



Tech Tool 2.8 Release – October 2024

This document contains the instructions to install Tech Tool 2.8 and recent client updates. Please read and follow the instructions to install the application. Please contact our IT Helpdesk at (877) 978-6586 with any questions.

If Tech Tool is already installed and is at any version of 2.8.xxx, **DO NOT** proceed with Installation. Update software using the Client Update Agent. Click to see the section "[How to Update Your Software](#)" on page 12.

For any version older than 2.8.0, before starting the Installation we recommend performing an Uninstall, using our Support Tool. Please locate and download the Support Tool from our website found under the Support menu. Click to see the [Uninstall](#) section on page 4 for instructions.

Visit our website www.premiumtechtool.com for Version Information, Support Documentation, FAQs and How To Videos.

Installation Prerequisites

NOTE: For Best Performance, we recommend installing Tech Tool on Windows 11 or 10 Operating System. Tech Tool does NOT support Windows 7/8/8.1 or Home Editions on any Operating System.

- Internet Connection Required. Please note, that a slow network connection speed can prolong the installation time.
- A Multi-factor Authentication (MFA) User Profile. Set up your Microsoft MFA profile by visiting <http://myaccount.microsoft.com>.
- Please ensure that all Windows Updates are installed and to disable antivirus before starting Tech Tool Installation (turn on antivirus after the installation).
- The installation must be performed by a Windows Administrator.
- An Administrator profile is no longer required for using the Tech Tool application or performing updates through the Client Updates (CLUP) Agent after the Installation is completed.
- For Windows 10/11, the **User Account Control Settings** must be set to **Never Notify** to prevent notifications during installation and start-up of different components within Tech Tool. This setting is found in **Control Panel → User Accounts** Tech Tool must be installed on the C:\ drive, which is the default location in the installation.
- We recommend a download speed of minimum 10Mbps when Installing, Updating and/or operating Tech Tool. To test your Network Speed visit www.google.com and enter "speed test" in search. On Internet Speed Test, click RUN SPEED TEST.
- Have your Client ID on-hand. The Client ID is a six-digit number that is distributed with your initial Tech Tool USB Flash drive. It can also be found near the top of the "Support Information" window (see picture). The "Support Information" can be opened by clicking:

START → All Programs → Tech Tool → Support Information

System Requirements

The computer must meet or exceed the minimum requirements:

Recommended Requirements for Better Performance of Tech Tool

Category	Recommended Requirement
Computer/Processor Operating System	Intel® Core i7 or AMD Ryzen 7 Series Windows 11 or 10 Professional or Enterprise (either 32-bit or 64-bit) Note: Windows 10 Enterprise LTSC is not supported.
Memory (RAM)	8 GB, more memory improves performance (over 3GB requires a 64-bit OS)
Hard Disk	160 GB SSD (Solid State Drive) of free hard disk space
USB Port	2.0/ 3.0 USB Port
Display	XGA (1024 x 768 pixels) or higher resolution monitor with 32-bit color settings
Input Device	Keyboard and mouse or compatible pointing device
Internet Connection	Network using 100 Mbps or higher speed network adapter and/or WLAN
Vehicle Communication	Approved USB or wireless communication interface.
Miscellaneous	A battery-pack that may provide 500 mA via USB.

Minimum Requirements to Install and Use Tech Tool

Category	Minimum Requirement
Computer/Processor Operating System	Intel® Core i5 or equivalent Windows 11 Professional or Enterprise (either 32-bit or 64-bit) or Windows 10 Professional or Enterprise (either 32-bit or 64-bit) Note: Windows 10 Enterprise LTSC is not supported.
Memory (RAM)	3GB on 32-bit Windows 4 GB on 64-bit, more memory improves performance
Hard Disk	120 GB of free hard disk space
USB Port	2.0/ 3.0 USB Port
Display	XGA (1024 x 768 pixels) or higher resolution monitor with 32-bit color settings
Input Device	Keyboard and mouse or compatible pointing device
Internet Connection	Network using 100 Mbps or higher speed network adapter and/or WLAN
Vehicle Communication	Approved USB or wireless communication interface.
Miscellaneous	A battery-pack that may provide 500 mA via USB.

Network Configurations

Note! This should be performed by an IT Administrator if your Network requires Firewall and Proxy Authentications.

