Tech Service Suite (TSS) Webinar

Service Diagnostics & Tools

3/21/2024

Agenda

1 DiagnosticLink, Eaton SR4, and Wabco TB License Renewal

2 Cummins INSITE License Instructions

3 Additional Notes

4 Q&A

DiagnosticLink, Eaton SR4, and Wabco TB Renewals

On March 27th, existing licenses for DiagnosticLink, Service Ranger 4, and Wabco Toolbox Plus will be extended for to April 1, 2025.

1. Open TSS.

2. Go to DTNA Apps.

3. Click **Refresh Keys**.

4. Enter login credentials when prompted. The **"Expires on"** date as well as the **"Get Key"** option will be refreshed where applicable.
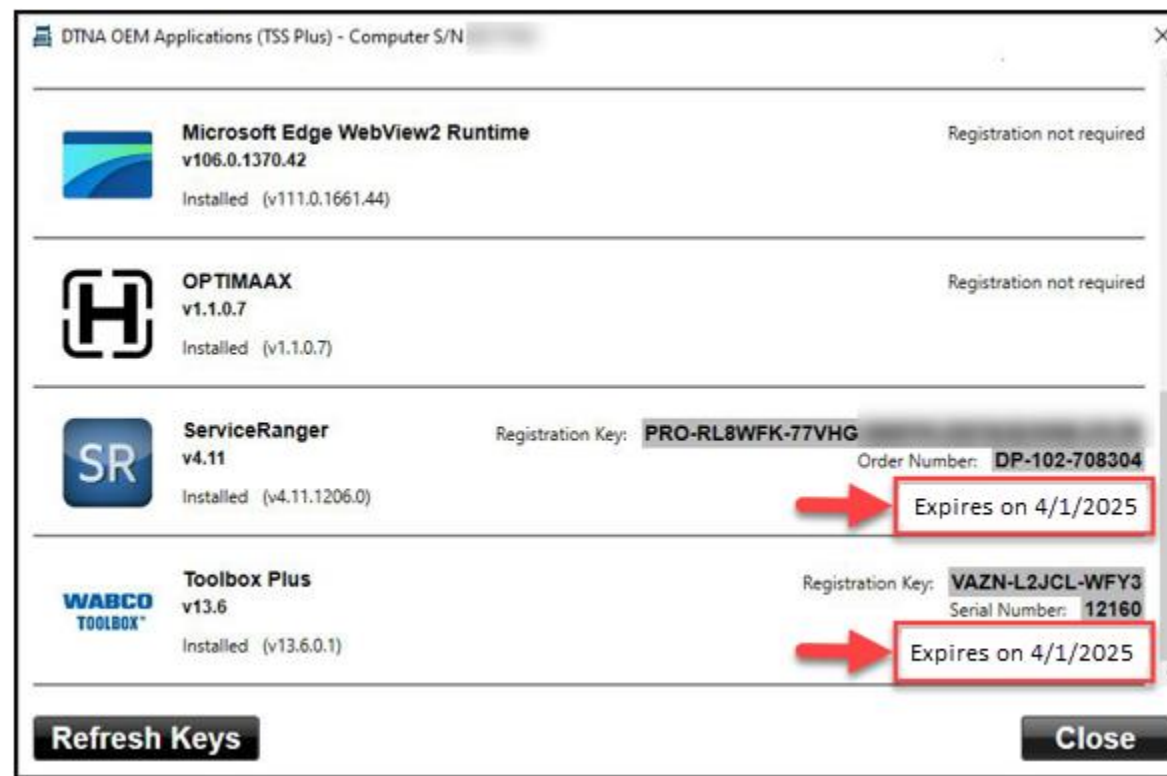
Cummins INSITE License Instructions

