How to Install DET & Request a DET KEY

1 DOWNLOAD AND INSTALL THE MICROSOFT .NET 4 FRAMEWORK

.NET Framework 4 is a Microsoft provided software framework which is intended to be used by most new applications created for the Windows platform.

This link is below and the download is located under the Out of Support Versions:
https://dotnet.microsoft.com/en-us/download/dotnet-framework

2 DOWNLOAD DET

If you have already downloaded and installed DET, please skip to the

Run DET section.

The DET installer can be downloaded here:

https://azureford.sharepoint.com/sites/EENETCOM/CoreDiagnostics/DiagnosticTools/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEENETCOM%2FCoreDiagnostics%2FDiagnosticTools%2FActive%2FDiagEngineeringTool

Download the zip file called DiagEngToolInstall.

If you do not have access to the site above, you can try requesting it, but the approval process is not immediate. We suggest that you find someone who already has access to download it for you.

3   INSTALL DET

Suppliers installing DET on supplier owned equipment may need IT assistance form the supplier company, including asking IT to add it to their approved applications list or "allow list". DET cannot accommodate every supplier's IT policies, nor will we attempt to do so. If the IT organization will not allow DET to be run on their systems, seek out an alternate commercially available package.
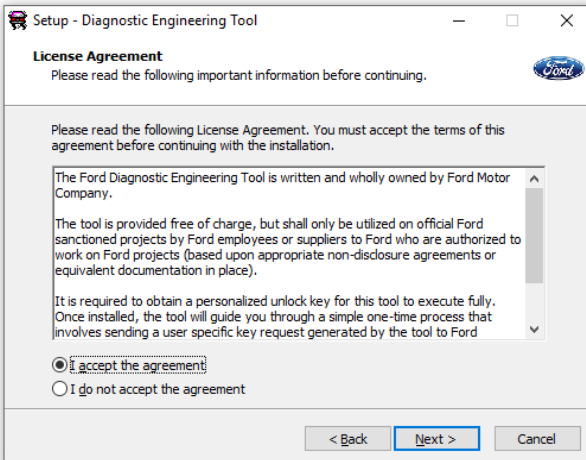
If you haven't already, unzip DiagEngToolInstall to your desktop or other convenient location.

