AwnDiag

asanetwork Diagnostics

Edition 5.0.0.203, created 03.12.2024

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1 Overview

See Also

Quick start (see page 3), Diagnostic possibilities (see page 9), Tips and notes (see page 37)

User interface (see page 29)

1.1 Objective

AwnDiag is a diagnostic tool for asanetwork.

Description

AwnDiag is aimed to help support specialists of manufacturers diagnosing typical problems on site.

The freeware version is available for every asanetwork user.

1.2 Program installation

AwnDiag needs no program installation. Simply extract all files of your downloaded ZIP archive into any folder of your choice.

Description

Required files:

File	Description
asa_services_v18_de.csv	German list of services
asa_services_v18_en.csv	English list of services
AwnDiag.exe	**The diagnostic software**
AwnDiag.de	German translation
AwnDiagEn.chm	Online help English
AwnDiagDe.chm	Online help German
AwnDiagEn.pdf	Printable help English
AwnDiagDe.pdf	Printable help German
awn3_32w.dll	Dynamic link library

Important: If you use a personal firewall you have to enable access to your network for AwnDiag!

1.3 Notes for current version

Release notes.

Description

History

Version	Changes
5.0.0 Build 203	Added support for offered services
5.0.0 Build 200	Added support for network manager 4.x.
4.0.0 Build 162	Added support for network manager 3.x.
3.0.0 Build 137	Added support for network manager 2.x. Added freeware edition for all asanetwork users.
2.1.0 Build 110	Fixed problem on machines with multiple NICs, added NIC display to network manager diagnostics. Added remote diagnostics.
2.0.0 Build 103	Fixed protocol bug for "know services by DLoc".
2.0.0 Build 95	Added licensing, modified Icons, added support for network manager 1.8.2, added new test for passive network managers.
1.x	Internally used test version.

1.4 Requirements

This topic documents the requirements for AwnDiag.

Description

AwnDiag runs on these Microsoft operating systems:

- Windows 7 - 10
- Windows Server 2008 - 2019

A network based on TCP/IP is required.

2 Quick start

The next sections document what you can do with the quick test program.

Information about the user interface (see page 29) is in the topic of the same name.

See Also

Diagnostic possibilities (see page 9), Tips and notes (see page 37)

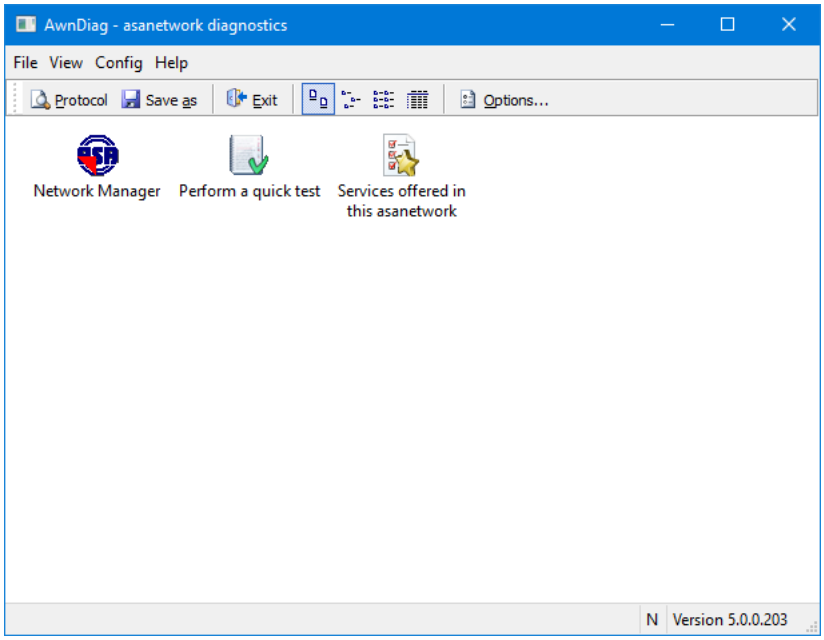
User interface (see page 29)

2.1 Run program

Run AwnDiag from your selected folder (see Program installation (see page 1))

Description

AwnDiag displays the main window.



2.2 Performing a quick test

Perform a quick test of your asanetwork functionality.

Available in beginner and expert mode.

Description

Run AwnDiag and select *Perform a quick test* (Run with a double click).

AwnDiag checks these areas of your asanetwork:

- Network manager
- Your dealer management system (DMS)
- the presence of at least one test and measurement equipment
- the presence of orders

See Also

Diagnostic possibilities (see page 9), Tips and notes (see page 37)

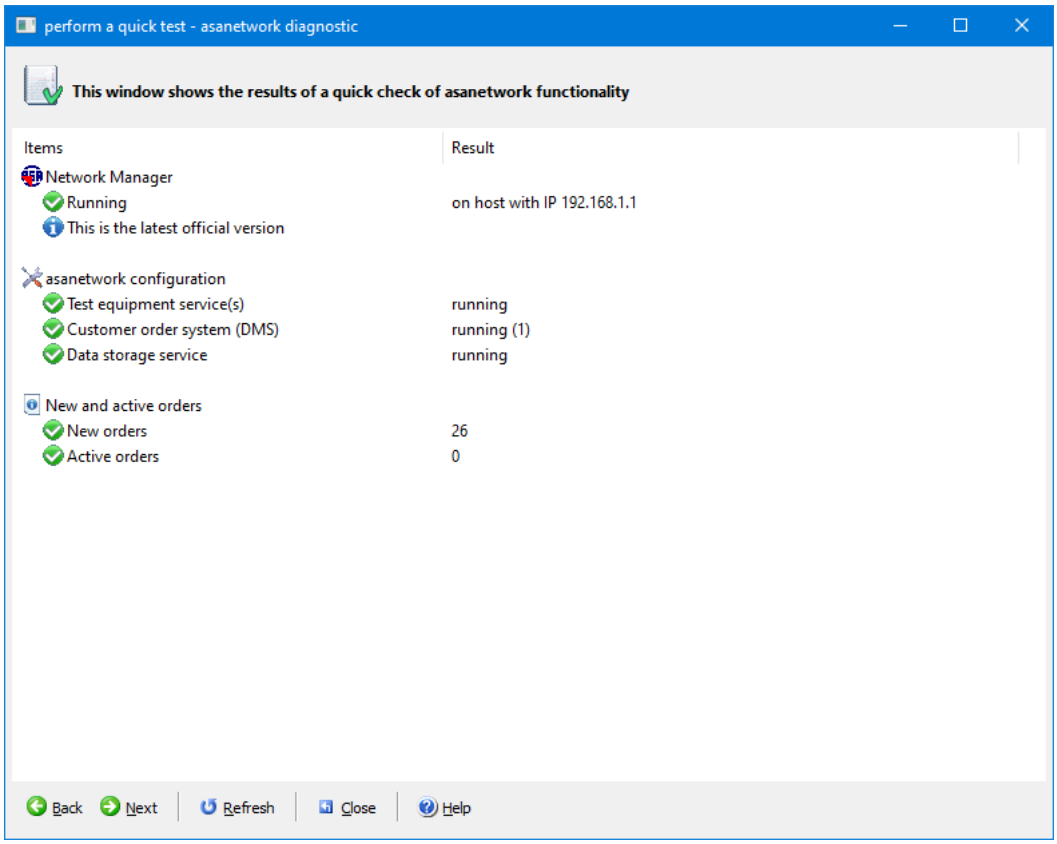
User interface (see page 29)

2.2.1 A successful quick test

Example of a successful quick test.

Description

All tested items are working as expected.



2.2.2 An unsuccessful quick test

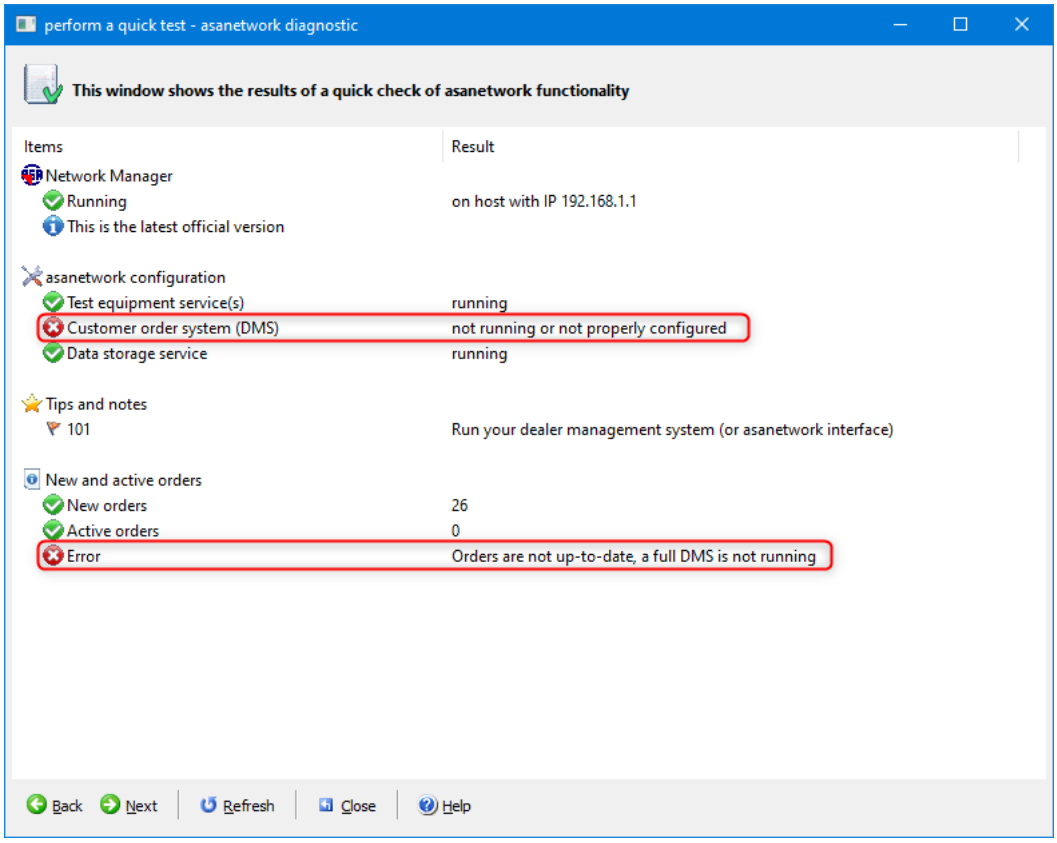
Trouble with asanetwork may have many different reasons. The next sections will shows some typical failures.

2.2.2.1 Troubles with dealer management software

Problems with your dealer management software.

Description

This example shows the results for a faulty or not active dealer management software.



Troubleshooting

Try to restart your dealer management software.

Check the configuration of your dealer management software.

If this doesn't help, contact your vendor.

