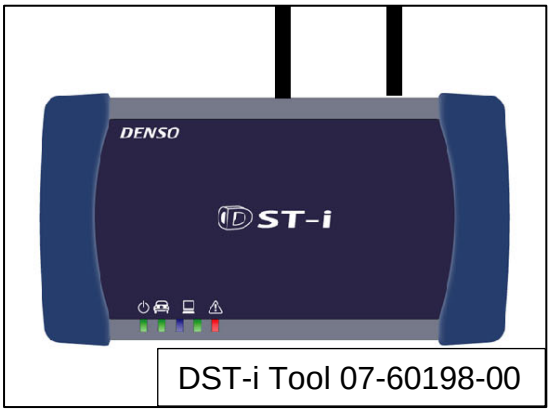
AN EXCHANGE OF TECHNICAL INFORMATION

Number: **TL003 - 2023**
Subject: **Diagmaster Tool** **Released: June 8, 2023**

The powerline series 24 gensets are equipped with a common rail system that uses sensors and controls to operate the engine efficiently and cleanly. To control this system, the genset uses an Engine Control Unit (ECU). The ECU can detect problems in the system and inform operators through a service light on the control box, similar to the “check engine” light on your car’s dashboard. To read the codes from an ECU, a DST-i Interface (CTD pn 07-60198-00) is required and Diagmaster software is required on your computer.



DST-i Tool 07-60198-00

To request access to Diagmaster downloads, contact your regional service manager with your name, your company, and the email address you would like to use for the account. Wait for an email from kbt_m.engine_portal@sys.kubota.com with a URL for user registration. You will have 10 days from receiving the email to register. When you register, set up a username and password for Kubota Engine Park (KEP). This account can be shared by multiple people, but only one username and password can be used. This website will be where you can request Diagmaster access, renew your password, download Diagmaster files, and access generic service documents. After setup, log in to your new account on KEP.

Note: The information on KEP is generic for Kubota engines. Refer to the operations and service manual for details about the Genset.

EXAMPLE KEP EMAIL

Welcome to Kubota Engine Park!

This is the invitation of user registeration from Mr/Ms Vohn McLeish of Kubota Engine Parl

Please click the following URL and access to the user registration.

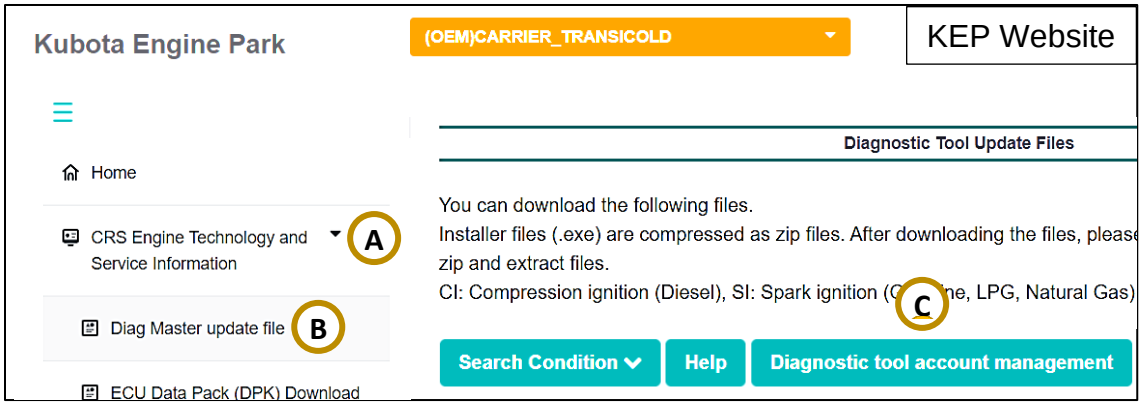
URL: https://ba.engine.kubota.com/en/web/guest/user-invite-accept?key=698fffac-5f81-4

If you do not register within 10 days After receiving this email, this URL will not be availabl

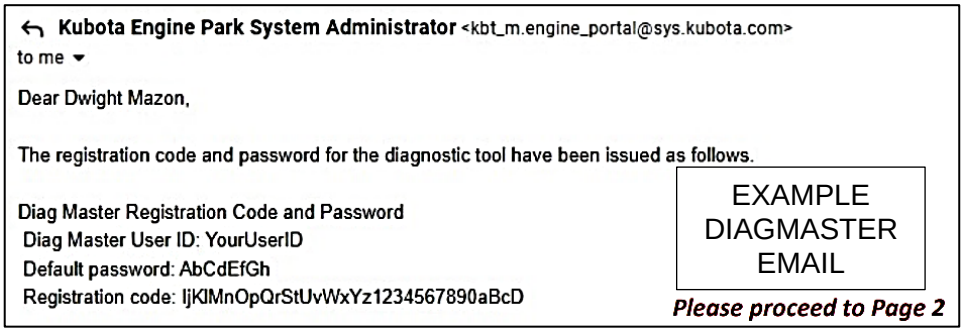
※This is an automatic email from the system. Please do not reply to this email.
※If you do not recognize the contents of the email, please contact the following.

