

Powergate 4 Administration Dashboard Overview

User Guide

This User Guide has been specially designed to illustrate how to use the Powergate Administration Dashboard, the new portal dedicated to the management of Powergate tools and their files, provided by Alientech srl to Powergate Managers.

We suggest you carefully read this User Guide before accessing and starting use the Powergate Administration Dashboard, and to keep it always at hand.

For a better experience and better see the images in this User Guide, we suggest increasing the viewing zoom of the document.

Version	Release date	Release Notes	Ref. Page
1.0	04/04/2024	New User Guide introduced for the Powergate Administration Dashboard	All



Please think about the environment before printing this document: save it to your computer.

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Important notices regarding the use of the Powergate Administration Dashboard

- The Internet connection costs for the access to the Powergate Administration Dashboard and use of the service are at your expenses.

Important notices about the contents in this Guide

- Alientech srl owns and administers some or all the rights to the images and other copyrighted content in this User Guide. Use of the images and other copyrighted content (including, but not limited to, copying, reproducing, modifying, translating, uploading on a network, displaying, transmitting, distributing, licensing, selling, and publishing) except as used herein, is prohibited to the extent allowed by law.
- This User Guide and the screen images representing the Powergate Administration Dashboard are subject to change without notice.
- The screen images used throughout this Guide may be fictitious or may differ from actual screen images.

About trademarks

- Powergate is a registered trademark of Alientech srl.
- All other trademarks are the properties of their respective owners.
- Alientech is not sponsored nor partnered with any automobile or ECU manufacturer: references to automakers or ECU manufacturers, vehicle or control unit models in the Powergate Administration Dashboard or this User Guide are made solely because the vehicles or control units have been tested for use with Powergate tool or are believed to be compatible with it.

Glossary

Before you begin, you should become familiar with some terms used in this guide.

Term	Explanation
ECU	<i>Engine Control Unit</i> . Allows management of engine parameters.
TCU	<i>Transmission Control Unit</i> . Allows management of automatic transmission parameters.
Checksum	Operation needed to check the integrity of the data in the control unit. The checksum correction must be performed on each file before loading it into the control unit, to ensure its proper working order. The checksum is corrected automatically in the Powergate Administration Dashboard when a Powergate Manager uploads a file.
Original file	File containing data (including maps) for engine or automatic transmission management, stored in the control unit.
Modified file	File created from the original file by making variations on engine or automatic transmission management data; to be written to the control unit.
ID	Procedure to obtain the identification data of the control unit (short for <i>Identification</i>).
Virtual Reading	Procedure that allows to obtain the original file when the control unit cannot be read through the diagnostic socket.
Recovery	Procedure that allows to write a file to the control unit when the Writing procedure has not been successful.
Patch	Operation to enable the control unit writing procedure in OBD mode.
DTC	<i>Diagnostic Trouble Code</i> . Codes used to diagnose malfunctions in a vehicle.
LOG	File that records all tool operations carried out by the End-User when communicating with the control unit. Mainly used for troubleshooting.
Session	A workflow indicating the operating processes of a Powergate tool.
Instance	The current phase of a Powergate tool operating process, in relation to the last operation carried out by the User.
ECU locked	An ECU that has been associated to a Powergate Tool. The vehicle ECU is locked to the tool after the End-User has made a reading and confirmed that they want to make the association.
Splash Image	The first screen that is seen when starting the Powergate App and it can be customized when creating or modifying a Skin.
Footer Image	The image that can be seen on the bottom of all Powergate app screens, and it can be customized when creating or modifying a Skin.
Skin	Combination of colors, support contact info, splash and footer images used to customize the Powergate App.
Vehicle List	List of vehicles assigned to a Powergate Tool, created from all the vehicles supported by Powergate.
Template	Combination of Skin and Vehicle List that can be applied to a Powergate tool to customize its Powergate App.

Before using the Powergate Administration Dashboard, carefully read the instructions provided in this User Guide and retain them for future reference.

Important things you should know before starting using the Powergate Administration Dashboard

In case the vehicle's control unit is not the original factory-installed unit, or has been cloned, or has undergone a previous modification operation to disable or bypass some anti-pollution or emissions control systems, writing any kind of file may cause a control unit malfunction. This can result in irreversible damages to the control unit, causing the vehicle to become inoperable without any possibility of recovery, i.e. the vehicle may not be started or operated after such a writing.

We suggest you check with your End-User the status of the vehicle, for example, if the control unit has ever undergone previous modifications or has been replaced or tampered with, etc. We also suggest you check if the file on the control unit is an original or a modified file.

Some control unit may not fully correspond to the model researched by Alientech srl and supported by the Powergate Tool. Furthermore, software or hardware variations of the control unit may compromise the proper working of the Product or vehicle.

When communicating with the control unit, Powergate automatically performs its recognition and may propose to use a different protocol than the one selected, which best suits the control unit protection.

Pay attention to every information provided in the notices marked by the  icon.

Access to the Powergate Administration Dashboard

Powergate Managers can use the services provided by Alientech srl through the Powergate Administration Dashboard to manage the files received from Powergate Tools registered under their Powergate Manager account.

You can manage only Powergate tools registered under your Powergate Manager account, it is not possible to manage tools and files of Powergate tools associated to other Powergate Managers.

Browse to <https://powergate.alientech.to> and log in with your **ALIEN_id**:



Figure 1: Powergate Administration Dashboard – login page

Powergate Administration Dashboard menus and functions

Powergate Administration Dashboard main page

You can access all the functions of the Powergate Administration Dashboard either by clicking on each blue icon next to the section name in the quick access tabs or by selecting the relevant item in the side menu.

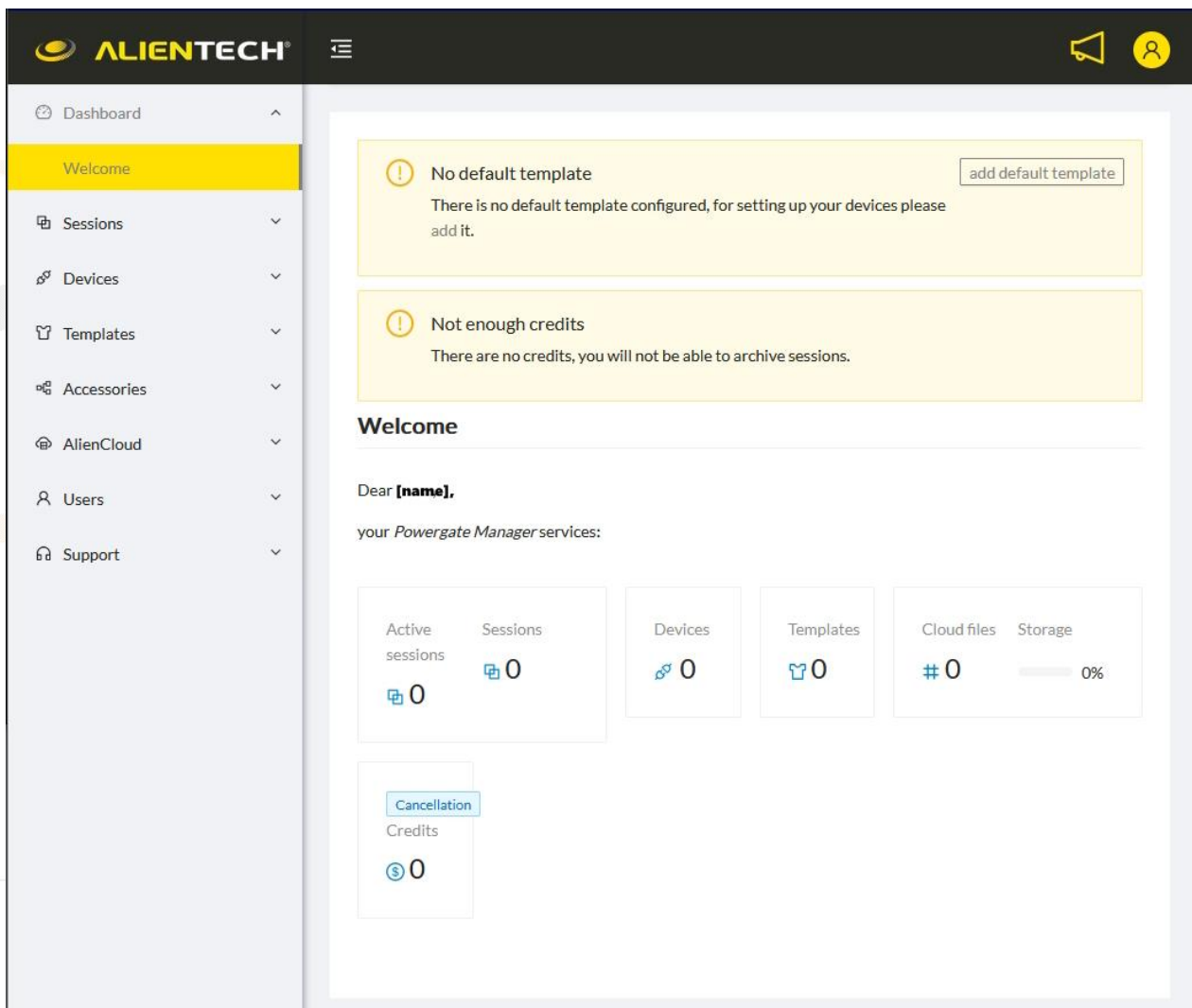


Figure 2: Powergate Administration Dashboard – welcome page

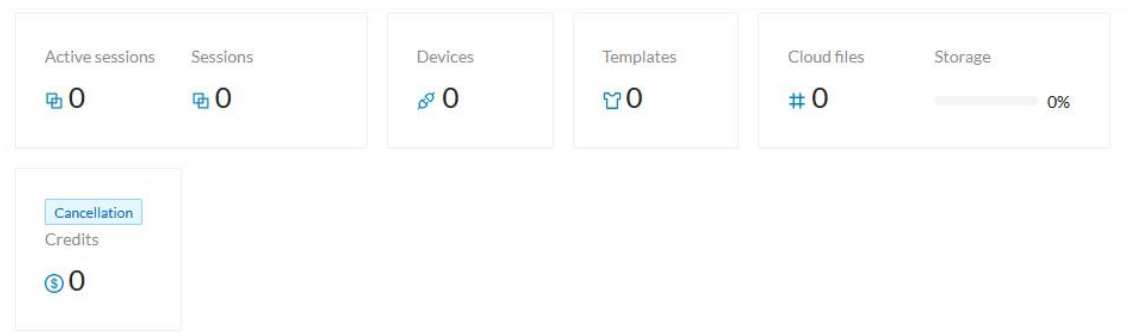


Figure 3: Powergate Administration Dashboard – quick access tabs

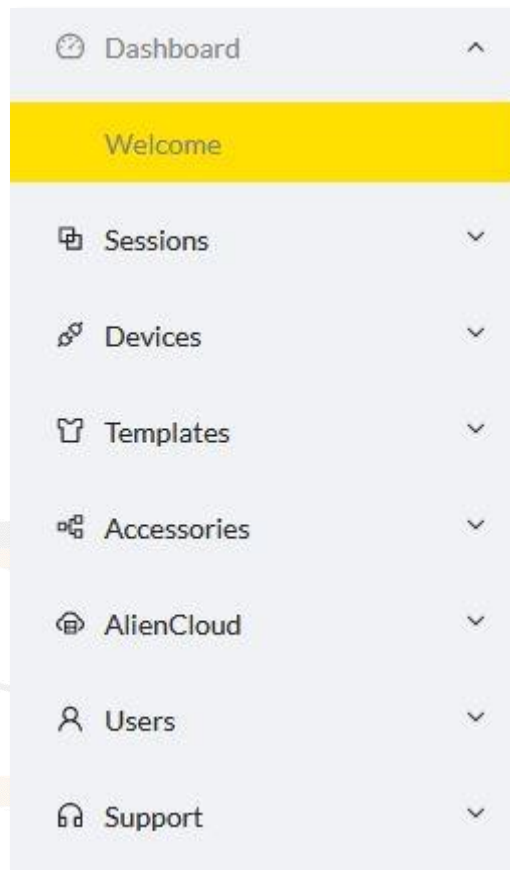


Figure 4: Powergate Administration Dashboard – side menu

Powergate Administration Dashboard Icons

On the top bar of the Powergate Administration Dashboard you can find the following icons:



To go back to the welcome page of the Powergate Administration Dashboard.



To hide/show the side menu.



To view and manage notifications.



To view the operator's name currently using the Powergate Administration Dashboard and Logout.

The first time you access the Powergate Administration Dashboard, we suggest that you create at least one Template and then proceed to register the tools. Later, if you want, you can populate your AlienCloud with your modified files.

