Dependent Software for TechTOOLS Application

412 Chris Ordner Wed, May 10, 2017 Troubleshooting TechTOOLS 1101

DESCRIPTION

TechTOOLS Application requires the following dependent software to have been installed:

Note: Microsoft ended Windows XP support on April 8, 2014. wiTECH Helpdesk will no longer provide support for TechTOOLS that runs on Windows XP machine. Please upgrade your PC/Laptop to Windows 7/Windows 8.

- **Adobe Reader (8 or 9.1 or higher)**

Adobe Reader 8 or 9.1 can be downloaded and installed by navigating to DealerCONNECT > eSupport > Library > Downloads page.

- **National Instruments Software**

For Windows 7/Windows 8, click on the TechTOOLS NI Driver Install utility (Windows Vista, Windows 7 and Windows 8) under DealerCONNECT > eSupport > Library > Downloads page.

- **Java Runtime Environment (JRE) Software**

JRE software can be downloaded by accessing one of the links below depending on the operating system your PC/Laptop is running on:

For Windows 7/Windows 8 users:

http://akamai-public.dealerconnect.chrysler.com.edgesuite.net/JRE/jre-7u55-windows-i586.exe

If your PC is up to the requirements but the TechTOOLS application still gives a problem, review the private KBs located here https://kb.l.fcawitech.com/secure/techtools/ and contact the wiTECH Help Desk for further assistance.

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

Online URL: https://kb.l.fcawitech.com/article/dependent-software-for-techtools-application-412.html