# AwnDiag asanetwork Diagnostics

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Edition 5.0.0.203, created 03.12.2024

### **Table of Contents**

Overview	1
Objective	1
Program installation	1
Notes for current version	2
Requirements	2
Quick start	3
Run program	3
Performing a quick test	3
A successful quick test	4
An unsuccessful quick test	4
Troubles with dealer management software	5
Troubles with test and measurement equipment	5
Next steps	6
Diagnostic possibilities	9
Network manager	10
No network manager	10
Current network manager	11
Outdated network manager	12
Quick test	13
Services offered in this asanetwork	14
asanetwork configuration	14
Known and active services	15
Known services - device view	16
Known services - service view	17
Information about orders	18
Active and passive network managers	18
Test order wizard	20
Step 1 - select the DUT	20
Step 2 - Select the service	21
Step3 - Did you see the test order?	21
Step 4 - Wait for a change in order state	22

Step 5 - Evaluation	23
Remote diagnostics	24
Activating remote diagnostics	25
Using remote diagnostics	25
Finishing remote diagnostics	27
User interface	29
Menus and toolbars	29
File menu	29
View menu	30
Configuration menu	30
Help menu	30
Dialogs and windows	30
Options dialog	31
About dialog	32
Diagnostic results dialog	32
Check for updates dialog	33
Configuration	34
Miscellaneous	35
Forwarding a diagnostic protocol	35
Tips and notes	37
Tip 101	37
Tip 102	37
Tip 103	38
Tip 201	38
Index	а

# **1** Overview

### See Also

Quick start (2 see page 3), Diagnostic possibilities (2 see page 9), Tips and notes (2 see page 37)

User interface (Z see page 29)

## 1.1 Objective

AwnDiag is a diagnostic tool for asanetwork.

### Description

AwnDiag is aimed to help support specialists of manufacturers diagnosing typical problems on site.

The freeware version is available for every asanetwork user.

### **1.2 Program installation**

AwnDiag needs no program installation. Simply extract all files of your downloaded ZIP archive into any folder of your choice.

### Description

Required files:

File	Description
asa_services_v18_de.csv	German list of services
asa_services_v18_en.csv	English list of services
AwnDiag.exe	The diagnostic software
AwnDiag.de	German translation
AwnDiagEn.chm	Online help English
AwnDiagDe.chm	Online help German
AwnDiagEn.pdf	Printable help English
AwnDiagDe.pdf	Printable help German
awn3_32w.dll	Dynamic link library

Important: If you use a personal firewall you have to enable access to your network for AwnDiag!

## **1.3 Notes for current version**

Release notes.

History

Version	Changes
5.0.0 Build 203	Added support for offered services
5.0.0 Build 200	Added support for network manager 4.x.
4.0.0 Build 162	Added support for network manager 3.x.
3.0.0 Build 137	Added support for network manager 2.x. Added freeware edition for all asanetwork users.
2.1.0 Build 110	Fixed problem on machines with multiple NICs, added NIC display to network manager diagnostics. Added remote diagnostics.
2.0.0 Build 103	Fixed protocol bug for "know services by DLoc".
2.0.0 Build 95	Added licensing, modified Icons, added support for network manager 1.8.2, added new test for passive network managers.
1.x	Internally used test version.

# **1.4 Requirements**

This topic documents the requirements for AwnDiag.

### Description

AwnDiag runs on these Microsoft operating systems:

- Windows 7 10
- Windows Server 2008 2019

A network based on TCP/IP is required.

# 2 Quick start

The next sections document what you can do with the quick test program.

Information about the user interface (I see page 29) is in the topic of the same name.

#### See Also

Diagnostic possibilities (2 see page 9), Tips and notes (2 see page 37)

User interface (I see page 29)

## 2.1 Run program

Run AwnDiag from your selected folder (see Program installation (2 see page 1))

#### Description

AwnDiag displays the main window.



## 2.2 Performing a quick test

Perform a quick test of your asanetwork functionality.

Available in beginner and expert mode.

### Description

Run AwnDiag and select Perform a quick test 😡 (Run with a double click).

AwnDiag checks these areas of your asanetwork:

- Network manager
- Your dealer management system (DMS)
- · the presence of at least one test and measurement equipment
- the presence of orders

### See Also

Diagnostic possibilities (a see page 9), Tips and notes (a see page 37)

User interface (I see page 29)

### 2.2.1 A successful quick test

Example of a successful quick test.

### Description

All tested items are working as expected.

perform a quick test - asanetwork diagnostic			×
This window shows the results of a quick check of	asanetwork functionality		
Items	Result		
Retwork Manager			
Running	on host with IP 192.168.1.1		
This is the latest official version			
🔀 asanetwork configuration			
📀 Test equipment service(s)	running		
交 Customer order system (DMS)	running (1)		
📀 Data storage service	running		
New and active orders			
New orders	26		
S Active orders	0		
-			
G Back O Next U Refresh □ Close 0 !	Help		

### 2.2.2 An unsuccessful quick test

Trouble with asanetwork may have many different reasons. The next sections will shows some typical failures.

### 2.2.2.1 Troubles with dealer management software

Problems with your dealer management software.

