

# **PC Service Tool Readme**

Version 4.7

## **Introduction**

Version 4.7 of the PC Service Tool is an updated set of software that completely supersedes previous versions of this diagnostic tool. This Readme is intended to help the technician use the tool as effectively as possible, and to inform the technician of issues that may be encountered with this version.

It is strongly recommended that the Installation and Use Guide be downloaded from Hypass, and available for reference when the PC Service Tool (PCST) is to be installed. This guide provides valuable information as to compatibility, and how to install and use the PCST

## **Installation Notes**

You must have the following applications installed on your PC before using some PCST features:

- Internet Explorer version 6 or higher
- Adobe Acrobat, or Adobe reader, version 6 or higher

Since these are common applications, the PCST does not include them in order to minimize the size of the downloaded software files.

Note that the PCST also requires a “software framework” from Microsoft. The PCST checks for the presence of this framework on the target machine, and installs it if necessary. Specifically, the version installed is Microsoft .NET 4.0.

Depending on the “permissions” granted to your user account, the person who administers your computer may need to grant access to certain directories for the PCST to operate correctly. Specifically, if you are using PCST from a “Limited User” account, the administrator of your system must grant full access to the directory under Program Files where the PCST is installed. Also, you must have read access to the Windows directory.

If you need to use the truck software reprogramming feature, please refer to the separate Readme for that feature located in the “Docs” directory of PCST.

## **Potential Issues & Solutions**

This new version of the software brings new capabilities, but also some potential issues. While the PCST is designed to be simple to use, it does employ some complex PC and data communication technology. The factory has invested a great deal of time to ensure version 4.7 is a well-tested, quality product. However, due to the extremely wide variation among PCs and their configuration, and the wide variety of trucks serviced, some issues have been noticed that could be seen by the end user. We mention them here, along with potential work-arounds, so

that the tool can meet the technician’s main diagnostic needs. We are continuing to improve this tool – future revisions will address these issues.

Possible Issue	Work Around
Installation error messages	<p>An older, incompatible version may exist on the computer. Remove it manually:</p> <ul style="list-style-type: none"> <li>• Go to Control Panel and look for any previous versions of the Service Tool (named Hyster PC Service Tool). Remove these versions.</li> <li>• Go to Program Files and look for a Hyster directory. Delete this directory and all sub-directories.</li> <li>• Restart the computer and re-run the installation.</li> </ul>
Problems with other (non-PCST) applications using CAN connection at same time as PCST	<ul style="list-style-type: none"> <li>• Only one application should use the CAN connection at any given time. Do not try to use other applications that access the CAN connection while PCST is running.</li> <li>• Consider adding the other applications to PCST’s “Third Party Applications” menu – then, PCST will automatically release the CAN connection when these applications are started.</li> </ul>
PCST takes a long time to start after clicking desktop / start icon – don’t see an “hourglass” or indication that Windows is working.	<ul style="list-style-type: none"> <li>• First start after an installation can take over a minute, depending on computer speed and resources. Subsequent starts will be faster</li> </ul>
PCST displays an error dialog that it cannot find or connect to truck	<ul style="list-style-type: none"> <li>• The CAN adapter may not be installed properly. Most of these adapters have complicated installation procedures, involving multiple steps, with the installation of multiple files. Installation is much more involved than a typical USB module on a PC. Follow the directions closely and contact the manufacturer for any model-specific directions.</li> </ul>
PCST stops responding, or seems locked up.	<ul style="list-style-type: none"> <li>• The CAN connection may have been interrupted. Ensure solid connection.</li> <li>• Remove and re-insert CAN Adapter USB connector.</li> <li>• Restart PCST.</li> </ul>
Delays on connection and when moving between screens	<ul style="list-style-type: none"> <li>• Note that a great deal of data is being gathered from the truck; this will take some time depending on options installed</li> <li>• A poor electrical connection can cause numerous “re-trys” when the PCST is gathering data – ensure a good connection.</li> <li>• In some cases, the CAN adapter may lose synchronization. Try removing the CAN adapter USB plug, and re-inserting it, resetting the adapter</li> </ul>
<p>ICE only – Display begins 30 second countdown on power up. No vehicle operation.</p> <p>Possibly caused by an incorrect sequence for programming new files to the VSM</p>	<ul style="list-style-type: none"> <li>• If this issue arises, PCST may not be able to “connect” to the truck, but the problem may be resolved by using the reprogramming applications and following the service bulletins / service grams.</li> <li>• Carefully follow all applicable service bulletins or service grams regarding the updating of VSM files</li> <li>• Note that version 4.5 of PCST operates differently than version 3. Version 4.5 can still perform truck programming operations even if the tool cannot perform a “connect” operation.</li> <li>• Follow the directions given in the truck Reprogramming guide (included in the “Docs” folder). Once the reprogramming applications are configured, they can be used from the “Programming” menu without PCST “connecting” to the truck.</li> </ul>

