

This guide is intended to provide resources and solutions to common questions related to diagnostic software management and login challenges.

Diagnostic software subscriptions such as PowerLink, Insite, HeRo, Diamond Logic Builder, NED, etc. are managed by organizations outside of Leonard Bus Sales. While we strive to be as helpful as possible, software and/or login issues typically must be handled by those outside organizations.

Unfortunately, we do not have the ability to access your account to make changes. In the event you need a license key renewal, you can continue to contact your parts representative.



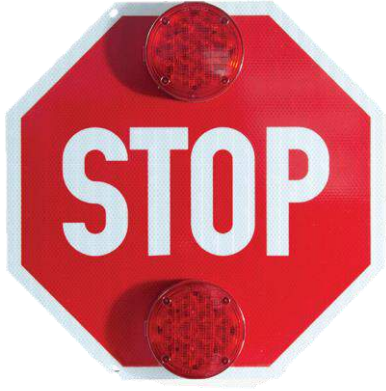
### Table of Contents

	Page Description
2	Maintaining Access to Your Software and Product Keys
3	Password and Account Security
4	Support Websites and Download Links
5	Adding New Users (CYY Numbers)
6	Adding Administrators
7	Transferring a License Key



For more information, contact your Leonard Bus Sales Transportation Advisor.

Visit [www.leonardbus.com](http://www.leonardbus.com) for training resources, service support, and parts information.



## Read Carefully

To prevent being locked out of software:

- Create an account for each technician and supervisor. Instructions on creating additional accounts can be found on page 5.
- Each user should be made an administrator in International/IC Bus software. Instructions for adding administrators are on page 6.
- Keep track of the product key you are issued at the time of purchase. The Leonard Bus Sales Parts Department will make a notation of the product key on the invoice if purchased through parts, but you should keep a copy for the shop as well.
- If you receive a new laptop, the license tied to the software must be removed from the old laptop before you are able to use it on the new laptop. Instructions for transferring a license are on page 3.

If your laptop stops working due to a failed hard drive or other issue and you are unable to unregister the licenses:

- Have your license key ready
- Contact International Support (Page 4)
- Ask support to deactivate the license so it may be used on the replacement computer

Software	Product Key
Cummins Insite	
PSI Powerlink	
Allison DOC	
Bendix ACom or AE	
HeRo	
NED	
Diamond Logic Builder	

For more information, contact your Leonard Bus Sales Transportation Advisor.

Visit [www.leonardbus.com](http://www.leonardbus.com) for training resources, service support, and parts information.

### Passwords and Account Security



Leonard Bus Sales cannot reset your account or password for you. This is handled by International and is treated much the same as your personal email address and password would be, meaning we are unable to make requests on your behalf. Keep your login credentials somewhere safe.

You will be required to change your password periodically, typically every 90 days. A prompt will appear when a password reset is required.

**Do NOT share a login with others for any reason. Each user must keep their own account.**

To request an account and/or access to for each individual user, please refer to page 5 of this document. There is a limit of 5 users per software license key.

Once created, your account ID will always start with the letters “CYY” and end with @navistar.com, much like an email address. This will often be referred to as a CYY number. An example would be *cyylb25@navistar.com*.

Always remember to remove individuals that are no longer employed in your operation.

For assistance with your account password, call 888-365-0088 or email [PSC@navistar.com](mailto:PSC@navistar.com). Be prepared by having your CYY number handy.

Record Keeping – Please store this somewhere safe.

User ID / CYY Number	Password	Software

### Support Websites and Download Links



Cummins Insite – Download the Latest Version:

<https://www.cummins.com/support/digital-products-and-services-support/insite-support>

Download HeRo, Diamond Logic Builder, Navistar Engine Diagnostics:

<https://msi.navistar.com/public/documents/0001360585.xml>

PSI PowerLink:

<https://s3.amazonaws.com/JPROUpdate/JPRO+Fleet+Diagnostics/PSIPowerLinkSetup.exe>

Bendix AE (Replaces Bendix ACom Pro):

[https://dggijjalawlps04.blob.core.windows.net/bendix/ACom\\_Setup.zip](https://dggijjalawlps04.blob.core.windows.net/bendix/ACom_Setup.zip)

USB Link 3 Driver:

Required for the latest USB Link diagnostic cable device to work on your laptop.

