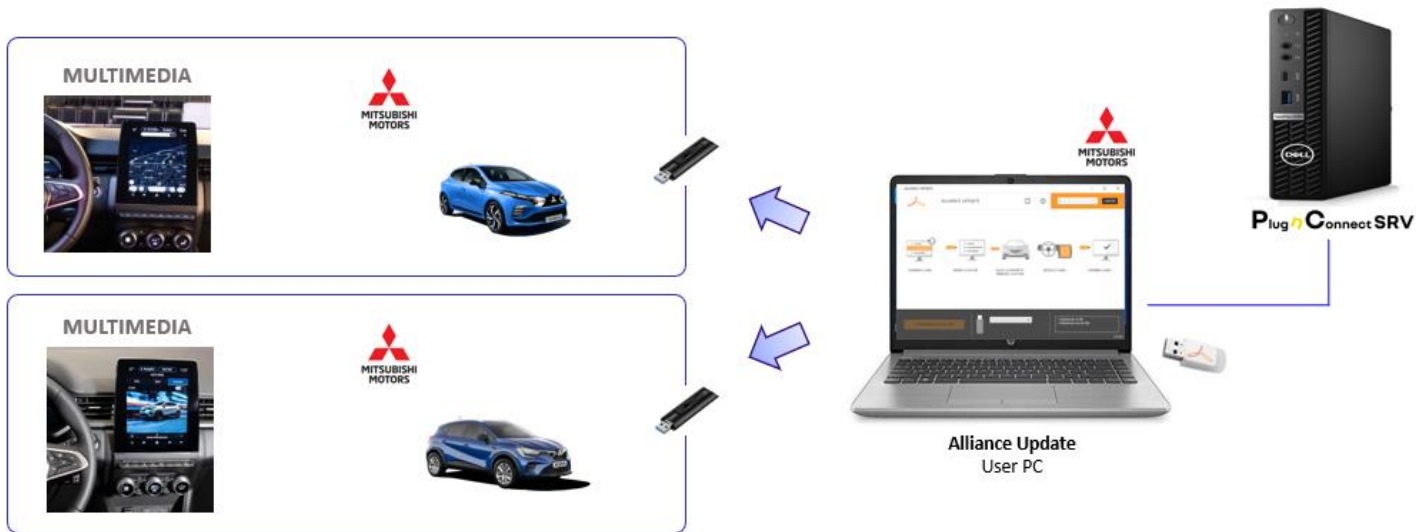# ALLIANCE UPDATE

USER GUIDE

ALLIANCE UPD@TE Download and Need

- For all countries, download the installer from this website

  https://mdx.dcs.renault.com/RBox/docs/Setup_AllianceUpd@te.exe

  Click Here

- What do you need ?

High-speed USB Key 3.1 recommended
SanDisk Extreme Pro – 128 Gb

**Adapter
USB-A / USB-C**
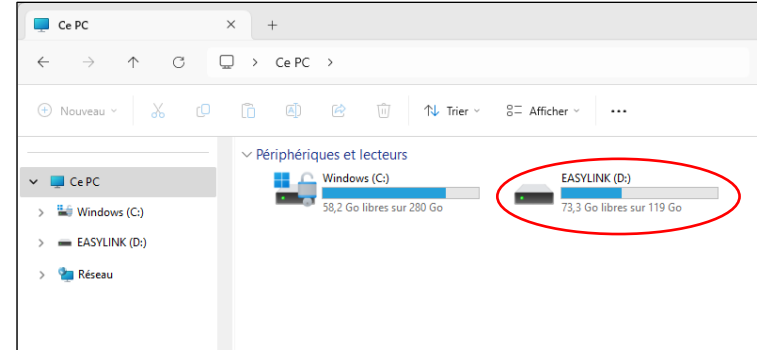
Vectury Token
personal

Windows 10/11 Pro
Desktop or Laptop
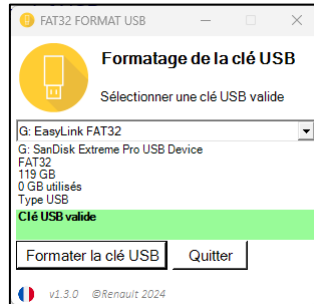
USB KEY COMPATIBILITY

The new USB 3.1 flash drive type SCSI disk drive,
must be formatted in **FAT32** and renamed with the name **EASYLINK**

You can download and run the «FAT32 USB Format» tool to prepare your USB key.
click on this link :

FormatUSB.exe

VECTURY USB TOKEN

- **Where Can I get It ?**

    − In France, the CISCAR purchasing office distribute the Vectury token.
       Website : https://ecommerce.ciscar.fr

    − For others country, the Vectury token is referenced as spare part.

  in Renault network : 77.11.392.297 (TOKEN R.NET)

  in Nissan network : KS96099001 (TOKEN)

VECTURY USB TOKEN

- How can I use this Token

1. Prerequisite :
   - Desktop, Laptop with Windows 10 or 11 Professional/Enterprise edition x64
   - Browser : Google Chrome / Microsoft Edge (recent version)
2. Install first RNFI Master with administrator rights
   - Download RNFI Master from RNFI Master Kit (renault.com)
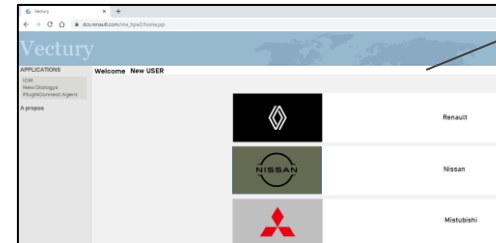3. After reboot, connect your Vectury USB Token
4. Test Vectury Website access on browser :
   - https://dcs.renault.com
   - You get the Renault.net or Vectury home-page, as below

Renault Network

Others Network Importers Distributors, …

PREREQUISITES FOR USER DESKTOP

	RECOMMENDED
Internet connexion	20 Mb/s
Ethernet switch LAN	1 Gb/s
Wi-Fi accepted if no ethernet available	*400 Mb/s (802.11 ax)*
Operating System	Win 10 / 11 (64 bit)
RAM	8 GB
Free Hard-Disk Memory	100 Gb
USB port	3.0
USB key (high quality)	**3.1 high speed**
USB Key Size	**min 128 Gb**
USB Key Format	**FAT 32**

Time to create a usb key
for Easy-Link (min)

Download...   Copy...   USB key Creation...

USB Key **SSD**
Reference tested and approved by Renault
SanDisk Extreme Pro – 128 Gb   *USB A*

USB A to USB C
Adapter

Easy Link (USB-A)   Open R-LINK (USB-C)
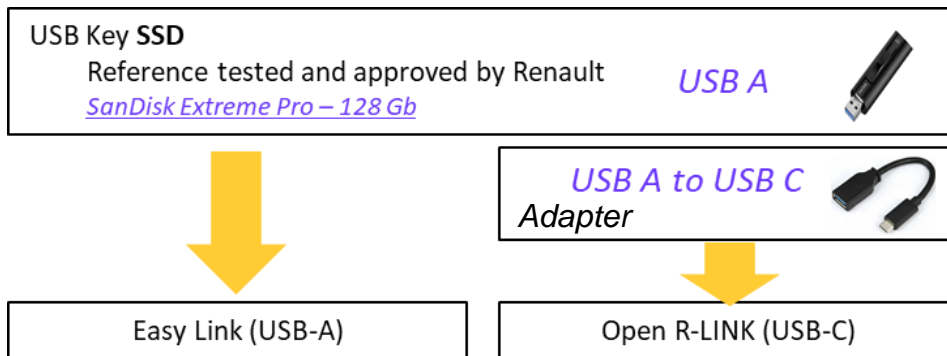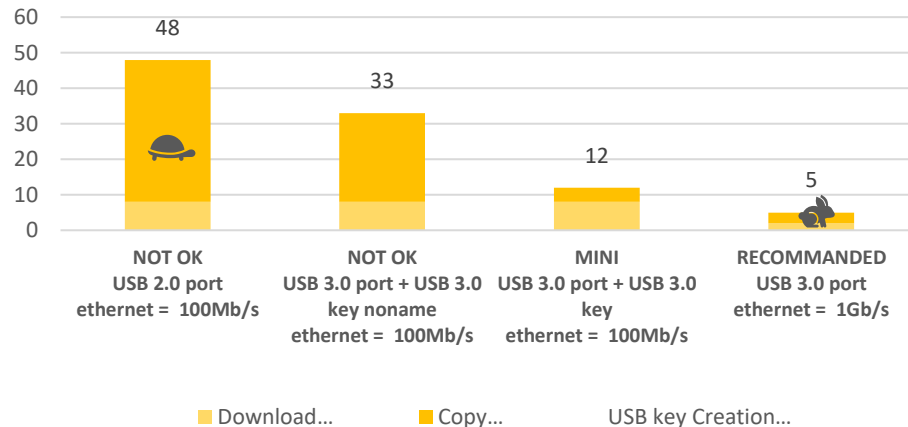
HOW TO INSTALL AND SETUP ALLIANCE UPD@TE ?

