

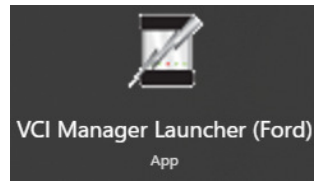
Vehicle Communication Interface Logging and Reporting

Purpose :

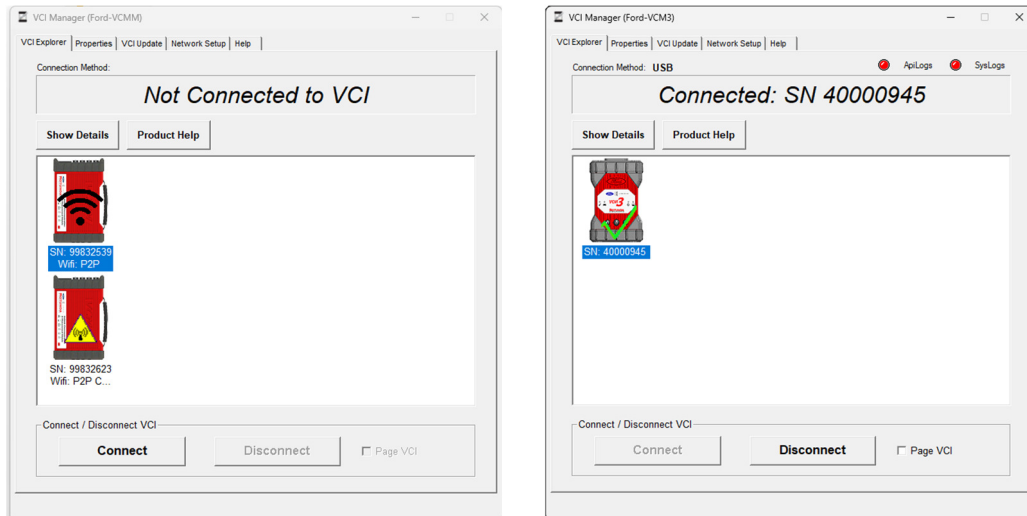
This document is created to help assist with issues around connectivity (both wired and wireless) for the Ford Vehicle Communication Interface (VCI) devices. Scope of the document includes the Vehicle Communication Module - Version 3 (VCM-3) and Vehicle Communication and Measurement Module (VCMM). Document includes detailed instructions on how to enable the VCI device logging and the process using the Ford Diagnosis and Repair System (FDRS) to submit the logs to Ford Motor Company for review.

Enabling Logging :

1. Launch the VCI Manager application.



2. From the VCI Manager select the device that will be used and "Connect".
 - Images below reflect possible combination of VCMM's or VCM-3 for illustration.
 - VCM – 3 connection will be used as the example.

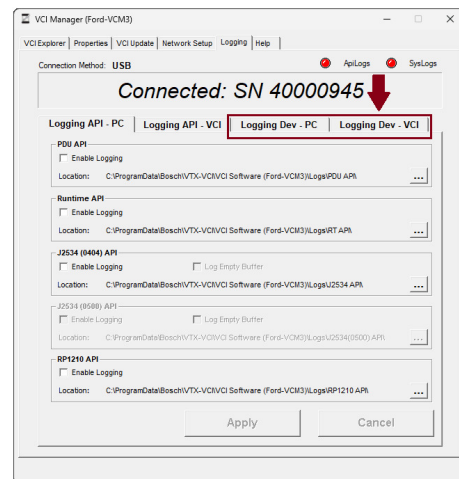


3. In the "VCI Explorer" tab, Press "ctrl" and "shift" and "I" (lower case L).
 - **Note :** If during the key presses above nothing occurs verify nothing is selected in the window such as the VCI icon.
4. Select the 'Logging' tab that appears in the upper tab list.

