# TECH TOOL RELEASE NOTES

## Version 2.8.261

**Volvo Group**

# Contents

# TECH TOOL RELEASE NOTES 2.8.261

## Overview

These release notes give you an overview of new features and changes in Tech Tool. Please take your time to read through this news carefully as it will support having the full benefit of new features and changes in this version of Tech Tool.

Tech Tool release 2.8.261 is available for download in the Client Update from week 26, 2024.

## Limitations / Challenges

1. Restarting Tech Tool daily is recommended to free up resources and improve the application performance.
2. It is recommended to perform 'Finish work' at the end of a connected product session before connecting to the next product. This will speed up the process of connecting to the next product.

## Recommended Actions

1. Before initiating Tech Tool installation via Client Update, ensure that all the Windows updates have been completed. Otherwise, Windows Update might cause the computer to restart, which may lead to the reinstallation of Tech Tool.
2. Restart the computer after installing Tech Tool for both a fresh installation and an update via Client Update.

# Prerequisites

1. Users must have their User Principal Name (UPN) details available to match their corresponding existing user ID for logging into Tech Tool. This information will be necessary for logging into Tech Tool following the installation of version 2.8.210 and above.

   - Internal users under Volvo Corporate Network (VCN) should use their corporate email addresses.

   - External users should use their Tech Tool user ID followed by @ext.volvogroup.com (Example: UserID@ext.volvogroup.com).

2. **\*.msappproxy.net** must be added to the whitelist without SSL inspection. Please reach out to your local IT administrator to carry out this whitelisting procedure.

3. The **2010 port (https)** must be accessible for all traffic. Please contact your local IT administrator to open the port, and then proceed with restarting the installation. **Port enabling is necessary only for users downloading and installing Tech Tool through Web/ISO**. However, it's not applicable for CLUP updates.

# Fixed Issues

| Description | |
|---|---|
| Support retained to login Tech Tool application. **Only applicable for RMI users**. | **RMI users** |

# Known Issues and Workarounds

| Issue No: | Issue Description | Brands |
|:---:|:---|:---:|
| 1. | Tech Tool might take more time to load tabs. (Diagnose, Test, Calibrate, Program) | ALL |
| 2. | The Impact tab might not load and will be frozen. | ALL |
| 3. | The Impact tab will not load data when loading from service links. | ALL |
| 4. | Freeze frame information is missing from Diagnose tab. | ALL |
| 5. | While switching between the tabs, Tech Tool might be frozen, or an error pop-up is displayed. | ALL |
| 6. | Tech Tool installation progress bar is frozen during Client Update. | ALL |
| 7. | While programming, the software download might get stuck at 99%. | ALL |

## Issue-1: Tech Tool might take more time to load tabs (Diagnose, Test, Calibrate, Program).
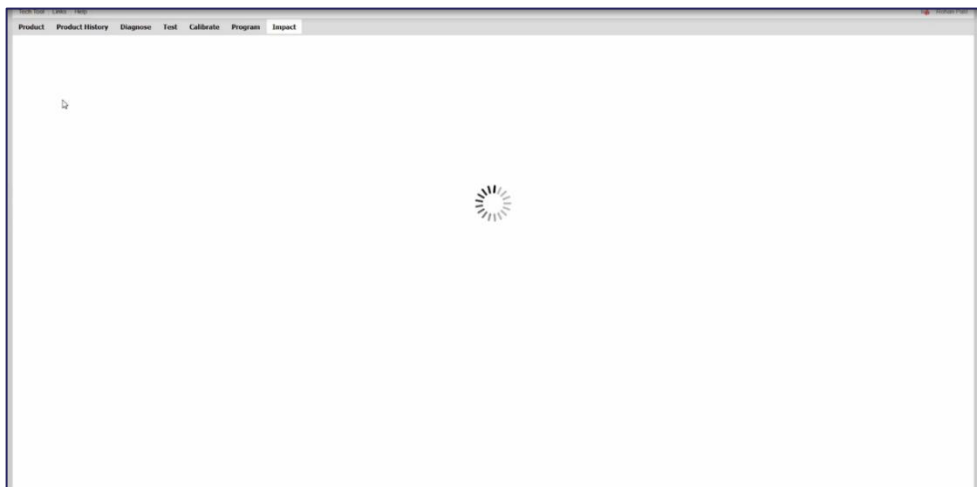
**Cause:** Under Investigation
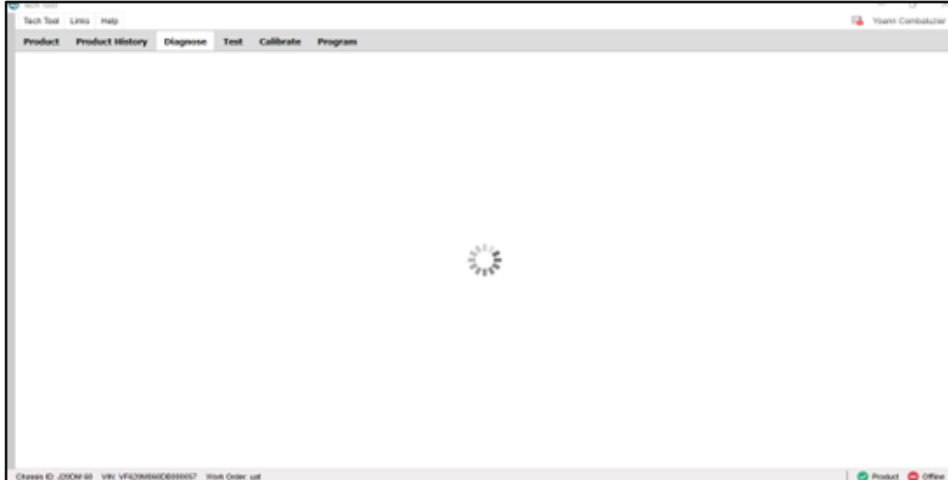


