



Service Information

Technical Information

Number: VST-14-01

Subject: Diagnostic logs not available in GFF Paperless

Date: June 27, 2013

In order for diagnostic logs to be visible in GFF paperless, the following Scan Tool conditions must be met:

- Valid ECRMS certificate.
- Ensuring connection type is set to internet.
- No user ID and password assigned to the mirror server URL.
- Ensure scan tool is not in “**road test**” mode.
- Must see a successfully “**sent**” message window when submitting the GFF log after finishing the diagnostic session.

If after meeting all the above conditions and a diagnostic log does not show in GFF paperless, please contact the IT Help Desk at 1-866-892-3357. Your request will be routed to the Service and Quality team who will then open a ticket and attempt to recover your diagnostic logs.