What is the latest VCI driver available?

It is version VCI 3.5.2.4268. Available at:

https://brp--c.na13.visual.force.com/apex/Article_Detail_Diagnostic_Software?popup=true&id=k ABa00000004CDj&lang=en_US&pubstatus=o#googtrans(en|en)

How many VCI versions should I have?

Only one, the latest and greatest one. To verify, go to this folder: C:\Program Files\IXXAT. You should only have one folder in there: If more than one version is installed there can be conflicts with BUDS2 when launched.

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To uninstall a version in the cleanest way:

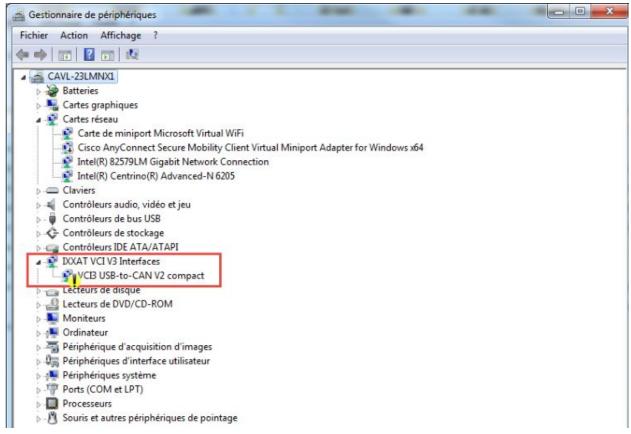
Click on the Windows start button Type "uninstall" You should see "Uninstall a program" in the list Find the VCI (it should start by IXXAT) Uninstall it

Nom	Éditeur	Installé le	Taille	Version
E FileZilla Client 3.9.0.5	Tim Kosse	2014-09-15	22,0 Mo	3.9.0.5
FREE EML File Viewer version v2.0	www.freeviewer.org	2015-05-12	25,6 Mo	v2.0
4 GIMP 2.8.10	The GIMP Team	2014-02-12	267 Mo	2.8.10
🔟 Google Chrome	Google, Inc.	2013-10-24	33,5 Mo	54.0.2840.71
🏶 GoToMeeting 7.25.0.5742	CitrixOnline	2016-10-25		7.25.0.5742
iCloud	Apple Inc.	2015-05-04	92,7 Mo	4.1.1.53
iTunes	Apple Inc.	2016-10-22	242 Mo	12.5.1.21
🞇 IXXAT VCI 3.5.2.4268	IXXAT Automation GmbH	2016-11-01	36,3 Mo	3.5.2.4268
🕌 Java 8 Update 91	Oracle Corporation	2016-04-25	21,3 Mo	8.0.910.14
O Loctour d'enregistrement hacé sur le réceau	Circo MahEv LLC	2015 06 05	52.6 Ma	20 12 20 10096

I have the latest version installed but cannot scan properly, why?

Validate that the USB light on the MPI is indeed not lit up when your card is plugged into the computer.

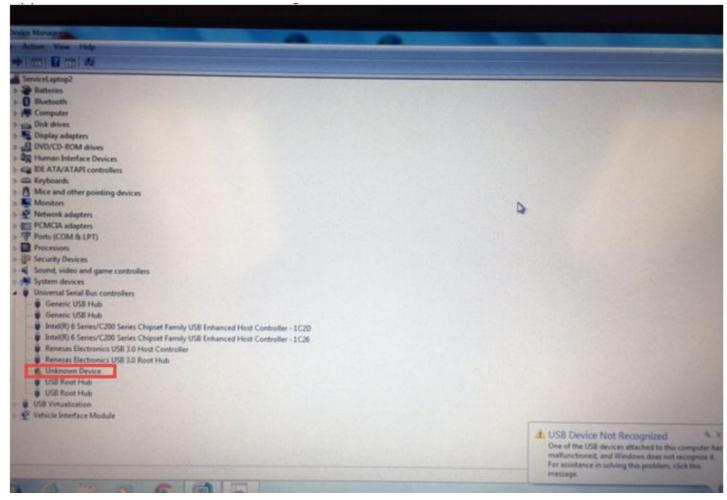
1. The driver is probably installed incorrectly. To verify, Go to the Device Manager on your computer and look at the driver. If the driver is not ok, it will have an exclamation mark on it like on that picture (it could also say that the device is not recognized, also with an exclamation mark):



If it is the case, try to uninstall and reinstall the drivers. That should solve 90% of the problem. (look at previous section to know how to uninstall)

Also, make sure to try scanning while being connected to a powered up vehicle.

2. The MPI card can be damaged. **If only MPI-2 or MPI-3 works and the other one does not**, it shows that the drivers were properly installed but that a card is defective. It could appear like this in the device manager:



In this case the dealer should order a new MPI-3 card.

I have the latest version installed and the USB light is green is light up, but cannot scan properly, why?

We saw some regression of the drivers usability after Windows. Even if the drivers all look ok, users cannot connect to vehicles and thus scan ECUs. Usually reinstalling the drivers will do the trick.