General Service Bulletin (GSB):	Live Network Monitor Test
GSB Overview:	The Live Network Monitor Test allows you to test the vehicle's Module Communication Network circuitry both statically and during a test drive.

NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.

Application

Ford, Mercury and Lincoln vehicles that utilize a CAN communication network.

What is a Live Network Monitor Test?

The Network Monitor Test repeatedly "pings" each module on the vehicle's Module Communications Network to validate that the modules can communicate. When modules are communicating, the test indicator will show green. However, if a module fails to respond, the test will provide both a visual (icon turns "red") and audible (if checked) indication as shown in the following pages.

When would the Live Network Monitor Test be used?

This test is helpful in diagnosing difficult to find vehicle network communication issues. During the test, wiring harness can be wiggled to help isolate the concern. Internet access is only needed to download the test to your computer allowing you to "wiggle" test, or test drive the vehicle with the test running. Please note that this test may not report all faults occurring on networks that are different than the one being used to communicate module data/information to the scan tool. Refer to Section 418-00 of the applicable Workshop Manual to determine the networks involved.

Where can I find additional information on the Module Communcation Network?

Refer to, "No Network Communication Diagnostic GSB" and "No PCM Communication GSB, 2006 and newer vehicles" under the TSB/GSB/SSM tab on PTS.

NOTE: The PC, Laptop, or Tablet PC being used must be running Windows 7 or 8.1 and Internet Explorer (IE) 10 or higher to utilize test (see page 12)

