

Web-based Techline Information System (TIS2Web)

Access, Troubleshooting & Technical FAQ's

This document is designed to provide the aftermarket technician with helpful information that will assist in using ACDelco web based software.

Please review this document before attempting to program any vehicle. Also, having the proper PC hardware is essential to a successful program event.

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Getting Started, Common Hardware Issues and Questions

System Requirements

Q: Are there system requirements for ACDelco subscriptions?

A: Yes. It is *strongly recommended* that you review the ACDelco Aftermarket [System Requirements](#) prior to purchasing subscriptions on TIS2Web.

These [infrastructure guidelines](#) are designed to ensure a seamless and reliable conduit for GMSi and TIS2Web data communications. Please review and adhere to the infrastructure guidelines prior to purchasing TIS2Web & GMSi. PCs that do not meet the specifications outlined in this document are considered “Non-Supported Hardware.” As a result the ACDelco Customer Support Center will be unable to provide troubleshooting support for applications. Reference these specifications when buying new PC’s for service repair.

Independent repair shops may choose processor speeds, memory capacities, audio adapters and hard drive capacities which exceed the recommended specifications based on needs and product availability. For TIS2Web Technician applications (TIS2Web, GDS2, MDI, Tech2Win, GMSi). Avoid service delays and technical issues later by confirming you meet our system requirements.

How to subscribe and access TIS2Web

Q: How do I subscribe or renew to TIS2Web?

A: If you do not already have a logon, you must register to create an ID and password. Then subscribe online with a credit card at www.acdelcotds.com. Once you have paid for your subscription, you can access your existing subscription by signing in at this same URL until it expires. It is recommended that you bookmark this site for future access.

Q: How soon does the subscription become active after paying?

A: The subscription becomes active as soon as you submit the credit card information successfully.

Q: If I buy a two-day subscription on a Friday, when will it expire?

A: Our two-day subscriptions are 48 hours. The expiration would be on Sunday at the same time of day the subscription was purchased on Friday.

Q: I am new to programming; can I get in-depth help online to walk me through how to use your hardware and software?

A: Yes, ACDelco offers detailed guides online once you access your subscription. We also have a [TIS User Guide](#) with step-by-step instructions for GMSi, Tech2, MDI, TIS2Web and GDS2. We have created [video tutorials](#) free of charge specifically for the aftermarket repair technician. These tutorials cover the most commonly asked questions that we receive at our Michigan-based service desk.

ACDelco eBusiness Help Desk and Aftermarket Technical Support

For further assistance you can contact the ACDelco Service Information/TIS2Web help desk - 888.212.8959. Prompt #1 is for any access questions including login ID, password or subscription related questions. This includes Service Information and TIS2WEB. Prompt #2 is for any troubleshooting assistance with TIS2WEB including programming a GM vehicle, using Tech2 software updates and Service Information. Our trained subject matter experts are available 8 a.m. – 8 p.m. (EST) Monday – Friday.

Before you call:

Being prepared before calling the ACDelco Help Desk will ensure the highest level of support. Be prepared to provide the following information:

- VIN and vehicle description.

- Module that is being programmed and reason for programming, example- PCM replacement.
- What J2534 tool is being used, has it been set up properly has their support center been contacted.
- Exact error messages received

To help with troubleshooting your problem be sure you are calling from the service bay with access to the vehicle, PC and programming device. It is also essential to maintain proper battery voltage (12.5-13.0 volts) during the programming event.

Password Resets

Q: I have a message that my ID or password is incorrect. If I am locked out, can I reset my own password?

A: Yes. You can use the “forgot password” option to securely unlock or enable a disabled ID/account. You may also dial the eBusiness help desk for assistance 1-888-212-8959 prompt #1

Q: I cannot remember my password, can I reset it myself?

