TOPIx Cloud Diagnostics – Diagnostic Device Agent

User and Troubleshoot Guide

Version No: 2.0

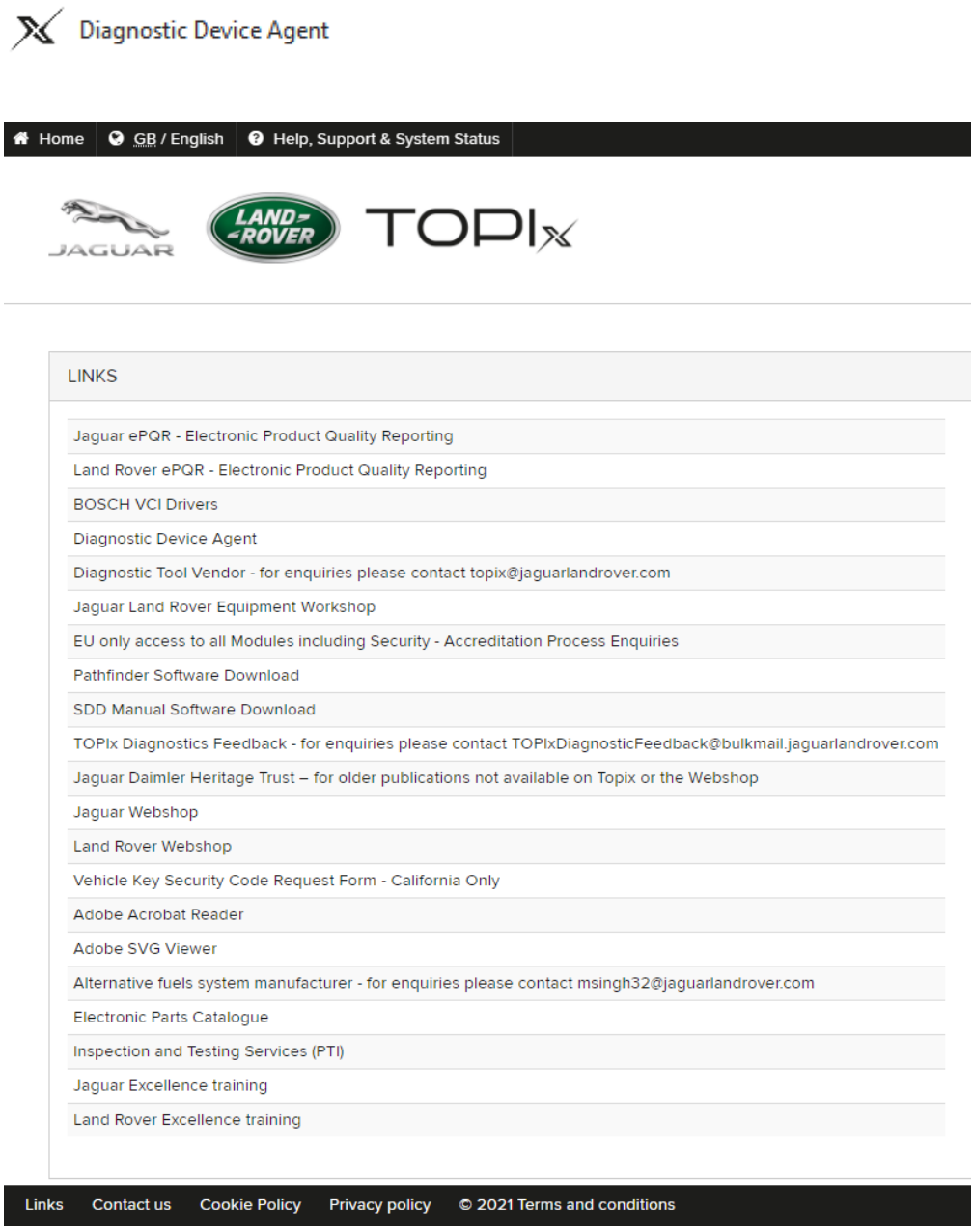


Table of Contents

1 OVERVIEW OF TOPIX DIAGNOSTICS DEVICE AGENT 3

1.1 WHAT IS TOPIX DIAGNOSTIC DEVICE AGENT? 3
1.2 WHO IS IT FOR? 3
1.3 INSTALLATION OF TOPIX DIAGNOSTIC DEVICE AGENT 3
1.4 WHAT FUNCTIONS ARE AVAILABLE? 6
1.4.1 Login 7
1.4.2 Logout 7
1.4.3 Proxy settings 8
1.4.4 Change language 9
1.4.5 Logging level 9
1.4.6 Capture logs 10
1.4.7 Settings 11
1.4.8 What's new 11
1.4.9 About 12
1.4.10 Check for Update 12
1.4.11 Start Data Logger 13
1.4.12 Exit 14
1.4.13 Summary of New Features 15

2 TROUBLESHOOT GUIDE 16

2.1 DIAGNOSTIC DEVICE AGENT DOES NOT INSTALL 16
2.1.1 Internet concerns 16
2.1.2 Hidden icons caused by user display preferences 16
2.1.3 Firewall permissions 16
2.1.4 Vehicle Communication Interface (VCI) and vehicle communications 16
2.1.5 Registration problems 16
2.2 UNEXPECTED OPERATION OF THE DIAGNOSTIC DEVICE AGENT 17
2.3 UNINSTALL DIAGNOSTIC DEVICE AGENT 18