Go to your desktop (or your custom location), and double click on DiagnosticEngineeringToolSetup_v.X.Y.Z.exe, where X.Y.Z is the version number.
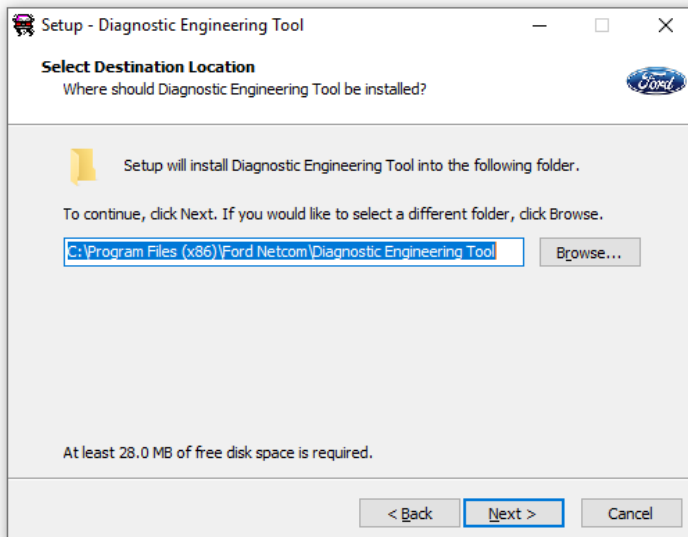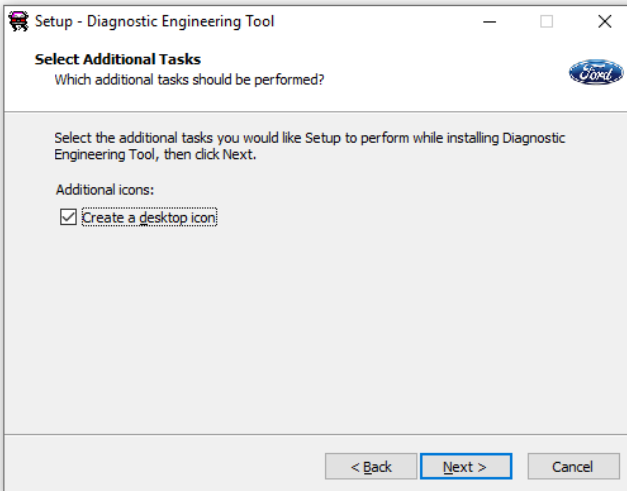
The following screen will appear. Click Next.
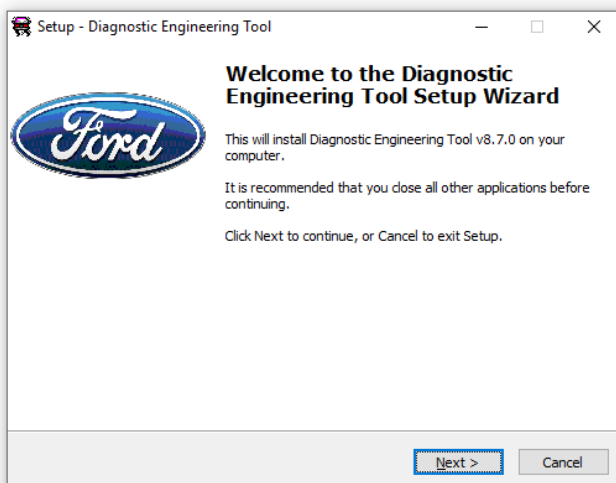
Click the radio button to accept the agreement and click Next.
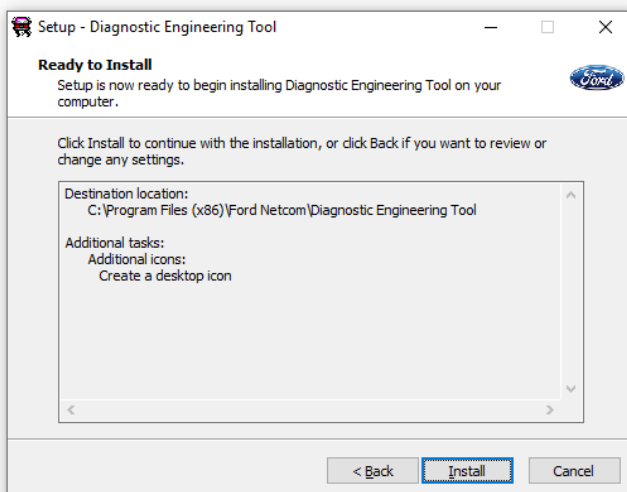
Click Next.
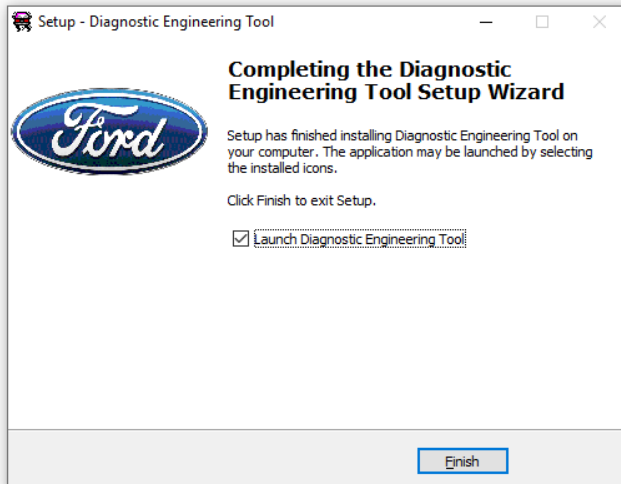

Click Next.

Click Install.

Once DET finishes installing, you will see this screen. Click Finish.

Setup - Diagnostic Engineering Tool

Completing the Diagnostic Engineering Tool Setup Wizard

Setup has finished installing Diagnostic Engineering Tool on your computer. The application may be launched by selecting the installed icons.