Strip chart display speed	<ul style="list-style-type: none"> <li>• Put fewer parameters on the chart – maximum display speed is proportional to how many parameters are being tracked</li> <li>• Some parameters do not respond quickly. It is suggested that these be viewed in the Custom Data Monitor rather than the strip chart.</li> <li>• If playing back a recorded strip chart, the time axis may be compressed – all data is still present, and valid.</li> </ul>
Some parameters do not display on Data Monitor / Strip Chart – ICE (1-8 Ton) trucks	<ul style="list-style-type: none"> <li>• Note that a feature must be enabled (see Truck Info screen – SEF section) for it to display.</li> <li>• Configuration file may need update (contact service rep)</li> </ul>
Some parameters do not display on Data Monitor / Strip Chart – ER trucks	<ul style="list-style-type: none"> <li>• Operation of ER trucks regarding data parameters is different than ICE. Some parameters can be “selected” for Data monitoring, even though the corresponding option is not installed in truck. In this case, no data will display.</li> <li>• Verify the presence of a feature / option via the truck display</li> </ul>
Can't find the “Playback Data” menu item	<ul style="list-style-type: none"> <li>• This has been replaced by the “Load Strip Chart” menu item, which provides simpler access. To record and review items like Custom Data parameters, Truck Info and Faults, include them in a Truck Report.</li> </ul>
Various issues installing / using with Windows Vista or Windows 7	<ul style="list-style-type: none"> <li>• Some Vista / Windows 7 based computers have very tight restrictions on how software can be used. If possible, ensure your “user account” has the highest level of control (permissions) possible.</li> <li>• Work with your IT department to enable installation / upgrades to software. After initial installation, fewer restrictions are placed on the use of software.</li> </ul>
ICE (1-8 Ton) only: Some parameters not accessible from obsoleted VSMs (8525416/17/18)	<ul style="list-style-type: none"> <li>• Use on-truck display to show these parameters</li> </ul>

In addition to the issues mentioned, refer to the software troubleshooting guide found at the end of the Installation and Use Guide.

### **Other General Notes**

The troubleshooting manual is not distributed with the PCST – it is obtained separately from Hypass. By obtaining this manual in .pdf form and installing it in the correct directory of the PCST (see Installation and Use guide for specific file name required, and directory where file must be placed), links from fault codes to the troubleshooting manual are established which can aid in diagnosis.

This tool requires the use of a CAN adaptor. The Hyster standard adapter is the iFak isCAN interface. It is *very* important to follow the installation directions exactly. Unlike a simple USB peripheral, these adaptors require a particular installation sequence and the use of a utility (supplied by iFak) to identify and initialize the CAN adaptor before it can be recognized by the PCST. Be sure to use the latest driver software for the adaptor – this can be obtained from Hypass. Furthermore, use of this adapter on 64bit Windows 7 systems requires a certain version of the adapter, and an updated driver set. This updated driver set will be included in the iFak software provided on Hypass.