



Service Product Journal

TITLE:

VIDA Error 124 - “Client ID is not registered” when trying to download software

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| | | | | Page 1 of 2 | |

“Right first time in Time”

Attachment

Text

Background:

Below error message may be shown in VIDA when selecting the Software tab in VIDA. With this message, it will not be possible to purchase Software Products.

“124 - Client ID is not registered”

Possible reasons:

- A mismatch has occurred between VIDA Admin and PIE
- Changes have occurred in VIDA Admin that will inactivate the PIE client ID in PIE.

Final Solution:

- Login to VIDA Admin
- Find the user with the problem
- Save all the info of the user
- Delete the user



- Add or re-create the user again (Do not copy another user)
- Re-register VIDA by either running the registration guide or by adding the user directly to the subscription in VIDA admin.

*Note that there could be a delay before the client is processed so we recommend you wait for a few minutes before you try to purchase software again.

If you have any questions, please contact the Volvo Support Center or submit a help request via volvotechinfo.com.