



Countries: RUSSIA, AUSTRALIA, BAHAMAS, BOLIVIA, BRAZIL, BELIZE, CANADA, CHILE, TAIWAN, COLOMBIA, COSTA RICA, DOMINICAN REPUBLIC, ECUADOR, EL SALVADOR, TRINIDAD AND TOBAGO, UNITED STATES, URUGUAY, VENEZUELA, MEXICO, ARUBA, NICARAGUA, PERU, PUERTO RICO, Curaçao, GUAM, GUATEMALA, GUYANA, HAITI, HONDURAS, JAMAICA, KOREA, SOUTH KOREA, NEW ZEALAND, PANAMA, SOUTH AFRICA

Document ID: IK2700129

Revision: 4

Created: 1/7/2025

Last Modified: 4/22/2026

Author: Matthew Carrigan

Availability: Major System: EZ-TECH SUPPORT

Current Language: English

Other Languages: NONE

Viewed: 843

Less Info

Hide Details

Coding Information

Copy Link	Copy Relative Link	Bookmark View My Bookmarks	Add to Favorites	Print	Provide Feedback	Helpful 5	Not Helpful 0
-----------	--------------------	---	------------------	-------	------------------	--------------	------------------

Title: Techline Connect (TLC) General Troubleshooting Steps

Applies To: Techline Connect / SPS2 / GDS2

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

04/22/2026 - Adjusted for admin rights process
06/24/2025 - Added link for Vehicle Programming Resource Center
06/04/2025 - Added Fix for MDI 2 Network Problems
01/07/2025 - Initial Article Release

DESCRIPTION

This article provides step-by-step guidance for troubleshooting issues with Techline Connect software.

Techline Connect (TLC) General Troubleshooting Steps

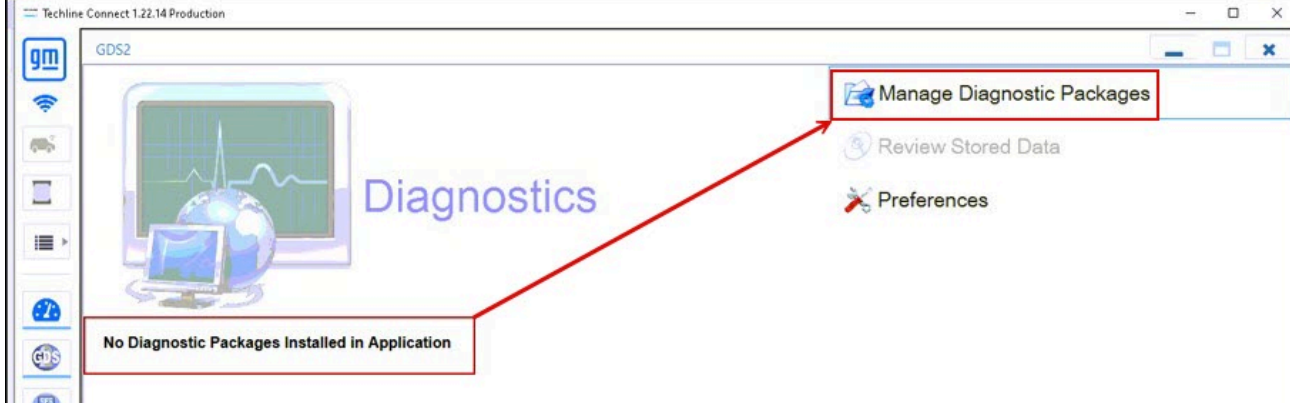
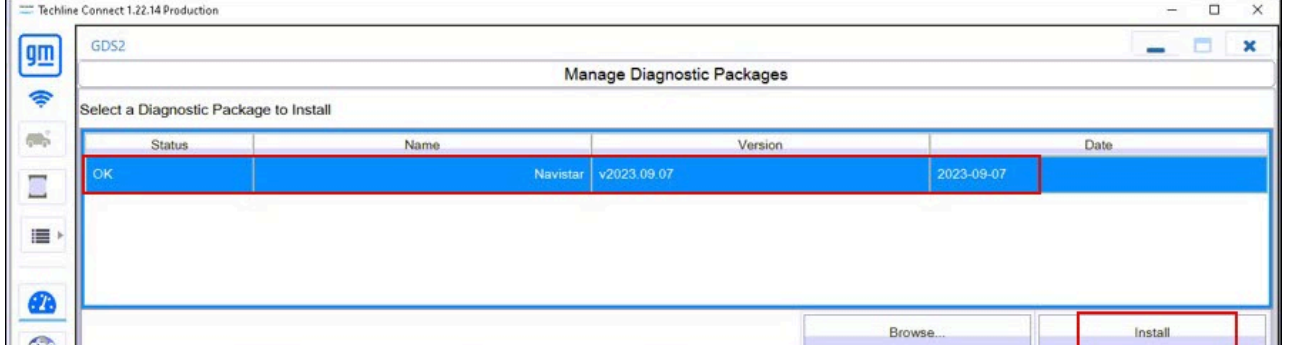
Techline Connect updates are released regularly, but sometimes they do not get applied to your specific installation and may require extra steps.

