

LYNK & CO

Diagnostic System

Installation instructions

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1 Introduction

This document contains instructions on how to install the Lynk & Co Diagnostic System (LCDS). It also includes a description of the third party products that are installed together with LCDS.

Important:

- Read section 2 before installing LCDS.
- Make sure that you carry out the instructions in sections 3 and 4 in the order shown.
- To uninstall LCDS, follow the instructions in chapter 5.

Note:

LCDS currently only supports US English as language.

When starting up and logging in to LCDS for the first time, **please verify that the language is set to US English in the user settings.**

Although the system initially appears to work using other language settings, **communication with the vehicle will fail later if the language is not set to US English.**

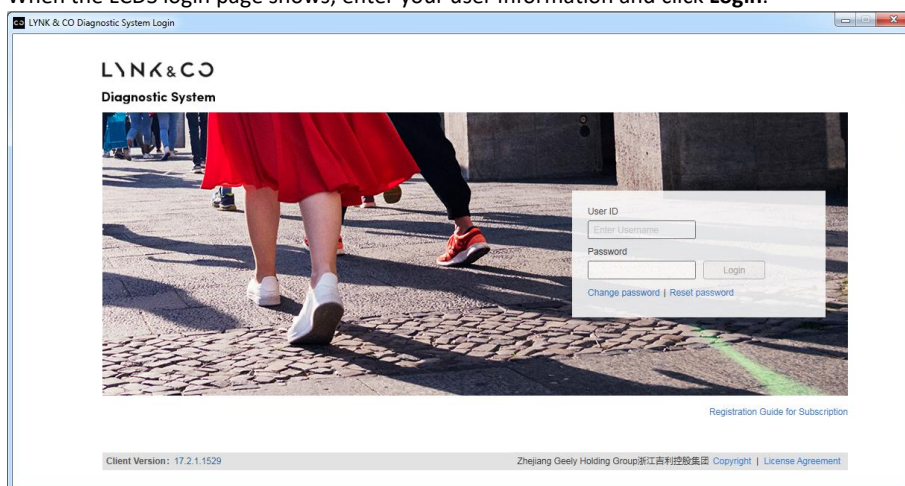
2 Before you install LCDS

This chapter provides important pre-installation information. Use the pre-installation checklist below to prepare the installation.

2.1 Pre-installation checklist

Complete all steps in the table below before starting the installation. Otherwise it may not be possible to complete the installation or start LCDS.

1. Make sure that you have a valid user ID. Please contact Lynk & Co for assistance if needed.
2. Make sure that Microsoft Edge is installed on the computer. This is required in order to run DS
3. Check that the computer meets the software and hardware requirements to install and run LCDS. The software and hardware requirements can be found in the document *LCDS system requirements*.
4. Download the LYNK & CO DS Setup package from the [Workshop Toolbox portal](#).
Note! The package size is approximately 130 MB and the download time will depend on your bandwidth.
5. Save and close all open documents before starting the installation.
6. Find and start the downloaded setup package.
7. When the LCDS login page shows, enter your user information and click **Login**.



2.2 Third party products

The following third party products are included in the LCDS prerequisites installation package:

1. **Microsoft .NET Framework** is an integrated Windows component for the design and execution of the .NET program. It consists of CLR (Common Language Runtime) and a collection of class libraries.
Note! The installation of Microsoft .NET Framework will automatically reboot your computer without prompting beforehand.
2. **Microsoft SQL Server 2012 Express Local DB** is a free version of the SQL Server that may be redistributed. It is designed to run on local clients but has no user interface or any user functions.

2.2.1 Adobe Reader

Some functions in LCDS require the freeware Adobe Reader in order to view .pdf files. You need to install Adobe Reader separately – it is available via this link: <http://get.adobe.com/reader/>

When you click the link, a webpage opens with installation instructions. Some optional additional software may be installed together with Adobe Reader by default. In order to not install this additional software, untick the pre-selected checkboxes under “Optional offers”.

