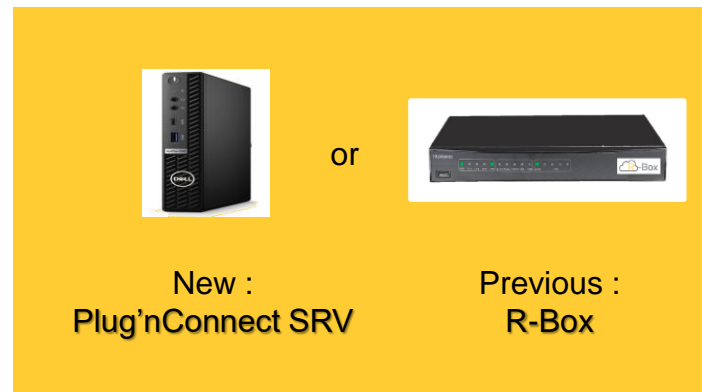


RENAULT UPDATE BECOMES ALLIANCE UPDATE

USER GUIDE



HOW TO FIND ALLIANCE UPD@TE AND MULTIMÉDIA TOOLS ?

For all (except below country), download the installer from this website

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



Except for those country, need specific setup, please contact :

contact.rbox@renault.com

ISO A2	ISO A3	Name
BY	BLR	Belarus
IL	ISR	Israel
KZ	KAZ	Kazakhstan
KR	KOR	Korea
KG	KGZ	Kyrgyzstan
MN	MNG	Mongolia
RU	RUS	Russia
UA	UKR	Ukraine
UZ	UZB	Uzbekistan

WHAT DO YOU NEED ?



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



*Adapter
USB-A / USB-C*



*Renault net Token
personal*



*Windows 10/11 Pro
Desktop or Laptop*



RENAULT NET USB TOKEN

- Where Can I get It ?




- In France, the CISCAR purchasing office distribute the Renault net 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)

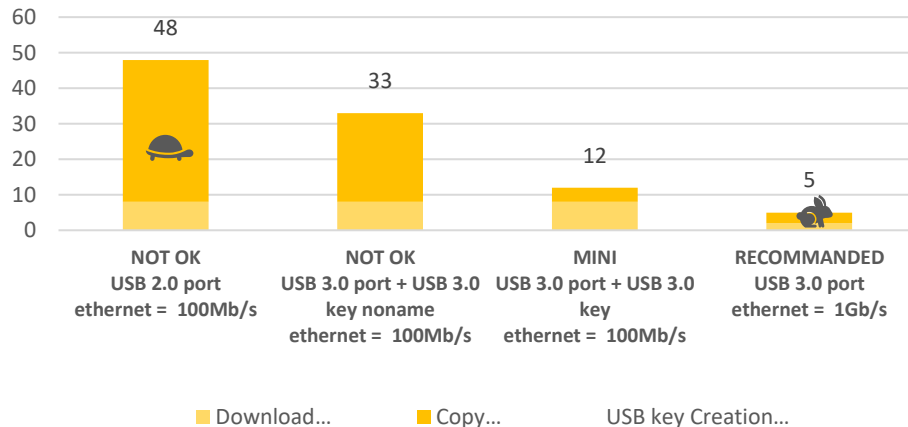
PREREQUISITES FOR USER DESKTOP



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)



USB Key SSD

Reference tested and approved by Renault

[SanDisk Extreme Pro – 128 Gb](#)

USB A



USB A to USB C



Easy Link (USB-A)

Open R-LINK (USB-C)

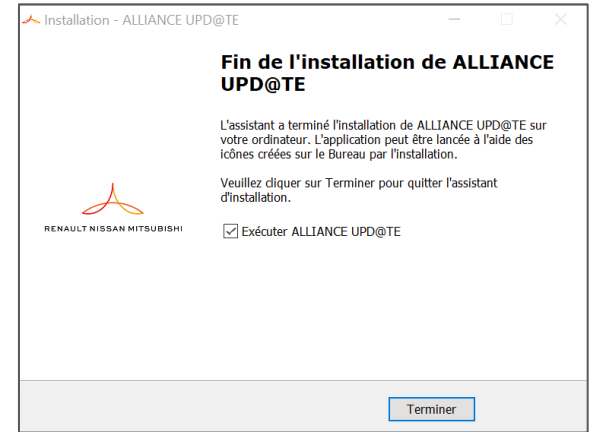
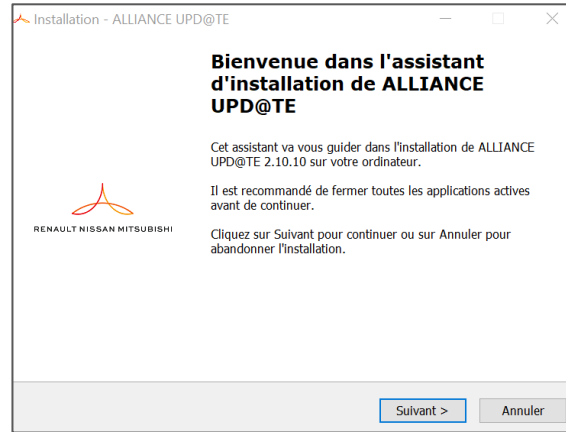
HOW TO INSTALL AND SETUP ALLIANCE UPD@TE ?



HOW TO INSTALL ALLIANCE UPD@TE ?



Install ALLIANCE UPDATE Software



You must be a subscriber to the application « Renault Update Admin/User » in Renault net to configure ALLIANCE UPDATE Tool



HOW TO SETUP ALLIANCE UPD@TE ?

