

# INSITE 10.0 Release Notes

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## New Base Features

**NOTE:** No new base Features have been implemented

## New Diagnostic Tests

**NOTE:** These will only be displayed if supported and enabled in the calibration

### Coolant Thermostat Actuator Test

Helps troubleshoot and isolate problems with the thermostat actuator by overriding the position

### Compressor Bypass Valve Override

Provides the ability to actuate the compressor bypass valve to a requested position that requires visual inspection of the valve

## New Advanced ECM Data

**NOTE:** No new Advanced ECM Data features have been implemented

## New Features and Parameters

**NOTE:** These will only be displayed if supported and enabled in the calibration

### Fuel Rail Temperature Sensor

Allows the monitoring of the fuel rail temperature and voltage

### Hot Shutdown Smart Timer

Allows the timer to be adjusted to delay a sudden hot shutdown of the engine, preventing oil coking on the turbocharger bearings

### Genset Application Runtime Tracker

Tracks the cumulative runtime hours for which an engine ran in prime/standby/continuous, to assist with tracking of runtimes for each of the application types

### Cruise Control Retarder Exit Configuration

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Provides the capability to identify different retarder modes to determine whether cruise control can be exited

## **Aftertreatment Intake NOx Virtual Sensor**

Provides the capability to monitor the Engine Out NOx

## **Auto Resume PTO**

Determine whether the ECM is in the Resume PTO mode automatically after the PTO switch is ON

## **New Product Support**

B4.5 CM2670 B178G/B227/F4.5 CM2670 B234G/B238/F165G

B6.7 CM2670 B188B

B5.6 CM2670 L167B

L8.5 CM2670 L179B

B4.5 CM2670 B231G

Z14 CM2670 L145

VTA903 CM2450 V107C

K19 CM2670 K213C

QSK95 CM2670 K188C/K189C/K190C

QSK38/K38 CM2670 K203G/K204G

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## Getting Started

### Operating Systems Compatibility

Windows® 10 64-bit Version 20H2 (Build ID 19042 or Newer)  
Windows® 11 64-bit

NOTE: INSITE 10.0 is **not supported** on the following Operating Systems:

Windows® XP  
Windows® Vista  
Windows® 7  
Windows® 7 Service Pack 1 (SP1) 32-bit and 64-bit  
Windows® 7 Starter Edition or Basic Edition  
Windows® 8  
Windows® 8.x RT Edition  
Windows® 8.1 32-bit and 64-bit  
Windows® 10 32-bit

Contact your local Cummins® Distributor to register INSITE and obtain activation keys. To locate your nearest distributor, please contact 1-800-CUMMINS.

### Windows 7 Support Ended

As of January 2020, Microsoft's support for Windows 7 has ended. Technical support for INSITE may no longer be fully available when using this operating system.

### Windows 8.1 Support Ended

As of January 2023, Microsoft's support for Windows 8.1 has ended. Technical support for INSITE may no longer be fully available when using this operating system.

### Windows 10 Support Ended

As of October 2025, Microsoft's support for Windows 10 has ended. Technical support for INSITE may no longer be fully available when using this operating system.

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## System Requirements

### Recommended Requirements:

Component	Requirements
Operating System:	Windows® 11 64-bit
Processor:	2.5 GHz or greater Quad Core (Intel or AMD)
RAM Memory:	16 GB
Hard Drive:	60 GB or greater available
Media Device:	Dual Layer - Double Density DVD-ROM (for use with INCAL DVDs)
Display	
Resolution:	1920 x 1080
Other Software:	Microsoft .NET Framework 4.8.1 or later Adobe Acrobat Reader v23.006.20320 or later
Internet:	High-Speed Broadband
Available Ports:	2x USB 3.0

### Minimum Requirements:

Component	Requirements
Operating System:	Windows® 10 64-bit
Processor:	1.60 GHz or greater Dual-Core (Intel or AMD)
RAM Memory:	4 GB
Hard Drive:	6 GB available
Media Device:	DVD-ROM (for use with INCAL DVDs)
Display	1024 x 768
Other Software:	Adobe Acrobat Reader v9.0 Microsoft .NET Framework 4.8.1
Internet:	High-Speed Broadband
Available Ports:	2x USB 2.0

**Note:** If you use a system with less than 4 GB of RAM, INSITE performance may be affected by the number of background applications running.

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## Supported Languages

English	German	Polish
Chinese (Simplified)	Greek	Portuguese
Czech	Indonesian	Romanian
Danish	Italian	Russian
Dutch	Japanese	Spanish
Finnish	Korean	Swedish
French	Norwegian	Turkish
		Vietnamese

## Microsoft .NET Framework

### General Information

INSITE requires Microsoft .NET Framework 4.8.1 or later. Microsoft .NET Framework 4.8.1 is supported on Windows 10 version 20H2 (Build ID 19042) and later.