The functions available for each section of the Powergate Administration Dashboard and how to use them are detailed below.

Templates

In this section you can customize your End-User devices by creating:

- Skins
- Vehicle Lists
- Templates

The first time you access to the Powergate Administration Dashboard, you need to create at least one Skin and one Vehicle List to be able to create a Template.

Skins

In this section you can create a Skin to assign to your Templates. When creating a Skin, you need to add your support contact information and, if you wish, you can customize graphic elements of the Powergate app.

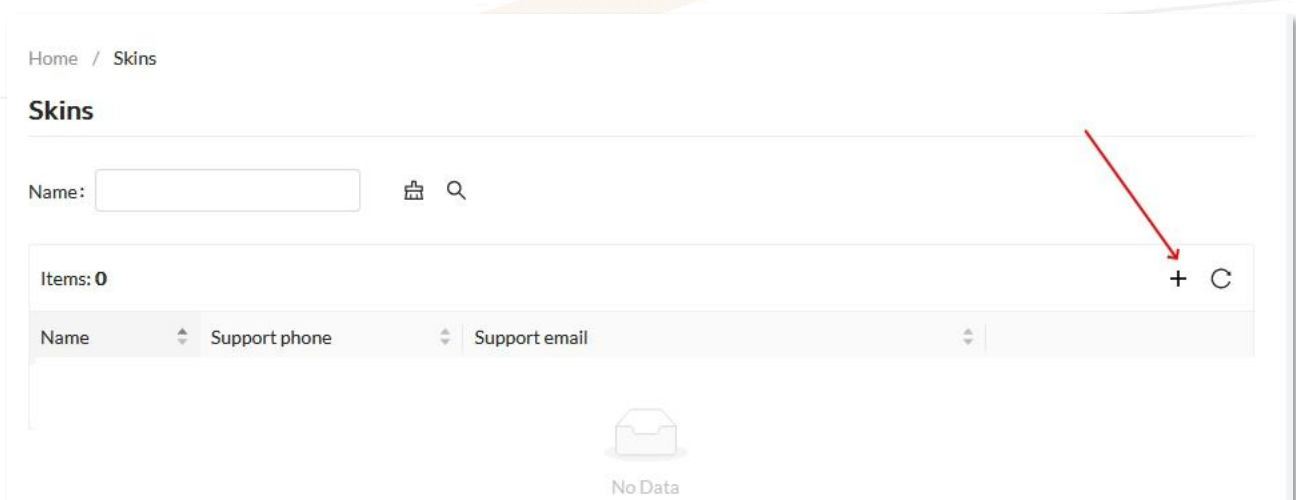


Figure 5 Skins main page - no skins created

All the Skins created will be displayed in the Items table where, through the relevant icons, you can:

- Search for a Skin by its name (icons: 🔍 to search, 🗑️ to clear.)

- Delete or edit a Skin (icons: 🗑️ and ✏️.)
- Open a side tab to view the details of a Skin (icon: ⓘ.)

You can change the contact information of a Skin at every moment. Your End-User customers will see the updated contact information when opening the Powergate App, even if they have already locked the Tool to their vehicle.

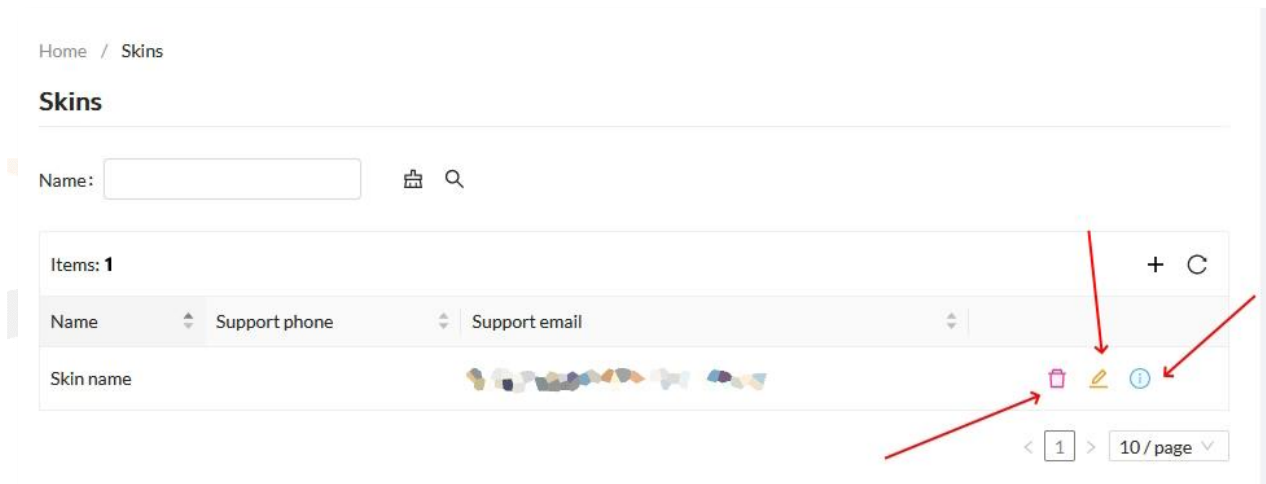


Figure 6: Skins main page – Example with a Skin created

How to create a Skin

1. Open the **Skins** menu and click on the **+** icon.
2. Fill the form with a name to identify your Skin and the information required for support.

The info entered here will be displayed in the Powergate app, so that your End-User customers can contact you for support. An e-mail address is required, but you can choose whether to add a phone number.

3. Click on <Save & continue>.

1 **Add skin** ————— 2 **Skin style**
Main data Graphic customization

* Name:

Support info

Phone:

* Email:

Figure 7: Add Skin page – Main data

4. Now you can choose the colors of your Skin and add your logos for the splash page and footer so as to customize the Powergate app. If you don't want to customize the graphics of the Powergate app, skip to step 5.

✓ **Add skin** ————— 2 **Skin style**
Main data Graphic customization

* Accent color: #ffe000

* Other color: #292a24

Images

Splash image:
[PNG/JPG, 100 x 100, max 200Kb]

Footer image:
[PNG/JPG, 100 X 100, max 200Kb]

Figure 8: Skin style page - Graphics customization

- All images must be in .png or .jpg format.
- All images must have a 100x100px size, max 200 Kb.

5. Click on <Save> and proceed with the creation of a Vehicle List.

Vehicle lists

In this section you can create a Vehicle List to assign to your Templates.

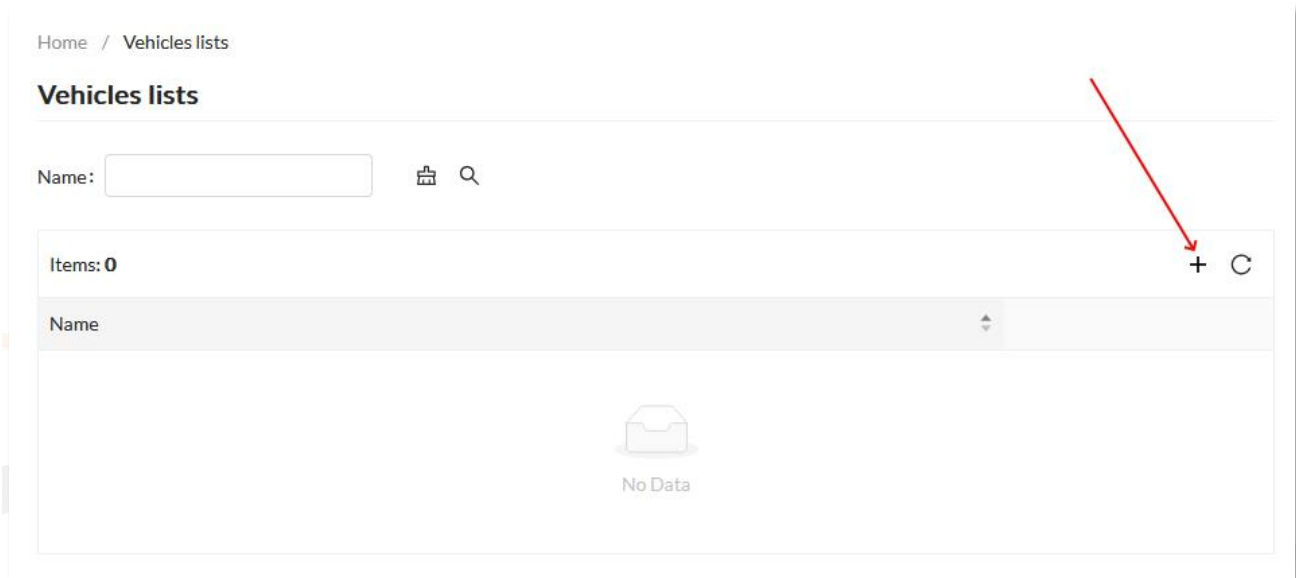


Figure 9: Vehicle lists main page - no lists created

You can create:

- *Single make lists*, that is, a list with only one make of vehicles (for example, all BMWs), only one model (for example, all BMW 7-Series) or further refine your Vehicle List by selecting only one control unit model (for example, all BMW 7-Series equipped with Bosch MG1CS003 control unit) or even a single vehicle version (for example, only BMW 7-Series 730i 8AT with 255HP);
- *Multi-make lists*, that is, with multiple makes (for example, BMW and Mini). Even in this case it will be possible to refine the Vehicle List by selecting a single model, a single control unit or a single version for each desired make.

The End-User customer will only see the vehicles listed in the customized Vehicle List associated with the Template assigned to its tool, even if further vehicles will be added to those supported by Powergate.

All the Vehicle Lists created will be displayed in the Items table where, through the relevant icons, you can:

- Search for a list by its name (icons: 🔍 to search, 🗑️ to clear.)
- Open a preview of all the vehicles included in a list (icon: 🚗 .)
- Delete or edit a list (icons: 🗑️ and ✏️ .)
- Open a side tab to view the details of a list (icon: ⓘ .)

Changes made to a Vehicle List that is already associated to a Template will only be available to End-User customers who have not yet locked the Tool to their vehicle.

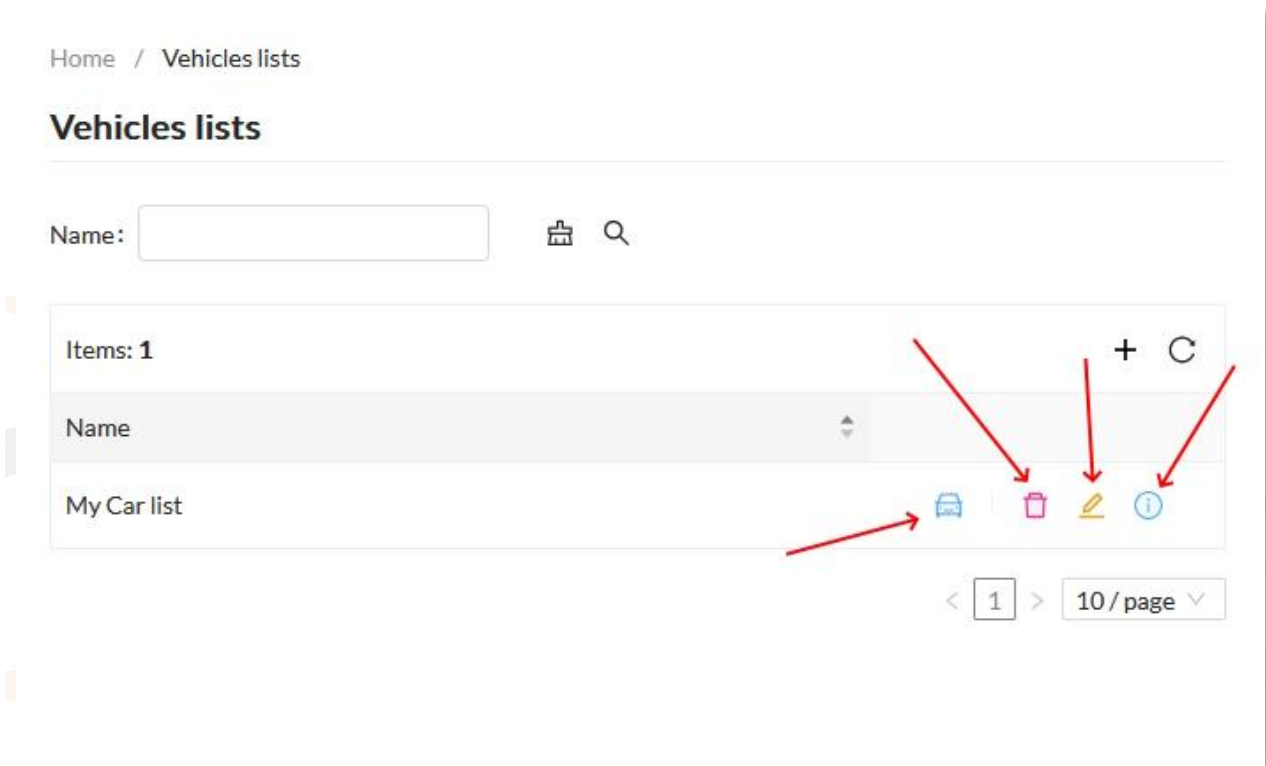


Figure 10: Vehicle list main page – Example of a Vehicle list created

How to create a Vehicle list

1. Open the **Vehicle list** menu and click on the **+** icon.
2. Enter a name for your Vehicle list.
3. Select the Vehicle type.
4. Click on the **🚗** icon.