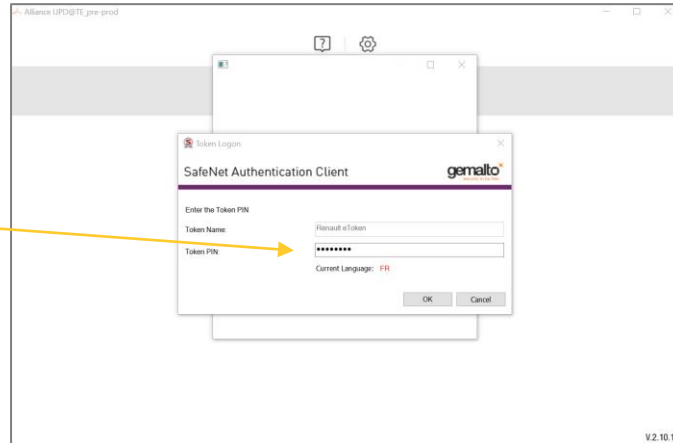
1) Launch AU Tool by clicking on



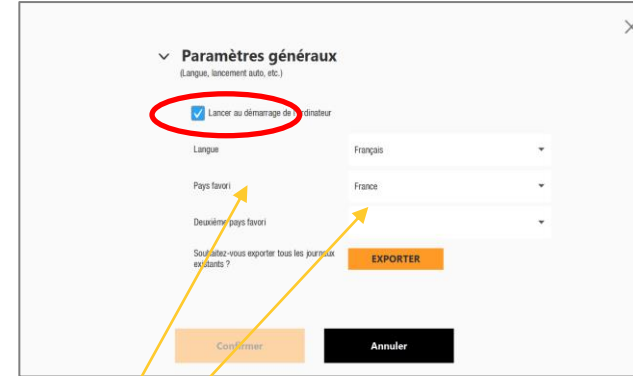
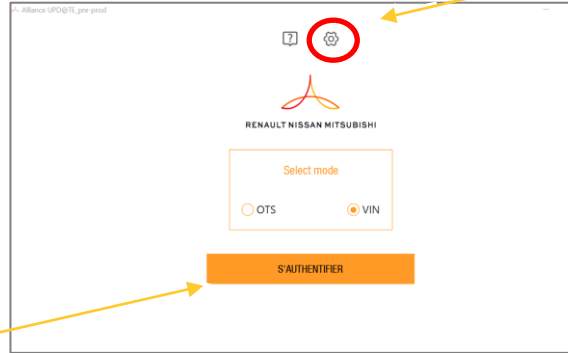
Do not select OTS right now,
only use Selection Mode « VIN »

3) Connect Renault net token
and clic on this button

4) Enter your Renault net PIN



2) Clic on Parameter



Select Automatic Application Launch
and language

5) The system check ALLIANCE UPDATE
access with your Renault net rights

If you have a token error, ask your Renault
net administrator to verify your rights :
Renault Update(Admin/User)

HOW TO INSTALL AND SETUP ALLIANCE UPD@TE ? (ADMIN MODE)



3) Set the IP address of the Plug'nConnect or R-BOX in ALLIANCE UPDATE

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.

Alliance UPD@TE_pro.01

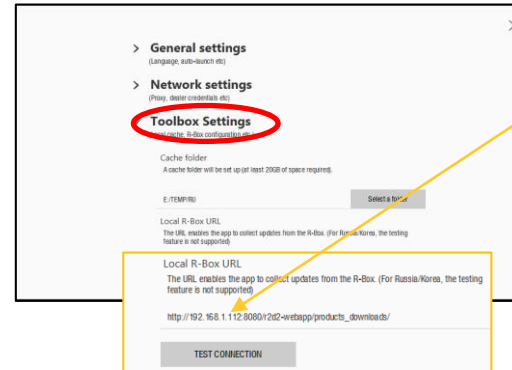


Alliance UPD@TE_pro.01



Click on parameter

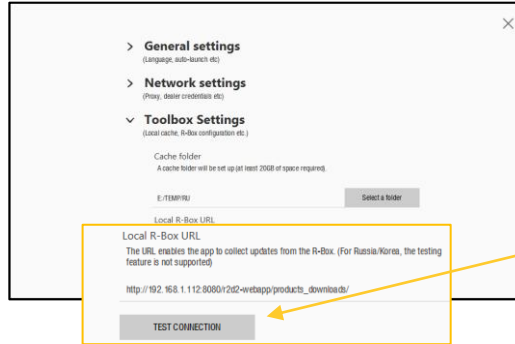
V.2.10.10



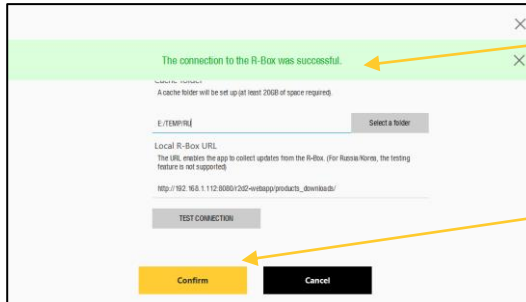
Fill in the IP address of
Plug'nConnect SRV or R-BOX

HOW TO INSTALL AND SETUP ALLIANCE UPD@TE ? (ADMIN MODE)

