STIHL Diagnostic Software

USER MANUAL
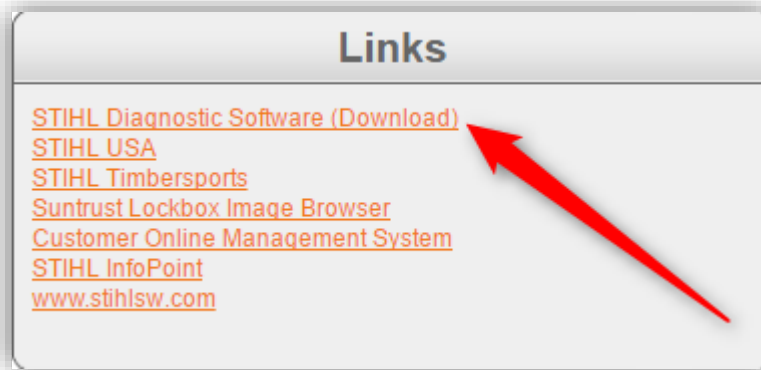
Mark Angler
STIHL INCORPORATED

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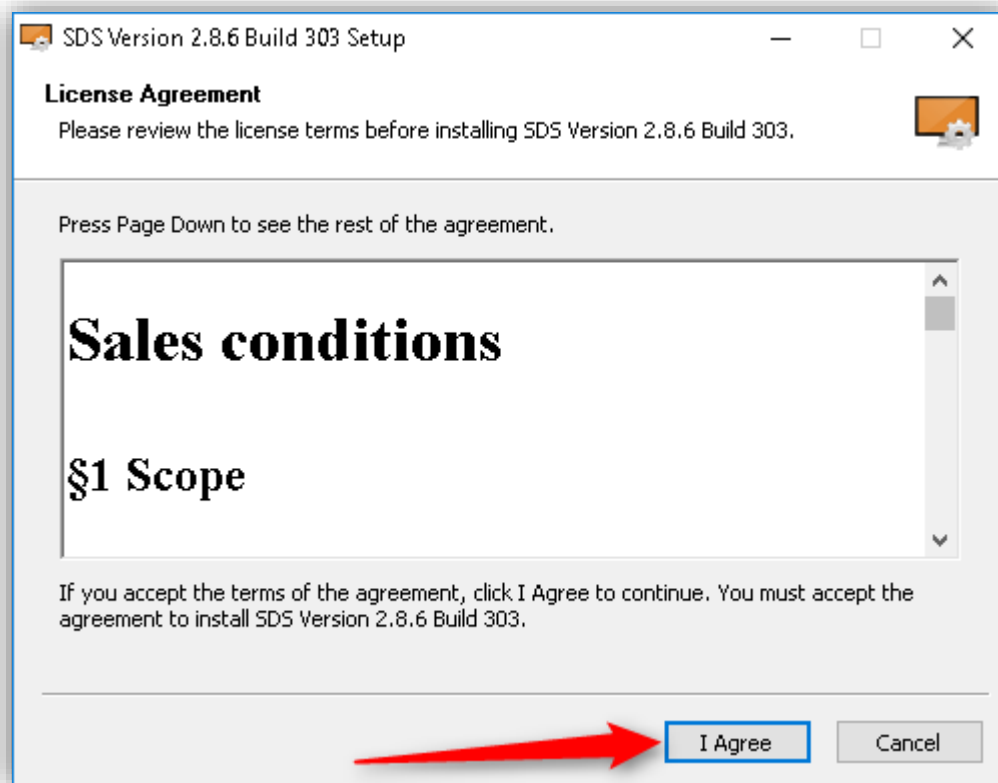
Installing STIHL Diagnostic Software with the USB Adapter

1. Open a web browser such as Internet Explorer, Chrome, or Firefox, navigate to https://dealers.stihlusa.com, and login. If you have forgotten your login information, please click the "I forgot my password," link located above the "Sign On," button
2. Click the "STIHL Diagnostic Software (Download)," link located in the "Links," section
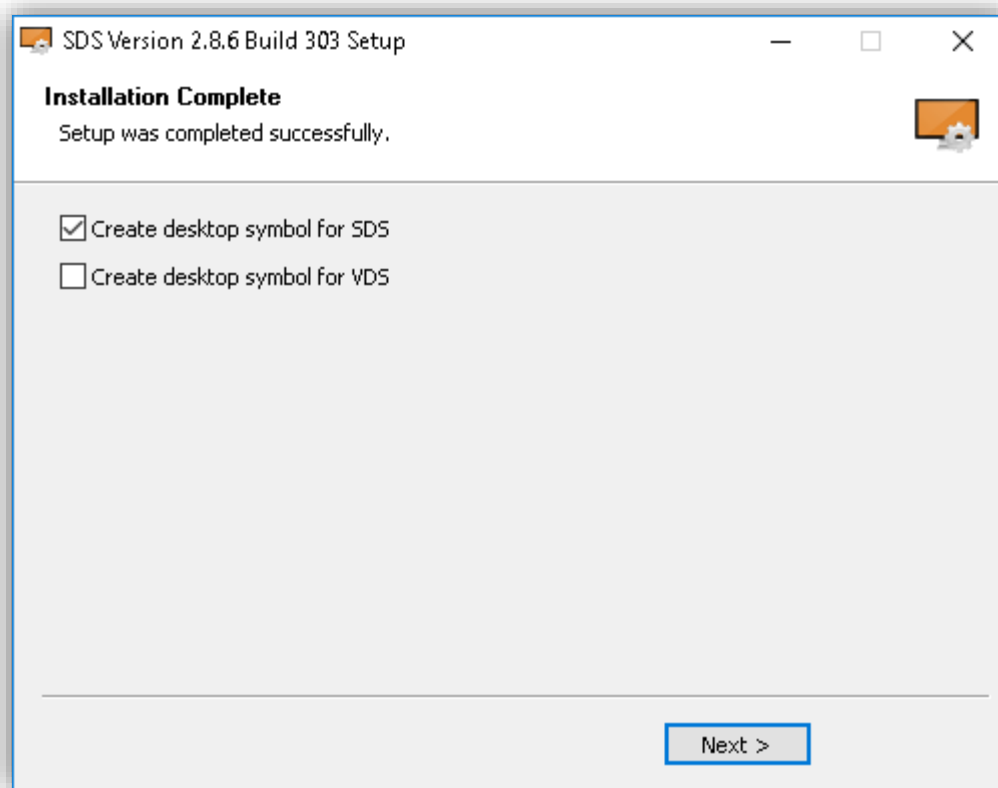

