ServiceMaxx Troubleshooting Aid

This document contains troubleshooting options for the following:

- [Java Issues](#)
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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.
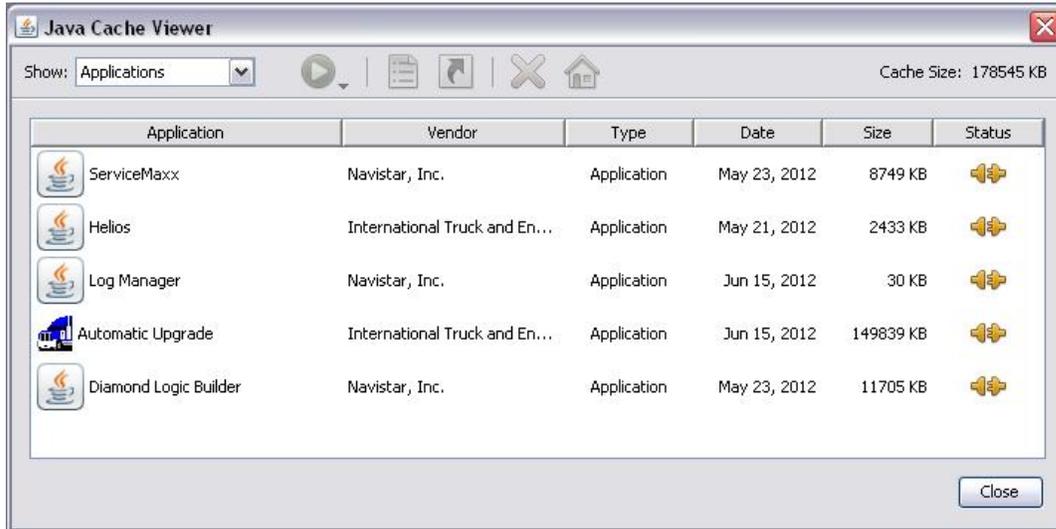
4. Select **ServiceMaxx** from the list of applications

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).
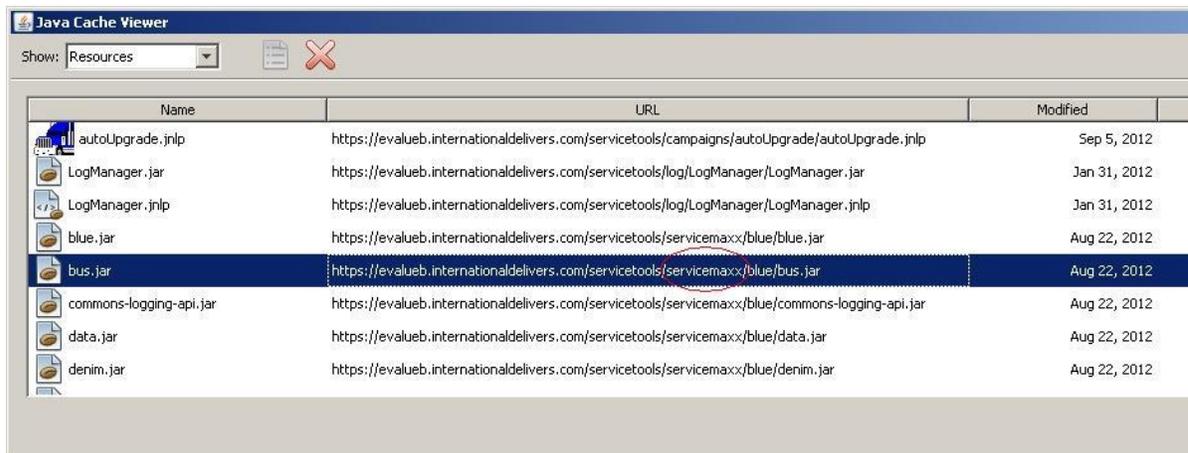
8. Remove any ServiceMaxx references.

   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

   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

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.

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.

4. Select **Network Settings**.

   The **Network Proxy Settings** box is displayed.

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**.
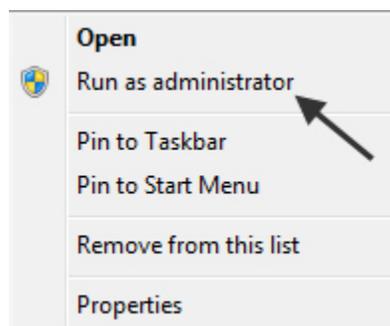
or

