

Model: Roadster

Vehicle System: 92 - Tools and Equipment

Region: All

Tech Note: Installing MTS-2 on a 64-bit Laptop

Tech Notes are announcements that help to communicate and track new information about Tesla Service concerns. Such concerns may or may not be VIN specific. These instructions assume knowledge of motor vehicle and high voltage electrical component repairs, and should only be executed by trained professionals. Tesla Motors assumes no liability for injury or property damage due to a failure to properly follow these instructions or for repairs attempted by unqualified individuals.

This Tech Note supersedes TN-13-92-002, dated 14-Nov-13. Each content change is marked by a vertical line in the left margin. Discard the previous version and replace it with this one.

MTS-2 can be a useful tool for reading and clearing diagnostic trouble codes on Roadster. Installation onto a 32-bit laptop is straightforward, but additional steps are required to install it on a 64-bit laptop.

Checking for MTS-2

To determine whether a laptop already has MTS-2 installed, do the following:

1. Click the Windows icon at the bottom left of the screen.
2. Select "Computer" (Figure 1).

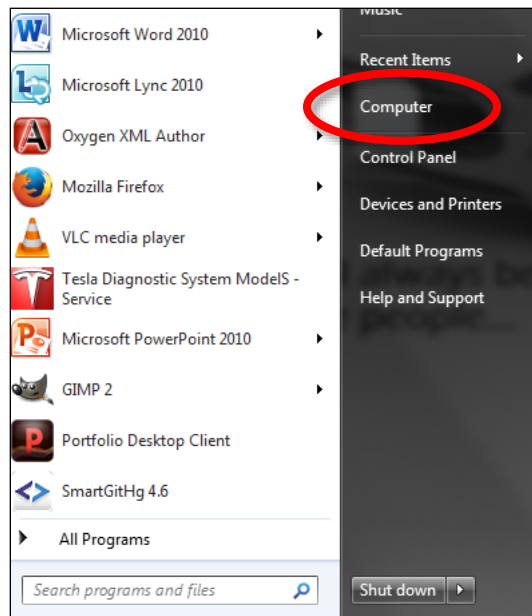


Figure 1

3. Double-click “Local Disk (C:)”.
4. Double-click “Program Files (x86)”.
5. Look for an “Omitec Ltd” folder.
 - If there is no “Omitec Ltd” folder, MTS-2 is not installed. Skip to the “Determining Whether a Laptop is 32-bit or 64-bit” section of this document.
 - If there is an “Omitec Ltd” folder, MTS-2 is already installed. Open the “Omitec Ltd” folder, then continue to the next step.
6. Double-click “Tesla TechCentre”.
7. Right-click the “TeslaDiagnostics.exe” icon (Figure 2), then select “Pin to Start Menu”. A shortcut to MTS-2 appears in the start menu (Figure 3).

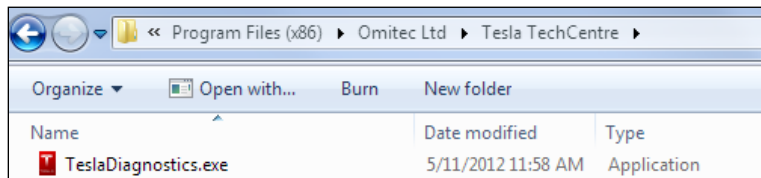


Figure 2

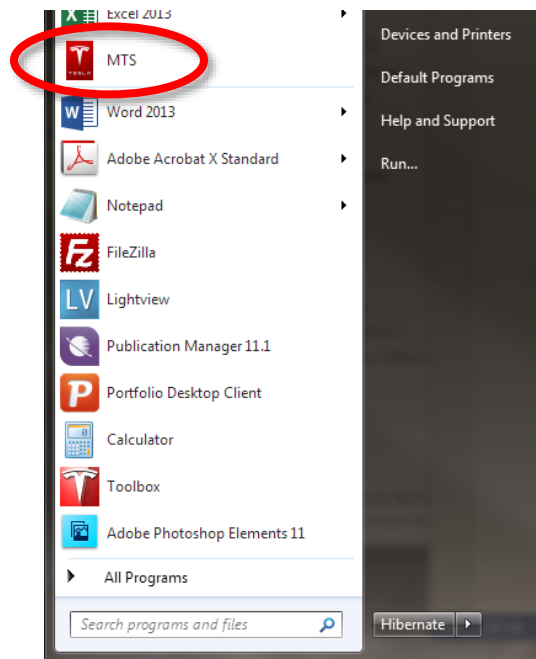


Figure 3

8. Select the “MTS” icon in the start menu to open MTS-2.
 - If the program does not open or crashes immediately upon opening, refer to the “Troubleshooting” section of this document.
 - If the program starts properly, no additional work is needed. Discontinue this procedure.

Determining Whether a Laptop is 32-bit or 64-bit

1. Click the Windows icon at the bottom left of the screen.
2. Select “Control Panel” (Figure 4). The “Control Panel” window opens.

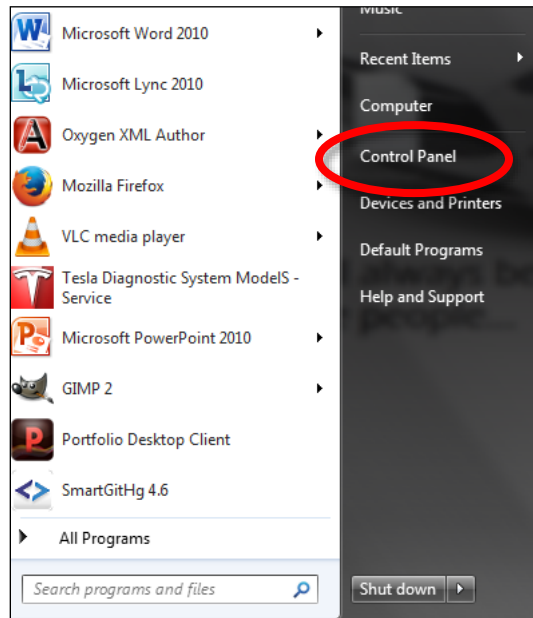


Figure 4

3. Click “System”. The “System” window opens.
4. Refer to the “System type” field (Figure 5) to see whether the laptop has a 32-bit or 64-bit operating system. To install MTS-2 on 64-bit laptops, follow the procedure in the next section of this document.