Microsoft .NET Frameworks 4.7.1 and 4.8.0 are supported on Windows 10 and Windows 11.

Microsoft .NET Framework 4.7.1 is supported on Windows 8.1 and Windows 10.

Microsoft .NET Framework 4.7.1 is **not supported** on Windows 7 and Windows 8.

Please use the link provided below for more information:

<https://docs.microsoft.com/en-us/dotnet/framework/get-started/system-requirements>

## Location Operating System Version and Build

To locate the operating system's build details, press Windows Key + R to open Run, type Winver, and click/tap **OK**. One of the dialog boxes below should appear, providing the operating system version and build details.

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## Installation

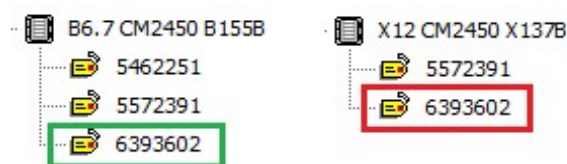
Refer to the table below for the hard drive space required to install INSITE 10.0. This assumes that the Operating System is installed on C:\

Hard Drive Space Requirements	
Upgrade (from 9.2.x)	2 GB
Upgrade (from 9.3.x)	2 GB
New	4.5 GB

## Calibration Compliance

As of INSITE 9.1.0, calibration downloads will be permitted only for calibrations authorized for connected products. Fleet counts can continue to be used to change the ECM Code for connected products, when applicable. Downloading calibrations for a different product will no longer be allowed, even if the ECM part number is compatible with other products. This doesn't apply when performing a revision update to a connected product.

**Example:** An ECM (Part #6393602) is being used on a B6.7 CM2450 B155B and would like to be swapped to an X12 CM2450 X137B. In this scenario, a Fleet Count cannot be used to perform a calibration download. INSITE will display Error 27008 at this event.



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## Announcements

### Calibrations

Automotive applications will default to "ON" for the Save and Restore option in the Calibration Download dialog.

Industrial applications will default to "OFF" for the Save and Restore option in the Calibration Download dialog.

Some applications may gray out the "Save and Restore" option when performing a Calibration Download.

To decrease calibration and download times, please ensure that all applications other than INSITE are closed. Always use the J1939 protocol and engine connector when available.

Computers with less than the minimum recommended hardware requirements will have an extended Calibration Download time. *Screen savers and suspend modes should be disabled.*

Autodetect will not initially work for ISM, Signature/ISX, and QST30.

#### ***Workaround for Autodetect:***

Download the ECM calibration using the ECM Code calibration to the ECM. Autodetects should function correctly after the calibration transfer is completed.

When using INCAL DVDs from June 2019 or older, calibrations for ISM, Signature/ISX, and QST30 will not appear.

#### ***Workaround for INCAL DVD users:***

Consult QuickServe Online (QSOL) and search for the correct ECM calibration in the QSOL data plate. Then, download the correct ECM calibration using INSITE's ECM code search feature. If you need assistance, submit a ticket in QSOL under Module: Calibration Download, or contact Cummins Care at 1-800-CUMMINS.

### Connections

**Error 5200:** Indicates communication loss between the computer and the datalink adapter.

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**Error 5201:** Indicates communication loss between the datalink adapter and the ECM.

**Error 5202:** Indicates no communication could be established between the datalink adapter and the computer.

**Error 5204** indicates that no communication could be established between the datalink adapter and the ECM.

If the “Auto Configure” and/or "Datalink Adapter Connection Test" do not find the adapter when connected, manually configure the Datalink adapter connection.

An Internet connection is required before selecting the following URLs from the Help > About INSITE menu:

<https://www.cummins.com/support/digital-products-and-services-support>  
<https://www.cummins.com>

## Simulators

The values shown in the simulator do not reflect the actual values observed when connected to an engine.

## INSITE Integrated Simulator – Single & Multiple-Module

All simulators for 2007 and above models were combined into two single simulators:

INSITE Integrated Simulator—Single Module  
INSITE Integrated Simulator—Multi-Module.

These will display all Features and Parameters, ECM Diagnostic Tests, and Advanced ECM Data supported for single— and multi-module engines.

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## Work Orders/ECM Images/Templates

Double-clicking on the exported image files (.csv) will not open them in the correct format in Microsoft Excel.

