ShopStream Update Tool Information Guide

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

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

- **ZEUS**™, **VERUS**®**,** and **VERDICT**®

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
- SST program updates

When connected to the Internet, the SST automatically checks for new software updates. This automatic check also occurs every time the diagnostic tool is turned on. If a software update is available, the SST will download it.

The SST is a low priority program that only downloads software updates when unused bandwidth is available. If other programs are running that communicate over the Wi-Fi network, such as a browser or instant messaging, the download may be temporarily suspended. This allows you to continue normal diagnostic tool operation, without interruptions or loss of performance.

NOTE:
As an alternative to downloading software in the background, you can select Fast Download from the update status window, see Step 3 in Manual Download for details.

Basic Operation

The SST program is normally running in the Windows background and available from the Windows system tray. The program can be accessed as follows:

- **SST icon in the Windows system tray** *(Figure 1)* - opens the SST program menu
- **SST program selection from the Windows "All Programs" or "Startup" menus** - starts the SST program and adds the SST icon to the Windows system tray

NOTE:
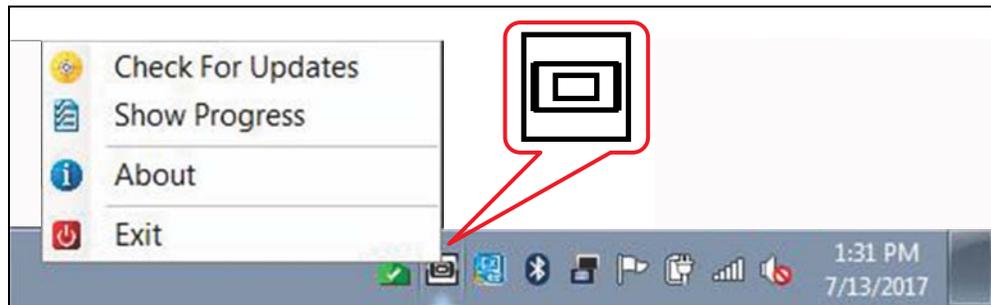If necessary, select the **expand** ⟨ arrow to see the SST icon in the system tray.

Figure 1 *SST Icon in system tray*

Selecting the **SST icon** from the system tray provides the following menu choices *(Figure 1)*:

- **Check for Updates** - Allows you to manually check for software updates anytime. See Manual Download on page 2.
- **Show Progress** - allows you to check the status of an active download
- **About** - displays the SST program software version number
- **Exit** - closes the SST program

Manual Download

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

Normally, the SST will automatically detect and download software. If necessary, use the following procedure to manually check for and download software.

NOTE:
It is recommend that you download software upgrades when not actively using the diagnostic tool. Download times will vary as they are dependent on the file size of the upgrade (some upgrades may exceed 3Gb) and your connection speed. It is suggested that you start the download at the end of your day and let it run overnight. It is also suggested that you ensure a download of this size is within the available data allowance of the Internet connection or data plan being used.

▶ **To manually download software:**

1. Select the **SST icon** in the system tray to open the menu *(Figure 2)*.
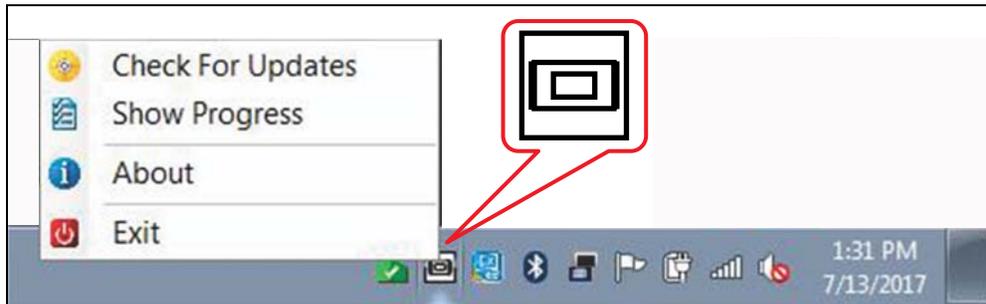

Figure 2 *ShopStream Update Tool icon and menu*

2. Select **Check for Updates** from the menu.

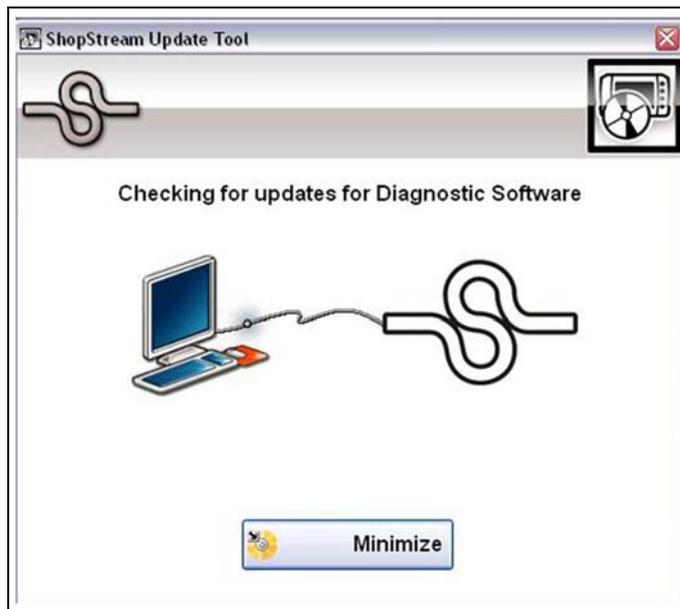   A series of message boxes will display as the SST searches for updates *(Figure 3)*.

Figure 3 *Typical - Checking for Updates message*

Once the search is complete, one of two results are expected:

– If no updates are found, the message box closes and a "No updates available" message displays. Select the message to close it.

– If updates are found, they will automatically begin to download *(Figure 4)*.
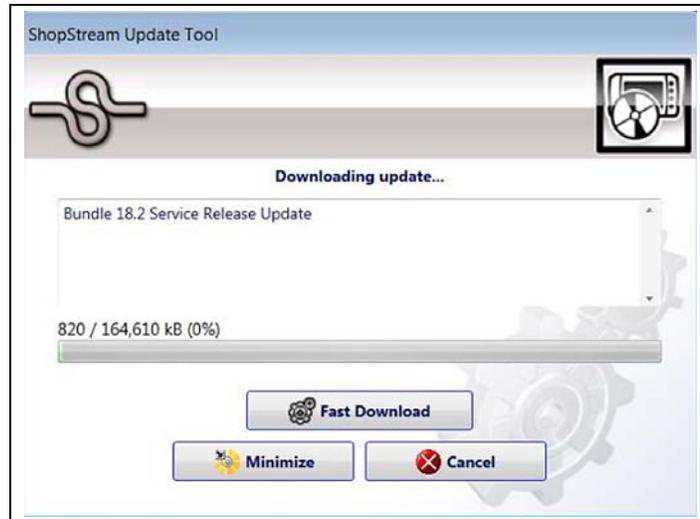
Figure 4 *Typical - Downloading update window*

NOTE:
The percentage status bar may not always be displayed while downloading *(Figure 4)*.

---

3. During an active download, these options are available *(Figure 4)*:

    –   **Fast Download**—selecting Fast Download provides the option to either initiate a faster download, or continue downloading the background. If Fast Download is selected, it may potentially impact diagnostic tool performance, only choose if you are not actively using the Diagnostic Suite.

    –   **Minimize**—closes the message box. The download continues as a background task and the diagnostic tool can be used normally. Select **Show Progress** from the SST icon menu at any time to reopen the message box and check the status of the download.

    –   **Cancel**—stops and cancels the download and closes the message box. If you select **Cancel**, and choose to re-start the download again, the download will start from the beginning.

4. Once the download completes, it must be installed. See the applicable instructions for End User License Agreement on page 5 or Installing Software Upgrades on page 7.

    For SST program updates (only) - if you have the Automatic Update setting "on", the update will be installed automatically. See Automatic Update setting in Basic Operation on page 2 for additional information.

    If you have the Automatic Update setting "off", the SST program must be manually installed. See End User License Agreement on page 5.

NOTE:
If the Internet connection is interrupted during a download, the download is suspended and a "network unavailable" message displays. The message disappears and the download resumes automatically once the Internet connection is restored.

End User License Agreement

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: at the screen prompt *(Figure 5)* click the checkbox on the left side of the window, and then select **Agree and Continue**. The software will be installed automatically.

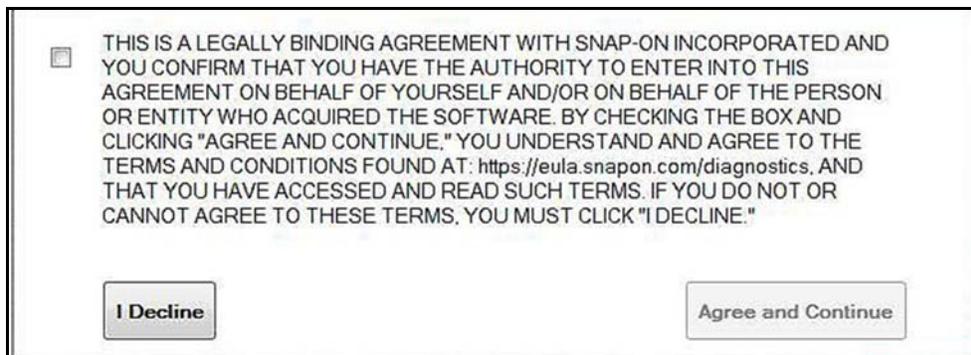Figure 5 below represents a typical EULA acceptance agreement screen.

THIS IS A LEGALLY BINDING AGREEMENT WITH SNAP-ON INCORPORATED AND YOU CONFIRM THAT YOU HAVE THE AUTHORITY TO ENTER INTO THIS AGREEMENT ON BEHALF OF YOURSELF AND/OR ON BEHALF OF THE PERSON OR ENTITY WHO ACQUIRED THE SOFTWARE. BY CHECKING THE BOX AND CLICKING "AGREE AND CONTINUE," YOU UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS FOUND AT: https://eula.snapon.com/diagnostics, AND THAT YOU HAVE ACCESSED AND READ SUCH TERMS. IF YOU DO NOT OR CANNOT AGREE TO THESE TERMS, YOU MUST CLICK "I DECLINE."

