ENC Support

Operating Instructions

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1. System Functions

ENC Support provides the following functions.

- **Update download**

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- **Update information confirmation**

  The latest update date can be confirmed.

- **Licensed cell confirmation**

  Information regarding licensed cells can be confirmed and printed.

- **Application form download**

  Files necessary for additional cell purchases, ongoing contracts, and new license applications can be downloaded.

- **User information confirmation and editing**

  User registration information can be confirmed, changed, and printed.

- **Password change**

  The password used to log in can be changed.

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2. Logging In

To use ENC Support, you must first log in with a registered license.

1. Access the ENC Support URL (https://www.enc.jha.jp/enc-support) using a web browser.
2. Enter the Login ID and Password and click the "Login" button.

ⓘ The default password is the email address used when registering the license.

ⓘ If you have forgotten your password, please contact the Japan Hydrographic Association or a distributor for which you have a license agreement.

ⓘ If the service has been stopped, a message such as the one below will be displayed, and login will not be possible.

ⓘ   If you are already logged in, the following will be displayed instead of the entry fields.

Latest Update	Issue Date
Japan	2016-05-13
Singapore	2016-05-13
Maracca And Singapore Straits	2016-05-13
South China Sea	2016-05-13

Menu

Click the "Menu" button to switch to the "Download Update File" screen.

If you are logged in with a different license, after clicking the "Menu" button use the "Logout" button at the top of the screen to log out, and log back in again with a different license.

When logged in, a header will be displayed at the top of each screen.

①   Click this to download the entire ENC Support manual.

②   Click this to stop using "ENC Support".

③   Click this to download updates.

④   Click this to view update information.

⑤   Click this to view information regarding licensed cells.

⑥   Click this to download application forms.

⑦   Click this to view or change user information.

⑧   Click this to change the password.

3. Downloading Update Files

Updates for licensed cells and updates for all cells can be downloaded.

There are two ways to download data: "Update Data for Specified Period" and "Download Whole Data in CD Image".

"Update Data for Specified Period" is used to download only updates for licensed cells for a specified period.
These download files are small, so this method is recommended for users that regularly use updates.

"Download Whole Data in CD Image" is used to download 12 months of updates for all cells.
These download files are large, so this method is recommended for users that have not applied updates for some time.

① Click here to download instructions (by PDF) regarding how to download update data for a specified period.

② You can create an update file for a specified period of time here.

③ Download information for the created update file is displayed here.

④ Click this to download the update file. If no update files have been created, this button will not be selectable.

⑤ Click this to download instructions (by PDF) regarding how to download all data.

⑥ Click here to download update CD image files.

3.1. Downloading licensed cell updates

Licensed cells for a specified period can be downloaded.

Create the file to be downloaded by following the procedure below.

1. Select the start day of the date range of updates to be downloaded.
2. Create the update file
3. Download the created update file

1.   Select the start day of the date range of updates to be downloaded.

The start date can be specified by selecting it from the calendar or from the pull-down menu. Any date from the 1st of this month of 12 months previous to today can be selected.

● To select a date using the calendar:

1.   Click the calendar icon.

2.   Click the desired date on the calendar that is displayed.
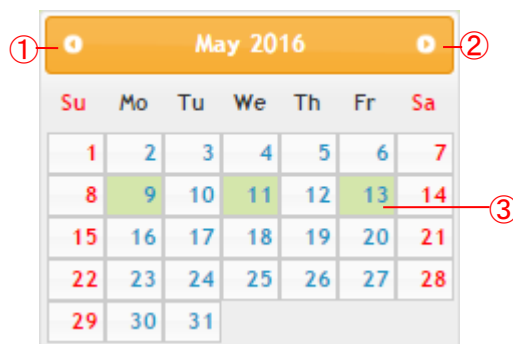
①   Click this to move to the previous month.
②   Click this to move to the next month.
③   Green dates on calendar are the issue dates of updates.

