

23.4.2 SOFTWARE SERVICE RELEASE FAQ

FOR NORTH AMERICA SNAP-ON® EMPLOYEES & FRANCHISEES ONLY

General

1. What is a software Service Release?

It is a collection of updates, fixes and/or enhancements made to the current *Snap-on* diagnostic software upgrade.

2. What does it mean when I hear there will be scheduled service releases?

Snap-on delivers a minimum of one North America diagnostics service release approximately 2 months after the current software release. This may also mean that previous versions of software are addressed in a current service release.

3. How will customers find out about these updates?

ZEUS+™, ZEUS™, TRITON-D₁₀™, APOLLO-D₉™, SOLUS+™ and VERUS® Edge make it easy because they communicate that a Service Release is available for installation and then downloads it automatically! All other platforms should use ShopStream Connect™ (SSC) to retrieve the service release.

For platforms requiring SSC, we will actively promote the availability of a new Service Release:

- Franchisee – Key News of the Week (KNOW), Diagnostic bulletin, Franchisee Portal, Customer Care ‘on hold’ message
- Customer – Email notification, platform messaging, ‘on hold’ messages

Service Release 23.4 (23.4.2)

4. Who are these updates for?

North America customers with platforms currently running Software Upgrade 23.4:

- ZEUS+, ZEUS, TRITON-D₁₀, TRITON-D₈®, APOLLO-D₉, APOLLO-D₈™, VERUS Edge, MODIS Edge™, SOLUS+, SOLUS Legend™, SOLUS Edge™, P1000™, and ETHOS® Edge.

5. What is contained in these updates?

This Upgrade 23.4 service release delivers device operation enhancements and a better user experience with more available tests and data on affected vehicles.

6. Service Release 23.4 (23.4.2) Date

12/4/23

7. How can customers receive the updates?

- **ZEUS+, ZEUS, VERUS Edge, TRITON-D₁₀, APOLLO-D₉, and SOLUS+** customers will receive the update automatically through the platform’s Update Tool.
 - Customers can also simply click *Start -> ShopStream Update Tool -> Check for updates* on **ZEUS+, ZEUS and VERUS Edge**.
 - On **TRITON-D₁₀, APOLLO-D₉, and SOLUS+** customers can simply click *Tools -> Software Updates* and follow the prompts to complete the download and installation.
- **For other Snap-on diagnostic platforms**, the new release is available using ShopStream Connect™ (SSC).

Download and installation instructions for ALL tools can be found on <https://snaon.com/sst> or accessed through the Information & Software Products menu at [Software Upgrades & Service Releases](#).

BEST PRACTICE

Once install is complete, repeat the process to ensure all available updates are installed.

8. Service Release File Download Size / Estimated Download Time*

<u>File Size</u>	<u>Download Time</u>	<u>Platform</u>
841MB	15-120 min.	TRITON-D ₈ , APOLLO-D ₈ , MODIS Edge, SOLUS Legend, SOLUS Edge, ETHOS Edge, P1000
1401MB	30-300 min.	TRITON-D ₁₀ , APOLLO-D ₉ , SOLUS+
1619MB	15-65 min.	ZEUS+, ZEUS and VERUS Edge

**File download times are variable and dependent on the type and speed of the connectivity used.*

9. Is there support or instructional documents to support this Service Release?

Download and installation instructions for ALL tools can be found on <https://snaon.com/sst> or accessed through the Information & Software Products menu at [Software Upgrades & Service Releases](#).

10. How does the customer know if the update was successful?

- *ZEUS+*, *ZEUS* and *VERUS Edge*
 - At the end of the installation, there is dialog box that shows the text “Installation complete”.
 - Check the primary software upgrade and version number by accessing the “Menu” button at the bottom left side of the screen, then select Help. In the Help menu, select Version Info. The new version will be displayed.
 - Bundle 23.4.2, Version 2.26.2 Build 1176
- All other tools: Select Tools. When the Tools menu appears, select Sys/System Information. The primary software upgrade and version numbers will be displayed.
 - *TRITON-D₁₀*: Bundle 23.4.2, Revision 1.7.2 Build 1179
 - *TRITON-D₈*: Bundle 23.4.2, Revision 2.10.2 Build 1178
 - *APOLLO-D₉*: Bundle 23.4.2, Revision 1.7.2 Build 1179
 - *APOLLO-D₈*: Bundle 23.4.2, Revision 2.10.2 Build 1178
 - *MODIS Edge*: Bundle 23.4.2, Revision 2.10.2 Build 1178
 - *SOLUS+*: Bundle 23.4.2, Revision 1.7.2 Build 1179
 - *SOLUS Legend*: Bundle 23.4.2, Revision 2.10.2 Build 1178
 - *SOLUS Edge*: Bundle 23.4.2, Revision 2.10.2 Build 1178
 - *ETHOS Edge*: Bundle 23.4.2, Revision 2.10.2 Build 1178
 - *P1000*: Bundle 23.4.2, Revision 2.10.2 Build 1178

11. Are there any special considerations regarding these service releases and wireless platforms?

- For only *ZEUS+*, *ZEUS* and *VERUS Edge* units you may need to hold down the power button until the unit turns off. After this process the tool can be restarted.

12. Will the SR contain installation instructions or on screen instructions? For example, after installing an update or SR, the ‘wireless’ platforms may require the wireless scan module (USM) to be plugged in via USB to have the firmware updated. Does the unit prompt the end user to plug in the USM?

Yes, the software will prompt the user. Software Installation instructions for each individual platform include detailed instructions, such as that mentioned above. Download and installation instructions for ALL tools can be found on <https://snapon.com/sst> or accessed through the Information & Software Products menu at [Software Upgrades & Service Releases](#).