**Suggestion:** No workaround available.

## Issue-2: The Impact tab might not load and will be frozen.

**Cause:** Impact application.
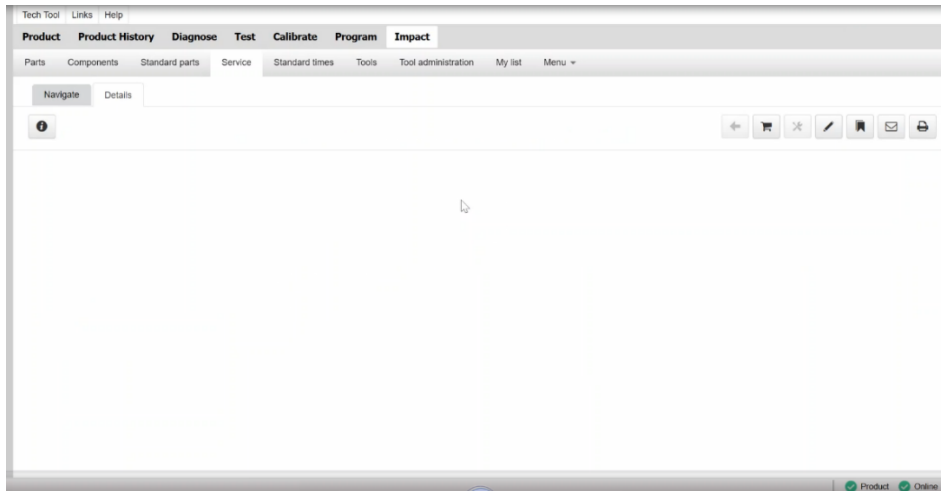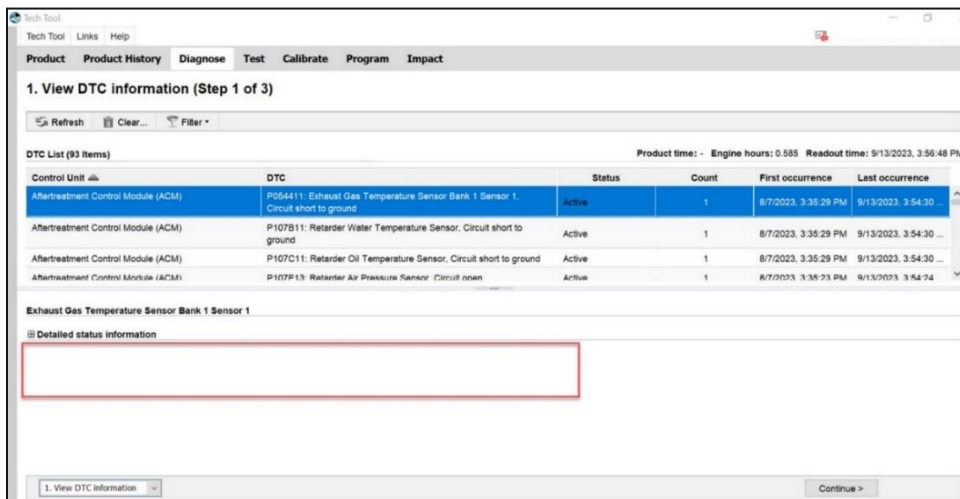


**Suggestion:** Kindly follow the below steps:

1. Launch Impact tab standalone application from Browser.
2. Enter the chassis information and select "Repair" as Info Type.
3. Select "Titles" under Search by and enter the search criteria.

Please refer the [video](#) for more details.

## Issue-3: The Impact tab will not load data when loading from service links.

**Cause:** Impact application.



**Suggestion:** Kindly follow the below steps:

1. Launch Impact tab standalone application from Browser.
2. Enter the chassis information and select "Repair" as Info Type.
3. Select "Titles" under Search by and enter the search criteria.

Please refer the video for more details.

