

INSITE 8.3.0 RELEASE- *Email Blast*

Support Contact

1-800-CUMMINS

Press Option 2 and Option
3 from the automated
menu listing

Email Support:

ServiceToolSupport@cummins.com

Chat Support

<https://insite.cummins.com/chat/ChatLogmeinV2.html>



Name: INSITE 8.3.0
Date: October 9, 2017

- INSITE 8.3.0 release GO-LIVE release is October 11, 2017.
- Update Manager will force the update due to critical bug issues with 8.2.0 & 8.2.1.
- Direct INSITE questions for Support / Solutions to common errors and errors related to the update:
 - Self-help direct user's to <https://insite.cummins.com> – Issues and Solutions will have fixes for those items we know fixes. Top issues will outline the common issues being seen and if there is a fix available.

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Top Issues and Solutions

Information

- Top Issues and Solutions
- Latest Software Versions Available
- Datalink Support & Information
- INLINE 7 & INLINE mini Warranty
- Field Test Information and Sign-up
- Licensing Information
- Training Videos

Hot Topics for the Current Software Versions

INSITE 8.2.0 and 8.2.1 - Issues calibrating CELECT and CELECT PLUS engines with INSITE.

Currently, there is an issue with recent releases of INSITE when attempting to calibrate a CELECT or CELECT PLUS ECM. If either INSITE version 8.2.0, or 8.2.1, is used in an attempt to calibrate a CELECT ECM, it can cause certain vital aspects of the ECM's firmware to be removed. This results in the calibration appearing to proceed to completion, only for the ECM to appear as ROM-booted almost immediately afterward. The only fix for this issue at this time is to rollback INSITE to version 8.1.4, and use that version to calibrate CELECT and CELECT PLUS ECM's. INSITE version 8.1.4, is still compatible with the newer calibrations and the new INSITE CSS system.

INSITE - SPECIAL NOTICE Related to the WORM:Win32/Bluber.A false positive scare from Friday March 31st 2017.

After working with Cummins Cybersecurity, we have some updated information with regards to INSITE and the 1706 / white-page-displayed-when-selecting-Calibrations issue.

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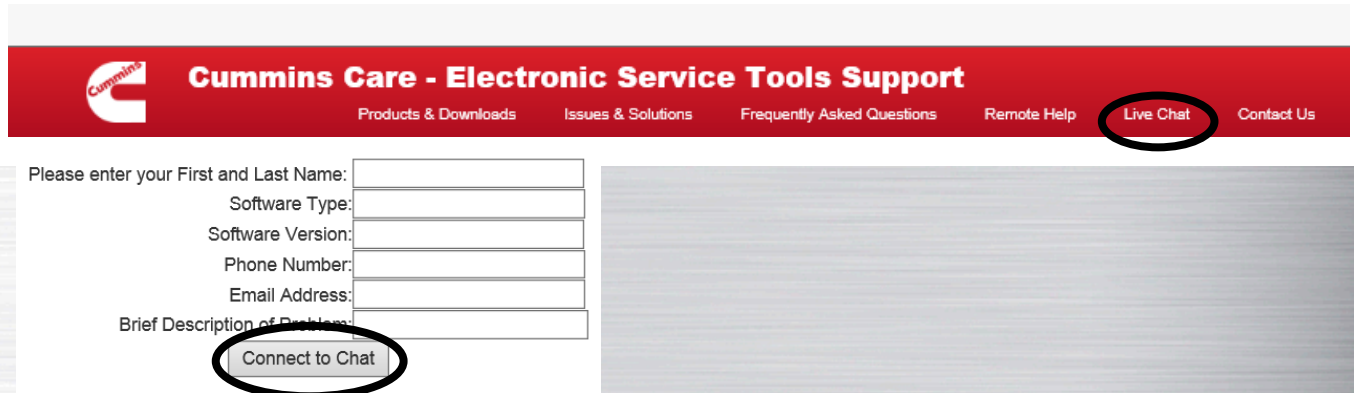
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- Live Chat with an EST associate – user's can initiate a Live Chat by clicking on Live Chat option on INSITE.CUMMINS.COM and completing the contact information at the bottom of the page and clicking



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Please enter your First and Last Name:

Software Type:

Software Version:

Phone Number:

Email Address:

Brief Description of Problem:

Connect to Chat

- Please fill in the field above with as much detail as possible so our team can expedite your repairs.
- The information to follow is by no means addresses every possible outcome and error that can happen, but it should help guide you through the most common of errors that are seen every release. See Slides 3 and 4

INSITE 8.3.0 RELEASE- *Self Help Fixes*

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Update Manager

Error 1004 – This is typically caused by another install or pending Windows update is interfering with the update of INSITE. Step 1 is to reboot the machine and try again. If that doesn't work, you will need to download the 8.3.0 package and do the install manually by running the installinsite.bat as administrator. This should allow you to update without the error. Lastly if that doesn't work you will need to run the Setup.exe as admin and see what is truly happening and find out what the exact installer error is and address the problem.

Error 1000 or 1200 – These errors are commonly a result of a recent update to update manager with the Update Manager Service is not started. If you go into Services on the PC with Admin rights you can manually start the service and the error should go away. If the service won't start you will need to go to C:\ProgramData\Cummins_inc\ and Delete pushcache.dat file and then start the service again. If it still fails then you need to completely remove update manager, clearing the program files directory for update manager and then install update manager fresh. This should resolve all other causes preventing the service from starting.

Error 1603 or 1608 – This is a generic installer error that can't be addressed by update manager. Best solution is to follow these instructions to work around the problem: You will need to download the 8.3.0 package and do the install manually by running the installinsite.bat as administrator. This should allow you to update without the error. Lastly if that doesn't work you will need to run the Setup.exe as admin and see what is truly happening and find out what the exact installer error is and address the problem.

Error 2507 – This error means that the client's machine or network is blocking Update managers access to the file on the server. This is sometimes caused by people trying to access update manager while the server is being updated also. Two Solutions: 1 have the user wait an hour or two and then try again or option 2 manually download the package and install it manually which is a safer bet. I would also give the customer the Network Considerations.pdf so they can check with their IT about white listing our connections for Update Manager, ECM Code Search and LCT. This pdf is attached to this email.

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INSITE Errors

Error INSITE won't start/shows splash screen then closes – The first thing you should do is right click on the INSITE icon and run as admin. If the tool opens properly then you have a permissions issue either in the registry or in the folder structure. Allowing everyone access to the Cummins key folder in the registry and doing the same with the Intellect folder in the file explore should in most cases address the issue. If it doesn't I would escalate to level 2 for more debugging. If running as admin does not open INSITE then you most likely have a .NET issue which means you will need to uninstall and reinstall .NET if possible or Upgrade it to the next version is a fall back on when uninstall is not an option. If fixing .NET does not address this problem, You will need to uninstall and reinstall INSITE and the Datapack fresh as it might be a corrupt installation/upgrade.

Error 49000 – This error occurs when Update Manager crashes or fails to finish updating INSITE so only one or part of the update is successful. Most often the Datapack is successful and if the user runs update manager again INSITE will install and the error will be resolved. If INSITE was successful but the datapack failed you can get a copy of the matching datapack here and install it for the customer or direct them how to fix it. https://insite.cummins.com/issues/insite.html#INSITE_Error_49000

Error -9999 – This error occurs when there is a mismatch between the version installed of LCT and INSITE or when one of the two tools are corrupt. Best solutions are to remove and reinstall each tool till the error goes away.

Error 10005 – This error can be caused by the PC Time and Date being wrong, the Adapter drivers or firmware being out of date/mismatched. It can even be caused by a corruption of the install/upgrade. If the other fixes detailed in this message doesn't fix the error Remove and reinstall the INSITE Datapack and the INSITE application.

Error 10003 – This error is most commonly caused by either a bad Datapack installation or the MS Access Database component is not install properly or corrupt. Please follow the instructions at this URL to fix this issue. https://insite.cummins.com/issues/insite.html#INSITE_Will_Not_Open_and_Throws_Error_10003 . Additionally, if this still doesn't address the problem when you will need to uninstall and reinstall the INSITE Datapack and INSITE application.

Error -3011 – This error means the licenses have expired or are no longer present on the pc. Simply ask the user for the tool install and confirm the state of the licenses. If the licenses are still valid then you will need to go down the troubleshooting path for LCT and License Storage issues. If the licenses are expired then please update the customer with this information and when they expired and help them get in contact with their local distributor to purchase new licenses to clear this error.