

TIS-Web 3.0 Frequently Asked Questions

This page is to help you find answers to questions we are commonly asked about the TIS-Web service. If you do need more information or help then please check here first, you may find the answer you are looking for. This section is updated regularly to reflect user experiences and requirements.

The various help topics are broken down into sections to help you narrow down the area where an answer can be found. Click on a topic to go to the subject you require.

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Tachograph Compatibility

Q : ***If I don't have a VDO Tachograph fitted, can I still use TIS-Web?***

A : *Yes, you can use the TIS-Web service to analyse data from any Digital Tachograph that has EU type approval. TIS-Web is compatible with all currently approved makes of digital Tachograph and the driver cards issued by any EU Member state. TIS-Web is designed to be used with reading devices purchased from VDO but is also compatible with a range of data downloading devices supplied by other manufacturers. Such as the following;-*

Stoneridge – Optac device

Lisle Designs - Digidown

Q : ***Can I store data from analogue and digital tachographs?***

A : *Yes, TIS-Web allows the storage and analysis of data from both digital and analogue tachographs. Where data of both formats exists for a driver on the same day it is automatically merged to provide an easy to read record of the drivers daily activities. This merged data can be further analysed for Drivers' Hours monitoring, working time directive analysis or fleet management purposes.*

The merged data can still be identified as belonging to either an analogue or digital source.

To read analogue charts into TIS-Web you will need an analogue reading device such as the VDO Compact Chart Reader (Part No 60799244). This reader may be bought as part of a package or separately, please see our on-line store for more details. (www.dtco.co.uk)

System Requirements

Q : **What are the system requirements?**

A : *TIS-Web can currently be used with the following PC operating systems*

*Windows 2000
Windows XP Professional
Windows XP Home
Windows Vista*

Your PC will also need

*50MB free hard disk space
One free USB port for Smart Card Reader
One free serial port (Only if using Compact Chart Reader for analogue charts)*

Internet connection – Broadband recommended

Q : **What Internet Browsers can I use?**

A : *You may use TIS-Web with any version of Microsoft Internet Explorer from version 6.0 or later. No other browser is currently supported.*

Q : **What settings must I allow in my Browser?**

A : *You must have administrator rights or be entitled to install programs so that TIS-Web can create the "VKISCInt" folder on your computer. You can then limit the rights and permissions for this folder by assigning Full control to the System entry and to the relevant TIS-Web Evaluation user only. To do this, right-click on the folder to open the folder's shortcut menu, click on Properties and then click on the Security tab.*

The computer will then be protected again against unauthorised access when being restarted or when another user logs on. The "VKISCInt" folder can be accessed without limitations, e.g. to update existing program entries. It is not necessary to share the folder.

To use TIS-Web, ActiveX controls and plug-ins must be enabled for executing and installing from secure websites.

To do this, start Microsoft® Internet Explorer. On the Tools menu, click on Internet Options.... On the Security tab, Internet is selected by default. Click on [Custom Level...] and enable the relevant entries for ActiveX controls and plug-ins.

System Terminology

Q : ***What is the difference between Evaluation and Archiving?***

A : ***Archiving***

Current EU legislation on analogue tachographs requires operators to analyse a proportion of their charts and bring any faults and infringements to the driver's attention. This ensures that the provisions of both the Tachograph and Drivers Hours Regulations are complied with. The operator is also required to keep the charts for 12 months.

With digital tachographs, the requirement to analyse remains the same but in addition, the operator is required to download the vehicle unit (at least within every 56 days) and the driver card (at least within every 28 days) in order to ensure that the digital data is stored for 12 months with the digital signatures intact (this is a code within the data that shows it has not been tampered with). This whole process is called Archiving.

Archiving your data in TIS-Web provides an easy to use and secure means of storing downloaded Digital Tachograph data. By keeping the archived data separate from the data used for evaluation purposes the integrity of the original data can be assured.

Should you need to retrieve your original Digital Tachograph data the TIS-Web archive contains features that allow you to copy the data back to your local PC at any time.