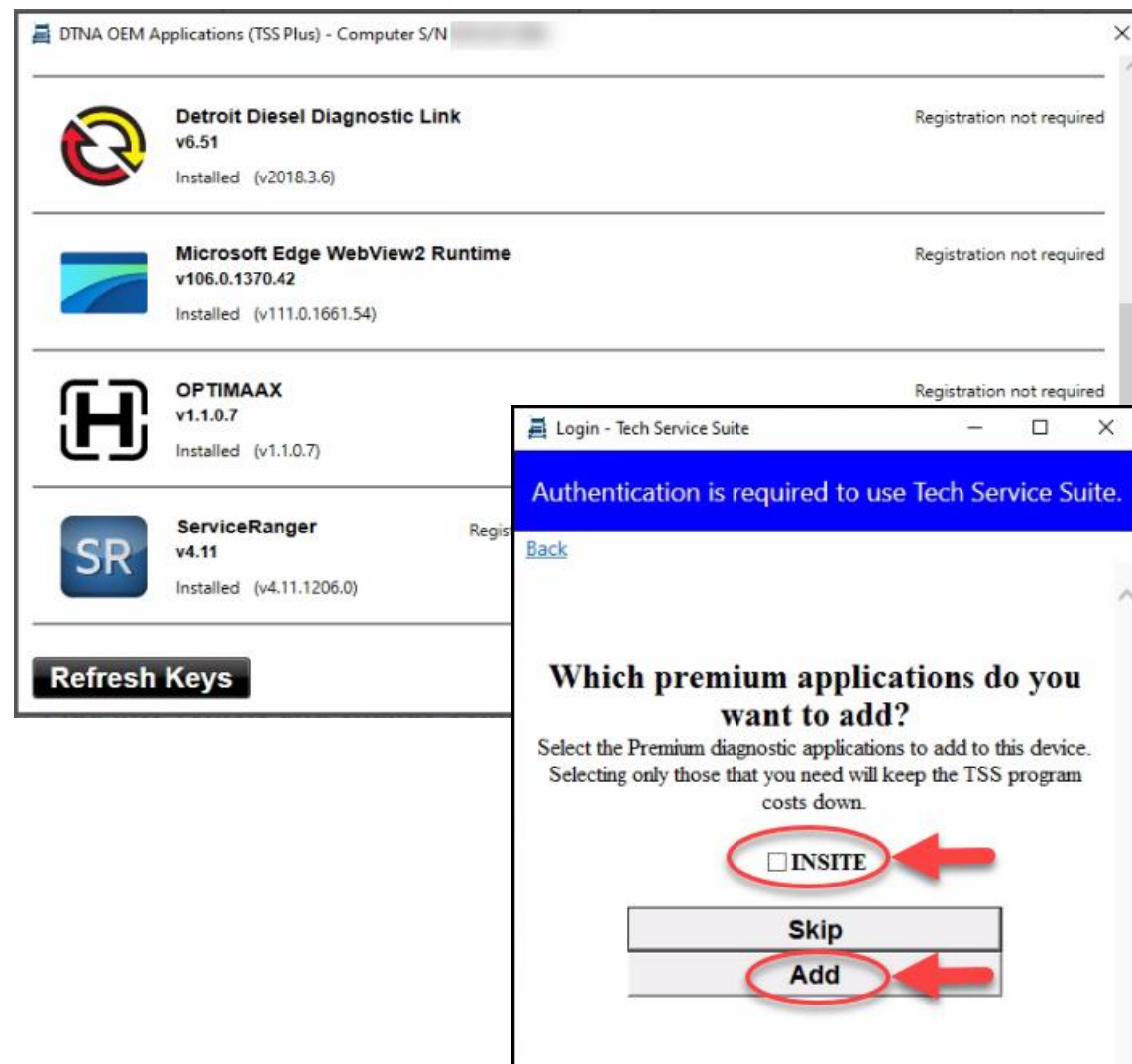3/21/2024

Keith Criswell / Uchenna F Ugeh

DAIMLER TRUCK
North America

Cummins INSITE License Instructions

- Roll out plan:

  1. Cummins will test the new batch of licenses on **_Monday, 3/25/24_**

  2. A couple of dealers will test a few INSITE registrations on **_Tuesday, 3/26/24_**

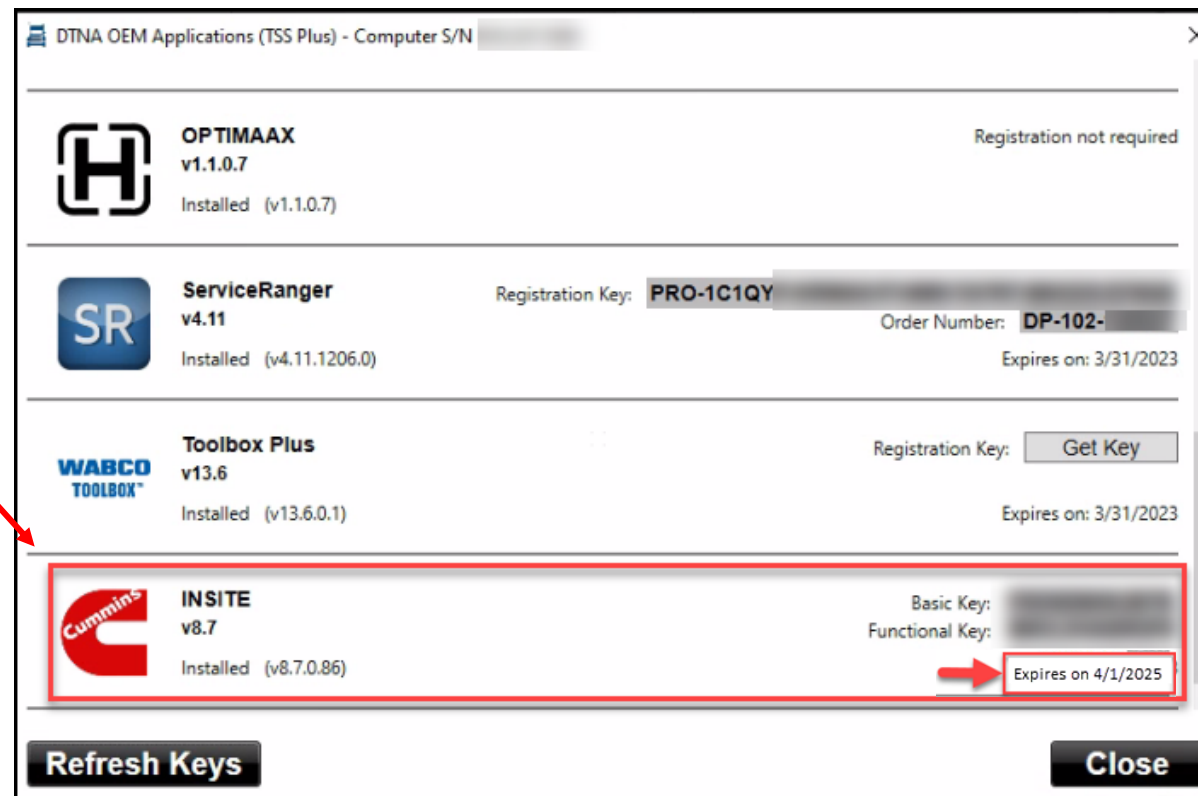 3. The new INSITE licenses will be added to TSS pool and distributed on **_Wednesday, 3/27/24_**

Cummins INSITE License Instructions

- Existing licenses for Cummins INSITE will expire on 3/31/24.

- To get a new license for Cummins INSITE, follow the steps below:

  1. Open TSS.

  2. Go to DTNA Apps.

  3. Click **Refresh Keys**.

  4. When asked which premium application do you want to add, check the box for INSITE and click **Add**.

Cummins INSITE License Instructions cont.

