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# EDS Simulator

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**1. What should I do if I cannot get into EDS?**

If you cannot access EDS and have been provided access to the application, please submit a Quickserve Online help ticket (Refer to question 3).

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**2. How do I report a problem with an EDS Solution?**

Click the "Report a Problem with This Solution" link in the verification/repair pages. Describe the issue, including as much detail as possible.

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**3. What should I do if I see problems with the EDS application i.e. Misplaced buttons, blank pages, error messages, etc.?**

Submit a Quickserve Help Ticket by clicking on the "Help" icon located on the top right corner of the EDS page and completing the Help Desk form. Please make sure that the email address in the form is valid as it will be used for follow-up communications. If the email address is incorrect, you may enter the correct address in the form. Be sure to provide the same Engine Serial Number that was provided in the Session with the error. For more immediate assistance you can call the Electronic Service Tools Help Desk @ 1-800-433-9341, Option 2.

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**4. What do I do if the link to a procedure is broken?**

If you click on a link to a procedure and you are presented with an error message or blank screen, report this using the "Report a problem with This Solution" link (located at the right of the verification/repair page).

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**5. How can I get EDS access for a new user?**

In order to get access for a new user, please contact your local Cummins Distributor.

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**6. I have moved to a different branch, how do I view diagnostic Sessions for the new branch?**

In order to view diagnostic Sessions for the new branch, one's Workgroup will need to be reassigned. Please contact your local Cummins Distributor and provide the new branch location. You will then be reassigned appropriately. Note: This process does not occur automatically.

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**7. How can I access published Technical Service Bulletins (TSB) in EDS?**

All diagnostic TSB procedures applicable to a Service Model Name can be accessed in EDS by selecting the TSB tab (displayed beside the TRP tab) on the Solution Search page.

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**8. How do I change the language in EDS?**

Click the button "English" at the top right of the EDS page. You can now select a preferred language from amongst the current options. Once a language has been selected, verification and repair procedures will appear in the chosen language. Please ensure once the language has been changed, that all search information should be entered in the selected language.

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**9. I changed the language, but I still see the verification and repair procedure in English. Why does this happen?**

If a verification and repair procedure still appears in English after changing the language, it has not yet been translated and is currently only available in English.

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**10. I cannot find a Diagnostic Session when I check My Workgroup. How do I locate it?**

If a Diagnostic Session (DS) for a branch is not available in the "My Workgroup" tab, it is likely that the DS has been closed. A Closed DS is removed from the Workgroup list after 5 days. If you know the DSID for the closed Session or the applicable Engine Serial Number (ESN), you can search for the DS by selecting the DSID tab, entering the DSID, and clicking search. Otherwise, you can search for the ESN by selecting the Repair History button (icon with gears at the top right of the EDS page) and entering the applicable ESN.

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**11. Why can I not continue my Diagnostic Session?**

If you are unable to continue a DS it is likely the Session is currently assigned to another user. Ensure each Diagnostic Session is properly closed or exited on completion as improperly closing the Session (e.g. by shutting down the browser) can result in the DSID being temporarily unavailable (for a maximum period of 2 hours) to other users at a branch.

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**12. There is a caption "RF" listed beside my DSID. What does this stand for?**

The letters "RF" stand for Repeat Flag and will be listed at the left of the Worklist page in an "RF" column, if it has been determined that the Engine unit has visited a repair location more than once within a given period of time. The Repeat Flag feature will Flag ESNs in EDS that meet the criteria above in order to provide the technician with alternative troubleshooting direction to direction provided in EDS. On creating a DSID with a "Flagged ESN" a notification message to contact Rapidserve will immediately be provided to the technician prior to troubleshooting. If Rapidserve is contacted, the "Called" option should be selected, and a Control # will be provided to the technician.

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**13. How do I find any relevant Fault Code Information?**

EDS provides Fault Code information (i.e. name and description) and a link to the Fault Code Overview for each Fault Code. If a symptom has been entered into the free text search box, a list of Fault Codes is displayed. Beside each Fault Code there is a question mark symbol. Hovering over this symbol will provide the Fault Code description. Clicking on the symbol will provide the Fault Code overview. Any Fault Code selected will be available in the status bar throughout the period of the diagnostic Session with the same hovering capability.

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**14. Some EDS Solution Titles are blue while others are black. Is the color of a Solution Title relevant?**

The color of an EDS Solution Title is not relevant.

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**15. How are Solutions chosen and ordered?**

EDS advises, in the simplest terms, the most likely steps needed to resolve engine problems. The order of EDS Solutions is based on Engine Repair Logic, prevention of repetitive steps, prevention of No Trouble Found, and an analytic assessment of historical trends.