HOW TO INSTALL ALLIANCE UPD@TE ?
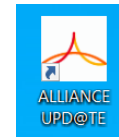
ALLIANCE
UPD@TE

Install ALLIANCE UPDATE Software

Installation - ALLIANCE UPD@TE

Bienvenue dans l'assistant d'installation de ALLIANCE UPD@TE

Cet assistant va vous guider dans l'installation de ALLIANCE UPD@TE 2.10.10 sur votre ordinateur.

Il est recommandé de fermer toutes les applications actives avant de continuer.

Cliquez sur Suivant pour continuer ou sur Annuler pour abandonner l'installation.

RENAULT NISSAN MITSUBISHI

Suivant >   Annuler

Installation - ALLIANCE UPD@TE

Fin de l'installation de ALLIANCE UPD@TE

L'assistant a terminé l'installation de ALLIANCE UPD@TE sur votre ordinateur. L'application peut être lancée à l'aide des icônes créées sur le Bureau par l'installation.

Veuillez cliquer sur Terminer pour quitter l'assistant d'installation.

☑ Exécuter ALLIANCE UPD@TE

RENAULT NISSAN MITSUBISHI

Terminer

You must be a subscriber to the application « Alliance Update Admin/User » in Vectury to configure ALLIANCE UPDATE Tool
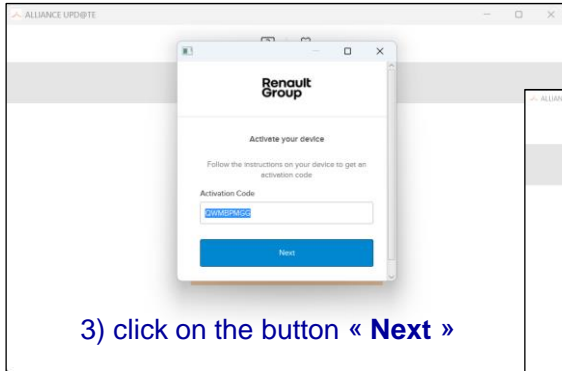
ALLIANCE UPD@TE ACCESS
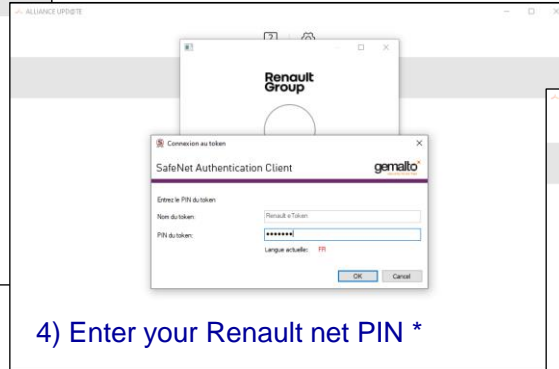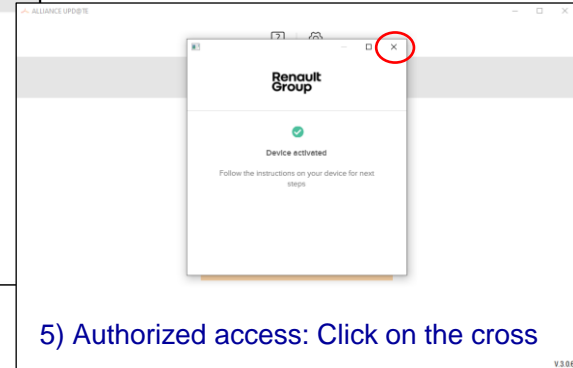
1) Launch A.U by clicking

ALLIANCE UPD@TE
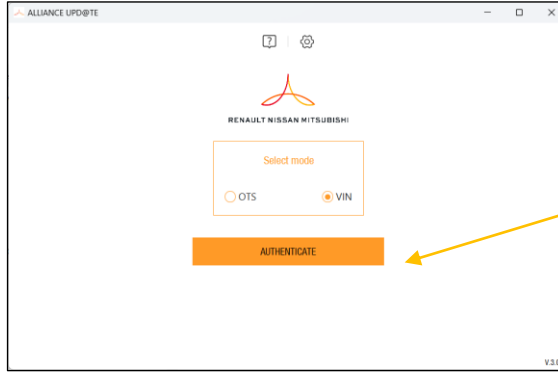
2) Connect the Renault net token and click the AUTHENTICATE button

3) click on the button « **Next** »

4) Enter your Renault net PIN *

5) Authorized access: Click on the cross

* The PIN code is requested at the first Renault net authentication,
The system controls access ALLIANCE UPDATE with your rights Renault net
If you have a Token error,
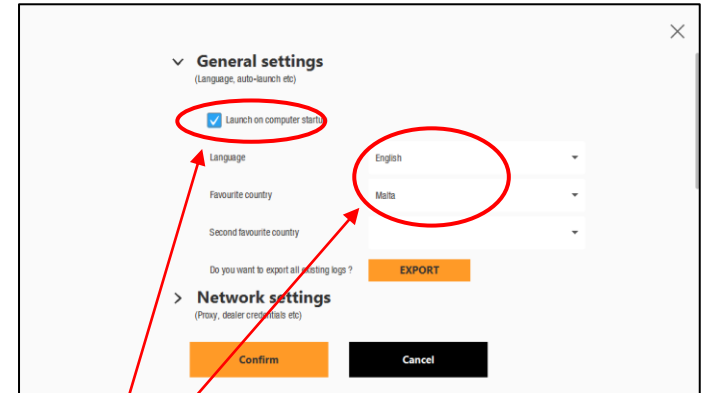ask your Renault net administrator to check your rights: Alliance Update(Admin/User)

HOW TO SETUP ALLIANCE UPD@TE ?

