Circulate to: ☐ Sales Manager   ☐ Accounting   ☑ Service Manager   ☑ Technician   ☑ Parts Manager

CDS G3 2018 Update 6—Multiple User Issue

Scope

Worldwide

Situation

CDS G3 Update 6 has a multiple user bug that is now fixed with Update 7.

The problem occurs when the user who installed Update 6 can see all electronic bill of materials (eBOMs), but when another user logs in with a different account, all of the eBOMs are not visible. Examples of this situation include:

- CDS G3 software installed with an administrator account.
- Multiple user accounts (multiple users with different logins).

To check if you can view all eBOMs, click the eBOM button or use the Click Question feature.
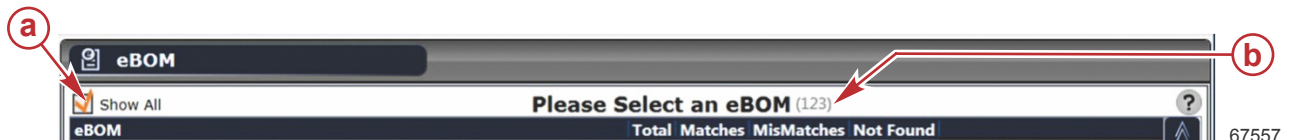

a - eBOM button
b - Click Question example

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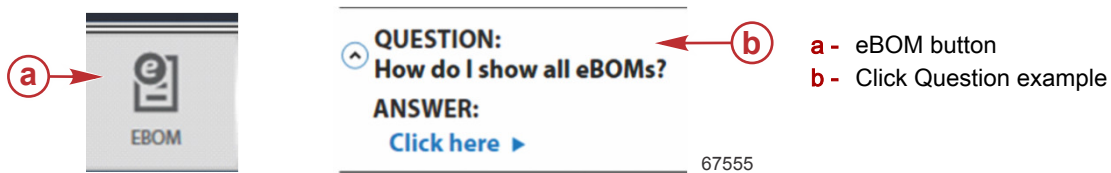
The user who installed the software has access to all 427 eBOMs. Ensure that **Show All** is selected and observe the number shown on the screen.

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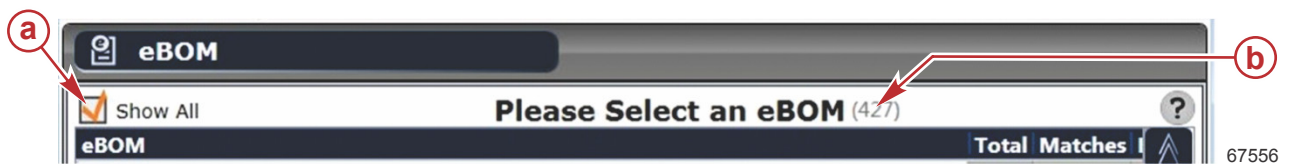
a - **Show All** checkbox
b - Number of eBOMs available (427 in this example)

When another user attempts to view all eBOMs, CDS G3 only displays 123 of the expected 427 eBOMs.

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a - **Show All** checkbox
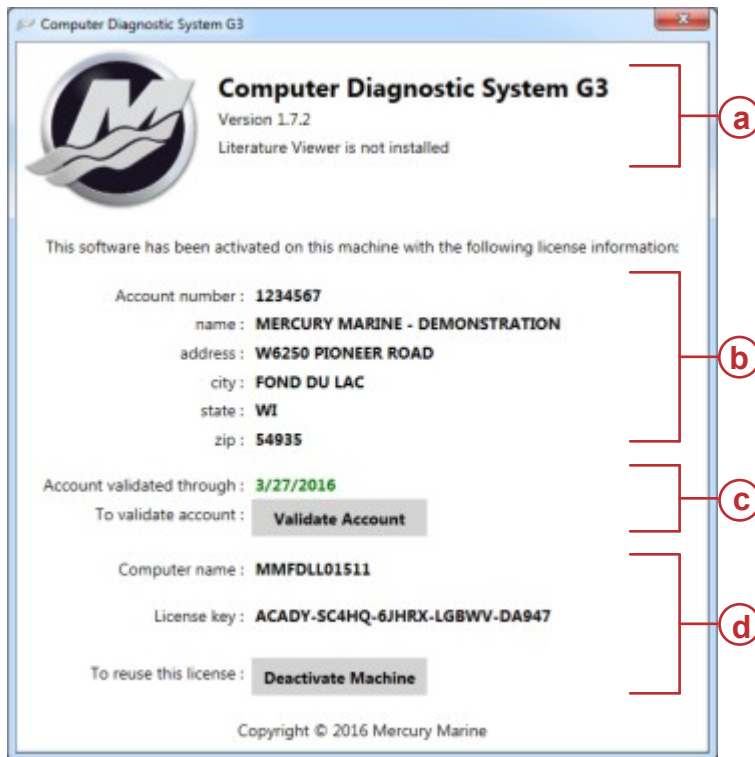b - Number of eBOMs available (123 in this example)