See Also

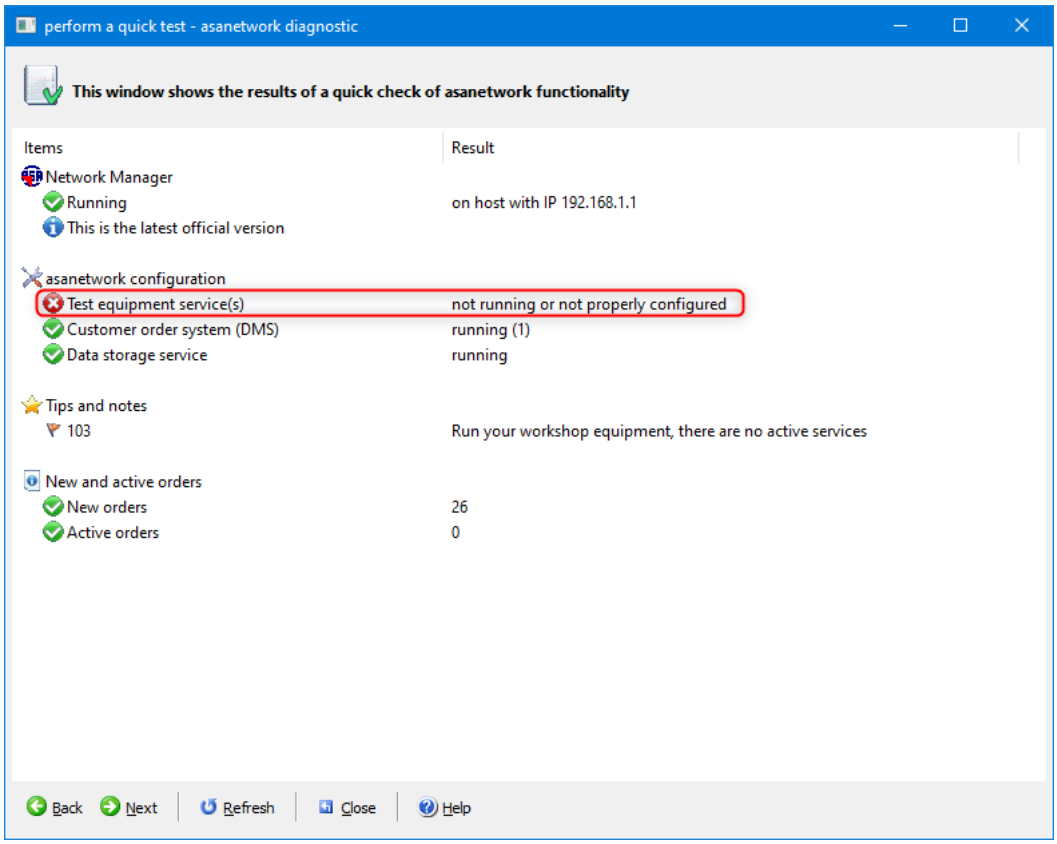
Tips and notes (see page 37)

2.2.2.2 Troubles with test and measurement equipment

Problems with test and measurement equipment (workshop equipment)

Description

This example shows the results for faulty or not active test and measurement equipment:



Troubleshooting

Try to restart your test and measurement equipment (workshop equipment).

Check the configuration of your test and measurement equipment (workshop equipment).

If this doesn't help, contact your vendor.

Notes

This results only happens if you have exactly one asanetwork workshop equipment. If you have different equipment, AwnDiag can not differentiate this situation in the quick check program.

Use the asanetwork configuration (see page 14) and the known services (see page 15) programs in expert mode.

See Also

Tips and notes (see page 37)

2.3 Next steps

How to forward a diagnostic protocol by email

Description

If the support personal requested the diagnostic protocol do these steps:

- Save the protocol with File/save as or
- Open the protocol in notepad with view/protocol and add additional information.

Select the file and send via email.

See Also

Tips and notes (see page 37)

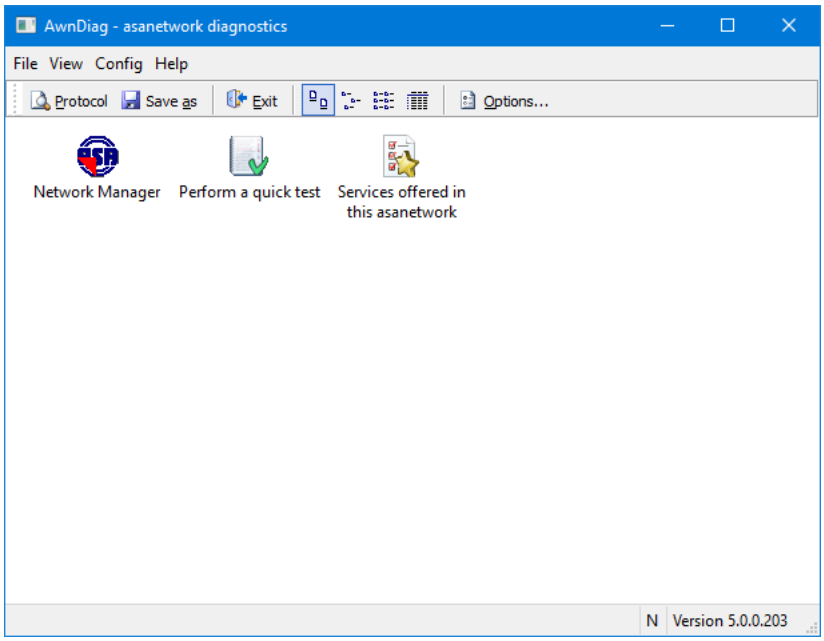
3 Diagnostic possibilities

This topic documents all available diagnostic programs of AwnDiag.

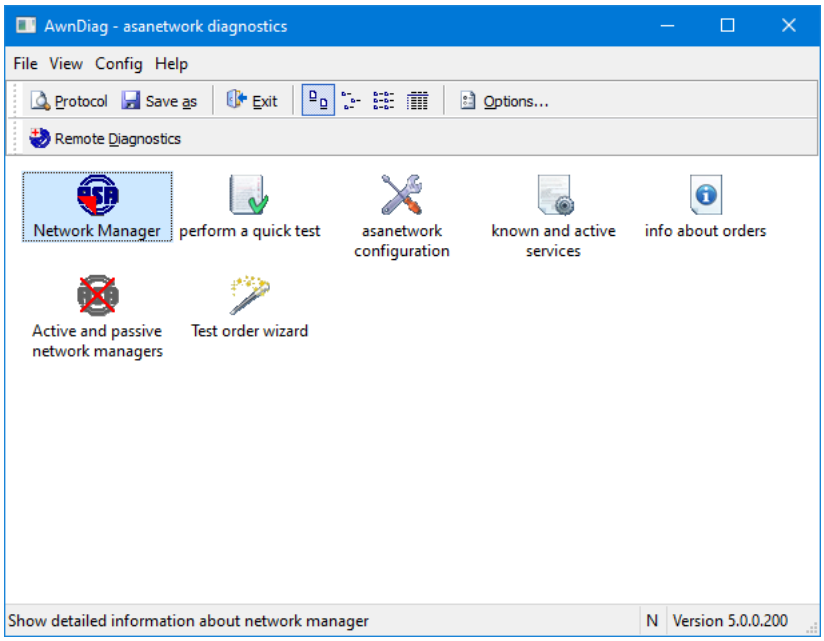
AwnDiag supports two operation modes, a beginner mode (same as freeware version) and a expert mode (only in licensed versions).

Description

In beginner mode AwnDiag offers two easy to use diagnostic programs:



In expert mode AwnDiag offers 6 diagnostic programs, a test order wizard and remote diagnostics:



Use the Config (see page 30) menu to change the mode between beginner and expert.

See Also

Quick start (see page 3), Tips and notes (see page 37)

User interface (see page 29)

3.1 Network manager

Network manager diagnostic verifies the functionality and properties of your network manager.

Available in beginner and expert mode.

Description

Run AwnDiag and select *Network manager*  (Run with a double click).

AwnDiag displays all network interface cards with

- IP address
- Network mask
- Broadcast address

AwnDiag checks these areas of your network manager:

- Reachability
- Version (up-to-dateness)
- Response time

AwnDiag also displays some important properties of your network manager.

The current network manager is always available at asanetwork:

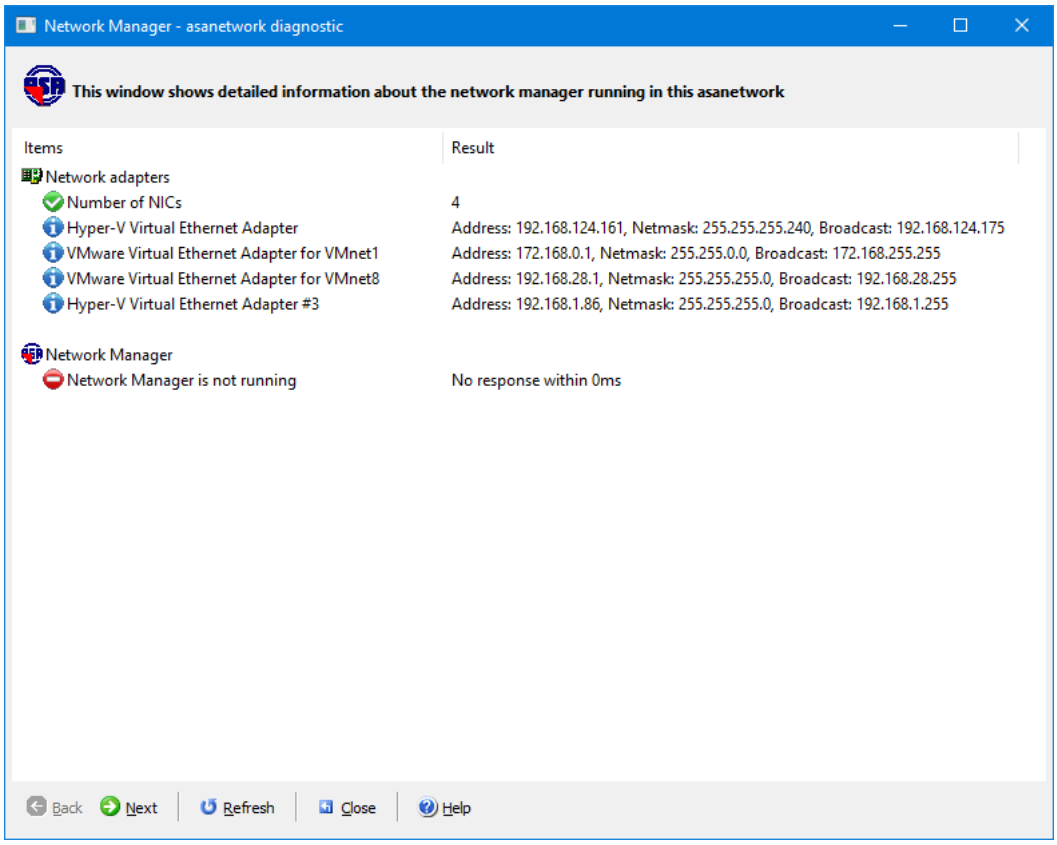
See Also

Active and passive network managers (see page 18), User interface (see page 29), Diagnostic results (see page 32), Tips and notes (see page 37)

