



# Service Product Journal

TITLE:

**Software Purchase Failed - General error occurred - VDS / SPA / CMA cars**

<b>REF NO:</b> 33554.1.0	<b>ISSUING DEPARTMENT:</b> Service Operations			<b>REFERENCE BULLETINS:</b>	
<b>CATEGORY:</b> Information Products	<b>SUBCATEGORY:</b> Wiring Diagrams			<b>CAR MARKET:</b> United States and Canada	
<b>Service Personnel:</b> Read and initial	<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>ISSUE DATE:</b> 2018-02-27	<b>STATUS DATE:</b> 2018-03-01
				Page 1 of 2	

“Right first time in Time”

## Attachment

File Name	File Size
Software Error.PNG	0.0259 MB
<a href="#">SoftwarePurchaseFix</a>	2.258 MB

## Background:

We have identified a corrupt software file which will cause purchase error in VIDA until it has been fixed centrally.

See “Software Error.PNG” for clarification about the error message that is shown in VIDA.

## Temporary Solution:

1. Close down VIDA.
2. Copy the ZIP file to appropriate folder, AVOID copying it to the desktop if possible.
3. Unzip the file and run the bat file called “RUN THIS”.
  - This will copy the attached VBF and XML file to the users ESWDL folder.
4. Open VIDA again and try to purchase.

**Final Solution:**

The corrupt file will be removed and replaced Centrally with a working file. ETA - TBD

**To view SPJ attachment see below. This SPJ has one attachment and one ZIP file.**

**Purchase Failed**

Software purchase failed.  
General error occurred. Please contact your local helpdesk.