Reference SSM59557

Models
XK / X150
X-TYPE / X400
S-TYPE / X200
XJ / X351
XF / X250
XK-SERIES / X100
XJ / X350
XJ V8 / X308

Title Unable to access SDD after installation of DVD131.04

Category Diagnostic Software Hardware

Last modified 27-Sep-2012 00:00:00

Symptom 000101 Diagnostic Concerns

Content

Title:
Unable to access SDD after the installation of DVD131.04.
IMPORTANT: This information MUST be shared with local IT support staff at every service location using SDD diagnostic equipment.

Issue:
With the launch of SDD2 which requires user login with TOPIx user name and password, a small number of retailers reported they were unable to launch the SDD diagnostic software after DVD131.04 was installed.

Cause:
Some retailer's local IT policy for Internet Explorer security settings can override the required list of Trusted Websites set during the installation of DVD131.04.
If any local IT policy restricts or overrides these settings, the SDD2/TOPIx authentication process will not be possible and a TOPIx login window will be displayed repeatedly instead of launching SDD diagnostic software.

Solution:
Local IT support must be informed of this new requirement and configure all SDD equipment to comply with the following.
1. Do not restrict the setting of Internet Explorer Trusted Websites during installation of SDD software.
2. Do not "push" alternate Internet Explorer settings that do not include the required SDD Trusted Websites below.
3. If SDD users report problems with the TOPIx login process to launch SDD2, ensure the Internet Explorer Trusted Website list is present both in Internet Explorer, and any 3rd party firewall and Anti-Virus applications applied to SDD equipment.
The installed Internet Explorer trusted website list to enable correct function of SDD2 (DVD131.04 onwards), is as follows:
https://cpi.globaliris.com
https://www.cpi.hsbc.com
https://sps.jlrext.com
http://topix.Jaguar.jlrext.com
https://topix.Jaguar.jlrext.com
http://topix.landrover.jlrext.com
https://topix.landrover.jlrext.com
https://www.wslx.jlrext.com
http://topix.Jaguar.jlrint.com
https://topix.Jaguar.jlrint.com
http://topix.landrover.jlrint.com
https://topix.landrover.jlrint.com
http://localhost