Installation and update guide for IO DiagBox

Specification

IO DiagBox is the downloadable and VIN-specific diagnostic and repair solution for PEUGEOT, CITROEN and DS vehicles. It is particularly suited to independent repairers who carry out occasional maintenance and repair work on the brand's vehicles in the European Economic Area, Croatia, Turkey and Switzerland.

As such, independent repairers can obtain a "Token" licence. When an independent repairer identifies a vehicle by its VIN, this licence authorises the repairer to use the diagnostic and repair software for ECUs fitted to the brand's vehicles as well as diagnostic procedures and the technical data of the vehicle, which are also used by members of the selective network of the brand's authorised repairers, and which enables them to perform maintenance and repair work on the vehicle for which they are responsible.

Prerequisites

Please refer to the Diagnostic contents, rates and contacts on the home page.

Warnings

Installation may take several minutes. We therefore request that you keep your computer plugged into the mains throughout the entire DiagBox installation process.
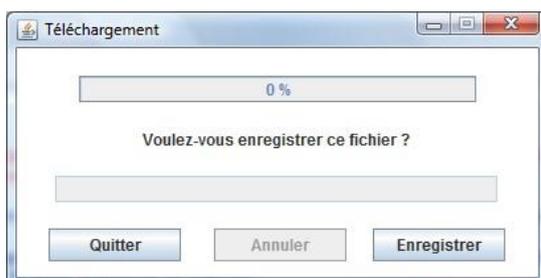
I–Installation

Steps for installing the DiagBox diagnostic tool
The DiagBox installation process has three stages:

➔ Stage 1: Downloading the DiagBox module

1. Ensure that you have Java 1.5 or higher. If you do not, download and install Java from Http://www.java.com/en/download/
2. Before installing the software, install the certificate by following each step in the installation guide.
3. Download the diagnostic repair software. Download time depends on the speed of your Internet connection (average file size is 600 MB).

➔ **Stage 2: Launching DiagBox**

1. Close all running applications.
**2.** Run the downloaded file. If required, you can change the default installation language set by the software.



Confirm and then allow the installation to complete.

Note: This may take some time.

---

3. Once DiagBox is installed, click the DiagBox icon on your Windows desktop to start the application.

4. You will need to activate the software using your RRDI code (available in My Account on the website).

Once connected to the Internet, click on the "Automatic Activation" icon.
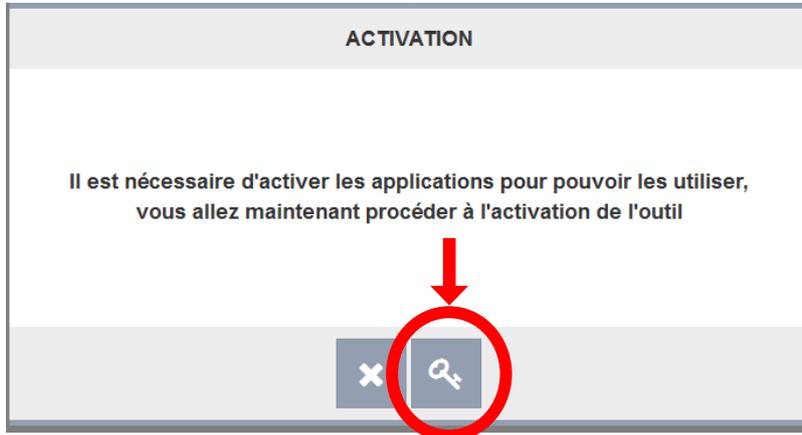

A new window will open to identify your subscription type.
If you choose the wrong subscription type, you will need to restart the activation process (this is available in the application menu).
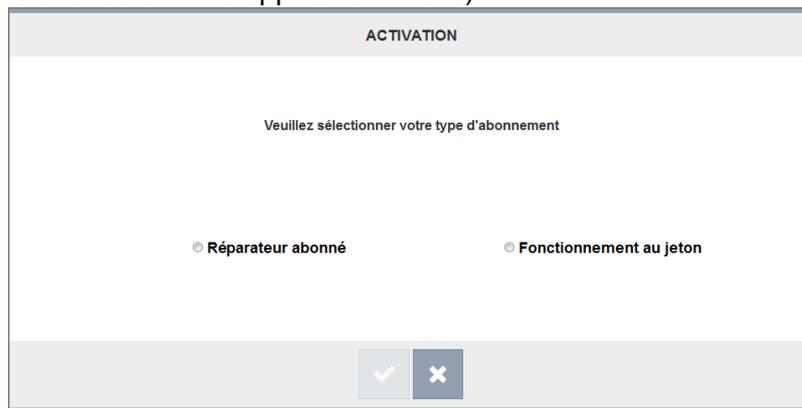
Once you have confirmed your subscription type, you will need to enter and confirm your RRDI code.
Note: You only need to enter the first 7 characters of the customer code X1234560̶1̶
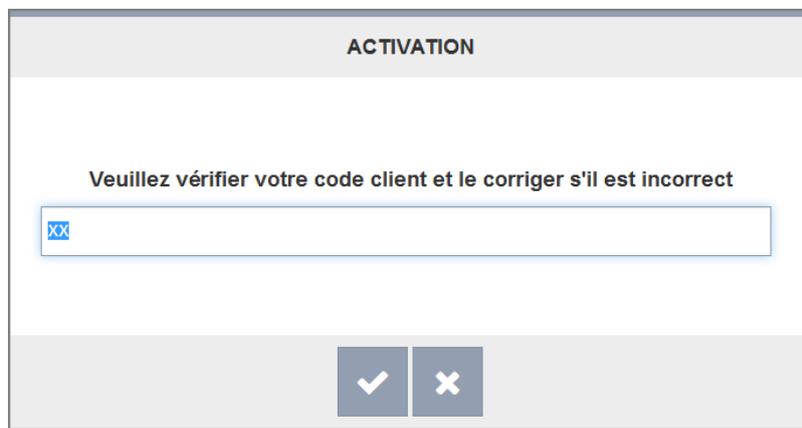
Once this step is complete, the application will be activated and an information form will be displayed.

