DL8 CGW connection issues

Graham Jones 31 posts since Sep 14, 2017

DL8 CGW connection issues Oct 15, 2020 4:11 PM

We are seeing a huge problem with multiple branches of our dealership where DL8 is only connecting to powertrain devices and wont connect to anything truck side. It seems to be spreading with laptops that were connecting this morning are no longer connecting. DL8 versions are the same between laptops connecting and ones that are not. Is anyone else seeing this issue? Version is 8.12SP2-04527-00028

EDIT: Dl8 software support was called and they are aware of the issue. This is caused by the d20m8 recall and they are working on a fix. Hopefully to be fixed today or tomorrow.
Tags: software, dl8

Kevin Shaffer *1 posts since Sep 24, 2015*

Re: DL8 CGW connection issues Oct 15, 2020 3:53 PM

We are having the same issue. I could connect to all ecus and then connected to the mainframe to compare parameters and now will only connect to pt-ecus minus ippc. Options/connections shows a black box for the CGW, I attempt to apply and no success.

Mike Barnhart *4 posts since Jul 3, 2018*

Re: DL8 CGW connection issues Oct 15, 2020 6:21 PM

I spoke with Detroit and freightliner yesterday on this issue. they said it is a dl8 issue and they are working on it.

Trey Regar *21 posts since Feb 3, 2015*

Re: DL8 CGW connection issues Oct 16, 2020 3:59 PM

still waiting on an update for this issue?
realized our laptops are starting to do it too and its putting a hurting on what we can do with certain units coming through the shop

Keith Howard *10 posts since Jun 22, 2016*

Re: DL8 CGW connection issues Oct 16, 2020 5:07 PM

Hey curious if any of you guys are having issues with Diagnostic link application automatically shutting itself down completely on the laptops as well or if that's a separate issue , this could cause us all headaches and money if it happens during programming especially when performing the d20m8 recall?
Thanks in advance

[Trey Regar](#) *21 posts since Feb 3, 2015*

Re: DL8 CGW connection issues Oct 16, 2020 5:31 PM

YES!

its always at random and seems to happen on mine and another co-workers personal computer that does 99% of the programming that comes through our shop.

about a week ago, there was one day of the week that none of our Detroit computers were working properly and would freeze up and shut down. then its like a bug went away and they started working fine again.

its seemed more prominent to happen right as a module was finished being programmed and diagnostic link was trying to reconnect to the other modules on the truck.

would get a "not responding" message on diagnostic link and it would freeze up and shut itself down

[Graham Jones](#) *31 posts since Sep 14, 2017*

Re: DL8 CGW connection issues Oct 16, 2020 6:21 PM

We have been having this lots off and on, also certain trucks when connecting to server will crash DL8 every time on specific laptops. At least when programing and it crashes we can always recover it from boot mode, its just a hassle.

[Graham Jones](#) *31 posts since Sep 14, 2017*

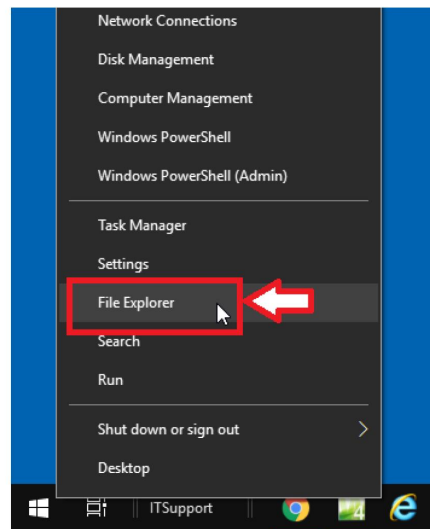**Re: DL8 CGW connection issues** Oct 16, 2020 7:17 PM

This came from our tech guy and I have tested that it does work. Follow the steps and DL8 will now connect to the truck side.

