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Diasys Version 2.6

Basic Application Troubleshooting

The purpose is to provide basic troubleshooting of the Diasys 2.6 application.

This is not intended to diagnose any engine performance conditions.

This information will address several common errors related to the use of Diasys version 2.6

- Cables
- Communication drivers
- Database connection

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Diasys Version 2.6
Basic Application Troubleshooting

Diasys Error Message

Possible Causes

- No power or low voltage from power supply to engine controller.
- Cable not connected or damaged between USB-to-CAN box and engine controller.
- Port configuration incorrect. Test USB-to-Can hardware. (Page 21)
- MiniMonV3 may be running in background

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Diasys Version 2.6
Basic Application Troubleshooting

Diasys Error Message

Possible Causes

- Minimon or other comm port application open and running that are using the CAN interface. Diasys cannot run in parallel.
- IXXAT VCI drivers are not loaded.

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Diasys Version 2.6
Basic Application Troubleshooting

Diasys Error Message

Possible Causes

- Cable not connected or damaged between PC and USB-to-CAN box. (Green USB light will be off on USB-to-CAN box)
- Possible problem with driver software. (Check device manager Pg 26)
- Possible damaged USB-to-CAN box.
- IXXAT Interface board requires reset set to default. (See procedure Pg 23)

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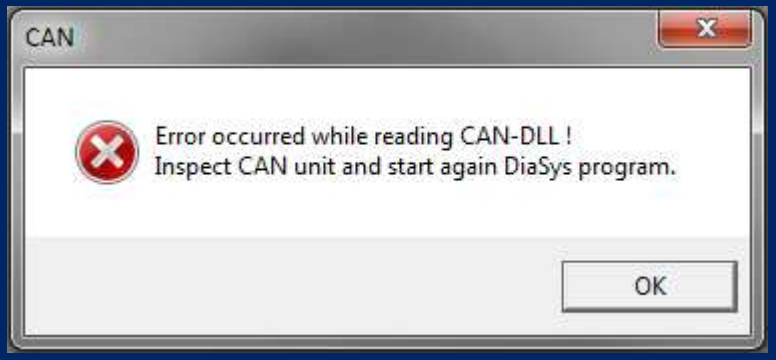
Diasys Version 2.6
Basic Application Troubleshooting

Diasys Error Message



Possible Causes

- Incorrect IXXAT CAN driver information (See Pg 29)

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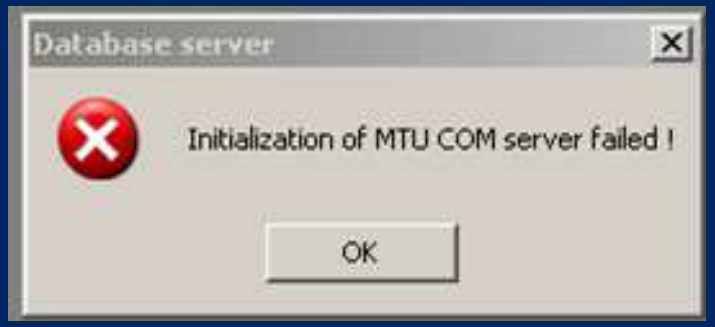
Diasys Version 2.6
Basic Application Troubleshooting

Diasys Error Message



Possible Causes

- Occurs when trying to connect to engine controller.
- Possible corrupt file in Diasys 2.6.
- If Diasys does not connect to controller, Reload application.

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Diasys Version 2.6
Basic Application Troubleshooting

Diasys Error Message

Possible Causes

- Communication to database issue with initial release of Diasys 2.6
  - Patch file is available through Tognum America.

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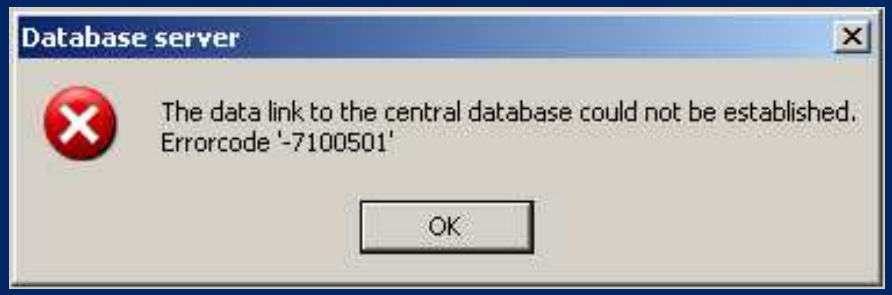
Diasys Version 2.6
Basic Application Troubleshooting

Diasys Error Message



Possible Causes

- User does not have Mainframe access in Tognum User Profile.
  Must verify with Tognum IT department.
- Access blocked by users firewall or other port settings.

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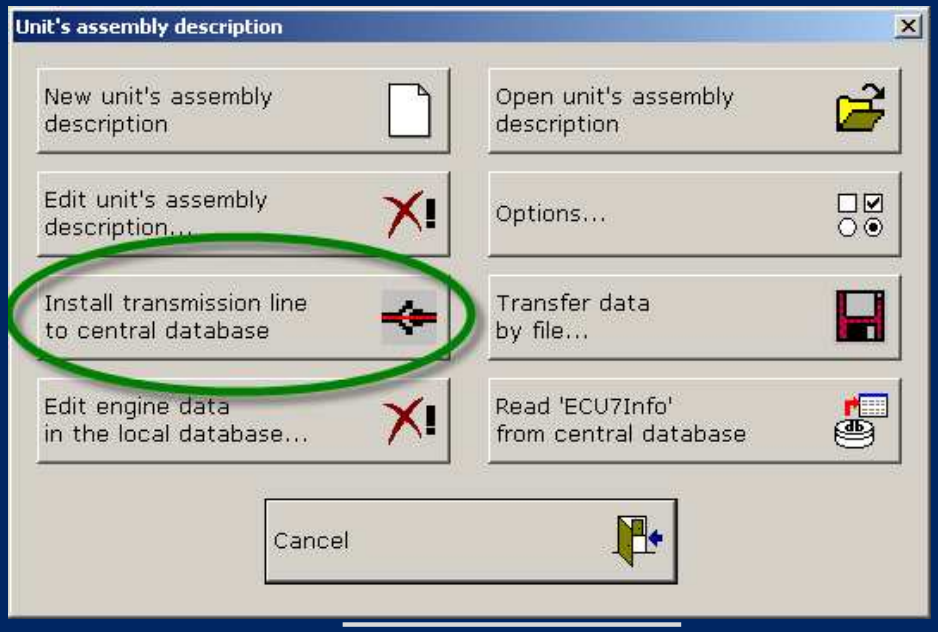
Diasys Version 2.6
Basic Application Troubleshooting

Diasys will not communicate with calibration database



Possible causes

- User profile through Tognum America does not allow access.
- Computer register settings will not allow communication with server.

