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TIS

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Technical Service

TERMINATION OF WEBISTA AND WEBKSD APPLICATIONS

SITUATION

With the release of AIR version 4.2.2.2 the WebISTA and WebKSD applications have been retired. The latest release of AIR combines all of the information found in WebISTA and WebKSD.

AIR (Aftersales Information Research) is available in DCSnet to all BMW centers.

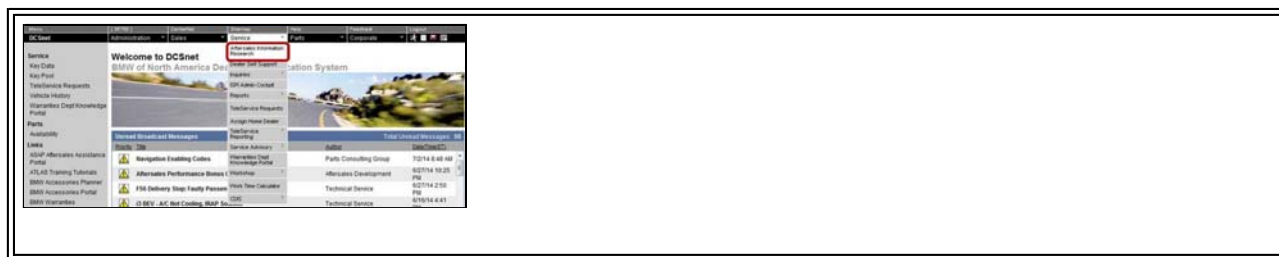
How do I get access to AIR in DCSnet?

There are two available AIR roles for AIR in DCSnet which can be assigned by a DEMS administrator and will activate the AIR link to appear within DCSnet.

Where can I find the AIR link within DCSnet once the role has been assigned in DEMS?

The name of the link is "Aftersales Information Research" and is conveniently located as the first selection under the "Service" dropdown menu. Once you click on the "Aftersales Information Research" link, a new window will open displaying the AIR start button. Click the "Start" button to launch the web version of AIR.

Path: DCSnet → Hover over the word Service → Click Aftersales Information Research → Click Start



Is there any training available for AIR?

You will find more details on how to use AIR by viewing TMSI course codes WST 15-01, WST15-02, and OL5138.

What is the support process for AIR?

AIR in DCSnet

Submit problems/issues via the normal DCSnet support telephone number, 1-800-877-8144 For example:

- If you do not see the AIR link even if the AIR role is assigned
- If the AIR link does not launch the AIR application
- If you see an S-gate Login screen, please do not enter any credentials

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