ASIST™

AUTOMOTIVE SERVICE INFORMATION SUPPORT TERMINAL
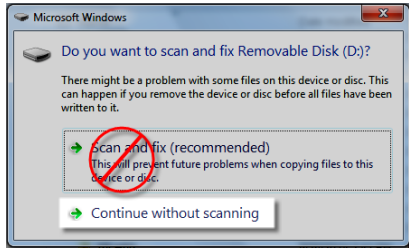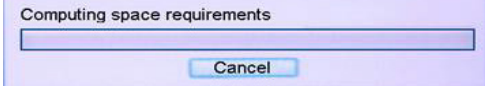
ASIST on a C-III+ PC
Must Read Installation Guide

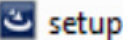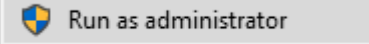After installation send back USB drive to Nissan North America within 10 days of NNA's shipment, if not returned, dealer is subject to be invoiced a $100 later charge on their non-vehicle account.

Use self-addressed return FedEx label or if label is misplaced, please send USB install drive to the following address:

NISSAN AMERICAS ● LOCATION: A4K (41H08) ● ONE NISSAN WAY ● FRANKLIN, TN. 37067

## A. ASIST on a C-III+ PC Workstation Installation Instructions

Must Do	Don't
✓ If reinstalling ASIST ensure you uninstalled 'Nissan-ASIST' from Programs and Features or Uninstall Programs.	✓ Do not install ASIST on a CONSULT loaner computer from Bosch!
✓ If you have an Anti-Virus software, disable or allow to run "Activate_ASIST.exe" & "Setup.exe" **before starting** ASIST installation. (The virus software may quarantine or remove the programs above and cause installation issues)	✓ **DO NOT SELECT SCAN AND FIX!** If the following message displays after inserting the USB drive, Scan and Fix will erase the ASIST software from the USB.
✓ Close all Microsoft programs before starting the install	
✓ If you received an ASIST security key sticker, please attach it to workstation for future reference.	
✓ After installing run and verify a successful ASIST launch and Update.	
✓ After ASIST installation verify the following programs are allowed to access the internet located under the ASIST folder, "c:\ASIST\", ASISTmailer.exe, ASISTUPD.exe, ConsultUtil.exe, Activate_ASIST.exe, and NGDSToolbar.exe (some applications may not be part of the initial installation)	✓ **DO NOT "Cancel".** The 'computing space requirements' process may take up to 1.5 hrs on some PCs.
✓ Send USB back to Nissan	✓ ASIST may not install properly if not using ASIST Installation USB drive provided!

1. Under USB drive and locate setup.exe, ⚙ setup e.g. **d:\disk1\setup.exe** (drive letter may vary)**,** right click and select 🛡 Run as administrator

- If font setting is changed, installation will restart computer and will automatically relaunch setup.exe to continue ASIST install.

2. If the following screen appears after entering your user information, enter ASIST Password and click Submit

   - If you do not know your ASIST Password click, "BIG RED BUTTON" to continue the installation.
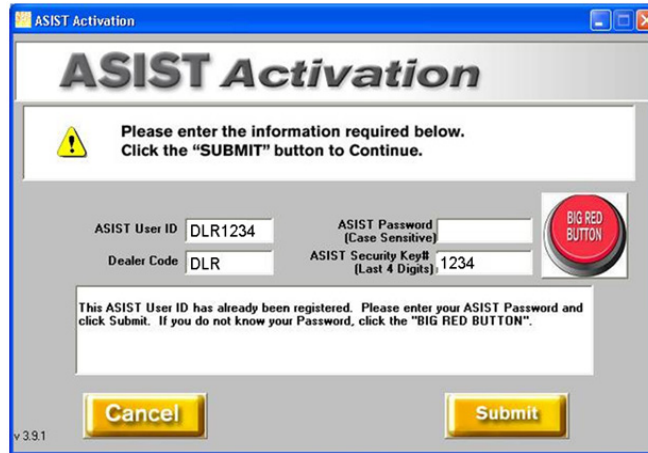
   - Enter 'any' other ASIST key number assigned to the dealership. Locate another ASIST computer at the dealership and get the ASIST 'Security Key #." from that ASIST main menu screen, enter that machines ASIST Security Key # into this screen and click Submit. Note: it is the ASIST key number entered in the first screen that gets installed.
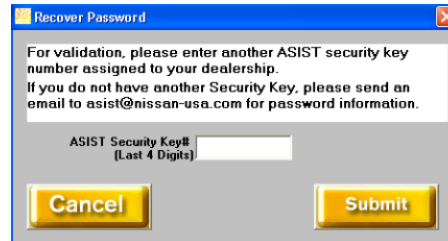
3. After ASIST installation restart your computer

