

Reference	SSM71861
Models	XK / X150 F-TYPE / X152 X-TYPE / X400 XK / X100 S-TYPE / X200 XJ / X351 XF / X250 XJ / X350 XJ V8 / X308
Title	Unable to Login to SDD - Recommended TOPIx browsers screen is displayed.
Category	Diagnostic Software Hardware
Last modified	21-May-2014 00:00:00
Symptom	000101 Diagnostic Concerns
Content	<p><u>Issue:</u></p> <p>Unable to Login to Symptom Driven Diagnostics (SDD) - Recommended TOPIx browsers screen is displayed.</p> <p><u>Cause:</u></p> <p>Compatibility View Settings are switched on for SDD machines which have been updated from DVD 129 or below.</p> <p><u>Action:</u></p> <p>Complete the following:</p> <ol style="list-style-type: none"> 1. Open Internet Explorer 2. Go to 'Tools' tab 3. Select 'Compatibility View Settings' 4. Un-tick 'Display intranet sites in Compatibility View' 5. Un-tick 'Display all websites in Compatibility View' 6. If 'localhost' is listed within 'Websites you've added to Compatibility View:' Select 'localhost' and select 'Remove'. 7. If 'jlrext.com' is listed within 'Websites you've added to Compatibility View:' Select 'jlrext.com' and select 'Remove'. 8. Close all Internet Explorer windows 9. Login to SDD 10. SDD should now login successfully 11. If still unable to login to SDD submit a Diagnostic Report