I Decline   Agree and Continue

Figure 5 *Typical EULA acceptance screen*

To Decline: at the screen prompt *(Figure 6)* select **I Decline**. A confirmation message is displayed providing options to Go Back or Exit the software installation *(Figure 6)*.
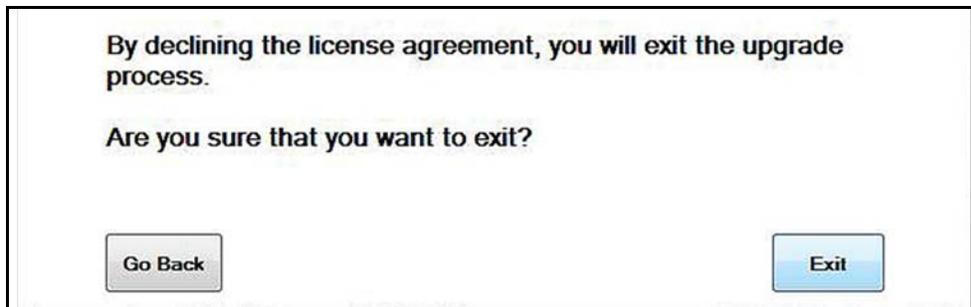

By declining the license agreement, you will exit the upgrade process.

Are you sure that you want to exit?

Go Back   Exit

Figure 6 *Typical EULA acceptance screen*

Installing Software Updates

When a software update is ready for installation, an installation update message will appear *(Figure 7)*. You can select the message or the SST icon from the system tray at anytime to start the software update installation process.

Figure 7 *Typical update installation message*

NOTE:
Before installing a software update, have your Scan Module and USB cable available. The software update may include Scan Module firmware updates that need to be installed.

▶ **To install a software update:**

1. Select the software update available message *(Figure 7)*, or the SST icon from the system tray.

    A software update installation window will display *(Figure 8)*.

Figure 8 *Typical update installation window*

2. Select an installation option to continue:
    – **Install Now**—starts the software update installation. Proceed to step 3.
    – **Install Later**—closes the message. The message will reappear at a later time as a reminder.

> **NOTE:**
> If **Install Later** is chosen, you can select the **SST icon** from the system tray to restart the installation at anytime.

3. Close the **ShopStream Diagnostic Suite** application. The ShopStream Diagnostic Suite should remain closed until the software installation has completed.

4. Follow the on-screen instructions to complete the installation.

5. After the installation is complete, open the **ShopStream Diagnostic Suite** application.

6. Select **Scanner** from the Home Screen. If a Scan Module firmware update has been received, a "Scan Module firmware update" message will display. See the "Updating Scan Module Firmware" section in your diagnostic tool user manual for instructions.

    –   If the Scanner opens normally and no update message is displayed, proceed to step 7.

7. Turn the diagnostic tool off, then turn it on (re-boot).

8. From the toolbar, select **Menu > HELP > Version Info** to confirm the new version number is installed.

Installing Software Upgrades

> **NOTE:**
> It is recommended that you perform software upgrade installations Monday – Friday, during business hours to ensure customer care representatives are available for support. The installation will take approximately 30 minutes. If the installation is interrupted, Contact Snap-on Diagnostics Customer Care for assistance, 1-800-424-7226.

> **NOTE:**
> Before installing a software upgrade, have your Scan Module and USB cable available. The software upgrade may include firmware updates that need to be installed to the Scan Module.

▶ **To install a software upgrade:**

1. Select the software upgrade available message *(Figure 9)*, or the SST icon from the system tray.

Figure 9 *Typical upgrade installation message*

An upgrade installation window will display *(Figure 10)*.

Figure 10 *Typical upgrade installation window*

2. Select an installation option to continue:
    –   **Upgrade Detail**—opens a PDF file describing the details of the software upgrade, including any accessories that may be required.
    –   **Install Now**—starts the software upgrade installation. Proceed to step 3.
    –   **Install Later**—closes the upgrade message. The upgrade available message reappears at a later time as a reminder.

NOTE:
If **Install Later** is chosen, you can select the **SST icon** from the system tray to restart the installation at anytime.

3. Close the **ShopStream Diagnostic Suite** application. The ShopStream Diagnostic Suite should remain closed until the software installation has completed.
4. Follow the on-screen instructions to complete the installation.
5. After the installation is complete, open the **ShopStream Diagnostic Suite** application.
6. Select **Scanner** from the Home Screen, if a Scan Module firmware update has been received, a "Scan Module firmware update" message will display, see the "Updating Scan Module Firmware" section in your diagnostic tool user manual for instructions.
    –   If the Scanner function opens normally and no update message is displayed, proceed to step 7.
7. Turn the diagnostic tool off, then turn it on (re-boot).
8. From the toolbar, select **Menu > HELP > Version Info** to confirm the new version number is installed..