3.1.1 No network manager

This example shows the output if no network manager was found

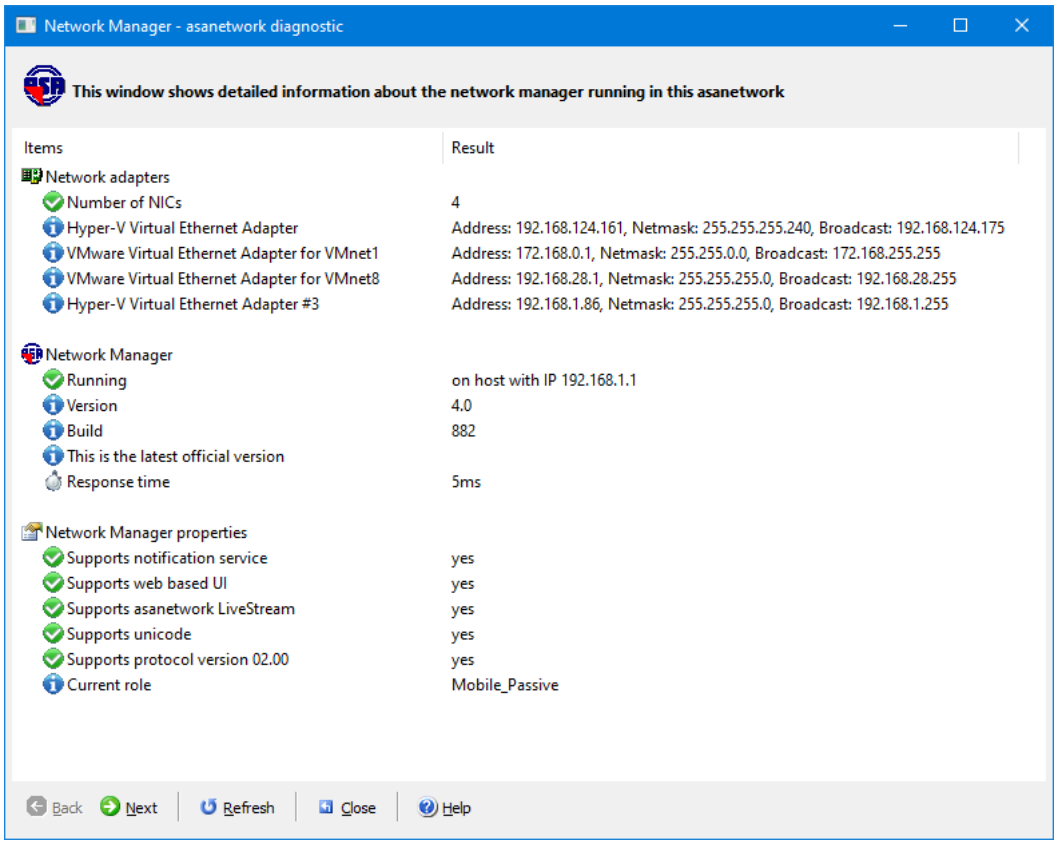
Description



3.1.2 Current network manager

This is a typical display for an up-to-date network manager, at the time of writing 4.0.882.

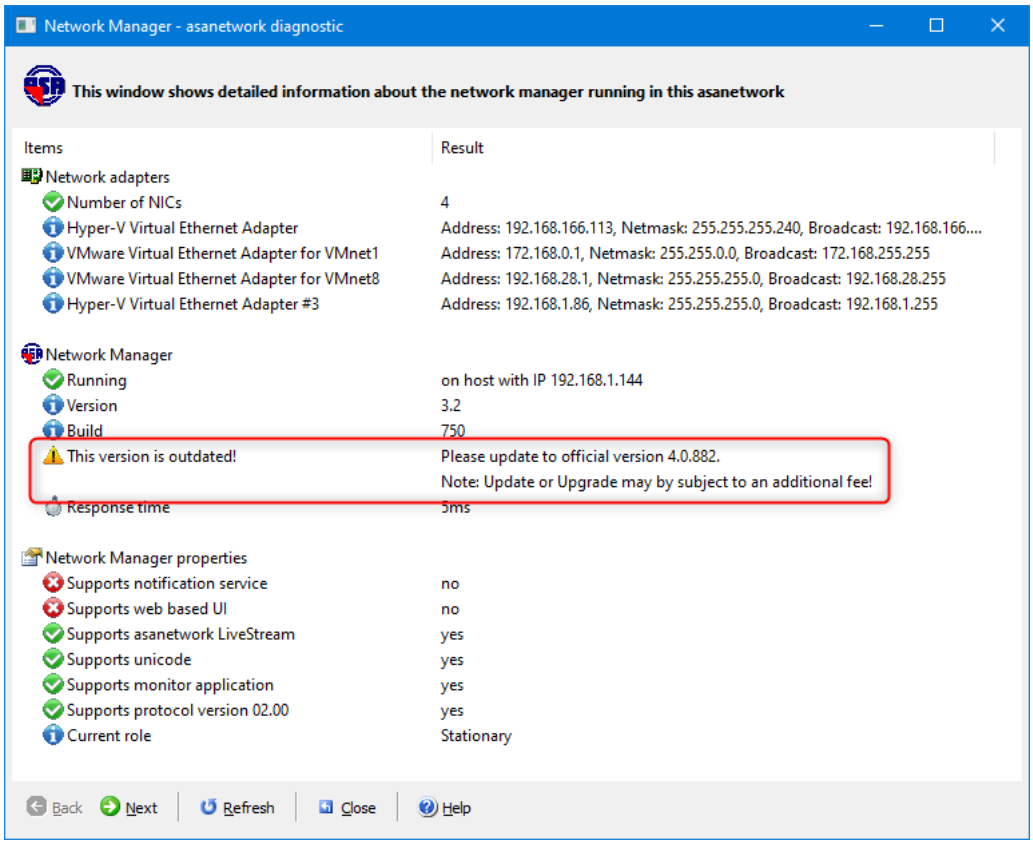
Description



3.1.3 Outdated network manager

This is a typical display for an outdated manager.

Description



3.2 Quick test

Perform a quick test of your asanetwork functionality.

Available in beginner and expert mode.

Description

Run AwnDiag and select *Perform a quick test* (Run with a double click).

AwnDiag checks these areas of your asanetwork:

- Network manager
- Your dealer management system (DMS)
- the presence of at least one test and measurement equipment
- the presence of orders

See Also

Diagnostic possibilities (see page 9), Tips and notes (see page 37)

User interface (see page 29)

3.3 Services offered in this asanetwork

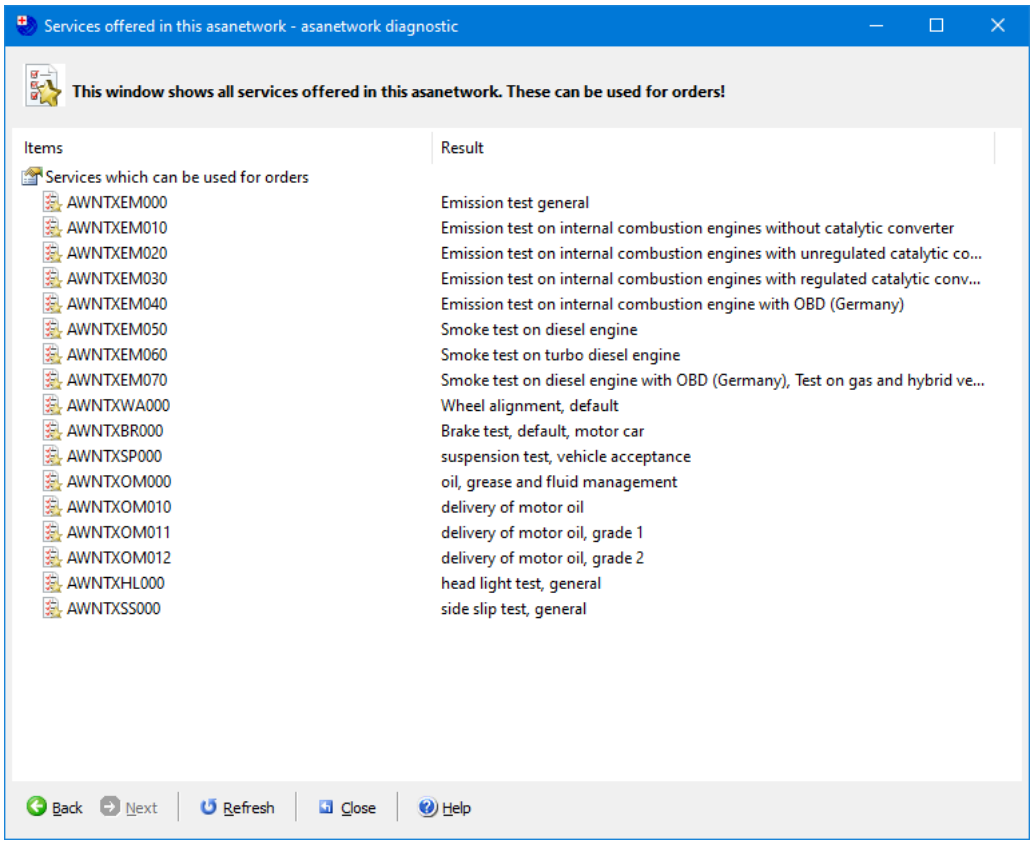
This test lists all services found and offered in this asanetwork.

Description

Run (see page 3) AwnDiag and select "*Services offered in this asanetwork*" (Run with a double click).

AwnDiag then requests the list of known services from network manager and shows them with their meaning.

These services can be used in your dealer management system.



See Also

Tips and notes (see page 37)

3.4 asanetwork configuration

asanetwork configuration displays all active services and verifies that vital services are running.

