



Das Auto.

Service Information

VAS Tester

Number: VVT-14-20

Subject: VAS Diagnostic Device Hard Disc Maintenance

Date: Sept. 24, 2014

Supersedes VVT-12-11 due to updated information.

1.0 – Introduction

If persistent diagnostic software or **Windows® 7** operating system error messages are displayed while installing or using the diagnostic software, use the Windows **CHKDSK** utility to check hard disk integrity and fix logical file system errors. CHKDSK can also handle some physical errors and may be able to recover lost data that is readable.

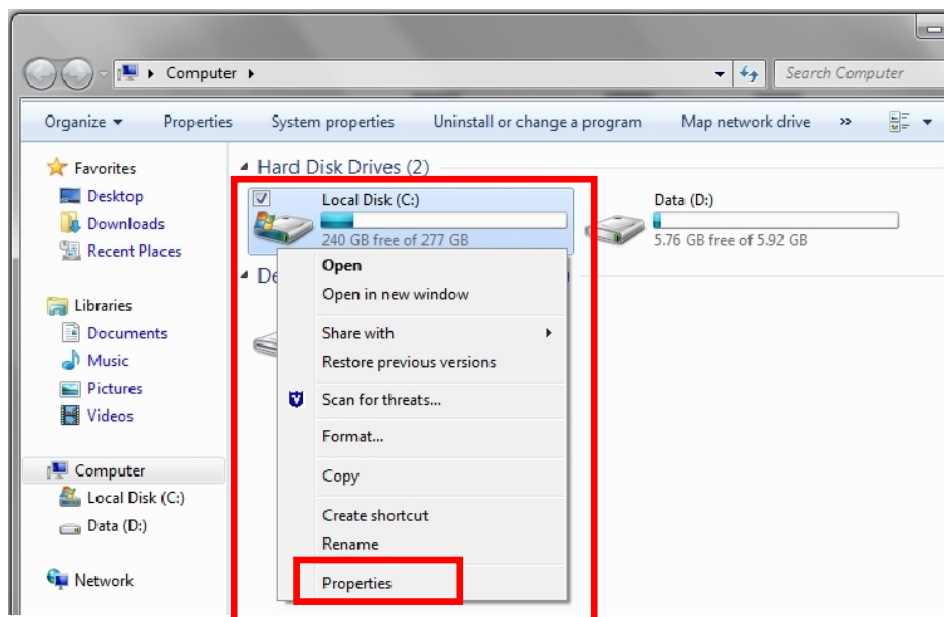
We recommend the CHKDSK utility be run on a regular basis on all VAS diagnostic devices in service. Consult with your dealership Systems Administrator or IT Professional about checking the integrity of the hard disk as described below on a regular basis, as well as regular performance of the Windows **DEFRAG** utility.

2.0 – Procedure

Prerequisites:

- ☐ Device plugged into power adapter and booted to Windows desktop

1. Go to **Windows Start > Computer**
2. Right click/select **Local Disk (C:)** and select **Properties** from the dropdown menu:



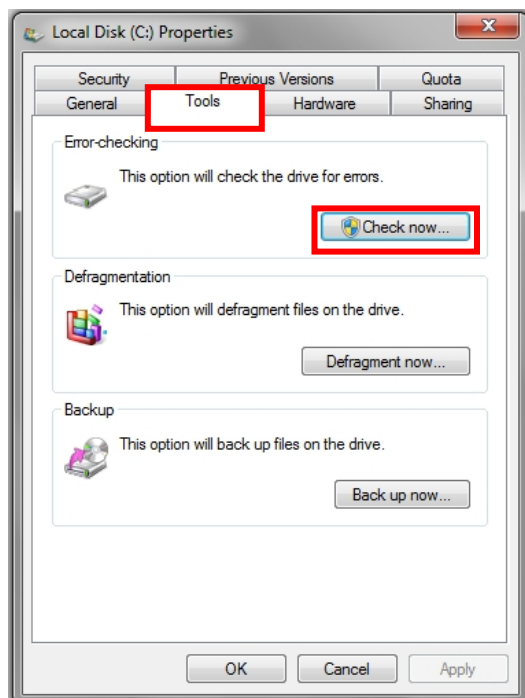
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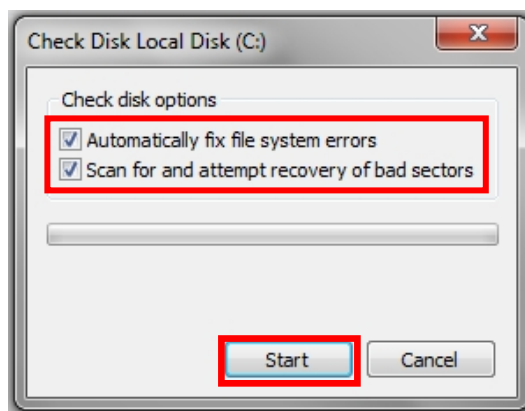
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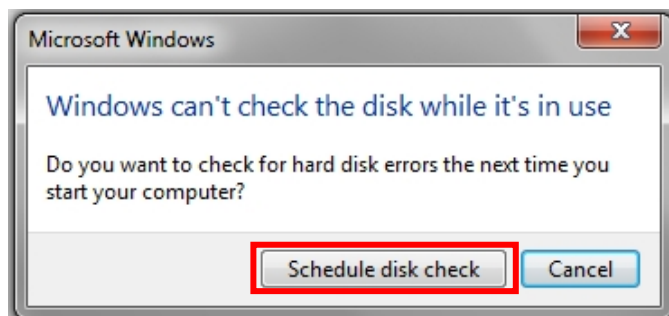
3. Select the **Tools** tab. In the Error-checking frame, select **Check now...**:



4. Select both check boxes in the **Check disk options** frame and click **Start**:



5. Select **Schedule disc check**:



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6. Restart the VAS diagnostic device (**Windows Start > Shut down**).

On restart, the **CHKDSK** utility scans the hard disk. A summary of the operation is displayed on the screen. When the utility process is finished, Windows automatically reboots the device.

Notes:

- Depending on the condition of the hard drive and frequency of previous CHKDSK sessions, the utility may take anywhere between 20 minutes to an hour to complete.
- When the disk scan completes, repeat the process on **Local Disk (D:)**. Make sure that both **Check disk options** are selected and click **Start** to begin the scan. Since the operating system has exclusive access to the D: drive, the operation can be performed without restarting.

If in-use error messages persist after performing CHKDSK:

- Uninstall, reinstall and configure Offboard Diagnostic Information System Service (ODIS Service)
- Perform the Windows **DEFRAG** utility: Ref. Step 3 - Page 2 and select **Defragment now...**