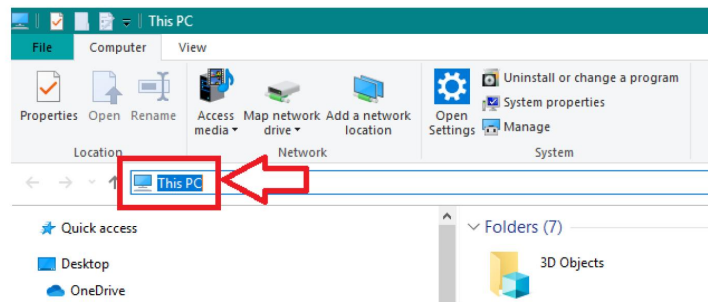How To Resolve The 'CGM Software Not Supported' Error In Diagnostic Link

1) Close Diagnostic Link.
2) Highlight and copy this address:

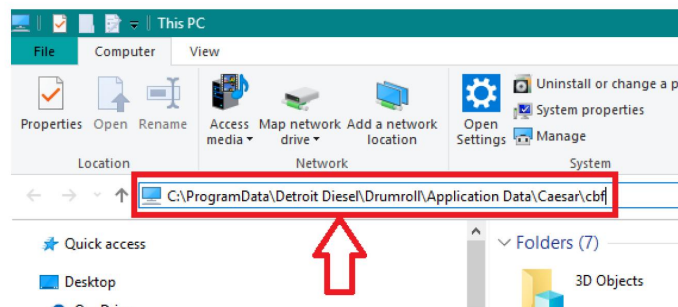*C:\ProgramData\Detroit Diesel\Drumroll\Application Data\Caesar\cbf*

3) Right-click on the Windows Start menu and then select '**File Explorer**' from the pop-up menu:

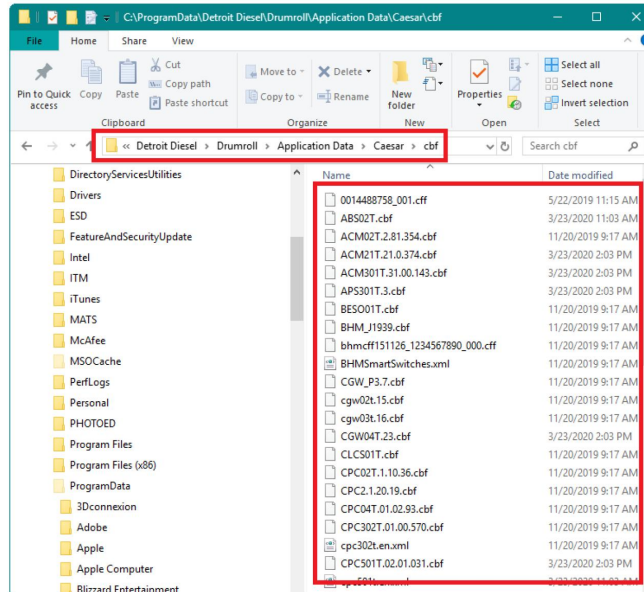4) At the File Explorer window, click in the address bar to highlight the address (I.E. This PC):

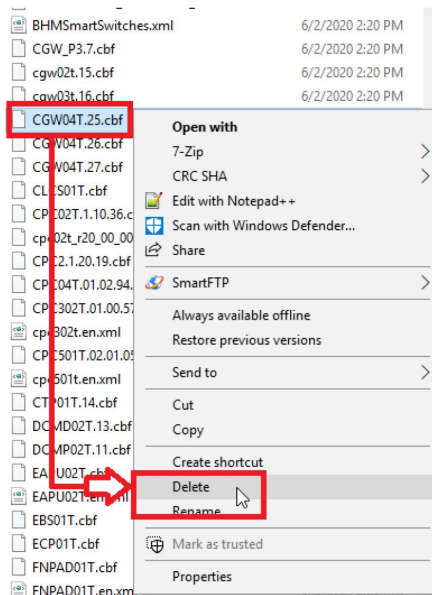5) Press **<CTRL><V>** to paste the address from step #2 into the address bar:

6) Press **<ENTER>**.

* You will be brought to the location of the Diagnostic Link 'CBF' files:

7) Right-click on each '**CBF**' file beginning with '**CGW04T**', except the '**CGW04T.26.CBF**' file, and then select '**Delete**' from the drop-down menu:

8) Launch DiagnosticLink.

[Leroy Wagner](#) *28 posts since Nov 11, 2014*

Re: DL8 CGW connection issues Oct 20, 2020 3:13 PM

That does seem to work. Thanks for sharing.

[Trey Regar](#) *21 posts since Feb 3, 2015*

Re: DL8 CGW connection issues Oct 19, 2020 11:34 AM

great!
the first computer I did this on, im pretty certain I deleted too many files. misread where you only delete the files that start with CGW04t.
so for anyone reading this.

ONLY DELETE THE FILES THAT START WITH CGW04T !