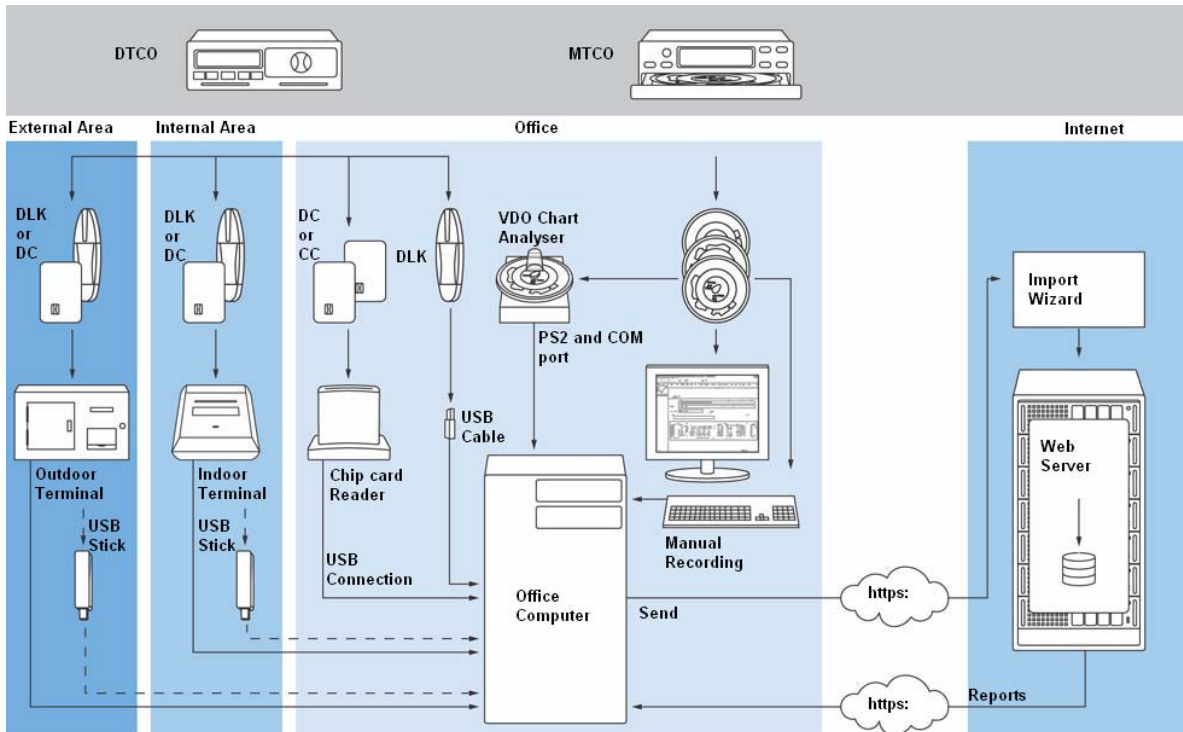
Evaluation

Evaluation is the data management part of TIS-Web, which processes digital data from a Driver card and Downloadkey and analogue data from tachograph charts, either manually or using an appropriate chart reader, to create a full record of the driver's activities. This data can then be used to obtain Driver reports that show Driver Infringements, Working Time Directive and other Driver activities and also Vehicle reports that can be used to manage your fleet effectively.

System Usage

Q : *How does the system work?*

A : *For a quick overview of how the system works please refer to the following diagram*



Q ; *How many drivers and vehicles can I use with this service?*

A : *TIS-Web is suitable for fleets of all sizes, if working with very large sets of drivers or vehicles you may find it advantageous to have an account per depot or to split a single account into driver and vehicle groups.*

Many TIS-Web accounts include hundreds of vehicles and drivers but the service is just as suitable for owner drivers and smaller fleets.

Q : *How do I get upgrades to TIS-Web?*

A : *TIS-Web is internet based and all upgrades are supplied and loaded onto your PC automatically. The cost of TIS-Web upgrades is included in your chart storage unit pricing so there is no further charge. The upgrades are loaded onto the VDO servers and downloaded to your PC the next time you login. Your existing data will be preserved and will still be available in the new version.*

Automatic upgrading has several advantages

- *Less IT support required*
- *Multiple work stations guaranteed to be at same version*

- *No requirement for installation or upgrade CD's*
- *Upgrades are loaded as soon as they are available*
- *Less Cost*
- *No annual licence fee*

VDO will give advance notice of any upgrades so that you can plan the loading of the new software on your PC with your IT department.