**Workaround:** Follow the steps below to open an exported (.csv format) image file in Excel:

1. Open the .csv image file with Microsoft Excel
2. Highlight column A
3. Click on Data > Text to Columns
  - a. In Step 1 of the wizard, select the "Delimited" option, then click "Next."
  - b. In step 2 of the wizard, uncheck the "Tab" box, check the "Comma" box, and click "Next."
  - c. In step 3 of the wizard, click on "Finish."
4. Format columns as desired.

## Backing Up/Transferring Work Order Images & Templates

The following files and folders must be backed up and copied or moved accordingly:

C:\Intelect\INSITE\UserSettings\data.wo  
C:\Intelect\INSITE\WorkOrders

Alternatively, select "Export All" from the right-click menu while highlighting any Image.

When using templates, it is recommended that the first template sent to the target vehicle be verified. This helps ensure that the template configuration is correct for subsequent vehicles.

When using templates, verify that the ECM code is compatible or the same.

When naming images and templates, avoid using special characters such as \$, ^, and others.

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## ECM Application Topics

### ISB & Calibration

When calibrating a Recon ISB ECM, the J1708 protocol must be used. Calibration will not be successfully downloaded to the ECM when J1939 is used. If both J1708 and J1939 protocols are available on the Datalink, the J1708 protocol must be specified instead of Auto Detect.

### C8.3G/L10G

The Woodard Governor (GCM) with INSITE will only calibrate and monitor the ECM. The GCM cannot be calibrated, and no information will be shown in Features and Parameters or Data Monitor Logger.

### Signature/ISX - CM570 Feature and Parameters

J1939 Multiplexing:

If the "J1939 Multiplexing" feature and its sub-features are enabled, they cannot all be disabled simultaneously. When sent to the ECM, INSITE displays an error dialog stating, "The write to ECM failed for the requested parameters."

Engine Brake Control:

Suppose a phase 8 calibration is currently in the ECM. In that case, the Engine Brake Delay Time value might be set to zero regardless of the actual value entered for this parameter in the Features and Parameters.

*Workaround:* Check the value for the Calibration Software Phase in INSITE (under Features & Parameters > System ID & Dataplate > Calibration Information). If it starts with 08, download the latest version of the ECM Code to resolve this issue.

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## ISX - CM870

The "Injector Check Valve Diagnostics Test" might not run during earlier ECM code phases on ISX CM870 ECMs. Please refer to the table below for more details:

<b>ECM Code Phase</b>	<b>Test Status in INSITE</b>
Phase 5.4.6.02 and prior →	Test Will Not Run
Phase 5.4.7.11 and post →	Test Will Run
Phase 6.5.1.01 and prior →	Test Will Not Run
Phase 6.5.2.0x and post →	Test Will Run

## Celect Plus ReCon ECM Procedure

CAUTION: To calibrate this ECM, use the following steps:

1. Hook up battery power
2. Turn the key switch ON for 10 seconds
3. Turn the key switch OFF
4. Launch INSITE
5. Connect to ECM (while the key is still in the OFF position)
6. Click "OK" to the ROM boot message
7. Select "Calibration Selection."
8. Select ECM
9. Choose the appropriate calibration code and transfer it to the ECM
10. Turn the key switch ON when INSITE prompts

## Celect

### Phase 3 & 4 (ECM P/N: 3619037)

Some modules may have existing hardware issues. If the calibration download fails and the module does not reconnect after calibration, please get in touch with Cummins Care Electronic Tools for further assistance.

### Phase 5 (ECM P/N: 3084473)

Some modules may have existing hardware issues. If the calibration download fails and the module does not reconnect after calibration, please get in touch with Cummins Care Electronic Tools for further assistance.

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## **Calibration Download Failure**

If the ECM has an unlocked Master Password, the calibration download will fail, leaving the module in a ROM Booted state. Recalibrating it will recover the ECM. The issue is under investigation.

*Workaround:* Disable the Master Password before calibration, then re-enable it after calibration is complete.

## **QSK19/45/60 - CM500 & Calibration**

When calibrating a QSK19/45/60-CM500, avoid using a connection with "Auto Detect" mode; it may cause the calibration download to fail.

*Workaround:* Use an INLINE 7 or USB-Link 3 connection that specifies the J1708 protocol instead of Auto Detect.

## **QSM11 & Calibration**

When calibrating QSM11 engines utilizing Multiple Unit Synchronization, the J1708 protocol must be used. Calibration will not be successfully downloaded to the ECM when the J1939 protocol is used. If both J1708 and J1939 protocols are available on the Datalink, the J1708 protocol must be specified instead of Auto Detect.

## **QST30 – CM552 & Connections**

When connecting to QST30 - CM552, please ensure both modules are correctly connected to ensure the system connects to INSITE successfully.

