Cumulative Server Update

Overview:

The cumulative update impacts the download server. It is not an update to the scan tool application software. However, it greatly improves the update experience!
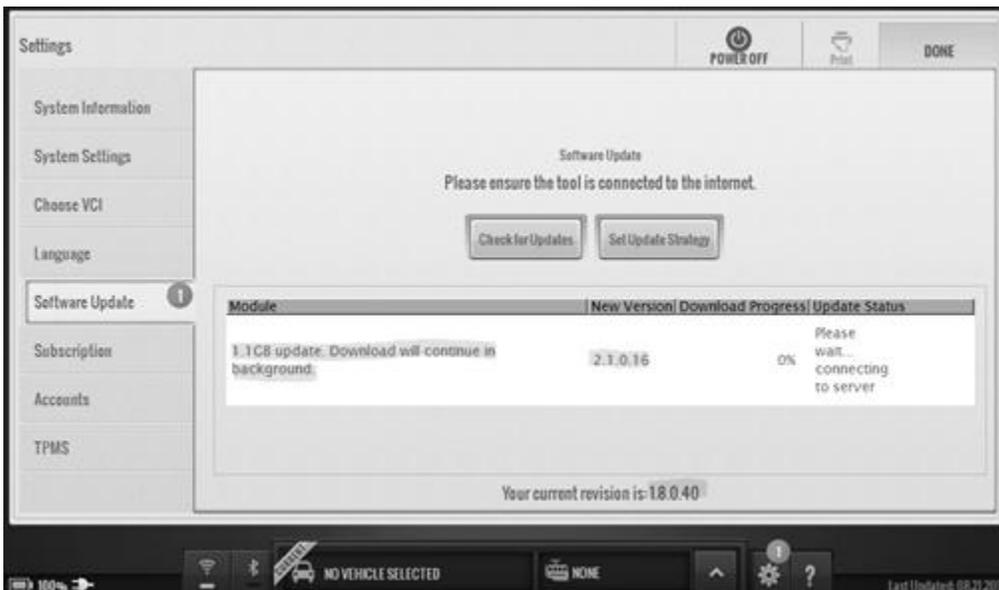
Prior to July 22, 2014 missed updates were required to be performed in a serial fashion – oldest first, then next version and so on. The cumulative update server change means users that have not updated since mid-2013 do not have to download and install each update one at a time!

Frequently Asked Questions (FAQs)

Q. How big is the update file?

A. Download size is 1.1 GB

Q. What are the versions targeted for bundling into the cumulative update?

A. Versions 1.4.1.19, 1.6.0.39 and 1.8.0.40

Q. What will the Software Update screen display to the end user?

A. If you go to the Settings screen, and select "Software Update". The 2.1.0.16 update will be listed as: 1.1GB update. Download will continue in background.
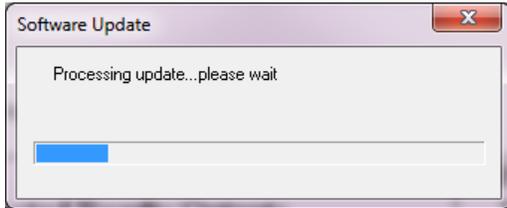

Q. What if I was already downloading 1.6.0.39, 1.8.0.40, 2.0.0.33 versions from the server?

A. When "Download" is selected, this new version will replace those preceding versions and the software will begin to download the new update.

Q. What will I see during the update?

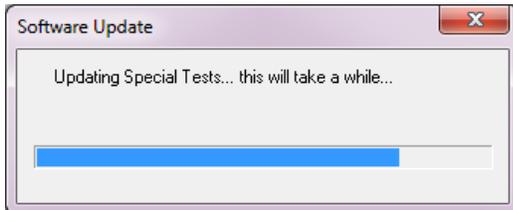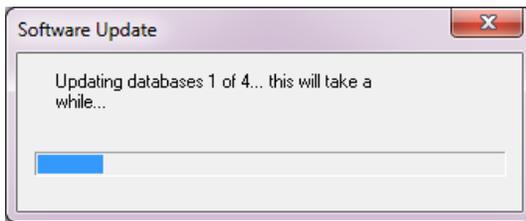**A.** See Software Install Process below

Software Install Process:

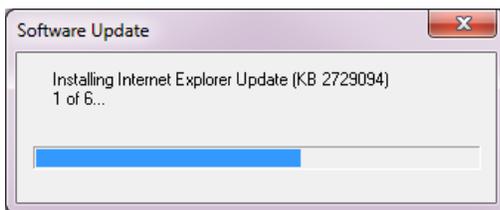The software install process begins after pressing the "Install Update" button.