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Diasys Version 2.6
Basic Application Troubleshooting

Diasys will not communicate with calibration database

1st VERIFY USERS PROFILE WITH TOGNUM I.T. DEPARTMENT

Additional Steps

- 1st check with Tina Mead on user profile access
- Then verify register settings: select Start, Run

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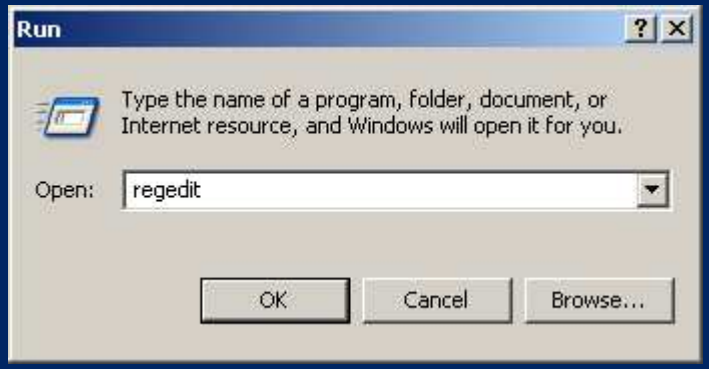
Diasys Version 2.6
Basic Application Troubleshooting

Diasys will not communicate with calibration database

1st VERIFY USERS PROFILE WITH TOGNUM I.T. DEPARTMENT



Additional Steps

- Type in REGEDIT
- Select OK

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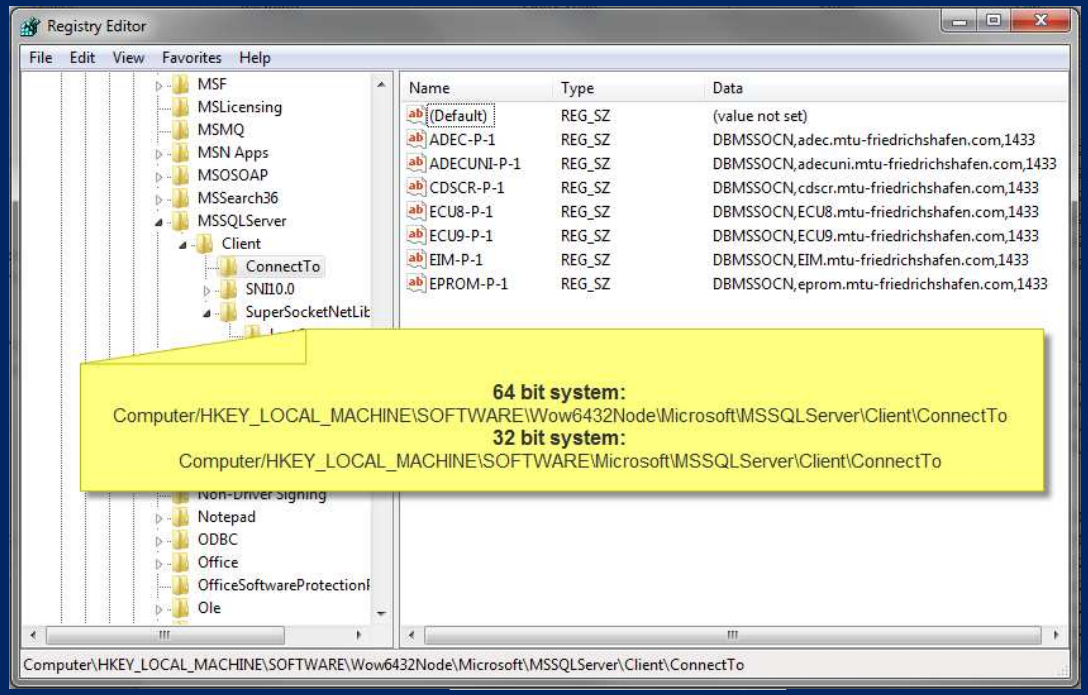
Diasys Version 2.6
Basic Application Troubleshooting

Diasys will not communicate with calibration database

1st VERIFY USERS PROFILE WITH TOGNUM I.T. DEPARTMENT



- Follow complete path
  - Next slide can be used to determine 32 or 64 bit system

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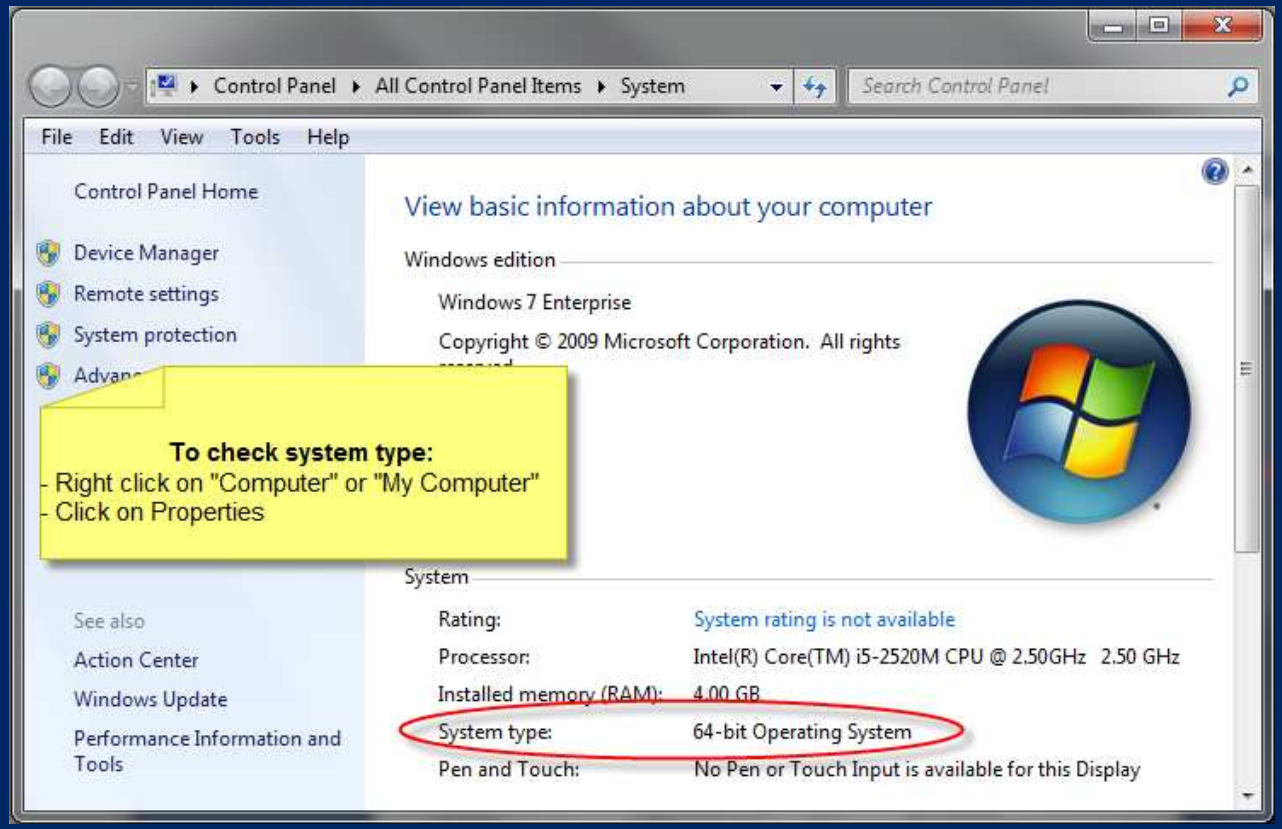
Diasys Version 2.6
Basic Application Troubleshooting

Diasys will not communicate with calibration database

1st VERIFY USERS PROFILE WITH TOGNUM I.T. DEPARTMENT



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Diasys Version 2.6
Basic Application Troubleshooting

Diasys will not communicate with calibration database

1st VERIFY USERS PROFILE WITH TOGNUM I.T. DEPARTMENT

Name	Type	Data
(Default)	REG_SZ	(value not set)
ADEC-P-1	REG_SZ	DBMSSOCN,adec.mtu-friedrichshafen.com,1433
ADECUNI-P-1	REG_SZ	DBMSSOCN,adecuni.mtu-friedrichshafen.com,1433
CDSCR-P-1	REG_SZ	DBMSSOCN,cdscr.mtu-friedrichshafen.com,1433
ECU8-P-1	REG_SZ	DBMSSOCN,ECU8.mtu-friedrichshafen.com,1433
ECU9-P-1	REG_SZ	DBMSSOCN,ECU9.mtu-friedrichshafen.com,1433
EIM-P-1	REG_SZ	DBMSSOCN,EIM.mtu-friedrichshafen.com,1433
EPROM-P-1	REG_SZ	DBMSSOCN,eprom.mtu-friedrichshafen.com,1433

