s).

   The XML file with the current package properties, the list of associated recipients, the original package, and all audit data are zipped in a file named `<package name>_pkg_archive.zip`. DDM stores this zip file in a pre-defined location. The package itself and its database information are not deleted, although the package checkpoint and recipients (and/or review devices) are unassociated and the package itself is marked as Archived. When it is marked as Archived, DDM can no longer deliver the package to any recipients. In addition, the package cannot be viewed anywhere on the DDM server, except on the **Unarchive/Delete Packages** tab on the **Archive Packages** page.
Unarchiving a Package

If needed, you can unarchive a package that was previously archived. An archived package must exist in DDM before it can be unarchived. Deleted packages cannot be unarchived. The Archiver role can unarchive a package.

Archived packages are assigned the **Archived** status. When you unarchive a package, DDM does not use the archived package from the location on the DDM server to which the package was archived. Instead, DDM removes the **Archived** status removed from the package in the database. During archiving, any available associations between the package and any checkpoints or recipients (and/or review devices) are removed, which is why an unarchived package always has the status **No Checkpoint Assigned** and has no associated recipients and/or review devices.

The following process illustrates the steps for unarchiving a package.

![Process for Unarchiving a Package](image)

**Select Archive Packages Function** → **Select Unarchive/Delete Packages Tab** → **Select Package(s) to Unarchive** → **Select Unarchive Package Button**
To unarchive a package, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Archive Packages** function.

The **Archive Packages** page displays similar to the following example.
2. Click the **Unarchive/Delete Packages** tab. The **Unarchive/Delete Packages** tab displays on the *Archive Packages* page similar to the following example.

3. Click the desired check box(es) under the **Select** column to specify which package(s) you want to unarchive.

4. When finished, click the **Unarchive Packages** button. DDM unarchives the selected package(s).
Deleting an Archived Package

DDM does not delete archived packages from the database or from the content repository when you perform an archive. To reclaim disk and database space, you must delete the package and the archive.zip file from the server. Refer to Deleting an archive.zip File for a Package in this chapter for information about deleting an archive.zip file.

You can only delete a package that has been archived. Once deleted, a package cannot be unarchived and cannot be retrieved at a future date; the package is completely removed from the server, although a copy resides in the archive location (in the zip file) until it is explicitly deleted on the Manage Files tab on the Archive Packages page. (Refer to Deleting an archive.zip File for a Package for more information). The Archiver role can delete a package.

The following process illustrates the steps for deleting a package.

Select Archive Package Function

Select Unarchive/ Delete Package Tab

Select Package(s) to Delete

Delete Package(s)

Process for Deleting an Archived Package
To delete an archived package, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Archive Packages** function.

The **Archive Packages** page displays similar to the following example.
2. Click the **Unarchive/Delete Packages** tab.

The **Unarchive/Delete Packages** tab on the **Archive Packages** page displays similar to the following example.

### Unarchive/Delete Packages Tab on the Archive Packages Page

<table>
<thead>
<tr>
<th>Select</th>
<th>Package Name</th>
<th>Content Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A0012_LCE481</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>2</td>
<td>A0012_LCE482</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>3</td>
<td>A0012_LCE483</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>4</td>
<td>A0012_LCE484</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>5</td>
<td>A0012_LCE485</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>6</td>
<td>A0012_LCE486</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>7</td>
<td>A0012_LCE487</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>8</td>
<td>A0012_LCE488</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>9</td>
<td>A0012_LCE489</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>10</td>
<td>A0012_LCE490</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>11</td>
<td>A0012_LCE491</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>12</td>
<td>A0012_LCE492</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>13</td>
<td>A0012_LCE493</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>14</td>
<td>A0012_LCE494</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>15</td>
<td>A0012_LCE495</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>16</td>
<td>A0012_LCE496</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
<tr>
<td>17</td>
<td>A0012_LCE497</td>
<td>this is a content type for JEV</td>
<td>Archived</td>
</tr>
</tbody>
</table>

3. Click the desired check box(es) under the **Select** column to specify which package(s) you want to delete.

4. When finished, click the **Delete Packages** button.

DDM deletes the selected package(s) and all package information from the database. The package name remains in the database to prevent reuse of the package name. The package itself is removed from the content repository, although a copy (with an XML file of audit data) remains in the archive location (inside the archive.zip file) until explicitly removed. Refer to **Deleting an archive.zip File for a Package** for more information.
Downloading an archive.zip File for an Archived Package

When you archive a package, DDM creates an archive.zip file. This file contains an XML file that contains information about the package at the time it was archived and the package audit history within DDM, including recipient associations. This file also contains a copy of the package itself.

If needed, you can download the archive.zip file to your computer. The Archiver role can download an archive.zip file.

The following process illustrates the steps for downloading an archive.zip file for an archived package.

![Process for Downloading an archive.zip File for an Archived Package](image)

1. Select Archive Package Function
2. Select Manage Files Tab
3. Download archive.zip File

Process for Downloading an archive.zip File for an Archived Package
To download an archive.zip file, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Archive Packages** function.

The **Archive Packages** page displays similar to the following example.
2. Click the **Manage Files** tab. 

The **Manage Files** tab on the **Archive Packages** page displays similar to the following example.

```
<table>
<thead>
<tr>
<th>Archiving Packages</th>
</tr>
</thead>
<tbody>
<tr>
<td>DDM allows you to archive, unarchive, and delete packages in order to manage server disk space. This page provides three tabs for performing these tasks:</td>
</tr>
<tr>
<td>- Archive Packages - Use the tab to archive active and expired packages to the server. Archived packages are stored to a location specified by the DDM administrator. A package published by your company to other companies, but not deleted by all consumers, cannot be processed. (The action is disabled)</td>
</tr>
<tr>
<td>- Manage Files - Use this tab to unarchive packages and delete archived packages. ISU editing changes the package status from archived to active. After ISU editing, use the Receive Packages function on the Manage Recipients to a package.</td>
</tr>
<tr>
<td>- Manage Files - Use the tab to download archived files to a location other than the server (such as to a disk or backup location) and to delete archived files.</td>
</tr>
</tbody>
</table>
```

3. Under the **Download** column, click the **Download** link that corresponds to the archive.zip file that you want to download. 

DDM prompts you to select a location to which to download the file.

4. Select the desired location. 

DDM downloads the selected file. At this time, DDM does not provide the facilities to read and reconstruct information from this file. If needed, use a standard unzipping tool and an application that reads XML to access the archived data.
Deleting an archive.zip File for a Package

When you perform an archive, DDM does not delete archived packages from the disk or associated data from the database. To reclaim disk space, you must delete the package and the archive.zip file from the server. Refer to *Deleting an Archived Package* in this chapter for information about deleting a package.

Deleting an archive.zip file removes the archived file of a package from the archive location; it does not delete the package from the database. It is quite possible that a package can be archived, then unarchived to become fully operational again. In this case, the archive.zip file for the package still resides in the archive location and can be downloaded and/or deleted from there without any effect on the package itself.

The process of archiving a package creates an archive.zip file, therefore you can only delete an archive.zip file of a package that has been archived. Once deleted, the file cannot be retrieved at a future date; the file is completely removed from the archive location. Thus, Jeppesen recommends downloading the archive.zip file so that the package and its history is not lost. Refer to *Downloading an archive.zip File for an Archived Package* for more information. The Archiver role can delete an archive.zip file of an archived package.

The following process illustrates the steps for deleting an archive.zip file for an archived package.

![Process for Deleting an archive.zip File for an Archived Package](image_url)
To delete an archive.zip file of an archived package, perform the following steps:

1. Under the **Package Management** option in the left navigation area, click the **Archive Packages** function.

The **Archive Packages** page displays similar to the following example.
2. Click the **Manage Files** tab.

The **Manage Files** tab displays on the **Archive Packages** page similar to the following example.

3. Click the desired check box(es) under the **Select** column to specify which file(s) you want to delete.

4. When finished, click the **Delete File** button.

DDM deletes the selected file(s) from the archive location.
Managing Recipients

This chapter covers the following topics:

• Overview
• Understanding DDM Functions Used to Manage Recipients
• Naming Recipients
• Assigning Packages and Checkpoints to Recipients
• Creating Recipients
• Viewing Properties and Packages for a Recipient
• Editing Properties and Packages for Recipients
• Unregistering a Recipient
• Archiving a Recipient
• Unarchiving a Recipient
• Deleting a Recipient
• Downloading a Zip File for an Archived Recipient
• Deleting an archive.zip File for a Recipient
Overview

A recipient is a computer on which a CDA is installed that receives packages from DDM. Recipients are defined using a set of metadata provided by the system.

DDM enables the Recipient Manager and Airline Manager roles to create and manage three types of recipients: Tail, Proxy, and Basic. DDM also recognizes a fourth recipient type, Server. DDM creates this recipient type automatically when your DDM System Administrator creates partner companies for you. The following table defines these recipient types.

<table>
<thead>
<tr>
<th>Recipient Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tail</td>
<td>A computer directly associated with an aircraft, such as an EFB Class 3 device. This recipient type can use the CDAF client to send packages to the Class 3 EFB or the CDAJ client to send packages to the Class 1 or 2 EFB. Refer to the CDAJ User’s Guide for more information about CDAJ.</td>
</tr>
<tr>
<td>Proxy</td>
<td>A computer used to deliver content to other recipients, typically Tails. This recipient type typically uses CDAL to download packages and install parts in LoadStar. Refer to the CDAL User’s Guide for more information about CDAL and LoadStar. This recipient type can also use the CDAJ client to send packages to the Class 1 or 2 EFB. Refer to the CDAJ User’s Guide for more information about CDAJ.</td>
</tr>
<tr>
<td>Server</td>
<td>A computer used to deliver content to another DDM server at a consumer company. This recipient type uses the CDAS client to download packages from one DDM server and publish to another DDM server. Refer to the CDAS User’s Guide for more information about CDAS.</td>
</tr>
<tr>
<td>Basic</td>
<td>A computer that is not a Tail, Server, or Proxy, and includes EFB Class 1 or 2, as well as general purpose devices. This recipient type uses the CDAD client to download packages from DDM to the desktop. Refer to the CDAD User’s Guide for more information about CDAD.</td>
</tr>
</tbody>
</table>

The following figure illustrates the areas in the package delivery process where recipients are managed.
Areas Related to the Manage Recipients Function
The numbered steps in the previous figure represent the following tasks and functions:

- **Step 1**: A user creates, edits, views, and unregisters a recipient using the Manage Recipients function.
- **Step 2**: A user associates a package with a recipient(s).
- **Step 3**: A user archives, unarchives, and deletes a recipient using the Archive Recipients function.
- **Step 4**: The DDM server delivers a package(s) to the recipients and receives delivery statuses from the recipients.

The following figure illustrates the *Manage Recipients* page. From this page, you can create recipients, view recipient properties, edit recipients, and unregister recipients.
Understanding DDM Functions Used to Manage Recipients

DDM provides the following functions that support the process of creating and managing recipients.

**DDM Functions that Support Creating and Managing Recipients**

<table>
<thead>
<tr>
<th>Function</th>
<th>DDM Role</th>
<th>Description</th>
</tr>
</thead>
</table>
| Manage Recipients      | Recipient Manager | • Create a recipient in DDM  
|                        |             | • Edit recipient and assign/unassign packages to a recipient            |
|                        |             | • View properties and packages assigned to a recipient                   |
|                        |             | • Unregister a recipient                                                  |
|                        |             | • Delete a recipient                                                      |
| Archive Recipients     | Archiver    | • Archive and unarchive a recipient                                      |
|                        |             | • Delete an archived recipient                                            |
|                        |             | • Download an archive .zip file of an archived recipient                |
|                        |             | • Delete an archive .zip file of an archived recipient                |
Naming Recipients

DDM only recognizes recipient names that are all upper-case characters. If you create a recipient using lower-case characters in the recipient name, DDM converts the lower-case characters to upper-case.

DDM does not allow you to create multiple recipients using duplicate names. Like packages, archived packages become inaccessible (except on the Archive Recipients page). Unlike packages, names of deleted recipients can be reused.
Assigning Packages and Checkpoints to Recipients

You can assign a package(s) to a recipient either when you create the recipient or anytime thereafter if you are assigned the appropriate role(s). A package can be assigned to a recipient(s), or a recipient(s) can be assigned to a package; both operations yield the same result. Refer to Chapter 4. “Managing Packages” for more information.

You can also assign a checkpoint to a Basic or Tail recipient when you create the recipient or anytime thereafter. Prior to assigning a checkpoint, you must first create the desired checkpoint in DDM. Refer to Chapter 10. “Managing Checkpoints” for more information.
Creating Recipients

The Recipient Manager and Airline Manager roles can create a new recipient. You can create any type of new recipient or create a Basic or Tail recipient by converting an existing review device into the recipient. The desired recipient must be created and assigned to a package in order to deliver a package.

Prior to creating a recipient, you must have created the appropriate information in DDM in order to assign parameters to the recipient. The following table outlines the information that must exist in DDM prior to creating each type of recipient.

<table>
<thead>
<tr>
<th>Recipient Type</th>
<th>Prerequisites</th>
</tr>
</thead>
</table>
| Tail           | • EFB version (required)  
                • Recipient checkpoint (optional)  
                • Tail model for recipient (required)  
                • Tail engine (required)  
                • Package(s) to associate with the recipient (optional) |
| Proxy          | • Recipient(s) to associate with the Proxy recipient being created |
| Server         | IMPORTANT Server recipients are created for your company by your DDM System Administrator.  
                • Associated with hosted company (required)  
                • Company code (required)  
                • Partner relationship: Consumer (required)  
                • Assigned content types (required) |
| Basic          | • EFB version (optional), prepopulated during DDM installation  
                • Recipient checkpoint (optional) |
The process for creating a recipient includes the tasks shown in the following figure.

Creating a Basic or Tail Recipient

To create a new Basic or Tail recipient, perform the following steps:

1. Under the **Recipient Management** option in the left navigation area, click the **Manage Recipients** function.
   
   The *Manage Recipients* page displays.
2. Click the **Create Recipient** button.
   
   Step 1 on the *Create Recipient* page displays similar to the following example.

![Create Recipient Page (Step 1: Select Recipient Type)](image)

3. Click the **New Recipient of Type** radio button.

4. Click the associated down-arrow button and select either Basic or Tail.

   **NOTE**  Your selection determines what fields display on the remaining *Create Recipient* pages.
5. Click the **Continue** button.

Step 2 on the *Create Recipient* page displays similar to the following example. By default, the **Define Properties** tab displays.

6. Type the name of the recipient in the **Recipient Name** field. This field is required.

**NOTE** The **Recipient Name** allows a maximum of seven characters, which is normally used to designate the tail number.

**NOTE** Although you can type both upper and lowercase letters in the **Recipient Name** field, DDM converts the recipient name to all uppercase letters. See *Naming Recipients* in this chapter for more information.

7. Verify that the **Define Properties** tab displays; if needed, click the **Define Properties** tab.

8. (Optional) Type a description of the recipient in the **Description** field.
9. Click the down-arrow button in the **EFB Version** field and select the type of EFB assigned to the recipient. This field is required if you are creating a Tail recipient.

10. Click the down-arrow button in the **Recipient Checkpoint** field and select any associated checkpoint. This field is required if the package needs to be delivered to a recipient, because only approved packages can be delivered, and a package delivery can be approved only by the recipient checkpoint.

11. Click the down-arrow button in the **Model** field and select the manufacturer’s model name associated with the tail. This field is required.

   **NOTE**  The **Model** field only displays if you are creating a Tail recipient. The model must have already been created using the Manage Tail Models function in order to display in this field. Refer to Chapter 11, "Managing Tail Models" for information about creating a tail model.

12. Click the down-arrow button in the **Engine Name** field and select the engine type associated with the tail. This field is required.

   **NOTE**  The **Engine Name** field only displays if you are creating a Tail recipient. The tail engine must have already been created using the Manage Tail Engines function in order to display in this field. Refer to Chapter 12, "Managing Tail Engines" for information about creating a tail engine.
13. Click the **Assign Packages** tab.

   The **Assign Packages** tab displays similar to the following example.

   ![Assign Packages Tab on the Create Recipient - Tail Page (Step 2: Define Recipient Properties)](image)

14. If needed, click the down-arrow button in the **Delivered Packages Filter** field and select the desired filtering option.

   The data on the **Assign Packages** tab changes to match the selected filter.

   **NOTE**  
   The filters available in the **Delivered Packages Filter** field are created using the Manage Filters function. Refer to **Chapter 8, “Managing Filters”** for information about creating or changing a filter.

15. In the **Select** column, click the check box for each package to associate with this recipient.

16. Click the **Save Recipient** button.

   DDM saves the new recipient.

### Creating a Recipient for the Performance CAM

For the Onboard Performance Tool (OPT) CAT Application Module (CAM), you must adhere to specific rules when creating a recipient. In **Step 1: Select Recipient Types**, you must create a
recipient of type **Tail** when selecting from Tail, Proxy, or Basic. In **Step 2: Define Recipient Properties**, when you select the **Model** and **Engine Name** from the respective drop-down lists, the models and engine names must correspond as shown in the following table.

### Tail Model and Tail Engine Combinations for the OPT CAM

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# Tail Model and Tail Engine Combinations for the OPT CAM

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### Tail Model and Tail Engine Combinations for the OPT CAM

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### Tail Model and Tail Engine Combinations for the OPT CAM

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### Tail Model and Tail Engine Combinations for the OPT CAM

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### Tail Model and Tail Engine Combinations for the OPT CAM

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## Tail Model and Tail Engine Combinations for the OPT CAM

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## Tail Model and Tail Engine Combinations for the OPT CAM

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<tr>
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<td>PW4060</td>
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</table>
Creating a Proxy Recipient

To create a new Proxy recipient, perform the following steps:

1. Under the **Recipient Management** option in the left navigation area, click the **Manage Recipients** function.
   
   The **Manage Recipients** page displays.

### Tail Model and Tail Engine Combinations for the OPT CAM

<table>
<thead>
<tr>
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<th>Tail Engines</th>
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</thead>
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<td>MD-90</td>
<td>V2528-D5</td>
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</tbody>
</table>
2. Click the **Create Recipient** button.

   Step 1 on the *Create Recipient* page displays similar to the following example.

3. Click the **New Recipient of Type** radio button.

4. Click the associated down-arrow button and select Proxy.
5. Click the **Continue** button.

   Step 2 of the *Create Recipient - Proxy* page displays similar to the following example.

6. In the **Recipient Name** field, type the name of the recipient. This field is required.

   **NOTE** Although you can type both upper and lowercase letters in the **Recipient Name** field, DDM converts the recipient name to all uppercase letters. See *Naming Recipients* in this chapter for more information.

7. In the **Description** field, type a description of the recipient.

8. In the **Select** column, click the desired check box(es) for each non-Proxy recipient to receive packages from this Proxy.

   **NOTE** A Proxy recipient cannot be linked with another Proxy recipient.

9. Click the **Save Recipient** button.

   DDM saves the new recipient.
Converting a Review Device into a Recipient

The Recipient Manager and Airline Manager roles can convert an existing review device into a Tail or Basic recipient.

To convert an existing review device into a recipient, perform the following steps:

1. Under the **Recipient Management** option in the left navigation area, click the **Manage Recipients** function.
   
   The Manage Recipients page displays.

2. Click the **Create Recipient** button.
   
   Step 1 on the Create Recipient page displays similar to the following example.

   ![Create Recipient Page (Step 1: Select Recipient Type)](image)

3. Click the **Convert a Review Device into a Recipient** radio button.

4. Click the down-arrow button associated with the **Convert a Review Device into a Recipient** field and select the desired review device.
5. Click the **Continue** button.

The *Edit Recipient* page displays similar to the following example. By default, the **Edit Properties** tab displays. The following example pertains to converting a review device into a Tail recipient, therefore it shows the *Edit Recipient - Tail* page.

6. Type a description of the recipient in the **Description** field.

7. Click the down-arrow button in the **EFB Version** field and select the version of EFB installed on the recipient. This field is required for Tail recipients.

8. Click the down-arrow button in the **Recipient Checkpoint** field and select any associated checkpoint. This field is required if the package has to be delivered to a recipient because without a recipient checkpoint, a package cannot be approved for delivery to this recipient.

9. Click the down-arrow button in the **Model** field and select the manufacturer’s model name associated with the tail. This field exists and is required for Tail recipients only.

**NOTE** The **Model** field only displays if you are converting to a Tail recipient. The model must have already been created using the Manage Tail Models function in order to display in this field. Refer to **Chapter 11. “Managing Tail Models”** for information about creating a tail model.
10. Click the down-arrow button in the **Engine Name** field and select the engine type associated with the tail. This field exists and is required for Tail recipients only.

**NOTE** The **Engine Name** field only displays if you are converting to a Tail recipient. The tail engine must have already been created using the Manage Tail Engines function in order to display in this field. Refer to **Chapter 12. "Managing Tail Engines"** for information about creating a tail engine.

**CAUTION** When selecting a new Model or Engine Name, make sure they match the packages associated with the existing review device. Otherwise, you may send a part to the wrong airplane.

11. Click the **Assign Packages** tab.

The **Assign Packages** tab displays on the **Edit Recipient-Tail** page similar to the following example.

![Assign Packages Tab on the Edit Recipient - Tail Page](image)
12. If needed, click the down-arrow button in the **Delivered Packages Filter** field and select the desired filtering option.

   The data on the **Assign Packages** tab changes to match the selected filter.

   **NOTE** The filters available in the **Delivered Packages Filter** field are created using the Manage Filters function. Refer to *Chapter 8. “Managing Filters”* for information about creating or changing a filter.

13. In the **Select** column, click the desired check box(es) for each package to associate with the recipient.

   **CAUTION** When selecting new packages, make sure they match the Models and Engine Names associated with the existing review device. Otherwise, you may send a part to the wrong airplane.

14. Click the **Save Changes** button.

   DDM saves the recipient.
Viewing Properties and Packages for a Recipient

The Recipient Manager and Airline Manager roles can use the Manage Recipients function to view properties and packages for a recipient. You can also view the status of a package’s delivery to recipients.

The process for viewing properties and packages for a recipient includes the tasks shown in the following figure.

To view properties and packages for a recipient, perform the following steps:

1. Under the Recipient Management option in the left navigation area, click the Manage Recipients function.
   The Manage Recipients page displays.

2. If needed, click the down-arrow button in the Recipient Filter field and select the desired filtering option.

   NOTE The filters available in the Recipient Filter field are created using the Manage Filters function. Refer to Chapter 8. “Managing Filters” for information about creating or changing a filter.
3. Click the name of the recipient that you want to view in the **Recipient Name** column.

   The *View Recipient* page displays similar to the following example. If you selected to view information for a Basic, Tail, or Server recipient, the page displays tabs as shown.

   **View Properties Tab on the View Recipient - Tail Page**

   **NOTE**  
   DDM appends the type of recipient to the page title. The fields that display depend on the type of recipient selected.

4. Review the information.
5. If applicable, click the **View Assigned Packages** tab.

---

**NOTE** The **View Assigned Packages** tab only displays if you are viewing a Tail, Basic, or Server recipient.

---

The **View Assigned Packages** tab on the **View Recipient** page displays similar to the following example.

![View Assigned Packages Tab on the View Recipient - Tail Page](image)

6. Review the information.
Editing Properties and Packages for Recipients

The Recipient Manager and Content Manager roles can use the Manage Recipients function to edit properties and packages for a recipient.

Prior to editing a recipient, you must have created the appropriate tail model and tail engine in DDM. Refer to Chapter 11. “Managing Tail Models” and Chapter 12. “Managing Tail Engines” for more information.

Editing Properties and Packages for an Individual Recipient

The process for editing properties and packages for a recipient includes the tasks shown in the following figure.

To edit properties and package assignments for one recipient, perform the following steps:

1. Under the Recipient Management option in the left navigation area, click the Manage Recipients function.
   The Manage Recipients page displays.

2. If needed, click the Recipient Filter down-arrow button and select the desired filtering option.
   The data on the page changes to match the selected filter.

   **NOTE** The filters available in the Recipient Filter field are created using the Manage Filters function. Refer to Chapter 8. “Managing Filters” for information about creating or changing a filter.
3. Click the **Edit** link next to the name of the recipient you want to edit.

The **Edit Recipient** page displays similar to the following example. By default, the **Edit Properties** tab displays. In the following example, a Tail recipient is being edited, therefore the **Edit Recipient - Tail** page displays.

![Edit Recipient - Tail Page](image)

4. Make the appropriate changes. For field definitions, refer to **Creating Recipients** in this chapter.

**CAUTION** When selecting a new Model or Engine Name, make sure they match the packages associated with the existing recipient. Otherwise, you may send a part to the wrong airplane.
5. Click the **Assign Packages** tab.

   The **Assign Packages** tab displays on the *Edit Recipient-Tail* page similar to the following example.

   ![Assign Packages Tab on the Edit Recipient - Tail Page](image)

6. Make the appropriate changes. For field definitions, refer to *Creating Recipients* in this chapter.

   **NOTE** When editing Server recipients, you may encounter a package where the checkbox is disabled. If the non-hosted company that corresponds to the package does not include the same content type as the recipient, the check box for that package will be disabled.

   **CAUTION** When selecting new packages, make sure they match the Model and Engine Name associated with the existing recipient. Otherwise, you may send a part to the wrong airplane.
7. Click the **Save Changes** button.

    DDM saves the recipient.

---

**NOTE** You can toggle between the **Edit Properties** and **Assign Packages** tabs without losing data, but to save your changes you must click the **Save Changes** button when you are finished editing.

---

**Editing Properties and Packages for Multiple Recipients**

The process for editing properties and packages for multiple recipients includes the tasks shown in the following figure.

To edit property and package assignments for more multiple recipients, perform the following steps:

1. Under the **Recipient Management** option in the left navigation area, click the **Manage Recipients** function.

    The **Manage Recipients** page displays.

---

**NOTE** You must save your changes to the current recipient before selecting another recipient to edit.

---
2. Click the **Edit Multiple** button. The *Edit Multiple Recipients* page displays similar to the following example. By default, the *Edit Properties* tab displays.

![Edit Properties Tab on the Edit Multiple Recipients Page]

**NOTE** The fields that display on the *Edit Properties* tab depend on the type of recipient that you select.

3. Click the **By Recipient** option (if it is not already selected).

**NOTE** The *By Package* and *By Recipient* links only display when you select to edit multiple recipients. To edit multiple packages, refer to *Chapter 4. “Managing Packages.”*
4. If needed, click the down-arrow button in the **Delivered Packages Filter** field and select the desired filtering option.

The **Assign Packages** tab displays the applicable packages according to the selected filter.

**NOTE** The filters available in the **Delivered Packages Filter** field are created using the Manage Filters function. Refer to Chapter 8, “Managing Filters” for information about creating or changing a filter.

5. If needed, click the down-arrow button in the **Recipient Filter** field and select the desired filtering option.

The **Select Recipient** field displays the applicable recipients according to the selected filter.

**NOTE** The filters available in the **Recipient Filter** field are created using the Manage Filters function. Refer to Chapter 8, “Managing Filters” for information about creating or changing a filter.

6. Click the down-arrow button in the **Select Recipient** field and select the recipient that you want to edit.

**NOTE** The **Select Recipient** field only displays if you select to edit multiple recipients and click the **By Recipient** link instead of the **By Package** link.

7. Make the appropriate changes on the **Edit Properties** tab. For field definitions, refer to *Creating Recipients* in this chapter.
8. Click the Assign Packages tab.

The Assign Packages tab on the Edit Multiple Recipients page displays similar to the following example. The packages that display on the tab are based on the filter selected (if any) in the Delivered Packages Filter field.

![Assign Packages Tab on the Edit Multiple Recipients Page](image)

9. Make the appropriate changes on the Assign Packages tab. For field definitions, refer to Creating Recipients in this chapter.

10. Click the Save Changes button.

DDM saves your changes to the recipient.

NOTE You can toggle between the Edit Properties and Assign Packages tabs without losing data, but to save your changes you must click the Save Changes button when finished editing.
Unregistering a Recipient

If a DDM client (CDAD, CDAJ, CDAS, or CDAL) is no longer needed, it can be unregistered using the CDA user interface. The Airline Manager and Recipient Manager roles can unregister a recipient on the DDM server.

To unregister a recipient on the DDM server, perform the following steps:

1. Under the Recipient Management option in the left navigation area, click the Manage Recipients function.

   The Manage Recipients page displays similar to the following example.

   ![Manage Recipients Page](image)

2. Under the Unregister column, click the desired Unregister link to unregister the corresponding recipient.

3. Click the OK button.

   DDM unregisters the recipient.
Archiving a Recipient

The purpose of archiving recipients is to remove unused recipients from the server so that database and disk space is used as efficiently as possible. The Archiver role can archive a recipient.

When you archive a recipient, DDM generates an archive.zip file. DDM appends the name of the recipient to the zip file name, for example RECIP123.rec_archive.zip. The archive.zip file contains information about the recipient at the time it was archived and the recipient audit history within DDM, including package associations. To free server disk space, this file can be downloaded to your computer and removed from the DDM server using the Manage Files tab.

The archive process removes all associations to checkpoints and packages. You will need to re-establish these associations if you select to unarchive a recipient.

DDM does not delete archived recipients from the database when you perform an archive. If desired, you can delete recipients that are archived using the Unarchive/Delete Recipients tab.

Archived recipients are not available to receive packages. Unlike deleted packages, deleted recipient names can be reused when creating new recipients.

If an error occurs while archiving a recipient, contact your DDM System Administrator.

The following process illustrates the steps for archiving a recipient.

```
Select Archive Recipient Function
          →
Select Recipient(s) to Archive
          →
Archive Recipient(s)
```

Process for Archiving a Recipient
To archive a recipient, perform the following steps:

1. **Under Recipient Management in the left navigation area, click Archive Recipients.**

   The Archive Recipients page displays similar to the following example. By default, the Archive Recipients tab displays.
2. If needed, click the down-arrow button in the **Recipient Filter** field and select the desired filter.
   The data on the page changes to match the selected filter.

   **NOTE** The filters available in the **Recipient Filter** field are created using the Manage Filters function. See Chapter 14, “Managing Filters” for information about creating or changing a filter.

3. Click the desired check box under the **Select** column to specify which recipient(s) you want to archive.

4. When finished, click the **Archive Recipients** button.
   DDM archives all selected recipients.
Unarchiving a Recipient

If needed, you can unarchive a recipient that was previously archived but not yet deleted. Deleted recipients cannot be unarchived. The Archiver role can unarchive a recipient.

Because the archive process removes all associations to checkpoints and packages, you will need to re-establish these associations if you select to unarchive the recipient.

The following process illustrates the steps for unarchiving a recipient.

```
Select Archive Recipient Function → Select Unarchive/Delete Recipient Tab → Select Recipient(s) to Unarchive → Unarchive Recipient(s)
```

Process for Unarchiving a Recipient
To unarchive a recipient, perform the following steps:

1. Under the **Recipient Management** function in the left navigation area, click the **Archive Recipients** option.

The *Archive Recipients* page displays similar to the following example. By default, the **Archive Recipients** tab displays.
2. Click the **Unarchive/Delete Recipients** tab.

The **Unarchive/Delete Recipients** tab on the **Archive Recipients** page displays similar to the following example.

3. Click the desired check boxes under the **Select** column to specify which recipient(s) you want to unarchive.

4. When finished, click the **Unarchive Recipients** button.

DDM unarchives the selected recipient(s).
Deleting a Recipient

DDM does not delete archived recipients from the database when you perform an archive. To reclaim database space, you must delete the recipient; to reclaim disk space, you must delete the archive.zip file from the server. Refer to Deleting an archive.zip File for a Recipient in this chapter for information about deleting an archive.zip file.

You can only delete a recipient that has been archived. Once deleted, a recipient cannot be unarchived and cannot be retrieved at a future date; the recipient is completely removed from the server. The Archiver role can delete a recipient.

The following process illustrates the steps for deleting a recipient.

Process for Deleting an Archived Recipient
To delete a recipient, perform the following steps:

1. Under the **Recipient Management** function in the left navigation area, click the **Archive Recipients** option.

The **Archive Recipients** page displays similar to the following example. By default, the **Archive Recipients** tab displays.
2. Click the **Unarchive/Delete Recipients** tab.

The **Unarchive/Delete Recipients** tab on the **Archive Recipients** page displays similar to the following example.

Unarchive/Delete Recipients Tab on the Archive Recipients Page

3. Click the desired check boxes under the **Select** column to specify which recipient(s) you want to delete.

4. When finished, click the **Delete Recipients** button.

DDM deletes the selected recipient(s).
Downloading a Zip File for an Archived Recipient

If needed, you can download an archive.zip file containing information about an archived recipient to your computer. The archive.zip file contains information about the recipient at the time it was archived and its audit history in DDM. The Archiver role can download an archive.zip file for an archived recipient.

The following process illustrates the steps for downloading an archive.zip file for an archived recipient.

```
Select Archive Recipient Function → Select Manage Files Tab → Download archive.zip File
```

Process for Downloading an archive.zip File for an Archived Recipient
To download an archive.zip file, perform the following steps:

1. Under the **Recipient Management** function in the left navigation area, click the **Archive Recipients** option.

The **Archive Recipients** page displays similar to the following example. By default, the **Archive Recipients** tab displays.
2. Click the **Manage Files** tab.