3. Follow the on screen prompts to continue downloading STIHL Diagnostic Software
4. When the download is complete, run the installer
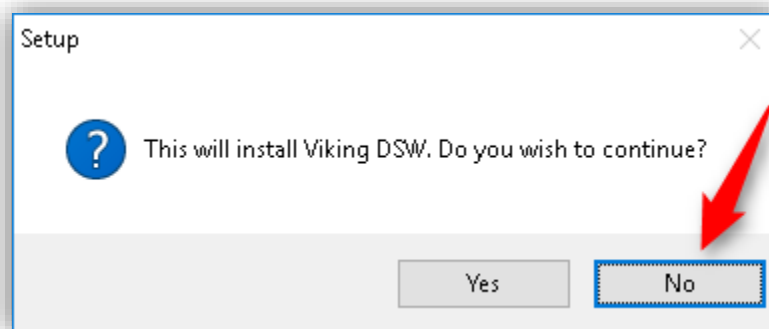5. Review the license terms and click "I Agree," if you accept the terms

6. Allow the installation to run on the following screen

SDS Version 2.8.6 Build 303 Setup

Installing

Please wait while SDS Version 2.8.6 Build 303 is being installed.

Extract: InTheHand.Net.Personal.dll... 100%

< Back   Next >   Cancel
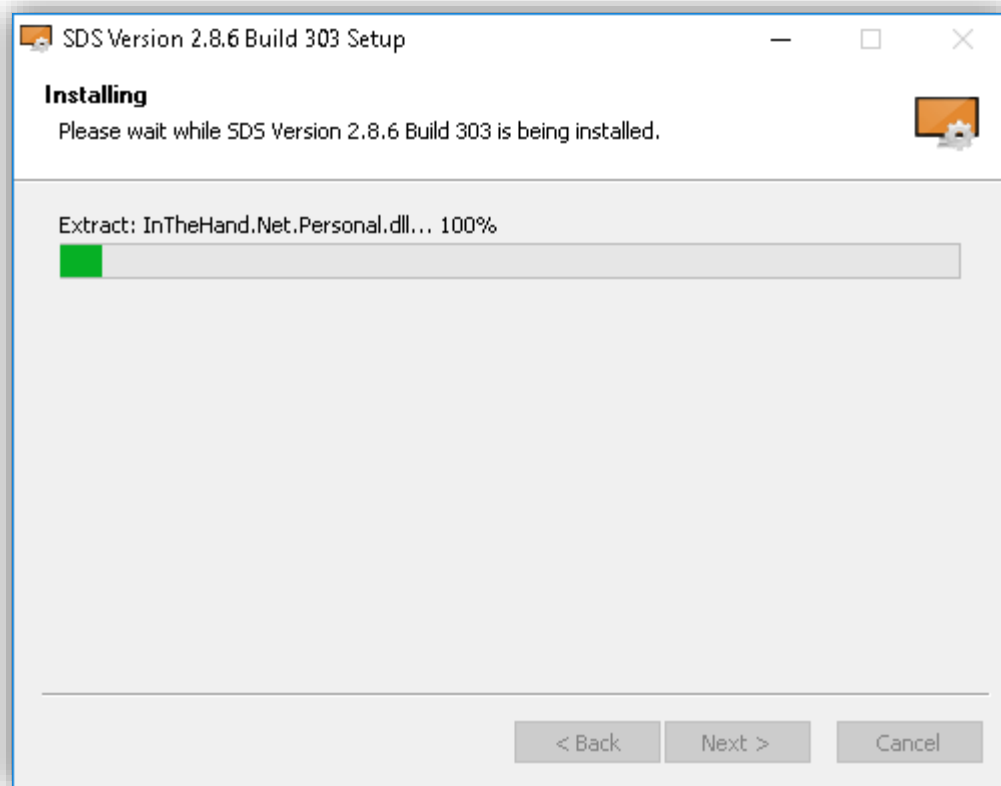
7. Uncheck "Create desktop symbol for VDS"

8. Click "No," on the following prompt

9. Click "Finish"
10. STIHL Diagnostic Software has been installed
11. Plug the USB Bluetooth adapter into a free USB slot
12. Plug in the MDG to an outlet, preferably within 3 feet of the computer
13. Launch STIHL Diagnostic Software (SDS)

