Dyno-Scan for Windows Troubleshooting

Vehicle Connection Issues

After the "Connect to Vehicle" button is pressed, there are three possible connection errors that can be displayed:

1) "**No Communication (Scan Tool)**" - this means the Auterra OBD II adapter hardware is not responding. Possible causes are:

(a) Vehicle ignition is not turned on. Turn key on, or try connecting while vehicle is running.

(b) Vehicle fuse is blown preventing voltage from reaching the OBD II adapter hardware. Pin 16 on the vehicle's OBD II connector should have battery voltage (approximately between 12V and 15V). Check the vehicle fuse box and replace any blown fuses. Sometimes the cigarette lighter fuse is shared with the OBD II connector power. **A blown fuse preventing power on the OBD II port is the #1 cause of connection problems.** Simply replacing the fuse on the vehicle can restore scan tool operation.

(c) USB driver is not installed correctly (a USB driver only required if using the B-301 USB OBD II adapter). The USB driver provides a virtual COM port. Check the Windows Start button > Control Panel > System > Hardware tab > Device Manager screen under the Ports (COM & LPT) to ensure the Dyno-Scan OBD II USB Adapter Port entry is present.

(d) Select a different COM port higher than COM4. See the section "Selecting a Different COM Port" below.

(e) RS-232 PC cable or OBD II adapter connections are loose.

(f) Vehicle does not support OBD II and does not provide the necessary battery voltage at the OBD II connector. Try another make/model vehicle to ensure the Auterra OBD II adapter is functioning properly.

(g) OBD II adapter or OBD II cable is defective and needs replacement. Contact Auterra for assistance.

2) "**No Communication (Vehicle)**" - this means the vehicle is not responding. In this case, the OBD II adapter is powered up correctly, however the vehicle is not responding to any of the query messages. Possible causes are:

(a) Vehicle ignition is not turned on. Turn the key on, or try connecting while vehicle is running.

(b) Connect while the vehicle ignition is on, but engine is not running. Some vehicles don't allow connection initiation when running.

(c) Vehicle is equipped with CAN and you have version 1.XX or 2.XX Auterra hardware. Version 3.XX hardware will connect to CAN equipped vehicles, but not 1.XX or 2.XX. See the About Hardware

dialog in the Dyno-Scan software. See the Auterra web site for more information regarding CAN equipped vehicles.

(d) Bad vehicle OBD II wiring harness or connector (not likely). Repair as necessary.

(e) Vehicle does not support OBD II. Try another make/model vehicle to ensure the Auterra OBD II adapter is functioning properly.

(f) OBD II adapter is defective and needs replacement. Contact Auterra for assistance.

3) **"Lost Communication"** - the scan tool initially connected with the vehicle but subsequently lost communication. Possible causes are:

(a) PC cable or OBD II adapter connections are loose. Tighten all connections and ensure serial HotSync cable is fully connected to the Palm.

(b) Vehicle is not OBD II compliant. Try another make/model vehicle to ensure the Auterra OBD II adapter is functioning properly.

(c) Software bug preventing the connection from completing. Contact Auterra for assistance.

Selecting a Different COM Port

If after installing the USB driver the software is unable to connect to the vehicle and reports a "No Communication (Scan Tool)" error, then try selecting a different COM port.

1) Ensure the USB OBD II adapter is plugged into your Windows PC USB port.

2) Go to the Windows Start button > Control Panel > System > Hardware tab > Device Manager button to display the Device Manager.

