JAGUAR

LAND ROVER

SDD

Symptom Driven Diagnostics

SDD - Getting Started Guide

SDD - Getting Started Guide

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SDD - Getting Started Guide

Introduction

This document will guide you through the initial set up and preparation of your CF-19, CF-52, CF-53 and CF-D1 machine operating on Windows XP or Windows 7.

Acronyms

DLL	Dynamic Link Library
DSFM	Diagnostic Services File Manager
EPQR	Electronic Product Quality Report
SDD	Symptom Driven Diagnostic
SMW	Software Management Wizard
SPA	Single Point Authoring
SWMP	Software Management Pack
VCI	Vehicle Communication Interface
VCM	Vehicle Communication Module
VDF	Vehicle Data Files

SDD - Maintenance Guide

Further assistance and guidance can be found in the SDD – Maintenance Guide on TOPIx in Diagnostics. The document guides you through the general maintenance of your SDD machine and helps you to make the most of your SDD machine.

Panasonic Documentation

Additional information and assistance relating to your specific Panasonic TOUGHBOOK hardware can be found in the Panasonic Operating Instructions. This documentation is supplied initially with the machine and is also available as a download from the Panasonic website: - **http://panasonic.net/avc/**.

SDD - Getting Started Guide

Preparing the Machine for Use

Description

This section will help with the initial set up of a new TOUGHBOOK machine. Please read the information fully before carrying out any of the advised actions.

Unpacking the Machine

Remove the TOUGHBOOK machine and the AC adaptor from the box and remove any packaging from them. Remove all documentation and store safely.

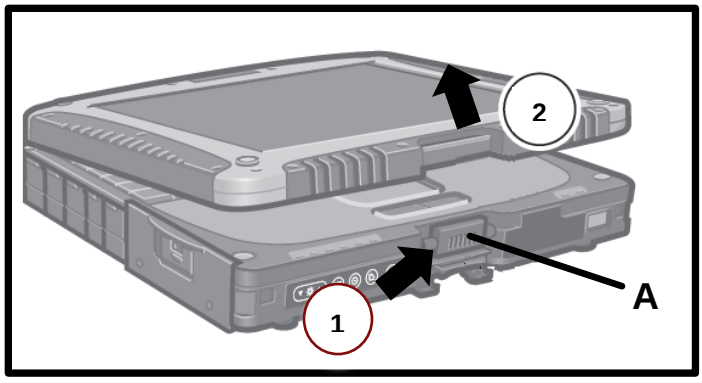
Note: Dispose of the box and all packaging in a responsible manner.

Opening and Closing a Laptop Machine

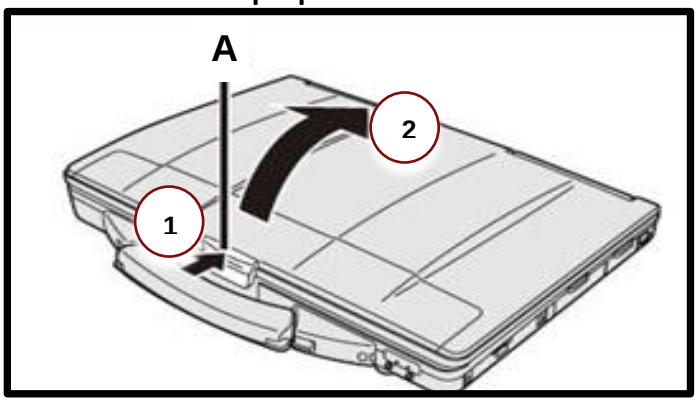
Note: When closing a laptop machine, make sure there are no foreign objects between the display and keyboard.

