

# AN403 – 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.

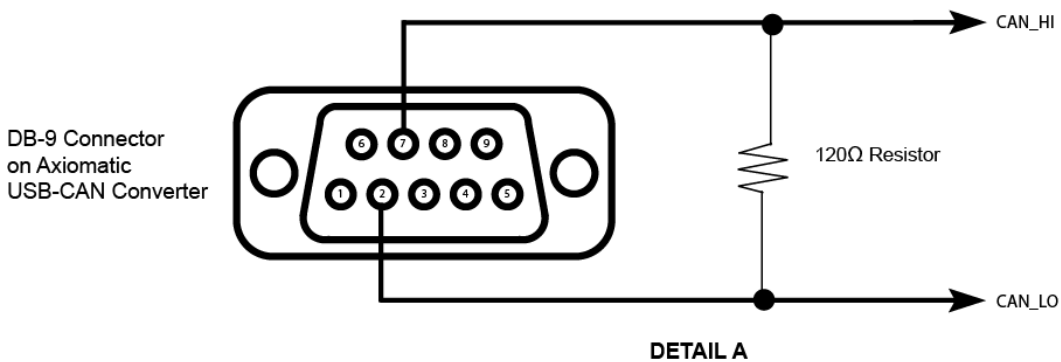
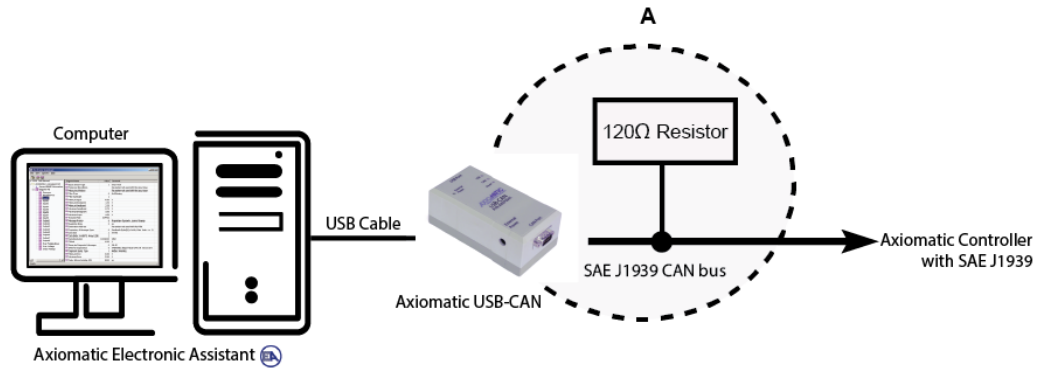
The basic set of downloads includes the following items:

- 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.

## Troubleshooting

1. If Windows Does Not Install the Driver Automatically:

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

2. If the USB Light Does Not Turn on and/or Driver Does Not Install:

- From the control panel window on the computer, go to hardware and sound
- Select Devices and Printers
- Right click on USBCAN Converter and go to properties, go to the hardware tab and click on properties, and change settings
- Select Update Device Software, and browse for the driver program from Page 1 (saved to your computer)
- Once the driver software is installed the USB light will turn on

3. Network Security Settings:

- Some network security will block the download files. This may require the IT department support

Version	Date	Author	Comments
1.00	July 5, 2019	Gustavo Del Valle/Sue Thomas	