Access test via the PTS "Vehicle ID" tab with the VCM or VCMII connected to the PC and vehicle. Select the "Read VIN & DTCs" button and click "GO" to start a session.
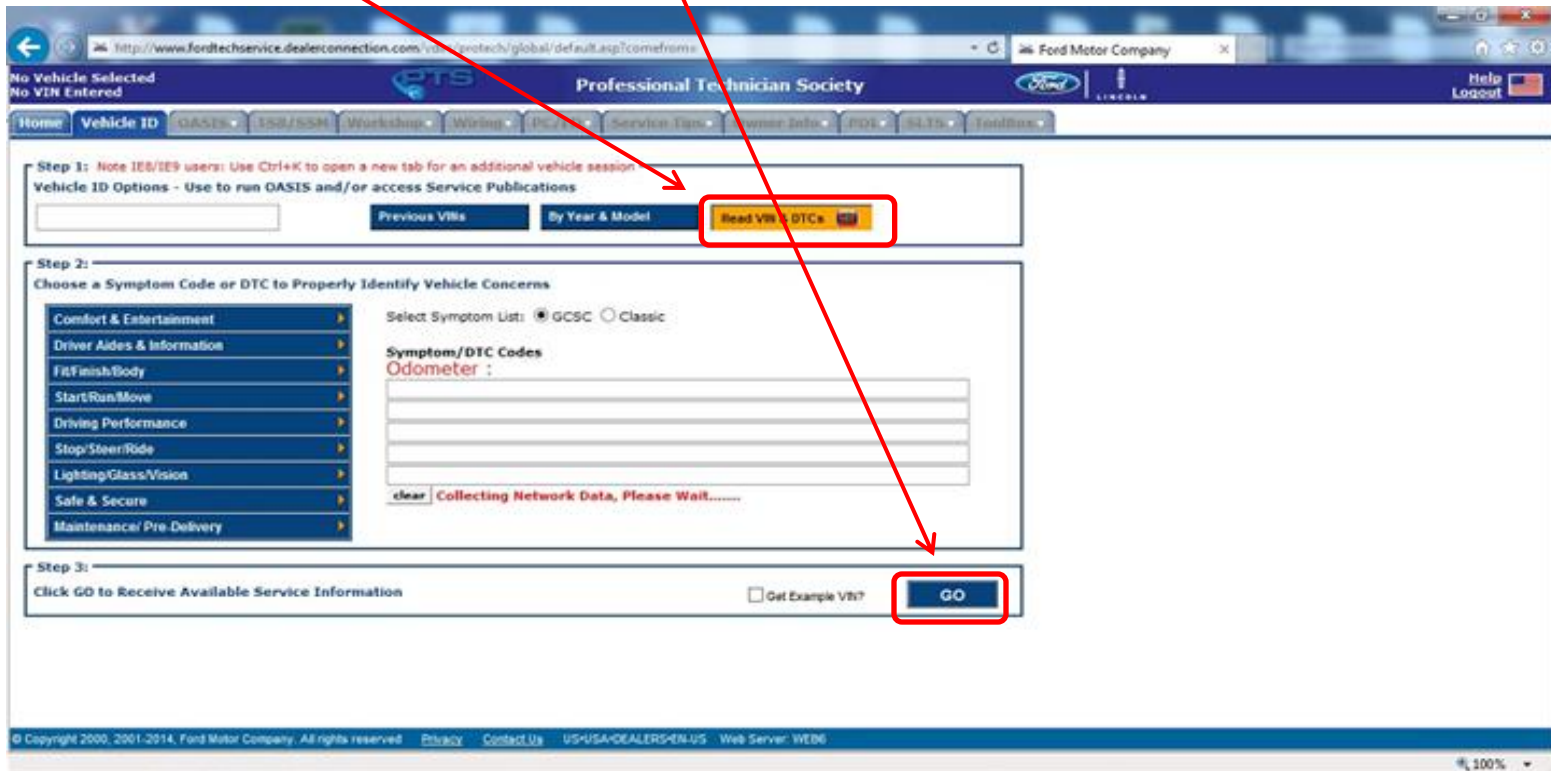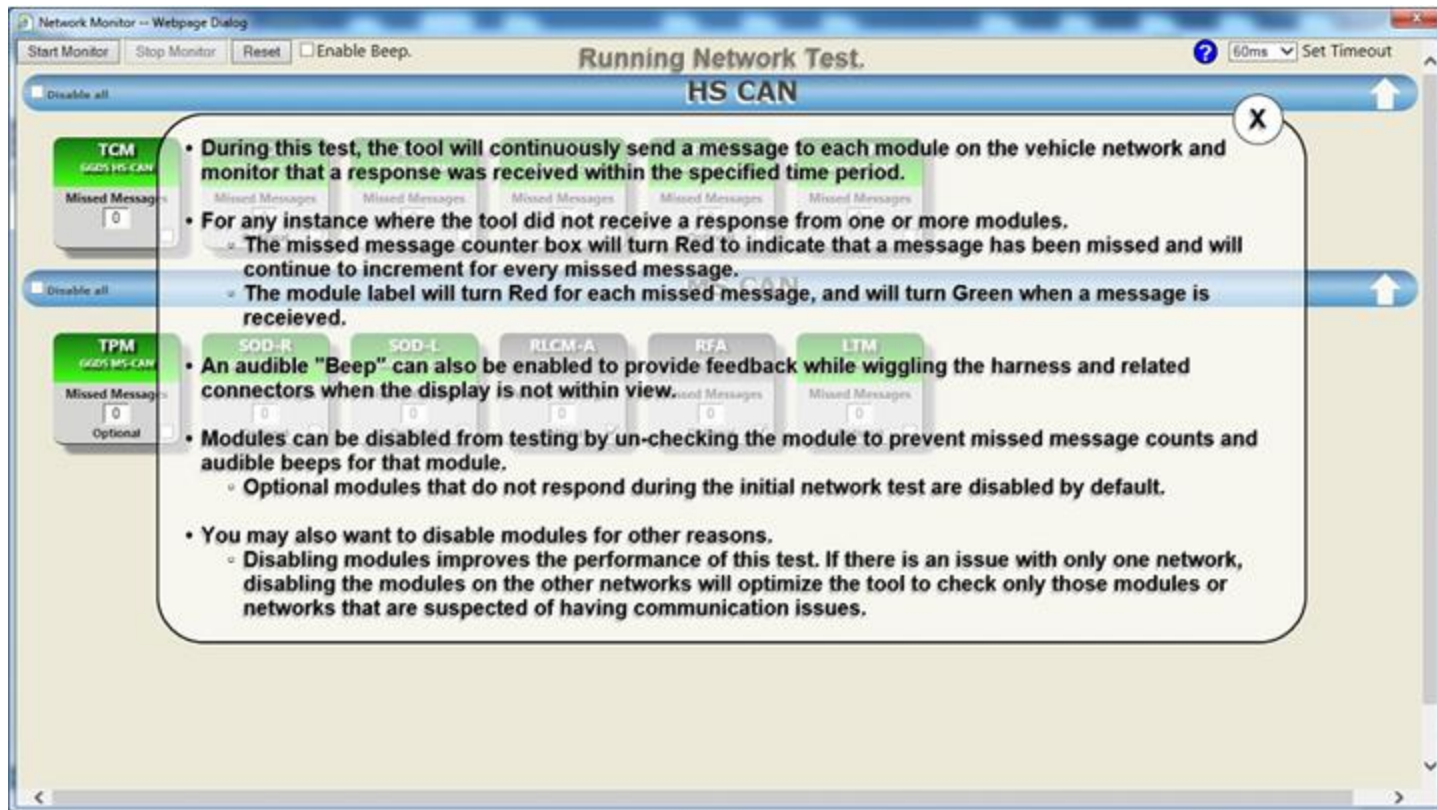
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Select the "Toolbox" tab to