How to download and install the new National Instruments drivers for TechTOOLS Application on Windows 7 (32 bit/64 bit) and Windows 8 Operating Systems

411 Chris Ordner Wed, May 10, 2017 <u>Troubleshooting TechTOOLS</u> 998

The National Instruments drivers have been upgraded in order to comply with Windows 7 (32 bit/64 bit) and Windows 8 Operating Systems.

Before being installing the new National Instruments drivers, please make sure that no previous installation of National Instruments drivers is present on your machine. If you do, please uninstall the previous installation before starting new drivers download and install. To verify whether National Instruments drivers are already installed on your machine, please follow the steps described below:

- Go to Control Panel -> Programs -> Programs and Features.
- Look for "National Instruments Software" entry in the list of programs installed.

If the PC does not have National Instruments drivers installed, please skip the following steps and refer the "**New Drivers Install**" section of this article.

To uninstall the existing National Instruments Software,

• Select "National Instruments Software" form the list of programs

Control Panel Home View installed updates Turn Windows features on or off	Uninstall or change a program To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.							
	Organize *							
	Name	Publisher	Installed On	Size	Version			
	Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.17	Microsoft Corporation	6/19/2013	596 KB	9.0.30729			
	Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.6161	Microsoft Corporation	10/17/2013	600 KB	9.0.30729.6161			
	Microsoft Visual C++ 2010 x64 Redistributable - 10.0.40219	Microsoft Corporation	12/14/2013	13.8 MB	10.0.40219			
	Microsoft Visual C++ 2010 x86 Redistributable - 10.0.40219	Microsoft Corporation	12/14/2013	11.1 MB	10.0.40219			
	Solution and the second state of the second st	Mozilla	11/20/2013	48.8 MB	25.0.1			
	🐼 Mozilla Maintenance Service	Mozilla	11/20/2013	221 KB	25.0.1			
	MSXML 4.0 SP2 (KB954430)	Microsoft Corporation	6/29/2013	1.27 MB	4.20.9870.0			
	MSXML 4.0 SP2 (KB973688)	Microsoft Corporation	6/29/2013	1.33 MB	4.20.9876.0			
	R MyEelipse 10	Genuitec, LLC	11/21/2013		10.7.1			
	▶ National Instruments Software		1/3/2014					
	Motepad -	Notepad++ Team	7/1/2013		6.4.1			
	📲 Pdf995		6/27/2013					

• Select "NI-488.2 2.5" and "NI-VISA Runtime 4.1b1" from the list of products and click on "Remove" button.

🕞 🕞 – 紀 🕨 Control Panel 🕨	All Control Panel Items Programs and Features				✓ 4 Search Programs and			
Control Panel Home View installed updates Virun Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.							
off	Organize 🔻 Uninstall/Change							
	Name	Publisher	Installed On Size	Version				
	Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.17 Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.6161 Microsoft Visual C++ 2010 x64 Redistributable - 10.0.40219	Microsoft Corporation Microsoft Corporation Microsoft Corporation	6/19/2013 10/17/2013 12/14/2013	596 KB 9.0.30729 600 KB 9.0.30729.6161 .3.8 MB 10.0.40219				
	Microsoft Visual C++ 2010 x86 Redistributable - 10.0.40219 Mozilla Firefox 25.0.1 (x86 en-US) Mozilla Maintenance Service	Microsoft Corporation Mozilla Mozilla	12/14/2013 1 11/20/2013 4 11/20/2013	1.1 MB 10.0.40219 18.8 MB 25.0.1 221 KB 25.0.1				
	MSXML 4.0 SP2 (KB954430) MSXML 4.0 SP2 (KB973688) MMFclipee 10	Microsoft Corporation Microsoft Corporation	6/29/2013 1 6/29/2013 1 11/21/2013	.27 MB 4.20.9870.0 .33 MB 4.20.9876.0 10.7 1				
	National Instruments Software		1/3/2014	10.7,1				
	Votepad ++	National Instruments Software Are you sure you want to remove?	7/1/2013 6/27/2013 6/26/2013 7/31/2013	6.4.1				
	NI Products NI-488.2 2.5 NI-VISA Runtime 4.1b1	Yes No	11/23/2013 12/3/2013 9 11/17/2013 9	6.3.04.09250 21.7 MB 17.0.2 22.0 MB 10.1				
	Repair Reinstall missing or sensetal default va	corrupt files, registry keys, and es stored in the registry may alues.	6/19/2013 7/17/2013 1/2/2014	4.10.0036 v1 R10.01				
	Remove Remove product fro	m this computer.	12/7/2013 11/13/2013 6/26/2013 1	1.21 .24 MB 13.0.01				
	WinKAK 4.20 (32-bit)	Close Win.rar GmbH	6/19/2013 6/26/2013	534 MB 5.5.1.4000 16.4.3505.0912 4.20.0				

• Wait for the uninstallation/removal to complete.



• Once the National Instruments Drivers is uninstalled, please restart your computer.

Once the computer is restarted, please login to DealerCONNECT and click on TechTOOLS link under Service Tab. TechTOOLS will automatically look for Nationals Instruments drivers installation on the computer and will prompt for downloading and installing the new Drivers.

New Drivers install:

TechTOOLS will display the following window pop-up if the PC does not have the National Instruments

(NI) drivers:



Users will be given two (2) options to download and install the new NI drivers. The options are:

- 1. User can click on the button labelled "Yes" in order for TechTOOLS Application to download and install the NI drivers.
- 2. User can click on download link provided on the pop-up window. The download link URL is as follows:

http://akamai-public.dealerconnect.chrysler.com.edgesuite.net/TechTOOLS/SetupNIDrivers_Win7.exe

The following progress window will appear during the National Instruments Software download if you decide to download via TechTOOLS Application:



Once the installer is downloaded, the National Instruments drivers installer window will come-up as shown below. Click on "Yes" button to proceed with the installation:



National Instruments drivers installation will progress as shown in the screenshot below:



Click on "OK" button as shown in the screenshot below during the install process:



Check the check box "Always trust the software from "National Instruments Corporation" and click on "Install" button to proceed with the installation. Please see the screenshot below:



Once the National Instruments software is installed, please click on the "Finish" button as shown in the screenshot below:



Upon clicking the "Finish" button, the computer will be restarted. Once the PC is restarted,

- Login to DealerCONNECT
- Navigate to Service Tab and click on "TechTOOLS".
- TechTOOLS Application should launch successfully.

Contact the wiTECH Help Desk if you need further assistance with TechTOOLS Application issues.

NOTE: TechTOOLS is NOT supported on the Windows 10 Operating System.

Online URL: <u>https://kb.l.fcawitech.com/article/how-to-download-and-install-the-new-national-instrumen</u> <u>ts-drivers-for-techtools-application-on-windows-7-32-bit-64-bit-and-windows-8-operating-</u> <u>systems-411.html</u>