Installing STIHL Diagnostic Software with Internal Bluetooth

1. Open a web browser such as Internet Explorer, Chrome, or Firefox, navigate to https://dealers.stihlusa.com, and login. If you have forgotten your login information, please click the "I forgot my password," link located above the "Sign On," button.
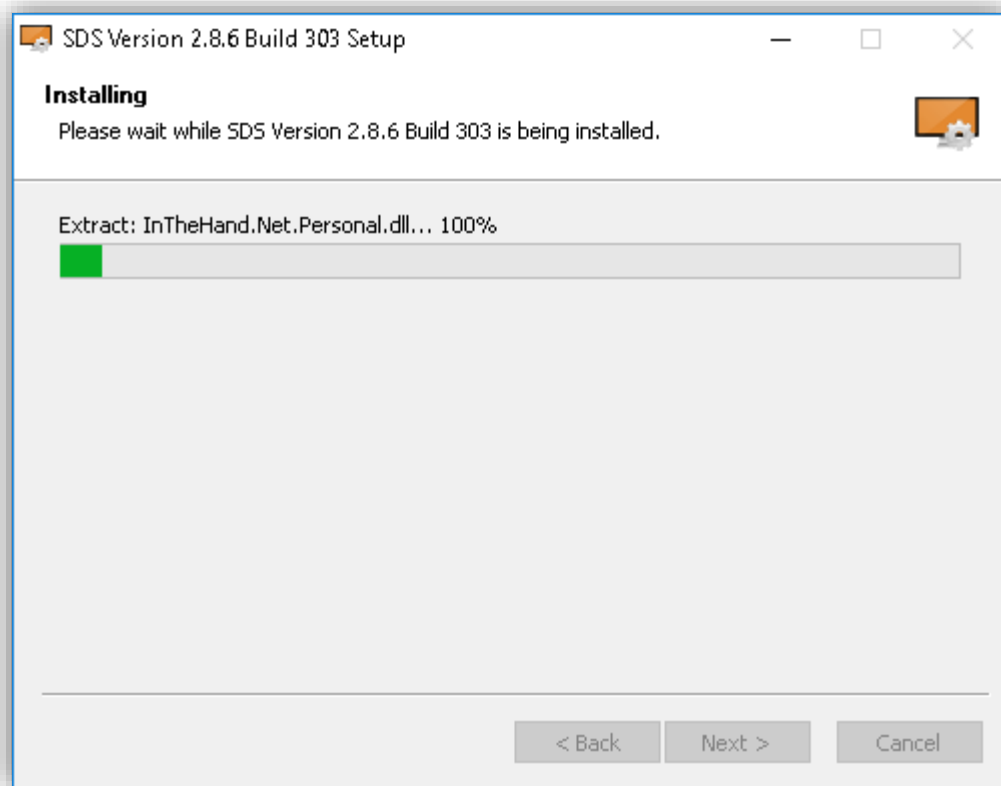
2. Click the "STIHL Diagnostic Software (Download)," link located in the "Links," section
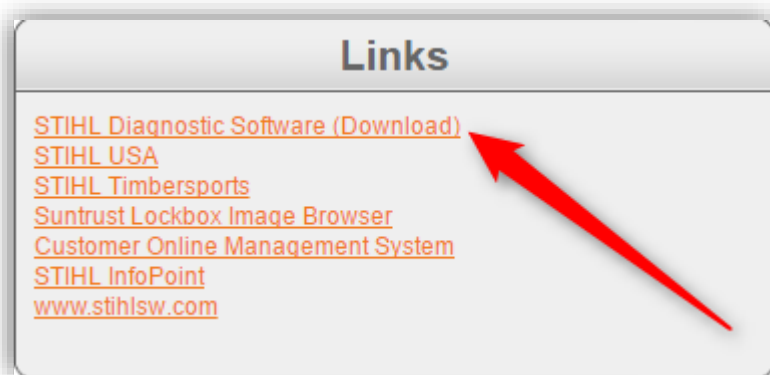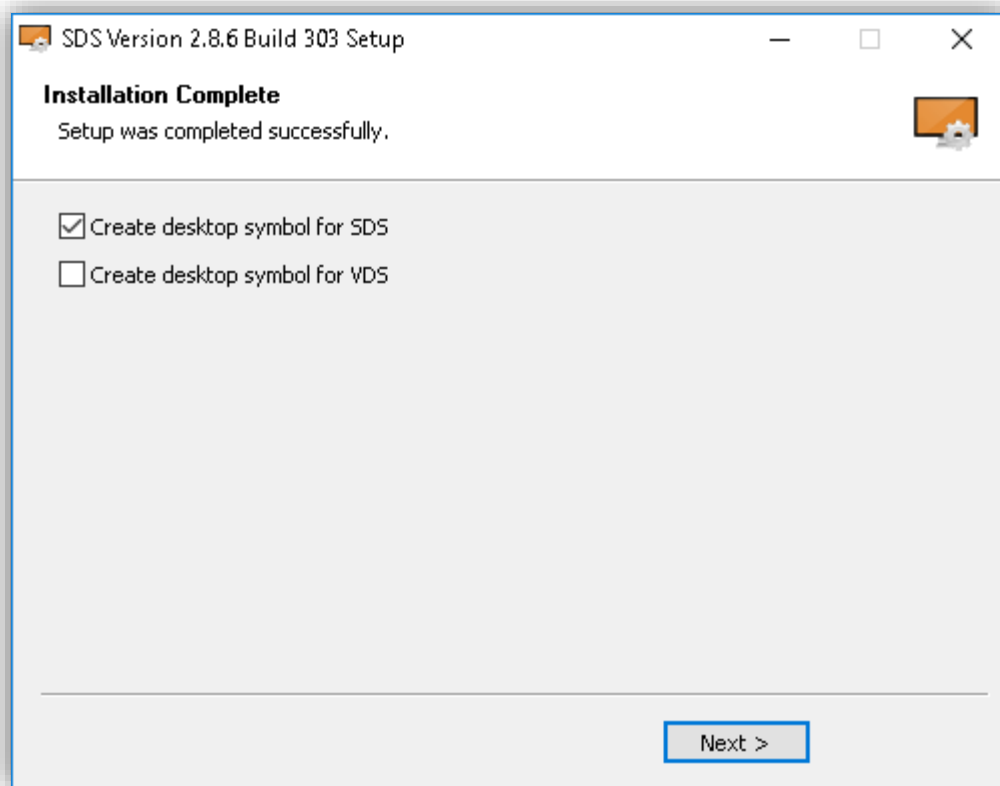