Click Finish to exit Setup.
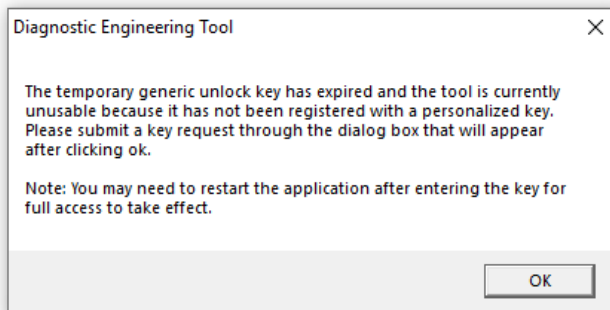
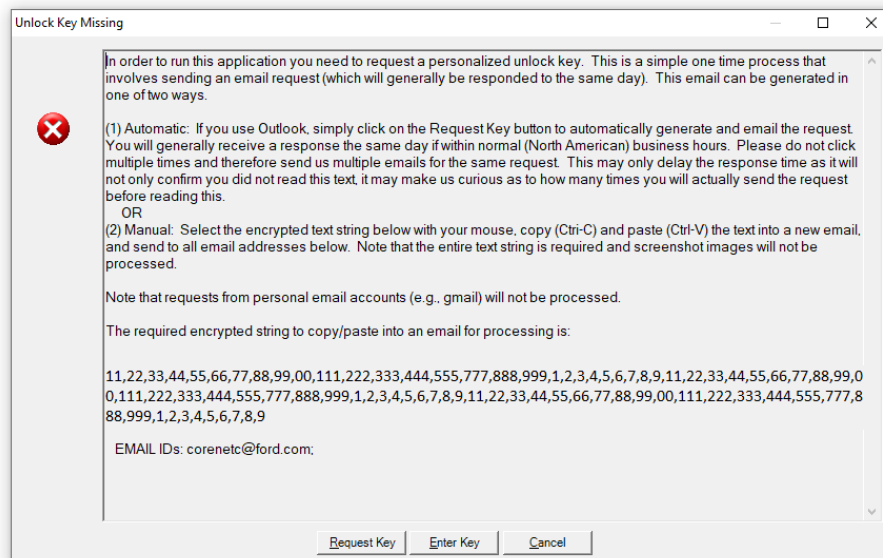☑ Launch Diagnostic Engineering Tool

Finish

4 RUN DET

Double click on the DET icon on your desktop.
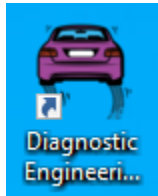
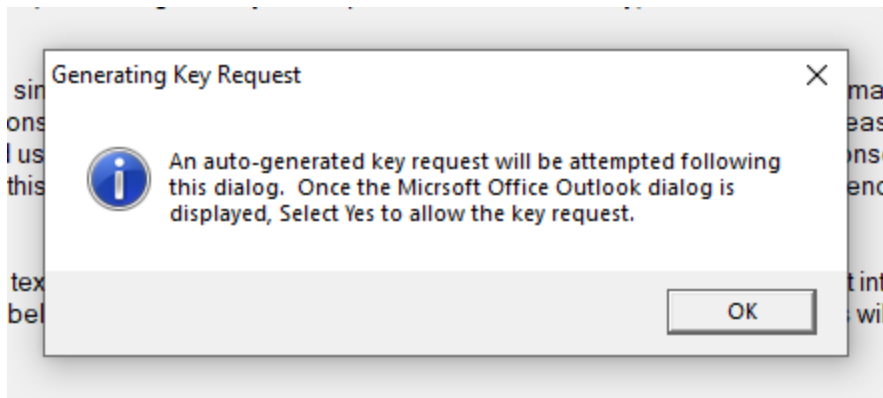The following message will appear when DET starts. Click OK.
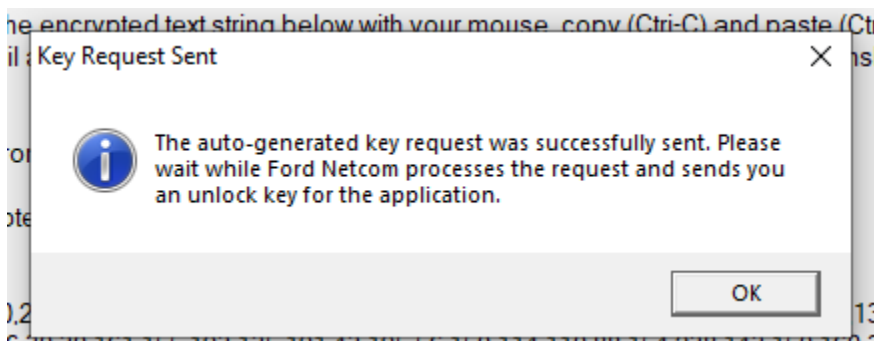

Then the next window is displayed.

4.1 AUTOMATIC REQUEST THROUGH OUTLOOK

If you have Outlook installed, click on Request Key.

Then click OK to send the request.

Generating Key Request   ✕

An auto-generated key request will be attempted following
this dialog. Once the Micrsoft Office Outlook dialog is
displayed, Select Yes to allow the key request.

OK

Click OK once more. DET will close.