[https://www.nexiq.com/Shopping/Product\\_GEX.aspx?ProductNumber=NQ121052](https://www.nexiq.com/Shopping/Product_GEX.aspx?ProductNumber=NQ121052)

### International Software Website

<https://msi.navistar.com/portals/ui/public/>

Cummins Software Support  
(888) 861-5123



International Software Support

(800) 365-0088

PSC@navistar.com



Bendix Software Support  
(800) 247-2725  
TeachTeam@bendix.com



PSI Software Support

(336) 217-0132



Nexiq Datalink Support  
(800) 639-6774  
support@nexiq.com



Allison DOC Support

(877) 659-6913

support@noregon.com



For more information, contact your Leonard Bus Sales Transportation Advisor.

Visit [www.leonardbus.com](http://www.leonardbus.com) for training resources, service support, and parts information.

### Adding New Users (CYY Numbers)



Existing CYY Number holders can create additional logins for employees who wish to gain access to Navistar Software such as Diamond Logic Builder, NED, or HeRo. You are limited to 5 total CYY numbers per fleet.

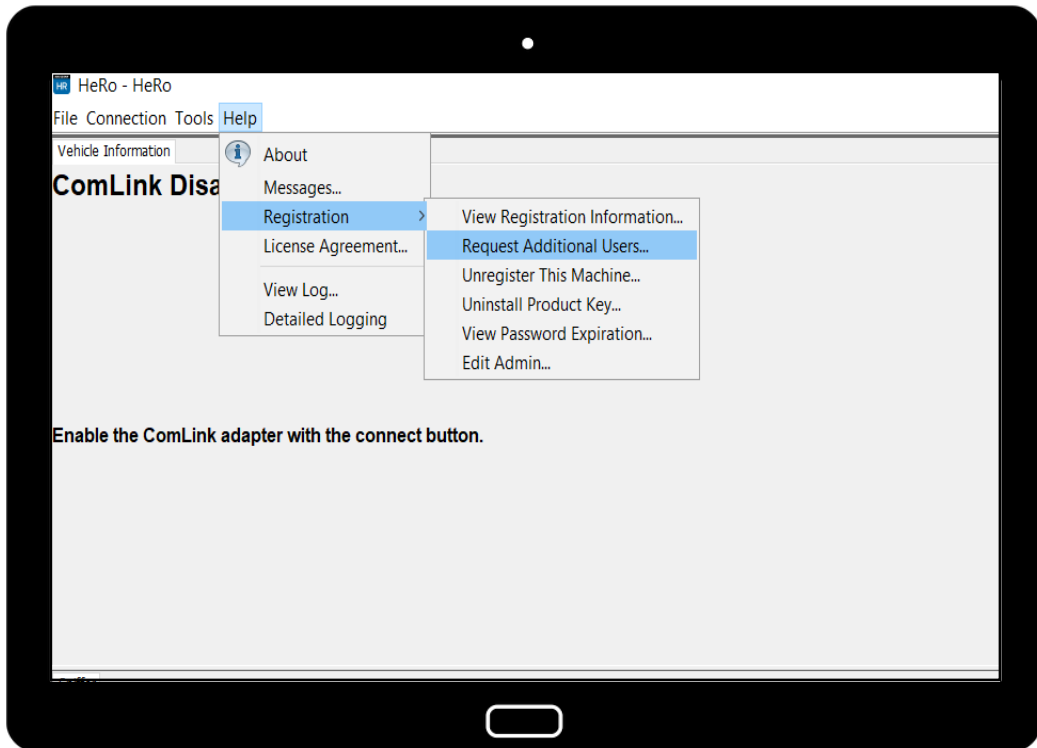
We recommend each user has their own CYY number. As people retire or relocate, access may be lost if only that individual held the login credentials.