- After Refreshing Keys and Adding Cummins INSITE, the application and licenses are now displayed.
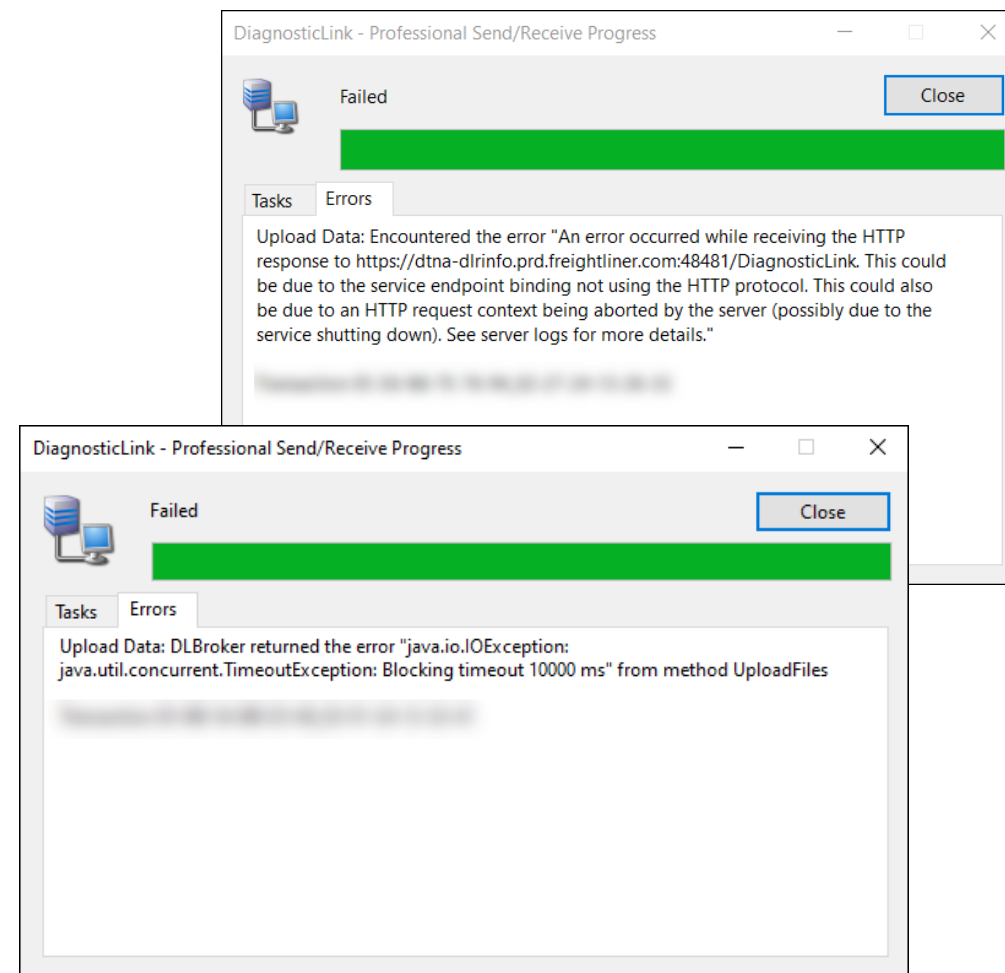
DiagnosticLink 8.18/ 8.19 Connection Issue

- An issue was reported where DiagnosticLink will drop connection and sometimes crash.

  - To resolve, upgrade to DiagnosticLink 8.19 SP1.

  - This update disables the SID configuration option 'Use device-based network layer.