### Description

This example shows the results for a faulty or not active dealer management software.

perform a quick test - asanetwork diagnostic			×
This window shows the results of a quick check of	f asanetwork functionality		
ltems	Result		
😯 Network Manager			
📀 Running	on host with IP 192.168.1.1		
This is the latest official version			
asanetwork configuration			
Test equipment service(s)	running		
🐼 Customer order system (DMS)	not running or not properly configured		
📀 Data storage service	running		
☆ Tips and notes			
Y 101	Run your dealer management system (or asanetwork interface)		
New and active orders			
New orders	26		
Active orders	0		
C Error	Orders are not up-to-date, a full DMS is not running		
③ Back ⊙ Next  ☑ Refresh  ☑ Close	) <u>H</u> elp		

### Troubleshooting

Try to restart your dealer management software.

Check the configuration of your dealer management software.

If this doesn't help, contact your vendor.

#### See Also

Tips and notes (2 see page 37)

### 2.2.2.2 Troubles with test and measurement equipment

Problems with test and measurement equipment (workshop equipment)

### Description

This example shows the results for faulty or not active test and measurement equipment:

perform a quick test - asanetwork diagnostic		-	×
This window shows the results of a quick check of	of asanetwork functionality		
Items	Result		
📵 Network Manager			
Running	on host with IP 192.168.1.1		
This is the latest official version			
asanetwork configuration			
🔞 Test equipment service(s)	not running or not properly configured		
📀 Customer order system (DMS)	running (1)		
📀 Data storage service	running		
The and notes			
V 102	Pup your workshop aguinment there are no active convices		
103	Kun your workshop equipment, there are no active services		
New and active orders			
📀 New orders	26		
Active orders	0		
G Back 🕤 Next 🔰 Refresh 🗔 Close	) Help		
Concernance Concernance Concernance			

### Troubleshooting

Try to restart your test and measurement equipment (workshop equipment).

Check the configuration of your test and measurement equipment (workshop equipment).

If this doesn't help, contact your vendor.

### Notes

This results only happens if you have exactly one asanetwork workshop equipment. If you have different equipment, AwnDiag can not differentiate this situation in the quick check program.

Use the asanetwork configuration (2) see page 14) and the known services (2) see page 15) programs in expert mode.

#### See Also

Tips and notes (2 see page 37)

## 2.3 Next steps

How to forward a diagnostic protocol by email

### Description

If the support personal requested the diagnostic protocol do these steps:

- Save the protocol with File/save as sor
- Open the protocol in notepad with view/protocol and add additional information.

Select the file and send via email.

### See Also

Tips and notes (2 see page 37)

# **3 Diagnostic possibilities**

This topic documents all available diagnostic programs of AwnDiag.

AwnDiag supports two operation modes, a beginner mode (same as freeware version) and a expert mode (only in licensed versions).

#### Description

In beginner mode AwnDiag offers two easy to use diagnostic programs:

AwnDiag - asanetwork diagnostics	-	-		×
File View Config Help				
🛕 Protocol 🚽 Save as 🛛 🕕 Exit 🕒 😰 🔚 🏥 Qptions				
Network Manager Perform a quick test Services offered in this asanetwork				
	N	Versio	n 5.0.0.2	03 .

In expert mode AwnDiag offers 6 diagnostic programs, a test order wizard and remote diagnostics:



Use the Config (22 see page 30) menu to change the mode between beginner and expert.

9

### See Also

Quick start (I see page 3), Tips and notes (I see page 37)

User interface (29)

## 3.1 Network manager

Network manager diagnostic verifies the functionality and properties of your network manager.

Available in beginner and expert mode.

### Description

Run AwnDiag and select Network manager 😈 (Run with a double click).

AwnDiag displays all network interface cards with

- IP address
- Network mask
- Broadcast address

AwnDiag checks these areas of your network manager:

- · Reachability
- Version (up-to-dateness)
- · Response time

AwnDiag also displays some important properties of your network manager.

The current network manager is always available at asanetwork:

#### See Also

Active and passive network managers ( see page 18), User interface ( see page 29), Diagnostic results ( see page 32), Tips and notes ( see page 37)

### 3.1.1 No network manager

This example shows the output if no network manager was found

Network Manager - asanetwork diagnostic				×
This window shows detailed information about	the network manager running in this asanetwork			
Items	Result			
B Network adapters				
Number of NICs	4			
🚺 Hyper-V Virtual Ethernet Adapter	Address: 192.168.124.161, Netmask: 255.255.255.240, Broadd	ast: 192.1	68.124.17	5
👥 VMware Virtual Ethernet Adapter for VMnet1	Address: 172.168.0.1, Netmask: 255.255.0.0, Broadcast: 172.1	68.255.25	5	
👥 VMware Virtual Ethernet Adapter for VMnet8	Address: 192.168.28.1, Netmask: 255.255.255.0, Broadcast: 1	92.168.28.	255	
🗊 Hyper-V Virtual Ethernet Adapter #3	Address: 192.168.1.86, Netmask: 255.255.255.0, Broadcast: 1	92.168.1.2	55	
Retwork Manager				
Network Manager is not running	No response within 0ms			
G Back O Next U Refresh G Gose	🕑 Help			

## 3.1.2 Current network manager

This is a typical display for an up-to-date network manager, at the time of writing 4.0.882.