## Issue-4: Freeze frame information is missing from Diagnose tab.
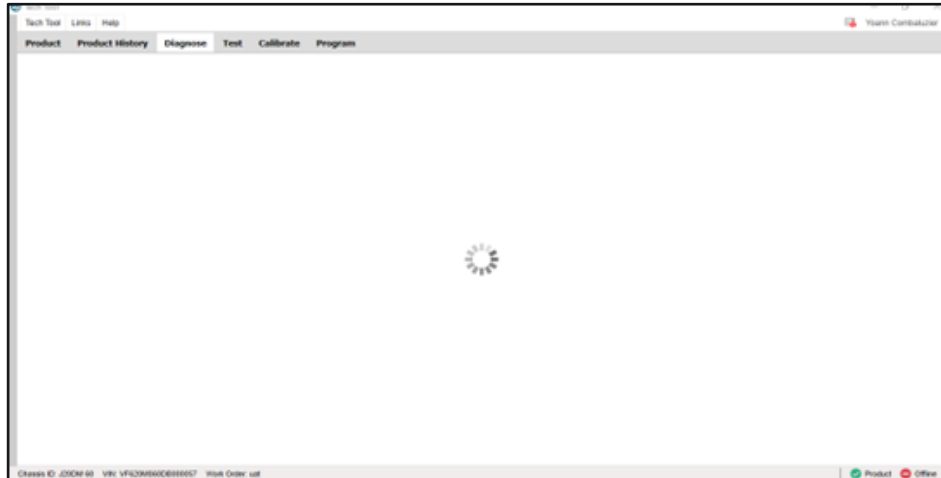
**Cause:** Under Investigation.



**Suggestion:** No workaround available.

## <u>Issue-5</u>: **While switching between the tabs, Tech Tool might be frozen.**
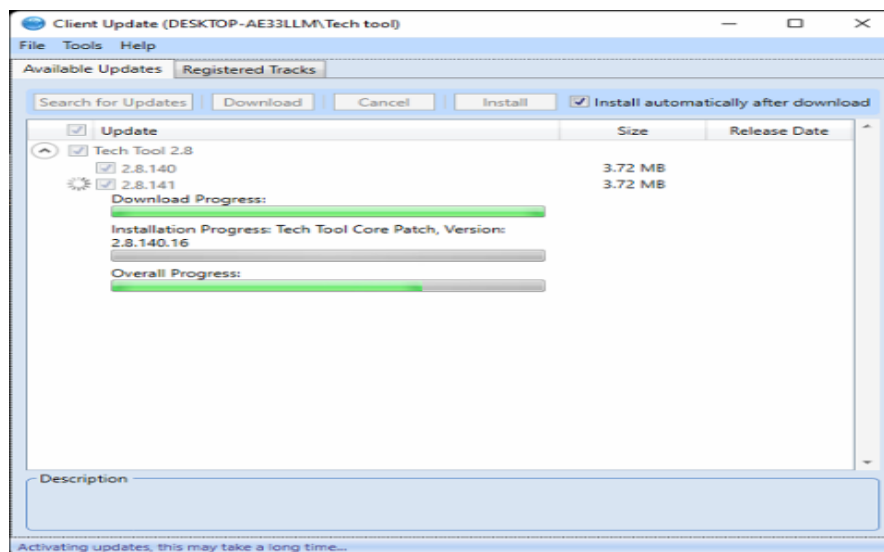
<u>**Cause**</u>:  Under Investigation.



<u>**Suggestion**</u>: Kindly follow the below steps:

1. Ensure that there is a stable network as shown in the icon
2. Restart Tech Tool.
3. If not able to recover, restart the computer.

## <u>Issue-6</u>: **Tech Tool installation progress bar is frozen during Client Update.**

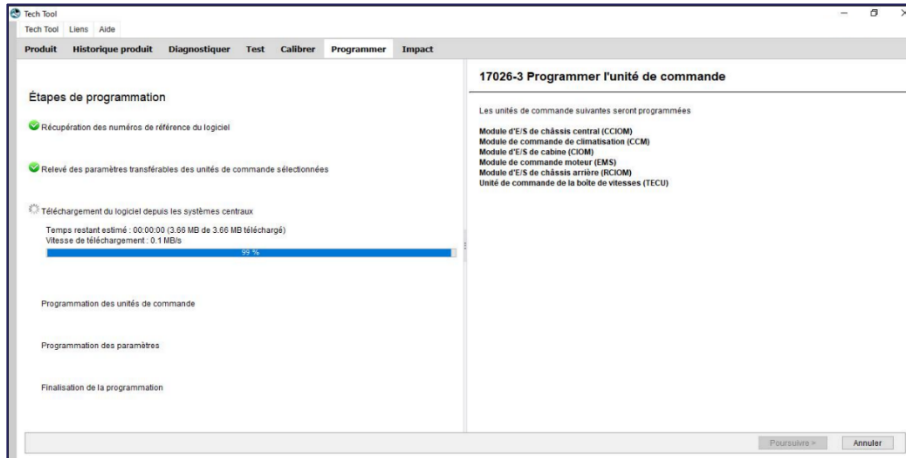<u>**Cause:**</u> Under Investigation



<u>**Suggestion**</u>: Restart computer if the progress bar is frozen.

## Issue-7: While programming, the software download might get stuck at 99%.

**Cause:** Under Investigation.



**Suggestion:** Use Quick Repair tool to resolve this issue. Refer Video.


**Note:** For any issues & support, kindly use your normal channels.