3 FREQUENTLY ASKED QUESTIONS 19

1 Overview of TOPIx Diagnostics Device Agent

1.1 What is TOPIx Diagnostic Device Agent?

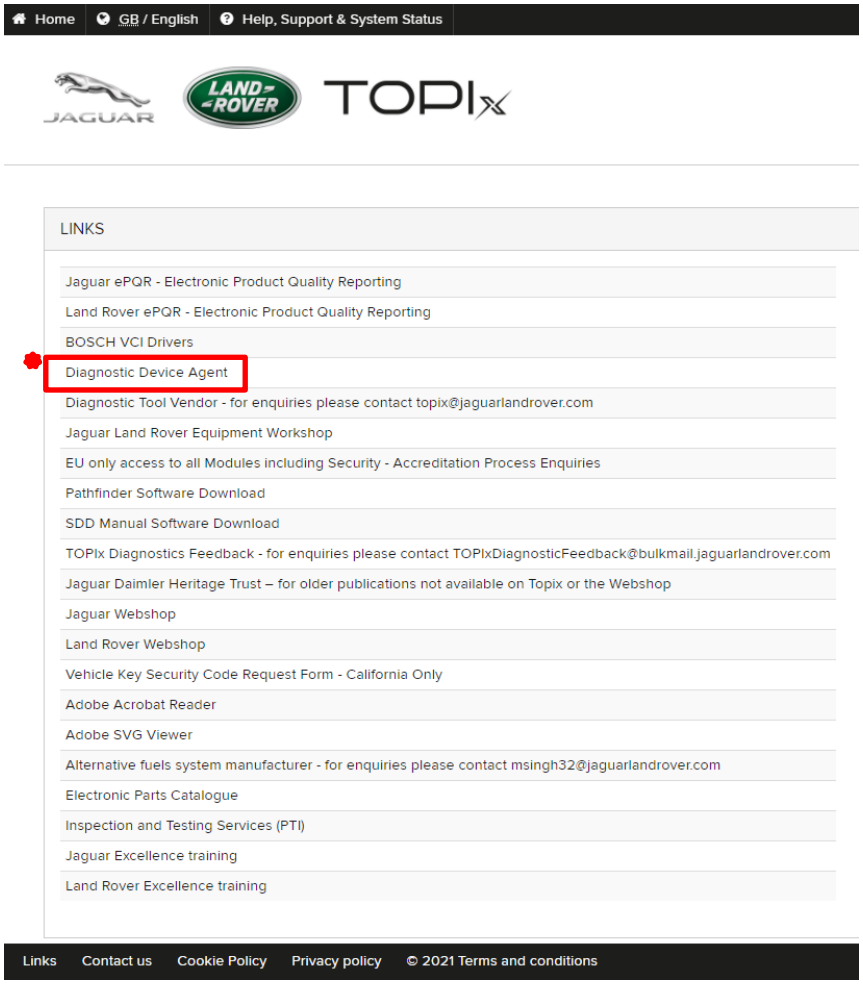
- TOPIx Diagnostic Device Agent is software that utilises current diagnostic equipment to connect to applicable vehicles.
- The Diagnostic Device Agent synchronises with TOPIx to display vehicle data and all expected features and functions of Jaguar Land Rover approved diagnostic tools.

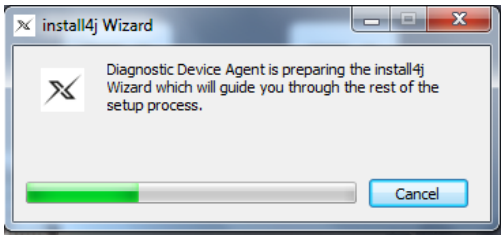
1.2 Who is it for?

- Intended for users who want to connect TOPIx to maintain Jaguar Land Rover vehicles.
- For the best user experience Jaguar Land Rover recommend to use Google Chrome browser.

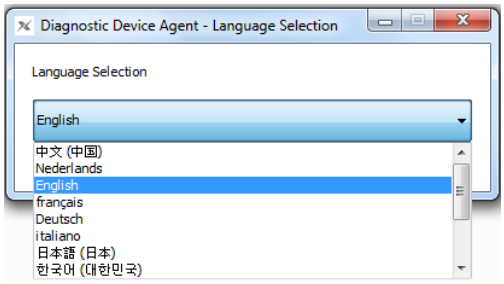
1.3 Installation of TOPIx Diagnostic Device Agent

- Access TOPIx by means of URL address https://topix.jaguar.jlrext.com/ or https://topix.landrover.jlrext.com/
- Click 'Links' located within the lower toolbar.
- Click 'Diagnostic Device Agent' (as shown in image below).
- Follow prompts shown on the screen to run and complete the installation of the Diagnostic Device Agent.