The Diagnostic Hub application will shut down and the user will see a blank screen for approximately 1 minute while the update is unpacking. The update will then begin to process the update:
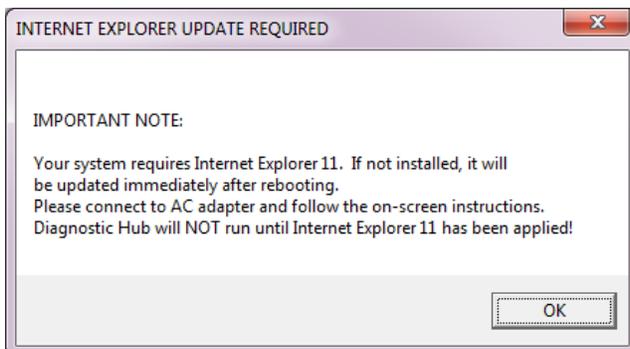

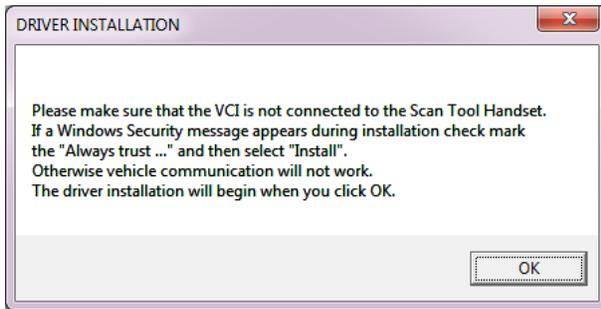The update will install 4 databases and new Special Tests:

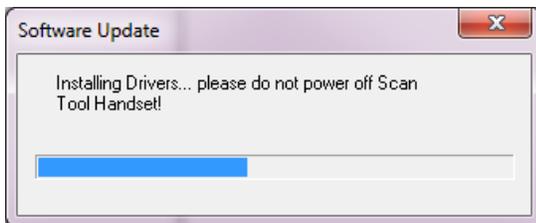The update will install Internet Explorer updates:

The following IMPORTANT NOTE will be displayed to notify the user what will happen after the reboot.

After confirming that Internet Explorer update will continue after the reboot, the update will then proceed to update the VCI drivers:

After clicking OK, the 1.03.28 VCI Drivers will be installed:
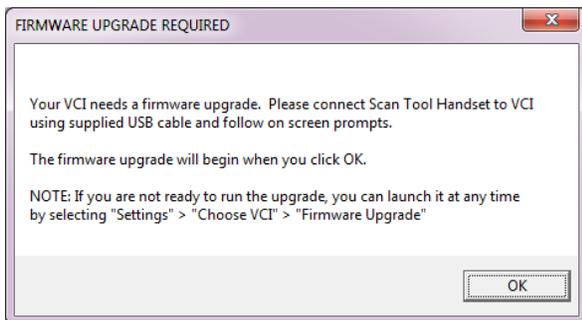

The user may see a popup asking them to "Always trust software from "Service Solutions US LLC". **Install should be clicked, if not the VCI will not communicate to a vehicle!**
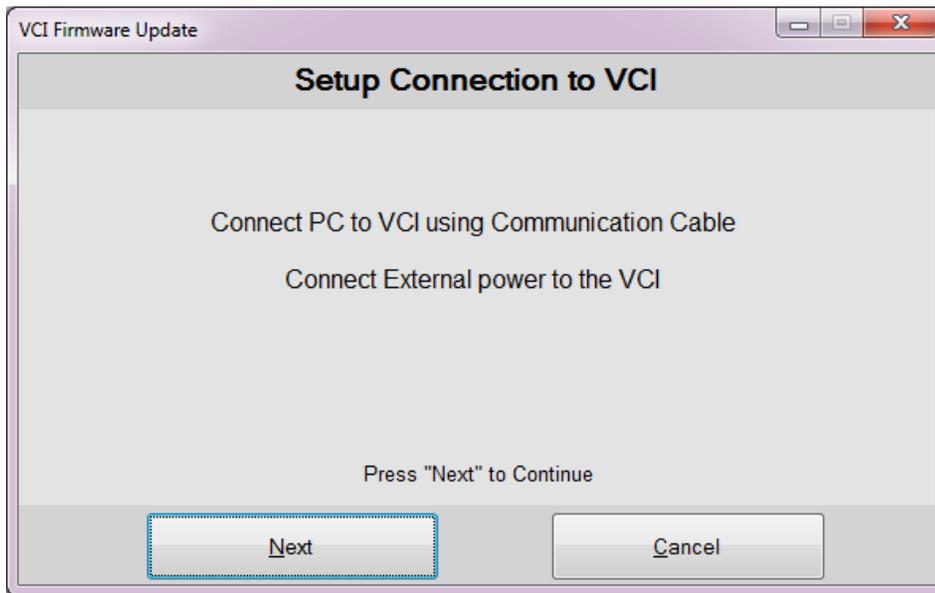
Message screen:

The update will proceed and then prompt the user to update the firmware on their VCI. If their VCI is unavailable at this time, it can be updated at a later date:
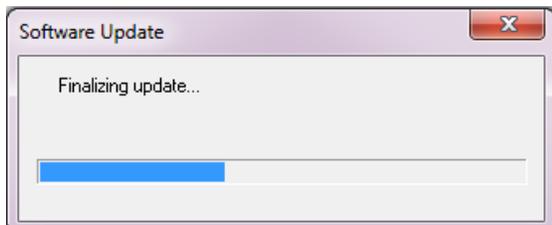
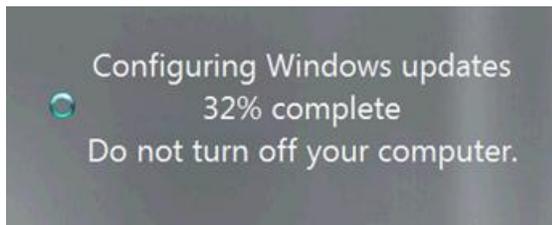After clicking "OK", the VCI Firmware application will launch:

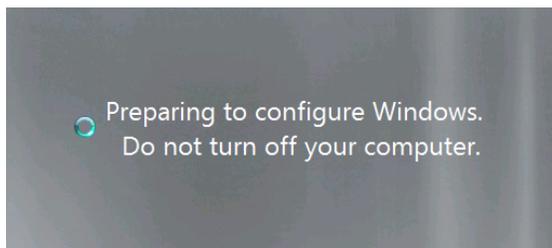User should proceed to update their VCI now (if it is available).

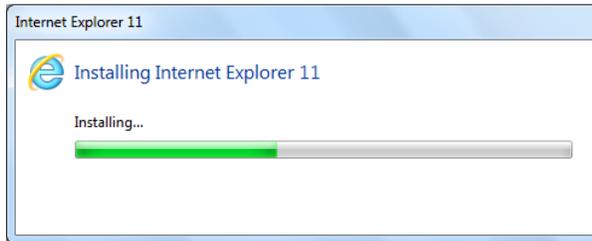When finished, the update will be completed and the application will reboot the tool:
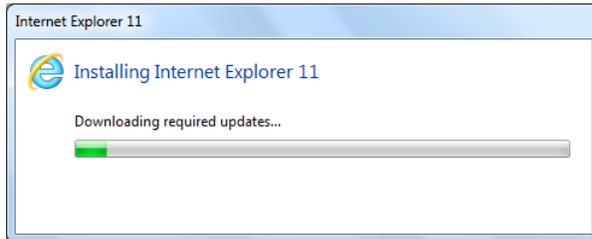

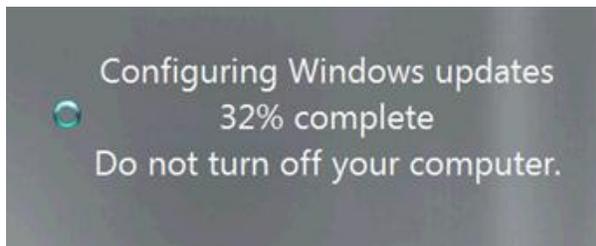While rebooting, Windows will configure the system for the Updates it just applied:

During boot up, Windows will display the following before booting up:

After Windows has booted up, it will begin installing Internet Explorer 11:

Internet Explorer 11

Installing Internet Explorer 11

Downloading required updates...

Internet Explorer 11

Installing Internet Explorer 11

Installing...

After Internet Explorer 11.0 has been installed, your system will reboot again. You will once again see the following "Windows Update" messages:

Configuring Windows updates
32% complete
Do not turn off your computer.

After the reboot, Diagnostic Hub v2.1.0.16 will be ready to use.