Global FDRS – Frequently Asked Questions

Version 1.2 October 11, 2017

1) What are the recommended laptop specifications for running FDRS?
    a. Operating System: Windows 7 or Windows 10 Professional (64 Bit only)
    b. Internet Explorer Versions: IE 11 (32 Bit)
    c. Processor Memory (RAM): 8 GB or greater
    d. Processor (RAM) Speed: 2.4 GHz or greater
    e. Storage: SSD - Solid State Drive 256GB
    f. Processor: Intel I5 6000 or higher
    g. USB Ports: 3 - USB 3.0
       NOTE: Reference PTS/Motorcraft sites under System Requirements for more detailed information

2) Is there any new hardware required?
    a. No. FDRS is fully compatible with the Vehicle Communication Module II (VCMII) and the Vehicle Communication & Measurement Module (VCMM)
    b. VCM I and VMM are not supported by FDRS

3) Do I need to purchase a new computer to use FDRS?
    a. No, as long as IDS is running properly on your current PC. See "Recommended Laptop Specifications" above.

4) Will I need a new license key to use FDRS?
    a. No. FDRS uses the same license as IDS at no additional cost. FDRS must be installed on the same PC as IDS.

5) What vehicle(s) does FDRS support?
    a. FDRS initially supports 2018MY Ecosport, Expedition, and Navigator in NA, SA, and AP markets

6) Is IDS going to be discontinued?
    a. No. IDS is required as FDRS transitions to full vehicle support. IDS will remain the diagnostic tool for all supported legacy vehicles 2017MY and prior, as well as some 2018MY and 2019MY vehicles.

7) What internet browsers are supported?
    a. IE 11 must be used

8) What additional software is required?
    a. IDS only; No additional software is required

9) Are there any firewall settings that require updating to run FDRS?
    a. No unique firewall settings are required beyond what is required for IDS
    b. Ensure user always selects "Allow Access" when prompted

10) I understand a strong and reliable active Internet connection to the Ford network in the shop is critical to ensuring efficient and proper operation of FDRS, however, I currently do not have dependable Internet connectivity in my service bay. What can I do?
   a. Capture the VIN, move to a location where internet is available and download the tools; some tools will remain when connecting to a vehicle
   b. FDRS provides some off-line support for critical diagnostic procedures in situations when the internet is not available at the vehicle location, for example, on-road testing, etc.
      i. Procedures requiring internet access are indicated by Wi-Fi icon next to the tool
   c. Improve the internet connectivity throughout the shop and service bays

11) Can I reuse the same tools or applications for different vehicles?
   a. Each tool is VIN-specific; some data will need to be downloaded for each vehicle

12) How are SYNC updates performed with FDRS?
   a. SYNC programming functions can be accessed through the FDRS toolbox using the APIM module selection

13) How do I report a specific issue that occurs when using FDRS?
   a. To report a concern that does not require additional assistance, utilize the 'Report a Problem' feature within FDRS. This is found by selecting the envelope icon in the upper right corner of the screen.
   b. If the concern requires immediate attention, contact Technical Support

14) Is there training available for FDRS, and where can I find it?
   a. Yes. Webinar and web-based training is offered through STARS

15) After installing the latest FDRS software, FDRS does not operate properly. What should I do?
   a. Uninstall FDRS and all data; download the latest available build
   b. If the concern continues, contact Technical Support

16) Why can't I connect to the Ford server or download FDRS tools/files?
   a. Please ensure of the following:
      i. Connected to internet
      ii. PC has IDS R107 or later installed with a valid software license
      iii. Adjust Internet Explorer's Trusted Sites zone per the PTS Requirements document available on the PTS Home, click Help on the upper right corner then click on PTS requirements under the Need to know section.
      iv. If concern continues, contact Technical Support

17) After performing Programmable Module Installation (PMI), Software Updates, or Configuration the procedure screen is white and it takes a while to return to the toolbox. Is this a concern?
   a. During this time data is being sent back to the Company. Please wait until the toolbox is displayed. This will be resolved in a future release.

18) Why does the module view only show HS1 and HS2 even though the vehicle has additional networks?
   a. This view represents the networks FDRS uses to communicate to the Gateway Module (GWM)

19) Why does Vehicle History not display the tests I ran in the last five minutes?
   a. The Vehicle History is created from data sent to Ford every five minutes; this may cause a brief delay in viewing recent history. This will be resolved in a future release.

20) What does ST, DL, PB, RC, MF, and OTX Application in Vehicle History indicate?
   - ST=Self-test
   - DL=Datalogger
   - PB=Power Balance
   - RC=Relative Compression
   - OTX Application=PMI, software update, or configuration
     NOTE: Titles that are more descriptive will be added in a future release.

21) Why doesn't the Device Connection and Battery Status icon state change when a disconnect occurs while running some of the FDRS tools?
   a. While some tools are running, these icons stay at their last known state. This is due to the same VCMII/VCMM device connection being required to run the tool and determine the connection state.

22) Why don't the module colors in the toolbox update after clearing CMDTCs?
   a. This will be resolved in a future release. To refresh the view, select the "Rerun Network Test" button.

23) After first identifying a vehicle, the vehicle graphic in the upper right corner is always displayed in the color white. Is this intended?
   a. Yes. The vehicle graphics do not reflect the actual paint color of the vehicle identified