3) Expand the Ports (COM & LPT) setting and see the Dyno-Scan OBD II USB Adapter Port (COMX) entry.
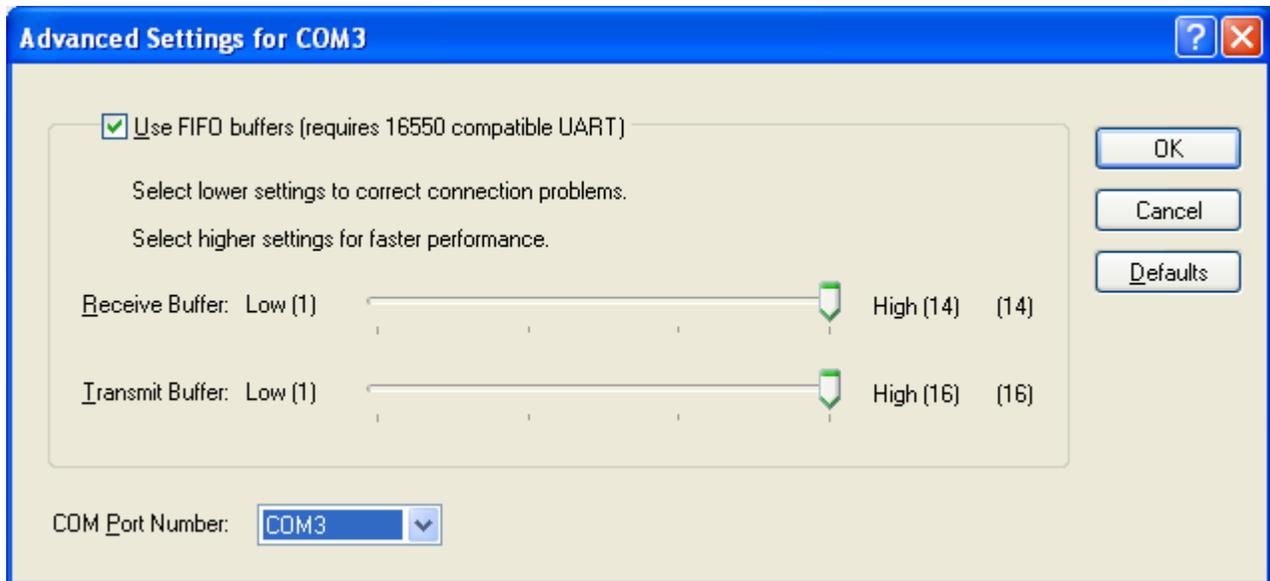
4) Right mouse click on Dyno-Scan OBD II USB Adapter Port (COMX) and select Properties from the shortcut menu.

5) On the Port Settings tab press the Advanced... button.

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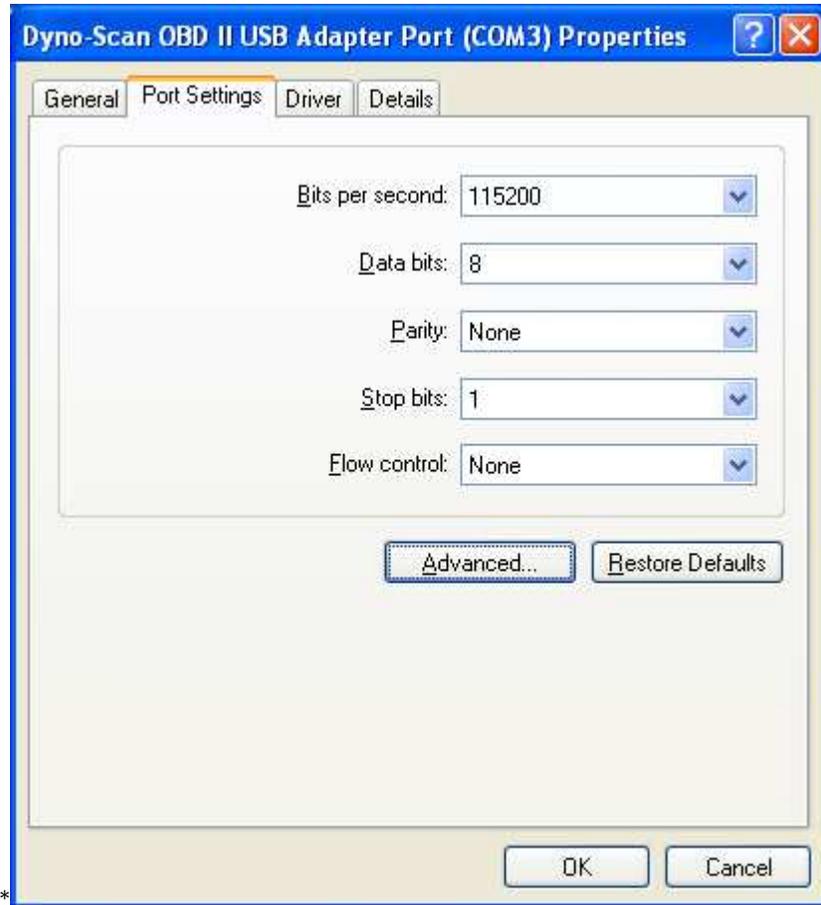
6) On the COM Port Number dropdown select another COM port. Try to select at COM5 or **higher** (e.g. COM5, COM6, COM7, etc). Press OK.

