

DST-PC/DENSO-C FAQ Document

Part 1 (16 Aug.'17)

Minimum System Requirements:

- HDD Free capacity : 1 GB or more
 - Screen Display : XGA (1024*768)
 - Internet Browser : Microsoft Internet Explorer is recommended
 - Operating System : Windows XP 32-bit (Home or Professional)
Windows Vista 32-bit and 64-bit
→ Switch off “User Account Control (UAC)”
Windows 7 32-bit and 64-bit
→ Set “User Account Control settings” to Never notify”
Windows 8 32-bit and 64-bit (*not for Python interface*)
→ Set “User Account Control settings” to Never notify”
English, French, German, Italian, Spanish, Russian or Turkish
- **Make sure that you have Administrator Rights.**

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1) How to Report an Issue:

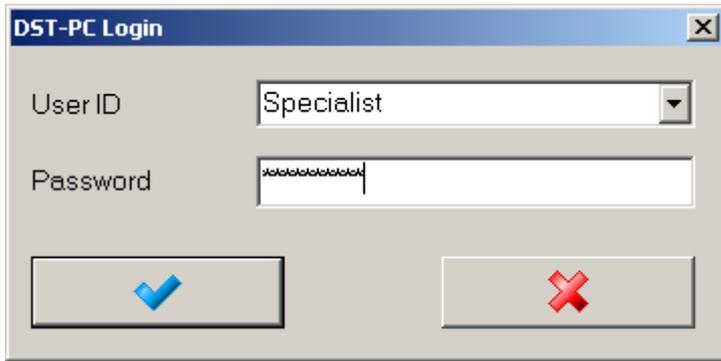
If you would like to report an issue, it can only be handled correctly if we have enough DST-PC/DENSO-C information, PC information, vehicle information and issue information.

Hint: Some problems are solved by re-installing the (latest) DST-PC/DENSO-C software version.

Procedure to Report an Issue:

1. Check this FAQ document to see if your issue is already known.
2. Check the Vehicle Coverage document if the vehicle is supported.
3. Check if communication to other vehicles has the same issue.
4. Get the document “How to Report an Issue for DST-PC/DENSO-C.doc” from the Diagnostic Web Portal: <https://www.denso-idownload.com/>
(User ID: Specialist Password: specialist)
5. Sent e-mail (in English) to your Central Distributor.

2) After entering the Password nothing happens.

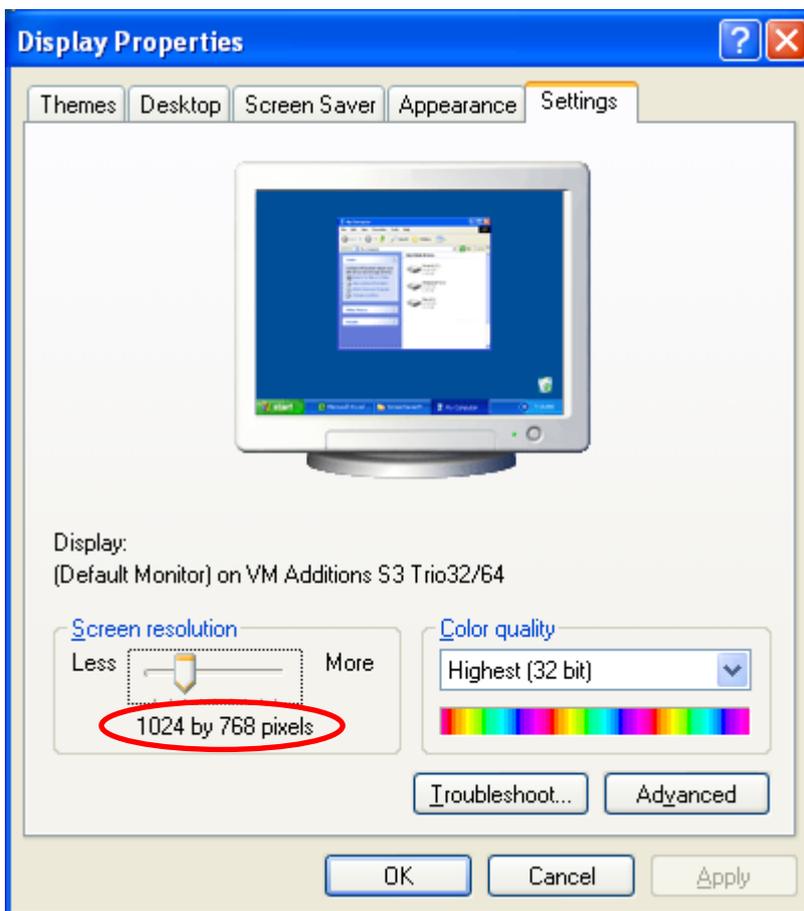


Nothing happened after selecting V (OK).

Check points & solutions:

There is possibility that screen resolution setting on user's PC is not correct.

DST-PC/DENSO-C requires Screen resolution setting is over XGA size (1024 by 768 pixels).



If this setting is wrong, we cannot login.

Please check the Screen resolution setting.

3) Could not find Python device <Not for DENSO-C>

Configuring the Python Interface according DST-PC manual continuously results into this Error.



Solution: re-run " Setup_J2534Python1B_Denso_12_02.exe"
found here: C:\Program Files\DENSO Diagnostic Software\DST-PC\drv\

Check points & solutions:

Above Error screen is displayed when the Python Autoconfig program fails.

Check Points:

2a. Check the Python Interface is connected to the PC normally.

2b. Check the Python Interface is connected to the vehicle and turn on the key SW and supply the power to the Python Interface.

2c. Check the LED's on the Python Interface are lighting before running the Autoconfig program.

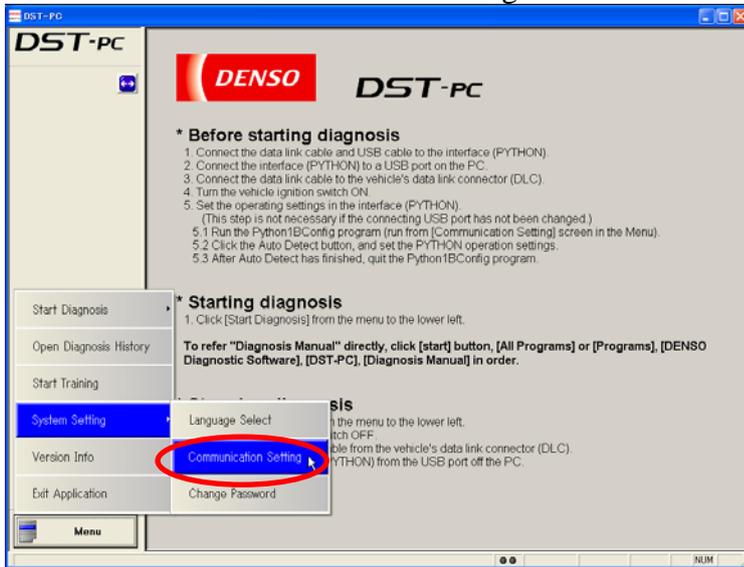
- Link Status : Red LED is blinking
- Power : Red LED is lighted
- USB : Green LED is lighted



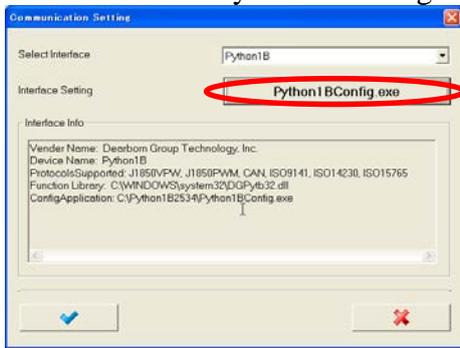
2d. Check if any other USB device is disconnected to the PC except Python Interface. If another USB device is connected to the PC, Python Autoconfig may fail.

2e. Re-run the Autoconfig program following the below procedure.

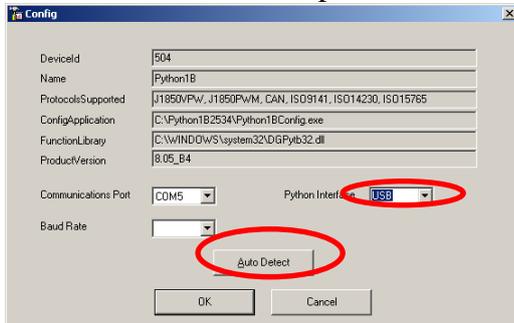
2e-1. Select the "Communication setting" menu.



2e-2. Press the "Python1BConfig.exe" button and run the Python Config program.



2e-3. Select "USB" and press the "Auto Detect" button.



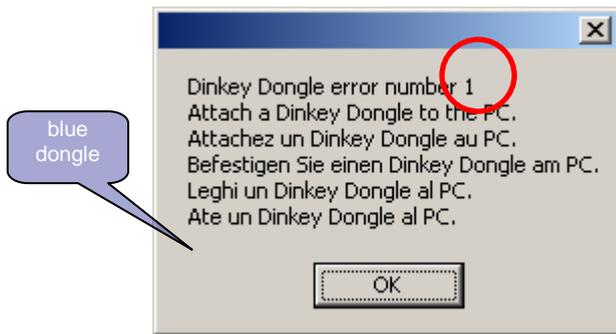
2e-4. If Autoconfig is done successfully, the following screen will be displayed.



Alternative items:

- Maybe the vehicle has an ECU problem.
 - Do they have the same problem also on other vehicles?
- Maybe their Python interface is defect?
 - Can you test this computer together with another Python interface?
- Maybe their computer (Windows user rights) has problems?
 - Can you test this Python interface with a different computer?

4) Dinkey Dongle error number 1 Attach a Dinkey Dongle to the PC



The problem is caused by a rewinded clock (1 minute or more) compared to the last time the Dinkey Dongle was attached to a PC.

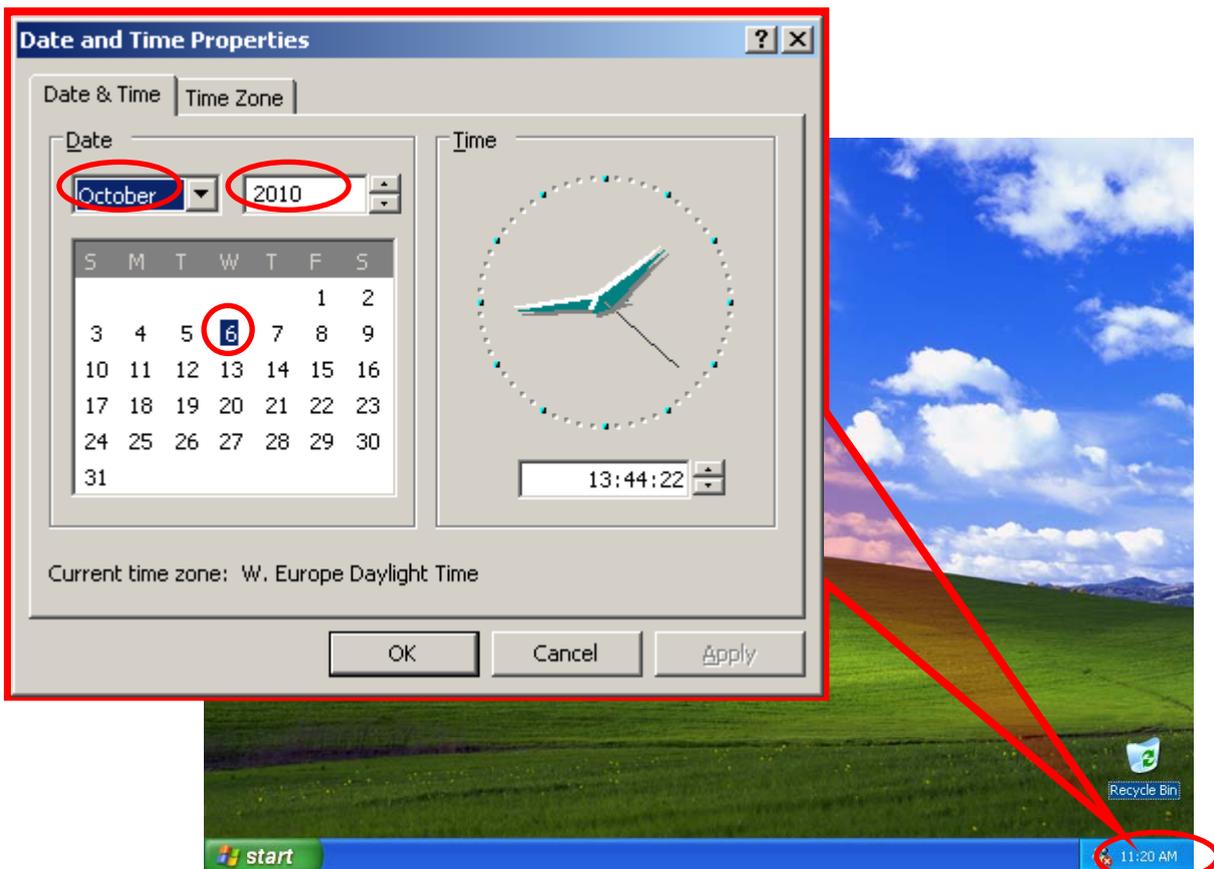
Solution:

If you remember the time of the PC clock at the last time the Dinkey Dongle was attached to a PC; wait until this time has expired again.

