

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

Functions, Software & Hardware Issues

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 file 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.
 - If you do not find an answer to your question here, please check Basic FAQs.
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Q: I have the VAS5051B Recovery DVD V2.0 – Windows XP software but I’m not sure if the tester memory has been upgraded or where to look for it. Should I try to install it anyway?

A: Do not attempt to install until you have determined if the device has sufficient memory. See **VAS 5051B MEMORY & WINDOWS XP UPGRADES** in Service Net for assistance **determining the amount of memory on the device.**

Q: When I install the VAS 5051B Recovery DVD V2.0 – Windows XP software will I lose any unsent GFF log files?

A: Transmit all GFF files prior to installation. The VAS 5051B Recovery DVD V2.0 – Windows XP software will erase all installed programs, programs data, documents and files as well as the GeKo certificate as it reformats the hard drive. For complete installation instructions see **VAS5051B Recovery DVD V2.0 – Windows XP Installation/Recovery Instructions** in Service Net.

Q: Trying to update my 5051B with the latest software. I keep getting an error message saying either there isn’t a CD in the drive or it can’t be read. I know it’s a good CD because I used it to update my other scan tools. How can I update my 5051B?

A: Software (Base, Brand or other VAS software) can be copied to a USB storage device and loaded onto your 5051B that way. Please refer to **VAS 5051B – Updates Using a USB Storage Device** located in Service Net for step by step instructions.

Q: My **VAS 5051B** device boots to a blue screen or displays Windows errors messages indicating

“...operating system not found”. What is the cause and what should I do?

A: This error indicates a malfunction of the device operating system and/or hard drive. Repetitive switching off of the device by pressing and holding the On/Off button for longer than 5 seconds (“cold boot”) may have contributed to the fault. Proceed as follows, in order:

- Perform a complete reload of the operating system by booting from the device-specific Recovery DVD
- Run the Windows **chkdsk** utility
- Reload the latest version Base and Brand CD/DVDs
- Use the Commander CD to import a new Geko Security Certificate.

Refer to the Basic FAQ topics that follow.

For complete Recovery DVD installation instructions, please refer to **VAS5051B Recovery DVD V2.0 – Windows XP Installation/Recovery Instructions** located in ServiceNet.

If a complete reload from the device-specific Recovery DVD etc. does not resolve the problem, contact Siemens (1-800-215-1646) for device repair/replacement advice.

Always shut down a VAS 5051B device from the Windows desktop. Select Shut Down from the Windows Start Menu. **NEVER press and hold the On/Off button for longer than 5 seconds!**

REVISED!

Q: During a complete reload on a **VAS 5051B**, 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: If the temperature in the shop exceeds 100°F / 38°C, please refer to the “VAS 5051B – Update Installations During High Ambient Temperatures” document located in Service Net > Service Information.

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

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 5051B**, various Windows error messages appeared during the installation of the Base or Brand CD/DVDs 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 the **VAS Diagnostic Device Hard Disc Maintenance** document located 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: On my **VAS 5051B**, when I try to launch a VAS-PC function the device returns any one of the following error messages:

- “The EDIC-API delivers a system error”
- “Fault - Fault number: 800.65”
- “Diagnostic bus faulty - Fault number: 200.30”

My device also locks up whenever I close the error messages and attempt to proceed with the function. What’s going on?

A: These errors indicate no communication between the VAS tester EDIC-API software and vehicle OBD system via the diagnostic cable. First proceed as follows:

- From the VAS-PC main/start screen, select “Administration”
- Select “Self-test” and “Diagnostic bus – unit (internal)”
- Follow the prompts. The self test steps will determine if the fault is caused by a unit internal problem or malfunctioning diagnostic cable.

Self test confirms a unit internal problem: Contact Siemens for repair/replacement

Self test confirms a diagnostic cable problem: Contact Equipment Solutions Inc. for replacement.

Self test does not confirm a unit internal or cable problem: Proceed as follows:

- Uninstall the VAS-PC application using the latest Base CD (select “**Uninstall VAS-PC Application**” from the VAS-PC Car Diagnostic System Installation screen).
- Perform the Windows **chkdsk** utility. Please refer to **VAS Diagnostic Device Hard Disc Maintenance** in *ServiceNet* for information on hard disk error checking.
- Reinstall the latest version Base CD (Select “**Install VAS-PC Application**” 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 brand CD/DVD.