

DST-PC/DENSO-C FAQ Document

Part 2 (Windows 8.1 &10)

Minimum System Requirements:

HDD Free capacity : 1 GB or more
 Screen Display : XGA (1024*768)
 Internet Browser : Microsoft Internet Explorer is recommended

Operating System :

*Microsoft(R) Windows(R) 8.1 32/64bit
 (English, French, German, Italian, Spanish, Russian, Turkish Version)
 *Microsoft(R) Windows(R) 8.1 Pro 32/64bit
 (English, French, German, Italian, Spanish, Russian, Turkish Version)
 *Microsoft(R) Windows(R) 10 Home 32/64bit
 (English, French, German, Italian, Spanish, Russian, Turkish Version)
 *Microsoft(R) Windows(R) 10 Pro 32/64bit
 (English, French, German, Italian, Spanish, Russian, Turkish Version)

→ Set “User Account Control settings” to Never notify”
 → Make sure that Virus software doesn’t block the install
 → **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:

Check this FAQ document to see if your issue is already known.

Check the Vehicle Coverage document if the vehicle is supported.

Check if communication to other vehicles has the same issue.

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)

Sent e-mail (in English) to your Central Distributor.

2) Using the correct Interface for DST-PC:

From the introduction of DST-PC in 2006 till now we have had 2 different interface types:

2006 – 2011:

Python Interface



2011 – Present:

DST-i Interface
PN: 95171-01062



For the correct use and operation of DST-PC following is applicable:

1. DST-PC version w/ Python interface:

if this is the case it can be used with Windows versions till 8.0.

All Windows versions afterwards will not work with this interface and could give issues.

This means that the interface needs to be replaced with the DST-i .

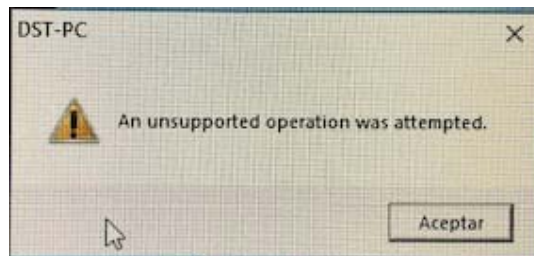
2. DST-PC version w/ DST-i interface:

If this is present then no issues with the newer Windows versions including 8.1 & 10.

It should work normally.

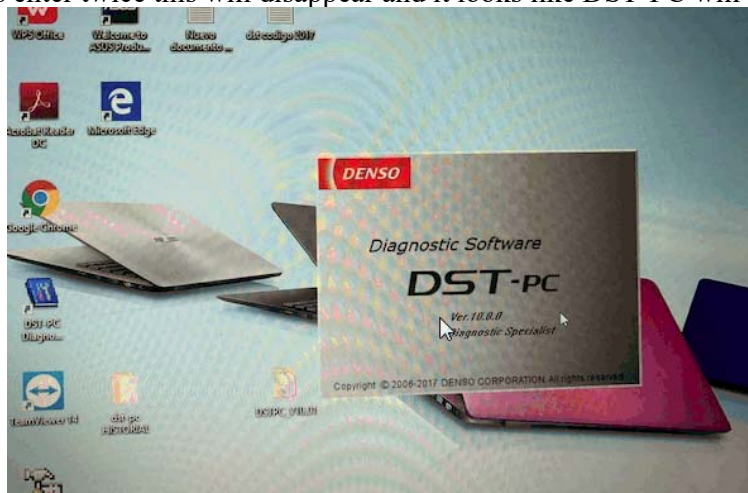
3) DST-PC is installed but gives error and doesn't work:

This message may occur with Windows 10 installation:

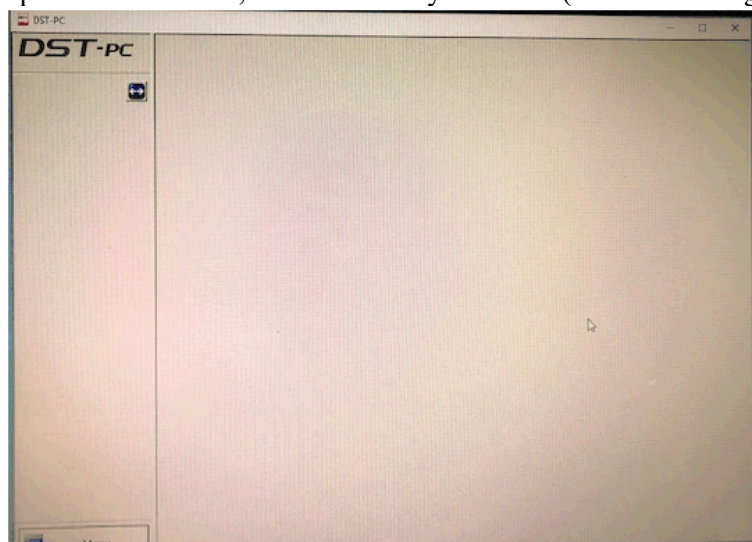


After normal installation of DST-PC and start up with the password screen, the above error message is appearing.

When press enter this will disappear and it looks like DST-PC will open.



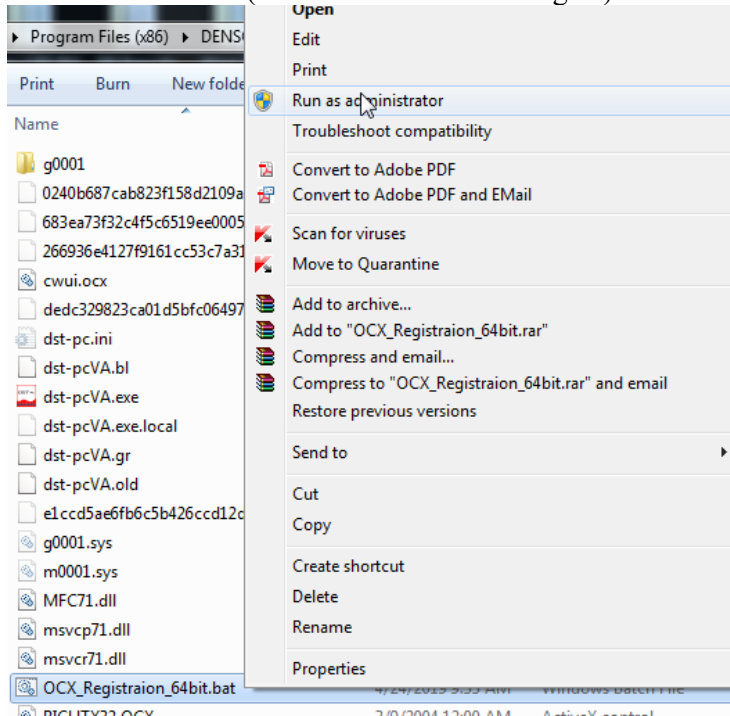
Actually it opens the DST-PC , but without any functions(see below image):



Possible issue here is that it failed to register “OGX”

Solution to this issue is:

- A) Re-Install the program once more with full administrator rights.
- B) Download the Zip-file "OCX_Registraion_64bit.zip" from download page (<https://www.denso-idownload.com/>)
- C) Unpack this zip-file.
- D) Place the batch-file from the zip into the execution folder. See path below:
C:\Program Files (x86)\DENSO Diagnostic Software\DST-PC\bin
- E) Execute this Batch-file (with full administrator rights)

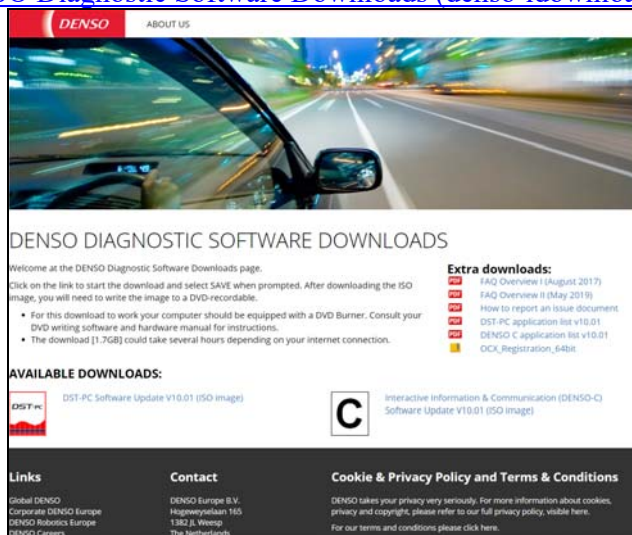


- F) Re-start the pc and DST-PC should run normally after this.