- If you don't remember the time of the PC clock at the last time the Dinkey Dongle was attached to a PC, you can order a new (green) Dinkey Dongle:
Part Number Green DST-PC Dinkey Dongle: DSTPC0-0002

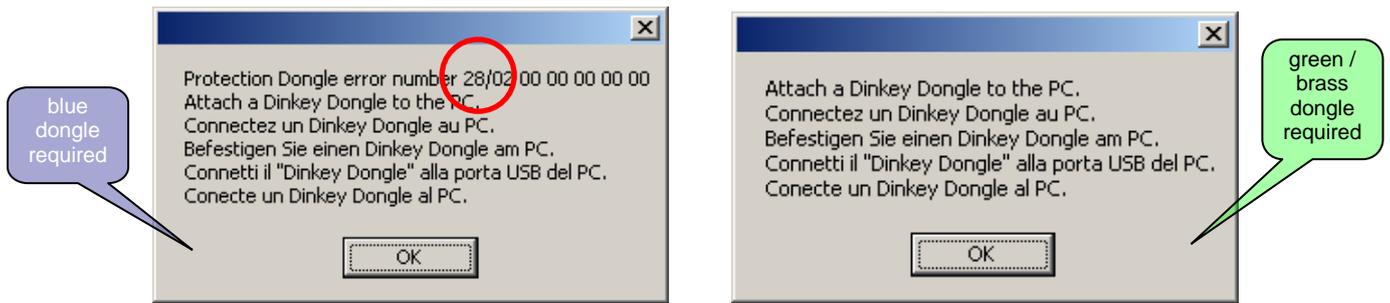
SPECIAL NOTE:

Before you attach the new Dinkey Dongle to your PC please be very sure that your Windows clock has correct setting now.....



5) Protection Dongle Error number 28 or 125

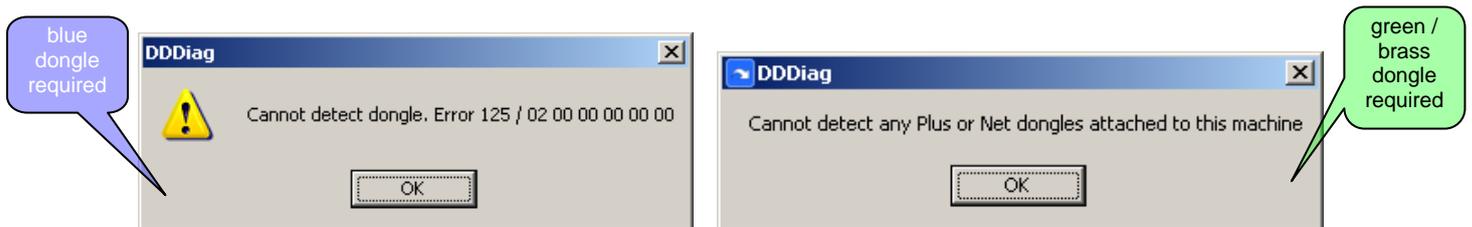
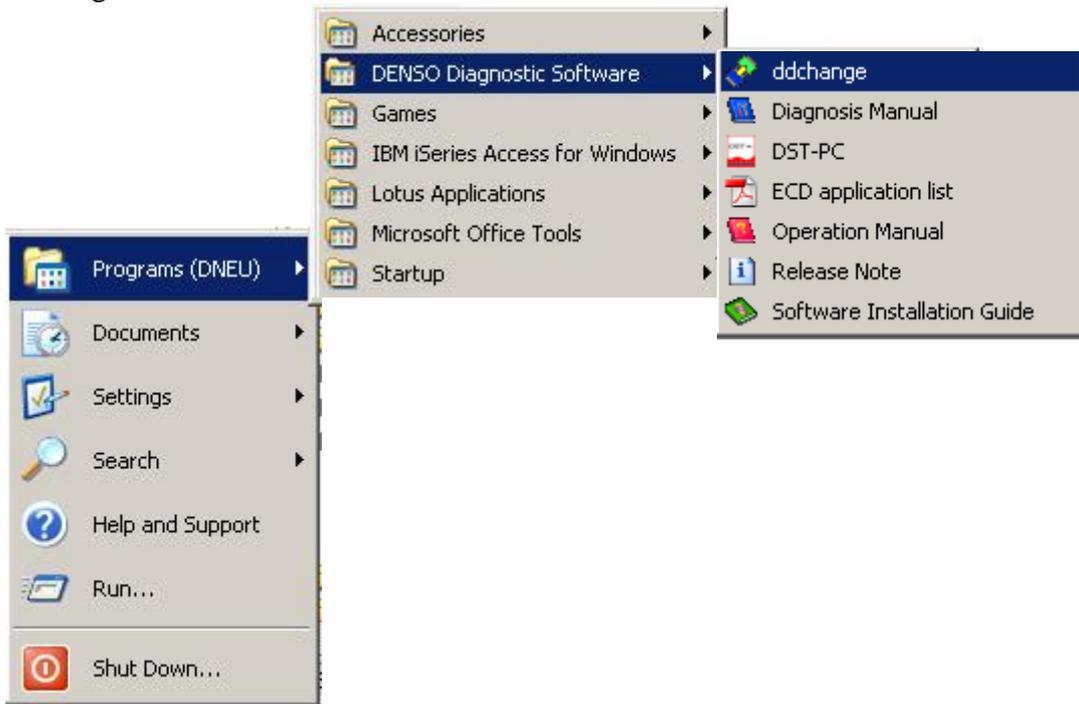
Attach a Dinkey Dongle to the PC



Solution:

Attach a Dinkey Dongle to the PC.

Start DDChange:



If DDChange cannot detect the Dinkey Dongle too:

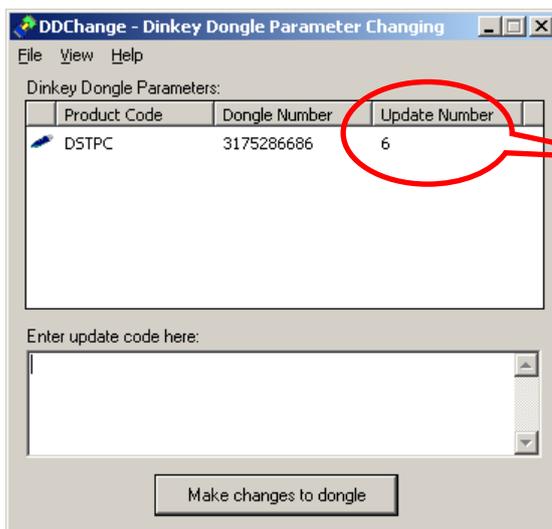
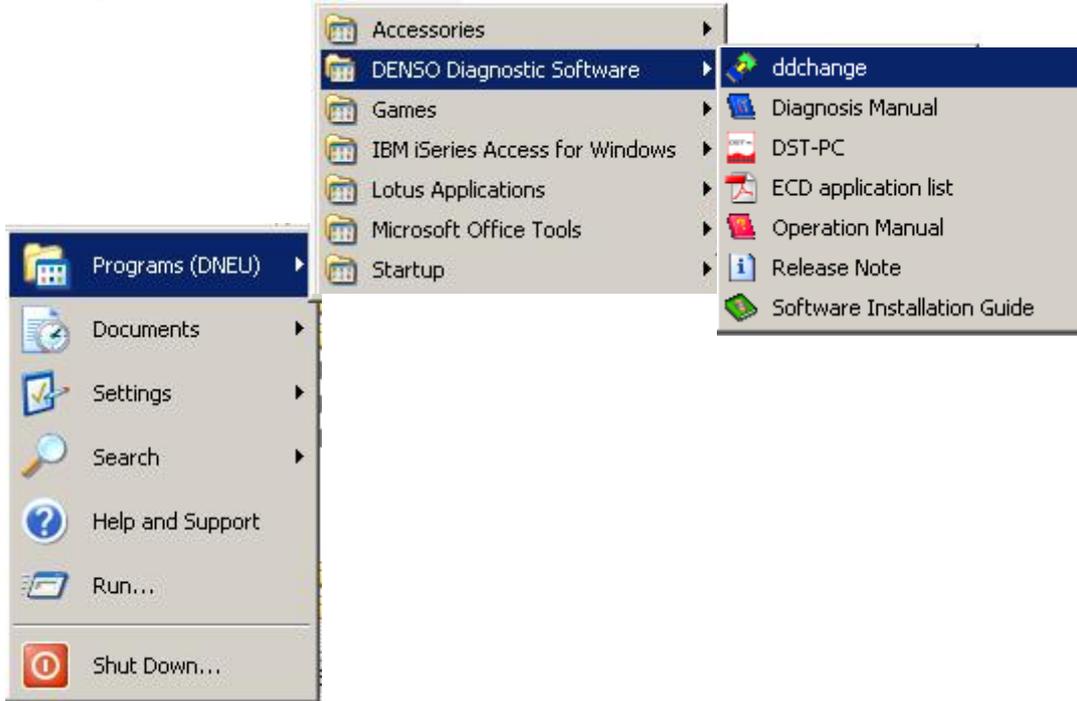
- Try using another USB port (and confirm that the USB port is not defective)
- Re-install Dinkey Dongle Drivers (setupdrv.exe) >>only required for blue dongle<<
→ found here: C:\Program Files\DENSO Diagnostic Software\DST-PC\drv\
- Purchase a new Dinkey Dongle in case yours is defective
Part Number Green DST-PC Dinkey Dongle: DSTPC0-0002
Part Number Brass DENSO-C Dinkey Dongle: ND0609-0009

If your DST-PC software or DDChange is expecting a different dongle color:

- Re-install DST-PC software.
or
- Rename dst-pcV6.old 2,009 KB into dst-pcV6.exe 2,009 KB
(C:\Program Files\DENSO Diagnostic Software\DST-PC\bin)
And run: dst-pcV6.exe 2,009 KB

6) Activate Dongle again

Start DDChange and check the update number:



1 = Not Activated
2 = Activated
3> = Updated

Solutions:

The Dinkey Dingle does not need to be activated again (Even not when installed on another PC).

Maybe the user is actually requesting the DST-PC/DENSO-C Password?

→ see next page for info regarding User ID and Password

7) DST-PC/DENSO-C User ID and Password

Solution:

Check the paper in the DST-PC/DENSO-C case.

The image shows three versions of the DST-PC software installation manual: English (left), German (middle), and French (right). Each manual contains instructions on handling the CD-ROM, starting the CD-ROM, and starting the DST-PC software. In the English version, a red circle highlights the 'Specialist' user ID and 'specialist' password in the login table. Below the manuals, there are two sets of instructions for user ID and password selection.