Vehicle Communication Interface Logging and Reporting

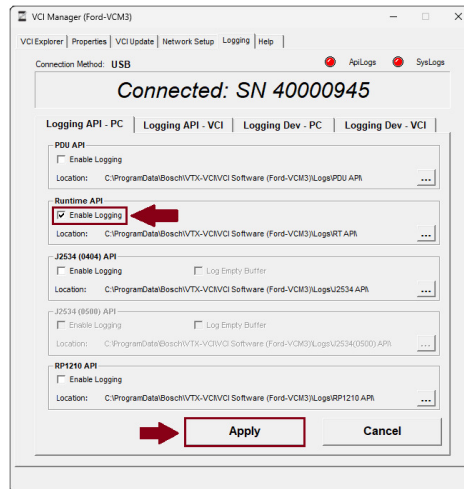


5. Once Logging is displayed, press “ctrl” and “shift” and “d” (lower case D).
 - **Note :** If during the key presses above nothing occurs verify nothing is selected in the window.
6. Additional Logging panels will appear.

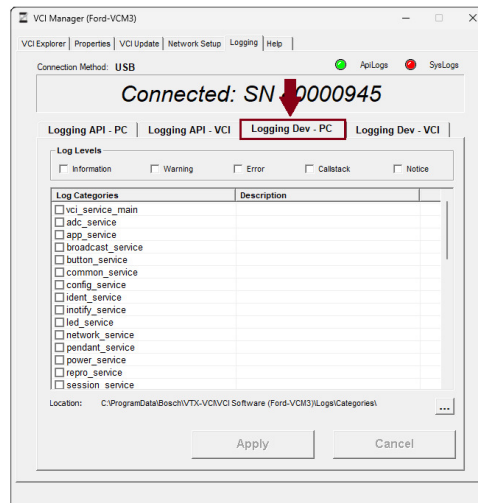


7. Within the “Logging API – PC” panel select “Enable Logging” under the “Runtime API” selection.
8. Select “Apply”.

Vehicle Communication Interface Logging and Reporting

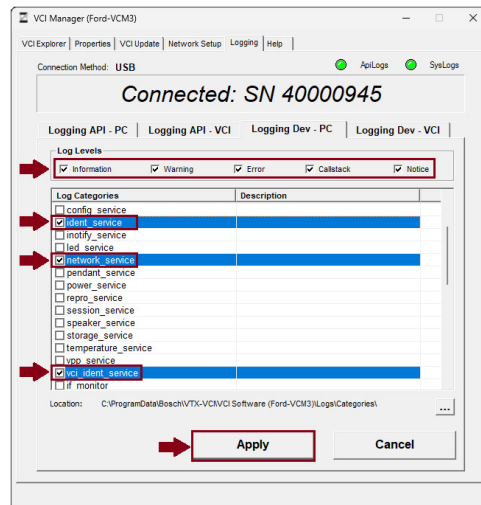


9. Navigate to the “Logging Dev – PC” tab by selecting.

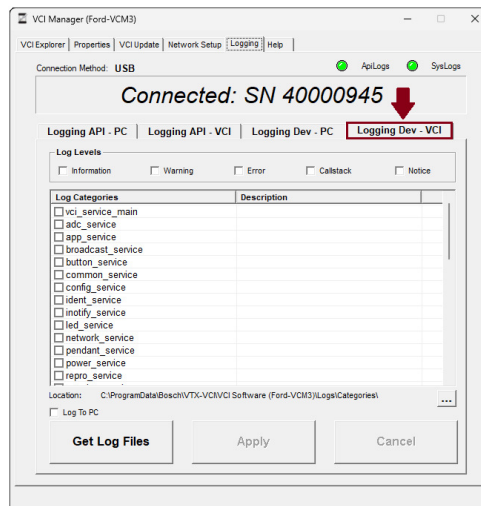


10. Within the “Log Levels” area select all 5 log levels of “Information”, “Warning”, “Error”, “Callstack” and “Notice”.
11. Within the “Log Categories” area select “ident_service”, “network_service” and “vci_ident_service”.
12. Select “Apply” once all are selected.

