

EDS Decommission FAQs (June 2024)

When will EDS (Expert Diagnostic System) be decommissioned?

EDS will be decommissioned on September 1st, 2024 and Service Providers will no longer be able to access EDS after decommission.

What is the replacement for EDS?

Service Providers (using Guidanz) use Guidanz Service Event Management. All non-Guidanz users use QSOL + INSITE.

In the future, troubleshooting (similar to EDS) will be included in Guidanz Diagnostic Toolkit - more information will be provided closer to the time of release.

Are Guidanz Service Event Management and QSOL accepted by Warranty as troubleshooting tools?

Yes, all Cummins digital service tools are accepted.

When do I need to stop using EDS?

For Guidanz users, start using Guidanz Service Event Management, and if you are a non-Guidanz user start using QSOL now to avoid rework of inflight diagnostic sessions previously performed in EDS.

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What will happen if I have an open diagnostic session in EDS when it's decommissioned?

You will have to create a new diagnostic session in QSOL or Guidanz Service Event Management. Transition now to avoid rework!

Where will I see the historical data from EDS?

EDS historical data will be available via QSOL and Guidanz Service Event Management (view only).

Can I have an exception for the decommission?

The decommission date is global with no exceptions.

Who should I contact if I require additional help?

Please reach out to [Cummins Care](#) or send an email to guidanz@cummins.com for further assistance.