Internal User Example

Name	Type	Data
(Default)	REG_SZ	(value not set)
adec-p-1	REG_SZ	DBMSSOCN,127.0.10.12,62025
adecuni-p-1	REG_SZ	DBMSSOCN,127.0.10.12,62029
cdscr-p-1	REG_SZ	DBMSSOCN,127.0.10.12,62026
ecu8-p-1	REG_SZ	DBMSSOCN,127.0.10.12,62030
ecu9-p-1	REG_SZ	DBMSSOCN,127.0.10.12,62032
eim-p-1	REG_SZ	DBMSSOCN,127.0.10.12,62031
eprom-p-1	REG_SZ	DBMSSOCN,127.0.10.12,62027

External User Example

Additional Steps

- **NOTE settings are different between internal and external Diasys users**
- Copy current register settings in case they need to be restored.
- Edit register settings (Automatic setting change files available)

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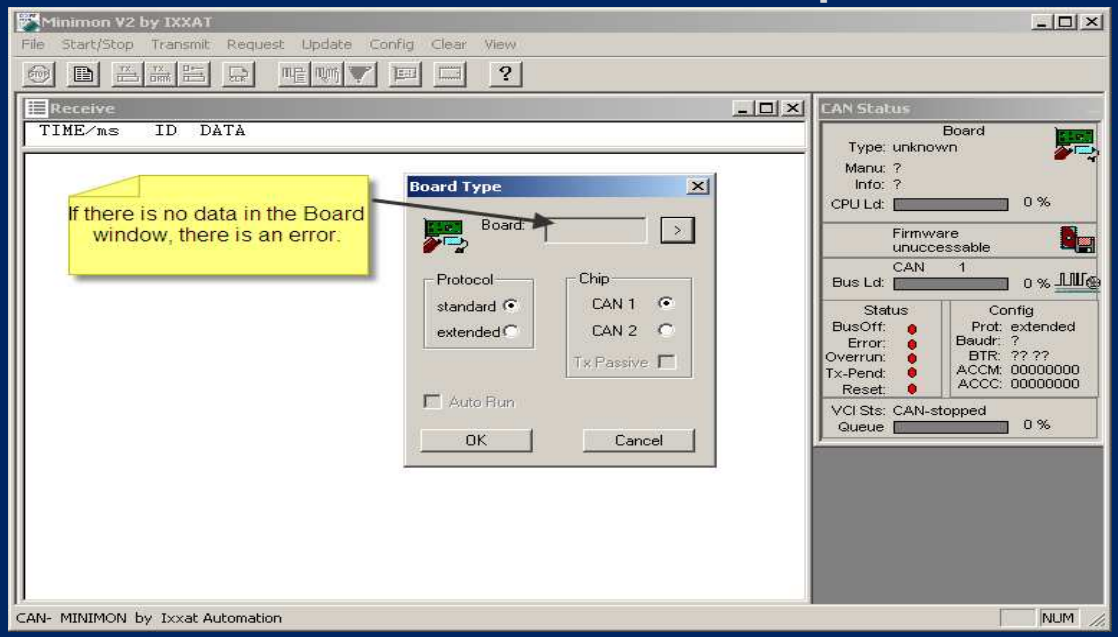
Diasys Version 2.6
Basic Application Troubleshooting

Minimon 32 Error Example



This is an example of Minimon Error

- No data in Minimon board type window is the result of an error.
- Possible causes: Driver error, Cable to USB box unplugged or damaged.
- Make sure driver is updated and enabled. Check cables.

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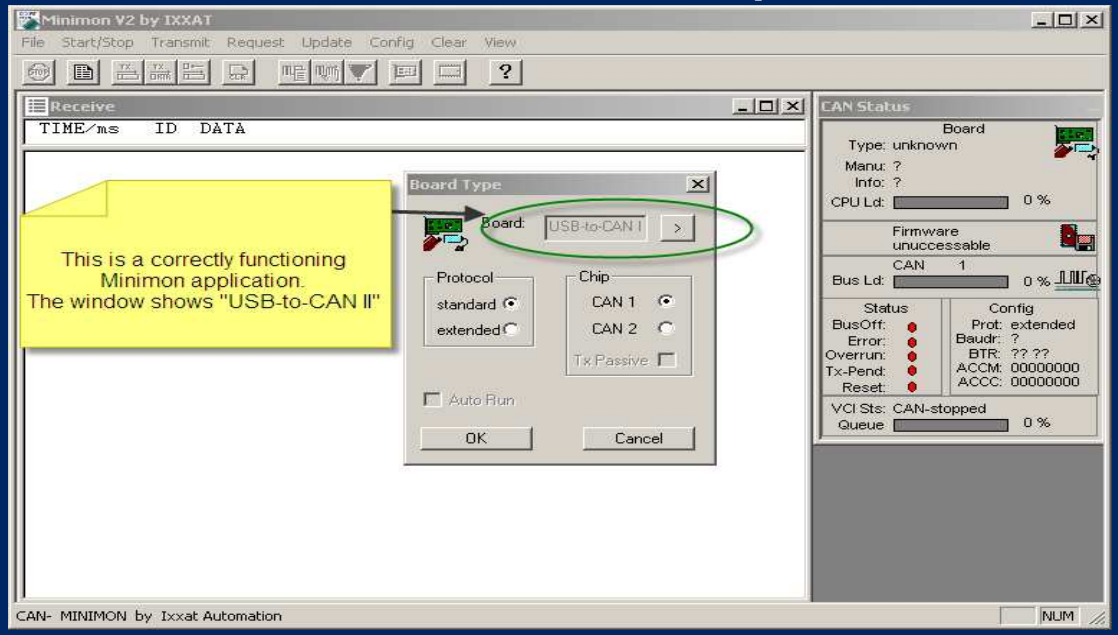
Diasys Version 2.6
Basic Application Troubleshooting

Minimon 32 Example

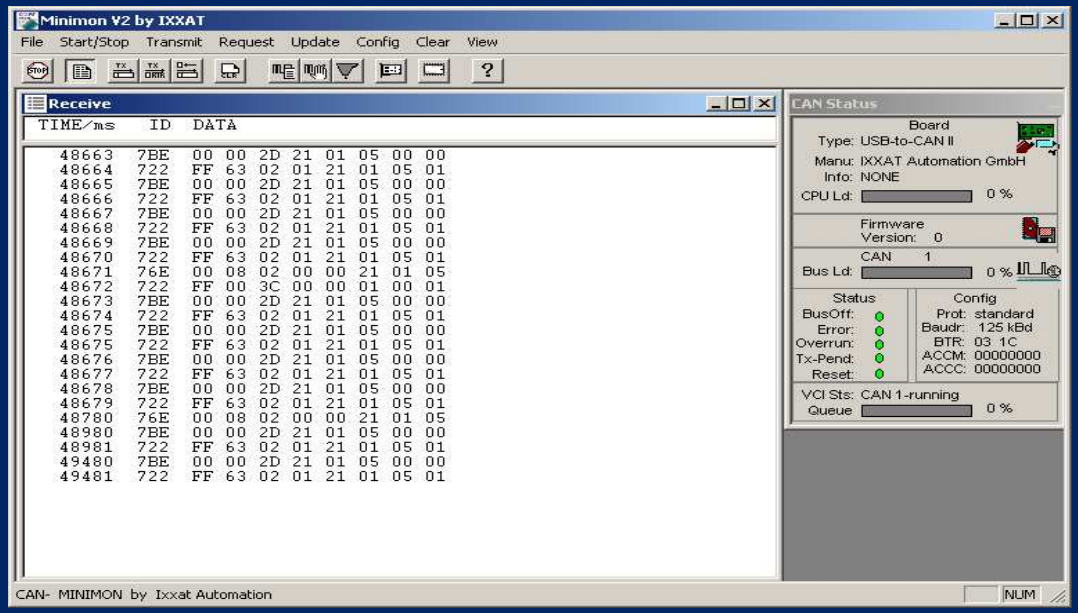


<u>This is an example of Minimon functioning correctly</u>

- The “USB-to-CAN II” message is in the board window.
- USB cable must be plugged in to see this data.
- Select OK to view CAN data.