Home / Vehicles lists / Add vehicles list

Add vehicles list

* Name:

* Vehicles type: Bike Car

* Filters: 0 vehicles in this list

Figure 11: Vehicle list section – Add vehicle list page

- Use the filters to refine the content of the list of vehicles supported by Powergate, then click on the checkboxes to select/deselect a vehicle.

Add filter

Protocol...

Vehicles: 6 - Selected: 6

<input checked="" type="checkbox"/>	Brand	Model	Version	KW	ECU	Engine code	Engine manufacturer	Engine model	Fuel	CM ³	PS	HP	NM	Protocol	Accessories	Functions
<input checked="" type="checkbox"/>	BMW	1-Series (2008)	135i 6AT	225	ECU Continental MSD80	N54B30	BMW	N54	Petrol	2979	306	302	400	2978	144300KOB	DTC
<input checked="" type="checkbox"/>	BMW	1-Series (2008)	135i 6MT	225	ECU Continental MSD80	N54B30	BMW	N54	Petrol	2979	306	302	400	2978	144300KOB	DTC
<input checked="" type="checkbox"/>	BMW	1-Series (2010)	135i 7AT	225	ECU Continental MSD80	N54B30	BMW	N54	Petrol	2979	306	302	400	2978	144300KOB	DTC
<input checked="" type="checkbox"/>	BMW	1-Series (2007)	135i 6AT	225	ECU Continental MSD80	N54B30	BMW	N54	Petrol	2979	306	302	400	2978	144300KOB	DTC
<input checked="" type="checkbox"/>	BMW	1-Series (2007)	135i 6MT	225	ECU Continental MSD80	N54B30	BMW	N54	Petrol	2979	306	302	400	2978	144300KOB	DTC
<input checked="" type="checkbox"/>	BMW	1-Series (2010)	135i 7AT	225	ECU Continental MSD80	N54B30	BMW	N54	Petrol	2979	306	302	400	2978	144300KOB	DTC

Figure 12: Vehicle list section – Example of Vehicle selection page with filters set

For some vehicles, both an engine control unit (ECU) protocol and an automatic transmission control unit (TCU) protocol may be available. In this case, the End-User must always read and lock the ECU before being able to read the TCU.

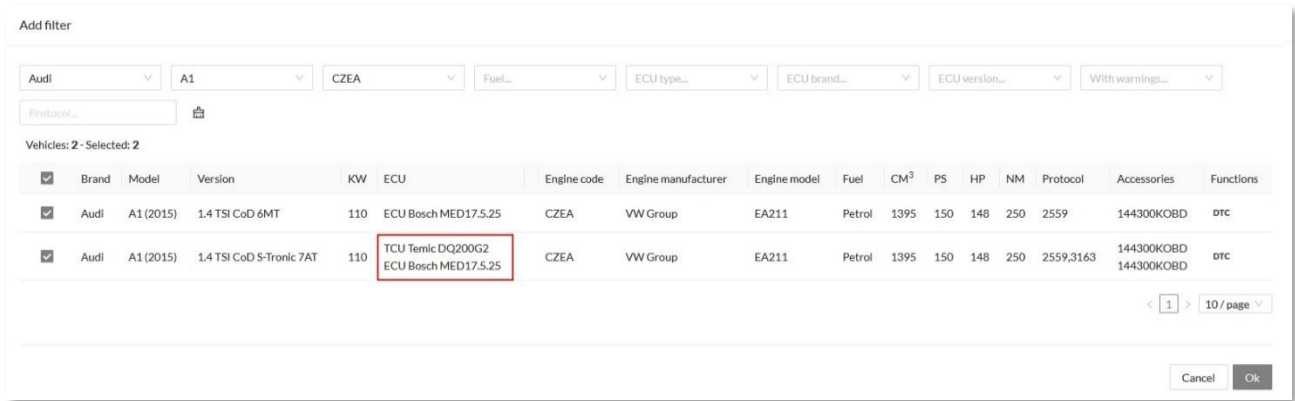



Figure 13: Vehicle list section – Example of a vehicle with dual protocol

Notice

The  icon next to a vehicle means that there is an important notice containing information you need to know before sending the Powergate to your End-User customer. Hover with the mouse over the icon to view the warning.

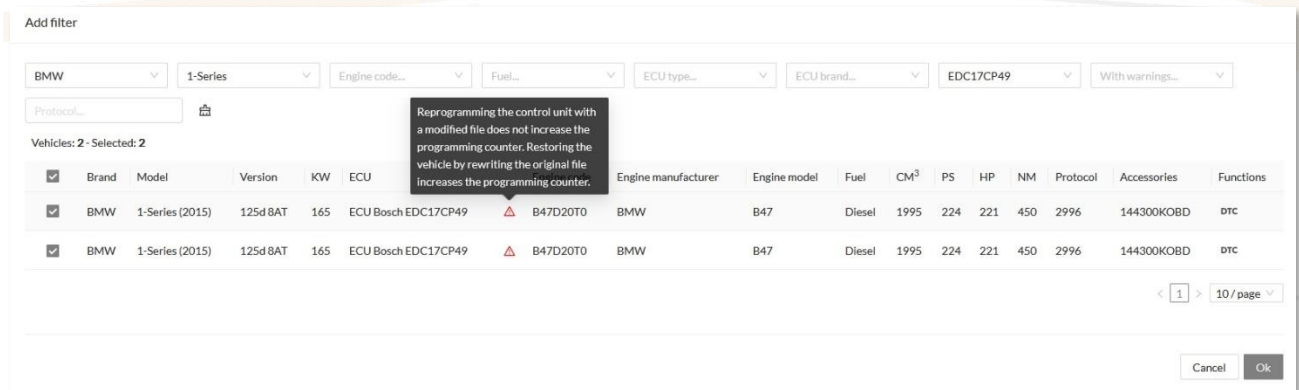


Figure 14: Vehicle list section – Example of a vehicle with an important notice

6. Click on <OK> to save the selection.
7. Click on <Save> to confirm the creation of the list and proceed with the creation of a Template.

Templates

In this section you can manage your Templates by assigning a Skin and a Vehicle List, so that you can make a Template available for your End-Users.

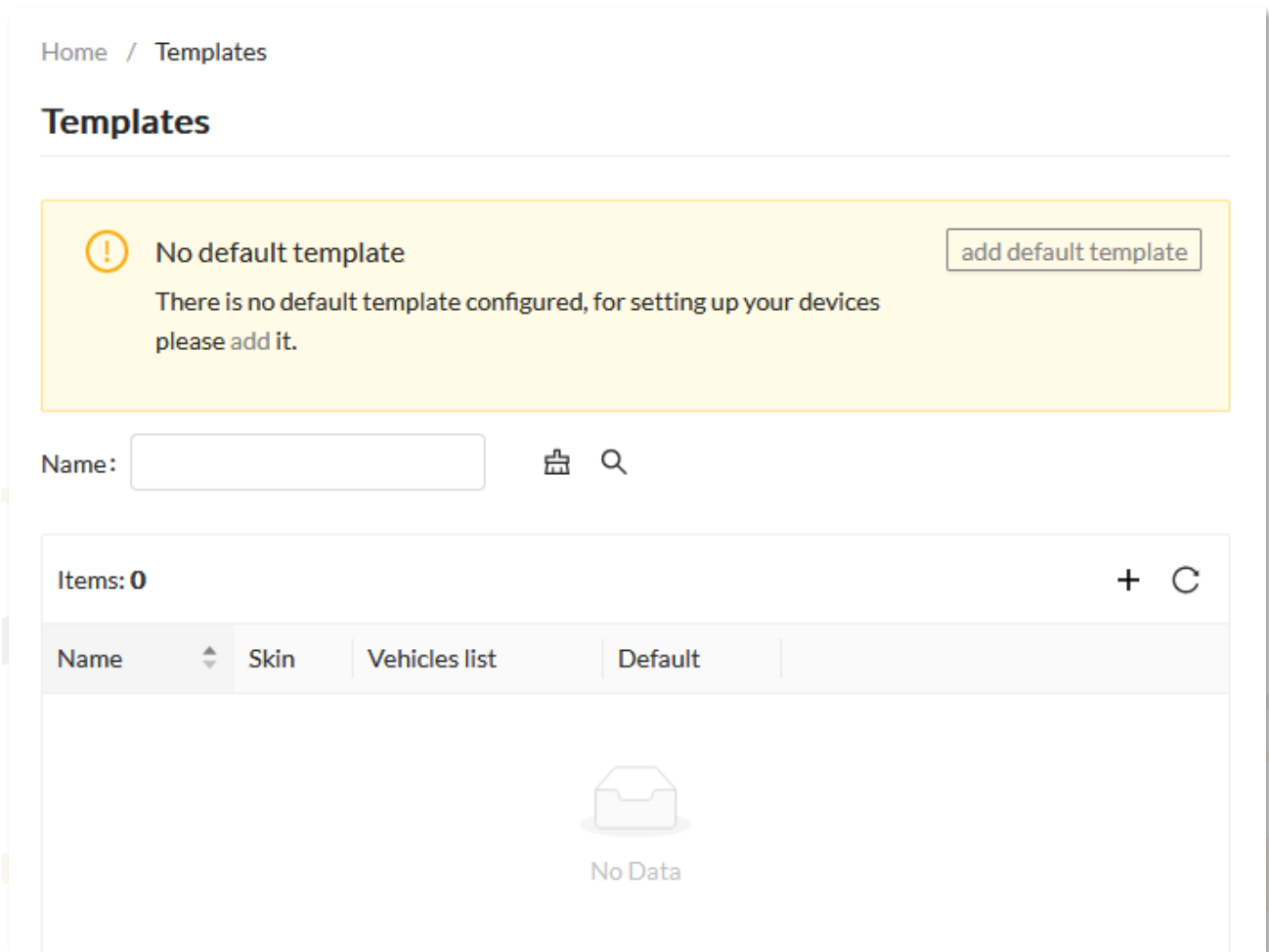








Figure 15 Templates main page - no templates created

All the Templates created will be displayed in the Items table where, through the relevant icons, you can:

- Search for a Template by its name (icons:  to search,  to clear.)
- Open a preview of all the vehicles included in the Vehicles List assigned to the Template (icon: .)
- Delete or edit a Template (icons:  and .)
- Open a side tab to view the details of the Skin assigned to the Template (icon: .)

Changes made to a Template will only be available to End-User customers who have not yet locked the Tool to their vehicle.