It will indicate you to use: **(Please note capital use!)**

User ID: **Specialist** (full user rights)
 Password: **specialist**

or:

User ID: **Guest** (no "Active Tests" or "Utility" menu)
 Password: **denso**

8) Only 1 free USB port available

Solution:

- 1) Attach the Dinkey Dongle to the PC
- 2) Start DST-PC/DENSO-C
- 3) Remove the Dinkey Dongle from the PC
(DST-PC/DENSO-C checks for the Dinkey Dongle only during startup of DST-PC/DENSO-C)
- 4) Attach the Python interface to the PC

9) Run DST-PC/DENSO-C on multiple PC's in 1 company

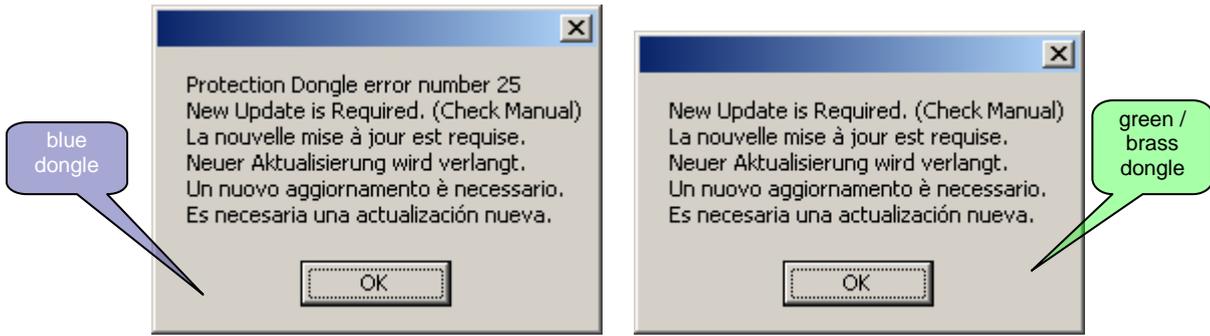
Solution:

- 1) Attach the Dinkey Dongle to the first PC
- 2) Start DST-PC/DENSO-C
- 3) Remove the Dinkey Dongle from the first PC
(DST-PC/DENSO-C checks for the Dinkey Dongle only during startup of DST-PC/DENSO-C)
- 4) Attach the Dinkey Dongle to the second PC
- 5) Start DST-PC/DENSO-C
etcetera.....

Note: Make sure that the Windows clock for all PC's is set correct.

10) Protection Dongle error number 25

New Update Code is Required.

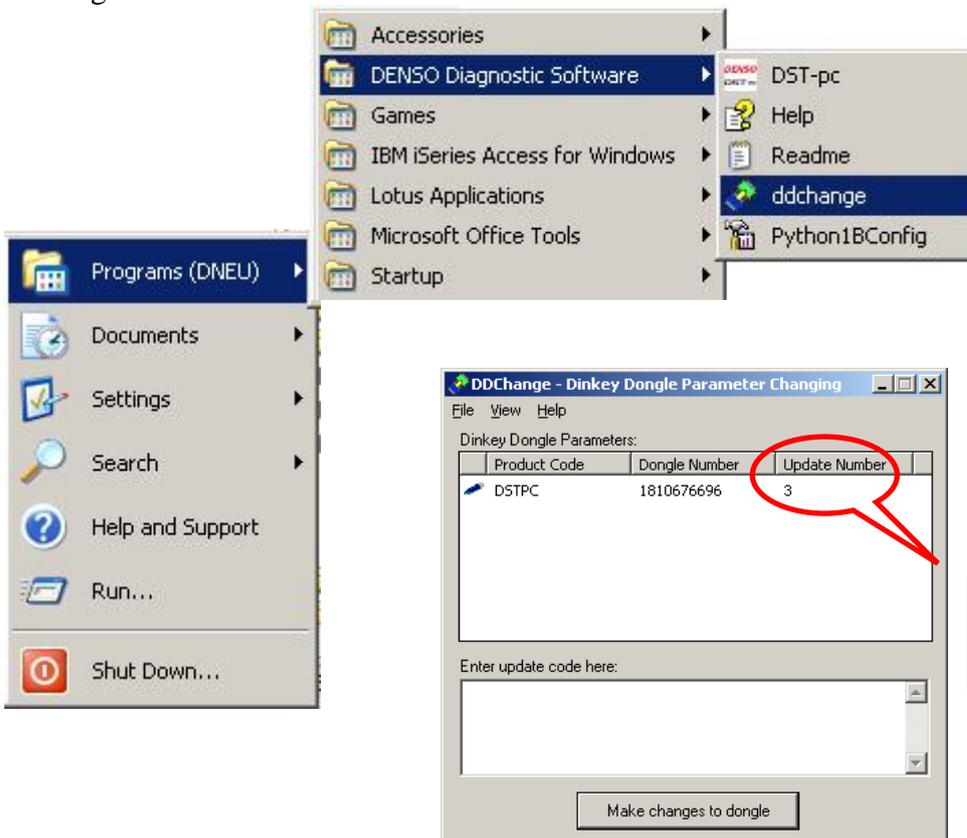


Solution:

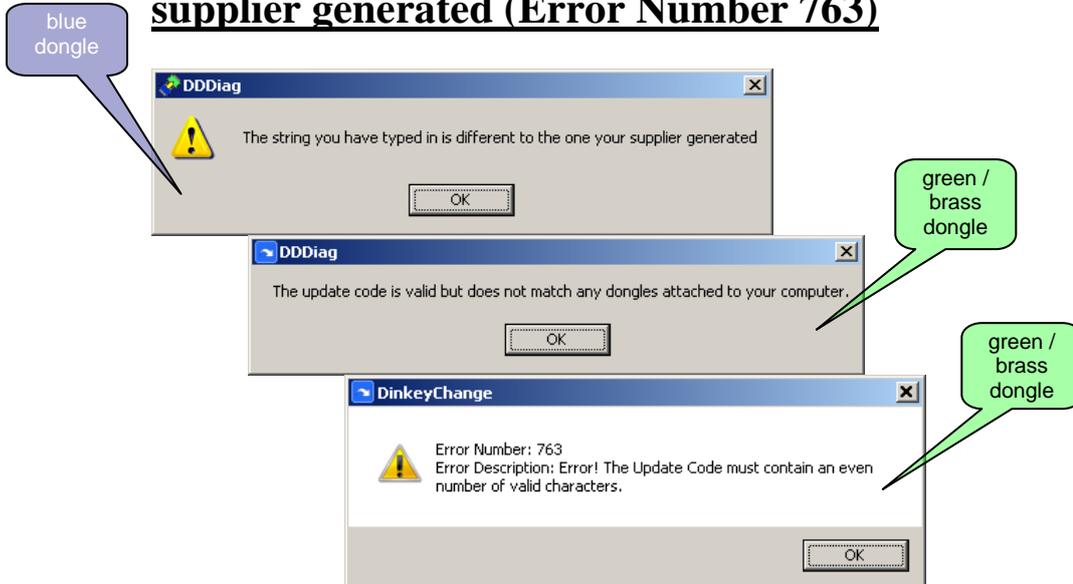
1. Check if the Windows date of the PC is set correctly.
2. Check if you have the latest DST-PC/DENSO-C software installed (via DST-PC/DENSO-C Release Note).
3. Request your Central Distributor for the DST-PC/DENSO-C License Update Code.

DST-PC			DENSO	
Product Code	Dongle Number	Update Number	2008 license Update Code	
Produkt Code	Dongle Nummer	Aktuelle Nummer	Aktuellen Code 2008	
Código de producto	Número de Dongle	Actualizar Número	Código de actualización 2008	
Codice prodotto	Numero Dongle	Aggiorna numero	Codice di aggiornamento 2008	
Code Produit	Numéro Dongle	Numéro de mise à jour	Le code de mise à jour 2008	
DSTPC	18822522	2	01 47 c1 09 43 6e 64 92 b1 dc d3 1f d7 c2 52 d5 71 7a f9 3b	
DSTPC	20278790	2	01 25 c7 e9 6d 8c 4a 70 9f be 65 e4 f9 20 7c 97 a5 47 3a 96	
DSTPC	24374734	2	03 27 a7 0f 43 8e 2a 96 b1 bc 0b 02 46 22 fc a5 b6 86 c5 d5	
DSTPC	93615016	2	09 27 87 8d 4b 8e fa 1b b9 bc d5 8f de 22 7c 87 b4 c6 d2 79	
DSTPC	126049364	2	01 29 87 3d a0 80 0a a4 52 b2 25 30 35 2c 7c 17 dd c0 32 eb	
DSTPC	129815070	2	02 32 c6 79 11 1b 63 b2 e3 a9 64 24 84 b7 e5 ee 32 4e ba 27	
DSTPC	156895424	2	01 31 26 37 26 98 fb cb 4a aa d4 5f b3 34 7d 17 2d 8f b6 60	
DSTPC	159643698	2	01 4c c1 e9 fd e5 fc 6b 0e d7 d3 ff 69 49 7a 37 3f 7e 39 e9	
DSTPC	191011290	2	03 00 c5 69 35 29 60 12 d9 9a 57 e7 b8 84 d6 cd c0 51 3b 6f	
DSTPC	193480926	2	01 4f c1 29 c1 66 64 b2 33 d4 d3 3f 55 ca 52 d5 21 7f b9 07	
DSTPC	235478198	2	09 4f 21 c7 cf 66 84 5c 3d d4 83 ca 5a ca 02 80 24 bf 15 78	
DSTPC	290095014	2	08 3b 26 07 83 12 83 9c 71 a0 84 0a 1e b6 05 00 6c 8b 9e ab	
DSTPC	291335534	2	0d 24 a7 6f 75 0d 02 f4 87 bf 55 67 e0 a1 d4 4d a8 87 06 ab	
DSTPC	323311730	2	01 29 27 37 a0 00 82 ac 52 b2 d5 3f 35 ac 54 15 dd 80 76 3d	
DSTPC	325425790	2	02 00 c5 69 35 29 60 f2 c7 9b 67 64 a0 85 e6 ac c6 51 3b 05	
DSTPC	329877848	2	0d 37 c6 89 4b 9e 7b 73 bf ac 54 e7 d8 32 fd af 16 4c fa ef	

Attach the Dinkey Dongle to the PC.
Start DDChange:



11) The string you have typed is different to the one your supplier generated (Error Number 763)



Possible cause:

Missing characters from the update code.

12) DDDiag error 113 to 116 – the code is in wrong format



Possible cause:

Typing mistake in the update code

examples: “1” (lima) in stead of “1” (one)
“O” (otto) in stead of “0” (zero)

Note: “1” (lima) and “O” (otto) are not used in update codes.
Capitals are not are not used in update codes.