4) Test communication with Plug'nConnect SRV or R-BOX



Click on the button TEST CONNECTION



You must have this message

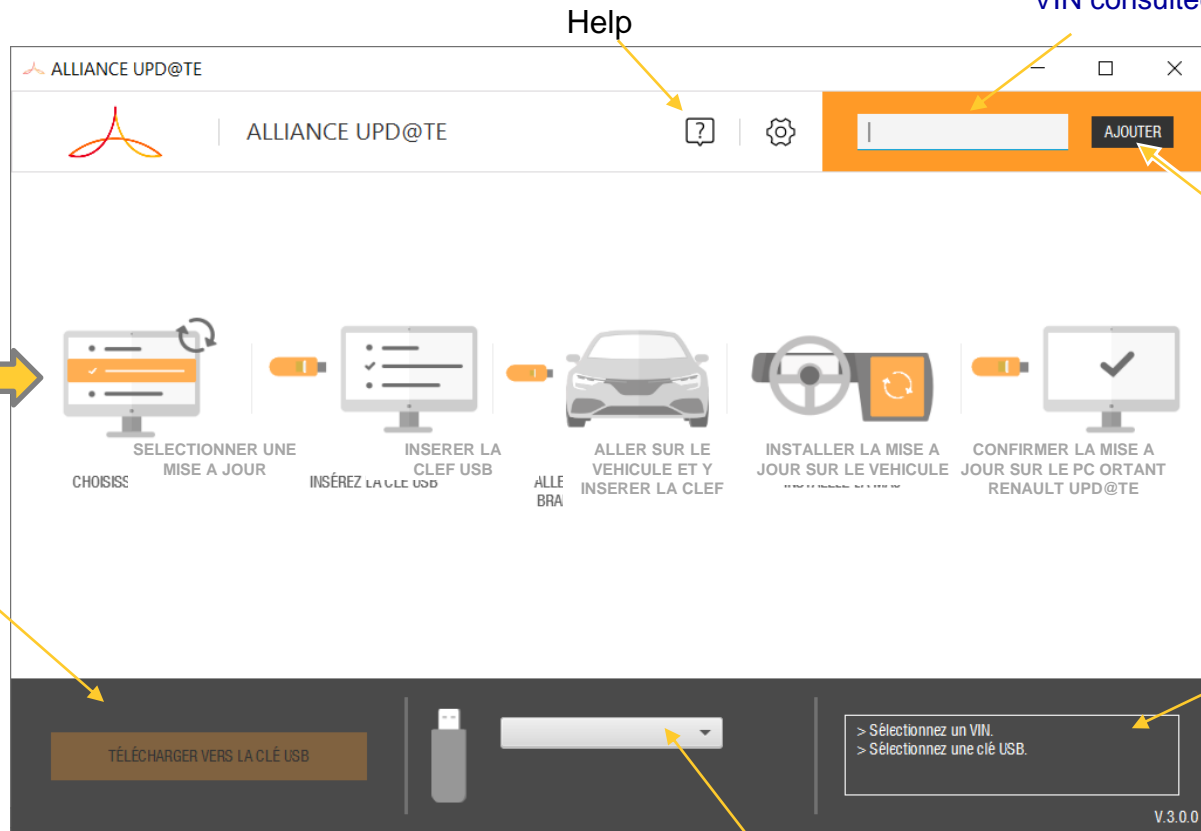
Click on the button **Confirm**

HOW TO USE ALLIANCE UPD@TE?



HOW TO USE ALLIANCE UPD@TE?

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



Validation of the action

Instruction to follow or warning messages

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

3) Select items you want to update on the vehicle

Telematics :
EASY LINK
openR link

Connectivity :
TCU

IVI full software

IVC full software

Version or ref of the file

Size of the file

Mise à jour	Version	Statut
MàJ IVI complète 201C10218 The changes in this update ...	Taille : 1,24 Go Tmp install : N/A	TERMINÉ CONFIRMER IGNORER
MàJ IVC complète 201C10218 Connectivity files	Taille : 95,3 Mo Tmp install : N/A	REJETÉ

4) Select USB Stick. Space needed is indicated above

5) Validate upload to USB stick

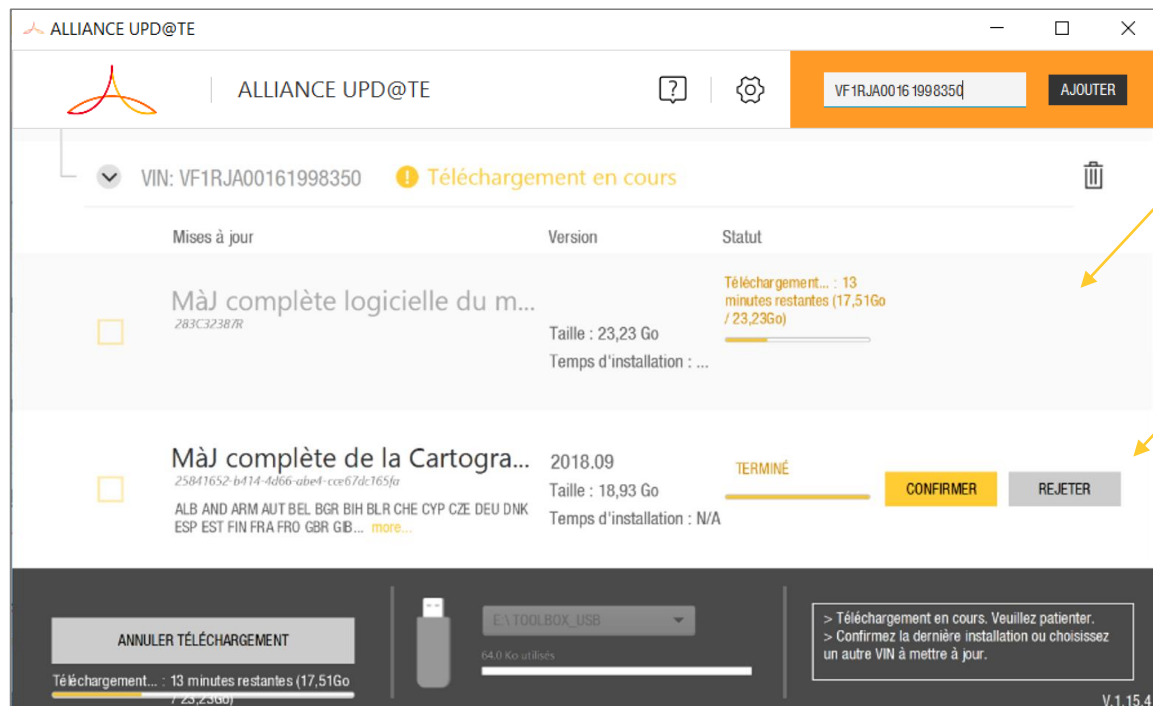
TELECHARGER VERS LA CLE USB

E:\TOOLBOX_USB

64.0 Ko utilisés 23.92 Go requis

> Confirmez la dernière installation ou choisissez un autre VIN à mettre à jour.

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

The screenshot displays the ALLIANCE UPD@TE application window. At the top, the VIN is VF1RJA00161998350, and the status is 'En attente de confirmation'. Below this, a table lists available updates:

Mises à jour	Version	Statut
<input checked="" type="checkbox"/> Màl complète logicielle du m... <small>283C3238/R</small>	Taille : 23,23 Go Temps d'installation : ...	Désolé, la dernière version n'est pas disponible sur votre R-Box.
<input type="checkbox"/> Màl complète de la Cartogra... <small>25841652-b414-4d66-abe4-cce67dc165fa</small> ALB AND ARM AUT BEL BGR BIH BLR CHE CYP CZE DEU DNK ESP EST FIN FRA FRO GBR GB... more...	2018.09 Taille : 18,93 Go Temps d'installation : N/A	TERMINÉ <input type="button" value="CONFIRMER"/> <input type="button" value="REJETER"/>

At the bottom, there is a section for downloading to a USB drive. It includes a button 'TELECHARGER VERS LA CLE USB', a USB icon, a dropdown menu showing 'E:\TOOLBOX_USB', and a progress bar indicating '64.0 Ko utilisés' and '23.92 Go requis'. A confirmation message states: '> Confirmez la dernière installation ou choisissez un autre VIN à mettre à jour.'

