

MFD Data Update Troubleshooting Technique Guide

This MFD Data Update Troubleshooting Technique Guide for the EX500 and EX5000 MFD is to provide you some important notes and information on the USB Flash Memory device prior downloading Data updates. This guide will also provide some troubleshooting techniques with possible errors with simple solutions when updating data on your Avidyne MFD.

This MFD Data Update Troubleshooting Technique Guide for the EX500 and EX5000 is not a substitute for the EX500/EX5000 Multi-Function Display Data Update Guide p/n 600-00148-000 Rev01. Please first read the MFD Data Update Guide completely before updating your EX500 and EX5000 MFD for the NavData database and CMax Chart Data.

Notes for Zip Disk users:

- Avidyne recommends using a 250MB Zip drive and disk. The 250MB disk and drive will allow you to load Jeppesen chart subscription up to and including coverage of the entire United States and Canada.
- If your Zip drive ejects the Zip disk without reading the update, the most likely reason is that the disk has been formatted as "FAT 32."
- Your Zip Disk must be in "FAT" format. If you purchase a Zip Disk that is formatted as "FAT 32," you will need to reformat it.
- When you reformat the disk, you MUST select the "FAT" file system as a format option. Windows XP defaults to "FAT 32", which is not compatible with the EX500 or EX5000.
- **For Iomega Zip Disk Users:** Do not install the Iomega Tools disk on your PC. The Iomega tools will not allow you to use the "FAT" file system format. If you already have the Iomega tools installed, uninstall them.

Notes for USB Flash Memory users:

- Due to system constraints, you cannot download both CMax Chart Data and NavData on the same USB Flash Memory device at the same time. Therefore, Avidyne suggests that you keep one USB Flash memory drive for CMax and another for NavData (and, if your aircraft is equipped with EMax, one more USB device to load EMax data from your MFD to the PC).
- Many USB Flash Memory Drives are now delivered with U3 Launchpad installed. This application, from U3, prevents any Jeppesen data (NavData or CMax Charts) from loading. If your USB Flash Memory Drive has U3 Launchpad, you must uninstall it. For information about uninstalling U3 Launchpad, see www.u3.com/support/ or www.u3.com/uninstall/.
- Avidyne recommends using a USB 2.0 Flash Memory Drive with a size of 128MB, 256MB, or 512MB for Nav Data updates and a USB 2.0 Flash Memory Drive with a size of 256MB or 512MB for CMax Chart Data. Avidyne recommends not using a 1GB USB Memory Drive or larger for Nav Data updates or CMax. Please visit www.avidyne.com/products/USB%20flash%20support.pdf for a complete list of Avidyne tested USB 2.0 Flash Memory devices.

Data Extractor Errors	Solutions
The Jeppesen serial number is invalid.	<ul style="list-style-type: none"> • Verify that the serial number was correctly entered. This number is case sensitive. Be aware that the letter “O” is different from the number “0,” and the letters capital “I” and small “i” are different from the number “1.” Use Copy and Paste to avoid these types of errors. • Verify your subscription information is correct at www.jeppesen.com
The CMax key is invalid.	<ul style="list-style-type: none"> • Verify the CMax key was correctly entered. This number is case sensitive. The key is available at www.MyAvidyne.com. Be aware that the letter “O” is different from the number “0,” and the letters capital “I” and small “i” are different from the number “1.” Use Copy and Paste to avoid these types of errors.

MFD Data Load Error	Solution
The MFD data load reports corrupt data file.	<ul style="list-style-type: none"> • Power down MFD, verify the data load cable is properly connected. • The file stored on the Zip disk may be corrupted. Rerun the CMax Extractor on your PC.
This Jeppesen Chart Update is not authorized for use on this MFD.	<ul style="list-style-type: none"> • Verify the data was created for this MFD. • If using JSUM, verify that the CMax Key Code is correct. Jeppesen does not verify the CMax Key Code during download. • Chart data for different MFDs is not interchangeable. • Regenerate the Key Code.
The MFD indicates no chart data after reboot.	<ul style="list-style-type: none"> • Reload data. Watch for errors during data load. Be sure the MFD indicates a successful data load before powering down.
Chart data on MFD does not match subscribed regions.	<ul style="list-style-type: none"> • If this is a new subscription or the regions in this subscription have been modified, check your Jeppesen information for coverage codes. If needed, run the extractor again and add the coverage codes. • Contact Jeppesen billing support.
The update has failed without affecting the unit	<ul style="list-style-type: none"> • Your Zip disk or USB Flash Memory Device may be corrupt. Re-format the portable USB device and try again.
Zip Disk ejects from Zip Drive Dataloader and the MFD goes into a normal Startup sequence.	<ul style="list-style-type: none"> • Zip Disk is in the incorrect Format. Re-format Zip Disk to format “FAT” and upload updates
Updating with a USB Flash Memory Drive the MFD goes into a normal Startup sequence.	<ul style="list-style-type: none"> • USB Flash Memory Drive is in the incorrect Format. Re-format USB Flash Memory Drive to format “FAT” and upload updates.

MFD Data Load Error	Solution
Failure Handler called with unexpected state (##)	<ul style="list-style-type: none"> • Contact Avidyne Technical Support. Be sure to write down the state number.
Invalid disk	<ul style="list-style-type: none"> • Your Zip disk or USB Flash Memory Device may be corrupt. Reformat the portable USB device and try again.
Error writing files	<ul style="list-style-type: none"> • Try updating your data again. If the problem persists, call Avidyne Technical Support.
Not enough space	<ul style="list-style-type: none"> • Your portable USB device is too small. For CMax Chart Data, ensure that you are using a 250MB Zip Disk or 256MB or larger USB Flash Memory Device
Internal error:	<ul style="list-style-type: none"> • Try updating your data again. • If the problem persists, call Avidyne Technical Support. Be sure to have the error number available
CMax Data Update Failed Verifying CRC Error	<ul style="list-style-type: none"> • If updating CMax Chart Data using JSUM online, then download the latest JSUM online version at: www.jeppesen.com/ JSUM Retry updating CMax Data. • Try using the Jeppesen Electronic Chart Disk CD with the CMax Data Extractor.
The MFD indicates Ready to Write Engine/Broadcast Data to Removable Media when trying to upload Database updates	<ul style="list-style-type: none"> • Either the USB Flash Memory Drive or Zip Disk is blank or has incorrect files. Upload the Database updates again using either JSUM or the Data Extractor

If you encounter one of these types of data load problem, follow the recommended steps. If the data still cannot be properly loaded, contact the appropriate Technical Support at one of the numbers below.

The aircraft may still be dispatched even after an unsuccessful data load operation. However, if chart data is not available on the MFD at the time of dispatch, ensure that you have the appropriate information on board to complete the flight. Contact the appropriate Technical Support if not resolved.

Contacts

Contacting Jeppesen

- Website: www.Jeppesen.com
- Tech Support 800-732-2800
- Billing and subscription support 800-621-5377

Contacting Avidyne

- Website: www.Avidyne.com
- Tech Support: 888-723-7592