Storage Questions

Q : *Where can I buy more storage capacity (Storage Blocks[SB's])?*

A : *When the storage you purchased is about to be used up an e-mail will be sent to your last registered address detailing how much storage has been used and inviting you to buy extra SB's. The e-mail will explain how to purchase more SB's and the prices available.*

Should you wish to buy more SB's without waiting for a reminder these can be bought via the web shop at www.dtco.co.uk or you may contact the support team at tis-support@continental-corporation.com who will be able to help further.

To help this service operate as smoothly as possible it is important that we have correct e-mail details at all times. Should your contact details change please notify the TIS-Web support team as soon as possible.

Logging on

Q: *When I try to login I get the following message: "Invalid Account Name, User name or Password".*

A: *You may have entered your login details incorrectly. Please enter your login credentials correctly and try again. Also, note that if the login details are entered incorrectly 3 times, the user will be "locked out" for a further 20 minutes.*

Q: *I have entered the correct login details but I get the following message: "Registered User - Already Signed On". A Forced Sign On check box is also displayed in the login page.*

A: *This may occur for two reasons*

- 1. Your last connection to the TIS-Web application was closed abnormally on your PC without logging off*
- 2. Your user details are shared and someone else is currently signed on using those details.*

Enter your login details again, enable the 'Forced Sign On' check box, press the 'Sign On' button and you will be successfully logged in to the TIS-Web application. If using shared login details this will sign the other user off. We strongly recommend that each user has a unique set of user names and passwords.

Q : *Can I change my passwords?*

A : *You may change your passwords at any time within the TIS-Web application. There are two ways to change your password:*

- Before selecting a TIS-Web Service, on the Switchboard page click on [Change Password]. The TIS-Web page with your account and user information will open.*
- After selecting TIS-Web Evaluation click on User: [Your Name] in the top menu area. The TIS-Web page with your account and user information will open. Information on the master records and tachograph chart data is also displayed.*

Please complete the following boxes on the page:-

Previous Password: - Enter your current password.

New Password: - Enter the new password.

Confirm Password: - Enter the new password to confirm.

Confirm the new password with [Update]. From now on, you can only use the new password to log on to TIS-Web.

Important

The new password applies to any logon to TIS-Web regardless of the service you wish to log on to.

Q : *How do I add or delete new users to my account?*

A : *If you require new users to be added on your account or an old user to be removed, please contact the TIS support team at tis-support@Continental-Corporation.com. You*

can change the passwords for existing users within the TIS-Web service but to protect your security, new users can only be added by VDO.

Q : ***Can more than one person at a time use TIS-Web?***

A : *You can have as many simultaneous users logged on as there are registered user names on your account. These can be located anywhere where an Internet connection is available. We strongly recommend that all users of TIS-Web have unique user names and passwords assigned. If user names and passwords are shared then it may prove difficult to identify who entered and changed data in the event of a query.*

Software Installation

Q: *The Client Software Installer reports a problem when I try to access the TIS-Web Service after having successfully logged in to the TIS-Web application.*

A: *The Client Software installer downloads some files (ActiveX controls and DLL's) from the TIS-Web website onto the clients PC into a folder called VKISCLNT\Software on the C: Drive. These files are then registered onto the client PC.
To allow this, you will need sufficient security rights to download the files from the TIS-Web website and subsequently register these files on the PC. Please contact your IT Department and obtain sufficient PC Administration rights and try again. Also make sure that ActiveX content is enabled and any Pop up blockers are disabled in your Internet Explorer. If this fails to resolve the problem please contact VDO and ask for the Client Software Offline Installer CD which you can use to install any files required by the service.*

Many installation problems related to the initial downloading of files from TIS-Web can be overcome by setting the TIS-Web site as a "Trusted Site" in your Internet browser. Please note that you may need the permission and help of your IT department to allow this.