access IDS tools. Then select "Network Monitor" tab to access the tool.
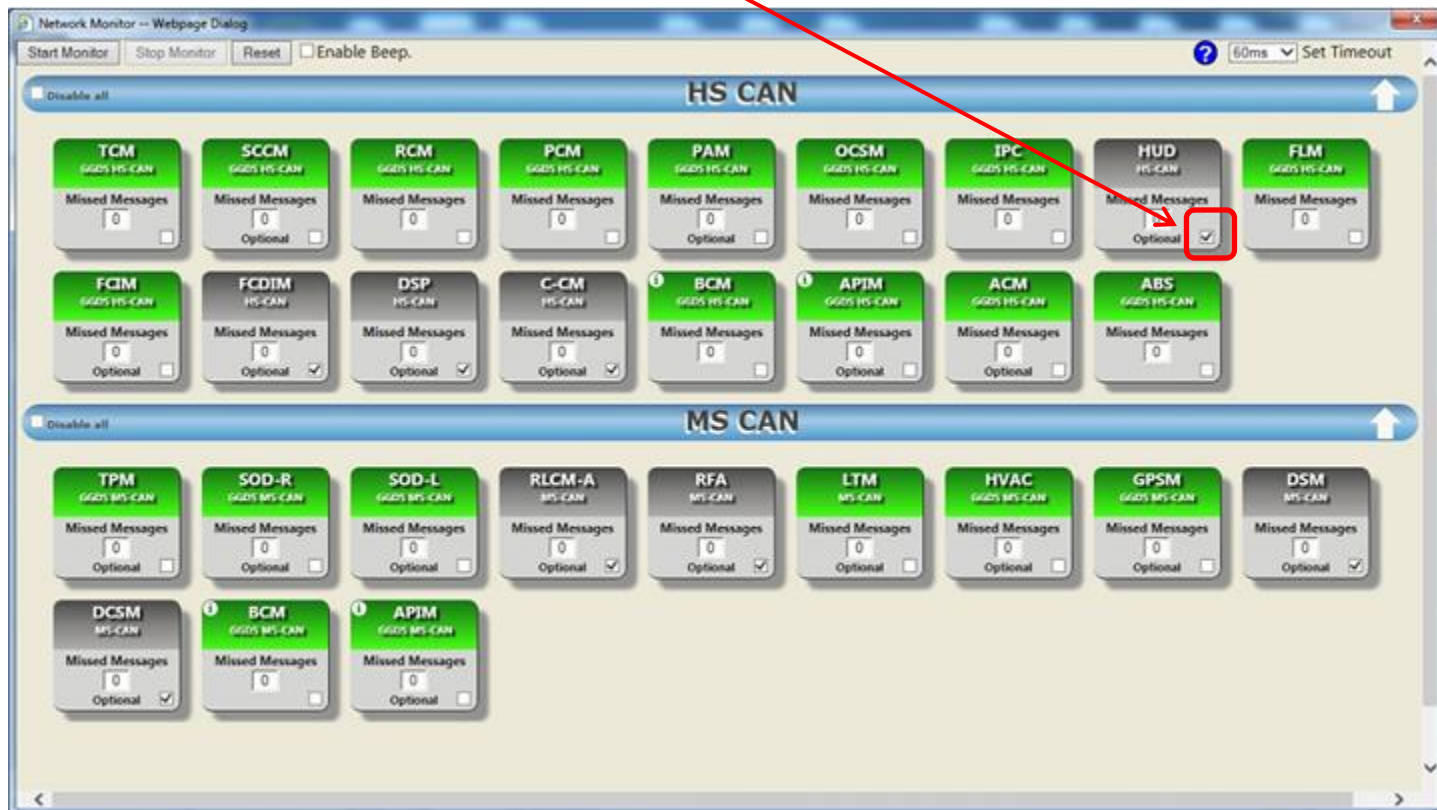
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When the Network Monitor Tool is launched, the information screen will be displayed and a network test performed to determine the current state of the vehicle.

