## TechTOOLS workaround for "Invalid Credentials"

469 Chris Ordner Fri, Apr 19, 2024 <u>Troubleshooting TechTOOLs</u> 0 551

## TechTOOLS Application workaround for "Invalid Credentials" at login:

If you receive the error message "Invalid Login Credentials", please follow the instructions listed below to resolve this problem.

TechTOOLS				$\times$		
E	Email Address	user@user.com				
F	Password	••••				
:	Server	TechAuthority	-			
	Language	English Français				
	Remember	Tançais				
	** Invalid Login Credentials **					
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Step 1. Delete the old JRE folder

Make sure no TechTOOLS instance is open currently. In order to install the new files, you will have to <u>delete</u> the folder listed below first.

C:DTOJRE-1\_6\_0\_45

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	^	Name	n.	Date modified	Туре	Size	
Quick access		conf		9/22/2022 4:33 PM	File folder		
Documents	*	DataFiles		10/4/2022 1:44 PM	File folder		
Downloads	1	JRE-1_6_0_45	х	10/25/2022 12:04 PM	File folder		
Pictures	*	pcsync		9/22/2022 4:33 PM	File folder		
🥪 Google Drive (G:)		TechTOOLS		7/6/2022 3:11 PM	File folder		
Desktop		📜 Temp		11/4/2022 1:24 PM	File folder		
Downloads							
KeePass							
Music							
OneDrive - Personal							
This PC							
3D Objects							
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Documents							
Downloads							
Music							
Pictures							

Step 2. Download and unzip the new JRE folder

- 1. After the old JRE folder has been deleted,
  - 1. Download the new needed files and JRE folder from: <u>http://akamai-</u> public.dealerconnect.chrysler.com.edgesuite.net/TechTOOLS/TechTOOLS\_Fix.zip
    - i. Edge Workaround:
      - i. If Edge gives a message saying the file can't be downloaded securely, complete the download by performing the following steps:
      - ii. In the Edge download list, select the 3 dots to open the menu for the downloaded file, and select "Keep", then when prompted, select "Keep Anyway".

Image:	Glebal Serve: X   🗋 TCA X 🕅 wiTECH X 🔎 wiTECH 20 favoredy: X 🥌 Bilk Antole PHPB 6: X + + A <sup>1</sup> 🖈 🕄 G   🔄 🚱 🎒 🍕 🍘				
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- ii. Chrome workaround:
  - If Chrome does not download the file when selecting the above link, complete the download by right clicking the above link, then selecting "Copy Link Address".
  - ii. In Chrome, open a new tab, paste the copied address, and press Enter.

Name JRE-1\_6\_0\_45

Size Packed

OK Cancel

194 572 096 194 572 096 2022-10-19 22:19:18

2. Unzip the JRE folder to the root DTO directory (*JRE-1\_6\_0\_45 file will need .rar* extractor in order to unzip the files (*7zip*, winRar, WinZip etc.)



2. As soon as the JRE folder has been extracted the new folder should show updated in the DTO directory C:DTO (make certain it is only the JRE folder, not the JRE zip files)

Note: It is the same folder name, but the files are newly updated.

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Step 3. Replace the old files from 'lib' folder

1. Next step is to replace the below JAR files below with the JAR files that were included in the ZIPed file download:

i.	dcGUIFramework.jar
ii.	mds2002client.jar
iii.	litteral.jar

2. The above files will need to replace the existing files in the directory listed below. Copy and paste these files in the following folder:



3. The update is now complete. Launch the TechTOOLS application to confirm. (Check to make sure that you are using the same password used for the StellantisIOP Portal)

Contact the wiTECH Help Desk at 1-888-wiTECH-1 /888-948-3241 or email <u>support@witechtools.com</u> for further assistance with TechTOOLS Application.

Online URL: <u>https://kb.a.fcawitech.com/article/techtools-workaround-for-%e2%80%9cinvalid-credentials%e2%80%9d-469.html</u>