Aircraft Information Manager Pre-Installation Worksheet

Completion of this form and information within is required for use of the AIM portal

Instructions:

Before installing or using the IMS hardware, Rockwell Collins requires the following information in order to setup and support the Aircraft Information Manager (AIM) ground portal. Please contact your IT support for WIFI details (see WIFI Notes). Please contact the Rockwell Collins Customer Support for assistance in completing this form at +1 (319) 295-5000, option 1. The portal can be found by navigating to http://aimportal.rockwellcollins.com

Note: Please provide the completed AIM Pre-Installation worksheet to Rockwell Collins Customer Support Center 24 to 48 hours prior to installation to insure AIM account is activated before system functional checkout is performed.

E-mail form to CustomerSupport@rockwellcollins.com and fmssubs@rockwellcollins.com

Dealer/OEM Contact Information

Company Name:

Address:

City:

State:

Postal Code:

Country:

Company Phone:

Note: If more than two users are requested, please attach an additional sheet.

Dealer User #1 Information

First Name:

Last Name:

Middle Initial:

Position Title:

Email Address:

Phone Number:

Dealer User #2 Information (If Applicable)

First Name:

Last Name:

Middle Initial:

Position Title:

Email Address:

Phone Number:

AIM Customer Contact Information
(Customer contact information for use of AIM subscription, this information will be used to provide access to the AIM portal)

Company Name:

Address:

City:

State:

Postal Code:

Country:

Company Phone:

E-Mail address AIM Notifications to be delivered to:

Note: If more than two users are requested, please attach an additional sheet.

Customer User #1 (Primary User)

First Name

Last Name:

Middle Initial:

Position Title:

Email Address:

Phone Number:

Security Roles Explained:

Ground Content Manager – Add, view, edit content to assigned aircraft.

Ground User Administrator – Add, view, edit company users.

Ground User – View status of assigned aircraft.

Remote Dataloader Admin – Can Install staged IMS content to aircraft avionics from the AIM portal.

Requested Security Role (Check all that apply)	Ground Content Manager	Ground User	Remote Dataloader Admin (IMS-3500 Only)

Customer User #2 (If Applicable)

First Name:

Last Name:

Middle Initial:

Position Title:

Email Address:

Phone Number:

Requested Security Role (Check all that apply)	Ground Content Manager	Ground User	Remote Dataloader Admin (IMS-3500 Only)

AIM Customer Aircraft Information

(Aircraft information required for use of subscribing IMS hardware to the AIM portal)

Aircraft make (e.g. Bombardier):

Aircraft Model (e.g. CL-300):

 NOTE: Tail Number and Aircraft S/N must match IMS Information Exactly.

 Aircraft Tail Number "no dashes or spaces "(e.g. N56JP):

Aircraft Serial Number "no dashes or spaces"(e.g. 5417):
IMS Hardware Type: IMS 3500   IMS 6000   IMS 6010

Flight Deck Platform: Pro Line Fusion   Pro Line 21   Pro Line 4

Number of Flight Management Systems on Aircraft (IMS-3500 Only):   N/A   1   2   3

Number of File Server Units on Aircraft (IMS-3500 Only):   N/A   1   2

Aircraft homeport:

Would you like Rockwell Collins to Manage Jeppesen Chart Updates through AIM if applicable?:

                                                                                              Yes   No   N/A

Will Cellular Coverage Be Required Outside of The United States (Applicable to IMS-3500 Only):

                                                                                              Yes   No

Note: International data plan is an additional charge (IMS-3500 only).

SITA Cellular Coverage Area (IMS-6010 Only):
(Please select the geographic area that best fits your aircraft home base - Pick One)

Africa & Middle East   Asia Pacific   Brazil & South America   Central & South America   Europe

Canada & Mexico   United States

IMS Hardware Information

IMS Installation Date:

IMS Serial Number:

IMS Part Number (IMS 6010 Only):

IMS WIFI Mac Address (Optional):

Cellular Adapter Information (Applicable to IMS-3500 Only):

Dongle IMEI#:

SIM Card ICCID#:

(Please provide the IMEI Number located on the back of the cellular dongle and the SIM card ICCID located on the SIM card. SIM card must be inserted into the cellular dongle prior to installation into the IMS.)

OEM Installation Facility / Customer WIFI Access Point Information

Minimum Requirements:

DNS Configuration:
IP Domain Lookup must be enabled (NSLOOKUP)

Firewall Configuration:
TCP 20 IN from aimcomm.flightmanager.com (FTP DATA channel -- ACTIVE only)
TCP 21 OUT to aimcomm.flightmanager.com (FTP CONTROL channel)
TCP/UDP OUT 53 DNS services available (any recursive DNS is acceptable as long as it can resolve hostnames)
TCP 80 OUT to aimportal.rockwellcollins.com (HTTP)
TCP 443 OUT to aimportal.rockwellcollins.com (HTTPS)
TCP 990 OUT to aimcomm.flightmanager.com (FTPS) -- Future port for secure FTP, not needed at the present time
TCP 3700-3799 OUT to aimcomm.flightmanager.com (FTP DATA channels -- PASSIVE only)
ICMP ECHO (PING) to www.google.com
ICMP ECHO (PING) to www.microsoft.com

Other WIFI notes:

-IMS hardware cannot make contact to the AIM portal through a sign on or splash screen.
-Supported WIFI protocols are 802.11 b/g 2.4 Ghz.
-Other WIFI Protocols 802.11 h,n,ac 5 Ghz etc. must be disabled.
-Supported encryption types are WEP, WPA, WPA2, (AES, TKIP) only.
-Networks that use spaces as a part of the Service Set Identifiers (SSID) are not supported.
-SSID and Customized Name Fields shall only contain alpha numeric characters; A to Z, a to z, and the 10 Arabic numerals, 0 to 9. Special characters such as [" ' \ /] are not supported and could cause the IMS to malfunction requiring a factory reload to fix.
-Customized Name Fields shall match SSID verbatim.
-WIFI networks that use hidden Service Set Identifiers (SSID) are not supported.
-Functional Connectivity Check: The IMS does a ping test with the following websites to establish if there is an internet connection:
 www.google.com & www.microsoft.com.
 -If the ping test fails to either of these sites the IMS will not connect to the AIM ground system and data will not be delivered to or from the IMS.

Dealer/OEM Access Point Information

Make and Model of Access Point:

SSID:

Encryption:
WEP, WPA, WPA2, (AES, TKIP)

Password:

Customer WIFI Access Point Information
Note: The IMS hardware cannot connect through a sign on or splash screen.
　　　Networks that use spaces as a part of the Service Set Identifiers (SSID) are not supported.
　　　WIFI networks that use hidden Service Set Identifiers (SSID) are not supported
　　　- If more than two locations are requested, please attach an additional sheet.

Location #1
Make and Model of Access Point:

SSID:

Encryption:
WEP, WPA, WPA2, (AES, TKIP)

Password:

Location #2 (If Applicable)

Make and Model of Access Point:

SSID:

Encryption:
WEP, WPA, WPA2, (AES, TKIP)

Password: