



**ShopStream**

# ShopStream Update Tool Information Guide

This document provides an overview of the ShopStream Update Tool (SST).

The ShopStream Update Tool is a maintenance program that checks for software updates and is included with the following diagnostic tools:

- **APOLLO-D<sub>9</sub>**<sup>™</sup>

The following terms are used throughout this document:

- **Software Upgrade** - a new diagnostic software version. Software upgrades include new and enhanced coverage and features for Snap-on diagnostic tools.
- **Software Update** - a service release “update” for an existing diagnostic software version.

For clarity, the term “software update(s)” will be used throughout this document to collectively describe software updates, upgrades and SST program updates, except where noted.

The SST program downloads and helps you install:

- Diagnostic software upgrades
- Diagnostic software updates

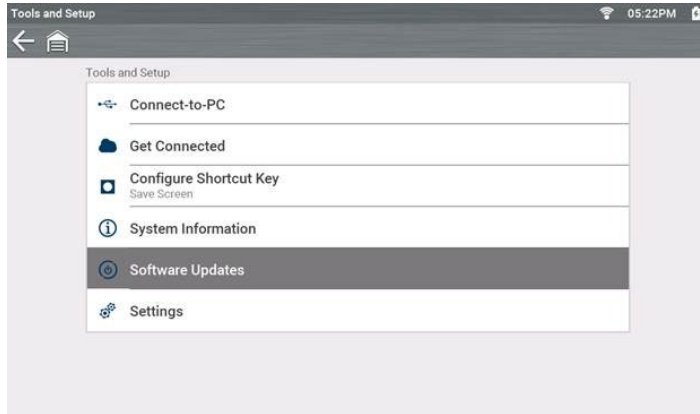
When connected to the Internet, the SST can check for new software updates when engaged by the user.

## Download Software

This section describes the basic procedures for manually downloading software updates and upgrades.

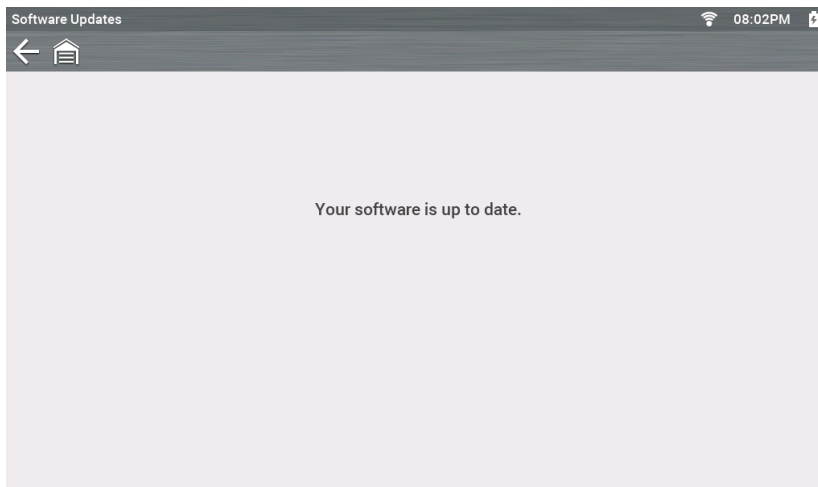
▶ **To download software:**

1. Select the **Tools icon** on the Home Screen tray to open the menu (*Figure 1*).
2. Select **Software updates** from the menu (*Figure 2*).