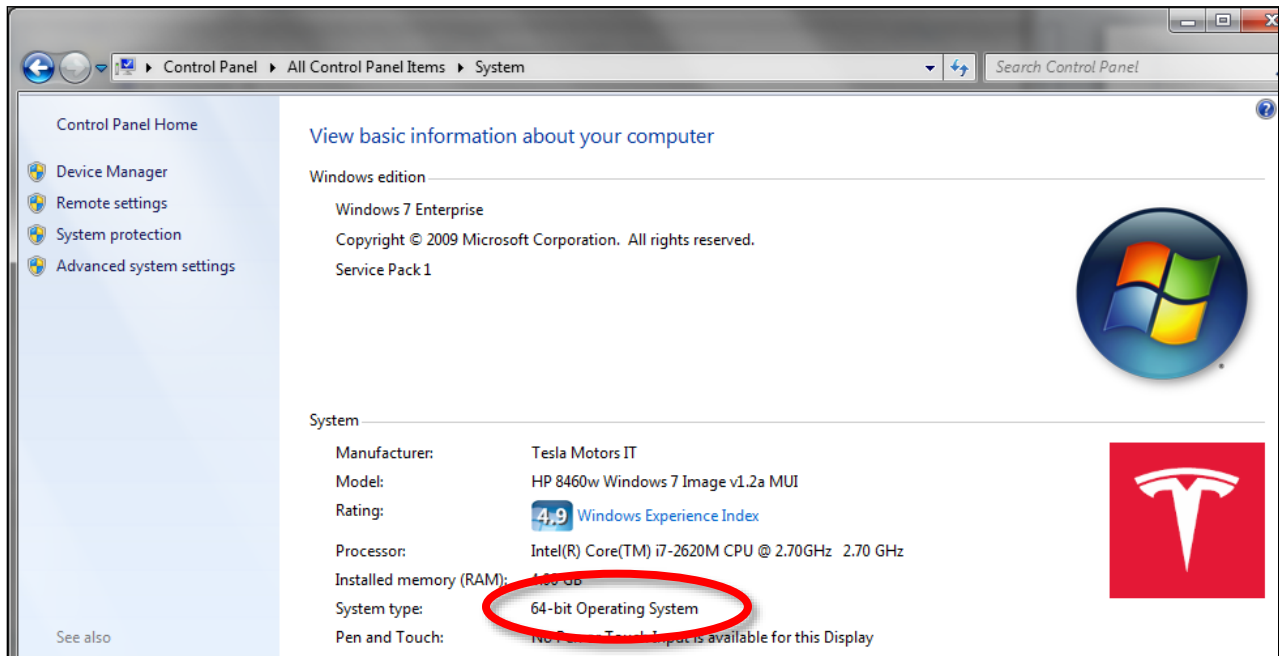


Figure 5

Installing MTS-2

NOTE: MTS-2 was not designed for 64-bit laptops, and only works because Tesla IT was able to modify the program from its original version. Because of this, installing MTS-2 onto a 64-bit laptop is much more complex than installing a normal program. Read each step carefully before proceeding and do not close any windows unless instructed to do so. This procedure takes approximately 60-90 minutes.

1. Ensure that the laptop is connected to the corporate network.
2. Click the Windows icon at the bottom left of the screen.
3. Type “[\\Teslamotors.com\US\Public](https://teslamotors.com/US/Public)” (without the double quotes) into the “Search programs and files” box (Figure 6) and press Enter. The “Teslamotors.com\US\Public” folder opens.

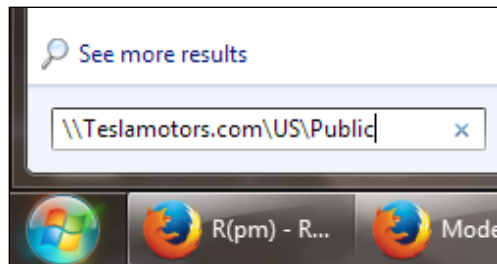


Figure 6

4. Copy the “VehicleTech-x64” folder to the desktop.
 5. Close the “\\Teslamotors.com\US\Public” folder window.
 6. Double-click the “VehicleTech-x64” folder on the desktop.
 7. Double-click the “VehicleTech-x64” folder that is inside the “VehicleTech-x64” folder.
 8. Right-click on the “Other-Files” folder and click “Open in new window”.
 9. Double-click the “usb_ethernet” folder.
 10. Double-click the “USB-Ethernet Drivers” folder.
 11. Rename the “1” folder to “AX88772A_760_772_Win7_v3.x.3.6_Drivers_Setup_v1.0.1.0” (without the quotes).
- TIP:** Copy the text above and paste it into the file name field.
12. Close the “USB-Ethernet Drivers” window.

13. In the “VehicleTech-x64” window, right-click on the file “1 - Run me first.bat” and click “Run as administrator” (Figure 7). If a popup window asks “Do you want to allow the following program to make changes to this computer?”, click **Yes**. A DOS prompt window opens.

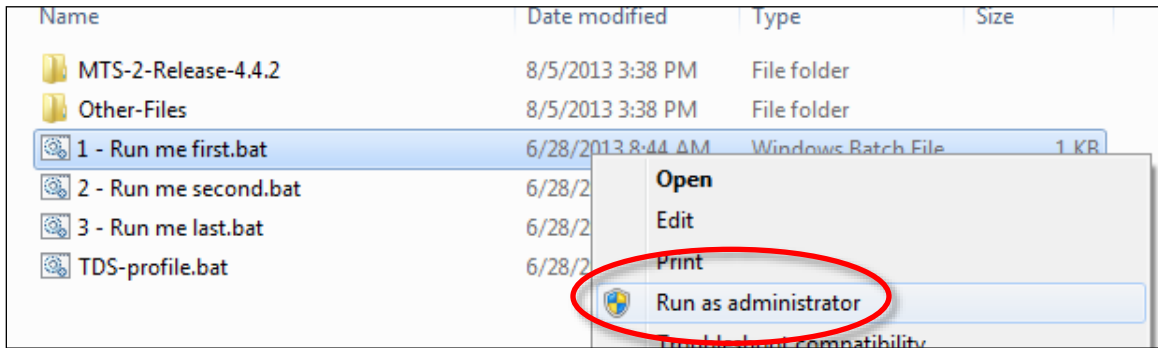


Figure 7

14. Wait for the DOS prompt window to display “First install is complete, proceed with install number 2” (Figure 8). Click inside this window and press any key. The DOS prompt window closes.

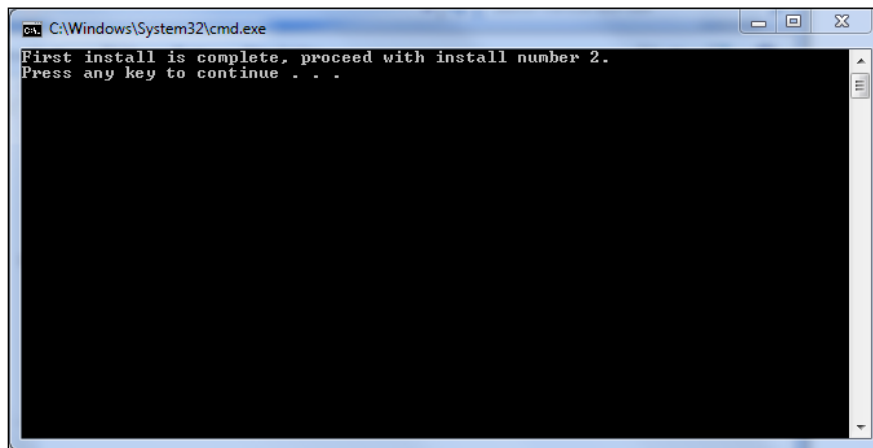


Figure 8

15. In the “VehicleTech-x64” folder window, right-click on the file “2 - Run me second.bat” and click “Run as administrator”. If a popup window asks “Do you want to allow the following program to make changes to this computer?”, click **Yes**. Do not close any other windows that open.