2.3 Microsoft Windows user account

In order to install LCDS the Microsoft Windows user account has to be set to Administrator.

Note! It is not possible to run LCDS when logged in to Windows with a guest account.

Try to avoid having a domain policy that overrides the normal permissions for the supported user accounts. Some restrictions may cause LCDS not to work; for example, the user must have the right to change the registry. It is strongly recommended that all LCDS users log in with Windows user accounts which have Administrator access with full admin rights.

2.4 Important computer settings

For vehicle communication, it is necessary to have two network adapters active at the same time. One handles the online connection between LCDS and central services. The other handles the peer-to-peer connection between the LCDS client and the vehicle. For this to work correctly, the following settings are needed:

1. If you are using a USB Ethernet adapter, it needs to be configured as automatic IP. Static IP does not work.
2. The BIOS setting "Wireless Radio Control" must allow Wireless LAN at the same time as an Ethernet connection is running. If the computer's BIOS setting does not allow this, the vehicle will not appear in the Connected Vehicles list in LCDS (assuming the connection to the internet is done over WLAN).

3 Installation

To install LCDS, please follow the steps below. Note that administrator rights are required.

In order for the LCDS client to work properly, the LCDS installation will set the following local Windows firewall rules:

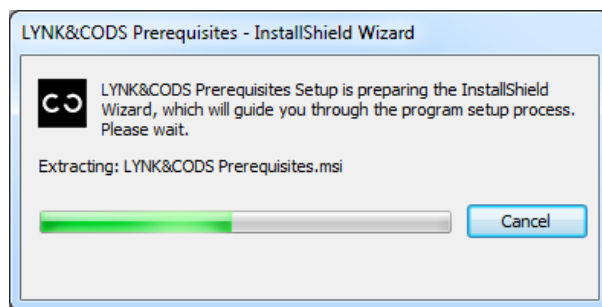
1. Allow incoming UDP traffic from port 13400.
2. Allow outgoing UDP traffic to port 13400.
3. Allow incoming TCP traffic from port 13400.
4. Allow outgoing TCP traffic to port 13400.

Any additional firewalls must be opened by the dealership network administrator.

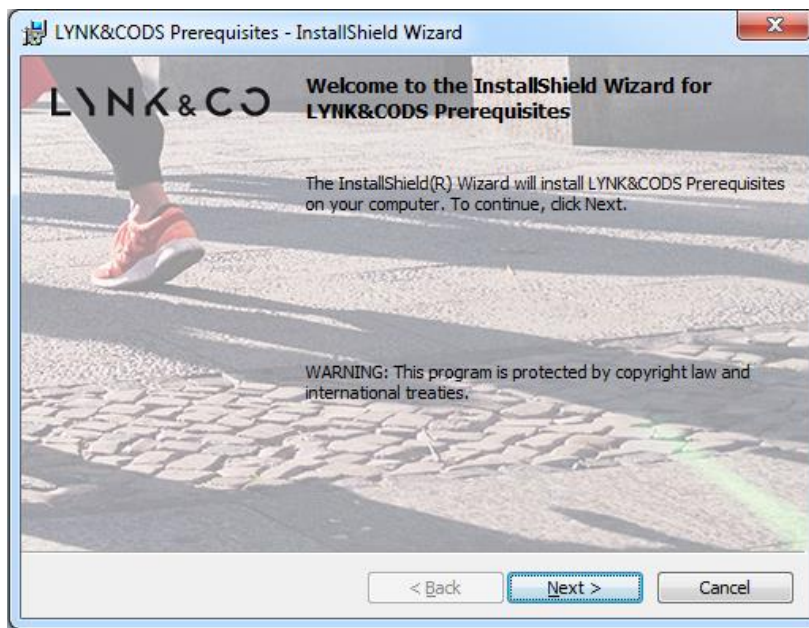
3.1 Installing LYNK & CO DS

Follow this procedure in order to install LCDS.

