# ServiceMaxx Troubleshooting Aid

This document contains troubleshooting options for the following:

- Java Issues
- Issues Running on 64-Bit Machines
- Issues with NAVCoM or NAVLink Interfaces
- Miscellaneous Troubleshooting Suggestions
- Frequently Asked Questions (FAQs)

## Java Issues

Note: ServiceMaxx works best with Java Version 6 Update 27.

If you are experiencing problems with ServiceMaxx, there may be a problem with Java. The following solutions may help to solve these Java related problems:

- Unable to Launch
- Application Error: Security Exception

### **Unable to Launch**

If ServiceMaxx displays the message **Unable to Launch**, you probably have the wrong version of Java installed.

#### To delete ServiceMaxx and reinstall:

- 1. Select **Start** from your Windows desktop.
- 2. Select Run.
- 3. Type **javaws -viewer** in the text box.

The Java Cache Viewer is displayed.

Application	Vendor	Туре	Date	Size	Status
ServiceMaxx	Navistar, Inc.	Application	May 23, 2012	8749 KB	4
Helios	International Truck and En	Application	May 21, 2012	2433 KB	4
💋 Log Manager	Navistar, Inc.	Application	Jun 15, 2012	30 KB	4
Automatic Upgrade	International Truck and En	Application	Jun 15, 2012	149839 KB	4
Diamond Logic Builder	Navistar, Inc.	Application	May 23, 2012	11705 KB	4

- 4. Select ServiceMaxx from the list of applications
- 5. With ServiceMaxx highlighted, right-click to display the pop-up box.
- 6. Click **Delete**.
- 7. Select **Resources** from the Show drop-down list (located at the top of the Java Cache Viewer window).

Name	URL	Modified
autoUpgrade.jnlp	$https://evalueb.international delivers.com/servicetools/campaigns/autoUpgrade/autoUpgrade.jnlp \label{eq:com/servicetools/campaigns/autoUpgrade} and \labe$	Sep 5, 2013
LogManager.jar	https://evalueb.internationaldelivers.com/servicetools/log/LogManager/LogManager.jar	Jan 31, 201
LogManager.jnlp	https://evalueb.internationaldelivers.com/servicetools/log/LogManager/LogManager.jnlp	Jan 31, 201
blue.jar	https://evalueb.internationaldelivers.com/servicetools/servicemaxx/blue/blue.jar	Aug 22, 201
bus.jar	https://evalueb.internationaldelivers.com/servicetools/servicemaxyblue/bus.jar	Aug 22, 201
commons-logging-api.jar	https://evalueb.internationaldelivers.com/servicetools/servicemaxx/blue/commons-logging-api.jar	Aug 22, 201
data.jar	https://evalueb.internationaldelivers.com/servicetools/servicemaxx/blue/data.jar	Aug 22, 201
denim.jar	https://evalueb.internationaldelivers.com/servicetools/servicemaxx/blue/denim.jar	Aug 22, 2013

8. Remove any ServiceMaxx references.

There may be multiple ServiceMaxx references (see screen example above). Remove them all.

- 9. Select **Deleted** from the Show drop-down list at the top of the Java Cache Viewer window.
- 10. With ServiceMaxx highlighted, right-click to display the pop-up box.
- 11. Click Delete.

12. Check the Java version by following the path (from your Windows desktop):

Start > Control Panel > Programs and Features (for Windows 7 users)