13) Your supplier has given you an incorrect code



Possible causes:

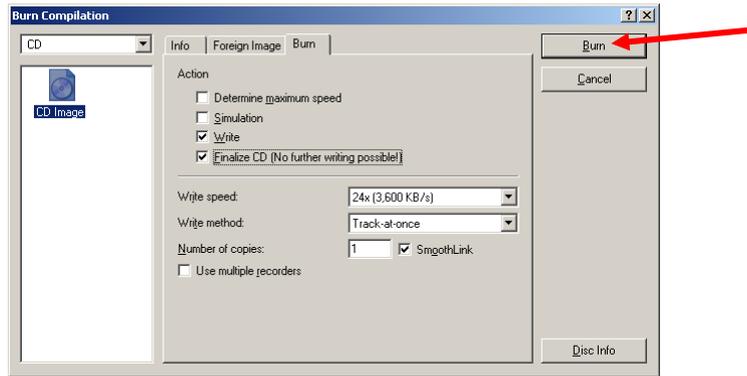
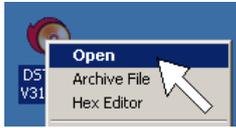
- The code was already accepted and increased the “Update Number”.
- Update code is for a different Dongle
- A required previous activation or update code should be entered first.



update number “3” should be entered before update number “4”

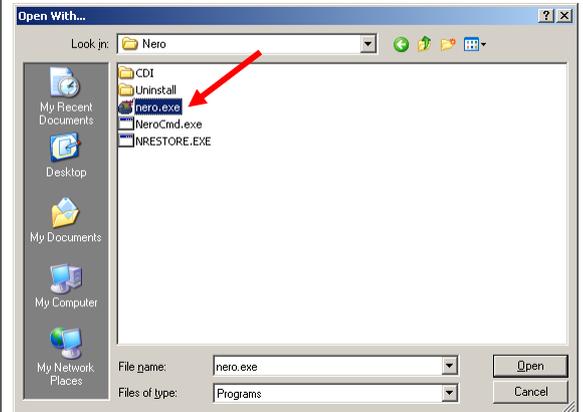
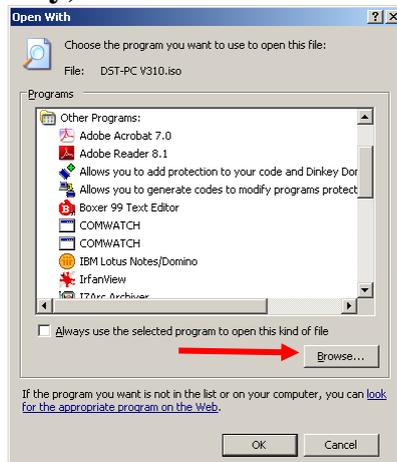
14) How to burn an .ISO image to disc

A. The easy way:



1. Right click on the downloaded .ISO image file.
2. Select “Open”.
3. Select “Burn”.

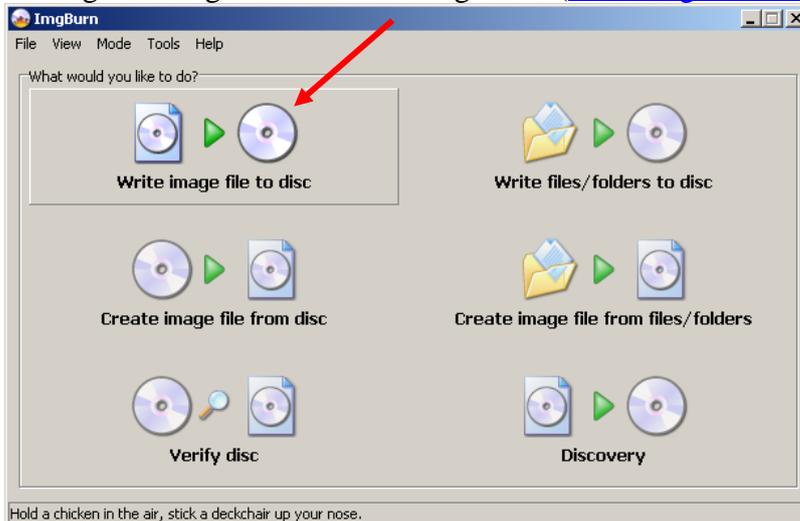
B. In case A (the easy way) does not work:



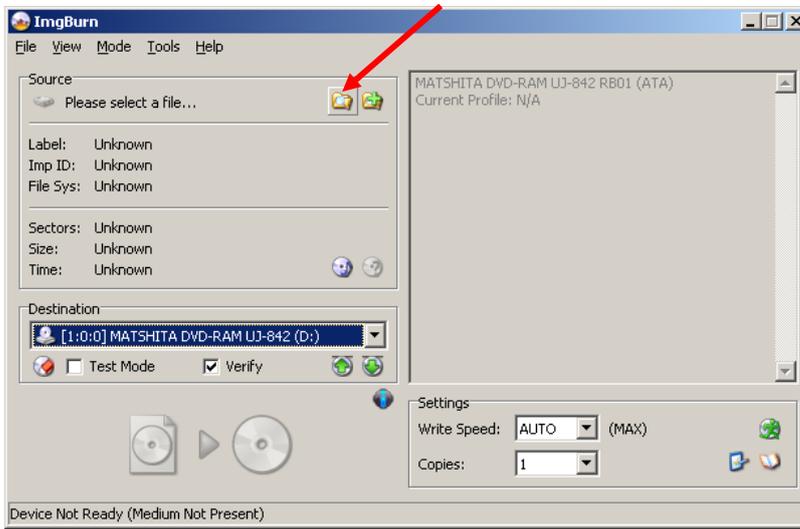
1. Right click on the downloaded .ISO image file.
2. Select “Choose Program...”.
3. Select “Browse”.
4. Select your CD/DVD burning software.
5. Depending of your CD/DVD burning software the only button to push is “Burn”.

C. The alternative way:

Use Disc Image burning software like “ImgBurn” (www.imgburn.com).

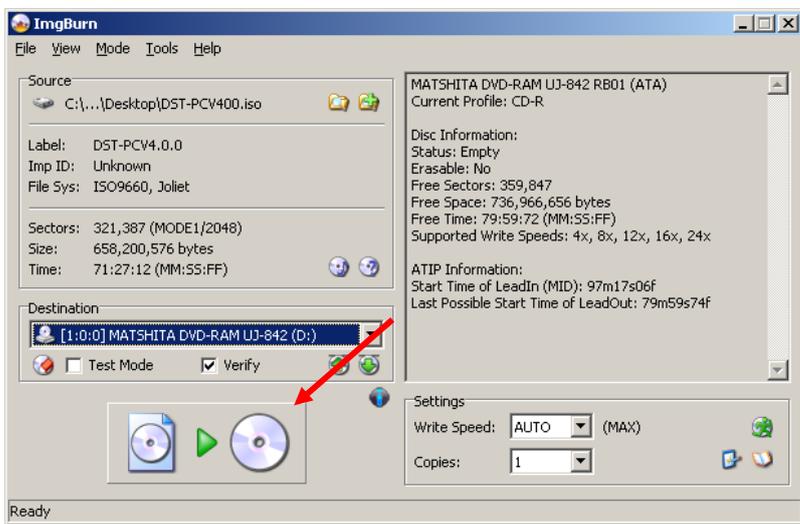


Select “Write image file to disc”.



Select the downloaded .ISO file as Source.

→ Insert Blank disc.



Write .ISO image to disc.

15) Install directly from the .ISO image without burning to disc

The .ISO file can be opened for installation by using virtual disc drive software:

example: DAEMON Tools Lite 3.47
ISODisk

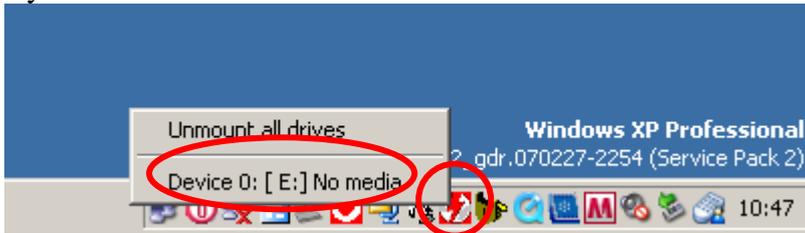
Download:

<http://forum.daemon-tools.cc/download.php>

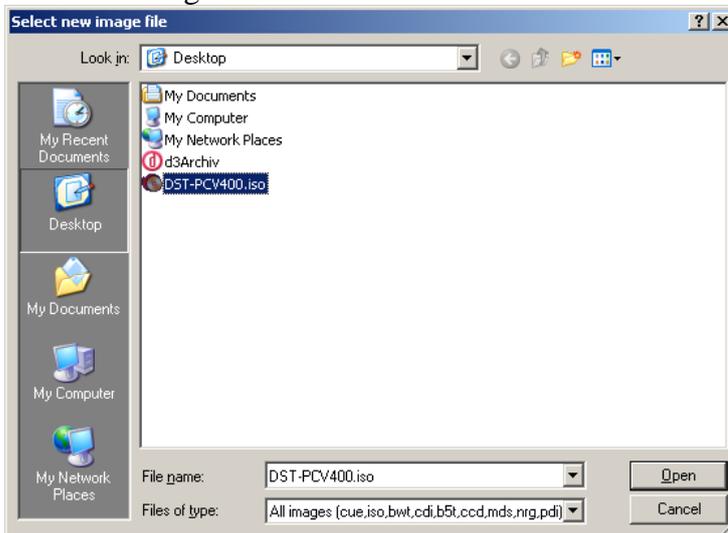
(alternative: <http://www.isodisk.com/>)

Select Image File:

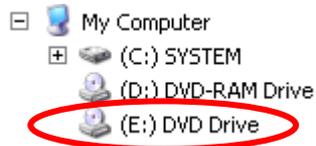
1. Select your virtual disc drive



2. Select the new image file.



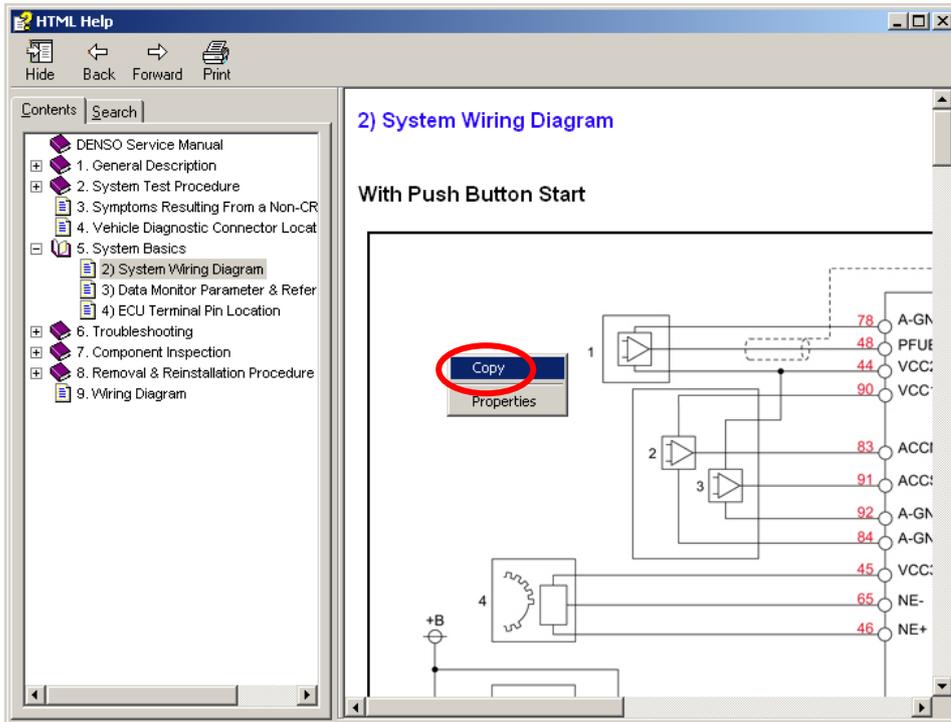
3. Now your PC will have an additional virtual disc drive with the DST-PC/DENSO-C installation software.



16) Make a Print of the Wiring Diagram

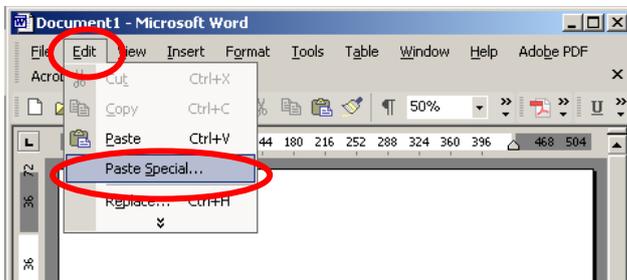
The Print function of HTML Help does not scale the image to the paper which can result in missing components on the print.