16. Click **Install** in the “Tesla TechCentre Setup” window (Figure 9). This begins installing some of the supporting software that MTS-2 requires to run. Installation of these programs might take several minutes.

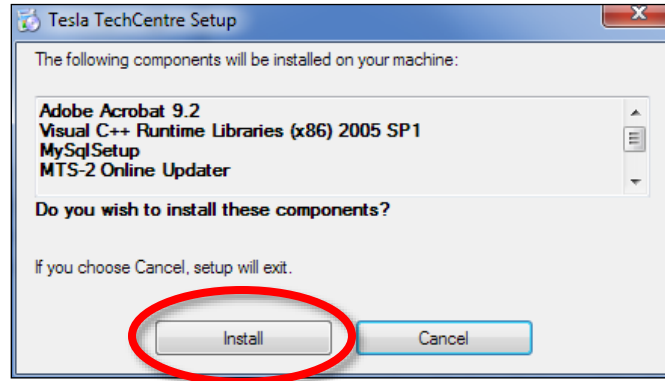


Figure 9

NOTE: During the installation, a warning might appear that says “Windows can’t verify the publisher of this driver software”. If so, click **Install this driver software anyway** (Figure 10).

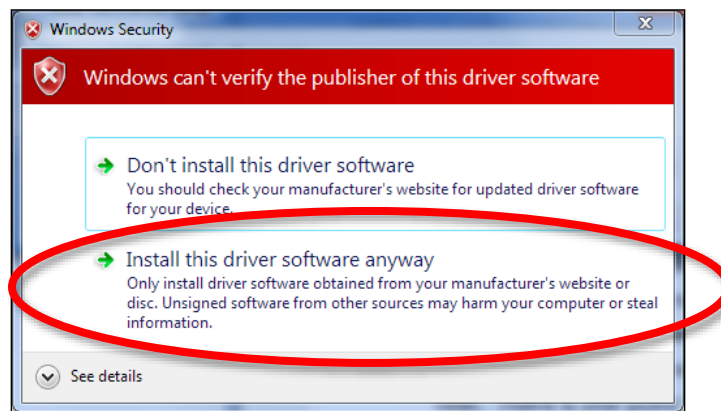


Figure 10

NOTE: During this step, the “Tesla TechCentre” window opens behind the DOS prompt window (Figure 11). Do not click in the DOS prompt window, even though it says “Press any key to continue”.

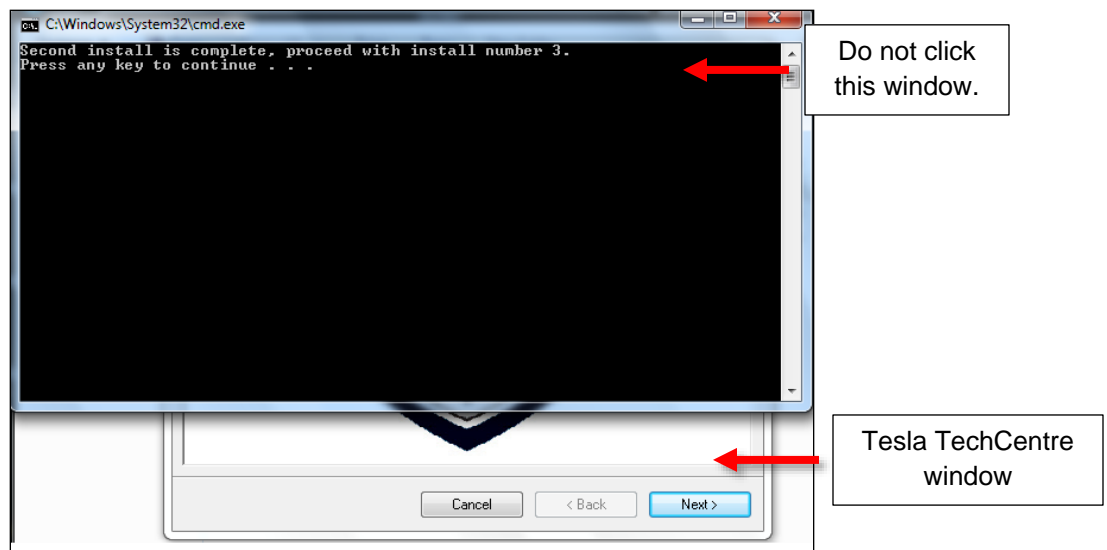


Figure 11

17. Click **Next** in the “Tesla TechCentre” window (Figure 12).

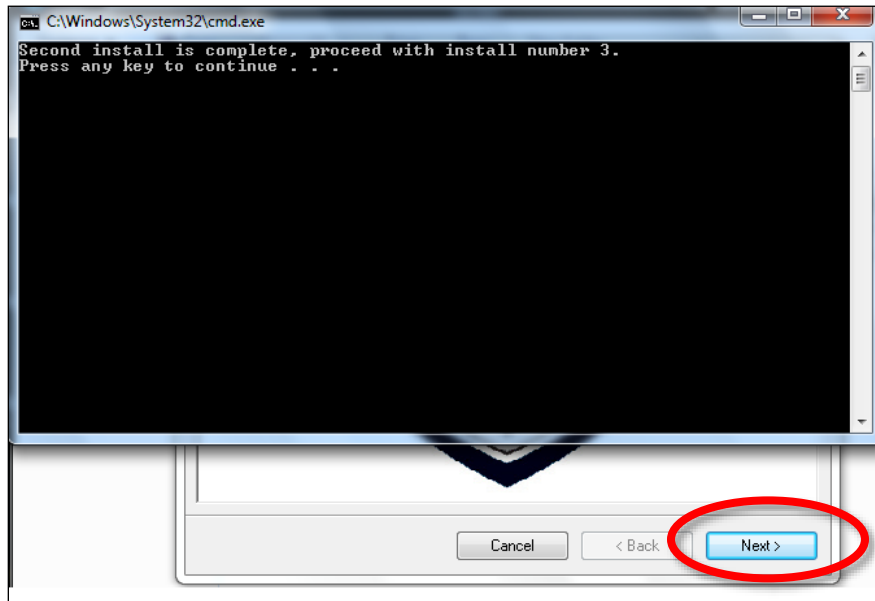


Figure 12

18. Continue to click **Next** to proceed through the installation. When a large blue window opens behind the “Tesla TechCentre” window (Figure 13), click in the blue window to display the “Setup” window.