Vehicle Communication Interface Logging and Reporting

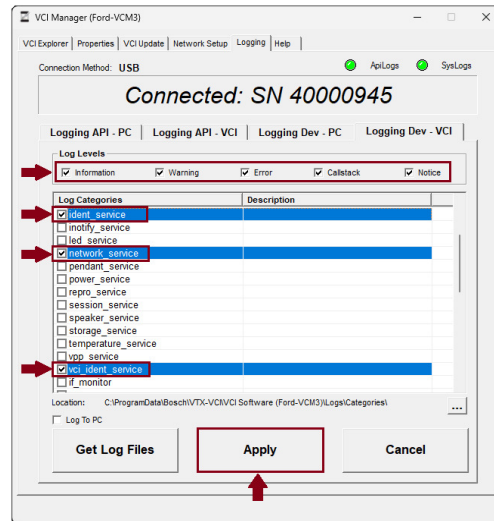


13. Navigate over to the “Logging Dev – VCI” tab by selecting.



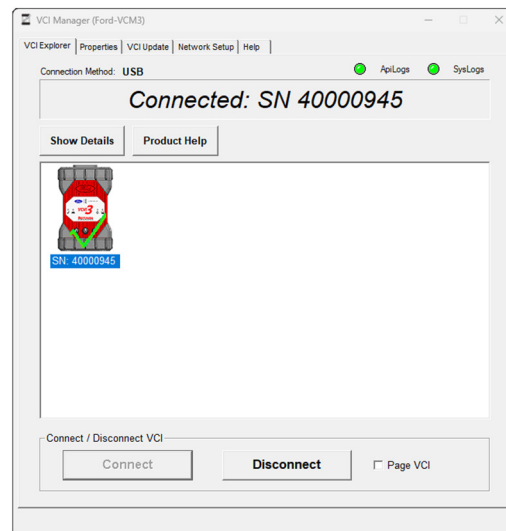
14. Within the “Log Levels” area select all 5 log levels of “Information”, “Warning”, “Error”, “Callstack”, and “Notice”.
15. Within the “Log Categories” select “ident_service”, “network_service” and “vci_ident_service”.
16. Select “Apply” once all are selected.

Vehicle Communication Interface Logging and Reporting



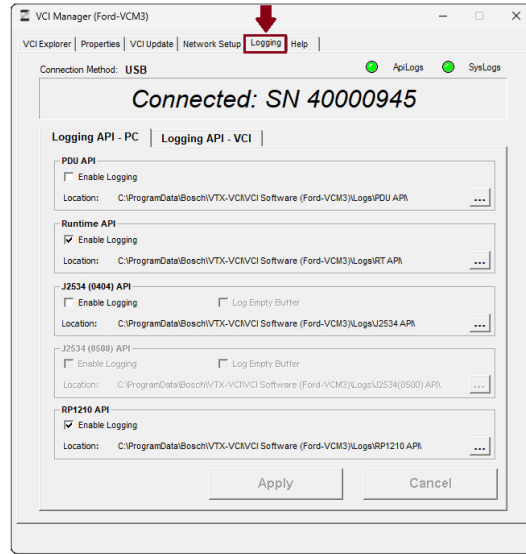
Collecting Logs :

1. After encountering a connection issue the logs need to be collected.
 - **NOTE : IT IS IMPORTANT TO KEEP THE VCI DEVICE POWERED ON AND CONNECTION SUSTAINED WITH PC. FAILURE TO DO SO WILL RESULT IN LOSS OF LOG INFORMATION.**
2. With the VCI Device still connected, launch the VCI Manager.

