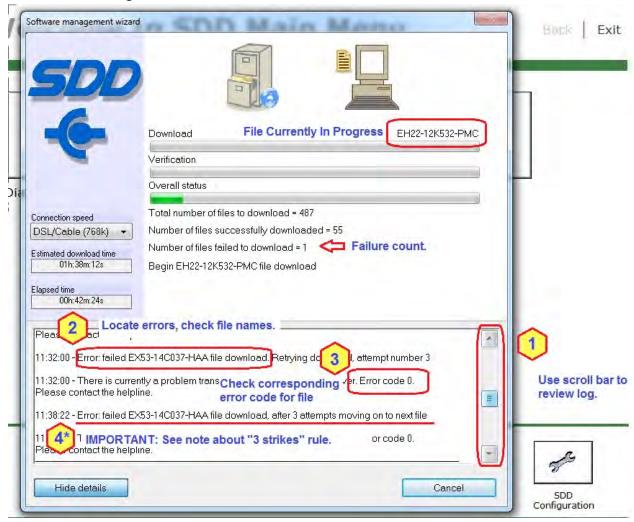# Working with the SDD Software Management Wizard

How to review and interpret SDD Software Manager Logs:

The "Software Management Wizard" is used by SDD to interactively download vehicle calibration and as-built files from the JLR Diagnostic Services File Management (DSFM) servers in the UK.
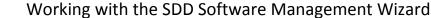
This "wizard" interface is commonly displayed when:

- The user selects one of the "Update As-Built and Calibration File" options on the SDD System Utilities Tab.
- SDD determines one or more files required to complete a vehicle update or control module replacement are not currently available on the laptop.

The following screen shot depicts the information available within the SDD Software Management Wizard, after clicking the "Show Details" button in the lower left corner.

Using the call-outs in this screen shot, take the steps on the next page to interpret and act on these logs accordingly.

Review the Software Management Wizard logs as follows:

1. Scroll to locate error records for failed file downloads.
2. When an error is located, note the file name.
3. The following line should include the corresponding download error code.
4. The Software Management Wizard employs a "3 strike" rule, where each file download is attempted up-to 3 times. Files in this log that have failed less than 3 times, require no further investigation or action. Only files that display the message highlighted by call-out #4 in this screen shot require consideration as discussed in this document.

File Name Checks:

- Compare to the list of files currently excluded from the DSFM server on page 3 of this document. If included on the excluded file list, follow the advice for resolving SDD maintenance issues on that same page.
- If not excluded, make reference of the file name if your IT staff needs to contact the IDS Connectivity Helpline for troubleshooting assistance.

Error Code Checks: (2 most common error codes and advice)

- Error Code = 0: Connectivity from this laptop to the DSFM server is intermittent, or the DSFM server is experiencing peak activity.
- Error Code = 620: The requested file does not exist on the DSFM server.

For Error 0, review your Network Status under the SDD System Information Tab. If all other network resources show good connectivity; (green check) and/or only some of the files are failing to download, then this error code most is most likely being generated by peak activity on the DSFM server. Repeat the download a few more times before contacting your local IT staff. Request local IT to confirm there are no local issues affecting connectivity. Local IT should refer to the IDS/SDD Maintenance and Troubleshooting Guide for connectivity requirements, and contact the IDS Connectivity Helpline for "intermittent connectivity" ONLY when a high volume for file downloads generate Error 0 in this log.

For Error 620, the file requested does not exist on the DSFM server, and there is no reason to contact your local IT staff or escalate these failures to the IDS Connectivity Helpline. See info on Page 3 to resolve circumstances where the Software Management Wizard log reports Error 620.

Large Calibration File List and Error 620 advice:

The Software Management Wizard logs "Error 620" when a requested file does not exist on the DSFM server. Some calibration and as-built files exceed the file size limitations on the DSFM server, and cannot be hosted on that system. Files that exceed this limit are only delivered to the diagnostic tool via a DVD, scheduled update, or VDF package.

When SDD equipment is maintained on a regular basis, with all software releases installed incrementally as released, every file required is expected to be present on the system and this concern does not apply.

This concern DOES apply to any SDD equipment that was subject to the following conditions:

- the latest software update has not been installed
- the equipment has been left out of service for a period of time
- one or more scheduled software releases has been skipped over
- an update did not complete correctly and went undetected
- equipment was recovered due to system corruption and returned to service without having the required VDF components installed along with the main software. (as per our published system recovery instructions)

If you are having problems downloading calibration and asbuilt files listed below, (or ANY file accompanied by Error 620 in the Software Management Wizard logs) do not refer this issue to your IT staff as a connectivity issue. Technicians must confirm SDD is loaded with BOTH the latest software update and calibration files, and if the problem still exists, download and install the latest VDF packages hosted on the www.diagnosticdelivery.com/idscentral website.

xxxx-14C060-xx
xxxx-14C104-xx
xxxx-14C554-xx
xxxx-14F530-xx
xxxx-HC060-xx
L405_2013_33_1
L494_2013_33_1
L538_2013_23
L538_2013_7_4
x250_2013_8
3H42-14C101-VD
3H42-14C101-YD
4H42-14C341-AB