1) On the main screen
Click on the Settings icon
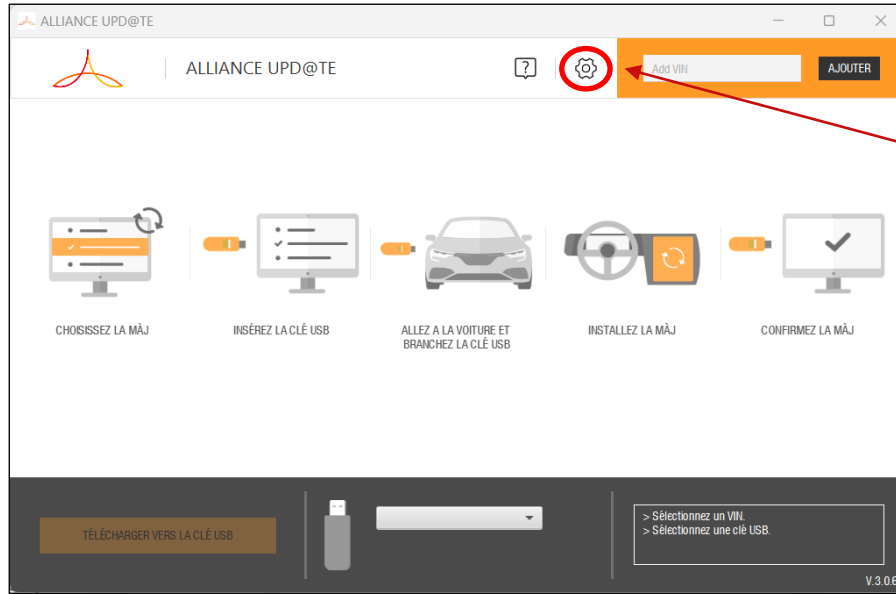
Version of the tool.
At starting a pop-up can appear when a new update is available. This update will be installed automatically, and ALLIANCE UPD@TE will restart.
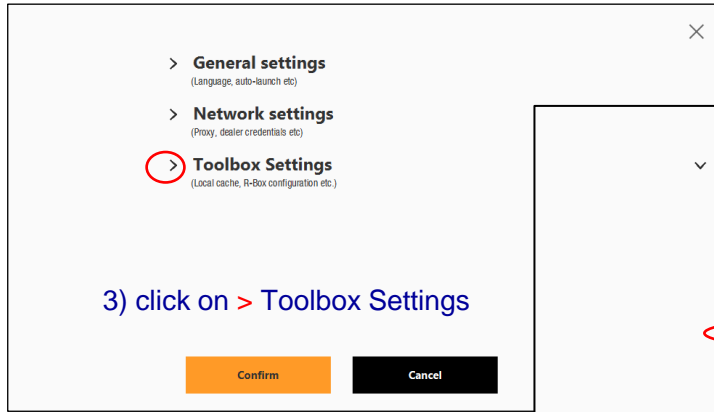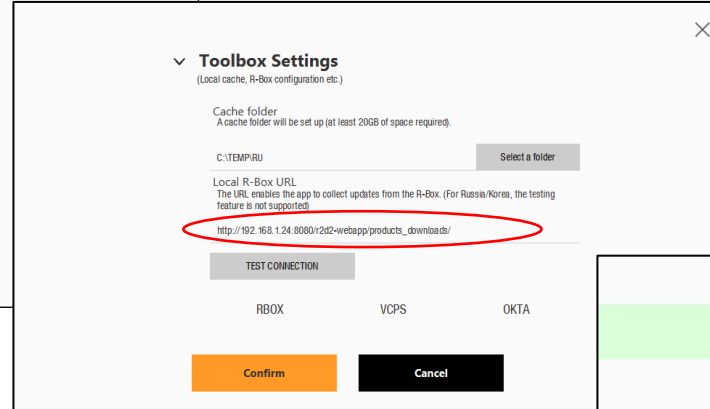
2) Select
Automatic launch of the application
The language and the favorite country

Click on **Confirm**
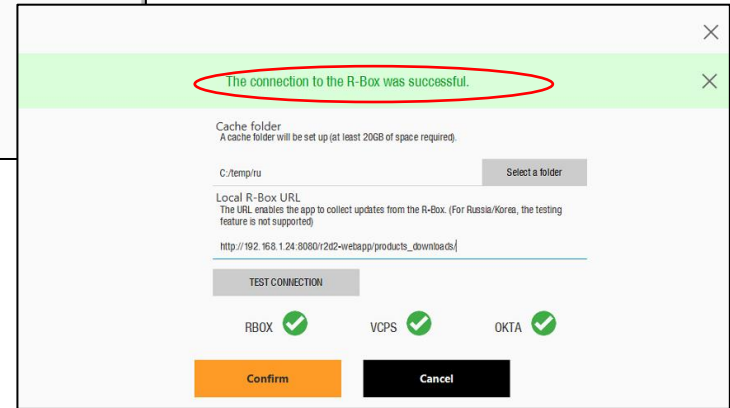
HOW TO SETUP ALLIANCE UPD@TE ? (ADMIN MODE)

3) click on > Toolbox Settings

4) Scroll down to display the above information
   Enter the path for your cache folder (example : c:\TEMP\RU)
   Enter the IP address of your Plug'nConnect-SRV or R-BOX
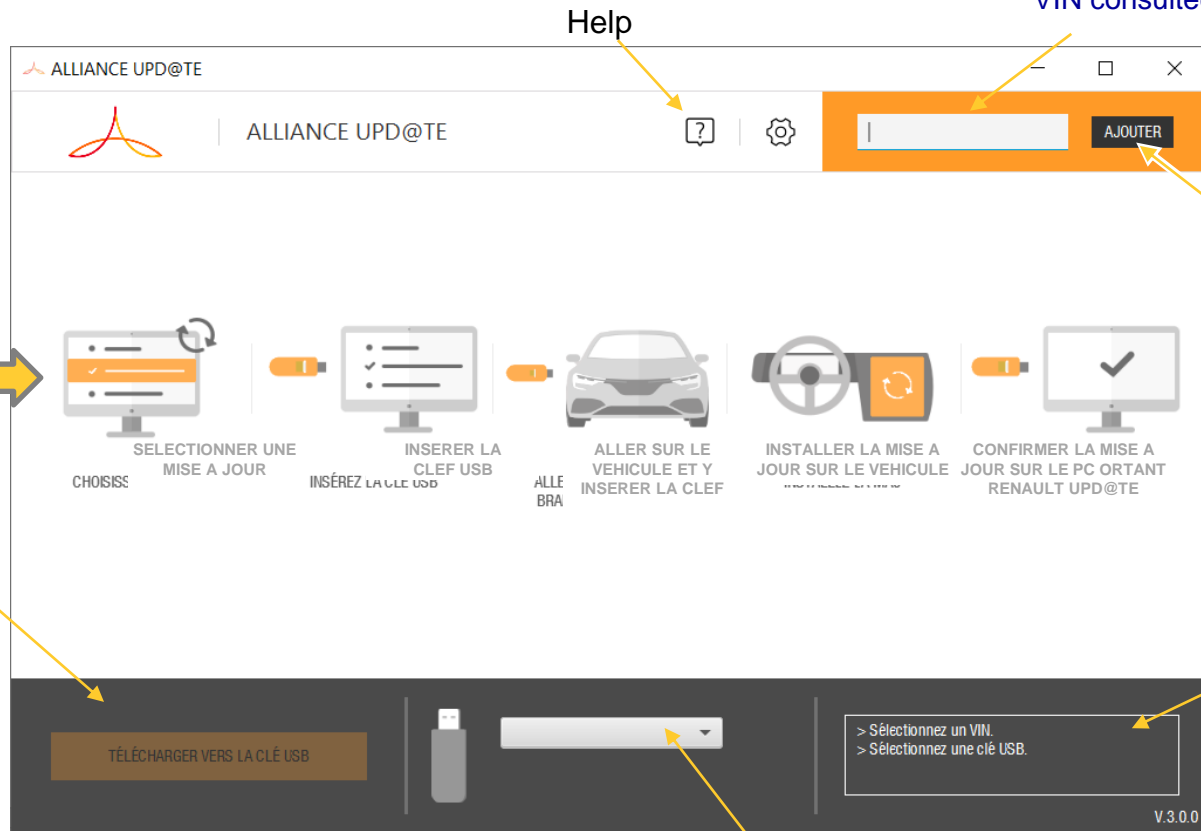
   Click the button "**TEST CONNECTION**"

5) You must get the green message above
   Click the button "**Confirm**" to save

HOW TO USE ALLIANCE UPD@TE?

HOW TO USE ALLIANCE UPD@TE?

