

Advisory Wire

REFERENCE NO: AW300-44-0379

INFORMATION TYPE: Maintenance Operational

ATA: 44-10

EFFECTIVITY: Challenger 350 (20501-20999)

SUBJECT: CMS niceHD DRM update compatibility with iOS 14

1. REFERENCES:

- 1.1 Lufthansa Technik (LHT) Service Information Letter (SIL) Apple's changes to iOS causes tethering not working in nice Cabin Management System (CMS) [SIL-00100](#)
- 1.2 LHT Technical User Guide (TUG) C-ABT207-UG-001

2. INTRODUCTION:

This Advisory Wire (AW) is to inform operators of a condition which causes the Digital Rights Management (DRM) update to fail on LHT niceHD CMS (Ref 1.1)

3. DESCRIPTION:

The niceHD CMS uses DRM protection feature (copyrights) to prevent unauthorized redistribution of digital media from Blu-ray or HDMI input video. Each LRU listed below includes a DRM key. When replacing an LRU or updating the cabin software Configuration Sever Database (CSDB), the DRM requires to be reloaded.

- Audio Power Amplifier (APA)
- Blu-ray Disc Player / Media Center Unit (BDP/MCU)
- Ethernet Decoder Unit (EDU)
- Ethernet Encoder Unit (EEU)
- Ethernet Interface Unit (EIU)
- Passenger Core Module (PCS)

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The key for the DRM system must be downloaded from LHT DRM license sever following the instructions in the User Guide CMS/IFE software load (Ref 1.2)

A recent change made by Apple to its operating system iOS 14 results in a loss of capability to connect to the internet via the USB Personal Hotspot. This Apple change makes the affected devices unusable to update the DRM-keys via USB tethering.

4. ACTION:

Apple devices with the affected iOS version cannot be used for DRM update.
Portable Electronic Devices with an Android systems are not affected and can be used as an alternative.

This condition is being monitor by LHT and a solution will be communicated through revision of this AW once available.

Should you have any queries pertaining to this AW or requiring additional information please contact your Bombardier Field Service Representative (FSR) or the Customer Response Center (CRC) team 24/7.