TechTOOLS System Date Error unable to connect to any server

417 Chris Ordner Wed, May 10, 2017 Troubleshooting TechTOOLS 1409

DESCRIPTION

Some TechCONNECT PC's may have their system date set incorrectly.

Note: If system date is not set to current date TechTOOLS may cause installation failures.

PROCEDURE

To check that system date is correct complete the following:

- Position the mouse pointer over the system task bar located at bottom of screen.
- Activate menu option by right clicking on the task bar.
- Select the **Adjust Date/Time** option from the popup menu.
- Adjust Date & Time accordingly and select the OK button.

Complete the following steps if timeout dialog message window with error "Unable to Connect to any Server" is received when launching the TechTOOLS application:

- Re-login to DealerCONNECT
- Select **Service Tab**
- From Repair, select TechTOOLS application
- Select **Grant Always** when prompted by Java Plug-In Security Warning popup Screen
- Ensure correct proxy settings are entered before continuing

Note:

In most cases the "Grant Always" selection will allow successful TechTOOLS installation, and avoid the need for sending a re-image kit.

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

Online URL: https://kb.l.fcawitech.com/article/techtools-system-date-error-unable-to-connect-to-any-server-417.html