



INLINE 5 Datalink Adapter
Troubleshooting Guide

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:

<http://inline.cummins.com/downloads/i5driver.html>

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™ 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

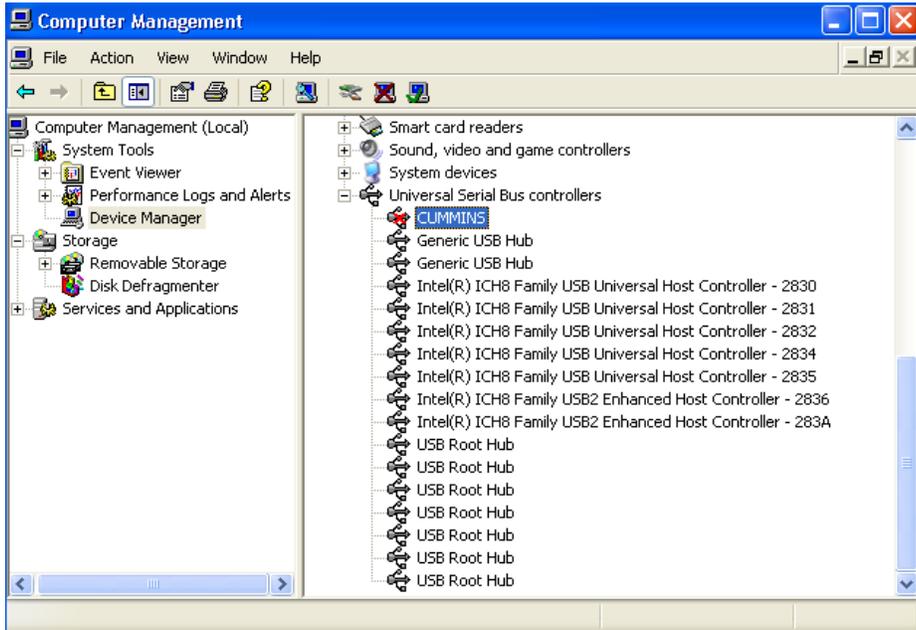
Solution 4: See Solution 1

Problem 5: USB not working

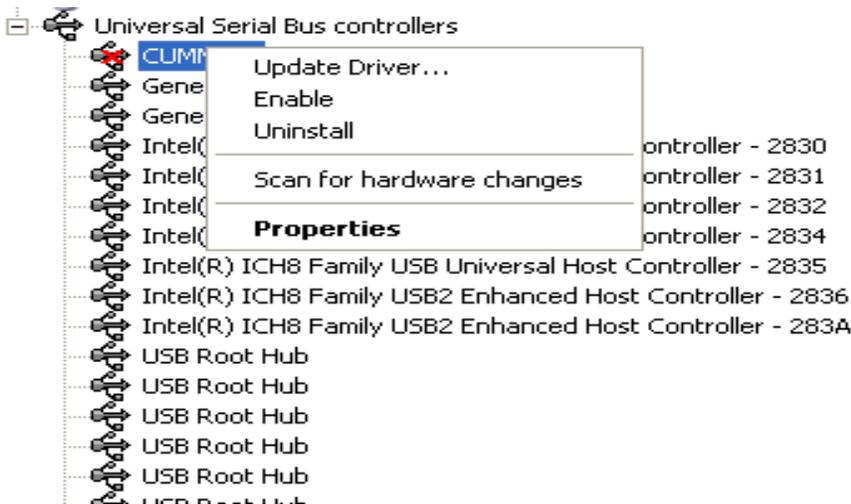
Solution 5:

