Jeppesen Distribution Manager Installation Instructions for Administrators

Software Installation and Program Updates

The Jeppesen Distribution Manager (JDM) application is downloaded from the Jeppesen website and installed on a customer's computer. The user will need administrative privileges on their computer to install the JDM application and application updates. The JDM application requires the following administrative privileges:

- Install to Program Files folder
- Install drivers
- Change folder permissions

Users with insufficient privileges, whether detected by the installer or imposed by the User Account Control/Group policy settings, will not be able to install the software.

It is possible to generate an install log for the installation by running the installer from a DOS command window in the directory where the .msi file is located:

msiexec /i jdm_3.2.1.105_jdmx_x86.msi /l*v jdm_install.log

Review the log file (jdm_install.log) to determine what permission is being denied. Once the permissions have been adjusted on the user's machine, he/she should be able to successfully install the JDM application.

Proxy Settings for Secure Networks

Once the JDM application has been successfully installed, the user can access it via a shortcut placed on the computer's desktop. The user must be connected to the internet to login to the application for the first time. On the JDM login screen, the user must enter the Username and Password provided by Jeppesen account services.   If the user does not have internet connectivity, the message in Figure 1 will pop up immediately.
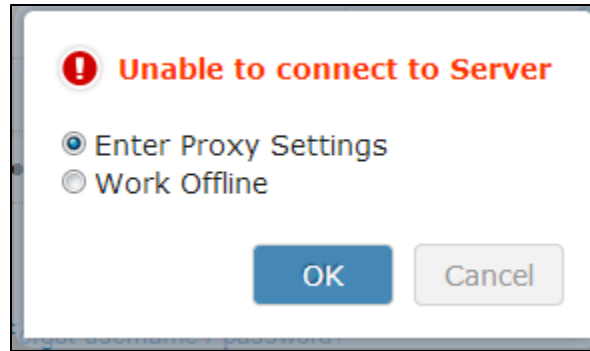
Figure 1 Unable to Connect

Once internet connectivity is verified, the user can select **Cancel** on the screen in Figure 1 and enter the Jeppesen Username and Password on the login screen. If the user still cannot login to the application, it might mean that the corporate firewall is blocking access to the Jeppesen servers. If the user selects to "Enter Proxy Settings" from Figure 1, the following screen appears to capture the proxy information.

Figure 2 Proxy Settings

Another way to access the proxy settings screen is from the menu bar in the upper left corner of the JDM login screen - **JDM** > **Proxy Settings**.

In the Proxy Host field, enter the IP address for the proxy host, for example 134.215.98.97:9090. The JDM application does not read proxy information that might be set up in a proxy auto-config (PAC) file configured for your site. The user will need to enter this information in manually. The username and password for the proxy settings will most likely be

the user's Windows login credentials. The JDM username and password will not work in the proxy settings window. The user will only need to enter the proxy information during the initial login for authentication, and it will be saved for future logins. However, if the user changes their Windows password on the computer, the password will also need to be changed in the proxy settings dialog.

Once the proxy settings have been entered correctly, the user will be taken back to the JDM login screen. The user must enter their Jeppesen username and password to view services and perform operations in the JDM application.

Ports

JDM uses https (port 443) for the Jeppesen server connection. The redirect through the proxy host will allow the connection to the Jeppesen server and the Cloud server from within the JDM application. The Amazon servers that host Jeppesen data on the Cloud utilize IP addresses that change dynamically every time they are called. The following addresses and ports are used by the JDM client:

Information	Web Address	IP Address	Port
Login, NavData downloads, program updates	jsum.jeppesen.com	169.143.0.151	443
Terminal charts, terrain downloads	s3-1-w.amazonaws.com	dynamic	80

Recommended reference material:

- "Allowing AWS Storage Gateway Access Through Firewalls and Routers" - http://docs.aws.amazon.com/
- "Determining IP address ranges needed for *.amazon.com" - https://kb.meraki.com/