**Figure 2** Software Update Tool icon

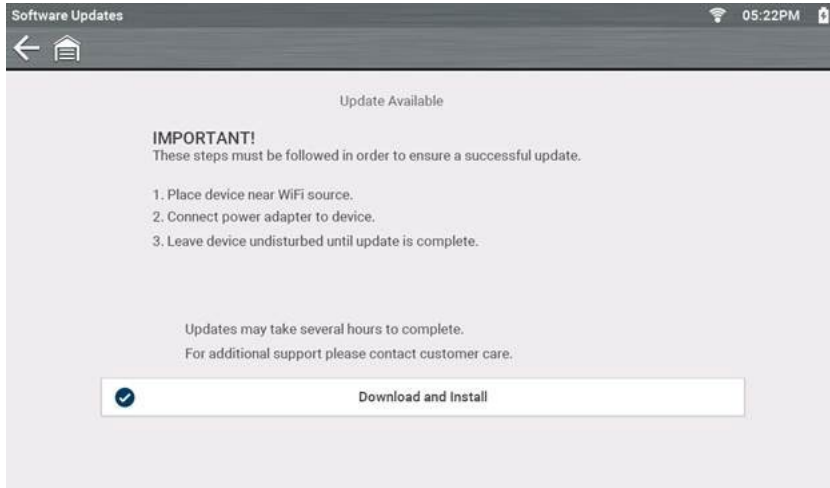
If no updates are found, a “Your Software is up to date” message displays. Select **Back** to close it. (*Figure 3*)



**Figure 3** Software Update to Date message

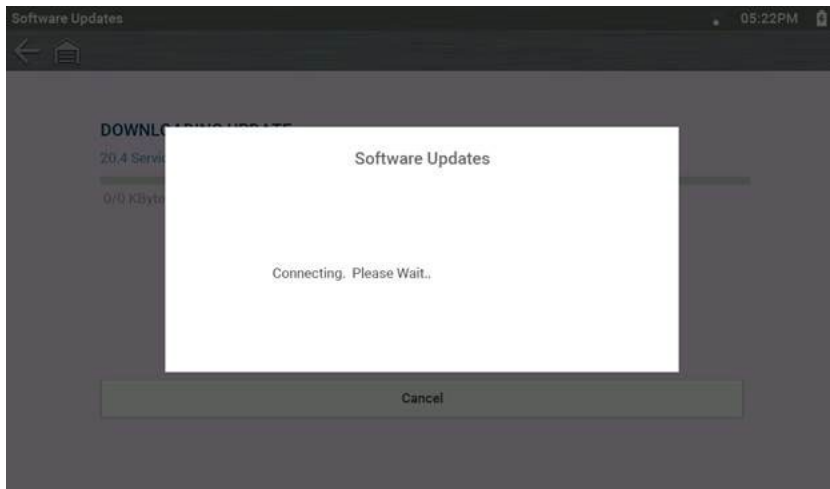
If updates are found, a message box will display with instructions for downloading the update

Follow the important instructions select **Download and Install** to begin the process (Figure 4).



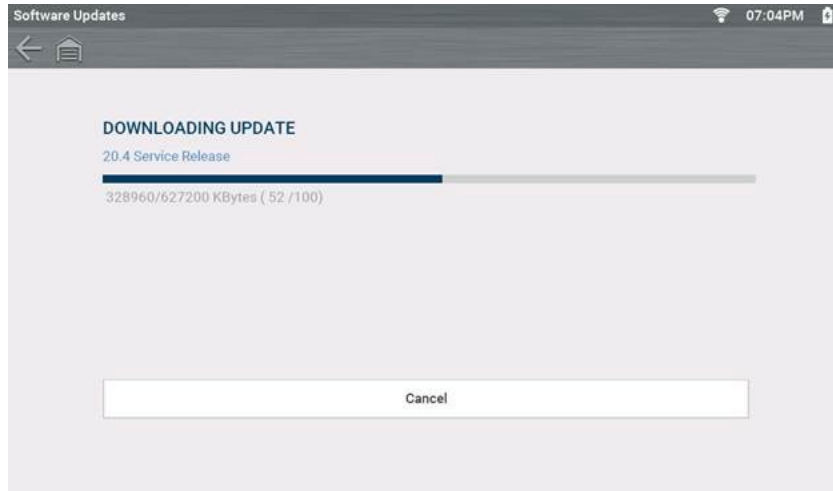
**Figure 4** Typical - Checking for Updates message

3. The unit will connect and begin the download (Figure 5).



**Figure 5** Connect window

4. During an active download, you have the option to cancel the update ([Figure 6](#)):
  - **Cancel**—stops and cancels the download and returns you to the Home Screen.



