

IDS START-UP TROUBLESHOOTING GUIDE

These sections introduce various areas of investigation for troubleshooting the following topics:

- I. [Introduction](#)
- II. [IDS Start-Up Warning](#)
- III. [Troubleshooting Steps](#)

I. Introduction

Communications between IDS and the VCM relies on Microsoft Windows Network Services being started before the PC is connected to the VCM. If IDS attempts to communicate with a VCM prior to those services starting, communications are not possible and IDS will usually produce Testman or Tabman errors. Therefore, we are releasing an IDS Start-Up warning in IDS R73. **This will prevent the IDS software from starting until the proper Microsoft Windows Network Services are running.** This action will only delay IDS from opening. It will not stop a technician from using IDS to repair a vehicle.

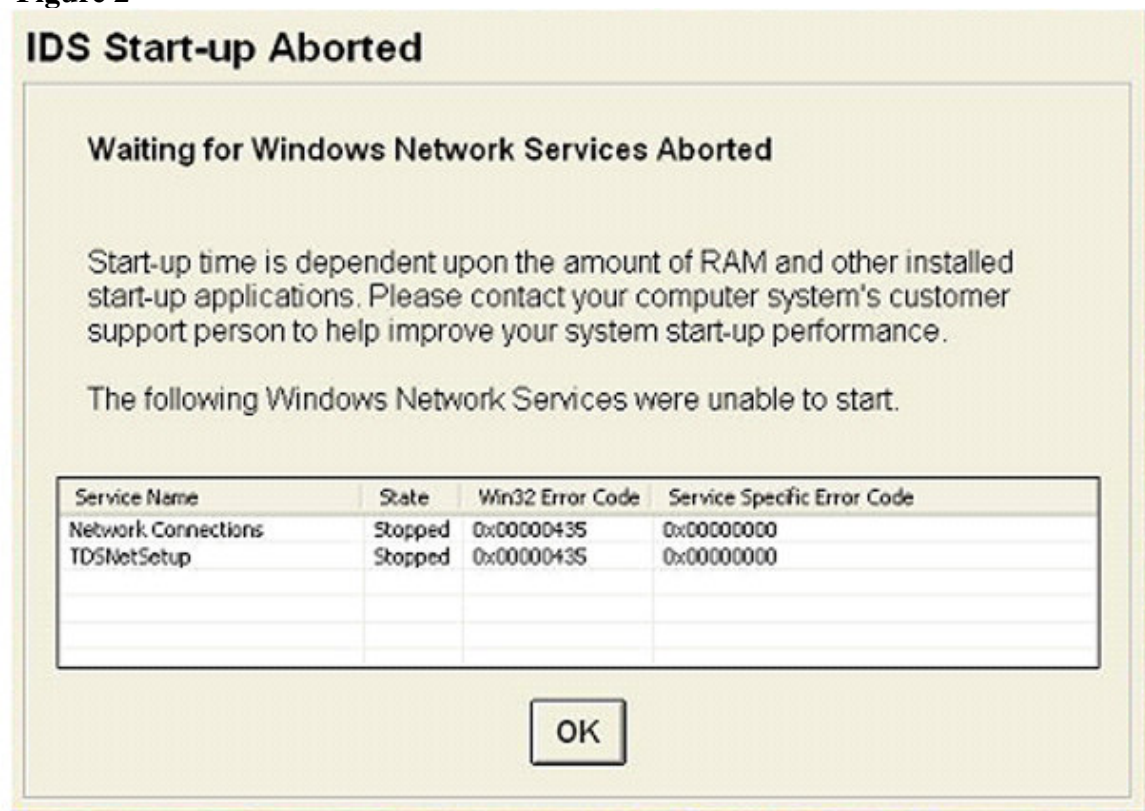
II. IDS Start-Up Warnings

The aborted screen shown in **Figure 2** identifies the Windows Services by names, as you would see them if you looked under services in Windows Task Manager.

Figure 1



Figure 2



III. Troubleshooting Steps

Possible causes for this issue may be that the RAM (Random Access Memory) is being consumed by Virus infections, Malware or failed Hardware.

1. Verify the PC has adequate RAM and Hard drive space. PCs running less than 512MB of RAM on XP Professional or 1GB of RAM on Windows 7 are not adequate. Recommend replacing the PC or adding additional RAM if the hardware is expandable. PC hard drives should be at least 30% free.
2. If the PC hardware is adequate to run IDS, you should recommend running a repair on the PC Operating System (Window 7) or restaging the Operating System (Window XP) and reload IDS. That will resolve any software related viruses and corruptions. Window XP users should only be using Service Pack 3.
3. If restaging the Operating System does not resolve the issue, assume the PC Hardware has an issue. The PC hardware should be repaired or replaced the PC.

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