Correction

To correct this issue, uninstall CDS G3 2018 and reinstall the full version.

1. Find the License key and dealer information by selecting **Help**, then **About** from the top menu in CDS G3. The following screen will be displayed.

a - Version number and literature viewer installation status
b - Dealer information and account number
c - Account validation expiration date and button to manually perform validation
d - Computer name, license key, and **Deactivate Machine** button

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2. Write down your **Account number** and **License key** number. Do not lose the numbers.

3. Uninstall CDS G3 2018. Depending on which version of Windows® you are using, refer to the following steps.

4. For Windows 8.1 and Windows 10:

   a. Right click on the **Start** button and select **Run**.

   b. Type **control panel** in the text box, then click **OK**.
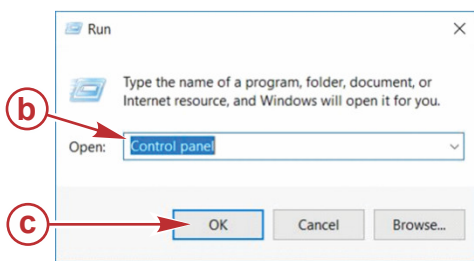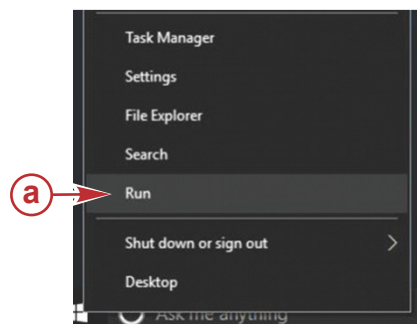
Windows 8.1 and Windows 10
a - **Run** button in the Start menu
b - **Control panel** typed in the text box
c - **OK** button

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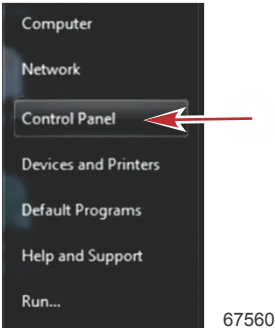   c. Follow the instructions in step 6.

5. For Windows 7:

    a.   Click on the **Start** button and select **Control Panel**.
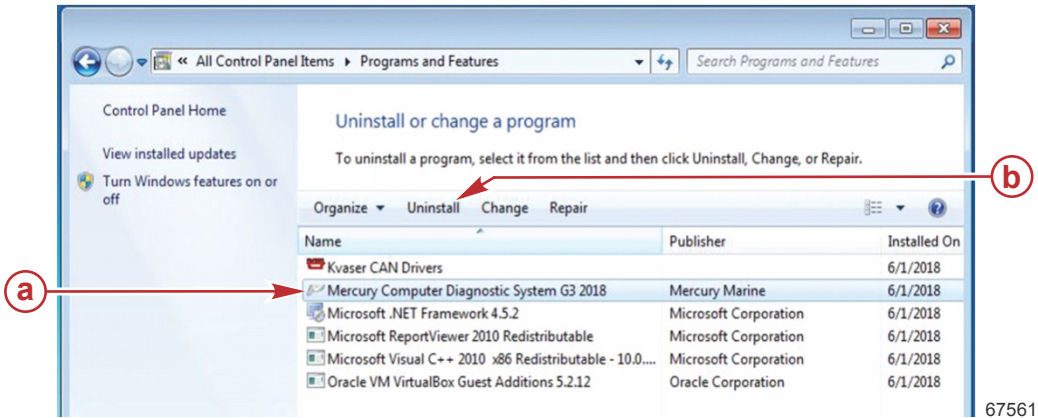

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Windows 7

    b.   Follow the instructions in step 6.

