

Minimum Subscription Version for 1View Offline Installations

General

Textron Aviation is continually listening to customer feedback in order to improve and fix, when needed, the 1View application. The best option is to connect to our online servers where the latest updates to both the application and library contents are always current without users having to take any action beyond maintaining their subscription.

If you choose to use the 1View Offline application for viewing libraries without an internet connection, Textron Aviation recommends updating your Offline installation when every update (patch) releases and we average three per year. These updates are indicated as Mandatory only when critical fixes or performance improvements are included and we average one per year of that type. Starting soon, Offline installations older than 2021.03.10 will display an Alert that those earlier versions no longer meet the minimum version requirement to maintain accurate subscription data. Users receiving a minimum subscription version (MSV) alert can simply click on the **New Version Available** or **Mandatory Version Available** link to download and install the latest application. For details on the changes in the latest code releases dating back to the minimum subscription version, see 1View enhancements on the Technical Publications website: <https://ww2.txtav.com/TechnicalPublications/ChangeLog>.

Frequently Asked Questions

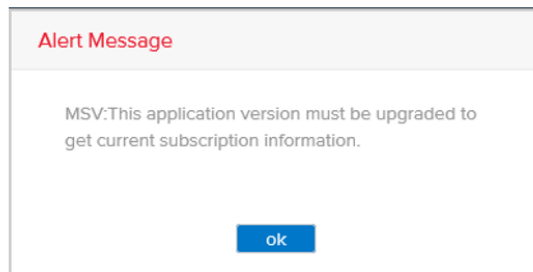
Why am I seeing the Minimum Subscription Version alert?

- If you see the MSV alert, your 1View Offline installation is older than the minimum subscription version (MSV) required for Textron Aviation to ensure you will have accurate subscription information and to be able to continue downloading new library revisions. This alert will continue to display until you update to at least the minimum subscription version (if not the latest update). You will be able to continue accessing any libraries you have downloaded but you cannot be sure they are current.

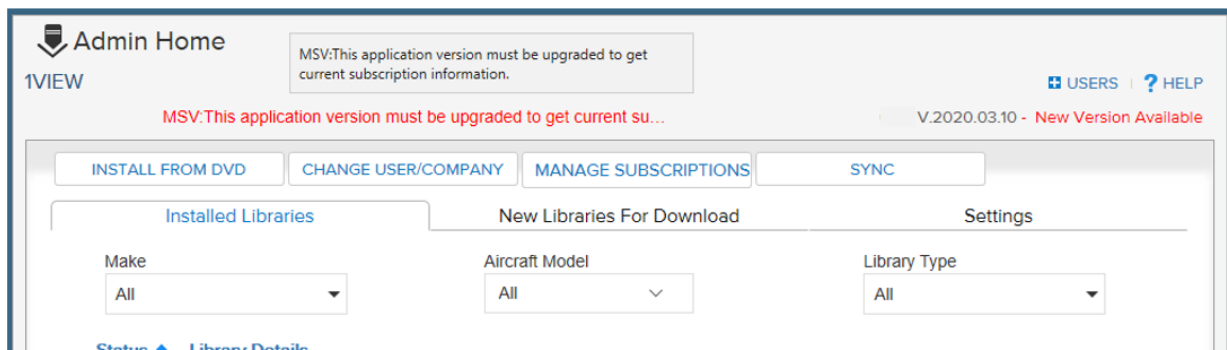
What do I do if I see the Minimum Subscription Version alert?

- If you are seeing either minimum subscription version (MSV) alert shown below, you need to install a newer version of the 1View Offline application. On the 1View Home Page, click OK on the Alert then click on the New Version Available or Mandatory Version Available link at the bottom of the screen.
- Optionally, you can download the Update (patch) installer from the Technical Publication website: <https://ww2.txtav.com/TechnicalPublications> to install at any time.
- See the FAQ for What does Contact Server Admin to apply update means? if this displays instead of the New Version Available or Mandatory Version Available link.

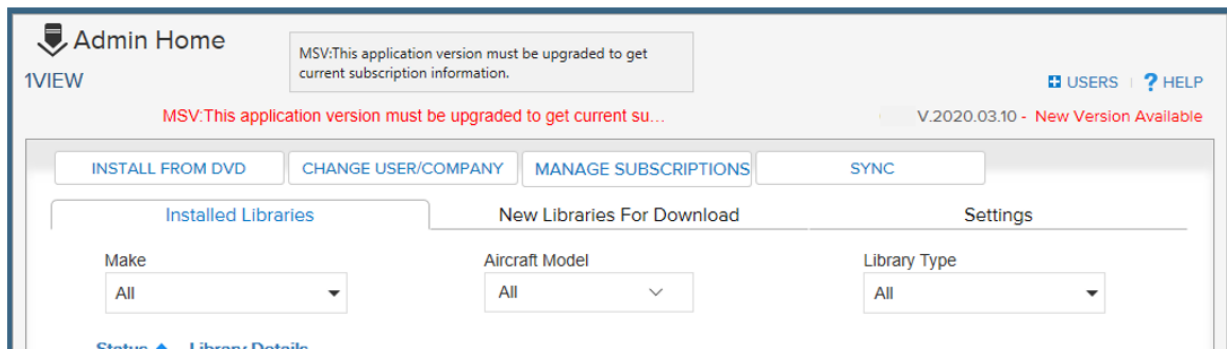
1View Home Page Alert



ADMIN Home Page Alert



ADMIN Home Page Alert



Why are my status icons Grey?