It is important to allow traffic to Volvo.com servers so that Tech Tool can be updated and work properly. The firewall needs to be configured to allow... traffic to/from ports 80, 443, 8891, 2010, and *.volvo.com (HTTP/HTTPS) for the following addresses. The proxy must not challenge the LOCAL SYSTEM for authentication when accessing these sites:

153.112.162.194	networkupdatefilespublic.it.volvo.com/*
153.112.163.252	networkupdatemetadata.it.volvo.com/*
153.112.166.184	hmg.it.volvo.com
153.112.167.146	sws.it.volvo.com
153.112.167.191	secureweb.volvo.com
153.112.167.194	secure2.volvo.com/* (Impact)
	www.msftncsi.com/ncsi.txt
	*.msapproxy.net

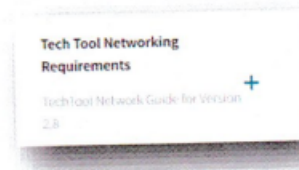
In addition, the following sites are accessed for Certificate Revocation Lists to validate the SSL certificate and must be accessible:

198.41.214.187	crl.globalsign.com
	198.41.215.182 - 187 and .214.183 - 187 are alternates)
104.16.28.216	ocsp2.globalsign.com
	sv.symcb.com (via akamai - Symantec CRL)

Note! The * (asterisk) in the addresses represent a generic ending of the URL.

If you have problems to update Tech Tool, please contact your local helpdesk. It is necessary to get these settings updated in your firewall and proxy.

- If additional networking details are needed, please visit www.premiumtechtool.com and locate the Network Guide on the right-side panel (see picture for reference).



Uninstall Tech Tool

If you need to uninstall Tech Tool, please access the Control Panel > Add or Remove Programs or use our Support Tool.

Support Tool

Downloading Support Tool via PTT Website: www.premiumtechtool.com/technical-support/

- Locate the Downloadable file under the **Premium Tech Tool Support Tools** section.

- Click the "Click here to download" link to Download the file onto your PC.
- Find the download file at the bottom of your web browser. Select the **Save** or **Show in folder** option.
Note: If you do not receive the below screenshot. Access File Explore and the DOWNLOADS Folder before attempting to download the file again.



- Select **Open folder** to access file.



- Right click on the **TT Support Tool .zip** file and **Extract**.
- Open the **TT Support Tool** folder, double click on the file name **setup.exe** to install the Installation Support Tool.

How to Use Tech Tool Support Tool

1. Click on the **Tech Tool Removal** tab. *See image below.*
2. Click button **Start Tech Tool Removal** to start the uninstall process. *See image below.*

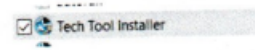


If prompted during removal process, we recommend "deleting all data files and logs". Restart your pc when removal process is completed.

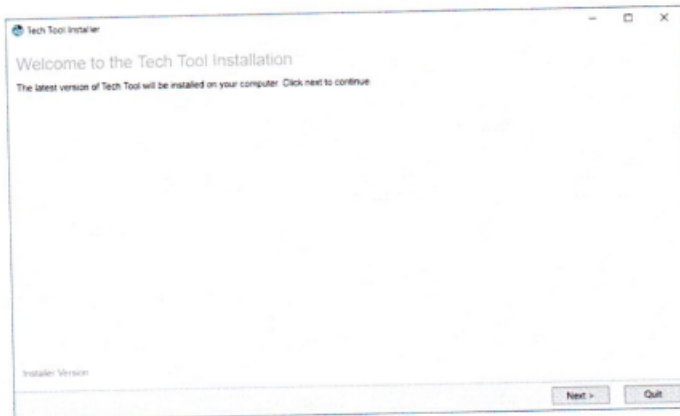
Installing Tech Tool

Close all applications and set power save options to "never" (located in Windows' Power & Sleep settings) before the installation of Tech Tool.

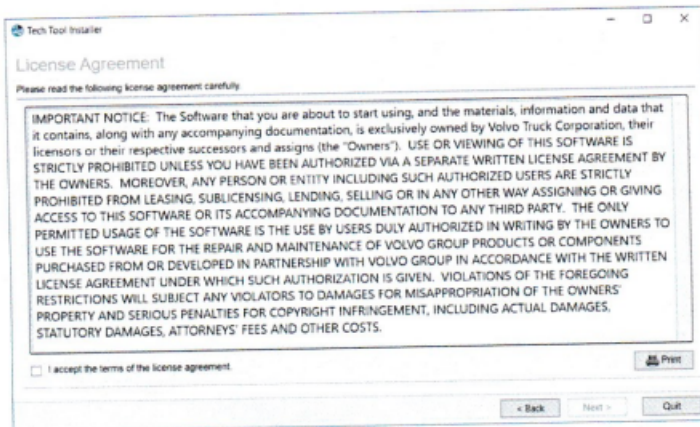
- If using .zip Tech Tool Installer file, right click to extract files.
- Double Click the **Tech Tool Installer** file to launch the Installation.