Diasys Version 2.6
Basic Application Troubleshooting

Minimon 32 Example



<u>This is an example of Minimon functioning correctly</u>

- After selecting OK, the raw CAN data will scroll on the screen.
- If engine controller is off, no data will be present, but status lights on right will be green.
- Turn off Minimon, open Diasys, connect to engine controller.

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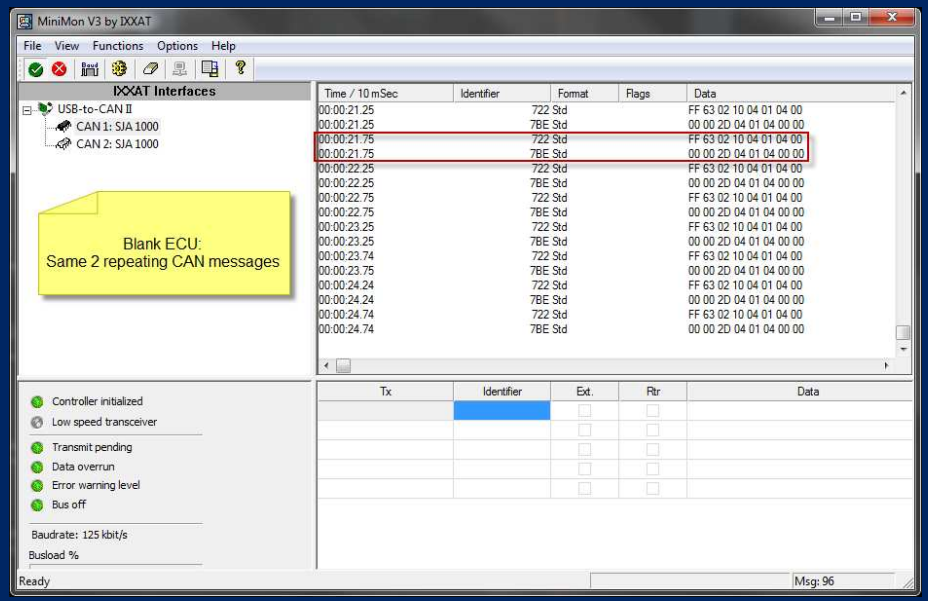
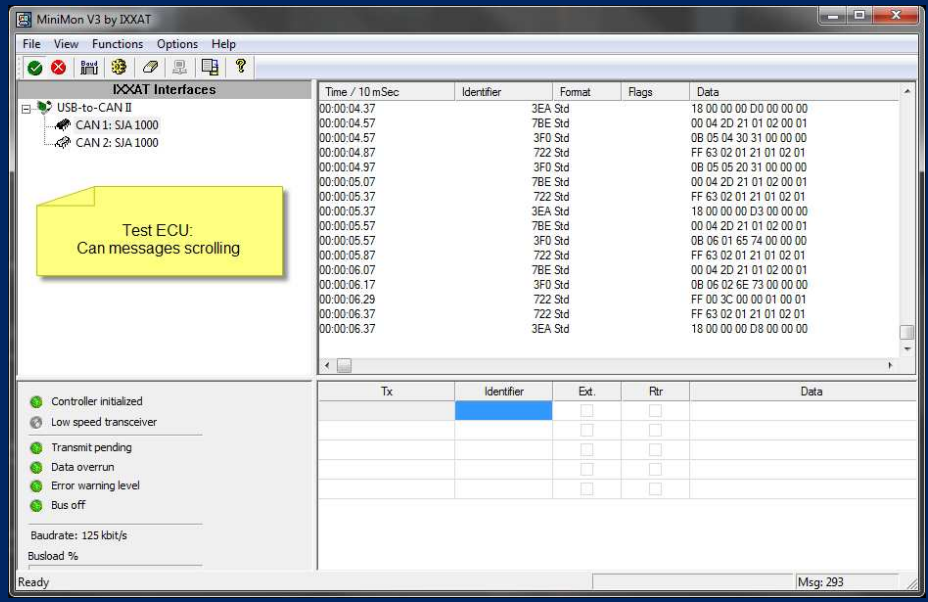
Diasys Version 2.6
Basic Application Troubleshooting

Minimon V3 Example (Windows 7)





<u>This is an example of Minimon functioning correctly</u>

- After selecting the green check, the raw CAN data will scroll on the screen.
- If engine controller is off, no data will be present, but status lights on bottom left will be green.
- Turn off Minimon, open Diasys, connect to engine controller.

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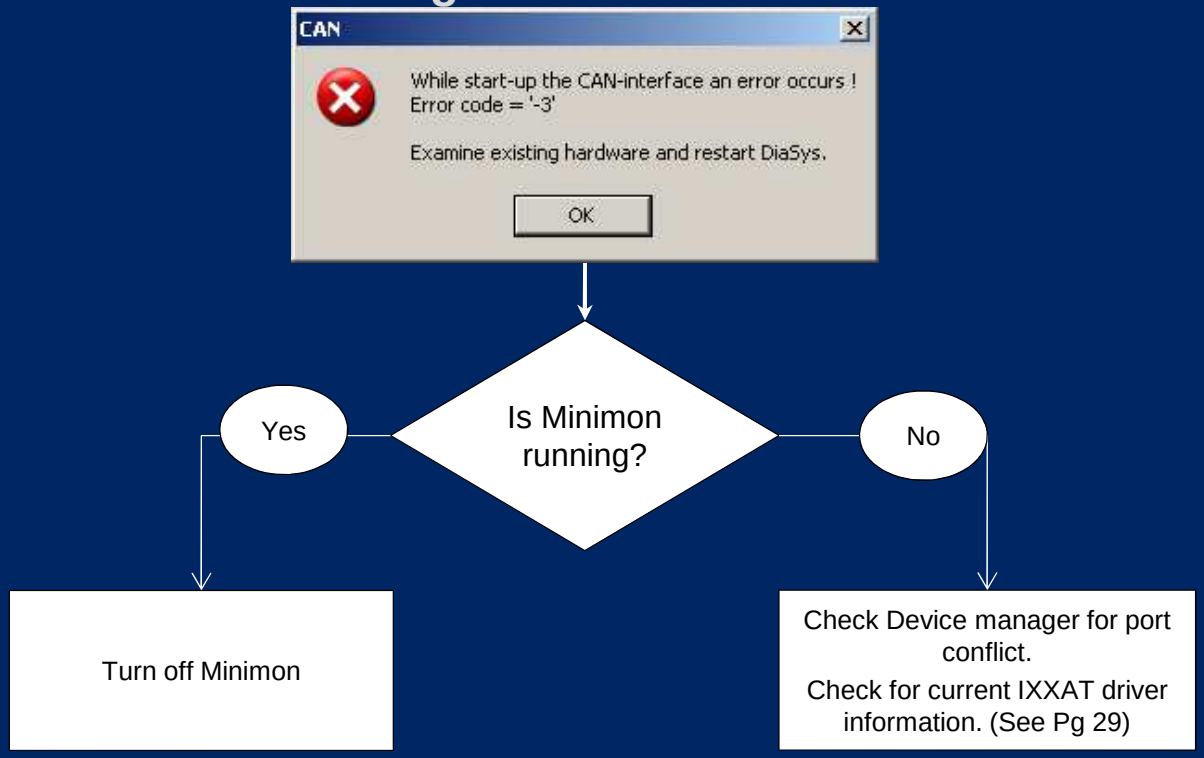
Basic Application Troubleshooting

