The XpressVIP 4.3 (Vehicle Interface Program) application is used to:

- Detect the firmware you already have installed on your computer and offer a list of available updates.
- Search the vehicle database and offer a list of solutions available for that particular vehicle.
- Install and flash firmware onto your hardware.

This guide is specifically designed to help you troubleshoot issues you may encounter while installing one or both versions of the XpressVIP4.3 application. Issues may be related to a miscommunication between devices or with the Internet, a software programming error, and/or a hardware malfunction.

⚠️ It is assumed that XpressVIP4.3 is already installed on the computer. Refer to the Quick Start Guide (UG0001), if you need more information.
What can you find in this guide?

Minimum hardware and software requirements .............................................................................................................. 3
Troubleshooting your system ......................................................................................................................................... 4
Frequently Asked Questions ......................................................................................................................................... 13
Contacting our Technical and Customer Service ...................................................................................................... 14
Minimum hardware and software requirements

XKLOADER2 is required to detect DB-ALL and CANMAX400. For older modules XKLOADER1 is sufficient.

The following operating systems are supported:

- Windows 2000 32-bits and 64-bits.
- Windows XP 32-bits and 64-bits.
- Windows Vista 32-bits and 64-bits.
- Windows 7 32-bits and 64-bits.

The following browser is supported:

- Internet Explorer 6,7,8,9 (Regular 32bit, Internet Explorer 64bit is not supported). Note Internet Explorer 32bit will work even if you have a 64bit operating system.

The recommended basic hardware requirements to run XpressVIP4.3 are:

- Processor: Pentium III 1 GHz or higher.
- RAM: at least 1 GB.

⚠️ XpressVIP4.3 Live requires .NET Framework 4.0 or later to be installed on your computer. This will be installed automatically during the XpressVIP4.3 installation.
XpressVIP4.3 Guide

Troubleshooting your system

Problem: I have a module which does not detect:

**Try this solution:**
If your module is one of the following:
DLPK, DLPKGM, KIBMW, KILRV, PKALL, CHALL, 9252 or CHRSALL
Then it is an Optimax product and you need to click “To Flash OPTIMAX products click HERE”

**Try this other solution:**
If your module is one of the following:
DB-ALL, CANMAX400
Then you need to have an XKLOADER2. See on the right how to tell if it is an XKLOADER2
Problem: I have a module which does not detect (continued):

Try this other solution:

1. Click Start.
2. Click Run and in the popup window type: devmgmt.msc.
3. Expand Ports (COM & LPT).
4. Expand Universal Serial Bus Controllers.
5. XKLOADER is connected and functioning if the following instance exist:
   a. Ports (COM & LPT) – CP210x USB to UART Bridge Controller (COM).
   b.
6. If a yellow exclamation mark exists on the icon then right-click on it and do update driver.
7. If the entry does not exist then verify that your xkloader is connected or try to plug to another USB port.
Problem: The www.xpresskit.com website still shows the install link even if I installed XpressVIP4.3:

Try this solution:

a. Open Internet Explorer.
b. Click Tools in the menu.
c. Click Internet Options.
d. Select the Internet zone and click Custom level.
e. Scroll down to ActiveX controls and plug-ins and change the settings:

   - Enable: Allow previously unused ActiveX controls to run without permission
   - Enable: automatic prompting for ActiveX controls
   - Enable: run ActiveX controls and plug-ins

f. Click OK to accept the settings.
g. Close and reopen the web site.

Try this other solution:

a. Open Internet Explorer.
b. Click Help..About Internet Explorer
c. If you see “64bit Edition” in the description then close Internet Explorer 64bit and open the regular Internet Explorer

Note: XpressVIP4.3 does NOT support Internet Explorer 64 bit edition but XpressVIP4.3 does support 64 bit operating systems
Problem: The www.xpresskit.com website still shows the install link even if I installed XpressVIP4.3 (continued)

Are you seeing the ActiveX Filtering checked under Tools menu?

Try this solution:

Open Internet Explorer.

a. Click (Filter button)
b. Click “Turn off ActiveX Filtering”
Problem: The www.xpresskit.com website still shows the install link even after I installed XpressVIP4.3:

**Try this solution:**

1. Open Internet Explorer.
2. Click **Tools** in the menu.
3. Click **Internet Options**.
4. Click the **Security** tab.
5. Select **Trusted Sites**.
6. Click the **Sites** button.
7. Confirm that http://www.xpresskit.com is in the trusted web site list. If it is not in the list continue to 8
8. Uncheck “Require server verification.”
9. Type in http://www.xpresskit.com and click Add button

Problem: XpressVIP4.3 is showing “The requested operation requires elevation”:

**Try this solution:**

a. Click the XpressVIP4.3 installation link.
b. Click Save As
c. Save to your desktop
d. Right-click the file you saved and click “Run as administrator”

**Are you seeing:**

[Image of the error message window stating “The requested operation requires elevation.”]
Problem: XpressVIP4.3 is installed but the installation link is still visible on the web site:

Are you seeing?