Description

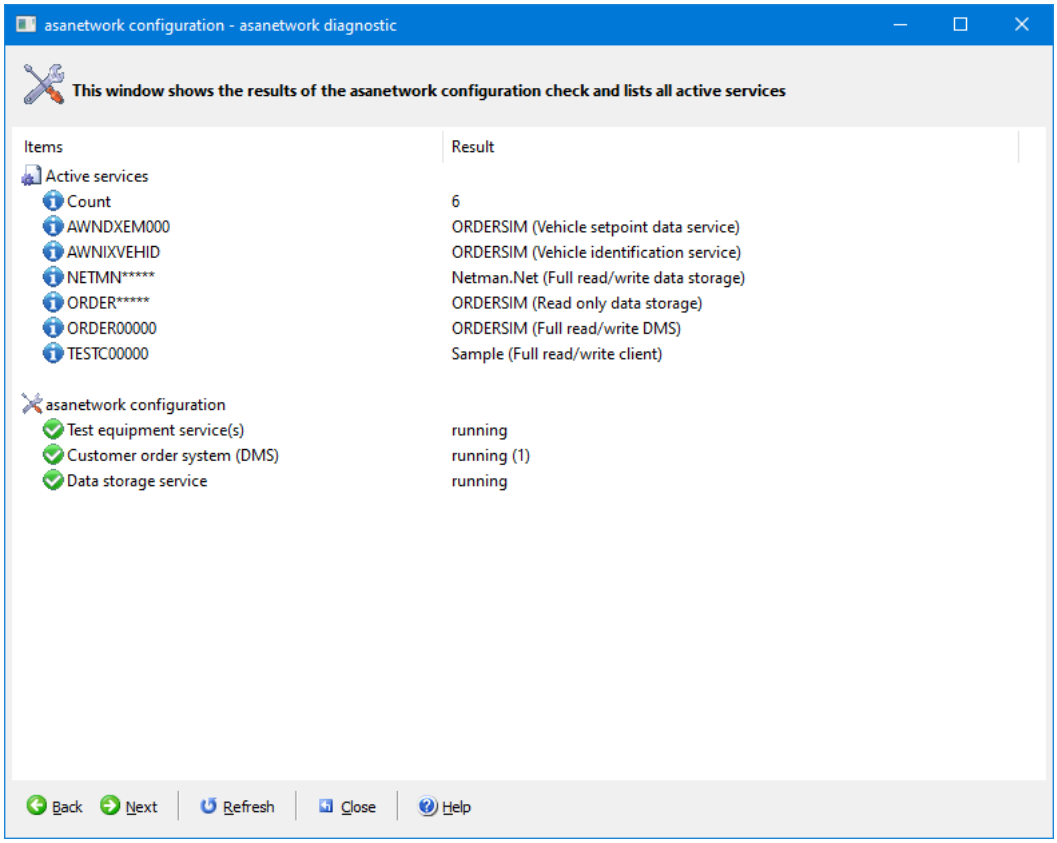
Run AwnDiag and select *asanetwork configuration* (Run with a double click).

AwnDiag checks these areas of your asanetwork:

- Classification of detected active services

- Verification of one or more active data storage services
- Verification of one or more customer order services of DMS applications
- Verification of one or more customer order services of workshop equipment

On success you will see an output like this:



See Also

Tips and notes (see page 37)

3.5 Known and active services

Use *known and active services* to analyse the assignment of services and devices.

Description

Run AwnDiag and select *known and active services* (Run with a double click).

AwnDiag checks these areas of your asanetwork:

- Which services is offer by which device? (DLoc)
- Which device and which service is currently active?
- The last login of a service
- The point in time of the last data transmission of a service

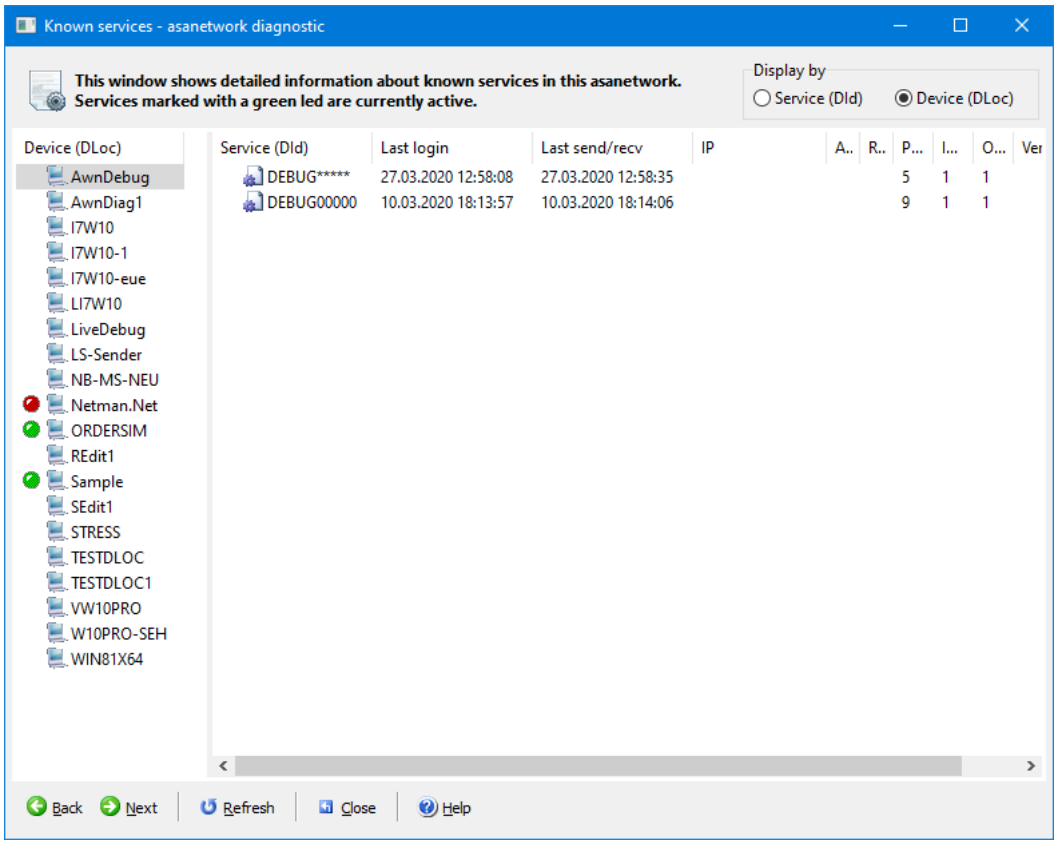
You can switch between a device oriented view or a service oriented view.

3.5.1 Known services - device view

In device view, you can see all services of a selected device.

Description

Select the device in the left pane. A green LED marks currently active services.



The right pane displays all services used by this device. Again a green LED marks currently active services. For each service these details are displayed:

- Service name (DId)
- Point in time of last login
- Point in time of last data transmission
- IP-Address of device or machine (if active)
- Active flag (normally 2 if active)
- Readiness of transmission (normally 1 if active)
- Priority
- Input and output qualities
- Protocol version (01.50 or 01.75, if active)
- A service description

Notes

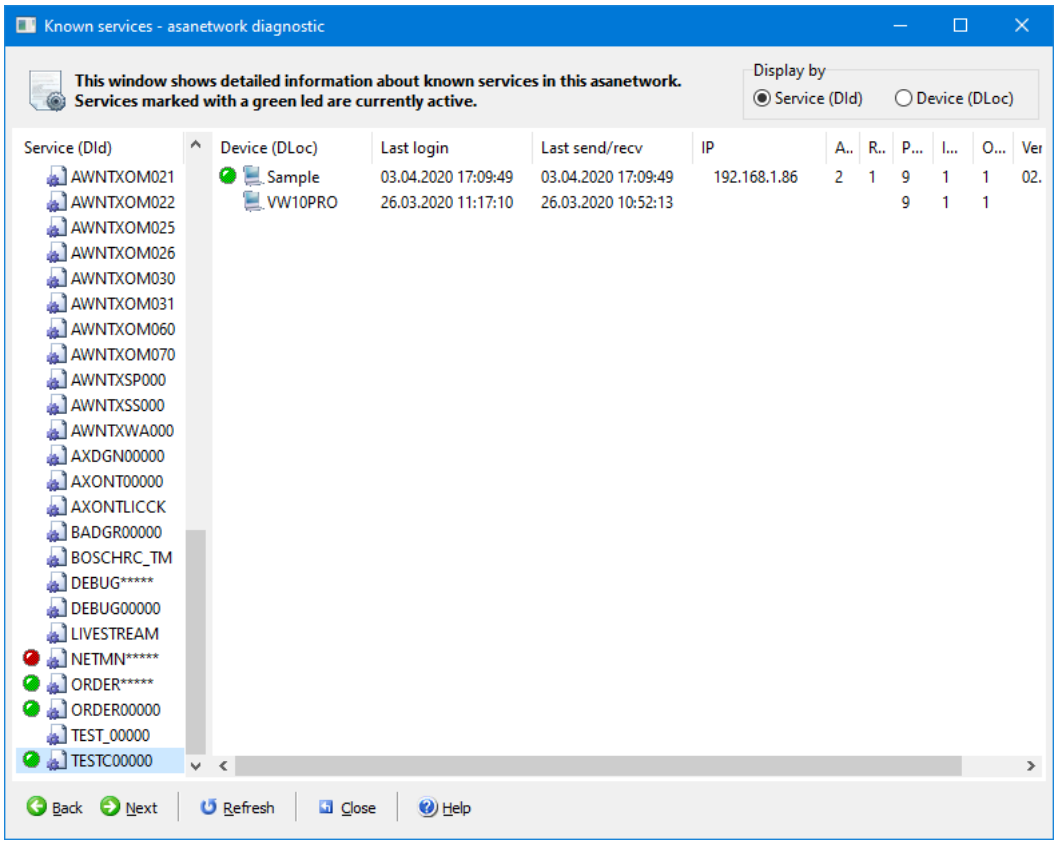
Use this output to analyse specific services. Look at the time stamps of last login and last transmission to isolate your problem.

3.5.2 Known services - service view

In service view, you can see all devices of a selected service.

Description

Select the service in the left pane. A green LED marks currently active services.



The right pane displays all devices which implement this device. Again a green LED marks currently active services. For each service these details are displayed:

- Service name (DId)
- Point in time of last login
- Point in time of last data transmission
- IP-Address of device or machine (if active)
- Active flag (normally 2 if active)
- Readiness of transmission (normally 1 if active)
- Priority
- Input and output qualities
- Protocol version (01.50 or 01.75, if active)
- A service description

Notes

Use this output to analyse specific services. Look at the time stamps of last login and last transmission to isolate your problem.

3.6 Information about orders

Information about orders displays a list of all detected orders.