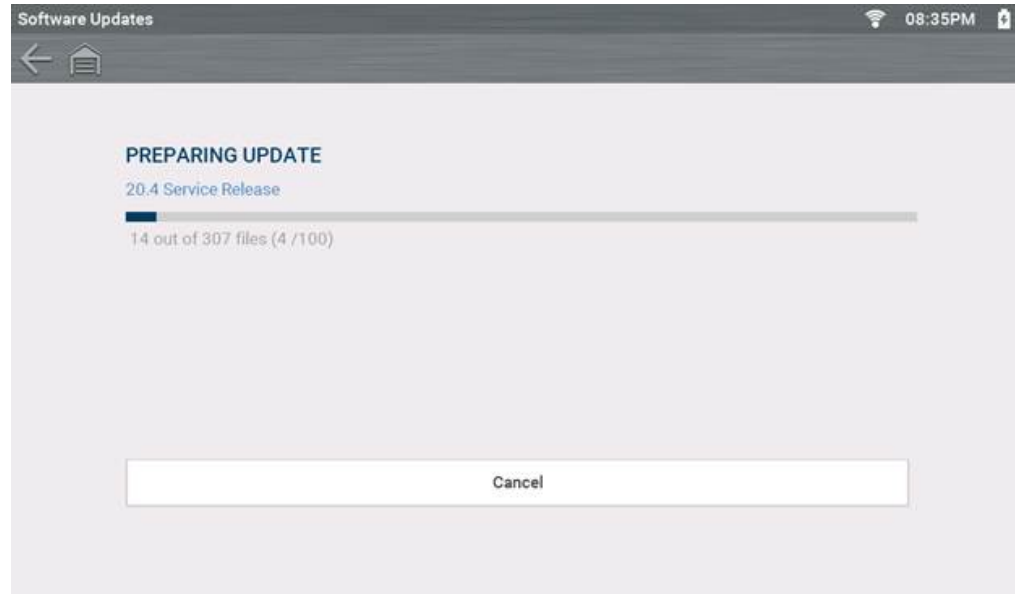
**Figure 6** Typical - Downloading update windows



**NOTE:**

If the Internet connection is interrupted during a download an error message displays and the download is cancelled. You will be returned to the Home Screen. To start the download again, you must restart the process. It does not resume at the point where it stopped.

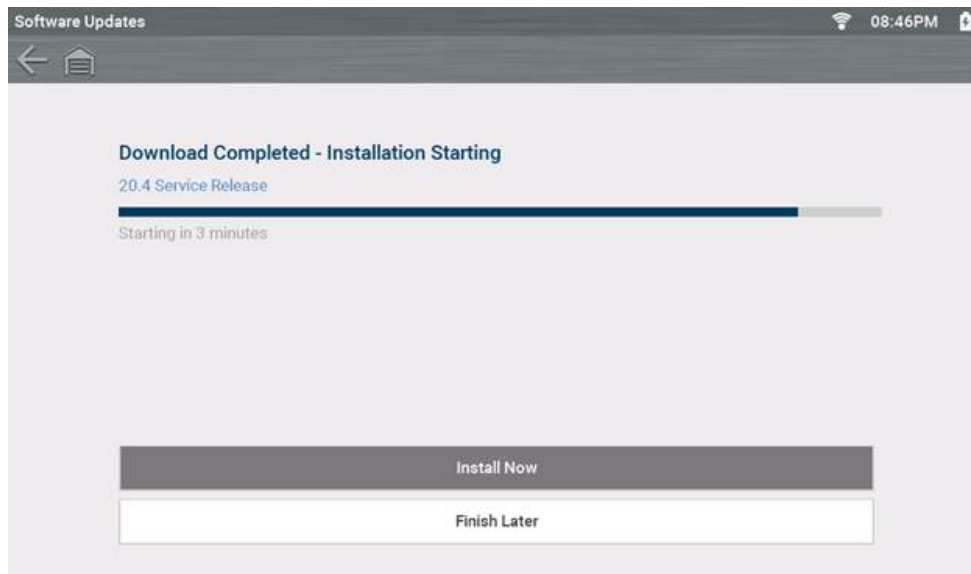
Once the download completes, the unit prepares the files to update the unit ([Figure 7](#)).



**Figure 7** Preparing update window

5. Once the process completes, options to **Install Now** or **Finish Later** are displayed. The remaining part of the install process only takes minutes to finish.