3. The calendar will disappear and the selected date will be displayed in the pull-down menus.
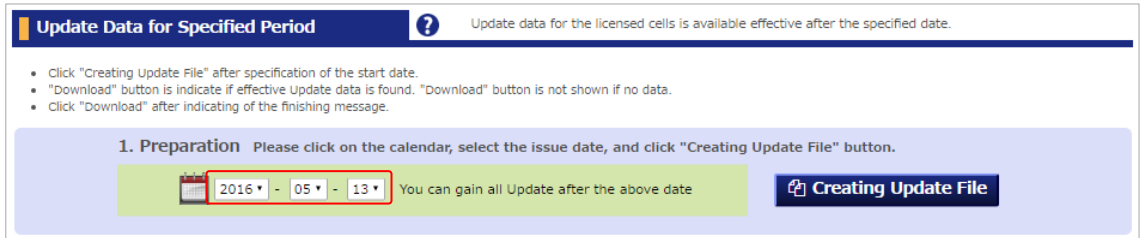
- To select a date using the pull-down menus:
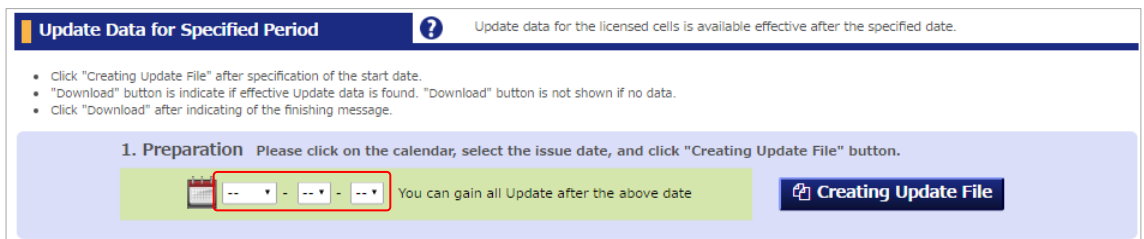
Select the date from the pull-down menus, which are arranged in the following order: Year, Month, Day.

2. Create the update file

Create an update file for the licensed cells from the selected date to the current date.

1. Click the "Creating Update File" button.

2. A confirmation message will be displayed. Click the "OK".

3. The update file creation status can be confirmed on the pop-up which is shown while the file is being created.

No other operations can be performed while the file is being created.
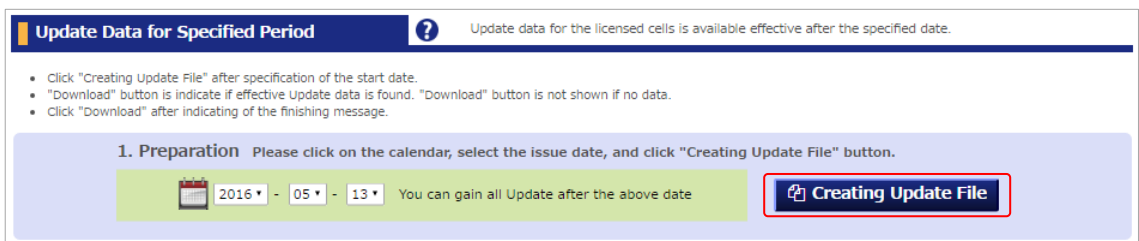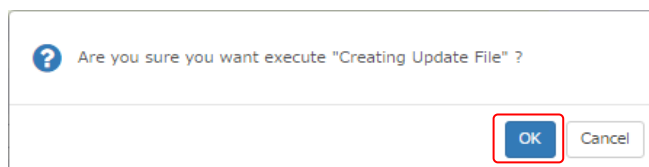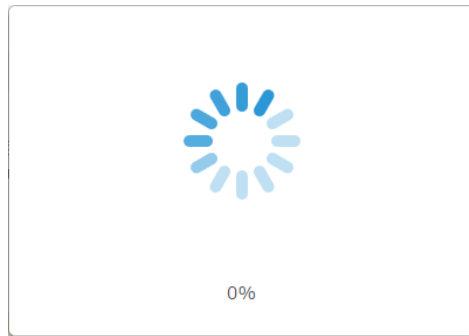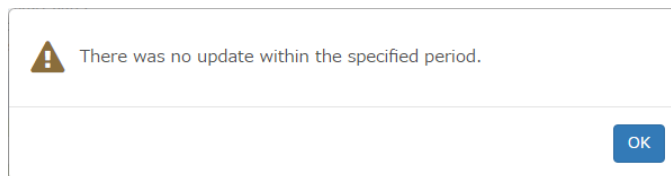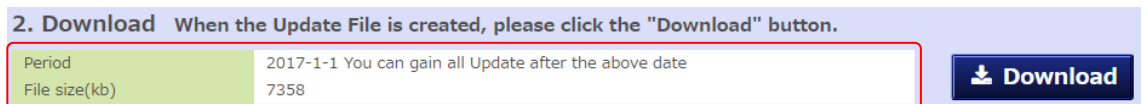