6.   From the Control Panel, select **Programs and Features**.

7.   Select **Mercury Computer Diagnostic System G3 2018**, then click on the **Uninstall** button.

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Programs and Features menu
a - **Mercury Computer Diagnostic System G3 2018**
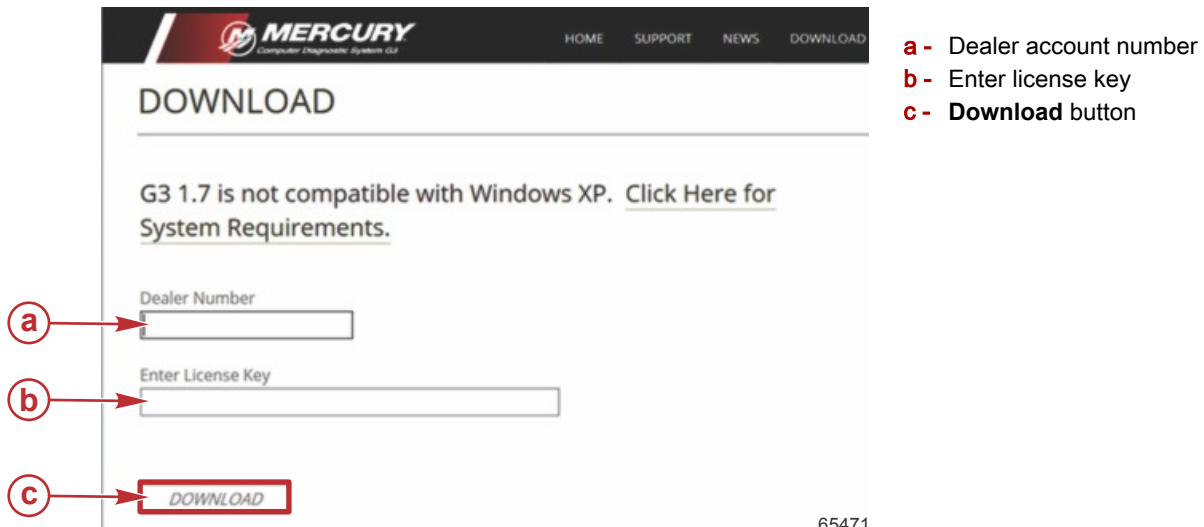**b -** **Uninstall** button

8.   After uninstalling the software, ensure that this hidden directory is deleted—**C:\ProgramData\Mercury Marine\CDS G3**.

9.   Download the latest version of CDS G3 from https://service.mercurymarine.com/g3/download

10. Enter the account number and license key that you recorded in step 2, then click **Download**.

a - Dealer account number
b - Enter license key
c - **Download** button

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11. To install CDS G3 2018, double-click the executable (.exe) file that you downloaded from step 6. Most internet browsers default the download location to **c:\downloads**.

12. Start CDS G3 and activate the license. Enter the dealer account number and license key recorded in step 2, then click the **Activate** button.
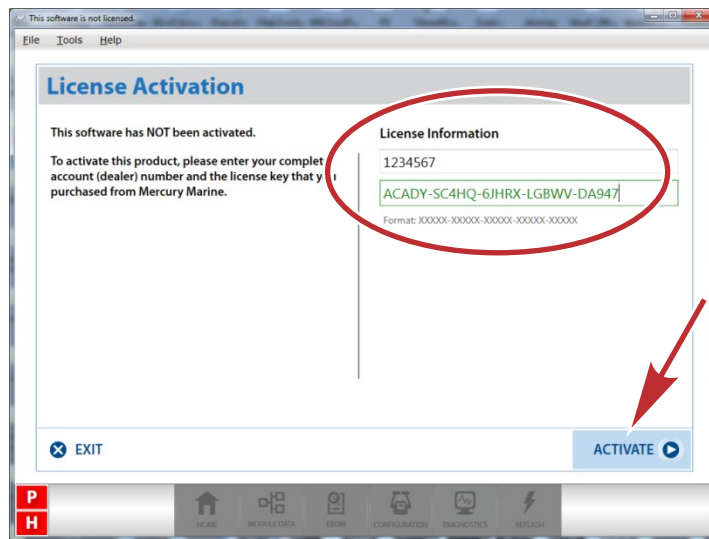
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License Activation screen