Please follow all steps below, download all three files, save them to your computer, and run them in the order shown. It is also necessary that the dealer confirm all Windows updates have been completed.

Steps	Description
1. Close TLC	
2. Verify Admin Access	Run the EZ-Tech Update Reporting Tool to verify admin access. This tool can be found in the download center: IK2700065 . <ul style="list-style-type: none">If you need Admin rights on your EZ-Tech, please request it by opening a case file with the EZ- Tech group by following the instructions located here: IK3000111.
3. Java Killer	This script ends all Java processes on your computer.
4. TLC Install	This script uninstalls and then reinstalls TLC software, including the updates.
5. TLC Auto Check	This tool checks your whitelist and firewall settings. See the Network Troubleshooting section below for details.

GDS2 Install Diagnostic Packages

After installing or updating GDS2, diagnostic packages may be missing. These packages must be reinstalled before GDS2 can connect to a vehicle. Follow the steps below to install the diagnostic packages.

Steps	Images
<p>1. Select Manage Diagnostic Packages at the top right of the screen.</p>	
<p>2. Select the diagnostic package you want to install, then select the Install button.</p>	

Techline Connect Network Troubleshooting

To ensure Techline Connect functions properly, follow the required network configurations as outlined in Techline's Dealer Infrastructure & Security Guidelines (DISG). All application updates and installations must be performed using a Windows account with local administrative privileges.

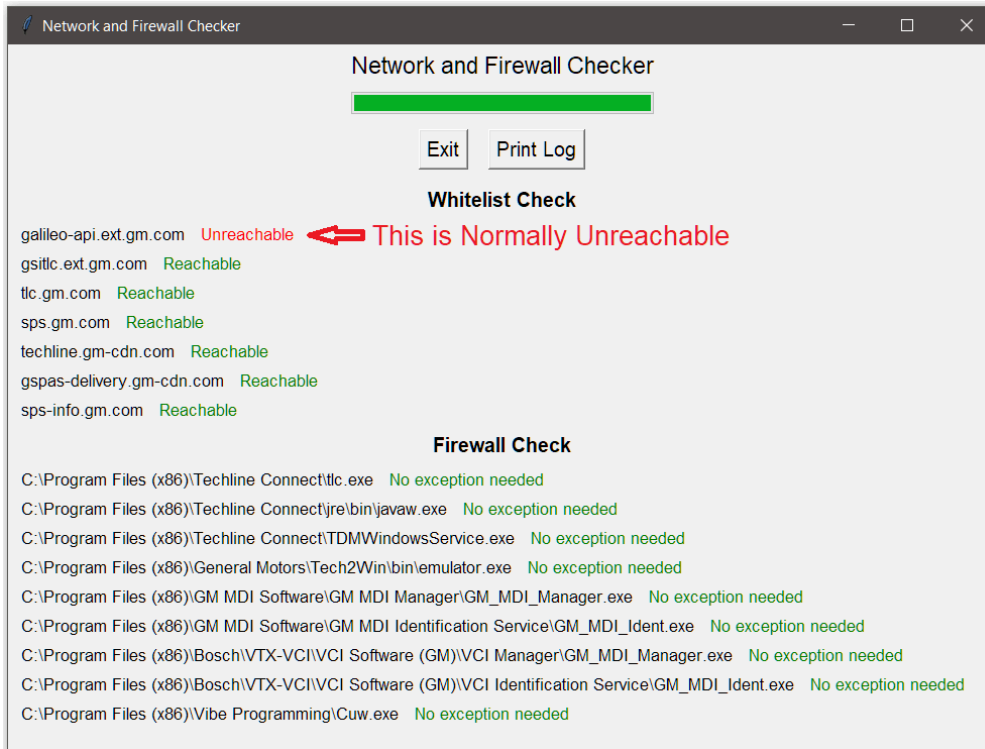
Domain Whitelist Requirements	Required Internet Firewall Exceptions
galileo-api.ext.gm.com	C:\Program Files (x86)\TechlineConnect\tlc.exe
gsitlc.ext.gm.com	C:\Program Files (x86)\Techline Connect\jre\bin\javaw.exe
tlc.gm.com	C:\Program Files (x86)\TechlineConnect\TDMWindowsService.exe
sps.gm.com	C:\Program Files (x86)\General Motors\Tech2Win\bin\emulator.exe
techline.gm-cdn.com	C:\Program Files (x86)\GM MDI Software\GM MDI Manager\GM_MDI_Manager.exe
gspas-delivery.gm-cdn.com	C:\Program Files (x86)\GM MDI Software\GM MDI Identification Service\GM_MDI_Ident.exe
sps-info.gm.com	C:\Program Files (x86)\Bosch\VTX-VCI\VCI Software (GM)\VCI Manager\GM_MDI_Manager.exe
	C:\Program Files (x86)\Bosch\VTX-VCI\VCI Software (GM)\VCI Identification Service\GM_MDI_Ident.exe
	C:\Program Files (x86)\Vibe Programming\Cuw.exe