A: Yes. You may [reset your password](#) by responding to your personal security questions. Once you have answered these you will be able to enter a new password. Remember:

- Passwords on TIS2Web are case sensitive
- After three incorrect entries you will be locked out. You can use the forgot password option to unlock or enable your ID
- You must reset your password every 4 weeks. After 4 weeks of inactivity, your ID and password will be invalid. You must reset your password or contact us to do so.

Refunds

Q: What is the refund policy?

A: General Motors values your business and wants you to be satisfied with your experience. If for some reason you wish to have a refund or credit please note the following refund policies:

- **Short Term (1-3 day) subscriptions are non-refundable**
- Long Term (1 month- 1 year) subscriptions may be refunded at the discretion of General Motors.

In cases where refunds are granted they will be pro-rated based on use of the service. Refunds will not be granted after the subscription period has ended. To request a refund please contact the ACDelco eBusiness Helpdesk at 1-888-212-8959 prompt #2 or contact us by [email](#).

Subscriptions

Q: How do I know which subscription to purchase?

A: The ACDelco subscriptions provide content to GM service and technical information. Some of the subscriptions are packaged or bundled to provide complimentary service information and software. Access our subscription definitions to better understand the options available to you.

Q: What are the steps for programming a GM Vehicle?

A: Detailed instructions for programming GM vehicles can be found within a Service Programming Software (SPS) subscription. Click on the “?” or “Help” icon and proceed to the SPS Pass-Thru or Remote Programming Procedures. You can also access the [TIS User Guide](#). First select a language. Click on the TIS icon. Click on SPS and scroll to the SPS Service Programming Procedures.

Q: Can I update calibrations and program a computer module using Tech2Win?

A: No, Tech2Win is not a programming tool. It only emulates the Tech2's diagnostic capabilities.

Q: How frequently are GM Si and TIS2Web updated?

A: ACDelco Aftermarket Subscriptions have the most current GM repair content available. Updates are made continuously and even identify vehicle specific issues which may not yet be published in bulletin form.

Training

Q: Where can I get training? Do I have to be a Professional Service Center?

A: Training is available for the independent service center. Learn more about training opportunities through our [training site](#). We have created [video tutorials](#) free of charge specifically for the aftermarket repair technician. Additional educational information can be found in our newsletters - [TECHconnect](#), [GM Techlink](#), and our [ACDelco Trade eNewsletter](#).

Key Code and Immobilizer

Q: Will all vehicles have Immobilizer codes?

A: Limited numbers of General Motors vehicles have Immobilizer system requiring an Immobilizer PIN.

Q: Is a separate request needed for a key code than an Immobilizer?

A: There is only one request which will return the information needed for that particular vehicle.

Q: What do I do if I receive an error when entering my LSID and Passcode?

A: Contact the National Automotive Service Task Force SDRM Director of Operations nastfsdrm@gmail.com or 817-514-2911