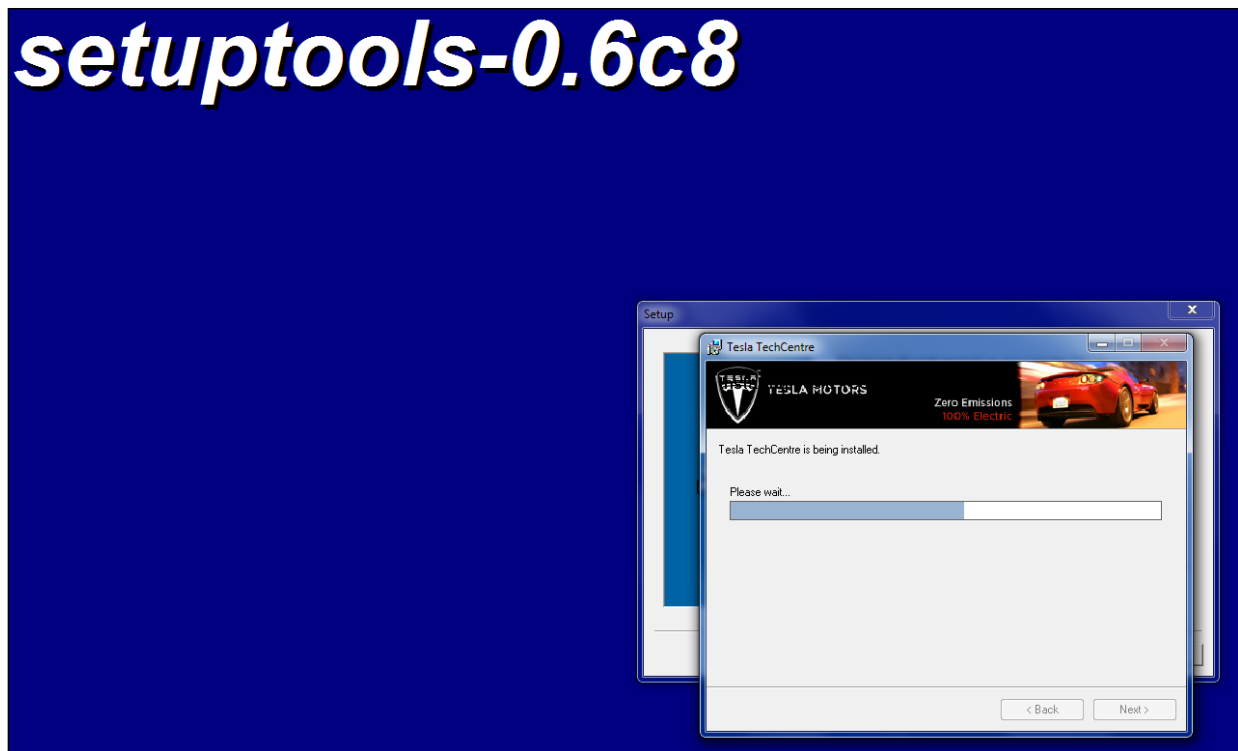


Figure 13

19. In the “Setup” window, click **Next** several times (Figure 14), then click **Finish**.

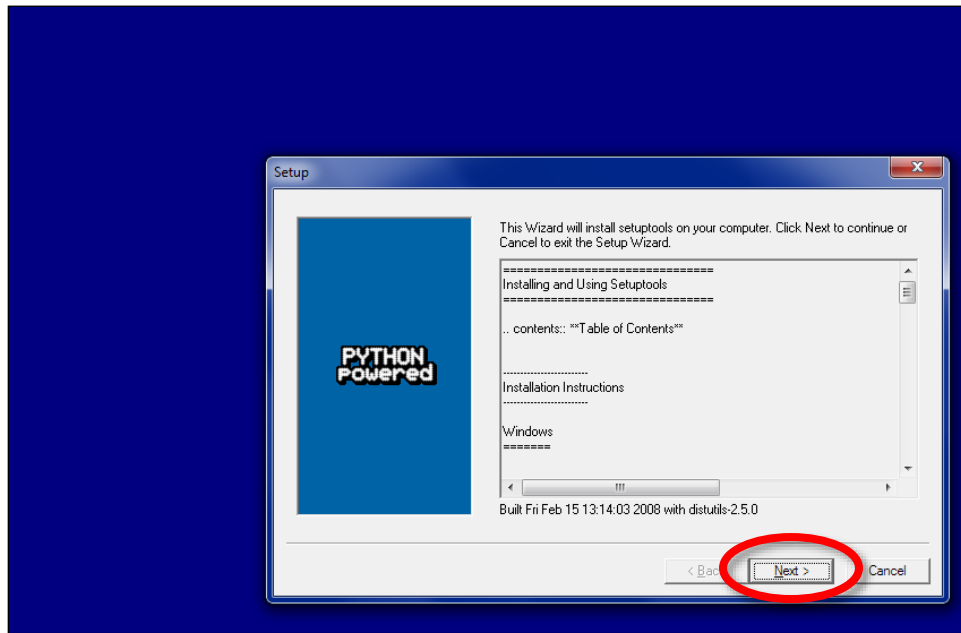


Figure 14

NOTE: At this point, some laptops might display a new DOS prompt that is labeled “TeslaTools.exe” and covers the “Tesla TechCentre” window (Figure 15). If so, wait 2 minutes for this window to close. If it disappears, continue to the next step.

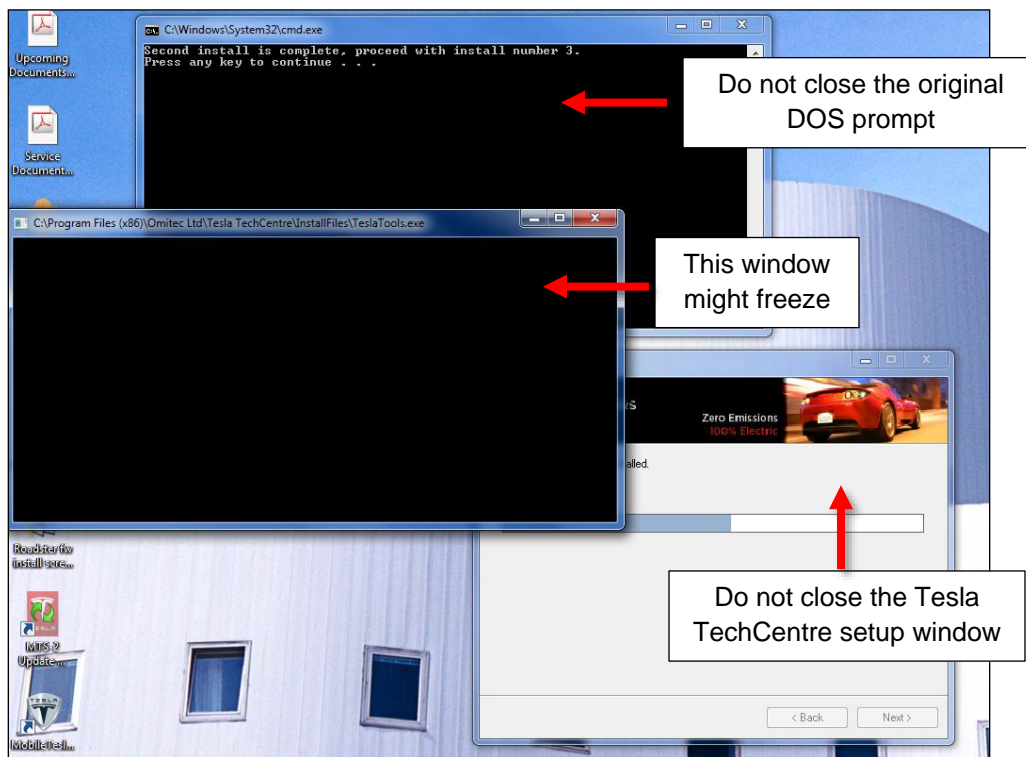


Figure 15

NOTE: If the “TeslaTools.exe” window does not disappear after 2 minutes, close it. An error message appears. Click **OK** in the error window (Figure 16). Repeat the procedure starting at step 13, but do not close the original DOS prompt or the “Tesla TechCentre” setup window. The screens might display slightly different information, but the procedure is the same.

