

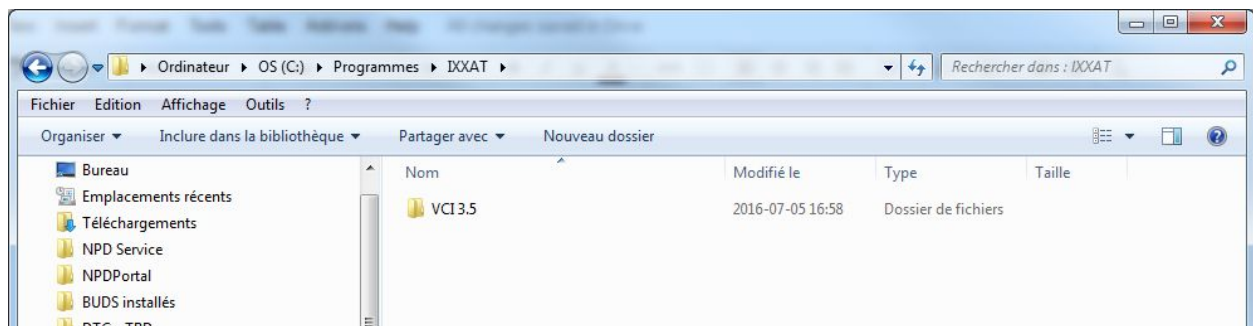
# What is the latest VCI driver available?

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=kABa00000004CDj&lang=en\\_US&pubstatus=o#googtrans\(en|en\)](https://brp--c.na13.visual.force.com/apex/Article_Detail_Diagnostic_Software?popup=true&id=kABa00000004CDj&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.



To uninstall a version in the cleanest way:

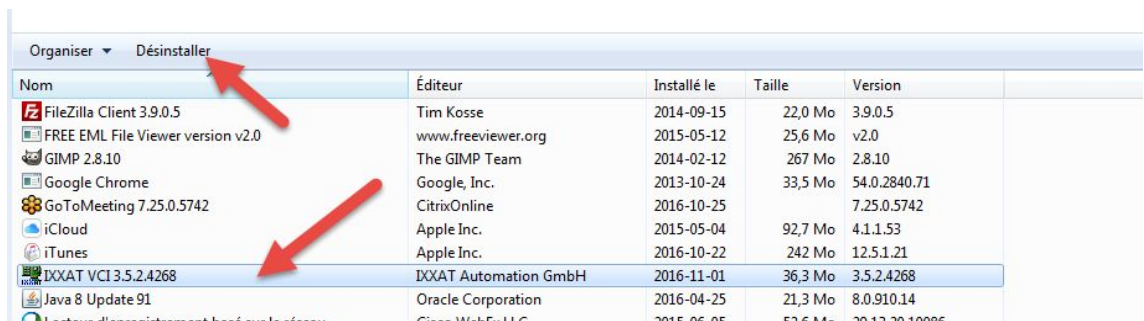
Click on the Windows start button

Type “uninstall”

You should see “Uninstall a program” in the list

Find the VCI (it should start by IXXAT)