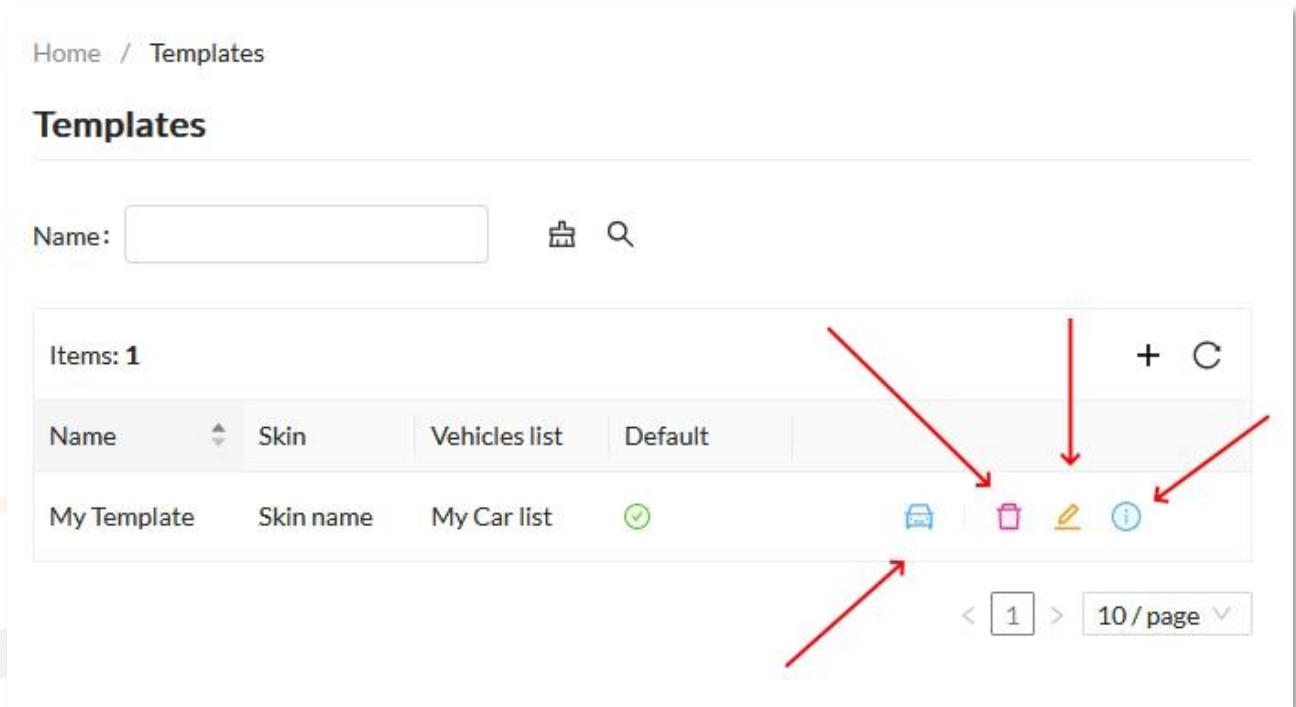


Figure 16: *Template* main page – Example with a Template created

How to create a Template

1. Open the **Templates** menu and click on the **+** icon.
2. Fill the form with a name to identify your Template.
3. Select a Skin and a Vehicle list from the list of those you have created.
4. Select whether the Template you are creating should be set as a default Template for all your Powergate tools (icons no and yes .)

When creating the first Template for your Powergate Manager account, this option is disabled, and the Template will be automatically set as default.

5. If you want to add more vehicle data in addition to those proposed by default by the Powergate app, select the checkboxes next to the desired data.

Add default template

* Name:

* Skin: C

* Vehicles list: C

* Is default: yes

Advanced

* Vehicle data visibility:

<input checked="" type="checkbox"/> Brand	<input checked="" type="checkbox"/> CM3
<input type="checkbox"/> CUI	<input checked="" type="checkbox"/> Emissions Euro
<input type="checkbox"/> Emissions Tier	<input checked="" type="checkbox"/> Engine Code
<input type="checkbox"/> Engine Manufacturer	<input type="checkbox"/> Engine Model
<input type="checkbox"/> FTLB	<input checked="" type="checkbox"/> Fuel
<input type="checkbox"/> HP	<input checked="" type="checkbox"/> KW
<input checked="" type="checkbox"/> Model	<input type="checkbox"/> Model Code
<input type="checkbox"/> Model Generation	<input type="checkbox"/> Model Type
<input type="checkbox"/> Model Year	<input type="checkbox"/> NM
<input type="checkbox"/> Ordered Columns	<input checked="" type="checkbox"/> PS
<input checked="" type="checkbox"/> Vehicle Type	<input checked="" type="checkbox"/> Version

Save

Reset

Figure 17: Add default templates page

6. Click on <Save> to confirm the creation of the Template.

Devices

In this section you can see all the Powergate tools associated to your Powergate Master account, register, and configure them.

Registration

In this section you can register Powergate tools to your Powergate Manager account and configure them with your Templates.

How to register a Powergate tool


1. Open the **Registration** menu.


Home / Devices / Registration

1 **Devices** ————— 2 **Template** ————— 3 **Level** ————— 4 **Review**

Devices to register Default template to apply Default sessions level


Enter the serial number of the device to be registered and click the ↵ icon or press **[ENTER]** on your keyboard.
It is possible to use an NFC reader for scanning, to get automatic advancement to the next item be sure to end the string with the character **[RETURN]** or **[TAB]**.
Note: Specific operations may vary depending on the NFC reader and the NFC device used. Consult the NFC reader's manual for detailed instructions tailored to your model.


Serial number  ↵



Next

Figure 18: Registration page – Devices to register

2. Enter the serial number of the device to be registered in the text field and click on the ↵ icon or press [Return] on your keyboard (use the  icon to clear the entered value.)

- You can either manually type in the serial number of the devices into the text field or use an NFC reader for massive entries. In this case, make sure to end the string with the character [RETURN] or [TAB] after each scanned tool to get automatic advancement to the next item.
- The details of the tool entered will appear in a box. If you need to remove an entered tool, click the  icon.
- **You can add several serial numbers to be registered at once, provided that you want to assign them the same Template.**

3. Once you have added at least one serial number, click <Next> to proceed with registration.

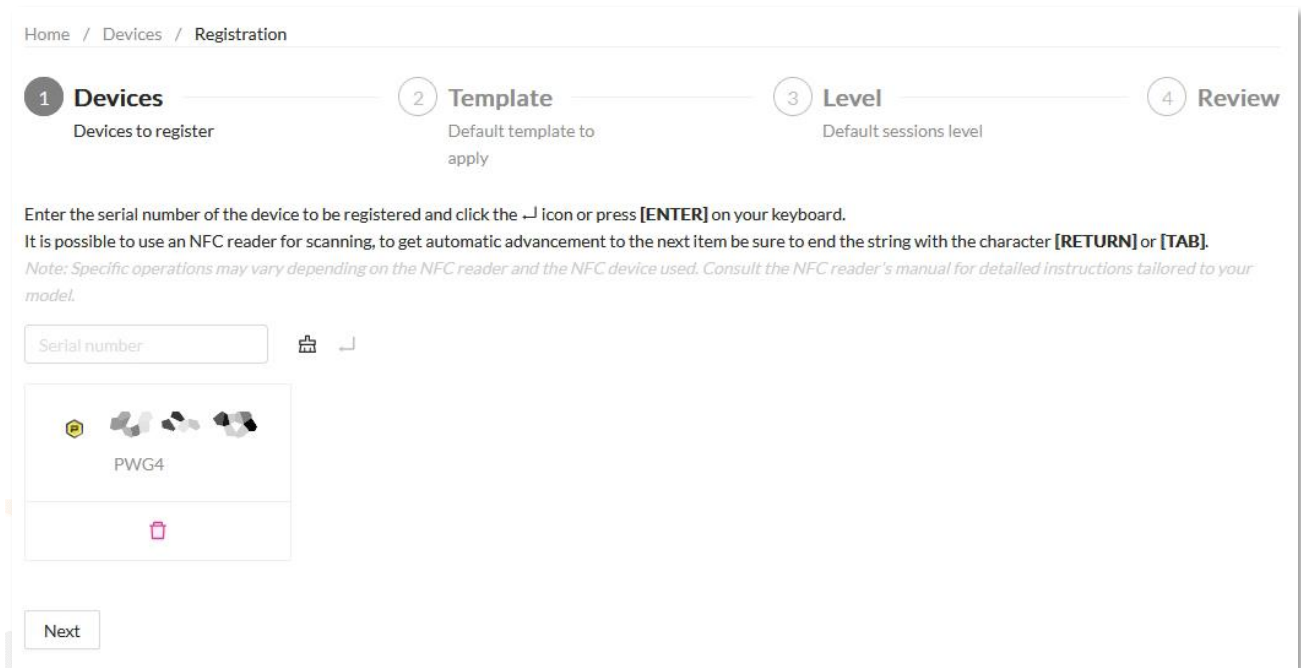


Figure 19: Registration page – Example of a Device to be registered

4. Select a Template from the list of those you have created and click on <Next>.

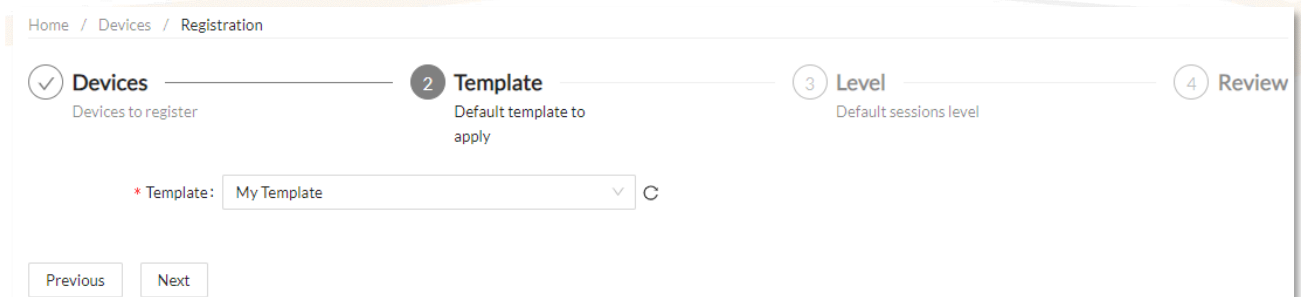


Figure 20: Registration page – Example of a Template to apply to the device(s)

5. Act on the round sliding cursor to set the default file access level for your End-User and click on <Next>.

- You can choose to make available up to 4 modified files to your End-Users.
- This will be a default setting for all the tools registered with the selected Template. You can even manage this setting for each single tool in the *Session and files* section of the Powergate Administration Dashboard.
- Your End-Users will only be able to access the files within the “File access level” range set: for example, to allow them to access a Level 2 file, slide the round cursor onto the second (2nd) tick.

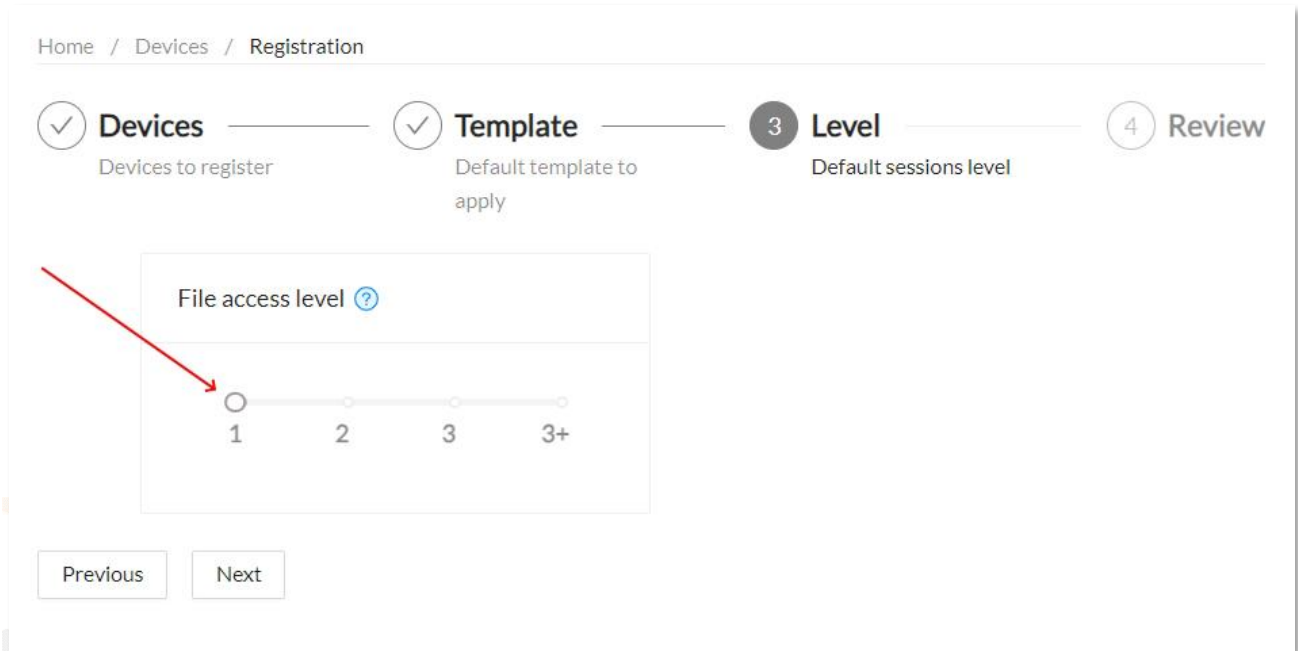


Figure 21: Registration page – Example of file access level set to the device(s)

- Review the devices settings and make sure that all information is correct. Click on <Previous> if you need to edit any data, or <Save> to complete the registration of the device(s).