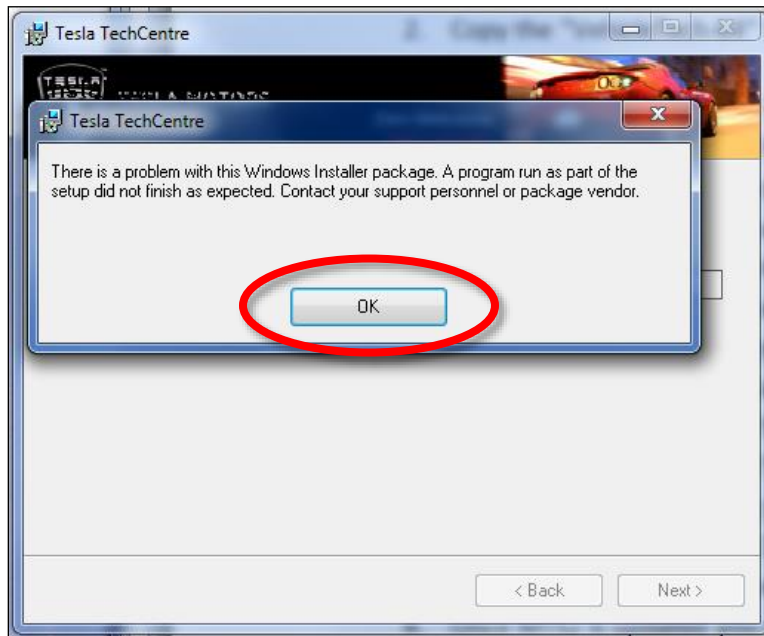


Figure 16

20. When Tesla TechCentre has finished installing, click **Close** (Figure 17). The window closes.

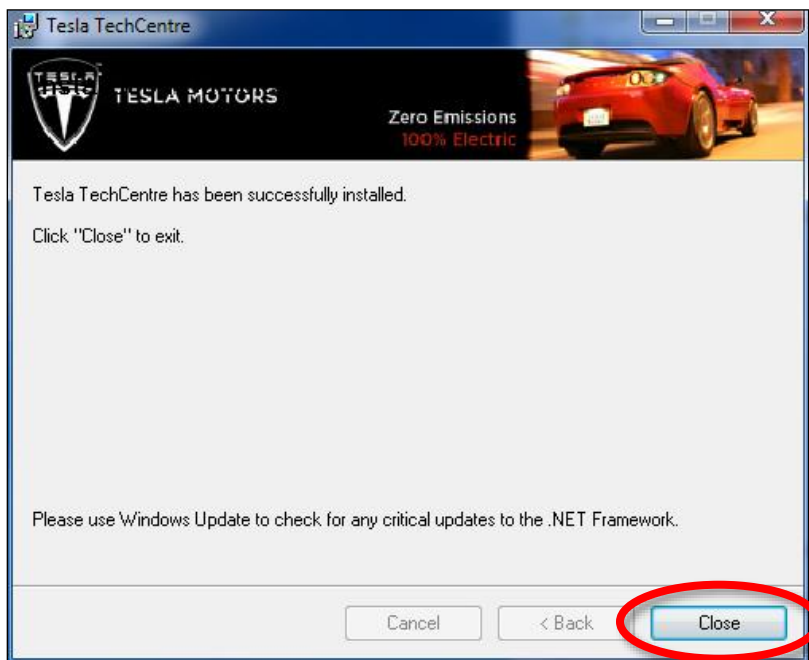


Figure 17

21. Click inside the DOS prompt window that says “Second install is complete, proceed with install number 3”. Press any key to close this window.

22. In the “VehicleTech-x64” folder window, right-click on the file “3 - Run me last.bat” and click “Run as administrator”. If a popup window asks “Do you want to allow the following program to make changes to this computer?”, click **Yes**. A DOS prompt window opens and begins to fill with text (Figure 18).

NOTE: Do not click into this DOS prompt window, and do not close it. This window can be minimized.

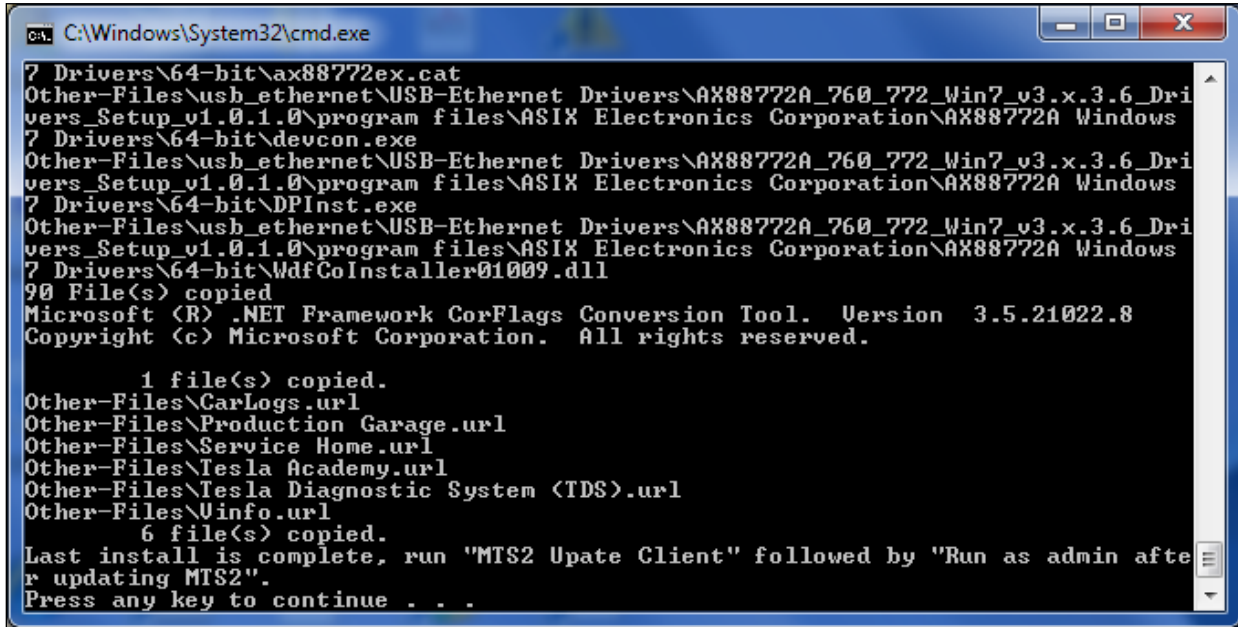


Figure 18

23. On the desktop, locate the “MTS-2 Update Client.exe” icon (Figure 19). The name of the icon might be shortened to something like “MTS-2 Update ...” (Figure 20).



