

19.2.1 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 Diagnostics Software Upgrade.

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

Snap-on Diagnostics delivers a minimum of one North America 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?

For our ZEUS® and VERUS® customers, this is easy because these tools will communicate that a Service Release is available for installation. But, for other platforms (TRITON-D8™, APOLLO-D8™, P1000™ and MODIS™, SOLUS™, and ETHOS® families), we need to actively promote the availability of a new Service Release through the following communication channels:

- Franchisee – Key News of the Week (KNOW), Diagnostic bulletin, Franchisee Portal, Customer Care ‘on hold’ message
- Customer – Customer Care FAQ page, email notification

Service Release 19.2 (19.2.1)

4. Who are these updates for?

North America customers with platforms currently running Software Upgrade 19.2:

- ZEUS, TRITON-D8, APOLLO-D8, VERUS PRO, VERUS Edge, MODIS Edge™, MODIS Ultra™, SOLUS Edge™, SOLUS Ultra®, P1000, ETHOS Edge, ETHOS Tech, ETHOS PRO and ETHOS Plus.

5. What is contained in these updates?

This Upgrade 19.2 service release delivers device operation enhancements and a better user experience with more available tests and data on affected vehicles.

6. Service Release 19.2 (19.2.1) Date

5/6/19

7. How can customers receive the updates?

ZEUS and VERUS family customers will receive the update automatically through the platform’s ShopStream Update Tool software. But if the customer prefers, they can

- Simply click *Start -> ShopStream Update Tool -> Check for updates*. To verify the update has been installed.

For other Snap-on diagnostic platforms, the new release is available using ShopStream Connect™, which may be downloaded from the Diagnostics Public Web Site: <http://diagnostics.snapon.com/ssc>.

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

<u>File Sz</u>	<u>Download Est.</u>	<u>Platform</u>
496MB	10-90 min.	ZEUS, VERUS Edge, VERUS PRO
113MB	5-65 min.	TRITON-D8, APOLLO-D8, MODIS Edge, MODIS Ultra, SOLUS Edge, SOLUS Ultra, P1000, ETHOS Edge, ETHOS Tech, ETHOS PRO, ETHOS PLUS

**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?

Instructions about Service Release downloads may be found in the ShopStream Update Tool Guide at <https://my.snapon.com>. Navigate to the Diagnostics section, click Sales Support Files link and then refer to “Software Materials” tab.

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

- ZEUS, VERUS Edge and VERUS PRO
 - At the end of the installation, there is dialog box that shows the text “Installation complete”.
 - Check the Bundle and Version 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 here:
 - Bundle 19.2.1, Version 2.17.1.868
- TRITON-D8, APOLLO-D8, MODIS Edge, MODIS Ultra, SOLUS Edge, SOLUS Ultra, P1000, ETHOS Edge, ETHOS Tech, ETHOS PRO, ETHOS Plus
 - Select Tools. When the Tools menu appears, select Sys/System Information. The software and version numbers will be displayed:
 - TRITON-D8: Bundle 19.2.1, Revision 2.1.1 Build 859
 - APOLLO-D8: Bundle 19.2.1, Revision 2.1.1 Build 859
 - MODIS Edge: Bundle 19.2.1, Revision 2.1.1 Build 859
 - MODIS Ultra: Bundle 19.2.1, Revision 2.1.1 Build 859
 - SOLUS Edge: Bundle 19.2.1, Revision 2.1.1 Build 859
 - SOLUS Ultra: Bundle 19.2.1, Revision 1.16.1 Build 858
 - P1000: Bundle 19.2.1, Revision 2.1.1 Build 859
 - ETHOS Edge: Bundle 19.2.1, Revision 2.1.1 Build 859
 - ETHOS Plus: Bundle 19.2.1, Revision 1.16.1 Build 858
 - ETHOS PRO: Bundle 19.2.1, Revision 1.16.1 Build 858
 - ETHOS Tech: Bundle 19.2.1, Revision 1.16.1 Build 858

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

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