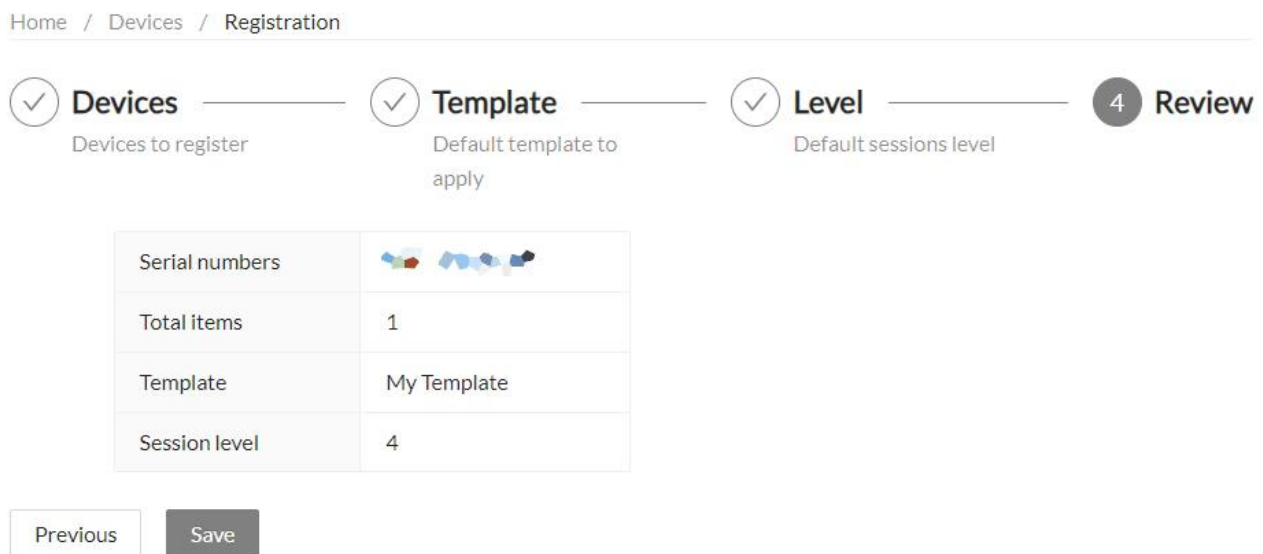


Figure 22: Registration page – Example of information review

- After completing the registration, a summary page with the details of the operation will be displayed and you can proceed to register new devices by clicking on <Register new devices>.

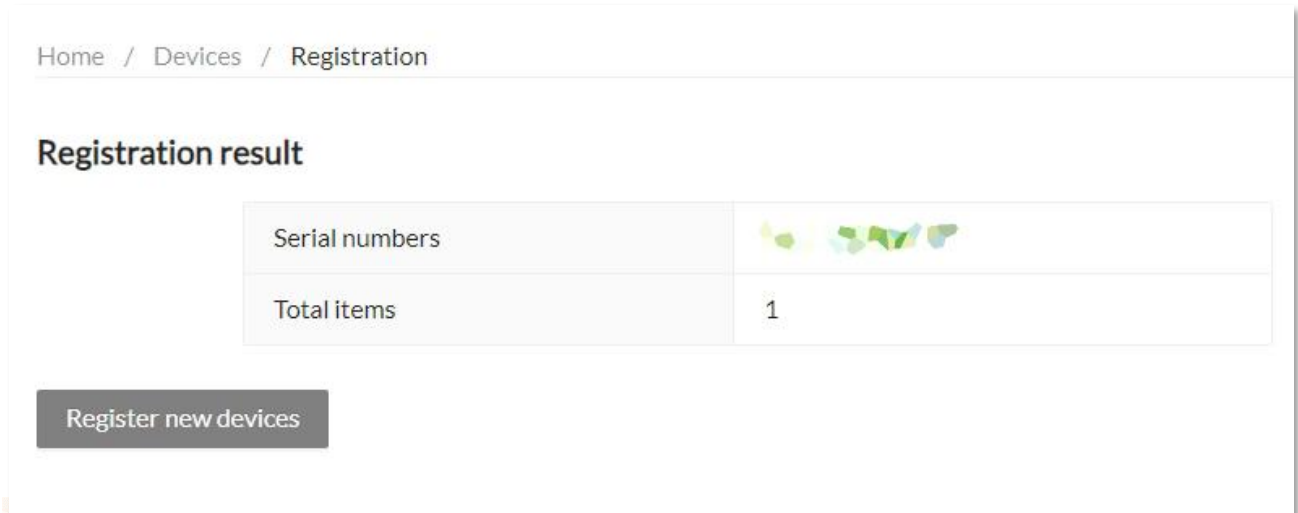


Figure 23: Registration page – Example of registration result

All devices

You can refer to this section to view all the configured Powergate tools associated to your Powergate Manager account and choose the Template to use for each Powergate tool, check the log files of End-User operations and other useful information.

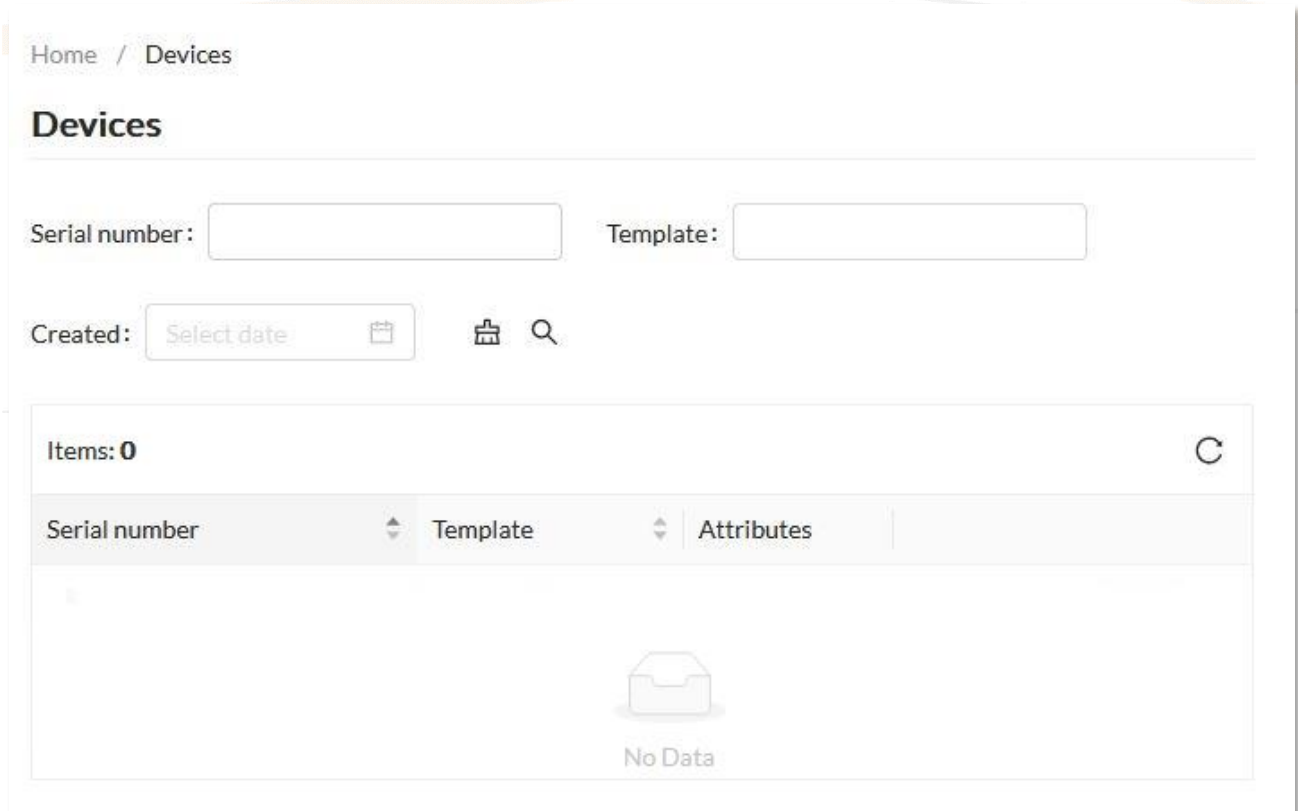


Figure 24: Devices main page - No registered devices

All the registered Powergate tools will be displayed in the Items table where, through the relevant icons, you can:

- Search for a device by its Serial Number, assigned Template or Creation date (icons: 🔍 to search, 🗑️ to clear.)
- Change the assigned Template to each Powergate tool (icon: 👕.)
- See the operation log file of each tool (icon: ☰.)
- Open a side tab to view the details of the registered tools, such as assigned Template and activation date (icon: ⓘ.)

You can change the Template of a registered Powergate tool only if your End-User customers have not yet locked the Tool to their vehicle.

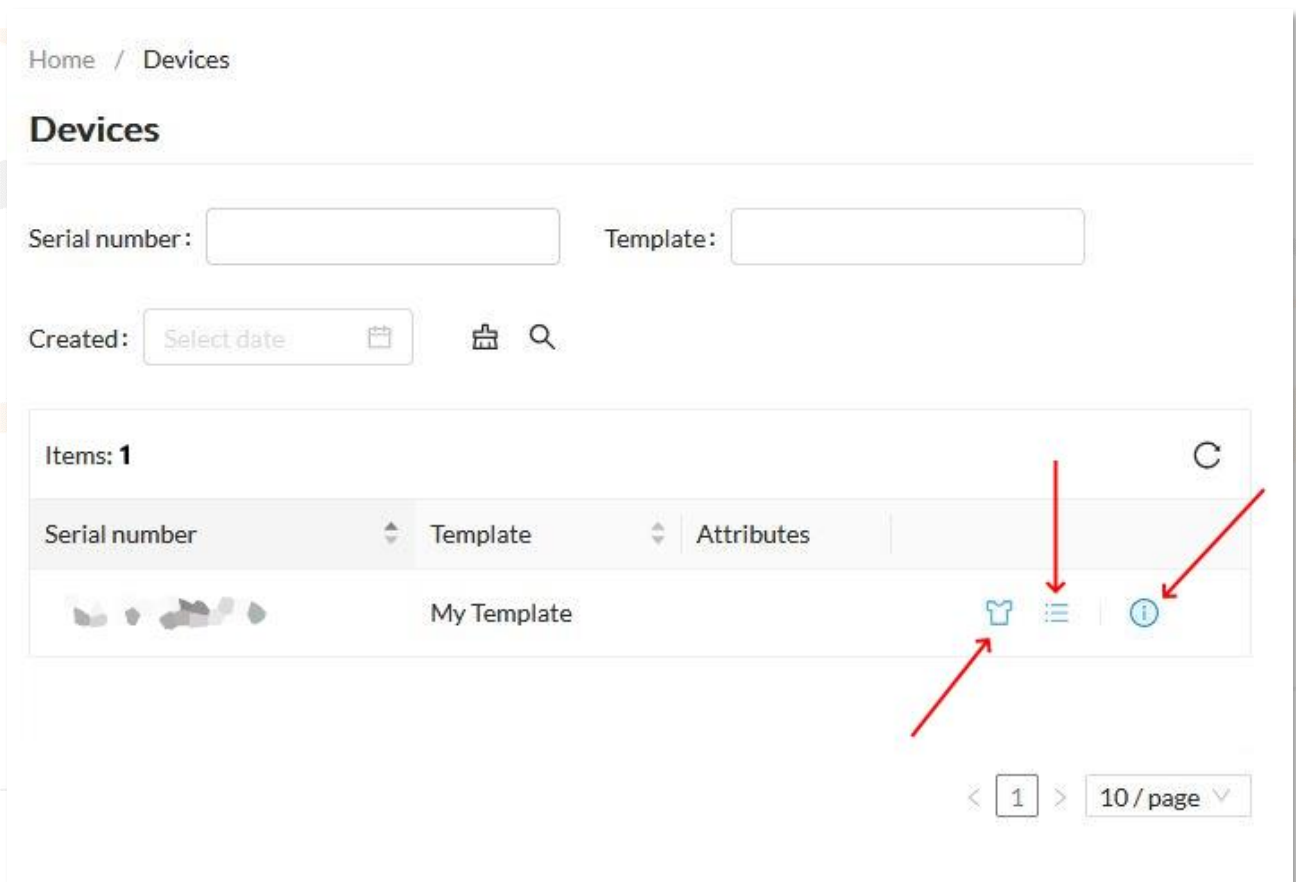



Figure 25: *Devices* main page – Example of a registered devices


By clicking the ☰ icon next to the desired serial number, a new page will open containing detailed operation information and device status. From here you can:



- Search for a Log by Protocol used, Operation carried out, Operation Result or operation date range (icons: 🔍 to search, 🗑️ to clear.)
- Download the Log file locally as a text file (icon: ⬇️.)

Device logs

Protocol: Operation: Result: From:

To:  

Items: 2 

Protocol	Operation	Result	Date	
2847 - GM/CHEVROLET DELCO E98	Read	OK	3/26/24 3:43:12 PM	
2847 - GM/CHEVROLET DELCO E98	Id	OK	3/26/24 3:23:16 PM	



< 1 > 10 / page

Figure 26: Device logs page – Example of operations carried out

Sessions

You can refer to this section to view and manage Sessions and Instances of your Powergate tools.