1. Push in the top of latch A to release it.
2. Lift up the laptop display to open.

CF-19 Laptop



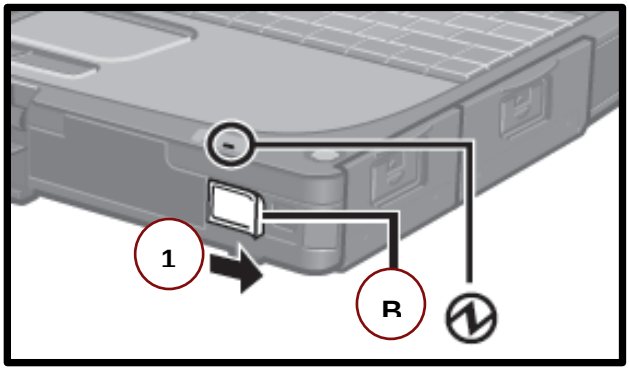
CF-52 and CF-53 Laptop



Turning the Machine ON

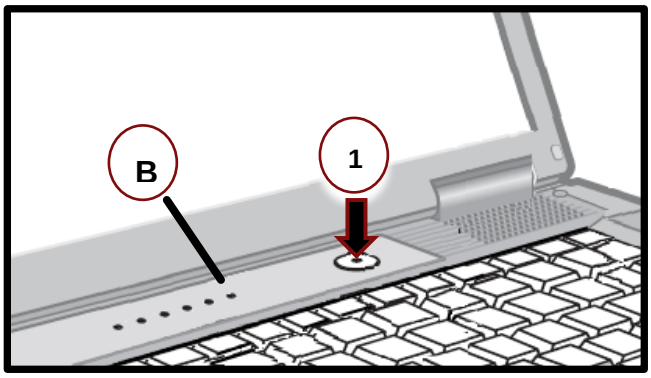
CF-19 Laptop

1. Slide and hold the power switch (B) until the power indicator lights.



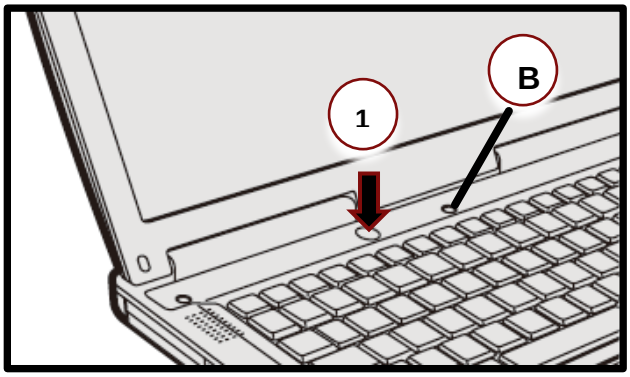
CF-52 Laptop

1. Press and hold the power switch until the power indicator (B) lights.



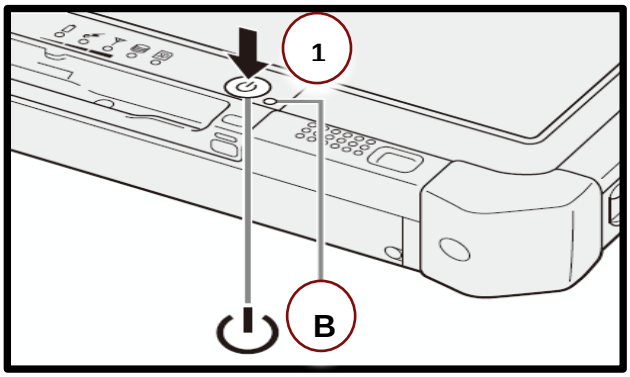
CF-53 Laptop

2. Press and hold the power switch until the power indicator (B) lights.



CF-D1 Tablet

1. Press and hold the power switch until the power indicator (B) lights.

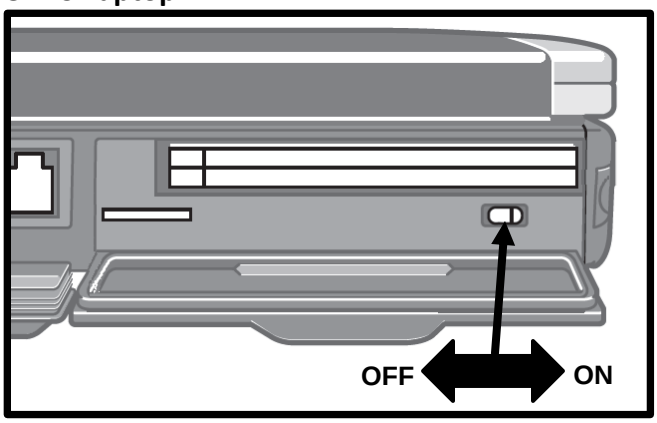


Turning the Machine OFF

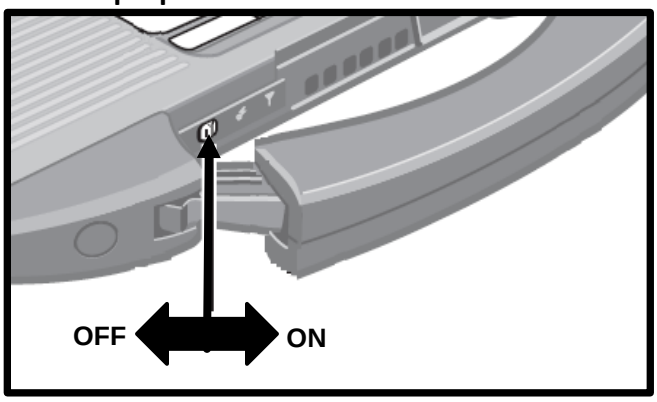
1. Press the Windows key
2. Select ‘Shut Down’

Turning the Wireless ON and OFF

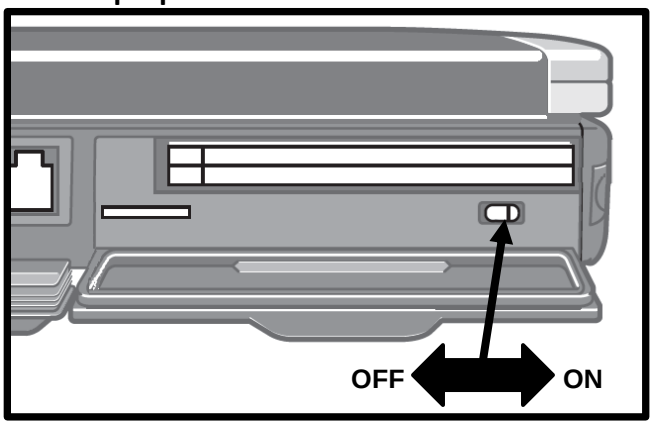
CF-19 Laptop



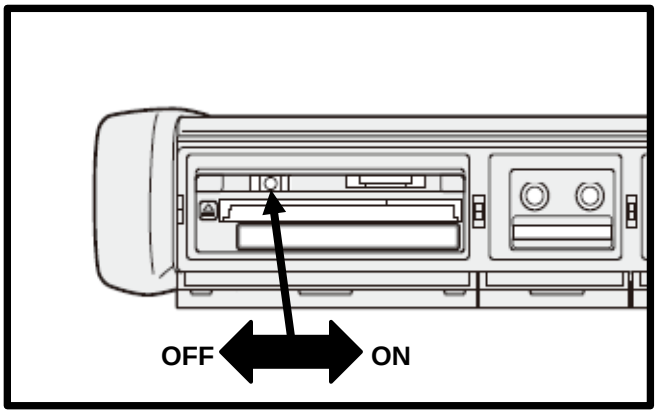
CF-52 Laptop



CF-53 Laptop



CF-D1 Tablet



Turning the Machine ON for the First Time

1. Open the laptop
2. Turn the Wireless Switch OFF. Go to: '**Turning the Wireless ON and OFF**'.
3. Connect the AC adaptor to a power outlet and to the machine on the right hand side.
4. Turn the machine ON. Go to: '**Turning the Machine ON**'.

Note: Do **NOT** touch the keyboard or touch pad (Until Windows completes its automatic processes).

Note: The set up of Windows will take approximately 20 minutes.

On first power up the machine will automatically display the following on screen:

- 'Starting Windows'
- 'Set up is preparing your computer for first use'
- 'Set up is checking video performance'

The first stage of the Windows set up is now complete. Please now follow the next procedure: '**Initializing the Machine**'.

Setting up the Machine in Your Place of Work

Description

The following information will aid you in the set up of the machine ready for use in your workplace. Please read the information fully before carrying out any of the advised actions.