3. Follow the on screen prompts to continue downloading STIHL Diagnostic Software
4. When the download is complete, run the installer
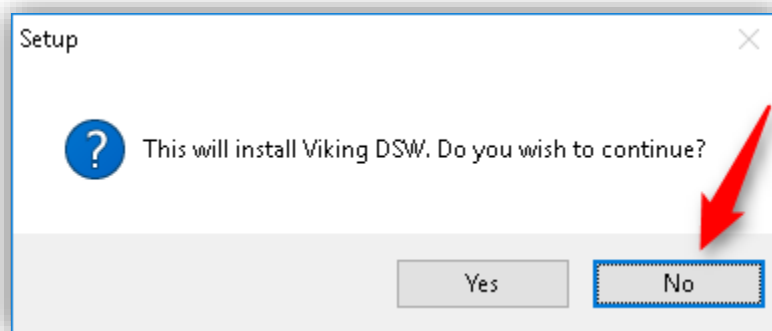5. Review the license terms and click "I Agree," if you accept the terms
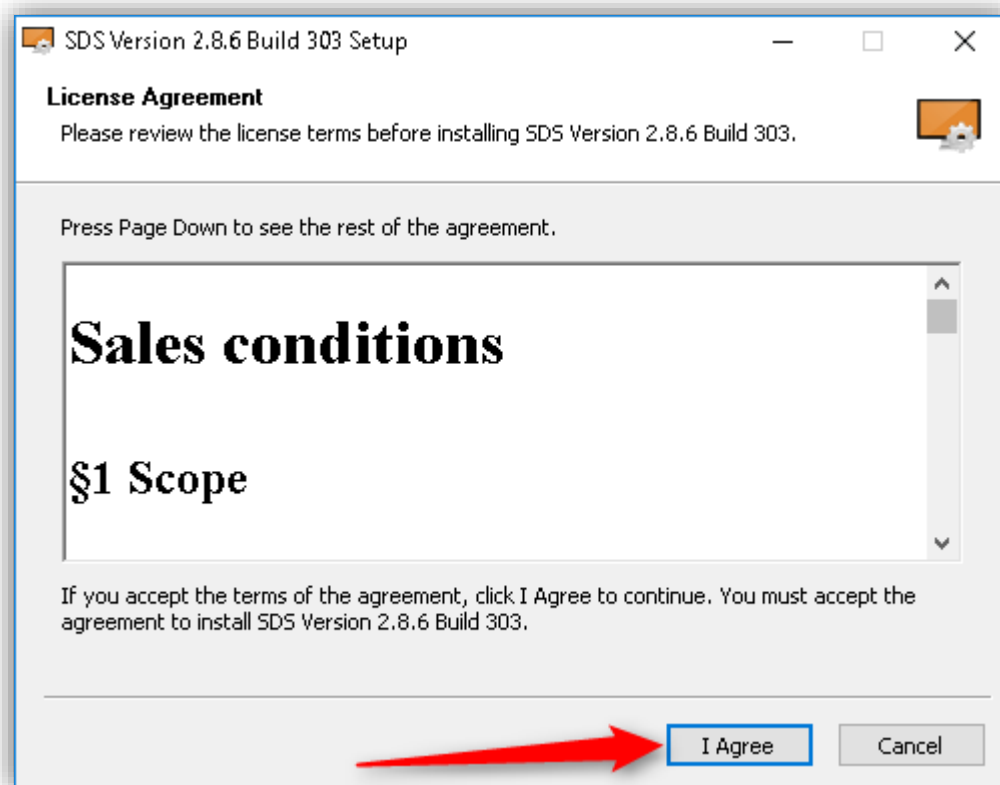
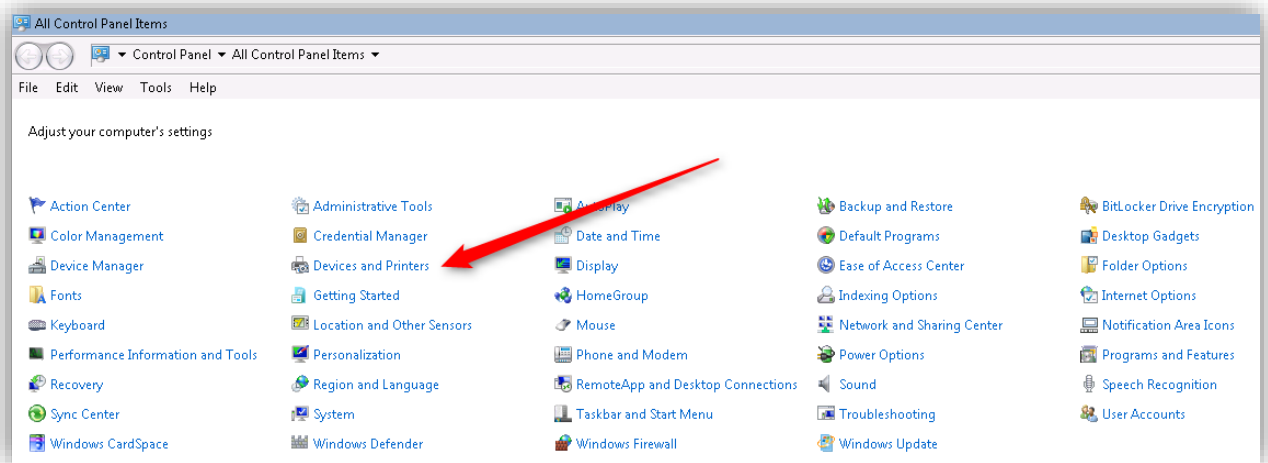6. Allow the installation to run on the following screen