Diagnostic Procedure



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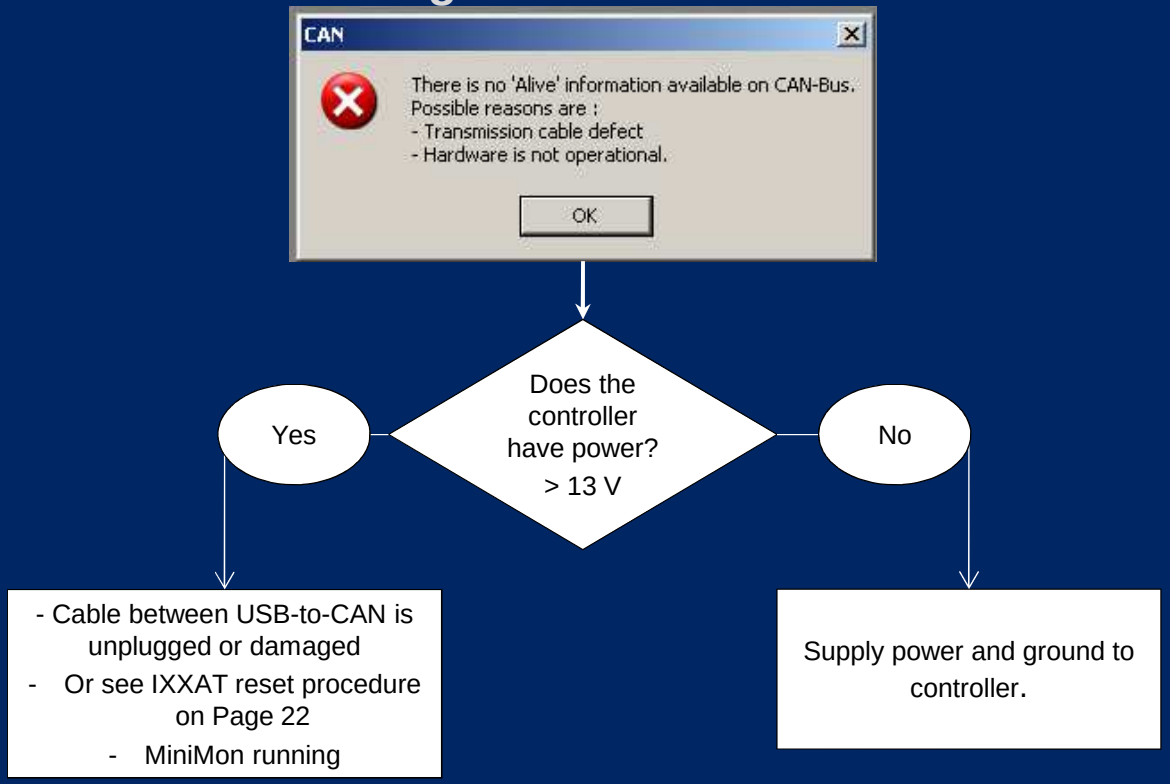
Basic Application Troubleshooting

Diagnostic Procedure



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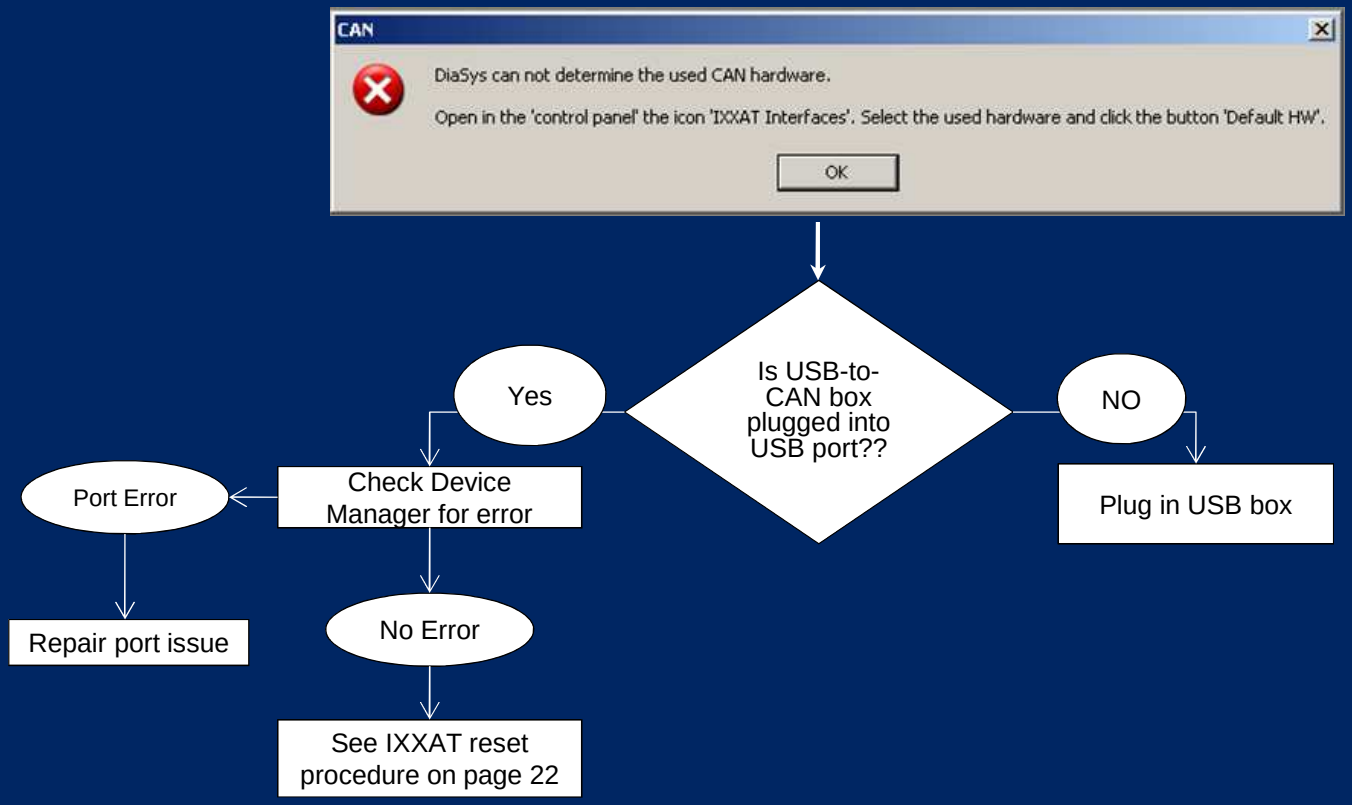
Basic Application Troubleshooting

Diagnostic Procedure



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Diasys Version 2.6
Basic Application Troubleshooting

IXXAT Interface Reset

If this message is present, follow the IXXAT reset procedure on the next few pages.

