

New or **Revised** issues since the last edition are noted accordingly.

Functions, Software & Hardware Issues

The following prerequisites and FAQs apply to all VAS diagnostic devices unless noted otherwise.

First confirm the following:

- Device is plugged in to the power adapter or base station (where applicable) and switched on.
- Device battery is fully charged and maintained.
- Device boots fully to the Windows desktop.
- Touch Screen is calibrated using Touch Calibration desktop application (where applicable).
- Device has a valid Station Name and GeKo Security Certificate installed.
- The latest version Recovery DVD (for 505X only), Base CD and Brand CDs are installed. Please refer to “**Current VAS-PC Software Versions**” in ServiceNet to confirm latest versions.
- The “core” version numbers of the Base and Brand software are the same. E.g.: Base v19.XX.XX and Brand v19.XX.XX. It is not possible to install Brand v18.XX.XX on a device running Base v19.XX.XX and vice versa.
- **If applicable, Base Patch software/download has been installed.**
- VAS-PC application starts and runs through its consistency check.
- All VAS-PC function buttons visible and active (Vehicle Self Diagnosis, OBD, Guided Fault Finding, Guided Functions, Audi Flashing and Administration).
- Correct Importer, Dealer and Device number appears on the upper right of the **Administration** menu screen.
- For issues specific to a particular VAS tester model, please see the FAQs for that device.

NEW!!

Q: I have ODIS Service installed on all my VAS testers. Do I still need to install the latest VAS-PC Brand software?

A: VAS-PC Brand software updates must be installed on the VAS-PC side of “Diag-Starter”. The installation process remains the same. Complete any interrupted jobs prior to installing the VAS-PC Brand software update.

Q: What is a Station Name and how do I enter one correctly when I did not know it previously?

A: The Station Name is a unique network identifier for the device when more than one device is in service in the shop. For assistance creating a Station Name, please refer to “**VAS Diagnostic Device Computer Name Builder**” in ServiceNet.

Q: I noticed that a complete reload from the device-specific Recovery DVD removed a printer that I had previously installed. How do I reinstall the printer?

A: User installed print drivers are removed during the Recovery process and must be manually reinstalled using the printer manufacturer’s installation CD. Ask your Dealership IT professional for assistance.

Q: My printer does not work. What do I do?

A: Confirm the following:

- Printer is plugged in and switched on. Most use a light to indicate readiness.
- Printer is connected to device or base station with a known good USB cable. Ensure base station to device and USB cable connections are secure and not damaged.
- Printer ink cartridge installed correctly and ink supply sufficient.
- Paper loaded. No paper jam.
- Printer manual and software disc available. Refer to the troubleshooting section in the printer operation manual.
- Switch device and printer off. Reboot printer first, followed by device. Retry a single print job only (screen print). Note that failed, repetitive print attempts will cause more problems.

If none of the above measure resolves the problem, uninstall and reinstall the print driver using the Windows interface. Ask you Dealership IT professional for assistance.

Q: When configuring the Base software, I entered my Importer Number or Dealer Number incorrectly. How do I correct these entries?

A: Please refer to “Change VAS-PC Importer and Dealership Number” in ServiceNet and follow the instructions.

Q: I recently updated the Base version on my device and I noticed that the Vehicle Self Diagnosis, On Board Diagnostic, Guided Fault Finding, Guided Functions, and Audi Flashing buttons are missing. What’s wrong?

A: Enter Importer and Dealer number.

- Administration
- Enter Workshop Code
- Importer US-444 / CANADA-999
- Dealer Number – last five digits of your dealer number.
- Dealership Identifier – this field can be modified at any time.

Q: How do I save a **GFF or GF** Diagnosis Log to a USB stick?

A: With a USB stick installed...

- At the conclusion of the GFF or GF procedure, when prompted to save a diagnosis log, select “Yes”
- In the print dialog, enter the license number or VIN as necessary.
- Return to the print dialog and select option “Save to...”
- In the “Select Folder” dialog, double click on the “Removable Disc (F:)” drive to enable the USB stick
- Select “Open” to save the data.
- A message appears stating that the data is being transferred.
- Only Long Form data is saved.
- Note the remaining contents of the message: In order to save further diagnostic function diagnosis log data to the USB stick, it must be safely removed beforehand.

Q: How do I save a **VSD** Diagnosis Log to a USB stick?

A: With a USB stick installed...

- At the conclusion of a VSD procedure, select the print icon at the bottom of the screen.
- In the print dialog enter the license number or VIN as necessary.
- Return to the print dialog and select option: "Select output media".
- Select "External memory drive".
- In the "Path for external memory drive" dialog, select/highlight "Removable Disc (F:)" then "OK", and "OK" again.
- Launch the printer dialog again (via the printer icon), and select "Self-Diagnosis protocol (External memory drive)".
- A message appears stating that the data is being transferred.
- Only Long Form data is saved.
- Note the remaining contents of the message: In order to save further diagnostic function diagnosis log data to the USB stick, it must be safely removed beforehand.

