

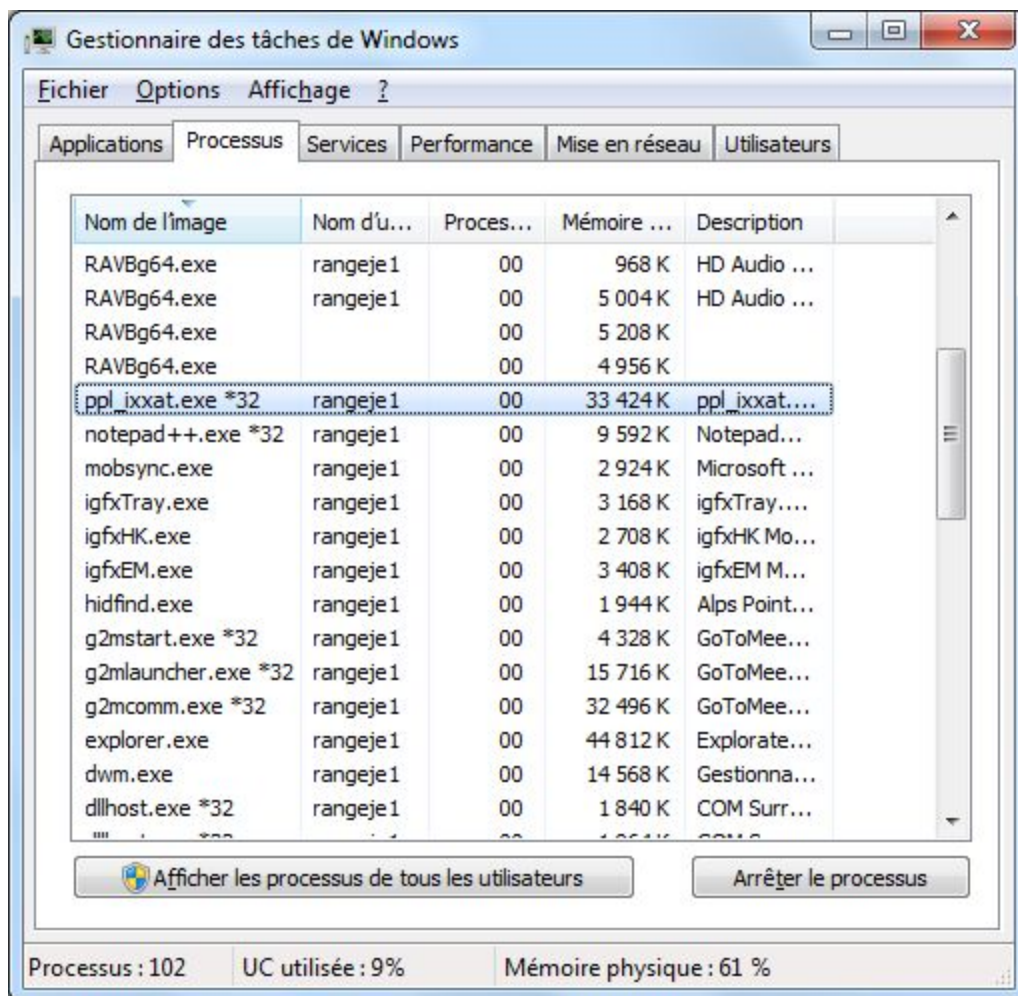
Workaround for the “can’t scan any vehicle” issue

Step 1: Confirm that this is the issue you’re having.

Start BUDS2, and wait for it to show that it doesn’t see the connected vehicle.

Then, start the task manager (open with control+shift+escape keys) and confirm that the ppl_ixxat.exe process is **not** running. If it is, you have a **different** issue.

Windows 7



Windows 10

The screenshot shows the Windows Task Manager application in the Performance tab. The window title is "Task Manager" and it has standard Windows window controls (minimize, maximize, close). The menu bar includes "File", "Options", and "View". The tabs at the top are "Processes", "Performance" (selected), "App history", "Startup", "Users", "Details", and "Services".