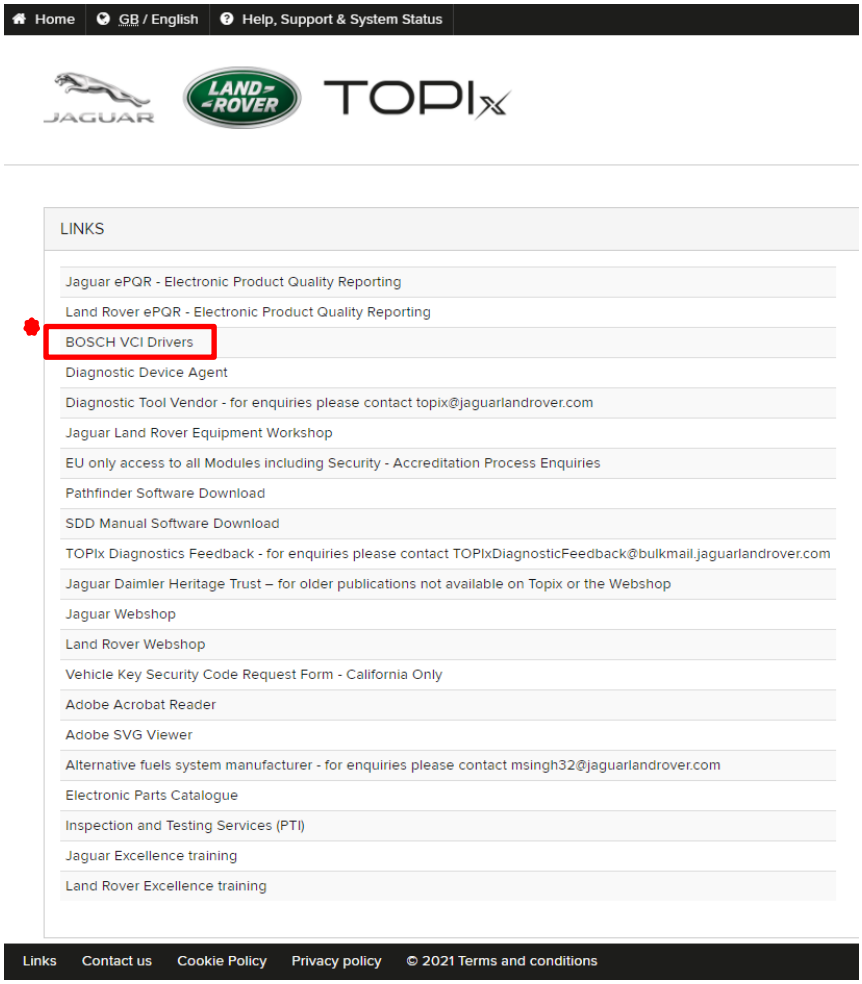




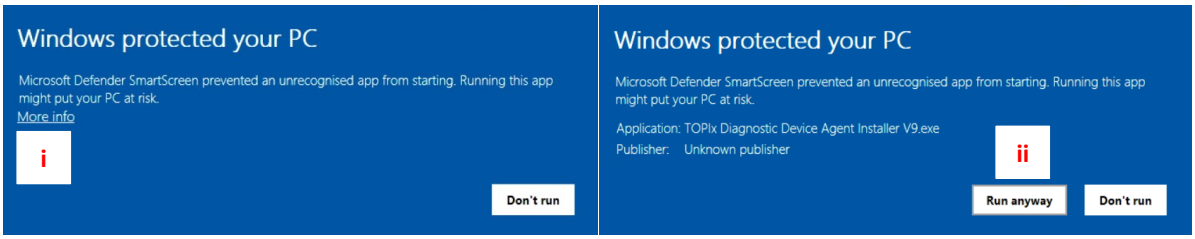
- Language selection of the installer is provided as part of the installation.



- VCI software and drivers are not installed as part of the package. The VCI software and drivers are delivered as part of the Pathfinder software delivery package.
- If the designated machine does not have Pathfinder installed the VCI drivers can be obtained by the link 'BOSCH VCI Drivers' (as shown in image below).
- If the VCI software and drivers are needed, please use the 'BOSCH VCI Drivers' link after the Diagnostic Device Agent installation has completed. Follow all on screen prompts as instructed, for the VCI software and drivers.



- **For users of Windows 10 machines additional pop-up screens maybe shown:**
  - 'Windows protected your PC' *'Microsoft Defender SmartScreen prevented an unrecognised app from starting. Running this app might put your PC at risk.'*



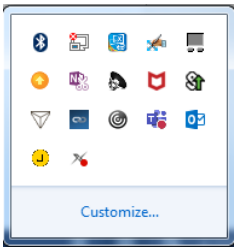
  - Click **'More info'**
  - Click **'Run anyway'**
  - Complete the actions

Item	Description
i	More info
ii	Run anyway

- The Diagnostic Device Agent installation will now be delivered and installed.
- The user will be prompted to login to TOPIx as part of the authentication process.
- An additional request to login to TOPIx is required, even though the user may have previously logged in to TOPIx. This is correct because security and subscription authentication needs to be done to complete the installation.
- Upon completion of the Diagnostic Device Agent installation the Diagnostic Device Agent icon should be shown on your device lower toolbar.

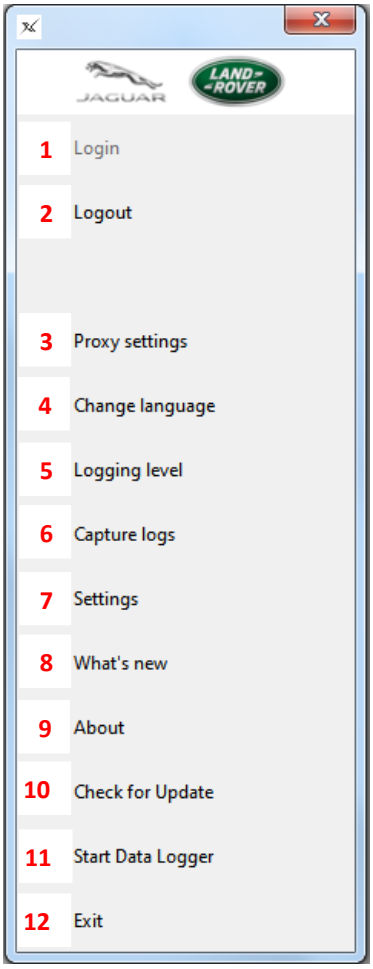


  - If the icon is not shown click the hidden icon triangle to expand image to show the icon tray.



1.4 What functions are available?

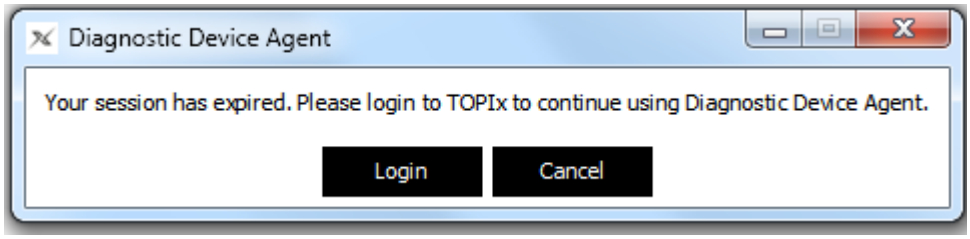
This user guide covers key enhancements available within the right click functions of the Diagnostic Device Agent icon.



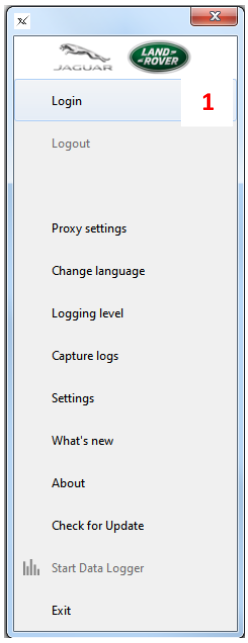
Item	Description
1	Login
2	Logout
3	Proxy settings
4	Change language
5	Logging level
6	Capture logs
7	Settings
8	What's new
9	About
10	Check for update
11	Start Data Logger / Stop Data Logger
12	Exit

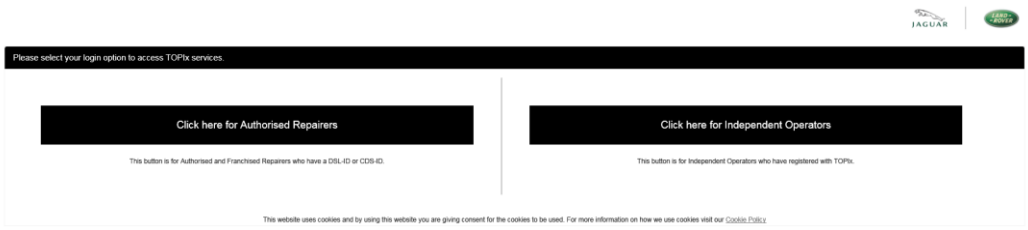
1.4.1 Login 1

- Each time the user's computer device is restarted a pop-up message will be shown to inform the user to login.
- Click 'Login' to launch TOPIx and authenticate the Diagnostic Device Agent.



