INSITE 10.2 Release Notes

Table of Contents

New Base Features 2

New Diagnostic Tests 2

New Advanced ECM Data 2

New Features and Parameters 2

New Product Support 3

Getting Started 4

Announcements 7

ECM Application Topics 10

Datalink Adapters: INLINE 7, INLINE 8 & Cummins USB-Link 3 13

Datalink Adapter Compatibility Matrix 13

Operating Systems and INSITE Configurations 14

Suggestions & Tips 16

INSITE 10.2 Release Notes

New Base Features

NOTE: No new Base Features have been implemented

New Diagnostic Tests

NOTE: No new Diagnostic Tests have been implemented

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

Provides the fuel rail temperature and sensor voltage

Vehicle Load Condition Mode Selection

Determines the vehicle's state (loaded or unloaded), which is essential for defining the required limits for fuel efficiency

Load Based Speed Control Dual Mode

Allows the ability to select between conventional Load Based Speed Control Dual Mode or both conventional Load Based Speed Control Dual Mode and Vehicle Mass/Engine Power

Gear Down Protection Dual Mode

Allows the ability to select between conventional Gear Down Protection Dual Mode or both conventional Gear Down Protection Dual Mode and Vehicle Mass/ Engine Power

User Adjustable Fuel Economy Dual Mode

Allows the ability to select between conventional User Adjustable Fuel Economy Dual Mode or both conventional User Adjustable Fuel Economy Dual Mode and Vehicle Mass/Engine Power

Bypass Fuel Economy Index

Allows the ability to bypass the Fuel Economy Load Based Speed Control, Gear Down Protection, and Vehicle Acceleration Management

New Product Support

B7.0 CM2450 B242M

F4.5 CM2220 B222C

QST30 CM2450 K540C

C8.3 CM2450 C103M

B7 CM2670 K369

INSITE 10.2 Release Notes

Getting Started

Operating Systems Compatibility

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

NOTE: INSITE 10.2 is **not supported** by the following Operating Systems:

Windows® 10 32-bit

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

Windows 10 Support Ended

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

System Requirements

Recommended Requirements:

Component	Requirements
Operating System:	Windows® 10 64-bit
Processor:	Quad-core Intel 8th generation and newer, or AMD Ryzen 2000 series quad-core or newer
RAM Memory:	24 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

INSITE 10.2 Release Notes

Minimum Requirements:

Component	Requirements
Operating System:	Windows® 10 64-bit
Processor:	Quad-core Intel 8th generation and newer, or AMD Ryzen 2000 series quad-core or newer
RAM Memory:	16 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 16 GB of RAM, INSITE performance may be affected by the number of background applications running.

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 Framework 4.7.1 and 4.8.0 are supported by Windows 10 and Windows 11.

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

INSITE 10.2 Release Notes

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.

Windows 11



Installation

Refer to the table below for the hard drive space required to install INSITE 10.2. This assumes that the Operating System is installed on C:\

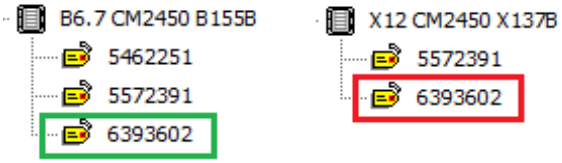
Hard Drive Space Requirements	
Upgrade (from 10.1)	2 GB
Upgrade (from 10.x)	2 GB
New	4.5 GB

INSITE 10.2 Release Notes

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.



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. Screensavers 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. Auto-detect should function correctly after the calibration transfer is completed.

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.

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 10.2 Release Notes

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.

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 with or identical to the template.

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

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 displayed in Features and Parameters or in the 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 Calibration Software Phase value in INSITE (under Features & Parameters > System ID & Dataplate > Calibration Information). If it starts with 08, download the latest ECM Code to resolve this issue.

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:

ECM Code Phase	Test Status in INSITE
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” on 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.

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.

INSITE 10.2 Release Notes

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 INLINE. **(An Internet connection is required before selecting the URL above.)**

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

Datalink Adapter Compatibility Matrix

Supported Protocols

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
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 Systems 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 doesn't recognize that a command is in progress and automatically shuts down 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 distort the view.

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 distort the view.

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.

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.