

1 Viewing vehicle and installation status with Help Desk

The Help Desk reports a vehicle's information and health status, including:

- The vehicle's make and model,
- The vehicle's latest hardware and software versions,
- The vehicle's software update history.

The Help Desk also reports installation failures across all vehicles in the system.

To view your vehicle's details and health status:

1. Log in to the Admin Portal as a user with permission to view the Help Desk.
2. Click **Help Desk** in the upper-right corner of the portal.
3. Enter your vehicle's identification number ("VIN") and click **Search**.

The Help Desk loads your vehicle's model details and software installation history.

1.1 Vehicle details

The Help Desk first lists your vehicle's make, model, trim (ex: 'DX'), year, and VIN:

The screenshot shows the Fleet Admin Portal interface. The top navigation bar includes links for Software Management, Administration, Manage Inventory, Image Repository, Help Desk, Hi Admin, and Logout. The Help Desk section is active, displaying a search bar with the VIN 'BC123DEF1FGFF3064' and a 'Search' button. Below the search bar, a table displays vehicle details:

Make	Model	Trim	Year	VIN
Mythos	Apollo	EX	2015	BC123DEF1FGFF3064

Below the table, the 'Installed Software' section lists various components and their versions:

Component	Version
Analytics	HWV001 Version v1
Arity-Analytics	HWV001 Version v1
BringGo	HWV001 Version 2.0.2.18
MYT-08472-ICM	HWV100 Version 1.0
MYT-57217-ECM	HWV100 Version 1471060003
Sensors	HWV001 Version v0
SimpleScan	HWV001 Version 3.12.0
aqLcdApp-nitrogen6x	Version 0.3-r3

1.2 Installed software

The Installed Software section reports the updatable components in your vehicle and their last-known software versions. The Help Desk prints the last hardware and software lineup that your vehicle reported:



MYTHOS

Software ManagementData ManagementAdministration

Hi Admin | Logout
Help Desk

Search By VINFailed Installations

BC123DEF1FGFF3064

Search

PDF Version

Installed Software

In the example above, vehicle BC123DEF1FGFF3064 has eight updatable components.

1.2.1 Viewing the status of all software updates

1. Log in to the Admin Portal as a user with permission to view the Help Desk.
2. Click **Help Desk** in the upper-right corner of the portal.
3. Enter your vehicle's identification number ('VIN') and click **Search**.
4. In the Software Status section, click **All**.

The Help Desk lists your vehicle's entire software update history, including:

- Successful installations,
- Pending installations that have not been processed yet,
- Failed installations.

The following example shows a vehicle that has reported two successful updates to its BringGo application, both on February 18, 2018:



Software Status

All Not Processed Installed Failed

BringGo
Installed
navigation
BringGo
RaspberryPi
Version 2.0.2.20
1413120 bytes
Est Time:28 secs

Started: Feb 14, 2018 3:20 AM Finished:Feb 14, 2018 3:20 AM Duration: 26 secs
This is an upgrade of the BringGo navigation app

BringGo
Started:
navigation
BringGo
RaspberryPi
Version 2.0.2.20
1413120 bytes
Est Time:28 secs