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When the initial Network Test completes, the icons for all modules that responded will be displayed in "green". Icons for modules that did not respond will be "grey", including optional modules.

Note: Optional modules will have a "check" and be disabled from the test. Also, the icons may change from "grey" to "red" if they are disabled then re-enabled without exiting the test.

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Click on the "Start Monitor" button and the "status" of the responses will be shown.

If any module fails to respond within the specified time, the module icon will turn red and the "counter" will increment for each missed response.

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If the module responds to subsequent requests, it will turn back to green indicating the concern is not currently present.

The counter will remain red and will continue to show the number of missed responses.
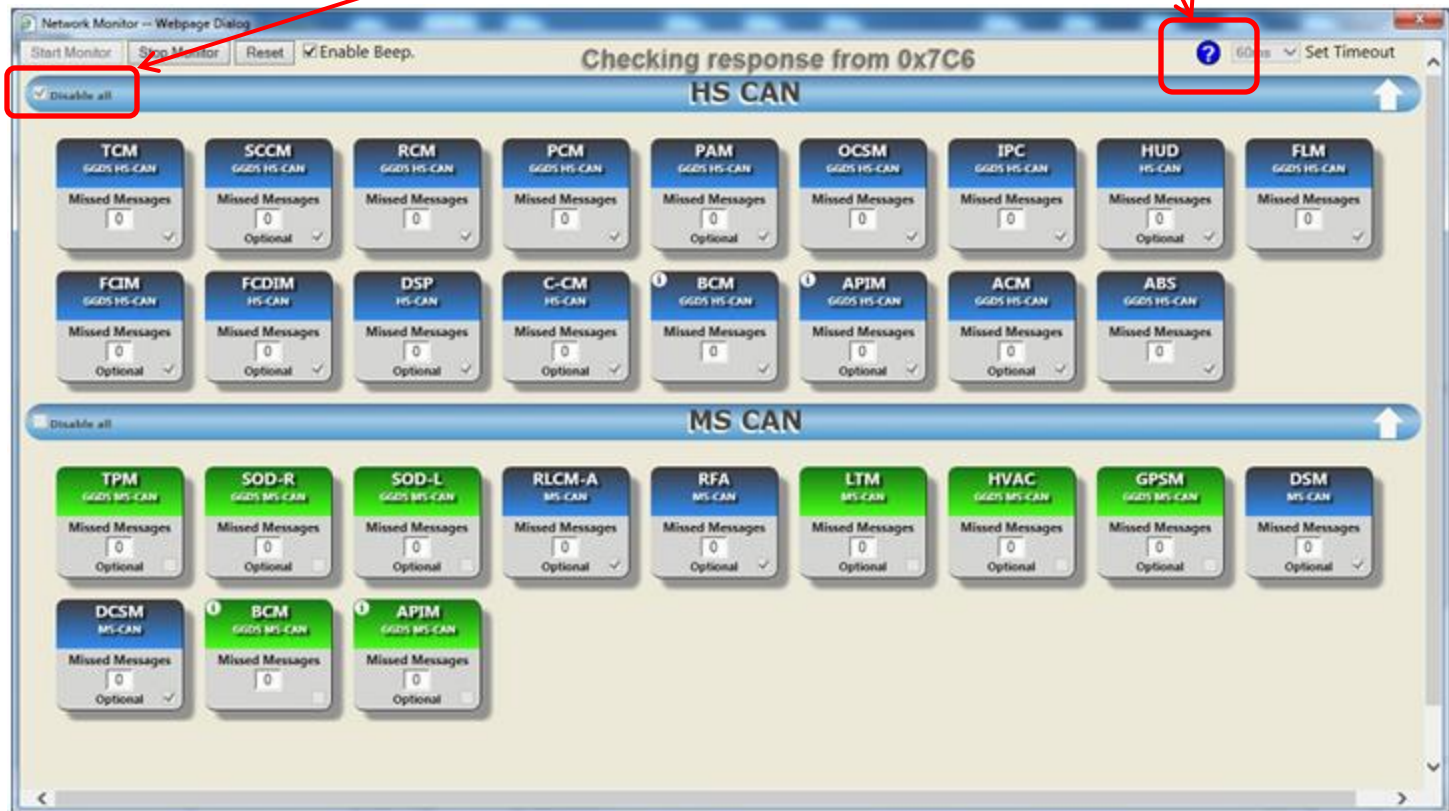
Live Network Monitor Test GSB

Selecting the "Reset" button returns all modules to a neutral state and clears the message counter.