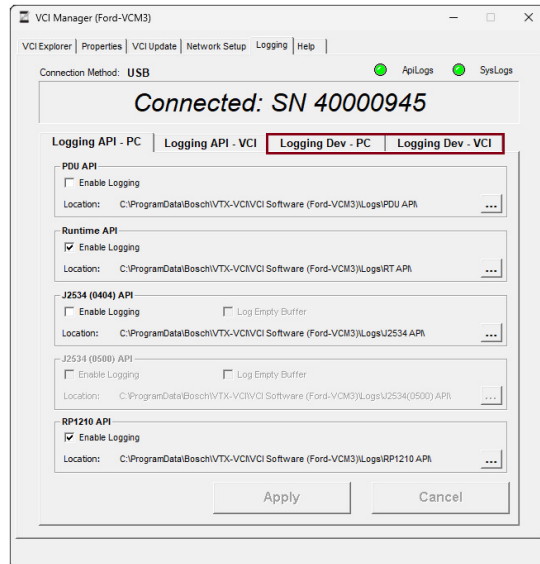


3. Press "ctrl" and "shift" and "l" (lower case L).
 - **Note : If during the key presses above nothing occurs verify nothing is selected in the window such as the VCI icon.**
4. Select the "Logging" tab that appears in the upper tab list.

Vehicle Communication Interface Logging and Reporting

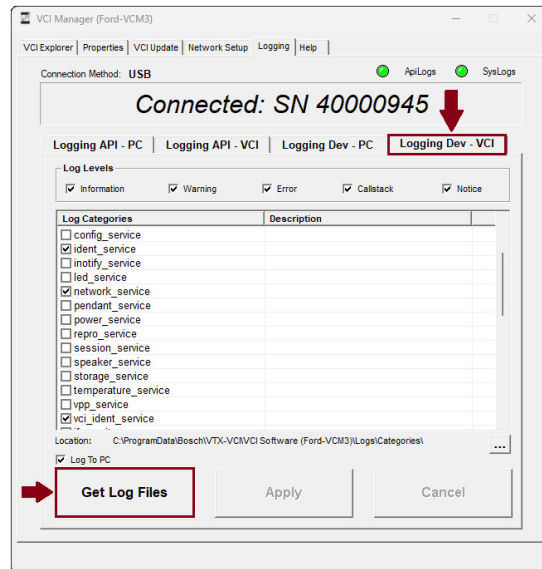


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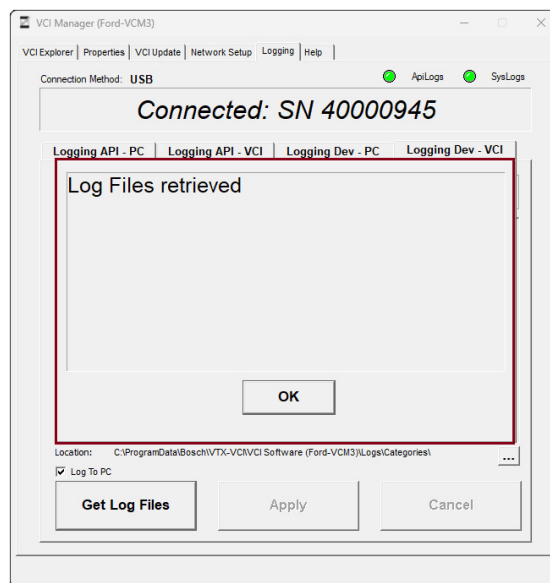


