

# Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 72268 - `Connection Error` using the Incontrol Touch Map Updater tool

**Models :** LC - Discovery Sport

**Engineer** Kyser Jamie

**Name :**

**Last** 08-05-2015 08:33:53

**Modified :**

**Category :** Diagnostic Software/Hardware

**Symptom :** 000101 Diagnostic Concerns

**Content :** Issue

Reports have been received of users being unable to activate a Secure Digital (SD) card, as they experience a 'Connection Error' when using the InControl Touch map updater tool on Symptom Driven Diagnostic (SDD).

## Cause

The SDD machine has not been able to communicate to the server dedicated for the InControl Touch map updater tool.

## Action

1. Make sure the following sites are entered as trusted sites:

[http://\\*.naviextras.com/](http://*.naviextras.com/)  
[https://\\*.naviextras.com/](https://*.naviextras.com/)

These are to be entered as trusted sites in the following location on all SDD machines:

Control Panel > Internet Options > Security > Trusted Sites > Sites > Websites.

2. Make sure the sites are also added to your firewall and antivirus exceptions list.

NOTE: This will require administrator access to your hardware or software firewalls and antivirus, therefore you may need to contact your IT representative.