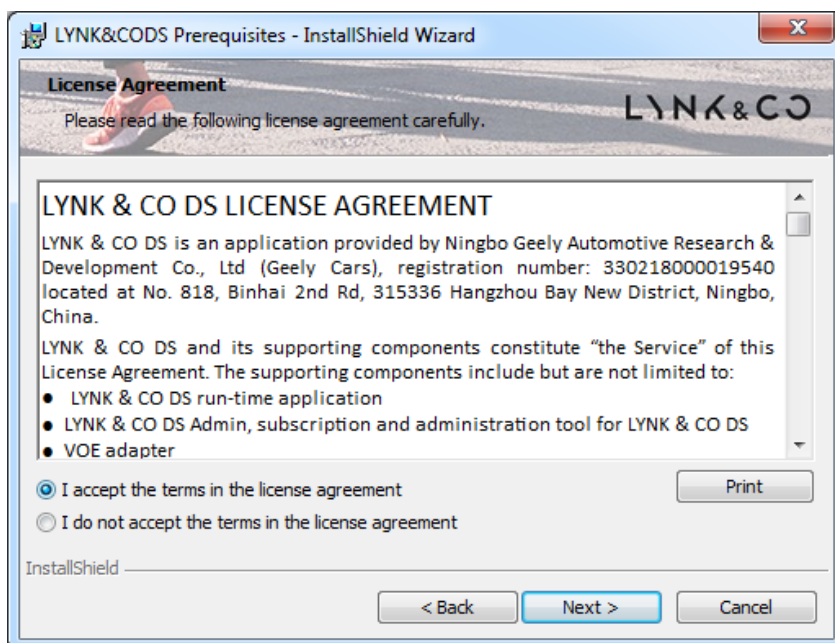
1. Log in with administrator rights on the computer. Exit all other programs.
Note! The user identity in Windows may contain only the following characters: a-z, A-Z and 0-9. No other characters are allowed and may disrupt certain parts of the installation.
2. If you haven't already done so, download the LYNK & CO DS prerequisites installation package. See section 2.1 Pre-installation checklist on page 3.
3. Run the LYNK & CO DS prerequisites installation package by double-clicking the setup file.
4. The installation starts by preparing the InstallShield Wizard.



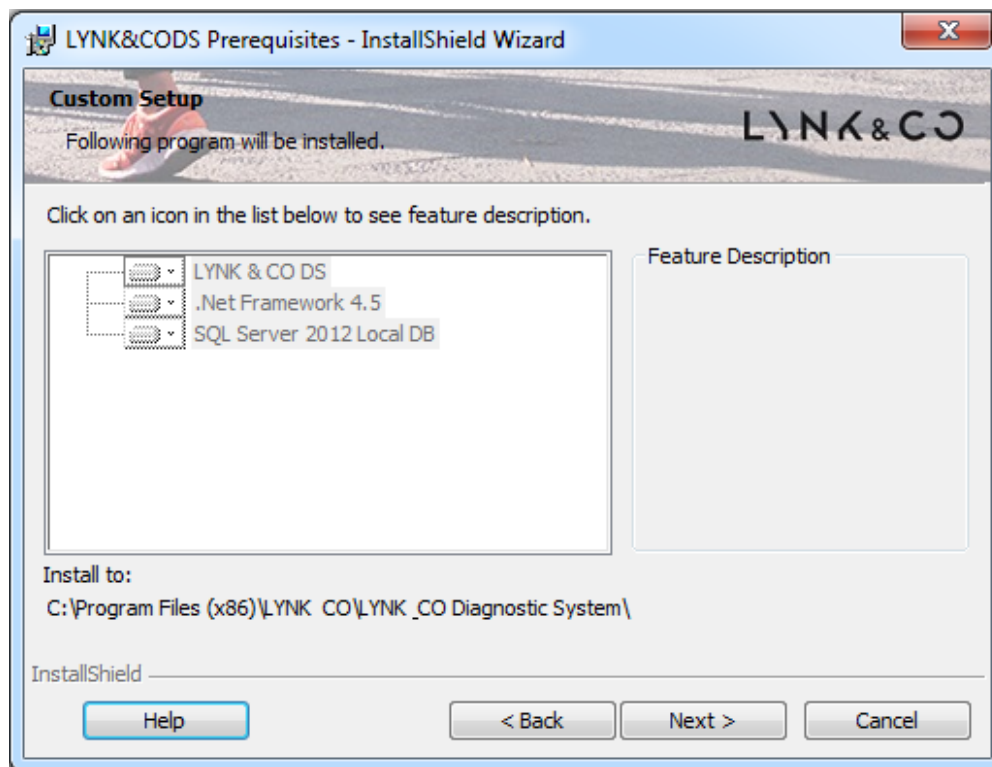
5. When the main installation dialog box is displayed, click **Next**.