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**16. How do I reset a search in order to diagnose another issue with the same engine?**

To reset a search, select the "reset" button available in the Solution Search page. The reset button is displayed at the top of the Solution Search page directly above the number of Solutions listed. On resetting a search, previous troubleshooting can still be reviewed in the Audit Trail. To view previously listed Solutions within the Solution Search page after a reset has been performed, the diagnosed Fault Code/Symptom will need to be reentered.

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**17. What should I expect when I click on the escalate button in EDS?**

When you click on the escalate button, EDS will prompt you to attach an INSITE ECM image (eif). Once the INSITE ECM image (eif) has been attached, follow your normal escalation process and provide the appropriate DSID. The DSID will immediately provide the support person with all the relevant information to provide timely support.

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**18. How long will my Session stay active before I am automatically logged out?**

A Session with no activity (i.e. the user does not perform any actions) will normally stay active for 2 hours before the user gets logged out. After 2 hours the Session will be reassigned to the appropriate Workgroup, and the user will have to log back into EDS to continue the Session.

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**19. How do I assign a DSID to a different User/Workgroup?**

To assign a DSID to a different User/Workgroup, Search for the DSID in the DSID search field and click on the DSID. Select the details tab and click on the pencil icon right next to the "Owner" field (Note: The pencil icon indicates that the field is editable).

Enter the User or Workgroup in the field. The Workgroup is the owner - composed of "Branch name" and "Service Provider Code" - to which a DSID is assigned on being exited. If the DSID has been exited previously, the Workgroup will be listed in the Audit Trail. Do file a Help ticket and include the applicable DSID if you do not know the appropriate Workgroup or you are having trouble with the system recognizing your intended Workgroup. Once the User/Workgroup has been entered into the field, hit the "Enter" key on your keyboard to save the entry. The Session will be reassigned to the entered User/Workgroup and will be then be accessible (i.e. the DSID can be continued).

If the DSID is still open and there is no pencil icon available, you do not have the appropriate level of EDS access to perform this function. This functionality is available to users who manage DSIDs within a branch (e.g. Branch Warranty Personnel). If you work in this capacity and do not have this functionality, contact your Distributor and request your "EDS group" be changed to "Workgroup Administrator".

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**20. How do I view DSIDs from multiple branches?**

To view DSIDs from multiple branches, contact your distributor and request access to the additional required branches. This functionality is available to users who service or supervise multiple locations (e.g. managers).

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**21. I have already performed Solutions but now the Solution search page is blank. How do I locate my Solutions?**

In order to display a previous Solution set which is not visible, you will need to reset the search and enter the symptoms exactly as previously done. For example if you initially searched Fault code 559 and black smoke, you will have to do the same in order to display the previously viewed Solution set. IF you cannot remember the exact search previously entered, you can review the Audit Trail to obtain the necessary search information.

Note: Any Solution status icons (e.g. in spec, out of spec, etc.) for previous searches will also be populated along with the respective Solutions on reentering the symptoms.

**22. I entered an incorrect ESN. How do I correct it?**

If an incorrect ESN has been entered, please close the Session as invalid and create a new Session with the correct ESN. Once a DS has been created with a valid ESN, the ESN cannot be changed. Currently the "Work Order" field and the "Unit Number" field are the only entries which are always editable. Other entries are editable only if there are no values entered when the Diagnostic Session was initially created.

**23. What should I do if my engine Service Model Name is not supported?**

If a SMN is not supported, please troubleshoot using Quickserve.

**24. How do I handle multiple complaints in a Diagnostic Session?**

Diagnose multiple engine complaints by diagnosing each complaint separately. If there is an active Fault Code, enter the Fault Code. If there are multiple Fault Codes, use the Fault Code Analyzer (See Question 26). If there are no Fault Codes, enter the symptom. Perform the required verification/repair in the Solution(s), reset the search and then troubleshoot the next complaint. Only one Diagnostic Session should be created per Work Order.

**25. I notice links within some EDS Solutions that direct users to perform alternate checks and repairs. What are these links for?**

If the diagnosed issue has an underlying root cause that may lead to progressive damage, or require multiple checks/repairs in order to properly resolve, links are provided within the Solution for the various steps/tasks. These Solutions are called "Compound Solutions."

**26. What is the Fault Code Analyzer (FCA) and where can I find it?**

This tool efficiently points technicians to the root cause of failure by quickly displaying the sequence of Fault Codes to troubleshoot, along with which Fault Codes are related to each other.