or

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Start > Settings > Control Panel > Add Remove Programs (for Windows XP users)
```

- 13. Remove any versions of Java other than Java 6 Update 27.
- 14. Click Close.
- 15. Navigate to the following website:

https://evalueb.internationaldelivers.com/servicetools/servicemaxx

Home					
Launch ServiceMaxx User's Guide	Welcome to the ServiceMaxx web site.				
Change Log	ServiceMaxx is a new diagnostic and programming service tool for Navistar MaxxForce Engines.				
	Minimum Computer System Requirements for ServiceMaxx:				
	<ul> <li>Java 1.6.0_27 (Java SE Runtime Environment 6, Update 27). ServiceMaxx is installed and kept up-to-date via Java Web Start, which is part of the Java Runtime Environment from Oracle Corp. Before launching ServiceMaxx, you must have Java installed. If you don't have Java installed, the recommended version of Java can be downloaded here.</li> <li>Java 6 Update 27 is recommended.</li> <li>S12MB of RAM</li> </ul>				
	<ul> <li>DOMB of tree hard disk space</li> <li>Operating System of Windows 2000, Windows XP, Windows Vista, or Windows 7.</li> <li>One or more RP1210A compatible communication devices with SAE J1708 and/or SAE J1939</li> </ul>				

- 16. Click the word "here" on the International website page (see above) to download Java 6 Update 27.
- 17. Click **Launch ServiceMaxx** (located in the navigation panel of the International website (see above) to reinstall the application on your PC.

### **Application Error: Security Exception**

If ServiceMaxx displays the message Security Exception, you may need to change Java network settings.

Application Error	×
Security Exception	
java.net.MalformedURLException: unknown protocol: socket	OK Details

#### To change Java network settings:

- 1. Select Start from your Windows desktop.
- 2. Select Control Panel.
- 3. Double-click Java.

The Java Control Panel is displayed.

ieneral	Java	Security Adv	vanced			
About View	/ersion i	nformation abo	out Java C	ontrol Panel.	A	bout
Netw	ork Setti	ings				
Java users	will use t should r	the network se modify these so ternet Files —	ettings in ye ettings,	our web brows	er. Only ac	ivanced
Temp	orary In					

4. Select Network Settings.

.

The Network Proxy Settings box is displayed.

Network Settings	
Network Proxy Settings	
Use direct connection.	
O Use browser settings	
O Use proxy server	
Address: Port:	Advanced
Bypass proxy server for local addresses	
O Use automatic proxy configuration script	
Script location:	
O Directore when	

5. Select **Direct connection**.

- 6. Click OK.
- 7. Click Apply.
- 8. Close the Java Control Panel.

## **Issues Running on 64-Bit Machines**

This following addresses some of the known issues with ServiceMaxx running on 64-Bit machines.

### Symptoms

ServiceMaxx displays the following messages:

- FFFF-FFFF software ID after launching.
- ServiceMaxx will expire on... (e.g., an inappropriate date in the past like Dec. 31 1969).
- Register the program as the Administrator for use with all users.
- Unable to fetch MachineID. Registration Failed. Please run as an administrator. If problems persist, contact CSO.
- The following application error occurred: C:\Users\xxxx\AppData\Local\Temp\win32.dll; can't load IA 32-bit .dll on a AMD 64-bit platform.
- Password generated for ServiceMaxx Software ID xxxx-xxxxx not working.

#### Resolutions

#### **Resolution 1**

#### FFFF-FFFF Software ID

Ensure that you are running ServiceMaxx as an Administrator.

1. Do one of the following:

Right-click on the ServiceMaxx icon, and click Run as administrator.



Right-click on **Properties**. Then, click on the **Compatibility Tab**.

Security	Details	Previous Versions				
General	Shortcut	Compatibility				
If you have problems with this program and it worked correctly on an earlier version of Windows, select the compatibility mode that matches that earlier version. <u>Help me choose the settings</u> Compatibility mode						
Run this program in compatibility mode for:						
Windows XP (S	ervice Pack 3)	-				
Settings						
Run in 256 c	olors					
Run in 640 x	Run in 640 x 480 screen resolution					
Disable visua	Disable visual themes					
Disable desk	top composition					
Disable display scaling on high DPI settings						
Privilege Level	Privilege Level					
Run this prog	gram as an administr	ator				
Change settir	ngs for all users					
	OK Cancel Apply					

Make sure the **Run this program as an administrator** check box is checked, and click **OK**.

or

#### **Resolution 2**

Inappropriate Expiration Date

