

IGS FAQ

November 13, 2024

Question #1: How to purchase IGS or get a quote?

Answer: To purchase or get a quote for Ground SW including IGS or UOGP, please contact GE Order Fulfillment at Customer.OrderFulfillment@ge.com.

Question #2: What does IGS yearly maintenance cover?

Answer:

- Each IGS license purchase includes 1 year (365 calendar days) of support. Support begins on day of license activation. Additional maintenance support can be purchased on a yearly basis by contacting quote issuer listed question #1 above..
- Installation support
 - The purchased software application comes with documented installation instructions.
 - Additional installation support is available via email (GSW.support@ge.com).
- Software updates
 - Application software updates (security updates, new releases of the application) are provided to software license holders through annual maintenance.
- Ongoing technical support
 - The purchased software application comes with a Reference Manual.
 - Ongoing support of the software application (operation questions, issue reporting) is provided to software license holders and is available via email (GSW.support@ge.com).
- Training Support
 - For training regarding software or ground tools, please contact ctec.systems@ge.com.

Question #3: How to activate an IGS license with or without internet access?

Answer:

Initial installation of purchased IGS SW on a new PC will prompt the user to activate the software. If the PC has access to an email client and internet, an email message will be

created that the user needs to send to : IGS@ge.com. This will contain the activation request file and GE will return an activated license file.

If the PC that IGS is being installed on does not have access to an email client and internet, the activation request file can be found on the PC here:

Windows XP: “C:\Documents and Settings\All Users\Application Data\GE Aviation\IGS\v2.xx”

Windows 7, 10 and 11: “C:\ProgramData\GE Aviation\IGS\v2.xx”

You are looking for the following file: “igsv2.xxs0xxx.0000.activationrequest”

This file should be emailed to IGS@ge.com so that an activated license may be returned.

Question #4: Can an IGS license be transferred from one PC to another?

Answer:

Yes, the license can be transferred. However, the user must confirm via email that the previous installation of IGS has been uninstalled before the license can be activated on another PC.

Question #5: What is the difference between IGS 2.15 and IGS 2.16? Which one should I choose?

Answer:

IGS 2.16 added fixes for the 25-hour EAFR recorder (model 3254H), including: 1). Additional intermediate RDF file created for the AMIC audio during RDF file opening to fix audio sync problem; 2) Addressed scenario where ACP time is slower than EAFR time.

-EAFR customer, please request UOGP and IGS 2.16 for 25hr EAFR, and IGS 2.15 for 2hr EAFR.

-Non-EAFR customer (VADR, IDAR, etc), please request IGS 2.15

Note: The upcoming IGS 2.17 will resolve the compatibility issue, meaning you only need to get 2.17 for 2-hour and/or 25-hour recorders.

Question #6: Can users install both IGS 2.15 and IGS 2.16 on the same PC?

Answer:

Yes, users can install two or more versions of IGS on the same PC but they need to be installed in separate folders. You may request instructions from GE: [Installation Instructions of multiple versions of IGS on the same PC.pdf](#).

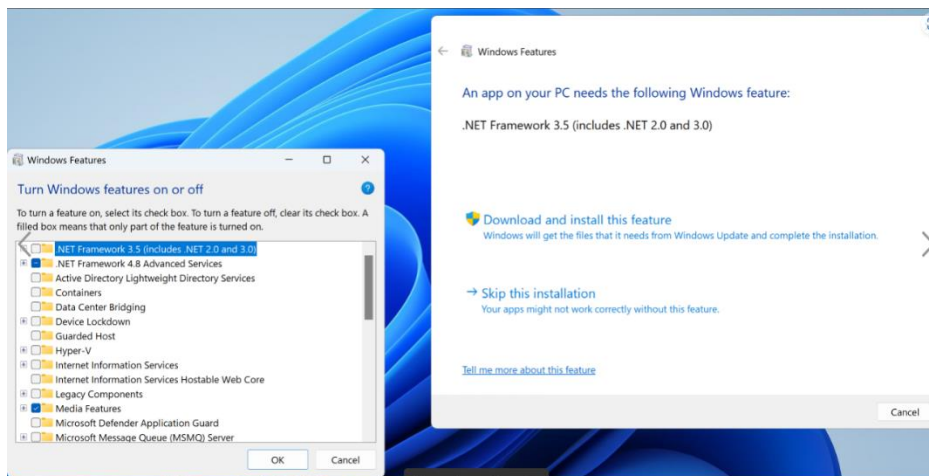
Note: When IGS 2.17 is available, it is not recommended to install multiple IGS versions on the same PC.

Question #7: Can I install IGS 2.15 or 2.16 on Windows 11 PC?

Answer:

IGS 2.15 and 2.16 are not formally tested for Windows 11. The upcoming IGS v2.17 will be tested for both Windows 10 and Windows 11, and it will be available in early 2025.

Note: Windows 11 should work for IGS 2.15 and 2.16. But IGS 2.15 and 2.16 have dependency on .Net Framework 3.5 and it is not pre-installed with Win 11. A popup message may be displayed during the IGS installation.