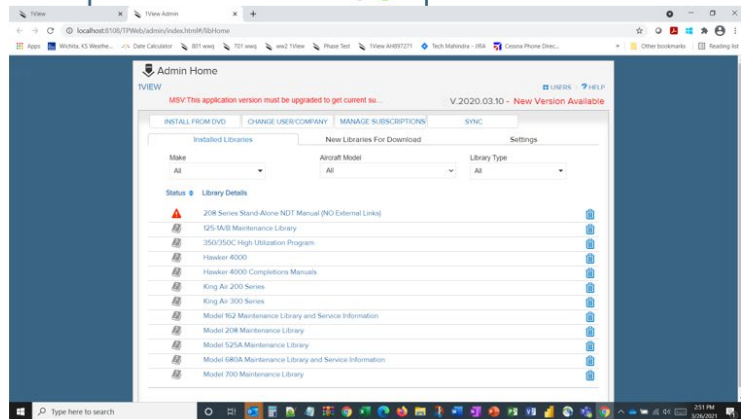
- **1View Offline versions earlier than the minimum subscription version cannot accurately retrieve subscription data so the library status is Unknown and a grey icon with a question mark as shown above appears.**

- If your Status icons are grey but you do not also see the minimum subscription version (MSV) alert, check the icon tooltip and it will indicate if there may be an internet connection issue.

1View Home screen



Admin Home screen

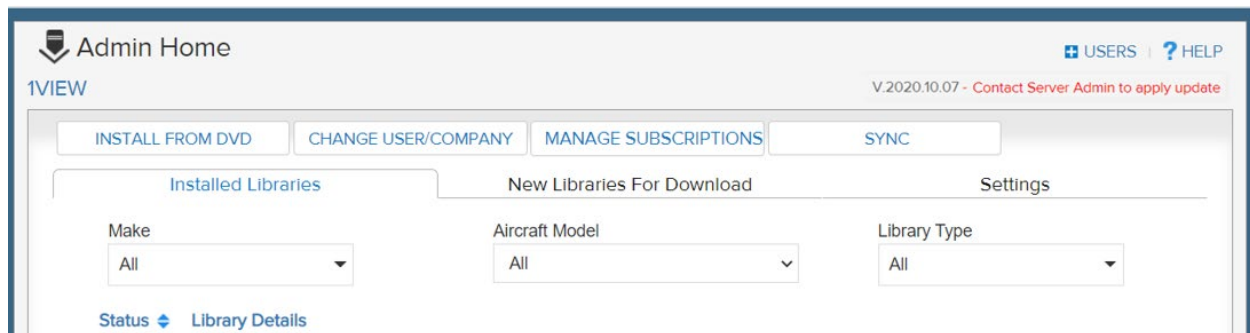


Why can't I download/install library updates or new libraries?

- If your 1View Offline application is not at the minimum subscription version (MSV) or newer, you may not have accurate subscription information. You will not be able to download or install new libraries or revisions to existing libraries until you update the application. You will be able to delete existing libraries and may continue accessing any libraries you have downloaded but you cannot be sure they are current.

What does Contact Server Admin to apply update means?

- If you see this message on the 1View Home or Admin Home page, you are not connected as the localhost and/or Admin for that Offline intranet installation. If the minimum subscription version (MSV) alert is not also displayed, then it means simply there is a New or Mandatory update available. If the MSV alert also displays, then Offline application does not meet the minimum subscription version and should be updated as soon as possible. Contact your company's IT Admin group for assistance.



What if I don't want the latest 1View version update?

- Because every update contains fixes and improvements to the 1View application, Textron Aviation always recommends keeping it as current as possible. For details on the changes in the latest code releases dating back to the minimum subscription version, see 1View enhancements on the Technical Publications website:
<https://ww2.txtav.com/TechnicalPublications/ChangeLog>.
- The 1View Enhancements Changelog summarizes changes for both Offline going back to the minimum subscription version and for online. If you do not install the latest 1View Offline application, it's possible that you will see different behavior when using both Online and Offline applications.

Why can't I sign into (authenticate) my Offline application?

- If you cannot sign into the 1View Application after installing a new Offline version, it could be older than the minimum subscription version or it could be a subscription problem, firewall, or other proxy issue. Remedies include the following:
 1. Confirm you have the latest version installer for the 1View Application from <https://ww2.txtav.com/TechnicalPublications>.
 2. Contact your company's IT Admin group to correct any firewall or proxy issues.
 3. Contact Textron Aviation's Technical Manual Distribution Center (TMDC) for subscription updates or further assistance:
Phone: 1.88.796.2665 (+1.316.517.6215)
Email: TMDC@txtav.com