Here is an alternative procedure to print the Wiring Diagram:

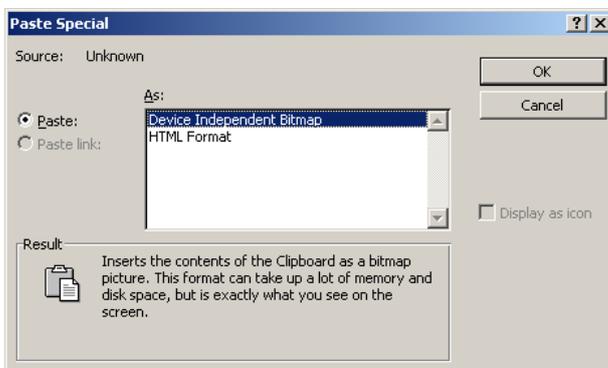


1. Right click in the Wiring Diagram and select “Copy”.

2. Open Microsoft Office Word



3. Select “Edit” and “Paste Special”.



4. Select “Device Independent Bitmap”.

17) SCODE error

There are two most probable causes:

1. Vehicle application is not covered by DST-PC/DENSO-C.
2. Problems due to Windows software.
→ Solution is to re-install DST-PC/DENSO-C and see if the problem is solved.



18) Diagnosis Manual is not “linked” to DTC

If the Diagnosis Manual is available but does not “link” to the Diagnostic Trouble Code (DTC), first be sure that you used the correct button:



Not “linked”



“Linked” (= correct button)

There are 2 known causes if the “linked” button does not “link” to the DTC:

- 1) The DTC is not listed in the Diagnosis Manual. (please report to: dstpc@denso.nl)
- 2) Error in Microsoft Internet Explorer 7 (<http://support.microsoft.com/kb/942172>)



Correctly “linked”



Error in Microsoft Internet Explorer 7

Solutions:

- 1) Use any other Internet Browser like IE5, IE6, IE8, FireFox, Opera, Chrome or Safari.
- 2) Hotfix Internet Explorer 7 with Cumulative Security Update KB944533



Download:

<http://support.microsoft.com/hotfix/KBHotfix.aspx?kbnun=942172&kbln=en-us>



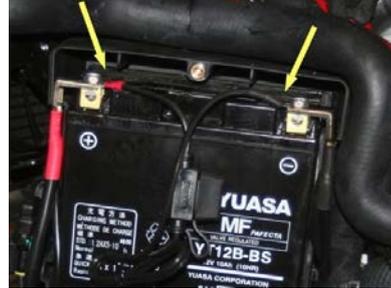
19) QR code programming error (conditions not correct)

Check if there is a DTC (Diagnostic Trouble Code) in the ECU memory.

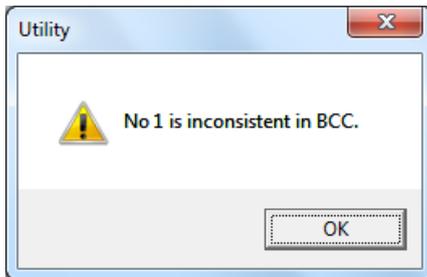
Check if Live Data during Engine Off is close to Reference Data from Diagnosis Manual.

Tip from Experienced Mechanic:

1. Disconnect both battery leads (+ and -) from the battery.
2. Connect battery leads (+ and -) together for 10 seconds.
3. Reconnect both battery leads (+ and -) to the battery and try QR programming again.



20) QR code programming error (inconsistent in BCC)



Possible causes:

Typing mistake in the QR code

Wrong vehicle is selected.

Wrong injector is installed in the vehicle

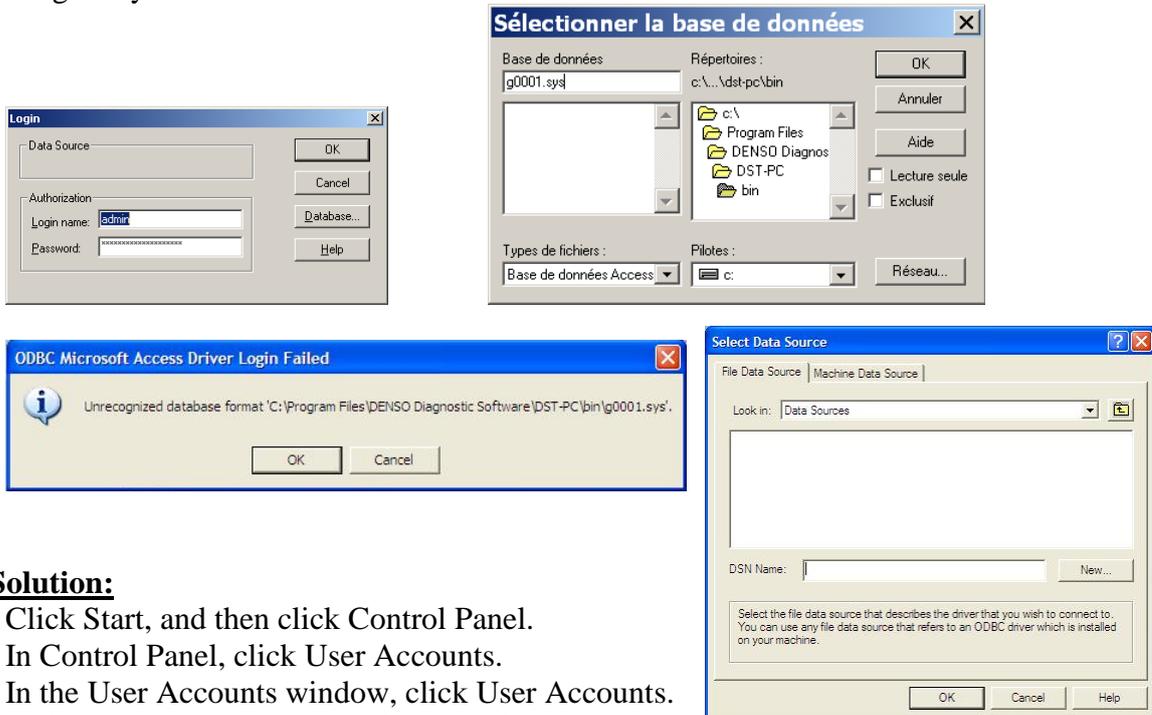
Typing mistake:



E should be F; or F should be E; or 8 should be B; or 0 should be D; or D should be 0

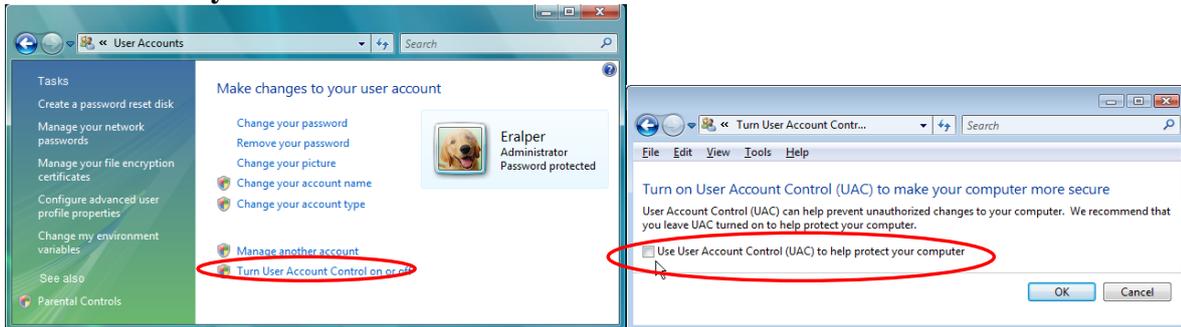
21) Cannot open DST-PC/DENSO-C database.

This message may occur in Windows Vista or Windows7



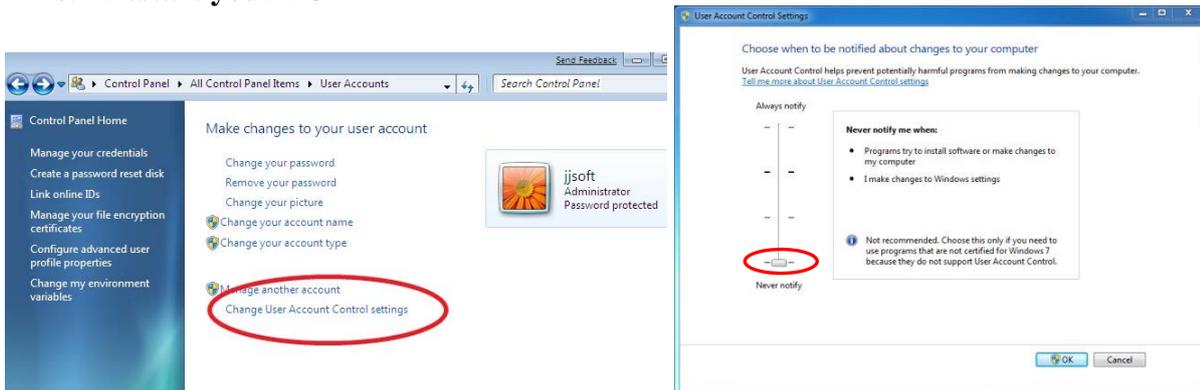
Vista Solution:

1. Click Start, and then click Control Panel.
2. In Control Panel, click User Accounts.
3. In the User Accounts window, click User Accounts.
4. In the User Accounts tasks window, click Turn User Account Control on or off.
5. If UAC is currently configured in Admin Approval Mode, the User Account Control message appears. Click Continue.
6. Clear the Use User Account Control (UAC) to help protect your computer check box, and then click OK.
7. **Restart your PC**



Windows 7 Solution:

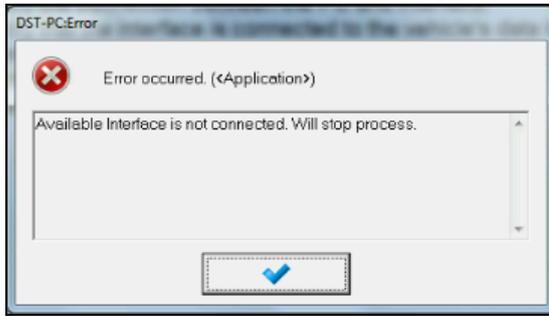
1. Click Start, and then click Control Panel.
2. In Control Panel, click User Accounts.
3. In the User Accounts window, click User Accounts.
4. Select: "Change User Account Control settings"
5. Set to: "Never notify"
6. **Restart your PC**



Windows XP Solution:

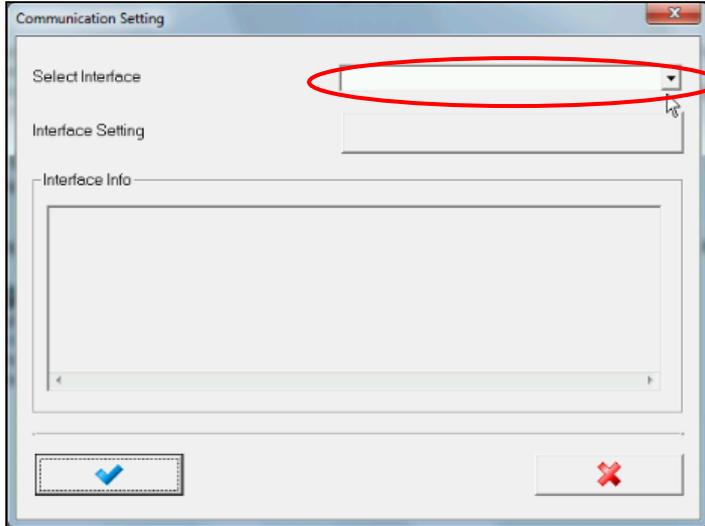
1. Make sure that you have Windows XP with Administrator Rights
2. Re-installation of DST-PC software.
 - 2.1 Uninstall the DST-PC from Windows control panel.
 - 2.2 Delete the install folder of DST-PC manually.
Install Folder : C:\Program Files\DENSO Diagnostic Software\DST-PC
 - 2.3 Install the DST-PC again.
3. Keep over 10% free space on your Hard Disc Drive
4. Disk Defragmentation
Execute the defragmentation of the Hard Disc Drive.

22) Available Interface is not connected. Will stop process.



