DPS Portal Help Document (Dec. 2024)

Contents

Who should request DPS?

The primary purpose of DPS is development and validation of service programming for GM ECUs. DPS is intended for the GM and supplier engineering communities.

DPS Portal – User Types

There are 2 user types, Internal and External – see the usage description below (image).

The **Internal User** (with GM credentials) will have immediate access to the DPS User Menu selections:

The **External User** will first be required to enter their "company" email address as well as the CAPTCHA code.

Upon successfully completing the CAPTCHA Sign In. The External User will be sent an email which will contain a link to access the "External DPS User" selection menu.

From: GM DPS Portal <no-reply@gm.com>
Sent: Wednesday, November 13, 2024 6:59 AM
To: External User <External.User@supplier.com>
Subject: Sign in to DPS Portal

Copy and paste this link into your web browser: https://dps-portal.gm.com/external-user/public/callback/email?token=b989ce66-62d2-4ad5-91f0-af1f31a25

This link will expire in 1 hour and can only be used once.

The link from the email will allow access to the External User Menu selections:

DPS Request Instructions – All Users

See step 7 for details on requesting without Internet Explorer.

1. Click "Internal User" or "External User *" based on your GM credentials and/or DPS usage requirements.
   * External Users will be required to through a 'CAPTCHA sign-in process' (defined above) prior
     submitting any type of Portal Request.

2. Select "Download PCID Utility". Run the PCID_Utility.exe to generate a new PCID.txt file.
   (the PCID.txt will be stored locally)

3. Select "Request DPS Access".

4. Enter the "GM Contact" information (if requested) as well as "Your" information.
   (do not skip any required fields; request with invalid GM Contact data will be rejected)

   Note:
   - Your EMAIL address field will be pre-populated based on your GM Credentials (Internal User) or the Sign-In
     Email (External Users).
   - Make sure to use your newly generated PCID.txt file (from Step 2).

5. Choose a certificate signing request option.
   a. In-Browser CSR – only offered by Internet Explorer or in MS Edge with IE mode enabled. ******* (next page)
   b. External CSR – provide your own CSR, recommended for advanced users.
   c. GM Server – good choice for users who cannot use IE or IE mode in Edge. Provide a passcode of your
      choice (known only to you) which you'll use later to install the certificate.

   Note:
   - The "GM Server" option 'passcode' will be used later to install the certificate.

6. Submit the request. Verify that you see the green success message at the end. If you do not see the success
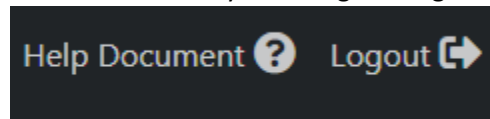   message, repeat the process from step 3.
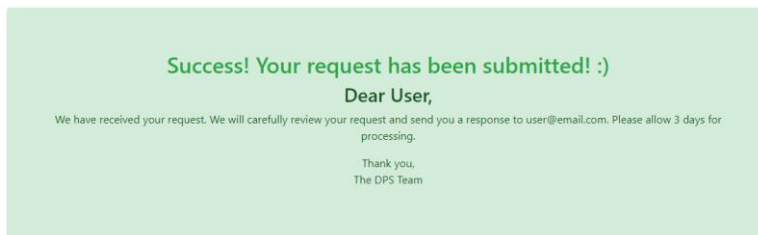
7. When completed, you can either submit more requests by going back to the main URL:

   Select this link:
   Or quit out of this Portal Session by selecting the Logout button.

   Select:

*** "In Browser" CSR Selection Type: MS Edge (IE Compatible Mode)

Internal Users:

The DPS user will need to add the DPS portal link to the IE Mode Pages list.

External Users:

The DPS user will need to add the "callback/email" link received via the Sign-In email to the IE Mode Pages list.

Frequently Asked Questions (FAQ)

My device is missing from the "Device Explorer"

First, verify that your PassThru device supports the protocol you have selected in DPS. Try reinstalling or updating to the latest 32-bit drivers for your device from the device manufacturer's website (typically listed as PassThru or J2534 drivers). DPS can only use 32-bit SAE-J2534 04.04 drivers which are registered with Windows by the device's installer.

License Errors

If you experience a license mismatch or expiration error, you should submit a new request. Make sure to generate a new PCID.txt file using the latest PCID_Utility.exe for your request.

PT_ERRORS

PT_ERROR_XYZ (ex: PT_ERROR_FAILED) are errors sent to DPS from the PassThru device drivers. They indicate that DPS was able to communicate to your device's drivers, but the device's drivers experienced an error while communicating to the physical device or could not perform the requested operation. The problem is rarely related to the DPS tool. We recommend you first verify the device software and hardware configuration is correct, then try to reinstall or update to the latest 32-bit drivers for your device, and lastly reach out to the device manufacturer for support.

Invalid target address 0x0000 / not found in mapping matrix

This error indicates that DPS is not receiving messages from the ECU with which you are attempting to communicate.

- Did you select the correct protocol within DPS?
- Double check the PassThru device configuration and connection.
- Double check the ECU configuration and connection.
- Do you have the latest PassThru device driver software from the manufacturer?

Updating to the latest DPS

You must submit a new request to update to the latest software version. Make sure to generate a new PCID.txt file using the latest PCID_Utility.exe for your request.

External Login – Sign in with email page is reloading in a continual loop

If opting for the "In-Browser" CSR as certificate signing request option, then reload the browser in IE Mode and follow the instructions on the previous page: "In Browser CSR Selection Type: MS Edge (IE Compatible Mode)"