



DA-DoIP VCI (DAPN0166) Setup and Trouble Shooting Guide

Thank you for purchasing your DA-DoIP VCI.

To help with setting up your device please look to ensure the following has been completed, before connection to any vehicle.

1. I am having issues with my device connection to a vehicle, when attempting to use the device as a Pass Thru vehicle interface?

1.1. To use the DA-DoIP VCI you need to firstly download and install the DA D-PDU Device Setup from our Downloads page.

Link to DA D-PDU Device PC/Laptop Drivers - <https://www.diagnostic-associates.com/pages/downloads>

This is the 3rd option on the downloads page.

1.2 Then check to see if your DA- DoIP VCI is up-to-date. To do this you will need to download and install the latest DA App Hub from our downloads page first.

Link to DA App Hub - <https://www.diagnostic-associates.com/pages/downloads>

This is the 1st option on the downloads page

Then connect your device (via USB only) to the PC/Laptop you have installed the DA App Hub on.
DO NOT connect to a vehicle at the same time

Even after updating your DA-DoIP VCI for the first time, you should connect to the DA App Hub regularly to check for any updates we may have made (i.e. For any fixes or new vehicle Model Years updates we have made to applications).

1.3 The most common issue people have when they say they can't get our device to work, is normally due to Windows Firewall blocking the device (or even your own specific Anti Virus). If you go to your Windows Firewall settings (and Anti Virus settings) and turn them off completely,

this normally resolves the issue. However, if you don't want to turn Firewall (Anti Virus) off completely, you will need to customise your Firewall (Anti Virus) settings to unblock our drivers.

1.4 If the above does not resolve your issue, then you should check what other VCI drivers are installed on your PC/Laptop (If any), as Pathfinder, SDD or TOPlx Cloud will default to the last device drivers that have been installed.

So if you are using the same PC for Pathfinder, SDD or TOPlx Cloud and you have already installed VCI drivers from other manufacturer devices, then you need to uninstall them **ALL**, reinstall TOPlx Cloud Drivers first (From Links page in TOPlx), then install our VCI drivers next, in order for our device to work. (Details of our drivers in section 1.1)

Note: - Similar to the DA App Hub, we do also update the DA D-PDU PC drivers also therefore it is important to regularly check that the latest versions are installed on your PC/Laptop.

Note:- Please also ensure that if you are using TOPlx Cloud, you will need to download and install the Diagnostic Device Agent (DDA) from the Jaguar LandRover TOPlx website (currently found in the Links option in the footer of the TOPlx website). You will need to login to TOPlx via the DDA to run comms related diagnostics.

The information above is also contained on our website. See Link below.

<https://www.diagnostic-associates.com/pages/faqs>

If you do have any issues after following the above, please contact the following email address sales@diagnostic-associates.com

Regards,

Diagnostic Associates