The main area displays system resource usage for the Performance tab. The columns are: Name, Status, CPU, Memory, Disk, and Network. The overall system usage is shown at the top: CPU 2%, Memory 26%, Disk 0%, and Network 0%.

The processes are categorized into "Apps (4)" and "Background processes (42)".

Apps (4)

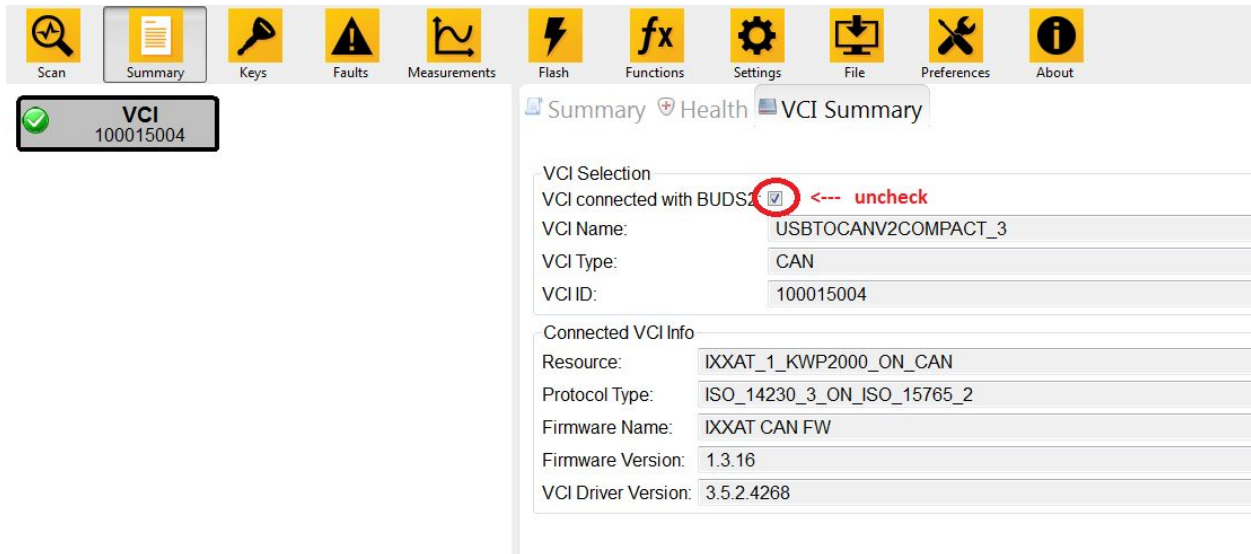
Name	Status	CPU	Memory	Disk	Network
▼ BUDS2.exe (32 bit) (3)					
BUDS2.exe (32 bit)		0%	214.9 MB	0 MB/s	0 Mbps
BUDS2.exe (32 bit)		0%	194.1 MB	0 MB/s	0 Mbps
Console Window Host		0%	4.0 MB	0 MB/s	0 Mbps
ppl_ixat.exe (32 bit)		0%	16.8 MB	0 MB/s	0 Mbps
> Google Chrome (16)		1.1%	1,219.2 MB	0 MB/s	0 Mbps
> Task Manager		1.0%	17.7 MB	0 MB/s	0 Mbps
> Windows Explorer		0%	31.3 MB	0 MB/s	0 Mbps

Background processes (42)

Name	Status	CPU	Memory	Disk	Network
Alps Pointing-device Driver		0%	0.8 MB	0 MB/s	0 Mbps
Alps Pointing-device Driver		0%	3.3 MB	0 MB/s	0 Mbps
Alps Pointing-device Driver for ...		0%	1.1 MB	0 MB/s	0 Mbps
> Antimalware Service Executable		0%	50.4 MB	0 MB/s	0 Mbps
ApMsgFwd		0%	1.1 MB	0 MB/s	0 Mbps
Application Frame Host		0%	7.9 MB	0 MB/s	0 Mbps