  - A long-term fix will be addressed in the Nexiq USB-Link 2/3 device drivers.
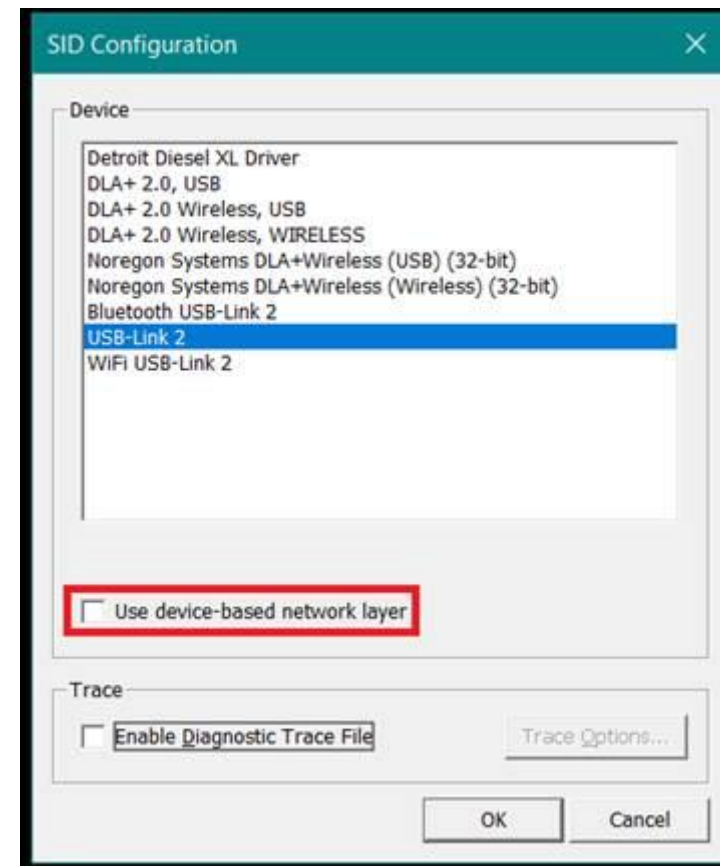
Server Errors

- An issue was reported where a server error will be displayed when attempting to connect to server. The matter has been escalated to the infrastructure team. No eta to resolution. As a work around:

    1. Close DiagnosticLink.

    2. Open File Explorer.

    3. Go to **C:\ProgramData\Detroit Diesel\Drumroll\Application Data\Uploads**.

    4. Select and cut the files from the Uploads folder.

    5. Create a separate folder (e.g., on the Desktop) and paste the files to the newly created folder.

    6. Open DiagnosticLink and complete the server connection.

    7. Close DiagnosticLink.

    8. Move 1-2 files back to the original location (noted in step 3).

    9. Repeat steps 6-8 until all the files are uploaded.

DiagnosticLink - Professional Send/Receive Progress — Close — Failed

Tasks | Errors

Upload Data: Encountered the error "An error occurred while receiving the HTTP response to https://dtna-dlrinfo.prd.freightliner.com:48481/DiagnosticLink. This could be due to the service endpoint binding not using the HTTP protocol. This could also be due to an HTTP request context being aborted by the server (possibly due to the service shutting down). See server logs for more details."

DiagnosticLink - Professional Send/Receive Progress — Close — Failed

Tasks | Errors

Upload Data: DLBroker returned the error "java.io.IOException: java.util.concurrent.TimeoutException: Blocking timeout 10000 ms" from method UploadFiles

Q&A

- **Q:** Can the CAN Bus statistics be added to the USB-Link 3 like the USB-Link 2?

- **A:** The CAN Bus statistics have been implemented in the Device Tester. This will become available in the next USB-Link 3 device driver release.

- **Q:** Will Allison DOC, Proterra, PSI, or Bendix ACom Pro be included in the TSS program?

- **A:** At this time, there are no plans to include the products noted in the TSS Program. However; as market demand changes, if there's a need for any of the tools, the discussion topic is open to include new tools. Proterra (like) features are being tested and discussed as a separate tool. More details to come on this topic.

- **Q:** What access TSS access is provided to service technicians?

- **A:** If there is no order system IT Admin assigned, TSS general access is provided to any SSO ID user for the specific dealer code. If an order system IT Admin is assigned, users should contact their order system IT Admin to make administrative changes such as license suite transfers and TSS Plus upgrades. Email DTNASSD@daimlertruck.com for order system IT Admin role requests.

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Thank you