Started: Feb 14, 2018 2:30 AM
This is an upgrade of the BringGo navigation app

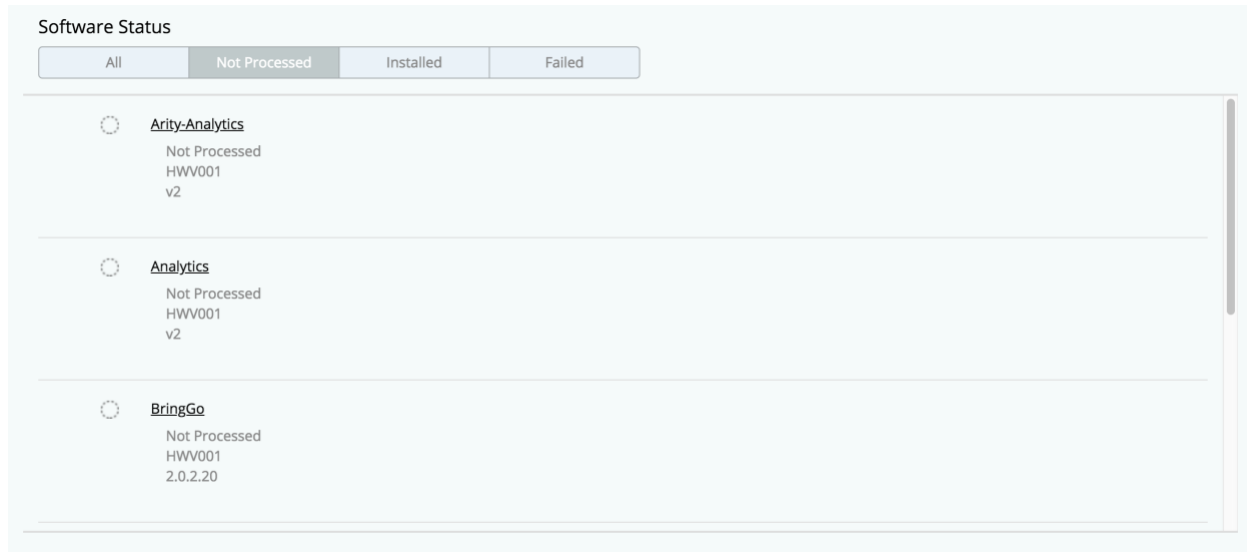
« 1 2 3 4 5 ... »

1.2.2 Viewing pending installations

1. Log in to the Admin Portal as a user with permission to view the Help Desk.
2. Click **Help Desk** in the upper-right corner of the portal.
3. Enter your vehicle's identification number ('VIN') and click **Search**.
4. In the Software Status section, click **Not Processed**.

The Help Desk lists only updates that are scheduled, but have not been completed yet.

The following example shows that the vehicle has updates pending for its Arity-Analytics, Analytics, and BringGo components:



1.2.3 Viewing successful installations

1. Log in to the Admin Portal as a user with permission to view the Help Desk.
2. Click **Help Desk** in the upper-right corner of the portal.
3. Enter your vehicle's identification number ('VIN') and click **Search**.
4. In the Software Status section, click **Installed**.

The Help Desk lists only updates that have been installed successfully.

In the following example the vehicle reports successful installations for its Mythos Analytics and Engine Controller Performance components, both on February 14, 2018:

Software Status		
All	Not Processed	Installed
<div><div>✓</div><div>Mythos Analytics Installed vdm Analytics RaspberryPi Version v2 346563 bytes Est Time:15 secs</div><div>Started: Feb 14, 2018 3:19 AM Finished:Feb 14, 2018 3:19 AM Duration: 10 secs This module upgrades the DM Analytics module from v1 to v2 to include enhanced Driver Safety Analytics data generation.</div></div>		
<div><div>✓</div><div>Engine Controller Performance Installed ecu MYT-57217-ECM RaspberryPi Version 1472060003 128240 bytes Est Time:17 secs</div><div>Started: Feb 14, 2018 2:29 AM Finished:Feb 14, 2018 2:30 AM Duration: 20 secs This is an upgrade of the Atmel ECU App from v1 to v2 (6.3)</div></div>		

1.2.4 Viewing failed installations

1. Log in to the Admin Portal as a user with permission to view the Help Desk.
2. Click **Help Desk** in the upper-right corner of the portal.
3. Enter your vehicle's VIN and click **Search**.
4. In the Software Status section, click **Failed**.

The Help Desk lists only updates that have failed along with an error code.