Kubota Engine Park System management office kbt_g.kep-administrator@kubota.com

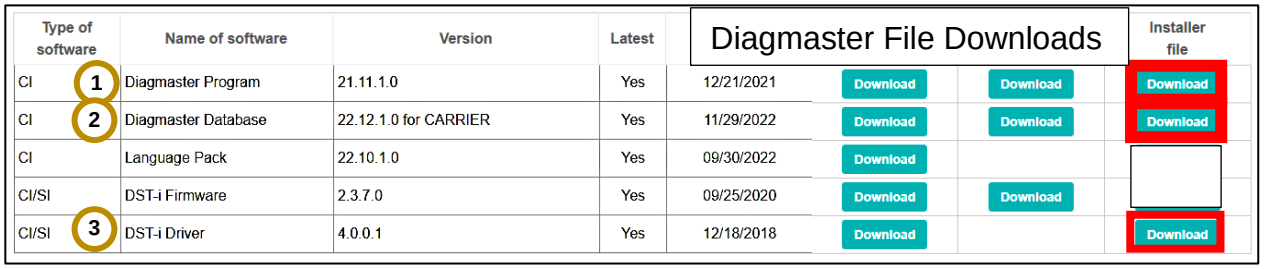
After getting access to the KEP website navigate to “CRS Engine Tech…” **(A)** > Diag Master update file **(B)** and click on “Diagnostic tool account management” **(C)**.



After navigating, create a Diagmaster username and select “verify.” If this username is not already in use, you can select a level for Diagmaster (choose the highest level) and check “apply for a Diagmaster password.” An email from kbt_m.engine_portal@sys.kubota.com that includes your username, password, and registration key will be provided. Save this email for after installation.



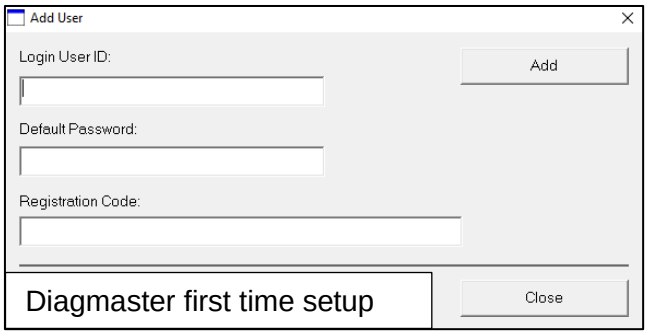
After getting access, the “Diag Master update file” page will be updated. You can now download the (1) Diagmaster Program, (2) Diagmaster Database, and (3) DST-I Driver. The order of installation is important: first install Diagmaster, second install the database, finally install the driver. Each installation has its own wizard to walk you through installation. You may need to scroll to the right to see the downloads as the first download column is release notes. When you download the software, they will download as “.z_p” files. Rename the document extensions to “.zip” and extract them to your computer. **Note:** You will need admin rights to your computer to download the software.



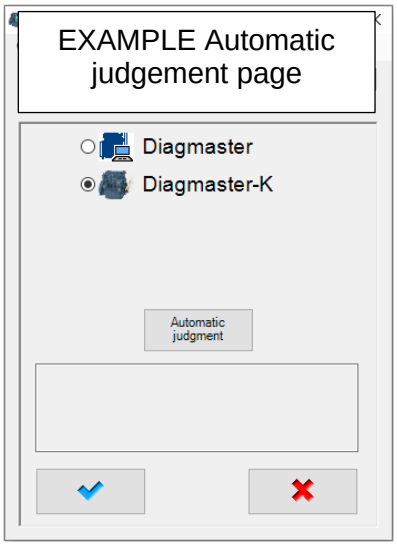
Type of software	Name of software	Version	Latest				Installer file
CI (1)	Diagmaster Program	21.11.1.0	Yes	12/21/2021	Download	Download	Download
CI (2)	Diagmaster Database	22.12.1.0 for CARRIER	Yes	11/29/2022	Download	Download	Download
CI	Language Pack	22.10.1.0	Yes	09/30/2022	Download		
CI/SI	DST-i Firmware	2.3.7.0	Yes	09/25/2020	Download	Download	
CI/SI (3)	DST-i Driver	4.0.0.1	Yes	12/18/2018	Download		Download

Note: The Language Pack and DST-I Firmware are optional software and not required to run Diagmaster.