To resolve this issue, follow the instructions under Java Issue "<u>Unable to</u> <u>Launch</u>" earlier in this document.

#### **Resolution 3**

Register Program as Administrator for All Users

To resolve this issue, follow the instructions under "<u>Resolution 1</u>" earlier in this document.

#### **Resolution 4**

Unable to Fetch MachineID

To resolve this issue, follow the instructions under "<u>Resolution 1</u>" earlier in this document.

#### **Resolution 5**

Application Error

This message is displayed because the computer has a 64-bit version of Windows 7 or Windows Vista installed on a machine that has 32-bit internal components.

To fix this problem, the correct 32-bit version of Windows 7 or Windows Vista must be installed on the machine.

#### **Resolution 6**

Password for ServiceMaxx Software ID Not Working

To resolve this issue, follow the instructions under Java Issue "<u>Unable to</u> <u>Launch</u>" earlier in this document.

# **Issues with NAVCoM or NAVLink Interfaces**

When using the NAVCoM or NAVLink interfaces, ServiceMaxx may tend to open then close automatically.

### Symptoms

- ServiceMaxx crashes.
- Multiple Error files displayed on the Windows desktop (files will typically start with hs\_err\_...).



• Keyword 2000 is selected under the protocol selection.

Help			
Activate Com Link F6	D Tests 🛛 🛋 Vehicle 🛋 Trio Re	eport	
Select Com Link 💦 🛛 🕽	NEXIQ Technologies USB-Link 🕨		
Simulate Engine	Movimento 🕨	Movimento NAVCoM/NavLink, USBO 🕨	J1708
Trigger Setup	IC4 Interface Device	Movimento NAVCoM/NavLink, USB1 🕨	J1939
Arm Trigger		Movimento NAVCoM/NavLink, WLAN	Reyword 2000
Start Recording			

# **Miscellaneous Troubleshooting Suggestions**

- 1. Close ServiceMaxx.
- 2. Disconnect the cable from the computer, but leave it connected to the vehicle.
- 3. Reopen ServiceMaxx.
- 4. Select the protocol (e.g., J1708 or J1939) that corresponds to your vehicle year.
- 5. Reconnect the USB end of the cable to the computer.
- 6. Once you have completed steps 1 through 5, you should see vehicle information from the ServiceMaxx application.
- 7. If you do not see vehicle information, check your connections to the vehicle and to the computer.
- 8. If after checking the connections you still do not see vehicle information, do one of the following:
  - Under File, select Turn on/off Communications Link.

or

- Press F6 on your keyboard.
- If after turning on the Communications Link you still do not see vehicle Information. Please refer to <u>IK2700014</u>.
- 10. If after updating your NAVCoM /NAVLink drivers you still do not see vehicle information, open a case file on ISIS to have the issue resolved by the EZ-Tech<sup>®</sup> Support Team. Please refer to <u>IK2700019</u>.

# **Frequently Asked Questions (FAQs)**

1. What is the difference between ServiceMaxx Fleet Pro and ServiceMaxx Lite?

**ServiceMaxx Fleet Pro** has a yearly renewal; you must be connected to the Internet to retrieve your updates; updates occur throughout the year.

**ServiceMaxx Lite** does *not* expire and therefore does not have to be renewed yearly. However, ServiceMaxx Lite does not provide the same capabilities as ServiceMaxx Fleet Pro.

2. My software is giving me an "unable to launch error." Can you fix this for me?

To resolve this issue, follow the instructions under Java Issue "<u>Unable to Launch</u>" earlier in this document.

3. Where do I find my Software ID number?

Your Software ID number can be found by clicking on the ServiceMaxx icon. Then, navigate to **Help** and then to **Registration**.

4. Do I have to be connected to the Internet to use ServiceMaxx?

No, you do not need the Internet to use ServiceMaxx; you must, however, be connected to the Internet when you register it.

5. What capabilities does the software have?

Information on ServiceMaxx capabilities can be found on the NEXIQ<sup>™</sup> website:

#### www.nexiq.com

6. How do I get my updates?

When you connect to the Internet and launch the software it automatically looks for and downloads the updates.

7. Where can I purchase ServiceMaxx?

ServiceMaxx can be purchased from your local NAVISTAR<sup>®</sup> dealer or from one of the distributors found on the NEXIQ<sup>™</sup> website:

www.nexiq.com

8. Will ServiceMaxx work on more than one PC?

No, if you want to run ServiceMaxx on multiple PCs, you must purchase multiple copies.

- Which version Java will ServiceMaxx run with?
   ServiceMaxx is compatible with Java 6 update 27 only.
- 10. Will ServiceMaxx run on Windows 7?

Yes.