Network Manager - asanetwork diagnostic	– 🗆 X
This window shows detailed information about	the network manager running in this asanetwork
ltems	Result
Network adapters	
📀 Number of NICs	4
🕦 Hyper-V Virtual Ethernet Adapter	Address: 192.168.124.161, Netmask: 255.255.255.240, Broadcast: 192.168.124.175
🕦 VMware Virtual Ethernet Adapter for VMnet1	Address: 172.168.0.1, Netmask: 255.255.0.0, Broadcast: 172.168.255.255
🕦 VMware Virtual Ethernet Adapter for VMnet8	Address: 192.168.28.1, Netmask: 255.255.255.0, Broadcast: 192.168.28.255
🕦 Hyper-V Virtual Ethernet Adapter #3	Address: 192.168.1.86, Netmask: 255.255.255.0, Broadcast: 192.168.1.255
😨 Network Manager	
Running	on host with IP 192.168.1.1
Version	4.0
💮 Build	882
🕤 This is the latest official version	
👌 Response time	5ms
The setwork Manager properties	
Supports notification service	ves
Supports web based UI	ves
Supports asanetwork LiveStream	ves
Supports unicode	yes
Supports protocol version 02.00	yes
Current role	Mobile_Passive
G Back O Next U Refresh	19 Help

## 3.1.3 Outdated network manager

This is a typical display for an outdated manager.

Network Manager - asanetwork diagnostic	- 🗆	×
This window shows detailed information about	ut the network manager running in this asanetwork	
Items	Result	
🗒 Network adapters		
Number of NICs	4	
🗊 Hyper-V Virtual Ethernet Adapter	Address: 192.168.166.113, Netmask: 255.255.255.240, Broadcast: 192.168.166	
🗊 VMware Virtual Ethernet Adapter for VMnet1	Address: 172.168.0.1, Netmask: 255.255.0.0, Broadcast: 172.168.255.255	
🗊 VMware Virtual Ethernet Adapter for VMnet8	Address: 192.168.28.1, Netmask: 255.255.255.0, Broadcast: 192.168.28.255	
🕦 Hyper-V Virtual Ethernet Adapter #3	Address: 192.168.1.86, Netmask: 255.255.255.0, Broadcast: 192.168.1.255	
Retwork Manager		
S Running	on host with IP 192.168.1.144	
🚺 Version	3.2	
🗊 Build	750	
A This version is outdated!	Please update to official version 4.0.882.	
	Note: Update or Upgrade may by subject to an additional fee!	
🗇 Response time	5ms	
TNetwork Manager properties		
Supports notification service	no	
😮 Supports web based UI	no	
Supports asanetwork LiveStream	yes	
🥏 Supports unicode	yes	
Supports monitor application	yes	
Supports protocol version 02.00	yes	
🕦 Current role	Stationary	
🕞 Back 😧 Next 😈 Refresh 🗳 Oose	🜒 Help	

## 3.2 Quick test

Perform a quick test of your asanetwork functionality.

Available in beginner and expert mode.

### Description

Run AwnDiag and select *Perform a quick test* 😡 (Run with a double click).

AwnDiag checks these areas of your asanetwork:

- Network manager
- Your dealer management system (DMS)
- · the presence of at least one test and measurement equipment
- the presence of orders

### See Also

Diagnostic possibilities (2 see page 9), Tips and notes (2 see page 37)

User interface (I see page 29)

## 3.3 Services offered in this asanetwork

This test lists all services found and offered in this asanetwork.

### Description

Run (<sup>III</sup> see page 3) AwnDiag and select "*Services offered in this asanetwork*" in (Run with a double click). AwnDiag then requests the list of known services from network manager and shows them with their meaning. These services can be used in your dealer management system.

ms	Result
Services which can be used for orders	
AWNTXEM000	Emission test general
AWNTXEM010	Emission test on internal combustion engines without catalytic converter
AWNTXEM020	Emission test on internal combustion engines with unregulated catalytic co
AWNTXEM030	Emission test on internal combustion engines with regulated catalytic conv
AWNTXEM040	Emission test on internal combustion engine with OBD (Germany)
AWNTXEM050	Smoke test on diesel engine
AWNTXEM060	Smoke test on turbo diesel engine
AWNTXEM070	Smoke test on diesel engine with OBD (Germany), Test on gas and hybrid ve
🚉 AWNTXWA000	Wheel alignment, default
AWNTXBR000	Brake test, default, motor car
AWNTXSP000	suspension test, vehicle acceptance
AWNTXOM000	oil, grease and fluid management
AWNTXOM010	delivery of motor oil
AWNTXOM011	delivery of motor oil, grade 1
AWNTXOM012	delivery of motor oil, grade 2
AWNTXHL000	head light test, general
AWNTXSS000	side slip test, general

#### See Also

Tips and notes (2 see page 37)

## 3.4 asanetwork configuration

asanetwork configuration displays all active services and verifies that vital services are running.

