



TECHNICAL SERVICE BULLETIN



SUBJECT: Genisys File System Check (Improper Shutdown Detected)
EQUIP. AFFECTED: All Hardware Versions of Genisys With the Initial Release of Domestic 2010 installed
ACTION REQUIRED: Read and Follow

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This document serves to educate our customers with resolving situations using proper procedures.

Situation: File System Check (Improper Shutdown Detected) displayed on screen at boot, condition exists for longer than 30 minutes.

Affected: All Genisys units currently loaded with the initial release of Domestic 2010 software application.

Resolution: SPX released an updated version of System 4.0 and Domestic 2010 that corrected this condition.

The software is available by download using NGIS version 80.405 or higher. This software was originally included on CD with any 2010 Genisys scan tool kit or any 2010 Genisys software update kit. The version number of the NGIS Tool Update is printed directly on the face of the CD along with the actual SPX part number of the CD. Additionally, this release of Domestic 2010 also includes new TPMS

coverage and enhancements to the TPR interface and functionality which is provided as a direct benefit of your ownership of Genisys 2010 software.

**Improper shutdown detected !
Please DO NOT remove power or power off the tool as file corruption may occur.
Checking file system
This may take up to 5 minutes.**

To resolve the situation, please follow the steps below.

1. Locate and install the Tool Update CD; part number 557766 with revision number 80.405 or higher on a Windows XP, Vista, or Seven 32 bit PC. If a suitable CD cannot be located, one can be obtained by contacting SPX and requesting SPX to send CD part number 557766.

2. When the installation is complete, remove the Compact Flash (CF) memory card from the left hand side of the Genisys and insert it into the white CF Card Reader that is supplied in all kits.
3. Insert the CF Card Reader assembly into an unused USB port on the PC. *Important Note: If the Windows operating system prompts to format the CF card, DO NOT perform this action! Formatting a Genisys CF card will result in irreparable damage to the Compact Flash memory card!*
4. Double click the NGIS Tool Update icon that is located on the desktop and select "Scan Tool".
5. The NGIS Tool Update program will prompt to check the internet for updates. It is advised to check for updates each time NGIS displays this prompt and this case is no exception.
6. When the download is complete, NGIS will prompt to transfer the update to the CF. The data transfer may require ten minutes to complete.
7. When the data transfer is complete, NGIS will provide final actions to perform. It is *required* to follow these actions:
 - a. Press the exit button on the NGIS Tool Update program.
 - b. Locate the "Safe to Remove Hardware" tray icon, single left click the icon then select the device to eject with a single left click. Windows will affirm when the action is complete.
 - c. Remove the CF Card Reader assembly from the PC and remove the CF card from the CF Card Reader.
8. Reinstall the CF card into the left port of the Genisys and replace the CF card cover (if equipped).
9. Connect the Genisys to the external power supply (charger) and press the power button.
10. Follow the on-screen instructions displayed by the tool.

The steps above provide brief instruction on performing an update to Genisys using the NGIS Tool Update software. For formal, full-length instruction on the update process for Genisys, please reference the help document included with the NGIS Tool Update program by selecting the Help button in the program.

Additionally, a video that provides guidance on the update procedure is available on the Genisys website at

http://genisysotc.com/training/Genisys_Update.php