An entire network can be disabled or enabled by clicking the "Disable all" box on the network ID bar allowing you to view only the selected network(s).

Access the information screen at any time by selecting the "?" icon.

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Networks can be collapsed by clicking the "arrows" to the right allowing only the network being addressed to be visible. This will allow the tester to "ping" the modules on the visible network more frequently and isolate a concern sooner.

If the display screen is out of sight during a wiggle test, you can check the "Enable Beep" box so an audible beep will sound if the circuit goes down.
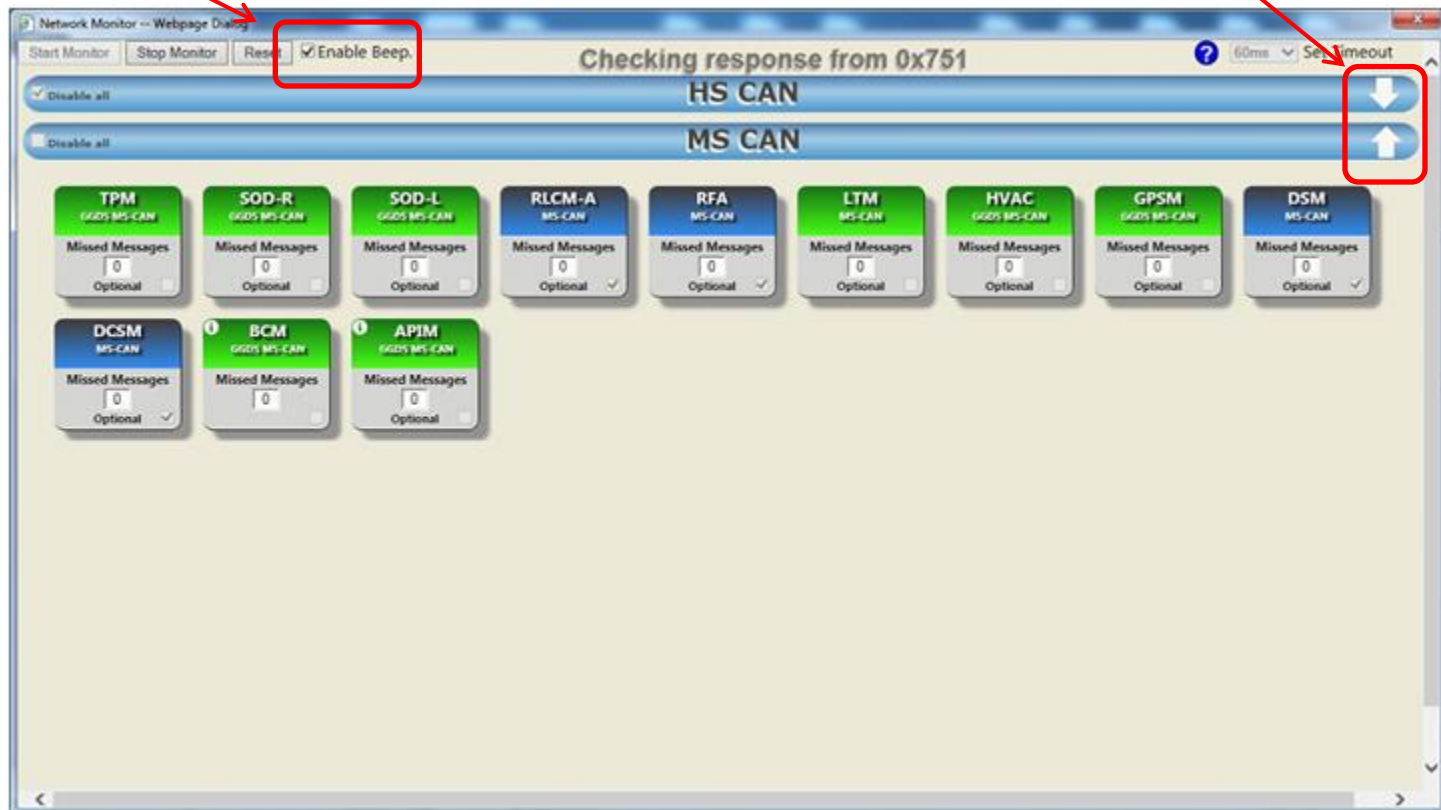
Live Network Monitor Test GSB

The amount of time the test waits for a module to respond can be adjusted by clicking on the "Set Timeout" dropdown. The default is 60ms. Be aware that if the timeout selected is too fast, some modules may indicate a fault when no actual fault exists.