7. Select the “Log Dev – VCI” tab.
8. Select the “Get Log Files” button.

Vehicle Communication Interface Logging and Reporting

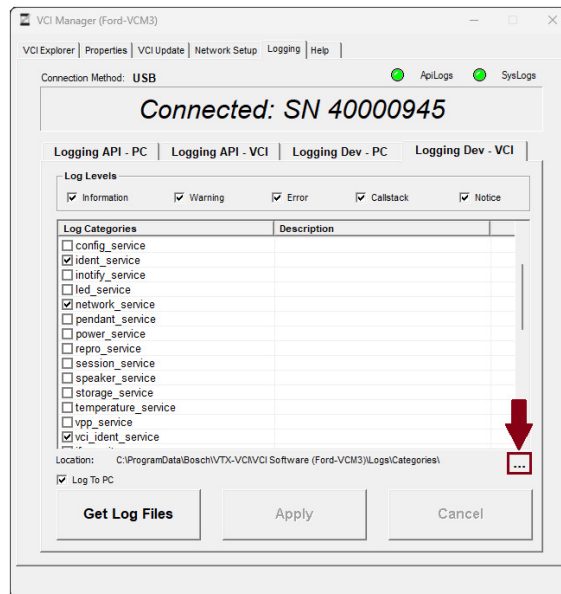


9. A confirmation window will appear.

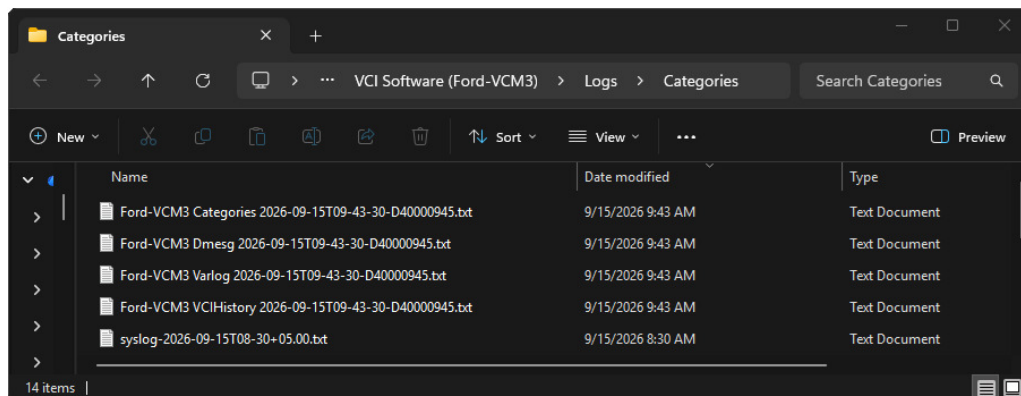


10. Select the “...” icon to open the log folder.

Vehicle Communication Interface Logging and Reporting

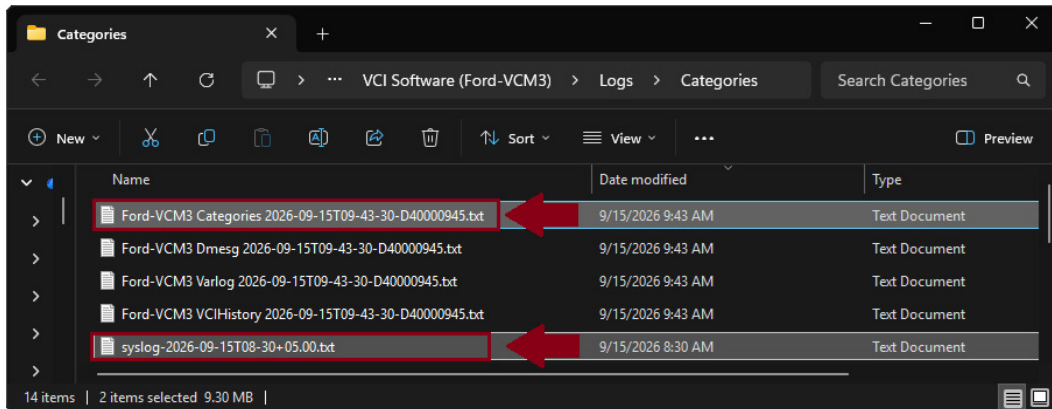


11. Directory will open and will be dependent on the VCI Device being used.
- VCM – 3 Location :
 - C:\ProgramData\Bosch\VTX-VC\VC\ Software (Ford-VCMM3)\Logs\Categories
 - VCMM Location :
 - C:\ProgramData\Bosch\VTX-VC\VC\ Software (Ford-VCMM)\Logs\Categories