First make sure that the Selected Interface is set correct (Python1B or DST-i):
Start DST-PC/DENSO-C, select: MENU --> SYSTEM SETTING --> COMMUNICATION SETTING

Select Interface: Python1B or DST-i (see image below)

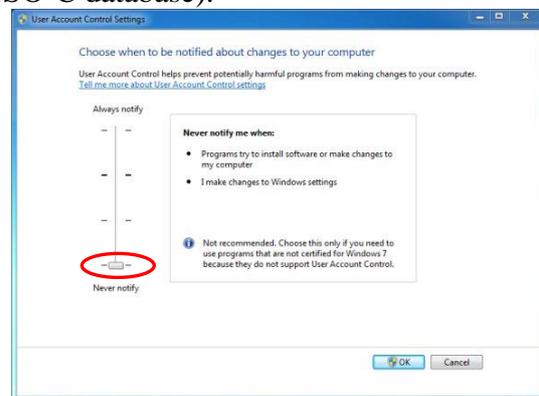
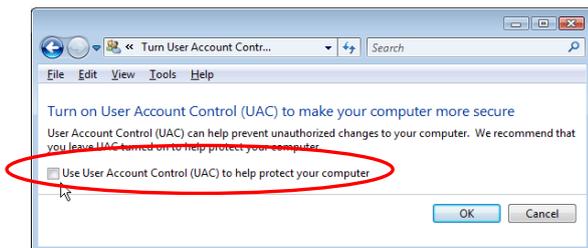


In case of DST-i you can now start communication.

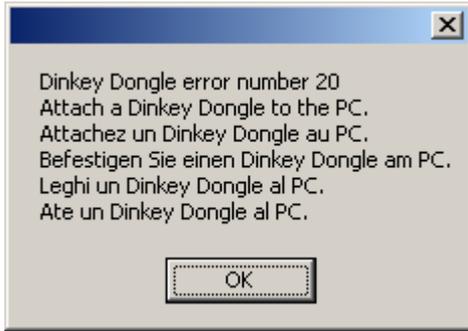
In case of Python1B interface, please connect it to the PC and apply 12 volt vehicle power, run Python1BConfig, select USB and Autodetect.

(For more info see item: "3) Could not find Python device" from this FAQ document)

➔ In case the DST-i interface can't be selected, please Change User Account Control settings as indicated in item 21 (Cannot open DST-PC/DENSO-C database).



23) Dinkey Dongle error number 20 **Attach a Dinkey Dongle to the PC**



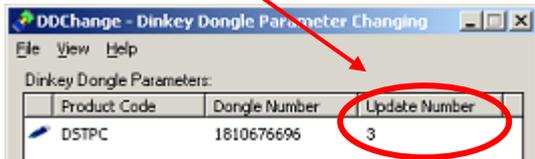
In this case the installed DST-PC/DENSO-C software is not matching with the Dongle update code.

Example:

DST-PC/DENSO-C V6.0.0 software with the 2010 update code. (should have 2011 update code)

Solution:

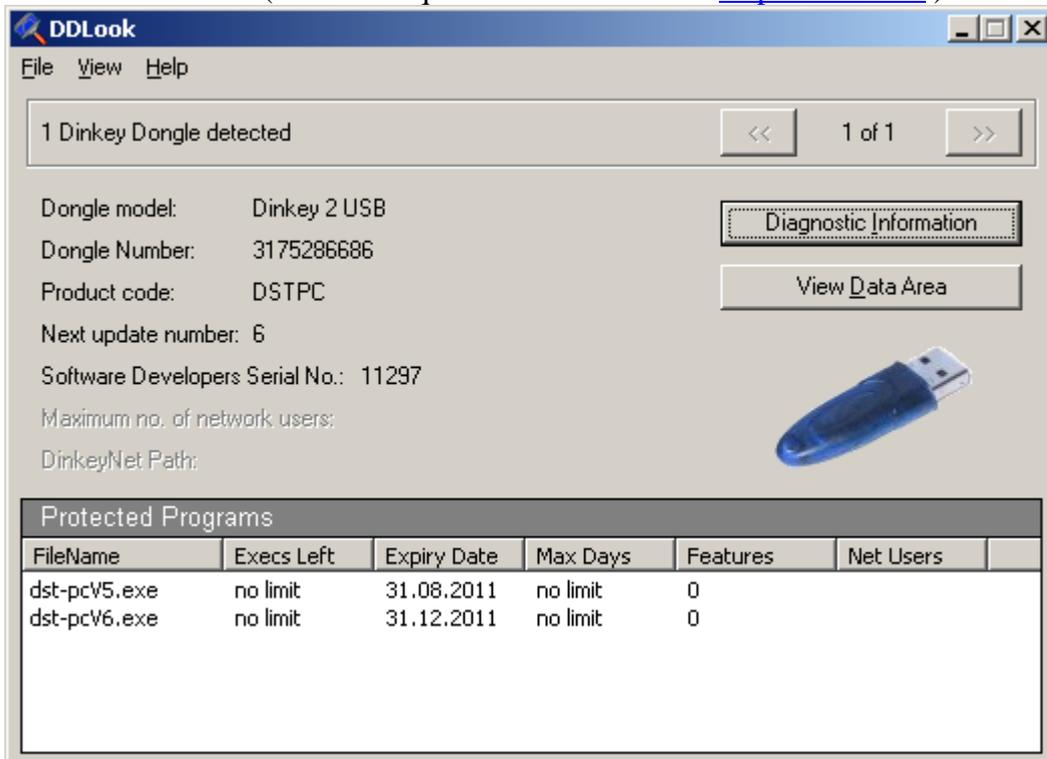
Check if your next Update Number is 1 (one) higher as you have received from your Central Distributor.



(“Update Number” actually indicates “next required update number”)

How to deep investigate:

Start “DDLook” software. (You can request this software via: dstpc@denso.nl)



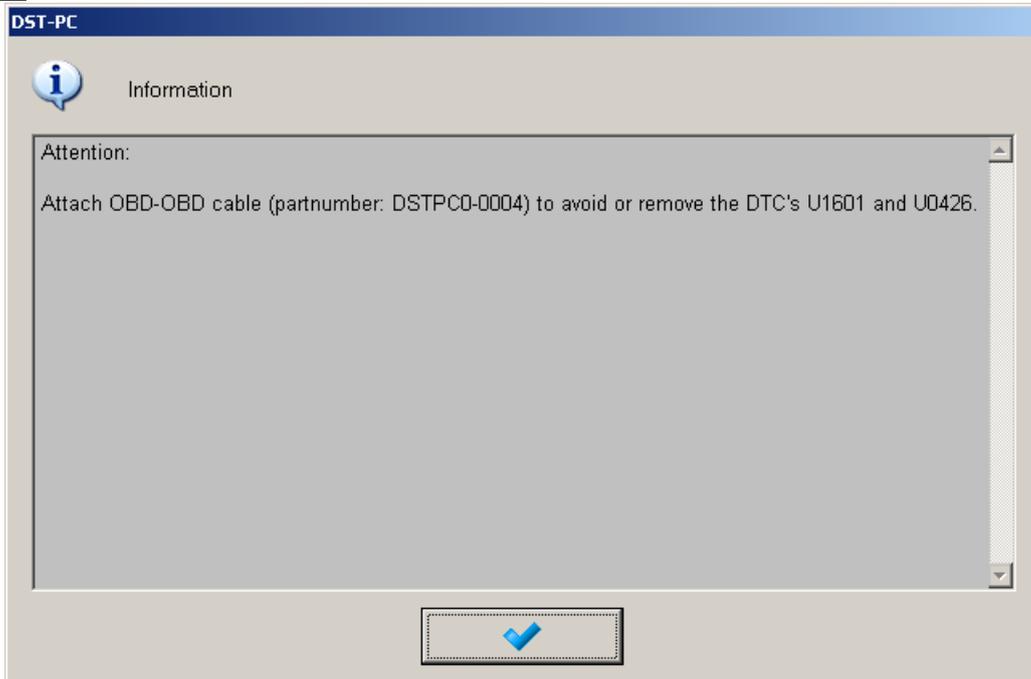
(“FileName” and “Expiry Date” should match)

24) Immobilizer/CAN Trouble Code (Peugeot, Citroen & Fiat)

When using the DST-PC software with the Python-1B interface, in some cases it can happen that trouble codes are set for the Vehicle Theft Immobilizer or the CAN Network which cannot be removed:

FF	DTC	Status	Trouble Details
!	U1601	E4	CAN Network NCM STATUS Mute
!	U0426	64	Vehicle Theft Immobilizer Circuit/component protection time-out (Timeout)

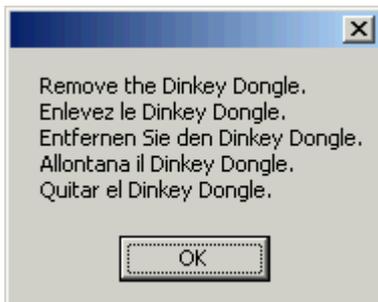
Solution:



Attach OBD-OBD cable (partnumber: DSTPC0-0004) to avoid or remove the DTC's U1601 and U0426.

25) Remove the Dinkey Dongle

The Dinkey Dongle is only required during the startup of the DST-PC/DENSO-C software. This screen is introduced as a reminder to protect the Dongle against possible damage

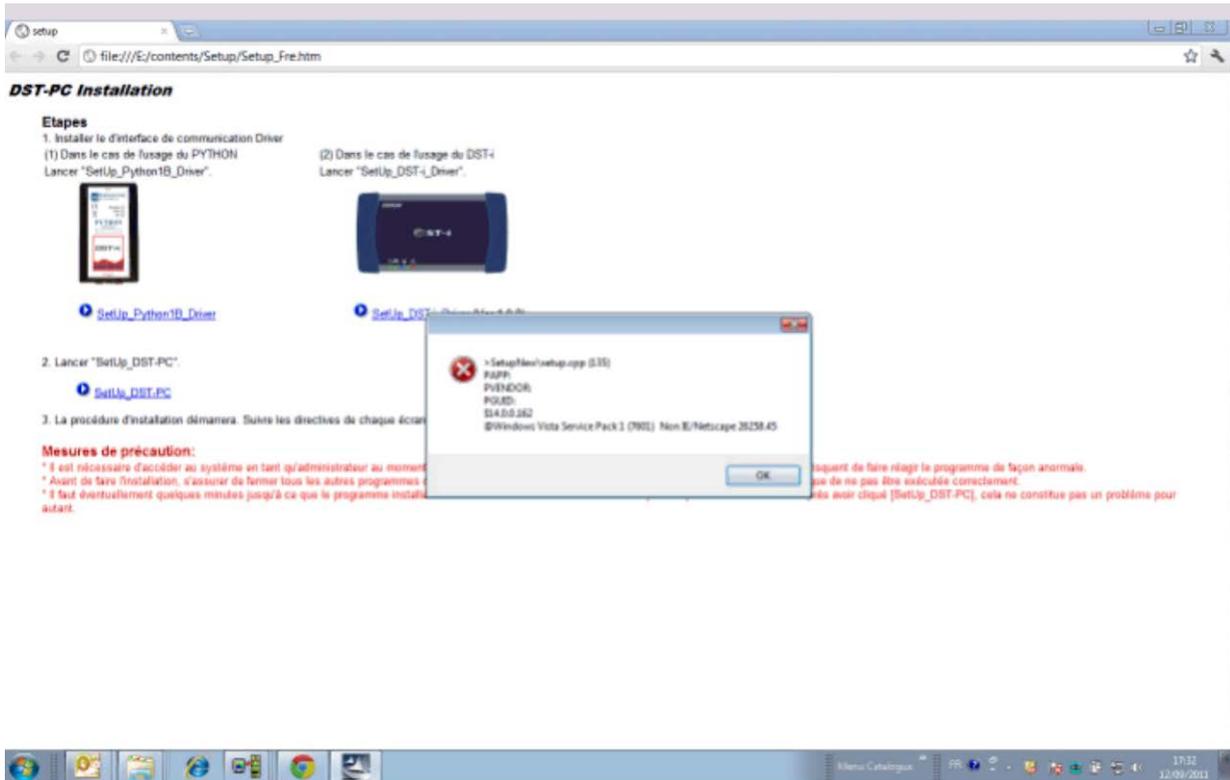


Solution:

Remove the Dinkey Dongle, select OK and wait (sometimes up to some minutes).