Key Request Sent   ✕

The auto-generated key request was successfully sent. Please
wait while Ford Netcom processes the request and sends you
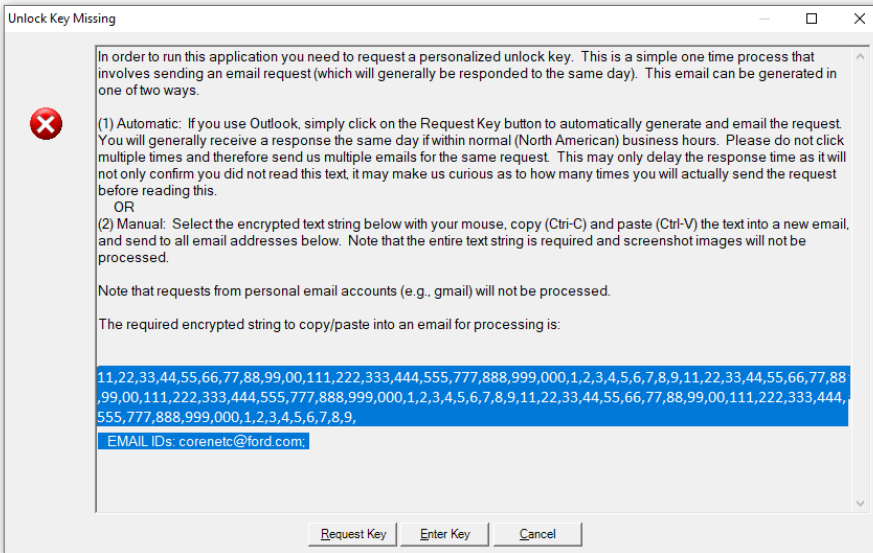an unlock key for the application.

OK

Next, skip to the Waiting for the DET Unlock Key section.

4.2   COPY AND PASTE REQUEST

If you do not have Outlook installed, copy the string of numbers below, as well as the EMAIL IDs.

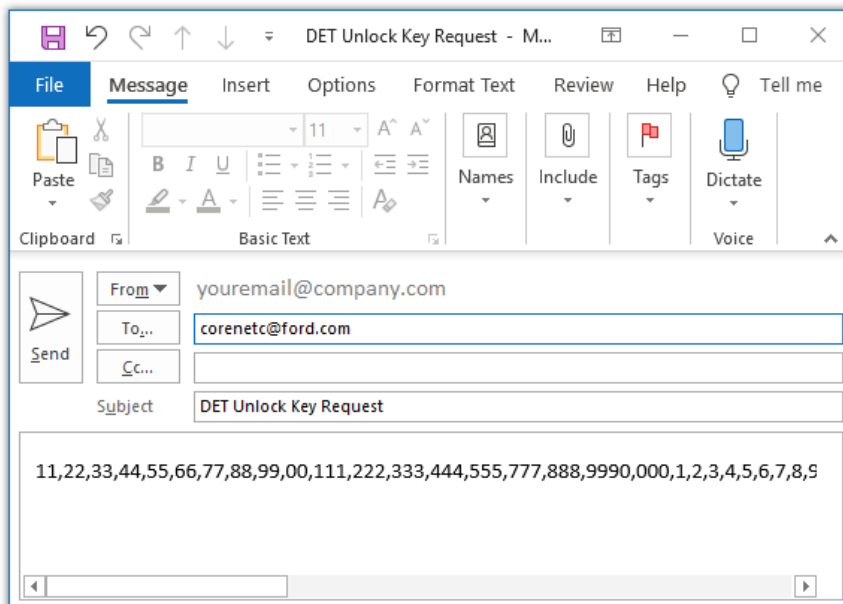**If you sent the automatic email, please skip this section.**

Open your email client and paste the entire string of numbers into the body of the email.

Please do not send a screenshot of the request string. We will reject your request and ask you to resend it.

Send the email to corenetc@ford.com.

The subject should say something similar to "DET Unlock Key Request".

5   WAITING FOR THE DET UNLOCK KEY

> **The requests are processed roughly twice a day on weekdays during North American working hours. Request processing is affected by North American holidays, so requests near holidays and shutdowns may be delayed. These requests are not automatically processed, and it is very rare that they will be processed immediately.**

6   ENTERING THE UNLOCK KEY

Once you have received the unlock key via email, copy the returned number string in the email.

New User:Your Requested User Key for the ENGINEERING TOOL is Enclosed

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Below is the unlock key you (username-computer) requested for the ENGINEERING TOOL. Start the application, then select the Enter Key button and enter this key into the dialog box using the mouse or keystrokes (Ctrl-V).