- Begin Installation by Clicking **Next**.



- Read through the license agreement and Check box to Accept. Click **Next** to proceed.



- Enter your Client ID and MFA User ID and password to validate the user. Click **Login**. Afterwards, users will be prompted to **Authenticate via the Microsoft Multi-Factor preferred method**. (see the *Installation Prerequisites* section for more details)

The image shows two overlapping windows. The primary window is titled "User Validation" and contains the following sections:

- Client ID:** A text field with a green success message: "Your Client ID was successfully validated!"
- User Credentials:** A section with a "User ID:" field containing "t3chn0l0g1c@volvo-group.com" and a "Password:" field with a masked password. A green success message at the bottom reads: "Login successful! You are connected to the central system." A "Login" button is to the right of the password field.
- Navigation:** "Back", "Next >", and "Quit" buttons at the bottom.

The secondary window is a Microsoft "Sign in" dialog with the email "t3t21404@volvo-group.com" entered and "Next" and "Back" buttons.

- When successfully logged in, the available installations will be displayed. For complete installation, select "Tech Tool Standard installation". Click **Next**.

The "Installation type selection" window displays a table of available Tech Tool installations:

Tech Tool Installation	Size	Status	Info
Tech Tool Standard installation (recommended)	31.47 GB	✓	

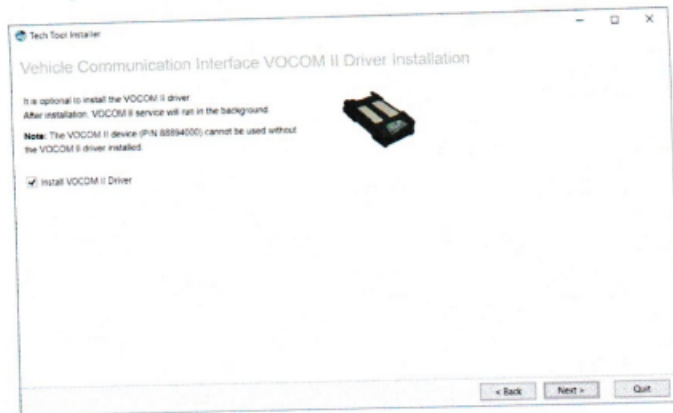
Below the table, it states "Installing Tech Tool - Normal Version". At the bottom right, it indicates "Free space available: 185.37 GB". "Back", "Next >", and "Quit" buttons are at the bottom.

- Make your choice and click **Next**. **Note!** Automatic is the recommended setting.

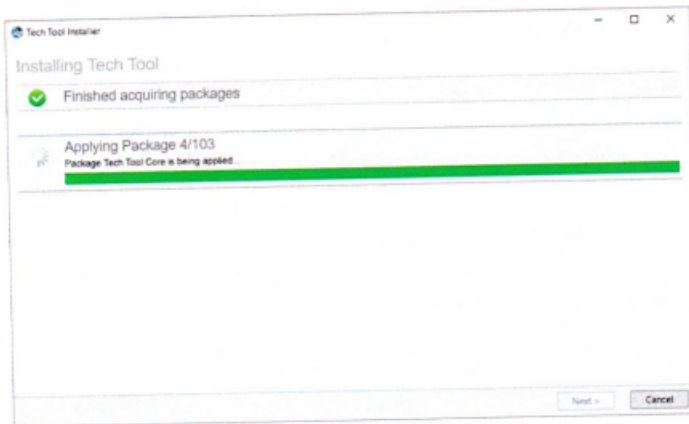
The "Tech Tool Install" window shows "Client Update Notifications" with the following options:

- Start Client Update in one of the following modes:**
 - ☒ **Automatic (Recommended)**: Client Update notification service will start automatically. Notifications will be available when services are running in the background.
 - ☐ **Manual**: Client Update notifications are only available if Tech Tool is started. To change the option from Manual to Automatic, Tech Tool has to be reinstalled.