Figure 19



Figure 20

24. Double-click the “MTS-2 Update Client.exe” icon. The “MTS-2 Updater” window opens (Figure 21).



Figure 21

25. Click **Next**. The window changes to say that an update is available (Figure 22).



Figure 22

26. Click **Next**. The window changes to show that a download is in progress.

NOTE: This download might take over 20 minutes; the program connects to servers that are very slow. Do not cancel or restart the download.

27. After the download has finished, if a popup window asks “Do you want to allow the following program to make changes to this computer?”, click **Yes**.
 28. When a large blue window opens behind the “Tesla TechCentre” window (Figure 23), click in the blue window to display the “Setup” window.
- NOTE:** The “Tesla TechCentre” progress bar is frozen at this point. Do not close the “Tesla TechCentre” window, and do not click the DOS prompt window.

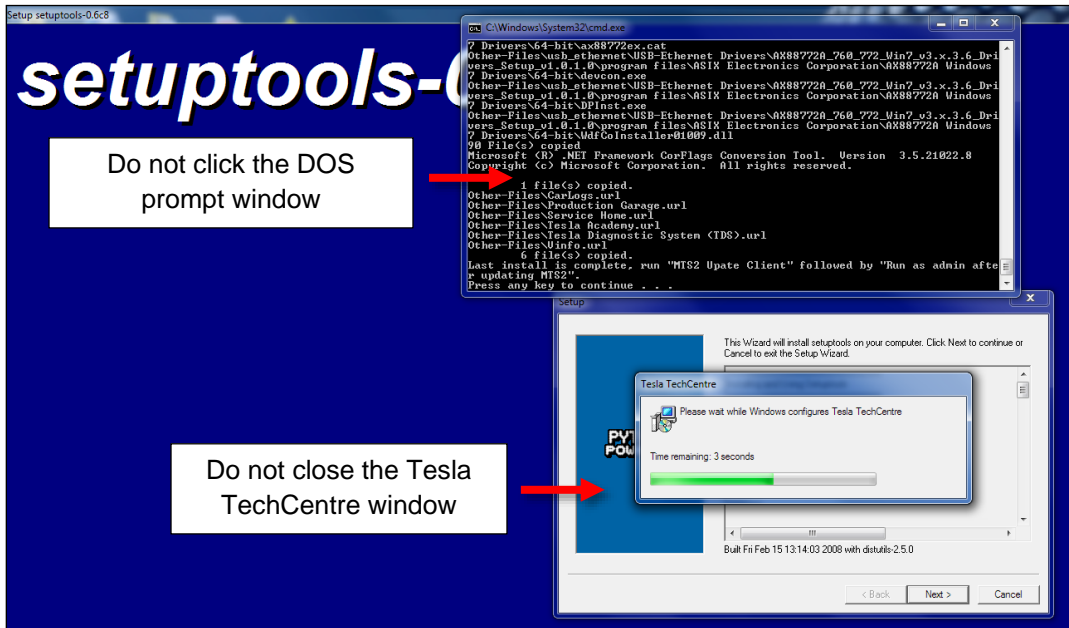


Figure 23

29. Click **Next** several times to proceed through the prompts, then click **Finish**. A window appears saying that the MTS-2 update is complete (Figure 24).

NOTE: The progress bar might take several minutes to update. If the progress bar appears to be frozen, wait for it to complete before continuing.

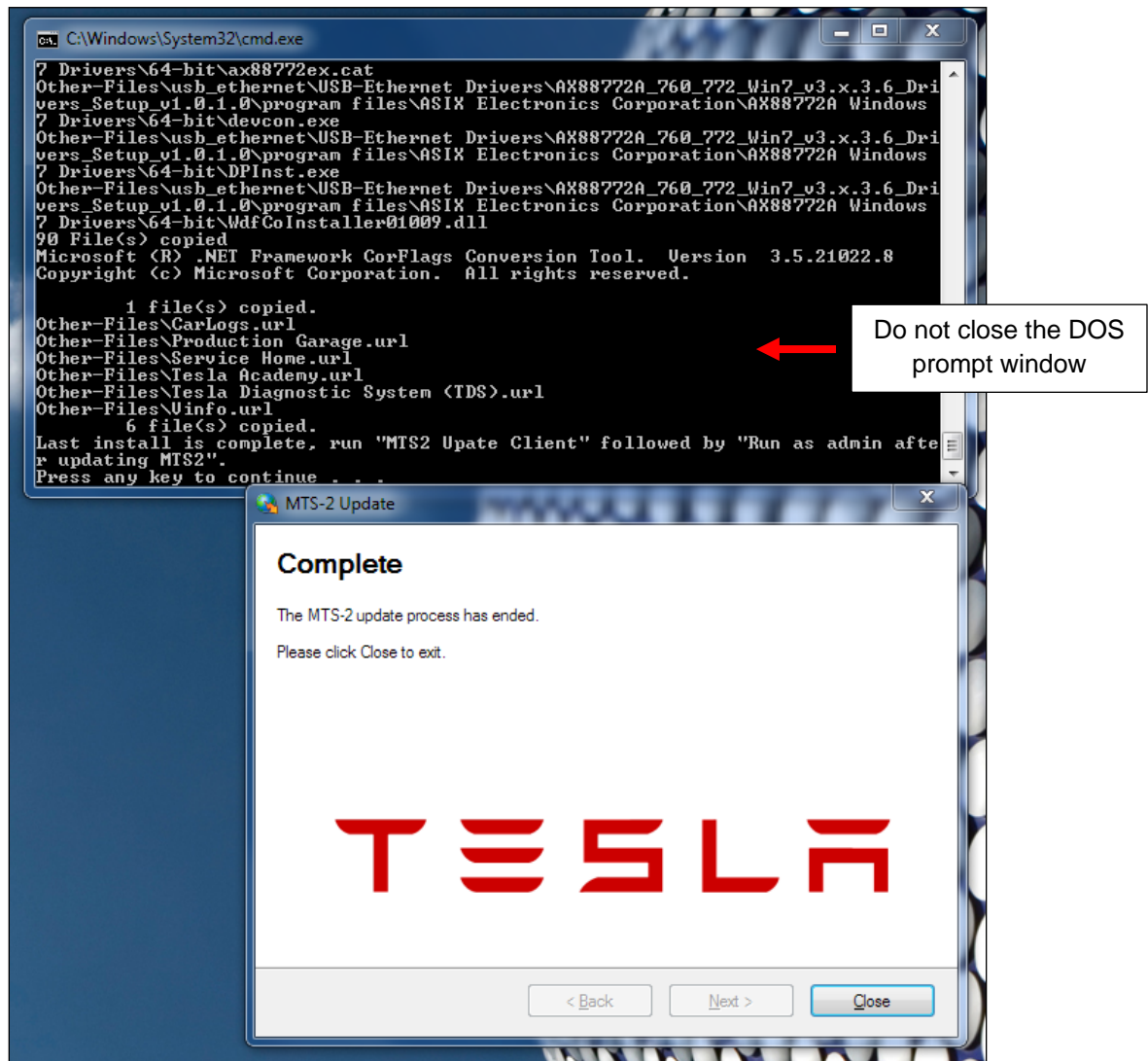


Figure 24

30. In the “MTS-2 update” window, click **Close**.

NOTE: Do not close the DOS prompt window.