   The **Manage Files** tab on the **Archive Recipients** page displays similar to the following example.

3. Click the **Download** link under the **Download** column for the file you want to download.
   DDM prompts you to select a location to which to download the file.

4. Select the desired location.
   DDM downloads the selected file.
Deleting an archive.zip File for a Recipient

DDM does not delete archived recipients from the database when you perform an archive. To reclaim disk and database space, you must delete the recipient and the archive.zip file from the server. Refer to Deleting a Recipient in this chapter for information about deleting a recipient.

Deleting an archive.zip file removes the archived file of a recipient from the server; it does not delete the recipient from the database. It is quite possible that a recipient can be archived, then unarchived to become fully operational again. In this case, the archive.zip file for the recipient still resides in the archive location and can be downloaded and/or deleted from there without any affect on the recipient itself. The process of archiving a recipient creates an archive.zip file, therefore you can only delete an archive.zip file for a recipient that has been archived. Once deleted, the file cannot be retrieved at a future date; the file is completely removed from the server. Thus, Jeppesen recommends downloading the archive.zip file so that the recipient and its history is not lost. The Archiver role can delete an archive.zip file for an archived recipient.

The following process illustrates the steps for deleting an archived file.

```
Select Archive Recipient Function
Select Manage Files Tab
Select File(s) to Delete
Delete File(s)
```

Process for Deleting an archive.zip File for an Archived Recipient
To delete an archived file, perform the following steps:

1. Under the **Recipient Management** function in the left navigation area, click the **Archive Recipients** option.

The **Archive Recipients** page displays similar to the following example. By default, the **Archive Recipients** tab displays.

![Archive Recipients Tab on the Archive Recipients Page](image-url)
2. Click the **Manage Files** tab.

The **Manage Files** tab on the **Archive Recipients** page displays similar to the following example.

3. Click the desired check boxes under the **Select** column to specify which archived file(s) you want to delete.

4. When finished, click the **Delete File** button.

DDM deletes the selected file.
CHAPTER 6

Managing Review Groups

This chapter covers the following topics:

- Overview
- Naming a Review Group
- Creating a Review Group
- Viewing a Review Group
- Editing a Review Group
- Deleting a Review Group
Overview

If your company sets up a process for reviewing packages before they are delivered to recipients, part of that process involves establishing review groups. The Review Manager and Airline Manager roles can use the Manage Review Groups function to create and manage a review group.

A review group is a logical grouping of one or more reviewers that are responsible for reviewing package content or package delivery to a recipient. The review group reviews a package as part of a checkpoint(s) to ensure that package content is correct and ready for delivery. An approval rule exists for each review group that can be one of the following:

- All reviewers in the review group must approve package content or delivery
- Any one reviewer in the review group can approve package content or delivery

Review groups provide control and flexibility for situations such as those described in the following examples:

- **Example 1**
  A company has three reviewers in charge of package content quality. At least one of these reviewers must approve every package that comes through the system. If the company creates a review group that includes these three managers and assigns the group an approval rule of “any one reviewer,” this group can then be inserted into all review checkpoints.

- **Example 2**
  A company has five senior engineers who are in charge of packages delivered to a specific airplane. Each engineer must review and approve a package before it is installed on the airplane. If the company creates a review group that includes these five engineers and assigns the group an approval rule of “all reviewers,” this group can then be inserted into the checkpoint associated with this airplane. Or, all engineers can be added directly to the checkpoint instead of being assigned to a review group because the approval rule between checkpoint members is always All. If there is another group of engineers in which any one of the engineers are responsible for reviewing all packages delivered to the same airplane, then a review group with an Any One approval rule must be created and assigned to the recipient checkpoint.

- **Example 3**
  A company has two groups of reviewers and each group must review package content before it can be delivered. In this case, two review groups (assigned the corresponding approval rule) must be created and assigned to the checkpoint.

The following figure illustrates the areas in the package delivery process related to the Manage Review Groups function.
Areas Related to the Manage Review Group Function
The numbered steps in the previous figure represent the following tasks and functions:

- **Step 1**: The user creates, edits, views, and deletes a review group(s) using the Manage Review Groups function.

- **Step 2**: The user assigns a review group to a checkpoint using the Manage Checkpoints function.

The following figure illustrates the Manage Review Groups page. From this page, you can create, view, edit, and delete review groups.
Naming a Review Group

Review group names can be alphabetical (both upper- and lower-case), numerical, or a combination of both. Because DDM recognizes both upper- and lower-case letters, it is possible that the same name could be created more than one time with varying case. For example, you could create the following variations of the same review group name:

- RG_001
- Rg_001
- rG_001
- rg_001

As shown above, a variation in review group names could lead to confusion when creating or editing a review group. To avoid duplication of names, Jeppesen recommends that you use all upper-case letters when naming a review group.
Creating a Review Group

The Review Manager and Airline Manager roles can create a review group.

The process for creating a review group includes the steps shown in the following figure.

To create a review group, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Review Groups function.

   The Manage Review Groups page displays.
2. Click the **Create Review Group** button.

The **Create Review Group** page displays similar to the following example.

**NOTE** If the user administration tool storage contains a large amount of data, response time may be slow and the Create Review Group page may take a few seconds to display. To avoid a possible error, do not click the **Create Review Group** button more than one time.

3. In the **Review Group Name** field, type a name for the review group. This field is required.

4. In the **Description** field, type a description of the review group.
5. In the **Apply an Approval Rule** section, select the approval rule option for this review group to indicate whether:
   - **All** reviewers associated with this group must approve a package, or
   - **Any one** reviewer associated with this group is needed to approve a package.

6. In the **Available Reviewers** list, select the name(s) to add to this review group.

   **TIP** To select multiple consecutive names, press and hold the <Shift> key and click the desired names. To select multiple non-consecutive names, press and hold the <Ctrl> key, and click the desired names.

7. Click the **Add** button to move the selected names to the **Reviewers in Group** list.

   **NOTE** To remove names from the **Reviewers in Group** list, select the desired names and click the **Remove** button.

   **NOTE** It is possible to create an empty review group that has no assigned reviewers. In this case, no review is required by the empty group, and any package assigned the review group is automatically approved.

8. Click the **Save Review Group** button.
   DDM saves the new review group.
Viewing a Review Group

The Review Manager and Airline Manager roles can view information about a review group. The process for viewing a review group includes the steps shown in the following figure.

To view a review group, perform the following steps:

1. Under the **Administration** option in the left navigation area, click the **Manage Review Groups** function.

   The **Manage Review Groups** page displays.

2. Click the name of the review group in the **Review Group Name** column that you want to view.

   The **View Review Group** page displays similar to the following example.

3. Review the information.
Editing a Review Group

The Review Manager and Airline Manager roles can edit information for a review group. When editing a review group, you can change the review group name and description, assigned approval rule, and assigned reviewers.

The steps to edit a review group depend on whether or not the group is associated with a package review that is pending. The process for editing a review group includes the steps shown in the following figure.
Managing Review Groups

Editing a Review Group for which No Reviews are Pending

To edit a review group for which no reviews are pending, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Review Groups function.
   
   The Manage Review Groups page displays. Click the Edit link next to the name of the review group you want to edit.

   The Edit Review Group page displays similar to the following example.

   ![Edit Review Group Page](image)

2. Make the appropriate changes. For field definitions, see Creating a Review Group.

3. Click the Save Changes button.

   DDM saves the changes made to the review group.
Managing Review Groups

Editing a Review Group for which Reviews are Pending

To edit a review group for which reviews are pending, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Review Groups function.

   The Manage Review Groups page displays.

2. Click the Edit link next to the name of the review group you want to edit.

   The Edit Review Group page displays similar to the following example.

   ![Edit Review Group Page](image_url)

   **NOTE** You can also select to edit a review group by clicking the Edit Review Group button on the View Review Group page. Refer to Viewing a Review Group for more information.

3. Make the appropriate changes. For field definitions, see Creating a Review Group.

4. Click the Save Changes button.

   If you changed the approval rule from All to Any One, or removed from the group any reviewers who still need to complete the review in order for the checkpoint to complete
the approval process, some packages may become automatically approved. In this case, a confirmation message displays.

5. Click the **OK** button.

   Packages that display on the confirmation message are immediately approved.
Deleting a Review Group

The Review Manager and Airline Manager roles can delete a review group. The steps to delete a review group depend on whether or not the group is pending review.

The process for deleting a review group includes the steps shown in the following figure.

Deleting a Review Group Not Assigned to a Pending Package Review

To delete a review group that is not assigned to any package reviews with a status of pending, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Review Groups function.
   The Manage Review Groups page displays.

2. Click the Delete link next to the name of the review group you want to delete.
   A confirmation message displays.

3. Click the OK button.
   DDM deletes the selected review group.
Deleting a Review Group Assigned to a Pending Package Review

When you attempt to delete a review group that is associated with a package review that is not complete, DDM will automatically change the status of the review to Approved. Prior to changing this status, you are prompted to approve the status change and continue the deletion process. The fields that display on the Delete Review Group page depends on the type of checkpoint associated with the review group (recipient or package).

To delete a review group that is associated with a pending package review, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Review Groups function.
   The Manage Review Groups page displays.

2. Click the Delete link next to the name of the review group you want to delete.
   The Delete Review Group page displays. The fields that display on this page depend on the type of associated checkpoint.

3. To continue to delete the selected review group, click the Delete Review Group button. DDM deletes the selected review group.
CHAPTER 7

Managing Review Devices

This chapter covers the following topics:

- Overview
- Creating a Review Device
- Viewing a Review Device
- Editing a Review Device
- Deleting a Review Device
Overview

If your company sets up a review process of package content, part of that process involves establishing *review devices*. A review device is a computer that is used during the review process to specifically receive and review packages before they are delivered to recipients. Review devices are added to checkpoints when reviewers need to download and examine packages for validation.

Review devices in DDM are classified as one of two types as explained in the following table.

#### Types of Review Devices

<table>
<thead>
<tr>
<th>Type</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tail</td>
<td>A device which has a Tail-like environment, so the review can verify that the content will work correctly on the Tail recipient. Packages are reviewed on this device, approved in DDM, and then typically delivered to Tail recipients.</td>
</tr>
<tr>
<td>Basic</td>
<td>A device that is not a tail, such as a desktop computer. Packages are reviewed on this device, approved in DDM, and then typically delivered to Basic recipients.</td>
</tr>
</tbody>
</table>

The Recipient Manager, Review Manager, and Airline Manager roles can use the Manage Review Devices function to create and manage review devices.
The following figure illustrates the areas in the package delivery process affected by the Manage Review Devices function.
The numbered steps in the previous figure represent the following tasks and functions:

- **Step 1**: The user creates, edits, views, and deletes a tail engine(s) using the Manage Tail Engines function.
- **Step 2**: The user creates, edits, views, and deletes a tail model(s) using the Manage Tail Models function.
- **Step 3**: The user assigns a tail model and tail engine to a recipient or review device using the Manage Review Devices function.
- **Step 4**: The user assigns a review device to a checkpoint using the Manage Checkpoints function.

The following figure illustrates the *Manage Review Devices* page. From this page, you can create, view, edit, and delete review devices.
Creating a Review Device

The Recipient Manager, Review Manager, and Airline Manager roles can create two types of review devices: Tail or Basic. You can create new review devices or converting an existing recipient into a review device. The desired review device must be created and assigned to a package in order to receive a package.

Prior to creating the first Tail review device, you must have created the appropriate tail model and tail engine. Refer to Chapter 11. “Managing Tail Models” and Chapter 12. “Managing Tail Engines” for more information.

You can assign a package(s) to a review device either when you create a new review device or edit an existing one. To assign a package(s), you must first publish the appropriate package. Refer to Chapter 5. “Managing Packages” for more information.

You can also assign a review device when you create a new checkpoint or edit an existing one. Refer to Chapter 10. Managing Checkpoints for more information.

If desired, you can convert an existing recipient into a review device. To create a review device by converting an existing recipient, the recipient must already exist. Refer to Chapter 6. “Managing Recipients” for information about creating a recipient.

The process for creating a review device includes the steps shown in the following figure.

Creating a New Review Device

To create a new review device, perform the following steps:

1. Under the Review Management option in the left navigation area, click the Manage Review Devices function.

   The Manage Review Devices page displays.
2. Click the **Create Review Device** button.

   Step 1 on the *Create Review Device* page displays similar to the following example.

   ![Create Review Device Page (Step 1: Select Review Device Type)](image)

3. Click the **Create a New Review Device of Type** radio button.

4. Click the associated down-arrow button and select the desired review device type.

   **NOTE** Your selection determines what information displays on the following *Create Review Device* pages.
5. Click the **Continue** button.

Step 2 on the *Create Review Device* page displays similar to the following example. By default, the **Define Properties** tab displays.

6. Type the name of the review device in the **Review Device Name** field. This field is required.

7. Type a description of the review device in the **Description** field.

8. Click the down-arrow button in the **EFB Version** field and select the type of EFB installed on the review device. This field is required.

**NOTE** The **EFB Version** field only displays if you select to create a Tail review device.
9. Click the down-arrow button in the **Model** field and select the manufacturer’s model name associated with the tail. This field is required.

   **NOTE** The **Model** field only displays if you are creating a Tail review device. The model must already exist. Refer to *Chapter 11. “Managing Tail Models”* for information about creating a tail model.

10. Click the down-arrow button in the **Engine Name** field and select the engine type associated with the tail. This field is required.

   **NOTE** The **Engine Name** field only displays if you are creating a Tail review device. The engine name must already exist. Refer to *Chapter 12. “Managing Tail Engines”* for information about creating a tail engine.

   **NOTE** The following steps can only be performed if you are assigned the role of Content Manager.
11. Click the **Assign Packages** tab.

The **Assign Packages** tab displays similar to the following example.

![Assign Packages Tab on the Create Review Device - Tail Page](image)

12. If needed, click the down-arrow button in the **Delivered Packages Filter** field and select the desired filtering option.

The data on the **Assign Packages** tab changes to match the selected filter.

**NOTE** The filters available in the **Delivered Packages Filter** field are created using the Manage Filters function. Refer to **Chapter 8. "Managing Filters"** for information about creating or changing a filter.

13. In the **Select** column, click the check box for each package to associate with this review device.

14. Click the **Save Review Device** button.

DDM saves the new review device.
Converting a Recipient into a Review Device

The Recipient Manager, Review Manager, and Airline Manager roles can convert a recipient into a tail or basic review device. Converting a recipient into a review device will bypass the recipient checkpoint and immediately deliver assigned packages to the review device.

Prior to converting an existing recipient into a review device, the recipient must already exist. Refer to Chapter 6. "Managing Recipients" for information about creating a recipient.

To convert an existing recipient into a review device, perform the following steps:

1. Under the Review Management option in the left navigation area, click the Manage Review Devices function.

   The Manage Review Devices page displays.

2. Click the Create Review Device button.

   Step 1 on the Create Review Device page displays similar to the following example.

3. Click the Convert Recipient into a Review Device radio button.

4. Click the down-arrow button in the associated field and select the desired recipient.
5. Click the **Continue** button.

The *Edit Review Device* page displays similar to the following example. By default, the *Edit Properties* tab displays.

6. Type a description of the review device in the **Description** field.

7. Click the down-arrow button in the **EFB Version** field and select the desired EFB class. This field is required.

   **NOTE** The **EFB Version** field only displays if you are converting a Tail recipient into a review device.

8. Click the down-arrow button in the **Model** field and select the manufacturer’s model name associated with the recipient. This field is required.

   **NOTE** The **Model** field only displays if you are converting a Tail recipient into a review device. The model must already exist. Refer to *Chapter 11. “Managing Tail Models”* for information about creating a tail model.
9. Click the down-arrow button in the **Engine Name** field and select the engine type associated with the recipient. This field is required.

**NOTE** The **Engine Name** field only displays if you are converting a Tail recipient into a review device. The engine name must already exist. Refer to Chapter 12, “Managing Tail Engines” for information about creating a tail engine.

**NOTE** The following steps can only be performed if you are assigned the role of Content Manager.

10. Click the **Assign Packages** tab.

    The **Assign Packages** tab displays similar to the following example.
11. If needed, click the down-arrow button in the Delivered Packages Filter field and select the desired filtering option. The data on the Assign Packages tab changes to match the selected filter.

**NOTE** The filters available in the Delivered Packages Filter field are created using the Manage Filters function. Refer to Chapter 8, “Managing Filters” for information about creating or changing a filter.

12. In the Select column, click the check box for each package to associate with this review device.

**NOTE** Any packages assigned here are delivered directly to this review device, bypassing any checkpoints.

13. Click the Save Changes button. DDM saves the review device.
Viewing a Review Device

The Recipient Manager, Review Manager, and Airline Manager roles can view properties and packages that are assigned to a selected review device. The process for viewing a review device includes the tasks shown in the following figure.

1. Under the Review Management option in the left navigation area, click the Manage Review Devices function.
   The Manage Review Devices page displays.

2. In the Review Device Name column, click the name of the device that you want to view.
   The View Review Device page displays similar to the following example. By default, the View Properties tab displays. The fields that display on the page are based on the selected review device type.
3. Review the information on the View Properties tab.

4. If available, click the View Assigned Packages tab.
   The View Review Device page displays similar to the following example.

5. Review the information.
Editing a Review Device

The Recipient Manager, Review Manager, and Airline Manager roles can edit which properties and packages are assigned to a review device. The process for editing a review device includes the steps shown in the following figure.

To edit the properties and package assignments for a review device, perform the following steps:


   The Manage Review Devices page displays.

   Select Manage Review Devices Function

   Select to Edit Review Device

   Edit Review Device

   Save Review Device Edits

   View Review Device

   Select to Edit Review Device

   Process for Editing a Review Device

   To edit the properties and package assignments for a review device, perform the following steps:

   1. Under the Review Management option in the left navigation area, click the Manage Review Devices function.

      The Manage Review Devices page displays.
2. Click the **Edit** link next to the name of the review device that you want to edit. The *Edit Review Device* page displays similar to the following example. By default, the **Edit Properties** tab displays. The fields that display on the page are based on the selected review device type.

![Edit Properties Tab on the Edit Review Device - Tail Page](image)

**NOTE** You can also select to edit a review device by clicking the **Edit Review Device** button on the *View Review Device* page. Refer to **Viewing a Review Device** for more information.

3. Make the appropriate changes. For field definitions, refer to **Creating a Review Device**.

**NOTE** The following steps can only be performed if you are assigned the role of Content Manager.
4. Click the **Assign Packages** tab.

The **Assign Packages** tab displays similar to the following example.

5. If needed, click the down-arrow button in the **Delivered Packages Filter** field and select the desired filtering option.

The data on the **Assign Packages** tab changes to match the selected filter.

---

**NOTE** The filters available in the **Delivered Packages Filter** field are created using the Manage Filters function. Refer to **Chapter 8. “Managing Filters”** for information about creating or changing a filter.

6. Make the appropriate changes. For field definitions, refer to **Creating a Review Device**.

7. Click the **Save Changes** button.

DDM saves the review device.
Deleting a Review Device

The Recipient Manager, Review Manager, and Airline Manager roles can delete a review device. The process for deleting a review device includes the tasks shown in the following figure.

To delete a review device, perform the following steps:

1. Under the **Review Management** option in the left navigation area, click the **Manage Review Devices** function.
   
   The **Manage Review Devices** page displays.

2. Click the **Delete** link for the name of the review device that you want to delete.
   
   A confirmation message displays.

3. Click the **OK** button.
   
   DDM deletes the selected review device.
CHAPTER 8

Managing Checkpoints

This chapter covers the following topics:

- Overview
- Naming a Checkpoint
- Creating a Checkpoint
- Viewing a Checkpoint
- Editing a Checkpoint
- Deleting a Checkpoint
Overview

A checkpoint is an inspection point in DDM where reviewers and/or review groups review packages before delivery to recipients. Checkpoints can consist of reviewers (individual or groups) and the review device(s) that those reviewers will use to view content. Checkpoints can also be empty, where no reviewers are assigned. Such checkpoints do not require any review; a package is approved as soon as it assigned to this type of checkpoint.

When DDM is installed, an empty checkpoint is automatically created. The name of this checkpoint is **AutoApprove**, which reflects the result of this checkpoint association. You can use this checkpoint as is, or edit or delete it as needed.

Checkpoints are composed of three basic elements:

- A unique **name**
- A list of **reviewers** and **review groups** responsible for reviewing package content or package delivery to a recipient
- A list of **review devices** used by reviewers to examine packages

The Review Manager and Airline Manager roles can use the Manage Checkpoints function to create and manage checkpoints.

Refer to **Chapter 3. “Getting Started”** for basic information about preparing for and creating checkpoints as part of the review process.

When you publish a package that needs to be delivered to a recipient, you must associate that package with a checkpoint. This association is important because without an associated checkpoint, the package cannot be approved or delivered. Typically, a package is associated with a checkpoint either through the assigned content type or through direct association. Refer to **Chapter 9. “Managing Content Types”** and/or **Chapter 5. “Managing Packages”** for more information.

The reviewers assigned to the checkpoint are responsible for the package content review. If the checkpoint does not have assigned reviewers, the package content becomes automatically approved. If the checkpoint has assigned reviewers, these reviewers have to review and either approve or reject the package content. If the package is associated with a review device(s) (either through a checkpoint or directly) and a CDA (typically CDAD) is installed and registered on that review device(s), the review device(s) receives the package automatically before any review occurs. This enables reviewers to review package content before approving or rejecting the content.

After reviewing package content, a reviewer can log into DDM and approve or reject the package. A package assigned a checkpoint is considered approved only after all checkpoint members (reviewers and review groups) approve the package.

After package content is approved, the package passes through another checkpoint that is responsible for package delivery to a recipient. A CDA is typically installed and registered on
this recipient. Again, all members (reviewers and review groups) assigned to this recipient checkpoint must approve the package delivery to the recipient before the recipient can receive the package. However, if the recipient checkpoint does not have assigned reviewers, the package delivery is automatically approved. Refer to Chapter 4 “Managing Packages” for more information.

After the package content is approved by the package checkpoint and the package delivery to a recipient is approved by the recipient checkpoint, the package can be received by the CDA installed on the recipient.

The following figure illustrates the areas in the package delivery process related to the Manage Checkpoints function.
Areas Related to the Manage Checkpoints Function
The numbered steps in the previous figure represent the following tasks and functions:

- **Step 1**: The user creates, edits, views, and deletes a checkpoint(s) using the Manage Checkpoints function.

- **Step 2**: The user creates, edits, views, and deletes a content type to which to assign a checkpoint using the Manage Content Types function.

- **Step 3**: The user assigns a checkpoint to a recipient using the Manage Recipients and Deliver Recipients functions.

- **Step 4**: The user creates, edits, views, and deletes the e-mail rule(s) associated with notification to reviewers about a checkpoint using the Manage Email Rules function.

- **Step 5**: The DDM server notifies reviewers about packages ready for review using the Manage Email Rules function.

- **Step 6**: The reviewer either approves or rejects a package using the Approve/Reject Packages function.

The following figure illustrates the **Manage Checkpoints** page. From this page, you can create, view, edit, and delete checkpoints.
Naming a Checkpoint

Checkpoint names can be alphabetical (both upper- and lower-case), numerical, or a combination of both. Because DDM recognizes both upper- and lower-case letters, it is possible that the same name could be created more than one time with varying case. For example, you could create the following variations of the same checkpoint name:

- CP_001
- Cp_001
- cP_001
- cp_001

As shown above, a variation in checkpoint names could lead to confusion when creating or editing a checkpoint. To avoid duplication of names, Jeppesen recommends that you use all upper-case letters when naming a checkpoint.
Creating a Checkpoint

The Review Manager and Airline Manager roles can create a checkpoint. After creating a checkpoint(s), you can assign them to any new or existing package(s) or recipient(s) in DDM.

If you want to assign a review group when you create a new checkpoint, you must first create the review group. Refer to Chapter 13. "Managing Review Groups" for information about creating a review group.

If you want to assign a review device when you create a new checkpoint, you must first create the review device. Refer to Chapter 14. "Managing Review Devices" for information about creating a review device.

The process for creating a checkpoint includes the steps shown in the following figure.

To create a checkpoint, perform the following steps:

1. Under the Review Management option in the left navigation area, click the Manage Checkpoints function.
   
   The Manage Checkpoints page displays.
2. On the Manage Checkpoints page, click the Create Checkpoint button. The Create Checkpoint page displays similar to the following example.

**NOTE** If the user administration tool storage contains a large amount of data, response time may be slow and the Create Checkpoint page may take a few seconds to display. To avoid a possible error, do not click the Create Checkpoint button more than one time.

**NOTE** At this point, DDM retrieves all users assigned the Reviewer role from the user administration tool. If you are creating a new checkpoint and the Available Reviewers & Groups list is empty, contact your DDM System Administrator. This situation may result if the connection to the user administration tool is broken, or the roles are not correctly configured in DDM.
3. In the **Checkpoint Name** field, type a name for the checkpoint.

**TIP** Type a checkpoint name that reflects the purpose of the checkpoint.

4. In the **Available Reviewers & Groups** list, click the name(s) to associate with this checkpoint.

**TIP** To select multiple consecutive names, press the <Shift> key and click all desired names. To select multiple non-consecutive names, press the <Ctrl> key and click all desired names.

5. Click the **Add** button.
   The selected name(s) displays in the **Reviewers & Groups in Checkpoint** list.

**NOTE** To remove a name(s) from the **Reviewers & Groups in Checkpoint** list, click the desired name(s) and click the **Remove** button.

6. In the **Available Review Devices** list, select the device(s) to associate with this checkpoint.

**TIP** To select multiple consecutive names, press the <Shift> key and click all desired names. To select multiple non-consecutive names, press the <Ctrl> key and click all desired names.

7. Click the **Add** button.
   The selected name(s) displays in the **Review Devices in Checkpoint** list.

**NOTE** To remove a name(s) from the **Review Devices in Checkpoint** list, click the desired name(s) and click the **Remove** button.

8. Click the **Save Checkpoint** button.
   DDM saves the new checkpoint.
Managing Checkpoints

Viewing a Checkpoint

The Content Review Manager and Airline Manager roles can view information about a checkpoint. The process for viewing a checkpoint includes the tasks shown in the following figure.

![Process for Viewing a Checkpoint](image)

To view a checkpoint, perform the following steps:

1. Under the **Review Management** option in the left navigation area, click the **Manage Checkpoints** function.
   
   The **Manage Checkpoints** page displays.

2. In the **Checkpoint Name** column on the **Manage Checkpoints** page, click the name of the checkpoint that you want to view.
   
   The **View Checkpoint** page displays similar to the following example.

![View Checkpoint Page](image)

3. Review the checkpoint information.
Editing a Checkpoint

The Content Review Manager and Airline Manager roles can edit information about a checkpoint. When editing a checkpoint, you can change the checkpoint name, assigned groups, and assigned devices.

The process for editing a checkpoint includes the steps shown in the following figure.

To edit a checkpoint, perform the following steps:

1. Under the Review Management option in the left navigation area, click the Manage Checkpoints function.
   
   The Manage Checkpoints page displays.

   Select Manage Checkpoints Function

   Select Checkpoint to Edit

   Edit Checkpoint Information

   Save Checkpoint

   View Checkpoint

   Select to Edit Checkpoint

   Process for Editing a Checkpoint

   To edit a checkpoint, perform the following steps:

   1. Under the Review Management option in the left navigation area, click the Manage Checkpoints function.
      
      The Manage Checkpoints page displays.
2. On the Manage Checkpoints page, click the link next to the name of the checkpoint you want to edit.

The Edit Checkpoint page displays similar to the following example.

3. On the Edit Checkpoint page, make the appropriate changes. For field definitions, see Creating a Checkpoint.

4. Click the Save Changes button.

If any packages will be immediately approved based on these changes, a confirmation message displays a new screen listing the packages and/or recipients.
5. Review the information then click the **Save Changes** button if you agree to the immediate approvals shown.

**NOTE** If you do not want the packages that display to be approved immediately, click the **Cancel** button.
Deleting a Checkpoint

The Content Review Manager and Airline Manager roles can delete a checkpoint. The steps that you follow to delete a checkpoint depend on whether or not any packages to which the checkpoint is assigned need to be reviewed.

The process for deleting a checkpoint includes the steps shown in the following figure.

### Deleting a Checkpoint with No Package Reviews Pending

To delete a checkpoint for which no package content or delivery reviews are pending, perform the following steps:

1. Under the **Review Management** option in the left navigation area, click the **Manage Checkpoints** function.
   The **Manage Checkpoints** page displays.

2. Click the **Delete** link for the checkpoint you want to delete.
   A confirmation message displays.

3. Click the **OK** button to proceed with the deletion.
   DDM deletes the selected checkpoint.

![Process for Deleting a Checkpoint](image)
Deleting a Checkpoint with Package Reviews Pending

To delete a checkpoint for which package content or delivery reviews are pending, perform the following steps:

1. Under the **Review Management** option in the left navigation area, click the **Manage Checkpoints** function.
   
   The **Manage Checkpoints** page displays.

2. Click the **Delete** link for the checkpoint you want to delete.
   
   A confirmation message displays.

3. Click the **OK** button to proceed with the deletion.
   
   The **Delete Checkpoint** page displays similar to the following example.

4. On the **Delete Checkpoint** page, do the following:
   
   - Click the down-arrow button in the field(s) under the **New Package Checkpoint** column (if available) and select a new package checkpoint.
   
   - Click the down-arrow button next to the **New Recipient Checkpoint** field (if available) and select a new recipient checkpoint.

5. Click the **Delete Checkpoint** button.
   
   DDM deletes the selected checkpoint.
CHAPTER 9

Managing Content Types

This chapter covers the following topics:

- Overview
- Naming a Content Type
- Creating a Content Type
- Viewing a Content Type
- Editing a Content Type
- Deleting a Content Type
Overview

Content types describe the content of a package, enabling you to better organize packages and automate the review process and delivery to recipients or consumer companies. Prior to publishing a package, the appropriate content type must be created. Packages cannot be published unless they are assigned a content type. The Content Manager and Airline Manager roles can use the Manage Content Types function to create and manage content types. However, these roles can create, edit, and delete content types for their own company only.

When you create a content type, you can specify the checkpoint you want to be automatically assigned to the package with this content type. Thus, whenever you assign a content type to a package, the associated checkpoint, if any, is also assigned.

If you publish a package to a consumer company, the content type assigned to the package must exist on the consumer company’s server as well as your own server. Likewise, if you receive a package from a supplier company, the content type assigned to the package on the supplier company’s server must exist on your server. If the same content type name (exact spelling) does not exist on either the consumer or supplier company servers, an error will occur when DDM attempts to deliver the package. Refer to the CDAS User’s Guide for more information about publishing a package between two servers.

Using the Manage Content Types function, you can perform the following tasks:

- Create a content type
- View a content type
- Edit a content type
- Delete a content type

The following figure illustrates the areas in the package delivery process that are related to the Manage Content Types function.
Managing Content Types

Areas Related to the Manage Content Types Function
The numbered steps in the previous figure represent the following tasks and functions:

- **Step 1**: The user creates, edits, views, and deletes a content type(s) using the Manage Content Types function.
- **Step 2**: The user assigns a content type to a published package using the Publish Packages function.
- **Step 3**: The user creates, edits, views, and deletes a checkpoint that is associated with a content type using the Manage Checkpoints function.
- **Step 4**: The CDAS client verifies that a package’s assigned content type on an incoming package matches a content type on a Consumer company’s DDM server.

The following figure illustrates the Manage Content Types page. From this page, you can create, view, edit, and delete content types.
Naming a Content Type

Content type names can be alphabetical (both upper- and lower-case), numerical, or a combination of both. Because DDM recognizes both upper- and lower-case letters, it is possible that the same name could be created more than one time with varying case. For example, you could create the following variations of the same content type name:

- CT_001
- Ct_001
- cT_001
- ct_001

As shown above, a variation in content type names could lead to confusion when creating or editing a content type, assigning a content type to a package, or when publishing a package between servers using the CDAS client. To avoid duplication of names, Jeppesen recommends that you use all upper-case letters when naming a content type.
Creating a Content Type

The Content Manager and Airline Manager roles can create a content type. When you create a content type, you enter a name, description, and default checkpoint for the content type.

If you want to assign a checkpoint when you create a new content type, you must first create the checkpoint. Refer to *Chapter 10. “Managing Checkpoints”* for more information.

The process for creating a content type includes the steps shown in the following figure.

To create a content type, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Content Types function.
   
   The Manage Content Types page displays.
2. Click the **Create Content Type** button.
   The **Create Content Type** page displays similar to the following example.

3. Type the name for the new content type in the **Content Type Name** field. This field is required.

4. (Optional) Type a description of the content type in the **Description** field.

5. If needed, click the down-arrow button in the **Default Checkpoint** field and select the review checkpoint associated with the new content type.

6. Click the **Save Content Type** button.
   DDM saves the content type.
Viewing a Content Type

The Content Manager and Airline Manager roles can view information associated with a content type. The process for viewing a content type includes the tasks shown in the following figure.

To view information for a content type, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Content Types function. The Manage Content Types page displays.

2. Click the link in the Content Type Name column for the content type you want to view. The View Content Type page displays similar to the following example.

3. Review the information.
Editing a Content Type

The Content Manager and Airline Manager roles can edit a content type. The information that you can edit depends on the content type. The process for editing a content type includes the tasks shown in the following figure.