Sessions & Files

In this section you can access all information about Session and Instance status and manage the files of all your End-Users.


Sessions & files The *session* contains all the operations performed by the user with his Powergate

Session Id: Serial number: User:

Status:

Last activity (from): Last activity (to): Created (from):

Created (to):  

Items: 0 


Session Id	Serial number	User	Status	Create	Last activity
 No Data					

Figure 27: Sessions & files main page – no sessions

Once that your End-User has assigned the Tool to the vehicle and locked the ECU, the session related to the serial number of the tool will be displayed in the Items table where, through the relevant icons, you can:

- Search for a Session by its ID, Status, Creation date range or Last activity date range, by Powergate Tool Serial Number, or by End-User's email (icons: 🔍 to search, 🗑️ to clear.)
- Manage the file of a Session (icon: 📁 .)
- View the activity details of a Session (icon: 🔍 .)
- Open a side tab to view the main details of a Session (icon: ⓘ .)
- See the Instance status of the desired Session (icon: + .)

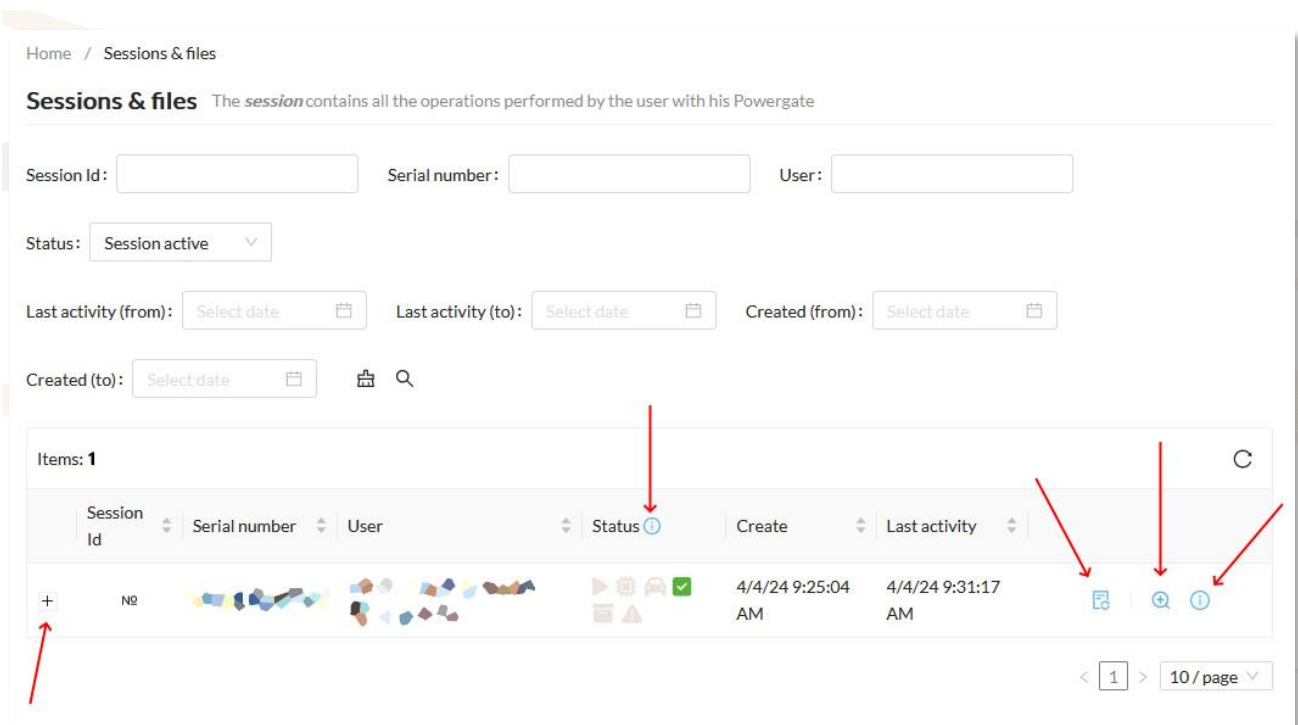



Figure 28: Sessions & Files main page – Example of an active Session


Hover with the mouse over the ⓘ icon next to Status to view the status legend of Sessions and Instances.


Legend	
Session	Instance
▶ - new session	▶ - new instance
⚙️ - device assigned	🕒 - system evaluation
🚗 - vehicle assigned	👤 - user action pending
✅ - session active	↓ - ecu read
📁 - session archived	🔒 - ecu locked
⚠️ - error	⚠️ - error

Figure 29: Sessions & Files main page: Status legend


Session and Instance status legend


New session: The Powergate app has detected for the first time the tool serial number and a new session has been created (icon )


Device assigned: The tool serial number has been assigned to a session (icon )


Vehicle assigned: A vehicle has been selected from the Powergate app vehicle list and has been assigned to the session (icon )


Session active: The session is active (icon )


Session archived: The session is archived and is available for reference only (icon )


New instance: When a session is created, an instance is created for each control unit of the vehicle (icon )

System evaluation: The Powergate Administration Dashboard is evaluating the file received from the Powergate app (icon )


User action pending: Waiting for an action from the User (icon )

ECU read: The End-User has read the ECU (icon )

ECU locked: The End-User has read the ECU and locked the tool to the vehicle (icon )

Error: An error occurred in the Session or Instance (icon ) Refer to the Details tab of the Session for information about the issue.

How to see Session activity detailed information

To open the **Session Details** section, click on the  icon in the **Sessions & Files** main page, or click the button <Actions> in the top right corner of the Session Files section and then select <Detail>.

In this section you can:

1. Check Session information, such as:
 - Session ID (an alphanumeric string useful for requesting technical support)
 - Session Status
 - Session Creation date
 - Session Last activity date
2. Check End-User information, such as:
 - User's ALIEN_id (an alphanumeric string useful for requesting technical support)
 - User's e-mail address
 - User's name

3. Check device information, such as:
 - Device serial number (Serial ID – useful for requesting technical support)
 - Device activation date
4. Check the information about the vehicle assigned to the selected Session.
5. Check the information about every Instance, that is, every control unit read by the End-User and its status.
6. See the full Session activity history, detailing each operation carried out by End-User and Tool.
7. Enable the Recovery mode.

Home / Sessions / Detail

Session detail All information from the programming session Actions ▾

1

Session Id	[Avatar]			Current status	Active
Attributes					
Created	11/13/23 9:52:23 AM	Last activity	11/13/23 9:55:24 AM		

User 2

Alien Id	[Avatar]				
Email/Username	simone.vogliotti@alientech.to				
First Name	Simone	Last Name	Vogliotti		

Device 3

Serial Id	[Avatar]	Activation date	11/3/23		
-----------	----------	-----------------	---------	--	--

Vehicle 4

Vehicle	Volkswagen Golf 2.0 TDI BlueMotion 6MT				
KW	110	PS	150	CM3	1968

ECU 5

Version	Bosch EDC17C74 (VR)	Current state	EcuLocked	OBD protocol	2979
Recovery mode	<input type="checkbox"/> off 7				

History 6

- 11/13/23 9:52:23 AM ● New
- 11/13/23 9:52:23 AM ● DeviceAssigned [Avatar]
- 11/13/23 9:52:25 AM ● VehicleAssigned 18112
- 11/13/23 9:52:25 AM ● Active
- 11/13/23 9:52:29 AM ● VehicleAssigned 18112
- 11/13/23 9:52:29 AM ● Active
- 11/13/23 9:52:29 AM ● NewInstance
- 11/13/23 9:55:15 AM ● EcuEvaluation cu [18112] identified by file [[SYSTEM]- [Avatar]
- 11/13/23 9:55:17 AM ● EcuRead protocol [2979]: read [False], vr [True]
- 11/13/23 9:55:24 AM ● EcuLocked


Figure 30: Session Details page – Example of a Session history up to EcuLocked status (Session Active)

If the writing process were to be interrupted, the Powergate tool will go in recovery mode. The Powergate tool will automatically try to write the read original file up to three times. If these automatic recovery attempts are unsuccessful, you will receive a notification in the Powergate Administration Dashboard so that you can enable the Recovery mode by switching the Recovery mode button to **on** and upload a different recovery file.

Recovery mode on

Recovery file Original.ori

Figure 31: Session Details page – Recovery Mode enabled

To open the **Session File** management section, click on the  icon in the **Session & Files** main page, or click the button <Actions> in the top right corner of the Session Files section and then select <Files>. In this section you can:

1. Check Session information, such as:
 - Session ID (an alphanumeric string useful for requesting technical support)
 - Session Status
 - Session Creation date
 - Session Last activity date
2. Check Device information, such as:
 - Device serial number (Serial ID – useful for requesting technical support)
 - Device type
 - Device activation date
3. Check the information about every Instance, that is, every control unit read by the End-User, such as:
 - Type, Brand and Model of the control unit of the User's vehicle
 - Protocol used and its related information
 - Hardware and Software version of the control unit, where available
 - VIN number of the User's vehicle, where available
4. Set the "File Access Level" for the End-User.

The End-Users will only be able to access the files within the "File access level" range set: for example, to allow them to access a Level 2 file, slide the round cursor onto the second (2nd) tick.

5. Download the Read file or the Virtual Reading file and save it locally.
6. Add up to four (4) modified files for the End-User to write to their vehicle.

Home / Sessions / Files

Session files Manage Powergate MOD files, the user will only see those of the selected level Actions ▾

1

Session Id		Current state	<input checked="" type="checkbox"/> Active
Created	3/12/24 4:45:28 PM	Last activity	3/12/24 4:47:55 PM

Device **2**

Serial Id		Type	PWG4	Activation date	3/12/24
-----------	--	------	------	-----------------	---------

ECU Keihin 37820-Rxx-xxx **3**

Mode	OBD	Protocol ID	Protocol name	3055 - HONDA KEIHIN CAN
Protocol version		Hardware number	Hardware version	
Software		Software version	Software upgrade	
Spare		VIN	Serial number	
Customer code		Group code		

File read **5**

Name:
Description:
Calibration code:
MDS:

Level 1 **6** **Level 2** **Level 3** **Level 3+**

Level 1 **6**

Select File

Validate

Level 2

Complete previous level

Validate

Level 3

Complete previous level

Validate

Level 3+

Complete previous level

Validate

Figure 32: Session files page – Example of an Instance with read file

To download the read file and save it locally, click on the icon. Use the icon to add a description to the file or the icon to copy the calibration code.

When the control unit does not support reading via the diagnostic socket and the protocol support the Virtual Reading service, you can download the Virtual Reading file through the icon (in this case, icons and are not available.)

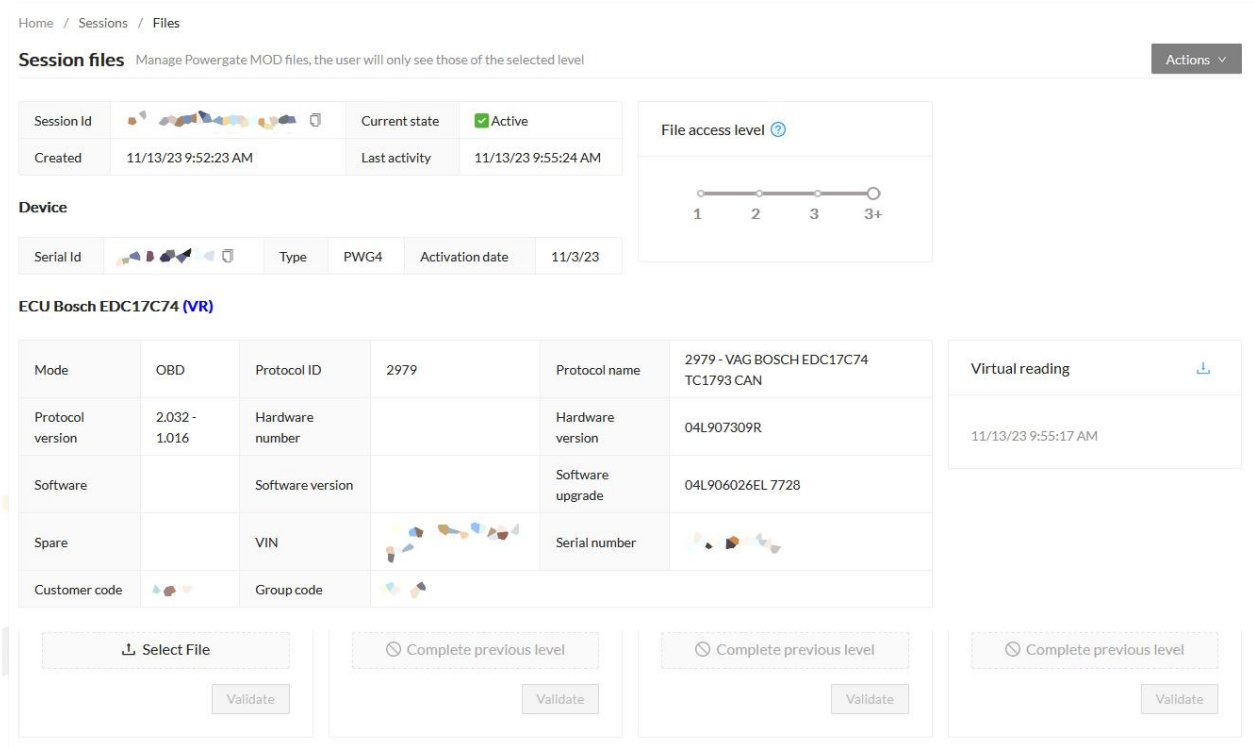


Figure 33: Session files page – Example of an Instance with Virtual Reading file

To add a modified file:

1. Click on <Select File>.
2. Select the file to upload.
3. Click on <Validate>.
4. Repeat from step 1 for any files you wish to add, up to a maximum of 4.
5. Check that the File Access Level is set correctly, according to the number of files you want to make available to your End-User.