4) How to download and install DST-PC with Windows 10:

- Before to start the installation of the new software, first download the latest version from the download page:

[DENSO Diagnostic Software Downloads \(denso-idownload.com\)](https://denso-idownload.com)



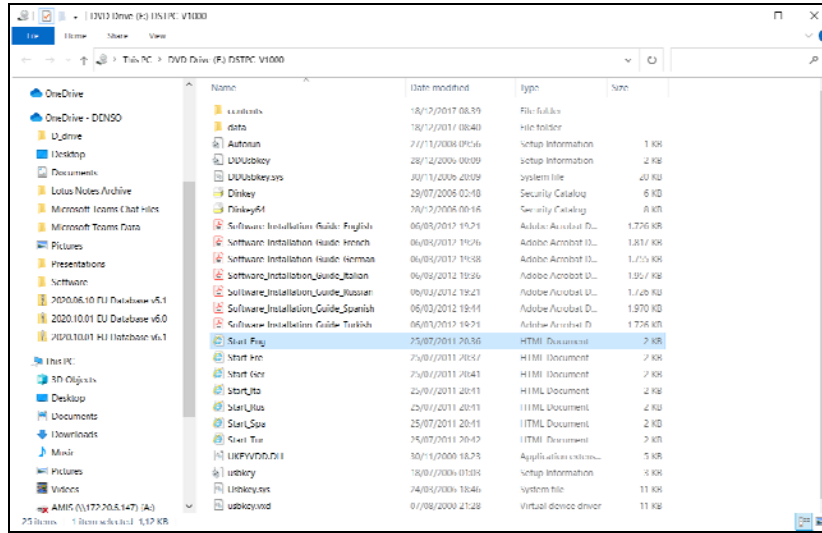
- Select DST-PC download and the download will start. Because of the size this can take a while.



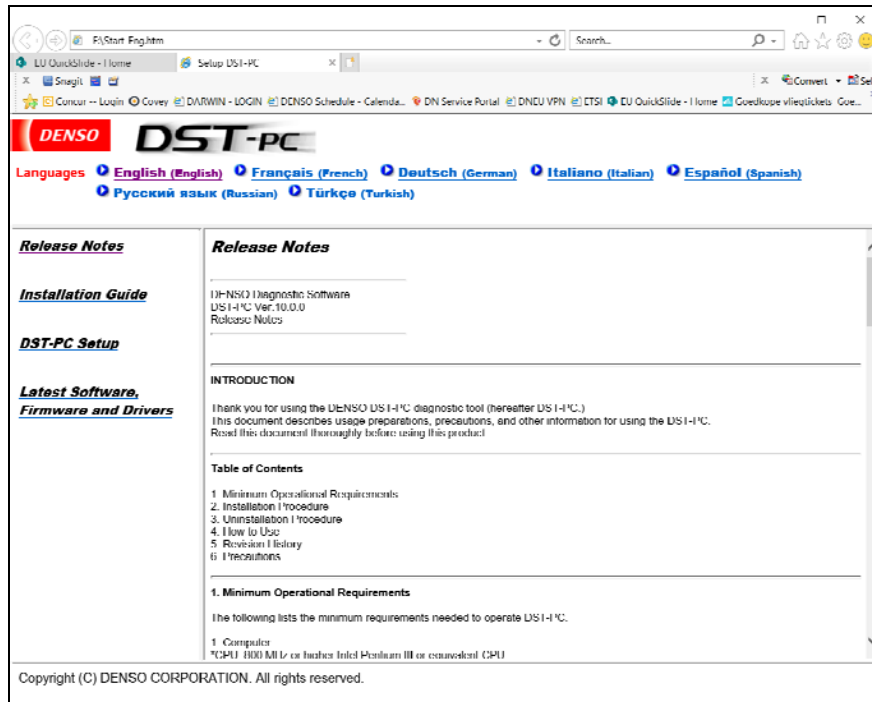
- When download (ISO-file) is finished, Open file and it will automatically create a virtual DVD player in your explorer.



