

AN700 – Electronic Assistant Installation and Troubleshooting

Introduction

The Electronic Assistant is a software configuration tool that runs on the Windows operating system and is connected to a J1939 BUS via an Axiomatic USB to CAN converter (part number AX070501). Upon being connected to the BUS, the EA will find all Electronic Control Units (ECU) on the bus and recognize those manufactured by Axiomatic. Using this tool, a user can quickly configure an Axiomatic ECU for the desired performance over a wide variety of applications. The Electronic assistant is also used for creating a setpoint file of parameters for the application and to reflash the software.

To access the Electronic Assistant software and associated user manuals, go to the website <http://www.axiomatic.com>. From the website, go to the “log in” section of the webpage. To obtain the password, contact Axiomatic Technologies.

Electronic Assistant Downloads

Scroll down the page to the Electronic Assistant Downloads section of the webpage. The button labeled “EA Downloads” near the top of the website will also take you to the Electronic Assistant Downloads section.

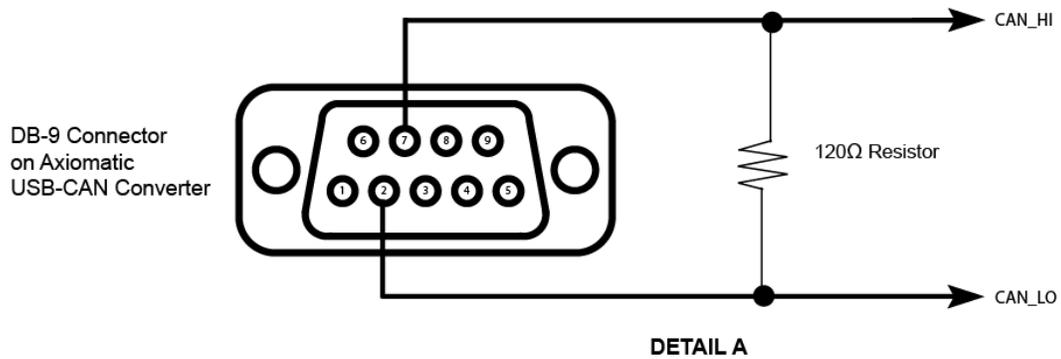
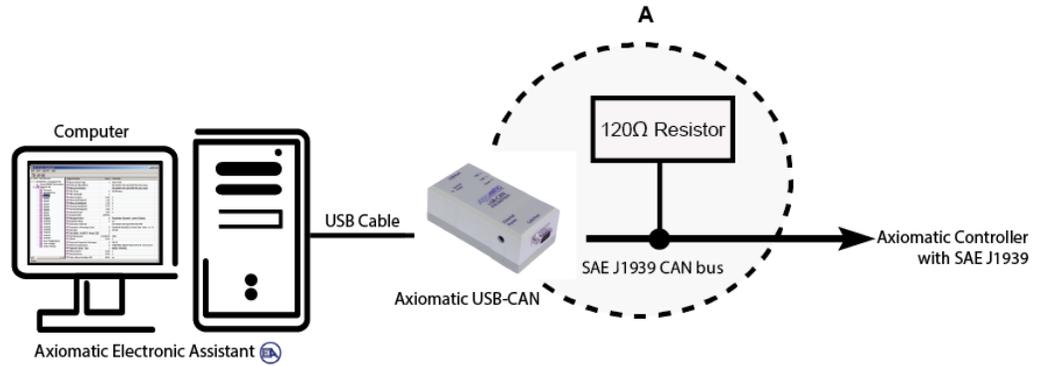
The basic set of downloads includes the following items:

- Electronic Assistant and USB-CAN Converter - User Manual
- Electronic Assistant - Program (.zip file)
- USB-CAN Drivers (.zip file)

Once you have downloaded the file, extract all the files.

Installation

Install the CAN Network Termination Resistor



Unplug and plug in the USB-CAN converter hardware. To know that the driver has been successfully installed, look at the USB-CAN converter hardware and the USB LED should turn green.

Please note: The newer Windows operating systems including 64-bit versions of Windows Vista, Windows 7, Windows 8, Windows 8.1 and Windows 10 allow only signed drivers to be installed. See troubleshooting section for more details.

Setpoint Files

Once you have the software installed, and wiring connections made, you launch EA software and click on the 'Open CAN Port' icon.