After you have uploaded a file, your End-User will receive a notification in the Powergate app and can write it to the control unit.

- You can upload files only to an “ECU Locked” Session (icon: that can be seen either in the Sessions & Files page or in the Session Details page.)
- The End-Users will only be able to access the files within the “File access level” range set: for example, to allow them to access a Level 2 file, slide the round cursor onto the second (2nd) tick.

How to archive a Session

If the End-User has already locked the tool to a vehicle and wishes to associate it with another one, you need to archive the tool Session, that is, remove the association between ECU and tool and restore the tool to its initial settings.

When a Session is archived, it will be closed indefinitely and you will only be able to see its files and details-without the possibility to manage its file. The Powergate tool will be unlocked and disconnected from the End-User's vehicle and no longer could be used on that vehicle.

All archived Sessions will still be listed in the Sessions & Files.

To create a new Session, the End-User must repeat the whole process, starting from the identification of the engine control unit up to locking it to the tool.

To archive a session:

1. Go to the "Sessions & Files" section.
2. Access the "Session files" management page.
3. Click on "Actions" in the top right corner.
4. Select "Archive".

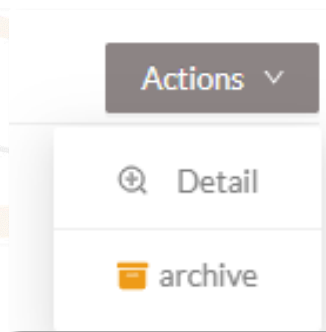


Figure 34: Actions button

To archive a Session you need to use at least one Cancellation Credit.

Credits

In this section you can check the Credit transaction details. The total amount of remaining Cancellation Credits can be seen in the top right corner of the page.

You can filter transactions either by tool Serial number or transaction date (icons: 🔍 to search, 🗑️ to clear.)

To archive a session at least one Cancellation Credit is required.

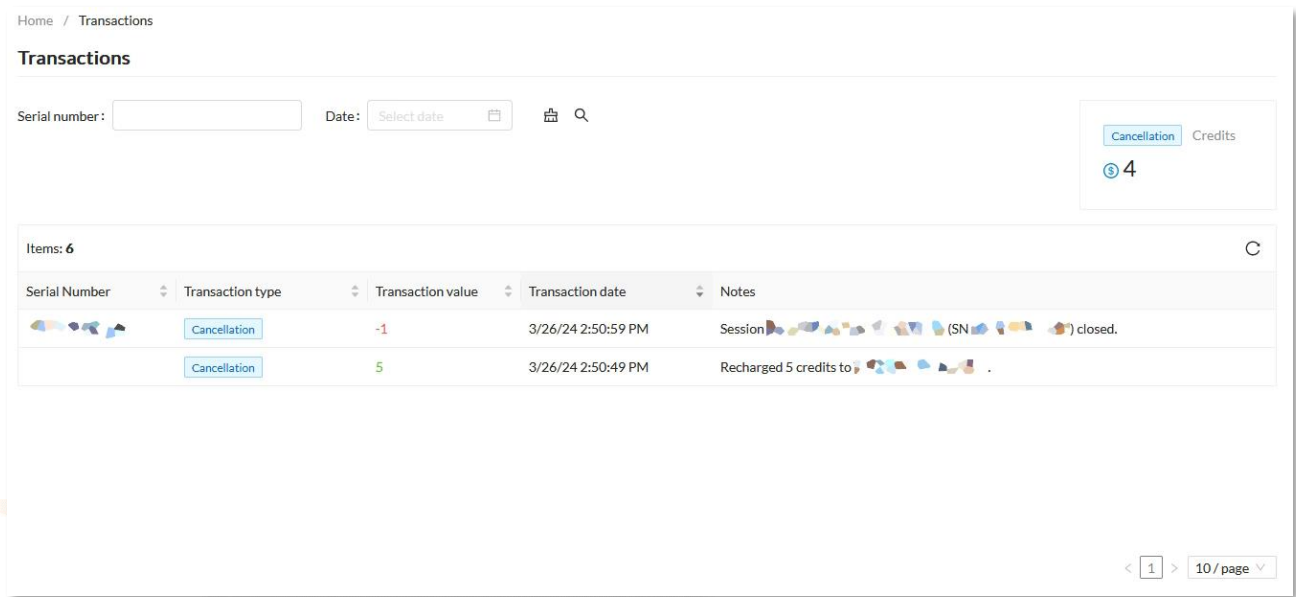


Figure 35: Transactions page – Information and History

To buy Cancellation Credits please refer to your Alientech Sales Manager.

Accessories

Cables



In this section you can find a list of all cables available for Powergate tools, with their relevant communication protocol.

You can scroll through the list, or filter the data either by SKU, Protocol, or Description (icons: 🔍 to search, 🏠 to clear.)

Home / Cables

Cables

SKU: Protocol:

Description:  

Items: 2 C

SKU	Protocol	Description
144300K208	2927 - IVECO DAILY BOSCH EDC17C69	DAF-MAN-Scania OBDII cable
144300K208	2838 - ISUZU TRANSTRON DIESEL	DAF-MAN-Scania OBDII cable

< 1 > 10 / page v

Figure 36: Cables section – Example of cables filtered by SKU

AlienCloud

File repository

In this section you can upload original and modified files so that when the End-User's control unit read file has the same calibration code as the original uploaded in the AlienCloud, the related modified files will be automatically assigned to the End-User Session and they can be immediately written by End-Users.

It is possible to assign up to three (3) modified files to each uploaded original.

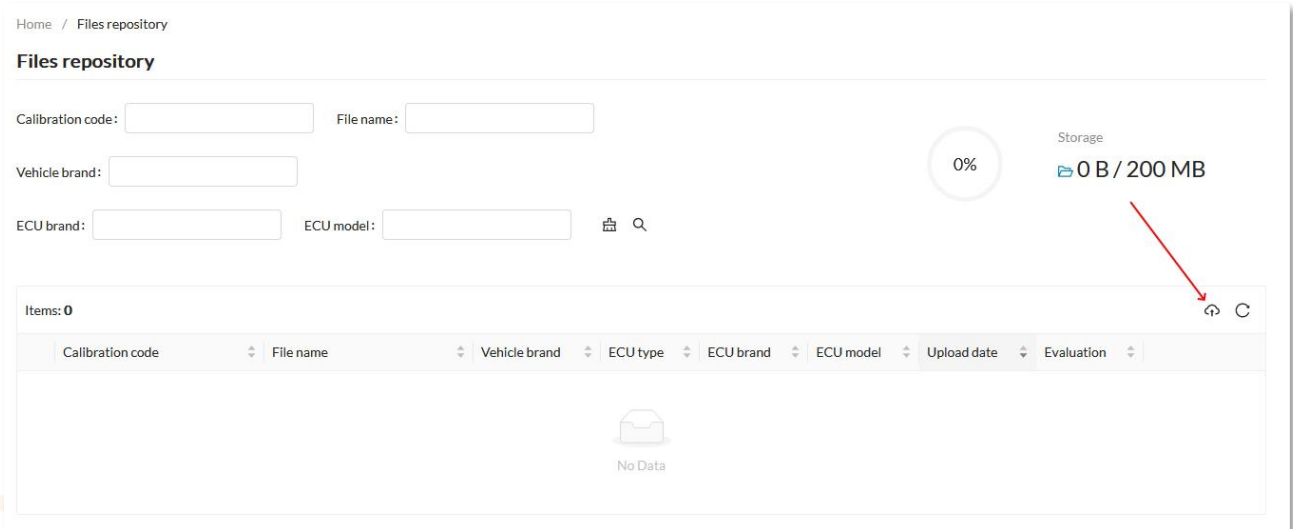


Figure 37: Files repository main page – no original file uploaded

All the original files uploaded will be displayed in the Items table where, through the relevant icons, you can:

- Search for an original by its Calibration code or name, Vehicle make, or ECU brand or model (icons: to search, to clear.)
- Upload a modified file (icon: .)
- Delete an original (icon: .)
- Open a side tab to view the details of an original file (icon: .)
- See the details of the modified file(s) associated to the original file (icon: .)

When deleting an original file, all associated modified files will be removed.

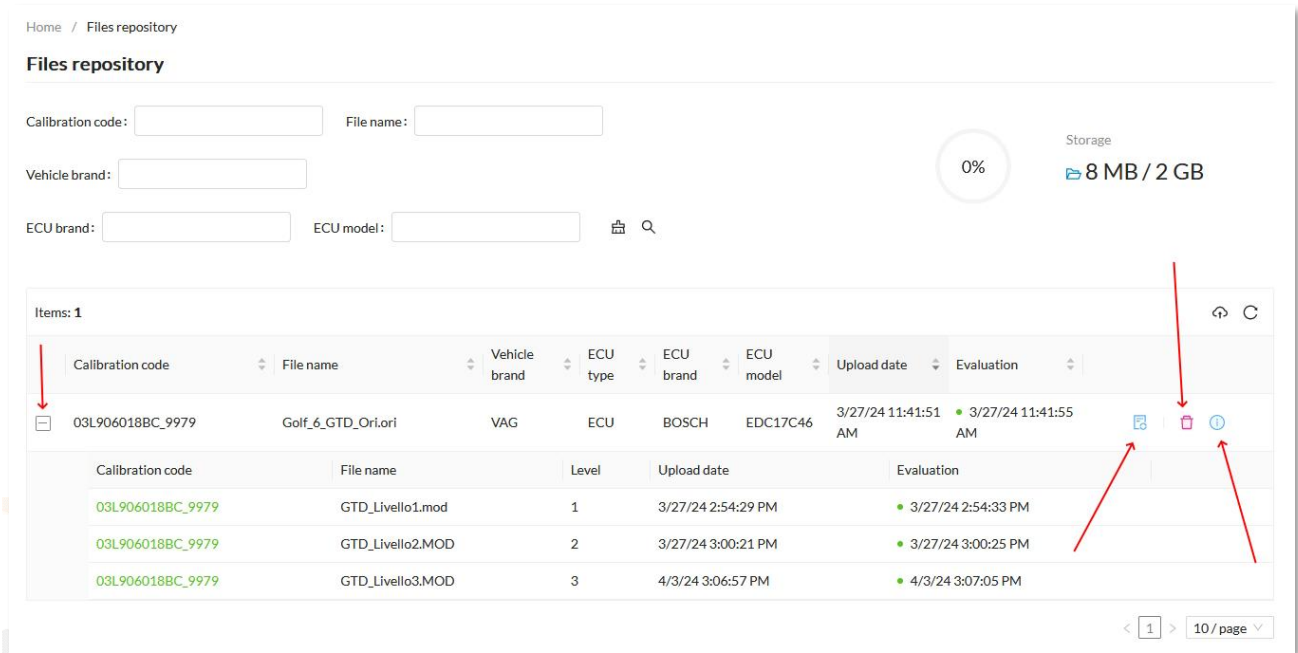




Figure 38: Files repository main page – Example of an original file uploaded with modified files associated

How to manage your File repository

1. Open the **File repository** menu and click on the  icon.
2. Select an original file from your computer and then click on <Validate>.
3. Once the original file uploaded, the File Evaluation Service will check if it is supported by the cloud service. In the Evaluation column you can see the status of the operation:
 - Orange dot: the file is under validation. Check the notifications and, if the validation is complete, refresh the page.
 - Green dot: the file has been validated. You can add modified files for this ORI.
 - Red dot: the file has not been validated.