The following example shows that on February 14, 2018 the vehicle attempted to install updates to its Gateway – Nigrogen and Engine Controller Performance components, but both installs failed with error code 321:

Software Status

All Not Processed Installed **Failed**

Gateway - Nitrogen

Failed
ecu
aqlcdApp-nitrogen6x
RaspberryPi
Version 0.4-r3
39328 bytes
Est Time:8 secs

Started: Feb 14, 2018 12:36 AM Stopped:Feb 14, 2018 12:36 AM Duration: 4 secs
This is an upgrade of aqlcdApp-nitrogen6x from 0.3-r3 to 0.4-r3

Error Code 321 321
Feb 14, 2018 12:36 AM

Engine Controller Performance

Failed
ecu
MYT-57217-ECM
RaspberryPi
Version 1472060003
128240 bytes

Started: Feb 14, 2018 12:36 AM Stopped:Feb 14, 2018 12:36 AM Duration: 21 secs
This is an upgrade of the Atmel ECU App from v1 to v2 (6.3)

1.2.5 Exporting a vehicle's status and installation history

You can export your vehicle's manufacturer's details and software update history to a printable format:

1. Log in to the Admin Portal as a user with permission to view the Help Desk.
2. Click **Help Desk** in the upper-right corner of the portal.
3. Enter your vehicle's identification number ('VIN') and click **Search**.
4. In Software Status, select the installation history you want to export: **All** events, **Not Processed** (pending), **Installed**, or **Failed**.
5. In the Software Status section, click **PDF Version**.

Help Desk exports the vehicle details, installed software versions, and the installation history for the software status that you selected.

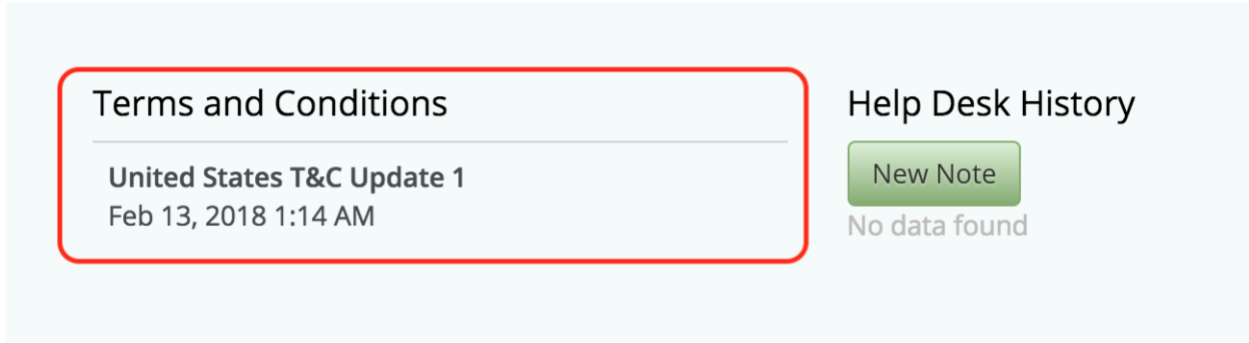
Reviewing terms and conditions

The Help Desk reports each time that a driver in the fleet accepted the terms and conditions for the OTAmatic service:

1. Log in to the Admin Portal as a user with permission to view the Help Desk.
2. Click **Help Desk** in the upper-right corner of the portal.
3. Enter your vehicle's identification number ('VIN') and click **Search**.

4. Scroll to the Terms and Conditions report near the bottom of the page.

In the following example the vehicle's driver accepted the terms and conditions on February 13, 2018.



The screenshot shows a light blue interface. On the left, a red-bordered box contains the heading "Terms and Conditions" followed by "United States T&C Update 1" and "Feb 13, 2018 1:14 AM". To the right of this box is the heading "Help Desk History" and a green "New Note" button. Below the button, the text "No data found" is displayed.

The terms and conditions for a vehicle are typically accepted only once when the driver signs up for the service; however, it is valid for a driver to accept the terms and conditions multiple times such as when they reinstall the phone application.

1.2.6 Managing notes

Fleet managers can leave notes for each other in Help Desk. To add a note:

1. Log in to the Admin Portal as a user with permission to view the Help Desk.
2. Click **Help Desk** in the upper-right corner of the portal.
3. Enter your vehicle's identification number ('VIN') and click **Search**.
4. Click **New Note**.
5. Write your note and click **Save**.

In the following example, the vehicle has one note logged on February 14, 2018 and reads 'Please investigate the failed installations':



Terms and Conditions

United States T&C Update 1
Feb 13, 2018 1:14 AM

Help Desk History

New Note

Feb 14, 2018 2:07 PM
Please investigate the failed installations.

CONFIDENTIAL