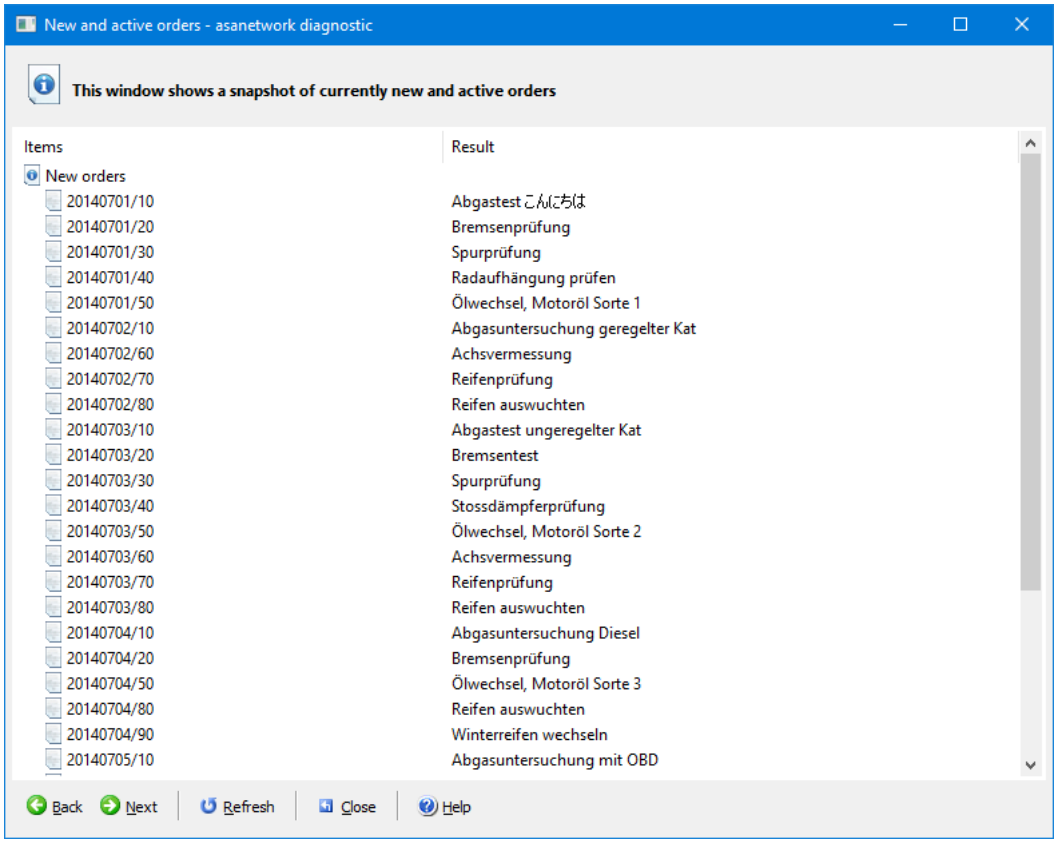
Description

Run AwnDiag and select *Information about orders* (Run with a double click).

AwnDiag detects

- all orders in your asanetwork
- the state of each order
- the ratio between finished and new/active orders

Each order is displayed with his title. Tips are displayed at the end.



See Also

Tips and notes (see page 37)

3.7 Active and passive network managers

Testing and inspection organizations with field workers most often install network manager on their notebooks in parallel. These installation are passive in corporate LANs. They became active if the notebook is removed from the corporate LAN. This test searches for passive installations.

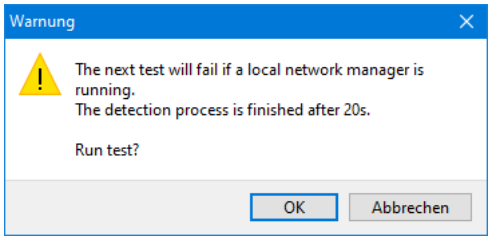
Description

Run AwnDiag and select *Active and passive Network managers* (Run with a double click).

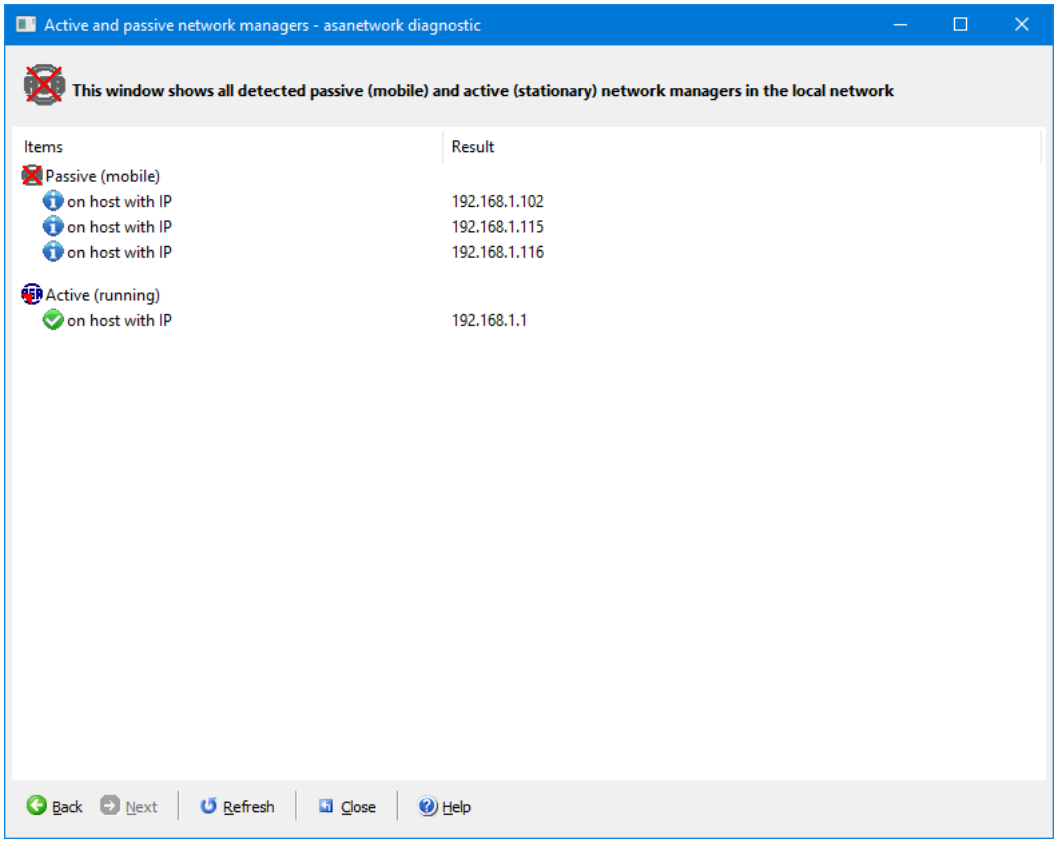
AwnDiag checks:

- if additional network managers run in your asanetwork
- which network manager is active or passive

This test fails if a local network manager is running. AwnDiag will display this warning:



After approximately 20 seconds a list with all network managers is displayed:



See Also

Network manager (see page 10), User interface (see page 29), Diagnostic results (see page 32), Tips and notes (see page 37)

3.8 Test order wizard

The *Test order wizard* is used to verify the operation of selected workshop equipment.

Description

Run AwnDiag and select the*Test order wizard* (Run with a double click).

AwnDiag guides you through the preparation of a test order for the selected device and verifies the operation.

3.8.1 Step 1 - select the DUT

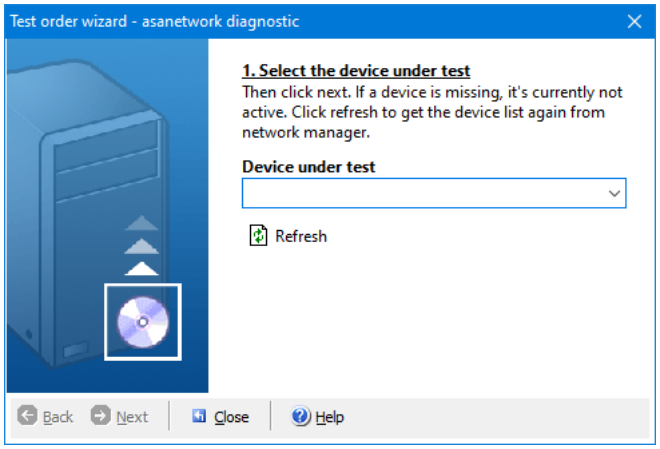
In step 1 you select the device under test.

Description

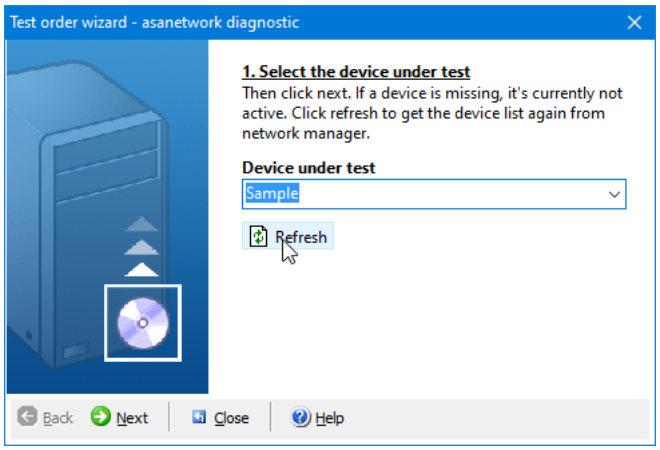
This wizard assumes that the device under test

- has asanetwork installed and working
- has successfully logged on to asanetwork (Verify with asanetwork configuration (see page 14) and Known and active services (see page 15))

If you do not see any device in the list, click on refresh



Select your DUT from the list and click next:

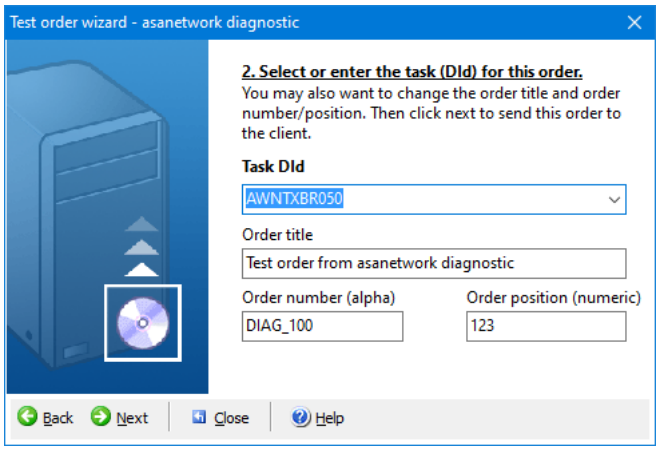


3.8.2 Step 2 - Select the service

In step 2 you select the service used with this device

Description

The task list displays all services supported by the selected device. Select any service you like. In our example a service for brake test is used:



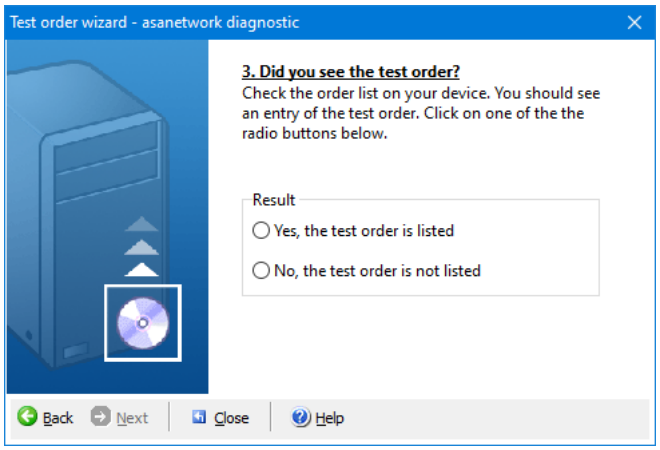
Normally you do not have to change any field. Click on next to send the order directly to the selected DUT.

3.8.3 Step3 - Did you see the test order?

In step 3 you have to verify that the test order is displayed on the DUT.

Description

Go to the DUT. Look at the order list and verify that the test order is displayed.



Go back and select the matching answer. If you select NO, the test is finished now. If you select YES, the order state verification will start.