To edit a content type, perform the following steps:

1. Under the **Administration** option in the left navigation area, click the **Manage Content Types** function.
   The **Manage Content Types** page displays.
2. Click the **Edit** link next to the content type that you want to edit.

The *Edit Content Type* page displays similar to the following example.

![Edit Content Type Page](image)

**NOTE** You can also select to edit a content type by clicking the **Edit** button on the *View Content Type* page. Refer to *Viewing a Content Type* for more information.

3. Make changes to the fields as needed. For field definitions, see *Creating a Content Type*.

4. Click the **Save Changes** button.

DDM saves the content type.
Deleting a Content Type

The Content Manager and Airline Manager roles can delete an unassigned content type or a content type assigned to a package(s), but not a content type that is assigned to a company. If the content type is assigned to a package(s), you are required to assign a new content type to the package(s), unless you are trying to delete the last content type, which DDM does not allow. You cannot complete the deletion until the package(s) is assigned a new content type. Additionally, you cannot delete a content type if it is assigned to a company.

Deleting a Content Type Assigned to a Package

When you select to delete a content type that is assigned to a package(s), DDM automatically prompts you to reassign a new content type to the package(s). The process for deleting a content type that is assigned to a package(s) includes the tasks shown in the following figure.

To delete a content type that is assigned to a package(s) but not to a company, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Content Types function.
   The Manage Content Types page displays.
2. Click the appropriate Delete link next to the name of the content type you want to delete.
   A confirmation message displays.
3. Click the **OK** button.
   
The *Delete Content Type* page displays similar to the following example.

        Delete Content Type Page

4. For each package that displays in the table on the *Delete Content Type* page, click the down-arrow button in the **Content Type** column and select a new content type.

5. For each company name that displays in the table on the *Delete Content Type* page, click the down-arrow button in the **Content Type** column and select a new content type.

6. When finished reassigning content types, click the **Delete Content Type** button. DDM deletes the selected content type.

**Deleting an Unassigned Content Type**

To delete a content type that is not assigned to a package(s) or company, perform the following steps:

1. Under the **Administration** option in the left navigation area, click the **Manage Content Types** function.
   
The *Manage Content Types* page displays.

2. Click the appropriate **Delete** link next to the name of the content type you want to delete. A confirmation message displays.
3. Click the **OK** button.

   DDM deletes the selected content type.
CHAPTER 10

Managing Certificates

This chapter covers the following topics:

- Overview
- Exporting a Certificate
- Uploading a Certificate
- Viewing a Certificate
- Deleting a Certificate
Overview

The Manage Certificates functionality allows you to upload a static identity certificate from the Certificate Authority of the Boeing Class 3 Electronic Flight Bag Ground Support System to the DDM Server. This certificate ensures secure transmission of trusted content is being conducted between the EFB and the DDM Server via the CDAF. DDM uses this certificate to validate the EFB when web service calls are made from the CDAF. If DDM is unable to authenticate the EFB request using its static identity certificate, then communication will not be permitted.

IMPORTANT This chapter assumes that the static identity certificate has already been generated and installed on the EFB per the *Boeing Class 3 Electronic Flight Bag Public Key Infrastructure (PKI) Installation and Administration Guide*, D6-83459-1.

Since the static identity certificate expires after one year, you must load a new certificate from the EFB Certificate Authority (CA) laptop to the DDM Server once a year. DDM can recognize both the old and new certificates, so you should convert and upload the new certificates to the DDM Server immediately upon generation without concern that overlapping expiration dates will conflict and cause errors. If the certificate expires on the DDM Server, the DDM Server and CDAF will not be able to establish a connection.

NOTE Jeppesen recommends refreshing the static identity certificate on the DDM Server in accordance with Boeing’s suggested refresh timeframes.

Prior to uploading the certificate, however, you must first export it from the EFB CA laptop. After exporting the certificate file, navigate to the Manage Certificates page and upload the certificate to DDM. Currently, the page only provides the ability to add certificates; you cannot yet view or delete existing certificates. If you need to delete a certificate, you must contact your DDM System Administrator.

Using the Manage Certificates function, you can perform the following tasks:

- Upload a static identity certificate

The following figure illustrates the areas in the package delivery process that are related to the Manage Certificates function.
Areas Related to the Manage Certificates Function
The numbered steps in the previous figure represent the following tasks and functions:

- **Step 1**: The user exports the .der certificate from the EFB CA laptop.
- **Step 2**: The user browses for the new certificate using the Manage Certificates function.
- **Step 3**: The user uploads the new certificate using the Manage Certificates function.
Exporting a Certificate

NOTE This chapter will be superseded by the next release of the Boeing Class 3 Electronic Flight Bag Public Key Infrastructure (PKI) Installation and Administration Guide, D6-83459-1.

Before you can upload a static identity certificate, you must first export the static identity certificate from the EFB CA laptop to a box that has access to both the Internet and the DDM Server. Once you have exported the certificate, you can upload it to the DDM database.

To export the EFB static certificate:

1. From the EFB CA laptop, go to the CertMgr.msc console window.
2. In the left navigation area, expand Console Root > Certificates - Current User > Personal > Certificates.
   Your EFB Static Identity Certificates (e.g., Airline EFB Static Identity Cert) are displayed in the right pane.
3. In the right pane, right-click the most recent static EFB identity certificate and select All Tasks > Export.
   The Welcome screen for the Certificate Export Wizard displays.
4. In the Welcome screen, click **Next**.
   The Export Private Key screen displays similar to the following.

![Export Private Key Screen](image)

5. In the Export Private Key screen, select **No, do not export the private key**.
6. Click **Next**.
7. The *Export File Format* screen displays similar to the following.

8. In the *Export File Format* screen, select **DER encoded binary X.509 (.CER)**.

9. Click **Next**.
   The *File to Export* screen displays.
10. In the File to Export screen, browse to the desktop and save the certificate as EFBStaticCert.cer.

![File to Export Screen]

11. Click Next.

   The Completing the Certificate Export Wizard screen displays.

12. Click Finish.

   A popup window displays the message: "The export was successful."

13. In the popup window, click OK to complete this procedure.

   **NOTE** If the export is not successful, repeat the steps starting from Step 8.
Uploading a Certificate

The Airline Manager role can upload a certificate. When you upload a certificate, you first browse for the new certificate and then upload it to the DDM database.

The process for uploading a certificate includes the steps shown in the following figure.

1. Under the Administration option in the left navigation area, click the Manage Certificates function.
   The Upload Certificates page displays similar to the following.

2. Click the Browse button.
   A Choose file window opens.
3. Browse to the **EFBStaticCert.cer** file that you want to upload.

4. Click **Open**.

5. The *Choose file* window closes, and the path to the certificate displays in the field on the *Upload Certificate* page.

6. Click the **Upload** button.

   DDM uploads the certificate.

**Viewing a Certificate**

This functionality is not yet available.

**Deleting a Certificate**

This functionality is not yet available.
CHAPTER 11

Managing Tail Models

• Overview
• Naming a Tail Model
• Creating a Tail Model
• Editing a Tail Model
• Deleting a Tail Model
Overview

A tail model is comprised of a major model and a minor model. The major model represents the first set of characters that comprise a tail model; the minor model represents the last set of characters comprising a tail model. For example, in tail model number 777-200, the “777” is the major model, and “200” is the minor model.

When you create a tail model, DDM requires you to specify the major model, but not the minor model.

The Recipient Manager and Airline Manager roles can use the Manage Tail Models function to create and manage a unique set of major and minor tail models, which are used as values for the required Tail Model property associated with a Tail recipient.

The following figure illustrates the areas in the package delivery process that are related to the Manage Tail Models function.
The numbered steps in the previous figure represent the following tasks and functions:

- **Step 1**: The user creates, edits, views, and deletes a tail model(s) using the Manage Tail Models function.
- **Step 2**: The user assigns a tail model to a Tail recipient using the Manage Recipients function.
- **Step 3**: The user assigns a tail model to a Tail review device using the Manage Review Devices function.

The following figure illustrates the *Manage Tail Models* page. From this page, you can create, view, edit, and delete tail models.
Naming a Tail Model

Tail model names can be alphabetical (both upper- and lower-case), numerical, or a combination of both. Because DDM recognizes both upper- and lower-case letters, it is possible that the same name could be created more than one time with varying case. For example, you could create the following variations of the same name:

- 20AC
- 20aC
- 20Ac
- 20ac

As shown, a variation in tail model names could lead to confusion when creating or editing a tail model. To avoid duplication of names, Jeppesen recommends that you use all upper-case letters when naming a tail model.
Creating a Tail Model

Prior to creating the first Tail review device or recipient, you must create a tail model. The Recipient Manager and Airline Manager roles can create a tail model. The process for creating a tail model includes the steps shown in the following figure.

To create a tail model, perform the following steps:

1. Under the **Administration** option in the left navigation area, click the **Manage Tail Models** function.
   
   The **Manage Tail Models** page displays.

2. Click the **Create Tail Model** button.
   
   The **Create Tail Model** page displays similar to the following example.
3. In the **Major Model** section, do **one** of the following:
   • Click the down-arrow button in the **Select Existing** field and select a major model.
   • In the **Create New** field, type a name for the major model.

   **NOTE** Although you can type both upper and lower case letters in the **Create New** field, it is recommended that you use all upper case letters. Refer to *Naming a Tail Model* in this chapter for more information.

4. In the **Minor Model** section, do **one** of the following:
   • Click the down-arrow button in the **Select Existing** field and select a minor model.
   • In the **Create New** field, type a name for the minor model.

   **NOTE** The **Major Model** field is required; the **Minor Model** field is optional.

   **NOTE** Although you can type both upper and lower case letters in the **Create New** field, it is recommended that you use all upper case letters. Refer to *Naming a Tail Model* in this chapter for more information.

5. Click the **Save Tail Model** button.
   DDM saves the tail model.
Editing a Tail Model

The Recipient Manager and Airline Manager roles can edit the information for a tail model. When editing a tail model, you can change the major model and minor model names.

The process for editing a tail model includes the steps shown in the following figure.

To edit a tail model, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Tail Models function.
   The Manage Tail Models page displays.

   The Manage Tail Models page displays.
2. Click the **Edit** link next to the name of the major model that you want to edit. The *Edit Tail Model* page displays similar to the following example.

3. Make the appropriate changes. Refer to *Creating a Tail Model* for field descriptions.

   **CAUTION** When editing the existing Major Model or Minor Model, make sure the new models match the packages and tails associated with the existing models. Otherwise, you may send a part to the wrong airplane.

4. Click the **Save Changes** button. DDM saves the tail model.
Deleting a Tail Model

The Recipient Manager and Airline Manager roles can delete a tail model. The steps that you follow to delete a tail model depend on whether or not the model is assigned to a recipient(s) or review device(s). If so, the recipient(s) and/or review device(s) must be assigned a new model.

The process for deleting a tail model includes the steps shown in the following figure.

Deleting a Tail Model with No Associated Recipient or Review Device

To delete a tail model that has no associated recipient or review device, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Tail Models function.
   The Manage Tail Models page displays.

2. Click the Delete link for the tail model that you want to delete.
   A confirmation message displays.

3. Click the OK button.
   DDM deletes the selected tail model.
Deleting a Tail Model with Associated Recipient or Review Device

To delete a tail model that has an associated recipient or review device, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Tail Models function.
   The Manage Tail Models page displays.

2. Click the Delete link for the tail model that you want to delete.
   The Delete Tail Model page displays similar to the following example.

   ![Delete Tail Model Page](image-url)
3. Click the down-arrow button in the field(s) under the Tail Model column and select a different tail model.

**NOTE** If you need to assign a tail model that does not yet exist in DDM, refer to Creating a Tail Model or Editing a Tail Model for more information.

**CAUTION** When reassigning a Major Model or Minor Model, make sure the new models match the packages and tails associated with the old models. Otherwise, you may send a part to the wrong airplane.

4. Click the Delete Tail Model button.
   DDM deletes the selected tail model.
Managing Tail Engines

This chapter covers the following topics:

• Overview
•Naming a Tail Engine
•Creating a Tail Engine
•Editing a Tail Engine
•Deleting a Tail Engine
Overview

The Recipient Manager and Airline Manager roles can use the Manage Tail Engines function to create and manage a unique set of *tail engines* in order to create tail recipients. A tail engine is an engine model on an aircraft.

The following figure illustrates the areas in the package delivery process that are related to the Manage Tail Engines function.
The numbered steps in the previous figure represent the following tasks and functions:

- **Step 1**: The user creates, edits, views, and deletes a tail engine(s) using the Manage Tail Engines function.
- **Step 2**: The user assigns a tail engine to a Tail recipient using the Manage Recipients function.
- **Step 3**: The user assigns a tail engine to a Tail review device using the Manage Review Devices function.

The following figure illustrates the *Manage Tail Engines* page. From this page, you can create, edit, and delete tail engines.
Naming a Tail Engine

Tail engine names can be alphabetical (both upper- and lower-case), numerical, or a combination of both. Because DDM recognizes both upper- and lower-case letters, it is possible that the same name could be created more than one time with varying case. For example, you could create the following variations of the same name:

- EN_01
- En_01
- eN_01
- en_01

As shown, a variation in tail engine names could lead to confusion when creating or editing a tail engine. To avoid duplication of names, Jeppesen recommends that you use all upper-case letters when naming a tail engine.
Creating a Tail Engine

Prior to creating the first Tail review device or recipient, you must create a tail engine. The Recipient Manager and Airline Manager roles can create a tail engine.

The process for creating a tail engine includes the steps shown in the following figure.

To create a tail engine, perform the following steps.

1. Under the Administration option in the left navigation area, click the Manage Tail Engines function.
   The Manage Tail Engines page displays.
2. Click the Create Tail Engine button.
   The Create Tail Engine page displays similar to the following example.
3. In the Tail Engine Name field, type a name for the engine. This field is required.
4. Click the **Save Tail Engine** button.

   DDM creates the new tail engine.
Editing a Tail Engine

The Recipient Manager and Airline Manager roles can edit information about a tail engine. The process for editing a tail engine includes the steps shown in the following figure.

To edit a tail engine, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Tail Engines function.
   The Manage Tail Engines page displays.

process for editing a tail engine

[Diagram showing the process for editing a tail engine]

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2. Click the **Edit** link next to the name of the tail engine you want to edit.

   The *Edit Tail Engine* page displays similar to the following example.

   ![Edit Tail Engine Page](image)

   **Edit Tail Engine**

   Edit the selected tail engine below:

   - **Tail Engine Name**

   Fields marked with an asterisk (*) are required.

   ![Enter Tail Engine Name](image)

3. Type a new name in the **Tail Engine Name** field. This field is required.

   **CAUTION** When editing a Tail Engine, make sure the new tail engine matches the packages and tail models associated with the old tail engine. Otherwise, you may send a part to the wrong airplane.

4. Click the **Save Changes** button.

   DDM saves the tail engine changes.
Deleting a Tail Engine

The Recipient Manager and Airline Manager roles can delete a tail engine. The steps that you follow to delete a tail engine depend on whether or not the engine is assigned to a recipient(s) or review device(s). If so, the recipient(s) and/or review device(s) must be assigned a new tail engine.

The process for deleting a tail engine includes the steps shown in the following figure.

Deleting a Tail Engine with no Associated Recipient or Review Device

To delete a tail engine with no associated recipient or review device, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Tail Engines function.
   The Manage Tail Engines page displays.

2. Click the Delete link next to the name of the tail engine you want to delete.
   A confirmation message displays.

3. Click the OK button.
   DDM deletes the selected tail engine.
Deleting a Tail Engine with an Associated Recipient or Review Device

To delete a tail engine with an associated recipient or review device, perform the following steps:

1. Under the **Administration** option in the left navigation area, click the **Manage Tail Engines** function.
   
   The **Manage Tail Engines** page displays.

2. Click the **Delete** link next to the name of the tail engine you want to delete.
   
   A confirmation message displays.

3. Click the **OK** button.

   The **Delete Tail Engine** page displays similar to the following example.
4. Click the down-arrow button in the field(s) under the Tail Engine column and select a different engine to assign to the recipient or review device.

**NOTE** If you need to assign a tail engine that does not exist in DDM, refer to Creating a Tail Engine or Editing a Tail Engine for more information.

**CAUTION** When reassigning Tail Engines, make sure the new tail engine matches the packages and tail models associated with the old tail engine. Otherwise, you may send a part to the wrong airplane.

5. Click the Delete Tail Engine button.
DDM deletes the selected tail engine.
CHAPTER 13

Managing E-mail Rules

This chapter covers the following topics:

- Overview
- Naming an E-mail Rule
- Creating an E-mail Rule
- Viewing the Settings for an E-mail Rule
- Editing the Settings for an E-mail Rule
- Deleting an E-mail Rule
Overview

In DDM, an e-mail rule is a list of e-mail addresses and/or user groups that have to be used for sending notification when a certain event occurs. Refer to “Understanding Event Types” in Chapter 2. Understanding DDM for information about event types.

Some types of e-mail rules enable you to specify recipients or content types so that the e-mail rule is triggered only if a certain event occurs in relation to the specified recipients or content types. For example, the e-mail rule for event “Package Content Approved at Checkpoint” enables you to specify content types. If you select the “Terminal Charts” content type, this e-mail rule is triggered only when packages assigned content type “Terminal Charts” is approved by the associated checkpoint(s).

Each e-mail generated and sent by DDM has the following structure:

- **To**: The recipients specified by the Airline Manager on the To Groups or To Users tab of the Create Email Rules - Assign Emails page.

- **From**: Each e-mail is from “DDM Notification.”

- **Subject**: The event type that generates the e-mail automatically.

- **Message**: The prologue, body, and epilogue together form the e-mail message:
  - **Prologue**: The prologue is the first line of the e-mail message that explains the event that occurred in DDM that generated the message.
  - **Body**: The body of each e-mail is autogenerated based on the event type.
  - **Epilogue**: The epilogue for all e-mail messages instructs you who to contact with any questions and reminds you not to reply to the message, because the message has been generated automatically.

The following table explains the e-mails that DDM generates based on each event type. The first column lists the users by role that can trigger a particular event, and the next column shows the actions that they could perform to generate an e-mail. The remaining columns list the event types that populate the subject line and their corresponding e-mail messages.
### DDM E-mails Based on Event Types

<table>
<thead>
<tr>
<th>Users</th>
<th>Users’ Actions</th>
<th>Event Type</th>
<th>E-mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline Manager</td>
<td>Publishes a package.</td>
<td>Publication</td>
<td>The following package has been published through DDM:</td>
</tr>
<tr>
<td>Content Publisher</td>
<td></td>
<td>Completed</td>
<td>Package Name:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Package Description:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Published By:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Content Type:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Wrapping Type:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Recommended Start Delivery Date:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Recommended Do Not Deliver After Date:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Published To:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Failed To Publish To:*</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>If you have any questions, please contact your company's DDM administrator.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>This message is generated automatically. Please do not reply.</td>
</tr>
<tr>
<td>Airline Manager</td>
<td>Cancels publication.</td>
<td>Publication</td>
<td>Publication of the following package has been cancelled through DDM:</td>
</tr>
<tr>
<td>Content Publisher</td>
<td></td>
<td>Cancelled</td>
<td>Package Name:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Package Description:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cancelled By:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Content Type:</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Wrapping Type:</td>
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<td></td>
<td></td>
<td></td>
<td>Recommended Start Delivery Date:</td>
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<td></td>
<td></td>
<td>Recommended Do Not Deliver After Date:</td>
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<td></td>
<td>If you have any questions, please contact your company's DDM administrator.</td>
</tr>
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<td></td>
<td>This message is generated automatically. Please do not reply.</td>
</tr>
</tbody>
</table>

*This line appears only if there are failures.*
<table>
<thead>
<tr>
<th>Users</th>
<th>Users’ Actions</th>
<th>Event Type</th>
<th>E-mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reviewer</td>
<td>Approves package content at package checkpoint.</td>
<td>Package Content</td>
<td>The following package content has been approved by a reviewer through DDM: Package Name: Package Description: Content Type: Wrapping Type: Start Delivery Date: Do Not Deliver After Date: Checkpoint: Approved By: Comments: Remaining Reviewers: &lt;name of Reviewer&gt; If you have any questions, please contact your company's DDM administrator. This message is generated automatically. Please do not reply.</td>
</tr>
<tr>
<td>Reviewer</td>
<td>Rejects package content at package checkpoint.</td>
<td>Package Content</td>
<td>The following package content has been rejected through DDM: Package Name: Package Description: Content Type: Wrapping Type: Start Delivery Date: Do Not Deliver After Date: Checkpoint: Rejected By: Reason: If you have any questions, please contact your company's DDM administrator. This message is generated automatically. Please do not reply.</td>
</tr>
</tbody>
</table>

Other reviewers and/or review groups must still review this package. An e-mail rule can be set, so that a reviewer receives this message every time another reviewer or review group reviews and approves the package. The reviewers know that the package review process has been completed when the “Remaining Reviewers” field displays “___.”

Other reviewers and/or review groups do not need to review this package. An e-mail rule can be set, so that a reviewer receives this message every time another reviewer reviews and rejects the package. The reviewers know that the package review process has stopped, and the package was rejected as soon as they receive this message.
Reviewer Approves package delivery at recipient checkpoint.

Other reviewers and/or review groups might still need to review this package. An e-mail rule can be set, so that a reviewer receives this message every time another reviewer or review group reviews and approves the package. The reviewers know that the package review process has been completed when the "Remaining Reviewers" field displays "None."

<table>
<thead>
<tr>
<th>Users</th>
<th>Users’ Actions</th>
<th>Event Type</th>
<th>E-mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reviewer</td>
<td>Approves package delivery at recipient checkpoint.</td>
<td>Package Delivery Approved by Reviewer</td>
<td>The following package delivery has been approved by a reviewer through DDM:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Recipient:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Package Name:</td>
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<td></td>
<td></td>
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<td>Package Description:</td>
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<td>Content Type:</td>
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<td>Wrapping Type:</td>
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<td>Start Delivery Date:</td>
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<td>Do Not Deliver After Date:</td>
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<td>Checkpoint:</td>
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<td></td>
<td></td>
<td></td>
<td>Approved By:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Comments</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Remaining Reviewers: &lt;name of Reviewer or Review Group&gt;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>If you have any questions, please contact your company's DDM administrator.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>This message is generated automatically.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Please do not reply.</td>
</tr>
</tbody>
</table>
Reviewer

<table>
<thead>
<tr>
<th>Users</th>
<th>Users’ Actions</th>
<th>Event Type</th>
<th>E-mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reviewer</td>
<td>Rejects package delivery at recipient checkpoint. Other reviewers and/or review groups do not need to review this package delivery. An e-mail rule can be set, so that a reviewer receives this message every time another reviewer reviews and rejects the package delivery. The reviewers know that the package delivery review process has stopped, and the package delivery was rejected as soon as they receive this message.</td>
<td>Package Delivery Rejected</td>
<td>The following package delivery has been rejected through DDM: Recipient: Package Name: Package Description: Content Type: Wrapping Type: Start Delivery Date: Do Not Deliver After Date: Checkpoint: Rejected By: Reason: If you have any questions, please contact your company's DDM administrator. This message is generated automatically. Please do not reply.</td>
</tr>
<tr>
<td>DDM</td>
<td>Determines a package to be invalid.</td>
<td>Package Determined Invalid</td>
<td>DDM determined the following package invalid: Package Name or File Name: Package Description: Uploaded By: Content Type: Wrapping Type: Recommended Start Delivery Date: Recommended Do Not Deliver After Date: Reason: If you have any questions, please contact your company's DDM administrator. This message is generated automatically. Please do not reply.</td>
</tr>
<tr>
<td>Users</td>
<td>Users’ Actions</td>
<td>Event Type</td>
<td>E-mail Message</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>---------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Airline Manager                  | Requests part removal from the staging area on the EFB.                        | Part Removal Requested          | A request has been entered in DDM to remove the following part from the recipient staging area:  
  Part Number:  
  Recipient:  
  Requestor:  
  Packages, associated with this recipient, that have this part:  
  If you have any questions, please contact your company's DDM administrator.  
  This message is generated automatically.  
  Please do not reply. |
| Content Manager                   |                                                                                  |                                 |                                                                                                                                                 |
| Content Publisher                 |                                                                                  |                                 |                                                                                                                                                 |
| Airline Manager                  |                                                                                  |                                 |                                                                                                                                                 |
| Content Manager                   |                                                                                  |                                 |                                                                                                                                                 |
| Airline Manager                  |                                                                                  |                                 |                                                                                                                                                 |
| Content Manager                   |                                                                                  |                                 |                                                                                                                                                 |
| Airline Manager                  |                                                                                  |                                 |                                                                                                                                                 |

While publishing a package, associates the package with a checkpoint via a content type. The checkpoint contains at least one reviewer, review group, or review device.

While delivering a package, associates the package with a checkpoint directly. The checkpoint contains at least one reviewer, review group, or review device.

All reviewers associated with the package checkpoint must review this package.

The following package has been published through DDM and requires a content review:

- Package Name:
- Package Description:
- Content Type:
- Wrapping Type:
- Start Delivery Date:
- Do Not Deliver After Date:
- Checkpoint:
- Reviewers: <names of Reviewers> or Review Group> or “___”
- Review Devices:
- Current User:

If you are a reviewer of this content, please use the DDM admin tool to approve or reject it.

If you have any questions, please contact your company's DDM administrator.

This message is generated automatically. Please do not reply.
<table>
<thead>
<tr>
<th>Users</th>
<th>Users' Actions</th>
<th>Event Type</th>
<th>E-mail Message</th>
</tr>
</thead>
</table>
| Content Manager     | Associates a package with a recipient which is associated with a checkpoint that contains at least one reviewer, review group, or review device.                                                          | Package Delivery Review Required  | The following package requires a delivery review:  
  Recipient:  
  Package Name:  
  Package Description:  
  Content Type:  
  Wrapping Type:  
  Start Delivery Date:  
  Do Not Deliver After Date:  
  Checkpoint:  
  Reviewers: <name of Reviewers> or “___”  
  Current User:  
  If you are a reviewer of this content, please use the DDM admin tool to approve or reject it.  
  If you have any questions, please contact your company's DDM administrator.  
  This message is generated automatically.  
  Please do not reply. |
| Recipient Manager   | Associates a recipient which is associated with a package that has not yet been reviewed and is associated with a checkpoint that contains at least one reviewer, review group, or review device.          | Package Delivery Review Required  | The following package requires a delivery review:  
  Recipient:  
  Package Name:  
  Package Description:  
  Content Type:  
  Wrapping Type:  
  Start Delivery Date:  
  Do Not Deliver After Date:  
  Checkpoint:  
  Reviewers: <name of Reviewers> or “___”  
  Current User:  
  If you are a reviewer of this content, please use the DDM admin tool to approve or reject it.  
  If you have any questions, please contact your company's DDM administrator.  
  This message is generated automatically.  
  Please do not reply. |
| Airline Manager     | All reviewers associated with the recipient checkpoint must review this package delivery.                                                                                                                  | Package Delivery Review Required  | The following package requires a delivery review:  
  Recipient:  
  Package Name:  
  Package Description:  
  Content Type:  
  Wrapping Type:  
  Start Delivery Date:  
  Do Not Deliver After Date:  
  Checkpoint:  
  Reviewers: <name of Reviewers> or “___”  
  Current User:  
  If you are a reviewer of this content, please use the DDM admin tool to approve or reject it.  
  If you have any questions, please contact your company's DDM administrator.  
  This message is generated automatically.  
  Please do not reply. |
| Recipient Manager   | Associates a recipient which is associated with a package that has not yet been reviewed and is associated with a checkpoint that contains at least one reviewer, review group, or review device.          | The last required reviewer approves package content at package checkpoint. | The following package content has been approved at the checkpoint through DDM:  
  Package Name:  
  Package Description:  
  Content Type:  
  Wrapping Type:  
  Start Delivery Date:  
  Do Not Deliver After Date:  
  Checkpoint:  
  Current User:  
  If you have any questions, please contact your company's DDM administrator.  
  This message is generated automatically.  
  Please do not reply. |
| Recipient Manager   | All reviewers associated with the recipient checkpoint must review this package delivery.                                                                                                                  | Package Content Approved at Checkpoint | The following package content has been approved at the checkpoint through DDM:  
  Package Name:  
  Package Description:  
  Content Type:  
  Wrapping Type:  
  Start Delivery Date:  
  Do Not Deliver After Date:  
  Checkpoint:  
  Current User:  
  If you have any questions, please contact your company's DDM administrator.  
  This message is generated automatically.  
  Please do not reply. |
| Recipient Manager   | All reviewers associated with the recipient checkpoint must review this package delivery.                                                                                                                  | Package Content Approved at Checkpoint | The following package content has been approved at the checkpoint through DDM:  
  Package Name:  
  Package Description:  
  Content Type:  
  Wrapping Type:  
  Start Delivery Date:  
  Do Not Deliver After Date:  
  Checkpoint:  
  Current User:  
  If you have any questions, please contact your company's DDM administrator.  
  This message is generated automatically.  
  Please do not reply. |
### Managing E-mail Rules

<table>
<thead>
<tr>
<th>Users</th>
<th>Users’ Actions</th>
<th>Event Type</th>
<th>E-mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reviewer</td>
<td>The last required reviewer approves a package delivery at recipient checkpoint. All assigned reviewers and/or review groups have reviewed and approved this package delivery. The package delivery review process has been completed.</td>
<td>Package Delivery Approved at Checkpoint</td>
<td>The following package delivery has been approved at the checkpoint through DDM: Recipient: Package Name: Package Description: Content Type: Wrapping Type: Start Delivery Date: Do Not Deliver After Date: Checkpoint: Current User: If you have any questions, please contact your company's DDM administrator. This message is generated automatically. Please do not reply.</td>
</tr>
<tr>
<td>Content Manager</td>
<td>Associates package with empty checkpoint. or Before the review process begins, edits checkpoint, so that it becomes empty.</td>
<td>Package Content Auto Approved</td>
<td>The following package content has been auto approved through DDM: Package Name: Package Description: Content Type: Wrapping Type: Start Delivery Date: Do Not Deliver After Date: Checkpoint: Current User: If you have any questions, please contact your company's DDM administrator. This message is generated automatically. Please do not reply.</td>
</tr>
<tr>
<td>Airline Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Airline Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Users</td>
<td>Users’ Actions</td>
<td>Event Type</td>
<td>E-mail Message</td>
</tr>
<tr>
<td>-------</td>
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</tr>
</tbody>
</table>
| Content Manager  
Airline Manager | Associates a package with a recipient which is associated with an empty checkpoint.  
or  
Associates a package with a recipient which is associated with a checkpoint that is edited, so that it becomes empty.  
Associates a recipient which is associated with a package that has not yet been reviewed and is associated with an empty checkpoint. | Package Delivery Auto Approved | The following package delivery has been auto approved through DDM:  
Recipient:  
Package Name:  
Package Description:  
Content Type:  
Wrapping Type:  
Start Delivery Date:  
Do Not Deliver After Date:  
Checkpoint:  
Current User:  
If you have any questions, please contact your company's DDM administrator.  
This message is generated automatically. Please do not reply. |
| Recipient Manager  
Airline Manager | | | |
| CDAF | Part is staged successfully on EFB. | Part Staged Successfully | The following part has been successfully staged in the recipient staging area:  
Part Number:  
Recipient:  
If you have any questions, please contact your company's DDM administrator.  
This message is generated automatically. Please do not reply |
<table>
<thead>
<tr>
<th>Users</th>
<th>Users’ Actions</th>
<th>Event Type</th>
<th>E-mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content Manager</td>
<td>Package is published to your company.</td>
<td>Package Available for Delivery</td>
<td>The following package is available for delivery through DDM:</td>
</tr>
<tr>
<td>Airline Manager</td>
<td></td>
<td></td>
<td>Published By: &lt;user name&gt; if your company published the package or &lt;company code&gt; if another company published the package</td>
</tr>
<tr>
<td></td>
<td>NOTE The user might be from your company or from another company.</td>
<td></td>
<td>Package Name:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Package Description:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Content Type:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Wrapping Type:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Recommended Start Delivery Date:</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>Recommended Do Not Deliver After Date:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Associated Package Checkpoint:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>If you have any questions, please contact your company's DDM administrator.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>This message is generated automatically. Please do not reply.</td>
</tr>
<tr>
<td>CDAF</td>
<td>Part was not staged on EFB by CDAF.</td>
<td>Part Staging Failed</td>
<td>The following part failed staging in the recipient staging area:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Part Number:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Recipient:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Reason:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Packages, associated with this recipient, that have this part:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>If you have any questions, please contact your company's DDM administrator.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>This message is generated automatically. Please do not reply.</td>
</tr>
<tr>
<td>Users</td>
<td>Users’ Actions</td>
<td>Event Type</td>
<td>E-mail Message</td>
</tr>
<tr>
<td>--------</td>
<td>--------------------------------------------------------------------------------</td>
<td>-------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| CDAF   | Part is successfully removed by CDAF from an EFB staging area.                  | Part Removed Successfully | The following part was successfully removed from the recipient staging area:  
Part Number:  
Recipient:  
Packages, associated with this recipient, that have this part:  
If you have any questions, please contact your company's DDM administrator.  
This message is generated automatically. Please do not reply |
| CDAF   | Part was not removed by CDAF from an EFB staging area.                          | Part Removal Failed     | The following part failed removal from the recipient staging area:  
Part Number:  
Recipient:  
Reason:  
Packages, associated with this recipient, that have this part:  
If you have any questions, please contact your company's DDM administrator.  
This message is generated automatically. Please do not reply |
| CDAL   | Part is successfully installed on LoadStar by CDAL.                             | Part Installed In Loadstar | The following part has been successfully installed in LoadStar:  
Part Number:  
Recipient:  
Packages, associated with this recipient, that have this part:  
If you have any questions, please contact your company's DDM administrator.  
This message is generated automatically. Please do not reply |
<table>
<thead>
<tr>
<th>Users</th>
<th>Users’ Actions</th>
<th>Event Type</th>
<th>E-mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDAL</td>
<td>Part was not installed on LoadStar by CDAL.</td>
<td>Part Failed Installation in Loadstar</td>
<td>The following part failed installation in LoadStar: Part Number: Recipient: Reason: Packages, associated with this recipient, that have this part: If you have any questions, please contact your company's DDM administrator. This message is generated automatically. Please do not reply</td>
</tr>
</tbody>
</table>

The following part failed installation in LoadStar: 
Part Number: 
Recipient: 
Reason: Packages, associated with this recipient, that have this part: If you have any questions, please contact your company's DDM administrator. This message is generated automatically. Please do not reply.
DDM cannot generate and send e-mails unless the e-mail server is configured. The DDM System Administrator is responsible for setting the e-mail server address on the Configure Email page.

