Snap-on Software Subscription update guide

Zeus & Verus Platforms

Please Note - new software updates can only be downloaded if you are a current Subscription customer

Updating using Internet (DUC) Update Tool

What is the Internet (DUC) Update Tool?

A special update application that downloads software upgrades to VERUS and ZEUS tools for subscribed customers

How does the Internet (DUC) Update Tool work?

The Internet (DUC) Update Tool automatically checks to see if a software upgrade has become available for your diagnostic tool. This check occurs when the diagnostic unit is switched on, and then also checks for new software every 4 hours

When a software update is available, the 'DUC' follows a 2-step process; Download & Install

Firstly, the unit will download the update. This is a 'low priority' application, so updates only download when there is unused internet bandwidth available. This should not affect normal use of the tool when carrying out diagnostic work on a vehicle, as the download occurs in the background – unless the 'Priority Download' option is selected; see 'Step 1' for further detail
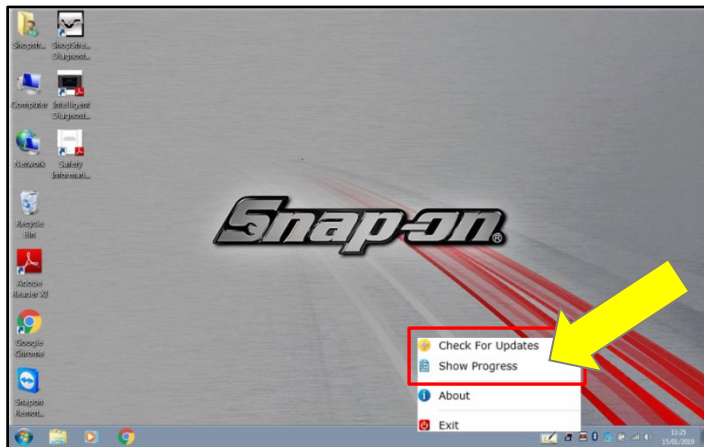
Once the software has downloaded to your unit, you can then choose when to install the update; see 'Step 2' for further detail
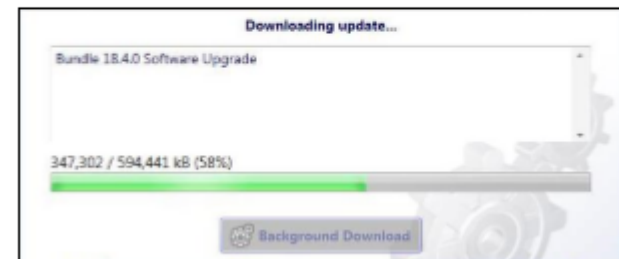
Step1. Downloading new software

The Internet (DUC) update tool is located in the right-hand corner of the Windows task bar.

When the diagnostic unit is connected to the internet it first performs a software check. If it finds an upgrade, it will begin to download the software – the DUC update icon will change to red

Download time is approximately 4 hours but will vary depending on your internet connection speed. You can check the progress of this by clicking the DUC update icon and selecting 'Show Progress':
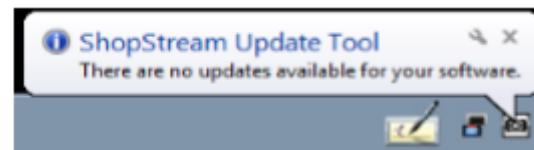

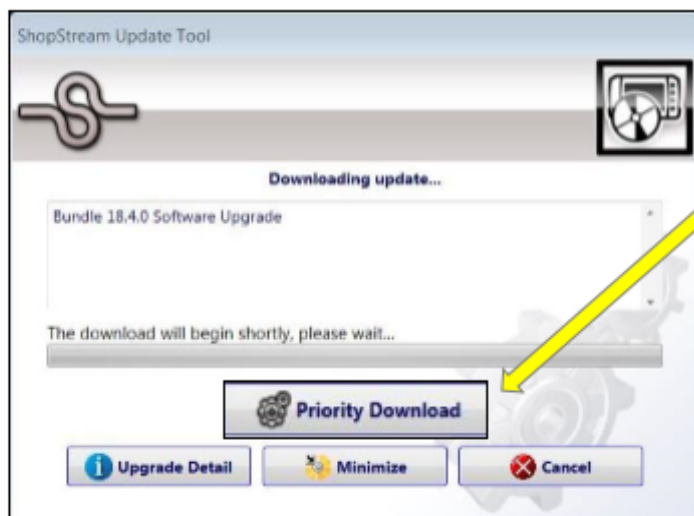If an update is in progress, you will see the below 'status' information:

Alternatively, you can check for updates by clicking on the DUC update icon and selecting 'Check for Updates'

If no updates are available, you will see this message:

ShopStream Update Tool
There are no updates available for your software.

If an update is available, the update window will open, and the download will start automatically:

ShopStream Update Tool

Downloading update...

Bundle 18.4.0 Software Upgrade

The download will begin shortly, please wait...