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## Datalink Adapters: INLINE 7, INLINE 8 & Cummins USB-Link 3

With INSITE, the latest INLINE 7, INLINE 8, and Cummins USB-Link 3 drivers and firmware MUST be installed. These can be downloaded from the INLINE website at <https://www.cummins.com/parts-and-service/digital-products-and-services/inline>.

Legacy adapters such as INLINE I, II, III, 4, 5, and 6 are obsolete. However, support for these adapters is no longer available.

## Datalink Adapter Compatibility Matrix

### Supported Protocols

An Internet connection is required to view the content at the link below.

Engine Program	ECM	J1708	J1939
480C-E	CM552	X	X
B5.9G	CM420	X	
C Gas Plus/B Gas Plus	CM556	X	X
C8.3G	CM420	X	
CELECT	ECM-B	X	
CELECT Plus	ECM-C	X	
CELECT Plus Industrial	ECM-C	X	
Centinel	CM400	X	
CENTRY	CM400	X	
Gas Compression GTA 3.9/5.9/8.3GC KTA19/38GC	CM556		X
	SSM558		
	CM2358		
ISB	CM550	X	X
ISB – CM850	CM850	X	X
ISB Daimler Chrysler	CM551		X
ISBe (4 and 6 Cylinder)	CM800	X	X
ISBe2/3 – CM850	CM850		X
ISBe4 (4 and 6 Cylinder)	CM850	X	X
ISC / Transit Bus ISL8.3 – CM850	CM850	X	X
ISC/ISL	CM554	X	X
ISL8.9 – CM850	CM850	X	X

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ISLe4 (6 Cylinder)	CM850	X	X
ISM	CM570	X	X
ISM – CM870	CM870	X	X
ISM – CM875	CM875	X	X
ISM – Fuel Control Module – CM570	CM570	X	X
KTA19, G855 CM558 G	CM558		X
L Gas Plus	CM556		X
L10G	CM420	X	
PIM	CM550	X	
QSB5.9/44, 5.9/30, 4.5/30	CM550	X	X
QSC8.3/QSL9	CM554	X	X
QSK19/23/45/60/78	CM500	X	X
QSK19G/38G/60G QSV81/91 - CM700/SSM558/CM2358	CM500	X	
	CM700		X
	SSM558		X
	CM2358		X
QSM11	CM570	X	X
QST30	CM552		X
QST30 – Power Gen	CM552		X
QSX15	CM570	X	X
Signature/ISX	CM570	X	X
Signature/ISX – CM870	CM870	X	X

## Operating System and INSITE Configurations

### Power Savers

Turn off any power-saving features when communicating with an ECM, especially when downloading a calibration to it. These commands instruct the computer to communicate with the ECM without requiring you to interact with the computer. As a result, the power saver does not recognize that a command is in progress and automatically turns off the computer. This may disable the COM/USB port, the hard drive, and other hardware required for the calibration and download.

### Advanced ECM Data

If the display becomes distorted or is not fully visible, close the Advanced ECM Data window, then reopen it. Resizing the window can cause the view to become distorted.

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## Display Graphics

Large Toolbar Buttons do not display all toolbar icons.

**Workaround:** Under Tools > Options > General, select Small Buttons in Display Options.

INSITE does not support Dual Monitors.

To turn off the "Display Feature Names" option for the view bar, uncheck the box in Tools > Options > General > Viewbar > Display Feature Names.

If your PC monitor display is set to "Large Fonts," some information in INSITE may not be displayed. It is recommended to use a small font size.

If your display scaling is set above 150%, you may experience graphical issues.

## ECM Diagnostic Tests

If the display becomes distorted or is not viewable, close and reopen the ECM Diagnostic Tests window. Resizing the window can cause the view to become distorted.

## Fault Codes

The MIL Lamp Status is not displayed when printing the Image Fault Codes in the Tool Display Format.

**Workaround:** Print the Image Fault Codes in Text-Only Format or connect to the image, open Fault Codes, and select the Print icon.

## Printing

In print preview, use the magnifying glass on the toolbar to enlarge the text.

When no printers are available, the print options—including Page Setup, Print, and Print Preview—will be disabled.

**Workaround:** Set up and install a printer on the PC and then retry the INSITE print selection.

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## **Suggestions & Tips**

Do not turn off the PC while INSITE is running. Disconnect from the ECM and exit the program before turning off the computer. If you do not, disconnect from the ECM and exit INSITE before turning off the computer. Disk and database corruption can occur otherwise.

If the PC CMOS battery is not functioning, please reset the PC's date and time and restart the computer before attempting to open INSITE.