9,8,7,6,5,4,3,2,1,0,99,88,77,66,55,44,33,22,11,00,999,888,777,555,444,333,222,111,000,9,8,7,6,5,4,3,2,1,0,99,88,77,66,55,44,33,22,11,00,999,888,777,555,444,333,222

New User:
NOTE: If you uninstall the tool or accidentally deleted the tools unlock key file, the unlock key issued above will still work to unlock the tool again (on this machine only), THEREFORE, you're advised to keep a backup copy of this email in a secondary place in case it is needed again.

Open DET and you will see this message. Click OK.
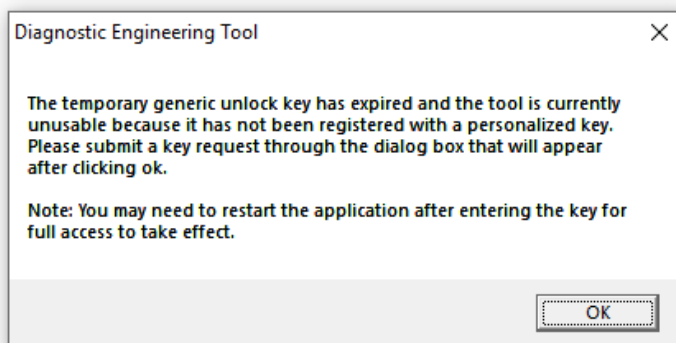
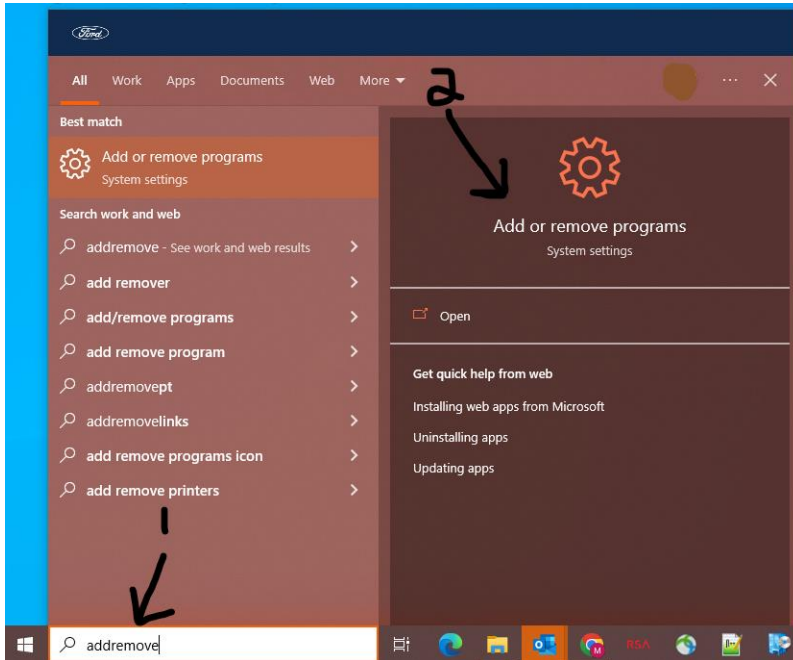A new window will appear. Click Enter Key.