6. Select an installation option to continue (*Figure 8*):
  - **Install Now**—starts the software update installation. Proceed to step 3 Page?.
  - **Install Later**—closes the message. To install the software, re-select **Tools > Software Updates**.



**Figure 8** *Installation options window*

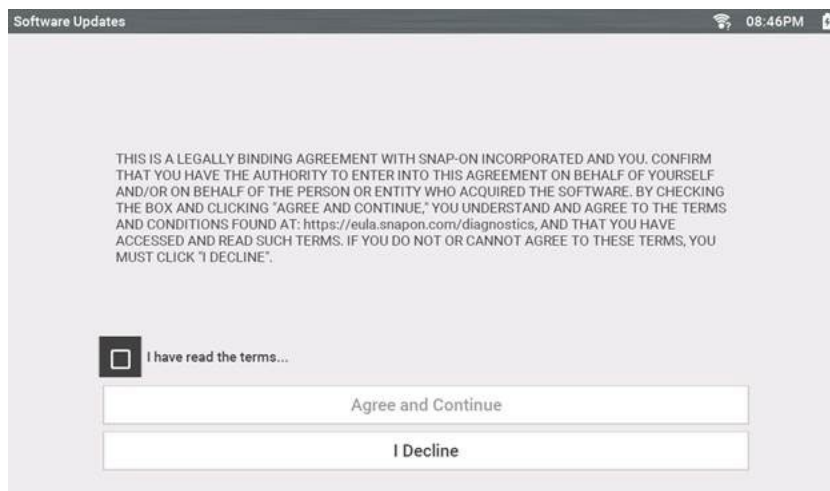
7. Review End User License Agreement (EULA). Before software installation, End User License Agreement (EULA) acceptance is required.



**IMPORTANT:**

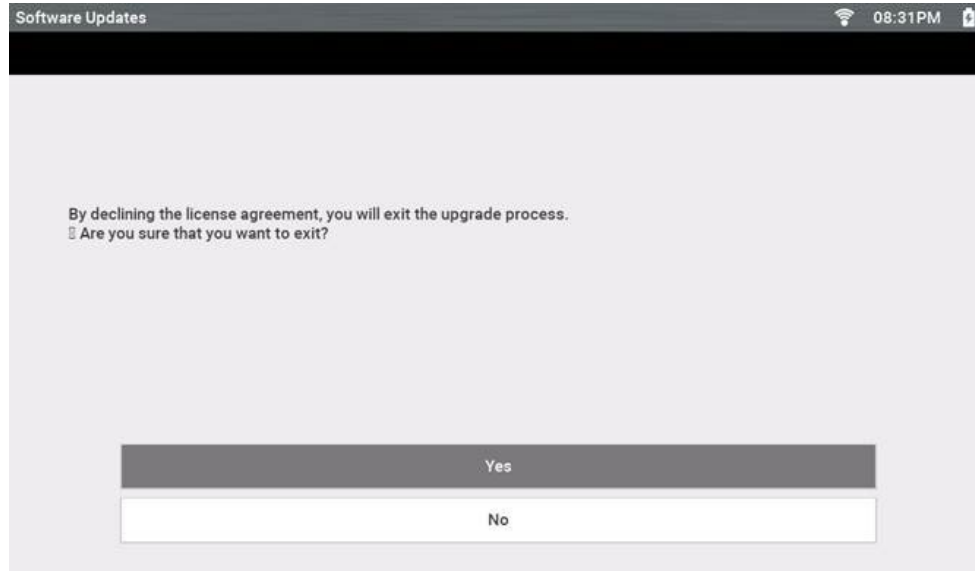
Use of Software is governed by the terms and conditions of the End User License Agreement. The diagnostic tool should not be initially operated until the End User License Agreement is read. Use of the device acknowledges your acceptance of the End User License Agreement. The Snap-on Incorporated Software End User License Agreement is available at: <https://eula.snapon.com/diagnostics>

**To Accept:** Below represents a typical EULA acceptance agreement screen (*Figure 9*). At the screen prompt click the checkbox on the left side of the window, and then select **Agree and Continue**. The software will be installed automatically.