4. Run ASIST Synchronizer utility and click to receive updated ASIST data

   - ASIST Synchronizer utility can be located on the ASIST Main Menu under, **ASIST Support** or locate the shortcut on your desktop or reboot your PC and click the **green circle** located in the system Taskbar

   - **Note:** It is very important to run ASIST Synchronizer after installing ASIST, if you do not, you may encounter errors when using ASIST, see section Keep your ASIST Updated

5. **CONSULT Workstations**; after installing ASIST, you may receive CONSULT Updates message box, click the message and you will receive a list of all the CONSULT updates to install. Follow the installation instructions from the Software Update Utility. Read Description details for each package listed before installing
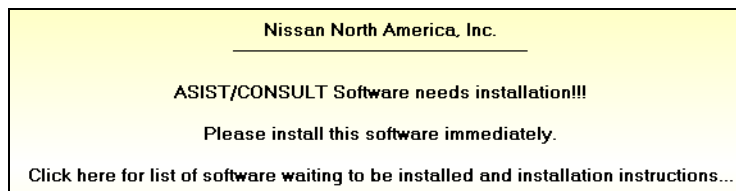
6. *Return ASIST Installation USB Drive!*

B. Requirements

1.1 Supporting Software Required

- ASIST will launch Electronic Service Manuals using your default browser, Microsoft Edge or Google Chrome.
- ASIST requires Adobe Reader DC. Go to www.adobe.com for latest version.

1.2 Display

¨ Display Monitors Size of Text, must be set to 100%. If changing to 100% restart workstation before beginning ASIST installation.

1.3 Registry Privileges

- HKEY_CURRENT_USER\Software\Nissan\Consult4
- HKEY_LOCAL_MACHINE\SOFTWARE\ASIST
- HKEY_LOCAL_MACHINE\SOFTWARE\ASIST_NET
- HKEY_LOCAL_MACHINE\SOFTWARE\Nissan
- HKEY_LOCAL_MACHINE\SOFTWARE\NISSAN MOTOR Co.,LTD,\Consult-III plus
- HKEY_LOCAL_MACHINE\SOFTWARE\Error Reporting Tool

  Or
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ASIST
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ASIST_NET
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Nissan
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\NISSAN MOTOR Co.,LTD,\Consult-III plus
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Error Reporting Tool

1.4 Windows Read/Write Folders Permissions

¨ ASIST folder, e.g. c:\ASIST\
¨ CONSULT workstations, (CONSULT-III plus certified workstations) need rights to the following folders, if available, e.g. C:\
- C:\Configuration_ONC\
- C:\ConsultIII\
- C:\CONSULT-III_OPM\
- C:\CONSULT-III_plus\
- C:\CONSULT-III_plus_OPM\
- C:\CONSULT-III_plus_STG\
- C:\ExchangeInformation\
- C:\ReproProgramming\

1.5 Websites Whitelist for ASIST and CONSULT Usage

- asist.na.nissancloud.com (port 22)
- asist.na.nissan.biz (port 22)
- http://www.asistfaq.com (port 80)
- https://www.asistfaq.com (port 443)
- https://asist-files.nnanet.com and *.nnanet.com, port 8080 (ASIST WEB)
- https://esm.tweddletech.net
- http://nna.force.com
- https://nna.secure.force.com
- https://b2bws.na.nissan.biz
- saml.jp.nissan.biz (CONSULT-III plus software usage)
- https://adtprod-us.dcs2.renault.com (CONSULT 4)
- https://gdauth.jp.nissan.biz (CONSULT 4)
- https://as.na.nissan.biz (CONSULT 4)
- https://appprodc3pcrashserviceapi.azurewebsites.net/ (CONSULT CRASH TOOL)

C. Troubleshooting

1.1 ASIST Key ID Registered with Another PC

If I receive a message that "**Key is registered to another PC**"?

☐ ASIST Security Key is authorized to one computer only.

1.2 ASIST Already Exists Message

Nissan-ASIST is not under Programs and Features, or Uninstall Programs, but keep getting message "**ASIST Already Exists**". Check if the ASIST registries cleared. **Never** *delete a registry key/folder when you aren't sure.*

- Backup Windows Registry: Click on the **Start** button in the left corner of your Windows screen. Type **regedit** in the **command line** (if you do not see the command line click on **Run**). Click **File** in the top toolbar in the Registry Editor window that pops up and select **Export** (check "All" under Export range), click Save (you will need this backup if you accidently removed the wrong keys).