A new message will appear. Paste the entire string of numbers into the text box and click Enter Key.
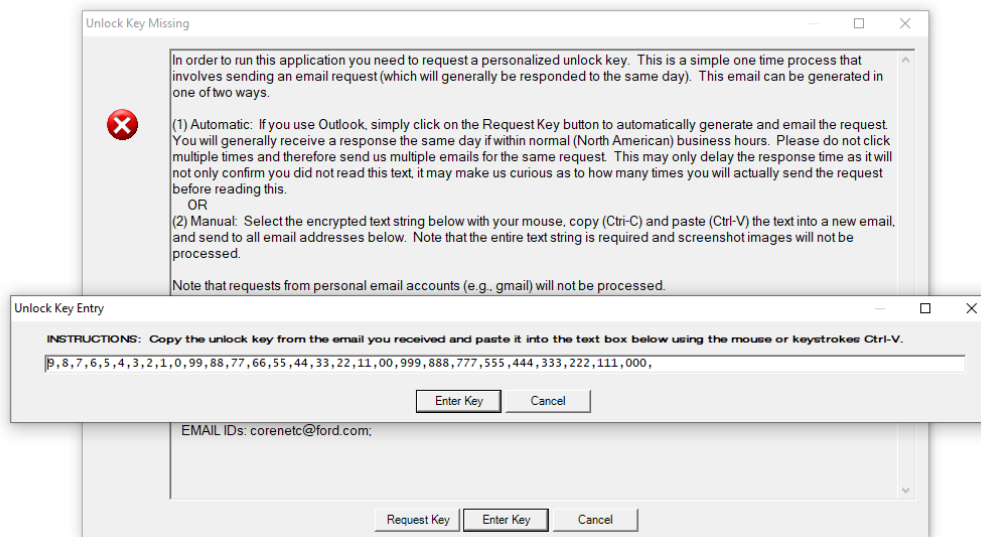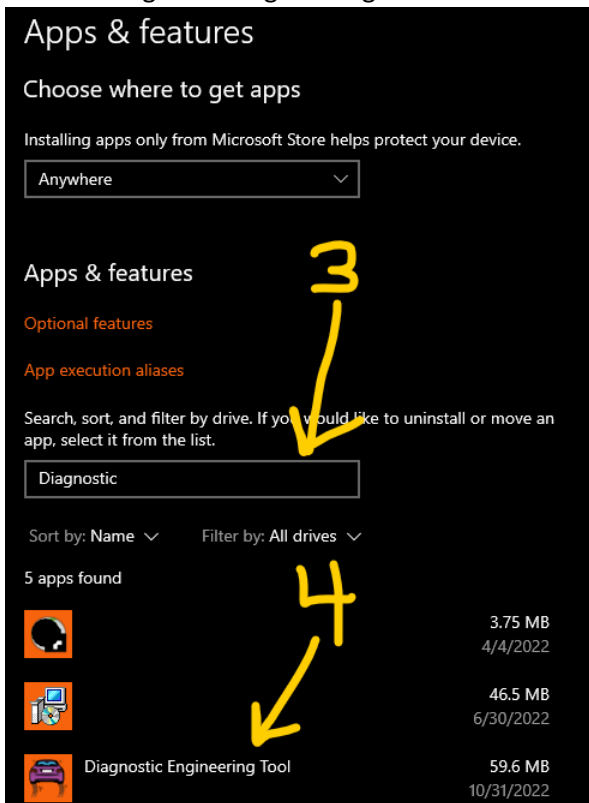
If the key is correct, the message boxes will close and DET will be ready for use.
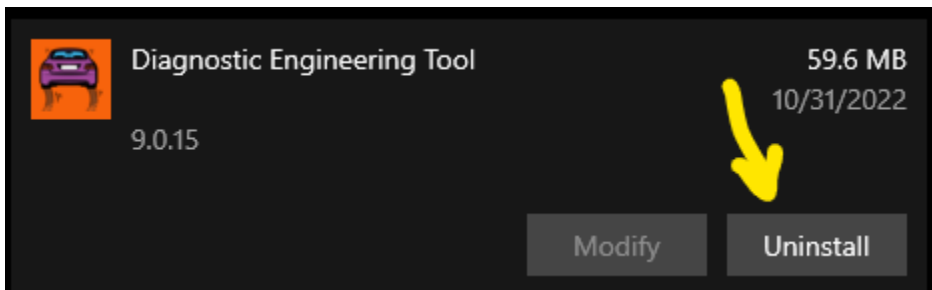
7   UNINSTALL DET