The Airline Manager role can use the Manage Email Rules function to perform the following tasks to create and manage an e-mail rule:

- Create an e-mail rule
- View an e-mail rule
- Edit an e-mail rule
- Delete an e-mail rule

The following figure illustrates the areas in the package delivery process that are related to the Manage E-mail Rules function.
The numbered steps in the previous figure represent the following tasks:

- Step 1: User creates, edits, views, and deletes an e-mail rule(s) using the Manage Email Rules function.
- Step 2: The DDM server sends an e-mail notification stating that a package is invalid.
- Step 3: The DDM server sends an e-mail notification stating that a publication was cancelled.
- Step 4: The DDM server sends an e-mail notification stating that a publication was completed.
- Step 5: The DDM server sends an e-mail notification stating that the package content was autoapproved.
- Step 6: The DDM server sends an e-mail notification stating when review of package content is required.
- Step 7: The DDM server sends an e-mail notification stating that a package was rejected.
- Step 8: The DDM server sends an e-mail notification stating that a package was approved.
- Step 9: The DDM server sends an e-mail notification stating when review of package delivery is required.
- Step 10: The DDM server sends an e-mail notification stating that package delivery was autoapproved.
- Step 11: The DDM server sends an e-mail notification stating that package delivery was rejected by a reviewer or checkpoint.
- Step 12: The DDM server sends an e-mail notification stating that package delivery was approved by a reviewer or checkpoint.
- Step 13: The DDM server sends an e-mail notification stating that a part was successfully staged.
- Step 14: The DDM server sends an e-mail notification stating that a part failed to stage.
- Step 15: The DDM server sends an e-mail notification stating that a part was installed in LoadStar.
- Step 16: The DDM server sends an e-mail notification stating that a part failed to install on LoadStar.
- Step 17: The DDM server sends an e-mail notification stating that a part removal was requested.
- Step 18: The DDM server sends an e-mail notification stating that a part removal was successful.
- Step 19: The DDM server sends an e-mail notification stating that a part removal failed.
The following figure illustrates the *Manage Email Rules* page. From this page, you can create, view, edit, and delete an e-mail rule.
Naming an E-mail Rule

E-mail rule names can be alphabetical (both upper- and lower-case), numerical, or a combination of both. Because DDM recognizes both upper- and lower-case letters, it is possible that the same name could be created more than one time with varying case. For example, you could create the following variations of the same e-mail rule name:

- ER_001
- eR_001
- Er_001
- er_001

As shown above, a variation in e-mail rule names could lead to confusion when creating or editing an e-mail rule. To avoid duplication of names, Jeppesen recommends that you use all upper-case letters when naming an e-mail rule.
Creating an E-mail Rule

The Airline Manager role can create an e-mail rule. When creating an e-mail rule, you select an event type, specify a name for the e-mail rule, select recipient or content types associated with the rule, and the users and/or user groups that will receive an e-mail when the selected event type occurs.

You should create an e-mail rule if you want DDM to automatically generate and send an e-mail to a user or group of users when an event occurs in DDM. The user groups and individual users that you can assign to an e-mail rule are retrieved from the user administration tool storage. In addition, DDM provides the “User Generating Event” for all event types and “Reviewers in Assigned Checkpoints” group for the following two event types:

- Package Content Review Required
- Package Delivery Review Required

When the “Reviewers in Assigned Checkpoints” group is assigned, all reviewers in the checkpoint receive an e-mail notification for these two events. Assigning the “User Generating Event” group results in an e-mail being sent to the user whose action actually triggered the event.

To enhance e-mail rule capabilities, you can assign to an e-mail rule any e-mail without retrieving the user groups or individual users from the user administration tool storage.

For information about the event types that occur in DDM that can be assigned to an e-mail rule, refer to “Understanding Event Types” in Chapter 2. Understanding DDM.

If desired, you can create an e-mail rule based on an existing e-mail rule. To perform this task, the e-mail rule that you want to copy must already exist in DDM.

The process for creating an e-mail rule includes the tasks shown in the following figure.
To create an e-mail rule, perform the following steps:

1. Under the **Administration** option in the left navigation area, click the **Manage Email Rules** function.  
   The **Manage Email Rules** page displays.

2. Click the **Create Email Rule** button.
   Step 1 on the **Create Email Rule** page displays similar to the following example.

3. Specify how to create the e-mail rule using **one** of the following methods:
   - To create a new e-mail rule for a specific event type, click the **New Email Rule for Event** radio button, then click the corresponding down-arrow button and select the desired event type. Refer to Chapter 2. “Understanding DDM” for information about event types.
   - To create an e-mail rule based on an existing e-mail rule, click the **Based on Existing Email Rule** radio button, then click the corresponding down-arrow button and select the desired e-mail rule.

   **NOTE** The drop-down list for the **Based on Existing Email Rule** radio button will not contain any options if there are no existing e-mail rules.
4. Click the **Continue** button.

Step 2 on the *Create Email Rule* page displays fields for selecting either recipients or content types similar to the following example.

**NOTE** The fields that display for Step 2 on the *Create Email Rule* page depend on the event selected.

5. Type a name for the e-mail rule in the **Email Rule Name** field. This field is required.

6. If the **For Recipient's** radio buttons display, perform the following steps:
   - Click the **All** radio button to select all recipients and proceed to **Step 8**.
   - Click the **Selected** radio button and select the desired recipient(s) from the list. If needed, press and hold the <Shift> key to select multiple consecutive names; press and hold the <Ctrl> key to select multiple non-consecutive names.

7. If the **For Content Types** radio buttons display, perform the following steps:
   - Click the **All** radio button to select all content types and proceed to **Step 8**.
   - Click the **Selected** radio button and select the desired content type(s) from the list. If needed, press and hold the <Shift> key to select multiple consecutive content types; press and hold the <Ctrl> key to select multiple non-consecutive content types.
8. Click the **Continue** button.

The **Create Email Rules - Assign Emails** page displays similar to the following example. By default, the **To Groups** tab displays.

![Create Email Rules - Assign Emails](image)

**To Groups Tab on the Create Email Rules - Assign Emails Page (Step 3: Assign Emails)**
9. Using one or both of the following methods, specify who should receive e-mail notification when the event for the rule is triggered:

- To specify which user group(s) should receive e-mail notification when the event for the rule is triggered, click the desired None, TO, and/or CC radio buttons on the To Groups tab.

**NOTE** The “User Generating Event” group is available for all event types. The “Reviewers in Assigned Checkpoint” group is available only for the “Package Content Review Required” and “Package Delivery Review Required” content types.

- To specify an individual user name as an e-mail recipient, click the To Users tab. The To Users tab displays similar to the following figure.

Perform the following steps:

a. Type the recipient’s name in the First Name and Last Name fields.

b. Type the recipient’s e-mail address in the Email Address field. The Email Address field is required.
c Click the **Add** button.

Continue adding recipients until the list contains all the users you want notified for the event type.

---

**NOTE** To browse for a user in the user administration tool storage, click the **Get from Directory** button and select a user(s). Click the **Add to Users** button.

The name of the user displays at the bottom of the tab and is automatically selected as a TO receiver. If desired, you can change the user’s notification to None or CC.

10. Click the **Save Email Rule** button.

DDM saves the e-mail rule.

---

**NOTE** You can toggle between the **To Groups** and **To Users** tabs without losing data if you do not navigate off of the page. Click the **Save Email Rule** button when you are finished creating the e-mail rule.
Viewing the Settings for an E-mail Rule

The Airline Manager role can view settings for an e-mail rule. The process for viewing settings for an e-mail includes the tasks shown in the following figure.

![Process for Viewing the Settings for an E-mail Rule](image)

To view settings for an e-mail rule, perform the following steps:

1. Under the **Administration** option in the left navigation area, click the **Manage Email Rules** function.
   
   The *Manage Email Rules* page displays.

2. In the **Email Rule Name** column, click the name of the e-mail rule that you want to view.
   
   The *View Email Rule* page displays similar to the following example.

3. Review the information.
Editing the Settings for an E-mail Rule

If needed, you can change an e-mail rule name, the associated recipient(s) or content type(s), and who should receive an e-mail if the event type occurs in DDM. You cannot change the event type assigned to an e-mail rule; in this case, you should delete the e-mail rule and create a new e-mail rule with the desired event type. The Airline Manager role can edit settings for an e-mail rule.

The user group list on the To Groups tab does not include groups from the user administration tool storage. Also, the Get From Directory button on the To Users tab is not functional when access to the user administration tool storage is broken.

The process for editing e-mail settings includes the tasks shown in the following figure.

1. Under the Administration option in the left navigation area, click the Manage Email Rules function.
2. The Manage Email Rules page displays.
3. Select the e-mail rule to edit.
4. Edit the e-mail rule.
5. Save the e-mail rule.

Process for Editing an E-mail Rule

To edit the information that has been set up for an e-mail rule, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Email Rules function.
   
The Manage Email Rules page displays.
2. Click the **Edit** link next to the e-mail rule that you want to edit.

   Step 1 on the *Edit Email Rule* page displays similar to the following example.

   ![Edit Email Rule Page](image)

   **Edit Email Rule Page (Step 1: Edit Properties)**

3. Make changes to the e-mail rule name and/or content type(s). For field definitions, refer to *Creating an E-mail Rule*. 

   ![Edit Email Rule Page](image)
4. Click the **Continue** button.

   The *Edit Email Rules - Assign Emails* page displays similar to the following example. By default, the **To Groups** tab displays.

   ![Edit Email Rules - Assign Emails](image)

   **To Groups Tab on the Edit Email Rules - Assign Emails Page (Step 2: Assign Emails)**

5. Make changes to the e-mail rule assignment(s) using the **To Groups** and **To Users** tabs. For field definitions, refer to *Creating an E-mail Rule*.

6. Click the **Save Email Rule** button.

   DDM saves changes made to the e-mail rule.
Deleting an E-mail Rule

If needed, you can delete an e-mail rule. A deleted e-mail rule cannot be retrieved for future use.

You should delete an e-mail rule if you no longer want a user or group of users to receive e-mail notification when the certain event occurs in DDM. When you delete an e-mail rule, DDM stops sending e-mails (when the event occurs) to any users or groups. The Airline Manager role can delete an e-mail rule.

To temporarily stop any e-mail rule from sending e-mails, the DDM System Administrator can disable the e-mail settings on the Configure Email page.

The process for deleting an e-mail includes the steps shown in the following figure.

1. Under the Administration option in the left navigation area, click the Manage Email Rules function.
   The Manage Email Rules page displays.
2. Click the Delete link for the e-mail rule that you want to delete.
   A confirmation message displays if the e-mail rule can be deleted successfully.
3. Click the OK button.
   DDM deletes the e-mail rule.
CHAPTER 14

Managing Filters

This chapter covers the following topics:

- Overview
- Understanding Filter Types
- Naming a Filter
- Creating a Filter
- Previewing Filter Settings
- Editing a Filter
- Setting Default Filters
- Deleting a Filter
Overview

Filters enable you to control what information displays on certain pages in DDM, thereby enabling you to access and view specific information. Using the Manage Filters function, you can perform the following tasks:

- Create a filter
- Preview the results of a filter
- Edit a filter
- Set default filters
- Delete a filter

The following roles can create and manage filters:

- Content Publisher
- Content Manager
- Recipient Manager
- Review Manager
- Airline Manager
- Archiver

You can create a filter for recipients, delivered packages, and published packages. When creating a filter, you specify which values to include in the filter.

For example, you could create a Published Packages filter that includes the Publish Date field. For the Publish Date field, you could define a “between” condition that instructs the filter to only display those packages published between two specific dates. Thus, if you selected this filter on any page that displays a Published Packages Filter field, DDM would only display those packages that were published between the dates specified in the filter.
Understanding Filter Types

The following table describes the filter types.

<table>
<thead>
<tr>
<th>Filter Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recipient</td>
<td>Enables you to filter which recipients will display on a page. The following pages in DDM enable you to filter the recipient information that displays on the page:</td>
</tr>
<tr>
<td></td>
<td>• Edit Multiple Packages</td>
</tr>
<tr>
<td></td>
<td>• Find a Package</td>
</tr>
<tr>
<td></td>
<td>• Archive Recipients</td>
</tr>
<tr>
<td></td>
<td>• Manage Recipients</td>
</tr>
<tr>
<td></td>
<td>When defining a Recipient filter, you can set up filtering conditions and values that pertain to the following fields:</td>
</tr>
<tr>
<td></td>
<td>• Version of EFB associated with the recipient</td>
</tr>
<tr>
<td></td>
<td>• Engine name</td>
</tr>
<tr>
<td></td>
<td>• Major and minor models</td>
</tr>
<tr>
<td></td>
<td>• Recipient description</td>
</tr>
<tr>
<td></td>
<td>• Recipient type</td>
</tr>
<tr>
<td></td>
<td>• Recipient name</td>
</tr>
<tr>
<td></td>
<td>• Checkpoint</td>
</tr>
</tbody>
</table>
Managing Filters

**Description of Filter Types (continued)**

<table>
<thead>
<tr>
<th>Filter Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivered Packages</td>
<td>Enables you to filter which delivered packages will display on a page. The following pages in DDM enable you to filter the package information that displays on a page:</td>
</tr>
<tr>
<td></td>
<td>• <em>Find a Package</em></td>
</tr>
<tr>
<td></td>
<td>• <em>Deliver Packages</em></td>
</tr>
<tr>
<td></td>
<td>• <em>Edit Multiple Packages</em></td>
</tr>
<tr>
<td></td>
<td>• <em>Archive Packages</em></td>
</tr>
<tr>
<td></td>
<td>When defining a Deliver Packages filter, you can set up filtering conditions and values that pertain to the following fields:</td>
</tr>
<tr>
<td></td>
<td>• Content type associated with the package</td>
</tr>
<tr>
<td></td>
<td>• Date package was delivered</td>
</tr>
<tr>
<td></td>
<td>• Date after which the package should no longer be delivered</td>
</tr>
<tr>
<td></td>
<td>• Description of delivered package</td>
</tr>
<tr>
<td></td>
<td>• Name of delivered package</td>
</tr>
<tr>
<td></td>
<td>• Name of user that published the package</td>
</tr>
<tr>
<td></td>
<td>• Date recommended after which the package should not be delivered</td>
</tr>
<tr>
<td></td>
<td>• Date recommended to start delivery for the package</td>
</tr>
<tr>
<td></td>
<td>• Starting delivery date specified for the package</td>
</tr>
<tr>
<td></td>
<td>• Checkpoint</td>
</tr>
<tr>
<td>Published Packages</td>
<td>Enables you to filter which published packages will display on a page. The following pages in DDM enable you to filter the package information that displays on a page:</td>
</tr>
<tr>
<td></td>
<td>• <em>Publish Packages</em></td>
</tr>
<tr>
<td></td>
<td>When defining a Published Packages filter, you can set up filtering conditions and values that pertain to the following fields:</td>
</tr>
<tr>
<td></td>
<td>• Content type associated with the package</td>
</tr>
<tr>
<td></td>
<td>• Description of published package</td>
</tr>
<tr>
<td></td>
<td>• Name of published package</td>
</tr>
<tr>
<td></td>
<td>• Date package was published</td>
</tr>
<tr>
<td></td>
<td>• Name of user that published the package</td>
</tr>
<tr>
<td></td>
<td>• Date recommended after which the package should not be delivered</td>
</tr>
<tr>
<td></td>
<td>• Date recommended to start delivery for the package</td>
</tr>
<tr>
<td></td>
<td>• Name of package the current package replaces</td>
</tr>
<tr>
<td></td>
<td>• Wrapping type applied to the published package</td>
</tr>
</tbody>
</table>
NOTE  The Report Type Filter field that displays on the Manage Reports page enables you to select a filter that displays information for certain types of reports. The filter types specified in this field are predefined in DDM and cannot be modified. Also, you cannot create new report type filters.

If desired, you can create a filter in DDM based on the fields and conditions set up for an existing filter or report.

The following figure illustrates the areas in the package delivery process that are related to the Manage Filters function.
Areas Related to the Manage Filters Function
Managing Filters

The numbered steps in the previous figure represent the following tasks and functions:

- **Step 1**: The user creates, edits, views, and deletes a filter(s) using the Manage Filters function.
- **Step 2**: The user uses a Recipients filter when using the Manage Recipients function.
- **Step 3**: The user uses a Published Packages filter when using the Publish Packages function.
- **Step 4**: The user uses a Delivered Packages filter when using the Deliver Packages and Find a Package functions.
- **Step 5**: The user uses a Recipients filter when using the Archive Recipients function.

The following figure illustrates the *Manage Filters* page. From this page, you can create a filter, preview the results of a filter, edit a filter, set default filters, and delete a filter. The *Manage Filters* page displays similar to the following example. By default, the **Delivered Packages** tab displays.
Naming a Filter

Filter names can be alphabetical (both upper- and lower-case), numerical, or a combination of both. Because DDM recognizes both upper- and lower-case letters, it is possible that the same name could be created more than one time with varying case. For example, you could create the following variations of the same filter name:

- FL_001
- Fl_001
- fL_001
- fl_001

As shown above, a variation in filter names could lead to confusion when creating or editing a filter. To avoid duplication of names, Jeppesen recommends that you use all upper-case letters when naming a filter.
Creating a Filter

Users assigned any of the following roles can create a filter:

- Content Publisher
- Content Manager
- Recipient Manager
- Review Manager
- Airline Manager
- Archiver

You can create a new filter or create a filter using the properties of an existing filter or report.

The process for creating a filter includes the steps shown in the following figure.

To create a filter, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Filters function.
   
   The Manage Filters page displays. By default, the Delivered Packages tab displays.
2. On the Manage Filters page, click the Create Filter button.

   Step 1 on the Create Filter page displays similar to the following example.

3. Select the appropriate radio button to specify the filter type.

   - **New Filter of Type**: Select this option to create a new filter by choosing each field yourself.

   - **Based on Existing Filter**: Select this option to use a filter that already exists in the system to create a new filter. You can still modify every field.

   - **Based on Existing Report**: Select this option if you want to model a new filter based on a report that already exists in the system. You can still modify every field.

   **NOTE** The fields and text that display for Step 2, Create a Query and Step 3, Select Fields & Finish depend on the selected filter type.
4. Click the **Continue** button.

Step 2 on the *Create Filter* page displays similar to the following example.

Create Filter (Step 2: Create Query)

5. Click the down-arrow button in the **Match** field and select **one** of the following:

   - **All** to retrieve information that matches all of the fields, conditions, and values that you defined.
   - **Any** to retrieve information that matches any of the fields, conditions, and values that you defined.

6. Click the **Add Field** down-arrow button and select the field you want to add to the filter.

7. Click the **Add** button.

   The selected field displays in the table at the bottom of the page. The columns in the table enable you to set the associated condition and value for the query.

8. In the corresponding cell under the **Condition** column, click the down-arrow button and select the condition type to apply to the value being defined for this field.
9. In the corresponding cell under the **Value** column, type or select the information to use with the condition being defined for this field.

**IMPORTANT** When entering any date value, use the calendar icon ( ). Entering the date manually in the text field may cause errors.

10. Repeat **Step 6** through **Step 9** for each field you want to add for this filter.

11. Click the **Continue** button.

   Step 3 on the Create Filter page displays similar to the following example.

   ![Create Filter Page (Step 3: Select Fields & Finish)](image)

12. In the **Available Fields** list, select the field(s) to display for the new filter.

   **TIP** To select multiple consecutive fields, press and hold the <Shift> key and click the desired fields. To select multiple non-consecutive fields, press and hold the <Ctrl> key and click the desired fields.

13. Click the **Add** button.

   The selected field(s) moves to the **Fields to Display** list.
14. Repeat Step 12 and Step 13 for each field to add to this filter.

**NOTE** To remove a field from the Fields to Display list, click the desired field(s) and click the Remove link under the Remove table column.

**TIP** Be sure to add the “name” field to the Fields to Display list so that you can identify the name of the item that displays.

15. To rearrange the order in which the columns of records retrieved for each field display, highlight the field you want to move in the Fields to Display list and click the Up or Dn buttons. You can only move one field at a time.

**NOTE** The field (column) at the top of the list displays on the farthest left on each page that uses the filter.

16. If desired, click the down-arrow button in the Default Sort By field and select the default sort order for the fields to display.

17. To save the filter as a specific name, click the Save Filter As check box and type a filter name in the corresponding Save Filter As field.

18. To display a preview with the filter parameters created, click the Preview Filter check box.

19. Click the Finish button.

DDM saves the new filter if the Save Filter As check box is checked, and displays a preview of the filter if the Preview Filter check box is checked.
Previewing Filter Settings

Users assigned any of the following roles can preview settings for a filter:

• Content Publisher
• Content Manager
• Recipient Manager
• Review Manager
• Airline Manager
• Archiver

The process for previewing filter settings includes the steps shown in the following figure.

To preview information for a filter, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Filters function.
   
   The Manage Filters page displays. By default, the Delivered Packages tab displays.

2. Click the desired tab that corresponds to the type of filter you want to preview.
3. Click the name in the **Filter Name** column of the filter you want to preview. The **Preview Filter** page displays similar to the following example.

![Preview Filter Page](image)

<table>
<thead>
<tr>
<th>Consumer</th>
<th>Content Type</th>
<th>Description</th>
<th>Package Name</th>
<th>Publish Date</th>
<th>Recommended Lead Time After Date</th>
<th>Recommended Short Delivery Date</th>
<th>Shipment Duration</th>
<th>Weighted Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>JXU</td>
<td>&amp;xch twins</td>
<td>PKG-5011705092-CP</td>
<td>PKG-5011705092-CP</td>
<td>27-Apr-2007</td>
<td>Jeppesen Test verification</td>
<td>-</td>
<td>-</td>
<td>ARINC 649</td>
</tr>
<tr>
<td>-</td>
<td>let</td>
<td>RCID</td>
<td>RCID</td>
<td>27-Apr-2007</td>
<td>Jeppesen Test verification</td>
<td>27-Apr-2007</td>
<td>NONE</td>
<td>None</td>
</tr>
<tr>
<td>JXU</td>
<td>who is a content native for JXU</td>
<td>JXU_0019_P1</td>
<td>JXU_0019_P1</td>
<td>27-Apr-2007</td>
<td>Jeppesen Test verification</td>
<td>27-Apr-2007</td>
<td>NONE</td>
<td>None</td>
</tr>
<tr>
<td>JXU</td>
<td>who is a content native for JXU</td>
<td>JXU_0019_P2</td>
<td>JXU_0019_P2</td>
<td>27-Apr-2007</td>
<td>Jeppesen Test verification</td>
<td>27-Apr-2007</td>
<td>NONE</td>
<td>None</td>
</tr>
<tr>
<td>JXU</td>
<td>who is a content native for JXU</td>
<td>JXU_0019_P3</td>
<td>JXU_0019_P3</td>
<td>27-Apr-2007</td>
<td>Jeppesen Test verification</td>
<td>27-Apr-2007</td>
<td>NONE</td>
<td>None</td>
</tr>
<tr>
<td>JXU</td>
<td>who is a content native for JXU</td>
<td>JXU_0019_P4</td>
<td>JXU_0019_P4</td>
<td>27-Apr-2007</td>
<td>Jeppesen Test verification</td>
<td>27-Apr-2007</td>
<td>NONE</td>
<td>None</td>
</tr>
<tr>
<td>JXU</td>
<td>who is a content native for JXU</td>
<td>JXU_0019_P5</td>
<td>JXU_0019_P5</td>
<td>27-Apr-2007</td>
<td>Jeppesen Test verification</td>
<td>27-Apr-2007</td>
<td>NONE</td>
<td>None</td>
</tr>
<tr>
<td>JXU</td>
<td>who is a content native for JXU</td>
<td>JXU_0019_P6</td>
<td>JXU_0019_P6</td>
<td>27-Apr-2007</td>
<td>Jeppesen Test verification</td>
<td>27-Apr-2007</td>
<td>NONE</td>
<td>None</td>
</tr>
<tr>
<td>JXU</td>
<td>who is a content native for JXU</td>
<td>JXU_0019_P7</td>
<td>JXU_0019_P7</td>
<td>27-Apr-2007</td>
<td>Jeppesen Test verification</td>
<td>27-Apr-2007</td>
<td>NONE</td>
<td>None</td>
</tr>
<tr>
<td>JXU</td>
<td>who is a content native for JXU</td>
<td>JXU_0019_P8</td>
<td>JXU_0019_P8</td>
<td>27-Apr-2007</td>
<td>Jeppesen Test verification</td>
<td>27-Apr-2007</td>
<td>NONE</td>
<td>None</td>
</tr>
<tr>
<td>JXU</td>
<td>who is a content native for JXU</td>
<td>JXU_0019_P9</td>
<td>JXU_0019_P9</td>
<td>27-Apr-2007</td>
<td>Jeppesen Test verification</td>
<td>27-Apr-2007</td>
<td>NONE</td>
<td>None</td>
</tr>
<tr>
<td>JXU</td>
<td>who is a content native for JXU</td>
<td>JXU_0019_P10</td>
<td>JXU_0019_P10</td>
<td>27-Apr-2007</td>
<td>Jeppesen Test verification</td>
<td>27-Apr-2007</td>
<td>NONE</td>
<td>None</td>
</tr>
</tbody>
</table>

4. Review the information.
Editing a Filter

If desired, you can edit the query and display features that have been set up for a filter. Users assigned any of the following roles can edit settings for an existing filter:

- Content Publisher
- Content Manager
- Recipient Manager
- Review Manager
- Airline Manager
- Archiver

The process for editing filter settings includes the tasks shown in the following figure.

To edit a filter, perform the following steps:

1. Under the **Administration** option in the left navigation area, click the **Manage Filters** function.

   The **Manage Filters** page displays. By default, the **Delivered Packages** tab displays.

2. Click the desired tab to select the type of filter you want to edit.
3. Click the **Edit** link next to the filter you want to edit.
   
   The *Edit Filter* page displays similar to the following example.

![Edit Filter Page](image-url)

4. Make the desired changes to the field(s), condition(s), and value(s) that define the filter.
   For field definitions, refer to *Creating a Filter*.

   **IMPORTANT** When entering any date value, use the calendar icon ( ).
   Entering the date manually in the text field may cause errors.
5. Click the **Continue** button.

   Step 2 on the *Edit Filter* page displays similar to the following example.

6. Make the desired changes to the fields to display, the default sort order, and the filter name. For field definitions, refer to *Creating a Filter*.

7. Click the **Save Filter As** check box. You can rename the filter or save your changes to the existing filter.

8. To display a preview with the filter parameters created, click the **Preview Filter** check box.

9. Click the **Finish** button.

   DDM saves the filter if the **Save Filter As** check box is checked, and displays a preview of the filter if the **Preview Filter** check box is checked.
Setting Default Filters

This function enables you to select the filter to use by default on the pages that are associated with the Manage Recipients, Publish Packages, and Deliver Packages functions. Users assigned any of the following roles can set defaults for a filter:

- Content Publisher
- Content Manager
- Recipient Manager
- Review Manager
- Airline Manager
- Archiver

The process for setting filter defaults includes the tasks shown in the following figure.

![Process for Setting Filter Defaults](image)

To set default filters, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Filters function.
   
   The Manage Filters page displays. By default, the Delivered Packages tab displays.
2. Click the **Set Defaults** tab.

   The **Set Defaults** tab on the *Manage Filters* page displays similar to the following example.

   ![Set Defaults Tab on the Manage Filters Page](image)

3. To set a default recipient filter, click the down-arrow button in the **Recipient** field and select the desired filter.

4. To set a default delivered package filter, click the down-arrow button in the **Delivered Packages** field and select the desired filter.

5. To set a published packages filter, click the down-arrow button in the **Published Packages** field and select the desired filter.

6. Click the **Save Defaults** button.
Deleting a Filter

This function enables you to permanently delete a selected filter. Deleted filters cannot be recovered. Users assigned any of the following roles can delete a filter:

- Content Publisher
- Content Manager
- Recipient Manager
- Review Manager
- Airline Manager
- Archiver

The process for deleting a filter includes the tasks shown in the following figure.

1. Under the **Administration** option in the left navigation area, click the **Manage Filters** function.
   
   The **Manage Filters** page displays. By default, the **Delivered Packages** tab displays.

2. Click the desired tab for the type of filter you want to delete.

3. Click the **Delete** link for the filter you want to delete.
   
   A confirmation message displays.

4. Click the **OK** button.
   
   DDM deletes the selected filter.
Managing Reports

This chapter covers the following topics:

- Overview
- Naming a Report
- Understanding the Types of Reports in DDM
- Creating a Report
- Editing a Saved Report
- Running a Saved Report
- Exporting a Saved Report to Excel
- Deleting a Saved Report
Overview

The Manage Reports function in DDM provides flexibility for creating and running reports. In addition to several types of reports provided by DDM, this function provides robust query and display capabilities that enable you to define the information to display in a report and then either run the report and/or save it for future use. All roles can manage and generate reports.

If desired, you can view any DDM report on screen, as well as print the report and/or export it to a Microsoft Excel file. You can also view and edit already existing reports.

The following figure illustrates the areas in the package delivery process related to the Manage Reports function.
The numbered steps in the previous figure represent the following tasks and functions:

- Step 1: The user creates, edits, runs, exports, and deletes a report using the Manage Reports function.

The following figure illustrates the Manage Reports page. From this page, you can create, view, edit, run, export, and delete a report.
Naming a Report

Report names can be alphabetical (both upper- and lower-case), numerical, or a combination of both. Because DDM recognizes both upper- and lower-case letters, it is possible that the same name could be created more than one time with varying case. For example, you could create the following variations of the same report name:

- RP_001
- Rp_001
- rP_001
- rp_001

As shown above, a variation in report names could lead to confusion when creating or editing a report. To avoid duplication of names, Jeppesen recommends that you use all upper-case letters when naming a report.
Understanding the Types of Reports in DDM

DDM provides several types of reports for you to use when analyzing and tracking data. The following table defines the reports provided in DDM.