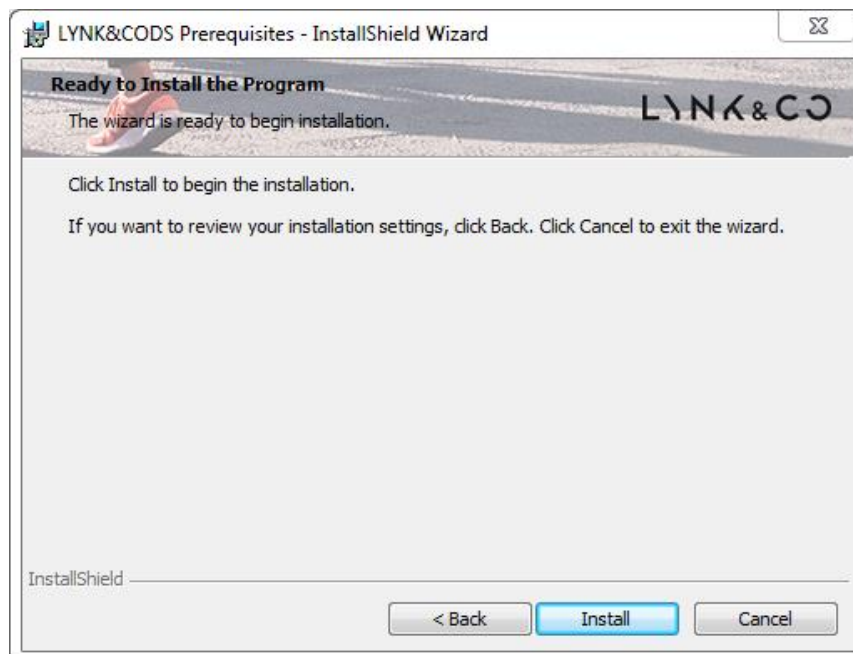
6. Read through the **License Agreement**, mark accept then click **Next**.