After all software is installed, open “Diagmaster Launcher.” On first setup, fill in the username, password, and registration key from the previous email and click “Add”. This is needed on every new device or when adding a different account to Diagmaster. Just the username and password will be required after first time setup.



After adding a user and logging in, the device will perform “automatic judgement” where it looks for which kind of Diagmaster to open based on the connected engine. If you are connected to a genset that is in the “Run” position, Diagmaster will detect what engine it is connected to and open the correct program to interact with it. If you are not connected on launcher startup, or want to view previous diagnoses, open Diagmaster launcher and let automatic judgement “fail.” This will show a screen where you can open “Diagmaster,” “Diagmaster-K,” or perform automatic judgement. To connect to a unit after starting Diagmaster press “automatic judgement.” To view previous diagnoses open “Diagmaster-K.” “Diagmaster” can be used for changing login password, note no symbols can be used.

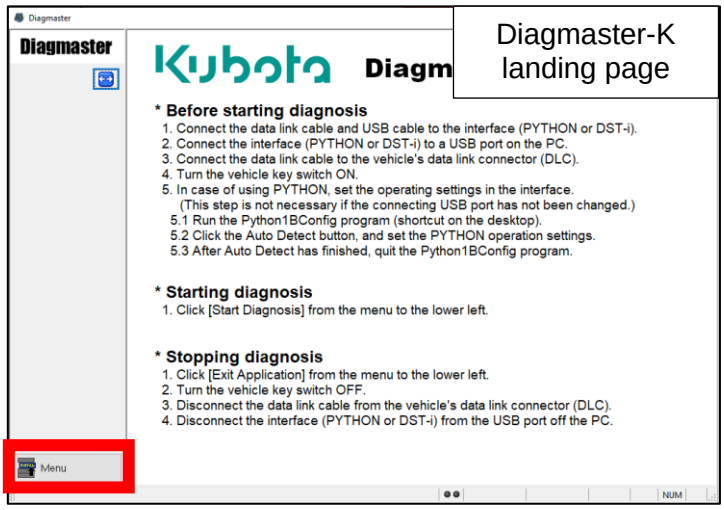


EXAMPLE Automatic judgement page

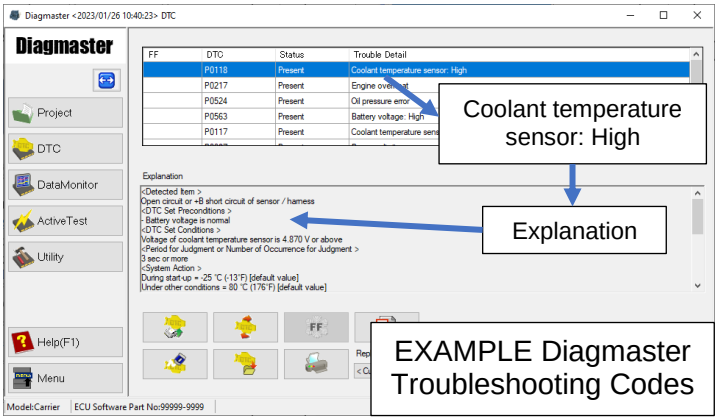
Note: When Diagmaster refers to “key switch ON”, the genset ignition switch should be in “Run” position. When Diagmaster refers to “Start switch on”, the genset ignition switch is held in the “Start” position.

Note: Carrier does not support the Python interface mentioned in the landing page. Connections to genset units should be with a DST-I tool and drivers and with the Diagmaster software.

With Diagmaster-K open, you can navigate the menu to view Diagmaster Troubleshooting Codes (DTC), monitor live data readings, conduct tests on injectors, and write injectors to the ECU when installing new injectors. More information can be found in the Operations and Service manual at www.container.carrier.com.



Diagmaster-K landing page



EXAMPLE Diagmaster Troubleshooting Codes

Container.carrier.com

https://ba.engine.kubota.com/

Service Engineering / Container Products

Please circulate copies of this bulletin to all service and management personnel as soon as possible.