![Image of a webpage with a yellow bar and a red X]

Try this solution:
Right-click the yellow bar and click Run or Allow.
Problem: XpressVIP4.3 successfully installs but it does not ask if I allow to run the add-on

Try this solution:

a. Open Internet Explorer.
b. Click Tools in the menu.
c. Click Internet Options.
d. Click the Security Tab.
e. Select the Internet zone and click Custom level.
f. Scroll down to ActiveX controls and plug-ins and change the settings:
g. Click Prompt for Download signed ActiveX controls.
h. Close window and refresh website, you should see a yellow bar asking if you allow to run the addon. Click Allow

Problem: XpressVIP4.3 starts to install but then does not show “Successfully Installed”

Try this solution:

Check or ask your System Administrator if you have access to install software. If you do not have the System Administrator install the software

Try this other solution:

i. Click the XpressVIP4.3 installation link.
j. Click Save As
k. Save to your desktop
l. Right-click the file you saved and click “Run as administrator”

Try this other solution:

a. Click the XpressVIP4.3 installation link.
b. Click the Save button to save the XpressVIP4.3.exe file to your desktop.
c. Close the web site.
d. Right-click the file you saved and from the contextual menu, select Run as Administrator.
Problem: The search year/make/model dropdown boxes are empty (continued):

**Try this solution:**
1. Open Internet Explorer.
2. Click **Tools** in the menu.
3. Click **Internet Options**.
4. Click the **Security** tab.
5. Select **Internet**.
6. Click the **Custom level** button.
7. Scroll to **Scripting/Active scripting**. If the option is disabled, enable it by clicking on the corresponding radio button.

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Problem: **www.xpresskit.com** keeps asking me to select country

**Try this solution:**

a. Verify your system date/time is correct
   
   Note having the wrong system date can affect the cookies that the website uses and cause the country selection box to keep coming up.
Problem: I cannot do a vehicle search because the year/make/model boxes are empty:

Try this solution:
1. Open Internet Explorer.
2. Click **Tools** in the menu.
3. Click **Internet Options**.
4. Click the **Security** tab.
5. Select **Internet** (world icon).
6. Click the **Custom Level** button.
7. Scroll to **Scripting/Active scripting**.
If it is disabled, enable it by clicking on the corresponding radio button.

Problem: I cannot detect my module in Google Chrome:

Try this solution:
1. Open Google Chrome.
2. Open https://chrome.google.com/webstore/detail/fnfnbepppinnmnjnjhedifcfllpfggeea (or go to www.google.com and search for “IE Tab Multi”) and click Add to Chrome.. Install
3. In IE Tab Multi (see right). Check Enable this Feature and type *xpresskit* and click Save(Alt+F1)
4. Open a new tab and go to http://www.xpresskit.com
Frequently Asked Questions

Question: Do I need to uninstall old versions or drivers of XpressVIP before installing XpressVIP4.3?

Answer: No

Question: Do I need XpressVIP4.3 to work with DB-ALL?

Answer: It is recommended to use XpressVIP4.3 for DB-ALL because it supports setting features and options which cannot be done with previous versions.

Question: Do I need an XKLOADER2 to work with DB-ALL?

Answer: Yes

Question: Does XpressVIP4.3 support FireFox, Google Crome?

Answer: No, XpressVIP4.3 only supports Internet Explorer 6,7,8,9 (non-64bit edition).
XpressVIP4 Install Instructions

STEP 1: Click Run

If you are doing the installation for the first time you will see the windows below:

STEP 3A: Click Next

STEP 3B: Click I accept the terms of the licence

If you have previously done an XpressVIP install you will see the windows below:

STEP 3A: Click Maintain or update the instance of this application selected below

Click Next

STEP 3B: Click Repair and Click Next
agreement and click Next

STEP 3C: Click Install

STEP 3D: Click OK

STEP 3E: Click Finish

(Continue to STEP 4 below)
STEP 3E: Click Install

STEP 3F: Click No (Warning if you click Yes you may lose unsaved work)

STEP 3G: Click Finish
STEP 4: Click Close

STEP 5: Plug in a kit
and Click View\Refresh (or F5)
Contacting our Technical and Customer Service

If you have followed the instructions described in this guide and are still having problems with the XpressVIP4.3 application, visit http://xpresskit.com/ContactUs.aspx for information on how to contact our Technical and Customer Service.

This concludes the XpressVIP4.3 Troubleshooting Guide.