### Description

Run AwnDiag and select asanetwork configuration  $\ge$  (Run with a double click).

AwnDiag checks these areas of your asanetwork:

· Classification of detected active services

- · Verification of one or more active data storage services
- Verification of one or more customer order services of DMS applications
- · Verification of one or more customer order services of workshop equipment

On success you will see an output like this:

tion check and lists all active services M (Vehicle setpoint data service) M (Vehicle identification service) Net (Full read/write data storage) M (Read only data storage) M (Full read/write DMS) Full read/write client)		
M (Vehicle setpoint data service) M (Vehicle identification service) Net (Full read/write data storage) M (Read only data storage) M (Full read/write DMS) Full read/write client)		
M (Vehicle setpoint data service) M (Vehicle identification service) Net (Full read/write data storage) M (Read only data storage) M (Full read/write DMS) Full read/write client)		
M (Vehicle setpoint data service) M (Vehicle identification service) Net (Full read/write data storage) M (Read only data storage) M (Full read/write DMS) Full read/write client)		
M (Vehicle setpoint data service) M (Vehicle identification service) Net (Full read/write data storage) M (Read only data storage) M (Full read/write DMS) Full read/write client)		
M (Vehicle identification service) Net (Full read/write data storage) M (Read only data storage) M (Full read/write DMS) Full read/write client) (1)		
Net (Full read/write data storage) M (Read only data storage) M (Full read/write DMS) Full read/write client) (1)		
M (Read only data storage) M (Full read/write DMS) Full read/write client) (1)		
M (Full read/write DMS) Full read/write client) (1)		
Full read/write client) (1)		
(1)		
(1)		
(1)		

#### See Also

Tips and notes (2 see page 37)

## 3.5 Known and active services

Use known and active services to analyse the assignment of services and devices.

### Description

Run AwnDiag and select known and active services 🐻 (Run with a double click).

AwnDiag checks these areas of your asanetwork:

- Which services is offer by which device? (DLoc)
- · Which device and which service is currently active?
- · The last login of a service
- The point in time of the last data transmission of a service

You can switch between a device oriented view or a service oriented view.

### 3.5.1 Known services - device view

In device view, you can see all services of a selected device.

### Description

Select the device in the left pane. A green LED marks currently active services.

Known services - asane	twork diagnostic							×
This window shows detailed information about known services in this asanetwork. Services marked with a green led are currently active.					Display by O Service (Dld)	• D	evice (	DLoc)
Device (DLoc) AwnDiag1 AwnDiag1 I7W10 I7W10-1 Li7W10-eue LI7W10 LiveDebug LS-Sender NB-MS-NEU ORDERSIM REdit1 Sample SEdit1 STRESS TESTDLOC TESTDLOC1 VW10PRO WIN81X64	Service (Dld)	Last login 27.03.2020 12:58:08 10.03.2020 18:13:57	Last send/recv 27.03.2020 12:58:35 10.03.2020 18:14:06	ΙP	A R.	P 5 9	I 1 1	0 Ver 1 1
G Back O Next	🖲 <u>R</u> efresh 🔄 <u>C</u> los	e 🛛 🕐 <u>H</u> elp						

The right pane displays all services used by this device. Again a green LED marks currently active services. For each service these details are displayed:

- Service name (DId)
- · Point in time of last login
- Point in time of last data transmission
- IP-Address of device or machine (if active)
- Active flag (normally 2 if active)
- Readiness of transmission (normally 1 if active)
- Priority
- · Input and output qualities
- Protocol version (01.50 or 01.75, if active)
- A service description

#### Notes

Use this output to analyse specific services. Look at the time stamps of last login and last transmission to isolate your problem.

### 3.5.2 Known services - service view

In service view, you can see all devices of a selected service.

### Description

Select the service in the left pane. A green LED marks currently active services.

Known services - as	ane	twork diagnostic										×
This window shows detailed information about known services in this asanetwork. Services marked with a green led are currently active.					Display by OService	/ • (DIdj	)	⊖ De	evice (	DLoc)		
Service (Dld) AWNTXOM021 AWNTXOM022 AWNTXOM025 AWNTXOM026 AWNTXOM030 AWNTXOM031 AWNTXOM060 AWNTXOM070	^	Device (DLoc) Constant Device (DLoc) Sample Sample NW10PRO	Last login 03.04.2020 17:09:49 26.03.2020 11:17:10	Last send/recv 03.04.2020 17:09:49 26.03.2020 10:52:13	IP 192.	168.1.86	A 2	R 1	P 9 9	I 1 1	0 1 1	Ver 02.
AWNTXSP000 AWNTXSS000 AWNTXSS000 AXDRN00000 AXDRN00000 AXONTLICCK BADGR00000 BOSCHRC_TM DEBUG****												
DEBUG0000     DEBUG0000     LIVESTREAM     NETMN*****     ORDER*****     ORDER*****     ORDER*0000     TEST_00000     TEST_00000	*	<										>

The right pane displays all devices which implement this device. Again a green LED marks currently active services. For each service these details are displayed:

- Service name (DId)
- · Point in time of last login
- Point in time of last data transmission
- · IP-Address of device or machine (if active)
- Active flag (normally 2 if active)
- Readiness of transmission (normally 1 if active)
- Priority
- · Input and output qualities
- Protocol version (01.50 or 01.75, if active)
- A service description

### Notes

Use this output to analyse specific services. Look at the time stamps of last login and last transmission to isolate your problem.