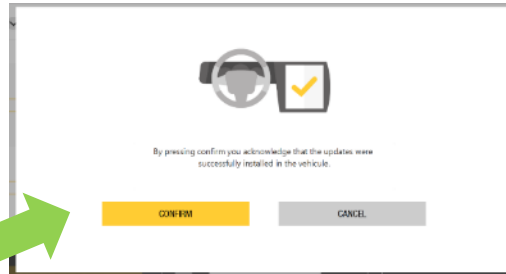
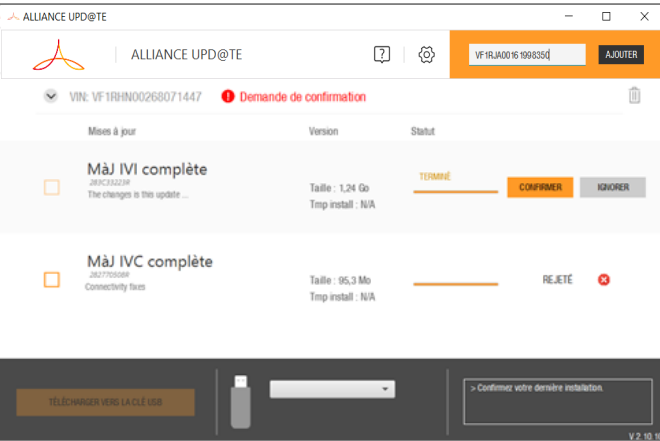
When a vehicle is on treatment (USB stick plugged on vehicle), the ALLIANCE UPD@TE instance must be kept opened.

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

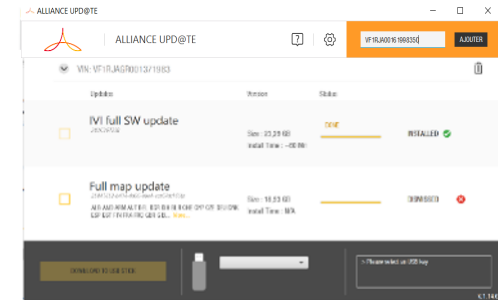
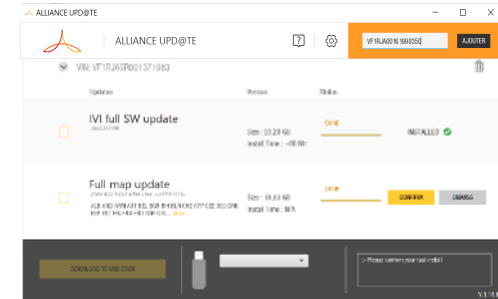
HOW TO USE ALLIANCE UPD@TE? CONFIRMATION

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

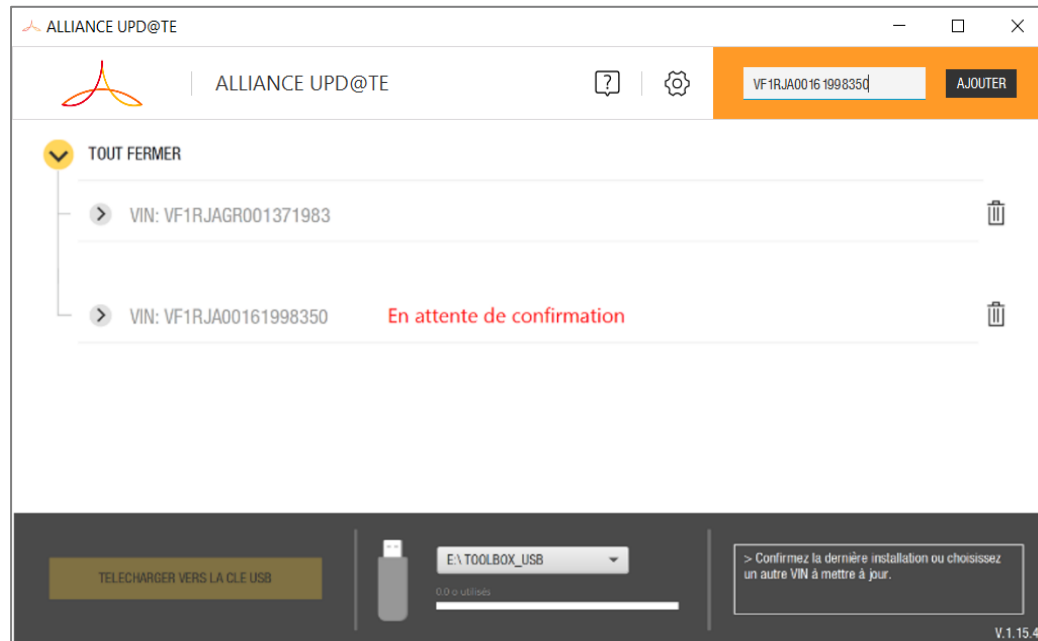
When installation successful



When installation Failed



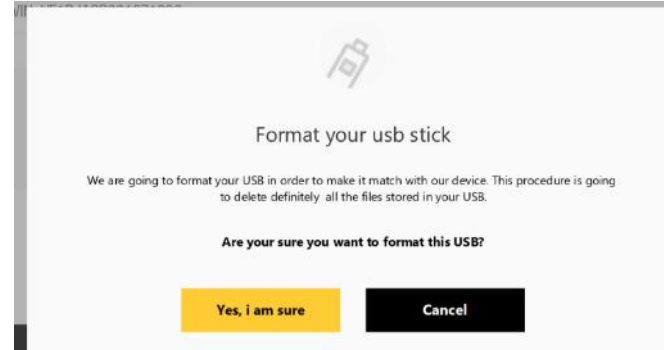
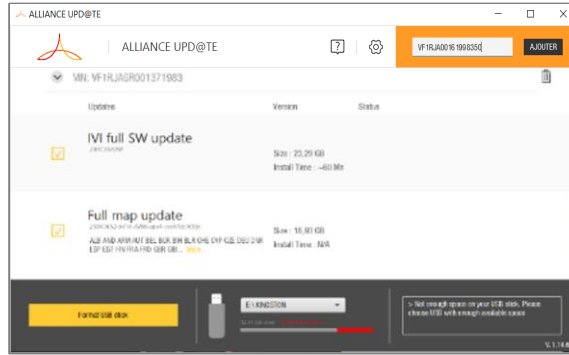
HOW TO USE ALLIANCE UPD@TE? CONFIRMATION



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

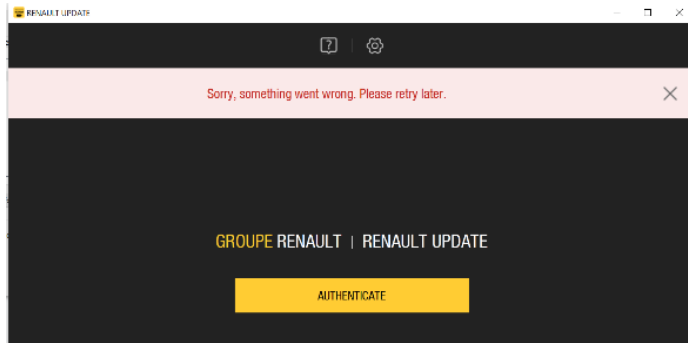
Here, two vehicles under treatment.
The first is ready to create an USB stick with updates proposed.
The second waits vehicle installation confirmation.