Help

Enter a VIN you want to update. Previous VIN consulted are in history pop-up.

ALLIANCE UPD@TE

ALLIANCE UPD@TE

? ⚙ [   ] AJOUTER

Validation to check update

Process ⟹

SELECTIONNER UNE MISE A JOUR

CHOISISS

INSERER LA CLEF USB

INSÉREZ LA CLE USB

ALLER SUR LE VEHICULE ET Y INSERER LA CLEF

ALLE
BRA

INSTALLER LA MISE A JOUR SUR LE VEHICULE

CONFIRMER LA MISE A JOUR SUR LE PC ORTANT RENAULT UPD@TE

Validation of the action

Instruction to follow or warning messages

TÉLÉCHARGER VERS LA CLÉ USB

> Sélectionnez un VIN.
> Sélectionnez une clé USB.

V.3.0.0

Select USB Key

HOW TO USE ALLIANCE UPD@TE? SELECTION

1) Enter the VIN, you want to update and click on add

2) Updates available for this VIN. In this example: One Easy Link software, one MAP and one Telematics unit (IVC) software could be proposed for this vehicle

Important: When last update is not available in server. Alliance Update display that a new version can be proposed but not fully on server yet. In this case, previous version is proposed to prepare USB stick.
(EASY LINK only)

Désolé, la dernière version n'est pas encore disponible sur votre R-Box. Merci d'essayer à nouveau plus tard

Version or ref of the file

Size of the file

3) Select items you want to update on the vehicle

Telematics : EASY LINK openR link

IVI full software

Connectivity : TCU

IVC full software

4) Select USB Stick. Space needed is indicated above

5) Validate upload to USB stick

HOW TO USE ALLIANCE UPD@TE? DOWNLOADING

6- Download « on going » with remaining time and step of the USB stick preparation process

7-Download finished. Waiting for vehicle treatment. When vehicle is updated, the installation must be ''confirmed'' or ''dismissed''.

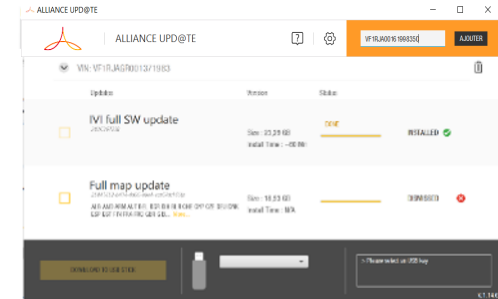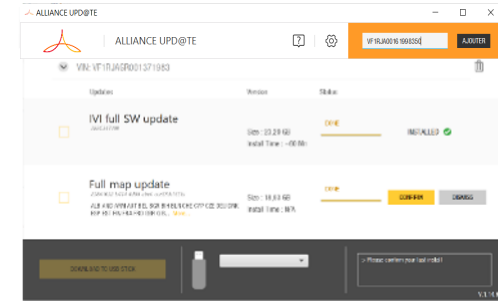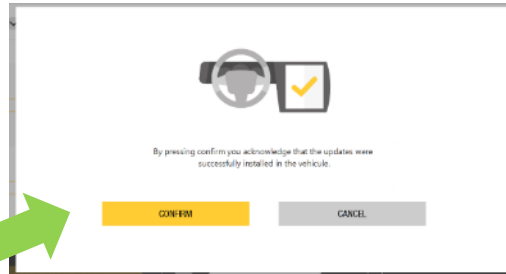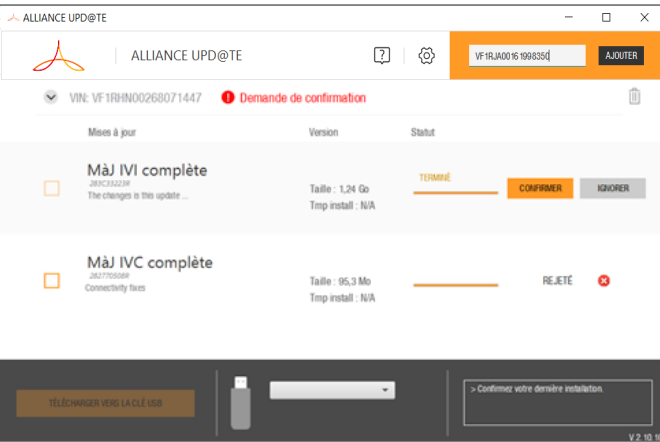# HOW TO USE ALLIANCE UPD@TE? VEHICLE TREATMENT

When a vehicle is on treatment (USB stick plugged on vehicle), the ALLIANCE UPD@TE instance must be kept opened.

If ALLIANCE UPD@TE is closed, it will be necessary to create **again** the USB stick and to propose « confirmation » features.
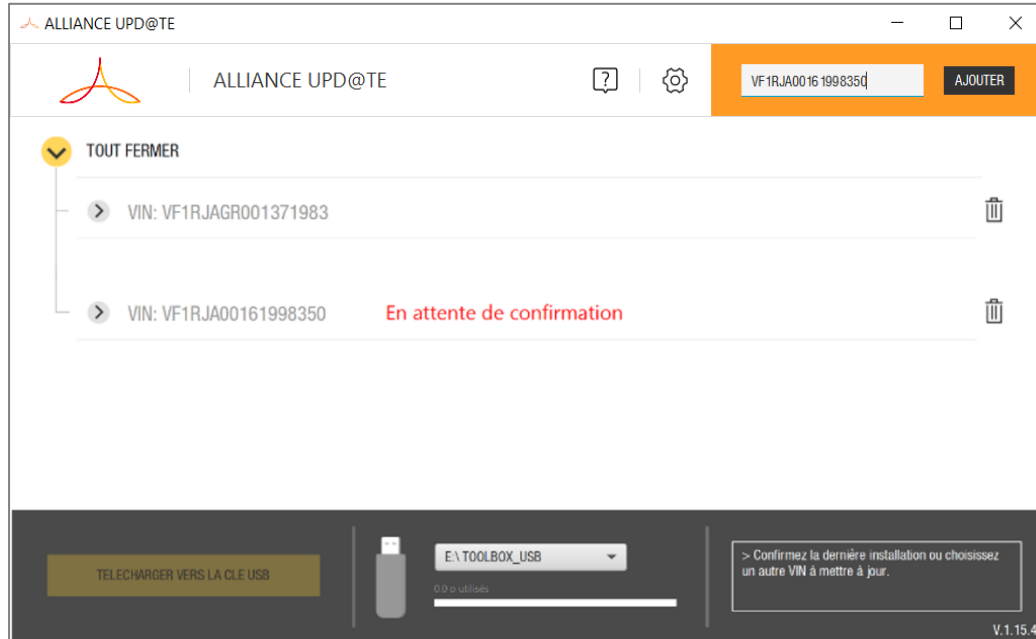
HOW TO USE ALLIANCE UPD@TE? CONFIRMATION

When installation on vehicle are completed, **it is mandatory to re-plugged USB stick on ALLIANCE UPD@TE to close updating campaign**

When installation successful

When installation Failed
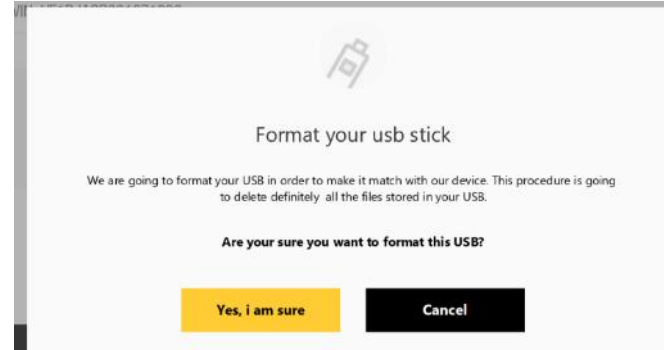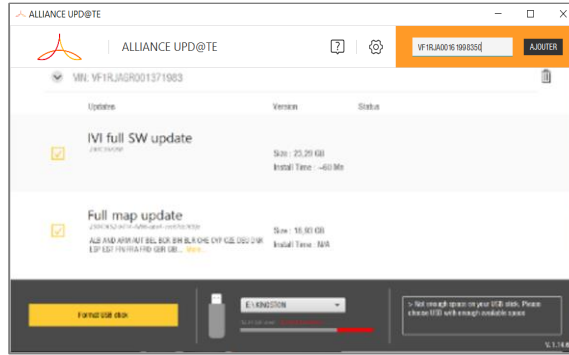
HOW TO USE ALLIANCE UPD@TE? CONFIRMATION

Several vehicles can be dealt within the same ALLIANCE UPD@TE session.