7) Unplug the USB OBD II adapter from your PC's USB port and wait 10 seconds. Plug the USB OBD II adapter back into the USB port.

8) Start the Dyno-Scan software. Go to the Tools > Options... dialog and enter your new COM port number. Your scan tool is now ready for use.

Google Earth Issues

When opening a Live Data file and the Dyno-Scan for Windows Tools > Options > Google Earth tab > Enable Google Earth checkbox is selected you could receive the "Could not start Google Earth. Ensure Google Earth is installed." error message.
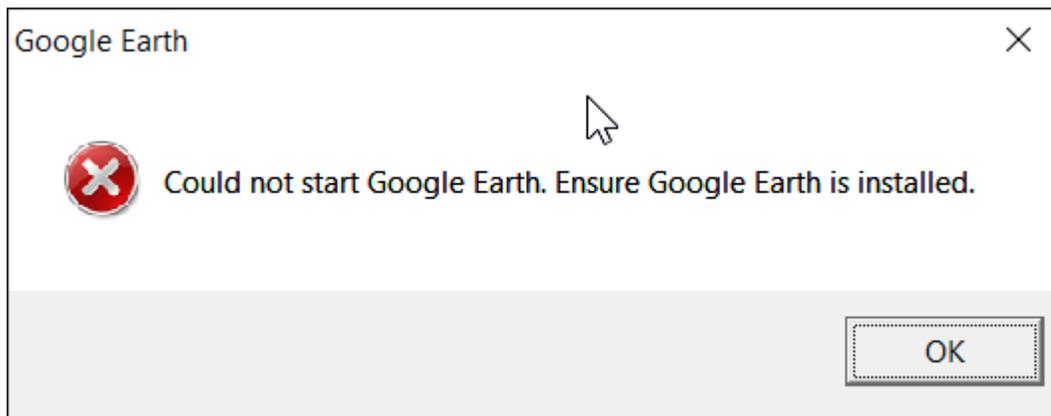
Google Earth displays the GPS data stored within a Live Data recorded file. Dyno-Scan for Android and DashDyno SPD with an external GPS both record GPS positional data within the Live Data file format.

First, if you do not record GPS data with your Live Data files you can just turn off the Enable Google Earth option on the Tools > Options > Google Earth tab. This will prevent the error from displaying.

Second, check that Google Earth is installed. If not, try installing Google Earth and open the Live Data file again.

If the error persists even with Google Earth installed then the version of Google Earth may not be compatible with the Dyno-Scan for Windows. Google Earth version v7.1.5.1557.1557 was tested on Windows 10 and it did not work with the Dyno-Scan for Windows software.

Google provides prior installations of Google Earth that are compatible with Dyno-Scan for Windows features. v5.1, v5.2 and v6.2 were tested on Windows 10 and all versions worked correctly. Other versions may work as well.

See the link below for Google Earth downloads for all current and prior versions.

https://support.google.com/earth/answer/168344?hl=en

.NET Framework Errors

The .NET Framework is used by the Dyno-Scan for Windows software. On very rare occasions, we have had customers report the following error:

System.NullReferenceException: Object reference not set to an instance of an object.

Many times the .NET Framework installation is corrupted and needs to be cleaned up. The .NET Framework Cleanup tool can sometimes fix the Microsoft installation. See the link below for more information on the cleanup tool.

http://blogs.msdn.com/b/astebner/archive/2008/08/28/8904493.aspx