## 3.6 Information about orders

Information about orders displays a list of all detected orders.

### Description

Run AwnDiag and select Information about orders ( (Run with a double click).

AwnDiag detects

- all orders in your asanetwork
- the state of each order
- · the ratio between finished and new/active orders

Each order is displayed with his title. Tips are displayed at the end.

This window shows a snapshot of the state	of currently new and active orders		
ems	Result		
New orders			
20140701/10	Abgastest こんにちは		
20140701/20	Bremsenprüfung		
20140701/30	Spurprüfung		
20140701/40	Radaufhängung prüfen		
20140701/50	Ölwechsel, Motoröl Sorte 1		
20140702/10	Abgasuntersuchung geregelter Kat		
20140702/60	Achsvermessung		
20140702/70	Reifenprüfung		
20140702/80	Reifen auswuchten		
20140703/10	Abgastest ungeregelter Kat		
20140703/20	Bremsentest		
20140703/30	Spurprüfung		
20140703/40	Stossdämpferprüfung		
20140703/50	Ölwechsel, Motoröl Sorte 2		
20140703/60	Achsvermessung		
20140703/70	Reifenprüfung		
20140703/80	Reifen auswuchten		
20140704/10	Abgasuntersuchung Diesel		
20140704/20	Bremsenprüfung		
20140704/50	Ölwechsel, Motoröl Sorte 3		
20140704/80	Reifen auswuchten		
20140704/90	Winterreifen wechseln		
20140705/10	Abgasuntersuchung mit OBD		

### See Also

Tips and notes (2 see page 37)

## 3.7 Active and passive network managers

Testing and inspection organizations with field workers most often install network manager on their notebooks in parallel. These installation are passive in corporate LANs. They became active if the notebook is removed from the corporate LAN. This test searches for passive installations.

18

Run AwnDiag and select *Active and passive Network managers* (Run with a double click).

AwnDiag checks:

- if additional network managers run in your asanetwork
- which network manager is active or passive

This test fails if a local network manager is running. AwnDiag will display this warning:

Warnun	g	$\times$
	The next test will fail if a local network manager is running. The detection process is finished after 20s. Run test?	
	OK Abbrechen	

After approximately 20 seconds a list with all network managers is displayed:

Active and passive network managers -	asanetwork diagnostic		×
This window shows all detected p	ssive (mobile) and active (stationary) network managers in the local n	etwork	
ltems	Result		
🛃 Passive (mobile)			
🗊 on host with IP	192.168.1.102		
🗊 on host with IP	192.168.1.115		
🗊 on host with IP	192.168.1.116		
Active (running)			
🥏 on host with IP	192.168.1.1		
😋 Back 🕑 Next 🛛 😈 Refresh	I Glose 🕖 Help		

### See Also

Network manager (a see page 10), User interface (a see page 29), Diagnostic results (a see page 32), Tips and notes (a see page 37)

## 3.8 Test order wizard

The Test order wizard is used to verify the operation of selected workshop equipment.

### Description

Run AwnDiag and select the Test order wizard 🎾 (Run with a double click).

AwnDiag guides you through the preparation of a test order for the selected device and verifies the operation.

### 3.8.1 Step 1 - select the DUT

In step 1 you select the device under test.

### Description

This wizard assumes that the device under test

- · has asanetwork installed and working
- has successfully logged on to asanetwork (Verify with asanetwork configuration ( see page 14) and Known and active services ( see page 15))

If you do not see any device in the list, click on refresh 😰



Select your DUT from the list and click next:



### 3.8.2 Step 2 - Select the service

In step 2 you select the service used with this device

#### Description

The task list displays all services supported by the selected device. Select any service you like. In our example a service for brake test is used:

Test order wizard - asanetwo	rk diagnostic	×
	2. Select or enter the task You may also want to chan number/position. Then clic the client.	: <u>(DId) for this order.</u> ge the order title and order k next to send this order to
	Task DId AWNTXBR050 Order title Test order from asanetwork	✓ diagnostic
	Order number (alpha) DIAG_100	Order position (numeric)
G Back O Next	Close	

Normally you do not have to change any field. Click on next to send the order directly to the selected DUT.

### 3.8.3 Step3 - Did you see the test order?

In step 3 you have to verify that the test order is displayed on the DUT.

### Description

Go to the DUT. Look at the order list and verify that the test order is displayed.



Go back and select the matching answer. If you select NO, the test is finished now. If you select YES, the order state verification will start.

### 3.8.4 Step 4 - Wait for a change in order state

In step 4 the processing of the test order is tested.

#### Description

Go again to the DUT. Select the test order for processing. Finish processing or abort in the middle of processing.

The wizard should display a record of your activities:

Test order wizard - asanetwo	rk diagnostic		×
	<b>4. Change order si</b> Select and start thi finish this order an	<u>tate</u> s order on your client. Then a d return to asanetwork diagr	abort or nostic.
	Items waiting for res	Result	
G Back O Next G	Close 😢 Help		

### 3.8 Test order wizard





Click next to proceed.

