

# **INLINE 5 Datalink Adapter**

# **Troubleshooting Guide**

Cummins Inline 5

## Troubleshooting your Cummins INLINE™ 5 Datalink Adapter

This document will help user in troubleshooting the Cummins INLINE 5 Datalink adapter. Below are the list of problems that may cause the failure of Cummins INLINE 5 Datalink Adapter. Choose the appropriate problem encountered with your adapter and apply its relevant solution to fix the Cummins INLINE 5 Datalink Adapter.

#### Before troubleshooting, make sure that latest INLINE 5 drivers are installed.

# Visit the following link to Download and Install latest INLINE5 driver: <a href="http://inline.cummins.com/downloads/i5driver.html">http://inline.cummins.com/downloads/i5driver.html</a>

Must read the INLINE 5.5.3.0 driver installation before installing the drivers. An administrative right on your machine is needed to install INLINE<sup>™</sup> 5 drivers.

In case of having problems in, contact your local Cummins dealer or distributor.

Problem 1: All the Lights are ON

#### Solution 1:

#### Light Emitting Diode (LED) issues



Perform the following procedure and see if any of it fixes the problems

- 1. Recycle power to the Adapter and see whether it fix the problem
- 2. Check cables for loose connection and see whether it fix the problem.
- 3. Visit inline.cummins.com for the Recovering the INLINE 5 Adaptor document.

Problem 2: Only Power LED and CAN/J1939 LED ON

#### Solution 2: See Solution 1

Problem 3: All the Lights are OFF

#### Solution 3: See Solution 1

Problem 4: No response to GET VERSION

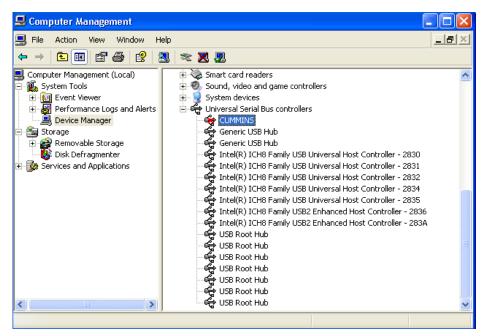
#### Solution 4: See Solution 1

## Problem 5: USB not working

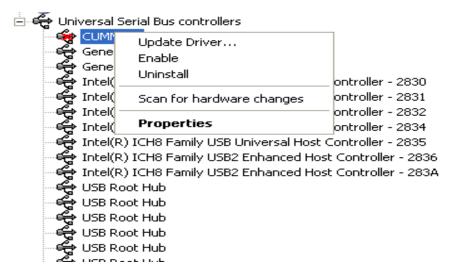
#### Solution 5:

#### Checking status of the INLINE<sup>™</sup> Datalink Adapter driver

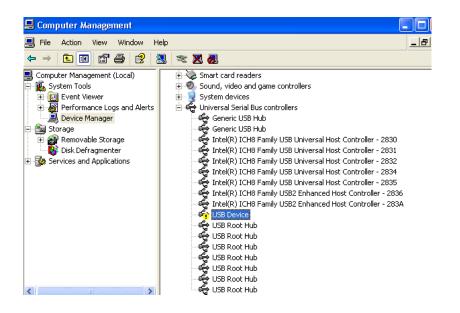
Select Start > Alternate click on My Computer > Manage > Device Manager > Expand the Universal Serial Bus Controllers.



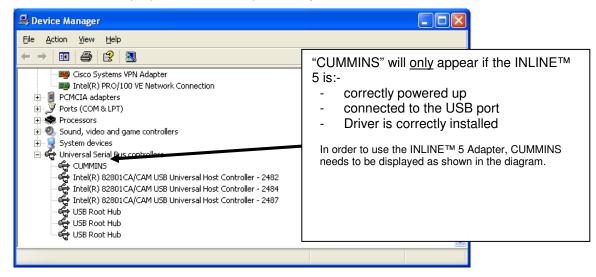
If Cummins appears as indicated in the diagram below with a red 'X" to the left of it, alternate click and Enable



When there is a yellow mark to the left of it, the driver is not installed. Please install INLINE 5 driver. Visit <u>http://inline.cummins.com/downloads</u> for driver download and installation.



After installation, verify the INLINE<sup>™</sup> Drivers have successfully been associated to the USB port. **CUMMINS** should display as indicated by the diagram below.



Problem 6: Cannot 'Reflash' or 'Get Version'

#### Solution 6: See Solution 1 then continue with the below instructions.

🖬 Inline 4/5 Reflash Tool 📃 🗖 🔀
Port Select
File Selection
Version
FW Beflash
BL Get Version
PC Driver Lest Driver
L

The correct firmware and drivers versions should be populated as indicated in the diagram below.

<ul> <li>Inline 4/5</li> </ul>	Reflash Tool	
Help About		
Port Select		
USB	•	
File Selection	on	
<		>
		Browse
Status		
Ready to	reflash Inline Ada	apter
Progress		
Version		
FW	5.36	<u>B</u> eflash
BL	5.7	<u>G</u> et Version
PC Driver	5. 5. 3. 0	Test Driver

### INLINE<sup>™</sup> Driver Compatibility List:

PC Driver	<u>FW (Firmware)</u>
5.5.3.0	5.36 (Latest)
5.4.0.9	5.32
5.3.1.0	5.30

Visit <u>http://inline.cummins.com/downloads/i5driver.html</u> or contact your Cummins Distributor for the latest INLINE<sup>™</sup> driver and firmware.

For additional information about the INLINE™ 5 Datalink Adapter, visit <u>http://inline.cummins.com</u>.

#### NOTE:

At times, the PC must be shut down and the INLINE<sup>™</sup> 5 Datalink Adapter reset to cure conflicts or errors that have previously occurred during the troubleshooting process.