Here, two vehicles under treatment.
The first is ready to create an USB stick with updates proposed.
The second waits vehicle installation confirmation.

# HOW TO USE ALLIANCE UPD@TE? FORMAT FAT32 FEATURE

- When, not enough space available on USB stick a format function is proposed to empty and format the USB stick in FAT32 format. This feature is currently available only for 32GBytes (insufficient space for IVI software update + MAP IVI update + IVC update).

- Format feature USB stick higher than 128Gbytes is implemented.

- Risk: If you've got other files on the USB stick they will be removed and definitively lost
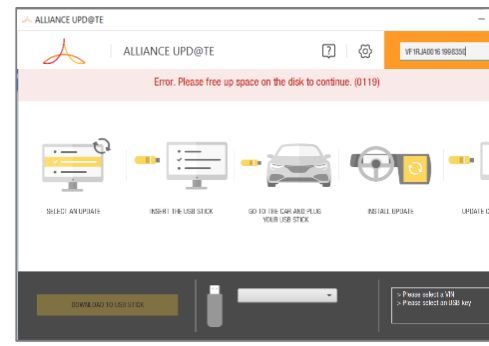
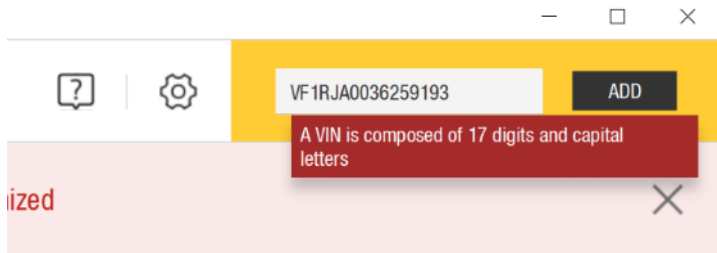# HOW TO USE ALLIANCE UPD@TE? CLASSICAL ERRORS
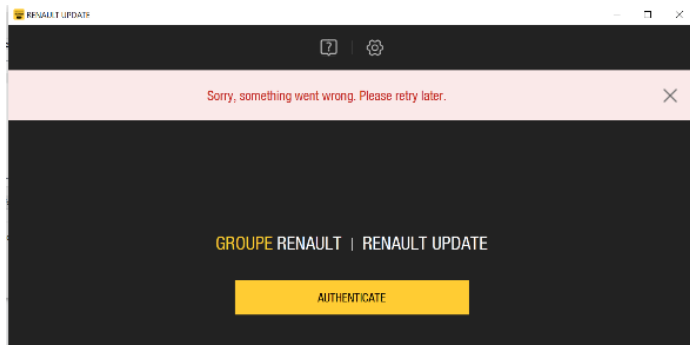
1) Token certificate is expired or not granted
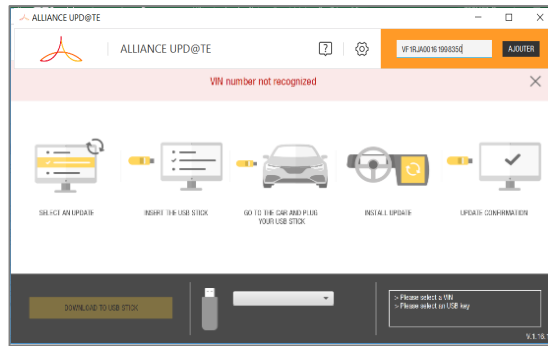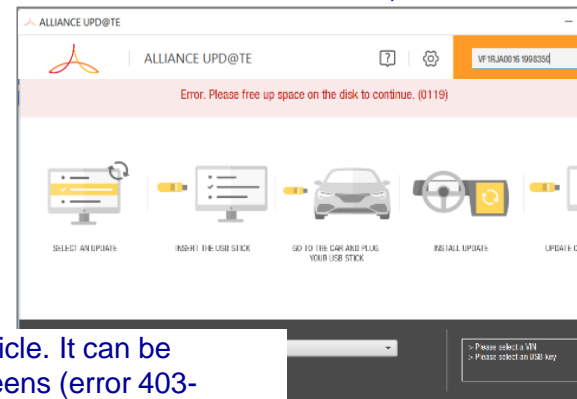

2) VIN unknown since without compatible telematics (Easy Link or Open R-link)

3) Not enough space on computer to store new updating files. (17Gbytes must be available on the PC)
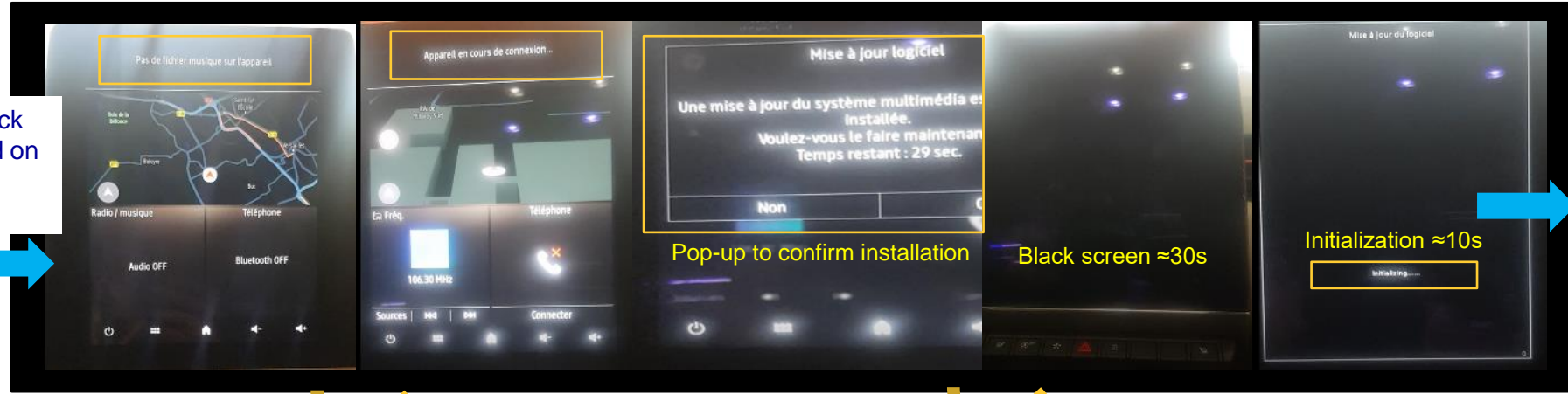

4) VIN error type check

5) Data sharing is « off »inside vehicle. It can be switched to « On » through IVI screens (error 403-Privacy mode currently ON)