Reading Driver Cards

Q: *Does reading a card delete the data from it?*

A : *TIS-Web only reads the data from the driver card and makes an exact copy of that data for archiving purposes. The activities stored on the driver card and vehicle unit are never deleted or altered by TIS-Web.*

Transferring Vehicle Data

Q: *Can I analyse data from the vehicle unit?*

A : *You may download data from the vehicle unit into TIS-Web. To do this you will need a download device such as the VDO DownloadKey and a Company card. The VDO DownloadKey is available from our on-line web shop www.dtco.co.uk whilst Company Cards may be provided by the DVLA on 0870 850 1074.*

Please note that you must also download your driver cards as well as the vehicle unit.

Q: *Does transferring data from the vehicle unit delete the data from it?*

A : *TIS-Web only accesses vehicle unit activities via a Downloadkey and has no direct access to the vehicle unit. TIS-Web makes an exact copy of that data for evaluation and archiving purposes. The activities stored on the vehicle unit are never deleted or altered by TIS-Web.*

Reading analogue charts

Q : *My analogue chart reader is not responding*

A : *Please check your connections first. To operate correctly both cables must be connected to allow data transmission, even if using a USB – Serial converter, and the short PS2 cable must also be connected to the PC to provide power. Where no PS2 or serial connections are available Continental Automotive Trading UK Ltd can supply a suitable USB converter.*

The VDO Compact Chart Reader is automatically detected and configured by the TIS-Web software. However this detection can only happen if the reader is connected to a serial port configured as either COM1 or COM2. If connected to a serial port configured as COM3 or higher the reader will not be recognised.

If you need to reconfigure your COM ports to be recognised as COM1 or COM2 please contact your IT department.

Driver and Vehicle Reporting

Q: **Cannot view all the drivers in the Driver list in the Reports section**

A: *The likely causes are;*

A finish date has been set for the driver that is before the specified reports period. This can be resolved by either selecting a different report period or modifying the Drivers' Finish Date to 31/12/2078 for the particular driver. Please use the Driver Maintenance section of the service.

The missing drivers do not have any evaluation recordings in the specified report period, please change the report period.

Q: **Cannot view reports. Blank screen with a small box in the left hand corner is displayed.**

A: *This occurs because the Client Software Installer software hasn't yet installed the Crystal reports viewer. Note that this control is only downloaded the very first time you run a report and may take a couple of minutes to appear. If the control does not appear after 5 minutes please contact your IT department to check that you have sufficient user privileges to allow downloading of this control. If problems are still experienced please contact VDO at tis-support@continental-corporation.com and ask for the Client Software Offline Installer CD, from which you can install any files required by the service.*

Further Support

Q : **Where can I get more help?**

A : *Quick guides are available that will take you through some of the most important features step by step. These are PDF documents so you will need an Acrobat reader, available from adobe to read them. You may access them by clicking below*

*TIS-Web first steps
Hours Law Guide
TIS-Web solution 2 & 3 instructions*

Q : **How do I report a problem?**

A : *Should you experience difficulties using the TIS-Web tachograph analysis service please use the following process to try and resolve your problem.*

Most problems are due to a lack of familiarity with the system. Although TIS-Web is easy to use you may find the help guides listed above to be of use.

If the information you need cannot be found, or you feel that your problem is of a more technical nature then please send an E-mail containing details of your problem to our support desk at the following address: TIS-Support@continental-corporation.com

In your E-Mail please provide where possible the following information:

*Your name and position
Company contact details
E-Mail address
Postal address
Telephone number (fixed line, mobile)
Fax number (if applicable)
TIS account name
Web site, ie. www.tis-web.co.uk or www.TIS-Web.co.uk
Short description of the problem
Steps taken to try and solve the problem
Steps taken to repeat the problem
Time and date that the problem occurred*

We will endeavour to contact you within 2 working days. If you have not heard from us after 2 days please call the TIS support team on 0121 326 1238. Please note that this operates during the office opening hours of 08:30–16:45 Mon toThu and 08:30–16:15 Fridays and is closed on bank holidays.