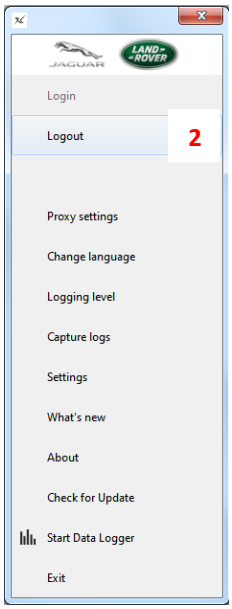
- If the above pop-up message is not seen or hidden by another window or on the lower toolbar, right click of the Diagnostic Device Agent icon will show the option to Login.
- Click 'Login' to automatically go to the TOPIx Login page.

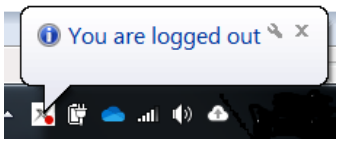




1.4.2 Logout 2

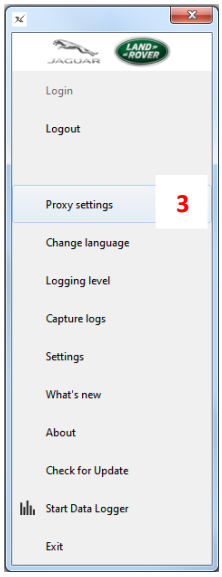
- The Diagnostic Device Agent is automatically logged out on computer device shutdown.
- Manual Logout can be done by the use of the right click of the icon and select 'Logout'.
- Refer to Login section **1.4.1** to reactivate the Diagnostic Device Agent and authenticate.
- This function is used to close the communication channel to the VCI.
- User requires to start a new session on the same connected vehicle.
- User requires to start a new session on a different vehicle from that previously connected to.

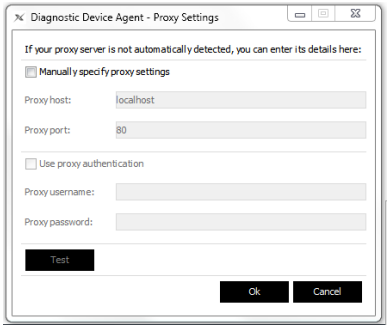




1.4.3 Proxy settings 3

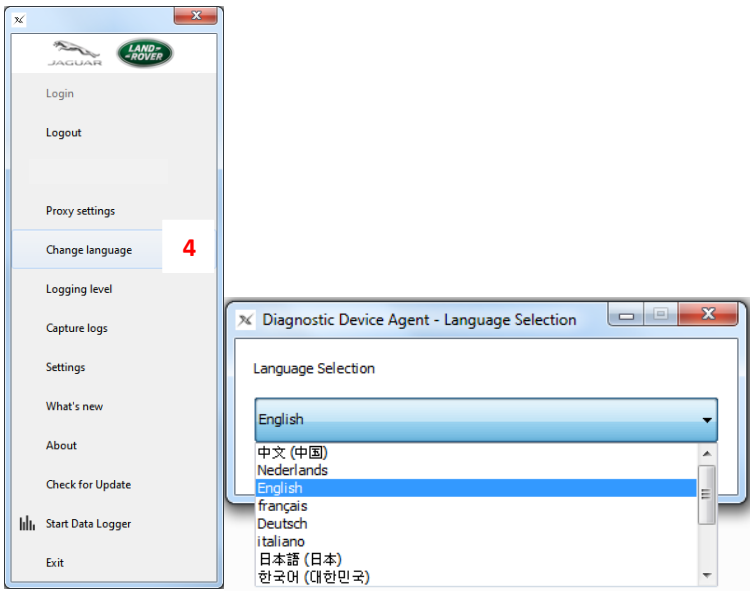
If the proxy settings need to be changed to allow connection to the designated internet provider, the proxy settings can be edited and applied.





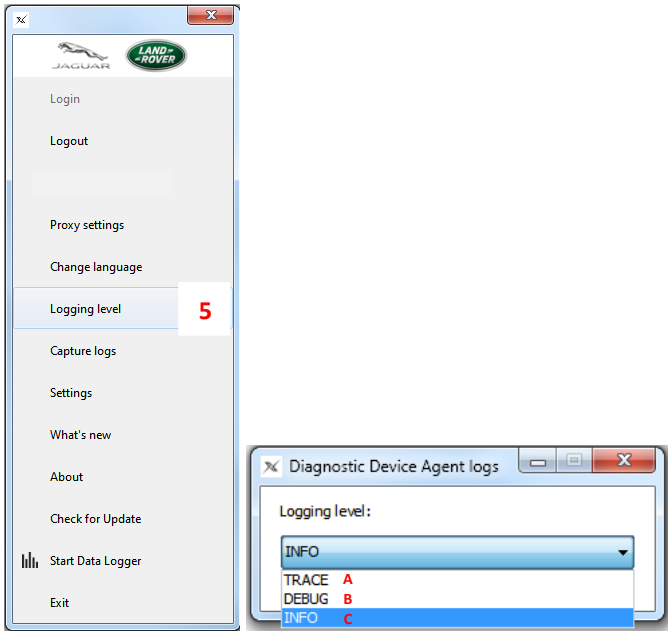
1.4.4 Change language 4

- If the user requires the language to be changed it can be done by the Change language function.