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivered Packages</td>
<td>Enables you to generate a report containing information about packages that have been published by you or another company using CDAS. Archived packages do not display on this report. You can customize this report by filtering and/or displaying the following properties:</td>
</tr>
<tr>
<td></td>
<td>• Content type associated with the package</td>
</tr>
<tr>
<td></td>
<td>• Date the package was delivered</td>
</tr>
<tr>
<td></td>
<td>• Do Not Deliver After Date specified for the package</td>
</tr>
<tr>
<td></td>
<td>• Package description</td>
</tr>
<tr>
<td></td>
<td>• Package name</td>
</tr>
<tr>
<td></td>
<td>• Parts in the package</td>
</tr>
<tr>
<td></td>
<td>• Name of the package publisher (your company, employee name, or other company name)</td>
</tr>
<tr>
<td></td>
<td>• Names of all recipients associated with the package (display only)</td>
</tr>
<tr>
<td></td>
<td>• Recommended Do Not Deliver After Date specified for the package</td>
</tr>
<tr>
<td></td>
<td>• Recommended Start Delivery Date specified for the package</td>
</tr>
<tr>
<td></td>
<td>• Start Delivery Date specified for the package</td>
</tr>
<tr>
<td></td>
<td>• Package checkpoint</td>
</tr>
<tr>
<td>Events</td>
<td>Enables you to generate a report that displays the events that have occurred for a package(s). You can customize this report by filtering and/or displaying the following properties:</td>
</tr>
<tr>
<td></td>
<td>• Company name</td>
</tr>
<tr>
<td></td>
<td>• Date and time the event occurred</td>
</tr>
<tr>
<td></td>
<td>• Name and type of event</td>
</tr>
<tr>
<td></td>
<td>• Name of package or part affected by event</td>
</tr>
<tr>
<td></td>
<td>• Name of user or recipient invoking event</td>
</tr>
<tr>
<td>Parts to Packages Mapping</td>
<td>Enables you to generate a report that shows which parts are assigned to a package(s). You can customize this report by filtering and/or displaying the following properties:</td>
</tr>
<tr>
<td></td>
<td>• Package description</td>
</tr>
<tr>
<td></td>
<td>• Package name(s) to which the parts are assigned</td>
</tr>
<tr>
<td></td>
<td>• Parts in the package(s)</td>
</tr>
</tbody>
</table>
### Description of DDM Reports (continued)

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Description</th>
</tr>
</thead>
</table>
| Pending Content Review   | Enables you to generate a report that shows which packages are pending content review, the assigned checkpoint(s) and review group(s), and the reviewer status(es). You can customize this report by filtering and/or displaying the following properties:  
• Name of the checkpoint that is pending  
• Name of the package that is pending review |
| Pending Delivery Review  | Enables you to generate a report that shows which packages are pending delivery review. You can customize this report by filtering and/or displaying the following properties:  
• Name of the recipient to which the delivery is pending  
• Name of the package pending delivery  
• Name of the checkpoint that is pending |
| Published Packages       | Enables you to generate a report that shows which packages are published by your company. Archived packages do not display on this report. You can customize this report by filtering and/or displaying the following properties:  
• Content type assigned to the package  
• Package description  
• Package name  
• Date package was published  
• Name of user who published package  
• Recommended Do Not Deliver After Date specified for the package  
• Recommended Start Delivery Date specified for the package  
• Name of package the published package is replacing, if any  
• Package wrapping type |
### Description of DDM Reports *(continued)*

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Description</th>
</tr>
</thead>
</table>
| Recipient Packages Status    | Enables you to generate a report that shows package content and delivery review statuses. You can customize this report by filtering and/or displaying the following properties:  
  • Status of content review (display only)  
  • Content type assigned to the package  
  • Status of delivery review (display only)  
  • Package description  
  • Package display name  
  • Package name  
  • Package wrapping type  
  • Part number(s) assigned to the package  
  • Date the package was published  
  • Name of person who published the package or external company name  
  • Version of EFB associated with the recipient  
  • Name of package recipient  
  • Type of package recipient (display only)  
  • Name of package being replaced, if any  
  • Package delivery start date  
  • Package delivery stop date |

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### Description of DDM Reports (continued)

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Description</th>
</tr>
</thead>
</table>
| Recipient Snapshot  | Enables you to generate a report that shows a Tail's configuration. You can customize this report by filtering and/or displaying the following fields:  
  • Application Slot: The application slot is associated with a bezel button on the EFB display unit. In the report, application numbered slot indicates the final destination on the Linux loads. (Windows does not have application slots.)  
  • Load Description: Description of the part  
  • Load Destination: Path to the load.cnf file; an indication of the location of the part location on the EFB; not accessible to the user  
  • Load OS: Operating system (Linux or Windows) used to load the parts or packages  
  • Load Part Number: 665 part number that is installed on the electronic unit (EU)  
  • Load Status: Status of the part number load; status can be one of the following:  
    • GOOD  
    • BAD  
  • Load Timestamp: Last date and time the Load Status database file (lsap.db) was received from the EFB  
  • Load Unit Name: Indicates if a part or a package was loaded on the left or right EU  
  • Package Name: The name associated with a specific media set that has been through the DDM content packaging process and has been successfully imported into DDM for delivery.  
  If there is a no package in DDM with a part number, the column is blank. If there is no package in DDM with a part number, it could also mean that the part number was not delivered via DDM, or if it was delivered via DDM, the package was archived.  
  • Part Number: A unique identifier assigned to an LSAP by each manufacturer of content. If this field is blank, DDM does not have the part in its media set, or DDM does not have the media set.  
  • Recipient Name: The name associated with a specific computer that is the final consumer of packages delivered through DDM  
  • * Stage Load Status: Status for a load that is being staged; status can be one of the following:  
    • PASSED - indicates the part was successfully loaded to the left and right EUs  
    • FAILED LEFT - indicates the part failed to load to the left EU  
    • FAILED RIGHT - indicates the part failed to load to the right EU  
    • FAILED BOTH - indicates the part failed to load to both the left and right EU  
    • NOT_LOADED - indicates the part has not been loaded to either the left or right EU  
  • * Stage Part Number: A unique identifier assigned to an LSAP by each manufacturer of content. If this field is blank, DDM does not have the part in its media set, or DDM does not have the media set.  
  • * Stage Path: Storage location on the EFB for staged parts; not accessible to the user  
  • * Stage Status: Status of the staging process can be one of the following:  
    • PROCESSING  
    • COMPLETE  
  • * Stage Timestamp: Last date and time the Stage database file (stage.db) was received from the EFB  
  * If any of the Stage fields are blank, that means that the part is currently not staged. |
Using the Manage Reports function, you can perform the following tasks:

- Create, run, and/or save a report
- View an existing report
- Edit a saved report
- Create an Excel version of a report
- Print a report
- Delete a saved report

The remaining sections in this chapter explain how to perform these tasks.
Creating a Report

When you create a report, you can select to save the report for future use and/or run the report. If desired, you can create a query that defines the information that will display in the report, as well as define the way the information displays. If desired, you can create a new report based on an existing report. Any role can create a report.

You can also create a report in DDM based on the fields and conditions set up for an existing filter. You can then export the report results into Microsoft Excel and arrange the report columns and resulting data as needed. This process can provide you with a robust reporting solution not available through conventional filtering and reporting. Refer to Chapter 8, "Managing Filters" for information about creating a filter.

The process for creating a report includes the steps shown in the following figure.

![Process for Creating a Report](image)

To create a report, perform the following steps:

1. Under the **Administration** option in the left navigation area, click the **Manage Reports** function.
   
   The **Manage Reports** page displays.

2. If needed, click the down-arrow button in the **Report Type Filter** field and select the desired filtering option.
   
   The data on the page changes to match the selected filter.

   **NOTE** The filters available in the **Report Type Filter** field are provided by DDM and cannot be changed. Refer to Chapter 8, Managing Filters for more information.
3. Click the **Create Report** button.

   Step 1 on the **Create Report** page displays similar to the following example.

4. Select the appropriate report type using **one** of the following methods:
   - Click the **New Report of Type** radio button, and select a report type from the associated drop-down list.
   - Click the **Based on Existing Report** radio button, and select a report type from the associated drop-down list (if any exist).
   - Click the **Based on Existing Filter** radio button, and select a filter type from the associated drop-down list (if any exist).

**NOTE** The information that displays on all subsequent report pages depends on the report type option you select.
5. **Click the Continue button.**

Step 2 on the *Create Report* page displays similar to the following example.

6. **Click the down-arrow button in the Add Field field** and select the field you want to use as a filter in your query.
7. Click the **Add** button.
   
The field displays in the lower section of the page similar to the following example.

![Create Report Page (Step 2: Create Query) - Showing an Added Field](image)

<table>
<thead>
<tr>
<th>Field</th>
<th>Condition</th>
<th>Value</th>
<th>Prompt</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checkpoint</td>
<td>Contains</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. In the **Condition** field, click the down-arrow button, and select the condition type to apply for the selected field.

9. In the **Value** field, type or select the information to use with the selected condition.

   **IMPORTANT** When entering any date value, use the calendar icon ( ). Entering the date manually in the text field may cause errors.

10. To display a prompt for the values in this report each time the report is run, click the **Prompt** checkbox to display a check mark.

11. Repeat steps 6 through 10 for each field that you want to include in the query for the report.

12. Click the down-arrow button in the **Match** field and select one of the following options:
   - **All** to retrieve information that matches all of the fields, conditions, and values that you defined
   - **Any** to retrieve information that matches any of the fields, conditions, and values that you defined
13. Click the **Continue** button.

Step 3 on the *Create Report* page displays similar to the following example.

14. In the **Available Fields** list, select the field(s) to display on the report. The selected field(s) will display as a column in the report.

   **TIP** To select multiple consecutive fields, press and hold the <Shift> key and click the desired fields. To select multiple non-consecutive fields, press and hold the <Ctrl> key and click the desired fields.

15. Click the **Add** button.

   The selected field(s) move to the **Fields to Display** list.

16. Repeat **Step 14** and **Step 15** for each field to add to this report.

   **NOTE** To remove a field from the **Fields to Display** list, click the desired field(s) and click the **Remove** button.
17. To rearrange the order in which the fields display on the report, click the field you want to move in the **Fields to Display** list and click the **Up** or **Dn** buttons. You can only move one field at a time.

**NOTE** The field at the top of the list represents the first column on the report.

18. If desired, click the down-arrow button in the **Default Sort By** field and select the desired default sort order.

19. To save the report, click the **Save Report As** check box and type a name for the report in the corresponding **Save Report As** field.

20. To immediately run the report, click the **Run Report** checkbox.

DDM runs and/or saves the report depending on the checkboxes selected in steps 18 and 19. The following figure provides a sample of a report.
21. If you selected to run the report, you can perform the following tasks (if desired):

- Click the Export to Excel button to open the report contents in Microsoft Excel.
- Click the Print button to display the report results in a printable format and print the results.

**NOTE**  After viewing a report, you can edit the report query by clicking the Step 1: Edit Query and Step 2: Edit Fields & Finish links at the top of the report.

**NOTE**  If you run a report without saving, you can click the Step 2: Edit Fields & Finish link and select to save the report on the Edit Report page.
Editing a Saved Report

DDM enables you to edit the query defined in a saved report and display features that were set up for the report. Any role can edit a saved report.

The process for editing a saved report includes the steps shown in the following figure.

To edit the settings for a saved report, perform the following steps:

1. Under the Administration option in the left navigation area, click the Manage Reports function.
   The Manage Reports page displays.

2. If needed, click the down-arrow button in the Report Type Filters field and select the desired filtering option.

   **NOTE** The filters available in the Report Type Filter field are provided by DDM and cannot be changed. Refer to Chapter 8. Managing Filters for more information.
3. Click the **Edit** link next to the name of the report that you want to edit.

Step 1 on the *Edit Report* page displays similar to the following example.

4. Make the desired changes to the report query. For field definitions and help on editing the query values, refer to *Creating a Report*.

**IMPORTANT** When entering any date value, use the calendar icon ( ).

Entering the date manually in the text field may cause errors.
5. Click the **Continue** button.

   Step 2 on the *Edit Report* page displays similar to the following example.

6. Make the appropriate changes. For field definitions and help on editing the fields in the report, refer to *Creating a Report*.

7. To save your changes to the report, click the **Save Report as** check box and specify a report name in the corresponding field.

8. To display the report on your screen, click the **Run Report** check box.

9. Click the **Finish** button.

   DDM saves the report.

---

**NOTE** After viewing a report, you can edit the report query by clicking the **Step 1: Edit Query** and **Step 2: Edit Fields & Finish** links at the top of the report.

**NOTE** If you run a report without saving, you can click the **Step 2: Edit Fields & Finish** link and select to save the report on the *Edit Report* page.
Running a Saved Report

DDM enables you to access and run a saved report. After running a report, you can view the report on your screen, print it to a printer, or export the report to Microsoft Excel. All roles can run a report.

The process for running a saved report includes the steps shown in the following figure.

To run a saved report, perform the following steps:

1. Under the **Administration** option in the left navigation area, click the **Manage Reports** function.
   
   The **Manage Reports** page displays.

2. If needed, click the down-arrow button in the **Report Type Filter** field and select the desired filtering option.

   **NOTE** The filters available in the **Report Type Filter** field are provided by DDM and cannot be changed. Refer to *Chapter 8. Managing Filters* for more information.

3. In the **Report Name** column, click the name of the report that you want to run.
4. If the report query was not set up to prompt for values, the report results display. Proceed to step 6.

If the report query was set up to prompt for values in the report, the Run Report page displays similar to the following example.

5. Specify values for the report query as needed. For field definitions and help on entering report values, see Creating a Report.

6. Click the Run Report button.

   The report results display.

7. If desired, perform the following tasks:
   - Click the Export to Excel button to open the report contents in Microsoft Excel.
   - Click the Print button to display the report results in a printable format, and print the results.
Exporting a Saved Report to Excel

If desired, you can export report results to a Microsoft Excel spreadsheet. Users assigned the following roles can export the results of a report to Excel:

- Content Publisher
- Content Manager
- Recipient Manager
- Review Manager
- Reviewer
- Airline Manager
- Archiver

The process for exporting a report includes the steps shown in the following figure.

![Process for Exporting a Report to Microsoft Excel](image)

To run and export a report to an Excel spreadsheet, perform the following steps:

1. Under the **Administration** option in the left navigation area, click the **Manage Reports** function.
   
   The **Manage Reports** page displays.

2. If needed, click the down-arrow button in the **Report Type Filter** field and select the desired filtering option.

   **NOTE** The filters available in the **Report Type Filter** field are provided by DDM and cannot be changed. Refer to *Chapter 8. Managing Filters* for more information.

3. Click the **Export** link under the **Export to Excel** column for the desired report.
   
   DDM runs the report, opens Microsoft Excel, and displays the Excel file on your screen.

   **NOTE** If you use Internet Explorer, you may be prompted to show the Excel spreadsheet twice due to a known defect in the browser.
Deleting a Saved Report

DDM enables you to delete a saved report. All roles can delete a report.

The process for deleting a saved report includes the steps shown in the following figure.

To delete a saved report, perform the following steps:

1. Under the **Administration** option in the left navigation area, click the **Manage Reports** function.
   
   The **Manage Reports** page displays.

2. If needed, click the down-arrow button in the **Report Type Filter** field and select the desired filtering option.

   **NOTE** The filters available in the **Report Type Filter** field are provided by DDM and cannot be changed. Refer to *Chapter 8. Managing Filters* for more information.

3. Click the **Delete** link for the report you want to delete.
   
   A confirmation message displays.

4. Click the **OK** button.
   
   DDM deletes the report.
Troubleshooting

This chapter contains information that may be useful in troubleshooting problems with the DDM server. Table 16-1 describes every error message that you might encounter while using the DDM server. For every error message that displays, there is a corresponding description of what probably happened, the page on which the error might display, the DDM roles that might encounter the error message and resolve the error, and possible resolutions. The table is organized in alphabetical order by error messages, so if you encounter an error message, you can look it up in the table alphabetically.
Table 16-1. Errors Encountered while Using the DDM Server

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>(any non-unique name) already exists. Please try another one.</td>
<td>The user is attempting to create something with a name that already exists in the system.</td>
<td>The user should enter a new name.</td>
</tr>
</tbody>
</table>
| A Recipient with the name (existing name) already exists. DDM does not allow duplicate names within the list of recipients, archived or not, and review devices. Please try another one. | The user is attempting to create a recipient using a name that is already assigned to an active or archived recipient or review device. This message appears on the Create Recipient page. The following DDM roles can encounter and resolve this problem:  
  • Recipient Manager  
  • Airline Manager  
  • System Administrator | 1. Go to the Manage Recipients page.  
  2. Click the Create Recipient button.  
  3. Select a Recipient Type.  
  4. Click the Continue button.  
  5. On the Create Recipient page, type a name in the Recipient Name field that is unique and has not been used for another active or archived recipient or review device. (This field is on the Define Properties tab.)  
  6. Click the Save Recipient button. |
| A Review Device with the name (existing name) already exists. DDM does not allow duplicate names within the list of recipients, archived or not, and review devices. Please try another one. | The user is attempting to create a review device using a name that is already assigned to an active or archived recipient or review device. This message appears on the Create Review Device page. The following DDM roles can encounter and resolve this problem:  
  • Recipient Manager  
  • Review Manager  
  • Airline Manager  
  • System Administrator | 1. Go to the Manage Review Devices page.  
  2. Click the Create Review Device button.  
  3. Select a Review Device Type.  
  4. Click the Continue button.  
  5. On the Create Review Device page, type a name in the Review Device Name field that is unique and has not been used for another active or archived recipient or review device. (This field is on the Define Properties tab.)  
  6. Click the Save Review Device Type button.|
An error was encountered when reading the bill of materials XML.

The bill of materials XML file in the package that is being published does not comply with the BOM.dtd specification.

The following DDM roles can encounter and resolve this problem:
- Content Publisher
- Airline Manager
- System Administrator

The person who created the BOM package must change the bill of materials XML file so that it complies with the BOM.DTD specification. (See Appendix A. Reference Documents to view the BOM.DTD.)

At least one Content Type is required to publish.

This message appears when the user tries to publish a package, and there are no content types in the system.

The following DDM roles can encounter this problem:
- Content Publisher
- Airline Manager
- System Administrator

The following DDM roles can resolve this problem:
- Content Manager
- Airline Manager
- System Administrator

To resolve the problem:
1. Go to the Manage Content Types page.
2. Click the Create Content Type button.
3. In the Content Type Name field, enter a valid content type.
4. (optional) Fill in the Description field.
5. (optional) Select a Default Checkpoint.
6. Click the Save Content Type button.

To reattempt publishing:
1. Return to the Publish Packages page.
2. Click the Publish a Package button.
3. Select the file you were attempting to publish.
4. In the Content Type dropdown list, select the content type you created.

Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>An error was encountered when reading the bill of materials XML.</td>
<td>The bill of materials XML file in the package that is being published does not comply with the BOM.dtd specification. The following DDM roles can encounter and resolve this problem: - Content Publisher - Airline Manager - System Administrator</td>
<td>The person who created the BOM package must change the bill of materials XML file so that it complies with the BOM.DTD specification. (See Appendix A. Reference Documents to view the BOM.DTD.)</td>
</tr>
<tr>
<td>At least one Content Type is required to publish.</td>
<td>This message appears when the user tries to publish a package, and there are no content types in the system. The following DDM roles can encounter this problem: - Content Publisher - Airline Manager - System Administrator</td>
<td>The following DDM roles can resolve this problem: - Content Manager - Airline Manager - System Administrator</td>
</tr>
</tbody>
</table>
Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Cannot associate recipient {name} with package {name} because content type {name} is not associated with company {name}. | The user cannot assign a Server recipient to the selected package on the supplier’s DDM server, because the content type associated with the package is not also associated with this recipient for the consumer company. This message appears on the *Edit Recipient*, *Edit Package*, and *Publish a Package* pages. | As the DDM System Administrator for the host company:  
  • Edit the content type of the consumer company (non-hosted partner).  
  or  
  • Create a new content type and associate it with the consumer company.  
As a user for the supplier company:  
  1. Contact the consumer company.  
  2. Review the list of content types between the consumer company and your company, the supplier company.  
  3. Ask the DDM System Administrator of the host company to add the content type to the consumer company on the supplier’s DDM server.  
  or  
  The consumer and supplier can both modify their content types, so that they are using the same new content types.  
  or  
  The supplier can opt to do nothing, since they cannot publish the package with this content type for this consumer. |

The following DDM roles can encounter this problem:  
• Recipient Manager  
• Content Manager  
• Content Publisher  
• Airline Manager  
• System Administrator  

The following DDM roles can resolve this problem:  
• Airline Manager  
• System Administrator
Table 16-1. Errors Encountered while Using the DDM Server  (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Checkpoint {name} already exists. Please try another one.                     | The user is attempting to create a checkpoint and has specified a checkpoint name that already exists. This message appears on the Create Checkpoint page and the Edit Checkpoint page. The following DDM roles can encounter and resolve this problem:  
  • Review Manager  
  • Airline Manager  
  • System Administrator | To create a new checkpoint:  
  1. Go to the Manage Checkpoints page.  
  2. Click the Create Checkpoint button.  
  3. On the Create Checkpoint page, type a unique checkpoint name in the Checkpoint Name field.  
  4. Click the Save Checkpoint button.  
To edit an existing checkpoint:  
  1. Go to the Manage Checkpoints page.  
  2. Click the Edit link for the Checkpoint that you want to modify.  
  3. On the Edit Checkpoint page, type a unique name in the Checkpoint Name field.  
  4. Click the Save Changes button. |
| Comment is required for rejected package (name).                              | The user must provide comments for the package they are attempting to reject on the Approve/Reject Packages: Package Checkpoints page. The following DDM roles can encounter and resolve this problem:  
  • Reviewer | 1. Go to the Approve/Reject Packages: Package Checkpoints page.  
  2. Select the Reject radio button.  
  3. In the Comments field of the Package you are reviewing, explain why the package is being rejected.  
  4. Click the Submit Changes button. |
| Comments should not exceed 125 characters, while currently it is {number of characters entered} characters long. | The user has entered comments in a field that has a limited character capacity. The text has exceeded that limit. | The user should edit their comments so that the field does not exceed 125 characters. |
Troubleshooting

Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content type (name) already exists. Please try another one.</td>
<td>The user is attempting to create a content type and has specified a content type name that already exists. This message appears on the Create Content Type page and the Edit Content Type page. The following DDM roles can encounter and resolve this problem: • Content Manager • Airline Manager • System Administrator</td>
<td>To create a new content type: 1. Go to the Manage Content Types page. 2. Click the Create Content Type button. 3. On the Create Content Type page, type a unique name in the Content Type Name field. 4. Click the Save Content Type button. To edit an existing content type: 1. Go to the Manage Content Types page. 2. Click the Edit link for the Content Type that you want to modify. 3. On the Edit Content Type page, type a unique name in the Content Type Name field. 4. Click the Save Changes button.</td>
</tr>
</tbody>
</table>


Device \textit{name} is not assigned to package \textit{name}.

The user is attempting to determine why a package is not delivered to a review device and has specified a package and a review device that is expected to get the package. This message appears on the \textit{Find a Package} page.

The following DDM roles can encounter this problem:
- Content Manager
- Recipient Manager
- Reviewer
- Airline Manager
- System Administrator

The following DDM roles can resolve this problem:
- Content Manager (edit a package)
- Recipient Manager (edit a review device)
- Review Manager (edit a review device)
- Airline Manager
- System Administrator

To edit a package:
1. Go to the \textit{Deliver Packages} page.
2. Click the \textit{Edit} link for the package that you want to associate with the review device.
3. On the \textit{Edit Package} page, click the \textit{Assign Review Devices} tab.
4. Click the checkbox for the Review Device that you want to associate with this package.
5. Click the \textit{Save Changes} button.
6. Return to the \textit{Find a Package} page and reattempt to determine the reason why the package cannot be delivered to the review device.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device \textit{name} is not assigned to package \textit{name}.</td>
<td>The user is attempting to determine why a package is not delivered to a review device and has specified a package and a review device that is expected to get the package. This message appears on the \textit{Find a Package} page.</td>
<td>To edit a package:</td>
</tr>
<tr>
<td></td>
<td>The following DDM roles can encounter this problem:</td>
<td>1. Go to the \textit{Deliver Packages} page.</td>
</tr>
<tr>
<td></td>
<td>• Content Manager</td>
<td>2. Click the \textit{Edit} link for the package that you want to associate with the review device.</td>
</tr>
<tr>
<td></td>
<td>• Recipient Manager</td>
<td>3. On the \textit{Edit Package} page, click the \textit{Assign Review Devices} tab.</td>
</tr>
<tr>
<td></td>
<td>• Reviewer</td>
<td>4. Click the checkbox for the Review Device that you want to associate with this package.</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td>5. Click the \textit{Save Changes} button.</td>
</tr>
<tr>
<td></td>
<td>• System Administrator</td>
<td>6. Return to the \textit{Find a Package} page and reattempt to determine the reason why the package cannot be delivered to the review device.</td>
</tr>
</tbody>
</table>
To edit a review device:
1. Go to the Manage Review Devices page.
2. Click the Edit link for the recipient that you want to associate with the package.
4. Click the checkbox for the Package that you want to associate with this Review Device.
5. Click the Save Changes button.
6. Return to the Find a Package page and reattempt to determine the reason why the package cannot be delivered to the review device.

Do Not Deliver After date (date entered) must be in format DD-MMM-YYYY.
- The date format specified for the BOM.XML file being published is incorrect.
- Whoever created the BOM.XML file must specify the date format as DD-MMM-YYYY.

Do Not Deliver After must be on or after Start Delivery.
- The user entered a date in the Do Not Deliver After field that occurs before the date specified in the Start Delivery field. This message appears on the Edit Package page.
- The following DDM roles can encounter and resolve this problem:
  - Content Manager
  - Airline Manager
  - System Administrator
- Go to the Deliver Packages page.
- Click on the Edit link of the Package that you want to modify.
- On the Edit Package page, type a date that occurs after the date specified in the Start Delivery field in the Do Not Deliver After field.
- Click the Save Changes button.
### Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail rule (name) already exists. Please try another one.</td>
<td>The user is attempting to create an e-mail rule and has entered an e-mail rule name that already exists. This message appears on the Create Email Rule page and the Edit Email Rule page. The following DDM roles can encounter and resolve this problem: • Airline Manager • System Administrator</td>
<td>To create a new e-mail rule: 1. Go to the Manage Email Rules page. 2. Click the Create Email Rule button. 3. Select an Email Rule Event. 4. Click the Continue button. 5. On the Create Email Rule page, type a unique name in the Email Rule Name field. 6. Click the Continue button. To edit an existing e-mail rule: 1. Go to the Manage Email Rules page. 2. Click the Edit link for the Email Rule that you want to modify. 3. On the Edit Email Rule page, type a unique name in the Email Rule Name field. 4. Click the Continue button.</td>
</tr>
<tr>
<td>File (name of .zip file) not found.</td>
<td>The user tried to upload a file that has been deleted by another user. The following DDM roles can encounter this problem: • Content Publisher • Airline Manager • System Administrator</td>
<td>Try to upload the file a second time. If the user cannot upload the file the second time, the user should contact their DDM System Administrator. The DDM System Administrator can determine who deleted the package, but they cannot undelete the package. If the package was not deleted via DDM, it may be that the package was deleted by the virus scanner.</td>
</tr>
</tbody>
</table>
### Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>File processing was aborted due to a system error.</td>
<td>An unexpected condition happened during publishing.</td>
<td>The user should contact their DDM System Administrator.</td>
</tr>
<tr>
<td>The following DDM roles can encounter this problem:</td>
<td></td>
<td>The DDM System Administrator should check the log file <code>&lt;weblogic_install-dir&gt;/domains/&lt;DDM-domain&gt;/logs/gt.log</code> to identify and diagnose the problem.</td>
</tr>
<tr>
<td>• Content Publisher</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Airline Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• System Administrator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following DDM roles can resolve this problem:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• System Administrator</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The user is attempting to create a filter type and has entered a filter name that already exists. This message appears on the Create Filter page and the Edit Filter page.

The following DDM roles can encounter and resolve this problem:
- Content Publisher
- Content Manager
- Recipient Manager
- Review Manager
- Airline Manager
- System Administrator

To create a new filter:
1. Go to the Manage Filters page.
2. Click the Create Filter button.
3. Select a Filter Type.
4. Click the Continue button.
5. Create a Query.
6. Click the Continue button.
7. On the Create Filter page, type a unique name in the Save Filter As field.
8. Click the Finish button.

To edit an existing filter:
1. Go to the Manage Filters page.
2. Click the Edit link of the Filter you want to modify.
3. Edit the Query if necessary.
4. Click the Continue button.
5. On the Edit Filter page, type a unique name in the Save Filter As field.
6. Click the Finish button.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filter {name} already exists. Please try another one.</td>
<td>The user is attempting to create a filter type and has entered a filter name that already exists. This message appears on the Create Filter page and the Edit Filter page.</td>
<td>To create a new filter: 1. Go to the Manage Filters page. 2. Click the Create Filter button. 3. Select a Filter Type. 4. Click the Continue button. 5. Create a Query. 6. Click the Continue button. 7. On the Create Filter page, type a unique name in the Save Filter As field. 8. Click the Finish button. To edit an existing filter: 1. Go to the Manage Filters page. 2. Click the Edit link of the Filter you want to modify. 3. Edit the Query if necessary. 4. Click the Continue button. 5. On the Edit Filter page, type a unique name in the Save Filter As field. 6. Click the Finish button.</td>
</tr>
</tbody>
</table>
Filter not saved or run. The user has attempted to create a filter, but has not selected to save or preview the filter. This message appears on the Create Filter page and Edit Filter page.

The following DDM roles can encounter and resolve this problem:
- Content Publisher
- Content Manager
- Recipient Manager
- Review Manager
- Airline Manager
- System Administrator

To create a filter:
1. Go to the Manage Filters page.
2. Click the Create Filter button.
3. Select a Filter Type.
4. Click the Continue button.
5. Create a Query.
6. Click the Continue button.
7. On the Create Filter page, click the Save Filter As checkbox and enter a filter name to save the filter parameters.
   **and/or**
   Click the Preview Filter checkbox to generate the filter and display the results on your screen.
8. Click the Finish button.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Filter not saved or run. | The user has attempted to create a filter, but has not selected to save or preview the filter. This message appears on the Create Filter page and Edit Filter page. | To create a filter:  
1. Go to the Manage Filters page.  
2. Click the Create Filter button.  
3. Select a Filter Type.  
4. Click the Continue button.  
5. Create a Query.  
6. Click the Continue button.  
7. On the Create Filter page, click the Save Filter As checkbox and enter a filter name to save the filter parameters.  
   **and/or**
   Click the Preview Filter checkbox to generate the filter and display the results on your screen.  
8. Click the Finish button. |
To edit the filter:
1. Go to the Manage Filters page.
2. Click the Edit link of the Filter you want to modify.
3. Edit the Query if necessary.
4. Click the Continue button.
5. On the Edit Filter page, click the Save Filter As checkbox.
6. Type a filter name in the Save Filter As field to save the filter parameters and/or
   Click the Preview Filter checkbox to generate the filter and display the results on your screen.
7. Click the Finish button.

Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
|               |             | To edit the filter:
|               |             | 1. Go to the Manage Filters page.
|               |             | 2. Click the Edit link of the Filter you want to modify.
|               |             | 3. Edit the Query if necessary.
|               |             | 4. Click the Continue button.
|               |             | 5. On the Edit Filter page, click the Save Filter As checkbox.
|               |             | 6. Type a filter name in the Save Filter As field to save the filter parameters and/or
|               |             |   Click the Preview Filter checkbox to generate the filter and display the results on your screen.
|               |             | 7. Click the Finish button. |
Troubleshooting

Table 16-1. Errors Encountered while Using the DDM Server  (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid date specified. Please re-enter the start date.</td>
<td>The user has specified a date which is out of supported range or is invalid for some other reason in the Start Delivery Date field. This message appears on the following pages: • Edit Package • Edit Multiple Packages • Edit Published Packages • Create Filter • Edit Filter • Create Report • Edit Report. The following DDM roles can encounter and resolve this problem on the pages indicated in parentheses: • Content Manager (Edit Package, Edit Multiple Packages) • Content Publisher (Edit Published Packages) • All roles except Reviewer (Create Filters, Edit Filters) • All roles (Create Reports, Edit Reports) • Airline Manager (All roles) • System Administrator (All roles)</td>
<td>To edit a package: 1. Go to the Deliver Packages page. 2. Click the Edit link for the package you want to modify. 3. On the Edit Package page, use the calendar icon to enter a valid date in the Start Delivery field. 4. Click the Save Changes button. To edit multiple packages: 1. Go to the Deliver Packages page. 2. Click the Edit Multiple button. 3. Select package from Select Package dropdown list. 4. On the Edit Multiple Packages page, use the calendar icon to enter a valid date in the Start Delivery field. 5. Click the Save Changes button.</td>
</tr>
</tbody>
</table>
Invalid date specified. Please re-enter the start date. (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>To edit published packages:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Go to the Publish Packages page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Click the Edit link for the package you want to modify.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. On the Edit Published Packages page, use the calendar icon to enter a valid date in the Start Delivery field.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Click the Save Changes button.</td>
</tr>
</tbody>
</table>
Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid date specified. Please re-enter the start date. <em>(continued)</em></td>
<td></td>
<td>To create a filter:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Go to the <em>Manage Filters</em> page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Click the <em>Create Filter</em> button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Click the radio button for <em>New Filter of Type</em> and select <em>Published Packages</em> from the dropdown list.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Click the <em>Continue</em> button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. From the <em>Add Field</em> dropdown list, select <em>Recommended Start Delivery Date</em>.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. Click the <em>Add</em> button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7. Use the calendar icon to select the date.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8. Click the <em>Continue</em> button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9. Click the <em>Continue</em> button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To edit a filter:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Go to the <em>Manage Filters</em> page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Click the <em>Edit</em> link for the filter that you want to modify.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. From the <em>Add Field</em> dropdown list, select <em>Start Delivery Date</em>.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Click the <em>Add</em> button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Use the calendar icon to select the date.</td>
</tr>
</tbody>
</table>
Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid date specified. Please re-enter the start date. <em>(continued)</em></td>
<td></td>
<td>To create a report:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Go to the Manage Reports page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Click the Create Report button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Click the radio button for New Report of Type and select Delivered Packages from the dropdown list.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Click the Continue button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. From the Add Field dropdown list, select Start Delivery Date.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. Click the Add button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7. Use the calendar icon to select the date.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8. Click the Continue button.</td>
</tr>
<tr>
<td></td>
<td>To edit a report:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Go to the Manage Reports page.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Click the Edit link for the report that you want to modify.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. From the Add Field dropdown list, select Start Delivery Date.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Click the Add button.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Use the calendar icon to select the date.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6. Click the Continue button.</td>
<td></td>
</tr>
</tbody>
</table>
Invalid date specified. Please re-enter the stop date.