7. Uncheck "Create desktop symbol for VDS"

8. Click "No," on the following prompt

9. Click "Finish"
10. Plug in the MDG to an outlet, preferably within 3 feet of the computer
11. Access your "Devices and Printers," via the "Control Panel," as shown below

12. Click "Add a device," in the top left corner
13. Allow the computer to scan for nearby Bluetooth devices, and select the "STIHL MDG," when it appears. Click "Next"
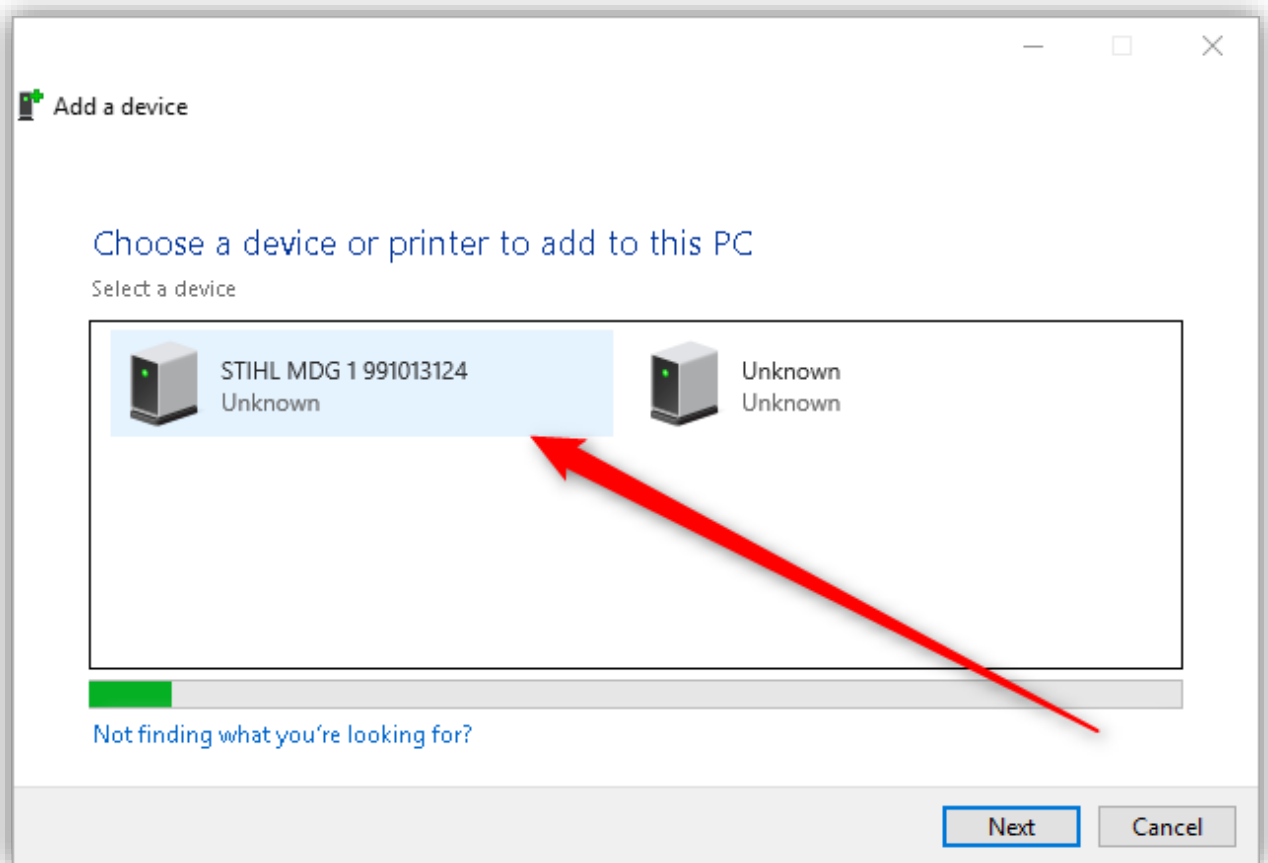
14. On the passcode screen, enter "STIHL" without the quotation marks. Click "Next"
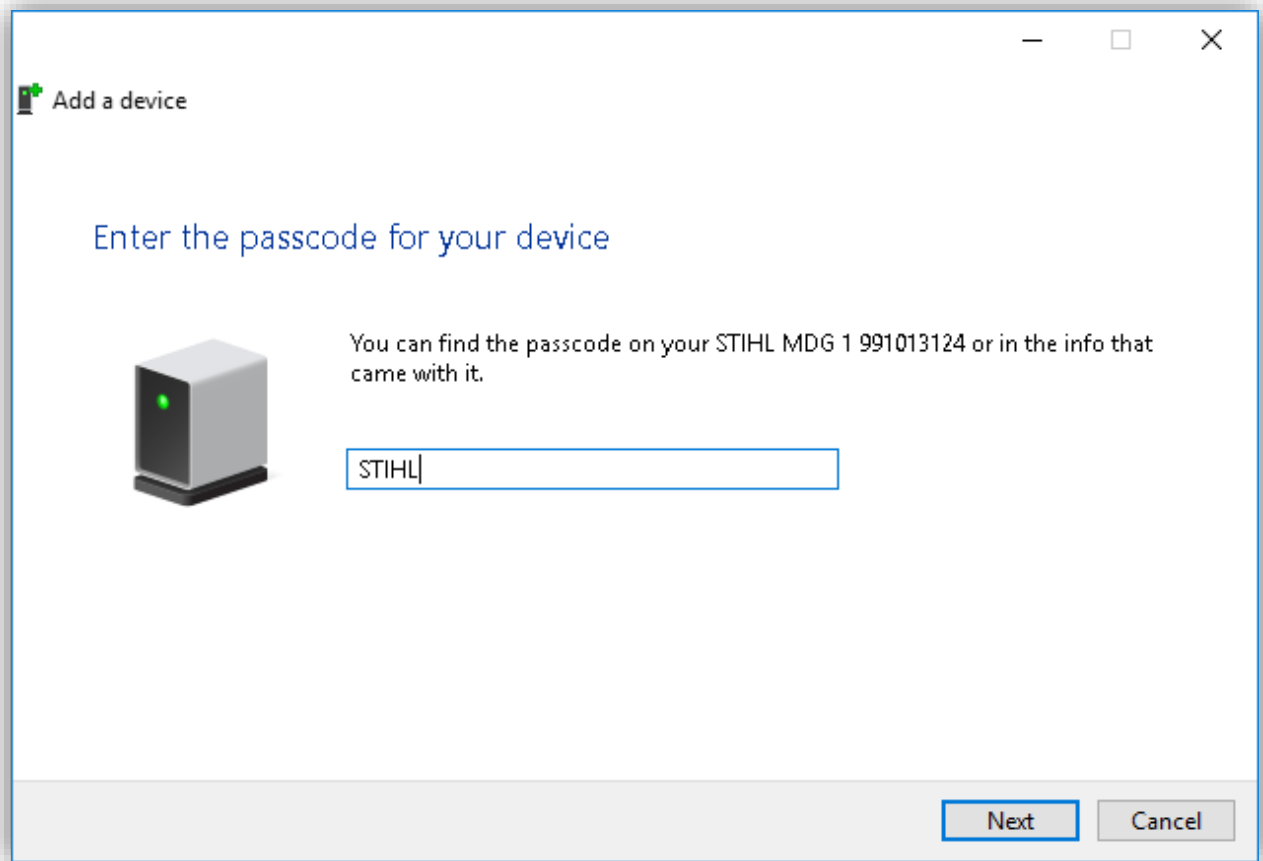
15. Launch STIHL Diagnostic Software (SDS)

