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<b>Reference</b>	SSM72652
<b>Models</b>	F-PACE / X761 XE / X760 XF / X260
<b>Title</b>	Difficulties activating the Navigation SD card. InControl Touch
<b>Category</b>	Electrical
<b>Last modified</b>	29-Feb-2016 00:00:00
<b>Symptom</b>	207000 Entertainment Systems

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**Content****Issue**

Difficulties activating the Navigation SD card on vehicles fitted with In Control Touch

**Cause**

As part of the SD Card Navigation license activation process, the SD card must be inserted into the SDD machine. This enables SDD to contact the map supplier server via the internet and authorise activation. Many factors can prevent successful activation such as internet service, map server problems, card issue etc.

**Note:**

**Do not remove an SD card from another vehicle and attempt activation. This will vin lock the SD card and you will risk the part being returned and no warranty paid.**

**Action**

Every instance of failed activation attempt will generate an error code, an error log, and an SDD recommendation message.

For 3 specific error codes: 100 – Other Error, 103 SD card Already Activated and 106 SD Registration Failed, SDD will prompt the user to insert an external memory stick / USB stick to allow automatic recording of an Error Log.

The log file should then copied to the device \\InControl\Error\current.tblog

A Technical Assist should then be raised and the Error Log attached for investigation.

For any other Error Code, please follow recommendations given by SDD.

If after following SDD recommendations the issue can still not be resolved, please raise a Technical Assist, quoting the Error Code. Also attach the error log which can be found at:

Windows 7:

C:\Users\<<username>\AppData\Roaming\JLRPDI\

Windows XP

C:\Documents and Settings\<<user name>\Application Data\JLRPDI

The current log file of the active session is called:

current.tblog

If the activation was unsuccessful, the current log is renamed to:

last\_failed.tblog

In every instance of raising a warranty claim in DDW, please quote the error code generated.