(continued)

The user has specified a date which is out of supported range or is invalid for some other reason in the Stop Delivery Date field. This message appears on the following pages:
- Edit Package
- Edit Multiple Packages
- Published Packages

The following DDM roles can encounter this problem:
- Content Manager
- Content Publisher
  (published packages only)
- Airline Manager
- System Administrator

The following DDM roles can resolve this problem:
- Content Manager
- Content Publisher
  (published packages only)
- Airline Manager
- System Administrator

To edit a package:
1. Go to the Deliver Packages page.
2. Click the Edit link for the package you want to modify.
3. On the Edit Package page, use the calendar icon to enter a valid date in the Stop Delivery field.
4. Click the Save Changes button.

To edit multiple packages:
1. Go to the Deliver Packages page.
2. Click the Edit Multiple button.
3. Select package from Select Package dropdown list.
4. On the Edit Multiple Packages page, use the calendar icon to enter a valid date in the Stop Delivery field.
5. Click the Save Changes button.

### Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid date specified. Please re-enter the stop date.</td>
<td>The user has specified a date which is out of supported range or is invalid for some other reason in the Stop Delivery Date field. This message appears on the following pages:</td>
<td>To edit a package:</td>
</tr>
<tr>
<td></td>
<td>- Edit Package</td>
<td>1. Go to the Deliver Packages page.</td>
</tr>
<tr>
<td></td>
<td>- Edit Multiple Packages</td>
<td>2. Click the Edit link for the package you want to modify.</td>
</tr>
<tr>
<td></td>
<td>- Published Packages</td>
<td>3. On the Edit Package page, use the calendar icon to enter a valid date in the Stop Delivery field.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Click the Save Changes button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To edit multiple packages:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Go to the Deliver Packages page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Click the Edit Multiple button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Select package from Select Package dropdown list.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. On the Edit Multiple Packages page, use the calendar icon to enter a valid date in the Stop Delivery field.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Click the Save Changes button.</td>
</tr>
</tbody>
</table>
To edit published packages:
1. Go to the Publish Packages page.
2. Click the Edit link for the package you want to modify.
3. On the Edit Published Packages page, use the calendar icon to enter a valid date in the Stop Delivery field.
4. Click the Save Changes button.

Invalid user name or password. The user has specified a user name or password that is incorrect.

All roles can encounter this problem.
The following DDM roles can resolve this problem:
• System Administrator

The user should retype their user name and password.

If this error message persists, the DDM System Administrator should reset the user login and password in the user administration tool.
### Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Last tail engine cannot be deleted if tails exist. | The user is attempting to delete the only tail engine that exists, but this tail engine is assigned to a recipient. The system requires the user to reassign a tail engine to the recipient, but in this case, the user cannot reassign a tail engine, because there are no other tail engines in the system. This message displays on the **Manage Tail Engines** page. | 1. Go to the *Manage Tail Engines* page.  
2. Click the **Create Tail Engine** button.  
3. In the **Tail Engine Name** field, type a new tail engine name.  
4. Click the **Save Tail Engine** button.  
5. Go back to the *Manage Tail Engines* page.  
6. Click the **Delete** link for the desired tail engine.  
7. Reassign the recipient(s) to the tail engine that you just created. |
| Last tail model cannot be deleted if tails exist. | The user is attempting to delete the only tail model that exists, but this tail model is assigned to a recipient. The system requires the user to reassign a tail model to the recipient, but in this case, the user cannot reassign a tail model, because there are no other tail models in the system. This message appears on the **Manage Tail Models** page. | 1. Go to the *Manage Tail Models* page.  
2. Click the **Create Tail Model** button.  
3. In the **or Create New** field, type a new major tail model. (Creating a new minor tail model is optional.)  
4. Click the **Save Tail Model** button.  
5. Go back to the *Manage Tail Models* page.  
6. Click the **Delete** link for the desired tail model.  
7. Reassign the recipient(s) to the tail model that you just created. |
<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Major Model must contain only alphanumeric characters. | The user is attempting to create or edit a tail model and has entered a major model number that includes special characters. This message appears on the Create Tail Model page and Edit Tail Model page. The following DDM roles can encounter and resolve this problem: *Recipient Manager* *Airline Manager* *System Administrator* | To create a tail model:  
1. Go to the *Manage Tail Models* page.  
2. Enter an existing tail model or click on the Create Tail Model button.  
3. On the Create Tail Model page, type a major model name without any special characters in the or Create New field under the Major Model section.  
4. Click the *Save Tail Model* button.  
To edit a tail model:  
1. Go to the *Manage Tail Models* page.  
2. Click the *Edit* link for the tail model that you want to modify.  
3. On the Edit Tail Model page, type a major model name without any special characters in the or Create New field under the Major Model section.  
4. Click the *Save Changes* button. |
### Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minor Model must contain only alphanumeric characters.</td>
<td>The user is attempting to create or edit a tail model and has entered a minor model number hat includes special characters. This message appears on the Create Tail Model page and Edit Tail Model page. The following DDM roles can encounter and resolve this problem: Recipient Manager • Airline Manager • System Administrator</td>
<td>To create a tail model: 1. Go to the Manage Tail Models page. 2. Edit an existing tail model or click on the Create Tail Model button. 3. On the Create Tail Model page, type a minor model name without any special characters in the or Create New field under the Major Model section. 4. Click the Save Tail Model button. To edit a tail model: 1. Go to the Manage Tail Models page. 2. Click the Edit link for the tail model that you want to modify. 3. On the Edit Tail Model page, type a minor model name without any special characters in the or Create New field under the Major Model section. 4. Click the Save Changes button.</td>
</tr>
</tbody>
</table>
More packages and/or recipients are assigned to checkpoint (name). Please review again.

The user is attempting to delete a checkpoint to which one or more packages and/or recipients are assigned and is in the process of reassigning the packages and/or recipients. However, while reassigning, another user has assigned a new package and/or recipient to the checkpoint the first user is trying to delete. This message appears on the Manage Checkpoints page.

The following DDM roles can encounter and resolve this problem:
- Review Manager
- Airline Manager
- System Administrator

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>More packages and/or recipients are assigned to checkpoint (name). Please review again.</td>
<td>The user is attempting to delete a checkpoint to which one or more packages and/or recipients are assigned and is in the process of reassigning the packages and/or recipients. However, while reassigning, another user has assigned a new package and/or recipient to the checkpoint the first user is trying to delete. This message appears on the Manage Checkpoints page.</td>
<td>1. Go to the Manage Checkpoints page. 2. Click on the Delete link for the checkpoint that you want to delete. 3. On the Delete Checkpoint page, use the dropdown lists to reassign to another checkpoint any packages and/or recipients that are assigned to the checkpoint being deleted. 4. Click the Save Changes button. 5. Return to the Manage Checkpoints page to delete the desired checkpoint.</td>
</tr>
</tbody>
</table>
No columns have been selected for display. The user is attempting to run or save a report or a filter, but has not selected any columns to display in the report or the filter. This message appears on the Create Report page and the Create Filter page.

All roles can encounter these problems.

All roles can resolve the reports problem.

The following DDM roles can resolve the filter problem:
- Content Publisher
- Content Manager
- Recipient Manager
- Review Manager
- Airline Manager
- System Administrator

To run or save a report:
1. Go to the Manage Reports page.
2. Click the Create Report button.
4. (optional) In the Add Field field, select fields to add from the dropdown list and click on the Add button.
5. Click the Continue button.
6. In the Available Fields list, select one or more columns to display.
7. Click the Add button to move them to the Fields to Display list.
8. Save or run the report as needed.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| No columns have been selected for display. | The user is attempting to run or save a report or a filter, but has not selected any columns to display in the report or the filter. This message appears on the Create Report page and the Create Filter page. | To run or save a report:  
1. Go to the Manage Reports page.  
2. Click the Create Report button.  
4. (optional) In the Add Field field, select fields to add from the dropdown list and click on the Add button.  
5. Click the Continue button.  
6. In the Available Fields list, select one or more columns to display.  
7. Click the Add button to move them to the Fields to Display list.  
8. Save or run the report as needed. |

Table 16-1. Errors Encountered while Using the DDM Server (continued)
Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>To run or save a filter:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Go to the <em>Manage Filters</em> page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Click the <em>Create Filter</em> button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. On the <em>Create Filter</em> page, select a filter type.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. (optional) In the <em>Add Field</em> field, select fields to add from the dropdown list and click on the <em>Add</em> button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Click the <em>Continue</em> button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. In the <em>Available Fields</em> list, select one or more columns to display.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7. Click the <em>Add</em> button to move them to the <em>Fields to Display</em> list.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8. Save or run the filter as needed.</td>
</tr>
</tbody>
</table>
Troubleshooting

Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>No filters exist in Based on Existing Filter selection.</td>
<td>The user has attempted to create a new filter or report by clicking on the radio button for “Based on Existing Filter,” but there are no existing filters in the system. This message appears on the Create Filter page and the Create Report page.</td>
<td>To run or save a filter:</td>
</tr>
<tr>
<td></td>
<td>All roles can encounter these problems.</td>
<td>1. Go to the Manage Filters page.</td>
</tr>
<tr>
<td></td>
<td>The following DDM roles can resolve the filter problem:</td>
<td>2. Click the Create Filter button.</td>
</tr>
<tr>
<td></td>
<td>• Content Publisher</td>
<td>3. On the Create Filter page, click the “New Filter of Type” radio button and select a type from the dropdown list.</td>
</tr>
<tr>
<td></td>
<td>• Content Manager</td>
<td>4. Click the Continue button.</td>
</tr>
<tr>
<td></td>
<td>• Recipient Manager</td>
<td>To run or save a report:</td>
</tr>
<tr>
<td></td>
<td>• Review Manager</td>
<td>1. Go to the Manage Reports page.</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td>2. Click the Create Report button.</td>
</tr>
<tr>
<td></td>
<td>• System Administrator</td>
<td>3. On the Create Report page, click the “New Report of Type” radio button and select a type from the dropdown list.</td>
</tr>
<tr>
<td></td>
<td>All roles can resolve the reports problem.</td>
<td>4. Click the Continue button.</td>
</tr>
</tbody>
</table>
Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>No reports exist in Based on Existing Report selection.</td>
<td>The user has attempted to create a new report by clicking on the radio button for “Based on Existing Report,” but there are no existing reports in the system. This message appears on the Create Report page and the Create Filter page. All roles can encounter these problems. All roles can resolve the reports problem. The following DDM roles can resolve the filter problem: • Content Publisher • Content Manager • Recipient Manager • Review Manager • Airline Manager • System Administrator</td>
<td>To run or save a report: 1. Go to the Manage Reports page. 2. Click the Create Report button. 3. On the Create Report page, click the “New Report of Type” radio button and select a type from the dropdown list. 4. Click the Continue button. To run or save a filter: 1. Go to the Manage Filters page. 2. Click the Create Filter button. 3. On the Create Filter page, click the “New Filter of Type” radio button and select a type from the dropdown list. 4. Click the Continue button.</td>
</tr>
<tr>
<td>Package {name} is not available anymore.</td>
<td>The user is attempting to save an edited package that has already been archived and/or deleted by another user. The user should never actually receive this message.</td>
<td>No action required. The Deliver Packages screen should not list this package any more.</td>
</tr>
<tr>
<td>Package {name} is not in repository.</td>
<td>A recipient is attempting to download a .zip file that has been manually deleted from the repository.</td>
<td>The user should re-publish the package using a different name.</td>
</tr>
</tbody>
</table>
Troubleshooting

Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Package {name} was already published by your company. Please rename your package and try again. | The user tried to publish a package or cancel publishing of a package, while another user from another company was also publishing a package with the same name via CDAS. Since DDM does not allow duplicate names, one user got the success message, while the other user got this message. This message appears on the *Publish a Package* page. | 1. Go to the *Publish Packages* page.  
2. Click the **Publish a Package** button.  
3. On the *Publish a Package* page, enter a unique name for the package that you want to publish in the *or Find New File* field.  
4. Click the **Continue** button. |
| Package {name} was already published by your company. Please rename your package and try again. | A user tried to publish a package or cancel publishing of a package, while another user from the same company was also publishing a package with the same name. Since DDM does not allow duplicate package names, one user got the success message, while the other user got this message. This message appears on the *Publish a Package* page. | 1. Go to the *Publish Packages* page.  
2. Click the **Publish a Package** button.  
3. On the *Publish a Package* page, choose a different package to publish in the *Select Uploaded File* field.  
   or Enter a unique name for the package that you want to publish in the *or Find New File* field.  
4. Click the **Continue** button. |
Troubleshooting

Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Package Description should not exceed 1024 characters, while currently it is (number of characters entered) characters long.</td>
<td>The user has entered text in the package Description field that has a limited character capacity. The text has exceeded that limit. This message can also indicate that the description for a BOM package exceeds the field limit. This message appears on the Publish a Package page, the Power Publish page, and the Edit Published Package page. The following DDM roles can encounter and resolve this problem: • Content Publisher • Airline Manager • System Administrator</td>
<td>To modify the description: 1. Go to the Publish Packages page. 2. Click the Publish a Package button. 3. Select a file to publish. 4. Click the Continue button. 5. On the Publish a Package page, edit the Description so that it does not exceed the maximum number of allowed characters. 6. Click the Publish Now or Publish Later button. or 1. Go to the Publish Packages page. 2. Click the Power Publish button. 3. Select a file to publish. 4. Click the Continue button. 5. On the Power Publish page, edit the Description so that it does not exceed the maximum number of allowed characters. 6. Click the Publish Now or Publish Later button. or</td>
</tr>
</tbody>
</table>
Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Package ID should not exceed 128 characters, while currently it is (number of characters entered) characters long. | The ID for a BOM package that shows as the package name on the server exceeds the field limit. Whoever created the BOM.XML can resolve this problem. | 1. Go to the Publish Packages page.  
2. Click the Edit link for the Package you want to modify.  
3. On the Edit Published Package page, edit the Description so that it does not exceed the maximum number of allowed characters.  
4. Click the Save Changes button. To modify the BOM.XML file: Whoever created the BOM.XML package must provide a shorter description. |
|                                                                                              |                                                                             | Whoever created the BOM.XML must provide a package ID that does not exceed 128 characters.                                                                                                             |
### Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Package Name field should not exceed 50 characters, while currently it is {number of characters entered} characters long. | The user has entered text in the **Package Name** field that has a limited character capacity. The text has exceeded that limit. This message can also indicate that the package name for a BOM package exceeds the field limit. This message appears on the Publish a Package page and the Power Publish page. | To modify the name:  
1. Go to the Publish Packages page.  
2. Click the Publish a Package button.  
3. Select a file to publish.  
4. Click the Continue button.  
5. On the Publish a Package page, edit the **Package Name** so that it does not exceed the maximum number of allowed characters.  
6. Click the Publish Now or Publish Later button.  
   or  
   1. Go to the Publish Packages page.  
   2. Click the Power Publish button.  
   3. Select a file to publish.  
   4. Click the Continue button.  
   5. On the Power Publish page, edit the **Package Name** so that it does not exceed the maximum number of allowed characters.  
   6. Click the Publish Now or Publish Later button.  
To modify the BOM.XML file:  
Whoever created the BOM.XML file must change the BOM.XML package name so that it does not exceed 128 characters. A 50-character limit applies to the ARINC 665 type. |
### Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Packages {names} could not be deleted. Contact your DDM System Administrator.</td>
<td>The packages that the user is trying to delete cannot be deleted. This message appears on the <em>Delete Packages</em> page. The following DDM roles can encounter this problem: • Archiver • System Administrator</td>
<td>The Archiver can change permissions for the specified archived location and the files archived there. If this does not resolve the error, the user should contact their DDM System Administrator. The DDM System Administrator should check the log file (<em>&lt;weblogic_install-dir&gt;/domains/&lt;DDM-domain&gt;/logs/gt.log</em>) to identify and diagnose the problem.</td>
</tr>
<tr>
<td>Packages {names} could not be unarchived. Contact your DDM System Administrator.</td>
<td>The packages that the user is trying to unarchive cannot be unarchived. This message appears on the <em>Unarchive Packages</em> page. The following DDM roles can encounter this problem: • Archiver • System Administrator</td>
<td>The user should contact their DDM System Administrator. The DDM System Administrator should check the log file (<em>&lt;weblogic_install-dir&gt;/domains/&lt;DDM-domain&gt;/logs/gt.log</em>) to identify and diagnose the problem.</td>
</tr>
</tbody>
</table>
Please choose either an existing major tail model or a new major tail model. You may not select both.

The user is attempting to select an existing major tail model as well as specify a new major tail model. This message appears on the Create Tail Model page and the Edit Tail Model page.

The following DDM roles can encounter and resolve this problem:
• Recipient Manager
• Airline Manager
• System Administrator

To create a major tail model:
1. Go to the Manage Tail Models page.
2. Click the Create Tail Model button.
3. On the Create Tail Model page, either select an existing major tail model or type the name of a new major tail model, but do not perform both actions.
4. Click the Save Tail Model button.

To edit a major tail model:
1. Go to the Manage Tail Models page.
2. Click the Edit link for the tail model that you want to modify.
3. On the Edit Tail Model page, either select an existing major tail model or type the name of a new major tail model, but do not perform both actions.
4. Click the Save Changes button.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Please choose either an existing major tail model or a new major tail model. | The user is attempting to select an existing major tail model as well as specify a new major tail model. This message appears on the Create Tail Model page and the Edit Tail Model page. | To create a major tail model:
1. Go to the Manage Tail Models page.
2. Click the Create Tail Model button.
3. On the Create Tail Model page, either select an existing major tail model or type the name of a new major tail model, but do not perform both actions.
4. Click the Save Tail Model button. |
|                                                                              |                                                                             | To edit a major tail model:
1. Go to the Manage Tail Models page.
2. Click the Edit link for the tail model that you want to modify.
3. On the Edit Tail Model page, either select an existing major tail model or type the name of a new major tail model, but do not perform both actions.
4. Click the Save Changes button. |
Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please choose either an existing minor tail model or a new minor tail model. You may not select both.</td>
<td>The user is attempting to select an existing minor tail model as well as specify a new minor tail model. This message appears on the Create Tail Model page and the Edit Tail Model page. The following DDM roles can encounter and resolve this problem: • Recipient Manager • Airline Manager • System Administrator</td>
<td>To create a minor tail model: 1. Go to the Manage Tail Models page. 2. Click the Create Tail Model button. 3. On the Create Tail Model page, either select an existing minor tail model or type the name of a new minor tail model, but do not perform both actions. 4. Click the Save Tail Model button. To edit a minor tail model: 1. Go to the Manage Tail Models page. 2. Click the Edit link for the tail model that you want to modify. 3. On the Edit Tail Model page, either select an existing minor tail model or type the name of a new minor tail model, but do not perform both actions. 4. Click the Save Changes button.</td>
</tr>
<tr>
<td>Recently the Review Group (name) was associated with more checkpoints. Please review again.</td>
<td>While the user was confirming deletion of the group, another user associated the group with another checkpoint. This message appears on the Manage Review Groups page. The following DDM roles can encounter and resolve this problem: • Review Manager • Airline Manager • System Administrator</td>
<td>1. Go to the Manage Review Groups page. 2. Click the Delete link for the review group that you want to delete.</td>
</tr>
</tbody>
</table>
Recipient name.xml cannot be created. Contact your DDM System Administrator.

The following DDM roles can encounter this problem:
- Archiver
- System Administrator

The following DDM roles can resolve this problem:
- System Administrator

The user should contact their DDM System Administrator.

The DDM System Administrator should check the log file `<weblogic_install-dir>/domains/<DDM-domain>/logs/gt.log` to identify and diagnose the problem.

A Recipient with the name {name} already exists. DDM does not allow duplicate names within the list of recipients, archived or not, and review devices. Please try another one.

The user is attempting to create a recipient and has entered a recipient name that already exists. This message appears on the Create Recipient page.

The following DDM roles can resolve this problem:
- Recipient Manager
- Airline Manager
- System Administrator

1. Go to the Manage Recipients page.
2. Click the Create Recipient button.
3. Create a new recipient or convert a review device.
4. Click the Continue button.
5. In the Recipient Name field, type a unique name.
6. Click the Save button.
Recipient \{name\} is not assigned to package \{name\}.

The user is attempting to determine why a package has not been delivered to the recipient that is expecting the package. This message appears on the Find a Package page.

The following DDM roles can resolve this problem:
- Content Manager (edit a package)
- Recipient Manager (edit a recipient)
- Airline Manager
- System Administrator

To edit a package:
1. Go to the Deliver Packages page.
2. Click the Edit link for the package that you want to associate with the recipient.
3. On the Edit Package page, click the Assign Recipients tab.
4. Click the checkbox for the Recipient that you want to associate with this package.
5. Click the Save Changes button.
6. Return to the Find a Package page.
7. Reattempt to locate the package.

To edit a recipient:
1. Go to the Manage Recipients page.
2. Click the Edit link for the recipient that you want to associate with the package.
3. On the Edit Recipient page, click on the Assign Packages tab.
4. Click the checkbox for the Package that you want to associate with this Recipient.
5. Click the Save Changes button.
6. Return to the Find a Package page.
7. Reattempt to locate the package.
Recipient (name) that you are trying to modify was removed from the system or archived by another user.

A user attempted to edit or view a recipient, while another user archived or deleted the recipient record.

The following DDM roles can encounter this problem:
• Recipient Manager
• Airline Manager
• System Administrator

The following DDM roles can resolve this problem:
• Archiver (unarchive recipient)
• Recipient Manager (recreate recipient)
• Airline Manager (recreate recipient)
• System Administrator

To unarchive a recipient:
1. Go to the Archive Recipients page.
2. Click on the Unarchive/Delete Recipient tab.
3. Review the page to see if the recipient was archived.
4. If the recipient was archived, check the Select box for the record that you want to unarchive.
5. Click the Unarchive Recipient button.

To recreate a recipient:
1. Go to the Manage Recipients page.
2. Click the Create Recipient button.
3. Select the Recipient Type.
4. Click the Continue button.
5. Define the Recipient Properties. You can use the same name as the original recipient, if required.
6. Click the Save Recipient button.
### Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Recipient Description should not exceed 1024 characters, while currently it is (number of characters entered) characters long. | The user has entered text in the **Description** field that has a limited character length. The text has exceeded that limit. This message appears on the Create Recipient page, the Edit Multiple Recipients page, and the Edit Recipient page. The following DDM roles can encounter and resolve this problem:  
  - Recipient Manager  
  - Airline Manager  
  - System Administrator  | 1. Go to the Manage Recipients page.  
  2. Click the Create Recipient button.  
  3. Select a recipient type.  
  4. Click the Continue button.  
  5. On the Create Recipient page, edit the **Description** so that it does not exceed the maximum number of allowed characters.  
  6. Click the Save Recipient button.  
  or  
  1. Go to the Manage Recipients page.  
  2. Click the Edit Multiple button.  
  3. Select a recipient from the Select Recipient dropdown list.  
  4. On the Edit Multiple Recipients page, edit the **Description** so that it does not exceed the maximum number of allowed characters.  
  5. Click the Save Changes button.  
  or  
  1. Go to the Manage Recipients page.  
  2. Click the **Edit** link for the Recipient you want to modify.  
  3. On the Edit Recipient page, edit the **Description** so that it does not exceed the maximum number of allowed characters.  
  4. Click the Save Changes button. |
### Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recipients {names} could not be archived. Contact your DDM System Administrator.</td>
<td>The user has attempted to archive multiple recipients. This message appears on the <em>Archive Recipients</em> page. The following DDM roles can encounter this problem: • Archiver • System Administrator</td>
<td>The user should contact their DDM System Administrator. The System Administrator can: 1. Change permissions for the specified archived location. 2. Check to see if the disk is full. The DDM System Administrator should check the log file (<em>&lt;weblogic_install-dir&gt;/domains/&lt;DDM-domain&gt;/logs/gt.log</em>) to identify and diagnose the problem.</td>
</tr>
<tr>
<td>Recipients {names} could not be deleted. Contact your DDM System Administrator.</td>
<td>The recipients that the user is trying to delete cannot be deleted. This message appears on the <em>Archive Recipients</em> tab of the <em>Archive Recipients</em> page. The following DDM roles can encounter this problem: • Archiver • System Administrator</td>
<td>The Archiver can change permissions for the specified archived location and the files archived there. If this does not resolve the error, the user should contact their DDM System Administrator. The DDM System Administrator should check the log file (<em>&lt;weblogic_install-dir&gt;/domains/&lt;DDM-domain&gt;/logs/gt.log</em>) to identify and diagnose the problem.</td>
</tr>
</tbody>
</table>
Recipients {names} could not be unarchived. Contact your DDM System Administrator.

The recipients that the user is trying to unarchive cannot be unarchived. This message appears on the Unarchive/Delete Recipients tab of the Archive Recipients page.

The following DDM roles can encounter this problem:
• Archiver
• System Administrator

The following DDM roles can resolve this problem:
• System Administrator

The user should contact their DDM System Administrator.

The DDM System Administrator should check the log file (&lt;weblogic_install_dir&gt;\domains\&lt;DDM-domain&gt;\logs\gt.log) to identify and diagnose the problem.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recipients {names} could not be unarchived. Contact your DDM System Administrator.</td>
<td>The recipients that the user is trying to unarchive cannot be unarchived. This message appears on the Unarchive/Delete Recipients tab of the Archive Recipients page. The following DDM roles can encounter this problem: • Archiver • System Administrator</td>
<td>The user should contact their DDM System Administrator. The DDM System Administrator should check the log file (&lt;weblogic_install_dir&gt;\domains&amp;lt;DDM-domain&gt;\logs\gt.log) to identify and diagnose the problem.</td>
</tr>
</tbody>
</table>

Table 16-1. Errors Encountered while Using the DDM Server (continued)
Recommended Do Not Deliver After date must be on or after {current date}.

The user entered a date in the Recommended Do Not Deliver After field that occurs before the current date. This message appears on the Publish a Package, Power Publish, and Edit Published Package pages. Also, when publishing via WS (including via CDAS), this message is returned as a reason for failure and logged in the caller log.

The following DDM roles can encounter this problem:
• Content Publisher
• Airline Manager
• System Administrator

The following DDM roles can resolve this problem:
• Content Publisher
• Airline Manager
• System Administrator
• whoever created the BOM.XML file

To modify the package:
1. Go to the Publish Packages page.
2. Click the Publish a Package button.
3. Select a package to publish.
4. Click the Continue button.
5. On the Publish a Package page, type a date that occurs on or after the current date in the Recommended Do Not Deliver After field.
6. Click the Publish Now or Publish Later button.

or
1. Go to the Publish Packages page.
2. Click the Power Publish button.
3. Select a package to publish.
4. Click the Continue button.
5. On the Power Publish page, type a date that occurs on or after the current date in the Recommended Do Not Deliver After field.
6. Click the Publish Now or Publish Later button.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommended Do Not Deliver After date must be on or after {current date}.</td>
<td>The user entered a date in the Recommended Do Not Deliver After field that occurs before the current date. This message appears on the Publish a Package, Power Publish, and Edit Published Package pages. Also, when publishing via WS (including via CDAS), this message is returned as a reason for failure and logged in the caller log.</td>
<td>To modify the package: 1. Go to the Publish Packages page. 2. Click the Publish a Package button. 3. Select a package to publish. 4. Click the Continue button. 5. On the Publish a Package page, type a date that occurs on or after the current date in the Recommended Do Not Deliver After field. 6. Click the Publish Now or Publish Later button. or 1. Go to the Publish Packages page. 2. Click the Power Publish button. 3. Select a package to publish. 4. Click the Continue button. 5. On the Power Publish page, type a date that occurs on or after the current date in the Recommended Do Not Deliver After field. 6. Click the Publish Now or Publish Later button.</td>
</tr>
</tbody>
</table>
Recommended Do Not Deliver After date must be on or after {current date}. (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
|               |             | or
|               |             | 1. Go to the Publish Packages page. |
|               |             | 2. Click on the Edit link for the package you want to modify. |
|               |             | 3. On the Edit Published Package page, type a date that occurs on or after the current date in the Recommended Do Not Deliver After field. |
|               |             | 4. Click the Save Changes button. |
|               |             | To modify the BOM.XML file: |
|               |             | Modify the stopDeliveryDate in BOM.XML. |
Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Recommended Do Not Deliver After date must be on or after Recommended Start Delivery date. | The user entered a date in the **Recommended Do Not Deliver After** field that occurs before the date in the **Recommended Start Delivery** field. This message appears on the Publish a Package, Power Publish, and Edit Published Package pages. The following DDM roles can resolve this problem: • Content Publisher • Airline Manager • System Administrator | 1. Go to the Publish Packages page.  
2. Click the **Publish a Package** button.  
3. Select a package to publish.  
4. Click the **Continue** button.  
5. On the Publish a Package, type a date that occurs on or after the current date in the **Recommended Do Not Deliver After** field.  
6. Click the **Publish Now** or **Publish Later** button.  
**or**  
1. Go to the Publish Packages page.  
2. Click the **Power Publish** button.  
3. Select a package to publish.  
4. Click the **Continue** button.  
5. On the Power Publish page, type a date that occurs on or after the current date in the **Recommended Do Not Deliver After** field.  
6. Click the **Publish Now** or **Publish Later** button. |
Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommended Do Not Deliver After date must be on or after Recommended Start</td>
<td></td>
<td>or</td>
</tr>
<tr>
<td>Delivery date. <em>(continued)</em></td>
<td></td>
<td>1. Go to the Publish Packages page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Click the Edit link for the package you want to modify.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. On the Edit Published Package page, type a date that occurs on or after the current date in the Recommended Do Not Deliver After field.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Click the Save Changes button.</td>
</tr>
</tbody>
</table>
Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Replaces Package field should not exceed 128 characters, while currently it is (number of characters entered) characters long. | The name of the package being replaced by the BOM package exceeds the field limit. This message appears on the Publish a Package page and the Power Publish page.  
The following DDM roles can encounter this problem:  
• Content Publisher  
• Airline Manager  
• System Administrator  
The following DDM roles can resolve this problem:  
• Content Publisher  
• Airline Manager  
• System Administrator  
• whoever created the BOM.XML file | To modify the name:  
1. Go to the Publish Packages page.  
2. Click the Publish a Package button.  
3. Select a file to publish.  
4. Click the Continue button.  
5. On the Publish a Package page, edit the Replaces Package name so that it does not exceed the maximum number of allowed characters.  
6. Click the Publish Now or Publish Later button.  

or  
1. Go to the Publish Packages page.  
2. Click the Power Publish button.  
3. Select a file to publish.  
4. Click the Continue button.  
5. On the Power Publish page, edit the Replaces Package name so that it does not exceed the maximum number of allowed characters.  
6. Click the Publish Now or Publish Later button.  

To modify the BOM.XML file:  
Shorten the package name, so that it does not exceed 128 characters, or modify replacementFor in BOM.XML.
### Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report (name) already exists. Please try another one.</td>
<td>The user is attempting to create a report and has entered a report name that already exists. This message appears on the Create Report page. All roles can encounter and resolve this problem.</td>
<td>To create a new report:  1. Go to the Manage Reports page.  2. Click the Create Report button.  3. Select a report type.  4. Click the Continue button.  5. (optional) Add Fields and click on the Continue button.  6. Type a unique name in the Save Report As field.  7. Complete the remaining fields on the Create Report page.  8. Click the Finish button.</td>
</tr>
</tbody>
</table>
### Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Report not saved or run. | The user has attempted to generate a report, but has not selected to save or run the report. This message appears on the Create Report page and Edit Report page. All roles can encounter and resolve this problem. | To create a report:  
1. Go to the Manage Reports page.  
2. Click the Create Report button.  
3. Select a report type.  
4. Click the Continue button.  
5. Create a Query.  
6. Click the Continue button.  
7. On the Create Report page, type a report name in the Save Report as field to save the report parameters and/or click the Run Report checkbox to generate the report and display the results on your screen.  
8. Click the Finish button.  
To edit a report:  
1. Go to the Manage Reports page.  
2. Click on the Edit link for the report that you want to modify.  
3. Edit the Query.  
4. Click the Continue button.  
5. On the Edit Report page, type a report name in the Save Report as field to save the report parameters and/or click the Run Report checkbox to generate the report and display the results on your screen.  
6. Click the Finish button. |
Review Group {name} already exists. Please try another one.

The user is attempting to create a review group and has entered a review group name that already exists. This message appears on the Create Review Group page and the Edit Review Group page.

The following DDM roles can encounter and resolve this problem:
• Review Manager
• Airline Manager
• System Administrator

To create a new review group:
1. Go to the Manage Review Groups page.
2. Click the Create Review Group button.
3. On the Create Review Group page, type a unique name in the Review Group Name field.
4. Complete the remaining fields on the Create Review Group page.
5. Save the new review group.