Bluetooth Module Not Found

1. Plug in the MDG to an outlet, preferably within 3 feet of the computer
2. Plug in the USB Bluetooth adapter to the computer
   a. Open Computer Management by right clicking on the "Computer," icon on the desktop, and selecting "Manage"
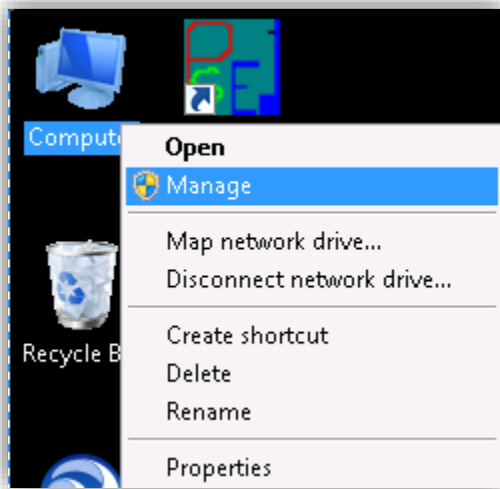
b. In "Computer Management," select "Device Manager"
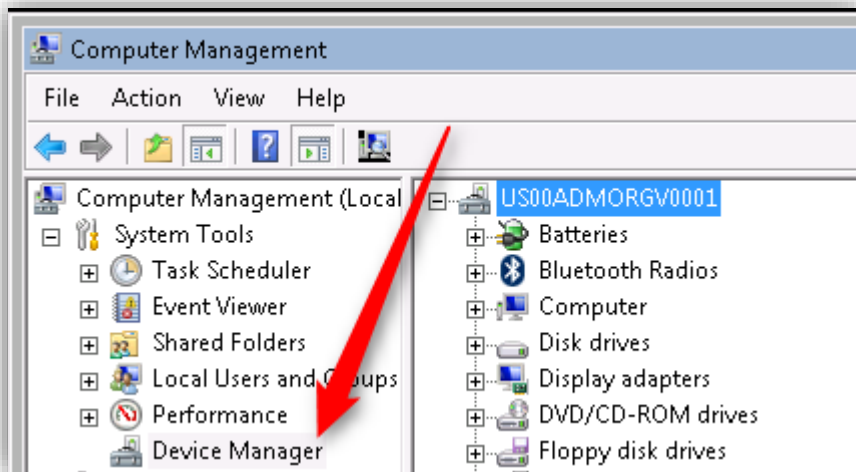


c. In "Device Manager," verify the devices have the following drivers
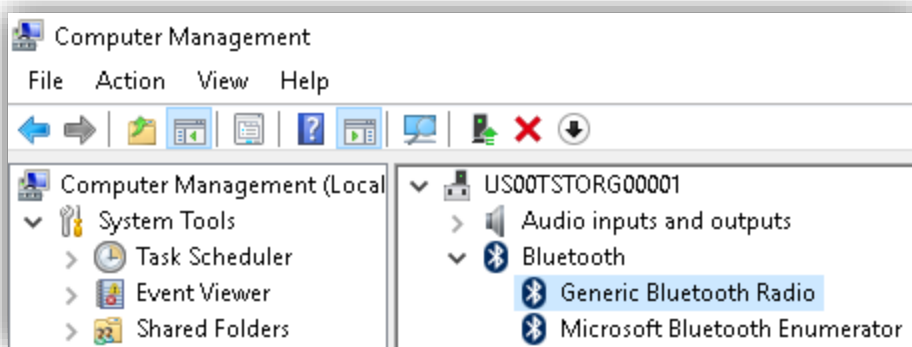
d. If a "Generic Bluetooth Adapter," is listed instead, update the driver as follows.
   i. Right click "Generic Bluetooth Adapter"
   ii. Click "Update Driver Software"