INSTALLATION ON BOARD : EASY LINK

IVI update: On board vehicle installation story board (1/2)
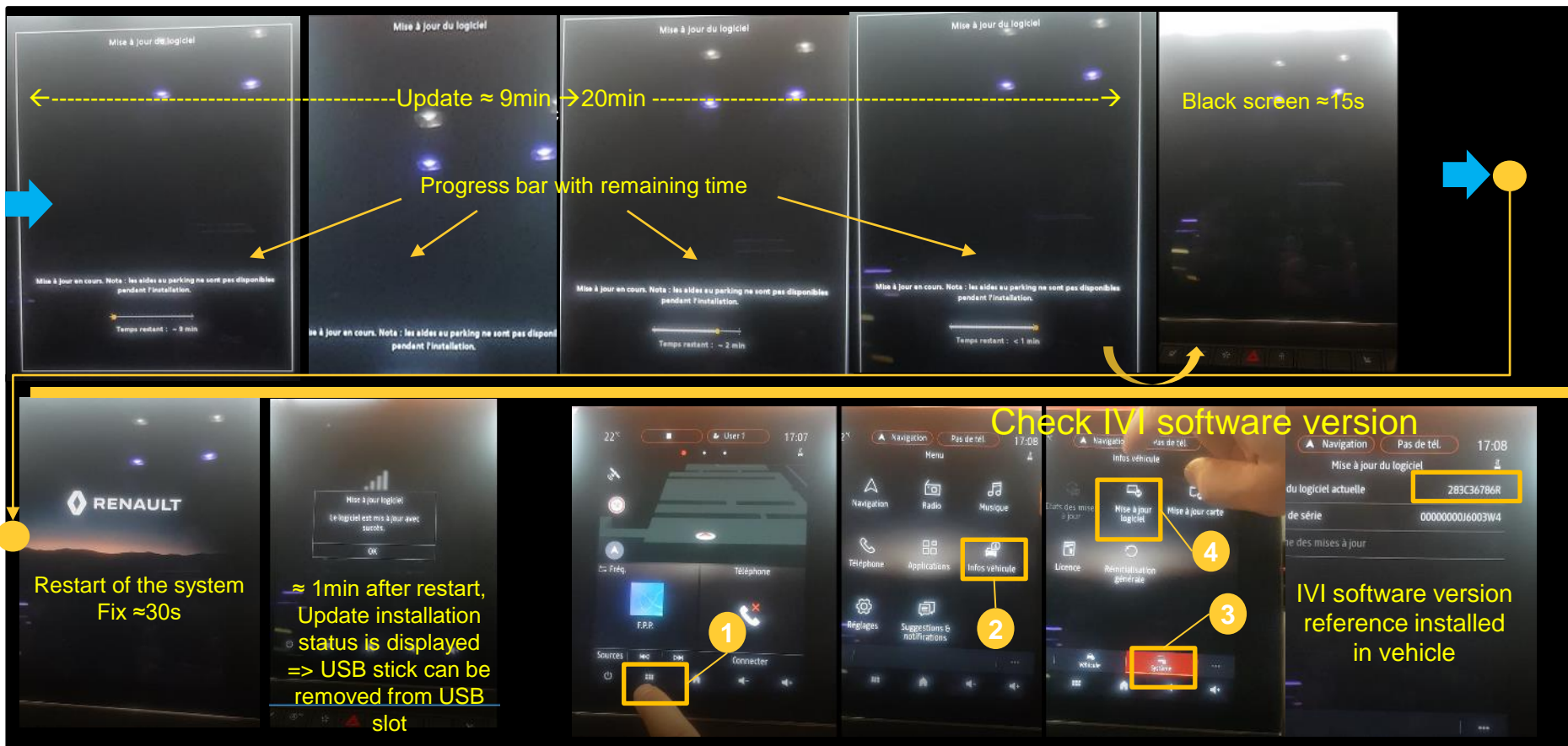

USB stick plugged on car

Pas de fichier musique sur l'appareil

Radio / musique — Téléphone

Audio OFF — Bluetooth OFF

Appareil en cours de connexion...

106.30 MHz

Sources — Connecter

Mise à jour logiciel

Une mise à jour du système multimédia est installée.
Voulez-vous le faire maintenant
Temps restant : 29 sec.

Non

Pop-up to confirm installation

Black screen ≈30s

Mise à jour du logiciel

Initialization ≈10s

Initializing.....

≈10s

5s after « yes » confirmation or autoconsent

IVI update: On board vehicle installation story board (2/2)

← - - - - - - - - - - - - - - - - - Update ≈ 9min → 20min - - - - - - - - - - - - - - - - - →

Black screen ≈15s

Progress bar with remaining time

Check IVI software version

Restart of the system Fix ≈30s

≈ 1min after restart, Update installation status is displayed => USB stick can be removed from USB slot

IVI software version reference installed in vehicle

283C36786R

USB stick plugged on car
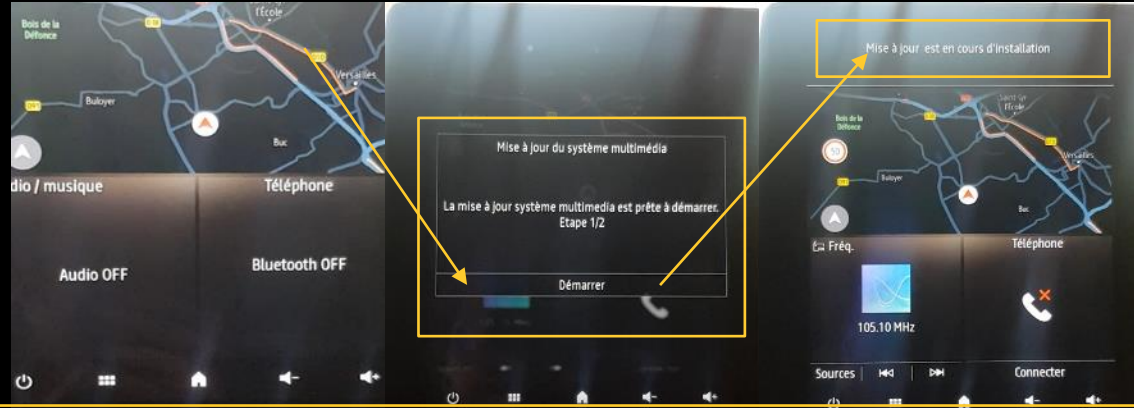
Monitoring of IVC download

Progress bar

←------ Download ≈ 3min →10min -------------→
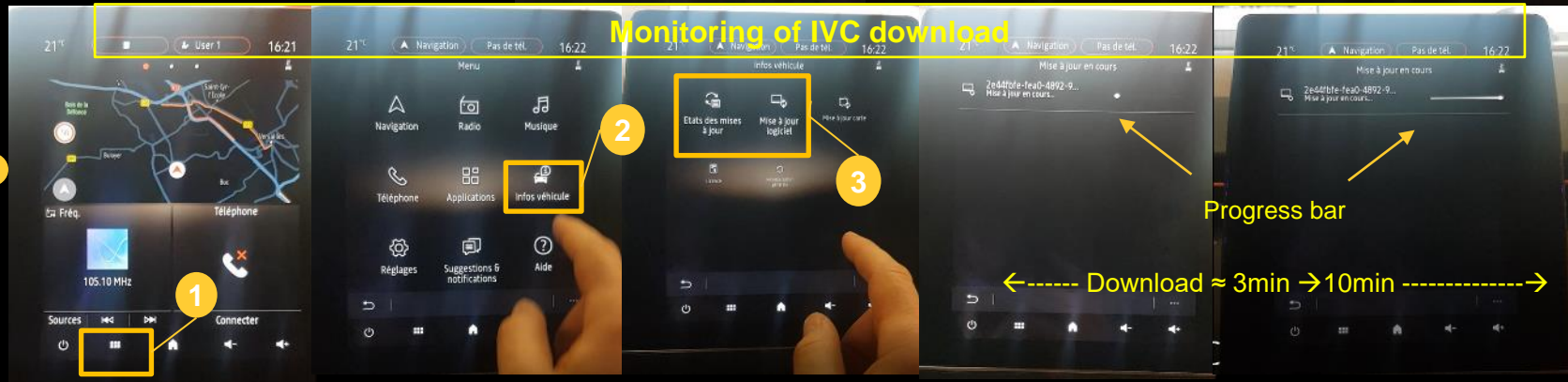
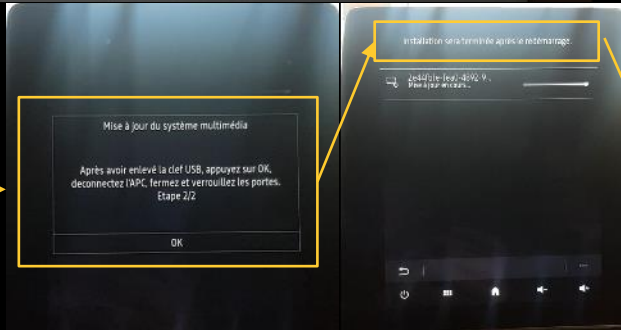# IVC update: On board vehicle installation story board (2/3)