#### Notes

If you do not see any state change, try to perform a complete process and do not abort in the middle.

### 3.8.5 Step 5 - Evaluation

In the last step, the wizard will evaluate the results.

### Description

If all steps are completed successfully, the DUT is working.



If one of the steps failed you will see this display:



Close the wizard and return to the main window.

## 3.9 Remote diagnostics

With remote diagnostics you can analyse an asanetwork which is not connected to the local network.

#### Description

AwnDiag normally works in a local network and uses the same mechanism to connect to network manger as any other asanetwork application or product. This requires, that AwnDiag is run on a local machine on site.

Remote diagnostics bypasses this limitation. You can enter an IP address or a DNS host name to connect to a remote network manager. In this mode, you can use all diagnostic possibilities except active and passive network managers (a see page 18).

### Conditions

AwnDiag need access to the remote network on TCP port 23232. This affects firewalls and routers along the way. You need to allow TCP traffic on port 23232 where required.

### 3.9.1 Activating remote diagnostics

Remote diagnostics will be enabled in the configuration and is provided as a separate toolbar.

### Description

Open the Options dialog (a see page 31) and activate remote diagnostics. A new toolbar for remote diagnostics is displayed:



### See Also

Using remote diagnostics (a see page 25), Finishing remote diagnostics (a see page 27)

### 3.9.2 Using remote diagnostics

To use remote diagnostics, enter an IP address or DNS host name.

### Description

After a click on remote diagnostics, the input field for the remote network manager is displayed:

AwnDiag - asanetwork diagnostics		- 0	×
File View Config Help			
💁 Protocol 🚽 Save <u>a</u> s 🛛 🕼 <u>E</u> xit 🔍 📴 😁	🟥 🏢 🗈 Options		
Nemote Diagnostics	IP <pre>enter ip or hostname here, the</pre>	n press enter>	
Network Manager perform a quick test	known and active	info about or	ders
<b>8</b> 🌮	services		
Active and passive Test order wizard network managers			
		N Version 5	.0.0.200:

Now enter an IP address in dotted format or a DNS host name:

AwnDiag - asanetwork	k diagnostics			- D	×
File View Config Help					
🛕 <u>P</u> rotocol 🚽 Save <u>a</u> s	I Exit □	6- 6- 6- 6- 6- 6-	Options		
Remote Diagnostics		IP aserver.a	xonet.local		
•		$\geq$		0	
Network Manager per	rform a quick test	asanetwork configuration	known and active services	info about orders	
8	<b>`</b>				
Active and passive T network managers	fest order wizard				
				N Version 5.0.0.20	0

Press Enter to confirm your input. A host name is now resolved and displayed as IP address. Then the focus is moved to the Network manager test:

AwnDiag

AwnDiag - asanetwork diagnostics		-	- 🗆	>	<
File View Config Help					
🛕 Protocol 🚽 Save as 🛛 🕼 Exit 🔍 📴 🔚 🏥 🏢 🛛	Options				
Remote Diagnostics IP 192.168	.60.10				
Network Manager perform a quick test asanetwork	known and active	inf	o about or	ders	
configuration	services				
🕺 🎾					
Active and passive Test order wizard network managers					
		Ν	Version 5	.0.0.200	

If a host name can't be resolved, an error is displayed.

### See Also

Activating remote diagnostics (2) see page 25), Finishing remote diagnostics (2) see page 27)

### 3.9.3 Finishing remote diagnostics

To work in local mode again you have to close remote diagnostics.

### Description

Click again on the toolbar button to close remote diagnostics.

AwnDiag - asanetwork diagnostics				×
File View Config Help				
💁 Protocol 🚽 Save as 🛛 🕕 Exit 🕒 🕒 📰 🏥 Options				
Remote Diagnostics IP 192.168.60.10				
		(		
configuration services	int	o abou	t orders	
😼 🎾				
Active and passive Test order wizard network managers				
	Ν	Versio	n 5.0.0.2	200 .

The input field is removed and local mode is active again:

AwnDiag - asanetwork diagnostics	—		×
File View Config Help			
💁 Protocol 🛃 Save as 🛛 🕼 Exit 🔍 🕒 📜 📰 🔛 Options			
😍 Remote Diagnostics			
Network Manager perform a quick test asanetwork configuration known and active services	info abo	) ut orders	;
<b>8</b> >			
Active and passive Test order wizard network managers			
Show detailed information about network manager	N Versi	on 5.0.0.1	200

### Notes

To permanently disable remote diagnostics, go to options (2) see page 31) and disable remote diagnostics there.

### See Also

Activating remote diagnostics (2) see page 25), Using remote diagnostics (2) see page 25)

# **4** User interface

This topic documents the user interface.

### Description

## 4.1 Menus and toolbars

This section explains the menus and toolbar's.