Checking status of the INLINE™ Datalink Adapter driver

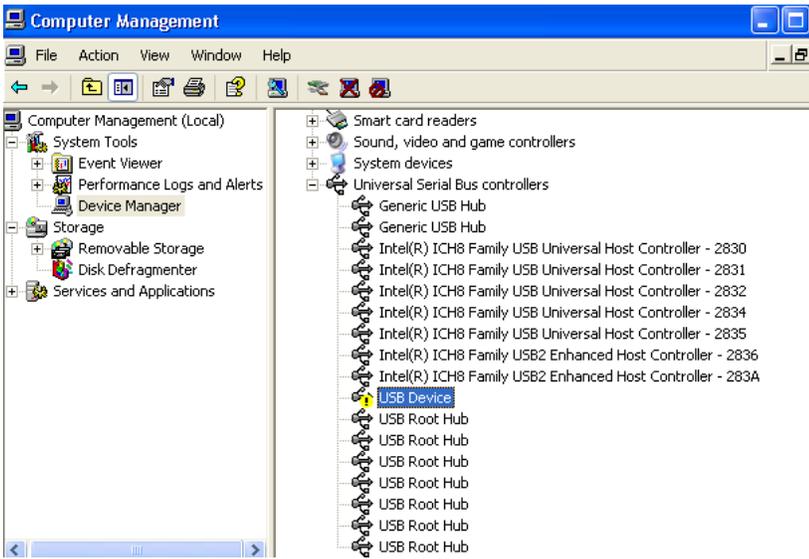
Select Start > Alternate click on My Computer > Manage > Device Manager > Expand the Universal Serial Bus Controllers.



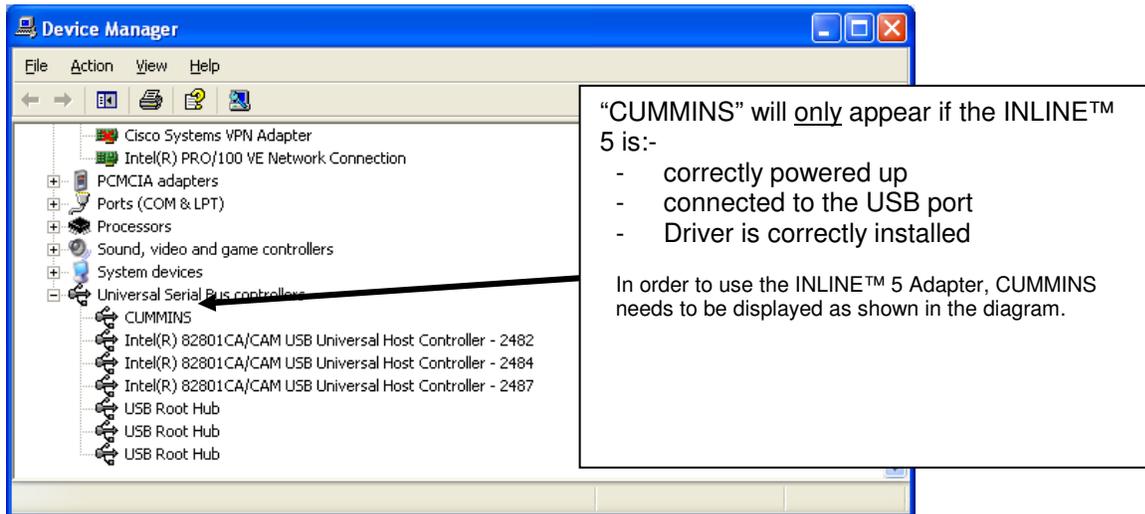
If Cummins appears as indicated in the diagram below with a red 'X' to the left of it, alternate click and Enable



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

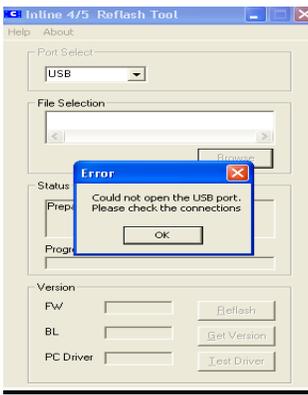


After installation, verify the INLINE™ Drivers have successfully been associated to the USB port. **CUMMINS** should display as indicated by the diagram below.

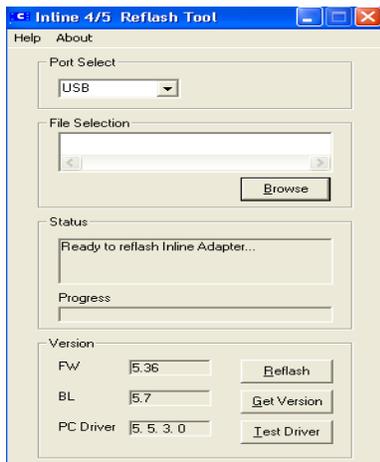


Problem 6: Cannot ‘Reflash’ or ‘Get Version’

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



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



INLINE™ Driver Compatibility List:

PC Driver	FW (Firmware)
5.5.3.0	5.36 (Latest)
5.4.0.9	5.32
5.3.1.0	5.30

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

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

NOTE:

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