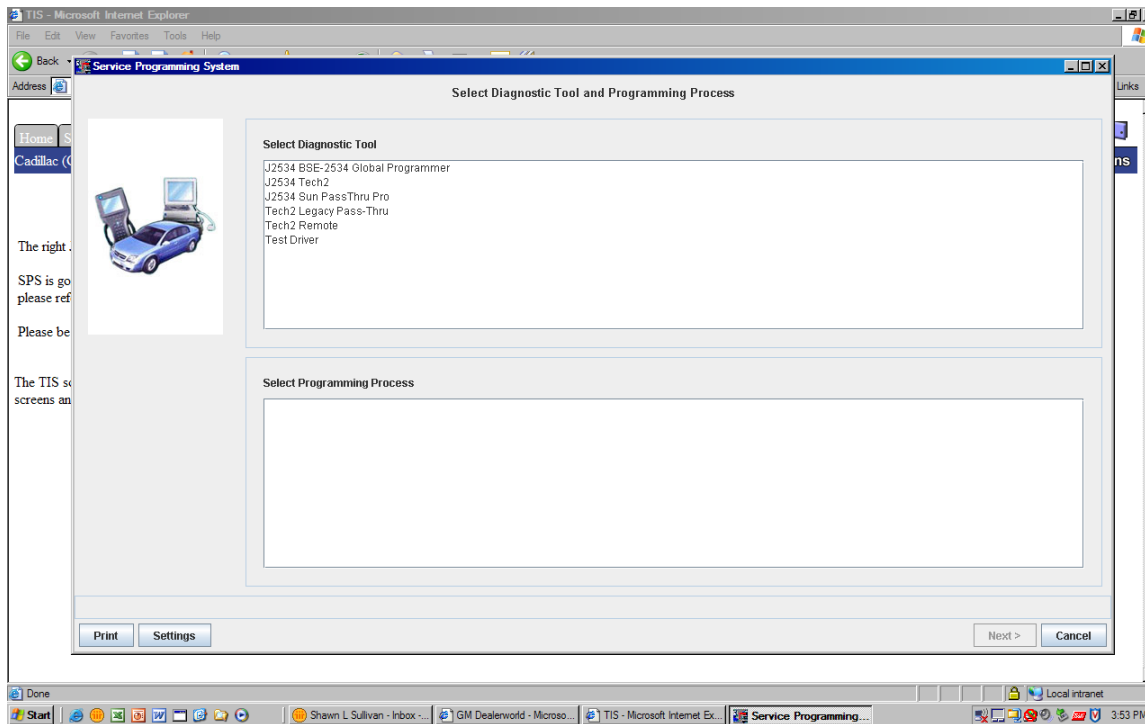
NOTE: Additional FAQ's can be found in TIS2Web. Log into TIS2Web. Click on the question mark (Help) in the upper right hand corner. Find Frequently Asked Questions in the Applications folder.

Confirm operating system, service pack, browser, and serial port have latest updates and meets specs
Confirm latest BIOS update on PC/laptop - Older versions could possibly cause communication issues with the programming device

Current device driver installed on PC from manufacturer of your tool.

Does your tool display in TIS2WEB?

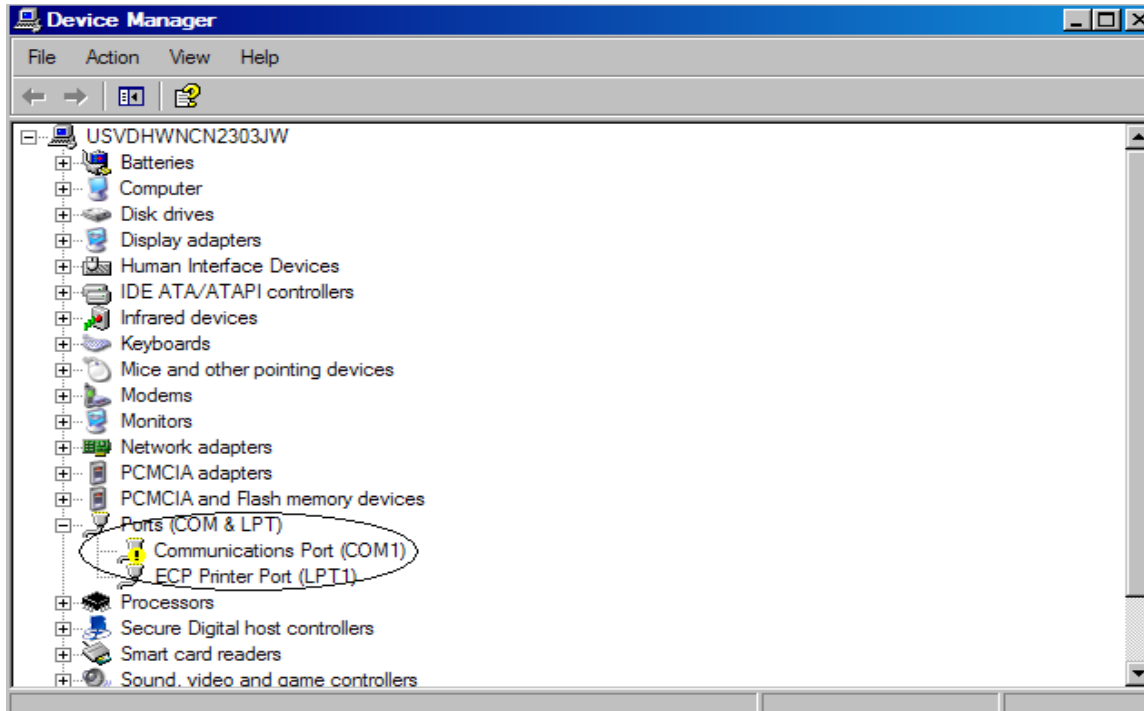
The J2534 device driver should be displayed in the options menu.