This new feature is available through both EDS and QuickServe Online. To access the FCA through EDS, click the link in EDS next to the Free Text Search field. For EDS users, even though the link is available to direct the user to the Fault Code Analyzer in Quickserve. Note: The technician currently has to re-enter the ESN when the Fault Code Analyzer window is displayed.

**27. What System settings are required for EDS?**

Hardware – The same laptop or desktop PC used to connect to Quickserve Online will support EDS. EDS offline (SOLO) mode requires approximately 100mb of Local Hard Drive Space
Personal Computer – Windows (2000/XP/Vista/7)
Internet Connection – Broadband Recommended (Cable/DSL/T1)
Web Browser – EDS strongly recommends a standards compliant browser (Internet Explorer 8, Mozilla Firefox 3+)
Please Note the following:
-Cookies should be enabled on the browsers.
-Disable third-party browser extensions by selecting Tools-> Internet Options-> Advanced and Uncheck "Enable third-party browser extensions"
-Enable Compatibility view for EDS sites by selecting Tools-> Compatibility view settings and adding the following addresses to the Compatibility View: eds. servigistics.com, eds-train.servigistics.com, cumminsedstraining.servigistics.com
- In the event EDS does not function with the above settings, reset the browser: Tools-> Internet Options-> Advanced -> Reset Internet Explorer settings -> Reset.

**28. What should I do if EDS does not resolve the problem?**

If EDS does not resolve the problem, you are to follow the appropriate escalation process. If you need diagnostic assistance with engine repair or if you have exhausted the Solutions provided by EDS and root cause has not been identified, contact:

**Distributors:** Contact Distributor Technical Support for Cummins troubleshooting and repair information support.

**Dealers:** Contact RAPIDSERVE @ 1-800-832-4282. For in-warranty diagnostic support, please select option "1". For out-of-warranty diagnostic support, please select option "2".

**Fleets and National Accounts:** Contact your normal Service representatives.

**Note:** Please make sure your DSID is available when calling.

**29. Should EDS be used on all Engines/Applications?**

EDS should not be used for Mechanical Engines, Power Generation Applications or for Marine Applications. For these instances please use your previous Troubleshooting process to complete troubleshooting.

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**30. What Issues should not be diagnosed using EDS?**

EDS is a diagnostic tool and should be used when diagnosis is needed. If diagnostic troubleshooting time will not be claimed, then the use of EDS is not required. Some examples of this are Preventive Maintenance and Catastrophic Engines Failures.

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**31. When should I perform TSBs?**

TSBs should be viewed prior to troubleshooting. EDS only displays TSBs that are related to diagnostic/troubleshooting direction.

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**32.  When should I perform TRP?**

TRPs are specific to ESNs. So when a customer gives a complaint the TRPs should be checked to see if it is related to the Customer complaint.

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**33. When should I troubleshoot Campaigns?**

Clicking on the Campaign tab will show you any open Campaigns. The Customer Compliant should be diagnosed prior to performing any Campaigns. You should only perform a Campaign with the customer's approval, even though the Campaign is at no cost to the customer. If the root cause can be resolved by the Campaign the Campaign should be performed.

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**34. I cannot get into the EDS Online Training. What should I do?**

If you have been provided with access to EDS and are experiencing problems with EDS Training, please contact the EDS Online training Help Desk @ 1-800-239-5930/cvcsupport@techcom.com.

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**35. Credit for my EDS Online Training is not reflected in ProMOTION. Why does this happen?**

Credit for online training will not be transferred to ProMotion if there is a discrepancy between your ProMotion information and your account information (user name, name etc.). This will have to be corrected for credit to be transferred. If you have completed the Online training, but your ProMotion ID reads Promo-9999, there is an issue with your account information which will need to be corrected before credit will be given. Please contact your local Cummins Distributor.

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**36. What System settings are required for the EDS Online Training?**
The EDS Online Training has similar system requirements as EDS (please refer to Question 27).
Please Note the following:
- Cumminsedstraining.com should be a trusted site (Internet Options -> Security-> Trusted Site).
- The latest version of Java RTE is recommended.
- The latest version of Flash Player is recommended.

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**37. What does the EDS Online Training offer?**

The EDS Online Training provides a step by step guide on how to and when to use the EDS online/ EDS offline (Solo) version. Various diagnostic scenarios are reviewed, examples situations are provided, and an assessment is used to ensure thorough understanding.

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**38. What is the difference between EDS and EDS Simulator?**

EDS is the "Production" version, only to be used on actual work Orders, whereas EDS Simulator is the "Practice" version to be used to gain familiarity with the system or creating "Test DSIDs". EDS and EDS simulator are updated with the same content. Note: Any feedback entered during the use of Simulator will not be reviewed by the EDS team.

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