



No.: 16 CSA-20

September 28, 2016

TO: Service Locations

FROM: Service Systems Development

SUBJECT: **New DiagnosticLink® Order System Deauthorization Feature Available**

GENERAL INFORMATION

A new deauthorization feature has been made available which will allow users to deauthorize Equipment / Computer IDs from the ordering system.

ISSUE:


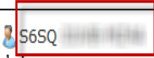


In the past, when a DiagnosticLink® computer was serviced due to a hardware upgrade or failure, a call to the Detroit Customer Support Center was required to reset the Equipment / Computer ID and free up the DiagnosticLink license. Delays in the registration process (e.g. cannot reset the Equipment / Computer ID of the failed laptop) can impact service repair times.

RESOLUTION:





To better serve end users, a new self-serve deauthorization feature has been added. Using the order system, an end user can deauthorize registered DiagnosticLink computers. This is a helpful feature particularly to administrators and end users who manage multiple licenses with no direct access to the computer hardware. When a registered computer requires an Equipment / Computer ID reset, login to the order system and deauthorize the desired Equipment / Computer ID(s).

INSTRUCTIONS:

1. Login to the order system at <https://diagnosticlink.nexiq.com/>.
2. Click My Accounts and Subscriptions. (Note: If you already know the Equipment / Computer ID you want to reset, enter the ID into the search field with the dashes and click the search button).
3. Locate the desired Equipment / Computer ID to reset and note the Registration key.

Product Number	Registration Key	Equipment	Start/End
DLSTDSW001 (1)	S65Q   	E2-2D  EZ-Tech SW Version: 8.4.3243.31	18-Sep-2014 18-Sep-2017


4. Click the eyeglass icon.


Product Number	Registration Key	Equipment	Start/End
DLSTDSW001 (1)	S65Q   	E2-2D  EZ-Tech SW Version: 8.4.3243.31	18-Sep-2014 18-Sep-2017

5. Click the **Deauthorize** button.

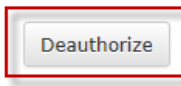

Owning Business Partner **TRUCKING CO**

Status **Active**

Computer ID **E2-2D **


 Computer Description

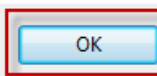

Software Version **8.4.3243.31**

6. Click **Ok** to confirm.

Message from webpage

 Deauthorizing allows you to transfer this registration key to another device. Continuing with this action will prevent the current device from using the software. Do you want to proceed with this action?

7. To register DiagnosticLink, open DiagnosticLink, enter Registration Key (from step 3) and a Computer Description (e.g Service Bay 3 or Dell PC1) then click **Register**.

Software Registration

DiagnosticLink

DiagnosticLink needs to be registered with the server at Detroit Diesel. This requires an active internet connection. Press 'Register' when you are ready to connect to the server.

Version: 08.04SP2-03243-00031

Computer ID: [blurred]

Registration Key: [empty]

Computer Description (optional): [empty]

Buttons: Register... Options... Exit

CONTACT INFORMATION

Please contact the Detroit Customer Support Center at 1-800-445-1980 or email csc@daimler.com if you have any questions.