31. On the desktop, locate the “Run as admin after updating MTS2” icon (Figure 25). The name of the icon might be shortened to something like “Run as admin after updati...” (Figure 26).

NOTE: Do not open this program yet.

NOTE: This icon might not appear on all computers. If this icon is not on the desktop, skip to step 33.



Figure 25



Figure 26

32. Right click the “Run as admin after updating MTS2” icon, then select “Run as administrator”. If a popup window asks “Do you want to allow the following program to make changes to this computer?”, click **Yes**. A new installation window opens and closes very quickly.

33. Click into the DOS prompt window that says “Press any key to continue”. Press any key to close this window.

34. Click the Windows icon at the bottom left corner of the screen.

35. Type “cmd” (without the double quotes) into the “Search programs and files” box (Figure 27) and press Enter.

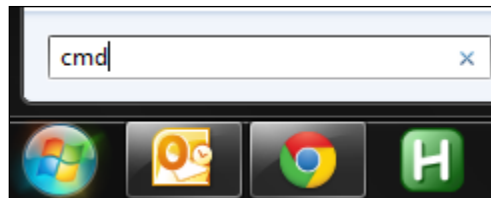


Figure 27

36. In the search results, right-click on “cmd.exe” and click “Run as administrator” (Figure 28). If a popup window asks “Do you want to allow the following program to make changes to this computer?”, click **Yes**. A DOS prompt window appears.

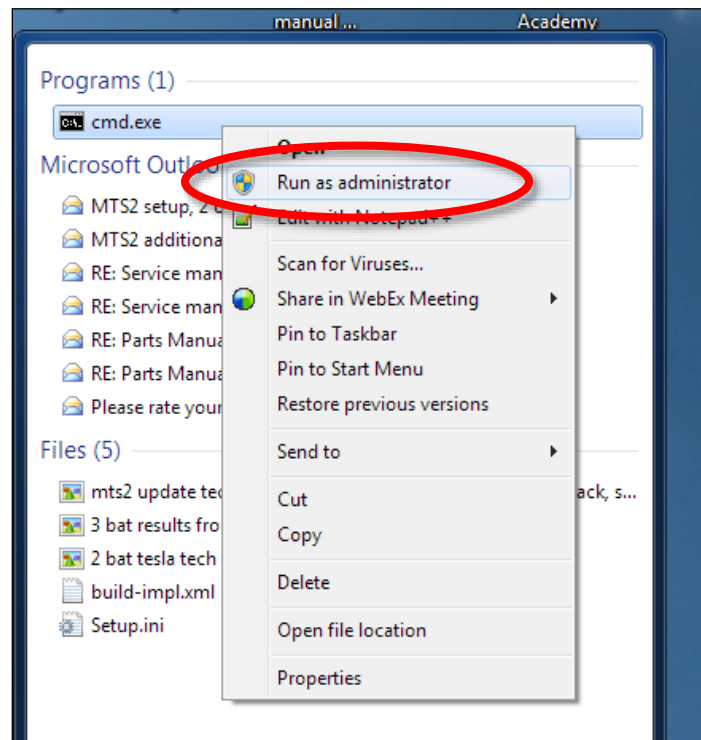


Figure 28

37. In the new DOS prompt window, type “sc delete dsdserverservice” (without the double quotes) and press Enter. The message “[SC] DeleteService SUCCESS” appears (Figure 29).

```
C:\Windows\system32>sc delete dsdserverservice
[SC] DeleteService SUCCESS
```

Figure 29

38. In the DOS prompt window, type “sc delete teslaloguploaddservice” (without the double quotes) and press Enter. The message “[SC] DeleteService SUCCESS” appears (Figure 30).

```
C:\Windows\system32>sc delete teslaloguploaddservice
[SC] DeleteService SUCCESS
```

Figure 30

39. Close the DOS prompt window.

NOTE: Installing MTS-2 might leave several icons on the desktop. If desired, delete the following icons:

- Link to Carlogs
- Link to Vinfo
- Link to Production Garage
- Link to Tesla Academy
- Link to Service Home
- Link to TDS website
- MTS2-Update Client
- Run as admin after updating MTS-2
- MobileTeslaScan.exe

40. Delete the “VehicleTech-x64” folder from the desktop. If a window opens that asks “Do you want to permanently delete this folder?”, click **Yes** (Figure 31).

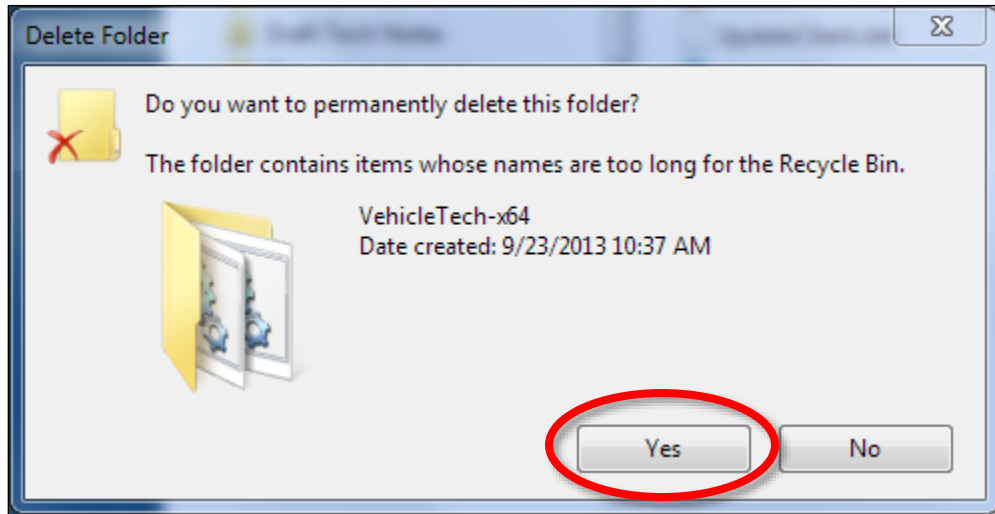


Figure 31

41. Continue to the “Creating a Shortcut to MTS-2” section of this document.

Creating a Shortcut to MTS-2

1. Click the Windows icon at the bottom left of the screen.
2. Select “Computer” (Figure 32).

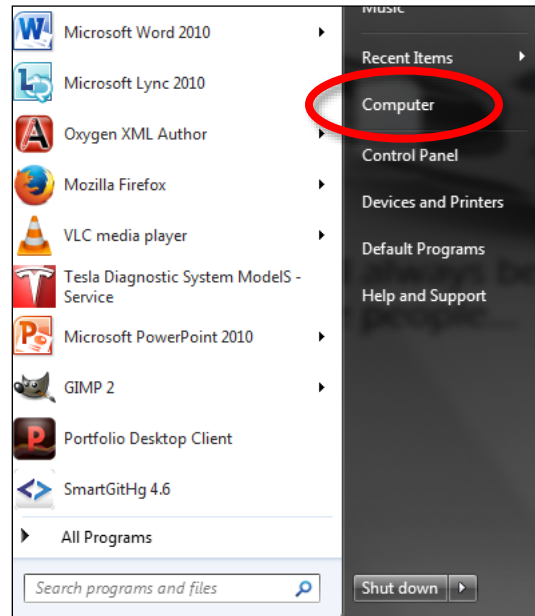


Figure 32

3. Double-click “Local Disk (C:)”.
4. Double-click “Program Files (x86)”.
5. Double-click “Omitec Ltd”.
6. Double-click “Tesla TechCentre”.