#### Description

The toolbar icons and their meaning:

Command	Meaning
🗟 Protocol	Run notepad to view and edit the diagnostic protocol
🖬 Save as	Save protocol
III Exit	Close AwnDiag
<sup>₽</sup> ₂ Large icons	Show diagnostic programs with large symbols
t₂- Small icons	Show diagnostic programs with small symbols
🌐 List	Show diagnostic programs as list
iii Details	Show details for diagnostic programs

The toolbar for remote diagnostics:

lcon	Bedeutung	
Remote Diagnostics	Toggle remote diagnostics on/off	
IP-Input field	Used to input an IP address or host name for remote diagnostics	

### 4.1.1 File menu

Icons and commands in the file menu.

### Description

Command	Meaning
🚽 Save as	Save protocol
IIIr Exit	Close AwnDiag

### 4.1.2 View menu

Icons and commands in the view menu.

### Description

Command	Meaning
<sup>₽</sup> <sub>₽</sub> Large icons	Show diagnostic programs with large symbols
t⊱ Small icons	Show diagnostic programs with small symbols
🏥 List	Show diagnostic programs as list
iii Details	Show details for diagnostic programs
🗟 Protocol	Run notepad to view and edit the diagnostic protocol

### 4.1.3 Configuration menu

Icons and commands in the configuration menu.

### Description

Command	Meaning	
& Beginner	Show only two simple diagnostic programs	
& Expert	Show all 5 diagnostic programs and the test order wizard (only licensed versions)	
Remote Diagnostics	Toggle remote diagnostics on/off	
Options	Display options ( see page 31) dialog	

### 4.1.4 Help menu

Icons and commands in the help menu.

### Description

Command	Meaning
🕖 Help	Display this help file
Check for updates	Display check for updates (I see page 33) dialog
🕹 About	Display about (🗷 see page 32) dialog

# 4.2 Dialogs and windows

This topic documents the windows and dialogs.

The main windows contains a menu strip ( see page 29), a toolbar ( see page 29) and a windows which displays all available or activated diagnostic programs ( see page 9):

AwnDiag - asanetwork diagnostics			- 🗆 X	
File View Config Help				
🛕 Protocol 🚽 Save as 🛛 🕼 Exit 🛛 🖻	다. 말 🗰 🗈 Options			
Nemote Diagnostics				
Network Manager – Perform a quick test	Services offered in a sar	vetwork kn	own and active	
	this asanetwork confi	guration	services	
0 🐱	<b>`</b>			
info about orders Active and passive network managers	lest order wizard			
		Ν	Version 5.0.0.203	

The status bar displays the network manager state and the version number. If a network manager was found, a N is displayed, else two ?? are displayed.

### 4.2.1 Options dialog

Use the options dialog to configure the DLoc and the mode on start-up.

### Description

The dialog is divided into two areas, asanetwork options and program options:

AwnDiag - Options X
asanetwork DLoc used: 7W10 Suppress own service in output
Diagnostics
☑ Always start in beginner mode
Automatically add results to protocol log
Automatically check for updates on start-up
Enable remote diagnostics
Language
System default
○ English
O German
OK Cancel Help

#### asanetwork

- The DLoc is calculated automatically based on the machine name. If this conflicts with other services, manually changes this into any unused name in asanetwork.
- The diagnostic service is suppressed in the diagnostic output (default).

### AwnDiag

- AwnDiag always starts in beginner mode. If you are an experienced user, you may start in expert mode if you remove th check mark. This settings is disabled in the freeware version.
- All diagnostic output is automatically added to the protocol. This setting is fixed in this version.
- AwnDiag can check for updates on start-up. If you do not want automatic checking on start-up, use the menu Help (I see page 30)/Check for updates
- · To display the remote diagnostics toolbar, enable remote diagnostics here

### Language

- System default: The language selection is based on your Windows Regional and Language options
- English: always use English
- · German: always use German

Note: If you change the language you need to restart AwnDiag.

### 4.2.2 About dialog

Display information about AwnDiag.

#### Description



### 4.2.3 Diagnostic results dialog

A diagnostic result is displayed in a result dialog.

#### Description

Each result dialog has 4 buttons on the bottom:

- · Back, goes to the previous diagnostic program
- · Next, goes to the following diagnostic program
- · Repeat, repeat the current diagnostic program

• Close, close the dialog and return to the main window.

perform a quick test - asanetwork diagnostic		—	×
This window shows the results of a quick ch	neck of asanetwork functionality		
ltems	Result		
😳 Network Manager			
📀 Running	on host with IP 192.168.1.1		
This is the latest official version			
🔀 asanetwork configuration			
🥏 Test equipment service(s)	running		
📀 Customer order system (DMS)	running (1)		
🧇 Data storage service	running		
New and active orders			
New orders	26		
🛇 Active orders	0		
U Back U Next U Refresh	W Help		

### 4.2.4 Check for updates dialog

Use this dialog to check for updates.

### Description

If a new version is available, a download link is offered to update your current version of AwnDiag:



If you already have the most recent version, this dialog looks like this:



You can enable the automatic checking on start-up (or go to configuration (I see page 31) to enable/disable automatic checking).

# 4.3 Configuration

Use the options dialog to configure the DLoc and the mode on start-up.