- Locate, and delete the following ASIST folders if present and remove. IMPORTANT! ONLY DELETE THE FOLDER WITH THE SAME NAME LISTED AS SHOWN IN **RED** HERE UNDER THE REGISTRY
    - HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ASIST
    - HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ASIST_NET

Only delete folder as example shown below
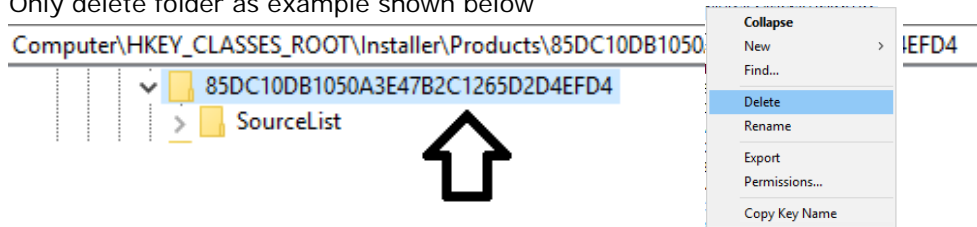
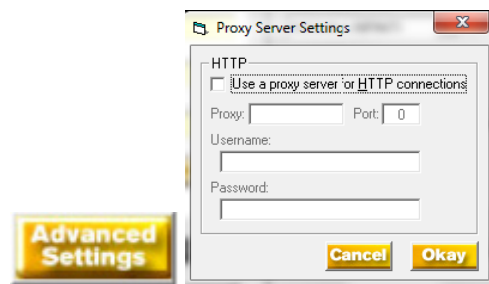## 1.3 ASIST Checker Utility

ASIST Checker utility, e.g. Fails Internet Connection, or display settings, etc.

 ASIST Checker utility icon

- If you have a proxy server, click the **Advanced Settings** button on the ASIST Checker and enter your Proxy user information and click **Okay**

1.4 ASIST USB read error

- If the computer is unable to read the ASIST USB, please test it on another computer.

- ☐ Receiving a runtime error or file error while the ASIST is installing, please test the installation on another computer, and if you are receiving the same installation error, it may be a bad USB.

- ☐ If you are a recipient of a damaged USB, please go to CONTACT US under www.ASISTfaq.com.

1.5 Common ASIST Issues

- ☐ "**ASIST is out of date"** when opening ASIST:

  Run ASIST Synchronizer and click **Manual Update** to update your ASIST data.

- ☐ After installing and when launching ASIST I get the following message(s)…*"Entry not found. ERROR, Key XXX Not found in registry at location…"* and ASIST will not launch.

  - ✓ ASIST did not install properly and is missing required registry keys. Uninstall Nissan-ASIST and run the **setup.exe** application as "Run as Administrator".
  - ✓ User account must have Read and Write Permissions to the Registry.
  - ✓ If installing from a source other than the Nissan USB, verify that the new source folder does not have a 'space' in the folder name.

- ☐ ASIST Synchronizer is displaying **unsuccessful** message

  - ✓ Click **Manual Update** button and monitor if the bottom status bar of the ASIST Synchronizer screen is running thru these general messages: "Connecting…", "Downloading…", "Applying…" If the downloading messages are changing, it is running properly, there may be a large amount data to be applied to your ASIST PC.
  - ✓ Wait until your Synchronizer is successful, you can cancel and let it run at night to complete updates.

- ☐ ASIST Adobe PDF documents will not display or print…

  - ✓ When Adobe Reader is open for the first time from ASIST you will receive an Adobe's acceptance agreement – Accept agreement and then exit ASIST and launch ASIST again, or see next item below.
  - ✓ Uninstall any older versions of Acrobat Reader but not the latest version, and then launch Reader X or Reader DC, and select 'Repair Adobe Reader Installation' under the Help menu.

D. Keep your ASIST Updated

Launch the ASIST Synchronizer on the ASIST Main Menu under, ASIST Support or locate the shortcut on your desktop or reboot your PC and click the **green circle** located in the system Taskbar. You can click "Manual Update" and/or ensure the updates are set up to run automatically daily.

For ASIST Synchronizer details and information, go to www.ASISTfaq.com, FAQ category, ASIST – Synchronizer

E. Contact ASIST Support

Additional information using ASIST, viewing documents, using CONSULT software and other troubleshooting items can be located under www.ASISTFaq.com.

Go to CONTACT US under www.ASISTfaq.com