J2534 Application Error 1609

703 Nate Skutt Wed, Apr 18, 2018 J2534 14438

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