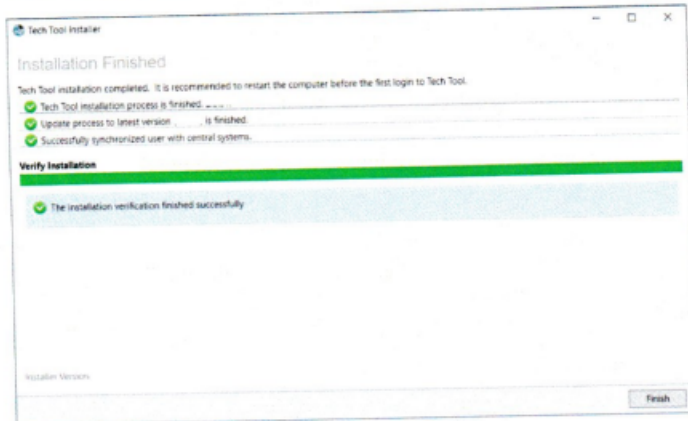
- Make your choice and click **Next** to start the installation.



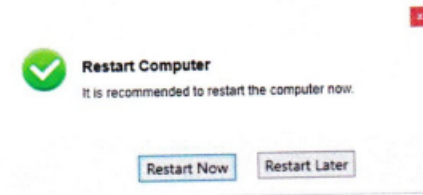
- A single window, like the window shown below, will be displayed as multiple packages will be installed.



- Once the installation has completed, if a valid network connection is still active, the installation will check for any available updates and apply the updates.



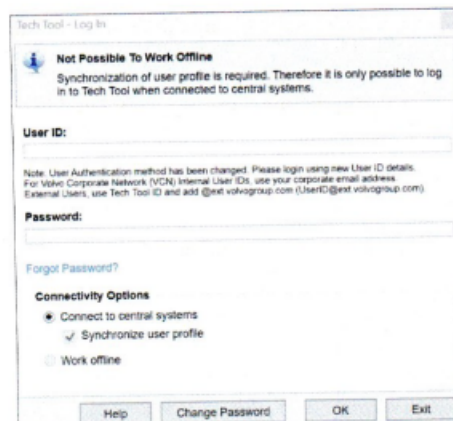
- Click **Finish**.



- Click **Restart Now** after the installation is completed.

First time logging in to Tech Tool

It is required that you have a connection to the internet and select the option **Synchronize user profile**. Use your provided **Tech Tool MFA User ID** and **Password** to login.



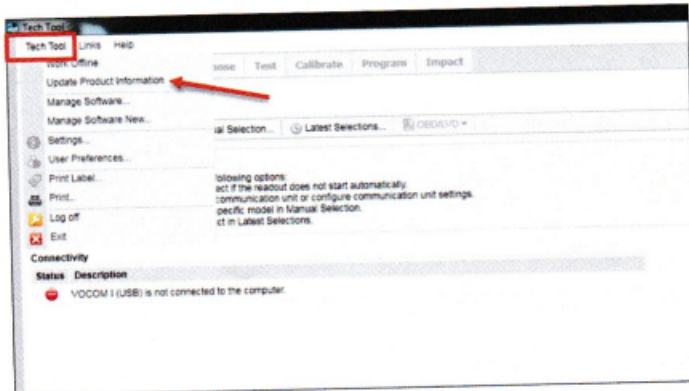
ATTENTION

To be able to use offline mode after installation you must: login once to make sure the user profiles are synchronized. To use Tech Tool offline, the computer must be used online periodically. If the computer is not **connected at least once every 90 days**, then Tech Tool will be disabled on the computer. If this occurs, you need to connect online to re-enable Tech Tool.

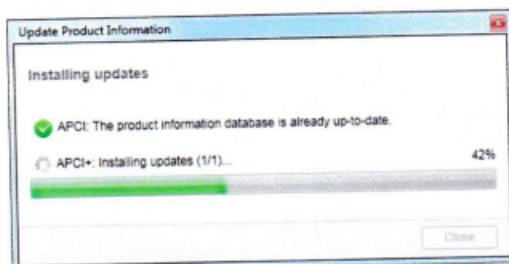
The "Synchronize user profile" check box is only needed when changes have been made to your user profile or when prompted to do so.