To edit an existing review group:
1. Go to the Manage Review Groups page.
2. Click on the Edit link for the Review Group that you want to modify.
3. On the Edit Review Group page, type a unique name in the Review Group Name field.
4. Make any necessary changes to the remaining fields on the Edit Review Group page.
5. Save the changed review group.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review Group {name} already exists.</td>
<td>The user is attempting to create a review group and has entered a review group name that already exists. This message appears on the Create Review Group page and the Edit Review Group page.</td>
<td>To create a new review group:</td>
</tr>
<tr>
<td></td>
<td>The following DDM roles can encounter and resolve this problem:</td>
<td>1. Go to the Manage Review Groups page.</td>
</tr>
<tr>
<td></td>
<td>• Review Manager</td>
<td>2. Click the Create Review Group button.</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td>3. On the Create Review Group page, type a unique name in the Review Group Name field.</td>
</tr>
<tr>
<td></td>
<td>• System Administrator</td>
<td>4. Complete the remaining fields on the Create Review Group page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Save the new review group.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To edit an existing review group:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Go to the Manage Review Groups page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Click on the Edit link for the Review Group that you want to modify.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. On the Edit Review Group page, type a unique name in the Review Group Name field.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Make any necessary changes to the remaining fields on the Edit Review Group page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Save the changed review group.</td>
</tr>
</tbody>
</table>
Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Review Group Description should not exceed 125 characters, while currently it is (number of characters entered) characters long. | The user has entered text in the **Description** field that has a limited character length. The text has exceeded that limit. This message appears on the *Create Review Group* page and the *Edit Review Group* page. The following DDM roles can encounter and resolve this problem:  
  • Review Manager  
  • Airline Manager  
  • System Administrator | To create a new review group:  
  1. Go to the *Manage Review Groups* page.  
  2. Click the **Create Review Group** button.  
  3. On the *Create Review Group* page, edit the **Description** so that it does not exceed the maximum number of allowed characters.  
  4. Click the **Save Review Group** button.  
To edit an existing review group:  
  1. Go to the *Manage Review Groups* page.  
  2. Click the **Edit** link for the Review Group you want to modify.  
  3. On the *Edit Review Group* page, edit the **Description** so that it does not exceed the maximum number of allowed characters.  
  4. Click the **Save Changes** button. |
| Select a review device for conversion.                                           | The user is attempting to create a recipient by converting an existing review device, but has not selected the review device to convert. This message appears on the *Create Recipient* page. The following DDM roles can encounter and resolve this problem:  
  • Recipient Manager  
  • Airline Manager  
  • System Administrator | 1. Go to the *Manage Recipients* page.  
  2. Click the **Create Recipient** button.  
  3. Click the **Convert Review Device into a Recipient** radio button.  
  4. Click the associated dropdown list and select the desired review device.  
  5. Click the **Continue** button. |
Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Select one only.                     | The user is attempting to upload an existing file and to find a new file to publish. DDM does not allow the user to perform both of these tasks simultaneously. This message appears on the *Publish a Package* page.  

The following DDM roles can encounter and resolve this problem:  
• Content Publisher  
• Airline Manager  
• System Administrator | The user should perform one of the following:  
1. Go to the *Publish Packages* page.  
2. Click the *Publish a Package* button.  
3. On the *Publish a Package* page, click the *Select Uploaded File* dropdown list.  
4. Select a package.  
5. Click the *Continue* button.  
or  
1. Go to the *Publish Packages* page.  
2. Click the *Publish a Package* button.  
3. On the *Publish a Package* page, click the *Browse* button.  
4. Locate the package to publish.  
5. Click the *Continue* button. |
| Select recipient for conversion.     | The user is attempting to create a review device by converting an existing recipient, but has not selected the recipient to convert. This message appears on the *Create Review Device* page.  

The following DDM roles can encounter and resolve this problem:  
• Recipient Manager  
• Review Manager  
• Airline Manager  
• System Administrator | 1. Go to the *Manage Review Devices* page.  
2. Click the *Create Review Device* button.  
3. On the *Create Review Device* page, click the *Convert Recipient into a Review Device* radio button.  
4. Click the associated dropdown list and select the desired recipient.  
5. Click the *Continue* button. |
Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sorry, your changes were not saved due to edits made by {user name}.</td>
<td>Two users are attempting to make changes to the same information in DDM. This message appears anywhere an edit can be made.</td>
<td>The user should review changes made by the other user and adjust their changes, as needed.</td>
</tr>
<tr>
<td>Tail engine {name} already exists. Please try another one.</td>
<td>The user entered a tail engine name that matches an existing tail engine name. This message appears on the Create Tail Engine page and the Edit Tail Engine page.</td>
<td>To create a new tail engine: 1. Go to the Manage Tail Engines page. 2. Click the Create Tail Engine button. 3. On the Create Tail Engine page, type a unique name in the Tail Engine Name field. 4. Click the Save Tail Engine button. To edit an existing tail engine: 1. Go to the Manage Tail Engines page. 2. Click on the Edit link for the Tail Engine that you want to modify. 3. On the Edit Tail Engine page, type a unique name in the Tail Engine Name field. 4. Click the Save Changes button.</td>
</tr>
</tbody>
</table>

The following DDM roles can encounter and resolve this problem:  • Recipient Manager  • Airline Manager  • System Administrator
The user is attempting to create a tail model and has entered a tail model name that already exists. This message appears on the Create Tail Model page and the Edit Tail Model page.

The following DDM roles can encounter and resolve this problem:
- Recipient Manager
- Airline Manager
- System Administrator

To create a new tail model:
1. Go to the Manage Tail Models page.
2. Click the Create Tail Model button.
3. On the Create Tail Model page, type a unique name in the or Create New field. (The Major Model field is required; the Minor Model field is optional.)
4. Click the Save Tail Model button.

To edit an existing tail model:
1. Go to the Manage Tail Models page.
2. Click on the Edit link for the Tail Model you want to modify.
3. On the Edit Tail Model page, type a unique name in the or Create New field. (The Major Model field is required; the Minor Model field is optional.)
4. Click the Save Changes button.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Tail model {name} already exists. Please try another one. | The user is attempting to create a tail model and has entered a tail model name that already exists. This message appears on the Create Tail Model page and the Edit Tail Model page. | To create a new tail model:  
1. Go to the Manage Tail Models page.  
2. Click the Create Tail Model button.  
3. On the Create Tail Model page, type a unique name in the or Create New field. (The Major Model field is required; the Minor Model field is optional.)  
4. Click the Save Tail Model button.  
To edit an existing tail model:  
1. Go to the Manage Tail Models page.  
2. Click on the Edit link for the Tail Model you want to modify.  
3. On the Edit Tail Model page, type a unique name in the or Create New field. (The Major Model field is required; the Minor Model field is optional.)  
4. Click the Save Changes button. |
The Checkpoint Name field is empty or contains invalid data.

The user has not specified a checkpoint name on the Create Checkpoint page or Edit Checkpoint page.

The following DDM roles can encounter and resolve this problem:

• Review Manager
• Airline Manager
• System Administrator

To create a checkpoint:
1. Go to the Manage Checkpoints page.
2. Click the Create Checkpoint button.
3. On the Create Checkpoint page, type a checkpoint name in the Checkpoint Name field.
4. Click the Save Checkpoint button.

To edit a checkpoint:
1. Go to the Manage Checkpoints page.
2. Click on the Edit link of the Checkpoint that you want to modify.
3. On the Edit Checkpoint page, type a checkpoint name in the Checkpoint Name field.
4. Click the Save Changes button.
The Comment field is empty or contains invalid data.

The user clicked the Save Comment button, but has not specified any comments on one of the following pages:
- Package Checkpoint Status
- Recipient Checkpoint Status

The following DDM roles can encounter and resolve this problem:
- Content Manager
- Airline Manager
- System Administrator

To modify the Package Checkpoint Status page:
1. Go to the Deliver Packages page.
2. Click the Edit link for the Package that you want to modify.
3. Click on the status link (Approved, Rejected, or Pending) next to Package Checkpoint Status.
4. On the Package Checkpoint Status page, type a comment in the Comment field.
5. Click the Save Comment button.

To modify the Recipient Checkpoint Status page:
1. Go to the Manage Recipients page.
2. Click the Edit link for the Recipient that you want to modify.
3. Click on the status link (Approved, Rejected, or Pending) next to Package Checkpoint Status.
4. On the Package Checkpoint Status page, type a comment in the Comment field.
5. Click the Save Comment button.

Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| The Comment field is empty or contains invalid data. | The user clicked the Save Comment button, but has not specified any comments on one of the following pages: Package Checkpoint Status Recipient Checkpoint Status | To modify the Package Checkpoint Status page:  
1. Go to the Deliver Packages page.  
2. Click the Edit link for the Package that you want to modify.  
3. Click on the status link (Approved, Rejected, or Pending) next to Package Checkpoint Status.  
4. On the Package Checkpoint Status page, type a comment in the Comment field.  
5. Click the Save Comment button. |
To modify the Recipient Checkpoint Status page:
1. Go to the Deliver Packages page.
2. Click the Edit link for the Package that you want to modify.
3. Click on the View Assigned Packages tab.
4. Click on the status link (Approved, Rejected, or Pending) in the Recipient Checkpoint Status column.
5. On the Recipient Checkpoint Status page, type a comment in the Comment field.
6. Click the Save Comment button.

The Consumer Company field is empty or contains invalid data.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Consumer Company field is empty or contains invalid data.</td>
<td>You are attempting to create or edit a server recipient without selecting a consumer company. This message appears on the Create Recipient - Server page.</td>
<td>1. Go to the Manage Recipients page.</td>
</tr>
<tr>
<td></td>
<td>The following DDM roles can encounter and resolve this problem:</td>
<td>2. Click the Create Recipient button.</td>
</tr>
<tr>
<td></td>
<td>• Recipient Manager</td>
<td>3. Select New Recipient Type: Server from the dropdown list.</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td>4. On the Create Recipient page, select a consumer company from the Consumer Company dropdown list on the Define Properties tab.</td>
</tr>
<tr>
<td></td>
<td>• System Administrator</td>
<td>5. Click the Save Recipient button.</td>
</tr>
</tbody>
</table>
### Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Content Type field is empty or contains invalid data.</td>
<td>The user is attempting to publish a package, but the <strong>Content Type</strong> field on the <em>Publish a Package</em> page is empty.</td>
<td>1. Go to the <em>Publish Packages</em> page.</td>
</tr>
<tr>
<td></td>
<td>The following DDM roles can encounter and resolve this problem:</td>
<td>2. Click the <strong>Publish a Package</strong> button.</td>
</tr>
<tr>
<td></td>
<td>• Content Publisher</td>
<td>3. Select a file to publish.</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td>4. On the Publish a Package page, select a value in the <strong>Content Type</strong> dropdown list.</td>
</tr>
<tr>
<td></td>
<td>• System Administrator</td>
<td>5. Click the <strong>Publish Now</strong> or <strong>Publish Later</strong> button.</td>
</tr>
<tr>
<td>The DDM virus scanner is not enabled. DDM will not perform a virus scan.</td>
<td>The user is publishing a package and has encountered this error message, because the enable/disable setting for the <em>Configure Virus Scanner</em> page is not set to enable.</td>
<td>The user should contact their DDM System Administrator.</td>
</tr>
<tr>
<td></td>
<td>The following DDM roles can encounter this problem:</td>
<td>If you want DDM to scan for viruses:</td>
</tr>
<tr>
<td></td>
<td>• Content Publisher</td>
<td>1. Go to the <em>Configure Virus Scanner</em> page.</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td>2. Click the <strong>Enable DDM Virus Scan</strong> radio button.</td>
</tr>
<tr>
<td></td>
<td>• System Administrator</td>
<td>3. Click the <strong>Save</strong> button.</td>
</tr>
<tr>
<td></td>
<td>The following DDM roles can resolve this problem:</td>
<td>If you do not want DDM to scan for viruses, ignore the message and take no action.</td>
</tr>
<tr>
<td></td>
<td>• System Administrator</td>
<td></td>
</tr>
</tbody>
</table>
### The EFB Version field is empty or contains invalid data.

The user is attempting to create a tail recipient, but has not selected an EFB version. This message appears on the Create Recipient - Tail page and Create Review Device - Tail page.

The following DDM roles can encounter this problem:
- Recipient Manager
- Review Manager
- Airline Manager
- System Administrator

The following DDM roles can resolve this problem:
- Recipient Manager (create a recipient, create a review device)
- Review Manager (create a review device)
- Airline Manager
- System Administrator

To create a tail recipient:
1. Go to the Manage Recipients page.
2. Click the Create Recipient button.
3. Click the radio button for New Recipient of Type and select Tail from the dropdown list.
4. Click the Continue button.
5. On the Create Recipient - Tail page, select an EFB version from the EFB Version dropdown list.
6. Click the Save Recipient button.

To create a tail review device:
1. Go to the Manage Review Devices page.
2. Click the Create Review Device button.
3. Click the radio button for Create a New Review Device of Type and select Tail from the dropdown list.
4. Click the Continue button.
5. On the Create Review Device - Tail page, select an EFB version from the EFB Version dropdown list.
6. Click the Save Review Device button.

---

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| The EFB Version field is empty or contains invalid data. | The user is attempting to create a tail recipient, but has not selected an EFB version. This message appears on the Create Recipient - Tail page and Create Review Device - Tail page. | To create a tail recipient:  
1. Go to the Manage Recipients page.  
2. Click the Create Recipient button.  
3. Click the radio button for New Recipient of Type and select Tail from the dropdown list.  
4. Click the Continue button.  
5. On the Create Recipient - Tail page, select an EFB version from the EFB Version dropdown list.  
6. Click the Save Recipient button.  
To create a tail review device:  
1. Go to the Manage Review Devices page.  
2. Click the Create Review Device button.  
3. Click the radio button for Create a New Review Device of Type and select Tail from the dropdown list.  
4. Click the Continue button.  
5. On the Create Review Device - Tail page, select an EFB version from the EFB Version dropdown list.  
6. Click the Save Review Device button. |
### Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| The Email Rule Name field is empty or contains invalid data. | The user is attempting to create a new e-mail rule, but has not specified an e-mail rule name on the **Create Email Rule** page. The following DDM roles can encounter and resolve this problem: • Airline Manager • System Administrator | 1. Go to the **Manage Email Rules** page.  
2. Click the **Create Email Rule** button.  
3. Select an Email Rule Event.  
4. Click the **Continue** button.  
5. On the **Create Email Rule** page, type a name for the new e-mail rule in the **Email Rule Name** field.  
6. Click the **Continue** button. |
| The Engine Name field is empty or contains invalid data. | The user has not selected or specified a tail engine name on the following pages: • **Create Recipient - Tail**  
• **Edit Recipient - Tail**  
• **Create Tail Engine**  
• **Edit Tail Engine**  
The following DDM roles can encounter and resolve this problem: • Recipient Manager • Airline Manager • System Administrator | To create a tail recipient:  
1. Go to the **Manage Recipients** page.  
2. Click the **Create Recipient** button.  
3. Click the radio button for **New Recipient of Type** and select **Tail** from the dropdown list.  
4. Click the **Continue** button.  
5. On the **Create Recipient - Tail** page, select an engine name from the **Engine Name** dropdown list on the Define Properties tab.  
6. Click the **Save Recipient** button.  
To edit a tail recipient:  
1. Go to the **Manage Recipients** page.  
2. Click the **Edit** link for the Tail Recipient that you want to modify.  
3. On the **Edit Recipient - Tail** page, select an engine name from the **Engine Name** dropdown list on the Edit Properties tab.  
4. Click the **Save Changes** button. |
To create a tail engine:
1. Go to the Manage Tail Engines page.
2. Click the Create Tail Engine button.
3. On the Create Tail Engine page, enter an engine name in the Tail Engine Name field.
4. Click the Save Tail Engine button.

To edit a tail engine:
1. Go to the Manage Tail Engines page.
2. Click on the Edit link for the Tail Engine that you want to modify.
3. On the Edit Tail Engine page, enter an engine name in the Tail Engine Name field.
4. Click the Save Changes button.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 16-1. Errors Encountered while Using the DDM Server (continued)
The Last Content Type cannot be deleted if there are associated packages.

The user is attempting to delete the only content type that exists, and packages are assigned to the content type. The system requires the user to assign another content type to these packages, but in this case, the user cannot reassign packages, because there are no other content types in the system. This message displays on the Manage Content Types page.

The following DDM roles can encounter and resolve this problem:
- Content Manager
- Airline Manager
- System Administrator

1. Go to the Manage Content Types page.
2. Click the Create Content Type button.
3. On the Create Content Type page, enter a name in the Content Type Name field to create a new content type to which to assign the package(s).
4. (optional) Enter a Description.
5. (optional) Enter a Default Checkpoint.
6. Click the Save Content Type button.
7. Go back to the Manage Content Types page.
8. Click on the Delete link for the content type that you want to delete.
9. Reassign the package(s) to the content type that you created.

The list of potentially approved packages has changed.

While a user was reviewing the list of potentially approved packages, another user made changes that altered this list. This message appears on the Confirm Checkpoint Changes page and the Confirm Review Group Changes page.

The following DDM roles can encounter and resolve this problem:
- Review Manager
- Airline Manager
- System Administrator

The user should refresh the list of potentially approved packages and continue or cancel.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| The Last Content Type cannot be deleted if there are associated packages. | The user is attempting to delete the only content type that exists, and packages are assigned to the content type. The system requires the user to assign another content type to these packages, but in this case, the user cannot reassign packages, because there are no other content types in the system. This message displays on the Manage Content Types page. | 1. Go to the Manage Content Types page.  
2. Click the Create Content Type button.  
3. On the Create Content Type page, enter a name in the Content Type Name field to create a new content type to which to assign the package(s).  
4. (optional) Enter a Description.  
5. (optional) Enter a Default Checkpoint.  
6. Click the Save Content Type button.  
7. Go back to the Manage Content Types page.  
8. Click on the Delete link for the content type that you want to delete.  
9. Reassign the package(s) to the content type that you created. |
| The list of potentially approved packages has changed. | While a user was reviewing the list of potentially approved packages, another user made changes that altered this list. This message appears on the Confirm Checkpoint Changes page and the Confirm Review Group Changes page. | The user should refresh the list of potentially approved packages and continue or cancel. |
Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Major Model field is empty or contains invalid data.</td>
<td>The user has not selected a major model on the Create Tail Model page or Edit Tail Model page.</td>
<td>To create a tail model:</td>
</tr>
<tr>
<td></td>
<td>The following DDM roles can encounter and resolve this problem:</td>
<td>1. Go to the Manage Tail Models page.</td>
</tr>
<tr>
<td></td>
<td>• Recipient Manager</td>
<td>2. Click the Create Tail Model button.</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td>3. In the Major Model section, select a model in the Select Existing field, or</td>
</tr>
<tr>
<td></td>
<td>• System Administrator</td>
<td>type a name for the major model in the or Create New field.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Click the Save Tail Model button.</td>
</tr>
<tr>
<td></td>
<td>To edit a tail model:</td>
<td>To edit a tail model:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Go to the Manage Tail Models page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Click on the Edit link for the Tail Model that you want to modify.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. In the Major Model section, select a model in the Select Existing field, or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>type a name for the major model in the or Create New field.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Click the Save Changes button.</td>
</tr>
</tbody>
</table>
The Model field is empty or contains invalid data.

The user is attempting to create a tail recipient, but has not selected a model on the Create Recipient page.

The following DDM roles can encounter and resolve this problem:
- Recipient Manager
- Airline Manager
- System Administrator

1. Go to the Manage Recipients page.
2. Click the Create Recipient button.
3. Click the New Recipient of Type radio button and select Tail from the dropdown list.
4. Click the Continue button.
5. On the Create Recipient - Tail page, select a model from the Model dropdown list on the Define Properties tab.
6. Click the Save Recipient button.

The Name field is empty or contains invalid data.

The user is attempting to create a review group, but has not specified a review group name on the Create Review Group page.

The following DDM roles can encounter and resolve this problem:
- Review Manager
- Airline Manager
- System Administrator

1. Go to the Manage Review Groups page.
2. Click the Create Review Group button.
3. On the Create Review Group page, specify a name in the Review Group Name field.
4. Click the Save Review Group button.

---

Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Model field is empty or contains invalid data.</td>
<td>The user is attempting to create a tail recipient, but has not selected a model on the Create Recipient page. The following DDM roles can encounter and resolve this problem:</td>
<td>1. Go to the Manage Recipients page. 2. Click the Create Recipient button. 3. Click the New Recipient of Type radio button and select Tail from the dropdown list. 4. Click the Continue button. 5. On the Create Recipient - Tail page, select a model from the Model dropdown list on the Define Properties tab. 6. Click the Save Recipient button.</td>
</tr>
<tr>
<td>The Name field is empty or contains invalid data.</td>
<td>The user is attempting to create a review group, but has not specified a review group name on the Create Review Group page. The following DDM roles can encounter and resolve this problem:</td>
<td>1. Go to the Manage Review Groups page. 2. Click the Create Review Group button. 3. On the Create Review Group page, specify a name in the Review Group Name field. 4. Click the Save Review Group button.</td>
</tr>
</tbody>
</table>
The Name field is empty or contains invalid data.

The user is attempting to create a new recipient, but has not specified a recipient name on the Create Recipient page.

The following DDM roles can encounter and resolve this problem:
- Recipient Manager
- Airline Manager
- System Administrator

1. Go to the Manage Recipients page.
2. Click the Create Recipient button.
3. Select a Recipient Type.
4. Click the Continue button.
5. On the Create Recipient page, type a name for the new recipient in the Recipient Name field on the Define Properties tab.
6. Complete the remaining fields on the page.
7. Click the Save Recipient button.

Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The package delivery review status for this recipient is No Checkpoint Assigned.</td>
<td>No checkpoint has been assigned to the recipient for delivery review.</td>
<td>1. Go to the Manage Recipients page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Click on the Edit link of the recipient that needs a Checkpoint.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. From the Recipient Checkpoint dropdown list, select a checkpoint.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Click the Save Changes button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The package delivery review status for this recipient is Pending.

The recipient has a checkpoint assigned, and the package is awaiting approval for delivery. The user can click on the Pending status link to see who did not review delivery yet. This message appears on the Find a Package page.

The following DDM roles can encounter and resolve this problem:
- Reviewer
- System Administrator

1. Go to the Approve/Reject Packages: Package Checkpoints page.
2. On the Approve/Reject Packages page, select the Approve or Rejected radio button for the Package.
3. Enter Comments. (This field is required if you are rejecting the package.)
4. Click the Submit Changes button.

The package delivery review status for this recipient is Rejected.

The package has been rejected for delivery. This message appears on the Find a Package page.

The following DDM roles can encounter this problem:
- Content Manager
- Recipient Manager
- Reviewer
- Airline Manager
- System Administrator

The following DDM roles can resolve this problem:
- Recipient Manager
- Airline Manager
- System Administrator

No action is required unless the review process needs to be restarted.

To restart the review process:
1. Go to the Manage Recipients page.
2. Click on the Edit link of the recipient that you want to modify.
3. On the Edit Recipient page, select a Recipient Checkpoint from the dropdown list.
4. Click the Save Changes button.

You can also use these steps to reassign the current checkpoint. From the Recipient Checkpoint dropdown list, select the current checkpoint and save the changes.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| The package delivery review status for this recipient is Pending.            | The recipient has a checkpoint assigned, and the package is awaiting approval for delivery. The user can click on the Pending status link to see who did not review delivery yet. This message appears on the Find a Package page. | 1. Go to the Approve/Reject Packages: Package Checkpoints page.  
2. On the Approve/Reject Packages page, select the Approve or Rejected radio button for the Package.  
3. Enter Comments. (This field is required if you are rejecting the package.)  
4. Click the Submit Changes button. |
| The package delivery review status for this recipient is Rejected.          | The package has been rejected for delivery. This message appears on the Find a Package page. | No action is required unless the review process needs to be restarted.  
To restart the review process:  
1. Go to the Manage Recipients page.  
2. Click on the Edit link of the recipient that you want to modify.  
3. On the Edit Recipient page, select a Recipient Checkpoint from the dropdown list.  
4. Click the Save Changes button.  
You can also use these steps to reassign the current checkpoint. From the Recipient Checkpoint dropdown list, select the current checkpoint and save the changes. |
**Table 16-1. Errors Encountered while Using the DDM Server (continued)**

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The package has review status No Checkpoint Assigned.</td>
<td>No checkpoint has been assigned to the package for content review. This message appears on the <em>Find a Package</em> page.</td>
<td>1. Go to the <em>Deliver Packages</em> page.</td>
</tr>
<tr>
<td></td>
<td>The following DDM roles can encounter this problem:</td>
<td>2. Click on the <em>Edit</em> link of the package that needs a checkpoint.</td>
</tr>
<tr>
<td></td>
<td>• Content Manager</td>
<td>3. On the <em>Edit Package</em> page, scroll down to the <em>Package Checkpoint</em> field on the <em>Edit Properties</em> tab.</td>
</tr>
<tr>
<td></td>
<td>• Recipient Manger</td>
<td>4. From the <em>Package Checkpoint</em> dropdown list, select a checkpoint.</td>
</tr>
<tr>
<td></td>
<td>• Reviewer</td>
<td>5. Click the <em>Save Changes</em> button.</td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• System Administrator</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The following DDM roles can resolve this problem:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Content Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Airline Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• System Administrator</td>
<td></td>
</tr>
</tbody>
</table>
The package has review status Pending. Package contents are awaiting review. This message appears on the Find a Package page.

The following DDM roles can encounter this problem:
- Reviewer
- Content Manager
- Recipient Manager
- Airline Manager
- System Administrator

The following DDM roles can resolve this problem:
- Reviewer
- Content Manager (check the reviewers only)
- Airline Manager (check the reviewers only)
- DDM Manager (check the reviewers only)

Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| The package has review status Pending.             | Package contents are awaiting review. This message appears on the Find a Package page. | If you are the reviewer:  
1. Go to the Approve/Reject Packages: Package Checkpoints page.  
2. On the Approve/Reject Packages page, select the Approve or Rejected radio button for the Package.  
3. Enter Comments. (This field is required if you are rejecting the package.)  
4. Click the Submit Changes button.  
If you are not the reviewer:  
1. Go to the Deliver Packages page.  
2. Click on the package that is pending review.  
3. On the View Package page, click on the Package Checkpoint Status link.  
4. On the Package Checkpoint Status page, check to see who has not yet reviewed the package. |

Table 16-1. Errors Encountered while Using the DDM Server *(continued)*
The package has review status Rejected. Package contents have been rejected. This message appears on the Find a Package page.

The following DDM roles can encounter this problem:
- Content Manager
- Recipient Manager
- Reviewer
- Airline Manager
- System Administrator

The following DDM roles can resolve this problem:
- Content Manager
- Airline Manager
- System Administrator

No action is required unless the review process needs to be restarted.

To restart the review process:
1. Go to the Deliver Packages page.
2. Click on the Edit link of the package that you want to modify.
3. On the Edit Package page, click on the Assign Recipients tab.
4. Click the checkbox(es) of the recipient(s) that you want to assign.
5. Click the Save Changes button.

You can also use these steps to reassign the current checkpoint. From the Assign Recipients tab, select the current recipient(s) and save the changes.

The Package Name field is empty or contains invalid data.

The user is attempting to publish a package with wrapping type “None,” but the Package Name field on the Publish a Package page is empty.

The following DDM roles can encounter and resolve this problem:
- Content Publisher
- Airline Manager
- System Administrator

1. Go to the Publish Packages page.
2. Click the Publish a Package button.
3. Select a File to publish.
4. Click the Continue button.
5. On the Publish a Package page, type the name of the package being published in the Package Name field.
6. Click the Publish Now or Publish Later button.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The package has review status Rejected.</td>
<td>Package contents have been rejected. This message appears on the Find a Package page.</td>
<td>No action is required unless the review process needs to be restarted. To restart the review process: 1. Go to the Deliver Packages page. 2. Click on the Edit link of the package that you want to modify. 3. On the Edit Package page, click on the Assign Recipients tab. 4. Click the checkbox(es) of the recipient(s) that you want to assign. 5. Click the Save Changes button. You can also use these steps to reassign the current checkpoint. From the Assign Recipients tab, select the current recipient(s) and save the changes.</td>
</tr>
<tr>
<td>The Package Name field is empty or contains invalid data.</td>
<td>The user is attempting to publish a package with wrapping type “None,” but the Package Name field on the Publish a Package page is empty.</td>
<td>1. Go to the Publish Packages page. 2. Click the Publish a Package button. 3. Select a File to publish. 4. Click the Continue button. 5. On the Publish a Package page, type the name of the package being published in the Package Name field. 6. Click the Publish Now or Publish Later button.</td>
</tr>
</tbody>
</table>
The Recommended Start Delivery field is empty or contains invalid data.

The *Recommended Start Delivery* field is empty, or the date specified is either invalid or does not occur before the *Recommended Do Not Deliver After* field. This message appears on the *Publish a Package*, *Edit Published Package*, and *Power Publish* pages.

The following DDM roles can encounter and resolve this problem:
- Content Publisher
- Airline Manager
- System Administrator

1. Go to the *Publish Packages* page.
2. Click the *Publish a Package* button.
3. Select a package to publish.
4. Click the *Continue* button.
5. In the *Recommended Start Delivery* field, type a date that occurs before the *Recommended Do Not Deliver After* date.
6. Click the *Publish Now* or *Publish Later* button.

or

1. Go to the *Publish Packages* page.
2. Click on the *Edit* link for the package you want to modify.
3. In the *Recommended Start Delivery* field, type a date that occurs before the *Recommended Do Not Deliver After* date.
4. Click the *Save Changes* button.

or

Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| The Recommended Start Delivery field is empty or contains invalid data.     | The *Recommended Start Delivery* field is empty, or the date specified is either invalid or does not occur before the *Recommended Do Not Deliver After* field. This message appears on the *Publish a Package*, *Edit Published Package*, and *Power Publish* pages. | 1. Go to the *Publish Packages* page.  
2. Click the *Publish a Package* button.  
3. Select a package to publish.  
4. Click the *Continue* button.  
5. In the *Recommended Start Delivery* field, type a date that occurs before the *Recommended Do Not Deliver After* date.  
6. Click the *Publish Now* or *Publish Later* button.  

or

1. Go to the *Publish Packages* page.  
2. Click on the *Edit* link for the package you want to modify.  
3. In the *Recommended Start Delivery* field, type a date that occurs before the *Recommended Do Not Deliver After* date.  
4. Click the *Save Changes* button.  

or
1. Go to the Publish Packages page.
2. Click the Power Publish button.
3. Select the file to modify.
4. Click the Continue button.
5. In the Recommended Start Delivery field, type a date that occurs before the Recommended Do Not Deliver After date.
6. Click the Save Changes button.

The Save Filter as field is empty or contains invalid data.

The user is attempting to create a new filter, but has not specified a filter name in the Save Filter as field on the Create Filter page.

The following DDM roles can encounter and resolve this problem:
- Content Publisher
- Content Manager
- Recipient Manager
- Review Manager
- Archiver
- Airline Manager
- System Administrator

1. Go to the Manage Filters page.
2. Click the Create Filter button.
3. Select a Filter Type.
4. Click the Continue button.
5. Create a Query.
6. Click the Continue button.
7. Type a name in the Save Filter as field.
8. Click the Finish button.
Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| The Save Report As field is empty or contains invalid data. | The user has not specified a report name in the **Save Report as** field on the **Create Report** page. All roles can encounter and resolve this problem. | 1. Go to the **Manage Reports** page.  
2. Click the **Create Report** button.  
3. Select a Report Type.  
4. Click the **Continue** button.  
5. Create a Query.  
6. Click the **Continue** button.  
7. On the **Create Report** page, type a valid report name in the **Save Report as** field.  
8. Click the **Finish** button. |

| The Start Delivery field is empty or contains invalid data. | The **Start Delivery** field is empty, or the date specified is invalid. This message appears on the **Edit Package** and **Edit Multiple Packages** pages. The following DDM roles can encounter and resolve this problem:  
• Content Manager  
• Airline Manager  
• System Administrator | To edit a package:  
1. Go to the **Deliver Packages** page.  
2. Click the **Edit** link for the package that you want to modify.  
3. On the **Edit Package** page, type a valid date in the **Start Delivery** field.  
4. Click the **Save Changes** button.  
To edit multiple packages:  
1. Go to the **Deliver Packages** page.  
2. Click the **Edit Multiple** button.  
3. On the **Edit Multiple Packages** page, type a valid date in the **Start Delivery** field.  
4. Click the **Save Changes** button. |
Troubleshooting

The virus scanner returned error {code}. The DDM System Administrator is testing settings on the Configure Virus Scanner screen.

or

A user is attempting to publish a package, and the virus scanning software has returned an error code as a result of scanning the package for viruses.

The following DDM roles can encounter this problem:
• User of external publishing tool
• Content Publisher
• Airline Manager
• System Administrator

The following DDM roles can resolve this problem:
• System Administrator

The user should contact their DDM System Administrator.

The System Administrator should:
1. Go to the Configure Virus Scanner page.
2. Check to see if the virus scanning codes are set correctly.
3. Refer to the McAfee documentation to identify the correct codes.
4. Modify the codes as necessary.
5. Click the Save button.

Table 16-1. Errors Encountered while Using the DDM Server  (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The virus scanner returned error {code}.</td>
<td>The DDM System Administrator is testing settings on the Configure Virus Scanner screen.</td>
<td>The user should contact their DDM System Administrator.</td>
</tr>
<tr>
<td>or</td>
<td>A user is attempting to publish a package, and the virus scanning software has returned an error code as a result of scanning the package for viruses.</td>
<td>The System Administrator should:</td>
</tr>
<tr>
<td>The following DDM roles can encounter this problem:</td>
<td></td>
<td>1. Go to the Configure Virus Scanner page.</td>
</tr>
<tr>
<td>• User of external publishing tool</td>
<td></td>
<td>2. Check to see if the virus scanning codes are set correctly.</td>
</tr>
<tr>
<td>• Content Publisher</td>
<td></td>
<td>3. Refer to the McAfee documentation to identify the correct codes.</td>
</tr>
<tr>
<td>• Airline Manager</td>
<td></td>
<td>4. Modify the codes as necessary.</td>
</tr>
<tr>
<td>• System Administrator</td>
<td></td>
<td>5. Click the Save button.</td>
</tr>
</tbody>
</table>
The virus scanner returned unknown code \{error code\}

The user is attempting to publish a package or test the virus codes, and the virus scanning software has returned a code that is not specified in DDM.