ATTENTION :
Lorsque le message « Retirer la clé USB, appuyer sur OK, débrancher l'APC, fermer et verrouiller les portes » s'affiche à l'écran, valider simplement les informations, puis retirer la clé USB
A cette étape, ne pas couper le + après l'allumage, même si il est affiché sur l'écran de navigation.

29. Vérifier que le paramètre suivant est passé à « EFFECTUE »
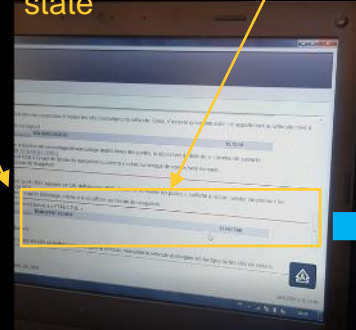TRANSFERT FICHIER   NON EFFECTUE

At this stage CLIP is mandatory to support ALLIANCE UPD@TE process.
Follow SIE 502: after part replacement for IVC

Transfert fichier status must be @ « effectué » state

Mise à jour du système multimédia

Après avoir enlevé la clef USB, appuyez sur OK, deconnectez l'APC, fermez et verrouillez les portes.
Étape 2/2

OK

Put Vehicle in sleep mode for 40minutes

Vehicle wake up

Sucessfull pop-up

La mise à jour a été installée avec succès

OR

Installation

Installation a échoué.

OK

Failed message pop-up

Go to check for update
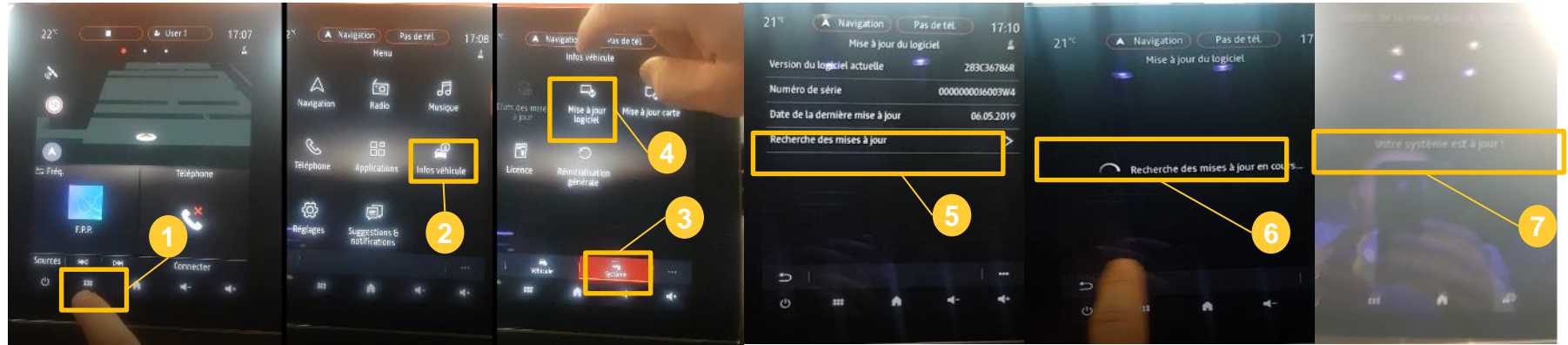
- This check leads to update tracking database
  - Needed for invoicing
  - Needed for the mastery of vehicle definition

IMPORTANT: Check for update must be launched after update.
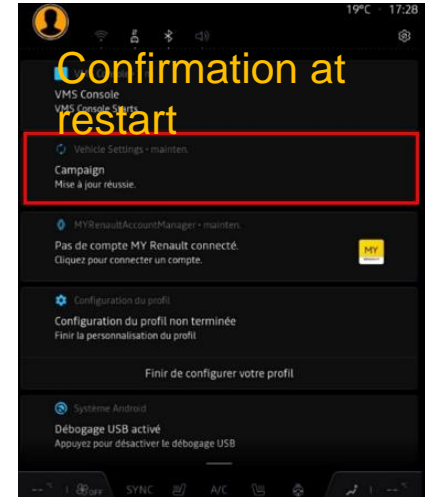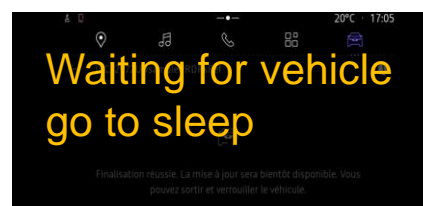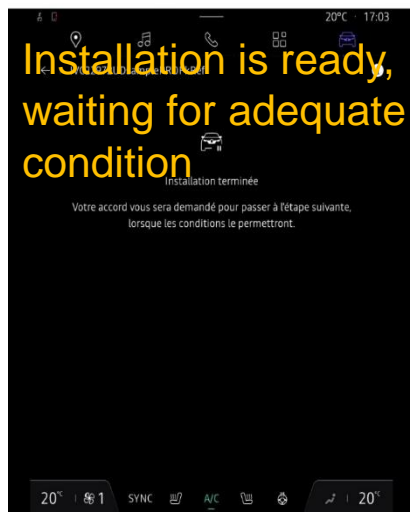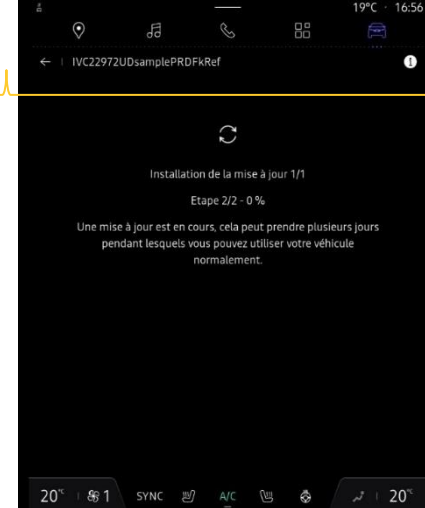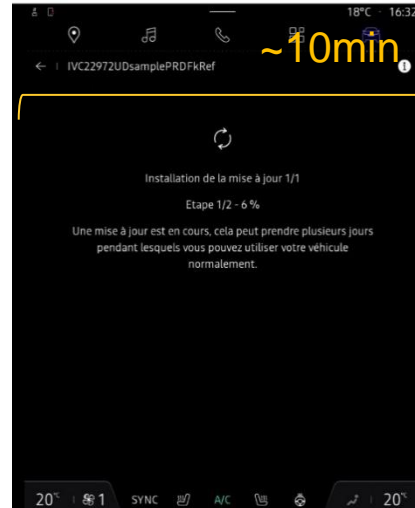
INSTALLATION ON BOARD : OPEN RLINK

Vehicle must be in forced APC mode

Plug USB key

Clic on notification

YELLOW KEY 280B78801F sur clé USB
Appuyez ici pour commencer.