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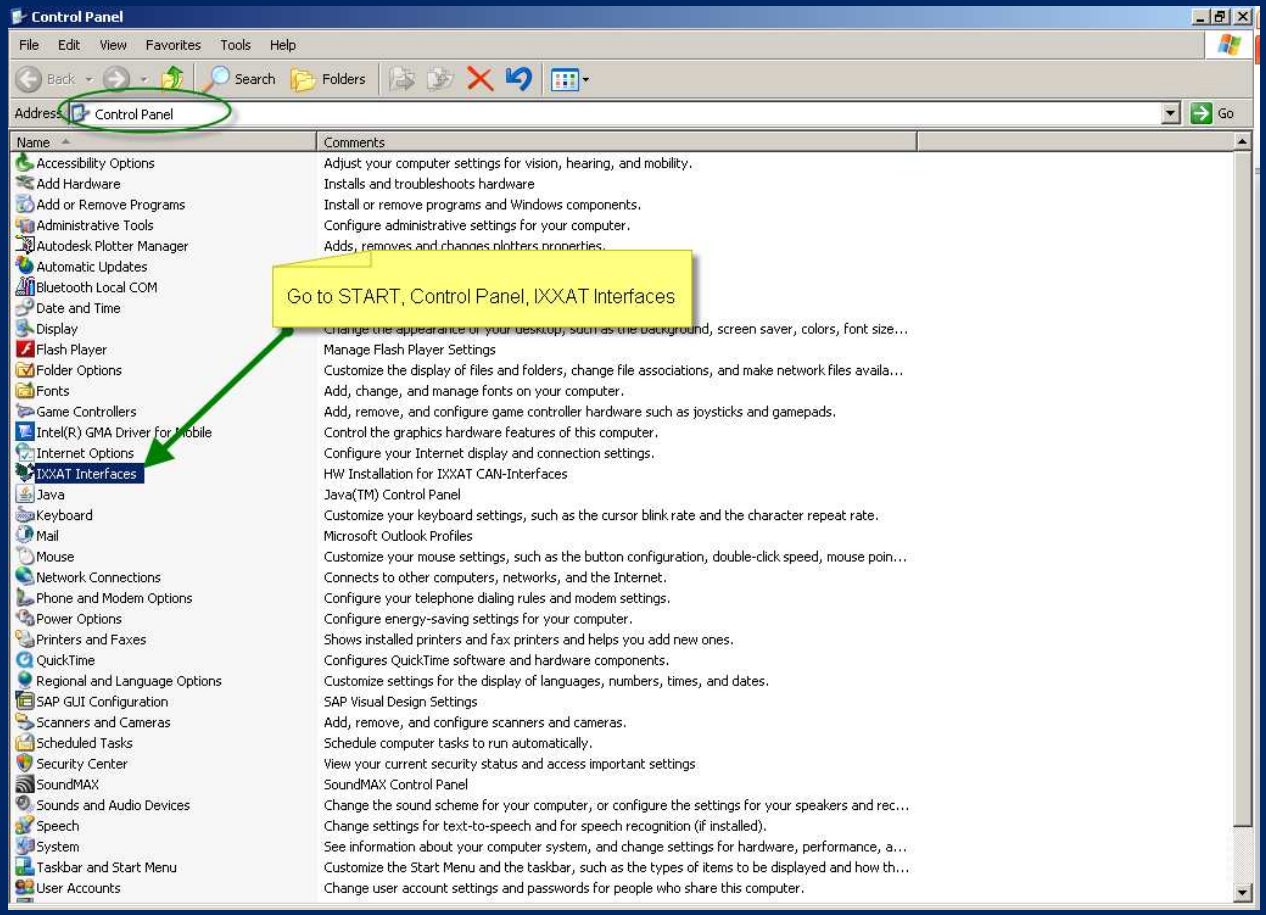
Diasys Version 2.6
Basic Application Troubleshooting

IXXAT Interface Reset



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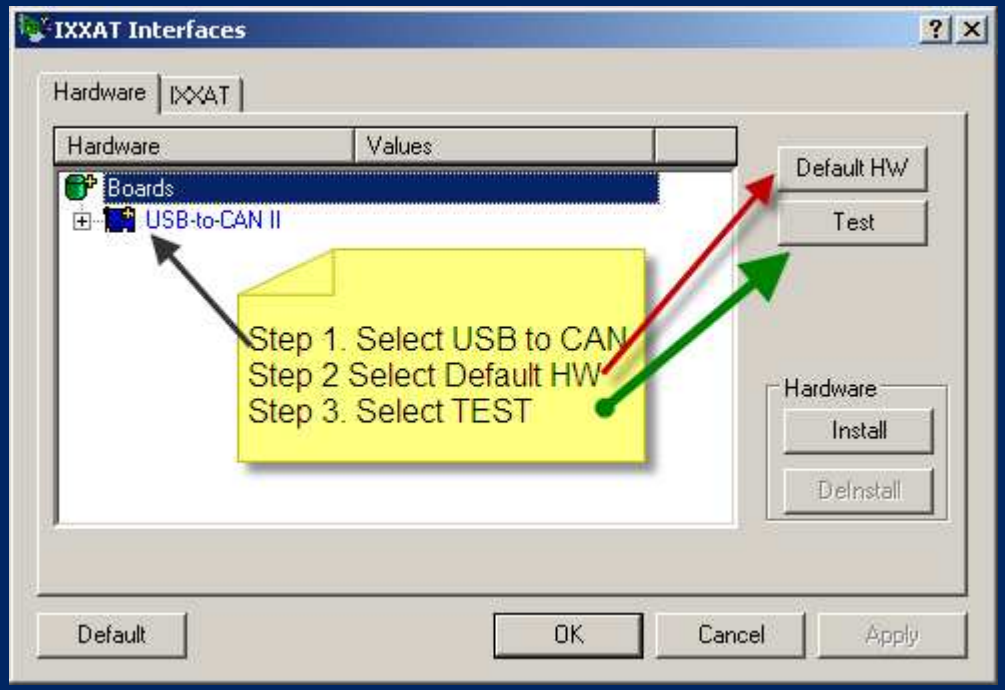
Diasys Version 2.6
Basic Application Troubleshooting

IXXAT Interface Reset



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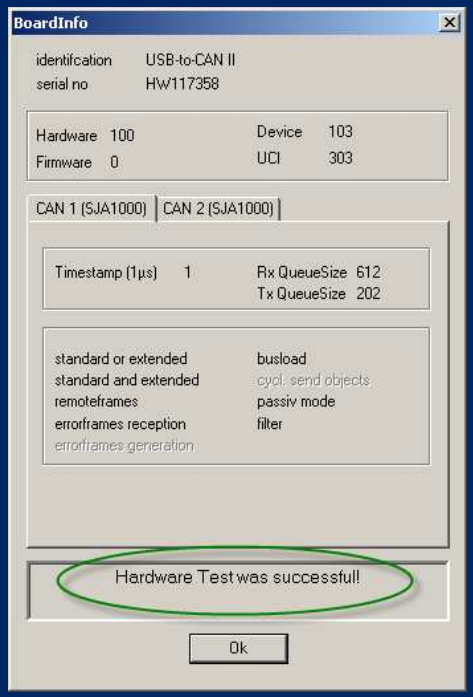
Basic Application Troubleshooting

IXXAT Interface Reset



Correct Response

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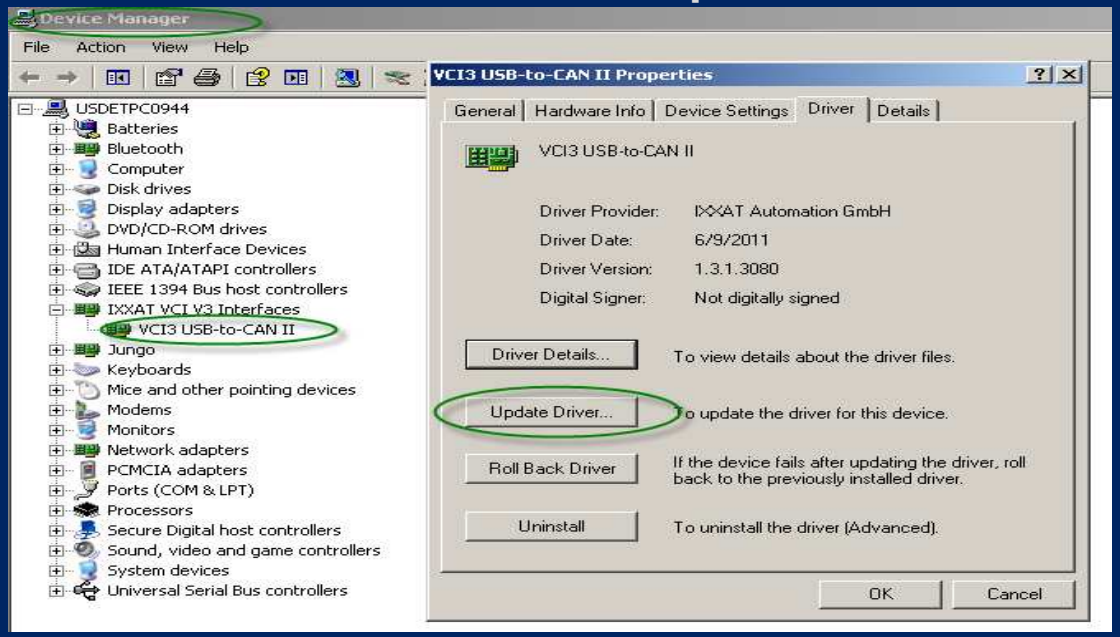
Basic Application Troubleshooting

