AIRBUS

HELICOPTERS

No. 3990-I-45

Information Notice

SUBJECT: INDICATING AND RECORDING SYSTEM

PMT software activation, upgrade and purchase procedure

For the attention of	
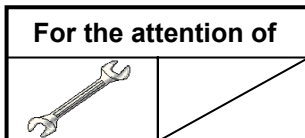
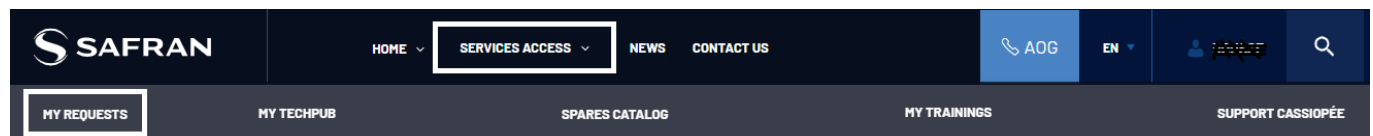| AIRCRAFT CONCERNED	Version(s)	
	Civil	**Military**
AS365	N3	
EC155	B, B1	
SA330		Sm
EC225	LP	
EC725		AP
AS332	C, C1, L, L1	
MBB-BK117	C-2	
EC135	T1, T2, T2+, T3, P1, P2, P2+, P3, EC635 T1, EC635 T2+, EC635 T3, EC635 P2+, EC635 P3	

1- PMT license procurement procedure

The purpose of this Information Notice is to inform you about the new Safran policy concerning the following procedure:
- PMT license activation,
- PMT license purchase,
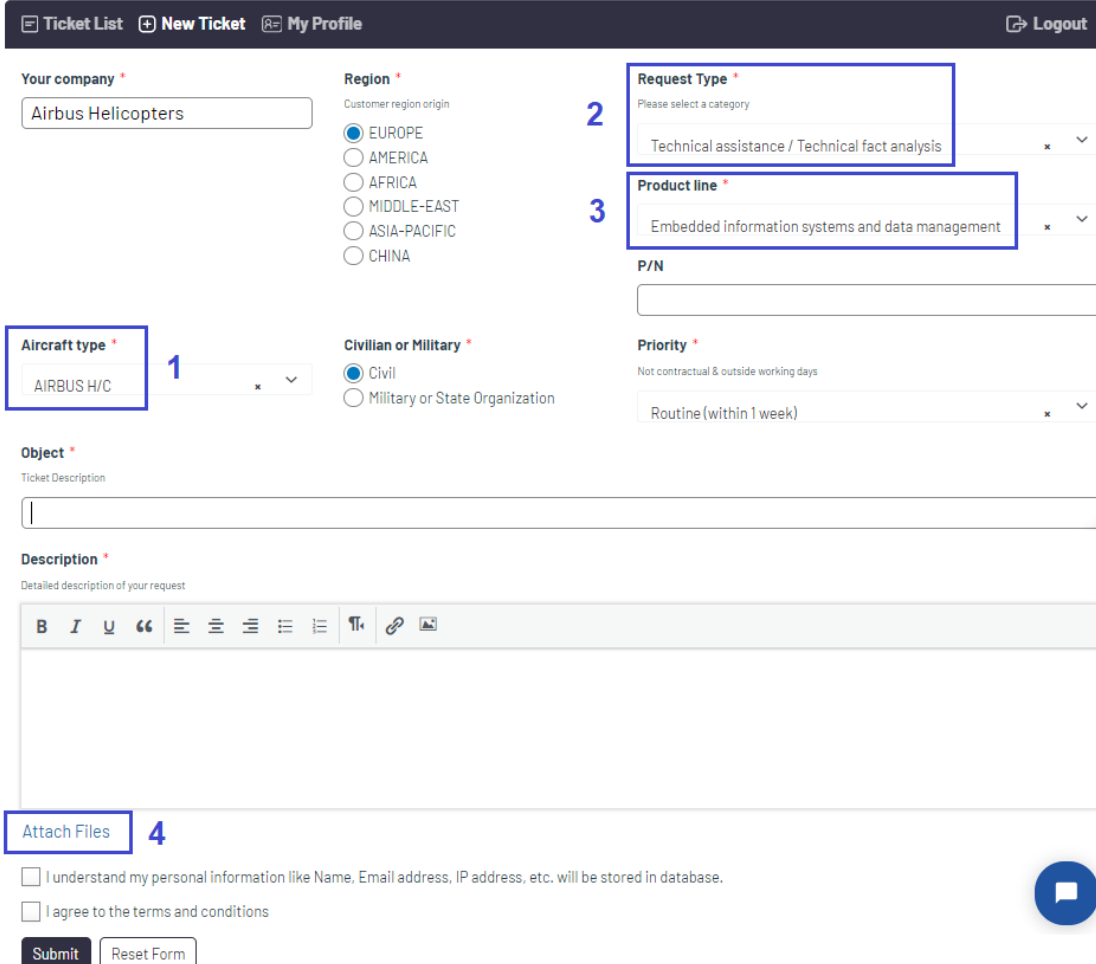- PMT license update to a more recent version of the software.