7. Right-click the “TeslaDiagnostics.exe” icon (Figure 33), then select “Pin to Start Menu”. A shortcut to MTS-2 appears in the start menu (Figure 34).

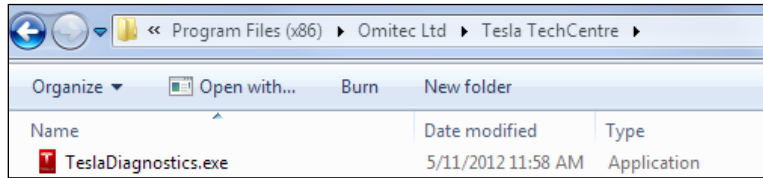


Figure 33

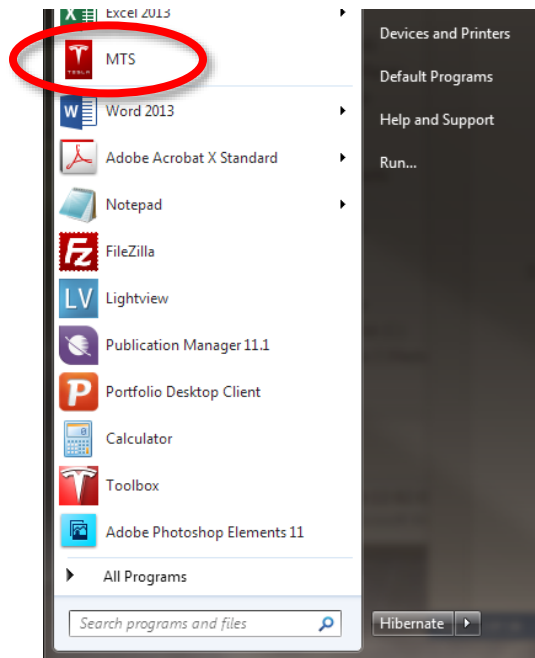


Figure 34

8. Select the “MTS” icon in the start menu to open MTS-2 (Figure 35).
- If the program does not open or crashes immediately upon opening, refer to the “Troubleshooting” section of this document.
 - If the program starts properly, no additional work is needed. Discontinue this procedure.

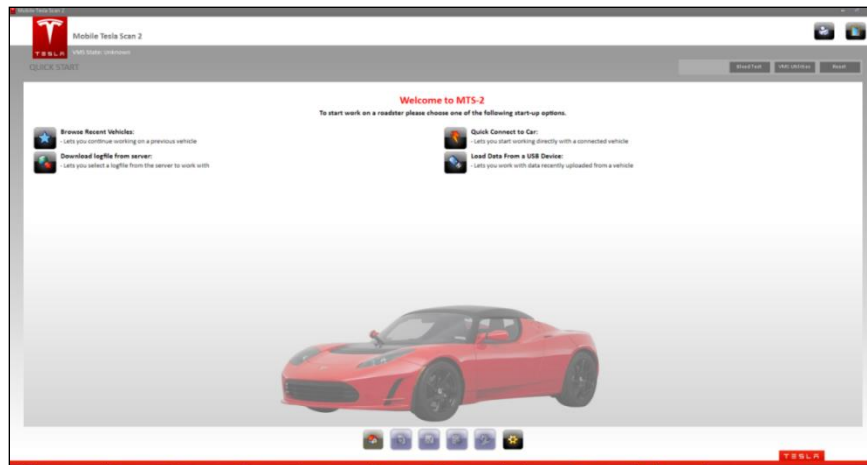


Figure 35 (The MTS-2 home screen)

Troubleshooting

1. Repeat the steps in the “Installing MTS-2” section of this document.

NOTE: Several notices and error messages appear, indicating that files are already installed. This is normal; ignore the error messages and continue the process as described.

2. Select the “MTS” icon in the start menu to open MTS-2. If the program does not open or crashes immediately upon opening, continue to the next step.

3. Click the Windows icon at the bottom left of the screen.

4. Select “Control Panel”. The “Control Panel” window opens.

5. Click “Programs and Features”.

6. Click “Tesla TechCentre”, then click **Repair** (Figure 36). Click **Next** several times to proceed through the prompts.

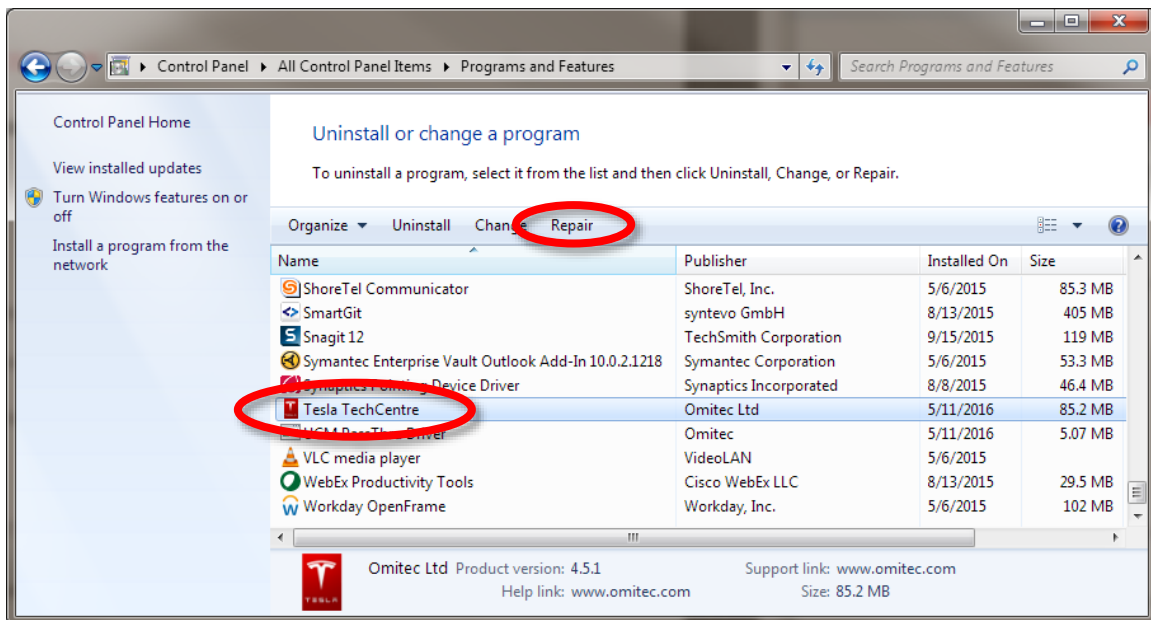


Figure 36

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