- Open explorer and select the “Start_Eng” file in the DVD drive folder.

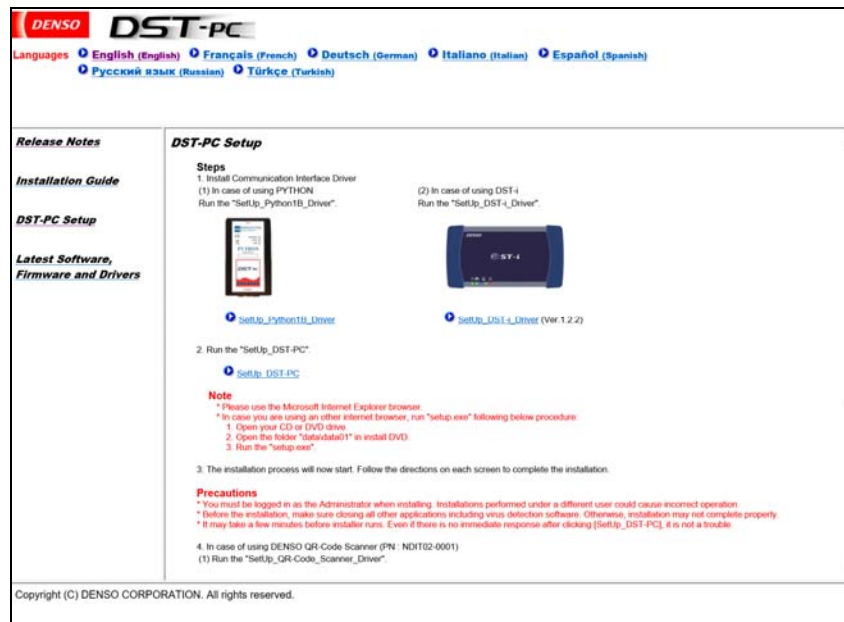


- In this screen you can start all installations.

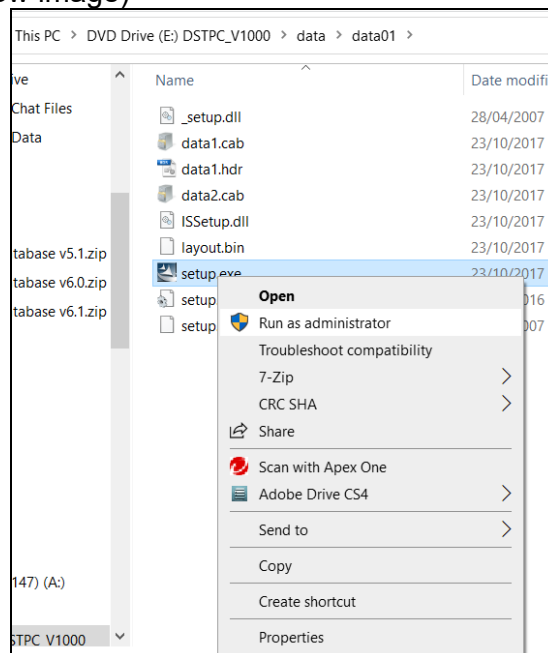


In case it is a new, fresh installation you have to install also the DST-i software.
Note: The python Interface will not work with Windows 10 anymore and you have to replace this for a DST-i interface.

After installation of the DST-i , you can continue to install the DST-PC software.



- To avoid any issue with administrator rights do not use the “SetUp DST-PC” button, but follow the information in the **Note**:
 - 1. Open your DVD drive
 - 2. Open the folder “data\data01
 - 3. Run the “setup.exe” in Administrator mode by using right mouse click (See below image)



- This will install the software on your PC and after this you can run it like normal.

=====END=====