7. Check that the correct programs are being installed and click **Next**.

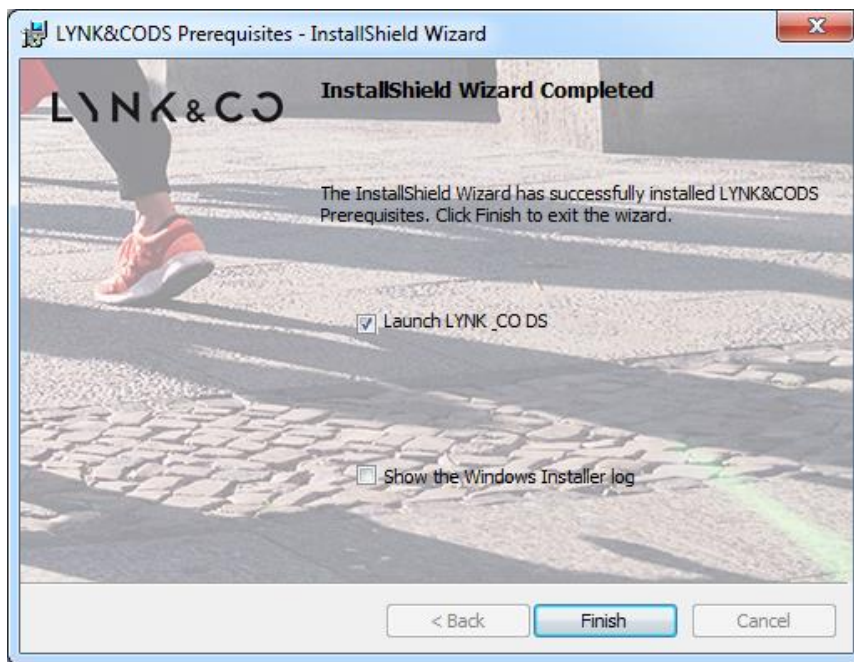


8. Click **Install** to start the installation.

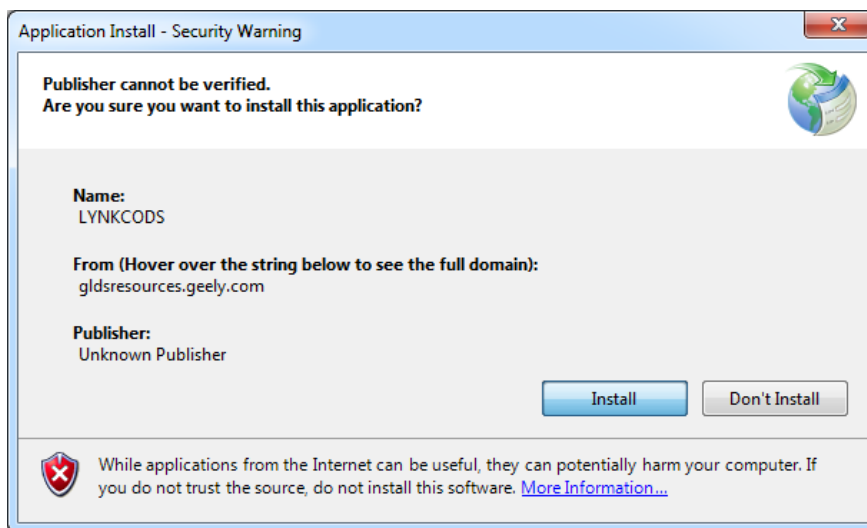


9. The installation process continues with the installation of the Lynk & Co DS Prerequisites.

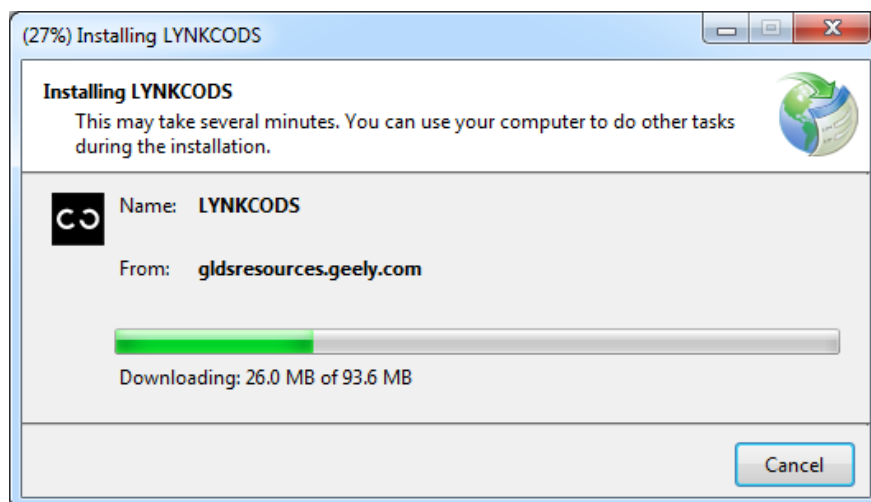
10. When the LYNK & CO DS Prerequisites are installed, click **Finish**.



