

<b>Reference</b>	SSM72906
<b>Models</b>	F-PACE / X761 XE / X760 XF / X260 XJ / X351
<b>Title</b>	Error Displayed When Trying to Complete NGI Vehicle Shared Secret
<b>Category</b>	Diagnostic Software Hardware
<b>Last modified</b>	01-Aug-2016 00:00:00
<b>Symptom</b>	000101 Diagnostic Concerns
<b>Content</b>	<p><u>Issue:</u></p> <p>When running either;</p> <ul style="list-style-type: none"><li>• Configure New Module -'InControl Touch Pro: Infotainment master controller'</li></ul> <p>Or,</p> <ul style="list-style-type: none"><li>• 'InControl Touch Pro - Vehicle Shared Secret'</li></ul> <p>A message may be displayed on Symptom Driven Diagnostics (SDD) stating,</p> <p>'An error occurred while attempting to send the activation data to the online server. Activation could not be completed'.</p> <p><u>Cause:</u></p> <p>The above applications require SDD to send data to an online server to allow the vehicles InControl Live applications to work correctly.</p> <p>The main reasons that the above message may be seen are;</p> <ul style="list-style-type: none"><li>• SDD is not connected to the internet.</li><li>• SDD is connected to the internet but the required connection to the online server is being blocked because of a local internet security setting.</li></ul> <p><u>Action:</u></p> <ol style="list-style-type: none"><li>1. Ensure that the SDD machine being used is connected to the internet.</li><li>2. Ensure that the SDD machine is able to connect to all https://*jlrext.com sites. This may require your IT department to check any restrictions that are in place on the network.</li><li>3. Ensure that all Firewall and Antivirus configurations are set correctly as per,</li></ol>

- Administration Bulletin LAB00038v9 (excluding US/Canada).
- IDS/SDD Maintenance & Troubleshooting Guide' – (US/Canada)