ⓘ If there were no updates during the specified period the following message will be displayed. When this occurs, no update file will be created.

⚠ There was no update within the specified period.

OK

4. When the update file is created, file information will be displayed.

2. Download	When the Update File is created, please click the "Download" button.	
Period	2017-1-1 You can gain all Update after the above date	📥 Download
File size(kb)	7358	

3. Download the created update file

2. Download	When the Update File is created, please click the "Download" button.	
Period	2017-1-1 You can gain all Update after the above date	📥 Download
File size(kb)	7358	
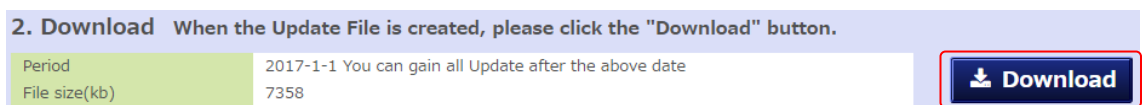
Click the "Download" button and save the file.

ⓘ It will not be possible to click the "Download" button if no update file has been created, the creation process is still in progress, or there were no updates during the specified period.

📁 Download file

• The file will be an archive file using zip formatted compression.

- The file will contain update information issued for licensed cells during the specified period.

How to use the downloaded file

- Have a writable CD ready.
- Decompress the downloaded file.
- Write the entire contents of the decompressed file to a CD with the volume name "V01X01".

※ The CD-writing software will vary depending on what OS is used.

※ Some ECDIS and ENC display software may be able to import update files from USB memory sticks. If this is the case, decompress the downloaded file and save the entire contents of the decompressed file to a USB memory stick.

※ For details, see the instruction manuals of the respective ECDIS or ENC display software.

※　The update download function will not be usable in the following cases.

①　The logged in license has expired

If the license is expired, the following will be displayed.

If you wish to continue using the cells, please renew your license.

②　The update download function has been stopped

If the update download function is not usable, the following will be displayed.

Please wait and try again later.

3.2. Downloading updates for all cells

Updates for all cells can be downloaded.

Download Whole Data In CD Image	❓ You can download Base or Update in CD image	
	Issue Date	**File size(kb)**
Japan		
Update CD (No.6)	**2017-02-10**	86540288
MSS, SG, EA.		
Base & Update CD	**2017-01-27**	22448128

1. In the download whole data in CD image section click the name of the CD you wish to download.

2. Save the downloaded CD image file.

　※　A CD image file is a file consisting of an image of a CD-ROM of all updates issued over the past 12 months for all cells.

　　　How to use the CD image file

- Right-click the CD image file and click "Burn disc image" on the pop-up menu to write the CD image to a CD-R/RW.
- The written CD-R/RW will be identical to the update CDs issued by the Japan Hydrographic Association.

　※　For Windows 7 and older operating systems, use CD burning software to write the CD image to a CD-R/RW.

※ The update download function will not be usable in the following cases.

① The logged in license has expired

If the license is expired, the following will be displayed.

If you wish to continue using the cells, please renew your license.

② The update download function has been stopped

If the update download function is not usable, the following will be displayed.

Please wait and try again later.

4. Update Information

The latest update date can be confirmed.

ENC Support : Update Information				Operation Guide PDF	Logout
Download Update File	Update Information	List of Licensed Cells	License Renewal	My Page	Password Change

Latest Update	Issue Date
Japan	2016-05-13
Singapore	2016-05-13
Maracca And Singapore Straits	2016-05-13
South China Sea	2016-05-13

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ⓘ   The same update information displayed on the login screen will be displayed.