Only certified original files from Virtual Reading protocols can be validated by the File Evaluation Service. If a certified Virtual Reading file cannot be validated, please contact Alientech technical support.

4. Click the  icon next to the original file to which assign the modified files.
5. Select a modified file from your computer and then click on <Validate>.
6. Repeat step 5 for any files you wish to add, up to a maximum of 3.

The file access level must be set accordingly to make the modified AlienCloud files available for writing.

MOD files

Calibration code	03L906018BC_9979	Ecu type	ECU	Ecu brand	BOSCH
Ecu model	EDC17C46	Hardware version		Software version	
Software upgrade	03L906018BC_9979	MD5	1E4D0B1E090D3518F79C674766A6D0E1		







Level 1	Level 2	Level 3 
<p>3/27/24 2:54:29 PM</p> <p>Name: GTD_Livello1.mod</p> <p>Description: 🔗</p> <p>Calibration code: 03L906018BC_9979 </p> <p>MD5: C90F539FAD58F2EB02589115389 FB808</p>	<p>3/27/24 3:00:21 PM</p> <p>Name: GTD_Livello2.MOD</p> <p>Description: 🔗</p> <p>Calibration code: 03L906018BC_9979 </p> <p>MD5: A5EEEBE48AD75A744DCB664312 5CE25C</p>	<p>4/3/24 3:06:57 PM</p> <p>Name: GTD_Livello3.MOD</p> <p>Description: 🔗</p> <p>Calibration code: 03L906018BC_9979 </p> <p>MD5: 54D1D2FB8A0E1065E7FDE45E1C 1A5133</p>

Figure 39: Files repository page - Example of three modified files assigned to an original file

Use the  icon to remove a modified file, the [🔗](#) icon to add a description of the modified file, and the  icon to copy the calibration code.

Users

My profile

In the My profile section you can see the information of the account you are logged in, change password, or delete the account.

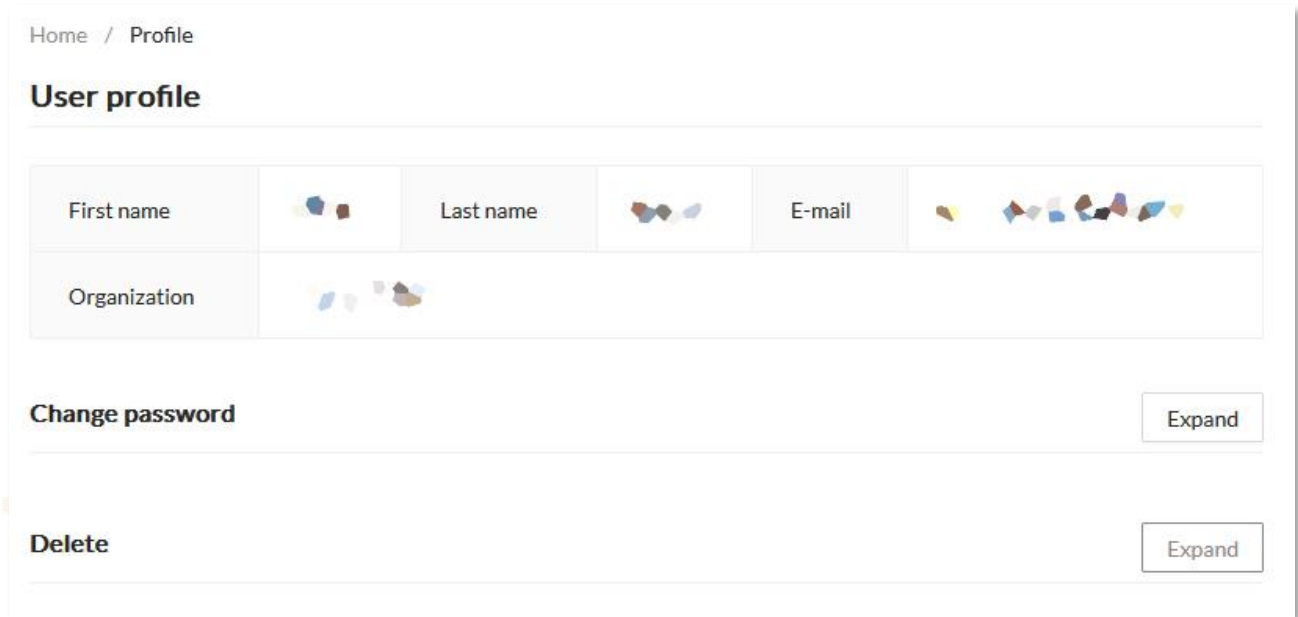


Figure 40: *My Profile* page

- Deleting a User will delete all related resources, including all files and Sessions managed by the User being deleted.
- Deleted User cannot be restored!

Support

Error codes

You can refer to this section to see the errors returned by Powergate Administration Dashboard and Powergate tool.

Error codes

100 UnknownError	140 InvalidSession	190 UserValidation
101 ValidationError	141 InvalidSessionStateTransition	191 UserPinValidation
110 DeviceUnknown	142 InvalidWorkSessionStateTransition	210 NotOriginalCloudFile
111 DeviceInManyActiveSessions	143 InvalidSessionOwner	300 LegacyHeaderDecodeFailed
112 ProtocolUnknown	150 TemplateUnknown	301 NoReadAndNoVRProtocol
113 NotRegisteredDevice	151 TemplateSave	302 NoVRFileExist
114 NotAssignedTemplate	152 DefaultTemplateUnknown	304 InvalidProtocol
115 CFGByGroup	153 LinkedTemplateCannotBeDeleted	305 InvalidProtocolInfo
120 VehicleUnknown	160 UserAlreadyExist	306 NoSessionIdFileExist
121 EcuUnknown	161 UserCreate	307 NoStorageIdFileExist
122 EcuIdentifyRulesViolation	162 UserUnknown	308 InvalidVRServiceResponse
123 VehicleNotInList	163 UserPassword	309 NoSessionReadFileExist

Figure 41: Support page – Example of Error codes list

Troubleshooting

Before contacting the Technical Support Service, if you have trouble in operating Powergate Administration Dashboard, read this section and follow the recommended procedures.

When contacting the Technical Support Service, it is important to provide the tool serial number or session ID and the error code.

Powergate Administration Dashboard errors

We provide you here with the more common error codes that can be returned by the Powergate Administration Dashboard.

Error	Solution
111 – Device In Many Active Sessions	The Powergate tool is assigned to an active session of another End-User.
183 – Vehicles List Inconsistency After Update	The Session, not yet locked, is associated to a vehicle that has been removed from the Template assigned to the End-User's tool. The End-User must select a new vehicle from the Powergate app list to lock the tool to the vehicle.
207 – Unsupported Cloud Protocol	The uploaded file uses a protocol that is not supported by the AlienCloud service, please Contact Alientech technical support.
301 – No Read And No VR Protocol	The vehicle is not supported, please Contact Alientech technical support.
302 – No VR file exists	A Virtual Reading original file is not available for the calibration code of the End-User control unit, please Contact Alientech technical support. If a compatible file with this calibration number is found: <ol style="list-style-type: none">1. Go to the relevant Session and open the Details page.2. Set "New Satus" to the instance with error.3. The End-User can proceed with the identification of the engine control unit and lock the tool.

Error	Solution
321 – Other Protocol Needed	<p>The protocol used by the End-User propose to use a different protocol than the one selected, which best suits the control unit protection.</p> <p>In this case, you need to:</p> <ol style="list-style-type: none"> 1. Archive the session. 2. Create or modify a Template, including the protocol suggested. 3. If you create a new Template, associate it to the End-User tool. 4. The End-User can proceed with the identification of the engine control unit and lock the tool.

Powergate App errors

We provide you here with the more common error codes that can be returned by the Powergate app. If the error is not included in this list, please contact the Technical Support Service providing the error code.

Please remember that only Powergate Managers are entitled to contact Alientech technical support, you need to provide your End-User with support.

Error	Solution
Powergate not found?	<p>The End-User must:</p> <ul style="list-style-type: none"> • Check that Powergate is properly powered through the connection to the vehicle's diagnostic socket. • Check that Powergate LEDs are on. • Check that the mobile device Bluetooth® is enabled. • Check that the Location service on the mobile device is ON. • Check that Bluetooth® and Location permissions have been granted while using the Powergate App. • Check that the minimum system requirements are met: <ul style="list-style-type: none"> - Android version 7.0 and higher - EMUI (Huawei) version 7.0 and higher - iOS version 12.0 and higher

Error	Solution
<p>Does Powergate prompt to update the Wi-Fi module?</p>	<p>The End-User must accept and wait for the upgrade to complete (the LED stripe will turn purple.) During this upgrade it is important never to disconnect Powergate from the diagnostic socket and wait for the operation to complete.</p> <p>Once the update has been completed, Powergate LED stipe may light up in two different colors:</p> <ul style="list-style-type: none"> • BLUE: the update was successful. • RED: the update failed. <p>If the LED stripe is BLUE, the End-User can disconnect Powergate from the diagnostic socket and must reconnect it immediately. Then the End-User must configure the Wi-Fi connection again by entering the network password.</p> <p>If the LED stripe is RED, you need to contact Alientech technical support.</p>
<p>Can't connect to the network with your Powergate?</p>	<p>For iOS devices: In the iPhone's Hotspot settings, if available, enable the "Maximize Compatibility" feature to switch to the 2.4 GHz band.</p> <p>For Android devices: In the smartphone's Hotspot settings, choose to see the advanced options. If available, enable the 2.4 GHz compatibility on the "Band" or "AP Band" item.</p>
<p>111 – Device In Many Active Sessions</p>	<p>The Powergate tool is assigned to an active session of another End-User.</p>
<p>183 – Vehicles List Inconsistency After Update</p>	<p>The Session, not yet locked, is associated to a vehicle that has been removed from the Template assigned to the End-User's tool.</p> <p>The End-User must select a new vehicle from the Powergate app list to lock the tool to the vehicle.</p>
<p>301 – No Read And No VR Protocol</p>	<p>The vehicle is not supported, please Contact Alientech technical support.</p>
<p>302 – No VR file exists</p>	<p>A Virtual Reading original file is not available for the calibration code of the End-User control unit, please Contact Alientech technical support. If a compatible file with this calibration number is found:</p> <ol style="list-style-type: none"> 1. Go to the relevant Session and open the Details page. 2. Set "New Satus" to the instance with error. 3. The End-User can proceed with the identification of the engine control unit and lock the tool.

Error	Solution
321 – Other Protocol Needed	<p>The protocol used by the End-User propose to use a different protocol than the one selected, which best suits the control unit protection.</p> <p>In this case, you need to:</p> <ul style="list-style-type: none"> • Archive the session. • Create or modify a Template, including the protocol suggested. • If you created a new Template, associate it to the End-User tool. • Inform the End-User that they can proceed with a new association of the tool to their vehicle.

Repair or replacement of a product with RMA

In case of malfunction, damage or breakage of the Product, **always** contact the Technical Support Service through the Help Desk portal. A Technical Support Service operator will ask you questions to better diagnose the problem occurred and, if necessary, will give you the authorization to return the tool by providing you with the RMA form (Return Merchandise Authorization), together with the information needed for shipping the tool to be repaired.

You must thoroughly fill in the RMA form and always include it in the package with the tool. Remember that the tool must be returned complete with all its accessories.

Alientech srl reserves the right not to accept, inspect and/or repair tools received without RMA form filled in all its sections.

Technical Support Service

Alientech srl provides its customers with a Technical Support Service through the Help Desk Portal.

Contact language: Italian, English

Official website: <https://databank.alientech.to/ticket/>

Working hours: From Monday to Friday, from 8:30AM to 12:30PM CET and from 2:00PM to 6:00PM CET/CEST

Any closures for holidays will be communicated through appropriate notice on the Help Desk portal.

For more information on how to submit a technical support request, please refer to the Help Desk User Guide available in the User Guides section of Alientech Dashboard.

Useful links

To get more information about software and services offered by Alientech, you can refer to the following resources:

For information on	What to do
Help Desk User Guide	See the “User Guides” section of Alientech Dashboard
Technical support service Terms and Conditions	See the webpage https://www.alientech-tools.com/legal/
Latest news about Alientech’s world	See the website https://www.alientech-news.com
Alientech’s authorized dealers	See the webpage https://www.alientech-tools.com/dealers/

Specifications

The Powergate Administration Dashboard is designed to work optimally with newer versions of Chrome, Safari, Firefox, and Edge. The portal gradually loses quality on older browsers; problems may be encountered when using certain functions on older versions. Windows XP and earlier operating systems and the Internet Explorer browser are not supported.