HOW TO USE ALLIANCE UPD@TE? FORMAT FAT32 FEATURE

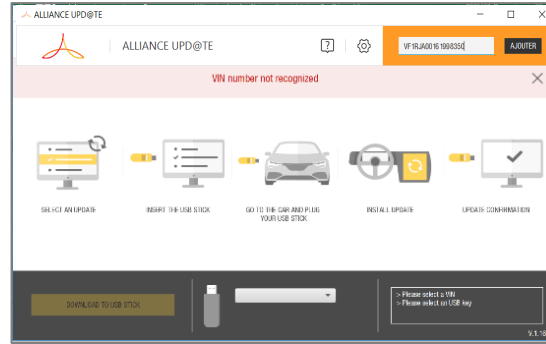


- When, not enough space available on USB stick a format function is proposed to empty and format the USB stick in FAT32 format. This feature is currently available only for 32GBytes (insufficient space for IVI software update + MAP IVI update + IVC update).
- Format feature USB stick higher than 128Gbytes is implemented.
- Risk: If you've got other files on the USB stick they will be removed and definitively lost

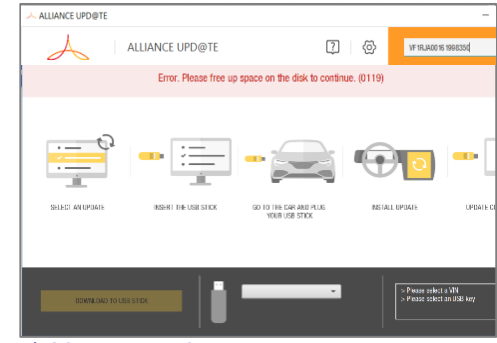
HOW TO USE ALLIANCE UPD@TE? CLASSICAL ERRORS



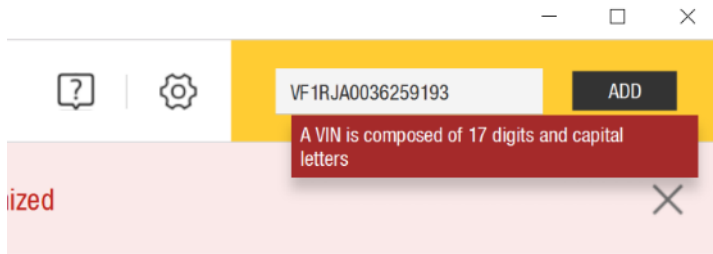
1) Token certificate is expired or not granted



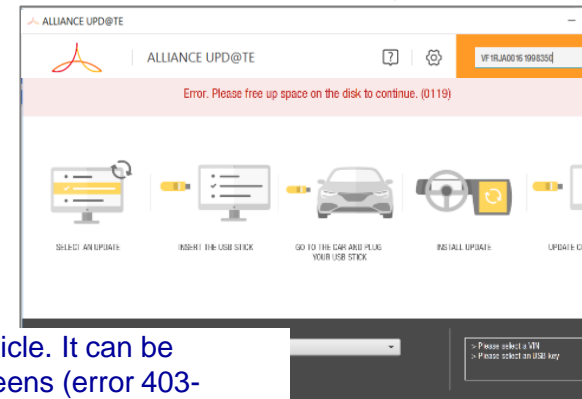
2) VIN unknown since without compatible telematics (Easy Link or Open R-link)



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



4) VIN error type check



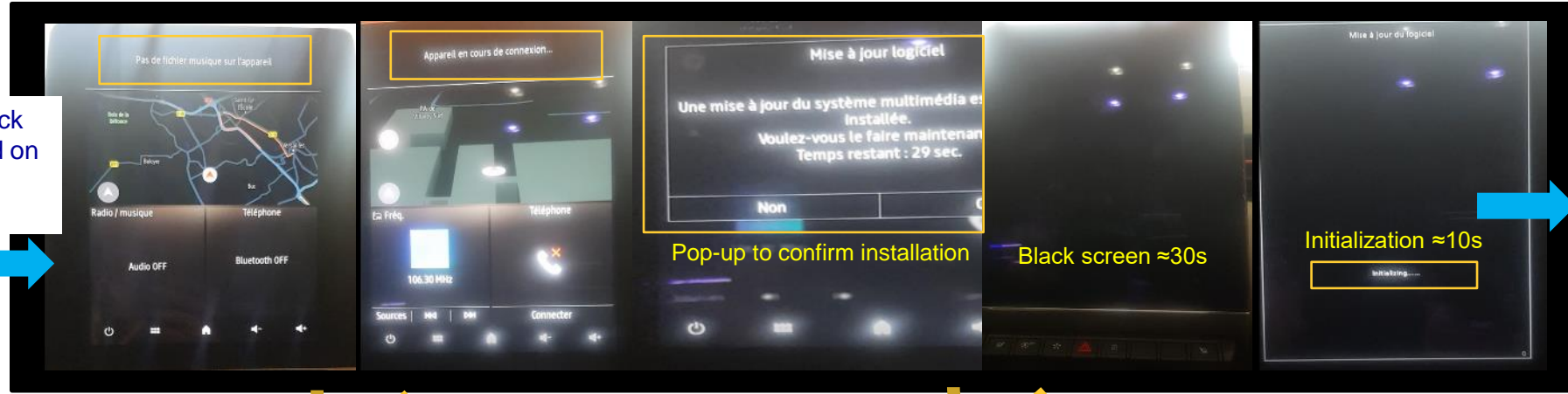
5) Data sharing is « off » inside vehicle. It can be switched to « On » through IVI screens (error 403-Privacy mode currently ON)