Uninstall/reinstall the tool's drivers, update to the latest drivers from the manufacturer's website. Check for broken cables, bent pins and connectors on serial port/cable as this can cause communication issues. Check the length of the RS232 cable – Anything longer than 25 feet can create communication issues.

Verify Java version, may have to uninstall all versions of Java and download the update using the TIS2Web prompt. Install Java from the following website <http://www.Java.com>. Configure popup blocker, antivirus software, and firewalls or disable. Trust <https://tis2web.service.gm.com> in the firewall and make sure that ports 80 and 443 are open.

Does the PC and TIS2Web communicate with the J2534 device? Com port conflicts can cause a 'no communication' error between TIS2Web and the J2534 device. Be sure that other devices are not connecting to the same Com Port. This can be checked in your PC operating systems Device Manager under System



Common Error Codes

What are common error codes and how can they be resolved?

Error	Action
E4398 – No Cal Data Found	Must contact helpdesk for assistance
E4414 – Calibration marked with an asterisk are not recognized	Select 'Next' to continue programming.
E4491 – Programming Failed	Must contact helpdesk for assistance.
E4404 – No Communication with Diagnostic Tool	Loss of communication between the programming device and the PC (not a module or vehicle problem).
Part # not listed in TIS2WEB Drop down box	Must contact helpdesk for assistance
E4399 – Severe Error	Typically the result of a loss of communication between the programming device and module.
E4413 – Calibrations marked with an asterisk are not recognized	If the module is being replaced, start over from the beginning. Select replace and reprogram ECU. If error persists, contact the helpdesk.
E4179 – Current version of application from device not found in database	Occurs when downloading Tech2 software in standard mode when custom mode is required.

E5529 – Maximum number of users has been reached	Subscriptions entitle each user ID to access TIS2web on no more than three computers.
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Troubleshooting for SPS Programming Problems

Is the battery fully charged?

Check battery voltage at module, should be 12.5-13 volts. If above 12, still continue to troubleshoot

Does the module communicate?

Can you read data from the module being programmed?

If module is being replaced, will old module communicate?

If old module communicates, new module is likely the problem.

If the module is being replaced, is the correct part number being used? Also, when contacting the help desk for support, please provide the old and new part numbers.

Have all the aftermarket items been removed from the dataline?

Aftermarket alarms, radios/DVD players, remote starters, trailer brakes, etc. interfere with programming. Make sure to take aftermarket items offline prior to programming.

Errors received once programming actually starts.

Have the exact error message, number, text, Line (LN), Operations (OP), Error Code (EC) when contacting the helpdesk for assistance.

What was the original concern with the vehicle?

DTC's, service engine soon lights, air bags lights, no start condition, etc.

Is the vehicle branded or has a warranty block?

These vehicles are NOT supported.

If TIS2WEB is clocking after selecting a supported controller -

Clear SPS cache C:\Program files|(UserID)\SPS Directory

Verify TIS2Web Serial COM port settings and baud rate for consistency.

Check the length of the RS232 cable – Anything longer than 25 feet can create communication issues.

Pass-thru Devices – What pass-thru devices do you recommend using with the Service Programming Software subscription?