1.4.5 Logging level 5

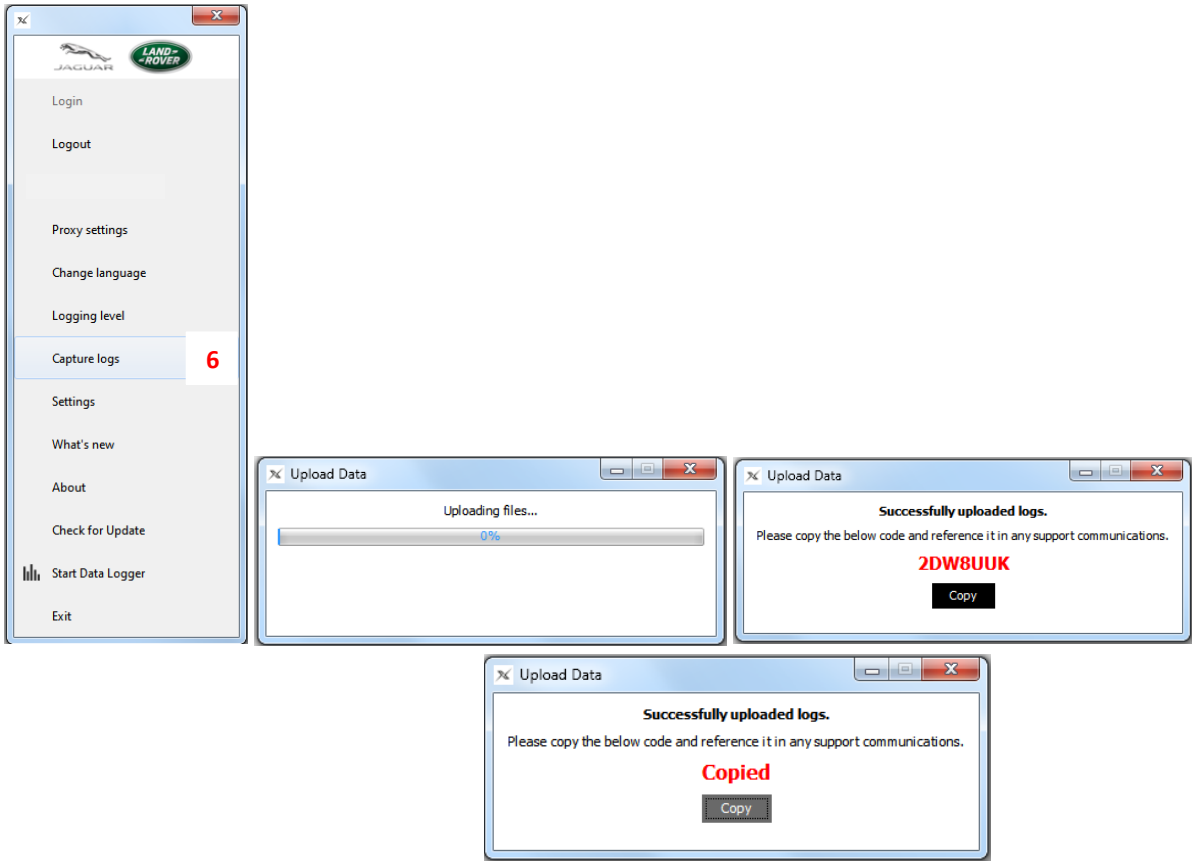
- Allows the user to select the type of log file that will be created and sent automatically to the TOPIx system when Capture logs is used.
- Used for the Diagnostic data capture **ONLY**.
- Logging level will be set to INFO as the default mode. Do not change unless advised by Jaguar Land Rover Diagnostic or Technical Support Engineer. As extended data is generated and sent to the off-board servers when it is not required for standard session feedback data.



Item	Description
A	TRACE
B	DEBUG
C	INFO

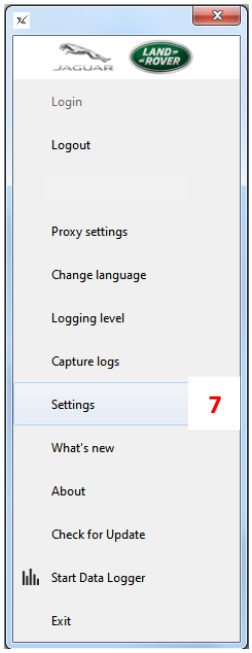
1.4.6 Capture logs 6

- Collates the selected log files and generates an identification code.
- Click 'Copy' to send the log files and associated code to the TOPIx system – The code will change to Copied.
- Record the code for use within technical support documentation and communication with Jaguar Land Rover Engineers.
- If the internet connection is lost when Capture logs is selected, the user will be shown logs are put to a zip file on the computer with the location address. User can locate, retrieve the zip file and attach to a feedback or technical assistance documentation.
- To request assistance with the Diagnostic Device Agent, this can be done by the use of Global Concern Management system to create and send a Diagnostic Report.
- Used for the Diagnostic data capture **ONLY**.



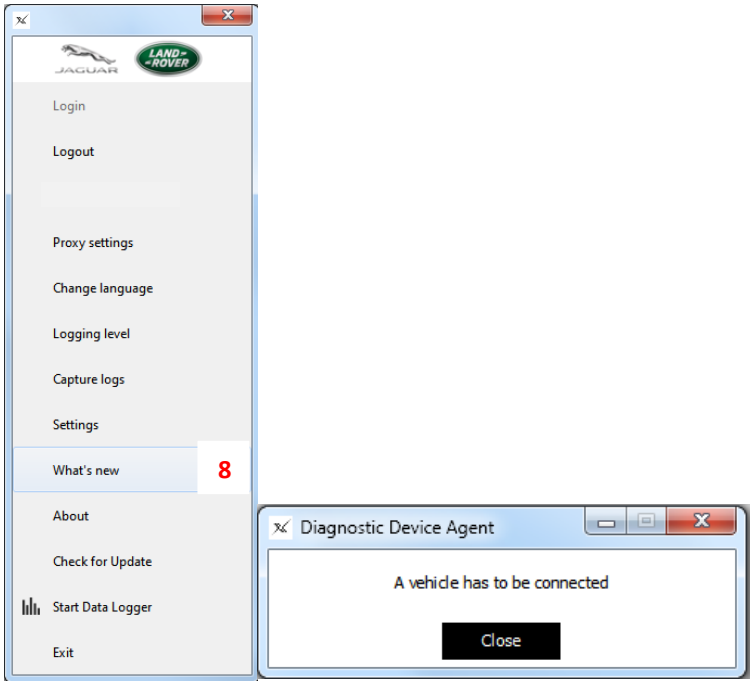
1.4.7 Settings 7

- Not in use currently, feature to be given content at a later date.



