TechTOOLs Reads "DRB III Not Connected"

667 Chris Ordner Thu, Apr 12, 2018 Troubleshooting TechTOOLS 8024

Case Verification:

- With the DRB III connected to the GPIB cable TechTOOLS displays "Device Status: DRB Not Connected"

Models Affected:

AB - Ram Van/Wagon	DH - Ram Pickup HD	KJ - Liberty	PL - Neon
AJ - LeBaron	DN - Durango	LH - New Yorker	PR - Prowler
AN - Dakota	DR - Ram Pickup	LH - Vision	PT - Chrysler Cruiser
AS - Caravan, Voyager, Town and Country	JA - Breeze	LH - LHS	RG - (EXPORT) Caravan, Voyager, Town and Country
BD - (IMPORT) Laser, Talon	JA - Cirrus	LH - Intrepid	RS - Caravan, Voyager, Town and Country
BE - Ram Pickup/Quad Cab	JA - Stratus	LH -Concorde	ST - Sebring/Stratus Coupe
BR - Ram Pickup	JR - Sebring/Stratus Sedan	LH - 300M	TJ - Wrangler
CS - Pacifica	JR - Sebring Convertible	NS - Caravan, Voyager, Town and Country	VA - Sprinter

Years:

- 1993-2006

System or Component Group:

- 18 - Vehicle Performance/Driveability Scan Tool Diagnostic Trouble Codes/Error Message Scan Tool Not Communicating

Condition Verification:

- Yes - Continuously

Recommendation:

- In the case where a connection can not be made with the DRB III using the TechTOOLS application there may be a USB driver conflict or a USB problem.
- Confirm in the the **Safely Remove Hardware Manager** (located in the System Tray) that you see the **GPIB-USB converter** connected.
    - If the PC sees the GPIB-USB connection here this is usually a good indication that the driver has been installed properly.
- However, if at first you do not see the GPIB-USB connection, confirm that the Green power light is on on the GPIB-USB converter.

- There are 6 USB connections on the DealerCONNECT Dell Client.
- In most cases you can disconnect the GPIB Protocol converter at the USB connection and move to another USB connection.
    - This USB connection is a **Blue** ended connector.
- By moving the GPIB to another USB connection you are forcing the Dell PC to reinstall the GPIB Drivers.

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