iii. Click "Browse my computer for driver software"
iv. Click "Let me pick from a list of device drivers on my computer"
v. Select "Generic Bluetooth Radio"
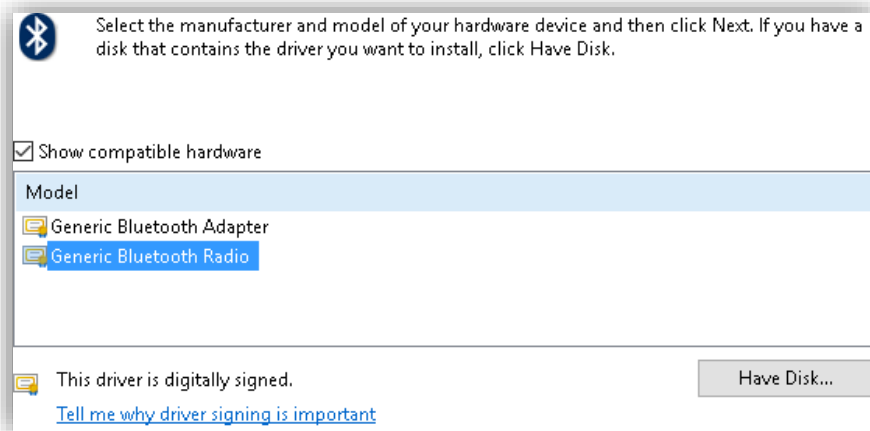
3. Launch SDS and verify you receive an "MDG found," message in the bottom left corner
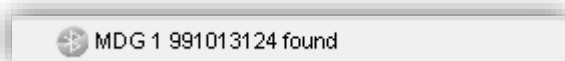
4. If you do not, close SDS and try to pair the MDG manually
   a. Open "Devices and Printers"
   b. Click "Add a device." Allow windows to search and detect the MDG
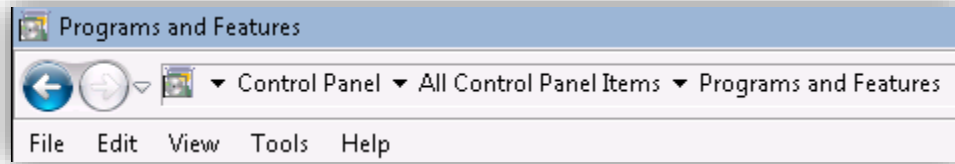   c. Select the "STIHL MDG," and click "Next"
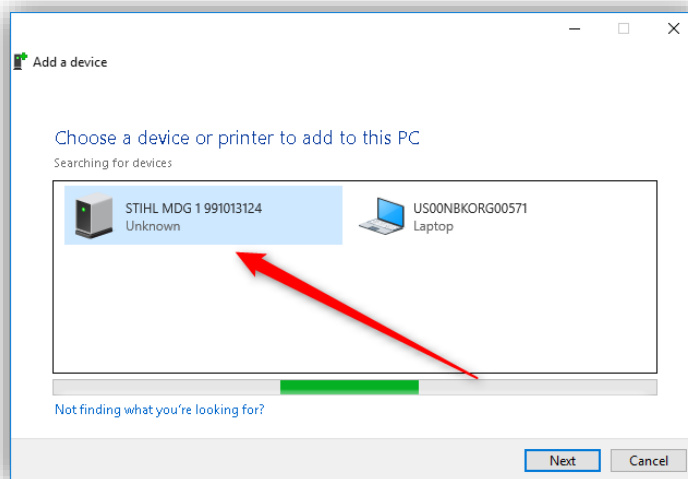
   d. On the following screen, enter the passcode, STIHL, as required
   e. Try to launch SDS again and verify it is connected as shown in Step 3
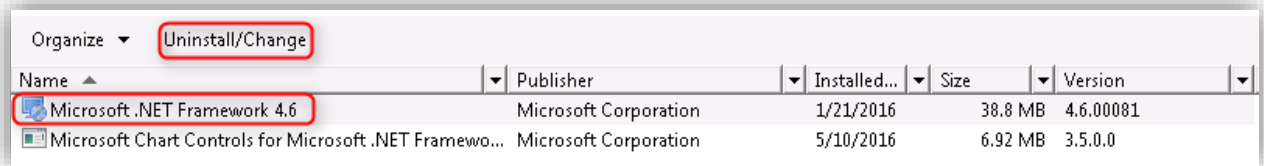
Application Will Not Proceed Past Selecting a Unit
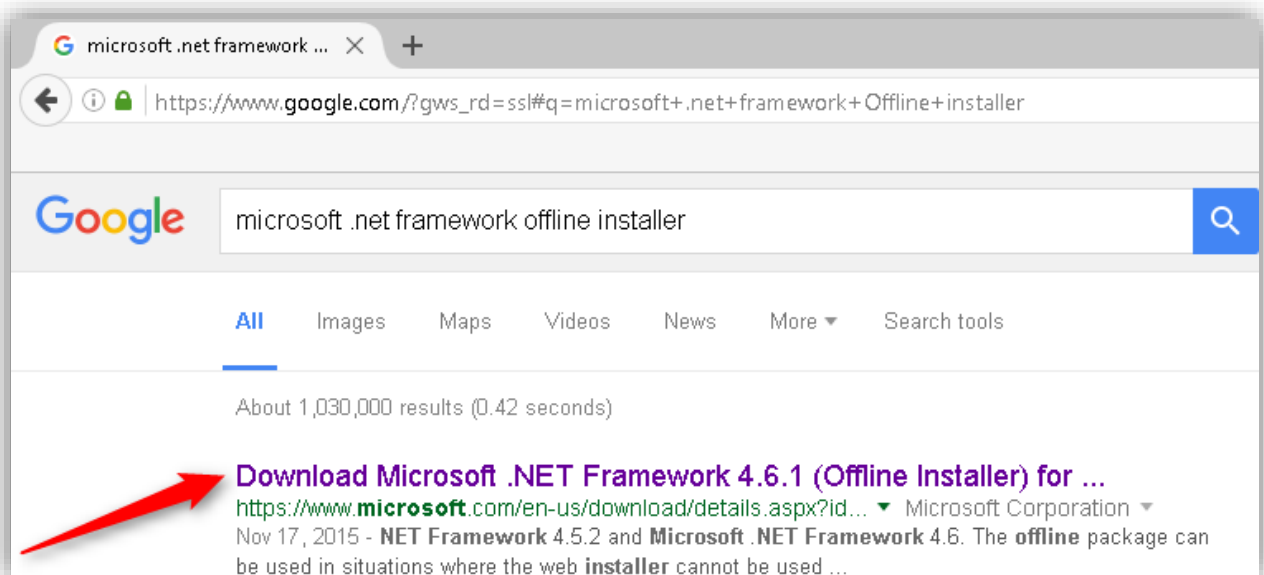
Reinstall Microsoft .NET Framework