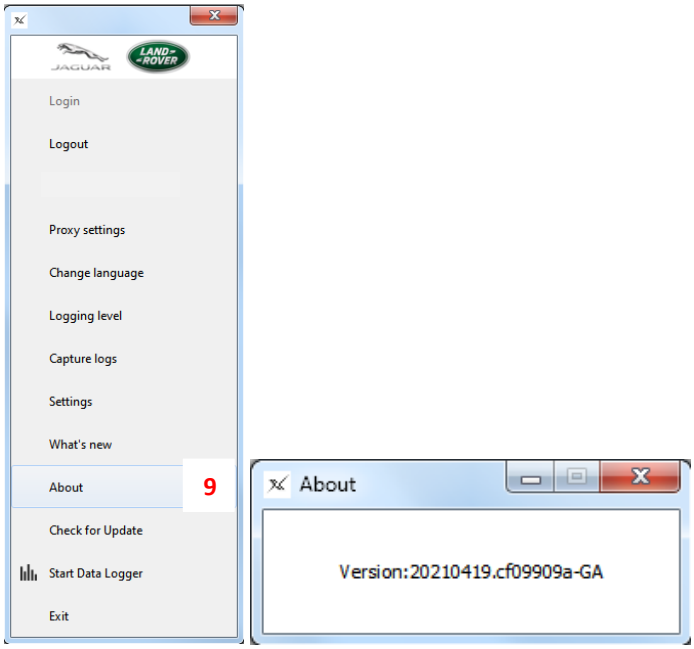
1.4.8 What's new 8

- New feature for future use.
- Hyperlink to Diagnostic Device Agent release notes on TOPIx to show the user the content of the latest version.
- This feature requires a vehicle to be connected to the VCI, Diagnostic Device Agent active and logged in to TOPIx.



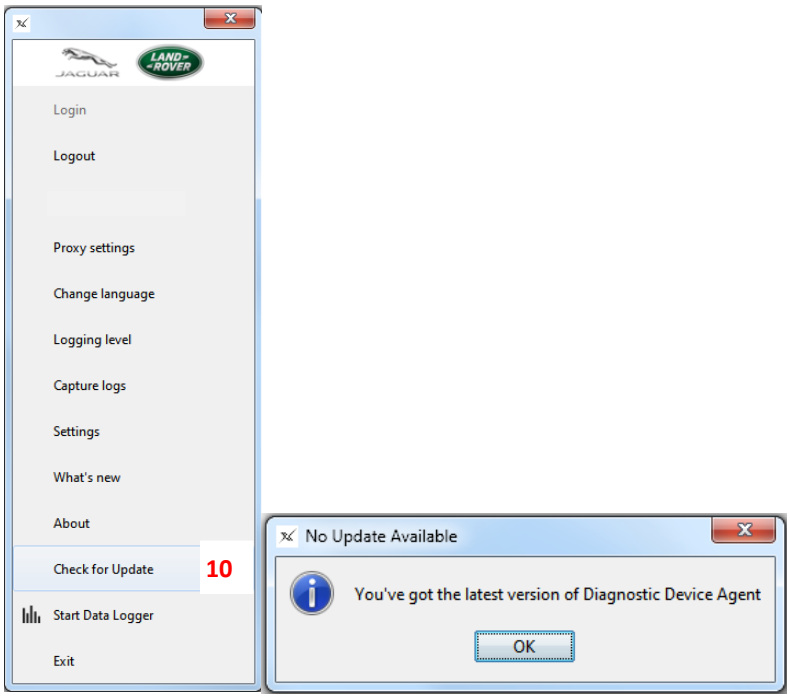
1.4.9 About 9

- The Diagnostic Device Agent version is shown.
- Can be used by request from a Jaguar Land Rover Diagnostic or Technical Support Engineer.



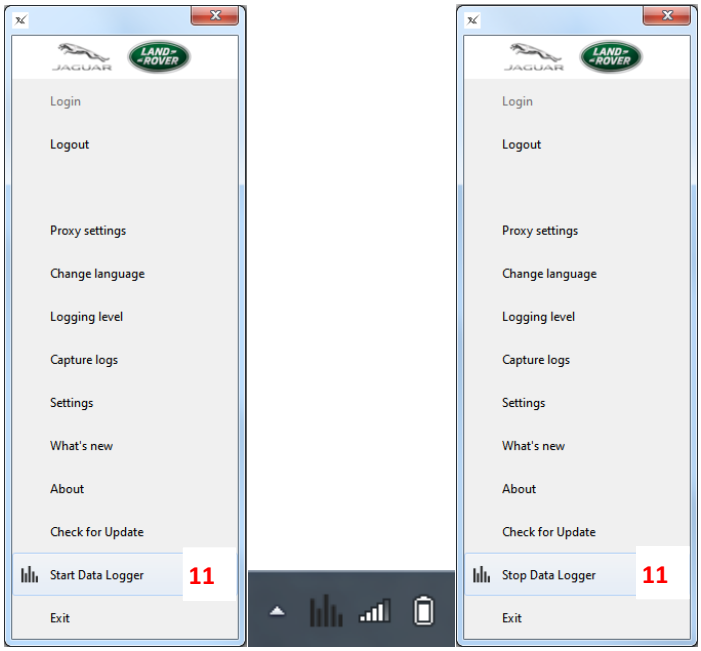
1.4.10 Check for Update 10

- This feature can be used to check if any update is available or when a known update has been released and the automatic update pop-up has not been seen or did not work.