To **upload** setpoint files to the module:

1. Click on the 'Open Setpoint File' icon
2. Browse your computer to find the .xml file that will be uploaded
3. From the setpoint file viewing window, choose the menu option: Program → Program Setpoints into ECU

The file will begin to load over the CAN network, a progress bar is shown

To **download** setpoints from the module

1. Choose the menu option "File → Save Setpoints as..."
2. The setpoints are read from the device
3. Select a name and a location to save the setpoint file

Troubleshooting

If Windows Does Not Install the Driver Automatically:

1. When the files have been extracted, on your computer go to Start, Devices and Printers.
 - a) Under 'Unspecified' an icon with 'USBCAN Converter' should appear.
 - b) Right click on this and select properties.
 - c) On the new window, click on the Hardware tab
 - d) Click on the Properties button. A new window will open.
 - e) Under the 'General' tab click on the Change Settings button. A new window will open.
 - f) Click on the 'Driver' tab and click on 'Update Driver'. A new window will open
 - g) Click on 'Browse my computer for driver software'
 - h) Click on the Browse button and look for the extracted folder.
 - i) Your computer should install the driver.

To know that the driver has been successfully installed, look at the USB-CAN converter hardware and the

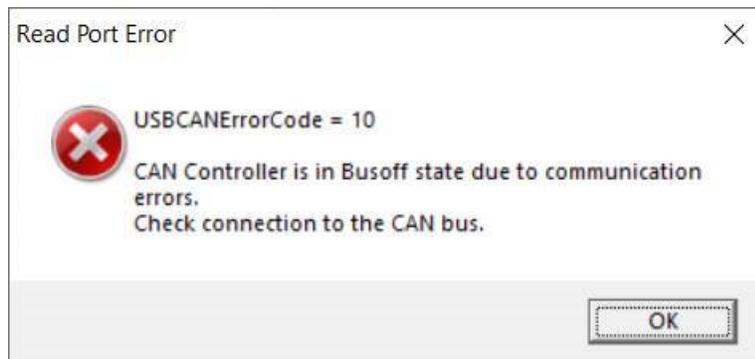
USB LED should turn green.

1. If the USB Light Does Not Turn on and/or Driver Does Not Install:
 - a) From the control panel window on the computer, go to hardware and sound
 - b) Select Devices and Printers
 - c) Right click on USBCAN Converter and go to properties, go to the hardware tab and click on properties, and change settings
 - d) Select Update Device Software, and browse for the driver program from Page 1 (saved to your computer)
 - e) Once the driver software is installed the USB light will turn on

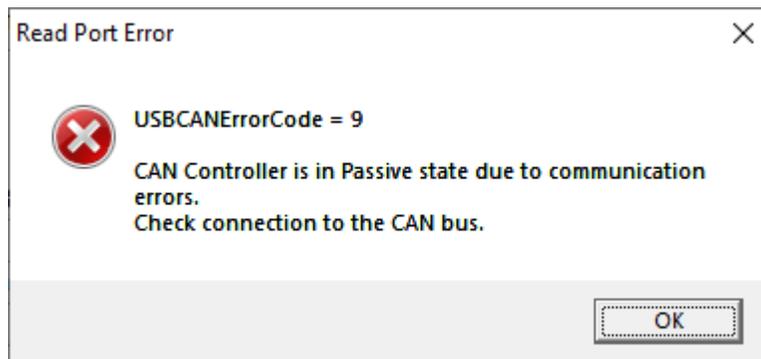
2. Network Security Settings:
 - Some network security will block the download files. This may require the IT department support

Error Codes

The error code 10 usually means that the problem is with the CAN-USB and/or PC. Close EA and disconnect the USB-CAN. It should work after reconnecting the USB-CAN and starting EA again.



The error code 9 (passive) is shown when EA cannot detect any J1939 module on the network. The common causes are bad CAN wiring, termination resistor is missing, or the unit is not powered. Check the wiring and try again.



Version	Date	Author	Comments
1.00	July 5, 2019	Gustavo Del Valle / Sue Thomas	
2.00	September 9, 2019	Gustavo Del Valle / Sue Thomas	
2.01	June 28, 2021	Gustavo Del Valle / Sue Thomas	Added error codes.