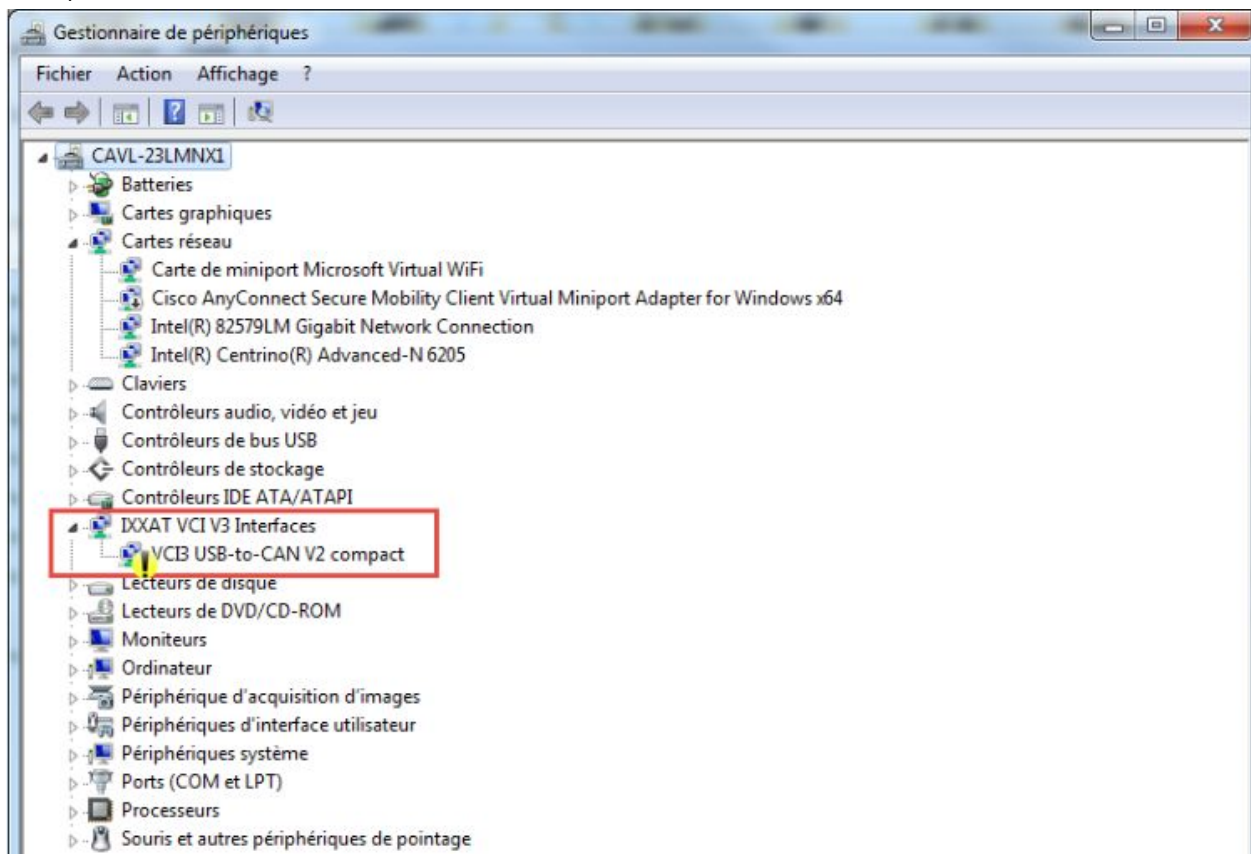
Uninstall it



# 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.

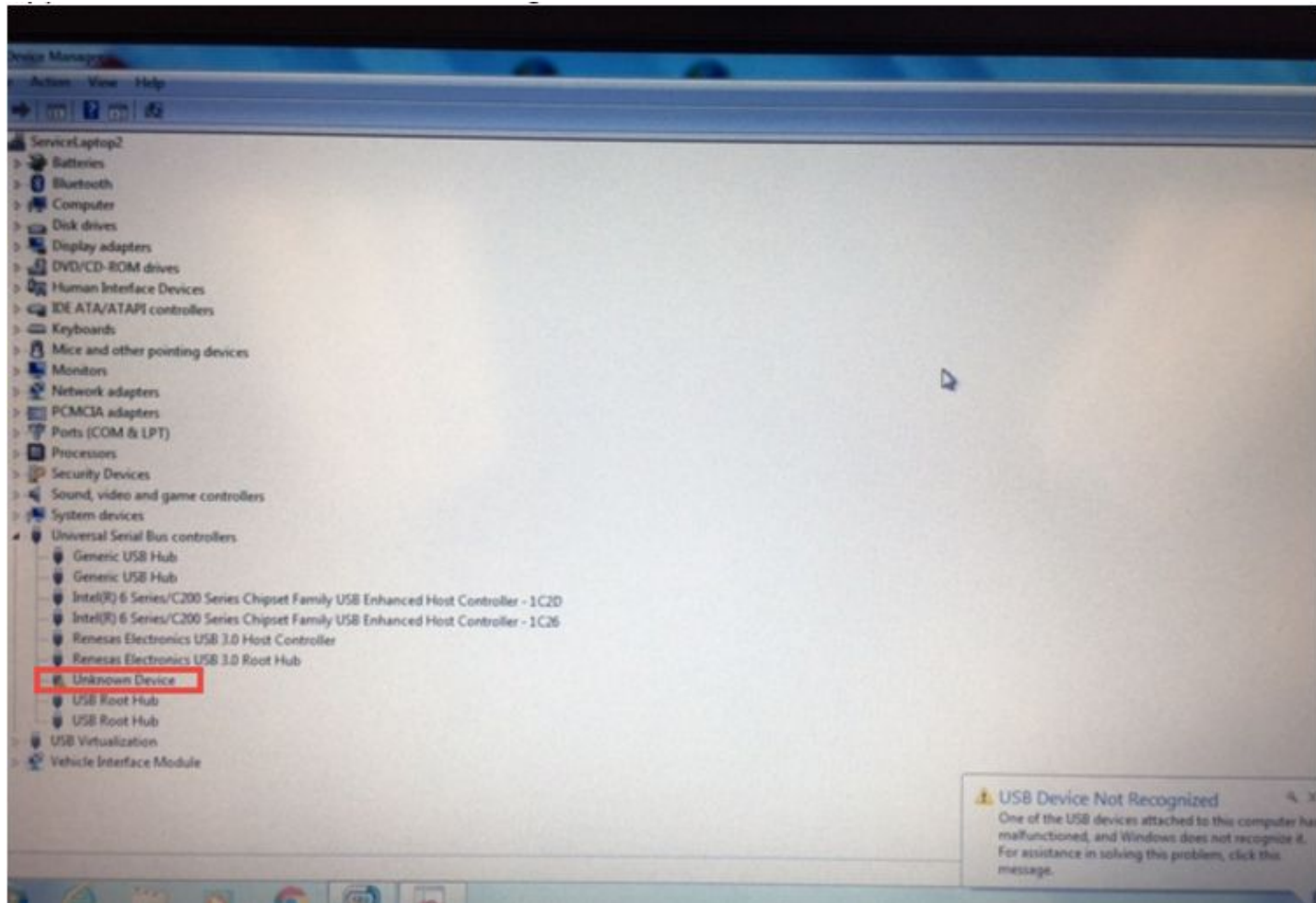
1. The driver is probably installed incorrectly. To verify, Go to the Device Manager on your computer and look at the driver. If the driver is not ok, it will have an exclamation mark on it like on that picture (it could also say that the device is not recognized, also with an exclamation mark):



**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.