IXXAT Driver Update



Steps to update driver files

- Open Device manager
- Select USB-to-CAN II
- Update Drivers

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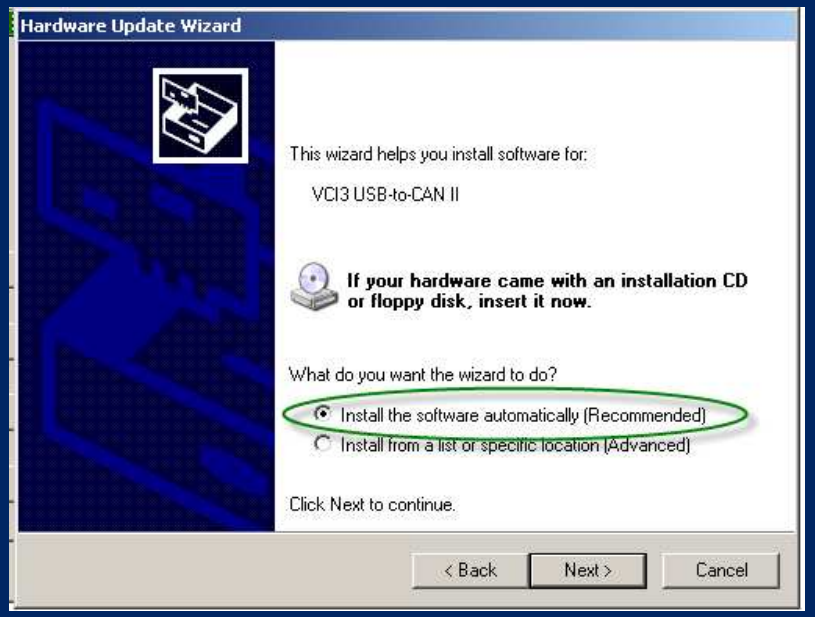
Basic Application Troubleshooting

IXXAT Driver Update

Step 1

Step 2



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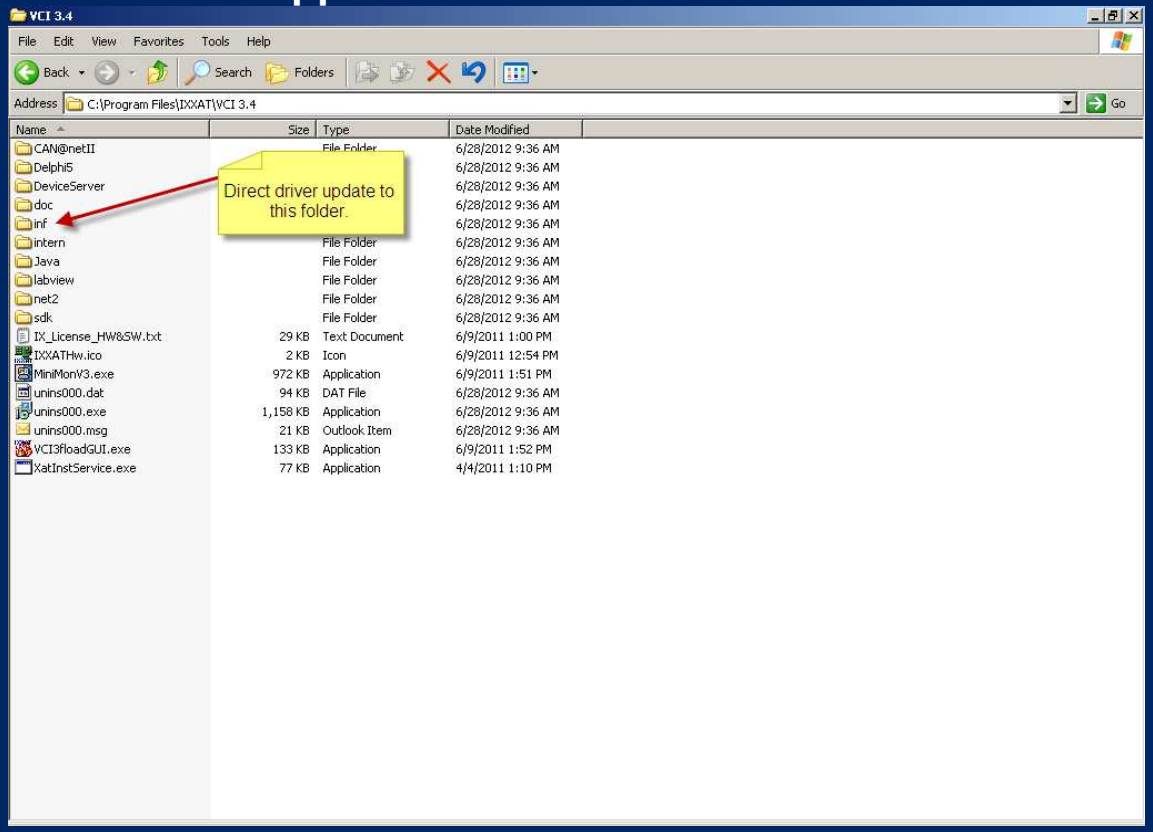
Basic Application Troubleshooting

IXXAT Driver Update

If the PC cannot find the drivers, direct the update application to this location.



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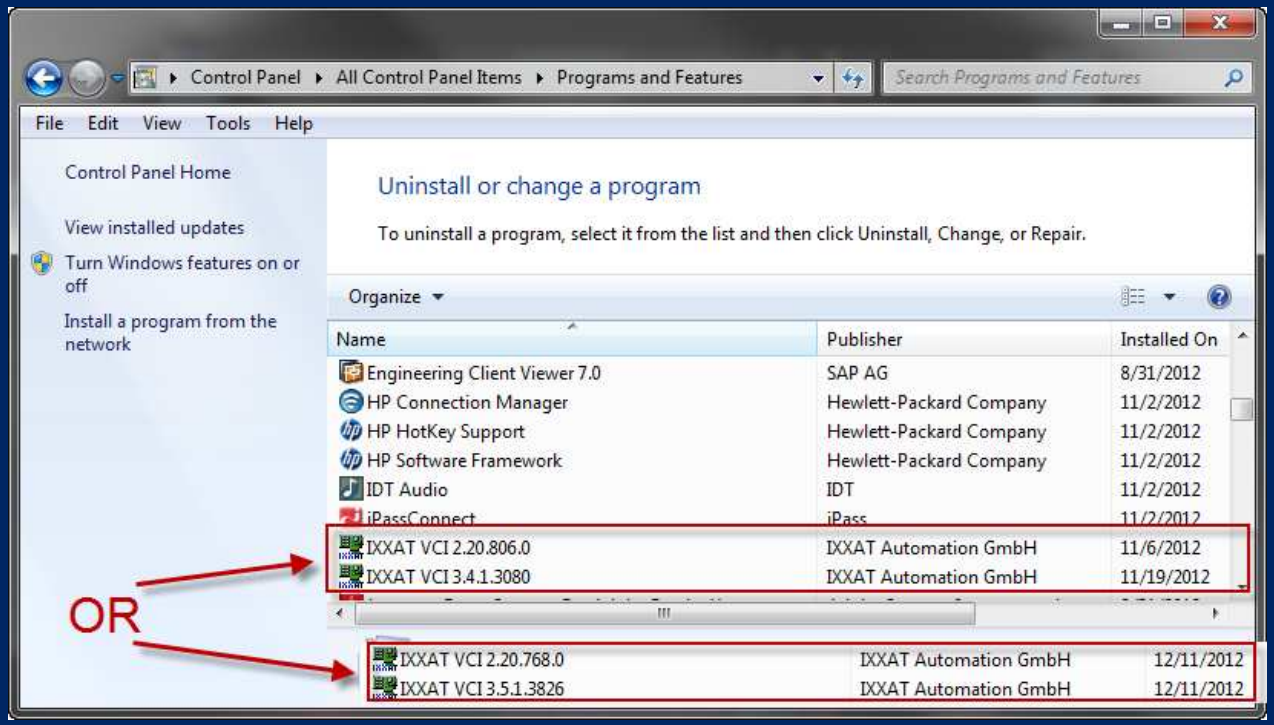
Basic Application Troubleshooting