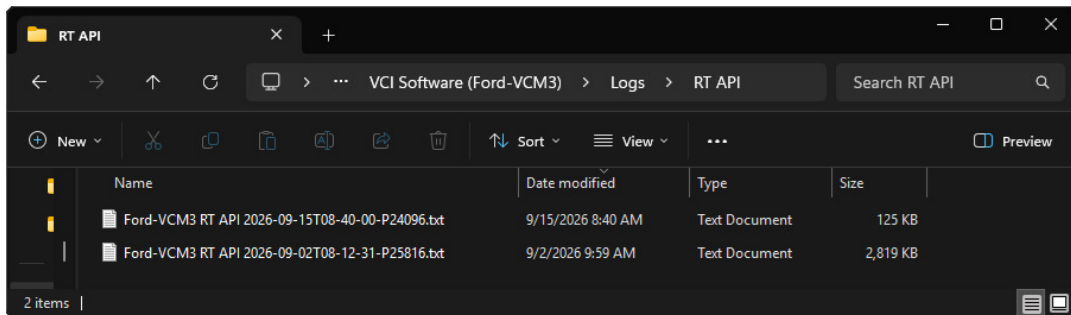
12. Collect the **syslog** and **Categories** log from this folder for the calendar date when the problem occurred.
- **NOTE: BEST PRACTICE IS TO COPY/PASTE OUT OF THIS DIRECTORY AND SAVE ON THE COMPUTERS DESKTOP FOR SUBMISSION IN A LATER STEP.**

Vehicle Communication Interface Logging and Reporting



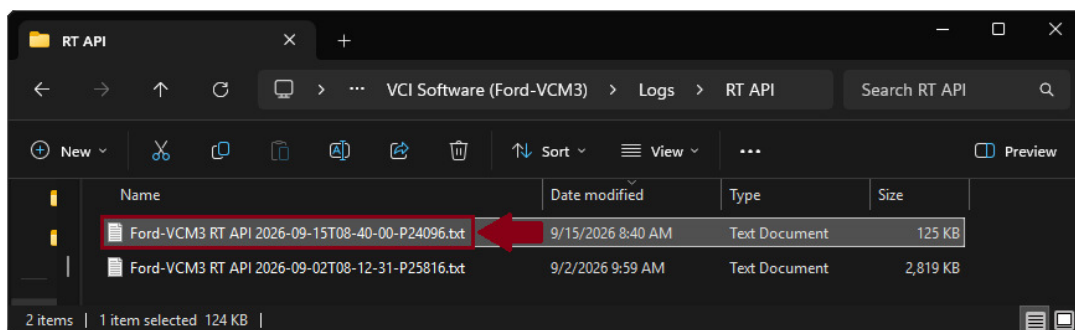
13. Navigate to the next folder with required logs, this is also dependent on VCI Device and locations are:

- VCM – 3 Location :
 - C:\ProgramData\Bosch\VTX-VCI\VCI Software (Ford-VCM3)\Logs\RT API
- VCMM Location :
 - C:\ProgramData\Bosch\VTX-VCI\VCI Software (Ford-VCMM)\Logs\RT API



14. Collect the latest **RT API** log from this folder.

- **NOTE : BEST PRACTICE IS TO COPY/PASTE OUT OF THIS DIRECTORY AND SAVE ON THE COMPUTERS DESKTOP FOR SUBMISSION IN A LATER STEP.**



Submitting the Log Files through FDRS :

1. Once the communication issues are encountered, the files should be submitted to Ford for further analysis.
2. Launch FDRS Tool and log in.

Vehicle Communication Interface Logging and Reporting



- From the upper right hand corner of the FDRS Screen select the **“Support”**



- This will open the Support screen.

Support

Report a Problem

☒ [FDRS feedback concern report](#)

This form is for reporting concerns with FDRS software including a function that does not work as expected, information that is not clear and suggestions to improve FDRS. Click Continue to report a FDRS related concern.

Fix A Problem

☐ [Refresh vehicle files](#)

This will re-download the files for the current vehicle.

☐ [Refresh FDRS files](#)

This will re-download the files used for the FDRS application and the current vehicle.

Network status

☒ [FDSP](#)

Server provides primary FDRS content.

☒ [GVMS](#)

Server provides vehicle content.

Server connectivity required

If Both required servers are unavailable, check your network connection and try again.

If FDSP is reporting red, most FDRS services are unavailable. Try again later.

If FDSP is reporting yellow, some FDRS functionality may be unavailable.

[Refresh-Status](#)

[Cached Resources](#)

[Continue](#)

- Select **“FDRS Feedback concern Report”** and **“Continue”**.