Initializing the Machine

Complete the on screen instructions:

1. 'Set Up Windows' will be displayed
2. Using the touch pad
3. Select Language (**Note**: This cannot be changed later)
4. Select 'Next'
5. Select Country or Region
6. Select Time and Currency
7. Select Keyboard Layout
8. Select 'Next'
9. 'Set Up Windows' will be displayed
10. Type in a suitable computer name (This must **NOT** be SDD, a good example is Workshop 1 or 2)
11. Select 'Next'
12. 'Please read the license terms' will be displayed
13. Tick 'I accept the license terms' (Required to use Windows)
14. Tick 'I accept the license terms' (Required to use your computer)
15. Select 'Next'
16. 'Review your time and date settings' will be displayed
17. Select your time zone
18. Check the date and time zone are correct for your time zone
19. Correct the date and time if required
20. Select 'Next'
21. Do **NOT** touch the keyboard or the touch pad (Until Windows completes its automatic processes).

The machine will display or carry out the following automatically:

- 'Set up will continue after restarting your computer' will be displayed
- Black screen 'Set up will continue after restarting your computer'
- The SDD machine will automatically power OFF and power ON
- 'Panasonic' will be displayed
- 'Starting Windows' will be displayed
- Blank screen
- 'Set up is preparing your computer for first use' will be displayed
- 'Please wait' will be displayed
- 'Welcome' will be displayed
- The SDD desktop screen will be visible for a few seconds
- Some pop ups will appear (Pop ups will close automatically)
- When complete – 'Welcome to SDD Main Menu' will be displayed

Windows set up is now complete. Please now follow the next procedure: 'Connecting to a Network'.

Wireless Network Set Up

Description

The following information will aid during the setting up of the machine to a wireless network. Please read the information fully before carrying out any of the advised actions.

Note: Your dedicated IT department may be required to complete all or some of the set up procedures.

To assist you there are documents on TOPIx. For further details, login to TOPIx and using the 'search' box type in;

- Firewall and Antivirus Configuration with SDD

Connecting to a Wireless Network

Note: Do **NOT** perform the set up instructions below until the drive indicator turns OFF.

Note: The wireless **MUST** be turned ON. Go to: 'Turning the Wireless ON and OFF'.

1. Press the Windows key
2. Select 'Control Panel'
3. Select 'Network and Internet'
4. Select 'Connect to a Network'
5. A Pop up will appear in the lower right corner of the screen
6. Select the network required (There may be several listed)
7. Tick the 'Connect Automatically' box
8. Select 'Connect' (On the required network)
9. 'Connect to a Network' pop up will be displayed
10. Type the network security key (You may need to contact your IT department for this)
11. Select 'OK'

Your machine is now connected to the wireless network. Please now follow the next procedure: 'Logging into SDD'.

SDD - Getting Started Guide

SDD Initial Set up

Description

The following information will aid when logging into SDD. Please read the information fully before carrying out any of the advised actions.

Logging into SDD

From the 'Welcome to SDD' main menu screen:

1. Select the 'SDD' button
2. Wait while SDD launches (This can take up to 60 seconds)
3. Select the 'Play' button
4. Select your login option to enable SDD access to TOPIx services
    - 'Select here for Authorised Repairers' - This button is for Authorised and Franchised Repairers who have a DSL-ID or CDS-ID
        1. Enter your USERID
        2. Enter your PASSWORD
        3. Select 'Login'
        4. Select 'Continue or wait for 2 seconds for automatic continue'

    - 'Select here for Independent Operators' - This button is for Independent Operators who have registered with TOPIx
        1. Enter your Username
        2. Enter your Password
        3. Select 'Login'
        4. Select 'Continue or wait for 2 seconds for automatic continue'

Entering Dealer Information

Note: 'Dealer details must be entered to use SDD'.

1. Complete the required steps to enable SDD access to TOPIx services. Go to: 'Logging into SDD'.
2. Locate and Select your Country from the scroll down list
3. Locate and Select your Town / City from the scroll down list
4. Locate and Select your Dealer Name from the scroll down list
5. Dealer detail section of the page is then automatically populated
6. Read populated details to make sure the selected details are correct
7. Select 'Continue'
8. SDD Warning / Continue screen is now displayed.