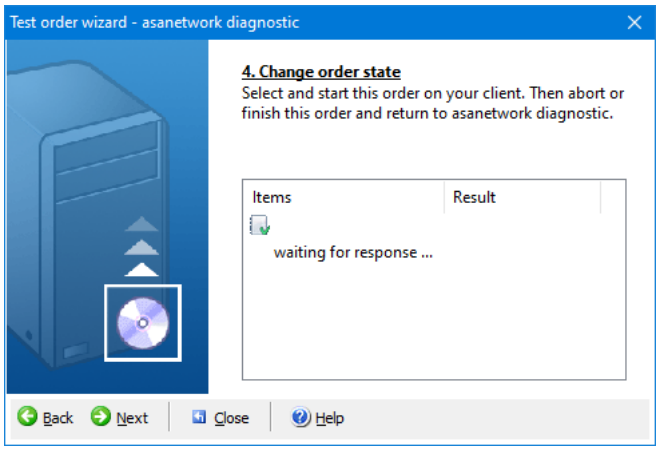
3.8.4 Step 4 - Wait for a change in order state

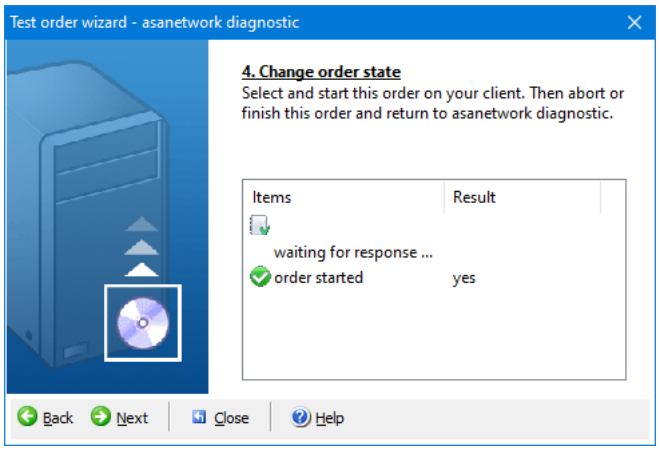
In step 4 the processing of the test order is tested.

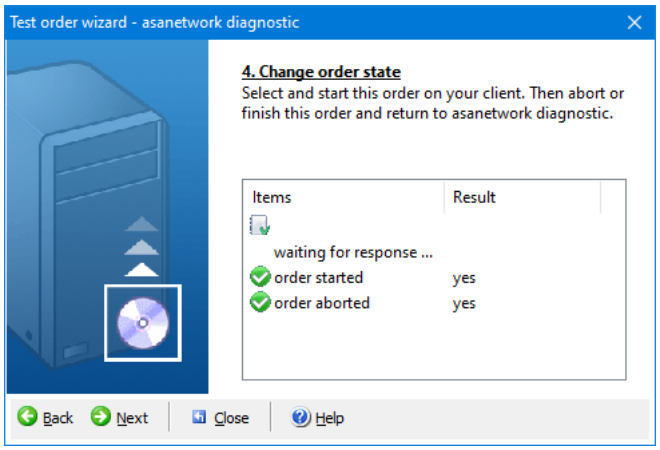
Description

Go again to the DUT. Select the test order for processing. Finish processing or abort in the middle of processing.

The wizard should display a record of your activities:







Click next to proceed.

Notes

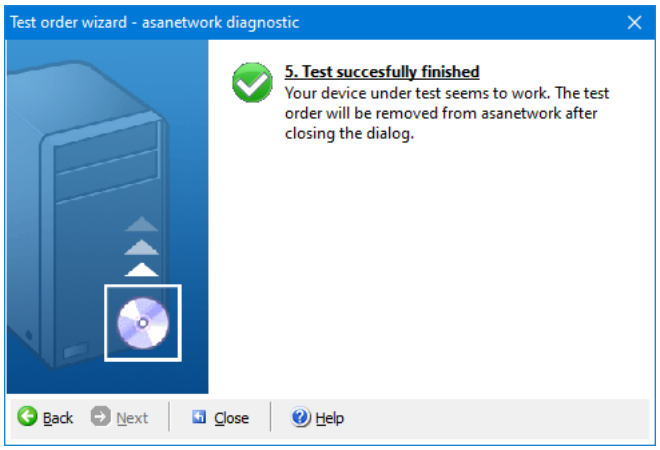
If you do not see any state change, try to perform a complete process and do not abort in the middle.

3.8.5 Step 5 - Evaluation

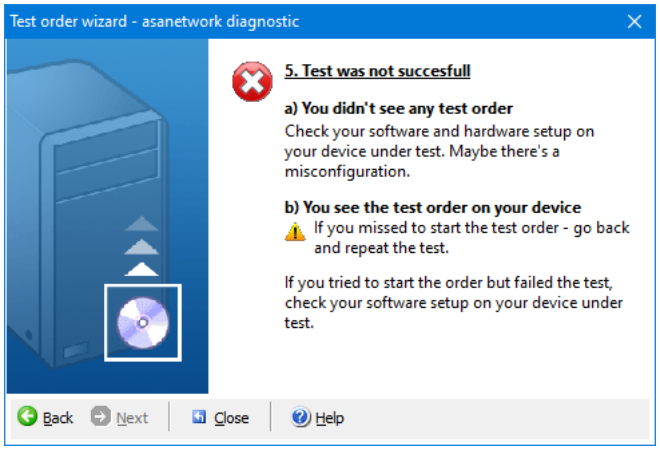
In the last step, the wizard will evaluate the results.

Description

If all steps are completed successfully, the DUT is working.



If one of the steps failed you will see this display:



Close the wizard Close and return to the main window.

3.9 Remote diagnostics

With remote diagnostics you can analyse an asanetwork which is not connected to the local network.

Description

AwnDiag normally works in a local network and uses the same mechanism to connect to network manger as any other asanetwork application or product. This requires, that AwnDiag is run on a local machine on site.

Remote diagnostics bypasses this limitation. You can enter an IP address or a DNS host name to connect to a remote network manager. In this mode, you can use all diagnostic possibilities except active and passive network managers (see page 18).

Conditions

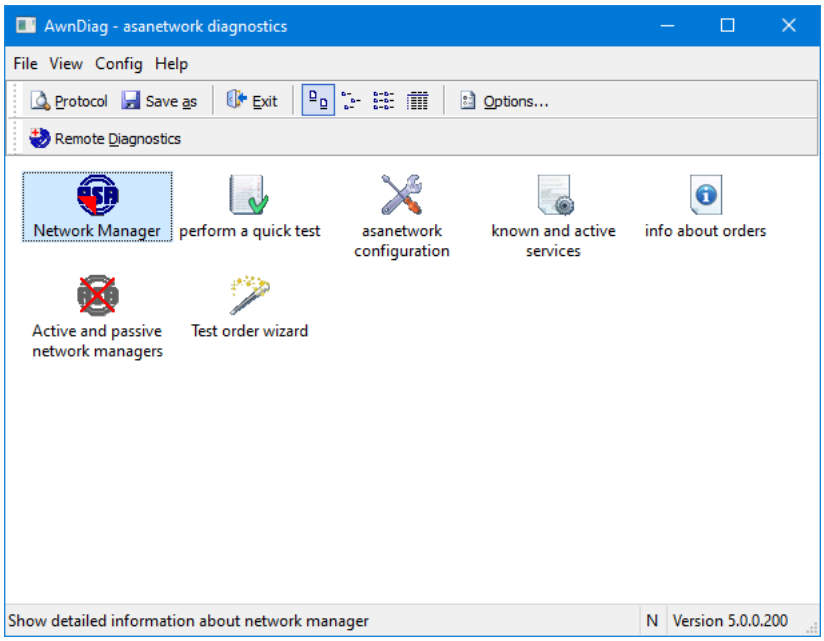
AwnDiag need access to the remote network on TCP port 23232. This affects firewalls and routers along the way. You need to allow TCP traffic on port 23232 where required.

3.9.1 Activating remote diagnostics

Remote diagnostics will be enabled in the configuration and is provided as a separate toolbar.

Description

Open the Options dialog (see page 31) and activate remote diagnostics. A new toolbar for remote diagnostics is displayed:



See Also

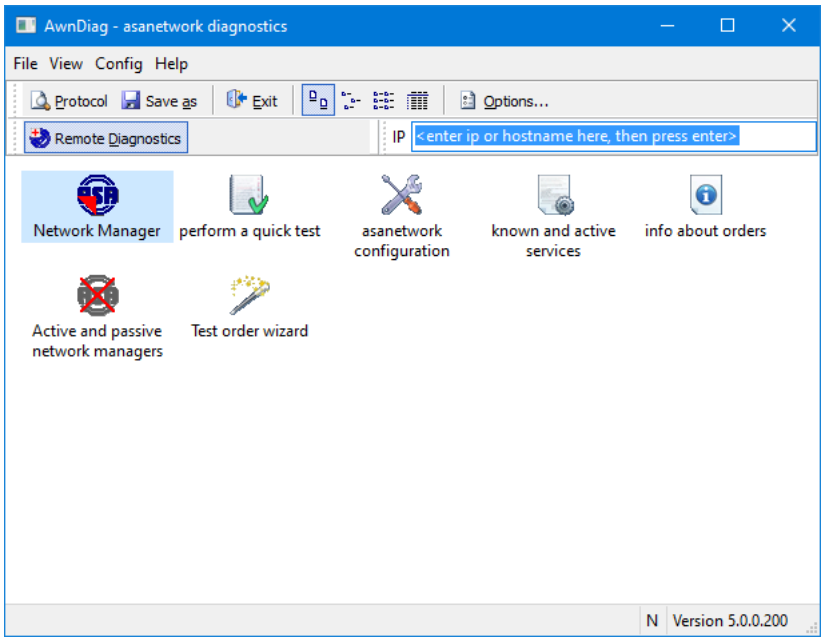
Using remote diagnostics (see page 25), Finishing remote diagnostics (see page 27)

3.9.2 Using remote diagnostics

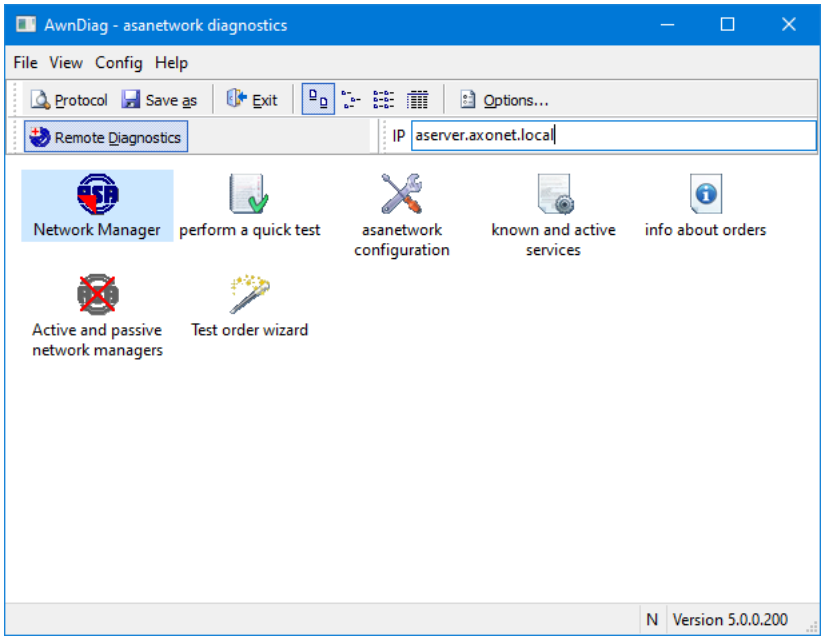
To use remote diagnostics, enter an IP address or DNS host name.