11. The installation continues with LCDS. Click **Install** to start the installation.



- The installation starts and can take several minutes.



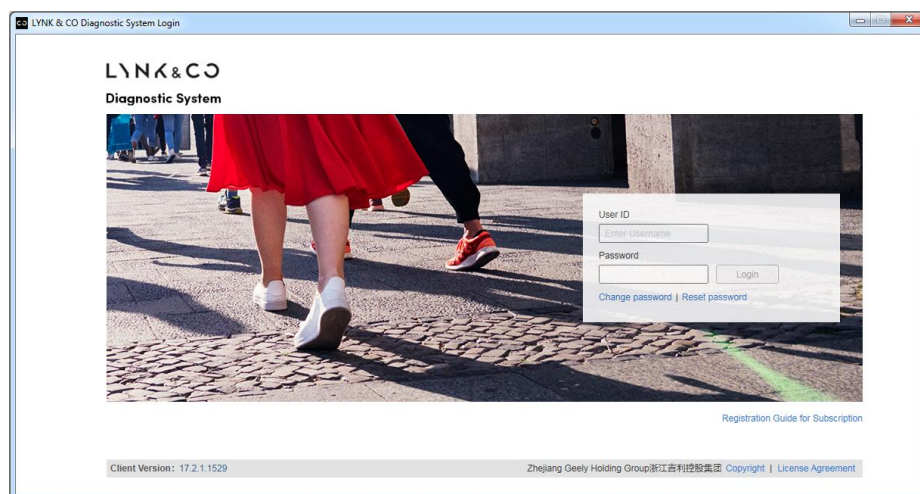
When installation is complete, LCDS starts automatically and a desktop shortcut to LCDS is created.

Note! The device needs to be registered and approved by Lynk & Co before the system is ready to operate. See section 4 Registering LCDS on page 11 for more information.

- When the device is approved, double-click the LCDS desktop shortcut () to start the LCDS client.

Note! Every time the application starts, it checks automatically for updates. Any updates are installed automatically.



- Enter your user information and click **Login**.



Note! If multiple user accounts are to be used on the same device, each user must register separately. See section 4 Registering LCDS on page 11 for more information.

3.2 Verifying the installation

Follow the procedure below to verify the installation.

1. Make sure there are two LCDS icons on the desktop.
The icons are:
 LYNK & CO Diagnostic System
 LYNK & CO DS Admin
2. Check that a LCDS program group has been set up under **Windows Start > Diagnostic System**.
The program group will include:
3. LYNK & CO
4. LYNK & CO Admin
5. LYNK & CO Clear Cache

3.3 Reporting issues

If you have problems while installing LCDS, please report them through Lynk & Co Tech Support. Remember to attach the log file:
`LYNK & CO DS-PrerequisitesInstallation.log`

The installation logs are found at C:\Users\Public location. The file name is *LYNKCODS_PrerequisitesInstallation.log* for the PROD environment.

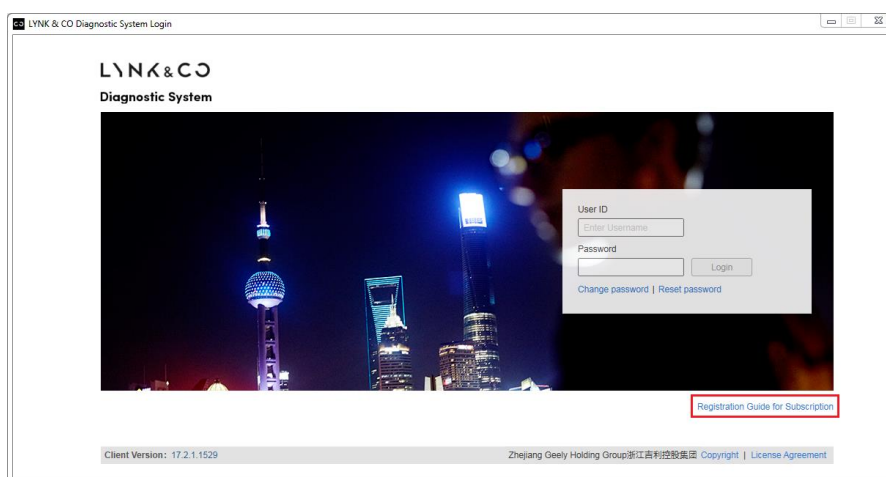
4 Registering LCDS

When you have installed LCDS, you need to register the computer and include it in an existing subscription.

