

# J2534 Application Error 1609

703 Nate Skutt Wed, Apr 18, 2018 [J2534](#) 11721

## DESCRIPTION:

- User may receive the following error after either updating from an older version of J2534 or installing a new version on a non-English OS:



## RESOLUTION:

**NOTE:** J2534 software does not support additional languages and is not supported on non-English OSs. Users should perform the steps below at their own discretion. Chrysler recommends an **English Windows OS** for the J2534 Application.

1. Change keyboard to English:

- Navigate to **Control Panel > Clock, Language, and Region > "Change keyboards or other input methods"** (under Region and Language) > **Change keyboards... > Ensure Default Input Language is set to English.**

2. Create a local user group:

- Navigate to **Control Panel > User Accounts > Change account type** (under User Accounts > **Advanced** tab > "**Advanced**" button under Advanced User Management heading).
- Select **Groups** in the far left column.
- Select **Action > New Group** > Enter "Users" as the group name. Select **Create**.

3. Users group should now appear.

4. J2534 should now install successfully.

For any other issues, please review the J2534 User Manual.

Online URL: <https://kb.fcawitech.com/article/j2534-application-error-1609-703.html>