To create a new CYY Login ID:

1. Open any International Diagnostic Software (HeRo, Diamond Logic Builder, NED).
2. Scroll up to the “Help” menu at the top of the screen.
3. Hover your mouse over “Registration.”
4. Click “Request Additional Users.”
5. Input the requested information and submit.

It may take up to 24 hours to receive the new login information. Check your junk/spam folder if you do not receive the information after 24 hours. You may need to contact your IT department to allow emails from outside organizations.

Leonard Bus Sales does not have the ability to check the status of your new login credentials. You must contact International Support at (800) 365-0088.



For more information, contact your Leonard Bus Sales Transportation Advisor.

Visit [www.leonardbus.com](http://www.leonardbus.com) for training resources, service support, and parts information.

### Adding Administrators



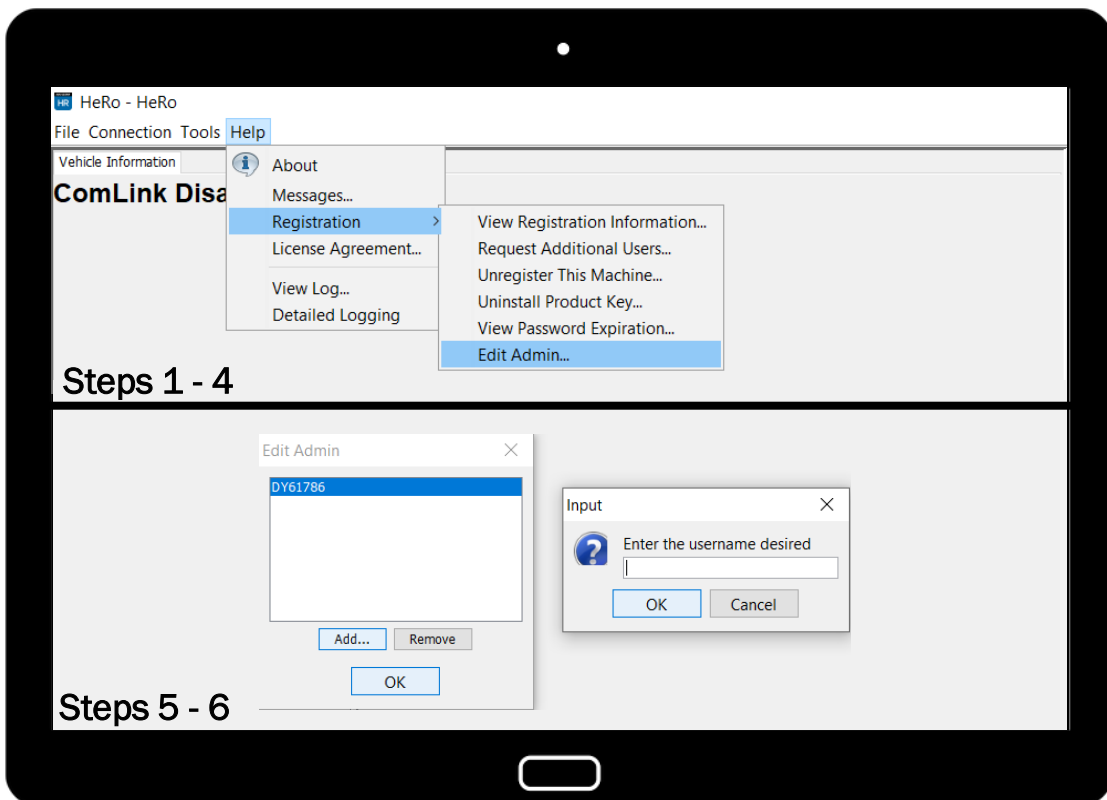
The first user to install and use the software can create additional administrators.

We recommend each user has their own CY number. As people retire or relocate, access may be lost if only that individual held the login credentials.

To make a user an administrator:

1. Open any International Diagnostic Software (HeRo, Diamond Logic Builder, NED).
2. Scroll up to the "Help" menu at the top of the screen.
3. Hover your mouse over "Registration..."
4. Click "Edit Admin..."
5. Click "Add..."
6. Enter the CY number of the user you would like to add

Leonard Bus Sales does not have the ability to check the status of your new login credentials. You must contact International Support at (800) 365-0088. Have your CY number available.