You are now logged into SDD. Please now follow the next procedure: 'Checking the Installed Level of SDD Software on the Machine'.

SDD Software

Description

The following information will aid you to identify the level of software SDD is currently operating on and possible updates available. Please read the information fully before carrying out any of the advised actions.

Checking the Installed Level of SDD DVD Software on the Machine

To identify the level of SDD DVD software your machine is running, use the information displayed in the bottom left corner of the screen to check the installed level of the SDD DVD, the software update and the Software Management Package (SWMP) version levels:

1. Complete the required steps to enable SDD access to TOPIx services. Go to: 'Logging into SDD'.

2. Go to the bottom left of the screen.

Example 'DVD137.03 V166'

- 137 is the number of the DVD installed, this will change when a new DVD is released and installed
- .03 is the number of the software update installed, this will change when a new software update is released and installed
- V166 is the number of SWMP version, this will change when a new software management pack is released and installed

Now check the SDD software level on the machine matches the software level identified on TOPIx. Please now follow the next procedure: 'Using TOPIx to Identify the Latest Level of SDD Software'.

Using TOPIx to Identify the Latest Level of SDD Software

1. Complete the required steps to enable SDD access to TOPIx services. Go to: '**Logging into SDD**'.
2. Select the 'TOPIx' logo in the top left corner of the screen
3. Select Vehicle Brand to continue
4. In Model Selection - Select a Vehicle (Any model)
5. Select a Year (Any Year)
6. Select 'Find'
7. Select 'Diagnostics'
8. Select 'General'
9. Select 'Diagnostic Release Notes'
10. Locate the latest SWMP version (Highest number – example V166)
11. Select on the link to the document
12. Select 'Language'
13. SDD Software Update information is displayed as:

Examples

Software Level on the machine and TOPIx level matching:

- Machine software level: 'DVD137.03 V166'
- TOPIx Level:
    - Reference DVD 137-03
    - Calibration File V.166

Software Level on machine being out of date compared to TOPIx level:

- Machine software level: 'DVD137.**03** V**166**'
- TOPIx Level:
    - Reference DVD 137-**04**
    - Calibration File V.**167**

On first operation, it is likely the SDD software will need updating. Please now follow the next procedure: '**First Automatic Background Download**'.

SDD Software Initial Update

Description

Before SDD can be used for the first time, the SDD DVD Software and the Calibration and As-built Files will most likely require updating. Please read the information fully before carrying out any of the advised actions.

First Automatic Background Download

The Automatic Background Download function will start and will download the required SDD DVD software update.

This is displayed by a symbol of the globe with a green down arrow , the symbol is located in the top right corner of the screen.

When the DVD software download has completed a pop up will appear informing that the software update is ready to be installed.

Complete the on screen instructions to install the SDD DVD software update.

When the installation has completed, the 'Update Complete' pop up will be displayed:

1. Select 'Yes, I want to restart my computer now'
2. Select 'Finish'

The machine will then power itself OFF and ON again. When the SDD machine powers itself ON, wait until the drive indicator turns OFF.

Note: The 'Automatic Background Download Process' may start several times before SDD has automatically updated to the correct level.

When the SDD machine has finished the Automatic Background Download Process, the user must check the SDD DVD is to the latest software update.

1. Go to: 'Checking the Installed Level of SDD DVD Software on the Machine'.
2. Go to: 'Using TOPIx to Identify the Latest Level of SDD Software'.
3. Make sure the DVD release numbers are matching.
    - If DVD release numbers do not match, refer to: 'SDD - Maintenance Guide'.

Combined As-built and Calibration File Update

Before connecting the SDD machine to a vehicle, it is best practice to carry out the following '**Combined As-built and Calibration File Update**'. This will make sure the SDD machine is fully up to date, with all As-built and Calibration files.

It is possible to use the SDD machine on a vehicle without carrying out the Combined As-built and Calibration File Update.