5. List of Licensed Cells

Information regarding licensed cells can be confirmed and printed.

5.1. Confirming/printing a list of licensed cells

1. To print a list of licensed cells, click the "Print Preview" button. The "Print licensed cell list" screen will be displayed.

2. Click the "Print" button on the "Print licensed cell list" screen.

3. Click the "Print" button on the print dialog.

ⓘ   If the print dialog is not displayed, print using the "Print" or "Print preview" function on the browser menu.

4. Click the "Close" to close the list.

5.2. Confirming set cells

When licensed cells contain set cells, a breakdown of the set cells can be displayed.

1. When there are set cells, the cell names will be links.

	Cell Name	Title
1	JP34NC90	Southern Part of Honshu 5
2	JP34NC94	Southern Part of Honshu 6
3	JP44NC90	Kumano Nada 2
4	JP44NC92	Ise Wan 1
5	JP54NC90	OwaseWan 1
6	JP54NC91	OwaseWan 2 and Nagashima Ko
7	JP54NC92	Hozaura Wan and Kowaura Wan 1

Japan

2. Click the cell name link to display a breakdown of the set cell.

① Southern Part of Honshu 5

② representative cell : JP34NC90

③ JP34NC90 contains

JP34NC90

JP34NC92

JP34NVQ0

JP34NVQ2

The cost is for one cell.

OK

① The cell title is displayed here.

② The representative cell displayed in licensed cell lists, etc., is displayed here.

③ The contents of the set cell are displayed here.

3. Click the "X" at top right or "OK" to close the window.

6. License Renewal

Files necessary for additional cell purchases, ongoing contracts, and new license applications can be downloaded.

① Distributor information for user licenses is displayed here.

② You can download files necessary for renewing licenses here.

6.1. Purchasing new licenses

1. Click the "Application form for use of ENC", download the "Electronic Navigational Chart (ENC) Application form [new]" file, and fill out all necessary information.

2. Click the "Sheet for cell select", download the "ENC Cell Selection Sheet" file, and place an "x" or "X" for each cell to be licensed.

3. Submit by email or fax.
   [For email] To send an email to the email address indicated in the distributor information. Attach the "Application form for use of ENC" and the "Sheet for cell select".
   [For fax] To print the "Application form for use of ENC" and the "Sheet for cell select" and fax it to the distributor.

6.2. Updating licenses

1. Click the "Application form for renewal use of ENC", download the "Electronic Navigational Chart (ENC) Application form [renewal]" file, and fill out all necessary information.

2. If you wish to change a licensed cell, click the "Sheet for cell select" and download the "ENC Cell Selection Sheet". On the "Sheet for cell select" there will be an "X" for each licensed cell. Place an "x" or "X" for each cell to be licensed. Delete the "X" from each cell whose license you wish to cancel.

3. Submit by email or fax.
   [For email] To send an email to the email address indicated in the distributor information. Attach the "Application form for renewal use of ENC" (and, if changing licensed cells, the "Sheet for cell select").
   [For fax] To print the "Application form for renewal use of ENC" (and, if changing licensed cells, the "Sheet for cell select") and fax it to the distributor.

6.3. Licensing additional cells

1. Click the "Application form for additional ENC Cells" and download the "Electronic Navigational Chart (ENC) Application form [additional]" file.

2. Click the "Sheet for cell select" and download the "ENC Cell Selection Sheet". On the "Sheet for cell select" there will be an "X" for each licensed cell. Place an "x" or "X" for each additional cell to be licensed.

3. Submit by email or fax.

    [For email] To send an email to the email address indicated in the distributor information. Attach the "Application form for additional ENC Cells" and the "Sheet for cell select".

    [For fax] To print the "Application form for additional ENC Cells" and the "Sheet for cell select" and fax it to the distributor.

7. My Page

Information regarding the logged in user can be confirmed, printed, and changed.

7.1. Confirming/printing user information

① The user information for the logged in license is displayed here.

② To print the user information, click the "Print" button.

③ To download the cell permit, click the "Download Cell Permit" button.

④ To change user information, click the "Change" button.