Priority Download

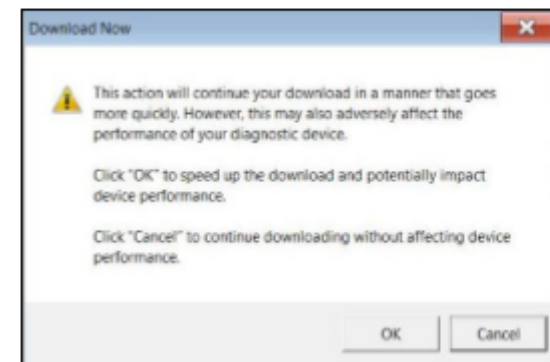Upgrade Detail | Minimize | Cancel

'Priority Download' will also be available - selecting this will speed up download time

However, this may slow down the diagnostic suite's performance if the unit is used during the download

Download Now

This action will continue your download in a manner that goes more quickly. However, this may also adversely affect the performance of your diagnostic device.

Click "OK" to speed up the download and potentially impact device performance.

Click "Cancel" to continue downloading without affecting device performance.

OK | Cancel

If you would still like to speed up download time, select the 'Priority Download' option. A new window will open – click 'OK' to proceed:
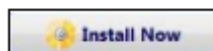
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Step 2: Installing the new Software

Once the new software update has successfully downloaded to your unit, a new window will automatically open on-screen to confirm and allow you to install this
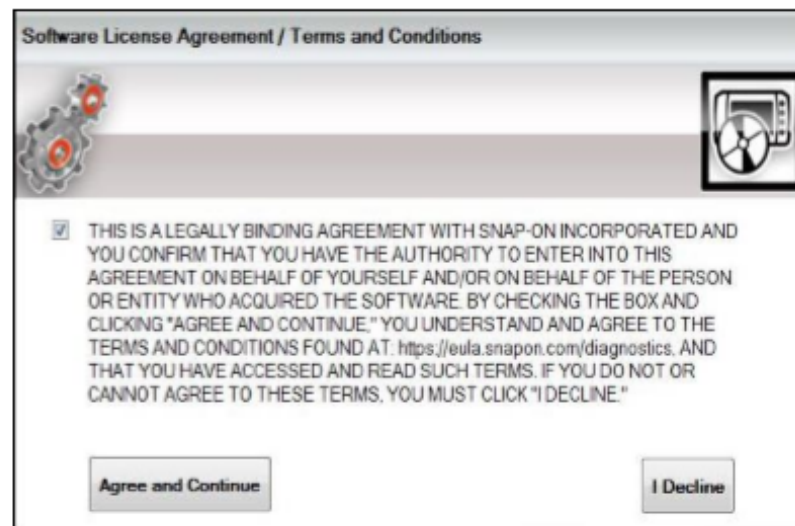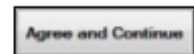
⚠️ Before you continue to install the new software, please ensure your diagnostic unit is plugged into the mains

1. Click on the 'Install Now' option:

Install Now

2. Review Software License Agreement/Terms and conditions, then click on 'Agree and Continue' install the software:

Agree and Continue

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Once the installation is complete, an update message will appear on screen to confirm the software has been successfully updated:

Installation Message

The installation has completed successfully.
You may need to update the firmware on your scan module (if your device has a wireless module please plug it in using the USB cable).

OK

This dialog will automatically close in 28 seconds

Now connect your S3 or S5 Wireless Scanner Module using USB cable supplied with your kit (P/N:EAXZ0068L02A) to your Verus or Zeus platform:
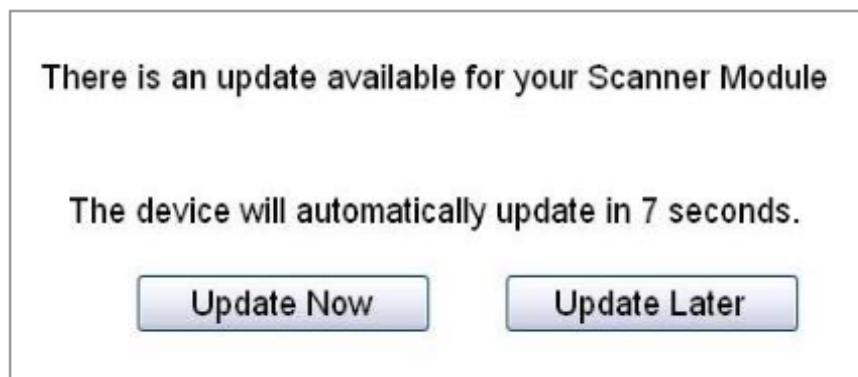

S5 Module
(Zeus)

S3 Module
(Verus/Verdict)

Please note - new Firmware **must** be installed for your platform to function correctly

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Click on "Update Now" to install firmware to Scan module (this can take approx. 5 minutes)

There is an update available for your Scanner Module

The device will automatically update in 7 seconds.

| Update Now | Update Later |

Once the software has installed to the scan module, a message will appear advising this has succeeded.

You're now ready to use your new software!

If you encounter any issues throughout this process, please contact
Snap-on Diagnostics Customer Care on **0845 606 6512**
Available - Monday to Friday 8.30 AM to 5.00 PM