INSTALLATION ON BOARD : EASY LINK



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

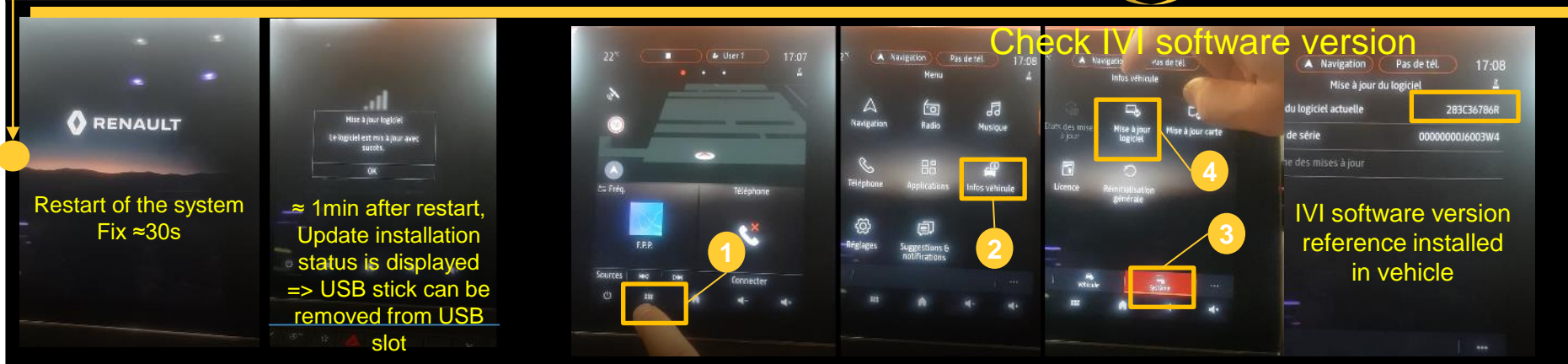
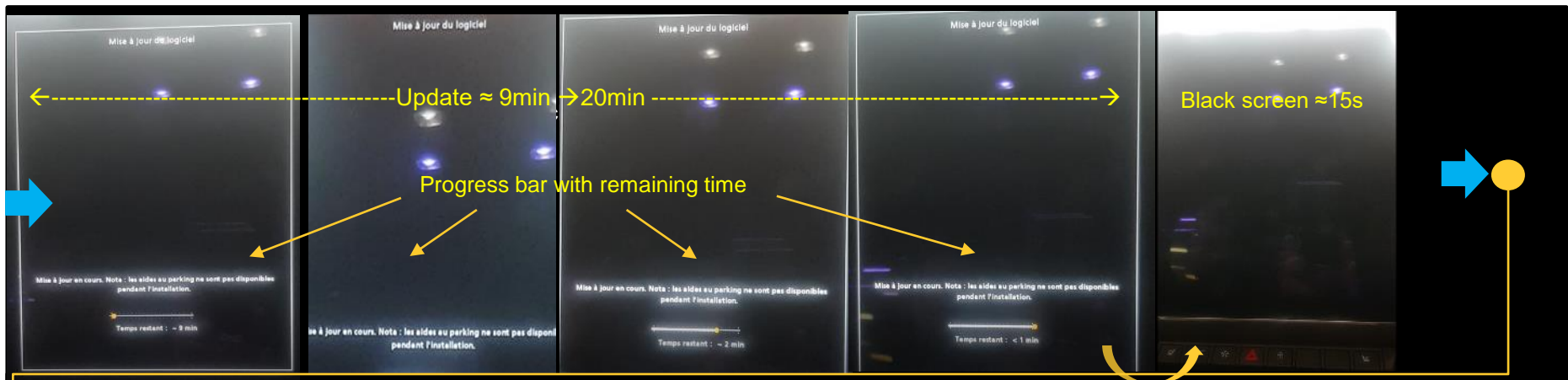
USB stick
plugged on
car



≈10s

5s after « yes »
confirmation or
autoconsent

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



USB stick plugged on car

Monitoring of IVC download

Progress bar

Download \approx 3min \rightarrow 10min

IVC update: On board vehicle installation story board (2/3)

ATTENTION :

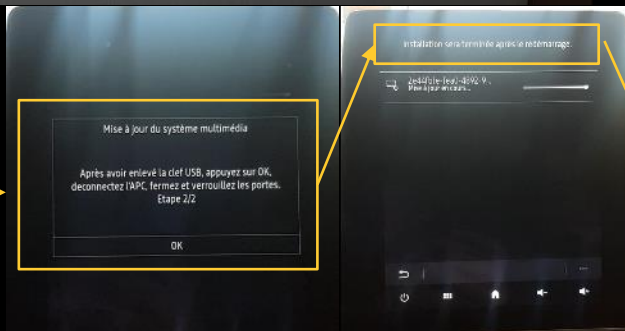
Lorsque le message « Retirer la clé USB, appuyer sur OK, débrancher l'APC, fermer et verrouiller les portes » s'affiche à l'écran, valider simplement les informations, puis retirer la clé USB.
A cette étape, ne pas couper le + après l'allumage, même si il est affiché sur l'écran de navigation.