1. Type addremove in the Windows search bar
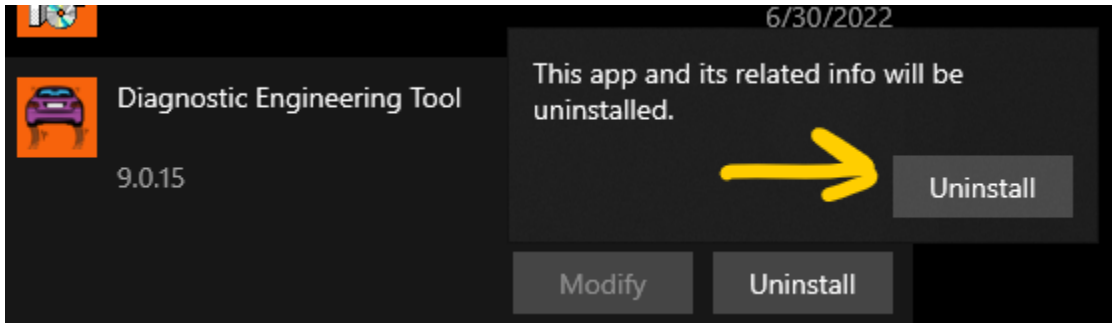2. Click on Add or remove programs

3. Type Diagnostic in the box
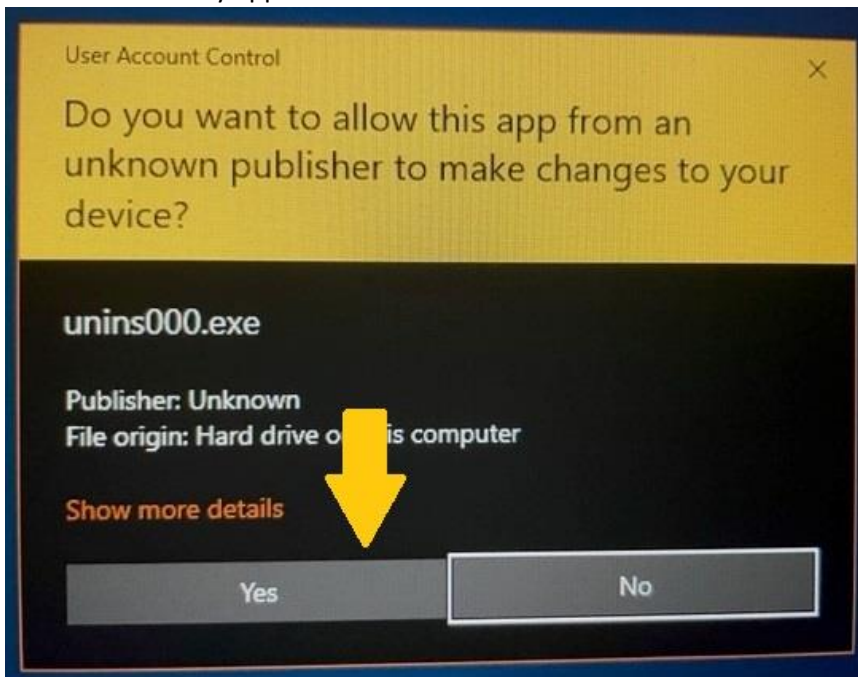4. Click on Diagnostic Engineering Tool
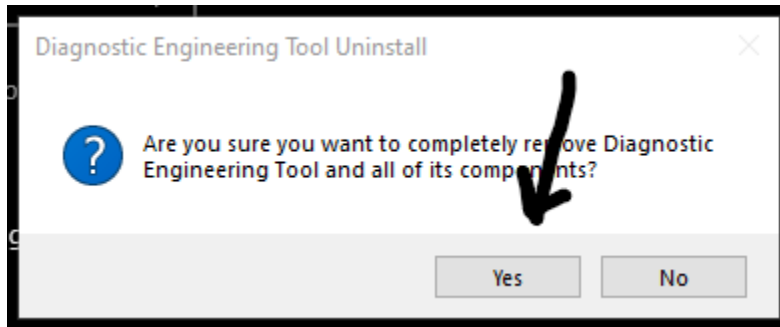
5. Click Uninstall
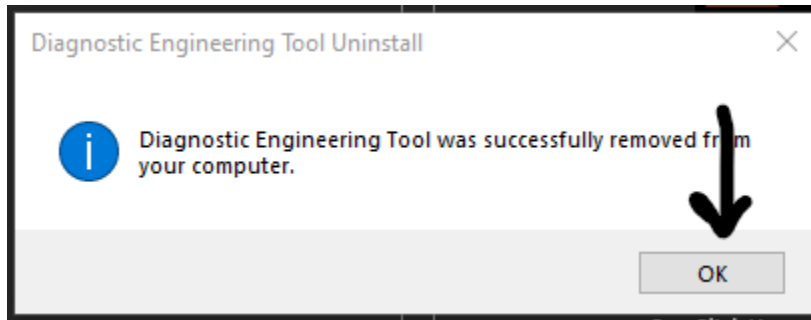

6. Click Uninstall

7. A box like this may appear. Click Yes

8. Click Yes

9. When it is finished, click OK

10. Then delete or rename this folder:
    C:\Users*yourUserName*\AppData\Local\Ford NetCom\Diagnostic Engineering Tool
11. This folder could possibly exist as well. Delete or rename the folder:
    C:\Users*yourUserName*\Documents\Ford NetCom\Diagnostic Engineering Tool

8 FREQUENTLY ASKED QUESTIONS

8.1 IS DET A PRODUCTION TOOL?

No. DET should not be used for production.