Vehicle Communication Interface Logging and Reporting

Support

Report a Problem

☒ [FDRS feedback concern report.](#)

This form is for reporting concerns with FDRS software including a function that does not work as expected, information that is not clear and suggestions to improve FDRS. Click Continue to report a FDRS related concern.

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Network status

☒ FDSP Server provides primary FDRS content.	Server connectivity required If Both required servers are unavailable, check your network connection and try again. If FDSP is reporting red, most FDRS services are unavailable. Try again later. If FDSP is reporting yellow, some FDRS functionality may be unavailable.
☒ GVMS Server provides vehicle content.	

[Refresh-Status](#) [Cached Resources](#) [Continue](#)

6. In the **"Report a concern"** screen make sure the following information is populated:
 - User Name
 - PA Code
 - First Name
 - Last Name
 - E Mail
 - Phone
7. In the **"What FDRS Tool or page has a concern?"** area note which VCI device is being used and what type of connection(s) are not working.
8. In the **"What happened?"** area feel free to add any additional text that might help isolate areas of the logs.
 - Providing the date and time of day when the problem happened could further help speed up the process of identifying what errors have occurred.

Vehicle Communication Interface Logging and Reporting

Report a concern

Application:
VIN:
Model Year:
Vehicle:
Application ID:

User Name: A-TECH
PA Code: 1234567

Providing your contact information will enable us to contact you if we have questions or to follow-up regarding resolution of the concern.

*First Name: ANY
*Last Name: TECHNICIAN
E Mail: A-TECH@DEALERSHIP.COM
Phone: 1-234-567-8900

*What FDRS tool or page has a concern?
VCM-3 WILL NOT CONNECT WIRED

*What happened?
STARTED WORK TODAY AND FOUND VCM-3 WILL NOT CONNECT TO MY LAPTOP. WIRED WILL NOT WORK, WIRELESS DID WORK.

Personal information should NOT be included in these fields. All personal information required to report a concern should be included only in the section above.

Upload attachments (Max 3)

You understand that any personally identifiable information (such as name, email and mobile phone number (PII)) you provide to us will be collected, used and processed by us to review your concern and to contact you, if appropriate.

Your PII may also be shared with our affiliates including Ford in the United States and our external service providers and stored on servers outside the European Economic Area which may have a different level of privacy protection than in your country.

Submit Concern Cancel

9. Select the “**Upload attachments**” button.

Report a concern

Application:
VIN:
Model Year:
Vehicle:
Application ID:

User Name: A-TECH
PA Code: 1234567

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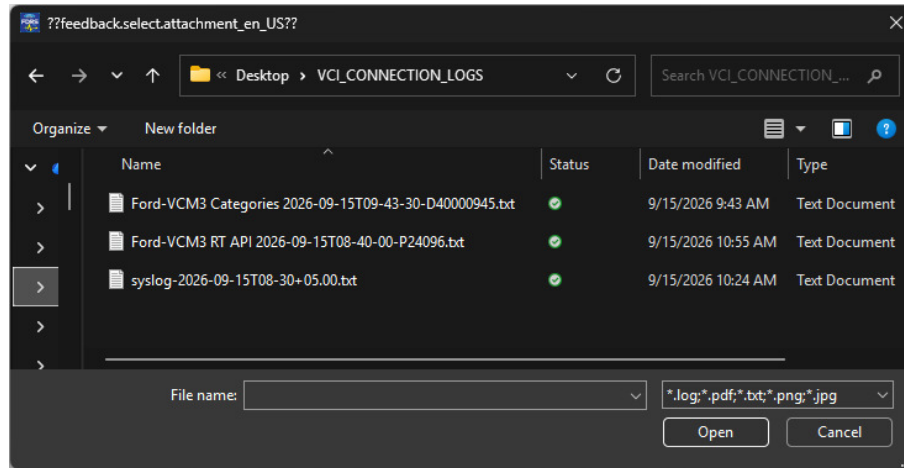
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Submit Concern Cancel

