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.

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Applications	Processus	Services	Performance	Mise en résea	u Utilisateurs	
Nom de l'	îmage	Nom d'u	. Proces	Mémoire	Description	•
RAVBq64	l.exe	rangeje 1	00	968 K	HD Audio	
RAVBa64	l.exe	rangeje1	00	5 004 K	HD Audio	
RAVBq64	ł.exe		00	5 208 K		
RAVBg64	l.exe		00	4 956 K		
ppl_ixxat	t.exe *32	rangeje1	00	33 424 K	ppl_ixxat	
notepad	++.exe *32	rangeje1	00	9 592 K	Notepad	=
mobsync	mobsync.exe		00	2 924 K	Microsoft	
igfxTray.	igfxTray.exe		00	3 168 K	igfxTray	
igfxHK.exe		rangeje 1	00	2 708 K	igfxHK Mo	
igfxEM.e	xe	rangeje1	00	3 408 K	igfxEM M	
hidfind.e	xe	rangeje1	00	1944 K	Alps Point	
g2mstart	.exe *32	rangeje1	00	4 328 K	GoToMee	
g2mlauno	ther.exe *32	rangeje1	00	15 716 K	GoToMee	
g2mcomr	n.exe *32	rangeje1	00	32 496 K	GoToMee	
explorer.	exe	rangeje1	00	44 812 K	Explorate	
dwm.exe	:	rangeje1	00	14 568 K	Gestionna	
dllhost.e:	xe *32	rangeje1	00	1840 K	COM Surr	
	***			100010		
A	fficher les pro	cessus de t	ous les utilisat	eurs	Arrê <u>t</u> er le pr	ocessus

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Processes	Performance	App history	Startup	Users	Details	Services				
	^					2%	26%	0%	0%	
Name			Statu	s		CPU	Memory	Disk	Network	
Apps (4)										1
✓ (B) BU	DS2.exe (32 bit) (3)				0%	214.9 MB	0 MB/s	0 Mbps	
Ø₿ B	UDS2.exe (32 h	it)				0%	194.1 MB	0 MB/s	0 Mbps	
	onsole Window	w Host				0%	4.0 MB	0 MB/s	0 Mbps	
ppl_ixxat.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	
> 🐂 Wi	🐂 Windows Explorer					0%	31.3 MB	0 MB/s	0 Mbps	
Backgro	und proces	ses (42)								
와 Alp	os Pointing-dev	vice Driver				0%	0.8 MB	0 MB/s	0 Mbps	
🛄 Alp	🛄 Alps Pointing-device Driver						3.3 MB	0 MB/s	0 Mbps	
🍍 Alp	🥉 Alps Pointing-device Driver for						1.1 MB	0 MB/s	0 Mbps	
> 💽 An	Antimalware Service Executable						50.4 MB	0 MB/s	0 Mbps	
🔳 Ap	MsgFwd					0%	1.1 MB	0 MB/s	0 Mbps	
An	plication Fram					0%	ZOMP	0 MB/c	0 Mbos	

Step 2: stop VCI connection in BUDS2

Scan	Summary	Keys	Faults	Measurements	F lash	fx Functions	Settings	File	Preferences	About	
	VCI 100015004				VCI Se VCI co VCI Na VCI Typ VCI ID:	mary 👻 He lection nnected with E me: pe:	Health VCI Summary				
					Conner Resour Protoco Firmwa Firmwa VCI Dri	cted VCI Info ce: bl Type: re Name: re Version: ver Version:	IXXAT_1_KW ISO_14230_3 IXXAT CAN F 1.3.16 3.5.2.4268	/P2000_01 3_0N_ISO_ W	N_CAN 15765_2		

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.

<mark>IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII</mark>	Application w Mana	c:\Program Files (x86)\BRP\BUDS2\D- age	PDU_API			<u> </u>	× ~ (
\leftrightarrow \rightarrow \checkmark \uparrow \square \rightarrow This PC \rightarrow	Local Disk (C:)	> Program Files (x86) > BRP > BUDS2 > D-	PDU_API	√ Ō	Search	D-PDU_API	P
	^	Name	Date modified	Туре		Size	
A Quick access		CDF IN2SOFT IXXAT.xml	2018-03-07 7:45	XML Docum	nent	3 KB	
Desktop	*	In2Soft D-PDU API Benutzerhandbuch.pdf	2018-03-07 7:45	PDF File		423 KB	
🖶 Downloads	*	In2Soft D-PDU API Release Notes.pdf	2018-03-07 7:45	PDF File		26 KB	
Documents	1	MDF_IN2SOFT_IXXAT.xml	2018-03-07 7:45	XML Docum	nent	133 KB	
Pictures	*	PDUAPI_IN2SOFT.DLL	2018-03-13 5:05	Application	extens	433 KB	
Local Disk (D:)	*	DUAPI_IN2SOFT.ini	2018-03-07 7:45	Configuratio	on sett	2 KB	
BRP		ppl_ixxat.exe	2018-03-13 5:05	Application		401 KB	
BUDS2	<u> </u>	imulation.txt	2018-03-07 7:45	Text Docum	ient	99 KB	
8 items 1 item selected 401 KB	<u> </u>						

A "DOS" window should appear and stay open.



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

Step 3: reattempt scanning

Click on "	scan".										
Scan	Summary	Keys	Faults	Measurements	F lash	fx Functions	Settings	File	Preferences	About	
					Summ VCI Sele VCI com VCI Nam VCI Type VCI ID: Connect Resource Protocol Firmwar VCI Driv	ection nected with BU ne: e: e: e VCI Info e: Type: e Name: e Version: er Version:	alth VC	I Summa	Iry		

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.