## J2534 Application Error 1609

703 Nate Skutt Wed, Apr 18, 2018 J2534 12400

## **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:

| 😼 J2534                               | Application - InstallShield Wizard  |   |
|---------------------------------------|---|---|
| Installing<br>The prog                | <b>3 J2534 Application</b><br>gram features you selected are being installed.   | J2534   |
| i i i i i i i i i i i i i i i i i i i | Please weit while the Testal/Shield Wieard installs 12524 J2534 Application Installer Information Error 1609.An error occurred while applying settings. Users is not a valid user or group. be a problem with the package, or a problem connecting to a domain controller on the net Check your network connection and click Re | security<br>This could<br>n<br>work.<br>try, or C |
| InstallShield -                       | Retry Cancel  | t > Cancel  |

## **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 toEnglish.

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