26) DST-PC/DENSO-C Software Installations error

It is recommended to use Microsoft Internet Explorer as browser for DST-PC/DENSO-C. Other browsers may give unexpected errors.

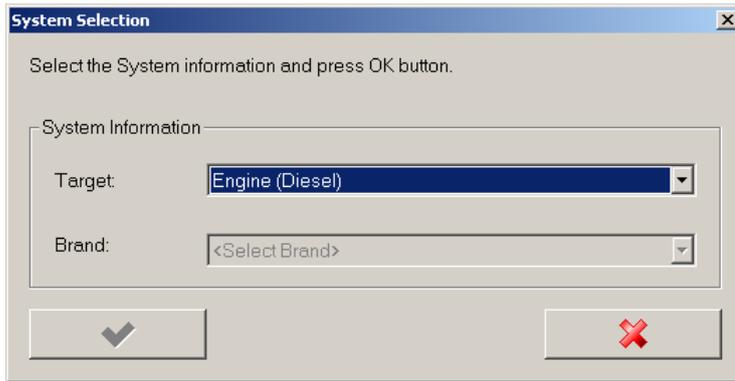


Solution:

Use Microsoft Internet Explorer as browser for DST-PC/DENSO-C.

27) Empty Brand selection

If the Brand selection does not become active, there is a problem with the DST-PC/DENSO-C package on the PC.



Solution:

Re-install the DST-PC/DENSO-C software to solve this problem.

28) Ford Transit Trouble Code P251A-00 Unknown

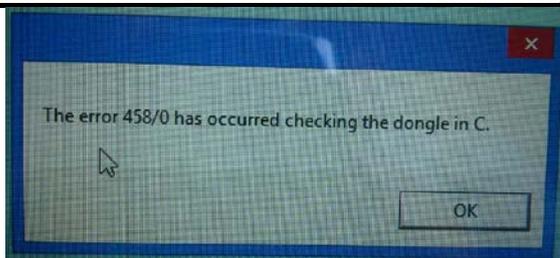
This code is "PTO (Power Take Off) enable switch circuit open"

This is an output from the ECU that identifies if auxiliary equipment fitted to the vehicle such as tippers, generators, hydraulic pack and so on.

It will not cause a problem and if there is no other concern with the Transit, continue to use the vehicle as normal. It will disappear after re-flashing but does not cause any issue.

Generally it should not cause a problem but may be symptom of an electrical problem.

29) Error 458 has occurred checking the dongle



Solution:

Install software version V800

30) Subaru: Test Mode Connector / Delivery Mode Fuse

Some Active Tests/ Utility Functions on Subaru vehicles require the Delivery Mode Fuse or Test Mode Connector to be connected in order to perform the test.

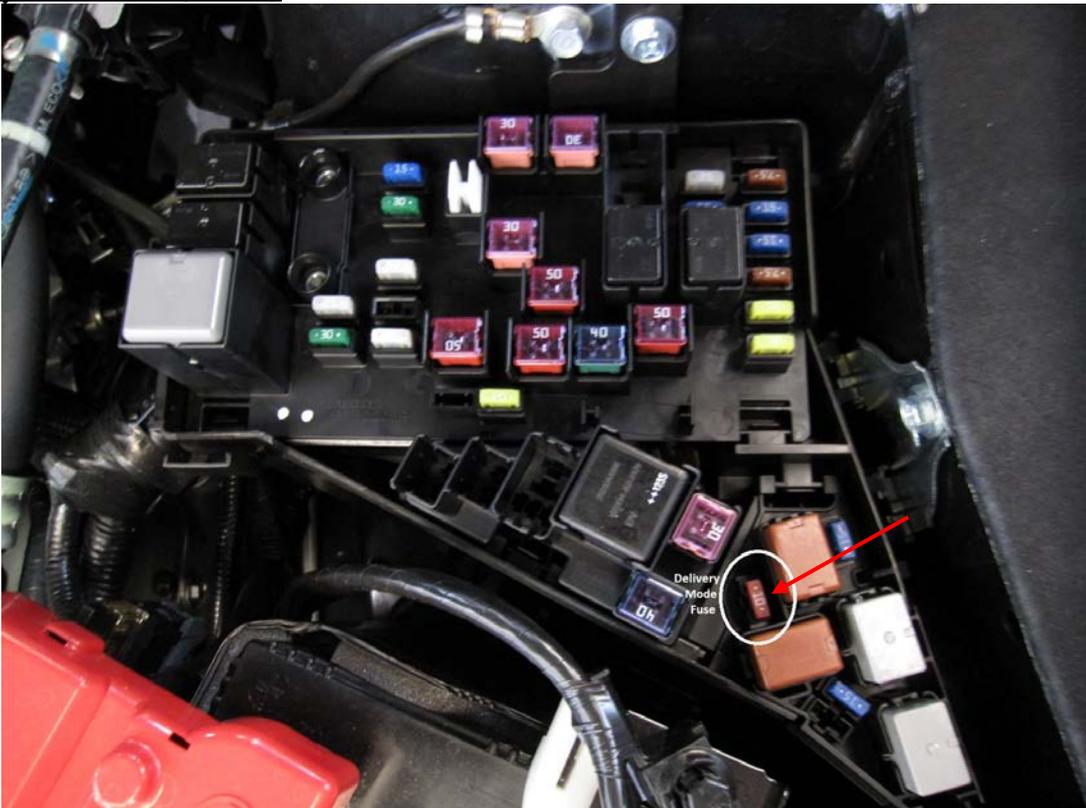
- English: Delivery Mode Fuse (Test Mode Connector)
- German: Ausgabe-modus-Absicherung (Testmodus-Stecker)
- Spanish: El fusible del modo de entrega (conector del modo test)
- French: Fusible du mode alimentation (connecteur du mode test).
- Italian: Consegna modalità fusibile/spina
- Turkish: Teslim moda sigorta/fiş
- Russian: доставка режим предохранитель/соединитель

Test Mode Connector (2008 – 2009)



→ Below the glove box at the passenger side

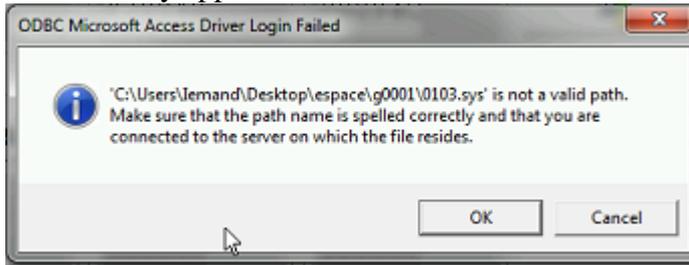
Delivery Mode Fuse (2009+)



→ In the fuse box in the engine compartment.

31) ODBC Microsoft Access Driver Login Failed

This problem is only applicable to DST-PC V710.



The problem can appear in 2 situations:

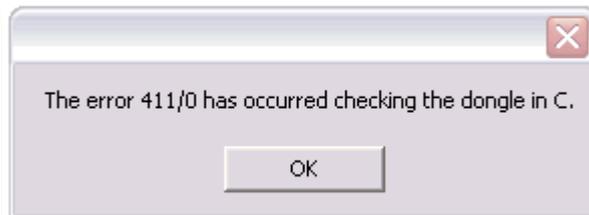
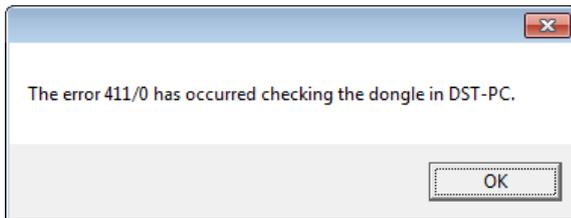
- After saving the injector compensation (QR code) data file.
- After saving the datamonitor CSV file.

Solution:

DST-PC: Install DST-PC V711

Please note that a similar problem message also can be caused by other reasons as already mentioned in the FAQ document (item 21).

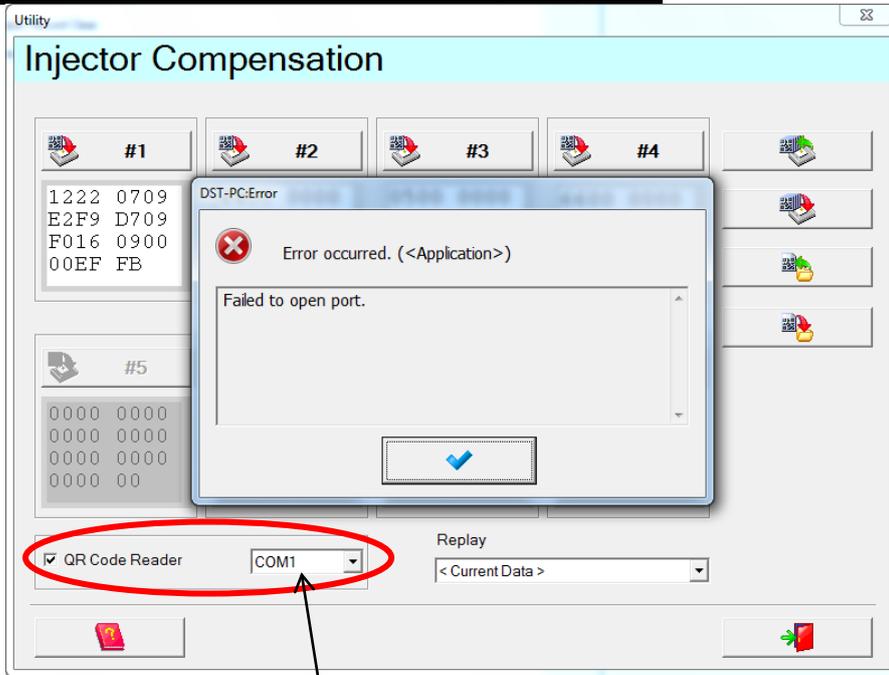
32) Error 411



Solutions:

1. Enter the latest update code.
2. Update to the latest software version.

33) QR Code Reader Failed to open port.

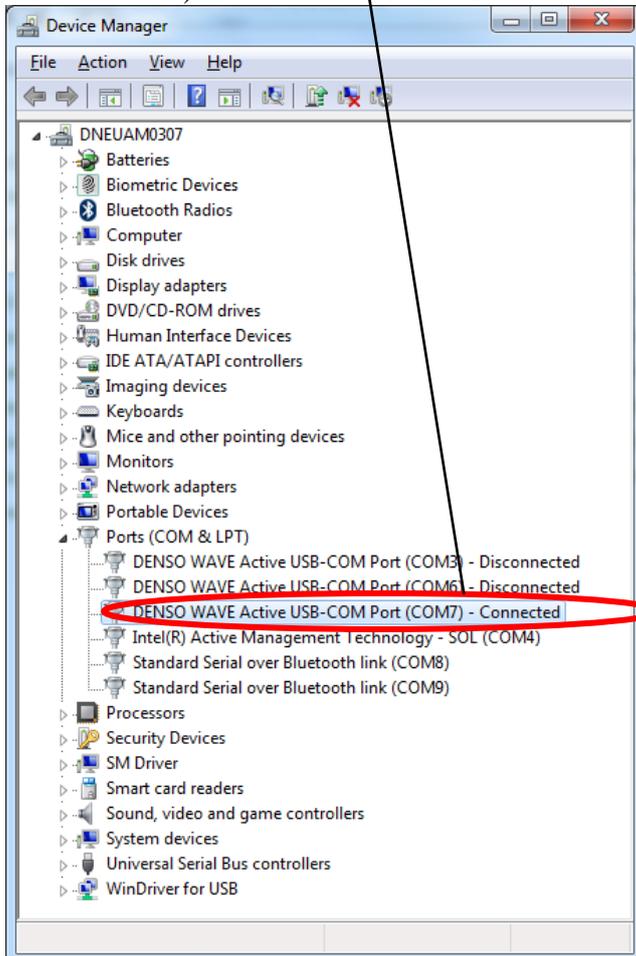


The problem can appear in 3 situations:

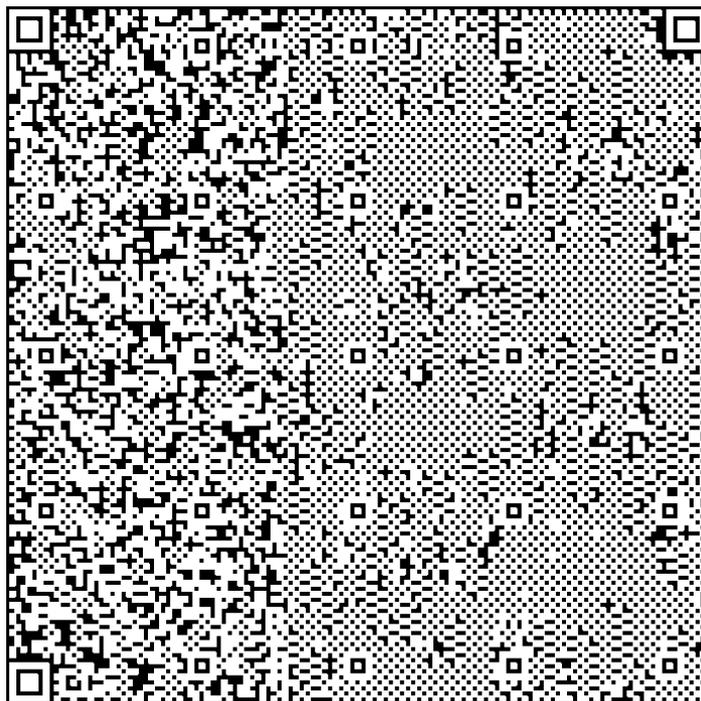
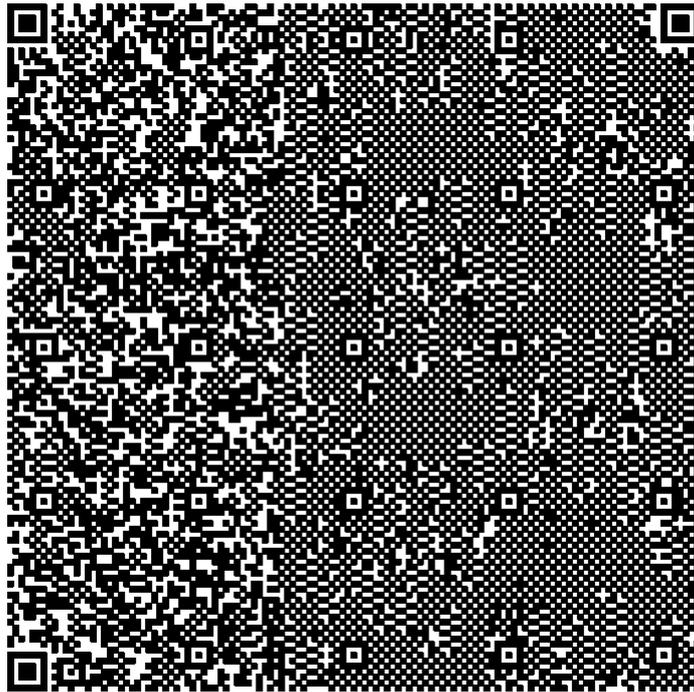
1. Wrong COM-port selected
2. Driver is not installed correctly
3. QR-Code Scanner Settings are not applied correctly

Solutions:

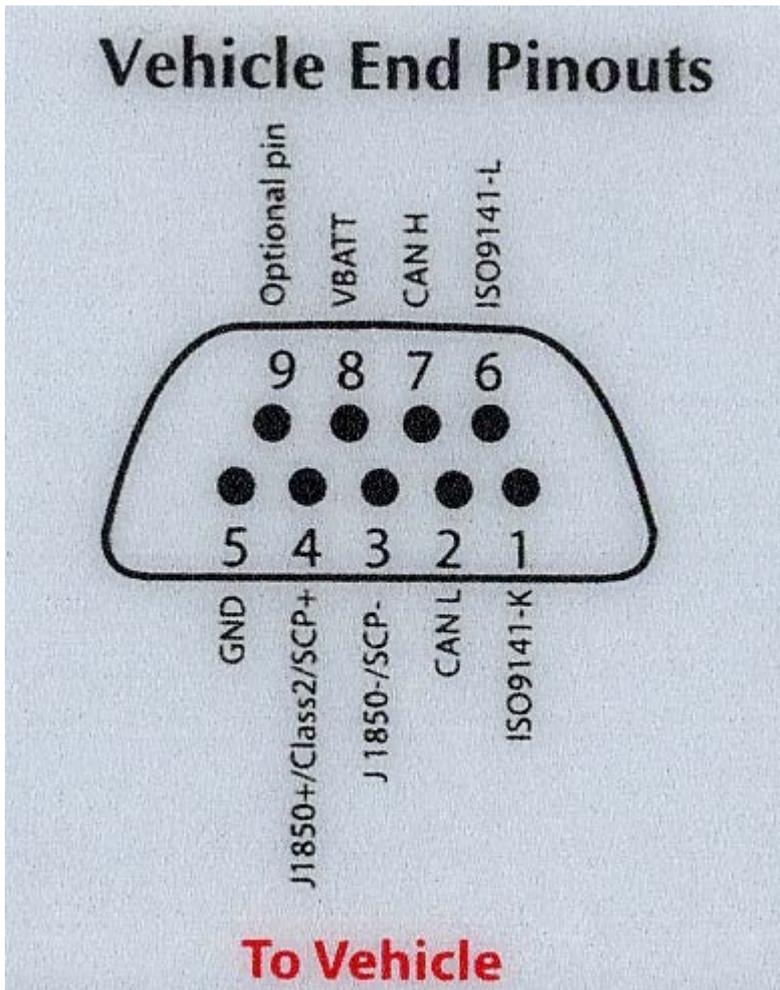
1. Select the correct COM-port. Check the device manager (Windows Start button → Control Panel):



2. Re-install the driver
3. Apply the correct QR-Code Scanner Settings. Therefore scan both below QR-codes. (One of these QR-codes should cause the QR-code scanner to double “beep”.)



34) Python OBD Cable pinout.



35) Dinkey Dongle error number 419 Attach a Dinkey Dongle to the PC

green /
brass
dongle



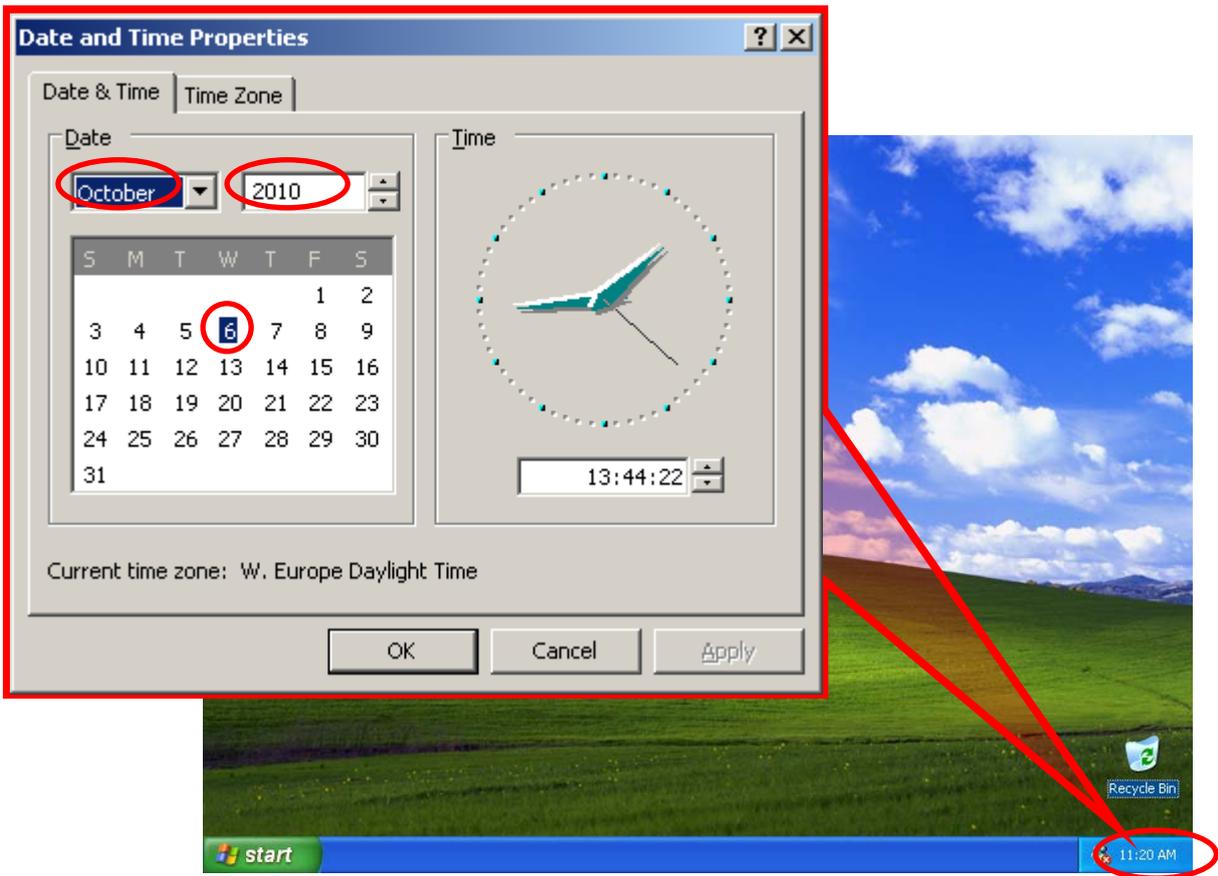
The Windows clock was set to a year where the update code was not valid while the Dinkey Dongle was attached **and** the problem is caused by a rewinded clock compared to the last time that the Dinkey Dongle was attached to a PC.

Solution:

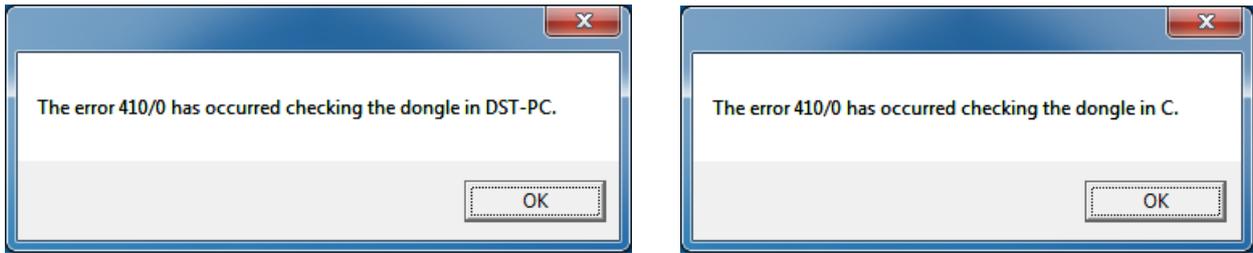
- Make sure that the latest Dinkey Dongle update code is applied.
- You can order a new Dinkey Dongle:
Part Number Green DST-PC Dinkey Dongle: DSTPC0-0002
Part Number Brass DENSO-C Dinkey Dongle: ND0609-0009

SPECIAL NOTE:

Before you attach the new Dinkey Dongle to your PC please be very sure that your Windows clock has correct setting now.....



36) The error 410/0 has occurred checking the dongle in C / DST-PC



The wrong color dongle is attached for the selected software.

Solution:

- Make sure that you use the correct dongle:
 - Green or Blue dongle for DST-PC
 - Brass dongle for DENSO-C (Interactive Information & Communication)

37) DinkeyChange or DDDiag does not accept the update code when using Windows 8 or Windows 8.1.

Remedy:

1. Enter the update code
2. Make Changes to dongle [enter]
3. Remove dongle
4. Rre-insert the dongle
5. Run DST-PC or DENSO-C program

38) LIMIT MODE.

LIMIT MODE means that we do not support this ECU number in this vehicle with our software. It would help our investigation if we can receive a picture from the ECU number.