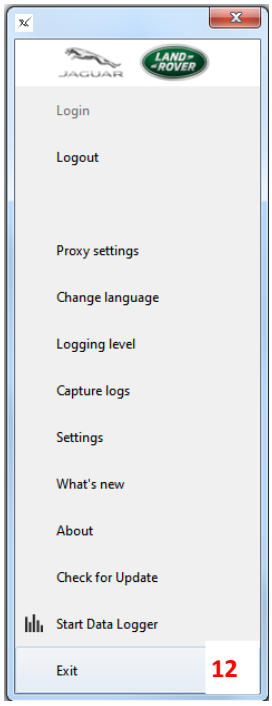
1.4.11 Start Data Logger 11

- New feature to be released – Starts the Data Logger for vehicle real-time monitoring of sensors and signals.
- Launches new internet window/tab/screen for Data Logger.
- Screen shows the Diagnostic Device Agent is connected and works correctly with connected vehicle VIN.
- Function tab changes to 'Stop Data Logger' to exit the mode and disconnect the diagnostic data that was previously transferred from the cloud environment to the Diagnostic Device Agent.
- The Diagnostic Device Agent icon, within the lower tool tray, changes to a bar graph icon  when Data Logger has started.

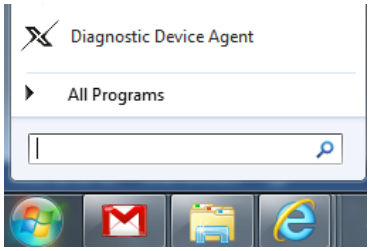


1.4.12 Exit 12

- 'Exit' closes the Diagnostic Device Agent application.
- This function is used to close the communication channel to the VCI.
- User requires to start a new session on the same connected vehicle.
- User requires to start a new session on a different vehicle from that previously connected to.

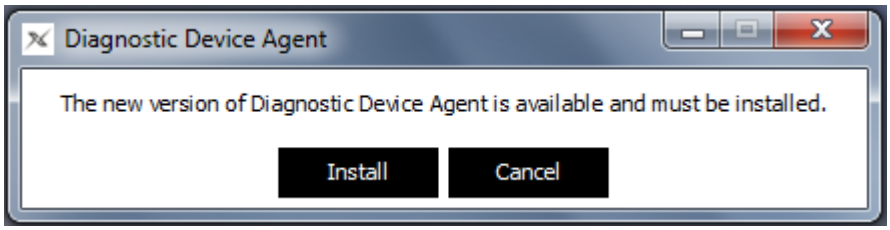


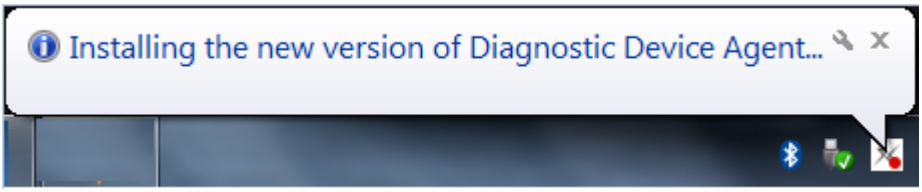
- Click the Windows Start-up panel and select Diagnostic Device Agent to restart the application.

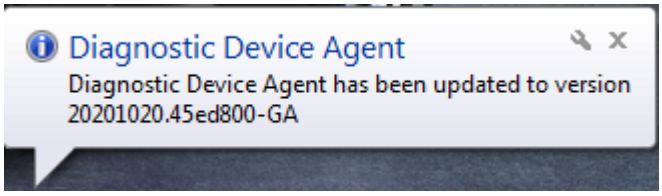


1.4.13 Summary of New Features

- Simple and quick software installation provided by TOPIx.
- Future updates delivered by TOPIx for easy delivery – Auto update pop-up message will be shown that states, “The new version of Diagnostic Device Agent is available and must be installed”







- Built-in log capture capability for delivery or functionality issues.
- Simple refresh function shown on TOPIx screen if connection to a vehicle is lost.
- No need to restart a new diagnostic session if connection to a vehicle is lost.

2 Troubleshoot Guide

2.1 Diagnostic Device Agent does not install

2.1.1 Internet concerns

- Internet has lost connection to your provider – check internet connection is complete and you can access TOPIx.
- Internet browser is incompatible or not up to date – check system specifications and update if required.

2.1.2 Hidden icons caused by user display preferences

- Installer pop-up window is active on the computer lower toolbar - click to view and complete the instruction prompt.
- Installer pop-up windows may continue to be shown in the lower toolbar and not in the main screen view – device set-up will affect how the pop-up messages are shown.

2.1.3 Firewall permissions

- Windows Firewall settings must be set to allow permissions for private networks, such as work and home.
- For further information on Windows Firewall settings please refer to Administration Bulletin JAB00034v12 or LAB00038v12. Both are titled: Firewall and Antivirus Configuration for Diagnostic Software Tools (SDD & Pathfinder) and Software Over The Air (SOTA) Updates

2.1.4 Vehicle Communication Interface (VCI) and vehicle communications

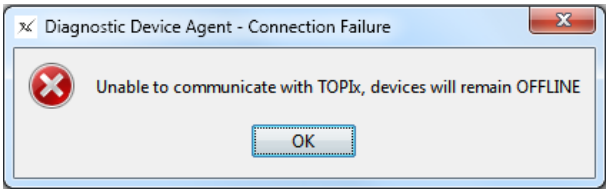
- Unable to connect to a vehicle – check the VCI function lights indicate correct operation and connection to the vehicle. Resolve if there is an error with the mechanical connection to the vehicle.
- Unable to connect to a vehicle – click Refresh Connection Status on the TOPIx screen to reset connection to the vehicle. It is normal for a delay to occur before the TOPIx screen refreshes. This is to allow for the TOPIx system to re-establish its connection.
- 'Logout' or 'Exit' the Diagnostic Device Agent and 'Login' again, connection to a vehicle should be re-established.