→ 7.3 Changing user information

7.2. Downloading cell permits

1. Click the "Download Cell Permit" button and download the file.
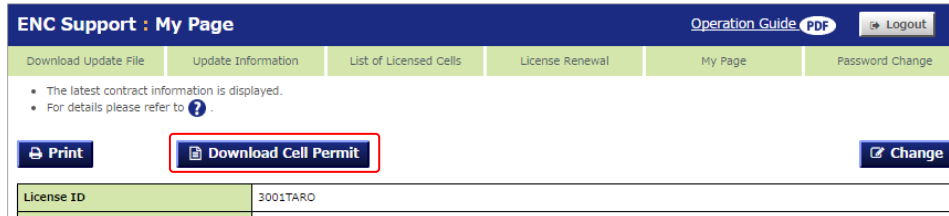
ⓘ The "Download Cell Permit" button will not be clickable if the license has expired.
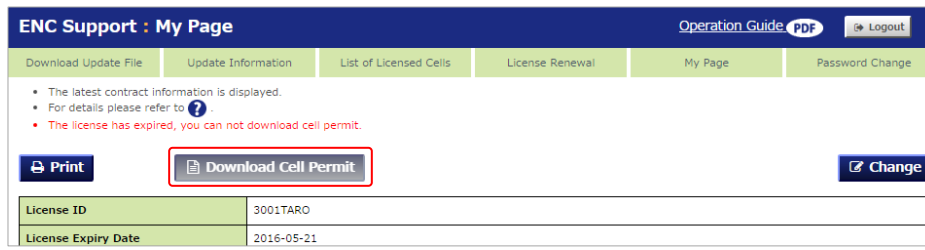
2. When only the Main System has been registered, the cell permit file (PERMIT.TXT) will be downloaded.

When one or more Backup Systems are registered, a zip-formatted archive file will be downloaded.
When the file is decompressed, there will be folders with the same names as the user permits of the Main System and the Backup Systems, with a corresponding cell permit file in each. These cell permit files can be used with the same ENC display software for the user permits that match the folder names.

Ex.) When a Main System and two Backup Systems are registered:

ZIP file

Unzip

Folder with the same name as the Main System user permit

PERMIT.TXT (Main System Cell Permit file)

Folder with the same name as the Backup System1 user permit

PERMIT.TXT (Backup System1 Cell Permit file)

Folder with the same name as the Backup System2 user permit

PERMIT.TXT (Backup System2 Cell Permit file)
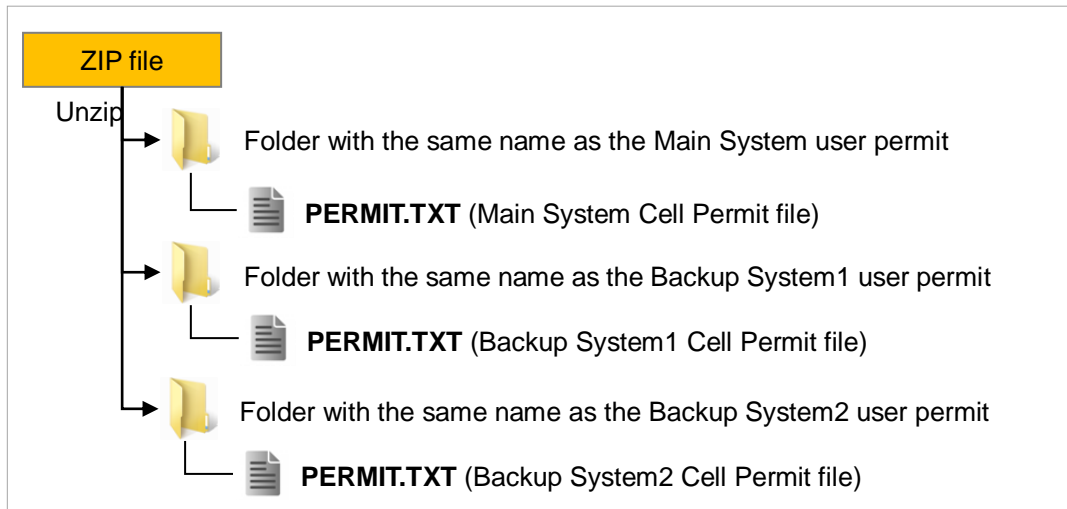
How to use the cell permit files

- Write the cell permit file to a writable CD or USB memory stick.

