



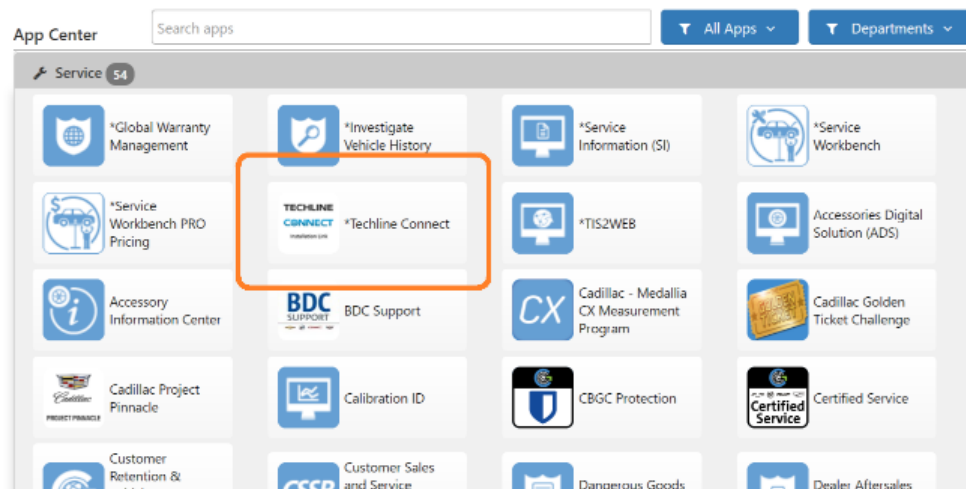
Techline Connect and SPS Tips

March 2023

The Techline Customer Support Center (TCSC) has released their latest tips for Techline Connect and the Service Programming System.

To help technicians get the most out of Techline Connect (TLC), check out the following tips when using the application. Be sure to verify these operating features and requirements before making a call to the TCSC.

The Techline Connect installation link is available for download in GM GlobalConnect.



The Techline Connect installation link is available on GM GlobalConnect.

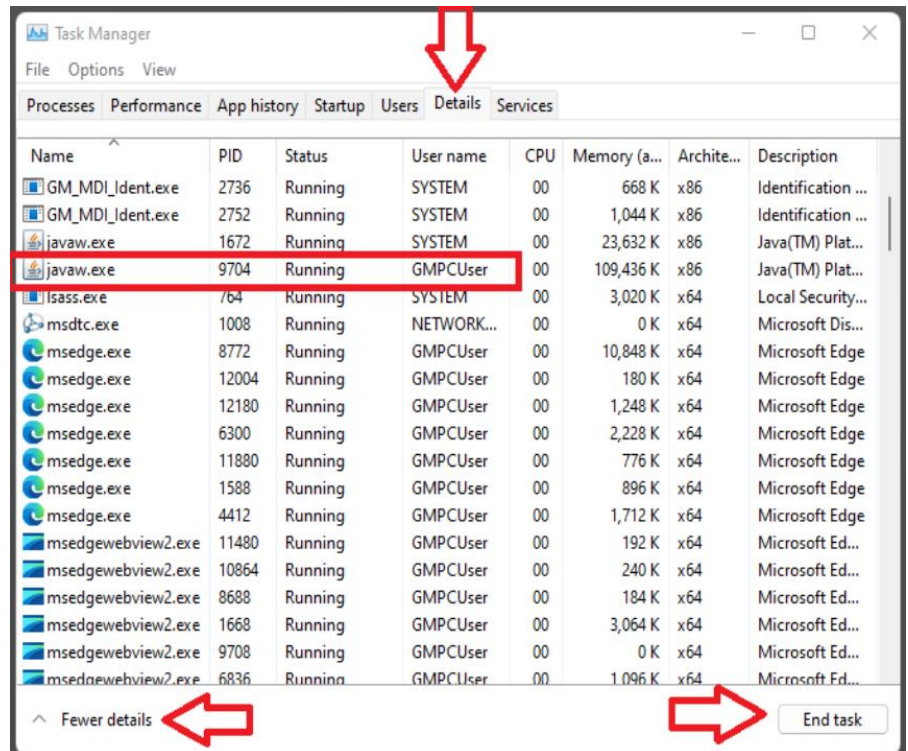
TECHLINE CONNECT CORE APPLICATION

Techline Connect Error Message

The latest MDI2 software has reduced the occurrence of Techline Connect is Already Running message; however, a solution is being developed for the occurrences not addressed by the MDI2 update. In the meantime, a workaround is to find and end the javaw.exe process in Task Manager.

