Continental HHT Update Client
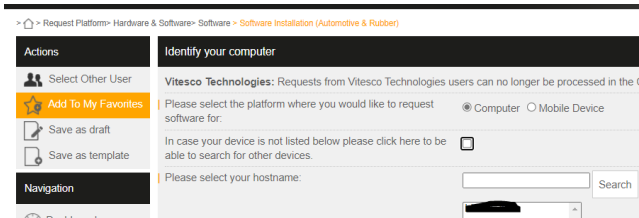
Instructions to Update the Hand-Held Tool

(only for Continental Internal employees)
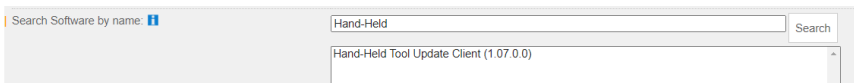
Download and Update
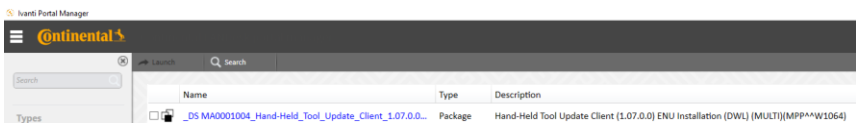## Installation Instructions

1. Installation

› Request software installation in SSP7, in the following link:

  › http://ssp.auto.contiwan.com/SSP6/Forms/form.aspx?id=1942

› Select your laptop hostname.

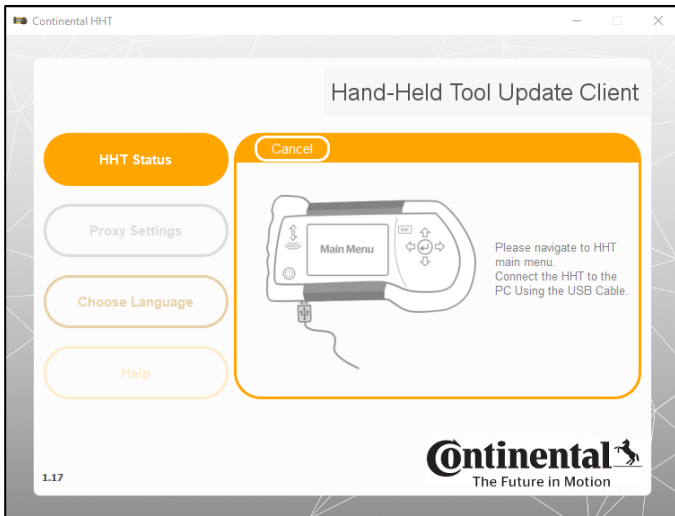› Search with "Hand-Held Tool Update Client", select the software and submit the ticket.

› After IT ticket is completed, go to Portal Manager and launch "Hand-Held Tool Update Client".

2. Update Process

› Open "Hand-Held Tool Update Client" software and follow the instructions displayed. The update client will update itself on every launch.
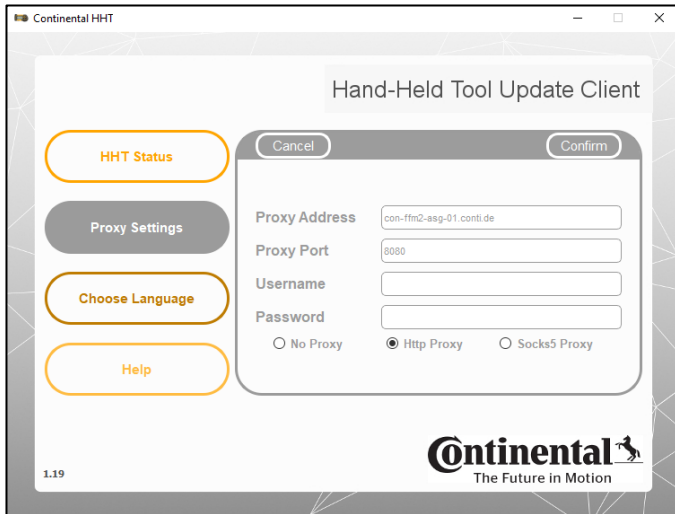

› The update client will automatically download the latest Hand-Held Tool software from the internet and stores in the PC. An offline update is possible with the downloaded software packages.

› In case the Hand-Held Tool

  › has a Firmware version is inferior to 6.8 or
    (check menu "Setup → Release" on your Hand-Held Tool device)

  › is not detected or is not responsive

  Then follow the instructions below

  › Power off the device (if not possible, press the reset button)

  › Keep the ESC button pressed, connect the USB cable to the PC and to the Hand-Held Tool

  › Launch the "Hand-Held Tool Update Client" software and follow the instructions displayed.

2. Settings for internet connection (Proxy settings)

› In case the user is in the Continental network or connected via VPN, the default proxy settings are applied.

› If this does not work, then try "No Proxy" and press "Confirm".

› In case the user is outside the Continental network, select "No Proxy" and press "Confirm".

3.   Troubleshooting

› The client might hang or not detect the Hand-Held Tool due to the following reasons:

   › Application is run without drivers being installed.

   › Defective USB cable

   › Unstable USB connection due to some software issues on the computer.

   › Earlier update process interrupted.

› Resolve the problem:

   › The user should close the application and restart it again.

   › Try a different USB port.

   › If the behavior is still the same, please open an IT ticket, to support group: TI WW ContiConnect DEVICE and CONNECTIVITY RnD / Category TI ContiConnect (BMC service).

4.   Uninstall old version

(only if you have previous tried to install HHT Update Client and you were not successful)

› Uninstall the previous version, by:

   › Go to Control panel app → *Programs and features*

   › Call IT and ask to remove *"Continental HHT Update"* and *"Window USB drivers Tecnomotor…"*

   › If you don't have admin rights or IT hotline wants you to raise a uninstall request in SSP7 then follow this link:

   http://ssp.auto.contiwan.com/SSP6/Forms/form.aspx?id=1263

   › Delete C:\Continental folder if it still exists.

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