※ Writing the file to a CD will require CD writing software. The CD-writing software will vary depending on what OS is used.

※ For details regarding how to apply cell permit files, see the instruction manuals of the respective ENC display software.

7.3. Changing user information

① These are the user information entry fields. The registration information for the user is displayed.

② Click this to change the user information to the entered contents.

③ Click this to discard the entered contents and leave the user information unchanged.

7.3.1. Changing the user/company name

To change the user/company name, change the information in the corresponding entry field.

※ The displayed content will vary depending on whether the license is registered as "Individual" or "Corporate".

[For individual licenses]

Name Required	Taro Yamada

[For corporate licenses]

Company Name Required	Kumamoto Company
Department Name	Manager
Name of Person in Charge Required	Yamad Taro

7.3.2. Changing the address

To change the address, change the information in the address field.

The contents of the entry field will change depending on whether the country is set to "Japan" or "Overseas".

[For Japan]

Address	Country Required	◉ Japan ○ Overseas ①
	Postal Code Required	[blank] 📕 Search address from postal code half-width e.g.123-4567・1234567
	Prefecture Required	Tokyo ▾
	City Required	[blank]
	Town Name/ Street No Required	[blank]
	Building Name	[blank]

① Entering the postal code and clicking the "Search address from postal code" button will cause the corresponding address to be automatically filled in down to the "Town Name" level.

[For Overseas]

Country Required	○ Japan ◉ Overseas
Postal Code	[blank]
Address Required	① [blank]

① A multiple lines address field can be entered.

7.3.3. Changing update notification email settings

If you wish to receive licensed cell update notification emails, check the box next to "Apply".

When checked, the following email delivery settings can be configured.

Email of Update Information
(You can gain a weekly email which informs you whether your licensed cells have been updated or not.)

*Update information is only for Japanese cells. For other country's cell, please chech at "ENC Support".

☑ Apply

Language
① ○ Japanese ○ English

Email Address
② ☐ Send to registered email address too

③

① Use this to set the language of the notification email.

② Check this if you wish the email to be sent to the email address registered in the user information.

③ Up to three notification email addresses can be registered.

7.3.4. Changing expiration notification email settings

If you wish to receive notification emails when license expiry dates are approaching, check the box next to "Apply".

Notification emails will be sent 60 days, 30 days, and 1 week before license expiration.

When checked, the following email delivery settings can be configured.

① Use this to set the language of the notification email.

② Check this if you wish the email to be sent to the email address registered in the user information.

③ Up to three notification email addresses can be registered.

8. Password Change

The password used to log in can be changed.

Fill in all fields and click the "Change" button.

① Enter the current password.

- The default password is the email address used when registering the license.

② Enter the desired new password.

- The password must consist of single-byte characters, including symbols, and must be between 8 and 60 characters long.
- Only symbols which can be used in email addresses can be used.

③ Enter the new password again to confirm.

ⓘ If you have forgotten your password, please contact the Japan Hydrographic Association or a distributor for which you have a license agreement.

9. Logging Out

You can log out of the ENC Support system.

①

ENC Support : Download Update File   Operation Guide PDF   Logout

| Download Update File | Update Information | List of Licensed Cells | License Renewal | My Page | Password Change |

- Please select either "Update Data for Specified Period" or "Download Whole Data In CD Image" to download.
- If you use under a different license ID, please "Logout" then logging in with another license ID.
- Please refer to ❷ on how to download and how to use the download file.

Update Data for Specified Period   ❷   Update data for the licensed cells is available effective after the specified date.

- Click "Creating Update File" after specification of the start date.
- "Download" button is indicate if effective Update data is found. "Download" button is not shown if no data.
- Click "Download" after indicating of the finishing message.

1. Preparation   Please click on the calendar, select the issue date, and click "Creating Update File" button.

📅 -- ▼ - -- ▼ - -- ▼   You can gain all Update after the above date   🗐 **Creating Update File**

① Click the "Logout" button at the top of the screen.

You will be logged out of the ENC Support system and returned to the "Login" screen.