This is because Airbus Helicopters is no longer able to process the above requests. These requests must be directly addressed to Safran using a dedicated web portal according to the following procedure:
- Create an account using https://avionics-support.safran-electronics-defense.com/en/account-request/
  NOTE: account creation will be effective only after receiving Safran confirmation by email.
- Log in to your account using https://avionics-support.safran-electronics-defense.com/en/
- Access the requests page via the "Services Access / My Requests" thumb-tab.

This document is available on the internet: www.airbushelicopters.com/techpub/

- Create your request using the "New Ticket" button. ⊞ **New Ticket**

- Fill out the mandatory fields, stating:
  - [1] Aircraft type: AIRBUS H/C
  - [2] Request Type: Technical assistance / Technical fact analysis
  - [3] Product line: Embedded information systems and data management
  - [4] Attach Files: To add attachment (must be zipped).

For any questions concerning the procedure for obtaining a license, please contact the Safran support team at the following email address contact.avionics-support.sed@safrangroup.com

2- Additional information

PMT license activation:

As Airbus Helicopters is no longer able to activate a PMT license on behalf of a customer, each license must be activated with Safran directly by the customer, prior to first software use. As the former email address avionics.support@sagem.com was decommissioned at the end of 2023, any activation request must be made according to the procedure described in part 1 of this document.

IMPORTANT: it is mandatory to add the *PMTMFDAU_lic.dat* file to each request for license activation. This file is located in the installation folder of the PMT software, in *C:\Program Files (x86)\PMT* (this is the default path).

For your information, a non-activated license produces the following error message when the PMT software is launched:
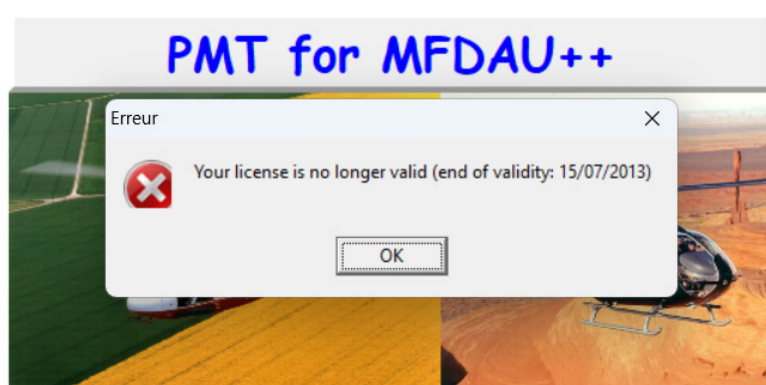
PMT license and maintenance cable purchase (MFDAU kit):

Airbus Helicopters remains your only focal point to purchase an MFDAU kit. You can use your usual purchase channel.

PMT new license purchase:

Each purchase request for a new license must be made to Safran according to the procedure described in part 1 of this document.

PMT additional license purchase:

As a PMT license is only valid for a single dedicated PC, each installation of the software on a different PC requires the purchase of a new license. If you already have a PMT license, you can make your request to Safran by stating the serial number of that license to obtain a preferential price.

PMT software version update:

Each software update request must be addressed to Safran according to the procedure described in part 1 of this document. With this request, you will need to provide the serial number of the license to be updated.
For your information, the following list gives the compatibility between PMT software versions and Windows versions:

	Compatible operating system
PMT v1.5 (L03497-01-05)	Windows Server 2003 Windows XP
PMT v1.11 (L03497-01-11)	Windows XP Windows 7
PMT v1.12 (L03497-01-12)	Windows 7 Windows 10