IXXAT Driver Version Check



Check to make sure only 2 drivers are installed.

-Located in Control Panel (“Add or Remove Programs” for XP and “Programs and Features” for Windows 7)

-IXXAT VCI 2.20 and 3.4.1 should be listed here (2.20 and 3.5.1 have also proven to work together). Right click and uninstall any other versions.

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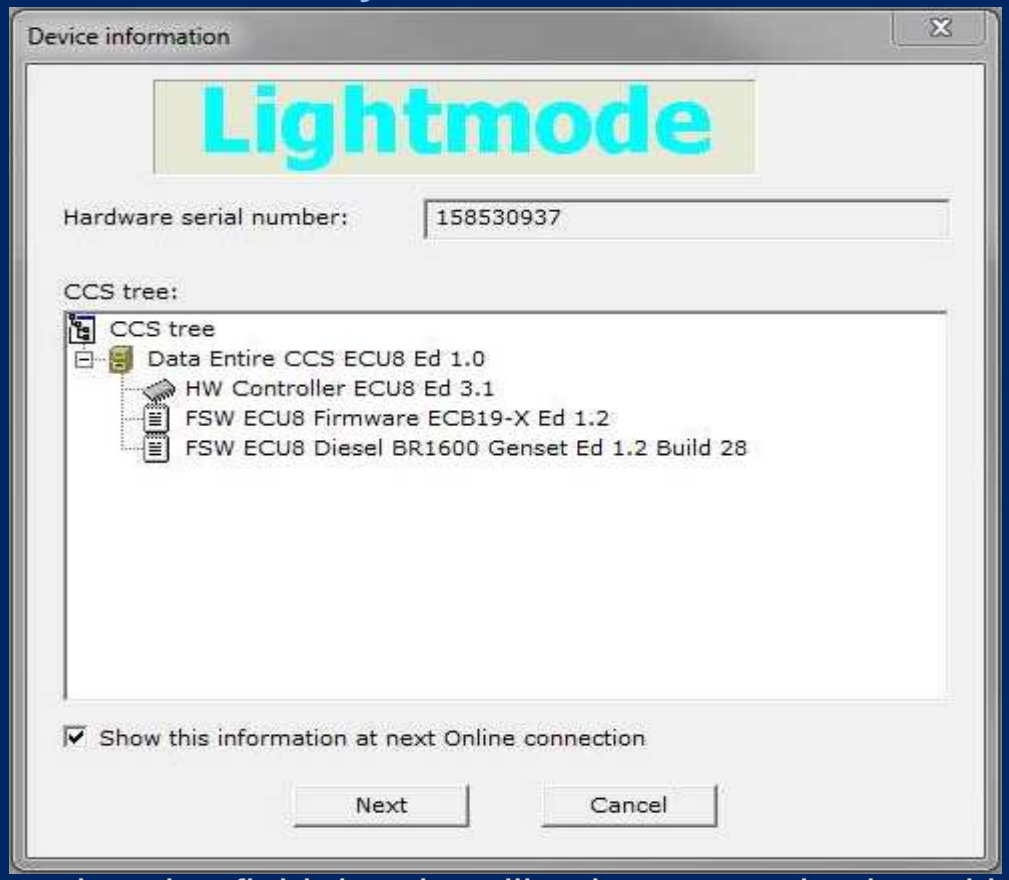

Engine is currently using field data handling in communication with SAM.

- Wait until SAM is finished or unplug SAM power

ECU corrupt and communication will never be established.

- Reset to Stock then download data from central database into controller
- New ECU-8 may be needed if previous does not correct issue

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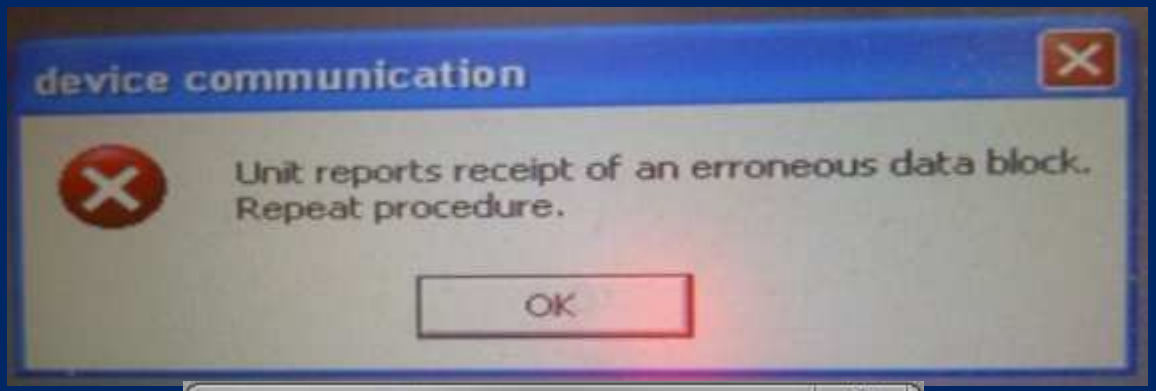
Diasys Version 2.6
Basic Application Troubleshooting



Engine is currently using field data handling in communication with SAM.

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ECU corrupt and communication will never be established.

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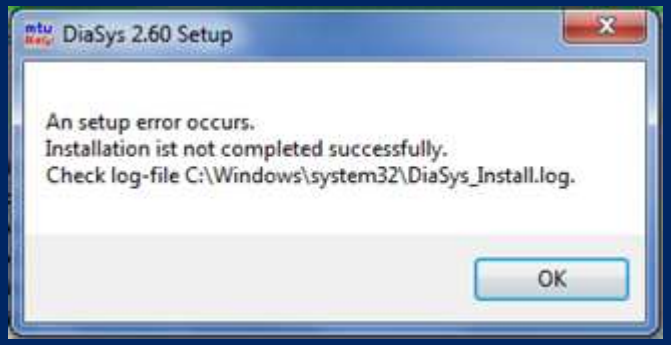
Basic Application Troubleshooting



Common errors during failed installation on DiaSys 2.60

- DiaSys needs to be uninstalled/reinstalled
- Installing from CD has proven to be most successful

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Diasys Version 2.6
Basic Application Troubleshooting

DiaSys did not fully load. Error occurred when downloading data from central database. Data was found for serial number, but error occurred when trying to download or “fetch data”

- DiaSys needs to be uninstalled/reinstalled
- Installing from CD has proven to be most successful

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Diasys Version 2.6
Basic Application Troubleshooting

Error sending (exported calibration) executable files through email. Changing extension does not work. McAfee deleted attachment from email.

- Use Tognum CryptShare to go around issue (https://cryptshare.tognum.com/upload1.php)

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Thank You