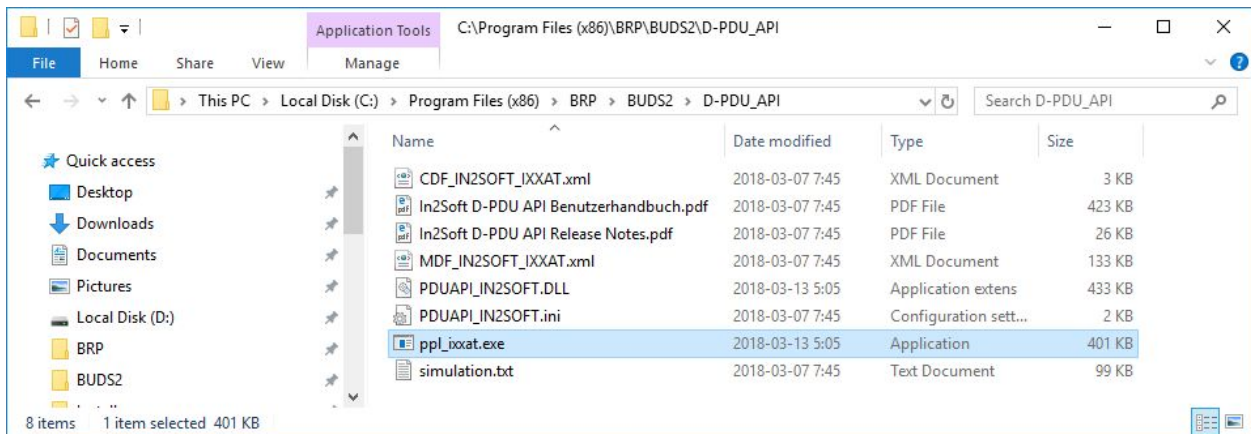
At the bottom left, there is a "Fewer details" button with an upward arrow icon. At the bottom right, there is an "End task" button.