The following DDM roles can encounter this problem:
• User of external publishing tool
• Content Publisher
• Airline Manager
• System Administrator

The following DDM roles can resolve this problem:
• System Administrator

The user should contact their DDM System Administrator.

The DDM System Administrator may have McAfee documentation that they can reference to identify the correct codes.

1. Go to the Configure Virus Scanner page.
2. Add the desired code(s) to one of the three fields:
   **Virus Not Found Codes**: DDM will not recognize the code as an error or virus, allowing the user to publish their package.
   **Virus Found Codes**: DDM will recognize the code as a virus, disallowing the user from publishing their package.
   **Error Code**: DDM will recognize the code as a virus scanner error, disallowing the user from publishing their package.
3. Click the Save button.

### Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The virus scanner returned unknown code {error code}</td>
<td>The user is attempting to publish a package or test the virus codes, and the virus scanning software has returned a code that is not specified in DDM. The following DDM roles can encounter this problem: User of external publishing tool, Content Publisher, Airline Manager, System Administrator.</td>
<td>The user should contact their DDM System Administrator. The DDM System Administrator may have McAfee documentation that they can reference to identify the correct codes. 1. Go to the Configure Virus Scanner page. 2. Add the desired code(s) to one of the three fields:  <strong>Virus Not Found Codes</strong>: DDM will not recognize the code as an error or virus, allowing the user to publish their package.  <strong>Virus Found Codes</strong>: DDM will recognize the code as a virus, disallowing the user from publishing their package.  <strong>Error Code</strong>: DDM will recognize the code as a virus scanner error, disallowing the user from publishing their package. 3. Click the Save button.</td>
</tr>
</tbody>
</table>
There are no package deliveries needing to be reviewed.

The Reviewer selected the Package Checkpoint link on the left navigation bar to see package(s) assigned to them for review, but none exist. This is not an error per se.

The following DDM roles can encounter this message:
- Reviewer

The following DDM roles can verify checkpoints:
- Review Manager
- Airline Manager
- System Administrator

If the user feels this is an error, they should review the Recipient Package Status report to see if the package is assigned to them for review.

The user can also contact the Review Manager, Airline Manager, or DDM System Administrator to verify that the checkpoints are set up correctly.

To verify checkpoints:
1. Go to the Manage Checkpoints page.
2. Click the Edit link for the package that you want to verify.
3. On the Edit Checkpoint page, modify the Reviewers and Groups and the Review Devices as necessary.
4. Click the Save Changes button.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are no package deliveries needing to be reviewed.</td>
<td>The Reviewer selected the Package Checkpoint link on the left navigation bar to see package(s) assigned to them for review, but none exist. This is not an error per se. The following DDM roles can encounter this message: • Reviewer The following DDM roles can verify checkpoints: • Review Manager • Airline Manager • System Administrator</td>
<td>If the user feels this is an error, they should review the Recipient Package Status report to see if the package is assigned to them for review. The user can also contact the Review Manager, Airline Manager, or DDM System Administrator to verify that the checkpoints are set up correctly. To verify checkpoints: 1. Go to the Manage Checkpoints page. 2. Click the Edit link for the package that you want to verify. 3. On the Edit Checkpoint page, modify the Reviewers and Groups and the Review Devices as necessary. 4. Click the Save Changes button.</td>
</tr>
</tbody>
</table>
Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is no expected upload directory (directory entered) to hold the package file.</td>
<td>The user tried to upload a package via the Publish a Package screen or the Webservice publish interface, but there is no directory to hold the package. The following DDM roles can encounter this problem: • Content Publisher • Airline Manager • System Administrator The following DDM roles can resolve this problem: • System Administrator</td>
<td>The user should contact their DDM System Administrator. The DDM System Administrator should create the subdirectory: \content\JEU\uploads where JEU is your Company Code.</td>
</tr>
<tr>
<td>User package was rejected and removed due to a system error when trying to process the zip file (file name).</td>
<td>The user tried to upload a package, but the content directory is not set correctly. The following DDM roles can encounter this problem: • Content Publisher • Airline Manager • System Administrator The following DDM roles can resolve this problem: • System Administrator</td>
<td>The user should contact their DDM System Administrator. The DDM System Administrator should review the permissions in the content directory (example: \content\repository-dir) Also, the DDM System Administrator should check the log file (&lt;weblogic_install-dir&gt;\domains&lt;DDM-domain&gt;\logs\gt.log) to identify and diagnose the problem.</td>
</tr>
<tr>
<td>We're sorry, your session has timed out. Please log in again.</td>
<td>The current user login has expired. All roles can encounter and resolve this problem.</td>
<td>The user must log back into DDM.</td>
</tr>
</tbody>
</table>
You cannot create a server recipient because every consumer company already has a server recipient (active or archived but not deleted).

The user is attempting to create a server recipient for a company that is already assigned a server recipient. Additionally, there are no other consumer companies that can be assigned to a server recipient.

This message appears on the Create Recipient - Server page.

The following DDM roles can encounter and resolve this problem:
- Recipient Manager
- Archiver
- System Administrator

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| You cannot create a server recipient because every consumer company already has a server recipient (active or archived but not deleted). | The user is attempting to create a server recipient for a company that is already assigned a server recipient. Additionally, there are no other consumer companies that can be assigned to a server recipient. This message appears on the Create Recipient - Server page. | 1. Go to the Manage Recipients page.  
2. Click the Create Recipient button.  
3. Select a Recipient Type.  
4. Click the Continue button.  
6. Click the Save Recipient button. |
You cannot create a server recipient because no company exists. Go to Manage Companies to create a company.

You are attempting to create a server recipient, which must be assigned a consumer company value. You cannot create a server recipient until the appropriate consumer company is created in DDM. This message appears on the Create Recipient – Server and Edit Recipient – Server pages.

The following DDM roles can encounter and resolve this problem:
- Recipient Manager (create and edit a recipient)
- Airline Manager
- System Administrator

To create a company:
1. Go to the Manage Companies page.
2. Click the Create Company button.
3. Enter the Company Name.
4. Enter the Company Code.
5. Assign content types.
6. Click the Save Company button.

To create a recipient:
1. Go to the Manage Recipients page.
2. Click the Create Recipient button.
3. Select a Recipient Type.
4. Click the Continue button.
6. Click the Save Recipient button.

To edit a recipient:
1. Go to the Manage Recipients page.
2. Click on the Edit link for the Recipient you want to modify.
3. Complete the fields on the Edit Recipient page.
4. Click the Save Changes button.
### Table 16-1. Errors Encountered while Using the DDM Server (continued)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| You cannot create a tail because no engines exist. Go to Manage Tail Engines | The user is attempting to create a tail, but no tail engines have been created. This message appears on the Create Tail Engine page. The following DDM roles can encounter and resolve this problem: • Recipient Manager • Airline Manager • System Administrator | 1. Go to the Manage Tail Engines page.  
2. Click the Create Tail Engine button.  
3. On the Create Tail Engine page, enter a name in the Tail Engine Name field.  
4. Click the Save Tail Engine button. |
| to create one or more engines.                                               |                                                                                                                                                                                                           |                                                                                                                                                                                                          |
| You cannot create a tail because no models exist. Go to Manage Tail Models   | The user is attempting to create a tail, but no tail models have been created. This message appears on the Create Tail Model page. The following DDM roles can encounter and resolve this problem: • Recipient Manager • Airline Manager • System Administrator | 1. Go to the Manage Tail Models page.  
2. Click the Create Tail Model button.  
3. On the Create Tail Model page, create one or more major or minor tail models.  
4. Click the Save Tail Model button. |
| to create one or more models.                                                |                                                                                                                                                                                                           |                                                                                                                                                                                                          |
Troubleshooting

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your package was rejected and removed because it failed the virus check with code ( x ).</td>
<td>DDM has performed a virus check on a package and a code returned from the virus check matches a code specified on the Configure Virus Scanner page. The following DDM roles can encounter this problem: • Content Publisher • Publishers with supplier companies who are publishing via WS (including the CDAS) The following DDM roles can resolve this problem: • System Administrator</td>
<td>The user should contact their DDM System Administrator. The System Administrator should: 1. Go to the Configure Virus Scanner page. 2. Review the McAfee documentation to verify that the code specified indicates the presence of a virus. 3. If the code does not indicate a virus, move the code to the correct field or delete it entirely. 4. Click the Save button. 5. If the code indicates a virus, then a virus exists.</td>
</tr>
<tr>
<td>Your package was rejected and removed because of the following error(s) encountered when reading the bill of materials XML: ( \text{message(s)} )</td>
<td>The BOM.XML file that the user is trying to publish contains data that exceeds the character limit or violates other constraints as described in the messages. The following DDM roles can encounter this problem: • Content Publisher • Airline Manager • System Administrator The following DDM roles can resolve this problem: • System Administrator</td>
<td>The user should contact their DDM System Administrator. Whoever created the BOM.XML should modify the package according to the messages listed in the e-mail and use the formats defined in the BOM.DTD file. (See Appendix A. Reference Documents to view the BOM.DTD.) The user should then attempt to publish the file again.</td>
</tr>
</tbody>
</table>

Table 16-1. Errors Encountered while Using the DDM Server (continued)
Your package was rejected and removed due to a system error when trying to expand the file {file name}.

During file expansion, a system error occurred.

The following DDM roles can encounter this problem:
- Content Publisher
- Airline Manager
- System Administrator

The following DDM roles can resolve this problem:
- System Administrator

The user should try publishing the file again. If this problem persists, the user should contact their DDM System Administrator.

The DDM System Administrator should check the log file `<weblogic_install-dir>\domains\<DDM-domain>\logs\gt.log` to identify and diagnose the problem.

---

Your package was rejected and removed due to a system error.

During file expansion, a system error occurred.

The following DDM roles can encounter this problem:
- Content Publisher
- Airline Manager
- System Administrator

The following DDM roles can resolve this problem:
- System Administrator

The user should try publishing the file again. If this problem persists, the user should contact their DDM System Administrator.

The DDM System Administrator should check the log file `<weblogic_install-dir>\domains\<DDM-domain>\logs\gt.log` to identify and diagnose the problem.

---

Table 16-1. Errors Encountered while Using the DDM Server *(continued)*

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</tr>
</thead>
<tbody>
<tr>
<td>Your package was rejected and removed due to a system error when trying to expand the file {file name}.</td>
<td>During file expansion, a system error occurred. The following DDM roles can encounter this problem: - Content Publisher - Airline Manager - System Administrator</td>
<td>The user should try publishing the file again. If this problem persists, the user should contact their DDM System Administrator. The DDM System Administrator should check the log file <code>&lt;weblogic_install-dir&gt;\domains\&lt;DDM-domain&gt;\logs\gt.log</code> to identify and diagnose the problem.</td>
</tr>
<tr>
<td>Your package was rejected and removed due to a system error.</td>
<td>During file expansion, a system error occurred. The following DDM roles can encounter this problem: - Content Publisher - Airline Manager - System Administrator</td>
<td>The user should try publishing the file again. If this problem persists, the user should contact their DDM System Administrator. The DDM System Administrator should check the log file <code>&lt;weblogic_install-dir&gt;\domains\&lt;DDM-domain&gt;\logs\gt.log</code> to identify and diagnose the problem.</td>
</tr>
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</table>
Table 16-1. Errors Encountered while Using the DDM Server  *(continued)*

<table>
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<tr>
<th>Error Message</th>
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<th>Resolution</th>
</tr>
</thead>
</table>
| Your package was removed because file {name} is incorrectly named: the extension must be .zip. | The user is attempting to publish a package that is not in zipped format. This message occurs on the Publish a Package page. The following DDM roles can encounter and resolve this problem:  
  • Content Publisher  
  • Airline Manager  
  • System Administrator | 1. Reformat the package that you want to publish as a .zip file.  
2. Go to the Publish Packages page.  
3. Click the Publish a Package button.  
4. Click the Browse button and reselect the file that you want to publish.  
5. Click the Continue button. |
# Glossary

This glossary defines the terms and acronyms used in the DDM documentation.

## Glossary of Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aircraft Communications Addressing and Reporting System (ACARS)</td>
<td>A digital data link system transmitted via VHF radio which allows airline flight operations departments to communicate with the various aircraft in their fleet.</td>
</tr>
<tr>
<td>Aircraft Certification Service (AIR)</td>
<td>An FAA service that issues airworthiness certificates to an aircraft providing FAA authorization to operate that aircraft.</td>
</tr>
<tr>
<td>Aircraft Evaluation Group (AEG)</td>
<td>An FAA office that coordinates and assists with aircraft certification and continued airworthiness programs.</td>
</tr>
<tr>
<td>Airlines Electronic Engineering Committee (AEEC)</td>
<td>An international body of airline representatives. Leads the development of technical standards for airborne electronic equipment including avionics and in-flight entertainment equipment used in commercial, military, and business aviation.</td>
</tr>
<tr>
<td>Airline Administrator</td>
<td>An airline support person that administers functions for the airline through the Jeppesen Ground Tools Portal.</td>
</tr>
<tr>
<td>Aeronautical Radio, Inc. (ARINC)</td>
<td>An organization that sets avionics, communications, and other technical standards for the global air transportation industry and represents the aviation industry in international forums. ARINC also develops and operates communications and information processing systems. Owned by US-based scheduled airlines, air transport companies, aircraft manufacturers, and non-US airlines.</td>
</tr>
<tr>
<td>Application Service Provider (ASP)</td>
<td>In general, an application service provider is a business that provides computer-based services to customers over a network. For DDM ASP, Jeppesen adheres to an ASP model of deployment in that all services related to DDM and data storage are located in the Jeppesen Data Center at Jeppesen's headquarters.</td>
</tr>
</tbody>
</table>
### Glossary of Definitions

<table>
<thead>
<tr>
<th>Term</th>
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</tr>
</thead>
</table>
| Approval Rule          | A policy assigned to a review group to determine how many QA reviewers must approve a package before it is considered approved by the group. There are two approval rules:  
  **ALL**  
  This approval rule indicates that all reviewers assigned to the group must grant approval before the package is approved by the group.  
  **ANY**  
  This approval rule indicates that only one of the reviewers in the group needs to grant approval before the package is approved by the group. |
| ARINC Standards        | There are three classes of ARINC standards:  
  **ARINC Characteristics** - Define the form, fit, function, and interfaces of avionics equipment. There are two series of ARINC Characteristics. The ARINC 700 series defines digitalizations, while the ARINC 500 series defines older, analog avionics.  
  **ARINC Specifications** - Principally used to define either the physical packaging or mounting of avionics equipment, data, communication standards, or a high-level computer language.  
  **ARINC Reports** - Provide guidelines or general information found by the airlines to be good practices, often related to avionics maintenance and support.  
  DDM 4.0 supports the following ARINC standards:  
  **ARINC Report 665-1** (January 2001) and 665-2 (August 2002) Loadable Software Standards. Aircraft industry standards for loadable software parts and software transport media. Describes the common principles and rules to be applied to any part of a data load system to ensure compatibility and inter-operability. Includes part numbering, content, labeling, and formatting of loadable software parts and software transport media.  
  **ARINC Report 665-3** (May 2002) Electronic Distribution of Software. Describes the common principles and rules to be applied when transferring software (typically Field Loadable Software) between organizations. These principles and rules are intended to ensure compatibility and interoperability, including file naming, content, labeling, compression, encryption, authentication, and formatting packages containing software and definitions of software transport media. |
<p>| Autoapproved Package   | A package that is assigned a Package or Recipient checkpoint to which no reviewers or review groups, or empty review groups, are assigned. |</p>
<table>
<thead>
<tr>
<th>Term</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Available Bandwidth</td>
<td>Percentage of total available bandwidth for the DDM clients CDAs to use when receiving package data and reporting back statuses.</td>
</tr>
<tr>
<td>Basic Recipient</td>
<td>Those recipients that are not tails, proxies, or servers. This includes EFB Class 1 or 2, as well as general purpose devices.</td>
</tr>
<tr>
<td>Bill of Materials (BOM)</td>
<td>A file that lists all metadata and parts included with a content package published and delivered through DDM for EFB Class 1 and Class 2 recipients. Not used for EFB Class 3.</td>
</tr>
<tr>
<td>Business Rule</td>
<td>A statement that defines or constrains some aspect or behavior of a process based on pre-determined conditions or activities. May be modified to reflect changes in the process or functional requirements.</td>
</tr>
<tr>
<td>Certificate of Conformity (COC)</td>
<td>A document used to certify that the parts and/or materials delivered were produced according to established manufacturing and quality management standards. This document also certifies that the parts and/or materials are new and in airworthy condition. This certificate is provided and signed by the parts manufacturer or content supplier.</td>
</tr>
<tr>
<td>Common Administration Tool (CAT)</td>
<td>A web-based administration tool used to configure and manage applications on an EFB during initial installation on an airplane and during service. Incorporates all the functionality required by the administrative requirements of each individual EFB application and provides an airline customer the ability to create custom EFB configuration files and modify/update fleet management databases used on the EFB.</td>
</tr>
<tr>
<td>CAT Administrator</td>
<td>Airline support person that administers EFB-specific functions for the airline through CAT.</td>
</tr>
<tr>
<td>CAT Application Module (CAM)</td>
<td>Specific applications that are used to configure the EFB.</td>
</tr>
<tr>
<td>Checkpoint</td>
<td>An inspection point where reviewers and/or groups of reviewers use the assigned review device(s) to receive and review packages before delivery to recipients. Such checkpoints are called package checkpoints. Checkpoints are also used to control delivery of already approved packages to specific recipients. These checkpoints do not use review devices and are called recipient checkpoints.</td>
</tr>
<tr>
<td>Client</td>
<td>See Content Delivery Agent (CDA).</td>
</tr>
</tbody>
</table>
## Glossary of Definitions

<table>
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<tr>
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<tbody>
<tr>
<td>Consumer Company</td>
<td>A company that is receiving a published package from a supplier company, typically using CDAS.</td>
</tr>
<tr>
<td>Content</td>
<td>The components that make up a package. DDM can deliver numerous types of content, such as LSAPs, LSPs, Terminal Charts, Electronic Documents (in several formats), Performance Databases, Flight Management Computer (FMC) Navigation Databases, Airport Maps, configuration files, application software, and many other types of content.</td>
</tr>
<tr>
<td>Content Delivery</td>
<td>The function of delivering a complete package of content from providers or suppliers to an entity (end point such as EFB, LoadStar, or another DDM server), with some possible period of latency between delivery of content and its actual use.</td>
</tr>
<tr>
<td>Content Delivery Agent (CDA)</td>
<td>An application installed on a recipient that is used to receive package(s) published in DDM, passed through all assigned checkpoints, and approved (by content quality and for delivery). If the package is intended for delivery to a Class 3 EFB, it is passed through CDAL via LoadStar or CDAF via a TWLU connection. If the package is intended for a recipient's desktop, it is passed through CDAD. If the package is intended for delivery to another company, it is passed through CDAS. If the package is intended for delivery to a Class 1 and 2 EFB, it passes through the CDA for Jeppesen (CDAJ).</td>
</tr>
<tr>
<td>Content Delivery Agent for Desktop (CDAD)</td>
<td>An application that allows you to receive packages on your local hard drive.</td>
</tr>
<tr>
<td>Content Delivery Agent for Flightbag (CDAF)</td>
<td>An application installed on a Class 3 EFB that is enabled for a TWLU. This application has no user interface and has its own part number, in addition to a version number.</td>
</tr>
<tr>
<td>Content Delivery Agent for Jeppesen (CDAJ)</td>
<td>An application installed on a Class 1 or 2 EFB through which a package is received. CDAJ receives packages from the DDM server and stores them in a specified location where the JUM can retrieve and consume them.</td>
</tr>
<tr>
<td>Content Delivery Agent for LoadStar (CDAL)</td>
<td>An application through which a package is received if that package is intended for delivery to a Class 3 EFB through LoadStar.</td>
</tr>
</tbody>
</table>
## Glossary of Definitions

<table>
<thead>
<tr>
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<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content Delivery Agent for the Server (CDAS)</td>
<td>An application that is installed on a consumer company’s DDM server. CDAS receives a package from a supplier company’s DDM server and publishes the package on the consumer company’s DDM server.</td>
</tr>
<tr>
<td>Content Package Properties</td>
<td>Metadata that describes characteristics of the content packages submitted into DDM by content providers for delivery to entities. Examples of metadata include effective/expiration dates, package name, package description, etc.</td>
</tr>
<tr>
<td>Content Packaging Process</td>
<td>A collection of processes performed on a deliverable data set that provides and/or enhances its security, compactness, conformance to applicable standards, and/or inter connectivity with other content packages before, during, and after delivery of that content package through DDM.</td>
</tr>
<tr>
<td>Content Provider</td>
<td>A company that provides content for publication into and delivery by DDM. Content providers may be Jeppesen, Boeing, or other third parties, as well as the airline itself.</td>
</tr>
<tr>
<td>Content Publishing</td>
<td>The method that a content provider will use to introduce an appropriate content package into DDM for delivery to receiving entities that are entitled to that content. Includes defining content metadata.</td>
</tr>
<tr>
<td>Content Recipient</td>
<td>Entity (device or tail) that is the final consumer end point of content packages delivered through DDM.</td>
</tr>
<tr>
<td>Content Type</td>
<td>Description of a package to enable you to better organize packages before they are delivered to recipients. When you create a content type, you can associate a default checkpoint, which will be automatically associated with the package assigned this content type.</td>
</tr>
<tr>
<td>Coordinated Universal Time (UTC)</td>
<td>A high-precision atomic time standard that replaced Greenwich Mean Time (GMT) as the basis for legal civil time on Earth.</td>
</tr>
<tr>
<td>Customer</td>
<td>Organization or company (airline or non-airline) that is a registered user of DDM and has access to DDM services. Customers have privileges to create entities and subscribe to content packages via ERP services purchased.</td>
</tr>
</tbody>
</table>
### Glossary of Definitions

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<tbody>
<tr>
<td>Data Distribution and Management (DDM)</td>
<td>A web-based tool that enables you to manage distribution and delivery of data and software used on board an aircraft. For example, you might deliver a package of terminal charts to an aircraft (recipient) equipped with a Class 3 EFB. Using DDM, you can also set up checkpoints and control the delivery of a package.</td>
</tr>
<tr>
<td>DDM System Administrator</td>
<td>A human actor responsible for managing all facets of DDM. Performs all system, user, account, and general administration of DDM.</td>
</tr>
</tbody>
</table>
Electronic Flight Bag (EFB) | A device or set of devices installed on the airplane or carried onto the airplane for use by the pilot before, during, or after a flight. EFBs are divided into three classes by the Federal Aviation Administration (FAA):

- **Class 1**
  - From an operational use perspective, Class 1 EFB systems:
    - Are generally commercial-off-the-shelf (COTS)-based computer systems used for aircraft operations
    - Are portable
    - Employ a device not permanently attached to an aircraft
    - Do not draw electricity from the airplane
    - Must be stowed for take-off and landing
    - Are considered to be Portable Electronic Devices
    - Are not required to go through an administrative control process for aircraft use (if using only Type A applications)

- **Class 2**
  - From an operational use perspective, Class 2 EFB systems:
    - Are generally COTS-based computer systems used for aircraft operations
    - Are portable
    - Employ a device connected to an aircraft via a mounting cradle during normal operations
    - May draw electricity from the airplane
    - May be used during all phases of flight
    - Are required to go through an administrative control process to add, remove, or use in the aircraft
    - Are considered to be Portable Electronic Devices
    - Require evaluation and certification approval from AIR for system power, data connectivity, and mounting devices

- **Class 3**
  - From an operational use perspective, Class 3 EFB systems:
    - Are specialized computer systems used for aircraft operations
    - Are non-portable
    - Employ a permanently installed device that is a Line Replaceable Unit (LRU) on an aircraft
    - Draw electricity from the airplane
    - May be used during all phases of flight
    - May only be replaced by a certified maintenance technician if the device fails
    - Require AIR approval, except for user modifiable software that may be used to host Type A and B applications. Class 3 EFB system certification requirements enable additional applications and functions.
## Glossary of Definitions

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<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
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<tr>
<td>Electronic Unit (EU)</td>
<td>The processing unit of an EFB Class 3 system. All EFB Class 3 systems consist of 2 separate units - an EU and a Display Unit (DU). (The pilots interact directly with the DU which resides in the cockpit. The EU is usually hidden away with all the other electronic subsystems underneath the cockpit.)</td>
</tr>
<tr>
<td>E-mail Rule</td>
<td>A rule that defines when e-mails are sent and who should receive those e-mails. E-mail rules are based on specific events; that is, when an event occurs, DDM automatically generates and sends an e-mail notification. For example, an e-mail rule for “Package Approved” can define who receives e-mail notification after a package is reviewed and approved. E-mails can be sent to user groups, individual users, and other e-mail addresses.</td>
</tr>
<tr>
<td>Event Type</td>
<td>A specific predefined stage of a business flow in DDM. When you complete a task that triggers an event, DDM notifies you through an e-mail if an associated e-mail rule exists. Each event reflects transition of a package or part to a certain state (such as Published, Approved, Rejected, Staged, etc.)</td>
</tr>
<tr>
<td>Federal Aviation Administration (FAA)</td>
<td>An agency of the United States Department of Transportation with authority to regulate and oversee all aspects of civil aviation in the U.S.</td>
</tr>
<tr>
<td>Filter</td>
<td>A setting that enables you to control and limit the information that displays in the DDM drop-down lists and on DDM pages. When you use a filter, DDM only displays the information that matches the selection criteria defined for that filter. You can apply a filter to lists of recipients, delivered packages, and published packages.</td>
</tr>
<tr>
<td>Flight Management Computer (FMC)</td>
<td>Used by the pilot to provide real-time navigation information and other pertinent flight information. Also used to calculate a variety of critical data for flight planning. The FMC is a core component of a complete Flight Management System (FMS) installed on an aircraft.</td>
</tr>
<tr>
<td>Flight Management System (FMS)</td>
<td>A collection of several avionics components installed on an aircraft that work together to assist the pilot in flying the aircraft.</td>
</tr>
<tr>
<td>Line Replaceable Unit (LRU)</td>
<td>A black box of electronics, such as a radio or other auxiliary equipment for a complex engineered system like an airplane or ship. LRUs speed up repair, because they can be replaced quickly, restoring the big system to service. They also reduce the cost of systems, and increase the quality, by spreading development costs of the type of unit over different models of vehicles.</td>
</tr>
</tbody>
</table>
### Glossary of Definitions

<table>
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<tr>
<td>Loadable Software Part (LSP)</td>
<td>See <em>Loadable Software Airplane Part (LSAP)</em>. This term is commonly used in the CAT application and documentation.</td>
</tr>
<tr>
<td>Loadable Software Airplane Part (LSAP)</td>
<td>An individual component that is delivered to and stored on an airplane to become part of the airplane's configuration. An LSAP can consist of a configuration file, data file, or application. Also referred to as a Loadable Software Part (LSP).</td>
</tr>
<tr>
<td>LoadStar</td>
<td>Software configuration management tool made by Demo Systems, LLC. Used in conjunction with the PMAT 2000 for loading content into EFB Class 3 devices.</td>
</tr>
<tr>
<td>Media Set</td>
<td>A logical container of one or more LSAPs. Required for delivery to entities that are serviced by LoadStar using a portable data loader. Facilitates the delivery of related LSAPs as a single set.</td>
</tr>
<tr>
<td>Package</td>
<td>A data set that has been through the DDM content packaging process and has been successfully imported into DDM for delivery. The set includes individual product components and other auxiliary components necessary for the class of target EFB receiving the content package.</td>
</tr>
<tr>
<td>Package Checkpoint</td>
<td>A checkpoint inserted into the review process to approve associated packages by their content quality. After a checkpoint is assigned to a package, the package must be approved at that checkpoint before it is delivered to any recipients.</td>
</tr>
<tr>
<td>Part Number</td>
<td>A unique identifier assigned to a data set by each manufacturer of content. The LSAP number conforms to ARINC 665 specifications in the format of MMMCC-SSSS-SSSS, where MMM represents the 3-character manufacturer code, CC represents the 2-digit checksum number, and SSSS-SSSS represents the unique supplier product identifier. A part number may be used once and only assigned to one unique product or package. The Boeing Class 3 EFB uses ARINC 665-2 compliant part numbering for its LSAPs.</td>
</tr>
<tr>
<td>Portable Data Loader (PDL)</td>
<td>A device used to send software and data to equipment on an aircraft.</td>
</tr>
<tr>
<td>Portable Maintenance Access Terminal (PMAT)</td>
<td>The PMAT 2000 is the brand name from DemoSystems, LLC, for a PDL in the form of a ruggedized laptop that interfaces with an aircraft for data loading and connectivity. It is used to load data onto the EFB.</td>
</tr>
</tbody>
</table>
### Glossary of Definitions

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<td>Proxy Recipient</td>
<td>Those recipients (such as a portable data loader [PDL]) used to deliver content to other recipients.</td>
</tr>
<tr>
<td>Publishing</td>
<td>See <a href="#">Content Publishing</a>.</td>
</tr>
<tr>
<td>Publishing URL</td>
<td>The URL of the consumer company’s server to which packages from a publishing company are published.</td>
</tr>
<tr>
<td>Recipient</td>
<td>Any computer that is the final consumer of content packages delivered through DDM. Also, a PMAT that acts as a proxy recipient for multiple tails.</td>
</tr>
<tr>
<td>Recipient Checkpoint</td>
<td>A checkpoint inserted into the review process to control delivery of packages to an individual recipient. A recipient checkpoint requires that all packages be approved for use on the recipient prior to delivery. Reviewers associated with recipient checkpoints cannot start the review process before the package checkpoint has approved the package.</td>
</tr>
<tr>
<td>Review Device</td>
<td>A computer that is used during the review process to specifically receive and review packages before they are delivered to recipients. Review devices are inserted into checkpoints when appropriate.</td>
</tr>
<tr>
<td>Review Group</td>
<td>A logical grouping of one or more reviewers that are responsible for reviewing package content or delivery to a specific recipient. The review group reviews package content or delivery as part of a checkpoint.</td>
</tr>
<tr>
<td>Staging</td>
<td>The function that will bring loadable content into a PDL or an EFB which can later be installed (made available) by maintenance or automatic action.</td>
</tr>
<tr>
<td>Staging Area</td>
<td>The partition of the hard disk on the PDL or the EFB that is used for the temporary placement of data that is to be used by the data load function to move data to the application area. The staging area on the EFB is accessible to both the Linux and Windows partitions.</td>
</tr>
<tr>
<td>Supplier Company</td>
<td>A company that is publishing a package externally to a consumer company, used as an alias for Publisher or Content Provider.</td>
</tr>
<tr>
<td>Tail</td>
<td>A specific aircraft within an airline’s fleet of aircraft identified by a unique tail number.</td>
</tr>
<tr>
<td>Tail Engine</td>
<td>An engine model on an aircraft.</td>
</tr>
</tbody>
</table>
### Glossary of Definitions

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Tail Model</td>
<td>An aircraft identifying number that consists of a <em>major model</em> and a <em>minor model</em>. The major model represents the first set of characters that comprise a tail model; the minor model represents the last set of characters comprising a tail model. Characters can be alphabetical, numerical, or a combination of both. For example, in tail model number 777-200, the “777” is the major model, and “200” is the minor model.</td>
</tr>
<tr>
<td>Tail Number</td>
<td>A unique identifier assigned to one specific aircraft within an airline’s fleet.</td>
</tr>
<tr>
<td>Tail Recipient</td>
<td>Those recipients directly associated with an aircraft, such as an EFB Class 3 device.</td>
</tr>
<tr>
<td>Terminal Wireless LAN Unit (TWLU)</td>
<td>Installed airplane equipment that provides a wireless radio for airport terminal area radio frequency communications. The TWLU scope includes physical system installation (antenna, wiring, and structural provisions), the equipment itself, and the EFB software necessary to operate the TWLU.</td>
</tr>
<tr>
<td>Type A Software Application</td>
<td>May be hosted on any of the hardware classes; requires Flight Standards District Office (FSDO)/PI approval; does not require an AIR design approval.</td>
</tr>
<tr>
<td>Type B Software Application</td>
<td>May be hosted on any of the hardware classes; requires FSDO/PI approval; requires Aircraft Evaluation Group (AEG) evaluation at the FAA; does not require an AIR design approval.</td>
</tr>
<tr>
<td>User</td>
<td>A person who accesses a system to manage or view digital content, manage system access, manage users, generate reports, and perform other functions available through the system.</td>
</tr>
<tr>
<td>Weight on Wheels (WOW)</td>
<td>An indication that the landing gear (or wheels) of an aircraft has detected weight and therefore is no longer airborne. Occurs when an aircraft touches down on the runway or anytime the aircraft is on the ground. WOW can then be used to start or end several other processes on the aircraft.</td>
</tr>
<tr>
<td>Wrapped Package</td>
<td>A package where the structure complies with ARINC 665 standards or a BOM package.</td>
</tr>
</tbody>
</table>

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a. http://www.faa.gov/about/office_org/field_offices/aeg/
d. http://www.babylon.com/definition/FAA/All
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