Accept installation

Start installation

~10min

Installation is ready, waiting for adequate condition

APC off : finalisation starts

Waiting for vehicle go to sleep

Confirmation at restart

V1.8 - APRIL 2024

RG
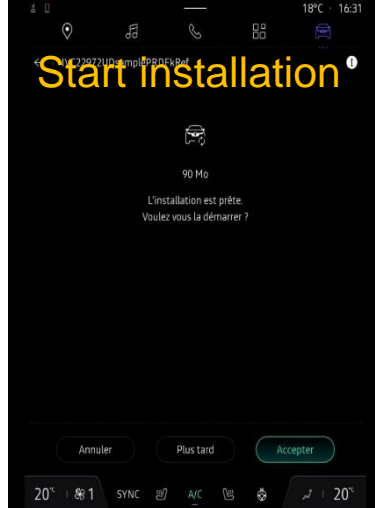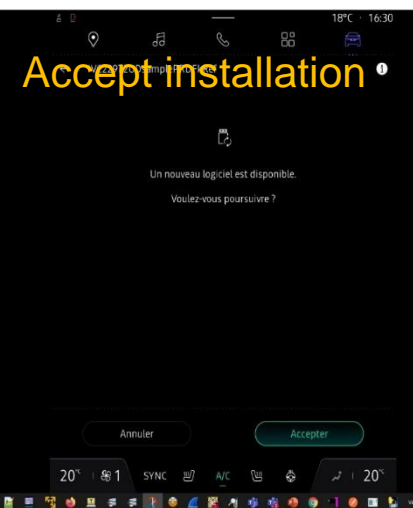
PREREQUISITE, GOOD PRACTICE AND TIPS

# PREREQUISITE, TIPS, GOOD PRACTICE

	Prerequisite	Good practice	Tips
Process	- After installation in the vehicle, USB stick must be returned to ALLIANCE UPD@TE	Never close a ALLIANCE UPD@TE session till all vehicles are not « confirmed » (Fully treated)	
USB Stick	- FAT32 Only -Choose a 64Gbytes USB stick at least -USB 3.1, USB 3.0 strongly recommended. (writing speed on USB is an important criteria to consider)	→ 128 GBytes is better to manage re-use of package already on the USB	
Computer to support	- Windows 10, 64 bits - Desktop environment connected with Ethernet cable instead of WIFI		- As file must be installed in the local desktop cache, it is better to use the same machine or reduce number of machine to support ALLIANCE UPD@TE
Re-use of USB stick	(V1 only) : the remaining space on the USB stick must be the size of the update to be checked.		

GOOD PRACTICE : HOW TO PROVIDE DIAGNOSTIC DATA FOR TROUBLESHOUTING
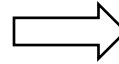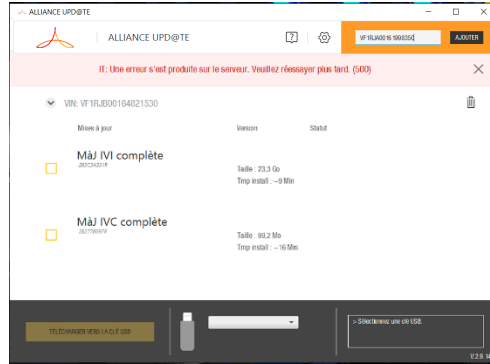
Go to Setting page:
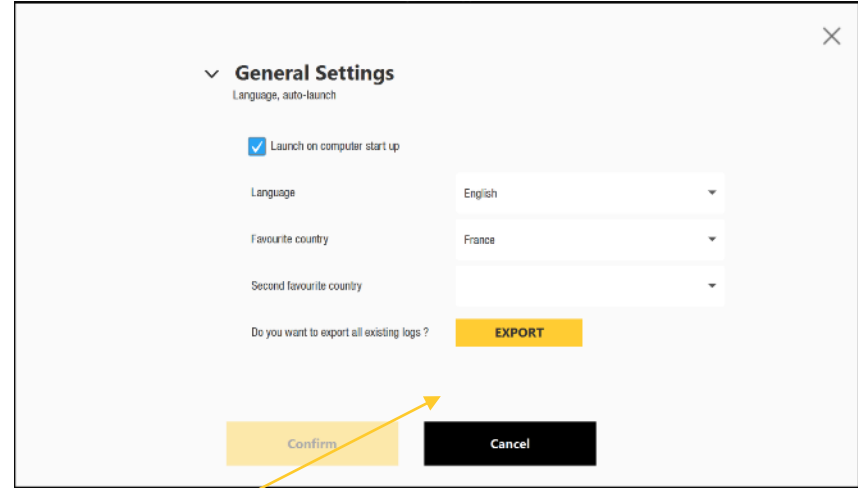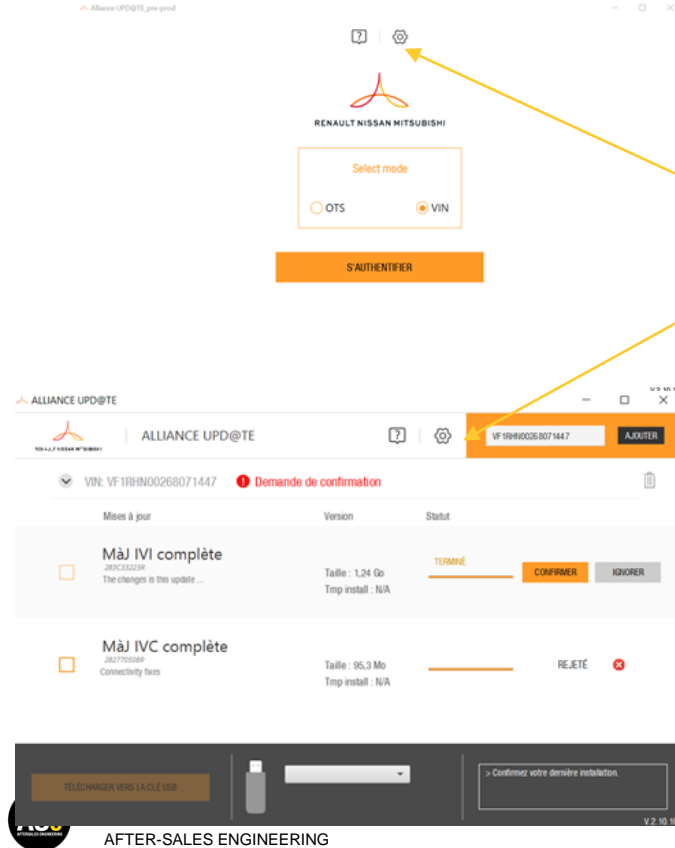
1. Push this button to collect and save the logs to a folder you can choose (typically: Desktop)
2. A confirmation is shown and the chosen folder pops out.
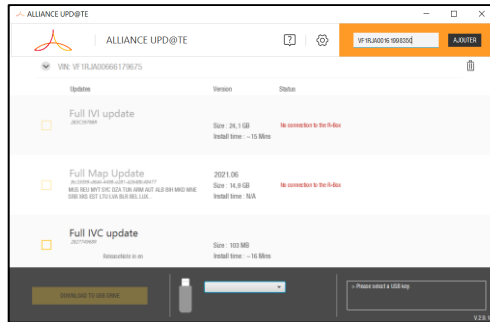3. Send the resulting file to your support team.
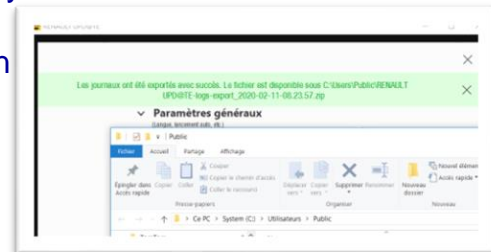
ISSUE: HOW TO MANAGE ?

Error on VIN

Error on Plug'nConnect

contact your Distributor Support

Techline Mitsubishi

THANKS