Step 2: stop VCI connection in BUDS2

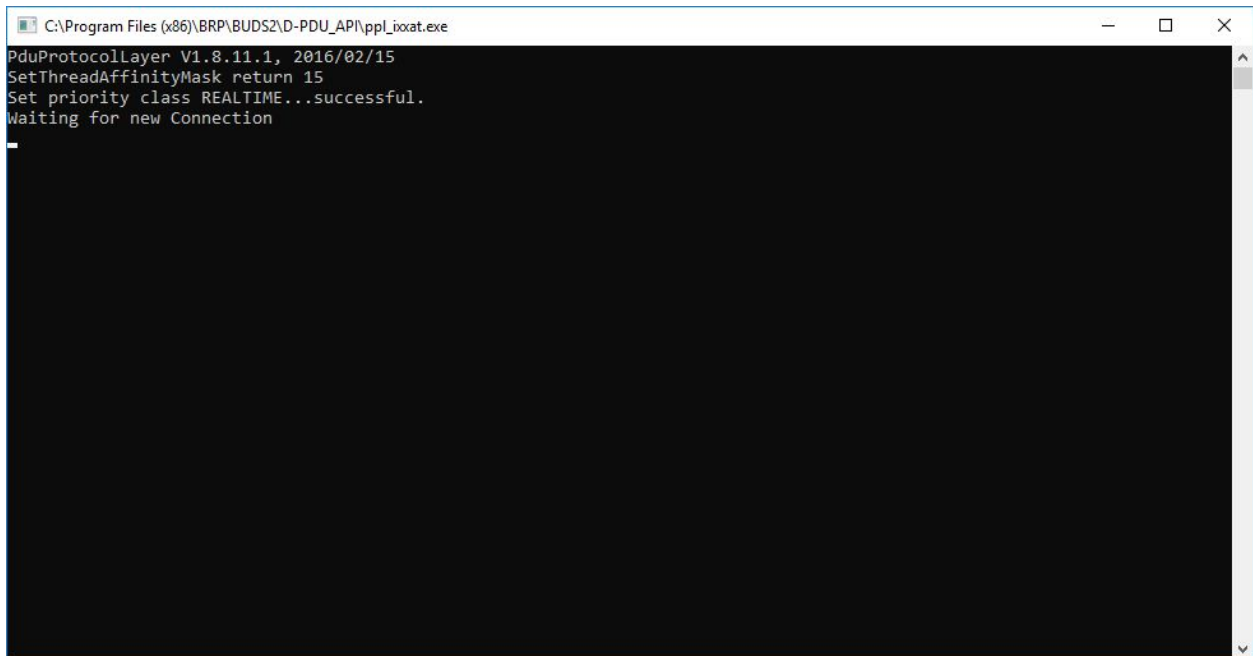


Step 3: manually start ppl_ixxat.exe

Go to **C:\Program Files (x86)\BRP\BUDS2\D-PDU_API** and double-click on **ppl_ixxat.exe**.
You can create a shortcut to this file on the desktop to ease future usage.



A “DOS” window should appear and stay open.

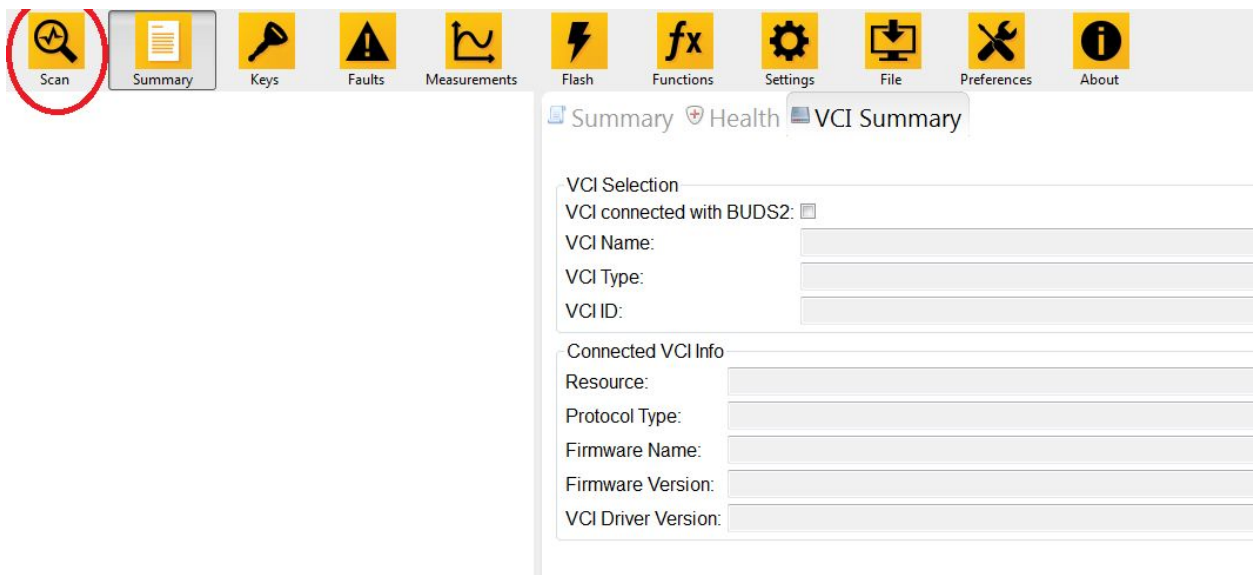


```
C:\Program Files (x86)\BRP\BUDS2\D-PDU_API\ppl_ioxat.exe
PduProtocollayer V1.8.11.1, 2016/02/15
SetThreadAffinityMask return 15
Set priority class REALTIME...successful.
Waiting for new Connection
```

If it instantaneously closes, it probably means that it was already running (see step 1).

Step 3: reattempt scanning

Click on “scan”.



Step 4: remind dealer to upgrade his computer

Most cases so far were with either:

- A computer with an old CPU (older than 3rd generation i3/i5/i7 or equivalent)
- A computer with too little RAM (less than 8GB)
- A computer with a hard drive at 100% busy (usually installing windows updates)

All of these issues should be addressed, since they are the only permanent solution available at this time. Since they will bring significant performance enhancements, they're worthwhile in any case.