Obtaining APCI+ database updates

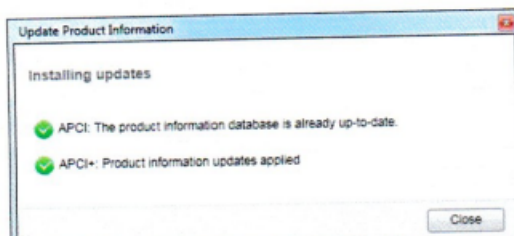
- Launch Tech Tool, but do not connect the PC to a vehicle.
- Click on **Tech Tool** menu option to view the drop-down menu.
- Click **Update Product Information**.



- A window will be displayed to indicate the update is progressing.



- When complete, a status window will be displayed. Click Close to complete the process.



How to Update Your Software

Use the Client Update Utility to determine if any updates are available. The Client Update Agent can be accessed by clicking the Client Update Agent icon located in the PC's system tray area (at the lower right corner, near the clock display). See the image below:



For major updates, a USB Flash drive will be distributed. When a new USB Flash drive is released, only upgrading from the previous USB Flash drive version is supported.

For minor updates Tech Tool is updated using the Client Update, which is a program handling updates of applications via the network. It is designed as a wizard in three steps: search for updates, download, and installation. It has four icons, each describing a different status. The icon should be visible in the taskbar.

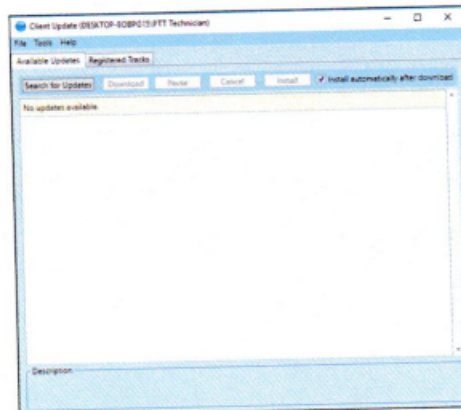
Detailed instructions on how to use the Client Update and to update Tech Tool are also found in the Tech Tool help file. You reach the help file from the Help menu, **Tech Tool Help → Contents and Index**.

It is very important to keep the Tech Tool application updated. Always restart your computer after performing a Windows update or a Tech Tool network update (via Client Update).

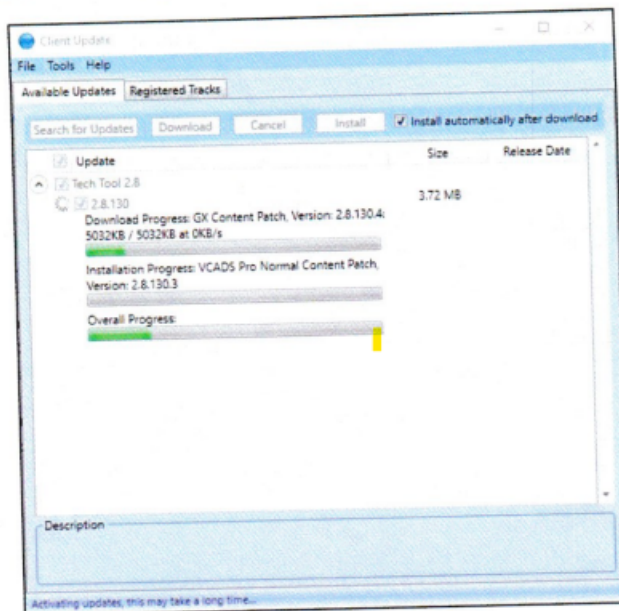
Client Update icons

Icon	Client Update status in taskbar
	Displayed when Client Update is active and while checking for available updates.
	Displayed when Client Update has found available updates and when updates have been downloaded but not installed.
	Displayed when the download of updates is in progress.
	Displayed when the download or installation of an update failed.

- Click the “**Search for updates**” button in the upper left section of the Client Update window.



- If updates are available, the **"Download"** button will be available. These updates will appear as items under the main application headings. Check the box on the updates to be downloaded.
- To install the updates automatically after they have been downloaded, click the **"Install automatically after download"** checkbox. Then click the **"Download"** button. Progress information will be displayed as the updates are downloaded and installed.



If you experience any problems in performing this installation, please contact please contact DSC Support at toll free (877) 978-6586 or local (336) 393-2425.