Fields marked with an asterisk are compulsory. Without this information, it will not be possible to reprogram the ECUs.

➔ **Stage 3: Using DiagBox**

The tool is organised by vehicle.
The use of the token will be registered once the vehicle is selected and user information is entered.

Note: Use with different PSA Group brands
If you have an account for other brands (PEUGEOT, CITROEN, DS), you do not need to download the application again to access other vehicles.

1- Launch DiagBox.
2- Go to the DiagBox options menu on the first screen and go to the Configuration/Activation menu.
3- Repeat the previous activation process using the RRDI account of the brand you wish to activate.
4- When the application is restarted, you will have access to each activated brand.

II–Updating DiagBox

1–Intermediate updates

Once you have launched the application, click on the "Update" icon located in the banner at the top of the screen.

The application will search for intermediate updates. If one or several updates are available, click on "Pack DiagBox Vx.xx" to retrieve the updates.
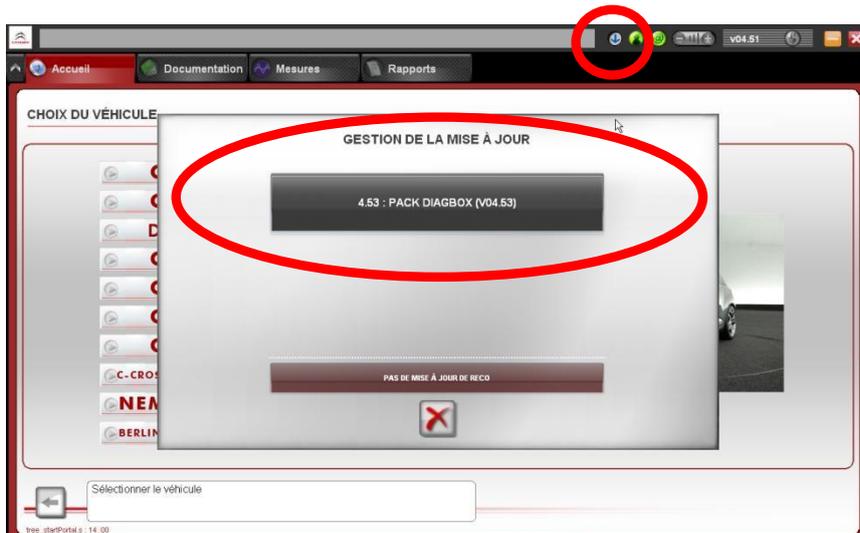
To use the updates, you must restart the application. The version number displayed in the banner at the top of the screen indicates the version of the application.

Important: If your application has not been updated for several months, updates may not be possible.
If this is the case, you will need to download and install a more recent version from the website.

2–Major updates

When major changes are made to the application, you will need to download a new version of DiagBox from the website.

The process is identical to the first installation.

III–FAQ

A- Possible installation errors
1. You do not have enough space on your PC to install DiagBox.
➔ Please free up some space and restart the installation.

2. Your diagnostic software is in use.
➔ Close all applications and restart the installation.

3. An error causes installation to stop.
➔ Restart the computer, then restart the installation process. If an error occurs when the installation is being completed, you will need to reactivate DiagBox (entering the RRDI code) to restart this step.

B–Activation failure 1. Error 4 appears at the activation stage: "Unknown DiagBox customer code"

This error occurs if you confuse your identifier code (ACxxxxxx or APxxxxxx) and your POS code (X123456 type). To correct this error, you must reactivate DiagBox.

2. Activation failure.
To reactivate DiagBox, you can either:
➔ Open the pop-up, click on the **Configuration** tab, click on the **Activation/Deactivation** menu and then click **Activation**, or;
➔ Close the DiagBox software and relaunch it using the icon on the desktop.

C–Pass-Thru SAE J2534 communication card
What if DiagBox does not recognise my Pass-Thru communication card?
-        Some cards are only activated once they are linked to the vehicle. Make sure that your card has been correctly activated and that your PC recognises it (visible in the USB device manager if using a USB connection).
-        Check that the driver of your Pass-Thru communication card is properly installed. If not, reinstall it and then restart DiagBox.

D–Training
I couldn't attend the classroom training, how do I use DiagBox?
The distance training is a pre-requisite for receiving the classroom training and gives an overview of the tool. Please refer to the online training catalogue on the after-sales technical documentation portal.