8.2 DOES DET WORK ON WINDOWS 7?

DET is confirmed to work on Windows 10. Support for any other version will not be given.

8.3 I HAVE A NEW COMPUTER OR MY COMPUTER WAS RESTAGED. DO I NEED A NEW KEY?

Probably. You can try using your old key after reinstalling DET, if it doesn't work, submit a new request.

8.4 CAN I SHARE MY KEY WITH OTHER USERS?

No. Each key is specific to user that was currently logged in when the request string was generated, as well as the computer that they used when generating the request string. If other people need a key, have them use this guide to install DET and request a key.

8.5 WHAT IF I HAVE MULTIPLE COMPUTERS AND NEED DET ON EACH ONE?

Submit multiple key requests generated from each computer.

## 8.6 MULTIPLE PEOPLE USE THE SAME COMPUTER. DO THEY ALL NEED THEIR OWN KEY?

Yes. Have them log in and generate their own request key.

8.7 IT ASSISTED ME IN INSTALLING DET, AND MY KEY DOESN'T WORK.

If IT submitted the request while logged in with their credentials (rather than yours), the key will only work for them. Log in to Windows using your credentials and submit a new request.

8.8 HOW DO I DELETE MY OLD KEY?

If you go to open C:\Users*userName*\AppData\Local\Ford NetCom\Diagnostic Engineering Tool in Windows Explorer, where your *username* your username. You can either delete ENGINEERING Unlock Key.bin, make a copy of it, or change the file extension.
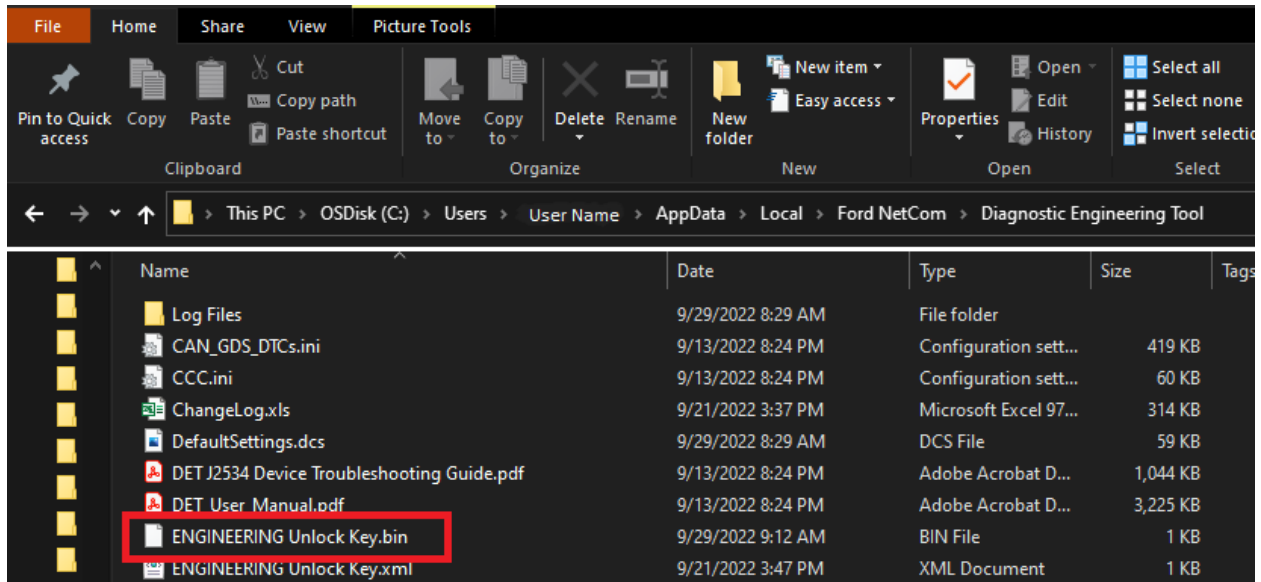
8.9   DOES DET USE APACHE LOG4J?

There is a security flaw in a common software library called Log4j that could affect large portions of the internet. Also known as CVE-2021-44228, the vulnerability is specific to Java-based services.

DET has been evaluated and it has been determined there is no vulnerability, in any version of DET, to the Log4j issue because neither DET nor any of its associated dll files utilize the Log4j software library.

8.10 DET WON'T RECOGNIZE MY [INSERT HARDWARE NAME HERE]!

In the Help Menu of DET, there is a J2534 Device Troubleshooting Guide to help you configure your device.