2.1.5 Registration problems

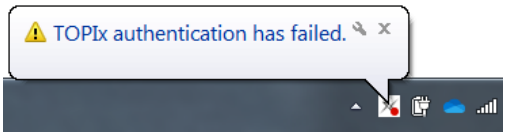
- Registration method of the Diagnostic Device Agent uses the computer name and details to register the device and hardware. If this is not accepted by the operator, Diagnostic Device Agent will **NOT** complete installation and the process must be restarted.
- Could not register due to a connection issue message is shown – check internet connection is complete and you can access TOPIx. Retry Diagnostic Device Agent installation.
- Diagnostic Device Agent registration is authenticated but the installation of software does not complete – make sure the computer user has full administration access. Otherwise restricted user access may block the changes required by the Diagnostic Device Agent Installer.

2.2 Unexpected operation of the Diagnostic Device Agent

- The Diagnostic Device Agent may automatically logout if:-
    - there has been a significant duration of inactivity
    - TOPIx session has expired
    - Internet connection has been interrupted or lost
    - Message shown as, “Unable to communicate with TOPIx, devices will remain OFFLINE”.



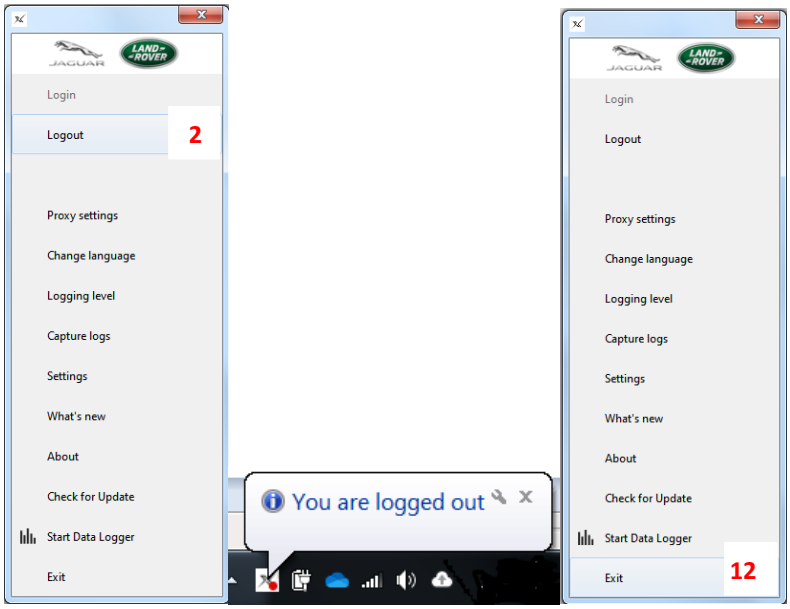
- Pathfinder does not communicate to a connected vehicle – the computer Ethernet port may be still connected to the Diagnostic Device Agent. Right click the ‘Diagnostic Device Agent’ icon and select ‘Exit’.
- Refer to **1.4.12 Exit** in this guide.
- Diagnostic Device Agent Login has a 60 second timeout to complete. User credentials are expected to be entered within 60 seconds after the Login is clicked. Failure to authenticate will occur if Login is not completed within 60 seconds and the Login process must be restarted.



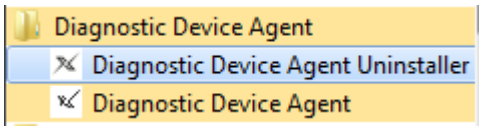
2.3 Uninstall Diagnostic Device Agent

If it is necessary to uninstall the Diagnostic Device Agent complete these steps:

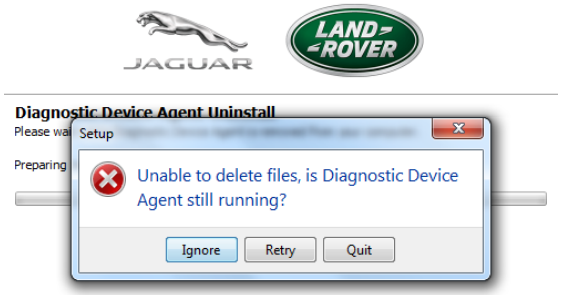
1. Right click the 'Diagnostic Device Agent' icon located in the lower toolbar. 



2. Click 'Logout' then click 'Exit' to close the application.
3. Click 'Windows Control Panel' icon.
4. Select 'All Programs'.
5. Select 'Diagnostic Device Agent'.



6. Click 'Diagnostic Device Agent Uninstaller'.
7. Diagnostic Device Agent Uninstaller will start, if an error message is shown that states, "Unable to delete files, is Diagnostic Device Agent still running?" It will stop the uninstall operation. Check and make sure step (1) has been done.



8. Click 'Next' to start uninstall or 'Quit' to exit the uninstaller if a mistake has been made.
9. Allow the uninstaller to complete and a pop-up message will be shown to inform the Diagnostic Device Agent has been successfully removed.

10. Click 'Finish' to close.

3 Frequently Asked Questions

Q

Does TOPIx Diagnostics and the Diagnostic Device Agent need additional hardware?

A

No – TOPIx cloud base diagnostics hosts the core software and does not require excessive hard disk space.

The latest Vehicle Communication Interface (VCI) is supported by the Diagnostic Device Agent.

Q

Will there be future demands from Jaguar Land Rover to retailers for new computer devices to be purchased as a minimum standard?

A

The vision is TOPIx Cloud Diagnostics and the Diagnostic Device Agent to be compatible with compatible devices.

Q

What internet browsers are required?

A

For the best possible experience Jaguar Land Rover recommend to use Google Chrome browser. Other internet browsers are supported.

Q

Is there an offline capability?

A

No – TOPIx and the Diagnostic Device Agent require an internet connection at all times. To allow authentication, latest information and functionality to be available to the user.

Q

How does a user extract vehicle diagnostic session data?

A

This is done automatically whilst the session is active and on closure of a session. Data is passed from the user device to the TOPIx system. Session data could be viewed within TOPIx by the user and Jaguar Land Rover Engineers.

Q

Intermittent error messages are seen when installing, login and use of the Diagnostic Device Agent and TOPIx Diagnostics. What does the user do?

A

Capture the screen error message by photo or screen print methods.

Attempt to clear the error message and retry the activity before the error occurred.

Report the error message, actions done with image attached by the use of the Global Concern Management system to create and send a Diagnostic Report.

Z3Vlc3Q7MjAyNi0xMC0zMVQwNToyNjowNC4wODdaOzIxNi43My4yMTcuNTA7