For more information, contact your Leonard Bus Sales Transportation Advisor.

Visit [www.leonardbus.com](http://www.leonardbus.com) for training resources, service support, and parts information.

### Transferring a License Key



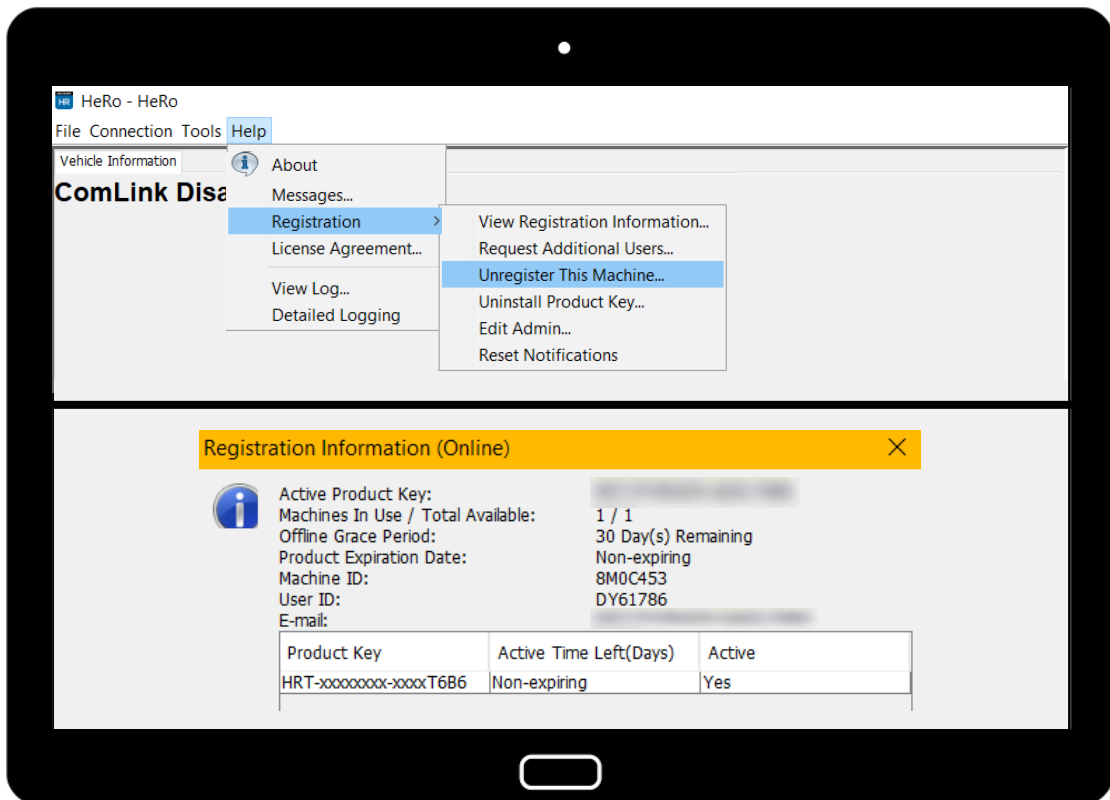
The first user to install and use the software can transfer a license key.

We recommend each user is an administrator. As people retire or relocate, access may be lost if only that individual held the login credentials. Only administrators can transfer the license key from one computer to another.

To transfer a license to a new computer:

1. Open any International Diagnostic Software (HeRo, Diamond Logic Builder, NED).
2. Scroll up to the “Help” menu at the top of the screen.
3. Hover your mouse over “Registration...”
4. Click “View Registration Information...”
5. Copy the Product Key and Machine ID and save for use later.
6. Following the same steps, click “Unregister This Machine...”

Nobody has the ability to access your license keys but you. You must contact International Support at (800) 365-0088 for any assistance, but they will be limited without being provided a license key.



For more information, contact your Leonard Bus Sales Transportation Advisor.

Visit [www.leonardbus.com](http://www.leonardbus.com) for training resources, service support, and parts information.