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

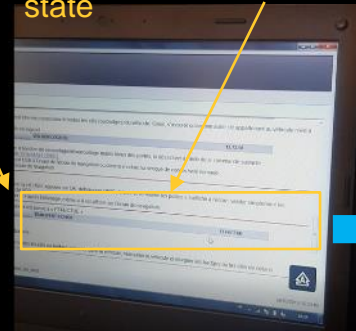
TRANSFERT FICHIER

NON EFFECTUE

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

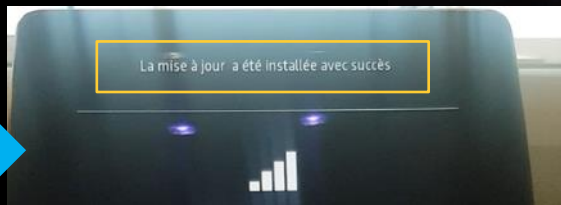


Transfert fichier status must be @ « effectué » state



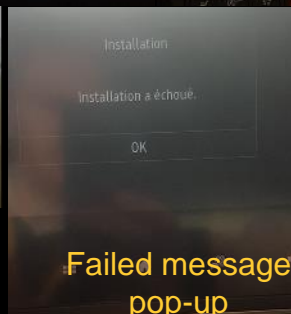
Put Vehicle in sleep mode for 40minutes

Vehicle wake up



Sucessfull pop-up

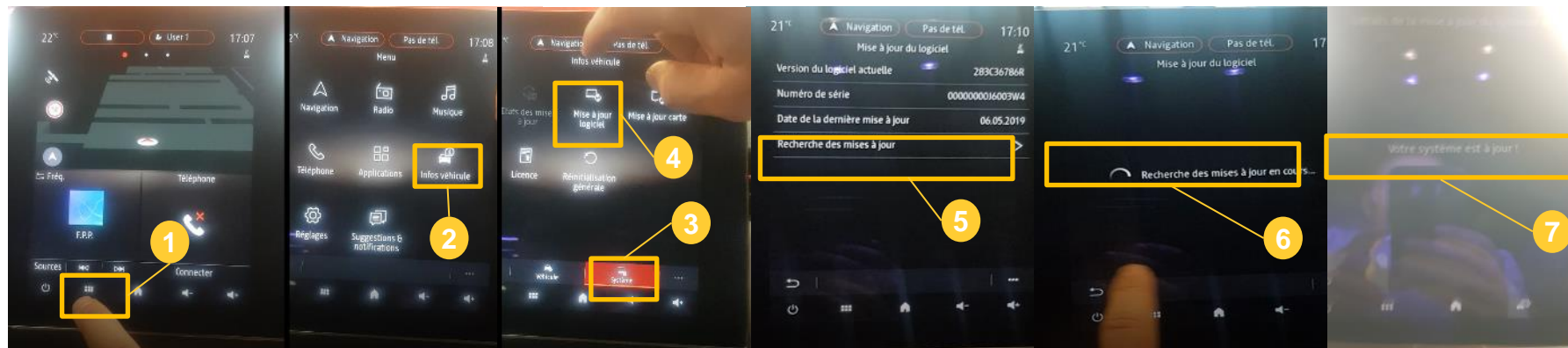
OR



Failed message pop-up

Go to check for update

IVC update: On board vehicle installation story board (3/3)



- 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



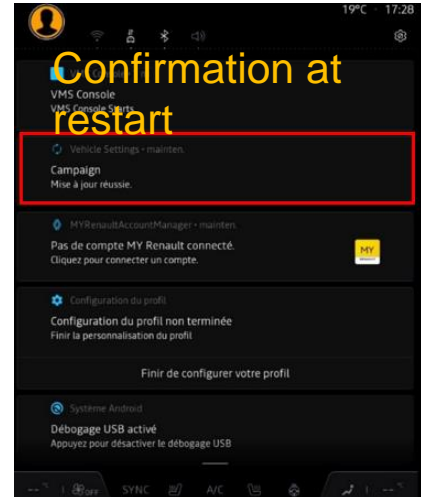
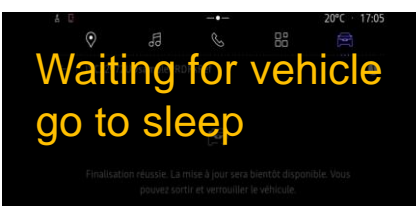
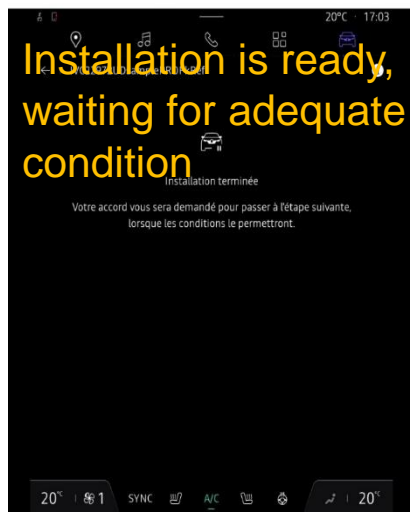
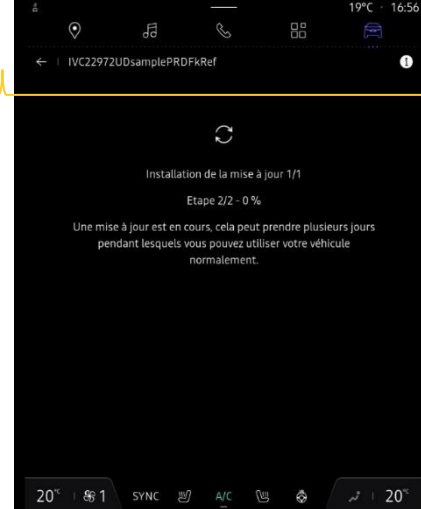
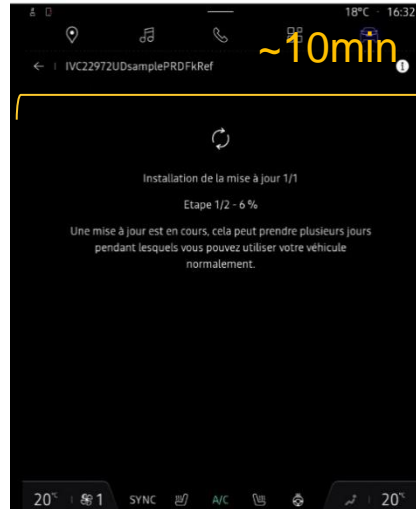
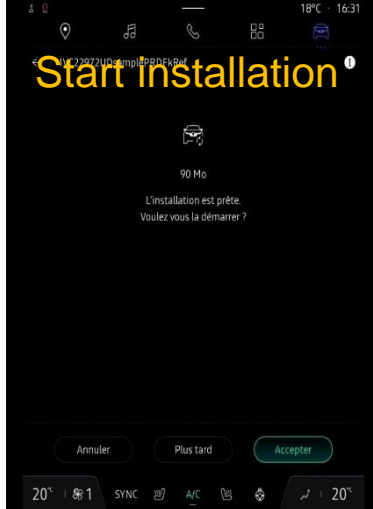
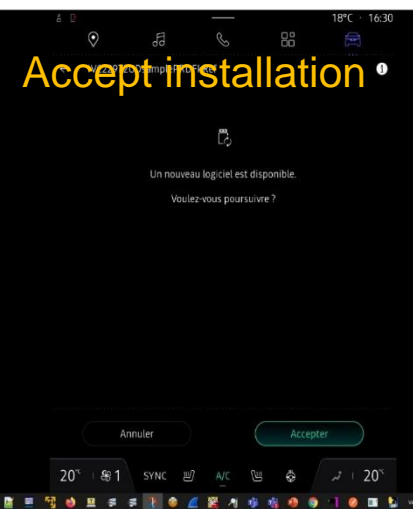
Vehicle must be in forced APC mode