ACDelco recommends the authentic General Motors Tech2 & MDI vehicle communication interface for J-2534 reprogramming and diagnostics. While other J-2534 compliant pass thru devices are available from third-party suppliers, ACDelco does not endorse or guarantee the performance of these devices.

Tech2Win is an ISO 22900 PDU ADI. Some tool manufacturers have developed software to work with Tech2Win. Call your J-2534 manufacturer to determine if their tool's software was created to work with Tech2Win.

J-2534 devices have many protocols, many of which are brand specific. Make sure your tool has the GM communication protocols implemented. Contact your J-2534 manufacturer to understand if your device has the GM protocols.

If you need to perform programming, the Service Programming subscription can be purchased for use with your J-2534 programming tool. Contact your J-2534 manufacturer to understand if your device has GM protocols implemented. (Note: Your tool must first have its own software installed before use with SPS.)

Tech2Win License Agreement – How do I update my Tech2Win License Agreement every 30 days?

When you start-up Tech2Win, your license may have expired or is due to expire. In most versions of Tech2Win you obtain your license during the software download but in all cases you can use the TIS2Web Security Access (Security) module to obtain a license. Open TIS2Web Security Access (Security) module and download security access approval to the Tech2Win application. The same process is used with Tech2.

MDI Software – Where can I get MDI Software?

The MDI Software is available through the Service Programming (SPS) or GDS2 subscriptions. (The software install prompt starts when you start SPS, or GDS2 the download is automatic for first install, and future updates to the MDI software will come from SPS and or GDS2.)

Java 2 Runtime Environment (JRE) – What is JRE and why do I need it?

The Java 2 Runtime Environment (JRE) enables your computer to run applications and applets that use Java technology. It is required for all TIS2Web modules.

If there is no Java installed yet, or the version is older, it needs to be installed first. The Java version can be downloaded from 'Help' and the section, General - Download Applications

TIS2Web requires at Java version 1.6 or later is installed on your PC. Note: If you are receiving Java related errors when accessing TIS2Web, please contact Aftermarket Tech Support for further assistance.

Installing the latest Java

If there is no Java installed yet, or the version is older, it needs to be installed first. The Java version can be downloaded from 'Help' and the section: General or Click Here. NOTE: If you are receiving Java related errors when accessing TIS2Web, please contact Aftermarket Tech Support for further assistance.

Java Proxy Settings

In case the Java applications will not start, a change of the configuration for the 'Java Web Start' application may be necessary. The proxy settings need to be deactivated. In order to do this, select Java Web Start Application Manager. Then go to 'File', Select 'Preferences'. Go to the 'General' tab. Select 'None' for Proxies

TIS2Web SWDL Prompts To Open Or Save A File – Why am I getting prompted to open or save a file with I click on software download?

You will be prompted if NO version of Java is installed. See 'installing the latest version of Java'.

GDS2 Supported Vehicles – What are the GDS2 supported vehicles?

The Global Diagnostic System 2 can be used on specified vehicles beginning in MY2010. Go to www.gmgds2.com for the complete vehicle listing.

Please note, the GDS2 software requires a GM MDI or J2534-2 equivalent.

Data Bus Diagnostic Tool – What is the Data Bus Diagnostic Tool and how can I get it?

The GM Data Bus Diagnostic Tool can be found in [TIS2Web](#) via the Global Diagnostic System 2 (GDS2) software application. Login to TIS to download the tool through GDS2. Please note, the tool requires a GM Multiple Diagnostic Interface (MDI) or a Bosch Mastertech Vehicle Communication Interface (MVCI).

The Data Bus Diagnostic Tool is designed to measure voltages on a Controller Area Network (CAN) bus to detect faults in wiring and connectors on a GM vehicle. The new diagnostic functionality is intended to significantly reduce diagnostic time for problematic intermittent electrical repairs of the CAN bus.

The new tool must be downloaded through the GDS2 software application. The software is used in conjunction with GM Service Information (GMSi) to identify a diagnostic starting point for GM vehicles with one or more CAN bus.