If the PC doesn't have internet access to download and install this feature, the following command can be used to enable .Net 3.5 on Windows. **It requires a Windows Installation media.**

```
C:\windows\system32>dism /online /enable-feature /featurename:NetFx3 /All /Source:d:\sources\sxs /LimitAccess
```

Deployment Image Servicing and Management tool
Version: 10.0.19041.3636

Image Version: 10.0.19045.4651

Enabling feature(s)

[=====100.0%=====]

The operation completed successfully.

C:\windows\system32>

Question #8: Can IGS process the entire audio data from the 25-hour EAFR?

Answer:

No, IGS can only process 2-hour audio data at once so far. This is due to the 32-bit application limitation. The 25-hour audio data must be split into 2-hour segments in UOGP during downloading.

Question #9: Can IGS decode datalink data and export it in a useable format such as a .csv file?

Answer:

Datalink is decoded to the greatest extent possible by IGS. It provides data related to the time a message was received, Source, Destination, Message Type, etc. The data contained in the datalink message is not interpreted in IGS, and it is displayed in both ASCII and Hex representation.

Datalink can be exported to a .csv file. Since EAFR does not have any means of interpreting the datalink data, the format of the exported data will not change from what is displayed in IGS.

Question #10: Can GE provide services to validate the integrity of EAFR datalink files?

Answer:

GE does not have the ability to interpret datalink messages or validate the integrity of the actual data in datalink messages. Boeing would need to be contacted.

Question #11: Can GE provide a readout service including FDR & CVR reports for 25 hour EAFR (PN: 866-0084-201)?

Answer:

GE can provide a readout service and produce flight data as .csv files and the audio data as .wav files. But, please note it does not cover regulatory reporting. Once RDF files are received, the readout can be done within 1 week.

Question #12: What does error code 103 mean in IGS?

Answer:

The -103 error is related to a node-locked license which detects/prohibits remote desktop operation. That means the user must run IGS installed on the local PC.

Question #13: Can parameter searches and plotting results in IGS be easily replicated on another PC?

Answer:

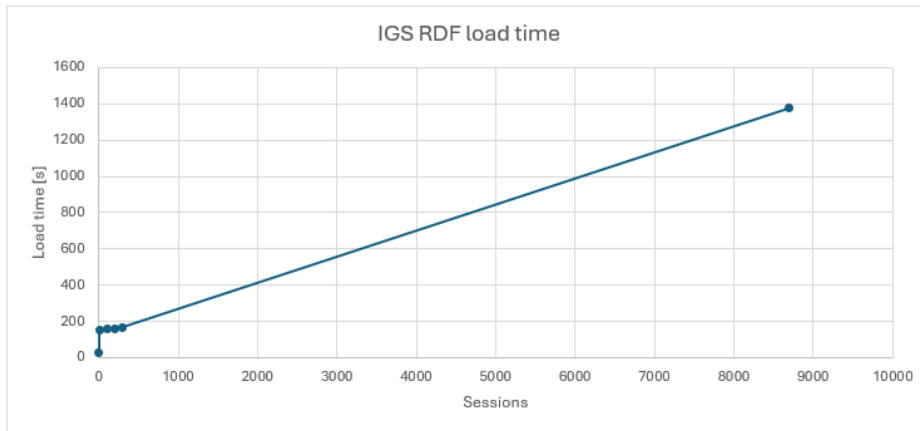
Yes, this can be achieved via the configuration file .sic in conjunction with the workspace file .siw. The .siw file includes a reference to the .sic file as well as it stores all the workspace preferences. The user can save .sic and .siw on one PC and copy them to another PC. The default location is C:\ProgramData\GE Aviation\IGS\Workspaces\.

Question #14: Why is IGS so slow when opening RDF files from EAFR that contain Datalink data in IGS 2.15 or 2.16?

Answer:

EAFR recorder can fit ~10 flight data sessions (depending on each session length) but it can fit thousands of datalink sessions in its memory since the datalink size is very small. IGS 2.15 and 2.16 were not expected to smoothly handle thousands of sessions. As shown in the figure below, it is expected that the RDF->DDF decompression time will be relatively long as the number of sessions increases due to the nature of decompression. It can take over 20 minutes depending on the number of Datalink sessions.

Note: The IGS's responsiveness to large numbers of sessions loaded into a workspace has been noticeably improved in the upcoming 2.17 release.



Note that the decompression only needs to be done once and the DDF file can be loaded directly into IGS later, which is much faster.

Possible workaround in IGS 2.15 and 2.16:

1. When files are downloaded with UOGP, **DOWNLOAD BY SESSION** can be used to get a much more manageable download with only the sessions that include Flight Data along with the Datalink(e.g. last few sessions). That would reduce the load time in IGS 2.15 or 2.16 and will allow smooth operation.
2. Get the latest IGS 2.17 after it's officially released in 2025. The load time will still depend on the number of sessions, but it will operate smoothly even after loading thousands of sessions into workspace.