



14 CSA-16
August 14, 2014

TO: Service Locations

FROM: Customer Support Center

SUBJECT: **New Method for Uploading Diagnostic Log Files to the CSC**

SUBJECT DETAIL

New Log File Upload Method

In the past, the two ways to send a requested log file for a unit to the CSC were through a General Information submission through DDCSN, or via email to csc@daimler.com.

Sending the log files through DDCSN created duplicate service tickets for existing cases with the CSC and added processing time for requested log files.

Log files received via email directly to csc@daimler.com also had limitations due to file size restriction, and the requirement of an already existing reference number.

- **With DDDL/DDRS versions 7.08 and up, or DiagnosticLink® 8.0 and up, users have the ability to upload log files through the tool, without using email.**
- **By flagging the files and connecting to the server, a CSC agent can have access to a log file within 60 seconds of requesting it.**
- **Please notify the CSC when the file has been uploaded so that it can be reviewed. You can upload the file prior to making your initial contact with the CSC. We can retrieve the file with you on the phone.**

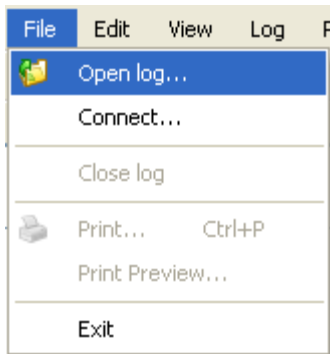
The upload can be completed by the technician in a few easy steps, and can simplify the file submission while reducing processing time.

This process eliminates the need for an existing reference number with the CSC, and the possibility of creating duplicate service tickets.

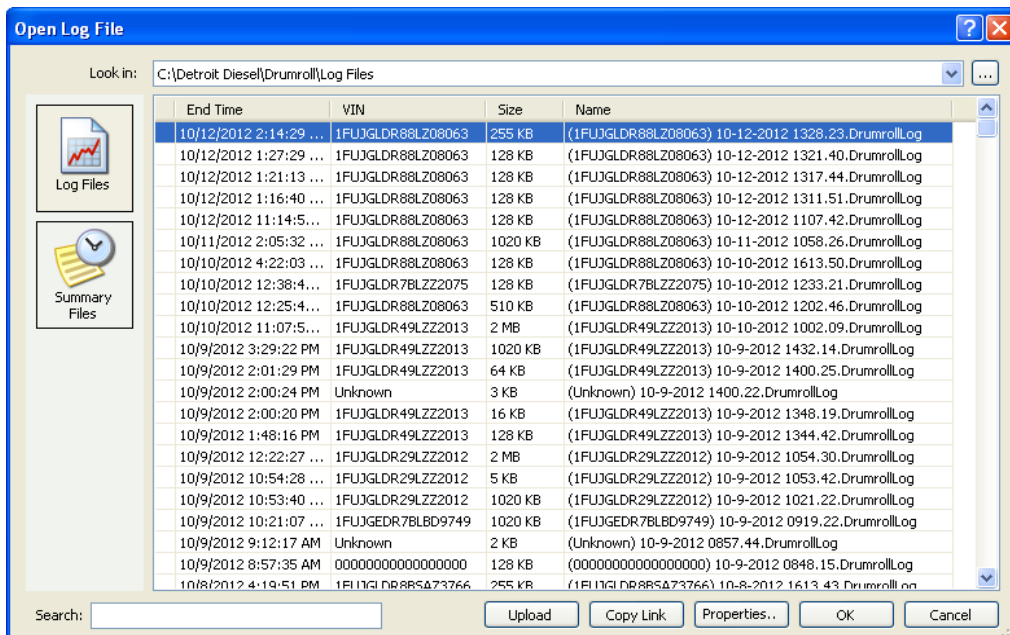
Review the following steps on how to complete the log file upload procedure through DDDL/DDRS versions 7.08 and up, or DiagnosticLink® 8.0 and up.

Uploading log files using DDDL versions 7.08 and up, or DiagnosticLink® Standard version 8.0 and up:

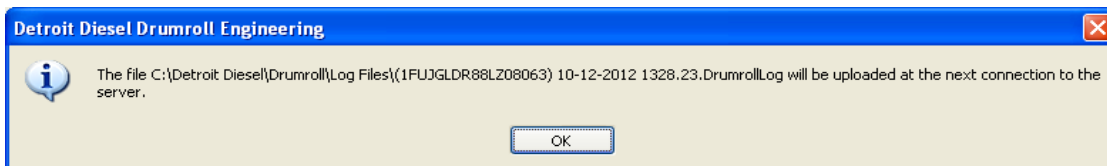
To send the files, go to **File → Open Log**.



Select a log file and click the **Upload** button at the bottom of the window.



Once selected, a prompt will display that the file is ready for upload.



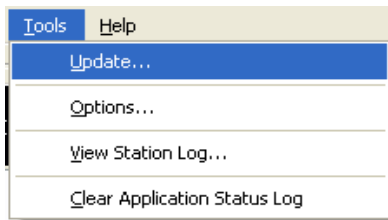
You will also see an icon next to the file showing it is marked for upload.



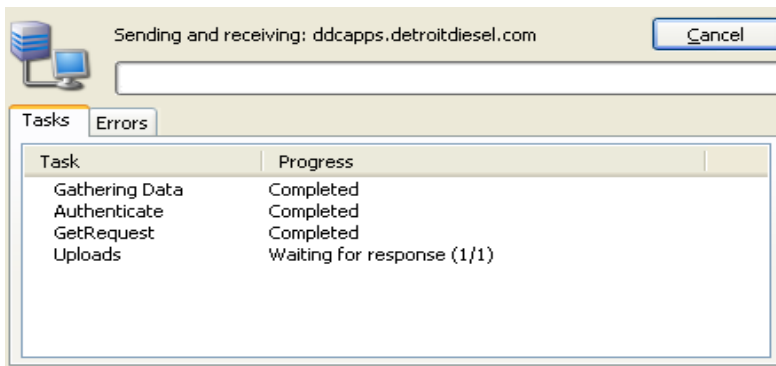
You can have multiple files marked for upload, however, each file must be marked individually, highlighting and clicking the Upload button for each file.

Once all the desired files are marked for upload, uploading the file can be done in DDDL or DiagnosticLink® using this process:

- Click on Tools → Update from the menu bar.



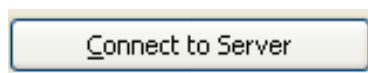
- The tool will go through the upload process.



- When this completes, the log file will be available for download.

Uploading the file can be done in DDRS or DiagnosticLink® Professional using the above option, or:

- Click on Program Device from the side panel bar.
- Click the Connect to Server button to begin the process.



- The same upload process as for DDDL/DiagnosticLink® Standard will commence. When finished, the file is ready for download.

CONTACT INFORMATION

Please contact the Detroit Customer Support Center at 800-445-1980 or email csc@daimler.com if you have any questions.