

The User Manual is the Number One Resource for Troubleshooting and Answers

DG estimates that over 90% of the technical support calls received could have been solved by first reading the User Manual. Chapter 4 of the User Manual discusses troubleshooting and Chapter 5 covers configuring OEM applications. The User Manual can be found at:

Start → Programs → Dearborn Group Products → DPA 4 Plus DPA4PMA → Documentation → DPA 4 Plus User Manual

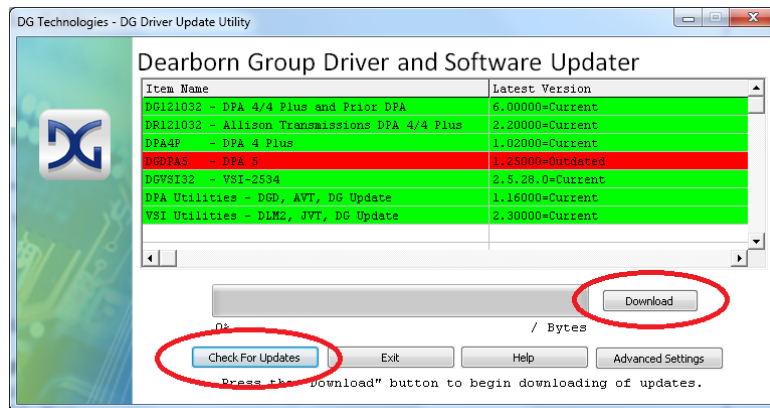
Ensuring You Have the Latest DPA Drivers

Before beginning the troubleshooting procedure, connect to the Internet and run the DG Update application to ensure you have the latest drivers and software packages.

Start → Programs → Dearborn Group Products → DPA 4 Plus DPA4PMA → DG Update

Press the **Check for Updates** button. If an entry turns red, click the **Download** button and download the new drivers. After the installation is complete, reboot the PC. Run DG Update again until there are no drivers out of date and all entries turn green.

Note that you must be an administrator on the PC to install new drivers!



Example of DG Update Showing DPA 5 Drivers Being Out-of-Date

Alternately, you can download and install the latest DPA 4 Plus drivers found on this website. After you have unzipped the file, run the install program named DPA4Plus_RP1210.exe.

<http://www.dgtech.com/product/dpa4plus/downloads/downloads.php>

Preparing to Use Adapter Validation Tool (AVT)

If you are having trouble using the DPA you can use AVT to troubleshoot the DPA and validate the drivers are installed properly, the PC can communicate with the DPA, and the DPA can see messages on the data bus. Before beginning the procedure:

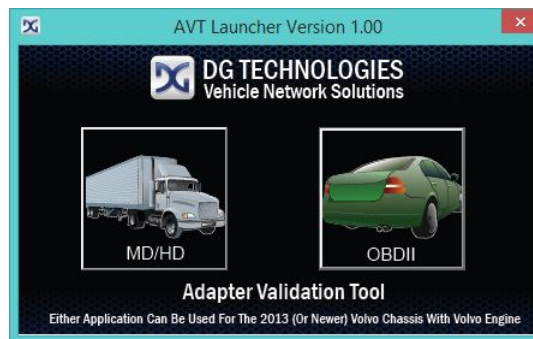
1. Disconnect the DPA from the vehicle.
2. Disconnect the DPA from the PC.
3. Reboot the PC.
4. Connect the DPA to the vehicle and ensure the **Power** LED is on.
 - a. If not, diagnose the power issue (i.e. turn the ignition switch on) before continuing. Note that the DPA is powered solely by the vehicle.
5. Ensure the PC's speaker volume is turned all of the way up.
6. Connect the DPA to the PC and listen for the familiar da-ding "USB device found" sound.
 - a. If you cannot hear this sound, the PC cannot communicate with the DPA and AVT will not be successful. Try another USB port until you hear that sound.

If you plug in a DPA and get the New Hardware Found wizard, do not click Cancel. Go through the wizard completely! IF YOU CLICK Cancel, THE DPA WILL NOT WORK!

Run AVT and Select the Truck Icon

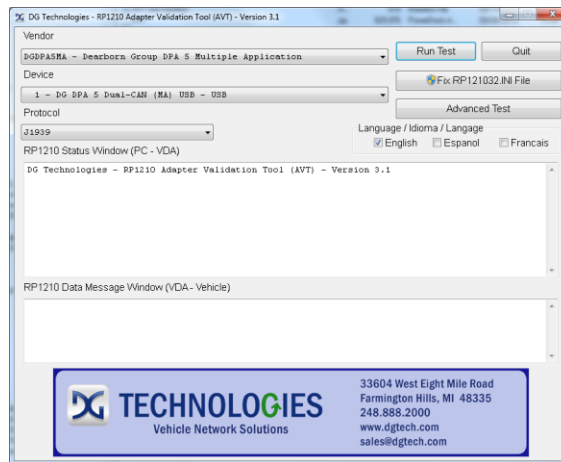
Note: The DPA 4 Plus does not support the SAE J2534 standard used for diagnosing OBDII protocols, but the DPA 5 does. The car icon will not be enabled.

Start → Programs → Dearborn Group Products → DPA 4 Plus → Adapter Validation Tool



✚ Click on the MD/HD truck button.

AVT for Medium and Heavy-Duty Vehicles (6-pin or 9-pin Deutsch Connectors)



Select the DPA 4 Plus Device:

- ❑ **Vendor** DPA4PMA – Dearborn Group DPA 4 Plus Multi-Application
- ❑ **Device** 1 – DG DPA 4 Plus (MA) - USB
- ❑ **Protocol** J1708 (if you have a 6-pin Deutsch connector)
J1939 (if you have a 9-pin Deutsch connector)
If no response on J1939 from the vehicle, then try J1708

Click the **Run Test** button. If prompted that there is newer firmware available, click Ok and let the download complete, then press the **Run Test** button again. Depending on the results of the test, both the **RP1210 Status Window** and **RP1210 Data Message Window** will turn **GREEN** (pass) or **RED** (fail). After the test a dialog box entitled **Test Results Discussion and Next Steps** will appear. Read and follow all the suggested instructions carefully. If one of the windows turns red, make adjustments as noted and then run the test again.

AVT Test Outcomes

If the **RP1210 Status Window** turns **RED** and the **RP1210 Data Message Window** turns **RED**, there is a problem causing the PC not to communicate with the DPA. This may be something as simple as having power to the DPA or a USB issue.

If the **RP1210 Status Window** turns **GREEN** and the **RP1210 Data Message Window** turns **RED**, then the PC is seeing the DPA, but not seeing messages from the data bus. Check the vehicle ignition switch and ensure the vehicle is turned on. Try both the J1939 and J1708 protocols.

If the **RP1210 Status Window** turns **GREEN** and the **RP1210 Data Message Window** turns **GREEN**, then your DPA is installed and functioning properly. You should refer to chapter 5 of the DPA 4 Plus User Manual and ensure that your OEM application is configured correctly. If your OEM application is configured correctly, you will need to call the OEM help desk for that software package.