Mack Models

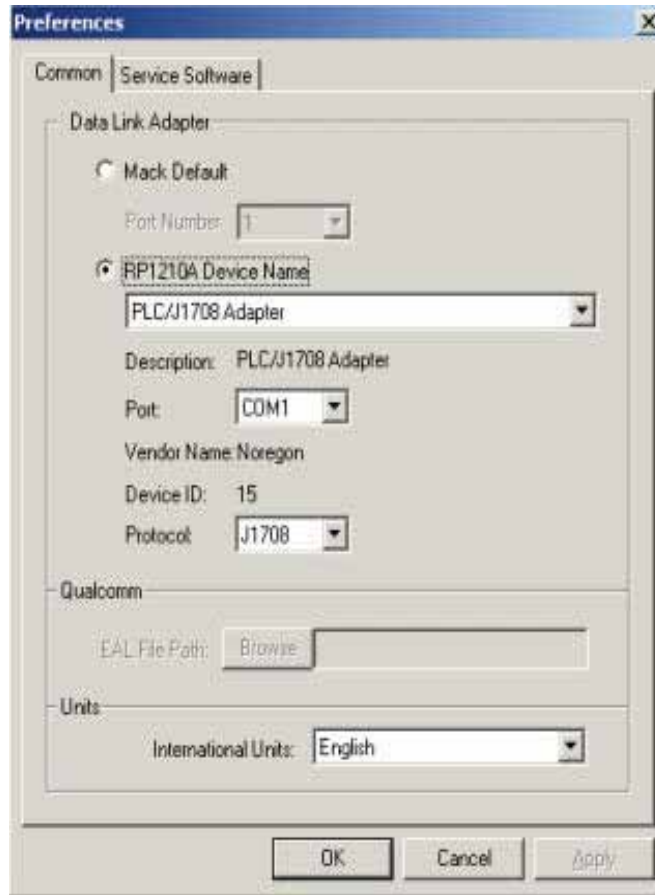| Mack Model	CH , RB , DM , CHN , CL , CT , CV , CX , CXM , LE , MR , RD
** SOLUTION **	
Title	V-MAC III Service Software Displays Runtime Error 400 - Form Already Displayed (Modality)
Cause	**1.** Data link adapter settings are locked in indeterminate state, and/or **2.** Data link adapter driver [Noregon Standalone API] is installed improperly, and/or **3.** V-MAC Service Software is installed improperly, and/or **4.** PC/data link adapter combination is untenable or unusable.
Solution	**NOTE: Before undertaking the corrective action outlined in this Tech Tip, you may want to try a different data link adapter and/or a different chassis to make sure that the problems you are experiencing are not data link adapter or chassis specific.** **Corrective Actions:** **1.** Step 1: Attempt to set V-MAC Preferences directly using the MACK Configuration Manager.exe applet as follows: 　　　　**a.** Select OK and let the offending application terminate abnormally. 　　　　**b.** Navigate to the C:\Program Files\Mack Trucks, Inc\Shared directory. 　　　　**c.** Double-click on the file Mack Configuration Manager.exe ; you will see the following data link adapter selection dialog box:

Preferences

Common | Service Software

Data Link Adapter

○ Mack Default

Port Number: 1

● RP1210A Device Name

PLC/J1708 Adapter

Description: PLC/J1708 Adapter

Port: COM1

Vendor Name: Noregon

Device ID: 15

Protocol: J1708

Qualcomm

EAL File Path: Browse

Units

International Units: English

OK | Cancel | Apply

d. Set all data link adapter selection criteria properly (this will vary according the data link adapter and operating system employed).
e. Select Apply, and then OK.
f. Close the computer browser, connect the PC to any Mack chassis, and attempt to launch the offending application once again. Diagnostic application operations should proceed normally at this point.

2. Step 2: If the preceding instructions fail to deliver consistent and reliable PC-to-chassis communications, uninstall and reinstall the Noregon Standalone API as follows:

a. Navigate to Control Panel Add/Remove Programs, and uninstall the Noregon Standalone API.
b. Before restarting the PC, search for the file RP121032.ini, and delete any found.
c. Close any open windows applications and restart the PC.
d. Reinstall the Noregon Standalone API, allow the PC to restart once again, and then follow the instruction outlined in Step 1 of this Tech Tip. Diagnostic application operations should proceed normally at this point.

3. Step 3: If the instructions contained in the preceding two steps fail to deliver consistent and reliable PC-to-chassis communications, it is possible that the installation of V-MAC Service Software is corrupt. As a result, it will be necessary to uninstall Mack Trucks, Inc., diagnostic software, the drivers outlined in Step 2, and perform the operations outlined in Step 1, setting V-MAC Preferences directly:

a. Navigate to the Control Panel Add/Remove Programs applet, and uninstall any instances of V-MAC III Service Tools and/or V-MAC Dealer Programming Software.

b. When finished, use My Computer or equivalent to navigate to the C:\Program Files directory and delete the Mack Trucks, Inc subdirectory.

c. Uninstall and reinstall the Noregon Standalone API as outlined in Step 2 of this Tech Tip.

d. Reinstall V-MAC Service Tools software.

e. Set V-MAC Preferences directly as outlined in Step 1 of this Tech Tip. Diagnostic application operations should proceed normally at this point.

4. Step 4 - If all of the instructions provided to this point have failed to deliver consistent and reliable PC-to-chassis communications, chances are that you are not utilizing a diagnostic PC as specified in the Mack Trucks, Inc., Recommended Field Service PC Program (SB # 221-039). Even if this is the case, the state of the PC/data link adapter combination either is or has become untenable and/or unusable. You can:

a. Reformat the PCs hard drive and start over from scratch, or

b. Upgrade your PC to one specified by the Mack Trucks, Inc., Recommended Field Service PC Program (SB # 221-039), or

c. Upgrade your data link adapter to one designed to use other than the PC's serial port (most communications issues are the result of a poor serial port I/O implementation). Please contact the Mack Trucks, Inc., Reliability Engineering Department at (610) 709-2448 for further instructions and/or recommendations.

Solution visibility	Dealer distribution

Function(s)/component(s) affected

Function affected	EECU , MID 128 – EMS , VMAC

Function Group

Function Group	170 General - Programming, Data Monitor, Vehicle Information

Customer effect

Main customer effect	calibration/programming/pairing/missing operation , fault code/display

Conditions

Frequency of occurrence of problem	random

Administration

Author	A241298
Dealer ID	A241298
Last modified by	A241298
Creation date	27-12-2018 19:12
Date of last update	27-12-2018 20:12
Status	Published