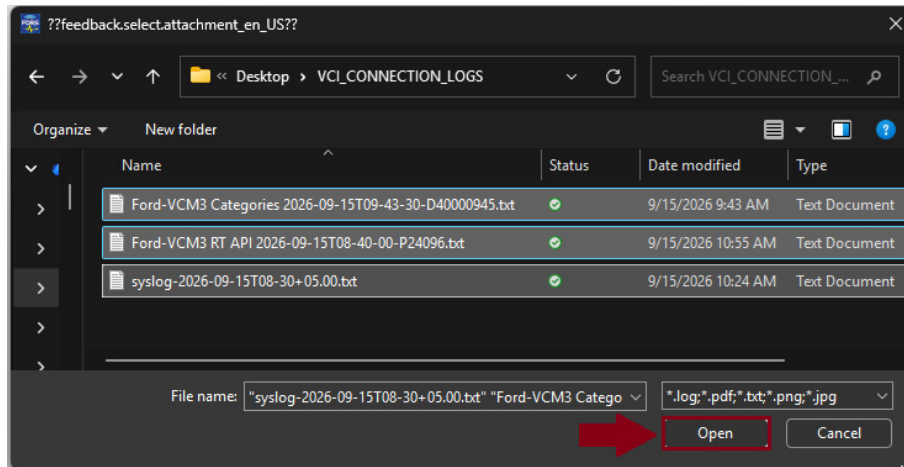
10. Select the logs that were enabled.
- If the BEST PRACTICE was followed these can be selected from the folder that was created and where the logs were copied into such as the Desktop.
 - If the BEST PRACTICE was not followed below is a reminder of the locations and the logs required from each:
 - VCM – 3 Location :
 - ❖ C:\ProgramData\Bosch\VTX-VCi\VCi Software (Ford-VCM3)\Logs\Categories

Vehicle Communication Interface Logging and Reporting

- Files will be the latest with “**syslog**” and “**Categories**” in the name.
- ❖ C:\ProgramData\Bosch\VTX-VC\VC\Software (Ford-VCMM)\Logs\RT API
 - File will be the latest with “**RT API**” in the name.
- VCMM Location
 - ❖ C:\ProgramData\Bosch\VTX-VC\VC\Software (Ford-VCMM)\Logs\Categories
 - File will be the latest with the “**syslog**” and “**Categories**” in the name.
 - ❖ C:\ProgramData\Bosch\VTX-VC\VC\Software (Ford-VCMM)\Logs\RT API
 - File will be the latest with “**RT API**” in the name.



11. Select each file from the location(s) and “**Open**”.



12. Once the attachments are added, type in additional text if desired and select the “Submit Concern” button.

Vehicle Communication Interface Logging and Reporting

Report a concern

Application:
VIN:
Model Year:
Vehicle:
Application ID:

User Name: A-TECH
PA Code: 1234567

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Upload attachments (Max 3) Ford-VC... VCM-3 CONNECTION ISSUE

You understand that any personally identifiable information (such as name, email and mobile phone number (PII)) you provide to us will be collected, used and processed by us to review your concern and to contact you, if appropriate.
Your PII may also be shared with our affiliates including Ford in the United States and our external service providers and stored on servers outside the European Economic Area which may have a different level of privacy protection than in your country.

Submit Concern Cancel

13. A confirmation window will appear notifying you the data has been collected and sent.

Report a concern

Thank you for submitting your concern. If you need help diagnosing a concern with a vehicle, please contact technical support.

OK

TIPS :

- After capturing the needed data, disable all logging functions in the VCI Manager Logging tab, click Apply, and reboot both the PC and VCI. This prevents large log files from being generated during normal use and avoids logging-induced changes to system behavior.
 - Note : PC restart vs. full shutdown/power-up, BIOS settings, Windows version, and power states (sleep/hibernation) can all affect whether logging is fully disabled—verify it's off after any of these events.
- Users can verify if the PC Logging is On or Off by looking at the top of the VCI-Manager window.
 - Red = Logging Disabled
 - Green = Logging Enable