Right-click on **Properties**. Then, click on the **Compatibility Tab**.
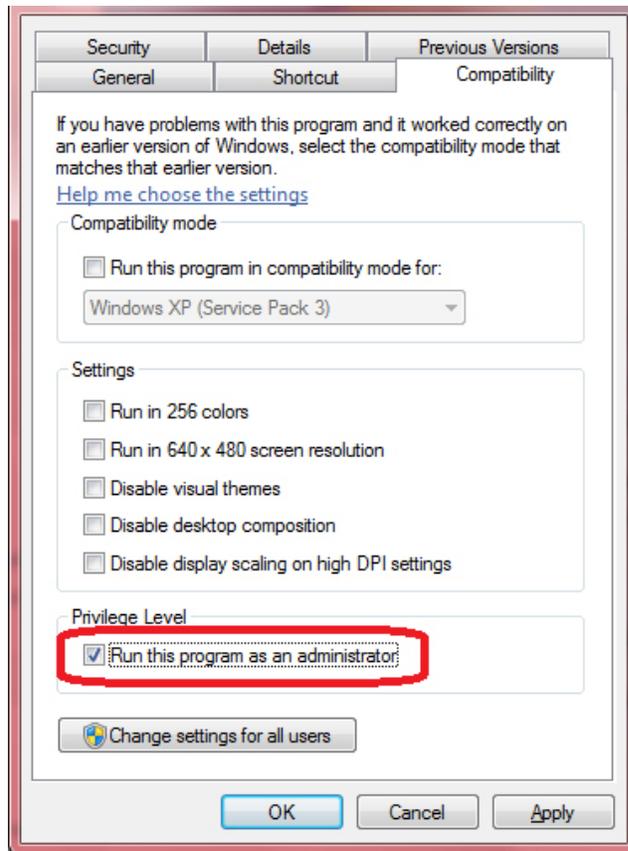
Make sure the **Run this program as an administrator** check box is checked, and click **OK**.

Resolution 2
Inappropriate Expiration Date

To resolve this issue, follow the instructions under Java Issue "**Unable to Launch**" earlier in this document.

Resolution 3
Register Program as Administrator for All Users

To resolve this issue, follow the instructions under "**Resolution 1**" earlier in this document.

Resolution 4
Unable to Fetch MachineID

To resolve this issue, follow the instructions under "**Resolution 1**" 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 "**Unable to Launch**" 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_...).
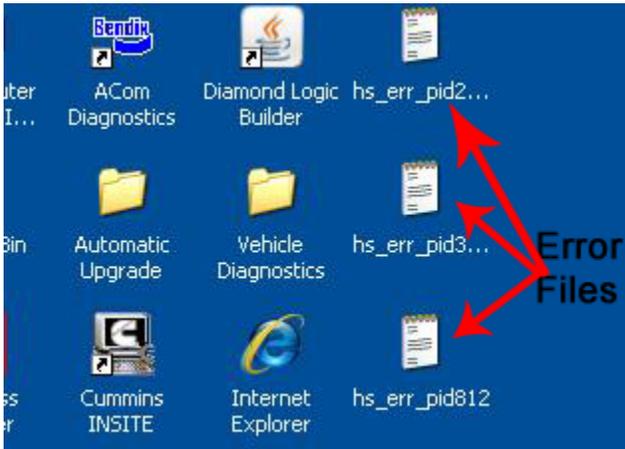
- Keyword 2000 is selected under the protocol selection.
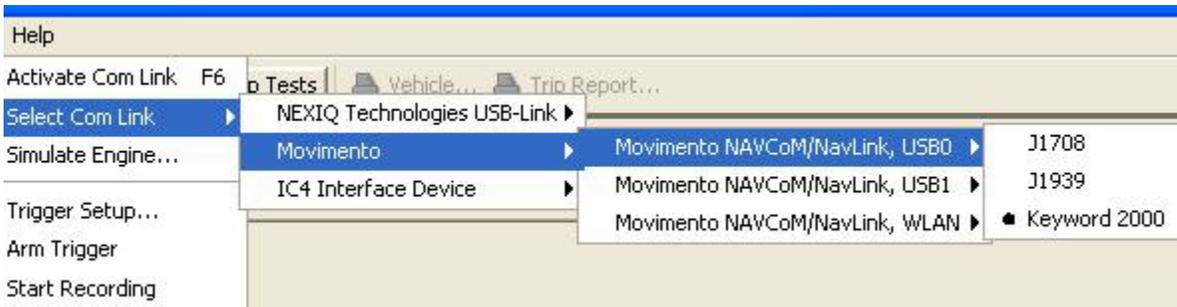
Miscellaneous Troubleshooting Suggestions

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.

9. If after turning on the Communications Link you still do not see vehicle Information. Please refer to IK2700014.

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® Support Team. Please refer to IK2700019.

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 "**Unable to Launch**" 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™ 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® dealer or from one of the distributors found on the NEXIQ™ 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.

9. Which version Java will ServiceMaxx run with?

    ServiceMaxx is compatible with **Java 6 update 27** only.

10. Will ServiceMaxx run on Windows 7?

    Yes.