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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.

Request Instructions – GM Network Users

If you need to use DPS outside of a GM facility or while disconnected from VPN, we recommend that you request as an External User. You will still be able to use DPS while on the internal network.

See step 7 for details on requesting without Internet Explorer.

1. Click Internal or External User.
2. Download the PCID_Utility.exe and run it to generate a new PCID.txt file.
3. Return to the DPS User Portal (Internal/External User selection).
4. Click Request DPS Access.
5. Enter your contact information (put your contact information in both fields for external requests).
6. Upload your newly generated PCID.txt file (from step 2).
7. Choose a certificate signing request option.
   a. In-Browser CSR – only offered by Internet Explorer or in Edge with IE mode enabled.
   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 simple passcode of your choice. Use the passcode later to install the certificate.
8. 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.

Request Instructions – Non-GM Network Users

See step 7 for details on requesting without Internet Explorer.

1. Click External User.
2. Download the PCID_Utility.exe and run it to generate a new PCID.txt file.
3. Return to the DPS User Portal (External User selection).
4. Click Request DPS Access.
5. Enter the GM employee contact information (the GM employee who is your point of contact for the project and can approve your request) and your contact information.
6. Upload your newly generated PCID.txt file (from step 2).
7. Choose a certificate signing request option.
   a. In-Browser CSR – only offered by Internet Explorer or in Edge with IE mode turned on.
   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 simple passcode of your choice. Use the passcode later to install the certificate.
8. 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.

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.