Software Upgrade Manager
ShopStream Connect for MODIS™, SOLUS™ and ETHOS® Platform Families

What is the Upgrade Manager feature??
The Software Upgrade Manager feature is available exclusively to customers who have purchased a software upgrade. This feature notifies customers of new software upgrades as they become available. Customers may download and install the latest upgrade at their convenience

What is a Snap-on diagnostic software upgrade?
A Snap-on diagnostic software upgrade includes new and enhanced coverage and features for Snap-on diagnostic tools. For customers, upgrades may be downloaded and installed at their convenience.

Can I get online upgrade delivery?
Yes, as long as you purchase the most current software upgrade.

How do I receive my upgrades?
Software upgrades are delivered through the Software Upgrade Manager feature in ShopStream Connect™ and the ShopStream® Update Tool.

Will my Snap-on Representative be notified if I download and install the upgrade?
Yes. Snap-on Representatives are able to monitor upgrade status through their Snap-on system.

Who do I call for technical support?
Snap-on Diagnostics Customer Care
Monday–Friday 8AM–7PM CST
(800) 424-7226 or diagnostics_support@snapon.com

Software Upgrade Manager via ShopStream Connect for Eligible MODIS, SOLUS and ETHOS Family Platforms

What is ShopStream Connect?
ShopStream Connect is available for MODIS, SOLUS and ETHOS family platforms. It is a Windows-based Snap-on application software that helps keep you and your diagnostic tool productive and profitable every day.
- A practical in-shop software tool to transfer, save, manage, review, annotate, e-mail and print files that were saved or recorded on your Snap-on diagnostic platform
- Diagnostic platform support with timely service release downloads to keep your tool performing at the top of its game
- Convenient software support with automatic upgrade availability notifications with anytime download and installation capabilities

ShopStream Connect is an easy way to manage your diagnostic tool, data and software. It simply installs onto a PC or laptop. For more information or to download ShopStream Connect software, visit diagnostics.snapon.com/ssc.

Which Operating Systems (OS) does ShopStream Connect support?
ShopStream Connect supports use with Windows® 10, 8/8.1, Windows 7, or Windows XP. The update is available for download.

Do I need to disable my anti-virus software prior to downloading software?
Only disable anti-virus software if it blocks your ability to download an upgrade.

Which eligible platforms use ShopStream Connect?
MODIS, SOLUS and ETHOS Family platforms

What do I need to download and install a software upgrade?
You need:
- A PC or laptop running Windows® 10, 8/8.1, Windows 7, or Windows XP are supported
- Internet connectivity
- Type A to Mini A USB cable that came with the platform (p/n EAX0066L05B) for connection between diagnostic platform and PC/laptop
- Snap-on diagnostic platform plugged in and powered up with at least a 25% charged battery

How will I know when an upgrade is available?
When the device is connected to ShopStream Connect it performs a software check. If the unit needs an upgrade you are given the option to download then or later.

When is it recommended to perform the software upgrade download and installation process?
It is recommended that you perform the platform software installation Monday – Friday, during business hours to ensure customer care representatives are available for support.

How do I download the latest diagnostic software upgrade using ShopStream Connect?
Download the current ShopStream Connect manual at diagnostics.snapon.com/ssc to obtain easy instructions on how to get the latest software upgrade.

If I missed an upgrade am I still able to use ShopStream Connect to perform the upgrade myself?
Yes. ShopStream Connect checks your subscribed unit and notifies you of an available upgrade. It offers you the option to download then or later.

How long does it take to download and install software using ShopStream Connect?
The average download time is 20-30 minutes, but may vary dependent on the quality of your connection and speed. Downloads may be conducted at any time, but it is recommended that you perform the platform software installation Monday – Friday, during business hours to ensure customer care representatives are available for support.

How long does it take to install software on my diagnostic platform?
The approximate installation time is 10 minutes, but may vary depending on device and PC.

Does the tool need to be connected to ShopStream Connect during the download of software?
Once the download starts you may disconnect the unit and the download will continue.

Can I stop and start the download?
Yes. ShopStream Connect offers the option to terminate the download.

If I stop the download voluntarily, can I start it again from the same place I left off?
Yes, although you will need to reconnect the platform to ShopStream Connect and reinitiate the download manually.

What do I do if the download is interrupted?
The Resumable Download feature handles a short intermittent loss of Internet of about 60 seconds. In this case ShopStream Connect will resume the download automatically from where it left off. If the interruption is more than a minute, then you may need to reconnect the platform to ShopStream Connect and reinitiate the download manually. The download begins again from the point where it left off.

Can I stop and start the software installation?
No. If you interrupt or end the software installation you risk irreparable harm to the device that may require it to be sent back to the factory for repair.

What should I do if software installation is interrupted?
Contact Snap-on Diagnostics Customer Care, Monday–Friday 8AM–7PM CST, at (800) 424-7226 or
diagnostics_support@snapon.com.

How do I know if the upgrade was successful?
Re-boot the device after download and installation are complete. The software version number appears at the bottom right corner of the screen. It should now be updated to match that of the version of the upgrade indicated by ShopStream Connect.