**Figure 9** *Typical EULA acceptance screen*

**To Decline:** At the screen prompt (*Figure 10*) select **I Decline**. A confirmation message is displayed providing options to Go Back or Exit the software installation (*Figure 10*).

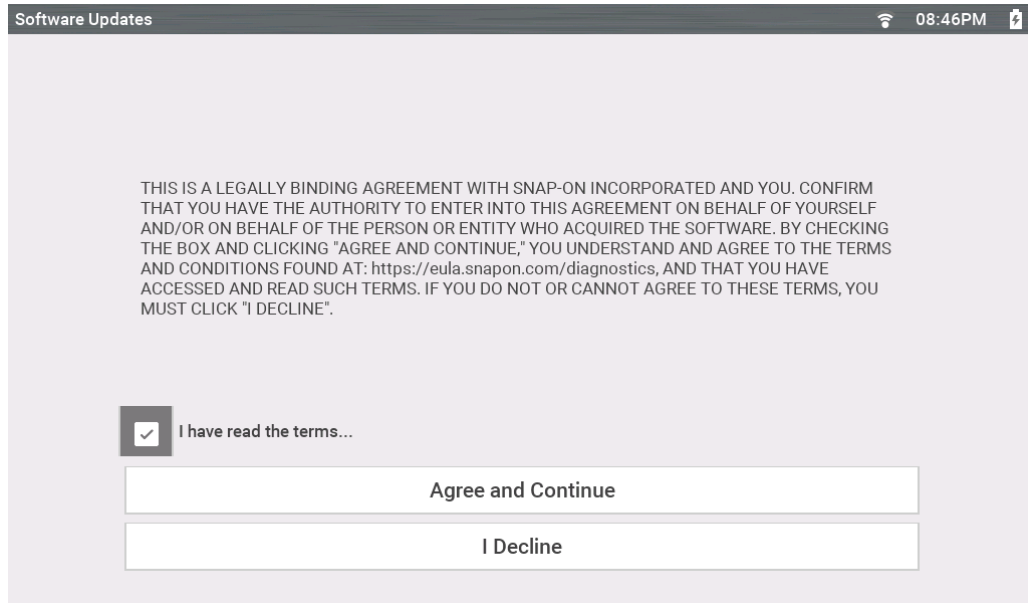


**Figure 10** Typical EULA declination screen

# Installing Software Updates

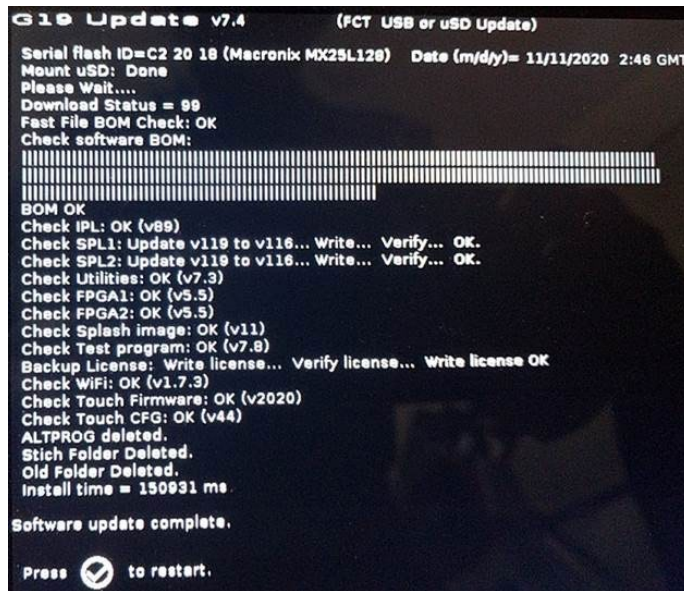
► To install a software update:

1. Check (✓) the EULA (*Figure 1*)
2. Agree and continue (*Figure 1*)



**Figure 1** Typical update installation window

3. Follow the on-screen instructions to complete the installation (*Figure 2*).



**Figure 2** Typical update installation screen

4. After the installation is complete, press **Y/☑** on the unit to restart the application.
5. From the toolbar, select **Menu > HELP > System Information** to confirm the new version number is installed.