Plug USB key



Clic on notification





V1.3 OCTOBER 2022

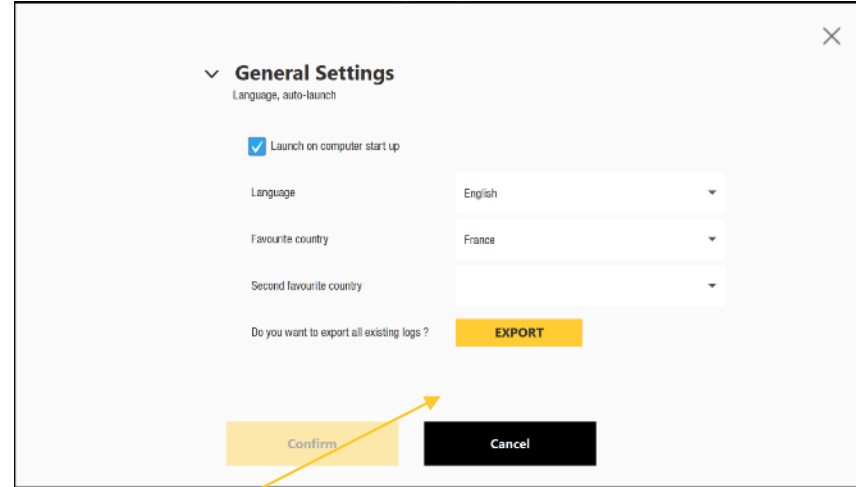
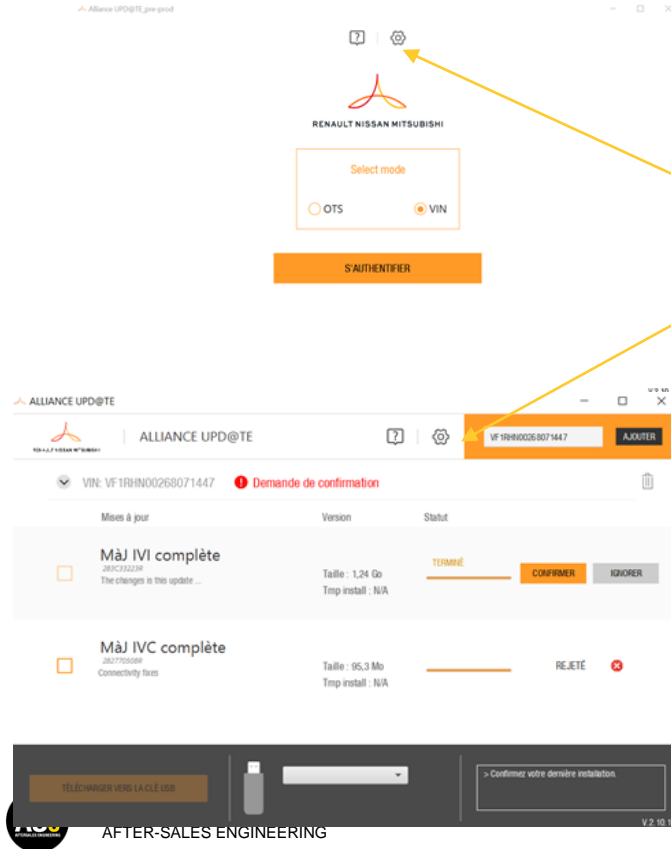
PREREQUISITE, GOOD PRACTICE AND TIPS

PREREQUISITE, TIPS, GOOD PRACTICE

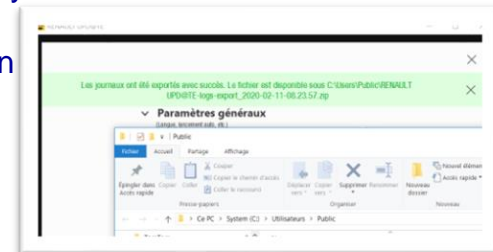
	Prerequisite	Good practice	Tips
Process	- After installation in the vehicle, USB stick must be returned to ALLIANCE UPD@TE	Never close a ALLIANCE UPD@TE session till all vehicles are not « confirmed » (Fully treated)	
USB Stick	- FAT32 Only - Choose a 64Gbytes USB stick at least - USB 3.1, USB 3.0 strongly 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	- Stickers to identify USB application (Ex: 1 key for Twingo 3; 1 Key for Clio 5 equipped with EASY LINK 7" with Navigation; 1 Key for Clio 5 equipped EASY LINK 7" without Navigation; 1 Key for Clio 5 equipped with EASY LINK 9,3" with Navigation)
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 TROUBLESHOOTING

Go to Setting page:

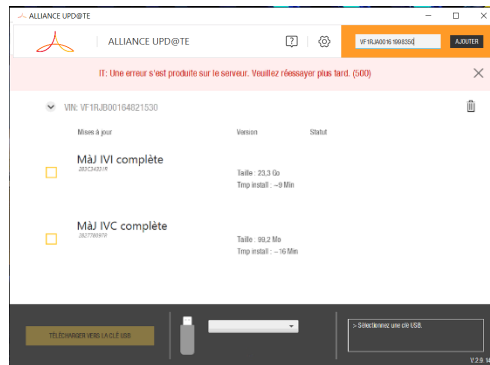


1. Push this button to collect and save the logs to a folder you can choose (typically: Desktop)
2. A confirmation is shown and the chosen folder pops out.
3. Send the resulting file to your support team.

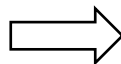


ISSUE: HOW TO MANAGE ?

Error on VIN



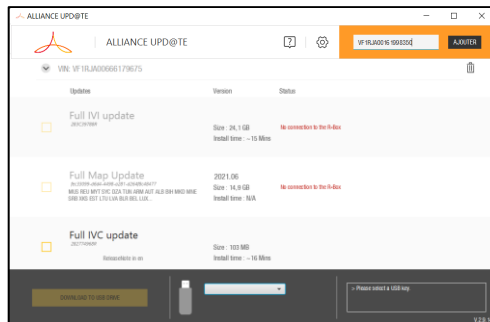
FIC to be created on ACTIS / NewDialogys



FIC

Techline Niveau 1

Error on R-Box / Plug'nConnect

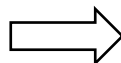


Ticket must be created on DOG

R-Box

DOG

R-BOX Team



Plug'nConnect



Send e-mail to

contact.pluginconnect@renault.com

THANKS