Description

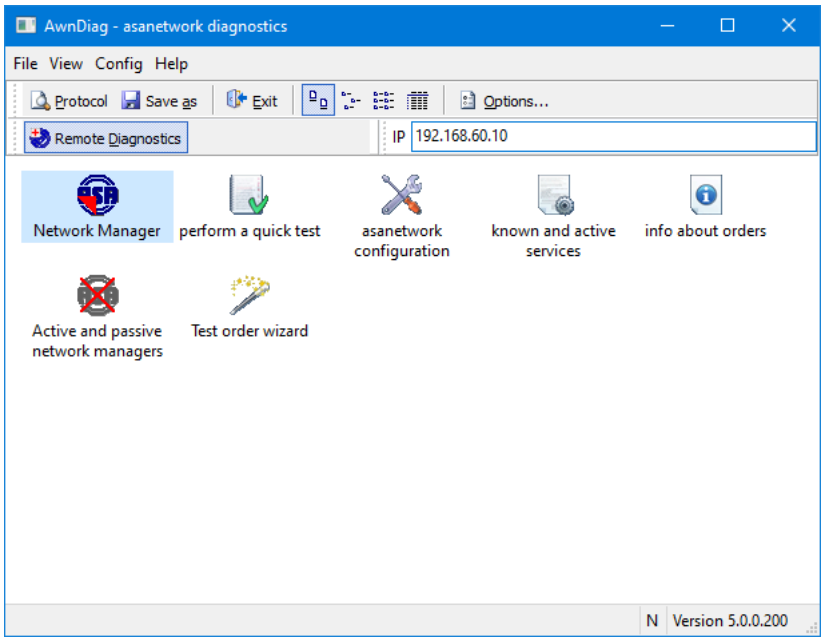
After a click on remote diagnostics, the input field for the remote network manager is displayed:



Now enter an IP address in dotted format or a DNS host name:



Press Enter to confirm your input. A host name is now resolved and displayed as IP address. Then the focus is moved to the Network manager test:



If a host name can't be resolved, an error is displayed.

See Also

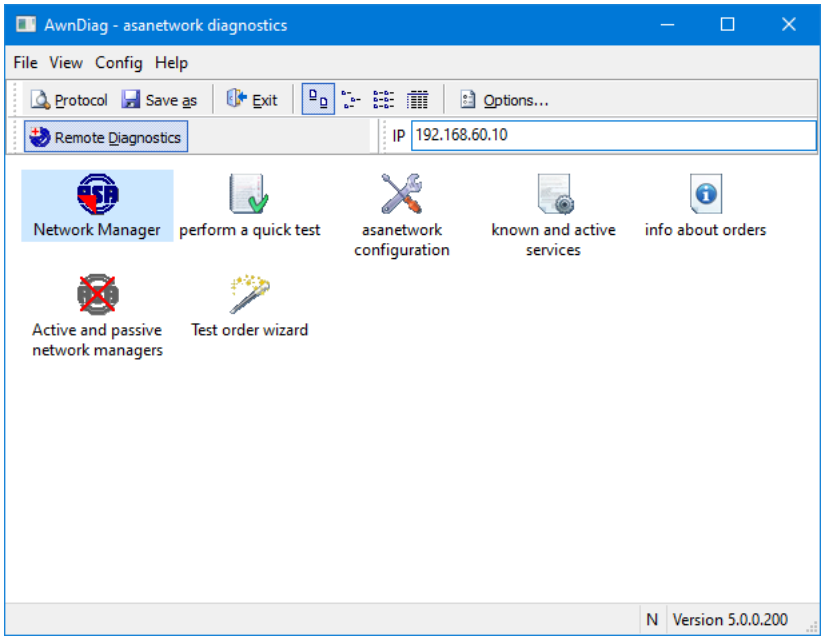
Activating remote diagnostics (see page 25), Finishing remote diagnostics (see page 27)

3.9.3 Finishing remote diagnostics

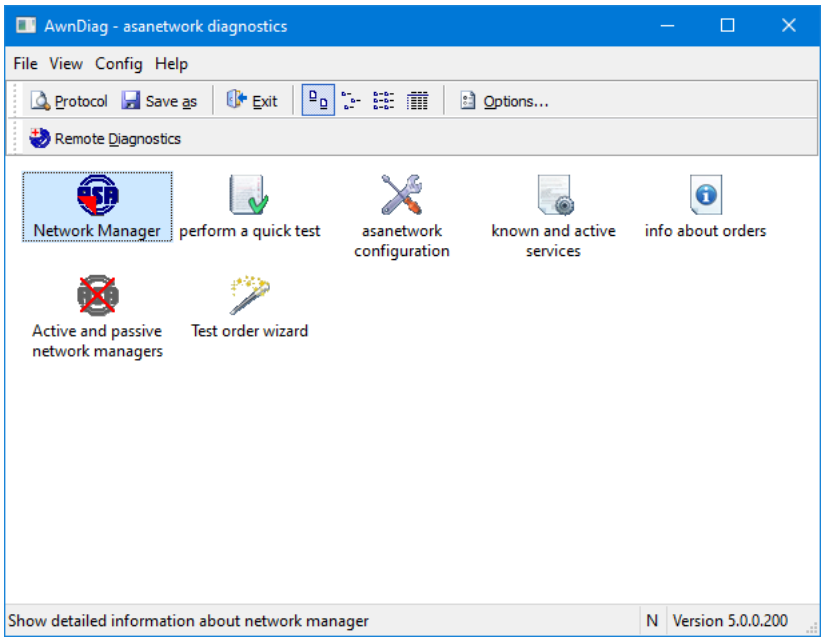
To work in local mode again you have to close remote diagnostics.

Description

Click again on the toolbar button to close remote diagnostics.



The input field is removed and local mode is active again:



Notes

To permanently disable remote diagnostics, go to options (see page 31) and disable remote diagnostics there.

See Also

Activating remote diagnostics (see page 25), Using remote diagnostics (see page 25)

4 User interface

This topic documents the user interface.

Description

4.1 Menus and toolbars

This section explains the menus and toolbar's.

Description

The toolbar icons and their meaning:

Command	Meaning
Protocol	Run notepad to view and edit the diagnostic protocol
Save as	Save protocol
Exit	Close AwnDiag
Large icons	Show diagnostic programs with large symbols
Small icons	Show diagnostic programs with small symbols
List	Show diagnostic programs as list
Details	Show details for diagnostic programs

The toolbar for remote diagnostics:

Icon	Bedeutung
Remote Diagnostics	Toggle remote diagnostics on/off
IP-Input field	Used to input an IP address or host name for remote diagnostics

4.1.1 File menu

Icons and commands in the file menu.

Description

Command	Meaning
Save as	Save protocol
Exit	Close AwnDiag

4.1.2 View menu

Icons and commands in the view menu.

Description

Command	Meaning
Large icons	Show diagnostic programs with large symbols
Small icons	Show diagnostic programs with small symbols
List	Show diagnostic programs as list
Details	Show details for diagnostic programs
Protocol	Run notepad to view and edit the diagnostic protocol

4.1.3 Configuration menu

Icons and commands in the configuration menu.

Description

Command	Meaning
Beginner	Show only two simple diagnostic programs
Expert	Show all 5 diagnostic programs and the test order wizard (only licensed versions)
Remote Diagnostics	Toggle remote diagnostics on/off
Options	Display options (see page 31) dialog

4.1.4 Help menu

Icons and commands in the help menu.

Description

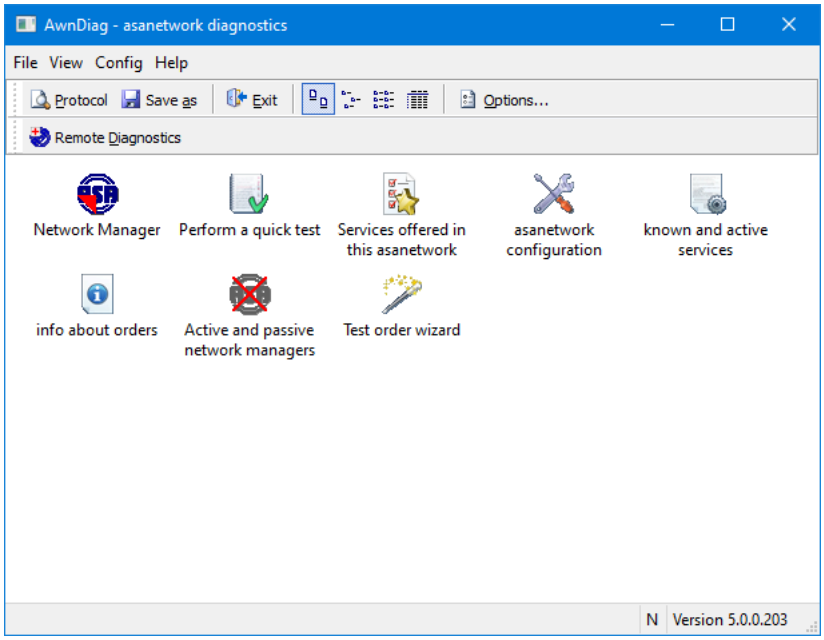
Command	Meaning
Help	Display this help file
Check for updates	Display check for updates (see page 33) dialog
About	Display about (see page 32) dialog

4.2 Dialogs and windows

This topic documents the windows and dialogs.

Description

The main windows contains a menu strip (see page 29), a toolbar (see page 29) and a windows which displays all available or activated diagnostic programs (see page 9):



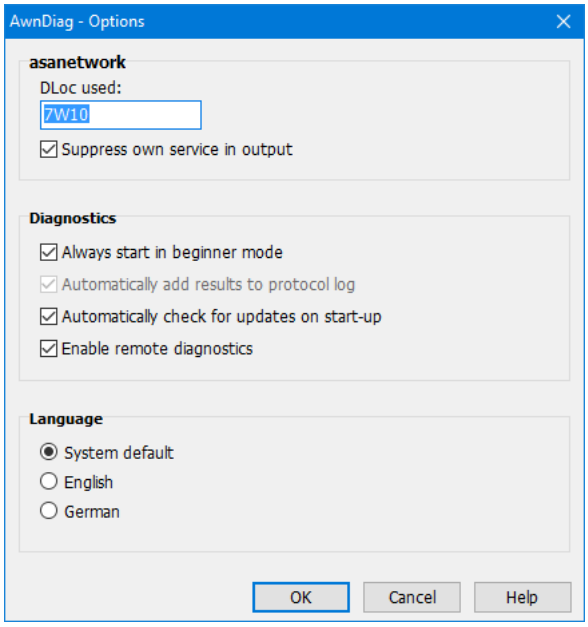
The status bar displays the network manager state and the version number. If a network manager was found, a N is displayed, else two ?? are displayed.