Q: When I insert my memory stick into a USB port, an icon automatically appears on the desktop. When prompted to save a diagnosis log as instructed above, I see that a **Removable Disc (G:)** drive appears in addition to the (F:) drive. I am unable to save diagnosis logs to the (F:) drive as instructed. What's going on?

A: Some advanced version USB memory sticks automatically load temporary features or menu applications on the desktop to support advanced storage functions. The loaded application takes the place of the (F:) drive, and no data can be written to it. In order to save diagnosis logs to this type of memory stick, select (double click) the "Removable Disc (G:)" drive when prompted.

Q: How do I change the date and time in the VAS-PC application after it has been changed once?

A: The date and time that appears in the VAS-PC application is coupled with the Windows device date/time. Change the device date/time at any time via Windows.

- Click on the time displayed on the Windows desktop taskbar.
- Select the Date & Time tab.
- To change the time, highlight the portion of the time that you want to change – hour, minutes, or seconds, and enter the time that you wish to change.
- In the date section, enter the month, date and year in the appropriate fields.
- You can also enable, confirm and apply your local time zone and apply the daylight savings time function via the Time Zone tab.
- Click **Apply** to save the changes. **Restart** the VAS-PC.

REVISED

Q: After installing the latest VAS-PC Brand CD/DVD update, I noticed the **VSD** or **OBD** buttons are missing. How do I get my buttons back? Is it because I have ODIS Service installed on the device?

A: The missing buttons have nothing to do with ODIS Service. This error indicates a data problem during the **VAS-PC Brand** file installation. Proceed as follows:

- **Uninstall ODIS Service using the Offboard Diagnostic Information System Service uninstallation program. Be sure the license and certificate information is available for the re-install.**

- Uninstall the VAS-PC application using the latest Base CD (select **“Uninstall”** from the **VAS-PC Car Diagnostic System Installation** screen.
- Perform the Windows **chkdsk** utility. Please refer to **“VAS Diagnostic Hard Disk Maintenance”** in ServiceNet for information on hard disk error checking.
- Reinstall the latest version Base CD (Select **“Install”** from the **VAS-PC Car Diagnostic System Installation** screen.
- Enter your Importer and Dealer number, and confirm the function buttons have reappeared.
- Reinstall the latest version **VAS-PC** Brand CD.
- **Reinstall ODIS Service.**

Q: The VAS-PC application does not respond intermittently, or locks up completely during a diagnostic session. I can force a shutdown of VAS-PC via Task Manager, but when I try to restart the VAS-PC application a message stating that **“Only one instance of VAS-PC is allowed on this system”** appears. What causes this and how do I restart the program?

A: As with most applications that become unstable or non-responsive, a forced shutdown via Task Manager may not fully remove all program files from active memory. These remnant files prevent a clean restart of the program.

After forcing VAS-PC to close with Task manager, it is necessary to restart the device and restart VAS-PC from a fresh boot.

Q: During a complete reload on a **VAS 505X**, the device-specific Recovery DVD does not run or runs almost to the end, but it fails to reformat hard drive completely (followed by a W2K error message). What causes this and how do I proceed?

A: Attempt to run the Recovery DVD at least 4 -5 times. Allowing the device CD/DVD drive to cool off in between attempts.

If updating a **VAS 5052**, ensure that the device is lying flat (screen facing upwards) with the charger plugged in.

If still unsuccessful, the likely causes are:

- CD/DVD drive faulty (unable to read data)
- Hard drive faulty (unable to write data)
- If recovery DVD failed to run successfully on more than one device, the DVD itself could be faulty.

To confirm if the CD/DVD drive or hard drive is faulty, try booting device with device-specific **Base CD/DVD V07.00.00** in the drive. Inability to boot from and install Base V7.00.00 confirms CD or hard drive fault. If boot and load of V7.00 is successful, retry running the latest Recovery DVD again and proceed to install the most recent Base and Brand CDs as well as submit a certificate request.

If condition persists, contact Siemens for information on CD/DVD drive or hard drive repair/replacement (We do not recommend self-servicing of CD/DVD drives).

Q: After a successful reload of the Recovery DVD on a **VAS 505X**, various Windows error messages appeared during the installation of the Base or Brand CDs and the VAS-PC application does not work. What causes this and how do I proceed?

A: This may be caused by bad segments on hard drive.

Please refer to **“VAS Diagnostic Device Hard Disk Maintenance”** in ServiceNet for information on hard disk error checking. Perform the procedure as instructed.

Upon completion, the Base or Brand software may need to be uninstalled and reinstalled and VAS-PC application operation confirmed.

If condition still persists, try a complete reload again. If condition persists after 2nd reload attempt, the hard drive is faulty. Contact Siemens for repair information.

Q. Who should I call if I have any problems with my tester?

A. Please refer to **Diagnostic Tools Ordering, Hardware & Software Support Contacts** located in **ServiceNet, Workshop Equipment, Communications, 2012**.