1. Access the Windows Task Manager through CTRL+ALT+DEL or by searching for Task Manager on the Windows Start Menu.
2. If Task Manager shows "More details" in the bottom left, click it. You want it to show "Fewer details."

3. Click the Details tab at the top (Windows 10 and 21H2 or earlier Windows 11), or the details button on the left (3 stacked bulleted lines, 22H2 or newer Windows 11).
4. In the Name column, find javaw.exe (or javaw without the .exe depending on computer settings).
5. There should be more than one javaw.exe listed. End task on the javaw.exe that shows your computer login name in the Users name column. Do not end task on the javaw.exe that shows SYSTEM or is blank in the Users name column.



PC Specs

Ensure the PC (personal computer) meets the minimum specifications or better as defined by the latest GM Dealer Infrastructure Guidelines (DIG). The guidelines outline the dealership technology needed to ensure reliable data communications for all dealers, including recommended PC specs.

To view the latest DIG (U.S.) as well as PCs for purchase, go to gmdesolutions.com and select the Dealer Services tab. Once you've input your BAC and zip code, select Techline IT Solutions

from the Dealer Services menu. In Canada, the latest DIG can be found in the Dealer Security and Information Technology App on GM GlobalConnect.

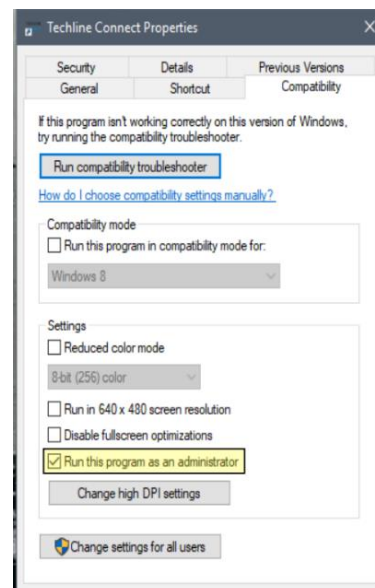
Performance Issues

If the PC meets the specs for running TLC, many times performance issues can be solved by a PC reboot, or an uninstall and reinstall of Techline Connect.

Local Admin Rights

Run Techline Connect as an Administrator to receive the latest updates. All Techline application updates and installations must be performed from an account with local Windows administrative rights. Firewall exceptions should be made for the Techline Connect application.

The DIG includes a list of how to configure Techline Connect to have the elevated privileges necessary to ensure the application updates are received, downloaded and installed properly. Also refer to the Techline Connect Setup for Updates PDF on TechLink for additional instructions.



Run as Administrator setting

Authenticate User Error

If an "Unable to Authenticate User" error occurs, ensure that the ID can successfully log in to GM GlobalConnect. If the ID is locked in GM GlobalConnect, the Techline Connect login will fail.

If the user can log in to GM GlobalConnect without issue, reboot the PC and attempt to log in again to Techline Connect.

SERVICE PROGRAMMING

Be sure to follow all appropriate Service Information when programming any vehicle, including control module references, DTC diagnostics, Bulletins and Field Actions. Do not program a control module unless directed to in a service procedure or Bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all vehicle features properly.

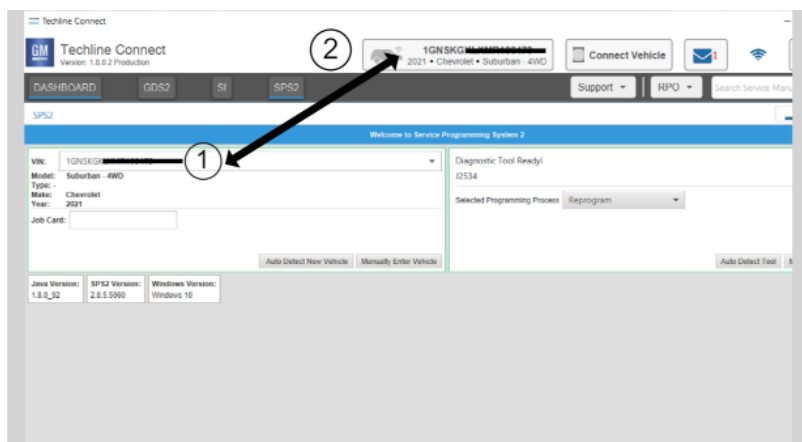
USB Drive Not Recognized

If SPS 2 is not recognizing a USB drive, there are three possible workarounds at this time:

- Insert a disc into the CD/DVD drive.
- Use a PC without a CD/DVD drive.
- Reassign the CD/DVD drive letter to the last available drive letter. The drive letter of the USB needs to be before the drive letter of the CD/DVD drive.

Confirm the VIN

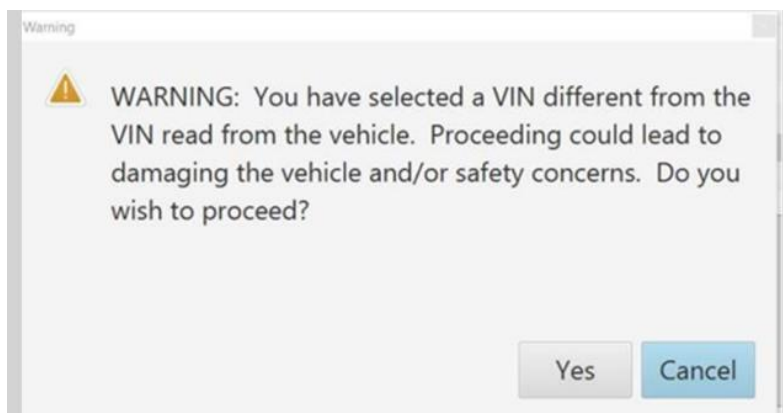
Technicians can manually enter the VIN for a vehicle being serviced via "Select Vehicle," followed by entering the VIN on the left side of the TLC screen. Always verify that the VIN displayed in the TLC left-side drop-down menu and the top-center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.



Verify the VIN before programming.

For the TLC application, make sure that the power mode (ignition) is ON before reading the VIN from the vehicle's VIN master module and that a VIN that is already in the TLC application memory from a previous vehicle is not selected.

TLC implemented a change that has SPS2 always check that the VIN that TLC is set to matches the VIN read from the VIN master module (for example, the ECM for VIP vehicles). This is to address the potential for an incorrect VIN being set in TLC. If the vehicle VIN does not match, a warning message will be shown.



An incorrect VIN will result in a warning message being shown.

Tech2 Programming

Technicians are able to program via Tech2 in SPS2 by selecting "Manually Select Tool" followed by selecting the applicable programming method in SPS2.

Battery Voltage

Battery voltage must be 12.5v or higher when programming any vehicle. Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for more information. If not available, connect a

fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. Do not connect a battery charger.

Hardwired Connection

An MDI or MDI 2 hardwired connection from the PC to the vehicle ensures successful programming on newer architecture vehicles.

Do not download or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

TECHLINE CONNECT UPDATES AND INSTALLATIONS

Techline Connect Application Exceptions

All application updates and installations must be performed from an account with local Windows administrative privileges. Firewall Exceptions for Techline Connect applications:

Application Exceptions:

- C:\Program Files (x86)\TechlineConnect\tlc.exe
- C:\Program Files (x86)\Techline Connect\jre\bin\javaw.exe
- C:\Program Files (x86)\TechlineConnect\TDMWindowsService.exe
- C:\Program Files (x86)\General Motors\Tech2Win\bin\emulator.exe
- C:\Program Files (x86)\GM MDI Software\GM MDI Manager\GM_MDI_Manager.exe
- C:\Program Files (x86)\GM MDI Software\GM MDI Identification

Service\GM_MDI_Ident.exe

- C:\Program Files (x86)\Vibe Programming\Cuw.exe

Firewall Exceptions:

- galileo-api.ext.gm.com
- gsitlc.ext.gm.com
- tlc.gm.com
- sps.gm.com
- techline.gm-cdn.com
- gspas-delivery.gm-cdn.com

CONTACT TCSC

For assistance with any Techline Connect issues, contact the Techline Customer Support Center at 1-800-828-6860 (English) or 1-800-503-3222 (French).

– *Thanks to the Techline Connect team*