1. Open "Programs and Features," via "Control Panel"

2. Search for "Microsoft .NET Framework," via the search box in the top right hand corner
3. Select the result, "Microsoft .NET Framework" and click "Uninstall/Change"

4. Follow the on screen instructions to finish removing "Microsoft .NET Framework"
5. Click on the following link to open a google search result page for the latest "Microsoft .NET Framework" download. You may also navigate to https://www.google.com and search for "Microsoft .NET Framework Offline Installer," if you prefer.
   https://www.google.com/?gws_rd=ssl#q=microsoft+.net+framework+Offline+installer
6. You will receive a page similar to the screenshot below. Please click the result that most accurately resembles the result shown below (version number may vary). In most cases, this will be the first result shown
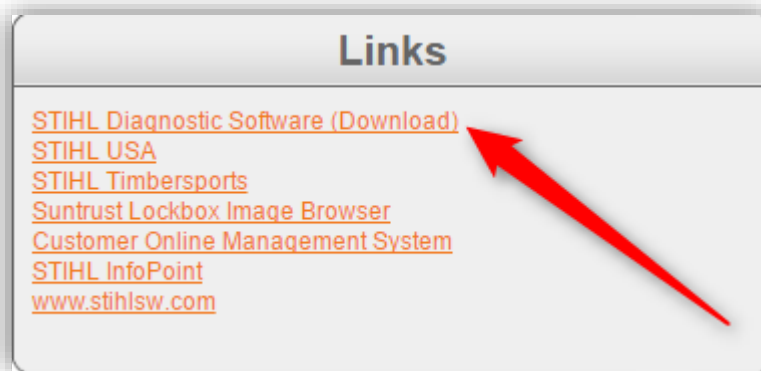

7. On the following page, please click the "Download," button
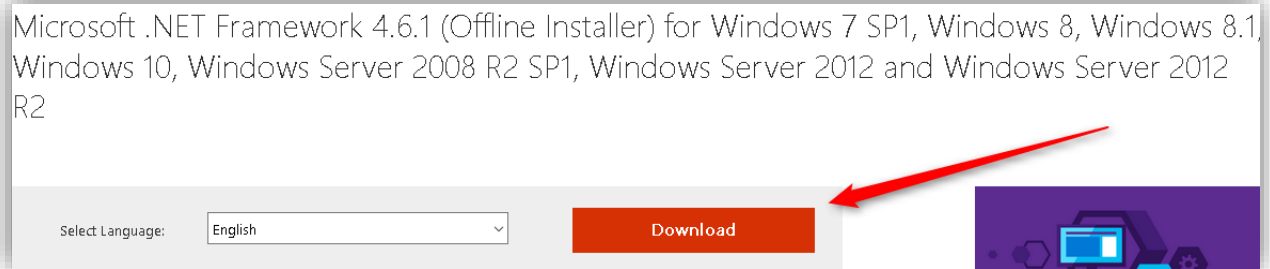
8. Follow the on screen prompts to continue downloading Microsoft .NET Framework
9. When the download is complete, run the installer and follow the on screen instructions to install Microsoft .NET Framework

Application Will Not Update

1. Open a web browser such as Internet Explorer, Chrome, or Firefox, navigate to https://dealers.stihlusa.com, and login. If you have forgotten your login information, please click the "I forgot my password," link located above the "Sign On," button.
2. Click the "STIHL Diagnostic Software (Download)," link located in the "Links," section

3. Follow the on screen prompts to continue downloading STIHL Diagnostic Software
4. When the download is complete, run the installer and follow the on screen instructions to install STIHL Diagnostic Software

Contact Support

If you continue to experience issues, please contact support. Please be prepared to have your dealer information ready.

A representative may ask you to provide them with a STIHL Diagnostic Software log file from your computer. You may find these files at the folder locations listed below.
Windows XP: C:\Documents and Settings\All Users\Application Data\STIHL\SDS\Logs\
Windows 7 and up: C:\ProgramData\STIHL\SDS\Logs

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