Do not condemn a module that randomly shows a fault unless you believe the fault is valid.
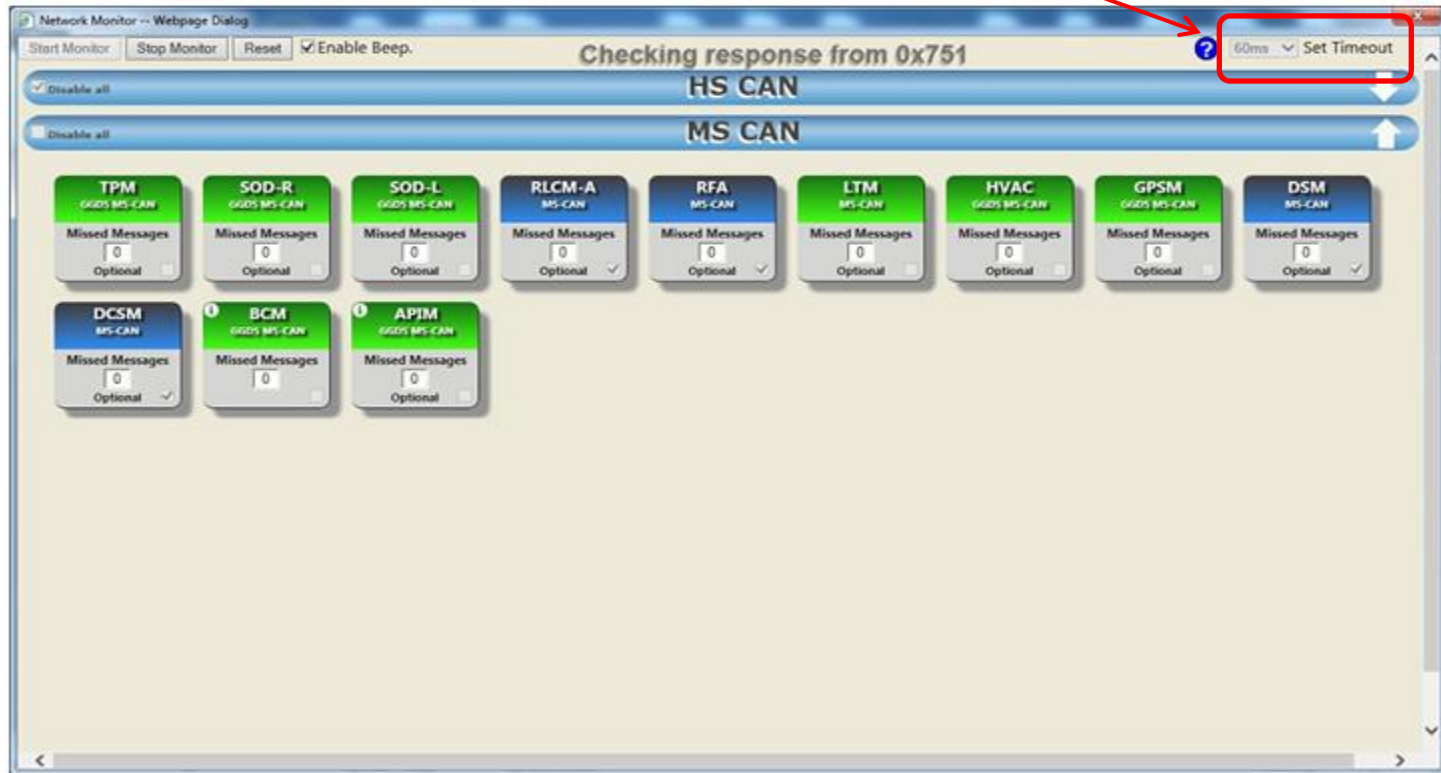
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Checking/Changing IE Security Settings

1) Select Tools > Internet Options > Security > Trusted Sites
2) Click on the "Custom level…" button
3) Scroll to Miscellaneous > Access data sources across domains
4) Ensure "Enable" is selected
5) Scroll to "Navigate windows and frames across different domains", ensure "Enable" is selected