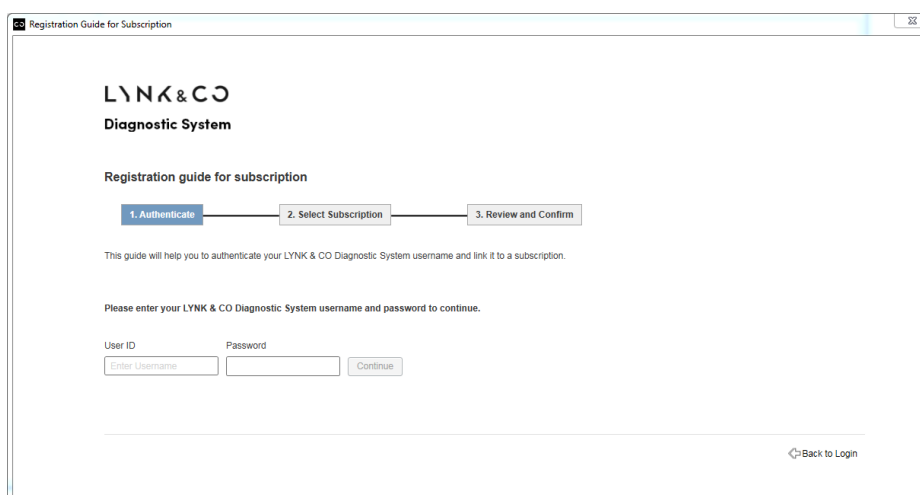
1. Make sure that the computer is connected to the internet and start LCDS.

Note! If you get an error message stating that the application could not be started, run the LCDS Clear Cache application once and try again. LCDS Clear Cache is accessed from the **Start Menu** in Windows, under the Diagnostic System program group.

2. Click **Registration Guide for Subscription** in the LCDS login screen.
→ A guide to registering the computer opens in a separate window. The guide consists of three steps:
 - a. User ID authentication
 - b. Linking to a subscription
 - c. Reviewing and confirming the registration



3. Enter your LCDS username and password and click **Continue**.



4. Select a subscription by checking one of the radio buttons and click **Continue**.

Only one subscription is permitted.

If a subscription has no available licenses, it is grayed out. To obtain a license, you must either deregister another computer or order more licenses.

If the subscription you want to use isn't included in the list, contact Lynk & Co to check that it has been activated.

5. Click **Confirm**.
→ The registration is completed.
6. Click **Back** to log in.
→ The login page is displayed.
7. In order to log in to LCDS, your device needs to be approved by Lynk & Co. You will receive a confirmation email when your device has been approved. After that, you can log in to LCDS.

5 Uninstalling LCDS

To uninstall LCDS from your computer, follow this procedure:

1. Close the LCDS application.
2. Open the **Control Panel** from the Start menu in Windows.
3. Click Programs and Features.
4. In the list, select LYNK & CO DS and click **Uninstall/Change**.
→ A pop-up window opens.
5. Follow the instructions in the uninstallation process.
→ The LYNK & CO DS client is uninstalled.
6. In the list, select LYNK & CO DS Prerequisites and click Uninstall.
7. Follow the instructions in the uninstallation process.

Note! It is not recommended to uninstall **Microsoft .NET Framework** and **Microsoft SQL Server 2012 Express Local DB**, as other functionalities in Windows may be dependent on these applications.