4.2.1 Options dialog

Use the options dialog to configure the DLoc and the mode on start-up.

Description

The dialog is divided into two areas, asanetwork options and program options:



asanetwork

- The DLoc is calculated automatically based on the machine name. If this conflicts with other services, manually changes this into any unused name in asanetwork.
- The diagnostic service is suppressed in the diagnostic output (default).

AwnDiag

- AwnDiag always starts in beginner mode. If you are an experienced user, you may start in expert mode if you remove th check mark. This settings is disabled in the freeware version.
- All diagnostic output is automatically added to the protocol. This setting is fixed in this version.
- AwnDiag can check for updates on start-up. If you do not want automatic checking on start-up, use the menu Help (see page 30)/Check for updates
- To display the remote diagnostics toolbar, enable remote diagnostics here

Language

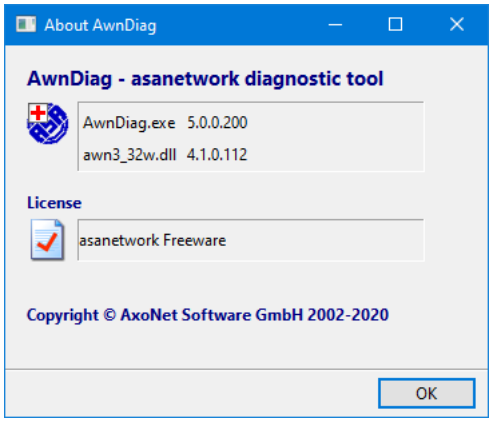
- System default: The language selection is based on your Windows Regional and Language options
- English: always use English
- German: always use German

Note: If you change the language you need to restart AwnDiag.

4.2.2 About dialog

Display information about AwnDiag.

Description



4.2.3 Diagnostic results dialog

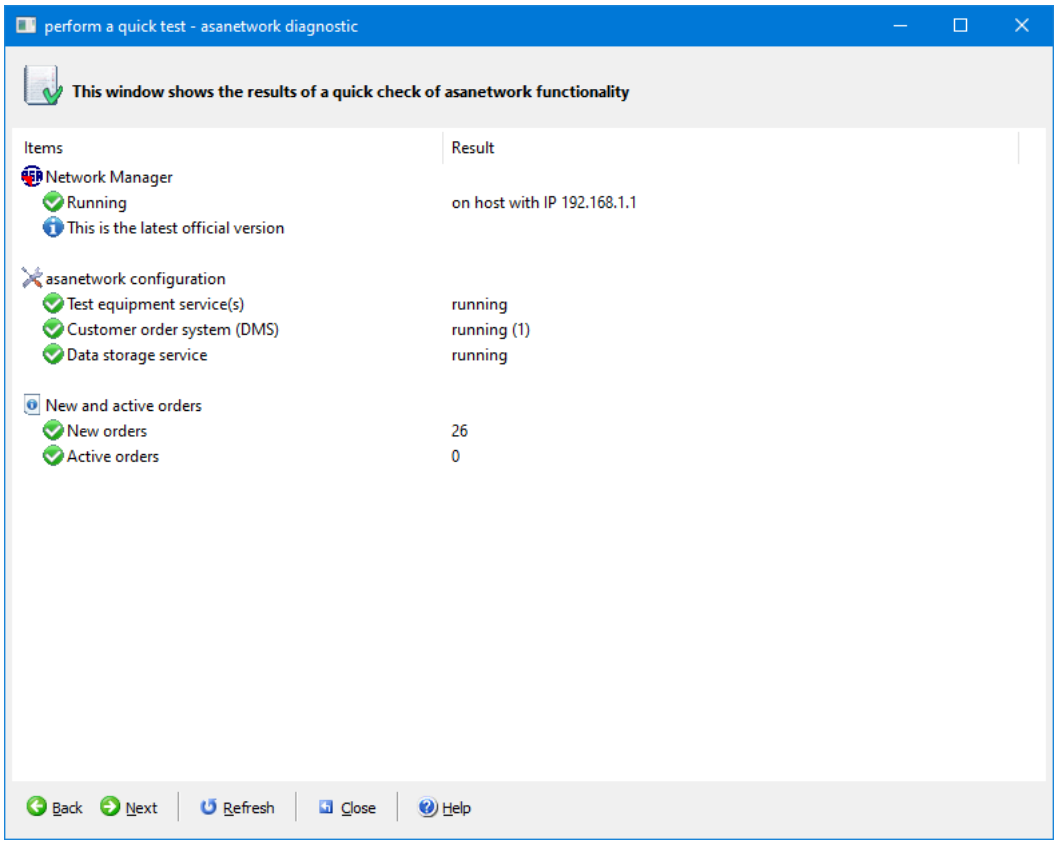
A diagnostic result is displayed in a result dialog.

Description

Each result dialog has 4 buttons on the bottom:

- Back, goes to the previous diagnostic program
- Next, goes to the following diagnostic program
- Repeat, repeat the current diagnostic program

- Close, close the dialog and return to the main window.

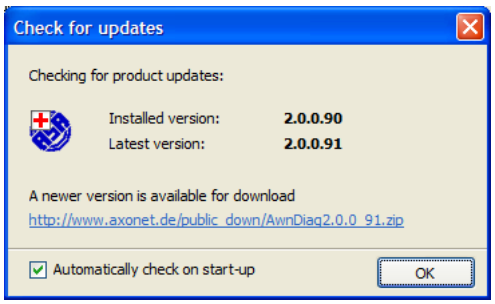


4.2.4 Check for updates dialog

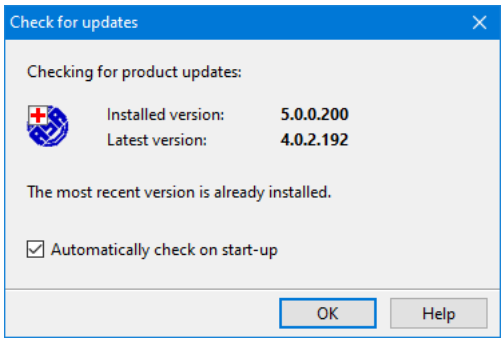
Use this dialog to check for updates.

Description

If a new version is available, a download link is offered to update your current version of AwnDiag:



If you already have the most recent version, this dialog looks like this:



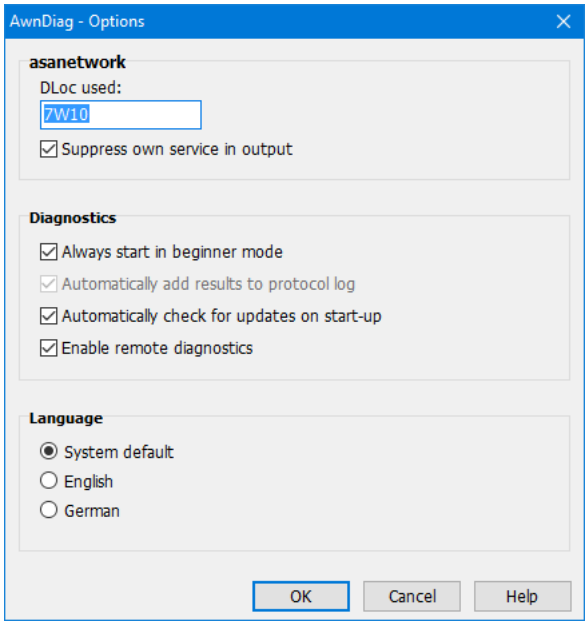
You can enable the automatic checking on start-up (or go to configuration (see page 31) to enable/disable automatic checking).

4.3 Configuration

Use the options dialog to configure the DLoc and the mode on start-up.

Description

The dialog is divided into two areas, asanetwork options and program options:



asanetwork

- The DLoc is calculated automatically based on the machine name. If this conflicts with other services, manually changes this into any unused name in asanetwork.
- The diagnostic service is suppressed in the diagnostic output (default).

AwnDiag

- AwnDiag always starts in beginner mode. If you are an experienced user, you may start in expert mode if you remove th check mark. This settings is disabled in the freeware version.
- All diagnostic output is automatically added to the protocol. This setting is fixed in this version.
- AwnDiag can check for updates on start-up. If you do not want automatic checking on start-up, use the menu Help (see page 30)/Check for updates

- To display the remote diagnostics toolbar, enable remote diagnostics here

Language

- System default: The language selection is based on your Windows Regional and Language options
- English: always use English
- German: always use German

Note: If you change the language you need to restart AwnDiag.

4.4 Miscellaneous

Description

4.4.1 Forwarding a diagnostic protocol

How to forward a diagnostic protocol by email

Description

If the support personal requested the diagnostic protocol do these steps:

- Save the protocol with File/save as or
- Open the protocol in notepad with view/protocol and add additional information.

Select the file and send via email.

See Also

Tips and notes (see page 37)

5 Tips and notes

This topic documents the tips and gives some background information

See Also

Quick start (see page 3), Diagnostic possibilities (see page 9)

5.1 Tip 101

101 - Run your dealer management system (or asanetwork interface)

Description

AwnDiag has not found any active service of a DMS application (Dealer-Management-System).

Possible reasons

- Your DMS application is not running
- Your DMS application or asanetwork interface is not configured correctly
- An error occurred in your DMS application

Remedies

- Run or restart your DMS application
- Verify the configuration of your DMS application
- Contact the support of your DMS application

5.2 Tip 102

102 - ?berpr?fen Sie die Konfiguration Ihres Kundenauftragssystems

Description

AwnDiag has found some active services of a DMS application (Dealer-Management-System). However these services are not configured correctly.

Possible reasons

- Your DMS application or asanetwork interface is not configured correctly
- The master station of your DMS application is not running
- An error occurred in your DMS application

Remedies

- Verify the configuration of your DMS application
- Run or restart your master station
- Contact the support of your DMS application

5.3 Tip 103

103 - Run your workshop equipment, there are no active services

Description

AwnDiag has not found any active service of workshop equipment.

Possible reasons

- Your workshop equipment is not running
- The asanetwork interface in your workshop equipment is not enabled or misconfigured
- An error occurred in your workshop equipment

Remedies

- Run or restart your workshop equipment
- Verify the configuration of your workshop equipment
- Contact the support of your DMS application

5.4 Tip 201

201 - There are many finished orders, try to cleanup those in your DMS

Description

AwnDiag has found many finished orders in your asanetwork. Normally finished orders are removed after invoicing.

Possible reasons

- Your DMS application is not running, see Tip 101 (see page 37)
- You have not started invoicing of finished orders
- Your DMS application is faulty

Remedies

- Run or restart your DMS application, see Tip 101 (see page 37)
- Start invoicing promptly to remove finished orders from asanetwork
- Contact the support of your DMS application

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