Diagnostic Tool

Download the diagnostic software to check your firewall exceptions: [Download TLC Auto Check](#)

Notes:

- Even after adding the required domains to the whitelist, some sites may still appear unreachable. This tool is meant for a quick visual check, not a complete solution. Exceptions are pulled from Techline's Dealer Infrastructure & Security Guidelines. For questions about whitelisted domains, please contact your dealer's IT department.
- Galileo-api.ext.gm.com is often down on the server side and may show unreachable inside the tool. This is normal.



MDI 2 Adapter Interferes with Internet

If you find that several of the websites from the above tool are unreachable when the MDI 2 adapter is plugged into your computer's USB Port, unplug the adapter and run the tool again. If you now see a reachable status for the sites, you likely have the following issue.

Issue:

Sometimes, when you plug in the Bosch MDI 2 adapter, Windows sees it as a wired network connection. Even though it doesn't connect to the internet, Windows may still try to use it for network traffic. This can cause problems like websites not loading or internal systems not working correctly. That happens because Windows usually gives wired connections higher priority than Wi-Fi connections - even if they do not actually lead anywhere.

Below you will find a tool to fix this issue for you. The tool for EZ-Tech computers will only run on verified EZ-Tech computers and does not require admin access.

For all other computers or if the EZ-Tech tool does not work, use the second link.

Fix - Automatic for EZTech PC:

1. Connect the MDI 2 adapter to the computer's USB port.
2. If using an EZ-Tech computer, download the [EZTech MDI2 Fix](#) file from the link (no admin rights required).
3. Run the MDI2_Fix_Tool.exe file.
4. Check the black box for the "OK" messages to show the script completed successfully.

Fix - Automatic Non-EZTech PC:

1. Connect the MDI 2 adapter to the PC's USB port.
2. Download the [Non-EZTech MDI2_Fix](#) file from this link (this tool requires admin rights).
3. Open the Zip folder and right-click MDI2_Fix.bat - Run as administrator.
4. Check the black box for the "OK" messages to show the script completed successfully.

Verification:

1. Press **Windows + R**, type `cmd` and press **Enter**.

2. Type `netsh interface ipv4 show interfaces` and press **Enter**.
3. Look for an Ethernet adapter with a MET of 100.

Manually Fix Bosch MDI 2 Network Adapter

If the automatic fix above does not work, follow these steps to fix the issue manually.

1. Press **Windows + R**, type `ncpa.cpl`, and press **Enter**.
2. Identify the Bosch MDI 2 Adapter. (If you are unsure, right-click each adapter and choose **Status**, then click **Details** to check the Description.)
3. Right-click the Ethernet Adapter for Bosch MDI 2 and select **Properties**.
4. In the list, select **Internet Protocol Version 4 (TCP/IPv4)** and select **Properties**.
5. Select **Advanced**.
6. Uncheck **Automatic metric**.
7. Enter `100` in the Interface metric box.
8. Select **OK** to save and close all windows.
9. Verify the change using the verification steps above.

OTHER RESOURCES

[Master Service Information Site](#)

[RC2600001 - Vehicle Programming Resource Center](#)

 Hide Details

Feedback Information

Viewed: 842

Helpful: 5

Not Helpful: 0

No Feedback Found