SDD is design to automatically identify if any new or replacement files are required and will automatically begin the download of the required files, while you are running the application. A software management pop up is displayed to the user, showing the files that are required to be downloaded for this application, providing the SDD machine is connected to a wireless network.

This process will be repeated when SDD identifies if any new or replacement files are required for the selected application you are running.

Carrying out a Combined As-built and Calibration File Update

1. Complete the required steps to enable SDD access to TOPIx services. Go to: '**Logging into SDD**'.
2. Select 'Continue'
3. Select 'Manual VIN Read'.
4. Select 'Combined As-built and Calibration File Update'
5. Wait for the 'Software Management Wizard' pop up
6. Select 'Next'
7. File Lists will now download and be verified
8. Wait while the procedure completes
9. When completed
10. Tick box 'Select all vehicles'
11. Select 'Next'
12. SDD will now search for missing files
13. When the search is complete, the number of missing files will be displayed
    - If 'NO' missing files is displayed, Select 'Cancel' to end update
    - If 'Next' is Selected then another search will be completed
14. Select 'Next', if there are missing files displayed
    - File Download will now start
    - Wait while the files are downloaded – DO NOT USE SDD
    - When complete – details of the download are displayed
15. Select 'Retry' if a file fails to download
    - If repeated download attempts fail, refer to: '**SDD - Maintenance Guide**'.
16. Select 'Finish' when complete.

Vehicle Communication Interface (VCI) Devices

Description

The VCI device is the communications device between the vehicle and the SDD machine.

Approved Devices

Jaguar Land Rover approve the following VCI Devices:

- Vehicle Communication Module (VCM)
- MongoosePro JLR
- DA Dongle
- DA Davina
- SPX i-View
- DA ST512

Further information can be viewed in the Administration Bulletins:

- LAB00007 - Vehicle Communication Interface (VCI) Independence.pdf - Land Rover
- JAB00007 - Vehicle Communication Interface (VCI) Independence.pdf - Jaguar

These documents can be found in TOPIx, under the 'Bulletins' tab and the 'Administration Bulletins' option on the left side of the screen.

Caution: VCI functionally will be affected, if the VCI Device Firmware and Software level is not updated when required in line with the SDD Software Level.

VCI Updates

The VCI Devices require the user to manually update them.

Further information can be viewed in the Special Service Message (SSM):

- SSM 71382 - SPX i-View (Land Rover)
- SSM 71383 - SPX i-View (Jaguar)
- SSM 71360 - DA-Dongle & DA-VINA (Land Rover)
- SSM 71361 - DA-Dongle & DA-VINA (Jaguar)
- SSM 71384 - MongoosePro JLR (Land Rover)
- SSM 71399 - MongoosePro JLR (Jaguar)

These documents can be found in TOPIx, under the 'Bulletins' tab, 'Special Service Messages' and the 'Diagnostic Software/Hardware' option on the left side of the screen.

VCM Updates

When an update is available for the VCM, SDD will automatically prompt the user via a pop up that an update is required. The user can then update the VCM by completing the on screen prompts.

Your Machine is Now Ready for Use

After completing all of the required processes in '**SDD Initial Set up**' and '**Vehicle Communication Interface (VCI) Devices**' the SDD machine is now setup and ready for use.

Regular maintenance is required to the SDD machine to update the SDD DVD software and VDF, to make sure it is operating at the correct level to work on all the latest vehicles.

To assist in the SDD Maintenance, go to: '**SDD Regular Maintenance**'.

SDD Regular Maintenance

Description

It is very important that weekly checks are completed to maintain the SDD machine hardware in good working order and to keep the software up to date. Please read the information fully before carrying out any of the advised actions.

For further assistance, please refer to: '**SDD - Maintenance Guide**'.

SDD Weekly Health Check

We advise every week to carry out the following:

Hardware Checks

1. Check SDD Hardware and leads for damage
   - Any damage found needs to be investigated and corrected

2. Check VCI Device and leads for damage
   - Any damage found needs to be investigated and corrected

Software Checks

3. Complete 'Calibration and As-built File Update' to keep the software up to date.
   - Go to: '**Carrying out a Combined Calibration and As-built File Update**'.