### Description

The dialog is divided into two areas, asanetwork options and program options:

wnDiag - Options	
asanetwork	
DLoc used:	
7W10	
Suppress own service in output	
Diagnostics	
Always start in beginner mode	
Automatically add results to protocol log	
Automatically check for updates on start-up	
Enable remote diagnostics	
Language	
<ul> <li>System default</li> </ul>	
○ English	
O German	
ОК	Cancel Help

#### asanetwork

- The DLoc is calculated automatically based on the machine name. If this conflicts with other services, manually changes this into any unused name in asanetwork.
- The diagnostic service is suppressed in the diagnostic output (default).

### AwnDiag

- AwnDiag always starts in beginner mode. If you are an experienced user, you may start in expert mode if you remove th check mark. This settings is disabled in the freeware version.
- All diagnostic output is automatically added to the protocol. This setting is fixed in this version.
- AwnDiag can check for updates on start-up. If you do not want automatic checking on start-up, use the menu Help (I see page 30)/Check for updates

· To display the remote diagnostics toolbar, enable remote diagnostics here

### Language

- · System default: The language selection is based on your Windows Regional and Language options
- English: always use English
- German: always use German

Note: If you change the language you need to restart AwnDiag.

## 4.4 Miscellaneous

### Description

## 4.4.1 Forwarding a diagnostic protocol

How to forward a diagnostic protocol by email

### Description

If the support personal requested the diagnostic protocol do these steps:

- Save the protocol with File/save as sor
- Open the protocol in notepad with view/protocol (a) and add additional information. Select the file and send via email.

#### See Also

Tips and notes ( see page 37)

# **5** Tips and notes

This topic documents the tips and gives some background information

### See Also

Quick start (2 see page 3), Diagnostic possibilities (2 see page 9)

# 5.1 Tip 101

101 - Run your dealer management system (or asanetwork interface)

### Description

AwnDiag has not found any active service of a DMS application (Dealer-Management-System).

### **Possible reasons**

- Your DMS application is not running
- · Your DMS application or asanetwork interface is not configured correctly
- An error occurred in your DMS application

### Remedies

- Run or restart your DMS application
- · Verify the configuration of your DMS application
- Contact the support of your DMS application

## 5.2 Tip 102

102 - ?berpr?fen Sie die Konfiguration Ihres Kundenauftragssystems

#### Description

AwnDiag has found some active services of a DMS application (Dealer-Management-System). However these services are not configured correctly.

#### **Possible reasons**

- Your DMS application or asanetwork interface is not configured correctly
- The master station of your DMS application is not running
- An error occurred in your DMS application

### Remedies

- Verify the configuration of your DMS application
- Run or restart your master station
- Contact the support of your DMS application

## 5.3 Tip 103

103 - Run your workshop equipment, there are no active services

### Description

AwnDiag has not found any active service of workshop equipment.

### Possible reasons

- · Your workshop equipment is not running
- The asanetwork interface in your workshop equipment is not enabled or misconfigured
- · An error occurred in your workshop equipment

### Remedies

- Run or restart your workshop equipment
- · Verify the configuration of your workshop equipment
- Contact the support of your DMS application

# 5.4 Tip 201

201 - There are many finished orders, try to cleanup those in your DMS

### Description

AwnDiag has found many finished orders in your asanetwork. Normally finished orders are removed after invoicing.

### **Possible reasons**

- Your DMS application is not running, see Tip 101 (2 see page 37)
- You have not started invoicing of finished orders
- Your DMS application is faulty

### Remedies

- Run or restart your DMS application, see Tip 101 (2 see page 37)
- · Start invoicing promptly to remove finished orders from asanetwork
- · Contact the support of your DMS application

	Step 1 - select the DUT 20		
Index	Step 2 - Select the service 21		
	Step 4 - Wait for a change in order state 22		
A	Step 5 - Evaluation 23		
A successful quick test 4	Step3 - Did you see the test order? 21		
About dialog 32	Test order wizard 20		
Activating remote diagnostics 25	Tip 101 37		
Active and passive network managers 18	Tip 102 37		
An unsuccessful quick test 4	Tip 103 38		
Check for updates dialog 33	Tip 201 38		
Configuration 34	Tips and notes 37		
Configuration menu 30	Troubles with dealer management software 5		
Current network manager 11	Troubles with test and measurement equipment 5		
Diagnostic possibilities 9	User interface 29		
Diagnostic results dialog 32	Using remote diagnostics 25		
Dialogs and windows 30	View menu 30		
File menu 29	asanetwork configuration 14		
Finishing remote diagnostics 27			
Forwarding a diagnostic protocol 35	B		
Help menu 30	back 32		
Information about orders 18			
Known and active services 15	D		
Known services - device view 16	display ?? 30		
Known services - service view 17	display N 30		
Menus and toolbars 29			
Miscellaneous 35	Ν		
Network manager 10	novit 22		
Next steps 6	next 32		
No network manager 10	D		
Notes for current version 2	ĸ		
Objective 1	repeat 32		
Options dialog 31			
Outdated network manager 12	S		
Overview 1	status bar 30		
Performing a quick test 3			
Program installation 1			
Quick start 3			
Quick test 13			
Remote diagnostics 24			
Requirements 2			
Run program 3			
Services offered in this asanetwork 14			